

City of Leduc

2015 Leduc FCSS Needs Assessment – Community Survey

Final Report

March 25th, 2015

Banister

Research & Consulting Inc.

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SUMMARY OF FINDINGS

The City of Leduc's Strategic Plan recognizes Community Wellness as a key goal. A strong focus is placed on encouraging well being and promoting active, healthy lifestyles while providing the appropriate level of support to address social needs in the community. With this in mind the City has committed to conducting a social needs assessment every five years in order to measure citizen perceptions and satisfaction with Leduc Family and Community Support Services.

In 2014, the City of Leduc contracted Banister Research & Consulting Inc. (Banister Research) to conduct their 2015 Social Needs Assessment Survey with Leduc residents. A total of 400 surveys were completed, by telephone, using a questionnaire designed by Banister Research in close consultation with the client.

This report outlines the results of the 2015 survey and includes comparisons to results reported in 2010. Specific findings include.

Community Belonging

Residents most frequently reported living in Leduc for more than 20 years (33%, significant decrease from 46% in 2010), followed by 1 to 5 years (27%, significant increase from 17% in 2010), 6 to 10 years (20%) and 11 to 20 years (17%). One-in-twenty (5%) residents reported having lived in Leduc for less than 1 year.

Just over four in ten (42%) mentioned job or employment opportunities for themselves or their spouse as the main reason for living in the City of Leduc. Other frequently mentioned reasons included:

- ◆ The small city atmosphere (28%);
- ◆ Family or marriage reasons (27%);
- ◆ Proximity/access to Edmonton (11%); and,
- ◆ The cost of housing or living (9%).

The 2015 survey year saw a significant decrease in the proportion of respondents reporting small city atmosphere (28% versus 35% in 2010) as the main reason for living in Leduc.

The vast majority of respondents (93%, comparable to 93% in 2010) reported that they expect to be living in Leduc in the next 3 years, while 5% said they did not expect to and 2% were unsure.

Respondents were read a list of statements about the City of Leduc and asked to rate their agreement with each statement.

- ◆ Virtually all respondents agreed they felt safe walking alone during the day (98%) and that, overall, Leduc is a safe place to live (96%) and a good place to raise a family (94%).

In terms of negative attributes:

- ◆ Forty-six percent (46%) somewhat or strongly agreed that break-ins of homes and apartments is a problem in Leduc, while 44% (a significant increase from 35% in 2010) agreed that bullying is an issue and 16% believed gambling to be a problem in the City.

This year, residents were significantly less likely to report having someone in Leduc that they can count on in a crisis situation (87% versus 92% in 2010) and someone to confide in or talk to about their personal feelings or concerns (85% versus 91% in 2010). Further, residents were significantly more likely to report that bullying is an issue in the City of Leduc (44% versus 35% in 2010).

When asked to rate their overall sense of belonging to the community of Leduc, 60% of respondents reported a strong sense of belonging (4 or 5 out of 5), comparable to 63% in 2010. Thirty-two percent (32%) of respondents provided a neutral response (3 out of 5) and 8% rated their sense of belonging as being weak (1 or 2 out of 5).

Access to Human Services

Nearly three-quarters (73%, comparable to 72% in 2010) of residents were either somewhat (48%) or very satisfied (25%) with the general quality of human services in Leduc. Eight percent (8%) of respondents were dissatisfied to some extent, while 22% of respondents were unsure.

Respondents were read a list of services and asked to indicate whether they or another member of their household had accessed the service during the past six months. Respondents most frequently reported accessing the following programs:

- ◆ Recreational programs for youth (30%);
- ◆ Recreational programs for parents or families (26%);
- ◆ Thirteen percent (13%) reported having accessed recreational programs for seniors; and,
- ◆ Ten percent (10%) reported using social programs for seniors.

This year, respondents were significantly less likely to have accessed services for children with behavioral issues over the past 6 months (3% versus 6% in 2010).

For all services, most respondents reported having accessed the service in the City of Leduc. Those seeking assistance with personal finances or financial hardships (20% accessed outside Leduc) and programs/services for dealing with addictions or substance abuse (22%) were most likely to have accessed services outside the City.

This year, respondents who used counseling services for youth, families and seniors were significantly less likely to have accessed these services within Leduc (87% versus 100% in 2010).

The majority of respondents (60%, comparable to 60% in 2010) believed it was easy (47%) or very easy (13%) to access the human services they needed within the City of Leduc. Just under one in ten (9%) of residents believed access would be difficult, while thirty-one percent (31%) were unsure.

Well over half of respondents (58%, a significant increase from 49% in 2010) believed that additional human services or programs would be needed in the City of Leduc in the next three years. Twenty-six percent (26%) of respondents did not believe additional programs were needed, while roughly one-in-seven (16%) were unsure.

Volunteerism

Respondents were asked whether they had participated in any volunteer work in this area in the past six months. Nearly one-quarter (24%) had volunteered in a human services area (significantly fewer than 37% in 2010).

Respondents that had volunteered in the past 6 months (n=97) frequently reported having volunteered 4 hours or less (42%) or between 5 to 10 hours (29%). Thirteen percent (13%) of respondents volunteered 11 to 20 hours of their time, while 11% volunteered more than 20 hours. No significant differences were found when comparing 2010 and 2015 survey results for this question.

Among those who volunteered in the past six months (n=97), just under two-in-five respondents each reported that – in the event they were approached to volunteer – they could dedicate either about the same (37%) or more (38%) of their time to volunteering. Fifteen percent (15%) said they would commit less time to volunteering, while just over one-in-ten (11%) were unable to provide an answer. No significant differences were found when comparing 2010 and 2015 survey results for this question.

Perception of Access to FCSS Services

Respondents were asked to rate their general knowledge of FCSS and programs that are available in the City of Leduc. Approximately two-in-five (38%, comparable to 34% in 2010) rated their knowledge as excellent (8%) or good (30%), while well over half (57%) rated their knowledge fair (29%) or poor (28%). Five percent (5%) of respondents were unable to provide an answer.

Nearly one half (45%, comparable to 44% in 2010) of residents reported needing more information about the FCSS services and programs that are available in the City of Leduc, while 54% did not require any further information and 2% did not provide an answer.

Approximately two-thirds (64%, comparable to 64% in 2010) of all respondents knew where to get needed information about the FCSS services and programs available in the City of Leduc. Thirty-six

percent (36%) of respondents did not know where to find this information and 1% did not provide a response.

Respondents were asked how they would prefer to access or receive information about FCSS services. Respondents most frequently reported the following communication channels:

- ◆ City of Leduc website (23%);
- ◆ Books / magazine / newspaper / other print materials (22%);
- ◆ General internet search (22%);
- ◆ FCSS brochure (14%); and,
- ◆ Mail out information / flyers (13%).

This year, respondents were significantly more likely to prefer accessing or receiving information about FCSS services via general internet search (22% versus 9% in 2010), mail out information / flyers (13% versus 3% in 2010), and email (12% versus 2% in 2010).

Respondents were significantly less likely to prefer contacting City Hall (4% versus 8% in 2010) or FCSS (3% versus 6% in 2010), either by phone or in person.

1.0 STUDY BACKGROUND

Banister Research & Consulting Inc. (Banister Research) was contracted by City of Leduc Family and Community Support Services (FCSS) to conduct a Social Needs Assessment Survey with Leduc residents to assess perceptions and use of FCSS services in Leduc.

The findings from the 400 telephone surveys provide City of Leduc FCSS with insight into the perceptions and opinions of residents across a number of issues including:

- ◆ Resident's attachment to the community;
- ◆ Respondent access to human services;
- ◆ Access to human services provided in the City of Leduc;
- ◆ Volunteerism; and
- ◆ Perception of access to FCSS services.

2.0 METHODOLOGY

All components of the project were designed and executed in close consultation with the client. A detailed description of each task of the project is outlined in the remainder of this section.

2.1 Project Initiations and Questionnaire Design

At the outset of the project, all background information relevant to the study was identified and subsequently reviewed by Banister 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. The survey instrument was designed by Banister research with input from the client. For comparability, there was reference to the instrument used for the previous assessment conducted in 2010. A copy of the final questionnaire is provided in Appendix A.

2.2 Survey Populations and Data Collection

Telephone interviews were conducted from February 23rd to February 27th, 2015. As of the 2014 census, the City of Leduc had 28,583 residents. Banister Research completed a total of 400 telephone interviews with Leduc residents, 18 years of age or older, providing a margin of error no greater than $\pm 4.9\%$ at the 95% confidence level, or 19 times out of 20.

The following table presents the results of the final call attempts. Using the call summary standard established by the Market Research and Intelligence Association, there was a 9% response rate and a 63% refusal rate. It is important to note that the calculation used for both response and refusal rates is a conservative estimate and does not necessarily measure respondent interest in the subject area.

Summary of Final Call Attempts

Call Classification:	Number of Calls:
Completed Interviews by Telephone	400
Busy/No answer/Answering machine/Respondents unavailable	2402
Refusals/Disqualified	698
Fax/Modem/Business	24
Not-In-Service	140
Language barrier/Communication problem	11
Total	3675

2.3 Data Analysis and Project Documentation

While data was being collected, Banister Research provided either a written or verbal progress report to the client. After the interviews were completed and verified, the lead consultant reviewed the list of different responses to each open-ended or verbatim question and then 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 20% of each coder's work. Once the responses were fully coded and entered onto the data file, computer programs were written to check the data for quality and consistency.

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.

3.0 STUDY FINDINGS

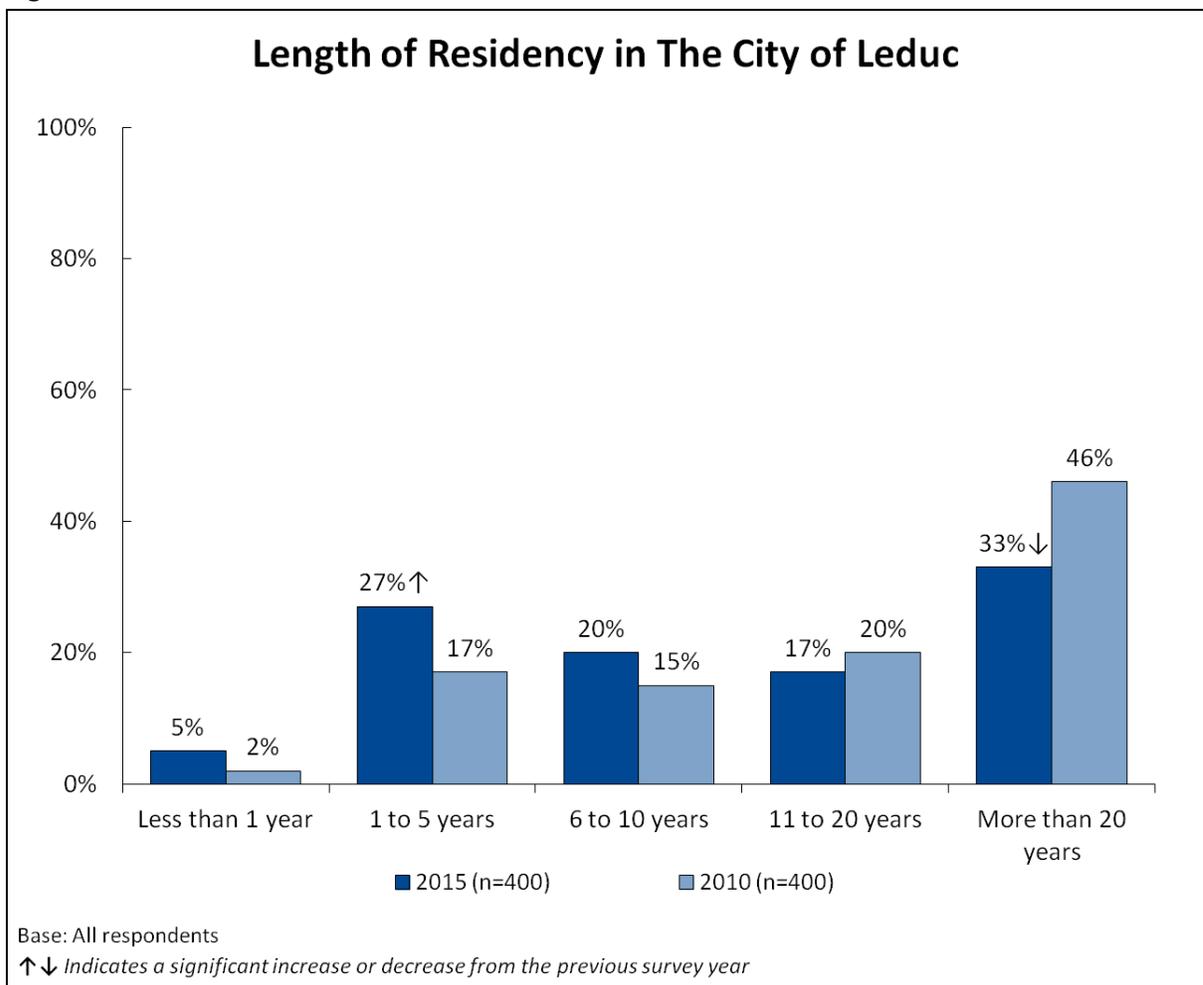
Results of the survey are presented as they relate to the specific topic areas addressed by the survey. The reader should note, when reading the report that the term significant refers to “statistical significance”. It is important to note that any discrepancies between charts, graphs or tables are due to rounding of the numbers.

3.1 Community Belonging

To begin the survey respondents were asked how long they had lived in the City of Leduc. Respondents most frequently reported living in Leduc for more than 20 years (33%, significant decrease from 46% in 2010), followed by 1 to 5 years (27%, significant increase from 17% in 2010), 6 to 10 years (20%) and 11 to 20 years (17%). Five percent (5%) of respondents reported having lived in Leduc for less than 1 year.

Refer to Figure 1, below.

Figure 1



Respondent subgroups significantly more likely to have **lived in Leduc for more than 20 years** included:

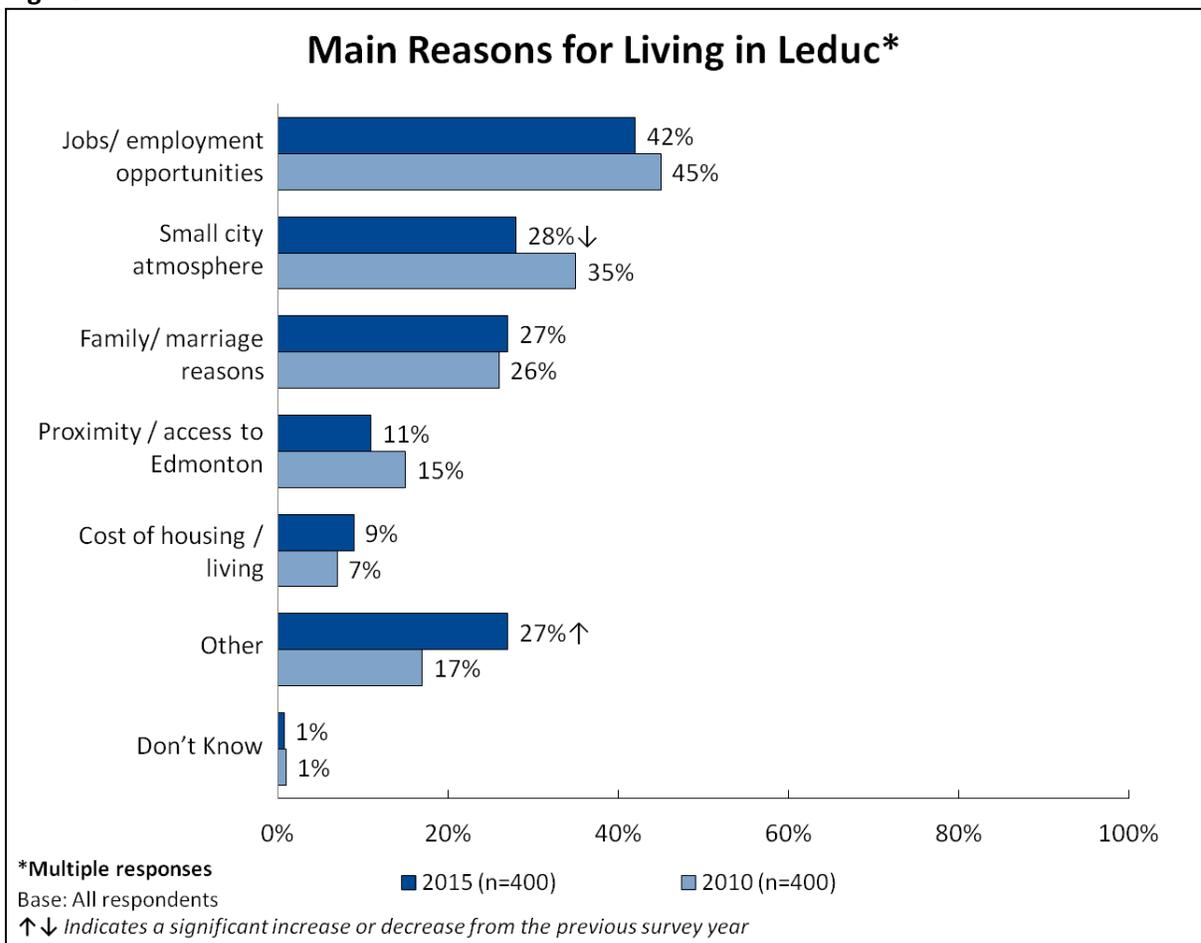
- ◆ Those without children in their household (41% versus 21% of those with children in their household);
- ◆ Those with seniors in their household (52% versus 26% of those without seniors in their household);
- ◆ Those with a strong sense of community belonging (40% versus 22% of those with a weak sense of belonging);
- ◆ Those with an excellent or good knowledge of FCSS and programs in the City of Leduc (44% versus 27% of those with fair or poor knowledge);
- ◆ Those age 55 years or older (47% versus 23% of those age 35 to 54 and 18% of those age 18 to 34); and,
- ◆ Those who own their home (35% versus 18% of those who rent).

Just over four in ten (42%) mentioned job or employment opportunities for themselves or their spouse as the main reason for living in the City of Leduc. Approximately one quarter reported living in Leduc either due to its small city atmosphere (28%) or for family or marriage reasons (27%), while more than one in ten (11%) respondents mentioned proximity and access to Edmonton. The City’s cost of living (9%) was also frequently mentioned by survey respondents.

The 2015 survey year saw a significant decrease in the proportion of respondents reporting small city atmosphere (28% versus 35% in 2010) as the main reason for living in Leduc.

See Figure 2, below.

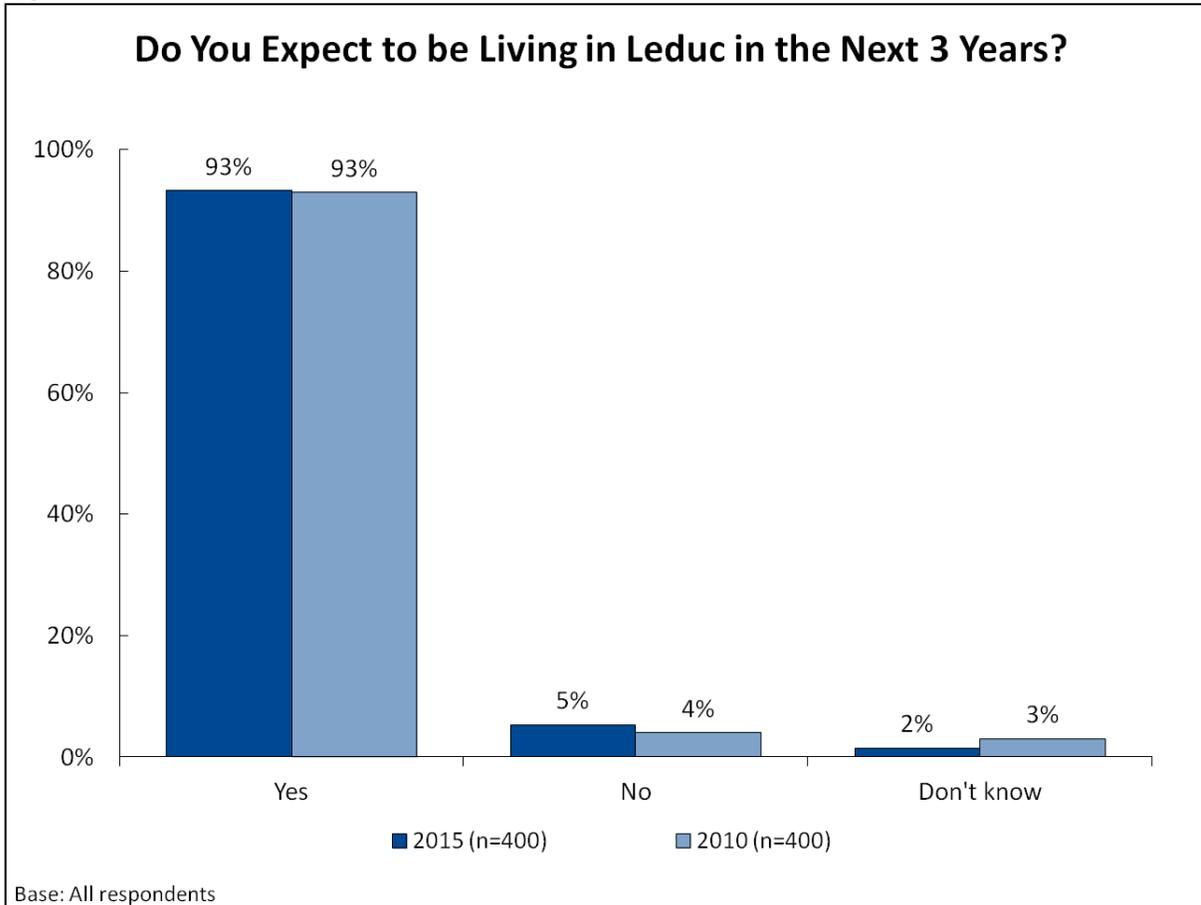
Figure 2



Respondents were asked whether they expect to be living in Leduc in the next three years. The vast majority of respondents (93%, comparable to 93% in 2010) reported they did, while 5% said they did not expect to and 2% were unsure.

See Figure 3, below.

Figure 3



Respondent subgroups significantly more likely to expect to be **living in Leduc in the next three years** included:

- ◆ Those who have lived in Leduc for 11 years or more (96% versus 90% of those who have lived in Leduc for 10 years or less); and
- ◆ Those who own their home (94% versus 87% of those who rent their home).

Respondents that reported they might leave Leduc in the next three years (n=27) were asked their potential reasons for doing so. Personal job opportunities was the reason mentioned most frequently by respondents (8 respondents), followed by retirement (5 respondents), education opportunities for family (3 respondents) and poor weather or climate (3 respondents).

See Table 1, below, for details.

Table 1

Why might you leave Leduc in the next three years?	
Base: Respondents who <u>do not</u> expect to live in Leduc in the next three years	Number of Respondents* (n=27)
Job / employment opportunities for self	8
Retirement	5
Education opportunities for family	3
Poor weather / climate	3
For family / marriage reasons	2
Cost of living / housing	2
City is growing too big / prefer smaller community	2
Need better social / recreational opportunities	2
Other (single responses)	5
Don't know	1

*Multiple mentions

Next, respondents were read statements about the City of Leduc and asked to rate their agreement with each statement. The following statements were asked in the 2015 needs assessment:

- ◆ I feel safe walking alone in my neighbourhood during the day;
- ◆ The City of Leduc is a good place to raise a family;
- ◆ I have someone in Leduc that I can count on to help me in a crisis situation;
- ◆ Overall, I consider my community a safe place to live;
- ◆ I have someone I can confide in or talk to about my personal feelings or concerns;
- ◆ There are safe parks, playgrounds and play spaces in Leduc;
- ◆ There is a good variety of housing sizes and types in our community;
- ◆ People around here are willing to help neighbours;
- ◆ Outside of work or school, there are lots of things for young people to do in Leduc;
- ◆ I feel safe walking alone in my neighbourhood after dark;
- ◆ There is a range of housing options in our community to meet all income levels;
- ◆ Where there is a problem, the people in my neighbourhood get together to deal with it;
- ◆ Bullying is an issue in the City of Leduc;
- ◆ I leave my home to visit with friends or family one or two time a week;
- ◆ Break-ins of homes and apartments is a problem in Leduc; and,
- ◆ Gambling is a problem in Leduc.

Virtually all respondents agreed they felt safe walking alone during the day (98%) and that, overall, Leduc is a safe place to live (96%) and a good place to raise a family (94%). In terms of negative attributes, 46% of respondents somewhat or strongly agreed that break-ins of homes and apartments is a problem in Leduc, while 44% (a significant increase over 35% in 2010) agreed that bullying is an issue and 16% believed gambling to be a problem in the City.

Please refer to Figure 4 on the following page and Table 2 on page 16, for details.

Figure 4

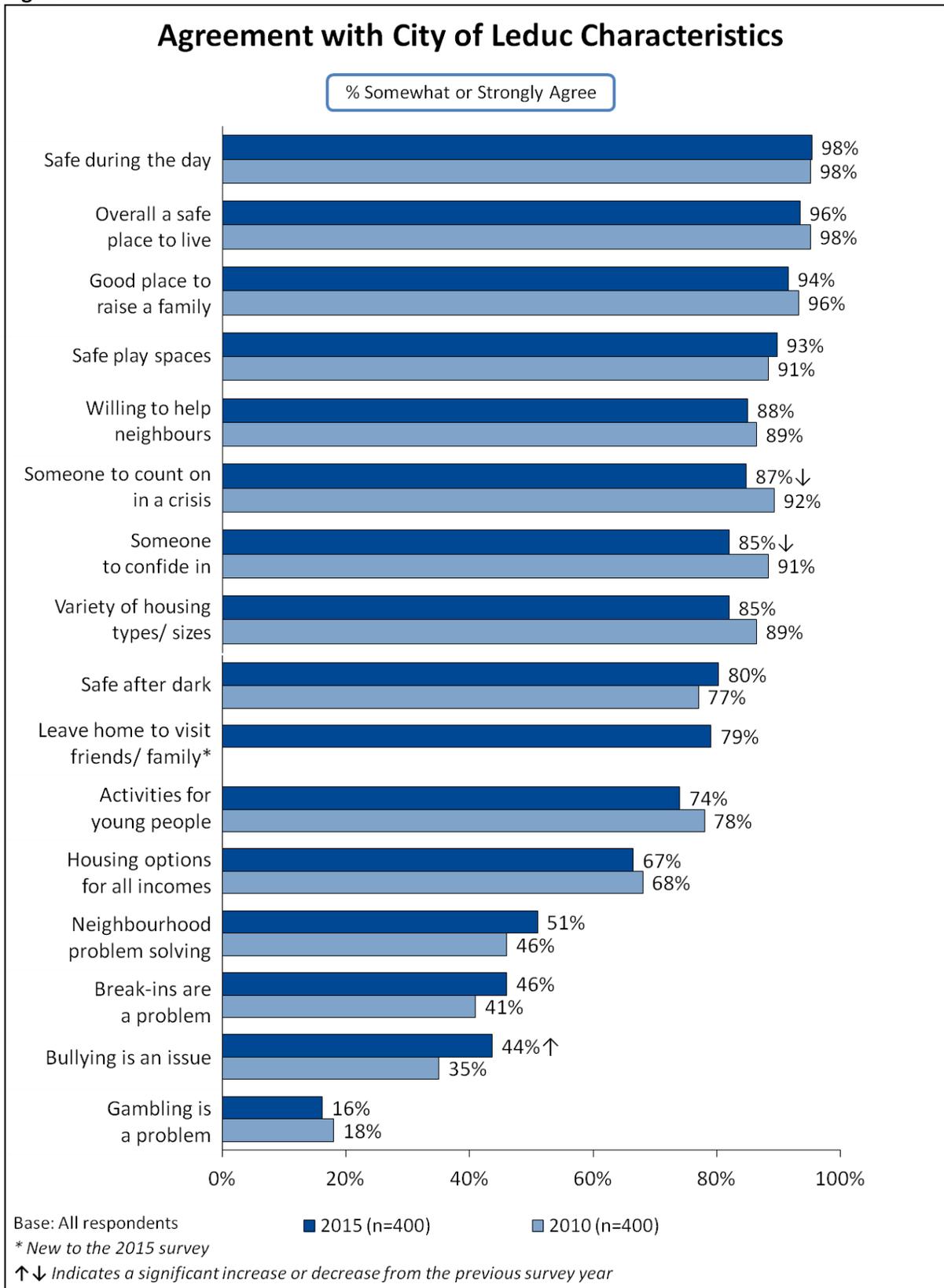


Table 2

City of Leduc Characteristics – 2015					
Base: All respondents	Percent of Respondents (n=400)				
	Strongly Disagree	Somewhat Disagree	Somewhat Agree	Strongly Agree	Don't Know
I feel safe walking alone in my neighbourhood during the day	<1	1	15	83	1
Overall, I consider my community a safe place to live	1	3	35	62	-
The City of Leduc is a good place to raise a family	0	3	27	68	3
There are safe parks, playgrounds and play spaces in Leduc	1	4	31	62	4
I have someone in Leduc that I can count on to help me in a crisis situation	4	7	22	66	2
People around here are willing to help neighbours	2	8	43	45	2
I have someone I can confide in or talk to about my personal feelings or concerns	5	8	27	58	3
There is a good variety of housing sizes and types in our community	3	10	32	53	3
I feel safe walking alone in my neighbourhood after dark	6	11	36	44	3
I leave home to visit with friends and family one or two times a week	9	12	31	48	<1
Outside of work or school, there are lots of things for young people to do in Leduc	3	11	36	38	12
There is a range of housing options in our community to meet all income levels	10	17	39	28	6
Where there is a problem, the people in my neighbourhood get together to deal with it	13	19	35	16	17
Break-ins of homes and apartments is a problem in Leduc	13	25	31	15	17
Bullying is an issue in the City of Leduc	8	17	34	10	32
Gambling is a problem in the City of Leduc	18	25	13	4	42

Respondent subgroups significantly more likely to agree with the statement **“the City of Leduc is a good place to raise a family”** included:

- ◆ Those without seniors in their household (96% versus 89% of those with seniors in their household);
- ◆ Those who have lived in Leduc for 11 years or more (97% versus 92% of those who have lived in Leduc for 10 years or less);
- ◆ Those with a strong sense of community belonging (98% versus 88% of those with a weak sense of belonging);
- ◆ Those who rated access to human services in Leduc as very easy or easy (96% versus 83% of those who rated access as difficult or very difficult);
- ◆ Those age 35 to 54 years (97% versus 92% of those age 55 years or older);
- ◆ Those currently employed (97% versus 90% of those who are not currently employed); and
- ◆ Those who own their home (97% versus 80% of those who rent).

Respondent subgroups significantly more likely to agree with the statement **“people around here are willing to help their neighbours”** included:

- ◆ Those who have lived in Leduc for 11 years or more (92% versus 83% of those who have lived in Leduc for 10 years or less); and
- ◆ Those with a strong sense of community belonging (93% versus 73% of those with a weak sense of belonging).

Respondent subgroups significantly more likely to agree with the statement **“there are safe parks, playground and play spaces in Leduc”** included:

- ◆ Those without seniors in their household (95% versus 86% of those with seniors in their household);
- ◆ Those with a strong sense of community belonging (95% versus 88% of those with a weak sense of belonging);
- ◆ Those age 35 to 54 years (95% versus 89% of those age 55 years or older);
- ◆ Those currently employed (96% versus 87% of those who are not currently employed);
- ◆ Those who own their home (95% versus 80% of those who rent);
- ◆ Those with a university education (97% versus 88% of those with high school or less); and
- ◆ Those with a household income of \$100,000 or more (96%) and \$50,000 to less than \$100,000 (96% versus 88% of those with an income of less than \$50,000).

Respondent subgroups significantly more likely to agree with the statement **“outside of work or school, there are lots of things for young people to do in Leduc”** included:

- ◆ Those with children in their household (84% versus 67% of those without children);
- ◆ Those with a strong sense of community belonging (80% versus 65% of those with a weak sense of belonging);

- ◆ Those who rated access to human services in Leduc as very easy or easy (79% versus 53% of those who rated access as difficult or very difficult);
- ◆ Respondents age 35 to 54 years (81% versus 66% of those age 55 years or older); and
- ◆ Those with a college education (78%) and a university education (78% versus 63% of those with high school or less).

Respondent subgroups significantly more likely to agree with the statement **“gambling is a problem in Leduc”** included:

- ◆ Those who rated access to human services in Leduc as very difficult or difficult (31% versus 16% of those who rated access as easy or very easy); and
- ◆ Those who rent their home (25% versus 15% of those who own).

Respondent subgroups significantly more likely to agree with the statement **“where there is a problem, the people in my neighbourhood get together to deal with it”** included:

- ◆ Those with a strong sense of community belonging (58% versus 40% of those with a weak sense of belonging); and
- ◆ Those who rated access to human services in Leduc as very easy or easy (56% versus 33% of those who rated access as difficult or very difficult).

Respondent subgroups significantly more likely to agree with the statement **“break-ins of homes and apartments is a problem in Leduc”** included:

- ◆ Those with children in their household (55% versus 39% of those without children in their household);
- ◆ Those age 18 to 34 years (60% versus 41% of those over the age of 55); and
- ◆ Those with a household income of \$100,000 or more (54%) and \$50,000 to less than \$100,000 (45% versus 29% of those with an income of less than \$50,000).

Respondent subgroups significantly more likely to agree with the statement **“I feel safe walking alone in my neighbourhood during the day”** included:

- ◆ Those with a strong sense of community belonging (100% versus 96% of those with a weak sense of belonging);
- ◆ Those who own their home (99% versus 92% of those who rent); and
- ◆ Those with a household income of \$100,000 or more (100% versus 93% of those with an income of less than \$50,000).

Respondent subgroups significantly more likely to agree with the statement **“I feel safe walking alone in my neighbourhood after dark”** included:

- ◆ Those without seniors in their household (83% versus 72% of those with seniors in their household);
- ◆ Those who rated access to human services in Leduc as very easy or easy (82% versus 67% of those who rated access as difficult or very difficult);
- ◆ Males (94% versus 73% of females);

- ◆ Those age 35 to 54 years (86% versus 76% of those age 55 years or older);
- ◆ Those who are currently employed (86% versus 71% of those who are not currently employed);
- ◆ Those who own their home (82% versus 70% of those who rent);
- ◆ Those with a college education (84%) and a university education (85% versus 71% of those with high school or less); and
- ◆ Those with a household income of \$100,000 or more (89% versus 81% of those with an income between \$50,000 and less than \$100,000 and 70% of those with an income less than \$50,000).

Those who rated access to human services in Leduc as very easy or easy were significantly more likely to agree with the statement **“overall, I consider my community a safe place to live”** (98% versus 89% of those who rated access as difficult or very difficult).

Respondent subgroups significantly more likely to agree with the statement **“bullying is an issue in Leduc”** included:

- ◆ Those with children in their household (53% versus 37% of those without children in their household);
- ◆ Those who have lived in Leduc for 11 years or more (53% versus 35% of those who have lived in Leduc for 10 years or less);
- ◆ Those with an excellent or good knowledge of FCSS and programs in the City of Leduc (54% versus 38% of those with fair or poor knowledge); and
- ◆ Females (49% versus 35% of males).

Respondent subgroups significantly more likely to agree with the statement **“there is a good variety of housing sizes and types in our community”** included:

- ◆ Those without seniors in their household (88% versus 76% of those with seniors in their household);
- ◆ Those with a strong sense of community belonging (87% versus 80% of those with a weak sense of belonging);
- ◆ Those age 35 to 54 years (88% versus 79% of those age 55 years or older);
- ◆ Those who are currently employed (87% versus 80% of those whose are not currently employed);
- ◆ Those who own their home (86% versus 75% of those who rent); and
- ◆ Those with a household income of \$100,000 or more (91%) and between \$50,000 and less than \$100,000 (88% versus 71% of those with an income less than \$50,000).

Respondent subgroups significantly more likely to agree with the statement **“there is a range of housing options in our community to meet all income levels”** included:

- ◆ Those with a strong sense of community belonging (74% versus 56% of those with a weak sense of belonging);

- ◆ Those who rated access to human services in Leduc as very easy or easy (71% versus 39% of those who rated access as difficult or very difficult);
- ◆ Males (73% versus 63% of females);
- ◆ Those who own their home (69% versus 53% of those who rent);
- ◆ Respondents with a college education (71% versus 59% of those with a university education); and
- ◆ Those with a household income of \$100,000 or more (75% versus 58% of those with an income less than \$50,000).

Respondent subgroups significantly more likely to agree with the statement **“I have someone I can confide in or talk to about my personal feelings or concerns”** included:

- ◆ Those who have lived in Leduc for 11 years or more (90% versus 79% of those who have lived in Leduc for 10 years or less);
- ◆ Those with a strong sense of community belonging (91% versus 75% of those with a weak sense of belonging);
- ◆ Those who rated access to human services in Leduc as very easy or easy (87% versus 75% of those who rated access as difficult or very difficult); and
- ◆ Females (87% versus 80% of males).

Respondent subgroups significantly more likely to agree with the statement **“I have someone in Leduc that I can count on to help me in a crisis situation”** included:

- ◆ Those who have lived in Leduc for 11 years or more (94% versus 81% of those who have lived in Leduc for 10 years or less);
- ◆ Those with a strong sense of community belonging (93% versus 79% of those with a weak sense of belonging); and
- ◆ Those who own their home (89% versus 78% of those who rent).

Respondent subgroups significantly more likely to agree with the statement **“I leave my home to visit with friends or family one or two times a week”** included:

- ◆ Those without seniors in their household (82% versus 72% of those with seniors in their household);
- ◆ Those with a strong sense of community belonging (87% versus 67% of those with a weak sense of belonging);
- ◆ Females (82% versus 73% of males); and
- ◆ Those age 18 to 34 years (91% versus 77% of those age 35 to 54 years, and 77% age 55 years or older).

It is important to note some significant differences between 2005, 2010 and 2015 survey results. When comparing results between 2015 and 2010, residents were significantly less likely to report having someone in Leduc that they can count on in a crisis situation (87% versus 92% in 2010) and someone to confide in or talk to about their personal feelings or concerns (85% versus 91% in 2010). Residents were significantly more likely to report that bullying is an issue in the City of Leduc (44% versus 35% in 2010).

When comparing results between 2015 and 2005, residents were significantly less likely to agree that the City of Leduc is a good place to raise a family (94% in 2015, 96% in 2010, 99% in 2005), there are safe parks, playgrounds and play spaces in Leduc (93% in 2015, 91% in 2010, 97% in 2005), people around here are willing to help their neighbors (88% in 2015, 89% in 2010, 93% in 2005), I feel safe walking alone in my neighbourhood after dark (80% in 2015, 77% in 2010, 88% in 2005), when there is a problem, the people in my community get together to deal with it (51% in 2015, 46% in 2010, 68% in 2005) and break-ins of homes and apartments is a problem (46% in 2015, 41% in 2010, 53% in 2005).

See Table 3, on the following page.

Table 3

Changes in City of Leduc Characteristics – 2015, 2010, 2005 and 1998				
Base: All respondents	Percent of Respondents			
	2015 (n=400)	2010 (n=400)	2005 (n=400)	1998 (n=422)
I feel safe walking alone in my neighbourhood during the day	98	98	N/A	N/A
Overall, I consider my community a safe place to live	96	98	N/A	N/A
The City of Leduc is a good place to raise a family	94†	96↓	99↑	96
There are safe parks, playgrounds and play spaces in Leduc	93†	91↓	97	96
People around here are willing to help neighbours	88†	89↓	93↑	87
I have someone in Leduc that I can count on to help me in a crisis situation	87↓	92	N/A	N/A
I have someone I can confide in or talk to about my personal feelings or concerns	85↓	91	N/A	N/A
There is a good variety of housing sizes and types in our community	85	89	N/A	N/A
I feel safe walking alone in my neighbourhood after dark	80†	77↓	88	89
I leave home to visit with friends and family one or two times a week	79	N/A	N/A	N/A
Outside of work or school, there are lots of things for young people to do in Leduc*	74	78	N/A**	N/A
There is a range of housing options in our community to meet all income levels.	67	68	N/A	N/A
Where there is a problem, the people in my neighbourhood get together to deal with it.	51†	46↓	68↑	37
Break-ins of homes and apartments is a problem in Leduc	46†	41↓	53↑	29
Bullying is an issue in the City of Leduc	44↑	35	N/A	N/A
Gambling is a problem in Leduc	16	18	N/A**	N/A

*New to the 2010 assessment **New to the 2015 assessment

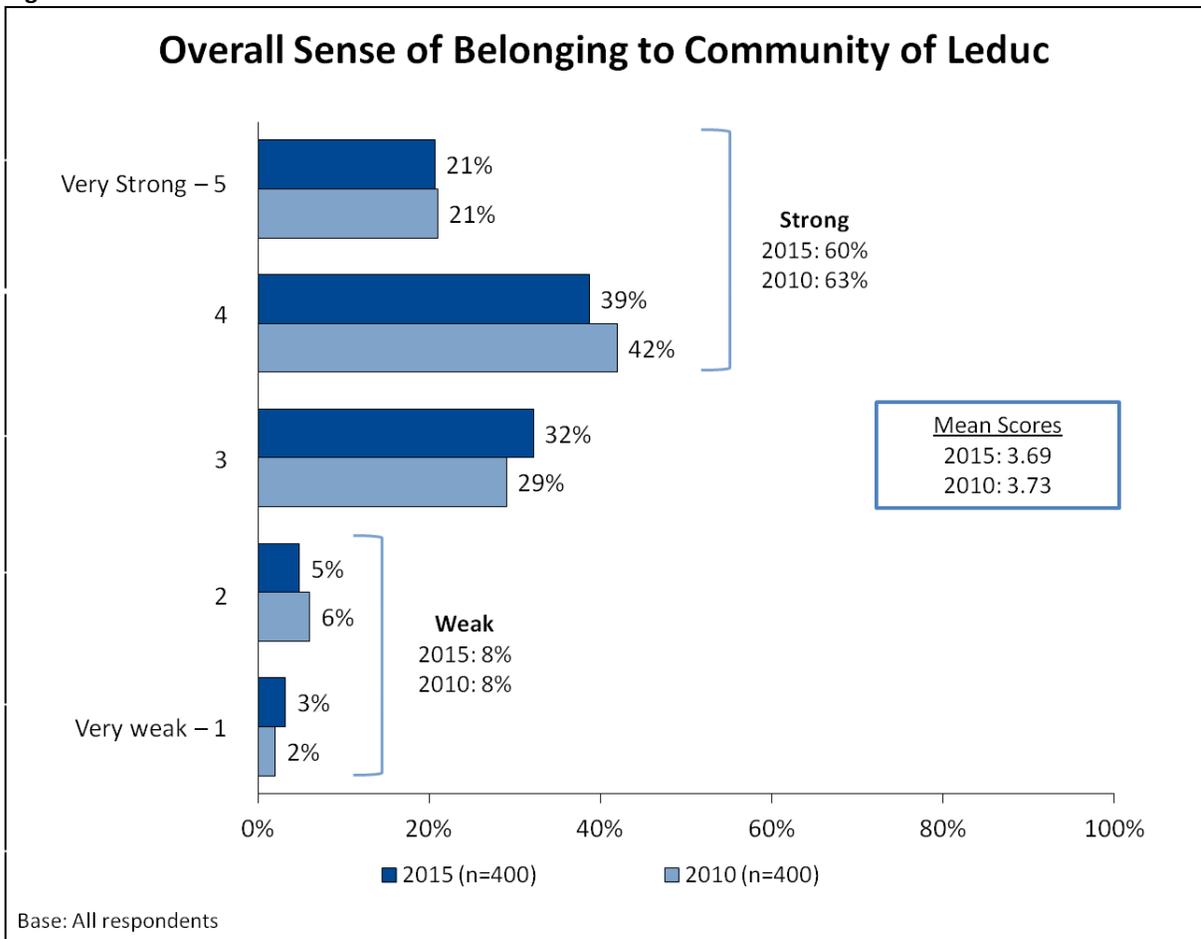
↑↓ Indicates a significant increase or decrease from the previous survey year

† Indicates a significant decrease from 2005

When asked to rate their overall sense of belonging to the community of Leduc, 60% of respondents reported a strong sense of belonging (4 or 5 out of 5), comparable to 63% in 2010. Thirty-two percent (32%) of respondents provided a neutral response (3 out of 5) and 8% rated their sense of belonging as being weak (1 or 2 out of 5).

See Figure 5, below.

Figure 5



Respondent subgroups significantly more likely to indicate a strong sense of belonging (4 or 5 out of 5) included:

- ◆ Those who have lived in Leduc for 11 years or more (69% versus 50% of those who have lived in Leduc for 10 years or less);
- ◆ Those who rated access to human services in Leduc as very easy or easy (67% versus 44% of those who rated access as difficult or very difficult);
- ◆ Those who have volunteered in the past 6 months (72% versus 55% of those who have not);
- ◆ Those with an excellent or good knowledge of FCSS and programs in the City of Leduc (74% versus 52% of those with fair or poor knowledge);
- ◆ Those who own their home (62% versus 45% of those who rent); and
- ◆ Those with a household income of \$100,000 or more (66% versus 54% of those with an income between \$50,000 and less than \$100,000).

3.2 Access to Human Services

To begin the series of questions regarding human services, respondents were reminded that human services are those services designed to meet a physical, emotional or social need that are provided for children and families.

Next, they were read a list of services and asked to indicate whether they or any other member of their household had accessed the service during the past six months. Respondents most frequently reported accessing recreational programs for youth (30%) as well as for parents or families (26%). Thirteen percent (13%) reported having accessed recreational programs for seniors, while 10% reported using social programs for seniors.

This year, respondents were significantly less likely to have accessed services for children with behavioral issues over the past 6 months (3% versus 6% in 2010).

Refer to Table 4, on the following page, for detailed results.

Table 4

Access to Human Services Over the Past 6 Months		
	Percent of Respondents	
	2015 (n=400)	2010 (n=400)
Base: All respondents		
Recreational programs for youth	30	31
Recreational programs for parents for families	26	31
Recreational programs for seniors	13	13
Social programs for seniors (i.e. Seniors Outreach, Food Bank)	10	12
Social programs for parents or families (i.e. parenting education, community kitchen, Food Bank)	9	8
Counseling services for youth, families and seniors	8	7
Social programs for youth (i.e. Heroes, Rainbows, Spectrum, Teen Action Advisory Group, Keystone Leadership Program)	7	5
Home help programs for the sick or elderly (i.e. Meals on wheels, Leduc Assisted Transportation Service)	7	5
Day care (for children 6 years of age and under)	6	7
Programs or services for persons with disabilities	5	8
Programs or services for mental health and wellness (i.e. depression, schizophrenia, anxiety, self-injury)	5	6
Out-of-school care	5	5
Services for children with emotional issues	4	7
Services for children with behavioural issues	3↓	6
Assistance with personal finances and/or financial hardship	3	3
Victim's support services	3	2
Programs or services for dealing with addictions or substance abuse	2	3
Programs dealing with family violence	1	1
Suicide/Distress line	-	1

↑↓ Indicates a significant increase or decrease from the previous survey year

Respondent subgroups significantly more likely to have accessed **day care** services included:

- ◆ Those with children in their household (12% versus 1% of those without children in their household);
- ◆ Those without seniors in their household (7% versus 1% of those with seniors in their household);
- ◆ Those who have lived in Leduc for 10 years or less (8% versus 3% of those who have lived in Leduc for 11 years or more);
- ◆ Those age 18 to 34 years (11%) and 35 to 54 years (9% versus 1% of those age 55 years or older); and
- ◆ Those with a university education (10% versus 3% of those with high school or less).

Respondent subgroups significantly more likely to have accessed **out-of-school care** included:

- ◆ Those with children in their household (11% versus <1% of those without children in their household);
- ◆ Those who are currently employed (7% versus 1% of those who are not currently employed); and
- ◆ Those with a university education (7% versus 2% of those with high school or less).

Those with children in their household were significantly more likely to have accessed **services for children with emotional issues** (7% versus 1% of those without children in their household).

Respondent subgroups significantly more likely to have accessed **services for children with behavioural issues** included:

- ◆ Those with children in their household (7% versus 1% of those without children in their household);
- ◆ Those who rated access to human services in Leduc as very difficult or difficult (11% versus 3% of those who rated access as easy or very easy); and
- ◆ Those with a high school education or less (6% versus 1% of those with a college education).

Respondent subgroups significantly more likely to have accessed **social programs for youth** included:

- ◆ Those with children in their household (15% versus 2% of those without children in their household);
- ◆ Those age 18 to 34 years (11%) and 35 to 54 years (11% versus those age 55 years or older);
- ◆ Those with a college education or less (10% versus 3% of those with high school or less); and
- ◆ Those with a household income of \$100,000 or more (13% versus 5% of those with an income between \$50,000 and less than \$100,000 and 3% of those with an income less than \$50,000).

Respondent subgroups significantly more likely to have accessed **recreational programs for youth** included:

- ◆ Those with children in their household (61% versus 7% of those without children in their household);
- ◆ Those without seniors in their household (36% versus 12% of those with seniors in their household);
- ◆ Those who have volunteered in the past 6 months (40% versus 26% of those who have not);
- ◆ Those age 18 to 34 years (37%) and 35 to 54 years (44% versus 12% of those age 55 years or older);
- ◆ Those who are currently employed (34% versus 22% of those who are not currently employed);
- ◆ Those who own their home (32% versus 18% of those who rent);
- ◆ Those with a college education (37%) and a university education (35% versus 15% of those with high school or less); and
- ◆ Those with a household income between \$50,000 and less than \$100,000 (27%) and \$100,000 or more (45% versus 12% of those with an income of less than \$50,000).

Respondent subgroups significantly more likely to have accessed **social programs for seniors** included:

- ◆ Those without children in their household (16% versus 2% of those with children in their household);
- ◆ Those with seniors in their household (28% versus 4% of those without seniors in their household);
- ◆ Those who have volunteered in the past 6 months (18% versus 8% of those who have not);
- ◆ Those with an excellent or good knowledge of FCSS and programs in the City of Leduc (15% versus 7% of those with fair or poor knowledge);
- ◆ Those age 55 years or older (20% versus 4% of those age 35 to 54 years);
- ◆ Those who are not currently employed (19% versus 5% of those who are currently employed);
- ◆ Those who rent their home (23% versus 7% of those who own);
- ◆ Those whose highest level of education is high school or less (16% versus 6% of those whose highest level of education is university); and
- ◆ Those with a household income of less than \$50,000 (24%) and between \$50,000 and less than \$100,000 (11% versus 2% those whose household income is \$100,000 or greater).

Respondent subgroups significantly more likely to have accessed **recreational programs for seniors** included:

- ◆ Those without children in their household (21% versus 1% of those with children in their household);
- ◆ Those with seniors in their household (41% versus 3% of those without seniors in their household);
- ◆ Those who have volunteered in the past 6 months (23% versus 10% of those who have not);

- ◆ Those with an excellent or good knowledge of FCSS and programs in the City of Leduc (19% versus 10% of those with fair or poor knowledge);
- ◆ Those age 55 years or older (27% versus 4% of those age 35 to 54 years);
- ◆ Those who rent their home (22% versus 11% of those who own); and
- ◆ Those with a household income of less than \$50,000 (29%) and between \$50,000 and less than \$100,000 (17% versus 3% those whose household income is \$100,000 or greater).

Respondent subgroups significantly more likely to have accessed **social programs for parents or families** included:

- ◆ Those with children in their household (13% versus 6% of those without children in their household);
- ◆ Those who have volunteered in the past 6 months (14% versus 7% of those who have not); and
- ◆ Those whose highest level of education is university (14% versus 7% of those whose highest level of education is college and 5% whose highest level of education is high school or less).

Respondent subgroups significantly more likely to have accessed **recreational programs for parents or families** included:

- ◆ Those with children in their household (38% versus 18% of those without children in their household);
- ◆ Those without seniors in their household (30% versus 16% of those with seniors in their household);
- ◆ Those age 18 to 34 years (42%) and 35 to 54 years (29% versus 19% of those age 55 years or older);
- ◆ Those whose highest level of education is college (26%) or university (38% versus 14% of those whose highest level of education is high school or less); and
- ◆ Respondents with a household income between \$50,000 and less than \$100,000 (31%) and \$100,000 or more (32% versus 17% of those with an income of less than \$50,000).

Respondent subgroups significantly more likely to have accessed **home help programs for the sick or elderly** included:

- ◆ Those with seniors in their household (19% versus 3% of those without seniors in their household);
- ◆ Those age 55 years or older (15% versus 2% of those age 35 to 54 years);
- ◆ Those who are not currently employed (14% versus 3% of those who are currently employed);
- ◆ Those who rent their home (18% versus 5% of those who own); and
- ◆ Those with a household income of less than \$50,000 (19% versus 6% of those whose household income is between \$50,000 and less than \$100,000 and 3% whose household income is \$100,000 or greater).

Those with a household income of less than \$50,000 were significantly more likely to have accessed **counseling services for youth, families or seniors** (14% versus 4% of those whose household income is between \$50,000 and less than \$100,000).

Those who rated access to human services in Leduc as very difficult or difficult were significantly more likely to have accessed **programs dealing with family violence** (6% versus 1% of those who rated access as easy or very easy).

Respondent subgroups significantly more likely to have accessed **programs or services for persons with disabilities** included:

- ◆ Those with seniors in their household (10% versus 3% of those without seniors in their household); and
- ◆ Those who rent their home (10% versus 4% of those who own).

Those with seniors in their household were significantly more likely to have accessed **programs or services for dealing with addictions or substance abuse** in the past six months (5% versus 1% of those without seniors in their household).

Respondent subgroups significantly more likely to have accessed **programs or services for mental health and wellness** included:

- ◆ Those who have lived in Leduc for 10 years or less (8% versus 3% of those who have lived in Leduc for 11 years or more); and
- ◆ Females (7% versus 2% of males).

Those who rent their home were significantly more likely to have accessed **assistance with personal finances and/or financial hardship** (7% versus 2% of those who own).

Respondents that had accessed each service were then asked whether they had accessed the program or service in the City of Leduc. For all services, most respondents reported having accessed the service in the City of Leduc. Those seeking assistance with personal finances or financial hardships (20% accessed outside Leduc) and programs/services for dealing with addictions or substance abuse (22%) were most likely to have accessed services outside the City of Leduc.

This year, respondents who used counseling services for youth, families and seniors were significantly less likely to have accessed these services within Leduc (87% versus 100% in 2010).

Refer to Tables 5 and 6, on the following pages, for detailed results.

Table 5

Access to Human Services IN the City of Leduc		
Base: Respondents that had accessed each service	Percent of Respondents Accessing Services IN Leduc	
	2015	2010
Programs dealing with family violence (2015: n=4*; 2010: n=2*)	100	50
Recreational programs for youth (2015: n=118; 2010: n=124)	98	98
Social programs for parents or families (i.e. parenting education, community kitchen, Food Bank) (2015: n=34; 2010: n=30)	97	97
Day care (for children 6 years of age and under) (2015: n=23*; 2010: n=29*)	96	89
Recreational programs for parents for families (2015: n=105; 2010: n=122)	96	98
Out-of-school care (2015: n=19*; 2010: n=21*)	95	91
Programs or services for mental health and wellness (i.e. depression, schizophrenia, anxiety, self-injury) (2015: n=21*; 2010: n=23*)	95	87
Programs or services for persons with disabilities (2015: n=19*; 2010: n=32)	95	97
Recreational programs for seniors (2015: n=52; 2010: n=53)	94	100
Home help programs for the sick or elderly (i.e. Meals on wheels, Leduc Assisted Transportation Service) (2015: n=28*; 2010: n=20*)	93	95
Services for children with emotional issues (2015: n=14*; 2010: n=28*)	93	96
Social programs for youth (i.e. Heroes, Rainbows, Spectrum, Teen Action Advisory Group, Keystone Leadership Program) (2015: n=28*; 2010: n=18*)	93	100
Social programs for seniors (i.e. Seniors Outreach, Food Bank) (2015: n=40; 2010: n=47)	90	92
Counseling services for youth, families and seniors (2015: n=31; 2010: n=27*)	87	100
Services for children with behavioural issues (2015: n=13*; 2010: n=22*)	85	86
Victim's support services (2015: n=13*; 2010: n=9*)	85	100
Assistance with personal finances and/or financial hardship (2015: n=10*; 2010: n=12*)	80	83
Programs or services for dealing with addictions or substance abuse (2015: n=9*; 2010: n=13*)	78	85
Suicide/Distress line (2015: n=0*; 2010: n=2*)	N/A	50

*Due to small sample size (n<30) caution should be exercised when interpreting results

Table 6

Access to Human Services OUTSIDE the City of Leduc		
Base: Respondents that had accessed each service	Percent of Respondents Accessing Services OUTSIDE Leduc	
	2015	2010
Programs or services for dealing with addictions or substance abuse (2015: n=9*; 2010: n=13*)	22	15
Assistance with personal finances and/or financial hardship (2015: n=10*; 2010: n=12*)	20	17
Services for children with behavioural issues (2015: n=13*; 2010: n=22*)	15	9
Victim's support services (2015: n=13*; 2010: n=9*)	15	0
Counseling services for youth, families and seniors (2015: n=31; 2010: n=27*)	13	0
Social programs for seniors (i.e. Seniors Outreach, Food Bank) (2015: n=40; 2010: n=47)	10	9
Home help programs for the sick or elderly (i.e. Meals on wheels, Leduc Assisted Transportation Service) (2015: n=28*; 2010: n=20*)	7	5
Services for children with emotional issues (2015: n=14*; 2010: n=28*)	7	4
Social programs for youth (i.e. Heroes, Rainbows, Spectrum, Teen Action Advisory Group, Keystone Leadership Program) (2015: n=28*; 2010: n=18*)	7	0
Recreational programs for seniors (2015: n=52; 2010: n=53)	6	0
Out-of-school care (2015: n=19*; 2010: n=21*)	5	10
Programs or services for mental health and wellness (i.e. depression, schizophrenia, anxiety, self-injury) (2015: n=21*; 2010: n=23*)	5	13
Programs or services for persons with disabilities (2015: n=19*; 2010: n=32)	5	3
Day care (for children 6 years of age and under) (2015: n=23*; 2010: n=29*)	4	10
Recreational programs for parents for families (2015: n=105; 2010: n=122)	4	2
Recreational programs for youth (2015: n=118; 2010: n=124)	3	1
Social programs for parents or families (i.e. parenting education, community kitchen, Food Bank) (2015: n=34; 2010: n=30)	3	3
Suicide/Distress line (2015: n=0*; 2010: n=2*)	N/A	50
Programs dealing with family violence (2015: n=4*; 2010: n=2*)	0	50

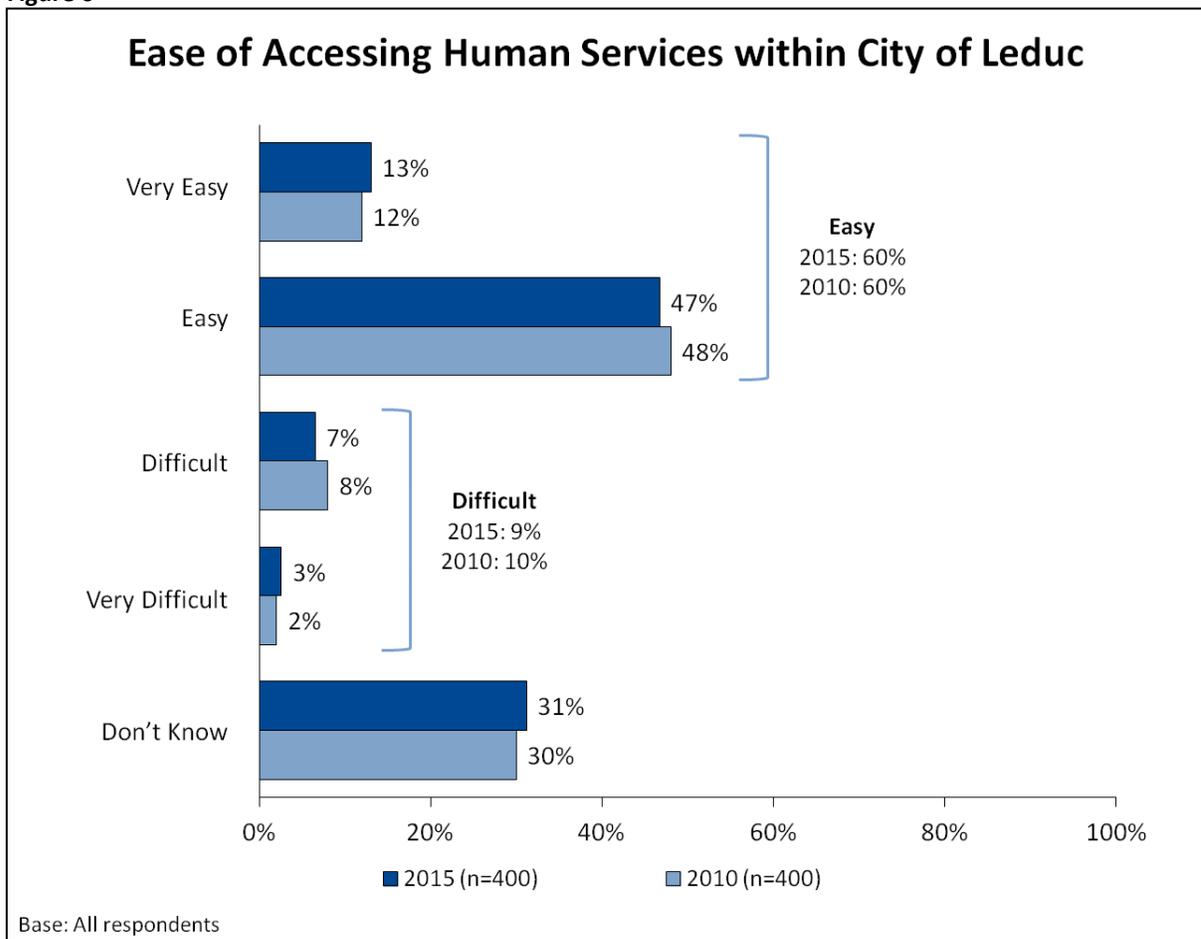
*Due to small sample size (n<30) caution should be exercised when interpreting results

All respondents were asked to rate how easy or difficult it was for their household to get the human services needed within the City of Leduc as they are required. The majority of respondents (60%, comparable to 60% in 2010) believed it was easy (47%) or very easy (13%) to access the human services they needed within the City of Leduc. Just under one in ten (9%) of residents believed access would be difficult, while thirty-one percent (31%) were unsure.

When respondents that were unable to provide a rating (n=125) were excluded from the analysis, of those remaining (n=275), 87% rated access to human services to be either easy or very easy, while 13% believed access to be difficult.

See Figure 6, below.

Figure 6



Respondent subgroups significantly more likely to rate access to human services in Leduc as being easy or very easy included:

- ◆ Those with a strong sense of community belonging (67% versus 48% of those with a weak sense of belonging);
- ◆ Those with an excellent or good knowledge of FCSS and programs in the City of Leduc (74% versus 54% of those with fair or poor knowledge); and
- ◆ Those age 18 to 34 years (74% versus 57% of those age 35 to 54 years and 59% of those age 55 or older).

When respondents were asked what makes it difficult for their household to get the services they need within the City of Leduc, respondents most frequently mentioned that they didn't know where to go or who to call (n=9) and that service is not available here (n=7).

Refer to Table 7, below, for a detailed list of responses.

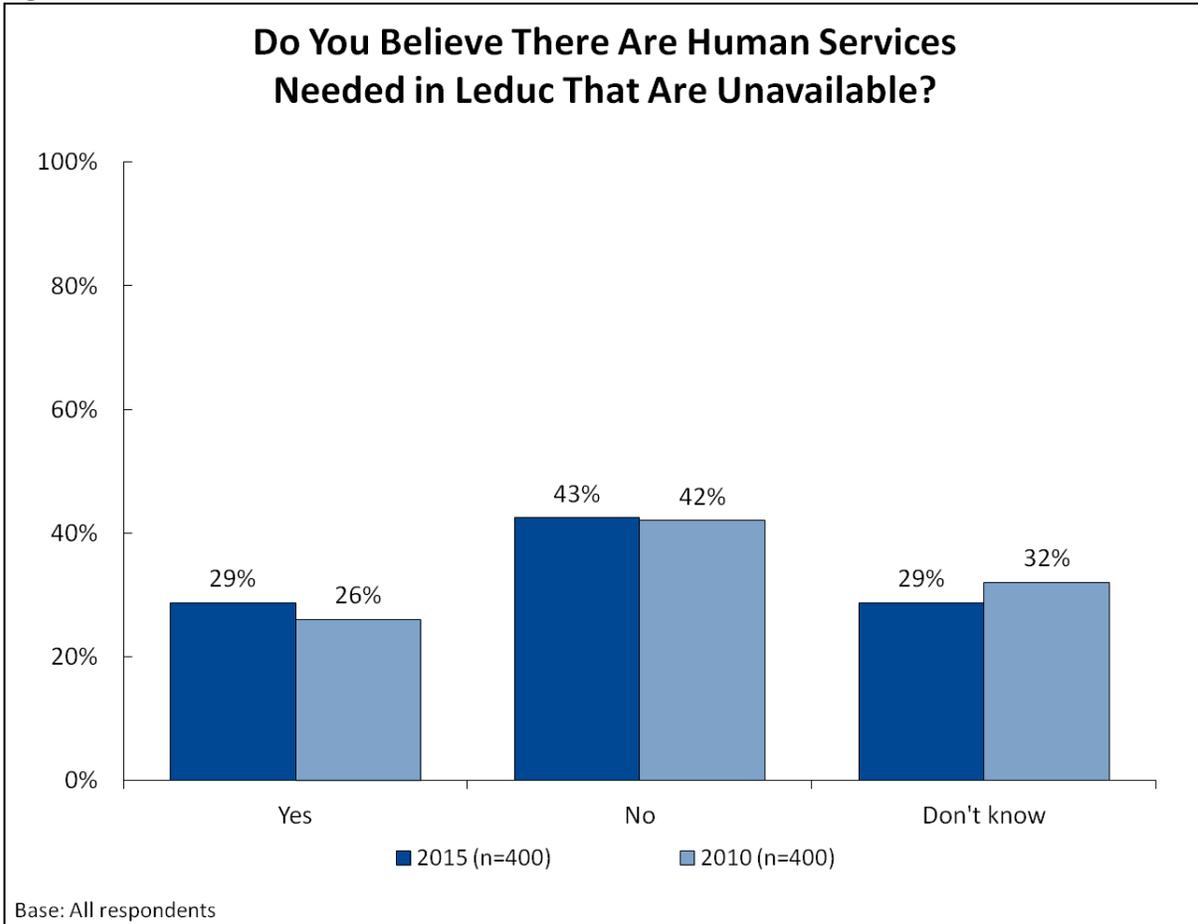
Table 7

Barriers to Human Services		
Base: Respondents that reported it was difficult or very difficult to receive human services in the City of Leduc	Percent of Respondents*	
	2015 (n=36)	2010 (n=40)
Didn't know where to go or who to call	25	23
Service is not available here	19	30
Takes too long to get an appointment	11	15
Limited hours of service	11	3
Has not used service/unaware of service	11	-
Transportation issues	8	5
Other (less than 3% of responses in 2015)	8	13
Don't know	17	5

*Multiple mentions

Nearly one-third (29%, comparable to 26% in 2010) of total respondents believed there are human services that are currently needed in Leduc that are unavailable. Forty-three percent (43%) of respondents did not believe any additional services were needed, while nearly one-third (29%) were unsure. See Figure 7, below.

Figure 7



Respondent subgroups significantly more likely to believe that there are services that are currently needed in Leduc but are unavailable included:

- ◆ Those who have lived in Leduc for 11 years or more (34% versus 24% of those who have lived in Leduc for 10 years or less);
- ◆ Those who rated access to human services in Leduc as very difficult or difficult (58% versus 27% of those who rated access as easy or very easy); and
- ◆ Females (32% versus 22% of males).

Those respondents that indicated there were services needed in Leduc that are currently unavailable in Leduc (n=115) were asked what types of services were needed. Respondents most frequently reported help for the homeless (12%), followed by continuing or long-term care facilities (11%), home care services (10%), and domestic violence support or a women’s shelter (9%).

This year, respondents were significantly more likely to cite help for the homeless (12% versus 3% in 2010) as a service or care that is unavailable, and significantly less likely to cite a mental health counselor or psychologist (4% versus 11% in 2010) or public transportation (4% versus 14% in 2010).

Refer to Table 8, below, for a detailed list of responses.

Table 8

Types of Service or Care that is Unavailable		
Base: Respondents that reported the need for additional human services available in Leduc	Percent of Respondents*	
	2015 (n=115)	2010 (n=104)
Help for the homeless	12↑	3
Continuing / long term care facilities	11	10
Home care services	10	6
Domestic violence support / women’s shelter	9	12
Clinics / health care	8	6
Support activities for those with special needs	6	6
Youth support / activities / group home / shelter	5	10
A mental health counselor or psychologist	4	11
Financial support for those in need / low income households	4	2
Low income housing	4	4
More programs for young children (under 5)	4	1
Public transportation	4↓	14
Senior services	4	3
A community health representative	3	3
An addictions treatment	3	6
Family support workers / programs	3	2
Therapy (physical, occupational, speech)	3	2
Other (less than 3% of responses in 2015)	7	21
Don’t know	18	15

*Multiple mentions

↑↓ Indicates a significant increase or decrease from the previous survey year

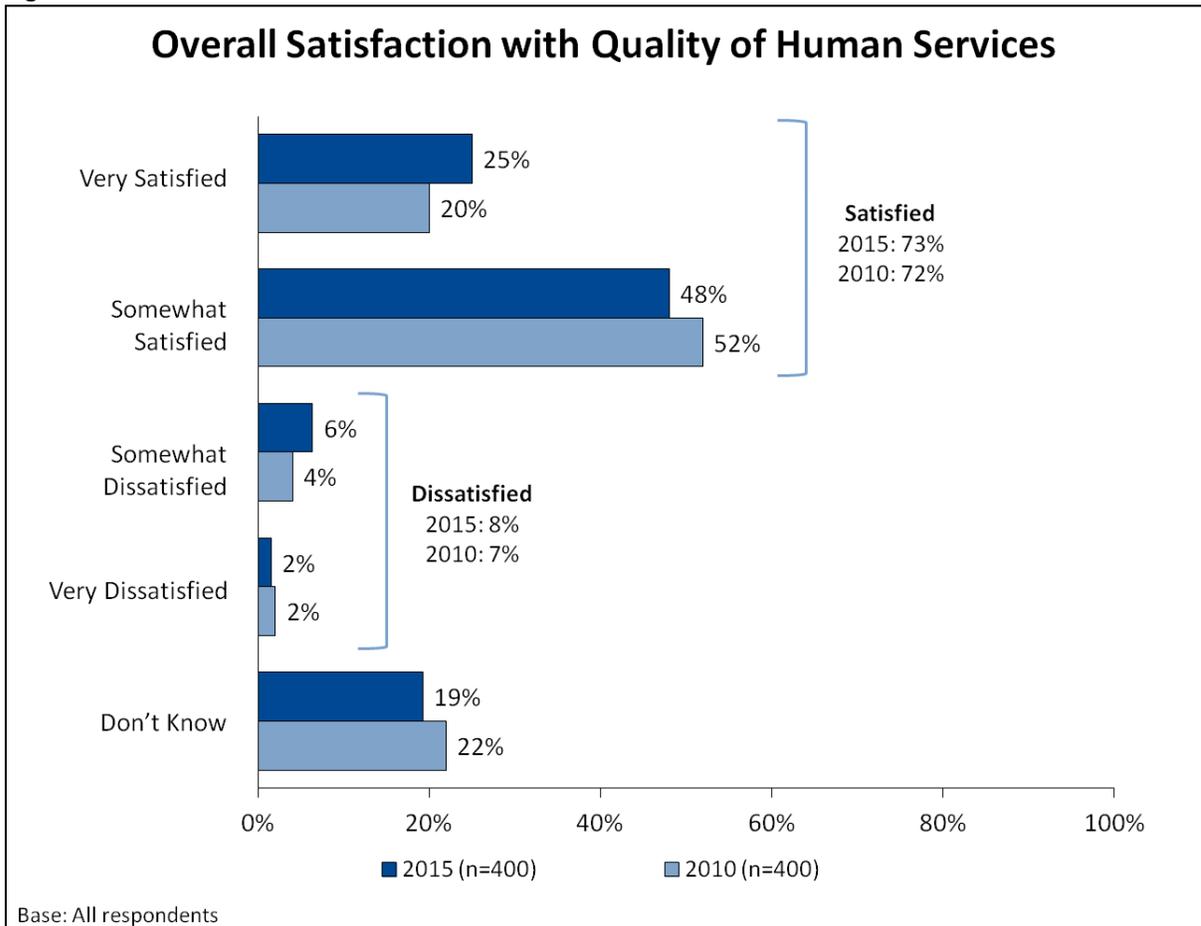
Respondents were then reminded that human services are those services designed to meet a physical, emotional or social need and – keeping that in mind – were asked to rate their satisfaction with the quality of human services in Leduc.

Nearly three-quarters (73%, comparable to 72% in 2010) of residents were either somewhat (48%) or very satisfied (25%) with the general quality of human services in Leduc. Eight percent (8%) of respondents were dissatisfied to some extent, while 19% of respondents were unsure.

When respondents that answered “don’t know” (n=77) were excluded from the analysis, of the respondents that provided an answer (n=323), 90% were satisfied with the quality of human services in Leduc and 10% were dissatisfied.

See Figure 8, below.

Figure 8



Respondent subgroups significantly more likely to be satisfied with the quality of human services in Leduc included:

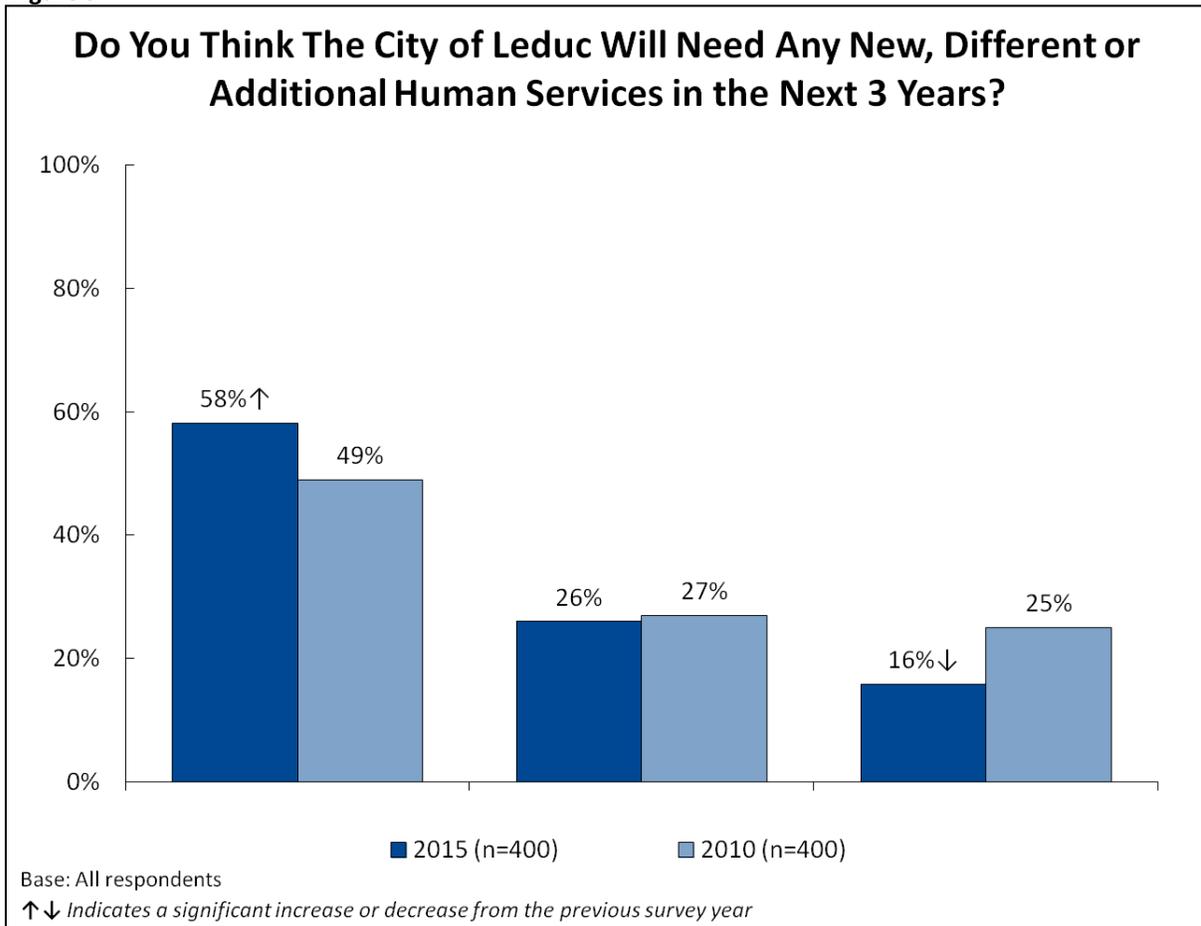
- ◆ Those with a strong sense of community belonging (80% versus 63% of those with a weak sense of belonging);
- ◆ Those who rated access to human services in Leduc as very easy or easy (86% versus 58% of those who rated access as difficult or very difficult); and
- ◆ Those with an excellent or good knowledge of FCSS and programs in the City of Leduc (82% versus 71% of those with fair or poor knowledge).

Well over half of respondents (58%, a significant increase over 49% in 2010) believed that additional human services or programs would be needed in the City of Leduc in the next three years. Twenty-six percent (26%) of respondents did not believe additional programs were needed, while roughly one-in-seven (16%, a significant decrease from 25% in 2010) were unsure.

When only those that provided a response were considered (n=337), 69% of the remaining respondents believed additional human services or programs will be needed in Leduc.

Refer to Figure 9, below.

Figure 9



Respondent subgroups significantly more likely to believe the City of Leduc will need new, different or additional human services or programs in the next three years, included:

- ◆ Those with seniors in their household (67% versus 55% of those without seniors in their household); and
- ◆ Those who rated access to human services in Leduc as very difficult or difficult (81% versus 60% of those who rated access as easy or very easy).

When asked what types of services will be needed, those respondents that indicated the need for more services in the next three years (n=233) mentioned support for Leduc’s aging population, senior services and housing (17%), followed by social services / expand services to reflect growth (12%) and youth support services and activities / a group home or shelter (8%).

This year, respondents were significantly more likely to cite help for the homeless (7% versus 1% in 2010) and more schools / classroom space (6% versus 2% in 2010) as types of services that will be needed in the next three years.

Refer to Table 9, below, for a detailed list.

Table 9

Types of Services That Will be Needed in the Next Three Years		
Base: Respondents that think the City of Leduc will need additional human services or programs in the next three years	Percent of Respondents*	
	2015 (n=233)	2010 (n=194)
Support for aging population / senior services / housing	17	18
Social services / expand services to reflect growth	12	9
Youth support / activities / group home / shelter	8	11
Clinics / health care	7	6
Help for the homeless	7↑	1
Low income housing	6	3
More schools / classroom space	6↑	2
Mental health support / services	5	4
More programs for children / young children	5	3
Family support workers / programs	4	4
Career / life management services / employment services	3	2
Daycare services	3	1
Domestic violence support / women’s shelter	3	6
Drug and substance abuse / addiction programs	3	6
Less expensive services / activities for low income people	3	2
Support / activities for those with special needs	3	6
Other (less than 3% of responses in 2015)	10	22
Don't Know	18	20

*Multiple mentions

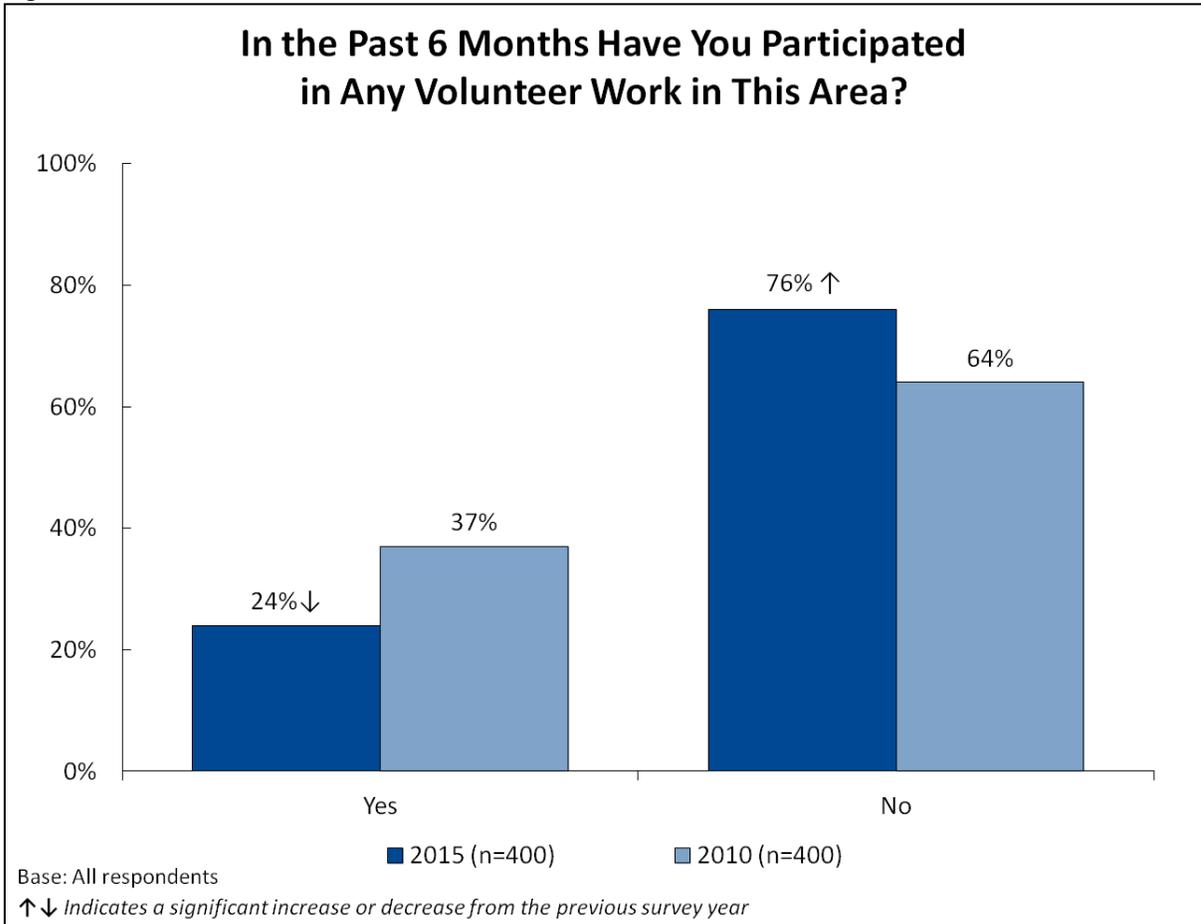
↑↓ Indicates a significant increase or decrease from the previous survey year

3.3 Volunteerism

Next, respondents were asked a series of questions regarding volunteering in the human services area. First, respondents were asked whether they had participated in any volunteer work in this area in the past six months. Amongst all respondents, 24% had volunteered in a human services area (a significant decrease from 37% in 2010), while 76% had not.

See Figure 10, below.

Figure 10



Respondent subgroups significantly more likely to have volunteered include:

- ◆ Those with a strong sense of community belonging (29% versus 17% of those with a weak sense of belonging); and
- ◆ Those with a university education (29% versus 16% of those with a high school education or less).

Those respondents that reported having volunteered (n=97) were asked the nature of their work. Roughly one-quarter (23%) reported taking part in social or “good works” functions, while 17% volunteered their time as a member of a board or committee, 16% provided support to isolated individuals in the form transportation or companionship, and 10% took part in religious programs.

This year, respondents were significantly more likely to have volunteered with youth groups (general) (3% versus none in 2010) and significantly less likely to have volunteered canvassing or fundraising (3% versus 17% in 2010).

Refer to Table 10, below, for details.

Table 10

What was the nature of your volunteer work?		
Base: Respondents that had volunteered in a human services area in the past six months	Percent of Respondents*	
	2015 (n=97)	2010 (n=146)
Social or “good works” function (ex. bingo, car wash, foodbank, etc.)	23	33
Member of a board or committee	17	14
Driving / visiting / helping / supporting / shut-ins, patients, seniors, people with disabilities, victims	16	22
Religious programs	10	15
School / play school / day care help	9	9
Coaching	9	8
Providing recreation facilities, fields, etc.	9	4
One-on-one counseling / mentoring / literacy	8	3
Canvassing or fundraising	3↓	17
Youth groups (general)	3	-
Administration / secretarial / accounting	2	3
Membership drive	2	2
Other (Less than 2% of respondents)	6	8
Don't know	2	1

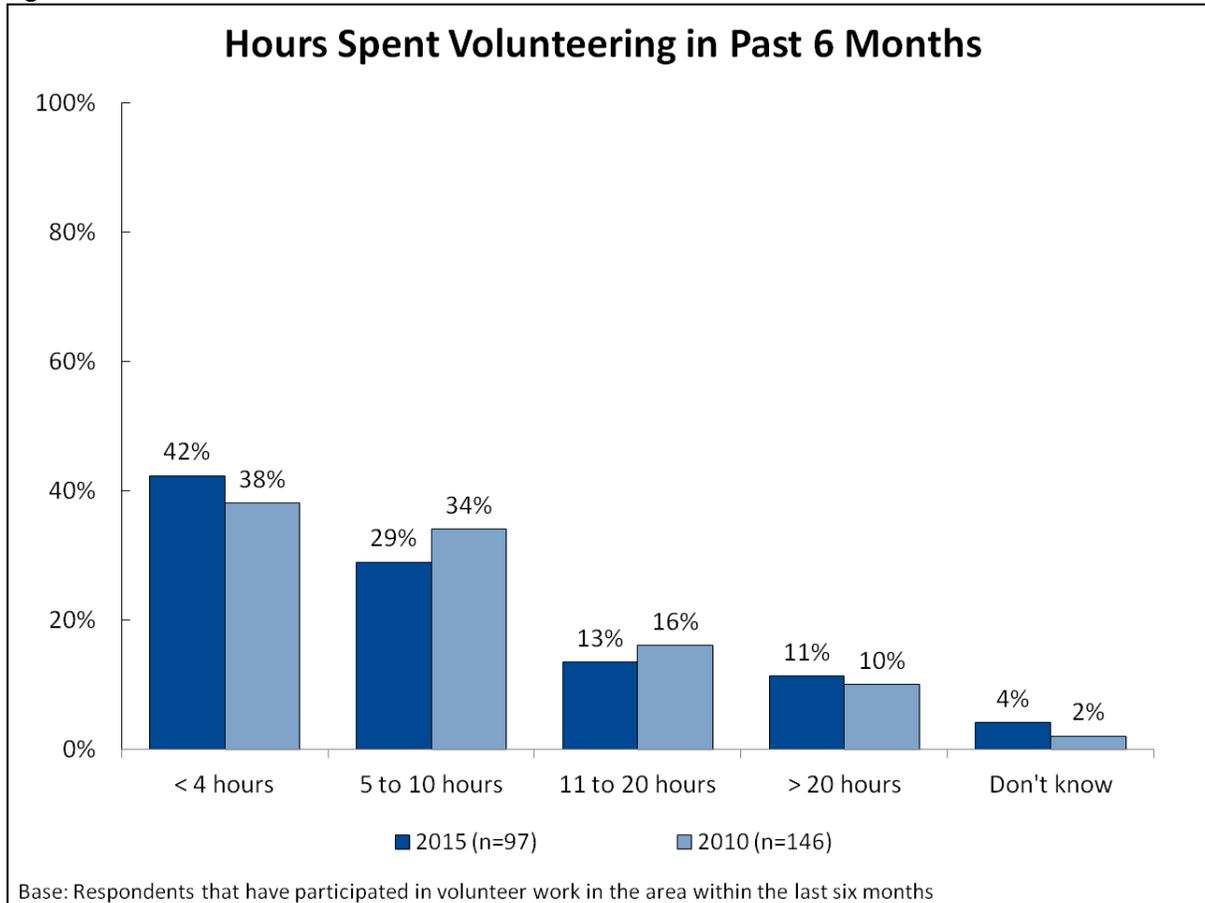
*Multiple responses

↑↓ Indicates a significant increase or decrease from the previous survey year

Respondents that had volunteered in the past 6 months (n=97) frequently reported having volunteered 4 hours or less (42%) or between 5 to 10 hours (29%). Thirteen percent (13%) of respondents volunteered 11 to 20 hours of their time, while 11% volunteered more than 20 hours. No significant differences were found when comparing 2010 and 2015 survey results for this question.

See Figure 11, below.

Figure 11



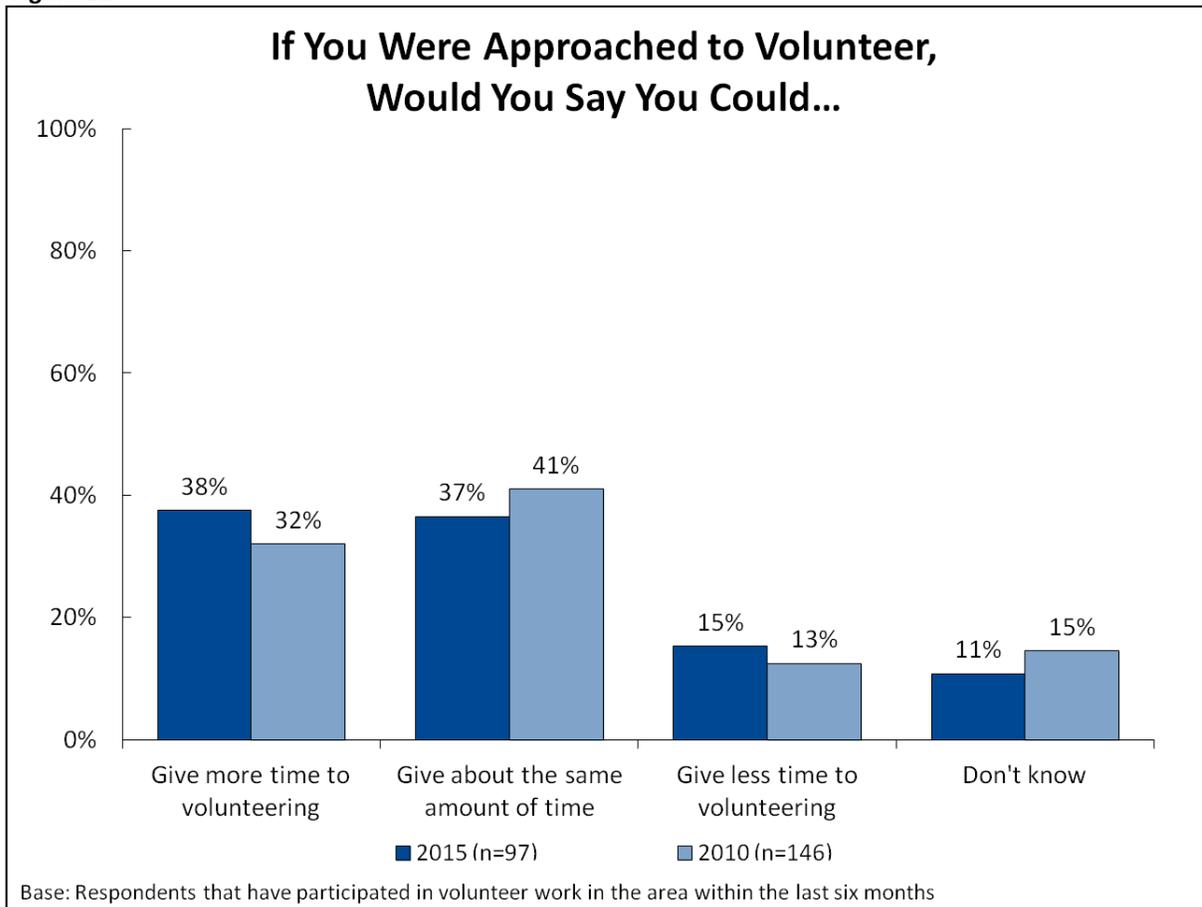
Those with fair or poor knowledge of FCSS and programs in the City of Leduc were significantly more likely to have volunteered for **4 hours or less** (53% versus 28% of those with good or excellent knowledge).

Those with good or excellent knowledge of FCSS and programs in the City of Leduc were significantly more likely to have volunteered **5 to 10 hours** (44% versus 17% of those with fair or poor knowledge).

Among those who had volunteered in the past six months (n=97), just under two-in-five respondents each reported that – in the event they were approached to volunteer – they could dedicate either about the same (37%) or more (38%) of their time to volunteering. Fifteen percent (15%) said they would commit less time to volunteering, while just over one-in-ten (11%) were unable to provide an answer. No significant differences were found when comparing 2010 and 2015 survey results for this question.

Refer to Figure 12, below.

Figure 12



Among those who could give more time to volunteer if approached (n=150), approximately one-third of respondents each reported that if they could volunteer more of their time they would prefer to donate their time providing support to isolated individuals in the form transportation or companionship (29%) or to a social function (25%). Roughly one-in-five (21%) preferred helping at schools or daycares, while 9% would volunteer for one-on-one counseling or mentorship and 6% would participate in any type of volunteering that is needed.

This year, respondents who could give more time to volunteering if approached were significantly more likely to prefer school / play school / day care help (21% versus 8% in 2010) and significantly less likely to prefer being a member of a board or committee (5% versus 12% in 2010) or to spend time canvassing or fundraising (3% versus 18% in 2010).

For detailed results, refer to Table 11, below.

Table 11

If you could volunteer more time, what type of volunteer work would you prefer to do?		
Base: Respondents that could give more time to volunteering if approached	Percent of Respondents*	
	2015 (n=150)	2010 (n=128)
Driving / visiting / helping / supporting / shut-ins, patients, seniors, people with disabilities, victims	29	34
Social or “good works” function (i.e. bingo, car wash, foodbank, etc.)	25	34
School / play school / day care help	21↑	8
One-on-one counseling / mentoring / literacy	9	6
Any type of volunteering that is needed	6	2
Member of a board or committee	5↓	12
Coaching	5	11
Providing recreation facilities / fields	5	9
Deliver / handing out information	5	7
Religious programs	5	6
Canvassing or fundraising	3↓	18
Administration / secretarial / accounting	3	2
Other	4	6
Don't know	23	16

*Multiple responses

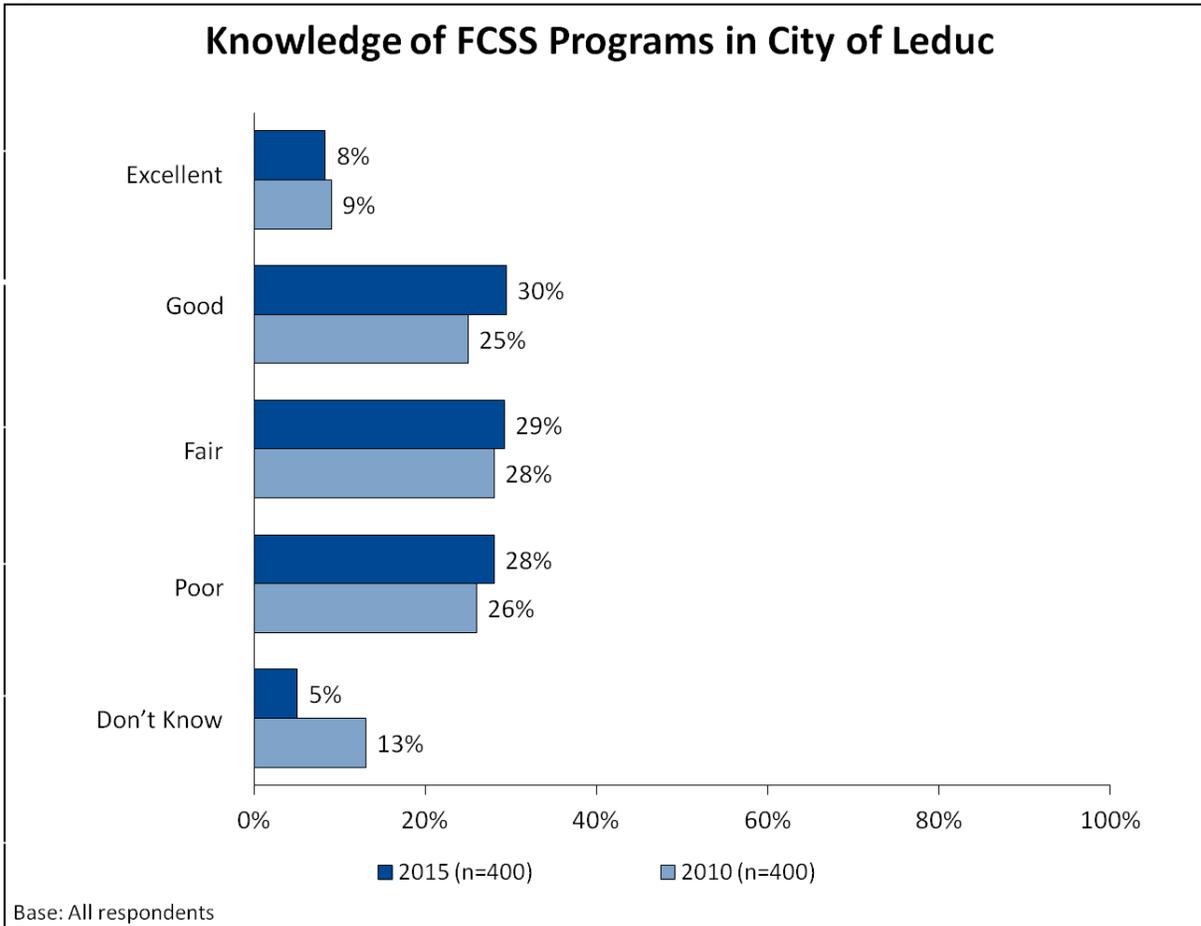
↑↓ Indicates a significant increase or decrease from the previous survey year

3.4 Perception of Access to FCSS Services

Respondents were asked to rate their general knowledge of FCSS and programs that are available in the City of Leduc. Approximately two-in-five (38%, comparable to 34% in 2010) rated their knowledge as excellent (8%) or good (30%), while well over half (57%) rated their knowledge fair (29%) or poor (28%). Five percent (5%) of respondents were unable to provide an answer.

See Figure 13, below.

Figure 13



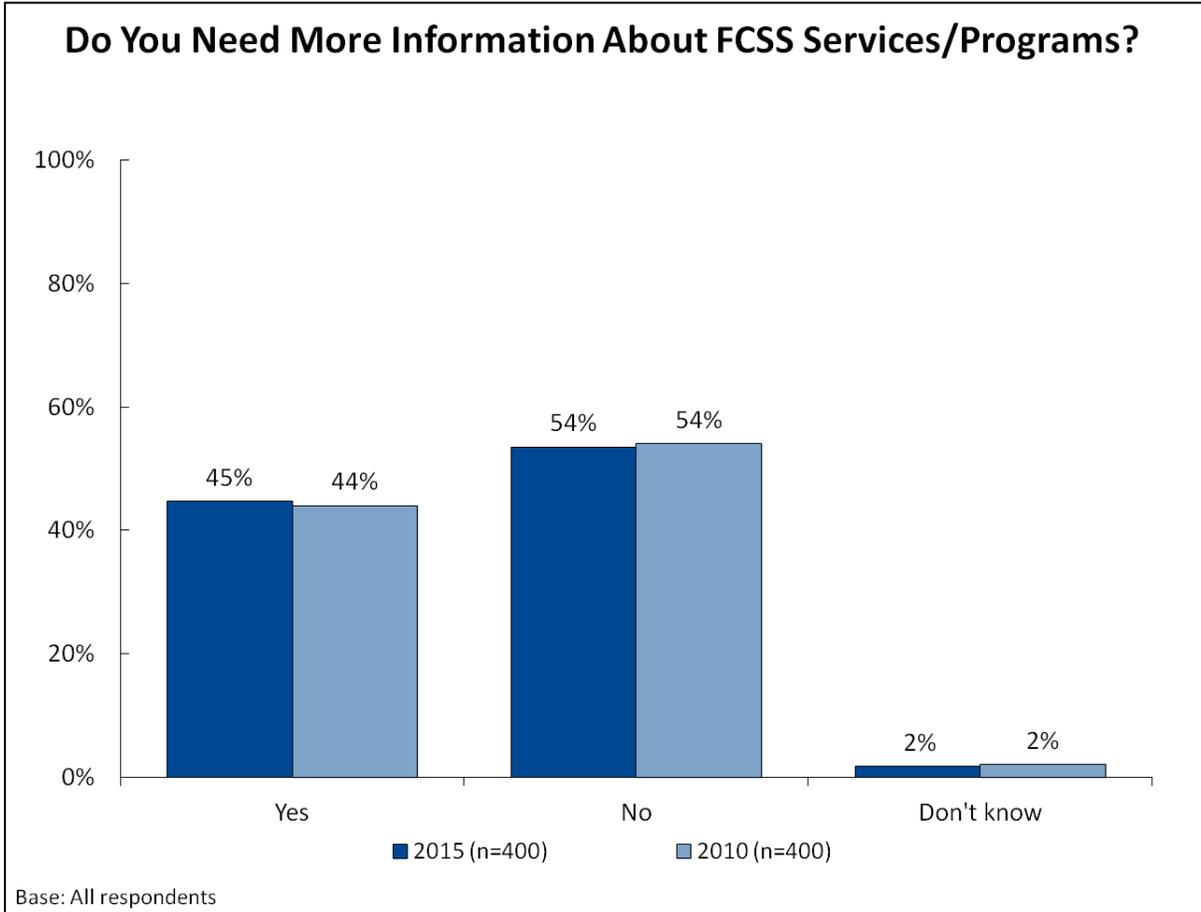
Respondent subgroups significantly more likely to rate their knowledge of the FCSS and programs that are available in the City of Leduc as being excellent or good included:

- ◆ Those with seniors in their household (49% versus 34% of those without seniors in their household);
- ◆ Those who have lived in Leduc for 11 years or more (45% versus 30% of those who have lived in Leduc for 10 years or less);
- ◆ Those with a strong sense of community belonging (47% versus 24% of those with a weak sense of belonging);
- ◆ Those who rated access to human services in Leduc as very easy or easy (46% versus 19% of those who rated access as difficult or very difficult); and
- ◆ Those who have volunteered in the past 6 months (47% versus 35% of those who have not).

Forty-five percent (45%, comparable to 44% in 2010) reported needing more information about the FCSS services and programs that are available in the City of Leduc, while 54% did not require any further information and 2% did not provide an answer.

See Figure 14, below.

Figure 14



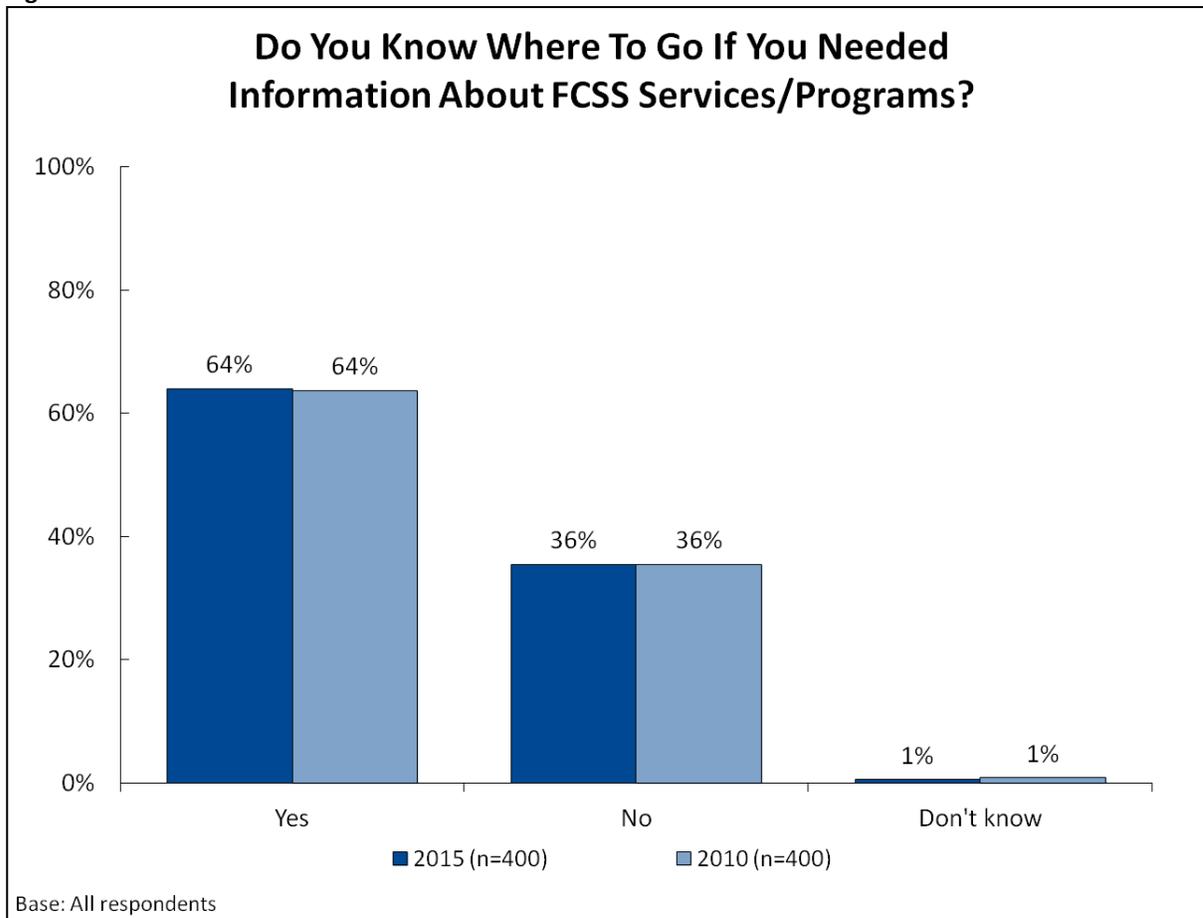
Respondent subgroups significantly more likely to think they need more information about the FCSS services and programs that are available in Leduc included:

- ◆ Those with children in their household (55% versus 37% of those without children in their household);
- ◆ Those without seniors in their household (48% versus 36% of those with seniors in their household);
- ◆ Those who have lived in Leduc for 10 years or less (52% versus 38% of those who have lived in Leduc for 11 years or more);
- ◆ Those with a weak sense of community belonging (51% versus 41% of those with a strong sense of belonging);
- ◆ Those with a fair or poor knowledge of FCSS and programs in the City of Leduc (53% versus 31% of those with an excellent or good knowledge);
- ◆ Those age 18 to 34 years (54% versus 38% of those age 55 years or older);
- ◆ Those whose highest level of education is college (50% versus 37% of those whose highest level of education is university); and
- ◆ Those with a household income between \$50,000 and less than \$100,000 (58% versus 40% of those whose household income is \$100,000 or greater).

Approximately two-thirds (64%, comparable to 64% in 2010) of all respondents knew where to get needed information about the FCSS services and programs available in the City of Leduc. Thirty-six percent (36%) of respondents did not know where to find this information and 1% did not provide a response.

See Figure 15, below.

Figure 15



Respondent subgroups significantly more likely to know where to go if they needed information about FCSS services and programs included:

- ◆ Those who have lived in Leduc for 11 years or more (72% versus 56% of those who have lived in Leduc for 10 years or less);
- ◆ Those with a strong sense of community belonging (69% versus 57% of those with a weak sense of belonging);
- ◆ Those who have volunteered in the past 6 months (78% versus 59% of those who have not);
- ◆ Those with an excellent or good knowledge of FCSS and programs in the City of Leduc (84% versus 54% of those with fair or poor knowledge).
- ◆ Those who own their home (66% versus 52% of those who rent); and
- ◆ Those whose highest level of education is university (70% versus 57% of those whose highest level of education is high school or less).

Twenty-three percent (23%) of respondents mentioned that their preferred method of accessing or receiving information about FCSS services was from the City of Leduc website, followed closely by books, magazines, the newspaper or other print materials (22%). Other frequent mentions included general internet search (22%), FCSS brochures (14%), mail out information / flyers (13%), email (12%) and the FCSS website (11%).

This year, respondents were significantly more likely to prefer accessing or receiving information about FCSS services via general internet search (22% versus 9% in 2010), mail out information / flyers (13% versus 3% in 2010), and email (12% versus 2% in 2010).

Respondents were significantly less likely to prefer contacting City Hall (4% versus 8% in 2010) or FCSS (3% versus 6% in 2010), either by phone or in person.

See Table 12, below, for details.

Table 12

How would you prefer to access or receive information about FCSS services?		
Base: All respondents	Percent of Respondents*	
	2015 (n=400)	2010 (n=400)
City of Leduc website	23	28
Books / magazine / newspaper / other print materials	22	27
General internet search	22↑	9
FCSS Brochure	14	13
Mail out information / flyers	13↑	3
Email	12↑	2
FCSS Website	11	13
Contact City Hall (by phone or in person)	4↓	8
By phone	4	2
Contact FCSS (by phone or in person)	3↓	6
Friends / family / word of mouth	3	4
Health unit	2	4
211	2	2
At the library	2	1
Other (less than 2% of responses in 2015)	7	8
Don't know	5	5

*Multiple responses

↑↓ Indicates a significant increase or decrease from the previous survey year

3.5 Respondent Profile

Table 13

	Percent of Respondents	
	2015 (n=400)	2010 (n=400)
Gender		
Female	64	62
Male	36	38
Length of Residence		
Less than 1 year	5	2
1 to 5 years	27	17
6 to 10 years	20	15
11 to 20 years	17	20
More than 20 years	33	46
Age		
18 to 24	1	3
25 to 34	14	12
35 to 44	20	17
45 to 54	23	20
55 to 64	19	25
65 years or older	22	22
Refuse	1	3
Mean age	52.0	52.3
Education		
No schooling	<1	<1
Some junior high	<1	2
Completed junior high	2	3
Some high school	6	7
Completed high school	21	27
Some college or technical training	11	9
Completed college or technical training	28	27
Some university	7	5
Completed university	24	19
Refuse / Don't know	1	2

	Percent of Respondents	
	2015 (n=400)	2010 (n=400)
Household Income		
Less than \$20,000	3	3
\$20,000 to less than \$50,000	12	19
\$50,000 to less than \$100,000	27	29
\$100,000 to less than \$150,000	23	21
\$150,000 to less than \$200,000	9	6
\$200,000 or more	6	4
Refuse / Don't know	20	18
Household Composition		
7 years of age and younger	21	19
8 to 12 years old	17	15
13 to 18 years old	19	19
19 to 44 years old	49	51
45 to 64 years old	49	51
65 years of age or older	26	24
Mean household size	2.84	2.86
Employment Status		
Working full time, including self employment	51	45
Retired	23	24
Working part time, including self employment	13	18
Homemaker	9	8
Not employed	5	4
Don't know	1	<1
Home Ownership		
Own	85	91
Rent	15	9
Don't know	<1	<1
Neighbourhood		
50th Street North Commercial Area	1	1
Alexandra Park	1	2
Bridgeport	8	7
Caledonia Park	6	5

	Percent of Respondents	
	2015 (n=400)	2010 (n=400)
Central Business District	2	2
Corinthia Park	7	13
Deer Valley	2	1
East Meadowview Park	1	1
Lakeside Estates	4	5
Leduc Common	2	-
Leduc Estates	5	9
Linsford Park	2	5
Meadowview Park	4	2
North Telford	1	2
Northeast Telford	-	<1
Robinson	2	-
South Fork	10	3
South Park	9	16
South Telford	2	3
Southeast Leduc – Meadowview Park	1	1
Southeast Leduc – Tribute	1	1
Southeast Telford	1	1
Suntree	5	3
Tawa Landings	<1	-
Tribute	4	4
West Haven	3	-
West Haven Estates	-	<1
West Havenpark	2	-
Willow Park	7	5
Windrose	10	6
Don't Know / Refuse	6	4

Appendix A
Survey Instrument

CITY OF LEDUC FCSS NEEDS ASSESSMENT

COMMUNITY SURVEY

FINAL – February 12, 2010

Introduction

Hello, my name is _____ with Banister Research, a professional research firm. We have been contracted to conduct a survey on behalf of the City of Leduc to ask your opinions about some of the human services provided to citizens 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 the human services provided in the City of Leduc.

- A. For this study, I need to speak to the male or female head of the household, is that person available?

1. Yes, speaking **Continue**
2. Yes, I'll get him/her **Repeat introduction and continue**
3. Not now **Arrange callback and record first name of selected respondent**

- B. **RECORD GENDER:** NO QUOTAS – HOUSEHOLD BASED

1. Male
2. Female

- C. 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 CALLBACK**

- D. Including yourself, how many people in each of the following age groups live in your household? How many are (**Read list. Record actual number**)

1. 7 years of age and younger
2. Between 8 and 12 years old

3. Between 13 and 18 years old
4. Between 19 and 44 years old
5. Between 45 and 64 years old
6. 65 years of age or older
- F5. (Not stated)

Please note that as we complete the questionnaire is it important for you to answer on behalf of yourself and everyone in your household.

1. About how long have you lived in the City of Leduc?

1. Less than 1 year
2. 1 to 5 years
3. 6 to 10 years
4. 11 to 20 years
5. more than 20 years
- F5 Don't know

2. What are the main reasons why you live in the City of Leduc? [Multiple Response – Do not read - check all that apply]

1. Job/employment opportunities for self and/or spouse
2. For family/marriage reasons
3. Cost of housing/living
4. Small city atmosphere
5. Proximity/access to Edmonton
6. Other; specify _____
7. Don't know

3. Do you expect to be living in Leduc in the next three years?

1. Yes GO TO Q.5
2. No ASK Q.4
- F5 Don't know ASK Q.4

4. [IF NO/DON'T KNOW IN Q.3, ASK] Why might you leave Leduc in the next three years? [DO NOT READ LIST – CHECK ALL THAT APPLY]

1. Job/employment opportunities for self
2. Job/employment opportunities for spouse
3. Education opportunities for self
4. Education opportunities for spouse

5. Education opportunities for rest of family
6. For family/marriage reasons
7. Cost of housing/living
8. Retirement
9. Cost of commuting
10. Need for specialized services – specify _____
11. Don't like the airport noise
12. Need better housing options
13. Need for better schools/education
14. Need better social/recreation opportunities
15. Other; specify _____
16. Don't know

5. I'm going to read a list of statements about the City of Leduc. Please tell me whether you strongly agree, somewhat agree, somewhat disagree or strongly disagree with the following statements [RANDOMIZE & ROTATE OPTIONS]

1. Strongly disagree
2. Somewhat disagree
3. Somewhat agree
4. Strongly agree
- F5 Don't know

- a. The City of Leduc is a good place to raise a family
- b. People around here are willing to help neighbours
- c. There are safe parks, playgrounds and play spaces in Leduc
- d. Outside of work or school, there are lots of things for young people to do in Leduc
- e. Gambling is a problem in Leduc
- f. Where there is a problem, the people in my neighbourhood get together to deal with it.
- g. Break-ins of homes and apartments is a problem in Leduc
- h. I feel safe walking alone in my neighbourhood during the day
- i. I feel safe walking alone in my neighbourhood after dark
- j. Overall, I consider my community a safe place to live
- k. Bullying is an issue in the City of Leduc
- l. There is a good variety of housing sizes and types in our community
- m. There is a range of housing options in our community to meet all income levels.
- n. I have someone I can confide in or talk to about my personal feelings or concerns
- o. I have someone in Leduc that I can count on to help me in a crisis situation

6. Overall, how would you rate your sense of belonging to the community of Leduc, using a scale of 1 to 5 where 1 means very weak and 5 means very strong?

1. Very weak
- .
5. Very strong
- F5 Don't know

7. The next questions are about human services. Human services are those services designed to meet a physical, emotional or social need that are provided for children and families. I'm going to read you a list, please tell me if you or any members of your household have accessed each of them during the past six months?

1. Yes
2. No
- F5 Don't know

1. Day care (for children 6 years of age and under)
2. Out-of-school care
3. Services for children with emotional issues
4. Services for children with behavioural issues
5. Social programs for youth (i.e. Heroes, Rainbows, Spectrum, Teen Action Advisory Group, Keystone Leadership Program)
6. Recreational programs for youth
7. Social programs for seniors (i.e. Seniors Outreach, Food Bank)
8. Recreational programs for seniors
9. Social programs for parents or families (i.e. parenting education, community kitchen, Food Bank)
10. Recreational programs for parents for families
11. Home help programs for the sick or elderly (i.e. Meals on wheels, Leduc Assisted Transportation Service)
12. Victim's support services
13. Counseling services for youth, families and seniors
14. Suicide/Distress line
15. Programs dealing with family violence
16. Programs or services for persons with disabilities
17. Programs or services for dealing with addictions or substance abuse
18. Programs or services for mental health and wellness (i.e. depression, schizophrenia, anxiety, self-injury)
19. Assistance with personal finances and/or financial hardship

8. [FOR EACH "YES" IN Q.7a to r, ASK] Did you access this program or service in the City of Leduc? Let's begin with [insert from Q.7]

1. Yes
2. No

F5 Don't know

1. Day care (for children 6 years of age and under)
2. Out-of-school care
3. Services for children with emotional issues
4. Services for children with behavioural issues
5. Social programs for youth (i.e. Heroes, Rainbows, Spectrum, Teen Action Advisory Group, Keystone Leadership Program)
6. Recreational programs for youth
7. Social programs for seniors (i.e. Seniors Outreach, Food Bank)
8. Recreational programs for seniors
9. Social programs for parents or families (i.e. parenting education, community kitchen, Food Bank)
10. Recreational programs for parents for families
11. Home help programs for the sick or elderly (i.e. Meals on wheels, Leduc Assisted Transportation Service)
12. Victim's support services
13. Counseling services for youth, families and seniors
14. Suicide/Distress line
15. Programs dealing with family violence
16. Programs or services for persons with disabilities
17. Programs or services for dealing with addictions or substance abuse
18. Programs or services for mental health and wellness (i.e. depression, schizophrenia, anxiety, self-injury)
19. Assistance with personal finances and/or financial hardship

9. How easy or difficult is it for your household to get the human services needed within the City of Leduc when they are required? Would you say it is...[READ LIST – SELECT ONE RESPONSE]

- | | | |
|----|----------------|------------|
| 1. | Very easy | GO TO Q.11 |
| 2. | Easy | GO TO Q.11 |
| 3. | Difficult | |
| 4. | Very difficult | |
| F5 | Don't know | GO TO Q.11 |

10. What makes it difficult for your household to get these services within the City of Leduc when needed? [DO NOT READ – SELECT ALL THAT APPLY]

1. Can't afford the user fees/costs
2. Takes too long to get an appointment
3. Cost too much for the service provided
4. Can't get the time off of work
5. Limited hours of service
6. Service is not available here
7. Didn't know where to go or who to call
8. Too embarrassed to seek help
9. Help wouldn't help/bad past experiences
10. Can't understand/language issues
11. Transportation Issues
12. Cultural/Religious barriers (can't see opposite gender, etc.)
13. Other; _____

11. Do you believe there are human services that are currently needed in Leduc but are unavailable?

1. Yes
2. No GO TO Q.13
- F5 Don't know GO TO Q.13

12. What type of service or care is unavailable? [DO NOT READ – SELECT ALL THAT APPLY]

1. a community health representative
2. an addictions treatment
3. a mental health counselor or psychologist
4. telephone help line/helpink
5. palliative care [care for the terminally ill]
6. respite services [caregiver relief program]
7. continuing/long-term care facility or community based [supportive housing, nursing home, etc.]
8. home care services
9. therapy (physical, occupational, speech)
10. birth control/sexual health

11. Other; _____
13. Keeping in mind that human services are those services designed to meet a physical, emotional or social need, in general how satisfied are you with the quality of human services in Leduc, are you [READ LIST – SELECT ONE RESPONSE]
- 1. Very dissatisfied
 - 2. Somewhat dissatisfied
 - 3. Somewhat satisfied
 - 4. Very satisfied
 - F5 Don't know
14. Do you think the City of Leduc will need any new, different or additional human services or programs in the next three years?
- 1. Yes
 - 2. No
 - F5 Don't know
15. [IF YES IN Q.14, ASK] What types of services will needed in the next three years?

RECORD VERBATIM

VOLUNTEERISM

16. The next few questions are about volunteering in the human services area. In the past six months have you participated in any volunteer work in this area?

1. Yes
2. No GO TO Q.19
- F5. Don't know/not stated GO TO Q.19

17. What was the nature of your volunteer work? [DO NOT READ LIST, CHECK ALL THAT APPLY]

1. one-on-one counseling, mentoring, literacy, etc.
2. member of a board or committee
3. canvassing or fundraising
4. membership drive
5. administration/secretarial/accounting
6. delivering/handing out information
7. social or "good works" function (bingo, car wash, city or yard clean-up, community garage, foodbank, art/craft sale, open house, social tea)
8. driving/visiting/helping/supporting shut-ins, patients, seniors, people with disabilities, victims
9. school, play school, day care help
10. religious programs
11. coaching
12. providing recreation facilities, fields, etc.
13. Other; _____

18. Approximately how many hours did you spend volunteering in the last month?

1. 4 hours or less
2. 5 to 10 hours
3. 11 to 20 hours
4. more than 20 hours
- F5 Don't know

19. If you were approached to volunteer, would you say you could...? [READ LIST, SELECT ONE RESPONSE]

1. Give more time to volunteering [GO TO Q.20]
 2. Give about the same amount of time to volunteer as you do now [GO TO Q.21]
 3. Give less time to volunteering [GO TO Q.21]
- F5 Don't know [GO TO Q.21]

20. If you could volunteer time/more time, what type of volunteer work would you prefer to do?

1. One-on-one counseling, mentoring, literacy, etc.
2. member of a board or committee
3. canvassing or fundraising
4. membership drive
5. administration/secretarial/accounting
6. delivering/handing out information
7. social or "good works" function (bingo, car wash, city or yard clean-up, community garage, foodbank, art/craft sale, open house, social tea)
8. driving/visiting/helping/supporting shut-ins, patients, seniors, people with disabilities, victims
9. school, play school, day care help
10. religious programs
11. coaching
12. providing recreation facilities, fields, etc.
13. Other; _____

Perception of Access Specifically to FCSS Services

21. In general, how would you rate your knowledge of the FCSS and programs that are available in the City of Leduc? By FCSS I mean [programs and activities to enhance the well-being of individuals, families and the community] Would you say ...[READ LIST – SELECT ONE RESPONSE]

1. Excellent
2. Good
3. Fair
4. Poor
- F5 Don't know

22. Do you think you need more information about the FCSS services and programs that are available in the City of Leduc?

- 1. Yes
- 2. No
- F5 Don't know

23. Do you know where to go if you needed this information about FCSS services and programs?

- 1. Yes
- 2. No
- F5 Don't know

24. How would you prefer to access or receive information about FCSS services and programs in the City of Leduc? [DO NOT READ - SELECT ALL THAT APPLY]?

- 1. General internet search
- 2. City of Leduc website
- 3. FCSS Website
- 4. FCSS Brochure
- 5. friends/family/word of mouth
- 6. Books, magazine, newspaper, other print materials
- 7. RCMP/Police
- 8. Health unit
- 9. mental health services
- 10. School or educational institution
- 11. Health link
- 12. 211
- 13. Church
- 14. Other; _____

Respondent Characteristics

In order for us to better understand the different views and needs of citizens, 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.

D1. First, in what year were you born?

_____ **RECORD YEAR**

F5. (Refused)

D2. What is your current employment status? (**Read list**) This question is identical the one used in the City of Leduc Resident Satisfaction Survey

1. Working full time, including self-employment (more than 30 hours per week)
 2. Working part time, including self-employment (30 hours per week or less)
 3. Homemaker
 4. Student
 5. Not employed
 6. Retired
- F5 (Not stated)

D3. Which neighbourhood do you live in?

1. Leduc Estates
2. Linsford Park
3. Corinthia Park
4. South Park
5. Caledonia Park
6. North Telford
7. South Telford
8. Alexandra Park

9. Central Business District
10. East Industrial Park
11. 50th Street North Commercial Area
12. Leduc Common
13. Sparrow Commercial Area
14. Willow Park
15. Grayson
16. Bridgeport
17. Tawa Landings
18. Golf Course
19. Windrose
20. Southeast Leduc – Meadowview Park
21. East Meadowview Park
22. Southeast Telford
23. Northeast Telford
24. Northeast Industrial
25. Deer Valley
26. West Haven Estates
27. Scenic Acres
28. Suntree
29. Meadowview Park
30. Lakeside Estates
31. Tribute
32. South Fork
33. Southeast Leduc – Tribute

D4. Do you own or rent your home in the City of Leduc?

1. Own
2. Rent
- F5 (Don't know)

D5. What is the highest level of education you have attended or completed?

1. No schooling

2. Some elementary
3. Completed elementary
4. Some junior high
5. Complete junior high
6. Some high school
7. Completed high school
8. Some college or technical training
9. Completed college or technical training
10. Some university
11. Complete university
12. Other education or training; specify _____

D6. Into which of the following categories would you place your total household income before taxes for last year that is for 2009? (**Read list**)

1. Less than \$20,000
2. \$20,000 to less than \$50,000
3. \$50,000 to less than \$100,000
4. \$100,000 to less than \$150,000
5. \$150,000 to less than \$200,000
6. \$200,000 or more

D7. Would you like to be contacted by the City of Leduc regarding future public consultation events and activities?

1. Yes
2. No THANK AND END

D8. May I have your permission to release your contact information to the City of Leduc so that they may contact you regarding these consultation events and activities? Please note that all of your other responses gathered during the survey will remain confidential.

1. Yes
2. No THANK AND END

That's all of the questions I have. Thank you very much for your participation in this study, your feedback is greatly appreciated.