



# City of Edmonton Service Satisfaction - Online Survey

## Services Overview

Research conducted by:



[Advanis](#) is a member of the Canadian Research Insights Council (CRIC) and confirms that this research fully complies with all CRIC Standards including the CRIC Public Opinion Research Standards and Disclosure Requirements.

This research is supported by The City of Edmonton Corporate Research team, which is a corporate member of CRIC. This research was sponsored by The City of Edmonton's Service Innovation and Performance Branch. For information about data collection, please contact Corporate Research at [research@edmonton.ca](mailto:research@edmonton.ca).



August 2025

# Contents

Background and Objectives	3
Executive Summary	5
2025 Survey Results	12
2022-2025 Trends	23
Methodology and Respondent Profile	32
Appendix	38
2025 Demographic Subgroup Comparisons	39
2025 Additional Subgroup Analysis	44
Service Details	53

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# Background and Objectives

# Background and Objectives

## Project Background

The City of Edmonton (the City) commissioned this survey to capture Edmontonians' perceptions relating to quality of life and service satisfaction on an annual basis.



## Report Objectives

- Share Edmontonians' perceptions related to experiences with City services.
- Support evidence-based decision making.

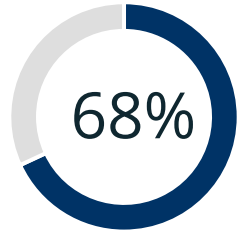
## How to Read this Report

- At the bottom of each page in the main body of the report, "n" denotes the number of respondents that provided responses to a particular question.
- Arrows in charts denote whether results are statistically higher (↑) or lower (↓) compared to the previous year at a 95% confidence interval\*.
- Survey questions for the information on each page are also indicated at the bottom of each page.

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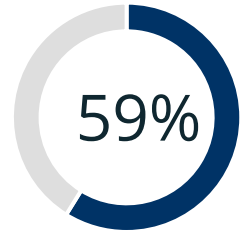
# Executive Summary

# Overall Service Satisfaction



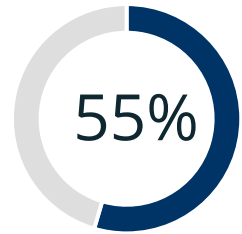
68%

of Edmontonians are satisfied with the overall quality of services provided by the City.



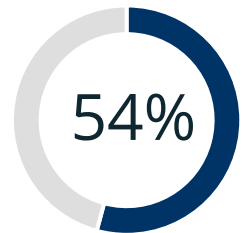
59%

are satisfied with the ability to access City services in a way that's easy.



55%

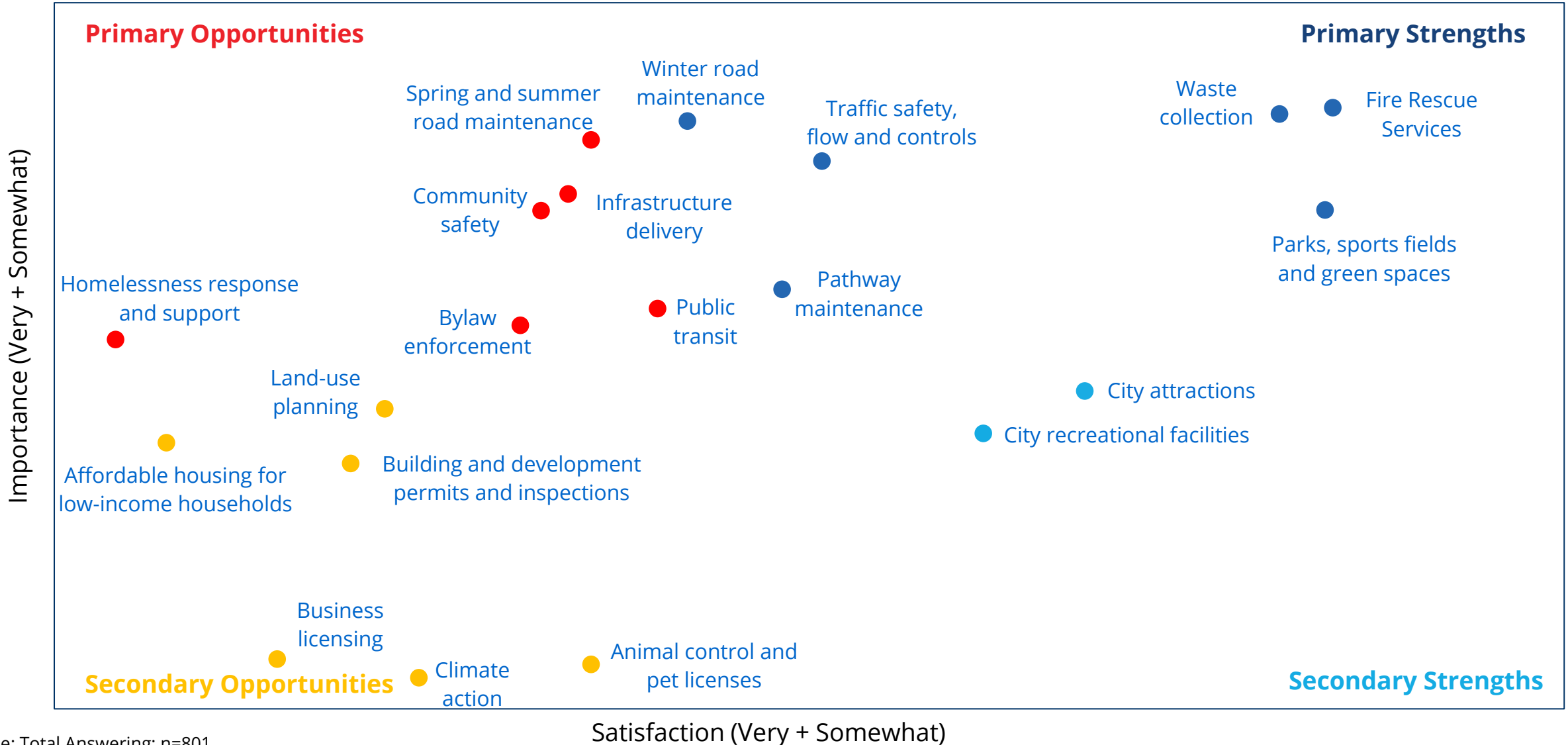
are satisfied with how well the City informs Edmontonians about the services they provide.



54%

are satisfied with the quality of customer service they receive from the City.

# Service Strengths and Opportunities



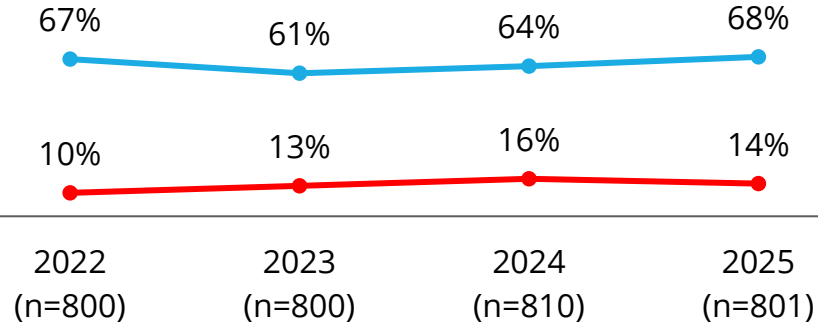
Base: Total Answering; n=801

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?; B4b: How important is the following program or service?**

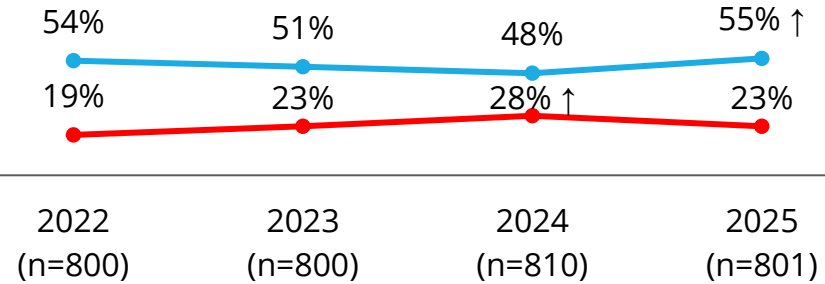
City of Edmonton Service Satisfaction Survey 2025

# Overall Satisfaction Trends

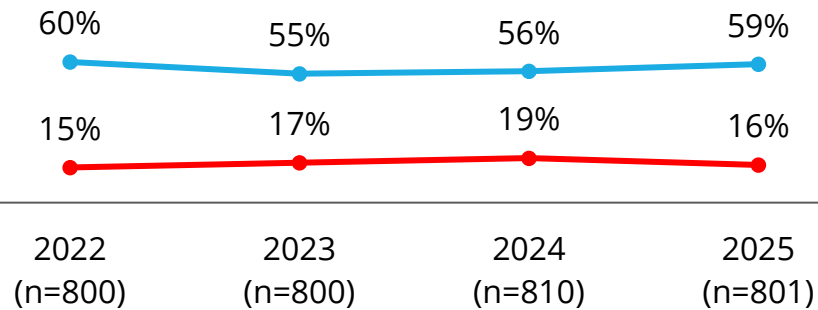
Overall quality of programs and services provided by the City of Edmonton\*



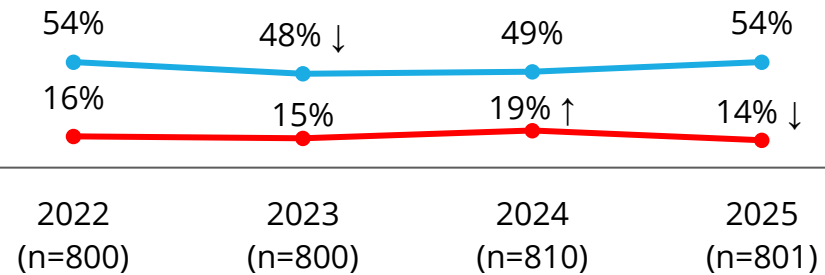
How well the City of Edmonton informs Edmontonians about the services they provide



Ability to access City services in a way that is easy



Quality of customer service (in-person/phone/email) provided by the City of Edmonton



Very or Somewhat Satisfied      Very or Somewhat Dissatisfied

↑ Statistically higher      ↓ Statistically lower  
Compared to previous year at 95% Confidence level

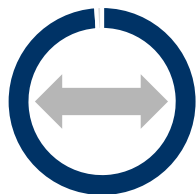
\*Note: Survey respondents in 2022 were not given an option to say "Don't know/can't say"  
City of Edmonton Service Satisfaction Survey 2025

# Service Satisfaction Trends



## A greater proportion of Edmontonians in 2025 (compared to 2024) are satisfied with:

- Public transit (44%; **+8pts**)
- Bylaw enforcement (39%; **+6pts**)
- Climate action (34%; **+7pts**)
- Land-use planning (33%; **+6pts**)
- Building and development permits and inspections (32%; **+8pts**)
- Business licensing (29%; **+6pts**)



## A similar proportion of Edmontonians in 2025 (compared to 2024) are satisfied with:

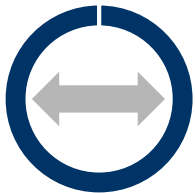
- Parks, sports fields and green spaces (71%)
- Fire Rescue Services (71%)
- Waste collection (69%)
- City-owned-and-operated attractions (61%)
- City-owned-and-operated recreational facilities (57%)
- Traffic safety, flow and controls (51%)
- Pathway maintenance (49%)
- Winter road maintenance (45%)
- Spring and summer road maintenance (41%)
- Animal control and pet licenses (41%)
- Infrastructure delivery (40%)
- Community safety (39%)
- Affordable housing for low-income households (24%)
- Homelessness response and support (22%)

# Service Importance Trends



## A greater proportion of Edmontonians in 2025 (compared to 2024) consider the following services or programs to be 'important':

- Infrastructure delivery (89%; **+5pts**)
- Parks, sports fields and green spaces (88%; **+6pts**)
- City-owned-and-operated attractions (78%; **+6pts**)
- Land-use planning (77%; **+8pts**)
- Building and development permits and inspections (74%; **+7pts**)



## A similar proportion of Edmontonians in 2025 (compared to 2024) consider the following services or programs to be 'important':

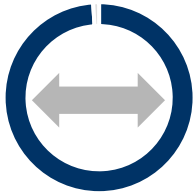
- Fire Rescue Services (94%)
- Waste collection (94%)
- Winter road maintenance (93%)
- Spring and summer road maintenance (92%)
- Traffic safety, flow and controls (91%)
- Community safety (88%)
- Pathway maintenance (84%)
- Public transit (83%)
- Bylaw enforcement (82%)
- Homelessness response and support (81%)
- City-owned-and-operated recreational facilities (76%)
- Affordable housing for low-income households (75%)
- Business licensing (63%)
- Animal control and pet licenses (63%)
- Climate action (62%)

# Service Investment Trends



**A greater proportion of Edmontonians in 2025 (compared to 2024) think the City should make a higher level of investment in the following programs or services:**

- Spring and summer road maintenance (59%; **+9pts**)
- Building and development permits and inspections (26%; **+5pts**)



**A similar proportion of Edmontonians in 2025 (compared to 2024) think the City should make a higher level of investment in the following programs or services:**

- Winter road maintenance (61%)
- Homelessness response and support (59%)
- Community safety (57%)
- Public transit (49%)
- Fire Rescue Services (49%)
- Infrastructure delivery (49%)
- Pathway maintenance (42%)
- Traffic safety, flow and controls (38%)
- Parks, sports fields and green spaces (36%)
- Climate action (35%)
- Bylaw enforcement (34%)
- Waste collection (31%)
- City-owned-and-operated attractions (30%)
- City-owned-and-operated recreational facilities (26%)
- Land-use planning (24%)
- Animal control and pet licenses (19%)
- Business licensing (16%)



**A smaller proportion of Edmontonians in 2025 (compared to 2024) think the City should make a higher level of investment in the following programs or services:**

- Affordable housing for low-income households (54%; **-7pts**)

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# 2025 Survey Results

# Overall Satisfaction



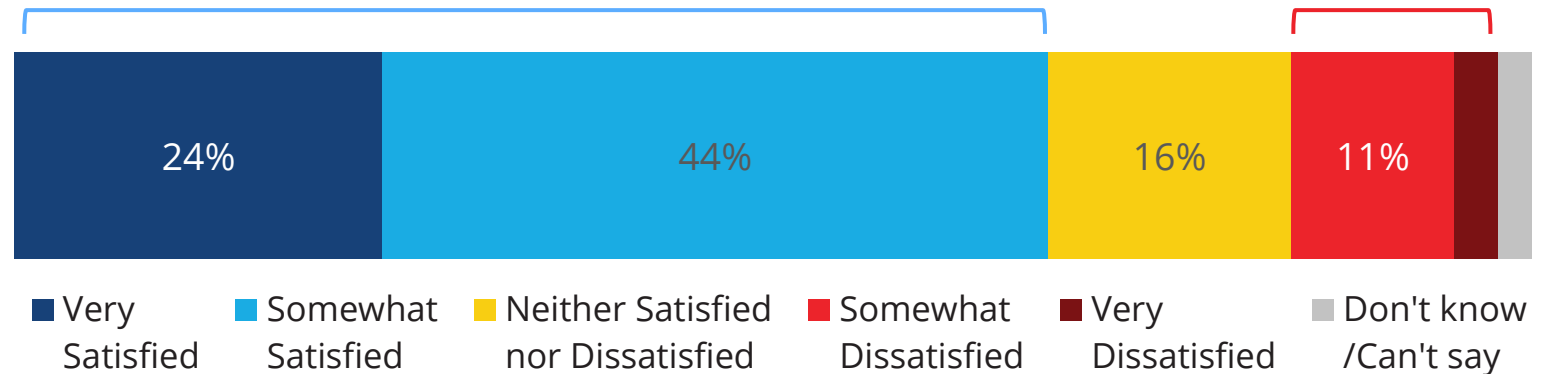
**How satisfied are you with the overall quality of programs and services provided by the City of Edmonton?**

**68%**

Very or Somewhat Satisfied

**14%**

Very or Somewhat Dissatisfied



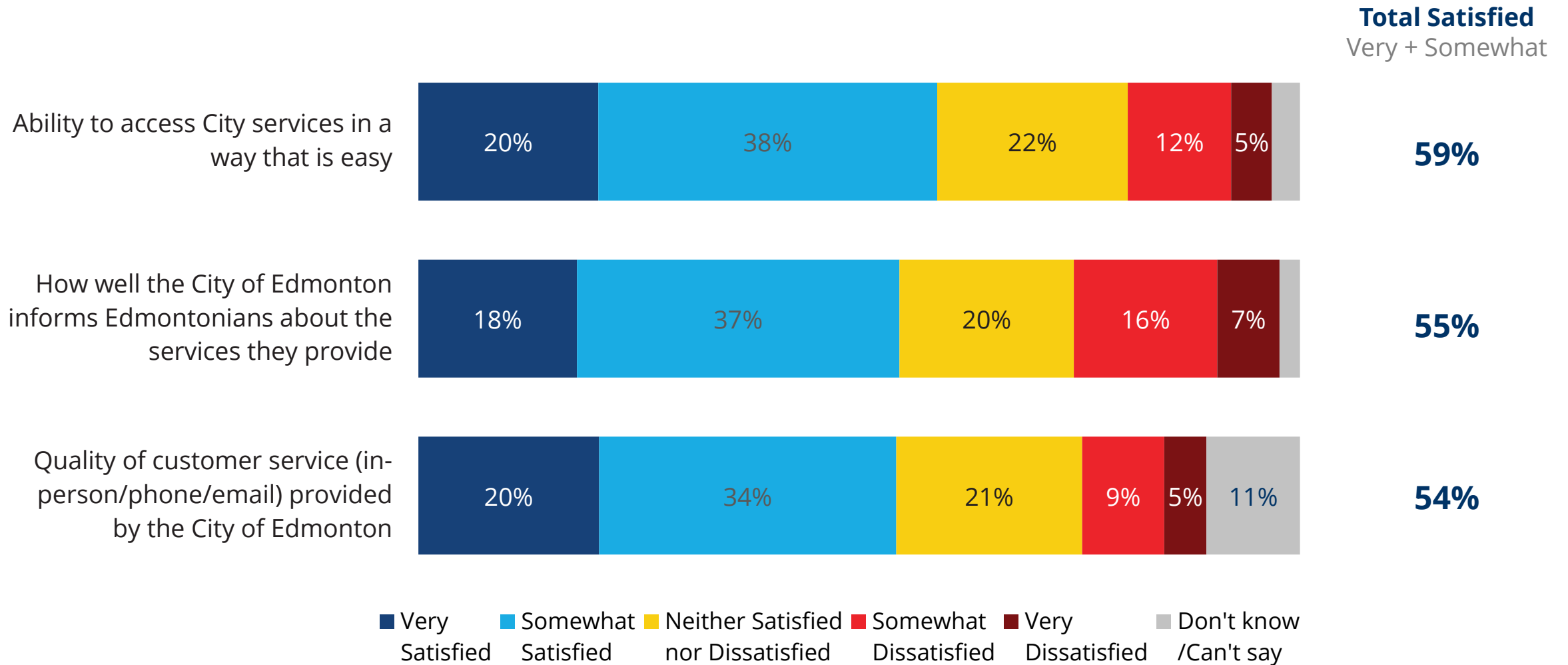
Labels <4% not shown

Base: Total Answering n=801

**B1: Based on your personal experience or anything you may have heard, how satisfied are you with the overall quality of programs and services provided by the City of Edmonton?**

City of Edmonton Service Satisfaction Survey 2025

# Overall Satisfaction



Labels <4% not shown

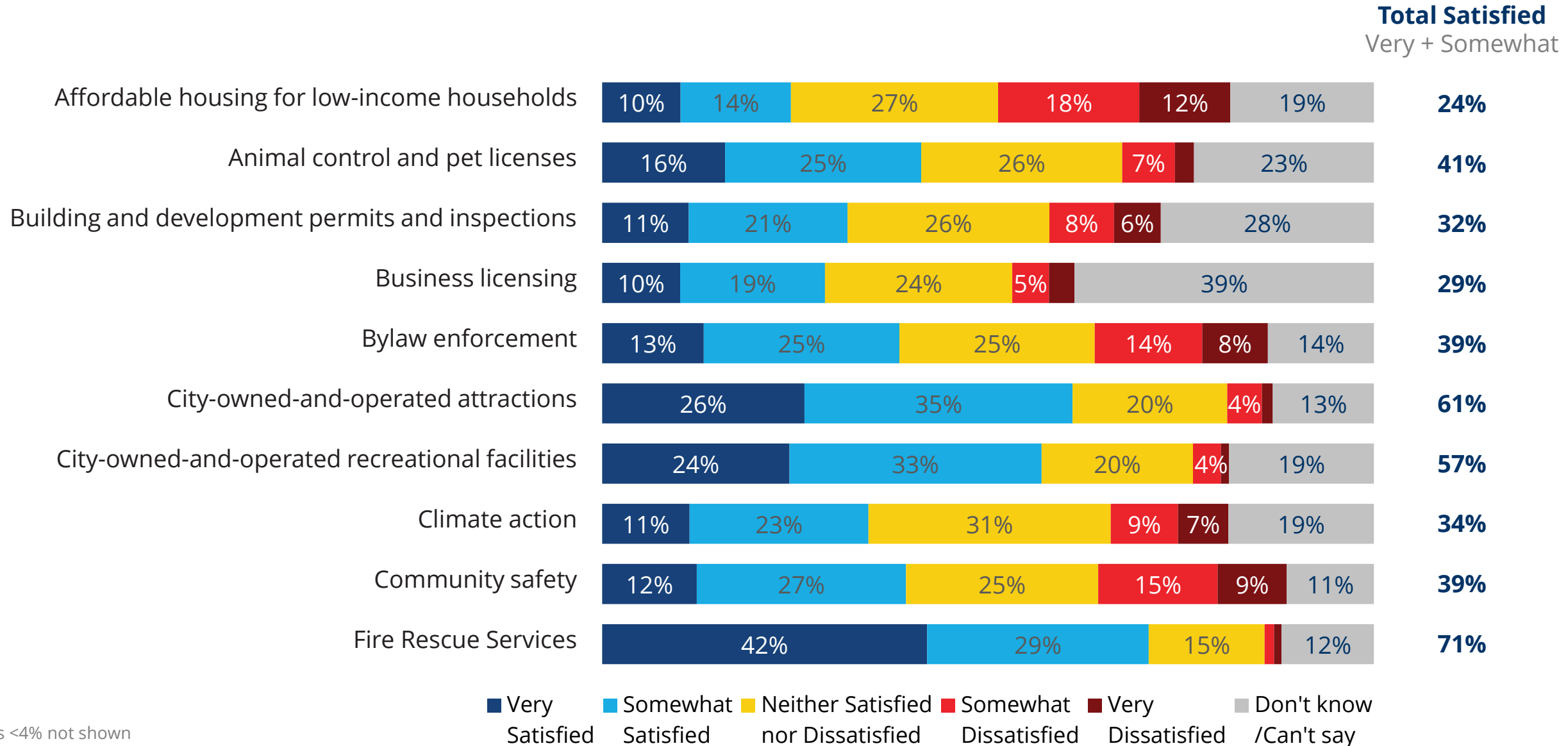
Base: Total Answering n=801

**B3: Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following.**

Individual percentages may not add up to totals due to rounding.

City of Edmonton Service Satisfaction Survey 2025

# Service Satisfaction (1 of 2)



Labels <4% not shown

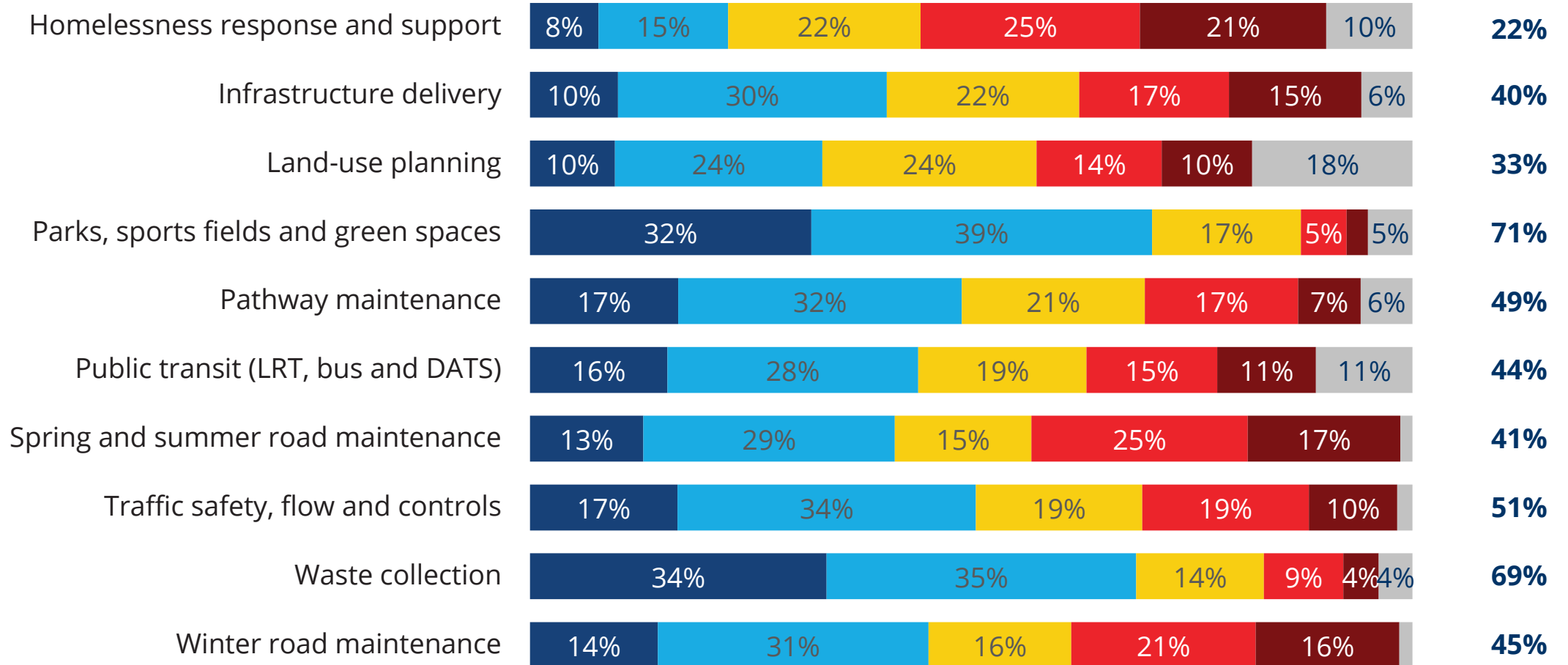
Base: Total Answering; n=801

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?** Individual percentages may not add up to totals due to rounding.

City of Edmonton Service Satisfaction Survey 2025

# Service Satisfaction (2 of 2)

**Total Satisfied**  
Very + Somewhat



■ Very Satisfied   
 ■ Somewhat Satisfied   
 ■ Neither Satisfied nor Dissatisfied   
 ■ Somewhat Dissatisfied   
 ■ Very Dissatisfied   
 ■ Don't know / Can't say

Labels <4% not shown

Base: Total Answering; n=801

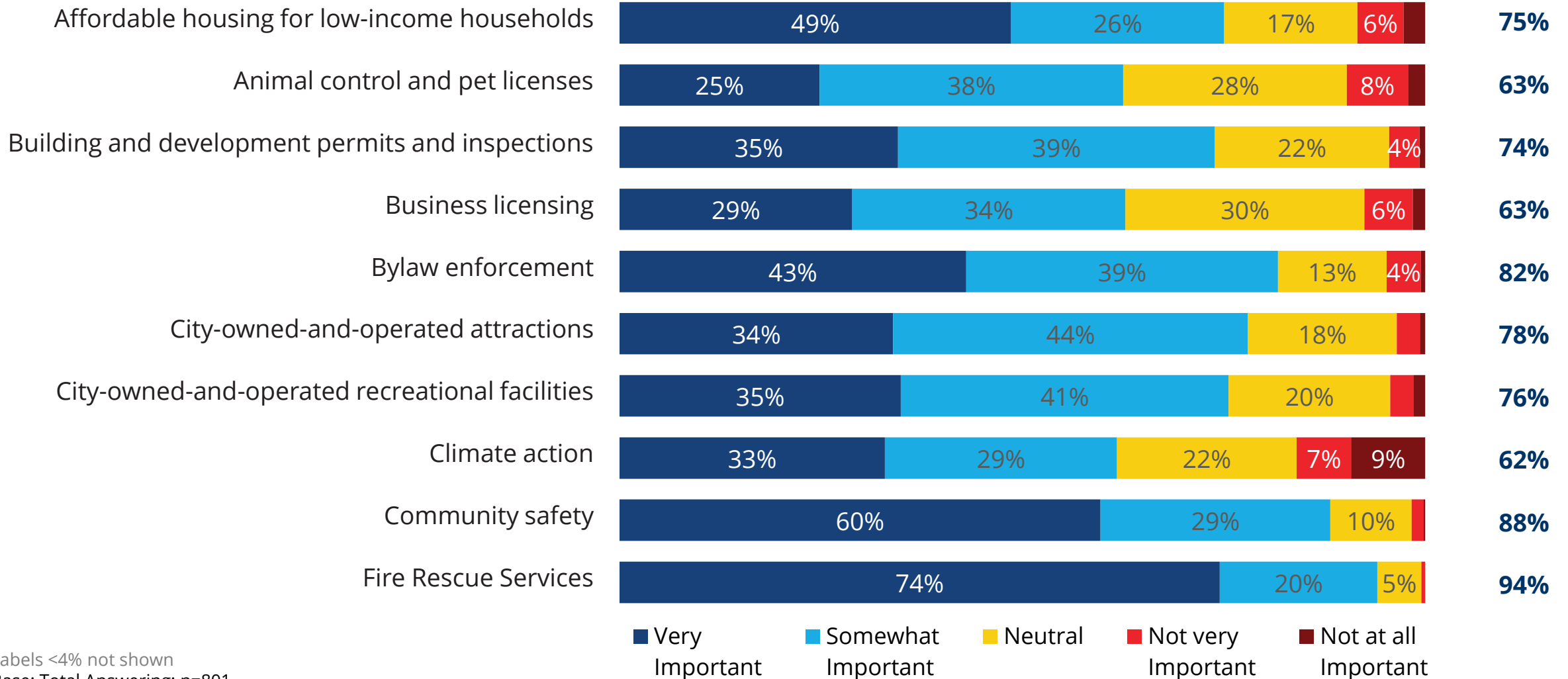
**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

Individual percentages may not add up to totals due to rounding.

City of Edmonton Service Satisfaction Survey 2025

# Service Importance (1 of 2)

**Total Important**  
Very + Somewhat



Labels <4% not shown

Base: Total Answering; n=801

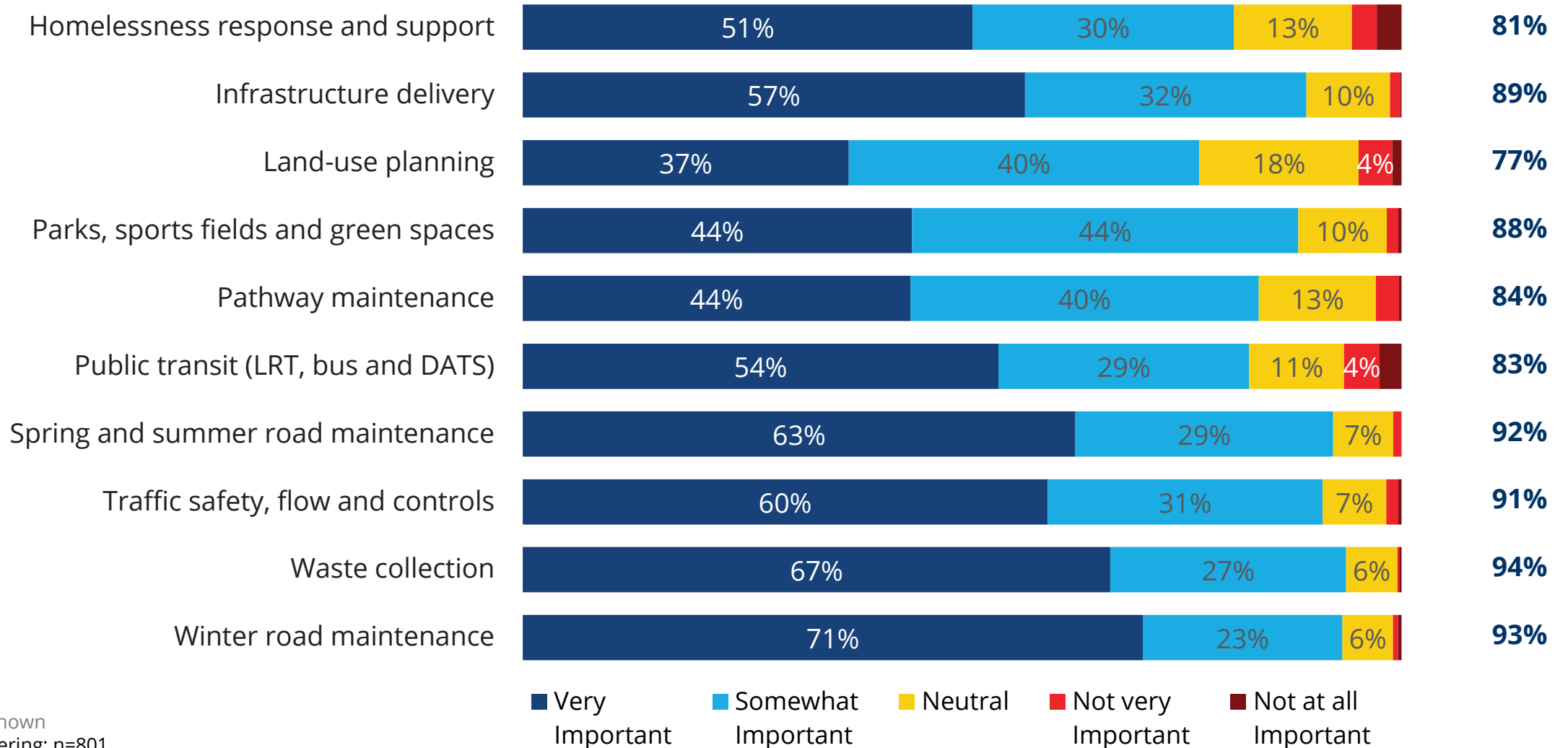
**B4b: How important is the following program or service?**

Individual percentages may not add up to totals due to rounding.

City of Edmonton Service Satisfaction Survey 2025

# Service Importance (2 of 2)

**Total Important**  
Very + Somewhat



Labels <4% not shown

Base: Total Answering; n=801

**B4b: How important is the following program or service?**

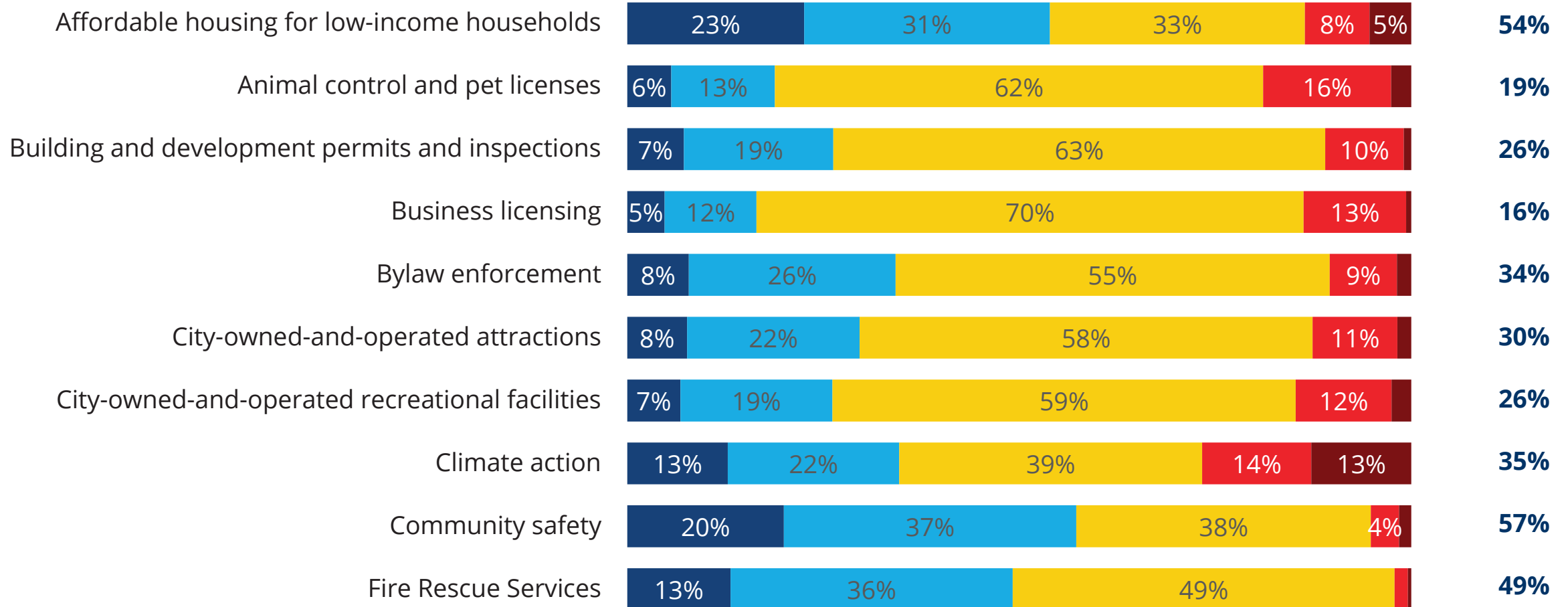
Individual percentages may not add up to totals due to rounding.

City of Edmonton Service Satisfaction Survey 2025

■ Very Important   
 ■ Somewhat Important   
 ■ Neutral   
 ■ Not very Important   
 ■ Not at all Important

# Service Investment (1 of 2)

**Total More**  
Much more + more



■ Much more   ■ More   ■ The same   ■ Less   ■ Much less

Labels <4% not shown

Base: Total Answering; n=801

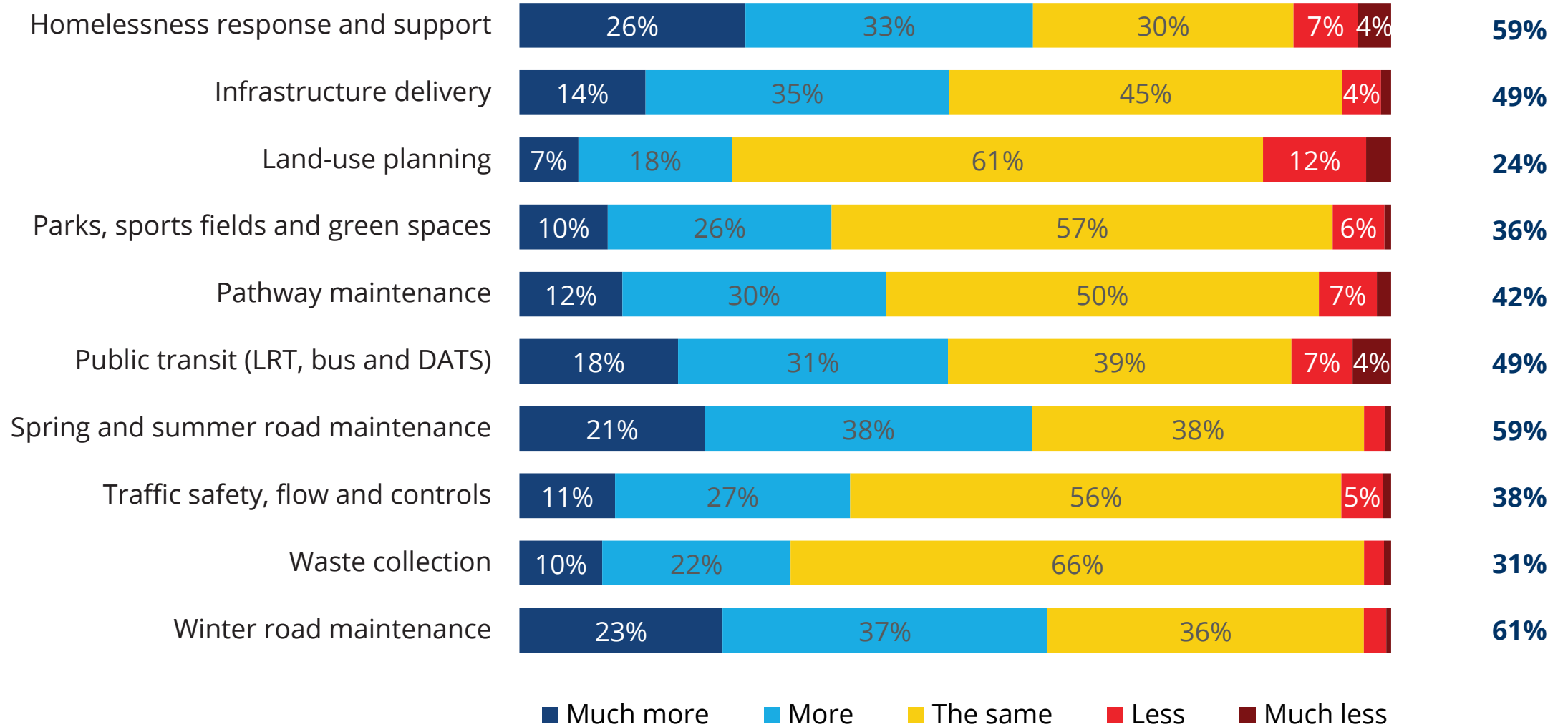
**B4c: What level of financial investment do you think the City should make for the following program or service?**

Individual percentages may not add up to totals due to rounding.

City of Edmonton Service Satisfaction Survey 2025

# Service Investment (2 of 2)

**Total More**  
Much more + more



Labels <4% not shown

Base: Total Answering; n=801

**B4c: What level of financial investment do you think the City should make for the following program or service?**

Individual percentages may not add up to totals due to rounding.

City of Edmonton Service Satisfaction Survey 2025

# Other Observations and Feedback from Edmontonians

**Based on your personal situation and what you're seeing in your community, is there anything else that you want to share with the City of Edmonton?**

Themes coded from verbatim responses (themes less than 3% of total responding not shown)

<b>Areas for improvement</b>	<b>46%</b>
City governance	13%
Service levels	8%
Homelessness	7%
Transit	7%
Public safety	5%
Condition of roads and sidewalks	5%
Infrastructure	5%
Social services and supports	5%
Drugs and addiction	4%
Downtown	3%
Bike lanes	3%
Housing cost	3%
Crime	3%
General quality of life	3%
Taxes	3%
<b>Positive experiences</b>	<b>9%</b>
<b>Nothing / no comment</b>	<b>49%</b>

Base: Total answering (n=801)

**C1: Based on your personal situation and what you're seeing in your community, is there anything else that you want to share with the City of Edmonton?**

City of Edmonton Service Satisfaction Survey 2025

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# 2022-2025 Trends

# 2022-2025 Trends

## Overall Satisfaction

- A similar proportion of Edmontonians are satisfied with the overall quality of programs and services provided by the City of Edmonton as were in 2024 and 2023.
- The quality of customer service provided by the City, the ability to access city services in a way that is easy, and how well the City of Edmonton informs Edmontonians about the services they provide also continues to satisfy more than half of Edmontonians.
- A greater proportion of Edmontonians are satisfied with how well the City of Edmonton informs Edmontonians about the services they provide in 2025, compared to 2024.

<b>Total Satisfied</b> Very + Somewhat Satisfied	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
Base (Total answering)	n=800	n=800	n=810	n=801
Overall quality of programs and services provided by the City of Edmonton	67%*	61%	64%	68%
Quality of customer service (in-person/phone/email) provided by City of Edmonton	54%	48% ↓	49%	54%
Ability to access City services in a way that is easy	60%	55%	56%	59%
How well the City of Edmonton informs Edmontonians about the services they provide	54%	51%	48%	55% ↑

\*Note: Survey respondents in 2022 were not given an option to say “Don’t know/can’t say”  
City of Edmonton Service Satisfaction Survey 2025

↑ Statistically higher      ↓ Statistically lower  
Compared to previous year at 95% Confidence level

# 2022-2025 Service Satisfaction (1 of 2)

<b>Total Satisfied</b> Very + Somewhat Satisfied	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
Base (Total answering)	n=800	n=800	n=810	n=801
Affordable housing for low-income households	31%	24% ↓	20%	24%
Animal control and pet licenses	46%	43%	42%	41%
Building and development permits and inspections	37%	30% ↓	24% ↓	32% ↑
Business licensing	39%	30% ↓	23% ↓	29% ↑
Bylaw enforcement	45%	37% ↓	33%	39% ↑
City-owned-and-operated attractions	63%	60%	58%	61%
City-owned-and-operated recreational facilities	66%	59% ↓	55%	57%
Climate action	-	33%	27% ↓	34% ↑
Community safety	45%	34% ↓	35%	39%
Fire Rescue Services	69%	68%	67%	71%
Homelessness response and support	26%	22%	18%	22%

Base: Total Answering

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

City of Edmonton Service Satisfaction Survey 2025

↑ Statistically higher

↓ Statistically lower

Compared to previous year at 95% Confidence level

# 2022-2025 Service Satisfaction (2 of 2)

<b>Total Satisfied</b> Very + Somewhat Satisfied	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
Base (Total answering)	n=800	n=800	n=810	n=801
Infrastructure delivery	49%	43%↓	40%	40%
Land-use planning	45%	36%↓	27%↓	33%↑
Parks, sports fields and green spaces	72%	70%	68%	71%
Pathway maintenance	-	52%	48%	49%
Public transit (LRT, bus and DATS)	44%	36%↓	36%	44%↑
Spring and summer road maintenance	40%	42%	43%	41%
Traffic safety, flow and controls	53%	51%	49%	51%
Waste collection	66%	67%	67%	69%
Winter road maintenance	36%	40%	45%	45%

Base: Total Answering

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

City of Edmonton Service Satisfaction Survey 2025

↑ Statistically higher      ↓ Statistically lower  
Compared to previous year at 95% Confidence level

# 2022-2025 Service Importance (1 of 2)

<b>Total Important</b> Very + Somewhat Important	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
Base (Total answering)	n=800	n=800	n=810	n=801
Affordable housing for low-income households	79%	75%	78%	75%
Animal control and pet licenses	60%	61%	62%	63%
Building and development permits and inspections	69%	66%	67%	74% ↑
Business licensing	64%	59%	59%	63%
Bylaw enforcement	78%	77%	78%	82%
City-owned-and-operated attractions	76%	75%	72%	78% ↑
City-owned-and-operated recreational facilities	78%	79%	77%	76%
Climate action	-	65%	62%	62%
Community safety	86%	85%	87%	88%
Fire Rescue Services	90%	93%	93%	94%
Homelessness response and support	79%	81%	82%	81%

Base: Total Answering

**B4b: How important is the following program or service?**

City of Edmonton Service Satisfaction Survey 2025

↑ Statistically higher

↓ Statistically lower

Compared to previous year at 95% Confidence level

# 2022-2025 Service Importance (2 of 2)

<b>Total Important</b> Very + Somewhat Important	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
Base (Total answering)	n=800	n=800	n=810	n=801
Infrastructure delivery	83%	87% ↑	84%	89% ↑
Land-use planning	72%	69%	69%	77% ↑
Parks, sports fields and green spaces	82%	82%	82%	88% ↑
Pathway maintenance	-	84%	82%	84%
Public transit (LRT, bus and DATS)	82%	80%	80%	83%
Spring and summer road maintenance	90%	90%	90%	92%
Traffic safety, flow and controls	86%	89%	90%	91%
Waste collection	88%	90%	92%	94%
Winter road maintenance	92%	93%	92%	93%

Base: Total Answering

**B4b: How important is the following program or service?**

City of Edmonton Service Satisfaction Survey 2025

↑ Statistically higher

↓ Statistically lower

Compared to previous year at 95% Confidence level

# 2022-2025 Service Investment (1 of 2)

<b>Total More Investment</b> Much More + More Investment	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
Base (Total answering)	n=800	n=800	n=810	n=801
Affordable housing for low-income households	64%	55%↓	61%↑	54%↓
Animal control and pet licenses	24%	19%	19%	19%
Building and development permits and inspections	30%	20%↓	21%	26%↑
Business licensing	23%	16%↓	15%	16%
Bylaw enforcement	40%	33%↓	34%	34%
City-owned-and-operated attractions	36%	30%↓	25%	30%
City-owned-and-operated recreational facilities	38%	29%↓	29%	26%
Climate action	-	37%	33%	35%
Community safety	64%	58%↓	57%	57%
Fire Rescue Services	52%	53%	47%↓	49%
Homelessness response and support	68%	60%↓	59%	59%

Base: Total Answering

**B4c: What level of financial investment do you think the City should make for the following program or service?**

City of Edmonton Service Satisfaction Survey 2025

↑ Statistically higher      ↓ Statistically lower  
Compared to previous year at 95% Confidence level

# 2022-2025 Service Investment (2 of 2)

<b>Total More Investment</b> Much More + More Investment	<b>2022</b>	<b>2023</b>	<b>2024</b>	<b>2025</b>
Base (Total answering)	n=800	n=800	n=810	n=801
Infrastructure delivery	50%	51%	46%	49%
Land-use planning	27%	23%	21%	24%
Parks, sports fields and green spaces	38%	35%	33%	36%
Pathway maintenance	-	41%	37%	42%
Public transit (LRT, bus and DATS)	57%	50%↓	50%	49%
Spring and summer road maintenance	59%	55%	50%	59%↑
Traffic safety, flow and controls	42%	43%	40%	38%
Waste collection	41%	32%↓	27%↓	31%
Winter road maintenance	72%	66%↓	57%↓	61%

Base: Total Answering

**B4c: What level of financial investment do you think the City should make for the following program or service?**

City of Edmonton Service Satisfaction Survey 2025

↑ Statistically higher      ↓ Statistically lower  
Compared to previous year at 95% Confidence level

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# Methodology and Respondent Profile

# Methodology: Online Panel (General Population)

## Respondent Profile:

n = 801 Edmontonians aged 18 years or older

## Research Design and Respondent Selection:

- Survey participants were screened to ensure that they met the minimum participation criteria i.e., being a current resident of Edmonton and at least aged 18 years.
- The first 3 digits of postal codes were used to classify respondents into specific regions i.e., central, northeast, northwest, southeast and southwest regions.
- The results are reflective of age, gender, income, and regional distribution of Edmontonians based on the 2021 census data.
- Weighting factors were also applied based on age, gender, geographic region and household income to ensure representation.

## Data Collection:

- Responses were collected using Dynata, an online sampling and data collection company.
- In the online survey 1,669 people opted into the survey and 858 people were terminated or dropped off. Overall, 801 Dynata panelists completed the survey for a completion rate of 48%.

**Data  
Collection  
Timeline**

June 9 to  
June 26,  
2025

**Average  
Length of  
Survey**

12.3 mins

**Completion  
Rate**

48%

# Methodology: Online Panel (General Population)

## Limitations

This survey is utilizing a sample from a web panel, participants were not recruited using probabilistic sampling, the statistical tests reported reflect results as if performed on data collected using probability sampling, therefore any statistical differences should only be interpreted as directional.

Weighting was used to better represent the underlying population and reduce self selection, non-response, and non-coverage bias, however, because of the nature of online web panels (only including those willing to participate in an online survey), we cannot ensure this sample is fully representative of the population and free from bias (individuals who are less able to complete an online survey may be underrepresented).

All sample surveys and polls may be subject to multiple sources of error, including, but not limited to sampling error, coverage error, and measurement error.

# Respondent Profile : Online Panel (General Population)

Age Group	Respondents		
	n=801	Unweighted	Weighted
18 to 24 years	9%	67	72
25 to 34 years	23%	164	181
35 to 44 years	21%	181	169
45 to 54 years	14%	122	113
55 to 64 years	15%	107	119
65 to 74 years	13%	117	107
75 years or older	5%	43	39

Region	Respondents		
	n=801	Unweighted	Weighted
Central	13%	121	101
Northeast	17%	149	135
Northwest	17%	134	138
Southeast	20%	149	164
Southwest	33%	248	264

Gender Identity	Respondents		
	n=801	Unweighted	Weighted
Woman	51%	413	404
Man	49%	383	392
Non-binary	1%	7	7
Transgender	0%	2	2
Two-spirit	0%	2	2
Another gender not listed above	0%	3	3
Prefer not to answer	0%	1	1

Base: Total Answering (Bases shown in table)

**S1: What is your age category?**

**S3: To ensure we are receiving responses from people throughout the city, please provide the first three digits of your postal code.**

**DM2: What gender do you identify as?**

City of Edmonton Service Satisfaction Survey 2025

# Respondent Profile : Online Panel (General Population)

<i>Education Level</i>	<i>n=801</i>
No certificate, diploma or degree	1%
High (secondary) school diploma or equivalency certificate	19%
Postsecondary certificate or diploma below bachelor level/Apprenticeship or trades certificate	22%
Bachelor's degrees	29%
University certificate or diploma above bachelor level	13%
Degree in medicine, dentistry, veterinary medicine or optometry	2%
Master's degree	11%
Earned doctorate	2%
Prefer not to answer	1%

<i>Employment Status</i>	<i>n=801</i>
Employed full-time (30+ hours a week)	54%
Employed part-time (less than 30 hours a week)	9%
Self-employed	5%
Homemaker	2%
Post-secondary student	3%
High school student	1%
Unemployed	3%
Permanently unable to work	1%
Retired	20%
Other	1%
Prefer not to answer	1%

<i>Household Income Level</i>	<i>Respondents</i>		
	<i>n=801</i>	<i>Unweighted</i>	<i>Weighted</i>
Under \$30,000	8%	105	61
\$30,000 to \$59,999	13%	176	104
\$60,000 to \$99,999	21%	206	170
\$100,000 to \$149,999	28%	155	220
\$150,000 and above	25%	108	198
Prefer not to answer	6%	51	48

Base: Total Answering (Bases shown in table)

**C4: What is the highest level of education you have completed?**

**C5: What is your primary employment status?**

**DM4: Which of the following categories best describes your total household income in 2024 before taxes?**

City of Edmonton Service Satisfaction Survey 2025

# Respondent Profile : Online Panel (General Population)

<i>Identity/group</i>	<i>n=801</i>
Racialized group/visible minority	23%
Persons with disabilities	11%
Indigenous	8%
New to Canada (less than 5 years)	5%
Born outside of Canada	18%
2SLGBTQIA+	6%
Other	2%
None of the above	44%
Prefer not to say	1%

<i>Do you have any children/grandchildren under 18 years of age living at home?</i>	<i>n=801</i>
Yes	32%
No	67%
Prefer not to answer	1%

<i>Do you currently rent or own your home?</i>	<i>n=801</i>
I own my home	65%
I rent	31%
Other	3%
Prefer not to say	2%

Base: Total Answering (Bases shown in table)

**DM1: Do you identify with any of the following?**

**C2: Do you have children/grandchildren (under 18 years of age) living at home?**

**C5: How would you describe your employment status?**

**C3: Do you currently rent or own your home?**

City of Edmonton Service Satisfaction Survey 2025

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# Appendix



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# 2025 Demographic Subgroup Comparisons

# How to Read: Demographic Subgroup Comparisons

Age, gender and region subgroup results are taken from the online panel sample of 801, which was collected and weighted to reflect the distribution of these groups in Edmonton according to the 2021 Census. The results include an analysis of differences between groups. See Methodology section for details on the data collection methodology.

Where applicable, statistical differences between demographic subgroups are shown using the following notation:

-  statistically **higher** than the sum of all other segments combined
-  statistically **lower** than the sum of all other segments combined

# Key Differences: Age groups

**Larger proportion** satisfied with service  
(compared to other age groups combined)

**Smaller proportion** satisfied with service  
(compared to other age groups combined)

**18-34**  
n=231

- Affordable housing for low-income households
- Business licensing
- Building and development permits and inspections
- Bylaw enforcement
- City owned-and-operated recreational facilities
- City owned-and-operated attractions
- Climate action
- Community safety
- Infrastructure delivery
- Land-use planning
- Parks, sports fields and green spaces
- Pathway maintenance
- Public transit
- Spring and summer road maintenance
- Traffic safety, flow and controls
- Winter road maintenance

**35-54**  
n=303

**55+**  
n=267

- Affordable housing for low-income households
- Animal control and pet licenses
- Building and development permits and inspections
- Business licensing
- City owned-and-operated recreational facilities
- City owned-and-operated attractions
- Climate action
- Community safety
- Fire Rescue Services
- Infrastructure delivery
- Land-use planning
- Parks, sports fields and green spaces
- Pathway maintenance

# Key Differences: Gender

**Larger proportion** satisfied with service  
(compared to other genders combined)

**Smaller proportion** satisfied with service  
(compared to other genders combined)

**Women**

n=410

- Animal control and pet licenses
- Building and development permits and inspections
- Business licensing
- Pathway maintenance
- Public transit
- Winter road maintenance

**Men**

n=381

- Animal control and pet licenses
- Building and development permits and inspections
- Business licensing
- City owned-and-operated recreational facilities
- Community safety
- Homelessness response and support
- Infrastructure delivery
- Pathway maintenance
- Public transit
- Winter road maintenance

# Key Differences: Region

	Larger proportion satisfied with service (compared to other regions combined)	Smaller proportion satisfied with service (compared to other regions combined)
<b>Central</b> n=121	<ul style="list-style-type: none"> <li>Affordable housing for low-income households</li> <li>Land-use planning</li> <li>Winter road maintenance</li> </ul>	
<b>Northeast</b> n=149		<ul style="list-style-type: none"> <li>Business licensing</li> <li>Land-use planning</li> </ul>
<b>Northwest</b> n=134		<ul style="list-style-type: none"> <li>Building and development permits and inspections</li> <li>Homelessness response and support</li> <li>Public transit</li> <li>Traffic safety, flow and controls</li> </ul>
<b>Southeast</b> n=149	<ul style="list-style-type: none"> <li>Business licensing</li> <li>Land-use planning</li> <li>Pathway maintenance</li> </ul>	
<b>Southwest</b> n=248		

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# 2025 Additional Subgroup Analysis

# Methodology: Edmonton Insight Community Panel

## Respondent Profile:

n = 3823 Edmontonians aged 15 years or older

## Research Design and Respondent Selection:

- The online survey was sent to the members of the Edmonton Insight Community.
- Panelists were screened to ensure that they met the minimum participation, i.e., being a current resident of Edmonton and at least aged 15 years.
- The first 3 digits of postal codes were used to classify respondents into specific regions i.e., central, northeast, northwest, southeast and southwest regions.
- No weighting factors have been applied; results represent the opinions of participating panel members and should not be considered representative of the overall population.

## Limitations:

- The Edmonton Insight Community (EIC) is the City's official online survey panel. As of July 2025, the EIC has more than 25,000 diverse Edmontonians. This diversity enables the City to continuously have a GBA+ lens when we seek public input.
- Because the objective of this sample was not to reflect the Edmonton population, the results in this report do not include any analysis of differences between groups.

**Data  
Collection  
Timeline**

June 9 to  
July 24,  
2025

**Average  
Length of  
Interview**

16.7 mins

**Completion  
rate**

86%

# Additional Subgroup Analysis

**Additional subgroup results are taken from the Edmonton Insight Community sample of 3,823.**

This sample was collected to ensure the City heard from many voices, including Edmontonians who may experience City services differently, such as those who are racialized, 2SLGBTQIA+, Indigenous, people with disabilities, people in low-income households and people with children in the household.

The following summarizes results from selected subgroup populations, where base sizes do not support analysis within the general population survey (online panel sample of 801).

# 2SLGBTQIA+ Summary

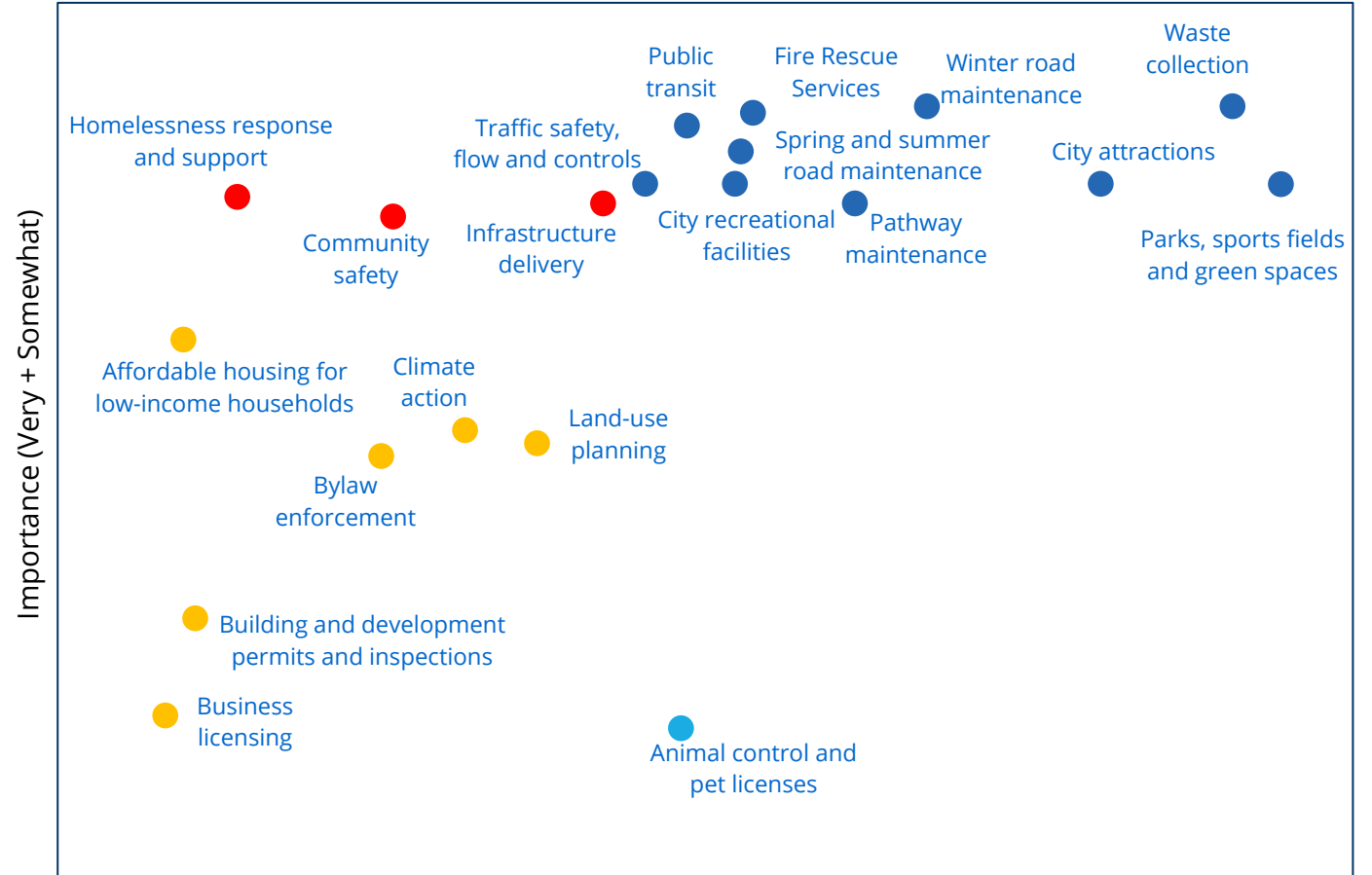
## Satisfaction with Services

% Satisfied (Very + Somewhat)

	2025	2024
Overall satisfaction with quality of programs and services provided by City	66%	66%
Quality of customer service (in-person/phone/email)	41%	56%
Ability to access City services in a way that is easy	56%	62%
How well the City informs Edmontonians about the services they provide	49%	55%

### Primary Opportunities

### Primary Strengths



### Secondary Opportunities

Satisfaction (Very + Somewhat)

### Secondary Strengths

Base: Identify with 2SLGBTQIA+; (2025 n=270; 2024 n=175)

**B1:** Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following; **B3:** Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following; **B4a:** Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?; **B4b:** How important is the following program or service?

City of Edmonton Service Satisfaction Survey 2025

# Indigenous Peoples Summary

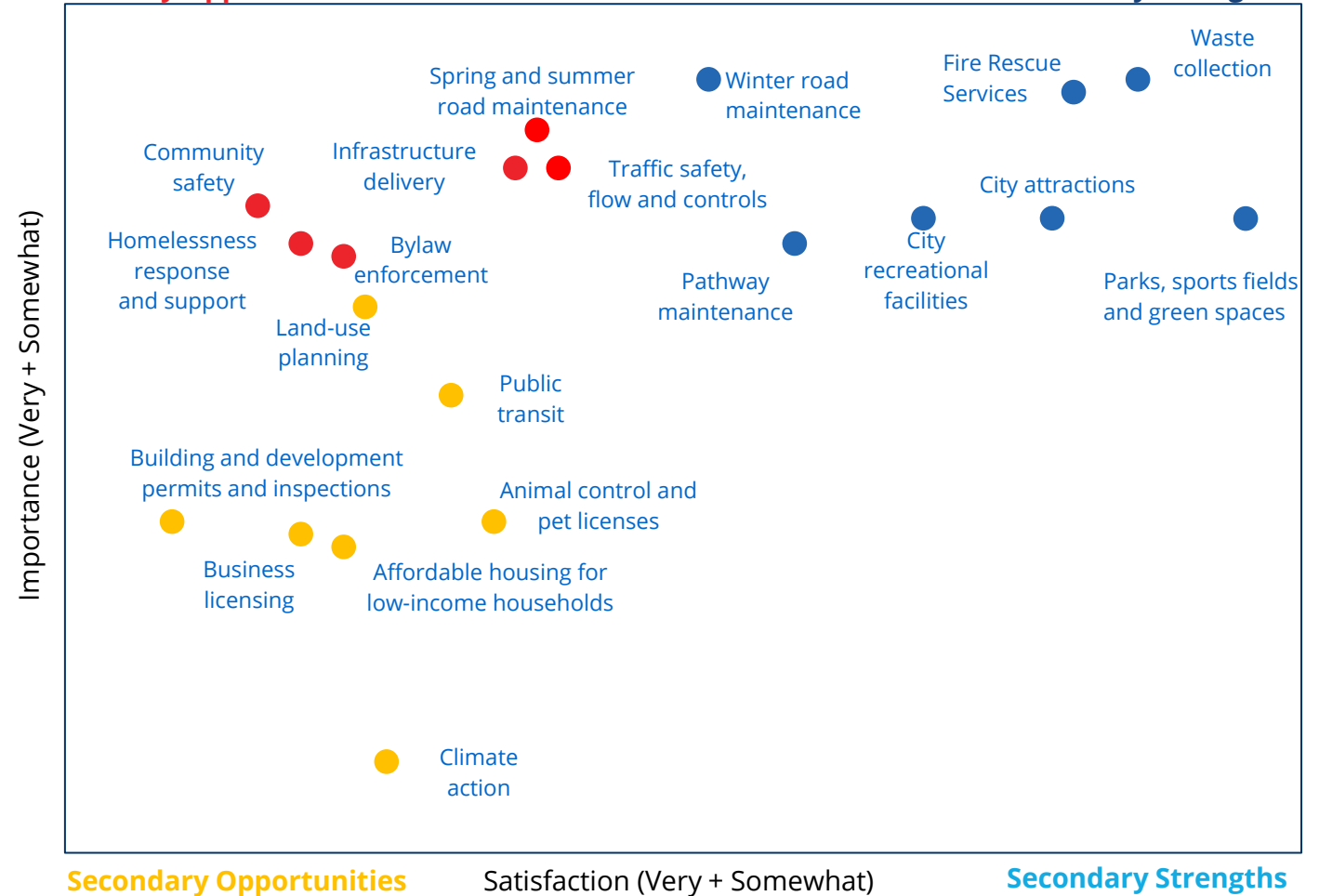
## Satisfaction with Services

% Satisfied (Very + Somewhat)

	2025	2024
Overall satisfaction with quality of programs and services provided by City	44%	52%
Quality of customer service (in-person/phone/email)	39%	53%
Ability to access City services in a way that is easy	38%	45%
How well the City informs Edmontonians about the services they provide	30%	53%

## Primary Opportunities

## Primary Strengths



## Secondary Opportunities

Satisfaction (Very + Somewhat)

## Secondary Strengths

Base: Indigenous Peoples; (2025 n=96; 2024 n=62)

**B1:** Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following; **B3:** Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following; **B4a:** Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?; **B4b:** How important is the following program or service?

City of Edmonton Service Satisfaction Survey 2025

# Low Income Households Summary

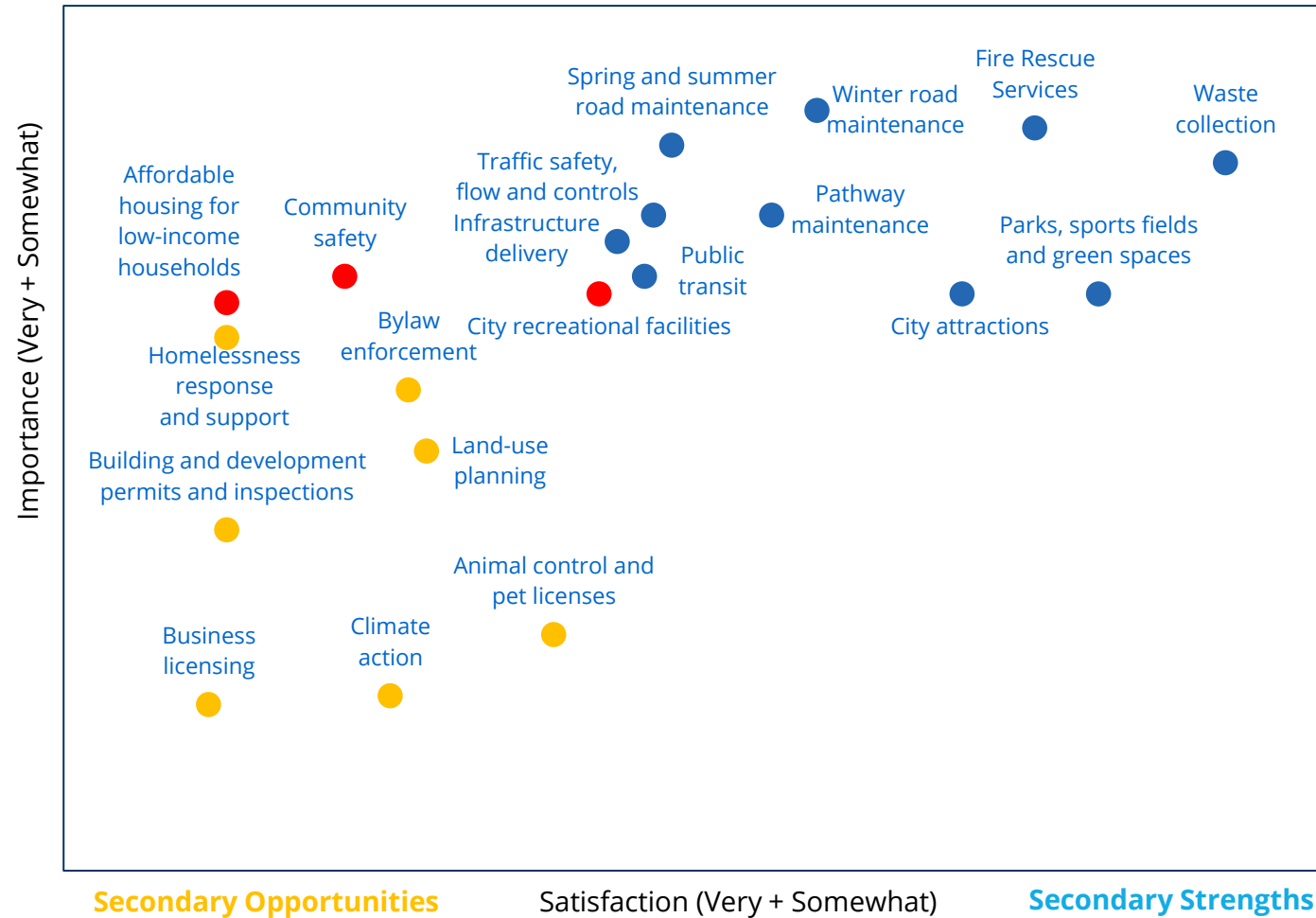
## Satisfaction with Services

% Satisfied (Very + Somewhat)

	2025	2024
Overall satisfaction with quality of programs and services provided by City	50%	51%
Quality of customer service (in-person/phone/email)	46%	49%
Ability to access City services in a way that is easy	46%	37%
How well the City informs Edmontonians about the services they provide	40%	36%

## Primary Opportunities

## Primary Strengths



Base: Low Income Households (Household income less than \$30,000/year); (2025 n=198; 2024 n=178)

**B1:** Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following; **B3:** Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following; **B4a:** Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?; **B4b:** How important is the following program or service?

City of Edmonton Service Satisfaction Survey 2025

# Parents with Children Summary

## Satisfaction with Services

% Satisfied (Very + Somewhat) **2025**

**2024**

Overall satisfaction with quality of programs and services provided by City



59%

62%

Quality of customer service (in-person/phone/email)



49%

50%

Ability to access City services in a way that is easy



52%

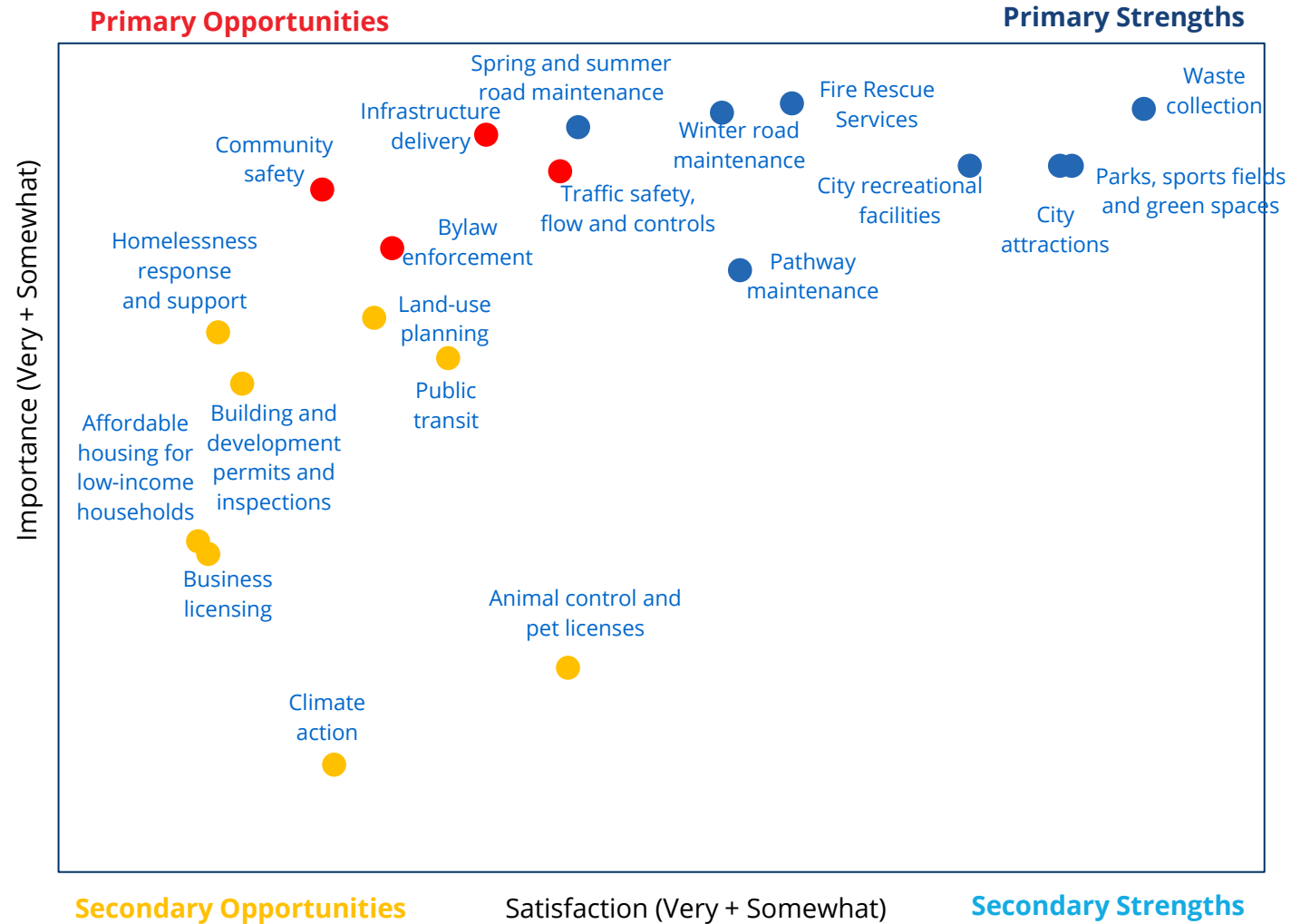
54%

How well the City informs Edmontonians about the services they provide



48%

47%



Secondary Opportunities

Satisfaction (Very + Somewhat)

Secondary Strengths

Base: Have child under the age of 18 living at home; (2025 n=754; 2024 n=737)

**B1: Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following; B3: Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following; B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?; B4b: How important is the following program or service?**

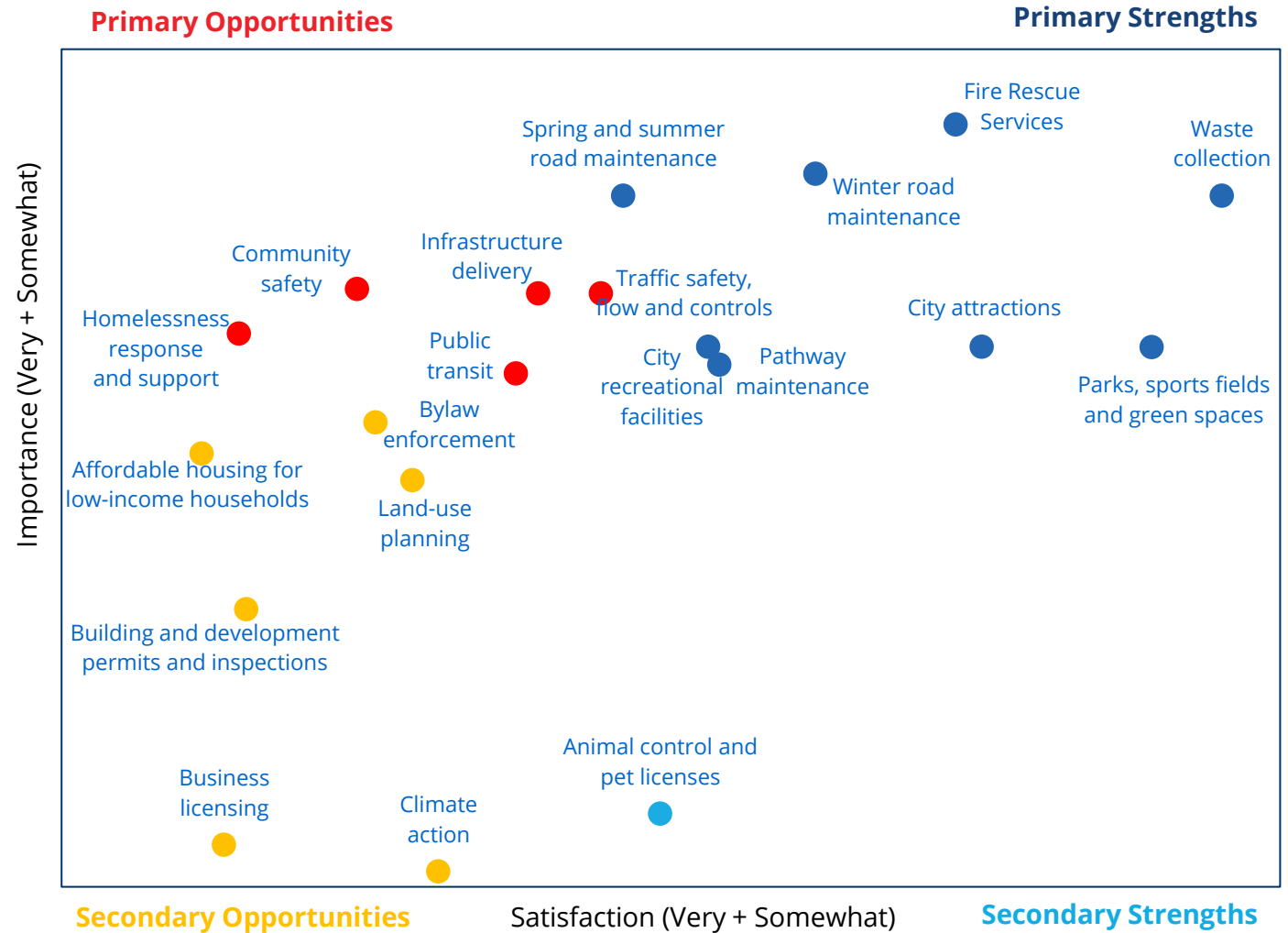
City of Edmonton Service Satisfaction Survey 2025

# People with Disabilities Summary

## Satisfaction with Services

% Satisfied (Very + Somewhat)

	2025	2024
Overall satisfaction with quality of programs and services provided by City	57%	55%
Quality of customer service (in-person/phone/email)	40%	45%
Ability to access City services in a way that is easy	45%	46%
How well the City informs Edmontonians about the services they provide	39%	45%



Base: People with disabilities; (2025 n=471; 2024 n=426)

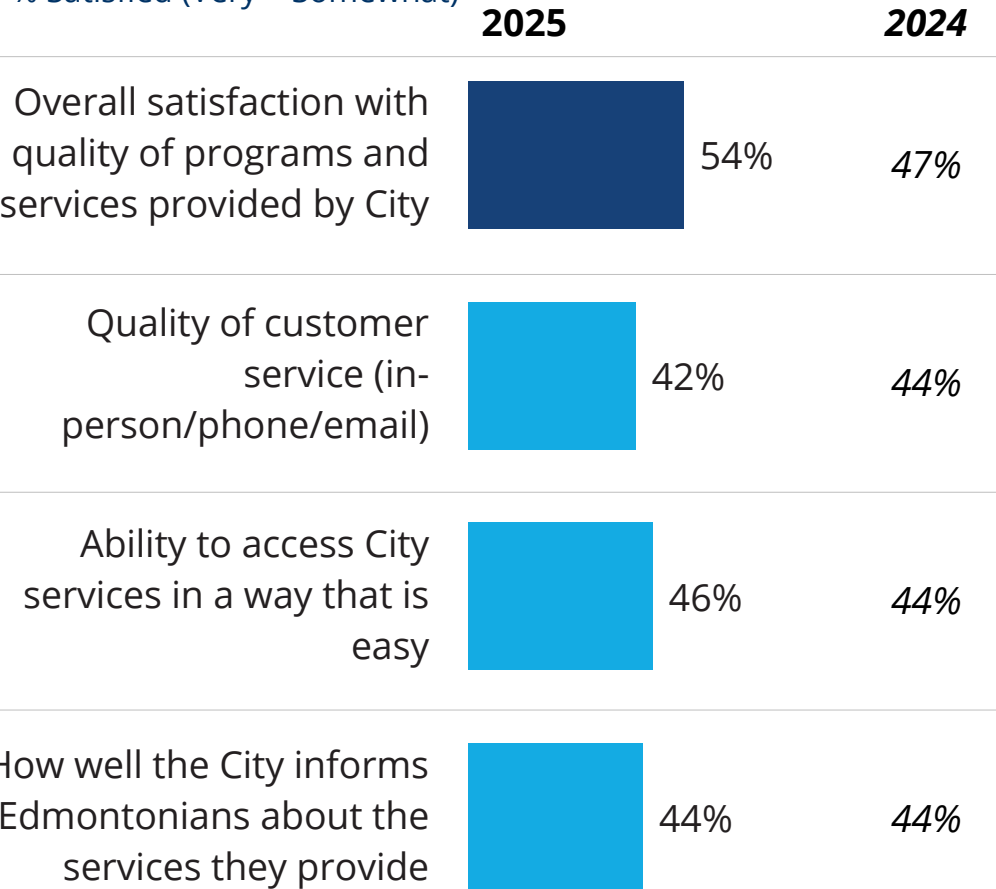
**B1:** Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following; **B3:** Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following; **B4a:** Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?; **B4b:** How important is the following program or service?

City of Edmonton Service Satisfaction Survey 2025

# Racialized Groups Summary

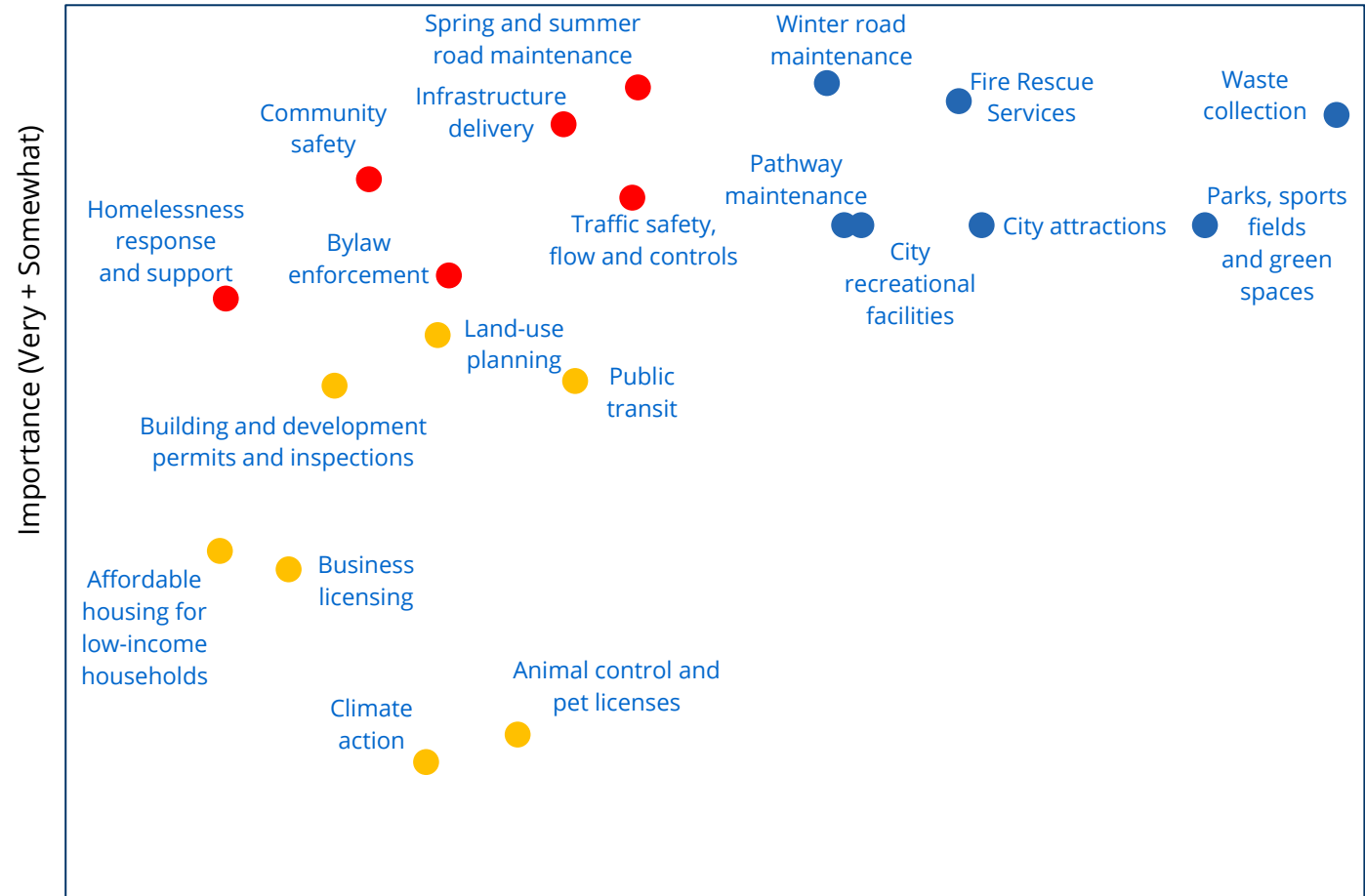
## Satisfaction with Services

% Satisfied (Very + Somewhat)



## Primary Opportunities

## Primary Strengths



## Secondary Opportunities

Satisfaction (Very + Somewhat)

## Secondary Strengths

Base: Racialized group/visible minority; (2025 n=324; 2024 n=299)

**B1: Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following; B3: Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following; B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?; B4b: How important is the following program or service?**

City of Edmonton Service Satisfaction Survey 2025

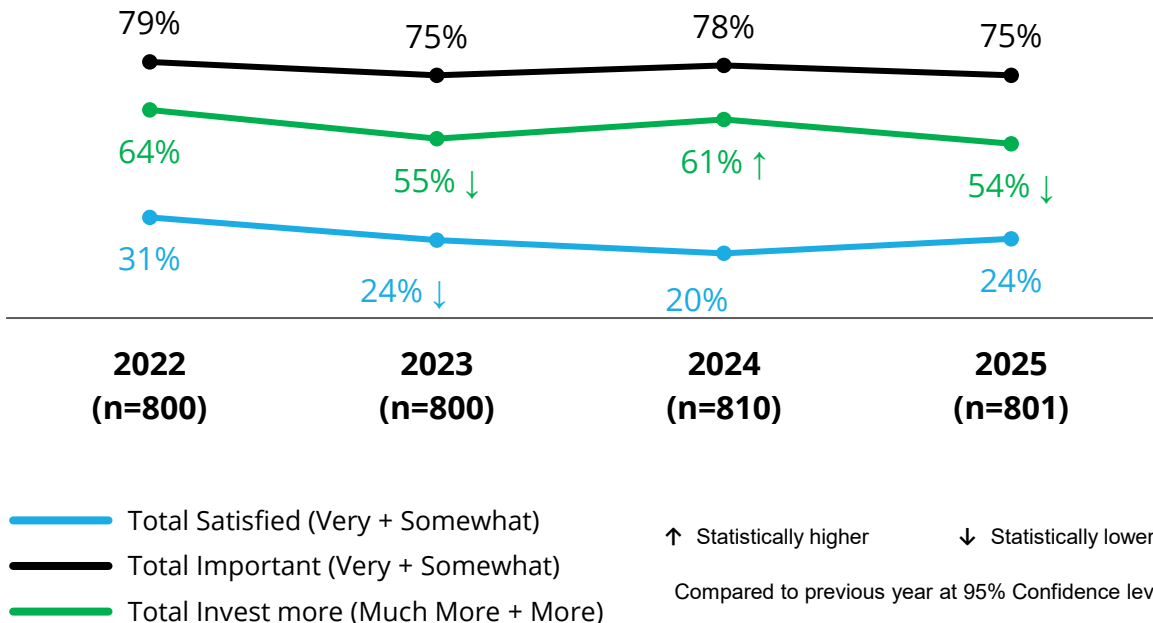
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# Service Details

# Affordable Housing for Low-income Households

## Service Satisfaction Survey

### Affordable housing for low-income households



#### Reasons for **satisfaction** (2025)

24% Very + Somewhat Satisfied

- ✓ Reasonable cost (e.g., support from the City, affordable compared to other cities)

#### Reasons for **dissatisfaction** (2025)

30% Very + Somewhat Dissatisfied

- ✗ Not affordable
- ✗ Long wait lists
- ✗ Location (unsafe neighbourhood or high crime areas)
- ✗ Need to do more / slow progress

Base: Total Answering (see chart)

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

**B4b: How important is the following program or service?**

**B4c: What level of financial investment do you think the City should make for the following program or service?**

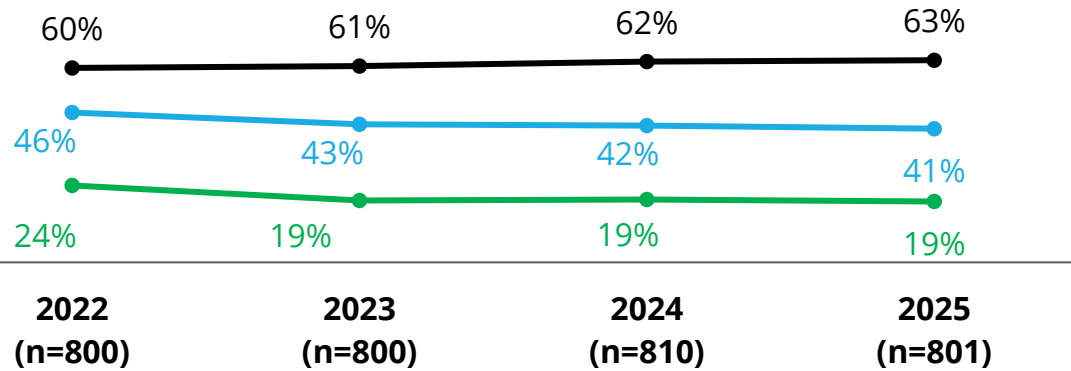
**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=13; NET Dissatisfied n=23)

NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

# Animal Control and Pet Licenses

## Service Satisfaction Survey

### Animal control and pet licenses



—●— Total Satisfied (Very + Somewhat)      ↑ Statistically higher      ↓ Statistically lower  
—●— Total Important (Very + Somewhat)      Compared to previous year at 95% Confidence level  
—●— Total Invest more (Much More + More)

#### Reasons for **satisfaction** (2025)

41% Very + Somewhat Satisfied

NOT REPORTED [fewer than 10 responses]

#### Reasons for **dissatisfaction** (2025)

9% Very + Somewhat Dissatisfied

NOT REPORTED [fewer than 10 responses]

Base: Total Answering (see chart)

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

**B4b: How important is the following program or service?**

**B4c: What level of financial investment do you think the City should make for the following program or service?**

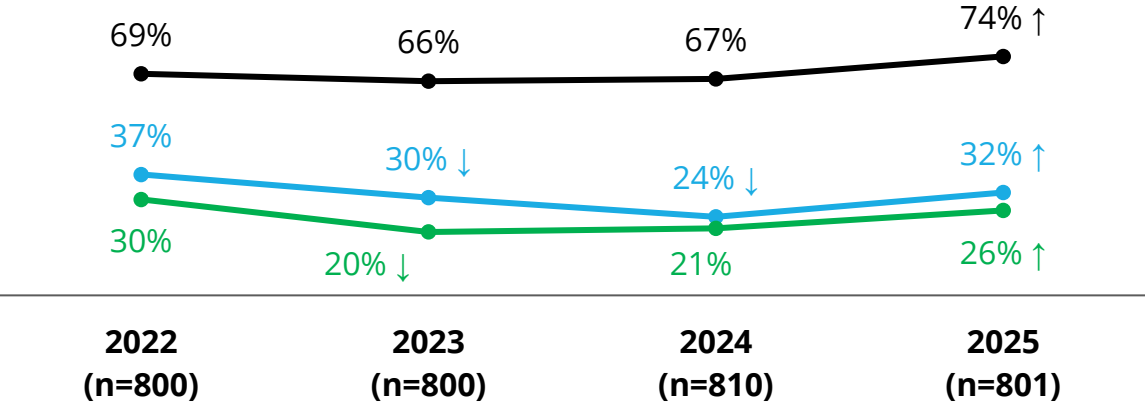
**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=9; NET Dissatisfied n=5)

NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

# Building & Development Permits and Inspections

## Service Satisfaction Survey

### Building & development permits and inspections



— Total Satisfied (Very + Somewhat)      ↑ Statistically higher      ↓ Statistically lower  
— Total Important (Very + Somewhat)  
— Total Invest more (Much More + More)      Compared to previous year at 95% Confidence level

#### Reasons for **satisfaction** (2025)

- 32% Very + Somewhat Satisfied
- ✓ Easy process (compared to the past)
  - ✓ Well managed (follows the rules)

#### Reasons for **dissatisfaction** (2025)

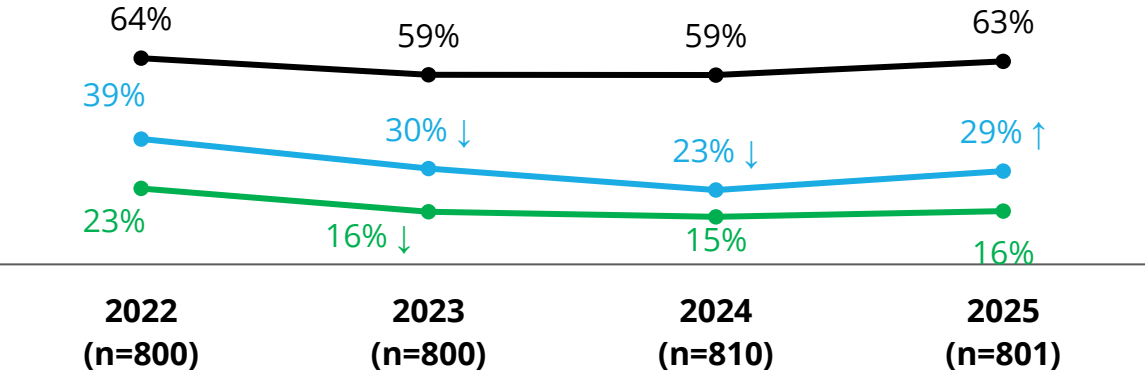
- 14% Very + Somewhat Dissatisfied
- ✗ Long wait times
  - ✗ Poor communication (not informed or involved in development decisions)

Base: Total Answering (see chart)  
**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**  
**B4b: How important is the following program or service?**  
**B4c: What level of financial investment do you think the City should make for the following program or service?**  
**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=11; NET Dissatisfied n=13)  
 NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.  
 City of Edmonton Service Satisfaction Survey 2025

# Business Licensing

## Service Satisfaction Survey

### Business licensing



— Total Satisfied (Very + Somewhat)      ↑ Statistically higher      ↓ Statistically lower  
— Total Important (Very + Somewhat)  
— Total Invest more (Much More + More)      Compared to previous year at 95% Confidence level

**Reasons for satisfaction (2025)**  
 29% Very + Somewhat Satisfied

✓ Quick and efficient

**Reasons for dissatisfaction (2025)**  
 8% Very + Somewhat Dissatisfied

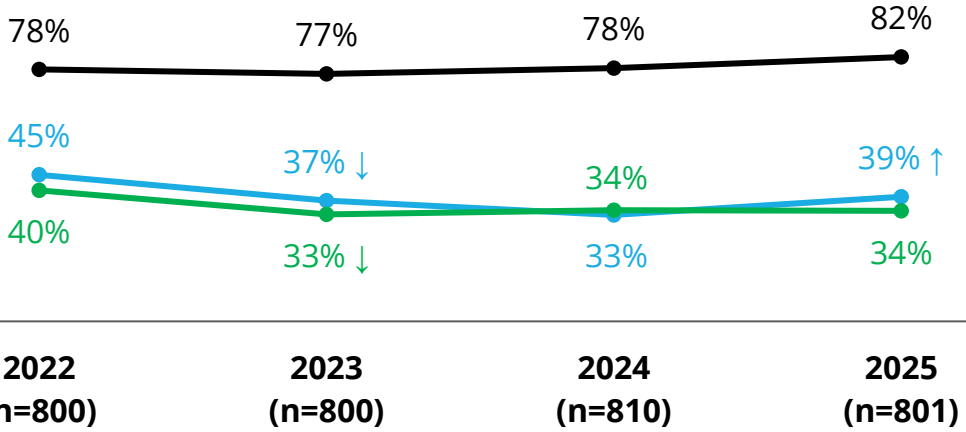
NOT REPORTED [fewer than 10 responses]

Base: Total Answering (see chart)  
**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City’s job in providing the following program or service?**  
**B4b: How important is the following program or service?**  
**B4c: What level of financial investment do you think the City should make for the following program or service?**  
**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=13; NET Dissatisfied n=5)  
 NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don’t know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.  
 City of Edmonton Service Satisfaction Survey 2025

# Bylaw Enforcement

## Service Satisfaction Survey

### Bylaw enforcement



— Total Satisfied (Very + Somewhat)      ↑ Statistically higher      ↓ Statistically lower  
— Total Important (Very + Somewhat)  
— Total Invest more (Much More + More)      Compared to previous year at 95% Confidence level

**Reasons for satisfaction (2025)**  
 39% Very + Somewhat Satisfied

- ✓ Professional
- ✓ Available when you need them

**Reasons for dissatisfaction (2025)**  
 22% Very + Somewhat Dissatisfied

- ✗ No response when called
- ✗ Lack of or inconsistent enforcement
- ✗ Public safety issues left unaddressed (e.g., noise, illegal parking, littering)

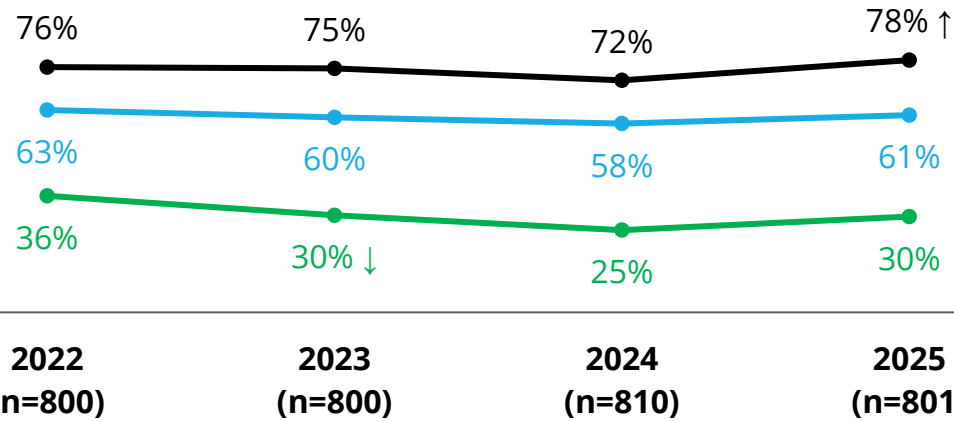
Base: Total Answering (see chart)  
**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City’s job in providing the following program or service?**  
**B4b: How important is the following program or service?**  
**B4c: What level of financial investment do you think the City should make for the following program or service?**  
**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=15; NET Dissatisfied n=21)

NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don’t know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

# City-Owned-and-Operated Attractions

## Service Satisfaction Survey

### City-owned-and-operated attractions



—●— Total Satisfied (Very + Somewhat)      ↑ Statistically higher      ↓ Statistically lower  
—●— Total Important (Very + Somewhat)      Compared to previous year at 95% Confidence level  
—●— Total Invest more (Much More + More)

#### Reasons for **satisfaction** (2025)

61% Very + Somewhat Satisfied

- ✓ Enjoyable and positive experiences
- ✓ Well-maintained
- ✓ Family friendly
- ✓ Reasonably priced

#### Reasons for **dissatisfaction** (2025)

6% Very + Somewhat Dissatisfied

NOT REPORTED [fewer than 10 responses]

Base: Total Answering (see chart)

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

**B4b: How important is the following program or service?**

**B4c: What level of financial investment do you think the City should make for the following program or service?**

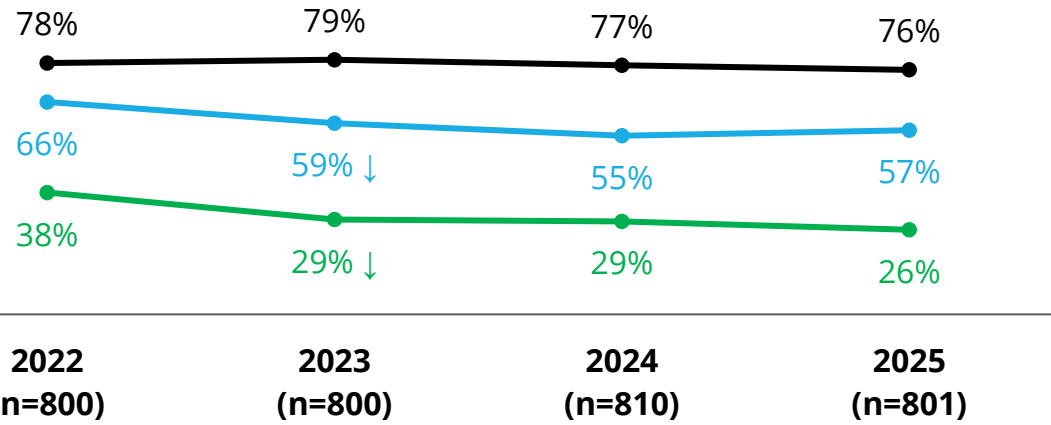
**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=34; NET Dissatisfied n=4)

NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

# City-Owned-and-Operated Recreational Facilities

## Service Satisfaction Survey

### City-owned-and-operated recreational facilities



—●— Total Satisfied (Very + Somewhat)      ↑ Statistically higher      ↓ Statistically lower  
—●— Total Important (Very + Somewhat)      Compared to previous year at 95% Confidence level  
—●— Total Invest more (Much More + More)

**Reasons for satisfaction (2025)**  
 57% Very + Somewhat Satisfied

- ✓ Lots of activities
- ✓ Convenient (e.g., location, open hours)
- ✓ Well-staffed
- ✓ Safe

**Reasons for dissatisfaction (2025)**  
 5% Very + Somewhat Dissatisfied

NOT REPORTED [fewer than 10 responses]

Base: Total Answering (see chart)

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

**B4b: How important is the following program or service?**

**B4c: What level of financial investment do you think the City should make for the following program or service?**

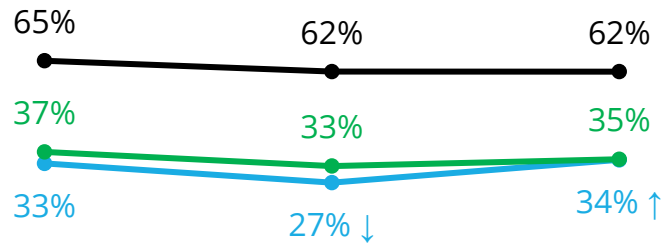
**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=24; NET Dissatisfied n=4)

NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

# Climate Action

## Service Satisfaction Survey

### Climate action



#### Reasons for **satisfaction** (2025)

34% Very + Somewhat Satisfied

- ✓ Plans and actions are visible

#### Reasons for **dissatisfaction** (2025)

15% Very + Somewhat Dissatisfied

NOT REPORTED [fewer than 10 responses]

2022 (n=0)      2023 (n=800)      2024 (n=810)      2025 (n=801)

- Total Satisfied (Very + Somewhat)
- Total Important (Very + Somewhat)
- Total Invest more (Much More + More)
- ↑ Statistically higher      ↓ Statistically lower
- Compared to previous year at 95% Confidence level

Base: Total Answering (see chart)

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

**B4b: How important is the following program or service?**

**B4c: What level of financial investment do you think the City should make for the following program or service?**

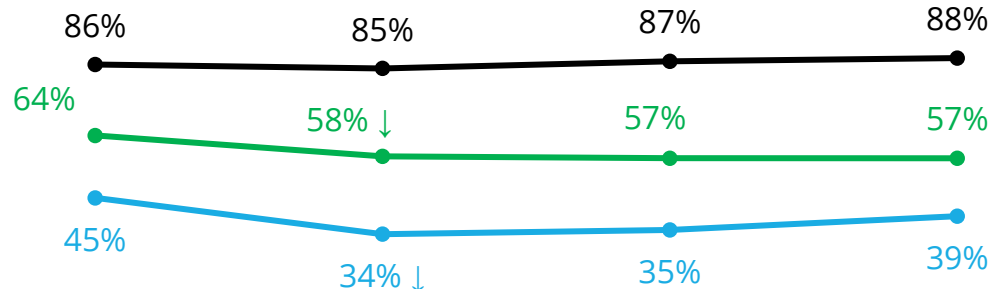
**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=21; NET Dissatisfied n=5)

NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

# Community Safety

## Service Satisfaction Survey

### Community safety



—●— Total Satisfied (Very + Somewhat)      ↑ Statistically higher      ↓ Statistically lower  
—●— Total Important (Very + Somewhat)  
—●— Total Invest more (Much More + More)      Compared to previous year at 95% Confidence level

#### Reasons for **satisfaction** (2025)

39% Very + Somewhat Satisfied

- ✓ Feel safe
- ✓ Community involvement in safety programs
- ✓ The City provides safety information

#### Reasons for **dissatisfaction** (2025)

24% Very + Somewhat Dissatisfied

- ✗ Do not feel safe
- ✗ Lack of action
- ✗ Issues specific to transit
- ✗ Issues specific to drug use
- ✗ Issues specific to homelessness

Base: Total Answering (see chart)

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

**B4b: How important is the following program or service?**

**B4c: What level of financial investment do you think the City should make for the following program or service?**

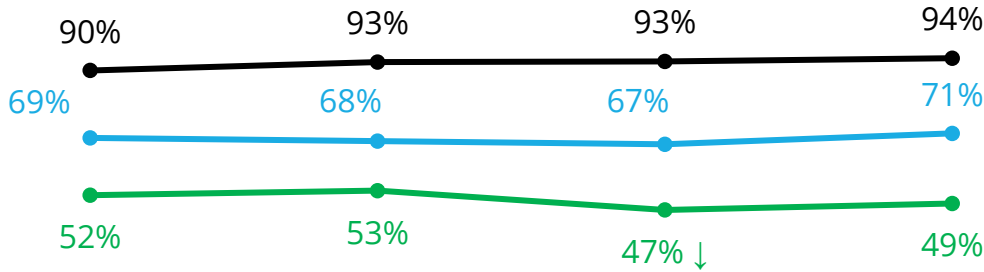
**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=22; NET Dissatisfied n=17)

NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

# Fire Rescue Services

## Service Satisfaction Survey

### Fire Rescue Services



**2022 (n=800)**      **2023 (n=800)**      **2024 (n=810)**      **2025 (n=801)**

—●— Total Satisfied (Very + Somewhat)      ↑ Statistically higher      ↓ Statistically lower  
—●— Total Important (Very + Somewhat)  
—●— Total Invest more (Much More + More)      Compared to previous year at 95% Confidence level

#### Reasons for **satisfaction**

71% Very + Somewhat Satisfied

- ✓ Responsive
- ✓ Professional
- ✓ Strategically located within neighbourhoods
- ✓ Good service / no issues

#### Reasons for **dissatisfaction**

2% Very + Somewhat Dissatisfied

NOT REPORTED [fewer than 10 responses]

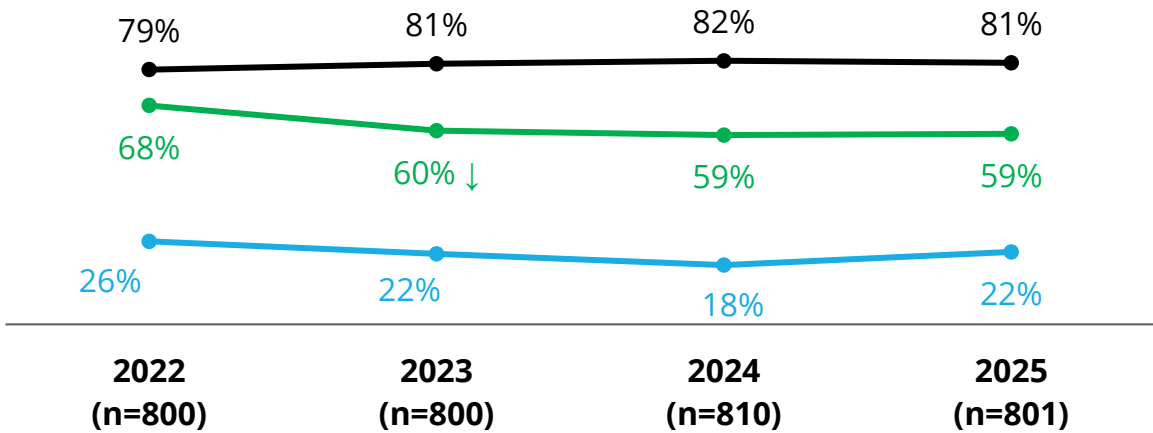
Base: Total Answering (see chart)  
**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City’s job in providing the following program or service?**  
**B4b: How important is the following program or service?**  
**B4c: What level of financial investment do you think the City should make for the following program or service?**  
**B4aa: What is the reason for your rating [Service satisfaction rating]’? (Base: 2025 NET Satisfied n=45; NET Dissatisfied n=0)**

NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don’t know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

# Homelessness Response and Support

## Service Satisfaction Survey

### Homelessness response and support



—●— Total Satisfied (Very + Somewhat)      ↑ Statistically higher      ↓ Statistically lower  
—●— Total Important (Very + Somewhat)      Compared to previous year at 95% Confidence level  
—●— Total Invest more (Much More + More)

#### Reasons for **satisfaction** (2025)

22% Very + Somewhat Satisfied

- ✓ Disbandment of encampments

#### Reasons for **dissatisfaction** (2025)

46% Very + Somewhat Dissatisfied

- × Feel unsafe
- × Too many homeless people / a growing problem (encampments)
- × Not enough support and resources

Base: Total Answering (see chart)

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

**B4b: How important is the following program or service?**

**B4c: What level of financial investment do you think the City should make for the following program or service?**

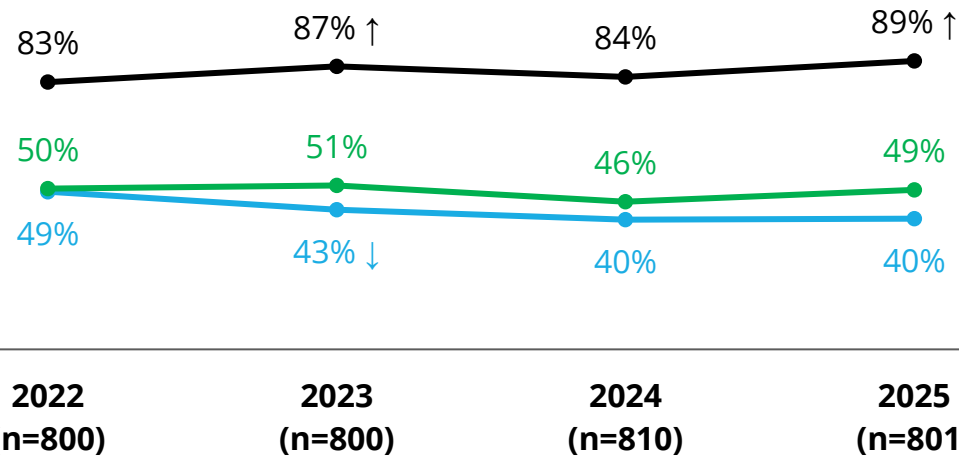
**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=10; NET Dissatisfied n=30)

NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

# Infrastructure Delivery

## Service Satisfaction Survey

### Infrastructure delivery



—●— Total Satisfied (Very + Somewhat)      ↑ Statistically higher      ↓ Statistically lower  
—●— Total Important (Very + Somewhat)      Compared to previous year at 95% Confidence level  
—●— Total Invest more (Much More + More)

#### Reasons for **satisfaction** (2025)

40% Very + Somewhat Satisfied

- ✓ Positive progress in road maintenance
- ✓ Safe and accessible crossings
- ✓ City doing well with available resources

#### Reasons for **dissatisfaction** (2025)

32% Very + Somewhat Dissatisfied

- ✗ Takes too long to complete
- ✗ Too much construction
- ✗ Poor road condition
- ✗ Poor work planning in high traffic areas

Base: Total Answering (see chart)

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

**B4b: How important is the following program or service?**

**B4c: What level of financial investment do you think the City should make for the following program or service?**

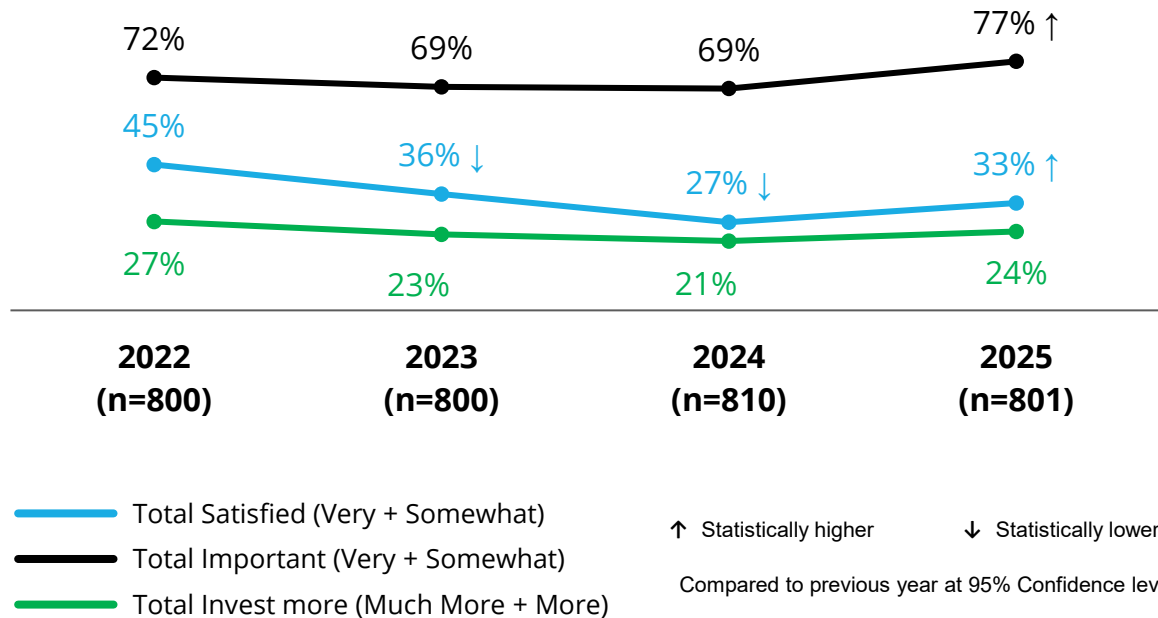
**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=18; NET Dissatisfied n=15)

NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

# Land-Use Planning

## Service Satisfaction Survey

### Land-use planning



#### Reasons for **satisfaction** (2025)

33% Very + Somewhat Satisfied

- ✓ Upcoming renewal process (in local areas)

#### Reasons for **dissatisfaction** (2025)

24% Very + Somewhat Dissatisfied

NOT REPORTED [fewer than 10 responses]

Base: Total Answering (see chart)

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

**B4b: How important is the following program or service?**

**B4c: What level of financial investment do you think the City should make for the following program or service?**

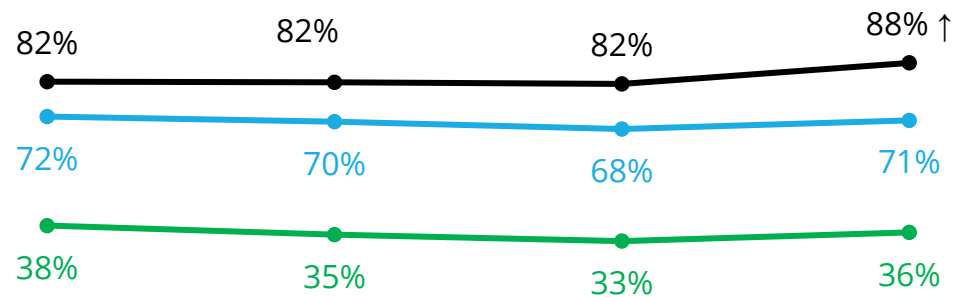
**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=13; NET Dissatisfied n=7)

NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

# Parks, Sports Fields and Green Spaces

## Service Satisfaction Survey

### Parks, sports fields and green spaces



2022 (n=800)      2023 (n=800)      2024 (n=810)      2025 (n=801)

—●— Total Satisfied (Very + Somewhat)      ↑ Statistically higher      ↓ Statistically lower  
—●— Total Important (Very + Somewhat)      Compared to previous year at 95% Confidence level  
—●— Total Invest more (Much More + More)

#### Reasons for **satisfaction** (2025)

71% Very + Somewhat Satisfied

- ✓ Well-maintained and clean
- ✓ Accessible
- ✓ Lots of green spaces
- ✓ Plenty of options available

#### Reasons for **dissatisfaction** (2025)

8% Very + Somewhat Dissatisfied

NOT REPORTED [fewer than 10 responses]

Base: Total Answering (see chart)

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

**B4b: How important is the following program or service?**

**B4c: What level of financial investment do you think the City should make for the following program or service?**

**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=57; NET Dissatisfied n=5)

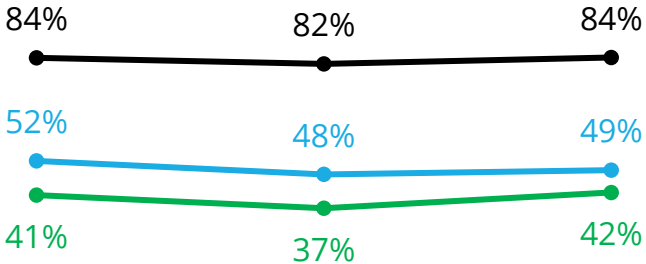
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

City of Edmonton Service Satisfaction Survey 2025

# Pathway Maintenance

## Service Satisfaction Survey

### Pathway maintenance



#### Reasons for **satisfaction** (2025)

49% Very + Somewhat Satisfied

- ✓ Well-maintained and clean
- ✓ Easy access

#### Reasons for **dissatisfaction** (2025)

24% Very + Somewhat Dissatisfied

- ✗ Poor sidewalk and path maintenance
- ✗ Slow snow and ice clearing
- ✗ Garbage, weeds, and overgrown plants

**2022** (n=0)      **2023** (n=800)      **2024** (n=810)      **2025** (n=801)

— Total Satisfied (Very + Somewhat)      ↑ Statistically higher      ↓ Statistically lower  
— Total Important (Very + Somewhat)  
— Total Invest more (Much More + More)      Compared to previous year at 95% Confidence level

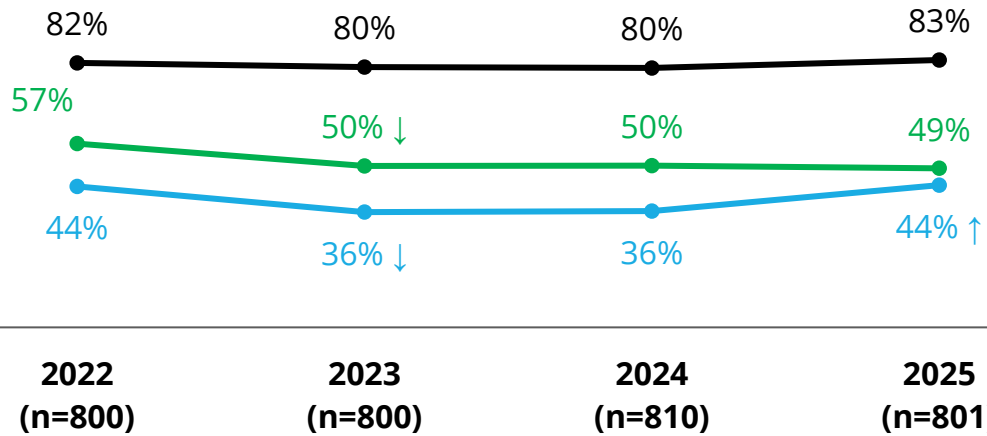
Base: Total Answering (see chart)  
**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City’s job in providing the following program or service?**  
**B4b: How important is the following program or service?**  
**B4c: What level of financial investment do you think the City should make for the following program or service?**  
**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=34; NET Dissatisfied n=18)

NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don’t know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

# Public Transit

## Service Satisfaction Survey

### Public transit



—●— Total Satisfied (Very + Somewhat)      ↑ Statistically higher      ↓ Statistically lower  
—●— Total Important (Very + Somewhat)      Compared to previous year at 95% Confidence level  
—●— Total Invest more (Much More + More)

#### Reasons for **satisfaction** (2025)

44% Very + Somewhat Satisfied

- ✓ On-time / Frequent
- ✓ Safe
- ✓ Easy to use

#### Reasons for **dissatisfaction** (2025)

26% Very + Somewhat Dissatisfied

- ✗ Do not feel safe
- ✗ Not clean
- ✗ Not affordable
- ✗ Scheduling / route changes and delays

Base: Total Answering (see chart)

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

**B4b: How important is the following program or service?**

**B4c: What level of financial investment do you think the City should make for the following program or service?**

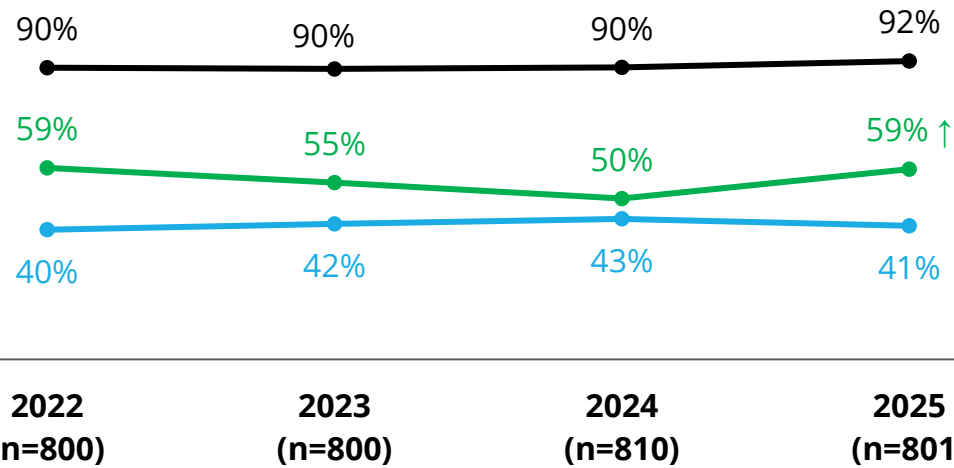
**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=25; NET Dissatisfied n=14)

NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

# Spring and Summer Road Maintenance

## Service Satisfaction Survey

### Spring and summer road maintenance



—●— Total Satisfied (Very + Somewhat)  
—●— Total Important (Very + Somewhat)  
—●— Total Invest more (Much More + More)

↑ Statistically higher      ↓ Statistically lower  
 Compared to previous year at 95% Confidence level

#### Reasons for **satisfaction** (2025)

41% Very + Somewhat Satisfied

- ✓ Good and clean roads
- ✓ Timely maintenance

#### Reasons for **dissatisfaction** (2025)

42% Very + Somewhat Dissatisfied

- ✗ Not completed in a timely manner
- ✗ Poor road conditions (lots of potholes/ bumpy roads)

Base: Total Answering (see chart)

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

**B4b: How important is the following program or service?**

**B4c: What level of financial investment do you think the City should make for the following program or service?**

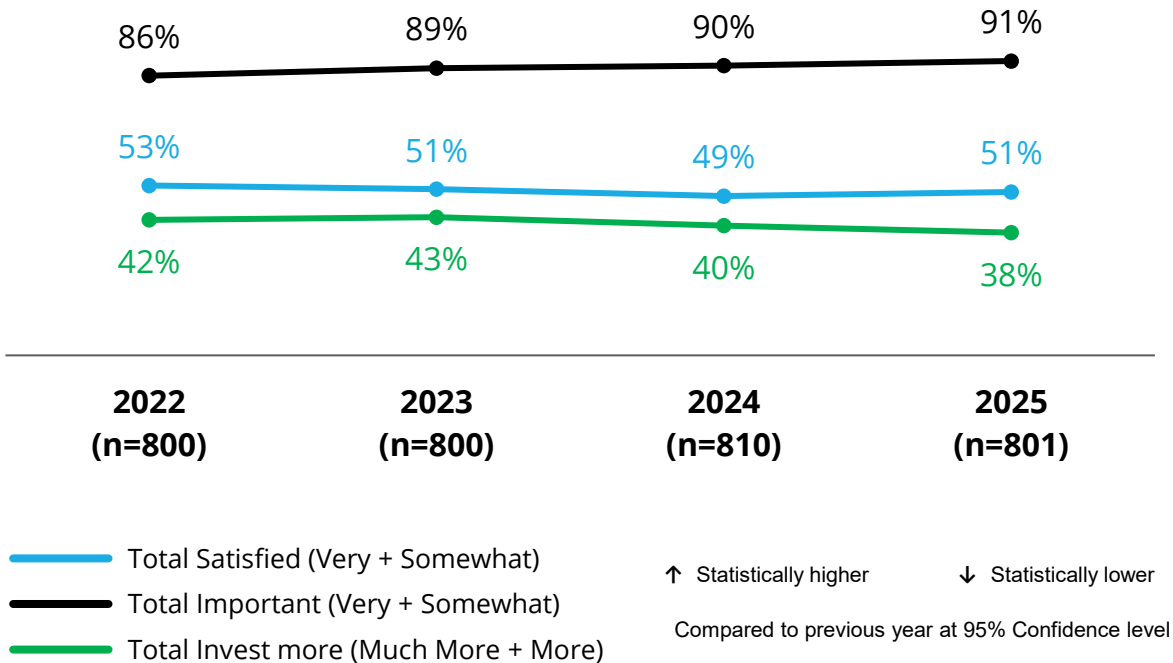
**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=17; NET Dissatisfied n=42)

NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

# Traffic Safety, Flow and Controls

## Service Satisfaction Survey

### Traffic safety, flow and controls



#### Reasons for **satisfaction** (2025)

51% Very + Somewhat Satisfied

- ✓ Better traffic flow
- ✓ Detailed and visible traffic signs
- ✓ Signals well-maintained

#### Reasons for **dissatisfaction** (2025)

29% Very + Somewhat Dissatisfied

- ✗ Poor traffic flow / widespread delays
- ✗ Lack of speed control
- ✗ Too much construction
- ✗ Poor signal timing and intersection planning
- ✗ Poor or missing signage
- ✗ People ignore the rules

Base: Total Answering (see chart)

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

**B4b: How important is the following program or service?**

**B4c: What level of financial investment do you think the City should make for the following program or service?**

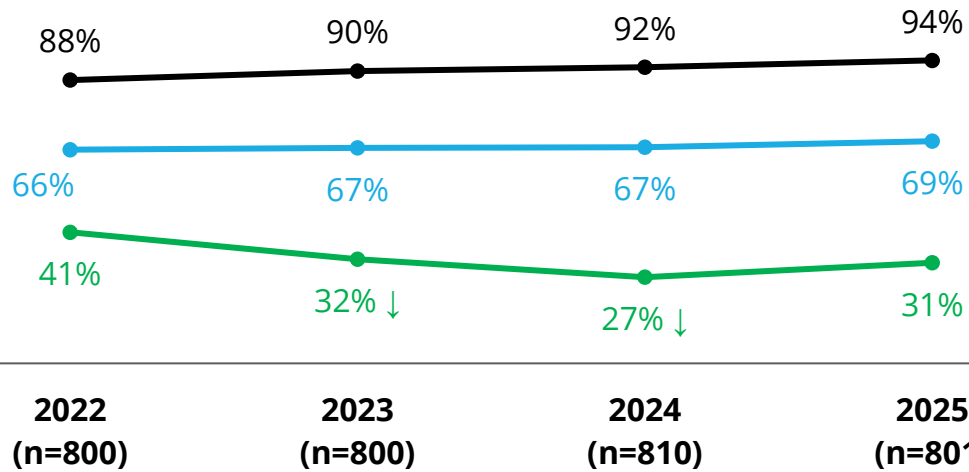
**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=28; NET Dissatisfied n=22)

NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

# Waste Collection

## Service Satisfaction Survey

### Waste collection



— Total Satisfied (Very + Somewhat)      ↑ Statistically higher      ↓ Statistically lower  
— Total Important (Very + Somewhat)  
— Total Invest more (Much More + More)      Compared to previous year at 95% Confidence level

#### Reasons for **satisfaction** (2025)

69% Very + Somewhat Satisfied

- ✓ Reliable / on-time
- ✓ Doing a good job
- ✓ No issues

#### Reasons for **dissatisfaction** (2025)

13% Very + Somewhat Dissatisfied

NOT REPORTED [fewer than 10 responses]

Base: Total Answering (see chart)

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

**B4b: How important is the following program or service?**

**B4c: What level of financial investment do you think the City should make for the following program or service?**

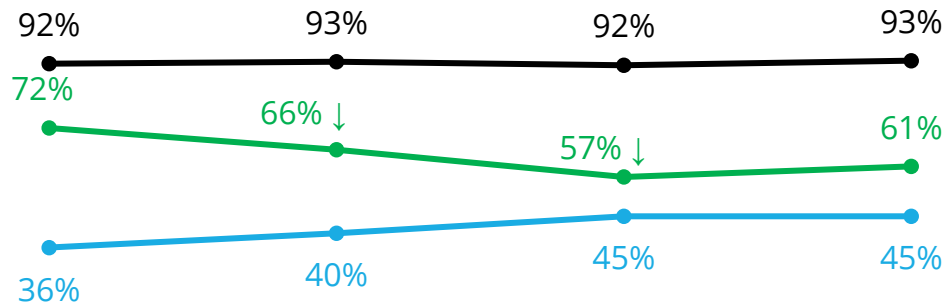
**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=51; NET Dissatisfied n=7)

NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

# Winter Road Maintenance

## Service Satisfaction Survey

### Winter road maintenance



2022 (n=800)      2023 (n=800)      2024 (n=810)      2025 (n=801)

—●— Total Satisfied (Very + Somewhat)      ↑ Statistically higher      ↓ Statistically lower  
—●— Total Important (Very + Somewhat)  
—●— Total Invest more (Much More + More)      Compared to previous year at 95% Confidence level

#### Reasons for **satisfaction** (2025)

45% Very + Somewhat Satisfied

- ✓ Cleared in a timely fashion

#### Reasons for **dissatisfaction** (2025)

37% Very + Somewhat Dissatisfied

- ✗ Too slow
- ✗ Snow pushed onto sidewalks / sidewalks not cleared
- ✗ Residential areas and side roads are not prioritized (vs. main roads)

Base: Total Answering (see chart)

**B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?**

**B4b: How important is the following program or service?**

**B4c: What level of financial investment do you think the City should make for the following program or service?**

**B4aa: What is the reason for your rating [Service satisfaction rating]?** (Base: 2025 NET Satisfied n=28; NET Dissatisfied n=40)

NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.



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