

2020 Citizen Satisfaction Survey



Between October 24 and November 15, the City of St. John's repeated its Citizen Satisfaction Survey, first conducted in 2018. A total of 501 surveys were completed (298 landline / 203 cell) resulting in an overall margin of error of ± 4.4 percentage points 19 times out of 20. 100 surveys were completed in each Ward. Average survey length: 21 minutes.

The questionnaire was designed by MQO Research in consultation with the City of St. John's. The final results were weighted by age and gender based on the most recent census data.



Q. How would you rate your quality of life in St. John's today? (on a scale of 1-10)

7+
88%

up 10% from 2018

Q. Overall, how satisfied are you with the services and programs provided by the City to residents? (on a scale of 1-10)

7+
85%

up 15% from 2018

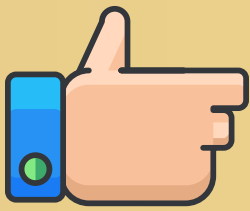
Q. How would you rate the overall value of what you receive for your tax dollars? (on a scale of 1-10)

7+
70%

up 14% from 2018

TOP PERFORMERS

We continue to meet or exceed your expectations in these areas...



- 86% of you agree: **City staff are courteous, knowledgeable and helpful.**
- 83% say they get **the information they are looking for** when they contact the City.
- Those that use the **Curbit App** (31%) love it - 87% rate it 8/10 or better.



AREAS TO IMPROVE

We've made some improvements, but we still have room to grow in these areas...



- 56% of you feel we are doing a good or excellent job **managing the City's money** (up 14% from 2018).
- 60% agree: the City allows citizens to have **meaningful input** into decision making (up 6% from 2018).
- 65% say we are being **accountable** to the public for the decisions we make (up 15% from 2018).

87% agree...

The City should balance investments between providing basic services and additional programs/ services to enhance quality of life.



There is significant support for capital spending on non-essential infrastructure.

Overall, city-owned and operated non-profit housing was the top ranked area, ranking in the top three by 61% of respondents.

In order to assess the programs and services currently provided by the City of St. John's, residents were provided with a list of 20 service areas and asked to rate the importance of each service area and to what extent they are satisfied with each.

Overall importance of programs and services offered by the city held relatively steady while satisfaction was up significantly for several programs, including grants (up 14%), traffic and land use planning (13% each) and road maintenance (up 12%).

Primary Areas for Improvement

- road maintenance
- sidewalk snow clearing
- road snow clearing
- traffic planning

Secondary Areas for Improvement

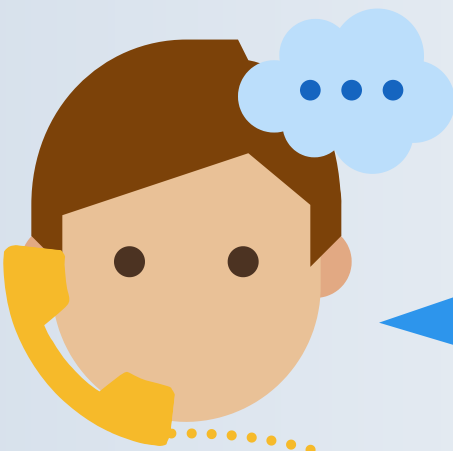
- permits and inspections
- heritage preservation
- land use planning
- parking services
- arts/cultural grants
- Metrobus

Sustain and Reinforce

- garbage collection
- residential water/ sewer repairs
- parks and spaces maintenance
- recreation facilities and programs
- curbside recycling
- Gobus/ accessible taxi

Watch and Maintain

- animal care/ adoption
- 311/ Access St. John's
- community events
- yard waste collection



Q: Compared to 2019, has your household's financial situation improved a lot, improved a little, worsened a little, worsened a lot or stayed the same?

IMPROVED
19%

STAYED THE SAME
58%

WORSENERD
22%

In 2020, we asked some new questions on our strategic plan, household finances and also on how the pandemic has impacted perceptions and satisfaction with the City...

Q: To what extent, if at all, has the COVID-19 pandemic impacted your perceptions of the quality of life and satisfaction with services in the City of St. John's?



● Positive Impact ● No Impact ● Negative Impact

Q. Do you agree with each of the following statements?

- The City is welcoming and inclusive. **93%**
- I feel I belong in St. John's. **93%**
- The City is on the right track. **87%**
- St. John's is a progressive city. **83%**



Q: How would you rate the overall importance of each of the following strategic directions?

- A Sustainable City **92%**
- An Effective City **87%**
- A City That Moves **78%**
- A Connected City **77%**

(Rated 8/10 or higher)

To read the full report, visit stjohns.ca

ST. JOHN'S