Background and Objectives

Project Background

- Historically this study has been used as a tool for measuring the level of satisfaction of the citizens of Winnipeg.
- The City of Winnipeg has conducted this study annually since 2001.

Project Objectives

1. Determine Winnipeg citizen’s levels of satisfaction regarding their city
2. Determine Winnipeg citizen’s current needs in their city
   - Gauge how those needs have changed and where they are heading
     - E.g., Are specific issues trending downward or emerging?
Methodology

A total of 602 Winnipeg citizens aged 18 years and over were interviewed by telephone between April 25, 2019 and May 14, 2019. The sample include both landlines and cell phone numbers. The final results in this survey are weighted by age, gender, and the area of Winnipeg respondents reside in according to 2016 Statistics Canada census data, and by the landline and cell phone ownership according to 2017 Statistics Canada data.

The margin-of-error for this telephone survey of 602 adults is +/- 4.0%, 19 times out 20. The margin-of-error is higher for sub-populations analyzed in these results.

Where applicable, this report compares the results of the 2019 survey with the results of previous citizen satisfaction surveys conducted in 2016, 2017, and 2018.

Notes:

• Data presented is based on people who answered the survey questions (excludes “don’t know/refused” response).
• The percentages shown in this report may not add up to exactly 100%, due to rounding.
• Values less than 3% may not be shown in charts.
Where do they live?

Q76 -- First three characters of postal code. (Base: All respondents 2019 n=602) – unweighted

Area of Winnipeg

- Downtown, 10%
- East/Southeast, 35%
- West/Southwest, 38%
- North, 17%
- Not Inner city, 74%
Key Findings

QUALITY OF LIFE

• Most Winnipeggers (93%, same as in 2018) rate the overall quality of life in the City as very good or good, while very few (7%) rate it as poor or very poor.
  • Winnipeggers find it easy to get around by car (87%) and to a lesser extent by walking (74%). Fewer find it easy to get around by transit (61%) or by bicycle (58%).
  • Although about two-thirds of citizens feel safe walking alone at night in their neighbourhood (64%), few feel safe walking alone at night downtown (14%), waiting alone for public transportation after dark (28%), or using public transportation alone after dark (40%).
• The most common actions cited to improve the quality of life in Winnipeg are related to Crime and Policing (51%), Roads and Infrastructure (24%), and Transit (20%).
Key Findings

VALUE FOR TAX DOLLARS

- Two-thirds of citizens continue to feel that they receive good or very good value for their property tax dollars.
- The most common reasons for finding good value for property tax dollars are having general satisfaction (48%), satisfaction with services (37%), and satisfaction with roads (18%).
- The most common reasons finding poor value for property tax dollars are dissatisfaction with roads (36%), dissatisfaction with services (21%), and dissatisfaction with city administration (18%).

CUSTOMER SERVICE

- Similar to 2018, two-thirds of Winnipeggers contacted the City in the past year and those who did so, most commonly used the phone (89%) and email (18%).
- Satisfaction with customer service remains high at 81%.
- The majority of Winnipeggers (91%) agree that city staff are courteous, helpful, and knowledgeable while fewer (59%) agree that the City responds quickly to requests and concerns.
- The top suggestions to improve customer service include more available staff and less waiting time on the phone.
Key Findings

CITY SERVICES

• Usage of city services varies by service, with the majority having visited a local (89%) or major park (85%), but only 22% have been involved in a medical incident and 18% were involved in an incident where 911 was called.

• Overall satisfaction with city services remains high at 88%.

• Public Safety remains the most important service area while Infrastructure has decreased in the importance and Property and Development has increased over the past year.

• Satisfaction with city services is high for the majority of services.

• Individual city services that received over 95% satisfaction ratings:
  • Fire and rescue service response to fire emergencies (98%)
  • Condition of major parks (97%)
  • Protection from river flooding (96%)

• Individual city services that received under 60% satisfaction ratings:
  • Condition of residential streets in your neighbourhood (55%)
  • Management of rush hour traffic flow (56%)
  • Condition of major streets (59%)
THE RESULTS
# 2019 Overall Satisfaction

## Quality of Life (Very good/Good)

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rating</td>
<td>94%</td>
<td>92%</td>
<td>93%</td>
<td>93%</td>
</tr>
</tbody>
</table>

## Value for Tax Dollars (Very good/Good)

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rating</td>
<td>68%</td>
<td>70%</td>
<td>71%</td>
<td>68%</td>
</tr>
</tbody>
</table>

## Overall City Services (Very /Somewhat Satisfied)

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rating</td>
<td>85%</td>
<td>88%</td>
<td>87%</td>
<td>88%</td>
</tr>
</tbody>
</table>

## Customer Service (Very /Somewhat Satisfied)

<table>
<thead>
<tr>
<th>Year</th>
<th>2016</th>
<th>2017</th>
<th>2018</th>
<th>2019</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rating</td>
<td>79%</td>
<td>83%</td>
<td>79%</td>
<td>81%</td>
</tr>
</tbody>
</table>
QUALITY OF LIFE
Similar to previous years, the majority (93%) of Winnipeggers rate the overall quality of life in Winnipeg as very good or good. Older citizens are more likely to give a higher rating.

**Overall quality of life in Winnipeg today**

<table>
<thead>
<tr>
<th>Year</th>
<th>Very good</th>
<th>Good</th>
<th>Poor</th>
<th>Very poor</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>26%</td>
<td>67%</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>27%</td>
<td>64%</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>27%</td>
<td>66%</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>2019</td>
<td>24%</td>
<td>69%</td>
<td>6%</td>
<td></td>
</tr>
</tbody>
</table>

**NET Very Good/Good:**

- 2016: 94%
- 2017: 92%
- 2018: 93%
- 2019: 93%

Those more likely to say Very Good/Good in 2019 include:

- 55 years or older (97%)
Quality of Life Statements

Q4 to Q12 -- I am now going to read you a few statements about Winnipeg. For each one, please tell me whether you strongly agree, agree, disagree, or strongly disagree. (Base: All respondents (excluding Don’t know/Refused). 2019 n=510-598)

Easy to get around by car
- 2019: 87% strongly agree, 91% agree
- 2018: 90% strongly agree, 90% agree
- 2017: 88% strongly agree, 88% agree

Easy to get around by transit
- 2019: 61% strongly agree, 65% agree
- 2018: 72% strongly agree, 71% agree
- 2017: 60% strongly agree, 63% agree

Easy to get around by bicycle
- 2019: 58% strongly agree, 71% agree
- 2018: 60% strongly agree, 63% agree
- 2017: 54% strongly agree

Easy to get around by walking
- 2019: 74% strongly agree, 75% agree
- 2018: 75% strongly agree, 81% agree
- 2017: 76%

Feel safe walking alone at night in neighbourhood
- 2019: 64% strongly agree, 78% agree
- 2018: 74% strongly agree, 72% agree
- 2017: 57%

Feel safe walking alone at night downtown
- 2019: 14% strongly agree, 28% agree
- 2018: 25% strongly agree, 25% agree
- 2017: 28%

Feel safe waiting alone for public transportation after dark
- 2019: 70% strongly agree, 55+ 54% agree
- 2018: 68% strongly agree, 18-35
- 2017: 68%

Feel safe using public transportation alone after dark
- 2019: 78% strongly agree, 73% agree
- 2018: 61%
- 2017: 57%

Quality of Life Ratings
(Strongly agree/Agree)

- Male 78%
- West/SW 73%
- Downtown 49%
- Inner City 47%
- North 46%

- 55+ 70%: Male 78%
- West/SW 54%: 24%: 18 to 34
- North 71%: 14%: Rent home 25%
- Inner City 68%: 68%: West/SW
- Downtown 68%
- North 47%: 18%: West/SW
- North 57%: 49%: Downtown
- 55+: 78%: 39%: Inner City
- 18-35: 49%: Rent home
- 18-35: 49%: Rent home
- 18-35: 49%: Rent home
- 18-35: 49%: Rent home

Q4 to Q12 -- I am now going to read you a few statements about Winnipeg. For each one, please tell me whether you strongly agree, agree, disagree, or strongly disagree. (Base: All respondents (excluding Don’t know/Refused). 2019 n=510-598)
## Actions to Improve Quality of Life

More than half of citizens cited actions related to crime and policing for improving the quality of life in Winnipeg.

### Actions to Improve Quality of Life

<table>
<thead>
<tr>
<th>Action</th>
<th>North Percentage</th>
<th>Downtown Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crime / Policing</td>
<td>64%</td>
<td></td>
</tr>
<tr>
<td>Roads / Infrastructure</td>
<td></td>
<td>40%</td>
</tr>
<tr>
<td>Transit</td>
<td></td>
<td>11%</td>
</tr>
<tr>
<td>Downtown Renewal</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Housing</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>City Planning</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>Economy</td>
<td>5%</td>
<td></td>
</tr>
<tr>
<td>Bicycle &amp; Walking Trails</td>
<td></td>
<td>16%</td>
</tr>
<tr>
<td>Poverty</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City Beautification / Parks</td>
<td>4%</td>
<td></td>
</tr>
<tr>
<td>Taxation</td>
<td>3%</td>
<td></td>
</tr>
<tr>
<td>Healthcare</td>
<td>2%</td>
<td></td>
</tr>
<tr>
<td>More things to do</td>
<td>2%</td>
<td></td>
</tr>
<tr>
<td>Recycling / Environment</td>
<td>0%</td>
<td></td>
</tr>
<tr>
<td>All Others</td>
<td>11%</td>
<td></td>
</tr>
<tr>
<td>Nothing</td>
<td>5%</td>
<td></td>
</tr>
</tbody>
</table>

Q11 -- What actions do you think the City of Winnipeg could take to improve the quality of life in the City? Multiple responses allowed  (Base: All respondents (excluding Don’t know/Refused), 2019 n=502)
Actions to Improve Quality of Life

Top Actions by Perceived Quality of Life

<table>
<thead>
<tr>
<th>Category</th>
<th>Good/Very Good (93%, n=460)</th>
<th>Very Poor/Poor (7%, n=39*)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Crime / Policing</td>
<td>Reduce crime / improve law enforcement / safety (29%)</td>
<td>Reduce crime / improve law enforcement / safety (38%)</td>
</tr>
<tr>
<td>Roads / Infrastructure</td>
<td>Fix roads and streets (21%)</td>
<td>Increase police presence (31%)</td>
</tr>
<tr>
<td>Transit</td>
<td>Improve public transit / rapid transit (20%)</td>
<td>Focus on gangs / drugs / addicts / mental health (22%)</td>
</tr>
<tr>
<td>Downtown Renewal</td>
<td>Increase police presence (19%)</td>
<td></td>
</tr>
<tr>
<td>Housing</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City Planning</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Economy</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Bicycle &amp; Walking Trails</td>
<td></td>
<td></td>
</tr>
<tr>
<td>Poverty</td>
<td></td>
<td></td>
</tr>
<tr>
<td>City Beautification / Parks</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Q11 -- What actions do you think the City of Winnipeg could take to improve the quality of life in the City? Multiple responses allowed. (Base: All respondents (excluding Don't know/Refused). 2019 n=502); *Base < 50, interpret with caution.
VALUE FOR TAX DOLLARS
Value for Tax Dollars

Two-thirds of Winnipeggers feel that they receive good or very good value for their property tax dollars. Those who rent their homes are more likely to give a higher rating.

Perceived value from property tax dollars

<table>
<thead>
<tr>
<th>Year</th>
<th>Very good/Good value:</th>
<th>Very good value</th>
<th>Good value</th>
<th>Poor value</th>
<th>Very poor value</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>61%</td>
<td>7%</td>
<td>24%</td>
<td>8%</td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>64%</td>
<td>6%</td>
<td>25%</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>66%</td>
<td>5%</td>
<td>23%</td>
<td>6%</td>
<td></td>
</tr>
<tr>
<td>2019</td>
<td>63%</td>
<td>5%</td>
<td>28%</td>
<td>4%</td>
<td></td>
</tr>
</tbody>
</table>

Those more likely to say Very good/Good value in 2019 include:
✓ Rent their home (77%)
Reasons for Value Received for Tax Dollars

Reasons by Perceived Value

- **City Planning/Spending**
  - Very good/good value: 45% ▲
  - Very poor/poor value: 5% ▲

- **Services**
  - Very good/good value: 37%
  - Very poor/poor value: 40%

- **Roads/Infrastructure**
  - Very good/good value: 24%
  - Very poor/poor value: 40% ▲

- **Safety/Policing**
  - Very good/good value: 3%
  - Very poor/poor value: 5%

- **Other**
  - Very good/good value: 20%
  - Very poor/poor value: 14%

- **No concerns**
  - Very good/good value: 53% ▲
  - Very poor/poor value: 32% ▲

**Most common reasons for Very good/good value (68%, n=306)**

- General satisfaction (48%)
- Satisfaction with roads (18%)
- Satisfaction with services:
  - Snow clearing (12%)
  - Street cleaning (11%)
  - Garbage/recycling (11%)

**Most common reasons for Very poor/poor value (32%, n=168)**

- Dissatisfaction with roads (36%)
- Dissatisfaction with services (21%)
- Dissatisfaction with city administration (18%)

Q12b -- Why do you feel you receive <<Q12a.text>> from your property tax dollars? Multiple responses allowed (Base: Gave an option about value for taxes (excluding Don’t know/Refused). 2019 n=474) ▲ Statistically higher than those not in this segment
CUSTOMER SERVICE
Contact with the City

Phone is the most common method used to contact the City followed by email. Two-thirds of Winnipeggers contacted the city in the past year and those who own their homes, are 35-54, and females are more likely to have done so.

<table>
<thead>
<tr>
<th>Contacted City in the last year</th>
<th>2019</th>
<th>2018</th>
<th>2017</th>
<th>2016</th>
</tr>
</thead>
<tbody>
<tr>
<td></td>
<td>67%</td>
<td>70%</td>
<td>73%</td>
<td>70%</td>
</tr>
</tbody>
</table>

Q63 -- Have you contacted 311 or another staff member from the City of Winnipeg in the last year? (Base: All respondents (excluding Don’t know/Refused), 2019 n=602)

Q64 -- How did you contact the City of Winnipeg? Multiple responses allowed (Base: Contacted the city (excluding Don’t know/Refused), 2019 n=402)
Satisfaction with Customer Service

Satisfaction with customer service remains high at 81%. Satisfaction levels are similar across each method of contact.

<table>
<thead>
<tr>
<th>Method of contact</th>
<th>%Very/Somewhat satisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>Online form</td>
<td>84%</td>
</tr>
<tr>
<td>Email</td>
<td>82%</td>
</tr>
<tr>
<td>Phone</td>
<td>81%</td>
</tr>
</tbody>
</table>

There are no demographic subgroups more likely to be satisfied with the customer service experience.

Q65 -- How would you rate the experience? (Base: Contacted the city (excluding Don’t know/Refused). 2019 n=401)
Customer Service Details

Agreement with Statements
(Strongly/Somewhat Agree)

- City staff are courteous, helpful and knowledgeable
  - 2019: 91%
  - 2018: 91%
  - 2017: 91%
  - 2016: 88%

- The quality of service from the City is consistently high
  - 2019: 73%
  - 2018: 77%
  - 2017: 79%
  - 2016: 73%

- City staff are easy to get a hold of when I need them
  - 2019: 62%
  - 2018: 60%
  - 2017: 62%
  - 2016: 58%

- The City responds quickly to requests and concerns
  - 2019: 59%
  - 2018: 64%
  - 2017: 67%
  - 2016: 61%

Q66 to Q69 -- I am going to read you a number of statements about the City. Thinking about your personal dealings with the City of Winnipeg and your general impressions, please tell me whether you strongly agree, somewhat agree, somewhat disagree, or strongly disagree. (Base: Contacted the city (excluding Don't know/Refused), 2019 n=387-395)
Improvement to Customer Service

Customers Service Improvements by Satisfaction Level

- **Staffing Levels/Availability**
  - No suggestions/satisfied: 42%
  - Staff contact: 32%

- **Staff contact**
  - Systems: 17%
  - Other: 3%

- **Other**
  - No suggestions/satisfied: 25%

**Most common improvements for Very/Somewhat satisfied (81%, n=266)**
- No suggestions/satisfied (25%)
- Answer phone more quickly/less time on hold (24%)
- More people on staff (20%)

**Most common improvements for Very/Somewhat dissatisfied (19%, n=73)**
- More people on staff (25%)
- Answer phone more quickly/less time on hold (22%)
- Staff should respond more quickly (17%)
- More knowledgeable staff (16%)

Q70 -- How could the City's customer service be improved? Multiple responses allowed (Base: Contacted customer service (excluding Don't know/Refused). 2019 n=339)
▲ Statistically higher than those not in this segment
Overall Satisfaction with City Services

The majority of Winnipeggers are at least somewhat satisfied with city services, with those who live in downtown Winnipeg being the least likely to be very satisfied.

Overall Satisfaction with City Services

<table>
<thead>
<tr>
<th>Year</th>
<th>Very/somewhat satisfied</th>
<th>Very satisfied</th>
<th>Somewhat satisfied</th>
<th>Somewhat dissatisfied</th>
<th>Very dissatisfied</th>
</tr>
</thead>
<tbody>
<tr>
<td>2016</td>
<td>85%</td>
<td>14%</td>
<td>69%</td>
<td>16%</td>
<td></td>
</tr>
<tr>
<td>2017</td>
<td>88%</td>
<td>23%</td>
<td>65%</td>
<td>10%</td>
<td></td>
</tr>
<tr>
<td>2018</td>
<td>87%</td>
<td>20%</td>
<td>67%</td>
<td>11%</td>
<td></td>
</tr>
<tr>
<td>2019</td>
<td>88%</td>
<td>17%</td>
<td>71%</td>
<td>10%</td>
<td></td>
</tr>
</tbody>
</table>

Those less likely to say Very Satisfied in 2019 include:
- Live downtown (9%)

Q50 -- In general, how satisfied are you overall with the services provided by the City of Winnipeg? (Base: All respondents (excluding Don't know/Refused). 2019 n=601)
Importance of Service Areas

Public safety is rated as the most important service area followed by infrastructure.

<table>
<thead>
<tr>
<th>Service Area</th>
<th>Importance (weighted)</th>
<th>% Ranked 1 and 2</th>
<th>As compared to 2018</th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Safety (Fire Paramedic, Police)</td>
<td>1.7</td>
<td>81%</td>
<td></td>
</tr>
<tr>
<td>Infrastructure (Roads, Water)</td>
<td>2.4</td>
<td>58%</td>
<td>↓</td>
</tr>
<tr>
<td>Community Services (Libraries, Recreation)</td>
<td>2.7</td>
<td>41%</td>
<td>←</td>
</tr>
<tr>
<td>Property &amp; Development (Land use planning)</td>
<td>3.2</td>
<td>21%</td>
<td>↑</td>
</tr>
</tbody>
</table>

1= most important 4= least important

Q51 -- Rank the following group of services in order of importance where 1 is the most important to you and 4 is the least important to you.? (Base: All respondents (excluding Don’t know/Refused). 2019 n=572-579)
Importance of Service Areas [2/2]

Infrastructure has decreased in importance over the last 2 years while Property & Development has increased compared to 2018.

Q51 -- Rank the following group of services in order of importance where 1 is the most important to you and 4 is the least important to you.? (Base: All respondents (excluding Don't know/Refused). 2019 n=572-579)
Satisfaction with Public Works

Satisfaction with Individual Services
(Very Satisfied/Somewhat Satisfied)

- Condition of major parks
  (among those who used it)
  - 2019: 97%
  - 2018: 97%
  - 2017: 96%
  - 2016: 98%

- Condition of the local park in your neighbourhood
  (among those who used it)
  - 2019: 88%
  - 2018: 86%
  - 2017: 86%
  - 2016: 89%

- Insect control
  - 2019: 88%
  - 2018: 86%
  - 2017: 80%
  - 2016: 82%

- Snow removal
  - 2019: 76%
  - 2018: 70%
  - 2017: 73%
  - 2016: 73%

- City’s efforts to keep city clean and beautiful
  - 2019: 76%
  - 2018: 71%
  - 2017: 69%
  - 2016: 71%

- Condition of major streets
  - 2019: 59%
  - 2018: 56%
  - 2017: 48%
  - 2016: 45%

- Management of rush hour traffic flow
  - 2019: 56%
  - 2018: 54%
  - 2017: 51%
  - 2016: 47%

- Condition of residential streets in your neighbourhood
  - 2019: 55%
  - 2018: 52%
  - 2017: 49%
  - 2016: 44%

Q13 to Q49 -- Now, I'm going to read you a list of services that are provided by the City of Winnipeg. Please tell me whether you are very dissatisfied, somewhat dissatisfied, somewhat satisfied or very satisfied with each of the following services. (excluding Don’t know/Refused). 2019 n=98-600)
Satisfaction with Community Services

Satisfaction with Individual Services
(Very Satisfied/Somewhat Satisfied)

<table>
<thead>
<tr>
<th></th>
<th></th>
<th></th>
<th></th>
<th></th>
</tr>
</thead>
<tbody>
<tr>
<td>Public Library Service</td>
<td>94%</td>
<td>94%</td>
<td>95%</td>
<td>95%</td>
</tr>
<tr>
<td>Support for arts, entertainment &amp; culture</td>
<td>89%</td>
<td>89%</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>City-operated recreation programs (among those who used it)</td>
<td>91%</td>
<td>90%</td>
<td>90%</td>
<td>90%</td>
</tr>
<tr>
<td>Community Centre operated programs (among those who used it)</td>
<td>NOT ASKED</td>
<td>NOT ASKED</td>
<td>NOT ASKED</td>
<td>NOT ASKED</td>
</tr>
</tbody>
</table>

Q13 to Q49 -- Now, I'm going to read you a list of services that are provided by the City of Winnipeg. Please tell me whether you are very dissatisfied, somewhat dissatisfied, somewhat satisfied or very satisfied with each of the following services. (excluding Don't know/Refused). 2019 n=98-600)
Satisfaction with Police Service

Q13 to Q49 -- Now, I'm going to read you a list of services that are provided by the City of Winnipeg. Please tell me whether you are very dissatisfied, somewhat dissatisfied, somewhat satisfied or very satisfied with each of the following services. (excluding Don’t know/Refused). 2019 n=98-600

- Police Service response to 911 calls
  (among those who used it)
  - 911
  - 2019: 77% 88%
  - 2018: 74% 78%
  - 2017: 74% 80%
  - 2016: 70% 64%

- Police service efforts in crime prevention
  - 2019: 74% 84%
  - 2018: 80% 80%
  - 2017: 80% 80%

- Enforcement of traffic laws
  - 2019: 74% 81%
  - 2018: 64% 64%
  - 2017: 64% 64%
  - 2016: 70% 64%

Satisfaction with Individual Services
(Very Satisfied/Somewhat Satisfied)
Satisfaction with Fire Paramedic Services

Satisfaction with Individual Services

(Very Satisfied/Somewhat Satisfied)

- Fire and rescue service response to fire emergencies: 98%
- Safety of existing buildings through fire inspections and enforcement: 91%
- Emergency response capability for medical emergencies: 89%
- Level of city preparedness, ability to respond & assist during natural & human caused disasters: 92%
- Fire and injury prevention education: 87%

Q13 to Q49 -- Now, I’m going to read you a list of services that are provided by the City of Winnipeg. Please tell me whether you are very dissatisfied, somewhat dissatisfied, somewhat satisfied or very satisfied with each of the following services. (excluding Don’t know/Refused). 2019 n=98-600
Satisfaction with Planning, Property & Development

Satisfaction with Individual Services
(Very Satisfied/Somewhat Satisfied)

- Efforts in preserving heritage buildings: 91% (2019), 84% (2018), 85% (2017), 82% (2016)
- Efforts in promoting economic development: 80% (2019), 82% (2018), 82% (2017), 74% (2016)
- Community planning to guide growth & change: 77% (2019), 69% (2018), 64% (2017), 64% (2016)
- Downtown renewal: 74% (2019), 77% (2018), 77% (2017), 77% (2016)
- Funding for improving inner city housing: 61% (2019), 56% (2018), 54% (2017), 59% (2016)

Q13 to Q49 -- Now, I'm going to read you a list of services that are provided by the City of Winnipeg. Please tell me whether you are very dissatisfied, somewhat dissatisfied, somewhat satisfied or very satisfied with each of the following services. (excluding Don’t know/Refused). 2019 n=98-600)
Satisfaction with Water and Waste

Satisfaction with Individual Services
(Very Satisfied/Somewhat Satisfied)

<table>
<thead>
<tr>
<th></th>
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<tbody>
<tr>
<td>Protection from river flooding</td>
<td>96%</td>
<td>95%</td>
<td>93%</td>
<td>91%</td>
</tr>
<tr>
<td>Garbage collection</td>
<td>94%</td>
<td>92%</td>
<td>87%</td>
<td>83%</td>
</tr>
<tr>
<td>Protection from sewer back-up</td>
<td>85%</td>
<td>88%</td>
<td>85%</td>
<td>82%</td>
</tr>
<tr>
<td>Quality of the drinking water</td>
<td>85%</td>
<td>84%</td>
<td>84%</td>
<td>78%</td>
</tr>
<tr>
<td>The Recycling Program</td>
<td>83%</td>
<td>88%</td>
<td>83%</td>
<td>81%</td>
</tr>
</tbody>
</table>

Q13 to Q49 -- Now, I’m going to read you a list of services that are provided by the City of Winnipeg. Please tell me whether you are very dissatisfied, somewhat dissatisfied, somewhat satisfied or very satisfied with each of the following services. (excluding Don’t know/Refused). 2019 n=98-600
Q13 to Q49 -- Now, I'm going to read you a list of services that are provided by the City of Winnipeg. Please tell me whether you are very dissatisfied, somewhat dissatisfied, somewhat satisfied or very satisfied with each of the following services. (excluding Don’t know/Refused). 2019 n=98-600

- **Animal Services**
  - 2019: 93%
  - 2018: 91%
  - 2017: 87%
  - 2016: 86%

- **Public Transit**
  - (among those who used it)
  - 2019: 69%
  - 2018: 66%
  - 2017: 75%
  - 2016: 77%

- **Availability and convenience of on-street parking**
  - 2019: 62%
  - 2018: 61%
  - 2017: 57%
  - 2016: 61%

57%: 18 to 34
54%: 18 to 34
USE OF CITY SERVICES
Usage of City Services

Used in the past year

- **Visited a local neighbourhood park**
  - 2019: 89%
  - 2018: 85%
  - 2017: 85%
  - 2016: 85%

- **Visited a major park**
  - 2019: 85%
  - 2018: 80%
  - 2017: 82%
  - 2016: 84%

- **Used the services of the City's public libraries**
  - 2019: 70%
  - 2018: 66%
  - 2017: 66%
  - 2016: 72%

- **Visited a City Recreational Facility**
  - 2019: 62%
  - 2018: 57%
  - 2017: 58%
  - 2016: 57%

- **Attended a local Community Centre Facility**
  - 2019: 51%
  - 2018: 49%
  - 2017: 51%
  - 2016: 53%

- **Participated in a City Recreational Program**
  - 2019: 42%
  - 2018: 40%
  - 2017: 42%
  - 2016: 43%

Q56 -- Have you visited your Local neighbourhood park in the past year? (excluding Don’t know/Refused). 2019 n=597
Q57 -- Have you visited a Major park like Kildonan Park or St. Vital Park in the past year? (excluding Don’t know/Refused). 2019 n=601
Q62 -- Have you or someone in your family used the services of the City’s public libraries in the past year? (excluding Don’t know/Refused). 2019 n=598
Q52 -- Have you visited a City Recreational Facility like a pool or leisure centre in the past year? (excluding Don’t know/Refused). 2019 n=593
Q53 -- Have you attended your local Community Centre Facility in the past year? (excluding Don’t know/Refused). 2019 n=592
Q54 -- Have you or someone in your family participated in a City Recreational Program like swimming lessons, Learn to Skate or other Leisure Guide Programs in the past year? (excluding Don’t know/Refused). 2019 n=592

Winnipeg
Usage of City Services

Used in the past year

- **Participated in a Community Centre Program**
  - 2019: 29%
  - 2018: 30%
  - 2017: 32%
  - 2016: 36%

- **Regularly use City Transit**
  - 2019: 28%
  - 2018: 34%
  - 2017: 32%
  - 2016: 31%

- **Been involved in an emergency medical incident**
  - 2019: 22%
  - 2018: 24%
  - 2017: 23%
  - 2016: 28%

- **Been involved in an incident where a 911 call for police response was needed**
  - 2019: 17%
  - 2018: 21%
  - 2017: 19%
  - 2016: 20%

- **Applied for a building permit**
  - 2019: 18%
  - 2018: 24%
  - 2017: 26%
  - 2016: 28%

Q55 -- Have you or your family participated in a Community Centre Program like hockey or soccer in the past year? (excluding Don't know/Refused). 2019 n=600
Q58 -- Do you regularly use the City Transit (for example, seasonally or at least once a week)? (excluding Don't know/Refused). 2019 n=601
Q59 -- In the past year, have you or a family member been involved in an emergency medical incident where paramedics were requested? (excluding Don't know/Refused). 2019 n=601
Q60 -- In the past year, have you personally used, or been involved in an incident where a 911 call for police response was needed? (excluding Don't know/Refused). 2019 n=599
Q61 -- Have you applied for a building permit in the past year? (excluding Don’t know/Refused). 2019 n=599