

Q1/ Q1b. [TOTAL MENTION] In your view, as a resident of the City of Guelph, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders?/ Are there any other important local issues?

	Total
Base: All Respondents	672
Weighted	672
Taxation/Municipal Government Spending (Net)	168 25%
Transportation (Net)	151 23%
Municipal Government Services (Net)	147 22%
Garbage pickup/ litter/ garbage dump	84 12%
Growth (Net)	113 17%
Environment (Net)	89 13%
Other (Net)	53 8%
Parks, Recreation, and Cultural Facilities or Programs (Net)	49 7%
Social (Net)	44 7%
Economy (Net)	38 6%
Crime (Net)	34 5%
Healthcare (Net)	29

City of Guelph 2008 Citizen Survey

	4%
Education (Net)	22 3%
Revitalization (Net)	16 2%
Nothing	13 2%
Other	47 7%

Q2. How would you rate the overall quality of life in the City of Guelph today? Would you say it is very good, good, poor, or very poor?

	Total
Base: All Respondents	672
Weighted	672
Very good	346 51%
Good	302 45%
Poor	16 2%
Very poor	9 1%
Summary	
Top2Box (Very good/ Good)	647 96%
Low2Box (Very poor/ Poor)	25 4%

Q6. Please tell me how satisfied you are with the overall level and quality of services provided by the City of Guelph.

	Total
Base: All Respondents	672
Weighted	672
Very satisfied	166 25%
Somewhat satisfied	433 64%
Not very satisfied	54 8%
Not at all satisfied	14 2%
Don't Know	5 1%
Summary	
Top2Box (Satisfied)	598 89%
Low2Box (Not satisfied)	68 10%

Q8. [SUMMARY - TOP2BOX (SATISFIED)] And how satisfied are you with the job the City is doing in providing this service? This time, our scale is very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied.

	Total
Base: All Respondents	672
Weighted	672
Fire protection	616 92%
Parks, trails, and other green space	598 89%
Entertainment centres such as the Sleeman Centre and the River Run Centre	588 88%
Recreation facilities	585 87%
Tree maintenance	555 83%
Arts and Culture programs	544 81%
Ambulance services	535 80%
Sports fields	524 78%
Communication with City residents	523 78%
Museums, theatre and art galleries	515 77%
Roadside maintenance, including sidewalk repairs, boulevard treatments, grass cutting	489

	73%
Garbage services	475 71%
Emergency preparedness and planning	455 68%
Public transit	395 59%
Road maintenance, including repairs and snow removal on roads as well as pothole repair, surface replacement and sweeping	386 57%

Q8. [SUMMARY - LOW2BOX (NOT SATISFIED)] And how satisfied are you with the job the City is doing in providing this service? This time, our scale is very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied.

	Total
Base: All Respondents	672
Weighted	672
Road maintenance, including repairs and snow removal on roads as well as pothole repair, surface replacement and sweeping	286 43%
Public transit	209 31%
Garbage services	192 29%
Roadside maintenance, including sidewalk repairs, boulevard treatments, grass cutting	179 27%
Communication with City residents	127 19%
Emergency preparedness and planning	115 17%
Tree maintenance	115 17%
Sports fields	107 16%
Museums, theatre and art galleries	104 16%
Recreation facilities	66 10%

City of Guelph 2008 Citizen Survey

Parks, trails, and other green space	65 10%
Arts and Culture programs	62 9%
Entertainment centres such as the Sleeman Centre and the River Run Centre	54 8%
Ambulance services	27 4%
Fire protection	10 2%

Q10. How effective do you feel City Council is overall, at dealing with important issues in the community?

	Total
Base: All Respondents	672
Weighted	672
Very effective	77 11%
Somewhat effective	368 55%
Not very effective	146 22%
Not at all effective	54 8%
Don't Know	27 4%
Summary	
Top2Box (Effective)	445 66%
Low2Box (Not effective)	200 30%

Q13. How satisfied were you with the overall quality of service of that experience? Please use a scale where 1 means 'Very dissatisfied' and 5 means 'Very satisfied'.

	Total
Base: Contacted or dealt with the City of Guelph	442
Weighted	446
5 - Very satisfied	197 44%
4	106 24%
3	56 13%
2	27 6%
1 - Very dissatisfied	60 13%
Summary	
Top2Box (4-5)	303 68%
Neutral (3)	56 13%
Low2Box (1-2)	87 20%
Mean	3.8

Q14. [SUMMARY - MEAN] Please tell me the extent to which you agree with each statement, where 1 means 'strongly disagree' and 5 means 'strongly agree'.

	Total
Base: Contacted or dealt with the City of Guelph	442
Weighted	446
I was treated fairly	4.2
Staff were knowledgeable and competent	4
Staff went the extra mile to make sure I got what I needed	3.5

Q14. [SUMMARY - TOP2BOX (4-5)] Please tell me the extent to which you agree with each statement, where 1 means 'strongly disagree' and 5 means 'strongly agree'.

	Total
Base: Contacted or dealt with the City of Guelph	442
Weighted	446
I was treated fairly	348 78%
Staff were knowledgeable and competent	326 73%
Staff went the extra mile to make sure I got what I needed	259 58%

Q14. [SUMMARY - NEUTRAL (3)] Please tell me the extent to which you agree with each statement, where 1 means 'strongly disagree' and 5 means 'strongly agree'.

	Total
Base: Contacted or dealt with the City of Guelph	442
Weighted	446
Staff went the extra mile to make sure I got what I needed	80 18%
Staff were knowledgeable and competent	54 12%
I was treated fairly	49 11%

Q14. [SUMMARY - LOW2BOX (1-2)] Please tell me the extent to which you agree with each statement, where 1 means 'strongly disagree' and 5 means 'strongly agree'.

	Total
Base: Contacted or dealt with the City of Guelph	442
Weighted	446
Staff went the extra mile to make sure I got what I needed	104 23%
Staff were knowledgeable and competent	63 14%
I was treated fairly	48 11%

Q14_01. [I was treated fairly] Please tell me the extent to which you agree with each statement, where 1 means 'strongly disagree' and 5 means 'strongly agree'.

	Total
Base: Contacted or dealt with the City of Guelph	442
Weighted	446
5 - Strongly agree	262 59%
4	85 19%
3	49 11%
2	19 4%
1 - Strongly disagree	29 7%
(DK/NS)	1 0%
Summary	
Top2Box (4-5)	348 78%
Neutral (3)	49 11%
Low2Box (1-2)	48 11%
Mean	4.2

Q14_02. [Staff were knowledgeable and competent] Please tell me the extent to which you agree with each statement, where 1 means 'strongly disagree' and 5 means 'strongly agree'.

	Total
Base: Contacted or dealt with the City of Guelph	442
Weighted	446
5 - Strongly agree	210 47%
4	116 26%
3	54 12%
2	35 8%
1 - Strongly disagree	28 6%
(DK/NS)	2 1%
Summary	
Top2Box (4-5)	326 73%
Neutral (3)	54 12%
Low2Box (1-2)	63 14%

Mean	4

Q14_03. [Staff went the extra mile to make sure I got what I needed] Please tell me the extent to which you agree with each statement, where 1 means 'strongly disagree' and 5 means 'strongly agree'.

	Total
Base: Contacted or dealt with the City of Guelph	442
Weighted	446
5 - Strongly agree	143 32%
4	116 26%
3	80 18%
2	40 9%
1 - Strongly disagree	63 14%
(DK/NS)	3 1%
Summary	
Top2Box (4-5)	259 58%
Neutral (3)	80 18%
Low2Box (1-2)	104 23%

Mean	3.5
------	-----

Q17. In your opinion, do you currently receive... information from the City of Guelph?

	Total
Base: All Respondents	672
Weighted	672
Too much	21 3%
Just the right amount	380 57%
Too little	265 40%
Don't know	5 1%

Q21. Thinking about yard waste collection, how satisfied would you say you are with the frequency of the City's curbside yard waste collection?

	Total
Base: All Respondents	672
Weighted	672
Very satisfied	187 28%
Somewhat satisfied	216 32%
Not very satisfied	136 20%
Not at all satisfied	76 11%
Does not apply/ Have no yard	47 7%
Don't know	10 2%
Summary	
Top2Box (Satisfied)	403 60%
Low2Box (Not satisfied)	212 32%

Q22. How supportive would you be of an increase in the twice yearly pick up of yard waste?

	Total
Base: All Respondents	672
Weighted	672
Very supportive	409 61%
Somewhat supportive	158 24%
Not very supportive	46 7%
Not at all supportive	37 6%
Don't Know	23 4%
Summary	
Top2Box (Supportive)	566 84%
Low2Box (Not supportive)	82 12%

Q23. [SUMMARY - TOP2BOX (SUPPORTIVE)] And how supportive would you be of increasing the yard waste pick up if each additional pick up would ...?

	Total
Base: All Respondents	672
Weighted	672
Increase your property taxes by \$1 annually	446 66%
Increase your property taxes by \$2 annually	384 57%
Increase your property taxes by \$3 annually	347 52%

Q23. [SUMMARY - LOW2BOX (NOT SUPPORTIVE)] And how supportive would you be of increasing the yard waste pick up if each additional pick up would ...?

	Total
Base: All Respondents	672
Weighted	672
Increase your property taxes by \$3 annually	304 45%
Increase your property taxes by \$2 annually	268 40%
Increase your property taxes by \$1 annually	206 31%

Q23_1. [Increase your property taxes by \$1 annually] And how supportive would you be of increasing the yard waste pick up if each additional pick up would...?

	Total
Base: All Respondents	672
Weighted	672
Very supportive	321 48%
Somewhat supportive	125 19%
Not very supportive	69 10%
Not at all supportive	137 20%
Don't Know	20 3%
Summary	
Top2Box (Supportive)	446 66%
Low2Box (Not supportive)	206 31%

Q23_2. [Increase your property taxes by \$2 annually] And how supportive would you be of increasing the yard waste pick up if each additional pick up would...?

	Total
Base: All Respondents	672
Weighted	672
Very supportive	239 36%
Somewhat supportive	145 22%
Not very supportive	99 15%
Not at all supportive	169 25%
Don't Know	20 3%
Summary	
Top2Box (Supportive)	384 57%
Low2Box (Not supportive)	268 40%

Q23_3. [Increase your property taxes by \$3 annually] And how supportive would you be of increasing the yard waste pick up if each additional pick up would...?

	Total
Base: All Respondents	672
Weighted	672
Very supportive	191 28%
Somewhat supportive	156 23%
Not very supportive	107 16%
Not at all supportive	197 29%
Don't Know	22 3%
Summary	
Top2Box (Supportive)	347 52%
Low2Box (Not supportive)	304 45%