

# ST. JOHN'S

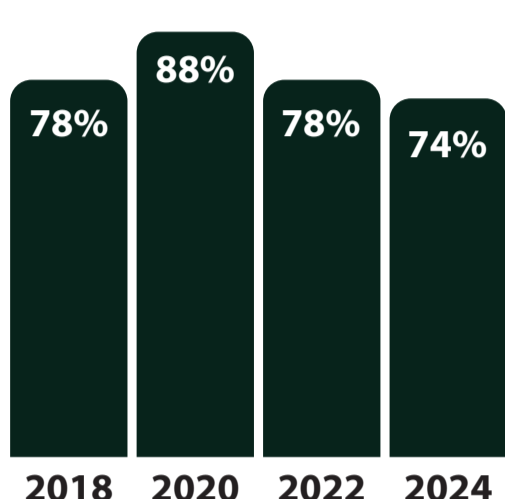
## 2024 Resident Satisfaction Survey

The City of St. John's Resident Satisfaction Survey conducted in 2018, 2020, 2022 and was repeated again in 2024 to measure any changes in perceptions over time. Between September 10th and October 8th, a total of 601 telephone surveys were completed (100 landline/501 cell) resulting in an overall margin of error of  $\pm 4.0$  percentage points 19 times out of 20. 120 surveys were completed in each of the 5 Wards of the City using a stratified sampling approach.

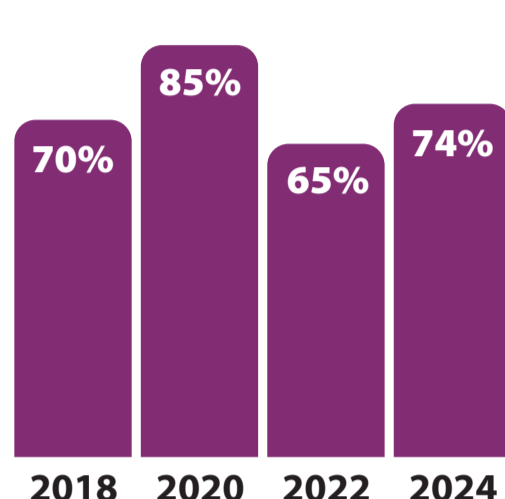
Results were weighted by age and gender based on the most recent census data, making the study statistically valid and representative of the City of St. John's.

### Ratings of 7 or higher on a 10 point scale

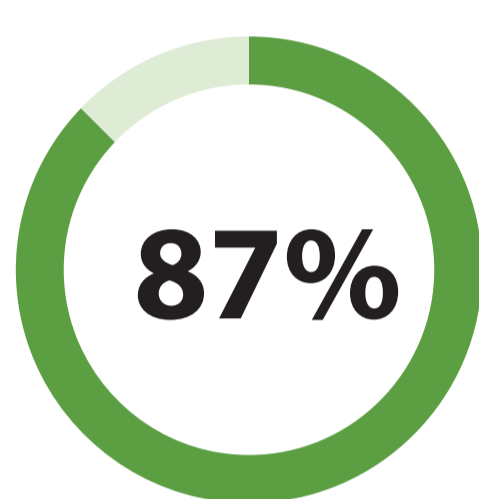
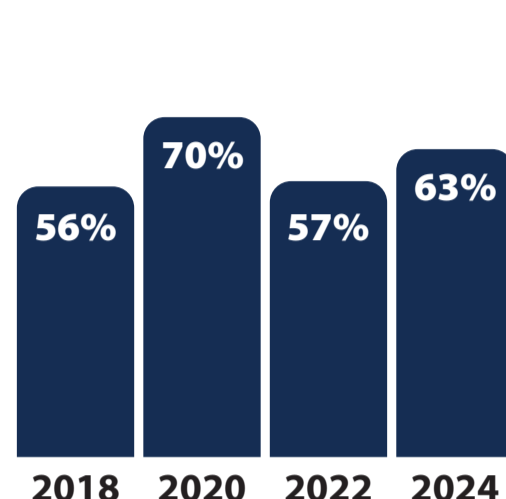
Quality of life



Satisfaction with programs & services

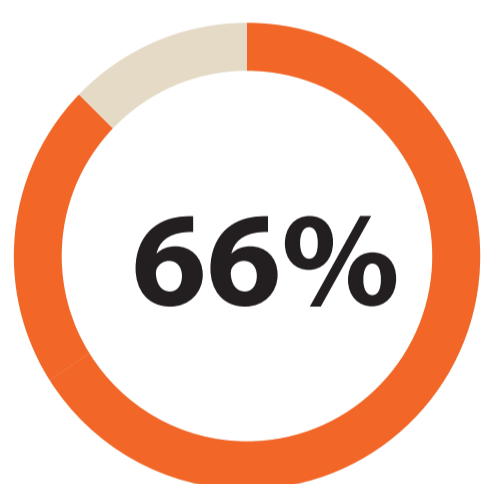
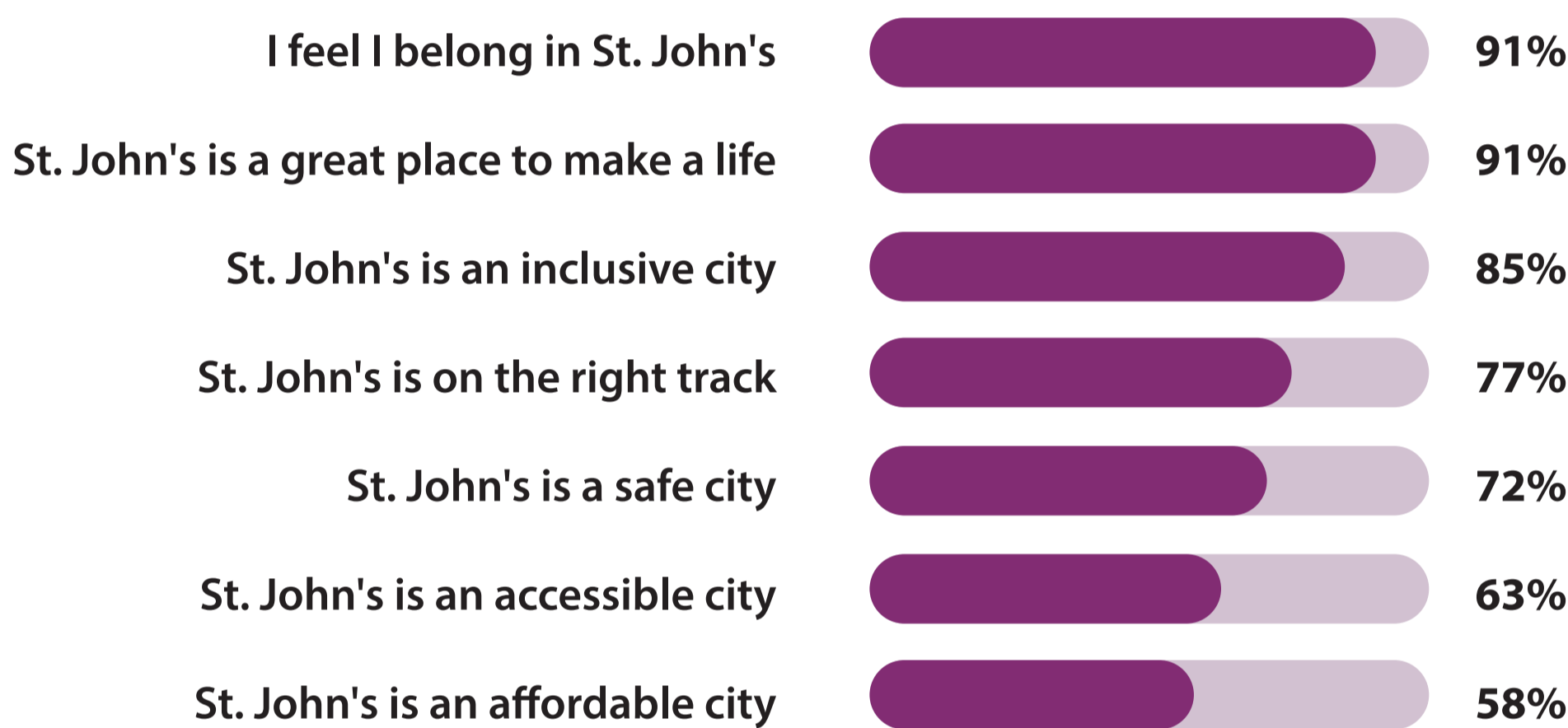


Value for tax dollars

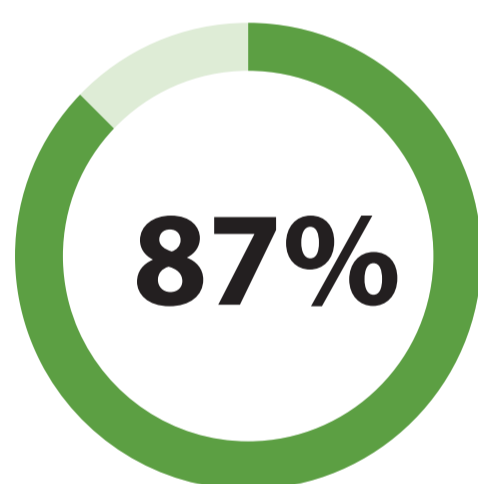


Support Balanced Investment between basic and additional programs/services to enhance quality of life.

### % Agree



Think the City does a Good, Very Good, or Excellent job in keeping residents informed



Find City staff Courteous, Helpful and Knowledgeable

### Priority Areas

#### Primary Areas for Improvement

- Road maintenance
- Road snow clearing
- Traffic planning
- Sidewalk snow clearing
- Metrobus
- Preserving and protecting wetlands

#### Sustain and Reinforce

- Garbage collection
- Residential water and sewer repairs
- Parks, open spaces and trails
- Curbside recycling & yard waste
- GoBus/Accessible taxi service

#### Secondary Areas for Improvement

- Permits and inspections
- Land use planning
- Heritage preservation
- Parking services
- Arts/cultural grants

#### Watch and Maintain

- 311/Access St. John's
- Community events
- Outdoor sports field
- Recreation and leisure facilities

### Top Concern



Affordable housing was the top community concern and highest priority for capital spending.