



Legislation Text

File #: AR-20-382, **Version:** 1

TAMRMS#: B06

2020 Community Satisfaction Survey-Presentation on Findings

Presented by: Cindy de Bruijn, Senior Manager, Community Relations

RECOMMENDED MOTION

That the Community Living Standing Committee recommends that Council receive the presentation made by Y Station at the November 9 CLSC meeting, for information.

PURPOSE OF REPORT

Tracy With, Chief Operating Officer and Partner with YStation (a local communications and research firm), will share context surrounding the findings of the abbreviated Community Satisfaction Survey that was completed with St Albert residents between October 16 and 25, 2020.

ALIGNMENT TO PRIORITIES IN COUNCIL'S STRATEGIC PLAN

N/A

ALIGNMENT TO LEVELS OF SERVICE DELIVERY

N/A

ALIGNMENT TO COUNCIL DIRECTION OR MANDATORY STATUTORY PROVISION

On October 5, 2020 Council passed the following motions:

(AR-20-346)

That Council approve the proposed change in scope to the Y-Station contract, described in the report dated October 5, 2020 entitled "Engagement Contract -- Scope Change".

BACKGROUND AND DISCUSSION

This survey was intended to review the impacts that the COVID-19 pandemic may have had on the data from the Fall 2019 Community Satisfaction Survey and further asked residents about the level of impact that the pandemic has had on their households.

The presentation will enable Council to better interpret and understand the data and will also allow Council the opportunity to ask questions regarding the results.

The two attachments highlight the results obtained from both the demographically represented *City of St Albert General Population* survey (green colouring) and the findings that were from the *City of St Albert's Public Link* to the survey (blue colouring).

STAKEHOLDER COMMUNICATIONS OR ENGAGEMENT

YStation conducted a demographically representative survey of over 400 residents to gauge the impacts of COVID-19 so that there was comparative data from our Community Satisfaction Survey from the fall of 2019.

Additionally, a public link was shared by the City of St Albert for the same survey where 119 residents responded.

IMPLICATIONS OF RECOMMENDATION(S)

Financial: N/A

Legal / Risk: N/A

Report Date: November 9, 2020

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Department: Office of the Deputy Chief Administrative Officer

Deputy Chief Administrative Officer: Kerry Hilts

Chief Administrative Officer: Kevin Scoble