City Services and Quality of Life

Survey Results

Research conducted by:

ADVANIS

Advanis is a member of the Canadian Research Insights Council (CRIC) and confirms that this research fully complies with all CRIC Standards including the CRIC Public Opinion Research Standards and Disclosure Requirements.

This research is supported by The City of Edmonton Corporate Research team, which is a corporate member of CRIC. This research was sponsored by The City of Edmonton's Service Innovation and Performance Branch. For information about data collection, please contact Corporate Research at research@edmonton.ca.

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Background and Objectives

The City of Edmonton (the City) commissioned this survey to capture perceptions about quality of life in Edmonton, and services provided by the City of Edmonton.

The survey was administered online with 800 Edmontonians aged 18 years or older from June 1 to 30, 2026.

- Survey participants were screened to ensure that they met the minimum participation criteria i.e., being a current resident of Edmonton and at least aged 18 years. The first 3 digits of postal codes were used to classify respondents into specific regions i.e., central, northeast, northwest, southeast and southwest regions.
- Results are reflective of age, gender, income, and regional distribution of Edmontonians based on the 2021 census data.
- Weighting factors were also applied based on age, gender, geographic region and household income to ensure representation.

How to Read this Report

- The percentage change in score from 2025 to 2026 is noted throughout (+/- N)
- Arrows in charts denote whether results are statistically higher (↑) or lower (↓) compared to the previous year at a 95% confidence interval*.
- At the bottom of each page in the main body of the report, “n” denotes the number of respondents that provided responses to a particular question.
- Survey questions for the information on each page are also indicated at the bottom of each page

*See Methodology: Online Panel (General Population) for non-probability sample limitations

Executive Summary

Satisfaction with City Services (2026)

% Somewhat or Very Satisfied

62%↓ -6 Compared to 2025
Overall quality of programs and services provided

54% -5 Compared to 2025
Ability to access City services in a way that is easy

49%↓ -6 Compared to 2025
How well the City of Edmonton informs Edmontonians about the services they provide

44%↓ -10 Compared to 2025
Quality of customer service provided by the City of Edmonton

% Somewhat or Very Satisfied

		Compared to 2025
Affordable housing for low-income households	**16%↓**	-8
Animal control and pet licenses	**37%**	-4
Bylaw enforcement	**31%↓**	-8
City-owned and operated recreation and sport centres	**54%**	-3
City-owned-and-operated attractions	**58%**	-3
Community safety	**32%↓**	-7
Environmental and climate initiatives[1]	**32%**	-2
Fire Rescue Services	**64%↓**	-7
Homelessness response and support	**17%↓**	-5

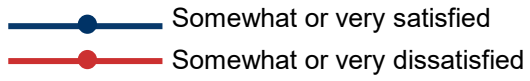
		Compared to 2025
Infrastructure delivery	**39%**	-1
Land-use planning	**26%↓**	-7
On-street parking[2]	**31%**	--
Parks, sports fields and green spaces	**69%**	-2
Public transit	**37%↓**	-7
Summer road and pathway maintenance[3]	**30%↓**	-11
Traffic safety, flow and controls	**39%↓**	-12
Waste collection	**67%**	-2
Winter road and pathway maintenance[4]	**31%↓**	-14

[1] Tracked as *'Climate action (programs that address climate change and energy transition)'* prior to 2026
[2] Not tracked prior to 2026
[3] Tracked as *'Spring and summer road maintenance (pothole repair and street sweeping)'* prior to 2026
[4] Tracked as *'Winter road maintenance (snow clearing)'* prior to 2026

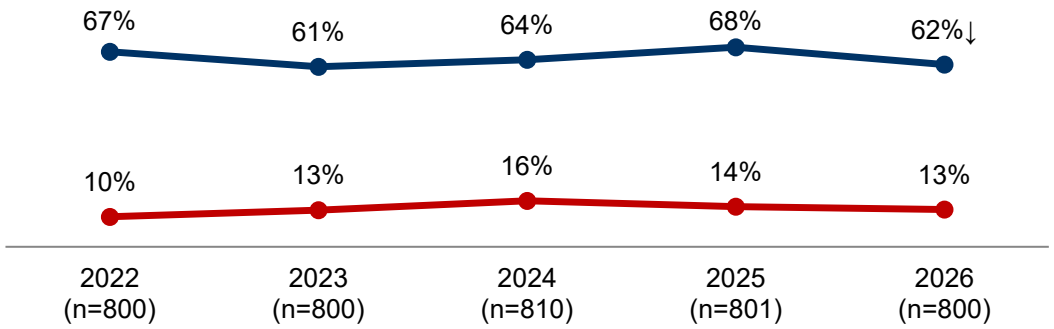
Base: Total Answering n=800

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

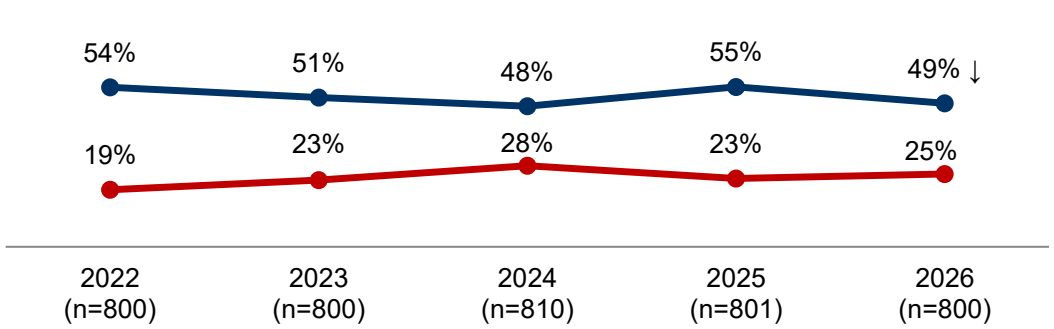
Satisfaction with City Services (Trend)



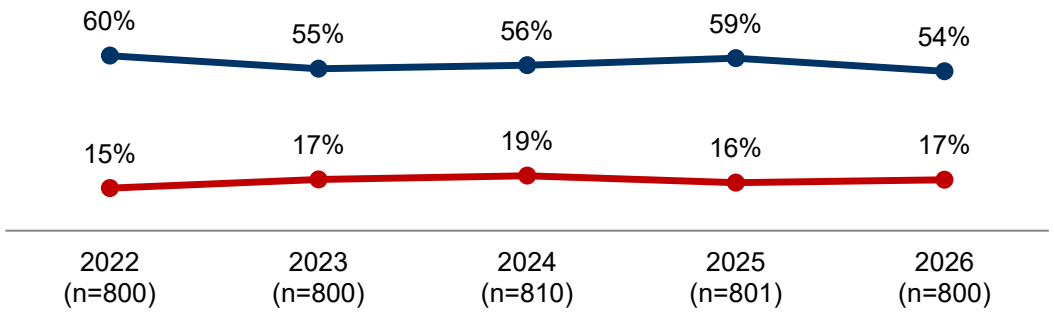
Overall quality of programs and services provided



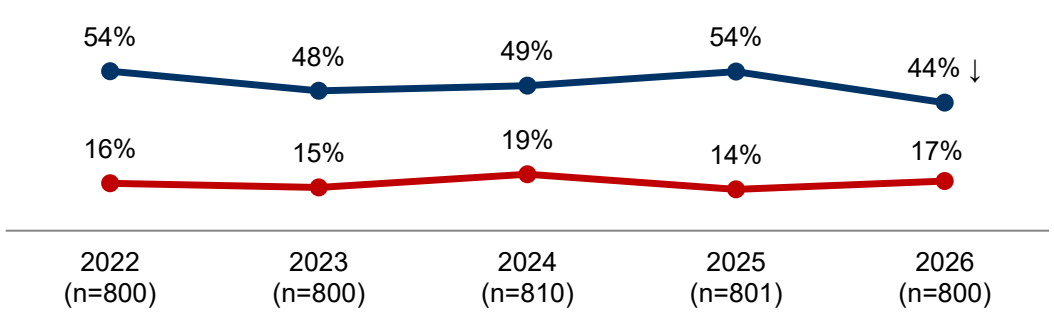
How well the City of Edmonton informs Edmontonians about the services they provide



Ability to access City services in a way that is easy



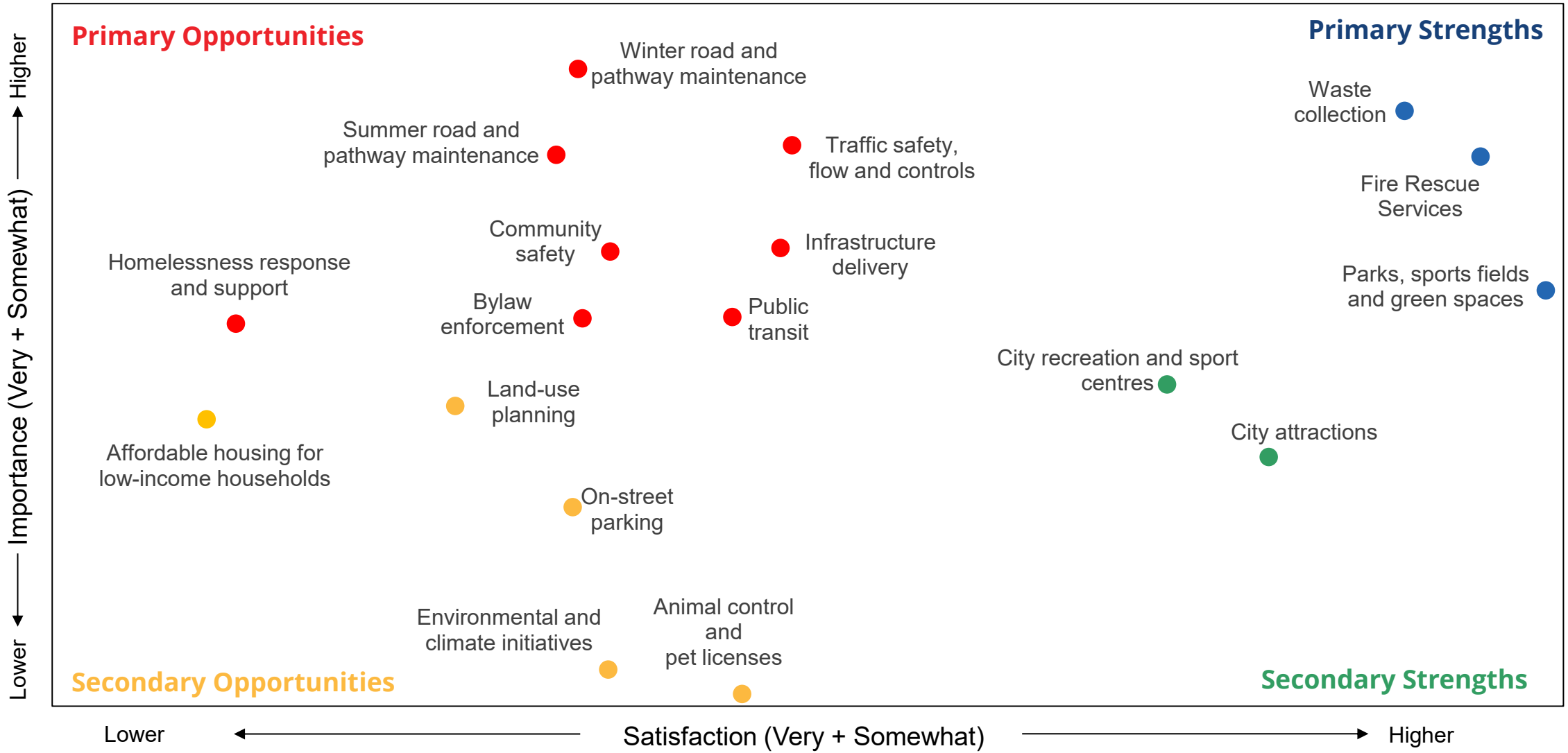
Quality of customer service provided by the City of Edmonton



Base: Total Answering

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

City Services: Strengths and Opportunities (2026)



Base: Total Answering; n=800
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?;
B4b: How important is the following program or service?

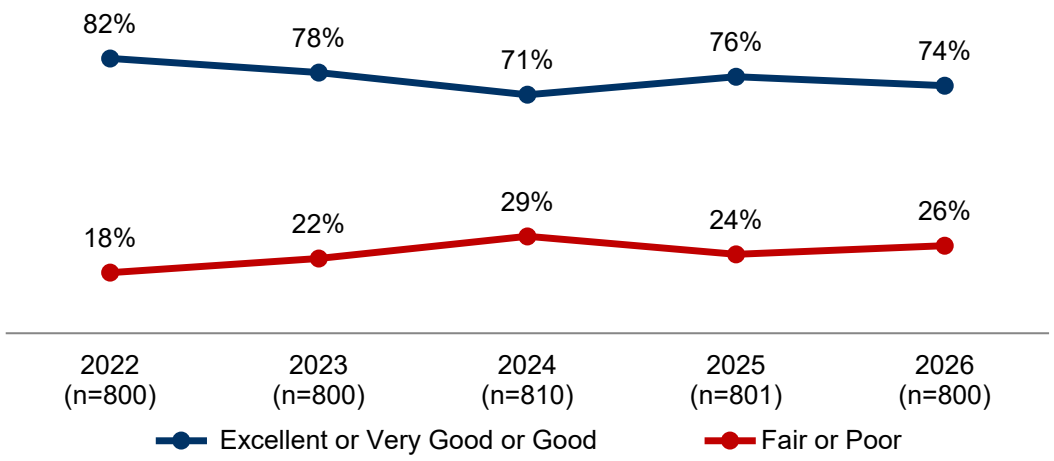
Quality of Life in Edmonton

% Excellent, Very good, or Good

74%

Overall quality of life in Edmonton today

-2
Compared to 2025



% Strongly or Somewhat agree

		Compared to 2025
I can access local amenities that improve my quality of life	**79%**	+2
I can easily complete daily needs within 15 min from my home	**68%**	No change
Edmonton is a great place to live	**67%**	-2
I feel a sense of connection and belonging to Edmonton	**62%**	-3
Redeveloping mature neighbourhoods improves the community	**57%↓**	-10
Making downtown a vibrant destination should be a priority	**54%**	-3
Overall, I feel Edmonton is a safe city	**53%**	-1
Edmonton is an attractive place to build a career / business	**53%↓**	-8
Future Edmontonians will experience a high quality of life	**45%↓**	-6

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

Base: Total Answering n=800

Quality of Life in Edmonton (Trend)

% Strongly or Somewhat agree

	2022 n=800	2023 n=800	2024 n=810	2025 n=801	2026 n=800
I can access local amenities that improve my quality of life	80%	77%	78%	77%	79%
I can easily complete daily needs within 15 min of home	70%	71%	67%	68%	68%
Edmonton is a great place to live	73%	69%	68%	69%	67%
I feel a sense of connection and belonging to Edmonton	66%	63%	61%	65%	62%
Redeveloping mature neighbourhoods improves the community	75%	70% ↓	69%	67%	57% ↓
Making downtown a vibrant destination should be a priority	61%	57%	53%	57%	54%
Overall, I feel Edmonton is a safe city	62%	51% ↓	48%	54% ↑	53%
Edmonton is an attractive place to build a career / business	67%	62%	61%	61%	53% ↓
Future Edmontonians will experience a high quality of life	62%	53% ↓	47% ↓	51%	45% ↓

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

Base: Total Answering
A3: Please indicate to what extent you agree or disagree with the following statements.

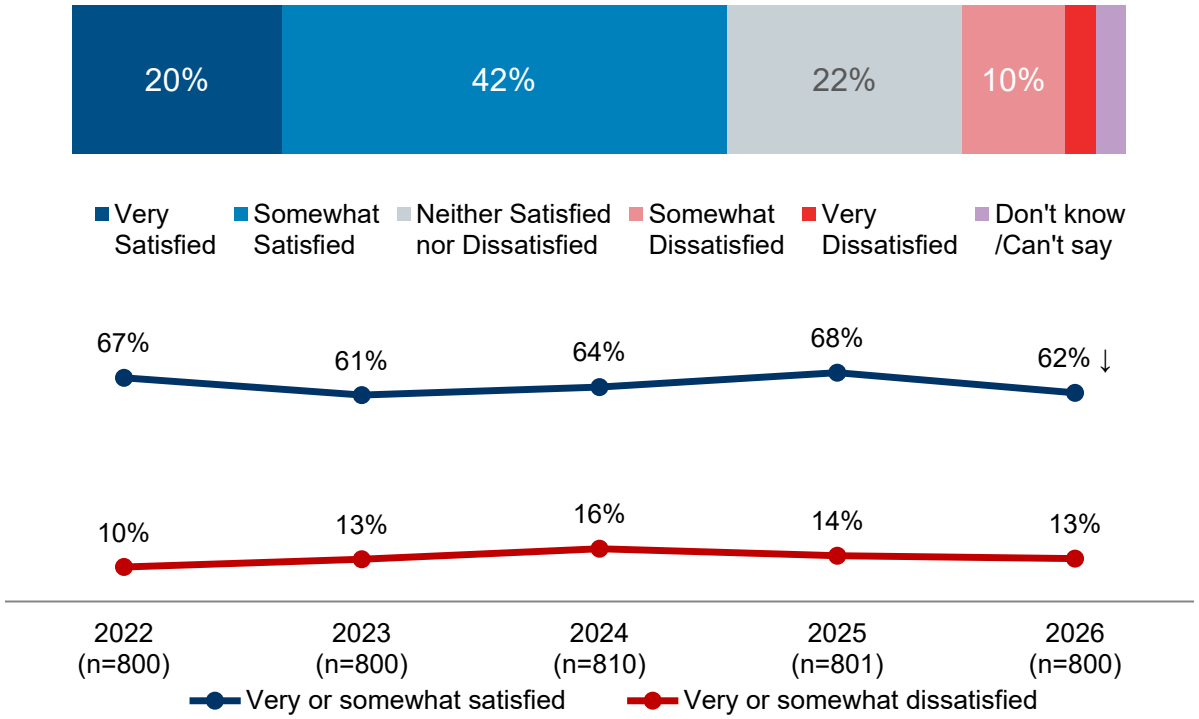
City Services

Overall Quality of Programs and Services Provided by the City

62%↓

Very satisfied or somewhat satisfied

-6
Compared to 2025



Labels <4% may not be shown
Base: Total Answering n=800
Based on your personal experience or anything you may have heard, how satisfied are you with the overall quality of programs and services provided by the City of Edmonton?

% Satisfied or Very Satisfied

Age group	
18-34	65%
35-54	63%
55+	57%
Gender	
Women	60%
Men	65%
City region	
Central	67%
Northeast	64%
Northwest	53% ▼
Southeast	65%
Southwest	62%
Household income	
Less than $100k/year	63%
$100k/year or more	64%

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

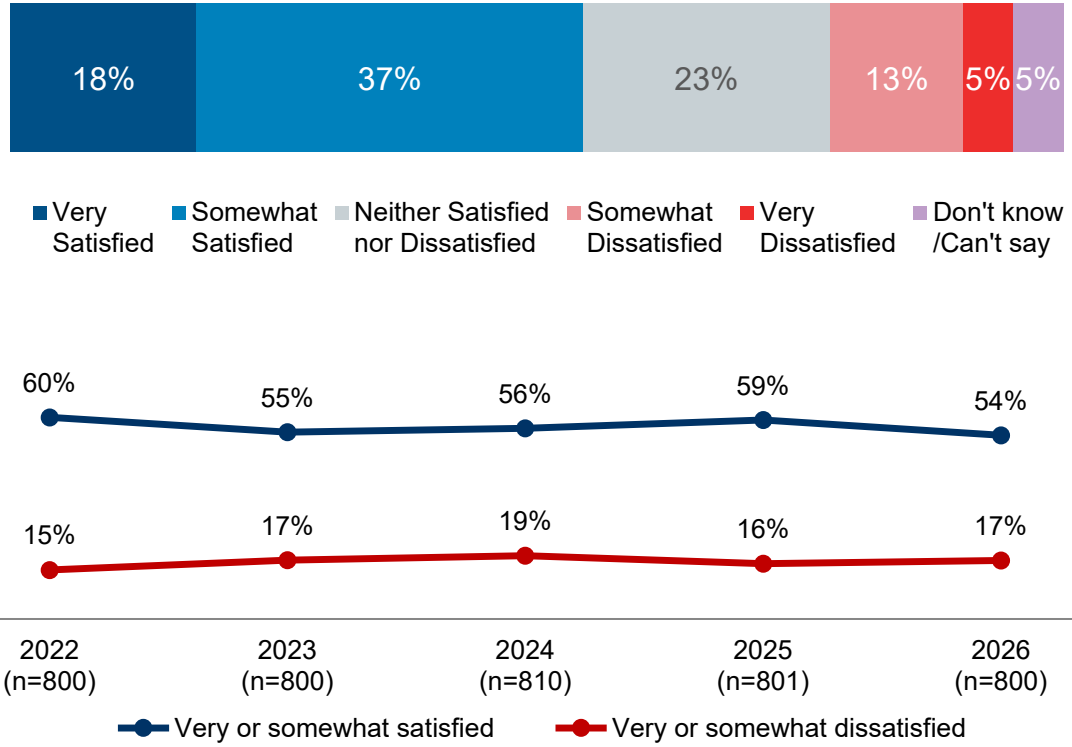
▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Ability to Access City Services in a Way that is Easy

54%

Very satisfied or somewhat satisfied

-5
Compared to 2025



Labels <4% may not be shown
Base: Total Answering n=800
B3: Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following: **Ability to access City services in a way that is easy**

% Satisfied or Very Satisfied

Age group		
18-34	59%	
35-54	56%	
55+	48%	▼
Gender		
Women	52%	
Men	57%	
City region		
Central	63%	
Northeast	60%	
Northwest	47%	
Southeast	62%	▲
Southwest	47%	▼
Household income		
Less than $100k/year	54%	
$100k/year or more	60%	

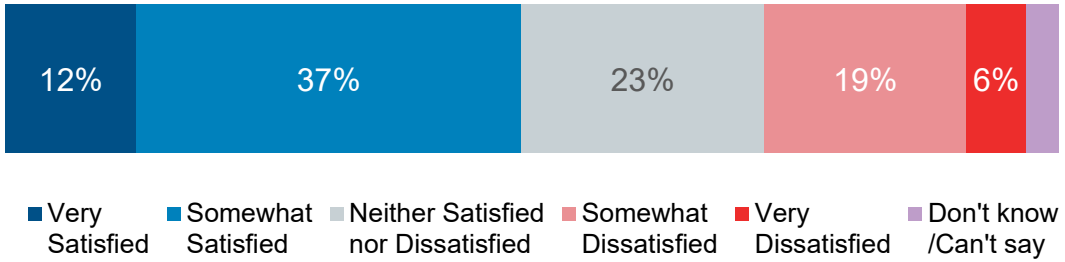
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

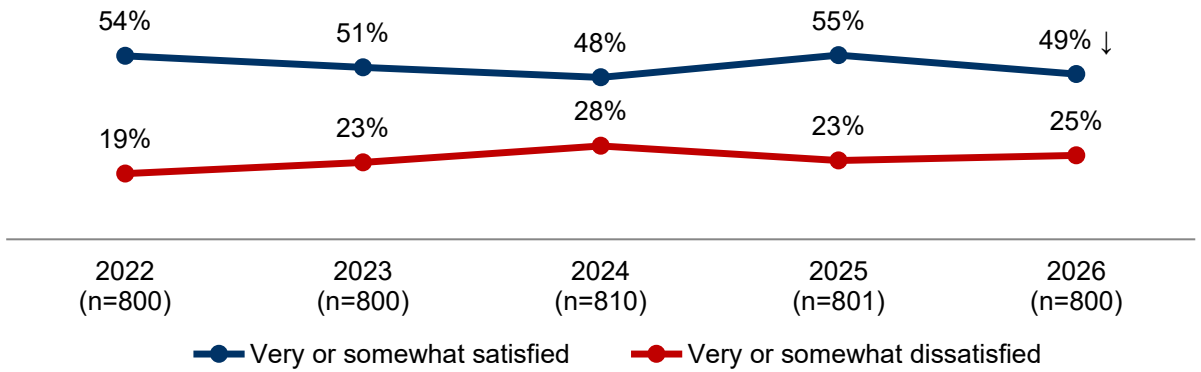
▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

How Well the City informs Edmontonians about Services they Provide

49%↓
Very satisfied or somewhat satisfied

-6
Compared to 2025





Labels <4% may not be shown
Base: Total Answering n=800
B3: Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following: **How well the City of Edmonton informs Edmontonians about the services they provide**

% Satisfied or Very Satisfied

Age group		
18-34	54%	
35-54	49%	
55+	45%	
Gender		
Women	45% ↓	▼
Men	53%	▲
City region		
Central	57%	
Northeast	59%	▲
Northwest	41% ↓	
Southeast	47%	
Southwest	46%	
Annual household income		
Less than $100k/year	47%	
$100k/year or more	54%	

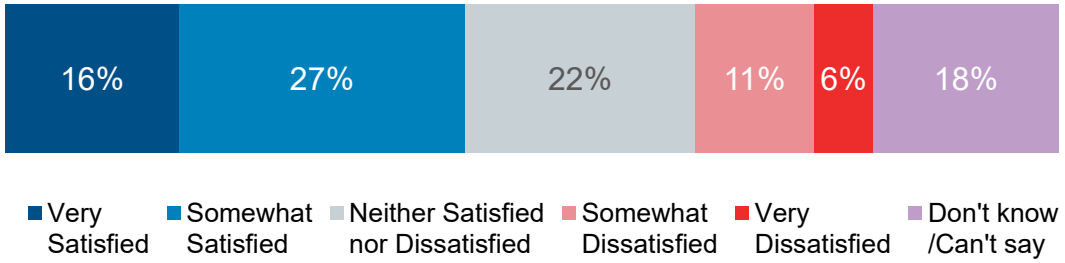
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

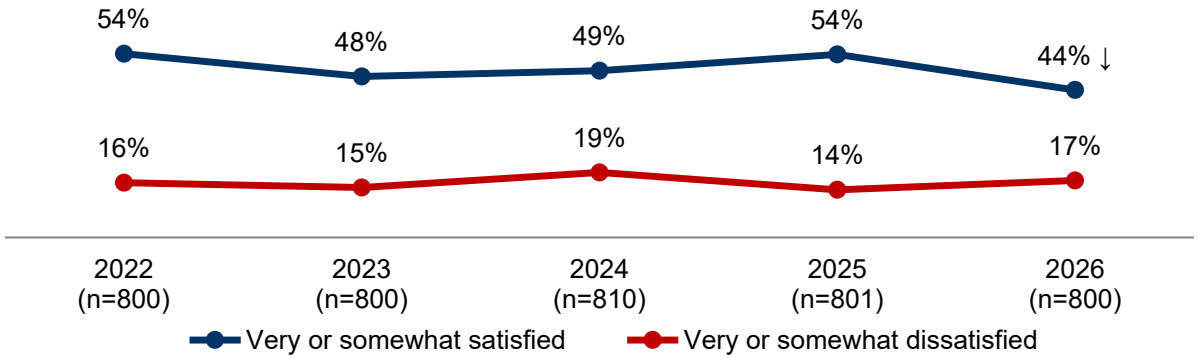
▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Quality of Customer Service Provided

44%↓
Very satisfied or somewhat satisfied

-10
Compared to 2025





Labels <4% may not be shown
Base: Total Answering n=800
B3: Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following: **Quality of customer service (in-person/phone/email) provided by the City of Edmonton**

% Satisfied or Very Satisfied

Age group		
18-34	47% ↓	
35-54	44% ↓	
55+	40%	
Gender		
Women	40% ↓	▼
Men	48% ↓	
City region		
Central	52%	
Northeast	49%	
Northwest	34% ↓	▼
Southeast	45% ↓	
Southwest	42%	
Household income		
Less than $100k/year	45%	
$100k/year or more	45% ↓	

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

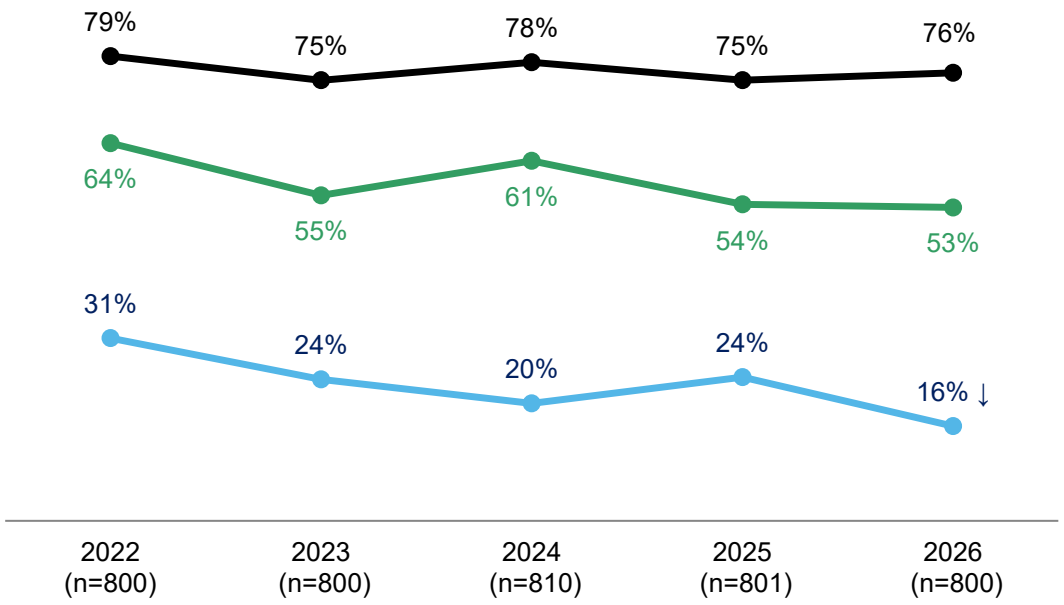
▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Services Deep Dive

Affordable Housing for Low-income Households

16%↓
Very satisfied or somewhat satisfied

-8
Compared to 2025



Reasons for Satisfaction

Satisfied (16%)
✓ Availability of housing options

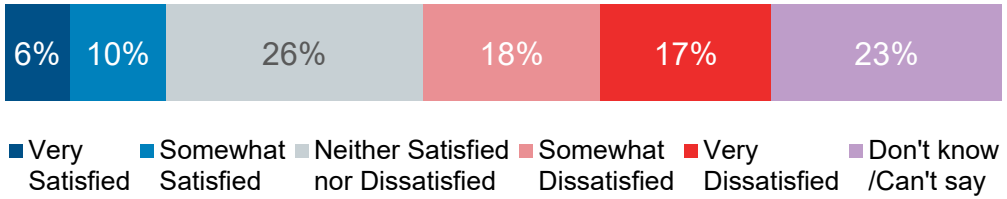
Dissatisfied (35%)
× Not affordable
× Not enough affordable or low-income housing
× Too many homeless people
× Long wait times

Affordable housing for low-income households | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?; B4b: How important is the following program or service?; B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'? (Base: 2026 NET Satisfied n=11; NET Dissatisfied n=25)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

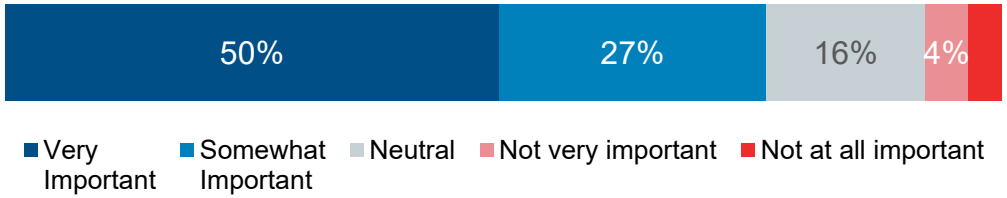
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

Affordable housing for Low-income Households

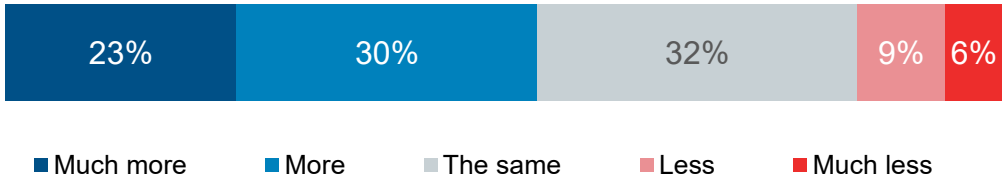
Satisfaction with delivery



Importance



Investment needed



		Satisfaction	Importance	Investment
		Very or somewhat satisfied with delivery	Service is very or somewhat important	Want City to make much more or more investment
Overall Compared to 2025	n=800	16% ↓ -8	76% +1	53% -1
Age group				
18-34	n=228	22% ↓ ▲	81% ↓ ▲	65% ▲
35-54	n=300	12% ↓ ▼	77%	55%
55+	n=272	14%	70% ▼	40% ▼
Gender				
Women	n=446	11% ↓ ▼	81% ▲	52%
Men	n=338	22% ▲	71% ▼	54%
City region				
Central	n=130	19% ↓	84% ▲	61%
Northeast	n=145	20%	82%	54%
Northwest	n=131	13%	68% ▼	51%
Southeast	n=161	13% ↓	78%	59%
Southwest	n=233	17%	73%	48%
Household income				
Less than $100k/year	n=445	15%	80%	58%
$100k/year or more	n=271	20%	74%	52%

Labels <4% may not be shown

Affordable housing for low-income households | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

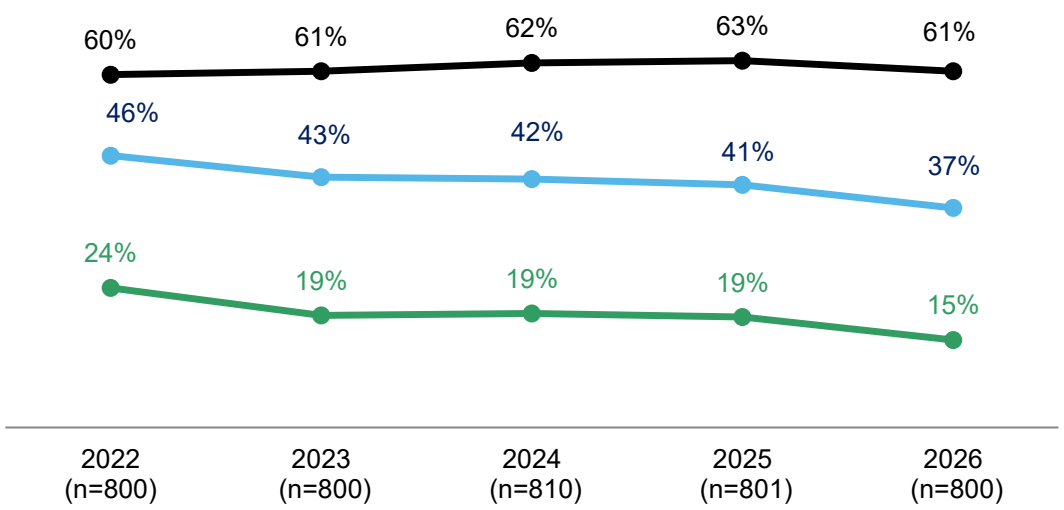
▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Animal Control and Pet Licenses

37%

Very satisfied or somewhat satisfied

-4
Compared to 2025



Reasons for Satisfaction

Satisfied (37%)

- ✓ Good service / no issues
- ✓ Quick approval

Dissatisfied (10%)

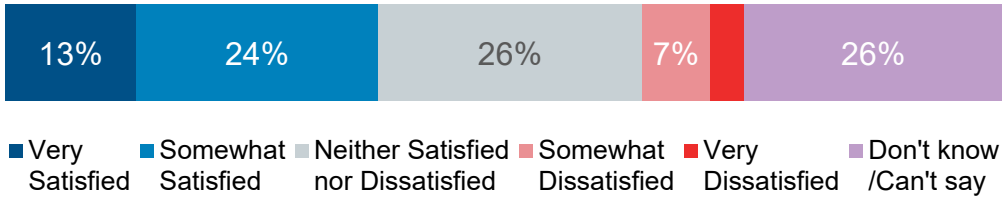
NOT REPORTED [fewer than 10 responses]

Animal control and pet licenses | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?
B4b: How important is the following program or service?
B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'? (Base: 2026 NET Satisfied n=23; NET Dissatisfied n=4)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

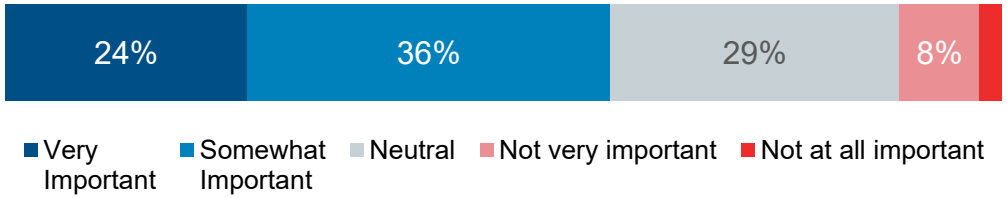
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

Animal Control and Pet Licenses

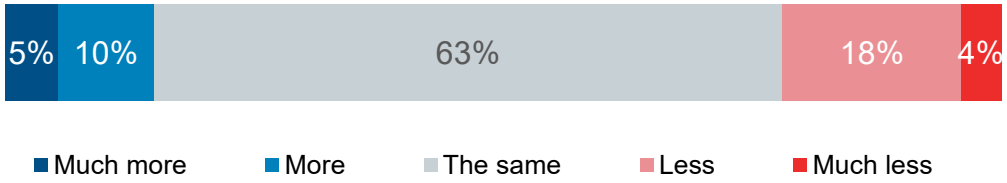
Satisfaction with delivery



Importance



Investment needed



		Satisfaction	Importance	Investment
		Very or somewhat satisfied with delivery	Service is very or somewhat important	Want City to make much more or more investment
Overall Compared to 2025	n=800	37% -4	61% -2	15% -4
Age group				
18-34	n=228	39%	57%	24% ▲
35-54	n=300	40%	59%	12% ↓
55+	n=272	34%	65%	10% ▼
Gender				
Women	n=446	34%	66% ▲	15%
Men	n=338	42% ▲	55% ▼	15%
City region				
Central	n=130	34%	56% ↓	13%
Northeast	n=145	43%	60%	16%
Northwest	n=131	35%	61%	10%
Southeast	n=161	39%	62%	14%
Southwest	n=233	36%	62%	18%
Household income				
Less than $100k/year	n=445	39%	62%	19% ▲
$100k/year or more	n=271	38%	59%	12% ▼

Labels <4% may not be shown

Animal control and pet licenses | Base: Total Answering (n=800)

B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

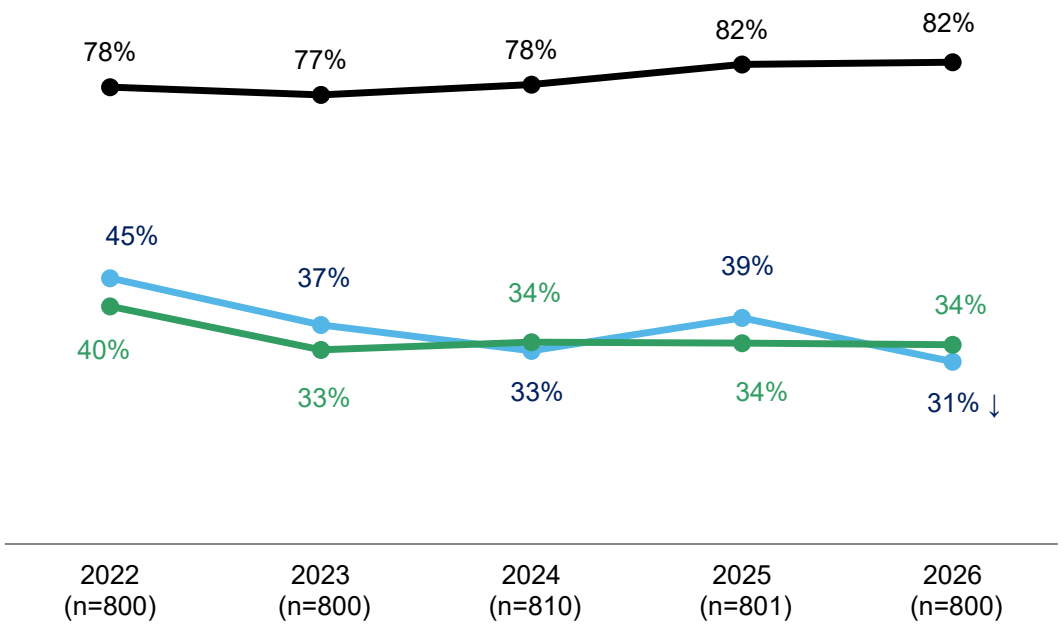
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Bylaw Enforcement

31%↓
Very satisfied or somewhat satisfied

-8
Compared to 2025



Reasons for Satisfaction

Satisfied (31%)
- ✓ Good enforcement of bylaws
- ✓ Easy to get help
- ✓ Responsive

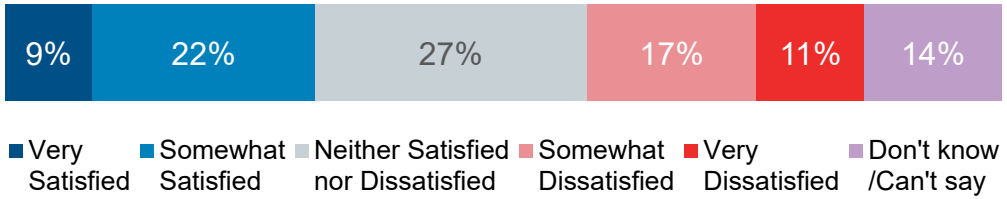
Dissatisfied (28%)
- × Slow response time
- × Lack of proactive enforcement
- × Safety concerns left unaddressed

Bylaw enforcement (ensuring compliance with community standards and investigating reports of bylaw violations) | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?
B4b: How important is the following program or service?
B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'?]'? (Base: 2026 NET Satisfied n=22; NET Dissatisfied n=16)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

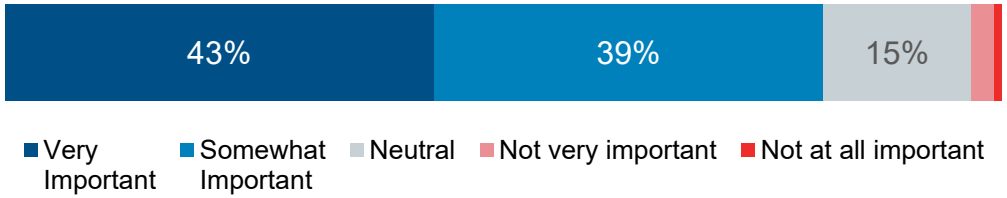
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

Bylaw Enforcement

Satisfaction with delivery



Importance



Investment needed

		Satisfaction	Importance	Investment
		Very or somewhat satisfied with delivery	Service is very or somewhat important	Want City to make much more or more investment
Overall Compared to 2025	n=800	31% ↓ -8	82% No change	34% No change
Age group				
18-34	n=228	38% ▲	75% ▼	29% ↓
35-54	n=300	32%	83%	35%
55+	n=272	23% ↓ ▼	89% ▲	38% ↑
Gender				
Women	n=446	27% ↓ ▼	84%	33%
Men	n=338	36% ▲	81%	35%
City region				
Central	n=130	29% ↓	85%	38%
Northeast	n=145	35%	82%	28%
Northwest	n=131	27%	78%	33%
Southeast	n=161	33%	81%	37%
Southwest	n=233	31%	84%	34%
Household income				
Less than $100k/year	n=445	34%	78% ▼	32%
$100k/year or more	n=271	30%	86% ▲	36%

Labels <4% may not be shown

Bylaw enforcement (ensuring compliance with community standards and investigating reports of bylaw violations) | Base: Total Answering (n=800)

B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

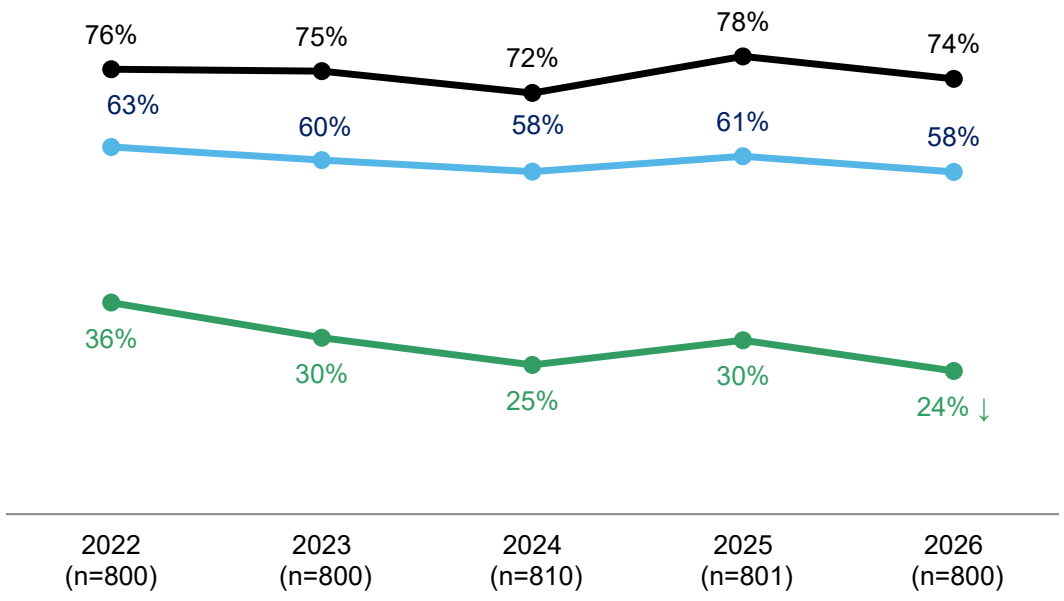
▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

City Attractions

58%

Very satisfied or somewhat satisfied

-3
Compared to 2025



Reasons for Satisfaction

Satisfied (58%)

- ✓ Well-maintained
- ✓ Good selection of activities
- ✓ Easy access

Dissatisfied (6%)

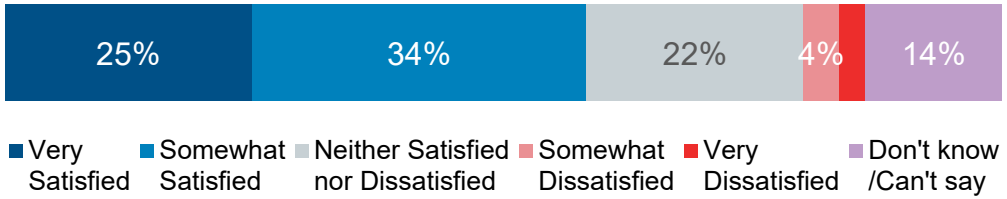
NOT REPORTED [fewer than 10 responses]

City-owned-and-operated attractions (Edmonton Valley Zoo, Muttart Conservatory, John Janzen Nature Centre) | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?
B4b: How important is the following program or service?
B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'? (Base: 2026 NET Satisfied n=32; NET Dissatisfied n=2)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

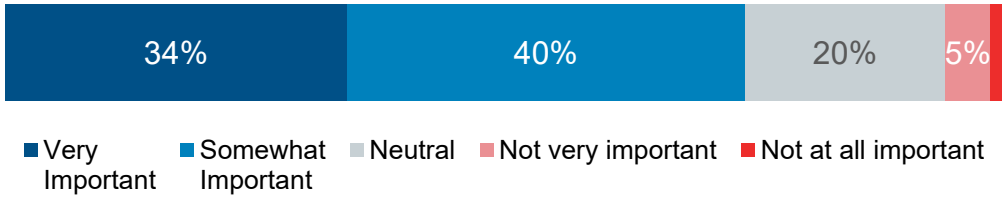
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

City Attractions

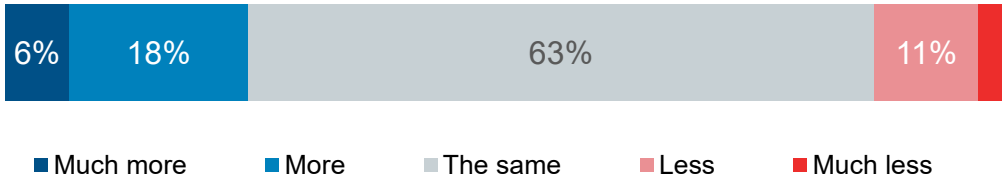
Satisfaction with delivery



Importance



Investment needed



		Satisfaction		Importance		Investment	
		Very or somewhat satisfied with delivery		Service is very or somewhat important		Want City to make much more or more investment	
Overall Compared to 2025	n=800	58%	-3	74%	-4	24% ↓	-6
Age group							
18-34	n=228	58%		73%		31% ↓	▲
35-54	n=300	65%	▲	79%	▲	29%	▲
55+	n=272	52%	▼	71%		13%	▼
Gender							
Women	n=446	58%		77%		21% ↓	▼
Men	n=338	60%		71%	▼	28%	▲
City region							
Central	n=130	56%		67%		22%	
Northeast	n=145	61%		79%		26%	
Northwest	n=131	59%		71%		21%	
Southeast	n=161	61%		79%		23% ↓	
Southwest	n=233	56%		74%		27%	
Household income							
Less than $100k/year	n=445	54%	▼	71%	▼	24%	
$100k/year or more	n=271	66%	▲	79%	▲	27%	

Labels <4% may not be shown

City-owned-and-operated attractions (Edmonton Valley Zoo, Muttart Conservatory, John Janzen Nature Centre) | Base: Total Answering (n=800)

B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

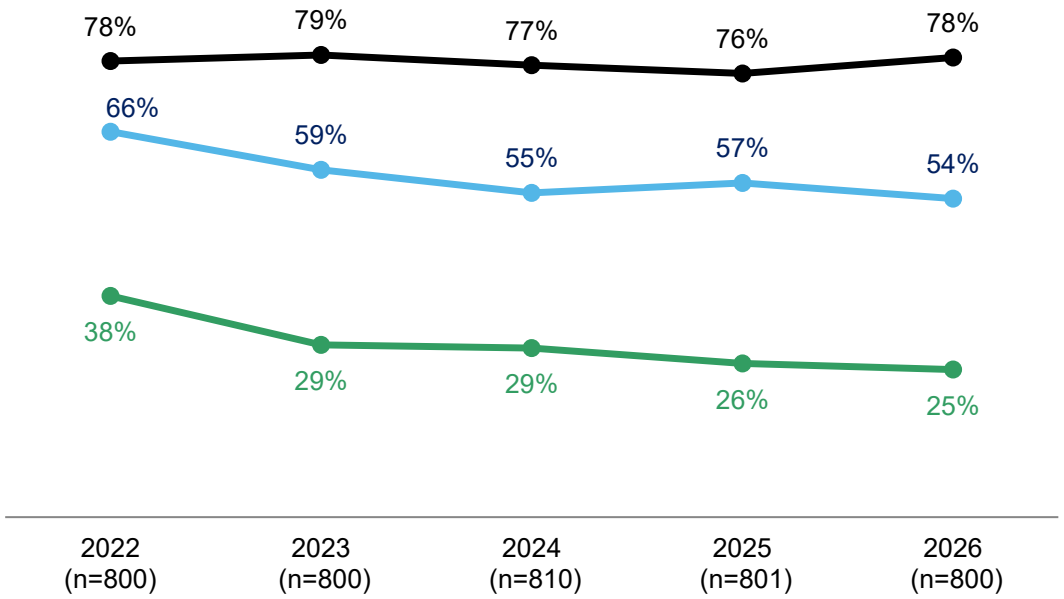
▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

City Recreation and Sport Centres

54%

Very satisfied or somewhat satisfied

-3
Compared to 2025



Reasons for Satisfaction

Satisfied (54%)

- ✓ Enjoyable experience
- ✓ Well maintained
- ✓ Friendly staff
- ✓ Easy to use / accessible to all

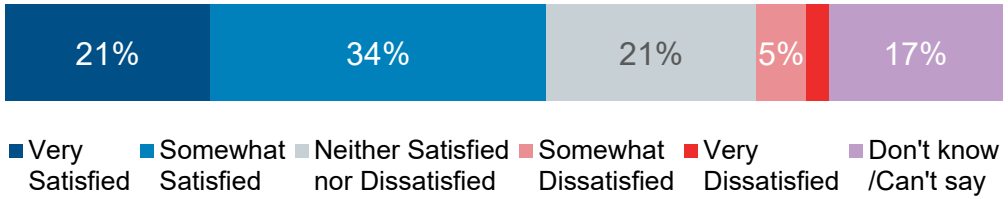
Dissatisfied (7%)

NOT REPORTED [fewer than 10 responses]

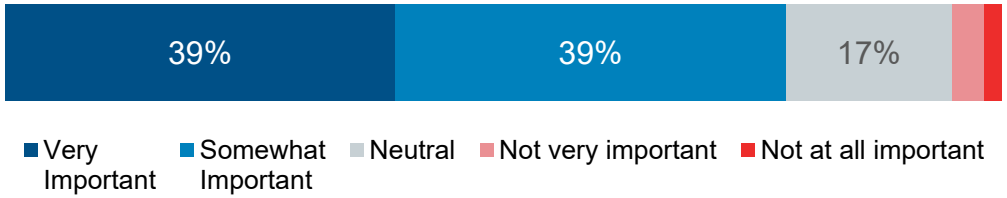
City-owned and operated recreation and sport centres (for example, Clareview Community Recreation Centre, Londonderry Leisure Centre) | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?
B4b: How important is the following program or service?
B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'? (Base: 2026 NET Satisfied n=39; NET Dissatisfied n=4)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

City Recreation and Sport Centres

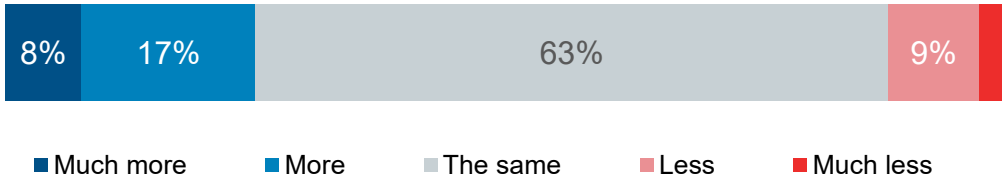
Satisfaction with delivery



Importance



Investment needed



		Satisfaction		Importance		Investment	
		Very or somewhat satisfied with delivery		Service is very or somewhat important		Want City to make much more or more investment	
Overall Compared to 2025	n=800	54%	-3	78%	+2	25%	-1
Age group							
18-34	n=228	58% ↓		78%		38%	▲
35-54	n=300	63%	▲	83% ↑	▲	27%	
55+	n=272	42%	▼	73%	▼	12%	▼
Gender							
Women	n=446	54%		81%		22%	
Men	n=338	56%		75%	▼	28%	
City region							
Central	n=130	44%	▼	73%		28%	
Northeast	n=145	68%	▲	84% ↑		25%	
Northwest	n=131	47%		71%		22%	
Southeast	n=161	55%		81%		28%	
Southwest	n=233	55%		79%		24%	
Household income							
Less than $100k/year	n=445	54%		76%	▼	25%	
$100k/year or more	n=271	58%		83%	▲	28%	

Labels <4% may not be shown

City-owned and operated recreation and sport centres (for example, Clareview Community Recreation Centre, Londonderry Leisure Centre) | Base: Total Answering (n=800)

B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

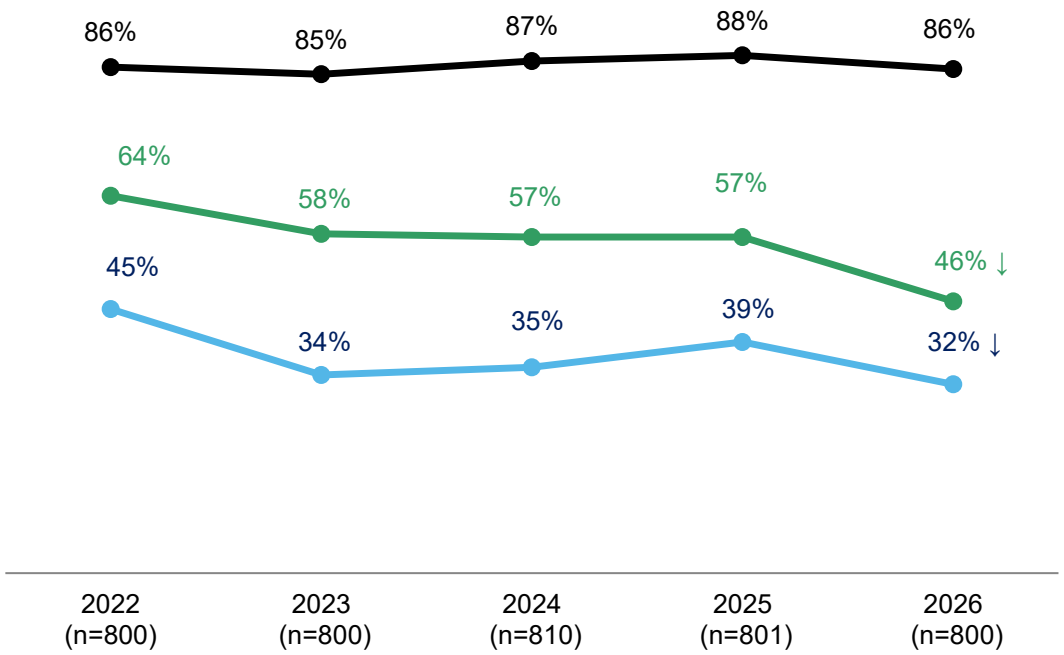
▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Community Safety

32%↓

Very satisfied or somewhat satisfied

-7
Compared to 2025



Reasons for Satisfaction

Satisfied (32%)

- ✓ Feel safe in the city
- ✓ Quick response to safety concerns
- ✓ The City is making improvements

Dissatisfied (27%)

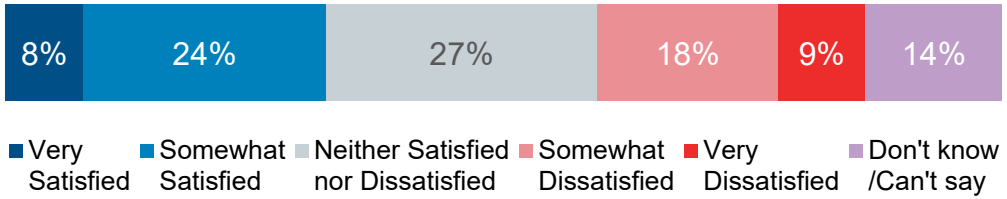
NOT REPORTED [fewer than 10 responses]

Community safety (programs that identify, prevent and respond to community safety issues) | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?
B4b: How important is the following program or service?
B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'? (Base: 2026 NET Satisfied n=18; NET Dissatisfied n=9)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

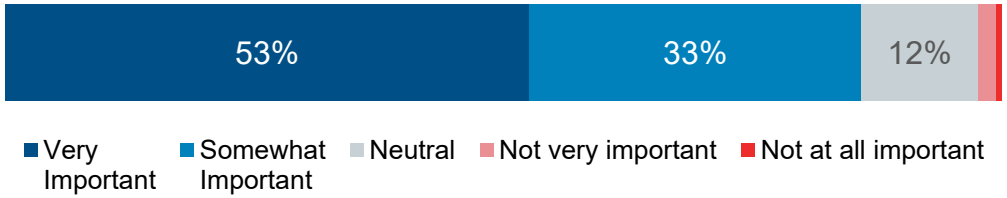
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

Community Safety

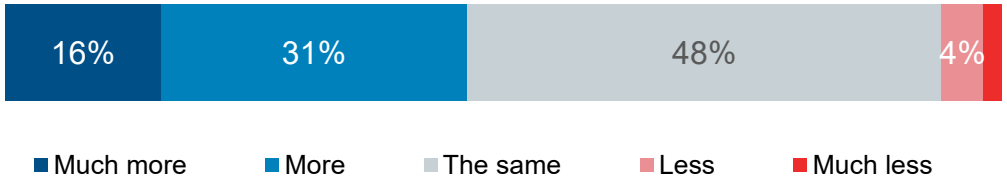
Satisfaction with delivery



Importance



Investment needed



		Satisfaction	Importance	Investment
		Very or somewhat satisfied with delivery	Service is very or somewhat important	Want City to make much more or more investment
Overall Compared to 2025	n=800	32% ↓ -7	86% -2	46% ↓ -11
Age group				
18-34	n=228	39% ▲	85%	55% ↓ ▲
35-54	n=300	32%	90% ▲	51%
55+	n=272	26% ▼	82% ▼	33% ▼
Gender				
Women	n=446	29%	88%	46% ↓
Men	n=338	36% ▲	84%	46% ↓
City region				
Central	n=130	35%	84%	48%
Northeast	n=145	36%	88%	45%
Northwest	n=131	28%	85%	39% ↓
Southeast	n=161	34%	89%	50% ↓
Southwest	n=233	30% ↓	84%	48%
Household income				
Less than $100k/year	n=445	36%	83% ▼	46%
$100k/year or more	n=271	32%	90% ▲	50%

Labels <4% may not be shown

Community safety (programs that identify, prevent and respond to community safety issues) | Base: Total Answering (n=800)

B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

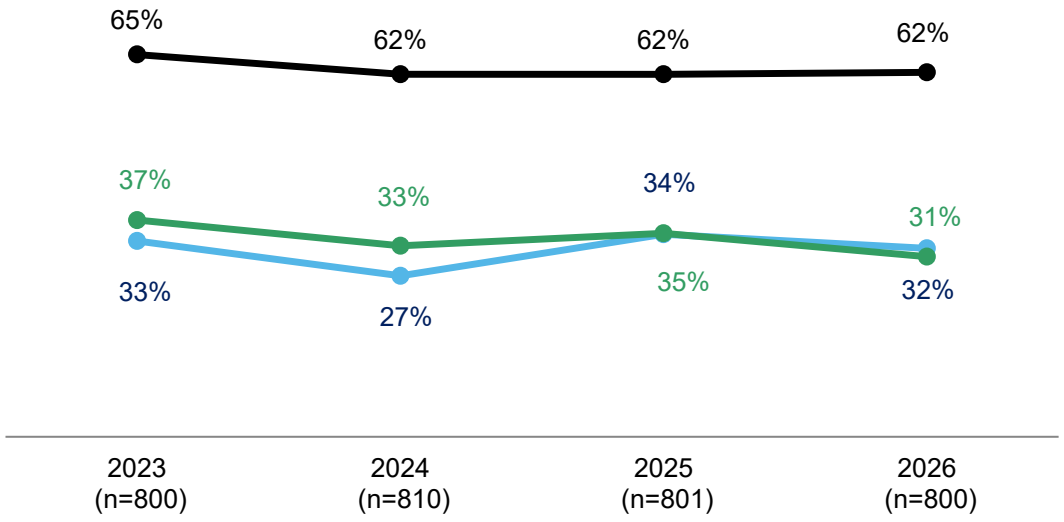
*Tracked as *'Climate action (programs that address climate change and energy transition)'* prior to 2026

Environmental and Climate Initiatives*

32%

Very satisfied or somewhat satisfied

-2
Compared to 2025



Reasons for Satisfaction

Satisfied (32%)

- ✓ Greener initiatives such as solar energy
- ✓ Signs of environmental improvements

Dissatisfied (16%)

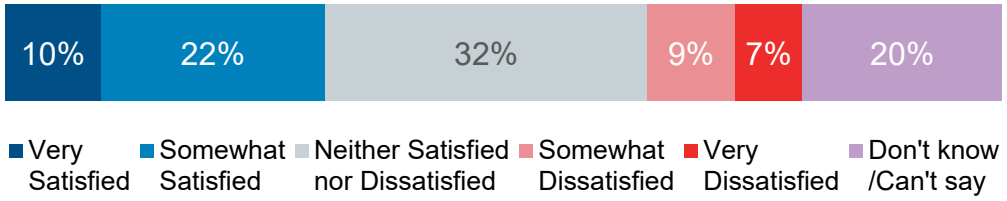
- × Lack of awareness about climate initiatives
- × Careful planning for shelter belts and green spaces

Environmental and climate initiatives | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?
B4b: How important is the following program or service?
B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'? (Base: 2026 NET Satisfied n=19; NET Dissatisfied n=11)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

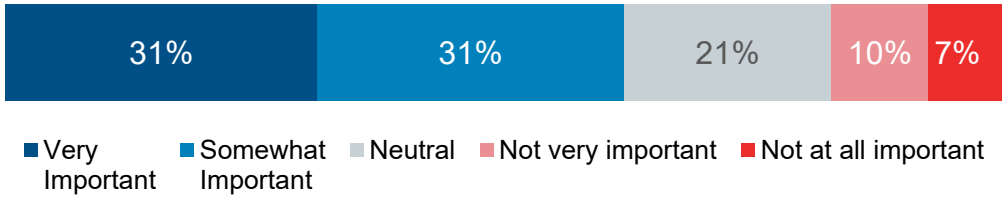
*Tracked as *'Climate action (programs that address climate change and energy transition)'* prior to 2026

Environmental and Climate Initiatives*

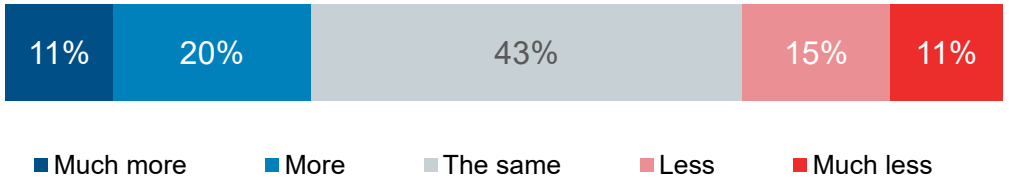
Satisfaction with delivery



Importance



Investment needed



		Satisfaction		Importance		Investment	
		Very or somewhat satisfied with delivery		Service is very or somewhat important		Want City to make much more or more investment	
Overall Compared to 2025	n=800	32%	-2	62%	No change	31%	-4
Age group							
18-34	n=228	36%		71%	▲	41% ↓	▲
35-54	n=300	32%		60%		31%	
55+	n=272	29%		56%	▼	21%	▼
Gender							
Women	n=446	29%	▼	67%	▲	29%	
Men	n=338	36%	▲	56%	▼	30%	
City region							
Central	n=130	35%		64%		29%	
Northeast	n=145	30%		64%		32%	
Northwest	n=131	30%		62%		26%	
Southeast	n=161	34%		62%		34%	
Southwest	n=233	32%		60%		31%	
Household income							
Less than $100k/year	n=445	34%		64%		32%	
$100k/year or more	n=271	33%		60%		31%	

Labels <4% may not be shown

Environmental and climate initiatives | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

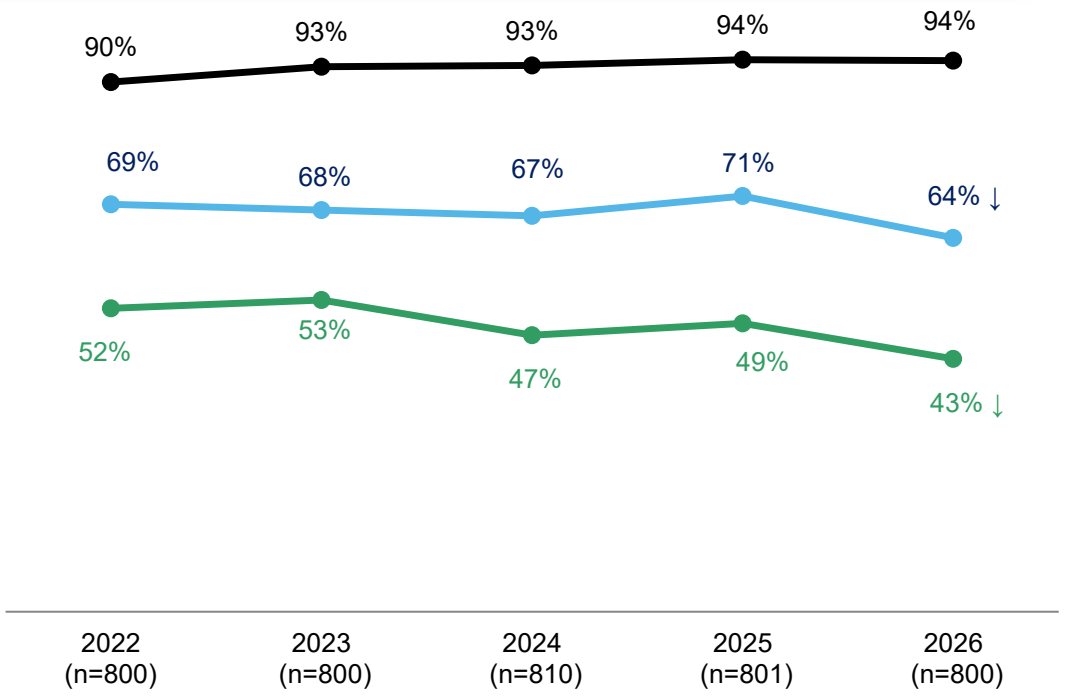
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Fire Rescue Services

64%↓
Very satisfied or somewhat satisfied

-7
Compared to 2025



Reasons for Satisfaction

Satisfied (64%)

- ✓ Quick and responsive
- ✓ Professional and helpful
- ✓ Reliable and always there when needed
- ✓ Good service / no issues

Dissatisfied (2%)

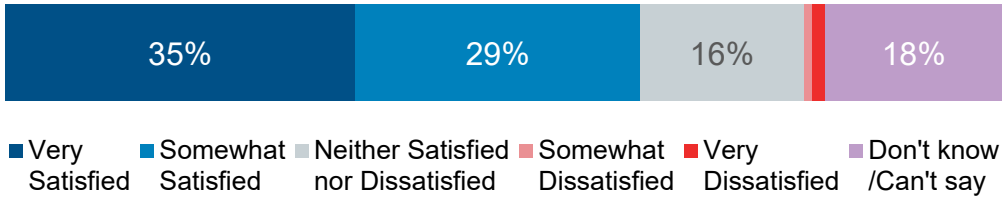
NOT REPORTED [fewer than 10 responses]

Fire Rescue Services | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?
B4b: How important is the following program or service?
B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'? (Base: 2026 NET Satisfied n=44; NET Dissatisfied n=3)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

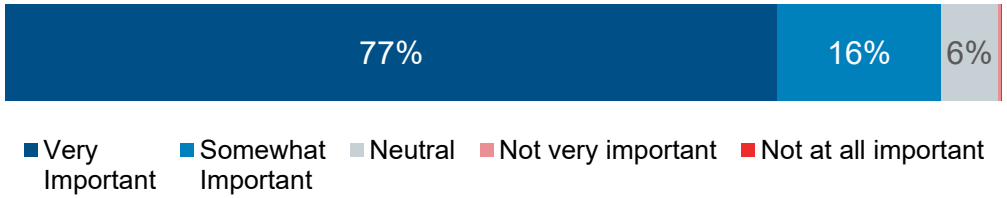
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

Fire Rescue Services

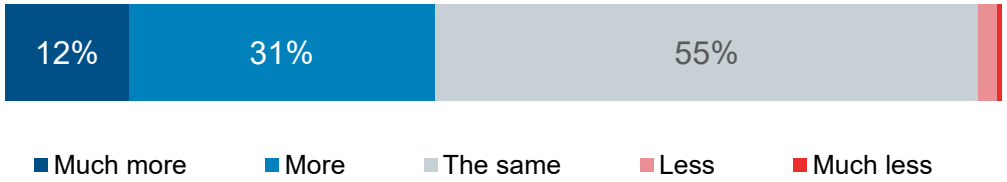
Satisfaction with delivery



Importance



Investment needed



		Satisfaction	Importance	Investment
		Very or somewhat satisfied with delivery	Service is very or somewhat important	Want City to make much more or more investment
Overall Compared to 2025	n=800	64% ↓ -7	94% No change	43% ↓ -6
Age group				
18-34	n=228	59% ↓	88% ▼	38% ↓
35-54	n=300	61%	96% ▲	42%
55+	n=272	71% ▲	97% ▲	49% ▲
Gender				
Women	n=446	60% ↓	94%	41% ↓
Men	n=338	67%	93%	46%
City region				
Central	n=130	68%	95%	42%
Northeast	n=145	72% ▲	94%	46%
Northwest	n=131	62%	93%	43%
Southeast	n=161	61% ↓	93%	44% ↓
Southwest	n=233	61%	94%	42%
Household income				
Less than $100k/year	n=445	63%	91% ▼	43%
$100k/year or more	n=271	65%	96% ▲	40%

Labels <4% may not be shown

Fire Rescue Services | Base: Total Answering (n=800)

B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

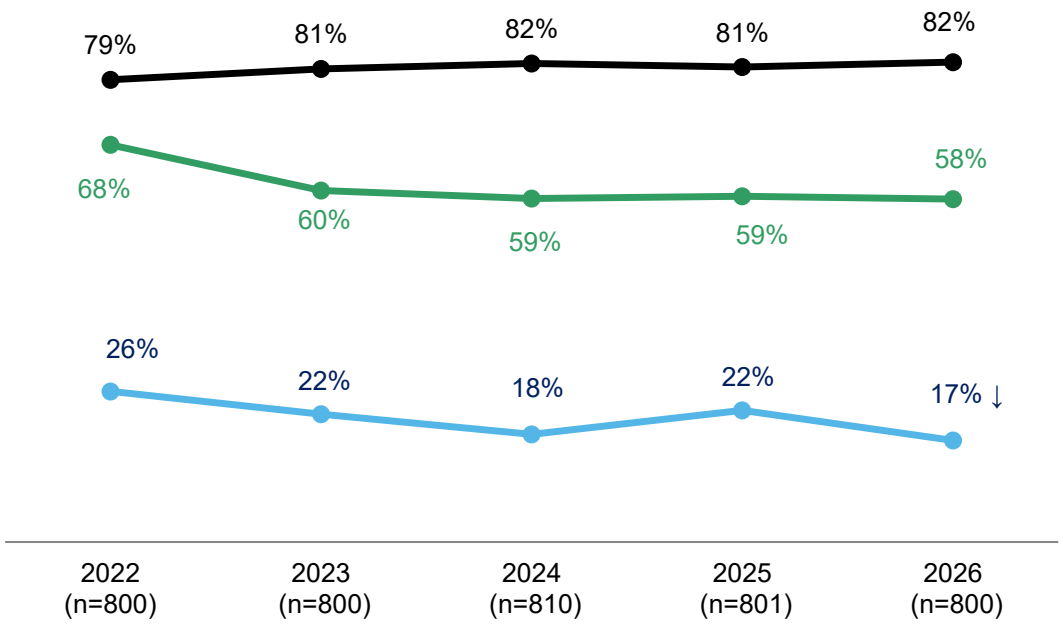
▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Homelessness Response and Support

17%↓

Very satisfied or somewhat satisfied

-5
Compared to 2025



Reasons for Satisfaction

Satisfied (17%)

- ✓ Availability of shelters or housing for homeless
- ✓ Initial emergency support programs

Dissatisfied (53%)

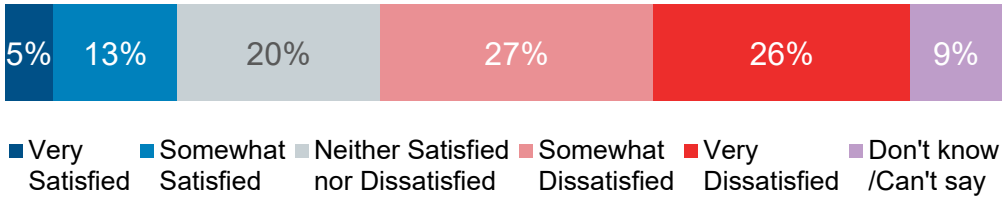
- × Feel unsafe, especially downtown
- × Too many homeless people / encampments everywhere
- × Not enough support and resources (like housing, social services, funding)

Homelessness response and support | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?
B4b: How important is the following program or service?
B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'? (Base: 2026 NET Satisfied n=14; NET Dissatisfied n=40)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

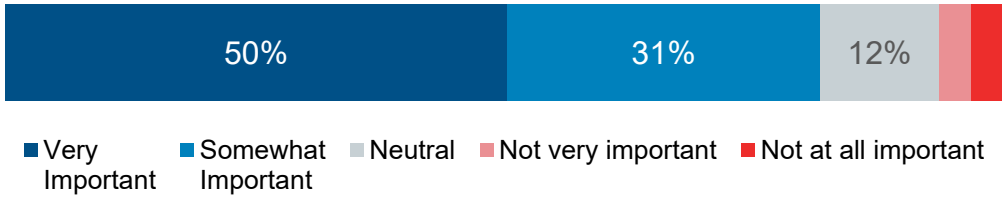
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

Homelessness Response and Support

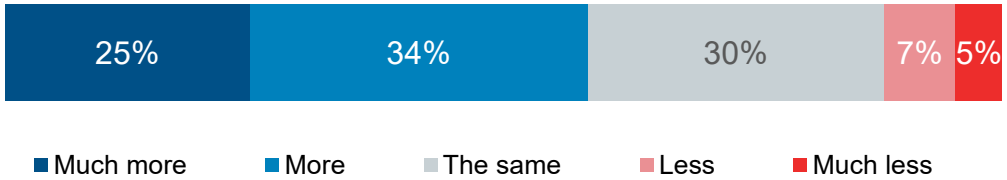
Satisfaction with delivery



Importance



Investment needed



		Satisfaction	Importance	Investment
		Very or somewhat satisfied with delivery	Service is very or somewhat important	Want City to make much more or more investment
Overall Compared to 2025	n=800	17% ↓ -5	82% +1	58% -1
Age group				
18-34	n=228	22% ▲	84%	67% ↓ ▲
35-54	n=300	14% ↓	83%	62%
55+	n=272	17%	78%	47% ▼
Gender				
Women	n=446	13% ↓ ▼	87% ▲	61%
Men	n=338	22% ▲	76% ▼	54% ▼
City region				
Central	n=130	19%	84%	63%
Northeast	n=145	22%	88% ▲	65%
Northwest	n=131	15%	81%	58%
Southeast	n=161	20%	83%	58%
Southwest	n=233	14% ↓	78%	54%
Household income				
Less than $100k/year	n=445	18%	82%	60%
$100k/year or more	n=271	19%	85%	60%

Labels <4% may not be shown

Homelessness response and support | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

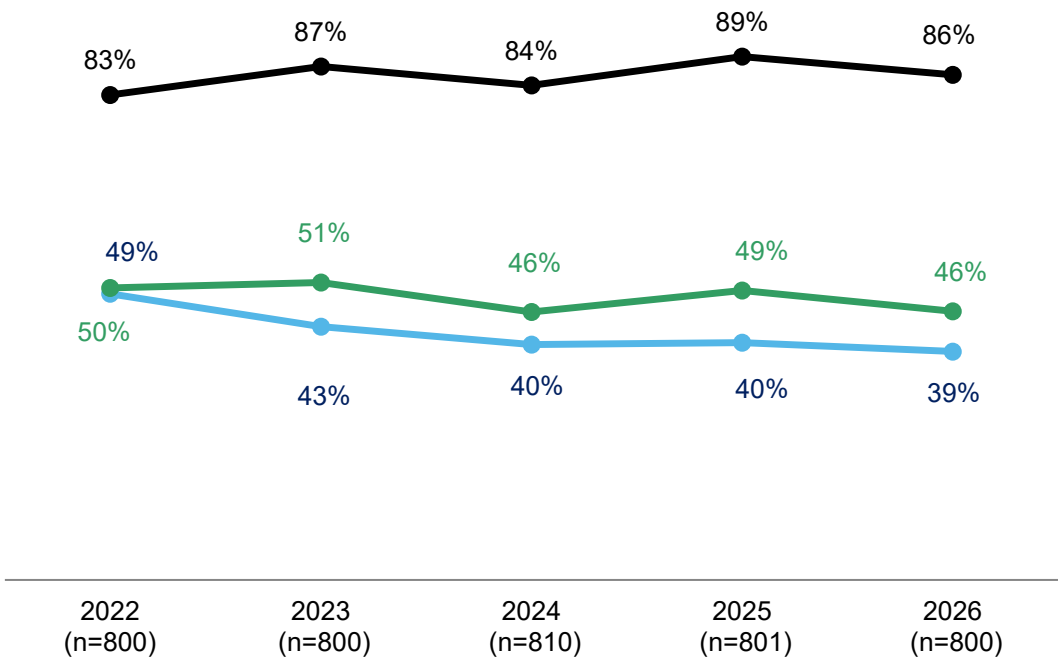
▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Infrastructure Delivery

39%

Very satisfied or somewhat satisfied

-1
Compared to 2025



Reasons for Satisfaction

Satisfied (39%)

- ✓ Lots of parks and community facilities
- ✓ Safety and security
- ✓ Easy transportation / LRT expansion

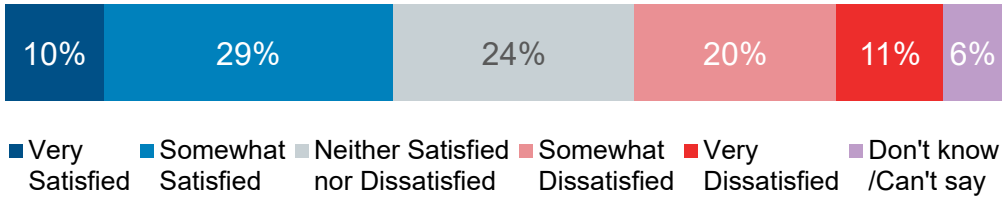
Dissatisfied (31%)

- × Takes too long to complete
- × Too much construction
- × Poor road maintenance
- × Poor project planning
- × Infrastructure not keeping up with population growth

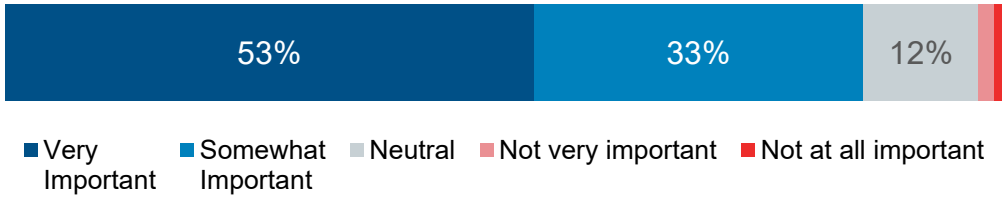
Infrastructure delivery (building recreation centres, fire halls, LRT, parks, roads and bridges) | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?
B4b: How important is the following program or service?
B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'? (Base: 2026 NET Satisfied n=22; NET Dissatisfied n=25)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

Infrastructure Delivery

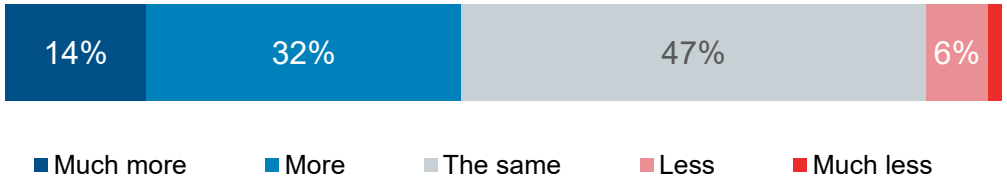
Satisfaction with delivery



Importance



Investment needed



		Satisfaction		Importance		Investment	
		Very or somewhat satisfied with delivery		Service is very or somewhat important		Want City to make much more or more investment	
Overall Compared to 2025	n=800	39%	-1	86%	-3	46%	-3
Age group							
18-34	n=228	43%		83%		49%	
35-54	n=300	44%		92%	▲	48%	
55+	n=272	30%	▼	82% ↓		41%	
Gender							
Women	n=446	37%		89%	▲	42%	▼
Men	n=338	41%		83%	▼	49%	
City region							
Central	n=130	43%		86%		41%	
Northeast	n=145	41%		88%		42%	
Northwest	n=131	31%		82%		47%	
Southeast	n=161	46%		89%		48%	
Southwest	n=233	36%		86%		47%	
Household income							
Less than $100k/year	n=445	40%		84%		45%	
$100k/year or more	n=271	40%		88%		48%	

Labels <4% may not be shown

Infrastructure delivery (building recreation centres, fire halls, LRT, parks, roads and bridges) | Base: Total Answering (n=800)

B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

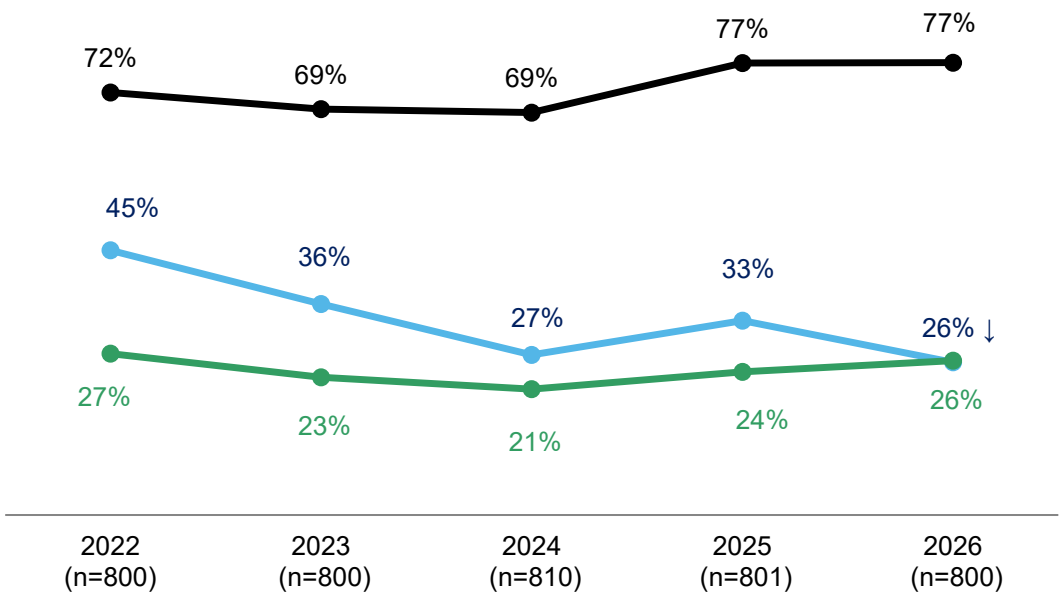
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Land-use Planning

26%↓
Very satisfied or somewhat satisfied

-7
Compared to 2025



Reasons for Satisfaction

Satisfied (26%)
- ✓ Proactive planning
- ✓ Better use of empty spaces

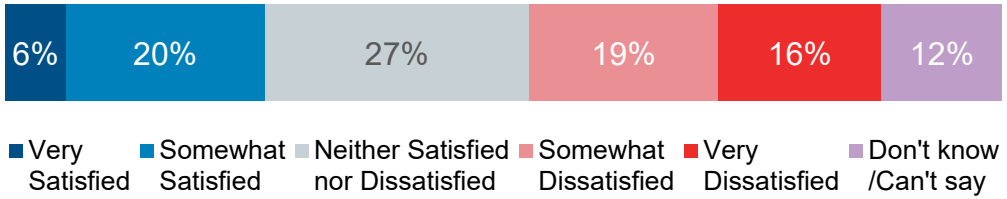
Dissatisfied (35%)
- × Too much infill development
- × Disrupting old or mature neighbourhoods
- × Poor planning
- × No input from the community
- × Parking and traffic concerns

Land-use planning (planning policies and regulations informing the use of land such as neighbourhood plans, zoning and subdivisions) | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?
B4b: How important is the following program or service?
B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'? (Base: 2026 NET Satisfied n=17; NET Dissatisfied n=35)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

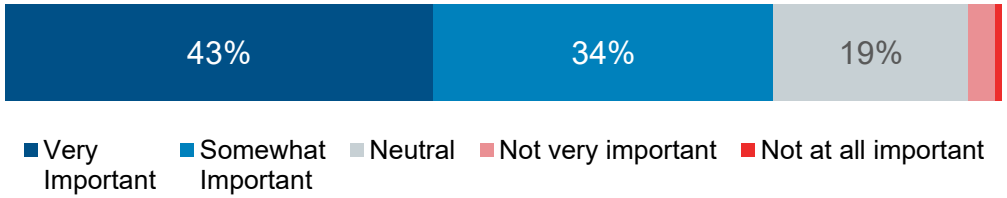
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

Land-use Planning

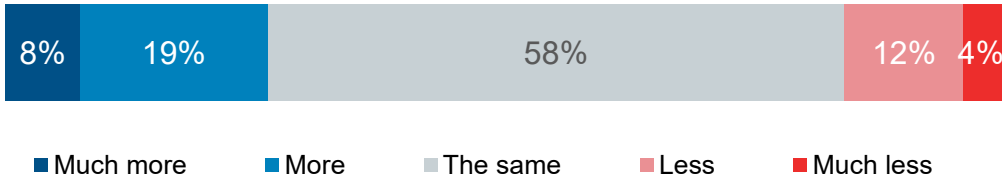
Satisfaction with delivery



Importance



Investment needed



Labels <4% may not be shown

		Satisfaction		Importance		Investment	
		Very or somewhat satisfied with delivery		Service is very or somewhat important		Want City to make much more or more investment	
Overall Compared to 2025	n=800	26% ↓	-7	77%	No change	26%	+2
Age group							
18-34	n=228	34%	▲	71%	▼	31%	
35-54	n=300	27%		77%		26%	
55+	n=272	18% ↓	▼	83%	▲	22%	
Gender							
Women	n=446	20% ↓	▼	76%		23%	▼
Men	n=338	32%	▲	78%		31%	▲
City region							
Central	n=130	35%	▲	75%		19%	
Northeast	n=145	36%	▲	77%		23%	
Northwest	n=131	21%		71%		24%	
Southeast	n=161	19% ↓	▼	82%		29%	
Southwest	n=233	24%		78%		30%	
Household income							
Less than $100k/year	n=445	28%		76%		28%	
$100k/year or more	n=271	26%		78%		26%	

Land-use planning (planning policies and regulations informing the use of land such as neighbourhood plans, zoning and subdivisions) | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

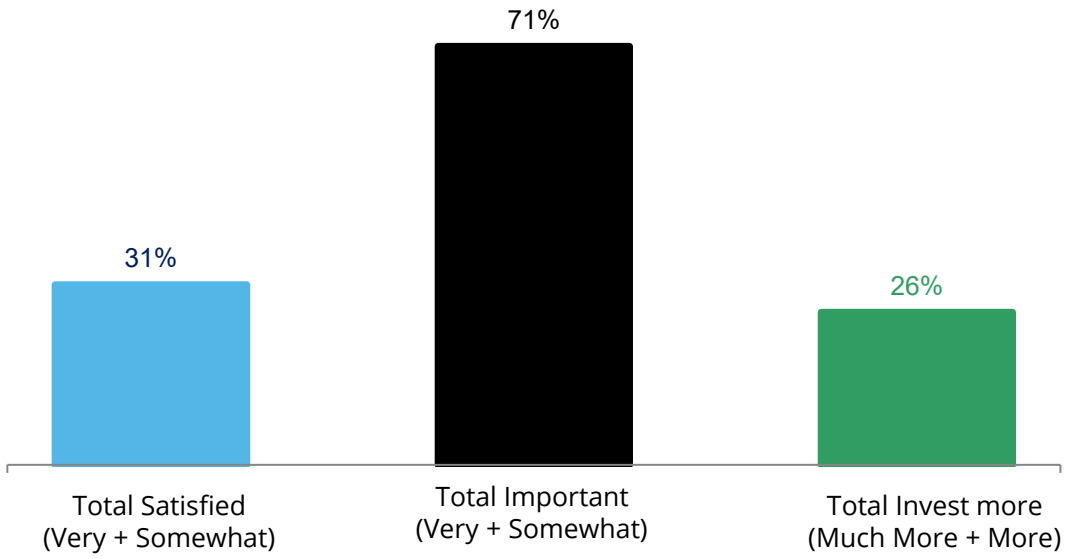
▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

* Not tracked prior to 2026

On-street Parking*

31%

Very satisfied or somewhat satisfied with on-street parking*



Reasons for Satisfaction

Satisfied (31%)

✓ Available when needed

Dissatisfied (39%)

× Not enough / barely any street parking

× Parking in downtown is expensive

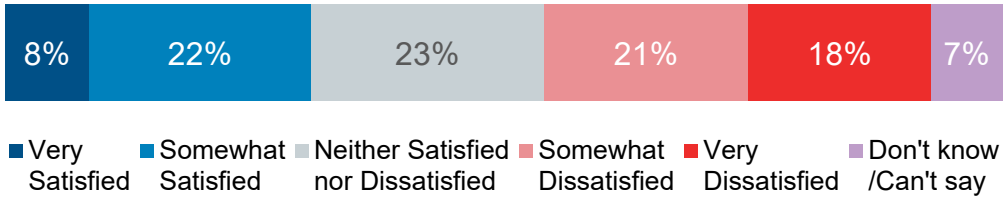
× Abandoned cars

On-street parking | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?
B4b: How important is the following program or service?
B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'?]'? (Base: 2026 NET Satisfied n=13; NET Dissatisfied n=24)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

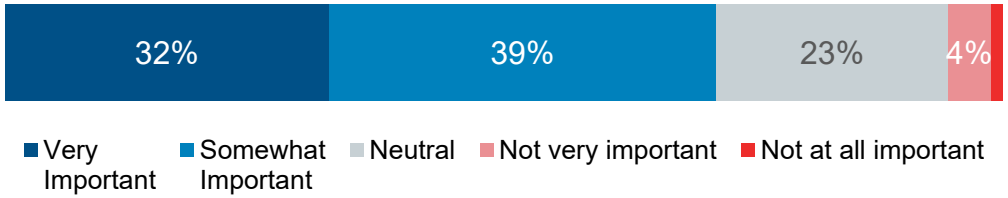
* Not tracked prior to 2026

On-street Parking*

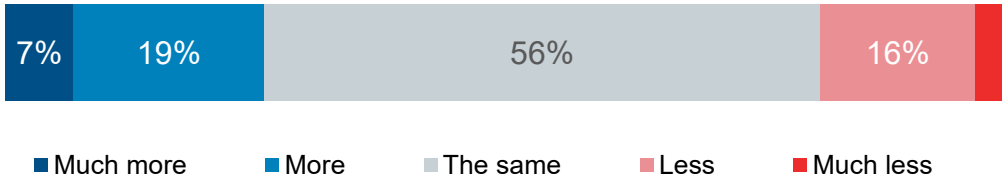
Satisfaction with delivery



Importance



Investment needed



		Satisfaction	Importance	Investment
		Very or somewhat satisfied with delivery	Service is very or somewhat important	Want City to make much more or more investment
Overall	n=800	31%	71%	26%
Age group				
18-34	n=228	37% ▲	73%	29%
35-54	n=300	33%	67%	25%
55+	n=272	22% ▼	74%	24%
Gender				
Women	n=446	27%	74%	26%
Men	n=338	34%	69%	27%
City region				
Central	n=130	32%	69%	32%
Northeast	n=145	37%	74%	23%
Northwest	n=131	27%	73%	24%
Southeast	n=161	33%	71%	25%
Southwest	n=233	27%	70%	27%
Household income				
Less than $100k/year	n=445	32%	72%	30% ▲
$100k/year or more	n=271	31%	69%	22% ▼

Labels <4% may not be shown

On-street parking | Base: Total Answering (n=800)

B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

▲ Statistically higher ▼ Statistically lower

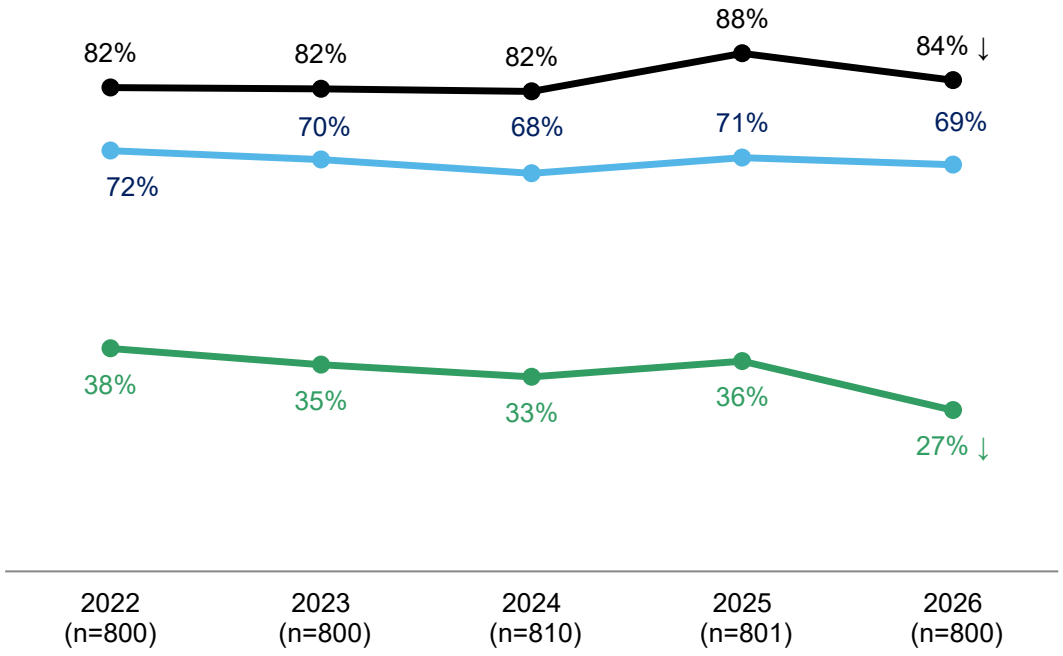
Compared to other groups combined at 95% Confidence level

Parks, Sports Fields and Green Spaces

69%

-2
Compared to 2025

Very satisfied or somewhat satisfied with the parks, sports fields and green spaces



Reasons for Satisfaction

Satisfied (69%)

- ✓ Well-maintained
- ✓ Availability / plenty of green spaces

Dissatisfied (9%)

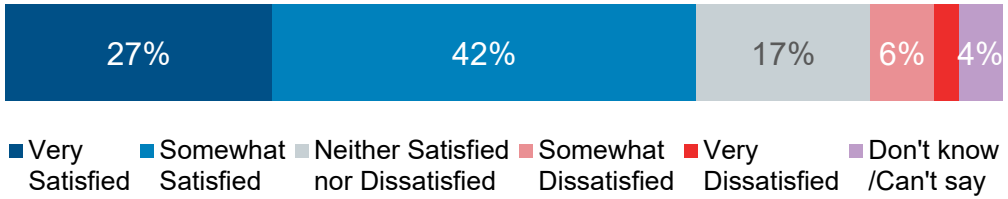
NOT REPORTED [fewer than 10 responses]

Parks, sports fields and green spaces | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?
B4b: How important is the following program or service?
B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'? (Base: 2026 NET Satisfied n=45; NET Dissatisfied n=4)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

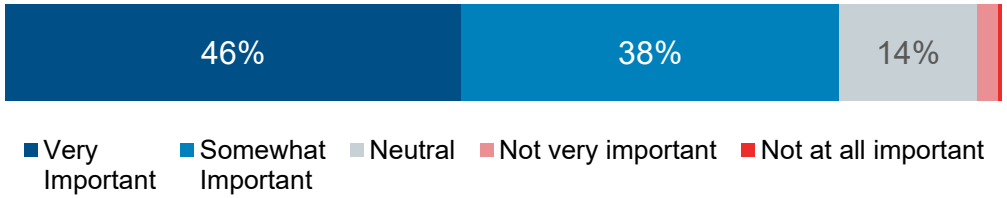
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

Parks, Sports Fields and Green Spaces

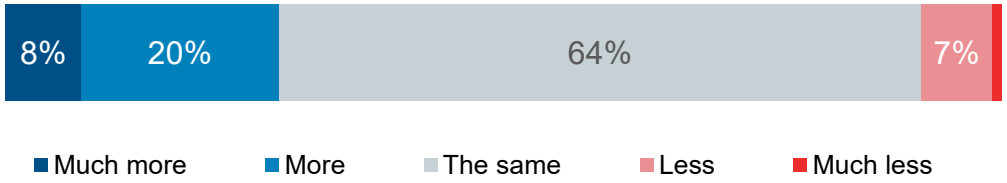
Satisfaction with delivery



Importance



Investment needed



		Satisfaction	Importance	Investment
		Very or somewhat satisfied with delivery	Service is very or somewhat important	Want City to make much more or more investment
Overall Compared to 2025	n=800	69% -2	84% -4	27% ↓ -9
Age group				
18-34	n=228	71% ↓	85%	37% ↓ ▲
35-54	n=300	78% ▲	88% ▲	27% ↓
55+	n=272	59% ▼	78% ↓ ▼	18% ▼
Gender				
Women	n=446	69%	86%	24% ↓
Men	n=338	70%	81%	31%
City region				
Central	n=130	72%	89%	33%
Northeast	n=145	69%	84%	27%
Northwest	n=131	63%	70% ↓ ▼	25%
Southeast	n=161	74%	90% ▲	32%
Southwest	n=233	69%	85%	24%
Household income				
Less than $100k/year	n=445	68%	81% ▼	29%
$100k/year or more	n=271	73%	89% ▲	29%

Labels <4% may not be shown

Parks, sports fields and green spaces | Base: Total Answering (n=800)

B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

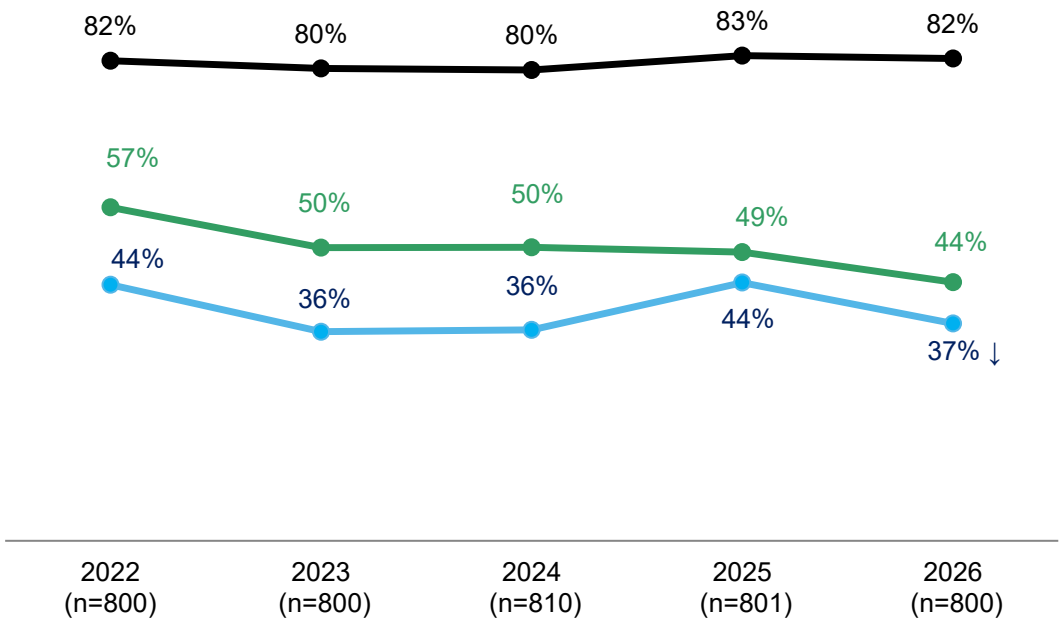
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Public Transit

37%↓
Very satisfied or somewhat satisfied

-7
Compared to 2025



Reasons for Satisfaction

Satisfied (37%)

- ✓ Frequent service
- ✓ Professional and courteous drivers
- ✓ All good / satisfied with the service

Dissatisfied (31%)

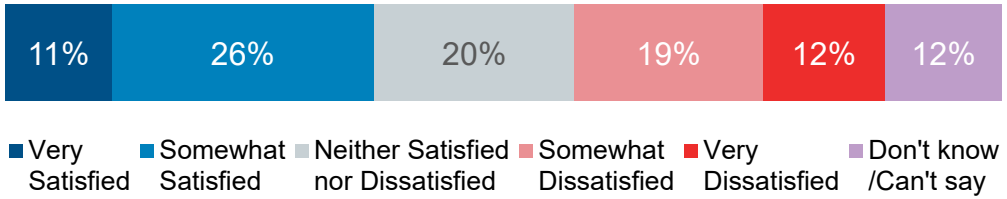
- × Unsafe due to homelessness, drug use, and unpredictable behaviour
- × Poor infrastructure (like parking)
- × Not enough routes available, or routes have been reduced
- × Long wait times

Public transit (LRT, bus and DATS) | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?
B4b: How important is the following program or service?
B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'? (Base: 2026 NET Satisfied n=26; NET Dissatisfied n=16)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

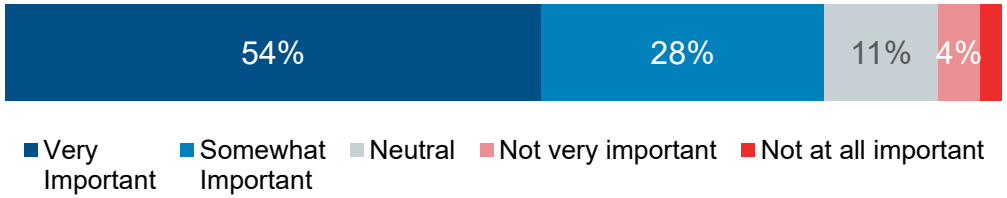
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

Public Transit

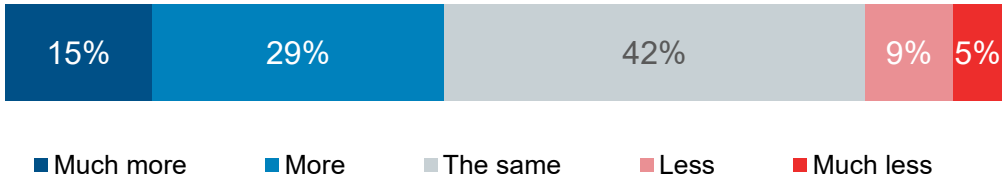
Satisfaction with delivery



Importance



Investment needed



		Satisfaction		Importance		Investment	
		Very or somewhat satisfied with delivery		Service is very or somewhat important		Want City to make much more or more investment	
Overall Compared to 2025	n=800	37% ↓	-7	82%	-1	44%	-5
Age group							
18-34	n=228	43%	▲	90%	▲	59% ↓	▲
35-54	n=300	36%		84%		45%	
55+	n=272	32%	▼	73%	▼	29%	▼
Gender							
Women	n=446	31% ↓	▼	84%		43% ↓	
Men	n=338	44%	▲	80%		43%	
City region							
Central	n=130	52%	▲	83% ↓		57%	▲
Northeast	n=145	34%		82%		44%	
Northwest	n=131	29%		80%		43%	
Southeast	n=161	41%		86%		45%	
Southwest	n=233	34% ↓		80%		39%	
Household income							
Less than $100k/year	n=445	42%		84%		48%	
$100k/year or more	n=271	35%		82%		41%	

Labels <4% may not be shown

Public transit (LRT, bus and DATS) | Base: Total Answering (n=800)

B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

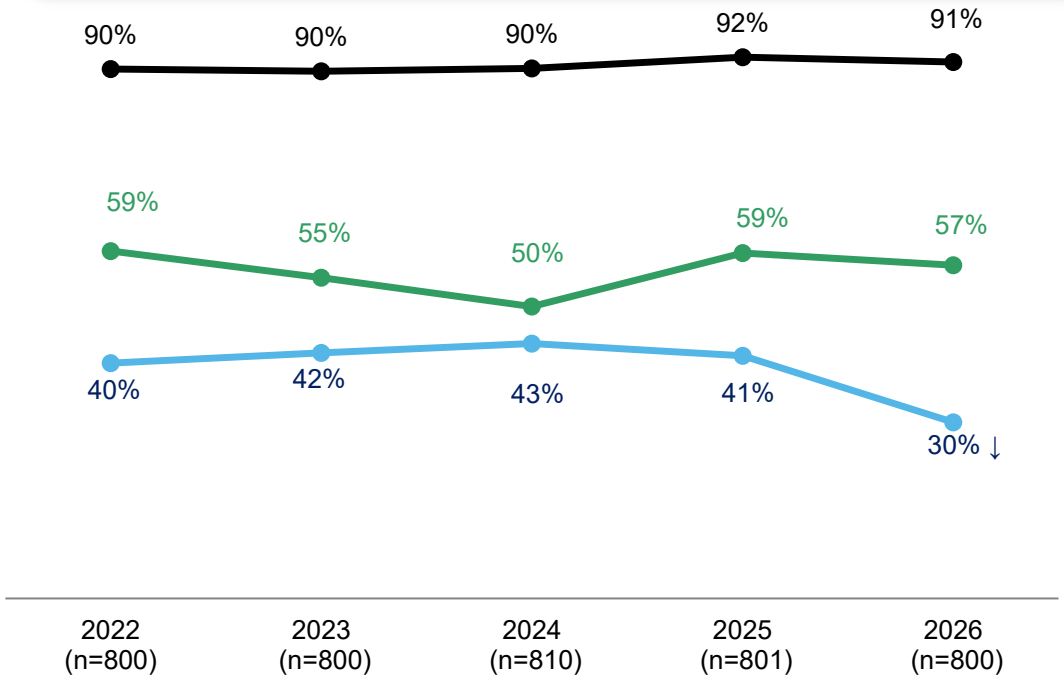
* Tracked as '*Spring and summer road maintenance (pothole repair and street sweeping)*' prior to 2026

Summer Road and Pathway Maintenance*

30%↓

Very satisfied or somewhat satisfied

-11
Compared to 2025



Reasons for Satisfaction

Satisfied

- ✓ Well-maintained
- ✓ Safe

Dissatisfied

- × Poor road and sidewalk conditions (lots of potholes / bumpy roads / cracked sidewalks)
- × Delayed road and sidewalk repairs
- × Road construction takes too long

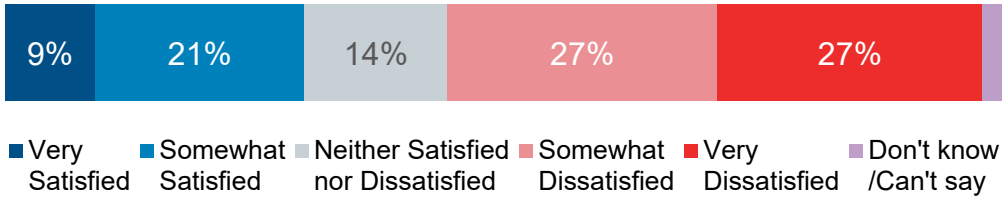
Summer road and pathway maintenance (pothole, sidewalk and pathway repair and street sweeping) | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?
B4b: How important is the following program or service?
B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'? (Base: 2026 NET Satisfied n=14; NET Dissatisfied n=40)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

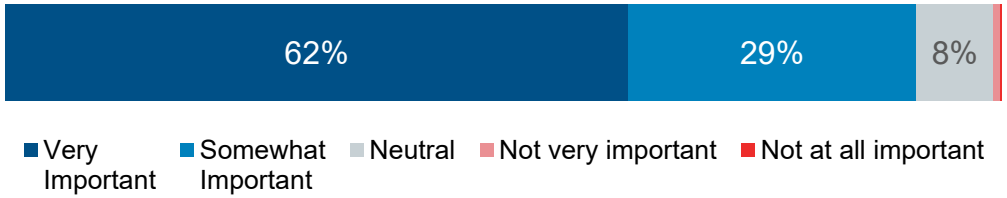
* Tracked as *'Spring and summer road maintenance (pothole repair and street sweeping)'* prior to 2026

Summer Road and Pathway Maintenance*

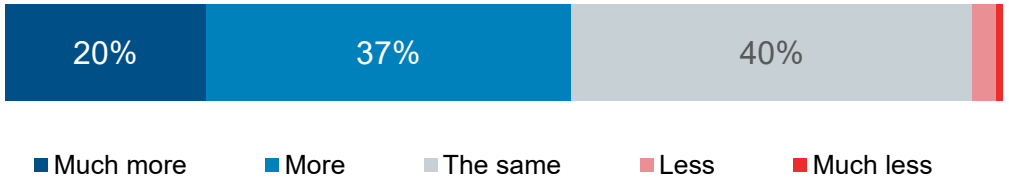
Satisfaction with delivery



Importance



Investment needed



		Satisfaction		Importance		Investment	
		Very or somewhat satisfied with delivery		Service is very or somewhat important		Want City to make much more or more investment	
Overall Compared to 2025	n=800	30% ↓	-11	91%	-1	57%	-2
Age group							
18-34	n=228	38% ↓	▲	85%	▼	57%	
35-54	n=300	27% ↓		94%	▲	61%	
55+	n=272	26% ↓		94%	▲	51%	▼
Gender							
Women	n=446	28% ↓		93%		56%	
Men	n=338	31% ↓		89%	▼	59%	
City region							
Central	n=130	37%		91%		49%	
Northeast	n=145	37%		93%		58%	
Northwest	n=131	24% ↓		90%		61%	
Southeast	n=161	31%		90%		57%	
Southwest	n=233	27% ↓		93%		57%	
Household income							
Less than $100k/year	n=445	33%		88%	▼	55%	
$100k/year or more	n=271	29%		96%	▲	60%	

Labels <4% may not be shown

Summer road and pathway maintenance (pothole, sidewalk and pathway repair and street sweeping) | Base: Total Answering (n=800)

B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

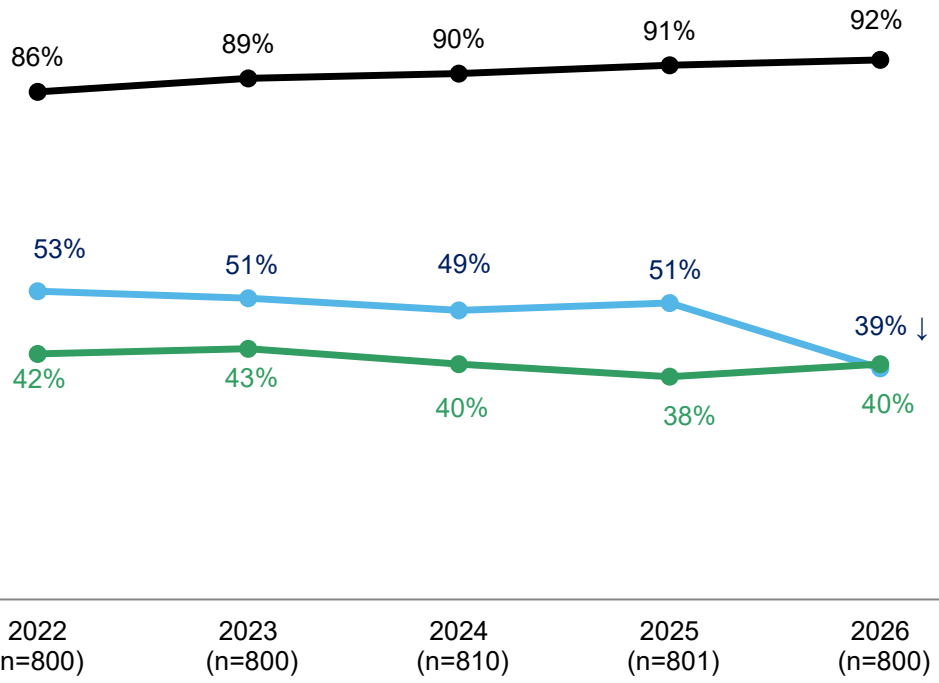
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Traffic Safety, Flow and Controls

39%↓
Very satisfied or somewhat satisfied

-12
Compared to 2025



Reasons for Satisfaction

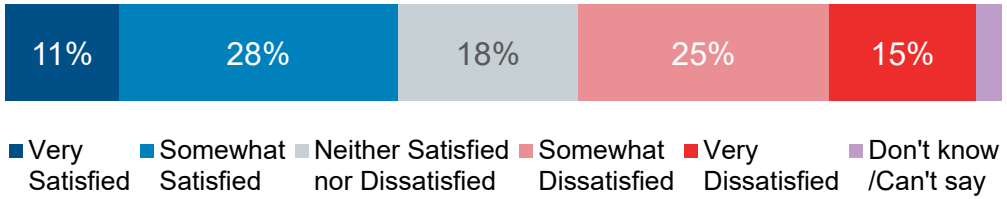
Satisfied (39%)
- ✓ Informative traffic signs
- ✓ Appropriate signage
- ✓ Well-maintained infrastructure
- ✓ Good traffic system

Dissatisfied (40%)
- × Too much construction or road closures
- × Traffic lights are too long or uncoordinated
- × Poor signage or confusing signs
- × People ignore the rules
- × Too much traffic or delays

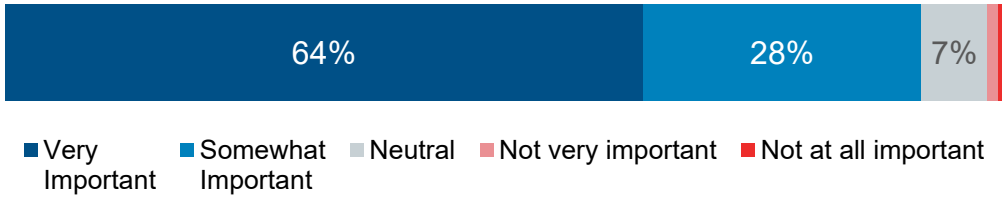
Traffic safety, flow and controls (traffic lights, speed limits and signage) | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?
B4b: How important is the following program or service?
B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'? (Base: 2026 NET Satisfied n=29; NET Dissatisfied n=28)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

Traffic Safety, Flow and Controls

Satisfaction with delivery



Importance



Investment needed

		Satisfaction	Importance	Investment
		Very or somewhat satisfied with delivery	Service is very or somewhat important	Want City to make much more or more investment
Overall	n=800	39% ↓ -12	92% +1	40% +2
Age group				
18-34	n=228	45% ↓	89%	37%
35-54	n=300	42%	93%	46% ▲
55+	n=272	32% ↓ ▼	94%	36%
Gender				
Women	n=446	37% ↓	93%	38%
Men	n=338	42% ↓	91%	41%
City region				
Central	n=130	38% ↓	90%	34%
Northeast	n=145	45%	91%	43%
Northwest	n=131	34%	91%	43%
Southeast	n=161	42% ↓	92%	36%
Southwest	n=233	38% ↓	94%	42%
Household income				
Less than $100k/year	n=445	40%	91%	41%
$100k/year or more	n=271	42%	93%	39%

Labels <4% may not be shown

Traffic safety, flow and controls (traffic lights, speed limits and signage) | Base: Total Answering (n=800)

B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

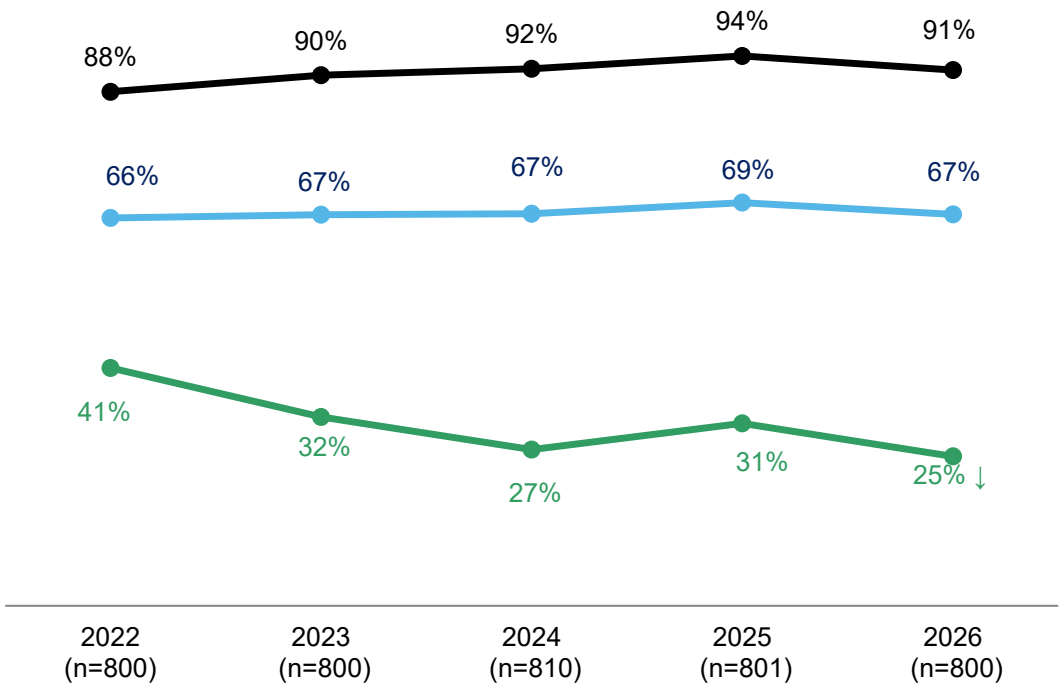
▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Waste Collection

67%

Very satisfied or somewhat satisfied

-2
Compared to 2025



Reasons for Satisfaction

Satisfied (67%)

- ✓ Reliable
- ✓ On-time
- ✓ Well-structured or organized
- ✓ Good service / no issues

Dissatisfied (17%)

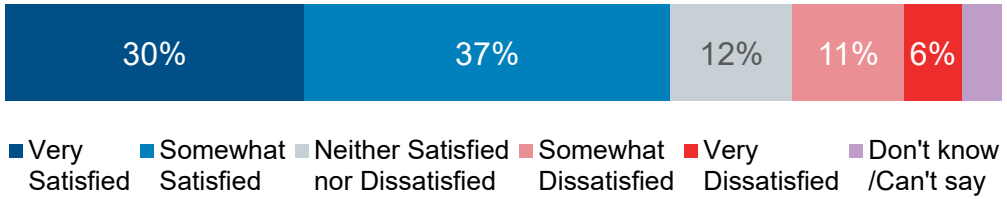
- × High collection fees
- × Pickup frequency too low
- × Inconsistent or delayed pickup
- × Overflowing garbage bins / garbage left behind

Waste collection | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?
B4b: How important is the following program or service?
B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'? (Base: 2026 NET Satisfied n=49; NET Dissatisfied n=16)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

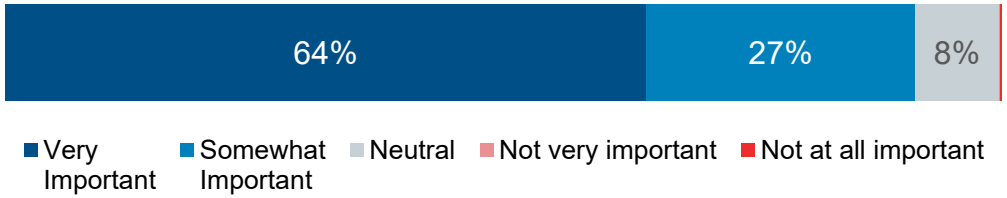
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

Waste Collection

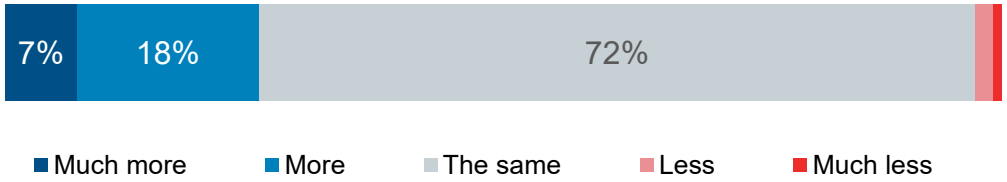
Satisfaction with delivery



Importance



Investment needed



		Satisfaction	Importance	Investment
		Very or somewhat satisfied with delivery	Service is very or somewhat important	Want City to make much more or more investment
Overall Compared to 2025	n=800	67% -2	91% -3	25% ↓ -6
Age group				
18-34	n=228	59% ↓ ▼	86% ↓ ▼	38% ▲
35-54	n=300	70%	94%	24% ↓
55+	n=272	71%	94%	15% ▼
Gender				
Women	n=446	65%	91% ↓	23%
Men	n=338	69%	92%	28%
City region				
Central	n=130	65%	86% ↓	25%
Northeast	n=145	68%	93%	30%
Northwest	n=131	57% ↓ ▼	91%	23%
Southeast	n=161	69%	92%	29%
Southwest	n=233	70%	92%	22%
Household income				
Less than $100k/year	n=445	60% ▼	89%	28%
$100k/year or more	n=271	76% ▲	94%	25%

Labels <4% may not be shown

Waste collection | Base: Total Answering (n=800)

B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

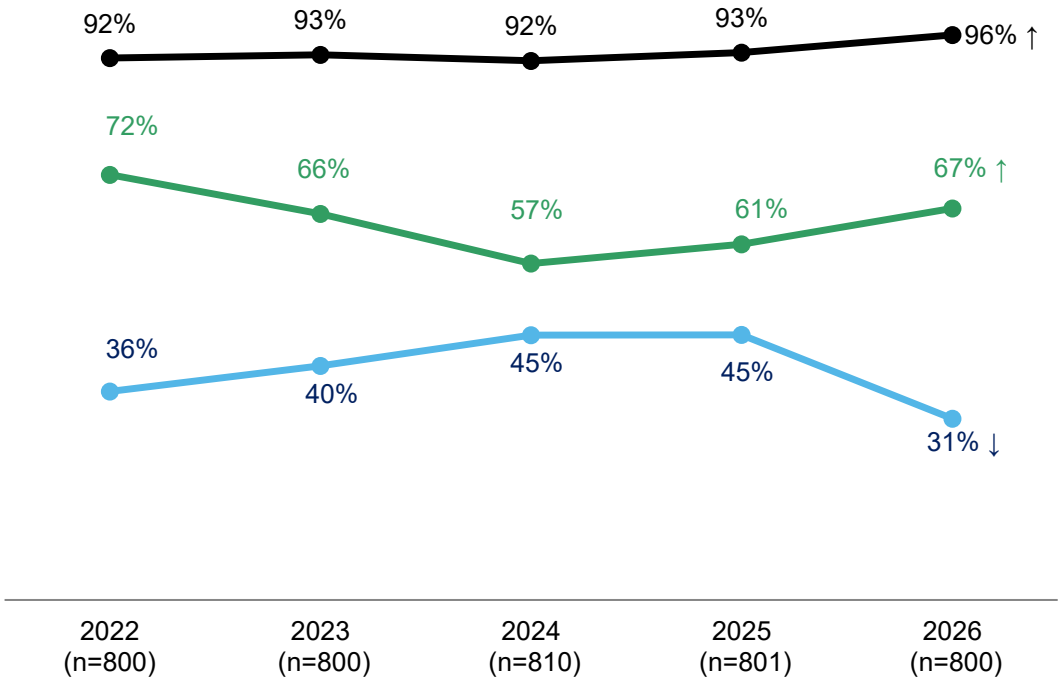
* Tracked as '*Winter road maintenance (snow clearing)*' prior to 2026

Winter Road and Pathway Maintenance*

31%↓

Very satisfied or somewhat satisfied

-14
Compared to 2025



Reasons for Satisfaction

Satisfied (31%)

- ✓ Quick response
- ✓ Roads are cleared consistently

Dissatisfied (54%)

- × Roads and sidewalks are not cleared on time
- × Snow clearing takes longer than it used to
- × Priority given to bike lanes over roads and sidewalks

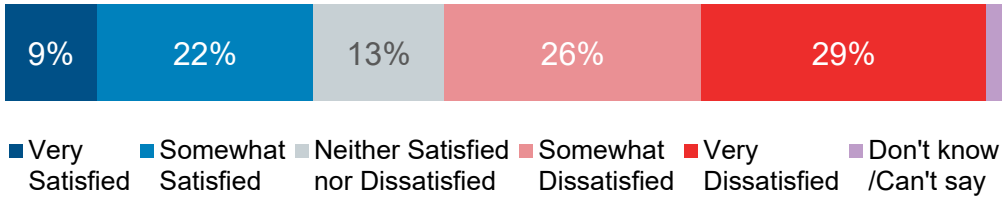
Winter road and pathway maintenance (snow clearing on roads, sidewalks, shared-use paths and trails) | Base: Total Answering (n=800)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service?
B4b: How important is the following program or service?
B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?
B4aa: What is the reason for your rating '[Service satisfaction rating]'? (Base: 2026 NET Satisfied n=22; NET Dissatisfied n=32)
NOTE: B4aa was asked in relation to one randomly selected service that was rated positively or negatively by the respondents (i.e., excluding neutral and don't know responses). Qualitative themes are based on a small number of responses and should be interpreted with caution.

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

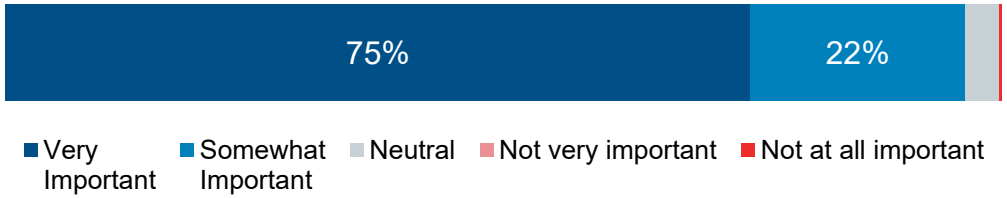
* Tracked as '*Winter road maintenance (snow clearing)*' prior to 2026

Winter Road and Pathway Maintenance*

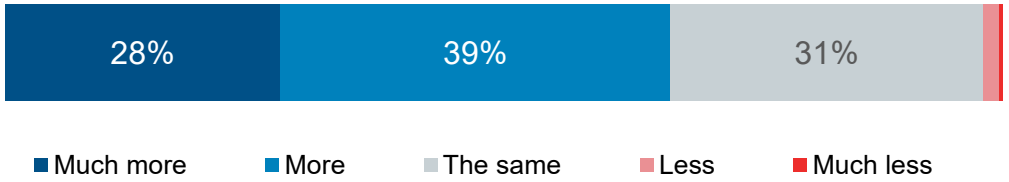
Satisfaction with delivery



Importance



Investment needed



		Satisfaction	Importance	Investment
		Very or somewhat satisfied with delivery	Service is very or somewhat important	Want City to make much more or more investment
Overall Compared to 2025	n=800	31% ↓ -14	96% ↑ +3	67% ↑ +6
Age group				
18-34	n=228	37% ↓ ▲	95%	65%
35-54	n=300	29% ↓	97% ↑	69%
55+	n=272	27% ↓	97%	66%
Gender				
Women	n=446	27% ↓ ▼	97%	67%
Men	n=338	35% ↓ ▲	96% ↑	67% ↑
City region				
Central	n=130	38% ↓	94%	58%
Northeast	n=145	35%	96%	70%
Northwest	n=131	29%	96%	67%
Southeast	n=161	32% ↓	97%	67%
Southwest	n=233	27% ↓	97% ↑	68%
Household income				
Less than $100k/year	n=445	33%	96%	67%
$100k/year or more	n=271	30%	96%	68%

Labels <4% may not be shown

Winter road and pathway maintenance (snow clearing on roads, sidewalks, shared-use paths and trails) | Base: Total Answering (n=800)

B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service? B4c: What level of financial investment do you think the City of Edmonton should make for the following program or service?

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

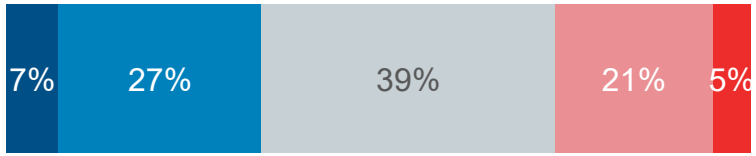
Quality of Life

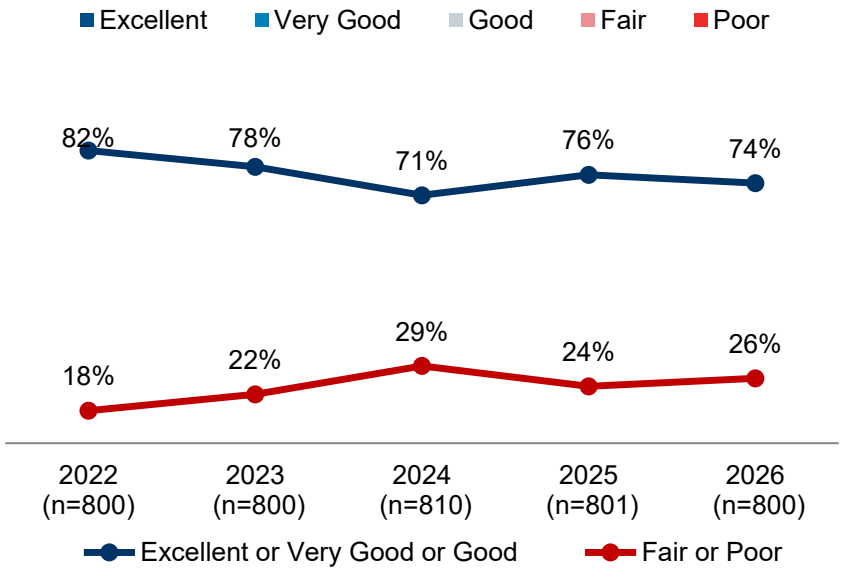
Quality of Life in Edmonton

74%

Excellent or Very Good or Good

-2
Compared to 2025





Top reasons life is good (n=566)

- ✓ General quality of life (15%)
- ✓ Affordable cost of living (14%)
- ✓ City services (general) (12%)
- ✓ People and sense of community (10%)
- ✓ Parks and green spaces (10%)

Top reasons life is fair / poor (n=234)

- × High cost of living (27%)
- × Crime and not feeling safe (20%)
- × Taxes (17%)
- × Condition of roads and sidewalks (16%)
- × City governance (15%)

% Excellent or Very Good or Good

		2026	
Age group			
18-34	n=228	76%	
35-54	n=300	71%	
55+	n=272	74%	
Gender			
Women	n=446	73%	
Men	n=338	75%	
City region			
Central	n=130	73%	
Northeast	n=145	74%	
Northwest	n=131	66%	
Southeast	n=161	71%	
Southwest	n=233	80%	▲
Household income			
Less than $100k/year	n=445	69%	▼
$100k/year or more	n=271	82%	▲

Labels <4% may not be shown

Base: Total Answering; n=800; A1: How would you rate your overall quality of life in Edmonton today? A2: What is the reason for your rating '[Excellent/Very good/Good/Fair/Poor]'? (Base: 2026 NET Excellent/Very Good/Good n=566; NET Fair/Poor n=234)

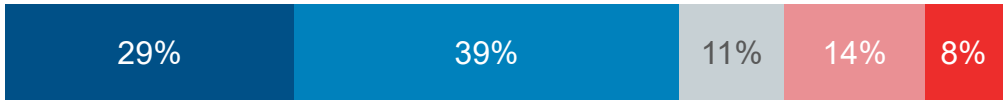
↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Quality of Life in Edmonton

I can access local amenities that improve my quality of life

I can easily complete daily needs within 15 min of home



Edmonton is a great place to live

I feel a sense of connection and belonging to Edmonton

Strongly agree | Somewhat agree | Neither | Somewhat disagree | Strongly disagree

Labels <4% may not be shown

% Strongly or Somewhat Agree		I can access local amenities that improve my quality of life	I can easily complete daily needs within 15 min of home	Edmonton is a great place to live	I feel a sense of connection and belonging to Edmonton
Overall	n=800	79% +2	68% No change	67% -2	62% -3
Age group					
18-34 Compared to 2025	n=228	83% ▲	68%	66%	60%↓
35-54	n=300	79%	69%	65%	61%
55+	n=272	74% ▼	65%	70%	64%
Gender					
Women	n=446	78%	68%	66%	62%
Men	n=338	80%	67%	68%	62%↓
City region					
Central	n=130	84%	76%↑ ▲	65%	64%
Northeast	n=145	82%	64%	67%	63%
Northwest	n=131	72%	65%	58% ▼	57%
Southeast	n=161	81%	70%	72%	65%
Southwest	n=233	77%	66%	70%	61%↓
Household income					
Less than $100k/year	n=445	74% ▼	64% ▼	65%	59% ▼
$100k/year or more	n=271	87% ▲	75% ▲	71%	68% ▲

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Base: Total Answering
A3: Please indicate to what extent you agree or disagree with the following statements.

Quality of Life in Edmonton

Redeveloping mature neighbourhoods improves the community

Making downtown a vibrant destination should be a priority

Edmonton is an attractive place to build a career / business

Future Edmontonians will experience a high quality of life

Strongly agree | Somewhat agree | Neither | Somewhat disagree | Strongly disagree

Labels <4% may not be shown

% Strongly or Somewhat Agree

Compared to 2025

		Redeveloping mature neighbourhoods improves the community	Making downtown a vibrant destination should be a priority	Edmonton is an attractive place to build a career / business	Future Edmontonians will experience a high quality of life
Overall	n=800	57%↓ -10	54% -3	53%↓ -8	45%↓ -6
Age group					
18-34	n=228	62%↓ ▲	61% ▲	55%↓	47%
35-54	n=300	58%↓	57%	48%↓	44%
55+	n=272	49% ▼	44% ▼	56%	43%
Gender					
Women	n=446	52%↓ ▼	49% ▼	50%↓	41% ▼
Men	n=338	61% ▲	60% ▲	56%↓	49%↓ ▲
City region					
Central	n=130	63%↓	64% ▲	54%	42%↓
Northeast	n=145	68% ▲	57%	58%	48%
Northwest	n=131	51%	54%	51%	41%
Southeast	n=161	58%↓	53%	55%	46%
Southwest	n=233	50%↓ ▼	49%↓	49%↓	45%
Household income					
Less than $100k/year	n=445	59%↓	55%	52%	45%
$100k/year or more	n=271	59%↓	56%	57%	49%

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

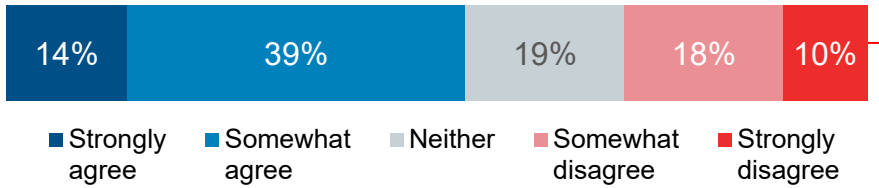
▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Base: Total Answering
A3: Please indicate to what extent you agree or disagree with the following statements.

Quality of Life in Edmonton

▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

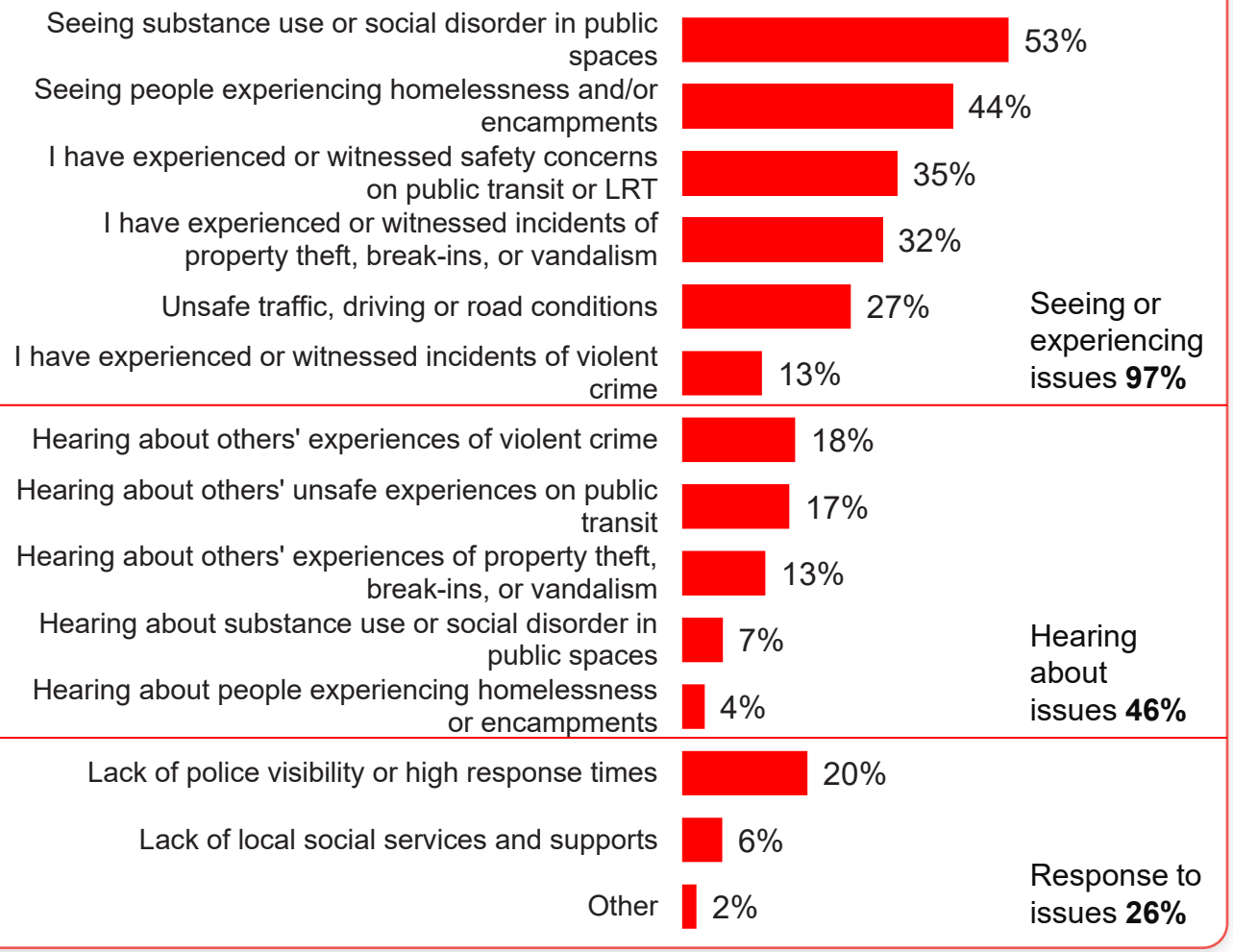
Overall, I feel Edmonton is a safe city



% Strongly or Somewhat Agree

Overall Compared to 2025	n=800	53%	-1
Age group			
18-34	n=228	52%	
35-54	n=300	54%	
55+	n=272	54%	
Gender			
Women	n=446	48%	▼
Men	n=338	60%	▲
City region			
Central	n=130	50%	
Northeast	n=145	53%	
Northwest	n=131	49%	
Southeast	n=161	55%	
Southwest	n=233	56%	
Household income			
Less than $100k/year	n=445	54%	
$100k/year or more	n=271	55%	

% Strongly or Somewhat Disagree (n=244)



Labels <4% may not be shown

A3: Please indicate to what extent you agree or disagree with the following statements: Overall, I feel Edmonton is a safe city [Base: Total Answering]

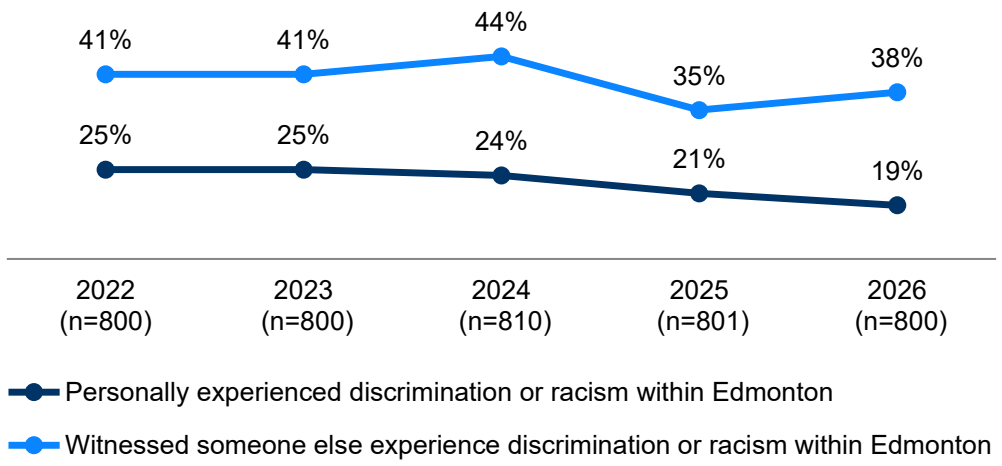
A3a: Please select up to three reasons you [strongly / somewhat disagree] that Edmonton is a safe city. [Base: disagree Edmonton is a safe city; see chart for base size]

Experiences of Discrimination or Racism in Past 12 Months

42%

+3
Compared to 2025

Personally experienced or witnessed someone else experience discrimination or racism within Edmonton*



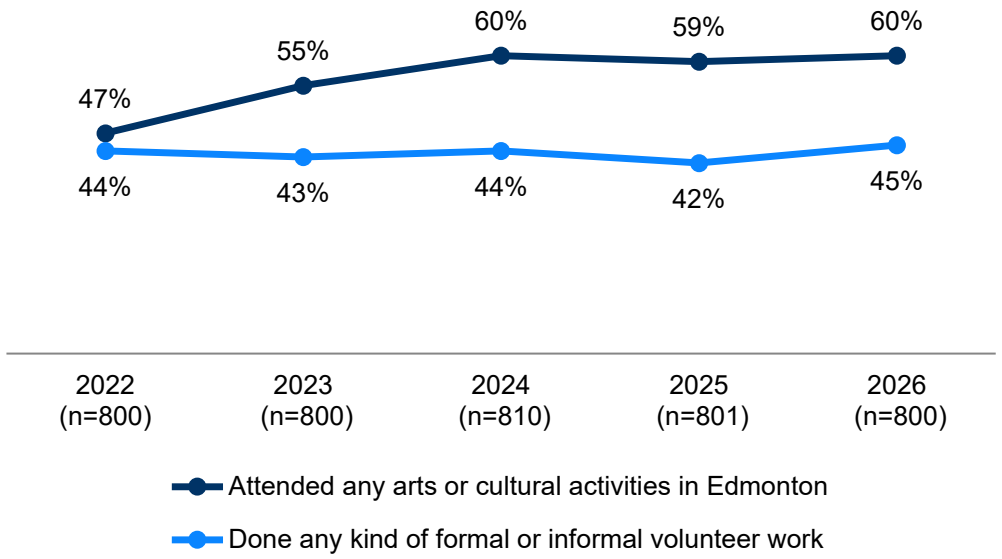
		Personally experienced		Witnessed someone else experience	
Age group					
18-34	n=228	28%	▲	53%	▲
35-54	n=300	18%		39%	
55+	n=272	11%	▼	22%	▼
Gender					
Women	n=446	21%		44%↑	▲
Men	n=338	15%	▼	31%	▼
City region					
Central	n=130	20%		39%	
Northeast	n=145	17%		35%	
Northwest	n=131	21%		42%	
Southeast	n=161	22%		42%	
Southwest	n=233	16%		35%	
Household income					
Less than $100k/year	n=445	21%		39%	
$100k/year or more	n=271	17%		38%↑	

Base: Total Answering; n=800
*Includes those who responded “Yes” to either (1) or (2) in A4.
A4: Sometimes people are treated unfairly or discriminated against based on who they are, their age, gender, ethnicity, disability (visible or non-visible), etc. In the past 12 months, have you… (1) Personally experienced discrimination or racism within Edmonton?; (2) Witnessed someone else experience discrimination or racism within Edmonton?

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Experience Participation in Past 12 Months



		Attended arts or cultural events		Formal or informal volunteering	
Age group					
18-34	n=228	67%	▲	48%	
35-54	n=300	66%	▲	42%	
55+	n=272	45%	▼	46%	
Gender					
Women	n=446	60%		47%	
Men	n=338	59%		43%	
City region					
Central	n=130	70%	▲	47%	
Northeast	n=145	56%		47%↑	
Northwest	n=131	56%		38%	
Southeast	n=161	63%		47%	
Southwest	n=233	57%		46%	
Household income					
Less than $100k/year	n=445	54%	▼	41%	▼
$100k/year or more	n=271	70%	▲	50%↑	▲

Base: Total Answering
A5: In the past 12 months, have you done any kind of formal or informal volunteer work?
A6: In the past 12 months, have you attended any arts or cultural activities in Edmonton? (Examples include live performances, concerts, galleries, festivals, historic tours, museums, or any other arts and culture events)

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

▲ Statistically higher ▼ Statistically lower
Compared to other groups combined at 95% Confidence level

Other Observations and Feedback

5% -4 Compared to 2025

Positive Experiences

48% +1 Compared to 2025

Areas for Improvement

48%

Nothing / No comment

City governance	11%
City services	8%
Homelessness	7%
Transit	6%
Condition of roads and sidewalks	5%
Taxes	5%
Infrastructure	4%
Downtown	4%
Social services and supports	3%
Crime and not feeling safe	3%
Drugs and addiction	3%

Base: Total Answering n=800
C1: Based on your personal situation and what you're seeing in your community, is there anything else that you want to share with the City of Edmonton?

Appendix

Methodology and Respondent Profile

Methodology: Online Panel (General Population)

Respondent Profile
n = 800 Edmontonians aged 18 years or older

Research Design and Respondent Selection

- Survey participants were screened to ensure that they met the minimum participation criteria i.e., being a current resident of Edmonton and at least aged 18 years.
- The first 3 digits of postal codes were used to classify respondents into specific regions i.e., central, northeast, northwest, southeast and southwest regions.
- The results are reflective of age, gender, income, and regional distribution of Edmontonians based on the 2021 census data.
- Weighting factors were also applied based on age, gender, geographic region and household income to ensure representation.

Data Collection

- Of the 800 completed surveys, 742 responses were collected using Leger's LEO online panel. Advanis utilized a second online panel (SAGO) to collect an additional 58 responses among underrepresented demographics. A combination of respondent IP addresses and demographic profiles captured in the survey were reviewed to ensure there was no overlap between these two online samples.
- In the online survey 961 people opted into the survey and 161 people were screened out or dropped off. Overall, 800 panelists completed the survey for a completion rate of 83%.

Data Collection Timeline
June 1 to 30, 2026

Completion Rate
83%

Average Length of Survey
12.4 mins

Methodology: Online Panel (General Population)

Limitations

- This survey utilized sample from a web panel. Since participants were not recruited using probabilistic sampling, a margin of error is not reported.
- Weighting was used to better represent the underlying population and reduce self selection, non-response, and non-coverage bias, however, because of the nature of online web panels (only including those willing to participate in an online survey), we cannot ensure this sample is fully representative of the population and free from bias (individuals who are less able to complete an online survey may be underrepresented).
- All sample surveys and polls may be subject to multiple sources of error, including, but not limited to sampling error, coverage error, and measurement error.

Trending

- The percentage change in score from 2025 to 2026 is noted throughout (+/- N)
- Since probabilistic sampling was not conducted, statistical testing (indicated with arrows in this report ↑ / ↓) should be treated as directional.

Respondent Profile

Household Income	Weighted %	Unweighted %
Under $30,000	5%	8%
$30,000 to $59,999	14%	21%
$60,000 to $99,999	30%	26%
$100,000 to $149,999	23%	20%
$150,000 and above	17%	14%
Prefer not to answer	10%	11%
City region		
Central (T5B, T5G, T5H, T5J, T5K, T6C, T6G)	13%	16%
Northeast (T5A, T5C, T5W, T5Y, T5Z, T6A)	17%	18%
Northwest (T5E, T5L, T5M, T5P, T5S, T5V, T5X, T6V)	17%	16%
Southeast (T6B, T6E, T6K, T6L, T6P, T6T, T6X)	20%	20%
Southwest (T5R, T5T, T6H, T6J, T6M, T6R, T6W)	33%	29%

Age group	Weighted %	Unweighted %
18 to 24 years	8%	7%
25 to 34 years	24%	22%
35 to 44 years	19%	21%
45 to 54 years	16%	16%
55 to 64 years	11%	10%
65 to 74 years	14%	14%
75 years or older	9%	9%
Gender identity		
Woman	50%	56%
Man	49%	43%
Non-binary	1%	1%
Transgender	1%	1%
Two-spirit	<1%	<1%
Another gender not listed above	0%	0%
Prefer not to answer	0%	0%

Base: Total Answering (n=800)
S1: What is your age category?; S3: To ensure we are receiving responses from people throughout the city, please provide the first three digits of your postal code.
DM2: What gender do you identify as?; DM4: Which of the following categories best describes your total household income in 2025 before taxes?
Individual percentages may not add up to totals due to rounding.

Respondent Profile

Employment Status	Weighted %
Employed full-time (30+ hours a week)	**51%**
Employed part-time (less than 30 hours a week)	**10%**
Self-employed	**5%**
Homemaker	**3%**
Post-secondary student	**3%**
High school student	**0%**
Unemployed	**3%**
Permanently unable to work	**1%**
Retired	**22%**
Other	**1%**
Prefer not to answer	**1%**

Highest level of Education	Weighted %
No certificate, diploma or degree	**1%**
High (secondary) school diploma or equivalency certificate	**17%**
Postsecondary certificate or diploma below bachelor level/Apprenticeship or trades certificate	**27%**
Bachelor's degree	**28%**
University certificate or diploma above bachelor level	**12%**
Degree in medicine, dentistry, veterinary medicine or optometry	**1%**
Master's degree	**11%**
Earned doctorate	**1%**
Prefer not to answer	**1%**

Base: Total Answering (n=800)
C4: What is the highest level of education you have completed?; C5: What is your primary employment status?

Respondent Profile

Home Ownership	Weighted %
I own my home	**65%**
I rent	**31%**
Other	**2%**
Prefer not to say	**1%**
Have Children Under 18	
Yes	**32%**
No	**67%**
Prefer not to answer	**1%**

Equity-Deserving Groups	Weighted %
Racialized/visible minority	**15%**
Persons with disabilities	**11%**
Indigenous	**5%**
New to Canada (less than 5 years)	**5%**
Born outside of Canada	**15%**
2SLGBTQIA+	**7%**
Other	**2%**
None of the above	**53%**
Prefer not to answer	**2%**

Base: Total Answering (n=800)
DM1: Do you identify with any of the following? C2: Do you have children/grandchildren (under 18 years of age) living at home?
C3: Do you currently rent or own your home?

Respondent Profile

Own Business in City of Edmonton	Weighted %
Yes	**7%**
No	**91%**
Prefer not to answer	**2%**

Ever Employed by City of Edmonton	
Yes, I currently work for the City	**4%**
Yes, I have previously worked for the City	**8%**
No, neither	**87%**
Prefer not to answer	**1%**

Base: Total Answering (n=800)
C6: Have you ever been employed by the City of Edmonton?
C7: Do you own a business in the city of Edmonton?

Demographic Sub-group Analysis

Methodology: Edmonton Insights Community Panel

Respondent Profile
n = 5,730 Edmontonians aged 15 years or older

Research Design and Respondent Selection
- The online survey was sent to the members of the Edmonton Insight Community.
- Panelists were screened to ensure that they met the minimum participation, i.e., being a current resident of Edmonton and at least aged 15 years.
- The first 3 digits of postal codes were used to classify respondents into specific regions i.e., central, northeast, northwest, southeast and southwest regions.
- No weighting factors have been applied; results represent the opinions of participating panel members and should not be considered representative of the overall population.

Data Collection
- The Edmonton Insight Community (EIC) is the City's official online survey panel. As of July 2025, the EIC has more than 25,000 diverse Edmontonians. This diversity enables the City to continuously have a GBA+ lens when we seek public input.
- Of the 25,311 EIC panel members invited, 6,744 started the online survey and 1,014 people were screened out or dropped off. Overall, 5,730 panelists completed the survey for a completion rate of 85%.
- Because the objective of this sample was not to reflect the Edmonton population, the results in this report do not include any analysis of differences between groups.

Data Collection Timeline

June 10 to 27, 2026

Completion Rate

85%

Average Length of Survey

15.4 mins

Methodology: Edmonton Insights Community Panel

Additional subgroup results are taken from the Edmonton Insight Community sample of 5,730.

- This sample was collected to ensure the City heard from many voices, including Edmontonians who may experience City services differently, such as those who are racialized, 2SLGBTQIA+, Indigenous, people with disabilities, people in low-income households and people with children in the household.
- The following summarizes results from selected subgroup populations, where base sizes do not support analysis within the general population survey (online panel sample of 800).
- Since probabilistic sampling was not conducted, statistical testing (indicated with arrows in this report ↑ / ↓) should be treated as directional.

Indigenous Peoples Summary

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

	2022 n=95-102	2023 n=94	2024 n=62	2025 n=96	2026 n=157
% Excellent or Very Good or Good					
Overall quality of life in Edmonton today	76%	67%	60%	48%	53%
% Strongly or Somewhat Agree					
Edmonton is a great place to live	60%	57%	56%	42%	50%
I feel a sense of connection and belonging to Edmonton	65%	59%	52%	45%	54%
I can access local amenities that improve my quality of life	62%	61%	73%	51% ↓	65% ↑
Future Edmontonians will experience a high quality of life	42%	37%	35%	24%	34%
Overall, I feel Edmonton is a safe city	37%	39%	34%	22%	36% ↑
Edmonton is an attractive place to build a career / business	47%	51%	48%	34%	43%
I can easily complete daily needs within 15 min of home	57%	56%	53%	48%	55%
Redeveloping mature neighbourhoods improves the community	61%	67%	58%	39% ↓	43%
Making downtown a vibrant destination should be a priority	43%	59% ↑	47%	38%	52% ↑
% Yes (in past 12 months)					
Personally experienced discrimination or racism within Edmonton	52%	37% ↓	24%	41% ↑	32%
Witnessed someone else experience discrimination or racism within Edmonton	68%	48% ↓	47%	54%	54%
Done any kind of formal or informal volunteer work	67%	61%	71%	76%	73%
Attended any arts or cultural activities in Edmonton	59%	67%	76%	71%	76%

Base: Indigenous Peoples
A1: How would you rate your overall quality of life in Edmonton today?; A3: Please indicate to what extent you agree or disagree with the following statements.
A4: In the past 12 months have you…?; A5: In the past 12 months have you…?

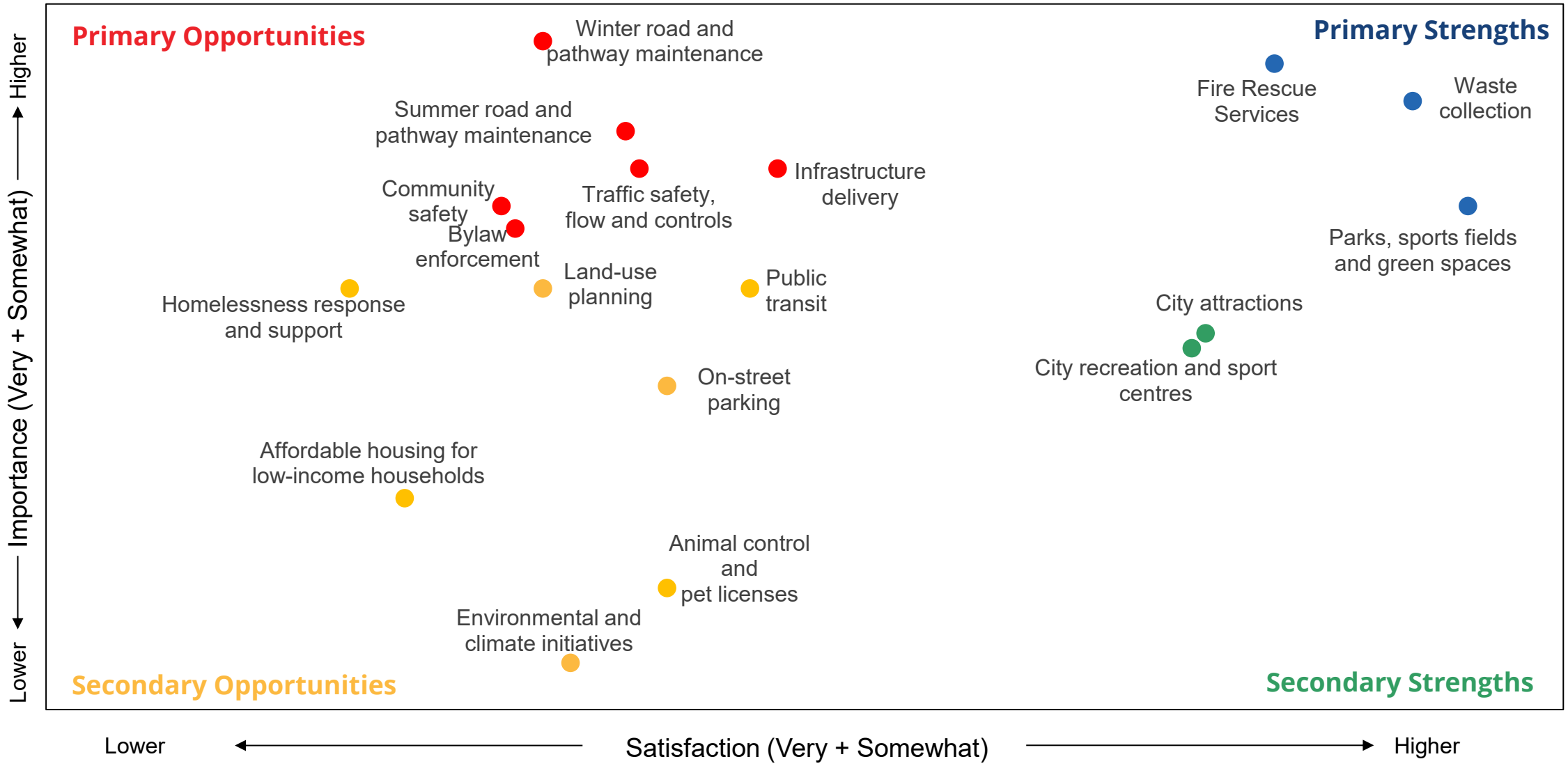
Indigenous Peoples Summary

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

	2022 n=95-102	2023 n=94	2024 n=62	2025 n=96	2026 n=157
% Somewhat or very satisfied					
Overall quality of programs and services provided	51%	50%	52%	44%	54%
% Somewhat or very satisfied					
Quality of customer service provided by the City of Edmonton	48%	47%	53%	39%	43%
Ability to access City services in a way that is easy	49%	46%	45%	38%	47%
How well the City informs Edmontonians about the services they provide	40%	41%	53%	30% ↓	43% ↑

Base: Indigenous Peoples
B1: Based on your personal experience or anything you may have heard, how satisfied are you with the overall quality of programs and services provided by the City of Edmonton?; B3: Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following...

Indigenous Peoples Summary



Base: Indigenous Peoples; (2026 n=157)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service?

2SLGBTQIA+ Summary

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

	2022 n=251-271	2023 n=273	2024 n=175	2025 n=270	2026 n=442
% Excellent or Very Good or Good					
Overall quality of life in Edmonton today	82%	82%	81%	73%	74%
% Strongly or Somewhat Agree					
Edmonton is a great place to live	65%	62%	67%	69%	69%
I feel a sense of connection and belonging to Edmonton	59%	60%	66%	65%	67%
I can access local amenities that improve my quality of life	76%	75%	83% ↑	72% ↓	79%
Future Edmontonians will experience a high quality of life	50%	46%	48%	44%	44%
Overall, I feel Edmonton is a safe city	46%	47%	43%	47%	56% ↑
Edmonton is an attractive place to build a career / business	55%	49%	57%	51%	54%
I can easily complete daily needs within 15 min of home	67%	59% ↓	73% ↑	66%	68%
Redeveloping mature neighbourhoods improves the community	66%	73%	70%	61%	55%
Making downtown a vibrant destination should be a priority	63%	62%	67%	59%	59%
% Yes (in past 12 months)					
Personally experienced discrimination or racism within Edmonton	37%	34%	25% ↓	36% ↑	33%
Witnessed someone else experience discrimination or racism within Edmonton	67%	66%	66%	64%	71%
Done any kind of formal or informal volunteer work	60%	66%	69%	71%	75%
Attended any arts or cultural activities in Edmonton	71%	82% ↑	86%	84%	89%

Base: Identify with 2SLGBTQIA+
A1: How would you rate your overall quality of life in Edmonton today?; A3: Please indicate to what extent you agree or disagree with the following statements.
A4: In the past 12 months have you…?; A5: In the past 12 months have you…?

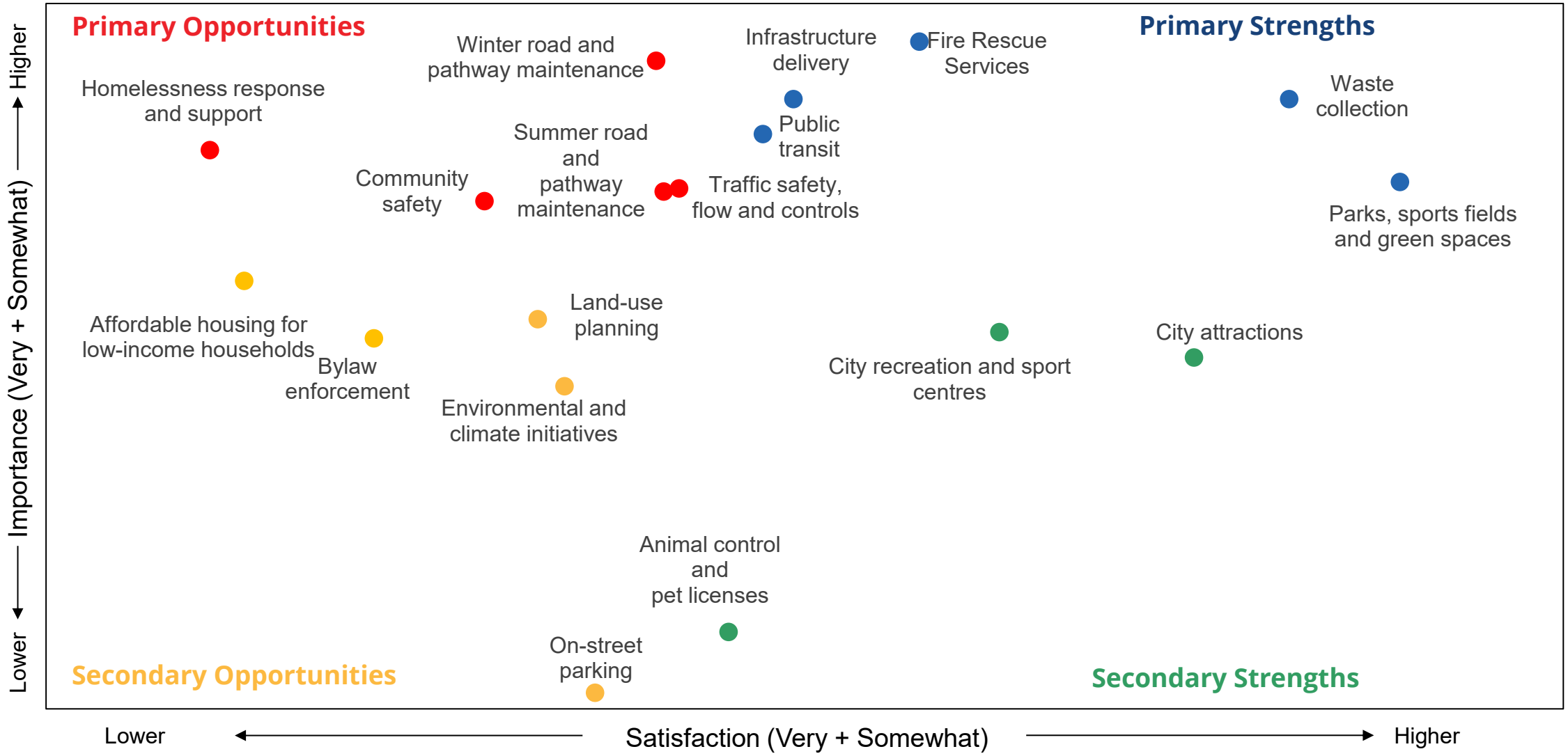
2SLGBTQIA+ Summary

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

	2022 n=251-271	2023 n=273	2024 n=175	2025 n=270	2026 n=442
% Somewhat or very satisfied					
Overall quality of programs and services provided	62%	59%	66%	66%	74% ↑
% Somewhat or very satisfied					
Quality of customer service provided by the City of Edmonton	52%	45%	56% ↑	41% ↓	50% ↑
Ability to access City services in a way that is easy	59%	50% ↓	62% ↑	56%	62%
How well the City informs Edmontonians about the services they provide	50%	48%	55%	49%	55%

Base: Identify with 2SLGBTQIA+
B1: Based on your personal experience or anything you may have heard, how satisfied are you with the overall quality of programs and services provided by the City of Edmonton?; B3: Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following...

2SLGBTQIA+ Summary



Base: Identify with 2SLGBTQIA+; (2026 n=442)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service?

Low Income Households Summary

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

	2022 n=154-173	2023 n=156	2024 n=178	2025 n=198	2026 n=287
% Excellent or Very Good or Good					
Overall quality of life in Edmonton today	65%	68%	61%	61%	59%
% Strongly or Somewhat Agree					
Edmonton is a great place to live	57%	67%	48% ↓	55%	54%
I feel a sense of connection and belonging to Edmonton	53%	64% ↑	47% ↓	48%	56%
I can access local amenities that improve my quality of life	57%	63%	53%	55%	59%
Future Edmontonians will experience a high quality of life	42%	48%	29% ↓	34%	33%
Overall, I feel Edmonton is a safe city	39%	42%	32%	41%	44%
Edmonton is an attractive place to build a career / business	46%	52%	33% ↓	40%	37%
I can easily complete daily needs within 15 min of home	54%	51%	51%	52%	49%
Redeveloping mature neighbourhoods improves the community	64%	65%	55%	51%	40% ↓
Making downtown a vibrant destination should be a priority	40%	51%	43%	41%	42%
% Yes (in past 12 months)					
Personally experienced discrimination or racism within Edmonton	38%	29%	28%	36%	33%
Witnessed someone else experience discrimination or racism within Edmonton	51%	47%	43%	46%	53%
Done any kind of formal or informal volunteer work	48%	50%	53%	54%	59%
Attended any arts or cultural activities in Edmonton	46%	51%	53%	57%	59%

Base: Low Income Households (Household income less than $30,000/year)
A1: How would you rate your overall quality of life in Edmonton today?; A3: Please indicate to what extent you agree or disagree with the following statements.
A4: In the past 12 months have you…?; A5: In the past 12 months have you…?;

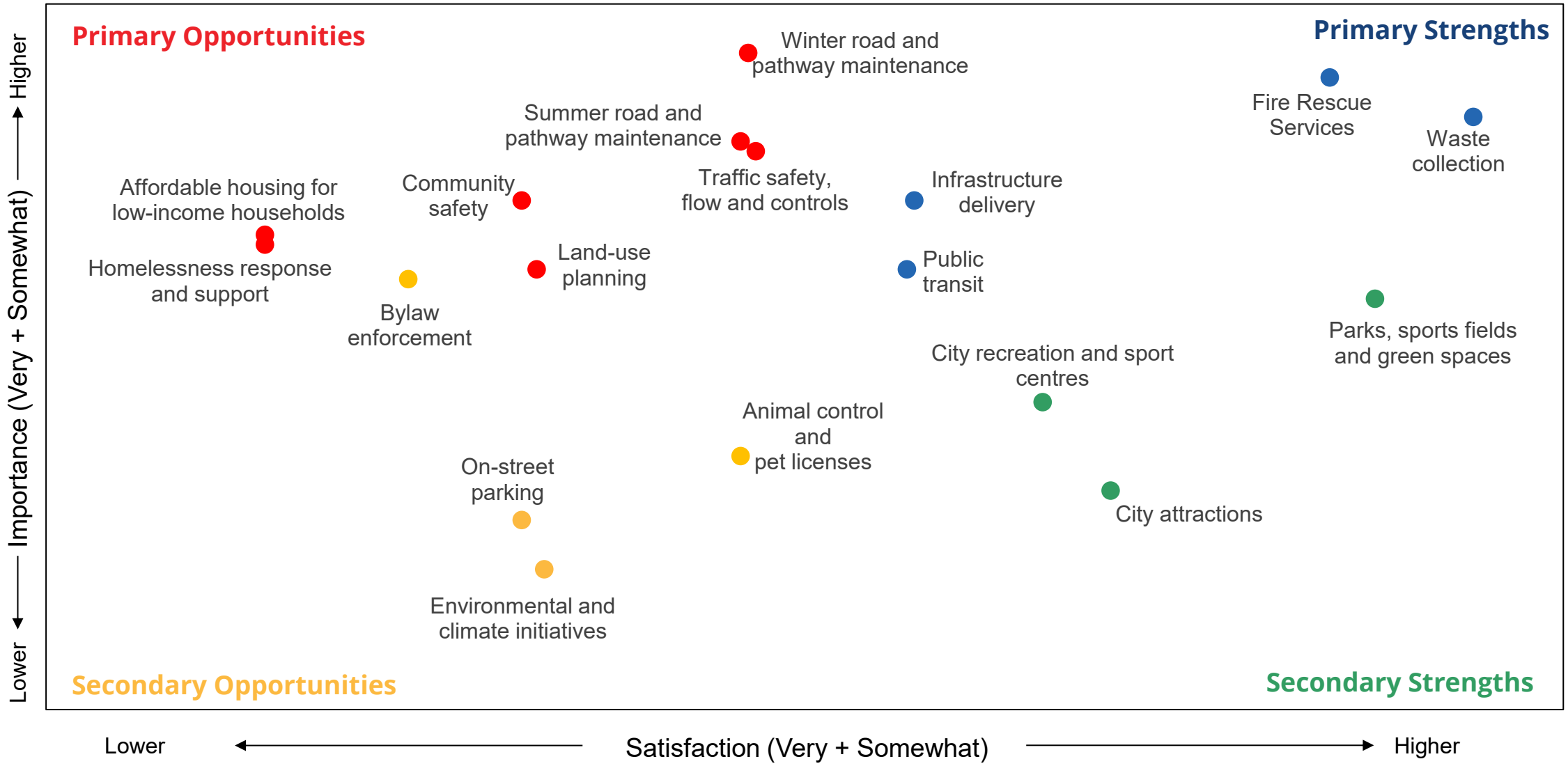
Low Income Households Summary

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

	2022 n=154-173	2023 n=156	2024 n=178	2025 n=198	2026 n=287
% Somewhat or very satisfied					
Overall quality of programs and services provided	48%	56%	51%	50%	55%
% Somewhat or very satisfied					
Quality of customer service provided by the City of Edmonton	49%	53%	49%	46%	48%
Ability to access City services in a way that is easy	51%	48%	37% ↓	46%	48%
How well the City informs Edmontonians about the services they provide	42%	46%	36%	40%	42%

Base: Low Income Households (Household income less than $30,000/year)
B1: Based on your personal experience or anything you may have heard, how satisfied are you with the overall quality of programs and services provided by the City of Edmonton?; B3: Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following...

Low Income Households Summary



Base: Low Income Households (Household income less than $30,000/year); (2026 n=287)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service?

Households with Children Summary

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

	2022 n=911-936	2023 n=873	2024 n=737	2025 n=754	2026 n=1,175
% Excellent or Very Good or Good					
Overall quality of life in Edmonton today	78%	76%	68% ↓	68%	66%
% Strongly or Somewhat Agree					
Edmonton is a great place to live	62%	62%	59%	57%	60%
I feel a sense of connection and belonging to Edmonton	59%	60%	57%	55%	58%
I can access local amenities that improve my quality of life	75%	79%	80%	70% ↓	74%
Future Edmontonians will experience a high quality of life	47%	44%	37% ↓	35%	38%
Overall, I feel Edmonton is a safe city	48%	40% ↓	38%	39%	40%
Edmonton is an attractive place to build a career / business	51%	51%	48%	48%	46%
I can easily complete daily needs within 15 min of home	67%	62% ↓	66%	64%	64%
Redeveloping mature neighbourhoods improves the community	72%	71%	64% ↓	53% ↓	47% ↓
Making downtown a vibrant destination should be a priority	50%	56% ↑	53%	53%	54%
% Yes (in past 12 months)					
Personally experienced discrimination or racism within Edmonton	25%	23%	20%	22%	21%
Witnessed someone else experience discrimination or racism within Edmonton	54%	50%	48%	45%	51% ↑
Done any kind of formal or informal volunteer work	69%	75% ↑	78%	79%	76%
Attended any arts or cultural activities in Edmonton	71%	80% ↑	82%	82%	80%

Base: Have child under the age of 18 living at home
A1: How would you rate your overall quality of life in Edmonton today?; A3: Please indicate to what extent you agree or disagree with the following statements.
A4: In the past 12 months have you…?; A5: In the past 12 months have you…?;

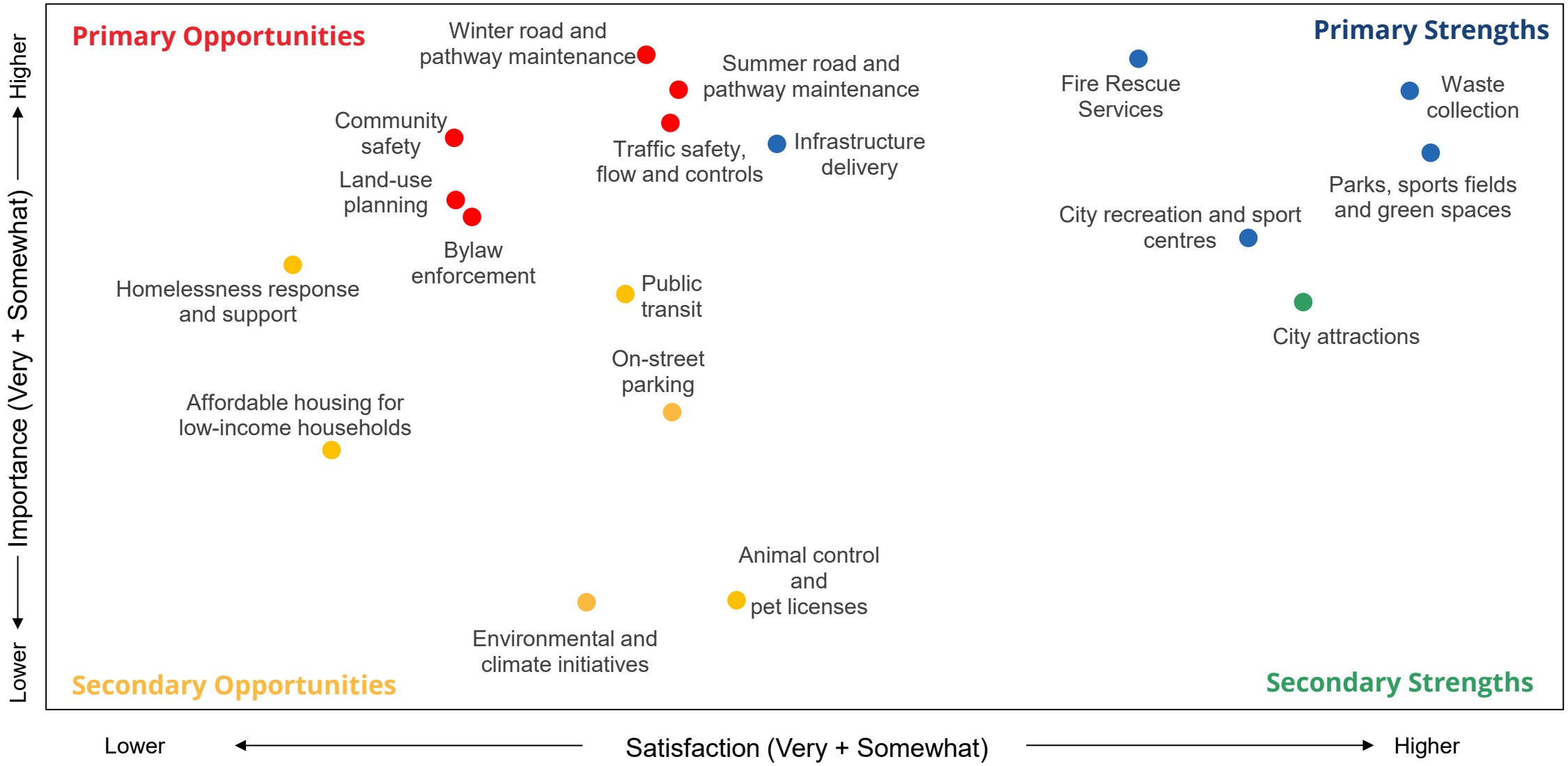
Households with Children Summary

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

	2022 n=911-936	2023 n=873	2024 n=737	2025 n=754	2026 n=1,175
% Somewhat or very satisfied					
Overall quality of programs and services provided	59%	59%	62%	59%	61%
% Somewhat or very satisfied					
Quality of customer service provided by the City of Edmonton	58%	49% ↓	50%	49%	50%
Ability to access City services in a way that is easy	60%	51% ↓	54%	52%	56%
How well the City informs Edmontonians about the services they provide	48%	47%	47%	48%	48%

Base: Have child under the age of 18 living at home
B1: Based on your personal experience or anything you may have heard, how satisfied are you with the overall quality of programs and services provided by the City of Edmonton?; B3: Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following...

Households with Children Summary



Base: Have child under the age of 18 living at home; (2026 n=1175)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service?

People with Disabilities Summary

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

	2022 n=329-355	2023 n=365	2024 n=426	2025 n=471	2026 n=672
% Excellent or Very Good or Good					
Overall quality of life in Edmonton today	68%	72%	67%	66%	64%
% Strongly or Somewhat Agree					
Edmonton is a great place to live	59%	58%	54%	57%	59%
I feel a sense of connection and belonging to Edmonton	54%	59%	54%	57%	57%
I can access local amenities that improve my quality of life	51%	59% ↑	61%	62%	62%
Future Edmontonians will experience a high quality of life	39%	41%	36%	38%	35%
Overall, I feel Edmonton is a safe city	41%	40%	39%	42%	43%
Edmonton is an attractive place to build a career / business	50%	48%	44%	45%	42%
I can easily complete daily needs within 15 min of home	55%	48% ↓	54%	54%	53%
Redeveloping mature neighbourhoods improves the community	62%	63%	54% ↓	46% ↓	42%
Making downtown a vibrant destination should be a priority	39%	46%	46%	44%	43%
% Yes (in past 12 months)					
Personally experienced discrimination or racism within Edmonton	45%	36% ↓	35%	35%	34%
Witnessed someone else experience discrimination or racism within Edmonton	61%	53% ↓	52%	54%	58%
Done any kind of formal or informal volunteer work	57%	61%	64%	63%	66%
Attended any arts or cultural activities in Edmonton	48%	56% ↑	64% ↑	66%	71%

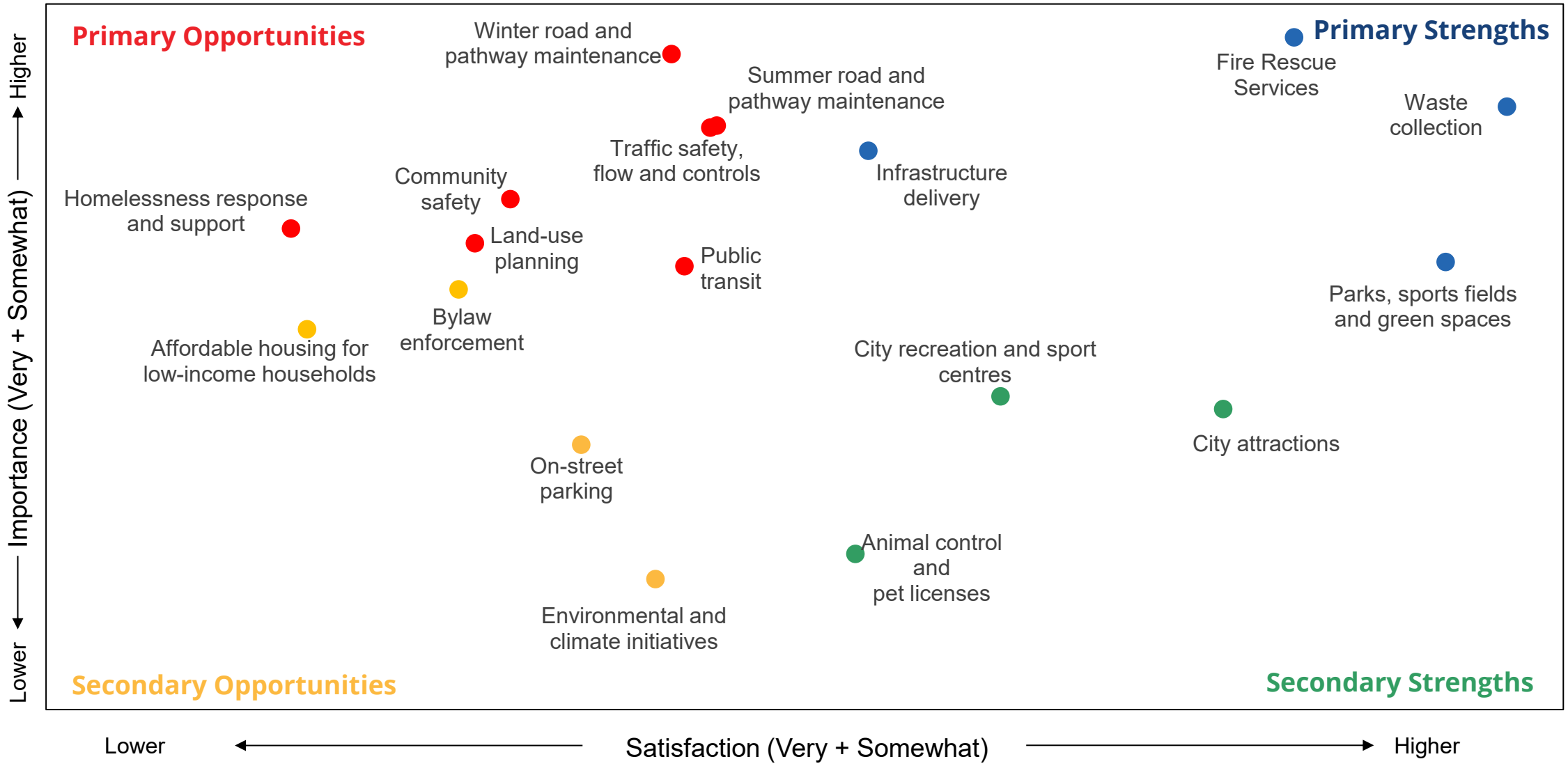
Base: People with disabilities
A1: How would you rate your overall quality of life in Edmonton today?; A3: Please indicate to what extent you agree or disagree with the following statements.
A4: In the past 12 months have you…?; A5: In the past 12 months have you…?;

People with Disabilities Summary

	2022 n=329-355	2023 n=365	2024 n=426	2025 n=471	2026 n=672
% Somewhat or very satisfied					
Overall quality of programs and services provided	47%	51%	55%	57%	57%
% Somewhat or very satisfied					
Quality of customer service provided by the City of Edmonton	52%	48%	45%	40%	46%
Ability to access City services in a way that is easy	47%	46%	46%	45%	47%
How well the City informs Edmontonians about the services they provide	41%	44%	45%	39%	44%

Base: People with disabilities
B1: Based on your personal experience or anything you may have heard, how satisfied are you with the overall quality of programs and services provided by the City of Edmonton?; B3: Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following...

People with Disabilities Summary



Base: People with disabilities; (2026 n=672)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service?

Racialized Groups Summary

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

	2022 n=306-319	2023 n=294	2024 n=299	2025 n=324	2026 n=492
% Excellent or Very Good or Good					
Overall quality of life in Edmonton today	76%	72%	56% ↓	61%	58%
% Strongly or Somewhat Agree					
Edmonton is a great place to live	64%	56% ↓	53%	54%	52%
I feel a sense of connection and belonging to Edmonton	65%	59%	53%	54%	53%
I can access local amenities that improve my quality of life	69%	68%	65%	63%	63%
Future Edmontonians will experience a high quality of life	48%	39% ↓	34%	35%	32%
Overall, I feel Edmonton is a safe city	44%	39%	34%	36%	38%
Edmonton is an attractive place to build a career / business	52%	46%	38%	43%	38%
I can easily complete daily needs within 15 min of home	67%	60%	60%	58%	54%
Redeveloping mature neighbourhoods improves the community	74%	72%	59% ↓	51% ↓	45%
Making downtown a vibrant destination should be a priority	56%	60%	53%	54%	49%
% Yes (in past 12 months)					
Personally experienced discrimination or racism within Edmonton	56%	51%	48%	44%	47%
Witnessed someone else experience discrimination or racism within Edmonton	65%	62%	53% ↓	49%	55%
Done any kind of formal or informal volunteer work	60%	70% ↑	64%	67%	69%
Attended any arts or cultural activities in Edmonton	64%	69%	69%	75%	74%

Base: Racialized group/visible minority
A1: How would you rate your overall quality of life in Edmonton today?; A3: Please indicate to what extent you agree or disagree with the following statements.
A4: In the past 12 months have you…?; A5: In the past 12 months have you…?

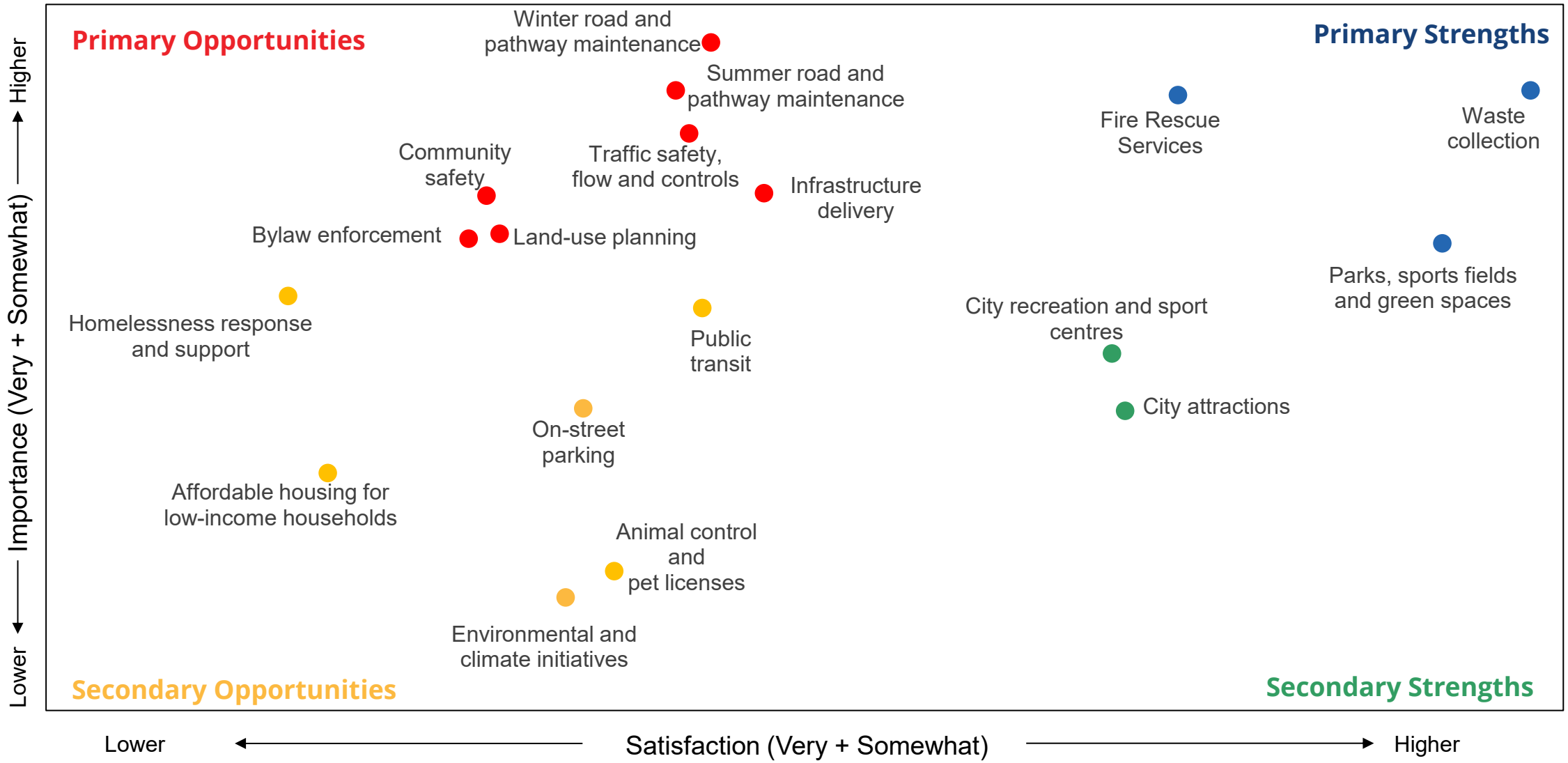
Racialized Groups Summary

↑ Statistically higher ↓ Statistically lower
Compared to previous year at 95% Confidence level

	2022 n=306-319	2023 n=294	2024 n=299	2025 n=324	2026 n=492
% Somewhat or very satisfied					
Overall quality of programs and services provided	54%	51%	47%	54%	51%
% Somewhat or very satisfied					
Quality of customer service provided by the City of Edmonton	58%	46% ↓	44%	42%	45%
Ability to access City services in a way that is easy	60%	47% ↓	44%	46%	47%
How well the City informs Edmontonians about the services they provide	46%	47%	44%	44%	42%

Base: Racialized group/visible minority
B1: Based on your personal experience or anything you may have heard, how satisfied are you with the overall quality of programs and services provided by the City of Edmonton?; B3: Based on your personal experience or anything you may have heard, please indicate how satisfied you are with the following...

Racialized Groups Summary



Base: Racialized group/visible minority; (2026 n=492)
B4a: Based on your personal experience and anything you may have heard, how satisfied are you with the City's job in providing the following program or service? B4b: How important is the following program or service?

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