

# **Deloitte.** City of Cambridge Community Satisfaction Phone Survey April 2022



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**The purpose of the 2022 City of Cambridge Community Satisfaction Survey was to:**

- Enhance and support corporate strategic planning and budgeting
- Guide future actions and decisions of the City of Cambridge
- Inform service program design and delivery
- Enhance citizen experience and gauge residents' priorities regarding municipal services
- Engage the public to inform future directions for the City which are evidence-based and identify changes over time by benchmarking against the 2020 pre-pandemic satisfaction survey



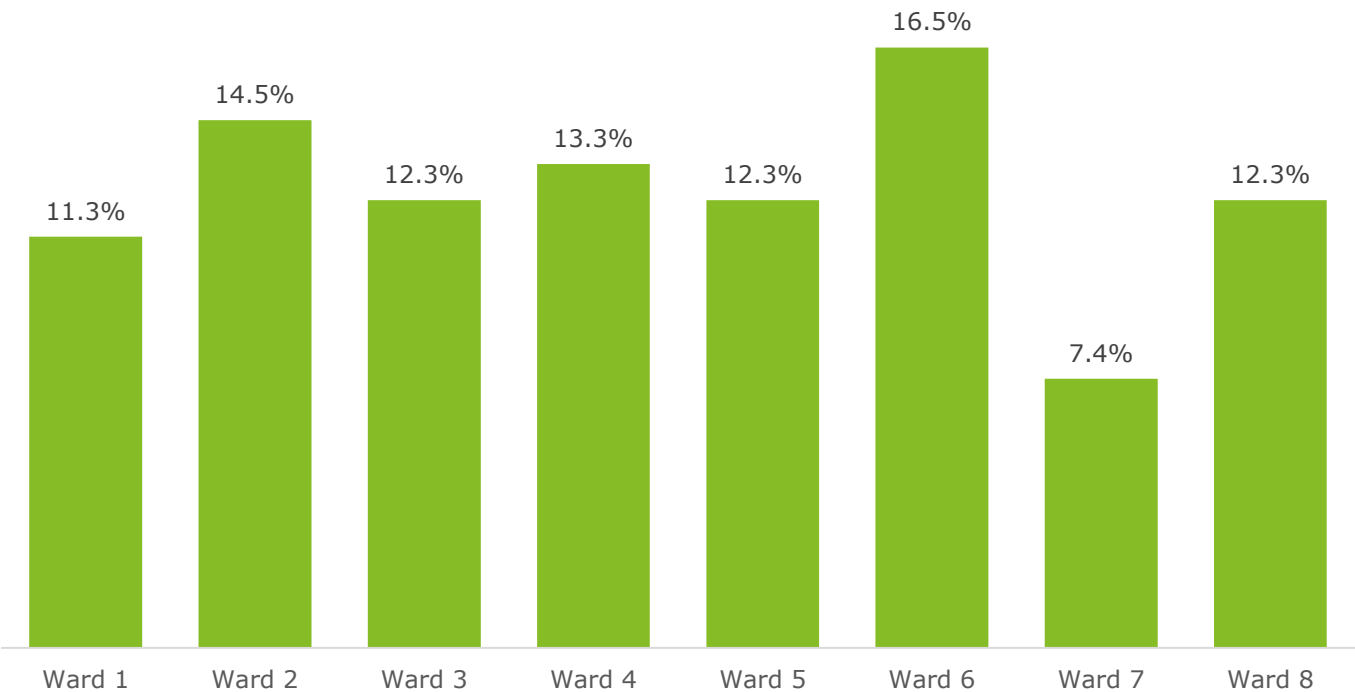
# The survey used the following methods

- The survey was conducted using our state-of-the-art Voxco Computer Aided Telephone Interviewing system (CATI).
- Respondents were randomly-selected from the city's population using a mix of landlines and cell phone numbers.
- Numbers were dialed from March 23<sup>rd</sup> to April 13<sup>th</sup>, 2022  
**4:00pm to 9:00pm on weekdays**  
**10:00am to 4:00pm on Saturdays**
- A total of 406 interviews were completed leading to a maximum margin of error of +/- 4.9% with a 95% confidence interval. There was a total response rate among the total phone sample of 5.1%.
- Results were weighted to the exact proportions of the population by age, gender and ward (Census 2016 Statistics Canada).



The 406 phone survey respondents are shown below by wards.

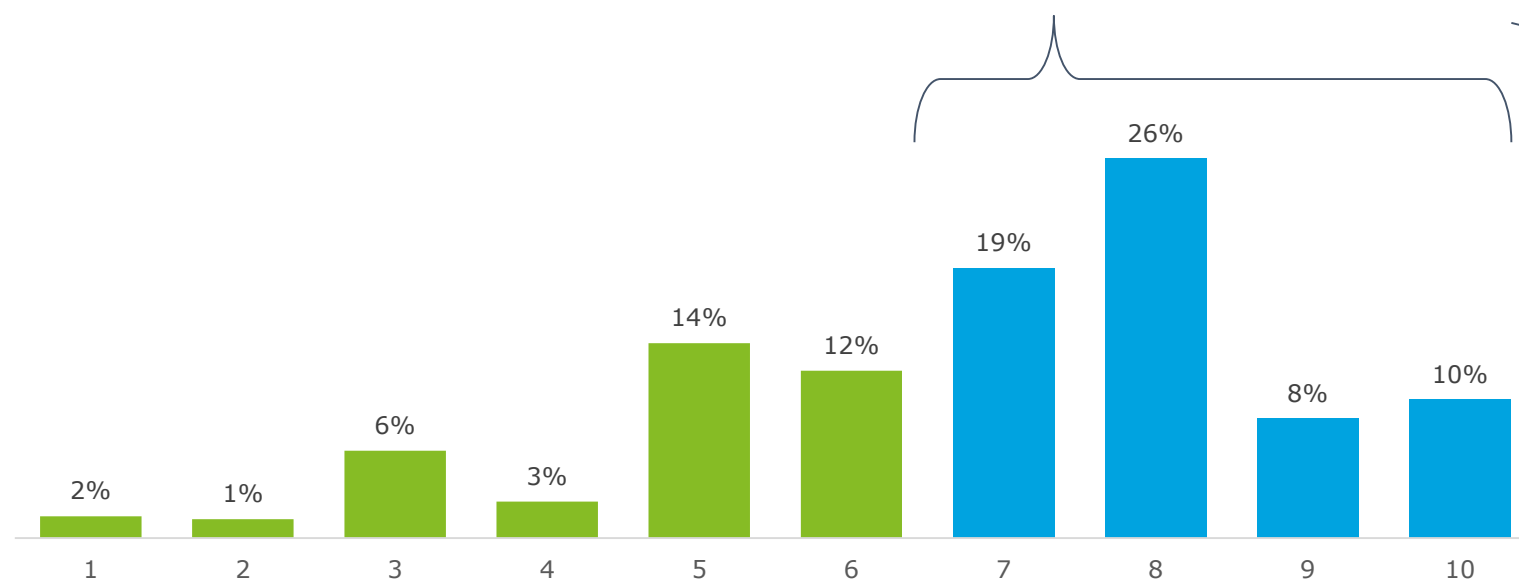
Percentage of responses distributed by wards



\* Note: Throughout the report, some percentages may not add to 100% due to rounding.

The City of Cambridge received a high rating of citizens **overall satisfaction with living in Cambridge**, with 63% of respondents rating their satisfactions a level 7 or higher.

**KPI: 63%** Satisfaction rate with living in Cambridge by survey respondents.

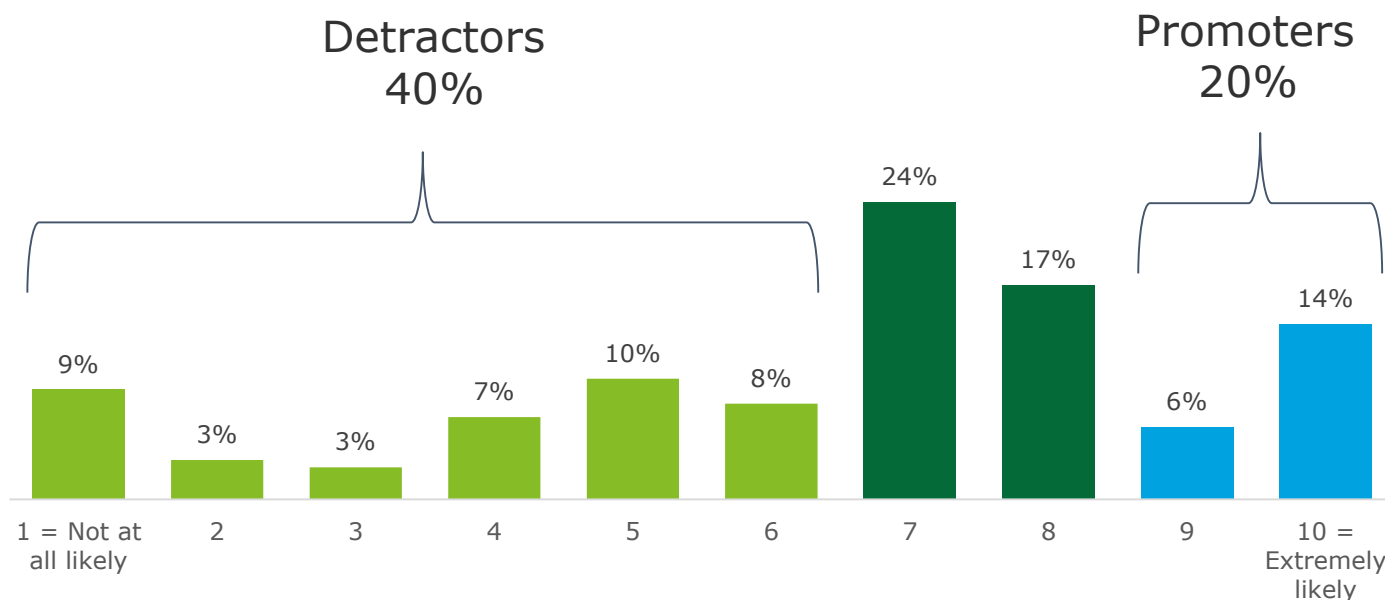


**Time Trend:**  
 5 percentage point **decrease** from 2020.

**Overall, how satisfied are you with living in Cambridge?**

Using a scale where 1 is not satisfied at all, and 10 is extremely satisfied

There were a relatively **larger proportion of potential detractors** compared to active promoters of the City.



**How likely would you be to recommend Cambridge as a place to live to a friend or colleague?**

Using a number 1 to 10, where 1 is not satisfied at all, and 10 is extremely satisfied

## Net Promoter Score Calculation

Group	Definition
Promoters	Active proponents of the community
Passives	Neutral individuals
Detractors	Individuals with a negative opinion that may harm branding efforts

Net Promoter Score =  
*Promoters - Detractors*  
**-20%**

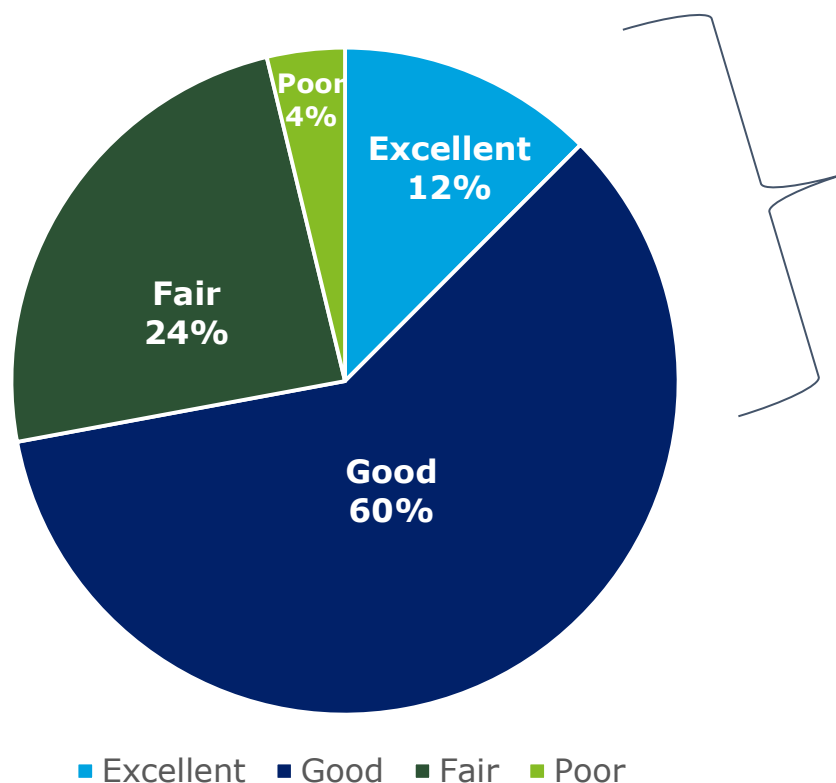


## Time Trend:

5-point **decrease**  
from 2020.

When survey participants were asked to rate their **quality of life** in Cambridge, the majority (**60%**) indicated they felt it was "Good".

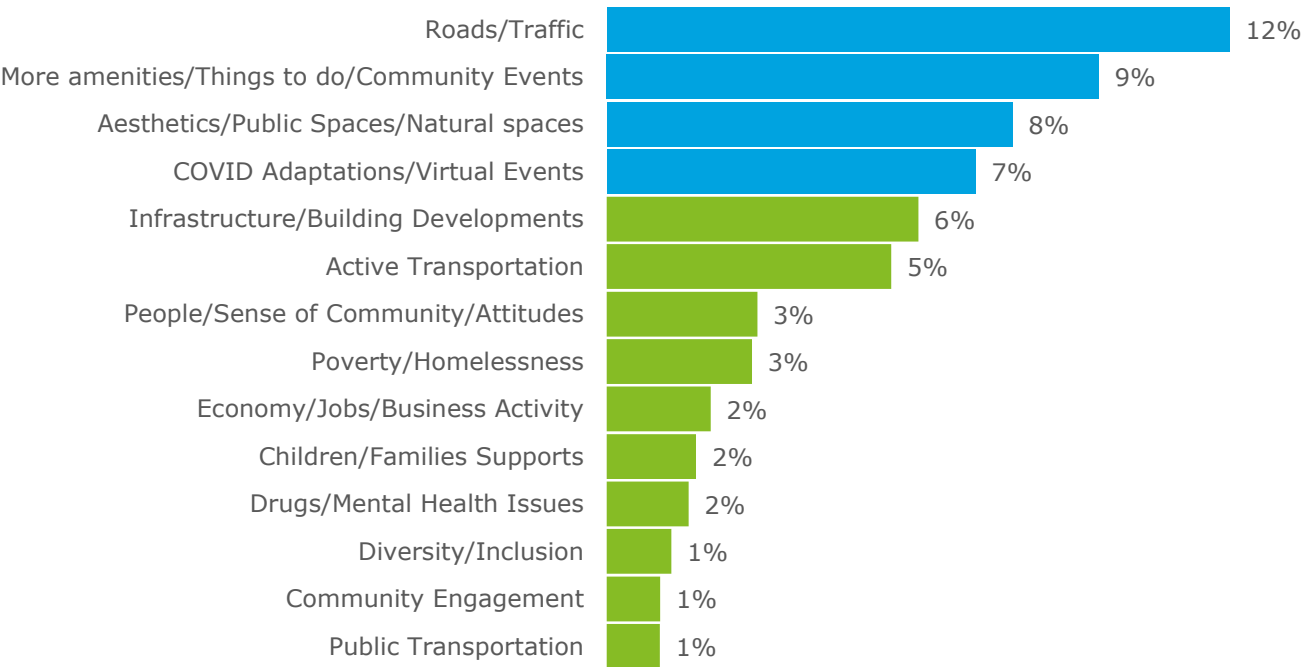
**How would you rate the overall quality of life in Cambridge?**



Top 2: 72%  
Excellent or Good

**Time Trend:**  
**Remained stable**  
from 2020.

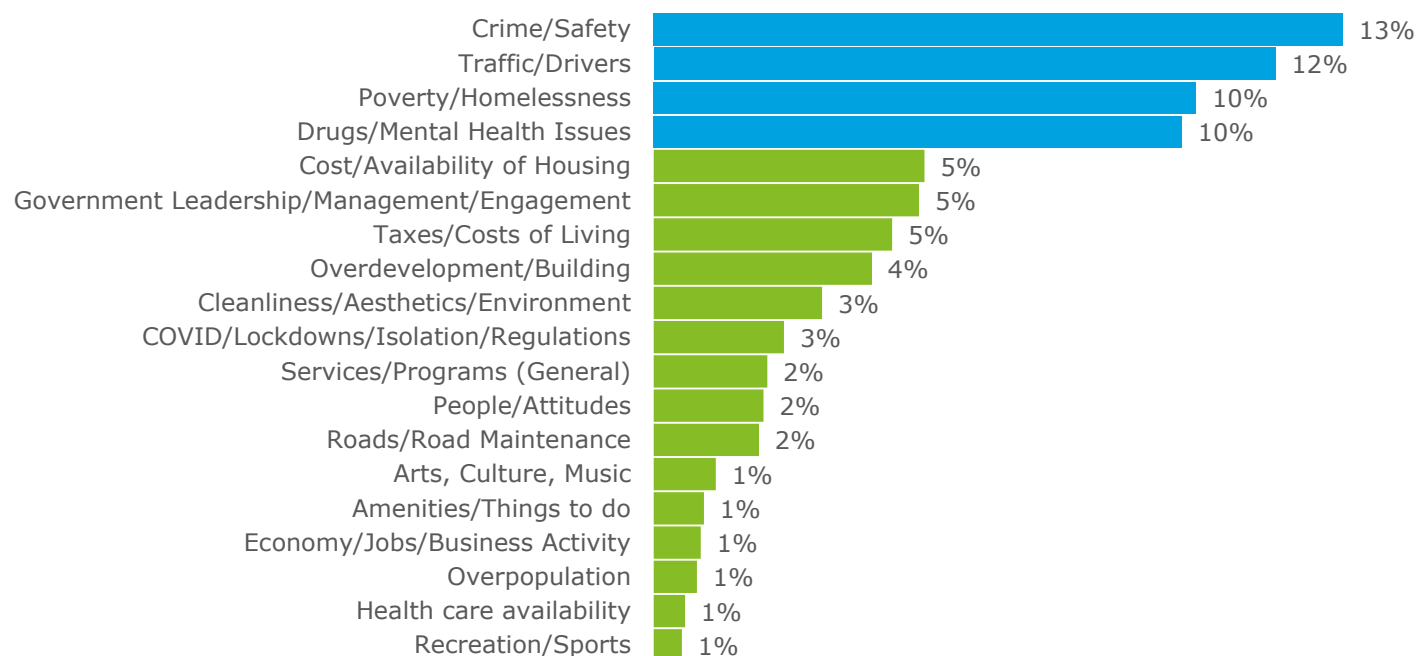
Citizens when asked to describe the elements that had improved in the last two years, noted the following:



Thinking about the quality of life in Cambridge over the past two years, what, if anything has gotten better?

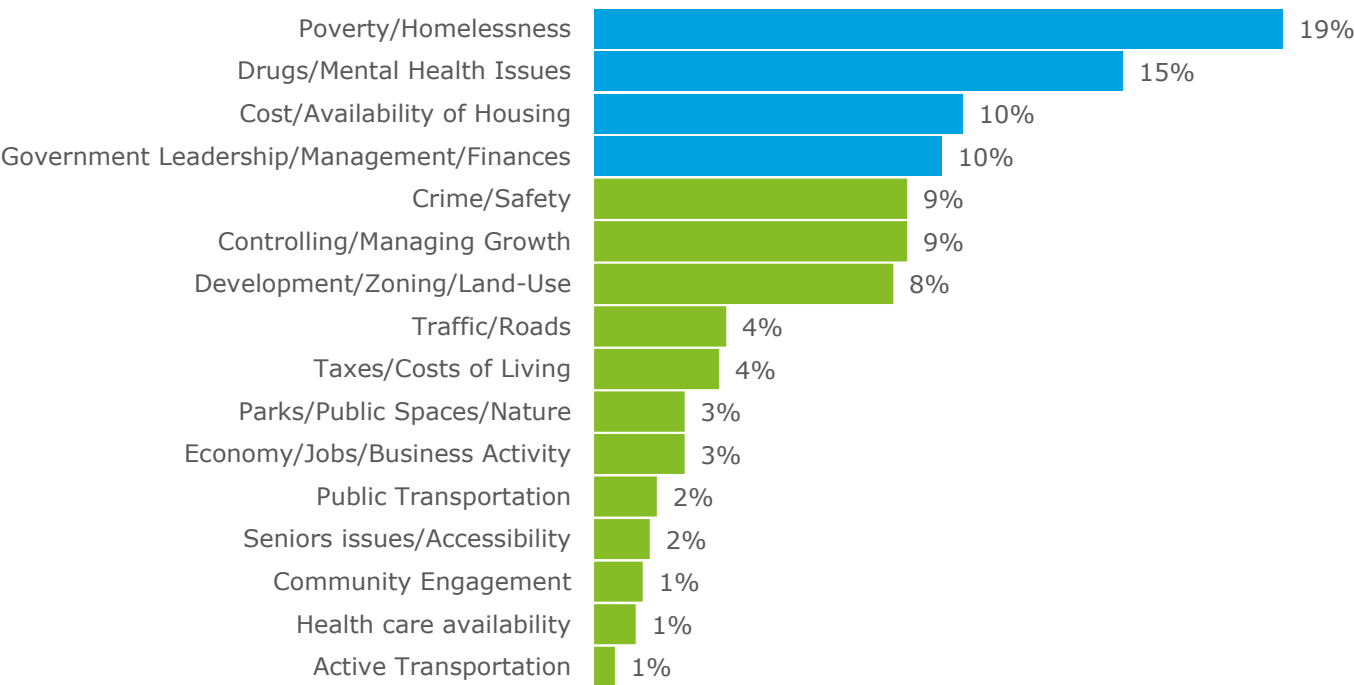


**When asked, citizens noted that they felt the following elements had **gotten worse** in the last two years:**



**Thinking about the quality of life in Cambridge over the past two years, what, if anything has gotten worse?**

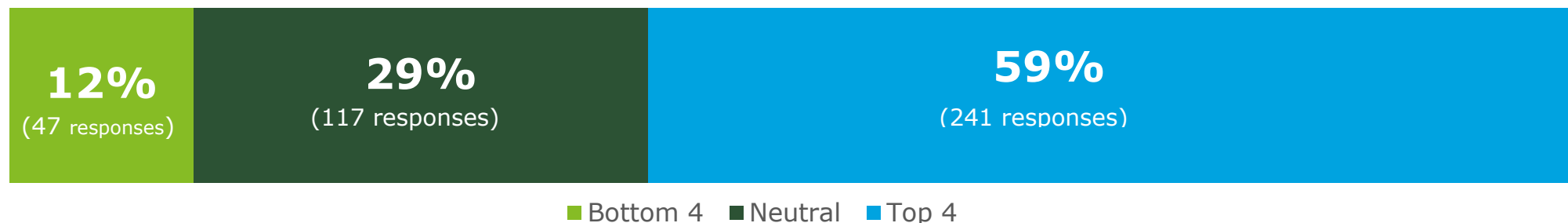
When asked to narrow down to a single challenge, respondents noted they felt Cambridge’s **most important issue** was:



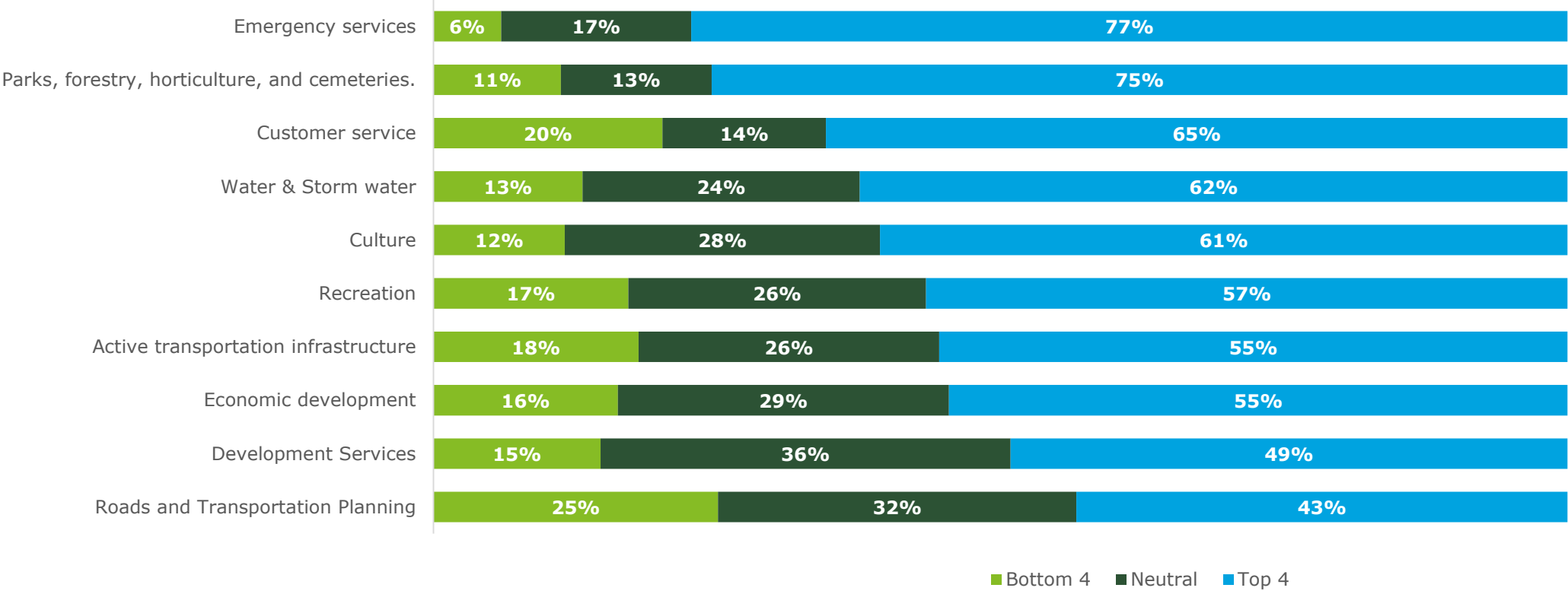
In your opinion, what, if anything, is the single most important issue facing the City of Cambridge today?

When asked about their general satisfaction with the **quality of services provided** by the City of Cambridge, the majority of respondents selected a level 7 or greater on a 10 point scale (indicated by the **Top 4**).

Generally speaking, how satisfied are you with the overall quality of services provided by the City of Cambridge?



**The City of Cambridge provides various services to its residents.**  
**When asked to rate their overall satisfaction with these services, overwhelming, most respondents selected a 7 or higher rating for each service.**



City services were divided into four categories based on their relative priority rank.



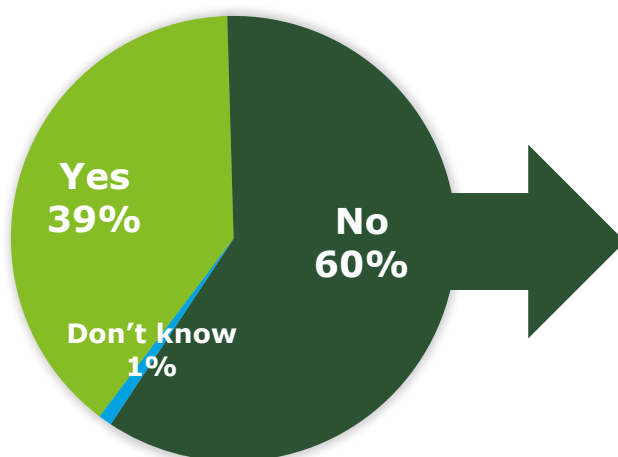


When reviewing the derived importance based on satisfaction levels, Customer Service was noted as the most important area to respondents.

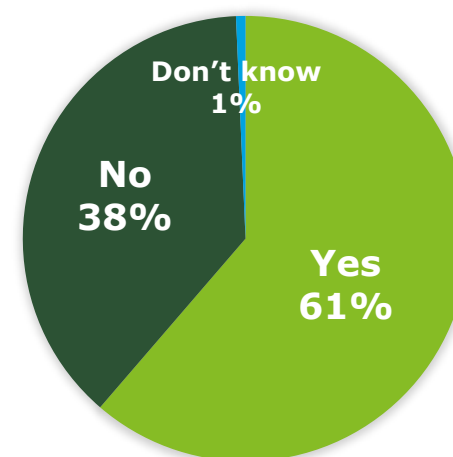
Service	Importance	Performance	Priority Rank
Customer service	9.4	65%	1
Roads and transportation planning	6.8	43%	2
Recreation	6.6	57%	3
Development services	6.8	49%	4
Economic development	5.7	55%	5
Active transportation infrastructure	4.3	55%	6
Water & storm water	5.4	62%	7
Parks, forestry, horticulture, and cemeteries	5.1	75%	8
Culture	4.9	61%	9
Emergency services	6.0	77%	10

The City of Cambridge provides a number of services to its residents. Now, we'd like to ask about your satisfaction with these services, where 1 means not satisfied at all and 10 means extremely satisfied.

**In the **past year**, have you  
**contacted** the City of  
Cambridge? n=406**



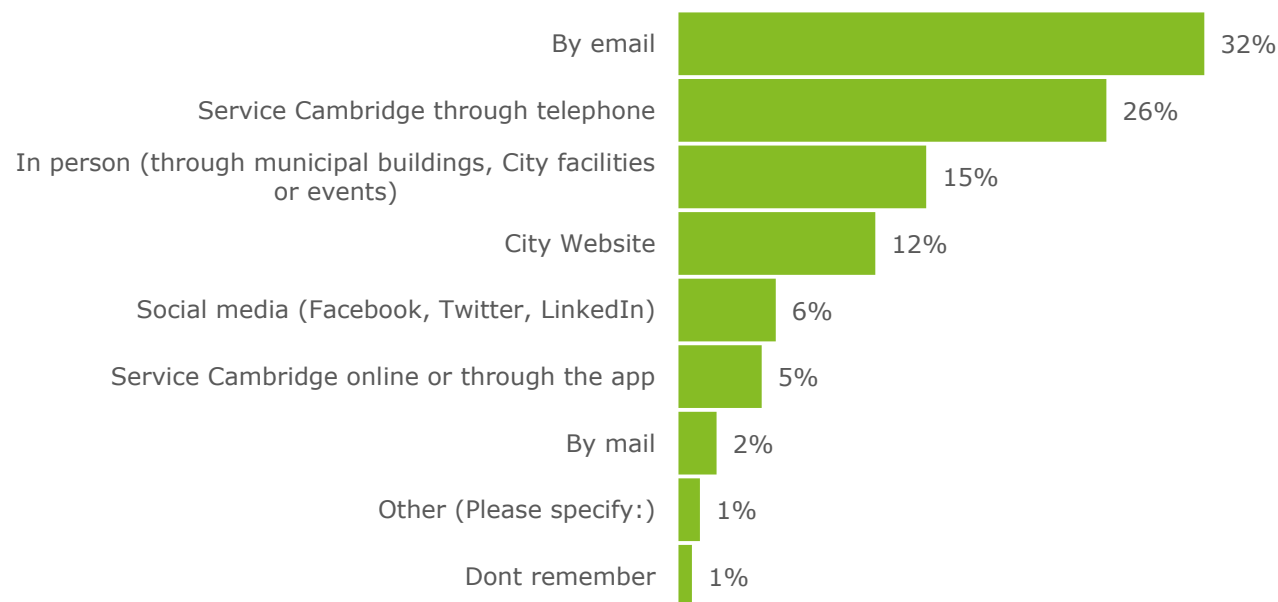
**Have you **ever contacted** the  
City of Cambridge? n=247**



*\*Contacting means directly by phone, email or in person.  
It does not include interacting with City Services such as time spent at an  
arena, or visiting a park.*

**If participants indicated they had contacted the City of Cambridge, these were the methods and **communications channels residents used**. The majority engaged with the City by **email**.**

How did you contact the City of Cambridge? If you tried more than one way, **please record all that apply**.



\*\*\* Other responses included: during a zoom meeting, attending a public meeting, or called a councilor directly

During their contact and communication with the City of Cambridge, Residents indicated they had **very positive overall satisfaction** with the customer service they received.

The majority of residents noted that they selected a value of **7 or higher** on a **10 point scale**.

■ Bottom 4   ■ Neutral   ■ Top 4 Box



Scale utilized: 1 being “Not satisfied at all” to 10 “Extremely satisfied”

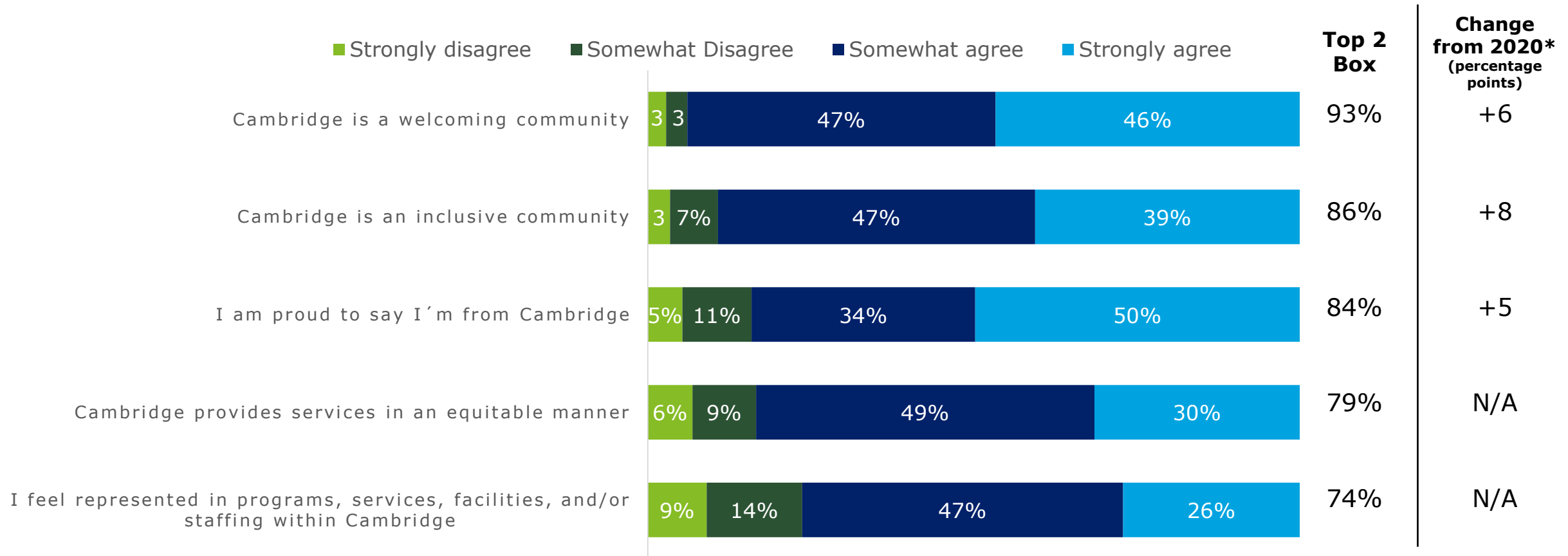
**Time Trend:**

**22% strongly or somewhat disagreed** that they were satisfied with the levels of customer service received **in 2020**.

**Time Trend:**

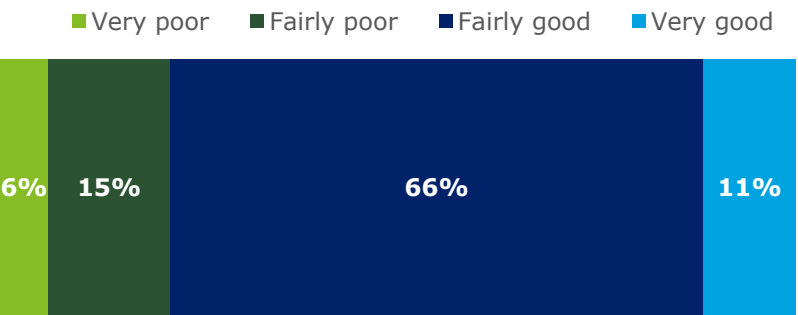
**73% strongly or somewhat agreed** that they were satisfied with the levels of customer service received **in 2020**.

Residents were asked to indicate how much they agreed or disagreed with the following statements. In each instance, the **positive answers made up 74%-93% of the total selections.**





The majority of participants indicated they feel they receive **“Fairly Good”** value for their tax dollars.



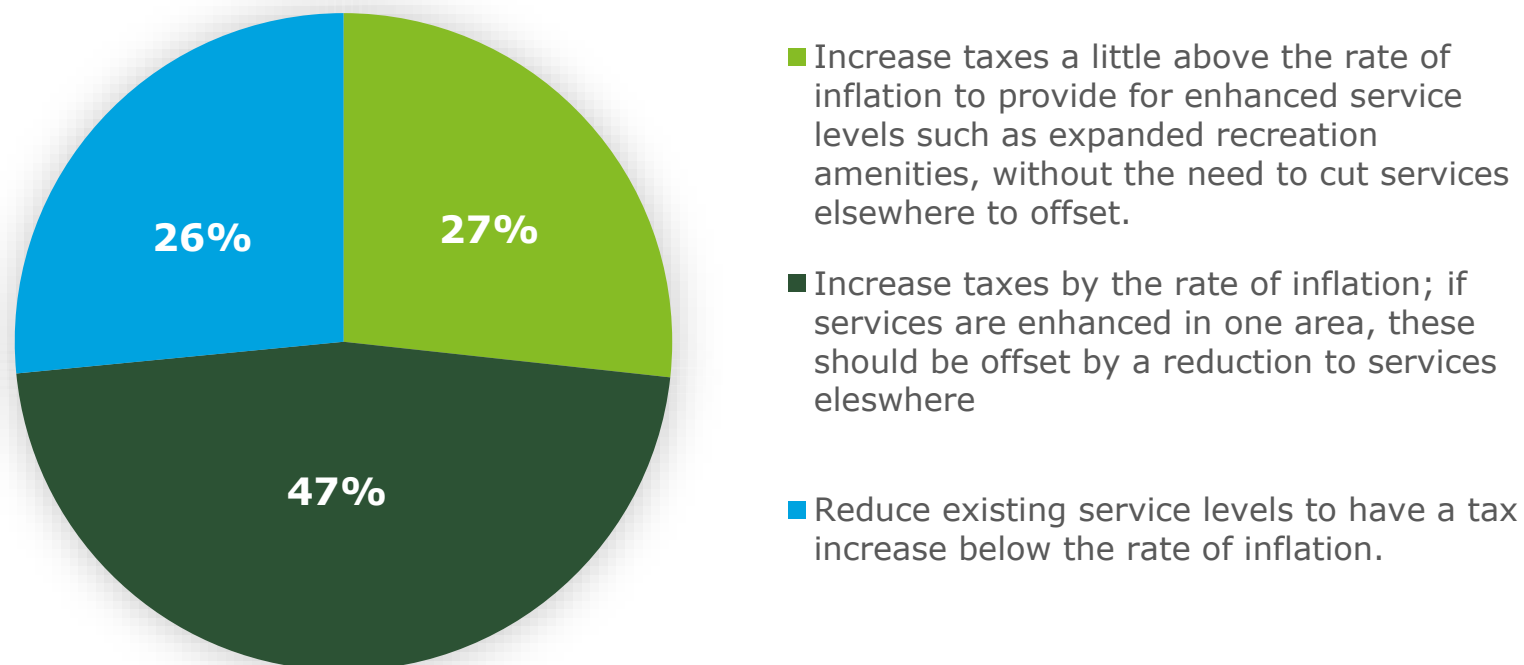
Thinking about the programs and services provided by the City of Cambridge, would you say you receive **good value or poor value** for you tax dollars?

When residents were to **describe why they chose the value selection preference** on the previous question, they used the following descriptions:

Reasons for good value	Reasons for poor value
Overall positive direction of City	Comparison to other places
Amount/value of services/programs provided	Amount spent on drugs/homelessness*
Maintenance of roads/traffic	Condition of roads/traffic
Comparison to other places	High amounts of taxes/cost of living

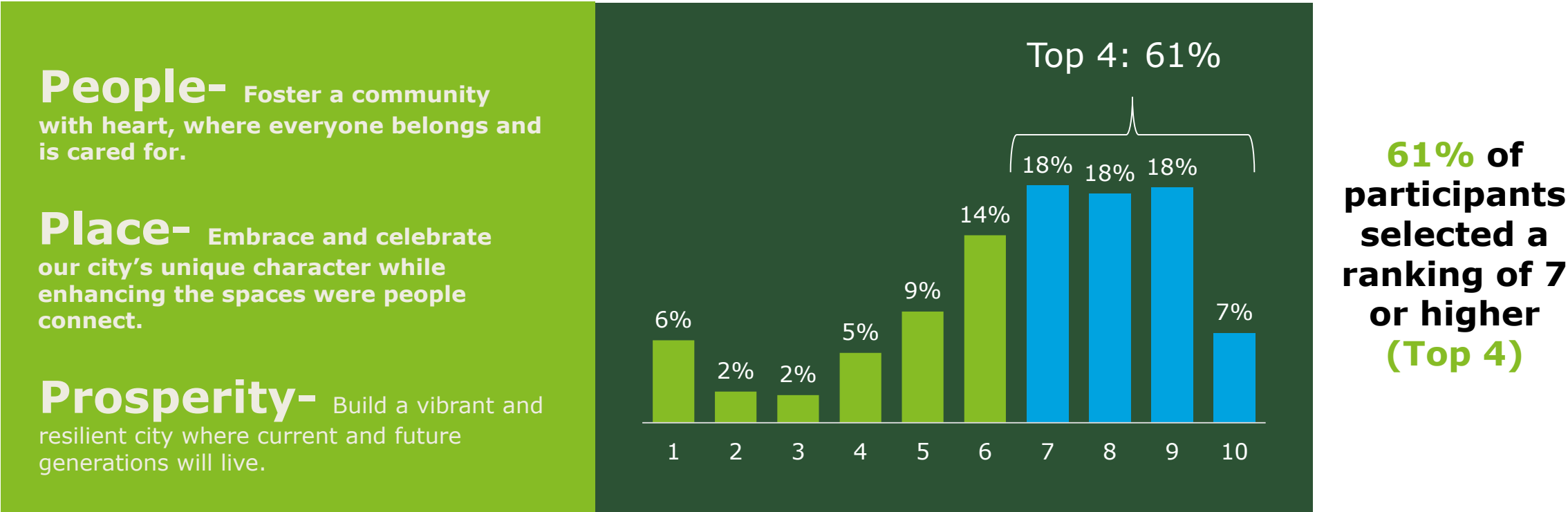
Local governments must balance the cost of delivering services with taxation, and the cost of providing services continue to rise as a result of inflation. Additionally, adding or enhancing services such as expanded recreation amenities further adds to costs. Which of the following options would you most prefer for Cambridge to balance increasing costs?

Which of the following options would you most prefer for Cambridge **to balance increasing costs?**



The City of Cambridge has three main goals guiding their 2020-2023 Strategic Plan.

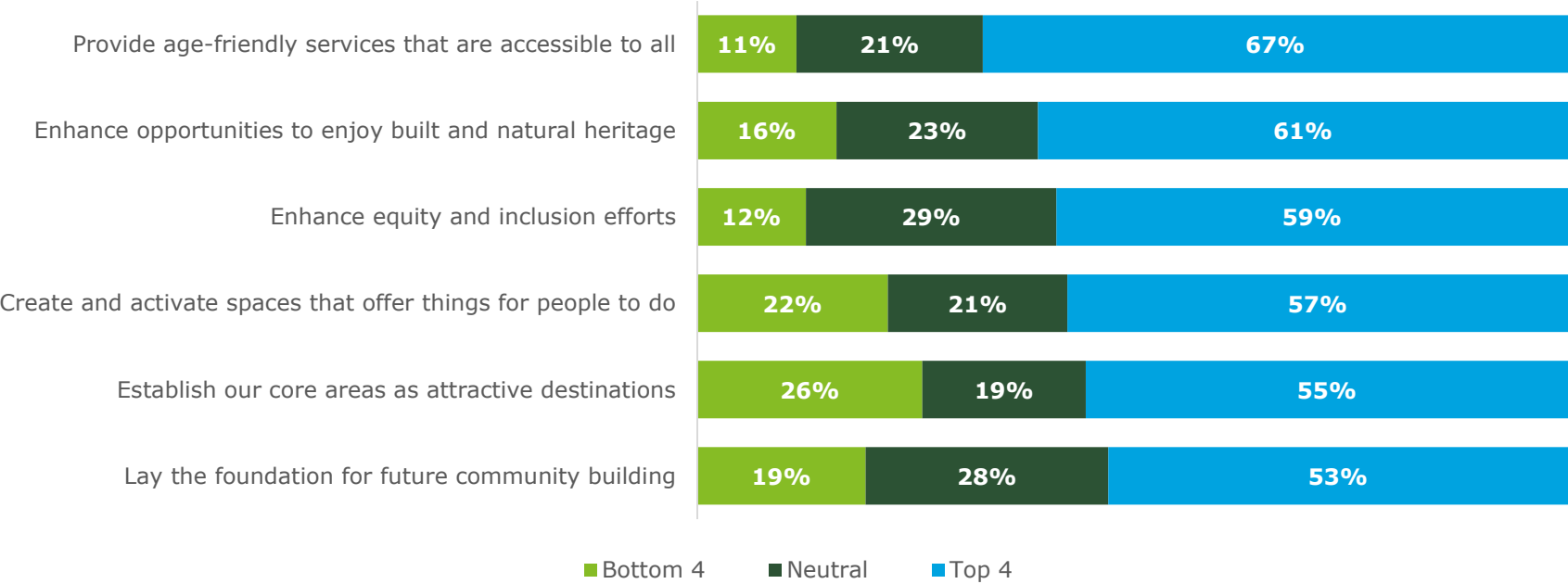
Overall, how satisfied are you with the goals of the strategic plan?



1 indicates “Not satisfied at all”, and 10 means “Extremely satisfied”.

The City's strategic plan currently has six actions in which they have a leadership role. How satisfied you are with the City's progress to-date for each of the following actions?

1-10 point scale used where 1 indicates "Not satisfied at all", and 10 means "Extremely satisfied".



Out of the six actions from the strategic plan, respondents placed the most importance on the **foundational community building action** and identified this as their highest priority.

Action	Importance	Performance	Priority Rank
Lay the foundation for future community building	9.4	53%	1
Establish our core areas as attractive destinations	7.0	55%	2
Create and activate spaces that offer things for people to do	6.1	57%	3
Enhance opportunities to enjoy built and natural heritage	7.4	61%	4
Enhance equity and inclusion efforts	5.7	59%	5
Provide age-friendly services that are accessible to all	5.9	67%	6

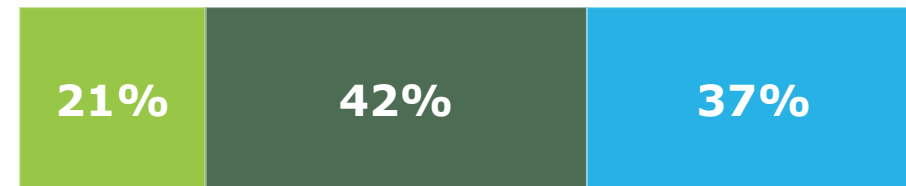


The City's strategic plan also has **seven collaborative** actions that the City aims to collaborate on with other levels of government to accomplish.

### 7 Collaborative Actions

1. Enable small business to succeed
2. Increase housing options
3. Encourage safe and healthy neighbourhoods
4. Improve access to social supports
5. Take action to combat climate change
6. Prepare for emergency prevention and recovery
7. Promote and develop more transportation options

How satisfied you are with the City's **progress to-date overall**, across all seven of the collaboration actions?



■ Bottom 4 ■ Neutral ■ Top 4

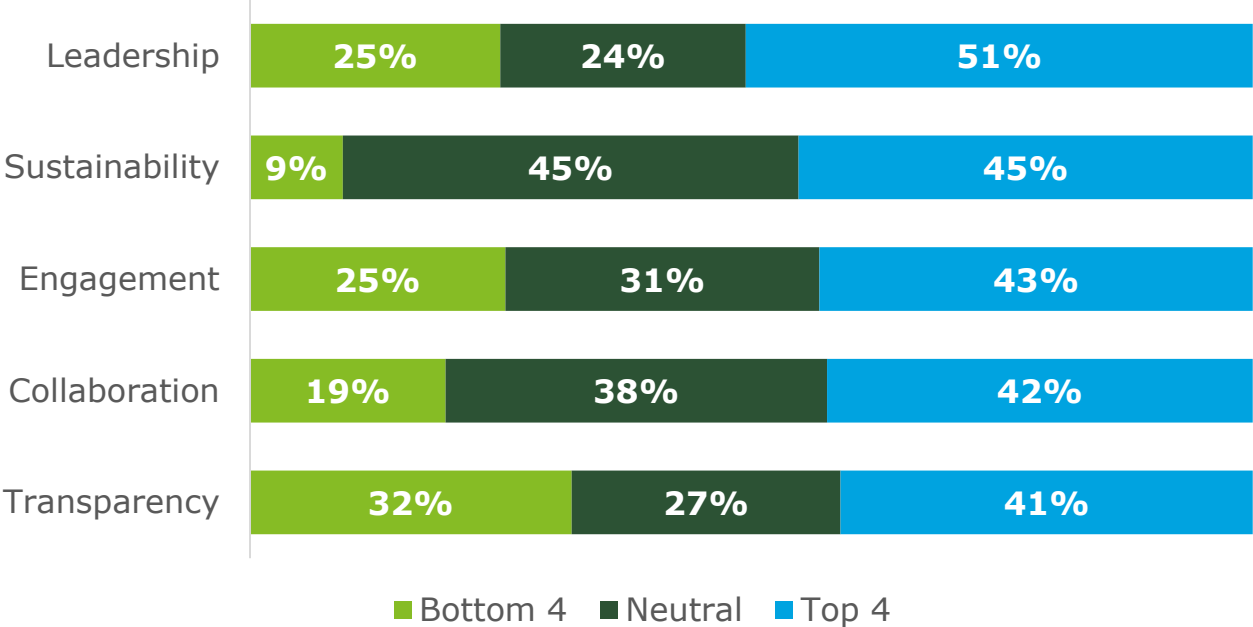
**Overall, majority of residents indicated they're neutral about their overall satisfaction tied to the specific 7 actions.**

## Public Values

The City’s strategic plan includes a public value statement in which every goal, objective and action will be considered within the context of delivering five public values.

- Engagement
- Transparency
- Collaboration
- Leadership
- Sustainability

How satisfied are you with the City’s **progress to-date** for each of the following **public values**?

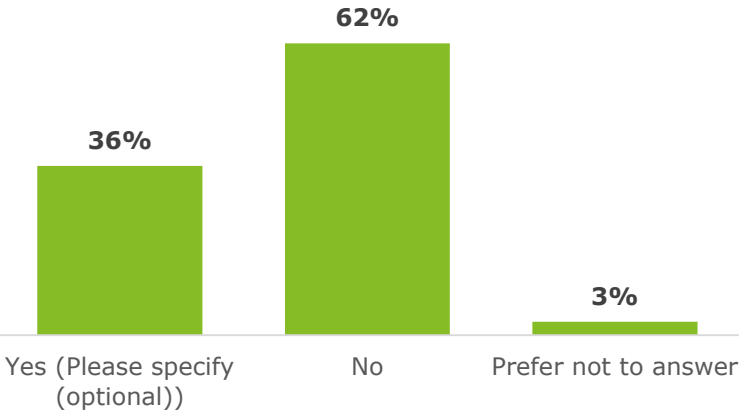


Respondents indicated from their perspective that the #1 most important value is **engagement**, and the strength of importance was notably greater than their #2 priority ranking.

Value Statement	Importance	Performance	Priority Rank
Engagement	9.4	43%	1
Transparency	5.7	41%	2
Leadership	5.9	51%	3
Collaboration	7.0	42%	4
Sustainability	6.1	45%	5

Do you identify as a member of a marginalized population based on:

- Gender,
- Sexual identity,
- Race,
- Marital status,
- Disability status,
- Youth,
- Newcomers/ immigrants,
- Seniors,
- Indigenous Peoples, or
- Low-income earners?



Those that selected **Yes** and chose to, indicated the following applied to them

Gender	6
Disability	9
Senior	65
Low-income earners	10
Immigrant	10
Race	8
Martial status	15
Sexual identity	4
Indigenous Peoples	1
Selected Yes, but requested not to disclose	10

# Thank You!

## Contact Details

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