

2025 Community Satisfaction Survey.

Survey | Summary | Final
Conducted by Nanos for the City of St. Albert, October 2025
Field: September 2 to October 6, 2025
Submission 2025-2818



Summary

The research gauged the opinions and perceptions among the residents of St. Albert across a number of issues including:

Quality of Life in St. Albert

- Resident ratings of overall quality of life
- Top factors enhancing or reducing quality of life
- Perceptions of personal safety in the community

Service Delivery Channels

- Satisfaction with in-person, online, and phone-based services
- Activities include bill payments, licensing, and registration
- Suggestions for optimizing service experience

City Services Satisfaction

- Most and least satisfying City services
- Feedback on service delivery methods
- Ideas for improvement

Downtown Amenities

- Frequency of visits for amenities (excluding work or commuting)
- Satisfaction with parks, dining, trails, public art, and gathering spaces

Communication & Information Sharing

- Effectiveness of City's communication about municipal matters
- Current and preferred information channels
- Agreement on variety of communication methods

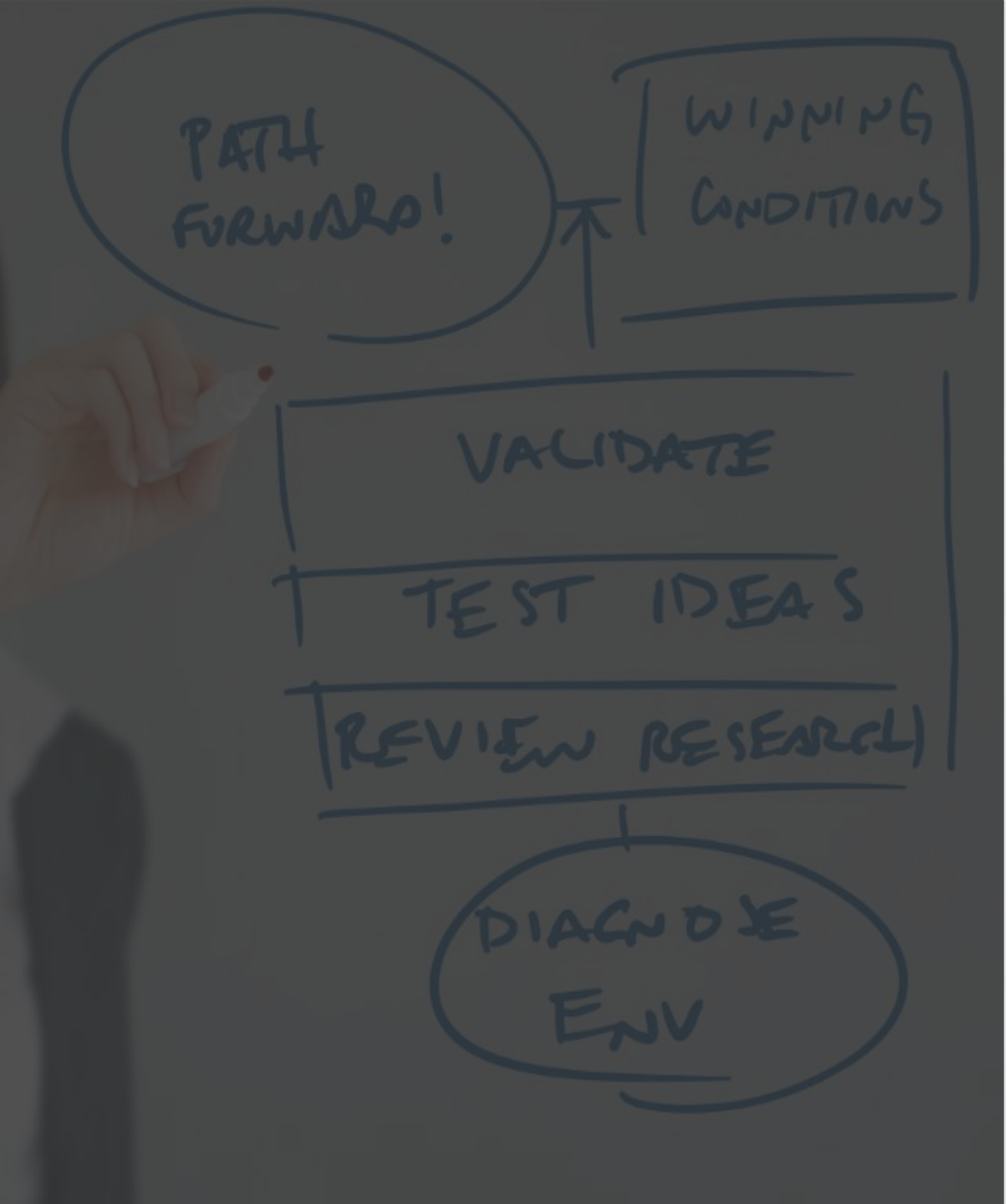
Property Taxes & Value Perception

- Homeownership status
- Perceived value of City services funded by property taxes
- Preferred tax strategies and satisfaction with budget communication

Strategic Priorities & Council Focus

- Most important issue facing City Council
- Top three priorities for the new Council term
- Importance ratings of strategic priorities

This report outlines the results for the 2025 Community Satisfaction Survey.



METHODOLOGY

Nanos conducted a survey of 443 residents of St. Albert through an RDD dual frame (land- and cell-lines) random telephone survey of 400 residents and online survey of 43 self-selected residents recruited through social media, in order to capture younger demographics that are typically harder to reach via telephone, 18 years of age or older, between September 2 and October 6, 2025.

The results were statistically checked and weighted by age and gender using the latest Census information and the sample is geographically stratified to be representative of St. Albert. Individuals were randomly called using random digit dialing with a maximum of five call backs.

A margin of error cannot be calculated on a non-probability sample. For comparison purposes, a probability sample of 443 respondents would have a margin of error of ±4.7 percentage points, 19 times out of 20.

A similar open-link online survey was available to residents via a link on the City's website and 48 residents participated. This allowed additional residents to participate in the survey, including those who may not have been reached by telephone. The open-link survey results were collected but are not included in this statistical report.

The research was commissioned by City of St. Albert and was conducted by Nanos Research.

*For comparison purposes, at the direction of the City of St. Albert, the 2019 community satisfaction survey was used as the benchmark in terms of methodology and questions.

Note: Charts may not add up to 100 due to rounding.

2019 METHODOLOGY

The 2019 Community Satisfaction Survey serves as the baseline for comparisons in this 2025 report.

In 2019, a mixed-method survey of 453 residents was conducted using telephone interviews (n=400) and a web-based survey (n=53) to help reach younger demographics. Age and gender quotas were applied to reflect St. Albert's population, and fieldwork took place from November 14 to December 11, 2019. A probability sample of this size would carry a margin of error of approximately ±4.6% percentage points, 19 times out of 20.

***Please Note**: Due to the opt-in nature of the online component, those results cannot be generalized to the full population.*

KEY FINDINGS

1

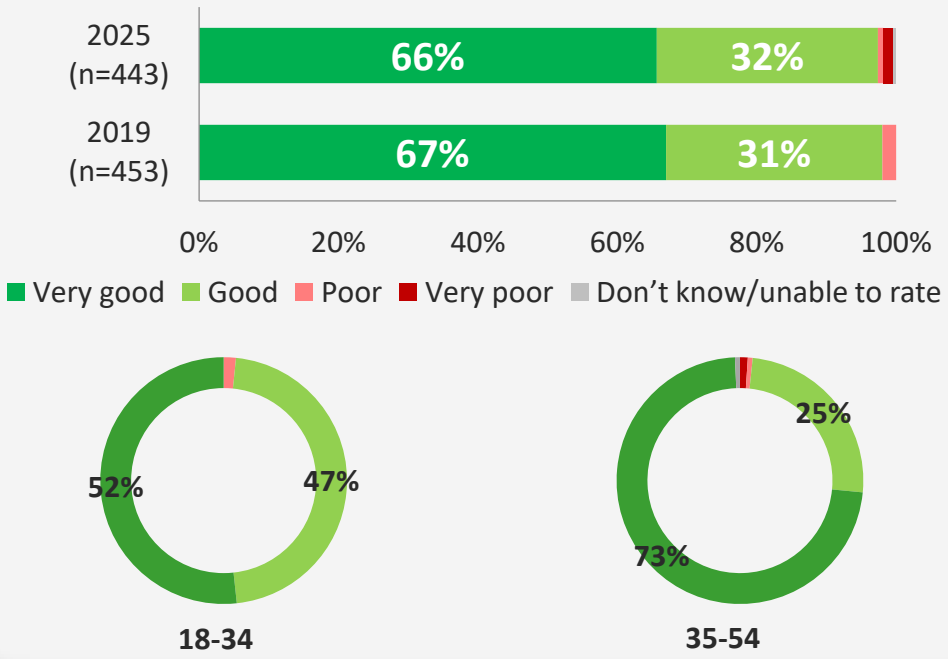
Quality of life

QUALITY OF LIFE REMAINS STRONG IN THE CITY OF ST. ALBERT

Similar to the 2019 wave, over nine in ten St. Albert residents rate the overall quality of life in the City as very good (66%) or good (32%), while less than one in ten rate it as poor or very poor (one percent each). Residents aged 35-54 are more likely to rate the overall quality of life in the City as very good (73%) than those aged 18-34 (52%), though 47% of those aged 18-34 rate quality of life in the City as good, compared to 25% for those aged 35-54.

QUALITY OF LIFE

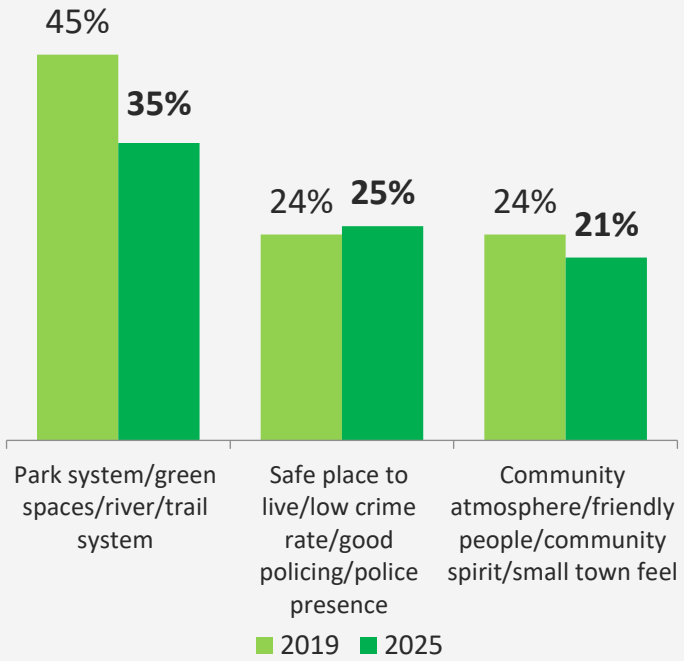
Q – How do you rate the overall quality of life in the City of St. Albert?



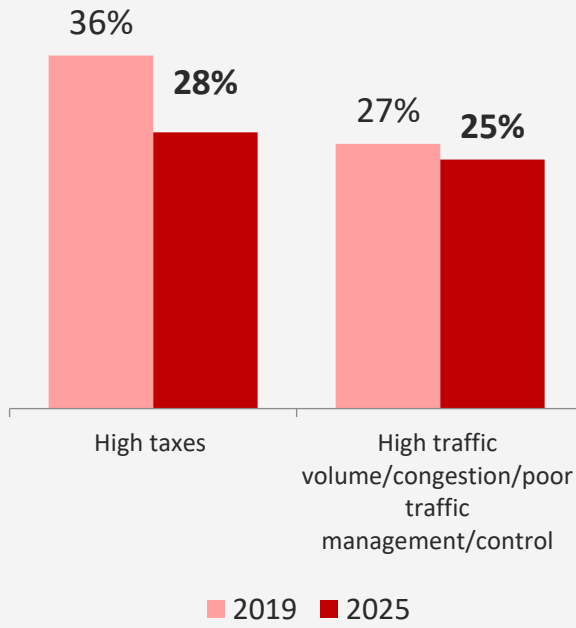
FACTORS IMPACTING QUALITY OF LIFE

When asked the top factors contributing to a high quality of life in the City, residents mention 'Park system/green spaces/river/trail system' (35%), followed by 'Safe place to live/low crime rate/good policing/police presence' (25%), and 'Community atmosphere/friendly people/community spirit/small town feel' (21%). Meanwhile, over one in four residents mention 'high taxes' (28%) and 'high traffic volume/congestion/poor traffic management/control' (25%), when prompted about the top factors that reduce the quality of life in St. Albert.

Q – In your opinion, what would you say are the top factors contributing to a high quality of life in St. Albert, if any? (UP TO 3 MENTIONS)[OPEN]



Q – And, what would you say are the top factors that reduce the quality of life in St. Albert, if any? (up to 3 mentions) (UP TO 3 MENTIONS)[OPEN]



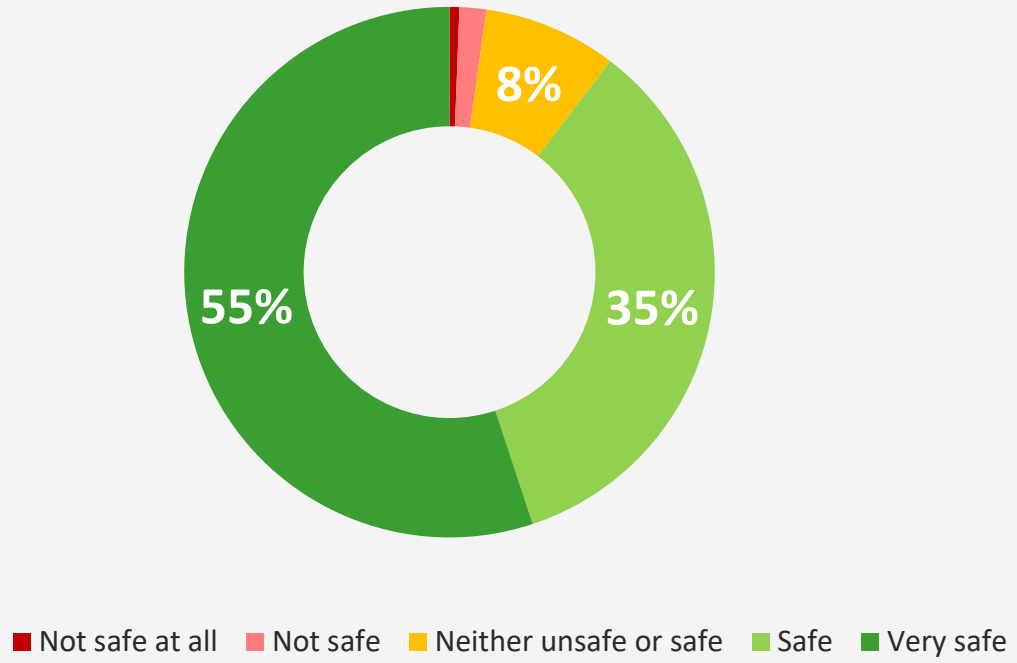
*Responses based on multiple mentions.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

NINE IN TEN RESIDENTS FEEL PERSONALLY VERY SAFE OR SAFE IN THEIR COMMUNITY

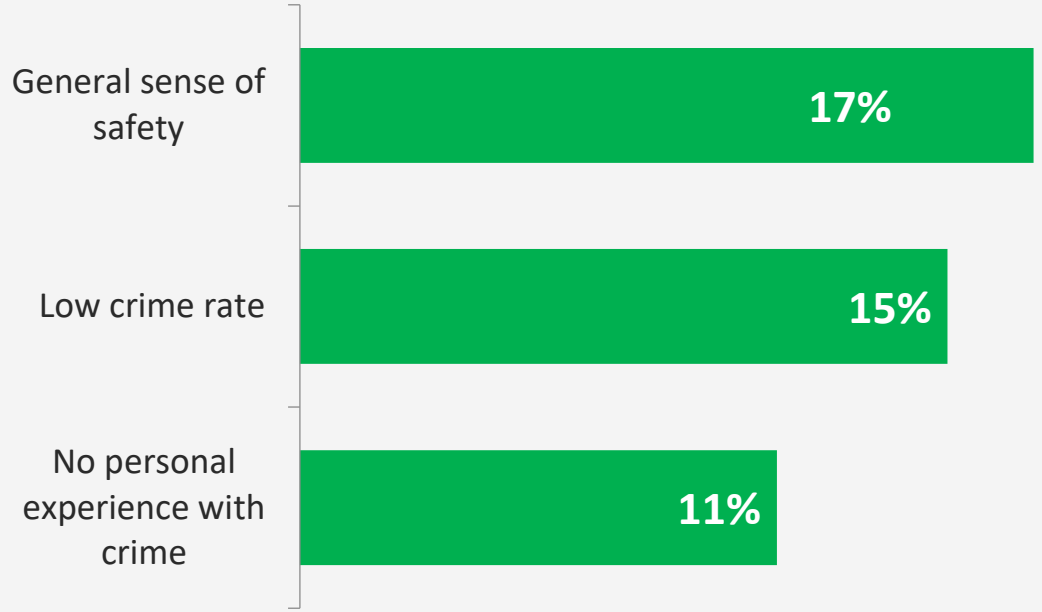
Majority of St. Albert residents feel personally very safe (55%) or safe (35%) in their community. When asked their opinion on perceived level of personal safety and security in the community, 17% mention general sense of safety. Additionally, 15% say low crime rate and another 11% mention no personal experience with crime.

Q – Please rate the extent to which you feel personally safe and secure in your community. Please use a scale of 1 to 5, where 1 means not at all safe and 5 means very safe?



Note: Data labels under two percent have been removed for clarity.

Q – Why do you have that opinion? [OPEN]



*Responses based on multiple mentions.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

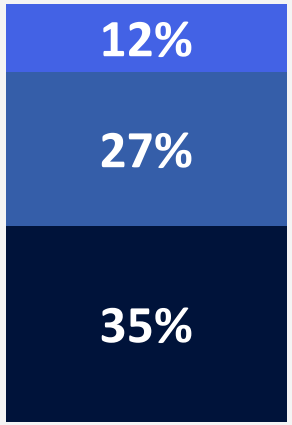
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Overall satisfaction with City services, facilities, programs and downtown amenities

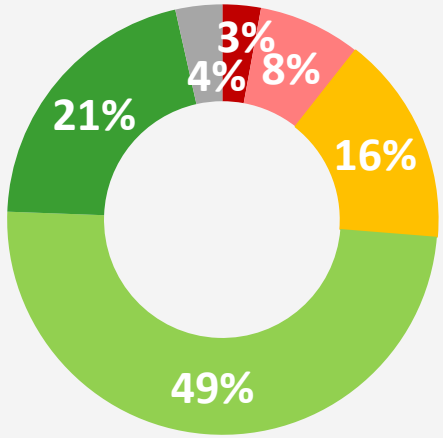
HIGH LEVEL OF SATISFACTION WITH DOWNTOWN AMENITIES

Just over one in three St. Albert residents (35%) report visiting downtown St. Albert for the amenities once a week or more in the past 12 months. About two in five report visiting at least once a month (27% 2-3 times a months; 12% once a month). Moreover, satisfaction with downtown amenities is high with seven in ten residents saying that they are very satisfied (21%) or satisfied (49%), while one in ten residents report being very dissatisfied (three percent) or dissatisfied (eight percent).

Q – In the past 12 months, how often have you visited downtown St. Albert for the amenities? This may include parks, places to eat, hangout spots, public art, and trails. Please exclude simply passing through, living nearby or going downtown for work. Would that be…



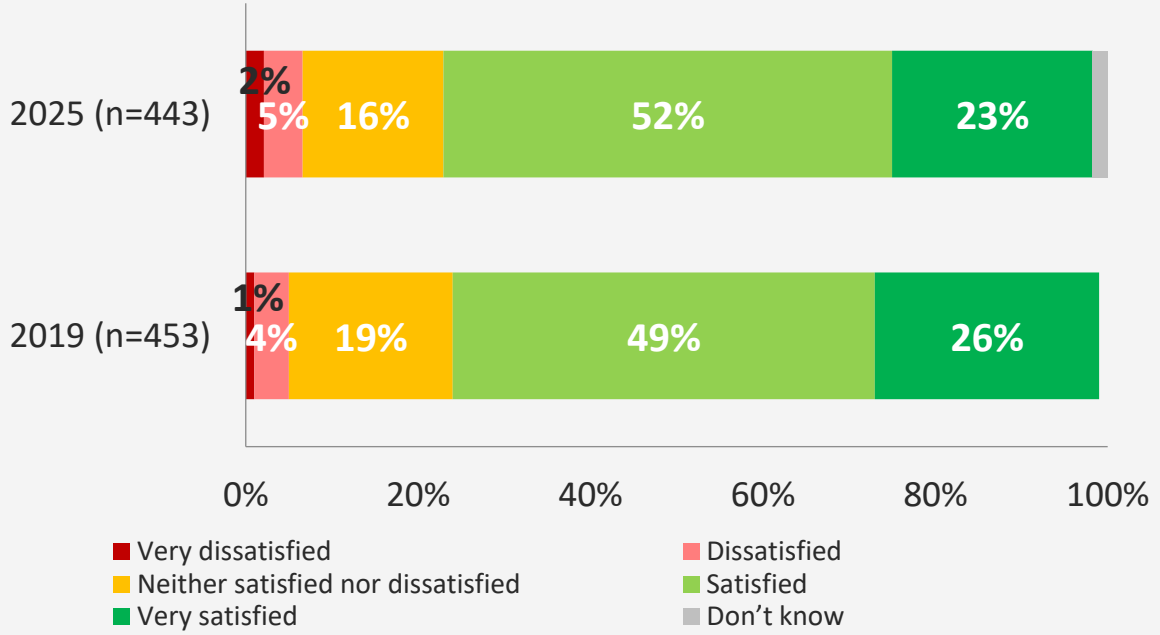
Q – Thinking about your experiences in downtown St. Albert, are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied with the amenities available?



MAJORITY OF ST. ALBERT RESIDENTS SAY THEY ARE SATISFIED TO SOME EXTENT WITH THE PROGRAMS AND SERVICES PROVIDED BY THE CITY

Similar to the 2019 wave, St. Albert residents are more than ten times more likely to say they are very satisfied (23%) or satisfied (52%) with the programs and services provided by the City to residents than say they are very dissatisfied (two percent) or dissatisfied (five percent).

Q – Taking into consideration all city services, facilities and programs, overall, are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied with the programs and services provided by the City to residents?



Note: Data labels under two percent have been removed for clarity.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

3 Service expectations and customer experience

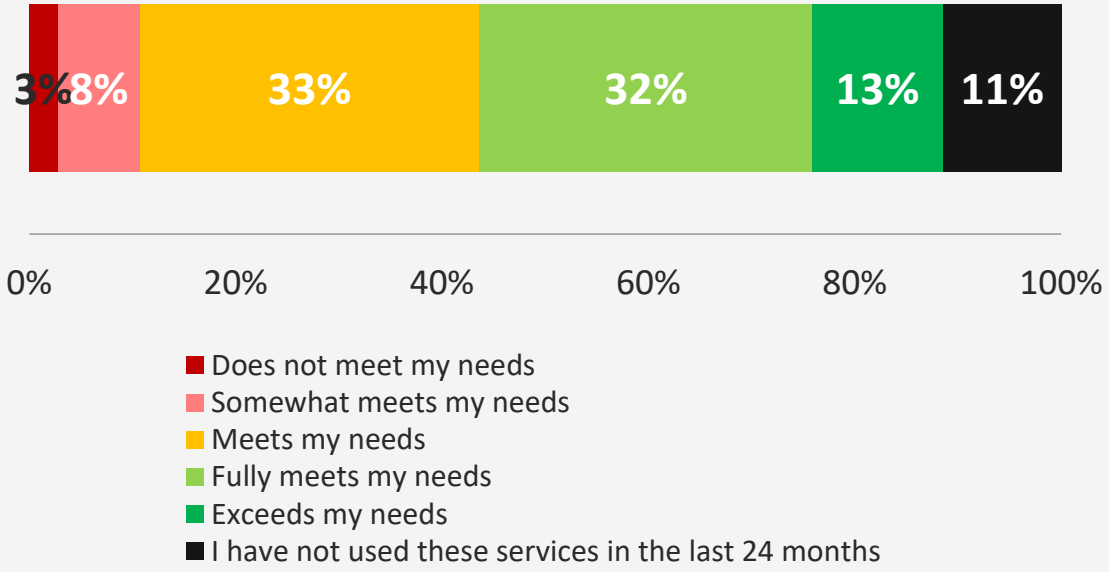
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ST. ALBERT SERVICE CHANNELS MEET OR EXCEED NEEDS FOR MAJORITY OF RESIDENTS

St. Albert residents are more likely to say that the City's methods/channels for conducting services fully meet (32%) or exceed their needs (13%) while just one in ten say they somewhat meet (eight percent) or do not meet their needs (three percent). Of note, one in three residents (33%) says the City methods/channels meets their needs.

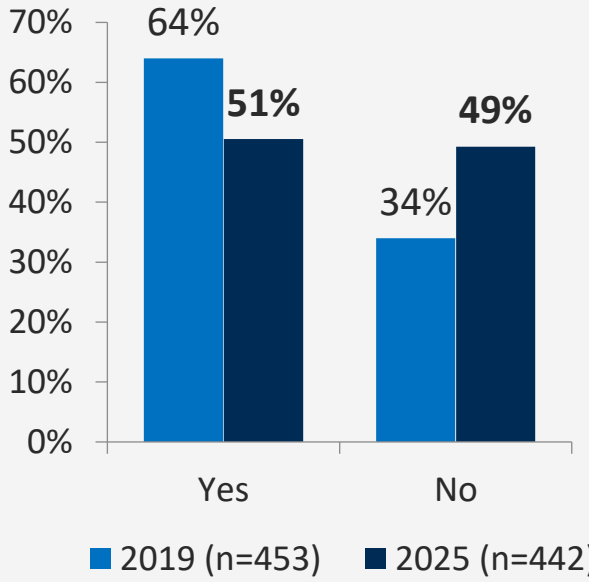
Q – The City currently offers in-person services at City Hall and at some recreational facilities, as well as online and over the phone. These types of services include: paying your bills; obtaining your license; registering for a program; etc. To what extent do the methods/channels to conduct these types of activities with the City meet your needs, on a scale of 1 to 5, where 1 is does not meet and 5 is exceeds?



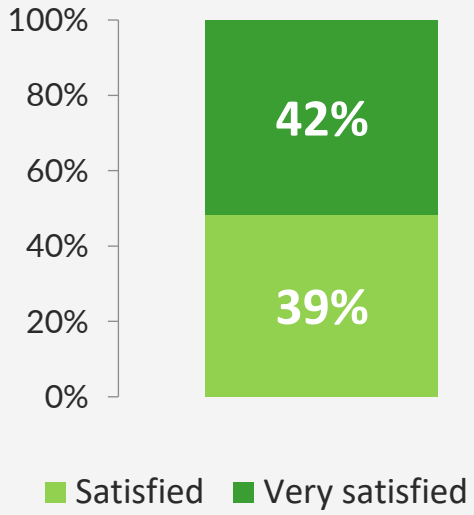
ABOUT FOUR IN FIVE RESIDENTS WHO HAVE BEEN IN CONTACT WITH CITY EMPLOYEES IN THE PAST YEAR REPORT BEING VERY SATISFIED OR SATISFIED WITH THEIR EXPERIENCE

About half of City residents (51%, down from 64% in 2019) say they have been in contact with any City of St. Albert employees in the past 12 months. Of those who have been in contact, a majority report being satisfied (39%) or very satisfied (42%) with their service experience provided by City employees.

Q – In the past 12 months, have you been in contact, with any City of St. Albert employees?



Q – [IF HAS BEEN IN CONTACT IN THE PAST 12 MONTHS] Overall, are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied with your service experience provided by City employees?



Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

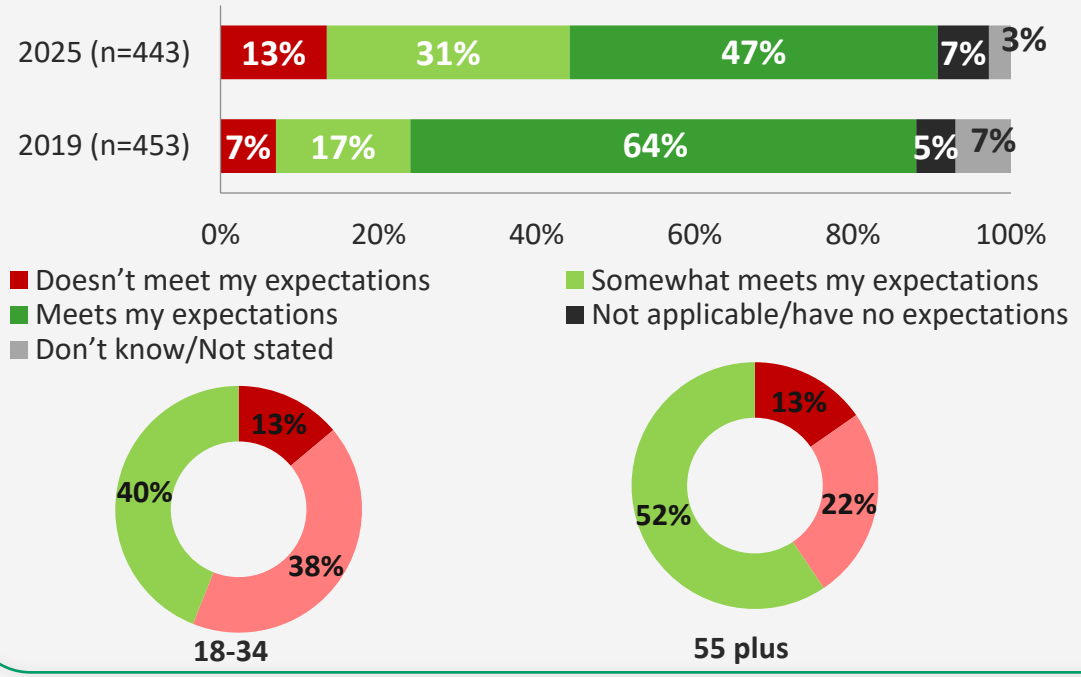
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Communication and public participation

SATISFACTION WITH CITY COMMUNICATIONS ABOUT MUNICIPAL MATTERS SINCE 2019

Over three in four St. Albert residents report that the City meets (47%) or somewhat meets their expectations (31%). This remains consistent with the 2019 wave (81%; 64% meets my expectations and 17% somewhat meets my expectations). Meanwhile, the proportion of residents who say the City fully meets their expectations (47%) has declined from 64% in 2019. Residents aged 55 and older (52%) are more likely to say the City outright meets their expectations in terms of sharing and providing access to information compared to those aged 18-34 (40%).

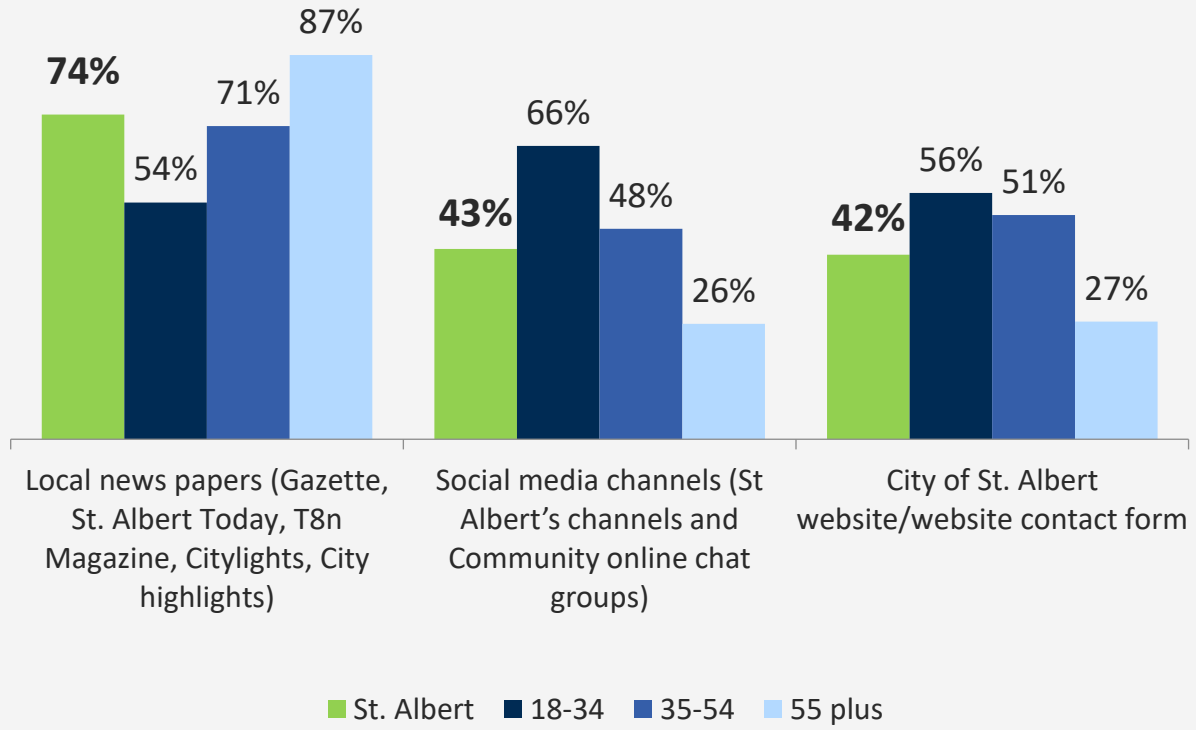
Q – To what extent does the City meet or not your expectations for sharing information and keeping you informed about municipal matters that affect you?



LOCAL NEWSPAPERS SEEN AS TOP SOURCE FOR CITY INFORMATION

About three in four residents (74%) select local newspapers when prompted to select how they currently get their information about the City of St. Albert. This is followed by social media channels (43%) and City of St. Albert website/website contact form (42%). Residents aged 18-34 are more likely to select social media channels (66%), while residents aged 35-54 and 55 plus are more likely to select local news papers (71% and 87% respectively).

Q – Please tell us how you currently get your information about the City of St. Albert. (Select all that apply)



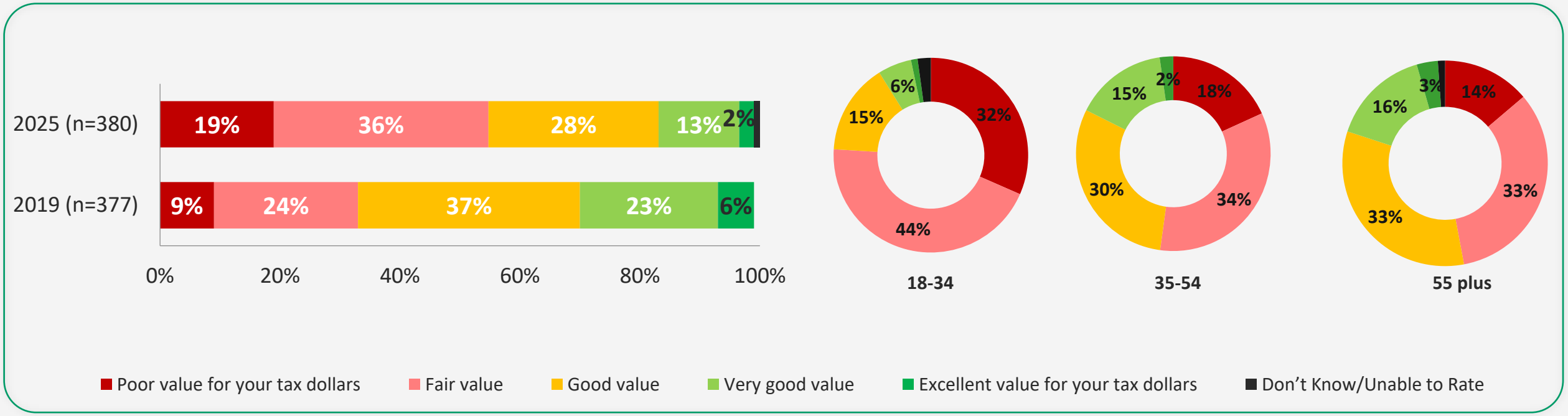
Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

5 Property taxes and financial planning

PERCEIVED FAIR VALUE FOR TAX DOLLARS AMONG ST. ALBERT HOMEOWNERS

Over one in three homeowners (36%) say they receive fair value for the tax dollars that pay for City services, an increase from 24% in 2019. Moreover, over two in five homeowners say they receive good value (28%), very good value (13%) or excellent value (two percent) for the tax dollars that pay for City services although it has decreased since 2019 (37% good; 23% very good value; six percent excellent value for their tax dollars). Residents who are aged 35 plus are more likely to say they receive good value (30% of those aged 35-54 and 33% of those aged 55 plus), very good value (15% of those aged 35-54 and 16% of those aged 55 plus) compared to younger residents (15% good value; six percent very good value).

Q – [ASK IF OWN A HOME] Property taxes in St. Albert are related to the value of your property. About one quarter of your property tax bill is collected on behalf of the Province to pay for education and schools. This means that about three-quarters of your property tax bill goes to the City to fund services provided to community. Thinking about the amount of your tax bill that pays for City services, would you say you receive ….?



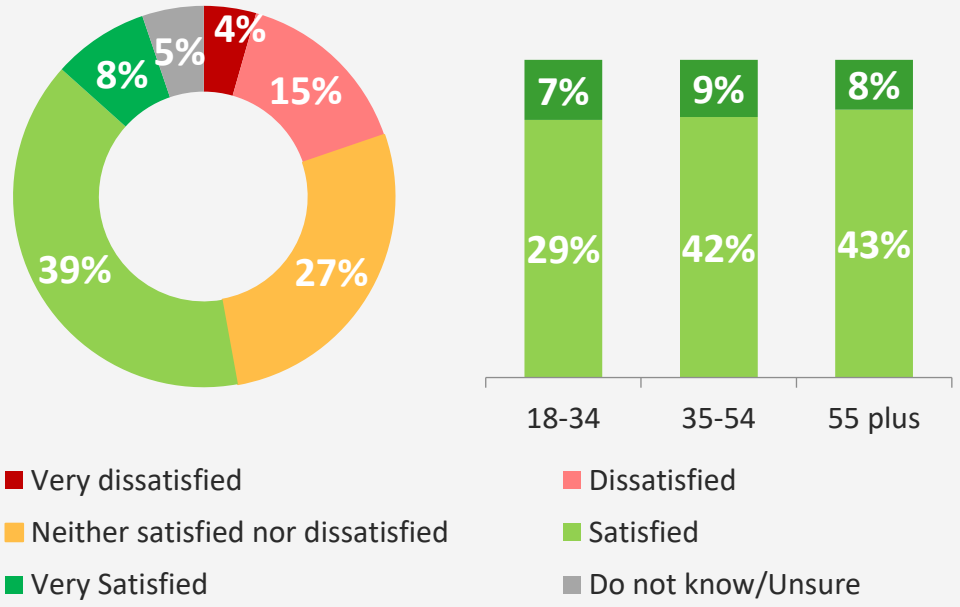
Note: Data labels under two percent have been removed for clarity.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

RESIDENTS ARE TWICE MORE LIKELY TO SAY THEY ARE SATISFIED TO SOME EXTENT THAN NOT WITH CITY BUDGET COMMUNICATION

St. Albert residents are two times more likely to say they are very satisfied (eight percent) or satisfied (39%) with the way the City communicates information about its budget and financial matters than to say they are very dissatisfied (four percent) or dissatisfied (15%). Of note, just over one in four (27%) say they are neither satisfied nor dissatisfied. Residents aged 35 and older are more likely to say they are satisfied (42% for 35-54; 43% for 55 plus) or satisfied compared to younger residents (29%).

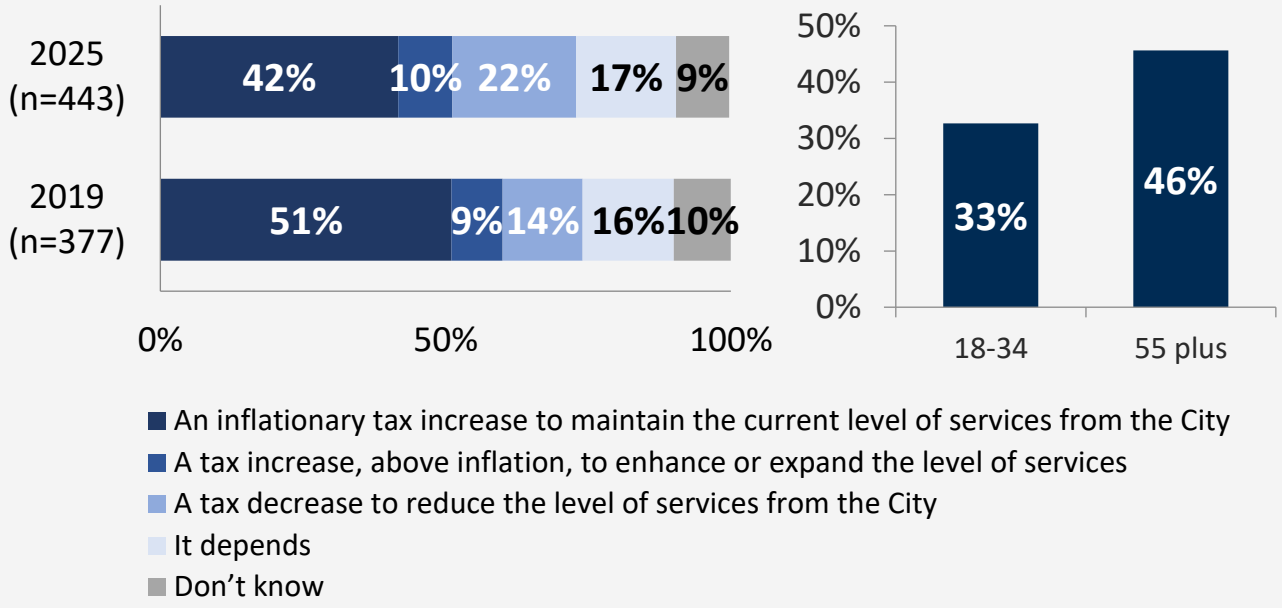
Q – Are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied with the way the City communicates information about its budget and financial matters?



SUPPORT FOR INFLATIONARY TAX INCREASE DECLINES, BUT REMAINS MOST PREFERRED STRATEGY

Among possible future tax strategies, over two in five residents (42%) would support an inflationary tax increase to maintain the current level of services from the City the most, although it has decreased from 51% in 2019. Meanwhile, just over one in five (22%) would most support a tax decrease to reduce the level of services from the City, up from 14% in 2019. Older residents aged 55 or older (46%) are more likely to support an inflationary tax increase to maintain the current level of services from the City the most compared to those aged 18-34 (33%).

Q – Of the following tax strategies, which one would you support the most for the City over the next 5 years?



Note: In the 2025 wave, respondents were able to elaborate on the "It depends" category. For the full list of responses, please refer to the data tables.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

6 Municipal leadership

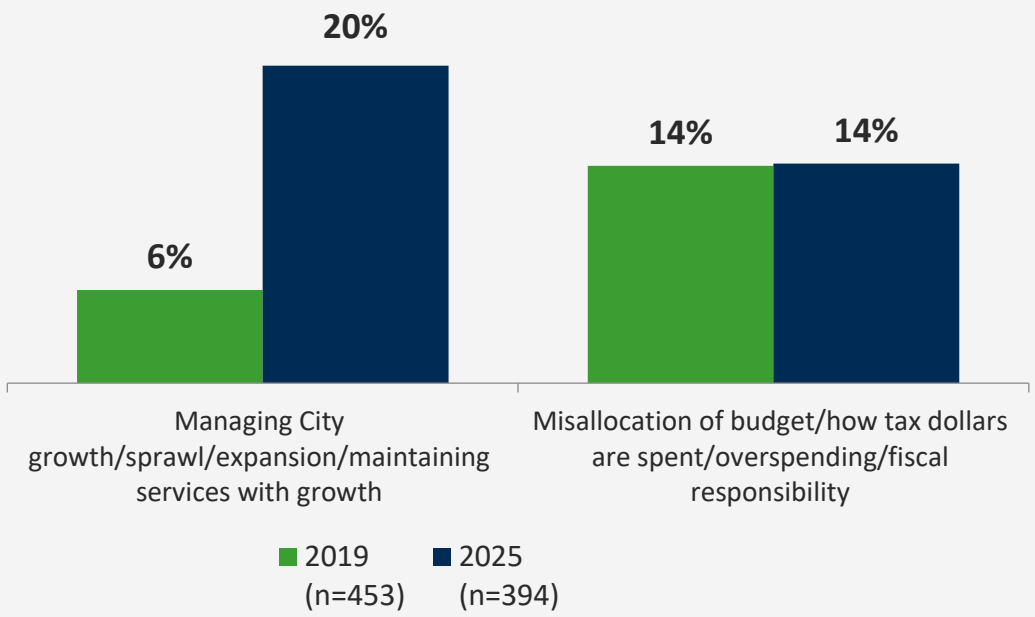
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MANAGING CITY GROWTH CITED AS MOST IMPORTANT ISSUE FACING CITY COUNCIL

When asked about the most important issue facing St. Albert City Council today, 'Managing City growth/sprawl/expansion/maintaining services with growth' is mostly mentioned (20%) which has increased from six percent in 2019. This is followed by 'Misallocation of budget/how tax dollars are spent/overspending/fiscal responsibility' (14%) which is consistent with the 2019 wave.

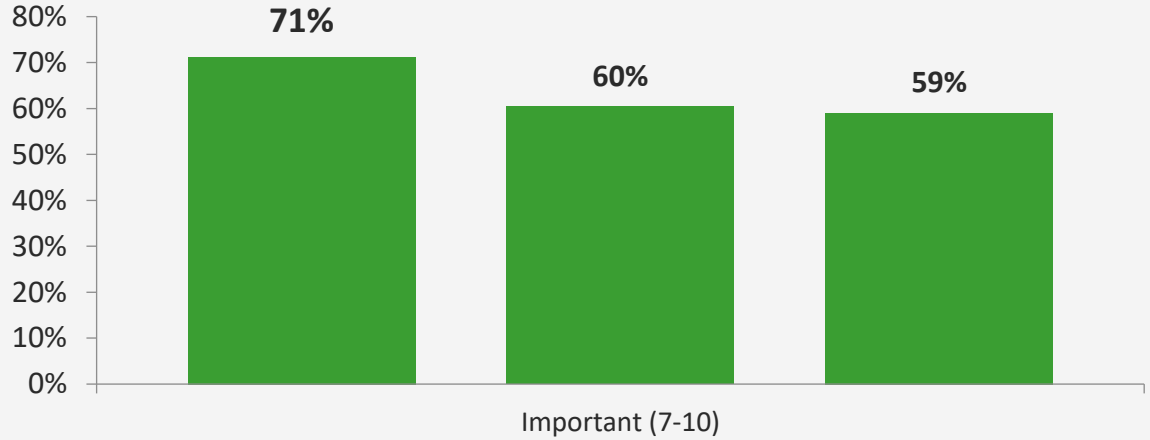
Q – What would you say is the most important issue facing St. Albert City Council today? [OPEN]



FINANCIAL SUSTAINABILTY RATED AS MOST IMPORTANT STRATEGIC GOAL FOR THE CITY OF ST. ALBERT

Among the strategic priorities for the City of St. Albert, residents (71%) are more likely to rate financial sustainability (score of 7-10 out of 10) as important, followed by adapting to a changing natural environment (60%) and vibrant downtown (59%). Women (mean of 6.6 out of 10) are more likely than men (mean of 5.0 out of 10) to rate community well-being as important.

Q – On a scale from 0 to 10, where 0 is not at all important and 10 is extremely important, how important are the following strategic priorities for the City of St. Albert? [RANDOMIZE]



Financial sustainability by pursuing diverse revenue sources, investing in long-term revenue-generating infrastructure, and implementing efficiencies from the Operational and Fiscal Review and the Internal Audit Committee

Adapting to a changing natural environment by reducing ecological footprint, protecting natural areas, and strengthening infrastructure and social systems for long-term resilience.

Vibrant downtown by promoting community events that celebrate heritage, arts, and culture, and supporting local businesses.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.



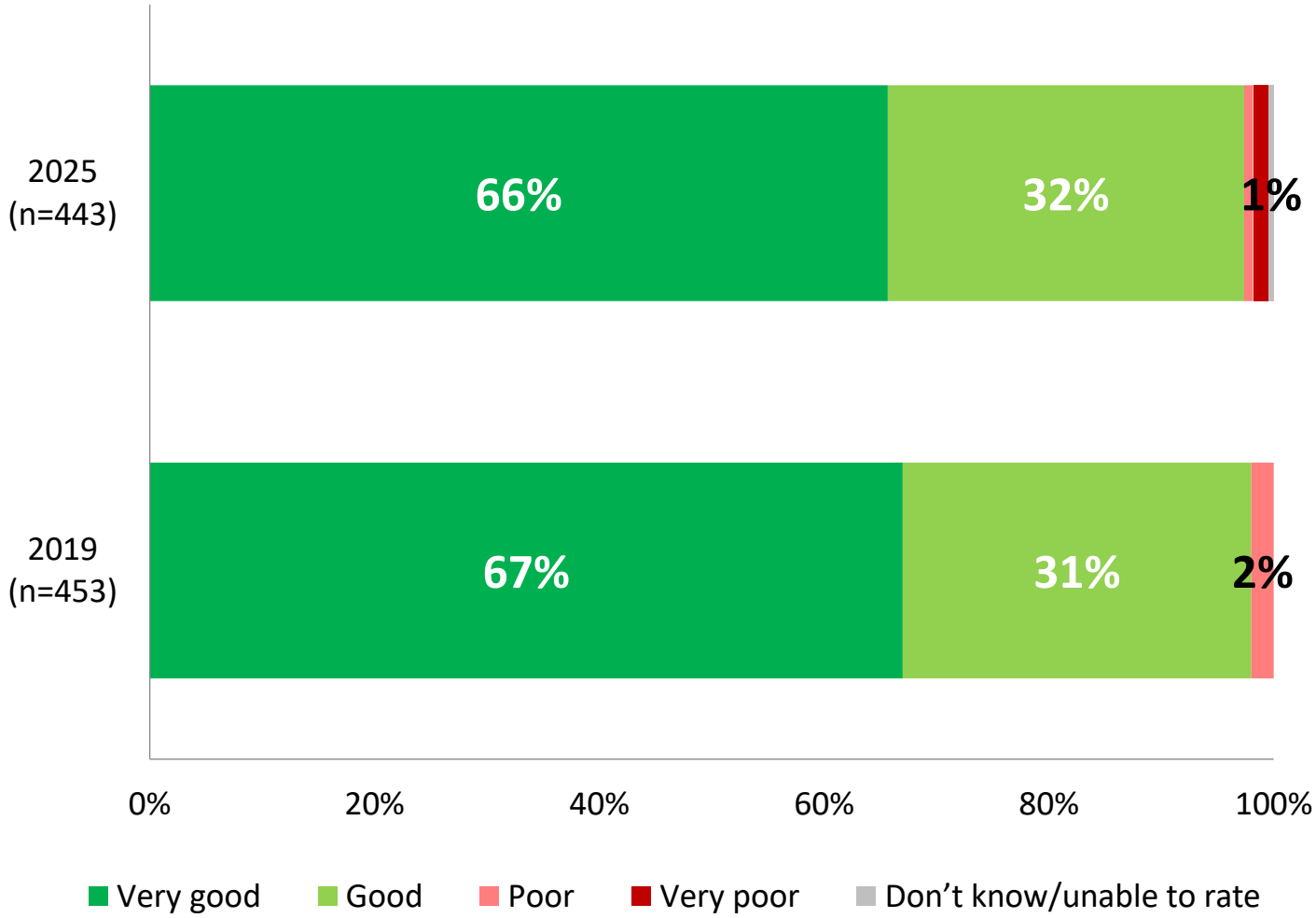
Quality of life

This section presents residents' ratings of the overall quality of life in St. Albert, their perceptions of personal safety within their community and identifies key factors that contribute or reduce it.

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Perceived quality of life in St. Albert

Majority of St. Albert residents rate the overall quality of life in the City as very good (66%) or good (32%) which is consistent with the 2019 wave. Residents aged 35-54 are more likely to rate it as very good (73%) compared to younger residents aged 18-34 (52%).



*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

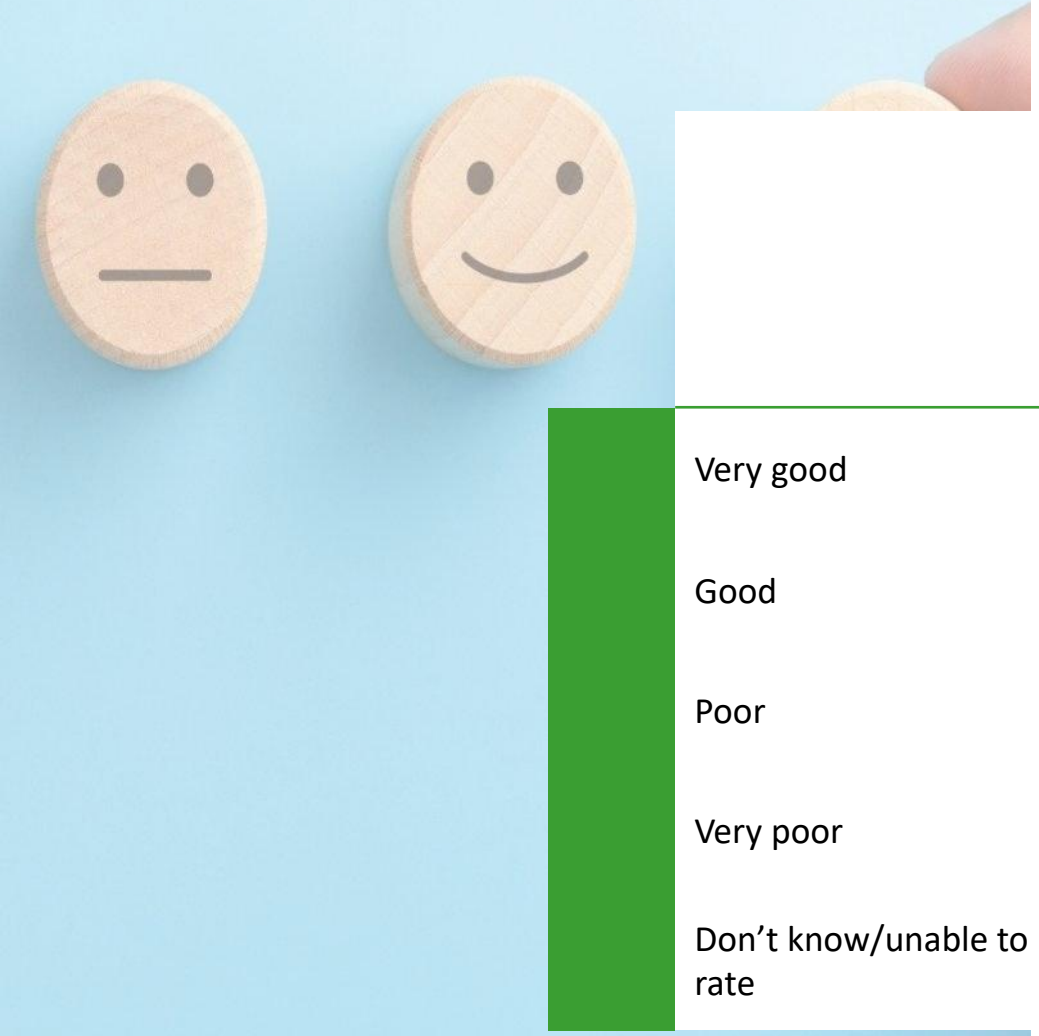
[2019] Q - How would you rate the overall quality of life in the City of St. Albert today?

Q – How do you rate the overall quality of life in the City of St. Albert?

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Perceived quality of life in St. Albert - By age and gender



Q – How do you rate the overall quality of life in the City of St. Albert?

	2025 (n=443)	Men (n=221)	Women (n=214)	18-34 (n=118)	35-54 (n=126)	55 plus (n=199)
Very good	65.7%	65.3%	66.6%	51.7%	72.8%	67.9%
Good	31.7%	32.0%	30.7%	46.7%	24.9%	28.6%
Poor	0.8%	0.9%	0.7%	1.6%	0.6%	0.5%
Very poor	1.4%	1.3%	1.5%	-	1.0%	2.5%
Don’t know/unable to rate	0.4%	0.5%	0.4%	-	0.6%	0.5%

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Perceived quality of life in St. Albert - By duration of residence and household composition

Q – How do you rate the overall quality of life in the City of St. Albert?

	2025 (n=443)	Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=50)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)	With children under 6 years old (n=62)	With children 6-11 years old (n=77)	With children 12-17 years old (n=58)	With no children (n=148)
Very good	65.7%		62.9%	58.6%	57.3%	71.2%	54.7%	70.8%	67.0%	67.2%
Good	31.7%		32.8%	39.5%	42.7%	25.0%	43.8%	28.1%	29.0%	29.7%
Poor	0.8%		2.1%	-	-	1.3%	1.4%	-	-	1.2%
Very poor	1.4%		2.2%	1.9%	-	2.0%	-	1.1%	2.5%	1.3%
Don't know/unable to rate	0.4%		-	-	-	0.4%	-	-	1.5%	0.7%

*Shaded due to small sample size.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Perceived factors contributing to a high quality of life in the City of St. Albert – Tracking

Q – In your opinion, what would you say are the top factors contributing to a high quality of life in St. Albert, if any? (UP TO 3 MENTIONS)[OPEN]

Top mentions

	2025 (n=427)	2019 (n=453)
Park system/green spaces/river/trail system	**35%**	45%
Safe place to live/low crime rate/good policing/police presence	**25%**	24%
Community atmosphere/friendly people/community spirit/small town feel	**21%**	24%
Availability of shopping /amenities /entertainment /restaurants /quality of business	**15%**	17%
Size of City/not too big/good layout/easy to get around/city planning	**15%**	12%
Availability of services/facilities/festivals/farmers market/events	**14%**	22%
City is clean/well-maintained/updated	**10%**	11%
Beautiful city/nice view/good scenery/lots of trees/physical surroundings	**10%**	8%
Good road maintenance and snow removal/sidewalks	**8%**	11%
Availability of recreation/sport facilities and programs/Servus Place	**7%**	13%
Schools and educational opportunities/good schools	**6%**	11%
Quiet/peaceful atmosphere	**4%**	5%
Good place to raise children/family oriented/family services	**4%**	4%
Don’t know/No responses	**5%**	4%

*Responses based on multiple mentions.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 427 residents of St. Albert, September 2 to October 6, 2025.

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Perceived factors detracting to a high quality of life in the City of St. Albert – Tracking

[2019] – Q - And, what would you say are top factors detracting from a high quality of life in the City of St. Albert, if any?
Q – And, what would you say are the top factors that reduce the quality of life in St. Albert, if any? (up to 3 mentions) (UP TO 3 MENTIONS)[OPEN]



Top mentions

	2025 (n=411)	2019 (n=453)
High taxes	**28%**	36%
High traffic volume/congestion/poor traffic management/control	**25%**	27%
City growing too fast/too much residential development/too spread out	**15%**	5%
Poor road infrastructure/lack of bypass/ring road	**11%**	6%
City council (ex poor management/not accountable for actions/lack direction, etc)	**11%**	6%
Crime/criminal activity/vandalism/drugs/Drunk driving	**10%**	5%
High cost of living	**6%**	7%
City debt/budget related issues/overspending/poor spending	**5%**	7%
Nothing/no factors contributing to a low quality of life	**5%**	5%
Lack of affordable housing/housing options/homelessness	**5%**	4%
Don't Know/No Response	**11%**	8%

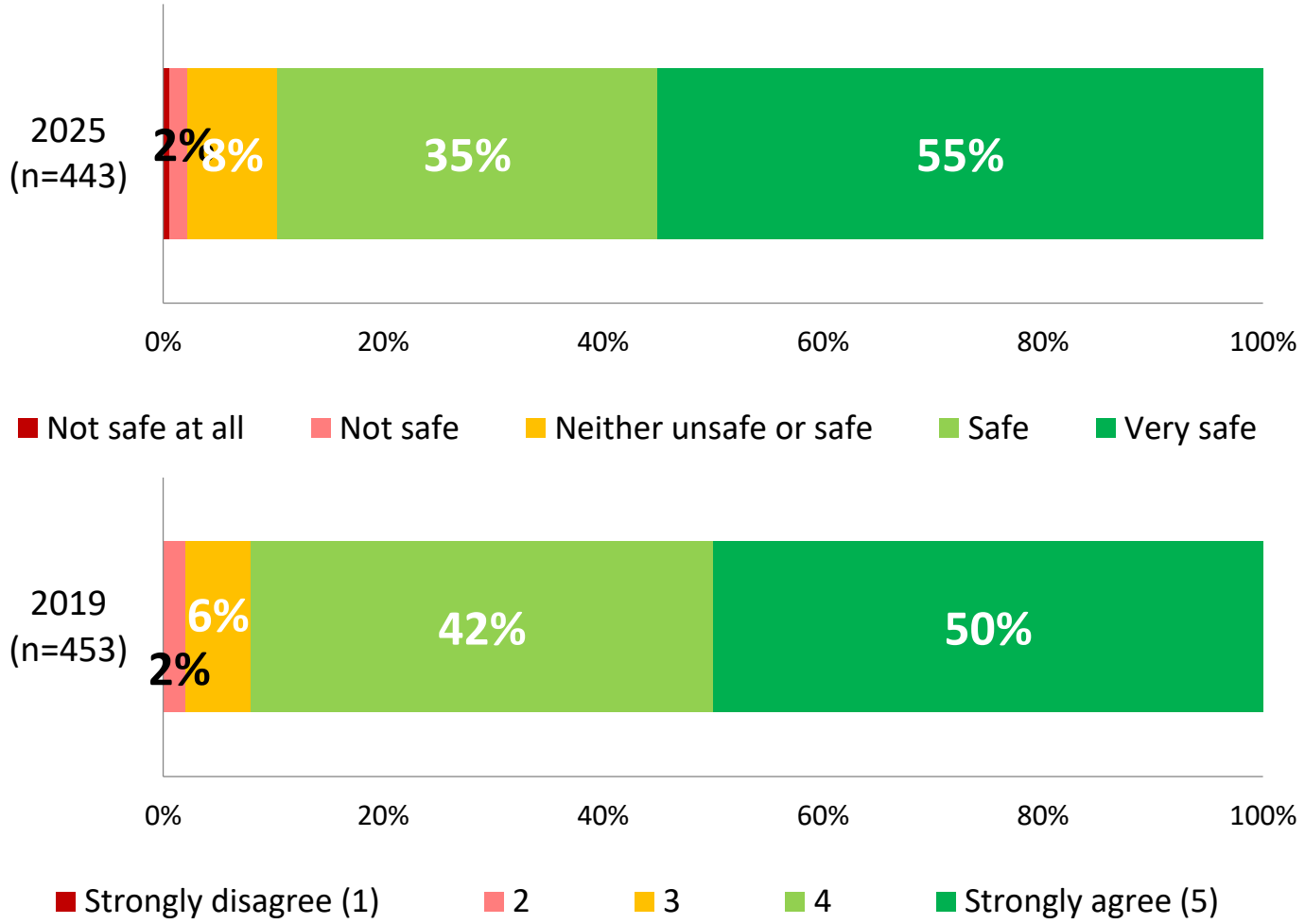
*Responses based on multiple mentions.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 411 residents of St. Albert, September 2 to October 6, 2025.

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Perceived level of personal safety and security in the community – Tracking

Nine in ten St. Albert residents feel personally very safe (55%) or safe (35%) in their community. Older residents aged 55 plus (94%) are more likely to feel personally safe or very safe in their community compared to younger residents aged 18-34 years old (81%).



[2019] – Q - Next, I would like you to think about safety in St. Albert. Using a scale of 1 to 5, where 1 means "strongly disagree" and 5 means "strongly agree," how strongly do you agree that "St. Albert is a safe community to live in"?

Q – Please rate the extent to which you feel personally safe and secure in your community. Please use a scale of 1 to 5, where 1 means not at all safe and 5 means very safe?

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Perceived level of personal safety and security in the community – By demographics

Q – Please rate the extent to which you feel personally safe and secure in your community. Please use a scale of 1 to 5, where 1 means not at all safe and 5 means very safe?

Safe/Very safe

Men (n=221)	Women (n=214)	18 to 34 (n=118)	35 to 54 (n=126)	55 plus (n=199)
89.1%	**89.7%**	**81.2%**	**90.8%**	**93.5%**

Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=50)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)
	88.9%	**86.8%**	**86.8%**	**91.1%**

With children under 6 years old (n=62)	With children 6-11 years old (n=77)	With children 12-17 years old (n=58)	With no children (n=148)
86.7%	**90.3%**	**96.9%**	**85.3%**

Not at all safe/Not safe

Men (n=221)	Women (n=214)	18 to 34 (n=118)	35 to 54 (n=126)	55 plus (n=199)
2.7%	**1.9%**	**5.7%**	**1.3%**	**1.0%**

Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=50)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)
	-	**5.7%**	**2.4%**	**2.2%**

With children under 6 years old (n=62)	With children 6-11 years old (n=77)	With children 12-17 years old (n=58)	With no children (n=148)
7.4%	**2.2%**	**-**	**2.6%**

*Shaded due to small sample size.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Opinion on perceived level of personal safety and security in the community



Q – Why do you have that opinion? [OPEN]

		2025 (n=385)	Safe/Very safe (n=343)	Neither unsafe or safe (n=31)	Not at all safe/Not safe (n=11)*
TOP RESPONSES	General sense of safety	17.4%	19.5%	-	
	Low crime rate	15.4%	16.9%	3.0%	
	No personal experience with crime	11.3%	12.2%	5.0%	
	Effective RCMP Presence	7.1%	7.15	3.1%	
	Good Neighbourhood watch	6.4%	7.1%	-	
	Feeling unsafe due to Recent Incidents	5.4%	3.2%	28.2%	
	Quiet and Peaceful Area	4.5%	4.8%	2.8%	
	Long-term Residency with No Issues	4.5%	5.1%	-	
	Increasing Crime	4.3%	1.5%	26.2%	
	Secure Housing	3.2%	3.6%	-	
	Feeling of Safety Despite Minor Issues	2.5%	2.8%	-	
	Low Violent Crime	2.4%	2.2%	5.8%	

*Shaded due to small sample size.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 385 residents of St. Albert, September 2 to October 6, 2025.



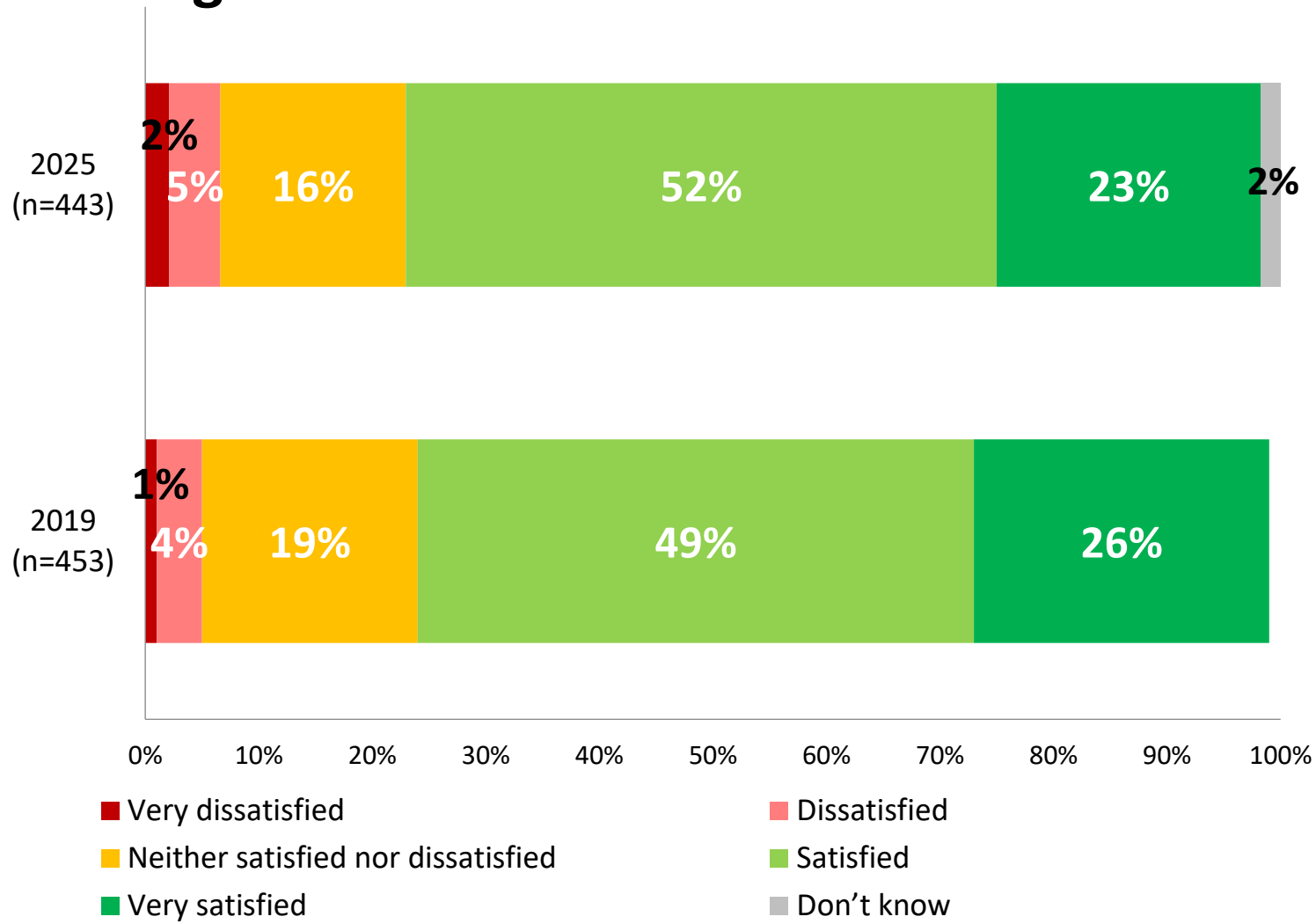
Overall satisfaction with City services, facilities and programs

This section presents residents' overall satisfaction with City services, facilities and programs.

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Level of satisfaction with the City's services – Tracking

Three in four St. Albert residents say they are very satisfied (23%) or satisfied (52%) with the programs and services provided by the City to residents. Meanwhile, less than one in ten are very dissatisfied (two percent) or dissatisfied (five percent) and 16% are neither satisfied nor dissatisfied.



*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

[2019] – Q - Taking into consideration all City of St. Albert services, facilities and programs, overall, how satisfied are you with the programs and services provided by the City of St. Albert to residents? Would you say you are…?

Q – Taking into consideration all city services, facilities and programs, overall, are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied with the programs and services provided by the City to residents?

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Level of satisfaction with the City's services – By age and gender

Q – Taking into consideration all city services, facilities and programs, overall, are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied with the programs and services provided by the City to residents?

	2025 (n=443)	Men (n=221)	Women (n=214)	18-34 (n=118)	35-54 (n=126)	55 plus (n=199)
Very satisfied	23.3%	23.5%	24.0%	18.4%	24.5%	25.1%
Satisfied	52.0%	50.2%	52.8%	47.6%	50.5%	55.9%
Neither satisfied nor dissatisfied	16.3%	18.6%	14.4%	24.1%	16.1%	12.1%
Dissatisfied	4.5%	4.5%	4.2%	7.6%	3.6%	3.5%
Very dissatisfied	2.1%	1.3%	2.9%	2.4%	2.7%	1.5%
Don't know	1.7%	1.8%	1.8%	-	2.7%	2.0%

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Level of satisfaction with the City's services - By duration of residence and household composition

Q – Taking into consideration all city services, facilities and programs, overall, are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied with the programs and services provided by the City to residents?

	2025 (n=443)	Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=50)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)	With children under 6 years old (n=62)	With children 6-11 years old (n=77)	With children 12-17 years old (n=58)	With no children (n=148)
Very satisfied	23.3%		15.6%	27.7%	20.0%	26.1%	25.6%	15.7%	31.5%	24.4%
Satisfied	52.0%		56.8%	46.0%	45.9%	53.5%	44.3%	58.5%	42.2%	53.5%
Neither satisfied nor dissatisfied	16.3%		25.3%	20.8%	21.8%	11.8%	18.2%	19.3%	15.6%	18.1%
Dissatisfied	4.5%		-	3.6%	7.7%	3.8%	9.0%	1.1%	9.2%	1.8%
Very dissatisfied	2.1%		2.2%	-	2.4%	2.7%	2.9%	1.1%	1.5%	2.3%
Don't know	1.7%		-	1.9%	2.3%	2.0%	-	4.2%	-	-

*Shaded due to small sample size.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

Service Expectations

This section presents residents' perceptions of the City services they have been most and least satisfied with, their satisfaction with service delivery channels—including in-person, online, and phone-based options—for activities such as bill payments, licensing, and program registration, and suggestions for optimizing these channels to better meet community needs and improve the overall service experience.

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Top-Rated City's services by St. Albert residents

Q – Thinking of the past two years, which City of St. Albert services provided to you as a resident are you most satisfied with, if any? [OPEN]

TOP RESPONSES

	Frequency (n=404)
Recreation centres and facilities (including Servus Place)/programs/arenas, rinks and pools	22.9%
Garbage collection	19.0%
Snow removal and winter maintenance	17.8%
Libraries	13.6%
Parks	12.2%
No Comment	11.1%
Road and street maintenance (including cleaning/sweeping)	9.5%
Public transit/bus service	4.5%
Landscaping and groundskeeping (beautification, grass cutting)	4.4%
Trails and pathways (including bike paths)	4.2%
Recycling/composting services	3.8%
Policing and public safety (RCMP)	3.2%
Other	6.0%
Not Sure	7.2%

*Responses based on multiple mentions.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 404 residents of St. Albert, September 2 to October 6, 2025.

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Least Satisfying Services According to St. Albert Residents

Q – Thinking of the past two years, which City of St. Albert services provided to you as a resident are you least satisfied, if any? [OPEN]

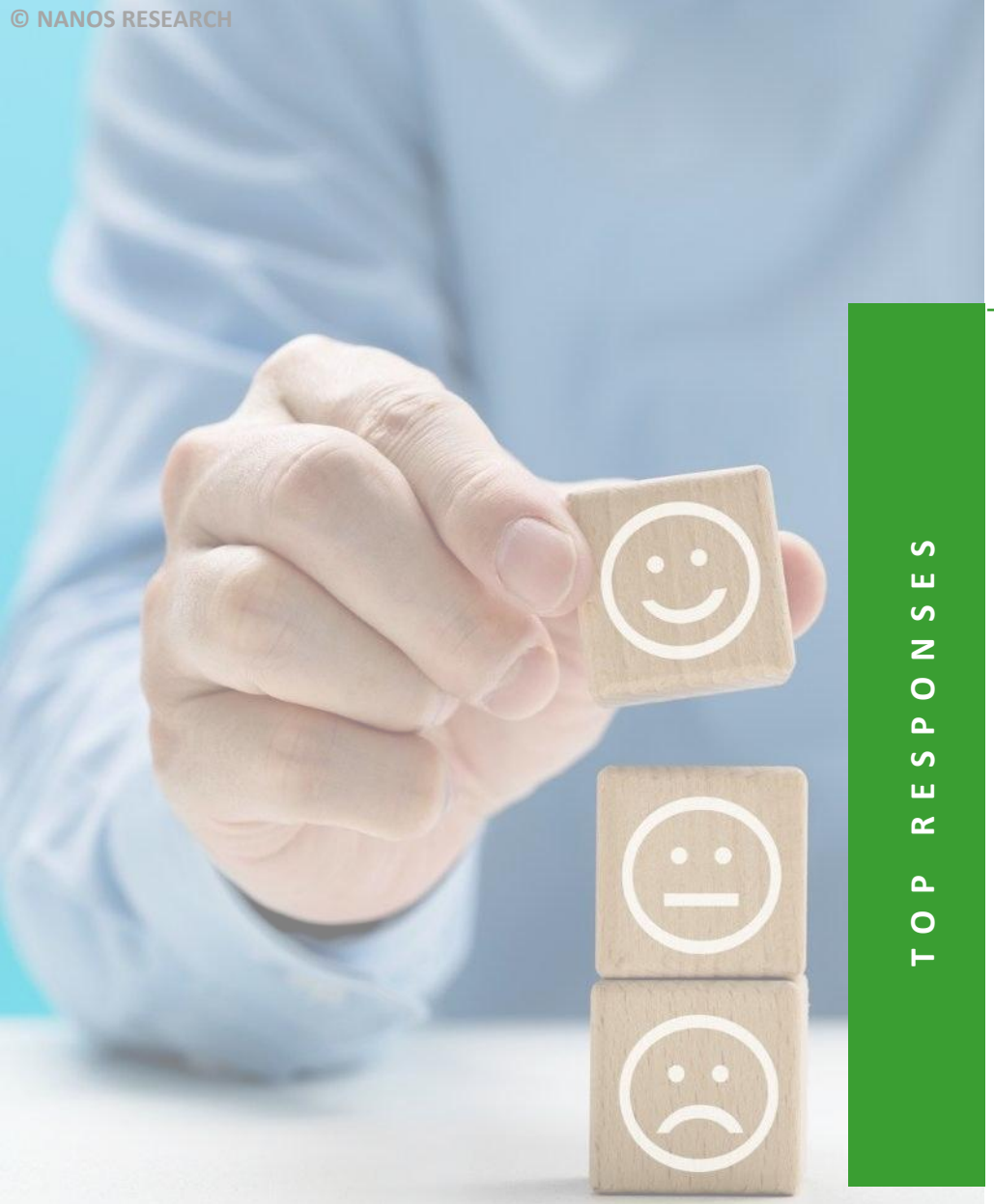
TOP RESPONSES

	Frequency (n=375)
No Comment	21.8%
Frequent Snow Removal Issues	14.8%
Road Disruptions/constuction/maintenance	14.8%
Traffic Congestion and Control	11.3%
Lack of Recreational Facilities/issues with Servus Place	10.4%
Landscaping/outdoor park and trail maintenance	6.4%
Concerns about emergency services	6.1%
Inadequate Public Transportation	6.0%
City Council and Leadership Issues	6.0%
High Taxes	5.6%
Waste Management Issues	4.1%
Other	8.5%
Not Sure	7.1%

*Responses based on multiple mentions.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 375 residents of St. Albert, September 2 to October 6, 2025.

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Opinions on satisfaction towards City services According to St. Albert Residents

TOP RESPONSES

Q – Why do you have that opinion? [OPEN]

	Frequency (n=270)
No Comment	14.7%
Inadequate Snow Removal	8.0%
Bad service/services cut or unavailable	6.7%
Construction/delays/planning issues	6.1%
Poor Facility Cleanliness/maintenance of city property	6.0%
Traffic Congestion/Road security issues	4.9%
Poor Police Effectiveness	4.1%
Inefficient Use of Tax Money	4.0%
Good job overall	3.8%
High Cost of Services	3.6%
Poor Public Transportation	3.5%
Good job overall	3.5%
Overcrowded Facilities	3.4%
Other	7.7%
Not Sure	6.1%

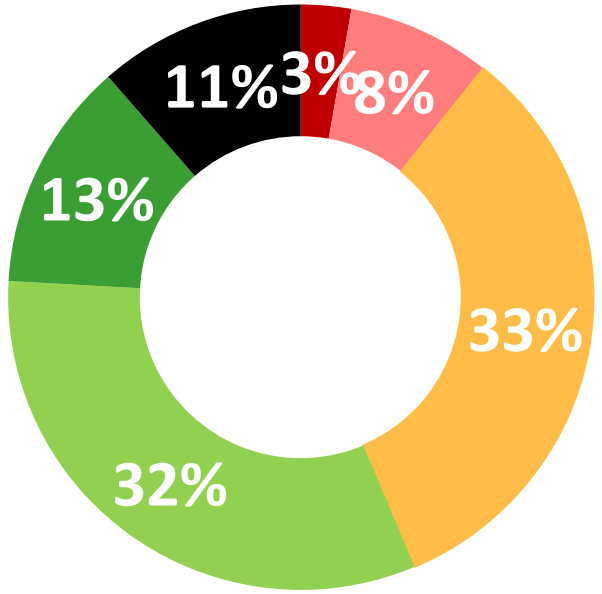
Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 270 residents of St. Albert, September 2 to October 6, 2025.

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Level of satisfaction with City's methods



Q – The City currently offers in-person services at City Hall and at some recreational facilities, as well as online and over the phone. These types of services include: paying your bills; obtaining your license; registering for a program; etc. To what extent do the methods/channels to conduct these types of activities with the City meet your needs, on a scale of 1 to 5, where 1 is does not meet and 5 is exceeds?



*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Over 2 in 5 St. Albert residents

say the City's methods/channels for conducting services fully meet (32%) or exceed their needs (13%) while just one in ten say they somewhat do not meet (eight percent) or do not meet their needs (three percent). Additionally, one in three residents say the City's methods/channels meet their needs (33%) and about one in ten say they have not used the services in the last 24 months (11%).

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 442 residents of St. Albert, September 2 to October 6, 2025.

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Level of satisfaction with City's methods – By demographics

Q – The City currently offers in-person services at City Hall and at some recreational facilities, as well as online and over the phone. These types of services include: paying your bills; obtaining your license; registering for a program; etc. To what extent do the methods/channels to conduct these types of activities with the City meet your needs, on a scale of 1 to 5, where 1 is does not meet and 5 is exceeds?

Exceeds my needs/fully meets my needs

Men (n=220)	Women (n=214)	18 to 34 (n=117)	35 to 54 (n=126)	55 plus (n=199)
45.4%	**46.2%**	**39.5%**	**47.8%**	**45.7%**

Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=49)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)
	45.0%	**41.7%**	**40.4%**	**47.5%**

With children under 6 years old (n=62)	With children 6-11 years old (n=76)	With children 12-17 years old (n=58)	With no children (n=148)
47.5%	**44.3%**	**41.3%**	**48.3%**

Does not meet my need/somewhat does not meet my need

Men (n=220)	Women (n=214)	18 to 34 (n=117)	35 to 54 (n=126)	55 plus (n=199)
10.4%	**10.5%**	**11.9%**	**12.1%**	**9.0%**

Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=49)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)
	16.5%	**9.0%**	**9.1%**	**10.3%**

With children under 6 years old (n=62)	With children 6-11 years old (n=76)	With children 12-17 years old (n=58)	With no children (n=148)
14.8%	**14.1%**	**10.9%**	**8.4%**

*Shaded due to small sample size.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 442 residents of St. Albert, September 2 to October 6, 2025.

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Optimizing the options available and the experience with the city – By age and gender

Q – How could the City optimize the options available and the experience while conducting activities such as paying your bills, obtaining your license, permit or registering for a program? (Select all that apply)

		2025 (n=441)	Men (n=220)	Women (n=213)	18-34 (n=117)	35-54 (n=125)	55 plus (n=199)
TOP RESPONSES	Ability to log into one portal and pay for all City bills there	32.0%	36.0%	27.2%	44.7%	30.4%	26.0%
	More services available online	29.5%	31.9%	26.4%	47.4%	32.3%	17.0%
	Ability to pay for all at one location	25.9%	22.7%	28.7%	32.4%	32.2%	17.0%
	Ability to pay for bills at other City facilities, other than City Hall	18.1%	16.5%	18.9%	29.5%	20.0%	10.1%
	Longer hours at the City Hall Customer Centre	16.0%	12.8%	18.5%	18.3%	21.0%	10.6%
	Public WIFI	14.5%	10.0%	18.3%	23.7%	14.9%	9.0%
	E-permitting	9.9%	6.0%	11.9%	11.3%	16.1%	4.0%
	Other	3.6%	4.5%	1.9%	3.7%	2.3%	4.5%
	Not Sure	26.5%	22.2%	31.4%	13.0%	23.9%	36.2%

*Responses based on multiple mentions.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 441 residents of St. Albert, September 2 to October 6, 2025.

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Optimizing the options available and the experience with the city – By duration of residence and household composition

Q – How could the City optimize the options available and the experience while conducting activities such as paying your bills, obtaining your license, permit or registering for a program? (Select all that apply)

		2025 (n=441)	Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=50)	Residents for 11-20 years (n=108)	Residents for 20+ years (n=207)	With children under 6 years old (n=61)	With children 6-11 years old (n=76)	With children 12-17 years old (n=58)	With no children (n=148)
TOP RESPONSES	Ability to log into one portal and pay for all City bills there	32.0%		39.4%	46.8%	36.0%	26.6%	44.5%	35.9%	43.7%	28.6%
	More services available online	29.5%		31.3%	44.7%	32.8%	25.3%	50.6%	31.2%	35.2%	29.1%
	Ability to pay for all at one location	25.9%		32.2%	29.3%	26.1%	24.5%	34.4%	24.5%	20.6%	29.1%
	Ability to pay for bills at other City facilities, other than City Hall	18.1%		33.1%	34.4%	20.0%	13.0%	39.5%	11.4%	22.4%	18.8%
	Longer hours at the City Hall Customer Centre	16.0%		14.8%	24.4%	18.1%	13.5%	17.4%	12.1%	13.0%	22.1%
	Public WIFI	14.5%		23.3%	13.7%	20.2%	10.6%	28.2%	16.8%	20.0%	11.9%
	E-permitting	9.9%		6.9%	13.4%	11.1%	9.4%	12.9%	10.8%	19.3%	9.0%
	Other	3.6%		4.9%	4.0%	-	5.6%	-	3.4%	1.6%	3.6%
	Not Sure	26.5%		17.9%	11.5%	20.4%	30.7%	11.3%	20.8%	28.7%	26.1%

*Shaded due to small sample size.
Responses based on multiple mentions.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 441 residents of St. Albert, September 2 to October 6, 2025.

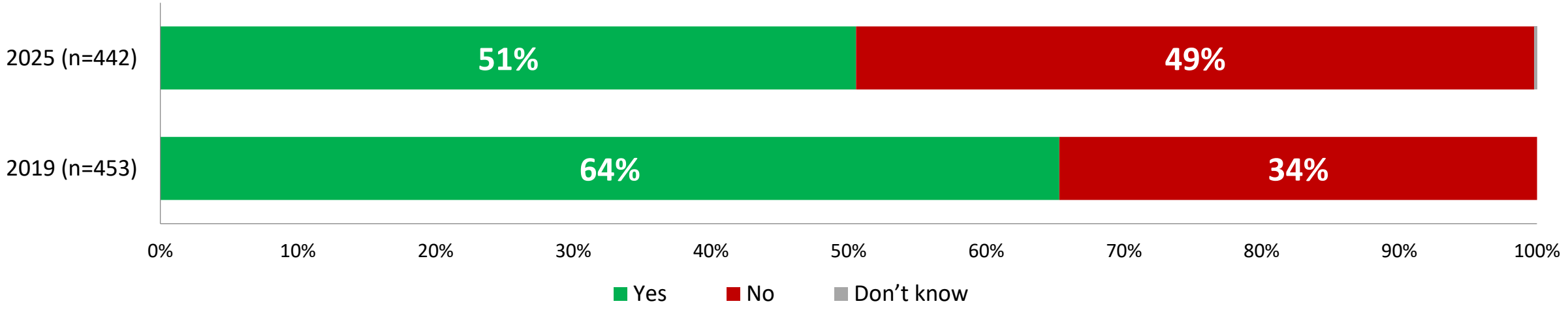


Customer Experience

This section examines residents' contact with City employees over the past 12 months and their overall satisfaction with the service experience.

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Contact with a City's employee by demographics



	Men (n=221)	Women (n=213)	18-34 (n=117)	35-54 (n=126)	55 plus (n=199)	Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=50)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=207)	With children under 6 years old (n=62)	With children 6-11 years old (n=77)	With children 12-17 years old (n=58)	With no children (n=147)
Yes	50.7%	49.4%	54.2%	53.9%	45.7%		48.2%	40.6%	48.3%	55.3%	50.5%	54.9%	50.0%	46.7%
No	49.3%	50.2%	45.0%	46.1%	54.3%		51.8%	59.4%	50.9%	44.7%	48.0%	45.1%	50.0%	53.3%

*Shaded due to small sample size.
*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

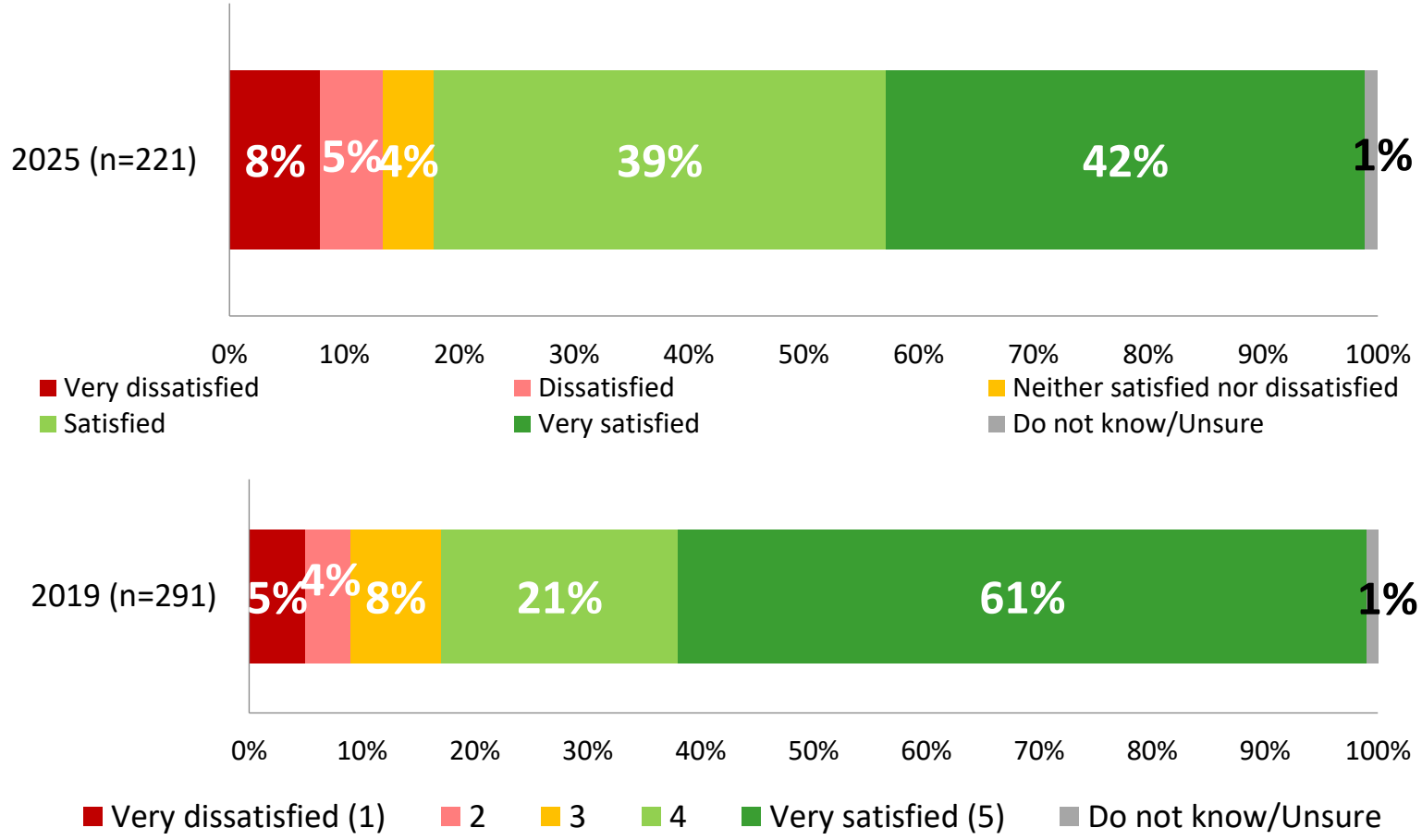
Q – In the past 12 months, have you been in contact, with any City of St. Albert employees?

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 442 residents of St. Albert, September 2 to October 6, 2025.

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Level of satisfaction with service experience provided by City employees – Tracking

About four in five residents who have been in contact with any City of St. Albert employees in the past 12 months say they are vey satisfied (42%, down from 61% in 2019) or satisfied (39%, up from 21% in 2019) with their service experience provided by City employees, while over one in ten say they are dissatisfied (five percent) or very dissatisfied (eight percent) which is consistent with the 2019 wave.



[2019] – Q - Overall, how satisfied are you with your service experience provided by City employees?
Q – [IF HAS BEEN IN CONTACT IN THE PAST 12 MONTHS] Overall, are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied with your service experience provided by City employees?

** **Please note that in 2025, the satisfaction scale included descriptive labels for all points, whereas in 2019, only the endpoints were labeled and the intermediate values were represented numerically as 2, 3, and 4.**
*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 221 residents of St. Albert who have been in contact with the City in the past 12 months , September 2 to October 6, 2025.

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Level of satisfaction with service experience provided by City employees – By demographics

Q – [IF HAS BEEN IN CONTACT IN THE PAST 12 MONTHS] Overall, are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied with your service experience provided by City employees

Very satisfied/satisfied

Men (n=112)	Women (n=103)	18 to 34 (n=63)	35 to 54 (n=67)	55 plus (n=91)
76.9%	**86.0%**	**82.2%**	**81.1%**	**80.4%**

Residents for 1-5 years (n=21)*	Residents for 6-10 years (n=20)*	Residents for 11-20 years (n=53)	Residents for 20+ years (n=112)
		77.5%	**81.6%**

With children under 6 years old (n=32)	With children 6-11 years old (n=44)	With children 12-17 years old (n=29)*	With no children (n=67)
88.5%	**84.1%**		**85.2%**

Very dissatisfied/dissatisfied

Men (n=112)	Women (n=103)	18 to 34 (n=63)	35 to 54 (n=67)	55 plus (n=91)
17.8%	**8.9%**	**12.9%**	**14.0%**	**13.0%**

Residents for 1-5 years (n=21)*	Residents for 6-10 years (n=20)*	Residents for 11-20 years (n=53)	Residents for 20+ years (n=112)
		17.3%	**14.3%**

With children under 6 years old (n=32)	With children 6-11 years old (n=44)	With children 12-17 years old (n=29)*	With no children (n=67)
6.3%	**15.9%**		**10.9%**

*Shaded due to small sample size.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey of 221 residents of St. Albert and online survey of residents who have been in contact with the City in the past 12 months recruited through social media, September 2 to October 6, 2025.

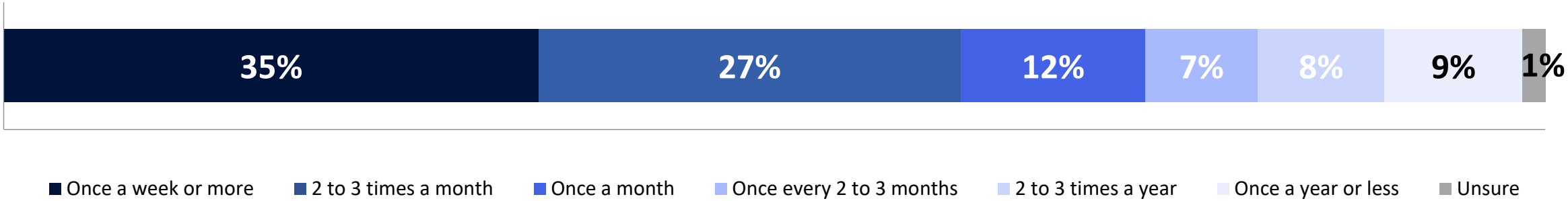
Downtown Vibrancy

This section explores how frequently residents have visited downtown St. Albert in the past 12 months specifically for its amenities—such as parks, dining, public art, trails, and gathering spaces—and their overall satisfaction with the quality and availability of these amenities.

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Frequency of visits downtown St. Albert for the amenities

Q – In the past 12 months, how often have you visited downtown St. Albert for the amenities? This may include parks, places to eat, hangout spots, public art, and trails. Please exclude simply passing through, living nearby or going downtown for work. Would that be



*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Once a week or more

Men (n=221)	Women (n=214)	18-34 (n=118)	35-54 (n=126)	55 plus (n=199)
36.7%	**33.3%**	**30.5%**	**36.5%**	**35.6%**

Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=50)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)
	36.3%	**23.5%**	**36.9%**	**37.0%**

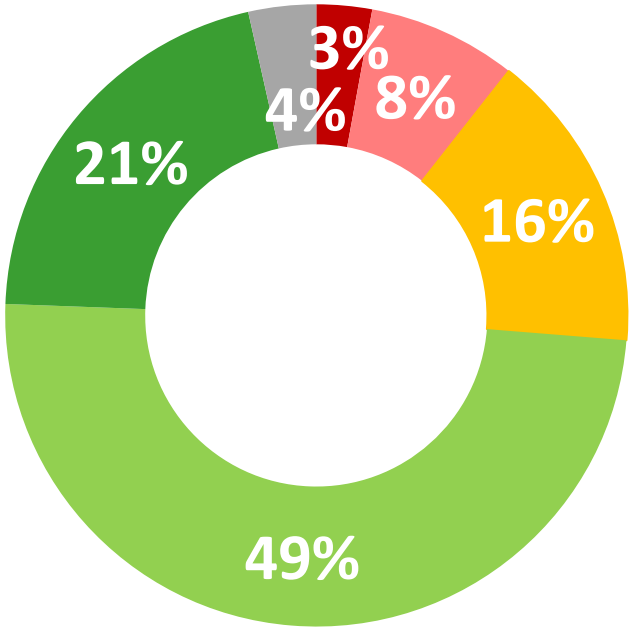
With children under 6 years old (n=62)	With children 6-11 years old (n=77)	With children 12-17 years old (n=58)	With no children (n=148)
35.2%	**39.4%**	**32.4%**	**31.8%**

*Shaded due to small sample size.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Level of satisfaction with downtown's amenities



7 in 10 St. Albert residents

say they are very satisfied (21%) or satisfied (49%) with the amenities available in downtown St. Albert, while about one in then say they are dissatisfied (eight percent) or very dissatisfied (three percent). Over one in ten (16%) say they are neither satisfied nor dissatisfied with the amenities available in downtown St. Albert.

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Q – Thinking about your experiences in downtown St. Albert, are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied with the amenities available?

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Level of satisfaction with downtown's amenities – By demographics

Q – Thinking about your experiences in downtown St. Albert, are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied with the amenities available?

Very satisfied/satisfied

Men (n=221)	Women (n=214)	18 to 34 (n=118)	35 to 54 (n=126)	55 plus (n=199)
72.0%	**69.3%**	**72.7%**	**72.1%**	**67.3%**

Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=50)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)
	78.2%	**79.1%**	**68.3%**	**67.4**

With children under 6 years old (n=62)	With children 6-11 years old (n=77)	With children 12-17 years old (n=58)	With no children (n=148)
74.3%	**75.6%**	**66.9%**	**71.9%**

Very dissatisfied/dissatisfied

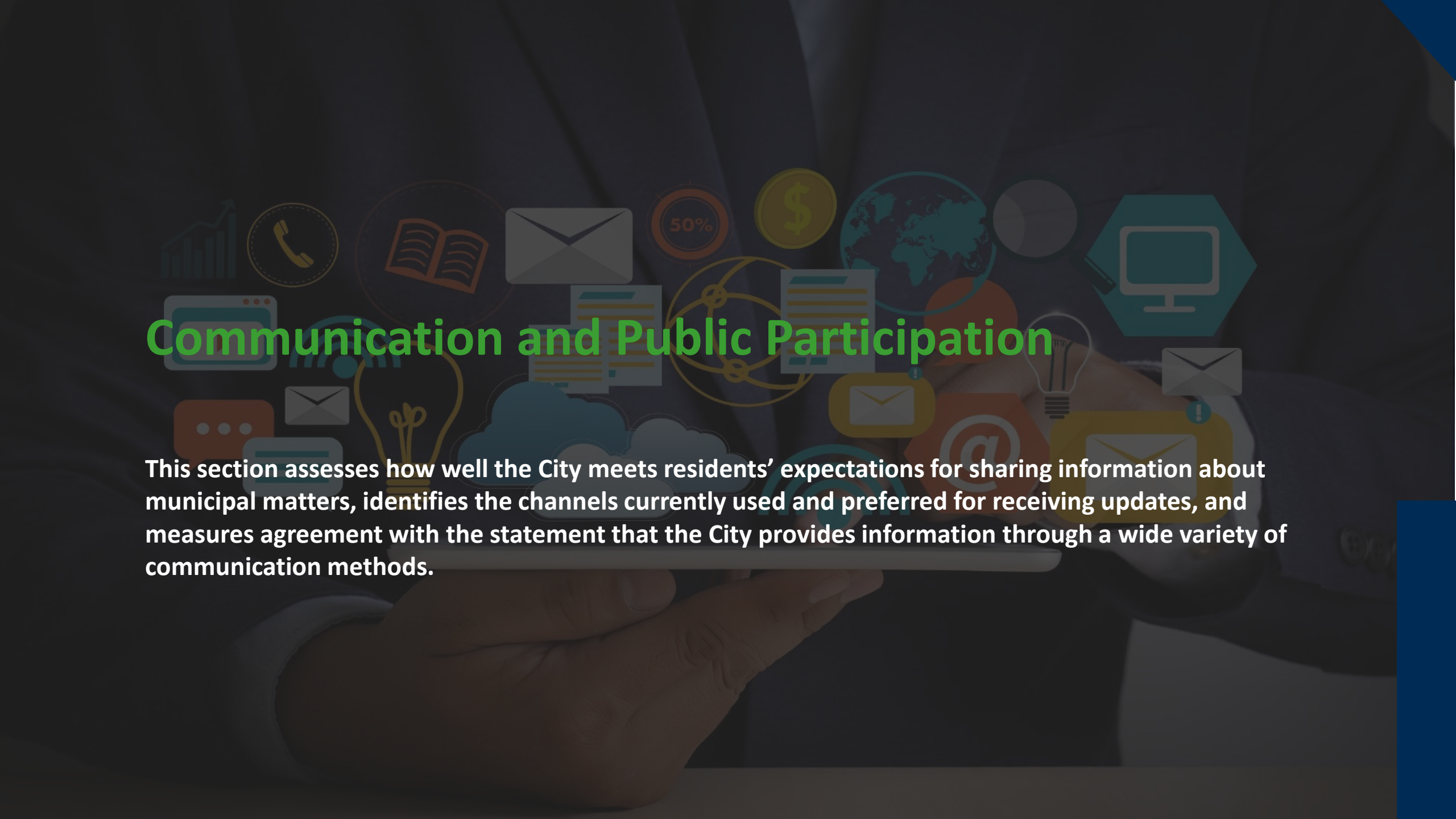
Men (n=221)	Women (n=214)	18 to 34 (n=118)	35 to 54 (n=126)	55 plus (n=199)
8.1%	**11.9%**	**7.7%**	**12.7%**	**10.6%**

Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=50)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)
	9.0%	**7.2%**	**11.7%**	**11.0%**

With children under 6 years old (n=62)	With children 6-11 years old (n=77)	With children 12-17 years old (n=58)	With no children (n=148)
4.7%	**10.2%**	**15.0%**	**11.0%**

*Shaded due to small sample size.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

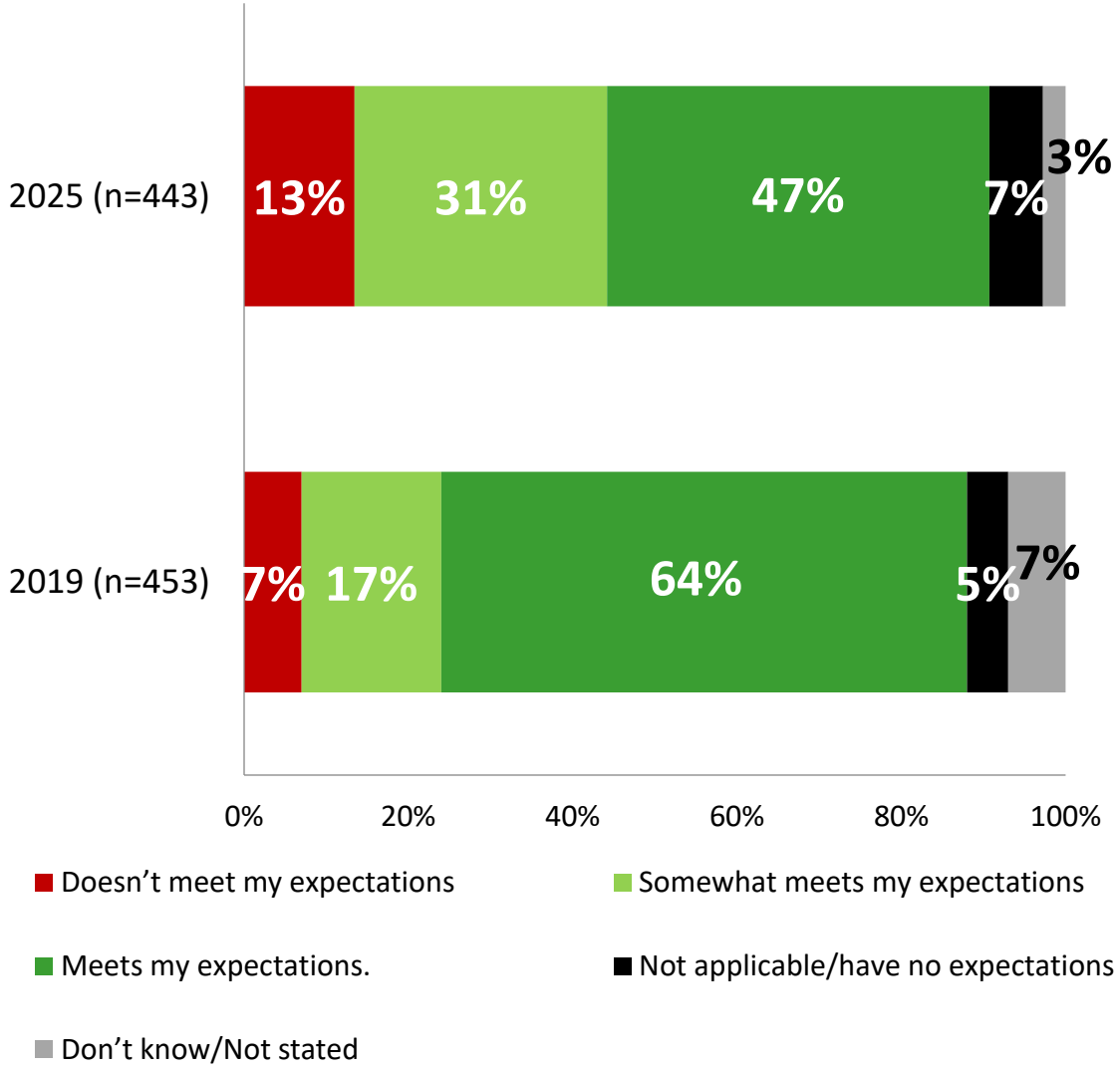


Communication and Public Participation

This section assesses how well the City meets residents' expectations for sharing information about municipal matters, identifies the channels currently used and preferred for receiving updates, and measures agreement with the statement that the City provides information through a wide variety of communication methods.

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Level of satisfaction with communication about municipal matters



*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Meets my expectations

Men (n=221)	Women (n=214)	18-34 (n=118)	35-54 (n=126)	55 plus (n=199)
47.5%	47.0%	39.8%	44.2%	52.3%

Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=50)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)
	42.8%	47.5%	45.2%	50.1%

With children under 6 years old (n=62)	With children 6-11 years old (n=77)	With children 12-17 years old (n=58)	With no children (n=148)
46.1%	39.8%	41.4%	47.4%

*Shaded due to small sample size.

[2019] – Q - Does the City meet your expectations, in terms of sharing and providing access to information on municipal matters that affect you and to keep you informed?
Q – To what extent does the City meet or not your expectations for sharing information and keeping you informed about municipal matters that affect you?

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Means of receiving information about the City

Q – Please tell us how you currently get your information about the City of St. Albert. (Select all that apply)

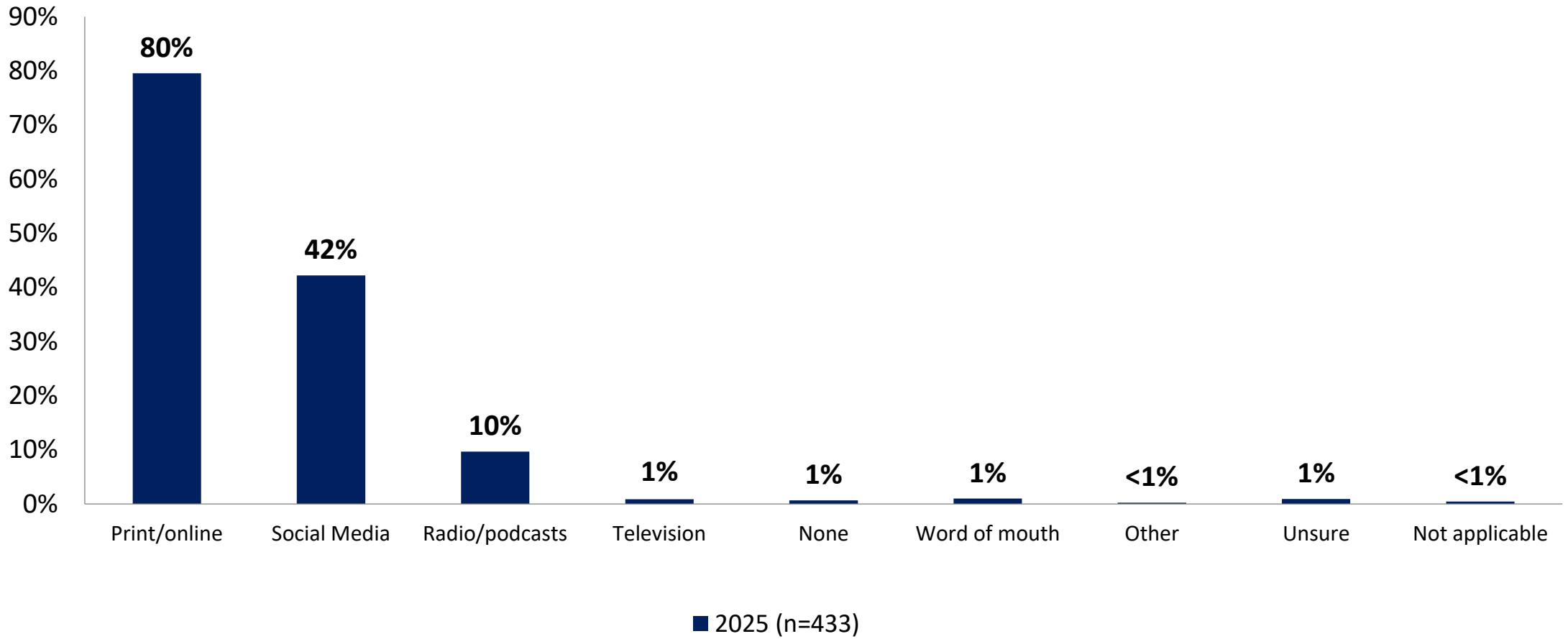
	2025 (n=442)	Men (n=221)	Women (n=213)	18-34 (n=118)	35-54 (n=125)	55 plus (n=199)
Responses						
Local news papers (Gazette, St. Albert Today, T8n Magazine, Citylights, City highlights)	73.6%	71.4%	75.5%	53.7%	71.0%	87.0%
Social media channels (St Albert's channels and Community online chat groups)	43.1%	42.3%	43.2%	66.4%	47.7%	26.2%
City of St. Albert website/website contact form	41.8%	42.8%	41.1%	55.8%	50.8%	26.7%
Word of mouth	26.9%	24.5%	27.3%	33.2%	28.2%	22.2%
Mail/flyers	14.2%	10.0%	18.3%	13.5%	16.9%	12.6%
Advertisements (radio/print/online/podcast)	11.5%	9.9%	13.4%	9.5%	13.5%	11.1%
From Council, inclusive of meetings, meeting minutes, and Council's individual media platforms	7.6%	5.4%	9.3%	8.5%	8.8%	6.1%
Do not receive information	1.5%	2.3%	0.8%	1.8%	0.6%	2.0%
Television	0.8%	0.4%	1.2%	0.8%	-	1.5%
Newsletters	0.4%	-	0.8%	-	-	1.0%
Other	0.7%	0.4%	1.1%	0.8%	1.0%	0.5%
Unsure	0.2%	0.4%	-	-	-	0.5%

*Responses based on multiple mentions.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 442 residents of St. Albert, September 2 to October 6, 2025.

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Preferred channels to receive information from the City



*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

*Responses based on multiple mentions.

Q – Select your most preferred three channels/methods to receive information from the City of St. Albert (Select up to three) [RANDOMIZE]

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 433 residents of St. Albert, September 2 to October 6, 2025.

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Preferred channels to receive information from the City – By age and gender

Q – Select your most preferred three channels/methods to receive information from the City of St. Albert (Select up to three) [RANDOMIZE]

	2025 (n=433)	Men (n=214)	Women (n=211)	18-34 (n=116)	35-54 (n=120)	55 plus (n=197)
TOP RESPONSES						
Print/online	79.8%	79.4%	79.9%	68.6%	76.4%	88.9%
Social Media	42.0%	43.8%	39.6%	77.3%	44.1%	20.4%
Radio/podcasts	9.6%	9.4%	9.8%	9.8%	12.2%	7.6%
Word of mouth	1.0%	0.5%	1.5%	0.8%	1.1%	1.0%
Television	0.9%	0.9%	0.9%	-	-	2.0%
None	0.7%	0.9%	0.4%	-	0.7%	1.0%
Other	0.2%	0.5%	-	0.9%	-	-
Unsure	0.9%	0.5%	1.4%	-	2.1%	0.5%
Not applicable	0.4%	0.9%	-	-	0.7%	0.5%

*Responses based on multiple mentions.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 433 residents of St. Albert, September 2 to October 6, 2025.

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Preferred channels to receive information from the City – By duration of residence and household composition

Q – Select your most preferred three channels/methods to receive information from the City of St. Albert (Select up to three) [RANDOMIZE]

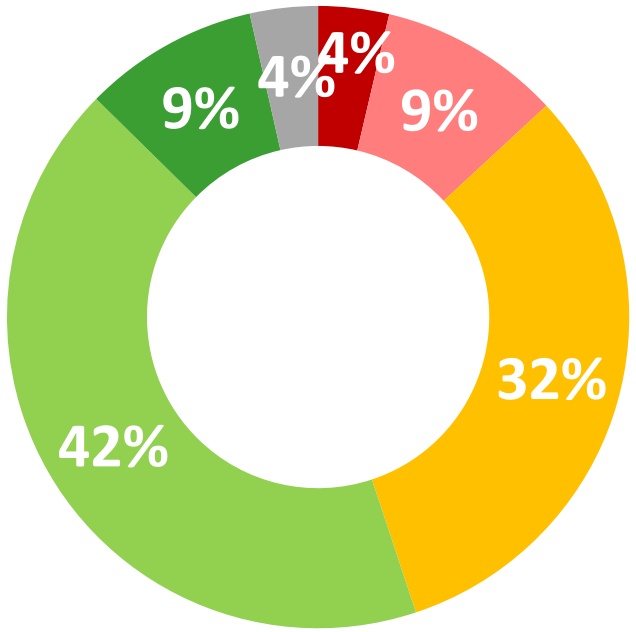
		2025 (n=433)	Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=49)	Residents for 11-20 years (n=105)	Residents for 20+ years (n=203)	With children under 6 years old (n=61)	With children 6-11 years old (n=74)	With children 12-17 years old (n=57)	With no children (n=145)
TOP RESPONSES	Print/online	79.8%		71.4%	75.8%	79.7%	84.0%	67.8%	78.7%	82.5%	78.1%
	Social Media	42.0%		55.3%	65.5%	49.0%	31.5%	76.2%	49.6%	48.2%	39.4%
	Radio/podcasts	9.6%		17.2%	7.6%	9.9%	8.3%	17.9%	11.6%	5.7%	7.0%
	Word of mouth	1.0%		2.2%	1.8%	0.9%	0.7%	1.5%	-	2.5%	0.6%
	Television	0.9%		-	-	-	1.8%	-	-	1.6%	-
	None	0.7%		2.3%	-	-	0.9%	1.7%	-	-	1.3%
	Other	0.2%		-	-	0.9%	-	-	-	-	0.7%
	Unsure	0.9%		-	-	0.9%	1.5%	-	-	-	2.8%
	Not applicable	0.4%		-	-	-	0.9%	-	-	1.6%	0.6%

*Shaded due to small sample size.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online of 433 residents of St. Albert, September 2 to October 6, 2025.

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Level of agreement with variety of communication channels of the City – demographics



St. Albert residents are four times more likely

To strongly agree (nine percent) or agree (42%) that the City makes information and updates available through a wide variety of communication channels and methods than they are to disagree (nine percent) or strongly disagree (four percent) with this statement.

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Q – To what extent do you agree or disagree with the following statement, using a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree? The City makes information and updates available through a wide variety of communication channels and methods.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Level of agreement with variety of communication channels of the City – demographics

Q – To what extent do you agree or disagree with the following statement, using a scale of 1 to 5, where 1 is strongly disagree and 5 is strongly agree? The City makes information and updates available through a wide variety of communication channels and methods.

Strongly agree/Agree

Men (n=221)	Women (n=214)	18 to 34 (n=118)	35 to 54 (n=126)	55 plus (n=199)
52.5%	**51.3%**	**46.0%**	**52.8%**	**53.7%**

Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=50)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)
	42.7%	**57.4%**	**43.5%**	**56.7%**

With children under 6 years old (n=62)	With children 6-11 years old (n=77)	With children 12-17 years old (n=58)	With no children (n=148)
51.5%	**51.0%**	**44.6%**	**55.1%**

Strongly disagree/Disagree

Men (n=221)	Women (n=214)	18 to 34 (n=118)	35 to 54 (n=126)	55 plus (n=199)
14.0%	**11.9%**	**13.4%**	**10.6%**	**15.0%**

Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=50)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)
	6.7%	**5.7%**	**14.4%**	**15.2%**

With children under 6 years old (n=62)	With children 6-11 years old (n=77)	With children 12-17 years old (n=58)	With no children (n=148)
9.3%	**11.8%**	**13.6%**	**11.7%**

*Shaded due to small sample size.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.



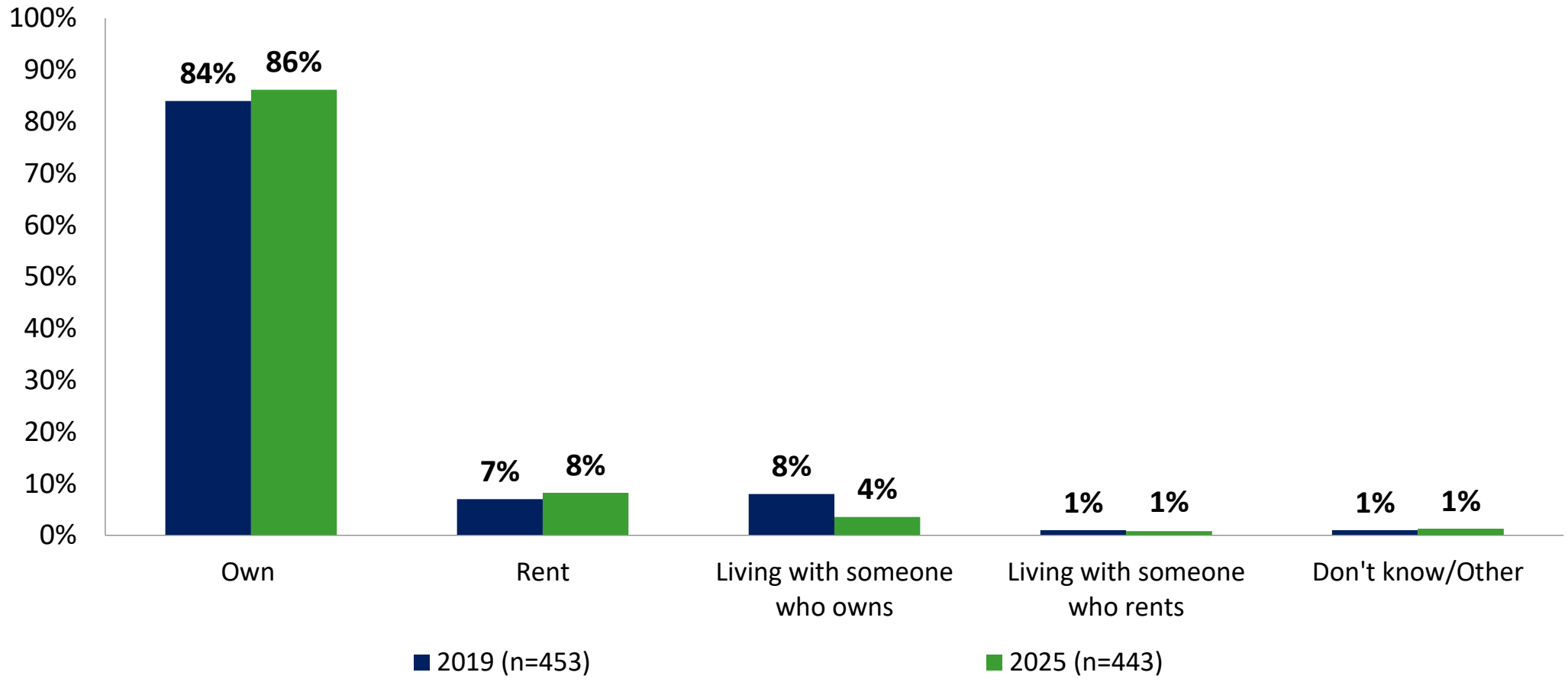
Property taxes and financial planning

This section explores residents' homeownership status, perceptions of the value received for the portion of property taxes allocated to City services, opinions on which services deliver the best value, preferred tax strategies for the next five years, and satisfaction with how the City communicates its budget and financial information.

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Residents' housing situations in St Albert – Tracking

Q – Do you own or rent a home in the city?



Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Residents' housing situations in St Albert – By age and gender

Q – Do you own or rent a home in the city?

	2025 (n=443)	Men (n=221)	Women (n=214)	18-34 (n=118)	35-54 (n=126)	55 plus (n=199)
Own	86.2%	86.4%	86.4%	72.7%	90.4%	90.4%
Rent	8.2%	7.7%	9.0%	11.0%	7.0%	7.5%
Living with someone that owns	3.5%	2.7%	3.5%	11.1%	1.3%	1.0%
Living with someone that rents	0.8%	0.9%	0.7%	1.6%	1.3%	-
Don't know/Not stated	1.3%	2.3%	0.4%	3.5%	-	1.0%

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Residents' housing situations in St Albert – By duration of residence and household composition

Q – Do you own or rent a home in the city?

	2025 (n=443)	Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=50)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)	With children under 6 years old (n=62)	With children 6-11 years old (n=77)	With children 12-17 years old (n=58)	With no children (n=148)
Own	86.2%		51.1%	90.5%	87.2%	93.1%	73.4%	92.3%	93.0%	79.7%
Rent	8.2%		23.9%	5.9%	7.9%	4.1%	13.8%	5.4%	5.5%	9.7%
Living with someone that owns	3.5%		9.3%	3.6%	4.9%	1.9%	9.8%	-	1.5%	6.1%
Living with someone that rents	0.8%		8.8%	-	-	-	1.4%	1.1%	-	1.9%
Don't know/Not stated	1.3%		6.8%	-	-	0.9%	1.6%	1.2%	-	2.5%

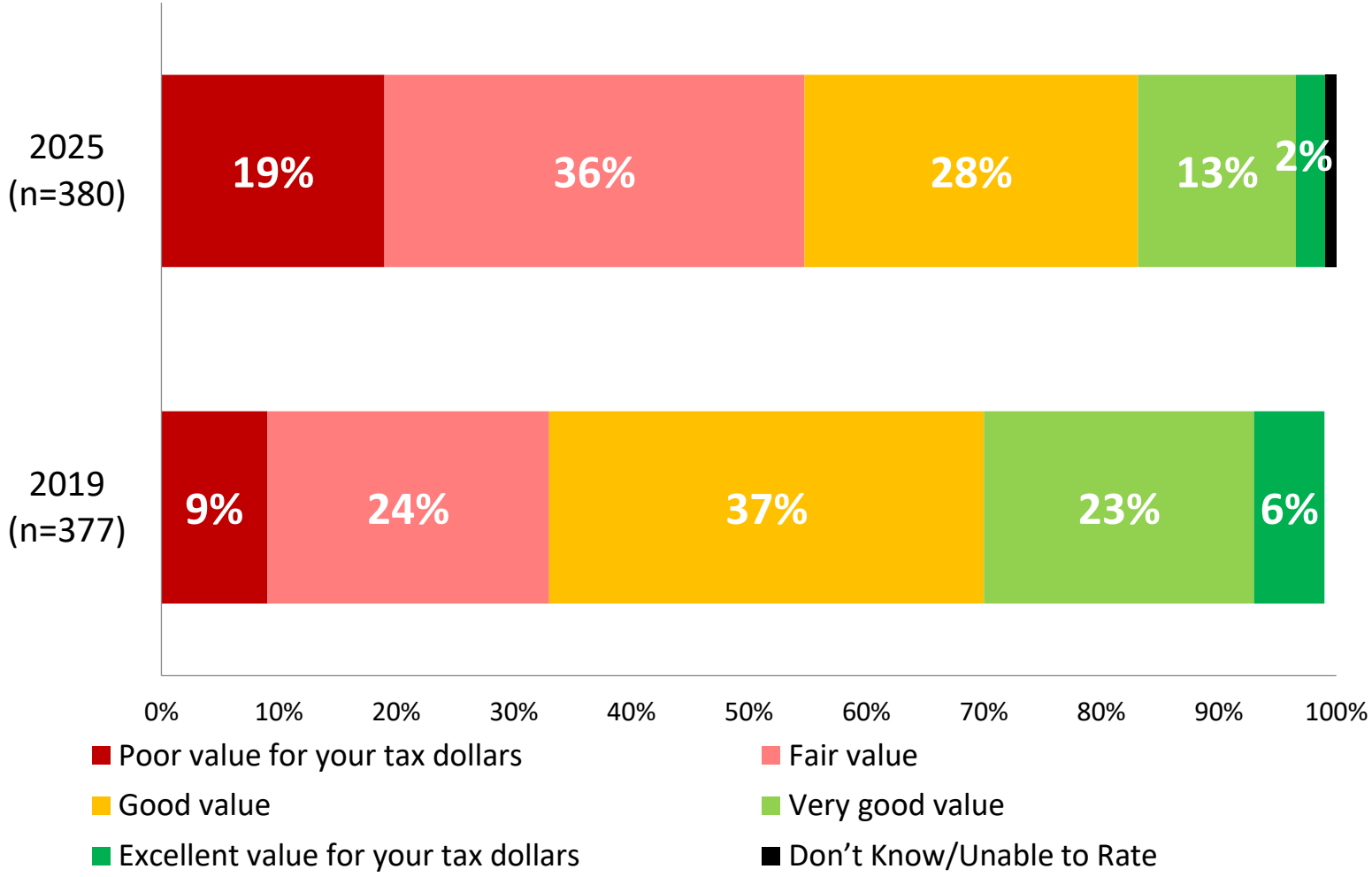
*Shaded due to small sample size.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Perceived value of City services funded by tax bill

Over one in three (36%) say they receive fair value for the amount of their tax bill that pays for City services, up from 24% in 2019. Additionally, About one in five (19%) St. Albert residents say that they receive poor value which has increased compared to the 2019 wave (nine percent).

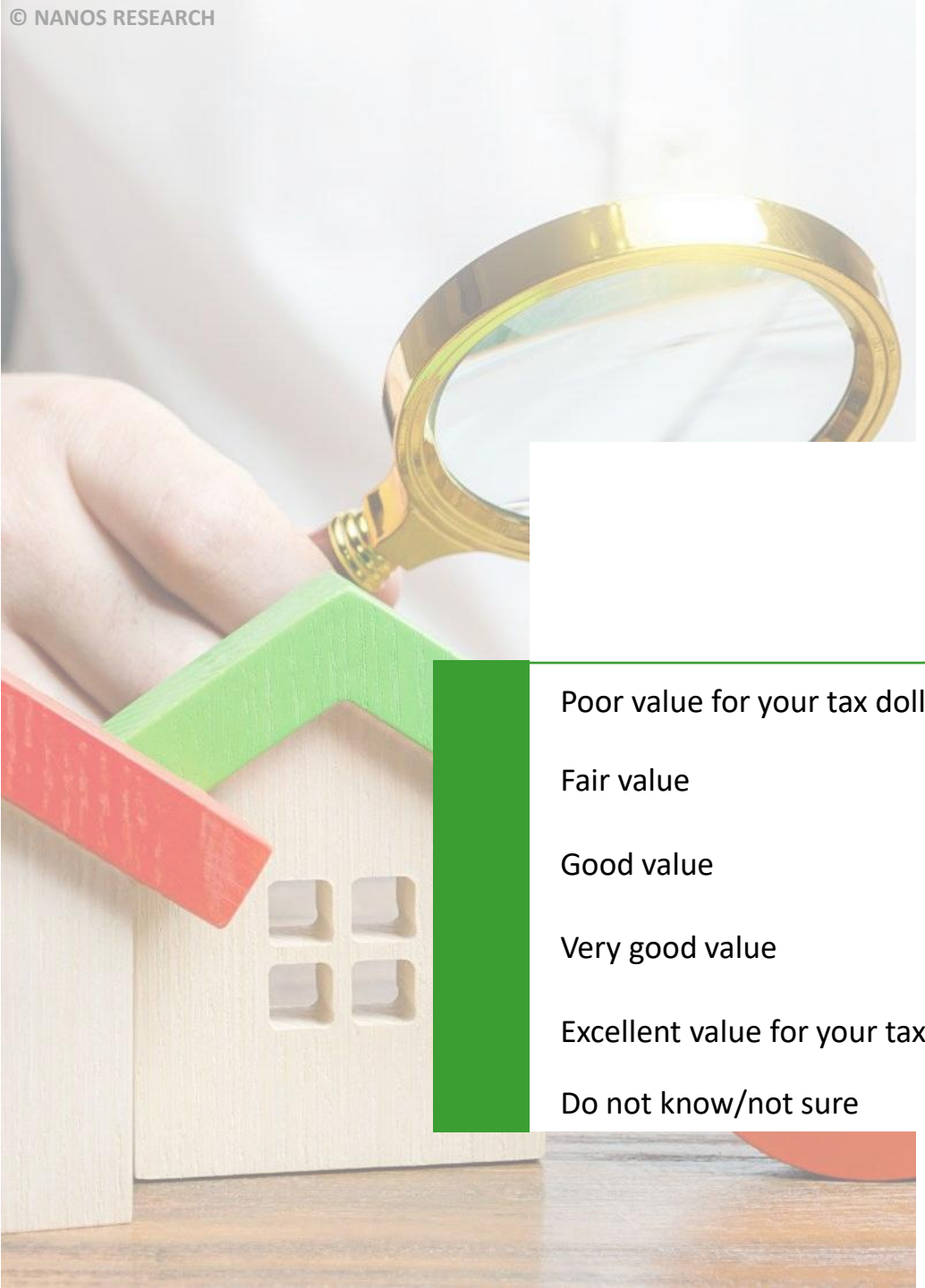


Q – [ASK IF OWN A HOME] Property taxes in St. Albert are related to the value of your property. About one quarter of your property tax bill is collected on behalf of the Province to pay for education and schools. This means that about three-quarters of your property tax bill goes to the City to fund services provided to community. Thinking about the amount of your tax bill that pays for City services, would you say you receive ….?

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 380 residents of St. Albert who own a home, September 2 to October 6, 2025.

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Perceived value of City services funded by tax bill – By age and gender

Q – [ASK IF OWN A HOME] Property taxes in St. Albert are related to the value of your property. About one quarter of your property tax bill is collected on behalf of the Province to pay for education and schools. This means that about three-quarters of your property tax bill goes to the City to fund services provided to community. Thinking about the amount of your tax bill that pays for City services, would you say you receive ….?

	2025 (n=380)	Men (n=191)	Women (n=183)	18-34 (n=86)	35-54 (n=114)	55 plus (n=180)
Poor value for your tax dollars	19.0%	22.5%	15.8%	31.6%	18.2%	13.8%
Fair value	35.8%	38.2%	33.1%	44.4%	34.0%	33.2%
Good value	28.4%	24.7%	31.6%	15.1%	30.2%	33.0%
Very good value	13.5%	13.0%	14.3%	5.6%	15.4%	15.5%
Excellent value for your tax dollars	2.5%	1.5%	3.4%	1.1%	2.3%	3.3%
Do not know/not sure	0.9%	-	1.8%	2.2%	-	1.1%

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 380 residents of St. Albert who own a home, September 2 to October 6, 2025.

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Perceived value of tax-funded City services – By duration of residence and household composition

Q – [ASK IF OWN A HOME] Property taxes in St. Albert are related to the value of your property. About one quarter of your property tax bill is collected on behalf of the Province to pay for education and schools. This means that about three-quarters of your property tax bill goes to the City to fund services provided to community. Thinking about the amount of your tax bill that pays for City services, would you say you receive ….?

	Residents for less than 1 year (n=2)*	Residents for 1-5 years (n=22)*	Residents for 6-10 years (n=45)	Residents for 11-20 years (n=94)	Residents for 20+ years (n=194)	With children under 6 years old (n=45)	With children 6-11 years old (n=71)	With children 12-17 years old (n=54)	With no children (n=117)
Poor value for your tax dollars			19.0%	25.6%	14.3%	34.1%	19.8%	20.8%	17.6%
Fair value			45.1%	40.9%	31.2%	41.0%	40.3%	32.5%	39.9%
Good value			23.4%	24.1%	33.0%	18.8%	31.6%	29.0%	28.2%
Very good value			10.4%	7.6%	17.2%	6.2%	8.4%	14.5%	10.5%
Excellent value for your tax dollars			2.1%	-	3.8%	-	-	3.1%	2.9%
Do not know/not sure			-	1.8%	0.5%	-	-	-	0.8%

*Shaded due to small sample size.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 380 residents of St. Albert who own a home, September 2 to October 6, 2025.

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Opinions on perceived good/very good/excellent value of City services funded by tax bill – good/very good/excellent value

Q – What is the main reason you feel that way? [OPEN]

Respondents who felt they receive good/very good/excellent value for their tax dollars

	2025 (n=150)	2019 (n=247)
Satisfied with/good services provided (general)	**45%**	30%
Good snow removal services	**8%**	9%
Taxes are high, but services are good	**8%**	2%
Taxes are high/continue to rise	**7%**	12%
There is room for improvement (general)	**5%**	6%
Good road maintenance/repairs/upgrades	**4%**	7%
I don't use/access some services/should implement user fee system	**3%**	3%
Overspending/wasting money/lack of fiscal responsibility	**3%**	6%
Lack of/poor snow removal services	**2%**	2%
Council doesn't listen/action/poor leadership/lack of transparency	**2%**	-
Other	**5%**	8%



Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 150 residents of St. Albert who felt they receive good/very good/excellent value for their tax dollars , September 2 to October 6, 2025.

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Opinions on perceived poor/fair value of City services funded by tax bill – poor/fair value

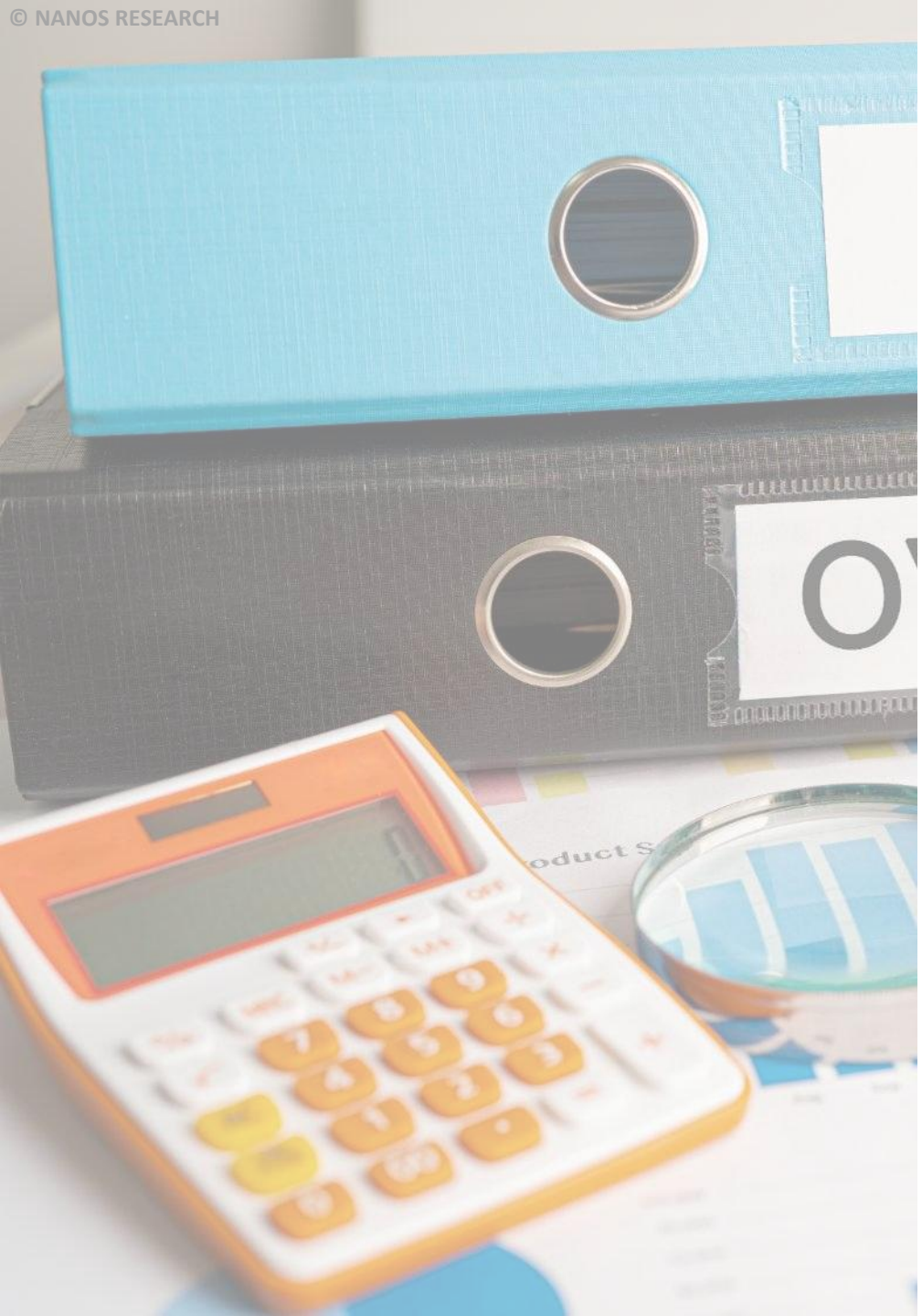
Q – What is the main reason you feel that way? [OPEN]

Respondents who felt they receive poor/fair value for their tax dollars

	2025 (n=195)	2019 (n=127)
Taxes are high/continue to rise	**25%**	24%
Overspending/wasting money/lack of fiscal responsibility	**15%**	25%
I don't use/access some services/should implement user fee system	**9%**	2%
Taxes are high in comparison to services received/not good value	**8%**	9%
Satisfied with/good services provided (general)	**8%**	3%
There is room for improvement (general)	**8%**	2%
Lack of/poor snow removal services	**5%**	7%
Council doesn't listen/action/poor leadership/lack of transparency	**5%**	2%
Lack of/poor road maintenance/repairs/upgrades	**4%**	3%
Poor school system/lack of schools	**2%**	4%
Taxes are high, but services are good	**1%**	2%
Transit system needs improvement (general)	**1%**	2%
Other	**3%**	2%
Don’t Know/Not Stated	**3%**	6%

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 195 residents of St. Albert who felt they receive poor/fair value for their tax dollars , September 2 to October 6, 2025.

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Opinions on best value for tax city services

Q – Which City services do you believe deliver the best value for the tax dollars collected? [OPEN]

		Frequency (n=391)
TOP RESPONSES	Snow removal	20.5%
	Garbage collection and recycling	19.7%
	Parks and green spaces	15.8%
	Road maintenance and repair	14.9%
	Recreation facilities and programs	12.5%
	Not Sure	11.5%
	Trails and pathways/Trails and walkways	7.4%
	Policing	6.4%
	Libraries	6.3%
	Street cleaning	5.7%

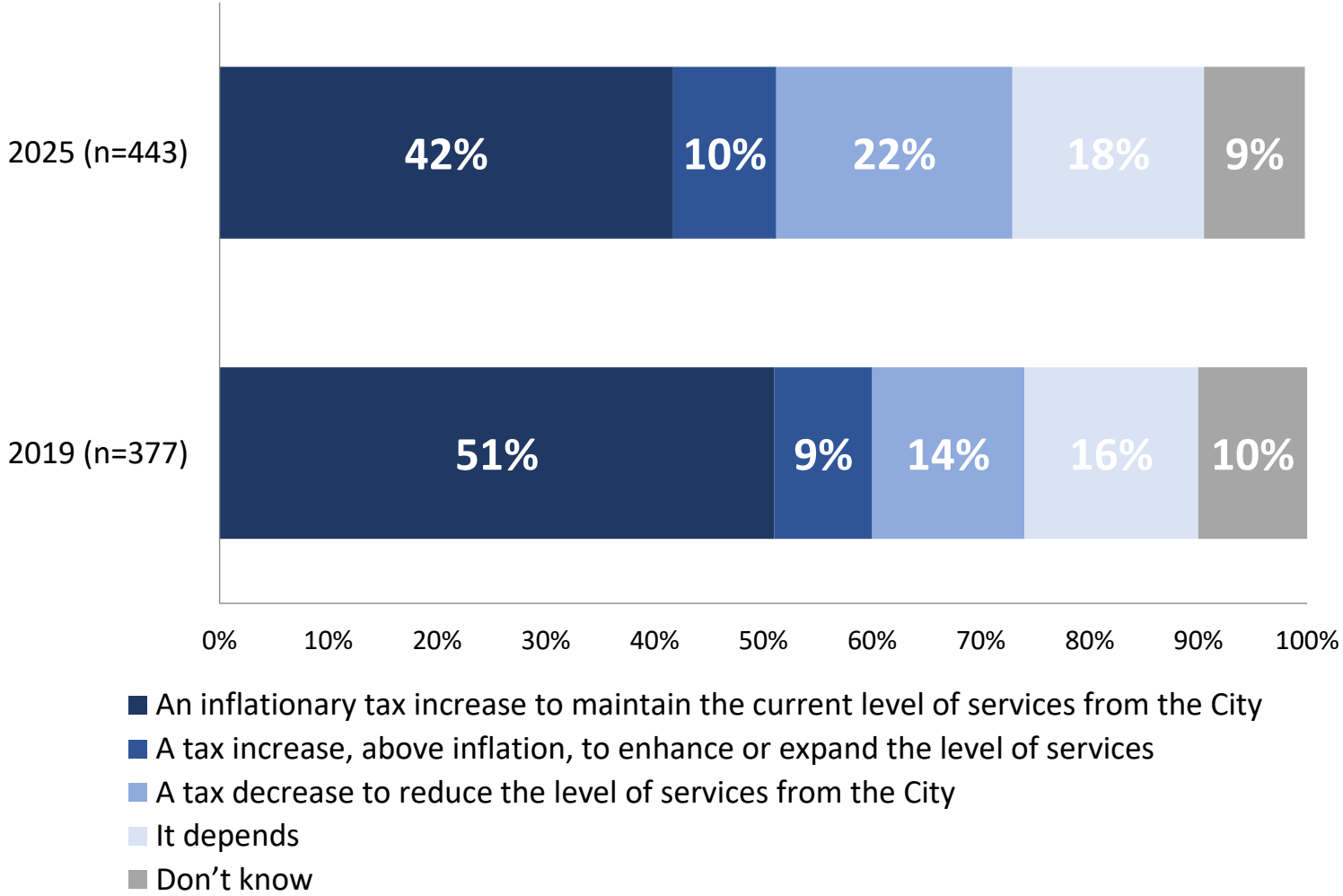
*Responses based on multiple mentions.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 391 residents of St. Albert, September 2 to October 6, 2025.

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Opinions on tax strategies for the next 5 years

Over one in five (22%) would support a tax decrease to reduce the level of services from the City, up from 14% in 2019. Meanwhile, over two in five residents (42%) would support an inflationary tax increase to maintain the current level of services from the City the most among the tax strategies over the next 5 years which has decreased from 51% in 2019.



*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Q – Of the following tax strategies, which one would you support the most for the City over the next 5 years?

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Opinions on tax strategies for the next 5 years – By age and gender

Q – Of the following tax strategies, which one would you support the most for the City over the next 5 years?

TOP RESPONSES

	Men (n=221)	Women (n=214)	18-34 (n=118)	35-54 (n=126)	55 plus (n=199)
An inflationary tax increase to maintain the current level of services from the City	42.0%	42.6%	32.7%	43.3%	45.6%
A tax decrease to reduce the level of services from the City	26.3%	17.4%	29.0%	24.3%	15.5%
A tax increase, above inflation, to enhance or expand the level of services	11.3%	8.2%	16.8%	4.2%	9.5%
Maintain tax/ Better management of money	3.7%	6.8%	4.4%	7.3%	4.6%
Tax reduction and keep or increase level of city service	4.1%	1.5%	3.4%	2.9%	2.0%
Support increase if it's essential	2.2%	1.3%	-	1.4%	4.1%
Don't know	4.5%	12.1%	6.1%	7.3%	11.7%

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Opinions on tax strategies for the next 5 years – By duration of residence and household composition

Q – Of the following tax strategies, which one would you support the most for the City over the next 5 years?

		Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=50)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)	With children under 6 years old (n=62)	With children 6-11 years old (n=77)	With children 12-17 years old (n=58)	With no children (n=148)
TOP RESPONSES	An inflationary tax increase to maintain the current level of services from the City		41.9%	26.2%	37.7%	46.3%	38.1%	43.3%	34.2%	46.1%
	A tax decrease to reduce the level of services from the City		27.6%	39.1%	14.3%	19.9%	18.6%	20.2%	22.8%	25.5%
	A tax increase, above inflation, to enhance or expand the level of services		13.1%	11.7%	8.5%	9.8%	13.9%	13.5%	4.4%	7.9%
	Maintain tax/ Better management of money		-	8.2%	9.8%	4.1%	1.6%	6.5%	7.7%	4.0%
	Tax reduction and keep or increase level of city service		6.7%	2.0%	4.1%	1.3%	4.8%	4.3%	3.1%	1.2%
	Support increase if it's essential		-	-	2.6%	2.8%	-	-	4.7%	3.3%
	Don’t know		4.6%	5.8%	12.3%	9.1%	6.6%	1.9%	13.6%	5.6%

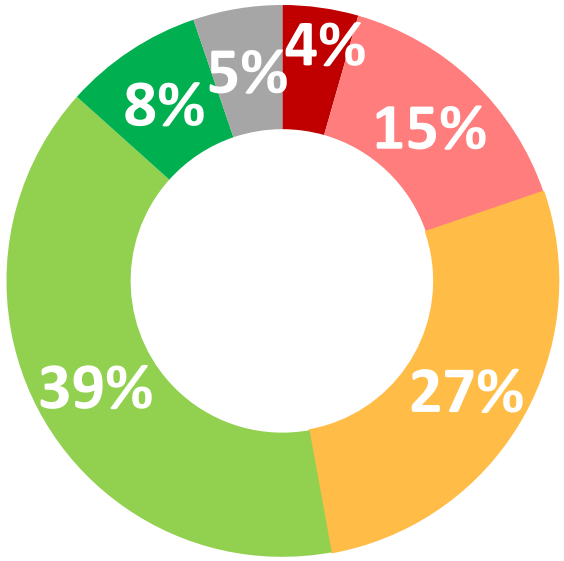
*Shaded due to small sample size.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Level of satisfaction with the way the City communicates financial information

Q – Are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied with the way the City communicates information about its budget and financial matters?



*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Over 2 in 5 St. Albert residents

Say they are very satisfied (eight percent) or somewhat satisfied (40%) with the way the City communicates information about its budget and financial matters while one in five residents say they are dissatisfied (15%) or very dissatisfied (five percent) with it.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.

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Level of satisfaction with the way the City communicates financial information – By demographics

Q – Are you very satisfied, satisfied, neither satisfied nor dissatisfied, dissatisfied or very dissatisfied with the way the City communicates information about its budget and financial matters?

Very satisfied/satisfied

Men (n=221)	Women (n=214)	18 to 34 (n=118)	35 to 54 (n=126)	55 plus (n=199)
50.3%	**46.1%**	**35.6%**	**51.7%**	**51.3%**

Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=50)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)
	46.7%	**38.8%**	**43.5%**	**50.9%**

With children under 6 years old (n=62)	With children 6-11 years old (n=77)	With children 12-17 years old (n=58)	With no children (n=148)
46.7%	**49.4%**	**38.1%**	**50.2%**

Very dissatisfied/dissatisfied

Men (n=221)	Women (n=214)	18 to 34 (n=118)	35 to 54 (n=126)	55 plus (n=199)
20.3%	**19.1%**	**19.5%**	**15.8%**	**23.1%**

Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=50)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)
	4.7%	**20.2%**	**24.4%**	**21.1%**

With children under 6 years old (n=62)	With children 6-11 years old (n=77)	With children 12-17 years old (n=58)	With no children (n=148)
12.4%	**15.0%**	**25.0%**	**18.9%**

*Shaded due to small sample size.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 443 residents of St. Albert, September 2 to October 6, 2025.



Municipal Leadership

This section captures residents' views on the most important issue currently facing St. Albert City Council, their top three priorities for the new Council's term, and the perceived importance of various strategic priorities. It also invites suggestions for additional priorities the Council should consider.

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Issues facing St. Albert City Council– Tracking

Q – What would you say is the most important issue facing St. Albert City Council today? [OPEN]

RESPONSES	2025 (n=394)	2019 (n=453)
Managing City growth/sprawl/expansion/maintaining services with growth	20%	6%
Don’t Know/Not Stated	16%	23%
Misallocation of budget/how tax dollars are spent/overspending/fiscal responsibility	14%	14%
Poor City Council/Mayor/decision making/lacking vision/division/infighting amongst Council	7%	6%
Maintaining current services/service levels (in general)	7%	2%
High/rising taxes	5%	8%
Poor road system/infrastructure/lack of roads/road expansions	4%	5%
Lack of public consultation/gathering resident input/council doesn't listen	4%	4%
Funding/interaction with provincial government	3%	7%
Lack of a strong business/commercial tax base/business attraction	3%	3%
Poor economy/economic recession/maintaining services during recession	3%	2%
Crime/drug use/youth crime	3%	2%
*Housing	3%	N/A
Traffic volume/congestion/noise/traffic control	2%	3%
*Education system	2%	N/A
*Renaming of roads and sites	2%	N/A
Lack of recreational facilities/arenas/pools	<1%	2%
Other	2%	15%

*New response options added in 2025

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 394 residents of St. Albert, September 2 to October 6, 2025.

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Perceived priorities for the new City Council

Q – In your opinion, what do you think should be the top three (3) priorities for the term of the new City Council? [UP TO 3 MENTIONS]

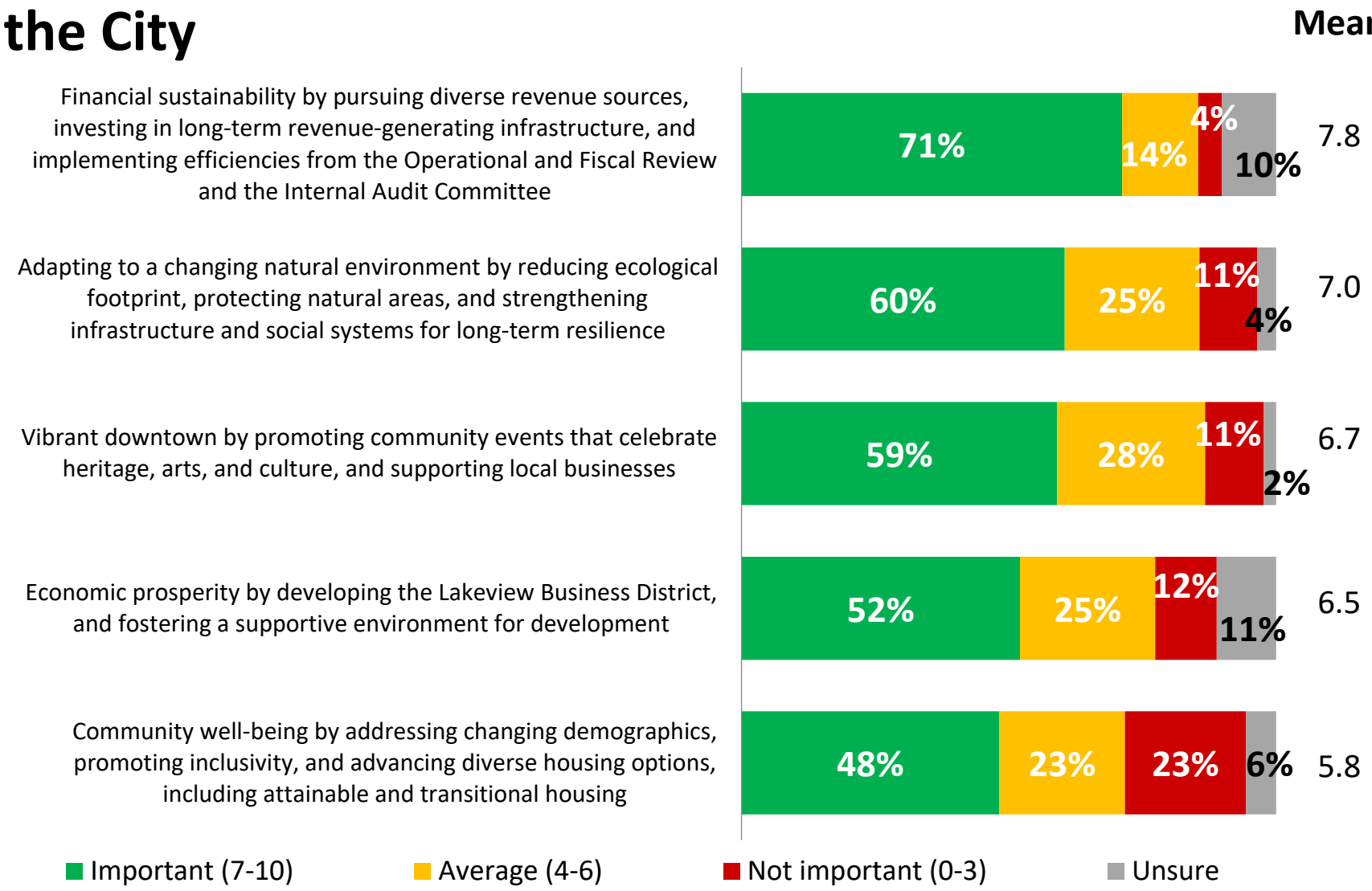
TOP RESPONSES	Frequency (n=403)
Tax Reduction	21.4%
Fiscal Responsibility	20.6%
Road and Traffic Improvements	19.8%
Growth Management and Planning	17.3%
Environmental and Infrastructure Maintenance	13.4%
Public Safety and Policing	10.2%
No Comment	9.2%
Recreational Facilities Expansion	9.0%
Industrial and Business Development	8.7%
Community Services and Programs	8.6%
Communication with Residents	7.4%
Transparency and Accountability	5.5%

*Responses based on multiple mentions.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 403 residents of St. Albert, September 2 to October 6, 2025.

Level of importance of strategic priorities for the City

Among the strategic priorities for the City of St. Albert, about seven in ten (71%) residents say financial sustainability is important (score of 7-10 out of 10), followed by adapting to a changing natural environment (60%) and vibrant downtown (59%).



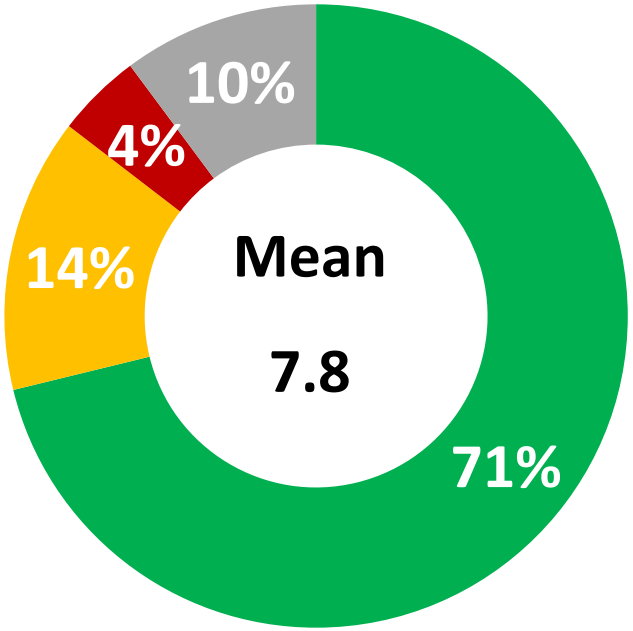
Our next few questions are about strategic priorities. As you may know the Council identified five strategic priorities. These are long-term goals that guide the City's decisions.
Q - On a scale from 0 to 10, where 0 is not at all important and 10 is extremely important, how important are the following strategic priorities for the City of St. Albert? [RANDOMIZE]

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 442 residents of St. Albert, September 2 to October 6, 2025.

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Level of importance of financial sustainability



- Important (7-10)
- Average (4-6)
- Not important (0-3)
- Unsure

Mean	Men (n=220)	Women (n=214)	18-34 (n=117)	35-54 (n=126)	55 plus (n=199)
	7.9	7.7	7.9	8.0	7.5

Mean	Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=49)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)
		7.8	7.9	7.8	7.8

Mean	With children under 6 years old (n=62)	With children 6-11 years old (n=76)	With children 12-17 years old (n=58)	With no children (n=148)
	8.2	7.9	8.3	7.7

*Shaded due to small sample size.

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

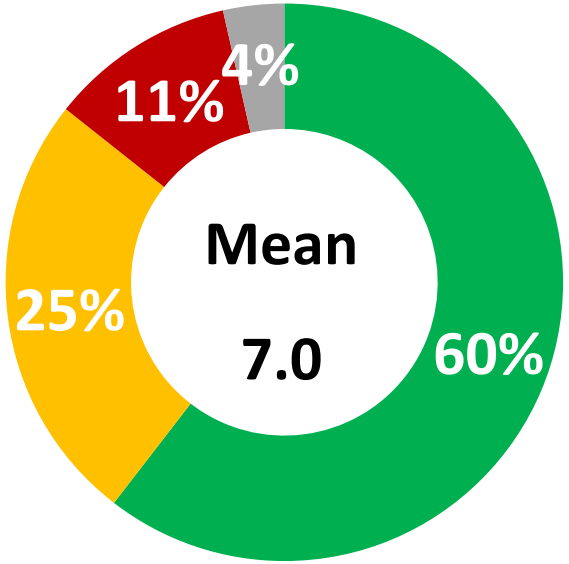
Q – On a scale from 0 to 10, where 0 is not at all important and 10 is extremely important, how important are the following strategic priorities for the City of St. Albert? [RANDOMIZE]: **Financial sustainability by pursuing diverse revenue sources, investing in long-term revenue-generating infrastructure, and implementing efficiencies from the Operational and Fiscal Review and the Internal Audit Committee**

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 442 residents of St. Albert, September 2 to October 6, 2025.

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Level of importance of adapting to a changing natural environment

Q – On a scale from 0 to 10, where 0 is not at all important and 10 is extremely important, how important are the following strategic priorities for the City of St. Albert? [RANDOMIZE]: **Adapting to a changing natural environment by reducing ecological footprint, protecting natural areas, and strengthening infrastructure and social systems for long-term resilience.**



*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Mean

Men (n=220)	Women (n=214)	18-34 (n=117)	35-54 (n=126)	55 plus (n=199)
6.5	**7.4**	**7.0**	**6.9**	**7.1**

Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=49)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)
	7.5	**6.2**	**6.8**	**7.2**

With children under 6 years old (n=62)	With children 6-11 years old (n=76)	With children 12-17 years old (n=58)	With no children (n=148)
7.4	**6.8**	**6.4**	**7.1**

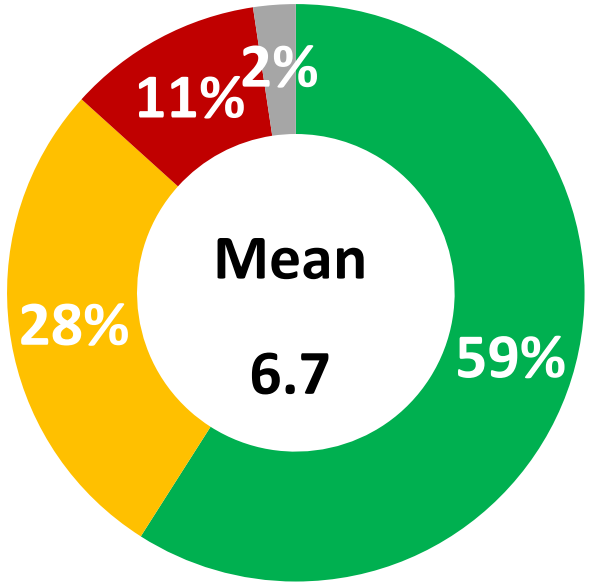
*Shaded due to small sample size.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 442 residents of St. Albert, September 2 to October 6, 2025.

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Level of importance of promoting community events

Q – On a scale from 0 to 10, where 0 is not at all important and 10 is extremely important, how important are the following strategic priorities for the City of St. Albert? [RANDOMIZE]: **Vibrant downtown by promoting community events that celebrate heritage, arts, and culture, and supporting local businesses.**



Mean	Men (n=220)	Women (n=214)	18-34 (n=117)	35-54 (n=126)	55 plus (n=199)
	6.3	7.1	6.8	6.9	6.6
	Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=49)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)
		7.5	6.8	6.5	6.7
	With children under 6 years old (n=62)	With children 6-11 years old (n=76)	With children 12-17 years old (n=58)	With no children (n=148)	
	6.6	6.8	6.6	6.8	

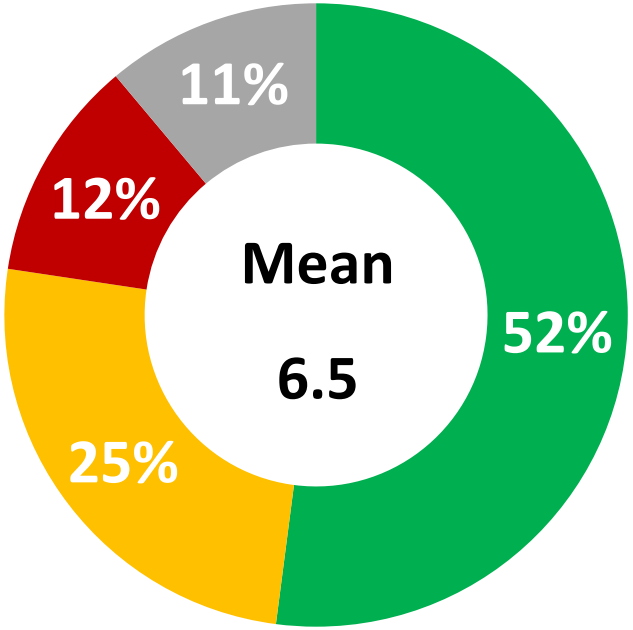
*Shaded due to small sample size.

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 442 residents of St. Albert, September 2 to October 6, 2025.

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Level of importance of economic prosperity by developing the Lakeview Business District



Important (7-10)
Average (4-6)
Not important (0-3)
Unsure

Mean					
	Men (n=220)	Women (n=214)	18-34 (n=117)	35-54 (n=126)	55 plus (n=199)
	6.8	**6.3**	**6.5**	**6.7**	**6.4**
	Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=49)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)
		7.1	**6.9**	**6.3**	**6.5**
	With children under 6 years old (n=62)	With children 6-11 years old (n=76)	With children 12-17 years old (n=58)	With no children (n=148)	
	6.9	**6.3**	**6.6**	**6.5**	

*Shaded due to small sample size.

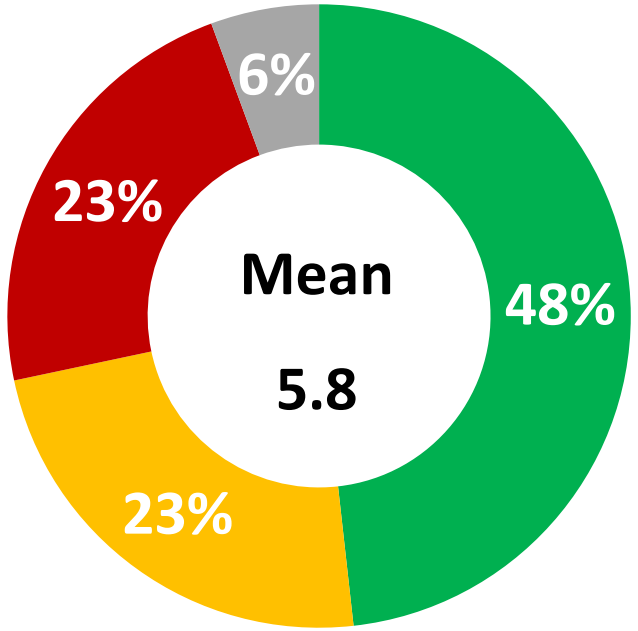
*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Q – On a scale from 0 to 10, where 0 is not at all important and 10 is extremely important, how important are the following strategic priorities for the City of St. Albert? [RANDOMIZE]: **Economic prosperity by developing the Lakeview Business District, and fostering a supportive environment for development.**

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 442 residents of St. Albert, September 2 to October 6, 2025.

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Level of importance of community well-being



Mean

Men (n=220)	Women (n=214)	18-34 (n=117)	35-54 (n=126)	55 plus (n=199)
5.0	6.6	5.5	5.8	6.0

Residents for less than 1 year (n=6)*	Residents for 1-5 years (n=43)	Residents for 6-10 years (n=49)	Residents for 11-20 years (n=109)	Residents for 20+ years (n=208)
	6.0	5.3	5.2	6.2

With children under 6 years old (n=62)	With children 6-11 years old (n=76)	With children 12-17 years old (n=58)	With no children (n=148)
5.8	5.7	5.3	6.2

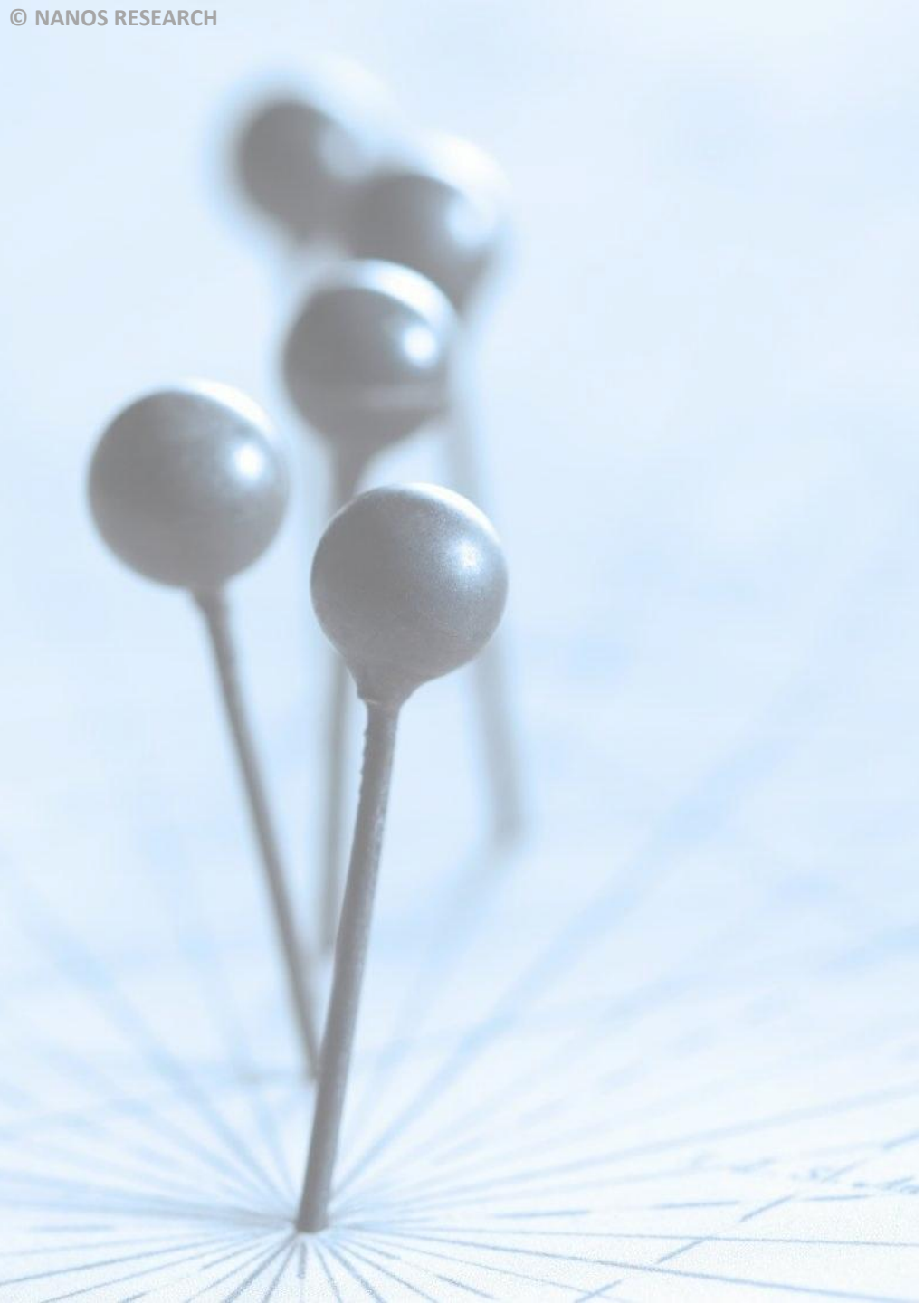
*Shaded due to small sample size.

*Weighted to the true population proportion.
*Charts may not add up to 100 due to rounding.

Q – On a scale from 0 to 10, where 0 is not at all important and 10 is extremely important, how important are the following strategic priorities for the City of St. Albert? [RANDOMIZE]: **Community well-being by addressing changing demographics, promoting inclusivity, and advancing diverse housing options, including attainable and transitional housing**

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 442 residents of St. Albert, 18 years or older, from September 2 to October 6, 2025

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Opinions on strategic priorities for the Council

Q – Are there any other strategic priorities you think the Council should focus on? [OPEN]

		Frequency (n=343)
TOP RESPONSES	No Comment	37.1%
	Fiscal Responsibility	8.6%
	Commercial and Industrial Development	4.4%
	Managing City Growth	4.0%
	Traffic Management	3.8%
	Environmental Concerns	3.2%
	Infrastructure Maintenance	2.7%
	Public Transit Improvement	2.4%
	Crime Reduction and Policing	2.3%
	Historical Preservation	2.1%
	Affordable Housing	2.0%
	Community Development	2.0%
	Other	8.6%
	Not Sure	9.6%

Source: Nanos Research, RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of 316 residents of St. Albert , September 2 to October 6, 2025.

Element	Description
Research sponsor	City of St. Albert
Population and Final Sample Size	443 Randomly selected individuals.
Source of Sample	ASDE
Type of Sample	Non-probability
Margin of Error	For comparison purposes, a probability sample of 443 respondents would have a margin of error of ±4.7 percentage points, 19 times out of 20.
Mode of Survey	RDD dual frame (land- and cell-lines) hybrid telephone survey and online survey of residents recruited through social media.
Sampling Method Base	The sample included both land- and cell-lines RDD (Random Digit Dialed) across St-Albert. The online survey sample was recruited through social media.
Demographics (Captured)	St. Albert residents; Men and Women; 18 years and older. Six-digit postal code was used to validate geography.
Fieldwork/Validation	Live CATI interviews with live supervision to validate work and online survey.
Number of Calls	Maximum of five call backs to those recruited.
Time of Calls	Individuals recruited were called between 12-5:30 pm and 6:30-9:30pm local time for the respondent.
Field Dates	September 2 to October 6, 2025.
Language of Survey	The survey was conducted in English.
Standards	Nanos Research 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. https://canadianresearchinsightscouncil.ca/standards/

Element	Description
Weighting of Data	The results were weighted by age and gender using the latest Census information (2021) to ensure a distribution across all regions of St. Albert. See tables for full weighting disclosure.
Screening	Screening ensured potential respondents did not work in the market research industry, in the advertising industry, in the media or a political party prior to administering the survey to ensure the integrity of the data.
Excluded Demographics	Individuals younger than 18 years old; individuals without land or cell lines, and individuals without internet access could not participate.
Stratification	By age and gender using the latest Census information (2021) to be representative of St. Albert.
Estimated Response Rate	Telephone: six percent, consistent with industry norms. Online: Not applicable
Question Order	Question order in the preceding report reflects the order in which they appeared in the original questionnaire.
Question Content	All questions asked are contained in the report.
Question Wording	The questions in the preceding report are written exactly as they were asked to individuals.
Research/Data Collection Supplier	Nanos Research
Contact	Contact Nanos Research for more information or with any concerns or questions. http://www.nanos.co Telephone:(613) 234-4666 ext. 237 Email: info@nanosresearch.com.

Any questions?



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For more information on the firm, please visit www.nanos.co

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