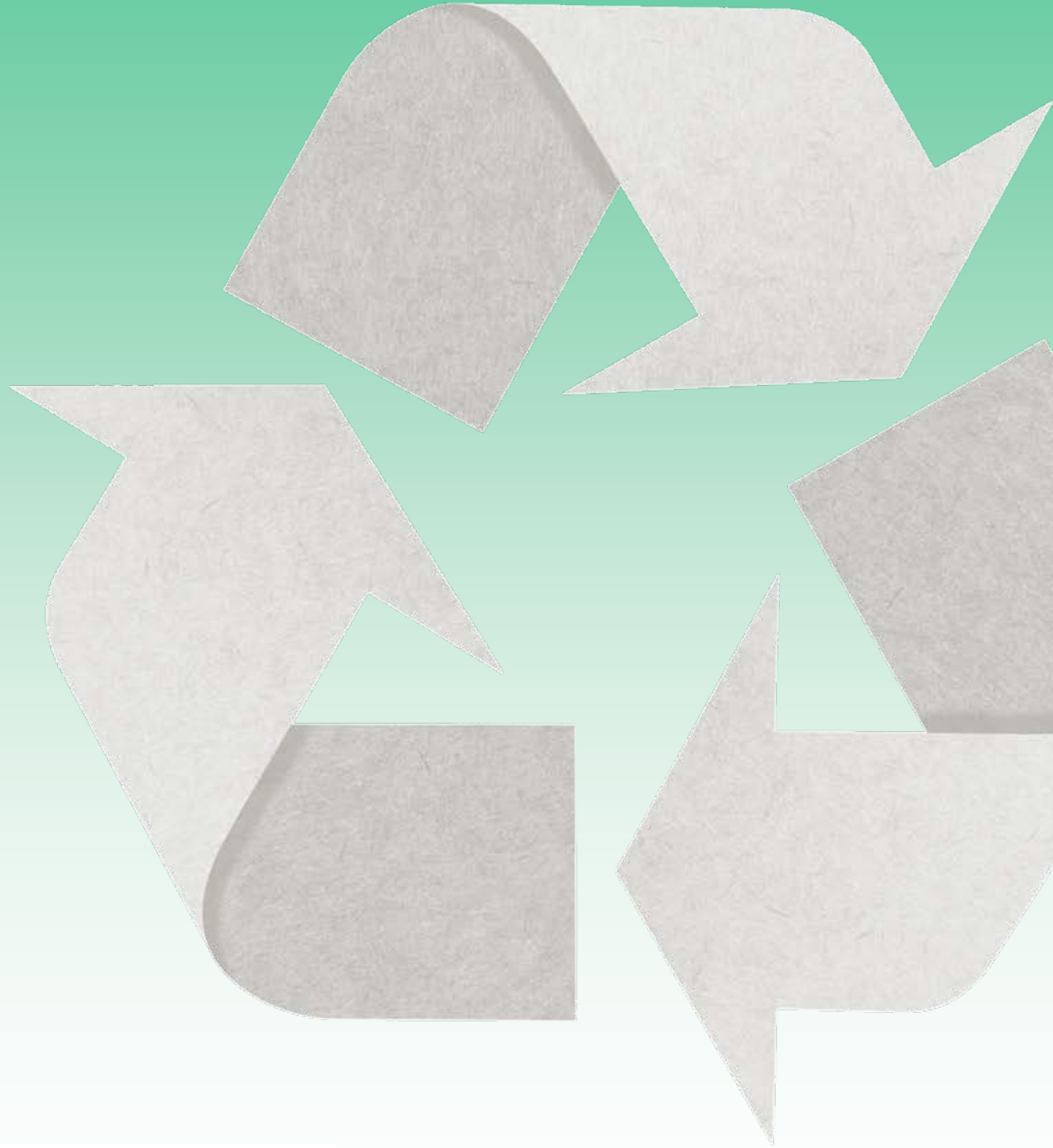


CITY OF LETHBRIDGE 2014 COMMUNITY SATISFACTION SURVEY

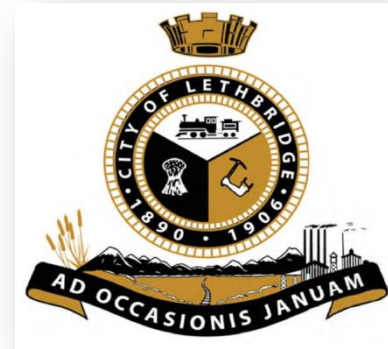
DETAILS RELATED TO CURRENT WASTE & RECYCLING PROGRAMS



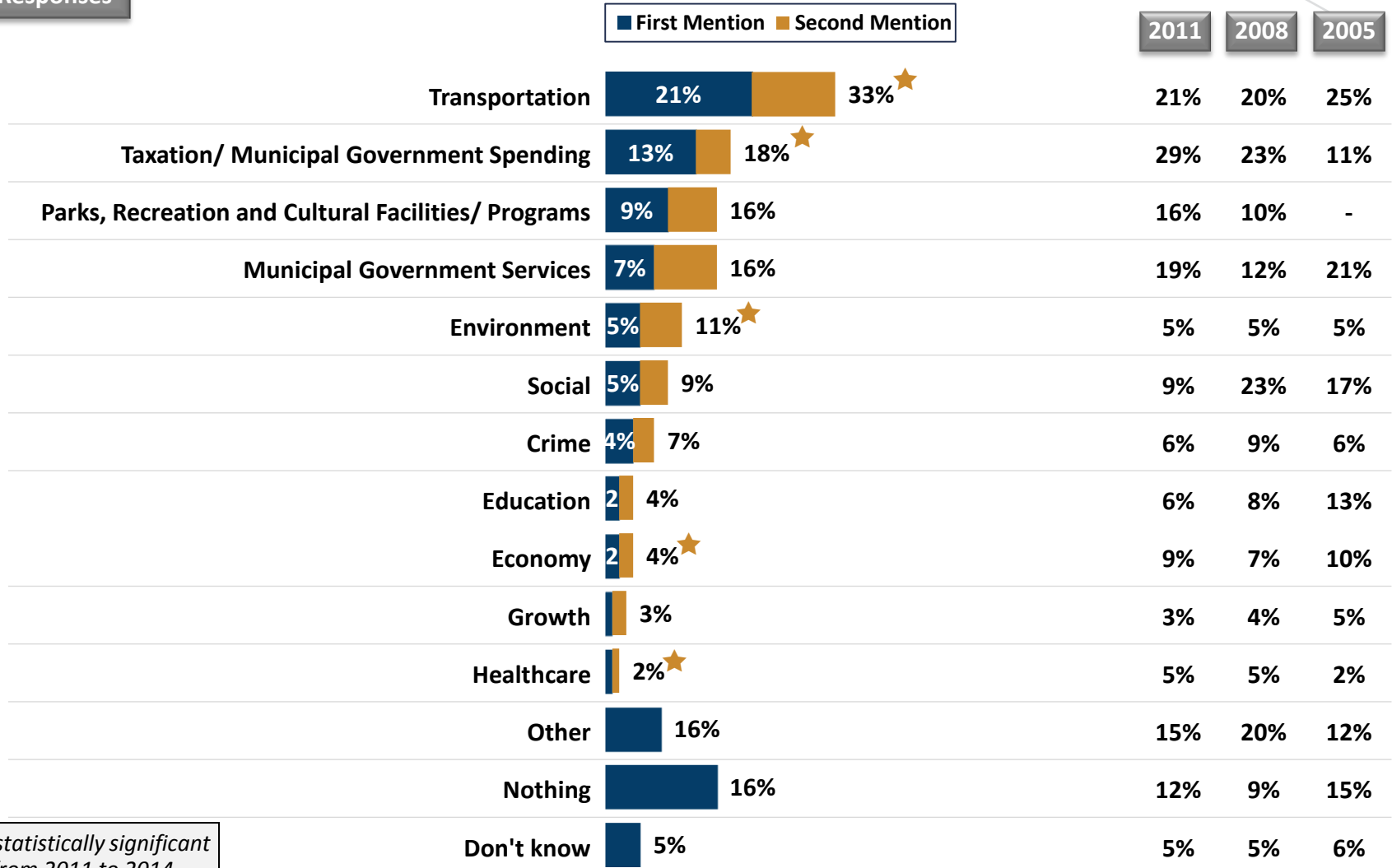


City of Lethbridge 2014 Community Satisfaction Survey

Key Findings
August 2014



Multiple Responses



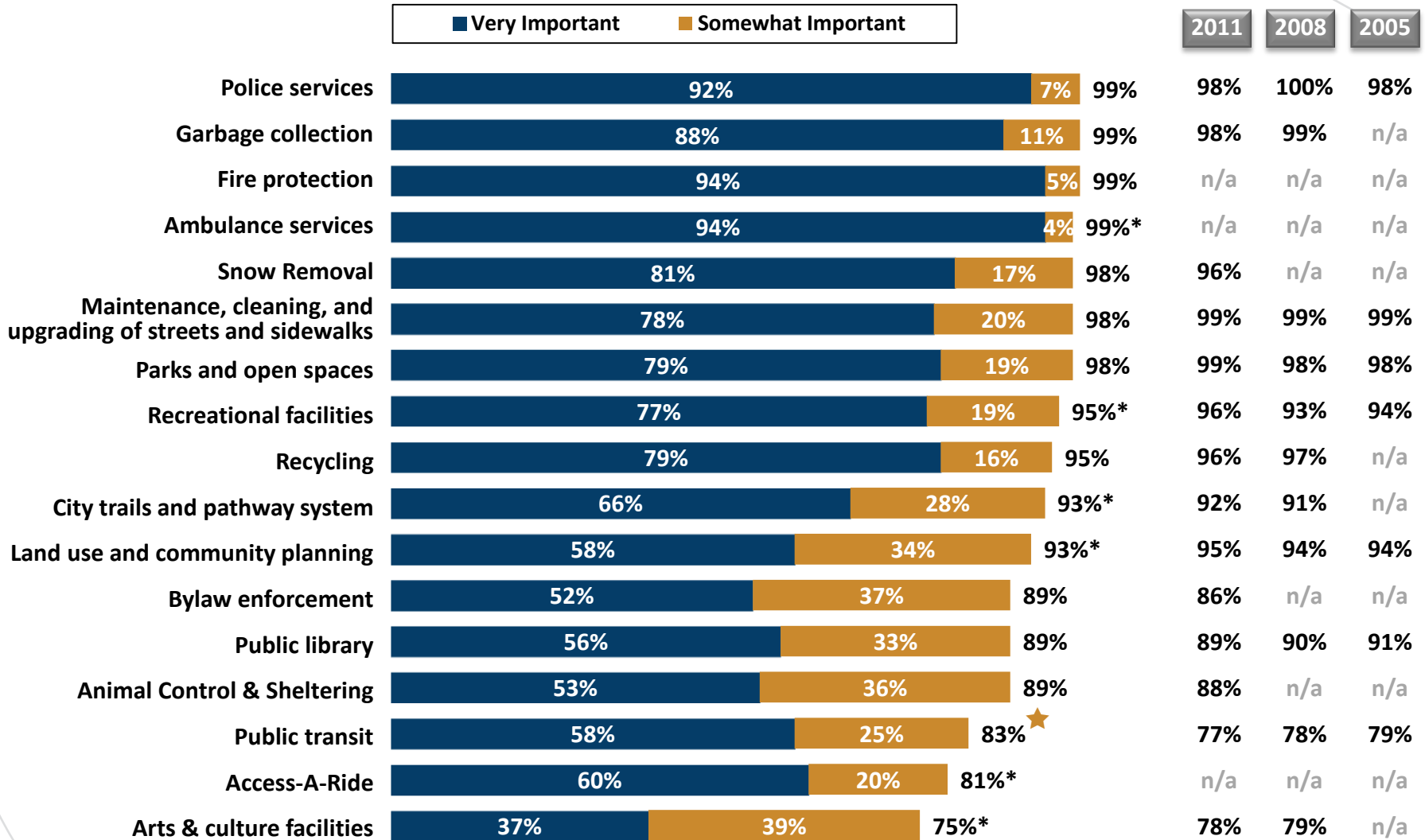
In your view, as a resident of the City of Lethbridge, what is the most important LOCAL issue facing the City today, that is, the one issue you feel should receive the greatest attention from your local leaders? What is the next most important local issue facing the city?

Base: All respondents (n=400)



City Programs and Services

Importance of City Programs and Services



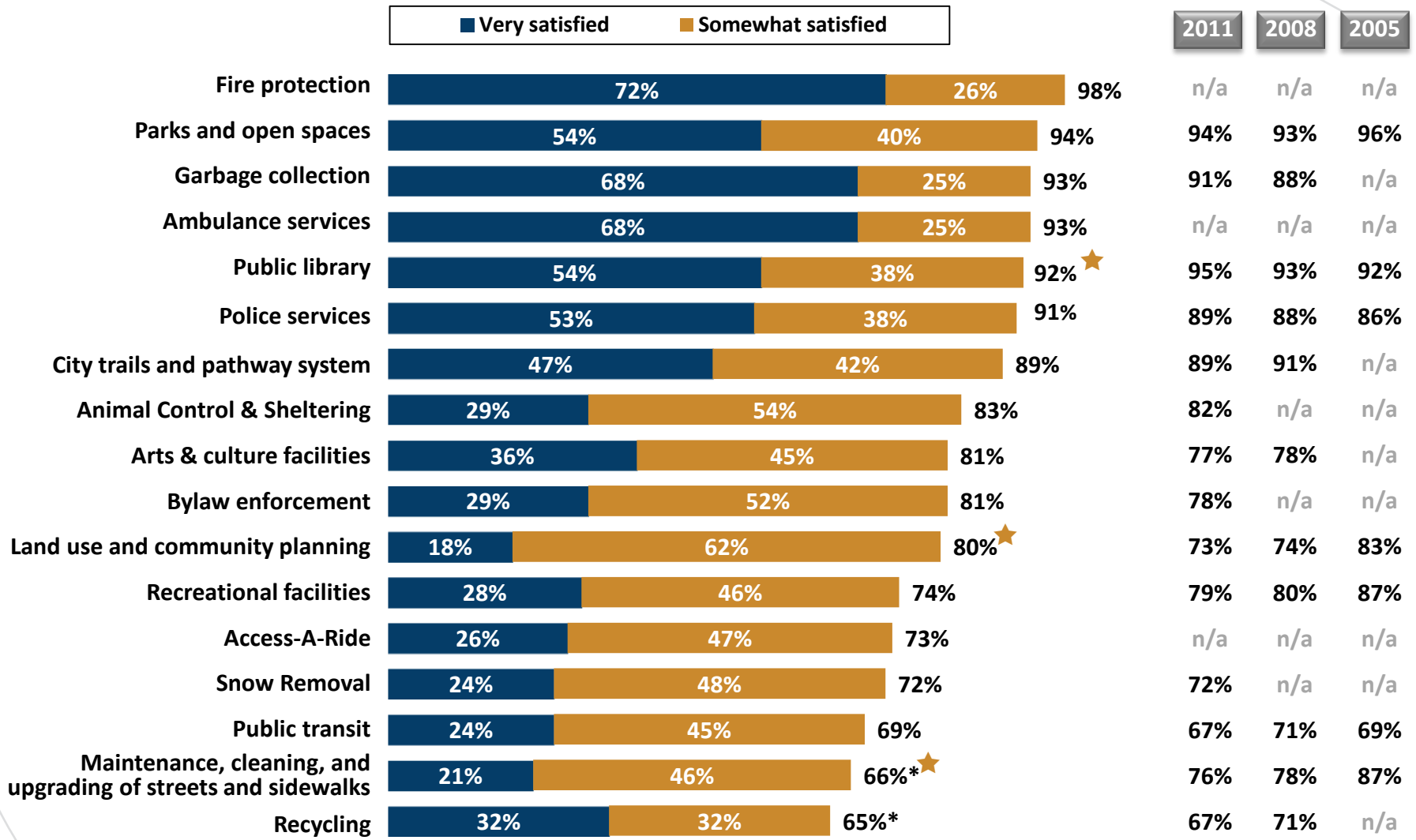
*Rounding

★ Denotes statistically significant change from 2011 to 2014

I am going to read a list of programs and services provided to you by the City of Lethbridge. Please tell me how important each one is to you.

Base: All respondents (n=400)

Satisfaction with City Programs and Services



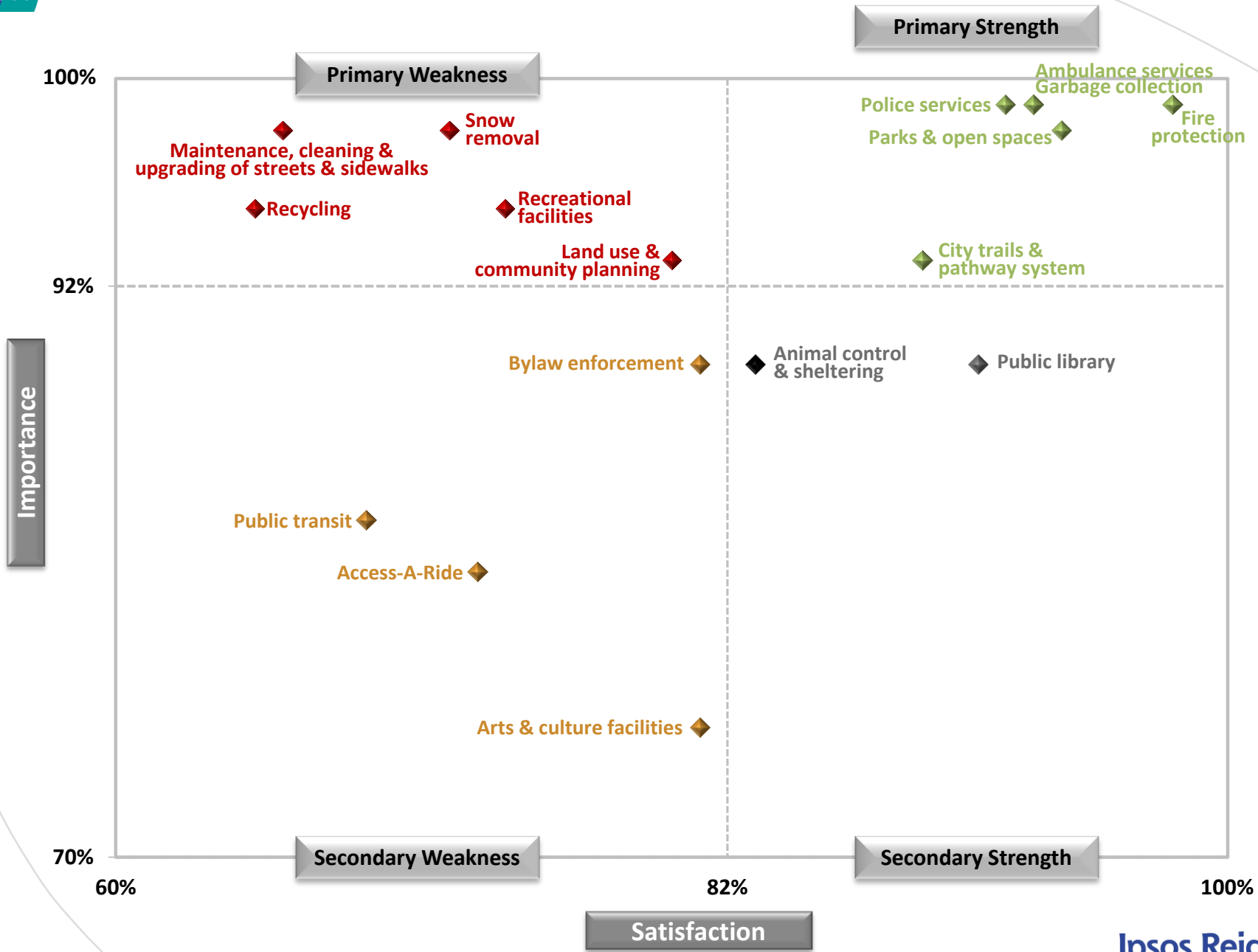
*Rounding

★ Denotes statistically significant change from 2011 to 2014

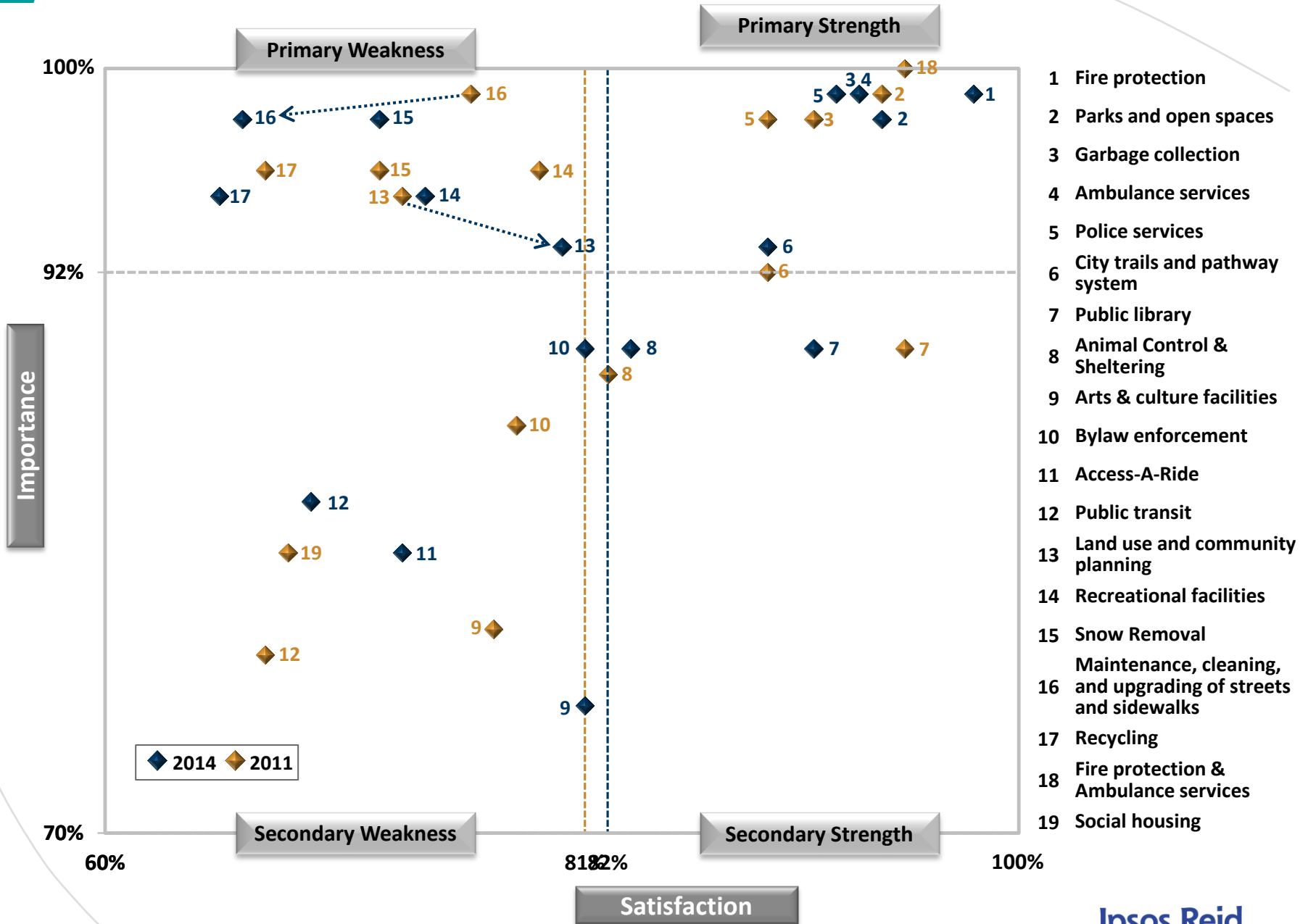
I am going to read a list of programs and services provided to you by the City of Lethbridge. Please tell me how satisfied you are with the job the City is doing in providing that program or service.

Base: All respondents (n=400)

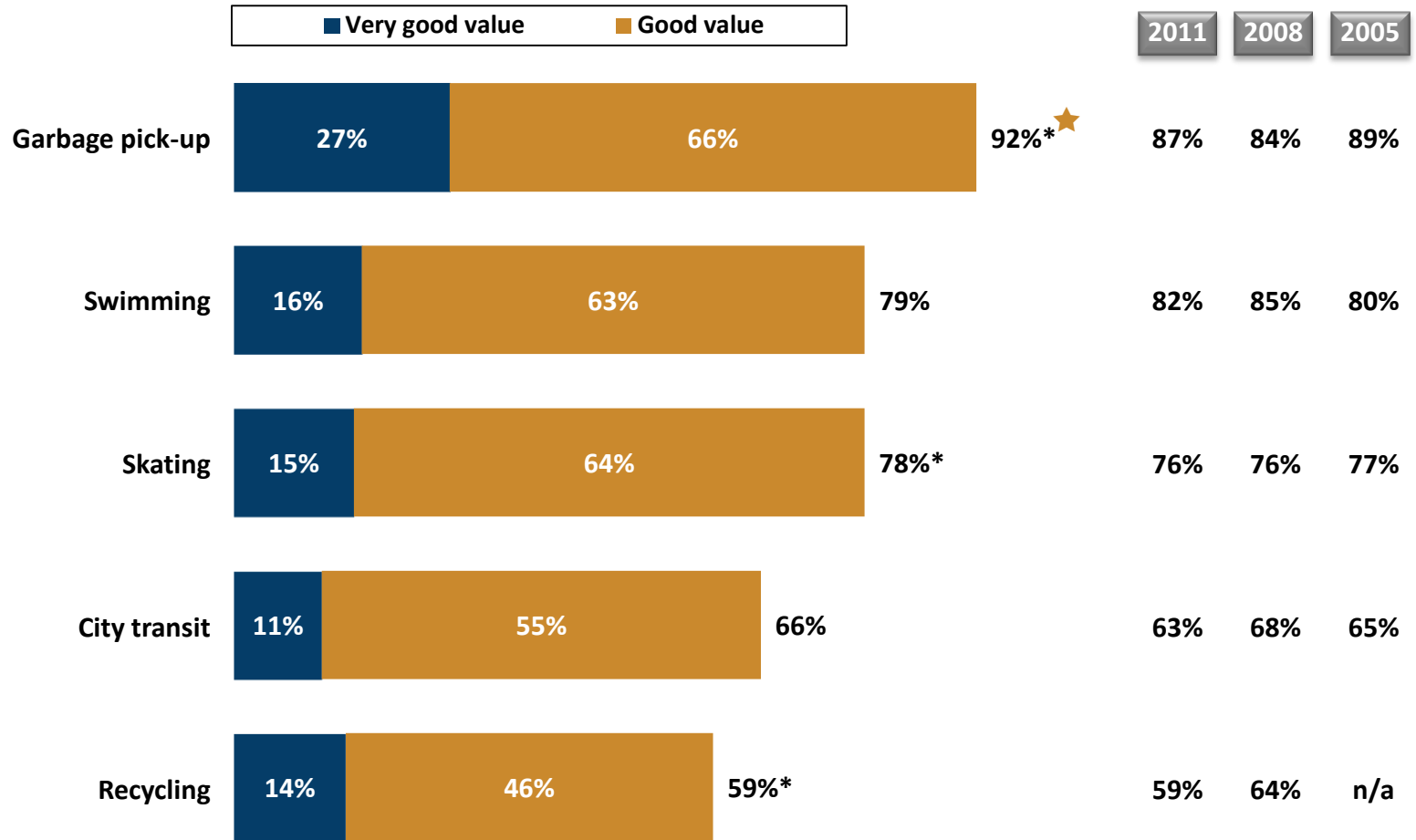
Importance vs. Satisfaction Grid



2014 vs. 2011 Importance vs. Satisfaction Grid



Perceived Value of User Fees



★ Denotes statistically significant change from 2011 to 2014

*Rounding

The City of Lethbridge collects user fees for certain services. In your opinion, do you get good value or poor value for the user fees that you pay for specific services, such as...?

Base: All respondents (n=400)