



City of Airdrie 2026 Resident Satisfaction Survey Online Results

June 2026
Draft Report



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Section 1: Background

Background and Methodology

The objectives of the City of Airdrie 2026 Resident Satisfaction Survey were to...



Measure current resident satisfaction and sentiment



Identify key drivers of satisfaction and priority areas for action



Benchmark performance and track trends over time

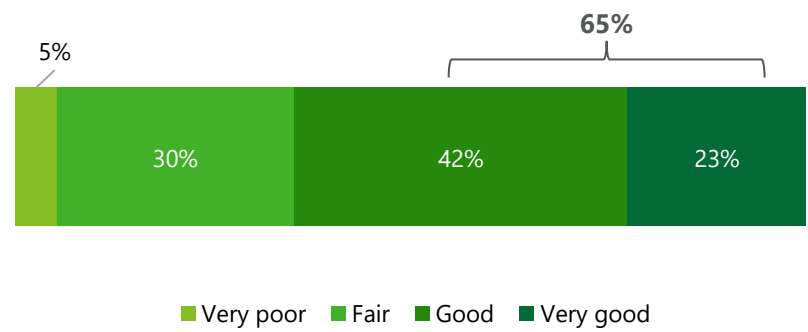
Survey Methodology

- Survey data was gathered through Computer Assisted Telephone Interviews (CATI).
- Following the telephone survey, an open online survey link was made available to allow broader participation and ensure all interested individuals had an opportunity to share their views.
- The open link survey was open from May 4 to May 15, 2026. The online survey received a total of 417 completed responses.
- This report presents findings from the online survey. As participation was open and not based on random selection, the results are not statistically representative of the full City population; rather, they provide directional insights and additional context from residents who did not participate in the telephone survey.

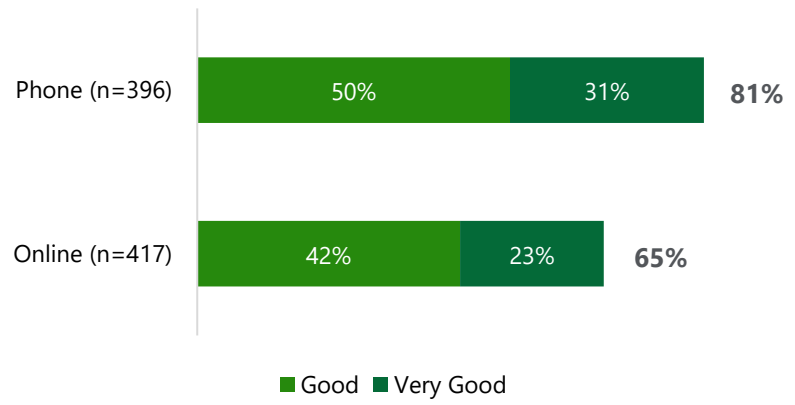
Section 2: Quality of life

Quality of life (1/2)

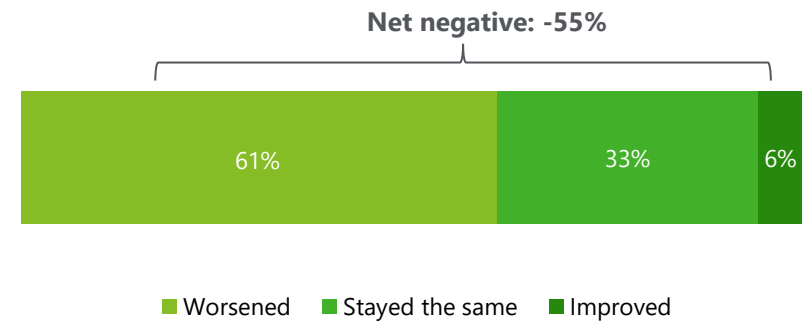
Quality of life ratings



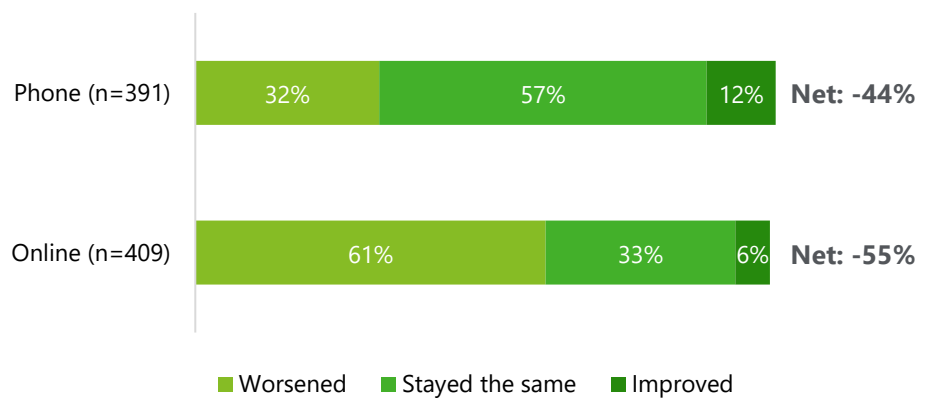
Online Results vs. Phone



Changes in quality of life over the past three years



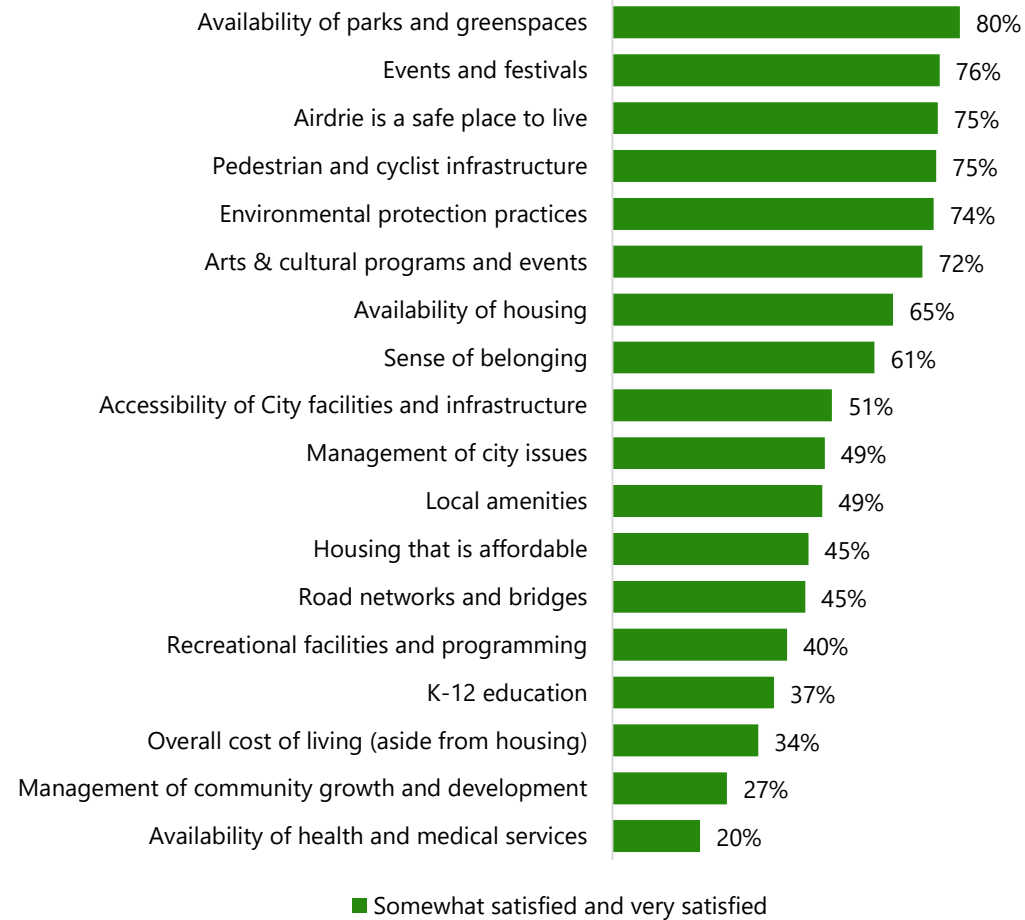
Online Results vs. Phone



Q: To start off, how would you rate the quality of life in the City of Airdrie today? Would you say it is... (n=417)
Q: Do you feel that the quality of life in the City of Airdrie in the past three years has (n=409)

Quality of life (2/2)

Satisfaction with factors related to quality of life



Online survey results vs. phone*

Factor	Online	Phone	% Difference
Availability of parks and greenspaces	80%	91%	-11%
Events and festivals	76%	80%	-4%
Airdrie is a safe place to live	75%	89%	-14%
Pedestrian and cyclist infrastructure	75%	85%	-11%
Environmental protection practices	74%	88%	-14%
Arts & cultural programs and events	72%	80%	-8%
Availability of housing	65%	72%	-7%
Sense of belonging	61%	85%	-24%
Accessibility of City facilities and infrastructure	51%	69%	-18%
Management of city issues	49%	68%	-19%
Local amenities	49%	68%	-19%
Housing that is affordable	45%	55%	-10%
Road networks and bridges	45%	63%	-19%
Recreational facilities and programming	40%	58%	-18%
K-12 education	37%	57%	-20%
Overall cost of living (aside from housing)	34%	51%	-18%
Management of community growth and development	27%	56%	-30%
Availability of health and medical services	20%	29%	-8%

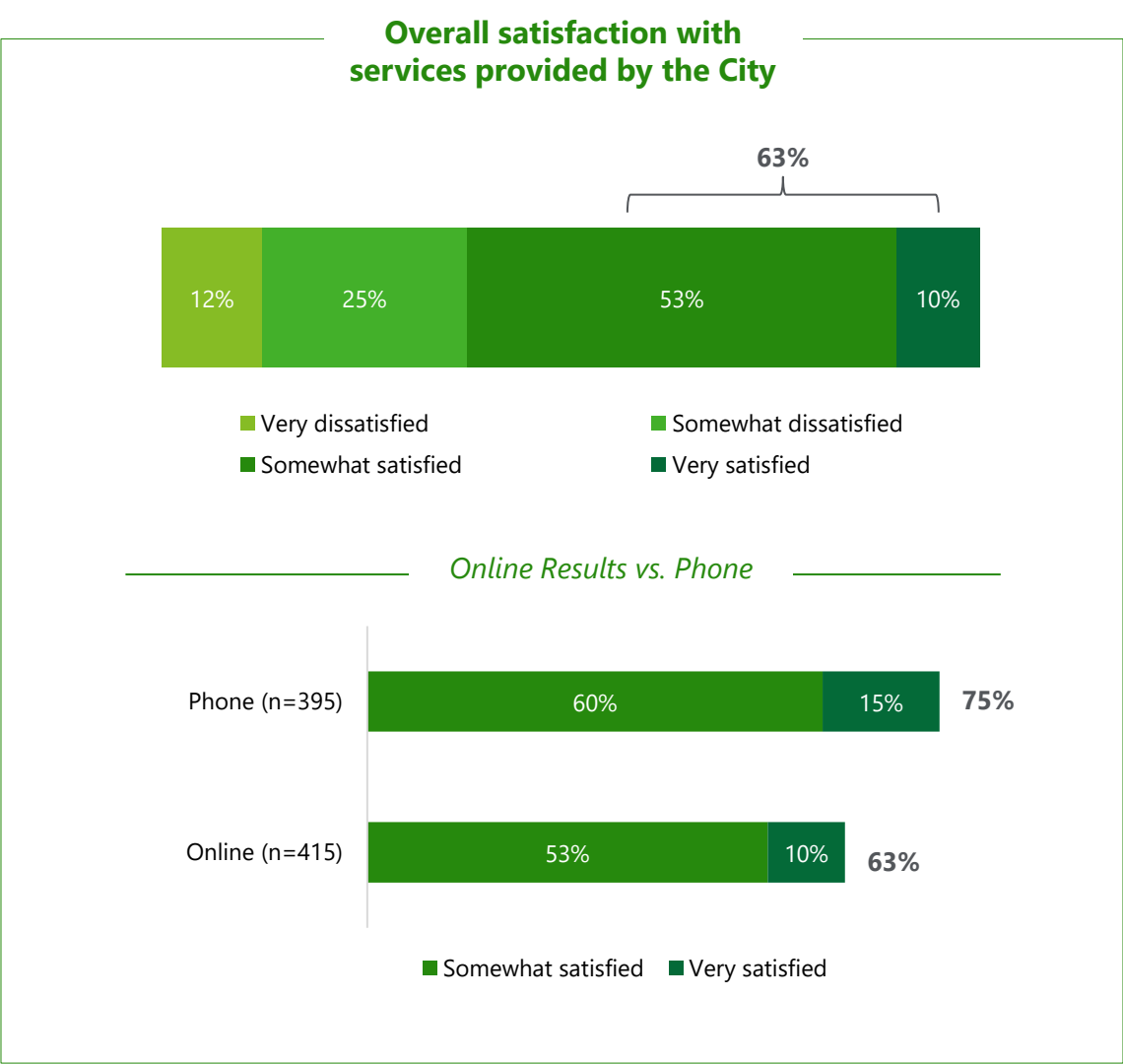
Q: Please tell me how satisfied you are with each of the following quality of life factors related to living in the City of Airdrie. (n=416)

* 'Somewhat satisfied and very satisfied' responses (online n=416; phone n=401).

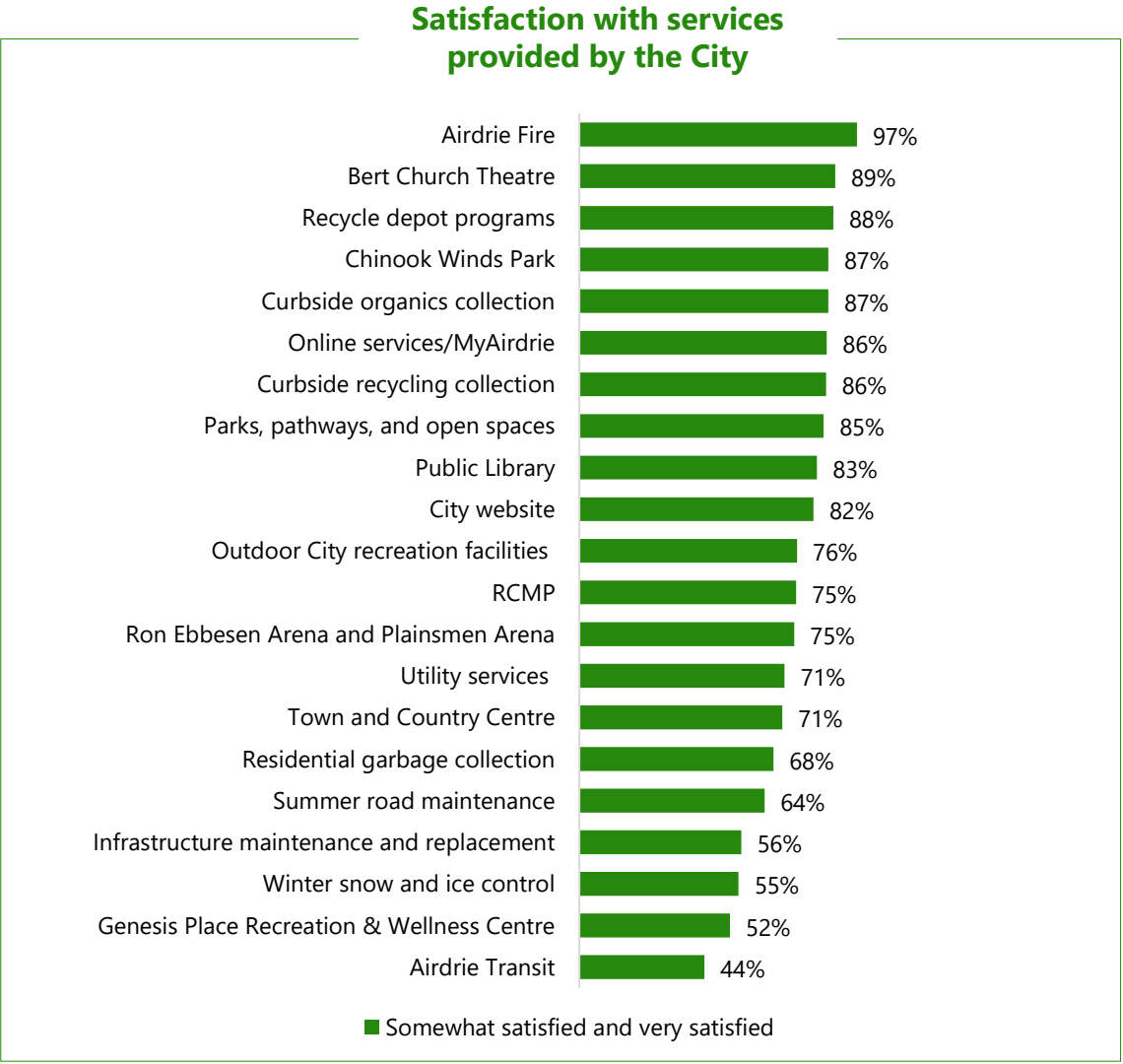
Section 3:

Service satisfaction

Service satisfaction (1/2)



Q: Overall, how satisfied with the quality of services provided by the City of Airdrie? (n=415)
Q: And how satisfied are you with each of the following services provided by the City of Airdrie? (n=413)



Service satisfaction (2/2)

Online survey results vs. Phone*

Factor	Online	Phone	% Difference
Airdrie Fire	97%	98%	-1%
Bert Church Theatre	89%	93%	-4%
Recycle depot programs	88%	92%	-4%
Chinook Winds Park Chinook Winds Park (skate park, spray park, toboggan hill, multi-use court)	87%	95%	-8%
Curbside organics collection	87%	88%	-1%
Online services/MyAirdrie (e.g., bill payments, permits, notifications)	86%	87%	-1%
Curbside recycling collection	86%	89%	-3%
Parks, pathways, and open spaces	85%	95%	-10%
Public Library	83%	88%	-5%
City website	82%	88%	-6%
Outdoor City recreation facilities such as ice rinks, soccer fields, and playgrounds	76%	87%	-11%
RCMP	75%	83%	-8%
Ron Ebbesen Arena and Plainsmen Arena	75%	83%	-8%
Utility services (including water and sewer)	71%	84%	-13%
Town and Country Centre	71%	90%	-19%
Residential garbage collection	68%	82%	-14%
Summer road maintenance	64%	77%	-13%
Infrastructure maintenance and replacement	56%	74%	-18%
Winter snow and ice control	55%	66%	-11%
Genesis Place Recreation & Wellness Centre	52%	79%	-27%
Airdrie Transit	44%	70%	-26%

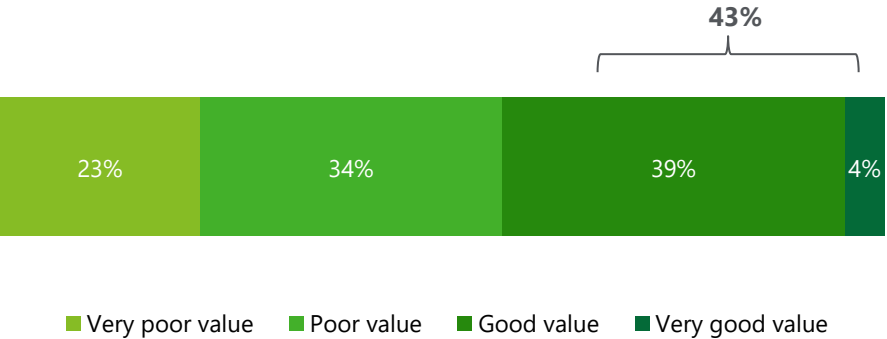
Q: And how satisfied are you with each of the following services provided by the City of Airdrie? (n=413)

* 'Somewhat satisfied and very satisfied' responses (online n=413; phone n=401).

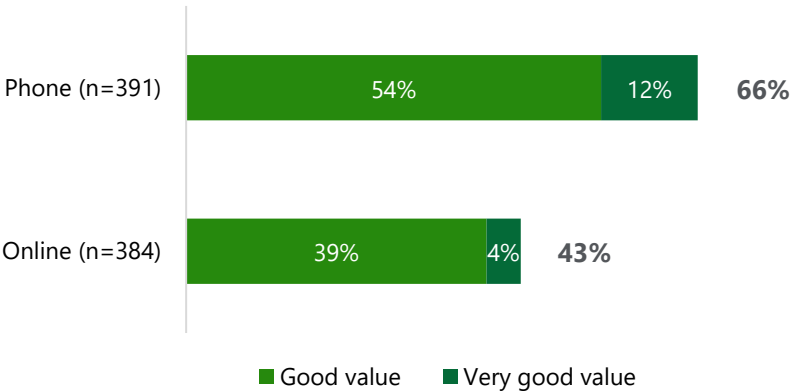
Section 4: Value for taxes

Value for taxes

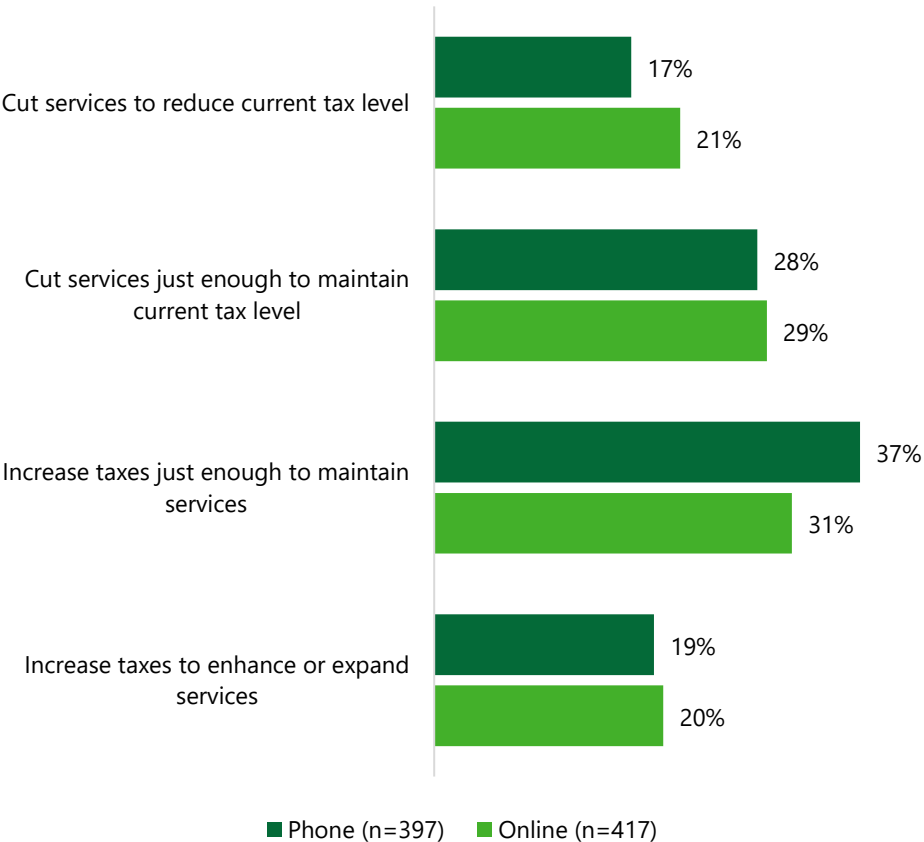
Perceived value for taxes



Online Results vs. Phone



Resident preferences for taxation

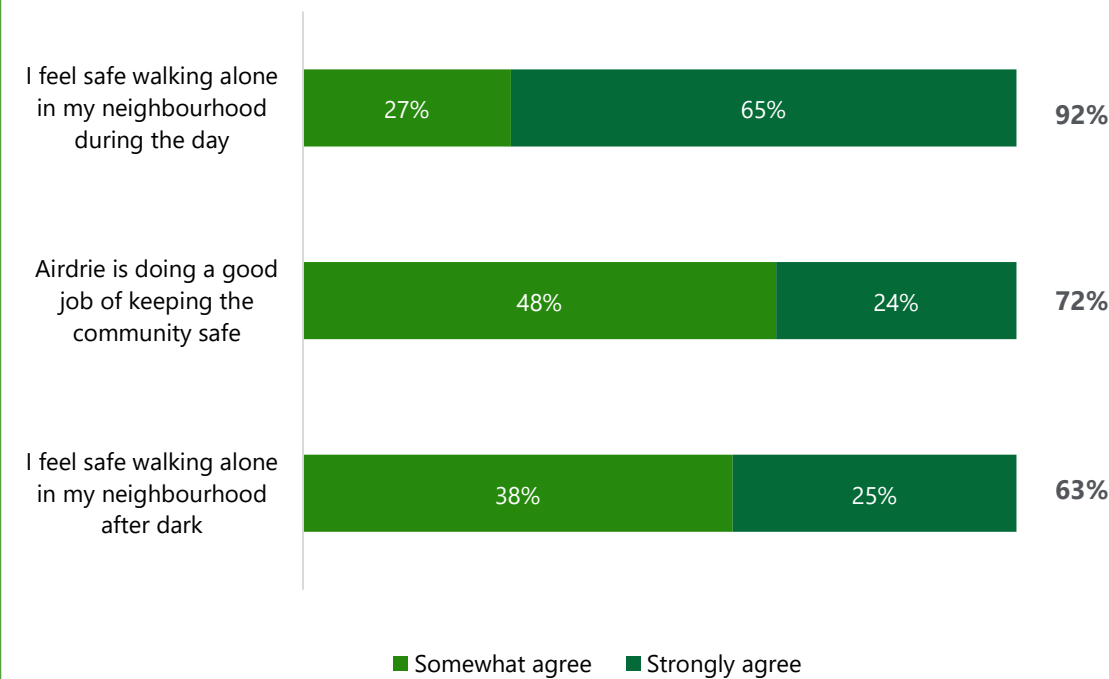


Q: Thinking about all the programs and services you receive from the City of Airdrie; for your tax dollars would you say that overall, you get...? (n=384)
Q: To deal with this situation, which one of the following options would you like the City to pursue? (n=417)

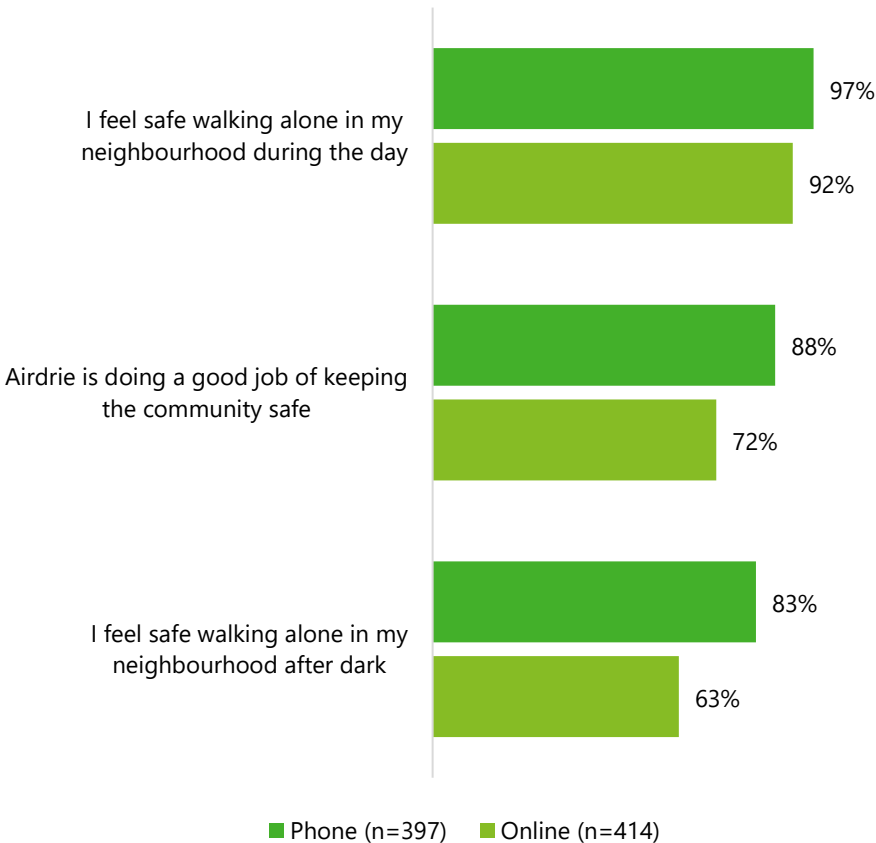
Section 5: Safety issues

Safety issues

Agreement with statements related to community safety in Airdrie



Online survey results vs. Phone*



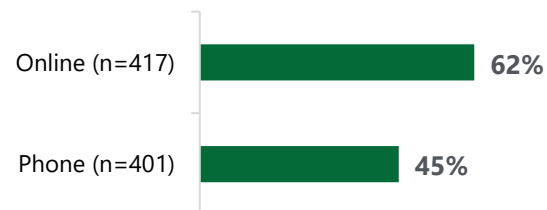
Q: Please indicate your level of agreement with the following statements regarding community safety within the City of Airdrie: (n=414)
* 'Somewhat satisfied and very satisfied' responses

Section 6:

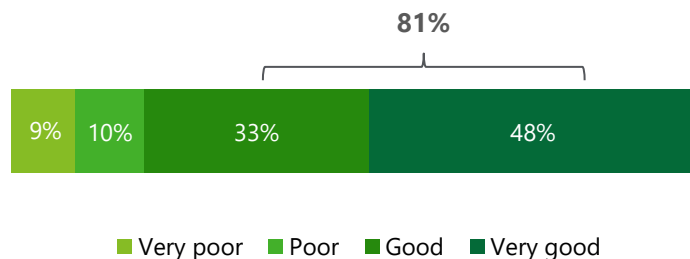
Contact with the City and customer service

Contact with the City and customer service (1/2)

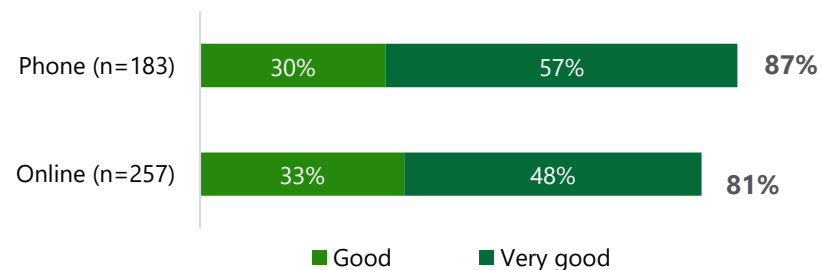
Recent contact with the City of Airdrie Staff % who have contacted the City in the past year



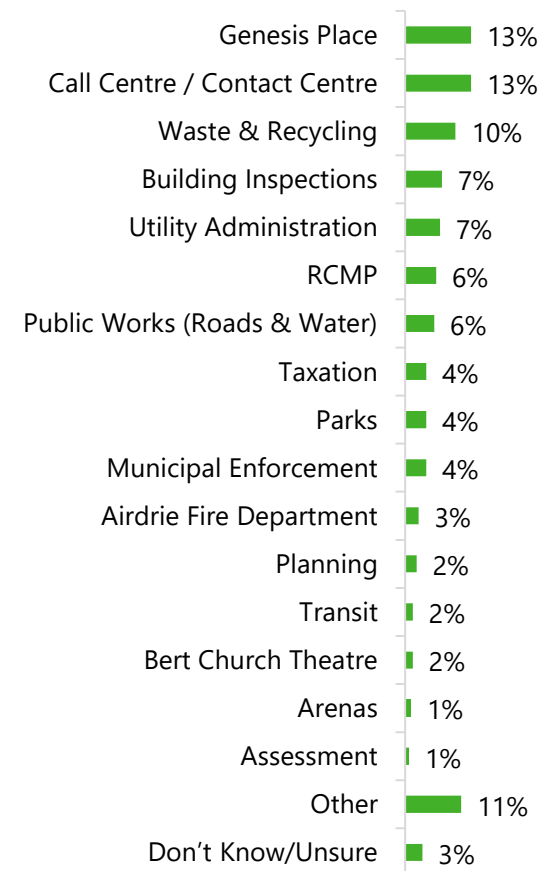
Airdrie customer service rating



Online Results vs. Phone



City department most recently contacted



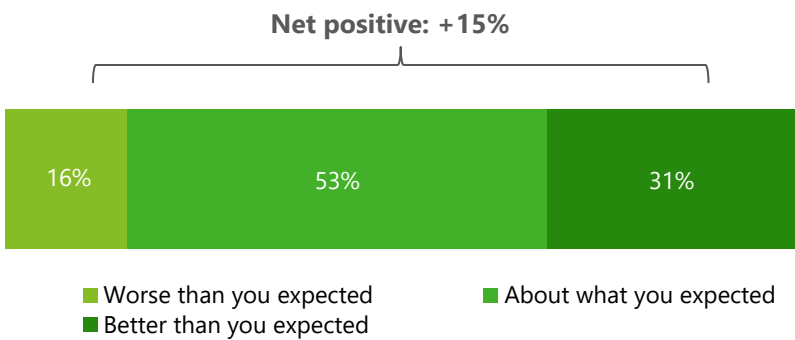
Q: In the past year, have you had contact, whether in person, over the phone, in writing or on the Internet, with a City of Airdrie staff member? (n=417)

Q: Thinking of your latest contact with the City of Airdrie, how would you rate the customer service you received? (n=257)

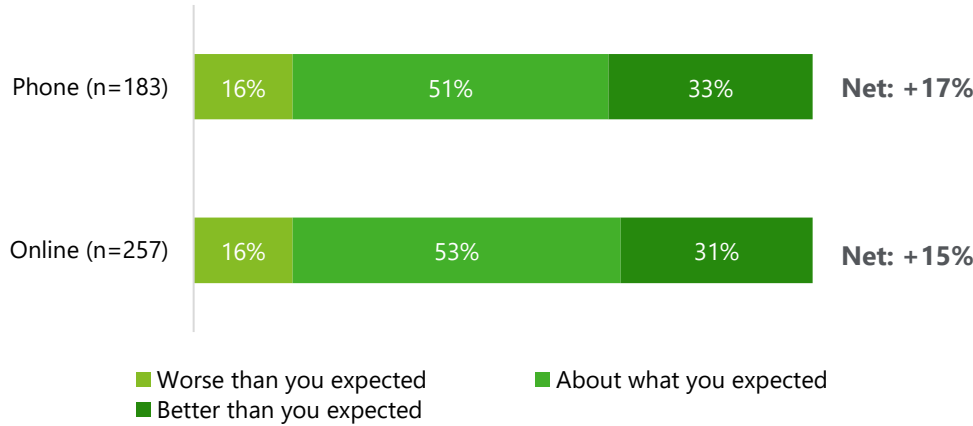
Q: Thinking about the staff member you last had contact with, which department were they from? (n=183)

Contact with the City and customer service (2/2)

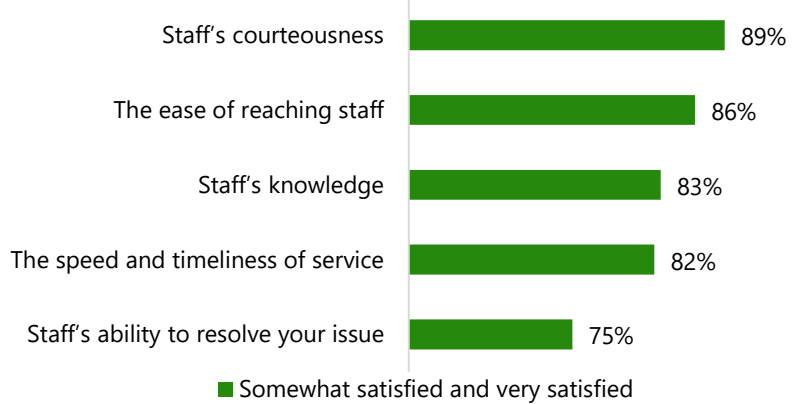
How customer service compared to expectations



Online Results vs. Phone



Satisfaction with factors related to customer service interactions



Online Results vs. Phone*

Factor	Online	Phone	% Difference
Staff's courteousness	89%	89%	0%
The ease of reaching staff	86%	83%	+3%
Staff's knowledge	83%	86%	-3%
The speed and timeliness of service	82%	83%	0%
Staff's ability to resolve your issue	75%	79%	-4%

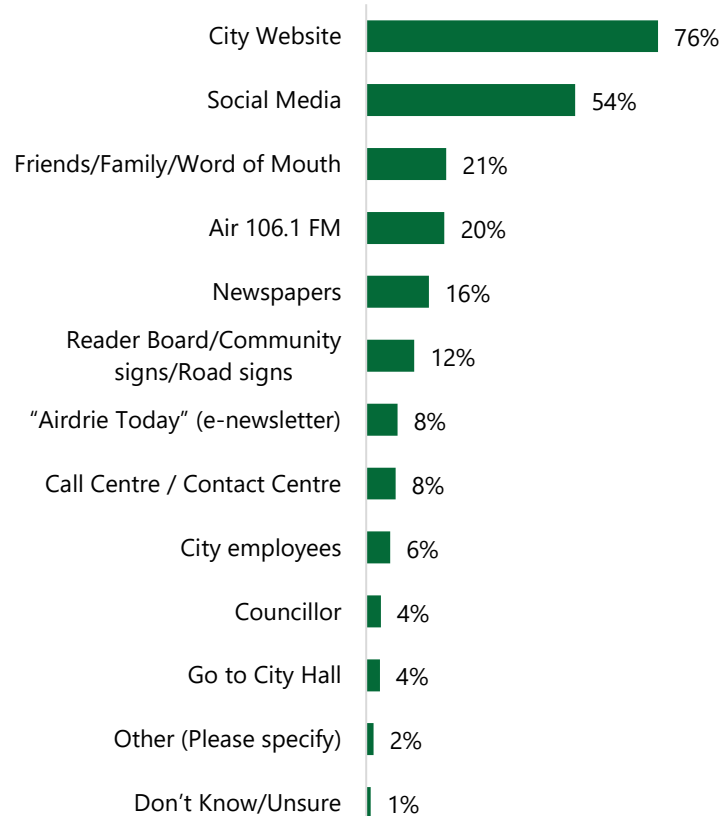
Q: And would you say the customer service you received was...? (n=258)
Q: How satisfied are you with the following factors related to the City of Airdrie's customer service: (n=184)
* 'Somewhat satisfied and very satisfied' responses (online n=294; phone n=183)

Section 7:

Communications and public engagement

Communications and public engagement (1/2)

Main sources of information about City services



Online survey results vs. Phone*

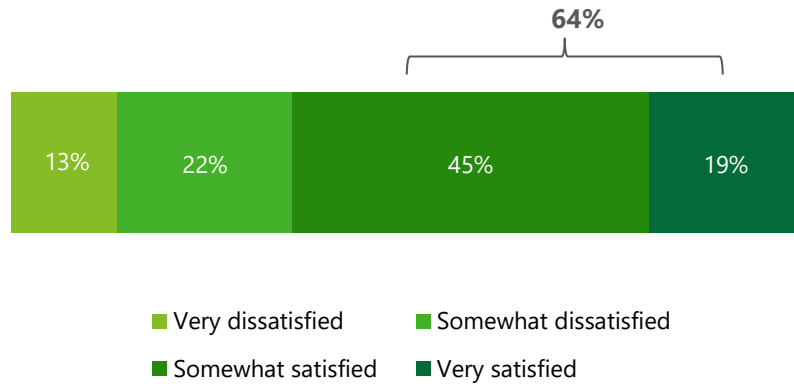
Sources	Online	Phone	% Difference
City Website	76%	69%	+7%
Social Media	54%	9%	+45%
Friends/Family/Word of Mouth	21%	2%	+19%
Air 106.1 FM	20%	0%	+20%
Newspapers	16%	2%	+14%
Reader Board/Community signs/Road signs	12%	1%	+12%
"Airdrie Today" (e-newsletter)	8%	1%	+8%
Call Centre / Contact Centre	8%	6%	+2%
City employees	6%	1%	+6%
Councillor	4%	0%	+4%
Go to City Hall	4%	4%	-1%
Other	2%	24%	-22%
Don't Know/Unsure	1%	-	+1%

Q: In general, when you need to get information on the City and its services, what is your main source of information? (n=417)

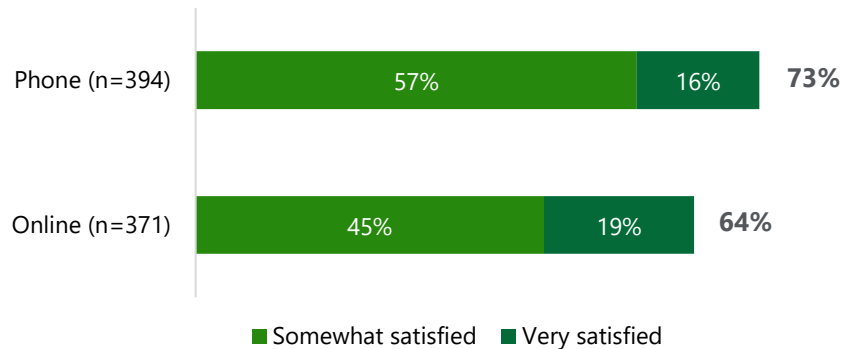
* Online (n=417); Phone (n=397)

Communications and public engagement (2/2)

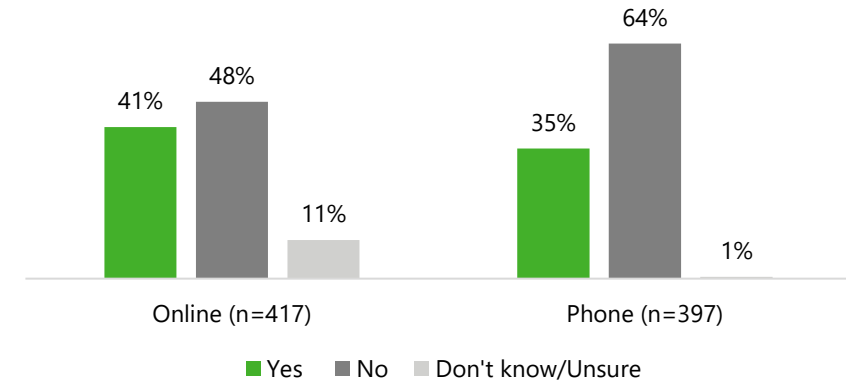
Satisfaction with public engagement options



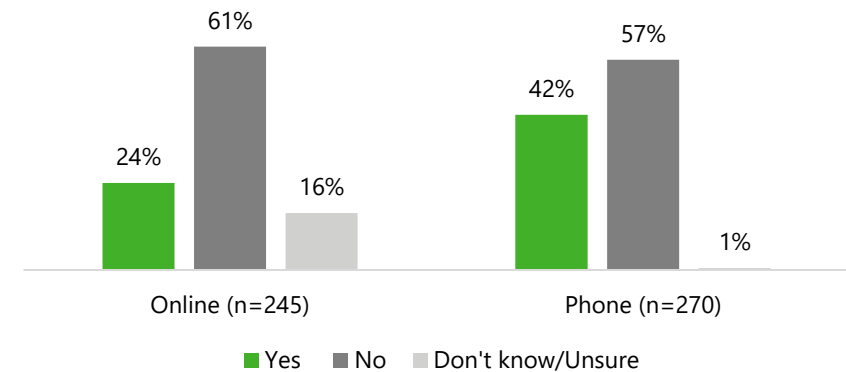
Online Results vs. Phone



Participation in public engagement over the past year



Experiencing barriers to participating in public engagement opportunities



Q: How satisfied are you with the opportunities for public engagement in Airdrie – to provide input and share your comments on topics that matter to you? (n=371)

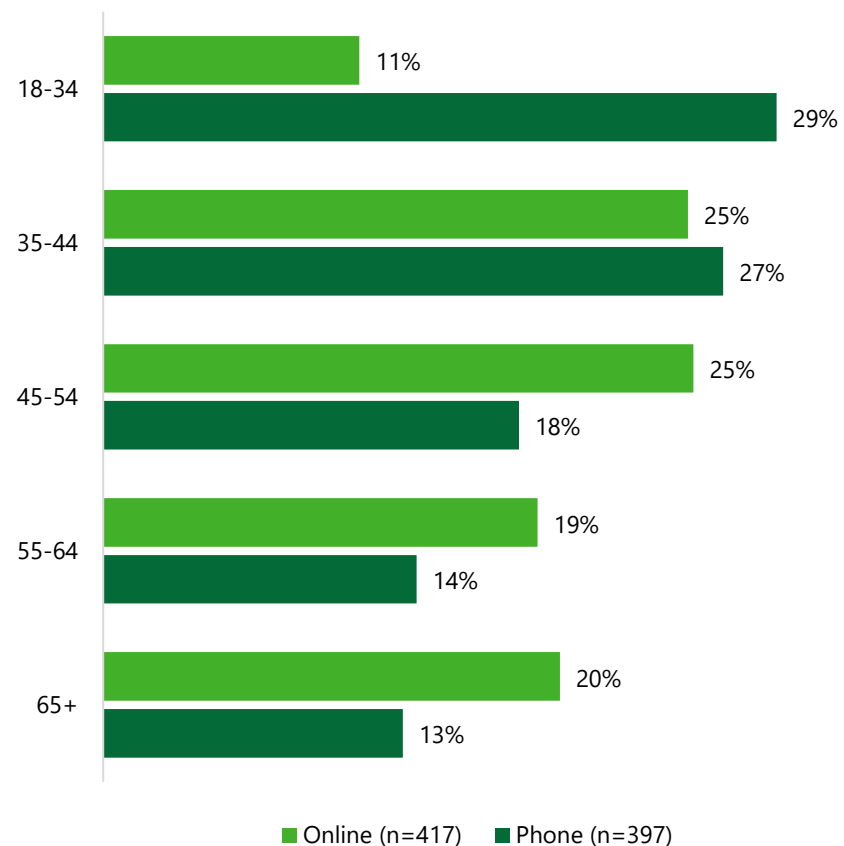
Q: Have you participated in any public engagement opportunities, such as surveys (not including this one), open houses, focus groups, or public hearings provided by the City of Airdrie in the past 12 months? (n=417)

Q: Is there anything preventing you from participating in public engagement opportunities provided by the City of Airdrie? (n=245)

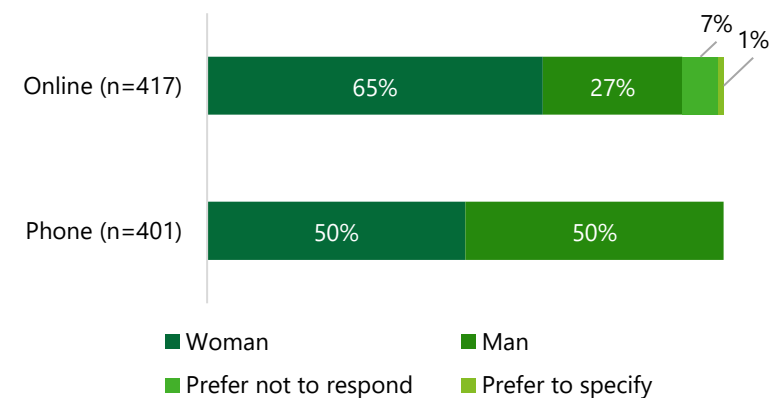
Section 8: Demographics

Demographics

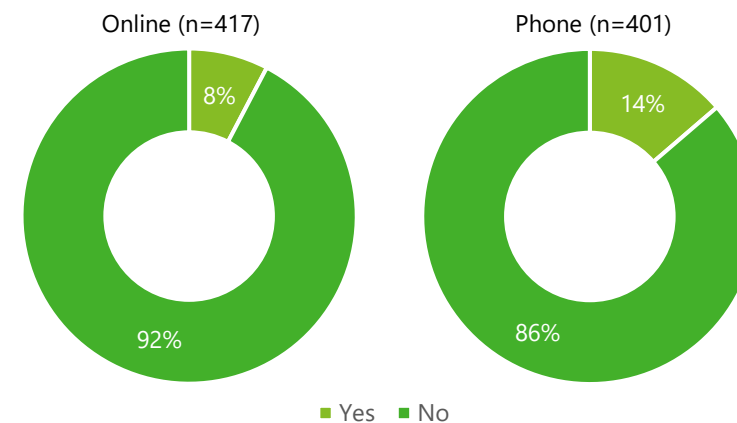
Age group



Gender



Airdrie business owner



Q: What year were you born in? (n=417)

Q: Which of the following best describes your gender? (n=417)

Q: Do you own/operate a business in Airdrie? (n=417)



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Contact

Chris Bandak

Economic Advisory, Managing Director

 cbandak@deloitte.ca

Simon Webb

Economic Advisory, Manager

 swebb@deloitte.ca

Ivana Bjelakovic

Economic Advisory, Senior Consultant

 ibjelakovic@deloitte.ca

Lucie Lundenberg

Economic Advisory, Analyst

 llundenberg@deloitte.ca