

NEWS RELEASE



FOR IMMEDIATE RELEASE

Quebec City tops poll of city services second year in a row

Burnaby, Mississauga, Sherbrooke, Oakville round out top five

Toronto, May 29th, 2012 – In a sampling of opinion taken by The Forum Poll™ among Canadians 18 years of age and older who are residents of Canada's 30 largest cities, Quebec City topped the list for satisfaction with city services, both overall (52% very satisfied) and for almost all individual services. This is the second time Quebec City has earned this honour in our polling, having placed first (51%) in November 2011.

Other cities which place in the top five overall include Burnaby BC (42%), Mississauga ON (39%), Sherbrooke QC (38%) and Oakville ON (37%).

Burnaby has improved its score since last year (from 37% to 42%), as has Sherbrooke (34% to 38%), Richmond BC (22% to 27%), Gatineau QC (15% to 23%), Edmonton AB (17% to 21%), Hamilton ON (15% to 19%) and Winnipeg MB (11% to 15%).

Canada's largest cities do not fare well on the overall measure. Toronto sports an overall satisfaction with services score of 20%, well below the average for all cities of 25%. Vancouver scores best, right at the 25% average, followed by Calgary (22%), Edmonton (21%), Ottawa (20%) and Toronto.

For police services, Quebec City leads in satisfaction (60% very satisfied), followed by Sherbrooke and Oakville, at 53% each. Winnipeg suffers from the lowest satisfaction with police services (27% very satisfied).

Sherbrooke led satisfaction scores for fire services (81%), Quebec City closely followed (79%), while Burlington and Laval tied for third highest satisfaction rating (73% each). Sudbury received the lowest score (57%).

Sherbrooke and Quebec City also had the highest scores for ambulance and emergency medical services (65% and 63%, respectively), followed by Oakville and Laval (61% each). Sudbury and Gatineau tied for lowest score (43% each).

For garbage collection and waste disposal, Quebec City had the top score (67%), a full 10 p.p. higher than next best cities Laval and Longueuil (57% each), and 12 p.p. higher than Markham (55%). Sudbury and Winnipeg had exceptionally low levels of satisfaction (37%).

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TORONTO

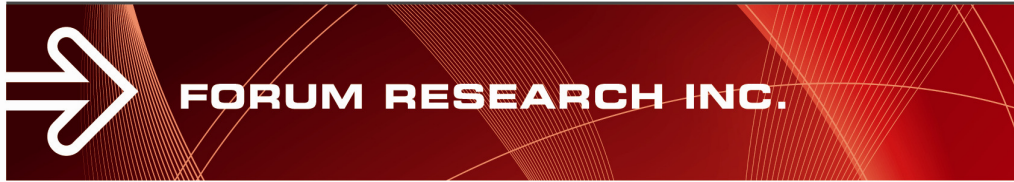
May 29th, 2012

HIGHLIGHTS:

- Quebec City topped the list for satisfaction with city services, both overall (52% very satisfied) and for most individual services. This is the second time Quebec City has earned this honour in our polling, having placed first (51%) in November 2011.
- Canada's largest cities do not fare well on the overall measure. Toronto sports an overall satisfaction with services score of 20%, well below the average for all cities of 25%. Vancouver scores best, right at the 25% average, followed by Calgary (22%), Edmonton (21%), Ottawa (20%) and Toronto.
- For police services, Quebec City leads in satisfaction (60% very satisfied), followed by Sherbrooke and Oakville, at 53% each.
- Sherbrooke led satisfaction scores for fire services (81%), Quebec City closely followed (79%), while Burlington and Laval tied for third highest satisfaction rating (73% each).

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Once again, Quebec City (45%) had the highest satisfaction for public transit services, followed by Laval (37%), and Burnaby (35%). Halifax and Ottawa scored lowest (12% and 15%, respectively).

Quebec City and Sherbrooke had the best ratings for public library services (74% and 73%), and Laval (64%) had the third best score. Vaughan and Sudbury had the worst scores (44% each).

For zoo services, Calgary had the highest score (40%), with Saskatoon (35%), and Toronto (33%) following. Montreal had the lowest satisfaction (28%).

Quebec City had the best rating for public health services (39%), with Sherbrooke and Oakville falling closely behind (37% each), and Mississauga (31%) rated third best. Sudbury had the worst score (14%).

Quebec City also had the highest score for social services (43%), followed by Sherbrooke (35%), and Longueuil (32%). Sudbury and Winnipeg tied for the lowest rating (14%).

For road maintenance and repair, Oakville had the highest satisfaction (31%). Burnaby and Brampton also received notably high scores (27% and 26%, respectively). Sudbury had by far the most room for improvement (3%).

For community centres, Quebec City had the best rating (54%), next best was Oakville (49%), and Sherbrooke (46%). Again, Sudbury had the lowest score (14%).

Quebec City scored highest for parks and recreation services (63%), Sherbrooke (54%) and Oakville (53%) followed. Satisfaction for Sudbury (19%) was well below that of other cities.

Quebec City was also on top for snow plowing services (41%), with Oakville (40%) and Longueuil (37%) not far behind. Sudbury received the worst score (14%).

For property taxes and municipal service fees, Quebec City had the greatest rating (20%). Laval (15%) was second best, and Sherbrooke and Oakville tied for third place (14%). Sudbury (3%) and Vaughan (4%) had exceptionally low scores.

"It is clear that satisfaction with the services cities offer is higher in the smaller centres, and you might find the best quality of life in a mid-sized regional capital, like Quebec City," said Forum Research president, Dr. Lorne Bozinoff.

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HIGHLIGHTS:

- Sherbrooke and Quebec City also had the highest scores for ambulance and emergency medical services (65% and 63%, respectively), followed by Oakville (61%). Sudbury and Gatineau tied for lowest score (43% each).
- For garbage collection and waste disposal, Quebec City had the top score (67%), a full 10 p.p. higher than next best cities Laval and Longueuil (57% each), and 12 p.p. higher than Markham (55%).
- Once again, Quebec City (45%) had the highest satisfaction for public transit services, followed by Laval (37%), and Burnaby (35%).
- Quebec City and Sherbrooke had the best ratings for public library services (74% and 73%), and Laval (64%) had the third best score.
- For zoo services, Calgary had the highest score (40%), with Saskatoon (35%), and Toronto (33%) following.

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Methodology

The Forum Poll™ was conducted by Forum Research with the results based on an interactive voice response telephone survey of 12,319 randomly selected residents aged 18 or older of the following Canadian cities: Toronto, Ottawa, Winnipeg, Quebec, Halifax, Markham, Longueuil, Burnaby, Richmond, Richmond Hill, Montreal, Edmonton, Vancouver, Brampton, Laval, Gatineau, Windsor, Saskatoon, Oakville, Sudbury, Calgary, Mississauga, Hamilton, Surrey, London, Vaughn, Kitchener, Regina, Burlington, and Sherbrooke. The poll was conducted on May 16-27th, 2012.

Results based on the total sample are considered accurate +/- 0.88%, 19 times out of 20. Subsample results will be less accurate. Margins of error for subsample (such as individual cities) results are available at www.forumresearch.com/samplestim.asp.

Where appropriate, the data has been statistically weighted to ensure that the sample reflects the actual population according to the latest Census data.

This research is not necessarily predictive of future outcomes, but rather, captures opinion at one point in time. Forum Research conducted this poll as a public service and to demonstrate our survey research capabilities.

With offices across Canada and around the world, 100% Canadian-owned Forum Research is one of the country's leading survey research firms. This Forum Poll™ and other polls may be found at Forum's poll archive at www.forumresearch.com/polls.asp.

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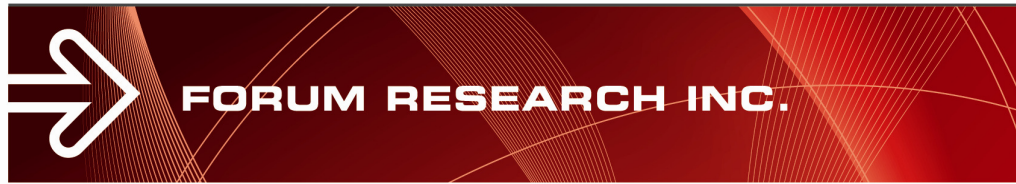
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HIGHLIGHTS:

- Quebec City had the best rating for public health services (39%), with Sherbrooke and Oakville falling closely behind (37% each), and Mississauga (31%) rated third best.
- Quebec City also had the highest score for social services (43%), followed by Sherbrooke (35%), and Longueuil (32%).
- For road maintenance and repair, Oakville had the highest satisfaction (31%). Burnaby and Brampton also received notably high scores (27% and 26%, respectively).
- For community centres, Quebec City had the best rating (54%), next best was Oakville (49%), and Sherbrooke (46%).
- Quebec City scored highest for parks and recreation services (63%), Sherbrooke (54%) and Oakville (53%) followed.

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Overall Satisfaction With City Services Trending

[% 'Very Satisfied']

%	May 16-27 th , 2012	Nov 18-30 th , 2011
TOTAL	25	25
Quebec City	52	51
Burnaby	42	37
Mississauga	39	43
Sherbrooke	38	34
Oakville	37	34
Burlington	34	36
Laval	34	36
Markham	33	32
Longueil	30	33
Richmond Hill	30	27
Richmond	27	22
Vancouver	25	25
Windsor	25	25
Surrey	24	26
Gatineau	23	15
Kitchener	23	26
Calgary	22	24
Regina	22	19
Brampton	21	24
Edmonton	21	17
Ottawa	20	21
Toronto	20	17
Hamilton	19	15
Montreal	19	16
Saskatoon	16	17
London	15	17
Vaughan	15	15
Winnipeg	15	11
Halifax	13	12
Sudbury	6	12

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May 29th, 2012

HIGHLIGHTS:

- Quebec City had the best rating for public health services (39%), with Sherbrooke and Oakville falling closely behind (37% each), and Mississauga (31%) rated third best.
- Quebec City was also on top for snow plowing services (41%), with Oakville (40%) and Longueil (37%) not far behind.
- For property taxes and municipal service fees, Quebec City had the greatest rating (20%).
- "It is clear that satisfaction with the services cities offer is higher in the smaller centres, and you might find the best quality of life in a mid-sized regional capital, like Quebec City," said Forum Research president, Dr. Lorne Bozinoff.

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Satisfaction With City Services Summary Table - May 16-27th, 2012

[% 'Very Satisfied']

TORONTO
May 29th, 2012

%	Overall	Police Services	Fire Services	Ambulance & Emergency Medical Services	Garbage Collection & Waste Disposal	Public Transit	Public libraries	Zoo
TOTAL	25	40	67	52	46	26	55	31
Quebec City	52	60	79	63	67	45	74	-
Burnaby	42	39	62	52	50	35	57	-
Mississauga	39	42	67	57	49	28	50	-
Sherbrooke	38	53	81	65	39	29	73	-
Oakville	37	53	72	61	53	29	57	-
Burlington	34	52	73	60	48	21	62	-
Laval	34	47	73	61	57	37	64	-
Markham	33	44	64	52	55	22	48	-
Longueuil	30	42	69	55	57	36	66	-
Richmond Hill	30	47	67	56	51	23	51	-
Richmond	27	30	56	52	41	22	58	-
Vancouver	25	34	67	57	41	26	55	-
Windsor	25	39	68	58	50	25	38	-
Surrey	24	34	62	49	41	18	53	-
Gatineau	23	42	69	43	53	27	59	-
Kitchener	23	40	69	44	54	27	58	-
Calgary	22	39	64	49	51	21	46	40
Regina	22	33	65	56	41	24	49	-
Brampton	21	43	68	52	42	33	45	-
Edmonton	21	35	64	47	48	27	51	20
Ottawa	20	38	65	52	43	15	54	-
Toronto	20	36	66	45	40	19	53	33
Hamilton	19	40	63	47	38	23	50	-
Montreal	19	36	69	46	49	32	56	28
Saskatoon	16	30	67	56	31	19	57	35
London	15	32	66	51	34	20	54	-
Vaughan	15	42	68	54	48	23	44	-
Winnipeg	15	27	62	44	37	24	48	30
Halifax	13	36	65	45	47	12	56	-
Sudbury	6	31	57	43	37	21	44	-
Top 10	25	39	67	51	46	26	54	30
Next 10	24	40	67	52	49	26	53	-
Smallest 10	27	41	67	54	44	25	57	35

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Satisfaction With City Services Summary Table - May 16-27th, 2012 (Continued)

[% 'Very Satisfied']

%	Overall	Public Health	Social Services	Road Main. / Repair	Community Centres	Parks & Rec. Services	Snow Plowing	Property Taxes / Mun. Service Fees
TOTAL	25	26	23	15	34	40	28	9
Quebec City	52	39	43	17	54	63	41	20
Burnaby	42	29	28	27	45	46	31	11
Mississauga	39	31	26	24	43	43	35	9
Sherbrooke	38	37	35	14	46	54	28	14
Oakville	37	37	28	31	49	53	40	14
Burlington	34	27	27	21	40	49	33	11
Laval	34	29	37	18	38	47	34	15
Markham	33	29	27	23	41	39	31	9
Longueuil	30	28	32	13	37	45	37	8
Richmond Hill	30	26	22	24	41	42	30	7
Richmond	27	26	21	25	36	39	26	8
Vancouver	25	24	20	23	43	40	28	13
Windsor	25	27	20	12	30	34	26	7
Surrey	24	21	20	13	31	41	24	5
Gatineau	23	12	17	9	31	37	32	9
Kitchener	23	27	20	10	38	42	26	7
Calgary	22	18	16	12	28	37	24	9
Regina	22	28	17	7	25	36	18	11
Brampton	21	24	20	26	38	39	27	5
Edmonton	21	20	19	8	23	40	23	7
Ottawa	20	28	20	13	35	33	23	9
Toronto	20	26	21	9	25	32	30	13
Hamilton	19	25	22	14	28	35	31	9
Montreal	19	19	22	9	31	41	26	11
Saskatoon	16	26	15	4	29	34	15	8
London	15	28	22	8	30	39	25	6
Vaughan	15	25	20	22	37	27	27	4
Winnipeg	15	17	14	6	17	26	30	10
Halifax	13	22	15	7	25	28	18	7
Sudbury	6	14	14	3	14	19	14	3
Top 10	25	25	22	13	33	39	29	11
Next 10	24	25	23	15	33	38	28	8
Smallest 10	27	28	23	16	36	41	26	9

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Satisfaction With City Services Summary Table - Nov. 18-30th, 2011

[% 'Very Satisfied']

TORONTO
May 29th, 2012

%	Overall	Police Services	Fire Services	Ambulance & Emergency Medical Services	Garbage Collection & Waste Disposal	Public Transit	Public Libraries	Zoo
TOTAL	25	39	67	52	46	25	55	31
Quebec City	51	52	75	57	65	38	70	-
Mississauga	43	47	75	56	54	31	58	-
Burnaby	37	37	65	53	52	30	55	-
Burlington	36	51	69	57	51	29	58	-
Laval	36	47	69	48	59	38	64	-
Oakville	34	51	71	60	50	27	60	-
Sherbrooke	34	50	78	60	40	29	69	-
Longueuil	33	54	73	53	60	35	69	-
Markham	32	48	66	52	56	17	49	-
Richmond Hill	27	49	65	53	49	15	48	-
Surrey	26	30	64	46	41	18	53	-
Kitchener	26	41	69	52	53	28	61	-
Vancouver	25	28	66	55	43	25	55	20
Windsor	25	37	68	57	42	21	41	-
Brampton	24	37	64	45	53	31	46	-
Calgary	24	43	70	54	50	21	52	47
Richmond	22	34	57	48	41	24	55	-
Ottawa	21	36	68	52	43	13	51	-
Regina	19	33	64	51	41	22	49	-
Edmonton	17	31	66	51	51	27	51	23
London	17	34	64	53	37	20	56	-
Saskatoon	17	33	67	56	32	25	59	37
Toronto	17	32	67	53	36	17	59	35
Montreal	16	35	66	42	46	30	57	23
Gatineau	15	33	67	34	47	21	56	-
Hamilton	15	30	65	51	35	28	62	-
Vaughan	15	43	66	57	41	17	48	-
Halifax	12	34	60	53	48	17	54	-
Sudbury	12	34	65	57	44	25	49	-
Winnipeg	11	25	59	52	33	20	43	28
Top 10	24	36	68	52	46	25	56	-
Next 10	24	39	66	50	49	24	54	-
Smallest 10	26	41	67	55	45	25	56	-

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Satisfaction With City Services Summary Table - Nov. 18-30th, 2011 (Continued)

[% 'Very Satisfied']

%	Overall	Public Health	Social Services	Road Main. / Repair	Community Centres	Parks & Rec. Services	Snow Plowing	Property Taxes / Mun. Service Fees
TOTAL	25	25	22	16	34	39	23	9
Quebec City	51	36	35	21	48	56	38	15
Mississauga	43	35	30	29	51	51	30	9
Burnaby	37	27	23	29	43	45	30	13
Burlington	36	29	28	28	43	51	34	10
Laval	36	28	32	21	38	47	31	14
Oakville	34	33	23	25	46	45	25	9
Sherbrooke	34	32	35	16	40	45	25	14
Longueuil	33	26	32	13	38	46	38	14
Markham	32	35	25	21	39	34	23	10
Richmond Hill	27	28	26	30	42	42	28	11
Surrey	26	21	15	19	34	37	19	8
Kitchener	26	29	20	13	39	45	24	7
Vancouver	25	24	19	20	38	43	21	15
Windsor	25	25	19	15	28	33	21	10
Brampton	24	19	21	22	32	36	23	7
Calgary	24	20	18	10	27	38	16	9
Richmond	22	26	23	24	49	45	18	8
Ottawa	21	30	22	12	32	35	22	7
Regina	19	22	15	9	26	35	15	6
Edmonton	17	23	18	10	27	34	20	10
London	17	28	19	9	29	36	13	8
Saskatoon	17	27	15	8	31	37	14	8
Toronto	17	25	22	10	29	33	24	14
Montreal	16	13	19	7	24	38	19	7
Gatineau	15	15	15	7	29	37	21	6
Hamilton	15	26	19	10	30	39	25	7
Vaughan	15	23	16	16	38	31	19	5
Halifax	12	24	11	9	22	27	13	6
Sudbury	12	19	17	6	19	22	20	5
Winnipeg	11	16	12	5	16	23	24	12
Top 10	24	25	21	13	32	39	24	10
Next 10	24	24	21	15	32	37	22	9
Smallest 10	26	27	22	18	38	41	23	9

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May 29th, 2012

Overall Satisfaction With Municipal Services

‘Overall, how satisfied are you with the municipal services provided by the City of _____?’

[All Respondents]

%	Sample	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
TOTAL	12319	25	47	18	9
Brampton	407	21	50	19	9
Burlington	411	34	48	11	6
Burnaby	402	42	40	11	8
Calgary	431	22	50	16	11
Edmonton	444	21	54	19	6
Gatineau	432	23	47	20	10
Halifax	432	13	50	25	13
Hamilton	411	19	46	19	16
Kitchener	421	23	51	17	10
Laval	419	34	46	15	5
London	412	15	45	28	11
Longueuil	425	30	50	17	4
Markham	409	33	46	17	3
Mississauga	413	39	46	10	5
Montreal	420	19	46	23	11
Oakville	407	37	46	13	4
Ottawa	412	20	49	24	7
Quebec City	430	52	34	11	3
Regina	414	22	43	25	10
Richmond	404	27	50	15	8
Richmond Hill	384	30	51	13	7
Saskatoon	440	16	48	22	14
Sherbrooke	423	38	43	11	8
Sudbury	441	6	44	29	21
Surrey	423	24	48	17	12
Toronto	419	20	54	17	9
Vancouver	411	25	45	19	12
Vaughan	160	15	60	18	7
Windsor	438	25	42	19	14
Winnipeg	424	15	43	28	14
Top 10	4215	25	47	18	9
Next 10	3957	24	48	20	9
Smallest 10	4147	27	46	17	10

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Satisfaction With Specific Municipal Services: Police Services

'Please rate your satisfaction with each of the following municipal services.'

[All Respondents]

%	Sample	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
TOTAL	12319	40	37	13	10
Brampton	407	43	36	13	8
Burlington	411	52	33	8	7
Burnaby	402	39	38	12	12
Calgary	431	39	41	12	8
Edmonton	444	35	41	15	9
Gatineau	432	42	34	12	12
Halifax	432	36	41	15	7
Hamilton	411	40	38	11	11
Kitchener	421	40	39	12	9
Laval	419	47	33	15	6
London	412	32	39	13	16
Longueuil	425	42	37	12	9
Markham	409	44	41	10	6
Mississauga	413	42	40	10	8
Montreal	420	36	32	18	14
Oakville	407	53	28	13	6
Ottawa	412	38	44	12	6
Quebec City	430	60	23	11	5
Regina	414	33	43	13	10
Richmond	384	47	36	13	5
Richmond Hill	404	30	47	12	10
Saskatoon	440	30	42	16	11
Sherbrooke	423	53	29	9	9
Sudbury	441	31	41	17	11
Surrey	423	34	36	18	12
Toronto	419	36	37	15	12
Vancouver	411	34	34	14	18
Vaughan	160	42	40	11	7
Windsor	438	39	24	18	20
Winnipeg	424	27	46	14	12
Top 10	4215	39	38	13	10
Next 10	3957	40	36	14	11
Smallest 10	4147	41	38	13	9

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Satisfaction With Specific Municipal Services: Fire Services

'Please rate your satisfaction with each of the following municipal services.'

[All Respondents]

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May 29th, 2012

%	Sample	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
TOTAL	12319	67	28	3	2
Brampton	407	68	28	2	2
Burlington	411	73	20	2	5
Burnaby	402	62	30	3	5
Calgary	431	64	31	4	1
Edmonton	444	64	32	3	1
Gatineau	432	69	26	3	2
Halifax	432	65	29	5	2
Hamilton	411	63	32	2	3
Kitchener	421	69	25	4	2
Laval	419	73	25	2	0
London	412	66	27	5	2
Longueuil	425	69	26	3	1
Markham	409	64	32	2	2
Mississauga	413	67	26	4	3
Montreal	420	69	25	5	1
Oakville	407	72	23	3	2
Ottawa	412	65	31	3	1
Quebec City	430	79	17	2	1
Regina	414	65	28	5	2
Richmond	384	67	31	1	1
Richmond Hill	404	56	36	3	4
Saskatoon	440	67	28	4	2
Sherbrooke	423	81	16	2	1
Sudbury	441	57	34	4	5
Surrey	423	62	31	3	5
Toronto	419	66	29	4	1
Vancouver	411	67	26	4	3
Vaughan	160	68	26	3	2
Windsor	438	68	24	3	4
Winnipeg	424	62	35	2	1
Top 10	4215	67	28	3	2
Next 10	3957	67	28	3	2
Smallest 10	4147	67	27	3	3

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Satisfaction With Specific Municipal Services: Ambulance and Emergency Medical Services

**TORONTO
 May 29th, 2012**

'Please rate your satisfaction with each of the following municipal services.'

[All Respondents]

%	Sample	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
TOTAL	12319	52	36	8	4
Brampton	407	52	34	10	4
Burlington	411	60	31	3	5
Burnaby	402	52	34	7	7
Calgary	431	49	38	10	3
Edmonton	444	47	37	10	6
Gatineau	432	43	37	12	8
Halifax	432	45	43	10	2
Hamilton	411	47	41	7	5
Kitchener	421	44	40	11	5
Laval	419	61	28	8	3
London	412	51	34	10	5
Longueuil	425	55	36	6	4
Markham	409	52	36	9	3
Mississauga	413	57	35	5	3
Montreal	420	46	38	11	5
Oakville	407	61	29	8	3
Ottawa	412	52	40	6	2
Quebec City	430	63	29	6	2
Regina	414	56	35	5	4
Richmond	384	56	36	6	2
Richmond Hill	404	52	38	6	3
Saskatoon	440	56	32	6	5
Sherbrooke	423	65	29	5	1
Sudbury	441	43	35	12	10
Surrey	423	49	36	8	7
Toronto	419	45	42	10	3
Vancouver	411	57	33	4	5
Vaughan	160	54	34	7	5
Windsor	438	58	30	8	4
Winnipeg	424	44	44	8	3
Top 10	4215	51	38	8	4
Next 10	3957	52	35	9	4
Smallest 10	4147	54	34	7	5

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Satisfaction With Specific Municipal Services: Garbage Collection and Waste Disposal

'Please rate your satisfaction with each of the following municipal services.'

[All Respondents]

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May 29th, 2012

%	Sample	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
TOTAL	12319	46	33	13	7
Brampton	407	42	34	15	9
Burlington	411	48	39	10	4
Burnaby	402	50	33	11	7
Calgary	431	51	28	13	8
Edmonton	444	48	39	10	2
Gatineau	432	53	25	15	7
Halifax	432	47	37	11	5
Hamilton	411	38	32	17	12
Kitchener	421	54	32	9	5
Laval	419	57	29	8	6
London	412	34	35	17	13
Longueuil	425	57	29	11	3
Markham	409	55	30	12	3
Mississauga	413	49	32	13	5
Montreal	420	49	31	13	7
Oakville	407	53	30	12	5
Ottawa	412	43	33	17	7
Quebec City	430	67	24	7	2
Regina	414	41	36	14	9
Richmond	384	51	34	11	5
Richmond Hill	404	41	39	14	6
Saskatoon	440	31	41	18	11
Sherbrooke	423	39	31	17	13
Sudbury	441	37	34	18	11
Surrey	423	41	38	14	7
Toronto	419	40	34	20	7
Vancouver	411	41	35	11	13
Vaughan	160	48	30	11	10
Windsor	438	50	29	13	8
Winnipeg	424	37	33	20	9
Top 10	4215	46	32	14	7
Next 10	3957	49	32	13	7
Smallest 10	4147	44	35	13	8

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Satisfaction With Specific Municipal Services: Public Transit

'Please rate your satisfaction with each of the following municipal services.'

[All Respondents]

TORONTO
May 29th, 2012

%	Sample	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
TOTAL	12319	26	39	21	14
Brampton	407	33	42	15	10
Burlington	411	21	42	25	12
Burnaby	402	35	36	17	11
Calgary	431	21	37	26	16
Edmonton	444	27	47	19	7
Gatineau	432	27	36	24	13
Halifax	432	12	39	27	21
Hamilton	411	23	43	21	13
Kitchener	421	27	41	19	12
Laval	419	37	39	14	10
London	412	20	39	25	16
Longueuil	425	36	40	16	7
Markham	409	22	41	21	16
Mississauga	413	28	40	22	11
Montreal	420	32	37	19	12
Oakville	407	29	37	21	13
Ottawa	412	15	37	28	19
Quebec City	430	45	36	13	7
Regina	414	24	43	21	12
Richmond	384	23	39	22	15
Richmond Hill	404	22	43	23	12
Saskatoon	440	19	43	24	14
Sherbrooke	423	29	41	21	9
Sudbury	441	21	42	20	17
Surrey	423	18	33	25	24
Toronto	419	19	37	25	19
Vancouver	411	26	39	17	18
Vaughan	160	23	39	26	12
Windsor	438	25	36	23	16
Winnipeg	424	24	40	25	10
Top 10	4215	26	39	21	13
Next 10	3957	26	38	21	15
Smallest 10	4147	25	41	21	13

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Satisfaction With Specific Municipal Services: Public Libraries

'Please rate your satisfaction with each of the following municipal services.'

[All Respondents]

TORONTO
May 29th, 2012

%	Sample	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
TOTAL	12319	55	35	7	4
Brampton	407	45	40	9	7
Burlington	411	62	30	5	3
Burnaby	402	57	33	4	6
Calgary	431	46	41	8	5
Edmonton	444	51	43	4	3
Gatineau	432	59	33	5	3
Halifax	432	56	35	8	1
Hamilton	411	50	39	7	3
Kitchener	421	58	34	5	3
Laval	419	64	28	5	2
London	412	54	37	6	3
Longueuil	425	66	25	7	1
Markham	409	48	39	10	3
Mississauga	413	50	38	9	3
Montreal	420	56	33	7	4
Oakville	407	57	37	3	2
Ottawa	412	54	37	7	2
Quebec City	430	74	20	4	2
Regina	414	49	39	6	6
Richmond	384	51	38	9	2
Richmond Hill	404	58	33	6	3
Saskatoon	440	57	35	4	4
Sherbrooke	423	73	22	3	2
Sudbury	441	44	42	10	4
Surrey	423	53	34	9	4
Toronto	419	53	34	9	3
Vancouver	411	55	33	5	8
Vaughan	160	44	39	12	5
Windsor	438	38	35	17	10
Winnipeg	424	48	42	7	2
Top 10	4215	54	36	7	3
Next 10	3957	53	34	9	4
Smallest 10	4147	57	34	6	3

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Satisfaction With Specific Municipal Services: Zoo

'Please rate your satisfaction with each of the following municipal services.'

[All Respondents]

%	Sample	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
TOTAL	2578	31	48	13	8
Calgary	431	40	43	11	5
Edmonton	444	20	54	17	9
Montreal	420	28	44	15	13
Saskatoon	440	35	51	9	5
Toronto	419	33	49	11	7
Winnipeg	424	30	48	14	7
Top 10	2138	30	48	14	8
Smallest 10	440	35	51	9	5

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Satisfaction With Specific Municipal Services: Public Health

'Please rate your satisfaction with each of the following municipal services.'

[All Respondents]

TORONTO

May 29th, 2012

%	Sample	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
TOTAL	12319	26	41	21	13
Brampton	407	24	39	24	13
Burlington	411	27	49	14	9
Burnaby	402	29	38	19	14
Calgary	431	18	38	28	17
Edmonton	444	20	46	24	10
Gatineau	432	12	29	28	30
Halifax	432	22	41	25	12
Hamilton	411	25	40	22	13
Kitchener	421	27	45	17	11
Laval	419	29	41	18	11
London	412	28	36	23	13
Longueuil	425	28	42	18	12
Markham	409	29	51	16	4
Mississauga	413	31	45	18	6
Montreal	420	19	36	26	19
Oakville	407	37	43	12	8
Ottawa	412	28	45	20	7
Quebec City	430	39	38	18	5
Regina	414	28	43	16	13
Richmond	384	26	45	17	12
Richmond Hill	404	26	47	18	9
Saskatoon	440	26	42	20	11
Sherbrooke	423	37	36	18	9
Sudbury	441	14	30	29	27
Surrey	423	21	38	22	18
Toronto	419	26	44	20	9
Vancouver	411	24	38	21	17
Vaughan	160	25	35	27	13
Windsor	438	27	36	22	15
Winnipeg	424	17	44	26	14
Top 10	4215	25	41	22	12
Next 10	3957	25	39	22	14
Smallest 10	4147	28	42	18	12

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Satisfaction With Specific Municipal Services: Social Services

'Please rate your satisfaction with each of the following municipal services.'

[All Respondents]

TORONTO
May 29th, 2012

%	Sample	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
TOTAL	12319	23	46	21	11
Brampton	407	20	48	24	8
Burlington	411	27	52	14	7
Burnaby	402	28	42	19	11
Calgary	431	16	43	27	14
Edmonton	444	19	48	25	9
Gatineau	432	17	50	24	9
Halifax	432	15	44	26	15
Hamilton	411	22	40	23	15
Kitchener	421	20	50	18	12
Laval	419	37	44	13	6
London	412	22	43	23	13
Longueuil	425	32	43	19	7
Markham	409	27	48	18	8
Mississauga	413	26	50	18	6
Montreal	420	22	43	25	11
Oakville	407	28	48	17	6
Ottawa	412	20	52	20	8
Quebec City	430	43	41	12	5
Regina	414	17	42	25	17
Richmond	384	22	54	17	6
Richmond Hill	404	21	52	20	8
Saskatoon	440	15	40	27	19
Sherbrooke	423	35	46	13	6
Sudbury	441	14	45	26	15
Surrey	423	20	43	23	13
Toronto	419	21	48	20	11
Vancouver	411	20	38	24	19
Vaughan	160	20	59	18	2
Windsor	438	20	43	27	10
Winnipeg	424	14	39	29	18
Top 10	4215	22	44	22	12
Next 10	3957	23	46	22	10
Smallest 10	4147	23	47	20	11

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Satisfaction With Specific Municipal Services: Road Maintenance and Repair

'Please rate your satisfaction with each of the following municipal services.'

[All Respondents]

TORONTO
May 29th, 2012

%	Sample	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
TOTAL	12319	15	31	29	25
Brampton	407	26	38	22	14
Burlington	411	21	47	22	9
Burnaby	402	27	39	21	13
Calgary	431	12	36	29	23
Edmonton	444	8	30	30	31
Gatineau	432	9	23	36	32
Halifax	432	7	26	37	29
Hamilton	411	14	24	34	29
Kitchener	421	10	35	37	19
Laval	419	18	34	28	20
London	412	8	31	38	23
Longueuil	425	13	26	32	28
Markham	409	23	44	23	10
Mississauga	413	24	41	24	11
Montreal	420	9	19	26	46
Oakville	407	31	38	20	11
Ottawa	412	13	27	40	20
Quebec City	430	17	40	25	19
Regina	414	7	24	31	37
Richmond	384	24	40	25	11
Richmond Hill	404	25	40	25	10
Saskatoon	440	4	17	30	48
Sherbrooke	423	14	31	30	26
Sudbury	441	3	10	28	59
Surrey	423	13	37	28	22
Toronto	419	9	28	36	27
Vancouver	411	23	36	23	18
Vaughan	160	22	41	26	11
Windsor	438	12	28	34	27
Winnipeg	424	6	12	29	53
Top 10	4215	13	29	30	28
Next 10	3957	15	32	31	22
Smallest 10	4147	16	32	27	25

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Satisfaction With Specific Municipal Services: Community Centres

'Please rate your satisfaction with each of the following municipal services.'

[All Respondents]

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May 29th, 2012

%	Sample	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
TOTAL	12319	34	47	13	6
Brampton	407	38	42	12	8
Burlington	411	40	48	8	4
Burnaby	402	45	39	9	6
Calgary	431	28	47	18	7
Edmonton	444	23	60	12	4
Gatineau	432	31	49	16	4
Halifax	432	25	49	20	5
Hamilton	411	28	50	13	9
Kitchener	421	38	46	10	7
Laval	419	38	47	9	6
London	412	30	48	15	7
Longueuil	425	37	49	11	4
Markham	409	41	40	14	5
Mississauga	413	43	39	14	4
Montreal	420	31	48	16	4
Oakville	407	49	37	10	5
Ottawa	412	35	51	10	3
Quebec City	430	54	41	3	2
Regina	414	25	54	16	6
Richmond	384	41	44	10	6
Richmond Hill	404	36	47	13	4
Saskatoon	440	29	52	15	5
Sherbrooke	423	46	41	9	4
Sudbury	441	14	51	24	12
Surrey	423	31	46	15	8
Toronto	419	25	51	17	7
Vancouver	411	43	38	10	9
Vaughan	160	37	49	8	6
Windsor	438	30	43	18	8
Winnipeg	424	17	50	22	11
Top 10	4215	33	48	14	6
Next 10	3957	33	46	14	6
Smallest 10	4147	36	46	12	6

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Satisfaction With Specific Municipal Services: Parks and Recreation Services

'Please rate your satisfaction with each of the following municipal services.'

[All Respondents]

TORONTO
May 29th, 2012

%	Sample	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
TOTAL	12319	40	42	13	6
Brampton	407	39	38	15	7
Burlington	411	49	36	11	4
Burnaby	402	46	37	12	6
Calgary	431	37	42	14	6
Edmonton	444	40	47	9	5
Gatineau	432	37	43	12	8
Halifax	432	28	50	15	7
Hamilton	411	35	43	14	8
Kitchener	421	42	41	11	6
Laval	419	47	35	12	5
London	412	39	40	15	6
Longueuil	425	45	39	12	4
Markham	409	39	40	13	8
Mississauga	413	43	40	10	7
Montreal	420	41	41	15	3
Oakville	407	53	32	11	5
Ottawa	412	33	53	8	5
Quebec City	430	63	28	7	2
Regina	414	36	47	12	5
Richmond	384	42	43	11	4
Richmond Hill	404	39	45	11	4
Saskatoon	440	34	49	12	4
Sherbrooke	423	54	35	8	3
Sudbury	441	19	52	20	10
Surrey	423	41	41	11	8
Toronto	419	32	46	16	6
Vancouver	411	40	38	12	9
Vaughan	160	27	51	16	6
Windsor	438	34	39	17	9
Winnipeg	424	26	44	23	7
Top 10	4215	39	42	13	6
Next 10	3957	38	41	14	7
Smallest 10	4147	41	42	12	5

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Satisfaction With Specific Municipal Services: Snow Plowing

'Please rate your satisfaction with each of the following municipal services.'

[All Respondents]

%	Sample	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
TOTAL	12319	28	40	20	12
Brampton	407	27	41	23	10
Burlington	411	33	43	16	7
Burnaby	402	31	43	16	11
Calgary	431	24	41	22	14
Edmonton	444	23	44	23	10
Gatineau	432	32	36	21	10
Halifax	432	18	34	31	17
Hamilton	411	31	38	20	11
Kitchener	421	26	43	20	11
Laval	419	34	33	23	9
London	412	25	38	20	17
Longueuil	425	37	37	16	10
Markham	409	31	41	19	10
Mississauga	413	35	42	16	7
Montreal	420	26	39	18	17
Oakville	407	40	38	14	7
Ottawa	412	23	43	24	10
Quebec City	430	41	35	15	9
Regina	414	18	41	26	14
Richmond	384	30	40	20	11
Richmond Hill	404	26	38	24	12
Saskatoon	440	15	40	25	20
Sherbrooke	423	28	39	22	12
Sudbury	441	14	36	24	25
Surrey	423	24	43	17	15
Toronto	419	30	49	12	9
Vancouver	411	28	32	22	18
Vaughan	160	27	53	13	7
Windsor	438	26	41	19	14
Winnipeg	424	30	44	17	8
Top 10	4215	29	41	19	11
Next 10	3957	28	39	21	12
Smallest 10	4147	26	40	21	13

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Satisfaction With Property Taxes and Municipal Service Fees

‘And finally, how satisfied are you with the amount of property taxes and municipal service fees in your community?’

[All Respondents]

%	Sample	Very satisfied	Somewhat satisfied	Somewhat dissatisfied	Very dissatisfied
TOTAL	12319	9	32	31	28
Brampton	407	5	27	28	39
Burlington	411	11	38	35	16
Burnaby	402	11	36	30	23
Calgary	431	9	32	32	26
Edmonton	444	7	34	33	26
Gatineau	432	9	37	28	26
Halifax	432	7	20	36	37
Hamilton	411	9	26	31	33
Kitchener	421	7	31	36	26
Laval	419	15	37	29	20
London	412	6	30	29	35
Longueuil	425	8	42	31	19
Markham	409	9	36	33	22
Mississauga	413	9	28	38	25
Montreal	420	11	31	29	29
Oakville	407	14	33	30	23
Ottawa	412	9	29	32	30
Quebec City	430	20	43	26	11
Regina	414	11	33	32	25
Richmond	384	7	29	34	30
Richmond Hill	404	8	29	31	32
Saskatoon	440	8	36	31	26
Sherbrooke	423	14	41	28	17
Sudbury	441	3	20	30	48
Surrey	423	5	27	34	34
Toronto	419	13	29	30	27
Vancouver	411	13	29	26	32
Vaughan	160	4	25	39	33
Windsor	438	7	31	30	31
Winnipeg	424	10	29	33	27
Top 10	4215	11	31	31	27
Next 10	3957	8	32	31	29
Smallest 10	4147	9	33	32	27

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