TO:	**CHAIR AND MEMBERS STRATEGIC PLANNING AND PRIORITIES COMMITTEE MEETING OF AUGUST 26, 2019**
FROM:	**MARTIN HAYWARD CITY MANAGER**
SUBJECT	**2019 CITIZEN SATISFACTION SURVEY**

RECOMMENDATION

That, on the recommendation of the City Manager:

- The following report on the City of London 2019 Annual Community Survey **BE RECEIVED** for information

PREVIOUS REPORTS PERTINENT TO THIS MATTER

- Item 2, Corporate Services Committee, February 5, 2013, *Community Pulse Check*
- Item 2, Strategic Priorities & Policy Committee, *2013 Community Survey,* December 16, 2013
- Item 2, Strategic Priorities & Policy Committee, *2015 Annual Community Survey,* August 31, 2015
- Item 4, Strategic Priorities & Policy Committee, *2016 Annual Community Survey,* July 25, 2016
- Item 2, Strategic Priorities & Policy Committee, *2017 Annual Community Survey,* August 21, 2017
- Item 2 , Strategic Priorities & Policy Committee, *2018 Annual Community Survey*, November 19, 2019

LINK TO STRATEGIC PLAN

Council's 2019-2023 Strategic Plan includes the Strategic Area of Focus 'Leading in Public Service', which outlines the following:

- Expected Result: Improve public accountability and transparency in decision making
- Strategy: Measure and publicly report on corporate performance

BACKGROUND

This annual survey provides an opportunity for Londoners to share their perspectives and perceptions of key issues in our community. It covers a wide range of topics including top of mind issues, quality of life, value for tax dollar, and satisfaction with municipal services.

The City of London conducts citizen satisfaction surveys on an annual basis. These surveys are one of many tools the City uses to measure performance. Other tools include ongoing internal performance measurement processes (e.g. strategic planning, budgeting, business planning, operational activities within each Service Area), participation in sector benchmarking initiatives (e.g. the Municipal Benchmarking Network of Canada, the Financial Information Return), and through external assessments (e.g. Macleans Best Places to Live reports). Historically the results have been helpful to inform strategic planning, service delivery, budget development, reporting and other specific initiatives.

This report presents the results of the 2019 Citizen Satisfaction Survey, put into context based on past years' results.

As with all survey data, results should be taken in context with an appreciation for its limitations.

Public perceptions and survey results can be influenced by media that is prominent at the time of the survey. Survey results provide point in time insight into a community, best understood in the context of other available information.

DISCUSSION

2019 Survey Results

The 2019 Annual Community Survey was conducted by Ipsos Public Affairs between May 24 and June 7, 2019. The results of the survey are attached as **Appendix A**. The survey explored top of mind issues, overall impressions of quality of life, perception of services and value for tax dollars, communication and accessibility.

The survey was conducted by telephone and the sample was drawn using random digit dialing among City of London residents. A total of 500 interviews were completed among residents 18 years of age and older. The overall survey results have been weighted by age and gender to reflect the population of London based on the 2016 Census. A detailed demographic profile analysis is included in **Appendix B**.

Most Important Issues in London – Top Mentions

- *Transportation* is mentioned as the most important issue facing the City of London by 38% of respondents, and each year it has been mentioned with increasing importance. It was also the most important issue in 2018 (mentioned by 35% of respondents), 2017 (36%) and 2016 (23%). Mentions of transportation include: inadequate public transit/transportation; traffic/road congestion/traffic lights; rapid transit/support for rapid transit; and opposition to rapid transit.
- *Development/infrastructure* is noted as the second most important issue facing Londoners as mentioned by 21% of respondents. This is also a consistent top mention, as noted by 20% of respondents in 2018, 11% of respondents in 2017, and 19% in 2016. Mentions of development/infrastructure include: roads/road repair/snow removal/poorly maintained roads; infrastructure; and development – urban sprawl/loss of green space.

Quality of Life

- 93% of Londoners believe that quality of life is *good*, which is consistent than the National Norm of 95%. Those aged 35 and older; and those with household incomes of $100k and above are more likely to report very good quality of life. *Lots to do* remains the highest factor contributing to the good quality of life, as well as *safe city/low crime,* and *good/friendly/nice city.*
- The 2019 survey included new questions about perceptions of London as a community. Vast majorities of respondents believe London is a welcoming community (90%, including 37% who strongly agree) and that they have a strong sense of belonging (88%, including 41% who strongly agree).

City Services Assessment

- Most residents (89%), remain satisfied with the level of service delivery from the City, including 26% who are very satisfied. Overall satisfaction with City services is on par with the National Norm (91%).
- In particular, residents are most satisfied with *parks and other green spaces, public libraries, drinking water* and *protection services such as fire, police, ambulance.*
- Large majorities of residents are satisfied with the quality of service delivery (85%), accessibility of services (80%), and the time it takes to receive services from the City of London (72%).

Gap Analysis

- The gap analysis shows the difference between how important various City services are to residents and how satisfied they are with the services. Importance scores are derived from correlation analysis with overall City service satisfaction and satisfaction scores represent overall stated satisfaction (very & somewhat) with each of the individual City services.

- The gap analysis chart identifies areas for improvement and maintenance and is used for illustrative purposes to indicate the relative placement of the various services to other services, and not as a statistical placement of data.
- Primary areas for improvement are by-law enforcement, economic development, city expansion/ protection of farmland, social services, snow clearing and removal, and environmental programs.

<u>Value for Tax Dollar</u>

- Most residents (78%) have a good perception of value for tax dollars, including 25% who believe they receive very good value. This is on par with the National Norm, and there has been an increase of 7% in those who say they receive “very good” value for their tax dollar.

<u>Experience and Satisfaction with City staff</u>

- 40% of residents indicate that they have contacted the City over the past 12 months, and of these, 80% are satisfied with the overall service that they received.
- Among residents who had contact with the City, seven in ten say they received all of the service or support they needed.
- A majority of residents who interacted with the City believe that staff were courteous (92%), knowledgeable (83%), and treated them fairly (86%). Seven in ten agree that City staff went the extra mile to help them get the services and support they needed.

<u>Communications</u>

- For the first time since tracking this question began, email (38%) significantly outranks regular mail (28%), as the most preferred method for receiving information from the City of London.
- When contacting the City with an inquiry or concern, there continues to be a strong preference (60%) to do this over the telephone.
- When conducting business with the City (bill payments, service registration and permits), 40% of residents prefer to do this online.

<u>Accessibility</u>

- Each year, the City is able to include an additional question related to a top of mind issue. This year the question was regarding accessibility.
- Most residents are satisfied with the job the City is doing addressing physical barriers (71%), communication barriers (66%), attitudinal barriers (65%), and technological barriers (60%). However, residents with a disability are significantly less likely than those without a disability to be satisfied with the job the City is doing addressing physical (52% vs. 75%) and technological (45% vs. 64%) barriers and directionally less likely to be satisfied with way the City is handling communication and attitudinal barriers.

CONCLUSION

Surveys are an important tool used by municipalities to assess residents’ attitudes, needs, priorities and satisfaction levels. This data can support Council decision-making, inform the work of Administration, and contribute to an overall understanding of the London community. The Annual Citizen Satisfaction Survey is also a key component of Council’s 2019-2023 Strategic Plan and the commitment to “Improve public accountability and transparency in decision making,” in the service of Londoners.

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c. Strategic Management Team
Operations Management Team

Appendix A

City of London

2019 Citizen Satisfaction Survey
August 26, 2019

CONTENTS

OBJECTIVES

- Ipsos is pleased to present the City of London with the results of the 2019 Citizen Satisfaction Survey.

- Specific areas explored in the research include (but are not limited to):
  - Top-of-mind issues in need of attention from local leaders;
  - Overall impressions of the quality of life in the City of London;
  - Perceptions of City services, including perceived importance and satisfaction;
  - Perceptions of value for tax dollar and taxes in general;
  - Frequency of contact and satisfaction with City Staff; and
  - Preferred communication needs.

METHODOLOGY

- This survey was conducted by telephone and the sample was drawn using random digit dialing (RDD) among City of London residents. A mix of landline and cell phone sample was used to reach cell phone-only households.
- A total of 500 interviews were completed among residents 18 years of age and older.
- The overall survey results have been weighted by age and gender to reflect the population of the City of London based on the 2016 Census.
- A sample of 500 interviews produces results which can be considered accurate within ± 4.4 percentage points, 19 times out of 20. The margin of error will be larger for subgroups. The sample size asked each of the questions is noted after the question wording at the bottom of the graph (denoted by n=).
- This survey was conducted between May 24 and June 7, 2019.
- Throughout the report totals may not add to 100% because the question is a multi-select question, where respondents were permitted to choose more than one response.
- Where possible tracking data has been included. Please note that the 2013 data comes from an online survey conducted by another vendor. Caution should be used in comparing the 2013 online data to the 2015, 2016, 2017, and 2018 telephone data because of the methodological differences in the data collection approaches.
- Where possible throughout the report the City of London's findings have been compared to the Canadian National Norm. The Ipsos National Norm is a reliable average that includes all of the Citizen Satisfaction Research Studies that we have conducted across the country within the last 5 years.
- Significant differences across sub-groups are noted where they exist.

KEY FINDINGS

KEY FINDINGS (1)

Transportation remains the top issue of focus for residents.
Mentions of transportation as the issue that should receive the greatest attention from the City is up directionally (not significantly) to 38%, the highest level recorded since tracking began in 2013. Most of the focus is on inadequate public transit (23%). Development and infrastructure (21%) remains in a distant second place. There have been significant increases in the proportions who mention homelessness (from 3% to 10%), lack of affordable housing (from 3% to 11%), and Mayor or city government (from 4% to 8%). (see p.11)

Overall quality of life scores are on par with the National Norm, but perceptions of "very good" remain significantly lower.
An overwhelming majority (93%) of residents continue to believe the quality of life in the City of London is good (this figure is now on par with the National Norm), including one-third (28%) who say "very good." However, the proportion who say "very good" is down (from 34% to 28%), and the proportion who offer the more subdued rating of "good" is up (from 58% to 65%). Moreover, the proportion who say "very good" remains significantly lower than the National Norm (28% vs. 42%, respectively). (see p.13)

Residents have positive perceptions of the City of London as a community. Vast majorities agree that the City of London is a welcoming community (90%, including 37% who strongly agree) and that they have a strong sense of belonging to the City of London (88%, including 41% who strongly agree). (see p.16)

Overall satisfaction with the level of City service is on par with the Norm, and strong satisfaction is up since last year.
A vast majority (89%) remain satisfied with the overall level of City services, including 26% who are very satisfied. However, after a downward trend between 2016 and 2018, the number who are "very satisfied" is up by six points), while the proportion who are only somewhat satisfied is down eight points. Overall satisfaction is on par with the National Norm and although the number who are "very satisfied" remains significantly lower than the National Norm, the gap between these two figures has narrowed from 11 points in 2018 to only five points in the current survey. (see p.18)

Perceptions of quality of service, accessibility, and the time it takes to receive service remain stable since last year.
Large majorities of residents continue to be satisfied with the quality of service (85%), accessibility of service (80%), and the time it takes to receive service (72%). However, residents with a disability are significantly less likely than those without one to be "very satisfied" with the accessibility of service (19% vs. 35%, respectively). (see p.20)

KEY FINDINGS (2)

Satisfaction is up in a some areas, particularly public health, and down on social/affordable housing and environmental programs.
Satisfaction with most individual services is similar to 2018, but there have been significant increases in satisfaction with public health, children's services, economic development and City owned golf courses, and significant declines in the areas of social/affordable housing, environmental programs, recycling collection and urban forestry. (see pp. 21-23)

By-law enforcement, economic development, City expansion/protection of farmland, social services, snow clearing and removal, and environmental programs are the strongest drivers of overall satisfaction.
The gap analysis (see pp. 25-27) indicates that the City should focus on by-law enforcement, economic development, City expansion/protection of farmland, social services, snow clearing and removal, and environmental programs, as boosting scores in these areas would have the greatest impact on satisfaction with overall level of service.

A large majority continues to perceive that they are getting good value for tax dollars, and the figure who say it is "very good" is up significantly from 2018, these figures are on par with the National Norm.
Eight in ten (78%) believe they are getting good value for their tax dollars based on programs and services they receive from the City, including one-quarter (25%) who say they receive very good value. Moreover, the number who think it is "very good" is up seven points from 2018. The overall figure and the number who say "very good" value are on par with the National Norm. (see p. 29)

On balance, residents prefer increased taxes over cutting services, and there is a significant increase in support for increasing taxes to enhance or expand services.
When presented with options, residents prefer increasing taxes in order to maintain or expand services (58%) compared to the preference for cutting services (31%), and there has been a significant increase in preference for tax increases. This increase is driven by a preference for increasing taxes to enhance or expand services (31%, up from 18%). There has been a decline in the proportion who have difficulty in choosing between these options and chose none of the above or don't know (from 22% to 11%). (see p. 30)

KEY FINDINGS (3)

Contact with the City remains relatively stable, a large majority of these are satisfied with their experience, and there has been an increase in the number who say they received the service or support they needed.
Four in ten (40%) residents have had contact with the City in the past 12 months, and this figure remains significantly below the National Norm (51%). (see p. 32) Among these, a large majority remain satisfied (80%), including 48% who are very satisfied (see p. 33). These figures are on par with the National Norm. The proportion who had contacted the City who report receiving the service or support they needed (70%) has rebounded to the 2016 level after falling significantly in 2017 and remaining stable in 2018. (see p. 34)

E-mail is now the most preferred method of receiving information from the City, but telephone continues to be the clear choice for contacting the City with an inquiry or concern.
E-mail (38%) now significantly outranks regular mail (28%) as the most preferred method for receiving information from the City (see p. 37). There is a strong preference for using the telephone to contact the City with an inquiry or concern (60%), but less of a consensus when it comes to conducting business with the City (40% online, 14% in-person). (see p. 38)

Follow-up by City regarding concerns and complaints continues to be seen as very important.
More than nine in ten (94%) respondents believe it is important for the City to follow up with residents regarding concerns or complaints, including 80% who see this as very important. The number who think this is very important is up significantly by seven points from 2018, to the highest level since 2015. (see p.40)

Majorities are satisfied with the job the City is doing in addressing various types of barriers.
Majorities of two-thirds or more are satisfied with how the City is addressing physical barriers, communication barriers and attitudinal barriers, and six in ten say the same about technological barriers. However, residents with a disability are significantly less likely than those without to be satisfied with how the City is handling physical (52% vs. 75%) and technological (45% vs. 64%) barriers and directionally less likely to be satisfied with way the City is handling communication and attitudinal barriers. (see p.42)

DETAILED FINDINGS

MOST IMPORTANT ISSUES: TOP MENTIONS

MOST IMPORTANT ISSUES IN LONDON – TOP MENTIONS

Transportation remains the highest ranking issue on the public agenda, with four in ten saying it is the most important issue facing the City, including more than two in ten, who specifically mention inadequate public transit/ transportation. At a distant second place is development/infrastructure mentioned by two in ten. There has been a significant increase in the proportion who mention poverty (from 4% to 12%), driven by a significant increase in the number who mention homelessness (from 3% to 10%). There has also been a significant increase in the proportions who mention lack of affordable housing (from 3% to 11%) and Mayor or City government (from 4% to 8%). Compared to the National Norm, London residents are now more likely to prioritize transportation (38% vs. 31%) and development/infrastructure issues (21% vs. 11%).

	2019	2018	2017	2016	2015	Norm
NET: Transportation*	38%	35%	36%	23%	13%	31%
Inadequate public transit/transportation	23%	20%	17%	17%	10%	-
Traffic/road congestion/traffic lights	10%	7%	4%	5%	4%	-
Rapid transit/ support for rapid transit	4%	1%	10%	-	-	-
Opposition to rapid transit	3%	7%	4%	-	-	-
NET: Development/infrastructure*	21%	20%	11%	19%	21%	11%
Roads/Road repair/snow removal/poorly maintained roads	12%	11%	5%	9%	11%	-
Infrastructure	8%	3%	3%	8%	7%	-
Development - urban sprawl/loss of greenspace	5%	3%	2%	2%	3%	-
NET: Poverty*	12%	4%	5%	5%	3%	-
Homelessness	10%	3%	4%	3%	2%	-
Poverty	3%	1%	2%	3%	1%	-

	2019	2018	2017	2016	2015	Norm
NET: Mayor/City gov't*	8%	4%	4%	4%	4%	-
Fiscal management/gov't spending/budget	4%	2%	-	-	-	-
Poor gov't/political infighting/no leadership/vision	3%	1%	2%	-	-	-
NET: Economics*	7%	4%	4%	13%	13%	7%
Unemployment/ Jobs/ poor job market	6%	4%	3%	12%	12%	-
Housing - lack of affordable housing	11%	3%	4%	2%	2%	-
Taxes	6%	3%	3%	5%	6%	9%
Environment/pollution	6%	4%	3%	5%	5%	5%
Education	4%	2%	-	1%	3%	5%
Hospital wait times/lack of medical care	4%	4%	-	-	-	-
Economic growth/attract, retain businesses/manufacturing	3%	2%	-	-	-	-
Nothing	3%	5%	5%	4%	2%	-
Don't know / Refused	9%	8%	12%	10%	13%	-

*Net categories for multiple response questions are calculated by adding up the number of responses (not percentages) for each sub-category and dividing the total number by the total sample size.

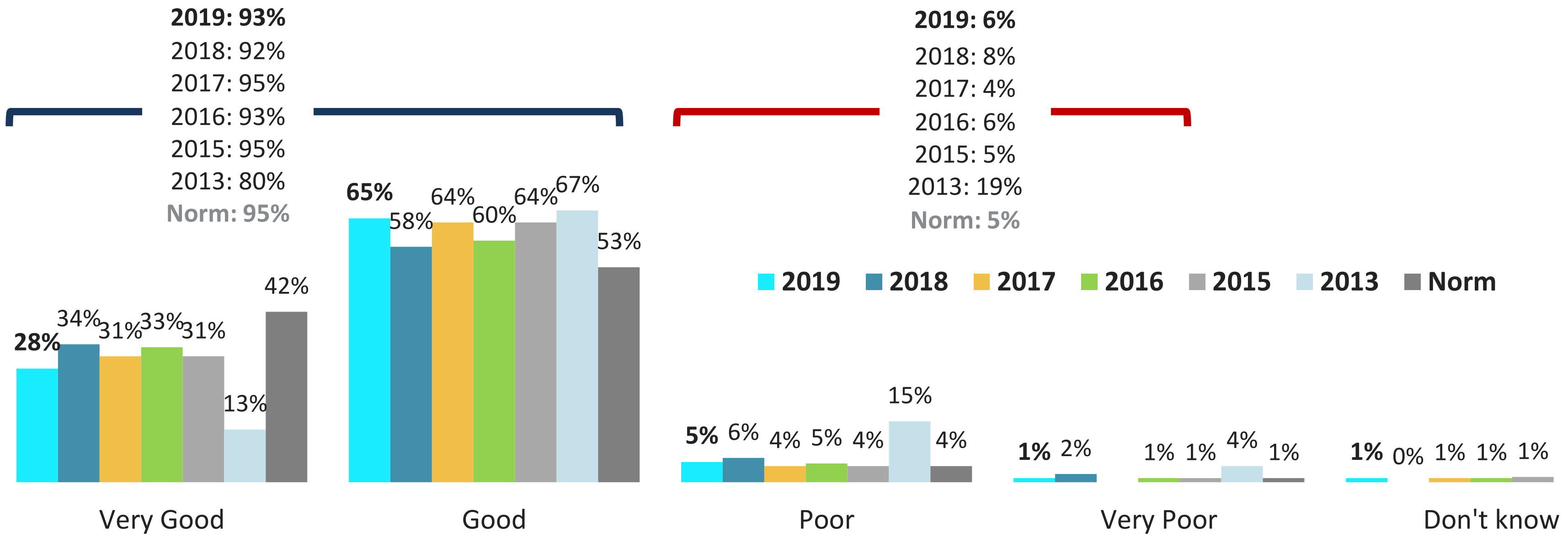
† Totals may not add to 100% because the question is a multi-select question, where respondents were permitted to choose more than one response. Other mentions less than 2% are not shown in the table. The only time mentions of less than 2% are shown is for tracking purposes.

Q1. To begin, in your view, what are the most important issues facing the City of London? That is, what issues should receive the greatest attention from City Council? Base: All respondents 2013 (n=501); 2015 (n=500); 2016 (500) ; 2017 (500); 2018 (n=500); 2019 (n=500)

QUALITY OF LIFE

OVERALL QUALITY OF LIFE

An overwhelming majority of London residents believe that the quality of life in London is good (93%). Although the overall quality of life score is stable, there has been a significant drop in the number who say it is "very good" (down 6 points to 28%). However, residents are not offering higher "poor" ratings, with only six percent saying "poor" or "very poor," but rather offering the more subdued rating of "good" (up 7 points to 65%). The overall quality of life in the City of London is on par with the National Norm (95%), but the City continues to score significantly lower than the National Norm in the proportion who rate it as very good (28% vs. 42%, respectively).



†Totals for some data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

Q2. How would you rate the overall quality of Life in the City of London today? Would you say it is….
Base: All respondents 2013 (n=501); 2015 (n=500); 2016 (n=500); 2017 (n=500); 2018 (n=500); 2019 (n=500)

OVERALL QUALITY OF LIFE BY SUB-GROUPS

Large majorities across all demographic subgroups rate the quality of life in London as good. However, perceptions of a very good quality of life are significantly higher among those aged 35 and older and those with household incomes of $100K and above. The significant decline in perceptions of a very good quality of life is driven by directional declines among both men and women, those aged 18 to 54 and across all income groups and among those with some university education or higher (the decline is significant among the highest education group).

Quality of Life (Very Good)

	Total	Gender		Age		
		Male	Female	18-34	35-54	55+
	A	B	C	D	E	F
2019	**28%**	**28%**	**29%**	**19%**	**34%** D	**33%** D
2018	34%	35%	34%	26%	42%	34%

	Education				Household Income		
	H.S. or less	Some/Comp Trade/College	Some/Comp University	Graduate/Prof Studies	Less than $50K	$50K to <$100K	$100K or More
	G	H	I	J	K	L	M
2019	**27%**	**22%**	**32%**	**34%**	**18%**	**29%**	**37%** K
2018	28%	23%	41%	53%	25%	41%	41%

ABCD Letters in the lower right hand corner indicate a significantly higher score than the segment with the associated letter.

Q2. How would you rate the overall quality of Life in the City of London today? Would you say it is….
Base: All respondents 2019 (n=500); 2018 (n=500).

TOP MENTIONS FOR OVERALL QUALITY OF LIFE

As previously indicated, an overwhelming majority of residents (93% or n=462) perceive the quality of life in the City as good. The main reasons provided are because there is lots to do, it is a safe city, is a good, friendly or nice city, quality of life is good, having a good income/having a job, and is the right size/not too big. Since 2018, more residents mention good/friendly/nice city, while fewer mention quality of life. A small number of residents (n=31) think the quality of life is poor, with the most common reasons being high cost of living, lack of leadership/bad government and poverty and homelessness and no affordable housing.

Why Quality of Life is Good

	2019	2018	2017	2016	2015
Lots to do (Events, activities, amenities, culture, entertainment, etc.)	20%	17%	13%	20%	17%
Safe city/ Low crime	13%	15%	13%	17%	16%
Good/Friendly/Nice City	13%	7%	13%	18%	20%
Quality of life/ Good standard of living/ Better than other cities	12%	17%	5%	10%	10%
Good income/Have a job here	11%	11%	9%	8%	6%
Right size/ Not too big	10%	9%	11%	10%	12%
Nature trails/ Parks	8%	11%	5%	10%	7%
Good schools	8%	8%	7%	5%	6%
Convenience - Everything you need is here	8%	7%	8%	8%	10%
No issues/Problems	8%	3%	3%	6%	5%
Environment - Clean, green, beautiful	7%	6%	11%	10%	12%
Healthcare	7%	9%	6%	8%	5%
Easy to get around (not overcrowded	7%	5%	4%	5%	3%
Good services (police/fire)/ Social programs	6%	7%	6%	9%	8%
Affordable living	6%	7%	4%	5%	11%
Good housing market	6%	5%	3%	5%	-
Pleasant neighbourhood(s)	5%	5%	2%	5%	3%

*Please note that only top mentions of 4% or more are shown in the table.

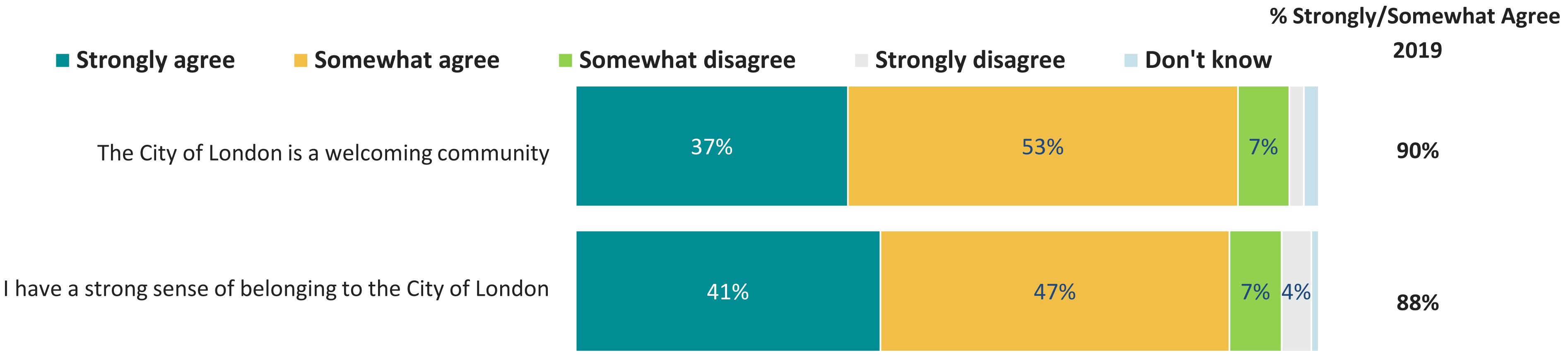
† Totals may not add to 100% because the question is a multi-select question, where respondents were permitted to choose more than one response.

Q3a. Why do you think the quality of Life is [good/ very good]? Q3b. Why do you think the quality of life is [poor/ very poor]?
Base: Overall quality of life good/ very good (n=462); Overall quality of life poor/ very poor (n=31*)

*Small sample size

PERCEPTIONS OF THE CITY OF LONDON AS A COMMUNITY

Residents have positive perceptions of the City of London as a community.
Vast majorities agree that the City of London is a welcoming community (90%, including 37% who strongly agree) and that they have a strong sense of belonging to the City of London (88%, including 41% who strongly agree).
Residents who have lived in London for less than 20 years are significantly more likely than those who have lived in the City 20 years or more to strongly agree that the City is a welcoming community, while those who have lived in the City 20 years or more are significantly more likely than those who have lived in the City less than 20 years to strongly agree that they have a strong sense of belonging to the City.



†Totals for some data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

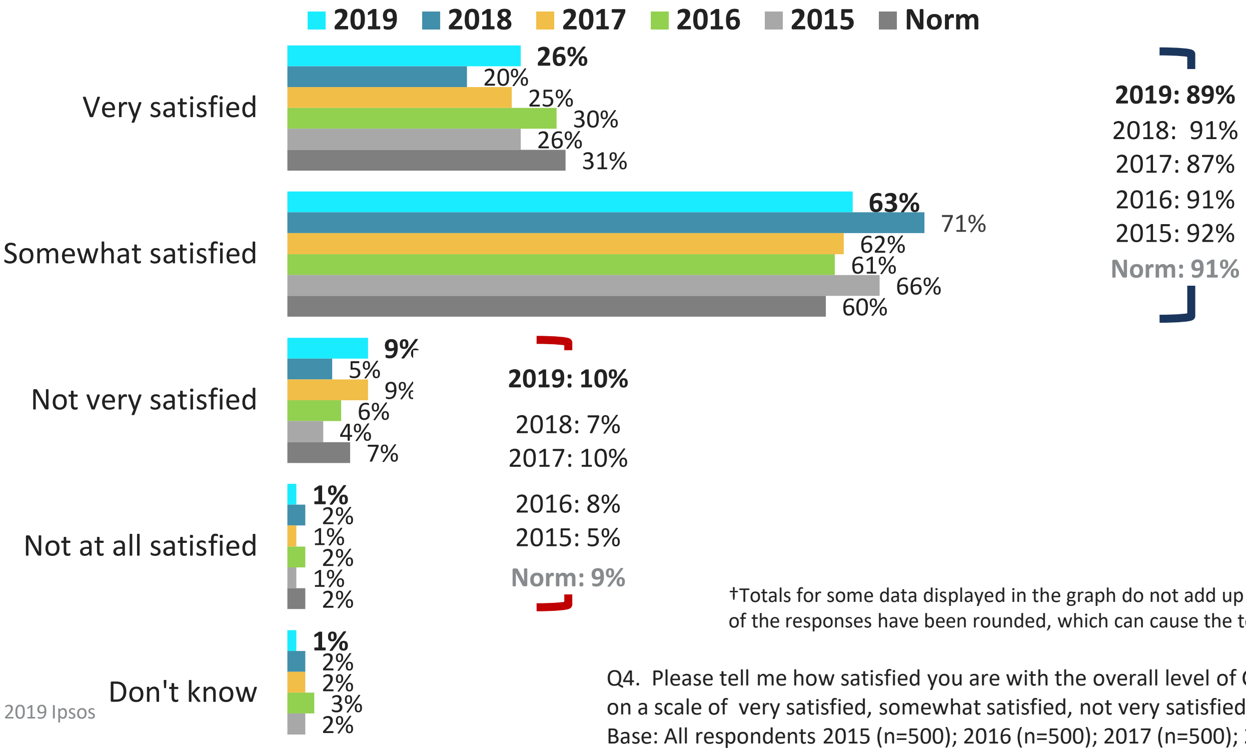
 Q3c. Please rate the extent to which you agree or disagree with the
Base: All respondents 2019 (n=500)

*Please note that ratings less than 3% are not labelled on the graph.

CITY SERVICES ASSESSMENT

SATISFACTION WITH THE OVERALL LEVEL OF CITY SERVICES

An overwhelming majority of London residents continue to be satisfied with the level of service delivery from the City, with most being somewhat satisfied (63%), and one-quarter being very satisfied. However, after showing a downward trend since 2016, the proportion who are very satisfied is up significantly by six points from last year. But this increase does not correspond to a decline in dissatisfaction but rather to a decline in those who are only "somewhat satisfied," (from 71% to 63%). Overall satisfaction with City services is on par with the Canadian National Norm, and although the proportion who are very satisfied remains significantly lower, the gap between these two numbers has lessened from (11 points in 2018 to only five points in the current survey).



†Totals for some data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

Q4. Please tell me how satisfied you are with the overall level of City services provided by the City of London on a scale of very satisfied, somewhat satisfied, not very satisfied and not at all satisfied? And how about…?
Base: All respondents 2015 (n=500); 2016 (n=500); 2017 (n=500); 2018 (n=500); 2019 (n=500)

SATISFACTION WITH THE OVERALL LEVEL OF CITY SERVICES BY SUB-GROUPS

The increase in the proportion who are very satisfied with the overall level of City services provided by the City of London is driven by a significant increase among men and directional increases among those aged 18 to 54.

Satisfaction with City Services – Very Satisfied

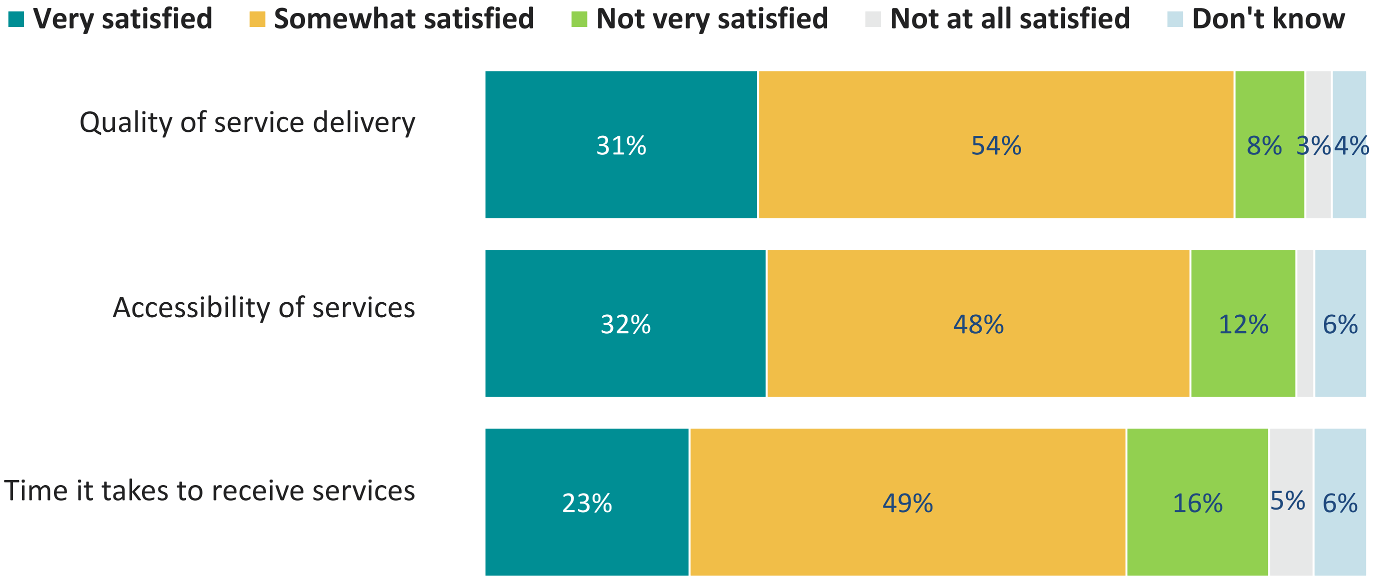
	Total	Gender		Age		
		Male	Female	18-34	35-54	55+
	A	B	C	D	E	F
2019	**26%**	**28%**	**24%**	**27%**	**27%**	**26%**
2018	20%	19%	21%	14%	17%	27%

ABCD *Letters in the lower right hand corner indicate a significantly higher score than the segment associated with the letter.*

Q4. Please tell me how satisfied you are with the overall level of City services provided by the City of London on a scale of very satisfied, somewhat satisfied, not very satisfied and not at all satisfied? And how about…? Base: All respondents 2018 (n=500); 2019 (n=500)

SATISFACTION WITH ASPECTS OF CITY SERVICES

Large majorities of residents are satisfied with quality, accessibility, and the time it takes to receive services from the City of London. However, most continue to be only somewhat satisfied with aspects of City services. Residents are least satisfied with the timeliness of service delivery, but even on this aspect a majority express satisfaction. However, this figure is down directionally from 2018.
The proportions who are very satisfied with accessibility to services are lower among women than among men (26% vs. 39%), among those who have lived in the City of London 20 years or more compared to those who have lived in the City less than 20 years (25% vs. 44%), and among those who have a disability than among those who do not (19% vs. 35%).



% Very/Somewhat Satisfied

	2019	2018	2017	2016	2015
Quality of service delivery	**85%**	84%	84%	84%	87%
Accessibility of services	**80%**	81%	80%	83%	85%
Time it takes to receive services	**72%**	75%	71%	79%	79%

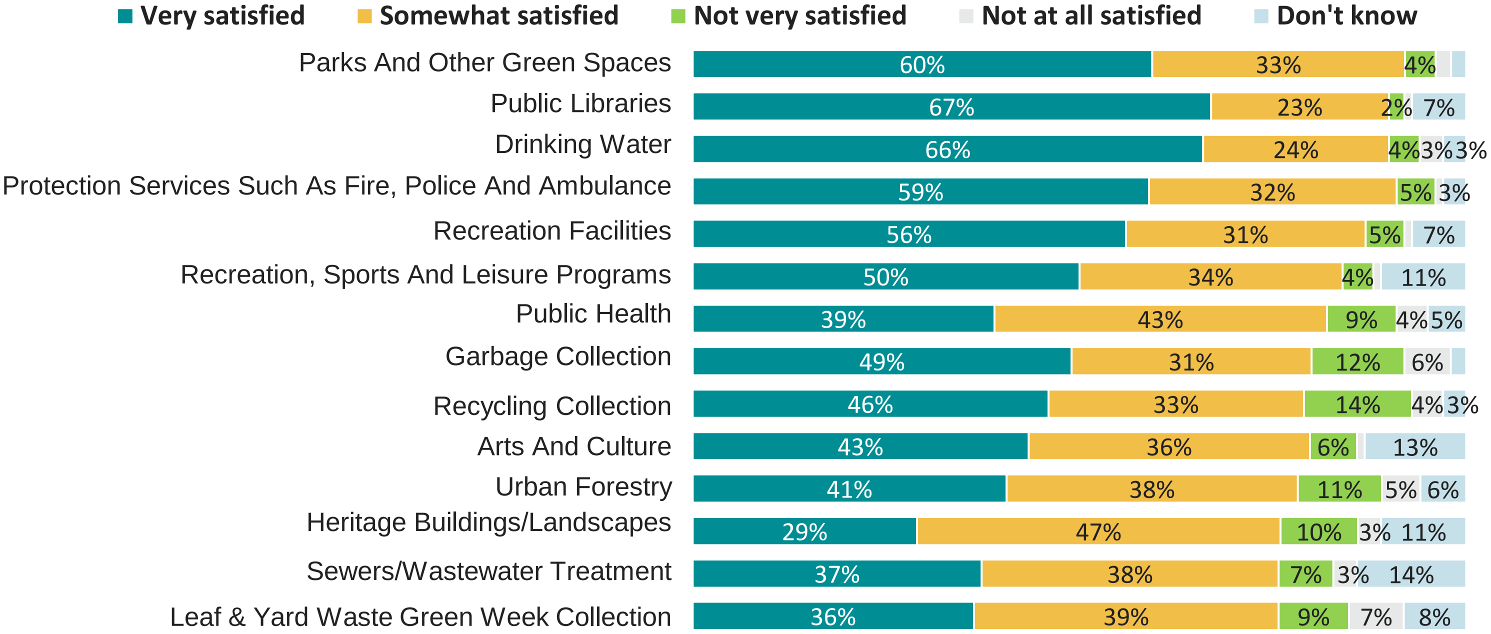
†Totals for some data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

Q4. Please tell me how satisfied you are with the overall level of City services provided by the City of London on a scale of very satisfied, somewhat satisfied, not very satisfied and not at all satisfied? And how about…?
Base: All respondents 2015 (n=500); 2016 (n=500); 2017 (n=500); 2018 (n=500); 2019 (n=500)

*Please note that ratings less than 3% are not labelled on the graph.

SATISFACTION WITH INDIVIDUAL SERVICES (List of services continues on next slide)

Overall satisfaction scores are relatively high for City services, with the majority of residents indicating they are at least very or somewhat satisfied with 26 of 33 services tested in the survey. The City services with the highest satisfaction scores, where more than half of the residents are very satisfied are: parks and other green spaces, public libraries, drinking water, protection services such as fire, police, and ambulance, and recreation facilities. Satisfaction with public health is up significantly for two consecutive years, and recycling collection and urban forestry is down significantly, with the former area down to the lowest level since 2015.



% Very/Somewhat Satisfied

Service	**2019**	2018	2017	2016	2015
Parks And Other Green Spaces	**93%**	95%	92%	92%	93%
Public Libraries	**90%**	88%	87%	87%	88%
Drinking Water	**90%**	93%	92%	91%	92%
Protection Services Such As Fire, Police And Ambulance	**91%**	91%	92%	93%	89%
Recreation Facilities	**87%**	87%	88%	88%	86%
Recreation, Sports And Leisure Programs	**84%**	81%	83%	81%	81%
Public Health	**82%**	73%	66%	68%	66%
Garbage Collection	**80%**	84%	84%	86%	86%
Recycling Collection	**79%**	86%	84%	88%	89%
Arts And Culture	**79%**	78%	76%	75%	77%
Urban Forestry	**79%**	83%	81%	81%	78%
Heritage Buildings/Landscapes	**76%**	74%	74%	77%	73%
Sewers/Wastewater Treatment	**75%**	76%	74%	77%	73%
Leaf & Yard Waste Green Week Collection	**75%**	79%	73%	84%	80%

†Totals for some data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

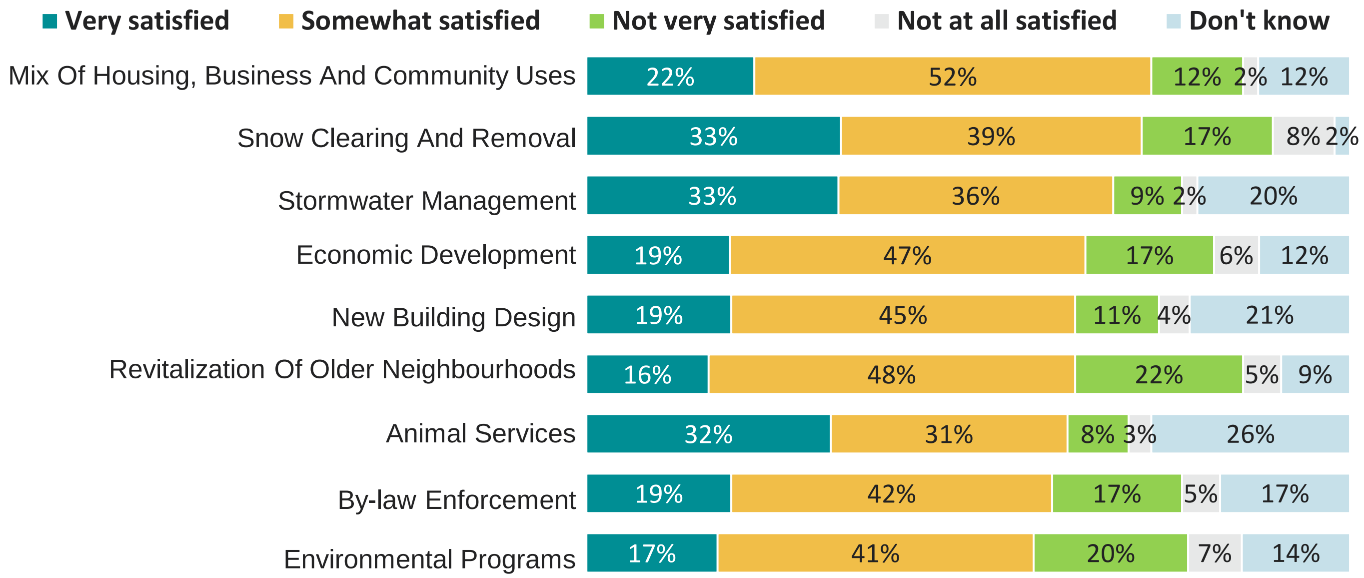
Q5. Now, please rate how satisfied you are with the services provided by the City of London, using a scale of very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied.

Base: All Respondents 2015 (n=500); 2016 (n=500);2017 (n=500); 2018 (n=500); 2019 (n=500)

*Please note that ratings less than 3% are not labelled on the graph.

SATISFACTION WITH INDIVIDUAL SERVICES (List of services continues on next slide)

One-third of respondents are very satisfied with snow clearing and removal, stormwater management and animal services. Two in ten of respondents are very satisfied with the mix of housing business and community uses, economic development, new building design. by-law enforcement, environmental programs, and revitalization of older neighbourhoods. However, one-quarter of respondents didn't know how to rate the satisfaction of animal services. Since 2018, there has been a significant increase in the number who are satisfied with economic development, and a decline in the proportion who are satisfied with environmental programs, and this figure is at the lowest level since 2015.



% Very/Somewhat Satisfied

	2019	2018	2017	2016	2015
Mix Of Housing, Business And Community Uses	**74%**	73%	N/A	N/A	N/A
Snow Clearing And Removal	**72%**	73%	73%	73%	76%
Stormwater Management	**69%**	71%	65%	70%	65%
Economic Development	**66%**	60%	56%	58%	N/A
New Building Design	**64%**	64%	N/A	N/A	N/A
Revitalization Of Older Neighbourhoods	**64%**	65%	N/A	N/A	N/A
Animal Services	**63%**	63%	52%	51%	52%
By-law Enforcement	**61%**	60%	47%	50%	60%
Environmental Programs	**58%**	67%	68%	73%	71%

†Totals for some data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

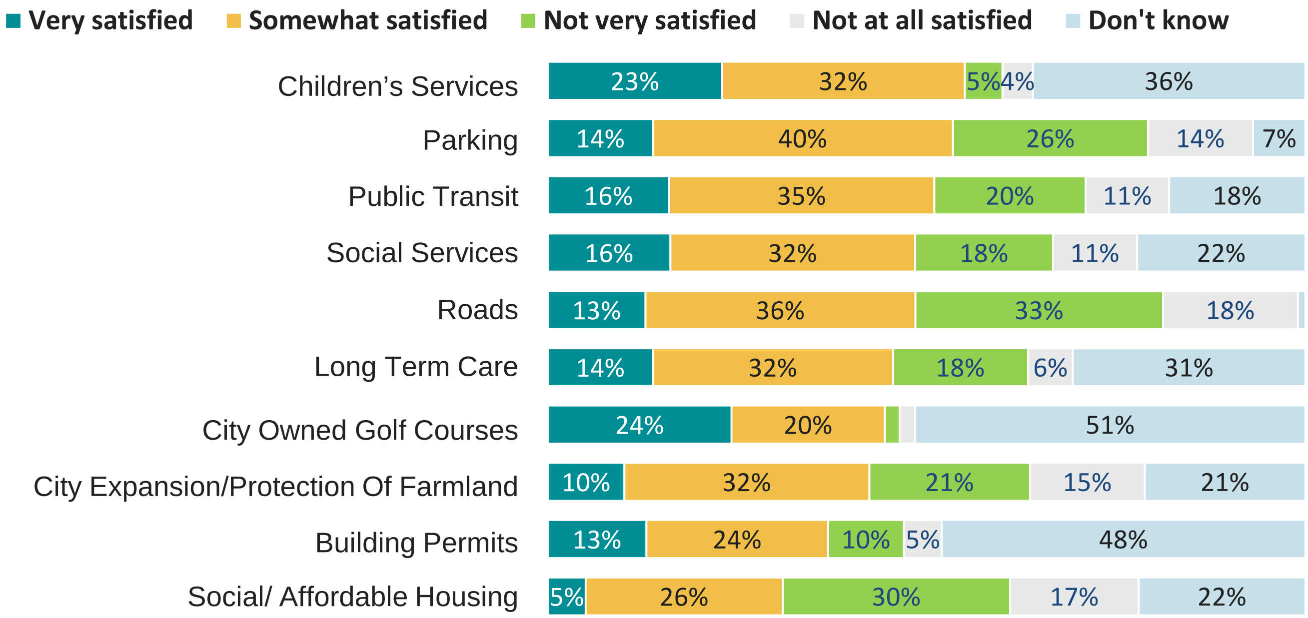
Q5. Now, please rate how satisfied you are with the services provided by the City of London, using a scale of very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied.

Base: All Respondents 2015 (n=500); 2016 (n=500); 2017 (n=500); 2018 (n=500); 2019 (n=500)

*Please note that ratings less than 3% are not labelled on the graph.

SATISFACTION WITH INDIVIDUAL SERVICES (End of list)

About one-quarter of respondents are very satisfied with children's services and City owned golf courses. About two in ten respondents are very satisfied with public transit and social services, and about one in ten are very satisfied with parking, long term care, roads, building permits, and city expansion/protection of farmland. Only five percent are very satisfied with social/affordable housing. About half of respondents didn't know how to rate building permits, and about four in ten are not able to assess children's services. Since 2018, there has been a significant increase in the number who are satisfied with children's services and City owned golf courses, and a significant decline in the number who are satisfied with social/affordable housing.



% Very/Somewhat Satisfied

	2019	2018	2017	2016	2015
Children's Services	**55%**	49%	52%	56%	60%
Parking	**54%**	55%	61%	64%	78%
Public Transit	**51%**	49%	47%	51%	48%
Social Services	**48%**	50%	56%	60%	58%
Roads	**49%**	50%	50%	57%	N/A
Long Term Care	**46%**	43%	48%	54%	50%
City Owned Golf Courses	**44%**	39%	42%	47%	46%
City Expansion/Protection Of Farmland	**42%**	46%	N/A	N/A	N/A
Building Permits	**37%**	34%	33%	41%	39%
Social/ Affordable Housing	**31%**	41%	51%	58%	N/A

†Totals for some data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

Q5. Now, please rate how satisfied you are with the services provided by the City of London, using a scale of very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied.
Base: All Respondents 2015 (n=500); 2016 (n=500); 2017 (n=500); 2018 (n=500); 2019 (n=500)

*Please note that ratings less than 3% are not labelled on the graph.

GAP ANALYSIS

USING THE GAP ANALYSIS

- The Gap analysis that follows (p. 27) shows the difference between how important various City services are to residents and how satisfied they are with the services. Importance scores are plotted horizontally across the bottom of the chart (along the X-axis). Satisfaction scores are plotted vertically (along the Y-axis). Importance scores are derived from correlation analysis with overall City service satisfaction and satisfaction scores represent overall stated satisfaction (very & somewhat) with each of the individual City services.
- Typically, it is most advantageous to focus on improving services that are of high importance to residents but where satisfaction is relatively low. However, in some instances it is also strategic to focus on lower importance items if the City can see potential to make a big difference.

On the graph, four areas are identified:

- **Primary Areas for Improvement** – services that are considered very important, but with lower satisfaction scores. The focus here is on improving these services to increase satisfaction. This is slated as the primary area for improvement because the correlation analysis identifies that these services are the strongest drivers of satisfaction. If the City can increase satisfaction in these areas, this will have the largest impact on overall perceptions of City services.
- **Secondary Areas for Improvement** – services that are relatively less important, with the lowest satisfaction scores. This should be the secondary area of focus to improve the satisfaction scores.
- **Primary Areas for Maintenance** – services of relatively high importance and high satisfaction scores. The focus here is on maintaining the current level of service and satisfaction.
- **Secondary Areas for Maintenance** – services with lower importance but high satisfaction scores. The focus here should to be to maintain satisfaction levels.(see p.27)

UNDERSTANDING THE GAP ANALYSIS

Primary areas for improvement are:

• By-law enforcement	• Economic development	• City expansion/ protection of farmland
• Social services	• Snow clearing and removal	• Environmental programs

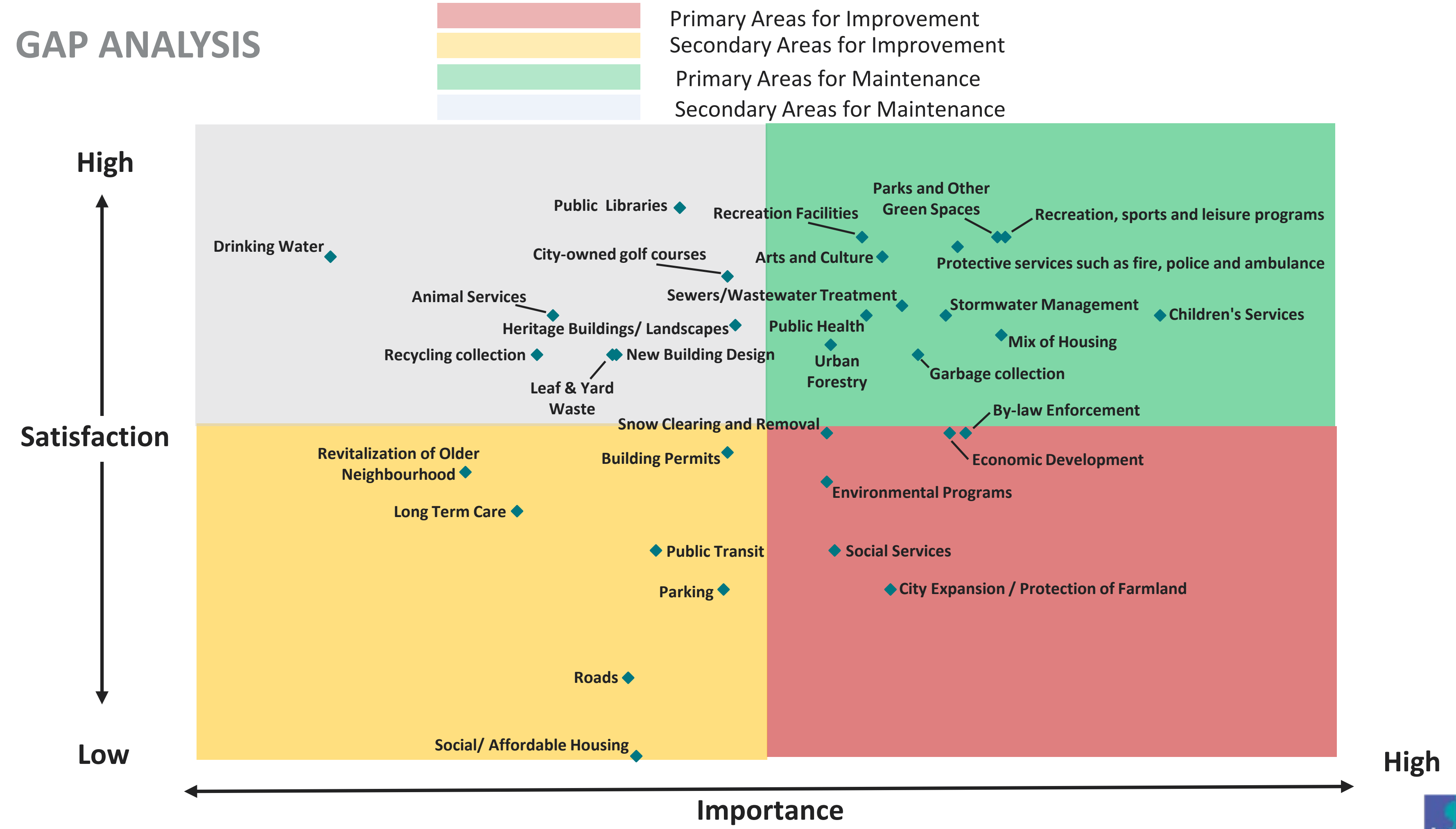
By-law enforcement, economic development, city expansion / protection of farmland, social services, snow clearing and removal and environmental programs should be the primary areas for improvement for the City of London. These services have relatively lower satisfaction scores but higher derived importance scores and are some of the stronger drivers of satisfaction with the City's overall level of service.

Secondary areas for improvement are:

Additional services that fall within the secondary areas for improvement that should be areas of focus include: parking, building permits, public transit, roads, social/affordable housing, long term care, and revitalization of older neighbourhoods and main streets.

• Parking	• Building permits	• Public transit
• Roads	• Social/ affordable housing	• Long term care
• Revitalization of older neighbourhoods and main streets		

GAP ANALYSIS

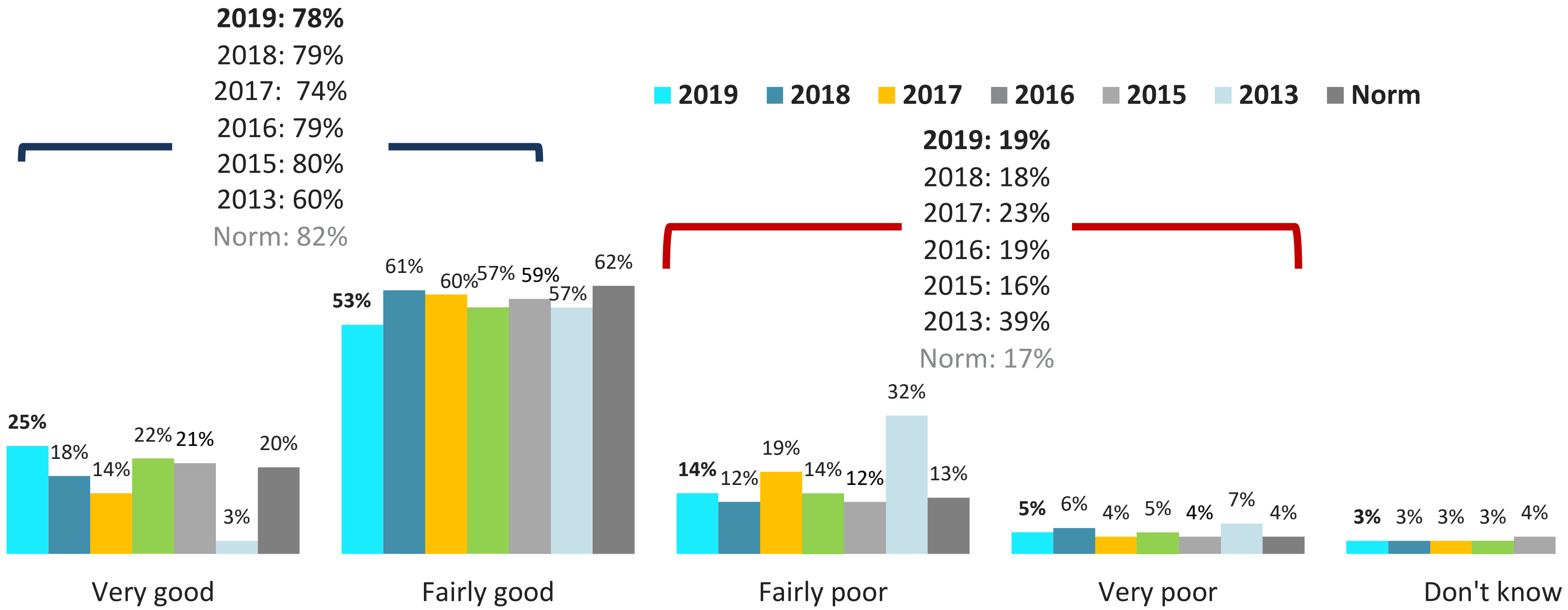


*Please note that for the gap analysis, the 'don't know' responses have been removed

VALUE FOR TAX DOLLARS

VALUE FOR TAX DOLLARS

Eight in ten of residents believe that the value for tax dollars based on the programs and services they receive from the City of London is at least good, including one-quarter who believe it is very good. Since 2018, there has been a significant increase of seven points in those who say they receive "very good" value for their tax dollar, and an eight-point drop in the proportion who say it is "fairly good." Those who believe that they get good value for their tax dollars, including those who say "very good" is on par with the Canadian National Norm.



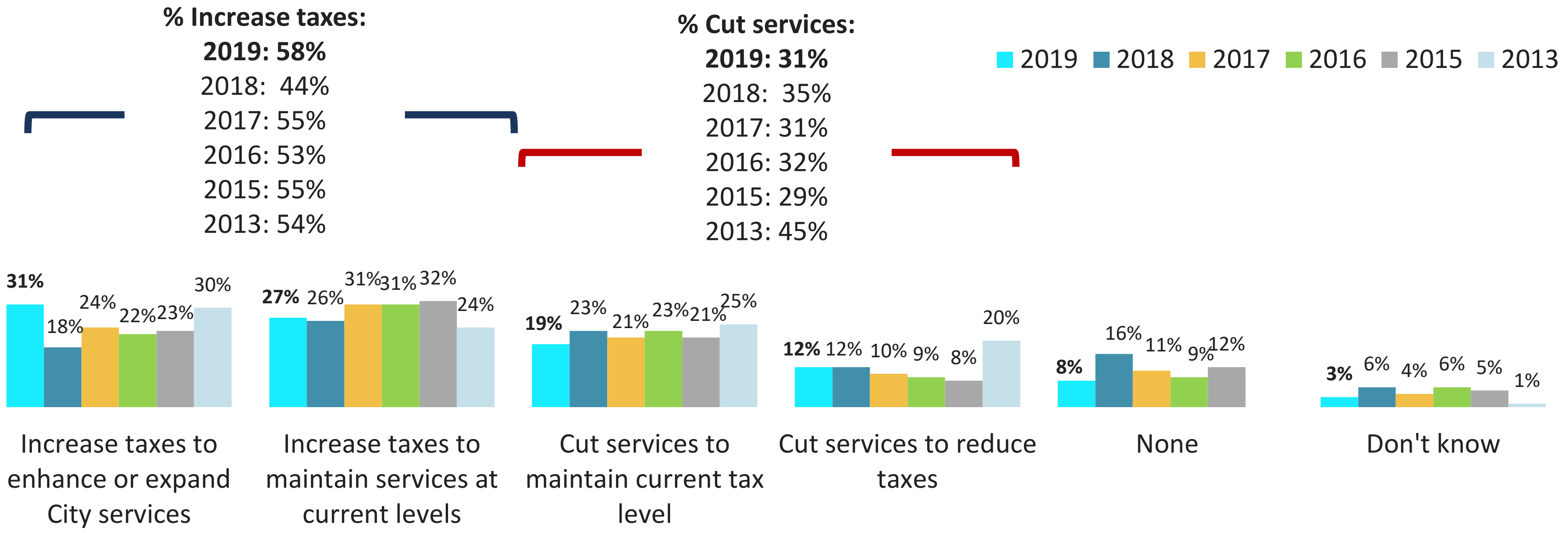
†Totals for some years of data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

Q6. Thinking about all the programs and services you receive from the City of London, would you say that overall you get good value or poor value for your tax dollars? (Is that very or fairly good/poor value?)
Base: All respondents 2013 (n=501); 2015 (n=500); 2016 (n=500); 2017 (n=500); 2018 (n=500); 2019 (n=500)

***Note: "Don't know" was not an option in 2013*

BALANCE OF TAXATION AND SERVICES

In balancing taxation and service delivery levels, residents would rather the City of London increase taxes (58%) rather than cut services (31%). In terms of increasing taxes, there is slight preference for increasing taxes to enhance or expand services (31%) over cutting services to reduce taxes (12%). One in ten respondents do not choose any of these options or offer no opinion. There is some preference for cutting services to maintain the current tax level (19%) compared to cutting services to reduce taxes (12%). After falling significantly in 2018, there has been a rebound in the number who prefer increasing taxes to enhance or expand City services.



***Note: "None of the above" was not an option in 2013*

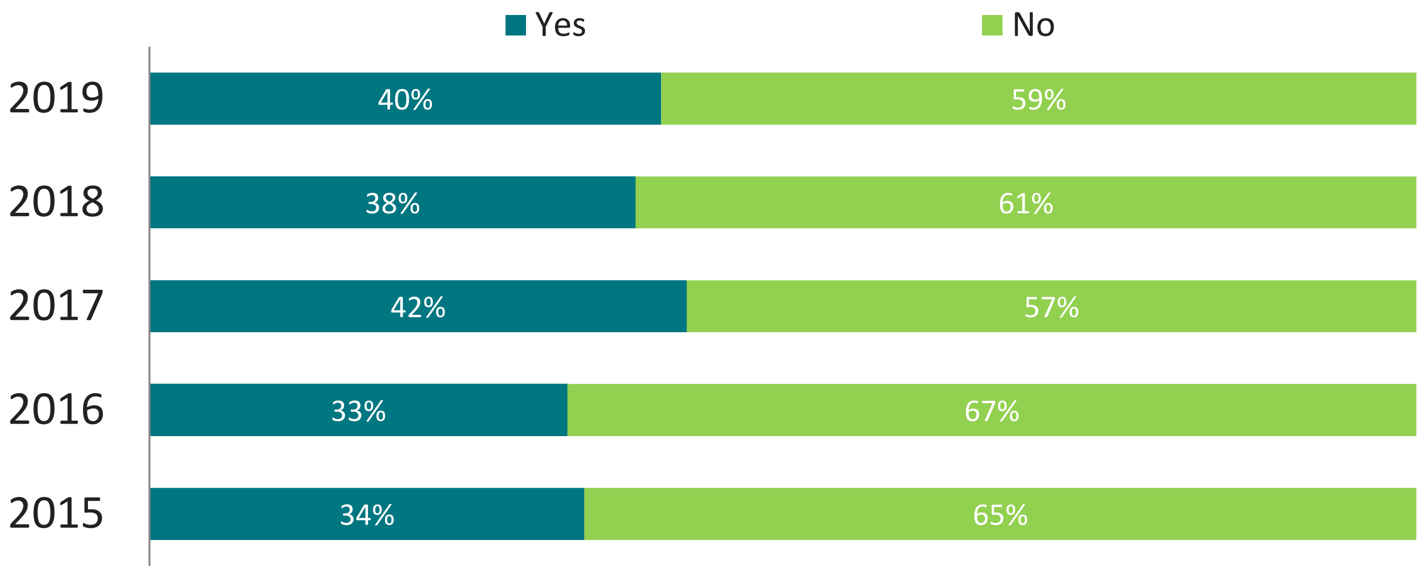
†Totals for some years of data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

Q7. Municipal property taxes are the primary way to pay for services provided by the City of London. To help the City of London balance taxation and service delivery levels, which of the following four options would you most like the City to pursue?
Base: All respondents 2013 (n=501); 2015 (n=500); 2016 (n=500); 2017 (n=500); 2018 (N=500); 2019 (n=500)

EXPERIENCE & SATISFACTION WITH CITY STAFF

CONTACT WITH CITY IN LAST 12 MONTHS

Four in ten residents indicate that they had personally contacted the City or dealt with one of the City of London's employees in the last 12 months. This proportion is consistent with the figure recorded in 2018. The proportion of residents who contacted or dealt with the City within the last 12 months continues to be significantly lower than the National Norm (51%).

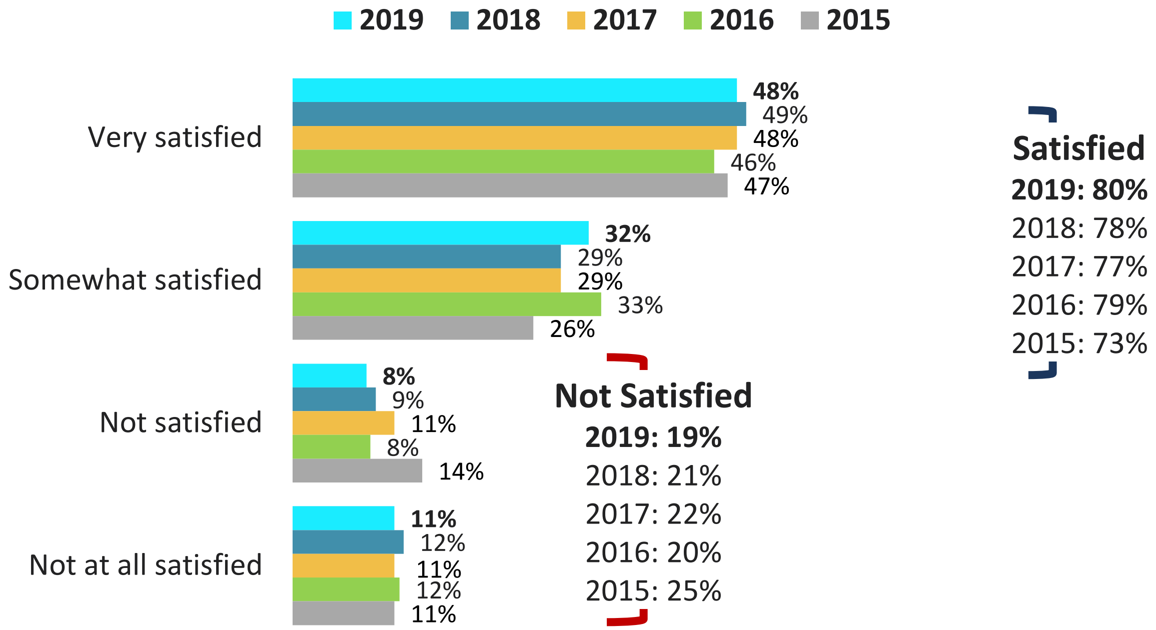


†Totals for some years of data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

Q8. In the last 12 months, have you personally contacted or dealt with the City of London or one of its employees?
Base: All respondents 2015 (n=500); 2016 (n=500); 2017 (n=500); 2018 (n=500); 2019 (n=500)

SATISFACTION LEVELS AMONG THOSE WHO HAD CONTACT WITH THE CITY

Eight in ten residents who had contact with the City were satisfied with the overall service that they received – half of which were very satisfied.
Overall satisfaction and the proportion who are very satisfied are both on par with the National Norm.

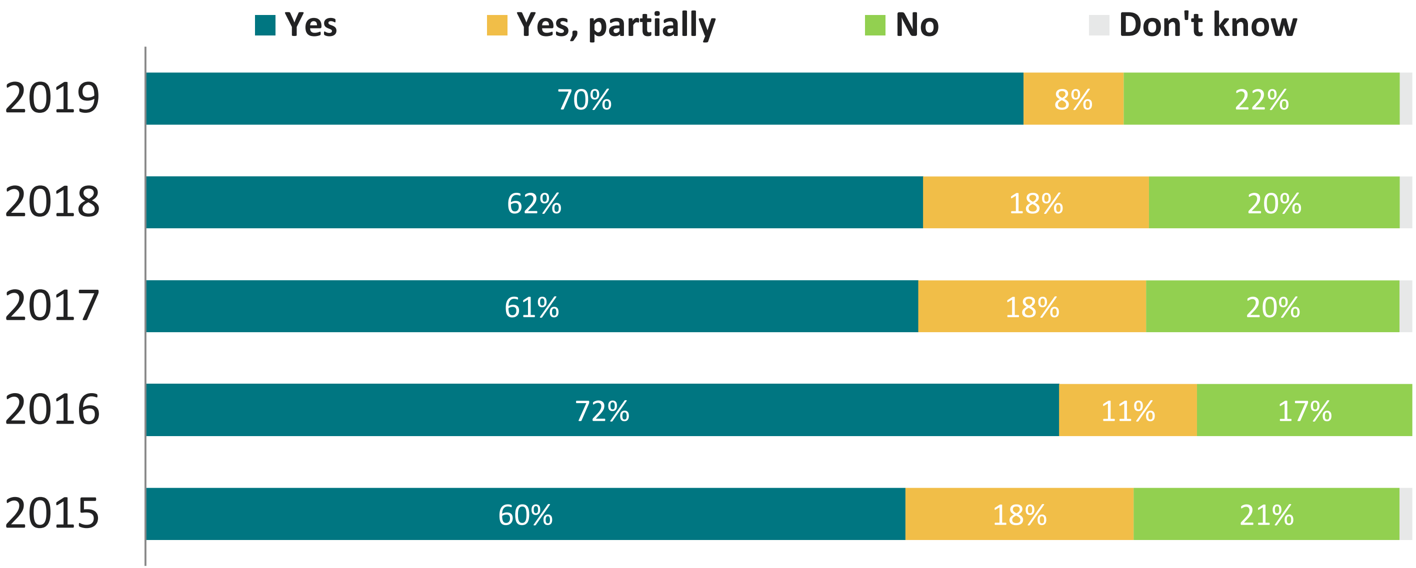


†Totals for some years of data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

Q9. And thinking of the last time you contacted the City of London, how satisfied were you with the overall service you received? Would you say you were...
Base: Contacted the City of London 2015 (n=172); 2016 (n=166); 2017 (n=196); 2018 (n=192); 2019 (n=199)

RECEIVED NEEDED SERVICE OR SUPPORT

Among those residents who had contact with the City, seven in ten say they received all of the service or support they needed. Another one in ten say they partially received what they needed, while two in ten say they did not receive the service or support that they required. After falling significantly in 2017, and remaining stable in 2018, the proportion who say they received all of the service has rebounded back to the seven in ten level recorded in 2016.

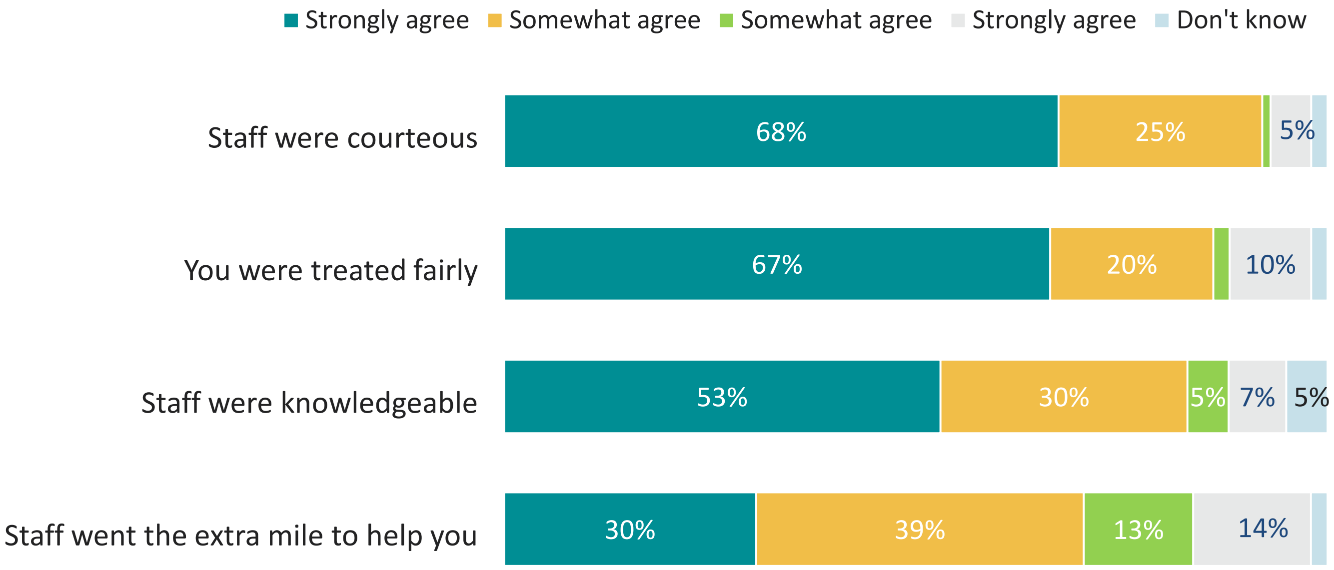


†Totals for some years of data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

Q10. In the end, did you receive the service or support you needed?
Base: Contacted City of London 2015 (n=172); 2016 (n=166); 2017 (n=196); 2018 (n=192); 2019 (n=199) *Please note that ratings less than 3% are not labelled on the graph.

LEVEL OF AGREEMENT WITH SERVICE EXPERIENCE

Among residents who interacted with the City, overwhelming majorities of eight in ten or more think the staff were courteous, knowledgeable, and treated them fairly. A smaller number, but still a majority of seven in ten agree that City staff went the extra mile to help them get the services and support they needed. These figures have not changed significantly over the past four years.



% Strongly/ Somewhat Agree

	2019	2018	2017	2016	2015
Staff were courteous	**92%**	90%	91%	87%	90%
You were treated fairly	**86%**	83%	85%	86%	83%
Staff were knowledgeable	**83%**	82%	86%	84%	86%
Staff went the extra mile to help you	**69%**	67%	62%	64%	64%

†Totals for some years of data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

Q11. Continuing to think about your most recent experiences with the City of London, would you say that you strongly agree, somewhat agree, somewhat disagree or strongly disagree that [Insert statement]?

Base: Contacted City of London 2015 (n=172); 2016 (n=166); 2017 (n=196); 2018 (n=192); 2019 (n=199)   *Please note that ratings less than 3% are not labelled on the graph.

COMMUNICATIONS

PREFERRED METHOD OF RECEIVING INFORMATION FROM CITY

For the first time since tracking on this question began in 2015, e-mail (38%) significantly outranks regular mail (28%), as the most preferred method for receiving information from the City of London. Since 2018, mention of e-mail is up significantly by seven points, while mentions of regular mail is down directionally.

Residents aged 18 to 34 are significantly more likely than their older counterparts to prefer receiving information via email, while residents 35 and older are significantly more likely than those aged 18-34 to prefer receiving information via regular mail. Women are more likely than men to mention e-mail.

Method	2015	2016	2017	2018	2019
E-mail	27%	30%	32%	31%	**38%**
Regular mail	33%	37%	37%	33%	**28%**
City website	8%	7%	6%	5%	**8%**
Telephone	5%	7%	4%	6%	**5%**
Local television	8%	4%	5%	5%	**4%**
Local newspaper	8%	8%	5%	5%	**3%**
In-person at an office or service counter	2%	2%	1%	2%	**2%**
Local radio	3%	2%	1%	2%	**1%**
Other	4%	3%	6%	10%	**7%**
Don’t know	3%	1%	3%	2%	**3%**

†Totals for some years of data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

QC1. Thinking about your information needs, what is your preferred method for receiving information from the City of London?
Base: All respondents 2015 (n=500; 2016 (n=500); 2017 (n=500); 2018 (n=500); 2019 (n=500)

PREFERRED METHOD OF CONTACTING THE CITY OF LONDON

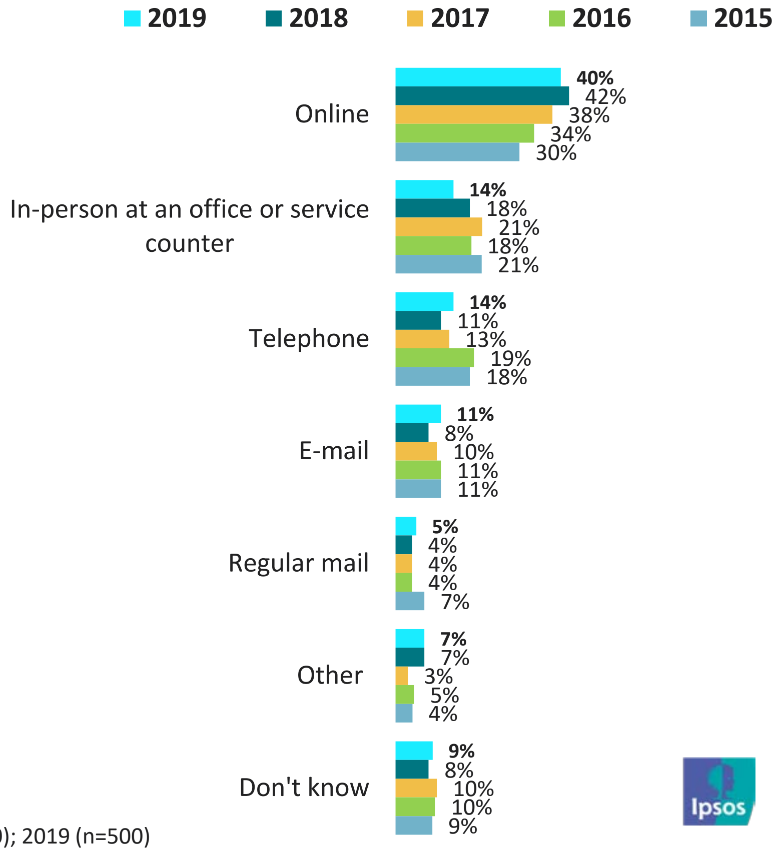
In terms of contacting the City with an inquiry or concern, there continues to be a strong preference from six in ten residents to do this over the telephone, while two in ten would prefer to do this via e-mail. These figures have remained stable since 2018. Those aged 35 and older are more likely than those aged 18-34 to prefer contacting the City via telephone.

There are mixed preferences for conducting business with the City, but the largest share continue to prefer to conduct business with the City online (40%), followed by in-person (14%). Residents under the age of 55 are more likely to prefer to conduct business with the City online.

Contacting the City with an inquiry or concern

Method	2013	2015	2016	2017	2018	2019
Telephone	49%	68%	67%	66%	61%	**60%**
E-mail	31%	19%	18%	21%	21%	**23%**
Online	27%	5%	4%	4%	7%	**6%**
In-person at an office or service counter	14%	4%	4%	4%	4%	**6%**
Regular mail	2%	1%	3%	-	1%	**1%**
Other	-	-	1%	2%	5%	**1%**
Don't know	-	2%	2%	2%	2%	**3%**

Conducting business (such as bill payments, service registration and permits) with the City



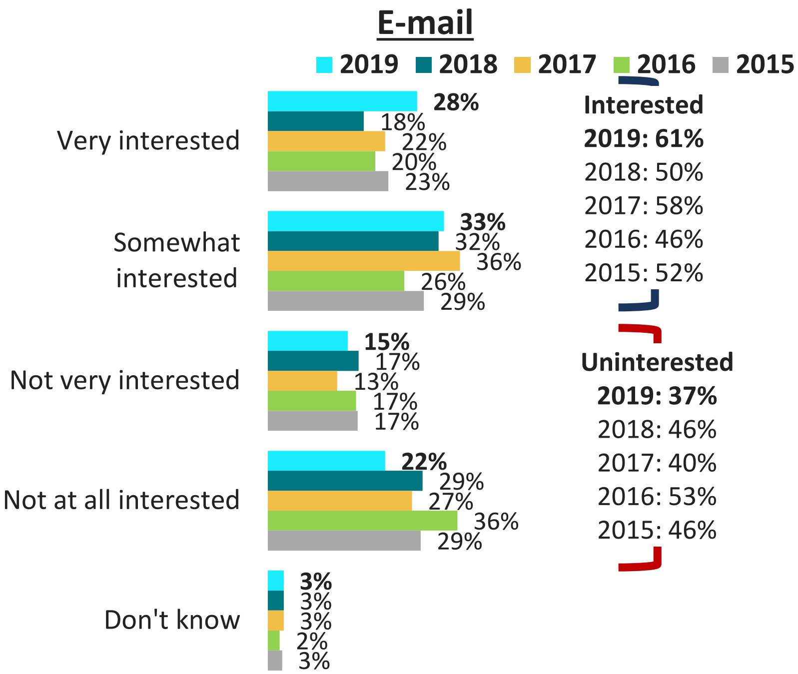
†Totals for some years of data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

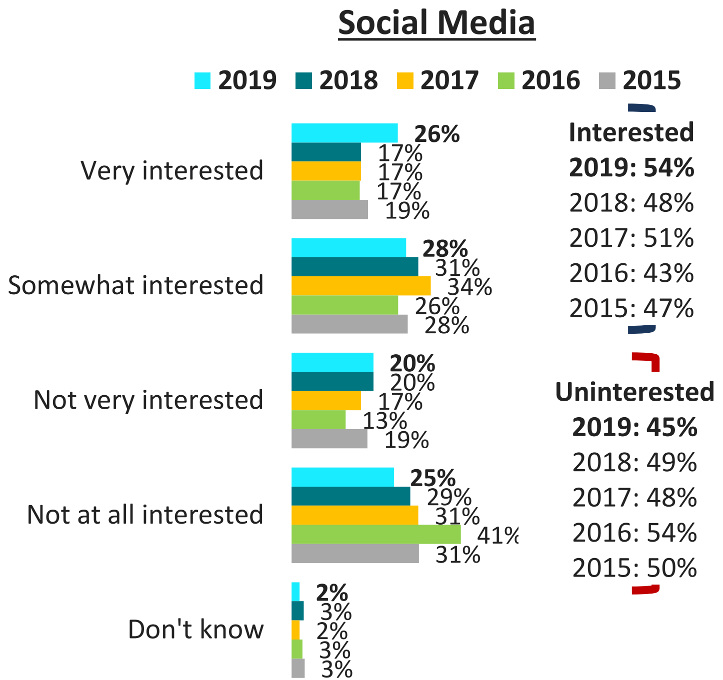
 QC2. And, what is your preferred method of [insert]?
Base: All respondents 2013; (n=501); 2015 (n=500); 2016 (n=500); 2017 (n=500) ; 2018 (n=500); 2019 (n=500)

LEVEL OF INTEREST IN RECEIVING COMMUNITY INFORMATION

Six in ten residents are interested in receiving information from the City about their community, including services, programs and events, via e-mail. After increasing significantly between 2016 and 2017, and falling significantly in 2018 this figure has rebounded by 11 points to the highest level since tracking began in 2015.

About half are interested in receiving community information from the City via social media; this figure is up directionally and is at the highest level since tracking began in 2015.



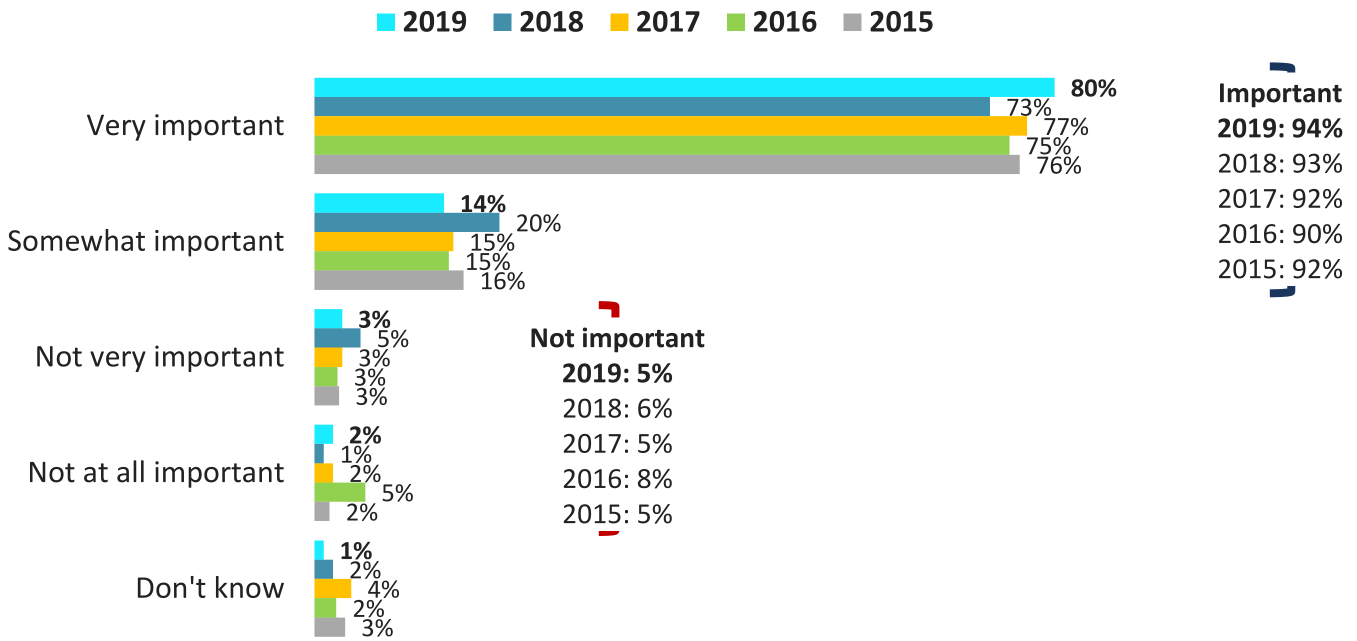


†Totals for some years of data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

QC3. How interested are you in receiving information about your community including services, programs and events via [insert]? Are you…?
Base: All respondents 2015 (n=500); 2016 (n=500); 2017 (n=500) ; 2018 (n=500); 2019 (n=500)

IMPORTANCE OF THE CITY FOLLOWING-UP REGARDING CONCERNS & COMPLAINTS

The overwhelming majority of residents continue to believe it is important for the City of London to follow-up with residents regarding concerns or complaints they made to the City, including eight in ten who believe it is very important. Although the overall figure has been fairly consistent since 2015, the number who think this is very important is up significantly by seven points from 2018, to the highest level since 2015.



†Totals for some years of data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

QC4. How important is it that the city follow-up regarding the concerns or complaint you made to the city? Would you say...?
Base: All respondents 2015 (n=500); 2016 (n=500); 2017 (n=500) ; 2018 (n=500); 2019 (n=500)

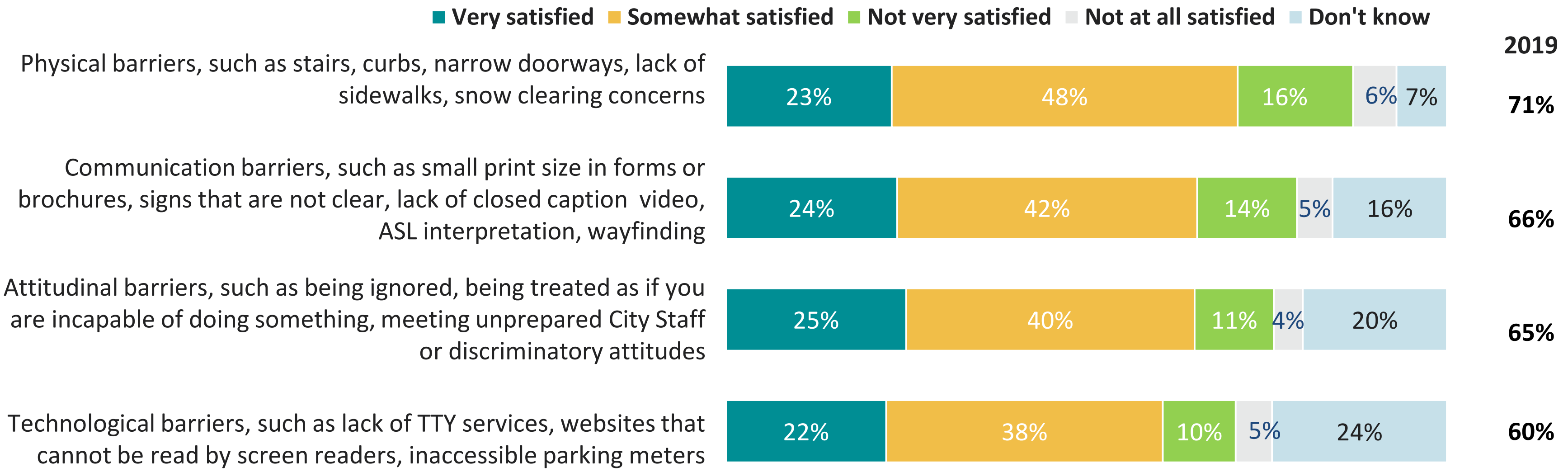
ACCESSIBILITY

SATISFACTION WITH ACCESSIBILITY AT THE CITY OF LONDON

Residents were asked to think about the accessibility of programs and services at the City of London, and asked to assess their satisfaction with the job the City is doing in addressing various types of barriers.

Majorities of two-thirds or more are satisfied with the job the City is doing addressing physical barriers, communication barriers and attitudinal barriers. A smaller proportion, six in ten, are satisfied with how the City is addressing technological barriers.

However, residents with a disability are significantly less likely than those without a disability to be satisfied with the job the City is doing addressing physical (52% vs. 75%) and technological (45% vs. 64%) barriers and directionally less likely to be satisfied with way the City is handling communication and attitudinal barriers.



†Totals for some years of data displayed in the graph do not add up to 100% because the proportions for each of the responses have been rounded, which can cause the total to be greater or less than 100%.

QD9. Thinking about the accessibility of programs and services at the City of London, how satisfied are you with the job the City is doing in [Insert statement]?
Base: All respondents 2019 (n=500)

DEMOGRAPHIC PROFILE

DEMOGRAPHIC PROFILE OF SURVEY RESPONDENTS

Gender	
Male	47%
Female	53%
Transgender	-
Gender not conforming	-
Prefer not to answer	-

Age	
18 – 34	31%
35 – 54	35%
55 and over	34%

Highest Education Level Completed	
Less than high school	5%
High school graduate or equivalent	13%
Some/completed trade/technical school	1%
Some/completed community college	28%
Some/completed university	38%
Graduate/professional studies	15%

Annual Household Income Before Taxes	
Less than $25,000	11%
$25,000 to less than $50,000	20%
$50,000 to less than $75,000	14%
$75,000 to less than $100,000	17%
$100,000 to less than $150,000	15%
$150,000 or more	12%

Number of People Living in Home	
One	19%
Two	38%
Three	15%
Four	18%
Five or more	10%

Number of Children Under the Age of 18 in Home	
0	59%
1-2	31%
3 or more	5%
Don't know/ Refused	5%

Number of Years Living in London	
Less than 1 year	3%
1 to less than 5 years	12%
5 to less than 10 years	9%
10 to less than 20 years	15%
20 years or more	61%

Own or Operate a Business	
Yes	11%
No	89%
Don't know	1%

Rent or Own Home	
Own	65%
Rent	33%

Identify as a Person with a Disability	
Yes	16%
No	84%

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We believe that our work is important. Security, simplicity, speed and substance applies to everything we do.

Through specialisation, we offer our clients a unique depth of knowledge and expertise. Learning from different experiences gives us perspective and inspires us to boldly call things into question, to be creative.

By nurturing a culture of collaboration and curiosity, we attract the highest calibre of people who have the ability and desire to influence and shape the future.

"GAME CHANGERS" – our tagline – summarises our ambition.

APPENDIX B

Demographic Profile -Comparison of IPSOS Survey Respondents with Statistics Canada (2016 Census)

GENDER	IPSOS SURVEY	STATS-CAN CENSUS
Male	47%	48%
Female	53%	52%
Transgender	0%	N.A.
Gender not conforming	0%	N.A.
Prefer not to answer	0%	N.A.

AGE	IPSOS SURVEY	STATS-CAN CENSUS
18 - 34	31%	31%
35 - 54	35%	32%
55 and over	34%	37%

Education Level (1)	IPSOS SURVEY	STATS-CAN CENSUS
Less than high School	5%	14%
High School/Equivalent	13%	23%
Trades/ Technical	1%	6%
College	28%	18%
University	38%	14%
Post Graduate Studies	15%	8%

Household Income (1)	IPSOS SURVEY	STATS-CAN CENSUS
< $25,000.00	11%	14%
$25,000.00 to $49,999.00	20%	30%
$50,000.00 to $74,999.00	14%	22%
$75,000.00 to $99,999.00	17%	11%
$100,000 to 149,999.00	15%	14%
> $150,000.00	12%	8%

(Annualized income before taxes)

Number of People Living in Home	IPSOS SURVEY	STATS-CAN CENSUS
One	19%	32%
Two	38%	34%
Three	15%	15%
Four	18%	12%
Five or more	10%	7%
Number of Children <18 Living at Home (1)	**IPSOS SURVEY**	**STATS-CAN CENSUS**
None	59%	39%
1 or 2	31%	51%
3 or more	5%	10%
Number of Years Living in London	**IPSOS SURVEY**	**STATS-CAN CENSUS**
<1 Year	3%	N.A.
1 to 5 Years	12%	N.A.
5 to 10 Years	9%	N.A.
10 to 20 Years	15%	N.A.
> 20 Years	61%	N.A.
Business Owner (1)	**IPSOS SURVEY**	**STATS-CAN CENSUS**
Yes	11%	8%
None	89%	92%
Don't know	1%	N.A.
Rent or Own Home (1)	**IPSOS SURVEY**	**STATS-CAN CENSUS**
Own	65%	63%
Rent	33%	37%
Identify as a Person with a Disability	**IPSOS SURVEY**	**STATS-CAN CENSUS**
Yes	16%	N.A.
No	84%	N.A.