



# Insight Community Mixed Topic Survey

## September 2020 Results

| **SHARE** YOUR VOICE  
**SHAPE** OUR CITY

**Edmonton**

*Thank you to all the Edmonton Insight Community members for engaging with us and providing your feedback to help City of Edmonton Council and administration make decisions.*

*-Corporate Research Unit*

**More than  
12,200  
members**

As of September 2020, more than 12,200 Edmontonians are part of the Insight Community who engage with The City of Edmonton through different survey formats. The Insight Community is managed by the Corporate Research Unit at the City of Edmonton. Corporate Research Unit advises on, plans, executes, and reports on research for almost every administrative area of the City.

From **September 21<sup>st</sup> to September 28<sup>th</sup> 2020**, 3,064 Insight Community members engaged with The City of Edmonton by answering a survey that was sent to them via email. The survey was designed to gather members' opinions on a variety of topics (Mixed Topics) including:

- Member well-being

**3,064  
respondents**

Mixed Topic survey is composed of a variety of questions on various topics that help different departments make decisions using public feedback. This document highlights what we heard from the Insight members on the topics included in the September 2020 Mixed Topics survey.

As it is a non-random online survey, a margin of error is not reported for these results. However, if a probability sample had been used results for a random sample of 3,064 would be accurate to  $\pm 1.5$  percentage points, 19 times out of 20.

*Note: 7 anonymous individuals accessed the survey link through the City website. While reporting back to the Insight Community members through this monthly report, we only include the survey results for the members.*

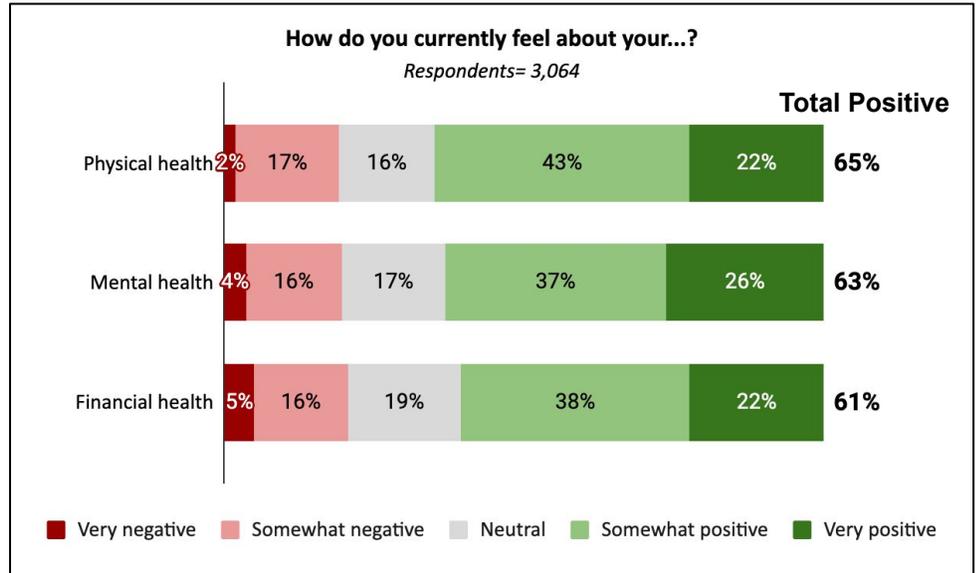
# WHAT WE HEARD

## MEMBER WELL-BEING

### WELL-BEING

More than three-in-five Insight Community respondents indicate their physical, mental and financial health to be at least somewhat positive.

Results are consistent with June 2020.



### WORRIES FOR THE NEXT FEW MONTHS

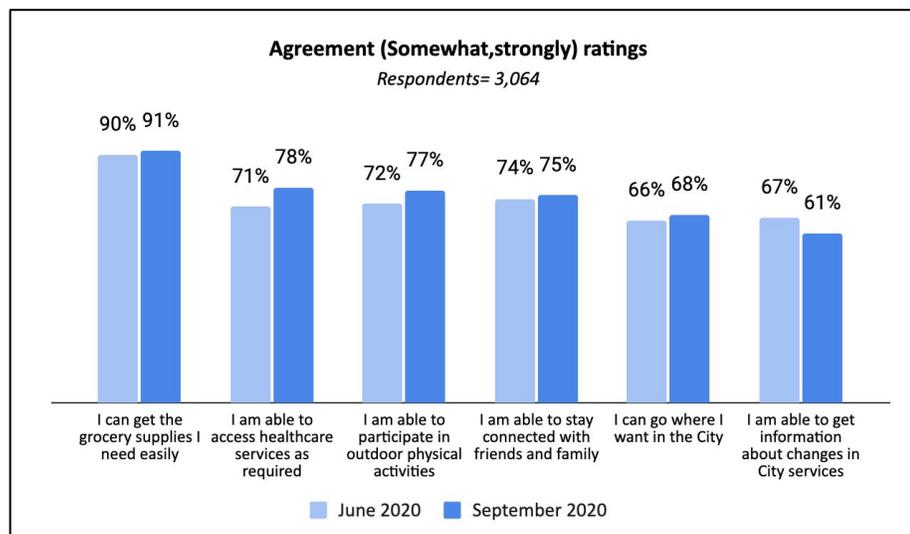
Insight Community respondents were asked what are they most worried about for themselves and their families. Respondents are mostly worried about:

1. People not following public health measures (22%)
2. Getting infected (15%)
3. State of the economy overall (14%)
4. Financial health / ability to pay bills (12%)

### ACCESS

The majority of Insight Community respondents indicate that they were able to access things they wanted in September 2020.

Compared to June 2020, a higher proportion of respondents agree that they were able to access healthcare, and participate in outdoor physical activities. In September 2020, lower proportion of respondents agree that they were able to get information about changes in City services.



## WHAT WE HEARD

### MEMBER WELL-BEING

#### MODE TO ACCESS ACTIVITIES

Insight Community respondents were asked if they have engaged in activities in-person, online or both in the past few months.

| In-person   | Online                    | Combination   |
|---|---------------------------|---|
| Grocery shopping (71%)                                    | Banking activities (63%)  | Connecting with friends / family (66%)                    |
| Doctor / physio / chiro / dentist / vet appointment (51%) | Watching a movie (63%)    | Shopping (other than Grocery) (42%)                       |
| Shopping (other than Grocery) (31%)                       | Educational classes (29%) | Eating out / ordering food from a restaurant (37%)        |
|   |                           | Doctor / physio / chiro / dentist / vet appointment (25%) |

Respondents who have been doing activities online or a combination of online and in-person would continue doing so except for medical appointments. 33% of respondents who accessed medical appointments online or as a combination of online and in-person, indicate that they would return to in-person once most places are open for business with public health and safety measures.

### Questions?

E-mail [research@edmonton.ca](mailto:research@edmonton.ca) for more information, or visit [www.edmonton.ca/surveys](http://www.edmonton.ca/surveys)

### Interested in the Edmonton Insight Community?

Go to [www.edmontoninsightcommunity.ca](http://www.edmontoninsightcommunity.ca) to join or learn more.

### Looking for Data?

Visit [data.edmonton.ca](http://data.edmonton.ca) to find this and other City of Edmonton data on the Open Data Portal.

**SHARE** YOUR VOICE  
**SHAPE** OUR CITY

**Edmonton**

