Leger

Report

Municipal Issues
In Canadian Cities

Methodology

We conducted a survey among residents of Canada's largest cities to gain a deeper understanding of the main issues they face.

Method

Online survey among respondents 18 years of age or older. (Canadian sample: **n= 2,602**).

Respondents had the option of completing the survey in English or in French and were randomly recruited using LEO's online panel.

Weighting

Results were weighted according to **age, gender, mother tongue, region, education and presence of children in the household** in order to ensure a representative sample of the Canadian population.

➡ **Notes**

A more detailed methodology is presented in the Appendix.

When

Data collection from **September 5 to December 1st, 2024**.

Margin of error

For comparison purposes, a probability sample of this size yields a margin of error no greater than **±1.96%**, (19 times out of 20) for the Canadian sample.

Significant differences

Data in bold **red** characters indicate a significantly lower proportion than that of other respondents. Conversely, data in bold **green** characters indicate a significantly higher proportion than that of other respondents.

Rounded data

The numbers presented have been rounded up. However, the numbers before rounding were used to calculate the sums presented and might therefore not correspond to the manual addition of these numbers.

Questions

Have questions about the data presented in this report? Please contact Andrew Enns, Executive Vice-President, Central Canada at the following e-mail address: aenns@leger360.com

Quotas

Certain major Canadian cities were targeted for this survey. The following quotas were established:

	N=
Toronto	250
Montréal	250
Vancouver	250
Calgary	200
Edmonton	200
Ottawa	200
Surrey	200
Victoria	250
Mississauga	200
Winnipeg	200
Quebec City	200
Halifax	200

➔ Notes

A more detailed methodology is presented in the Appendix.

Methodology

Sub-title

Most accurate polling firm

Leger is the polling firm that has presented the most accurate election survey data, on average, over the last ten years in Canada. During the last federal election in 2021, Leger was once again **the most accurate firm in the country**. This accuracy is attributed to the quality of the LEO panel and rigorous application of methodological rules by Leger's 600 employees, including 200 professionals in Leger's eight offices across Canada (Montreal, Toronto, Quebec City, Winnipeg, Calgary, Edmonton and Vancouver) and in the United States (New York).

Poll aggregator 338Canada.com gave Leger the highest rating among all polling firms in Canada for the accuracy of its studies.

See https://338canada.com/pollster-ratings.htm

2021 Canadian Federal Election

	Leger Poll Published on September 18, 2021	Official Results 2021 **Canadian** Federal Election
	33%	**33.7%**
	32%	**32.6%**
	19%	**17.8%**
	7%	**7.7%**
	6%	**5.0%**
	2%	**2.3%**

*The official results were obtained from Elections Canada on September 24, 2021, at 9:45 a.m. EDT.

Key highlights

Some of **the key highlights** of our survey **about municipal issues in Canadian cities include…**

Housing affordability is the main issue in major Canadian cities

60% of Canadians mentioned it as being the biggest issue or the second biggest issue facing their municipality. This concern is particularly important in the cities of Victoria (76%), Halifax (73%), Vancouver (73%), and Surrey (69%).

In smaller proportions, other important issues include **homelessness, poverty, and mental health issues** (37%), **property taxes and spending** (23%), **traffic congestion** (19%), and **public safety** (13%).

Half of Canadians (51%) would like to elect a new mayor and council in the next municipal election.

This sentiment is even stronger among residents of Calgary (67%) and Halifax (59%). In contrast, only 25% of Canadians want their current municipal administration to remain in power, with residents of Ottawa (34%) and Toronto (33%) being more inclined to support the existing leadership.

Four out of ten Canadians (41%) approve of the job their municipal administration is doing, while 46% disapprove.

Respondents living in Calgary are more likely to disapprove of their municipal administration (59%).

Almost half of Canadians (45%) think things are worse in their municipality since the last municipal election.
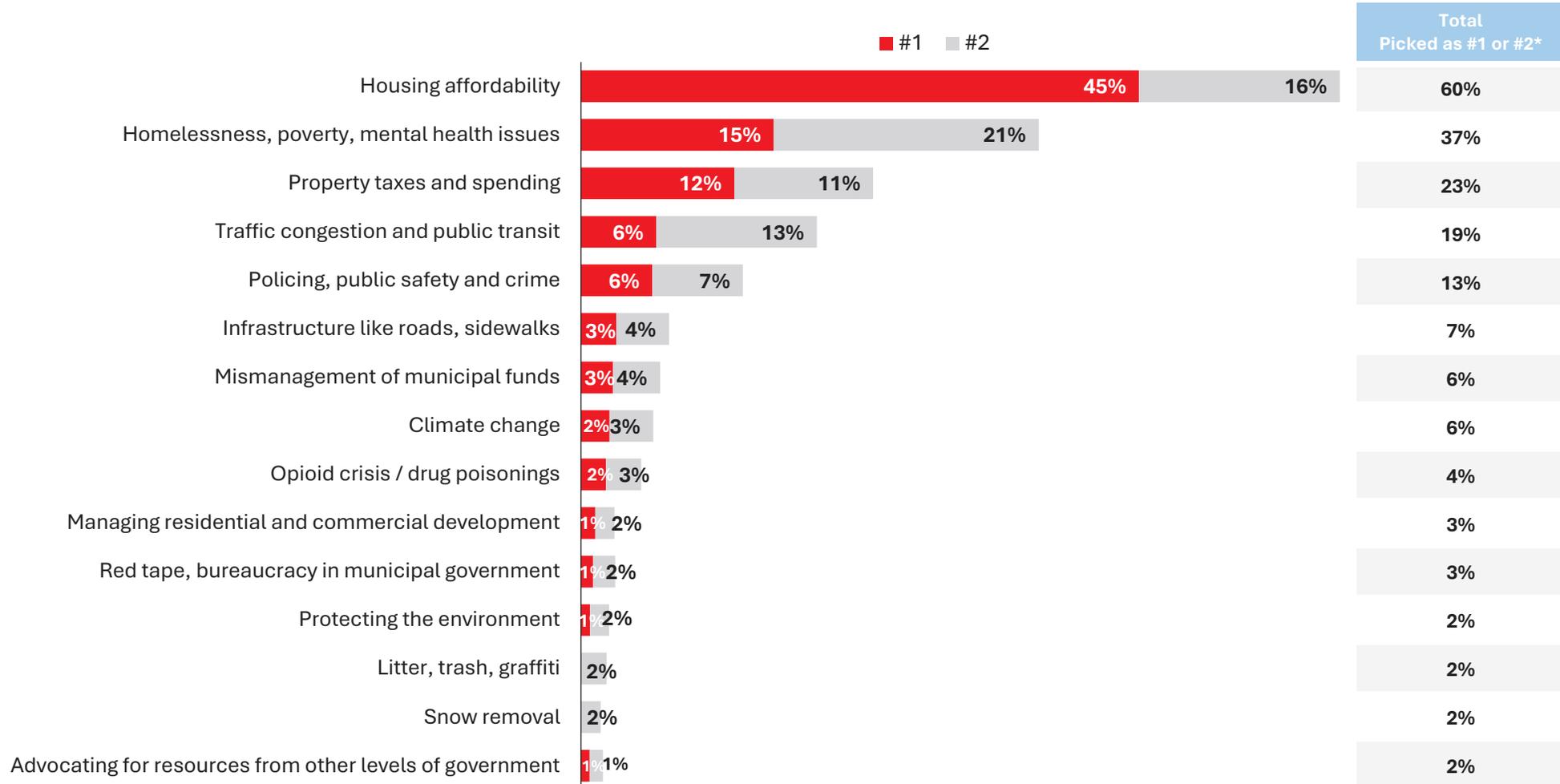
Respondents living in Calgary are more likely to think things are worse in their city (58%).

Detailed Results

Top Municipal Issues – All respondents

Q1. What is the number one issue facing your municipality? Number two issue?

Base: All respondents (n=2,602)

■ #1   ■ #2

Issue	#1	#2	Total Picked as #1 or #2*
Housing affordability	45%	16%	60%
Homelessness, poverty, mental health issues	15%	21%	37%
Property taxes and spending	12%	11%	23%
Traffic congestion and public transit	6%	13%	19%
Policing, public safety and crime	6%	7%	13%
Infrastructure like roads, sidewalks	3%	4%	7%
Mismanagement of municipal funds	3%	4%	6%
Climate change	2%	3%	6%
Opioid crisis / drug poisonings	2%	3%	4%
Managing residential and commercial development	1%	2%	3%
Red tape, bureaucracy in municipal government	1%	2%	3%
Protecting the environment	1%	2%	2%
Litter, trash, graffiti		2%	2%
Snow removal		2%	2%
Advocating for resources from other levels of government	1%	1%	2%

*Only issues selected by more than 1% of respondents as the most important or the second most important are presented.

Top Municipal Issues – By City

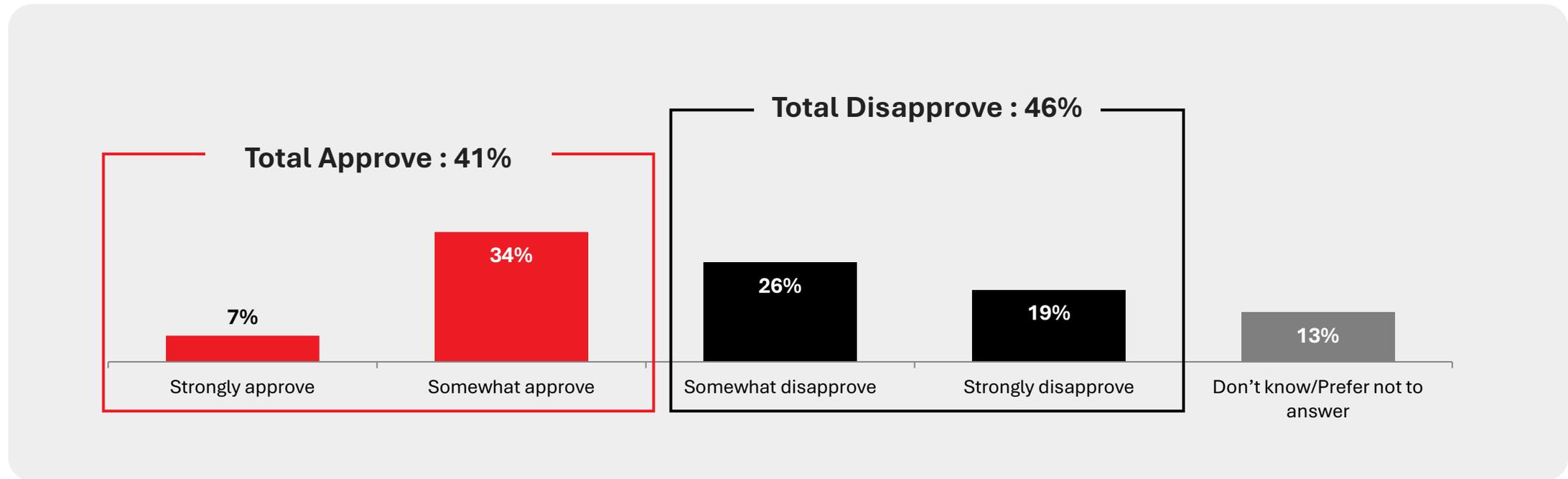**Q1.** What is the number one issue facing your municipality? Number two issue?

Base: All respondents (n=2,602)

Total Picked as #1 or #2	Total Canada	Halifax	Montréal	Quebec	Toronto	Ottawa	Mississauga	Winnipeg	Calgary	Edmonton	Vancouver	Surrey	Victoria
n=	2,602	200	250	200	250	200	200	200	200	200	252	200	250
Housing affordability	60%	73%	54%	54%	65%	59%	64%	51%	64%	42%	73%	69%	76%
Homelessness, poverty, mental health issues	37%	53%	36%	28%	40%	40%	24%	47%	28%	30%	45%	33%	61%
Property taxes and spending	23%	16%	12%	15%	21%	24%	33%	17%	36%	39%	18%	26%	10%
Traffic congestion and public transit	19%	21%	23%	32%	26%	25%	20%	5%	10%	5%	11%	16%	14%
Policing, public safety and crime	13%	5%	12%	9%	12%	9%	20%	28%	5%	16%	13%	19%	6%
Infrastructure like roads, sidewalks	7%	6%	13%	10%	2%	7%	6%	14%	8%	7%	6%	4%	3%
Mismanagement of municipal funds	6%	2%	9%	12%	6%	7%	2%	3%	9%	9%	4%	1%	4%
Climate change	6%	4%	7%	6%	6%	5%	4%	4%	9%	4%	4%	2%	4%
Opioid crisis / drug poisonings	4%	0%	3%	2%	2%	2%	2%	8%	5%	11%	12%	6%	10%
Managing residential and commercial development	3%	1%	3%	3%	3%	2%	0%	1%	5%	7%	3%	1%	2%
Red tape, bureaucracy in municipal government	3%	3%	4%	4%	3%	2%	3%	1%	0%	6%	2%	1%	1%
Protecting the environment	2%	1%	3%	5%	2%	3%	3%	1%	2%	2%	1%	0%	3%
Litter, trash, graffiti	2%	1%	6%	2%	2%	0%	2%	2%	2%	0%	1%	1%	0%
Snow removal	2%	2%	2%	5%	0%	1%	0%	4%	3%	5%	2%	2%	0%
Advocating for resources from other levels of government	2%	0%	2%	2%	1%	2%	1%	0%	2%	6%	1%	0%	1%

Approval Ratings for Municipal Leadership – All respondents

Q2. Thinking of your mayor and council in your municipality, would you say you generally approve or disapprove of the way they are doing their jobs?
Base: All respondents (n=2,602)

Total Approve : 41%

Total Disapprove : 46%

- Strongly approve — **7%**
- Somewhat approve — **34%**
- Somewhat disapprove — **26%**
- Strongly disapprove — **19%**
- Don't know/Prefer not to answer — **13%**

Approval Ratings for Municipal Leadership – By City

Q2. Thinking of your mayor and council in your municipality, would you say you generally approve or disapprove of the way they are doing their jobs?
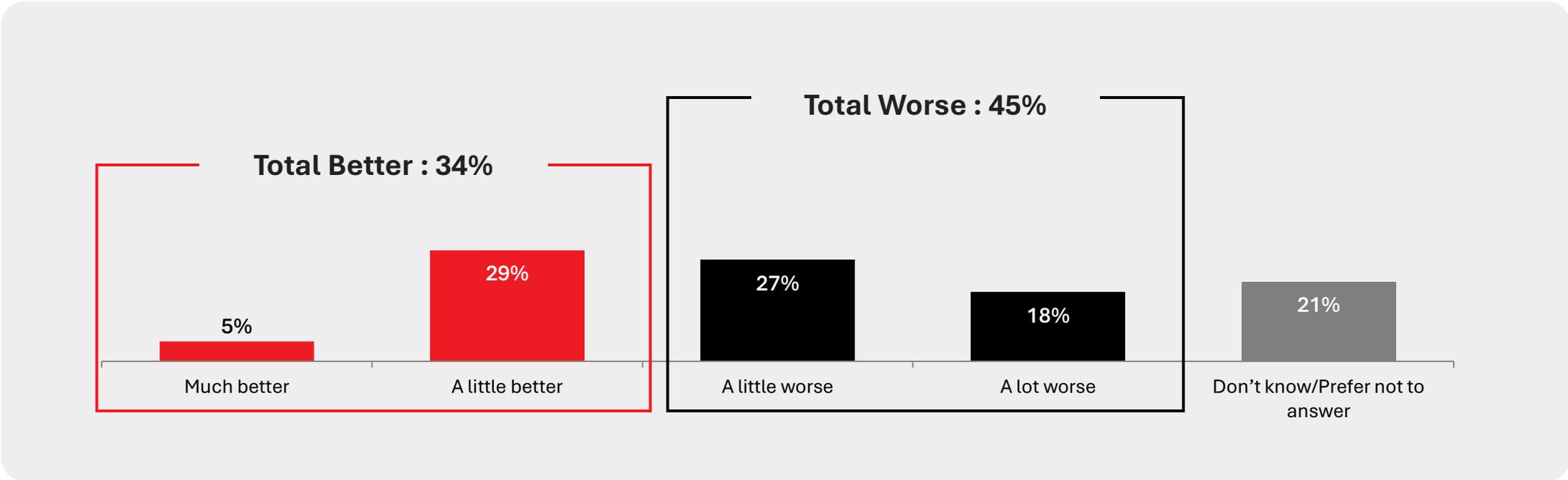Base: All respondents (n=2,602)

	Total Canada	Halifax	Montréal	Quebec	Toronto	Ottawa	Mississauga	Winnipeg	Calgary	Edmonton	Vancouver	Surrey	Victoria
n=	2,602	200	250	200	250	200	200	200	200	200	252	200	250
Total Approve	**41%**	42%	40%	46%	44%	47%	47%	40%	**32%**	42%	37%	39%	41%
Strongly approve	**7%**	5%	10%	10%	9%	5%	4%	5%	**3%**	5%	4%	8%	5%
Somewhat approve	**34%**	37%	30%	36%	34%	42%	**43%**	35%	29%	37%	32%	30%	36%
Total Disapprove	**46%**	39%	51%	43%	43%	43%	**37%**	38%	**59%**	44%	48%	45%	45%
Somewhat disapprove	**26%**	28%	31%	22%	23%	30%	21%	24%	27%	27%	31%	26%	29%
Strongly disapprove	**19%**	**11%**	21%	21%	20%	**13%**	17%	14%	**31%**	18%	17%	19%	16%
Don't know/Prefer not to answer	**13%**	**19%**	**9%**	11%	13%	10%	16%	**21%**	9%	14%	15%	16%	14%

Perceptions of Municipal Progress Under Current Leadership – All respondents

Q3. Would you say things are better or worse in your municipality based on the job mayor and council have done since they were last elected?
Base: All respondents (n=2,602)

Total Worse : 45%

Total Better : 34%

29%

27%

5%

18%

21%

Much better | A little better | A little worse | A lot worse | Don't know/Prefer not to answer

Perceptions of Municipal Progress Under Current Leadership – By City

Q3. Would you say things are better or worse in your municipality based on the job mayor and council have done since they were last elected?
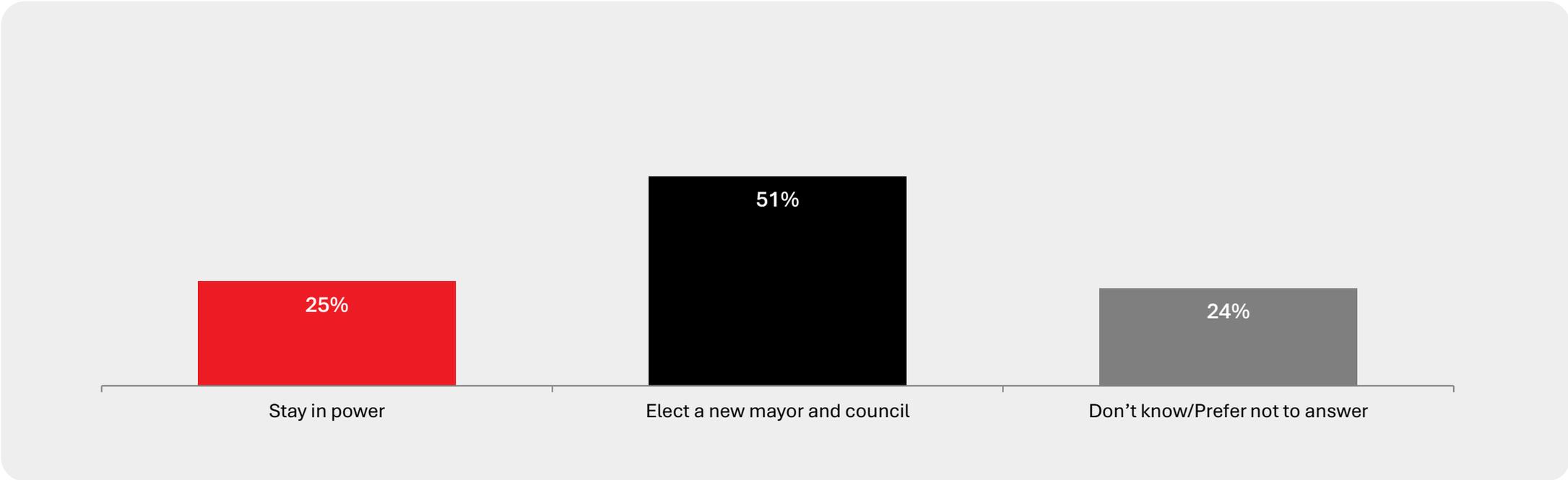Base: All respondents (n=2,602)

	Total Canada	Halifax	Montréal	Quebec	Toronto	Ottawa	Mississauga	Winnipeg	Calgary	Edmonton	Vancouver	Surrey	Victoria
n=	2,602	200	250	200	250	200	200	200	200	200	252	200	250
Total Better	**34%**	**26%**	33%	37%	39%	41%	33%	40%	**24%**	29%	32%	40%	30%
Much better	**5%**	4%	6%	7%	**8%**	3%	4%	4%	3%	3%	3%	7%	5%
A little better	**29%**	23%	27%	29%	30%	**39%**	29%	36%	**21%**	26%	28%	34%	25%
Total Worse	**45%**	40%	51%	44%	42%	38%	**37%**	**37%**	**58%**	44%	51%	39%	47%
A little worse	**27%**	25%	26%	23%	25%	26%	25%	25%	33%	27%	**36%**	25%	31%
A lot worse	**18%**	15%	**25%**	21%	17%	**12%**	**11%**	**12%**	**26%**	17%	15%	14%	17%
Don't know/Prefer not to answer	**21%**	**34%**	16%	20%	19%	20%	**31%**	23%	18%	27%	18%	20%	23%

Preference for Continuity or Change in Municipal Leadership – All respondents

Q4. Thinking about your next municipal election, would you prefer the current mayor and council to stay in power, or would you like to see a new mayor and council elected?
Base: All respondents (n=2,602)

Stay in power	Elect a new mayor and council	Don't know/Prefer not to answer
25%	51%	24%

Preference for Continuity or Change in Municipal Leadership – By City

Q4. Thinking about your next municipal election, would you prefer the current mayor and council to stay in power, or would you like to see a new mayor and council elected?

Base: All respondents (n=2,602)

	Total Canada	Halifax	Montréal	Quebec	Toronto	Ottawa	Mississauga	Winnipeg	Calgary	Edmonton	Vancouver	Surrey	Victoria
n=	*2,602*	*200*	*250*	*200*	*250*	*200*	*200*	200	200	200	252	200	250
Stay in power	**25%**	**11%**	26%	23%	**33%**	**34%**	27%	25%	**14%**	22%	21%	**19%**	20%
Elect a new mayor and council	**51%**	**59%**	54%	55%	**44%**	**41%**	**43%**	46%	**67%**	54%	57%	51%	54%
Don't know/Prefer not to answer	**24%**	29%	20%	22%	23%	25%	30%	29%	19%	23%	21%	31%	26%

Respondent profile

Respondent profiles

(Base n=2,602)

Gender

	Unweighted	Weighted
Male	1,306	1,260
Female	1,296	1,342

Children in the household

	Unweighted	Weighted
Yes	636	648
No	1,934	1,906

Age

	Unweighted	Weighted
18-34	617	788
35-54	832	870
55+	1,153	944

Occupation

	Unweighted	Weighted
Working	1,551	1,560
Student	108	161
Homemaker	93	114
Unemployed	109	156
Retired	723	582

Region

	Unweighted	Weighted
Toronto	250	570
Montréal	250	362
Vancouver	252	144
Calgary	200	258
Edmonton	200	199
Ottawa	200	204
Surrey	200	114
Victoria	250	23
Mississauga	200	146
Winnipeg	200	150
Quebec City	200	114
Halifax	200	91

Our Credentials

Canada

Leger is a member of the [Canadian Research Insights Council (CRIC),](#) the industry association for the market/survey/insights research industry.

Europe

Leger is a member of [ESOMAR](#) (European Society for Opinion and Market Research), the global association of opinion polls and marketing research professionals.

America

Leger is also a member of the [Insights Association,](#) the American Association of Marketing Research Analytics.

International

Leger is a member of the [Worldwide Independent Network of Market Research (WIN)](#), a global alliance of leading independent market research and polling firms that collaborate to share expertise, methodologies, and insights across diverse markets.

Our services

Leger
Marketing research and polling

Customer Experience (CX)
Strategic and operational customer experience consulting services

Leger Analytics (LEA)
Data modelling and analysis

Leger Opinion (LEO)
Panel management

Leger Communities
Online community management

Leger Digital
Digital strategy and user experience

International Research
Worldwide Independent Network (WIN)

300
employees

185
consultants

8
offices

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