The purpose of the 2022 City of Cambridge Community Satisfaction Survey was to:

• Enhance and support corporate strategic planning and budgeting

• Guide future actions and decisions of the City of Cambridge

• Inform service program design and delivery

• Enhance citizen experience and gauge residents’ priorities regarding municipal services

• Engage the public to inform future directions for the City which are evidence-based and identify changes over time by benchmarking against the 2020 pre-pandemic satisfaction survey
The approach and implementation plan

Phase 1: Project Initiation and Planning

Phase 2: Questionnaire Design

Phase 3: Data Collection

Phase 4: Analysis and Reporting

Methodology
The survey used the following methods

- The survey was conducted using our state-of-the-art Voxco Computer Aided Telephone Interviewing system (CATI).

- Respondents were randomly-selected from the city’s population using a mix of landlines and cell phone numbers.

- Numbers were dialed from March 23rd to April 13th, 2022
  - 4:00pm to 9:00pm on weekdays
  - 10:00am to 4:00pm on Saturdays

- A total of 406 interviews were completed leading to a maximum margin of error of +/- 4.9% with a 95% confidence interval. There was a total response rate among the total phone sample of 5.1%.

- Results were weighted to the exact proportions of the population by age, gender and ward (Census 2016 Statistics Canada).
The 406 phone survey respondents are shown below by wards.

Percentage of responses distributed by wards

<table>
<thead>
<tr>
<th>Ward 1</th>
<th>Ward 2</th>
<th>Ward 3</th>
<th>Ward 4</th>
<th>Ward 5</th>
<th>Ward 6</th>
<th>Ward 7</th>
<th>Ward 8</th>
</tr>
</thead>
<tbody>
<tr>
<td>11.3%</td>
<td>14.5%</td>
<td>12.3%</td>
<td>13.3%</td>
<td>12.3%</td>
<td>16.5%</td>
<td>7.4%</td>
<td>12.3%</td>
</tr>
</tbody>
</table>

* Note: Throughout the report, some percentages may not add to 100% due to rounding.

n=406
Methodology: Phone vs. Online

• To keep interview length manageable, certain questions were removed from the phone portion partway through the fieldwork and were left in the online survey.

  • These questions were primarily open-ended, exploratory questions.

  • Within this report, the results for these questions also include the responses from the online survey.

  • Further, results were compared directly from the phone and online portions of the survey in the following slide.
Phone and Online Results Compared

Overall, compared to the results of the phone portion of the survey, the results of the open-link web portion were generally more negative.

Generally, in open link surveys, respondents tend to have more polarized views and opinions.

The phone survey reaches individuals who may not otherwise go out of their way to respond to surveys. This method is viewed as more representative of the general population.

<table>
<thead>
<tr>
<th>Metric</th>
<th>Phone Sample</th>
<th>Open-Link Web Sample</th>
</tr>
</thead>
<tbody>
<tr>
<td>Satisfaction living in Cambridge</td>
<td>63%</td>
<td>44%</td>
</tr>
<tr>
<td>Open-Ended Sentiment</td>
<td>+0.14</td>
<td>-0.17</td>
</tr>
<tr>
<td>Net Promoter Score</td>
<td>-20%</td>
<td>-47%</td>
</tr>
<tr>
<td>Overall Quality of Life</td>
<td>72%</td>
<td>48%</td>
</tr>
<tr>
<td>Overall Satisfaction with Services</td>
<td>59%</td>
<td>48%</td>
</tr>
<tr>
<td>Satisfaction with Customer Service</td>
<td>62%</td>
<td>46%</td>
</tr>
<tr>
<td>Satisfaction with Overall Strategic Plan</td>
<td>61%</td>
<td>47%</td>
</tr>
<tr>
<td>Satisfaction with Progress on Collaboration Actions</td>
<td>37%</td>
<td>24%</td>
</tr>
</tbody>
</table>
The City of Cambridge received a high rating of citizens overall satisfaction with living in Cambridge, with 63% of respondents rating their satisfactions a level 7 or higher.

KPI: 63% Satisfaction rate with living in Cambridge by survey respondents.

Overall, how satisfied are you with living in Cambridge?
Using a scale where 1 is not satisfied at all, and 10 is extremely satisfied

Time Trend: 5 percentage point decrease from 2020.
There were a relatively larger proportion of potential detractors compared to active promoters of the City.

How likely would you be to recommend Cambridge as a place to live to a friend or colleague?

Using a number 1 to 10, where 1 is not satisfied at all, and 10 is extremely satisfied

n=406

Community Satisfaction Survey - City of Cambridge 2022
When survey participants were asked to rate their quality of life in Cambridge, the majority (60%) indicated they felt it was “Good”.

How would you rate the overall quality of life in Cambridge?

- Excellent: 12%
- Good: 60%
- Fair: 24%
- Poor: 4%

Top 2: 72% Excellent or Good

Time Trend: Remained stable from 2020.

n=406
Citizens when asked to describe the elements that had **improved** in the last two years, noted the following:

- Roads/Traffic: 12%
- More amenities/Things to do/Community Events: 9%
- Aesthetics/Public Spaces/Natural spaces: 8%
- COVID Adaptations/Virtual Events: 7%
- Infrastructure/Building Developments: 6%
- Active Transportation: 5%
- People/Sense of Community/Attitudes: 3%
- Poverty/Homelessness: 3%
- Economy/Jobs/Business Activity: 2%
- Children/Families Supports: 2%
- Drugs/Mental Health Issues: 2%
- Diversity/Inclusion: 1%
- Community Engagement: 1%
- Public Transportation: 1%

Thinking about the quality of life in Cambridge over the past two years, what, if anything has gotten better?

n=412 (Includes phone and web responses.)

Community Satisfaction Survey - City of Cambridge 2022
When asked, citizens noted that they felt the following elements had gotten worse in the last two years:

- Crime/Safety: 13%
- Traffic/Drivers: 12%
- Poverty/Homelessness: 10%
- Drugs/Mental Health Issues: 10%
- Cost/Availability of Housing: 5%
- Government Leadership/Management/Engagement: 5%
- Taxes/Costs of Living: 5%
- Overdevelopment/Building: 4%
- Cleanliness/Aesthetics/Environment: 3%
- COVID/Lockdowns/Isolation/Regulations: 3%
- Services/Programs (General): 2%
- People/Attitudes: 2%
- Roads/Road Maintenance: 2%
- Arts, Culture, Music: 1%
- Amenities/Things to do: 1%
- Economy/Jobs/Business Activity: 1%
- Overpopulation: 1%
- Health care availability: 1%
- Recreation/Sports: 1%

Thinking about the quality of life in Cambridge over the past two years, what, if anything has gotten worse?

n=506 (Includes phone and web responses.)
When asked to narrow down to a single challenge, respondents noted they felt Cambridge’s **most important issue** was:

- **Quality of Life and Expectations**: 19%
- **P overty/Homelessness**: 15%
- **Drugs/Mental Health Issues**: 10%
- **Cost/Availability of Housing**: 10%
- **Government Leadership/Management/Finances**: 9%
- **Crime/Safety**: 9%
- **Controlling/Managing Growth**: 8%
- **Development/Zoning/Land-Use**: 8%
- **Traffic/Roads**: 4%
- **Taxes/Costs of Living**: 4%
- **Parks/Public Spaces/Nature**: 3%
- **Economy/Jobs/Business Activity**: 3%
- **Public Transportation**: 2%
- **Seniors issues/Accessibility**: 2%
- **Community Engagement**: 1%
- **Health care availability**: 1%
- **Active Transportation**: 1%

In your opinion, what, if anything, is the single most important issue facing the City of Cambridge today?

n=519 (Includes phone and web responses.)
When asked about their general satisfaction with the quality of services provided by the City of Cambridge, the majority of respondents selected a level 7 or greater on a 10 point scale (indicated by the **Top 4**).

Generally speaking, how satisfied are you with the overall quality of services provided by the City of Cambridge?

- **12%** (47 responses) Bottom 4
- **29%** (117 responses) Neutral
- **59%** (241 responses) Top 4

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n=406 Community Satisfaction Survey - City of Cambridge 2022
The City of Cambridge provides various services to its residents. When asked to rate their overall satisfaction with these services, overwhelming, most respondents selected a 7 or higher rating for each service.

- **Emergency services**: 6% Bottom, 17% Neutral, 77% Top
- **Parks, forestry, horticulture, and cemeteries**: 11% Bottom, 13% Neutral, 75% Top
- **Customer service**: 20% Bottom, 14% Neutral, 65% Top
- **Water & Storm water**: 13% Bottom, 24% Neutral, 62% Top
- **Culture**: 12% Bottom, 28% Neutral, 61% Top
- **Recreation**: 17% Bottom, 26% Neutral, 57% Top
- **Active transportation infrastructure**: 18% Bottom, 26% Neutral, 55% Top
- **Economic development**: 16% Bottom, 29% Neutral, 55% Top
- **Development Services**: 15% Bottom, 36% Neutral, 49% Top
- **Roads and Transportation Planning**: 25% Bottom, 32% Neutral, 43% Top

n=406 Community Satisfaction Survey - City of Cambridge 2022
City services were divided into four categories based on their relative priority rank.

**Level of Importance**: A measure of the level of the strength of relationship between the service, and overall satisfaction with City Services.

**Performance**: the percentage of citizens somewhat or very satisfied with the service in the City.

**Priority rank**: determined for each factor based on high levels of importance and low levels of performance.
When reviewing the derived importance based on satisfaction levels, Customer Service was noted as the most important area to respondents.

<table>
<thead>
<tr>
<th>Service</th>
<th>Importance</th>
<th>Performance</th>
<th>Priority Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Customer service</td>
<td>9.4</td>
<td>65%</td>
<td>1</td>
</tr>
<tr>
<td>Roads and transportation planning</td>
<td>6.8</td>
<td>43%</td>
<td>2</td>
</tr>
<tr>
<td>Recreation</td>
<td>6.6</td>
<td>57%</td>
<td>3</td>
</tr>
<tr>
<td>Development services</td>
<td>6.8</td>
<td>49%</td>
<td>4</td>
</tr>
<tr>
<td>Economic development</td>
<td>5.7</td>
<td>55%</td>
<td>5</td>
</tr>
<tr>
<td>Active transportation infrastructure</td>
<td>4.3</td>
<td>55%</td>
<td>6</td>
</tr>
<tr>
<td>Water &amp; storm water</td>
<td>5.4</td>
<td>62%</td>
<td>7</td>
</tr>
<tr>
<td>Parks, forestry, horticulture, and cemeteries</td>
<td>5.1</td>
<td>75%</td>
<td>8</td>
</tr>
<tr>
<td>Culture</td>
<td>4.9</td>
<td>61%</td>
<td>9</td>
</tr>
<tr>
<td>Emergency services</td>
<td>6.0</td>
<td>77%</td>
<td>10</td>
</tr>
</tbody>
</table>

The City of Cambridge provides a number of services to its residents. Now, we’d like to ask about your satisfaction with these services, where 1 means not satisfied at all and 10 means extremely satisfied.

n=406
In the **past year**, have you **contacted** the City of Cambridge? n=406

- Yes 39%
- No 60%
- Don’t know 1%

Have you **ever contacted** the City of Cambridge? n=247

- Yes 61%
- No 38%
- Don’t know 1%

*Contacting means directly by phone, email or in person. It does not include interacting with City Services such as time spent at an arena, or visiting a park.*
If participants indicated they had contacted the City of Cambridge, these were the methods and communications channels residents used. The majority engaged with the City by email.

How did you contact the City of Cambridge? If you tried more than one way, please record all that apply.

- By email: 32%
- Service Cambridge through telephone: 26%
- In person (through municipal buildings, City facilities or events): 15%
- City Website: 12%
- Social media (Facebook, Twitter, LinkedIn): 6%
- Service Cambridge online or through the app: 5%
- By mail: 2%
- Other (Please specify): 1%
- Don't remember: 1%

*** Other responses included: during a zoom meeting, attending a public meeting, or called a councilor directly

n=417 (Includes phone and web responses.)
During their contact and communication with the City of Cambridge, Residents indicated they had very positive overall satisfaction with the customer service they received.

The majority of residents noted that they selected a value of 7 or higher on a 10 point scale.

Scale utilized: 1 being “Not satisfied at all” to 10 “Extremely satisfied”

- **22%** (Selected a rating of 1-4)
- **16%** (Selected a rating of 5)
- **62%** (Selected a rating of 7-10)

Time Trend:
- **22% strongly or somewhat disagreed** that they were satisfied with the levels of customer service received in 2020.
- **73% strongly or somewhat agreed** that they were satisfied with the levels of customer service received in 2020.

**n=308** (Respondents who had contacted the City)
Customer Service & Communications

When residents search for information about the City of Cambridge, the primary source they go to is the City of Cambridge website on a computer or mobile device.

What are the main sources that you use to find information about the City of Cambridge? If you tried more than one way, please record all that apply.

- Website through a desktop computer/notebook: 65%
- Website through a mobile/tablet device: 56%
- Social Media (Twitter, Facebook, LinkedIn): 40%
- Word of Mouth: 38%
- Local newspapers (Cambridge Times, The Record): 35%
- City news releases and public notices: 28%
- Local television/radio sources (CTV, CBC, Rogers, Dave FM): 24%
- By phone: 15%
- In person at a City facility: 13%
- Council meetings and reports: 12%
- Other (please specify): 2%
- Nothing/don't look for City information: 0%

*** Other responses included: Google, Yellow Pages, Pingstreet app, Senior Centre newsletter, in person during a City event, Activity brochures, road/ bus change notifications.

n=437 (Includes phone and web responses.)

Community Satisfaction Survey - City of Cambridge 2022 21
Residents were asked to indicate how much they agreed or disagreed with the following statements. In each instance, the **positive answers made up 74%-93% of the total selections.**

<table>
<thead>
<tr>
<th>Statement</th>
<th>Strongly disagree</th>
<th>Somewhat Disagree</th>
<th>Somewhat agree</th>
<th>Strongly agree</th>
<th>Top 2 Box</th>
<th>Change from 2020* (percentage points)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Cambridge is a welcoming community</td>
<td>3</td>
<td>3</td>
<td>47%</td>
<td>46%</td>
<td>93%</td>
<td>+6</td>
</tr>
<tr>
<td>Cambridge is an inclusive community</td>
<td>3</td>
<td>7%</td>
<td>47%</td>
<td>39%</td>
<td>86%</td>
<td>+8</td>
</tr>
<tr>
<td>I am proud to say I´m from Cambridge</td>
<td>5%</td>
<td>11%</td>
<td>34%</td>
<td>50%</td>
<td>84%</td>
<td>+5</td>
</tr>
<tr>
<td>Cambridge provides services in an equitable manner</td>
<td>6%</td>
<td>9%</td>
<td>49%</td>
<td>30%</td>
<td>79%</td>
<td>N/A</td>
</tr>
<tr>
<td>I feel represented in programs, services, facilities, and/or staffing within Cambridge</td>
<td>9%</td>
<td>14%</td>
<td>47%</td>
<td>26%</td>
<td>74%</td>
<td>N/A</td>
</tr>
</tbody>
</table>

*In 2020, the scale had 5 levels, with a neutral option.

n=406

Community Satisfaction Survey - City of Cambridge 2022
The majority of participants indicated they feel they receive “Fairly Good” value for their tax dollars.

When residents were to describe why they chose the value selection preference on the previous question, they used the following descriptions:

<table>
<thead>
<tr>
<th>Reasons for good value</th>
<th>Reasons for poor value</th>
</tr>
</thead>
<tbody>
<tr>
<td>Overall positive direction of City</td>
<td>Comparison to other places</td>
</tr>
<tr>
<td>Amount/value of services/programs provided</td>
<td>Amount spent on drugs/homelessness*</td>
</tr>
<tr>
<td>Maintenance of roads/traffic</td>
<td>Condition of roads/traffic</td>
</tr>
<tr>
<td>Comparison to other places</td>
<td>High amounts of taxes/cost of living</td>
</tr>
</tbody>
</table>

Thinking about the programs and services provided by the City of Cambridge, would you say you receive good value or poor value for your tax dollars?

n=402
Local governments must balance the cost of delivering services with taxation, and the cost of providing services continue to rise as a result of inflation. Additionally, adding or enhancing services such as expanded recreation amenities further adds to costs. Which of the following options would you most prefer for Cambridge to balance increasing costs?

**Which of the following options would you most prefer for Cambridge to balance increasing costs?**

- 26%: Increase taxes a little above the rate of inflation to provide for enhanced service levels such as expanded recreation amenities, without the need to cut services elsewhere to offset.
- 27%: Increase taxes by the rate of inflation; if services are enhanced in one area, these should be offset by a reduction to services elsewhere.
- 47%: Reduce existing service levels to have a tax increase below the rate of inflation.

n=362 Community Satisfaction Survey - City of Cambridge 2022
The City of Cambridge has three main goals guiding their 2020-2023 Strategic Plan.

Overall, how satisfied are you with the goals of the strategic plan?

**People-** Foster a community with heart, where everyone belongs and is cared for.

**Place-** Embrace and celebrate our city’s unique character while enhancing the spaces where people connect.

**Prosperity-** Build a vibrant and resilient city where current and future generations will live.

61% of participants selected a ranking of 7 or higher (Top 4)

1 indicates "Not satisfied at all", and 10 means "Extremely satisfied".

n=401 Community Satisfaction Survey - City of Cambridge 2022
Deloitte.

## Strategic Plan

The City’s strategic plan currently has six actions in which they have a leadership role. How satisfied you are with the City’s **progress to-date** for each of the following actions?

1-10 point scale used where 1 indicates "Not satisfied at all", and 10 means "Extremely satisfied".

<table>
<thead>
<tr>
<th>Action</th>
<th>Bottom 4</th>
<th>Neutral</th>
<th>Top 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Provide age-friendly services that are accessible to all</td>
<td>11%</td>
<td>21%</td>
<td>67%</td>
</tr>
<tr>
<td>Enhance opportunities to enjoy built and natural heritage</td>
<td>16%</td>
<td>23%</td>
<td>61%</td>
</tr>
<tr>
<td>Enhance equity and inclusion efforts</td>
<td>12%</td>
<td>29%</td>
<td>59%</td>
</tr>
<tr>
<td>Create and activate spaces that offer things for people to do</td>
<td>22%</td>
<td>21%</td>
<td>57%</td>
</tr>
<tr>
<td>Establish our core areas as attractive destinations</td>
<td>26%</td>
<td>19%</td>
<td>55%</td>
</tr>
<tr>
<td>Lay the foundation for future community building</td>
<td>19%</td>
<td>28%</td>
<td>53%</td>
</tr>
</tbody>
</table>

n=359-398

Community Satisfaction Survey - City of Cambridge 2022
Out of the six actions from the strategic plan, respondents placed the most importance on the foundational community building action and identified this as their highest priority.

<table>
<thead>
<tr>
<th>Action</th>
<th>Importance</th>
<th>Performance</th>
<th>Priority Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lay the foundation for future community building</td>
<td>9.4</td>
<td>53%</td>
<td>1</td>
</tr>
<tr>
<td>Establish our core areas as attractive destinations</td>
<td>7.0</td>
<td>55%</td>
<td>2</td>
</tr>
<tr>
<td>Create and activate spaces that offer things for people to do</td>
<td>6.1</td>
<td>57%</td>
<td>3</td>
</tr>
<tr>
<td>Enhance opportunities to enjoy built and natural heritage</td>
<td>7.4</td>
<td>61%</td>
<td>4</td>
</tr>
<tr>
<td>Enhance equity and inclusion efforts</td>
<td>5.7</td>
<td>59%</td>
<td>5</td>
</tr>
<tr>
<td>Provide age-friendly services that are accessible to all</td>
<td>5.9</td>
<td>67%</td>
<td>6</td>
</tr>
</tbody>
</table>

n=406
The City’s strategic plan also has **seven collaborative actions** that the City aims to collaborate on with other levels of government to accomplish.

**7 Collaborative Actions**

1. Enable small business to succeed
2. Increase housing options
3. Encourage safe and healthy neighbourhoods
4. Improve access to social supports
5. Take action to combat climate change
6. Prepare for emergency prevention and recovery
7. Promote and develop more transportation options

How satisfied you are with the City’s progress to-date overall, across all seven of the collaboration actions?

Overall, majority of residents indicated they’re **neutral about their overall satisfaction** tied to the specific 7 actions.
Respondents who elaborated further on their level of satisfaction of the seven collaborative actions noted the following themes.

**Yes**

(please specify:)

- 42%

**No thanks**

58%

Would you like to elaborate on your satisfaction with the seven collaborative actions mentioned previously?

"Transportation has been increasing, infrastructure is growing, there's some festivals; they need to improve crime in areas like trails."

"It's good to be included."

"Not much has been done to provide safe areas for people to enjoy."

"More businesses should become more involved in helping the City improve our community; it's just as much their responsibility as it is the City's."

n=423 (includes phone and web responses.)
**Public Values**

The City’s strategic plan includes a public value statement in which every goal, objective and action will be considered within the context of delivering five public values:

- Engagement
- Transparency
- Collaboration
- Leadership
- Sustainability

How satisfied are you with the City’s progress to-date for each of the following public values?

<table>
<thead>
<tr>
<th>Public Value</th>
<th>Bottom 4</th>
<th>Neutral</th>
<th>Top 4</th>
</tr>
</thead>
<tbody>
<tr>
<td>Leadership</td>
<td>25%</td>
<td>24%</td>
<td>51%</td>
</tr>
<tr>
<td>Sustainability</td>
<td>9%</td>
<td>45%</td>
<td>45%</td>
</tr>
<tr>
<td>Engagement</td>
<td>25%</td>
<td>31%</td>
<td>43%</td>
</tr>
<tr>
<td>Collaboration</td>
<td>19%</td>
<td>38%</td>
<td>42%</td>
</tr>
<tr>
<td>Transparency</td>
<td>32%</td>
<td>27%</td>
<td>41%</td>
</tr>
</tbody>
</table>

n=383-393  
Community Satisfaction Survey - City of Cambridge 2022
Respondents indicated from their perspective that the #1 most important value is **engagement**, and the strength of importance was notably greater than their #2 priority ranking.

<table>
<thead>
<tr>
<th>Value Statement</th>
<th>Importance</th>
<th>Performance</th>
<th>Priority Rank</th>
</tr>
</thead>
<tbody>
<tr>
<td>Engagement</td>
<td>9.4</td>
<td>43%</td>
<td>1</td>
</tr>
<tr>
<td>Transparency</td>
<td>5.7</td>
<td>41%</td>
<td>2</td>
</tr>
<tr>
<td>Leadership</td>
<td>5.9</td>
<td>51%</td>
<td>3</td>
</tr>
<tr>
<td>Collaboration</td>
<td>7.0</td>
<td>42%</td>
<td>4</td>
</tr>
<tr>
<td>Sustainability</td>
<td>6.1</td>
<td>45%</td>
<td>5</td>
</tr>
</tbody>
</table>

n=406  Community Satisfaction Survey - City of Cambridge 2022
To better understand the different views and needs of the community, the following demographic information was collected.

<table>
<thead>
<tr>
<th>How many years have you lived in the City of Cambridge? (approximately)</th>
<th>0%</th>
<th>0%</th>
<th>2%</th>
<th>9%</th>
<th>15%</th>
<th>74%</th>
</tr>
</thead>
<tbody>
<tr>
<td>Less than one year</td>
<td>One to two years</td>
<td>More than two years but less than five years</td>
<td>Five to ten years</td>
<td>More than ten but less than twenty</td>
<td>Twenty years or more</td>
<td></td>
</tr>
</tbody>
</table>

n=406

Community Satisfaction Survey - City of Cambridge 2022
**Demographics**

**How old are you?**
- 18 to 24: 11%
- 25 to 34: 16%
- 35 to 44: 18%
- 45 to 54: 20%
- 55 to 64: 16%
- 65 or older: 19%

**How would you describe your gender identity?**
- 51% Male
- 49% Female

**Do you have any children under the age of 18 living in your household?**
- 33% Yes
- 67% No

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n=406
Do you identify as a member of a marginalized population based on:
• Gender,
• Sexual identity,
• Race,
• Marital status,
• Disability status,
• Youth,
• Newcomers/immigrants,
• Seniors,
• Indigenous Peoples, or
• Low-income earners?

Those that selected Yes and chose to, indicated the following applied to them:

- Gender: 6
- Disability: 9
- Senior: 65
- Low-income earners: 10
- Immigrant: 10
- Race: 8
- Martial status: 15
- Sexual identity: 4
- Indigenous Peoples: 1
- Selected Yes, but requested not to disclose: 10

n=406

Community Satisfaction Survey - City of Cambridge 2022
Thank You!

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