

DISCOVERY RESEARCH



2014 Duncan Citizen Survey

Detailed Report on Findings

Prepared For: *City of Duncan*

Prepared By: *Discovery Research*

Date: *May 2014*

Executive Summary

A telephone survey was conducted with a random sample of 400 Duncan residents in May 2014. Residents were asked to rate their satisfaction with the services provided by the City of Duncan.

Amalgamation was favoured

Two-thirds of respondents (67%) are in favour of studying the options, costs and benefits for amalgamation of the municipalities of North Cowichan and Duncan. If forced to choose between amalgamation or realigning Duncan's municipal boundaries, 42% would prefer amalgamation, 19% would prefer boundary realignment and 22% would prefer not to make any changes to Duncan's boundaries.

Quality of life in Duncan given high ratings

The average rating given by Duncan residents for the *overall quality of life in Duncan* was 7.9 on a 10-point scale. The average rating was 7.9 for *Duncan as a place to retire* and 7.4 for *Duncan as a place to raise children*.

Citizens Satisfied with Services and Programs

Twenty-two percent of Citizens were *very satisfied* and 53% were *somewhat satisfied* with the services and programs provided by the City of Duncan.

Customer service provided by City employees - Excellent

The service provided by City staff received excellent satisfaction rating. The vast majority of residents feel that City staff are *friendly, knowledgeable* and *treat customers fairly*.

Most important issue facing Duncan – Traffic

Nineteen percent indicated that *too much traffic* was the single most important issue facing the City of Duncan.

Most important environmental concern facing Duncan – Air quality

Twenty-four percent of respondents felt that *air quality* is the most important environmental concern facing the City of Duncan. Related to air quality, 15% indicated the most important environmental concern was *too many cars*.

Communications from City Adequate

The majority (73%) of respondents feel the City provides an *adequate amount of information to Citizens*. Seventy-seven percent of respondents learn about local government issues from reading the *newspaper*.

Table of Contents:

<i>Introduction</i>	5
Objectives	5
Methodology	6
Weighting	6
<i>Section 1 – Living in Duncan</i>	7
Q2. Quality of life in Duncan	7
Q3. City of Duncan	7
Q4. Overall Satisfaction with City of Duncan’s Services and Programs.....	8
Q5. Changes in the Quality of life in Duncan over past 5 years	9
Q6. Safety of living in Duncan	10
Q7. The single most important issue facing the City of Duncan	11
Q8. Favourite thing about living in Duncan.....	12
<i>Section 2 – City Services</i>	13
Q9. Satisfaction with Recreation and Leisure Services.....	13
Q10. Satisfaction with City Utilities	14
Q11. Community Safety Issues.....	15
Q12. Road and Transportation Services	16
Q13 & Q14. Importance and Satisfaction of Other City Services.....	17
Q15 & Q16. Increase or Reduce Existing City Services.....	19
Q17. New City Services	20
<i>Section 3 – City Employee Customer Service</i>	21
Q18. Contact with City employees	21
Q19. Method of Contact with City employees.....	21
Q20. Type of service or information	22
Q21. Quality of service	23
<i>Section 4 – Environment</i>	24
Q22. Most important environmental concern.....	24
<i>Section 5 – City Communications</i>	25
Q23. Source of information on local government issues	25
Q24. Internet Access.....	25
Q25. Email.....	26
Q26. Social Media	26
Q27. Online Interaction with City of Duncan	27

Q28. Visited the City Website.....	27
Q29. Use City Website for services	28
Q30. City Newsletter.....	28
Q31. Amount of information provided by City.....	29
<i>Section 6 – Amalgamation, Boundary Restructure</i>	<i>30</i>
Q32-1. Should Duncan consider Amalgamation.....	30
Q32-2. Should Duncan consider Realignment of boundaries?	30
Q32-3. Amalgamation or Realignment?	31
Q32-4. Who should consultant work with?	31
<i>Section 7 – Respondent information</i>	<i>32</i>
<i>Appendices.....</i>	<i>34</i>
Appendix 1 – Telephone Questionnaire.....	35
Appendix 2 – Detailed Tables	45

Introduction

In May of 2014, the City of Duncan conducted a comprehensive telephone survey with a random sample of Citizens. Residents of Duncan were asked to rate their level of satisfaction with a variety of City services and programs. The survey is an important step in the process to include input from Citizens when the City is making operational, service and budgeting decisions for the upcoming year.

Discovery Research, an independent consulting firm, was retained to conduct the 2014 Citizen Survey. The survey was designed so that Citizens' opinions could be easily summarized and prioritized. This report provides detailed results from this year's telephone survey and makes comparisons with the 2014 study when applicable.

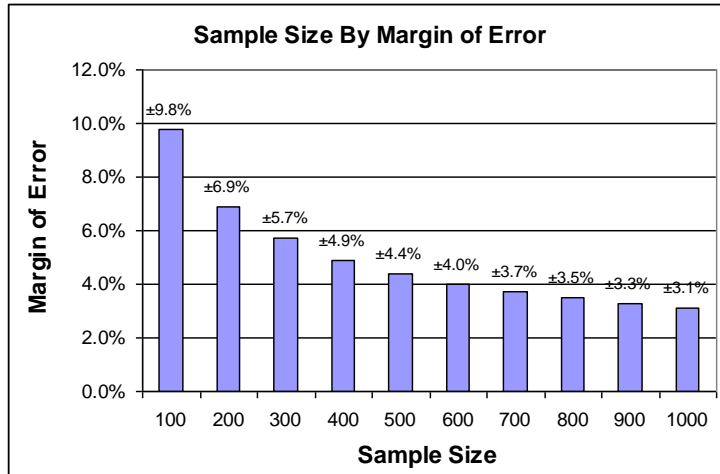
Objectives

The 2014 Citizen Survey has the following objectives:

- **Measure Citizens' satisfaction levels with the various City services.**
- **Determine the public's views as to the types of changes needed in City services.**
- **Identify areas for improvement.**
- **Summarize the public's views as to the priority of future operational or infrastructure improvements.**

Methodology

A random sample of 400 Duncan residents completed a telephone survey in May 2014. The random sample was generated such that each household in Duncan had an equal opportunity of being selected for the research.



This bar graph displays the margin of error associated with various sample sizes.

Statistics generated from a sample size of 400 will be accurate within ±4.9%, at the 95% confidence interval (19 times out of 20).

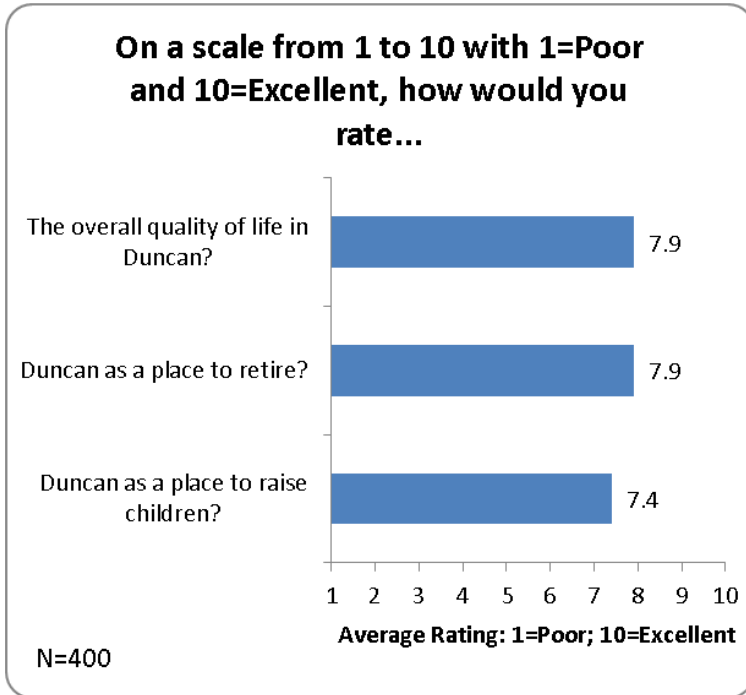
Weighting

Duncan's actual population distribution by age was taken from the 2011 Canadian census results. The sample statistics have been weighted to match the age distribution of the entire population of Duncan.

Age	Population from 2011 Census	Unweighted Sample	Weighted Sample
18-44	29%	13%	29%
45-64	32%	39%	32%
65+	39%	48%	39%

Section 1 – Living in Duncan

Q2. Quality of life in Duncan

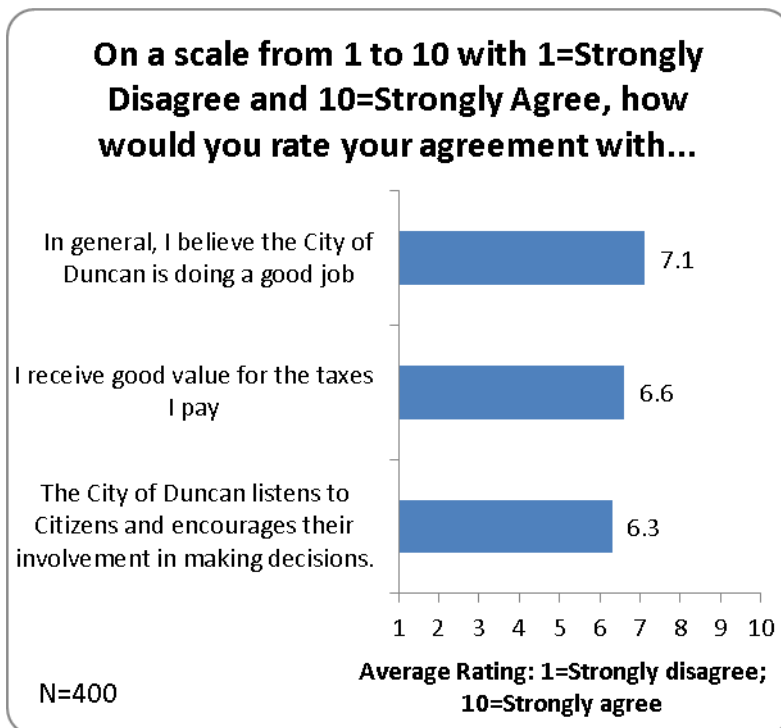


The average rating for *the overall quality of life in Duncan* was 7.9 on a 10-point scale, with 1 equal to poor and 10 equal to excellent.

Similarly, the average rating was 7.9 for *Duncan as a place to retire*.

Citizens gave an average rating of 7.4 for *Duncan as a place to raise children*.

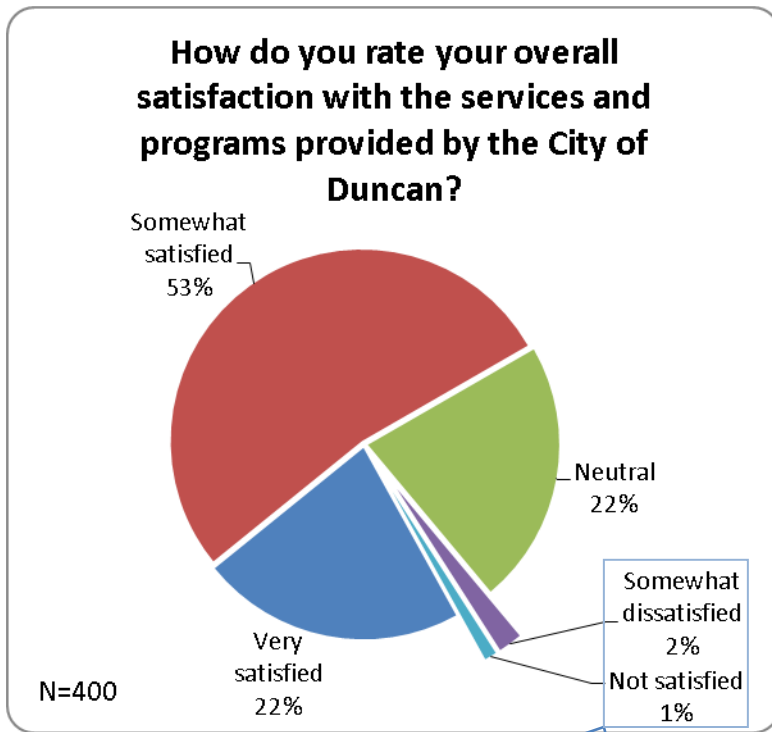
Q3. City of Duncan



In general I believe the City of Duncan is doing a good job received an average rating of 7.1.

The agreement rating was 6.3 for *the City of Duncan listens to Citizens and encourages their involvement in making decisions*.

Q4. Overall Satisfaction with City of Duncan's Services and Programs

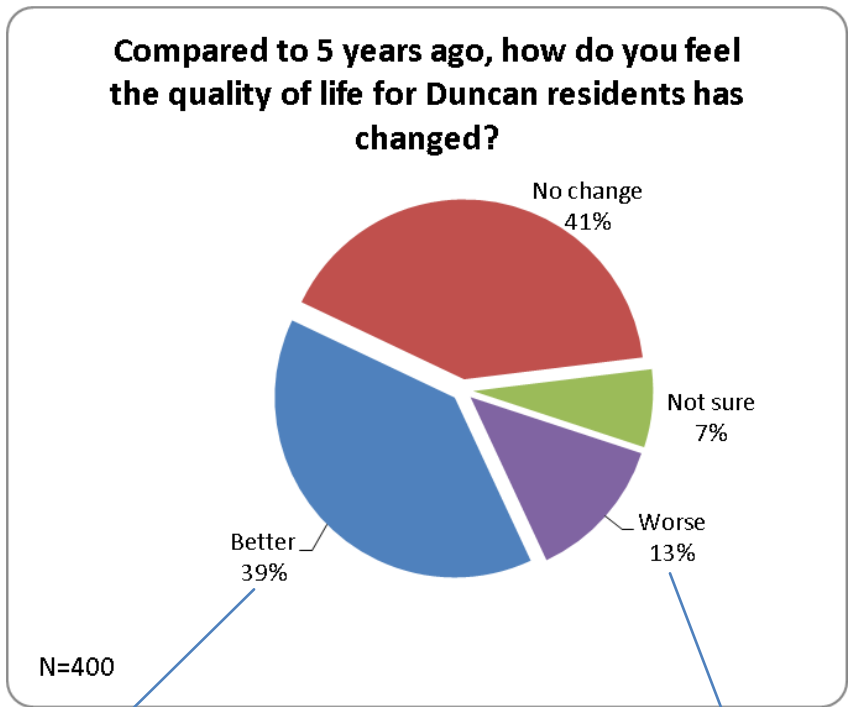


Fifty-three percent were *somewhat satisfied* and 22% *very satisfied* with the services and programs provided by the City of Duncan.

Why are you dissatisfied?	
Council does not listen to Citizens	40%
Reduction in services, lack of services	25%
Roads	14%
Transit	13%
Recycling, Garbage collection services	12%
Want Amalgamation	5%
Bylaw enforcement	5%
Responses	16
Base	14

Among the 14 respondents who were not satisfied, 40% indicated that *Council does not listen to Citizens* and 25% indicated a *reduction or lack of services*.

Q5. Changes in the Quality of life in Duncan over past 5 years



Thirty-nine percent of Duncan residents feel the *quality of life* for has gotten better in the past 5 years. Forty-one percent felt the quality of life has *not changed* and 13% felt it got worse.

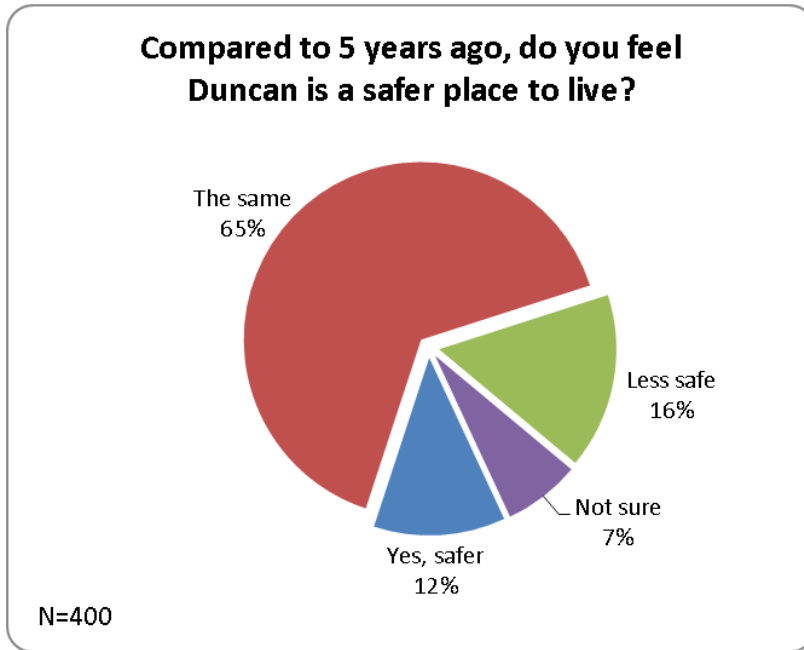
Why do you feel the quality of life is better?	
Services, entertainment, recreation opportunities	38%
Stores, shopping	30%
Infrastructure	11%
Parks and trails	8%
Downtown revitalization, streetscaping, clean	8%
Roads	8%
Seniors programs, ammenities	6%
Not sure, just better	5%
Council listening	4%
Recycling, garbage collection	4%
Transit	3%
Crime down, better care for homeless, less homeless	3%
Other	3%
Sidewalks	2%
Responses	206
Base	155

Among the 155 respondents who felt the quality of life has gotten better, 38% feel life quality has improved because of *improved services, entertainment and recreational opportunities* and 30% have seen an increase in *shopping available*.

Why do you feel the quality of life is worse?	
Crime, safety, homeless	19%
Jobs, economy, low income, financial	17%
Transit	13%
Services for youth	13%
Traffic	12%
Other	11%
Infrastructure	7%
Recycling, garbage	6%
Overpopulated, crowded	4%
Bylaw enforcement	3%
Health care	3%
Council doesn't listen	3%
Parking	3%
Responses	57
Base	50

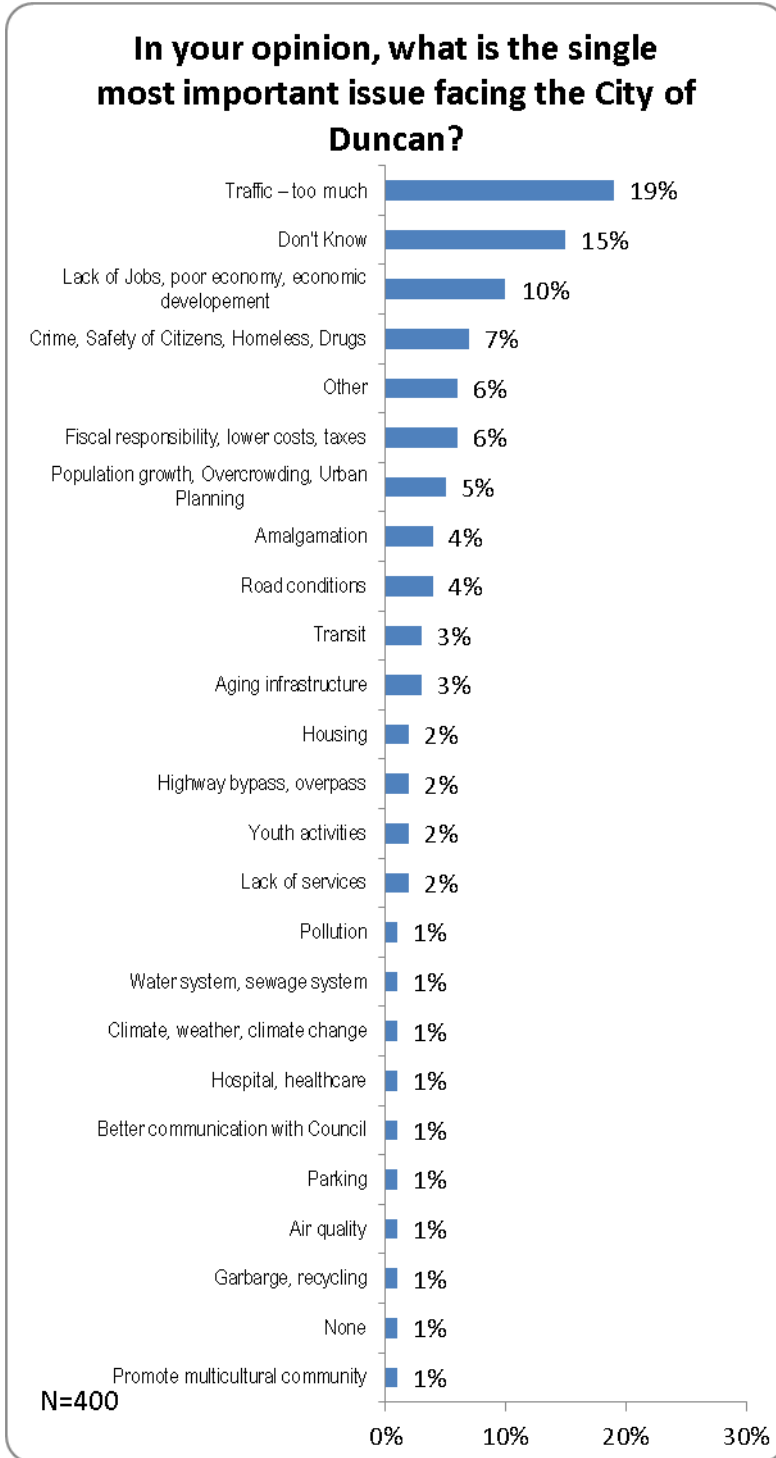
Among the 50 respondents who thought the quality of life was worse, 19% thought issues related to *crime and safety* have gotten worse and 17% feel *economic conditions* have gotten worse.

Q6. Safety of living in Duncan



The majority (65%) feel that Duncan has *the same* level of safety compared to 5 years ago. Sixteen percent feel Duncan is *less safe* and 12% feel it is *safer* than 5 years ago.

Q7. The single most important issue facing the City of Duncan

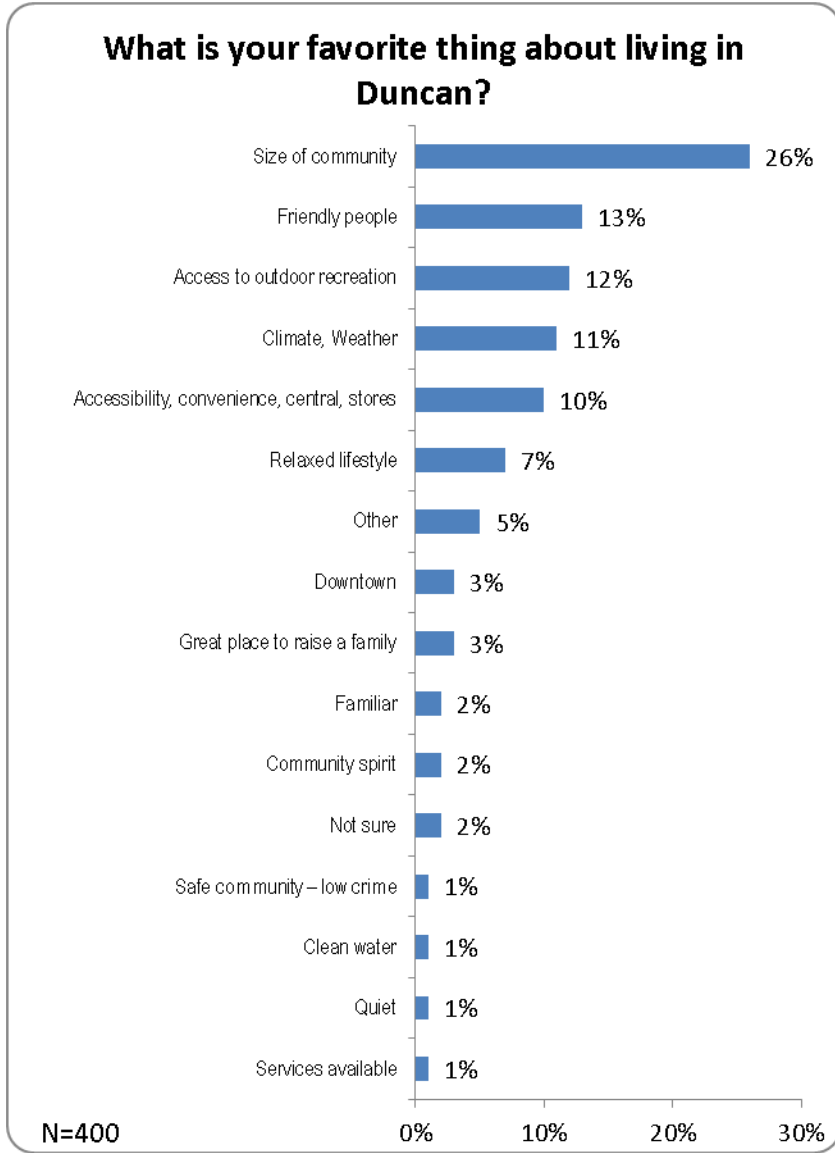


Nineteen percent of Citizens feel that *traffic* is the single biggest issue facing the City of Duncan.

Ten percent felt *issues related to a poor economy and economic development* were the most important issues facing Duncan.

A further 7% thought the biggest issue was related to *crime and safety*.

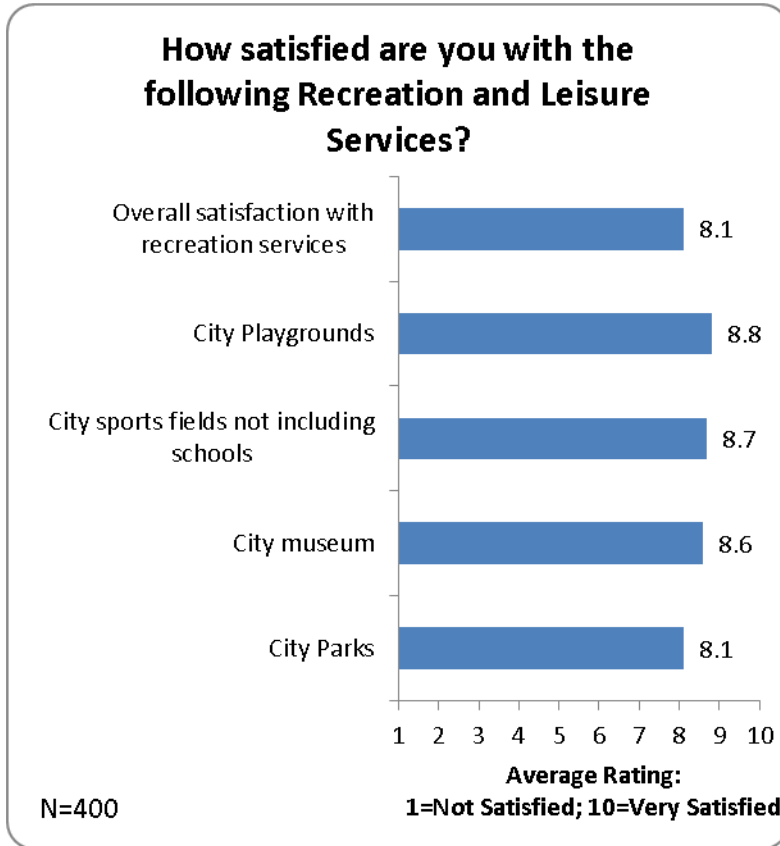
Q8. Favourite thing about living in Duncan



Twenty-six percent of respondents indicated their favourite thing about living in Duncan is the *size of the community*. Thirteen percent of respondent’s favourite thing was *friendly people* and 12% stated *access to outdoor recreation*.

Section 2 – City Services

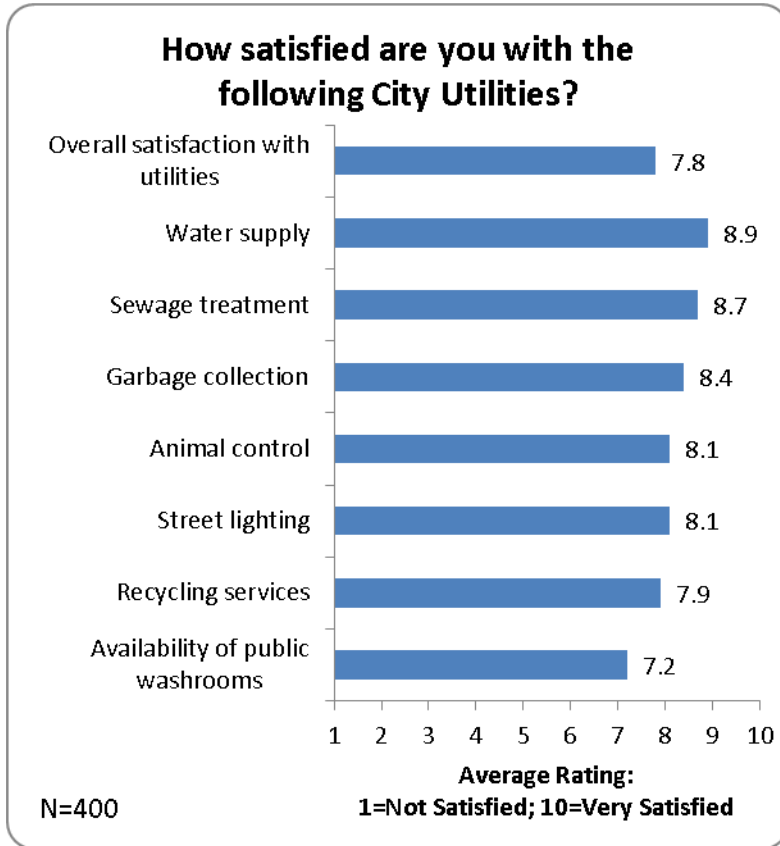
Q9. Satisfaction with Recreation and Leisure Services



Overall satisfaction with the City’s recreation services was high, with an average rating of 8.1 out of 10.

City playgrounds (8.8) and City sports fields (8.7) both received high ratings. City playgrounds and sports fields received higher rating among older respondents than younger age groups.

Q10. Satisfaction with City Utilities

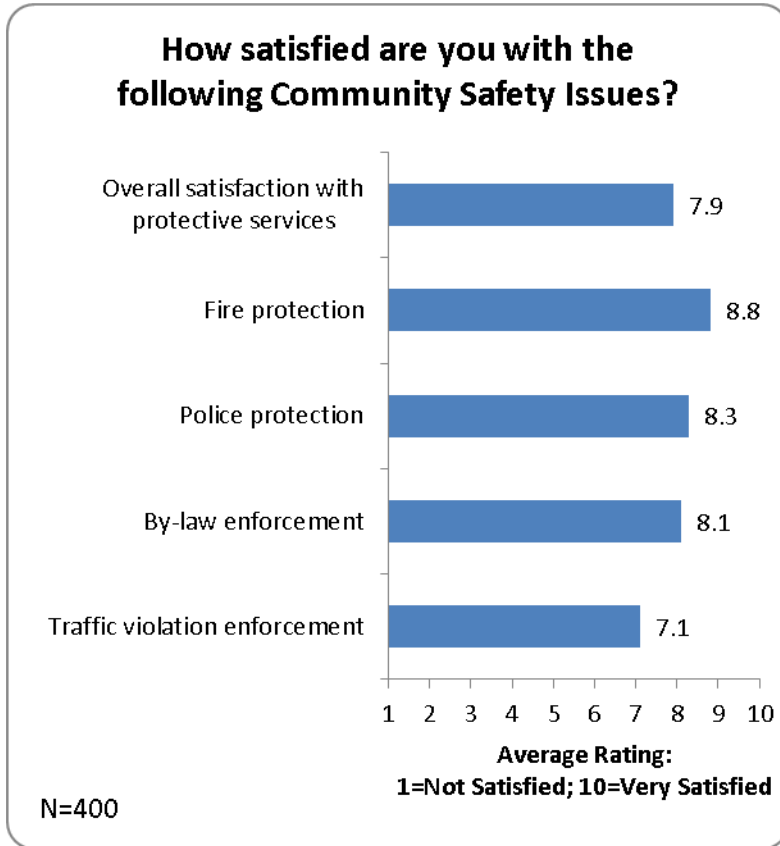


Overall satisfaction with the City utilities was 7.8.

Water supply (8.9) and sewage treatment (8.7) both received high ratings.

Availability of public washrooms received the lowest rating at 7.2.

Q11. Community Safety Issues

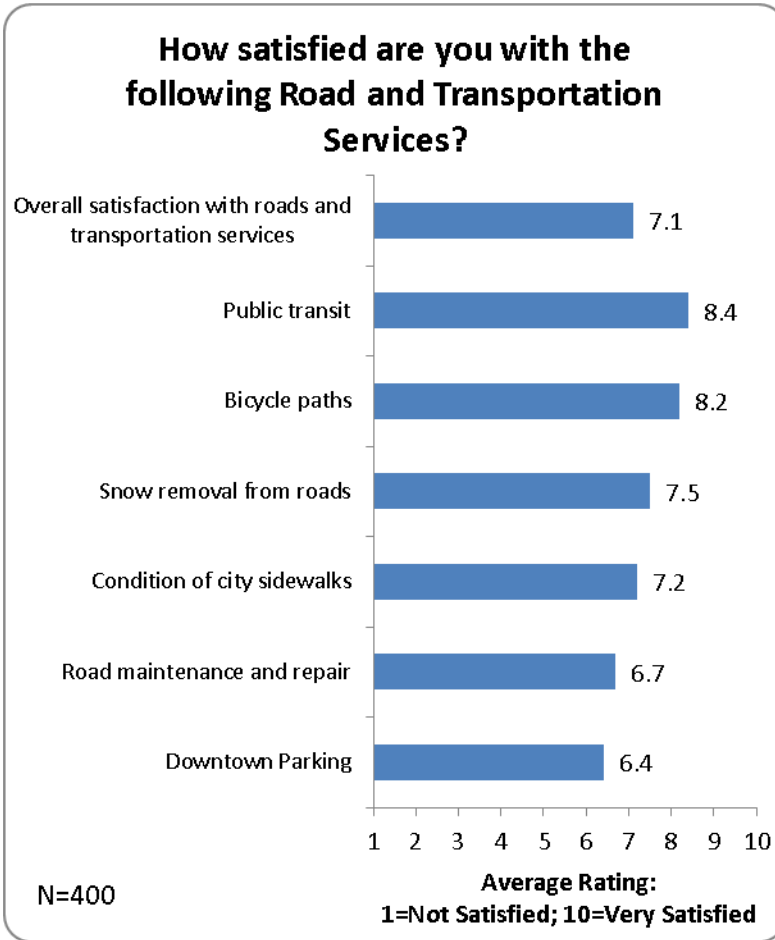


Overall satisfaction with the Community Safety Issues was 7.9.

Fire protection (8.8) and police protection (8.3) both received high ratings.

Traffic violation enforcement received the lowest rating at 7.1.

Q12. Road and Transportation Services

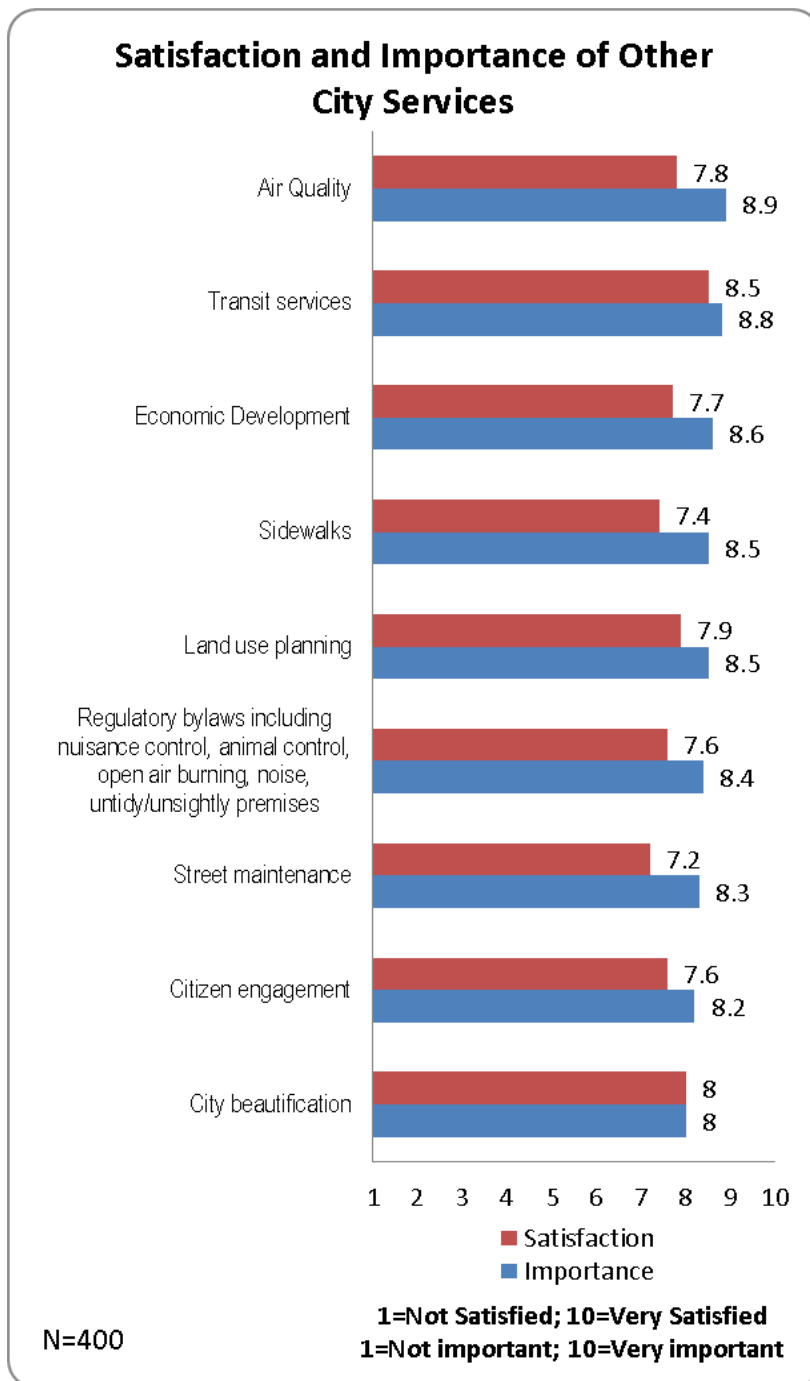


Overall satisfaction with the road and transportation services was 7.1.

Public transit (8.4) and bicycle paths (8.2) both received high ratings.

Road maintenance and repair (6.7) and downtown parking (6.4) received lower ratings.

Q13 & Q14. Importance and Satisfaction of Other City Services

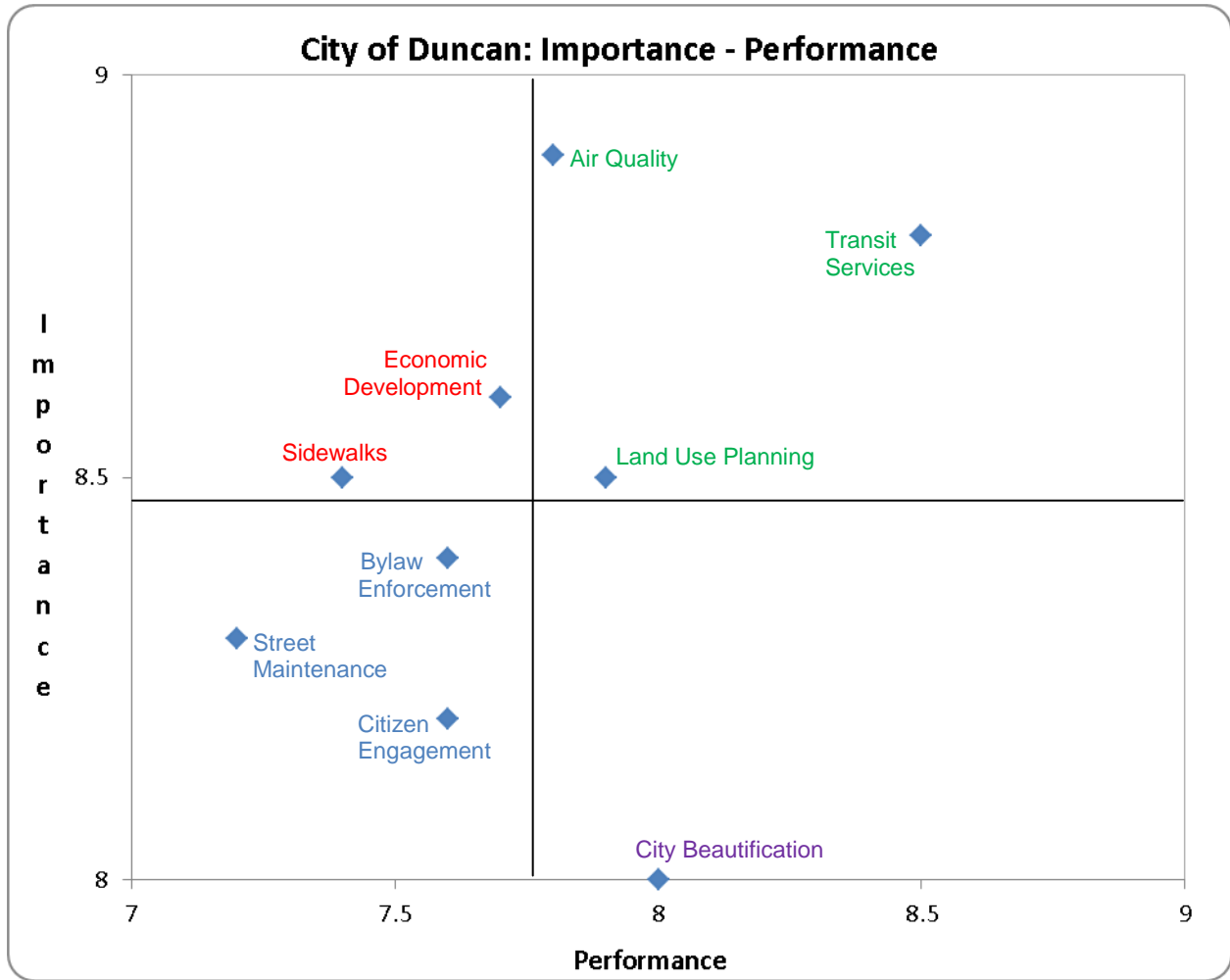


Several items were rated for *satisfaction* and *importance*. The issues rated the highest in importance were air quality (8.9), transit services (8.8), and economic development (8.6).

The issues that received the highest satisfaction ratings were transit services (8.5), City beautification (8.0), and land use planning (7.9).

Importance-Performance Analysis:

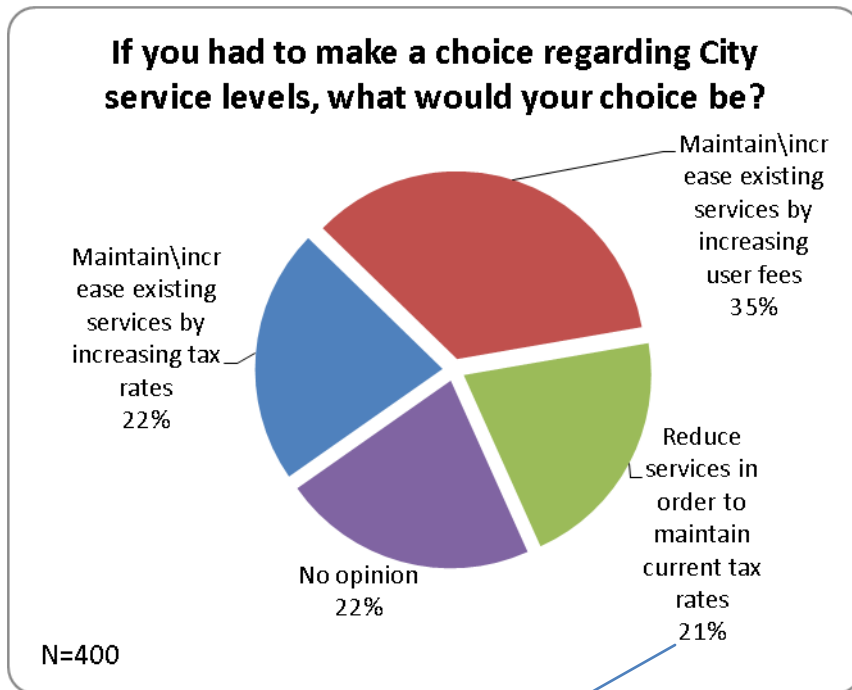
An importance-performance grid was generated which plots the importance of certain elements of service delivery by the satisfaction ratings (performance) given to those elements. Performance ratings for a particular service attribute were measured on a 10-point scale, where 1 is equal to poor and 10 is equal to excellent.



Lower performance in more important areas ⇒ Room for improvement	Higher performance in more important areas ⇒ Excellent service
Lower performance in less important areas ⇒ Meeting expectations	Higher performance in less important areas ⇒ Exceeding expectations

The City of Duncan is delivering **excellent service** on *transit services, land use planning and air quality*. There is **room for improvement** on *economic development and sidewalks*.

Q15 & Q16. Increase or Reduce Existing City Services



Thirty-five percent would prefer if the City *maintain or increased existing services by increasing user fees* and 22% would *maintain or increase services by increasing tax rates*.

Twenty-one percent would *reduce services in order to maintain the current tax rate*.

Which services would you like reduced?	
No services- use money more efficiently	58%
Not Sure	18%
Bylaw Enforcement	10%
Transit	5%
All services	5%
Other	3%
Recreation services	1%
Administrative services	1%
Responses	87
Base	85

Among the 85 respondents who were not satisfied, 58% indicated that *no services should be reduced and money should be used more efficiently* and 10% indicated *bylaw enforcement* efforts could be reduced.

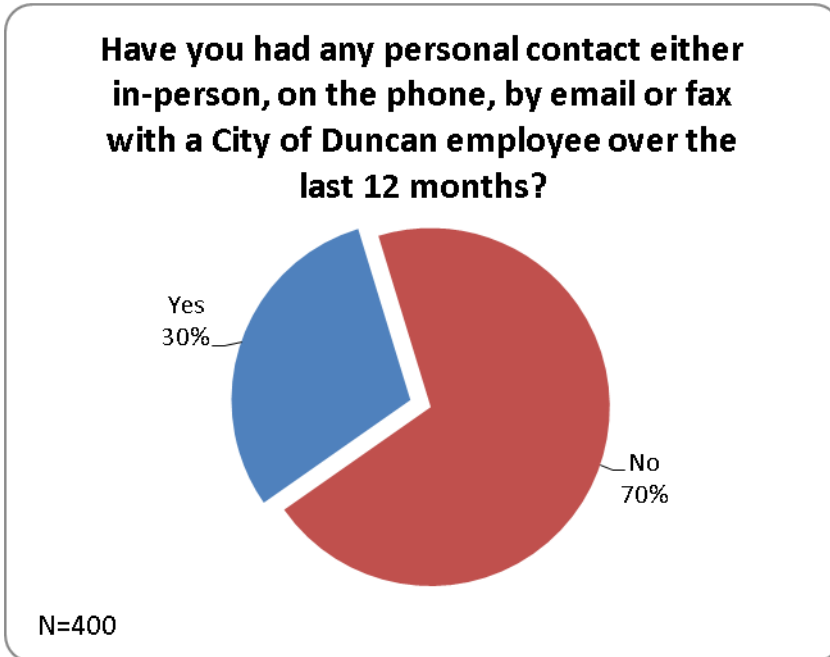
Q17. New City Services

Are there any new City services you would like to see introduced or increased?	
No	63%
Not sure	13%
Yes-other	5%
Yes-Transit	4%
Yes-Recycling, garbage	3%
Yes-Bike path, bike lane, walking paths or trails	3%
Yes-Bylaw enforcement, police patrols	3%
Yes-Programs for youth and seniors	2%
Yes-Bypass, traffic flow	2%
Yes-Road maintenance	1%
Yes-Street sweeping	1%
Yes-Parking	1%
Base	400

The majority (63%) *did not want any new City services* and 13% were *not sure*. The remaining 24% provided several different services improvements. Four percent wanted *increased transit services* and 3% mentioned *improvements to recycling and garbage services*.

Section 3 – City Employee Customer Service

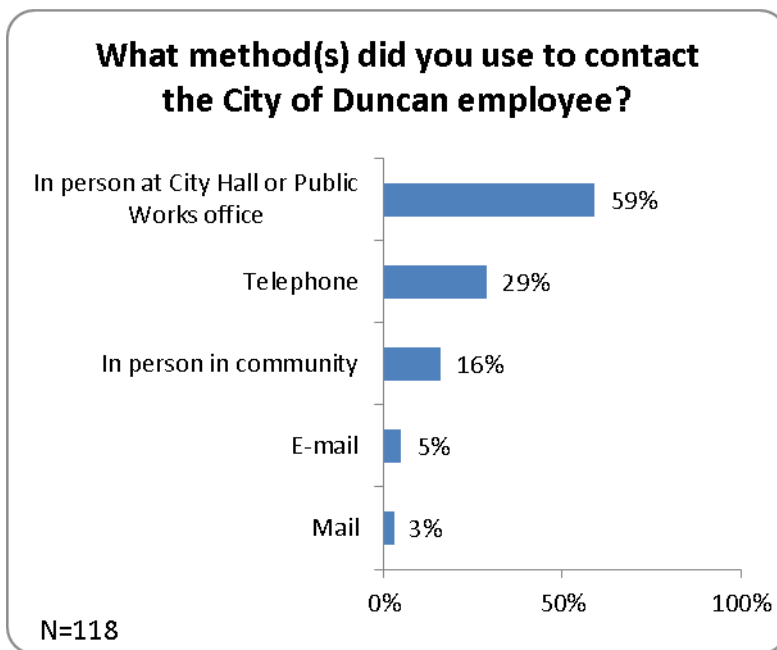
Q18. Contact with City employees



Thirty percent of respondents had *some personal contact with City employees in the past 12 months.*

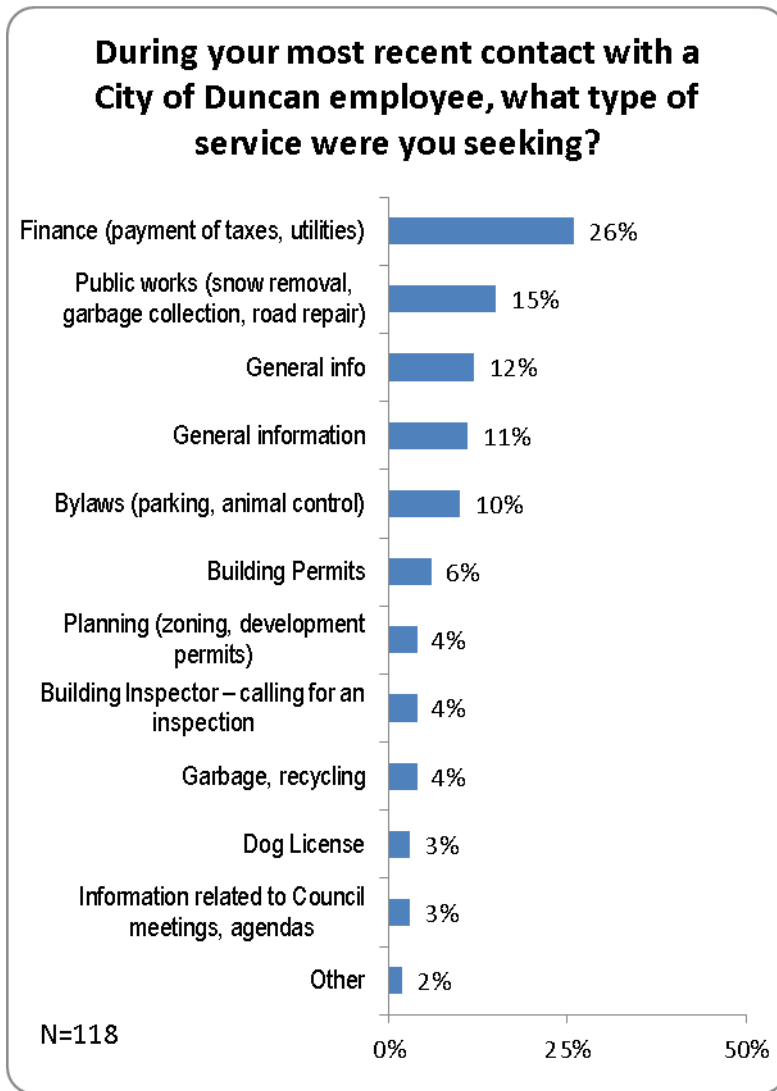
The remainder of the questions in this section were asked to the 118 Citizens who had personal contact with City employees.

Q19. Method of Contact with City employees



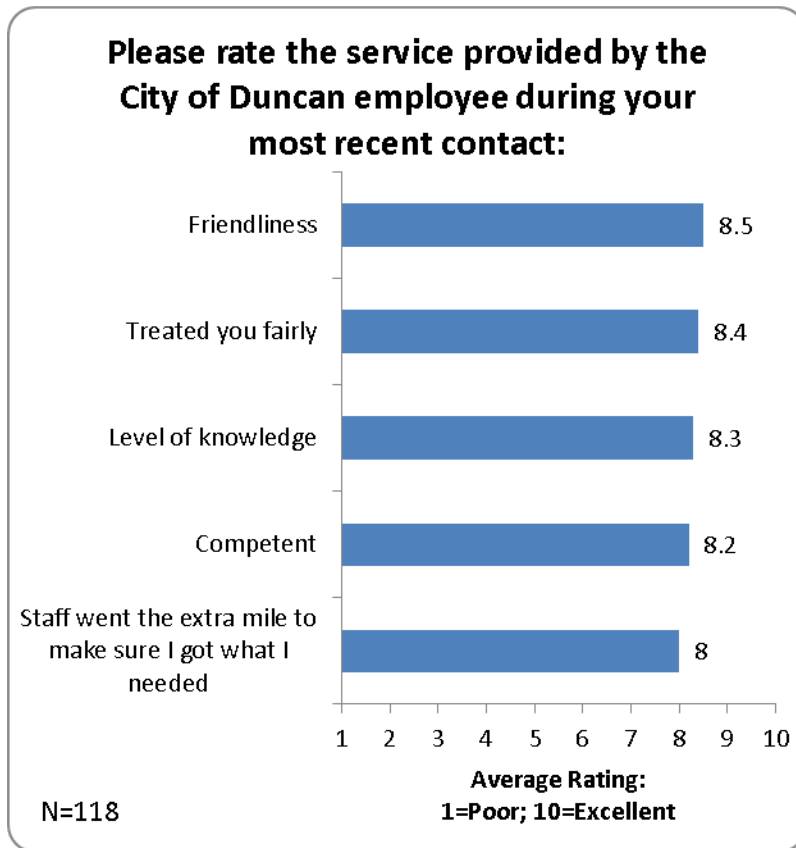
Among the 118 respondents who had contact with a City employee in the past 12 months, 59% made contact *in person at City Hall or Public Works Office.* Twenty-nine percent made contact on the *telephone* and 16% made contact *in the community.*

Q20. Type of service or information



Among the 118 respondents who had contact with a City employee, 26% made contact related to *finance* and 15% made inquiries related to *public works*.

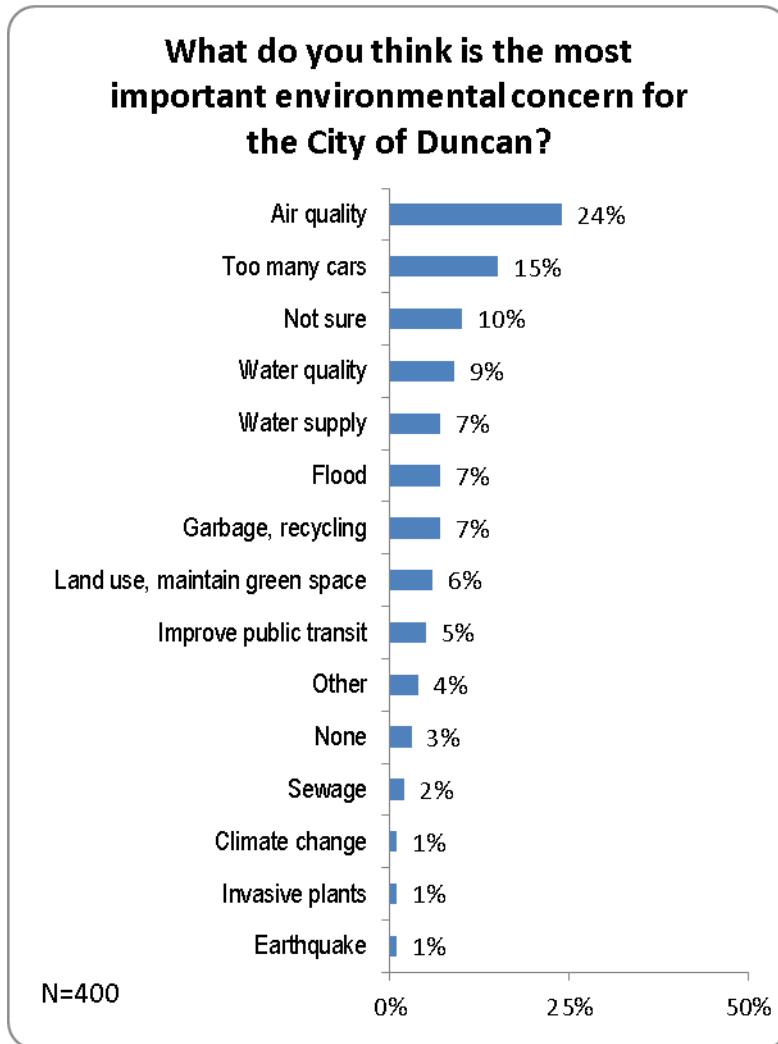
Q21. Quality of service



The service provided by City of Duncan staff was excellent. Duncan staff were perceived as being *friendly* (8.5), *treated customers fairly* (8.4) and *knowledgeable* (8.3).

Section 4 – Environment

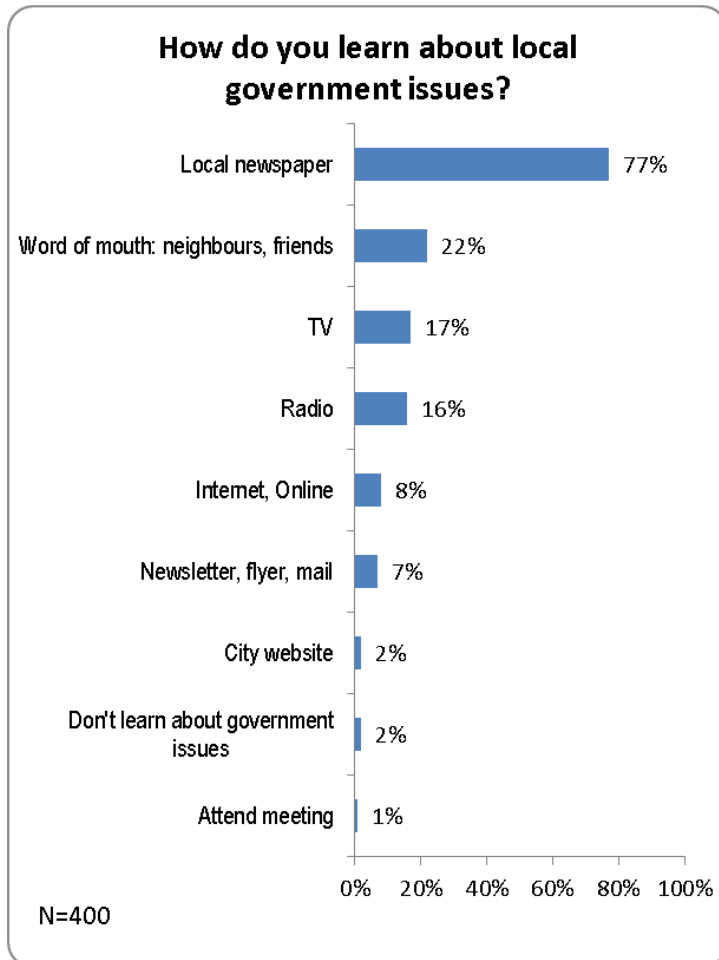
Q22. Most important environmental concern



The most important environmental concern for the City of Duncan is *air quality* (24%), followed by *too many cars* at (15%).

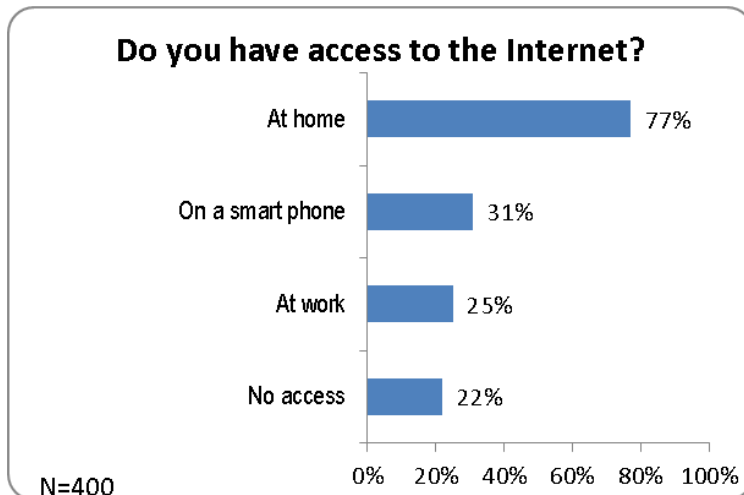
Section 5 – City Communications

Q23. Source of information on local government issues



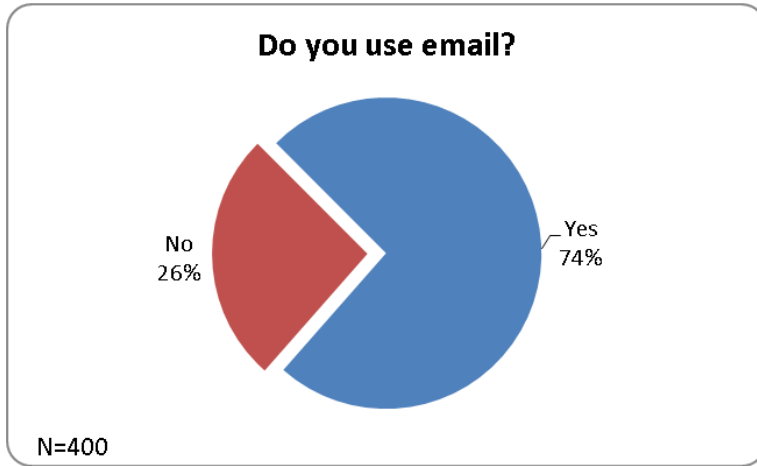
The vast majority of Citizens (77%) learn about local government issues from a *newspaper*. Twenty-two percent learn about government issues from *word of mouth* and 17% learn through the *TV*.

Q24. Internet Access



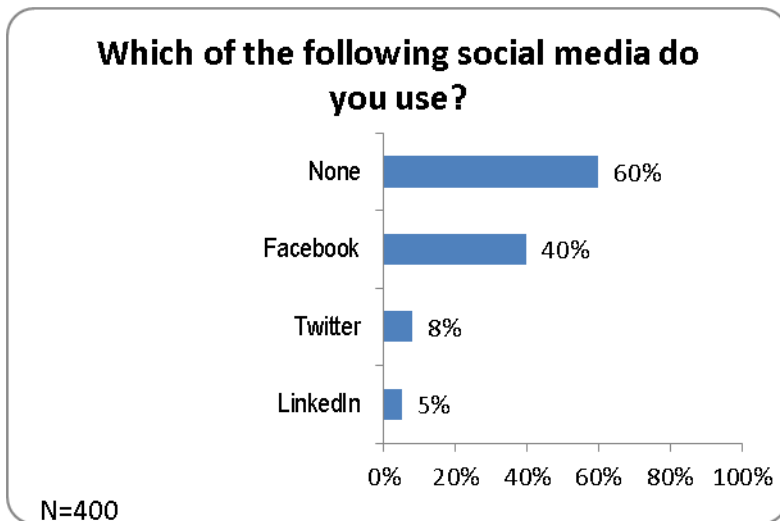
Seventy-seven percent of respondents have access to the Internet *at home* and 31% have Internet access *on a smart phone*.

Q25. Email



Seventy-four percent of respondents use email.

Q26. Social Media

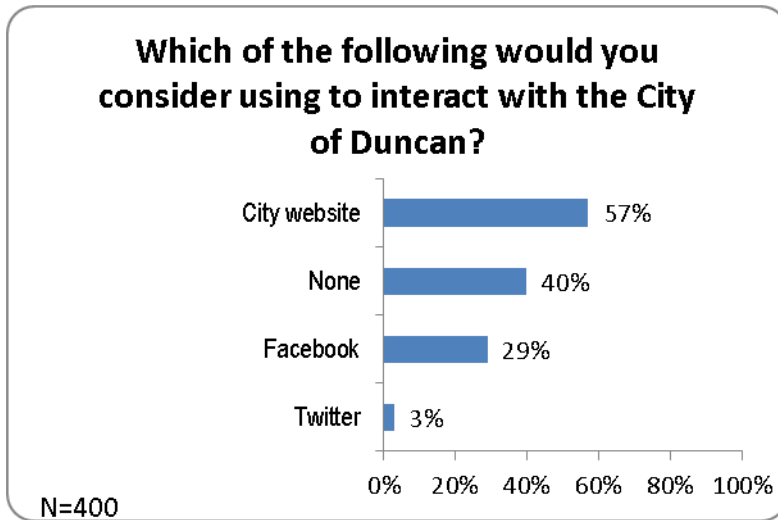


Sixty percent of respondents *do not use social media*. Forty percent used *Facebook* and only 8% used *Twitter*.

	18-44	45-54	65+
Facebook	56%	51%	19%
Twitter	13%	8%	4%
LinkedIn	8%	8%	1%

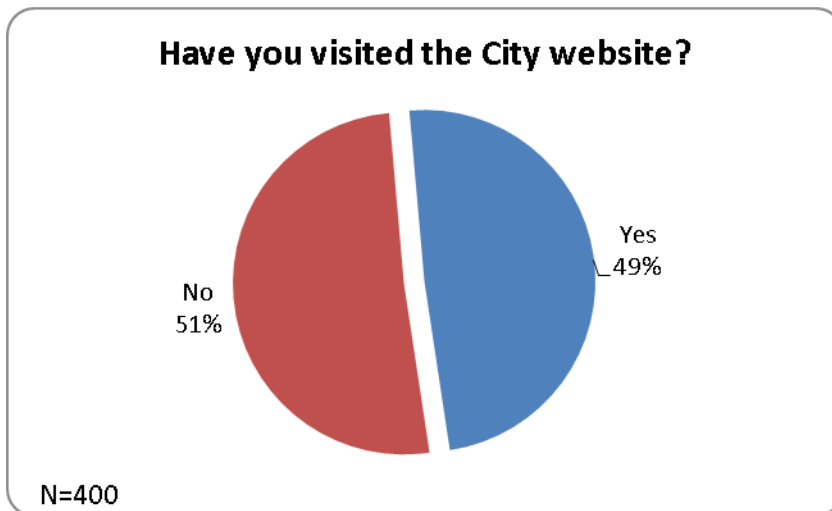
Respondents aged 18-44 were the most likely to use Facebook and only 19% of respondents older than 65 used Facebook.

Q27. Online Interaction with City of Duncan



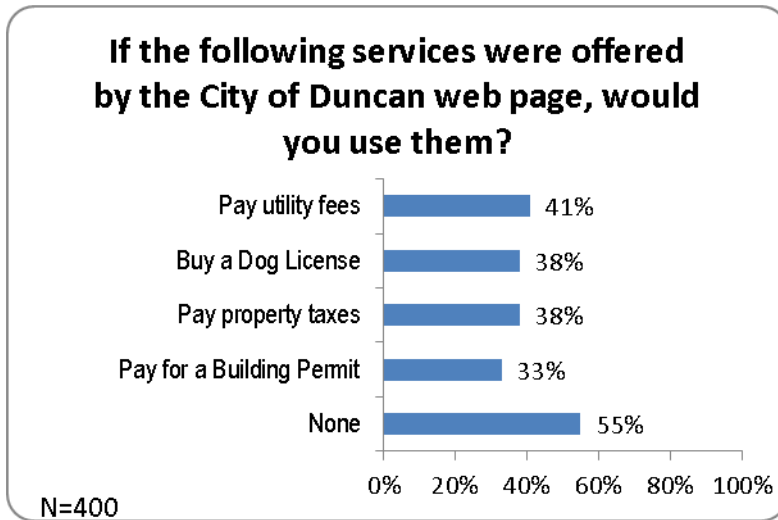
Fifty-seven percent of respondents would consider using the *City Website* to interact with the City of Duncan and 29% would consider using *Facebook*.

Q28. Visited the City Website



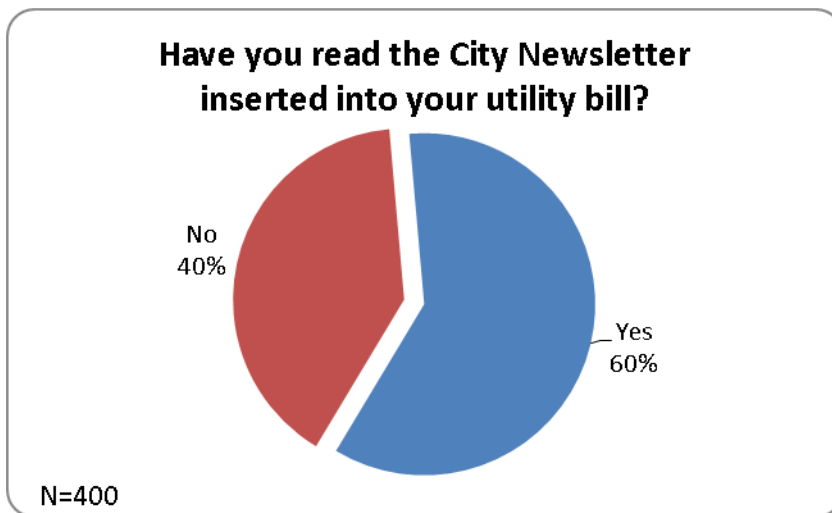
Forty-nine percent indicated they have visited the City website.

Q29. Use City Website for services



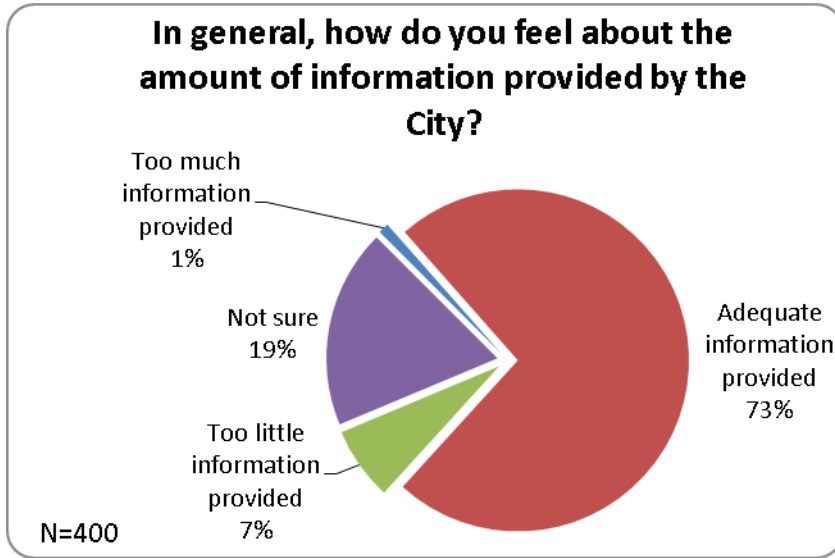
Forty-one percent would *pay utility fees* using the City of Duncan web page and 38% would *buy a dog licence* or *pay property tax*.

Q30. City newsletter



Sixty percent of residents have *read the City newsletter inserted in their utility bill*.

Q31. Amount of information provided by City



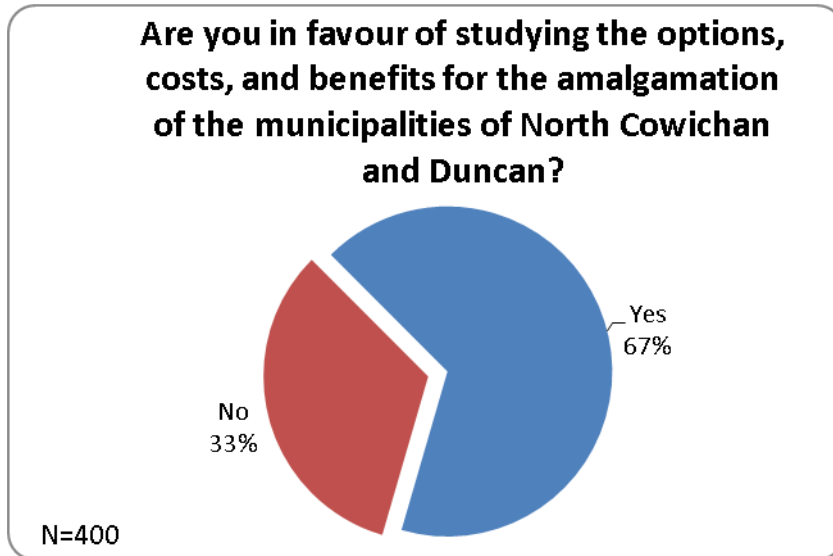
The majority (73%) of respondents feel the City provides *an adequate amount of information to Citizens.*

Section 6 – Amalgamation, Boundary Restructure

Respondents were read:

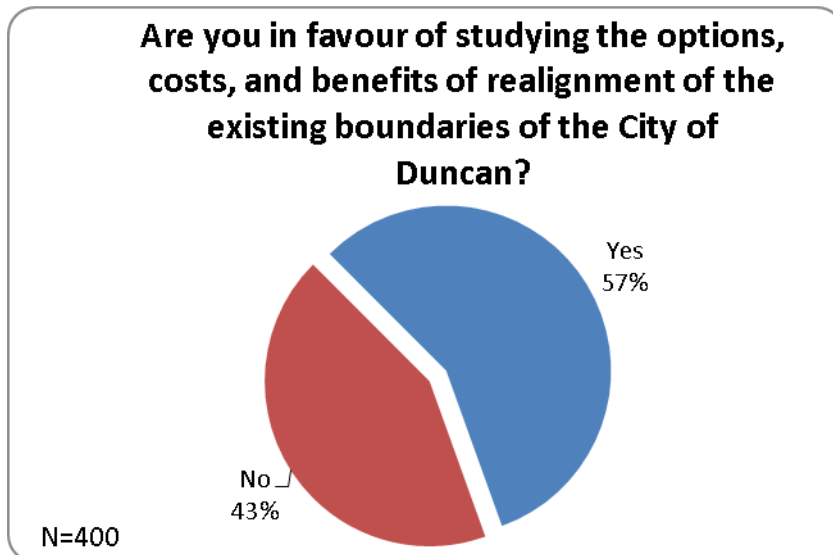
“Council would like to seek the community’s input on issues related to amalgamation of the municipalities of North Cowichan and Duncan, or the possible re-alignment of the City’s boundaries generally.”

Q32-1. Should Duncan consider Amalgamation



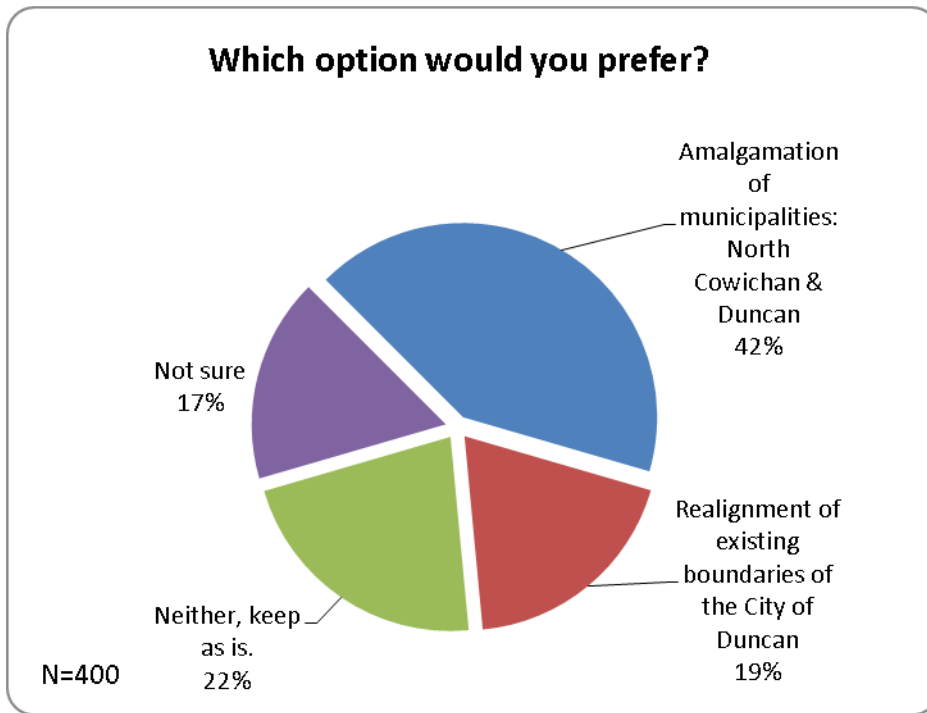
Two-thirds (67%) are in favour of studying the options, costs and benefits for *amalgamation* of the municipalities.

Q32-2. Should Duncan consider Realignment of boundaries?



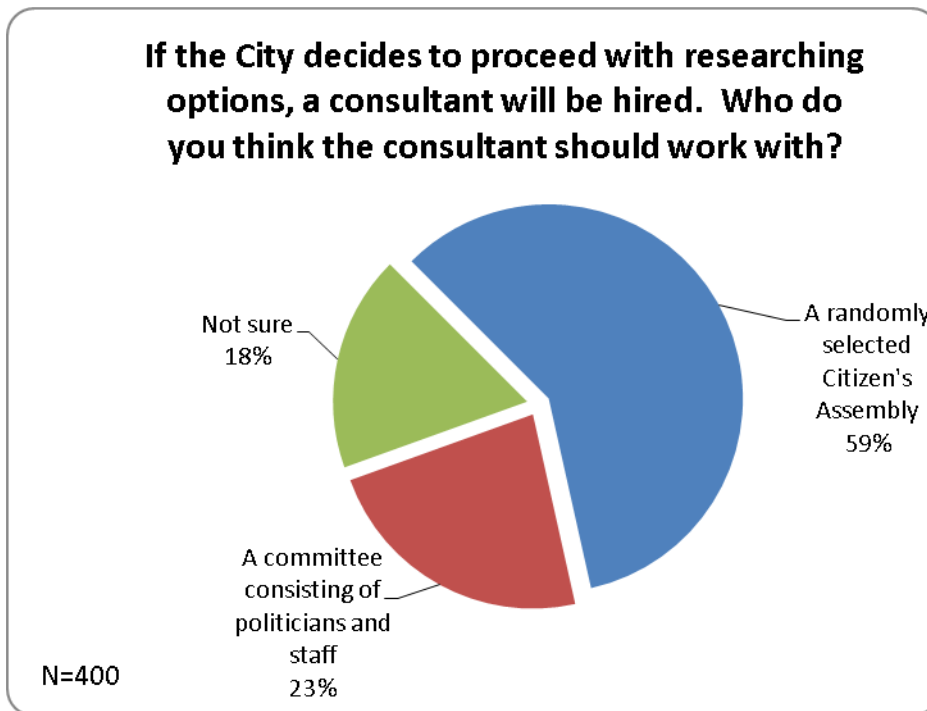
Over half (57%) are in favour of studying the options, costs and benefits for the *realignment* of existing boundaries of the City of Duncan.

Q32-3. Amalgamation or Realignment?



Forty-two percent would prefer *amalgamation* and 22% would prefer to *keep the boundaries the same*. Nineteen percent would prefer to *realign the existing boundaries* and 17% are *not sure*.

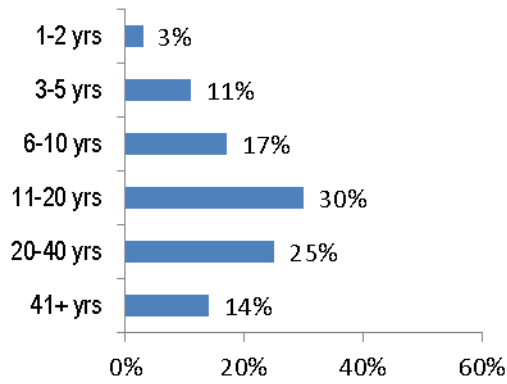
Q32-4. Who should consultant work with?



If the City proceeds with researching options, 59% feel the consultant should work with a *randomly selected Citizen assembly*.

Section 7 – Respondent information

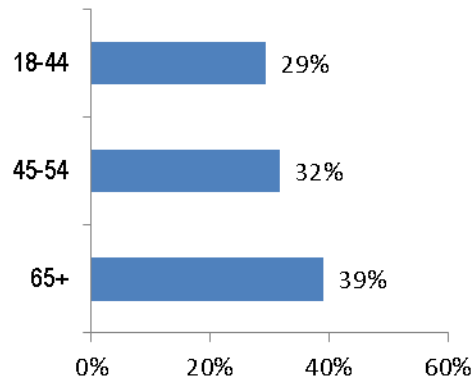
How long have you lived in the City of Duncan?



N=400

The average number of years that respondents have lived in the City of Duncan was 22 years.

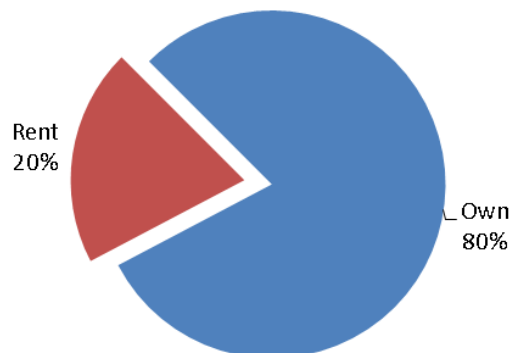
Which of the following age groups do you fall into?



N=400

The distribution of age was weighted to match the population distribution determined from 2011 Census.

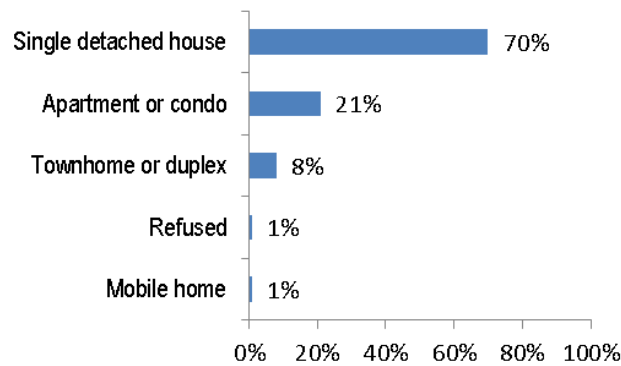
Do you rent or own your place of residence?



N=400

Eighty percent of respondents *owned* their home and 20% *rent* their home.

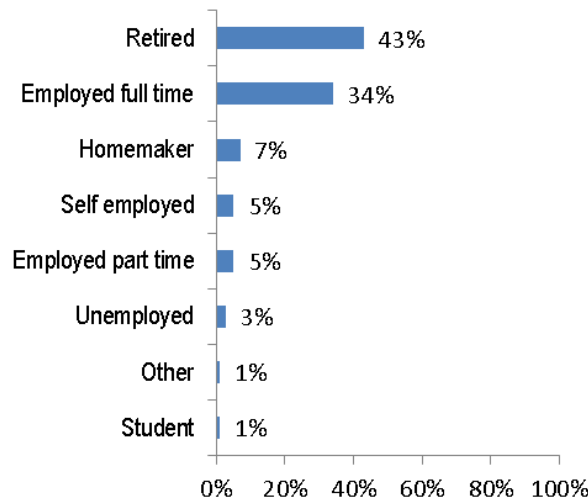
Which of the following do you live in?



N=400

Seventy percent of the sample lived in a *single detached house* and 21% live in an *apartment or condo*.

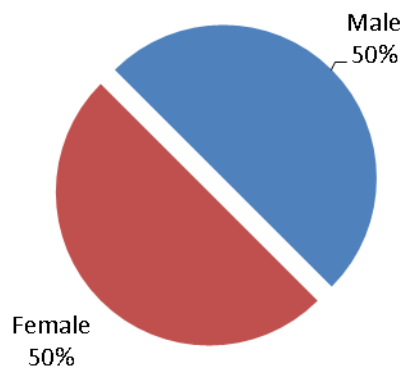
What is your current employment status?



N=400

Forty-three percent of the sample was *retired* and 34% were *employed full time*.

Gender



N=400

The sample was evenly split between males and female respondents.

Appendices

Appendix 1 – Telephone Questionnaire

Appendix 2 – Detailed Tables

Appendix 1 – Telephone Questionnaire

Hello, my name is _____ and I am calling on behalf of the City of Duncan. We are talking to Duncan residents to help the City guide strategic planning, set budget priorities and improve services. Your responses will remain completely confidential.

1. Just to confirm, are you over 18 years age and live within the boundary of the City of Duncan?
[If clarification needed: You pay property tax to the City of Duncan (not just water bill?)]
 Yes
 No *[Thank and terminate]*

2. On a scale of 1 to 10 with 1 equal to *Poor* and 10 equal to *Excellent* how would you rate...

	Poor 1.....10	Excellent
The overall quality of life in Duncan?	1 2 3 4 5 6 7 8 9 10	
Duncan as a place to raise children?	1 2 3 4 5 6 7 8 9 10	
Duncan as a place to retire?	1 2 3 4 5 6 7 8 9 10	

3. On a scale of 1 to 10 with 1 equal to *strongly disagree* and 10 equal to *strongly agree* please rate your level of agreement with the following statements...

	Strongly Disagree 1.....10	Strongly Agree
I receive good value for the taxes I pay	1 2 3 4 5 6 7 8 9 10	
The City of Duncan listens to Citizens and encourages their involvement in making decisions.	1 2 3 4 5 6 7 8 9 10	
In general, I believe the City of Duncan is doing a good job	1 2 3 4 5 6 7 8 9 10	

4. How do you rate your overall satisfaction with the services and programs provided by the City of Duncan? *[Read list]*
 Very satisfied [GO TO Q5]
 Somewhat satisfied [GO TO Q5]
 Neutral [GO TO Q5]
 Somewhat dissatisfied
 Not satisfied

Q4b. Why are you dissatisfied? _____

5. Compared to 5 years ago, how do you feel the quality of life for Duncan residents has changed? *[Read list]*

Better

No change [GO TO Q6]

Worse

Not sure [DO NOT READ] [GO TO Q6]

Q5b. If “better” or “worse”: Why do you feel the quality of life is better/ worse?

6. Compared to 5 years ago, do you feel Duncan is a safer place to live? *[Read list]*

Yes, safer

The same

Less safe

Not sure [DON'T READ]

7. In your opinion, what is the single most important issue facing the City of Duncan? *[Do not read, mark one only]*

Traffic – too much

Population growth / Overcrowding / Urban Planning

Population decline

Road conditions

Aging infrastructure

Lack of Jobs/ poor economy

Climate / weather

Air quality

Pollution

Crime / Safety of Citizens

None

Don't Know

Other _____

8. What is your favourite thing about living in Duncan? *[Do not read, mark one only]*

Relaxed lifestyle

Friendly people

Great place to raise a family

Climate/Weather

Community spirit

Access to outdoor recreation

Economy / Jobs

Safe community – low crime

Clean air

Clean water

Size of community

Ocean, close to ocean

Not sure

Other please specify: _____

9. On a scale from 1 to 10 with 1 equal to *Not satisfied* and 10 equal to *Very satisfied*, how satisfied are you with the following **Recreation and Leisure Services**?

	Not satisfied 1.....10	Very Satisfied	Don't know
City Parks	1 2 3 4 5 6 7 8 9 10		
City Playgrounds	1 2 3 4 5 6 7 8 9 10		
City museum	1 2 3 4 5 6 7 8 9 10		
City sports fields not including schools	1 2 3 4 5 6 7 8 9 10		
Overall satisfaction with recreation services	1 2 3 4 5 6 7 8 9 10		

10. On a scale from 1 to 10 with 1 equal to *Not satisfied* and 10 equal to *Very satisfied*, how satisfied are you with the following **City Utilities**?

	Not satisfied 1.....10	Very Satisfied	Don't know
Water supply	1 2 3 4 5 6 7 8 9 10		
Sewage treatment	1 2 3 4 5 6 7 8 9 10		
Garbage collection	1 2 3 4 5 6 7 8 9 10		
Street lighting	1 2 3 4 5 6 7 8 9 10		
Animal control	1 2 3 4 5 6 7 8 9 10		
Recycling services	1 2 3 4 5 6 7 8 9 10		
Availability of public washrooms	1 2 3 4 5 6 7 8 9 10		
Overall satisfaction with utilities	1 2 3 4 5 6 7 8 9 10		

11. On a scale from 1 to 10 with 1 equal to *Not satisfied* and 10 equal to *Very satisfied*, how satisfied are you with the following **Community Safety** issues?

	Not satisfied 1.....10	Very Satisfied	Don't know
Police protection	1 2 3 4 5 6 7 8 9 10		
Traffic violation enforcement	1 2 3 4 5 6 7 8 9 10		
Fire protection	1 2 3 4 5 6 7 8 9 10		
By-law enforcement	1 2 3 4 5 6 7 8 9		

	10	
Overall satisfaction with protective services	1 2 3 4 5 6 7 8 9 10	

12. On a scale from 1 to 10 with 1 equal to *Not satisfied* and 10 equal to *Very satisfied*, how satisfied are you with the following **Road and Transportation Services**?

	Not satisfied 1.....10	Very Satisfied	Don't know
Road maintenance and repair	1 2 3 4 5 6 7 8 9 10		
Snow removal from roads	1 2 3 4 5 6 7 8 9 10		
Public transit	1 2 3 4 5 6 7 8 9 10		
Bicycle paths	1 2 3 4 5 6 7 8 9 10		
Condition of City sidewalks	1 2 3 4 5 6 7 8 9 10		
Downtown Parking	1 2 3 4 5 6 7 8 9 10		
Overall satisfaction with roads and transportation services	1 2 3 4 5 6 7 8 9 10		

13. On a scale from 1 to 10 with 1 equal to *Not satisfied* and 10 equal to *Very satisfied*, how satisfied are you with the following **Other City Services**?

	Not satisfied 1.....10	Very Satisfied	Don't know
City beautification	1 2 3 4 5 6 7 8 9 10		
Citizen engagement	1 2 3 4 5 6 7 8 9 10		
Land use planning	1 2 3 4 5 6 7 8 9 10		
Economic Development	1 2 3 4 5 6 7 8 9 10		
Air Quality	1 2 3 4 5 6 7 8 9 10		
Street maintenance	1 2 3 4 5 6 7 8 9 10		
Regulatory bylaws including nuisance control, animal control, open air burning, noise, untidy/unsightly premises	1 2 3 4 5 6 7 8 9 10		
Transit services	1 2 3 4 5 6 7 8 9 10		
Sidewalks	1 2 3 4 5 6 7 8 9 10		

14. On a scale from 1 to 10 with 1 equal to *Not important* and 10 equal to *Very important*, how important are the following issues for the City?

	Not important 1.....10	Very Important 10	Don't know
City beautification	1 2 3 4 5 6 7 8 9 10		
Citizen engagement	1 2 3 4 5 6 7 8 9 10		
Land Use planning	1 2 3 4 5 6 7 8 9 10		
Economic Development	1 2 3 4 5 6 7 8 9 10		
Air Quality	1 2 3 4 5 6 7 8 9 10		
Street Maintenance	1 2 3 4 5 6 7 8 9 10		
Regulatory bylaws including nuisance control, animal control, open air burning, noise, untidy/unsightly premises	1 2 3 4 5 6 7 8 9 10		
Transit services	1 2 3 4 5 6 7 8 9 10		
Sidewalks	1 2 3 4 5 6 7 8 9 10		

15. If you had to make a choice regarding City service levels, what would your choice be? *[Read]*
 Maintain or increase existing services by increasing **property tax rates** [GO TO Q17]
 Maintain or increase existing services by increasing **user fees for services** [GO TO Q17]
 Reduce services in order to maintain current property tax rates
 No opinion [Don't read] [GO TO Q17]
16. Which services would you like reduced? [DO NOT READ, MARK ALL]
 Bylaw Enforcement
 Protective Services
 Garbage and recycling services
 No services- use money more efficiently
 All service
 Not Sure
 Other – specify: _____
17. Are there any new City services you would like to see introduced or increased?
 No
 Not sure
 Yes – please specify: _____

18. Have you had any personal contact either in-person, on the phone, by email or fax with a City of Duncan employee over the last 12 months?
- Yes
 - No [GO TO Q22]
 - Not sure [GO TO Q22]
19. What method or methods did you use to contact the City of Duncan employee? [DON'T READ, MARK ALL]
- In person at City Hall or Public Works office
 - In person in community (at home, on the street, at a community meeting, community facility)
 - Telephone
 - Mail
 - Fax
 - E-mail
 - Other _____
20. During your most recent contact with a City of Duncan employee, what type of service were you seeking? [DO NOT READ]
1. Building Inspector – calling for an inspection
 2. Building Permits
 2. Planning (zoning, development permits)
 3. Finance (payment of taxes, utilities)
 5. Information related to Council meetings, agendas
 6. Bylaws (parking, animal control)
 7. Public works (snow removal, garbage collection, road repair)
 8. Garbage, recycling
 8. Other _____
21. On a scale from 1 to 10 with 1 equal to *poor* and 10 is equal to *excellent* please rate the service provided by the City of Duncan employee during your most recent contact...

		Poor					Excellent
		1	10
1	Friendliness						
2	Level of knowledge						
3	Competent						
4	Treated you fairly						
5	Staff went the extra mile to make sure I got what I needed						

22. What do you think is the most important environmental concern for the City of Duncan? [DON'T READ, MARK ONE ONLY]
- Air quality
 - Flood
 - Water supply

Water quality
Wildlife
Invasive plants
Too many cars
Improve public transit
Other _____

23. How do you learn about local government issues? *[DO NOT READ, MARK ALL]*

Contact member of City staff
Community organization
Word of mouth: neighbours, friends
City website
TV
Radio
Local newspaper
Internet, Online
Don't learn about government issues
Don't know
Other _____

24. Do you have access to the internet? [READ, MARK ALL]

- At home
- At work
- On a smart phone
- No access

25. Do you use e-mail?

Yes
No

26. Which of the following social media do you use? [READ, MARK ALL]

Facebook
Twitter
Linked In
None [DON'T READ]

27. Which of the following would you consider using to interact with the City of Duncan?
[READ, MARK ALL]

City Website
Facebook
Twitter
None [DON'T READ]

28. Have you visited the City website?
Yes
No
29. If the following services were offered on the City of Duncan web page, would you use them? [READ, MARK ALL]
- Pay for a Building Permit
 - Pay utility fees
 - Pay property taxes
 - Buy a Dog License
 - None [DON'T READ]
30. Have you read the City Newsletter inserted into your utility bill?
Yes
No
31. In general, how do you feel about the amount of information provided by the City? [READ]
- Too much information provided
 - Adequate information provided
 - Too little information
 - Not sure [DON'T READ]

Amalgamation/Boundary Restructure Question:

32. Council would like to seek the community's input on issues related to amalgamation of the municipalities of North Cowichan and Duncan, or the possible re-alignment of the City's boundaries generally.
1. Are you in favour of studying the options, costs, and benefits for the amalgamation of the municipalities of North Cowichan and Duncan?
Yes
No
 2. Are you in favour of studying the options, costs, and benefits of realignment of the existing boundaries of the City of Duncan?
Yes
No
 3. Which option would you prefer? [READ, CHECK ONE]
Amalgamation of the municipalities of North Cowichan and Duncan
Realignment of the existing boundaries of the City of Duncan
Neither, keep as is. [GO TO Q33]
Not sure [DON'T READ]

4. If the City decides to proceed with researching options, a consultant will be hired. Who do you think the consultant should work with? [READ, CHECK ONE]
- A randomly selected Citizen's Assembly – OR
 - A committee consisting of politicians and staff
 - Not sure [DON'T READ]

And just a few last questions about you....

33. How long have you lived in the City of Duncan? _____ Years

34. Which of the following age groups do you fall into? [Read]

- 18-24 years
- 25-34
- 35-44
- 45-54
- 55-64
- 65 years or older
- Refused [DO NOT READ]

35. Do you rent or own your place of residence? [READ]

- Own
- Rent
- Refused [DO NOT READ]

36. Which of the following do you live in? [READ]

- Single detached house
- Apartment or condo
- Townhome or duplex
- Basement suite
- Mobile home
- Other
- Refused [DO NOT READ]

37. What is your current employment status? [READ]

- Employed full time
- Employed part time
- Self employed
- Student
- Retired
- Homemaker
- Unemployed
- Other
- Refused [DO NOT READ]

38. What is your postal code? V9L - _ _ _
Refused

39. Indicate Gender. *[Don't read]*
Male
Female

Appendix 2 – Detailed Tables

Banner Legend:

Question

Banner

Grand Total: Response percentages for all people answering Question

		Gender		Marital Status				Grand Total
		Male	Female	Single/ never married	Married	Living with a partner	Divorced/ separated/ widowed	
Which newspapers have you read or looked into in the past week?	Neither Province or Sun	27%	34%	33%	28%	25%	34%	30%
	Province Only	22%	21%	22%	23%	17%	18%	21%
	Sun Only	22%	24%	17%	25%	17%	26%	23%
	Both Province and Sun	30%	21%	29%	24%	42%	22%	26%
Total	Base	250	250	119	264	24	82	500

Column Percentage:
Columns add up to 100%
Example: Out of all Females:
34% read neither Province or Sun
21% read Province only
24% read Sun only
21% read both Province and Sun
100% of Females

Base:
Number of people answering
both Question & Banner

Note:
If Base <100, interpret column
percentages with caution.
If Base <50, interpret column
percentages with extreme caution.

How would you rate...

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
The overall quality of life in Duncan?	Poor: 1-3	2%	4%	1%	5%	2%	0%	2%	5%	0%
	4-7	27%	24%	30%	29%	30%	24%	25%	19%	36%
	Excellent: 8-10	71%	71%	70%	66%	68%	76%	74%	76%	64%
Total	Mean	7.9	7.9	7.9	7.6	7.8	8.1	7.9	7.9	7.8
	Base	400	200	200	118	127	156	123	122	155
Duncan as a place to raise children?	Poor: 1-3	1%	1%	0%			2%	1%		1%
	4-7	41%	38%	44%	37%	40%	45%	42%	36%	44%
	Excellent: 8-10	58%	61%	56%	63%	60%	53%	57%	64%	55%
Total	Mean	7.4	7.4	7.4	7.5	7.5	7.2	7.2	7.6	7.4
	Base	400	200	200	118	127	156	123	122	155
Duncan as a place to retire?	Poor: 1-3	3%	5%	2%	5%	3%	2%	2%	6%	2%
	4-7	25%	24%	27%	32%	31%	16%	28%	26%	23%
	Excellent: 8-10	72%	72%	71%	63%	66%	83%	70%	68%	75%
Total	Mean	7.9	7.9	8.0	7.5	7.7	8.4	7.9	7.7	8.2
	Base	400	200	200	118	127	156	123	122	155

Mean ratings based on a 10-point scale with 1=Poor and 10=Excellent

Please rate your level of agreement with the following statements...

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
I receive good value for the taxes I pay	Disagree: 1-3	7%	7%	7%	8%	6%	7%	1%	6%	12%
	4-7	59%	59%	58%	76%	57%	47%	61%	63%	53%
	Agree: 8-10	35%	34%	35%	16%	37%	46%	38%	31%	35%
Total	Mean	6.6	6.7	6.4	6.0	6.8	6.8	6.7	6.6	6.4
	Base	400	200	200	118	127	156	123	122	155
The City of Duncan listens to Citizens and encourages their involvement in making decisions.	Disagree: 1-3	8%	9%	7%	8%	9%	8%	7%	13%	5%
	4-7	62%	62%	61%	61%	60%	63%	59%	58%	68%
	Agree: 8-10	30%	28%	32%	31%	31%	29%	34%	29%	27%
Total	Mean	6.3	6.3	6.3	6.3	6.3	6.2	6.3	6.2	6.3
	Base	400	200	200	118	127	156	123	122	155
In general, I believe the City of Duncan is doing a good job	Disagree: 1-3	5%	4%	7%	3%	7%	6%	4%	6%	6%
	4-7	46%	50%	42%	47%	46%	46%	44%	51%	44%
	Agree: 8-10	48%	46%	51%	50%	48%	48%	52%	43%	50%
Total	Mean	7.1	7.0	7.2	7.2	7.0	7.0	7.0	7.0	7.1
	Base	400	200	200	118	127	156	123	122	155

Mean ratings based on a 10-point scale with 1=Strongly Disagree and 10=Strongly Agree

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
How do you rate your overall satisfaction with the services and programs provided by the City of Duncan?	Very satisfied	22%	19%	25%	17%	20%	27%	27%	15%	23%
	Somewhat satisfied	52%	56%	49%	52%	52%	54%	47%	55%	55%
	Neutral	22%	20%	24%	31%	23%	15%	23%	27%	17%
	Somewhat dissatisfied	2%	3%	2%		4%	3%	3%	2%	3%
	Not satisfied	1%	2%	0%		1%	2%	1%	1%	1%
Total	Base	400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?		Years lived in Duncan?		
			Male	Female	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
			Why are you dissatisfied?	Council does not listen to Citizens	40%	49%	25%	25%	56%
Reduction in services, lack of services	25%	26%		25%	40%	10%	50%	18%	11%
Roads	14%			37%	10%	19%		18%	23%
Transit	13%	13%		12%	15%	10%	25%		11%
Recycling, Garbage collection services	12%	12%		12%		25%		28%	11%
Want Amalgamation	5%			13%	10%			18%	
Bylaw enforcement	5%			12%		10%			11%
Total	Responses	16	9	7	7	9	4	4	8
	Base	14	9	5	7	7	4	4	6

Base: Respondents who somewhat dissatisfied or not satisfied
Column percentages may exceed 100% because multiple answers given

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
			Compared to 5 years ago, how do you feel the quality of life for Duncan residents has changed?	Better	39%	39%	39%	47%	40%	32%
No change	41%	47%		35%	33%	42%	47%	33%	51%	40%
Worse	13%	10%		15%	11%	13%	13%	6%	13%	18%
Not sure	7%	4%		11%	9%	5%	8%	17%	4%	2%
Total	Base	400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
Why do you feel the quality of life is better?	Services, entertainment, recreation opportunities	38%	41%	35%	52%	40%	20%	39%	56%	25%
	Stores, shopping	30%	34%	26%	45%	25%	19%	42%	14%	30%
	Infrastructure	11%	7%	15%	7%	18%	9%	11%	16%	8%
	Parks and trails	8%	12%	5%	11%	11%	3%	19%	6%	1%
	Downtown revitalization, streetscaping, clean	8%	7%	9%		12%	13%	3%	8%	13%
	Roads	8%	13%	3%	11%	9%	3%	15%		6%
	Seniors programs, amenities	6%	7%	5%		1%	17%	7%	5%	5%
	Not sure, just better	5%	5%	6%	7%		10%	2%		12%
	Council listening	4%	6%	3%		7%	5%	2%	2%	7%
	Recycling, garbage collection	4%	7%	1%		2%	10%	2%	7%	3%
	Transit	3%	1%	5%		8%	3%	2%	3%	4%
	Crime down, better care for homeless, less homeless	3%	1%	4%		7%	2%	2%	5%	2%
	Other	3%	1%	4%		4%	5%			7%
	Sidewalks	2%		3%		1%	4%	1%	2%	2%
Total	Responses	206	110	97	73	73	60	80	48	78
	Base	155	77	78	55	51	49	55	39	62

Base: Respondents who felt quality of life is better

Column percentages may exceed 100% because multiple answers given

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
			Why do you feel the quality of life is worse?	Crime, safety, homeless	19%	16%	22%	14%	29%	14%
Jobs, economy, low income, financial	17%	26%		11%		25%	21%		31%	14%
Transit	13%	28%		2%	45%		3%		37%	2%
Services for youth	13%			21%	28%	12%	3%	51%	4%	7%
Traffic	12%	16%		9%		17%	14%		4%	19%
Other	11%	5%		15%	14%	4%	14%		11%	14%
Infrastructure	7%	10%		4%			16%			12%
Recycling, garbage	6%			10%	14%		6%	9%		9%
Overpopulated, crowded	4%			7%		12%			9%	2%
Bylaw enforcement	3%	5%		2%			8%			6%
Health care	3%			4%		4%	3%		8%	
Council doesn't listen	3%			4%			6%			5%
Parking	3%			4%			6%			5%
Total	Responses	57	22	35	15	17	24	9	16	31
	Base	50	21	30	13	17	21	7	16	27

Base: Respondents who felt quality of life is worse

Column percentages may exceed 100% because multiple answers given

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
			Compared to 5 years ago, do you feel Duncan is a safer place to live?	Yes, safer	12%	12%	12%	3%	13%	18%
The same	65%	71%		58%	73%	62%	61%	59%	73%	62%
Less safe	16%	13%		19%	14%	22%	12%	14%	14%	19%
Not sure	7%	4%		11%	9%	4%	9%	18%	1%	5%
Total	Base	400	200	200	118	127	156	123	122	155

	Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?			
		Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs	
In your opinion, what is the single most important issue facing the City of Duncan?	Traffic – too much	19%	21%	17%	10%	22%	23%	17%	13%	25%
	Dont Know	15%	13%	16%	16%	14%	14%	14%	15%	15%
	Lack of Jobs, poor economy, economic development	10%	10%	10%	13%	9%	9%	12%	10%	9%
	Crime, Safety of Citizens, Homeless, Drugs	7%	2%	11%	3%	12%	5%	6%	7%	7%
	Fiscal responsibility, lower costs, taxes	6%	10%	1%	5%	6%	7%	9%	3%	6%
	Other	6%	3%	9%	11%	2%	5%	5%	5%	6%
	Population growth, Overcrowding, Urban Planning	5%	7%	4%	13%	1%	3%	9%	1%	5%
	Road conditions	4%	5%	4%	5%	4%	4%	6%	6%	2%
	Almgamation	4%	6%	2%		7%	4%	1%	4%	6%
	Aging infrastructure	3%	3%	4%	3%	1%	6%	7%	1%	2%
	Transit	3%	5%	1%	5%	3%	1%	3%	6%	
	Lack of services	2%	5%		5%	2%	1%	2%	6%	
	Youth activities	2%	1%	4%	3%	4%	0%	2%	4%	1%
	Highway bypass, overpass	2%	3%	1%		3%	3%	1%	2%	3%
	Housing	2%		4%	3%	2%	2%	1%	3%	3%
	Promote multicultural community	1%	2%	1%		2%	2%		1%	3%
	None	1%	2%	1%		1%	3%		3%	2%
	Garbage, recycling	1%	1%	2%	2%	1%	0%	1%	2%	0%
	Air quality	1%		2%	3%				3%	
	Parking	1%	1%	1%		1%	2%	1%	1%	1%
	Better communication with Council	1%	1%	1%		1%	2%		1%	2%
	Hospital, healthcare	1%	1%	1%			2%		2%	0%
	Climate, weather, climate change	1%	1%	1%		2%	0%		1%	2%
Water system, sewage system	1%	1%	0%		1%	1%	1%	1%	1%	
Polution	1%		1%		2%		1%		0%	
Senior services	0%		1%			1%	1%	1%		
Total	Base	400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
What is your favorite thing about living in Duncan?	Size of community	26%	30%	21%	41%	17%	21%	21%	31%	25%
	Friendly people	13%	8%	18%	16%	7%	15%	13%	14%	11%
	Access to outdoor recreation	12%	11%	14%	9%	17%	10%	11%	14%	11%
	Climate, Weather	11%	12%	9%	3%	13%	14%	6%	13%	13%
	Accessibility, convenience, central, stores	10%	8%	12%	3%	17%	10%	15%	4%	11%
	Relaxed lifestyle	7%	9%	6%	8%	6%	8%	12%	3%	7%
	Other	5%	5%	4%	3%	3%	7%	6%	5%	3%
	Great place to raise a family	3%	4%	2%	8%	2%	0%	5%	4%	0%
	Downtown	3%	3%	2%	5%	3%	0%	2%	5%	2%
	Not sure	2%	3%	2%		4%	3%	3%	1%	3%
	Community spirit	2%	2%	3%	3%	3%	1%	3%	1%	3%
	Familiar	2%	3%	1%		2%	3%			4%
	Services available	1%	1%	2%		1%	3%	1%	1%	2%
	Quiet	1%	1%	1%		2%	1%	1%	1%	1%
	Clean water	1%	1%	1%		2%	1%		1%	2%
	Safe community – low crime	1%	1%	0%		2%	0%	2%		0%
	Economy, Jobs	0%		1%		1%			1%	
	Clean air	0%		0%		1%			1%	
	Ocean, close to ocean	0%		0%			0%			0%
Total	Base	400	200	200	118	127	156	123	122	155

How satisfied are you with the following Recreation and Leisure Services?

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
City Parks	Not satisfied: 1-3	3%	5%	1%	5%	2%	3%		6%	3%
	4-7	30%	29%	32%	37%	31%	24%	31%	35%	25%
	Satisfied: 8-10	67%	66%	67%	58%	67%	73%	69%	58%	72%
Total	Mean	8.1	8.0	8.2	7.5	7.9	8.6	8.3	7.5	8.3
	Base	400	200	200	118	127	156	123	122	155
City Playgrounds	Not satisfied: 1-3	5%	8%	3%	6%	4%	4%		10%	3%
	4-7	37%	42%	33%	33%	45%	33%	23%	44%	40%
	Satisfied: 8-10	58%	50%	64%	61%	51%	62%	77%	45%	57%
Total	Mean	8.8	8.8	8.8	8.1	8.3	9.7	9.5	7.8	9.1
	Base	400	200	200	118	127	156	123	122	155
City museum	Not satisfied: 1-3	5%	4%	6%		10%	3%	4%	7%	4%
	4-7	52%	62%	44%	79%	47%	39%	50%	64%	46%
	Satisfied: 8-10	43%	34%	50%	21%	43%	58%	46%	29%	50%
Total	Mean	8.6	8.6	8.6	8.6	8.2	9.1	8.8	8.6	8.5
	Base	400	200	200	118	127	156	123	122	155
City sports fields not including schools	Not satisfied: 1-3	1%	1%	0%		1%	2%		2%	1%
	4-7	26%	27%	24%	34%	22%	20%	24%	33%	21%
	Satisfied: 8-10	73%	71%	75%	66%	77%	77%	76%	65%	78%
Total	Mean	8.7	8.7	8.8	8.1	8.4	9.4	8.9	8.3	8.9
	Base	400	200	200	118	127	156	123	122	155
Overall satisfaction with recreation services	Not satisfied: 1-3	0%		1%		1%	0%		1%	0%
	4-7	29%	32%	26%	31%	29%	28%	26%	36%	27%
	Satisfied: 8-10	70%	68%	73%	69%	70%	71%	74%	63%	73%
Total	Mean	8.1	8.0	8.2	7.9	7.9	8.5	8.1	7.7	8.4
	Base	400	200	200	118	127	156	123	122	155

Mean ratings based on a 10-point scale with 1=Not Satisfied and 10=Very Satisfied

How satisfied are you with the following City Utilities?

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
Water supply	Not satisfied: 1-3	1%		1%		2%			1%	1%
	4-7	13%	13%	12%	19%	8%	11%	16%	11%	11%
	Satisfied: 8-10	87%	87%	86%	81%	90%	89%	84%	88%	88%
Total	Mean	8.9	8.9	8.9	8.7	8.9	9.0	8.8	8.8	9.1
	Base	400	200	200	118	127	156	123	122	155
Sewage treatment	Not satisfied: 1-3	1%	1%	2%		2%	2%	3%	2%	
	4-7	21%	20%	23%	28%	16%	21%	21%	24%	20%
	Satisfied: 8-10	77%	79%	75%	72%	82%	77%	77%	74%	80%
Total	Mean	8.7	8.5	8.9	8.6	8.7	8.7	8.6	8.6	8.9
	Base	399	200	199	118	126	156	123	122	155
Garbage collection	Not satisfied: 1-3	1%	1%	2%		2%	2%	1%	2%	1%
	4-7	22%	23%	22%	33%	19%	17%	31%	18%	20%
	Satisfied: 8-10	76%	76%	76%	67%	79%	81%	68%	80%	79%
Total	Mean	8.4	8.4	8.5	8.1	8.4	8.7	8.3	8.3	8.6
	Base	400	200	200	118	127	156	123	122	155
Street lighting	Not satisfied: 1-3	1%	1%				1%		1%	1%
	4-7	29%	27%	31%	43%	28%	19%	36%	38%	16%
	Satisfied: 8-10	70%	72%	69%	57%	72%	80%	64%	61%	83%
Total	Mean	8.1	8.0	8.2	7.8	8.0	8.5	7.9	7.9	8.6
	Base	400	200	200	118	127	156	123	122	155
Animal control	Not satisfied: 1-3	7%	11%	4%	12%	6%	5%	4%	8%	10%
	4-7	35%	29%	40%	37%	34%	33%	36%	35%	33%
	Satisfied: 8-10	58%	60%	56%	51%	61%	61%	61%	57%	57%
Total	Mean	8.1	8.2	8.1	7.6	8.1	8.5	8.4	7.9	8.0
	Base	400	200	200	118	127	156	123	122	155
Recycling services	Not satisfied: 1-3	3%	4%	2%		4%	6%	4%	2%	4%
	4-7	34%	38%	30%	43%	35%	26%	38%	35%	30%
	Satisfied: 8-10	63%	57%	68%	57%	61%	68%	58%	63%	66%
Total	Mean	7.9	7.7	8.2	7.6	7.9	8.2	7.9	7.8	8.1
	Base	400	200	200	118	127	156	123	122	155
Availability of public washrooms	Not satisfied: 1-3	14%	12%	15%	10%	20%	11%	12%	19%	11%
	4-7	54%	50%	57%	51%	51%	58%	59%	47%	54%
	Satisfied: 8-10	33%	37%	28%	39%	29%	31%	29%	34%	35%
Total	Mean	7.2	7.4	7.0	7.1	6.5	7.8	7.2	6.9	7.4
	Base	400	200	200	118	127	156	123	122	155
Overall satisfaction with utilities	Not satisfied: 1-3	1%	1%	1%		1%	1%	1%		1%
	4-7	35%	37%	34%	34%	42%	31%	35%	40%	32%
	Satisfied: 8-10	64%	62%	65%	66%	57%	69%	64%	60%	67%
Total	Mean	7.8	7.7	7.9	7.8	7.5	8.1	7.7	7.7	7.9
	Base	400	200	200	118	127	156	123	122	155

Mean ratings based on a 10-point scale with 1=Not Satisfied and 10=Very Satisfied

How satisfied are you with the following Community Services?

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
Police protection	Not satisfied: 1-3	2%	2%	2%		4%	2%	1%	1%	4%
	4-7	26%	26%	26%	31%	26%	23%	32%	22%	25%
	Satisfied: 8-10	72%	71%	72%	69%	70%	75%	67%	78%	71%
Total	Mean	8.3	8.2	8.3	8.2	8.1	8.5	8.3	8.3	8.2
	Base	400	200	200	118	127	156	123	122	155
Traffic violation enforcement	Not satisfied: 1-3	10%	11%	9%	5%	12%	12%	5%	13%	11%
	4-7	47%	49%	46%	43%	53%	46%	56%	43%	44%
	Satisfied: 8-10	43%	41%	45%	52%	34%	43%	39%	44%	45%
Total	Mean	7.1	6.8	7.5	7.1	6.8	7.5	7.3	6.9	7.2
	Base	400	200	200	118	127	156	123	122	155
Fire protection	Not satisfied: 1-3	1%	1%				1%	1%		1%
	4-7	13%	17%	9%	19%	12%	9%	16%	13%	11%
	Satisfied: 8-10	86%	82%	91%	81%	88%	89%	83%	87%	89%
Total	Mean	8.8	8.8	8.9	8.6	8.8	9.0	8.8	8.7	9.0
	Base	400	200	200	118	127	156	123	122	155
By-law enforcement	Not satisfied: 1-3	11%	17%	5%	12%	10%	10%	4%	14%	14%
	4-7	33%	33%	34%	18%	43%	38%	30%	36%	34%
	Satisfied: 8-10	56%	51%	61%	70%	46%	52%	66%	49%	52%
Total	Mean	8.1	7.7	8.5	8.2	7.7	8.3	8.7	7.5	8.1
	Base	400	200	200	118	127	156	123	122	155
Overall satisfaction with protective services	Not satisfied: 1-3	1%	1%	2%		4%	1%	2%	1%	2%
	4-7	32%	33%	31%	36%	33%	28%	37%	33%	27%
	Satisfied: 8-10	67%	66%	68%	64%	63%	71%	61%	66%	71%
Total	Mean	7.9	7.8	8.0	7.9	7.7	8.1	7.9	7.7	8.0
	Base	400	200	200	118	127	156	123	122	155

Mean ratings based on a 10-point scale with 1=Not Satisfied and 10=Very Satisfied

How satisfied are you with the following Road and Transportation Services?

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
Road maintenance and repair	Not satisfied: 1-3	6%	8%	4%	5%	6%	7%	6%	7%	5%
	4-7	51%	49%	52%	53%	57%	43%	49%	51%	52%
	Satisfied: 8-10	43%	43%	44%	42%	38%	49%	45%	42%	43%
Total	Mean	6.7	6.5	7.0	6.4	6.7	7.0	6.8	6.6	6.8
	Base	400	200	200	118	127	156	123	122	155
Snow removal from roads	Not satisfied: 1-3	6%	8%	4%	9%	4%	6%	2%	10%	6%
	4-7	43%	43%	43%	43%	45%	41%	44%	46%	39%
	Satisfied: 8-10	51%	49%	53%	48%	51%	54%	53%	43%	55%
Total	Mean	7.5	7.4	7.5	7.2	7.6	7.6	7.8	7.0	7.6
	Base	400	200	200	118	127	156	123	122	155
Public transit	Not satisfied: 1-3	11%	15%	5%	17%	9%	6%	8%	19%	5%
	4-7	50%	49%	51%	59%	50%	43%	50%	54%	47%
	Satisfied: 8-10	39%	36%	43%	24%	41%	50%	43%	27%	48%
Total	Mean	8.4	8.0	8.8	7.9	8.3	8.8	8.6	7.7	8.8
	Base	400	200	200	118	127	156	123	122	155
Bicycle paths	Not satisfied: 1-3	10%	12%	7%		13%	18%	9%	12%	8%
	4-7	56%	55%	56%	62%	59%	44%	54%	66%	47%
	Satisfied: 8-10	35%	33%	36%	38%	28%	38%	36%	22%	45%
Total	Mean	8.2	8.0	8.3	7.7	7.7	8.9	8.0	7.7	8.7
	Base	400	200	200	118	127	156	123	122	155
Condition of city sidewalks	Not satisfied: 1-3	6%	8%	3%	5%	8%	4%	5%	7%	5%
	4-7	47%	48%	46%	53%	46%	43%	52%	45%	43%
	Satisfied: 8-10	48%	44%	51%	42%	46%	54%	43%	48%	51%
Total	Mean	7.2	7.1	7.4	7.2	7.1	7.4	7.0	7.2	7.5
	Base	400	200	200	118	127	156	123	122	155
Downtown Parking	Not satisfied: 1-3	17%	17%	18%	17%	17%	17%	14%	19%	19%
	4-7	49%	50%	48%	45%	50%	51%	49%	46%	52%
	Satisfied: 8-10	34%	33%	34%	38%	33%	31%	37%	36%	29%
Total	Mean	6.4	6.2	6.6	6.6	6.1	6.5	6.6	6.2	6.4
	Base	400	200	200	118	127	156	123	122	155
Overall satisfaction with roads and transportation services	Not satisfied: 1-3	2%	2%	2%		3%	2%	1%	2%	2%
	4-7	59%	64%	54%	66%	58%	54%	59%	66%	53%
	Satisfied: 8-10	39%	35%	44%	34%	38%	45%	39%	32%	45%
Total	Mean	7.1	6.9	7.3	7.0	7.0	7.2	7.1	6.8	7.2
	Base	400	200	200	118	127	156	123	122	155

Mean ratings based on a 10-point scale with 1=Not Satisfied and 10=Very Satisfied

How satisfied are you with the following Other City Services?

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
City beautification	Not satisfied: 1-3	1%	1%	1%		1%	3%	1%	1%	2%
	4-7	36%	40%	33%	45%	33%	33%	39%	46%	27%
	Satisfied: 8-10	62%	59%	66%	55%	67%	64%	60%	53%	72%
Total	Mean	8.0	7.9	8.1	8.0	8.0	8.0	8.0	7.8	8.1
	Base	400	200	200	118	127	156	123	122	155
Citizen engagement	Not satisfied: 1-3	2%	2%	2%		3%	4%	3%	2%	2%
	4-7	50%	54%	46%	52%	53%	46%	56%	54%	42%
	Satisfied: 8-10	47%	44%	51%	48%	44%	50%	41%	44%	56%
Total	Mean	7.6	7.3	8.0	7.6	7.2	8.1	7.5	7.6	7.8
	Base	400	200	200	118	127	156	123	122	155
Land use planning	Not satisfied: 1-3	8%	9%	7%	6%	10%	7%	7%	10%	6%
	4-7	52%	56%	48%	53%	53%	51%	50%	60%	47%
	Satisfied: 8-10	40%	36%	45%	41%	37%	41%	42%	29%	47%
Total	Mean	7.9	7.6	8.3	7.5	7.6	8.5	8.0	7.4	8.3
	Base	400	200	200	118	127	156	123	122	155
Economic Development	Not satisfied: 1-3	6%	10%	2%	5%	6%	7%	7%	9%	3%
	4-7	60%	58%	63%	62%	64%	55%	53%	63%	65%
	Satisfied: 8-10	33%	32%	34%	33%	30%	37%	40%	28%	32%
Total	Mean	7.7	7.4	8.1	7.0	7.5	8.5	7.7	7.1	8.2
	Base	400	200	200	118	127	156	123	122	155
Air Quality	Not satisfied: 1-3	5%	3%	6%	6%	3%	5%	3%	10%	1%
	4-7	27%	23%	32%	35%	25%	23%	39%	29%	16%
	Satisfied: 8-10	68%	74%	62%	58%	72%	72%	58%	61%	82%
Total	Mean	7.8	8.1	7.6	7.6	7.8	8.0	7.6	7.4	8.4
	Base	400	200	200	118	127	156	123	122	155
Street maintenance	Not satisfied: 1-3	5%	6%	3%	5%	6%	4%	4%	6%	4%
	4-7	47%	45%	49%	56%	45%	42%	48%	46%	47%
	Satisfied: 8-10	48%	49%	47%	39%	50%	54%	47%	48%	49%
Total	Mean	7.2	7.1	7.3	6.9	7.2	7.4	7.3	7.0	7.3
	Base	400	200	200	118	127	156	123	122	155
Regulatory bylaws including nuisance control, animal control, open air burning, noise, untidy/unsightly	Not satisfied: 1-3	7%	11%	3%	11%	5%	6%	2%	11%	9%
	4-7	41%	40%	42%	29%	46%	46%	43%	43%	37%
	Satisfied: 8-10	52%	49%	55%	60%	49%	48%	55%	46%	54%
Total	Mean	7.6	7.4	7.8	7.8	7.5	7.6	7.7	7.4	7.7
	Base	400	200	200	118	127	156	123	122	155
Transit services	Not satisfied: 1-3	8%	13%	3%	16%	8%	2%	6%	15%	4%
	4-7	40%	39%	40%	29%	46%	43%	37%	40%	42%
	Satisfied: 8-10	52%	47%	57%	55%	46%	55%	57%	45%	55%
Total	Mean	8.5	8.3	8.7	8.2	8.5	8.8	9.1	7.7	8.8
	Base	400	200	200	118	127	156	123	122	155
Sidewalks	Not satisfied: 1-3	4%	6%	3%	5%	4%	4%	1%	8%	4%
	4-7	43%	42%	45%	47%	45%	39%	47%	39%	43%
	Satisfied: 8-10	53%	53%	52%	48%	51%	57%	52%	53%	53%
Total	Mean	7.4	7.3	7.5	7.2	7.3	7.6	7.4	7.1	7.5
	Base	400	200	200	118	127	156	123	122	155

Mean ratings based on a 10-point scale with 1=Not Satisfied and 10=Very Satisfied

How important are the following Other City Services?

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
City beautification	Not important: 1-3	4%	8%	1%	10%	1%	3%	1%	6%	6%
	4-7	27%	24%	29%	16%	34%	30%	30%	23%	27%
	Important: 8-10	69%	68%	70%	74%	65%	68%	69%	71%	67%
Total	Mean	8.0	7.8	8.2	8.0	7.9	8.0	8.2	7.9	7.8
	Base	400	200	200	118	127	156	123	122	155
Citizen engagement	Not important: 1-3	0%	1%				1%			1%
	4-7	34%	35%	32%	35%	39%	28%	41%	30%	31%
	Important: 8-10	66%	64%	68%	65%	61%	71%	59%	70%	68%
Total	Mean	8.2	8.1	8.3	8.3	7.8	8.5	7.8	8.3	8.5
	Base	400	200	200	118	127	156	123	122	155
Land Use planning	Not important: 1-3	0%	1%			1%		1%		
	4-7	28%	28%	29%	30%	33%	24%	28%	32%	26%
	Important: 8-10	71%	72%	71%	70%	66%	76%	71%	68%	74%
Total	Mean	8.5	8.4	8.6	8.4	8.3	8.7	8.2	8.5	8.6
	Base	400	200	200	118	127	156	123	122	155
Economic Development	Not important: 1-3	0%	1%	0%		1%	1%		1%	
	4-7	25%	31%	19%	22%	27%	27%	25%	28%	24%
	Important: 8-10	74%	68%	80%	78%	73%	72%	75%	71%	76%
Total	Mean	8.6	8.4	8.8	8.7	8.5	8.6	8.7	8.4	8.6
	Base	400	200	200	118	127	156	123	122	155
Air Quality	Not important: 1-3	1%	1%	0%		1%	1%	1%	1%	1%
	4-7	10%	12%	8%	13%	14%	5%	10%	14%	7%
	Important: 8-10	89%	86%	91%	87%	84%	94%	89%	85%	92%
Total	Mean	8.9	8.8	9.1	9.1	8.6	9.1	8.9	8.8	9.1
	Base	400	200	200	118	127	156	123	122	155
Street Maintenance	Not important: 1-3	0%	1%	0%		1%	1%		1%	1%
	4-7	25%	30%	20%	29%	29%	18%	32%	26%	19%
	Important: 8-10	74%	69%	80%	71%	70%	81%	68%	74%	80%
Total	Mean	8.3	8.2	8.5	8.4	8.1	8.5	8.3	8.3	8.5
	Base	400	200	200	118	127	156	123	122	155
Regulatory bylaws including nuisance control, animal control, open air burning, noise, untidiness/unsightly	Not important: 1-3	1%	1%	1%		1%	1%		1%	1%
	4-7	25%	27%	23%	24%	32%	19%	29%	22%	23%
	Important: 8-10	75%	73%	77%	76%	67%	80%	71%	76%	76%
Total	Mean	8.4	8.3	8.4	8.5	8.1	8.5	8.3	8.4	8.4
	Base	400	200	200	118	127	156	123	122	155
Transit services	Not important: 1-3	0%	1%	0%		1%	1%		1%	1%
	4-7	17%	16%	17%	17%	17%	15%	21%	14%	15%
	Important: 8-10	83%	83%	83%	83%	82%	84%	79%	86%	84%
Total	Mean	8.8	8.6	8.9	8.8	8.6	8.8	8.7	8.7	8.9
	Base	400	200	200	118	127	156	123	122	155
Sidewalks	4-7	19%	22%	17%	26%	22%	12%	26%	22%	13%
	Important: 8-10	81%	78%	83%	74%	78%	88%	74%	78%	87%
Total	Mean	8.5	8.3	8.7	8.5	8.2	8.7	8.4	8.5	8.6
	Base	400	200	200	118	127	156	123	122	155

Mean ratings based on a 10-point scale with 1=Not Important and 10=Very Important

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
If you had to make a choice regarding City service levels, what would your choice be?	Maintain/increase existing services by increasing tax rates	22%	26%	18%	21%	19%	24%	26%	24%	17%
	Maintain/increase existing services by increasing user fees	35%	32%	38%	26%	46%	34%	34%	37%	35%
	Reduce services in order to maintain current tax rates	21%	26%	16%	28%	21%	16%	21%	18%	23%
	No opinion	22%	16%	28%	26%	14%	26%	20%	21%	25%
Total	Base	400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
Which services would you like reduced?	No services - use money more efficiently	58%	55%	65%	59%	67%	49%	73%	54%	51%
	Not Sure	18%	23%	8%	18%	12%	22%	4%	10%	31%
	Bylaw Enforcement	10%	2%	23%	23%		4%		17%	13%
	Transit	5%	6%	4%		11%	6%	11%	8%	
	All services	5%	6%	4%		9%	8%	4%	10%	4%
	Other	3%	4%	2%		4%	6%	4%		5%
	Recreation services	1%	2%			4%			5%	
	Administrative services	1%	2%				4%	4%		
Total	Responses	87	53	34	32	28	26	25	23	38
	Base	85	53	32	32	26	26	25	22	37

Base: Respondents who want services reduced

Column percentages may exceed 100% because multiple answers given

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
Are there any new City services you would like to see introduced or increased?	No	63%	68%	57%	77%	51%	62%	65%	57%	66%
	Not sure	13%	11%	14%	10%	17%	12%	12%	15%	12%
	Yes-other	5%	5%	6%	6%	6%	5%	4%	7%	5%
	Yes-Transit	4%	5%	3%	5%	1%	6%	4%	7%	2%
	Yes-Recycling, garbage	3%	1%	5%		6%	3%	2%	3%	3%
	Yes-Bike path, bike lane, walking paths or trails	3%	1%	5%	3%	5%	0%	6%	2%	1%
	Yes-Bylaw enforcement, police patrols	3%	2%	3%		6%	2%	4%	2%	2%
	Yes-Programs for youth and seniors	2%	2%	3%		4%	3%	2%	3%	3%
	Yes-Bypass, traffic flow	2%	2%	2%		1%	4%	1%	2%	3%
	Yes-Road maintenance	1%	1%	2%			3%	1%	1%	2%
	Yes-Street sweeping	1%	1%	0%		2%	0%		1%	1%
	Yes-Parking	1%	1%	1%		1%	1%		1%	1%
Total	Base	400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
Have you had any personal contact either in-person, on the phone, by email or fax with a City of Duncan employee over the last 12 months?	Yes	30%	36%	23%	16%	41%	31%	39%	22%	27%
	No	70%	64%	76%	84%	59%	68%	61%	78%	71%
	Not sure	0%	1%	0%			1%			1%
Total	Base	400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
What method(s) did you use to contact the City of Duncan employee?	In person at City Hall or Public Works office	59%	62%	56%	50%	61%	62%	66%	61%	51%
	Telephone	29%	29%	29%	50%	28%	22%	33%	30%	24%
	In person in community	16%	16%	15%		15%	23%	8%	10%	28%
	E-mail	5%	6%	4%		9%	4%	4%	6%	6%
	Mail	3%	3%	3%		5%	2%		9%	2%
Total	Responses	133	83	50	19	61	54	54	32	48
	Base	118	71	47	19	52	48	48	27	43

Base: Respondents who contacted City Employee in past 12 months
Column percentages may exceed 100% because multiple answers given

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
During your most recent contact with a City of Duncan employee, what type of service were you seeking?	Finance (payment of taxes, utilities)	26%	21%	33%	60%	9%	30%	31%	25%	21%
	Public works (snow removal, garbage collection, road repair)	15%	13%	17%		21%	14%	6%	17%	24%
	General info	12%	16%	7%	25%	10%	10%	15%	6%	13%
	General information	11%	12%	10%		16%	11%	9%	12%	13%
	Bylaws (parking, animal control)	10%	9%	11%		10%	13%	7%	14%	10%
	Building Permits	6%	9%	3%	15%	7%	2%	14%	2%	
	Garbage, recycling	4%	3%	6%		4%	6%	5%	9%	
	Building Inspector – calling for an inspection	4%	5%	3%		8%	1%	6%	4%	2%
	Planning (zoning, development permits)	4%	5%	3%		6%	4%	2%	2%	7%
	Information related to Council meetings, agendas	3%	3%	3%		6%	1%			8%
	Dog License	3%	1%	4%		3%	4%	1%	9%	
	Other	2%	3%	1%		1%	4%	4%		2%
Total	Base	118	71	47	19	52	48	48	27	43

Base: Respondents who contacted City Employee in past 12 months

Please rate the service provided by the City of Duncan employee during your most recent contact:

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
Friendliness	Poor: 1-3	2%		6%		4%	1%		7%	2%
	4-7	15%	13%	18%	19%	15%	14%	12%	13%	21%
	Excellent: 8-10	83%	87%	77%	81%	82%	85%	88%	80%	78%
Total	Mean	8.5	8.7	8.2	8.2	8.5	8.7	8.7	8.2	8.5
	Base	118	71	47	19	52	48	48	27	43
Level of knowledge	Poor: 1-3	3%		9%		5%	3%		10%	3%
	4-7	16%	16%	15%	19%	11%	19%	8%	14%	26%
	Excellent: 8-10	81%	84%	77%	81%	84%	78%	92%	76%	71%
Total	Mean	8.3	8.5	8.1	8.2	8.4	8.2	8.8	7.9	8.1
	Base	118	71	47	19	52	48	48	27	43
Competent	Poor: 1-3	4%	2%	7%		6%	3%	2%	7%	3%
	4-7	19%	22%	15%	19%	19%	20%	10%	17%	32%
	Excellent: 8-10	77%	76%	78%	81%	75%	77%	88%	76%	65%
Total	Mean	8.2	8.2	8.2	8.4	8.2	8.2	8.5	8.0	8.0
	Base	118	71	47	19	52	48	48	27	43
Treated you fairly	Poor: 1-3	6%	6%	7%		10%	5%	7%	7%	5%
	4-7	10%	10%	8%		12%	11%	4%	13%	15%
	Excellent: 8-10	84%	83%	85%	100%	77%	85%	90%	80%	80%
Total	Mean	8.4	8.3	8.5	9.0	8.1	8.5	8.5	8.1	8.5
	Base	118	71	47	19	52	48	48	27	43
Staff went the extra mile to make sure I got what I needed	Poor: 1-3	10%	10%	10%		15%	9%	11%	12%	8%
	4-7	14%	14%	15%		18%	16%	5%	25%	18%
	Excellent: 8-10	75%	76%	75%	100%	67%	75%	84%	62%	74%
Total	Mean	8.0	7.9	8.1	9.0	7.7	7.9	8.2	7.7	7.9
	Base	118	71	47	19	52	48	48	27	43

Base: Respondents who contacted City Employee in past 12 months
Mean ratings based on a 10-point scale with 1=Poor and 10=Excellent

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
What do you think is the most important environmental concern for the City of Duncan?	Air quality	24%	18%	29%	21%	22%	27%	22%	27%	22%
	Too many cars	15%	15%	14%	16%	13%	15%	12%	16%	17%
	Not sure	10%	14%	7%	13%	4%	14%	10%	10%	11%
	Water quality	9%	10%	7%	5%	14%	7%	5%	11%	9%
	Garbage, recycling	7%	5%	9%	3%	11%	7%	6%	5%	10%
	Flood	7%	6%	8%	11%	6%	4%	7%	9%	6%
	Water supply	7%	7%	6%	8%	8%	4%	8%	7%	5%
	Land use, maintain green space	6%	7%	4%	10%	4%	4%	13%	2%	3%
	Improve public transit	5%	2%	7%	6%	4%	3%	5%	6%	3%
	Other	4%	6%	2%	3%	5%	3%	2%	5%	4%
	None	3%	4%	3%		5%	5%	1%	1%	7%
	Sewage	2%	2%	2%	3%		3%	4%	2%	1%
	Earthquake	1%	2%	1%		3%	0%	3%		0%
	Invasive plants	1%	1%	0%			2%	1%		1%
	Climate change	1%	1%			1%	1%			1%
Wildlife	0%		1%		1%	0%	1%		0%	
Total	Base	400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
How do you learn about local government issues?	Local newspaper	77%	81%	74%	83%	75%	75%	75%	84%	74%
	Word of mouth: neighbours, friends	22%	20%	24%	21%	23%	22%	25%	22%	19%
	TV	17%	10%	25%	12%	19%	20%	14%	16%	20%
	Radio	16%	19%	14%	29%	11%	12%	13%	28%	10%
	Internet, Online	8%	8%	8%	11%	9%	4%	13%	3%	8%
	Newsletter, flyer, mail	7%	5%	10%	3%	7%	11%	5%	4%	12%
	Don't learn about government issues	2%	2%	3%	3%	1%	2%	5%		2%
	City website	2%	1%	3%	3%	1%	2%		4%	3%
	Attend meeting	1%	1%	1%		1%	2%	1%	1%	1%
	Community organization	0%		1%			1%	1%	1%	0%
	Don't know	0%		1%		1%	0%		1%	
	Contact member of City staff	0%		1%			1%		1%	0%
Total	Responses	618	292	326	195	187	236	187	199	232
	Base	400	200	200	118	127	156	123	122	155

Column percentages may exceed 100% because multiple answers given

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
Do you have access to the Internet?	At home	77%	77%	78%	92%	85%	60%	83%	82%	70%
	On a smart phone	31%	36%	25%	54%	36%	9%	40%	45%	12%
	At work	25%	32%	18%	43%	32%	7%	32%	32%	15%
	No access	22%	20%	23%	8%	11%	40%	17%	18%	28%
Total	Responses	620	331	288	231	208	181	212	215	193
	Base	400	200	200	118	127	156	123	122	155

Column percentages may exceed 100% because multiple answers given

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?			
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs	
Do you use email?	Yes	74%	74%	73%	89%	84%	55%	77%	81%	65%	
	No	26%	26%	27%	11%	16%	45%	23%	19%	35%	
Total		Base	400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?			
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs	
Which of the following social media do you use?	None	60%	65%	54%	44%	48%	81%	51%	54%	70%	
	Facebook	40%	34%	46%	56%	51%	19%	49%	46%	29%	
	Twitter	8%	10%	5%	13%	8%	4%	12%	9%	3%	
	LinkedIn	5%	7%	4%	8%	8%	1%	5%	11%	2%	
Total		Responses	452	233	219	143	146	164	144	147	161
		Base	400	200	200	118	127	156	123	122	155

Column percentages may exceed 100% because multiple answers given

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?			
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs	
Which of the following would you consider using to interact with the City of Duncan?	City website	57%	63%	52%	76%	66%	37%	66%	65%	44%	
	None	40%	36%	44%	17%	31%	63%	31%	31%	54%	
	Facebook	29%	26%	32%	43%	37%	12%	33%	37%	19%	
	Twitter	3%	3%	4%	4%	5%	2%	4%	5%	2%	
Total		Responses	518	254	264	166	176	177	166	168	184
		Base	400	200	200	118	127	156	123	122	155

Column percentages may exceed 100% because multiple answers given

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?			
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs	
Have you visited the City website?	Yes	49%	57%	41%	62%	59%	30%	58%	49%	41%	
	No	51%	43%	59%	38%	41%	70%	42%	51%	59%	
Total		Base	400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
If the following services were offered by the City of Duncan web page, would you use them?	None	55%	50%	60%	37%	47%	74%	47%	45%	69%
	Pay utility fees	41%	48%	33%	54%	48%	24%	45%	52%	28%
	Pay property taxes	38%	45%	32%	54%	42%	23%	43%	53%	23%
	Buy a Dog License	38%	42%	34%	55%	43%	20%	47%	46%	24%
	Pay for a Building Permit	33%	38%	28%	46%	40%	18%	39%	43%	21%
Total	Responses	817	445	372	288	280	249	273	290	255
	Base	400	200	200	118	127	156	123	122	155

Column percentages may exceed 100% because multiple answers given

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
Have you read the City Newsletter inserted into your utility bill?	Yes	60%	63%	57%	47%	65%	65%	67%	44%	67%
	No	40%	37%	43%	53%	35%	35%	33%	56%	33%
Total	Base	400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
In general, how do you feel about the amount of information provided by the City?	Too much information provided	1%		1%		1%	1%	1%		1%
	Adequate information provided	74%	76%	71%	81%	72%	69%	78%	70%	73%
	Too little information provided	7%	6%	8%	8%	6%	7%	3%	12%	6%
	Not sure	19%	18%	20%	11%	21%	23%	18%	18%	20%
Total	Base	400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
Are you in favour of studying the options, costs, and benefits for the amalgamation of the municipalities of North Cowichan and Duncan?	Yes	67%	72%	62%	63%	73%	65%	66%	68%	66%
	No	33%	28%	38%	37%	27%	35%	34%	32%	34%
Total	Base	400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
Are you in favour of studying the options, costs, and benefits of realignment of the existing boundaries of the City of Duncan?	Yes	57%	59%	55%	52%	69%	52%	59%	61%	52%
	No	43%	41%	45%	48%	31%	48%	41%	39%	48%
Total	Base	400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
Which option would you prefer?	Amalgamation of municipalities: North Cowichan & Duncan	42%	49%	36%	52%	43%	34%	47%	45%	37%
	Realignment of existing boundaries of the City of Duncan	19%	17%	20%	14%	25%	17%	14%	24%	18%
	Neither, keep as is.	22%	23%	22%	24%	17%	25%	21%	17%	28%
	Not sure	17%	12%	21%	9%	15%	23%	18%	14%	17%
Total	Base	400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
If the City decides to proceed with researching options, a consultant will be hired. Who do you think the consultant should work with?	A randomly selected Citizen's Assembly	59%	56%	62%	57%	58%	61%	51%	56%	68%
	A committee consisting of politicians and staff	23%	26%	20%	32%	20%	18%	32%	23%	15%
	Not sure	18%	18%	18%	11%	21%	21%	17%	21%	17%
Total	Base	312	156	156	89	105	118	98	102	113

Respondents who would prefer a malapportionment or realignment

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
How long have you lived in the City of Duncan?	1-2 yrs	3%	3%	3%		2%	6%	9%		
	3-5 yrs	11%	9%	12%	19%	8%	6%	34%		
	6-10 yrs	17%	18%	16%	15%	23%	14%	56%		
	11-20 yrs	30%	34%	27%	45%	31%	20%		100%	
	20-40 yrs	25%	21%	28%	21%	24%	28%			64%
	41+ yrs	14%	14%	14%		12%	26%			36%
Total	Mean yrs	22	22	22	15	21	28	6	15	40
	Base	400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
Which of the following age groups do you fall into?	18-24	1%	3%		5%				5%	
	25-34	8%	6%	11%	29%			9%	12%	5%
	35-44	19%	21%	18%	66%			24%	26%	11%
	45-54	15%	13%	17%		47%		10%	23%	12%
	55-64	17%	17%	17%		53%		24%	9%	18%
	65 years or older	39%	41%	37%			100%	33%	25%	55%
Total	Base	400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
			Do you rent or own your place of residence?	Own	79%	83%	75%	79%	80%	78%
Rent	20%	17%		24%	21%	20%	21%	20%	23%	19%
Refused	0%	1%		0%			1%	1%		1%
Total		400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
			Which of the following do you live in?	Single detached house	70%	70%	69%	84%	76%	54%
Apartment or condo	21%	21%		21%	5%	19%	34%	27%	18%	18%
Townhome or duplex	8%	8%		8%	11%	5%	8%	7%	11%	6%
Mobile home	1%			2%			2%	1%		2%
Other	0%			0%			0%	1%		
Refused	1%	1%		0%			2%	1%		1%
Total		400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
			What is your current employment status?	Employed full time	34%	35%	33%	52%	57%	2%
Employed part time	5%	6%		5%	8%	8%	1%	5%	7%	4%
Self employed	5%	6%		4%	8%	7%	1%	8%	6%	2%
Student	1%	3%			5%				5%	
Retired	43%	46%		41%	5%	16%	95%	39%	30%	57%
Homemaker	7%			14%	22%	2%		8%	9%	5%
Unemployed	3%	4%		1%		8%	1%	4%	1%	3%
Other	1%	1%		1%		2%		2%		0%
Total		400	200	200	118	127	156	123	122	155

		Total	Gender		Which of the following age groups do you fall into?			Years lived in Duncan?		
			Male	Female	18-44	45-54	65+	1-10 yrs	11-20 yrs	20+ yrs
Gender	Male	50%	100%		50%	47%	53%	49%	56%	45%
	Female	50%		100%	50%	53%	47%	51%	44%	55%
Total	Base	400	200	200	118	127	156	123	122	155