



## BE PREPARED FOR SNOW

We've already had our first snowfall of the year! Whenever we have snow, the City's plows will clear the busiest streets first, then downtown streets, and then residential streets. If snow continues to fall, crews will work throughout the day and night to keep the roads with the highest priority clear before clearing residential streets.

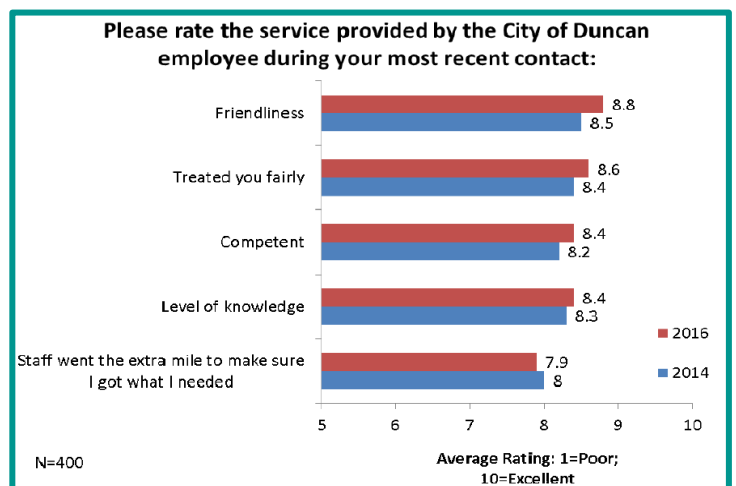
Please remember that owners are required to ensure that snow or ice is removed from sidewalks in front of residences and businesses.

Snow should not be shoveled onto public property or roadways; snow should be stored on site or disposed of elsewhere.

## 2016 CITIZEN SURVEY RESULTS

The City of Duncan 2016 Citizen Survey results are in! Discovery Research has presented the results of a random survey of 400 residents assessing their level of satisfaction with City services and spending priorities, as well as identifying the issues affecting quality of life in Duncan.

Building upon the results of an identical survey conducted in 2014, overall satisfaction with the services and programs provided by the City of Duncan has increased over the last two years. Respondents indicated that City employees have maintained or improved excellent results in measures of friendliness, fair treatment, competence and level of knowledge.



Over 70% respondents would like to maintain or increase existing service levels through user fees or increased taxation and less than 15% of respondents indicated that they would like to see reduced services to maintain the current tax rate.

“Conducting citizen surveys at regular intervals allows us to identify what we’re doing well and where we need to focus our efforts going forward,” said Mayor Phil Kent. Respondents indicated that quality of life in Duncan has improved slightly over 2014; however, residents expressed increased concern over traffic and over crime/safety/homelessness/drugs. The most important environmental concern for citizens is water supply.

The detailed report on the findings of the Citizen Survey is posted on the City’s website. Residents who have questions regarding the survey are encouraged to contact City Hall. City Council will use the findings in strategic planning.

DECEMBER 12-16, 2016

**CITY OF DUNCAN PUBLIC WORKS**


**•FOOD & TOY DRIVE•**

The Public Works Crew will be picking up donations of non-perishable food items and/or new unwrapped toys, for the local food bank again this year.

Please place your donations, clearly marked **FOOD/TOY DRIVE**, curbside on your scheduled garbage collection day for the week of December 12-16, 2016, or

Drop off your donations at City Hall or the Public Works Yard during work hours (8:30 am - 4:00 pm), or

Give us a call and we will personally pick-up your donation.



**PUBLIC WORKS YARD** : **CITY HALL** : **250-746-5321**  
1091 MARCHMONT RD : 200 CRAIG STREET : 250-746-6126

THANK YOU FOR HELPING THE VALLEY'S NEEDY  
WE WISH YOU AND YOUR FAMILY A SAFE AND HAPPY HOLIDAY

Comments, questions or concerns?

Visit [www.duncan.ca](http://www.duncan.ca) | Phone 250-746-6126 | Email [duncan@duncan.ca](mailto:duncan@duncan.ca)

## Holiday Hours

City Hall office (200 Craig Street) will be closed December 26 – January 2, and will reopen January 3 at 8:30 am.

Public Works office (1091 Marchmont Road) will be closed:

- Monday, December 26, 2016
- Tuesday, December 27, 2016
- Monday, January 2, 2017

In case of emergencies, call Public Works After Hours Phone at 250-746-7192.

### GARBAGE COLLECTION SCHEDULE

Expect garbage pick-up one day late on all collection routes due to the holiday:

Yellow Route - Wednesday, Dec. 28  
Blue Route - Thursday, Dec. 29  
Red Route - Friday, Dec. 30

## THANK YOU FOR RECYCLING

In just a few short months, City residents have reduced recycling contamination rates from 15% to 5%! Thank you!

If we all keep sorting our waste, we should be able to reach our contamination target of less than 3%. Plastic bags and other soft plastics are not accepted in curbside recycling because they get tangled in the sorting machines. Visibly contaminated curbside recycling will not be collected and a sticker will be left notifying the resident of the contamination.

The 2016/2017 Collection Schedule for Recyclables, Refuse, Organics, and Yard Waste Brochure was recently distributed to all households. A list of accepted items is also available at [www.duncan.ca/garbage-recycling](http://www.duncan.ca/garbage-recycling).

Items not accepted for pick-up



No plastic bags or softwrap plastic



No glass



no plastic hard toys



no containers for oil, paint or hazardous items

## Residents Invited to Join Citizens' Assembly on Municipal Amalgamation

The City of Duncan and the Municipality of North Cowichan are conducting an Amalgamation Study. A Citizens' Assembly will be created to review the issue and make a recommendation to both Councils. The Citizens' Assembly will consist of 36 randomly selected individuals who are willing and able to give their time to participate and who live in Duncan or North Cowichan.

Packages have been mailed inviting randomly selected residents to participate. If you receive an invitation package, we encourage all citizens who are able to volunteer to be on the Citizens' Assembly and help shape the future of the two municipalities. To find out more, view the Frequently Asked Questions on the City's website or attend one of the public information sessions to be held on February 2, 2017 and April 7, 2017, both between 6:00 p.m. and 8:00 p.m. (locations to be determined).

## 2017 Budget

The City's 2017 budget will be considered at a public meeting after the 2016 Census data is published in early February, 2017. If Duncan's population has increased over 5,000, the City will be required to pay increased policing costs and the provisional budget will have to be revised. If the population has remained under 5,000, the funds set aside for increased policing costs may be allocated to other projects.

Questions and feedback on the budget are welcome, please contact the City by emailing [finance@duncan.ca](mailto:finance@duncan.ca).

## 2016 AWARD RECIPIENTS

On December 5, 2016 at the Annual Meeting held at City Hall, awards were given to residents who demonstrate excellence in the fields of arts, sports and long-term service:

### Scroll of Honour

Marina Stanko

### Arts Award

Gia Jane

### Trophy for Excellence and Sportsmanship

Glen Martin

## 2017 DOG LICENCES

City of Duncan 2017 Dog Licence Invoices are in the mail! Dogs are required to be licensed every calendar year. Payments received after January 31, 2017 will be subject to increased fees and fines. Unlicensed dogs are also subject to enforcement under the City's Animal Regulation Bylaw. If you've moved, or no longer have your dog, please notify the City at [finance@duncan.ca](mailto:finance@duncan.ca)

## 2017 BUSINESS LICENCES

City of Duncan 2017 Business Licence Invoices are in the mail! To take advantage of the \$25 discount, please pay before February 28, 2017. If you have closed, sold, moved your business or changed your business phone number, mailing address or email address, please notify the City at [licence@duncan.ca](mailto:licence@duncan.ca)