DISCOVERY RESEARCH

2019 Duncan Citizen Survey

Detailed Report on Findings

Prepared For: *City of Duncan*

Prepared By: *Discovery Research*

Date: *April 2019*

Executive Summary

A telephone survey was conducted with a random sample of 400 Duncan residents in March and April 2019. Residents were asked to rate their satisfaction with the services provided by the City of Duncan.

Quality of life in Duncan given high ratings

The average rating given by Duncan residents for *Duncan as a place to retire* was 7.9 on a 10-point scale. The average rating was and 7.6 for the *overall quality of life in Duncan* and 7.3 for *Duncan as a place to raise children.*

Citizens Satisfied with Services and Programs

Twenty-seven percent (27%) of citizens were *very satisfied* and 50% 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 issues facing Duncan – Crime, Safety, Homelessness

Forty-four percent (44%) indicated that *crime, safety, & homelessness* were the most important issues facing the City of Duncan. This is a significant increase over the 2016 level of 25% and the 2014 level of 7%.

Most important environmental concern facing Duncan – Air Quality

Twenty-four percent (24%) of respondents felt that air quality is the most important environmental concern facing the City of Duncan, which is followed by *water supply* (17%) and *water quality* (12%).

Residents divided on Boundary Re-Alignment

Thirty-eight percent (38%) would support exploring the *costs and benefits of moving the Northern boundary* of Duncan and 36% would support exploring *moving the Southern boundary*. Almost one-third of respondents are *not sure* about moving Duncan's Northern or Southern boundaries and about one-third would *not support moving* boundaries.

Table of Contents:

Introduction

In March and April of 2019, 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 2019 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 an equivalent survey conducted in 2016 and 2014.

Objectives

The 2019 Citizen Survey has the following objectives:

➢ **Measure citizens' satisfaction levels with the various City services and identify significate changes from previous years.**
➢ **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 March and April 2019. The random sample was generated such that each household in Duncan had an equal opportunity of being selected for the research.

Sample Size By Margin of Error

Margin of Error (y-axis): 0.0% to 12.0%

Sample Size	Margin of Error
100	±9.8%
200	±6.9%
300	±5.7%
400	±4.9%
500	±4.4%
600	±4.0%
700	±3.7%
800	±3.5%
900	±3.3%
1000	±3.1%
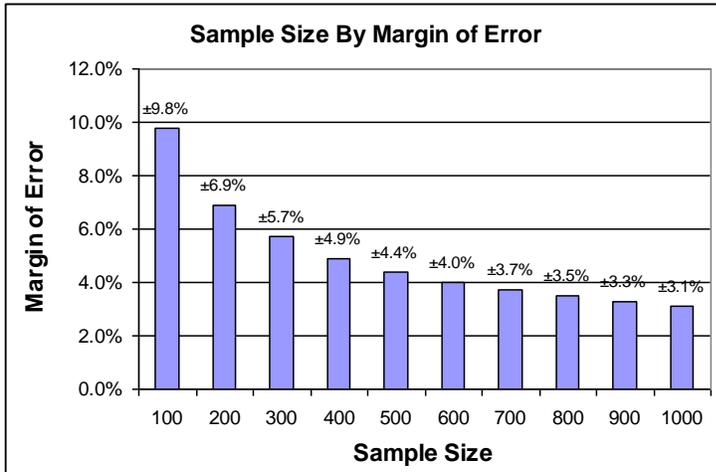
This bar graph displays the margin of error associated with various sample sizes.

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 Canadian Census results. The sample statistics have been weighted to match the age distribution of the entire population of Duncan.

Age	Population from Census	Unweighted Sample	Weighted Sample
18-44	29%	17%	29%
45-64	32%	38%	32%
65+	39%	45%	39%

Comparisons with 2016 and 2014 Citizen Surveys

In 2016 and 2014, the City of Duncan completed telephone surveys with 400 Duncan residents, equivalent to the 2019 survey. Throughout this report, we will compare results with previous years.

Section 1 – Living in Duncan

Q2. Quality of life in Duncan

On a scale from 1 to 10 with 1=Poor and 10=Excellent, how would you rate...

Duncan as a place to retire?
- 2019: 7.9
- 2016: 8.2
- 2014: 7.9

The overall quality of life in Duncan?
- 2019: 7.6
- 2016: 8.0
- 2014: 7.9

Duncan as a place to raise children?
- 2019: 7.3
- 2016: 7.8
- 2014: 7.4

Average Rating: 1=Poor; 10=Excellent

N=400
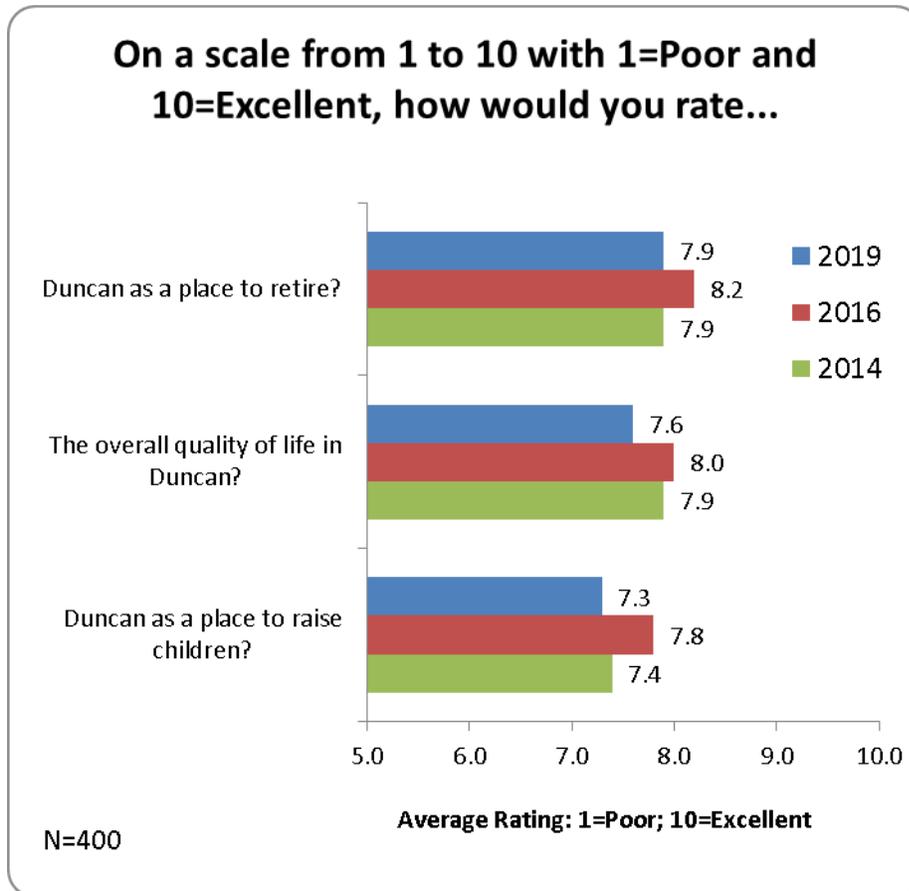
The average rating for *Duncan as a place to retire* was **7.9** on a 10-point scale, with 1 equal to poor and 10 equal to excellent.

The average rating was **7.6** for *the overall quality of life in Duncan.*

Citizens gave an average rating of **7.3** this year for *Duncan as a place to raise children.* This rating decreased compared to the 2016 rating of **7.8**.

Q3. City of Duncan

On a scale from 1 to 10 with 1=Strongly Disagree and 10=Strongly Agree, how would you rate your agreement with...

In general, I believe the City of Duncan is doing a good job
- 2019: 7
- 2016: 7.1
- 2014: 7.1

I receive good value for the taxes I pay
- 2019: 6.6
- 2016: 6.6
- 2014: 6.6

The City of Duncan listens to Citizens and encourages their involvement in making decisions.
- 2019: 6.5
- 2016: 6.2
- 2014: 6.3

N=400

Average Rating: 1=Strongly Disagree; 10=Strongly

In general, I believe the City of Duncan is doing a good job received an average rating of **7.0** in 2019.

The agreement rating was **6.6** for *I receive good value for the taxes I pay*.

Residents were slightly more likely to agree this year (**6.5**) that 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

How do you rate your overall satisfaction with the services and programs provided by the City of Duncan?

N=400
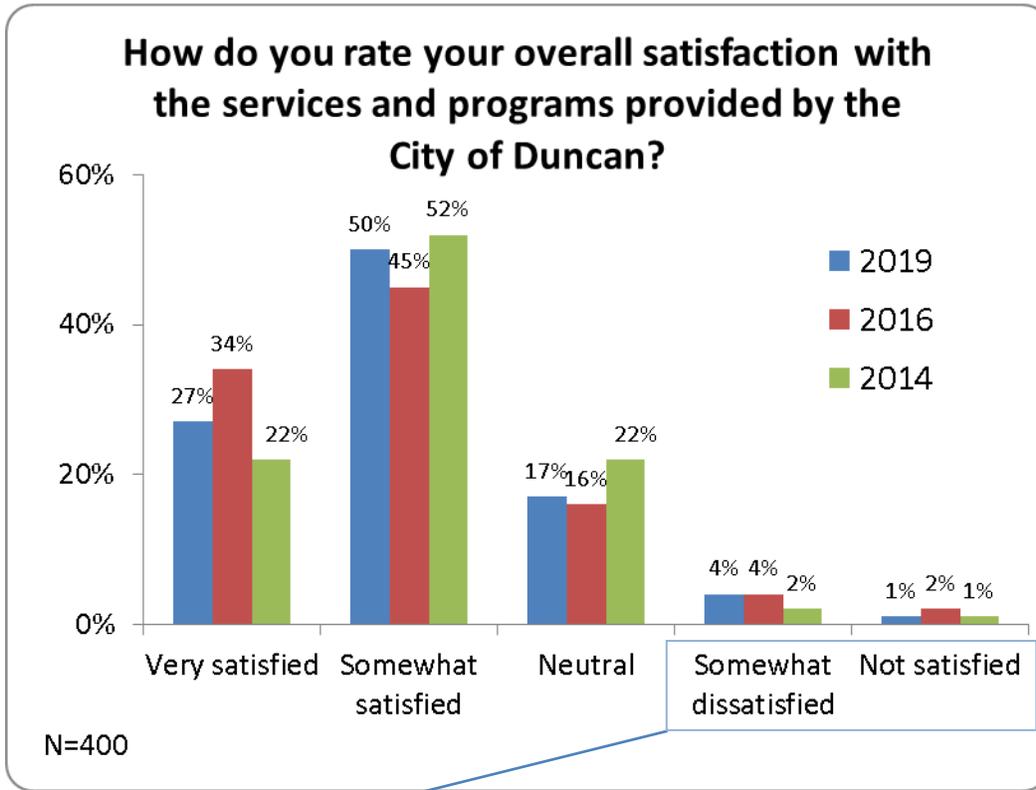
In 2019, 50% were *somewhat satisfied* and 27% *very satisfied* with the services and programs provided by the City of Duncan.

Why are you dissatisfied?	2019	2016	2014
Homelessness, crime	**37%**	10%	
Not sure	21%		
Council does not listen to citizens	7%	14%	40%
Reduction in services, lack of services	5%	25%	25%
Recycling, Garbage collection services	6%	9%	12%
Other	7%	11%	
Transit	4%	13%	13%
Service too costly, taxes too high	3%	11%	
Rapid growth, lagging infrastructure	3%	9%	
Tree, grass maintenance lacking	4%		
Sidewalks	3%		
Roads		5%	14%
Bylaw enforcement		3%	5%
Want Amalgamation			5%
Base	**27**	**21**	**14**

Among the 27 respondents who were not satisfied, **37%** gave issues related to the *homelessness and crime*.

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

Compared to 5 years ago, how do you feel the quality of life for Duncan residents has changed?

N=400

	2019	2016	2014
Better	17%	35%	39%
No change	44%	48%	41%
Worse	29%	13%	13%
Not sure	10%	5%	7%
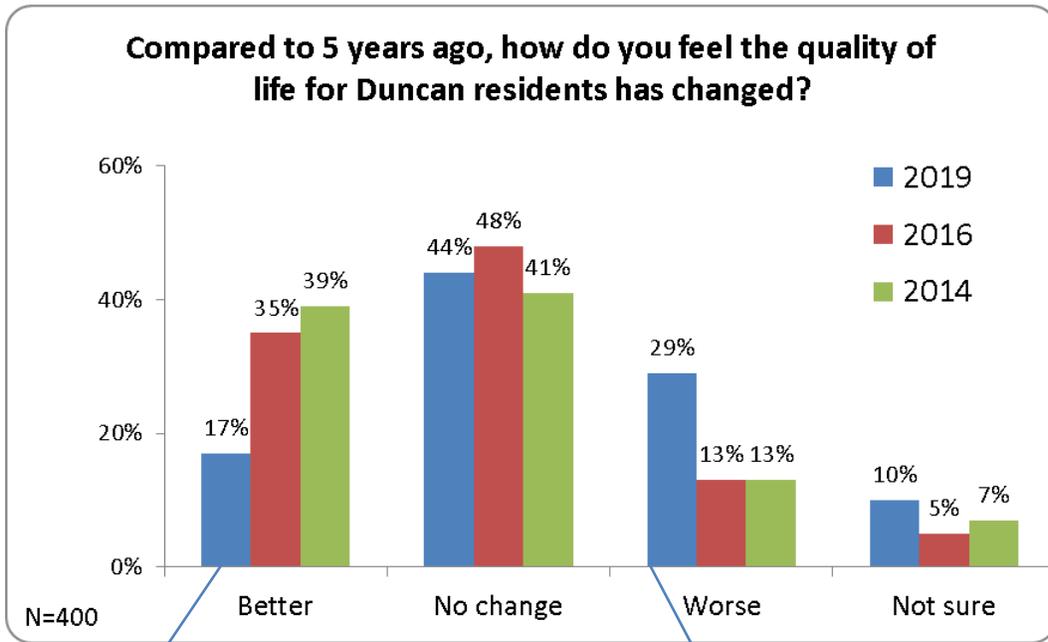
Seventeen percent (17%) of Duncan residents feel the *quality of life for has gotten better* in the past 5 years. Forty-four percent felt the quality of life has *not changed* and **29**% felt it *got worse*.

Why do you feel the quality of life is better?	2019	2016	2014
Services, entertainment, rec. opportunities & facilities	**30%**	22%	38%
Stores, shopping	**17%**	18%	30%
Not sure, just better	**23%**	8%	5%
Downtown revitalization, streetscaping, clean	**3%**	16%	8%
Council listening	**9%**	2%	4%
Parks and trails	**2%**	10%	8%
Seniors programs, amenities	**8%**	1%	6%
Other	**7%**	3%	3%
Infrastructure	**1%**	3%	11%
Roads	**1%**	6%	8%
Growth	**3%**	9%	
Transit	**3%**	2%	3%
Recycling, garbage collection, composting	**1%**	2%	4%
Cleaner, beautification		8%	
Community involvement, events, pride	**1%**	4%	
Improved environmental policies		5%	
Crime down, better care for homeless, less homeless		2%	3%
City signage, attractive city entry		3%	
Sidewalks		1%	2%
Bike lanes		3%	
Base	**67**	**139**	**155**

Why do you feel the quality of life is worse?	2019	2016	2014
Crime, safety, homelessness	**78%**	36%	19%
Traffic	**7%**	27%	12%
Overpopulated, crowded	**6%**	9%	4%
Other	**6%**	3%	11%
Lack of housing	**6%**	1%	
Taxes	**2%**	9%	
Health care	**2%**		3%
Jobs, economy, low income, financial		6%	17%
Infrastructure	**1%**	5%	7%
Recycling, garbage	**1%**		6%
Transit			13%
Services for youth			13%
Council doesn't listen	**1%**	1%	3%
Parking	**1%**	3%	3%
Bylaw enforcement		4%	3%
Base	**113**	**52**	**50**

Among the 67 respondents who felt the quality of life has gotten better, **30**% feel life quality has improved because of *improved services, entertainment and recreational opportunties* and **17**% have seen an increase in *available shopping*.

Among the 113 respondents who thought the quality of life was worse, **78**% thought issues related to *crime, safety, and homelessness* have caused it to worsen.

Q6. Safety of living in Duncan

Compared to 5 years ago, do you feel Duncan is a safer place to live?

Yes, safer
- 11%
- 13%
- 12%

The same
- 52%
- 57%
- 65%

Less safe
- 31%
- 27%
- 16%

Not sure
- 6%
- 3%
- 7%

■ 2019
■ 2016
■ 2014

0%   20%   40%   60%   80%

N=400
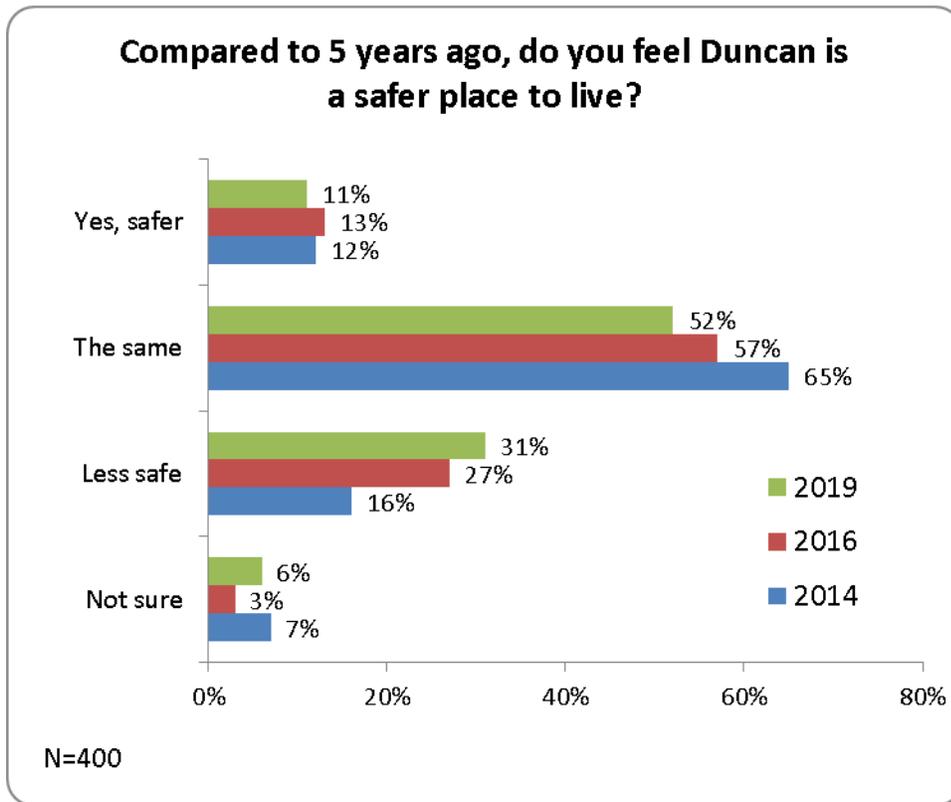
The majority (**52**%) feel that Duncan has *the same* level of safety compared to 5 years ago. Thirty-one percent feel Duncan is *less safe* and **11**% feel it is *safer* than 5 years ago. The perception of Duncan being *less safe* has almost doubled since 2014.

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

In your opinion, what is the single most important issue facing the City of Duncan?

Issue	2019	2016	2014
Crime, Safety of Citizens, Homeless, Drugs	44%	25%	7%
Population growth, Overcrowding, Urban Planning	9%	8%	5%
Traffic – too much	8%	27%	19%
Housing	5%	0%	2%
Aging infrastructure	3%	2%	3%
Water system, sewage system	2%	4%	1%
Fiscal responsibility, lower costs, taxes	2%	2%	6%
Pollution	1%	0%	1%
Population decline	1%	0%	0%
Boundaries	1%	0%	0%
Parking	1%	1%	1%
Hospital, healthcare	1%	1%	1%
Youth activities	1%	0%	2%
Parks	1%	0%	0%
Air quality	1%	1%	1%
Climate, weather, climate change	1%	1%	1%
None	1%	4%	1%
Almalgamation	1%	3%	4%
Other	1%	4%	6%
Lack of Jobs, poor economy, economic developement	1%	6%	10%
Lack of services	0%	1%	2%
Transit	0%	0%	3%
Road conditions	0%	1%	4%
Don't Know	16%	7%	15%

N=400

In 2019, **44**% of respondents thought the biggest issue facing the City of Duncan was related to *crime and safety*, compared to only **25**% in 2016. This is a significant increase since 2014 when only **7**% cited *crime and safety issues.*

What is your favorite thing about living in Duncan?

Category	2019	2016	2014
Size of community	26%	29%	26%
Access to outdoor recreation	15%	21%	12%
Climate, Weather	11%	10%	11%
Friendly people	15%	9%	13%
Accessibility, convenience, central, stores	6%	7%	10%
Relaxed lifestyle	10%	6%	7%
Ocean, close to ocean	0%	5%	0%
Community spirit	8%	5%	2%
Not sure	1%	2%	2%
Beautiful	0%	1%	
Clean water	1%	1%	1%
Safe community – low crime	1%	1%	1%
Services available	1%	1%	1%
Other	1%	1%	5%

N=400
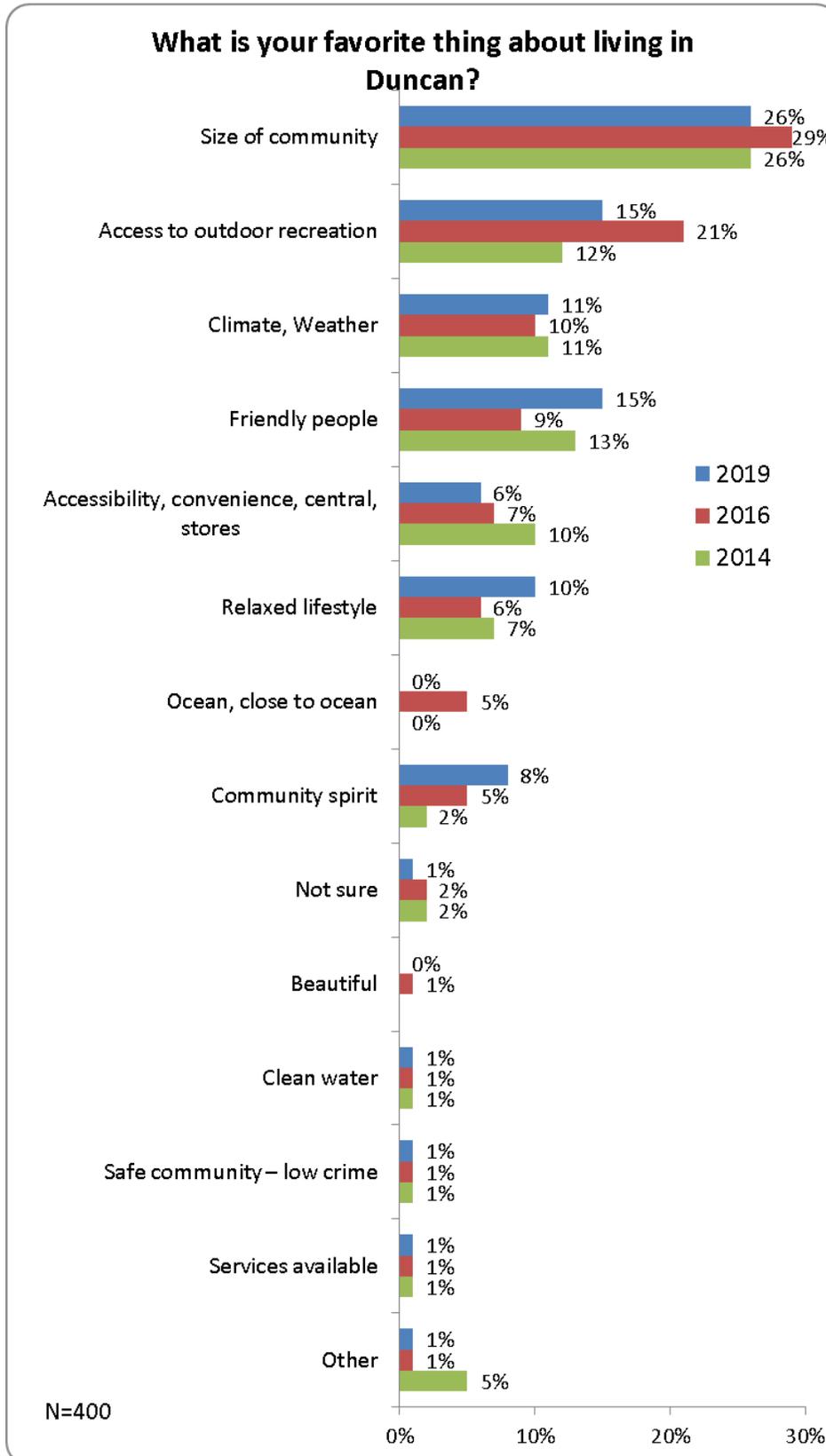
Twenty-six percent (26%) of respondents indicated their favourite thing about living in Duncan is the *size of the community*. Fifteen percent stated *access to outdoor recreation* and *friendly people* was their favourite thing about living in Duncan.

Section 2 – City Services

Q9. Satisfaction with Recreation and Leisure Services

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

Service	2019	2016	2014
City Playgrounds	8.8	8.7	8.8
City sports fields not including schools	8.7	8.7	8.7
City museum	8.7	8.7	8.6
Overall satisfaction with recreation services	7.8	8.2	8.1
City Parks	7.8	8.2	8.1

Average Rating: 1=Not satisfied; 10=Very satisfied

N=400
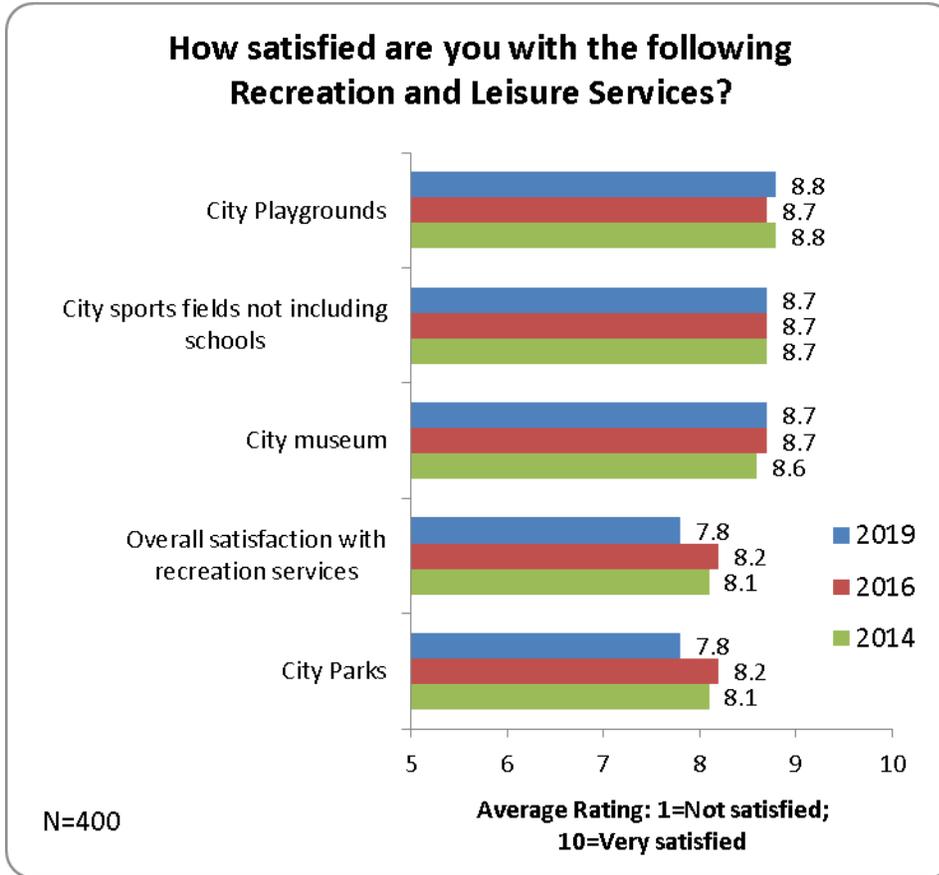
Overall satisfaction with the City's recreation services had an average rating of **7.8** out of 10.

*City playgrounds (**8.8**), City sports fields (**8.7**), and City museum (**8.7**)* all received high ratings.

Q10. Satisfaction with City Utilities

How satisfied are you with the following City Utilities?

Utility	2019	2016	2014
Overall satisfaction with utilities	7.8	7.6	7.8
Sewage treatment	8.8	8.3	8.7
Garbage collection	8.7	8.3	8.4
Animal control	8.6	7.9	8.1
Recycling services	8.5	7.7	7.9
Water supply	8.4	8.1	8.9
Street lighting	7.9	7.8	8.1
Availability of public washrooms	7.3	7.3	7.2

N=400

Average Rating: 1=Not satisfied; 10=Very satisfied
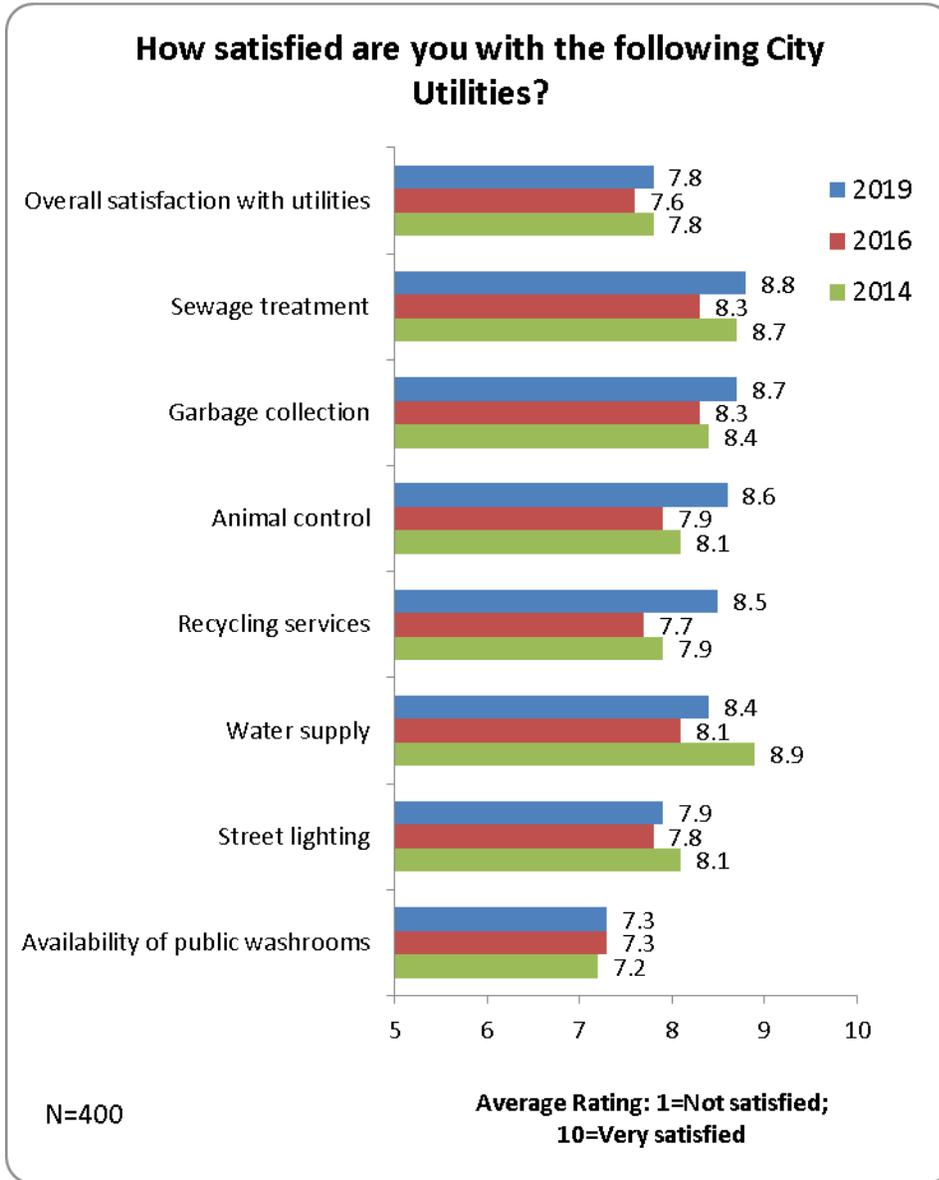
Overall satisfaction with the *City utilities* was **7.8**.

Sewage treatment (**8.8**) and *garbage collection* (**8.7**) both received high ratings.

Animal control (**8.6**) and *recycling services* (**8.5**) received higher ratings than previous years.

Availability of public washrooms received the lowest rating at **7.3**.

Q11. Community Safety Issues

How satisfied are you with the following Community Safety issues?

Issue	2019	2016	2014
Overall satisfaction with protective services	7.4	7.8	7.9
Fire protection	8.6	8.7	8.8
Police protection	7.2	8	8.3
By-law enforcement	7.5	7.6	8.1
Traffic violation enforcement	7.2	7.3	7.1

N=400

Average Rating: 1=Not satisfied; 10=Very satisfied
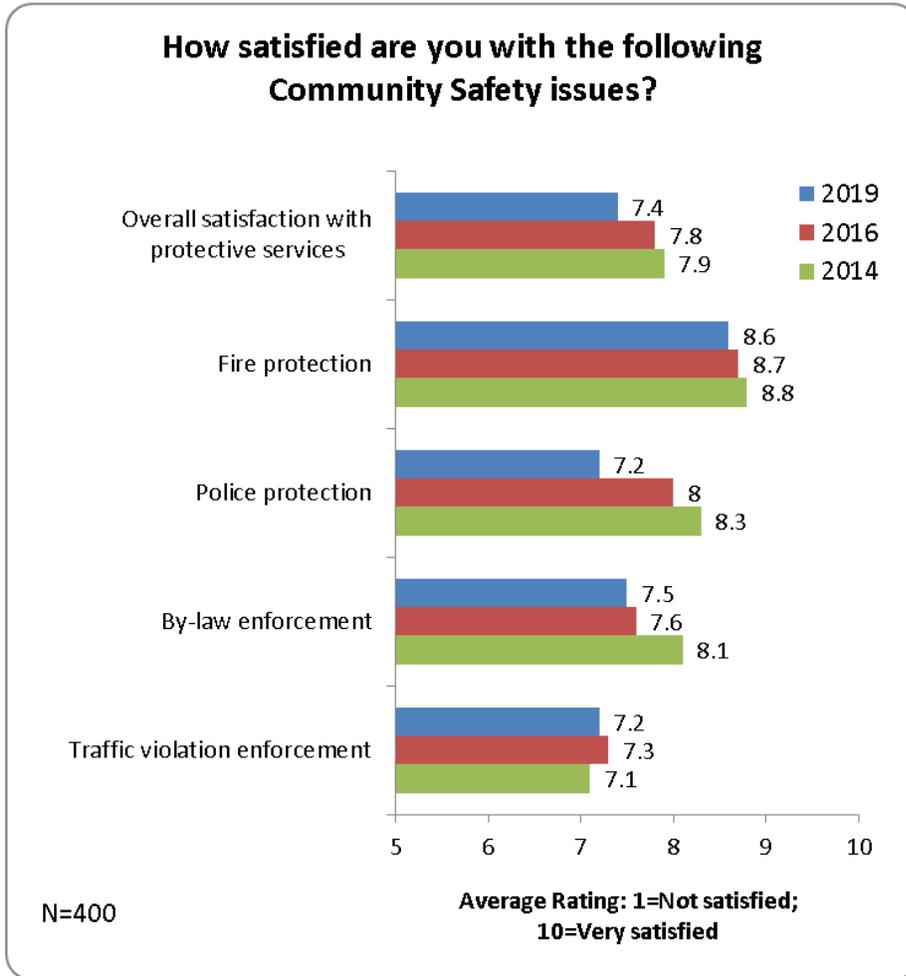
Overall satisfaction with the Protective Services was **7.4**.

Fire protection (**8.6**) received the highest rating.

In 2019, respondents were less satisfied with *police protection* (**7.2**) than in previous years.

Traffic violation enforcement received the lowest rating at **7.2**.

Q12. Road and Transportation Services

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

Overall satisfaction with roads and transportation services
- 2019: 7.1
- 2016: 6.9
- 2014: 7.1

Public transit
- 2019: 8.8
- 2016: 8.4
- 2014: 8.4

Bicycle paths
- 2019: 8.2
- 2016: 7.4
- 2014: 8.2

Snow removal from roads
- 2019: 7.3
- 2016: 7.8
- 2014: 7.5

Condition of city sidewalks
- 2019: 6.8
- 2016: 7.2
- 2014: 7.2

Road maintenance and repair
- 2019: 6.5
- 2016: 6.7
- 2014: 6.7

Downtown Parking
- 2019: 5.9
- 2016: 5.6
- 2014: 6.4

N=400

Average Rating: 1=Not satisfied; 10=Very satisfied

*Overall satisfaction with the roads and transportation services was **7.1**.*

*Public transit (**8.8**) received a high rating.*

*Snow removal received a lower satisfaction rating this year (**7.3**) than it did in 2016 (7.**8**).*

*Downtown parking received the lowest rating at **5.9**.*

How satisfied are you with the following Other City Services?

Transit services
- 2019: 8.7
- 2016: 8.1
- 2014: 8.5

Citizen engagement
- 2019: 7.9
- 2016: 7.6
- 2014: 7.6

Air Quality
- 2019: 7.8
- 2016: 8
- 2014: 7.8

Economic Development
- 2019: 7.8
- 2016: 7.8
- 2014: 7.7

Land use planning
- 2019: 7.8
- 2016: 7.7
- 2014: 7.9

City beautification
- 2019: 7.6
- 2016: 8
- 2014: 8

Regulatory bylaws including nuisance control, animal control, open air burning, noise, untidy/unsightly premises
- 2019: 7
- 2016: 7.3
- 2014: 7.6

Street maintenance
- 2019: 7
- 2016: 7.3
- 2014: 7.2

Sidewalks
- 2019: 6.8
- 2016: 7.3
- 2014: 7.4

Legend: ■ 2019 ■ 2016 ■ 2014

N=400

Average Rating: 1=Not satisfied; 10=Very satisfied

The issues that received the highest satisfaction ratings were *transit services* (**8.7**) and *citizen engagement* (**7.9**).

How Important are the following Other City Services?

Service	2019	2016	2014
Air Quality	8.8	9.2	8.9
Land Use planning	8.6	8.9	8.5
Economic Development	8.5	8.9	8.6
Citizen engagement	8.5	8.5	8.2
Street Maintenance	8.4	8.8	8.3
Transit services	8.4	8.6	8.8
Sidewalks	8.3	8.5	8.5
Regulatory bylaws including nuisance control, animal control, open air burning, noise, untidy/unsightly premises	8.1	8.7	8.4
City beautification	7.9	7.9	8

N=400

Average Rating: 1=Not important; 10=Very important
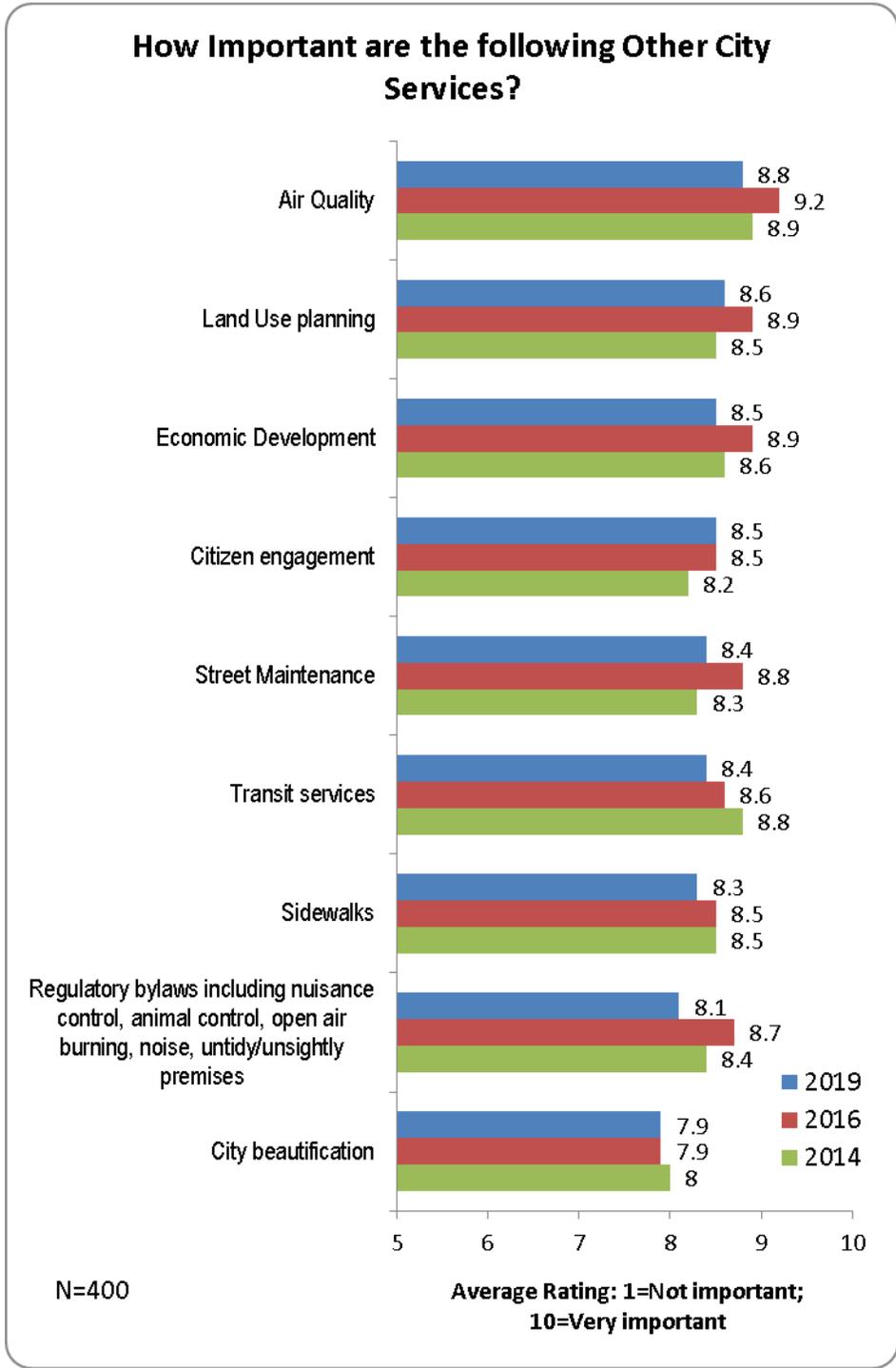
The issues that received the highest importance ratings were *air quality* (**8.8**), *land use planning* (**8.6**) *economic development* (**8.5**) and *citizen engagement* (**8.5**).

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 not satisfied and 10 is equal to very satisfied.

City of Duncan: Importance - Performance

(plot with Importance on vertical axis ranging 7.8 to 9, and Performance on horizontal axis ranging 6.6 to 9)

- Air quality — (≈7.8, 8.8)
- Land use planning — (≈7.8, 8.6)
- Citizen Engagement — (≈7.9, 8.5)
- Economic Development — (≈7.8, 8.5)
- Street Maintenance — (≈7, 8.4)
- Transit Services — (≈8.7, 8.4)
- Sidewalks — (≈6.8, 8.3)
- Bylaws — (≈7, 8.1)
- City Beautification — (≈7.6, 7.9)
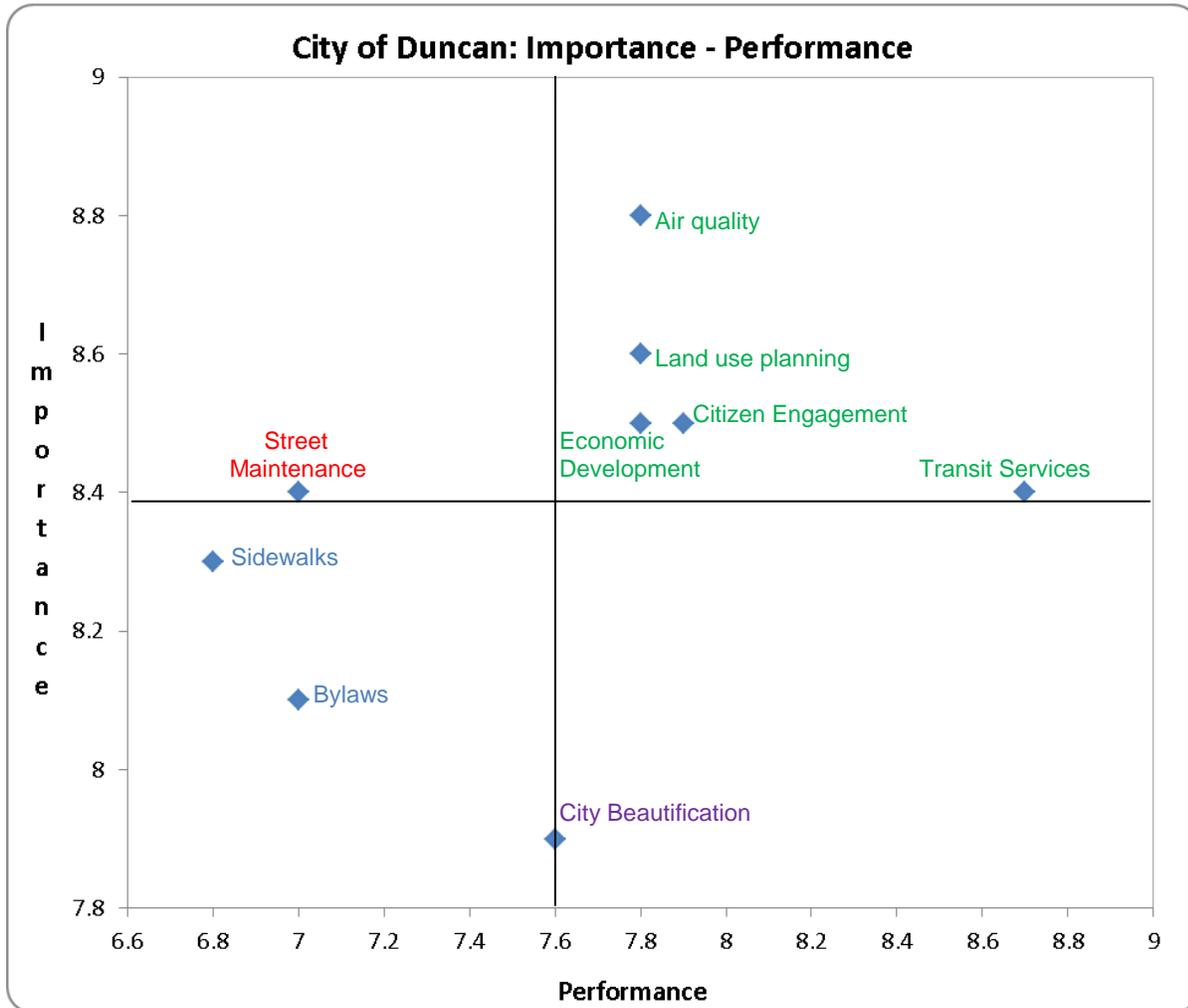
Lower performance in more important areas ⇒ **Room for improvement**	Higher performance in more important areas ⇒ **Excellent service**
Lower performance in less important areas ⇒ **Meeting expectations**	Higher performance in less important areas ⇒ **Exceeding expectations**

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

If you had to make a choice regarding City service levels, what would your choice be?

Maintain\increase existing services by increasing user fees
- 2019: 41%
- 2016: 42%
- 2014: 35%

Maintain\increase existing services by increasing tax rates
- 2019: 35%
- 2016: 35%
- 2014: 22%

Reduce services in order to maintain current tax rates
- 2019: 9%
- 2016: 13%
- 2014: 21%

No opinion
- 2019: 16%
- 2016: 10%
- 2014: 22%

N=400
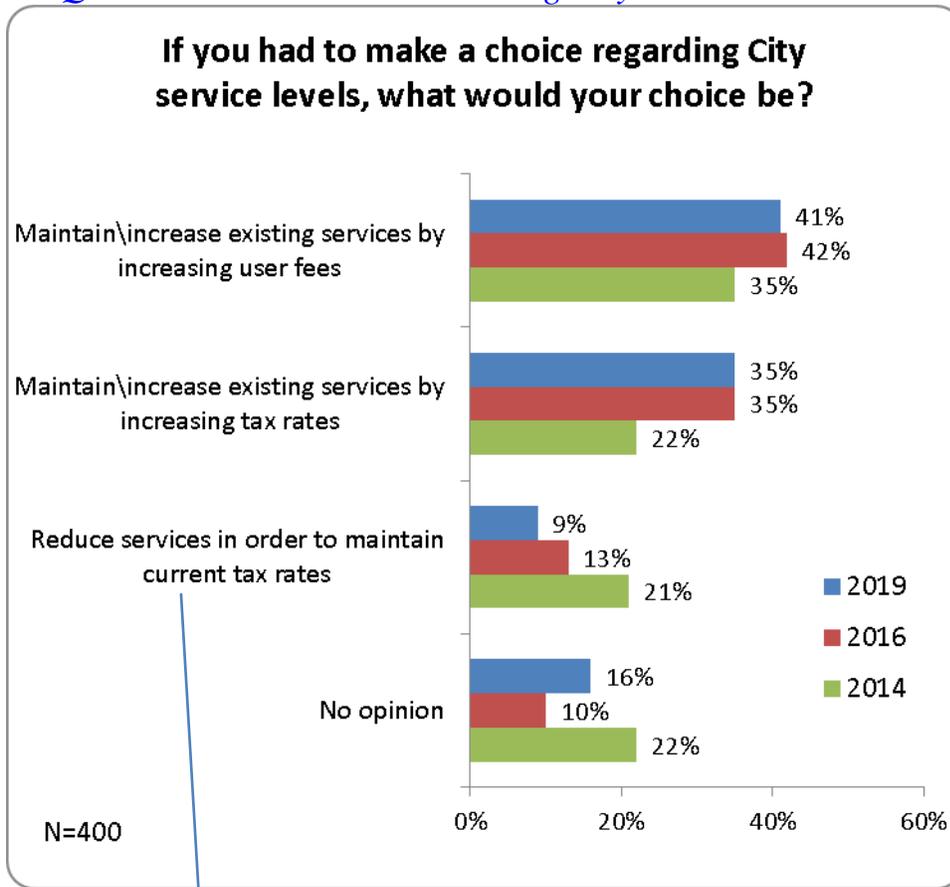
Forty-one percent (41%) would prefer if the City *maintain or increased existing services by increasing user fees* and **35%** would *maintain or increase services by increasing tax rates.*

Nine percent (9%) would *reduce services in order to maintain the current tax rate.*

Which services would you like reduced?	2019	2016	2014
Not sure	40%	18%	18%
No services- use money more efficiently	27%	53%	58%
Bylaw Enforcement	14%	5%	10%
Other	7%		3%
Garbage and recycling services	5%	4%	
All services	2%	12%	5%
Transit	2%		5%
Recreation services		6%	1%
Administrative services		2%	1%
Base	**34**	**53**	**85**

Among the 34 respondents who wanted services reduced, **40%** were *not sure* and **27**% indicated that *no services should be reduced – use money more efficiently.*

Q17. New City Services

Are there any new City services you would like to see introduced or increased?	2019	2016	2014
No	52%	45%	63%
Not sure	24%	25%	13%
Yes-Services for homeless, addiction	4%	2%	
Yes-Improve Healthcare, new hospital	3%		
Yes-Recycling, garbage	3%	2%	3%
Yes-Bylaw enforcement, police patrols	3%	2%	3%
Yes-other	2%	4%	5%
Yes-Programs for youth and seniors	2%	3%	2%
Yes-Transit	1%	5%	4%
Yes-Parking	1%	2%	1%
Yes-Road maintenance	1%	2%	1%
Yes-Bypass, traffic flow	1%	1%	2%
Yes-Bike path, bike lane, walking paths or trails	0%	2%	3%
Yes-Parks	0%	2%	
Base	400	400	400

Fifty-two percent (52%) *did not want any new City services* and **24**% were *not sure*. Four percent wanted *increased services for homeless and addiction* and **3**% mentioned improved *healthcare or a new hospital.*

Section 3 – City Employee Customer Service

Q18. Contact with City employees

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?

- 2019
- 2016
- 2014

	2019	2016	2014
Yes	31%	31%	30%
No	68%	67%	70%
Not sure	1%	2%	0%

N=400
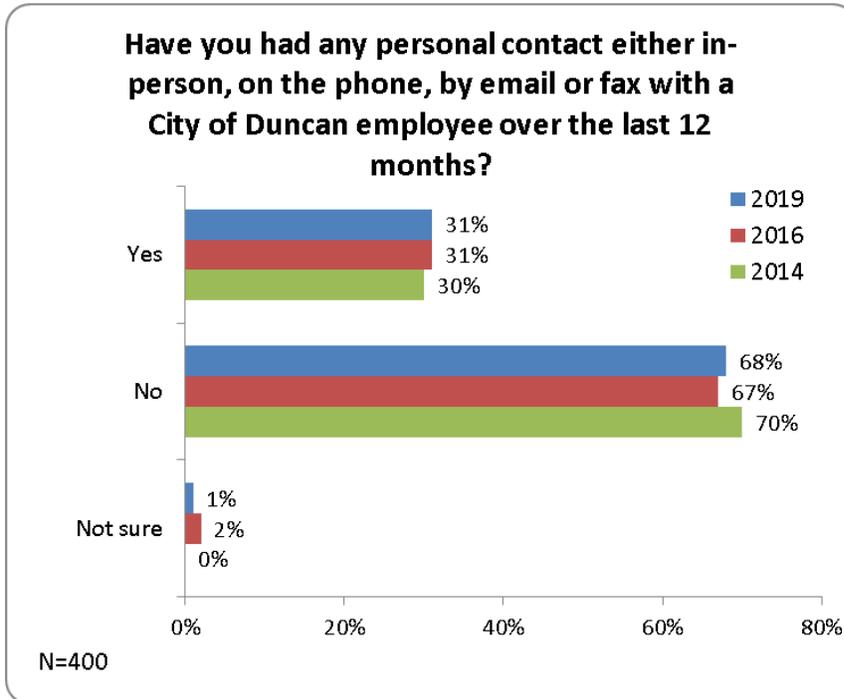
Thirty-one percent (31%) of respondents had *some personal contact with City employees in the past 12 months.*

The remainder of the questions in this section were asked to the 125 citizens who had personal contact with City employees.

Q19. Method of Contact with City employees

What method(s) did you use to contact the City of Duncan employee?

	2019	2016	2014
In person at City Hall or Public Works office	58%	54%	59%
Telephone	37%	27%	29%
In person in community	13%	23%	16%
E-mail	7%	8%	5%
Mail	2%	3%	3%

N=125
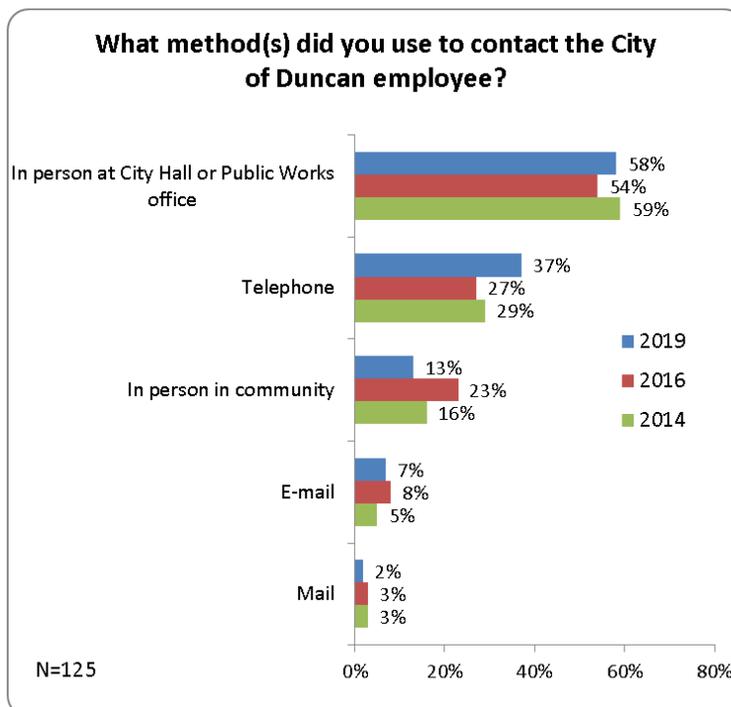
Among the 125 respondents who had contact with a City employee in the past 12 months, **58**% made contact *in person at City Hall or Public Works Office.* Thirty-seven percent made contact on the *telephone* and **13**% made contact *in the community.*

During your most recent contact with a City of Duncan employee, what type of service were you seeking?

Category	2019	2016	2014
Finance (payment of taxes, utilities)	25%	21%	26%
Bylaws (parking, animal control)	24%	14%	10%
Public works (snow removal, garbage collection, road repair)	20%	16%	15%
General information	11%	24%	24%
Planning (zoning, development permits)	6%	2%	4%
Building Inspector – calling for an inspection	4%	0%	4%
Building Permits	4%	2%	6%
Information related to Council meetings, agendas	3%	3%	3%
Dog License	1%	0%	3%
Other	1%	15%	9%
Garbage, recycling	1%	3%	4%

N=125

Among the 125 respondents who had contact with a City employee, **25**% made an inquiry related to *financial issues* and 24% inquired about *Bylaws*.

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


N=125

Average Rating: 1=Poor; 10=Excellent
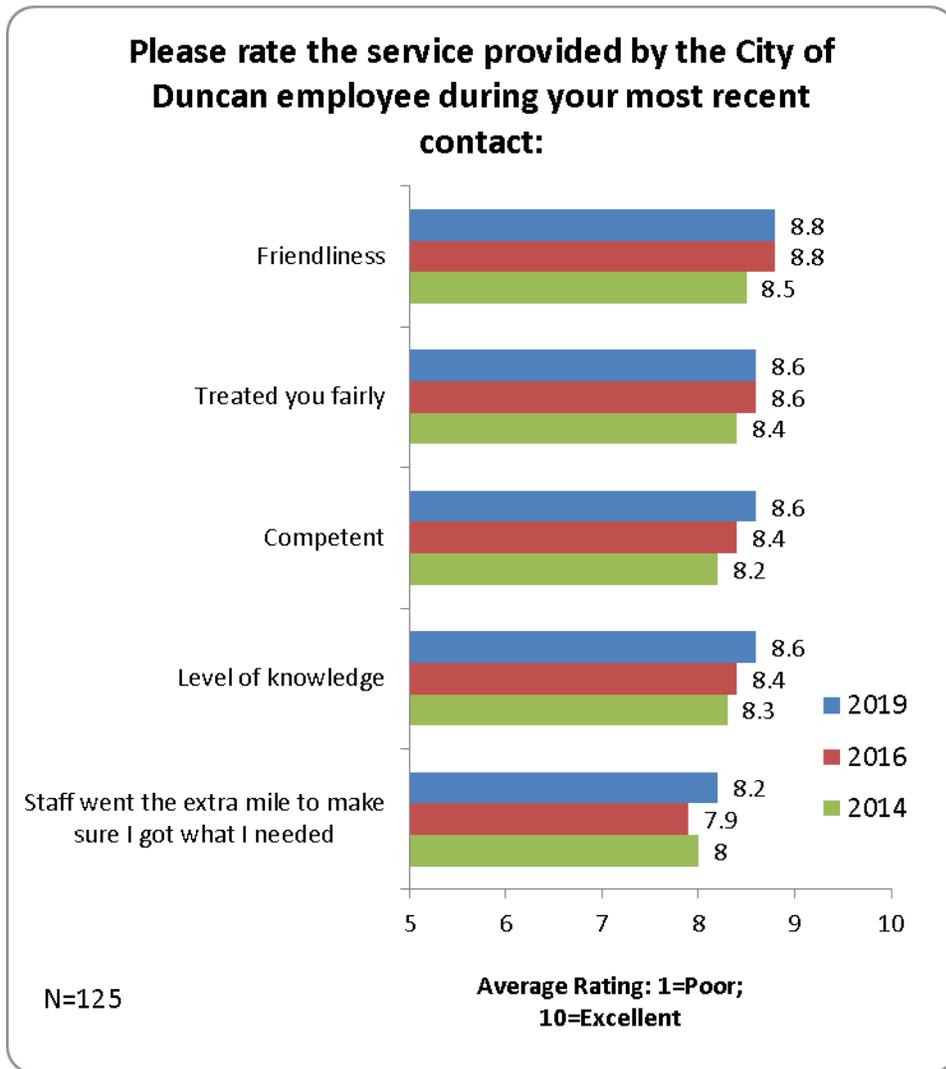
The service provided by City of Duncan staff was excellent. Duncan staff were perceived as being *friendly* (**8.8**), *treated customers fairly* (**8.6**) *competent* and *knowledgeable* (**8.6**).

Section 4 – Boundary Realignment

Q22a - Northern Boundary Realignment

Do you support exploring the costs and benefits of moving the Northern boundaries of the City further into what is currently the District of North Cowichan?

Not sure
31%

Yes
38%

No
31%
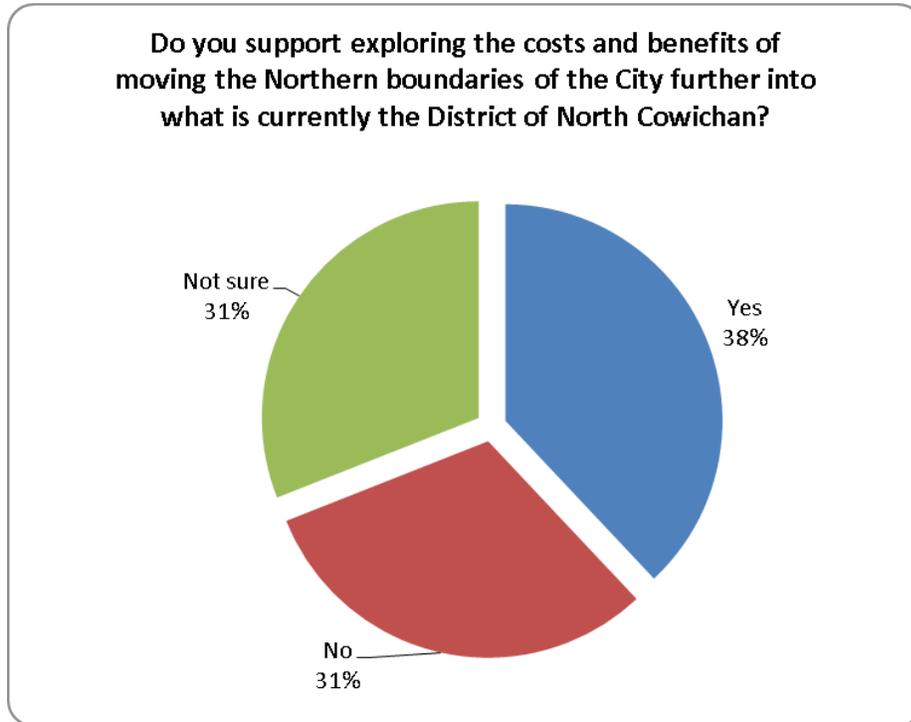
Thirty-eight percent (38%) of respondents support exploring the costs and benefits of moving the Northern boundaries of the City and **31**% are *not sure*.

Q22b - Southern Boundary Realignment

Do you support exploring the costs and benefits of moving the Southern boundaries of the City south into what is currently electoral areas of the CVRD, south of the Cowichan River?

Not sure
30%

Yes
36%

No
34%
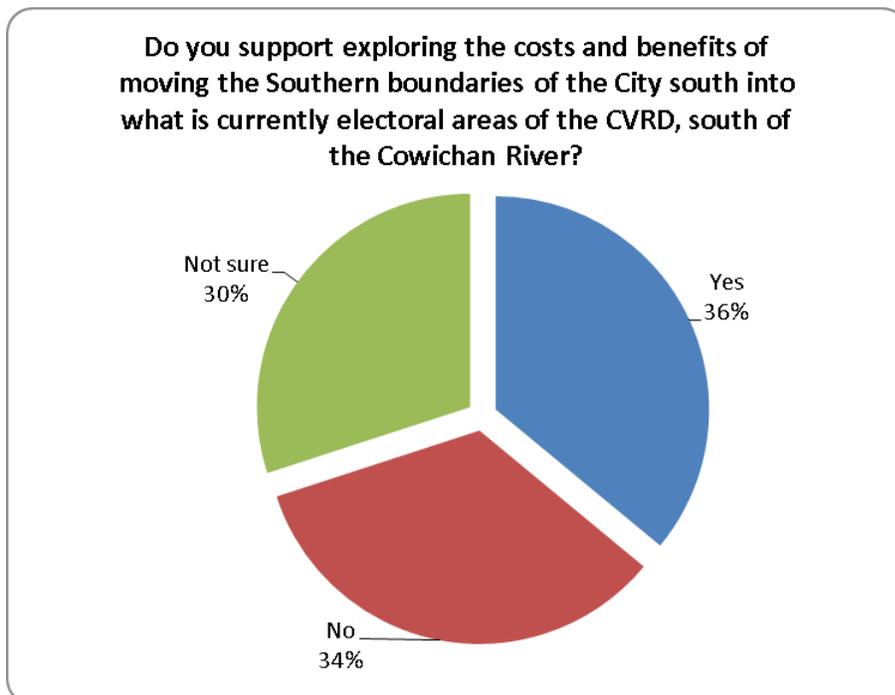
Thirty-six percent (36%) of respondents support exploring the costs and benefits of moving the Southern boundaries of the City and **30**% are *not sure*.

Section 5 – Environment

Q23. Most important environmental concern

What do you think is the most important environmental concern for the City of Duncan?

Concern	2019	2016	2014
Air quality	24%	21%	24%
Water supply	17%	35%	7%
Water quality	12%	7%	9%
Too many cars	10%	8%	15%
Not sure	10%	5%	10%
Garbage, recycling	7%	5%	7%
Homeless cause mess, needles	5%	0%	0%
None	3%	5%	3%
Wildlife	3%	2%	0%
Land use, maintain green space	3%	2%	6%
Flood	2%	2%	7%
Invasive plants	1%	0%	1%

N=400
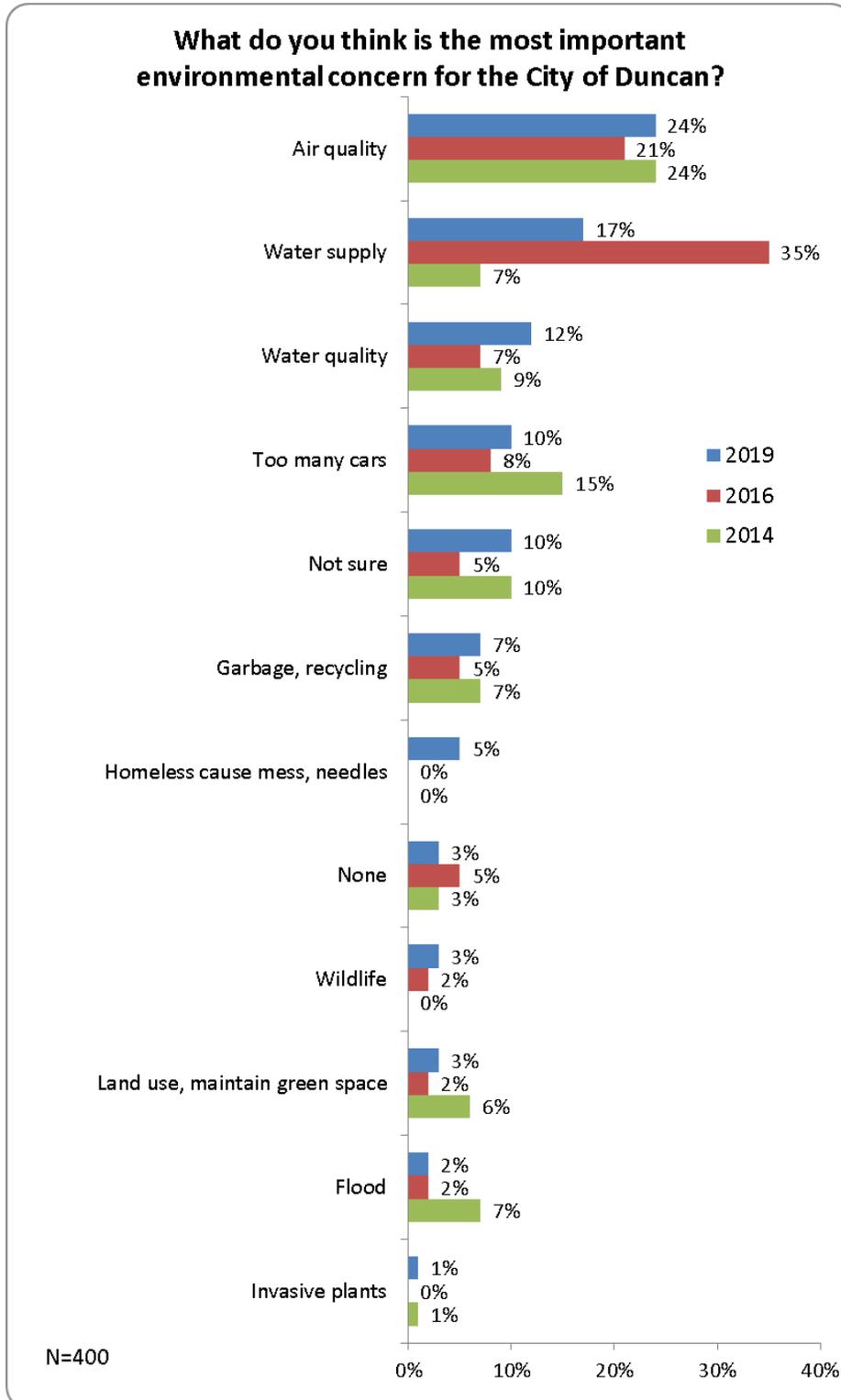
The most important environmental concern for the City of Duncan is the *air quality* (**24%**) followed by *water supply* (**17%**) and *water quality* (**12%**).

In 2019, **5**% indicated the *mess created by homeless people* is the number one environmental concern.

Section 6 – City Communications

Q24. Source of information on local government issues

How do you learn about local government issues?

Source	2019	2016	2014
Local newspaper	84%	67%	77%
Word of mouth: neighbours, friends	21%	24%	22%
Internet, Online	13%	16%	8%
TV	13%	10%	17%
Community organization	8%	1%	0%
City website	6%	7%	2%
Radio	6%	6%	16%
Newsletter, flyer, mail	6%	5%	7%
Contact member of City staff	4%	2%	0%
Don't learn about government issues	1%	4%	2%

N=400
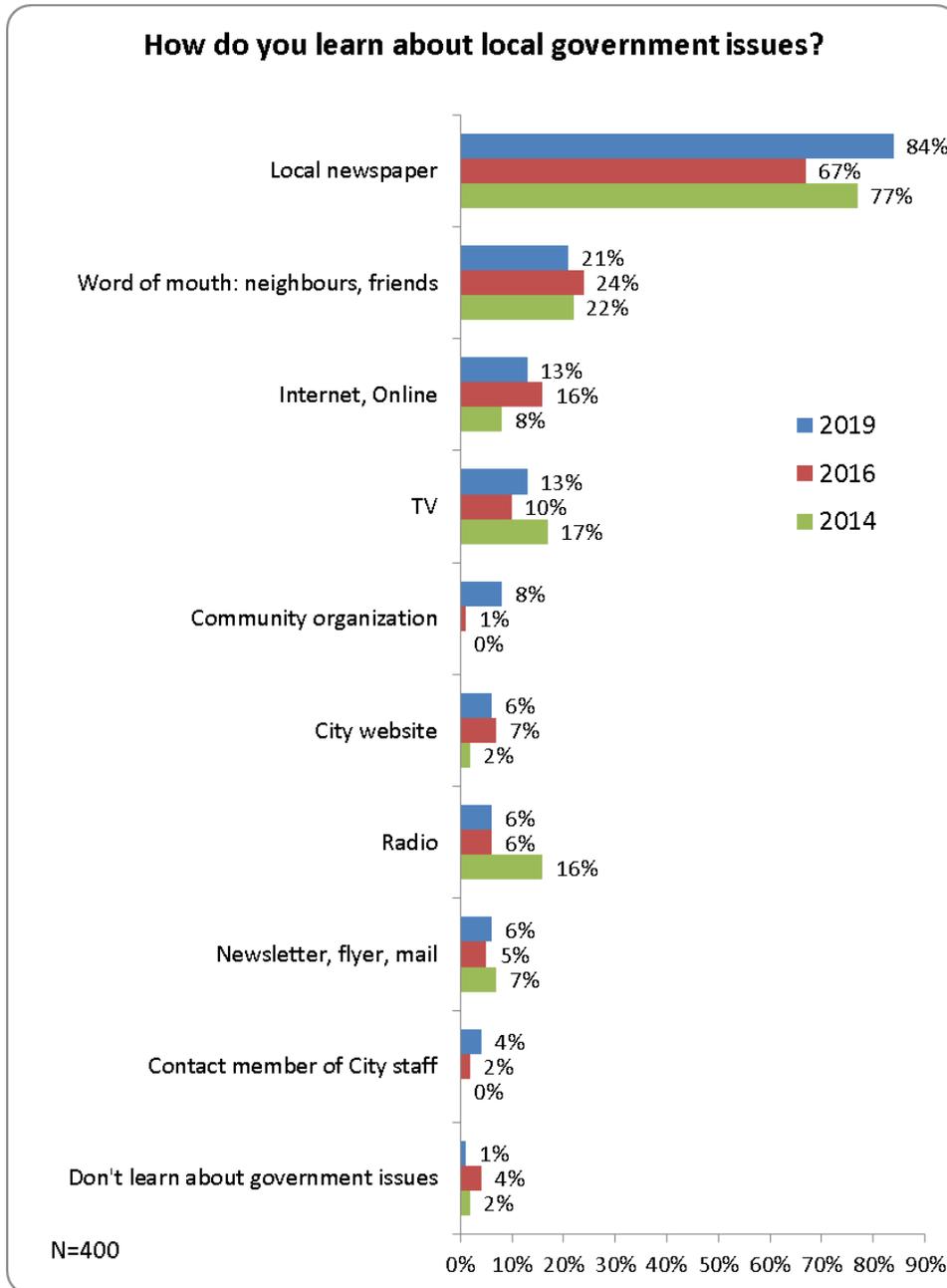
The majority of citizens (**84**%) learn about local government issues from a *local newspaper*. Twenty-one percent learn about government issues from *word of mouth*.

Q25. Internet Access

Do you have access to the Internet?

	2019	2016	2014
At home	84%	85%	77%
On a smart phone	41%	41%	31%
At work	38%	36%	25%
No access	16%	15%	22%

N=400
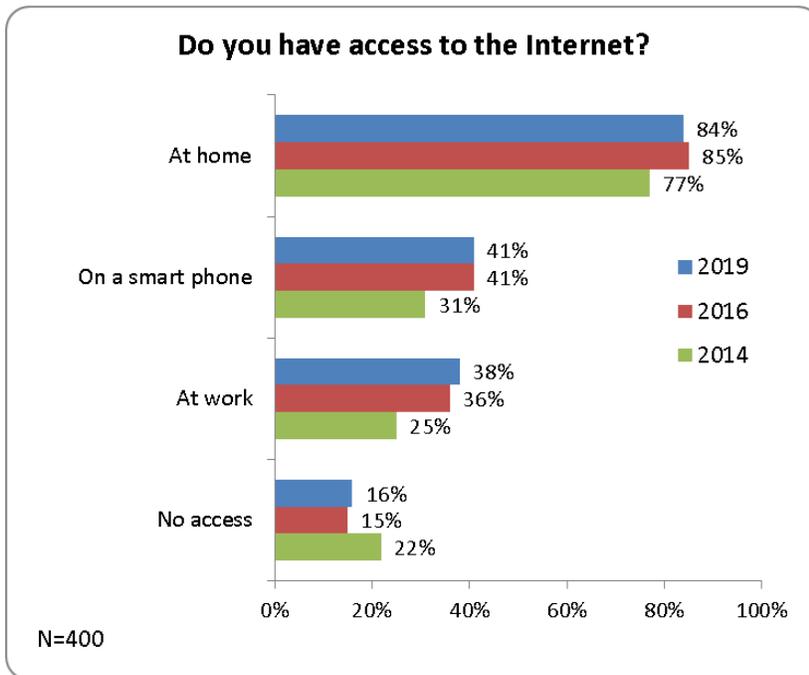
Eighty-four percent (84%) of respondents have access to the Internet *at home* and **41**% have Internet access on *a smart phone*.

Q26. Email

Do you use email?

	2019	2016	2014
Yes	82%	83%	74%
No	18%	17%	26%

N=400
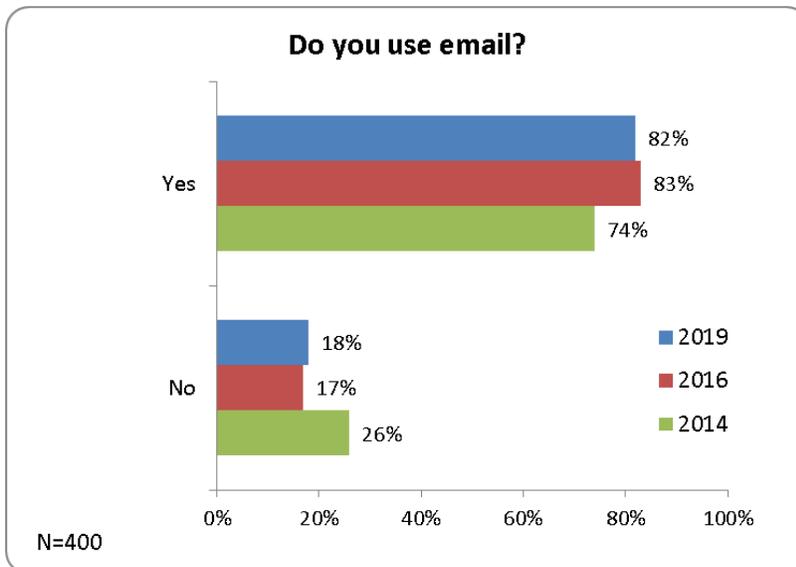
Eighty-two percent (82%) of respondents *use email.*

Q27. Social Media

Which of the following social media do you use?

Platform	2019	2016	2014
Facebook	47%	56%	40%
Twitter	8%	17%	8%
LinkedIn	12%	10%	5%
None	48%	44%	60%

N=400
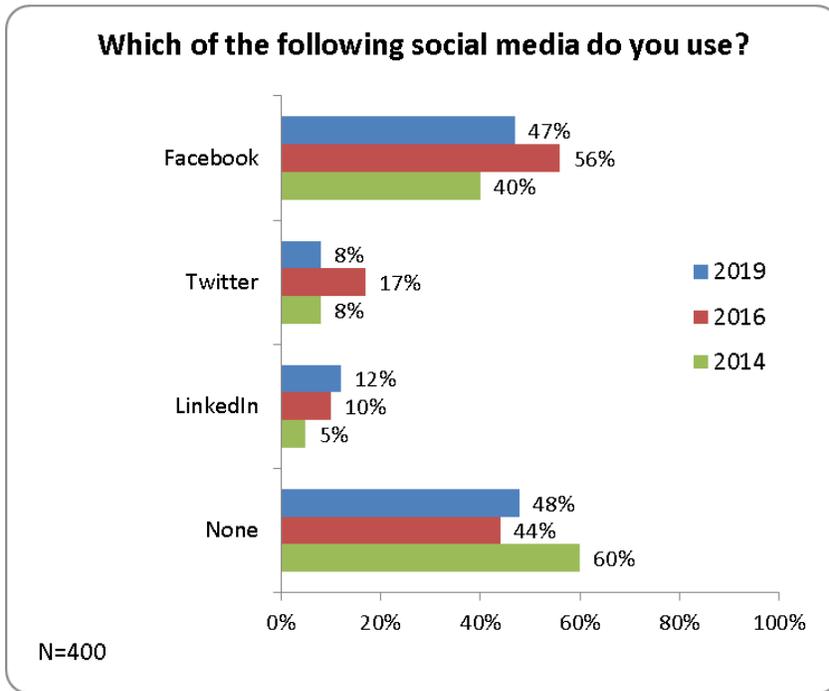
Forty-seven percent (47%) used *Facebook* in 2019.

Q28. Online Interaction with City of Duncan

Which of the following would you consider using to interact with the City of Duncan?

Platform	2019	2016	2014
City website	62%	52%	57%
Facebook	16%	29%	29%
Twitter	3%	6%	3%
None	35%	34%	40%

N=400
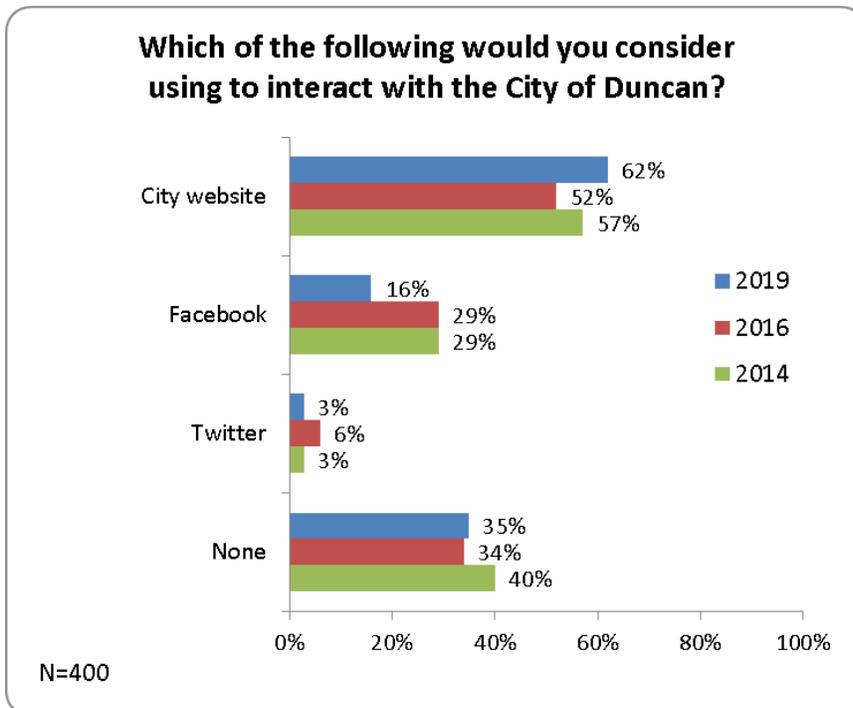
Sixty-two percent (62%) of respondents would consider using the *City Website* to interact with the City of Duncan and **16**% would consider using *Facebook*.

Have you visited the City website?

Yes
51%
53%
49%

No
49%
47%
51%

■ 2019
■ 2016
■ 2014

0%   20%   40%   60%   80%   100%

N=400
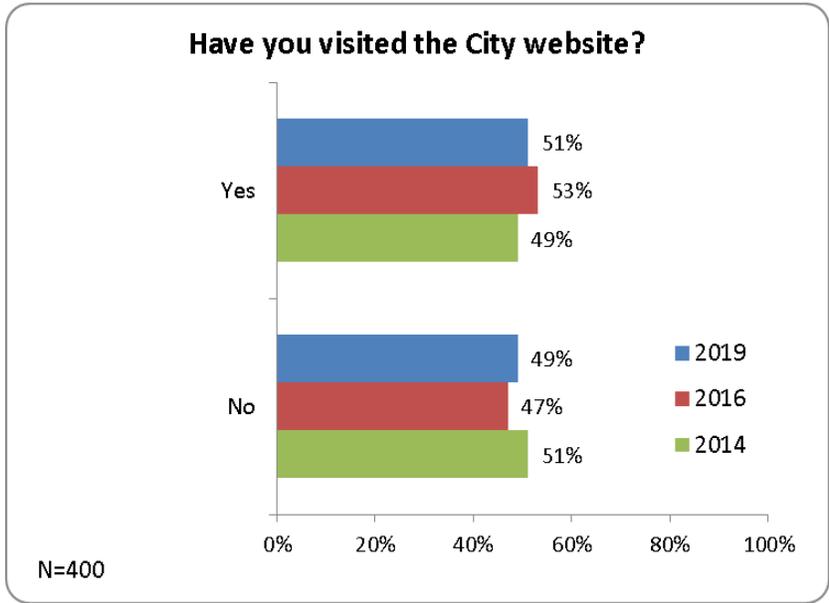
Fifty-one percent (51%) indicated they have *visited the City website*.

Q30. City newsletter

Have you read the City Newsletter?

Yes
- 2019: 73%
- 2016: 63%
- 2014: 60%

No
- 2019: 27%
- 2016: 37%
- 2014: 40%

Legend:
- ■ 2019
- ■ 2016
- ■ 2014

N=400
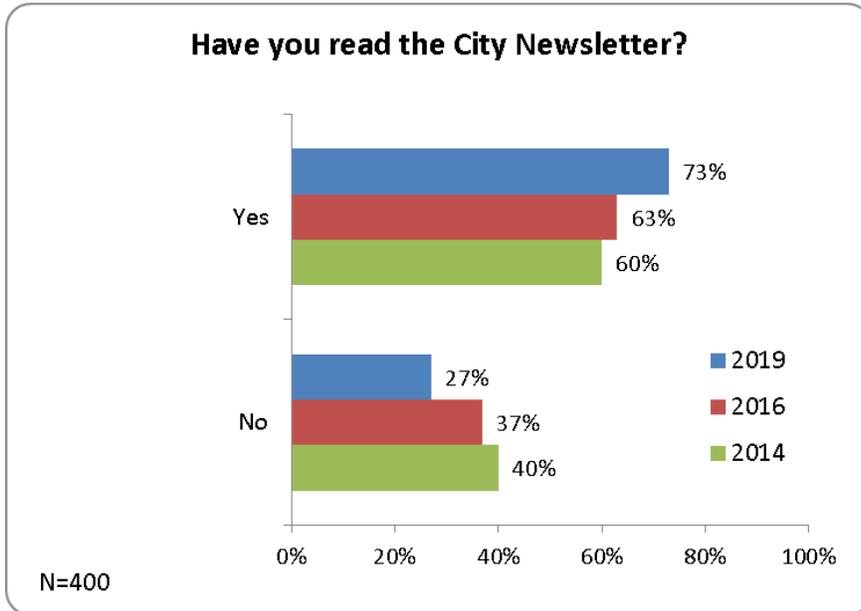
Seventy-three percent (73%) of residents have *read the City newsletter.*

Q31 Amount of information provided by City

In general, how do you feel about the amount of information provided by the City?

Too little information provided
- 2019: 16%
- 2016: 12%
- 2014: 7%

Adequate information provided
- 2019: 69%
- 2016: 75%
- 2014: 74%

Too much information provided
- 2019: 1%
- 2016: 1%
- 2014: 1%

Not sure
- 2019: 13%
- 2016: 12%
- 2014: 19%

Legend:
- ■ 2019
- ■ 2016
- ■ 2014

N=400
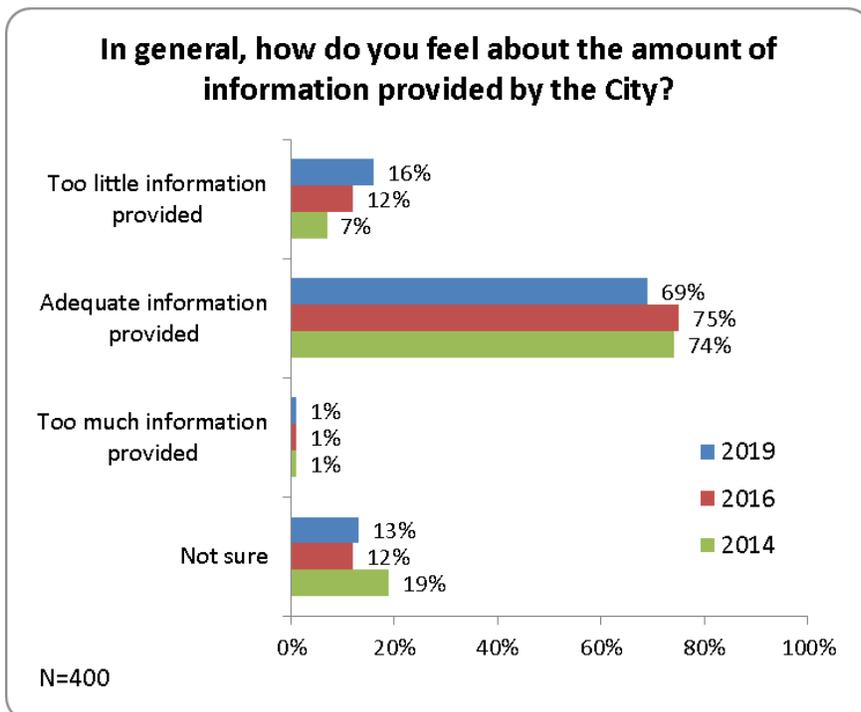
The majority (**69**%) of respondents feel the City provides *an adequate amount of information* to citizens.

Section 7 – Respondent information

How long have you lived in the City of Duncan?	2019	2016	2014
1-2 yrs	6%	5%	3%
3-5 yrs	8%	6%	11%
6-10 yrs	17%	18%	17%
11-20 yrs	26%	24%	30%
20-40 yrs	32%	30%	25%
41+ yrs	11%	18%	14%
Mean yrs	**22**	**24**	**22**
Base	**400**	**400**	**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?	2019	2016	2014
18-24	4%	1%	1%
25-34	10%	10%	8%
35-44	14%	18%	19%
45-54	15%	13%	15%
55-64	17%	19%	17%
65 years or older	40%	39%	39%
Base	**400**	**400**	**400**

The distribution of age was weighted to match the population distribution determined from 2016 Census.

Do you rent or own your place of residence?	2019	2016	2014
Own	76%	79%	79%
Rent	23%	21%	20%
Refused	1%	0%	0%
Base	**400**	**400**	**400**

Seventy-six percent (67%) of respondents *owned* their home and **23**% *rent* their home.

Which of the following do you live in?	2019	2016	2014
Single detached house	61%	64%	70%
Apartment or condo	24%	18%	21%
Townhome or duplex	9%	12%	8%
Basement suite	1%	1%	
Mobile home	3%	1%	1%
Other	1%	3%	0%
Refused	1%	1%	1%
Base	400	400	400

Sixty-one percent (61%) of the sample lived in a *single detached house* and **24**% live in an *apartment or condo.*

What is your current employment status?	2019	2016	2014
Employed full time	30%	32%	34%
Employed part time	10%	4%	5%
Self-employed	9%	8%	5%
Student	2%	1%	1%
Retired	45%	45%	43%
Homemaker	3%	4%	7%
Unemployed	1%	3%	3%
Other		2%	1%
Refused	0%	0%	
Base	400	400	400

Forty-five percent (45%) of the sample were *retired* and **30**% were *employed full time*.

Gender	2019	2016	2014
Male	50%	50%	50%
Female	50%	50%	50%
Base	400	400	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 Excellent 1……………………………….10
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 Strongly Agree 1……………………………….10
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]
>
> 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
> No, the same
> No, 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
> 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
> 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 Very Satisfied 1…………………………………..10	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 Very Satisfied 1…………………………………..10	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 Very Satisfied 1…………………………………..10	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 Very Satisfied 1…………………………………..10	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 Very Satisfied 1……………………………..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	

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 Very Important 1…………………………..……..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?
       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, etc.)

         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]

         Building Inspector – calling for an inspection

         Building Permits

         Planning (zoning, development permits)

         Finance (payment of taxes, utilities)

         Information related to Council meetings, agendas

         Bylaws (parking, animal control)

         Public works (snow removal, garbage collection, road repair)

         Garbage, recycling

         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. During the 2014 election, Duncan residents voted in favour of studying the costs and benefits of amalgamation, as well as the alternative of expanding the existing boundaries of the City; however, only amalgamation was studied.

Do you support exploring the costs and benefits of moving the Northern boundaries of the City further into what is currently the District of North Cowichan;

Do you support exploring the costs and benefits of moving the Southern boundaries of the City south into what is currently electoral areas of the Cowichan Valley Regional District, South of the Cowichan River;

OR both?

<u>Yes   No   Not sure</u>

   a) Firstly do you agree with studying the Northern realignment?
   b) Do you agree with studying the Southern realignment?

23. 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 _____

24. 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
       Other _____
       Don't learn about government issues
       Don't know

25. Do you have access to the internet? [READ, MARK ALL]
       At home
       At work
       On a smart phone
       No access

26. Do you use e-mail?
       Yes
       No

27.   Which of the following social media do you use?
           Facebook
           Twitter
           Linked In
           None of the above

28.   Which of the following would you consider using to interact with the City of Duncan?
       [READ, MARK ALL]
           City Website
           Facebook
           Twitter
           None of the above

29.   Have you visited the City website?
           Yes
           No

30.   Have you read the City Newsletter?
           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

And just a few last questions about you….

32.   How long have you lived in the City of Duncan? _____Years

33.   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]

34.   Do you rent or own your place of residence? [READ]
           Own
           Rent
           Refused [DO NOT READ]

35.   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]

36.   What is your current employment status? *[Read]*
            Employed full time
            Employed part time
            Self employed
            Student
            Retired
            Homemaker
            Unemployed
            Other
            Refused [DO NOT READ]

37.   What is your postal code?   V9L -__ __ __
                                                Refused

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

Banner Legend:

Question *Banner* *Grand Total:*

Response percentages for all people answering Question

		Gender		Marital Status				
		Male	Female	Single/ never married	Married	Living with a partner	Divorced/ separated/ widowed	Grand Total
Which newspapers have you read or looked into 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		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
The overall quality of life in Duncan?	Poor: 1-3	3%	0%	2%	6%	1%	7%	3%	1%	3%	3%	4%	14%
	4-7	38%	25%	27%	38%	37%	52%	41%	25%	45%	41%	30%	43%
	Excellent: 8-10	59%	74%	71%	56%	62%	41%	56%	74%	52%	56%	66%	43%
Total	Mean	7.6	8.0	7.9	7.4	7.8	7.0	7.4	8.1	7.6	7.6	7.6	6.5
	Base	400	400	400	199	201	114	127	160	127	104	170	28
Duncan as a place to raise children?	Poor: 1-3	3%	1%	1%	3%	3%	6%	4%	1%	5%	4%	2%	21%
	4-7	46%	34%	41%	48%	43%	52%	44%	42%	49%	52%	39%	46%
	Excellent: 8-10	51%	65%	58%	48%	54%	42%	52%	57%	46%	44%	59%	32%
Total	Mean	7.3	7.8	7.4	7.3	7.3	7.0	7.1	7.5	7.3	6.9	7.4	5.6
	Base	400	400	400	199	201	114	127	160	127	104	170	28
Duncan as a place to retire?	Poor: 1-3	3%	1%	3%	3%	3%	6%	2%	1%	4%	5%	1%	14%
	4-7	30%	22%	25%	33%	28%	43%	35%	17%	34%	37%	23%	39%
	Excellent: 8-10	67%	77%	72%	64%	69%	51%	62%	82%	63%	58%	76%	46%
Total	Mean	7.9	8.2	7.9	7.8	8.0	7.2	7.6	8.6	7.9	7.5	8.1	6.5
	Base	400	400	400	199	201	114	127	160	127	104	170	28

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		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
I receive good value for the taxes I pay	Disagree: 1-3	5%	6%	7%	5%	6%	5%	4%	6%	6%	3%	6%	14%
	4-7	58%	58%	59%	61%	54%	65%	61%	50%	59%	62%	54%	46%
	Agree: 8-10	37%	35%	35%	34%	40%	29%	35%	45%	34%	35%	41%	39%
Total	Mean	6.6	6.6	6.6	6.5	6.7	6.4	6.6	6.8	6.7	6.5	6.7	6.3
	Base	400	400	400	199	201	114	127	160	127	104	170	28
The City of Duncan listens to Citizens and encourages their involvement in making decisions.	Disagree: 1-3	7%	8%	8%	9%	4%	7%	6%	7%	3%	9%	8%	14%
	4-7	60%	66%	62%	63%	57%	58%	64%	59%	61%	65%	57%	57%
	Agree: 8-10	33%	26%	30%	28%	38%	35%	30%	34%	36%	26%	36%	29%
Total	Mean	6.5	6.2	6.3	6.2	6.7	6.4	6.4	6.5	6.8	6.1	6.5	6.3
	Base	400	400	400	199	201	114	127	160	127	104	170	28
In general, I believe the City of Duncan is doing a good job	Disagree: 1-3	4%	5%	5%	5%	3%	6%	4%	3%	2%	5%	5%	18%
	4-7	52%	48%	46%	53%	51%	59%	54%	45%	53%	60%	47%	54%
	Agree: 8-10	44%	47%	48%	41%	46%	35%	41%	52%	45%	35%	47%	29%
Total	Mean	7.0	7.1	7.1	6.8	7.2	6.6	6.9	7.4	7.1	6.8	7.1	6.0
	Base	400	400	400	199	201	114	127	160	127	104	170	28

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

		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
How do you rate your overall satisfaction with the services and programs provided by the City of Duncan?	Very satisfied	27%	34%	22%	26%	27%	18%	28%	32%	29%	20%	29%	21%
	Somewhat satisfied	50%	45%	52%	50%	50%	60%	46%	46%	49%	49%	51%	36%
	Neutral	17%	16%	22%	15%	19%	17%	17%	18%	18%	21%	14%	25%
	Somewhat dissatisfied	4%	4%	2%	6%	3%	5%	7%	2%	2%	8%	4%	14%
	Not satisfied	1%	2%	1%	2%	1%		2%	2%	1%	2%	2%	4%
Total	Base	400	400	400	199	201	114	127	160	127	104	170	28

Why are you dissatisfied?		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
	Homeless, crime	37%	10%		40%	29%	50%	44%		33%	42%	34%	80%
	Not sure	21%			25%	10%	50%	12%			9%	43%	
	Council does not listen to Citizens	7%	14%	40%	10%			14%		38%			
	Reduction in services, lack of services	5%	25%	25%		20%		11%		14%	7%		
	Other	7%	11%		10%			14%			17%		20%
	Recycling, Garbage collection services	6%	9%	12%	5%	10%		5%	19%	14%	9%		
	Transit	4%	13%	13%	5%				19%		9%		40%
	Service too costly, taxes too high	3%	11%			10%		14%				7%	
	Rapid growth, lagging infrastructure	3%	9%			10%		14%				7%	
	Tree, grass maintenace lacking	4%			5%			19%				9%	
	Sidewalks	3%				10%		14%			7%		
	Roads		5%	14%									
	Bylaw enforcement		3%	5%									
	Want Amalgamation			5%									
Total	Responses	27	23	16	20	7	8	14	5	5	11	11	7
	Base	27	21	14	20	7	8	14	5	5	11	11	5

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

		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Compared to 5 years ago, how do you feel the quality of life for Duncan residents has changed?	Better	17%	35%	39%	16%	18%	18%	12%	19%	12%	21%	18%	11%
	No change	44%	48%	41%	50%	39%	31%	52%	48%	43%	44%	45%	18%
	Worse	29%	13%	13%	30%	27%	31%	29%	26%	17%	31%	36%	61%
	Not sure	10%	5%	7%	5%	16%	20%	7%	7%	28%	3%	1%	11%
Total	Base	400	400	400	199	201	114	127	160	127	104	170	28

Why do you feel the quality of life is better?	Total			Gender		Age			Years lived in Duncan?			
	2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Services, entertainment, rec. opportunities & facilities	30%	22%	38%	28%	31%	40%	42%	16%	19%	43%	26%	33%
Stores, shopping	17%	18%	30%	20%	14%	7%	20%	22%	5%	20%	21%	67%
Not sure, just better	23%	8%	5%	22%	23%	33%	17%	19%	35%	27%	13%	
Downtown revitalization, streetscaping, clean	3%	16%	8%	3%	2%			6%	7%		3%	33%
Council listening	9%	2%	4%	10%	8%		9%	15%		7%	15%	
Parks and trails	2%	10%	8%		4%		9%			7%		
Seniors programs, ammenities	8%	1%	6%	13%	4%	19%		5%	25%	4%	3%	
Other	7%	3%	3%	7%	6%			14%			14%	
Infrastructure	1%	3%	11%		2%		5%			3%		
Roads	1%	6%	8%		2%			3%			3%	
Growth	3%	9%		6%		10%					7%	33%
Transit	3%	2%	3%		6%		9%	3%	5%	3%	3%	
Recycling, garbage collection, composting	1%	2%	4%		2%		5%			3%		
Cleaner, beautification		8%										
Community involvement, events, pride	1%	4%			2%		5%		5%			33%
Improved environmental policies		5%										
Crime down, better care for homeless, less homeless		2%	3%									
City signage, attractive city entry		3%										
Sidewalks		1%	2%									
Bike lanes		3%										
Total Responses	73	179	206	34	39	23	19	31	16	25	32	6
Total Base	67	139	155	31	36	21	16	30	16	21	30	3

Base: Respondents who felt quality of life is better

Column percentages may exceed 100% because multiple answers given

Why do you feel the quality of life is worse?		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
	Crime, safety, homeless	78%	36%	19%	73%	83%	69%	84%	80%	76%	81%	77%	94%
	Traffic	7%	27%	12%	7%	7%		7%	13%	4%	8%	7%	6%
	Overpopulated, crowded	6%	9%	4%	8%	4%	11%	4%	4%	4%		11%	
	Other	6%	3%	11%	7%	4%	6%	3%	8%	4%	11%	3%	
	Lack of housing	6%	1%		3%	10%	14%		6%	24%		4%	
	Taxes	2%	9%		3%				5%		3%	2%	
	Health care	2%		3%	3%	1%			7%			5%	
	Jobs, economy, low income, financial		6%	17%									
	Infrastructure	1%	5%	7%	2%				2%		3%		6%
	Recycling, garbage	1%		6%	2%			3%				2%	6%
	Transit			13%									
	Services for youth			13%									
	Council doesn't listen	1%	1%	3%	2%			3%			3%		
	Parking	1%	3%	3%		1%		2%				1%	
	Bylaw enforcement		4%	3%									
Total	Responses	126	55	57	66	60	35	38	52	23	36	67	18
	Base	113	52	50	60	54	35	36	42	21	33	60	16

Base: Respondents who felt quality of life is worse

Column percentages may exceed 100% because multiple answers given

Compared to 5 years ago, do you feel Duncan is a safer place to live?		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
	Yes, safer	6%	13%	12%	7%	6%	7%	5%	7%	8%	7%	5%	4%
	The same	31%	57%	65%	34%	27%	26%	32%	33%	26%	32%	34%	21%
	Less safe	52%	27%	16%	51%	53%	45%	58%	52%	41%	52%	60%	68%
	Not sure	11%	3%	7%	8%	14%	22%	5%	8%	25%	8%	2%	7%
Total	Base	400	400	400	199	201	114	127	160	127	104	170	28

In your opinion, what is the single most important issue facing the City of Duncan?	Total			Gender		Age			Years lived in Duncan?			
	2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Crime, Safety of Citizens, Homeless, Drugs	44%	25%	7%	39%	48%	46%	52%	35%	38%	45%	47%	57%
Don't Know	16%	7%	15%	24%	8%	14%	12%	20%	13%	20%	14%	
Traffic – too much	8%	27%	19%	7%	9%	12%	3%	8%	10%	3%	8%	4%
Population growth, Overcrowding, Urban Planning	9%	8%	5%	9%	9%	8%	12%	7%	12%	12%	5%	7%
Housing	5%	0%	2%	6%	5%	8%	3%	5%	4%	5%	7%	
Lack of Jobs, poor economy, economic developement	1%	6%	10%	2%	0%		3%	1%	2%	1%	1%	4%
Aging infrastructure	3%	2%	3%	1%	5%	4%	4%	2%	5%		3%	
Fiscal responsibility, lower costs, taxes	2%	2%	6%	2%	1%		2%	3%	3%	1%	1%	
Water system, sewage system	2%	4%	1%	1%	3%	3%	3%	1%	2%	2%	2%	
Other	1%	4%	6%	1%	1%	2%		1%			2%	4%
Almalgamation	1%	3%	4%	2%	0%			2%			2%	
None	1%	4%	1%	1%	1%	1%	1%	2%	3%	1%		
Road conditions	0%	1%	4%	1%	0%		1%	1%		1%	1%	
Climate, weather, climate change	1%	1%	1%		2%		1%	1%	1%	2%		7%
Air quality	1%	1%	1%	1%	0%		2%	0%		2%	0%	11%
Parks	1%			1%	2%		1%	3%	1%		2%	
Transit	0%	0%	3%	1%	0%			1%		2%		
Youth activities	1%	0%	2%		1%	1%	1%		1%	1%		
Hospital, healthcare	1%	1%	1%	1%	1%		1%	1%		1%	1%	
Parking	1%	1%	1%	1%	1%	1%		1%	2%			4%
Boundaries	1%			2%	0%			2%	1%		2%	
Lack of services	0%	1%	2%		0%			0%			0%	
Population decline	1%			1%	1%		1%	2%		3%	0%	
Pollution	1%		1%		1%		1%	0%	1%		0%	4%
Highway bypass, overpass		1%	2%									
Promote multicultural community	0%	0%	1%		0%		1%		1%			
Garbarge, recycling		1%	1%									
Senior services	0%	0%	0%		0%			0%			0%	
Better communication with Council		0%	1%									
Total Base	400	400	400	199	201	114	127	160	127	104	170	28

What is your favorite thing about living in Duncan?		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
	Size of community	26%	29%	26%	26%	26%	28%	23%	26%	17%	32%	29%	11%
	Access to outdoor recreation	15%	21%	12%	11%	18%	28%	11%	8%	23%	7%	13%	25%
	Friendly people	15%	9%	13%	19%	10%	13%	15%	16%	11%	19%	15%	18%
	Climate, Weather	11%	10%	11%	12%	10%	1%	17%	13%	8%	16%	9%	
	Relaxed lifestyle	10%	6%	7%	9%	10%	9%	9%	11%	15%	5%	8%	14%
	Accessibility, convenience, central, stores	6%	7%	10%	5%	6%	1%	9%	6%	3%	13%	4%	7%
	Community spirit	8%	5%	2%	8%	8%	11%	9%	5%	10%	2%	9%	
	Great place to raise a family	3%	0%	3%	1%	5%	7%	1%	2%	6%	1%	1%	7%
	Other	1%	1%	5%	1%	2%	1%	1%	2%	2%	2%	1%	7%
	Not sure	1%	2%	2%	3%			3%	1%	2%	2%	1%	
	Services available	1%	1%	1%	2%	1%			3%			3%	
	Familiar	1%	0%	2%	1%	2%		1%	2%		1%	2%	
	Ocean, close to ocean		5%	0%									
	Safe community – low crime	1%	1%	1%	1%	1%			2%	1%		2%	
	Beautiful	1%	1%		1%	1%		1%	1%	1%		2%	
	Clean water	0%	1%	1%	1%			1%	1%			1%	7%
	Downtown	0%	0%	3%		0%			0%			0%	
	Summer festival	0%				1%			1%	1%	1%		
	Quiet		0%	1%									
	Clean air	0%		0%	0%			1%		1%			
	Economy, Jobs			0%									4%
Total	Base	**400**	**400**	**400**	**199**	**201**	**114**	**127**	**160**	**127**	**104**	**170**	**28**

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

		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
City Parks	Not satisfied: 1-3	3%	1%	3%	3%	4%	6%	2%	1%	1%	4%	4%	7%
	4-7	38%	28%	30%	49%	27%	45%	41%	31%	35%	44%	37%	54%
	Satisfied: 8-10	59%	71%	67%	49%	69%	49%	56%	68%	63%	52%	59%	39%
Total	Mean	7.8	8.2	8.1	7.5	8.1	7.3	7.9	8.1	8.2	7.6	7.7	6.8
	Base	400	400	400	199	201	114	127	160	127	104	170	28
City Playgrounds	Not satisfied: 1-3	3%	1%	5%		5%	3%	4%	1%	2%	1%	4%	5%
	4-7	43%	39%	37%	54%	33%	46%	46%	38%	37%	60%	38%	64%
	Satisfied: 8-10	54%	60%	58%	46%	62%	51%	50%	61%	61%	39%	58%	32%
Total	Mean	8.8	8.7	8.8	8.8	8.7	7.7	9.0	9.3	9.0	8.6	8.6	7.5
	Base	400	400	400	199	201	114	127	160	127	104	170	28
City museum	Not satisfied: 1-3	2%	3%	5%		3%		4%	1%	1%	3%	1%	5%
	4-7	37%	45%	52%	46%	27%	43%	33%	35%	32%	41%	38%	48%
	Satisfied: 8-10	62%	52%	43%	54%	70%	57%	63%	65%	67%	56%	61%	48%
Total	Mean	8.7	8.7	8.6	8.6	8.8	9.0	8.4	8.7	8.8	8.7	8.6	8.3
	Base	400	400	400	199	201	114	127	160	127	104	170	28
City sports fields not including schools	Not satisfied: 1-3	3%	1%	1%	4%	2%	4%	4%	1%	3%	3%	3%	
	4-7	32%	20%	26%	33%	30%	35%	34%	27%	33%	39%	27%	64%
	Satisfied: 8-10	65%	79%	73%	63%	68%	61%	62%	72%	64%	59%	70%	36%
Total	Mean	8.7	8.7	8.7	8.6	8.7	8.0	8.7	9.0	8.8	8.7	8.6	7.9
	Base	400	400	400	199	201	114	127	160	127	104	170	28
Overall satisfaction with recreation services	Not satisfied: 1-3	2%	1%	0%	4%		3%	2%	1%	2%	3%	1%	4%
	4-7	40%	28%	29%	43%	36%	45%	38%	37%	34%	41%	43%	58%
	Satisfied: 8-10	58%	71%	70%	53%	64%	52%	60%	62%	64%	56%	56%	38%
Total	Mean	7.8	8.2	8.1	7.5	8.0	7.4	7.7	8.1	7.9	7.5	7.8	7.3
	Base	400	400	400	199	201	114	127	160	127	104	170	28

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		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Water supply	Not satisfied: 1-3	3%	6%	1%	2%	4%	5%	1%	2%	4%		4%	
	4-7	17%	21%	13%	20%	14%	20%	20%	13%	14%	21%	17%	21%
	Satisfied: 8-10	80%	73%	87%	79%	82%	75%	79%	85%	82%	79%	79%	79%
Total	Mean	8.4	8.1	8.9	8.3	8.5	7.9	8.4	8.8	8.4	8.4	8.5	8.3
	Base	400	400	400	199	201	114	127	160	127	104	170	28
Sewage treatment	Not satisfied: 1-3	2%	4%	1%	2%	2%	2%		3%	1%	3%	2%	
	4-7	21%	24%	21%	25%	16%	29%	20%	16%	20%	28%	18%	41%
	Satisfied: 8-10	77%	72%	77%	73%	82%	69%	80%	81%	79%	69%	80%	59%
Total	Mean	8.8	8.3	8.7	8.5	9.0	8.8	8.8	8.8	8.9	8.8	8.7	7.8
	Base	400	400	399	199	201	114	127	160	127	104	170	28
Garbage collection	Not satisfied: 1-3	2%	3%	1%	1%	5%	3%	4%	1%	5%		2%	14%
	4-7	12%	21%	22%	14%	11%	18%	12%	9%	9%	17%	12%	21%
	Satisfied: 8-10	85%	77%	76%	86%	84%	80%	85%	90%	86%	83%	86%	64%
Total	Mean	8.7	8.3	8.4	8.6	8.8	8.6	8.5	9.0	8.6	8.8	8.7	7.5
	Base	400	400	400	199	201	114	127	160	127	104	170	28
Street lighting	Not satisfied: 1-3	2%	2%	1%		4%	3%	1%	2%	2%	1%	2%	4%
	4-7	37%	37%	29%	45%	28%	39%	45%	29%	42%	42%	30%	46%
	Satisfied: 8-10	61%	61%	70%	55%	68%	58%	54%	69%	55%	57%	68%	50%
Total	Mean	7.9	7.8	8.1	7.8	8.0	7.7	7.5	8.3	7.7	7.8	8.1	7.4
	Base	400	400	400	199	201	114	127	160	127	104	170	28
Animal control	Not satisfied: 1-3	4%	6%	7%	3%	4%	3%	6%	2%	3%	5%	3%	4%
	4-7	27%	30%	35%	29%	25%	30%	25%	26%	24%	28%	28%	57%
	Satisfied: 8-10	69%	64%	58%	68%	71%	67%	69%	72%	72%	67%	68%	39%
Total	Mean	8.6	7.9	8.1	8.3	8.8	8.5	8.4	8.8	8.6	8.5	8.6	7.7
	Base	400	400	400	199	201	114	127	160	127	104	170	28
Recycling services	Not satisfied: 1-3	2%	4%	3%	1%	2%		2%	3%	1%		3%	11%
	4-7	20%	31%	34%	22%	18%	23%	19%	19%	15%	26%	20%	21%
	Satisfied: 8-10	79%	65%	63%	77%	80%	77%	79%	79%	84%	74%	77%	68%
Total	Mean	8.5	7.7	7.9	8.4	8.6	8.5	8.3	8.7	8.8	8.3	8.4	7.6
	Base	400	400	400	199	201	114	127	160	127	104	170	28
Availability of public washrooms	Not satisfied: 1-3	15%	7%	14%	9%	21%	19%	8%	18%	17%	12%	16%	28%
	4-7	49%	64%	54%	53%	45%	45%	51%	52%	40%	54%	53%	36%
	Satisfied: 8-10	36%	29%	33%	37%	34%	37%	41%	30%	43%	34%	31%	36%
Total	Mean	7.3	7.3	7.2	7.3	7.4	6.9	7.7	7.4	7.9	7.2	7.0	6.3
	Base	400	400	400	199	201	114	127	160	127	104	170	28
Overall satisfaction with utilities	Not satisfied: 1-3	1%	1%	1%		1%		2%	0%	1%		1%	7%
	4-7	36%	43%	35%	37%	35%	42%	34%	34%	33%	45%	33%	39%
	Satisfied: 8-10	63%	56%	64%	63%	64%	58%	64%	66%	66%	55%	66%	54%
Total	Mean	7.8	7.6	7.8	7.7	7.8	7.5	7.7	8.0	7.9	7.5	7.8	7.4
	Base	400	400	400	199	201	114	127	160	127	104	170	28

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		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Police protection	Not satisfied: 1-3	8%	3%	2%	11%	5%	16%	6%	4%	8%	7%	8%	22%
	4-7	43%	27%	26%	46%	40%	54%	47%	32%	46%	46%	38%	44%
	Satisfied: 8-10	49%	70%	72%	43%	56%	30%	47%	64%	45%	47%	54%	33%
Total	Mean	7.2	8.0	8.3	7.0	7.5	6.5	7.2	7.8	7.2	7.3	7.2	6.1
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Traffic violation enforcement	Not satisfied: 1-3	9%	9%	10%	11%	7%	7%	8%	11%	9%	13%	6%	35%
	4-7	54%	53%	47%	53%	56%	61%	56%	48%	52%	43%	62%	35%
	Satisfied: 8-10	37%	38%	43%	37%	37%	32%	36%	41%	39%	44%	32%	30%
Total	Mean	7.2	7.3	7.1	7.0	7.5	7.1	7.3	7.3	7.3	7.5	7.1	6.3
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Fire protection	Not satisfied: 1-3	1%	2%	1%	2%		4%					2%	4%
	4-7	15%	10%	13%	15%	15%	20%	17%	10%	17%	16%	13%	30%
	Satisfied: 8-10	84%	88%	86%	83%	85%	77%	83%	90%	83%	84%	85%	67%
Total	Mean	8.6	8.7	8.8	8.5	8.7	8.1	8.6	8.9	8.6	8.6	8.6	7.8
	Base	400	400	400	199	201	114	127	160	127	104	170	27
By-law enforcement	Not satisfied: 1-3	10%	7%	11%	12%	8%	7%	12%	11%	4%	11%	14%	28%
	4-7	52%	42%	33%	54%	51%	73%	46%	41%	57%	53%	49%	32%
	Satisfied: 8-10	37%	51%	56%	34%	41%	20%	42%	47%	39%	36%	37%	40%
Total	Mean	7.5	7.6	8.1	7.1	8.0	7.2	7.1	8.1	7.8	7.5	7.3	6.3
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Overall satisfaction with protective services	Not satisfied: 1-3	4%	1%	1%	5%	2%	7%	3%	2%	1%	5%	6%	12%
	4-7	44%	33%	32%	48%	40%	51%	46%	38%	48%	44%	41%	54%
	Satisfied: 8-10	52%	66%	67%	46%	58%	41%	51%	60%	51%	51%	53%	35%
Total	Mean	7.4	7.8	7.9	7.1	7.6	6.9	7.2	7.8	7.4	7.4	7.4	6.6
	Base	400	400	400	199	201	114	127	160	127	104	170	27

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		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Road maintenance and repair	Not satisfied: 1-3	**6%**	**11%**	**6%**	5%	7%	5%	7%	6%	9%	8%	3%	8%
	4-7	**67%**	**47%**	**51%**	71%	63%	75%	64%	64%	66%	69%	66%	69%
	Satisfied: 8-10	**27%**	**42%**	**43%**	24%	30%	20%	29%	30%	24%	23%	31%	23%
Total	Mean	**6.5**	**6.7**	**6.7**	**6.4**	**6.7**	**6.3**	**6.5**	**6.7**	**6.3**	**6.3**	**6.8**	**6.4**
	Base	**400**	**400**	**400**	**199**	**201**	**114**	**127**	**160**	**127**	**104**	**170**	**27**
Snow removal from roads	Not satisfied: 1-3	**6%**	**5%**	**6%**	7%	6%	6%	6%	6%	9%	5%	5%	19%
	4-7	**39%**	**37%**	**43%**	35%	43%	45%	24%	45%	26%	36%	50%	52%
	Satisfied: 8-10	**55%**	**59%**	**51%**	59%	51%	48%	69%	49%	65%	58%	46%	30%
Total	Mean	**7.3**	**7.8**	**7.5**	**7.4**	**7.3**	**7.1**	**7.8**	**7.1**	**7.4**	**7.5**	**7.2**	**5.8**
	Base	**400**	**400**	**400**	**199**	**201**	**114**	**127**	**160**	**127**	**104**	**170**	**27**
Public transit	Not satisfied: 1-3	**3%**	**11%**	**11%**	2%	4%		3%	6%	3%	8%	1%	10%
	4-7	**46%**	**43%**	**50%**	48%	44%	58%	35%	47%	40%	44%	53%	52%
	Satisfied: 8-10	**51%**	**46%**	**39%**	49%	52%	42%	63%	47%	57%	48%	46%	38%
Total	Mean	**8.8**	**8.4**	**8.4**	**8.6**	**8.9**	**8.6**	**8.9**	**8.8**	**8.8**	**8.8**	**8.7**	**7.6**
	Base	**400**	**400**	**400**	**199**	**201**	**114**	**127**	**160**	**127**	**104**	**170**	**27**
Bicycle paths	Not satisfied: 1-3	**8%**	**12%**	**10%**	4%	11%	4%	9%	11%	8%	11%	5%	21%
	4-7	**52%**	**48%**	**56%**	58%	46%	52%	54%	49%	46%	58%	53%	42%
	Satisfied: 8-10	**41%**	**40%**	**35%**	38%	43%	43%	38%	40%	46%	30%	42%	37%
Total	Mean	**8.2**	**7.4**	**8.2**	**8.4**	**8.1**	**7.2**	**8.2**	**9.0**	**8.0**	**8.0**	**8.6**	**7.7**
	Base	**400**	**400**	**400**	**199**	**201**	**114**	**127**	**160**	**127**	**104**	**170**	**27**
Condition of city sidewalks	Not satisfied: 1-3	**4%**	**7%**	**6%**	4%	4%		4%	6%	2%	6%	4%	22%
	4-7	**61%**	**37%**	**47%**	65%	57%	69%	61%	56%	70%	63%	53%	41%
	Satisfied: 8-10	**35%**	**56%**	**48%**	31%	39%	31%	35%	38%	28%	30%	43%	37%
Total	Mean	**6.8**	**7.2**	**7.2**	**6.7**	**6.9**	**6.9**	**6.6**	**6.8**	**6.6**	**6.6**	**7.1**	**6.0**
	Base	**400**	**400**	**400**	**199**	**201**	**114**	**127**	**160**	**127**	**104**	**170**	**27**
Downtown Parking	Not satisfied: 1-3	**18%**	**28%**	**17%**	17%	20%	18%	14%	22%	19%	13%	21%	23%
	4-7	**66%**	**47%**	**49%**	73%	59%	71%	75%	55%	66%	72%	62%	58%
	Satisfied: 8-10	**16%**	**25%**	**34%**	10%	22%	11%	11%	23%	15%	15%	16%	19%
Total	Mean	**5.9**	**5.6**	**6.4**	**5.7**	**6.1**	**5.8**	**5.7**	**6.1**	**6.0**	**6.1**	**5.7**	**5.2**
	Base	**400**	**400**	**400**	**199**	**201**	**114**	**127**	**160**	**127**	**104**	**170**	**27**
Overall satisfaction with roads and transportation services	Not satisfied: 1-3	**2%**	**4%**	**2%**	2%	3%	3%	1%	4%	3%	3%	2%	12%
	4-7	**70%**	**57%**	**59%**	77%	64%	78%	73%	62%	69%	74%	68%	65%
	Satisfied: 8-10	**27%**	**39%**	**39%**	22%	33%	20%	26%	34%	28%	23%	30%	23%
Total	Mean	**6.7**	**6.9**	**7.1**	**6.6**	**6.8**	**6.5**	**6.8**	**6.9**	**6.8**	**6.6**	**6.8**	**6.3**
	Base	**400**	**400**	**400**	**199**	**201**	**114**	**127**	**160**	**127**	**104**	**170**	**27**

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		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
City beautification	Not satisfied: 1-3	4%	2%	1%	6%	2%	7%	4%	2%	6%	4%	3%	11%
	4-7	39%	30%	36%	40%	38%	38%	44%	36%	41%	43%	36%	52%
	Satisfied: 8-10	57%	68%	62%	54%	60%	55%	52%	62%	54%	53%	61%	37%
Total	Mean	7.6	8.0	8.0	7.4	7.7	7.2	7.5	7.8	7.5	7.6	7.6	6.3
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Citizen engagement	Not satisfied: 1-3	3%	6%	2%	4%	2%	4%	2%	4%	1%	5%	4%	8%
	4-7	58%	48%	50%	59%	57%	74%	52%	51%	61%	59%	56%	54%
	Satisfied: 8-10	38%	45%	47%	37%	40%	22%	45%	45%	38%	36%	40%	38%
Total	Mean	7.9	7.6	7.6	7.6	8.1	7.4	8.1	8.0	8.2	7.6	7.8	6.8
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Land use planning	Not satisfied: 1-3	8%	10%	8%	5%	11%	12%	5%	7%	10%	2%	9%	29%
	4-7	65%	54%	52%	63%	67%	76%	70%	52%	69%	70%	60%	48%
	Satisfied: 8-10	27%	36%	40%	32%	22%	11%	26%	40%	21%	29%	31%	24%
Total	Mean	7.8	7.7	7.9	7.7	7.9	7.6	7.6	8.2	7.8	8.4	7.6	6.5
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Economic Development	Not satisfied: 1-3	6%	7%	6%	4%	8%	7%	7%	4%	11%	4%	4%	33%
	4-7	66%	60%	60%	66%	66%	79%	64%	58%	73%	74%	58%	38%
	Satisfied: 8-10	28%	33%	33%	29%	26%	14%	29%	39%	15%	22%	39%	29%
Total	Mean	7.8	7.8	7.7	7.5	8.1	7.2	7.4	8.5	7.7	7.9	7.9	6.3
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Air Quality	Not satisfied: 1-3	5%	3%	5%	6%	5%	7%	5%	4%	3%	11%	4%	12%
	4-7	30%	26%	27%	34%	27%	27%	31%	32%	30%	35%	28%	44%
	Satisfied: 8-10	64%	71%	68%	60%	69%	66%	64%	64%	68%	54%	68%	44%
Total	Mean	7.8	8.0	7.8	7.8	7.8	7.9	7.7	7.9	8.0	7.4	8.0	6.7
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Street maintenance	Not satisfied: 1-3	4%	5%	5%	4%	5%	3%	5%	5%	3%	9%	1%	15%
	4-7	61%	40%	47%	69%	54%	71%	60%	56%	64%	66%	57%	59%
	Satisfied: 8-10	35%	55%	48%	27%	42%	27%	35%	40%	33%	25%	42%	26%
Total	Mean	7.0	7.3	7.2	6.8	7.1	6.9	6.8	7.1	6.9	6.4	7.3	6.3
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Regulatory bylaws including nuisance control, animal control, open air burning, noise, untidy/unsightly premises	Not satisfied: 1-3	8%	5%	7%	9%	8%	10%	9%	6%	9%	9%	7%	27%
	4-7	61%	48%	41%	61%	60%	70%	61%	53%	67%	65%	54%	55%
	Satisfied: 8-10	31%	47%	52%	30%	32%	20%	29%	40%	25%	26%	38%	18%
Total	Mean	7.0	7.3	7.6	6.9	7.1	6.8	6.9	7.3	7.1	6.9	7.0	6.1
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Transit services	Not satisfied: 1-3	4%	8%	8%	3%	5%	4%	1%	7%	1%	10%	3%	9%
	4-7	43%	42%	40%	45%	41%	58%	41%	32%	45%	42%	42%	50%
	Satisfied: 8-10	53%	51%	52%	52%	54%	38%	59%	61%	54%	48%	55%	41%
Total	Mean	8.7	8.1	8.5	8.6	8.8	8.1	8.9	8.9	8.5	8.8	8.7	7.6
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Sidewalks	Not satisfied: 1-3	4%	5%	4%	3%	6%	3%	5%	4%	5%	7%	2%	19%
	4-7	65%	45%	43%	70%	60%	76%	59%	61%	64%	68%	63%	38%
	Satisfied: 8-10	31%	50%	53%	28%	35%	21%	36%	35%	31%	24%	36%	42%
Total	Mean	6.8	7.3	7.4	6.7	6.8	6.6	6.7	6.9	6.8	6.4	6.9	6.5
	Base	400	400	400	199	201	114	127	160	127	104	170	27

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		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
City beautification	Not important: 1-3	3%	3%	4%	3%	3%	1%	2%	5%	1%	6%	3%	4%
	4-7	28%	31%	27%	25%	32%	36%	27%	25%	23%	29%	32%	46%
	Important: 8-10	69%	66%	69%	72%	65%	63%	71%	71%	76%	65%	65%	50%
Total	Mean	7.9	7.9	8.0	8.0	7.8	7.8	8.0	7.9	8.3	7.7	7.8	7.2
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Citizen engagement	Not important: 1-3	0%	1%	0%		0%		1%			1%		8%
	4-7	23%	21%	34%	25%	22%	24%	15%	29%	19%	23%	27%	46%
	Important: 8-10	76%	78%	66%	75%	78%	76%	85%	71%	81%	76%	73%	46%
Total	Mean	8.5	8.5	8.2	8.3	8.7	8.6	8.6	8.3	8.8	8.4	8.4	7.3
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Land Use planning	Not important: 1-3	1%	1%	0%	1%	0%			2%			2%	13%
	4-7	20%	18%	28%	23%	17%	20%	14%	24%	16%	18%	24%	42%
	Important: 8-10	79%	82%	71%	76%	83%	80%	86%	74%	84%	82%	74%	46%
Total	Mean	8.6	8.9	8.5	8.4	8.9	8.9	8.7	8.4	9.0	8.5	8.4	7.3
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Economic Development	Not important: 1-3	1%	0%	0%	1%	1%		1%	1%		3%	1%	8%
	4-7	25%	19%	25%	25%	24%	30%	12%	31%	20%	18%	32%	42%
	Important: 8-10	74%	81%	74%	74%	75%	70%	86%	68%	80%	79%	68%	50%
Total	Mean	8.5	8.9	8.6	8.3	8.7	8.6	8.7	8.3	8.9	8.5	8.3	7.7
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Air Quality	Not important: 1-3	2%		1%	3%	1%		3%	3%		4%	2%	8%
	4-7	11%	7%	10%	9%	13%	9%	13%	10%	14%	9%	10%	31%
	Important: 8-10	87%	93%	89%	88%	85%	91%	84%	87%	86%	87%	88%	62%
Total	Mean	8.8	9.2	8.9	8.7	8.9	9.1	8.5	8.7	9.0	8.4	8.8	7.6
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Street Maintenance	Not important: 1-3	1%		0%	1%	0%			2%		1%	1%	4%
	4-7	21%	12%	25%	16%	26%	24%	17%	23%	19%	19%	25%	42%
	Important: 8-10	78%	88%	74%	83%	73%	76%	83%	75%	81%	80%	74%	54%
Total	Mean	8.4	8.8	8.3	8.5	8.4	8.5	8.6	8.3	8.8	8.3	8.2	7.7
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Regulatory bylaws including nuisance control, animal control, open air burning, noise, untidy/unsightly premises	Not important: 1-3	2%	0%	1%	1%	2%	3%	1%	1%	3%	1%	1%	12%
	4-7	29%	22%	25%	30%	28%	27%	27%	32%	29%	23%	32%	40%
	Important: 8-10	69%	78%	75%	69%	70%	70%	72%	67%	68%	76%	66%	48%
Total	Mean	8.1	8.7	8.4	8.1	8.2	8.1	8.2	8.1	8.2	8.1	8.1	7.2
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Transit services	Not important: 1-3	4%	3%	0%	5%	3%	6%	3%	3%	3%	6%	4%	4%
	4-7	21%	20%	17%	20%	22%	20%	14%	27%	13%	19%	27%	42%
	Important: 8-10	75%	77%	83%	75%	75%	73%	83%	71%	84%	74%	69%	54%
Total	Mean	8.4	8.6	8.8	8.2	8.7	8.2	8.7	8.4	8.9	8.2	8.2	7.8
	Base	400	400	400	199	201	114	127	160	127	104	170	27
Sidewalks	Not important: 1-3	1%	1%		1%	1%		1%	2%		1%	2%	8%
	4-7	23%	17%	19%	24%	22%	21%	21%	26%	20%	26%	23%	35%
	Important: 8-10	76%	81%	81%	75%	78%	79%	78%	73%	80%	73%	75%	58%
Total	Mean	8.3	8.5	8.5	8.2	8.4	8.2	8.4	8.3	8.5	8.1	8.3	7.7
	Base	400	400	400	199	201	114	127	160	127	104	170	27

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

		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
If you had to make a choice regarding City service levels, what would your choice be?	Maintain or increase existing services by incr. tax rates	35%	35%	22%	38%	32%	36%	34%	35%	34%	41%	32%	30%
	Maintain or increase existing services by incr. user fees	41%	42%	35%	36%	45%	42%	43%	38%	46%	30%	43%	44%
	Reduce services in order to maintain current tax rates	9%	13%	21%	10%	7%	3%	6%	14%	5%	8%	12%	15%
	No opinion	16%	10%	22%	16%	15%	18%	17%	13%	15%	21%	13%	11%
Total	Base	400	400	400	199	201	114	127	160	127	104	170	27

		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Which services would you like reduced?	No services - use money more efficiently	27%	53%	58%	32%	20%		9%	37%	13%	18%	35%	25%
	Not Sure	40%	18%	18%	37%	45%		53%	43%	41%	38%	41%	50%
	Bylaw Enforcement	14%	5%	10%	21%	5%	100%		3%	33%	23%	4%	
	All services	2%	12%	5%		5%		9%			8%		
	Other	7%		3%	5%	10%		19%	5%		12%	7%	
	Garbage and recycling services	5%	4%		5%	5%		9%	5%	12%		5%	
	Transit	2%		5%		5%			3%			4%	
	Recreation services		6%	1%									
	Protective Services	2%				5%			3%			4%	25%
	Administrative services		2%	1%									
Total	Responses	34	53	87	19	15	4	8	23	6	9	20	4
	Base	34	53	85	19	15	4	8	23	6	9	20	4

Base: Respondents who want services reduced

Column percentages may exceed 100% because multiple answers given

| Are there any new City services you would like to see introduced or increased? | | Total | | | Gender | | Age | | | Years lived in Duncan? | | | |
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
	No	52%	45%	63%	53%	51%	48%	50%	58%	50%	52%	55%	15%
	Not sure	24%	25%	13%	25%	23%	33%	22%	19%	31%	21%	21%	37%
	Yes-Services for homeless, addiction	4%	2%		4%	4%	10%	3%	1%		4%	7%	15%
	Yes-Bylaw enforcment, police patrols	3%	2%	3%	3%	3%		8%	2%	3%	6%	2%	4%
	Yes-other	2%	4%	5%	2%	2%		1%	3%	1%	3%	1%	11%
	Yes-Recycling, garbage	3%	2%	3%	2%	4%	3%	3%	2%	3%	1%	4%	4%
	Improve healthcare, new Hospital	3%			2%	4%	3%	8%	1%	6%	6%		
	Yes-Transit	1%	5%	4%	1%	1%		2%	1%	1%	1%	1%	4%
	Yes-Programs for youth and seniors	2%	3%	2%	2%	2%	2%	1%	2%	1%	1%	3%	4%
	Yes-Bypass, traffic flow	1%	1%	2%	1%	2%			4%	1%	1%	2%	
	Yes-Parking	1%	2%	1%	2%	0%		1%	2%		1%	2%	
	Yes-Road maintenance	1%	2%	1%		2%	1%		1%	1%		1%	
	Yes-Bike path, bike lane, walking paths or trails	0%	2%	3%		0%		1%		1%			4%
	Improve transport to Victoria, Nanaimo	1%			2%	1%	1%	1%	1%	1%	2%	1%	
	Yes-Parks	0%	2%		1%				1%			1%	4%
	Electric Car charging centers	0%				1%			1%	1%		0%	
	Movie theatre	0%				1%		1%		1%	1%		
	Yes-Street sweeping		1%	1%									
	Yes-Water		1%										
	Yes-Public washrooms		1%										
Total	Base	400	400	400	199	201	114	127	160	127	104	170	27

| 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? | | Total | | | Gender | | Age | | | Years lived in Duncan? | | | |
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
	Yes	31%	31%	30%	29%	33%	22%	34%	36%	27%	28%	37%	70%
	No	68%	67%	70%	69%	66%	78%	65%	63%	72%	72%	62%	30%
	Not sure	1%	2%	0%	1%	0%		2%	1%	2%		1%	
Total	Base	400	400	400	199	201	114	127	160	127	104	170	27

		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
What method(s) did you use to contact the City of Duncan employee?	In person at City Hall or Public Works office	58%	54%	59%	66%	51%	53%	58%	60%	70%	56%	52%	58%
	Telephone	37%	27%	29%	34%	39%	35%	41%	34%	30%	48%	35%	42%
	In person in community	13%	23%	16%	10%	16%	12%	8%	18%	5%	3%	23%	37%
	E-mail	7%	8%	5%	4%	10%	18%	2%	6%	2%	3%	12%	37%
	Mail	2%	3%	3%	2%	2%		2%	3%	2%		3%	
Total	Responses	146	143	133	68	79	30	47	69	37	32	78	33
	Base	125	124	118	59	67	25	43	57	34	29	62	19

Base: Respondents who contacted City Employee in past 12 months

Column percentages may exceed 100% because multiple answers given

		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
During your most recent contact with a City of Duncan employee, what type of service were you seeking?	Finance (payment of taxes, utilities)	25%	21%	26%	27%	22%	24%	22%	27%	38%	18%	21%	16%
	Bylaws (parking, animal control)	24%	14%	10%	28%	20%	24%	28%	22%	12%	25%	31%	26%
	Public works (snow removal, garbage collection, road repair)	20%	16%	15%	19%	21%	6%	30%	18%	5%	43%	17%	11%
	General information	11%	24%	24%	9%	14%	12%	8%	14%	14%	6%	12%	26%
	Planning (zoning, development permits)	6%	2%	4%	7%	6%	6%	8%	5%	5%	2%	8%	
	Other	1%	15%	2%		2%			3%	2%		1%	
	Building Permits	4%	2%	6%		7%	18%			13%			
	Building Inspector – calling for an inspection	4%		4%	3%	4%	12%	2%	2%	9%	4%	2%	5%
	Information related to Council meetings, agendas	3%	3%	3%	4%	2%			6%		3%	5%	
	Garbage, recycling	1%	3%	4%	2%	1%		2%	2%	2%		2%	16%
	Dog License	1%		3%	2%				2%			2%	
Total	Base	125	124	118	59	67	25	43	57	34	29	62	19

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		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Friendliness	Poor: 1-3	4%	1%	2%	2%	7%	12%		5%	2%		8%	5%
	4-7	6%	8%	15%	5%	7%	6%	7%	5%	3%	8%	6%	21%
	Excellent: 8-10	90%	91%	83%	93%	87%	82%	93%	91%	95%	92%	86%	74%
Total	Mean	8.8	8.8	8.5	8.8	8.7	8.2	9.0	8.9	9.0	9.0	8.6	8.2
	Base	125	124	118	59	67	25	43	57	34	29	62	19
Level of knowledge	Poor: 1-3	3%	3%	3%	2%	3%		2%	5%	2%	2%	3%	5%
	4-7	12%	12%	16%	17%	8%	6%	18%	10%	12%	20%	8%	21%
	Excellent: 8-10	85%	85%	81%	81%	89%	94%	80%	85%	85%	78%	89%	74%
Total	Mean	8.6	8.4	8.3	8.5	8.7	8.8	8.7	8.5	8.7	8.7	8.5	8.0
	Base	125	124	118	59	67	25	43	57	34	29	62	19
Competent	Poor: 1-3	3%	4%	4%	2%	3%		2%	5%	2%	2%	3%	
	4-7	14%	14%	19%	17%	12%	18%	18%	10%	10%	23%	13%	26%
	Excellent: 8-10	83%	83%	77%	81%	84%	82%	80%	85%	88%	74%	84%	74%
Total	Mean	8.6	8.4	8.2	8.4	8.8	8.7	8.8	8.5	8.8	8.5	8.6	8.4
	Base	125	124	118	59	67	25	43	57	34	29	62	19
Treated you fairly	Poor: 1-3	7%	2%	6%	7%	7%	12%		10%	2%	11%	8%	
	4-7	7%	10%	10%	7%	7%	6%	12%	3%	6%	12%	5%	26%
	Excellent: 8-10	86%	88%	84%	86%	87%	82%	88%	87%	92%	78%	88%	74%
Total	Mean	8.6	8.6	8.4	8.5	8.7	8.1	8.9	8.5	9.0	8.3	8.5	8.3
	Base	125	124	118	59	67	25	43	57	34	29	62	19
Staff went the extra mile to make sure I got what I needed	Poor: 1-3	9%	8%	10%	11%	8%		3%	18%	5%	19%	7%	5%
	4-7	13%	16%	14%	13%	12%	18%	20%	5%	8%	12%	16%	32%
	Excellent: 8-10	78%	76%	75%	76%	80%	82%	77%	77%	88%	69%	77%	63%
Total	Mean	8.2	7.9	8.0	8.0	8.4	8.5	8.6	7.8	8.7	7.6	8.2	7.6
	Base	125	124	118	59	67	25	43	57	34	29	62	19

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		Age			Years lived in Duncan?			
		2019	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Do you support exploring the costs and benefits of moving the Northern boundaries of the City further into what is currently the District of North Cowichan?	Yes	**38%**	37%	38%	38%	45%	32%	39%	42%	34%	30%
	No	**31%**	34%	29%	16%	30%	44%	21%	32%	39%	52%
	Not sure	**31%**	29%	33%	46%	25%	24%	39%	26%	27%	19%
Total	Base	**400**	**199**	**201**	**114**	**127**	**160**	**127**	**104**	**170**	**27**

		Total	Gender		Age			Years lived in Duncan?			
		2019	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Do you support exploring the costs and benefits of moving the Southern boundaries of the City south into what is currently electoral areas of the CVRD, south of the Cowichan River?	Yes	**36%**	35%	37%	37%	46%	27%	34%	39%	36%	33%
	No	**34%**	37%	31%	19%	28%	49%	27%	36%	38%	44%
	Not sure	**30%**	28%	32%	44%	26%	24%	39%	26%	26%	22%
Total	Base	**400**	**199**	**201**	**114**	**127**	**160**	**127**	**104**	**170**	**27**

What do you think is the most important environmental concern for the City of Duncan?		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
	Air quality	24%	21%	24%	27%	21%	20%	23%	28%	24%	29%	22%	19%
	Water supply	17%	35%	7%	18%	16%	18%	19%	15%	16%	19%	17%	22%
	Water quality	12%	7%	9%	11%	13%	14%	17%	7%	11%	9%	15%	7%
	Too many cars	10%	8%	15%	6%	13%	10%	11%	9%	18%	8%	5%	11%
	Not sure	10%	5%	10%	11%	9%	5%	7%	16%	6%	15%	9%	
	Garbage, recycling	7%	5%	7%	6%	9%	14%	2%	7%	9%	2%	9%	4%
	Homeless cause mess, needles	5%			6%	4%	5%	8%	4%	2%	7%	7%	15%
	None	3%	5%	3%	4%	2%	1%	1%	5%	5%		3%	
	Land use, maintain green space	3%	2%	6%	2%	3%	4%	2%	2%	4%	3%	2%	
	Flood	2%	2%	7%	2%	1%		5%	0%		5%	1%	11%
	Wildlife	3%	2%	0%	3%	2%	6%	2%	1%	2%	2%	3%	
	Improve public transit	0%	2%	5%		0%			0%			0%	7%
	Other	0%	2%	4%		0%			0%			0%	4%
	Sewage	0%	2%	2%	1%	0%			1%	1%	1%		
	Population growth, polution	1%			1%	1%		2%	2%	1%		2%	
	Invasive plants	1%	0%	1%	1%	1%	1%	1%	1%	1%		1%	
	Natural disaster, forest fire	1%			1%	1%		2%	1%	1%	1%	1%	
	Climate change	0%	1%	1%		0%			0%		1%		
	Earthquake			1%									
Total	Base	400	400	400	199	201	114	127	160	127	104	170	27

How do you learn about local government issues?		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
	Local newspaper	84%	67%	77%	87%	82%	85%	79%	88%	83%	90%	81%	67%
	Word of mouth: neighbours, friends	21%	24%	22%	24%	17%	20%	24%	18%	26%	18%	19%	67%
	Internet, Online	13%	16%	8%	11%	16%	21%	15%	7%	14%	14%	12%	63%
	TV	13%	10%	17%	15%	10%	3%	16%	18%	11%	12%	15%	4%
	Radio	6%	6%	16%	6%	6%	7%	5%	6%	5%	5%	7%	15%
	Newsletter, flyer, mail	6%	5%	7%	6%	6%	7%	4%	7%	7%	4%	6%	
	City website	6%	7%	2%	7%	4%	9%	7%	2%	8%	8%	3%	56%
	Community organization	8%	1%	0%	8%	8%	11%	11%	4%	11%	8%	6%	7%
	Contact member of City staff	4%	2%	0%	3%	4%	1%	2%	7%	3%	3%	5%	15%
	Don't learn about government issues	1%	4%	2%	0%	1%		2%		2%			4%
	Don't know	1%	0%	0%	1%	1%		1%	1%	1%	1%	1%	
	Attend meeting	0%		1%	1%				1%			1%	
Total	Responses	648	570	618	337	311	186	210	253	215	169	265	80
	Base	400	400	400	199	201	114	127	160	127	104	170	27

Column percentages may exceed 100% because multiple answers given

Do you have access to the Internet?		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
	At home	84%	85%	77%	82%	86%	93%	88%	75%	92%	87%	77%	89%
	On a smart phone	41%	41%	31%	36%	46%	76%	46%	13%	54%	42%	31%	67%
	At work	38%	36%	25%	34%	42%	82%	45%	2%	54%	44%	23%	37%
	No access	16%	15%	22%	18%	13%	7%	11%	26%	8%	14%	23%	4%
Total	Responses	718	712	620	340	378	293	241	184	264	194	261	53
	Base	400	400	400	199	201	114	127	160	127	104	170	27

Column percentages may exceed 100% because multiple answers given

Do you use email?		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
	Yes	82%	83%	74%	79%	84%	92%	85%	72%	88%	87%	74%	96%
	No	18%	17%	26%	21%	16%	8%	15%	28%	12%	13%	26%	4%
Total	Base	400	400	400	199	201	114	127	160	127	104	170	27

| | | Total | | | Gender | | Age | | | Years lived in Duncan? | | | |
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Which of the following social media do you use?	None	48%	44%	60%	55%	41%	19%	48%	67%	29%	48%	61%	30%
	Facebook	47%	56%	40%	41%	54%	74%	45%	30%	63%	48%	36%	70%
	LinkedIn	12%	10%	5%	11%	13%	22%	12%	4%	20%	9%	8%	22%
	Twitter	8%	17%	8%	6%	10%	14%	10%	3%	16%	7%	3%	15%
Total	Responses	460	507	452	224	236	147	147	166	161	115	184	37
	Base	400	400	400	199	201	114	127	160	127	104	170	27

Column percentages may exceed 100% because multiple answers given

| | | Total | | | Gender | | Age | | | Years lived in Duncan? | | | |
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Which of the following would you consider using to interact with the City of Duncan?	City website	62%	52%	57%	57%	68%	76%	70%	47%	75%	64%	53%	85%
	None	35%	34%	40%	41%	30%	23%	29%	49%	25%	33%	44%	7%
	Facebook	16%	29%	29%	14%	19%	27%	15%	10%	21%	17%	13%	44%
	Twitter	3%	6%	3%	3%	4%	4%	6%	1%	6%	2%	2%	15%
Total	Responses	469	484	518	229	241	147	152	171	160	119	190	41
	Base	400	400	400	199	201	114	127	160	127	104	170	27

Column percentages may exceed 100% because multiple answers given

| | | Total | | | Gender | | Age | | | Years lived in Duncan? | | | |
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Have you visited the City website?	Yes	51%	53%	49%	45%	57%	60%	58%	40%	55%	55%	46%	100%
	No	49%	47%	51%	55%	43%	40%	42%	60%	45%	45%	54%	
Total	Base	400	400	400	199	201	114	127	160	127	104	170	27

| | | Total | | | Gender | | Age | | | Years lived in Duncan? | | | |
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Have you read the City Newsletter?	Yes	73%	63%	60%	76%	71%	56%	80%	80%	64%	75%	79%	70%
	No	27%	37%	40%	24%	29%	44%	20%	20%	36%	25%	21%	30%
Total	Base	400	400	400	199	201	114	127	160	127	104	170	27

		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
In general, how do you feel about the amount of information provided by the City?	Too much information provided	1%	1%	1%	2%	0%			3%	1%	4%		
	Adequate information provided	69%	75%	74%	68%	70%	59%	74%	71%	70%	68%	68%	81%
	Too little information provided	16%	12%	7%	16%	16%	11%	19%	18%	8%	17%	22%	7%
	Not sure	13%	12%	19%	14%	13%	29%	7%	8%	21%	11%	9%	11%
Total	Base	400	400	400	199	201	114	127	160	127	104	170	27

		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
How long have you lived in the City of Duncan?	1-2 yrs	6%	5%	3%	1%	11%	13%	3%	4%	19%			26%
	3-5 yrs	8%	6%	11%	7%	10%	15%	7%	5%	27%			19%
	6-10 yrs	17%	18%	17%	17%	17%	25%	22%	7%	54%			15%
	11-20 yrs	26%	24%	30%	26%	26%	18%	37%	23%		100%		19%
	20-40 yrs	32%	30%	25%	38%	26%	28%	26%	39%			75%	15%
	41+ yrs	11%	18%	14%	11%	10%		5%	23%			25%	7%
Total	Mean yrs	22	24	22	24	19	14	18	30	6	16	37	15
	Base	400	400	400	199	201	114	127	160	127	104	170	27

		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Which of the following age groups do you fall into?	18-24	4%	1%	1%	6%	3%	16%			5%	11%		
	25-34	10%	10%	8%	6%	13%	34%			17%	2%	9%	15%
	35-44	14%	18%	19%	10%	19%	50%			25%	8%	10%	7%
	45-54	15%	13%	15%	16%	14%		47%		18%	26%	6%	11%
	55-64	17%	19%	17%	21%	13%		53%		14%	19%	18%	37%
	65 years or older	40%	39%	39%	42%	38%			100%	20%	35%	58%	30%
Total	Base	400	400	400	199	201	114	127	160	127	104	170	27

		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Do you rent or own your place of residence?	Own	76%	79%	79%	74%	79%	56%	80%	88%	67%	79%	81%	81%
	Rent	23%	21%	20%	26%	21%	43%	19%	12%	33%	20%	18%	15%
	Refused	1%	0%	0%	0%	1%	1%	1%			1%	1%	4%
Total	Base	400	400	400	199	201	114	127	160	127	104	170	27

		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Which of the following do you live in?	Single detached house	61%	64%	70%	60%	63%	63%	63%	59%	59%	50%	70%	59%
	Apartment or condo	24%	18%	21%	25%	23%	16%	26%	29%	29%	32%	15%	19%
	Townhome or duplex	9%	12%	8%	9%	9%	12%	6%	9%	6%	13%	9%	15%
	Basement suite	1%	1%			3%	4%	1%		4%			
	Mobile home	3%	1%	1%	4%	1%	3%	3%	2%	2%	2%	3%	
	Other	1%	3%	0%	2%	1%		1%	2%		1%	2%	7%
	Refused	1%	1%	1%	0%	1%	1%	1%			1%	1%	
Total	Base	400	400	400	199	201	114	127	160	127	104	170	27

		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
What is your current employment status?	Employed full time	30%	32%	34%	34%	25%	59%	39%	1%	40%	29%	22%	41%
	Employed part time	10%	4%	5%	8%	11%	9%	22%	1%	13%	13%	5%	4%
	Self-employed	9%	8%	5%	7%	10%	17%	10%	2%	9%	7%	10%	22%
	Student	2%	1%	1%	2%	3%	9%			2%	7%		
	Retired	45%	45%	43%	47%	43%		21%	96%	28%	42%	60%	30%
	Homemaker	3%	4%	7%		6%	7%	4%		6%	2%	1%	4%
	Unemployed	1%	3%	3%	1%	1%		3%	0%	1%	1%	1%	
	Other		2%	1%									
	Refused	0%	0%		0%	0%		1%				1%	
Total	Base	400	400	400	199	201	114	127	160	127	104	170	27

		Total			Gender		Age			Years lived in Duncan?			
		2019			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
What is your postal code?	Refused	11%			13%	8%	7%	15%	10%	10%	13%	9%	15%
	V9L	89%			87%	92%	93%	85%	90%	90%	87%	91%	85%
Total	Base	**400**			**199**	**201**	**114**	**127**	**160**	**127**	**104**	**170**	**27**

		Total			Gender		Age			Years lived in Duncan?			
		2019	2016	2014	Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	Online
Gender	Male	**50%**	**50%**	**50%**	100%		38%	57%	52%	39%	50%	57%	59%
	Female	**50%**	**50%**	**50%**		100%	62%	43%	48%	61%	50%	43%	41%
Total	Base	**400**	**400**	**400**	**199**	**201**	**114**	**127**	**160**	**127**	**104**	**170**	**27**