



DISCOVERY RESEARCH



Detailed Report on Findings

Prepared For: *City of Duncan*

Prepared By: *Discovery Research*

Date: *November 2021*

Executive Summary

A telephone survey was conducted with a random sample of 400 Duncan residents in October and November 2021. 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 8.0 on a 10-point scale. The average rating was 7.5 for the *overall quality of life in Duncan* and 7.2 for *Duncan as a place to raise children*.

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 indicated that *crime, safety, & homelessness* were the most important issues facing the City of Duncan. This has not changed since 2019.

Most important environmental concern facing Duncan – Air Quality

Twenty-three percent of respondents felt that air quality is the most important environmental concern facing the City of Duncan, which is followed by *too many cars* (21%) and *water quality* (10%).

Residents very satisfied with City's Pandemic Response

The vast majority of residents were satisfied with pandemic safety protocols in City facilities (99%); reduced access to City facilities (98%); safety signs (98%); and community updates provided by city (97%).

Table of Contents:

Introduction.....	5
Objectives	5
Methodology.....	6
Weighting	6
Comparisons with past Citizen Surveys	6
Section 1 – Living in Duncan.....	7
Q2. Quality of life in Duncan.....	7
Q3. City of Duncan	8
Q3b. Reasons for Dissatisfaction	8
Q4. Changes in the Quality of life in Duncan over past 5 years	9
Q5. Safety of living in Duncan.....	10
Q6. The single most important issue facing the City of Duncan	11
Q7. Favourite thing about living in Duncan.....	12
Section 2 – City Services	13
Q8. Satisfaction with Recreation and Leisure Services.....	13
Q9. Satisfaction with City Utilities	14
Q10. Community Safety Issues.....	15
Q11. Road and Transportation Services	16
Q12. Satisfaction of Other City Services	17
Q12b. Increasing City Services.....	18
Q13 Importance of Other City Services	19
Q14 & Q15. Increase or Reduce Existing City Services.....	21
Section 3 – City Employee Customer Service	22
Q16. Contact with City employees	22
Q17. Method of Contact with City employees.....	22
Q18. Type of service or information	23
Q19. Quality of service	24

<i>Section 4 – Pandemic Response</i>	25
Q20. City amenities or services appreciated most during Pandemic	25
Q21. Satisfaction with Pandemic Response	26
<i>Section 5 – Environment</i>	27
Q22. Most important environmental concern	27
<i>Section 6 – City Communications</i>	28
Q23. Source of information on local government issues	28
Q24. Internet Access	29
Q25. Interacting with City of Duncan	29
Q26. Visited the City Website	30
Q27. City newsletter	30
Q28. Amount of information provided by City	31
Q29. Best Methods for City to Communicate Information	32
<i>Section 7 – Respondent information</i>	33
<i>Appendices</i>	35
Appendix 1 – Telephone Questionnaire	36
Appendix 2 – Detailed Tables	44

Introduction

In October and November of 2021, 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 2021 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 2019, 2016 and 2014.

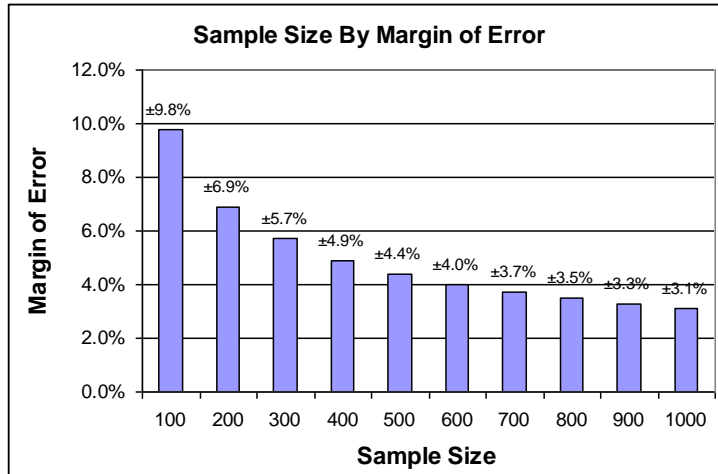
Objectives

The 2021 Citizen Survey has the following objectives:

- **Measure citizens' satisfaction levels with the various City services and identify significant 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.**
- **Evaluate the City's response to the COVID19 pandemic.**

Methodology

A random sample of 400 Duncan residents completed a telephone survey in October and November 2021. The random sample was generated such that each household in Duncan had an equal opportunity of being selected for the research.



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

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

Weighting

Duncan's actual population distribution by age was taken from the 2016 Canadian census results. The sample statistics have been weighted to match the age distribution of the entire population of Duncan.

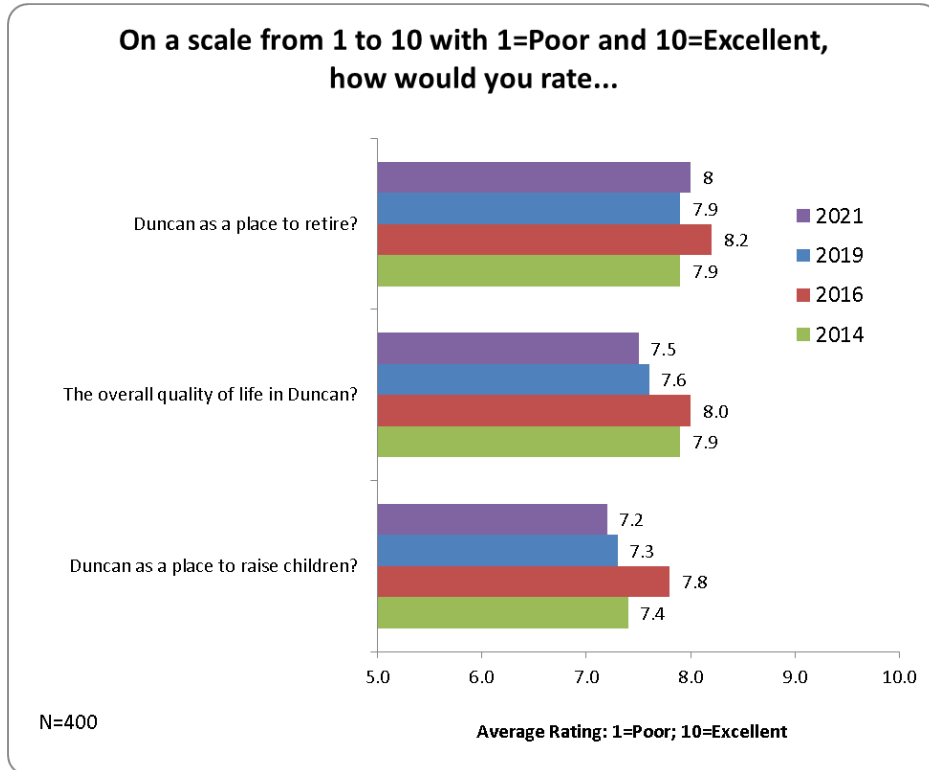
Age	Population from 2016 Census	Unweighted Sample	Weighted Sample
18-44	28%	17%	28%
45-64	32%	34%	32%
65+	40%	49%	40%

Comparisons with past Citizen Surveys

In 2019, 2016 and 2014, the City of Duncan completed telephone surveys with 400 Duncan residents, similar to the 2021 survey. Throughout this report, we will compare results with previous years when applicable.

Section 1 – Living in Duncan

Q2. Quality of life in Duncan

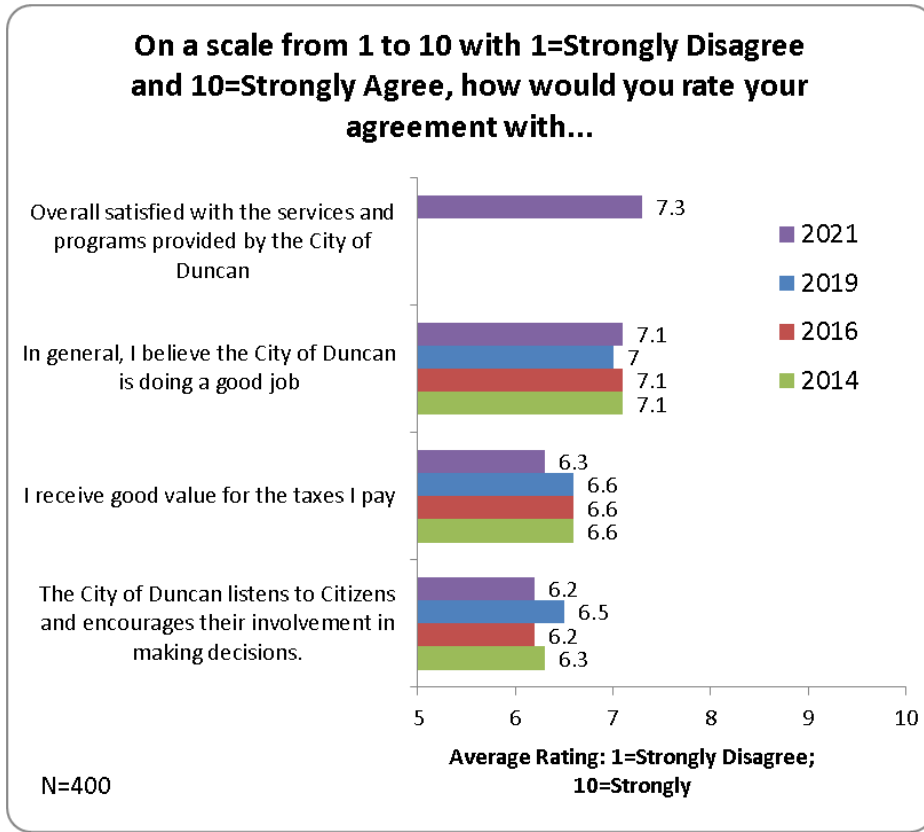


The average rating for *Duncan as a place to retire* was **8.0** on a 10-point scale, with 1 equal to poor and 10 equal to excellent.

The average rating was **7.5** for *the overall quality of life in Duncan*.

Citizens gave an average rating of **7.2** this year for *Duncan as a place to raise children*.

Q3. City of Duncan



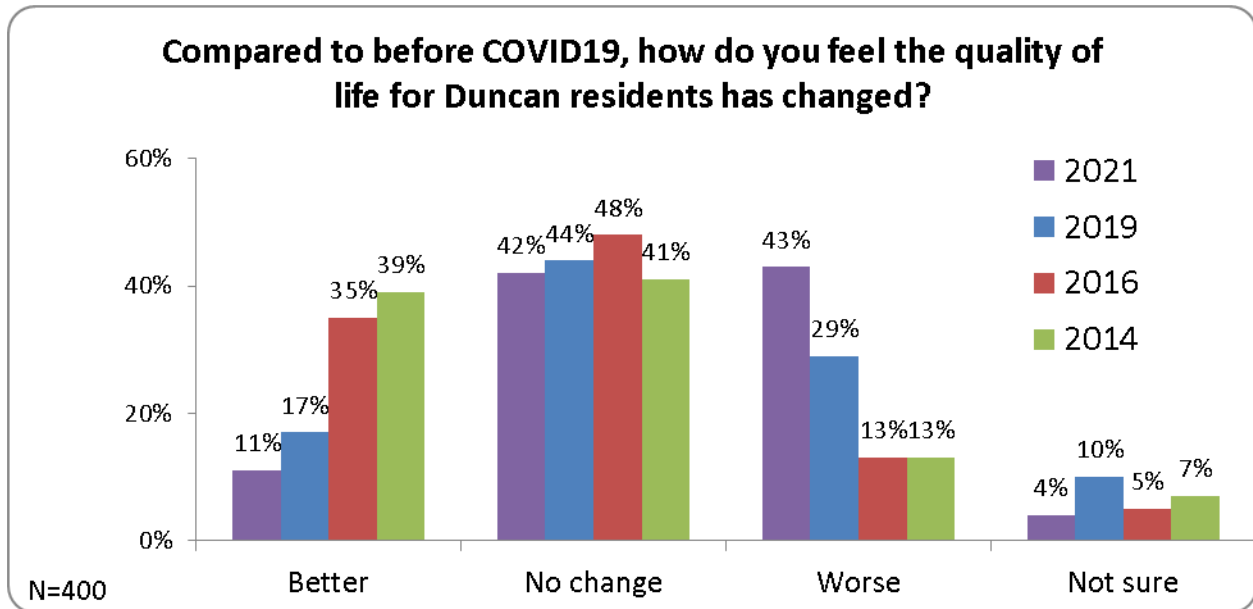
The agreement rating for *Overall satisfied with the services and programs provided by the City of Duncan* was 7.3. This question format was new to the survey this year. *In general, I believe the City of Duncan is doing a good job* received an average rating of 7.1 in 2021. The agreement rating was 6.3 for *I receive good value for the taxes I pay*. *The City of Duncan listens to citizens and encourages their involvement in making decisions* received an agreement rating of 6.2.

Q3b. Reasons for Dissatisfaction

Why are you dissatisfied?	2021	2019	2016	2014
Reduction in services, lack of services	43%	5%	25%	25%
Traffic, speeding	32%			
Council does not listen to Citizens	16%	7%	14%	40%
Roads	12%		5%	14%
Other	6%	7%	11%	
Rapid growth, lagging infrastructure	6%	3%	9%	
Homeless, crime	5%	37%	10%	
Recycling, Garbage collection services	5%	6%	9%	12%
Bylaw enforcement			3%	5%
Not sure		21%		
Transit		4%	13%	13%
Service too costly, taxes too high		3%	11%	
Tree, grass maintenance lacking		4%		
Sidewalks		3%		
Base	17	27	21	14

The 17 respondents that were dissatisfied with the overall services and programs provided by the City of Duncan were asked *why they are dissatisfied?* Forty-three percent felt there was a *reduction or lack of services* and 32% indicated *traffic/speeding*.

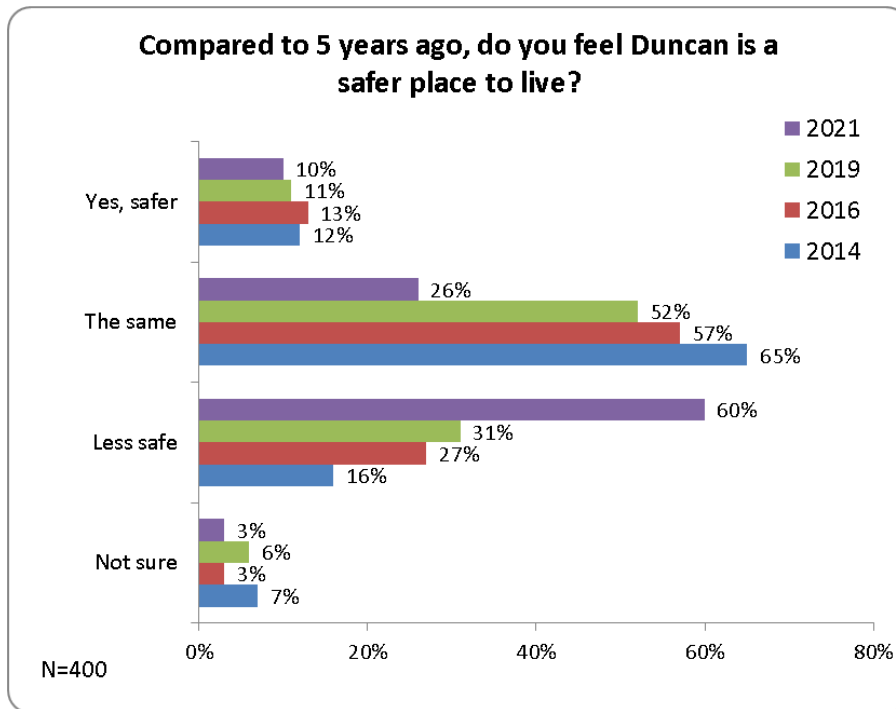
Q4. Changes in the Quality of life in Duncan over past 5 years



Eleven percent of Duncan residents feel the *quality of life for Duncan Residents has gotten better* compared to before COVID19. In 2021, **42%** felt the quality of life has *not changed* and **43%** felt the quality of life was *worse*. The rating for *quality of life* has trended negatively since 2016.

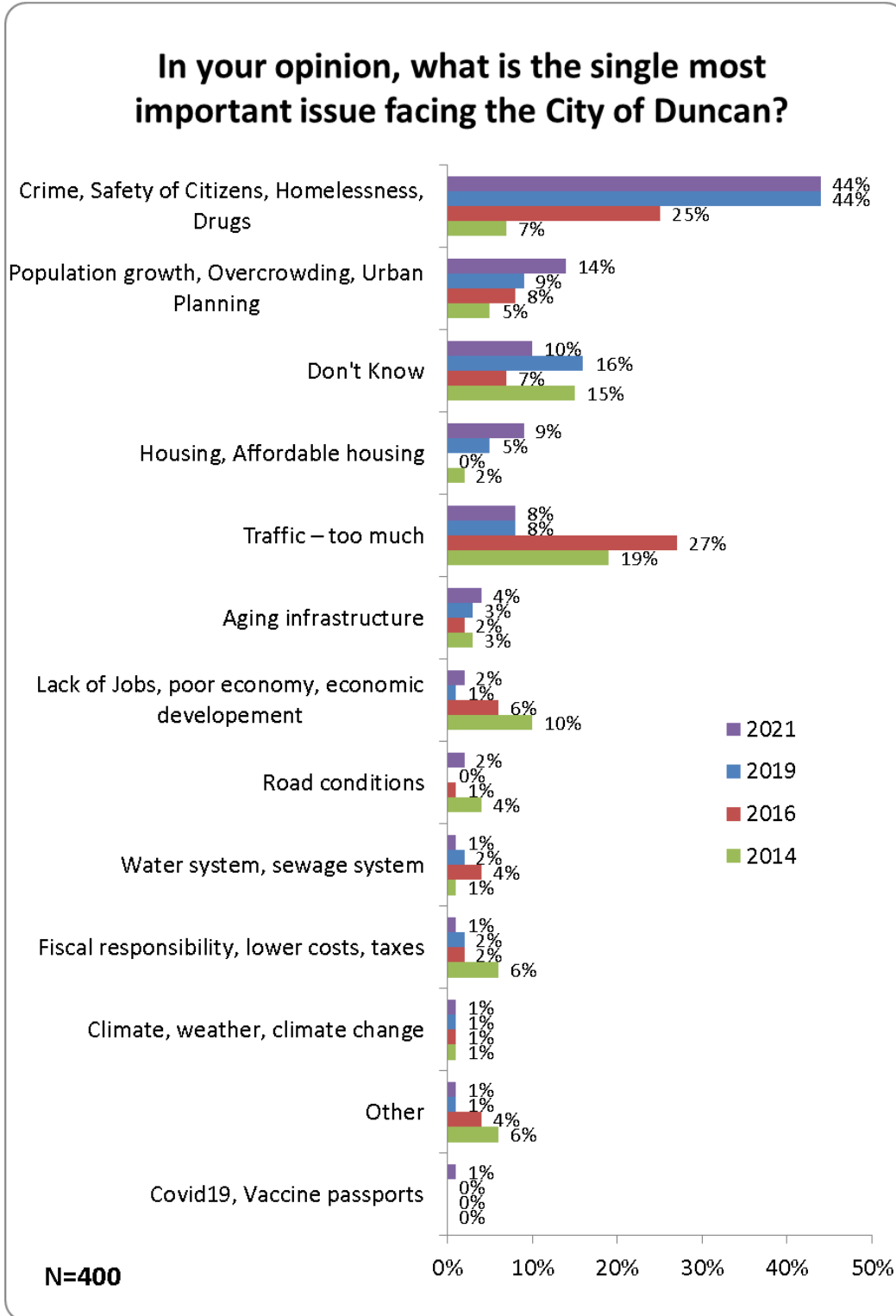
Please note that on previous waves of the survey, this question read: *Compared to 5 years ago* instead of *Compared to before Covid19*.

Q5. Safety of living in Duncan



Sixty percent feel Duncan is *less safe* and **10%** feel it is *safer* than 5 years ago. The perception of Duncan being *less safe* has almost doubled since 2019.

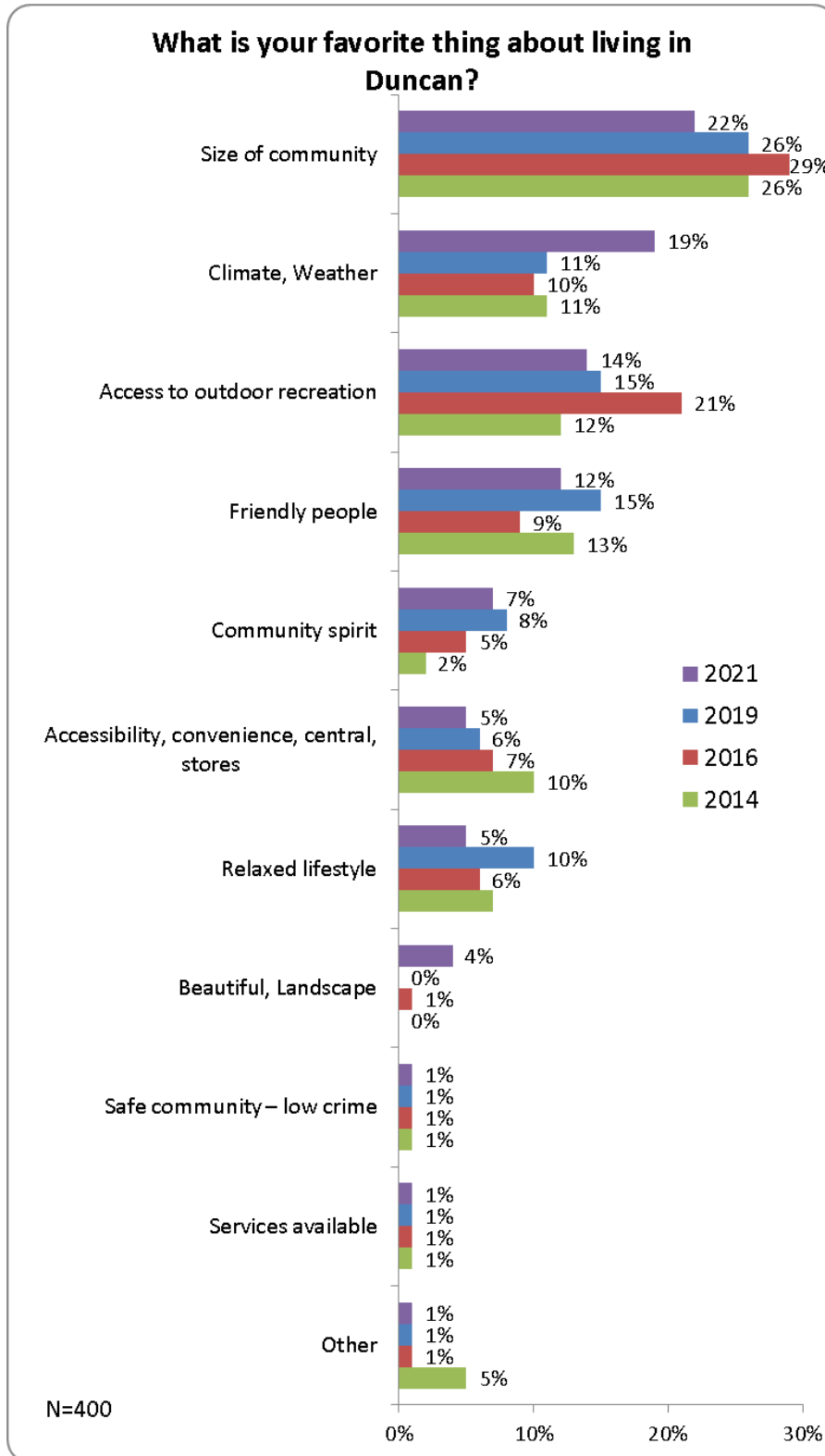
Q6. The single most important issue facing the City of Duncan



In 2021, **44%** of respondents thought the biggest issue facing the City of Duncan was related to *crime and safety*, consistent with the 2019 level.

Population growth and urban planning was the most important issue for **14%** of respondents.

Q7. Favourite thing about living in Duncan

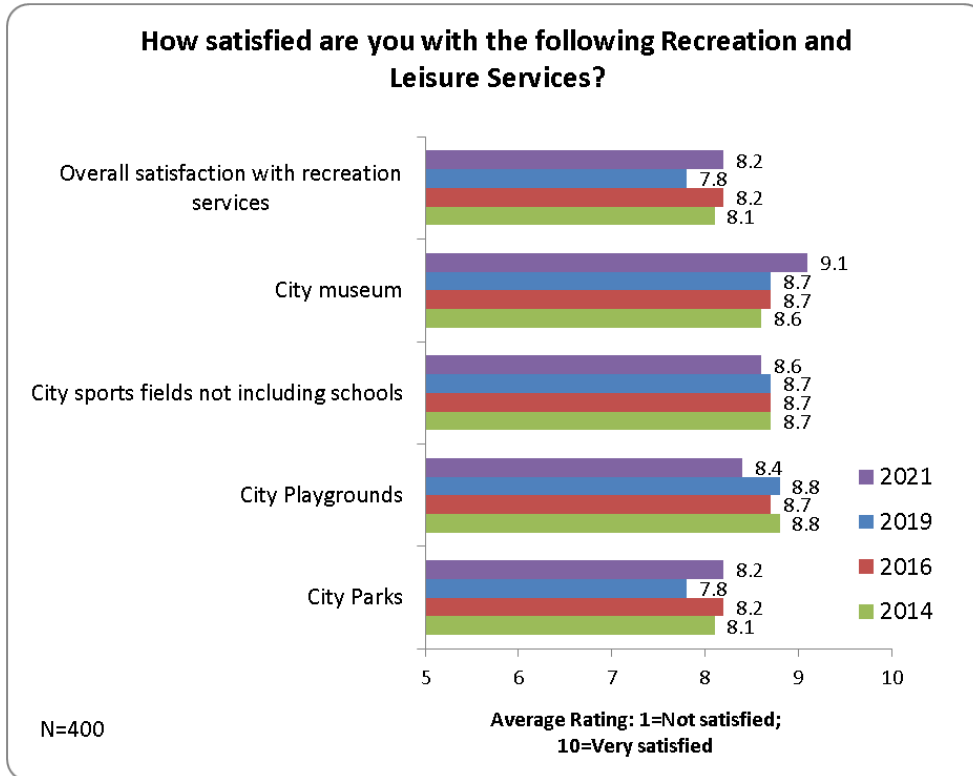


Twenty-two percent of respondents indicated their favourite thing about living in Duncan is the *size of the community*.

Nineteen percent indicated that the *climate/weather* was their favourite thing about living in Duncan and 14% stated *access to outdoor recreation*.

Section 2 – City Services

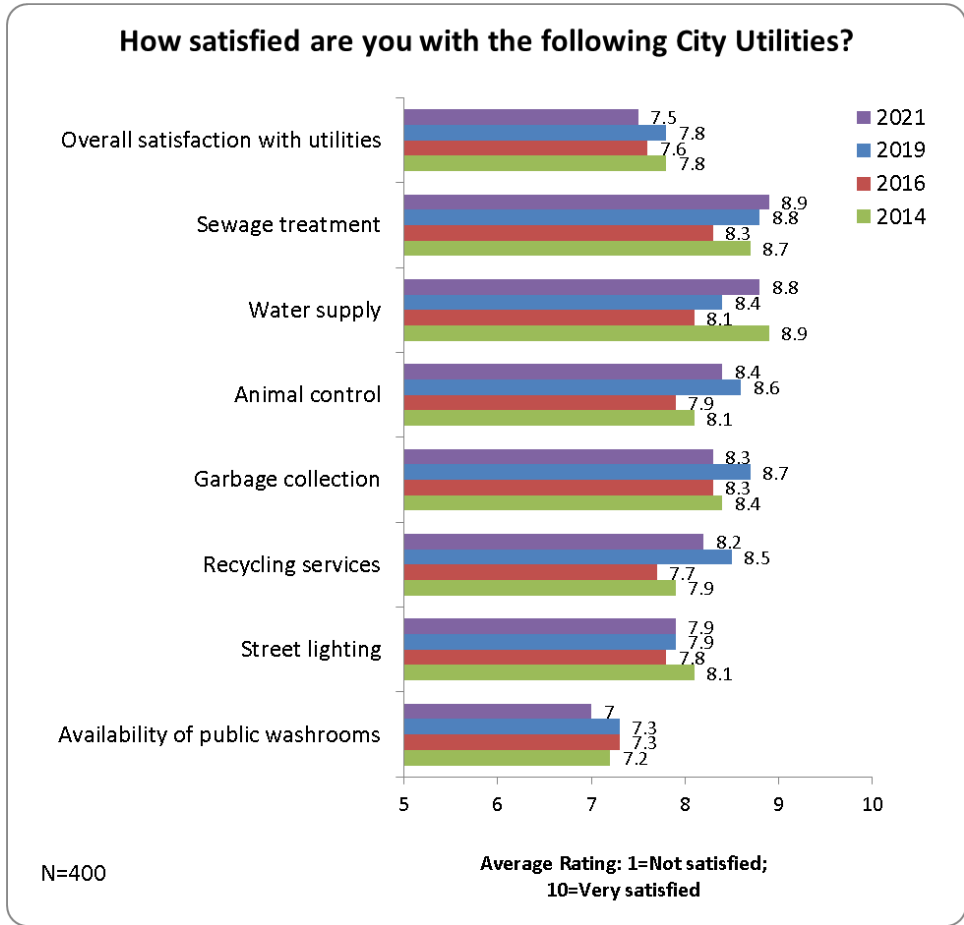
Q8. Satisfaction with Recreation and Leisure Services



*Overall satisfaction with the City's recreation services had an average rating of **8.2** out of 10.*

*City museum (**9.1**), City sports fields (**8.6**), and City playgrounds (**8.4**) all received high ratings.*

Q9. Satisfaction with City Utilities

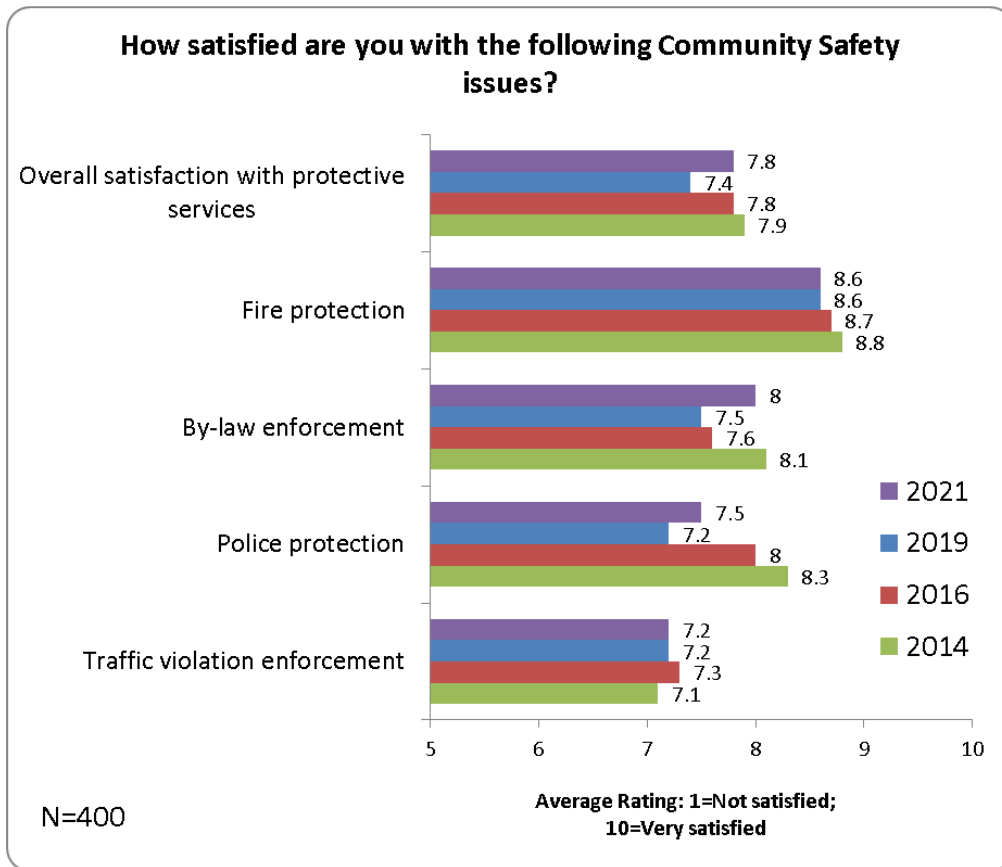


Overall satisfaction with the *City utilities* was **7.5**.

Sewage treatment (8.9) and *water supply (8.8)* both received high ratings.

Availability of public washrooms received the lowest rating at **7.0**.

Q10. Community Safety Issues



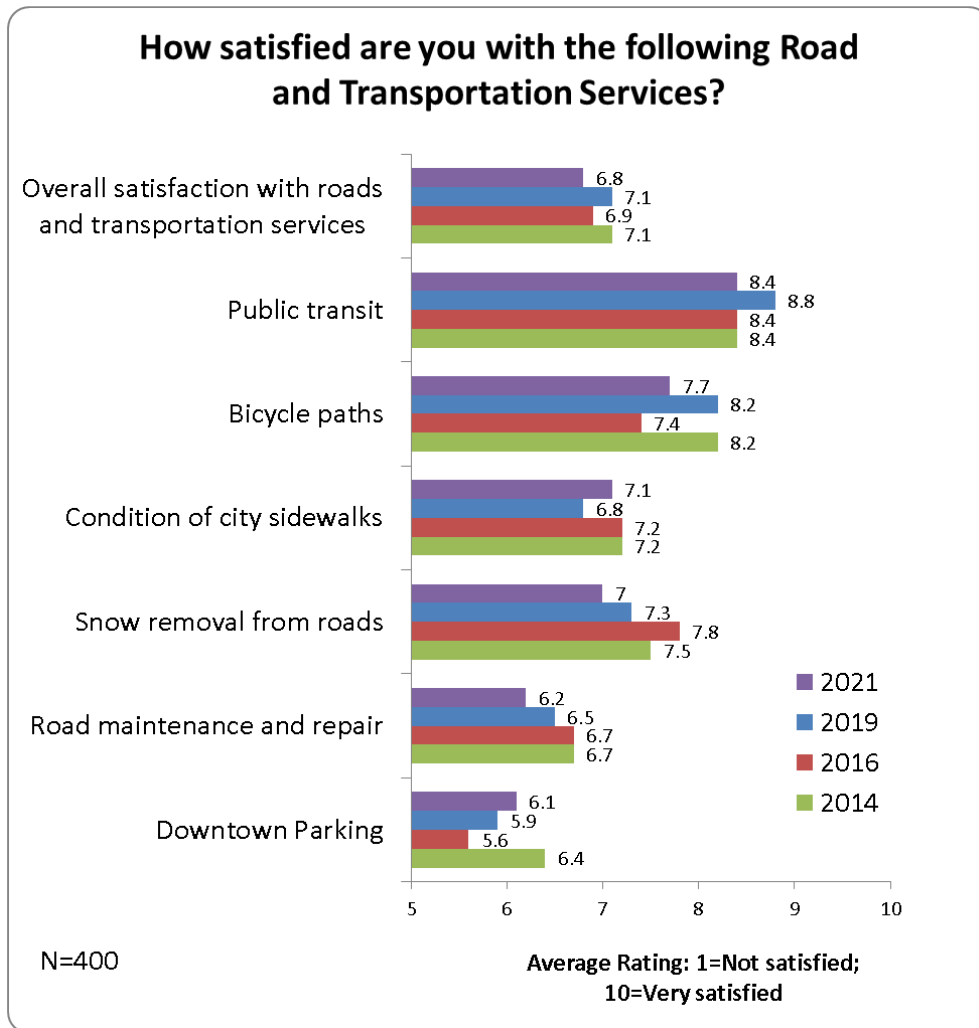
*Overall satisfaction with the Protective Services was **7.8**.*

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

*By-law enforcement was rated at **8.0**, up slightly from 2019.*

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

Q11. Road and Transportation Services



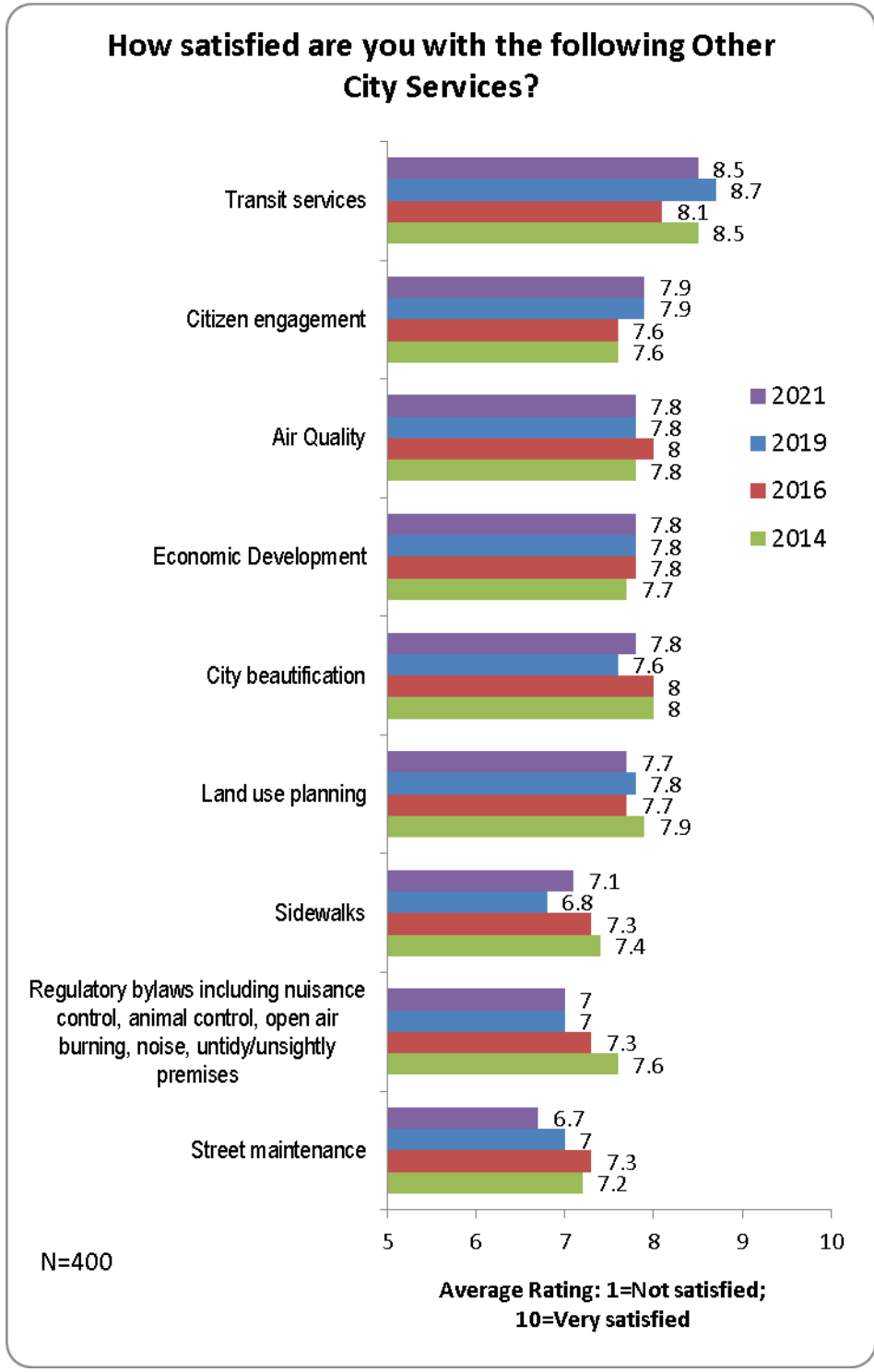
*Overall satisfaction with the roads and transportation services was **6.8**.*

*Public transit (**8.4**) received a high rating.*

*Snow removal (**7.0**) has trended downward since 2016.*

*Downtown parking received the lowest rating at **6.1**.*

Q12. Satisfaction of Other City Services



The issues that received the highest satisfaction ratings were *transit services (8.5)* and *citizen engagement (7.9)*.

Street maintenance received the lowest rating at **6.7**.

Q12b. Increasing City Services

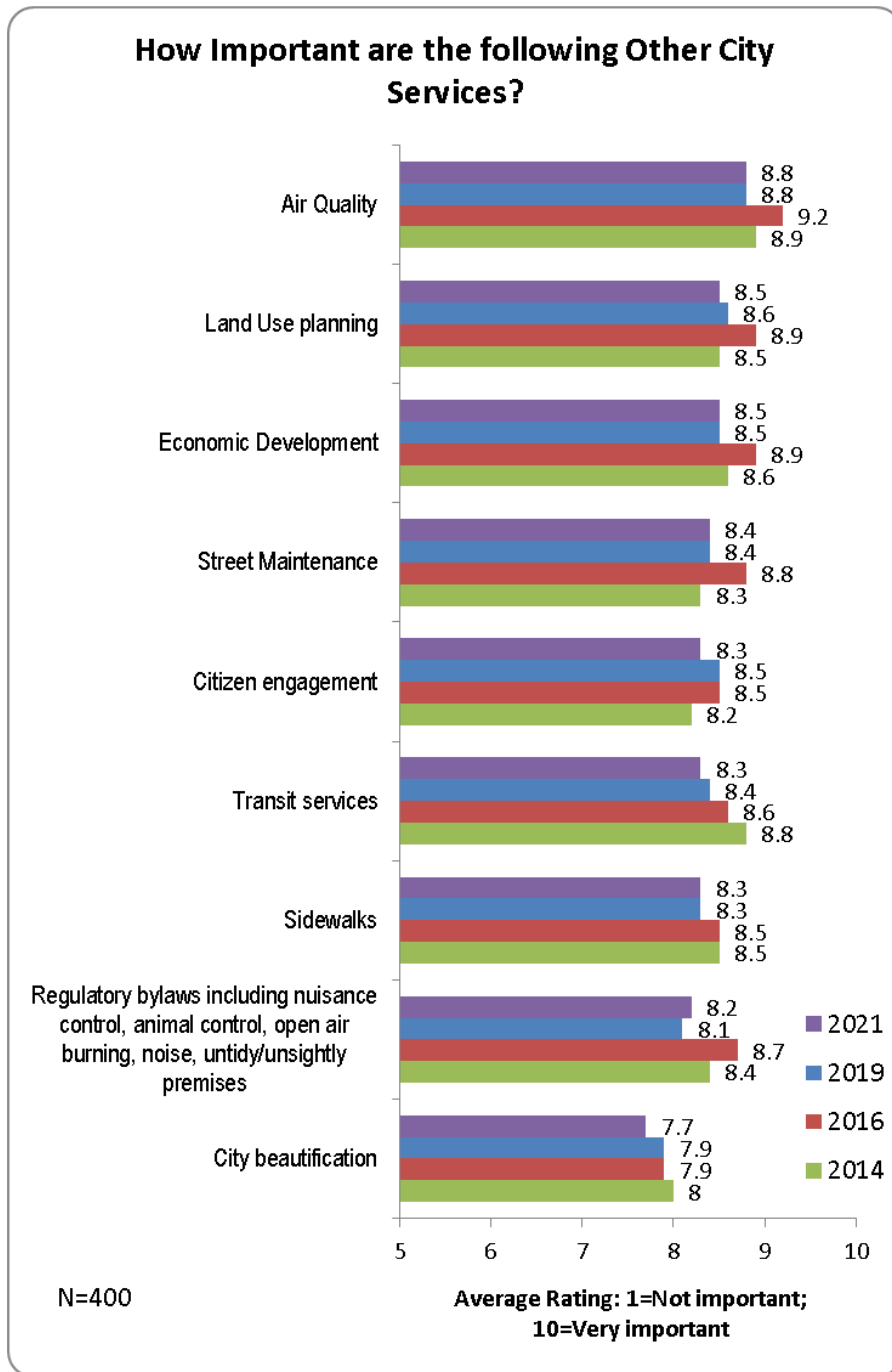
Are there any new City services you would like to see introduced or increased?

	2014	2016	2019	2021
No	63%	45%	52%	40%
Not sure	13%	25%	24%	26%
Yes-Bylaw enforcement, police patrols	3%	2%	3%	8%
Yes-Parks	0%	2%	0%	4%
Yes-Services for homeless, addiction	0%	2%	4%	3%
Yes-Transit	4%	5%	1%	3%
Yes-Road maintenance	1%	2%	1%	3%
Yes-Improve Healthcare, new hospital	0%	0%	3%	2%
Yes-other	5%	4%	2%	2%
Yes-Programs for youth and seniors	2%	3%	2%	2%
Yes-Parking	1%	2%	1%	2%
Yes-Recycling, garbage	3%	2%	3%	1%
Yes-Bypass, traffic flow	2%	1%	1%	1%
Yes-Housing	0%	0%	0%	1%
Yes-Bike path, bike lane, walking paths or trails	3%	2%	0%	0%
Base	400	400	400	400

Forty percent of respondents did not want to see more services introduced or increased and **26%** were *not sure*.

Eight percent of respondents wanted increases for *bylaw enforcement and police patrols*.

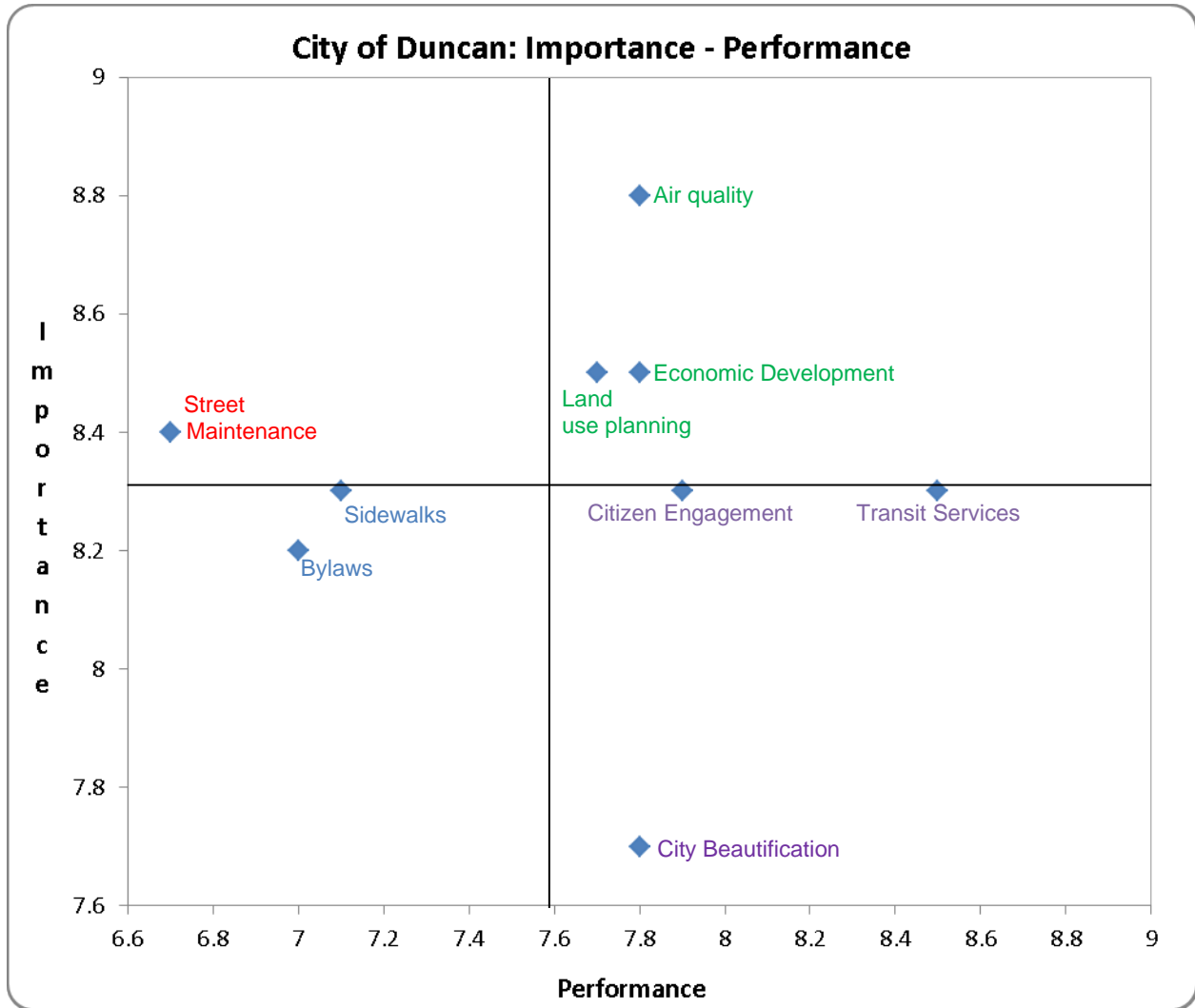
Q13 Importance of Other City Services



The issues that received the highest importance ratings were *air quality (8.8)*, *land use planning (8.5)*, *economic development (8.5)* and *street maintenance (8.4)*.

Importance-Performance Analysis:

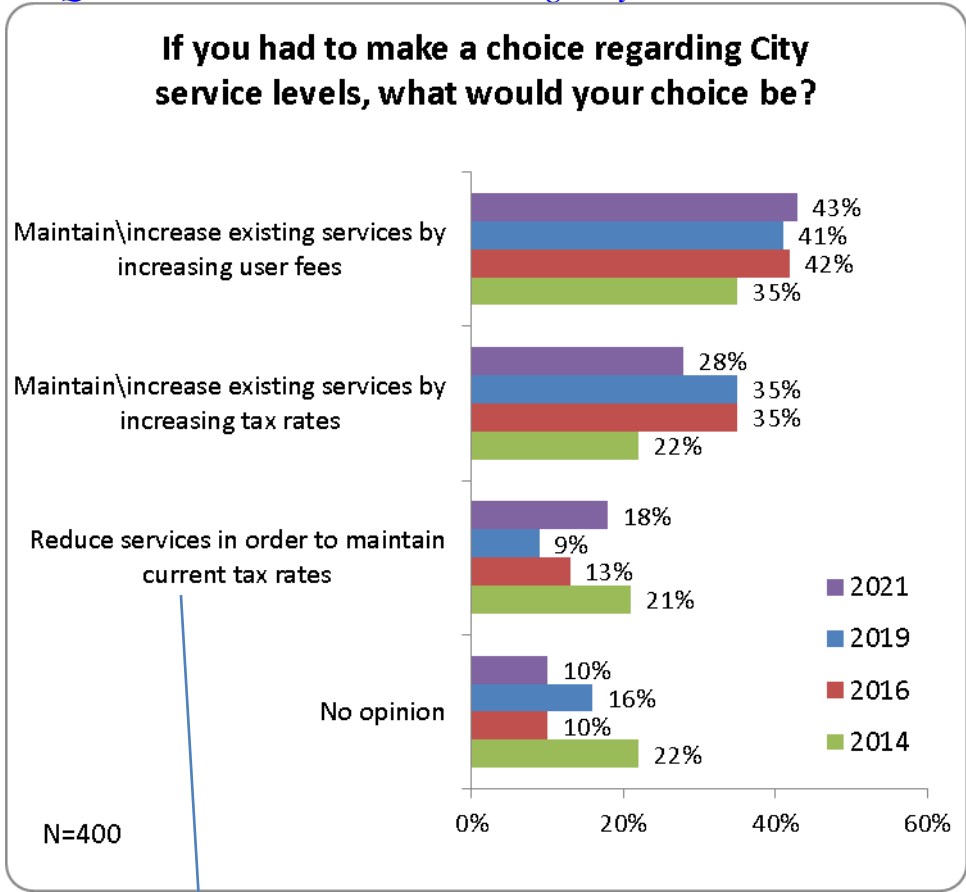
An importance-performance grid was generated which plots the importance of certain elements of service delivery by the satisfaction ratings (performance) given to those elements. Performance ratings for a particular service attribute were measured on a 10-point scale, where 1 is equal to not satisfied and 10 is equal to very satisfied.



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, and economic development*. There is **room for improvement** on *street maintenance*.

Q14 & Q15. Increase or Reduce Existing City Services



Forty-three percent would prefer the City to *maintain or increase existing services by increasing user fees* and **28%** would *maintain or increase services by increasing tax rates*.

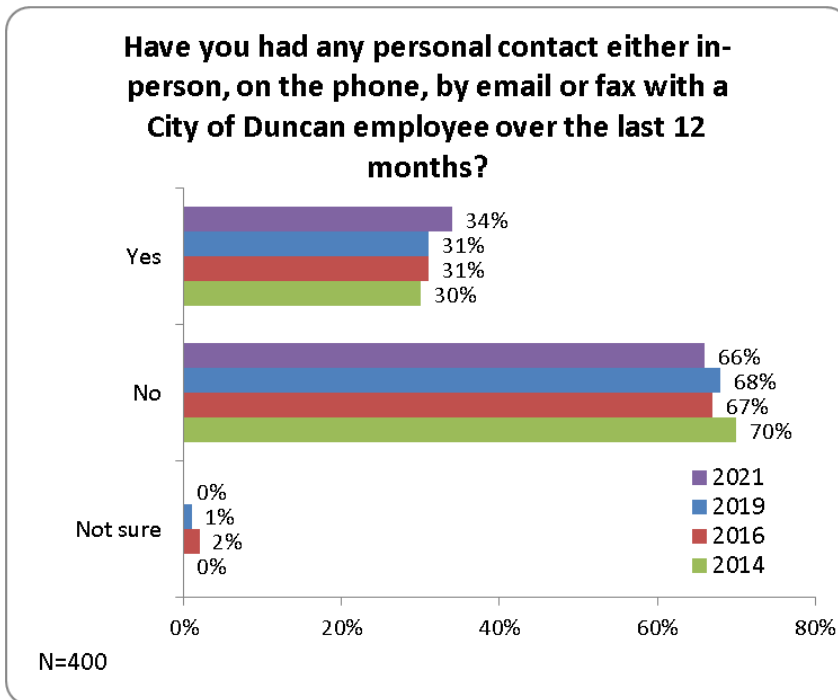
Eighteen percent would *reduce services in order to maintain the current tax rate*.

Which services would you like reduced?	2014	2016	2019	2021
No services- use money more efficiently	58%	53%	27%	44%
All services	5%	12%	2%	19%
Bylaw Enforcement	10%	5%	14%	17%
Not Sure	18%	18%	40%	12%
Garbage and recycling services	0%	4%	5%	6%
Other	3%	0%	7%	2%
Transit	5%	0%	2%	0%
Recreation services	1%	6%	0%	0%
Administrative services	1%	2%	0%	0%
Base	85	53	34	72

Among the 72 respondents who wanted services reduced, **44%** indicated that *no services should be reduced – use money more efficiently* and **19%** wanted *all services* reduced.

Section 3 – City Employee Customer Service

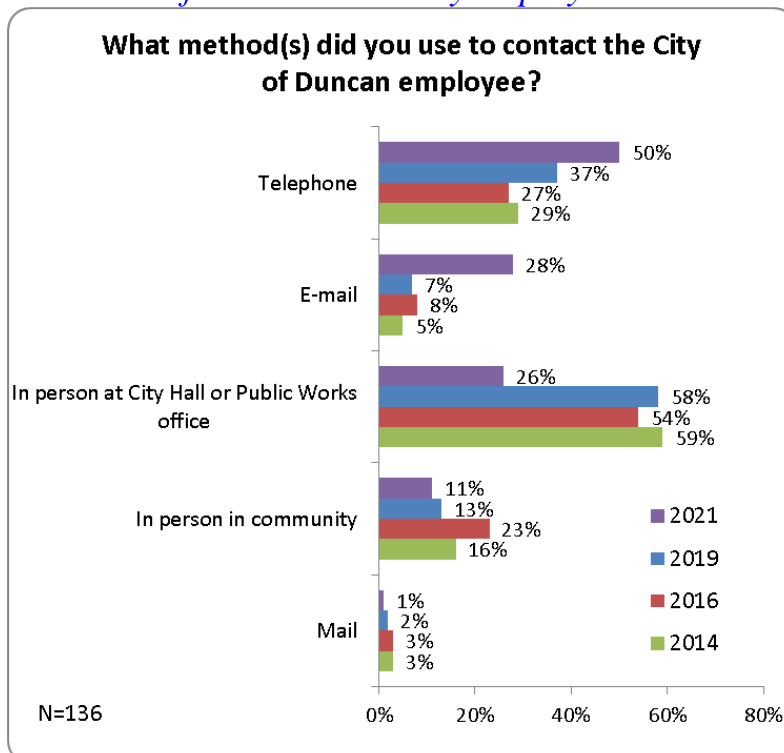
Q16. Contact with City employees



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

The remainder of the questions in this section were asked to the 136 Citizens who had personal contact with City employees.

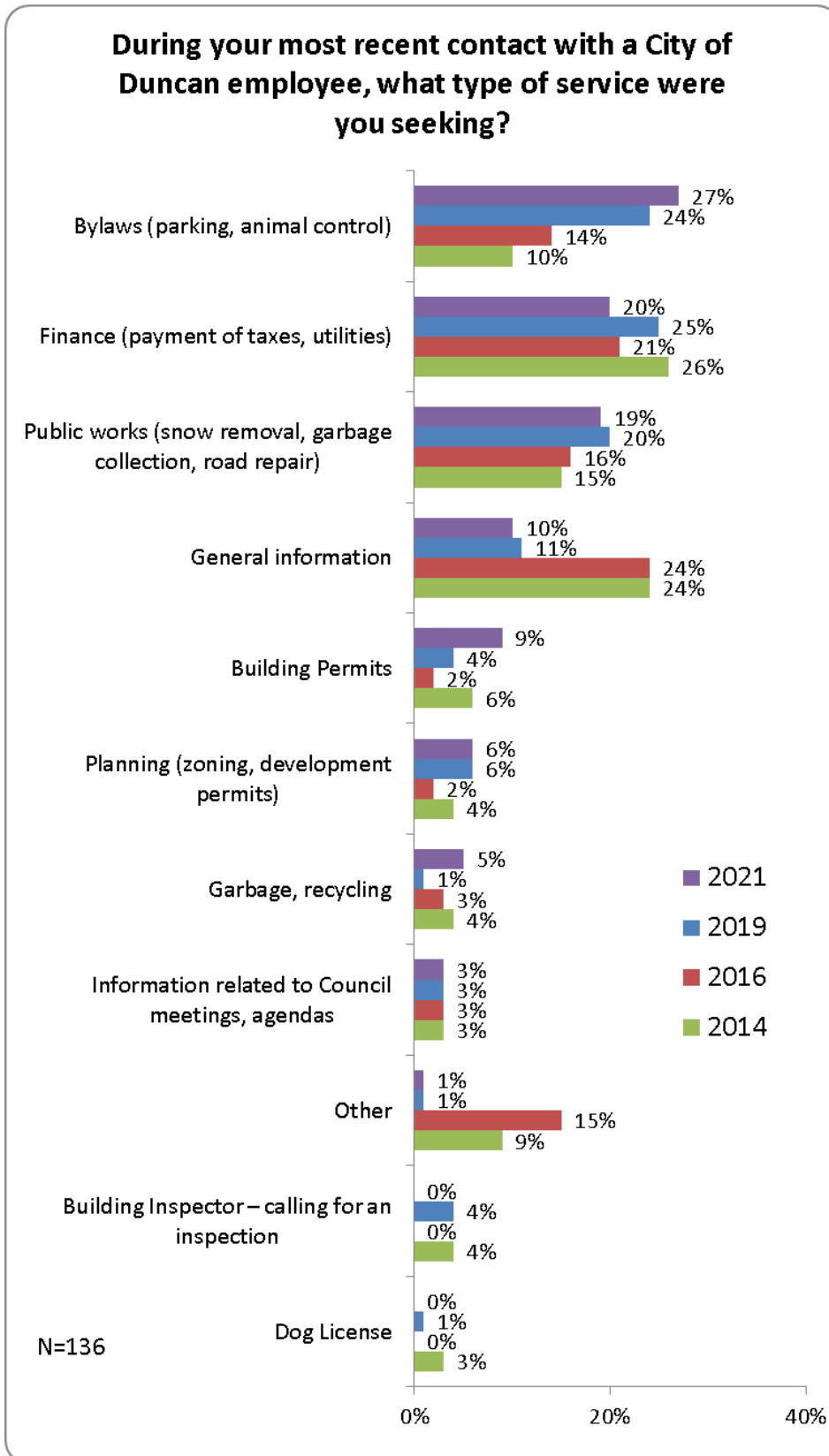
Q17. Method of Contact with City employees



Among the 136 respondents who had contact with a City employee in the past 12 months, **50%** made contact on the *telephone* and **28%** made contact via *email*.

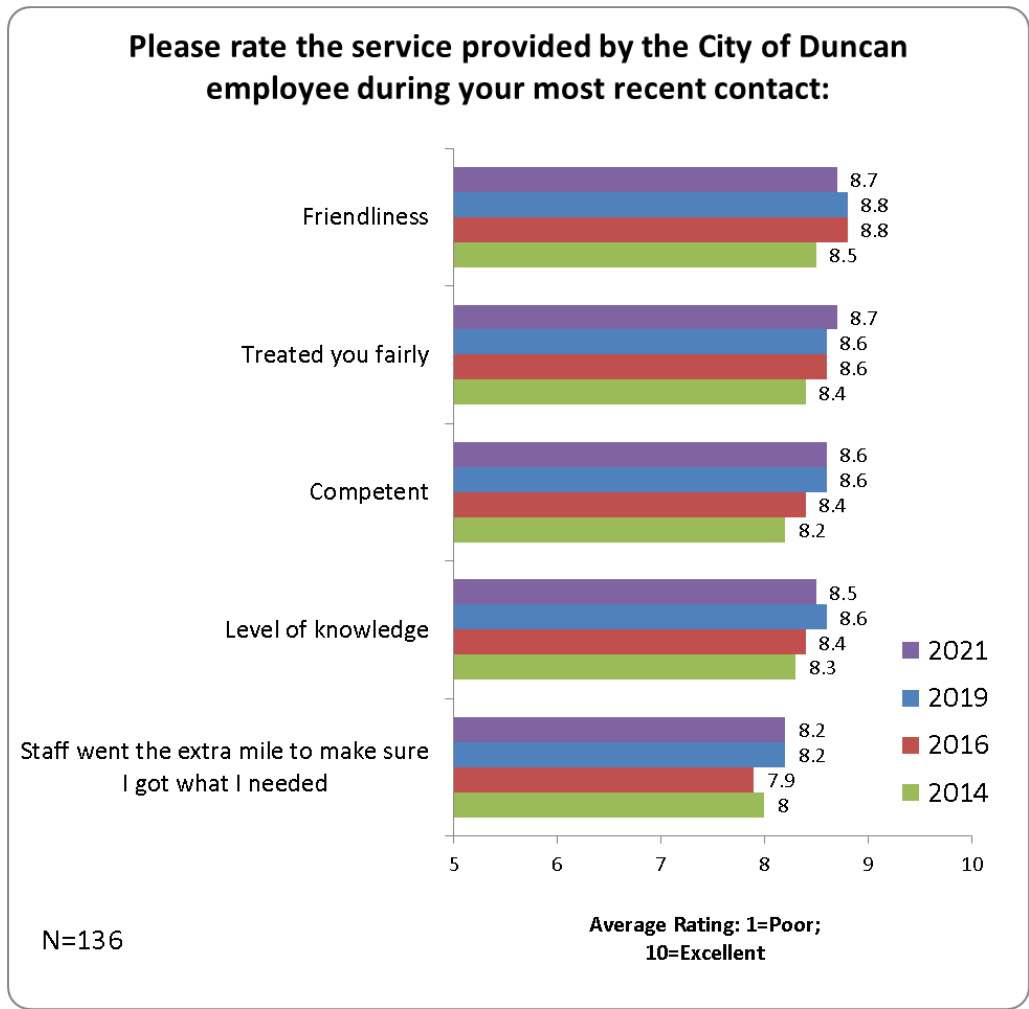
The percentage of in person contacts over the past 12 months decreased to 26% from 58% in 2019.

Q18. Type of service or information



Among the 136 respondents who had contact with a City employee, **27%** made an inquiry related to *Bylaws* and **20%** inquired about *finance* related issues.

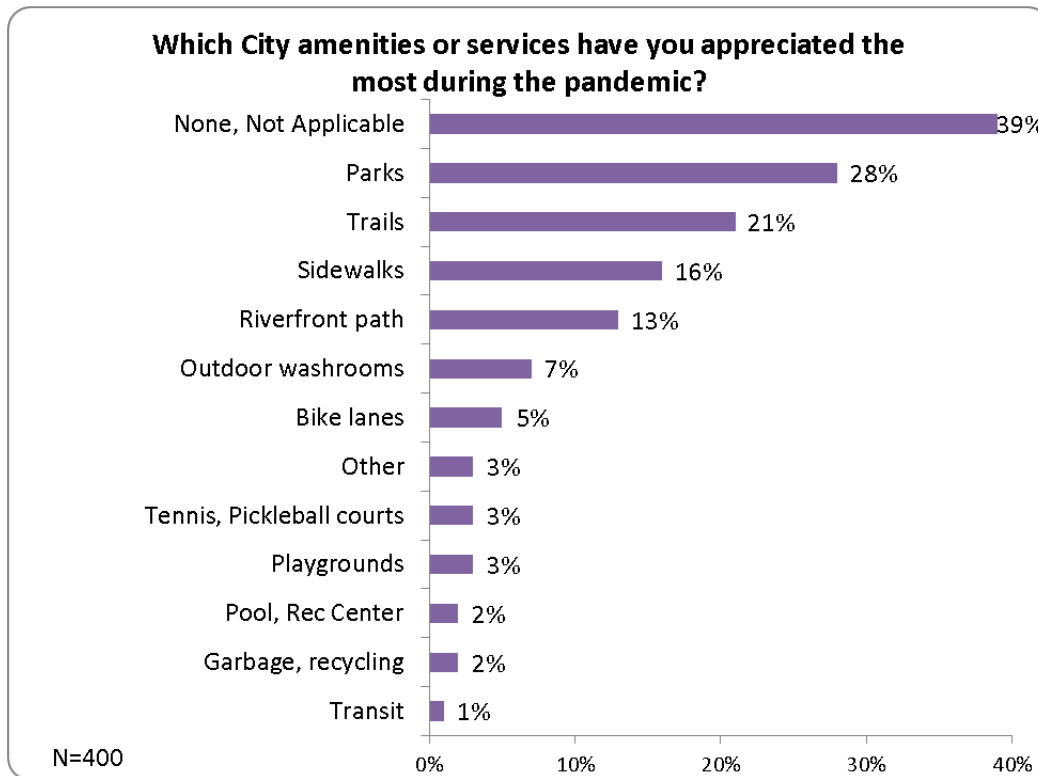
Q19. Quality of service



The service provided by City of Duncan staff was excellent. Duncan staff were perceived as being *friendly (8.7)*, *treated customers fairly (8.7)* *competent (8.6)* and *knowledgeable (8.5)*.

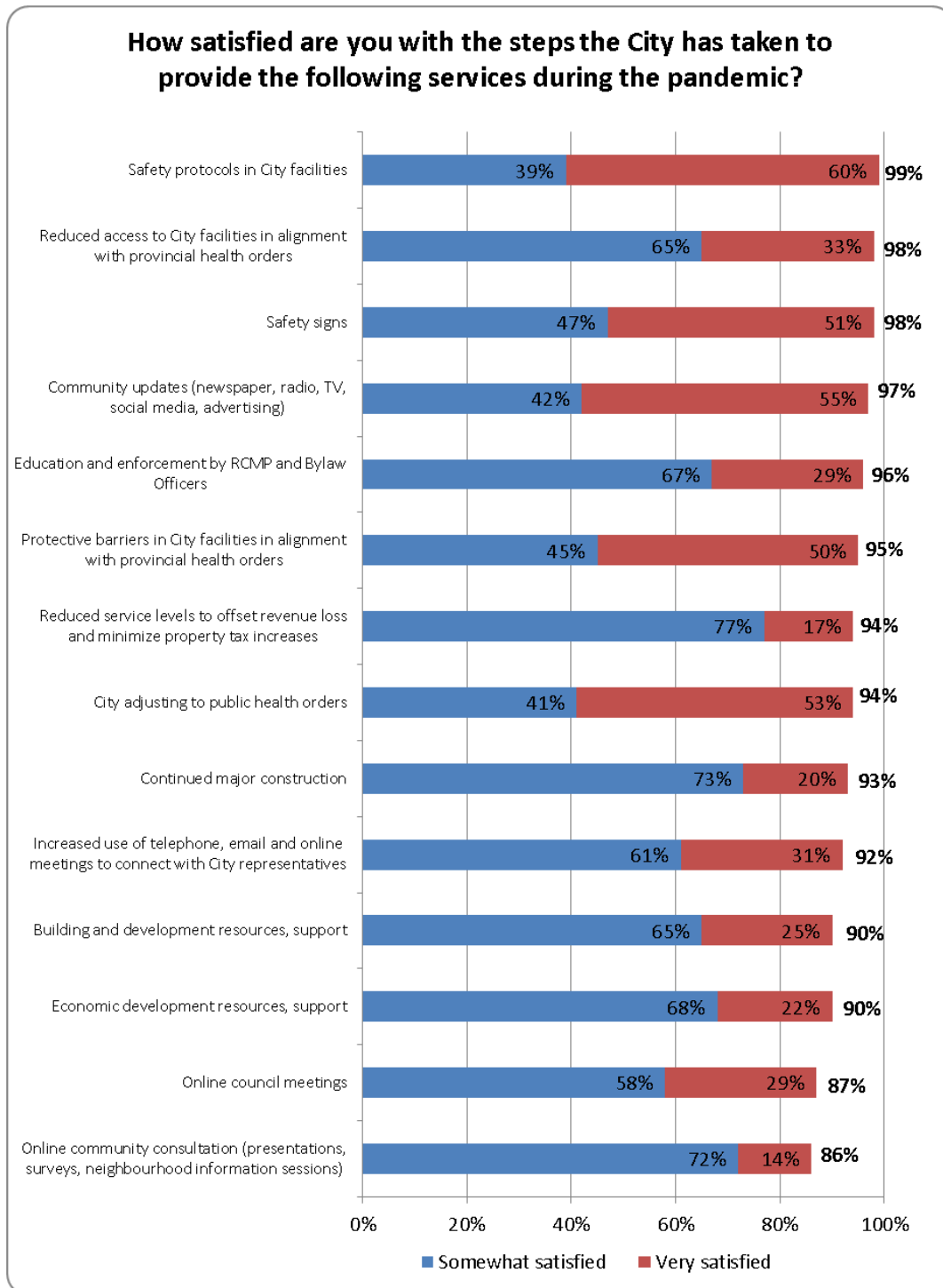
Section 4 – Pandemic Response

Q20. City amenities or services appreciated most during Pandemic



Parks (28%) and trails (21%) were the most popular city amenities during the pandemic.

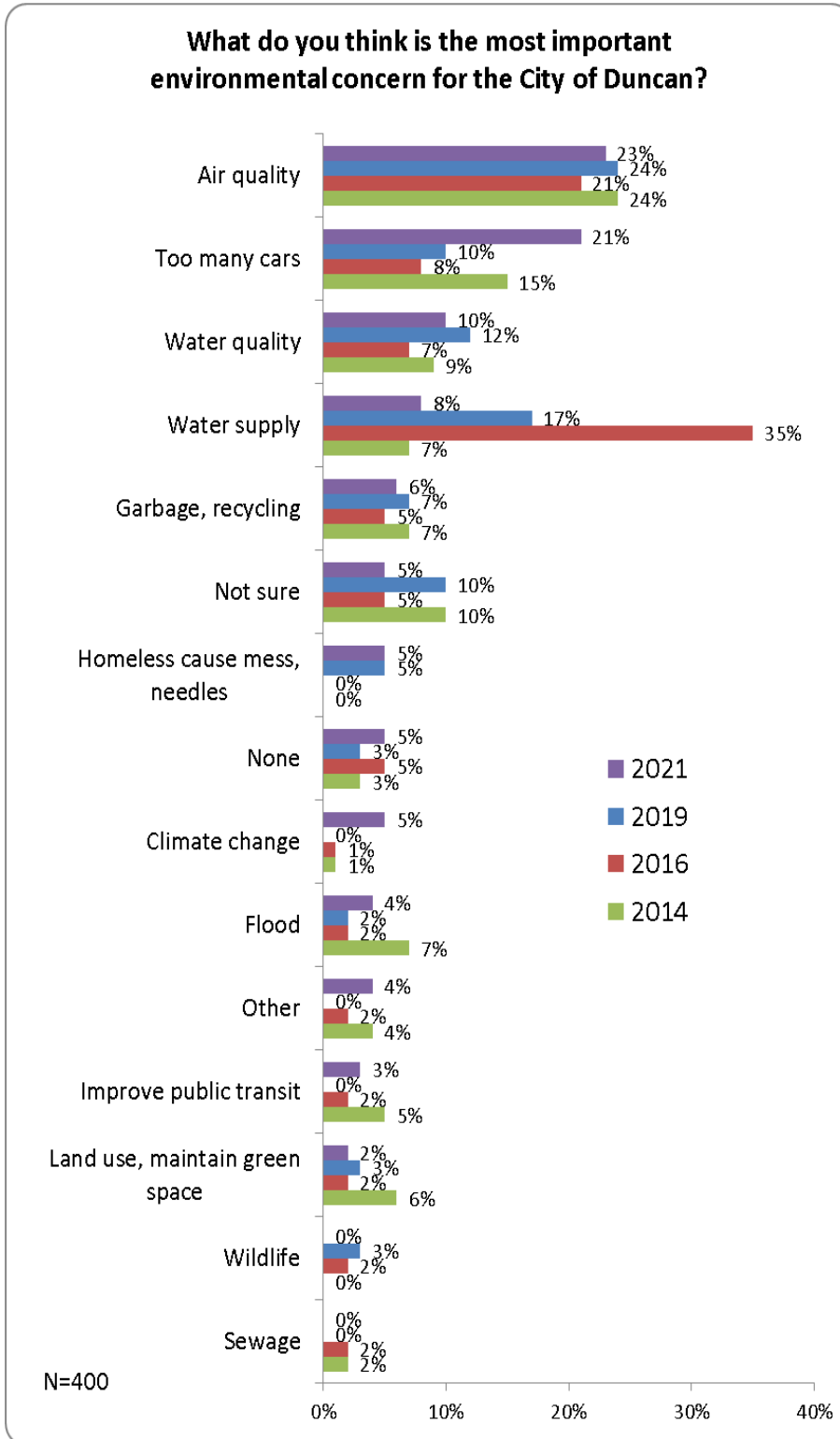
Q21. Satisfaction with Pandemic Response



The vast majority of residents were satisfied with the steps the City has taken to provide services during the pandemic.

Section 5 – Environment

Q22. Most important environmental concern



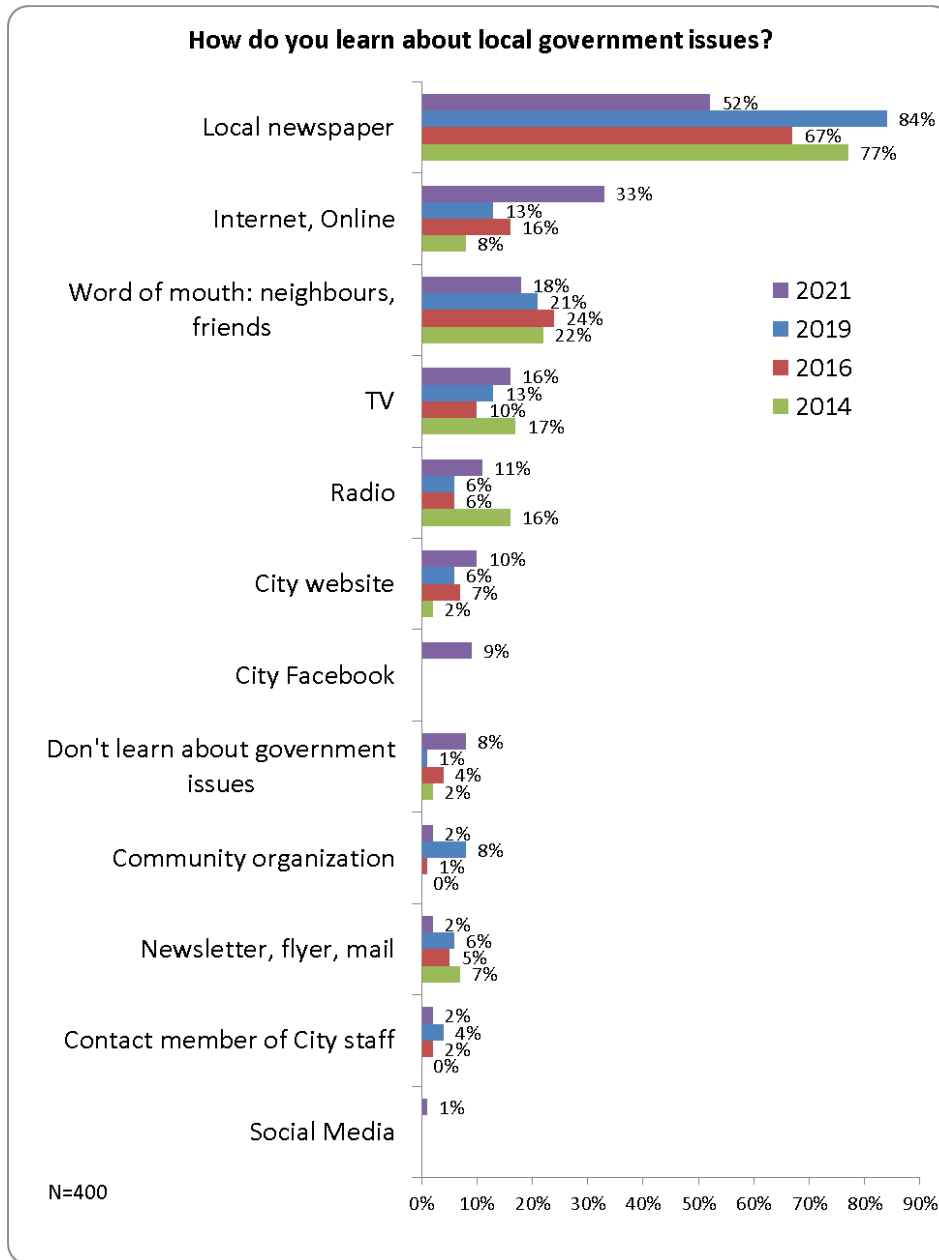
The most important environmental concern for the City of Duncan is the *air quality* (**23%**) followed by *too many cars* (**21%**).

Water supply (8%) is less important than the 2016 level of **35%**.

Climate change was listed as the most important environmental concern by **5%** of respondents.

Section 6 – City Communications

Q23. Source of information on local government issues

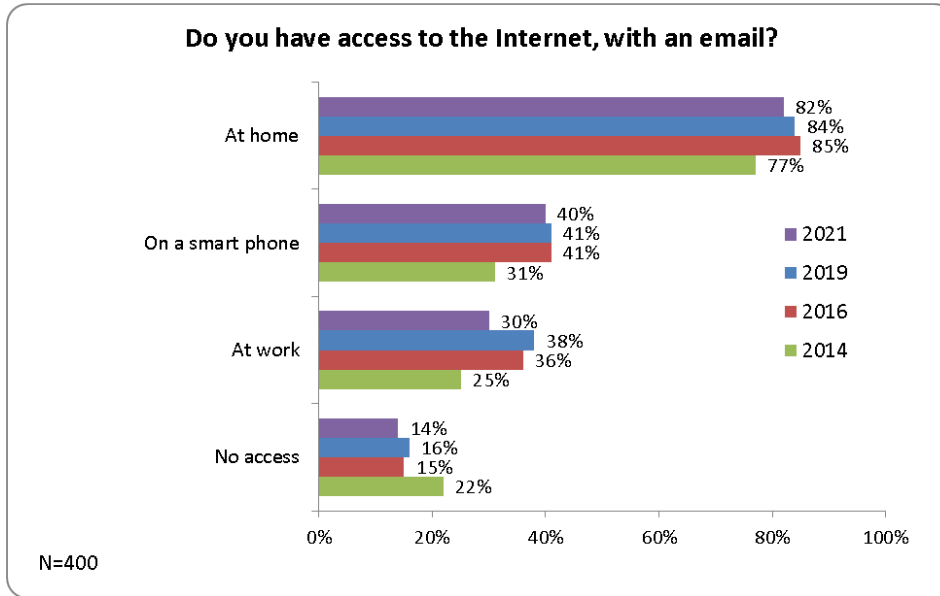


The majority of citizens (**52%**) learn about local government issues from a *local newspaper*.

The *Internet/online* was a source of info for **33%**, up from the 2019 level of 13%.

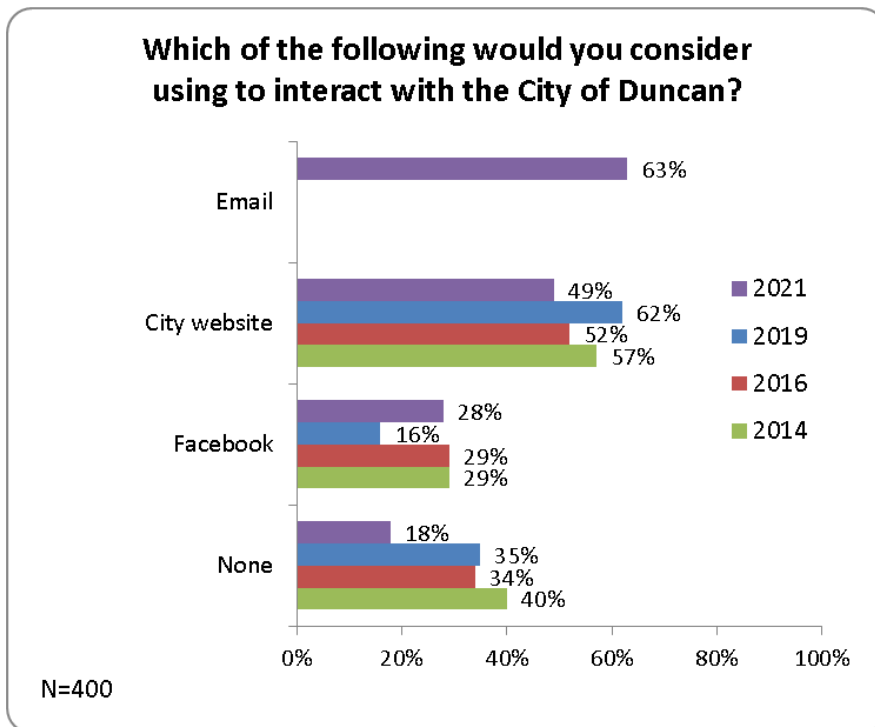
Online sources such as the *City Facebook page* (**9%**) or the *City website* (**10%**) were also more popular in 2021 than previous years.

Q24. Internet Access



Eighty-two percent of respondents have access to the Internet *at home* and **40%** have Internet access on a *smart phone*.

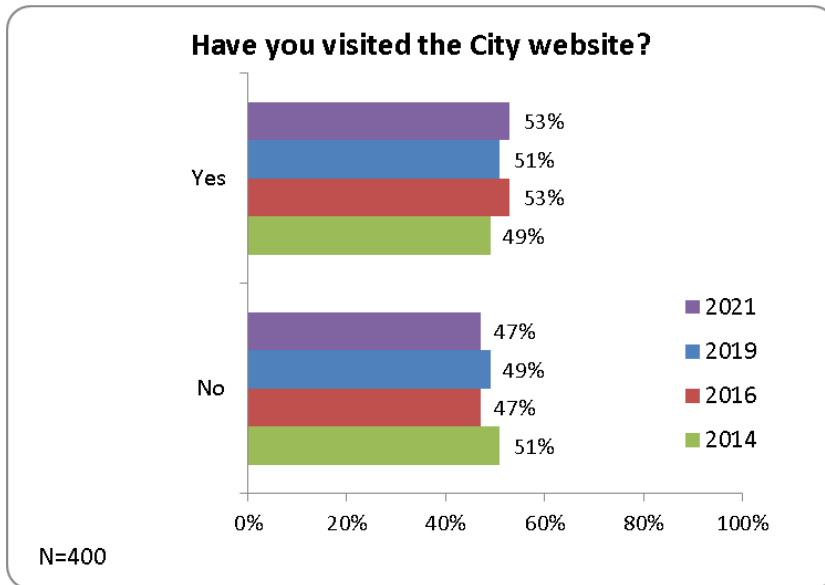
Q25. Interacting with City of Duncan



Sixty-three percent would consider interacting with the City of Duncan using *email*. Email was added as a choice this year.

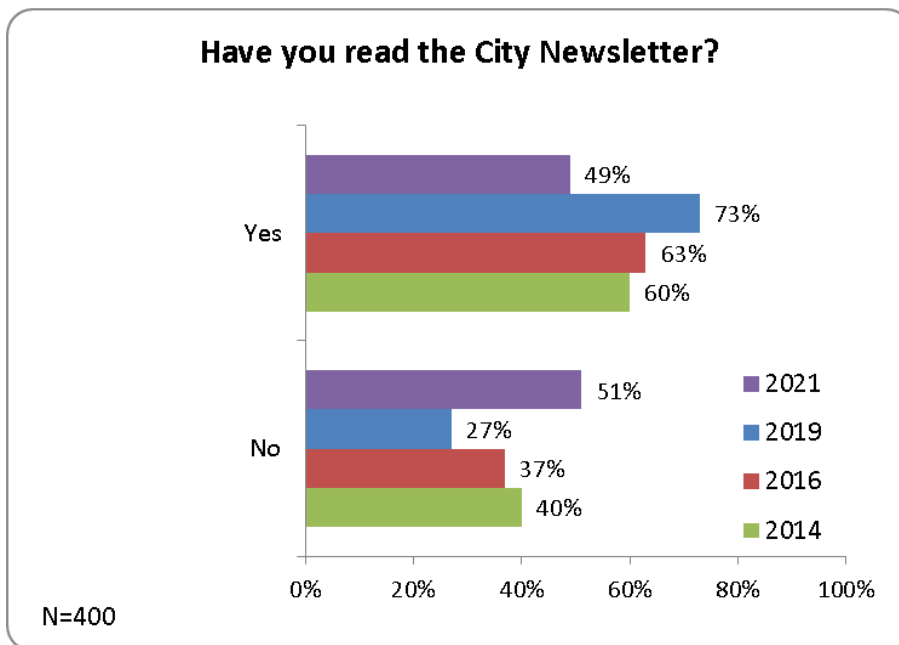
Forty-nine would interact with the City thru the *City website* and **28%** would consider using *Facebook*.

Q26. Visited the City Website



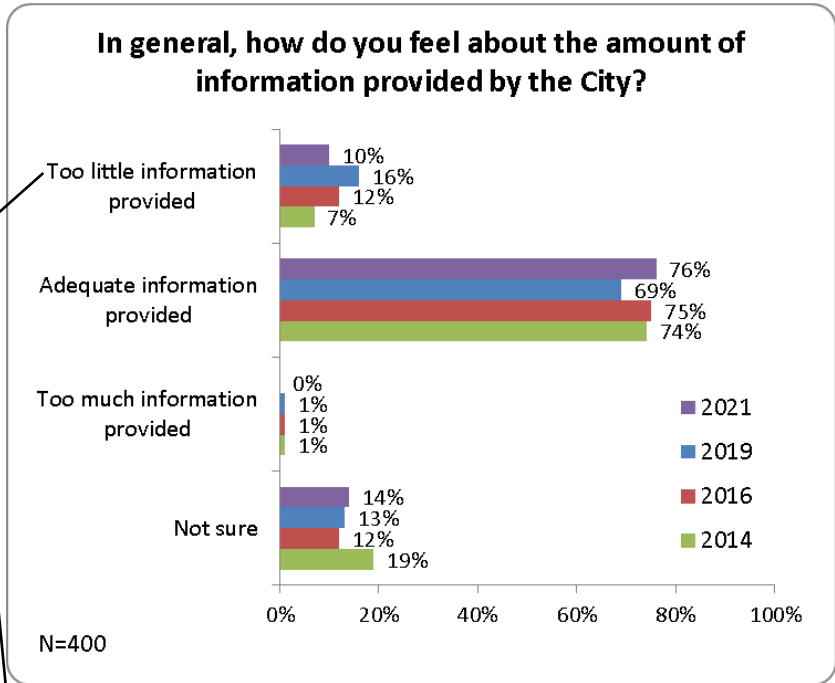
Fifty-three percent indicated they have *visited the City website*.

Q27. City newsletter

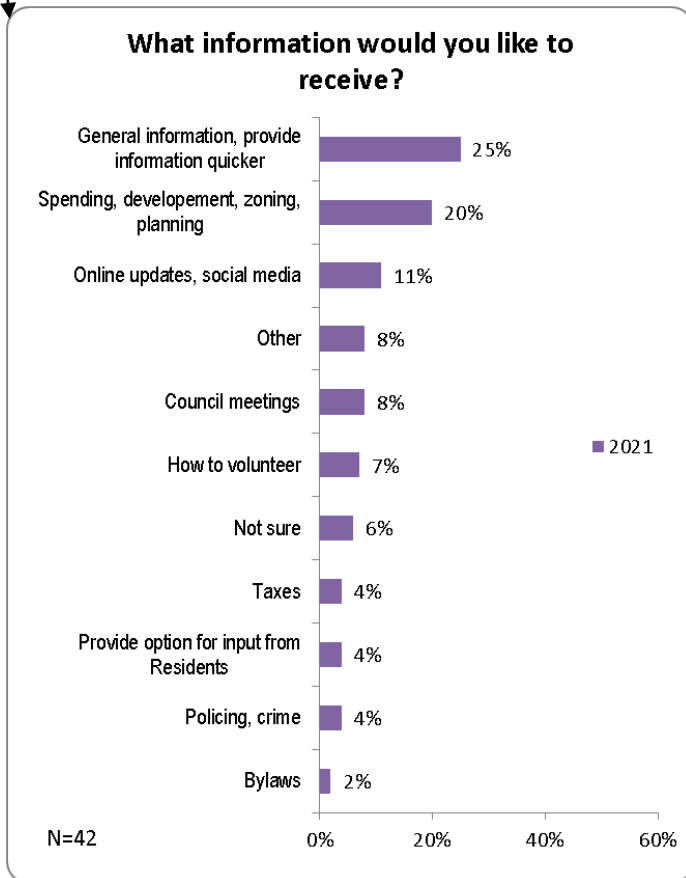


Forty-nine percent of residents have *read the City newsletter*. Readership has declined since 2019.

Q28. Amount of information provided by City

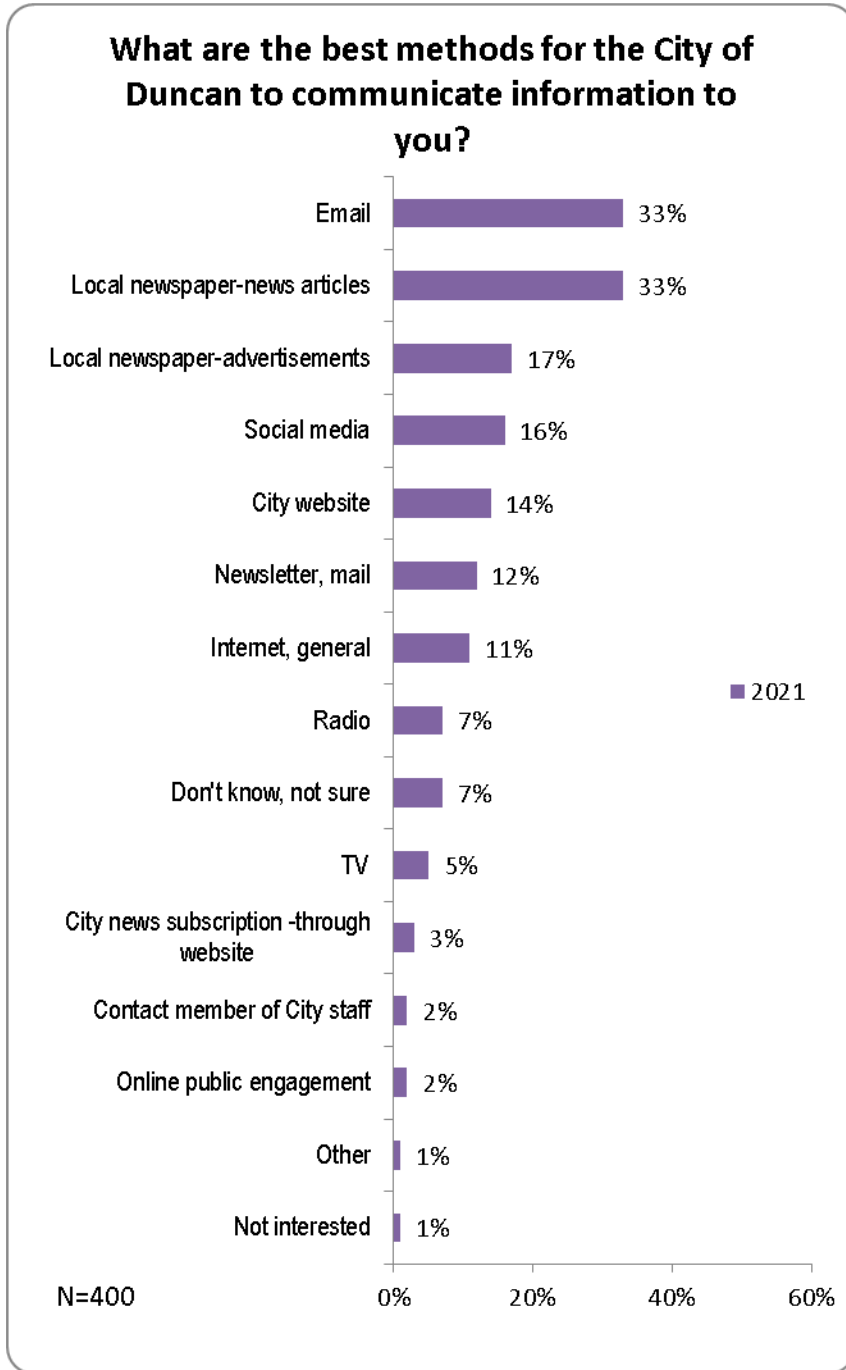


The majority (**76%**) of respondents feel the City provides *an adequate amount of information* to citizens.



Among the 42 respondents that felt the City provides *too little information*, **25%** want more *general information or quicker information* 20% want information on *spending, development, zoning and planning*.

Q29. Best Methods for City to Communicate Information



One-in-three (**33%**) felt the best method for the City to communicate information is either *email* or *local newspaper articles*.

Social media (**16%**) or the *City website* (**14%**) were also popular communication methods.

Section 7 – Respondent information

How long have you lived in the City of Duncan?	2021	2019	2016	2014
1-2 yrs	7%	6%	5%	3%
3-5 yrs	11%	8%	6%	11%
6-10 yrs	16%	17%	18%	17%
11-20 yrs	21%	26%	24%	30%
20-40 yrs	25%	32%	30%	25%
41+ yrs	20%	11%	18%	14%
Mean yrs	24	22	24	22
Base	400	400	400	400

The average number of years that respondents have lived in the City of Duncan was **24** years.

Which of the following age groups do you fall into?	2021	2019	2016	2014
18-24	6%	4%	1%	1%
25-34	7%	10%	10%	8%
35-44	15%	14%	18%	19%
45-54	12%	15%	13%	15%
55-64	20%	17%	19%	17%
65 years or older	40%	40%	39%	39%
Base	400	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?	2021	2019	2016	2014
Own	75%	76%	79%	79%
Rent	24%	23%	21%	20%
Refused	1%	1%	0%	0%
Base	400	400	400	400

Seventy-five percent of respondents *own* their home and **24%** *rent* their home.

Which of the following do you live in?	2021	2019	2016	2014
Single detached house	67%	61%	64%	70%
Apartment or condo	18%	24%	18%	21%
Townhome or duplex	8%	9%	12%	8%
Basement suite	1%	1%	1%	
Mobile home	2%	3%	1%	1%
Other	4%	1%	3%	0%
Refused	1%	1%	1%	1%
Base	400	400	400	400

Sixty-seven percent of the sample lived in a *single detached house* and **18%** live in an *apartment or condo*.

What is your current employment status?	2021	2019	2016	2014
Employed full time	34%	30%	32%	34%
Employed part time	9%	10%	4%	5%
Self-employed	8%	9%	8%	5%
Student	0%	2%	1%	1%
Retired	44%	45%	45%	43%
Homemaker	2%	3%	4%	7%
Unemployed	0%	1%	3%	3%
Other	3%		2%	1%
Refused	0%	0%	0%	
Base	400	400	400	400

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

Gender	2021	2019	2016	2014
Male	50%	50%	50%	50%
Female	50%	50%	50%	50%
Base	400	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
Overall satisfied with the services and programs provided by the City of Duncan	1	2	3	4	5	6	7	8	9	10

Q3b. Why are you dissatisfied? _____

4. Compared to before COVID-19, how do you feel the quality of life for Duncan residents has changed? [READ LIST]
 Better
 No change
 Worse
 Not sure [DO NOT READ]
5. 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]

6. 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
- COVID19/Vaccine passports
- None
- Don't Know
- Other _____

7. 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: _____

8. 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**, as they are currently operating?

	Not satisfied	Very Satisfied	Don't know
	1.....10		
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		

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 **City Utilities**?

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

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 **Community Safety** issues?

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

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 **Road and Transportation Services**?

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

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 **Other City Services**?

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

Transit services	1	2	3	4	5	6	7	8	9	10	
Sidewalks	1	2	3	4	5	6	7	8	9	10	

12b) Are there any new City services you would like to see introduced or increased?

No

Not sure

Yes – please specify: _____

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

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

14. 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 Q16]
 Maintain or increase existing services by increasing **user fees for services** [GO TO Q16]
 Reduce services in order to maintain current property tax rates
 No opinion [Don't read] [GO TO Q16]

15. 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: _____

16. 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 Q20]
 Not sure [GO TO Q20]

17. 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 _____

18. During your most recent contact with a City of Duncan employee, what type of service were you seeking?
 [DO NOT READ]
1. Building Inspector – calling for an inspection
 2. Building Permits
 3. Planning (zoning, development permits)
 4. Finance (payment of taxes, utilities)
 5. Information related to Council meetings, agendas
 6. Bylaws (parking, animal control)
 7. Public works (snow removal, garbage collection, road repair)
 8. Garbage, recycling
 9. Other _____

19. 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						

20. Which City amenities or services have you appreciated the most during the pandemic?
[PLEASE CHECK ALL THAT APPLY]

1. Parks
2. Playgrounds
3. Tennis/Pickleball courts
4. Trails
5. Riverfront path
6. Sidewalks
7. Bike lanes
8. Outdoor washrooms
9. Other

21. How satisfied are you with the following steps the City has taken to provide services during the pandemic?

	Not at all Satisfied	Not Satisfied	Somewhat Satisfied	Very Satisfied	Don't Know
Online Council meetings					
Online community consultation (presentations, surveys, neighbourhood information sessions)					
City adjusting to Public Health Orders					
Economic development resources, support					
Building and development resources, support					
Continued major construction					
Community updates (newspaper, radio, TV, social media, advertising)					
Safety signs					
Safety protocols in City facilities					
Increased use of telephone, email and online meetings to connect with City representatives					
Reduced access to City facilities in alignment with provincial health orders					
Protective barriers in City facilities in alignment with provincial health orders					
Education and enforcement by RCMP and Bylaw Officers					
Reduced service levels to offset revenue loss and minimize property tax increases					

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

- Air quality
- Flood
- Water supply
- Water quality
- Wildlife
- Invasive plants
- Too many cars
- Improve public transit
- Other _____

23. How do you learn about local government issues? [DO NOT READ, MARK ALL]
 Contact member of City staff
 Community organization
 Word of mouth: neighbours, friends
 City website
 City Facebook Page
 TV
 Radio
 Local newspaper
 Internet, Online
 Other _____
 Don't learn about government issues
 Don't know
24. Do you have access to the internet, with an email? [READ, MARK ALL]
 At home
 At work
 On a smart phone
 No access
25. Which of the following would you consider using to interact with the City of Duncan [READ, MARK ALL]
 City Website
 Facebook
 Email
 None of the above
26. Have you visited the City website?
 Yes
 No
27. Have you read the City Newsletter?
 Yes
 No
28. 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
- [If too little:] 28a. What information would you like to receive?

29. What are the best methods for the City of Duncan to communicate information to you? [DON'T READ]
 Contact member of City staff
 Local newspaper-news articles
 Contact member of City Council
 Local newspaper-advertisements
 Through a community organization
 Internet, general
 Word of mouth: neighbours, friends
 Online public engagement
 City website
 City News Subscription (through website)
 Social media
 Email

TV
Radio
Not interested
Don't know, not sure
Other-Specify: _____

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

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

31. 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]

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

Own
Rent
Refused [DO NOT READ]

33. 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]

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

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

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

36. Indicate Gender. [DON'T READ]

Male
Female

Appendix 2 – Detailed Tables

Banner Legend:

<i>Question</i>		<i>Banner</i>						<i>Grand Total:</i> <i>Response percentages for all people answering Question</i>
		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 in the past week?	Neither Province or Sun	27%	34%	33%	28%	25%	34%	30%
	Province Only	22%	21%	22%	23%	17%	18%	21%
	Sun Only	22%	24%	17%	25%	17%	26%	23%
	Both Province and Sun	30%	21%	29%	24%	42%	22%	26%
Total	Base	250	250	119	264	24	82	500

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

Base:
Number of people answering both Question & Banner

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

How would you rate...

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
The overall quality of life in Duncan?	Poor: 1-3	3%	5%	1%		7%	3%	1%		2%	11%
	4-7	37%	37%	36%	42%	35%	34%	11%	8%	17%	50%
	Excellent: 8-10	60%	58%	63%	58%	58%	64%	22%	13%	26%	39%
Total	Mean	7.5	7.3	7.7	7.6	7.2	7.7	7.6	7.5	7.5	6.7
	Base	400	198	201	113	126	160	134	85	181	18
Duncan as a place to raise children?	Poor: 1-3	5%	8%	2%	5%	9%	3%	1%	0%	3%	17%
	4-7	44%	43%	45%	39%	50%	42%	15%	11%	18%	44%
	Excellent: 8-10	51%	49%	53%	56%	41%	55%	18%	10%	24%	39%
Total	Mean	7.2	7.0	7.5	7.2	7.0	7.5	7.2	7.2	7.3	6.3
	Base	400	198	201	113	126	160	134	85	181	18
Duncan as a place to retire?	Poor: 1-3	2%	4%			6%	1%			2%	11%
	4-7	28%	30%	26%	31%	33%	22%	9%	8%	11%	33%
	Excellent: 8-10	70%	66%	74%	69%	61%	77%	24%	13%	32%	56%
Total	Mean	8.0	7.7	8.3	7.9	7.6	8.3	8.1	7.8	8.0	7.1
	Base	400	198	201	113	126	160	134	85	181	18

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?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
I receive good value for the taxes I pay	Disagree: 1-3	9%	10%	7%	9%	16%	3%	4%	2%	3%	11%
	4-7	62%	62%	62%	72%	61%	57%	22%	13%	28%	61%
	Agree: 8-10	29%	28%	30%	20%	23%	40%	7%	7%	15%	28%
Total	Mean	6.3	6.2	6.4	6.2	5.7	6.7	6.1	6.4	6.4	6.2
	Base	400	198	201	113	126	160	134	85	181	18
The City of Duncan listens to Citizens and encourages their involvement in making decisions.	Disagree: 1-3	8%	9%	6%	4%	11%	8%	4%	0%	4%	22%
	4-7	70%	72%	68%	77%	74%	62%	24%	17%	29%	44%
	Agree: 8-10	22%	19%	26%	19%	15%	30%	6%	4%	13%	33%
Total	Mean	6.2	6.2	6.3	6.6	5.9	6.2	6.2	6.4	6.2	5.7
	Base	400	198	201	113	126	160	134	85	181	18
In general, I believe the City of Duncan is doing a good job	Disagree: 1-3	4%	6%	3%		10%	3%	1%	1%	3%	17%
	4-7	51%	53%	50%	47%	57%	50%	19%	10%	22%	56%
	Agree: 8-10	44%	41%	48%	53%	33%	47%	14%	10%	20%	28%
Total	Mean	7.1	6.9	7.2	7.3	6.5	7.3	7.1	7.1	7.0	6.1
	Base	400	198	201	113	126	160	134	85	181	18
Overall satisfaction with the services and programs provided by the City of Duncan	Disagree: 1-3	17	13	4		12	5	7		10	1
	4-7	177	82	95	46	68	63	68	30	80	13
	Agree: 8-10	206	103	102	68	46	92	58	56	92	4
Total	Mean	7.3	7.2	7.3	7.5	6.6	7.6	7.1	7.5	7.3	6.5
	Base	400	198	201	113	126	160	134	85	181	18

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

		Total	Gender		Age			Years lived in Duncan?		Online
			Male	Female	18-44	45-64	65+	1-10 yrs	20+ yrs	
Why are you dissatisfied? [with services and programs provided by City]	Reduction in services, lack of services		43%	33%	68%	100%	38%	35%	19%	
	Traffic, speeding	32%	33%	31%	100%	21%	35%	20%	12%	
	Council does not listen to Citizens	16%	16%	16%		10%	32%	6%	11%	
	Roads	12%	17%			21%		12%		100%
	Rapid growth, lagging infrastructure	6%	9%			10%		6%		
	Other	6%	9%			10%			6%	
	Recycling, Garbage collection services	5%		16%			15%	5%		100%
	Homeless, crime	5%		16%			15%	5%		
Total	Responses	21	14	7	3	11	7	12	9	2
	Base	17	12	5	1	10	5	8	9	1

Base: Respondents who were not satisfied with the Overall services and programs provided by City
Column percentages may exceed 100% because multiple answers given

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Compared to before COVID19, how do you feel the quality of life for Duncan residents has changed?	Better		10%	11%	9%	9%	10%	11%	3%	1%	
	No change	42%	42%	43%	39%	40%	47%	16%	8%	18%	22%
	Worse	43%	43%	42%	48%	43%	40%	12%	12%	19%	50%
	Not sure	4%	3%	5%	4%	8%	2%	3%		1%	17%
Total	Base	400	198	201	113	126	160	134	85	181	18

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Compared to 5 years ago, do you feel Duncan is a safer place to live?	Yes, safer		10%	10%	11%	5%	9%	16%	3%	3%	
	No, the same	26%	24%	29%	33%	12%	33%	11%	6%	10%	17%
	No, less safe	60%	64%	56%	62%	74%	48%	17%	13%	30%	67%
	Not sure	3%	2%	4%		6%	3%	3%		0%	11%
Total	Base	400	198	201	113	126	160	134	85	181	18

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
In your opinion, what is the single most important issue facing the City of Duncan?	Crime, Safety of Citizens, Homeless, Drugs	44%	53%	36%	39%	59%	36%	12%	12%	20%	39%
	Population growth, Overcrowding, Urban Planning	14%	13%	14%	15%	13%	13%	5%	3%	5%	11%
	Don't Know	10%	11%	9%	16%	4%	10%	2%	0%	7%	
	Housing, Affordable housing	9%	4%	13%	16%	4%	6%	4%	1%	3%	17%
	Traffic – too much	8%	5%	11%	8%	7%	9%	5%	1%	3%	22%
	Aging infrastructure	4%	3%	6%		6%	6%	1%	1%	2%	6%
	Road conditions	2%	2%	2%		2%	3%	1%	0%	1%	6%
	Lack of Jobs, poor economy, economic development	2%	3%	0%	5%		1%	2%	0%		
	Climate, weather, climate change	1%	1%	2%		1%	3%	1%		1%	
	Other	1%	0%	2%		1%	3%	0%	0%	1%	
	Water system, sewage system, supply	1%	1%	2%		2%	1%	0%	0%	0%	
	"Covid19, Vaccine passports"	1%	1%	1%			3%		0%	1%	
	Fiscal responsibility, lower costs, taxes	1%	1%				2%			1%	
	Transit	0%	0%	0%			1%		0%	0%	
	Hospital, healthcare	0%		1%			1%			0%	
	Senior services	0%		1%			1%		0%	0%	
	Parks	0%	0%				1%		0%		
	Air quality	0%		0%			0%			0%	
None	0%		0%			0%			0%		
Total	Base	400	198	201	113	126	160	134	85	181	18

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
What is your favourite thing about living in Duncan?	Size of community	22%	21%	22%	18%	25%	23%	6%	6%	10%	17%
	Climate, Weather	19%	23%	15%	27%	20%	12%	7%	4%	8%	
	Access to outdoor recreation, nature	14%	17%	11%	22%	15%	7%	7%	4%	3%	6%
	Friendly people	12%	7%	16%	7%	10%	16%	4%	1%	6%	17%
	Relaxed lifestyle	11%	11%	11%	9%	10%	13%	5%	2%	5%	22%
	Community spirit	7%	5%	8%		4%	14%	1%	1%	5%	17%
	Accessibility, convenience, central, stores	5%	6%	3%	6%	5%	4%	1%	1%	2%	
	Beautiful, Landscape	4%	3%	4%	7%	3%	2%	1%	0%	2%	
	Location	2%	2%	2%	1%	4%	1%		1%	1%	6%
	Other	1%	1%	2%		2%	1%	0%	0%	1%	
	Safe community – low crime	1%		2%		1%	2%	0%		1%	
	Economy, Jobs	1%	2%	0%	2%		2%	0%	0%	0%	
	Services available	1%		2%			2%	0%	0%	0%	
	Great place to raise a family	1%	0%	1%			2%		0%	0%	
	Ocean, close to ocean	0%	1%		2%				0%		
	Clean air	0%		1%			1%		0%		
	Not sure	0%		0%			0%			0%	
Clean water										17%	
Total	Base	400	198	201	113	126	160	134	85	181	18

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

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
City Parks	Not satisfied: 1-3	3%	1%	5%	4%	1%	3%	1%		2%	25%
	4-7	32%	37%	27%	34%	35%	29%	9%	8%	15%	31%
	Satisfied: 8-10	65%	62%	68%	62%	64%	68%	25%	13%	27%	44%
Total	Mean	8.2	8.1	8.2	7.9	7.9	8.5	8.3	8.3	8.0	6.7
	Base	400	198	201	113	126	160	134	85	181	18
City Playgrounds	Not satisfied: 1-3	5%	2%	8%	9%	4%	1%	2%		3%	36%
	4-7	45%	53%	37%	46%	51%	35%	13%	13%	19%	29%
	Satisfied: 8-10	50%	46%	55%	45%	46%	64%	20%	11%	20%	36%
Total	Mean	8.4	8.4	8.4	7.2	8.0	9.5	8.4	8.2	8.5	6.9
	Base	400	198	201	113	126	160	134	85	181	18
City museum	Not satisfied: 1-3	4%		8%		6%	4%	1%	2%	1%	33%
	4-7	35%	39%	32%	44%	30%	35%	10%	9%	17%	25%
	Satisfied: 8-10	61%	61%	61%	56%	65%	61%	19%	11%	31%	42%
Total	Mean	9.1	9.2	9.1	9.8	8.8	9.0	9.5	8.8	9.1	7.4
	Base	400	198	201	113	126	160	134	85	181	18
City sports fields not including schools	Not satisfied: 1-3	2		2			2		2		3
	4-7	80	38	41	15	36	28	6	23	50	4
	Satisfied: 8-10	242	137	105	88	80	74	96	47	99	6
Total	Mean	8.6	8.5	8.8	8.5	8.2	9.1	9.1	8.0	8.6	7.7
	Base	400	198	201	113	126	160	134	85	181	18
Overall satisfaction with recreation services	Not satisfied: 1-3	5		5		2	3			5	2
	4-7	115	54	61	27	42	46	33	23	59	5
	Satisfied: 8-10	244	130	114	81	76	87	86	51	107	8
Total	Mean	8.2	8.3	8.0	8.4	7.8	8.3	8.4	8.1	8.0	7.3
	Base	400	198	201	113	126	160	134	85	181	18

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?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Water supply	Not satisfied: 1-3	2%	1%	4%		3%	3%	0%	1%	1%	6%
	4-7	15%	16%	15%	14%	16%	16%	4%	3%	8%	28%
	Satisfied: 8-10	82%	83%	81%	86%	81%	81%	31%	17%	34%	67%
Total	Mean	8.8	8.8	8.8	8.9	9.0	8.6	8.9	8.6	8.8	7.5
	Base	400	198	201	113	126	160	134	85	181	18
Sewage treatment	Not satisfied: 1-3	2%	3%	2%		3%	3%	1%		1%	6%
	4-7	21%	21%	20%	26%	17%	20%	4%	5%	12%	31%
	Satisfied: 8-10	77%	77%	77%	74%	80%	77%	26%	19%	32%	63%
Total	Mean	8.9	8.8	9.0	9.1	8.8	8.8	9.2	8.5	8.8	7.9
	Base	400	198	201	113	126	160	134	85	181	18
Garbage collection	Not satisfied: 1-3	3%	2%	3%		4%	4%	1%	1%	1%	13%
	4-7	22%	24%	20%	30%	21%	16%	5%	5%	12%	31%
	Satisfied: 8-10	75%	74%	77%	70%	75%	79%	30%	14%	31%	56%
Total	Mean	8.3	8.2	8.3	7.7	8.3	8.6	8.3	8.0	8.3	7.3
	Base	400	198	201	113	126	160	134	85	181	18
Street lighting	Not satisfied: 1-3	4%	3%	4%		4%	6%	1%	0%	3%	11%
	4-7	40%	37%	43%	47%	48%	29%	13%	10%	16%	50%
	Satisfied: 8-10	56%	60%	53%	53%	48%	65%	18%	12%	27%	39%
Total	Mean	7.9	8.0	7.9	8.2	7.6	8.1	7.9	7.9	8.0	6.9
	Base	400	198	201	113	126	160	134	85	181	18
Animal control	Not satisfied: 1-3	3%	4%	1%		4%	2%			3%	19%
	4-7	47%	52%	41%	54%	51%	41%	15%	12%	20%	44%
	Satisfied: 8-10	50%	44%	58%	46%	45%	56%	16%	7%	27%	38%
Total	Mean	8.4	8.1	8.7	9.1	8.3	8.1	8.6	8.8	8.1	6.9
	Base	400	198	201	113	126	160	134	85	181	18
Recycling services	Not satisfied: 1-3	2%	1%	3%		2%	4%	0%		2%	19%
	4-7	26%	31%	21%	27%	25%	26%	9%	6%	11%	31%
	Satisfied: 8-10	72%	68%	76%	73%	74%	70%	25%	16%	31%	50%
Total	Mean	8.2	8.1	8.3	8.0	8.3	8.3	8.2	7.9	8.3	7.1
	Base	400	198	201	113	126	160	134	85	181	18
Availability of public washrooms	Not satisfied: 1-3	15%	10%	20%	6%	21%	16%	2%	2%	10%	21%
	4-7	64%	65%	64%	68%	68%	59%	22%	14%	28%	64%
	Satisfied: 8-10	21%	26%	16%	26%	11%	24%	7%	5%	8%	14%
Total	Mean	7.0	6.9	7.0	7.0	6.7	7.1	7.6	7.0	6.5	6.3
	Base	400	198	201	113	126	160	134	85	181	18
Overall satisfaction with utilities	Not satisfied: 1-3	3%	3%	3%		7%	2%	1%	1%	1%	6%
	4-7	41%	47%	35%	50%	39%	36%	14%	7%	21%	44%
	Satisfied: 8-10	56%	50%	63%	50%	54%	62%	19%	13%	24%	50%
Total	Mean	7.5	7.4	7.7	7.5	7.3	7.7	7.6	7.3	7.6	7.3
	Base	400	198	201	113	126	160	134	85	181	18

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

How satisfied are you with the following Community Safety Issues?

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Police protection	Not satisfied: 1-3	7%	6%	8%	9%	9%	4%	2%	1%	4%	24%
	4-7	37%	42%	33%	41%	39%	33%	14%	7%	16%	41%
	Satisfied: 8-10	56%	52%	60%	50%	52%	63%	17%	13%	26%	35%
Total	Mean	7.5	7.4	7.6	7.2	7.2	8.0	7.6	7.5	7.5	5.9
	Base	400	198	201	113	126	160	134	85	181	18
Traffic violation enforcement	Not satisfied: 1-3	11%	17%	6%	5%	13%	15%	2%	2%	7%	19%
	4-7	49%	48%	50%	51%	58%	40%	19%	10%	20%	56%
	Satisfied: 8-10	39%	35%	44%	44%	29%	46%	11%	10%	18%	25%
Total	Mean	7.2	6.7	7.7	7.5	6.6	7.5	7.4	7.2	7.2	6.6
	Base	400	198	201	113	126	160	134	85	181	18
Fire protection	Not satisfied: 1-3	1%		1%			1%			1%	7%
	4-7	17%	17%	17%	21%	14%	17%	10%	4%	4%	27%
	Satisfied: 8-10	82%	83%	82%	79%	86%	81%	25%	17%	40%	67%
Total	Mean	8.6	8.6	8.7	8.6	8.7	8.6	8.5	8.5	8.8	8.4
	Base	400	198	201	113	126	160	134	85	181	18
By-law enforcement	Not satisfied: 1-3	5%	5%	6%		6%	9%	2%	0%	3%	29%
	4-7	38%	32%	44%	26%	46%	39%	8%	9%	20%	36%
	Satisfied: 8-10	57%	63%	50%	74%	48%	51%	21%	14%	22%	36%
Total	Mean	8.0	8.0	7.9	8.5	7.3	8.0	8.4	7.9	7.7	6.8
	Base	400	198	201	113	126	160	134	85	181	18
Overall satisfaction with protective services	Not satisfied: 1-3	2%		5%		3%	3%	1%	1%	1%	20%
	4-7	39%	43%	36%	44%	39%	36%	15%	7%	17%	60%
	Satisfied: 8-10	59%	57%	60%	56%	58%	61%	17%	14%	28%	20%
Total	Mean	7.8	7.8	7.8	7.8	7.6	7.9	7.9	7.6	7.8	6.6
	Base	400	198	201	113	126	160	134	85	181	18

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?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Road maintenance and repair	Not satisfied: 1-3	12%	10%	14%	11%	14%	12%	4%	1%	7%	28%
	4-7	67%	67%	66%	79%	70%	55%	23%	17%	27%	61%
	Satisfied: 8-10	21%	23%	20%	10%	16%	34%	6%	4%	11%	11%
Total	Mean	6.2	6.3	6.1	6.3	5.7	6.5	6.3	6.4	6.0	4.4
	Base	400	198	201	113	126	160	134	85	181	18
Snow removal from roads	Not satisfied: 1-3	10%	9%	12%	6%	16%	9%	3%	1%	6%	12%
	4-7	43%	41%	46%	39%	40%	49%	11%	10%	22%	53%
	Satisfied: 8-10	46%	50%	42%	55%	44%	41%	18%	11%	17%	35%
Total	Mean	7.0	7.3	6.8	7.6	6.5	7.1	7.4	7.2	6.6	6.4
	Base	400	198	201	113	126	160	134	85	181	18
Public transit	Not satisfied: 1-3	6%	1%	11%	9%	6%	6%	1%	0%	5%	22%
	4-7	54%	58%	50%	67%	53%	45%	23%	13%	18%	33%
	Satisfied: 8-10	39%	40%	39%	25%	41%	50%	9%	8%	22%	44%
Total	Mean	8.4	8.6	8.3	8.3	8.1	8.8	8.3	8.7	8.4	8.5
	Base	400	198	201	113	126	160	134	85	181	18
Bicycle paths	Not satisfied: 1-3	13%	12%	16%	10%	12%	19%	4%	1%	8%	29%
	4-7	51%	50%	52%	52%	50%	51%	18%	14%	19%	43%
	Satisfied: 8-10	36%	39%	33%	37%	39%	31%	11%	9%	17%	29%
Total	Mean	7.7	7.5	7.8	7.6	7.2	8.2	8.0	7.6	7.5	6.5
	Base	400	198	201	113	126	160	134	85	181	18
Condition of city sidewalks	Not satisfied: 1-3	5%	3%	8%	4%		10%	2%	0%	3%	17%
	4-7	49%	51%	46%	67%	45%	38%	21%	10%	18%	56%
	Satisfied: 8-10	46%	46%	46%	29%	55%	52%	10%	12%	25%	28%
Total	Mean	7.1	7.2	7.1	6.7	7.5	7.1	6.6	7.5	7.4	5.8
	Base	400	198	201	113	126	160	134	85	181	18
Downtown parking	Not satisfied: 1-3	11%	12%	11%		13%	18%	3%	1%	7%	41%
	4-7	69%	70%	67%	96%	64%	53%	25%	17%	27%	18%
	Satisfied: 8-10	20%	18%	22%	4%	23%	29%	5%	4%	12%	41%
Total	Mean	6.1	6.0	6.2	6.1	5.9	6.3	6.4	5.9	6.0	5.9
	Base	400	198	201	113	126	160	134	85	181	18
Overall satisfaction with roads and transportation services	Not satisfied: 1-3	6%	6%	7%	5%	10%	4%	3%	1%	2%	17%
	4-7	67%	67%	66%	88%	59%	58%	22%	16%	28%	78%
	Satisfied: 8-10	27%	27%	27%	7%	31%	38%	8%	4%	15%	6%
Total	Mean	6.8	6.9	6.7	6.7	6.7	7.0	6.8	6.8	6.9	5.2
	Base	400	198	201	113	126	160	134	85	181	18

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?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
City beautification	Not satisfied: 1-3	3%	4%	1%	5%		3%	2%		1%	24%
	4-7	38%	42%	33%	40%	40%	34%	12%	9%	17%	41%
	Satisfied: 8-10	60%	54%	66%	56%	60%	63%	20%	12%	28%	35%
Total	Mean	7.8	7.5	8.1	7.8	7.9	7.8	7.7	8.1	7.7	6.2
	Base	400	198	201	113	126	160	134	85	181	18
Citizen engagement	Not satisfied: 1-3	5%	8%	3%		5%	9%	1%	0%	4%	13%
	4-7	63%	67%	59%	94%	61%	45%	20%	14%	29%	75%
	Satisfied: 8-10	32%	26%	38%	6%	34%	46%	8%	5%	19%	13%
Total	Mean	7.9	7.8	8.0	8.3	7.4	8.0	8.6	8.2	7.3	6.1
	Base	400	198	201	113	126	160	134	85	181	18
Land use planning	Not satisfied: 1-3	9%	10%	8%		12%	13%	2%	1%	5%	29%
	4-7	66%	67%	66%	83%	66%	53%	22%	16%	28%	71%
	Satisfied: 8-10	25%	24%	26%	17%	22%	34%	7%	7%	11%	
Total	Mean	7.7	7.2	8.1	7.7	7.2	8.0	7.9	7.5	7.6	5.7
	Base	400	198	201	113	126	160	134	85	181	18
Economic development	Not satisfied: 1-3	6%	7%	5%		12%	5%	2%		4%	23%
	4-7	66%	68%	65%	73%	71%	57%	18%	14%	34%	77%
	Satisfied: 8-10	28%	26%	30%	27%	17%	38%	10%	5%	13%	
Total	Mean	7.8	7.5	8.2	8.0	7.2	8.2	8.3	8.4	7.2	6.3
	Base	400	198	201	113	126	160	134	85	181	18
Air quality	Not satisfied: 1-3	3%	1%	5%	4%	1%	5%	0%	0%	3%	11%
	4-7	32%	28%	36%	20%	34%	39%	7%	8%	17%	56%
	Satisfied: 8-10	64%	70%	58%	76%	64%	56%	26%	13%	25%	33%
Total	Mean	7.8	8.1	7.5	8.3	7.9	7.4	8.2	7.8	7.5	6.3
	Base	400	198	201	113	126	160	134	85	181	18
Street maintenance	Not satisfied: 1-3	8%	7%	8%	9%	8%	7%	4%	1%	3%	24%
	4-7	61%	64%	58%	83%	58%	47%	23%	14%	24%	65%
	Satisfied: 8-10	31%	29%	34%	9%	34%	45%	7%	6%	18%	12%
Total	Mean	6.7	6.6	6.8	6.1	6.6	7.1	6.3	6.8	6.9	5.2
	Base	400	198	201	113	126	160	134	85	181	18
Regulatory bylaws including nuisance control, animal control, open air burning, noise, untidy-unsightly premises	Not satisfied: 1-3	6%	6%	6%	5%	6%	7%	2%	1%	4%	25%
	4-7	61%	60%	62%	62%	67%	56%	18%	14%	29%	56%
	Satisfied: 8-10	33%	34%	32%	33%	27%	37%	11%	8%	14%	19%
Total	Mean	7.0	7.0	7.1	7.2	6.9	7.0	7.3	7.2	6.8	5.9
	Base	400	198	201	113	126	160	134	85	181	18
Transit services	Not satisfied: 1-3	3%	1%	6%		4%	6%	1%	0%	2%	25%
	4-7	65%	70%	60%	91%	63%	48%	29%	14%	22%	50%
	Satisfied: 8-10	32%	29%	34%	9%	33%	47%	4%	7%	20%	25%
Total	Mean	8.5	8.6	8.5	8.6	7.9	8.9	8.2	8.7	8.6	8.4
	Base	400	198	201	113	126	160	134	85	181	18
Sidewalks	Not satisfied: 1-3	3%	2%	4%			8%	0%	0%	3%	11%
	4-7	59%	63%	55%	85%	51%	45%	24%	13%	22%	72%
	Satisfied: 8-10	38%	35%	41%	15%	49%	47%	9%	9%	20%	17%
Total	Mean	7.1	7.1	7.1	6.7	7.4	7.2	7.0	7.1	7.3	5.8
	Base	400	198	201	113	126	160	134	85	181	18

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

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Are there any new City services you would like to see introduced or increased?	No	40%	40%	39%	44%	35%	40%	11%	9%	20%	22%
	Not sure	26%	24%	27%	22%	27%	27%	10%	3%	12%	33%
	Bylaw enforcement, police patrols	8%	10%	5%	11%	5%	7%	3%	2%	2%	6%
	Parks	4%	7%	1%	9%	2%	2%	2%	2%	1%	6%
	Road maintenance	3%	6%	1%		7%	3%	1%	1%	1%	6%
	Transit	3%		7%	3%	3%	4%	2%	1%	1%	
	Services for homeless, addiction	3%	4%	2%	5%		4%	2%	0%	1%	
	Yes-other	2%	1%	3%		1%	5%	1%	0%	1%	6%
	Improve healthcare, new Hospital	2%	1%	4%	4%	3%	0%	0%		2%	
	Programs for youth and seniors	2%	0%	3%	3%	1%	2%		1%	1%	
	Parking	2%	2%	1%		5%	0%		0%	1%	
	Recycling, garbage	1%	0%	2%		3%	1%		1%	1%	11%
	Bypass, traffic flow	1%	1%	1%		2%	2%	0%	1%		
	Housing	1%	1%	0%			2%	0%	0%	0%	11%
	Public washrooms	1%	2%	0%		2%	0%	1%	0%		
	Bike path, bike lane, walking paths or trails	0%		1%		1%			0%		
	Electric Car charging centers	0%		0%			0%	0%			
Total	Base	400	198	201	113	126	160	134	85	181	18

How important are the following Other City Services?

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
City beautification	Not important: 1-3	3%	2%	3%		3%	4%	1%	1%	1%	22%
	4-7	38%	42%	34%	45%	38%	33%	10%	10%	18%	39%
	Important: 8-10	59%	55%	63%	55%	58%	63%	23%	10%	26%	39%
Total	Mean	7.7	7.5	7.8	7.7	7.6	7.7	8.1	7.3	7.6	6.1
	Base	400	198	201	113	126	160	134	85	181	18
Citizen engagement	Not important: 1-3	1%	0%	2%		1%	2%	0%	0%	1%	6%
	4-7	26%	27%	25%	15%	27%	33%	7%	7%	12%	35%
	Important: 8-10	73%	73%	73%	85%	72%	65%	25%	15%	33%	59%
Total	Mean	8.3	8.4	8.2	9.0	8.0	8.0	8.6	7.8	8.3	7.8
	Base	400	198	201	113	126	160	134	85	181	18
Land Use planning	Not important: 1-3	2%	2%	2%		5%	2%	0%	0%	1%	6%
	4-7	22%	26%	18%	18%	18%	27%	4%	8%	10%	29%
	Important: 8-10	76%	72%	80%	82%	77%	71%	29%	13%	34%	65%
Total	Mean	8.5	8.4	8.5	8.6	8.6	8.3	8.8	8.1	8.4	7.9
	Base	400	198	201	113	126	160	134	85	181	18
Economic development	Not important: 1-3	1%	1%	1%		1%	2%		0%	1%	6%
	4-7	20%	19%	20%	13%	18%	27%	4%	4%	12%	47%
	Important: 8-10	79%	80%	79%	87%	81%	71%	29%	18%	32%	47%
Total	Mean	8.5	8.6	8.5	8.8	8.7	8.3	9.0	8.5	8.3	7.3
	Base	400	198	201	113	126	160	134	85	181	18
Air quality	Not important: 1-3	1%	2%	1%		2%	2%	0%		1%	6%
	4-7	18%	22%	14%	23%	17%	13%	3%	5%	9%	39%
	Important: 8-10	81%	76%	86%	77%	81%	84%	30%	17%	35%	56%
Total	Mean	8.8	8.6	9.0	9.0	8.7	8.7	9.1	8.6	8.6	7.6
	Base	400	198	201	113	126	160	134	85	181	18
Street maintenance	Not important: 1-3	0%		1%			1%			0%	6%
	4-7	17%	16%	17%	18%	21%	13%	6%	2%	9%	39%
	Important: 8-10	83%	84%	82%	82%	79%	87%	28%	19%	36%	56%
Total	Mean	8.4	8.4	8.3	8.2	8.3	8.6	8.2	8.6	8.3	7.5
	Base	400	198	201	113	126	160	134	85	181	18
Regulatory bylaws including nuisance control, animal control, open air burning, noise, untidy-unsightly premises	Not important: 1-3	1%		2%		3%		0%	0%		6%
	4-7	26%	27%	25%	37%	20%	23%	7%	7%	12%	44%
	Important: 8-10	73%	73%	73%	63%	77%	77%	26%	14%	33%	50%
Total	Mean	8.2	8.3	8.0	7.9	8.1	8.4	8.4	7.6	8.3	7.7
	Base	400	198	201	113	126	160	134	85	181	18
Transit services	Not important: 1-3	2%	2%	1%		2%	3%	0%		1%	14%
	4-7	27%	37%	17%	34%	30%	18%	7%	9%	11%	29%
	Important: 8-10	71%	61%	82%	66%	68%	79%	28%	14%	29%	57%
Total	Mean	8.3	7.9	8.7	7.7	8.2	8.8	8.6	7.6	8.4	7.8
	Base	400	198	201	113	126	160	134	85	181	18
Sidewalks	Not important: 1-3	1%	1%	1%		2%	1%	0%	1%	0%	6%
	4-7	22%	27%	17%	23%	28%	16%	4%	5%	13%	39%
	Important: 8-10	77%	72%	82%	77%	70%	83%	29%	16%	32%	56%
Total	Mean	8.3	8.3	8.4	8.3	8.0	8.6	8.6	8.0	8.3	7.3
	Base	400	198	201	113	126	160	134	85	181	18

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

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
If you had to make a choice regarding City service levels, what would your choice be?	Maintain or increase existing services by incr. tax rates	28%	25%	32%	33%	25%	27%	8%	6%	14%	22%
	Maintain or increase existing services by incr. user fees	43%	50%	37%	46%	45%	41%	16%	12%	16%	39%
	Reduce services in order to maintain current tax rates	18%	18%	18%	13%	22%	18%	5%	3%	10%	17%
	No opinion	10%	7%	13%	8%	8%	14%	4%	0%	6%	22%
Total	Base	400	198	201	113	126	160	134	85	181	18

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Which services would you like reduced?	No services- use money more efficiently	44%	54%	34%	65%	45%	32%	17%	1%	26%	67%
	All services	19%	14%	24%		22%	25%		7%	12%	
	Bylaw Enforcement	17%	24%	11%	35%	17%	8%	12%	5%		33%
	Not Sure	12%	5%	19%		6%	25%	1%	3%	8%	
	Garbage and recycling services	6%		11%		6%	8%				6%
	Other	2%	3%	2%		4%	3%				2%
	Protective Services										33%
Total	Responses	72	35	37	15	28	29	22	12	39	4
	Base	72	35	37	15	28	29	22	12	39	3

Base: Respondents who want services reduced

Column percentages may exceed 100% because multiple answers given

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Have you had any personal contact either in-person, on the phone, by email or fax with a City of Duncan employee over the last 12 months?	Yes	34%	42%	26%	45%	38%	23%	13%	11%	10%	67%
	No	66%	58%	74%	55%	62%	77%	20%	11%	35%	33%
	Not sure	0%		0%			0%			0%	
Total	Base	400	198	201	113	126	160	134	85	181	18

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
What method(s) did you use to contact the City of Duncan employee?	Telephone	50%	46%	57%	37%	58%	59%	19%	21%	10%	50%
	E-mail	28%	34%	19%	47%	16%	19%	8%	10%	10%	33%
	In person at City Hall or Public Works office	26%	21%	35%	30%	22%	27%	13%	7%	6%	42%
	In person in community-at home, on street, at meeting	11%	16%	4%		23%	11%	1%	2%	9%	25%
	Mail	1%	1%	1%			5%	1%		1%	
Total	Responses	160	99	61	58	57	44	57	53	49	18
	Base	136	84	52	51	48	36	52	43	41	12

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?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
During your most recent contact with a City of Duncan employee, what type of service were you seeking?	Bylaws (parking, animal control)	27%	28%	24%	21%	30%	31%	8%	12%	7%	25%
	Public works (snow removal, garbage collection, road repair)	19%	25%	10%	24%	17%	15%	2%	10%	7%	33%
	Finance (payment of taxes, utilities)	20%	12%	32%	15%	18%	28%	10%	2%	8%	8%
	General information	10%	10%	9%	13%	10%	5%	5%		4%	8%
	Building Permits	9%	11%	6%	14%	10%	2%	1%	7%	2%	
	Planning (zoning, development permits)	6%	5%	7%	13%		5%	5%	1%		8%
	Garbage, recycling	5%	5%	6%		12%	4%	5%			
	Information related to Council meetings, agendas	3%	2%	5%		4%	7%	1%		2%	8%
	Other	1%	1%				3%			1%	
	Dog License										8%
Total	Base	136	84	52	51	48	36	52	43	41	12

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?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Friendliness	Poor: 1-3	5%	1%	12%	9%	4%	2%	1%		4%	8%
	4-7	7%	5%	11%		8%	16%	1%	2%	4%	8%
	Excellent: 8-10	88%	94%	78%	91%	88%	82%	36%	30%	23%	83%
Total	Mean	8.7	9.0	8.3	8.7	8.9	8.7	8.6	9.3	8.3	8.2
	Base	136	84	52	51	48	36	52	43	41	12
Level of knowledge	Poor: 1-3	6%	1%	13%	9%	4%	4%	2%		4%	8%
	4-7	8%	5%	12%		10%	15%	3%	2%	2%	17%
	Excellent: 8-10	87%	94%	75%	91%	86%	81%	33%	30%	24%	75%
Total	Mean	8.5	8.8	7.9	8.6	8.3	8.6	8.4	9.0	8.1	7.9
	Base	136	84	52	51	48	36	52	43	41	12
Competent	Poor: 1-3	6%	1%	13%	9%	4%	4%	2%		4%	8%
	4-7	9%	8%	9%		14%	13%	4%	2%	3%	8%
	Excellent: 8-10	86%	90%	78%	91%	82%	82%	33%	30%	23%	83%
Total	Mean	8.6	9.0	8.1	8.7	8.5	8.6	8.5	9.0	8.3	7.7
	Base	136	84	52	51	48	36	52	43	41	12
Treated you fairly	Poor: 1-3	6%	1%	13%	9%	4%	4%	2%		4%	
	4-7	6%	5%	8%		8%	11%	1%	2%	3%	25%
	Excellent: 8-10	88%	94%	79%	91%	88%	84%	36%	30%	23%	75%
Total	Mean	8.7	9.0	8.2	8.8	8.7	8.7	8.8	9.0	8.3	8.1
	Base	136	84	52	51	48	36	52	43	41	12
Staff went the extra mile to make sure I got what I needed	Poor: 1-3	7%	1%	16%	9%	4%	8%	3%		4%	8%
	4-7	14%	11%	19%		23%	21%	5%	4%	5%	50%
	Excellent: 8-10	79%	88%	65%	91%	73%	71%	30%	28%	21%	42%
Total	Mean	8.2	8.6	7.5	8.4	8.0	8.0	8.1	8.6	7.8	6.9
	Base	136	84	52	51	48	36	52	43	41	12

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?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Which City amenities or services have you appreciated the most during the pandemic?	Parks	38%	38%	38%	45%	45%	28%	15%	11%	12%	67%
	Trails	35%	36%	35%	56%	35%	21%	15%	9%	11%	61%
	None, Not Applicable	30%	26%	33%	24%	23%	39%	9%	5%	16%	
	Riverfront path	25%	26%	25%	31%	35%	13%	10%	7%	9%	33%
	Sidewalks	15%	15%	15%	20%	8%	16%	5%	6%	4%	22%
	Bike lanes	12%	16%	9%	18%	16%	5%	5%	3%	4%	11%
	Outdoor washrooms	9%	9%	8%	10%	10%	7%	2%	4%	3%	11%
	Playgrounds	5%	8%	3%	6%	8%	3%	1%	2%	2%	17%
	Tennis, Pickleball courts	4%	5%	3%		10%	3%	1%	1%	2%	6%
	Garbage, recycling	2%	3%	1%	3%	1%	2%	1%		1%	
	Other	1%	0%	2%			3%	0%		1%	
	Pool, Rec Center	1%		2%			2%			1%	
	Transit	1%	1%	1%		1%	1%		0%	0%	
Total	Responses	710	361	350	243	241	227	257	195	259	41
	Base	400	198	201	113	126	160	134	85	181	18

Column percentages may exceed 100% because multiple answers given

How satisfied are you with the steps the City has taken to provide the following services during the pandemic?

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Online council meetings	Not at all satisfied	3%	6%		6%	3%			2%	1%	
	Not satisfied	2%	3%	2%		3%	4%		0%	2%	
	Somewhat satisfied	25%	31%	18%	29%	25%	21%	7%	5%	12%	22%
	Very satisfied	12%	10%	14%	18%	14%	7%	6%	3%	3%	50%
	Don't know	58%	50%	65%	47%	54%	68%	21%	10%	27%	28%
Total	Base	400	198	201	113	126	160	134	85	181	18
Online community consultation (presentations, surveys, neighbourhood information sessions)	Not at all satisfied	4%	7%		6%	6%			2%	2%	6%
	Not satisfied	2%	2%	2%		4%	2%	0%	1%	1%	17%
	Somewhat satisfied	30%	32%	29%	45%	28%	23%	10%	8%	13%	39%
	Very satisfied	6%	6%	5%		10%	7%	1%	1%	4%	17%
	Don't know	58%	52%	64%	49%	53%	68%	22%	10%	25%	22%
Total	Base	400	198	201	113	126	160	134	85	181	18
City adjusting to public health orders	Not at all satisfied	0%		1%		1%			0%		
	Not satisfied	4%	5%	3%	5%	4%	3%	1%	0%	2%	
	Somewhat satisfied	31%	30%	32%	28%	33%	32%	9%	6%	15%	50%
	Very satisfied	40%	40%	41%	47%	44%	33%	15%	10%	15%	33%
	Don't know	24%	25%	23%	20%	18%	32%	8%	4%	12%	17%
Total	Base	400	198	201	113	126	160	134	85	181	18
Economic development resources, support	Not at all satisfied	2%	2%	2%		4%	2%		1%	1%	
	Not satisfied	2%	2%	3%		5%	2%	1%	0%	2%	
	Somewhat satisfied	28%	33%	22%	21%	29%	31%	4%	7%	16%	39%
	Very satisfied	9%	12%	5%	14%	6%	7%	2%	2%	4%	
	Don't know	60%	51%	68%	64%	56%	59%	26%	11%	22%	61%
Total	Base	400	198	201	113	126	160	134	85	181	18
Building and development resources, support	Not at all satisfied	1%	3%			4%				1%	6%
	Not satisfied	3%	3%	2%		3%	5%	0%	1%	2%	6%
	Somewhat satisfied	26%	30%	21%	20%	30%	26%	5%	4%	16%	33%
	Very satisfied	10%	13%	7%	20%	6%	6%	3%	3%	4%	6%
	Don't know	61%	51%	70%	60%	57%	63%	25%	13%	22%	50%
Total	Base	400	198	201	113	126	160	134	85	181	18
Continued major construction	Not at all satisfied	1%	1%	0%		2%	1%		0%	1%	6%
	Not satisfied	2%	2%	3%		4%	3%	0%	0%	2%	6%
	Somewhat satisfied	39%	44%	34%	37%	36%	44%	9%	10%	21%	39%
	Very satisfied	11%	15%	6%	14%	10%	9%	3%	2%	5%	22%
	Don't know	47%	37%	56%	49%	48%	43%	21%	8%	17%	28%
Total	Base	400	198	201	113	126	160	134	85	181	18
Community updates (newspaper, radio, TV, social media, advertising)	Not at all satisfied	1%	2%	1%		4%			0%	1%	
	Not satisfied	1%		2%		1%	1%		0%	1%	11%
	Somewhat satisfied	34%	37%	30%	37%	25%	38%	8%	8%	17%	44%
	Very satisfied	44%	42%	45%	50%	49%	35%	19%	9%	16%	33%
	Don't know	21%	19%	22%	13%	21%	26%	6%	4%	10%	11%
Total	Base	400	198	201	113	126	160	134	85	181	18

How satisfied are you with the steps the City has taken to provide the following services during the pandemic?

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Safety signs	Not at all satisfied	1%		1%		1%	0%		0%	0%	
	Not satisfied	0%		1%		1%				0%	6%
	Somewhat satisfied	38%	44%	31%	41%	29%	42%	13%	7%	17%	44%
	Very satisfied	40%	37%	44%	42%	47%	34%	15%	9%	16%	33%
	Dont know	21%	19%	23%	17%	21%	24%	5%	4%	11%	17%
Total	Base	400	198	201	113	126	160	134	85	181	18
Safety protocols in City facilities	Not satisfied	0%		1%			1%			0%	
	Somewhat satisfied	29%	30%	28%	30%	22%	34%	10%	5%	14%	39%
	Very satisfied	45%	46%	43%	57%	47%	34%	17%	10%	17%	44%
	Dont know	26%	24%	28%	13%	31%	31%	6%	6%	14%	17%
Total	Base	400	198	201	113	126	160	134	85	181	18
Increased use of telephone, email and online meetings to connect with City representatives	Not at all satisfied	1%	1%	1%		2%	1%			1%	
	Not satisfied	3%	2%	4%	5%	2%	2%	1%		2%	
	Somewhat satisfied	27%	29%	26%	32%	30%	22%	7%	8%	12%	44%
	Very satisfied	14%	16%	12%	18%	10%	13%	5%	3%	6%	28%
	Dont know	55%	52%	58%	45%	56%	62%	22%	10%	24%	28%
Total	Base	400	198	201	113	126	160	134	85	181	18
Reduced access to City facilities in alignment with provincial health orders	Not at all satisfied	0%		1%			1%		0%		
	Not satisfied	1%		3%		1%	2%		0%	1%	11%
	Somewhat satisfied	42%	41%	43%	40%	48%	38%	16%	8%	18%	44%
	Very satisfied	21%	25%	18%	22%	20%	22%	6%	6%	9%	33%
	Dont know	35%	34%	35%	38%	31%	36%	12%	6%	17%	11%
Total	Base	400	198	201	113	126	160	134	85	181	18
Protective barriers in City facilities in alignment with provincial health orders	Not at all satisfied	0%		0%			0%		0%		
	Not satisfied	3%	4%	3%	12%			2%		1%	
	Somewhat satisfied	34%	33%	35%	36%	29%	36%	13%	5%	15%	50%
	Very satisfied	37%	39%	35%	35%	48%	30%	13%	10%	14%	33%
	Dont know	26%	25%	26%	18%	23%	33%	6%	6%	14%	17%
Total	Base	400	198	201	113	126	160	134	85	181	18
Education and enforcement by RCMP and Bylaw Officers	Not at all satisfied	1%	1%	1%		3%	0%		0%	1%	6%
	Not satisfied	1%	1%	2%		2%	2%	0%		1%	11%
	Somewhat satisfied	40%	43%	36%	53%	38%	31%	14%	9%	17%	28%
	Very satisfied	17%	20%	15%	16%	15%	20%	4%	3%	10%	28%
	Dont know	41%	35%	46%	31%	42%	46%	15%	9%	16%	28%
Total	Base	400	198	201	113	126	160	134	85	181	18
Reduced service levels to offset revenue loss and minimize property tax increases	Not at all satisfied	0%		1%		1%			0%		6%
	Not satisfied	2%	2%	3%		2%	4%	0%	1%	1%	22%
	Somewhat satisfied	37%	46%	29%	31%	45%	36%	9%	9%	20%	50%
	Very satisfied	8%	8%	8%	6%	6%	11%	2%	3%	3%	
	Dont know	52%	44%	60%	63%	46%	49%	23%	8%	21%	22%
Total	Base	400	198	201	113	126	160	134	85	181	18

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
What do you think is the most important environmental concern for the City of Duncan?	Air quality	23%	19%	28%	16%	10%	39%	6%	4%	14%	6%
	Too many cars	21%	17%	25%	23%	28%	14%	8%	8%	5%	28%
	Water quality	10%	12%	8%	21%	7%	5%	4%	1%	5%	11%
	Water supply	8%	11%	6%	5%	17%	4%	3%	2%	4%	28%
	Garbage, recycling	6%	7%	6%	9%	8%	3%	1%	2%	3%	
	Not sure	5%	5%	4%	3%	6%	5%	0%	1%	3%	
	None	5%	4%	6%		5%	8%	1%	1%	3%	6%
	Climate change	5%	4%	6%	11%	2%	3%	4%	0%	1%	
	Homeless cause mess, needles	5%	3%	6%		7%	6%	0%		4%	
	Food	4%	6%	2%	6%	2%	4%	3%	0%	1%	11%
	Improve public transit	3%	5%	1%	6%		2%		2%	1%	6%
	Land use, maintain green space	2%	3%	2%		3%	3%	1%		2%	
	Other	2%	2%	2%		2%	3%	1%		1%	
	Population growth, pollution	1%	1%			2%		1%			
	Natural disaster, forest fire	1%	1%			2%				1%	
	Sewage	0%	1%			1%	1%			0%	
	Wildlife	0%		1%			1%	0%			
Invasive plants										6%	
Total	Base	400	198	201	113	126	160	134	85	181	18

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
How do you learn about local government issues?	Local newspaper	52%	44%	60%	24%	56%	69%	13%	13%	27%	61%
	Internet, Online	33%	39%	27%	56%	32%	18%	11%	9%	13%	33%
	Word of mouth: neighbors, friends	18%	19%	17%	20%	22%	14%	5%	4%	9%	39%
	TV	16%	12%	20%	9%	16%	22%	6%	2%	9%	6%
	Radio	11%	9%	13%	13%	13%	9%	3%	3%	5%	17%
	City website	10%	8%	12%	17%	12%	4%	7%	1%	2%	44%
	"City Facebook page"	9%	12%	5%	18%	8%	2%	5%	2%	2%	33%
	Don't learn about government issues	8%	7%	8%	13%	7%	4%	5%	1%	2%	
	Community organization	2%	5%	0%	6%		2%		2%	0%	6%
	Contact member of City staff	2%	4%	0%		2%	4%	0%	1%	1%	6%
	Newsletter, flyer, mail	2%	2%	2%	2%		4%	0%	1%	1%	
	Don't know	1%	1%	2%			4%	0%	0%	1%	
	Social media	1%	0%	1%		1%	1%	0%		0%	
Total	Responses	663	324	338	200	213	249	225	154	284	44
	Base	400	198	201	113	126	160	134	85	181	18

Column percentages may exceed 100% because multiple answers given

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Do you have access to the Internet, with an email?	At home	82%	85%	79%	91%	91%	68%	28%	19%	34%	78%
	On a smart phone	40%	43%	36%	61%	47%	18%	16%	10%	13%	67%
	At work	30%	38%	23%	53%	41%	6%	12%	10%	9%	33%
	No access	14%	14%	14%		6%	31%	4%	2%	8%	
Total	Responses	663	357	306	233	233	197	238	168	257	32
	Base	400	198	201	113	126	160	134	85	181	18

Column percentages may exceed 100% because multiple answers given

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Which of the following would you consider using to interact with the City of Duncan?	Email	63%	63%	63%	77%	73%	45%	21%	16%	26%	67%
	City website	49%	50%	48%	65%	52%	36%	17%	13%	19%	50%
	Facebook	28%	28%	28%	57%	22%	13%	11%	7%	10%	28%
	None	18%	18%	17%		10%	37%	5%	3%	10%	
Total	Responses	632	315	317	225	198	209	219	155	258	26
	Base	400	198	201	113	126	160	134	85	181	18

Column percentages may exceed 100% because multiple answers given

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Have you visited the City website?	Yes	53%	56%	51%	76%	55%	36%	19%	14%	20%	94%
	No	47%	44%	49%	24%	45%	64%	15%	7%	25%	6%
Total	Base	400	198	201	113	126	160	134	85	181	18

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Have you read the City Newsletter?	Yes	49%	51%	46%	48%	46%	52%	16%	12%	20%	72%
	No	51%	49%	54%	52%	54%	48%	17%	9%	25%	28%
Total	Base	400	198	201	113	126	160	134	85	181	18

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
In general, how do you feel about the amount of information provided by the City?	Too much information provided	0%		0%			0%			0%	
	Adequate information provided	76%	77%	75%	74%	80%	73%	26%	17%	32%	61%
	Too little information provided	10%	12%	9%	6%	7%	16%	2%	2%	6%	28%
	Not sure	14%	12%	16%	20%	13%	10%	5%	2%	7%	11%
Total	Base	400	198	201	113	126	160	134	85	181	18

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
What information would you like to receive?	General information, provide information quicker	25%	29%	21%		41%	26%	4%	2%	20%	20%
	Spending, development, zoning, planning	20%	17%	25%		31%	22%	8%	2%	11%	80%
	Online updates, social media	11%	19%		55%	10%		2%	8%		
	Council meetings	8%	8%	8%			13%			8%	
	Other	8%	4%	12%			13%	2%	4%	2%	
	How to volunteer	7%		16%	45%					7%	
	Not sure	6%		13%		8%	6%		4%	2%	
	Policing, crime	4%	8%				7%			4%	
	Provide option for input from Residents	4%	8%				7%	2%		2%	
	Taxes	4%	4%	4%			7%	2%		2%	
	Bylaws	2%	4%			10%		2%			
Total	Base	42	24	18	7	10	26	9	8	24	5

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
What are the best methods for the City of Duncan to communicate information to you?	Local newspaper-news articles	33%	30%	36%	18%	40%	39%	9%	8%	17%	50%
	Email	33%	33%	33%	40%	31%	29%	10%	7%	16%	50%
	Local newspaper-advertisements	17%	17%	17%	14%	24%	13%	8%	4%	6%	22%
	Social media	16%	17%	15%	34%	14%	5%	5%	4%	7%	44%
	City website	14%	19%	9%	18%	21%	5%	7%	3%	5%	50%
	Newsletter, mail	12%	9%	16%	8%	8%	19%	4%	1%	7%	
	Internet, general	11%	17%	5%	20%	14%	3%	8%	2%	1%	44%
	Don't know, not sure	7%	6%	9%	4%	6%	11%	2%	0%	5%	
	Radio	7%	5%	9%	8%	12%	3%	2%	2%	3%	28%
	TV	5%	1%	8%	4%	3%	7%	2%	1%	2%	6%
	City news subscription -through website	3%	2%	4%	4%	4%	2%	1%	1%	1%	22%
	Online public engagement	2%	2%	2%		6%	0%	1%	1%		17%
	Contact member of City staff	2%	2%	1%		4%	1%	1%	0%		6%
	Not interested	1%	1%	1%		2%	1%	0%		1%	
	Other	1%	0%	1%		1%	1%	0%		0%	
	Through a community organization	0%		1%			1%			0%	6%
	Phone	0%		1%			1%	0%	0%		
Word of mouth-neighbours, friends	0%	0%				1%			0%	6%	
Contact member of City Council										11%	
Total	Responses	660	320	340	194	238	228	243	136	280	65
	Base	400	198	201	113	126	160	134	85	181	18

Column percentages may exceed 100% because multiple answers given

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
How long have you lived in the City of Duncan?	1-2 yrs	7%	10%	4%	13%	7%	3%	7%			12%
	3-5 yrs	11%	10%	11%	15%	10%	8%	11%			6%
	6-10 yrs	16%	14%	18%	27%	11%	11%	16%			18%
	11-20 yrs	21%	22%	21%	22%	24%	18%		21%		18%
	20-40 yrs	25%	21%	29%	19%	24%	30%			25%	47%
	41+ yrs	20%	23%	17%	4%	24%	29%			20%	
Total	Count	400	198	201	113	126	160	134	85	181	17

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Which of the following age groups do you fall into?	18-24	6%	11%	2%	23%			2%	1%	3%	6%
	25-34	7%	9%	4%	24%			4%	2%	1%	6%
	35-44	15%	17%	13%	54%			9%	3%	3%	17%
	45-54	12%	12%	11%		38%		5%	4%	3%	6%
	55-64	20%	22%	18%		62%		4%	4%	12%	22%
	65 years or older	40%	29%	51%			100%	9%	7%	24%	33%
	Refused										
Total	Base	400	198	201	113	126	160	134	85	181	18

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Do you rent or own your place of residence?	Own	75%	72%	79%	58%	85%	80%	21%	16%	38%	83%
	Rent	24%	28%	19%	42%	14%	19%	12%	5%	7%	17%
	Refused	1%		2%		1%	1%	0%		0%	
Total	Base	400	198	201	113	126	160	134	85	181	18

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Which of the following do you live in?	Single detached house	67%	75%	59%	71%	74%	58%	17%	15%	35%	44%
	Apartment or condo	18%	12%	24%	13%	12%	26%	10%	4%	4%	33%
	Townhome or duplex	8%	3%	12%	12%	4%	7%	5%	0%	3%	22%
	Basement suite	1%	1%	1%		3%				1%	
	Mobile home	2%	1%	2%		1%	3%	1%	0%	1%	
	Other	4%	8%	1%	5%	3%	5%	1%	2%	1%	
	Refused	1%		2%		1%	1%	0%		0%	
Total	Base	400	198	201	113	126	160	134	85	181	18

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
What is your current employment status?	Employed full time	34%	45%	23%	68%	45%		14%	10%	10%	50%
	Employed part time	9%	10%	8%	14%	14%	2%	4%	1%	3%	11%
	Self-employed	8%	5%	11%	8%	14%	4%	2%	2%	4%	
	Retired	44%	35%	53%		19%	95%	9%	9%	26%	33%
	Homemaker	2%		3%	4%	1%		1%		0%	
	Unemployed	0%		1%		1%				0%	
	Other	3%	6%	1%	6%	5%		2%		1%	
	Refused	0%		1%		1%		0%			6%
Total	Base	400	198	201	113	126	160	134	85	181	18

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
What is your postal code?	Refused	11%	12%	10%	19%	6%	10%	5%	3%	3%	39%
	V9L	89%	88%	90%	81%	94%	90%	28%	19%	42%	61%
Total	Base	400	198	201	113	126	160	134	85	181	18

		Total	Gender		Age			Years lived in Duncan?			Online
			Male	Female	18-44	45-64	65+	1-10 yrs	11-20 yrs	20+ yrs	
Gender	Male	50%	100%		65%	54%	36%	17%	11%	22%	33%
	Female	50%		100%	35%	46%	64%	16%	11%	23%	50%
	Prefer not to answer										17%
Total	Base	400	198	201	113	126	160	134	85	181	18