



DISCOVERY RESEARCH



Detailed Report on Findings

Prepared For: *City of Duncan*

Prepared By: *Discovery Research*

Date: *June 2023*

Executive Summary

A mail survey was conducted with a random sample of 1500 Duncan residents in May 2023. Residents were asked to rate their satisfaction with the services provided by the City of Duncan.

Most important issues facing Duncan – Crime, Safety, Homelessness, Drugs

Sixty-six percent indicated that *crime, safety, homelessness & drugs* was the most important issue facing the City of Duncan. This issue has trended upwards since the 2014 level of 7%.

Safety a concern

Seventy-three percent of respondents indicated that compared to 5 years ago, they feel Duncan is less safe.

Quality of life in Duncan declining

The average rating given by Duncan residents for the overall quality of life in Duncan was 6.8 on a 10-point scale. This rating has been trending downwards since the 2016 level of 8.0.

Satisfaction with Services lower in 2023

Satisfaction levels with the services provided by the City of Duncan were lower this year. It is possible respondents provided lower ratings as a reflection of the worsening homelessness issues facing the city.

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 environmental concern facing Duncan – Homeless cause mess

Twenty percent felt the most important environmental concern for the City of Duncan is that the Homeless cause mess & leave needles.

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Introduction

In May of 2023, the City of Duncan conducted a comprehensive mail 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 2023 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 survey and makes comparisons with an equivalent survey conducted in 2021, 2019, 2016 and 2014.

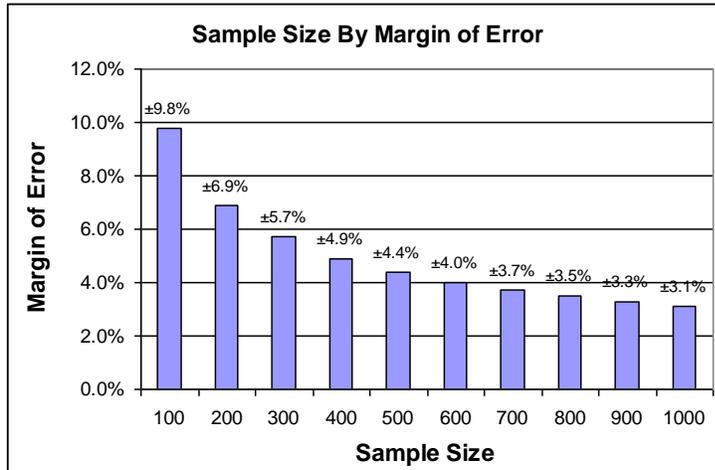
Objectives

The 2023 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.**

Methodology

A random sample of 381 Duncan residents completed a mail survey in May 2023. 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 381 will be accurate within **±4.8%**, at the 95% confidence interval (19 times out of 20).

Weighting

Duncan's actual population distribution by age was taken from the 2021 Canadian census results. The sample statistics have been weighted to match the age distribution of the entire population of Duncan.

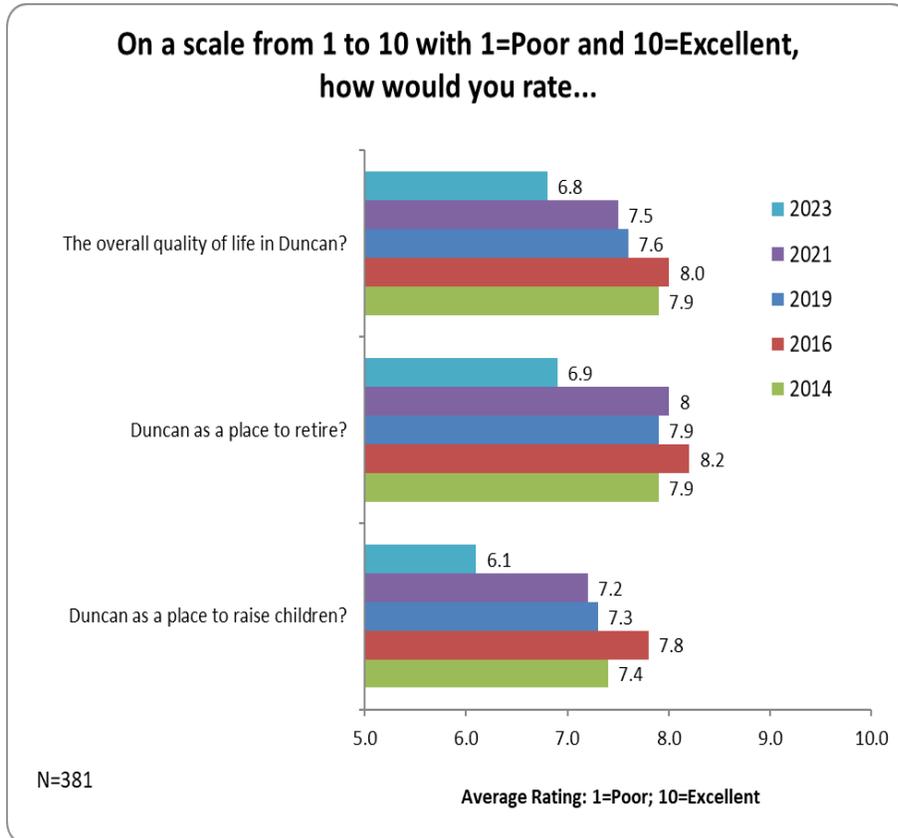
Age	Population from 2021 Census	Unweighted Sample	Weighted Sample
18-44	30%	18%	30%
45-64	28%	33%	28%
65+	42%	49%	42%

Comparisons with past Citizen Surveys

In 2021, 2019, 2016 and 2014, the City of Duncan completed telephone surveys with 400 Duncan residents. In 2023, a mail survey methodology was utilized. Both the telephone and mail methodology are based on random sampling and generate representative samples. Throughout this report, we will compare results with previous years when applicable.

Section 1 – Living in Duncan

Q1. Quality of life in Duncan

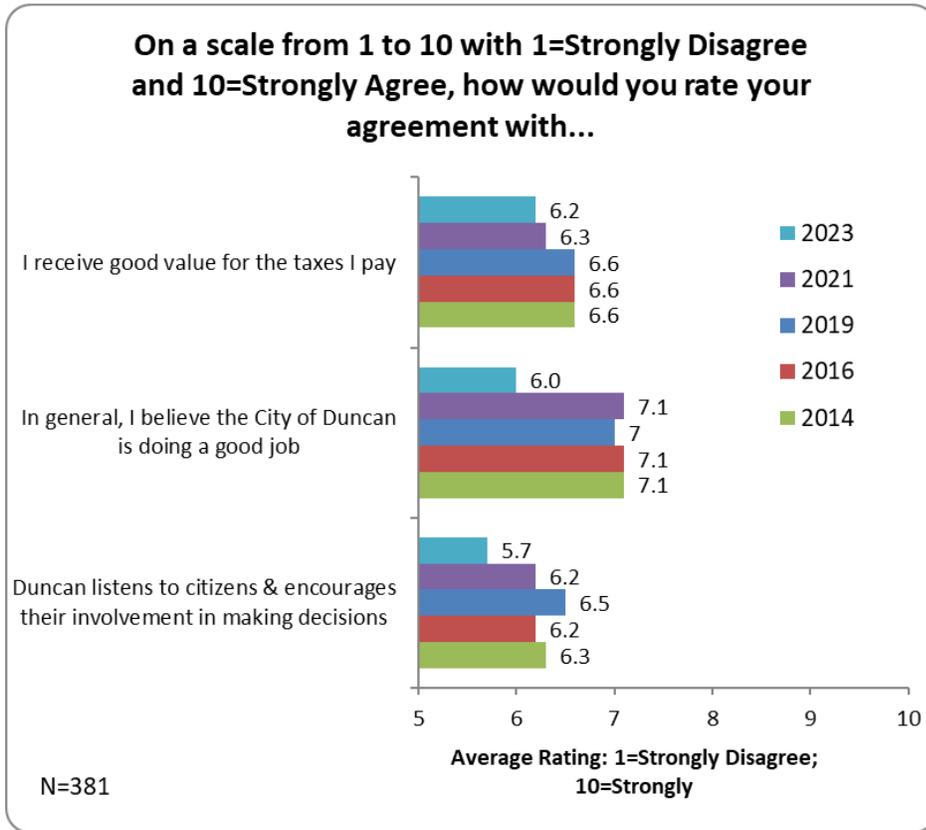


The average rating was **6.8** for *the overall quality of life in Duncan* on a 10-point scale, with 1 equal to poor and 10 equal to excellent.

The average rating for *Duncan as a place to retire* was **6.9**.

Citizens gave an average rating of **6.1** this year for *Duncan as a place to raise children*.

Q2. City of Duncan

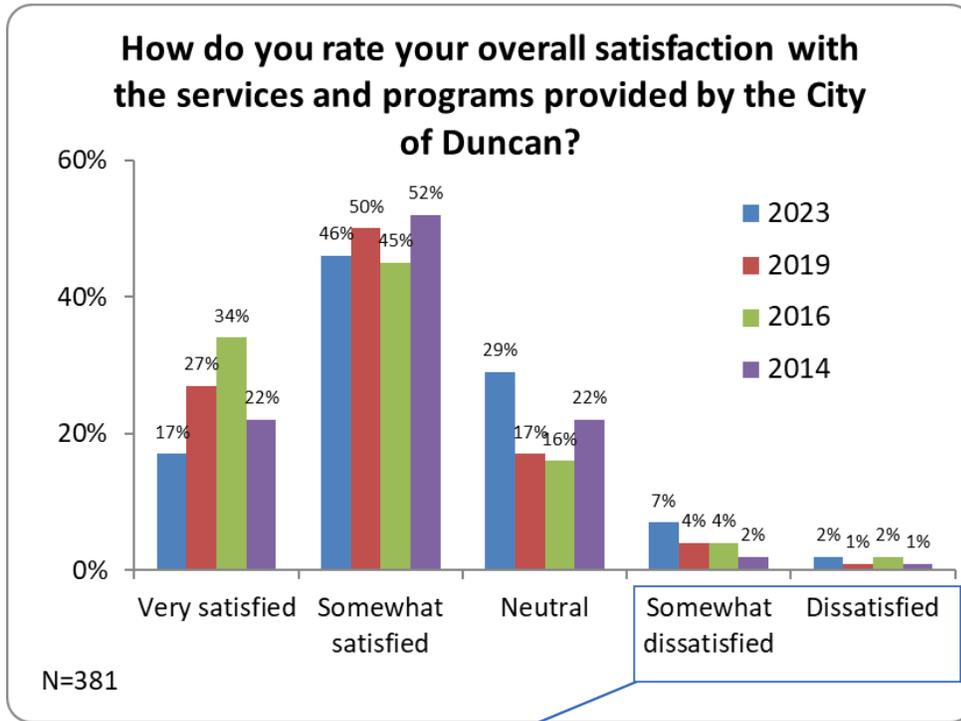


The agreement rating was **6.2** for *I receive good value for the taxes I pay*.

In general, I believe the City of Duncan is doing a good job received a rating of **6.0** in 2023.

Duncan listens to citizens and encourages their involvement in making decisions received an agreement rating of **5.7**.

Q3. Overall Satisfaction



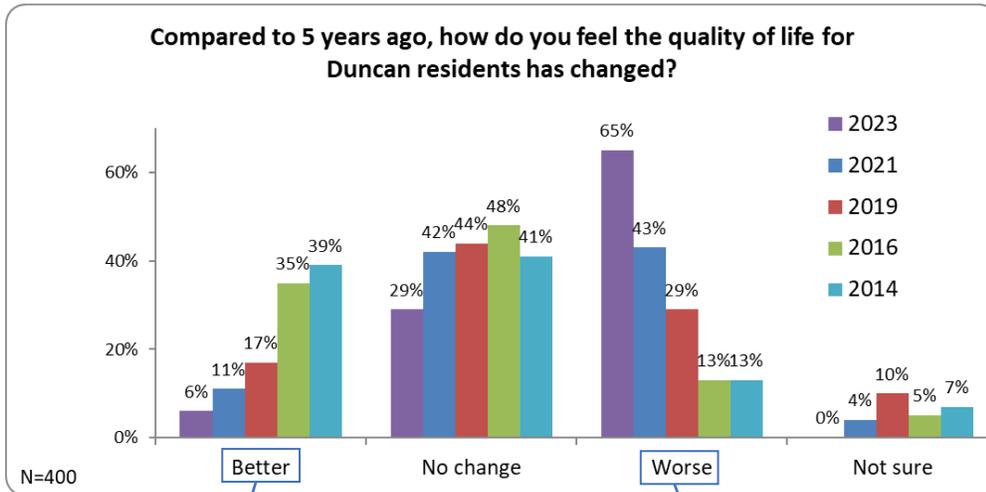
Seventeen percent of respondents were *very satisfied* and **46%** were *somewhat satisfied* with the services and programs provided by the City of Duncan.

Q3b. Reasons for Dissatisfaction

Why are you dissatisfied?	2023	2021	2019	2016	2014
Homeless, crime	24%	5%	37%	10%	
Council does not listen to Citizens	15%	16%	7%	14%	40%
Reduction in services, lack of services	15%	43%	5%	25%	25%
Recycling, Garbage collection services	15%	5%	6%	9%	12%
Roads	12%	12%		5%	14%
Service too costly, taxes too high	6%		3%	11%	
Other	3%	6%	7%	11%	
Rapid growth, lagging infrastructure	3%	6%	3%	9%	
Bylaw enforcement	3%			3%	5%
Transit	3%		4%	13%	13%
Traffic, speeding		32%			
Not sure			21%		
Tree, grass maintenance lacking			4%		
Sidewalks			3%		
Base	28	17	27	21	14

The 28 respondents that were dissatisfied with the overall services and programs provided by the City of Duncan were asked *why they are dissatisfied?* Twenty-four percent indicated *homelessness and the crime associated with homelessness*.

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



Only 6% percent feel the *quality of life for Duncan Residents has gotten better* compared to 5 years ago. In 2023, **29%** felt the quality of life has *not changed* and **65%** felt the quality of life was *worse*. The rating for *quality of life* has trended negatively since 2016.

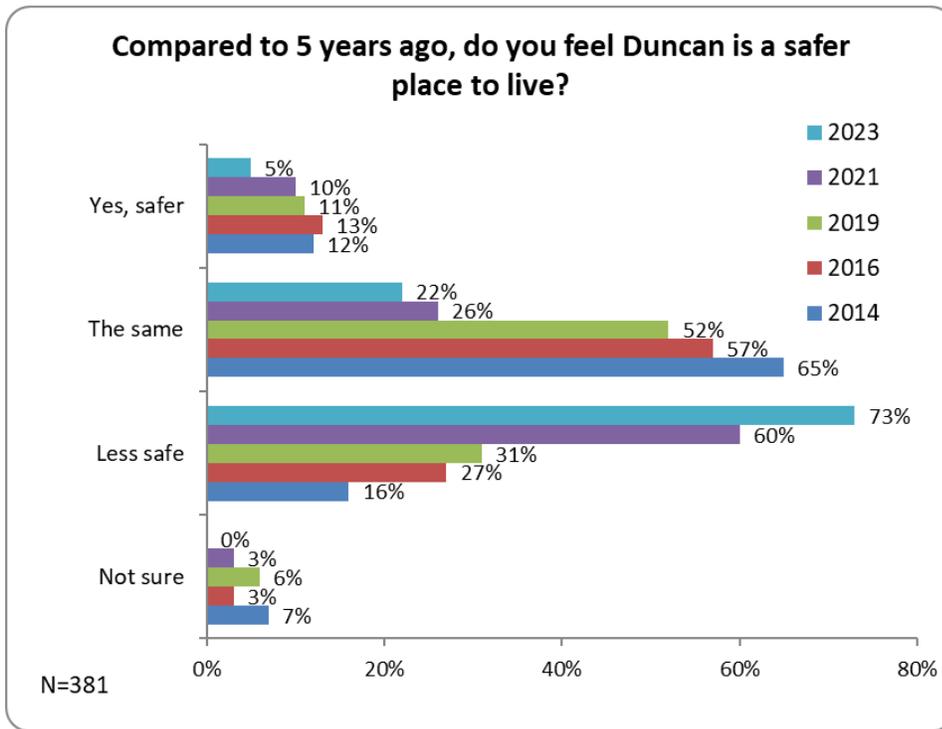
Why do you feel the quality of life in Duncan is BETTER compared to 5 years ago?	2023
Downtown - more activity\business	29%
Better care for Homeless	17%
Did not specify	17%
Other	8%
Promote multicultural community	8%
Parks	8%
Road conditions	4%
Better communication with Council	4%
Housing	4%
Base	20

Among the 20 respondents that felt the quality of life has improved in the past 5 years, **29%** felt it improved because of *increased activity in the downtown core*.

Why do you feel the quality of life in Duncan is WORSE compared to 5 years ago?	2023
Crime, Safety of Citizens, Homeless, Drugs	77%
Housing	4%
Population growth, Overcrowding, Urban Planning	4%
Fiscal responsibility, lower costs, taxes	4%
Did not specify	3%
Traffic – too much	3%
Road conditions	1%
Better communication with Council	1%
Parks	1%
Parking	1%
Other	1%
Base	238

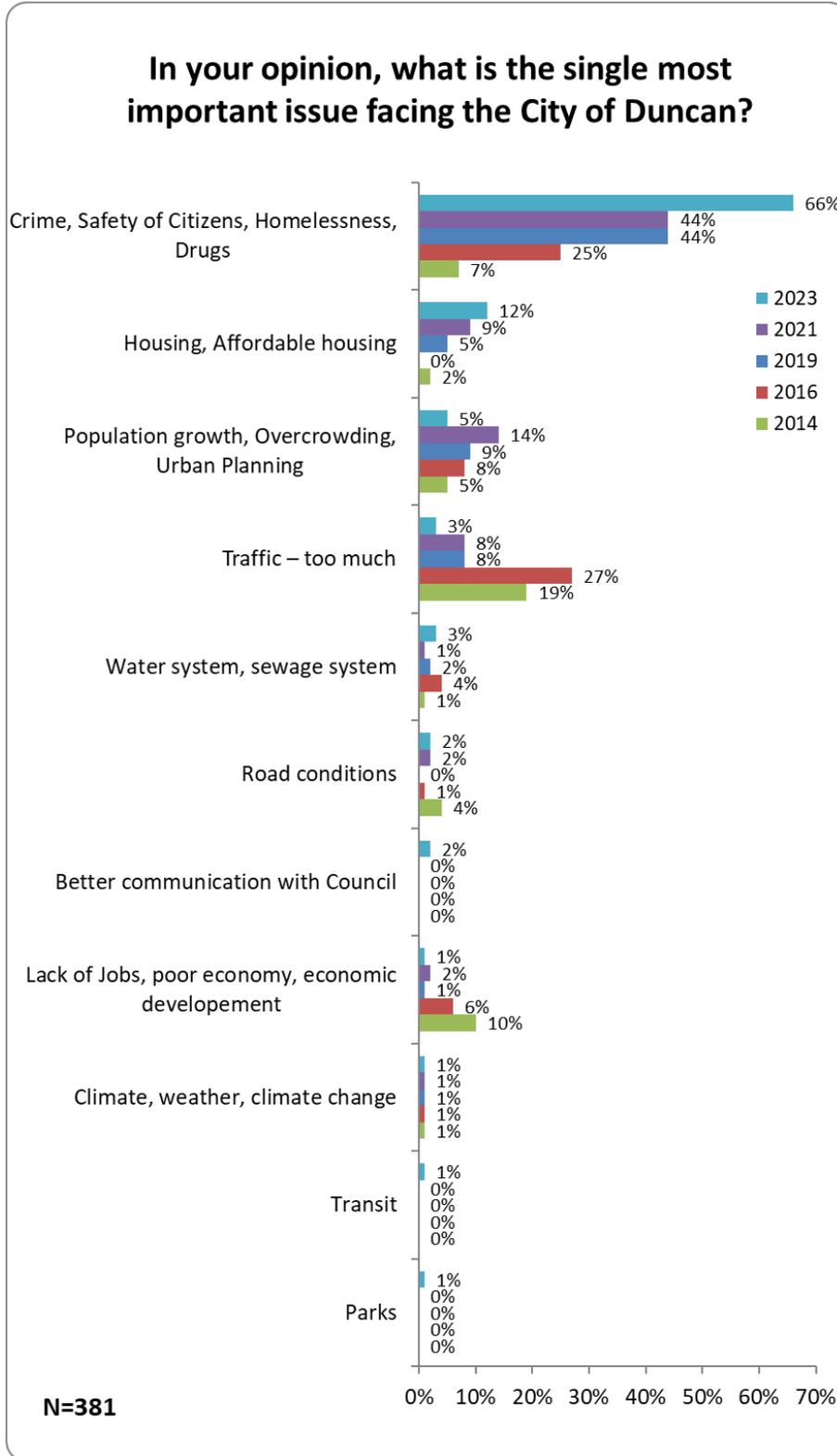
Among the 238 respondents that felt the quality of life is worse in the past 5 years, **77%** felt it has gotten worse because of *homelessness, crime, drugs and the safety of citizens*.

Q5. Safety of living in Duncan



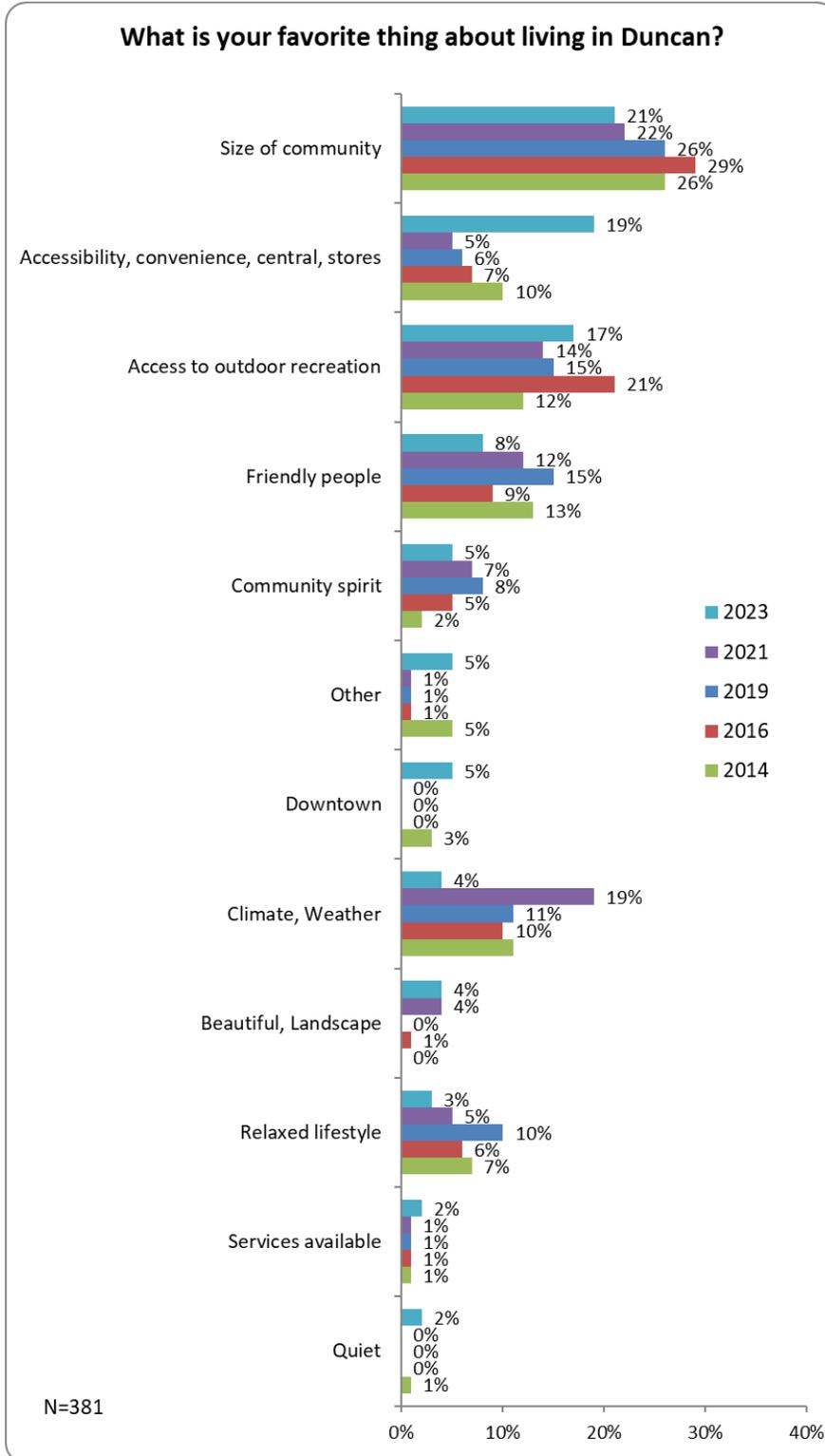
Seventy-three percent feel Duncan is *less safe* than 5 years ago.

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



In 2023, **66%** of respondents thought the biggest issue facing the City of Duncan was related to *homelessness, crime, and safety*.

Q7. Favourite thing about living in Duncan

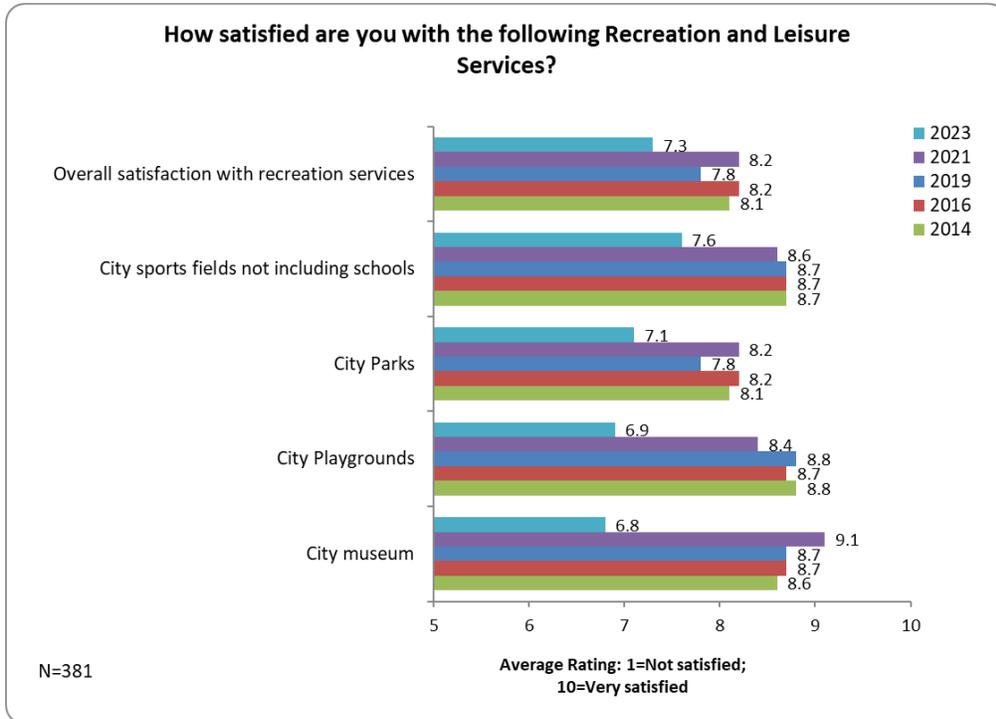


Twenty-one percent of respondents indicated their favourite thing about living in Duncan is the *size of the community*.

Nineteen percent indicated that the *accessibility, convenience, central, stores* was their favourite thing about living in Duncan.

Section 2 – City Services

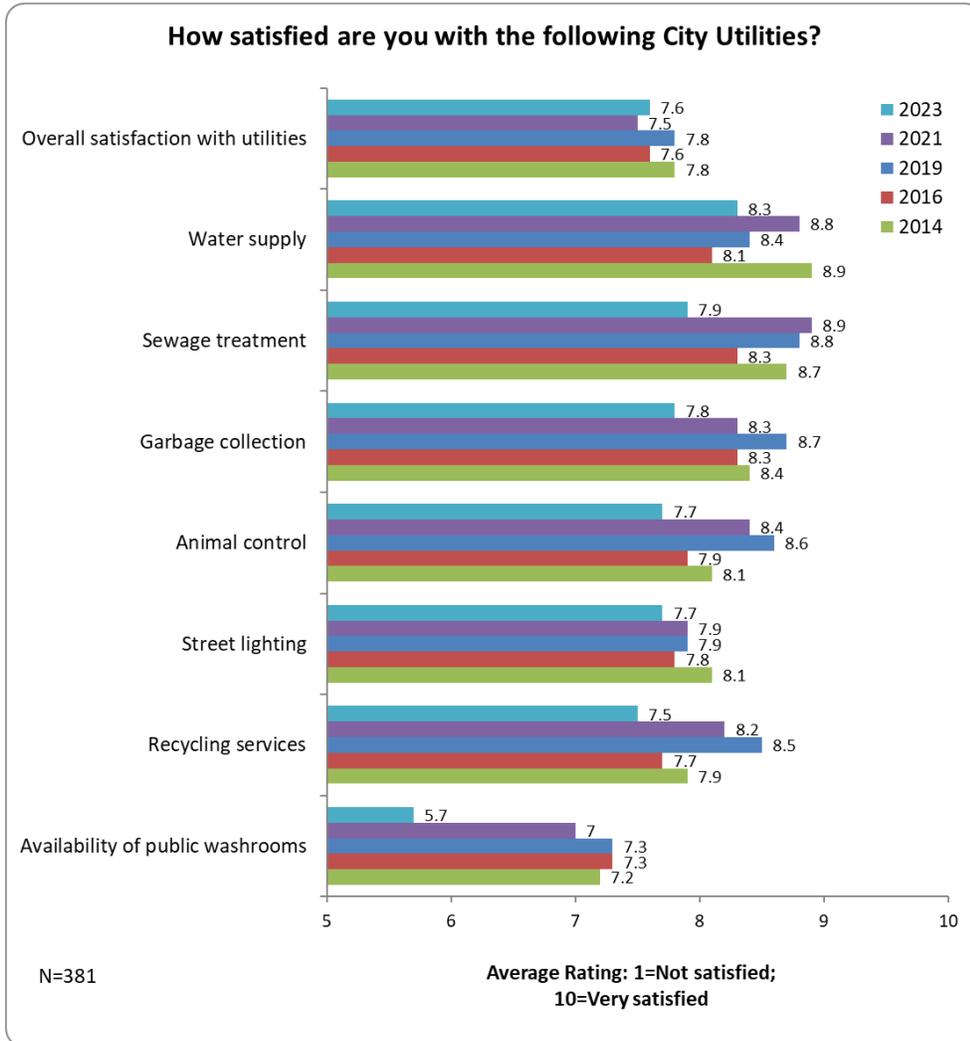
Q8. Satisfaction with Recreation and Leisure Services



Overall satisfaction with the City's recreation services had an average rating of 7.3 out of 10.

City sports fields (7.6), City parks (7.1) City playgrounds (6.9) and City museum (6.8), all received lower ratings this reporting year.

Q9. Satisfaction with City Utilities

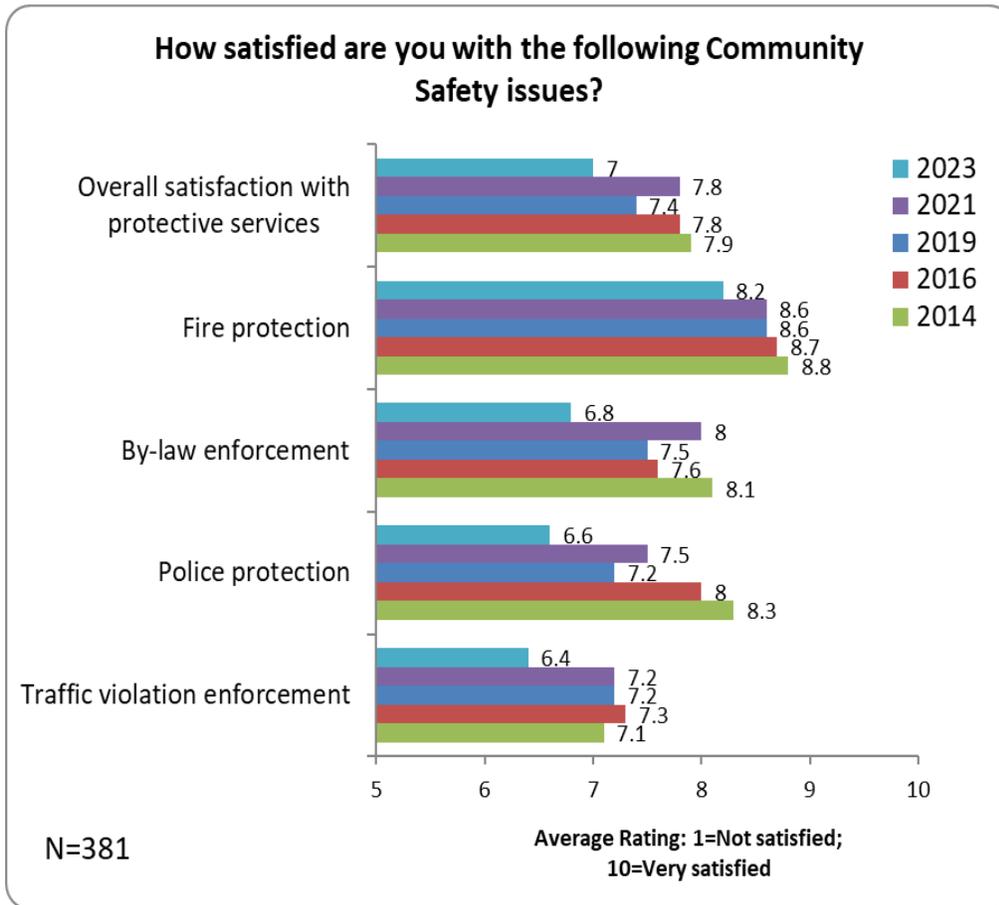


Overall satisfaction with the *City utilities* was **(7.6)**.

Water supply (8.3), *Sewage treatment (7.9)* and *Garbage collection (7.8)* all received high ratings.

Availability of public washrooms received the lowest rating at **(5.7)**.

Q10. Community Safety Issues



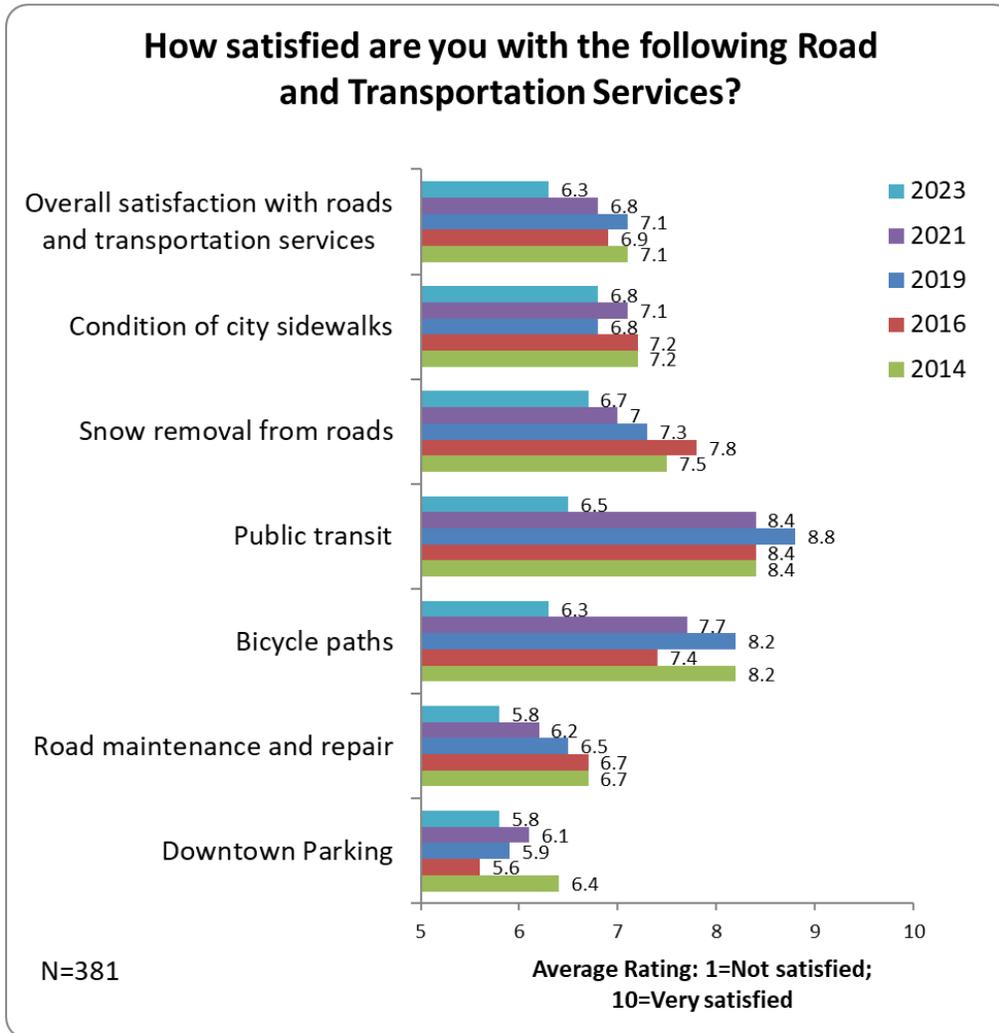
*Overall satisfaction with the Protective Services was **7.0**.*

*Fire protection (**8.2**) received the highest rating.*

*By-law enforcement was rated at **6.8**, and Police protection was rated at **6.6**. Both down from 2021.*

*Traffic violation enforcement received the lowest rating at **6.4**.*

Q11. Road and Transportation Services



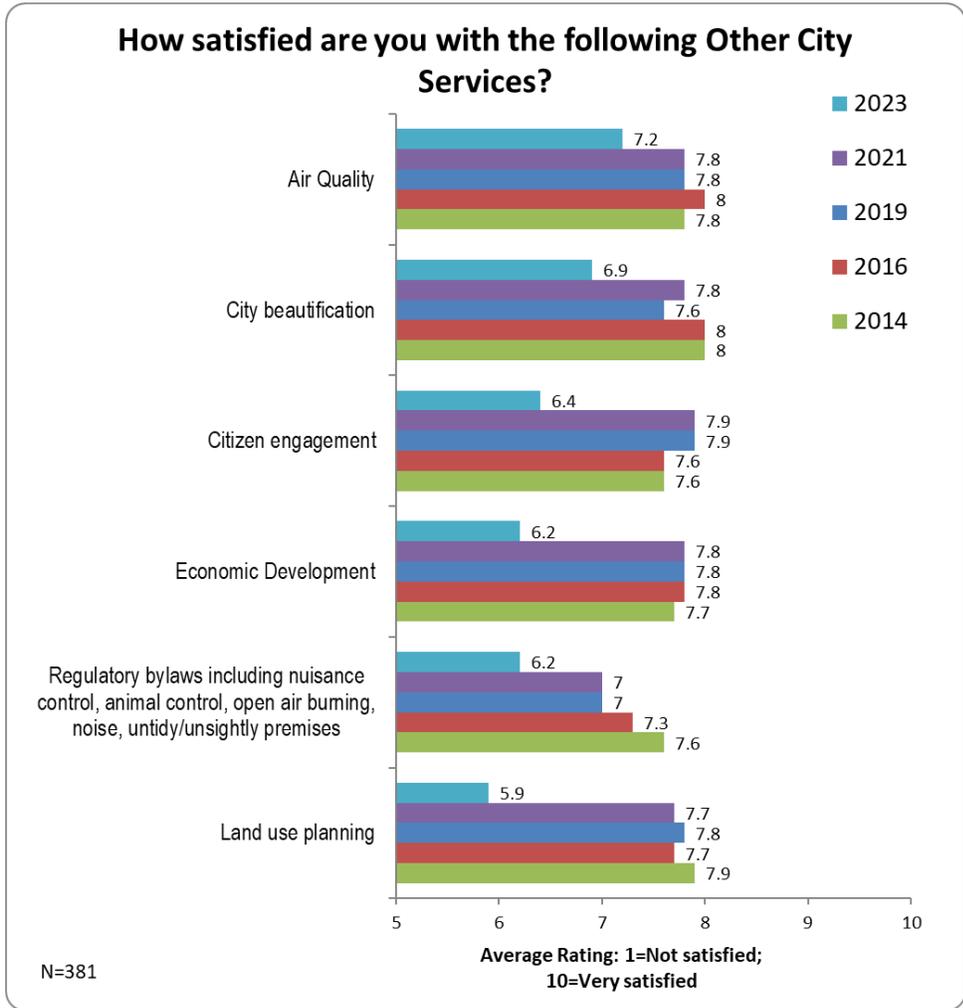
*Overall satisfaction with the roads and transportation services was **6.3**.*

*Condition of City sidewalks (**6.7**) and Snow removal (**6.7**) received the highest ratings.*

*Public transit received a (**6.5**).*

*Road maintenance and repair & Downtown parking both received the lowest ratings at (**5.8**) each.*

Q12. Satisfaction of Other City Services

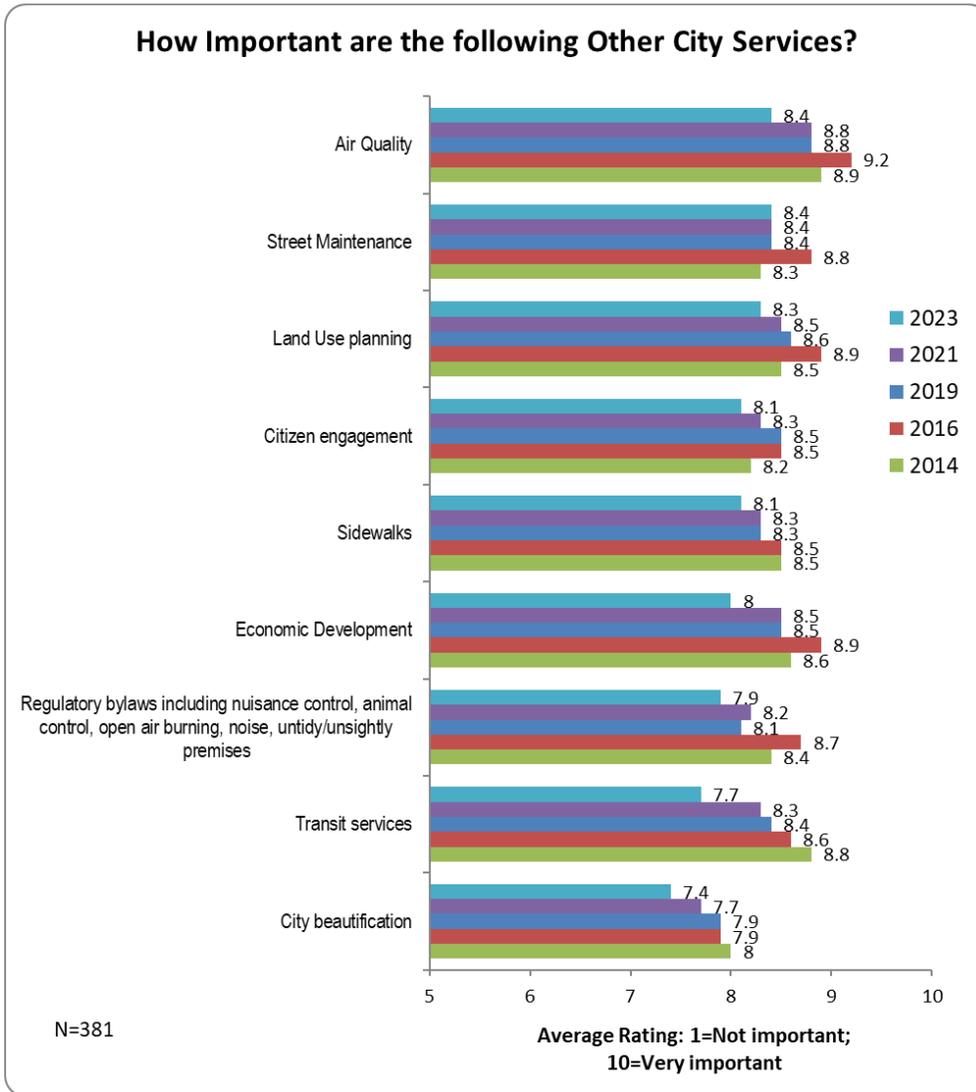


The issues that received the highest satisfaction ratings were *Air Quality (7.2)*, *City beautification (6.9)* & *Citizen engagement (6.4)*.

Economic development declined (6.2) from the 2021 survey.

Land use planning received the lowest rating at (5.9).

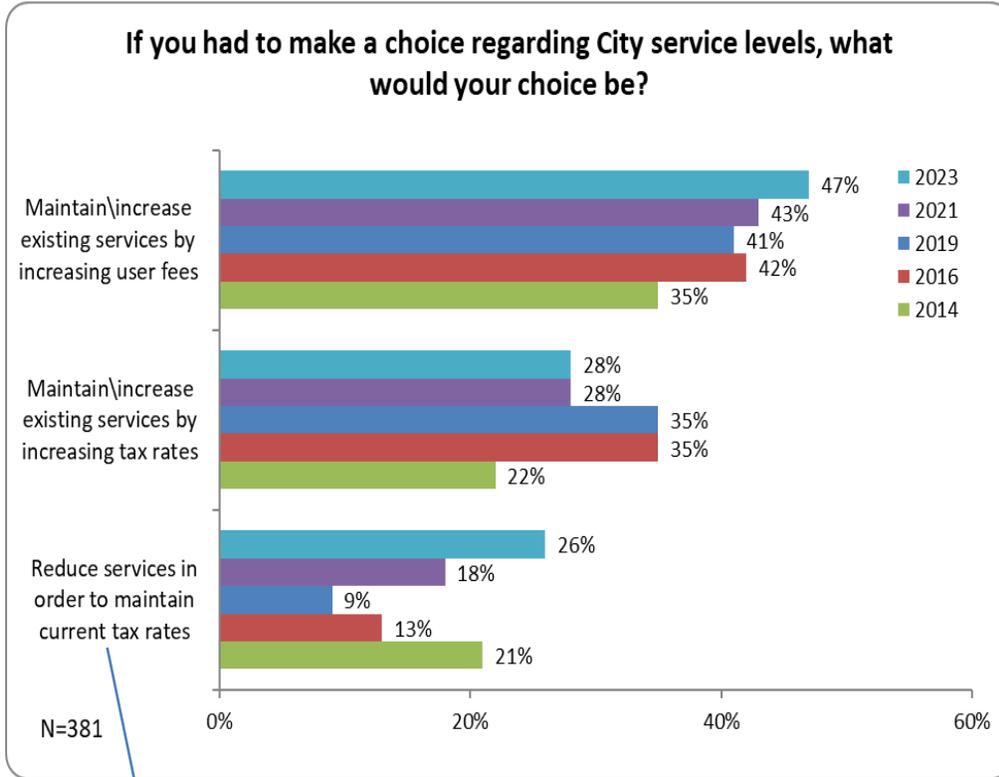
Q13. Importance of other issues for the City.



Air quality & Street maintenance were rated by Residents as the most important city services (**8.4**).

Respondents also ranked *Land use planning (8.3)*, *Sidewalks (8.1)*, *Citizen engagement (8.1)* and *Economic development (8.0)* as very important services.

Q14. Increase or Reduce Existing City Services



Forty-seven percent of Citizens 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*.

Twenty-six percent would *Reduce services in order to maintain the current tax rate*.

Which services would you like reduced?	2014	2016	2019	2021	2023
No services- use money more efficiently	58%	53%	27%	44%	78%
All services	5%	12%	2%	19%	13%
Bylaw Enforcement	10%	5%	14%	17%	8%
Protective Services	N/A	N/A	N/A	N/A	6%
Garbage and recycling services	0%	4%	5%	6%	3%
Other	3%	0%	7%	2%	1%
Base	85	53	34	72	87

Among the **87** respondents who wanted services reduced, **78%** indicated that *No services should be reduced – use money more efficiently* and **(13%)** wanted *all services* reduced.

Q15. New Services Citizens Would Like To See

Are there any new City services you would like to see introduced or increased?	2014	2016	2019	2021	2023
No	63%	45%	52%	40%	50%
Yes-Recycling, garbage	3%	2%	3%	1%	7%
Yes-Bylaw enforcement, police patrols	3%	2%	3%	8%	6%
Yes-Services for homeless, addiction	0%	2%	4%	3%	6%
Yes-Parks	0%	2%	0%	4%	4%
Yes-Road maintenance	1%	2%	1%	3%	3%
Yes-Bike path, bike lane, walking paths or trails	3%	2%	0%	0%	4%
Yes-Public washrooms					2%
Yes-Programs for youth and seniors	2%	3%	2%	2%	2%
Yes-Parking	1%	2%	1%	2%	2%
Yes-Transit	4%	5%	1%	3%	1%
Yes-Street sweeping					1%
Yes-Bypass, traffic flow	2%	1%	1%	1%	1%
Yes-Electric Car charging centers					0%
Yes-Improve transport to Victoria, Nanaimo					0%
Yes-Water					0%
Yes-Improve Healthcare, new hospital	0%	0%	3%	2%	
Yes-other	5%	4%	2%	2%	
Housing	0%	0%	0%	1%	
Not sure, no response	13%	25%	24%	26%	12%
Base	400	400	400	400	372

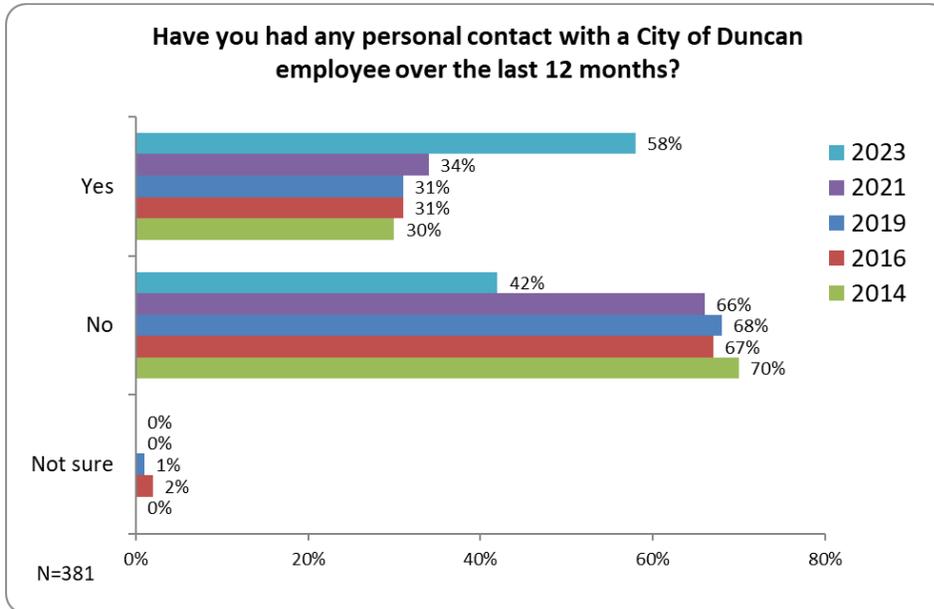
Half (**50%**) did not feel any new City services should be introduced or increased.

Seven percent of respondents would like to see more services put in place for *garbage & recycling*.

New services for *bylaw enforcement and police patrols* as well as more support services for *homelessness & addiction* were mentioned by **6%**.

Section 3 – City Employee Customer Service

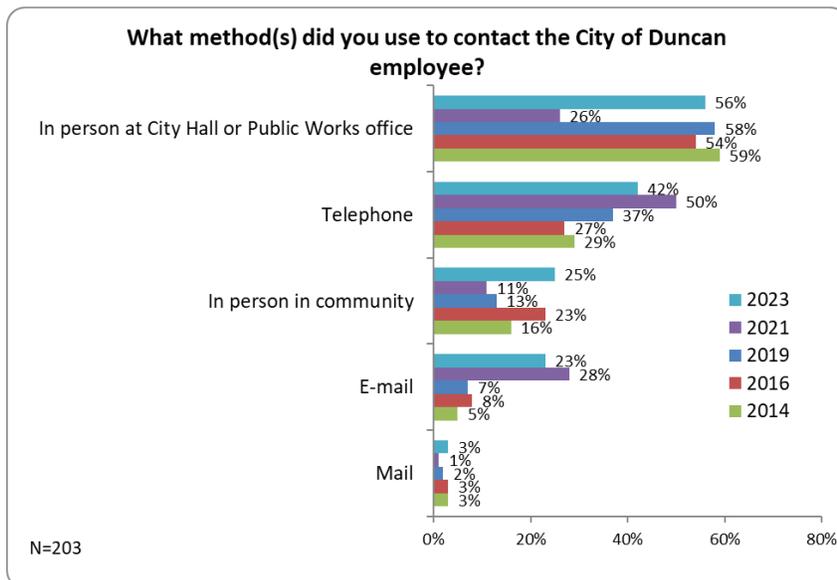
Q16. Contact with City employees.



Fifty-eight percent of respondents had *some personal contact with City employees in the past 12 months*. This is up **twenty-four percent** from 2021.

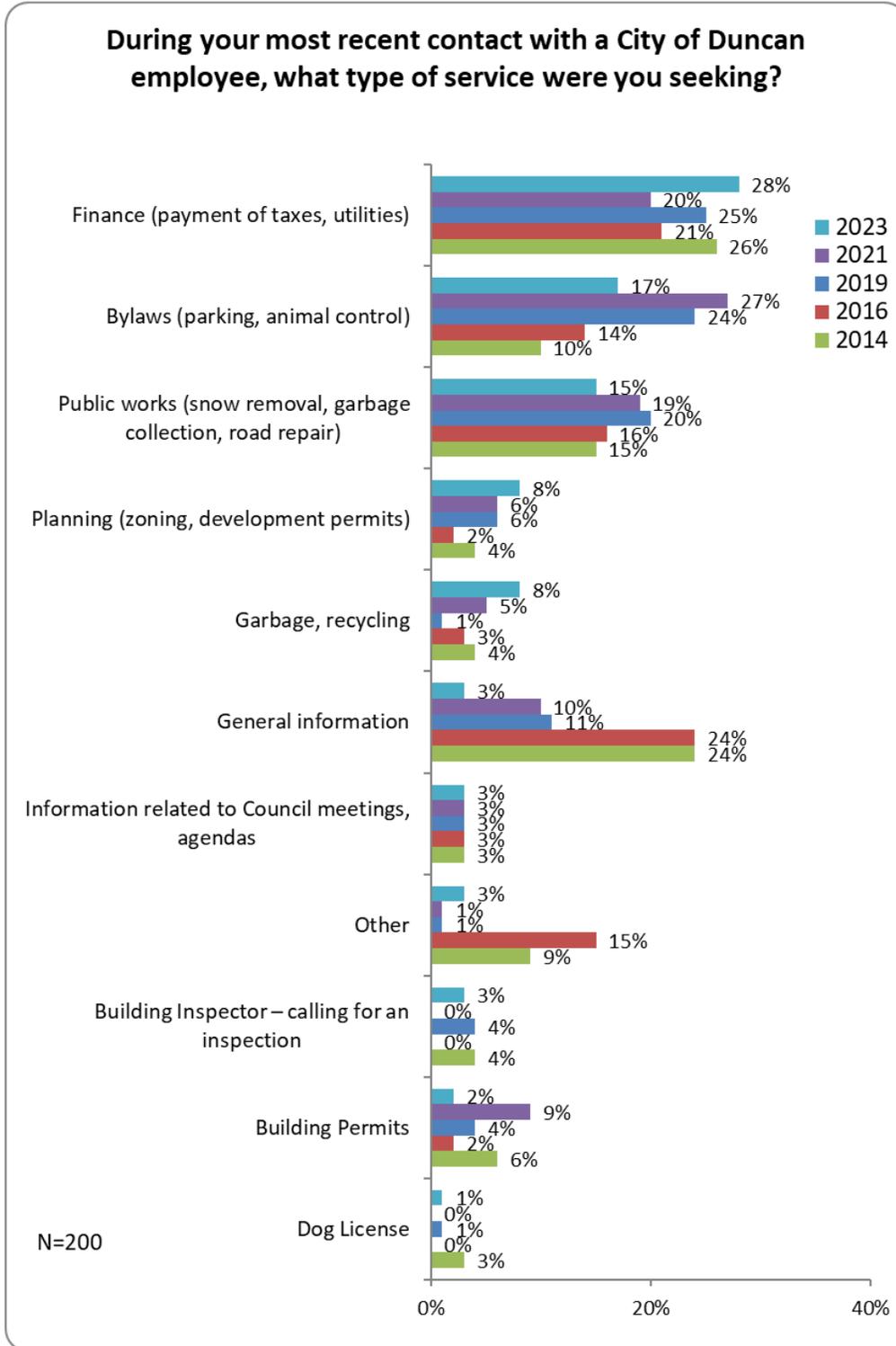
The remainder of the questions in this section were asked to the 203 Citizens who had personal contact with City employees.

Q17. Method of Contact with City employees



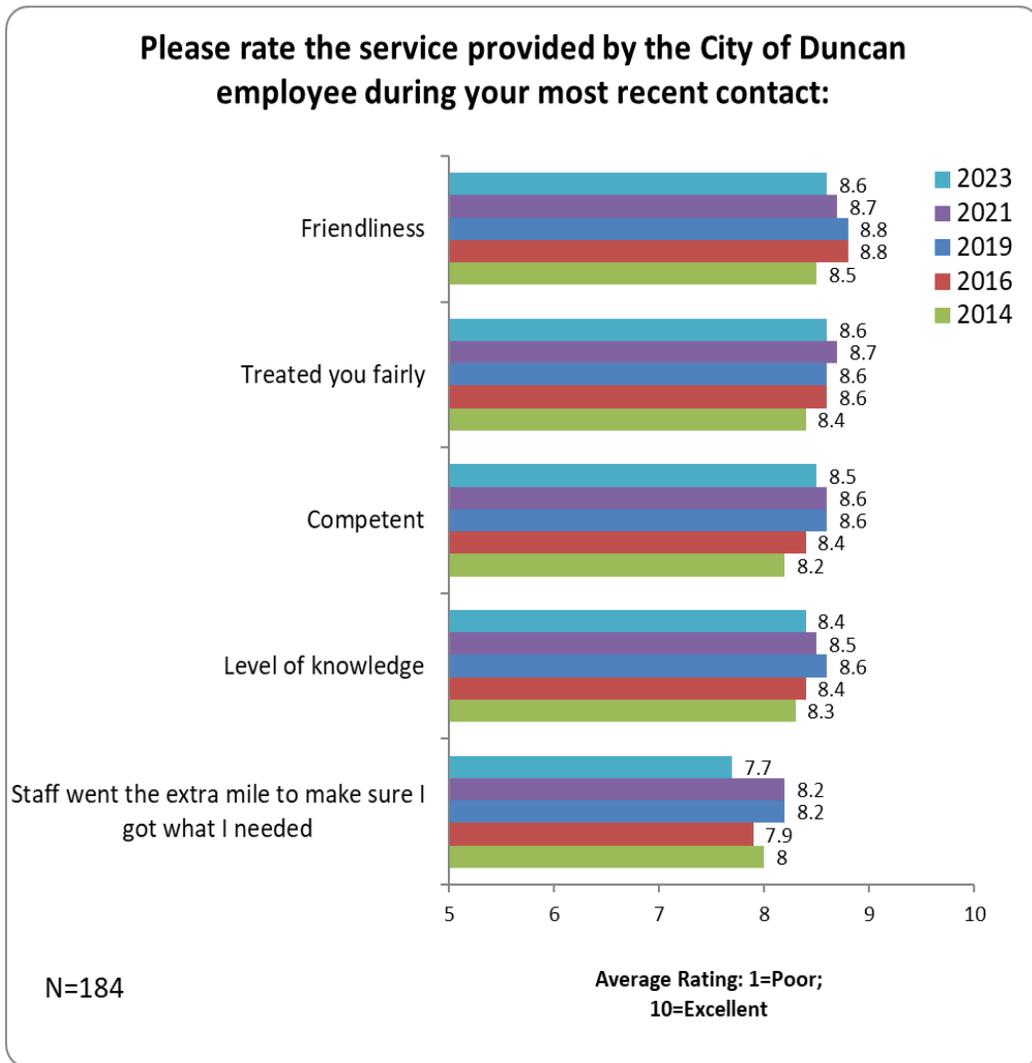
Among the 203 respondents who had contact with a City employee in the past 12 months, **56%** made contact *In person at City Hall or at Public Works office*.

Q18. Type of service or information



Among the 203 respondents who had contact with a City employee, **28%** made an inquiry related to *Finance*, **17%** inquired about *Bylaw* related issues and **15%** of Citizens inquired about *Public works*; *Snow removal*, *Garbage collection* and *Road repairs*.

Q19. Quality of service

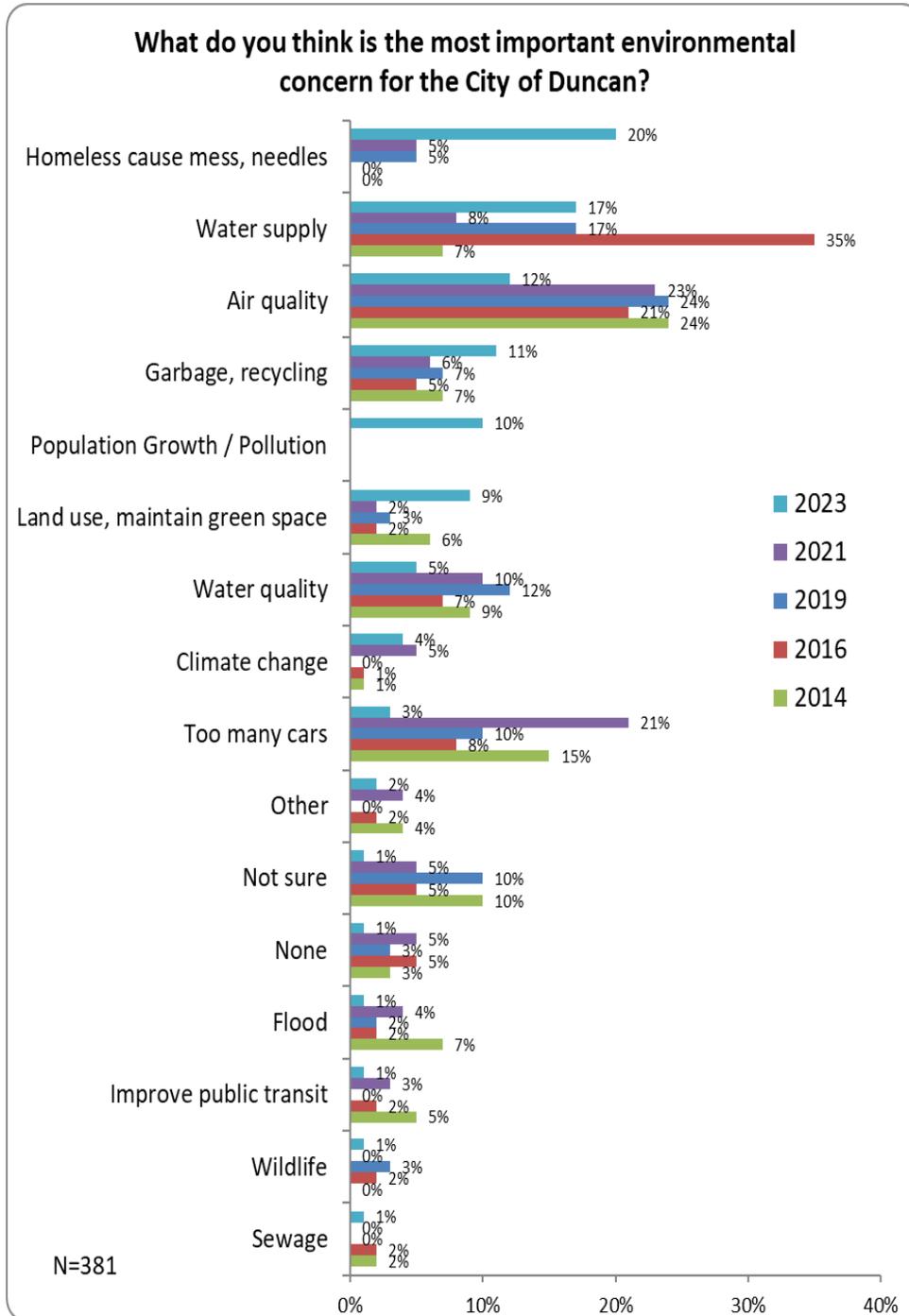


The service provided by City of Duncan staff was excellent.

Duncan staff were perceived as being *Friendly (8.6)*, *Treated customers fairly (8.6)*, *Competent (8.5)* and *Knowledgeable (8.4)*.

Section 5 – Environment

Q20. Most important environmental concern

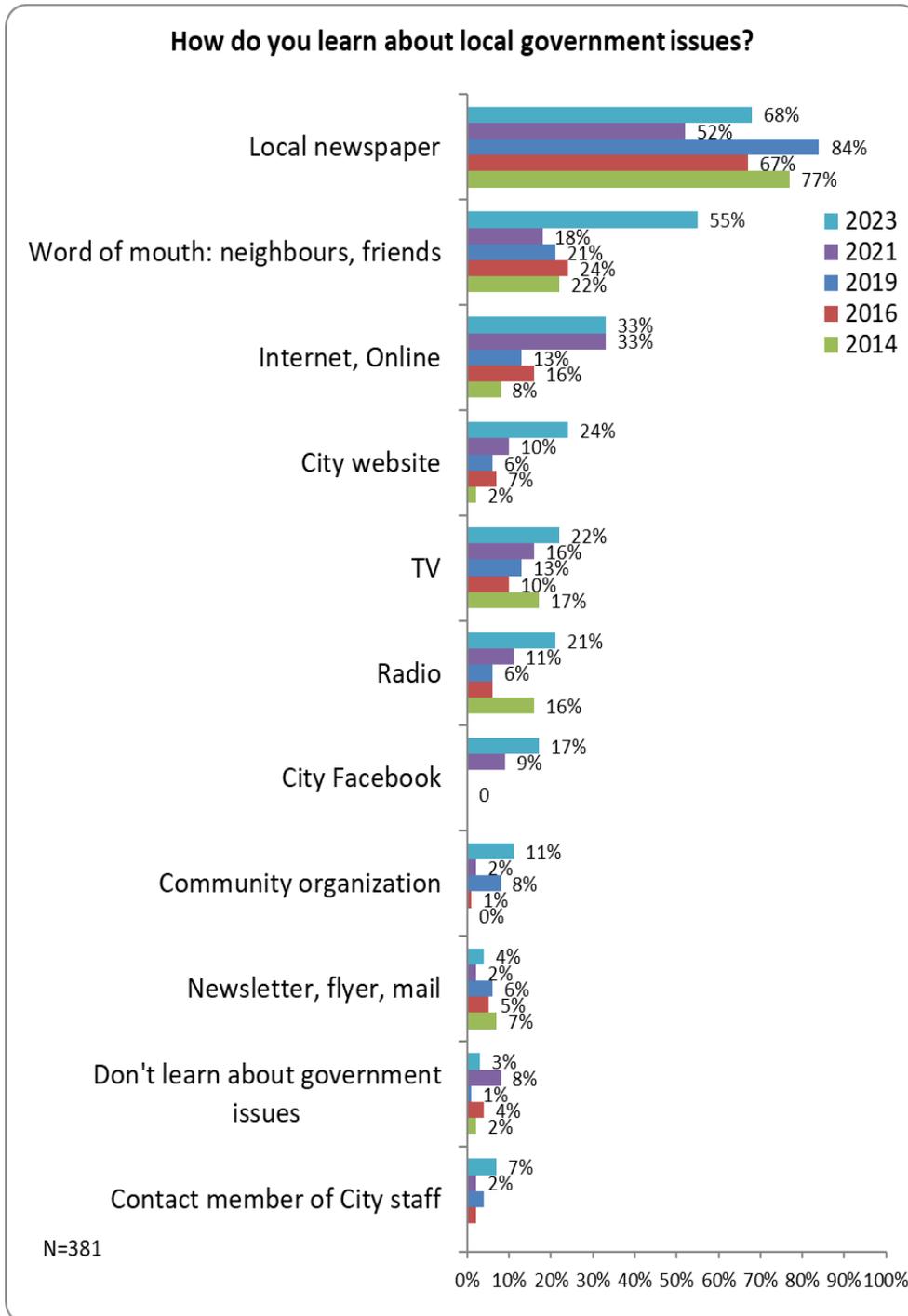


The most important environmental concern for the City of Duncan is that the *Homeless cause mess & leave needles* (**20%**), followed by *the water supply* (**17%**).

Garbage & recycling was listed as the most important environmental concern by **11%** of respondents.

Section 6 – City Communications

Q21. Source of information on local government issues



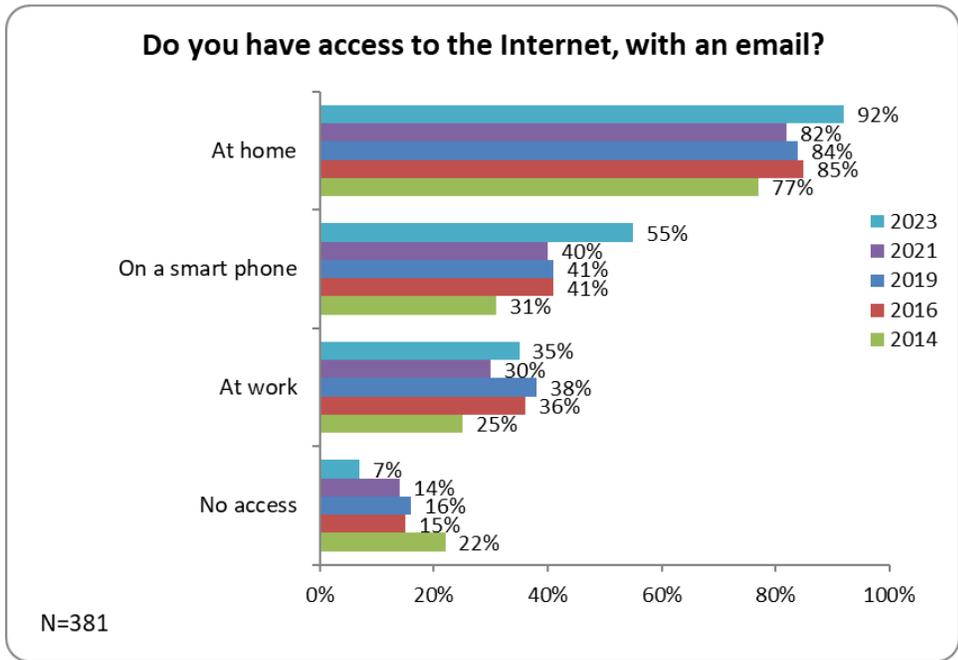
The majority of Citizens (**68%**) learn about local government issues from a *Local newspaper* and **55%** learn about issues through *word of mouth*.

The *Internet/online* was a source of information for **33%** of residents.

The *City website* (**24%**) was also more popular in 2023 than in previous years.

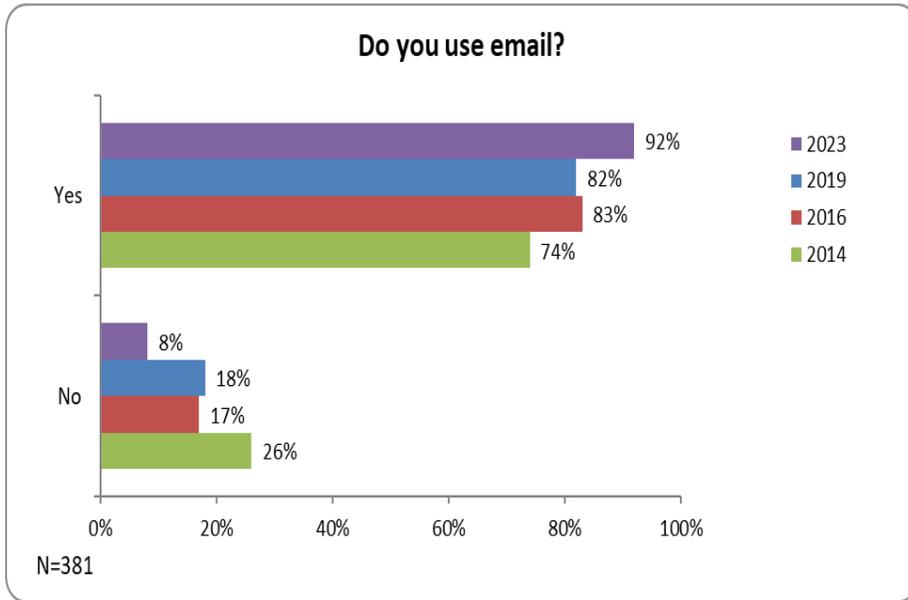
Online sources such as the *City Facebook page* have almost doubled from **9%** in 2021 to **17%** in 2023.

Q22. Internet Access



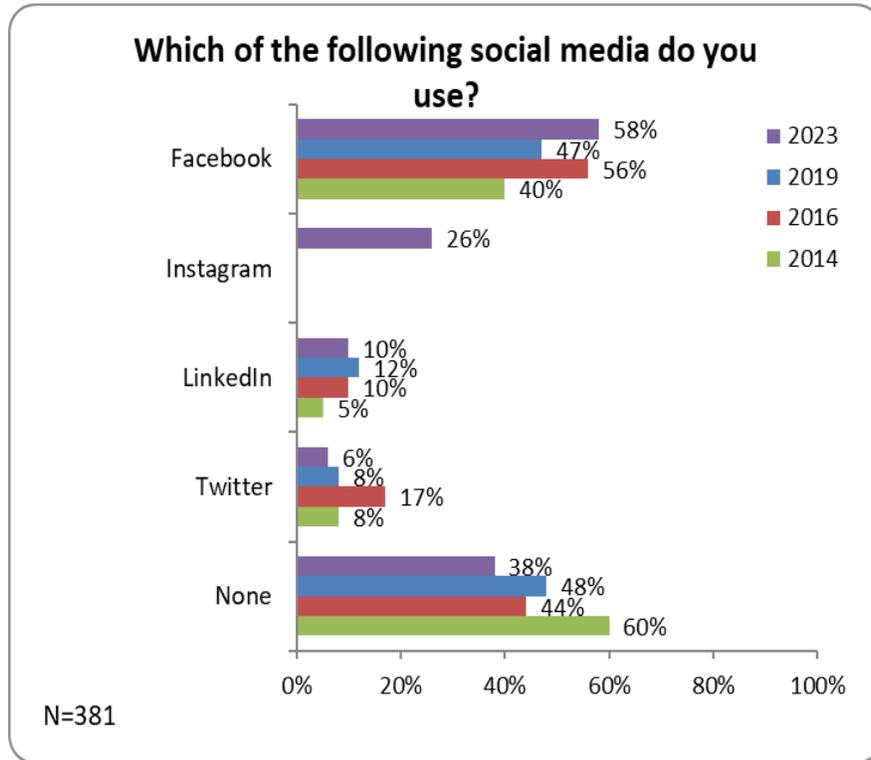
Ninety-two percent of respondents have *Access to the Internet at home* and **55%** have internet access on a *Smart phone*.

Q23. Email Use



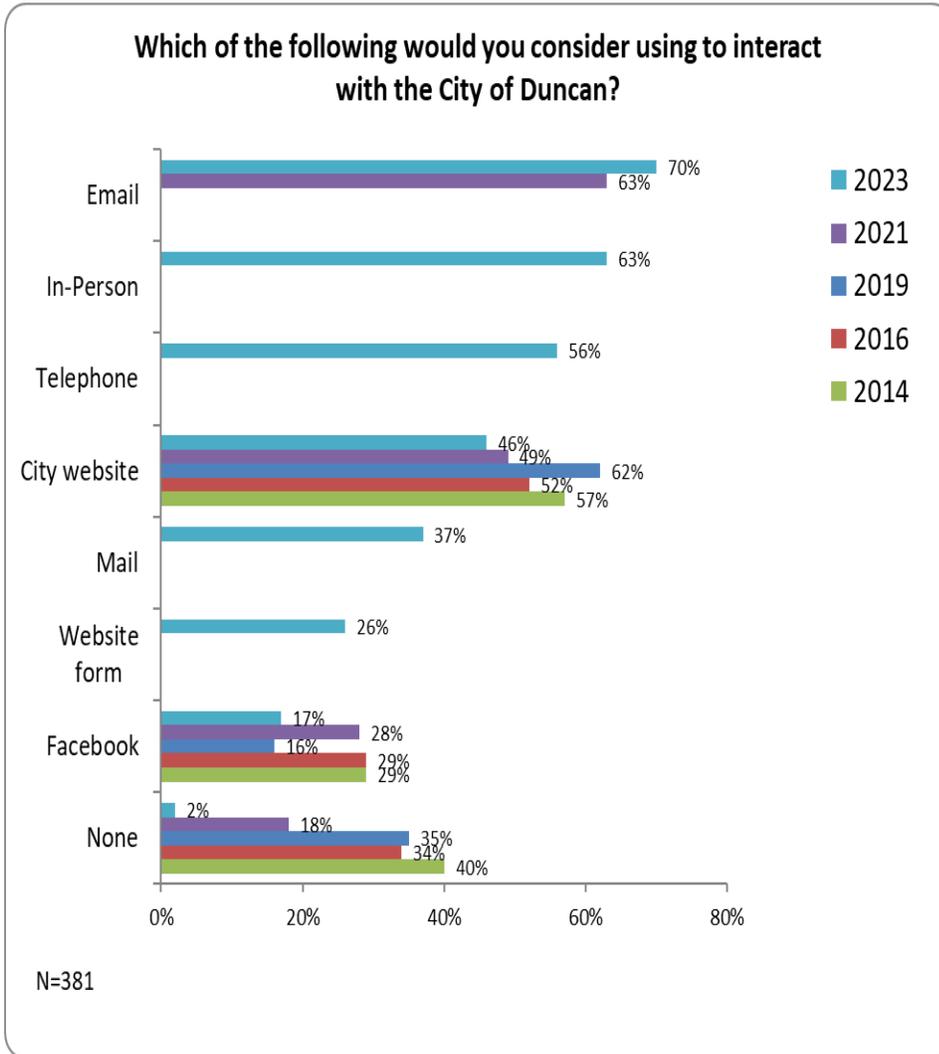
Ninety-two percent of Duncan Citizens use *Email*.

Q24. Social Media



Fifty-eight percent of the respondents indicated they *use Facebook* for social media and new to the survey this year, **26%** of people are using *Instagram*.

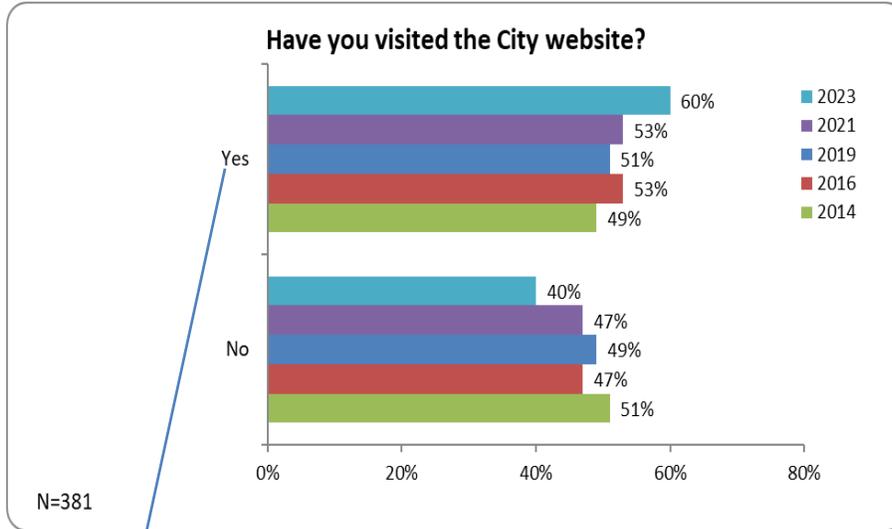
Q25. Social Media Interaction



Seventy percent of Citizens prefer *Email* as a form of interaction with the City.

In-person (63%), Telephone (56%) & Mail (37%) were all added as new answer choices in 2023.

Q26. The City's Website

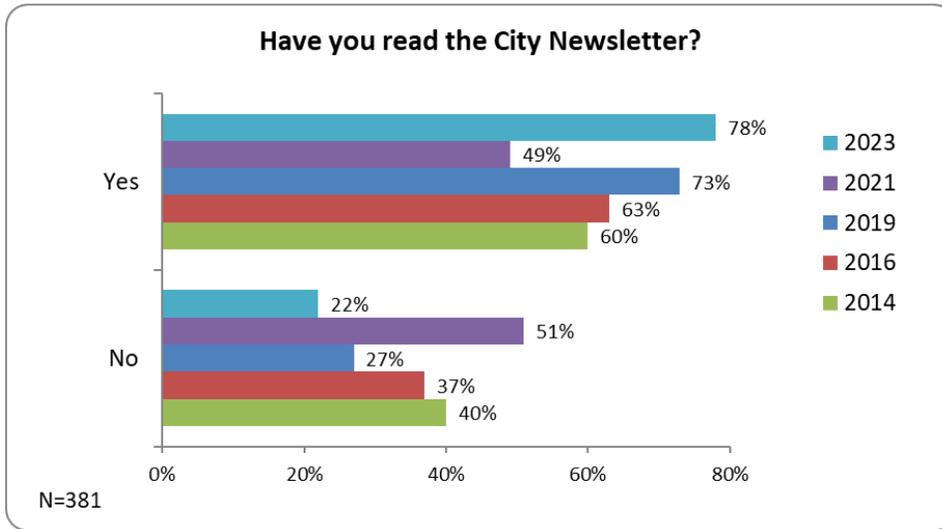


The majority (**60%**) of respondents have *visited the City website*.

If "Yes" How easy/difficult is it to navigate the City's website?	2023
Very difficult	1%
Difficult	14%
Neither, difficult nor easy	40%
Easy	37%
Very Easy	6%
N/A - I don't use the website	2%
Base	225

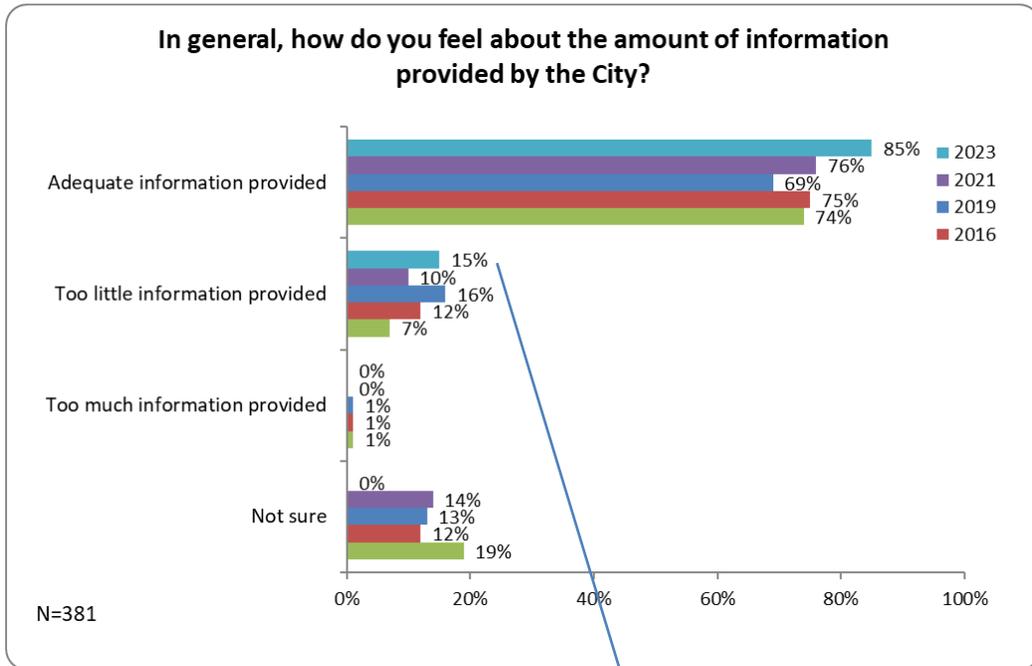
Among the **225** respondents who used the City's website, most respondents found it *Easy to navigate (37%)*, while **40%** of Citizens were indifferent to being able to navigate the website, finding it *neither difficult nor easy*.

Q27. City Newsletter



The majority of respondents (**78%**), have read the *City Newsletter*.

Q28. How do you feel about the amount of information provided



Eighty-five percent feel the City provides *adequate information*.

If "Too little information", what information would you like to receive?	2023
More information, More often	22%
Future plans, policy, direction	15%
Other	13%
Development	8%
Homeless initiatives	8%
Survey, community engagement	7%
Recycling, garbage	5%
Flooding, weather	2%
Not specified	20%
Base	51

Of the **51** respondents who said they receive too little information, **15%** of them would like to *receive more information, more often*.

Q29. How would you like the City of Duncan to communicate?

How would you like the City of Duncan to communicate information to you?	2023
City newsletter mailed to you	59%
Local newspaper-news articles	46%
Direct mail	43%
Email	41%
City website	25%
City Facebook page	17%
Radio	14%
Local newspaper-advertisements	12%
City news subscription (via website)	9%
TV	7%
Through a community organization	4%
Not interested	1%
Other	0%
Base	381

The majority (**59%**) would prefer the City of Duncan communicate via *City newsletter* & **46%** would like to see communications in the local newspaper.

Q30. Public Consultations

How do you want to participate in public consultations?	2023
Direct mail survey - mail it back	77%
Online engagement tool - sign up for notifications	30%
Online website feedback tool	29%
Attend in-person public information sessions	27%
Send email to general email address	21%
Attend online public information sessions	18%
Don't participate in public consultations	8%
Other	1%
Base	381

The majority of the Citizens of Duncan are in favour of *Direct mail surveys* (**77%**), while **30%** prefer online engagement tools.

Section 7 - About You

Q32. How Long have you lived in Duncan

How long have you lived in the City of Duncan?	2014	2016	2019	2021	2023
1-2 yrs	3%	5%	6%	7%	14%
3-5 yrs	11%	6%	8%	11%	13%
6-10 yrs	17%	18%	17%	16%	19%
11-20 yrs	30%	24%	26%	21%	20%
20-40 yrs	25%	30%	32%	25%	18%
41+ yrs	14%	18%	11%	20%	17%
Base	400	400	400	400	381

Fourteen percent have lived in Duncan 1-2 years and **13%** have lived in Duncan 3-5 years.

Q33. Which of the following age groups do you fall into?

Which of the following age groups do you fall into?	2014	2016	2019	2021	2023
18-24 years	1%	1%	4%	6%	2%
25-34 years	8%	10%	10%	7%	11%
35-44 years	19%	18%	14%	15%	18%
45-54 years	15%	13%	15%	12%	5%
55-64 years	17%	19%	17%	20%	23%
65 years or older	39%	39%	40%	40%	42%
Base	381	400	400	400	381

Forty-two percent were aged 65 and up.

Q34. Do you rent or own your place of residence

Do you rent or own your place of residence?	2014	2016	2019	2021	2023
Own	79%	79%	76%	75%	84%
Rent	20%	21%	23%	24%	16%
Refused	0%	0%	1%	1%	0%
Base	400	400	400	400	381

Eighty-four percent of respondents, *own* their place of residence.

Q35. Which of the following do you live in?

Which of the following do you live in?	2014	2016	2019	2021	2023
Single detached house	70%	64%	61%	67%	58%
Apartment or condo	21%	18%	24%	18%	31%
Townhome or duplex	8%	12%	9%	8%	9%
Basement suite	N/A	1%	1%	1%	1%
Other	0%	3%	1%	4%	1%
Base	400	400	400	400	381

Fifty-eight percent of Citizens live in *Single detached homes* and **31%** reside in an *apartment or condo*.

Q36. Current Employment Status

What is your current employment status?	2014	2016	2019	2021	2023
Employed full time	34%	32%	30%	34%	31%
Employed part time	5%	4%	10%	9%	7%
Self employed	5%	8%	9%	8%	7%
Student	1%	1%	2%	0%	0%
Retired	43%	45%	45%	44%	52%
Homemaker	7%	4%	3%	2%	1%
Unemployed	3%	3%	1%	1%	1%
Other	1%	2%	0%	3%	0%
Refused	0	0%	0%	0%	0%
Base	400	400	400	400	381

The majority of respondents are *Retired (52%)* and **31%** of Citizens are *Employed full-time*.

Appendices

Appendix 1 – Questionnaire

Appendix 2 – Detailed Tables

Appendix 1 – Questionnaire

Living in Duncan

1. On a scale of 1 to 10, where 1 means *Poor* and 10 means *Excellent*, how would you rate...

	Poor	Excellent
The overall quality of life in Duncan	<input type="checkbox"/>	<input type="checkbox"/>
Duncan as a place to raise children	<input type="checkbox"/>	<input type="checkbox"/>
Duncan as a place to retire	<input type="checkbox"/>	<input type="checkbox"/>

2. On a scale of 1 to 10, where 1 means *Strongly disagree* and 10 means *Strongly agree*, please rate your level of agreement with the following statements...

	Strongly Disagree	Strongly Agree
I receive good value for the taxes I pay	<input type="checkbox"/>	<input type="checkbox"/>
Duncan listens to citizens & encourages their involvement in making decisions	<input type="checkbox"/>	<input type="checkbox"/>
In general, I believe the City of Duncan is doing a good job	<input type="checkbox"/>	<input type="checkbox"/>

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

Very satisfied
 Somewhat satisfied
 Neutral
 Somewhat dissatisfied
 Dissatisfied → Why? _____

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

Better → Why? _____
 No change
 Worse → Why? _____

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

Yes, safer
 No, the same
 No, less safe

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

7. What is your favourite thing about living in Duncan?

City Services

8. On a scale of 1 to 10, where 1 means *Not satisfied* and 10 means *Very satisfied*, how satisfied are you with the following Recreation and Leisure Services, as they are currently operating?

	Not Satisfied	Very Satisfied
City parks	<input type="checkbox"/>	<input type="checkbox"/>
City playgrounds	<input type="checkbox"/>	<input type="checkbox"/>
City museum	<input type="checkbox"/>	<input type="checkbox"/>
City sports fields not including schools	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction with recreation services	<input type="checkbox"/>	<input type="checkbox"/>

9. How satisfied are you with the following City Utilities?

	Not Satisfied	Very Satisfied
Water supply	<input type="checkbox"/>	<input type="checkbox"/>
Sewage treatment	<input type="checkbox"/>	<input type="checkbox"/>
Garbage collection	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting	<input type="checkbox"/>	<input type="checkbox"/>
Animal control	<input type="checkbox"/>	<input type="checkbox"/>
Recycling services	<input type="checkbox"/>	<input type="checkbox"/>
Availability of public washrooms	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction with utilities	<input type="checkbox"/>	<input type="checkbox"/>

10. How satisfied are you with the following Community Safety issues?

	Not Satisfied	Very Satisfied
Police protection	<input type="checkbox"/>	<input type="checkbox"/>
Traffic violation enforcement	<input type="checkbox"/>	<input type="checkbox"/>
Fire protection	<input type="checkbox"/>	<input type="checkbox"/>
By-law enforcement	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction with protective services	<input type="checkbox"/>	<input type="checkbox"/>

City Services

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

	Not Satisfied	Very Satisfied
Road maintenance and repair	<input type="checkbox"/>	<input type="checkbox"/>
Snow removal from roads	<input type="checkbox"/>	<input type="checkbox"/>
Public transit	<input type="checkbox"/>	<input type="checkbox"/>
Bicycle paths	<input type="checkbox"/>	<input type="checkbox"/>
Condition of city sidewalks	<input type="checkbox"/>	<input type="checkbox"/>
Downtown parking	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction with roads & transportation services	<input type="checkbox"/>	<input type="checkbox"/>

12. How satisfied are you with the following Other City Services?

	Not Satisfied	Very Satisfied
City beautification	<input type="checkbox"/>	<input type="checkbox"/>
Citizen engagement	<input type="checkbox"/>	<input type="checkbox"/>
Land-use planning	<input type="checkbox"/>	<input type="checkbox"/>
Economic development	<input type="checkbox"/>	<input type="checkbox"/>
Air quality	<input type="checkbox"/>	<input type="checkbox"/>
Regulatory bylaws (nuisance control, animal control, open air burning, noise, unsightly property)	<input type="checkbox"/>	<input type="checkbox"/>

13. On a scale of 1 to 10, where 1 means *Not important* and 10 means *Very important*, how important are the following issues for the City?

	Not Important	Very Important
City beautification	<input type="checkbox"/>	<input type="checkbox"/>
Citizen engagement	<input type="checkbox"/>	<input type="checkbox"/>
Land-use planning	<input type="checkbox"/>	<input type="checkbox"/>
Economic development	<input type="checkbox"/>	<input type="checkbox"/>
Air quality	<input type="checkbox"/>	<input type="checkbox"/>
Street maintenance	<input type="checkbox"/>	<input type="checkbox"/>
Regulatory bylaws (nuisance control, animal control, open air burning, noise, unsightly property)	<input type="checkbox"/>	<input type="checkbox"/>
Transit Services	<input type="checkbox"/>	<input type="checkbox"/>
Sidewalks	<input type="checkbox"/>	<input type="checkbox"/>

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

- Maintain or increase existing services by increasing **property tax rates**
- Maintain or increase existing services by increasing **user fees for services**
- Reduce services in order to maintain current **property tax rates**

If “Reduce services”, which services would you like reduced?

- Bylaw enforcement All services
- Protective services
- Garbage and recycling services
- No services – use money more efficiently
- Other – please specify _____

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

- No
- Yes – please specify: _____

City Employee Customer Service

16. Have you had any personal contact with a City of Duncan employee over the last 12 months?

- 1 Yes
- 2 No → [if 'No' skip to Q20 - Environment]

17. What method or methods did you use to contact the City of Duncan employee? [Select all that apply]

- 1 In person at City Hall or Public Works office
- 2 In person in community (at home, on the street, at a community meeting, etc)
- 3 Telephone
- 4 Mail
- 5 E-mail
- 6 Other – please specify: _____

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

- 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 – please specify: _____

19. On a scale of 1 to 10, where 1 means *Poor* and 10 means *Excellent*, please rate the service provided by the City of Duncan employee during your most recent contact...

	Poor									Excellent
Friendliness	<input type="checkbox"/>									
Level of knowledge	<input type="checkbox"/>									
Competence	<input type="checkbox"/>									
Treated you fairly	<input type="checkbox"/>									
Staff went the extra mile to make sure I got what I needed	<input type="checkbox"/>									

Environment

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

21. How do you learn about local government issues?

[Please check top 3]

Contact member of City staff <input type="checkbox"/>	TV <input type="checkbox"/>
Community organization <input type="checkbox"/>	Radio <input type="checkbox"/>
Word of mouth: neighbours, friends <input type="checkbox"/>	Local newspaper <input type="checkbox"/>
City website <input type="checkbox"/>	Internet, online <input type="checkbox"/>
City Facebook page <input type="checkbox"/>	Don't learn about government issues <input type="checkbox"/>
Other: specify: _____ <input type="checkbox"/>	

22. Do you have access to the internet? [Select all that apply]

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

23. Do you use email?

- Yes
- No

24. Which of the following social media do you use? [Select all that apply]

- Facebook
- Twitter
- LinkedIn
- Instagram
- None of the above

25. Which of the following would you consider using to interact with the City of Duncan? [Select all that apply]

- Email
- City website
- Facebook
- Telephone
- Mail
- In-person
- Website form
- None of the above
- Other – please specify: _____

26. Have you visited the City website?

- ₁ Yes
- ₂ No

If "Yes", how easy/difficult is it to navigate the City's website?

- ₁ Very difficult
- ₂ Difficult
- ₃ Neither difficult nor easy
- ₄ Easy
- ₅ Very easy
- ₆ N/A – I don't use the website

27. Have you read the City Newsletter? The Newsletter is mailed to citizens 3-4 times per year.

- ₁ Yes
- ₂ No

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

- ₁ Too much information provided
- ₂ Adequate information provided
- ₃ Too little information

If "Too little information", what information would you like to receive?

29. How would you like the City of Duncan to communicate information to you? [Please check top 3]

- | | |
|--|---|
| Direct mail <input type="checkbox"/> ₁ | TV <input type="checkbox"/> ₇ |
| City newsletter mailed to you <input type="checkbox"/> ₂ | Radio <input type="checkbox"/> ₈ |
| Local newspaper-news articles <input type="checkbox"/> ₃ | City website <input type="checkbox"/> ₉ |
| Local newspaper-advertisements <input type="checkbox"/> ₄ | City Facebook page <input type="checkbox"/> ₁₀ |
| Through a community organization <input type="checkbox"/> ₅ | City news subscription (via website) <input type="checkbox"/> ₁₁ |
| Email <input type="checkbox"/> ₆ | Not interested <input type="checkbox"/> ₁₂ |
| Other, please specify: _____ <input type="checkbox"/> ₁₃ | |

30. How do you want to participate in public consultations?

[Select all that apply]

- ₁ Direct mail survey – mail it back
- ₂ Online engagement tool – sign up for notifications
- ₃ Attend in-person public information sessions
- ₄ Attend online public information sessions
- ₅ Online website feedback tool
- ₆ Send email to general email address
- ₇ Don't participate in public consultations
- ₈ Other – please specify: _____

About You

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

_____ years

32. Which of the following age groups do you fall into?

1. 18-24 years

2. 25-34 years

3. 35-44 years

4. 45-54 years

5. 55-64 years

6. 65 years or older

33. Do you rent or own your place of residence?

1. Own

2. Rent

34. Which of the following do you live in?

1. Single detached house

2. Apartment or condo

3. Townhome or duplex

4. Basement suite

5. Other

35. What is your current employment status?

1. Employed full time

2. Employed part time

3. Self employed

4. Student

5. Retired

6. Homemaker

7. Unemployed

8. Other

36. What is your postal code?

V 9 L - ____ ____ ____

Stay Informed

37. If you would like to stay informed about Citizen Surveys and City Information, please provide your email here. You will receive an email inviting you to sign up on the EngagementHQ page.

WE THANK YOU FOR TAKING THE TIME TO COMPLETE THIS SURVEY!

Contest Entry

Completed surveys will be eligible for one of 4 prizes:

- (2) \$50 Downtown Duncan Dollars
- (2) \$50 gift certificate for fitness or recreation programs at the Cowichan Aquatic Centre

Name*: _____ Phone*: _____

Good Luck!

**Contact information will only be used to contact you if you win a prize.*

Appendix 2 – Detailed Tables

Banner Legend:

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

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

Base:
Number of people answering both Question & Banner

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

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

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
The overall quality of life in Duncan	Poor: 1-3	7%	12%	7%	2%	5%	13%	6%	2%	9%
	4-7	54%	61%	57%	48%	51%	69%	58%	46%	53%
	Excellent: 8-10	39%	27%	35%	50%	43%	19%	36%	51%	37%
Total	Mean	6.8	6.3	6.7	7.3	7.0	6.0	6.9	7.2	6.6
	Base	375	112	103	160	309	59	170	73	128
Duncan as a place to raise children	Poor: 1-3	16%	23%	14%	11%	16%	20%	17%	13%	17%
	4-7	49%	55%	50%	43%	45%	64%	53%	51%	42%
	Excellent: 8-10	35%	23%	35%	45%	39%	16%	30%	37%	42%
Total	Mean	6.1	5.5	6.1	6.6	6.3	5.4	6.0	6.3	6.2
	Base	339	110	94	135	277	56	151	67	117
Duncan as a place to retire	Poor: 1-3	9%	18%	4%	6%	8%	17%	8%	6%	13%
	4-7	45%	54%	47%	39%	43%	53%	45%	44%	45%
	Excellent: 8-10	46%	28%	49%	55%	49%	30%	47%	50%	42%
Total	Mean	6.9	6.0	7.0	7.4	7.0	6.0	6.9	7.1	6.6
	Base	370	112	100	158	304	59	167	73	125

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

On a scale from 1 to 10, where 1 means Strongly disagree and 10 means Strongly agree, please rate your level of agreement with the following statements...

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
I receive good value for the taxes I pay	Disagree: 1-3	15%	18%	18%	10%	15%	17%	16%	9%	16%
	4-7	56%	56%	54%	57%	54%	64%	54%	65%	52%
	Agree: 8-10	30%	26%	28%	34%	32%	19%	29%	25%	32%
Total	Mean	6.2	6.0	6.0	6.5	6.3	5.5	6.1	6.4	6.2
	Base	373	110	106	156	308	58	167	74	127
Duncan listens to citizens & encourages their involvement in making decisions	Disagree: 1-3	20%	22%	25%	16%	20%	20%	18%	13%	26%
	4-7	53%	58%	47%	54%	49%	71%	52%	58%	54%
	Agree: 8-10	27%	20%	28%	30%	30%	9%	30%	30%	20%
Total	Mean	5.7	5.5	5.6	5.9	5.8	5.6	6.0	6.1	5.2
	Base	363	107	102	155	302	55	163	72	123
In general, I believe the City of Duncan is doing a good job	Disagree: 1-3	16%	21%	18%	10%	15%	17%	14%	9%	22%
	4-7	57%	60%	56%	57%	57%	58%	59%	61%	55%
	Agree: 8-10	27%	19%	26%	33%	27%	25%	28%	30%	24%
Total	Mean	6.0	5.6	5.9	6.4	6.1	5.8	6.1	6.5	5.6
	Base	373	112	105	156	307	60	168	74	126

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

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
How do you rate your overall satisfaction with the services and programs provided by the City of Duncan?	Very satisfied	17%	12%	16%	21%	18%	14%	18%	15%	16%
	Somewhat satisfied	46%	45%	42%	48%	46%	37%	49%	48%	41%
	Neutral	29%	31%	31%	25%	28%	37%	26%	30%	30%
	Somewhat dissatisfied	7%	7%	7%	6%	6%	10%	6%	5%	9%
	Dissatisfied	2%	4%	3%		2%	3%	1%	2%	4%
Total	Base	374	112	103	160	308	60	167	74	129

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Why are you dissatisfied with services and programs provided by the City of Duncan?	Homeless, crime	24%	33%	20%	18%	24%			33%	26%
	Recycling, Garbage collection services	15%	17%	10%	18%	17%		38%	22%	
	Reduction in services, lack of services	15%	17%	10%	18%	17%		25%		20%
	Council does not listen to Citizens	15%	33%		9%	10%	66%	25%	22%	7%
	Roads	12%		20%	18%	10%	34%	13%	11%	13%
	Service too costly, taxes too high	6%		10%	9%	7%				13%
	Transit	3%			9%	3%			11%	
	Bylaw enforcement	3%		10%		3%				7%
	Rapid growth, lagging infrastructure	3%		10%		3%				7%
	Other	3%		10%		3%				7%
Total	Base	28	10	8	9	25	3	7	8	13

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Compared to 5 years ago, how do you feel the quality of life for Duncan residents has changed?	Better	6%	9%	5%	5%	4%	17%	10%	8%	1%
	No change	29%	21%	27%	36%	32%	17%	33%	21%	28%
	Worse	65%	70%	68%	59%	64%	66%	57%	71%	71%
Total	Base	369	110	103	156	303	60	160	74	130

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Why do you feel the quality of life in Duncan is BETTER compared to 5 years ago?	Downtown - more activity/business	29%	75%		10%	19%	49%	33%	28%	
	Did not specify	17%		33%	20%	6%	38%	14%	29%	
	Better care for Homeless	17%		33%	20%	25%		20%	14%	
	Other	8%			20%	13%			15%	50%
	Promote multicultural community	8%		33%		12%		7%	14%	
	Parks	8%	25%			12%		13%		
	Road conditions	4%			10%	6%		7%		
	Better communication with Council	4%			10%	6%				50%
	Housing	4%			10%		13%	7%		
Total	Base	20	7	5	9	14	7	13	6	2

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Why do you feel the quality of life in Duncan is WORSE compared to 5 years ago?	Crime, Safety of Citizens, Homeless, Drugs	77%	85%	80%	68%	75%	91%	84%	71%	75%
	Housing	4%	7%	1%	5%	4%		7%		4%
	Population growth, Overcrowding, Urban Planning	4%	2%		7%	4%	4%	1%	8%	4%
	Fiscal responsibility, lower costs, taxes	4%	2%	7%	2%	4%		4%	5%	2%
	Did not specify	3%		4%	4%	3%	2%	1%	2%	5%
	Traffic – too much	3%		1%	6%	3%			3%	4%
	Road conditions	1%	4%			2%			6%	
	Better communication with Council	1%			2%	1%			2%	1%
	Parks	1%			2%	1%		1%		1%
	Other	1%		1%	1%	1%				2%
	Parking	1%		1%	1%	1%				2%
	Covid19, Vaccine passports	0%			1%	0%				1%
	Highway bypass, overpass	0%			1%	0%			2%	
	Senior services	0%			1%	0%			2%	
	Lack of Jobs, poor economy, economic development	0%		1%		0%				1%
Hospital, healthcare	0%		1%			2%	1%			
Lack of services	0%		1%		0%		1%			
Total	Base	238	77	69	92	194	40	90	53	92

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	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	5%	5%	3%	5%	3%	12%	6%	3%	3%
	No, the same	22%	16%	21%	27%	25%	12%	22%	25%	20%
	No, less safe	73%	80%	75%	67%	72%	76%	71%	71%	76%
Total	Base	367	107	103	157	303	56	157	74	130

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	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	66%	70%	73%	58%	66%	63%	61%	60%	77%
	Housing	12%	14%	11%	12%	12%	17%	15%	15%	7%
	Population growth, Overcrowding, Urban Planning	5%	5%	1%	7%	5%	6%	6%	4%	3%
	Traffic – too much	3%		3%	5%	4%	1%	3%	4%	3%
	Water system, sewage system	3%	3%	3%	2%	3%		4%	4%	
	Road conditions	2%	3%	1%	3%	3%			7%	2%
	Better communication with Council	2%	2%	2%	2%	2%	1%	3%		2%
	Lack of Jobs, poor economy, economic development	1%			3%	2%			1%	3%
	Parks	1%		2%	2%	1%	1%	1%	4%	1%
	Transit	1%	3%	1%			7%	3%		
	Climate, weather, climate change	1%		1%	1%	1%		1%	1%	
	Don't Know	0%			1%	0%	1%	1%		1%
	Other	0%		1%	1%	0%	1%	1%		
	Fiscal responsibility, lower costs, taxes	0%		1%	1%	1%		1%		1%
	Lack of services	0%		1%	1%	1%		1%		
	Air quality	0%			1%	0%				1%
	Hospital, healthcare	0%			1%	0%			1%	
Youth activities	0%			1%	0%		1%			
Total	Base	346	107	97	142	279	60	160	70	112

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
What is your favourite thing about living in Duncan?	Size of community	21%	14%	22%	25%	21%	22%	18%	21%	24%
	Accessibility, convenience, central, stores	19%	23%	19%	17%	21%	9%	30%	14%	8%
	Access to outdoor recreation	17%	25%	16%	13%	15%	30%	16%	22%	17%
	Friendly people	8%		7%	15%	9%	5%	3%	13%	11%
	Other	5%	8%	3%	4%	4%	7%	4%	2%	7%
	Downtown	5%	9%	3%	3%	4%	6%	9%		2%
	Community spirit	5%	5%	6%	4%	5%	2%	5%	6%	4%
	Climate, Weather	4%		4%	7%	4%	3%	1%	6%	7%
	Beautiful	4%	8%	3%	1%	4%	2%	4%	2%	4%
	Relaxed lifestyle	3%	3%	4%	2%	2%	7%	4%	5%	1%
	Services available	2%		3%	3%	2%	2%	3%		1%
	Quiet	2%	2%	3%	2%	2%		2%	1%	3%
	Familiar	1%		2%	2%	1%	2%	1%		4%
	Great place to raise a family	1%		3%	1%	1%	3%	1%	1%	1%
	Economy, Jobs	1%	3%		1%	1%	2%	1%		3%
	Clean water	1%	2%	1%		1%			4%	
	Summer festival	0%			1%	1%		1%		1%
	Safe community – low crime	0%		1%	1%	1%		1%	1%	
	Ocean, close to ocean	0%		1%	1%	1%		1%		1%
	Total	Base	353	109	100	144	290	56	162	71

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
What is your favourite thing about living in Duncan?	Size of community	21%	14%	22%	25%	21%	22%	18%	21%	24%
	Accessibility, convenience, central, stores	19%	23%	19%	17%	21%	9%	30%	14%	8%
	Access to outdoor recreation	17%	25%	16%	13%	15%	30%	16%	22%	17%
	Friendly people	8%		7%	15%	9%	5%	3%	13%	11%
	Other	5%	8%	3%	4%	4%	7%	4%	2%	7%
	Downtown	5%	9%	3%	3%	4%	6%	9%		2%
	Community spirit	5%	5%	6%	4%	5%	2%	5%	6%	4%
	Climate, Weather	4%		4%	7%	4%	3%	1%	6%	7%
	Beautiful	4%	8%	3%	1%	4%	2%	4%	2%	4%
	Relaxed lifestyle	3%	3%	4%	2%	2%	7%	4%	5%	1%
	Services available	2%		3%	3%	2%	2%	3%		1%
	Quiet	2%	2%	3%	2%	2%		2%	1%	3%
	Familiar	1%		2%	2%	1%	2%	1%		4%
	Great place to raise a family	1%		3%	1%	1%	3%	1%	1%	1%
	Economy, Jobs	1%	3%		1%	1%	2%	1%		3%
	Clean water	1%	2%	1%		1%			4%	
	Summer festival	0%			1%	1%		1%		1%
	Safe community – low crime	0%		1%	1%	1%		1%	1%	
	Ocean, close to ocean	0%		1%	1%	1%		1%		1%
	Total	Base	353	109	100	144	290	56	162	71

On a scale from 1 to 10, where 1 means Not satisfied and 10 means Very satisfied, how satisfied are you with the following Recreation and Leisure Services, as they are currently operating?

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
City parks	Not satisfied: 1-3	7%	6%	9%	6%	6%	9%	6%	9%	7%
	4-7	40%	40%	38%	41%	38%	49%	38%	44%	40%
	Satisfied: 8-10	53%	54%	52%	54%	55%	43%	56%	47%	53%
Total	Mean	7.1	7.1	7.0	7.3	7.2	6.6	7.3	6.8	7.1
	Base	368	112	102	155	302	59	167	73	124
City playgrounds	Not satisfied: 1-3	8%	9%	11%	6%	8%	11%	6%	8%	12%
	4-7	44%	38%	46%	46%	42%	48%	43%	47%	42%
	Satisfied: 8-10	48%	52%	43%	48%	50%	41%	51%	45%	46%
Total	Mean	6.9	7.0	6.6	7.0	7.0	6.5	7.1	6.7	6.7
	Base	335	109	92	135	277	53	150	64	117
City museum	Not satisfied: 1-3	9%	15%	5%	7%	9%	13%	7%	8%	13%
	4-7	46%	52%	47%	42%	44%	58%	53%	48%	38%
	Satisfied: 8-10	45%	33%	49%	50%	48%	29%	40%	44%	50%
Total	Mean	6.8	6.3	7.0	7.1	7.0	6.1	6.8	6.7	6.8
	Base	326	100	86	140	268	52	143	64	115
City sports fields not including schools	Not satisfied: 1-3	14	3	5	5	10	3	7	1	6
	4-7	118	35	28	55	93	23	48	29	40
	Satisfied: 8-10	210	70	61	79	183	25	97	37	73
Total	Mean	7.6	7.8	7.5	7.5	7.7	6.9	7.7	7.5	7.4
	Base	342	109	94	139	286	51	151	67	119
Overall satisfaction with recreation services	Not satisfied: 1-3	24	13	6	4	19	5	8	5	10
	4-7	135	32	39	64	106	26	59	29	45
	Satisfied: 8-10	202	67	53	82	173	27	96	37	67
Total	Mean	7.3	7.2	7.1	7.5	7.4	6.7	7.4	7.1	7.2
	Base	361	112	98	150	298	58	164	70	123

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	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Water supply	Not satisfied: 1-3	5%	3%	5%	5%	4%	6%	7%	1%	4%
	4-7	22%	22%	28%	18%	20%	30%	25%	17%	21%
	Satisfied: 8-10	73%	75%	67%	76%	76%	65%	69%	82%	75%
Total	Mean	8.3	8.4	8.1	8.3	8.4	7.8	8.0	8.7	8.3
	Base	375	112	103	161	308	60	168	74	128
Sewage treatment	Not satisfied: 1-3	6%	6%	7%	5%	5%	9%	5%	7%	6%
	4-7	26%	30%	29%	21%	24%	32%	27%	30%	21%
	Satisfied: 8-10	68%	64%	64%	75%	72%	59%	68%	62%	73%
Total	Mean	7.9	7.5	7.8	8.2	8.1	7.3	7.9	7.6	8.1
	Base	363	110	101	152	298	58	164	70	124
Garbage collection	Not satisfied: 1-3	7%	10%	8%	5%	8%	6%	7%	9%	7%
	4-7	29%	26%	31%	29%	29%	26%	30%	35%	23%
	Satisfied: 8-10	64%	63%	61%	66%	64%	68%	63%	56%	70%
Total	Mean	7.8	7.5	7.7	8.0	7.8	7.7	7.7	7.4	8.1
	Base	362	114	101	148	297	58	166	68	123
Street lighting	Not satisfied: 1-3	5%	4%	7%	3%	4%	9%	5%	7%	1%
	4-7	33%	34%	35%	31%	31%	40%	34%	34%	32%
	Satisfied: 8-10	62%	61%	57%	66%	66%	52%	61%	59%	67%
Total	Mean	7.7	7.6	7.4	7.9	7.8	7.1	7.6	7.4	8.0
	Base	373	112	102	159	306	60	170	71	127
Animal control	Not satisfied: 1-3	5%	5%	9%	3%	5%	9%	5%	7%	5%
	4-7	31%	28%	31%	32%	28%	36%	31%	24%	33%
	Satisfied: 8-10	64%	67%	60%	65%	67%	55%	64%	69%	62%
Total	Mean	7.7	7.9	7.3	7.8	7.8	7.1	7.8	7.7	7.6
	Base	353	107	95	151	290	56	156	70	123
Recycling services	Not satisfied: 1-3	8%	10%	9%	6%	7%	16%	9%	13%	5%
	4-7	31%	32%	31%	29%	29%	34%	35%	34%	22%
	Satisfied: 8-10	61%	57%	60%	65%	64%	51%	56%	53%	74%
Total	Mean	7.5	7.3	7.5	7.8	7.7	6.9	7.3	6.9	8.2
	Base	364	114	102	149	297	60	166	67	126
Availability of public washrooms	Not satisfied: 1-3	24%	21%	24%	27%	22%	34%	21%	31%	25%
	4-7	48%	45%	53%	47%	48%	46%	49%	47%	47%
	Satisfied: 8-10	28%	34%	23%	25%	30%	20%	29%	22%	29%
Total	Mean	5.7	6.1	5.5	5.6	5.9	5.1	5.8	5.1	5.9
	Base	356	112	99	145	290	60	162	70	118
Overall satisfaction with utilities	Not satisfied: 1-3	3%	1%	3%	3%	2%	4%	3%	2%	3%
	4-7	40%	42%	40%	38%	38%	48%	39%	48%	36%
	Satisfied: 8-10	58%	57%	57%	59%	60%	48%	59%	50%	62%
Total	Mean	7.6	7.5	7.5	7.6	7.7	7.0	7.5	7.3	7.8
	Base	368	112	102	155	302	60	168	70	124

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	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Police protection	Not satisfied: 1-3	15%	28%	15%	5%	13%	23%	16%	14%	14%
	4-7	40%	27%	52%	42%	40%	37%	38%	45%	39%
	Satisfied: 8-10	45%	45%	33%	53%	47%	40%	46%	41%	47%
Total	Mean	6.6	5.8	6.2	7.4	6.7	6.1	6.5	6.5	6.7
	Base	373	112	103	158	308	57	166	72	129
Traffic violation enforcement	Not satisfied: 1-3	16%	18%	17%	13%	15%	24%	19%	17%	12%
	4-7	45%	32%	52%	49%	45%	37%	42%	49%	46%
	Satisfied: 8-10	40%	50%	31%	38%	40%	39%	39%	34%	43%
Total	Mean	6.4	6.7	6.0	6.4	6.4	6.2	6.3	6.1	6.6
	Base	362	110	99	153	298	57	162	70	125
Fire protection	Not satisfied: 1-3	2%	6%	2%	1%	1%	9%	3%	2%	2%
	4-7	23%	16%	28%	24%	22%	26%	26%	17%	22%
	Satisfied: 8-10	75%	78%	70%	75%	77%	66%	71%	81%	76%
Total	Mean	8.2	8.0	8.1	8.4	8.3	7.7	8.0	8.2	8.4
	Base	373	114	102	158	308	59	167	71	130
By-law enforcement	Not satisfied: 1-3	13%	13%	15%	10%	12%	16%	14%	11%	13%
	4-7	38%	33%	40%	41%	35%	50%	38%	38%	39%
	Satisfied: 8-10	49%	54%	44%	49%	53%	34%	49%	51%	49%
Total	Mean	6.8	6.9	6.6	7.0	7.0	6.2	6.8	7.0	6.8
	Base	365	112	99	154	299	59	162	70	128
Overall satisfaction with protective services	Not satisfied: 1-3	7%	15%	5%	2%	6%	11%	9%	10%	3%
	4-7	46%	39%	56%	44%	45%	52%	45%	43%	48%
	Satisfied: 8-10	47%	45%	39%	53%	49%	38%	46%	48%	48%
Total	Mean	7.0	6.6	6.8	7.5	7.1	6.6	6.9	7.0	7.2
	Base	364	110	99	155	302	56	164	70	125

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	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Road maintenance and repair	Not satisfied: 1-3	19%	13%	20%	22%	20%	13%	15%	19%	24%
	4-7	55%	51%	59%	55%	54%	59%	57%	56%	52%
	Satisfied: 8-10	26%	35%	21%	23%	26%	28%	28%	25%	24%
Total	Mean	5.8	6.4	5.5	5.5	5.8	6.0	6.1	5.6	5.5
	Base	374	114	104	156	308	60	168	72	129
Snow removal from roads	Not satisfied: 1-3	13%	9%	15%	14%	12%	13%	13%	9%	14%
	4-7	44%	39%	51%	44%	42%	55%	40%	52%	45%
	Satisfied: 8-10	43%	52%	34%	43%	46%	32%	47%	39%	41%
Total	Mean	6.7	7.1	6.3	6.6	6.8	6.3	6.9	6.5	6.5
	Base	373	112	104	157	307	60	167	72	129
Public transit	Not satisfied: 1-3	11%	27%	5%	3%	10%	18%	16%	5%	10%
	4-7	49%	44%	53%	52%	50%	46%	47%	68%	42%
	Satisfied: 8-10	39%	30%	42%	45%	40%	37%	38%	26%	48%
Total	Mean	6.5	5.8	6.7	7.0	6.6	6.2	6.3	6.4	6.9
	Base	321	107	88	126	258	57	145	64	108
Bicycle paths	Not satisfied: 1-3	16%	17%	17%	14%	15%	19%	18%	16%	14%
	4-7	47%	47%	50%	46%	44%	61%	47%	51%	46%
	Satisfied: 8-10	37%	36%	33%	40%	40%	19%	36%	32%	41%
Total	Mean	6.3	6.3	6.1	6.5	6.4	5.7	6.1	6.1	6.6
	Base	320	107	89	125	262	52	147	63	106
Condition of city sidewalks	Not satisfied: 1-3	12%	7%	7%	17%	12%	12%	8%	11%	17%
	4-7	39%	24%	49%	44%	37%	47%	40%	44%	35%
	Satisfied: 8-10	49%	69%	43%	39%	52%	42%	52%	46%	47%
Total	Mean	6.8	7.5	6.7	6.3	6.9	6.4	7.0	6.6	6.5
	Base	367	112	102	153	302	58	164	72	125
Downtown parking	Not satisfied: 1-3	23%	18%	26%	24%	21%	25%	15%	32%	27%
	4-7	45%	46%	38%	49%	46%	39%	49%	36%	44%
	Satisfied: 8-10	33%	37%	36%	27%	33%	36%	36%	32%	29%
Total	Mean	5.8	6.2	5.8	5.6	5.9	5.8	6.2	5.3	5.6
	Base	370	114	101	156	307	56	167	69	129
Overall satisfaction with roads & transportation services	Not satisfied: 1-3	6%	6%	7%	6%	6%	7%	7%	8%	5%
	4-7	64%	63%	67%	62%	62%	72%	66%	58%	64%
	Satisfied: 8-10	30%	31%	25%	32%	32%	21%	28%	33%	31%
Total	Mean	6.3	6.4	6.2	6.3	6.4	5.9	6.4	6.1	6.3
	Base	366	112	103	150	299	60	165	71	124

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	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
City beautification	Not satisfied: 1-3	8%	11%	8%	5%	7%	11%	11%	7%	4%
	4-7	45%	38%	48%	47%	43%	52%	40%	50%	47%
	Satisfied: 8-10	48%	52%	44%	47%	50%	37%	49%	43%	50%
Total	Mean	6.9	6.8	6.8	7.1	7.1	6.2	6.9	6.7	7.1
	Base	363	110	103	150	298	60	167	71	120
Citizen engagement	Not satisfied: 1-3	11%	9%	14%	10%	9%	14%	11%	12%	9%
	4-7	54%	50%	57%	54%	53%	54%	53%	55%	52%
	Satisfied: 8-10	36%	41%	30%	36%	37%	32%	36%	33%	39%
Total	Mean	6.4	6.5	6.2	6.6	6.5	6.0	6.4	6.3	6.5
	Base	354	110	100	143	287	60	161	70	118
Land-use planning	Not satisfied: 1-3	18%	14%	22%	18%	17%	19%	17%	13%	21%
	4-7	53%	48%	54%	57%	50%	65%	54%	55%	50%
	Satisfied: 8-10	29%	38%	25%	25%	33%	16%	29%	32%	29%
Total	Mean	5.9	6.4	5.6	5.8	6.0	5.5	5.9	6.3	5.8
	Base	344	109	93	142	279	58	157	65	117
Economic development	Not satisfied: 1-3	13%	15%	14%	10%	11%	21%	11%	14%	13%
	4-7	55%	52%	56%	57%	54%	54%	53%	54%	57%
	Satisfied: 8-10	32%	33%	31%	33%	34%	24%	35%	32%	30%
Total	Mean	6.2	6.1	6.6	6.2	6.4	5.5	6.2	6.9	5.9
	Base	338	110	92	136	273	59	155	65	114
Air quality	Not satisfied: 1-3	8%	10%	7%	8%	9%	9%	7%	11%	9%
	4-7	38%	37%	38%	39%	35%	51%	40%	31%	39%
	Satisfied: 8-10	54%	53%	54%	53%	57%	41%	53%	58%	52%
Total	Mean	7.2	7.1	7.1	7.2	7.3	6.8	7.2	7.1	7.1
	Base	363	114	102	148	296	60	167	71	120
Regulatory bylaws (nuisance control, animal control, open air burning, noise, unsightly property)	Not satisfied: 1-3	18%	15%	23%	16%	17%	24%	15%	20%	20%
	4-7	43%	38%	37%	50%	40%	53%	39%	45%	46%
	Satisfied: 8-10	40%	47%	40%	34%	44%	22%	46%	35%	34%
Total	Mean	6.2	6.6	5.9	6.0	6.3	5.5	6.5	6.0	5.9
	Base	350	110	98	142	284	60	161	68	117

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	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
City beautification	Not important: 1-3	7%	7%	5%	8%	7%	9%	6%	7%	8%
	4-7	37%	32%	41%	38%	36%	39%	34%	36%	41%
	Important: 8-10	56%	60%	54%	55%	57%	53%	60%	57%	51%
Total	Mean	7.4	7.5	7.3	7.4	7.4	7.5	7.6	7.3	7.1
	Base	373	114	103	157	308	59	167	73	128
Citizen engagement	Not important: 1-3	2%	1%	2%	3%	2%	1%	2%	1%	3%
	4-7	28%	19%	30%	33%	30%	23%	23%	27%	35%
	Important: 8-10	70%	79%	68%	64%	68%	75%	75%	71%	61%
Total	Mean	8.1	8.5	8.0	7.8	8.0	8.4	8.3	8.1	7.7
	Base	365	112	101	152	300	58	166	71	123
Land-use planning	Not important: 1-3	2%	2%	2%	2%	2%	2%			4%
	4-7	22%	15%	27%	24%	21%	26%	19%	26%	23%
	Important: 8-10	76%	83%	71%	74%	77%	72%	79%	74%	73%
Total	Mean	8.3	8.5	8.2	8.3	8.3	8.4	8.5	8.3	8.1
	Base	363	109	101	154	302	55	166	72	120
Economic development	Not important: 1-3	2%	2%	3%	3%	2%	2%	3%		3%
	4-7	29%	18%	35%	32%	28%	30%	24%	29%	34%
	Important: 8-10	69%	80%	62%	65%	70%	68%	73%	71%	63%
Total	Mean	8.0	8.4	7.7	7.9	8.0	8.3	8.1	8.2	7.7
	Base	355	110	96	149	291	56	161	71	118
Air quality	Not important: 1-3	3%	3%	2%	4%	3%	3%	4%	1%	4%
	4-7	19%	19%	22%	17%	20%	16%	22%	9%	21%
	Important: 8-10	78%	78%	76%	79%	77%	81%	75%	89%	75%
Total	Mean	8.4	8.4	8.2	8.5	8.3	8.6	8.3	8.8	8.2
	Base	367	112	101	155	302	58	166	72	124
Street maintenance	Not important: 1-3	3%	3%	1%	4%	3%	4%	2%		5%
	4-7	17%	12%	22%	18%	16%	20%	19%	9%	20%
	Important: 8-10	80%	85%	77%	78%	81%	76%	79%	91%	75%
Total	Mean	8.4	8.5	8.3	8.4	8.4	8.1	8.3	8.9	8.1
	Base	368	114	99	156	305	56	164	73	126
Regulatory bylaws (nuisance control, animal control, open air burning, noise, unsightly property)	Not important: 1-3	5%	7%	3%	5%	5%	6%	7%	2%	5%
	4-7	29%	39%	26%	23%	27%	31%	31%	25%	27%
	Important: 8-10	66%	54%	71%	72%	67%	63%	62%	73%	68%
Total	Mean	7.9	7.3	8.1	8.2	8.0	7.6	7.7	8.5	7.9
	Base	363	112	101	150	299	57	163	72	124
Transit services	Not important: 1-3	6%	9%	6%	4%	6%	6%	7%	6%	6%
	4-7	32%	30%	34%	32%	29%	43%	32%	34%	32%
	Important: 8-10	62%	61%	60%	64%	65%	51%	62%	60%	62%
Total	Mean	7.7	7.6	7.6	7.9	7.7	7.5	7.6	7.7	7.8
	Base	355	112	97	146	290	58	163	70	116
Sidewalks	Not important: 1-3	3%	1%	4%	4%	3%	4%	2%	4%	6%
	4-7	26%	29%	35%	17%	25%	29%	32%	18%	24%
	Important: 8-10	71%	69%	61%	78%	72%	67%	67%	79%	70%
Total	Mean	8.1	8.0	7.8	8.3	8.1	8.0	8.1	8.3	7.9
	Base	368	114	102	153	303	58	166	72	125

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

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	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/incr. services by increase property tax rates	28%	21%	30%	31%	25%	43%	32%	29%	21%
	Maintain/incr. services by increase user fees for services	47%	50%	46%	45%	49%	31%	41%	51%	51%
	Reduce services to maintain current property tax rates	26%	29%	24%	24%	26%	26%	27%	20%	28%
Total	Base	350	110	96	144	296	49	159	68	119

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Which services would you like reduced?	No services-use money more efficiently	78%	72%	70%	87%	81%	60%	70%	81%	89%
	All services	13%	17%	15%	8%	15%		12%	12%	11%
	Bylaw enforcement	8%	11%	11%	3%	3%	33%	16%		
	Protective services	6%	6%	11%	3%	6%	7%	10%	6%	
	Garbage and recycling services	3%		4%	5%	3%		2%		6%
	Other	1%			3%	1%		2%		
Total	Responses	94	32	25	37	82	13	47	14	32
	Base	87	30	23	34	75	13	42	14	31

Base: Respondents who want services reduced

Column percentages may exceed 100% because multiple answers given

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Are there any new City services you would like to see introduced or increased?	No	50%	50%	47%	51%	53%	34%	48%	44%	56%
	No response, not sure	12%	10%	19%	8%	10%	16%	12%	7%	13%
	Yes-Recycling, garbage	7%	10%	7%	5%	7%	10%	6%	17%	4%
	Yes-Bylaw enforcement, police patrols	6%	4%	7%	7%	6%	4%	5%	5%	8%
	Yes-Services for homeless, addiction	6%	7%	7%	4%	4%	16%	8%	5%	4%
	Yes-Parks	4%	7%		4%	3%	7%	7%	3%	1%
	Yes-Bike path, bike lane, walking paths or trails	4%	1%	6%	4%	4%	3%	4%	7%	1%
	Yes-Road maintenance	3%	3%	2%	5%	4%		4%	1%	4%
	Yes-Programs for youth and seniors	2%		2%	3%	2%		2%		3%
	Yes-Public washrooms	2%	1%	2%	2%	1%	3%	2%	2%	1%
	Yes-Parking	2%	4%		1%	1%	6%	2%	5%	
	Yes-Bypass, traffic flow	1%			2%	1%		1%	2%	
	Yes-Street sweeping	1%			2%	1%				2%
	Yes-Transit	1%		1%	1%	1%	1%			2%
	Yes-Electric Car charging centers	0%			1%	0%			1%	
	Yes-Improve transport to Victoria, Nanaimo	0%			1%	0%				1%
Yes-Water	0%		1%		0%			1%		
Total	Base	372	114	102	157	307	59	167	74	126

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Have you had any personal contact with a City of Duncan employee over the last 12 months?	Yes	58%	56%	68%	52%	60%	43%	56%	55%	61%
	No	42%	44%	32%	48%	40%	57%	44%	45%	39%
Total	Base	359	110	99	150	295	57	165	74	117

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
What method(s) did you use to contact the City of Duncan employee?	In person at City Hall or Public Works office	56%	57%	49%	62%	56%	52%	54%	72%	51%
	Telephone	42%	22%	53%	51%	46%	23%	38%	43%	48%
	In person in community (at home, on street, etc)	25%	30%	20%	26%	25%	30%	24%	28%	26%
	E-mail	23%	27%	20%	21%	22%	29%	25%	21%	20%
	Other	4%	5%	4%	3%	4%	4%	3%	8%	4%
	Mail	3%	3%	5%	1%	3%		1%	4%	4%
Total	Responses	311	89	97	125	275	31	132	70	105
	Base	203	62	64	76	176	23	91	40	69

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

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
During your most recent contact with a City of Duncan employee, what type of service were you seeking?	Finance (payment of taxes, utilities)	28%	22%	28%	33%	30%	4%	31%	25%	26%
	Bylaws (parking, animal control)	17%	16%	18%	17%	18%	14%	14%	8%	26%
	Public works (snow removal, garb. collection, road repair)	15%	14%	20%	11%	14%	21%	13%	17%	17%
	Planning (zoning, development permits)	8%	5%	11%	9%	8%	14%	9%	8%	8%
	Garbage, recycling	8%	14%	5%	6%	8%	11%	6%	17%	5%
	Water, parks	4%	3%	3%	7%	4%	4%	6%	2%	4%
	General information	3%	3%	1%	6%	4%		2%	2%	6%
	Other	3%	8%		2%	4%		5%	4%	
	Building inspector - calling for an inspection	3%	5%	4%		3%		2%	4%	4%
	Information related to Council meetings, agendas	3%	5%	1%	1%	1%	14%	5%		
	Yard waste	2%	3%	3%	1%	2%		2%	4%	1%
	Building permits	2%		3%	2%	1%	4%	1%	4%	1%
	Public safety	2%	3%	1%	1%		14%	3%	2%	
	Dog license	1%		1%	1%	1%			2%	1%
	Utilities	1%			2%	1%		1%		
Total	Base	200	62	63	76	173	24	92	41	66

Base: Respondents who contacted City Employee in past 12 months

On a scale from 1 to 10, where 1 means Poor and 10 means Excellent, please rate the service provided by the City of Duncan employee during your most recent contact...

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Friendliness	Poor: 1-3	3%	5%	1%	3%	2%	10%	4%	6%	1%
	4-7	19%	24%	18%	17%	17%	38%	18%	13%	26%
	Excellent: 8-10	77%	70%	81%	80%	81%	52%	79%	80%	73%
Total	Mean	8.6	8.5	8.8	8.6	8.8	7.3	8.7	8.4	8.6
	Base	200	62	62	76	171	24	90	39	66
Level of knowledge	Poor: 1-3	4%	6%	3%	4%	2%	21%	6%	9%	
	4-7	19%	20%	22%	17%	19%	21%	15%	9%	31%
	Excellent: 8-10	76%	74%	75%	79%	79%	59%	79%	83%	69%
Total	Mean	8.4	8.5	8.4	8.4	8.6	7.0	8.6	8.2	8.4
	Base	197	58	62	76	168	24	87	39	66
Competence	Poor: 1-3	4%	5%	3%	4%	3%	15%	4%	9%	3%
	4-7	17%	16%	17%	17%	16%	22%	14%	11%	23%
	Excellent: 8-10	79%	78%	80%	79%	81%	63%	82%	80%	74%
Total	Mean	8.5	8.5	8.6	8.4	8.7	7.3	8.7	8.2	8.4
	Base	198	62	59	76	171	23	89	39	66
Treated you fairly	Poor: 1-3	4%	5%	1%	6%	3%	14%	5%	9%	1%
	4-7	15%	14%	18%	15%	14%	21%	12%	11%	22%
	Excellent: 8-10	80%	81%	81%	80%	83%	65%	83%	80%	77%
Total	Mean	8.6	8.6	8.7	8.5	8.8	7.3	8.7	8.2	8.6
	Base	199	62	61	76	171	24	90	39	66
Staff went the extra mile to make sure I got what I needed	Poor: 1-3	14%	22%	14%	6%	11%	35%	17%	11%	11%
	4-7	18%	14%	21%	21%	18%	19%	19%	16%	19%
	Excellent: 8-10	68%	65%	65%	73%	70%	46%	64%	73%	70%
Total	Mean	7.7	7.4	7.5	8.1	7.9	6.1	7.6	7.5	7.9
	Base	184	62	56	66	158	22	84	37	59

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	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
What do you think is the most important environmental concern for the City of Duncan?	Homeless cause mess, needles	20%	30%	19%	11%	20%	16%	19%	14%	23%
	Water supply	17%	16%	19%	17%	16%	16%	20%	21%	11%
	Air quality	12%	8%	11%	16%	13%	10%	7%	10%	20%
	Garbage, recycling	11%	14%	8%	10%	9%	20%	9%	10%	15%
	Population growth, pollution	10%	10%	9%	11%	9%	13%	16%	4%	5%
	Land use, maintain green space	9%		15%	13%	10%	5%	7%	16%	10%
	Water quality	5%	3%	4%	6%	5%	2%	6%		5%
	Climate change	4%	6%	1%	3%	2%	13%	6%	3%	1%
	Too many cars	3%	5%	4%	1%	4%	2%	2%	7%	2%
	Natural disaster, forest fire	2%	3%	3%		2%		2%	3%	1%
	Other	2%		2%	3%	2%		1%	4%	2%
	Sewage	1%	3%		1%	2%			6%	1%
	Flood	1%		1%	2%	1%			3%	2%
	Improve public transit	1%		1%	2%	1%		1%		2%
	None	1%		2%	1%	1%	3%	1%		2%
	Invasive plants	1%			1%	1%		1%		1%
	Not sure	1%			1%	1%		1%		1%
	Wildlife	1%	2%			1%		1%		
Total	Base	318	105	84	129	262	51	148	60	107

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
How do you learn about local government issues?	Local newspaper	68%	42%	72%	84%	66%	72%	61%	73%	74%
	Word of mouth: neighbours, friends	55%	66%	50%	51%	56%	53%	53%	61%	55%
	Internet, online	33%	42%	37%	23%	31%	44%	33%	35%	32%
	City website	24%	21%	19%	28%	22%	29%	26%	21%	22%
	TV	22%	13%	22%	28%	21%	24%	21%	22%	24%
	Radio	21%	28%	23%	14%	21%	24%	20%	20%	22%
	City Facebook page	17%	34%	10%	10%	19%	10%	21%	13%	16%
	Community organization	11%	15%	9%	8%	10%	13%	16%	2%	8%
	Contact member of City staff	7%	7%	8%	7%	8%	6%	7%	8%	7%
	Other	4%	6%	2%	3%	3%	7%	7%		3%
	Don't learn about government issues	3%	7%	2%	1%	4%		4%	5%	3%
Total	Responses	974	316	261	398	797	162	445	189	334
	Base	367	112	102	154	304	57	167	72	126

Column percentages may exceed 100% because multiple answers given

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Do you have access to the internet?	At home	92%	97%	94%	88%	93%	91%	95%	94%	87%
	On a smart phone	55%	80%	55%	38%	55%	62%	68%	63%	35%
	At work	35%	74%	41%	4%	33%	50%	49%	42%	14%
	No access	7%	2%	6%	12%	7%	9%	4%	5%	13%
Total	Responses	706	279	204	223	575	124	359	146	192
	Base	373	110	104	158	308	58	167	71	129

Column percentages may exceed 100% because multiple answers given

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Do you use email?	Yes	92%	99%	93%	86%	92%	91%	96%	94%	86%
	No	8%	1%	7%	14%	8%	9%	4%	6%	14%
Total	Base	370	112	102	156	308	56	167	73	127

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Which of the following of social media do you use?	Facebook	58%	64%	61%	51%	59%	51%	57%	60%	58%
	None of the above	38%	25%	35%	48%	37%	39%	37%	34%	40%
	Instagram	26%	57%	19%	9%	24%	36%	35%	18%	20%
	LinkedIn	10%	16%	16%	2%	8%	22%	17%	7%	5%
	Twitter	6%	10%	5%	3%	7%	2%	10%	1%	4%
Total	Responses	516	194	141	180	421	84	259	88	163
	Base	375	112	104	159	312	56	167	73	129

Column percentages may exceed 100% because multiple answers given

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Which of the following would you consider using to interact with the City of Duncan	Email	70%	78%	68%	65%	70%	71%	74%	71%	65%
	In-person	63%	62%	64%	62%	60%	74%	64%	68%	59%
	Telephone	56%	44%	60%	63%	58%	49%	51%	61%	62%
	City website	46%	60%	46%	35%	46%	51%	56%	52%	31%
	Mail	37%	25%	43%	42%	37%	34%	32%	41%	39%
	Website form	26%	44%	26%	14%	24%	35%	36%	30%	12%
	Facebook	17%	26%	16%	11%	18%	11%	21%	14%	14%
	None of the above	2%		2%	3%	1%	4%	2%	1%	2%
Total	Responses	1187	386	333	468	975	195	560	250	368
	Base	375	114	103	159	309	59	167	74	129

Column percentages may exceed 100% because multiple answers given

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Have you visited the City website?	Yes	60%	76%	60%	48%	60%	64%	63%	72%	51%
	No	40%	24%	40%	52%	40%	36%	37%	28%	49%
Total	Base	373	112	103	158	308	57	167	73	127

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
If 'Yes', how easy/difficult is it to navigate the City's website?	Very difficult	1%		3%		0%	2%	1%		1%
	Difficult	14%	17%	16%	8%	15%	9%	19%	10%	9%
	Neither difficult nor easy	40%	21%	41%	60%	44%	14%	24%	61%	49%
	Easy	37%	48%	37%	26%	31%	70%	46%	22%	35%
	Very easy	6%	10%	3%	6%	7%	5%	9%	6%	1%
	N/A - I don't use the website	2%	4%		1%	2%		2%		4%
Total	Base	225	87	62	76	186	37	107	53	65

Base: People that have visited City website

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Have you read the City Newsletter? The Newsletter is mailed to citizens 3-4 times per year.	Yes	78%	51%	84%	92%	85%	38%	63%	91%	89%
	No	22%	49%	16%	8%	15%	62%	37%	9%	11%
Total	Base	377	114	103	160	310	60	169	74	129

Base: People that have visited City website

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
In general, how do you feel about the amount of information provided by the City?	Adequate information provided	85%	86%	81%	87%	85%	87%	87%	85%	82%
	Too little information	15%	14%	19%	13%	15%	13%	13%	15%	18%
Total	Base	356	109	94	154	298	52	155	73	125

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
If 'Too little information' provided by the City, what information would you like to receive?	More info, more often	22%	38%	19%	13%	19%	50%	14%		38%
	Not specified	20%	13%	33%	13%	23%		5%	31%	27%
	Future plans, policy, direction	15%	13%	5%	26%	13%		33%	8%	4%
	Other	13%	13%	5%	22%	10%	50%	33%		4%
	Developement	8%		19%	4%	10%			15%	12%
	Homeless initiatives	8%	13%	5%	9%	10%		9%	16%	4%
	Survey, community engagement	7%	13%	5%	4%	8%		5%	15%	4%
	Recycling, garbage	5%		5%	9%	6%			8%	8%
	Flooding, weather	2%		5%		2%			8%	
Total	Base	51	13	18	20	44	5	18	11	22

Base: people w ho indicate 'too little information'

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
How would you like the City of Duncan to communicate information to you?	City newsletter mailed to you	59%	51%	62%	63%	61%	46%	54%	60%	66%
	Local newspaper-news articles	46%	24%	46%	61%	46%	46%	39%	50%	54%
	Direct mail	43%	48%	38%	43%	45%	35%	39%	53%	42%
	Email	41%	49%	38%	37%	43%	30%	44%	45%	35%
	City website	25%	36%	27%	16%	24%	30%	27%	30%	20%
	City Facebook page	17%	34%	13%	7%	18%	14%	20%	17%	14%
	Radio	14%	15%	18%	10%	13%	15%	15%	15%	11%
	Local newspaper-advertisements	12%	6%	16%	15%	12%	15%	13%	13%	11%
	City news subscription (via website)	9%	16%	8%	4%	10%	3%	6%	24%	5%
	TV	7%	4%	7%	9%	7%	7%	10%	7%	5%
	Through a community organization	4%	7%	2%	3%	2%	11%	6%	3%	2%
	Not interested	1%		1%	2%	1%	1%	1%		2%
	Other	0%		1%	1%	1%		1%		1%
Total	Responses	1040	326	286	429	877	148	457	233	343
	Base	374	112	103	160	310	58	167	74	129

Column percentages may exceed 100% because multiple answers given

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
How do you want to participate in public consultations?	Direct mailsurvey - mail it back	77%	80%	75%	76%	77%	76%	75%	76%	79%
	Online engagement tool - sign up for notifications	30%	43%	35%	17%	27%	45%	37%	29%	21%
	Online website feedback tool	29%	47%	31%	17%	27%	44%	35%	38%	17%
	Attend in-person public information sessions	27%	35%	26%	23%	24%	39%	34%	24%	20%
	Send email to general email address	21%	25%	17%	21%	23%	14%	20%	28%	18%
	Attend online public information sessions	18%	27%	16%	14%	16%	33%	21%	26%	10%
	Don't participate in public consultations	8%		9%	13%	8%	9%	5%	10%	12%
	Other	1%	2%		1%	0%	3%	1%	2%	
Total	Responses	747	259	208	280	591	146	358	165	218
	Base	355	100	99	156	293	56	157	71	123

Column percentages may exceed 100% because multiple answers given

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
How long have you lived in the City of Duncan?	1-2 yrs	14%	24%	14%	6%	11%	27%	30%		
	3-5 yrs	13%	21%	11%	9%	13%	17%	29%		
	6-10 yrs	19%	19%	20%	18%	18%	20%	41%		
	11-20 yrs	20%	16%	20%	22%	21%	16%		100%	
	20-40 yrs	18%	16%	24%	15%	18%	20%			51%
	41+ yrs	17%	4%	11%	30%	20%	1%			49%
Total	Base	376	114	103	159	310	60	172	74	130

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Which of the following age groups do you fall into?	18-24 years	2%	6%				11%		5%	3%
	25-34 years	11%	35%			6%	34%	19%		5%
	35-44 years	18%	59%			19%	14%	22%	20%	10%
	45-54 years	5%		18%		5%	4%	6%	6%	4%
	55-64 years	23%		82%		23%	20%	21%	23%	23%
	65 years or older	42%			100%	47%	17%	31%	46%	55%
Total	Base	381	114	106	162	314	60	172	74	130

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Do you rent or own your residence?	Own	84%	69%	86%	93%	100%		77%	87%	90%
	Rent	16%	31%	14%	7%		100%	23%	13%	10%
Total	Base	374	114	103	158	314	60	167	74	129

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
Which of the following do you live in?	Single detached house	58%	62%	62%	53%	67%	13%	58%	52%	62%
	Apartment or condo	31%	18%	26%	44%	25%	58%	32%	40%	25%
	Townhome or duplex	9%	13%	12%	3%	6%	21%	10%	6%	8%
	Basement suite	1%	3%				6%			3%
	Other	1%	4%			1%	3%		2%	3%
Total	Base	379	114	106	160	314	60	170	74	130

		Total	Age			Own or rent?		Years lived in Duncan?		
			18-44	45-64	65+	Own	Rent	1-10 yrs	11-20 yrs	20+ yrs
What is your current employment status?	Employed full time	31%	74%	31%	2%	29%	45%	40%	31%	21%
	Employed part time	7%	10%	10%	3%	5%	18%	8%	7%	5%
	Self employed	7%	10%	10%	2%	8%	3%	8%	9%	3%
	Student	0%		1%	1%	1%		1%		
	Retired	52%	1%	46%	92%	56%	27%	41%	52%	66%
	Homemaker	1%	1%	1%	1%	1%		0%	1%	1%
	Unemployed	1%	3%				6%			3%
	Other	0%		1%	1%	0%	1%	1%		1%
Total	Base	380	114	105	162	314	60	171	74	130