

October 4, 2017

Community survey seeks feedback on snow-clearing service – survey starts Oct. 12

From October 12 through 23, the City of Campbell River will conduct a random telephone survey and an online survey open to all residents to gather public feedback on snow clearing services.

“In advance of budget deliberations, Council is seeking community input to determine satisfaction with current service levels and whether there is support for increased service,” says city manager Deborah Sargent. “The survey will offer an opportunity for people to thoroughly consider and review this service, and the results will help Council determine how best to provide snow clearing services that meet the community’s needs and expectations.”

Discovery Research, the same firm that conducted the 2016 citizen satisfaction survey, will conduct the telephone survey of randomly-selected residents to provide a representative sample of community opinion. Survey participants must be aged 18 or older.

People who are not interviewed by telephone can share their opinion by completing the online survey from a link on the home page of the City’s website (www.campbellriver.ca).

Along with asking questions about personal preparedness and transportation methods when snow falls in Campbell River, questions will measure satisfaction levels with:

- Priorities for clearing
- Sidewalk clearing
- Timing and thoroughness of clearing
- Plowing methods
- Communication methods

A report with the survey results will be presented to Council in November.

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