



DISCOVERY RESEARCH



2019 Campbell River Citizen Survey

Detailed Report on Findings

Prepared For: *City of Campbell River*

Prepared By: *Discovery Research*

Date: *October 2019*

Executive Summary

In September 2019, a community survey was mailed to 1200 randomly selected Campbell River Residents. Residents were asked to rate their satisfaction with the services provided by the City of Campbell River. 364 surveys were completed and mailed back, giving a response rate of **30%**.

Quality of life in Campbell River given high ratings

Ninety-eight percent rate the *overall quality of life in Campbell River* as good (**64%**) or very good (**34%**). Similarly, **97%** rated Campbell River a *good place to raise children* and a *good place to retire*.

Most important issue facing Campbell River – Homelessness and Addiction Issues

Fifteen percent indicated that *homelessness and addiction* was the single most important issue facing the City of Campbell River. Other important issues included *taxes, fiscal responsibility/ increasing costs* (**10%**) and the *affordability and availability of housing* (**8%**).

Favourite thing about Living in Campbell River – Access to Outdoor Recreation

Thirty-four percent felt their favourite thing about living in Campbell River was easy *access to outdoor recreation* and **29%** felt it is being *close to the ocean*.

Residents Satisfied with City Services and Programs

Ninety-one percent were satisfied with the *overall services and programs provided by the City of Campbell River*.

Majority feel City of Campbell River is doing a good job

Seventy-eight percent agree with the statement, “*In general, I believe the City of Campbell River is doing a good job*”.

Higher Satisfaction

The highest satisfaction ratings were given for *City trails* (**97%** satisfied); *water supply* (**97%**); *sewage system* (**98%**); and *recreation programs* (**94%**).

Lower Satisfaction

The lowest satisfaction ratings were given for *bylaws and enforcement* (**60%** satisfied); *public washrooms* (**64%**); *transportation and traffic flow* (**62%**); and *snow and ice removal* (**58%**).

Customer service provided by City Employees - Excellent

The customer service provided by City Staff received excellent satisfaction rating. The vast majority of residents feel that City Staff are *courteous, helpful, and accessible*.

Preferred source of information about City issues – Local Newspaper

Seventy-eight percent prefer to learn about City issues from *news articles in the local newspapers* and **41%** would prefer to learn about issues through *online sources*.

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Introduction

In September of 2019, the City of Campbell River conducted a comprehensive mail survey with a random sample of Citizens. Residents of Campbell River were asked to rate their level of satisfaction with a variety of City services and programs. The survey was an important step in the process to include input from Citizens when the City is making operational, service and budget decisions for the upcoming years.

Discovery Research, an independent consulting firm, was retained to conduct the 2019 Citizen Survey. The survey was designed so that Citizens' opinions could be easily summarized and prioritized. This report provides detailed results from this year's mail survey and where applicable makes comparisons with a telephone survey conducted in 2016.

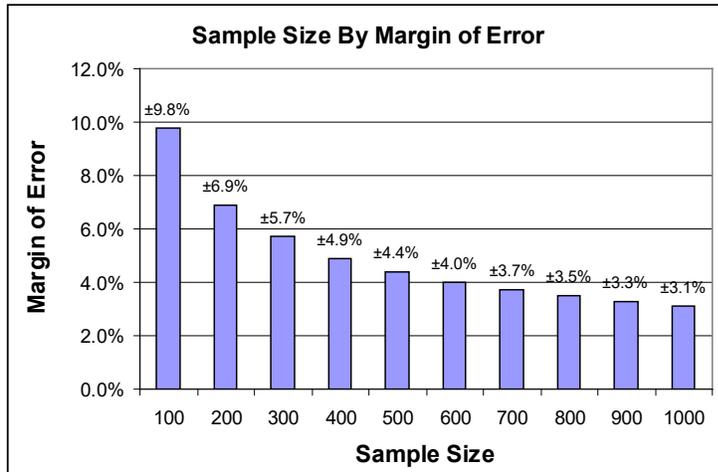
Objectives

The 2019 Citizen Survey has the following objectives:

- **Measure Citizens' satisfaction levels with the various City services.**
- **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 1200 Campbell River Residents were mailed a survey in September 2019. The random sample was generated such that each residence in Campbell River had an equal opportunity of being selected for the research. 364 surveys were mailed back, giving a response rate of **30%**.



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

Statistics generated from a sample size of 364 will be accurate within $\pm 5.1\%$, at the 95% confidence interval (19 times out of 20).

Weighting

Campbell River'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 Campbell River.

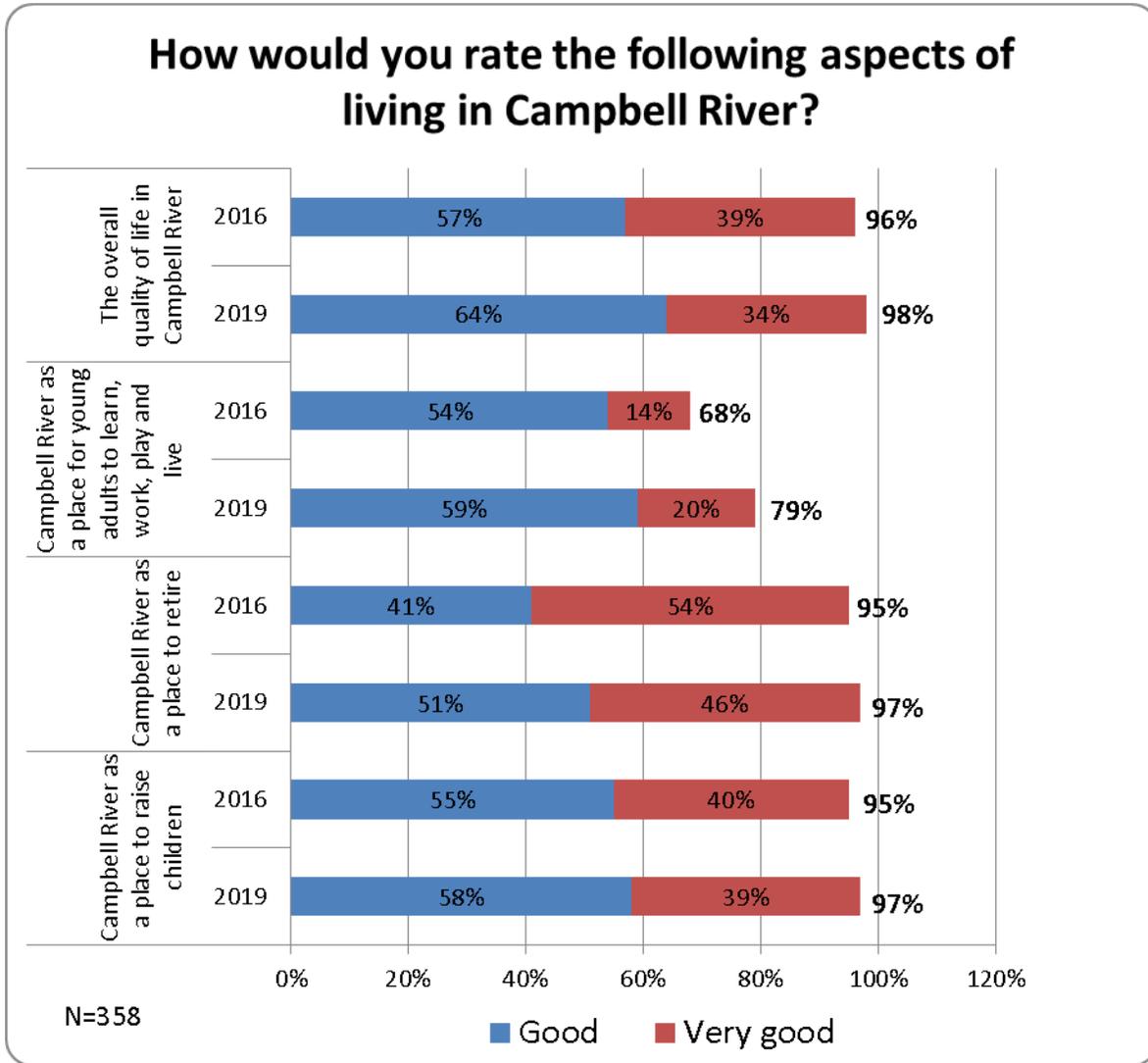
Age	Population from 2016 Census	Unweighted Sample	Weighted Sample
18-44	28%	21%	28%
45-64	30%	30%	30%
65+	42%	48%	42%

Online Survey

In addition to a mail survey, the City of Campbell River posted an equivalent online version of the survey on the City webpage. In total, 203 online surveys were started by residents and of these 203 surveys, 137 surveys were completed in entirety. Online survey results must be interpreted with caution because of the self-selection bias inherent in the online methodology. Online respondents are more likely than mail respondents to have an issue or complaint about City services. Online respondents seek out the online survey instrument in order to provide feedback. Mail respondents are more passive in how they were approached to do the survey and are more representative of the overall population of Campbell River. As a result of self-selection bias, satisfaction ratings generated from the online survey are slightly less favorable than mail results. Online results can be seen in *Appendix 2*.

Section 1 – Overall Quality of Life in Campbell River

Q1. Quality of life in Campbell River

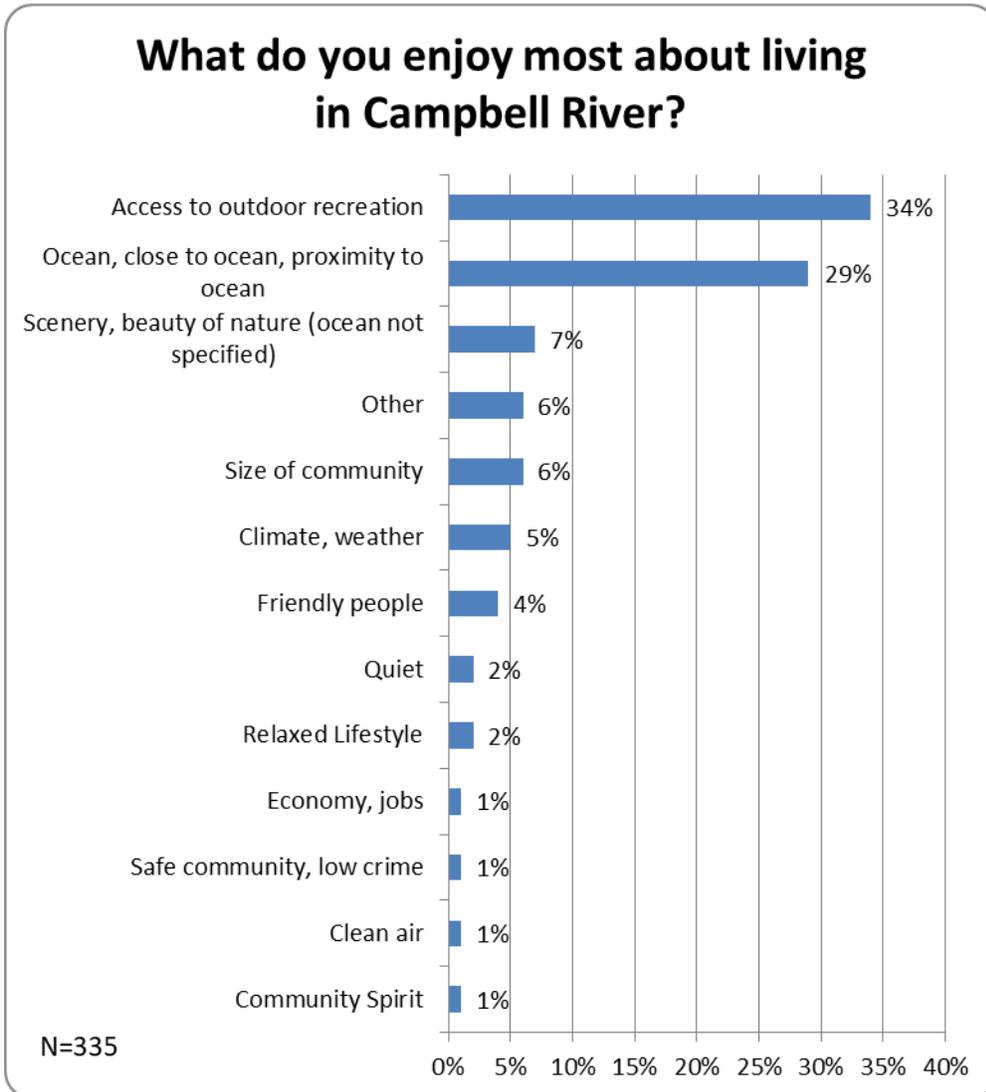


Residents provided high ratings (**98%**) for the *overall quality of life in Campbell River* (very good=**39%** and good=**57%**)

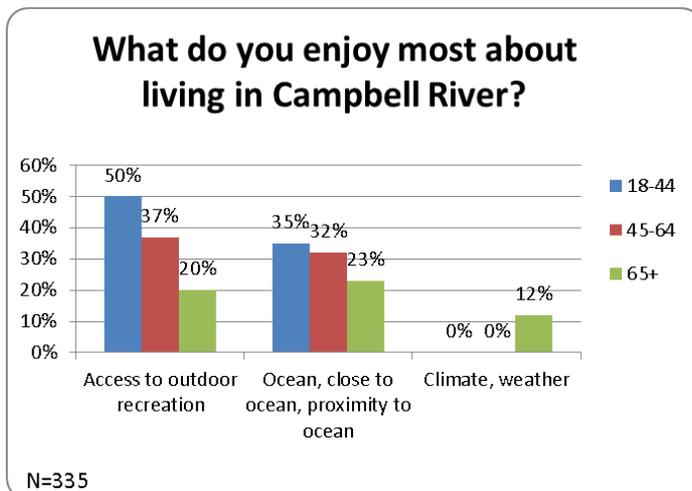
Campbell River was also rated highly (**97%**) as *a place to raise children and a place to retire*.

The majority of Citizens (**79%**) gave a good rating for *Campbell River as a place for young adults to learn, work, play and live*.

Q2. Most enjoyed aspect of living in Campbell River

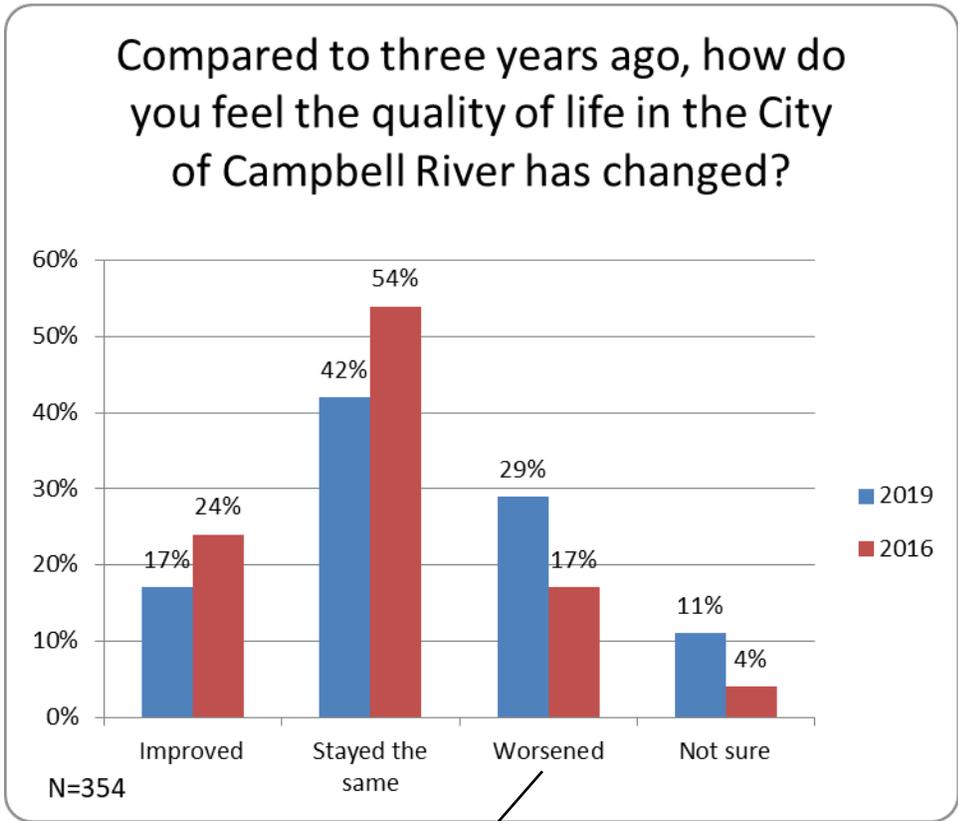


Thirty-four percent of respondents felt their favourite thing about living in Campbell River was *access to outdoor recreation* and a further **29%** indicated their favourite thing was *being close to the ocean*.



Among Citizens 18-44 years old, **50%** listed *access to outdoor recreation* as one of their favourite things about living in Campbell River. Older respondents were more likely to appreciate *the weather*.

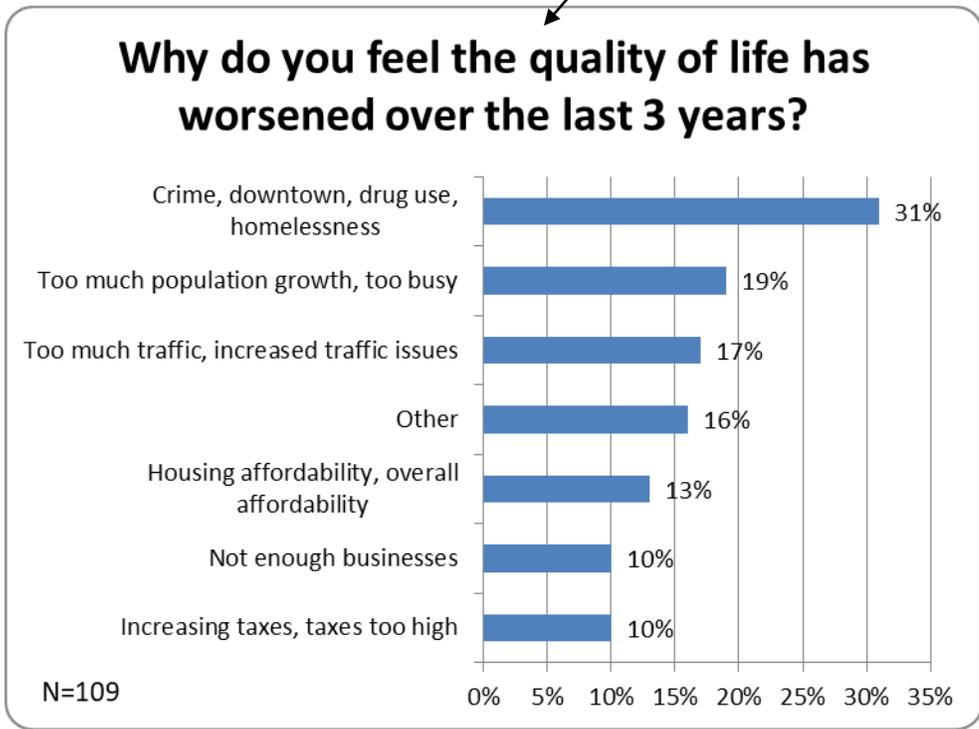
Q3. Quality of life in Campbell River compared to 3 years ago



The majority of respondents (**42%**) felt that the quality of life in Campbell River has *not changed* in the past 3 years.

Seventeen percent felt the quality of life has *improved* and **29%** felt the quality of life has *worsened*.

Respondents who felt the quality of life has changed were asked, “*Why it has changed?*” Verbatim responses can be seen in *Appendix 3*.



Of the 109 respondents who felt their quality of life had worsened in the last 3 years **31%** attributed this to *crime, downtown, drug use, and homelessness*. A further **19%** indicated that there was *too much population growth, or too busy*.

Q4. Most important issue facing Campbell River

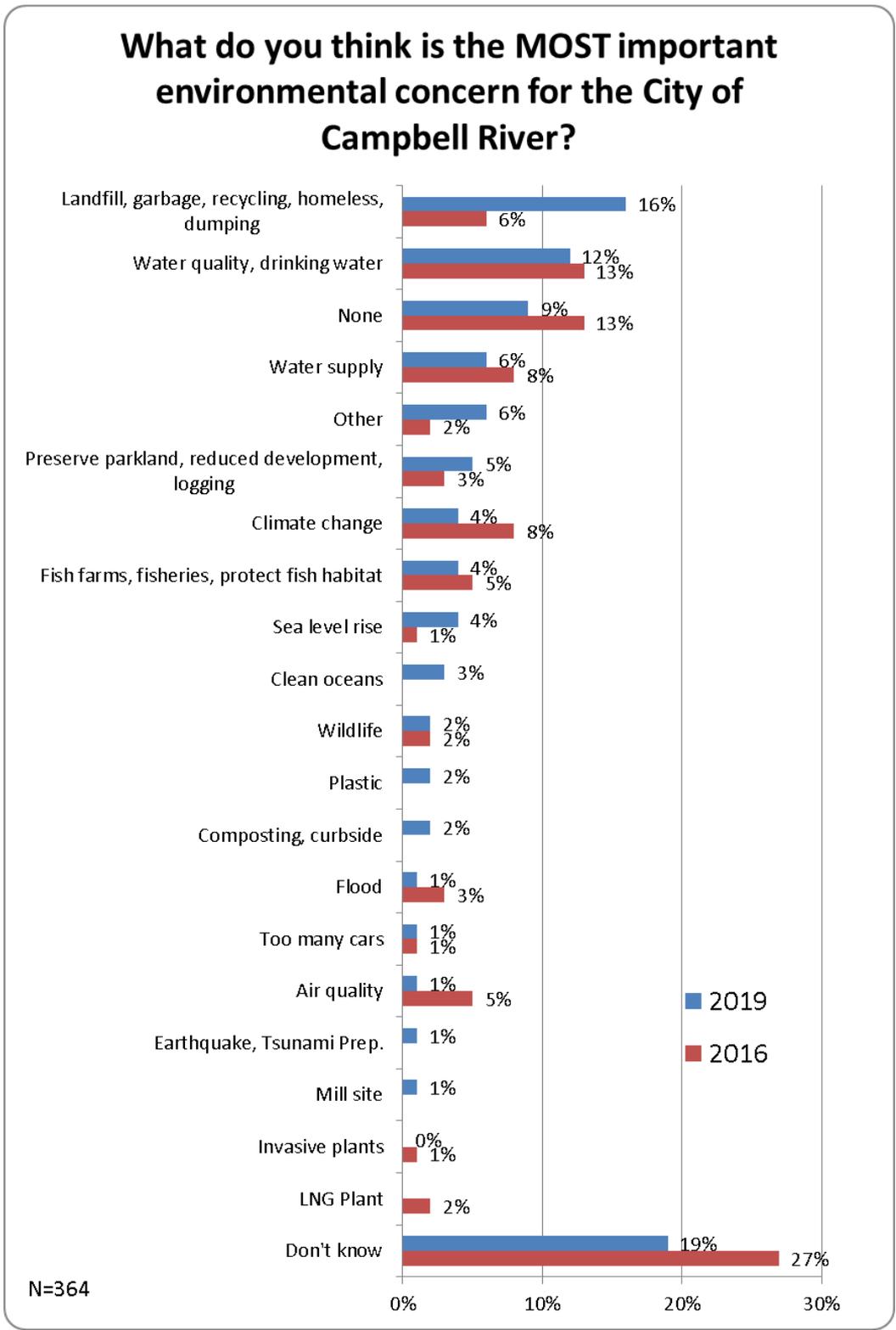
In your opinion, what is the single MOST important issue facing the City of Campbell River that you feel should receive the greatest attention from local leaders?

	2019	2016
Homelessness, Addiction issues	15%	4%
Taxes, fiscal responsibility, increasing costs	10%	10%
Housing, available and affordable	8%	1%
Population growth, Overcrowding, Urban Planning	6%	8%
Protect environment, water	6%	
Crime, Safety of Citizens	5%	3%
Lack of Jobs, poor economy	4%	29%
Aging infrastructure	4%	10%
Traffic – too much	4%	2%
Business development, tourism promotion	4%	2%
Other	2%	
Climate, weather	2%	
Healthcare	2%	2%
Clean up city, downtown	2%	
Parking	2%	
Activities, resources for Seniors	2%	1%
Improve City Council, City Staff	1%	
More recreational and social activities	1%	4%
Road conditions	1%	1%
Childcare	1%	
Recycling, composting, garbage	1%	
Activities for youth, schools	1%	3%
Bike and pedestrian routes	1%	
Don't know	2%	16%
None	13%	1%

Fifteen percent of residents feel the single most important issue facing the City of Campbell River is *homelessness and addiction issues*. Ten percent feel the most important issue is related to *increasing taxes, costs and fiscal responsibility*.

Housing availability and affordability were the most important issues for **8%** of respondents.

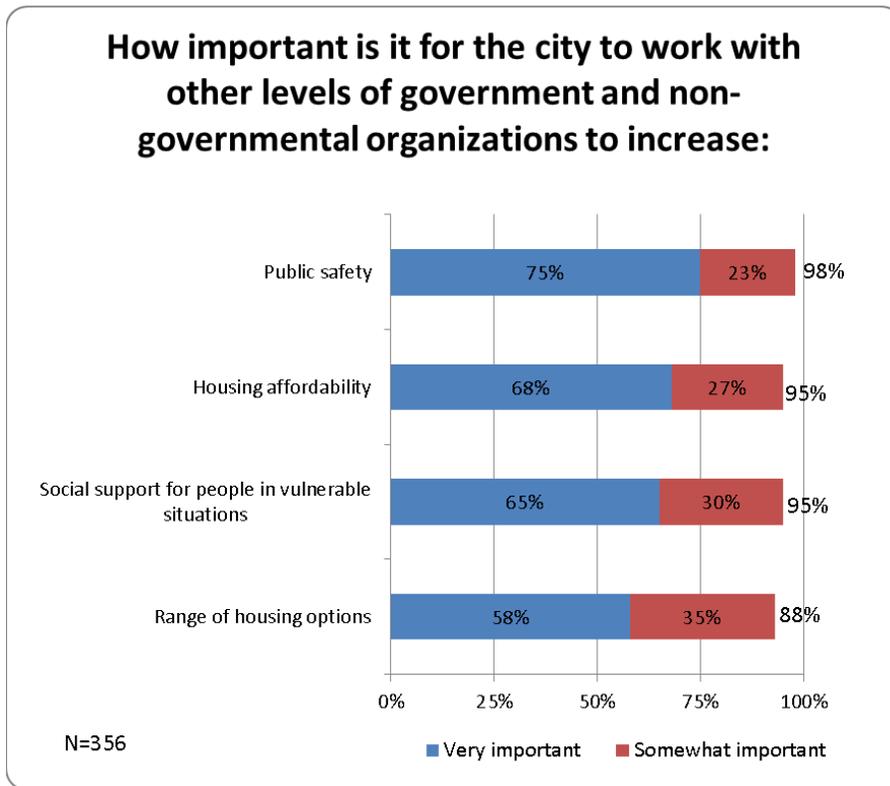
Q5. Most Important Environmental Concern



The most important environmental issues were *landfill, garbage, recycling, homeless, dumping (16%)* and *water quality, drinking water (12%)*.

Nine percent did not think there was an environmental concern in Campbell River and **19%** could not think of a concern.

Q6. Importance of City working with other levels of government

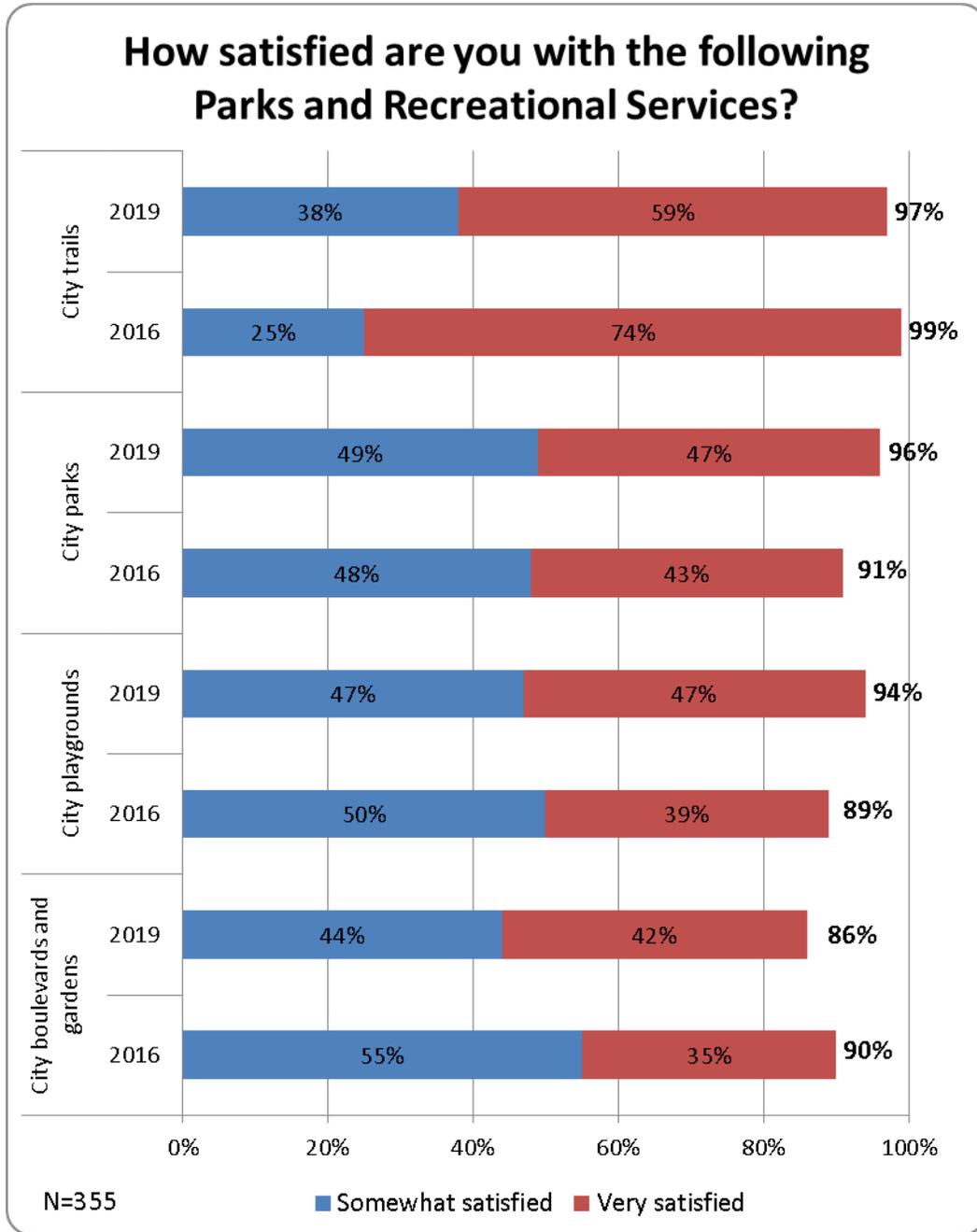


Ninety-eight percent of respondents felt it is important for the city to work with other levels of government on *public safety*.

Thirty-five percent indicated that it was very important to increase *range of housing options*.

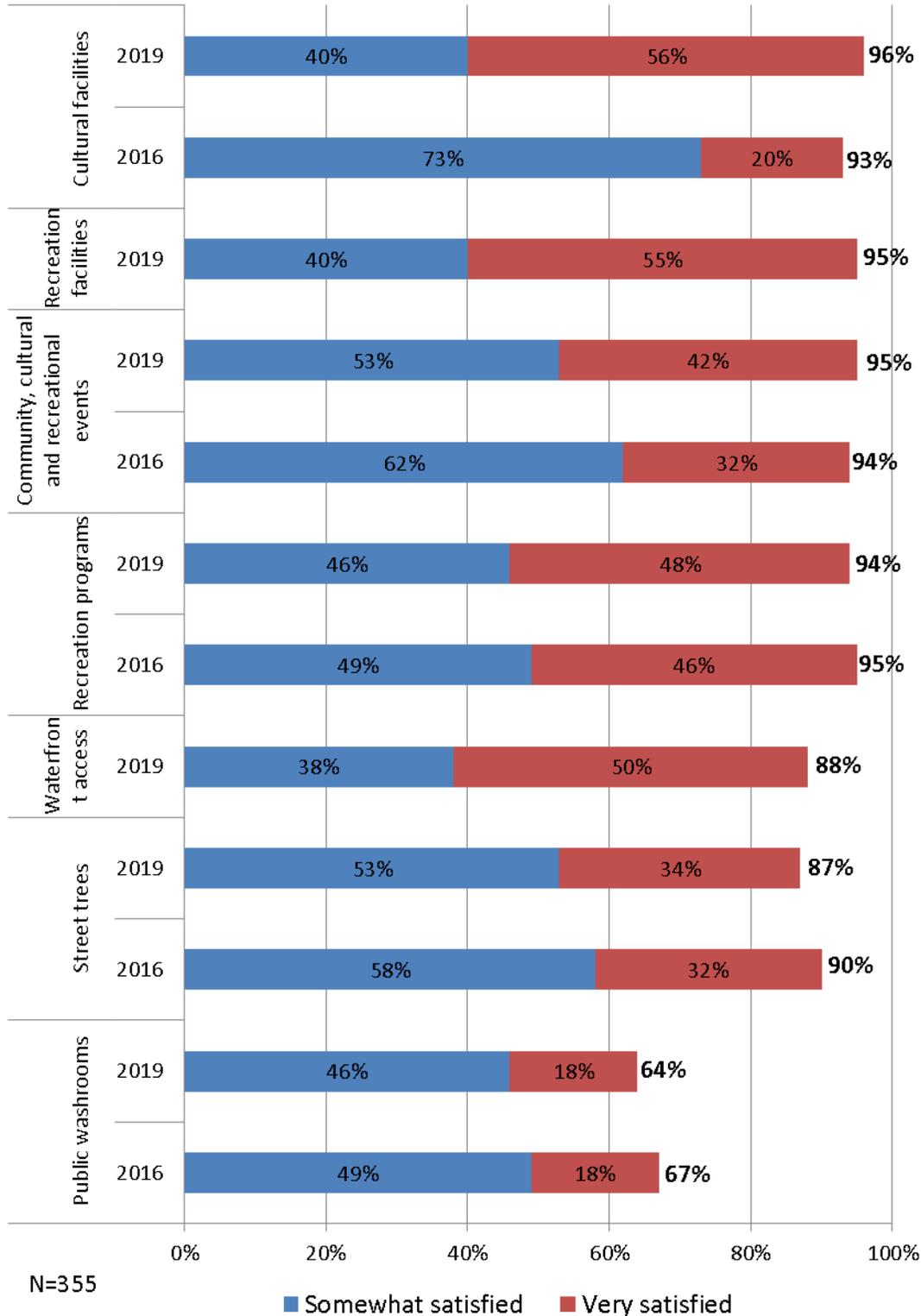
Section 2 – Satisfaction with City Services and Programs

Q7. Parks Recreation and Cultural Services



Ninety-seven percent of Citizens are satisfied with *City trails*, **96%** are satisfied with *City parks* and **94%** are satisfied with *City playgrounds*.

How satisfied are you with the following Parks and Recreational Services?

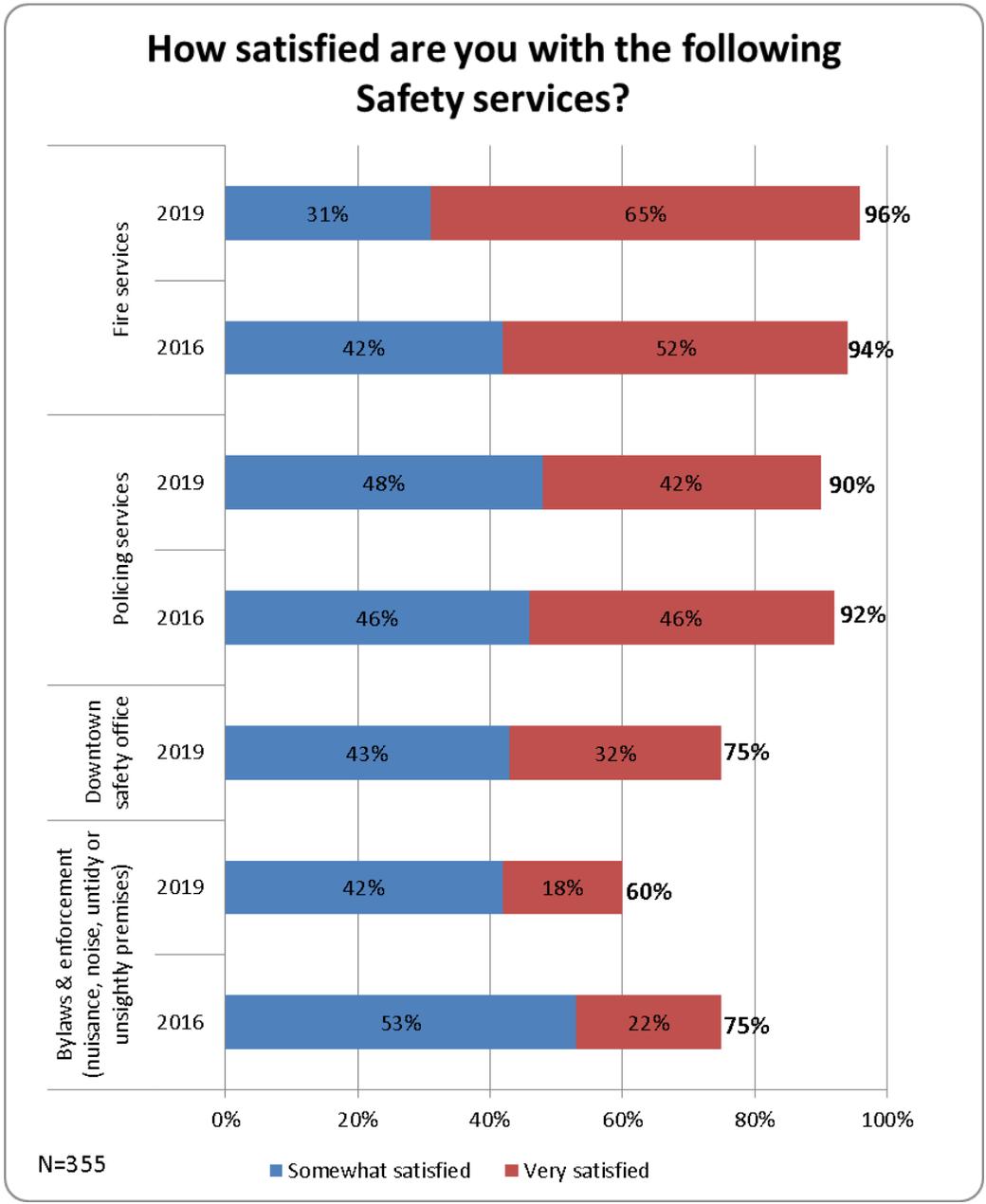


Ninety-six percent of Citizens were satisfied with *Cultural facilities* and **95%** were satisfied with *Recreation facilities*

Eighty-eight percent are satisfied with *Waterfront access*.

Public washrooms received the lowest satisfaction rating with **64%** satisfied.

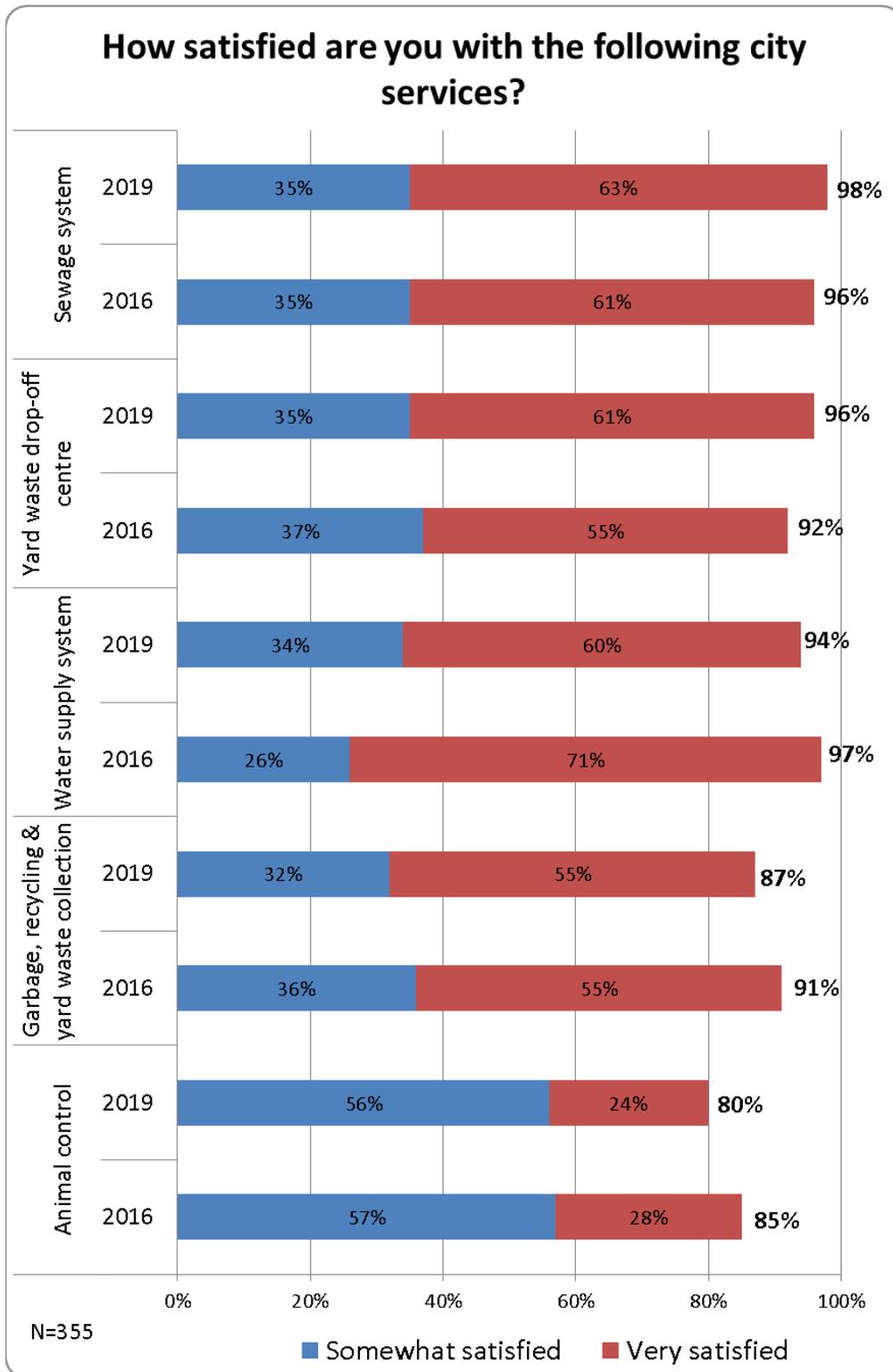
Safety Services



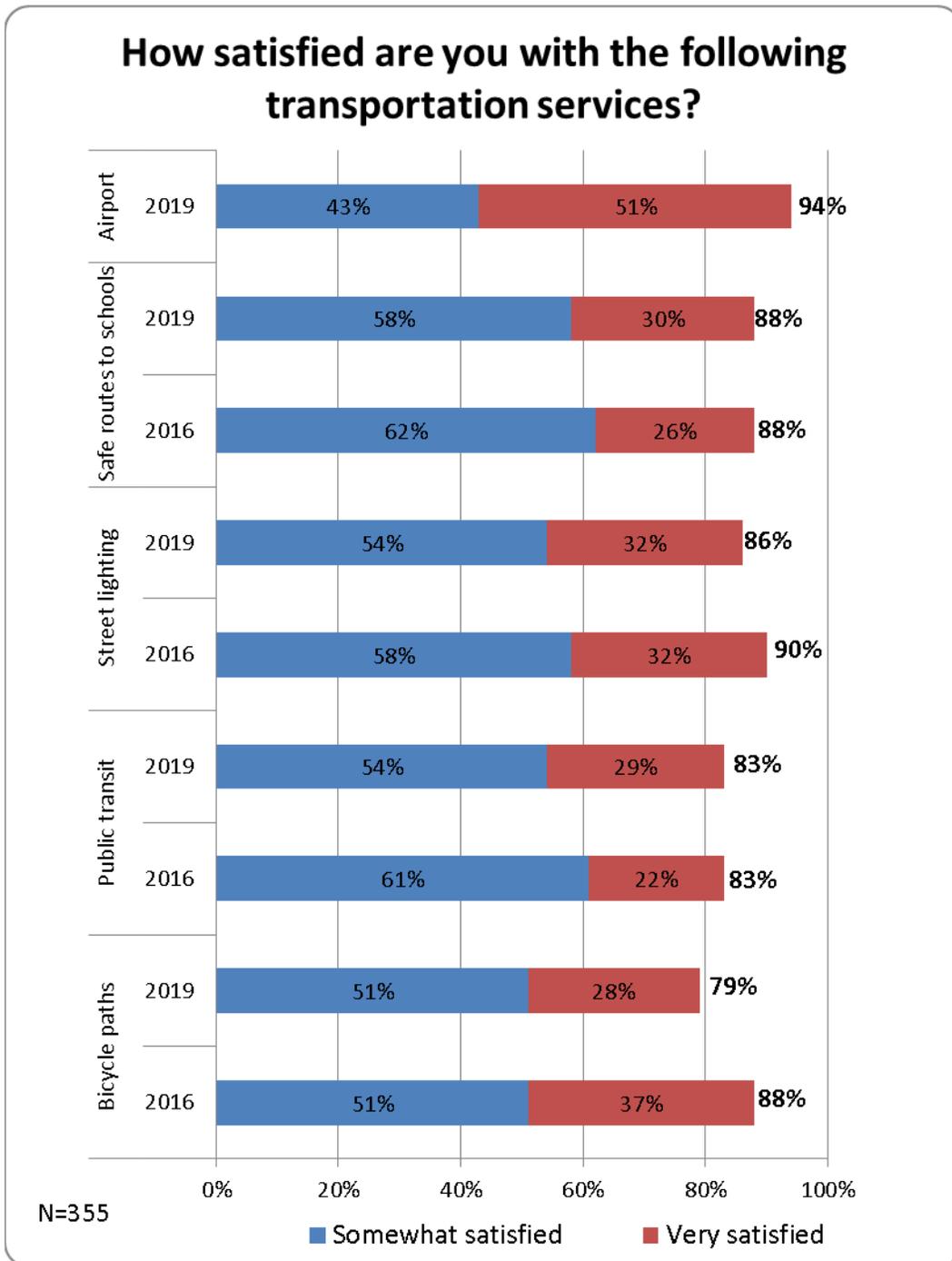
Residents were satisfied with *Fire services* (**96%**) and *Policing services* (**90%**).

The lowest satisfaction ratings were for *Bylaw enforcement* with **60%** satisfied. This rating decreased from 2016 when 75% of Citizens reported being satisfied with bylaws and enforcement.

City Services



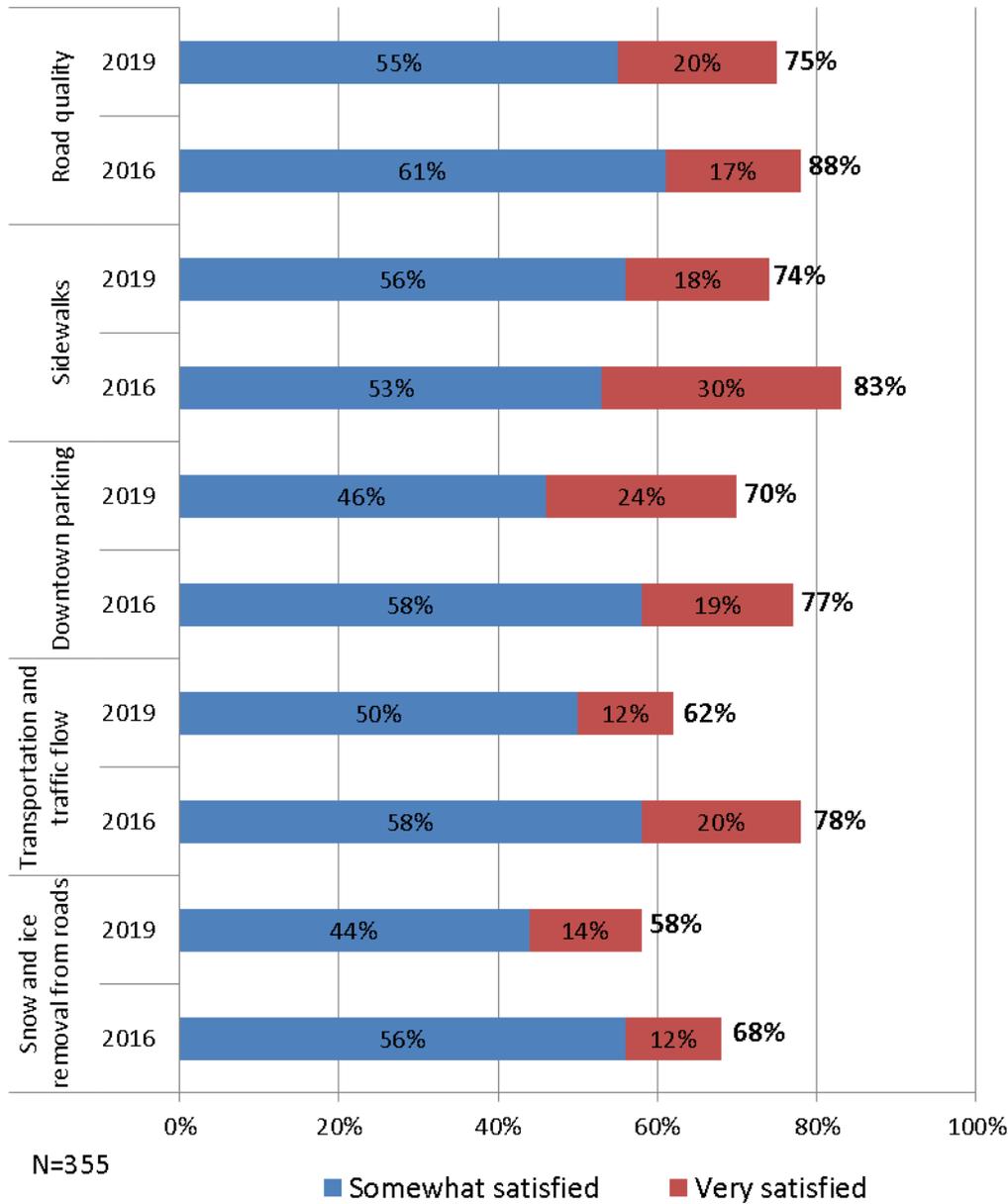
The vast majority of Citizens were satisfied with their *sewage system (98%)*, *yard waste drop off center (96%)* and *water supply system (94%)*.



Ninety-four percent were satisfied with the *airport*.

Eighty-six percent of Citizens were satisfied with *street lighting*.

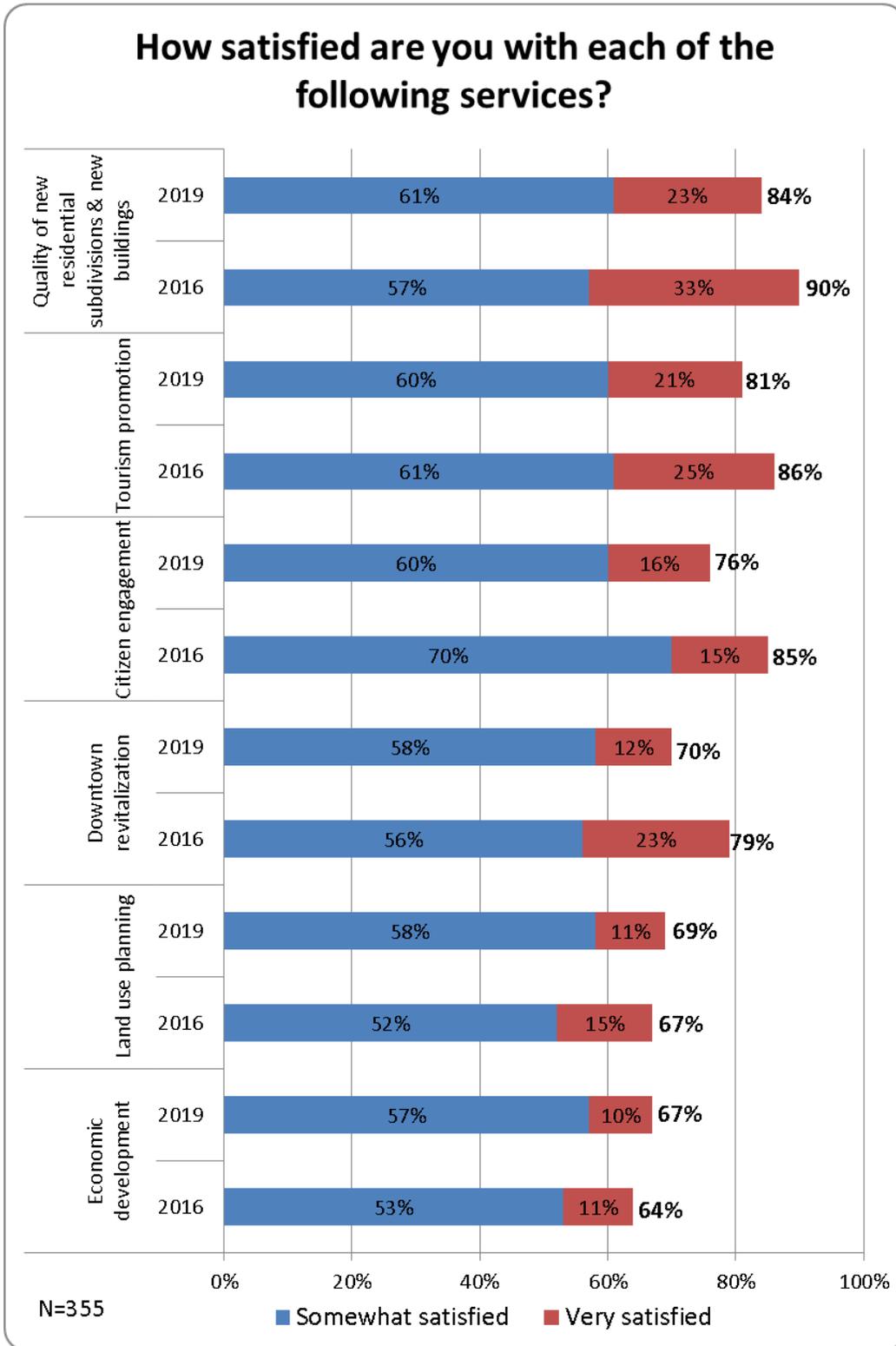
How satisfied are you with the following transportation services?



Seventy-five percent are satisfied with *road quality*.

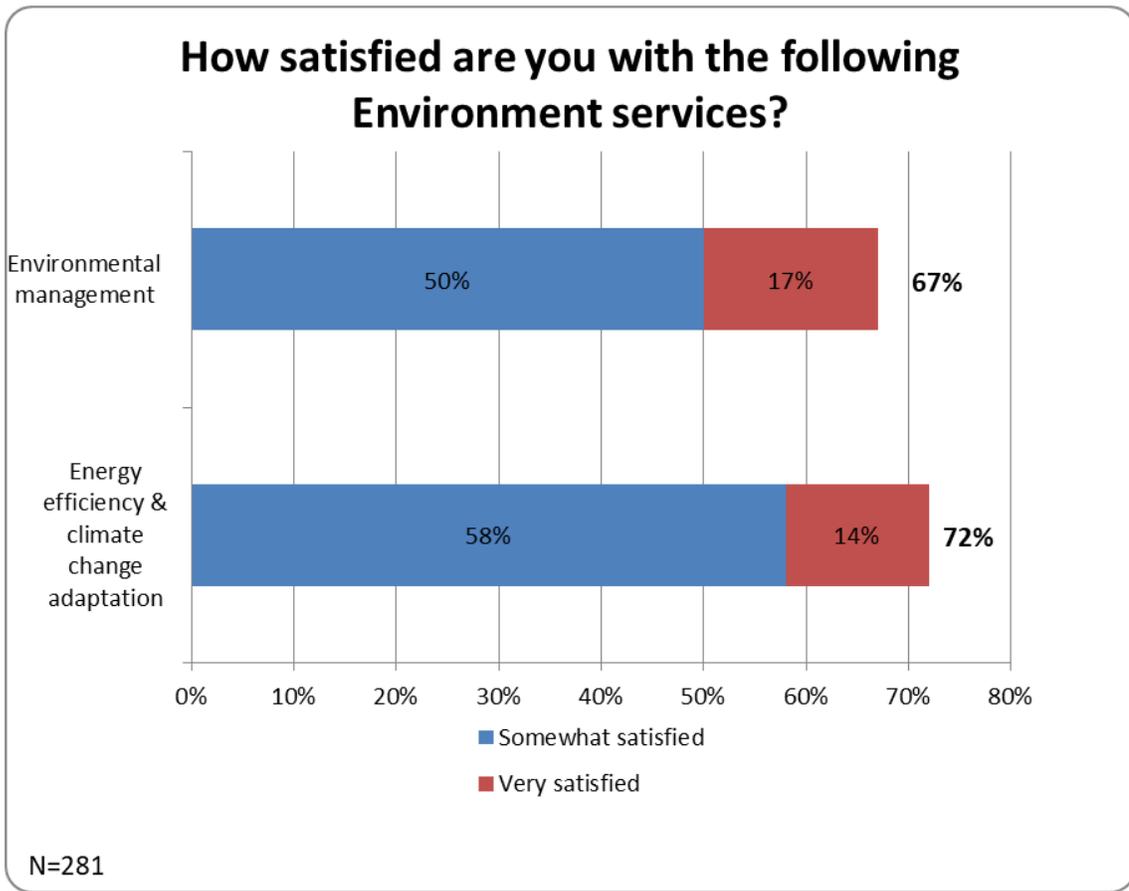
Sixty-two percent were satisfied with Transportation and traffic flow, down from the 2016 level of 78%.

Snow and ice removal from roads got a lower satisfaction rating of 58%, dropping from the 2016 rating of 68%.



Eighty-four percent of Citizens are satisfied with the *quality of new residential subdivisions and new buildings* and **81%** are satisfied with *tourism promotion*.

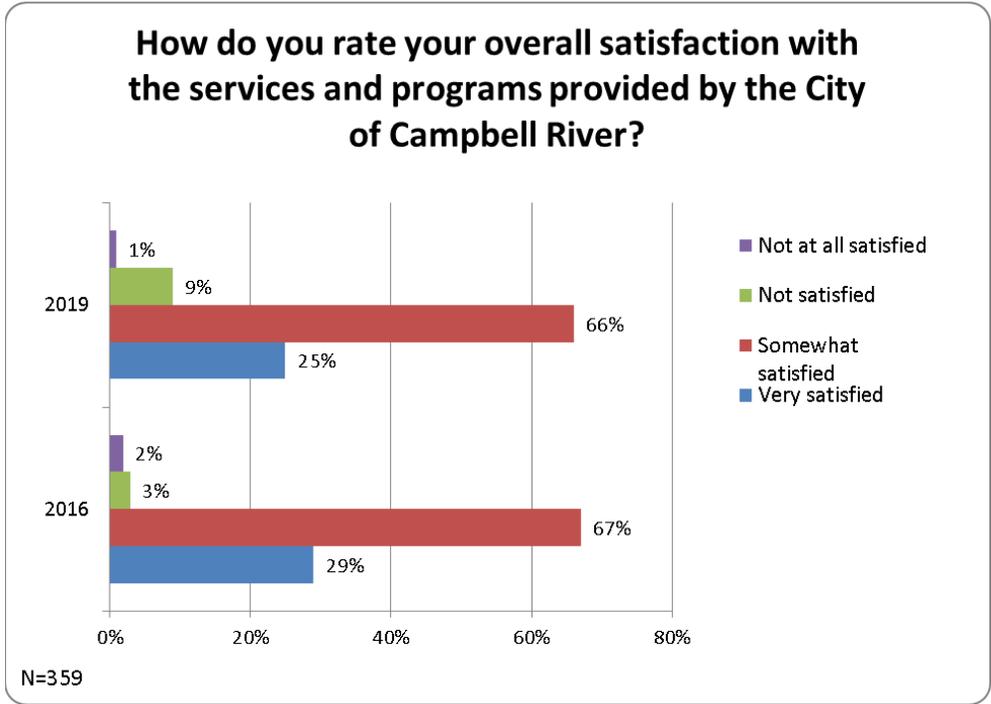
Sixty-nine percent are satisfied with *land use planning* and **67%** are satisfied with *economic development*.



Sixty-seven percent of citizens felt satisfied with *Environmental management*.

Seventy-two percent of citizens are satisfied with *Energy efficiency and climate change adaptation*. Of all respondents, **33%** did not know how to rate this item.

Q8. Overall Satisfaction with Services and Programs

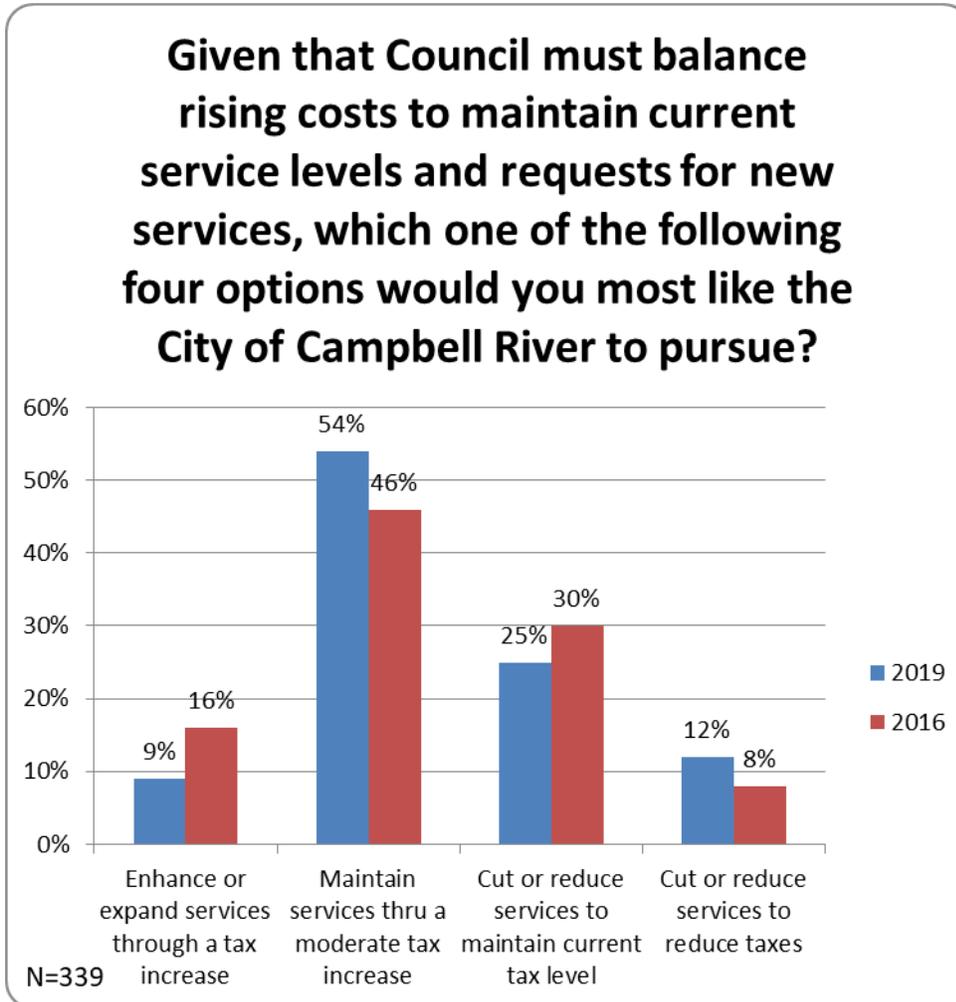


Ninety-one percent of Citizens are very (25%) or somewhat (66%) satisfied with services and programs provided by the City of Campbell River.

Respondents that were not satisfied were asked “Why not?” Reasons for not being satisfied can be seen in *Appendix 3*.

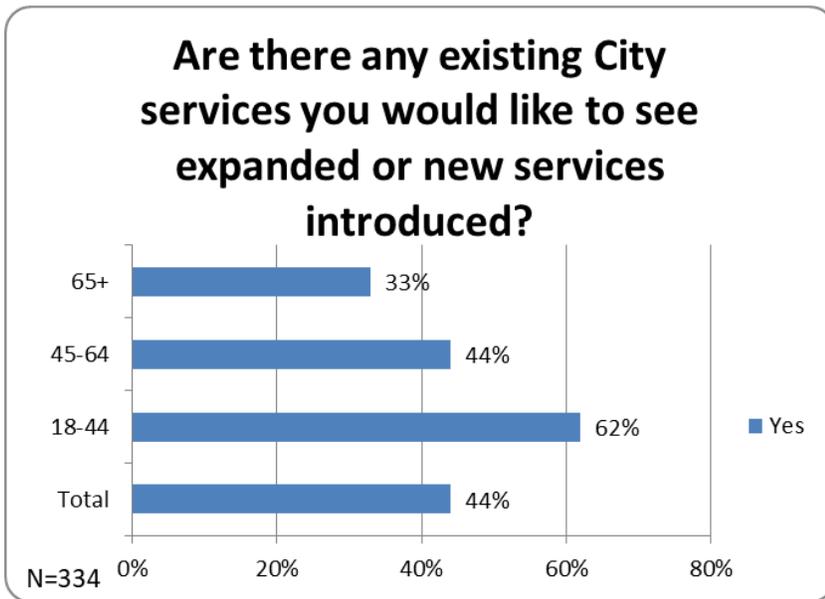
Section 3 – Service Priorities

Q9. Property Tax



Fifty-four percent of respondents wanted the City to *increase taxes to maintain services at current levels* and **25%** want the City to *reduce services to maintain current tax level*.

Q10. Expanding City Services



Forty-four percent of Citizens would like to see services *expanded or new services introduced*. Among respondents aged 18-44, **62%** would like to see services expanded compared to only **33%** of respondents aged 65 or older.

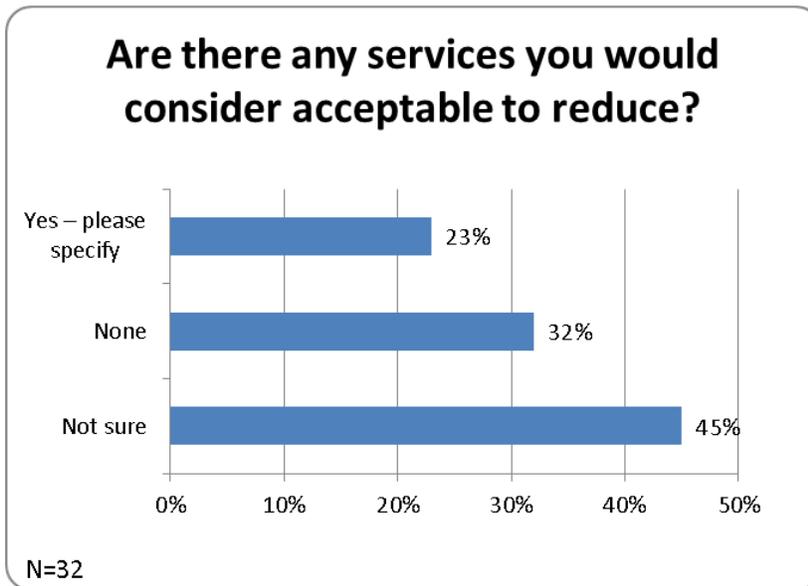
Which services would you like to see expanded or introduced?

Compost and food waste pickup	19%
Other	12%
Improve or expand recreation facilities	10%
Address homeless, mental health, addictions, downtown	9%
Increase police	7%
Improve recycling and yard waste pickup	7%
Improve or increase public transit	6%
Improve garbage and large item pickup	6%
Improve and increase parks, playgrounds, walking trails	5%
Improve snow removal	5%
Add more bike paths	4%
Improve bylaw enforcement	4%
Improve city planning	3%
Traffic control	3%
Increase boat launches, wharfs, and boat launch parking	3%
Improve sidewalks, roads, and parking	2%
Maintain natural beauty, trees	2%
Street cleanup	2%
Increase services for seniors	1%
Water services	1%

N=158

Of the 158 residents that indicated they would like services increased or introduced, 19% suggested *compost and food waste pickup*. Ten percent felt the city should *improve or expand recreation facilities* and 9% indicated the city should *address homeless, mental health, addictions, and downtown*.

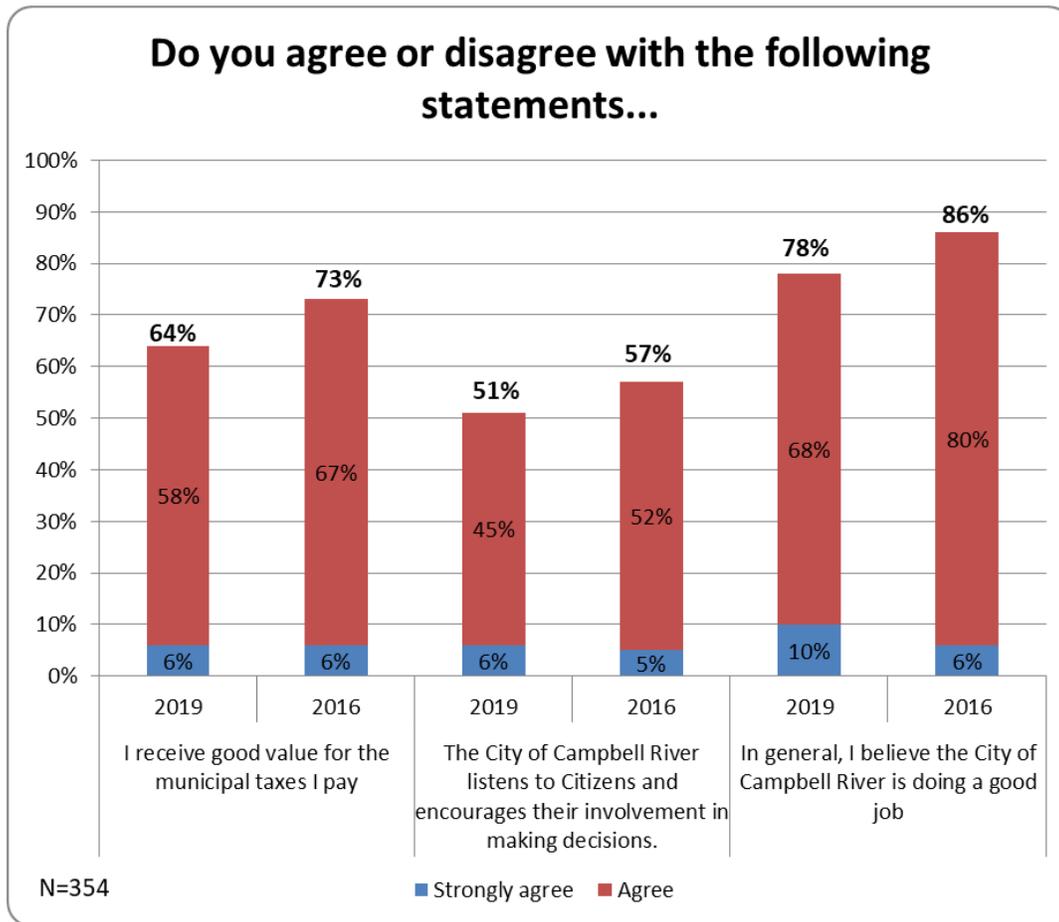
Q11. Reducing City Services



Twenty-three percent of respondents indicated there were services they considered acceptable to reduce.

Respondents that indicated there were services they considered acceptable to reduce were asked to specify which services. Specific responses can be seen in *Appendix 3*.

Q12. Overall City Service

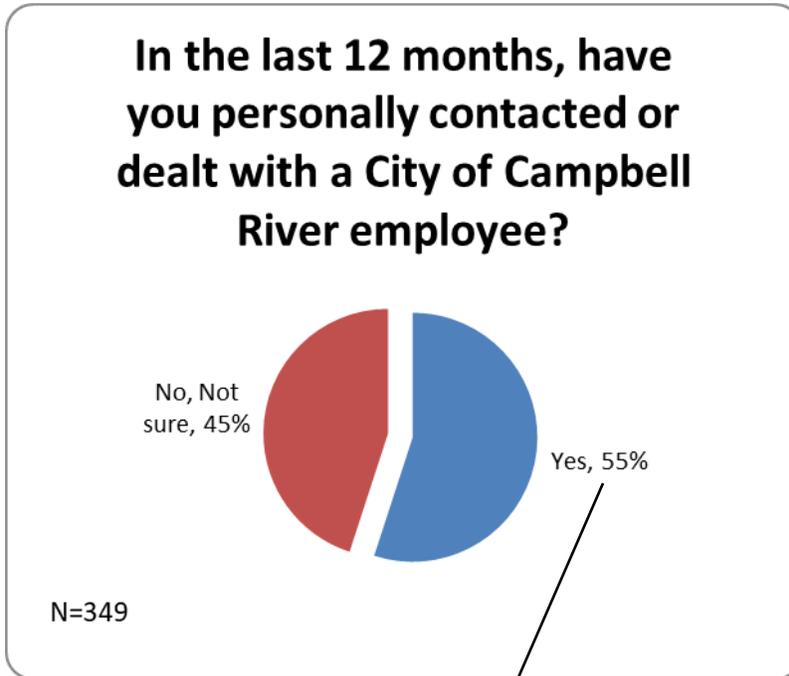


Seventy-eight percent agree that the *City of Campbell River is doing a good job*.

Sixty-four percent agree with the statement, *“I receive good value for the municipal taxes I pay”*.

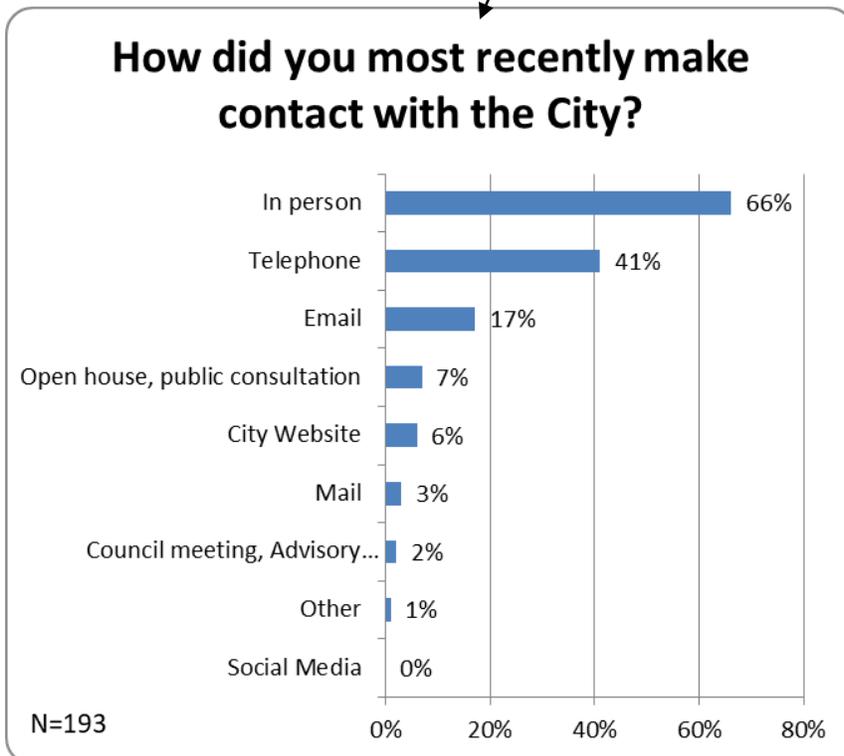
Section 4 –City Employee Customer Service

Q13. Contact with City Staff



Fifty-five percent of respondents have *had contact with the City of Campbell River or one of its employees over the last 12 months.*

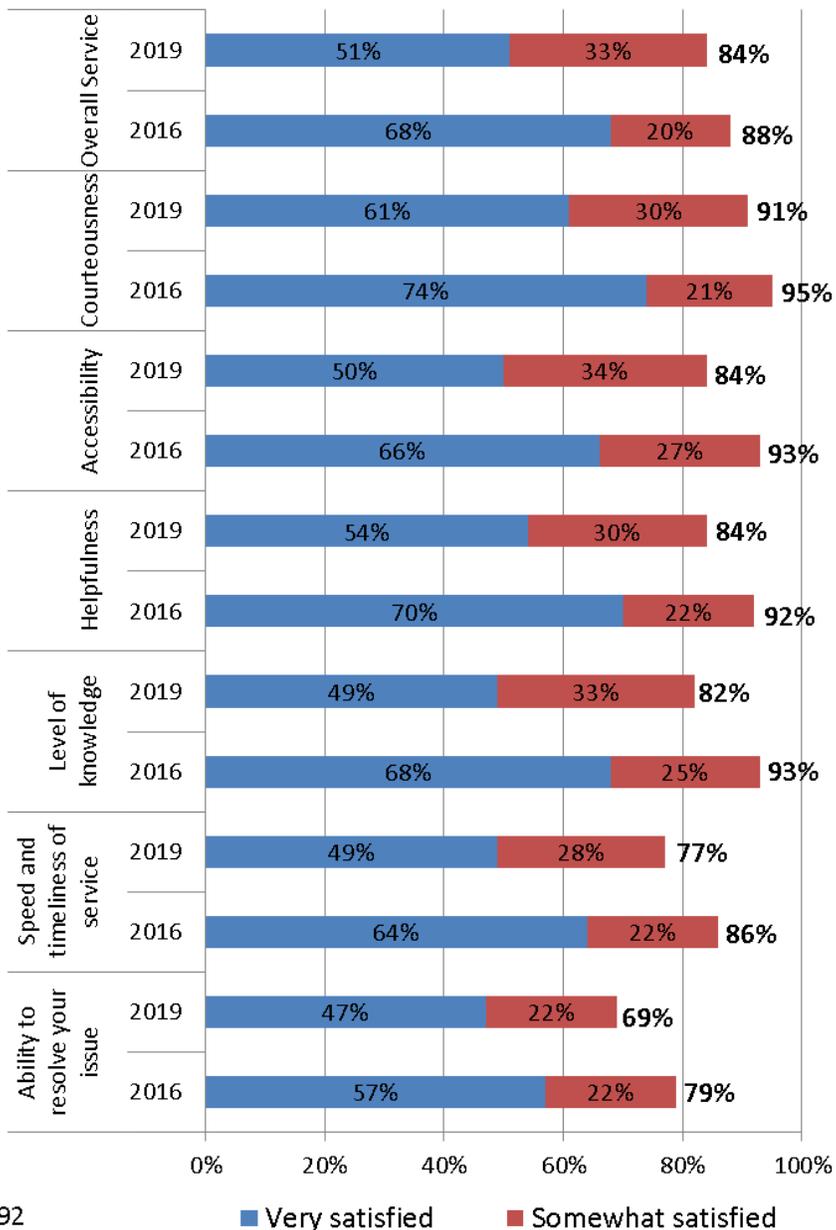
Q14. Method of contact



Among the 193 respondents (**55%**) who have had contact with the City of Campbell River, **66%** had *in-person* service, **41%** communicated *over the phone* and **17%** made contact through an *email* exchange.

Q15. Service provided by City employees

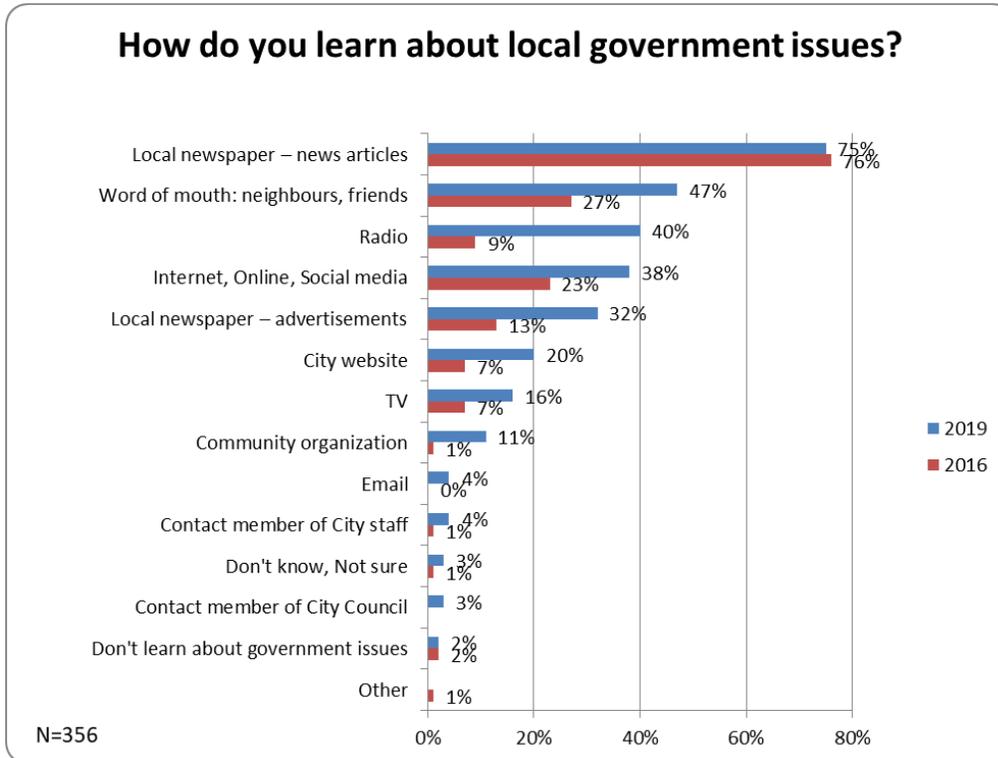
During your most recent contact with a City of Campbell River employee, how satisfied were you with the employee's...



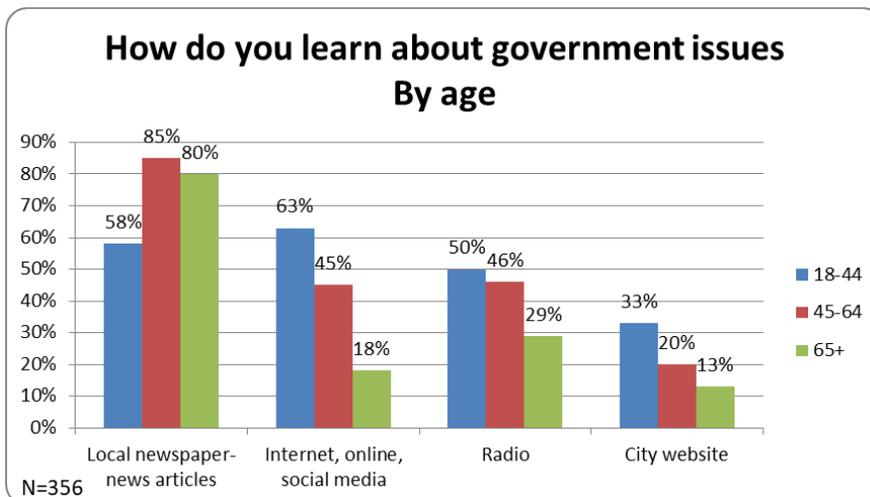
City staff was rated favourably in terms of *courteousness* (**91%** satisfied), *accessibility* (**84%** satisfied) and *level of knowledge* (**82%** satisfied).

Section 5 – Communications

Q16. Learning about local government issues



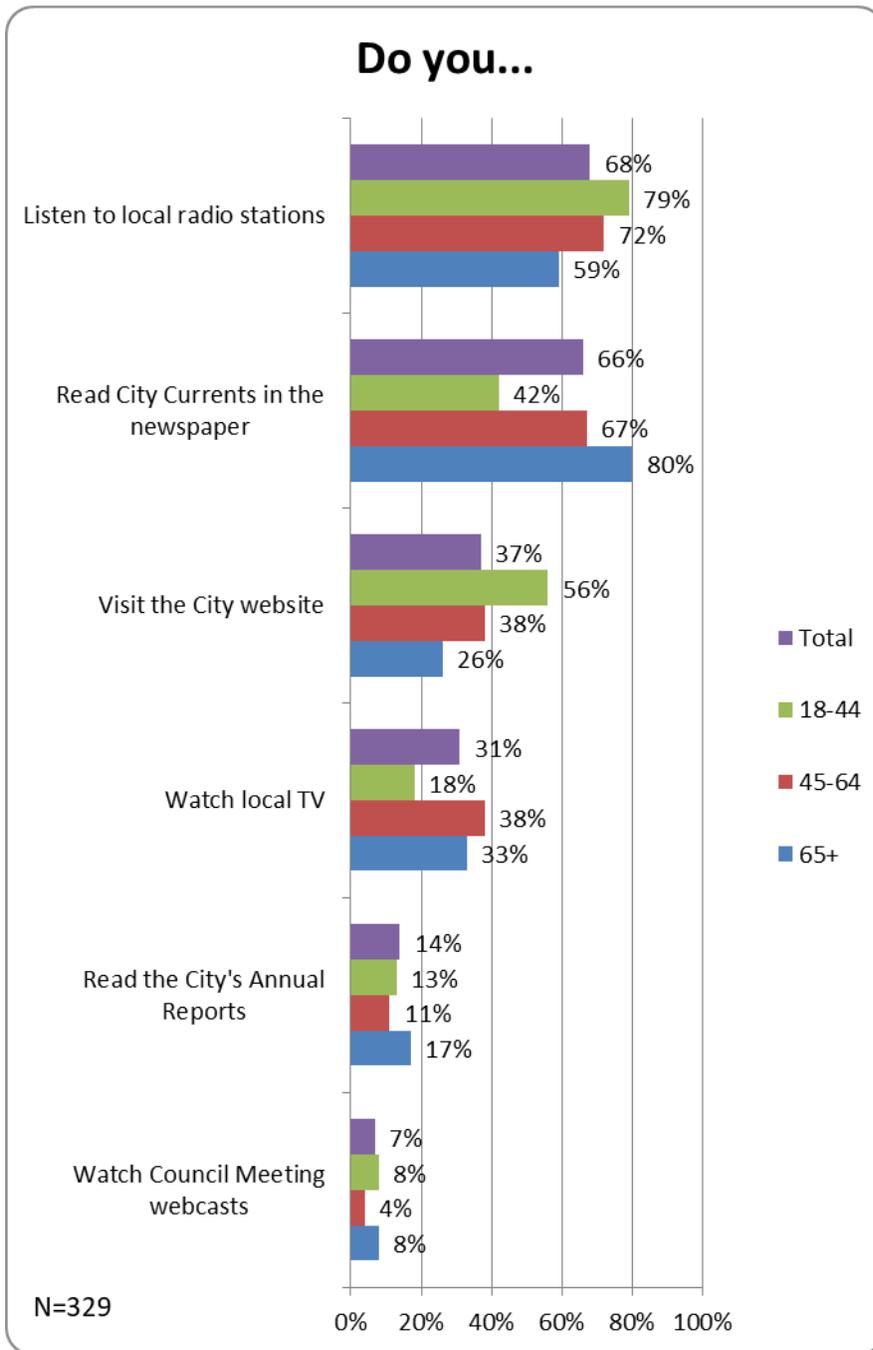
The most popular source of information to learn about local government issues was the *local newspaper* (75%).



Citizens aged 45 or older were more likely to learn about government issues in the *local newspaper* than younger age groups.

Citizens aged 18-44 were more likely than older age groups to learn of government issues via the *internet* (63%) or the *city website* (33%).

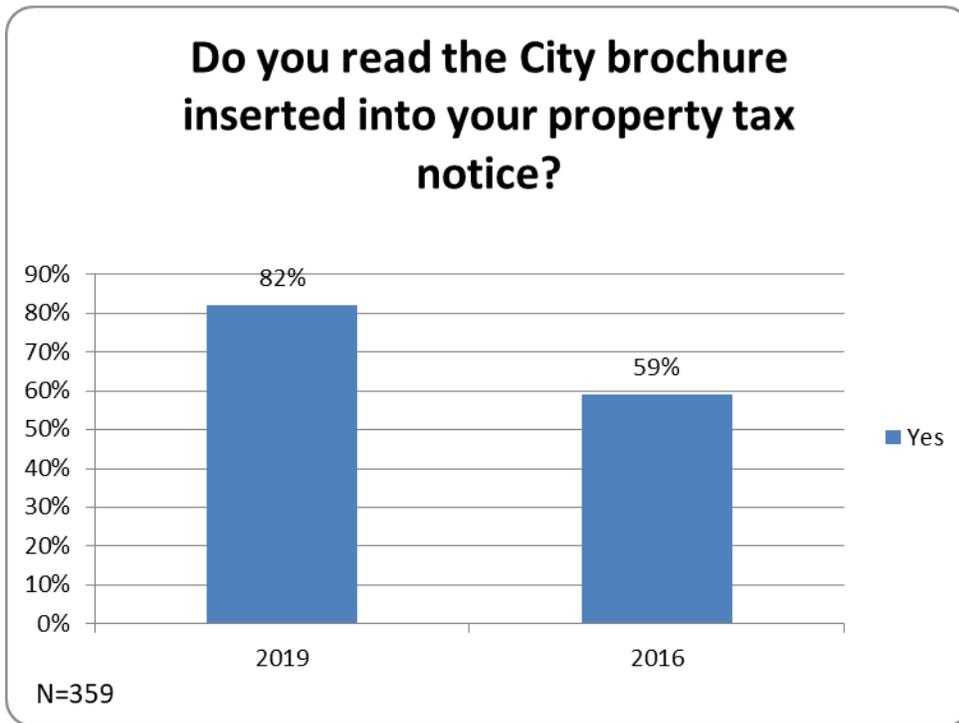
Q17. Local Media use



Sixty-eight percent of citizens listen to local radio stations.

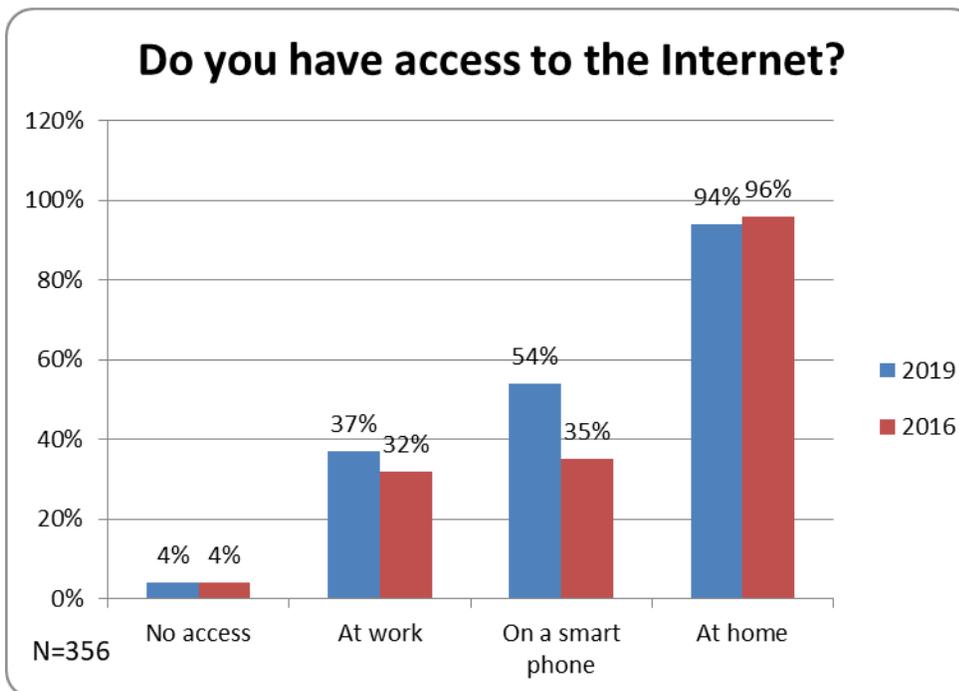
Respondents aged 18-44 were more likely to *visit the city website (56%)* compared to those over 65 (**26%**).

Q18. City Brochure



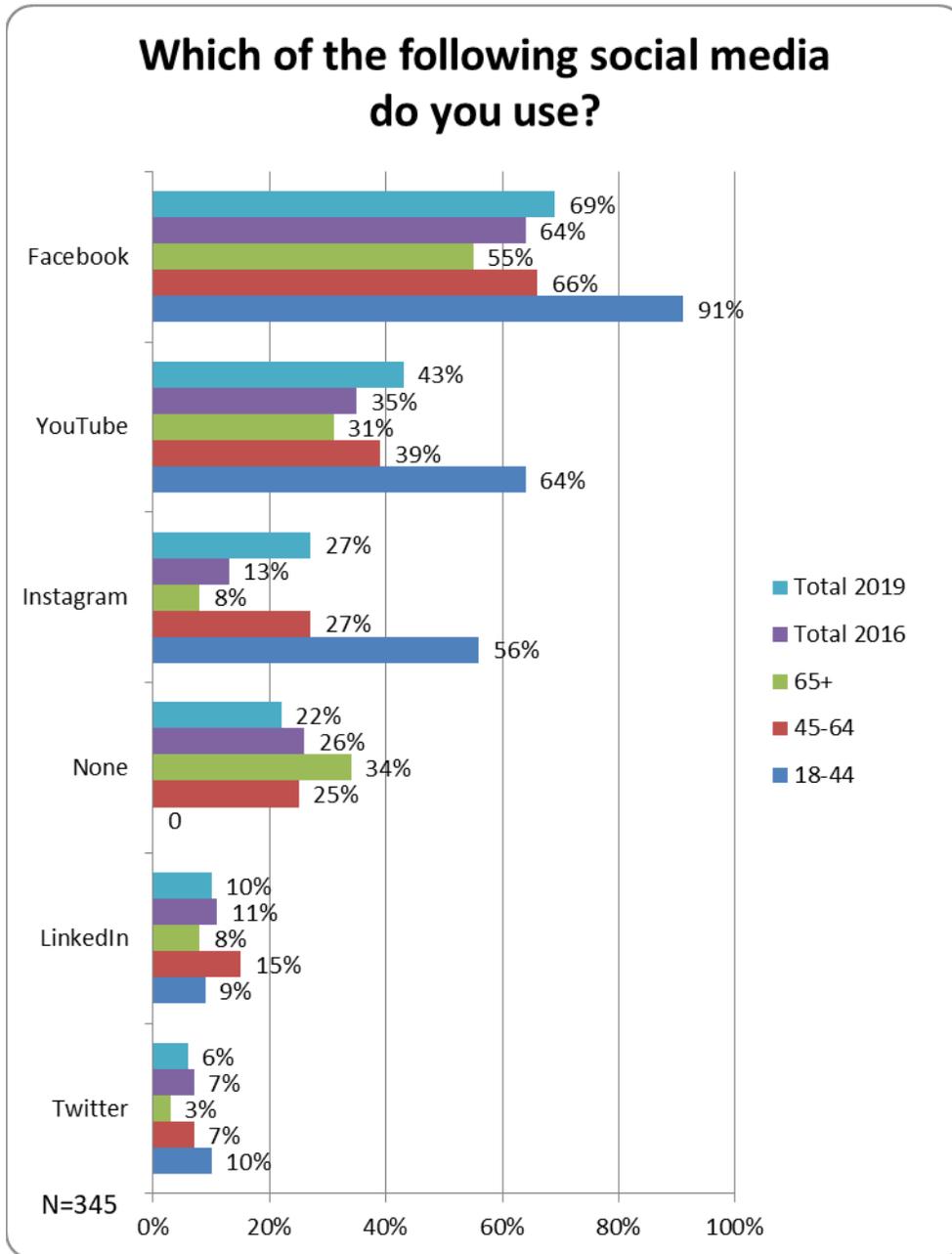
Eighty-two percent of respondents *read the City brochure included with their property tax notice*, an increase over 2016 (59%).

Q19. Access to Internet



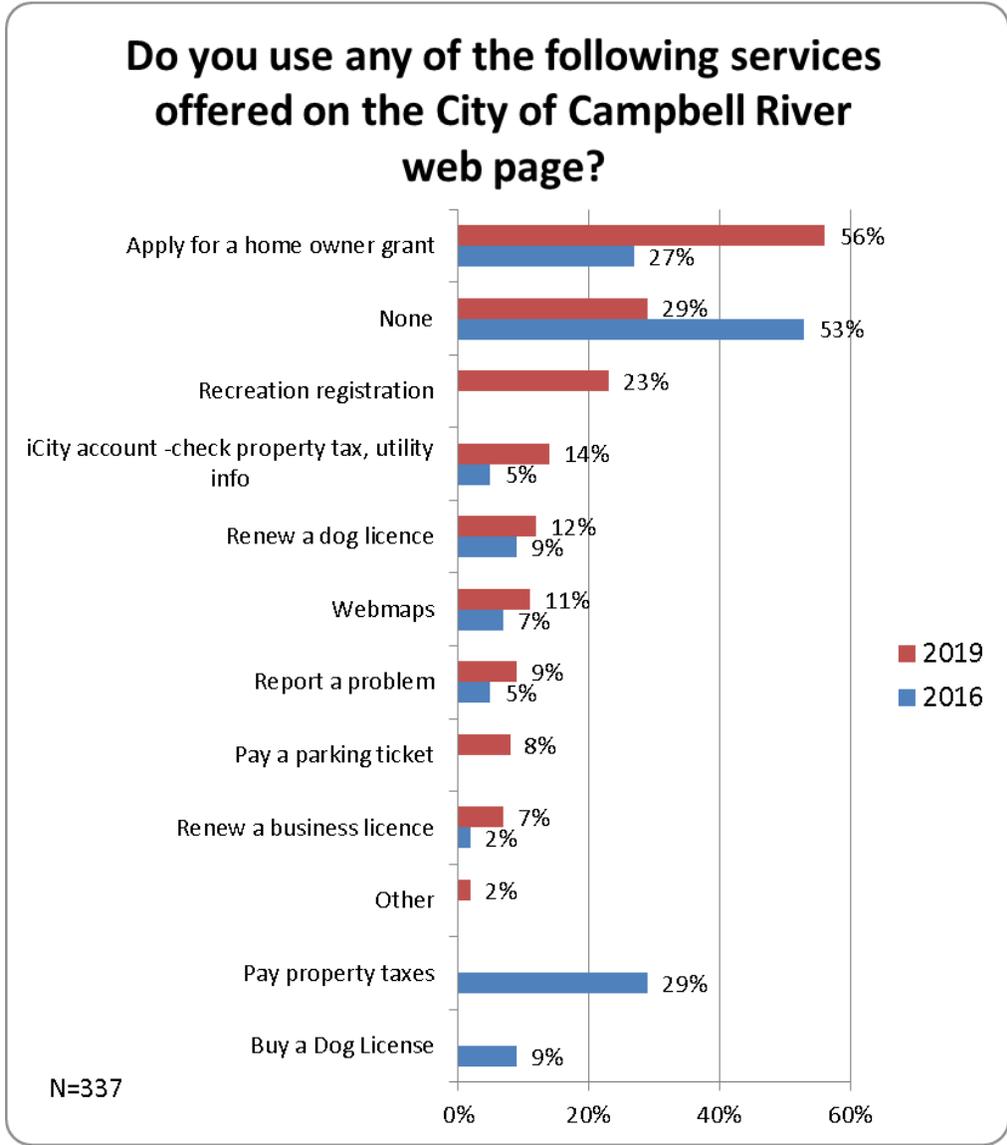
Ninety-four percent of respondents have *access to the Internet at home* and **54%** have *Internet access on a smart phone*.

Q20. Social Media



Among the 345 respondents that have access to the Internet, **69%** use *Facebook*, **43%** use *YouTube*, and **27%** use *Instagram*.

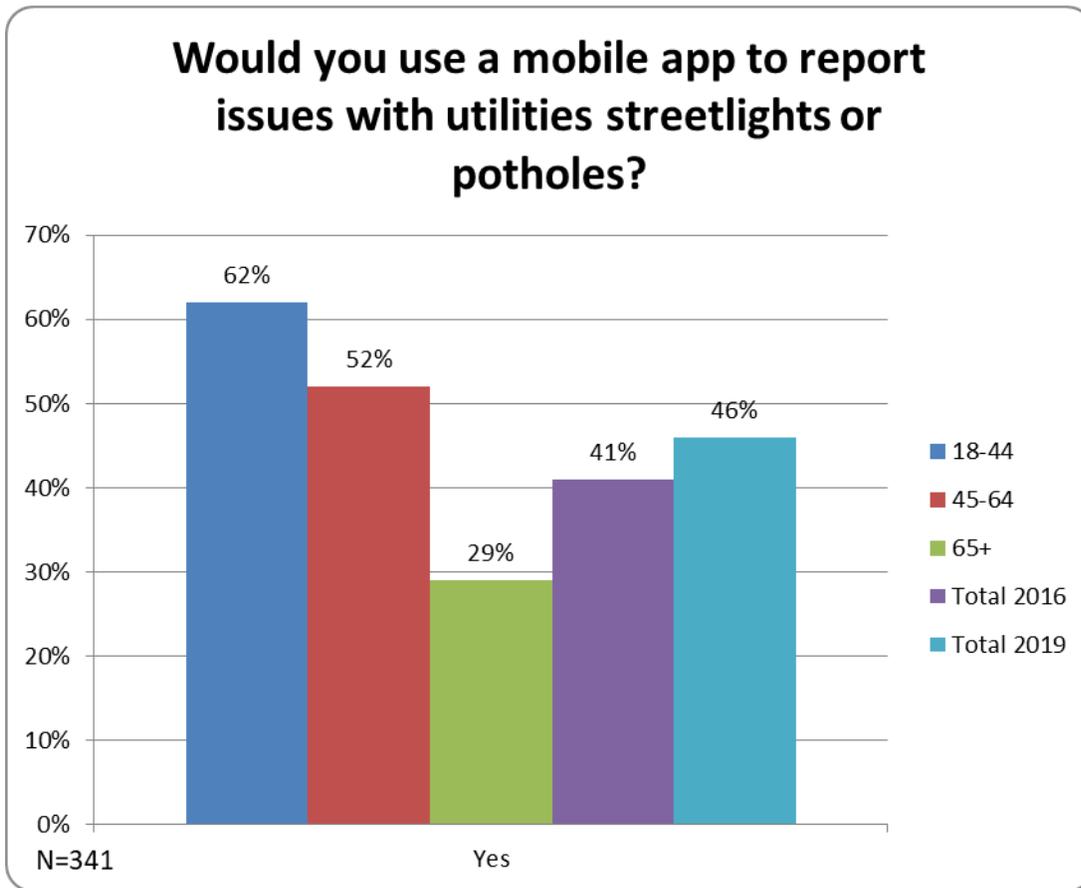
Q21. City Website Services



Among the 337 respondents that have visited the City website, **56%** have *applied for a home owners grant*.

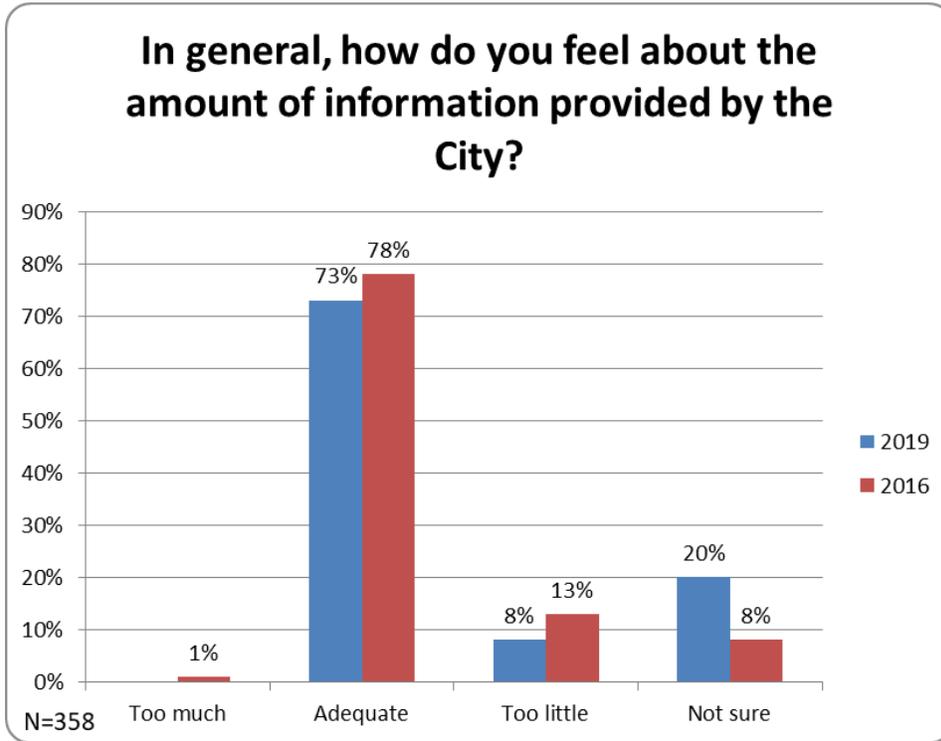
Twenty-three percent have used the *recreation registration*, a feature that was not available in 2016.

Q22. Mobile Apps



Forty-six percent of respondents indicated they would use a *mobile app* to report issues with *utilities, streetlights, or potholes*.

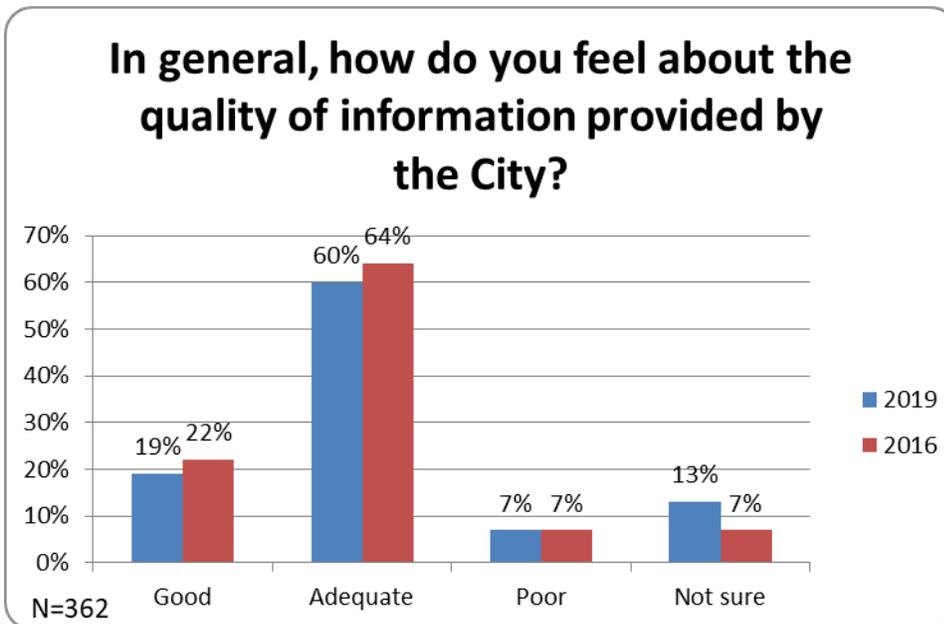
Q23. Amount of Information provided by City



In general, Citizens feel the *amount of information provided by the City is adequate (73%)*.

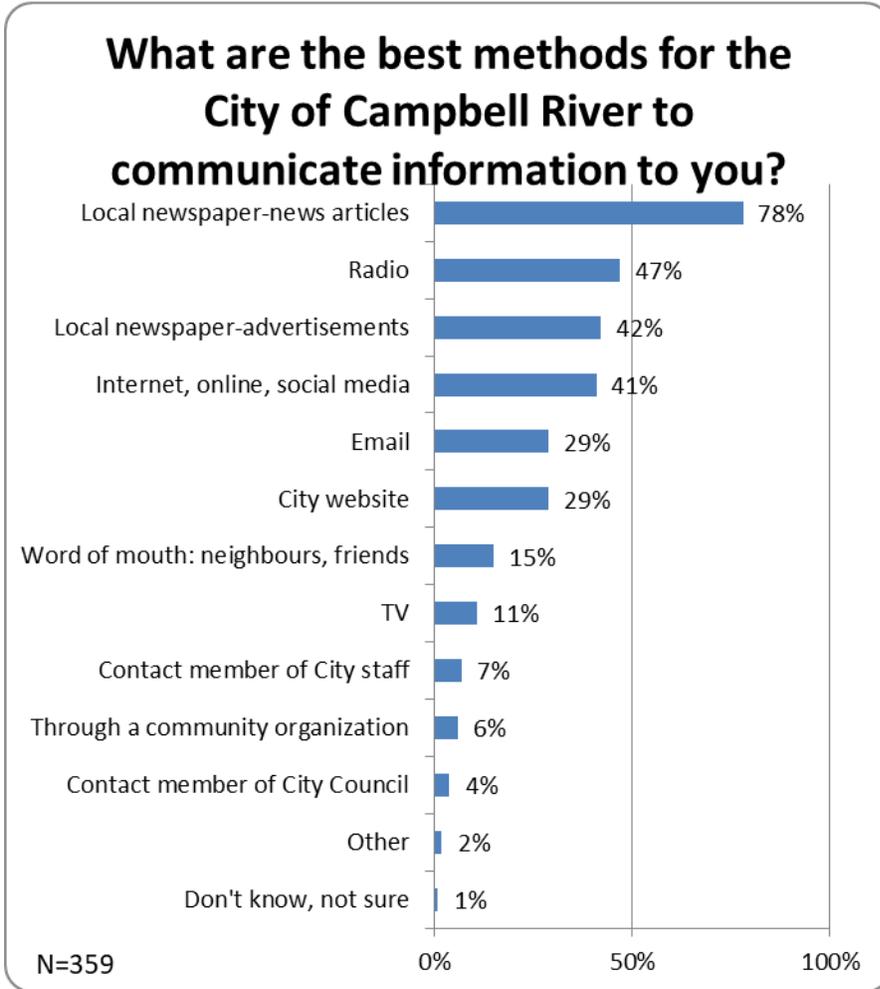
Eight percent indicated the amount of *information provided was too little*. Please see *Appendix 3* for a listing of further information requested.

Q24. Quality of Information provided by City

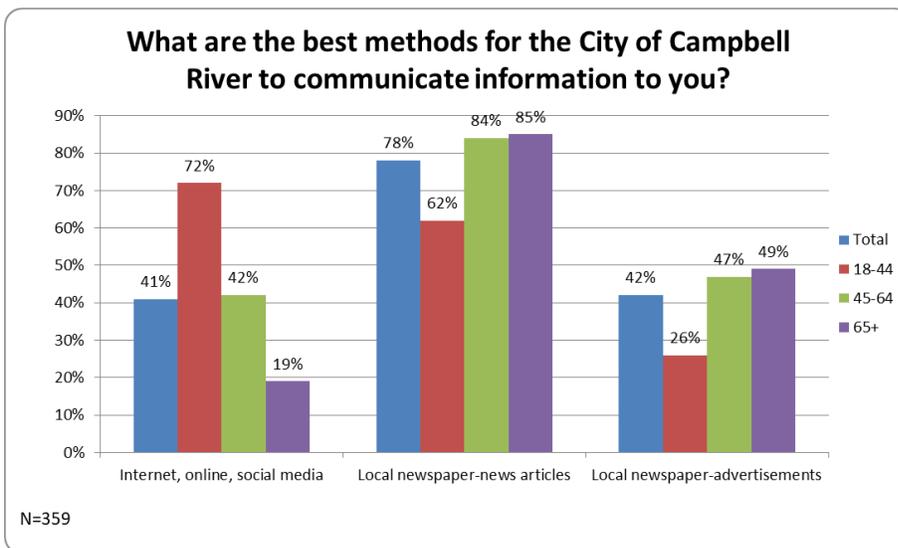


Most feel the quality of information provided by the City is *good (19%) or adequate (60%)*.

Q25. Preferred method of Communication



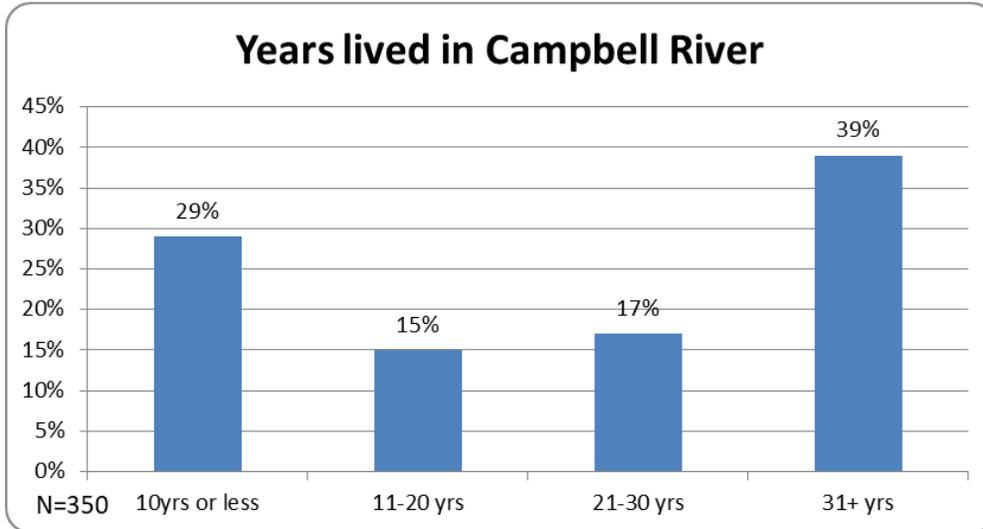
Seventy-eight percent feel the best way for the City to communicate information is through *news articles in the local newspaper*.



Among 18-44 year old respondents, **72%** would prefer to receive information from the City through *online sources*.

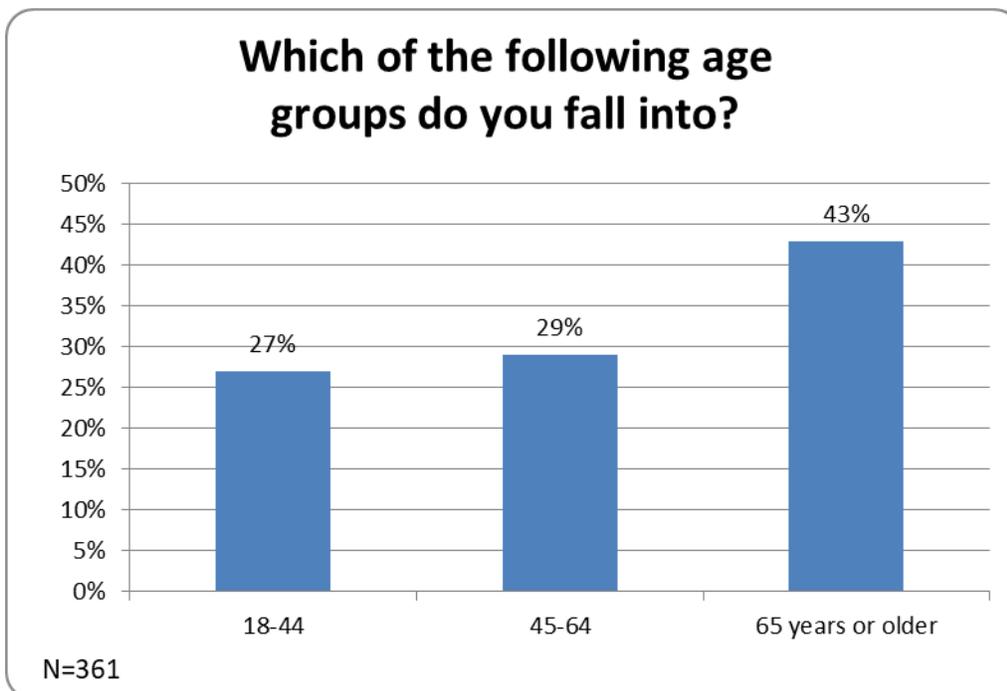
Section 6 – About You

Q26. Years lived in Campbell River



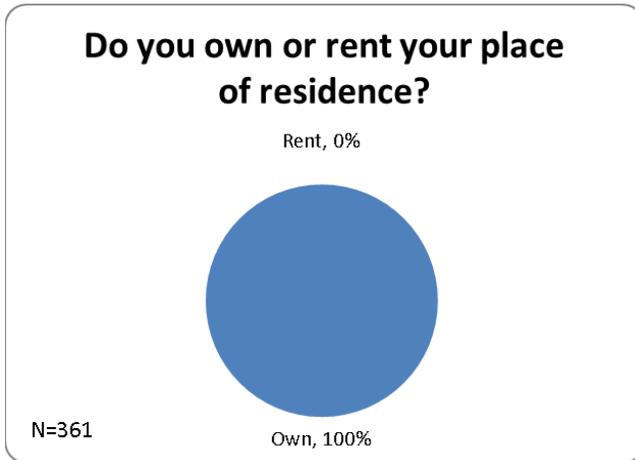
Thirty-two percent had lived in Campbell River for 11-30 years.

Q27. Age



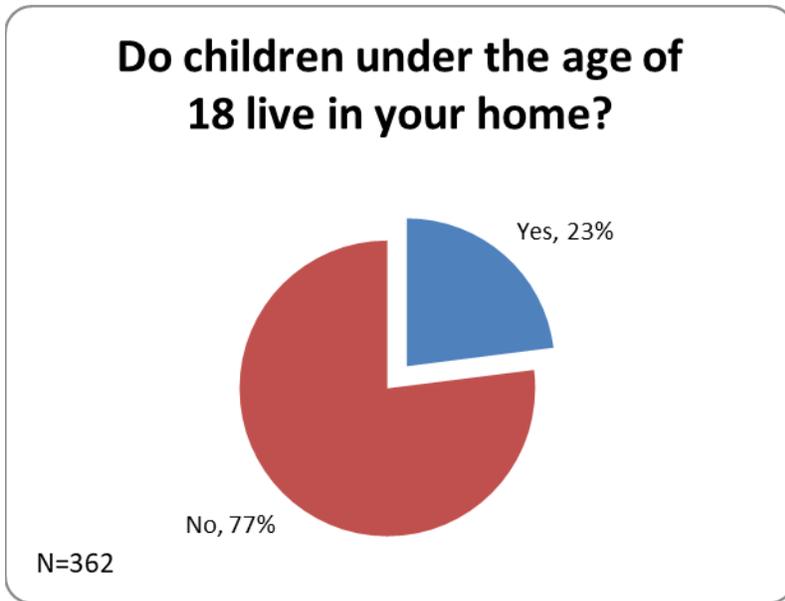
Forty-three percent of respondents were 65 years or older.

Q28. Rent or Own



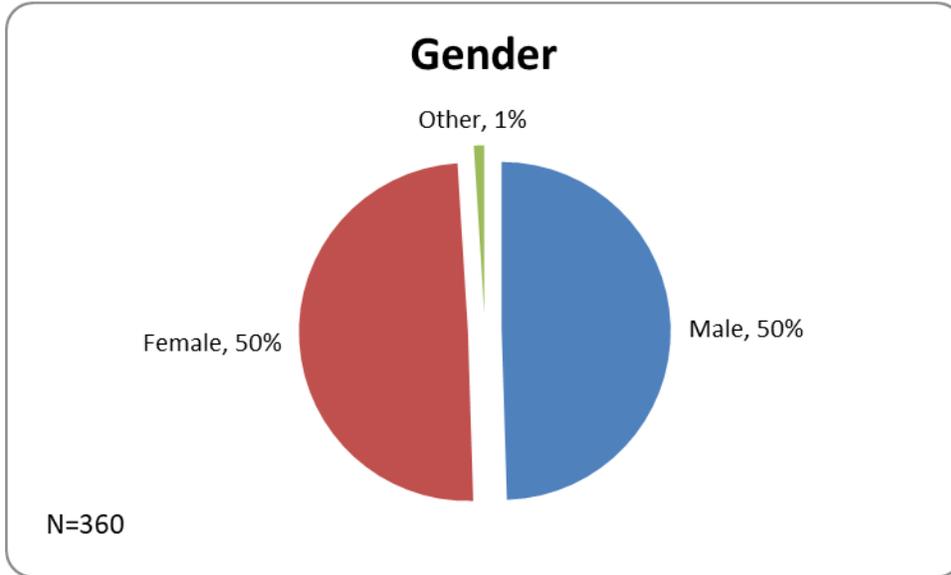
One hundred percent of respondents *own their residence*.

Q29. Children at home



Twenty-three per cent of respondents have *children under the age of 18 living in their home*.

Q30. Gender



The sample was evenly split between males and females.

Appendices

Appendix 1 – Mailed Questionnaire and Cover Letter

Appendix 2 – Detailed Tables

Appendix 3 – Verbatim Comments

Appendix 1 – Cover Letter and Mailed Questionnaire



City of Campbell River
From the Office of the Mayor

September 13, 2019

Dear Campbell River resident

Re: 2019 Community Satisfaction Survey

You have been randomly selected to participate in the 2019 City of Campbell River Community Satisfaction Survey. This is an opportunity to provide feedback on community services and initiatives, and to help us plan for the future.

A total of 1,200 surveys have been mailed to residents throughout Campbell River. Addresses were selected on a random sample basis, as it's important that we receive responses from a wide range of residents.

Your feedback will help inform upcoming budget discussions, and the decisions Council makes will determine the facilities, services, and programs available to community members for many years to come.

Please take a few minutes to complete the survey and return it in the postage-paid, pre-addressed envelope by September 30.

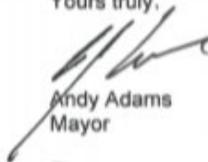
Survey responses will be kept anonymous, and responses will be compiled by an independent firm and presented to City Council later this fall. Results will also be available on the City's website: www.campbellriver.ca.

In appreciation for community participation, we are offering a prize draw for respondents. To enter the draw, provide your name and telephone number at the bottom of the completed survey. We are offering three individual prizes of \$100 gift certificates for fitness and recreation programs offered through the Sportsplex and Campbell River Community Centre to three lucky winners.

If you have any questions regarding this survey, please contact Julie Douglas, Communications Advisor, at 250-286-5744.

We sincerely hope that you participate in this survey, and we thank you in advance for sharing your thoughts with us.

Yours truly,

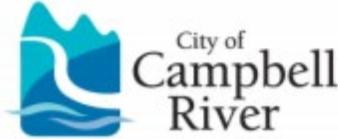


Andy Adams
Mayor

Encl.

301 St. Ann's Road, Campbell River, B.C. V9W 4C7 Phone (250) 286-5700 Fax (250) 286-5760

2019 Campbell River Community Satisfaction Survey



Please take a few minutes to share your thoughts on the programs and services offered by the City of Campbell River. Your input will help us make important decisions on future community investment, while improving our understanding of the values and priorities of Campbell River residents. Respondents are guaranteed complete anonymity.

Please return your survey in the enclosed postage-paid envelope by **September 30, 2019**. Thank you for your help!

Overall Quality of Life

1. How would you rate the following aspects of living in Campbell River?

	Very Good	Good	Poor	Very Poor
Campbell River as a place to raise children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Campbell River as a place to retire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Campbell River as a place for young adults to learn, work, play and live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The overall quality of life in Campbell River	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. What do you enjoy most about living in Campbell River?

3. Compared to three years ago, how do you feel the quality of life in the City of Campbell River has changed?

- Improved → Why? _____
- Stayed the same
- Worsened → Why? _____
- Not sure

4. In your opinion, what is the single MOST important issue facing the City of Campbell River that you feel should receive the greatest attention from local leaders? [PROVIDE ONE ISSUE ONLY] Don't know

5. What do you think is the MOST important environmental concern for the City of Campbell River? [PROVIDE ONE ISSUE ONLY] Don't know

6. How important is it for the City to work with other levels of government and non-governmental organizations to increase:

	Very Important	Somewhat Important	Not Important	Not at all Important	Not Applicable/Don't know
Housing affordability	<input type="checkbox"/>				
Range of housing options	<input type="checkbox"/>				
Social support for people in vulnerable situations	<input type="checkbox"/>				
Public safety	<input type="checkbox"/>				

Satisfaction with City Services & Programs

7. How satisfied are you with each of the following services provided by the City of Campbell River?

	Very Satisfied	Somewhat Satisfied	Not Satisfied	Not at all Satisfied	Not Applicable/Don't know
City parks	<input type="checkbox"/>				
City playgrounds	<input type="checkbox"/>				
City trails	<input type="checkbox"/>				
City boulevards and gardens	<input type="checkbox"/>				
Public washrooms	<input type="checkbox"/>				
Street trees	<input type="checkbox"/>				
Waterfront access	<input type="checkbox"/>				
Recreation programs	<input type="checkbox"/>				
Community, cultural and recreational events	<input type="checkbox"/>				
Cultural facilities (Tidemark Theatre, Hag-Brown House, Sybil Andrews Cottage, Art Gallery, Library, Museum)	<input type="checkbox"/>				
Recreation facilities (Community Centre, Sportplex, Centennial Pool, Discovery Pier)	<input type="checkbox"/>				
Energy efficiency & climate change adaptation	<input type="checkbox"/>				

Satisfaction with City Services & Programs

	Very Satisfied	Somewhat Satisfied	Not Satisfied	Not at all Satisfied	Not Applicable/Don't know
Policing services	<input type="checkbox"/>				
Fire services	<input type="checkbox"/>				
Downtown safety office	<input type="checkbox"/>				
Bylaws & enforcement (nuisance, noise, untidy/unruly premises)	<input type="checkbox"/>				
Animal control	<input type="checkbox"/>				
Water supply system	<input type="checkbox"/>				
Sewage system	<input type="checkbox"/>				
Garbage, recycling & yard waste collection	<input type="checkbox"/>				
Yard waste drop-off centre	<input type="checkbox"/>				
Environmental management (Regulations for environmentally sensitive areas, noxious weeds, invasive plants, foreshore rehabilitation)	<input type="checkbox"/>				
Road quality	<input type="checkbox"/>				
Transportation and traffic flow	<input type="checkbox"/>				
Snow and ice removal from roads	<input type="checkbox"/>				
Sidewalks	<input type="checkbox"/>				
Street lighting	<input type="checkbox"/>				
Safe routes to schools	<input type="checkbox"/>				
Bicycle paths	<input type="checkbox"/>				
Public transit	<input type="checkbox"/>				
Downtown parking	<input type="checkbox"/>				
Airport	<input type="checkbox"/>				
Financial planning (stable renewal and investment in roads, water, sewer, storm drains, facilities)	<input type="checkbox"/>				
Land use planning	<input type="checkbox"/>				
Development services (building, subdivision & rezoning applications, & permitting processes)	<input type="checkbox"/>				
Quality of new residential subdivisions & new buildings	<input type="checkbox"/>				
Downtown revitalization	<input type="checkbox"/>				
Economic development	<input type="checkbox"/>				
Tourism promotion	<input type="checkbox"/>				
Citizen engagement	<input type="checkbox"/>				

8. How do you rate your overall satisfaction with the services and programs provided by the City of Campbell River?

- Very satisfied
- Somewhat satisfied
- Not satisfied → Why not? _____
- Not at all satisfied

Service Priorities

9. Less than half the City's budget is funded through local property taxation. User fees, sale of services and senior government funds pay for most of the investments to maintain and upgrade infrastructure such as roads, streetlights, water, sewer, facilities, and parks. Given that Council must balance rising costs to maintain current service levels and requests for new services, which one of the following four options would you most like the City of Campbell River to pursue?

- Enhance or expand services through a tax increase
- Maintain services at current levels through a moderate tax increase
- Cut or reduce services to maintain current tax level
- Cut or reduce services to reduce taxes

PLEASE TURN OVER →

Service Priorities

10. Are there any existing City services you would like to see expanded or new services introduced?
- Yes – Please specify: _____
 None
 Not sure
11. Which services would you consider acceptable to reduce?
- Please specify: _____
 None
 Not sure
12. Please rate your level of agreement with the following statements:
- | | Strongly Agree | Agree | Disagree | Strongly Disagree | Not Applicable / Not sure |
|---|--------------------------|--------------------------|--------------------------|--------------------------|---------------------------|
| I receive good value for the municipal taxes I pay | <input type="checkbox"/> |
| The City of Campbell River listens to citizens and encourages involvement in making decisions | <input type="checkbox"/> |
| In general, I believe the City of Campbell River is doing a good job | <input type="checkbox"/> |

Customer Service

13. In the last 12 months, have you personally contacted or dealt with a City of Campbell River employee?
- Yes
 No / Not sure → IF 'NO / NOT SURE', SKIP TO Q16
14. How did you most recently make contact with the City?
- In person Mail
 Telephone Fax
 Email City Website
 Council meeting/Advisory Committee Social Media (eg. Facebook)
 Open house, public consultation Other Specify: _____
15. How satisfied were you with the City employee's:
- | | Very Satisfied | Somewhat Satisfied | Not Satisfied | Not at all Satisfied | Don't know |
|---------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Level of knowledge | <input type="checkbox"/> |
| Helpfulness | <input type="checkbox"/> |
| Ability to resolve your issue | <input type="checkbox"/> |
| Courteousness | <input type="checkbox"/> |
| Speed and timeliness of service | <input type="checkbox"/> |
| Accessibility | <input type="checkbox"/> |
| Overall Service | <input type="checkbox"/> |

Communications

16. How do you learn about local government issues?
- Contact member of City staff Radio
 Contact member of City Council Local newspaper-news articles
 Through a community organization Local newspaper-advertisements
 Word of mouth: neighbours, friends Internet, online, social media
 City website Don't learn about government issues
 Email Don't know, not sure
 TV Other Specify: _____
17. Do you: [PLEASE CHECK ALL THAT APPLY]
- Yes
 Listen to local radio stations?
 Watch local TV?
 Visit the City website?
 Read the City's Annual Reports?
 Watch Council Meeting webcasts?
 Read City Currents in the newspaper?
18. Do you read the City brochure inserted into your property tax notice?
- Yes
 No
 Not applicable
19. Do you have access to the Internet? [PLEASE CHECK ALL THAT APPLY]
- At home
 At work
 On a smart phone
 No access → IF 'NO ACCESS', SKIP TO Q23

Communications

20. Which of the following social media do you use? [PLEASE CHECK ALL]
- Facebook YouTube
 Twitter Instagram
 LinkedIn None
21. Do you use any of the following services offered on the City of Campbell River web page? [PLEASE CHECK ALL THAT APPLY]
- Recreation registration Pay a parking ticket
 Renew a dog licence Apply for a home owner grant
 Renew a business licence Report a problem
 Webmaps
 iCity account (check property tax, utility information and account balances)
 Other - Please specify: _____
 None
22. Would you use a mobile app to report issues with utilities streetlights or potholes?
- Yes
 No
23. In general, how do you feel about the amount of information provided by the City?
- Too much
 Adequate
 Too little → What information would you like?
 Not sure _____
24. In general, how do you feel about the quality of information provided by the City?
- Good
 Adequate
 Poor
 Not sure
25. What are the best methods for the City of Campbell River to communicate information to you?
- Contact member of City staff Radio
 Contact member of City Council Local newspaper-news articles
 Through a community organization Local newspaper-advertisements
 Word of mouth: neighbours, friends Internet, online, social media
 City website Don't learn about government issues
 Email Don't know, not sure
 TV Other Specify: _____

About You

26. How long have you lived in Campbell River? _____ years
27. Which of the following age groups do you fall into: 17 years or less
 18-24
 25-34
 35-44
 45-54
 55-64
 65 years or older
28. Do you own or rent your place of residence? Own
 Rent
29. Do children under the age of 18 live in your home? Yes
 No
30. Please indicate your gender: Male
 Female
 Other

THANK YOU FOR YOUR HELP!

Contest Entry

Completed surveys will be eligible for one of:

- Three \$100 gift certificates for fitness and recreation programs offered through the Sportsplex and Campbell River Community Centre

Name*: _____ Phone*: _____

Good Luck!

*Contact information will only be used to contact you if you win a prize.
 Survey responses will remain anonymous.

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.

OVERALL QUALITY OF LIFE IN CAMPBELL RIVER

How would you rate the following aspects of living in Campbell River

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Campbell River as a place to raise children	Very good	39%	38%	41%	39%	38%	41%	42%	39%	39%	34%	37%	43%	25%
	Good	58%	58%	57%	58%	59%	56%	57%	58%	60%	64%	61%	52%	61%
	Poor	2%	4%	2%	2%	3%	2%	1%	3%	1%	2%	2%	4%	12%
	Very poor	0%			1%		1%		0%				1%	2%
Total	Base	344	77	108	157	160	179	67	275	88	47	57	138	137
Campbell River as a place to retire	Very good	47%	39%	48%	50%	48%	46%	42%	48%	45%	50%	45%	49%	28%
	Good	51%	56%	51%	47%	50%	52%	52%	50%	54%	44%	53%	49%	53%
	Poor	2%	5%	1%	2%	2%	3%	6%	1%	1%	6%	2%	2%	17%
	Very poor	0%			1%				0%				1%	2%
Total	Base	357	77	109	169	165	186	67	288	95	50	58	140	137
Campbell River as a place for young adults to learn, work, play and live	Very good	21%	16%	17%	27%	19%	24%	15%	23%	23%	13%	20%	23%	8%
	Good	58%	69%	53%	55%	62%	54%	63%	57%	62%	57%	63%	55%	49%
	Poor	18%	13%	25%	15%	17%	18%	19%	17%	11%	26%	14%	19%	38%
	Very poor	3%	3%	5%	2%	2%	4%	3%	3%	3%	4%	4%	3%	5%
Total	Base	344	77	110	155	161	177	67	276	90	47	56	137	137
The overall quality of life in Campbell River	Very good	34%	30%	35%	37%	33%	36%	27%	36%	32%	28%	40%	35%	19%
	Good	64%	68%	61%	63%	65%	62%	72%	62%	67%	70%	59%	63%	65%
	Poor	2%	3%	3%	1%	2%	1%	1%	2%	1%	2%		3%	15%
	Very poor	0%		1%			1%		0%			2%		1%
Total	Base	357	77	109	169	164	187	67	289	96	50	58	139	137

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
What do you enjoy most about living in Campbell River?	Access to outdoor recreation	32%	49%	37%	20%	35%	30%	37%	31%	34%	34%	44%	25%	28%
	Ocean, close to ocean, proximity to ocean	29%	36%	31%	23%	26%	31%	40%	26%	30%	30%	20%	31%	24%
	Scenery, beauty of nature (ocean not specified)	7%	4%	7%	9%	4%	10%	6%	7%	3%	4%	6%	11%	13%
	Size of community	7%	3%	7%	8%	7%	7%	3%	7%	6%		9%	9%	9%
	Other	7%	4%	6%	8%	7%	6%	5%	7%	6%	11%	4%	6%	8%
	Climate, weather	5%			12%	7%	4%		7%	5%	6%	7%	5%	4%
	Friendly people	5%		5%	7%	5%	4%	2%	6%	4%	6%	4%	6%	3%
	Relaxed Lifestyle	2%		1%	4%	1%	3%		3%	1%	2%	4%	2%	4%
	Quiet	2%	1%	1%	2%	3%	1%	3%	1%	3%	4%			
	Community Spirit	1%	1%	1%	1%	1%	1%	2%	1%	2%	2%		1%	1%
	Clean air	1%			3%		2%		1%				3%	1%
	Safe community, low crime	1%			3%	1%	2%		1%	1%			2%	
	Economy, jobs	1%	1%	2%		1%		2%	1%	2%			1%	
	Housing availability, affordability	0%		1%			1%	2%					1%	3%
	Great place to raise a family	0%		1%		1%			0%			2%		1%
Total	Base	333	75	102	154	151	176	65	267	93	47	54	126	137

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Compared to three years ago, how do you feel the quality of life in the City of Campbell River has changed?	Improved	17%	20%	16%	17%	19%	16%	15%	18%	21%	26%	19%	12%	9%
	Stayed the same	42%	41%	37%	46%	40%	44%	38%	44%	32%	36%	37%	50%	41%
	Worsened	29%	23%	38%	26%	29%	29%	33%	28%	21%	32%	39%	32%	43%
	Not sure	11%	16%	9%	10%	11%	11%	14%	10%	27%	6%	5%	6%	7%
Total	Base	354	75	108	168	160	188	66	287	92	50	57	141	137

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Why do you feel the quality of life has worsened over the last 3 years?	Crime, downtown, drug use, homelessness	31%	68%	30%	19%	33%	31%	50%	26%	43%	21%	35%	27%	64%
	Too much population growth, too busy	19%	11%	23%	21%	23%	16%	17%	20%	19%	11%	17%	25%	8%
	Too much traffic, increased traffic issues	17%	11%	13%	21%	19%	13%	13%	17%	10%	16%	9%	25%	12%
	Other	16%	16%	10%	21%	15%	15%	13%	17%	14%	26%	17%	11%	7%
	Housing affordability, overall affordability	13%	11%	23%	6%	10%	16%	8%	14%	5%	11%	30%	7%	17%
	Increasing taxes, taxes too high	10%	5%	10%	10%	15%	5%	17%	8%	24%	11%	9%	2%	12%
	Not enough businesses	10%	5%	15%	8%	4%	16%	8%	11%	5%	11%	13%	11%	
Total	Responses	126	24	49	51	62	62	30	95	25	20	30	48	71
	Base	109	19	40	48	52	55	24	84	21	19	23	44	59

Column percentages do not add up to 100% because multiple responses given

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
In your opinion, what is the single MOST important issue facing the City of Campbell River that you feel should receive the greatest attention from local leaders?	Homelessness, Addition issues	15%	19%	15%	13%	10%	19%	21%	13%	7%	12%	22%	17%	21%
	None	13%	5%	8%	20%	13%	14%	4%	15%	13%	14%	14%	14%	1%
	Taxes, fiscal responsibility, increasing costs	10%	4%	17%	7%	13%	7%	6%	11%	11%	4%	9%	11%	12%
	Housing, available and affordable	8%	8%	11%	7%	7%	9%	4%	9%	10%	6%	14%	6%	11%
	Population growth, Overcrowding, Urban Planning	6%	6%	7%	6%	10%	3%	10%	5%	8%	12%	5%	3%	11%
	"Protect environment, water"	6%	6%	5%	7%	7%	6%	7%	6%	8%	4%	3%	6%	6%
	Crime, Safety of Citizens	5%	8%	4%	5%	5%	5%	1%	6%	5%	6%	2%	6%	14%
	Lack of Jobs, poor economy	4%	8%	5%	2%	4%	4%	9%	3%	2%	6%	5%	4%	3%
	Aging infrastructure	4%	1%	6%	3%	3%	4%	3%	4%		6%	2%	7%	1%
	Traffic – too much	4%	1%		7%	4%	3%	1%	4%	4%	2%		4%	3%
	Business development, tourism promotion	4%	5%	5%	1%	2%	4%	6%	3%	5%	6%	2%	3%	1%
	Other	2%	1%	4%	2%	3%	2%	3%	2%	2%	2%	3%	2%	4%
	Don't know	2%	3%		3%	1%	3%	3%	2%	1%	6%		3%	3%
	Climate, weather	2%	4%	1%	2%	4%	1%	1%	2%	5%	2%	2%	1%	1%
	Healthcare	2%	1%	3%	2%	2%	2%	1%	2%	2%	2%	2%	2%	1%
	"Clean up city, downtown"	2%	4%	2%	1%	1%	2%	3%	1%	2%		5%	1%	2%
	"Parking"	2%		1%	3%	1%	3%	1%	2%	2%	2%	2%	1%	1%
	Activities, resources for Seniors	2%	1%		3%	2%	2%	1%	2%	2%	2%	2%	1%	
	"Improve City Council, City Staff"	1%	4%	1%	1%	2%	1%	3%	1%		4%		2%	2%
	More recreational and social activities	1%	1%	3%		1%	1%	1%	1%	1%	2%	3%		1%
	Road conditions	1%	1%	1%	1%	2%	1%	1%	1%	3%			1%	
	"Childcare"	1%	3%		1%		2%	3%	0%	1%		2%	1%	1%
	"Recycling, composting, garbage"	1%		1%	1%	1%	1%		1%	2%			1%	1%
Activities for youth, schools	1%	1%	1%	1%	1%	1%	1%	1%		2%		1%		
"Bike and pedestrian routes"	1%	1%		1%	1%	1%		1%			2%	1%		
Air quality	0%			1%		1%		0%				1%		
Pollution	0%	1%				1%	1%		1%					
Total	Base	364	77	110	174	167	191	68	294	96	51	58	145	137

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
What do you think is the MOST important environmental concern for the City of Campbell River?	Don't know	19%	13%	15%	24%	14%	23%	15%	19%	8%	22%	22%	25%	23%
	Landfill, garbage, recycling, homeless, dumping	16%	23%	13%	16%	17%	17%	22%	15%	22%	12%	19%	13%	23%
	Water quality, drinking water	12%	8%	14%	13%	11%	13%	9%	13%	9%	8%	14%	16%	7%
	None	9%	5%	5%	13%	13%	6%	4%	11%	8%	12%	9%	8%	2%
	Other	6%	9%	5%	6%	8%	5%	4%	7%	8%	10%	3%	6%	2%
	Water supply	6%	6%	6%	5%	7%	4%	4%	6%	13%	2%	2%	4%	5%
	Preserve parkland, reduced development, logging	5%	5%	5%	4%	4%	6%	4%	5%	1%	6%	9%	3%	13%
	Sea level rise	4%	6%	4%	4%	5%	4%	10%	3%	5%	4%	3%	4%	4%
	Fish farms, fisheries, protect fish habitat	4%	6%	5%	2%	5%	3%	6%	3%	4%	6%	2%	3%	6%
	Climate change	4%	5%	5%	2%	4%	3%	3%	4%	4%	6%	2%	4%	2%
	"Clean oceans"	3%		7%	2%	3%	3%	1%	4%	4%		2%	4%	4%
	"Composting, curbside"	2%	3%	4%	1%	3%	2%	3%	2%	5%	2%		1%	3%
	"Plastic"	2%	4%	2%	2%	1%	4%	3%	2%	1%	2%	9%	1%	1%
	Wildlife	2%	3%	1%	2%	1%	3%	3%	2%	1%	4%		2%	
	"Mill site"	1%		4%	1%	2%	1%	4%	1%	1%		2%	2%	1%
	"Earthquake, Tsunami Prep."	1%	3%		1%	1%	1%	3%	1%		4%	2%	1%	1%
	Air quality	1%		1%	1%	1%	1%		1%	1%	2%		1%	2%
	Too many cars	1%		3%		1%	1%		1%	1%		2%	1%	
	Flood	1%		2%			1%		1%	2%				1%
Invasive plants	0%			1%	1%			0%				1%		
Total	Base	364	77	110	174	167	191	68	294	96	51	58	145	137

How important is it for the city to work with other levels of government and non-governmental organizations to increase:

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Housing affordability	Very important	70%	55%	78%	71%	61%	77%	58%	73%	66%	71%	71%	72%	59%
	Somewhat important	25%	39%	17%	24%	32%	20%	34%	23%	29%	22%	24%	23%	34%
	Not important	4%	6%	4%	4%	7%	2%	7%	3%	3%	6%	5%	3%	4%
	Not at all important	0%											1%	2%
	Not applicable, don't know	1%		1%	1%	1%	1%		1%	1%			1%	1%
Total	Base	356	77	109	168	161	189	67	287	92	49	58	144	137
Range of housing options	Very important	59%	48%	62%	63%	47%	70%	55%	61%	58%	63%	63%	58%	59%
	Somewhat important	34%	42%	31%	33%	43%	26%	33%	34%	36%	27%	33%	35%	31%
	Not important	5%	10%	5%	3%	9%	2%	12%	3%	4%	10%	4%	4%	8%
	Not at all important	1%		1%			1%		0%	1%			1%	1%
	Not applicable, don't know	1%		1%	1%	1%	1%		1%	1%			1%	1%
Total	Base	355	77	109	167	161	189	67	286	95	49	57	141	137
Social support for people in vulnerable situations	Very important	66%	56%	69%	69%	57%	74%	58%	68%	68%	61%	74%	65%	55%
	Somewhat important	29%	36%	26%	28%	35%	24%	31%	28%	24%	31%	22%	32%	32%
	Not important	3%	5%	4%	2%	5%	2%	6%	2%	4%	4%	3%	1%	9%
	Not at all important	1%	1%	1%	1%	2%		1%	1%	1%	2%		1%	2%
	Not applicable, don't know	1%	1%	1%	1%	1%	1%	3%	0%	2%	2%			1%
Total	Base	354	77	109	166	159	189	67	285	92	49	58	142	137
Public safety	Very important	76%	71%	81%	75%	70%	80%	75%	77%	72%	71%	74%	83%	78%
	Somewhat important	22%	25%	18%	24%	26%	19%	21%	22%	25%	24%	26%	15%	20%
	Not important	1%	3%	1%	1%	3%		3%	1%	2%	2%		1%	1%
	Not at all important	0%											1%	
	Not applicable, don't know	1%	1%		1%	1%	1%	1%	0%	1%	2%			
Total	Base	355	77	109	168	159	190	67	286	92	49	58	143	137

SATISFACTION WITH CITY SERVICES AND PROGRAMS

How satisfied are you with each of the following services provided by the City of Campbell River?

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
City parks	Very satisfied	45%	49%	47%	43%	43%	47%	52%	44%	56%	53%	41%	38%	29%
	Somewhat satisfied	47%	46%	45%	47%	52%	41%	44%	47%	39%	41%	50%	51%	55%
	Not satisfied	4%	5%	5%	3%	3%	5%	5%	4%	3%	4%	2%	6%	9%
	Not at all satisfied													2%
	Not applicable, don't know	4%		4%	7%	2%	7%		6%	2%	2%	7%	6%	4%
Total	Base	356	76	109	169	163	187	66	288	95	49	56	143	137
City playgrounds	Very satisfied	35%	36%	38%	34%	34%	37%	45%	33%	35%	34%	30%	38%	23%
	Somewhat satisfied	35%	46%	28%	34%	38%	32%	44%	33%	33%	32%	32%	37%	46%
	Not satisfied	4%	4%	7%	3%	4%	4%	6%	4%	3%		4%	7%	7%
	Not at all satisfied													4%
	Not applicable, don't know	26%	14%	27%	30%	24%	27%	5%	30%	28%	34%	35%	17%	20%
Total	Base	349	76	107	164	160	183	64	283	93	47	57	139	137
City trails	Very satisfied	56%	53%	60%	57%	55%	58%	59%	56%	66%	63%	57%	51%	39%
	Somewhat satisfied	36%	45%	34%	33%	38%	35%	39%	35%	31%	29%	36%	40%	51%
	Not satisfied	3%	3%	3%	3%	4%	2%	2%	3%	1%	6%	2%	4%	6%
	Not at all satisfied													1%
	Not applicable, don't know	5%		3%	8%	4%	5%		6%	2%	2%	5%	6%	4%
Total	Base	354	76	108	168	160	188	66	286	95	48	58	140	137
City boulevards and gardens	Very satisfied	41%	35%	49%	39%	41%	41%	42%	41%	48%	52%	39%	35%	31%
	Somewhat satisfied	44%	51%	39%	43%	44%	44%	46%	43%	37%	42%	45%	45%	42%
	Not satisfied	12%	10%	8%	14%	11%	12%	10%	12%	11%	4%	14%	14%	16%
	Not at all satisfied	3%	3%	3%	2%	3%	2%		3%	3%		2%	4%	9%
	Not applicable, don't know	1%	1%	2%	1%	1%	1%	1%	1%	1%	2%		2%	1%
Total	Base	354	77	109	166	160	188	67	285	94	50	56	141	137
Public washrooms	Very satisfied	15%	14%	15%	15%	18%	11%	20%	14%	15%	22%	9%	15%	8%
	Somewhat satisfied	38%	44%	40%	34%	34%	41%	42%	37%	45%	39%	40%	31%	39%
	Not satisfied	22%	18%	23%	25%	23%	23%	14%	25%	19%	18%	23%	25%	22%
	Not at all satisfied	8%	12%	9%	5%	7%	7%	17%	6%	6%	4%	5%	11%	18%
	Not applicable, don't know	17%	12%	14%	22%	18%	17%	8%	19%	15%	16%	23%	18%	13%
Total	Base	356	77	110	167	163	187	66	288	95	49	57	142	137
Street trees	Very satisfied	33%	35%	39%	29%	33%	35%	35%	33%	36%	43%	34%	27%	18%
	Somewhat satisfied	52%	60%	45%	52%	53%	50%	55%	51%	51%	45%	55%	52%	59%
	Not satisfied	9%	3%	14%	10%	9%	10%	8%	10%	10%	4%	9%	11%	14%
	Not at all satisfied	3%		1%	6%	2%	4%		4%	2%	4%		5%	7%
	Not applicable, don't know	3%	3%	2%	3%	3%	2%	3%	2%	1%	4%	2%	4%	1%
Total	Base	355	77	109	167	164	185	66	287	94	49	56	143	137

How satisfied are you with each of the following services provided by the City of Campbell River?

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Waterfront access	Very satisfied	49%	57%	53%	43%	48%	50%	51%	49%	55%	52%	53%	43%	44%
	Somewhat satisfied	38%	25%	38%	43%	38%	38%	31%	39%	41%	30%	33%	40%	36%
	Not satisfied	8%	14%	6%	6%	8%	7%	13%	7%	1%	16%	10%	8%	14%
	Not at all satisfied	4%	4%	3%	5%	4%	3%	4%	4%	2%	2%	2%	7%	4%
	Not applicable, don't know	1%			3%	1%	2%		2%	1%		2%	2%	2%
Total	Base	359	77	109	171	162	191	67	290	95	50	58	143	137
Recreation programs	Very satisfied	40%	30%	47%	41%	34%	46%	40%	40%	38%	42%	36%	44%	34%
	Somewhat satisfied	42%	47%	36%	43%	43%	42%	45%	41%	40%	40%	45%	42%	37%
	Not satisfied	4%	10%	4%	2%	4%	3%	12%	2%	5%	6%	2%	4%	12%
	Not at all satisfied	1%	1%	1%		1%	1%	1%	0%		2%			4%
	Not applicable, don't know	13%	12%	12%	14%	18%	9%	1%	16%	16%	10%	18%	11%	13%
Total	Base	355	77	107	169	160	189	67	286	94	50	56	142	137
Community, cultural and recreational events	Very satisfied	38%	35%	40%	38%	40%	37%	36%	39%	48%	35%	28%	38%	30%
	Somewhat satisfied	48%	52%	45%	49%	43%	54%	54%	47%	44%	47%	58%	46%	46%
	Not satisfied	4%	6%	6%	1%	3%	3%	7%	3%		8%	5%	4%	12%
	Not at all satisfied	1%	1%	2%	1%	1%	1%	1%	1%	1%			1%	4%
	Not applicable, don't know	9%	5%	6%	12%	14%	5%	1%	11%	7%	10%	9%	10%	8%
Total	Base	357	77	110	168	162	189	67	288	94	49	57	143	137
Cultural facilities (Tidemark Theatre, Haig-Brown House, Sybil Andrews Cottage, Art Gallery, Library, Museum)	Very satisfied	53%	52%	52%	54%	47%	58%	58%	51%	62%	56%	40%	53%	38%
	Somewhat satisfied	37%	39%	35%	38%	40%	35%	36%	38%	29%	40%	51%	36%	47%
	Not satisfied	4%	3%	9%	1%	4%	3%	3%	4%	3%		4%	5%	7%
	Not at all satisfied	1%	3%	1%		1%	1%	1%	1%		2%		1%	1%
	Not applicable, don't know	6%	4%	4%	7%	9%	3%	1%	7%	6%	2%	5%	6%	7%
Total	Base	359	77	110	170	164	189	67	290	94	50	57	144	137
Recreation facilities (Community Centre, Sportsplex, Centennial Pool, Discovery Pier)	Very satisfied	53%	52%	54%	53%	49%	57%	60%	51%	62%	56%	45%	51%	35%
	Somewhat satisfied	38%	36%	36%	41%	38%	38%	31%	40%	29%	38%	50%	37%	50%
	Not satisfied	4%	5%	6%	2%	5%	3%	6%	3%	3%		2%	6%	9%
	Not at all satisfied	1%	4%	1%		2%	1%	3%	1%	1%	2%		1%	
	Not applicable, don't know	4%	3%	3%	5%	6%	2%		5%	4%	4%	4%	4%	7%
Total	Base	359	77	109	171	164	189	67	290	95	50	56	145	137
Energy efficiency & climate change adaptation	Very satisfied	10%	7%	9%	11%	9%	11%	9%	10%	10%	8%	7%	12%	7%
	Somewhat satisfied	39%	30%	43%	41%	36%	42%	36%	39%	36%	41%	25%	45%	38%
	Not satisfied	14%	16%	15%	14%	18%	11%	9%	16%	13%	10%	18%	14%	20%
	Not at all satisfied	5%	9%	3%	4%	6%	3%	14%	2%	7%	6%	2%	3%	10%
	Not applicable, don't know	33%	38%	31%	31%	32%	33%	32%	33%	34%	35%	48%	26%	25%
Total	Base	353	76	108	167	160	187	66	285	94	49	56	141	137

How satisfied are you with each of the following services provided by the City of Campbell River?

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Policing services	Very satisfied	40%	30%	39%	45%	38%	41%	34%	41%	44%	47%	37%	37%	26%
	Somewhat satisfied	46%	54%	45%	43%	46%	46%	52%	45%	39%	39%	54%	51%	38%
	Not satisfied	6%	7%	7%	5%	9%	3%	9%	6%	8%	12%	4%	5%	19%
	Not at all satisfied	3%	7%	3%	1%	4%	2%	5%	2%	2%		2%	3%	12%
	Not applicable, don't know	5%	3%	5%	6%	2%	7%		6%	8%	2%	4%	5%	5%
Total	Base	355	76	110	168	161	188	65	288	93	49	57	142	137
Fire services	Very satisfied	62%	50%	61%	69%	59%	65%	61%	62%	65%	67%	64%	59%	55%
	Somewhat satisfied	30%	45%	28%	24%	31%	28%	35%	28%	23%	29%	29%	35%	29%
	Not satisfied	3%	1%	4%	2%	5%	1%		3%	2%		4%	4%	6%
	Not at all satisfied	1%	1%	1%	1%	2%	1%	3%	1%	1%	4%			3%
	Not applicable, don't know	5%	3%	6%	4%	3%	6%	2%	5%	10%		4%	3%	7%
Total	Base	353	76	109	166	159	188	66	285	93	49	56	142	137
Downtown safety office	Very satisfied	19%	16%	17%	21%	20%	19%	15%	20%	21%	29%	7%	20%	15%
	Somewhat satisfied	25%	29%	26%	23%	25%	25%	29%	24%	24%	21%	33%	22%	25%
	Not satisfied	10%	16%	10%	7%	14%	6%	18%	8%	8%	8%	7%	13%	23%
	Not at all satisfied	5%	9%	6%	2%	7%	3%	8%	4%	1%	4%	5%	6%	20%
	Not applicable, don't know	41%	30%	41%	46%	34%	47%	30%	44%	45%	38%	47%	39%	18%
Total	Base	355	76	109	168	162	187	66	287	95	48	57	142	137
Bylaws & enforcement (nuisance, noise, untidy or unsightly premises)	Very satisfied	14%	14%	17%	13%	16%	13%	19%	13%	15%	18%	12%	14%	13%
	Somewhat satisfied	34%	28%	34%	38%	32%	36%	34%	34%	30%	27%	39%	38%	30%
	Not satisfied	20%	22%	21%	18%	19%	20%	22%	19%	16%	20%	19%	23%	26%
	Not at all satisfied	12%	12%	12%	13%	16%	9%	9%	13%	11%	22%	5%	12%	22%
	Not applicable, don't know	19%	24%	17%	18%	17%	21%	15%	20%	28%	12%	25%	13%	9%
Total	Base	353	76	109	165	159	188	67	284	93	49	57	141	137
Animal control	Very satisfied	19%	17%	24%	17%	19%	19%	18%	19%	25%	15%	13%	20%	20%
	Somewhat satisfied	43%	41%	39%	47%	46%	41%	45%	43%	31%	44%	45%	47%	42%
	Not satisfied	10%	8%	9%	12%	7%	12%	11%	10%	6%	15%	7%	13%	12%
	Not at all satisfied	5%	5%	6%	5%	7%	3%	5%	5%	5%	6%	4%	6%	8%
	Not applicable, don't know	22%	29%	22%	20%	20%	25%	21%	23%	33%	21%	32%	14%	19%
Total	Base	354	76	108	169	162	187	66	286	95	48	56	142	137
Water supply system	Very satisfied	58%	54%	59%	60%	56%	61%	59%	58%	64%	65%	59%	55%	46%
	Somewhat satisfied	33%	37%	33%	29%	36%	29%	30%	33%	24%	31%	36%	35%	36%
	Not satisfied	4%	3%	2%	6%	4%	4%	5%	4%	2%	4%		7%	9%
	Not at all satisfied	2%		3%	2%	2%	2%	2%	2%	4%		2%	1%	6%
	Not applicable, don't know	3%	7%	3%	2%	2%	5%	5%	3%	6%		3%	2%	4%
Total	Base	359	76	108	173	162	191	66	291	96	49	58	143	137

How satisfied are you with each of the following services provided by the City of Campbell River?

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Sewage system	Very satisfied	59%	51%	62%	62%	59%	61%	55%	61%	65%	64%	52%	61%	45%
	Somewhat satisfied	32%	40%	31%	30%	35%	30%	37%	31%	24%	34%	36%	33%	44%
	Not satisfied	2%		2%	2%	2%	1%		2%	1%	2%	3%	1%	2%
	Not at all satisfied	1%		1%	1%	1%	1%		1%			2%	1%	3%
	Not applicable, don't know	6%	9%	5%	5%	4%	8%	7%	6%	11%		7%	4%	6%
Total	Base	357	77	108	171	162	189	67	288	93	50	58	143	137
Garbage, recycling & yard waste collection	Very satisfied	53%	42%	59%	55%	48%	57%	51%	54%	47%	48%	48%	61%	43%
	Somewhat satisfied	31%	44%	22%	31%	32%	30%	33%	30%	32%	34%	36%	27%	38%
	Not satisfied	9%	5%	11%	9%	10%	7%	6%	9%	14%	8%	7%	6%	12%
	Not at all satisfied	3%	9%	5%		4%	3%	9%	2%	2%	4%	3%	3%	6%
	Not applicable, don't know	4%		4%	5%	4%	3%	1%	4%	4%	6%	5%	2%	1%
	22	0%			1%	1%			0%	1%				
Total	Base	360	77	109	173	163	191	67	291	95	50	58	144	137
Yard waste drop-off centre	Very satisfied	50%	39%	60%	48%	50%	50%	44%	51%	45%	46%	47%	56%	45%
	Somewhat satisfied	29%	39%	23%	27%	32%	26%	42%	25%	26%	32%	22%	31%	33%
	Not satisfied	3%	3%	2%	5%	2%	4%	3%	3%	5%	4%	5%	1%	7%
	Not at all satisfied	0%			1%	1%			0%				1%	1%
	Not applicable, don't know	18%	18%	15%	19%	15%	20%	11%	19%	23%	18%	26%	11%	15%
Total	Base	356	76	107	172	163	187	66	288	95	50	58	140	137
Environmental management (Regulations for environmentally sensitive areas, noxious weeds, invasive plants, foreshore rehabilitation)	Very satisfied	17%	18%	15%	17%	13%	19%	16%	17%	21%	11%	13%	19%	14%
	Somewhat satisfied	50%	56%	47%	49%	48%	53%	49%	50%	51%	44%	52%	50%	47%
	Not satisfied	14%	13%	12%	15%	18%	10%	19%	13%	10%	22%	9%	16%	15%
	Not at all satisfied	5%	4%	5%	4%	5%	4%	3%	5%	3%	4%	4%	5%	8%
	Not applicable, don't know	15%	10%	20%	13%	16%	13%	13%	15%	15%	18%	22%	11%	16%
Total	Base	329	72	99	156	153	172	63	265	87	45	54	129	137
Road quality	Very satisfied	20%	26%	17%	18%	19%	21%	18%	20%	26%	24%	16%	17%	16%
	Somewhat satisfied	55%	40%	59%	59%	59%	52%	49%	56%	58%	54%	59%	50%	47%
	Not satisfied	20%	31%	17%	16%	19%	21%	30%	17%	15%	16%	19%	24%	26%
	Not at all satisfied	5%	3%	6%	7%	4%	5%	3%	6%	1%	6%	5%	9%	11%
	Not applicable, don't know	0%		1%			1%		0%			2%		1%
Total	Base	356	77	109	169	162	188	67	287	95	50	58	140	137
Transportation and traffic flow	Very satisfied	12%	12%	12%	12%	10%	14%	12%	12%	18%	12%	10%	8%	10%
	Somewhat satisfied	50%	36%	49%	57%	48%	52%	34%	53%	51%	52%	43%	50%	39%
	Not satisfied	26%	40%	25%	20%	25%	26%	41%	22%	23%	26%	33%	27%	28%
	Not at all satisfied	11%	12%	14%	10%	15%	7%	13%	11%	6%	10%	12%	15%	22%
	Not applicable, don't know	1%		1%	1%	1%	1%		1%	1%		2%	1%	
Total	Base	358	77	109	169	163	189	68	288	94	50	58	143	137

How satisfied are you with each of the following services provided by the City of Campbell River?

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Snow and ice removal from roads	Very satisfied	14%	13%	13%	15%	13%	15%	12%	14%	13%	16%	14%	14%	9%
	Somewhat satisfied	43%	35%	43%	46%	43%	43%	32%	45%	43%	37%	40%	44%	41%
	Not satisfied	30%	34%	28%	30%	28%	33%	37%	29%	28%	29%	40%	28%	23%
	Not at all satisfied	11%	16%	15%	6%	13%	8%	16%	10%	11%	14%	7%	13%	26%
	Not applicable, don't know	3%	3%	1%	3%	3%	2%	3%	2%	5%	4%		1%	
Total	Base	360	77	110	170	165	190	68	290	95	51	58	142	137
Sidewalks	Very satisfied	17%	21%	19%	14%	17%	18%	16%	17%	20%	16%	18%	15%	15%
	Somewhat satisfied	53%	61%	58%	47%	56%	51%	60%	52%	52%	66%	56%	50%	52%
	Not satisfied	20%	16%	14%	26%	19%	22%	19%	20%	18%	10%	19%	24%	22%
	Not at all satisfied	4%	1%	4%	6%	4%	4%	3%	5%	2%	6%	4%	6%	12%
	Not applicable, don't know	5%	1%	5%	6%	4%	5%	1%	6%	8%	2%	4%	5%	
Total	Base	359	77	108	173	163	190	67	290	96	50	57	143	137
Street lighting	Very satisfied	32%	32%	33%	31%	29%	34%	33%	32%	40%	36%	26%	28%	30%
	Somewhat satisfied	53%	53%	55%	53%	57%	50%	48%	54%	44%	54%	53%	56%	53%
	Not satisfied	10%	14%	7%	10%	9%	12%	17%	9%	12%	8%	18%	8%	13%
	Not at all satisfied	3%		4%	4%	3%	3%	2%	4%	2%	2%	4%	5%	4%
	Not applicable, don't know	1%	1%	1%	2%	2%	1%		2%	2%			2%	
Total	Base	359	76	108	173	164	189	66	291	95	50	57	144	137
Safe routes to schools	Very satisfied	20%	27%	24%	15%	21%	21%	31%	18%	27%	22%	19%	15%	14%
	Somewhat satisfied	39%	45%	35%	39%	41%	37%	49%	37%	32%	39%	41%	43%	39%
	Not satisfied	6%	5%	8%	4%	6%	6%	9%	5%	3%	2%	3%	10%	13%
	Not at all satisfied	3%	4%	4%	1%	1%	4%	4%	2%	2%		7%	2%	10%
	Not applicable, don't know	32%	18%	29%	40%	31%	33%	6%	39%	36%	37%	29%	30%	23%
Total	Base	355	77	109	168	160	190	67	287	92	49	58	143	137
Bicycle paths	Very satisfied	21%	23%	21%	19%	22%	20%	28%	19%	27%	22%	16%	19%	23%
	Somewhat satisfied	38%	39%	41%	35%	41%	34%	37%	38%	35%	32%	37%	39%	58%
	Not satisfied	11%	23%	10%	6%	9%	13%	13%	11%	12%	16%	16%	8%	12%
	Not at all satisfied	4%	5%	6%	3%	4%	5%	7%	4%	4%	4%	7%	3%	7%
	Not applicable, don't know	26%	9%	21%	36%	23%	28%	13%	29%	22%	26%	25%	31%	
Total	Base	359	77	108	172	164	189	67	290	95	50	57	144	137
Public transit	Very satisfied	18%	16%	20%	19%	17%	19%	22%	18%	14%	18%	17%	22%	21%
	Somewhat satisfied	34%	35%	28%	38%	37%	32%	33%	34%	32%	40%	28%	34%	55%
	Not satisfied	7%	8%	9%	5%	5%	9%	10%	6%	6%	8%	7%	5%	17%
	Not at all satisfied	4%	1%	12%	1%	3%	5%	6%	4%	2%	6%	10%	3%	7%
	Not applicable, don't know	36%	40%	30%	38%	38%	35%	28%	38%	46%	28%	38%	36%	
Total	Base	358	77	109	170	161	191	67	289	94	50	58	143	137

How satisfied are you with each of the following services provided by the City of Campbell River?

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Downtown parking	Very satisfied	23%	29%	26%	19%	22%	25%	30%	22%	27%	22%	28%	20%	14%
	Somewhat satisfied	45%	38%	45%	48%	48%	42%	33%	47%	43%	40%	46%	46%	49%
	Not satisfied	20%	25%	19%	18%	18%	21%	25%	18%	21%	20%	16%	21%	22%
	Not at all satisfied	10%	6%	10%	11%	9%	10%	9%	10%	4%	16%	11%	10%	15%
	Not applicable, don't know	3%	3%		4%	3%	2%	3%	2%	4%	2%		3%	
Total	Base	358	77	107	172	163	189	67	289	95	50	57	144	137
Airport	Very satisfied	43%	39%	48%	41%	39%	47%	43%	43%	42%	47%	39%	42%	34%
	Somewhat satisfied	36%	45%	38%	31%	37%	36%	40%	35%	35%	29%	42%	39%	50%
	Not satisfied	4%	3%	2%	5%	6%	2%	3%	4%		8%	5%	4%	7%
	Not at all satisfied	2%	4%	1%	1%	3%	1%	5%	1%	2%	4%	4%		9%
	Not applicable, don't know	16%	9%	11%	21%	15%	15%	9%	17%	21%	12%	11%	15%	
Total	Base	352	76	108	166	158	188	65	285	92	49	57	141	137
Financial planning (stable renewal and investment in roads, water, sewer, storm drains, facilities)	Very satisfied	17%	18%	14%	18%	17%	17%	18%	16%	22%	20%	12%	14%	17%
	Somewhat satisfied	44%	38%	50%	43%	47%	43%	39%	45%	35%	38%	55%	48%	47%
	Not satisfied	11%	8%	13%	11%	14%	7%	15%	10%	10%	12%	7%	13%	26%
	Not at all satisfied	3%		2%	5%	3%	3%		3%		4%		5%	10%
	Not applicable, don't know	25%	36%	21%	23%	19%	30%	27%	25%	33%	26%	26%	20%	
Total	Base	355	77	108	168	160	189	66	287	94	50	58	140	137
Land use planning	Very satisfied	8%	6%	7%	10%	8%	9%	6%	9%	10%	8%	3%	9%	10%
	Somewhat satisfied	43%	44%	42%	43%	49%	39%	44%	42%	48%	40%	48%	39%	36%
	Not satisfied	16%	16%	21%	13%	16%	16%	23%	14%	10%	8%	16%	23%	38%
	Not at all satisfied	7%	4%	7%	8%	8%	5%	9%	6%	2%	14%	3%	9%	15%
	Not applicable, don't know	26%	30%	23%	26%	20%	31%	18%	28%	31%	30%	29%	20%	
Total	Base	352	77	107	167	158	188	66	284	94	50	58	137	137
Development services (building, subdivision & rezoning applications, & permitting processes)	Very satisfied	6%	8%	5%	7%	6%	7%	10%	5%	5%	8%		9%	12%
	Somewhat satisfied	34%	32%	36%	33%	36%	33%	27%	35%	35%	24%	35%	34%	39%
	Not satisfied	16%	10%	24%	13%	14%	18%	15%	16%	11%	16%	25%	16%	28%
	Not at all satisfied	9%	5%	11%	10%	9%	9%	13%	8%	4%	16%	4%	11%	21%
	Not applicable, don't know	35%	44%	25%	38%	36%	34%	34%	35%	45%	35%	37%	30%	
Total	Base	353	77	109	165	160	187	67	284	92	49	57	141	137
Quality of new residential subdivisions & new buildings	Very satisfied	20%	23%	18%	20%	24%	17%	19%	20%	17%	18%	25%	22%	16%
	Somewhat satisfied	52%	48%	56%	50%	52%	51%	51%	52%	48%	44%	55%	53%	56%
	Not satisfied	10%	9%	10%	10%	8%	12%	9%	10%	10%	12%	7%	10%	18%
	Not at all satisfied	4%	3%	5%	4%	4%	3%	3%	4%	2%	4%	4%	5%	10%
	Not applicable, don't know	15%	17%	11%	16%	12%	17%	18%	14%	23%	22%	9%	10%	
Total	Base	356	77	109	169	164	188	67	288	94	50	55	143	137

How satisfied are you with each of the following services provided by the City of Campbell River?

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Downtown revitalization	Very satisfied	11%	9%	14%	10%	13%	10%	6%	12%	11%	6%	14%	13%	10%
	Somewhat satisfied	54%	48%	54%	57%	50%	58%	51%	54%	52%	62%	53%	52%	50%
	Not satisfied	21%	31%	18%	19%	20%	22%	30%	19%	23%	16%	19%	21%	31%
	Not at all satisfied	6%	8%	10%	4%	7%	5%	10%	6%	4%	8%	9%	6%	9%
	Not applicable, don't know	8%	4%	5%	11%	10%	5%	3%	9%	10%	8%	5%	8%	
Total	Base	355	77	108	168	162	187	67	286	94	50	57	141	137
Economic development	Very satisfied	8%	8%	8%	7%	7%	9%	7%	8%	9%	8%	7%	8%	8%
	Somewhat satisfied	44%	34%	47%	48%	44%	46%	39%	46%	38%	47%	47%	44%	50%
	Not satisfied	19%	32%	17%	13%	19%	17%	31%	16%	19%	18%	19%	20%	27%
	Not at all satisfied	7%	4%	10%	7%	8%	6%	6%	7%	3%	12%	9%	7%	15%
	Not applicable, don't know	22%	22%	18%	24%	21%	23%	16%	23%	31%	14%	18%	22%	
Total	Base	351	77	108	164	160	186	67	282	91	49	57	142	137
Tourism promotion	Very satisfied	18%	17%	14%	21%	14%	21%	18%	18%	24%	20%	7%	19%	23%
	Somewhat satisfied	52%	47%	58%	51%	50%	52%	49%	52%	45%	41%	61%	53%	50%
	Not satisfied	12%	18%	12%	9%	14%	10%	16%	11%	15%	16%	7%	11%	19%
	Not at all satisfied	4%	5%	5%	4%	6%	3%	7%	4%	2%	10%	4%	4%	8%
	Not applicable, don't know	14%	13%	11%	16%	15%	13%	9%	15%	14%	12%	21%	13%	
Total	Base	352	77	107	166	159	187	67	283	93	49	57	141	137
Citizen engagement	Very satisfied	13%	14%	10%	14%	9%	16%	12%	13%	16%	16%	11%	11%	15%
	Somewhat satisfied	47%	34%	56%	47%	47%	47%	43%	48%	44%	37%	53%	49%	44%
	Not satisfied	15%	35%	12%	8%	16%	15%	31%	11%	12%	24%	11%	15%	24%
	Not at all satisfied	3%	4%	2%	4%	6%	1%	3%	4%	2%	4%	4%	4%	17%
	Not applicable, don't know	22%	13%	20%	26%	21%	22%	10%	24%	26%	18%	23%	21%	
Total	Base	351	77	109	163	159	186	67	282	93	49	57	138	137

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
How do you rate your overall satisfaction with the services and programs provided by the City of Campbell River?	Very satisfied	26%	17%	30%	27%	23%	28%	18%	28%	26%	30%	23%	27%	16%
	Somewhat satisfied	65%	70%	60%	67%	68%	64%	64%	66%	70%	58%	68%	63%	61%
	Not satisfied	8%	13%	10%	5%	9%	7%	18%	6%	4%	12%	9%	8%	19%
	Not at all satisfied	1%			1%	1%			1%				1%	4%
Total	Base	359	77	110	171	164	190	67	291	96	50	57	142	137

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Given that Council must balance rising costs to maintain current service levels and requests for new services, which one of the following four options would you most like the City of Campbell River to pursue?	Enhance or expand services through a tax increase	9%	11%	10%	8%	9%	9%	15%	8%	10%	14%	13%	5%	12%
	Maintain services thru a moderate tax increase	54%	48%	52%	59%	52%	57%	38%	58%	53%	54%	60%	52%	41%
	Cut or reduce services to maintain current tax level	25%	29%	22%	25%	23%	27%	29%	24%	24%	20%	17%	31%	24%
	Cut or reduce services to reduce taxes	12%	12%	16%	8%	16%	7%	18%	10%	13%	12%	9%	11%	23%
Total	Base	337	75	101	160	160	175	68	268	88	50	53	132	137

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Are there any existing City services you would like to see expanded or new services introduced?	Yes – please specify	42%	61%	44%	34%	44%	41%	60%	39%	41%	48%	45%	39%	44%
	None	19%	9%	18%	23%	23%	14%	14%	20%	17%	15%	18%	22%	20%
	Not sure	39%	30%	38%	44%	33%	45%	26%	42%	42%	37%	36%	39%	36%
Total	Base	335	67	104	164	156	175	58	276	88	46	55	133	137

	Total	Age			Gender		Children at home		Years lived in Campbell River				Online	
		18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs		
Which services would you like to see expanded or introduced?	Compost and food waste pickup	18%	34%	16%	7%	15%	20%	21%	17%	28%	18%	8%	15%	17%
	Other	12%	9%	12%	14%	7%	15%	16%	11%	3%	18%	8%	18%	15%
	Improve or expand recreation facilities	10%	16%	4%	10%	10%	10%	11%	10%	10%	18%		10%	12%
	Address homeless, mental health, addictions, downtown	9%	2%	12%	12%	10%	9%	5%	11%	5%	5%	8%	13%	15%
	Improve recycling and yard waste pickup	8%	5%	12%	7%	3%	13%		11%	8%	5%	25%	3%	2%
	Increase police	7%	5%	12%	3%	7%	6%	5%	7%	3%	14%	4%	7%	20%
	Improve or increase public transit	7%	2%	14%	3%	7%	6%	8%	6%	8%	5%	21%		3%
	Improve garbage and large item pickup	6%	7%	8%	3%	7%	5%	8%	5%		14%	13%	5%	3%
	Improve and increase parks, playgrounds, walking trails	5%	7%	4%	5%	1%	9%	11%	4%	3%	9%	4%	5%	7%
	Improve snow removal	5%	2%	6%	7%	6%	5%	3%	6%	13%		4%	3%	2%
	Add more bike paths	5%	5%	2%	7%	6%	4%	5%	4%	8%		8%	3%	2%
	Improve bylaw enforcement	4%	2%	4%	5%	6%	3%	3%	4%	5%		4%	5%	8%
	Traffic control	4%		2%	9%	4%	4%	3%	4%	8%			5%	
	Improve sidewalks, roads, and parking	3%		2%	3%	3%	3%		4%	3%	5%	4%	2%	8%
	Improve city planning	3%	7%	2%		6%		5%	2%	5%			2%	7%
	Increase boat launches, wharfs, and boat launch parking	3%	2%	2%	3%	6%		3%	3%			8%	3%	2%
	Street cleanup	2%		2%	3%		4%		3%	3%			3%	2%
	Maintain natural beauty, trees	2%	2%		3%	1%	3%		3%	3%	5%		2%	2%
	Increase services for seniors	1%			2%		1%		1%				2%	5%
	Water services	1%			2%		1%		1%				2%	5%
Total	Responses	171	47	58	64	74	95	40	130	44	25	29	65	81
	Base	153	44	49	58	71	80	38	114	40	22	24	60	59

Column percentages do not add up to 100% because multiple responses given

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Which services would you consider acceptable to reduce?	Yes – please specify	22%	38%	24%	13%	24%	20%	42%	17%	20%	20%	22%	23%	26%
	None	33%	19%	24%	45%	34%	32%	19%	36%	29%	33%	30%	37%	30%
	Not sure	45%	43%	53%	42%	42%	47%	39%	46%	51%	47%	48%	41%	45%
Total	Base	321	68	97	156	144	173	59	261	80	45	50	133	137

Respondents that indicated there were services they considered acceptable to reduce were asked to specify which services. Specific responses can be seen in Appendix 3.

Please rate your level of agreement with the following statements:

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
I receive good value for the municipal taxes I pay	Strongly agree	7%	5%	6%	7%	4%	9%	7%	6%	6%	12%	11%	4%	10%
	Agree	59%	59%	51%	64%	59%	59%	54%	60%	60%	62%	53%	59%	30%
	Disagree	24%	21%	30%	20%	25%	22%	25%	23%	23%	16%	27%	25%	34%
	Strongly disagree	7%	12%	7%	4%	9%	5%	12%	6%	3%	8%	4%	10%	22%
	Not applicable, Don't know	4%	3%	6%	4%	3%	5%	1%	5%	7%	2%	5%	3%	4%
Total	Base	353	76	108	166	162	186	68	283	94	50	55	140	137
The City of Campbell River listens to citizens and encourages involvement in making decisions	Strongly agree	6%	3%	4%	9%	5%	7%	2%	7%	3%	12%	7%	6%	9%
	Agree	45%	44%	44%	46%	47%	45%	38%	47%	47%	41%	43%	45%	26%
	Disagree	21%	17%	24%	21%	22%	20%	23%	21%	16%	16%	25%	25%	30%
	Strongly disagree	7%	12%	6%	4%	9%	4%	17%	4%	3%	8%	5%	9%	31%
	Not applicable, Don't know	21%	24%	21%	19%	17%	23%	21%	21%	30%	22%	20%	16%	5%
Total	Base	348	75	108	164	159	183	66	280	92	49	56	138	137
In general, I believe the City of Campbell River is doing a good job	Strongly agree	10%	9%	6%	13%	9%	11%	4%	11%	11%	16%	7%	9%	12%
	Agree	68%	67%	68%	69%	66%	72%	72%	68%	73%	63%	73%	64%	32%
	Disagree	15%	20%	19%	11%	19%	11%	21%	14%	11%	12%	18%	17%	36%
	Strongly disagree	4%	3%	5%	4%	5%	3%	3%	4%	1%	4%	2%	6%	16%
	Not applicable, Don't know	3%	1%	3%	4%	2%	4%		4%	3%	4%		4%	4%
Total	Base	354	76	107	169	161	187	67	285	96	49	56	139	137

CITY EMPLOYEE CUSTOMER SERVICE

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
In the last 12 months, have you personally contacted or dealt with a City of Campbell River employee	Yes	55%	52%	62%	52%	56%	53%	60%	54%	60%	50%	51%	56%	61%
	No, Not sure	45%	48%	38%	48%	44%	47%	40%	46%	40%	50%	49%	44%	39%
Total	Base	348	77	107	164	158	186	67	280	93	50	57	134	137

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
How did you most recently make contact with the City?	In person	66%	71%	58%	69%	69%	63%	66%	66%	76%	60%	59%	62%	70%
	Telephone	41%	29%	48%	41%	42%	39%	49%	39%	36%	44%	38%	45%	41%
	Email	15%	27%	18%	7%	20%	11%	22%	13%	16%	28%	14%	12%	28%
	City Website	6%	7%	8%	5%	3%	8%	12%	5%	7%	8%	7%	5%	19%
	Open house, public consultation	7%	5%	8%	7%	7%	7%	10%	6%	5%	8%	3%	8%	8%
	Mail	3%	5%		5%	3%	3%	5%	3%	5%	4%		1%	5%
	Council meeting, Advisory Committee	2%		3%	2%	1%	3%		3%			3%	3%	13%
	Social Media	1%		2%			1%		1%			3%		11%
	Other	1%			2%	1%	1%		1%			3%	1%	2%
Total	Responses	272	59	95	118	132	135	67	205	81	38	38	104	164
	Base	192	41	66	85	90	99	41	151	55	25	29	76	83

Base: people who have contacted or dealt with City of Campbell River or one of its employees

During your most recent contact with a City of Campbell River employee, how satisfied were you with the employee's...

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Level of knowledge	Very satisfied	50%	51%	44%	54%	40%	59%	60%	47%	56%	60%	45%	45%	41%
	Somewhat satisfied	32%	32%	33%	32%	42%	23%	23%	35%	31%	20%	34%	39%	31%
	Not satisfied	11%	5%	17%	10%	8%	13%	10%	11%	5%	16%	7%	15%	17%
	Not at all satisfied	4%	5%	6%	1%	7%	1%	8%	3%	4%	4%		1%	6%
	Not applicable, Don't know	3%	7%		4%	3%	3%		4%	4%		14%		5%
Total	Base	191	41	66	84	90	98	40	151	55	25	29	75	83
Helpfulness	Very satisfied	55%	56%	50%	59%	43%	67%	58%	55%	67%	60%	55%	48%	42%
	Somewhat satisfied	29%	34%	20%	35%	40%	19%	25%	31%	25%	16%	28%	36%	27%
	Not satisfied	10%	2%	24%	4%	8%	12%	8%	11%	4%	16%	17%	12%	16%
	Not at all satisfied	5%	7%	6%	2%	9%	1%	10%	3%	4%	8%		4%	13%
	Not applicable, Don't know													2%
Total	Base	191	41	66	83	89	98	40	150	55	25	29	75	83
Ability to resolve your issue	Very satisfied	48%	54%	36%	54%	43%	53%	59%	45%	62%	44%	45%	41%	34%
	Somewhat satisfied	22%	20%	21%	25%	28%	17%	12%	25%	20%	28%	17%	26%	19%
	Not satisfied	16%	5%	29%	11%	16%	15%	15%	16%	7%	12%	24%	21%	19%
	Not at all satisfied	8%	10%	8%	7%	10%	6%	12%	7%	5%	16%		8%	25%
	Not applicable, Don't know	6%	12%	6%	2%	3%	8%	2%	7%	5%		14%	4%	2%
Total	Base	189	41	66	81	87	98	41	147	55	25	29	73	83
Courteousness	Very satisfied	63%	59%	55%	72%	49%	77%	63%	63%	73%	64%	62%	59%	48%
	Somewhat satisfied	29%	32%	33%	25%	40%	18%	24%	31%	24%	24%	28%	36%	37%
	Not satisfied	2%	2%	3%	1%	2%	2%	2%	2%		4%	3%	3%	10%
	Not at all satisfied	5%	5%	8%	1%	7%	2%	7%	3%	4%	8%	3%	3%	2%
	Not applicable, Don't know	1%	2%	2%		1%	1%	2%	1%			3%		2%
Total	Base	191	41	66	83	89	98	41	149	55	25	29	76	83
Speed and timeliness of service	Very satisfied	50%	54%	44%	54%	39%	61%	55%	49%	64%	48%	55%	41%	37%
	Somewhat satisfied	27%	32%	30%	23%	38%	18%	25%	28%	29%	32%	24%	27%	18%
	Not satisfied	11%	5%	11%	15%	10%	11%	5%	13%	4%	8%	7%	19%	24%
	Not at all satisfied	8%	7%	11%	5%	10%	5%	13%	6%	4%	12%	7%	8%	19%
	Not applicable, Don't know	4%	2%	5%	4%	2%	5%	3%	4%			7%	5%	1%
Total	Base	190	41	66	82	89	97	40	149	55	25	29	74	83
Accessibility	Very satisfied	52%	49%	45%	59%	41%	63%	53%	52%	62%	44%	61%	47%	41%
	Somewhat satisfied	34%	32%	35%	34%	42%	25%	28%	35%	24%	44%	29%	40%	31%
	Not satisfied	6%	7%	8%	4%	8%	4%	8%	5%	9%	4%	4%	3%	14%
	Not at all satisfied	5%	7%	6%	1%	7%	2%	10%	3%	4%	8%		5%	7%
	Not applicable, Don't know	4%	5%	6%	3%	2%	6%	3%	5%	2%		7%	5%	6%
Total	Base	188	41	66	80	88	96	40	147	55	25	28	73	83
Overall Service	Very satisfied	53%	51%	45%	59%	42%	63%	54%	52%	65%	48%	55%	46%	36%
	Somewhat satisfied	32%	39%	27%	33%	45%	20%	29%	33%	27%	32%	24%	39%	28%
	Not satisfied	7%	2%	15%	4%	4%	9%	5%	8%	4%	8%	17%	7%	19%
	Not at all satisfied	7%	7%	11%	4%	9%	5%	12%	5%	4%	12%		7%	16%
	Not applicable, Don't know	1%		2%	1%		2%		1%			3%	1%	1%
Total	Base	190	41	66	83	89	98	41	149	55	25	29	74	83

Base: people who have contacted or dealt with City of Campbell River or one of its employees

COMMUNICATIONS

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
How do you learn about local government issues?	Local newspaper-news articles	77%	58%	85%	80%	76%	78%	58%	81%	73%	80%	82%	76%	63%
	Word of mouth: neighbours, friends	46%	50%	54%	40%	42%	51%	48%	46%	44%	54%	46%	47%	52%
	Internet, online, social media	36%	62%	45%	18%	34%	37%	46%	33%	41%	38%	40%	30%	65%
	Radio	38%	50%	46%	28%	40%	37%	51%	36%	44%	42%	40%	31%	22%
	Local newspaper advertisements	34%	21%	35%	39%	30%	38%	21%	37%	33%	30%	32%	36%	15%
	City website	19%	33%	20%	13%	18%	21%	25%	18%	25%	20%	26%	14%	49%
	TV	16%	12%	15%	17%	20%	12%	9%	17%	20%	14%	5%	18%	12%
	Through a community organization	11%	17%	8%	9%	10%	12%	16%	9%	7%	18%	12%	10%	13%
	Contact member of City staff	4%	3%	4%	6%	6%	4%	4%	5%	3%		4%	7%	7%
	Email	3%	7%	3%	2%	4%	3%	7%	2%	4%	6%	4%	2%	10%
	Contact member of City Council	3%	3%	3%	3%	5%	1%	3%	3%		4%	2%	4%	4%
	Don't know, not sure	3%	7%	1%	2%	3%	3%	7%	1%	4%	4%		3%	2%
	Don't learn about government issues	2%	4%	1%	2%	1%	2%	3%	2%	3%		2%	2%	
Total	Responses	1040	247	351	438	469	561	201	838	289	155	168	393	431
	Base	356	76	110	169	163	188	67	288	96	50	57	140	137

Column percentages do not add up to 100% because multiple responses given

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Do you...	Read City Currents in the newspaper	68%	42%	67%	80%	72%	65%	41%	74%	72%	67%	69%	64%	67%
	Listen to local radio stations	67%	79%	72%	59%	70%	65%	83%	63%	67%	67%	65%	66%	68%
	Visit the City website	36%	57%	38%	26%	32%	38%	51%	33%	44%	38%	40%	27%	77%
	Watch local TV	32%	18%	38%	33%	32%	30%	20%	34%	32%	24%	17%	40%	27%
	Read the City's Annual Reports	14%	12%	12%	17%	16%	13%	14%	14%	13%	16%	15%	16%	19%
	Watch Council Meeting webcasts	7%	7%	4%	8%	5%	8%	8%	6%	10%	2%	6%	7%	12%
Total	Responses	735	144	235	355	343	384	128	605	215	96	111	282	351
	Base	330	67	102	160	151	175	59	270	90	45	52	129	130

Column percentages do not add up to 100% because multiple responses given

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Do you read the City brochure inserted into your property tax notice?	Yes	83%	73%	81%	89%	83%	83%	72%	86%	79%	86%	82%	84%	68%
	No	16%	27%	17%	10%	15%	16%	28%	13%	20%	14%	16%	15%	21%
	Not applicable	1%		2%	1%	1%	1%		1%	1%		2%	1%	11%
Total	Base	359	77	109	171	163	190	67	290	95	50	57	143	137

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Do you have access to the Internet?	At home	94%	95%	95%	92%	94%	94%	96%	93%	95%	96%	98%	90%	98%
	At work	34%	69%	49%	8%	30%	36%	64%	27%	41%	40%	41%	24%	58%
	On a smart phone	52%	84%	62%	30%	47%	55%	76%	46%	63%	52%	64%	40%	75%
	No access	5%	1%	3%	8%	4%	5%	1%	6%	2%	2%	2%	9%	
Total	Responses	653	192	230	231	281	362	159	493	189	95	119	226	316
	Base	355	77	110	168	161	190	67	287	94	50	58	139	137

Column percentages do not add up to 100% because multiple responses given

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Which of the following social media do you use?	Facebook	67%	91%	67%	56%	61%	72%	80%	64%	72%	63%	72%	64%	82%
	YouTube	41%	64%	39%	30%	43%	39%	53%	38%	46%	37%	44%	38%	47%
	Instagram	25%	57%	28%	8%	20%	29%	42%	21%	35%	20%	30%	18%	39%
	None	23%		24%	34%	27%	20%	6%	28%	17%	27%	21%	27%	15%
	LinkedIn	10%	9%	15%	8%	9%	11%	15%	9%	7%	14%	12%	11%	13%
	Twitter	6%	9%	7%	3%	7%	4%	8%	5%	6%	6%	9%	4%	20%
Total	Responses	589	175	194	218	263	316	135	452	174	82	107	208	299
	Base	343	76	108	158	158	180	66	276	95	49	57	128	137

Column percentages do not add up to 100% because multiple responses given

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Do you use any of the following services offered on the City of Campbell River web page?	Apply for a home owner grant	54%	74%	58%	40%	54%	54%	77%	48%	54%	65%	58%	47%	46%
	None	30%	13%	22%	44%	33%	28%	14%	34%	27%	23%	23%	40%	20%
	Recreation registration	23%	34%	22%	17%	15%	29%	44%	18%	26%	38%	19%	16%	32%
	iCity account -check property tax, utility info	15%	12%	15%	16%	10%	18%	12%	15%	14%	21%	16%	13%	20%
	Webmaps	12%	9%	13%	12%	11%	12%	15%	11%	13%	8%	11%	13%	20%
	Renew a dog licence	11%	13%	17%	7%	12%	10%	15%	10%	18%	10%	11%	7%	15%
	Report a problem	9%	4%	11%	10%	10%	8%	6%	10%	11%	8%	7%	10%	14%
	Pay a parking ticket	7%	18%	7%	2%	5%	9%	20%	4%	4%	8%	9%	9%	7%
	Renew a business licence	6%	9%	11%	1%	7%	4%	12%	4%	3%	10%	9%	5%	6%
	Other	2%	1%	3%	3%	2%	3%		3%	2%	4%	4%	2%	1%
Total	Responses	565	143	192	229	239	313	142	421	160	94	94	198	248
	Base	335	76	107	151	150	179	66	267	93	48	57	123	137

Column percentages do not add up to 100% because multiple responses given

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Would you use a mobile app to report issues with utilities streetlights or potholes?	Yes	44%	62%	52%	29%	43%	45%	52%	42%	48%	38%	62%	35%	58%
	No	56%	38%	48%	71%	57%	55%	48%	58%	52%	63%	38%	65%	42%
Total	Base	339	76	103	158	154	179	65	272	94	48	55	129	137

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
In general, how do you feel about the amount of information provided by the City?	Adequate	72%	74%	79%	68%	71%	74%	73%	72%	68%	66%	76%	76%	58%
	Too little	8%	12%	6%	6%	9%	6%	12%	7%	11%	10%	2%	6%	20%
	Not sure	20%	14%	15%	26%	21%	20%	15%	21%	21%	24%	22%	18%	22%
Total	Base	358	77	109	171	163	190	67	290	95	50	58	142	137

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
In general, how do you feel about the quality of information provided by the City?	Good	19%	23%	14%	21%	16%	22%	19%	20%	25%	18%	16%	18%	13%
	Adequate	60%	61%	67%	55%	64%	56%	58%	61%	56%	54%	66%	62%	51%
	Poor	7%	8%	7%	6%	7%	7%	12%	5%	3%	10%	5%	9%	25%
	Not sure	14%	8%	12%	17%	13%	15%	10%	14%	16%	18%	14%	11%	11%
Total	Base	361	77	110	172	166	189	67	292	95	50	58	144	137

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
What are the best methods for the City of Campbell River to communicate information to you?	Local newspaper-news articles	80%	62%	85%	85%	77%	83%	60%	84%	75%	74%	91%	81%	68%
	Radio	46%	56%	54%	36%	45%	47%	60%	42%	45%	42%	61%	39%	36%
	Local newspaper advertisements	44%	26%	47%	49%	40%	47%	31%	46%	35%	42%	44%	49%	25%
	Internet, online, social media	38%	71%	43%	19%	36%	39%	60%	33%	43%	36%	53%	30%	66%
	City website	28%	40%	29%	21%	28%	28%	36%	26%	38%	28%	37%	18%	54%
	Email	27%	36%	34%	19%	31%	25%	28%	27%	32%	32%	40%	19%	38%
	Word of mouth: neighbours, friends	16%	12%	23%	12%	14%	17%	12%	17%	7%	20%	16%	21%	12%
	TV	11%	9%	14%	10%	12%	11%	7%	12%	7%	14%	12%	13%	10%
	Contact member of City staff	7%	4%	9%	8%	6%	8%	6%	8%	6%	6%	7%	8%	10%
	Through a community organization	6%	6%	5%	6%	4%	7%	9%	5%	4%	12%	5%	5%	14%
	Contact member of City Council	4%	1%	6%	5%	4%	5%	3%	5%	3%	4%	4%	6%	7%
	Other	2%		2%	4%	2%	2%		3%	3%	4%	2%	1%	3%
	Don't know, not sure	1%	1%		1%	2%		1%	1%	1%			1%	1%
Total	Responses	1107	251	385	467	489	610	210	895	285	157	212	416	472
	Base	358	77	110	170	163	190	67	290	95	50	57	142	137

Column percentages do not add up to 100% because multiple responses given

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Years lived in Campbell River	10yrs or less	27%	43%	23%	24%	31%	25%	31%	27%	100%				22%
	11-20 yrs	15%	19%	13%	13%	17%	13%	28%	12%		100%			20%
	21-30 yrs	17%	20%	22%	12%	12%	21%	17%	17%			100%		24%
	31+ yrs	41%	18%	42%	51%	40%	42%	25%	45%				100%	34%
Total	Base	350	74	106	167	159	185	65	283	96	51	58	145	129

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Which of the following age groups do you fall into?	18-24													1%
	25-34	9%	44%			12%	7%	28%	5%	21%	6%	14%	1%	15%
	35-44	12%	56%			13%	12%	48%	4%	13%	22%	12%	8%	23%
	45-54	9%		28%		6%	10%	12%	8%	8%	6%	10%	8%	17%
	55-64	22%		72%		18%	25%	7%	25%	17%	22%	29%	23%	22%
	65 years or older	48%			100%	51%	46%	4%	58%	42%	44%	34%	59%	23%
Total	Base	361	77	110	174	165	191	67	293	96	50	58	143	137

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Do you own or rent your place of residence	Own	100%	100%	99%	100%	100%	99%	100%	100%	100%	100%	98%	100%	85%
	Rent	0%		1%			1%		0%			2%		15%
Total	Base	361	77	110	172	166	191	68	293	96	51	58	142	137

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Do children under the age of 18 live in your home?	Yes	19%	66%	12%	2%	20%	17%	100%		21%	35%	19%	11%	39%
	No	81%	34%	88%	98%	80%	83%		100%	79%	65%	81%	89%	61%
Total	Base	362	77	110	173	166	191	68	294	96	51	58	143	137

		Total	Age			Gender		Children at home		Years lived in Campbell River				Online
			18-44	45-64	65+	Male	Female	Yes	No	10yrs or less	11-20 yrs	21-30 yrs	31+ yrs	
Please indicate your gender:	Male	46%	53%	37%	49%	100%		51%	45%	52%	53%	33%	44%	35%
	Female	53%	47%	62%	51%		100%	49%	54%	48%	47%	67%	54%	62%
	Other	1%		1%	1%				1%				1%	3%
Total	Base	360	77	108	173	167	191	67	292	96	51	57	142	137

Appendix 3 – Verbatim Comments

Q3b – Why do you feel the quality of life has improved/worsened?

Quality of Life has IMPROVED:

- *A FEW SMALL BUSINESSES / RESTAURANT OPTIONS FOR DINING HAVE OPENED & PUMP TRACK FOR BIKES. BIKE PARK IN PROGRESS*
- *ALL THE NEW TRAILS/ PARKS*
- *ARTS & PERFORMING ARTS*
- *BEAUTIFICATION / MAINTENANCE HAS IMPROVED*
- *BEAUTIFICATION OF ROADS & PARKS*
- *BETTER COUNCIL*
- *BETTER OPENESS*
- *BETTER PARKS, SERVICES, WALKWAYS, SAFETY*
- *BETTER ROADS, NEW BOAT RAMP*
- *BETTER SERVICES / OPPORTUNITIES*
- *BREW PUB*
- *BUILDING CONSTRUCTION*
- *BUILDING STARTS INCREASING TO MEET POP GROWTH*
- *CITY INFRASTRUCTURE, RENTAL IMPROVEMENTS*
- *CITY IS COGNECENT OF ENHANCING STREETS & PARKS*
- *CONTINUED DEVELOPMENT*
- *DENSER DOWNTOWN CORE, CONSTANT IMPROVEMENTS*
- *DEVELOPMENT, HEALTHCARE*
- *DOWNTOWN CORE*
- *DOWNTOWN IMPROVEMENTS*
- *DOWNTOWN SAFETY OFFICE, EVENTS, THEATRE*
- *ECONOMY IMPROVING*
- *FAMILY ORIENTED*
- *GOOD LOCAL LEADERS*
- *IMPROVED INFRASTRUCTURE*
- *INCREASE IN CULTURAL OPPORTUNITIES*
- *INFRASTRUCTURE IMPROVEMENTS, GROWTH*
- *IT'S A CLEAN CITY*
- *LOTS OF GREAT CHANGES IN MANY WAYS*
- *LOTS OF NEW PROJECTS*
- *MAKING THINGS BETTER*
- *MEDICAL SERVICES*
- *MORE ACTIVITIES, MORE ENVIRONMENTAL AWARENESS*
- *MORE AMENITIES, CULTURAL*
- *MORE BUSINESSES AND EVENTS*
- *MORE CULTURE*
- *MORE DINING OPTIONS & COMMUNITY EVENTS*
- *MORE ENHANCED SERVICES*
- *MORE FOCUS ON FAMILY*
- *MORE MUSIC DOWNTOWN, MORE EVENTS DOWNTOWN*
- *MORE RESTAURANTS & BUSINESSES*
- *MORE RESTAURANTS & UNIQUE BUSINESSES OPENING*
- *MORE VARIETY OF SMALL BUSINESS*
- *NEW HOSPITAL, HOMES AND RENTALS*
- *NEW HOSPITAL*

- *NEW HOSPITAL, HYDRO DAM WATER SYSTEMS*
- *NEW SPORTS FACILITIES & OUTDOOR ACTIVITIES*
- *ONLY LIVED HERE FOR 2 YEARS*
- *PLAYING FIELDS ALL WEATHER*
- *RETIRED*
- *ROAD IMPROVEMENTS*
- *ROAD REPAIRS, MORE COMMUNICATION*
- *ROAD UPGRADES*
- *ROADS ARE IMPROVING*
- *SAFER WITH DOWNTOWN COMMUNITY LIASSON*
- *THE ECONOMY HAS BEEN BETTER*
- *THE GROWING TECH AND SMALL BUSINESS IN THE CITY*
- *TOO MUCH TRAFFIC.*
- *TRAFFIC PATTERNS MUCH SAFER*
- *TURF FIELD, BIKE PARK*
- *UPGRADES TO OUTDOOR TRAILS*
- *UP-TICK IN REAL ESTATE MEANS MORE COMPETITION FOR BUSINESS TO STAY CURRENT*
- *VERY GOOD ACCESSIBILITY*
- *WILLOW POINT IMP. POSITIVE CITY GOVERNMENT*

Quality of Life has WORSENEDED:

- *CITY COUNCIL DOES NOT LISTEN TO US*
- *CITY GROWING TOO FAST*
- *CLOSE TO MINE & FORESTRY LEADING TO JOBS*
- *CLOSURE OF SMALL RETAIL & LOCAL RESTAURANTS*
- *CONSTANTLY INCREASING HOUSE TAXES*
- *CONTINUOUS TAX INCREASES*
- *COST OF LIVING*
- *CRIME*
- *CRIME*
- *CRIME*
- *CRIME / THEFT / B&E*
- *CRIME AND HOMELESS*
- *CRIME HAS PICKED UP & IS BEING IGNORED*
- *CRIME RATE & AFFORDABILITY*
- *CRIME RATE INCREASED*
- *CRIME, DRUG ADDICTS, OVER BUILDING, NOT ENOUGH STORE*
- *DESTRUCTION OF FORESTS FOR SUBDIVISIONS - NEED MORE RESTRICTIONS, LOT SIZE, MORE PARKS INSIDE OF SUBDIVISION*
- *DIFFICULT TO KEEP PACE WITH HEALTH NEEDS ACROSS ALL AGES*
- *DOWNTOWN CRIME/ HOMELESS/ GREENLANDS REMOVED FOR MORE HOUSING*
- *DRUG ADDICTS / THEFTS*
- *DRUG PROBLEM, HOMELESS PROBLEM*
- *DRUG USE*
- *DRUG USE, HOMELESSNESS*
- *DRUGS, HOMELESSNESS*
- *DYING SMALL BUSINESS*
- *EXCESS TAXES*
- *FEWER SHOPPING CHOICES LIMITED AVAILABILITY, CAMPBELL RIVER TRAIL VERY WORN*
- *FOR US ITS BECOME TOO BUSY*
- *GETTING UNAFORDABLE*
- *GROWING TOO FAST*

- *GROWN A LITTLE FAST*
- *HARD TO COMPARE A SHORT PERIOD OF TIME*
- *HIGH CITY TAXES, HIGH HOUSING COSTS, CROWDED SCHOOLS, TOO MUCH CROWDED DEVELOPMENT*
- *HIGH HOUSING COST*
- *HOMELESS & CRIME*
- *HOMELESS / DRUG ISSUES*
- *HOMELESS, CRIME*
- *HOMELESSNESS & DRUGS, STEALING*
- *HOUSING COSTS*
- *HOUSING COSTS & LACK OF AFFORDABLE RENTALS*
- *HOUSING PRICES UP, MORE CRIME*
- *I FEEL WE HAVE LESS SERVICES LIKE SHOPS & RESTAURANTS THAN WE DID WHEN THE POPULATION WAS LESS*
- *I RETIRED HERE IN 2010 AND HAVE SEEN TAX INCREASES EVERY YEAR SINCE ON MY HOME. TAXES ARE TOO HIGH HERE*
- *INCREASE IN COST OF LIVING*
- *INCREASE IN PROPERTY TAXES, INCREASE IN CRIME*
- *INCREASED TRAFFIC*
- *INTENSIVE DEVELOPMENT, TOO MUCH REZONING*
- *IT'S GOTTEN TO BUSY & BIG*
- *LACK OF JOBS, LACK OF AFFORDABLE HOUSING*
- *LACK OF RENTAL ACCOM.*
- *LARGER POPULATION*
- *LESS EMPLOYMENT OPPORTUNITIES*
- *LESS FOR YOUNG ADULTS & KIDS*
- *LESS RETAIL*
- *LESS SHOPPING, ALMOST NO RESTAURANTS (QUALITY)*
- *LIVED HERE 3 YEARS NOW*
- *LIVING COST REGULATION / TAXES*
- *MORE ADDICTS & HOMELESS*
- *MORE CRIME*
- *MORE CRIME, PEOPLES ATTITUDES ARE UN-FRIENDLY, MORE PEOPLE, CLEANLINESS OF THE TOWN*
- *MORE EXPENSIVE HOUSING*
- *MORE HOMELESS & DRUGS*
- *MORE HOMELESS PEOPLE VISIBLE, NOT AFFORDABLE*
- *MORE HOMELESS/ DRUG ADDICTS DOWNTOWN, VERY SAD.*
- *MORE PEOPLE FEW PLACES TO SHOP, NO INDOOR MALLS*
- *MORE PEOPLE, NOT ENOUGH FACILITIES (FOR RETIREES) IE. BIG ENOUGH HOSPITAL, SENIORS CARE HOMES*
- *MORE TRAFFIC*
- *MORE TRAFFIC*
- *MORE TRAFFIC & DEVELOPMENT*
- *MOVED HERE 2 YEARS AGO*
- *NO PLACE TO GO, NO NIGHT TIME ENTERTAINMENT, NO SHOPPING*
- *NOT ENOUGH JOBS*
- *NOT LIKING THE DEVEOPMENT BEING APPROVED - BETTER PLANNING SPECS ETC.*
- *NOTICE MORE HOMELESS PEOPLE AND DRUG USE*
- *POOR LOCAL LEADERS*
- *POOR MANAGEMENT OF OPIOD CRISIS - DOWNTOWN IS DANGEROUS*
- *PRICE OF REAL ESTATE & DOWNTOWN CORE*
- *PROPERTY TAXES SKY ROCKETED AS REAL ESTATE PRICES SHOT UP RELATED TO VANCOUVER DRUG TRADE & HIDING MONEY IN REAL ESTATE.*

- *SHOPPING IS VERY LIMITED LOTS OF TRIPS TO COURTENAY*
- *TAX INCREASE*
- *TAXES AND COST OF LIVING*
- *TAXES TO HIGH FOR YOUNG FAMILIES*
- *THE NUMBER OF HOMELESS/ DRUG ADDICTS IN THE DOWNTOWN CORE HAS INCREASED AND DOES NOT FEEL SAFE*
- *THEFT DOWNTOWN*
- *THEFTS ARE TOO HIGH*
- *TOO BUSY, EXPENSIVE HOUSING*
- *TOO MANY BAD DRIVERS ON THE ROAD*
- *TOO MANY CONDOS & APARTMENTS IN HIGHLY VISABLE LOCATIONS*
- *TOO MANY DOGS*
- *TOO MANY DRUG HOUSES, CRACK HOUSES*
- *TOO MANY PEOPLE*
- *TOO MANY PEOPLE*
- *TOO MANY PEOPLE MOVING HERE*
- *TOO MANY RETIREES*
- *TOO MUCH BUILDING & TRAFFIC*
- *TOO MUCH DEVELOPMENT. FEWER WILD PLACES, NOT AS FRIENDLY*
- *TOO MUCH INTERFERENCE*
- *TOO MUCH TRAFFIC LOST THE SMALL TOWN ATMOSPHERE*
- *TRAFFIC*
- *TRAFFIC*
- *TRAFFIC*
- *TRAFFIC*
- *TRAFFIC & FLOW ARE NOT GREAT*
- *TRAFFIC / PARKING*
- *TRAFFIC CHANGES MADE ARE FAR WORSE FOR GETTING AROUND*
- *TRAFFIC CONGESTION, PARKING - COMMUNITY HALL*
- *TRAFFIC DOWNTOWN POORLY DESIGNED FOR MORE PEOPLE*
- *TRAFFIC NO WORKABLE PLAN*
- *TRAFFIC ON DOGWOOD*
- *VAGRANCE OF DOWNTOWN & HOMELESSNESS*
- *WE ARE LOSEING TOO MANY BUSINESSES*

Q8 – Why are you not satisfied? [with overall satisfaction with the services and programs provided by the City of Campbell River?]

- *AIRPORT & GARBAGE BYLAW ENFORCEMENT & COLLECTION*
- *COMMON SENSE NOT A PRIORITY. CITY MGR*
- *DEVELOPMENT - NEW LOTS TOO SMALL*
- *DOWNTOWN DRUNKS NEED TO BE TOURIST SCARED*
- *DOWNTOWN HAS BEEN TOTALLY IGNORED*
- *DOWNTOWN NEEDS BETTER PLANNING MANAGEMENT TO INCREASE SOME ENTERTAINMENT OPTIONS FOR LOCALS & TOURISTS.*
- *FOR US YOUNG FAMILIES THE TAXES ARE TOO HIGH. SPEND MONEY WHERE IT'S NEEDED.*
- *GARBAGE TRUCK NEVER PICKED UP GARBAGE 5XS IN ONE YEAR*
- *GARDEN WASTE PICK UP SHOULD BE ALL YEAR*
- *HIGH TAXATION POOR OR NO SERVICES*
- *HIGHER TAXES THAN NANAIMO, VANCOUVER & CALGARY BASED ON HOUSE PRICES*
- *I PAY VERY HIGH TAXES AND DON'T EVER SEE SNOW PLOWS AROUND EVER*
- *IN COMPARISON TO OTHER CITIES OF SIMILAR SIZE WE FALL SHORT IN MOST WAYS.*
- *KEEP IT NATURAL WITHOUT CONCRETE. A SINGLE PATH IS GOOD FOR WALKING ALONG OCEAN, LEAVE NATIVE VEGETATION*
- *LACK OF FOCUS ON KEY ITEMS WATER, ROADS, SEWER*
- *MONEY IS NEVER SPENT WHERE NEEDED*
- *MORE YOUNG ADULT SPORT EVENTS AND MAINTENANCE OF FIELDS ARE NEEDED*
- *NEED A SENIOR CENTRE NOT IN MALL*
- *NOT ENOUGH FOR THE HIGH TAXES WE PAY*
- *NOT REALISTICALLY PLANNING TO KEEP UP WITH LEVEL OF APPROVED DEVELOPMENT*
- *OUR ROADS ARE NOT LOOKED AFTER, SPCA IS DEPLORABLE*
- *POOR BYLAW ENFORCEMENT*
- *POOR COLLECTOR OF RECYCLE PRODUCTS*
- *PROGRAMS OK SERVICES - 10 GUYS TO CLEAN A DITCH?*
- *SENIORS ARE FORGOTTEN, THE SENIORS CENTER IS NOT ACCEPTABLE WHERE IS A TOILET THERE*
- *SOME BYLAWS ARE IN PLACE BUT NOT ENFORCED, EG. ILLEGAL SUITES, COVENANTS & USAGE.*
- *TAXES ARE HIGH FOR WHAT WE GET*
- *TAXES INCREASING BUT SERVICES NOT*
- *TOO COSTLY*
- *TOO COSTLY*
- *TOO MANY SUBDIVISIONS AND NOT ENOUGH DOWNTOWN DENSIFICATION*
- *TOO MUCH RED TAPE NOT LEINENT TOWARD NEW BUSINESSSESS*
- *VERY EXPENSIVE*
- *WHERE IS OUR RACE TRACK*

Q11 – Are there any service you would consider acceptable to reduce?

- *I WOULD LIKE TO SEE THAT WE GET THE BENEFIT OF THE TAX DOLLARS THAT WE PAY INTO THE CITY BY REDUCING FIRE FIGHTERS WAGES (OUTRAGEOUS WAGES), WAGES PAID OUT TO CITY WORKERS THAT ARE OUT OF LINE WITH TAX DOLLARS COMING IN. VALUE FOR OUR TAX DOLLARS*
- *2 WEEK GARBAGE SCHEDULE*
- *ALL EXCEPT POLICE, AMBULANCE, FIRE DEPT, WATER, SEWER*
- *ANIMAL CONTROL, THEY DONT DO MUCH ANY HOW THE COMMUNITY GROUPS DO SO MUCH MORE. STOP ALLOWING PEOPLE TO FEED THE HOMELESS AND GIVING THEM MONEY AND-OR TAX CUTS FOR DOING SO WHEN THEY PUT SUCH A NEED ON SERVICES LIKE HEALTH CARE*
- *ART GALLERY*
- *ARTS & CULTURE*
- *ARTS AND CULTURE*
- *BEAUTIFICATION*
- *BUS*
- *BUS TRANSIT*
- *BUSES*
- *BUSINESS HANDOUTS*
- *CENTER TRAFFIC LINES NEED REFLECTION*
- *CITY BEAUTIFICATION, TRAFFIC CONTROL, HWY 19A CHANGES*
- *CITY BOULEVARDS & GARDENS*
- *CITY BUSES DRIVING AROUND WITH 1 OR 2 PEOPLE ON IT*
- *CITY HALL STAFF, ESPECIALLY MANAGEMENT PARKS-RECREATION - OVERSTAFFED FIRE DEPARTMENT - OVERSTAFFED*
- *CITY OVERSPENDING ON VEHICLES & EQUIPMENT*
- *CITY SAFETY OFFICERS ARE NOT EFFECTIVE PROBLEMS CONTINUE*
- *CITY WORKS CUT BACK CONTRACT OUT THESE SERVICES. TOO MANY WAGES PAID BY TAXES, OUR CITY WORKS DO NOT BRING ENOUGH VALUE FOR THE MONEY SPENT. CONTRACTING OUT THESE SERVICES WOULD BE THE ANSWER.*
- *CITY HALL STAFF, LIBRARY AND MEETINGS OF COUNCIL*
- *DOG PARKS*
- *DON'T NEED 10 GUYS HOLDING A SHOVEL AND ONE WORKING*
- *DOWNTOWN BEAUTIFICATION NO ROUND ABOUT*
- *DOWNTOWN PARKING*
- *DOWNTOWN REVITALIZATION*
- *DOWNTOWN REVITALIZATION*
- *DOWNTOWN REVITALIZATION*
- *DOWNTOWN SAFETY OFFICE*
- *DOWNTOWN SAFETY OFFICE - STILL FEELS UNSAFE WITH DRUNKS*
- *ECONOMIC DEVELOPMENT*
- *WHAT ARE THE OPTIONS?*
- *ELECTED OFFICIALS*
- *FEWER FIREMEN & LESS MONEY SPENT ON VEHICLE*
- *FIRE DEPARTMENT*
- *FIRE DEPARTMENT*
- *FIRE DEPARTMENT - OVERSTAFFED AND OVER-EQUIPPED CITY HALL - TOO MANY CITY MANAGERS*
- *FIRE DEPARTMENT.*
- *FIRE DEPT*
- *FIRE DEPT*
- *FIRE DEPT*
- *FIRE DEPT ATTENDING WITH AMBULANCES*
- *FIRE DEPT BRING IN VOLUNTEERS REDUCE STAFFING*

- FIRE HALL STAFFING
- FIRE PROTECTION
- FIRE RESPONSE.
- FIRE SERVICE
- FIRE SERVICE - OVERMANNED; AS IT DUPLICATES AMBULANCE CALLS IN MANY INSTANCES (WHICH GENERATES THE ILLUSION OF INCREASED USE).
- FIRE SERVICES DOWNTOWN SAFETY OFFICE
- FIRE SIRENS
- FIRE, AIRPORT, THERE ARE MANY! PLACES TO CUT BUDGETS PLANING AND A DOZEN OTHER CITY HALL EXPENSES ARE EASILY CUT OR SCRAPED ! TAX ARE WAY TO HIGH IF YOU READ THE NUMBERS CORRECTLY
- FIREFIGHTERS
- FIREMEN
- FIREMEN - LESS EMPLOYMENT AS MILLS HAVE CLOSED BUT NO REDUCTION TO FIREMEN
- FLOWERS, BOULEVARD BEAUTIFICATION. OUR PARKS & ROADWAYS ARE KEPT UP TO PERFECTION BUT EVERYWHERE ELSE, (BEACHES WITH GARBAGE, HOUSES-NEIGHBOURHOODS) LOOKS LIKE A DUMP.
- FULL TIME FIRE FIGHTERS
- FULL TIME FIRE FIGHTERS
- GARBAGE COLLECTION IN WINTER
- GARDEN SPACE IN MEDIANS ON THE ROAD WAYS. IT'S A DANGER TO THE WORKERS AND UNNECESSARY... KEEPING IT TO THE SIDES OF THE ROADS IS SAFER AND STILL PLEASING TO THE EYE
- GARDENERS
- GARDENING
- GARDENING / CITY MGRS, CITY EMPLOYEES
- GARDENS
- HARD TO PICK ONE I THINK THE CARELESS SPENDING IN ALL IS THE MOST CONCERN
- HIRE THE RIGHT CONTRACTOR TO DO PROJECTS
- IT'S NOT A MATTER OF REDUCING SERVICES BUT IMPROVING EFFICIENCY TO MAINTAIN OR INCREASE SERVICES WITHOUT INCREASING TAXES
- LANDSCAPING
- LANDSCAPING
- LANDSCAPING, PUBLIC RECYCLING, SHOULD NOT BE DONE INDIVIDUALLY
- LENGTH OF CITY WORKERS BREAKS
- LESS PAID FIRE, MORE VOLUNTEERS.
- LESS WASTE IN SPENDING AT CITY HALL. NO MORE SURVEYS AFTER THE DECISIONS HAVE ALREADY BEEN MADE. TOO MUCH MONEY SPENT ON FIREFIGHTING. TOO MANY CITY ENGINEERING MISTAKES, MAKING COSTS GO UP.
- LONG TERM PLANNING, PLANNING , ENGINEERING COULD ALL COST CONSIDERABLY LESS IF MANAGED DIFFERENTLY
- MAINTENANCE OF CITY GARDENS AND BOULEVARDS, FUNDING FOR PUBLIC ART
- MAKE GARBAGE COLLECTION EVERY TWO WEEKS (SWITCH FOR COMPOST & WEEKLY) KEEP EXISTING RECYCLING OR ALTERNATE WEEKS WITH GARBAGE.
- MANAGEMENT AT CITY HALL - THEY ARE OVERPAID.
- MID-STREET BOULEVARDS. THEY DON'T NEED COMPLETE REDOING VERY 2 MONTHS. ALSO, UNNECESSARY STUDIES FOR POTENTIAL CHANGES.
- NON - ESSENTIAL, NON - CRITICAL
- NOT NECESSARILY REDUCE, BUT RE-ALLOCATE RESOURCES TO HIGHER PRIORITIES. ELIMINATE THE NEED FOR PARKS PEOPLE TO GARDEN THE CENTER MEDIANS ON THE HIGHWAY. WASTE OF MONEY AND RISK TO THE STAFF HAVING TO PUT THEMSELVES IN THE CENTER OF THE 2 WAY ROAD. IT COSTS EXTRA JUST TO MAINTAIN THESE HORRIBLE MEDIANS AND IT PUTS YOUR STAFF AT AN UNNECESSARY RISK.
- NUMBER OF EMPLOYEES AT PUBLIC WORK SITES ALWAYS SEEMS TOO MANY

- *OUR PARKS DO NOT NEED TO BE MAINTAINED TO A SUPERB LEVEL ALL THE TIME, AND WE DO NOT REQUIRE TO HAVE ALL THESE "BEAUTIFYING" WILLOW POINT AND SEA WALK AT THE EXPENSE OF PROPERTY TAX*
- *PAID FIRE FIGHTERS*
- *PARKS & RECREATION & DOWNTOWN GARDENS & PUBLIC TOILET*
- *PARKS, MONEY TO SPECIAL INTERESTS. NO CHARITY WITH TAX MONEY.*
- *PAYING \$200,000 FOR A NEW OUTDOOR WASHROOM*
- *PLANTING TREES & SHRUBS TOO CLOSE TO ROADS BLOCKING SIGHT*
- *POLICE IN THE DOWNTOWN CORE*
- *POLICING*
- *PUBLIC WASHROOM THAT COST 200,000 IS UNACCEPTABLE*
- *RECREATION FIELDS*
- *RECREATIONAL AREAS AND RECREATION CENTERS AND PLACES ARE EXCELLENT AND HIGH CLASS. MAINTAIN BUT DON'T EXPAND UNTIL OTHER AREAS THAT NEED HELP ARE IMPROVED*
- *RECYCLING & YARD WASTE PICK UP EVERY OTHER WEEK*
- *RECYCLING BLUE BOX WEEKLY COLLECTION - IT CAN BE DROPPED OFF BY HOMEOWNERS AT VARIOUS LOCATIONS*
- *REDUCE CITY EMPLOYEES*
- *REDUCE NUMBER OF REDUNDANT EXECUTIVE POSITIONS (CITY HALL/ FIREHALL)*
- *REDUCE REGULATION AND EFFICIENCY WILL FOLLOW*
- *REMUNERATION TO PUBLIC SERVANTS*
- *SENIOR MANAGEMENT*
- *SHITTY SUBDIVISIONS*
- *SPORTS AND RECREATION. USER PAY AND IF USERS CAN'T SUSTAIN SERVICE NEEDS TO BE REDUCED.*
- *START BY REDUCING THE NUMBER OF STAFF DRIVING AROUND IN CITY TRUCK DRINKING COFFEE.*
- *STREET CLEANING*
- *STREET SIGN WASHING! REALLY!*
- *STUPID PLANTS*
- *TAX NOTICE INSERTIONS*
- *THAT ANSWER REQUIRES AN IDENTIFICATION OF ALL THE SERVICES PROVIDED BEFORE A DECISION COULD BE MADE*
- *THE NARROWING OF THE ROAD*
- *THE PEOPLE WHO ARE PLANNING THE ENTRANCE ROADWAY. KEEP IT NATURAL AND SIMPLE*
- *THE SIGNAGE IN THIS CITY IS RIDICULOUS*
- *THE USELESS LEAF BLOWING TO CLEAR SIDEWALKS ON WINDY DAYS AND THE USELESS CLEANING OF THE MERIDIAN ON ISLAND HIGHWAY*
- *TOO MANY FULL TIME FIREFIGHTERS, SHOULD HAVE A SMALLER PAID GROUP AND ADD VOLUNTEERS. CUT CITY HALL STAFF, WAY TO MANY POSITIONS AT INFLATED SALARIES*
- *TOO MANY OVER PAID FIREFIGHTERS*
- *TOWN GARDENING*
- *TRAFFIC FLOW MANAGEMENT*
- *TRAFFIC PLANNING*
- *USELESS POLICE / FIRST NATIONS*
- *WAGES OF CITY EMPLOYED STAFF.*
- *WATERING PARKS/ BOULEVARDS*
- *WEED / PESTICIDE MANAGEMENT*
- *YARD WASTE COULD BE REDUCED TO BI-WEEKLY*
- *YARD WASTE PICK UP*
- *YARD WASTE PICKUP*
- *YARDWASTE PICKUP*

Q23 – What further information would you like? [PROVIDED BY THE CITY]

- COUNCILLORS DON'T TELL ALL OF CITY ENDEAVORS GOOD OR POOR
- BARELY HEAR OF ANYTHING UNTIL TOO LATE, LACK OF ADVERTISING
- BYLAWS - RESIDENTIAL
- FIND US A HOME FOR OUR RACE CARS
- GENERAL INFORMATION
- HOUSING DEV. ECONOMIC DEV. TOURISM DEV.
- LACK OF ADVERTISING
- LAND DEVELOPMENT, TOO MANY APTS ON DOGWOOD
- LET PEOPLE KNOW WHEN BUILDING NEW APARTMENTS, CONSIDER THE TRAFFIC FLOW.
WILLOW PT APT IS UGLY
- LOCATION OF ROAD WORK
- MORE IN OUR LOCAL PAPER
- MORE NOTICE OF WHATS HAPPENING, MORE CONSULTATION AVENUES
- NO CLEAR INFORMATION
- POLICE REPORT, GOINGS ON
- RECYCLE OIL NOT UP TO DATE
- SYNOPSIS OF ANNUAL PRIORITIES FOR THE CITY (IF NOT ALREADY PROVIDED)
- THAT PEOPLE CUT THEIR LAWNS & GET RID OF JUNK ALL OVER THEIR PROPERTY
- WEBSITE FIRE BAN
- WHERE DO TAXES GO?