



**City of Nelson**  
2009 Citizen Survey  
***RESULTS***

**March 2010**





---

## Executive Summary

In 2009 the City of Nelson established as one of its priorities the collection of formal feedback from the community prior to preparation of the 2010-2013 Financial Plan. The Mayor and City Council wanted to know what citizens thought about the value of services provided by their local government.

1,500 residents were randomly selected to participate in the 2009 City of Nelson Citizen Survey; a very good response was received with more than 500 completed surveys.

Based on these responses, it is clear that citizens are primarily satisfied with City services and that those services ranked high in both satisfaction and importance. Some highlights of the strengths and opportunities for improvement in service delivery and/or communication include:

- 90% of citizens responding rated the overall quality of life in Nelson as ‘very good’
- parks, recreation and culture in Nelson were primarily positive, reflecting citizens’ pride in the community’s resources
- Whereas transit in the City of Nelson rates high in both importance and satisfaction, a gap is noted in transit to/from rural areas.
- Pedestrian and bicycle travel is rated as very important to respondents yet there is a gap in satisfaction in both of those areas.
- Sidewalks – both general maintenance and snow clearing is an area where importance consistently scores very high but where satisfaction does not meet this expectation.
- Both Fire services and Police services ranked very high in importance and satisfaction on the survey questions; with both of these many respondents provided comments for additional insight.
- The survey provided interesting feedback on communication and public involvement with public surveys scoring high in importance on how respondents could become involved.
- Affordable Housing issues scored very high in both “capital projects section” and council priorities.
- 179 comments were received in the financial question (#5). These comments focused on a wide range of tax related concerns, service costs and the overall value of services provided.
- 56% (2:1) of respondents preferred to maintain or reduce services with taxes unchanged. An additional 22% supported improving municipal services with higher taxes.

Citizens’ responses to the survey will be used by the Nelson City Council as a critical component of the overall information used to set budget priorities, evaluate programs and improve services for the City over the next several years.

This report represents a summary of the information received. In addition to this summary report, the Mayor and Council will receive all the results (including all comments) for their review.





---

## Table of Contents

### Contents

Executive Summary .....	3
Table of Contents .....	5
Background, Objectives, Methodology .....	6
Background .....	6
Survey Objectives .....	6
Methodology .....	6
Survey Results .....	8
Quality of Life (Q1&2) .....	9
Nelson Services (Q3, Q9, Q10) .....	12
Council Priorities and Directions (Q4, Q5, Q6, Q7, Q8) .....	27
Communications & Public Involvement (Q11, Q12) .....	34
Respondent Characteristics (Q13, Q14, Q15, Q16, Q17) .....	36
Putting It All Together .....	37
Lessons Learned .....	37
Moving Forward .....	37
Appendix A .....	38



## Background, Objectives & Methodology

### Background

In 2009 the Nelson City Council set as a priority the collection of formal feedback from the community prior to preparation of the 2010-2013 Financial Plan. The Nelson Citizen Survey was identified as a tool to gather this information.

### Survey Objectives

- Obtain a statistical assessment of citizen perceptions of service delivery.
- Provide citizen input to financial planning.
- Gather citizen feedback on public involvement processes.
- Provide citizen input to the City's annual planning process.

The intent of the survey was to have citizens share their ideas and opinions about Nelson as a community and the City of Nelson as their municipal government. The Mayor and City Council were seeking to understand what citizens think about the value of services provided by their local government and to gather input in order to guide budget priorities, evaluate programs and improve services.

### Methodology

In order to make efficient use of resources the Nelson Citizen survey was created, managed and documented in-house. In the month of December the survey was sent to 1,500 randomly selected households. Citizens were asked to have someone 18 years or older complete the survey.

The survey sought citizens' input via a ranking of both their satisfaction with many of the City's programs and services, along with an evaluation of the importance of those programs and services. These assessments were rated on numeric scales (1-5) and analyzed based on their subsequent numeric weights. Citizens also provided additional comments to several of the survey questions, allowing an opportunity to provide further input. This commentary was used as an additional layer of input to inform the data summaries.

By the end of December, 512 responses had been received with 5% of respondents using an online survey tool to submit their surveys. Overall this is a 34% return rate and based on a sample size of 512 provides a margin of error of 4.3% - meaning that 19 times out of 20 the results of the survey will vary +/- 4.3% if they were compared to results obtained from surveying the entire Nelson population.



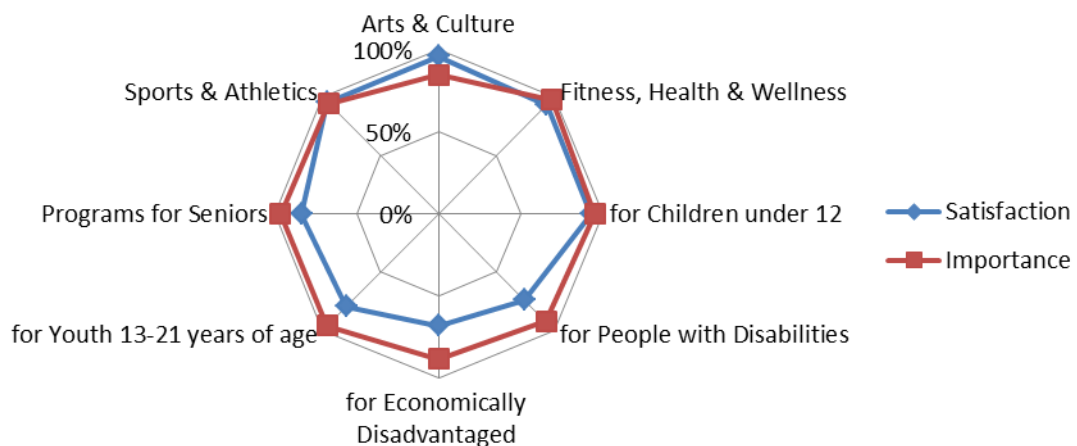
## Presentation of Results

The main body of this report contains a brief narrative analysis of each section of the survey, followed by a question by question analysis illustrated with a selection of comments received on the subject.

The actual wording and presentation of questions used in the original survey can be found in Appendix A.

For many of the program and service questions a 'spider graph' has been presented (see below for an example) to depict the results. The spider graph format has been chosen to highlight the alignment of satisfaction rankings to importance rankings. The blue line represents citizens' satisfaction with a program or service. The red line represents the level of importance that citizens placed on that program or service.

The spider graph quickly illustrates where the delivery of a program or service exceeds the importance that citizens placed on that activity. This is revealed when the blue line extends beyond the red line. Reversely, when there is a white area between the red line and the blue line citizens' have identified a gap between how highly they rate the importance of a program or service and their satisfaction with it.



Where possible citizen comments have been provided as examples of the types of comments received. These are meant to be for illustrative purposes only as the comments are not considered statistically significant.



## Acknowledgements

The 2009 Nelson Citizen Survey would not have been successfully completed without the special efforts and assistance from:

- ❖ Staff at the District of Summerland and City of Saanich who allowed us to use their survey as the basis on which ours was developed. The City of Saanich was able to share with Nelson their tools and experiences to help our survey a success.
- ❖ City of Nelson staff for preparing the survey, mailing and distributing, and preparing the final report
- ❖ *Most importantly, those citizens who took the time to carefully complete and return their surveys. Thank you all!*

## Survey Results

Summarized results of the Citizen Survey are presented in the next sections, grouped into the following:

- Quality of Life
- Nelson Services
- Council Priorities
- Communications and Community Involvement
- Respondent Characteristics





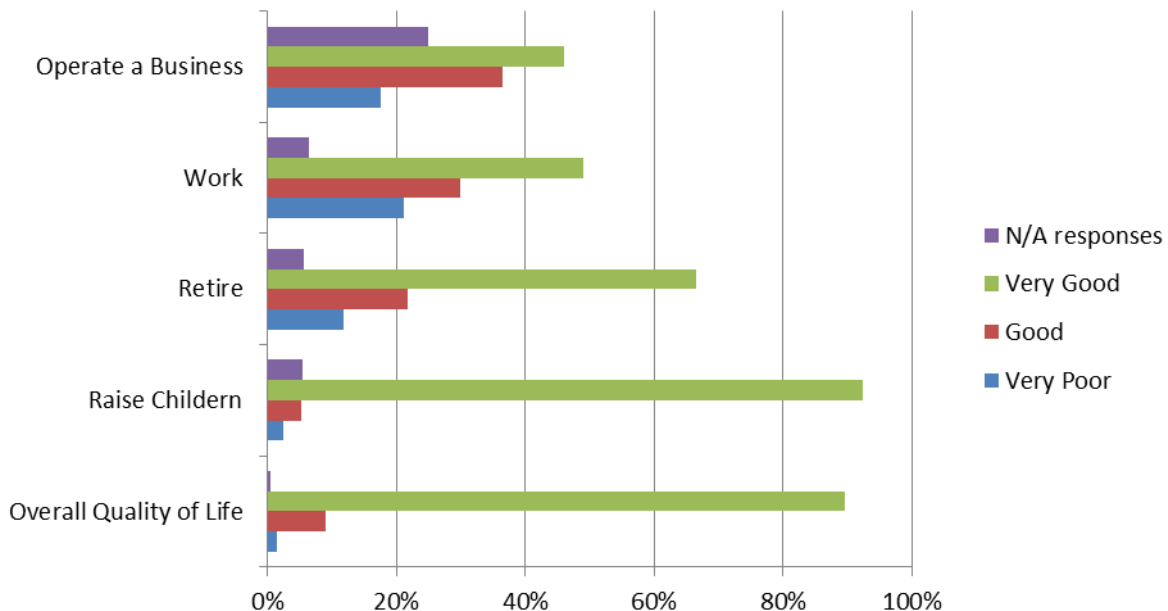
## Quality of Life (Q1&2)

Measuring quality of life is a complex undertaking. In Questions 1 and 2 the Citizen’s Survey asked respondents to consider various aspects of their experience of living in the City of Nelson. This included consideration of family life; work and business opportunities; retirement; and an evaluation of programs available for specific interest areas and user groups. Taken together these responses provide good indicators of how residents view their quality of life in the City of Nelson.

### Your Responses

#### Question 1: *Quality of Life in Nelson*

Question 1 asked respondents to rate several categories of their quality of life in the City of Nelson including: as a place to raise kids; a place to retire; a place to work and a place in which to operate a business.



90% of citizens responding rated the overall quality of life in Nelson as ‘very good’, with the category ‘A Place to Raise Children’ receiving the highest ratings. 80% of respondents rated Nelson as a ‘good’ place to work and operate a business. 127 of the respondents did not assess what it’s like to run a business in the city.

### Your Comments

“Nelson is an ideal place to raise a family. Let’s keep it affordable accessible and attractive....”

“Overall I am happy to be living in Nelson but I am lucky to be owning a home here and it is definitely out of reach for my friends and family.”

“Nelson is a great place and I’m glad we all care about making it better and preserving what works.”



“Keep the local businesses over the franchise chains. Attract information technology service jobs over manufacturing. Let’s keep the town accessible to all classes.”

“Affordable housing for those of us who work here for less than \$20/hr. Please help us develop sustainable ways to live and work.”

Many of the comments received included reflection on services that affected the quality of life in Nelson, but which are not under the control of the City of Nelson. Some examples of these include:

“Our hospital is in a major crisis.”

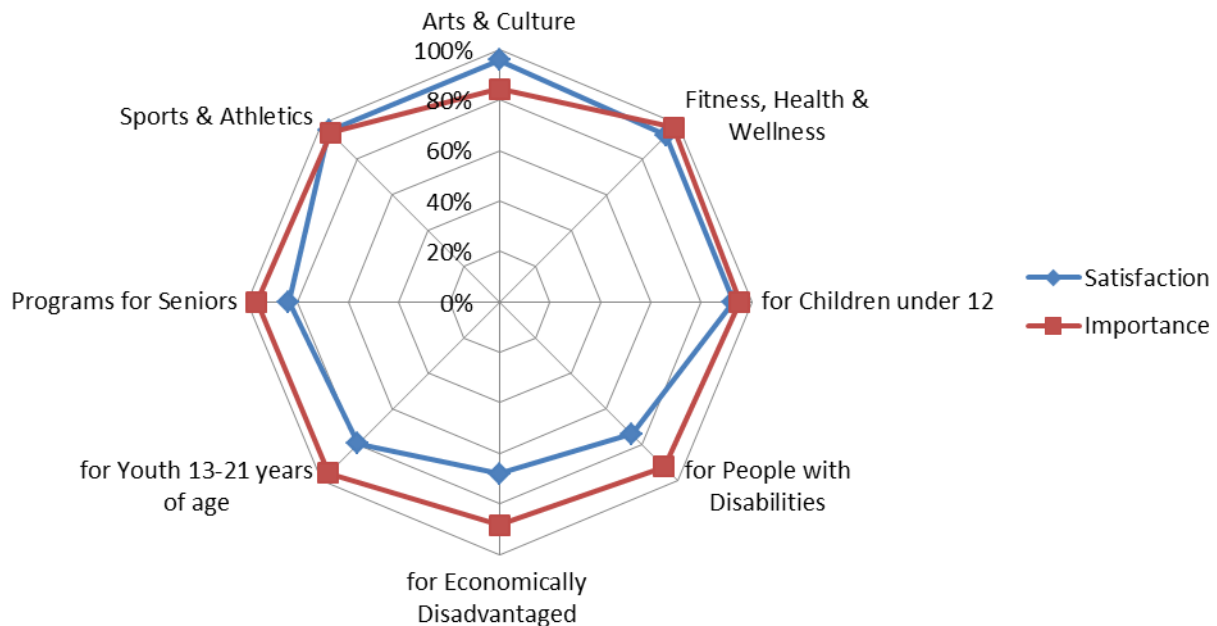
“The proposed passing lanes between Nelson and Taghnum are not necessary...”

“City council needs to clearly take a position on the limited residential care access in the community.”

“There is no mention of the hospital in Nelson (on survey). I realize that this is not a strictly municipal issue but it is the one issue which disturbs me most of all.”

**Question 2: Satisfaction and Importance of Programs in Nelson**

Question 2 focused on an assessment of the importance of and satisfaction with various programs available in the City including: arts and culture; fitness, health and wellness; programs for people with disabilities, programs for citizens facing economic challenges; programs for children, youth and seniors; and sports and athletic programs.





---

Nelson's citizens place a high importance on the programs available in the community for all types of user groups and areas of interest. Correspondingly, citizens are mainly satisfied with the activities available in the community with some gaps for specific user groups.

### Your Comments

As the data above indicates, the majority of you told us that overall you value the programs and services available. Some comments received are provided below::

"I appreciate the seniors' parking pass programme."

"We need more handicapped spaces, especially by banks, post office, doctors office."

"Expansion of small spaces in community facilities (ie community center) to allow for more specialized services. Privately run programs are often too expensive for families to participate."

"Desperate for winter/rainy day activities on Sundays."

"Living in Nelson there is always something going on. There are so many outlets to suit everyone".

"All in all, services are good"

### Summary

Respondents indicated a high level of pride and satisfaction in the City of Nelson in both their question ratings and offered comments.

It is interesting to note that while Nelson received the highest marks as 'A Place to Raise Children', 74% of respondents reported not having any one under the age of 18 living with them.

A more detailed analysis of specific programs and services offered by the municipality or community groups is provided in the following question.



## Nelson Services (Q3, Q9, Q10)

Several components are used to evaluate local government and community services: an assessment of the perceived quality and importance of services available in the community; an evaluation of interaction with council, council's direction and responsiveness; and finally an assessment of the customer service provided by Nelson City employees.

All sections of Question 3 used a rating scale of 1(lowest) to 5 (highest). Figures presented below represent the average response as a percent (where 5 out of 5 represents 100%).

### Your Responses

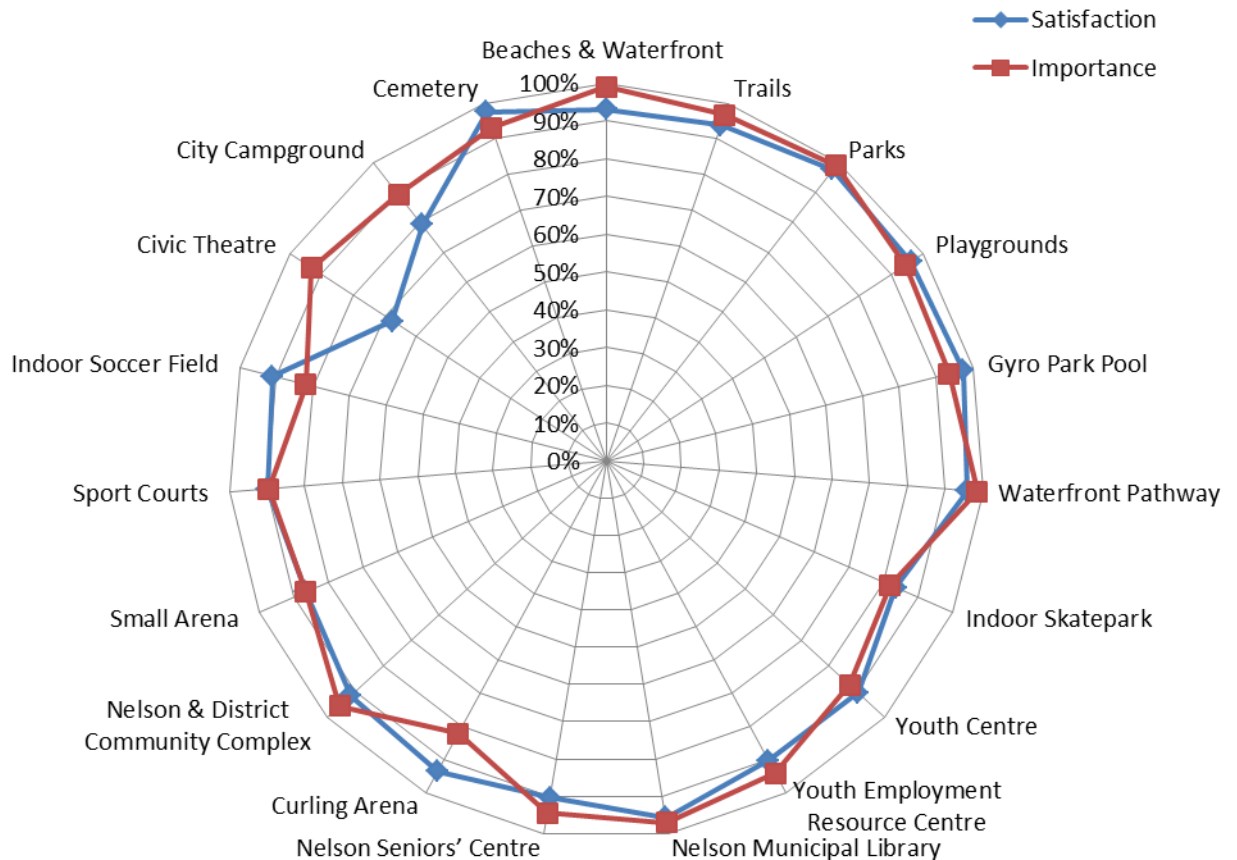
Citizens were asked to rate the importance of and satisfaction with a number of services available in the City including: parks, recreation and culture; transportation; public safety; building, planning and development; funded services; municipal infrastructure and services; municipal utilities; and hydro services.

In addition to the data analysis provided for each question, comments have been included that help provide insight into the satisfaction and importance of the service or program and where citizens' have been able to articulate their concerns, challenges or suggestions for improvement. Where comments have been provided that reference the costs or value of the programs and services, these comments have been included as part of Question 5 regarding taxes and the value of services provided.



### Question 3: Parks, Recreation and Culture

The following chart shows the alignment between citizens' ratings of satisfaction and importance. While the majority of services meet or exceed citizen's expectations, the Civic Theatre and the City Campground were identified as having the largest gaps in meeting expectations



### Your Comments

As the data above indicates, the majority of you told us that overall you are very satisfied with your quality of life in Nelson and that you value the programs and services available. Some comments provided below illustrate ways that current and potential changes in Nelson may impact yourself and fellow citizens including

“My biggest priorities are keeping Nelson an arts and culture and sporting community for all socio economic groups to enjoy. Therefore subsidies must be granted for low income persons and taxes/fees must remain at current rates to not further gentrify our community. We need to improve our regional transit system, improve/maintain public beaches, need more than Lakeside. Build a skate park for youth!!!”



“We would also like the Civic Theatre more available for families offering matinees (children's shows) or earlier evening hours.”

“Would it be possible to clear the waterfront path in winter of snow and ice so people could still walk safely and exercise on that fantastic equipment?”

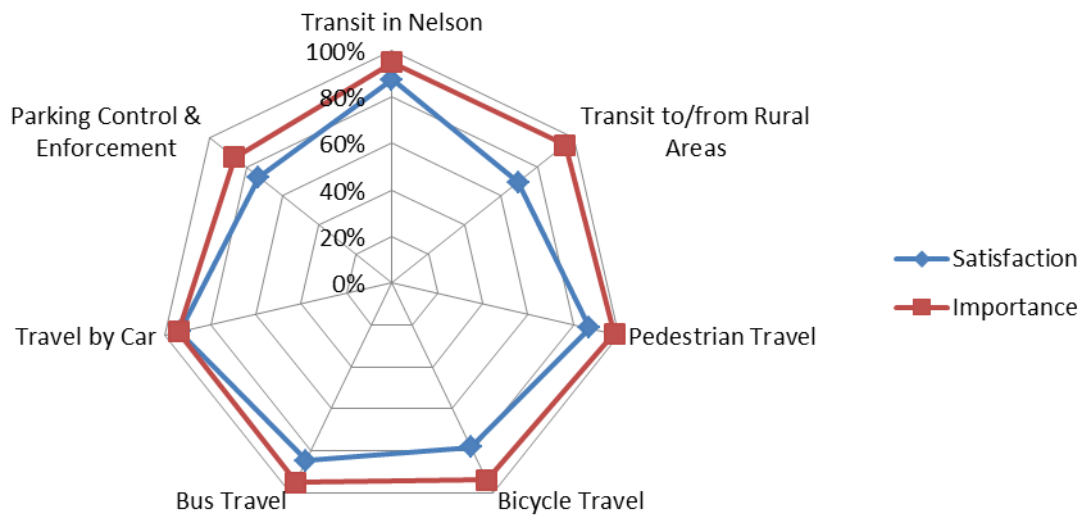
“Civic Theatre: a very poor facility: poor air and sound quality, uncomfortable seats, lobby too small.”

### Summary

Results regarding parks, recreation and culture in Nelson were primarily positive, reflecting citizens’ pride in the community’s resources. Nelson residents value excellent local programs and services and appear generally satisfied with their selection and quality. Comments included support for an outdoor skatepark. The gaps between satisfaction and importance are noted for the Civic Theatre and City Campground.

### Question 3: *Transportation*

Respondents were asked to consider travel to, from and around the City of Nelson, various transportation methods and their importance and how satisfied they were with each.



All modes of transportation were rated as having high importance. Travel by car had the highest satisfaction attached; whereas other modes of transportation showed a gap between the importance of the service and the satisfaction. Travel to / from Rural Areas registered the lowest rate of satisfaction by 57% of respondents. All other transportation related programs and services registered small gaps between citizen satisfaction and importance.



---

## Your Comments

Respondents identified a potential missing data category in this section that focused on accessibility for seniors and those with mobility challenges.

“Under transportation, missing is wheelchair/scooter/disabled access. It's important to disabled and seniors and we are not providing a reasonable service.”

Comments to this question also included citizens suggestion to utilize smaller, community based buses for in-city and rural transportation challenges.

“...consideration should be given to smaller community buses to replace larger [ones], routes and times extended...”

“Transport to Valley is pathetic.”

Other comments provided insight into non-motorized methods of transportation:

“I am worried about sidewalks being removed in favour of roads and parking. In my block sidewalks have been removed....It appears that services for pedestrians and cyclists are being eroded to the benefit of cars.”

“...improved sidewalk conditions in winter. Too many people are seriously injured slipping on icy sidewalks.”

“More consideration and funding needs to be allocated to pedestrian walkways and bike paths.”

## Summary

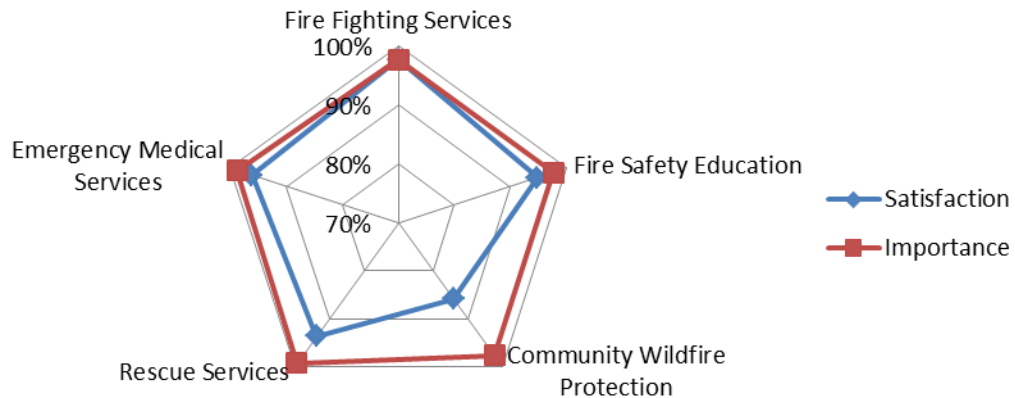
The importance of transportation is highly rated by citizens of Nelson and satisfaction with transit services is ranked at above average. Where satisfaction gaps do exist citizens have provided suggestions to improve services in these areas. All forms of transportation were rated of high importance by the community.



### Question 3: Public Safety

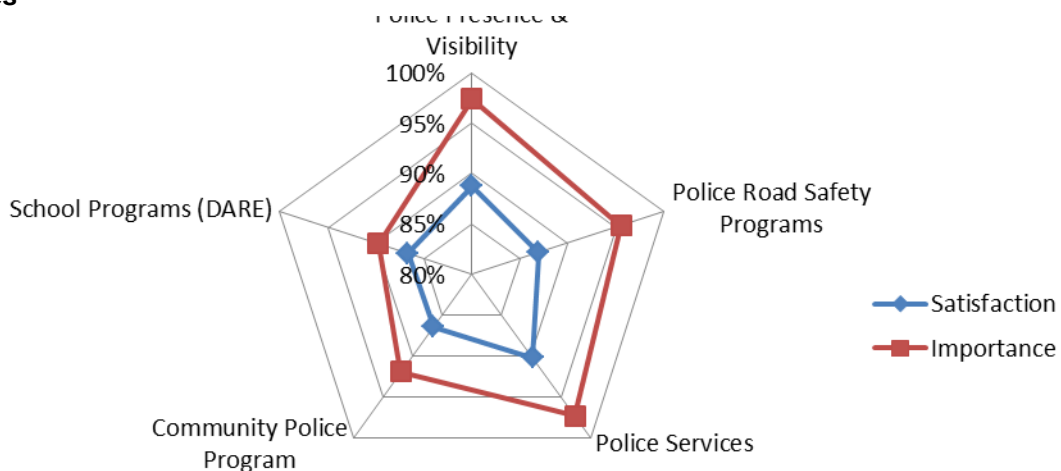
Both Fire Fighting Services and Police Services were evaluated against importance of and satisfaction with various services and programs. Both satisfaction and importance scored very high for both Police and Fire Fighting services – in these graphs, the grid begins at 70% rather than 0%.

#### Fire Fighting Services



Citizens' rated Firefighting Services very highly for both satisfaction and importance with 89% of respondents choosing a 4 or better for satisfaction and 94% placing importance at 4 or better. There is a gap identified for Community Wildfire Protection between satisfaction (somewhat high) and importance (very high).

#### Police Services



The majority of core Police Services were highly aligned for satisfaction and importance and services in general were ranked above average.





---

## Your Comments

Comments provided concerning public safety (both fire and police services) and the value for taxpayer dollars are included in the analysis for Question 5 on page 26 of this report. This section includes comments on the actual delivery of the service.

Other comments regarding the Nelson Fire Services included the following:

“Always thought we should be able to have volunteer fire department. “

“We need more fire protection services.“

“Nelson Fire Department is important but it sometimes appears as though they have a lot of paid positions vs calls. I am all for using resources efficiently but paying firefighters to hang signs on Baker Street is not one of them...”

For the Nelson Police Department citizens offered a variety of comments ranging from police presence, to interaction and traffic violations. Comments included:

“I know the police force is limited, but I would welcome a constable on foot along Baker Street.”

“The police department needs a full time traffic control officer.”

“Extra police forces.”

“...This is a small town police force....It is my belief that the RCMP should be utilized mainly.”

## Summary

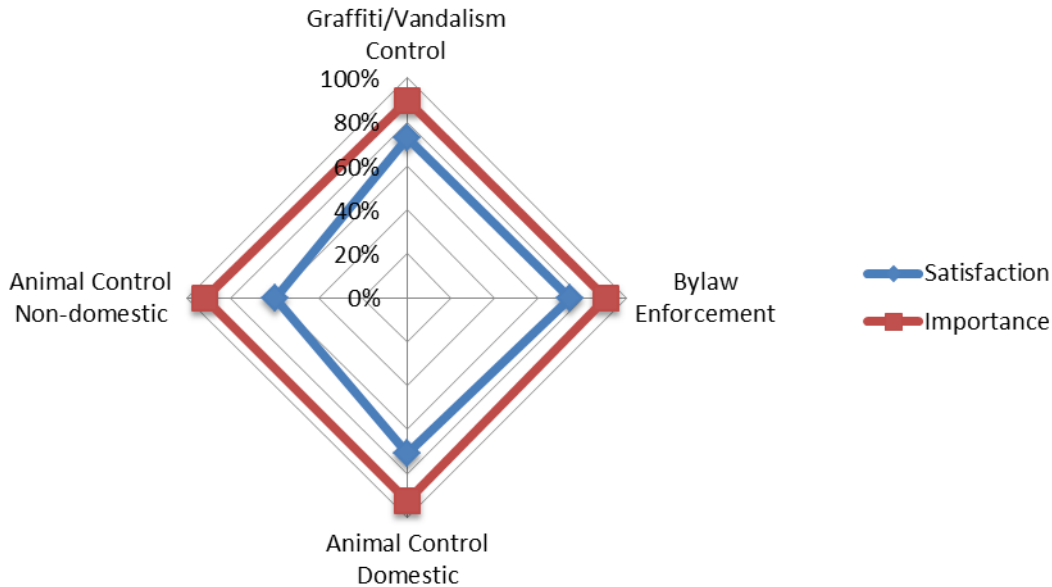
Overwhelmingly, both Police and Fire Services ranked highly in terms of importance and satisfaction. Citizens clearly communicated their need for and satisfaction with protective services. The biggest gap existed in Community Wildfire Protection where importance was rated high but satisfaction was rated somewhat lower. Further investigation would be required to understand if the gap existed due to a lack of understanding of the program or of the program itself.

**Protective Services (other): *Graffiti, Bylaw Enforcement & Animal Control***



Also assessed in this section of the survey were a variety of other enforcement areas including: Graffiti, Bylaw Enforcement and Animal Control Services for both domestic and non-domestic animals.

Gaps between satisfaction and importance existed in all categories with Non-domestic Animal Control registering a 32% gap between satisfaction and importance.



The comments provided regarding opportunities for improvement of bylaw enforcement activities were quite varied. There were very few comments provided to provide insights to service challenges and improvements into non-domestic animal control.

**Your Comments**

“Control dogs in the downtown core”

“Allow dogs on Baker Street...If Vancouver downtown can be dog friendly so can Nelson. Dog leash laws are the answer.”

“Laws and bylaws to be more responsive to and more punitive of people who repeatedly violate the noise bylaw and are repeatedly drunk and disorderly.”

“Skunks”

“Residential bylaw enforcement – weeds, bushes, snow, appearance, sidewalks, etc....”

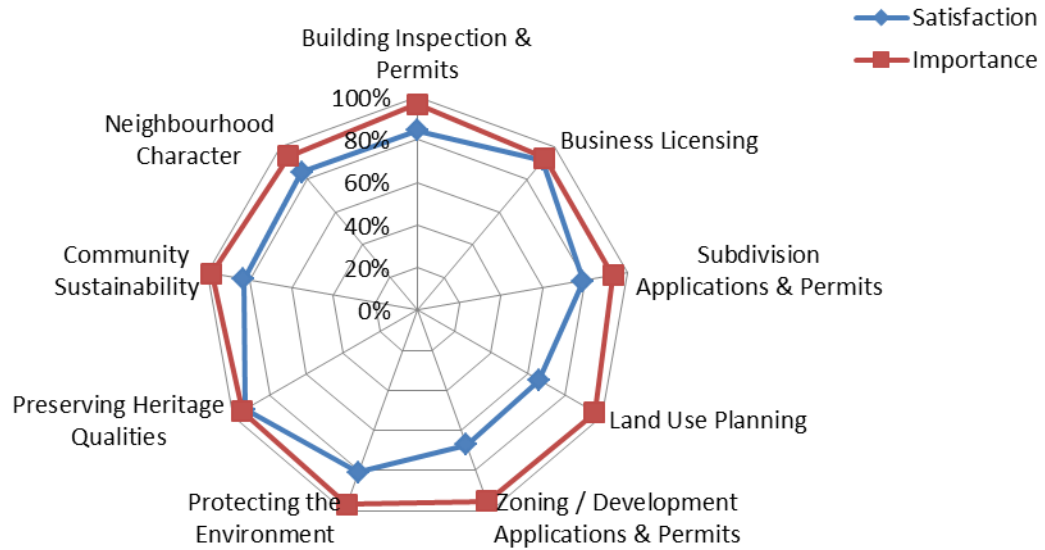
“Animal control-skunks, dogs running at large”

“No parking enforcement in the downtown core”

Question 3: **Building, Planning and Development**



There were many components for citizens to consider when providing the City with input on Building, Planning and Development processes and directions. This question is the one area where the satisfaction of the service consistently scored lower than the importance (with the exception of preserving heritage qualities and business licensing).



98% of respondents rated ‘Community Sustainability’ as “important” to “very important” while ‘Preserving Heritage Qualities’ and ‘Business Licensing’ were the most closely aligned in satisfaction and importance with only 1% gaps each.

### Your Comments

“Let’s attract business and investments.”

“I would like to see a community plan agreed upon and adhered to so that in the future we don’t have a situation where a development is not thought out and planned. Eg. John’s walk, multiplexes in residential neighbourhoods.”

“The waterfront should be for public use.”

“Now lets get Kootenai Landing built and operating”

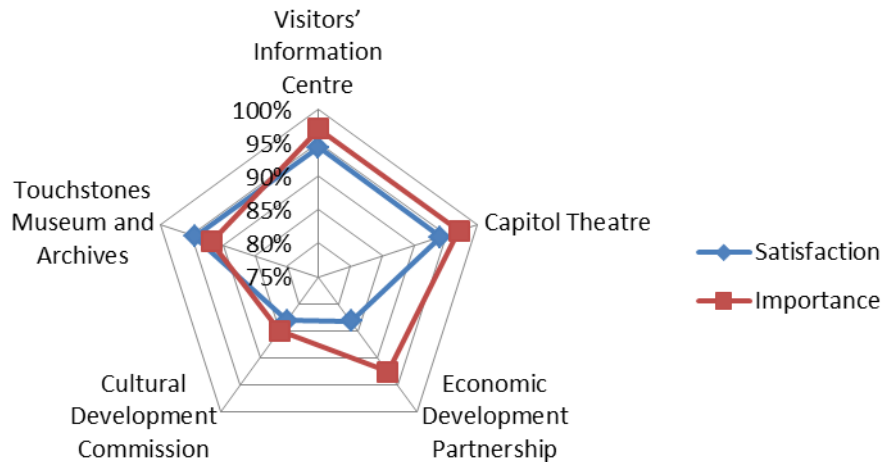
### Summary

Based on the data provided, citizens place great importance on the heritage qualities and characteristics of the community and its natural environment. Although respondents are focused on Community Sustainability with 88% rating it as ‘very important’ only 45% indicating a good or better level of satisfaction Gaps were identified between satisfaction and importance for Land Use Planning and Zoning & Development Applications & Permits. These results are consistent with both Council’s understanding of the issues and additional feedback provided by citizens in Question 4 – Council Priorities.

### Question 3: *Funded Services*



A variety of services that the City directly funds were ranked in both importance and satisfaction by survey respondents; these included the Nelson Visitor’s Information Centre; the Capitol Theatre; the Economic Development Partnership; the Cultural Development Commission and Touchstones Museum and Archive.



All funded services were highly rated by respondents for both satisfaction and importance. However, both the Cultural Development Commission and Economic Development Partnership were not rated by half of those responding.

### Your Comments

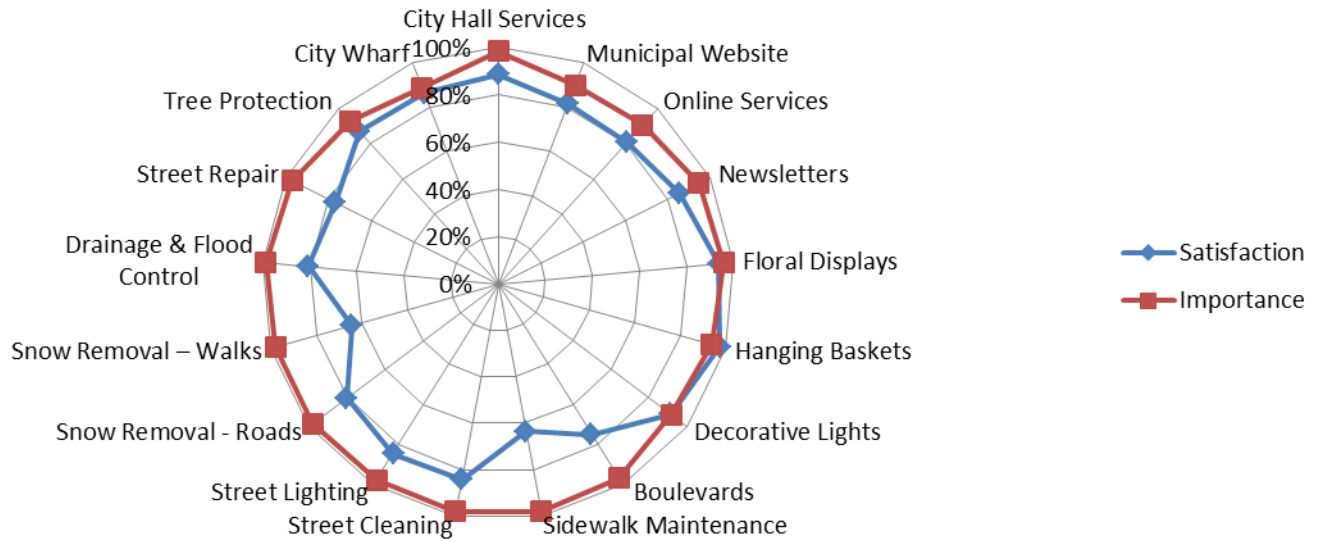
“Financially support the revitalization and adaptive re-use of the CP Stationhouse into a Regional Visitor Information Centre....Financially support the arts and culture sector development in the effort to achieve Nelson becoming a creative City....”

### Summary

Overall, citizens appear to be highly satisfied with their funded services. Based on the number of citizen’s that declined to evaluate the Cultural Development Commission and Economic Development Partnership, there may be opportunities to increase the awareness of each of these which may translate into improved understanding of the purpose of these organizations.

### Question 3: *Municipal Infrastructure and Services*

Services available at City Hall, communication tools, and city maintenance and appearance were also assessed for importance and satisfaction by respondents.



Over 30% of respondents did not rate the City’s website or online services. The largest gaps were identified in all areas of sidewalk and road maintenance with aesthetic services such as the floral displays and decorative lighting highlighting the most alignment between importance and satisfaction. The largest gap between importance and satisfaction came with Sidewalk maintenance and Snow Removal–Sidewalks both with 34% difference.

### Your Comments

“More attention to well lit and well cared for sidewalks.”

“The sidewalks and roads are in urgent need of attention. There are potholes now big enough to drown a car in, so what will the condition in another two months? ... Winter ice makes them [sidewalks] virtually impassable.”

“Please please please bring back the older yellow white street lights. The orange ones make the town and streets feel like an alien, unwelcoming landscape. They make me actually feel crappy, and I no longer take evening walks after dark because of them. I know many others who have the same sense of them.”

“...Our parks and boulevards and hanging baskets are incomparable...”

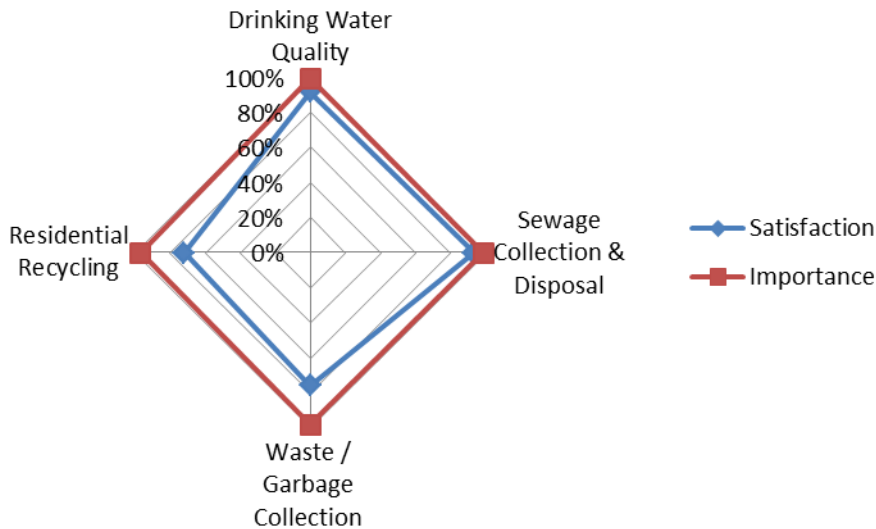
### Summary

Overall, citizens’ are satisfied with their municipal services and are proud of their community and its appearance. Their expectations were exceeded in the areas of Floral Displays, Hanging Baskets and Decorative Lights. Citizens place a high value on that appearance of our community and desire well maintained roads and sidewalks to ensure safe travel for pedestrians and vehicles during all four seasons. The largest gaps between satisfaction and importance were in Road/Sidewalk Maintenance and Street Lighting.

### Question 3: *Municipal Utilities*



The satisfaction with and importance of drinking water quality; sewage collection and disposal; waste and garbage collection; and the residential recycling program were evaluated by survey respondents.



Residents rated all areas in this category as highly important, with 91-97% indicating an importance level of 4 or better in each category.

### Your Comments

Respondents' comments expressed desire for an expansion of the recycling program to include glass and a return to weekly garbage pick-up for the hotter summer months.

"I am pleased to see a partial recycle pick up programme. What about all glass next?"

"We pay garbage fees to the city yearly and still have to buy garbage tags for each bag"

"Garbage pickup should be weekly over the summer months, to help reduce the smell and the small animals in our yards."

"Less chlorine in City water"

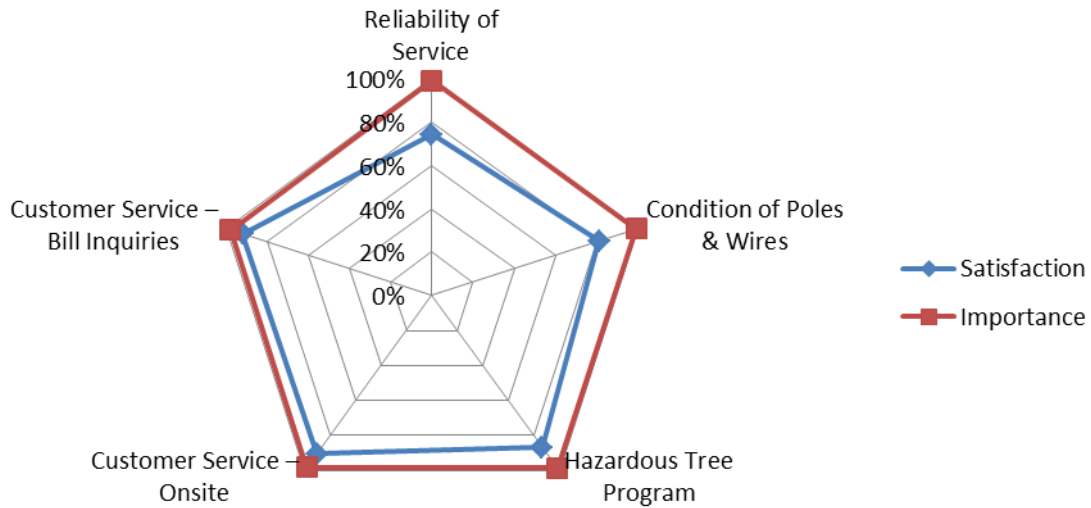
### Summary

Overall, citizens' were 'satisfied' or 'very satisfied' with the Quality of Drinking Water and Sewage Collection. The largest gaps between satisfaction and importance were in Waste Collection and Residential Recycling with satisfaction rated as 'average' and importance rated as very important.



### Question 3: *Hydro Services*

Citizens were asked to rate components of Nelson Hydro's service and infrastructure.



All areas considered in this category were rated as high in importance with Reliability of Service assessed a 4 or better by 95% of respondents.

However, reliability of Service and Condition of Poles/Wires recorded 25% and 18% gaps between importance and satisfaction.

#### Your Comments

“The power is always going off in Nelson, why? old equipment.”

“With the recent power outages I would appreciate a secondary or back -up source of power/electricity mainly through the cold months.”

“Power poles are not a heritage item.”

#### Summary

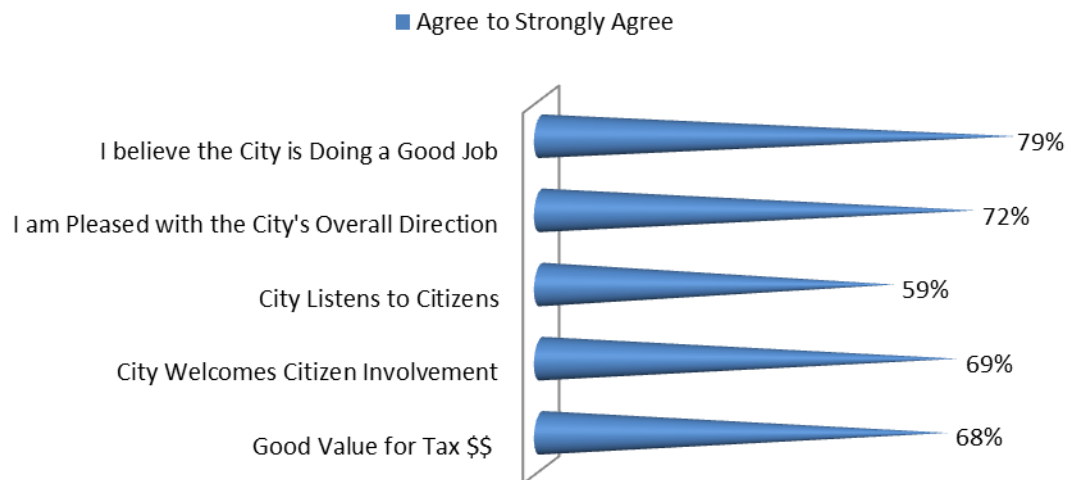
Respondents ranked overall Hydro Services as above average. Customer Service ranked as ‘very good’. Service Reliability created the largest gap in 2009.



### Question 9: **Municipal Government and Taxes**

Citizens rated their satisfaction with the City on a number of factors including municipal taxes, government responsiveness, council's direction and satisfaction with city staff interactions.

Question 9 used a 5 point scale from 1 (strongly disagree) to 5 (strongly agree). Figures presented below represent the average response as a percent (where 5 out of 5 represents 100%).



### Your Comments

The comments related to the services that the City provides have been addressed in Question 3. Comments regarding value for money will be addressed in Question 5. Comments provided below illustrate the need for citizen involvement and listening to residents:

“Thank you for doing the survey I appreciate the effort to become more transparent and open to the people you serve.”

“It would be most beneficial to focus on having more input from the taxpayer - this is a great start!!”

“This survey took a lot longer than 20 minutes but we appreciate the opportunity to connect.”

“Surveys don’t always provide the choices I would make but it’s better than nothing.”

“I didn’t find this survey related very well to financial planning”

“I’m glad to have the opportunity to comment on what’s important to me. It beats going to meetings for sure. It is also enlightening as I’ve never really known the full range of services the city provides.”





“In my opinion, Nelson City Council relies too much on its citizens NIMBY groups for decision making and not enough on their own administration and intellectual capacity. That is why you have been elected.”

“In general, City of Nelson is doing a reasonable job. There is a need for an identification of core services and vision for sustainability. Too often City of Nelson tries to please too many groups or pays attention just to the loudest group or the group that has the time to rally or protest....Thank you for asking”

### Summary

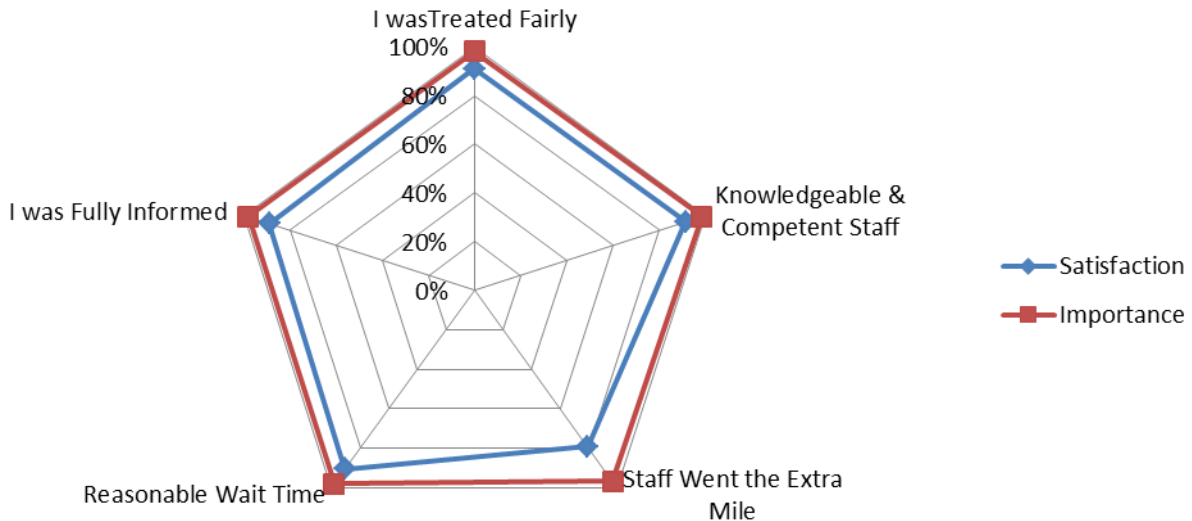
Overall 79% of citizens agree or strongly agree that the City is ‘doing a good job’ and 68% agree or strongly agree that they receive good value for their taxpayer dollars. Additional comments regarding the value of tax dollars can be found in Question 5. The responses indicate that improvements can be made in how the City demonstrates that it is listening to citizens’ concerns and opportunities.



### Question 10: *City Staff Interactions*

Citizens were asked to evaluate their most recent contact with City staff including level of satisfaction and importance of service.

The scale for Question 10 rated 1 (lowest) to 5 (highest). Figures presented below represent the average response as a percent (where 5 out of 5 represents 100%).



Based on a rating of 3 or better for both satisfaction and importance the majority of citizens identified being well served by City staff.

### Your Comments

Citizens expanded their comments to include both their experience with City staff and, other comments included:

“I found the staff to be knowledgeable, courteous and professional.”

“In general I believe that the elected officials and city employees are doing a good job.”

Comments regarding staffing costs and effectiveness are provided in the context of Question 5: Financial Question (page 26).

### Summary

When providing feedback about City Staff, 76% of respondents indicated a satisfaction rating of 4 or better, indicating a high level of satisfaction with the services they receive from City staff.



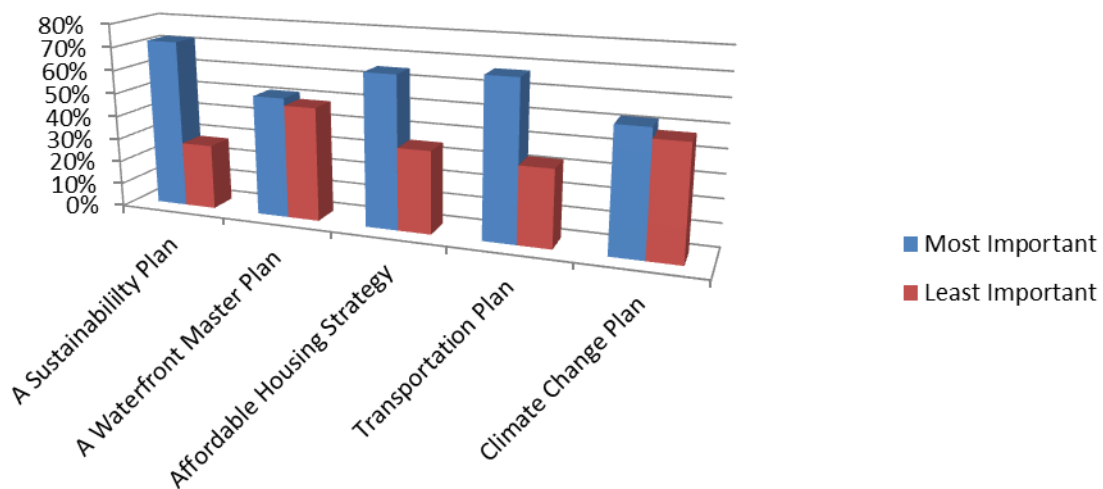
## Council Priorities and Directions (Q4, Q5, Q6, Q7, Q8)

Citizens were asked to consider various priorities and potential directions facing the City. These included planning priorities; financial priorities; capital projects and the water utility masterplan.

### Your Responses

#### Question 4: **Council Priorities**

Ranging from 1 (high) to 5 (low) respondents were asked to rank the following 5 planning priorities: Developing a Sustainability Plan; Developing a Waterfront Masterplan; an Affordable Housing Strategy; a Transportation Plan and a Climate Change Plan.



Developing a Sustainability Plan was rated by 76% of respondents as the ‘most important’ priority. Developing a Climate Change Plan was the category assessed by the most respondents (98%), though opinion was widely divided with 52% rating it as ‘important’ to ‘most important’ and 48% rating it as ‘somewhat important’ to ‘least important’.

### Your Comments

“You won’t able to please everyone so pick the most important issues that impact the most people.”

“Some members of council appear to be using sustainability and climate change issues to withdraw from our larger Canadian society, rather than contribute to global solutions (they always think small)”

“Be a leader or example for Community Transportation”

“Be a leader for sustainable housing.”



"I have to say that I've been very impressed with some recent decision/directions: ex. Working on infrastructure, planning to get heat out of the lake for buildings, trying to get Nelson in the driver's seat as regards "run of river" power financial benefits."

"Climate Change mitigation should be #1 overall priority"

"Encourage sustainability! Don't just buy carbon credits..."

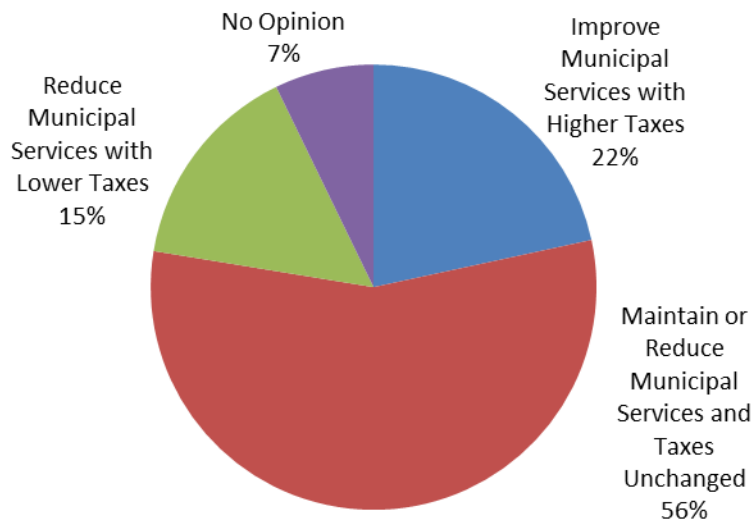
"...these five issues are all of great and high priority."

## Summary

Priority was clearly placed on Sustainability, Affordable Housing and a Transportation plan.

### Question 5: Financial Question

Citizens were asked how they would advise Council regarding choice and balance of services and taxes.



Two to one (2:1) respondents preferred to Maintain or Reduce Services with Taxes unchanged.

## Your Comments

Citizens were offered a number of comments in this section with 179 comments offered from the 494 complete responses received. Comments focused on a wide range of tax related concerns, service costs and the overall 'value' of services provided. A sample of comments is provided below for illustration:

Taxes:



“Taxes are high in Nelson, don't mind if the money is spent well. But is it?”

“More has to be done to find ways to reduce taxes to seniors so they are not forced out of their homes due to high municipal taxes.”

“For the amount of taxes we pay in this community we feel we are not getting what we pay for. We need development of business and facilities that work.”

“Don't have industrial base to help us so need to be frugal. Our level of police, fire, etc spending per capita should be regularly compared to other communities.”

“Live within your means, the rest of us may follow your example.”

Citizens also provided many comments and examples of where tax savings could be made including staffing, salaries and project delivery models:

“... the city needs less staff and more productivity from your existing resources.”

“High paid salary staff must be revised and evaluated, too many for the size of our city.”

“As a taxpayer, I question the exponential growth in administrative staff and the relationship to improved service to the taxpayers.”

“Don't waste our money on more surveys, get more productivity out of the hundreds of people that work for the city or reduce their salaries.”

“Reduce administration cost rather than raise taxes. Increase efficiency of administration and projects.”

“Please consider contracting out services to the private sector”

“We worry that taxation will become too high for us to live in Nelson and consideration should be given to city employees doing additional tasks.”

“How does Nelson Firefighter per capita compare to other BC Cities?”

“I would dissolve the Nelson Police Dept. and rely on the RCMP to manage the City's policing needs. Resources could be divided to public services and crucial infrastructure upgrades and countless other programs that would serve our community far more effectively than policing ever could.”

“Why would such a low crime city have such a large police department?.”

“Contract out major sewer and water repairs. 10 weeks to redo 2 block of sewer and water line is a bit much.”



---

“Maintain basic service- water sewer roads.”

“Do an efficiency study on workload of and methods of sanding, plowing, street cleaning, lot of repetition and the job isn't that great.”

“Increase Nelson Hydro rates and plough profits into city coffers.”

### Summary

Overall, citizens responded strongly that they are satisfied with City services and that these satisfaction levels align closely to the level of importance placed on those services. Respondents did offer many comments regarding the value of tax supported services, indicating an opportunity for the City to expand on the initial steps of this survey and continue to engage citizens to discuss and understand what options exist to drive value of services in Nelson.

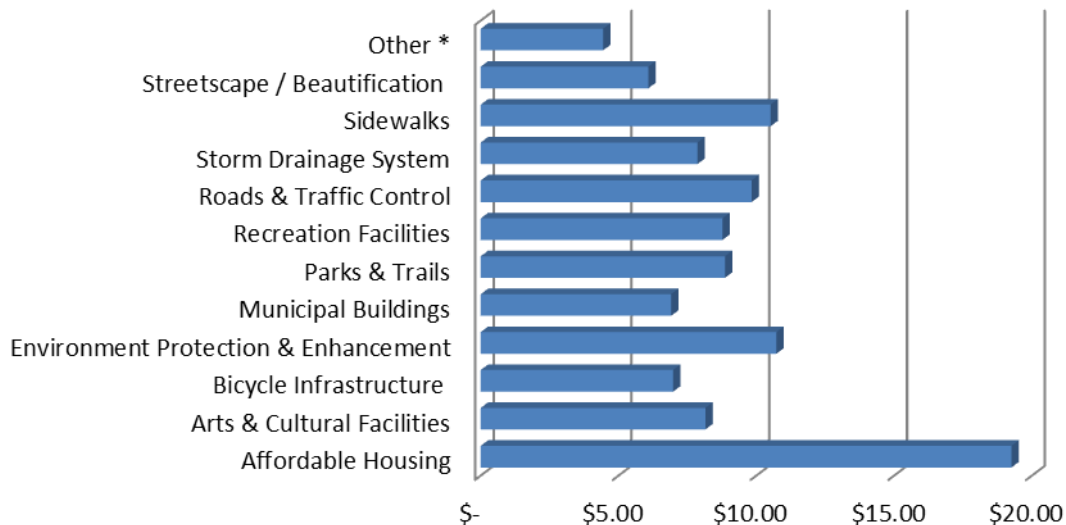
When rating city services in Question 3, respondents consistently rated the service as important or very important. The satisfaction ranking were generally also favourable. 68% of citizens' feel they get good value for their taxes and finally, 78% of citizens are willing to maintain or increase tax rates for city services. Despite these results, many respondents provided comments expressing concern about Nelson tax rates and offered a number of suggestions to reduce costs.

Respondents also indicated that a response option of 'increased service with taxes same or reduced' is needed with this question.



### Question 6: **Capital Projects**

Citizens were asked how they would spend \$100 on a number of capital projects. Results are based on the average of all responses for each project.



Citizens indicated a clear and strong commitment to support Affordable Housing, allocating on average \$19.26 towards this category. The next nearest allocations were identified for Environment Protection and Enhancement at \$10.73 and Sidewalks at \$10.52.

### Your Comments

Citizen's comments illustrate their concerns regarding affordable housing:

"Housing is a huge issue, need more housing for students and those just entering the work force."

"Nelson is an ideal place to raise a family. Let's keep it affordable, accessible and attractive."

"Affordable housing is a big priority. I have lived here for over 30 years and I am worried about this issue."

### Summary

There is strong support for Affordable Housing even though 80% of respondents were home owners and 74% have no children living with them. This suggests an increased recognition of the growing challenges facing new homeowners and those on fixed incomes.

These results were also supported in Council priorities section where Affordable Housing ranked second behind development of a sustainability plan.

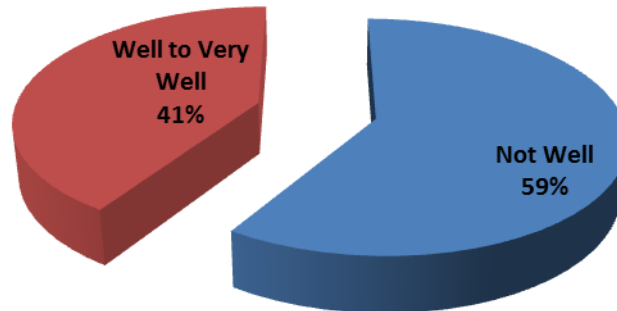


---

### Question 7: **Water Utility**

Question 7 asked citizens to indicate their level of understanding regarding the Water Utility Masterplan and its financing strategy.

#### How Well do You Understand the Issues and Financing Strategy for the City's Water ?



#### Your Comments

“Needing more info – recall reading brief outline in local paper...”

“I think I understand the issues, but not the financing plan other than raise taxes.”

“City should consider placing all reports and master plans on the website and make sure that they are easily accessible or searchable.”

#### Summary

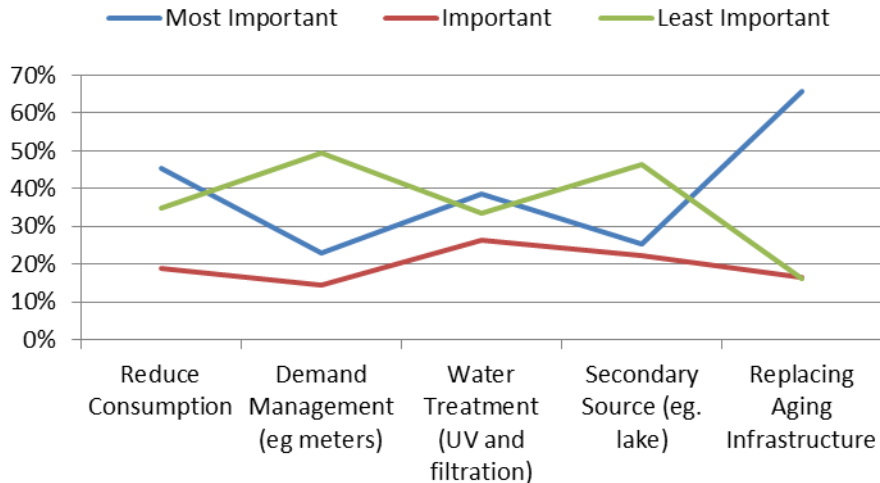
With 96% of respondents answering this question there is a good level of awareness regarding the Water Utility Masterplan in the community. Most respondents are aware of the Water Utility Masterplan and are requesting further information to remain apprised of the plan and solidify their understanding with more frequent and varied communications.





### Question 8: **Components of the Water Utility Masterplan**

As a follow-up to Question 7, Question 8 requested respondents rank by priority the main components of the Water Utility Masterplan.



Majority of respondents indicated that replacing aging infrastructure, water treatment and reduced consumption were higher priorities while ranking of demand management and secondary source were mixed.

### Your Comments

The majority of comments regarding the Water Utility Masterplan were offered in relation to water meters and models for reducing demand or consumption. A sample of comments is provided below:

“Water meters should be a priority. As a person who always conserves it drives me crazy to see neighbours watering their pavement, etc. It is a completely unfair system.”

“I believe most citizens don't want water meters and don't need them. I agree if you are in an area of water shortages or limited reservoir storage. But in our area we have neither.”

“Water treatment is the main priority.”

### Summary

Citizens clearly identified that Replacing Aging Infrastructure is a priority for them in the context of the Water Utility Masterplan. While reducing consumption was identified as most important or important by 65% of respondents, there was a mixed response as to whether water meters was the solutions – this varied opinion was also reflected in the comments received.

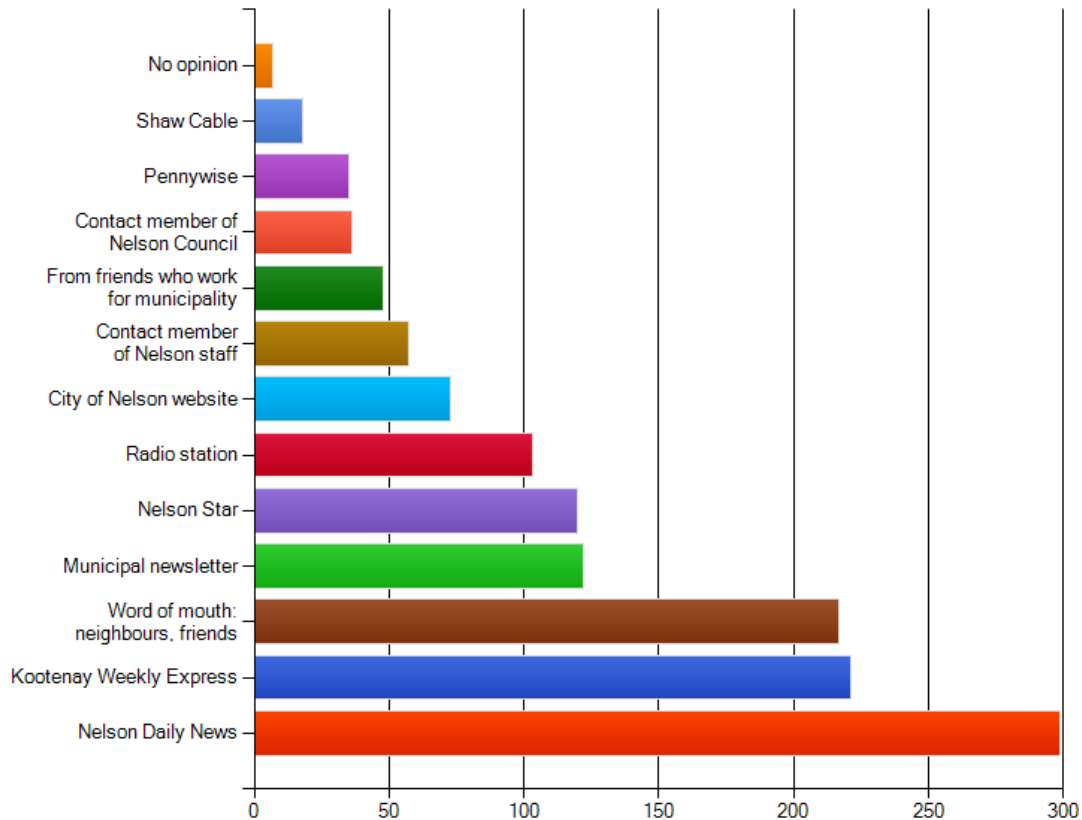


## Communications & Public Involvement (Q11, Q12)

Communication between the community and local government plays a crucial role in ensuring that Nelson meets the needs of its current and future residents. Citizens were asked how they obtain information about local government issues and how they prefer to provide feedback to the City.

### Question 11: **Communications**

Respondents ranked the top 3 ways that they learn about municipal government issues.



The number one information source for respondents was the Nelson Daily News.

### Your Comments

“The City of Nelson newsletter is not updated promptly on the City website. Please pay more attention to this and also, the newsletter doesn't contain a lot of 'meat'. I'd like to see it list active community groups - where and when they meet and have updates on issues and projects of interest (Cottonwood Creek clean up, progress of alley lighting, wildlife incidents, etc.).”

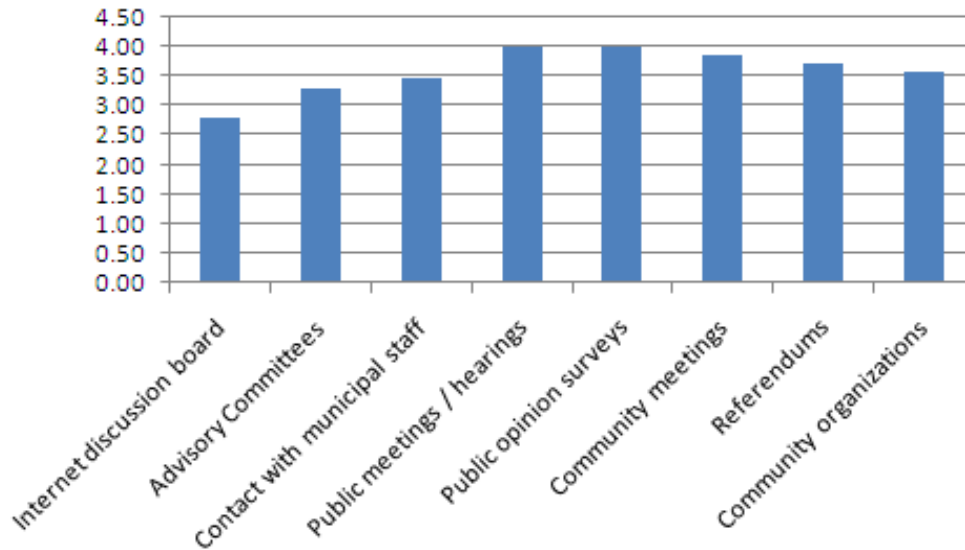
### Summary

The Nelson Daily News is the primary resource for citizens to learn about city business with the Kootenay Weekly Express and Word of Mouth being the next most used resources.



## Question 12: *Public Involvement*

Question 12 asked respondents to consider the importance of a variety of ways through which they could become involved in policy making, development planning and the City's budgeting process. The response scale rated 1 (not important) to 5 (very important).



While citizens chose Public Meetings/Hearings and Public Opinion Surveys as the most important ways to be involved in Municipal processes and provide input to the City, citizens indicated that all mechanisms of public involvement were valued.

### Your Comments

Respondents appreciate the current opportunities available to communicate with the city. Additional suggestions were provided including:

“Facilitated policy and planning meetings with specific focus.”

“Regular KCR [Kootenay Co-op Radio] call in show with council staff.”

“I do not regularly buy the newspaper and listen to CBC rather than the local radio station. For something as important as drinking water there should be notices in every mailbox in the affected area.”

“Live broadcasts.”

### Summary

Respondents are interested in more interactive communication opportunities with the city.



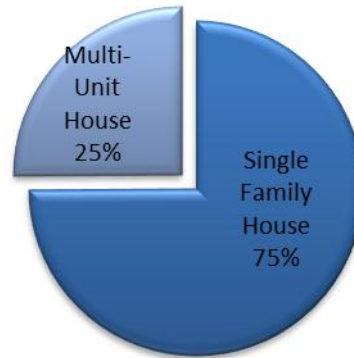
## Respondent Characteristics (Q13, Q14, Q15, Q16, Q17)

A variety of household demographic questions were also included in the survey.

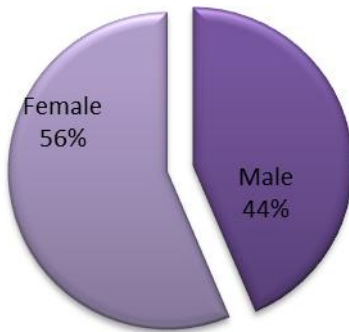
80% of respondents own their residence.



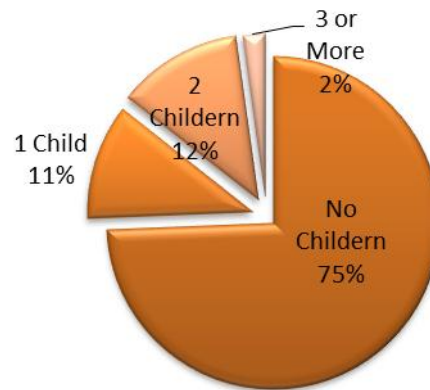
75% reside in single family dwellings.



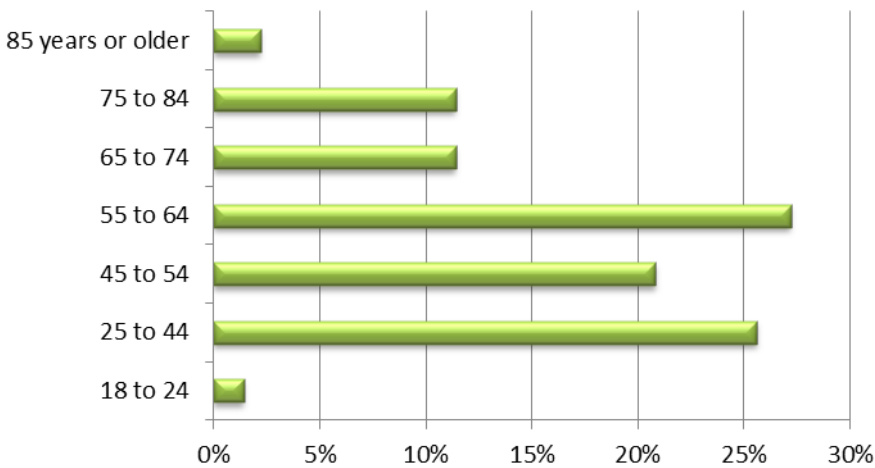
56% were Female 44% were Male



75% had no children under the age of 18 living with them.



73% were over the age of 44.





---

## Putting It All Together

In 2009, Council determined that it was time to start to review the way that Council engaged the public involvement. As a priority item, Council identify ways to better engage the residents of Nelson and the City of Nelson Citizen Survey was the selected as the first tool to help achieve this goal.

## Lessons Learned

An effective survey depends on many factors including: relevant survey questions, method for reaching out for feedback, mechanism to gather feedback and way to consolidate the feedback into meaningful next steps. As part of this process, Staff has identified many areas that can be improved to help make this an even more efficient and effective tool including:

- Large project to mobilize – sufficient time and resources need to be allocated. It is envisioned that the survey will be conducted every 2 – 3 years to help provide a snapshot of programs and services over time.
- Time of year will impact survey results – the survey was conducted at the end of 2009. Timing of future surveys will be determined to be able to maximize potential responses.
- Length of survey may impact respondents – multiple types of surveys (length and content) may be used at different intervals to engage citizens throughout the year
- Data entry takes time and getting responses back to citizens as quickly as possible is a priority

## Moving Forward

Council's priority was to gather citizen input into a variety of programs and services offered in and around Nelson; the survey was first step in an integrated public engagement process. The information received has already been used as input into development of the 2010 – 2014 Financial Plan. The following outlines recommended next steps moving forward with the information received:

- Where gaps in the delivery of programs and services have been identified, this information and comments will be forwarded on to the relevant departments.
  - In some cases Staff and Council will need to conduct more research to be able to understand the reasons for the gaps between importance and satisfaction of the service
  - Where existing committees and research is underway on specific issues such as sustainability planning, transportation initiatives and the water master plan, Staff and Council can incorporate survey responses to inform decision making



---

## Appendix A

Citizen Survey attached



# City of Nelson

## 2009 Citizen Survey

Please complete this questionnaire if you are over 18 years old and a resident at this address; alternatively you may complete this survey online at [www.nelson.ca](http://www.nelson.ca). Your responses are anonymous and will be reported in group form only.

If you have any questions about completing this survey, please contact Anitra Winje at 250 352 8234.

Please detach and keep one ticket; leave the other **attached** and return with your survey.

### Quality of Life in Nelson:

1. On a scale of 1 (very poor) to 5 (very good), please circle the number that comes closest to your opinion for each of the following questions:

	Very Poor	←————→				Very Good	No Opinion
How would you rate the overall quality of life in Nelson?	1	2	3	4	5	N/A	
How would you rate Nelson as a place to raise children?	1	2	3	4	5	N/A	
How would you rate Nelson as a place to retire?	1	2	3	4	5	N/A	
How would you rate Nelson as a place to work?	1	2	3	4	5	N/A	
How would you rate Nelson as a place to operate a business?	1	2	3	4	5	N/A	

2. How do you rate each of the following programs available in Nelson?

Please circle a number to show:

- First, how satisfied you are with the service, and then,
- How important this service is to you.
- If you are unfamiliar with the program or have no opinion please select N/A.

Programs and Activities	Satisfaction						Importance					
	Not at all Satisfied			Very Satisfied			Not at all Important			Very Important		
	←————→						←————→					
Arts and cultural programs	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Fitness, health and wellness programs	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Programs for children (0-12 years of age)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Programs for disabled	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Programs for economically disadvantaged residents	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Programs for youth (13-21 years of age)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Programs for seniors	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Sports and athletic programs	1	2	3	4	5	N/A	1	2	3	4	5	N/A

### Nelson Services:

3. Using the same scale identified above, how do you rate each of the following Nelson services?

Parks, Recreation & Culture	Satisfaction						Importance					
	Not at all Satisfied			Very Satisfied			Not at all Important			Very Important		
	←————→						←————→					
Beaches, beach accesses & waterfront areas	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Trails	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Parks	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Playgrounds	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Gyro Park Pool	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Waterfront pathway	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Indoor skate park	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Nelson & District Youth Centre	1	2	3	4	5	N/A	1	2	3	4	5	N/A

	Satisfaction						Importance					
	Not at all Satisfied			Very Satisfied			Not at all Important			Very Important		
Youth Employment Resource Centre	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Nelson Municipal Library	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Nelson Seniors' Centre	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Curling Rink	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Nelson & District Community Complex (operated by the RDCK)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Small arena (operated by Sports Council)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Sport courts (tennis, bocce, etc.)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Indoor soccer field (operated by SoccerQuest)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Civic Theatre	1	2	3	4	5	N/A	1	2	3	4	5	N/A
City Campground	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Cemetery – Nelson Memorial Park	1	2	3	4	5	N/A	1	2	3	4	5	N/A
<b>Transportation</b>	←————→						←————→					
Nelson Municipal Transit Service-within Nelson	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Transit service - to/from rural areas	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Ease of pedestrian travel	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Ease of travel by bicycle	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Ease of travel by bus	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Ease of travel by car	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Parking control and enforcement	1	2	3	4	5	N/A	1	2	3	4	5	N/A
<b>Public Safety</b>	←————→						←————→					
Fire fighting services	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Community and school fire safety education	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Community Wildfire Protection program	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Emergency Medical First Responder program	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Rescue services	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Police services	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Police presence and visibility	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Police road safety programs	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Community Police program	1	2	3	4	5	N/A	1	2	3	4	5	N/A
School programs – eg. DARE	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Graffiti/vandalism control	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Bylaw enforcement	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Animal control services - domestic	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Animal control services – non domestic (i.e. skunks)	1	2	3	4	5	N/A	1	2	3	4	5	N/A
<b>Building, Planning &amp; Development</b>	←————→						←————→					
Building inspection / permits	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Business licensing	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Subdivision applications and permits	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Land use planning	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Zoning and development applications & permits	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Protecting the natural environment	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Preserving heritage qualities	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Community sustainability	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Maintaining the character of neighbourhoods	1	2	3	4	5	N/A	1	2	3	4	5	N/A



<b>Funded Services</b>	←-----→	←-----→
Visitors' Information Centre	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Capitol Theatre	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Economic Development Partnership	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Cultural Development Commission	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Touchstones Museum and Archives	1 2 3 4 5 N/A	1 2 3 4 5 N/A
<b>Municipal Infrastructure and Services</b>	←-----→	←-----→
City Hall services (general queries, council, meetings, etc.)	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Municipal website	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Online services	1 2 3 4 5 N/A	1 2 3 4 5 N/A
City newsletters/public communications	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Floral displays/landscaping on public property	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Hanging baskets in parks & public places	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Decorative lights – e.g. Baker Street	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Roadside/boulevard maintenance	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Sidewalk maintenance (condition of sidewalk)	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Street cleaning	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Street lighting	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Snow removal/plowing - roads	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Snow/ice removal – sidewalks	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Storm-water drainage and flood control	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Street repair (i.e. condition of roads)	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Tree protection	1 2 3 4 5 N/A	1 2 3 4 5 N/A
City Wharf	1 2 3 4 5 N/A	1 2 3 4 5 N/A
<b>Municipal Utilities</b>	←-----→	←-----→
Quality of drinking water	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Sewage collection and disposal	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Waste collection (garbage pickup)	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Residential recycling	1 2 3 4 5 N/A	1 2 3 4 5 N/A
<b>Hydro Services</b>	←-----→	←-----→
Reliability of service	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Condition of poles/wires	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Hazardous tree program	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Customer service – on site	1 2 3 4 5 N/A	1 2 3 4 5 N/A
Customer service – bill inquiries	1 2 3 4 5 N/A	1 2 3 4 5 N/A

**Council Priorities:**

4. Please rank the following Council priorities in order of importance to you (1 = most important; 5 = least important).

	Rank
Developing a sustainability plan	_____
Developing a waterfront master plan	_____
Affordable housing strategy	_____
Transportation plan- vehicles, walking, cycling, transit	_____
Climate change planning (GHC reductions & adaptation)	_____

**Financial Question:**

5. If faced with the following realistic choices, what would you advise Council to do? (Please check only one  box indicating your preferred choice from this selection.)

- Improve municipal services with higher taxes
- Same or reduced level of municipal services with taxes unchanged
- Reduced level of municipal service with lower taxes
- No opinion

**Comments**

✓

✓

**Capital Projects:**

6. The City of Nelson spends a portion of its yearly budget on facility or infrastructure projects, known as capital projects. (These capital projects do not include water and sewer projects which are funded separately through their own utilities).

Imagine that you have \$100 to spend on the following capital projects. How would you spend it?

Capital Projects (listed in alphabetical order)	\$
Affordable housing	\$ _____
Arts and cultural facilities	\$ _____
Bicycle infrastructure (bike lanes, etc.)	\$ _____
Environment protection and enhancement	\$ _____
Municipal buildings (e.g. City Hall, Library, etc.)	\$ _____
Parks and trails	\$ _____
Recreation facilities	\$ _____
Roads and traffic control	\$ _____
Storm drainage system	\$ _____
Sidewalks	\$ _____
Streetscape / beautification projects	\$ _____
Other: _____	\$ _____
<b>TOTAL</b>	<b>\$ 100.00</b>

*Please divide \$100 among the listed capital projects according to their importance to you. Please fill all the spaces with dollar amounts ranging from \$0 to \$100.*

EXAMPLE	
Capital Project A	\$ 20
Capital Project B	\$ 25
Capital Project C	\$ 15
Capital Project D	\$ 0
Capital Project E	\$ 40
<b>Total</b>	<b>\$ 100</b>

**Water Utility:**

7. During financial planning in 2009, City Council attempted to provide details regarding the water master plan and the long term financing strategy for the water utility. On a scale of 1-5, (1 = not very well at all; 5 = very well), please respond to the following question:

	Not Well					Very Well	No Opinion
	1	2	3	4	5	N/A	
How well do you think you understand the issues and long term financing strategy for water for the City of Nelson?							

**Comments**

✓

8. The City of Nelson completed a water master plan in 2008 and introduced a long term financing strategy which included an increase in water rates. The main components of the water master plan are listed below; please rank them in the order priority to you (1 = most important; 6 = least important)

	Rank
Reduce consumption	_____
Demand management (eg. meters)	_____
Water treatment (UV filtration)	_____
Secondary source (eg. lake)	_____
Replacing aging Infrastructure	_____
Other (please specify): _____	_____

**Service Satisfaction:**

9. On a scale of 1 (strongly disagree) to 5 (strongly agree), please rate the following statements by circling the number that most clearly represents your opinion:

	Strongly disagree	←-----→			Strongly agree	No opinion
a. I receive good value for the municipal taxes I pay	1	2	3	4	5	N/A
b. The City of Nelson government <u>welcomes</u> citizen involvement	1	2	3	4	5	N/A
c. The City of Nelson government <u>listens</u> to citizens	1	2	3	4	5	N/A
d. I am pleased with the overall direction that the City of Nelson is taking	1	2	3	4	5	N/A
e. In general, I believe the City of Nelson government is doing a good job	1	2	3	4	5	N/A

10. What was your impression of the service provided by the Nelson employee in your most recent contact during the last 12 months? Please circle a number to show:

- First, how satisfied you were with the service, and then,
- How important this service is to you
- If you have no opinion please select N/A

	Satisfaction						Importance					
	←-----→		←-----→		←-----→		←-----→		←-----→		←-----→	
	1	2	3	4	5	N/A	1	2	3	4	5	N/A
I was treated fairly	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Staff were knowledgeable and competent	1	2	3	4	5	N/A	1	2	3	4	5	N/A
Staff went the extra mile to make sure I got what I needed	1	2	3	4	5	N/A	1	2	3	4	5	N/A
I waited a reasonable amount of time at the service location	1	2	3	4	5	N/A	1	2	3	4	5	N/A
I was informed of everything I had to do to get the service	1	2	3	4	5	N/A	1	2	3	4	5	N/A

What type of inquiry did you have at that time?

<input type="checkbox"/> Airport	<input type="checkbox"/> Cemetery	<input type="checkbox"/> Hydro – customer service	<input type="checkbox"/> Roads and sidewalks
<input type="checkbox"/> Billing - taxes, hydro, sewer, water and other	<input type="checkbox"/> City Council	<input type="checkbox"/> Parks	<input type="checkbox"/> Sewer/water services
<input type="checkbox"/> Building inspection	<input type="checkbox"/> Fire	<input type="checkbox"/> Planning and development	<input type="checkbox"/> Transit
<input type="checkbox"/> Bylaw and parking	<input type="checkbox"/> Garbage	<input type="checkbox"/> Police	<input type="checkbox"/> Other, please specify: _____

**Communications:**

11. Please identify up to 3 of the most important ways you learn about municipal government issues? (Please check a maximum of three  boxes.)

<input type="checkbox"/> Contact member of Nelson staff	<input type="checkbox"/> From friends who work for municipality
<input type="checkbox"/> Contact member of Nelson Council	<input type="checkbox"/> Nelson Daily News
<input type="checkbox"/> City of Nelson website	<input type="checkbox"/> Nelson Star
<input type="checkbox"/> Municipal newsletter	<input type="checkbox"/> Kootenay Weekly Express
<input type="checkbox"/> Radio station	<input type="checkbox"/> Pennywise
<input type="checkbox"/> Shaw Cable	<input type="checkbox"/> Other, please specify: _____
<input type="checkbox"/> Word of mouth: neighbours, friends	<input type="checkbox"/> No opinion

