



- **322 completed surveys**
- **Open from April 25 to May 17, 2019**
- **218 surveys completed in first weekend (April 25 to 28)**
- **Average time spent was 6 minutes 7 seconds**
- **78 per cent of people completed the survey (they didn't quit part way through)**

**Q1 What newspapers do you regularly read? (check all that apply)**

Answered: 314 Skipped: 8

ANSWER CHOICES	RESPONSES	
Review (print)	30.25%	95
Review (online or Facebook)	73.25%	230
Mountaineer (print)	35.67%	112
Mountaineer (online or Facebook)	80.25%	252
Current (online only)	53.18%	167
The Stoke List (online only)	40.76%	128
Local tourist guides (print)	8.28%	26
Other (please specify)	10.19%	32
<b>TOTAL RESPONDENTS</b>		<b>314</b>

**Q2 What local radio stations do you listen to? (check the one that best applies)**

Answered: 319 Skipped: 3

ANSWER CHOICES	RESPONSES	
106.1 EZ Rock (mostly)	27.27%	87
92.5 Stoke FM (mostly)	26.02%	83
91.3 CBC Radio One (mostly)	21.63%	69
I listen to all local stations equally	6.90%	22
I don't listen to local radio	18.18%	58
<b>TOTAL</b>		<b>319</b>

### Q3 Do you use social media?

Answered: 319 Skipped: 3

ANSWER CHOICES	RESPONSES	
Nope!	7.21%	23
I have an account but haven't logged in for ages	2.19%	7
I use it but not very often	7.21%	23
I use social media weekly	8.78%	28
I use social media daily	50.78%	162
I use social media all the time	23.82%	76
<b>TOTAL</b>		<b>319</b>

### Q4 You told us you use social media. Which platforms or apps do you use, and how often?

Answered: 293 Skipped: 29

	I HAVE AN ACCOUNT BUT THAT'S IT	I LOG IN ONCE IN A WHILE	I CHECK OUT POSTS REGULARLY, BUT NOT EVERY DAY	I VISIT AND POST REGULARLY	I USE THIS APP ALL THE TIME	TOTAL
Facebook	2.75% 8	8.59% 25	25.43% 74	30.93% 90	32.30% 94	<b>291</b>
Twitter	42.45% 45	28.30% 30	16.98% 18	5.66% 6	6.60% 7	<b>106</b>
Instagram	10.05% 19	16.93% 32	23.28% 44	26.46% 50	23.28% 44	<b>189</b>
LinkedIn	38.58% 49	42.52% 54	14.17% 18	3.15% 4	1.57% 2	<b>127</b>
YouTube	24.32% 36	36.49% 54	17.57% 26	5.41% 8	16.22% 24	<b>148</b>
Snapchat	45.33%	29.33%	13.33%	8.00%	4.00%	<b>75</b>



**Q5 Where do you get most of your information about the City of Revelstoke? (check all that apply)**

Answered: 319 Skipped: 3

ANSWER CHOICES	RESPONSES	
Letters/email, notices or correspondence from the City	25.39%	81
Attend/watch Council meetings	14.73%	47
Revelstoke.ca website	19.12%	61
E-newsletter (quarterly)	8.78%	28
City of Revelstoke Facebook page	40.44%	129
The Mayor's Report (EZ Rock)	23.82%	76
City of Revelstoke Twitter feed	1.25%	4
Other social media channel (such as a Facebook group)	45.14%	144
Local newspaper	54.86%	175
Radio	23.51%	75
In-person at a front counter or phone	4.39%	14
Word of mouth through family/friends	47.65%	152
Other (please specify)*	4.70%	15
<b>TOTAL RESPONDENTS</b>		<b>319</b>

*\*Other (please specify)*

- Mountaineer online
- Revelstoke community page on facebook
- None of the above
- The mountaineer
- City text notifications
- I just arrived one week ago so not sure what I will use yet.
- Direct communication with City Mgmt & Staff
- Local gossip and whinning
- Through chamber
- Sometimes word of Mouth - not always reliable
- other local news print
- I am an employee - so at work
- what informatoin??? its only one way!
- Facebook
- counsel member social media feeds



### Q6 Do you subscribe to any 'Notify Me' email alerts?

Answered: 320 Skipped: 2

ANSWER CHOICES	RESPONSES	
Yes	19.38%	62
No	62.19%	199
I don't know what those are! (you can sign up for text or email alerts on a number of topics at <a href="http://revelstoke.ca">revelstoke.ca</a> )	18.44%	59
<b>TOTAL</b>		<b>320</b>

### Q7 Do you use SeeClickFix?

Answered: 319 Skipped: 3

ANSWER CHOICES	RESPONSES	
Yes, on the website	23.20%	74
No, I have the app on my phone	11.91%	38
No	49.53%	158
I don't know what that is! (report issues or bylaw infractions online or with an app)	15.36%	49
<b>TOTAL</b>		<b>319</b>

### Q8 How well informed do you feel you are about City of Revelstoke/Council programs, projects, and news?

Answered: 285 Skipped: 37

Average (from 1 to 10): 3

Total Respondents: 285

### Q9 How satisfied are you with the information you receive from City of Revelstoke?

Answered: 268 Skipped: 54

Average (from 1 to 10): 3

Total Respondents: 268

### Q10 Over the past year, have you had face-to-face or one-on-one interaction with the City of Revelstoke?

Answered: 317 Skipped: 5

ANSWER CHOICES	RESPONSES	
Yes	64.35%	204
No	35.65%	113
<b>TOTAL</b>		<b>317</b>



**Q11 You told us you've had one-on-one or in-person communications with the City of Revelstoke. Tell us where/ how that happened.**

Answered: 199 Skipped: 123

ANSWER CHOICES	RESPONSES	
At a front counter	70.35%	140
On the phone	35.68%	71
Email correspondence	32.66%	65
Other (please describe)	22.61%	45
<b>Total Respondents: 199</b>		

**Q12 If you like, tell us more about that experience:**

Answered: 72 Skipped: 250

**Q13 Have you taken part in a City of Revelstoke engagement opportunity in the past year (such as completed a survey, attended an open house, provided comments)?**

Answered: 304 Skipped: 18

No	25.99%	79
Unsure	4.61%	14
<b>TOTAL</b>		<b>304</b>

**Q14 If yes, for what topic(s)? (skip question if your last answer was 'no')**

Answered: 221 Skipped: 101

ANSWER CHOICES	RESPONSES	
Cannabis	44.34%	98
Budget	37.56%	83
DCCs	43.44%	96
Don't know/don't recall	4.98%	11
This survey on communications!	61.99%	137
Other (please specify)	14.93%	33
<b>Total Respondents: 221</b>		

**Q15 Do you feel you have adequate opportunity to provide your comments on plans and projects?**

Answered: 302 Skipped: 20

ANSWER CHOICES	RESPONSES	
Yes	32.45%	98
No	32.78%	99
Unsure	34.77%	105
<b>TOTAL</b>		<b>302</b>



### Q16 Do you feel Council considers public feedback when making decisions?

Answered: 253 Skipped: 69

Average score (from 1 to 10): 3

Total respondents: 253

### Q17 How important is having your say/providing feedback on projects and plans?

Answered: 270 Skipped: 52

Average score (from 1 to 10): 4

Total respondents: 270

### Q18 What topics are you interested in hearing more about? (check all that apply)

Answered: 298 Skipped: 24

ANSWER CHOICES	RESPONSES	
Council meeting agendas/schedule	45.30%	135
Council highlights/outcomes	73.83%	220
Engagement for programs/projects	53.69%	160
Private development proposals	68.12%	203
Garbage and recycling	53.36%	159
Special events	56.71%	169
Recreation programs	49.33%	147
Park and trail news or information	58.05%	173
Environmental news or information	56.38%	168
City operations (such as snow removal, minor roadwork)	65.77%	196
Volunteer opportunities	31.54%	94
Something else? (please specify)*	16.11%	48
Total Respondents		298

#### \*Something else? (please specify)

- Budget and spending (6)
- Bylaw enforcement/parking/vacation rentals (6)
- Capital projects (5)
- Affordable housing (5)
- Staffing issues (4)
- Building permit process (2)
- Sewage plant (2)
- Community Development plans
- CSRD information
- Economic development news
- DCCs
- Heritage
- Public safety (police and fire news)
- Road safety
- Road safety for schools
- Cultural funding and planning
- Water usage
- Emergency preparedness



**Q19 How interested are you in participating in community engagement opportunities?**

Answered: 223 Skipped: 99

Average score (from 1 to 10): 4

Total Respondents: 223

**Open-ended comments:**

*Open ended comments were placed in "Positive" (eg keep up the good work), "Neutral" which includes suggestions for improvement (eg "Links from Facebook to the website would be good to make it easier to find the material.") and "Negative" ("It took me half an hour to find something on the website")*

Q20 Social media | Answered: 87. Skipped: 235

33 positive / 53 neutral / 1 negative

Q21 Website (revelstoke.ca) | Answered: 76. Skipped: 246

6 positive / 40 neutral / 30 negative

Q22 Engagement/public participation | Answered: 55. Skipped: 267

4 positive / 43 neutral / 8 negative

Q23 In-person/customer service | Answered: 53. Skipped: 269

16 positive / 26 neutral / 11 negative

Q24 NotifyMe / SeeClickFix | Answered: 53. Skipped: 269

5 positive / 37 neutral / 11 negative

Q25 E-newsletter | Answered: 34. Skipped: 288

9 positive / 24 neutral / 1 negative

Q26 Is there anything we didn't ask you about or something you'd like to add? | Answered: 47. Skipped: 275

3 positive / 39 neutral / 4 negative



**Q27 Where do you live?**

Answered: 291 Skipped: 31

ANSWER CHOICES	RESPONSES	
Revelstoke, full time	95.19%	277
Revelstoke, part time/seasonal	2.75%	8
Elsewhere in B.C.	1.72%	5
Elsewhere, outside B.C.	0.34%	1
<b>TOTAL</b>		<b>291</b>

**Q28 My age**

Answered: 289 Skipped: 33

ANSWER CHOICES	RESPONSES	
Under 18	0.00%	0
19-24	1.04%	3
25-34	16.96%	49
25-44	30.10%	87
45-54	19.03%	55
55-64	16.61%	48
65+	16.26%	47
<b>TOTAL</b>		<b>289</b>

**Q29 Gender**

Answered: 288 Skipped: 34

ANSWER CHOICES	RESPONSES	
Male	37.85%	109
Female	57.29%	165
Other/prefer not to answer	4.86%	14
<b>TOTAL</b>		<b>288</b>

