




Bowen Island Municipality Householder Survey 2012



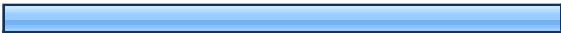


1. On a scale of 1 (very poor) to 5 (very good), please check the box that comes closest to your opinion for each of the following questions:

	1 (very poor)	2	3	4	5 (very good)	Response Count
How would you rate the overall quality of life on Bowen?	0.1% (1)	1.2% (9)	14.3% (103)	46.3% (334)	38.0% (274)	721
How would you rate Bowen as a place to raise children?	0.9% (6)	2.5% (17)	13.4% (93)	34.5% (239)	48.8% (338)	693
How would you rate Bowen as a place to work?	16.2% (110)	29.2% (198)	30.5% (207)	14.7% (100)	9.4% (64)	679
How would you rate Bowen as a place to retire?	2.8% (20)	8.1% (58)	25.7% (183)	34.9% (249)	28.5% (203)	713
answered question						727
skipped question						7

2. Please indicate whether you are a

		Response Percent	Response Count
Full-time resident		87.4%	633
Part-time resident		10.8%	78
Not resident		1.8%	13
answered question			724
skipped question			10

3. Please indicate whether you

		Response Percent	Response Count
Own your home		83.9%	608
Rent your home		13.5%	98
Are a non-resident property owner		2.6%	19
answered question			725
skipped question			9

4. Please indicate your household size.

		Response Average	Response Total	Response Count
Adults		2.01	1,452	724
Children		1.19	405	339
answered question				724
skipped question				10

5. Parks, Cultural & Recreation Services. Please rate Importance and Satisfaction from 1 (least important/satisfied) to 5 (most important/satisfied)

1=Least Important: 5=Most Important

	1	2	3	4	5
Arts & cultural programs	12.5% (89)	11.0% (78)	23.4% (166)	26.3% (187)	25.6% (182)
Beaches, beach access & waterfront park areas	1.5% (11)	4.3% (31)	14.1% (101)	25.8% (185)	53.9% (386)
Fitness, health & wellness programs	7.9% (56)	12.7% (90)	27.7% (196)	27.1% (192)	21.5% (152)
Library	5.6% (40)	6.8% (49)	15.5% (111)	27.4% (197)	43.9% (315)
Parks	1.7% (12)	3.9% (28)	14.5% (103)	29.3% (208)	50.2% (356)
Playgrounds	11.6% (82)	10.8% (76)	20.1% (142)	24.9% (176)	17.3% (122)
Programs for children (0-12)	9.2% (64)	4.6% (32)	14.1% (98)	21.6% (150)	24.6% (171)
Programs for youth (13-21)	6.3% (44)	6.3% (44)	15.3% (106)	21.9% (152)	26.5% (184)
Programs for adults	7.8% (55)	11.0% (77)	31.5% (221)	28.1% (197)	13.4% (94)
Programs for seniors	6.9% (48)	6.0% (42)	25.6% (179)	27.3% (191)	20.0% (140)
Sports & athletic programs	10.5% (74)	8.7% (61)	27.2% (191)	25.8% (181)	15.4% (108)
Tennis Courts at BICS	23.9% (167)	13.0% (91)	21.0% (147)	13.1% (92)	8.9% (62)
Sports fields	13.9% (97)	9.7% (68)	26.1% (183)	22.0% (154)	15.9% (111)
Trails	1.6% (11)	2.4% (17)	11.4% (81)	27.6% (196)	56.4% (400)

1=Least Satisfied: 5=Most Satisfied

	1	2	3	4	5
Arts & cultural programs	4.4% (29)	11.7% (77)	32.8% (215)	27.9% (183)	12.3% (81)
Beaches, beach access & waterfront park areas	5.1% (34)	12.5% (83)	33.9% (225)	30.3% (201)	16.1% (107)
Fitness, health & wellness programs	3.5% (23)	9.0% (59)	26.3% (172)	30.0% (196)	14.7% (96)

Library	1.5% (10)	4.4% (29)	17.8% (118)	39.0% (259)	31.0% (206)
Parks	2.7% (18)	5.8% (38)	28.1% (184)	40.2% (263)	21.1% (138)
Playgrounds	3.3% (21)	9.5% (61)	25.2% (161)	21.6% (138)	10.8% (69)
Programs for children (0-12)	1.3% (8)	3.8% (24)	18.8% (118)	20.7% (130)	10.5% (66)
Programs for youth (13-21)	7.7% (48)	14.7% (92)	19.6% (123)	9.4% (59)	3.0% (19)
Programs for adults	4.1% (26)	9.9% (63)	32.7% (209)	22.8% (146)	6.6% (42)
Programs for seniors	6.8% (43)	10.1% (64)	23.5% (149)	13.6% (86)	4.4% (28)
Sports & athletic programs	2.2% (14)	6.1% (39)	27.2% (173)	22.3% (142)	10.4% (66)
Tennis Courts at BICS	5.0% (32)	5.5% (35)	17.2% (109)	16.2% (103)	9.9% (63)
Sports fields	3.6% (23)	7.7% (49)	21.9% (140)	24.1% (154)	12.9% (82)
Trails	3.1% (20)	6.6% (43)	29.2% (191)	36.0% (236)	23.1% (151)
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6. Public Safety Please rate Importance and Satisfaction from 1 (least) to 5 (most).

1=Least Important: 5=Most Important

	1	2	3	4	5
Animal control	13.8% (97)	14.5% (102)	27.0% (190)	20.2% (142)	23.3% (164)
Fire safety education	4.4% (31)	8.4% (59)	22.4% (157)	25.0% (175)	34.2% (240)
Emergency preparedness program	4.4% (31)	7.0% (49)	22.0% (154)	29.3% (205)	33.4% (234)
Fire services	0.3% (2)	1.0% (7)	5.0% (35)	16.3% (115)	76.8% (543)
Police services	3.8% (27)	6.6% (47)	20.5% (145)	23.7% (168)	44.9% (318)
Ambulance services	0.4% (3)	0.4% (3)	4.2% (30)	17.1% (121)	76.8% (542)

1=Least Satisfied: 5=Most Satisfied

	1	2	3	4	5
Animal control	14.2% (94)	13.1% (87)	29.4% (195)	19.3% (128)	12.7% (84)
Fire safety education	5.8% (38)	9.2% (60)	28.1% (183)	22.4% (146)	12.3% (80)
Emergency preparedness program	8.3% (54)	15.9% (103)	30.1% (195)	19.0% (123)	8.2% (53)
Fire services	0.6% (4)	2.0% (13)	15.1% (100)	37.8% (250)	38.1% (252)
Police services	3.3% (22)	6.2% (41)	19.2% (127)	32.1% (212)	32.3% (213)
Ambulance services	3.8% (25)	7.3% (48)	18.0% (119)	28.6% (189)	29.2% (193)

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7. Planning & Development Please rate Importance and Satisfaction from 1 (least) to 5 (most).

1=Least Important: 5=Most Important

	1	2	3	4	5
Building inspection & permits	8.5% (59)	8.5% (59)	26.7% (186)	27.4% (191)	19.1% (133)
Bylaw enforcement	9.6% (67)	14.4% (100)	32.5% (226)	24.3% (169)	16.5% (115)
Land use planning	4.7% (33)	2.3% (16)	13.7% (96)	26.6% (186)	49.4% (345)
Maintaining character of community	4.1% (29)	4.6% (32)	12.8% (90)	26.5% (186)	50.4% (354)
Protecting natural environment	3.3% (23)	4.9% (34)	14.3% (100)	19.4% (136)	57.9% (406)

1=Least Satisfied: 5=Most Satisfied

	1	2	3	4	5
Building inspection & permits	12.4% (79)	11.1% (71)	26.5% (169)	16.1% (103)	6.4% (41)
Bylaw enforcement	18.4% (119)	19.5% (126)	27.7% (179)	13.8% (89)	5.3% (34)
Land use planning	29.4% (192)	27.6% (180)	24.2% (158)	6.9% (45)	2.5% (16)
Maintaining character of community	19.9% (130)	20.4% (133)	34.9% (228)	16.7% (109)	3.8% (25)
Protecting natural environment	19.7% (128)	15.4% (100)	30.4% (198)	22.1% (144)	9.8% (64)

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8. Municipal Infrastructure & Services Please rate Importance and Satisfaction from 1 (least) to 5 (most)

1=Least Important: 5=Most Important

	1	2	3	4	5
Garbage collection	1.4% (10)	3.1% (22)	13.5% (95)	29.7% (210)	51.3% (362)
Green/yard waste collection	13.3% (93)	7.9% (55)	20.6% (144)	23.2% (162)	30.3% (212)
Recycling (BIRD)	0.6% (4)	1.4% (10)	8.2% (58)	22.8% (161)	66.8% (471)
Road condition maintenance	2.1% (15)	5.0% (35)	21.4% (151)	35.4% (249)	36.1% (254)
Snow and ice clearing	2.7% (19)	5.4% (38)	18.5% (130)	34.7% (244)	36.6% (257)
Roadside vegetation maintenance	12.8% (89)	17.9% (125)	37.5% (262)	21.2% (148)	9.2% (64)
Trail maintenance	3.3% (23)	6.9% (48)	23.9% (167)	36.2% (253)	27.5% (192)
Ease of pedestrian travel	3.4% (24)	6.3% (44)	15.6% (109)	30.6% (213)	43.0% (300)
Ease of travel by bicycle	8.3% (57)	10.2% (70)	17.0% (117)	26.2% (180)	29.9% (206)
Ease of car travel	6.8% (47)	8.2% (57)	28.7% (199)	30.8% (214)	23.9% (166)
Parking control & enforcement	27.4% (189)	14.5% (100)	25.7% (177)	15.5% (107)	13.2% (91)

1=Least Satisfied: 5=Most Satisfied

	1	2	3	4	5
Garbage collection	1.4% (9)	1.8% (12)	7.7% (51)	25.0% (166)	62.6% (416)
Green/yard waste collection	3.8% (25)	2.9% (19)	15.7% (102)	21.4% (139)	39.7% (258)
Recycling (BIRD)	0.6% (4)	2.0% (13)	6.0% (40)	20.5% (136)	70.5% (469)
Road condition maintenance	14.0% (93)	20.7% (137)	35.1% (233)	21.0% (139)	7.7% (51)
Snow and ice clearing	5.4% (36)	6.9% (46)	26.8% (178)	36.3% (241)	18.1% (120)
Roadside vegetation maintenance	7.8% (51)	11.4% (75)	29.0% (191)	30.2% (199)	14.0% (92)
Trail maintenance	3.4% (22)	8.0% (52)	24.8% (162)	36.7% (239)	20.9% (136)
Ease of pedestrian travel	19.5% (128)	25.9% (170)	29.3% (192)	14.8% (97)	4.7% (31)

Ease of travel by bicycle	22.6% (146)	24.6% (159)	21.4% (138)	8.4% (54)	3.7% (24)
Ease of car travel	2.7% (18)	7.2% (47)	23.4% (153)	36.6% (240)	25.3% (166)
Parking control & enforcement	20.7% (134)	14.1% (91)	24.8% (160)	14.2% (92)	9.3% (60)
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9. In the past 12 months, approximately how often did you or a member of your household attend a facility or participate in any of the following activities? Please check the ranking that most closely applies.

	Never	Once or Twice	3 or 4 Times	Once every 1 to 2 months	more often than monthly	Response Count
Arts and cultural programs	17.5% (124)	26.8% (190)	22.0% (156)	18.8% (133)	15.0% (106)	709
Visited the Gallery at Artisan Square	16.9% (121)	30.2% (216)	19.0% (136)	21.1% (151)	12.7% (91)	715
Visited the Library	12.2% (87)	18.4% (132)	16.5% (118)	17.3% (124)	35.6% (255)	716
Participated in a Bowen sport or athletic program	58.7% (421)	13.7% (98)	6.1% (44)	3.3% (24)	18.1% (130)	717
Participated in a fitness, health or wellness program	48.5% (347)	12.9% (92)	8.8% (63)	5.7% (41)	24.1% (172)	715
Used the artificial turf field at BICS	80.5% (578)	4.9% (35)	2.6% (19)	1.5% (11)	10.4% (75)	718
Used a grass sport field	70.6% (506)	8.5% (61)	6.7% (48)	4.0% (29)	10.2% (73)	717
Used Bowen Island Golf Course	60.7% (436)	12.0% (86)	7.7% (55)	5.8% (42)	13.8% (99)	718
Used the tennis courts at BICS	81.8% (585)	8.0% (57)	4.1% (29)	2.9% (21)	3.2% (23)	715
Used a recreation centre in a neighbouring community	56.0% (399)	12.5% (89)	9.8% (70)	7.7% (55)	14.0% (100)	713
Participated in a program for seniors	88.8% (637)	5.0% (36)	2.2% (16)	0.7% (5)	3.2% (23)	717
Used program for youths	87.3% (619)	4.1% (29)	2.1% (15)	1.7% (12)	4.8% (34)	709

Used program for children	75.4% (532)	5.2% (37)	5.1% (36)	2.3% (16)	12.0% (85)	706
Used a Crippen Park trail	5.9% (42)	9.5% (68)	14.6% (105)	15.8% (113)	54.3% (389)	717
Used a BIM Trail	12.7% (89)	14.1% (99)	15.0% (105)	15.5% (109)	42.7% (300)	702
Attended a public meeting about municipal matters	29.0% (205)	30.9% (219)	19.9% (141)	13.0% (92)	7.2% (51)	708
Visited the municipal offices	10.1% (72)	44.7% (320)	27.9% (200)	10.2% (73)	7.1% (51)	716
Contacted the Fire Department	79.1% (565)	18.2% (130)	2.0% (14)	0.4% (3)	0.3% (2)	714
Contacted the Police	73.6% (521)	22.2% (157)	2.7% (19)	1.0% (7)	0.6% (4)	708
Attended a community event	6.4% (45)	22.8% (160)	28.9% (203)	25.6% (180)	16.2% (114)	702
Participated in a community school education program	68.7% (487)	15.2% (108)	7.6% (54)	3.2% (23)	5.2% (37)	709
Used the municipal website	11.8% (84)	25.5% (182)	25.1% (179)	19.3% (138)	18.3% (131)	714
answered question						721
skipped question						13

10. If faced with the following realistic choices regarding municipal services, what would you prefer Council to do? Please check only one box indicating your preferred choice.

		Response Percent	Response Count
Improve services with higher taxes	<input type="checkbox"/>	17.7%	126
Improve services with increased user fees	<input type="checkbox"/>	30.7%	219
Maintain services with unchanged taxes	<input checked="" type="checkbox"/>	33.5%	239
Maintain services with unchanged user fees	<input type="checkbox"/>	5.0%	36
Reduce services with reduced taxes	<input type="checkbox"/>	8.8%	63
Reduce services with reduced user fees	<input type="checkbox"/>	1.0%	7
No opinion	<input type="checkbox"/>	3.2%	23
answered question			713
skipped question			21

11. Listed below is the average cost per property of some of the major services provided by the municipality. Please check the box that most closely matches your preference.

	Discontinue	Reduce	Maintain at Current Levels	Increase	No opinion	Response Count
\$262 - roads, drainage and wharf maintenance	0.6% (4)	9.1% (65)	62.6% (445)	26.3% (187)	1.4% (10)	711
\$ 41 - winter roads,snow & ice removal	0.7% (5)	8.0% (57)	74.2% (530)	14.7% (105)	2.4% (17)	714
\$176 - recreation programs	4.1% (29)	28.6% (202)	51.5% (364)	13.4% (95)	2.4% (17)	707
\$150 - planning, building inspection & permits	1.7% (12)	34.5% (245)	50.5% (359)	8.2% (58)	5.2% (37)	711
\$136 - fire services & emergency programs	0.4% (3)	2.8% (20)	72.8% (520)	23.0% (164)	1.0% (7)	714
\$ 71 - library	3.2% (23)	10.7% (76)	61.0% (434)	23.9% (170)	1.1% (8)	711
\$ 77 - parks, beaches, trails, fields & bike park	1.0% (7)	9.7% (69)	54.4% (386)	34.4% (244)	0.4% (3)	709
\$ 61 - grants to community organizations	12.1% (86)	23.4% (166)	46.1% (327)	16.1% (114)	2.3% (16)	709
\$ 30 - bylaw enforcement	7.8% (55)	29.3% (206)	46.9% (330)	13.7% (96)	2.3% (16)	703
\$ 51 - Permissive property tax exemptions for charitable, philanthropic and other not for profit organizations	14.2% (101)	19.2% (136)	53.3% (378)	8.5% (60)	4.8% (34)	709
answered question						718
skipped question						16

12. Taxes paid to other entities and taxing authorities. Approximately 43% of the average tax b collected by BIM on behalf of other entities and taxing authorities. Please indicate whether you good value for the these taxes on a scale of 1 (least value) to 5 (most value).

1=Least Value: 5=Most Value

	1	2	3	4	5
\$ 40 - Metro Vancouver Regional District	22.0% (155)	20.7% (146)	25.1% (177)	12.5% (88)	10.5% (74)
\$ 69 - Islands Trust	37.1% (262)	16.0% (113)	16.0% (113)	9.2% (65)	11.0% (78)
\$223 - Translink	34.7% (247)	21.0% (149)	19.8% (141)	12.4% (88)	9.3% (66)
\$119 - Police	7.2% (51)	11.7% (83)	24.9% (177)	28.3% (201)	24.4% (173)
\$852 - School and other	8.1% (57)	7.5% (53)	20.1% (142)	23.6% (167)	27.0% (191)
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13. Imagine you were asked to pay \$100 more in taxes to pay for municipal capital projects. How would you want it spent? Please divide the \$100 amongst the listed capital projects according to your preference. Please enter only positive whole numbers with no decimals, commas, dollar signs, or other letter characters. The sum total must add to exactly 100.

	Response Average	Response Total	Response Count
Bicycle lanes & roadside trails	16.18	7,782	481
Environmental protection & enhancement	18.73	8,336	445
Ferry marshalling	20.02	9,850	492
Improve roads - drainage, rock fall pinning & preventative work	17.69	8,366	473
Multi-purpose community centre	21.66	10,958	506
New municipal hall	4.03	1,194	296
Performing arts facility	12.14	4,408	363
Replace firehall (earthquake-proof)	14.10	6,149	436
Snug Cove development	18.46	9,452	512
Traffic control	4.24	1,146	270
Other	9.34	1,691	181
None of the above	24.67	2,368	96
answered question			717
skipped question			17

**14. Communications & Public Engagement Please identify your preferred way of learning about BIM
Please rate your Preference from 1 (least preferred) to 5 (most preferred).**

1=Least Preferred: 5=Most Preferred




	1	2	3	4	5
Contact with members of BIM staff	33.0% (210)	14.9% (95)	25.6% (163)	10.8% (69)	8.0% (51)
Contact with BIM council member.	33.8% (214)	15.5% (98)	23.3% (148)	12.5% (79)	7.7% (49)
Town Hall meetings	24.1% (161)	18.0% (120)	24.4% (163)	18.0% (120)	12.3% (82)
Community association	33.7% (211)	13.7% (86)	24.6% (154)	11.3% (71)	2.1% (13)
BIM website	7.9% (53)	7.9% (53)	21.2% (142)	26.9% (180)	34.5% (231)
Word of mouth, friends & neighbours	29.9% (192)	15.9% (102)	25.8% (166)	13.1% (84)	10.7% (69)
Friends who work for BIM	55.6% (344)	12.3% (76)	8.2% (51)	4.2% (26)	3.9% (24)
Undercurrent	9.4% (64)	7.9% (54)	21.8% (149)	24.3% (166)	35.3% (241)
e-Mail	13.4% (89)	7.2% (48)	17.3% (115)	20.5% (136)	37.9% (251)
Other websites.	37.6% (216)	6.6% (38)	11.1% (64)	7.5% (43)	9.2% (53)
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15. Communications & Public Engagement There are a number of different ways BIM can contribute to important local issues. Please rate your level of preference for providing your input to Council using the following methods. Please rate your Preference from 1 (least preferred) to 5 (most preferred).

1=Least Preferred: 5=Most Preferred

	1	2	3	4	5
Attending BIM Council and Advisory Committee meetings	37.5% (246)	19.5% (128)	22.0% (144)	9.8% (64)	8.5% (56)
Public hearings	19.6% (130)	14.3% (95)	27.6% (183)	20.2% (134)	16.4% (109)
Public consultations or open houses where residents can observe and comment on information posted on display boards	12.1% (80)	12.7% (84)	27.1% (180)	25.2% (167)	21.6% (143)
Public opinion surveys (such as this one)	6.4% (44)	7.7% (53)	20.5% (140)	31.6% (216)	32.7% (224)
Discussion forums on municipal website	31.1% (203)	17.9% (117)	23.5% (153)	14.3% (93)	9.4% (61)
Discussion forums on other websites	52.7% (337)	14.8% (95)	10.6% (68)	7.5% (48)	6.1% (39)
Letters to the editor of the Undercurrent	32.5% (211)	15.1% (98)	23.7% (154)	16.5% (107)	9.1% (59)
e-Mail	18.0% (117)	10.6% (69)	22.0% (143)	22.3% (145)	22.5% (146)
Social media such as Twitter & Facebook	70.5% (446)	5.8% (37)	7.6% (48)	3.9% (25)	2.4% (15)
Town hall meetings	18.6% (124)	17.7% (118)	27.3% (182)	20.8% (139)	13.5% (90)
Contact with a BIM staff member	34.5% (222)	19.3% (124)	23.4% (151)	12.1% (78)	6.4% (41)
Contact with a council member	31.0% (201)	15.4% (100)	22.8% (148)	13.4% (87)	12.0% (78)
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16. Your input ... Please identify below any questions you would like to see asked in future surveys conducted by BIM. (max 100 characters)

			Response Percent	Response Count
1			100.0%	311
2			66.9%	208
3			45.7%	142
answered question				311
skipped question				423