



Methodology:

Results are based on an online study conducted from February 3 to February 11, 2022, among 500 adults in the Comox Valley.

The data has been statistically weighted according to Canadian census figures for age and gender in the Comox Valley.

The margin of error—which measures sample variability—is +/- 4.4 percentage points, nineteen times out of twenty.

We would like to ask you some questions about public services. All things considered, are you satisfied or dissatisfied with each of the current services to the public in your community?

- At least two thirds of residents are satisfied with six services: water (85%), parks and recreation (84%), garbage collection (79%), recycling collection (77%), cleanliness of civic buildings (72%) and emergency services support (67%).
- The satisfaction rating is lower for four other services: wastewater (62%), yard waste collection (59%), year-round road maintenance (54%) and local services (building inspection, permits, bylaws) (50%).

As far as you know, are each of the following services provided by public workers (your city, town, or village or CVRD) or provided by private contractors?

- Significant majorities of residents identify six services as being provided by public workers and not by private contractors: parks and recreation (84% to 7%), water (77% to 7%), local services (building inspection, permits, bylaws) (75% to 10%), emergency services support (71% to 11%), wastewater (59% to 10%) and year round road maintenance (58% to 25%).
- Two other services are also identified as being provided by public workers: cleanliness of civic buildings (47% to 19%) and yard waste collection (40% to 33%).
- Two other services are regarded as being provided by private contractors and not public workers: recycling collection (55% to 33%) and garbage collection (46% to 43%).

Over the past year, how many times have each of the following services not been delivered in your community?

- Majorities of residents report an interruption of three services at least once over the past year: recycling collection (73%), garbage collection (64%) and snow removal (63%), while almost half (45%) had the same experience with yard waste collection.
- Almost one-in-five residents say they missed out on garbage collection (19%) and recycling collection (18%) four or more times in the past year.



All things considered, do you agree or disagree with each of the following statements?

- Nine-in-ten residents (90%) value keeping well-paying jobs in the community.
- More than half of residents think services provided by public workers are superior to those provided by private contractors (57%) and believe that with privatization you pay more for lower quality services because private companies are cutting corners to make more profits (56%).
- Only 29% of residents agree that privatizing city services would save money and provide better service, while almost half (47%) disagree.
- Residents are divided on two other statements: "I would be prepared to pay more in taxes for quality, reliable, public service delivery" (Agree 43%, Disagree 47%) and "It makes no difference to me whether city services are delivered by public employees or private companies" (Agree 48%, Disagree 44%).

All things considered, which of these options would you prefer for the delivery of these services?

- Residents express a preference for public workers over private contractors on all four services tested: garbage collection (57% to 28%), public infrastructure projects (55% to 26%), yard waste collection (52% to 29%) and recycling collection (48% to 36%).

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