



CITY OF LANGLEY

# 2019 Community Survey

FINAL REPORT

DECEMBER 2, 2019

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# INTRODUCTION



# Background and Objectives

This report presents the findings of the City of Langley's 2019 Community Survey. The City's Community Survey is conducted every three years to obtain residents' feedback on municipal services, priority issues, and quality of life. Ipsos has been conducting this research on behalf of the City of Langley since 2004.

The key research objectives of the 2019 Community Survey included:

- Identify important local issues
- Assess perceptions of quality of life
- Assess perceptions of community safety
- Assess perceptions of the City's accountability and openness
- Measure satisfaction with municipal services
- Determine the perceived value for taxes and attitudes towards financial planning
- Assess perceptions of the City's communications
- Gauge the level of support for initiatives related to parks and recreation, planning and land use, affordable housing, parking, a performing arts centre, and solid waste collection

Insight gained by this research will help the City make important decisions regarding planning, budgeting, and community priorities.

Ipsos conducted both a telephone survey and an online survey.

## Telephone Survey

The telephone survey was intended to provide a random and representative sampling of community opinions.

Ipsos interviewed 500 adult (18+ years) City of Langley residents between September 16 and October 16, 2019. Interviewing was conducted exclusively on landlines.

The sample of residents was drawn by postal code. A screening question was included at the start of the survey to confirm residency in the City of Langley. Households with members who work for the City, an advertising agency, the media, and/or a market research firm were excluded from the survey via an upfront screening question.

The telephone survey data were statistically weighted to ensure the sample's overall age, gender, and neighbourhood composition reflects that of the actual City of Langley population according to Census data. Despite Ipsos' best efforts to engage younger residents, the final number of 18 to 34 year olds in the sample was too small to apply a statistical weight to this group. As such, age weighting was applied to those 18-44, 45-54, 55-64, and 65+ years.

The overall margin of error for the telephone survey is  $\pm 4.4\%$ , 19 times out of 20. The margin of error is larger for any sub-groupings of the sample.

## Online Survey

The online survey was intended to give all residents an opportunity to provide their feedback. The focus on inclusiveness means that residents self-selected whether to take part or not.

The City of Langley was responsible for promoting the online survey within the community.

While the online survey asked respondents the same screening questions as the telephone survey, all online respondents were allowed to continue regardless of their responses. A maximum of 3 surveys per IP address were accepted.

In total, 539 respondents completed the online survey between September 18 and October 31, 2019. After removing the surveys that exceeded the IP address limit, the final online sample size was 535.

The final online sample included the following:

- 439 City of Langley residents with no City staff in their household.
- 8 respondents with a City staff member in the household (including 1 non-resident).
- 87 non-residents of the City of Langley (including 1 with a City staff member in the household).
- 2 respondents who could not be classified based on their responses to the screening questions.

The online results shown in this report are based only on the 439 City of Langley residents with no City staff in their household.

No weighting was applied to the online data.

No margin of error is applicable to the online results as the survey was not intended to be random or representative.

# Interpreting and Viewing the Results

Some totals in the report may not add to 100%. Some summary statistics (e.g., total satisfied) may not match their component parts. The numbers are correct and the apparent errors are due to rounding.

Analysis of some of the statistically significant results is included where applicable. While a number of significant differences may appear in the cross-tabulation output, not all differences warrant discussion.

## TRACKING TO PREVIOUS SURVEYS

Where appropriate, this year's results have been compared to the City of Langley's past Community Surveys. Comparing the year-over-year results allows the City to understand how citizens' attitudes and priorities are changing, identify new or emerging issues facing the community, and monitor perceptions of the City's performance in key areas.

## NORMATIVE COMPARISONS

Where appropriate, this year's results have been compared to Ipsos' database of municipal norms. These norms are based on research Ipsos has conducted in other British Columbian municipalities within the past five years. Normative comparisons provide additional insight, context, and benchmarks against which the City of Langley can evaluate its performance.



# EXECUTIVE SUMMARY





# Key Findings (page 1 of 6)

## QUALITY OF LIFE

**Residents appreciate a variety of things about living in the City of Langley.** When asked what they like best about living in the City of Langley, the top three open-ended responses are “location” (13%), “community/neighbourhood” (9%), and “local/nearby amenities” (9%), followed by “convenience/easy access” (6%), “quiet/peaceful” (6%), and “parks/green space” (6%). This year’s top mentions are similar to 2016.

**Overall perceptions of quality of life remain favourable.** Nearly all (95%) residents rate the City of Langley’s overall quality of life as ‘very good/good’, on par with 2016.

**However, perceptions of the direction that quality of life is taking have deteriorated.** One-half (50%) of residents say the quality of life in the City of Langley has ‘stayed the same’ over the past three years. Among those saying the quality of life has changed, more say the quality of life has ‘worsened’ (32%) than ‘improved’ (15%), resulting in a net momentum score of -17 percentage points. This year’s net score is down 7 points from 2016, making it the strongest negative net score on record for the City of Langley.

- Residents who think the quality of life has ‘improved’ attribute this to a number of different factors, with the top open-ended responses being “recreational opportunities” (13%) and “well-maintained/clean” (10%), consistent with 2016.
- Among those saying the quality of life has ‘worsened’, the leading open-ended reason is “increased poverty/homelessness” (40%), followed by “increased crime/drug activity” (22%). These results are also consistent with 2016.

## ISSUE AGENDA

**Social issues continue to dominate the issue agenda.** Nearly one-half (49%) of residents identify social issues as an important local issue on an open-ended basis. The single biggest social issue by far is “poverty/homelessness” (45%). Other social issues include “housing/lack of affordable housing” (5%), “better services for seniors” (1%), and “affordability/high cost of living” (<1%). While social issues have consistently placed at or near the top of residents’ issue agenda, this year’s results are the highest on record (up 10 percentage points from 2016).

**Following social, the next most important local issues are crime and transportation.** Overall, 29% of residents mention crime and 21% mention transportation. These results are statistically consistent with 2016.

# Key Findings (page 2 of 6)

## COMMUNITY SAFETY AND SECURITY

**Overall perceptions of community safety remain favourable.** Two-thirds (67%) of residents agree that the City of Langley is a place where residents feel safe and secure, on par with 2016. One-third (33%) of residents disagree with this statement.

**However, residents say they feel less secure in their community now as compared to three years ago.** Overall, slightly more than one-half (53%) say they feel less secure. One-quarter (24%) of residents say they feel more secure while 21% say they have not noticed any change. This year's results are statistically consistent with 2016.

## CITY ACCOUNTABILITY AND OPENNESS

**While overall perceptions of the City's accountability and openness are favourable, openness ratings are down this year.** More than eight-in-ten (83%) residents agree that the City of Langley is accountable to the community for leadership and good governance, on par with 2016. Most (79%) also agree that the City of Langley believes in and practices open and accessible government. Perceptions of the City's openness are down 6 percentage points from 2016.

## CITY SERVICES

**Overall satisfaction with City services remains high.** Consistent with previous surveys, a strong majority (93%) of residents say they are satisfied with the overall level and quality of services provided by the City of Langley. Satisfaction with City services is on par with 2016.

**Satisfaction extends to the delivery of specific services.** All of the evaluated services receive a satisfaction score (combined 'very/somewhat satisfied' responses) higher than 70%, with the highest ratings going to public works (96%), fire protection (94%), and recreation facilities (91%). In comparison, emergency preparedness (77%) and bylaw enforcement (71%) score lower, although the majority of residents still say they are satisfied with these services. Satisfaction with most services is on par with 2016 – the two exceptions are police services (down 6 percentage points) and road conditions (up 9 percentage points).

## FINANCIAL PLANNING

**Perceptions of the City's value for taxes remain high.** Overall, 87% of residents say they receive good value for their municipal tax dollars, on par with 2016.

**Residents continue to prefer tax increases over service cuts.** When given a choice between increased taxes or service cuts, 57% of residents choose tax increases while 29% opt for service cuts. The preference for tax increases over service cuts is consistent with 2016.

**There are divided opinions as to whether the City of Langley should increase property taxes or incur debt to help finance amenities and infrastructure.**

Overall, opposition exceeds support by a slim margin. Year-over-year tracking comparisons are unavailable for this question.

- Increasing property taxes: 46% support, 51% oppose.
- Incurring debt: 45% support, 51% oppose.

## COMMUNICATION

**The majority of residents are satisfied with the City's opportunities for input.** Overall, three-quarters (75%) of residents say they are satisfied with the amount of opportunity they have available to be heard regarding decisions affecting their neighbourhood, on par with 2016. A total of 22% say they are dissatisfied.

**Email and direct mail continue to be residents' preferred ways of receiving City information.** When asked for the best methods for the City of Langley to communicate information to them, 41% of residents mention "email" and 36% mention "direct mail". Another 24% mention "newspaper". While these were also the three leading responses in 2016, "newspaper" mentions are down 8 percentage points this year.

**Most residents have not viewed a Langley City Council meeting in the past 12 months.** Overall, 20% of residents say they personally viewed at least one Langley City Council meeting in the past 12 months, either by attending in-person or watching live broadcasts on Shaw TV cable or by web-streaming. Claimed attendance/viewership is on par with 2016.

- Among those saying they did not attend or watch any meetings, the number one open-ended reason given is "not aware of when meetings are held/broadcast" (27%), followed by "not interested" (15%), "too time consuming" (14%), and "busy/no time" (11%). This is consistent with 2016.



## WEBSITE & SOCIAL MEDIA

**Most residents have visited the City's website in the past 12 months; while usage of the City's social media offerings is significantly lower, Facebook visits have doubled since 2016.** Nearly two-thirds (65%) of residents say they personally visited the City of Langley's website in the past 12 months. Slightly over two-in-ten (22%) say they visited the City's Facebook page, while 8% say they visited the City's Twitter page. Claimed usage of the City's Facebook page has doubled since 2016 (up 11 percentage points).

- 94% of those who visited the City's website in the past 12 months say they found the content of information and online services useful.
- 84% of those who visited the City's Twitter page in the past 12 months say they found the content of information and online services useful.
- 73% of those who visited the City's Facebook page in the past 12 months say they found the content of information and online services useful.

## SUPPORT FOR VARIOUS INITIATIVES

**There is support for several different parks and recreation improvements in the City of Langley.** A majority of residents say they would support a wildlife interpretive centre along the Nicomekl River (76%), additional community gardens (74%), additional off-leash dog areas (65%), a new indoor swimming pool (64%), and pocket parks in Downtown Langley (62%). There is less support for enclosing the Al Anderson Memorial Pool (45%). Year-over-year tracking comparisons are unavailable for this question.

**A slight majority of residents support allowing cannabis retail stores in the City of Langley.** Overall, 56% of residents say they would support allowing cannabis retail stores in the City of Langley. A large minority (44%) say they are opposed. Moreover, both sides have relatively strong opinions, with 31% saying 'strongly support' and 35% saying 'strongly oppose'. Year-over-year tracking comparisons are unavailable for this question.

**There is support for developing neighbourhood commercial nodes in residential areas south of the Nicomekl River.** Nearly two-thirds (65%) of residents say they would support the development of neighbourhood commercial nodes in residential areas south of the Nicomekl River. One-third (32%) say they are opposed. Year-over-year tracking comparisons are unavailable for this question.

# Key Findings (page 5 of 6)

## SUPPORT FOR VARIOUS INITIATIVES *(cont'd)*

**Residents support several different types of development south of the Nicomekl River to improve housing choice and affordability.** Overall, there is the greatest support for duplexes (73%), followed by townhouses (67%) and smaller lot sizes (61%). A small majority (54%) say they would support apartments. Year-over-year tracking are unavailable for this question.

**Residents support allowing secondary suites in separate, detached buildings but not in houses that are not owner-occupied.** Two-thirds (66%) of residents say they would support allowing secondary suites in separate, detached buildings such as coach houses, garden suites, or back yard suites in the City of Langley. Only 36% say they would support allowing secondary suites in houses that are not owner-occupied. Year-over-year tracking comparisons are unavailable for this question.

**There is support for the City providing financial incentives to increase the city's stock of affordable housing.** The majority (62%) of residents say they would support the City of Langley providing financial incentives to increase the stock of affordable housing in the city. Slightly less than four-in-ten (37%) say they are opposed. Year-over-year tracking comparisons are unavailable for this question.

**Residents support different regulatory measures to protect or expand the city's stock of affordable housing.** Of the evaluated regulatory measures, there is the greatest support for tenant protection or relocation policies (73%) and inclusionary zoning (72%). In comparison, relatively fewer (but still the majority) residents say they would support rental only zones (58%) and density bonusing (56%). Year-over-year tracking comparisons are unavailable for this question.

**There is little support for implementing pay parking meters in downtown City of Langley.** Only 16% of residents say they would support this initiative. The vast majority (84%) say they are opposed. Overall support is consistent with 2016.

**There is also little support for parking permits.** Slightly over four-in-ten (41%) residents say they would support the City regulating on-street parking through the issuance of permits in areas with chronic parking shortages. The majority (56%) of residents say they oppose this initiative. Year-over-year tracking comparisons are unavailable for this question.

# Key Findings (page 6 of 6)

## SUPPORT FOR VARIOUS INITIATIVES *(cont'd)*

**Residents are highly supportive of the City funding part of the construction and operating cost of a performing arts centre in downtown City of Langley.**

Overall, 80% say they would support this initiative. Just under two-in-ten (19%) say they are opposed. Year-over-year tracking comparisons are unavailable for this question.

**There is support for waste and recyclables toter service.** The majority (72%) of residents say they would support the City moving to toter service for biweekly collection of waste and recyclables. Just over two-in-ten (22%) say they are opposed. Year-over-year tracking comparisons are unavailable for this question.

- Slightly more than three-quarters (76%) of residents indicate they would be willing to pay more for toter service, with nearly one-half (49%) saying they would be willing to paying at least an additional \$20 (includes 21% saying \$20, 11% saying \$30, 3% saying \$40, and 14% saying \$50). Another 27% say they would be willing to pay an additional \$10.



# Summary

Most survey measures are stable and strong.

- Quality of life (95% good)
- Overall service satisfaction (93% satisfied)
- Value for taxes (87% good value)
- Satisfaction with opportunities for input (75% satisfied)

However, there is growing negative momentum to the direction that quality of life is taking. Issues related to poverty/homeless and crime are making more see quality of life worsening versus improving.

Social issues dominate the issue agenda.

While the City of Langley continues to be seen as a safe place to live overall, residents feel less secure now as compared to three years ago.

Overall perceptions of the City's accountability and openness are favourable although openness ratings are down 6 points this year.

Satisfaction with individual services is largely unchanged. The two exceptions are police services (down 6 points) and road conditions (up 9 points).

Residents continue to prefer tax increases over service cuts.

The City's website continues to be a popular tool with residents. Usage of the City's Facebook page has doubled over the past three years.

There is support for many of the evaluated initiatives. There are only four initiatives that fail to garner the support of the majority of residents – these are:

- Implementing pay parking meters in downtown City of Langley (16% support)
- Allowing secondary suites in houses that are not owner-occupied (36% support)
- Issuing permits in areas with chronic parking shortages (41% support)
- Enclosing the Al Anderson Memorial Pool (45% support)

# QUALITY OF LIFE



# Best Part about Living in the City of Langley

## *(Coded Open-Ends)*

Residents identify a variety of things they like about living in the City of Langley. The top three open-ended responses are “location” (13%), “community/neighbourhood” (9%), and “local/nearby amenities” (9%), followed by “convenience/easy access” (6%), “quiet/peaceful” (6%), and “parks/green space” (6%).

- Mentions of “community/neighbourhood” are higher among those living in Simonds, Blacklock, and Uplands (20%, 17%, and 16% vs. 5% in Douglas, 5% in Nicomekl, 8% in Alice Brown).

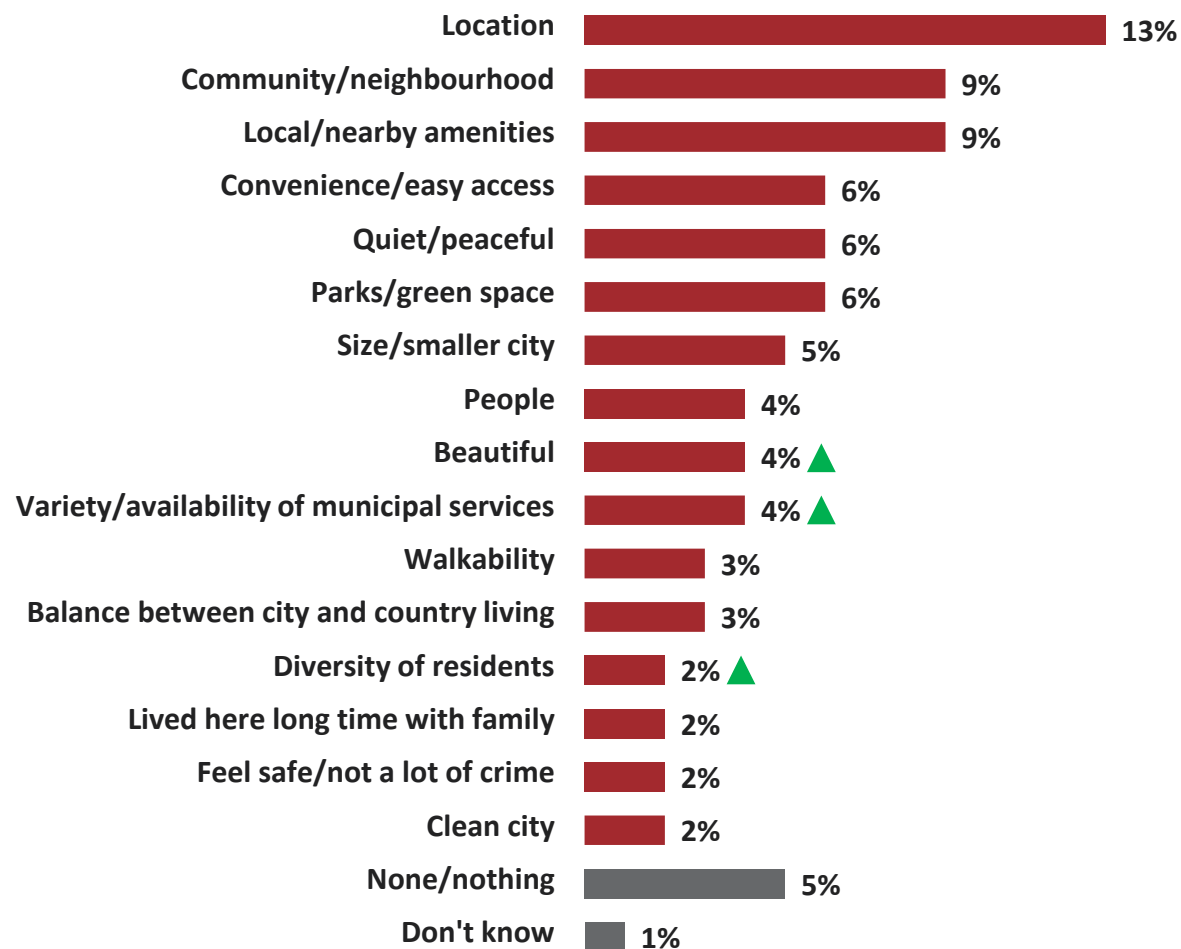
This year’s top mentions are similar to 2016.

Normative comparisons are unavailable for this question.



# Best Part about Living in the City of Langley

(Coded Open-Ends)



Note: Mentions 1% or less not shown.

Base: All respondents (n=500)

Q2. What do you like best about living in the City of Langley?

## Top Mentions (2016)

(n=601)

Location	16%
Local/nearby amenities	11%
Community/neighbourhood	10%
Size/smaller city	9%
Parks/green space	7%

# Overall Quality of Life and Change in Quality of Life

## OVERALL QUALITY OF LIFE

Perceptions of quality of life are favourable, with 95% of residents rating the City of Langley's overall quality of life as 'very good' (30%) or 'good' (64%). Only 4% rate the overall quality of life as 'very poor' (<1%) or 'poor' (4%).

- Overall perceptions (combined 'very good/good' responses) are higher among those who have lived in the City of Langley for 10 years or less (98% vs. 90% of 21+ years, 94% of 11-20 years) and those with household incomes of \$60K-<\$100K (99% vs. 89% of <\$60K, 95% of \$100K+).

This year's results are on par with 2016. However, the percentage rating the quality of life as 'very good' is down 7 percentage points from the 2004 baseline.

While overall perceptions (combined 'very good/good' responses) are on par with the municipal norm, City of Langley residents are less likely to rate the quality of life as 'very good' (30% City of Langley vs. 46% norm).

## CHANGE IN QUALITY OF LIFE PAST THREE YEARS

One-half (50%) of residents say the quality of life in the City of Langley has 'stayed the same' over the past three years. Among those saying the quality of life has changed, more say the quality of life has 'worsened' (32%) than 'improved' (15%), resulting in a net momentum score of -17 percentage points.

- Perceptions of a 'worsened' quality of life are higher among women than men (37% vs. 26%).

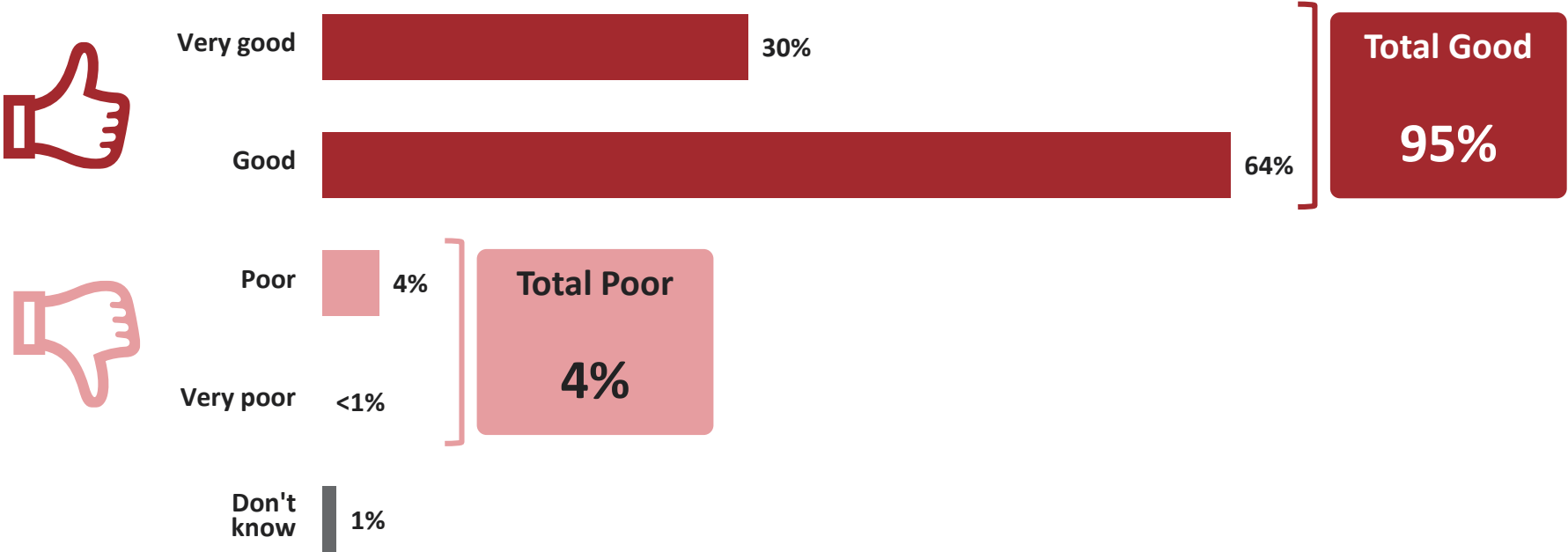
This year's net score is down 7 points from 2016, making it the strongest negative net score on record for the City of Langley.

Moreover, this year's results are also different from the municipal norm, where residents tend to take a more balanced view towards the direction quality of life is taking (net score of -17 City of Langley vs. 0 norm).

Residents who think the quality of life has 'improved' attribute this to a number of different factors, with the top open-ended responses being "recreational opportunities" (13%) and "well-maintained/clean" (10%), consistent with 2016.

Among those saying the quality of life has 'worsened', the leading open-ended reason is "increased poverty/homelessness" (40%), followed by "increased crime/drug activity" (22%). These results are also consistent with 2016.

# Overall Quality of Life



	2004	2007	2010	2013	2016	2019	NORM
	(n=600)	(n=600)	(n=600)	(n=600)	(n=601)	(n=500)	
Total Good	96%	98%	96%	95%	96%	95%	96%
Very good	37%	34%	31%	31%	33%	30%	46%



# Change in Quality of Life



Improved



15%

Stayed the same



50%



Worsened



32%

Don't know



3%



NET Score (2019)  
*Improved – Worsened*

-17

	2004*	2007*	2010*	2013*	2016	2019	NORM
	(n=600)	(n=600)	(n=600)	(n=600)	(n=601)	(n=500)	
NET Score	+10	-13	-3	-1	-10	-17 ▼	0

Base: All respondents (n=500)

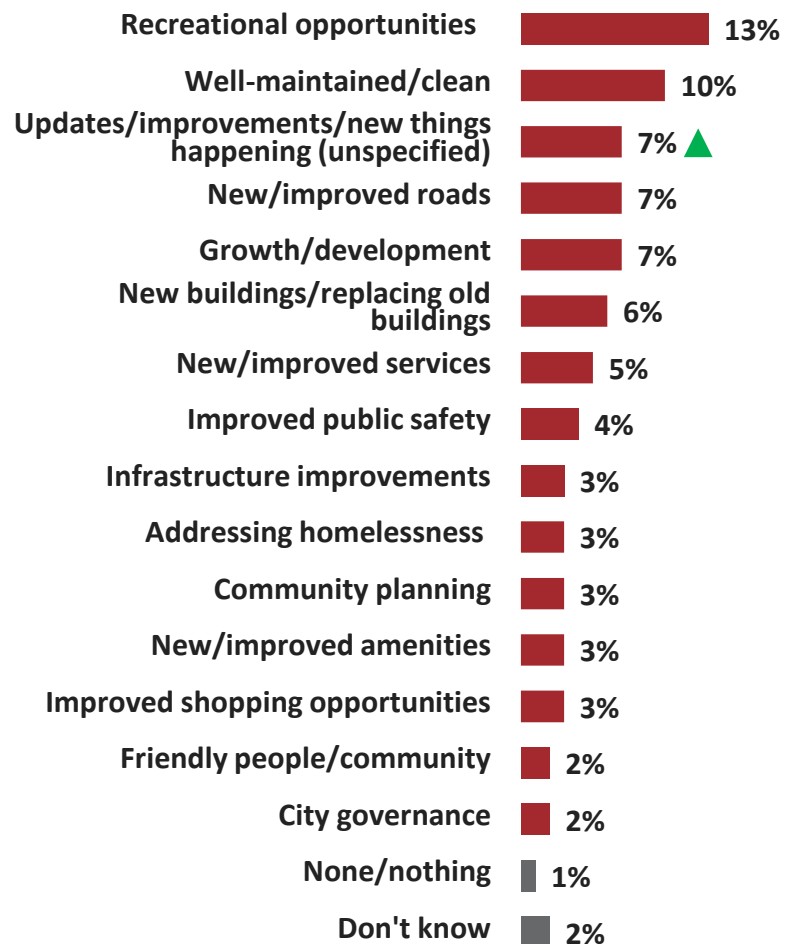
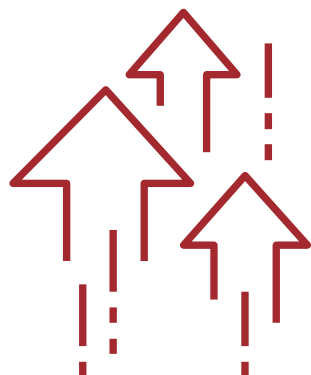
Q4. And, do you feel that the quality of life in the City of Langley in the past three years has...?

\*Prior to 2016, residents were asked how they felt the quality of life had changed over the past five years.

Significantly higher/  
lower than 2016.

# Reasons Quality of Life has Improved

(Among those saying the quality of life has improved) (Coded Open-Ends)



Note: Mentions 1% or less not shown.

\*Small base size, interpret with caution.

Base: Those saying the quality of life has improved (n=73)\*

Q5. Why do you think the quality of life has improved?

## Top Mentions (2016)

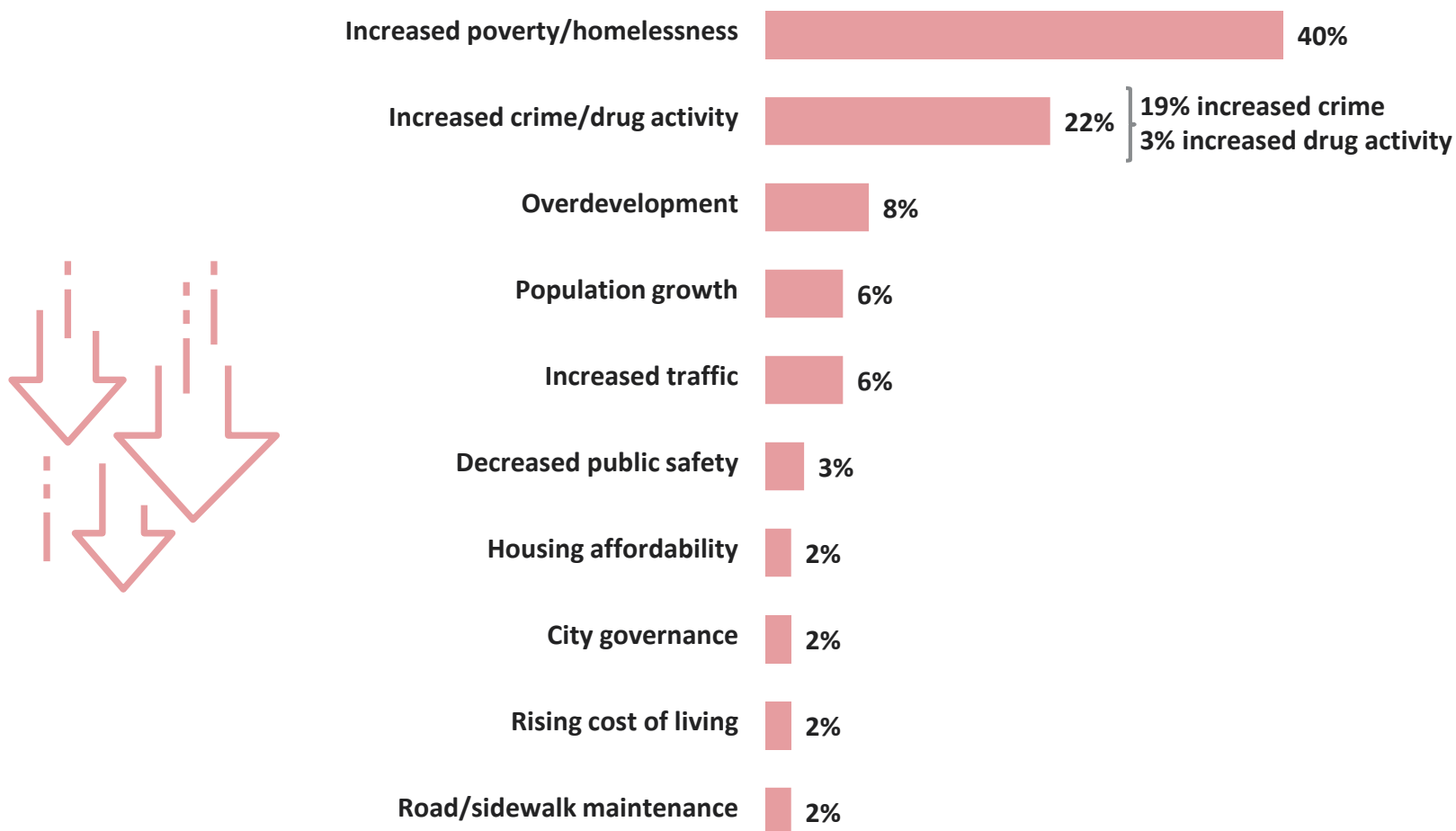
(n=100)

Recreational opportunities	23%
Well-maintained/clean	13%
Improved public safety	8%
Increased/improved housing	8%
More businesses	8%

▲ Significantly higher/  
▼ lower than 2016.

# Reasons Quality of Life has Worsened

(Among those saying the quality of life has worsened) (Coded Open-Ends)



## Top Mentions (2016)

(n=172)

Increased poverty/homelessness	34%
Increased crime/drug activity	19%
Population growth	12%
Increased traffic	7%
Overdevelopment	6%

Note: Mentions 1% or less not shown.

Base: Those saying the quality of life has worsened (n=168)

Q6. Why do you think the quality of life has worsened?

# ISSUE AGENDA





# Important Community Issues

*(Coded Open-Ends, Multiple Responses Allowed)*

**Social** issues dominate the issue agenda, with nearly one-half (49%) of residents identifying social issues as an important local issue on an open-ended basis. The single biggest social issue by far is “poverty/homelessness” (45%). Other social issues are mentioned much less often and include “housing/lack of affordable housing” (5%), “better services for seniors” (1%), and “affordability/high cost of living” (<1%).

- Social mentions are higher among those living in Uplands, Blacklock, and Douglas (71%, 69%, and 62% vs. 33% in Alice Brown, 36% in Simonds, 37% in Nicomekl) and those who have lived in the City of Langley for 20 years or less (includes 53% of 10 years or less and 55% of 11-20 years vs. 39% of 21+ years).
- While social issues have consistently placed at or near the top of residents’ issue agenda, this year’s results are the highest on record (up 10 percentage points from 2016). This is the second consecutive year that mentions of social issues have increased.
- Mentions of social issues in the City of Langley are higher than the municipal norm (49% City of Langley vs. 21% norm).

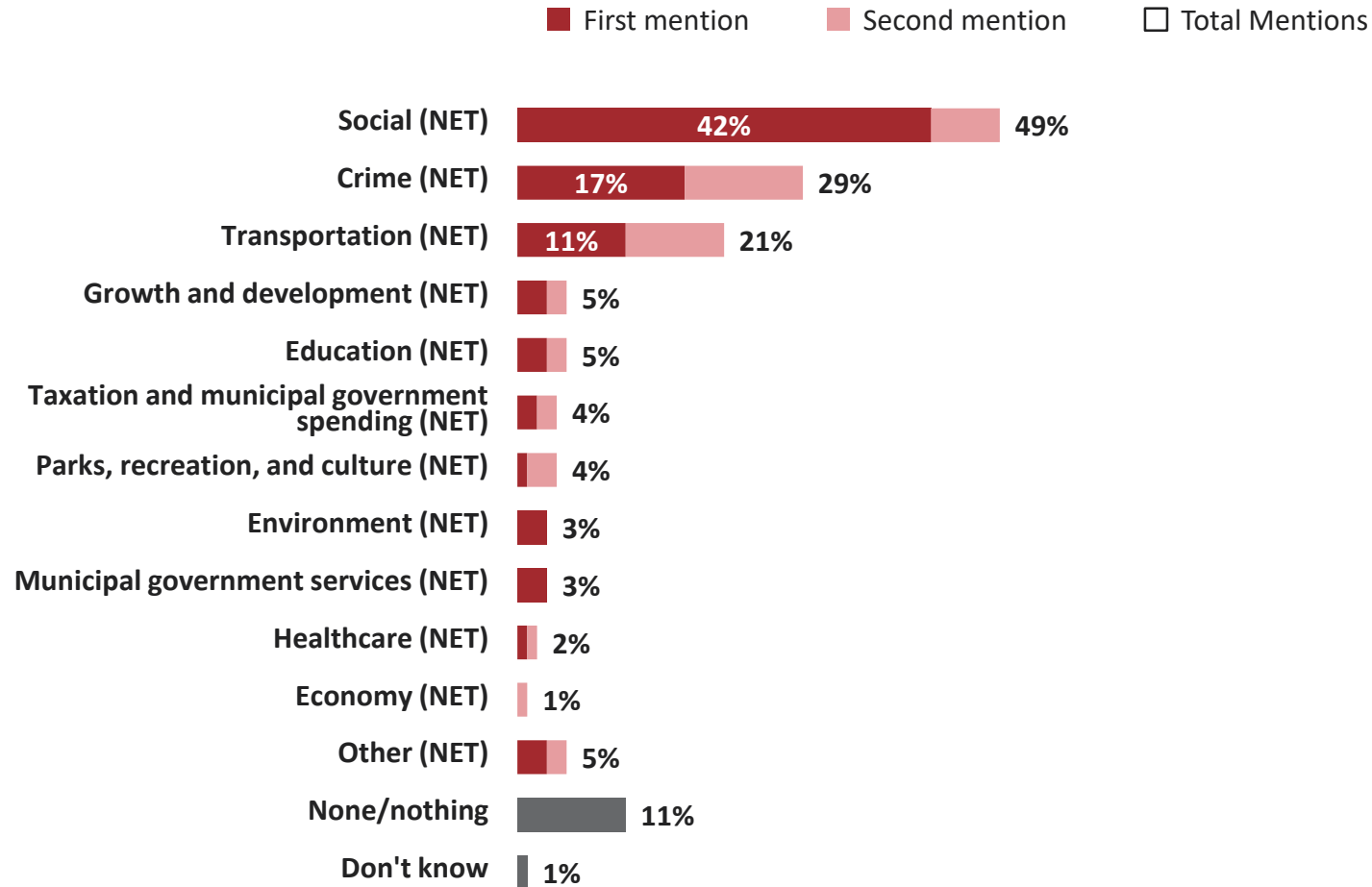
Following social, the next most important local issues are **crime** (29%) and **transportation** (21%).

- Specific crime-related mentions include “crime (unspecified)” (15%), “drugs” (8%), “public safety” (3%), “theft/break-ins” (2%), “policing/law enforcement” (1%), and “other crime mentions” (1%).
  - Crime mentions are higher among those with household incomes of \$100K+ (41% vs. 19% of <\$60K, 31% of \$60K-<\$100K).
- Specific transportation-related mentions include “traffic congestion” (5%), “condition of streets/sidewalks” (5%), “poor quality/lack of public transit” (3%), “parking” (2%), “road/pedestrian safety” (2%), “transportation (unspecified)” (1%), “bike lanes” (1%), “SkyTrain” (1%), and “other transportation mentions” (2%).
  - Transportation mentions are consistent across all key demographic segments.
- Mentions of crime and transportation are both statistically consistent with 2016.
- Mentions of crime in the City of Langley are higher than the municipal norm (29% City of Langley vs. 12% norm). However, City of Langley residents are less likely to mention transportation-related issues (21% City of Langley vs. 36% norm).

All other issues are mentioned by fewer than 10% of residents.

# Important Community Issues

(Coded Open-Ends, Multiple Responses Allowed)



TOTAL MENTIONS					
NORM	2007 (n=600)	2010 (n=600)	2013 (n=600)	2016 (n=601)	2019 (n=500)
21%	30%	29%	19%	39%	49% ▲
12%	21%	24%	18%	26%	29%
36%	30%	20%	27%	20%	21%
17%	2%	5%	5%	8%	5%
7%	16%	11%	7%	5%	5%
8%	4%	11%	6%	4%	4%
8%	5%	7%	6%	5%	4%
5%	0%	2%	1%	3%	3%
10%	8%	6%	4%	4%	3%
4%	3%	4%	3%	2%	2%
5%	0%	5%	1%	2%	1%

Base: All respondents (n=500)

Q1. In your view, as a resident of the City of Langley, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

▲ Significantly higher/  
▼ lower than 2016.

# COMMUNITY SAFETY AND SECURITY



# Overall Community Safety and Change in Community Safety

## OVERALL COMMUNITY SAFETY

The majority (67%) of residents agree that **the City of Langley is a place where residents feel safe and secure** (18% 'strongly agree', 49% 'somewhat agree'). One-third (33%) disagree, including 8% saying 'strongly disagree' and 24% saying 'somewhat disagree'.

- Agreement is similar across all key demographic subgroups.

This year's results are statistically consistent with 2016. However, overall agreement (combined 'strongly/somewhat agree' responses) is down 15 percentage points from the 2004 baseline.

Perceptions of community safety in the City of Langley are lower than the municipal norm (67% agree City of Langley vs. 80% agree norm).

## CHANGE IN COMMUNITY SAFETY PAST THREE YEARS

One-quarter (24%) of residents say they feel **more secure** in their community now as compared to three years ago (6% 'a lot more secure', 18% 'somewhat more secure'). Slightly more than one-half (53%) say they feel **less secure**, including 15% saying 'a lot less secure' and 39% saying 'somewhat less secure'. Another 21% say they have not noticed any change.

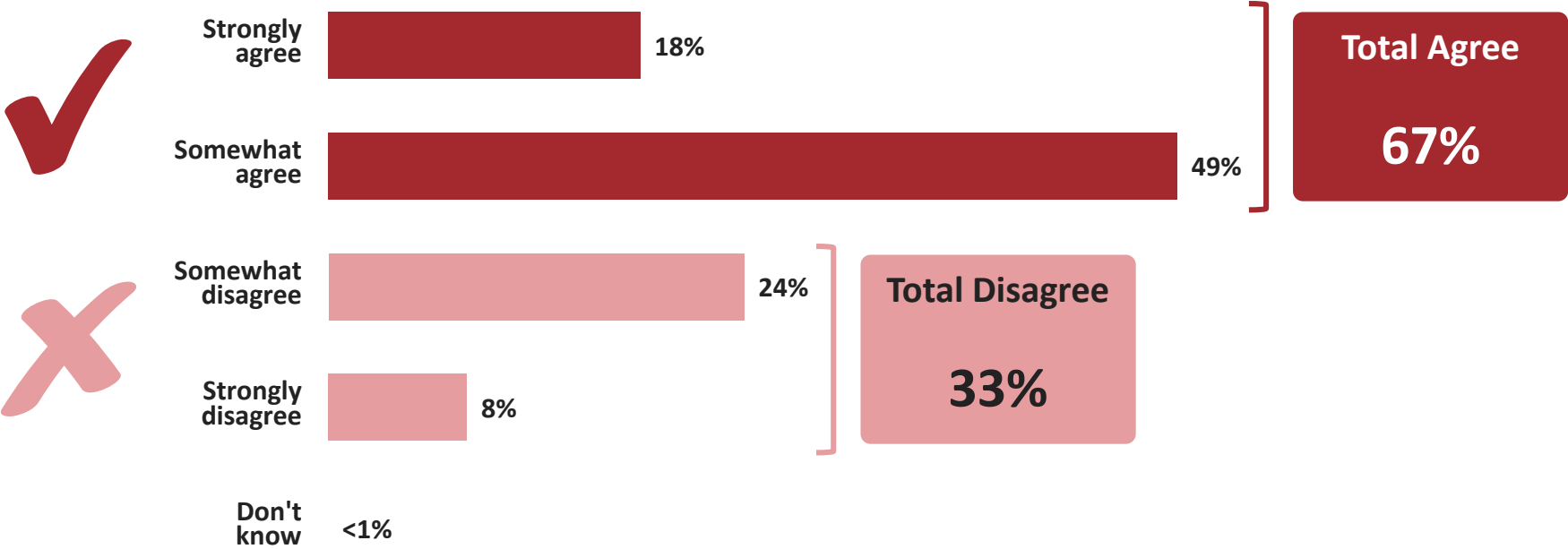
- Residents who are more likely to say they feel less secure (combined 'a lot/somewhat less secure' responses) include women (60% vs. 45% of men), those living in Blacklock, Simonds, and Uplands (73%, 65%, and 64% vs. 35% in Alice Brown, 45% in Nicomekl, 53% in Douglas), homeowners (58% vs. 39% of renters), those who have lived in the City of Langley for 21+ years (67% vs. 45% of 10 years or less, 52% of 11-20 years), and those with household incomes of \$100K+ (68% vs. 45% of <\$60K, 51% of \$60K-<\$100K).

This year's results are not statistically different from 2016.

Normative comparisons are unavailable for this question.



# Overall Community Safety



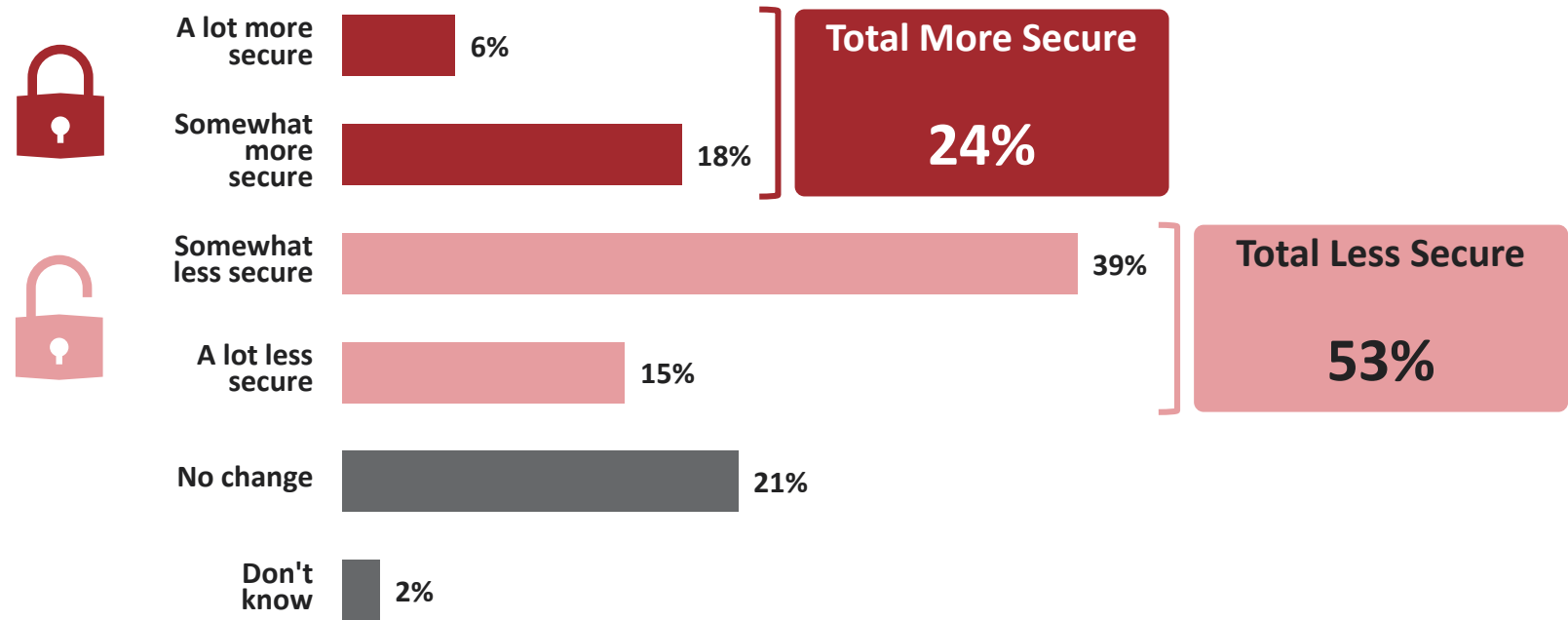
	2004	2007	2010	2013	2016	2019	NORM
	(n=600)	(n=600)	(n=600)	(n=600)	(n=601)	(n=500)	
Total Agree	82%	75%	71%	72%	71%	67%	80%
Strongly agree	24%	19%	21%	18%	20%	18%	35%

Base: All respondents (n=500)

Q7. I'm now going to read a few statements about the City of Langley and would like you to tell me if you agree or disagree with each one. The first one is **the City of Langley is a place where residents feel safe and secure.** (Is that strongly or somewhat agree/disagree?)

 Significantly higher/  
lower than 2016.


# Change in Community Safety



	2007	2010	2013	2016	2019
	(n=600)	(n=600)	(n=600)	(n=601)	(n=500)
Total More Secure	24%	30%	32%	29%	24%
A lot more secure	5%	3%	7%	8%	6%

Base: All respondents (n=500)

Q8. Would you say you generally feel more secure or less secure in your community now than you did three years ago? (Would that be a lot or somewhat more/less secure?)

 Significantly higher/  
lower than 2016.

# CITY ACCOUNTABILITY AND OPENNESS



# City Accountability and Openness

Perceptions of the City's accountability are favourable, with 83% of residents agreeing that **the City of Langley is accountable to the community for leadership and good governance** (22% 'strongly agree', 61% 'somewhat agree').

- Agreement (combined 'strongly/somewhat agree' responses) is higher among those who have lived in the City of Langley for 10 years or less (90% vs. 79% of 21+ years, 80% of 11-20 years).

Most (79%) also agree that **the City of Langley believes in and practices open and accessible government** (20% 'strongly agree', 59% 'somewhat agree').

- Agreement is similar across all key demographic segments.

Perceptions of the City's accountability are statistically consistent with 2016. However, perceptions of the City's openness and accessibility are down 6 percentage points this year.

This year's results are on par with the municipal norm.



# City Accountability and Openness

Strongly agree      Somewhat agree      Total Agree



The City of Langley is accountable to the community for leadership and good governance



The City of Langley believes in and practices open and accessible government



Total Agree (Strongly/Somewhat Agree)	2004	2007	2010	2013	2016	2019	NORM
	(n=600)	(n=600)	(n=600)	(n=600)	(n=601)	(n=500)	
Accountable to the community for leadership and good governance	84%	89%	82%	78%	86%	83%	82%
Believes in and practices open and accessible government	81%	85%	78%	76%	85%	79%▼	81%

Base: All respondents (n=500)

Q7. I'm now going to read a few statements about the City of Langley and would like you to tell me if you agree or disagree with each one. (Would that be strongly or somewhat agree/disagree?)

Significantly higher/ lower than 2016.

# CITY SERVICES



# Overall Satisfaction with City Services

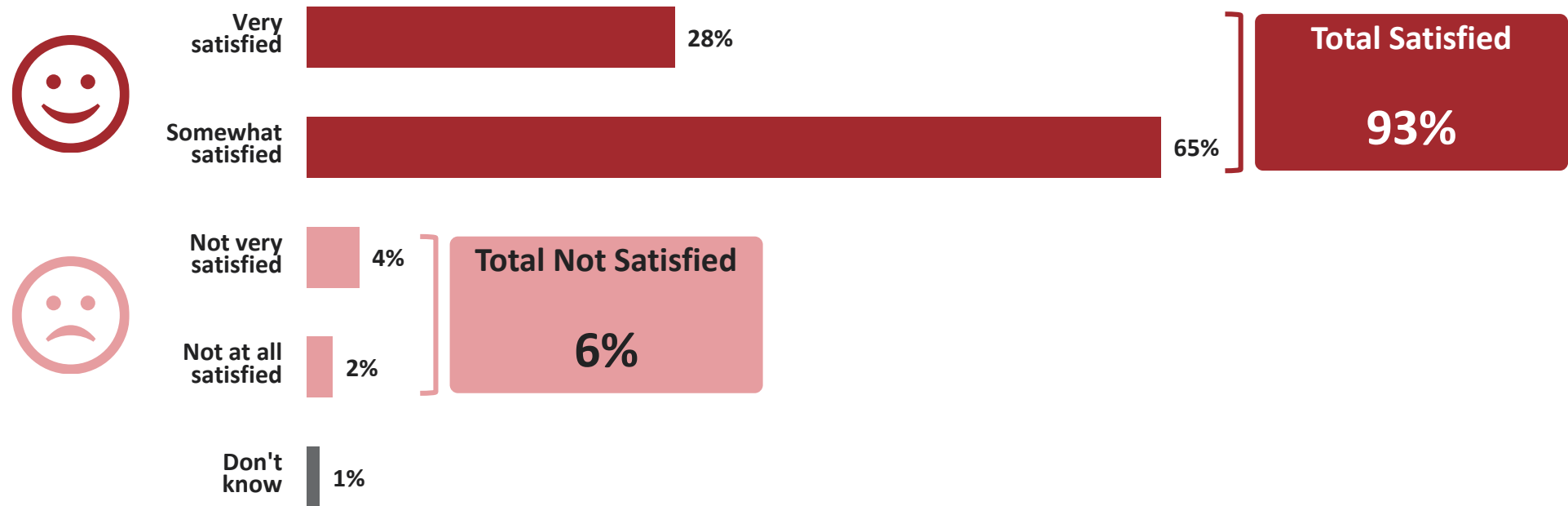
A strong majority (93%) of residents say they are satisfied with **the overall level and quality of services provided by the City of Langley**. This includes 28% saying 'very satisfied' and 65% saying 'somewhat satisfied'. Only 6% say they are not satisfied with the City's overall service delivery (2% 'not at all satisfied', 4% 'not very satisfied').

- Overall satisfaction (combined 'very/somewhat satisfied' responses) is high across all key demographic segments.
- Those who have lived in the City of Langley for 10 years or less are more likely to say 'very satisfied' (38% vs. 20% of 21+ years, 23% of 11-20 years).

This year's results are on par with 2016. However, the percentage saying 'very satisfied' is down 11 percentage points from the 2004 baseline.

Overall satisfaction (combined 'very/somewhat satisfied' responses) is identical to the municipal norm. However, the percentage saying 'very satisfied' is lower in the City of Langley (28% City of Langley vs. 35% norm).

# Overall Satisfaction with City Services



	2004	2007	2010	2013	2016	2019	NORM
	(n=600)	(n=600)	(n=600)	(n=600)	(n=601)	(n=500)	
Total Satisfied	96%	93%	94%	92%	94%	93%	93%
Very satisfied	39%	29%	27%	26%	29%	28%	35%

Base: All respondents (n=500)

Q9. I am going to read a list of services provided to you by the City of Langley. For each, please rate how satisfied you are, using a scale of very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied. The first one is the overall level and quality of services provided by the City of Langley.

*Significantly higher/*  
 *lower than 2016.*

# Satisfaction with Individual Services (page 1 of 2)

Satisfaction (combined 'very/somewhat satisfied' responses) extends to the delivery of specific services. Of the evaluated services, the highest satisfaction ratings go to **public works, including drinking water quality and sewers** (96%), **fire protection** (94%), and **recreation facilities** (91%). These three services also receive high 'very satisfied' scores.

Strong satisfaction ratings (combined 'very/somewhat satisfied' responses) are also seen for:

- **The Fraser Valley Regional Library in City Hall** (87%)
  - Satisfaction is higher among those who are 18-54 years of age (90% vs. 82% of 55+ years).
- **Police services** (83%)
- **Recycling and garbage services** (82%)
- **Boulevard maintenance** (82%)
  - Satisfaction is higher among renters (91% vs. 80% of homeowners) and those who have lived in the City of Langley for 10 years or less (88% vs. 77% of 21+ years, 81% of 11-20 years).
- **Snow removal** (81%)
  - Satisfaction is higher among homeowners (87% vs. 64% of renters).
- **Road conditions** (80%)
  - Satisfaction is higher among those living in Uplands, Blacklock, and Nicomekl (90%, 88%, and 84% vs. 65% in Simonds, 75% in Alice Brown, 77% in Douglas) and those living in households with children under the age of 18 (88% vs. 76% of those without children at home).

In comparison, **emergency preparedness** (77%) and **bylaw enforcement** (71%) score lower. While these two services receive similar satisfaction ratings, residents are more than twice as likely to say they are dissatisfied with bylaw enforcement (23%) as they are emergency preparedness (11%). The remaining residents are unsure how to rate their satisfaction (12% 'don't know' for emergency preparedness, 6% 'don't know' for bylaw enforcement).

- Satisfaction with bylaw enforcement is higher among those who have lived in the City of Langley for 10 years or less (81% vs. 63% of 11-20 years, 66% of 21+ years).



# Satisfaction with Individual Services (page 2 of 2)

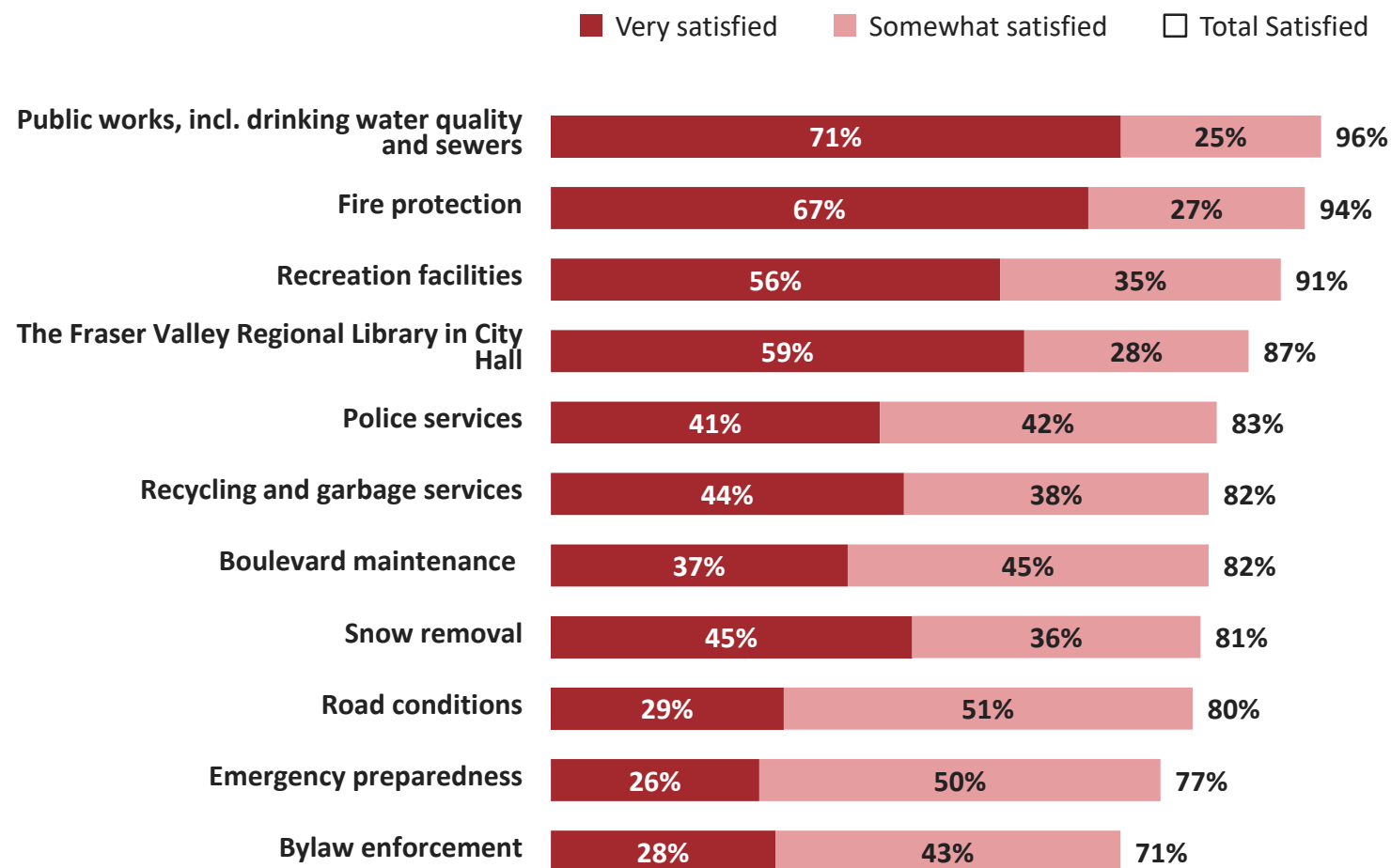
Satisfaction with most services is consistent with 2016. However, there are two notable exceptions:

- Satisfaction with police services is down 6 percentage points.
- Satisfaction with road conditions is up 9 percentage points.

Compared to the municipal norm, City of Langley residents are more likely to say they are satisfied with recreation facilities (91% City of Langley vs. 85% norm) and snow removal (81% City of Langley vs. 72% norm).

However, City of Langley residents are less likely to say they are satisfied with the library (87% City of Langley vs. 92% norm), police services (83% City of Langley vs. 90% norm), and recycling and garbage services (82% City of Langley vs. 90% norm).

# Satisfaction with Individual Services



TOTAL SATISFIED						
NORM	2004 (n=600)	2007 (n=600)	2010 (n=600)	2013 (n=600)	2016 (n=601)	2019 (n=500)
98%	95%	91%	92%	95%	96%	96%
95%	95%	95%	97%	95%	96%	94%
85%	95%	84%	88%	85%	92%	91%
92%*	94%*	90%*	89%*	85%*	91%	87%
90%	87%	90%	91%	90%	89%	83% ▼
90%	92%	90%	86%	75%*	86%	82%
n/a	n/a	n/a	n/a	79%	86%	82%
72%	n/a	n/a	n/a	n/a	n/a	81%
78%*	80%	83%	76%	70%	71%	80% ▲
76%	80%	83%	76%	71%	82%	77%
73%	n/a	76%	80%	75%	78%	71%

\*Slightly different question wording.

Base: All respondents (n=500)

Q9. I am going to read a list of services provided to you by the City of Langley. For each, please rate how satisfied you are, using a scale of very satisfied, somewhat satisfied, not very satisfied, or not at all satisfied.

▲ ▼ Significantly higher/  
lower than 2016.

# FINANCIAL PLANNING



# Value for Taxes and Balancing Taxation/Service Delivery Levels

## VALUE FOR TAXES

A strong majority (87%) of residents say they receive good value for their municipal tax dollars. Most of these residents describe the value for taxes as 'fairly good' (68%) rather than 'very good' (19%). One-in-ten (10%) say they receive poor value for the taxes they pay (3% 'very poor value', 7% 'fairly poor value').

- Overall perceptions (combined 'very/fairly good value' responses) of value for taxes are high among all key demographic segments.
- Residents who are more likely to say they receive 'very good value' include those who are 55+ years of age (26% vs. 14% of 18-54 years), those living in Nicomekl (25% vs. 7% in Blacklock, 12% in Uplands, 12% in Alice Brown, 17% in Simonds, 20% in Douglas), those living in households without children under the age of 18 (25% vs. 6% of those with children at home), and those with household incomes of <\$60K (26% vs. 11% of \$100K+, 18% of \$60K-<\$100K).

This year's results are on par with both 2016 and the municipal norm.

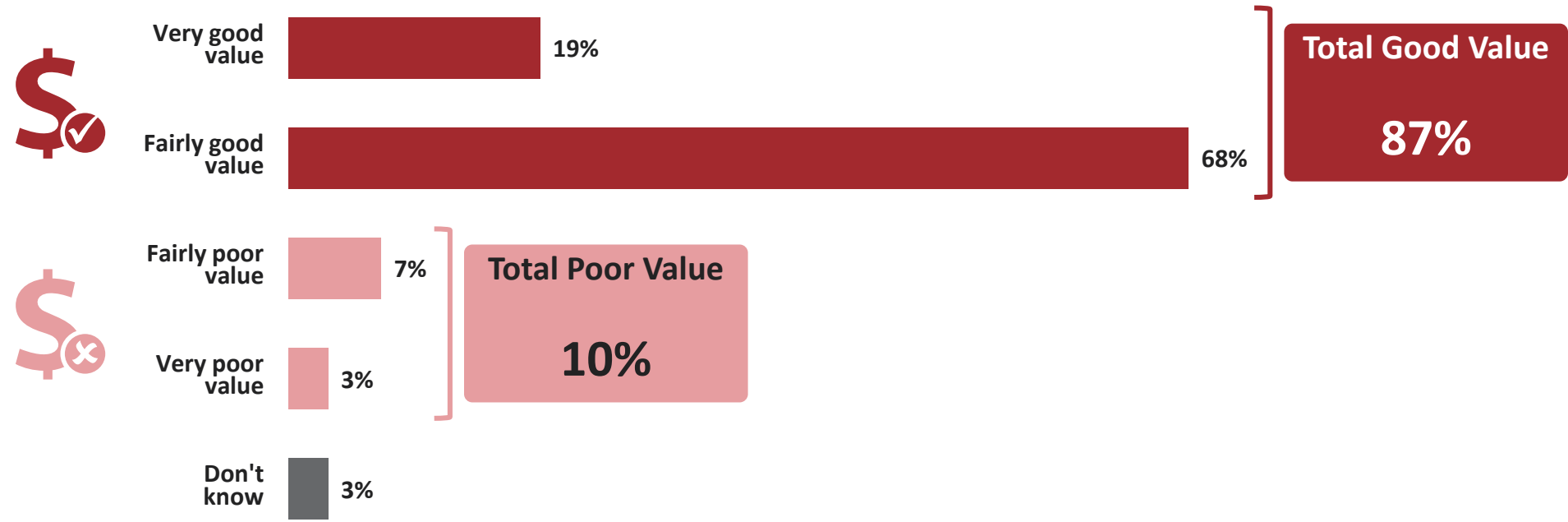
## BALANCING TAXATION AND SERVICE DELIVERY LEVELS

Residents prefer **tax increases** (57%) over **service cuts** (29%). Specifically, 38% say 'increase taxes to maintain services at current levels' and 18% say 'increase taxes to enhance or expand services'. Conversely, 20% say 'cut services to maintain current tax level' and 9% say 'cut services to reduce taxes'. The remaining 14% decline to identify a preferred approach to balancing taxation and service delivery levels (includes 11% saying 'none' and 3% saying 'don't know').

- Those who have lived in the City of Langley for 10 years or less are more likely to opt for tax increases (63% vs. 48% of 11-20 years, 58% of 21+ years).

This year's results are on par with both 2016 and the municipal norm.

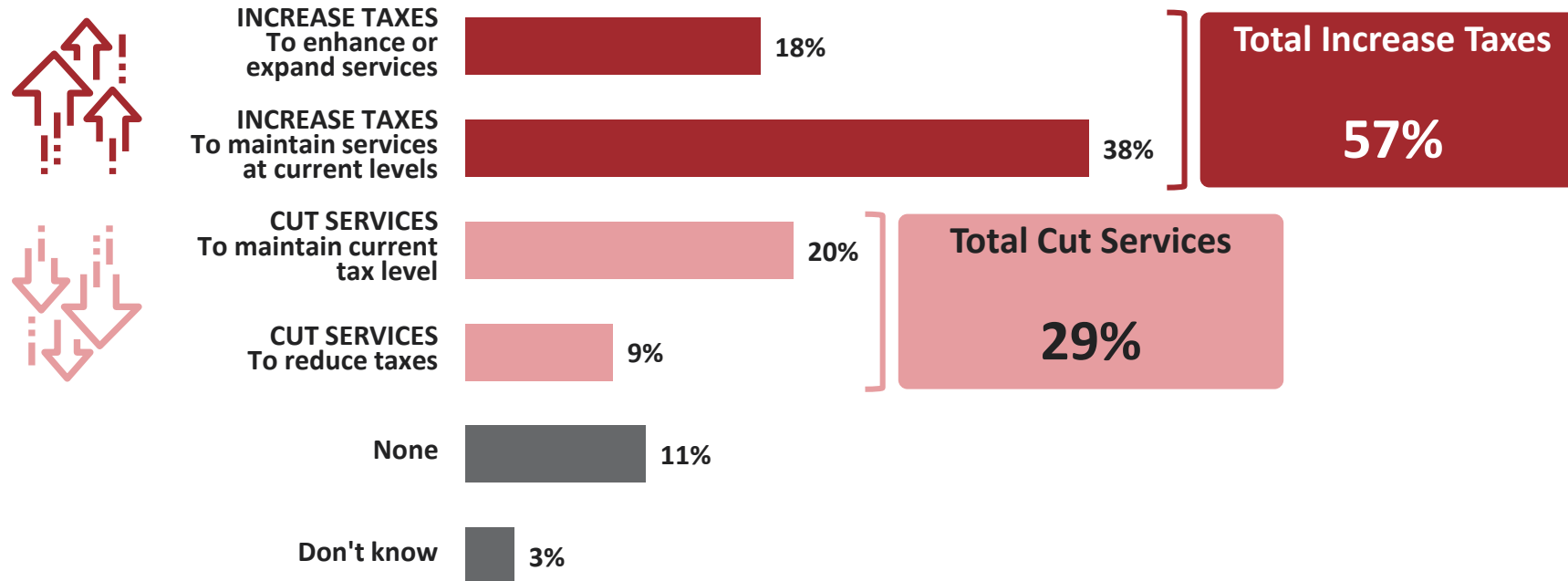
# Value For Taxes



	2004	2007	2010	2013	2016	2019	NORM
	(n=600)	(n=600)	(n=600)	(n=600)	(n=601)	(n=500)	
Total Good Value	83%	83%	81%	84%	86%	87%	85%
Very good value	22%	16%	17%	18%	19%	19%	22%



# Balancing Taxation and Service Delivery Levels



	2004	2007	2010	2013	2016	2019	NORM
	(n=600)	(n=600)	(n=600)	(n=600)	(n=601)	(n=500)	
Total Increase Taxes	59%	57%	51%	50%	58%	57%	56%
Total Cut Services	34%	28%	34%	29%	29%	29%	33%

Base: All respondents (n=500)

Q11. Municipal property taxes are the primary way to pay for services provided by the City of Langley. Due to the increased cost of maintaining current service levels and infrastructure, the City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like the City to pursue?

 Significantly higher/  
lower than 2016.

# Support for Financing Options

There are divided opinions as to whether the City should increase property taxes or incur debt to help finance amenities and infrastructure. Overall, opposition exceeds support by a slim margin.

- **Increasing property taxes:** 46% support, 51% oppose.
  - Support is higher among those who have lived in the City of Langley for 10 years or less (55% vs. 35% of 11-20 years, 47% of 21+ years).
- **Incurring debt:** 45% support, 51% oppose.
  - Support is consistent across all key demographic subgroups.

While overall support and opposition levels are similar, the intensity of opposition (e.g. 'strongly oppose') is two to three times higher than the intensity of support (e.g. 'strongly support').

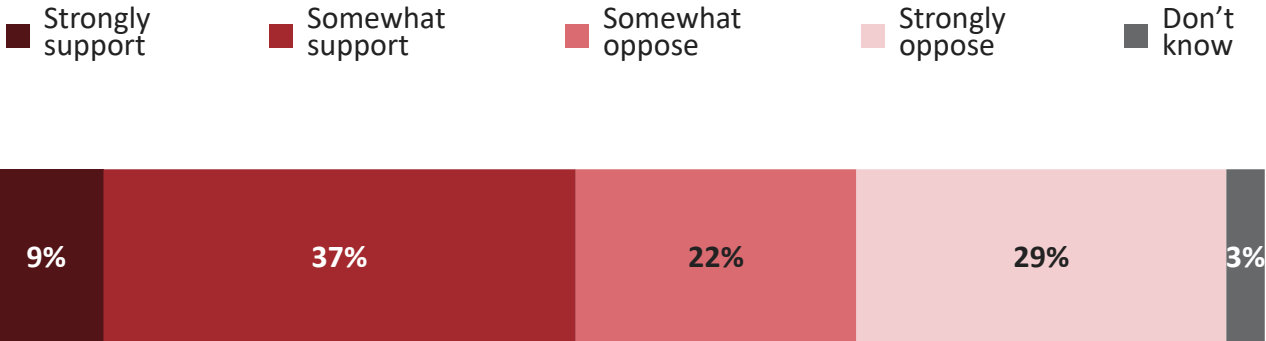
- **Increasing property taxes:** 9% 'strongly support', 29% 'strongly oppose'.
- **Incurring debt:** 10% 'strongly support', 22% 'strongly oppose'.

Year-over-year tracking and normative comparisons are unavailable for this question.

# Support For Financing Options



Increasing property taxes



SUMMARY	
Total Support	Total Oppose
46%	51%



Incurring debt



Total Support	Total Oppose
45%	51%

Base: All respondents (n=500)

Q12A. Like the rest of the region, Langley City is growing and will require new amenities and infrastructure to keep pace with this growth and replace aging infrastructure. To help finance amenities and infrastructure, would you support or oppose the City...? (Is that strongly or somewhat support/oppose?)

# COMMUNICATION, WEBSITE & SOCIAL MEDIA



# Satisfaction and Preferred Methods of Communication

## SATISFACTION WITH OPPORTUNITIES FOR INPUT

Overall, three-quarters (75%) of residents say they are satisfied with the amount of opportunity they have available to be heard regarding decisions affecting their neighbourhood (21% 'very satisfied', 54% 'somewhat satisfied'). A total of 22% say they are dissatisfied, including 10% saying 'very dissatisfied' and 12% saying 'somewhat dissatisfied'.

- Satisfaction (combined 'very/somewhat satisfied' responses) is higher among those who have lived in the City of Langley for 10 years or less (81% vs. 66% of 11-20 years, 76% of 21+ years) and those with household incomes of <\$100K (includes 84% of <\$60K and 78% of \$60K-<\$100K vs. 60% of \$100K+).

This year's results are consistent with 2016.

Normative comparisons are unavailable for this question.

## PREFERRED METHODS OF COMMUNICATION *(Coded Open-Ends, Multiple Responses Allowed)*

Residents identify "email" (41%) and "direct mail" (36%) as the best ways of receiving City information. Another 24% mention "newspaper".

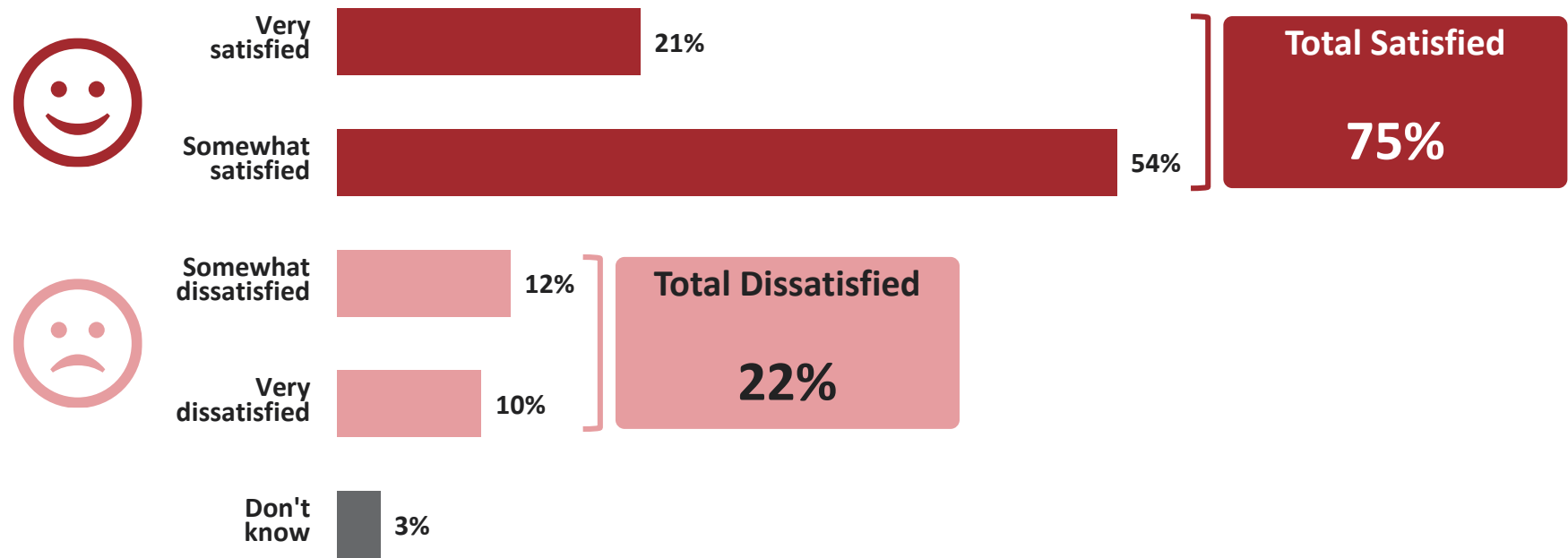
- "Email" mentions are higher among those who are 18-54 years of age (48% vs. 31% of 55+ years), those living in Uplands, Blacklock, and Simonds (63%, 60%, and 53% vs. 31% in Douglas, 36% in Nicomekl, 42% in Alice Brown), those living in households with children under the age of 18 (52% vs. 36% of those without children at home), and those with household incomes of \$100K+ (53% vs. 29% of <\$60K, 44% of \$60K-<\$100K).
- "Direct mail" mentions are higher among women (43% vs. 29% of men).
- "Newspaper" mentions are higher among those who are 55+ years of age (34% vs. 17% of 18-54 years) and those with household incomes of <\$60K (33% vs. 18% of \$100K+, 24% of \$60K-<\$100K).

While these were also the three leading responses in 2016, "newspaper" mentions are down 8 percentage points this year.

The preferred methods of communication in the City of Langley are consistent with the municipal norm.



# Satisfaction With Opportunities For Input



	2004	2007	2010	2013	2016	2019
	(n=600)	(n=600)	(n=600)	(n=600)	(n=601)	(n=500)
Total Satisfied	79%	72%	75%	70%	74%	75%
Very satisfied	27%	19%	19%	18%	17%	21%

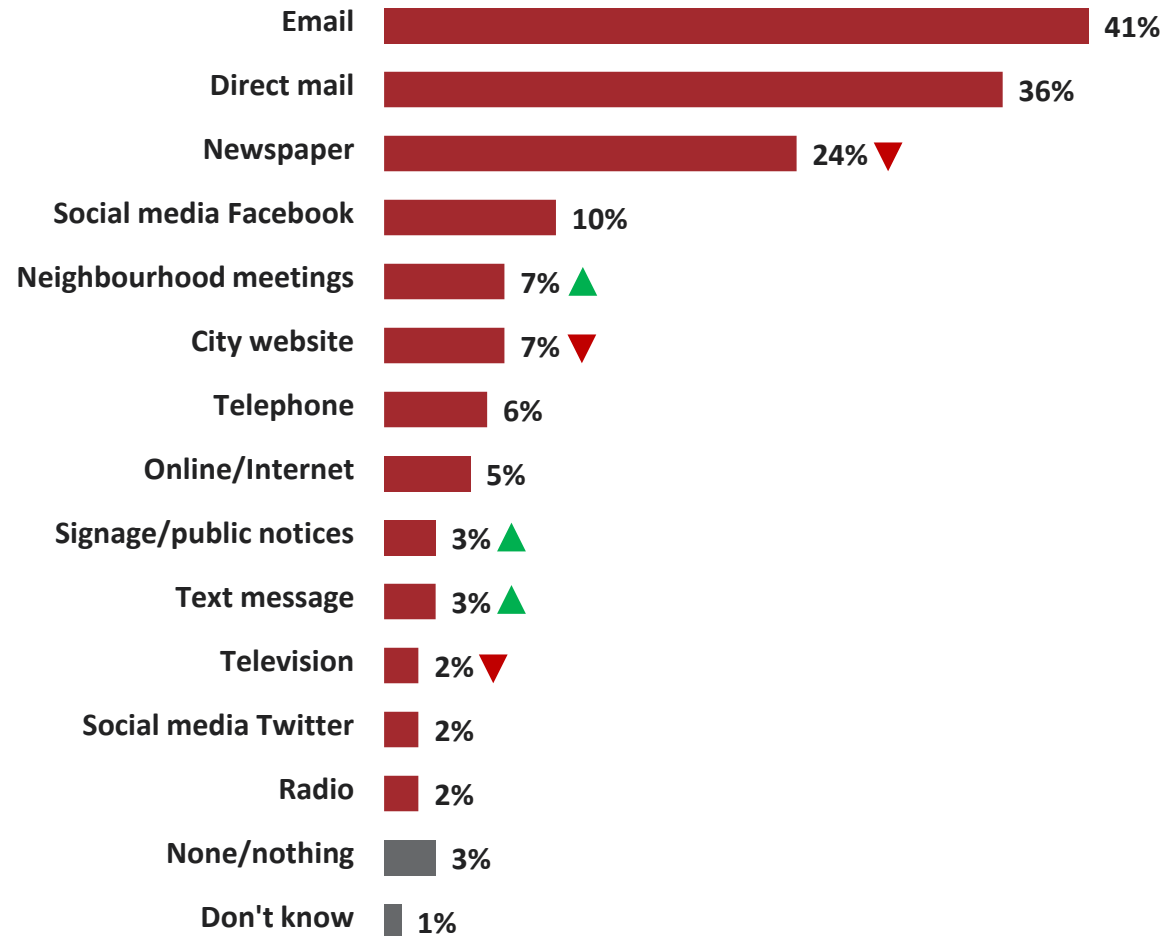
Base: All respondents (n=500)

Q13. Are you satisfied or dissatisfied with the amount of opportunity you have available to be heard regarding decisions affecting your neighbourhood? (Would that be very or somewhat satisfied/dissatisfied)?

 Significantly higher/  
lower than 2016.

# Preferred Methods of Communication

(Coded Open-Ends, Multiple Responses Allowed)



## Top Mentions (NORM)

Email	35%
Mail	26%
Newspaper	22%
Newsletter/flyer/brochure	17%
Municipal website	16%

## Top Mentions (2016)

(n=601)

Direct mail	40%
Email	34%
Newspaper	32%
City website	13%
Online/Internet	7%

Note: Mentions 1% or less not shown.

Base: All respondents (n=500)

Q15. What methods would be best for the City to communicate information to you? Any others?

# Langley City Council Meetings

## ATTENDED OR WATCHED LANGLEY CITY COUNCIL MEETING

Overall, 20% of residents say they personally viewed at least one Langley City Council meeting in the past 12 months, either by attending in-person or watching live broadcasts on Shaw TV cable or by web-streaming.

- Those living in Simonds are more likely to say they attended or watched at least one Langley City Council meeting in the past 12 months (31% vs. 6% in Alice Brown, 14% in Douglas, 16% in Uplands, 18% in Blacklock, 24% in Nicomekl).

Claimed attendance/viewership is on par with 2016.

Normative comparisons are unavailable for this question.

## REASONS FOR NOT ATTENDING OR WATCHING LANGLEY CITY COUNCIL MEETINGS *(Among those saying they did not attend or watch any Langley City Council meetings in the past 12 months) (Coded Open-Ends)*

Among those saying they did not attend or watch any Langley City Council meetings in the past 12 months, the number one reason given is “not aware of when meetings are held/broadcast” (27%). Other reasons include “not interested” (15%), “too time consuming” (14%), and “busy/no time” (11%).

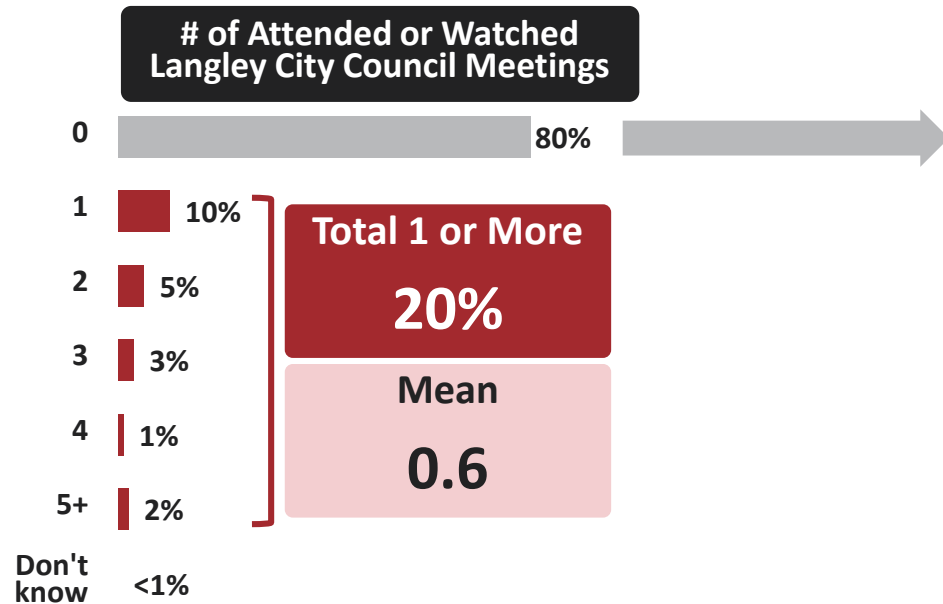
- Mentions of “not interested” are higher among those who are 55+ years of age (21% vs. 11% of 18-54 years). Conversely, time constraints are more of a barrier for those who are 18-54 years, with 18% mentioning “too time consuming” (vs. 8% of 55+ years) and 15% mentioning “busy/no time” (vs. 5% of 55+ years).
- Time is also more likely to be a barrier for those living in households with children under the age of 18 and those with household incomes of \$100K+.

This year’s results are consistent with 2016.

Normative comparisons are unavailable for this question.

# COMMUNICATION, WEBSITE & SOCIAL MEDIA

## Langley City Council Meetings

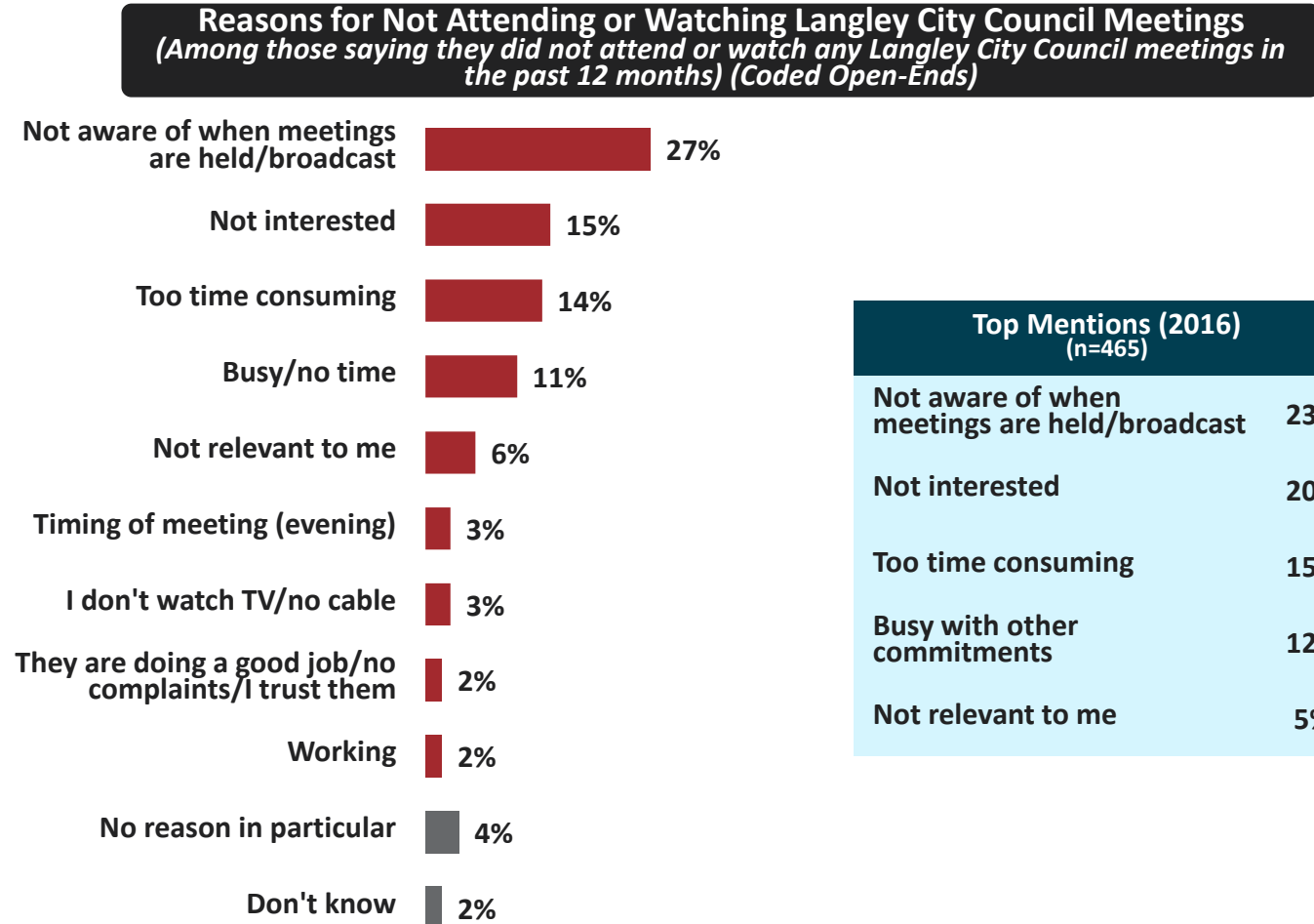


		Total 1 or More
2010*	(n=600)	25%
2013*	(n=600)	20%
2016	(n=601)	22%
2019	(n=500)	20%

Base: All respondents (n=500)

Q16. In the past 12 months, how many Langley City Council meetings have you personally attended in-person or watched live broadcasts on Shaw TV cable or by web-streaming?

\*Slightly different question wording.



Note: Mentions 1% or less not shown.

Base: Those saying they did not attend or watch any Langley City Council meetings in the past 12 months (n=402)

Q17. What is the main reason why you do not watch or attend Langley City Council Meetings?

Top Mentions (2016) (n=465)	
Not aware of when meetings are held/broadcast	23%
Not interested	20%
Too time consuming	15%
Busy with other commitments	12%
Not relevant to me	5%

# Visit City Website and Social Media in Past 12 Months

Nearly two-thirds (65%) of residents say they personally visited the City of Langley's **website** in the past 12 months. Social media usage is significantly lower, with 22% saying they visited the City's **Facebook** page and 8% saying they visited the City's **Twitter** page.

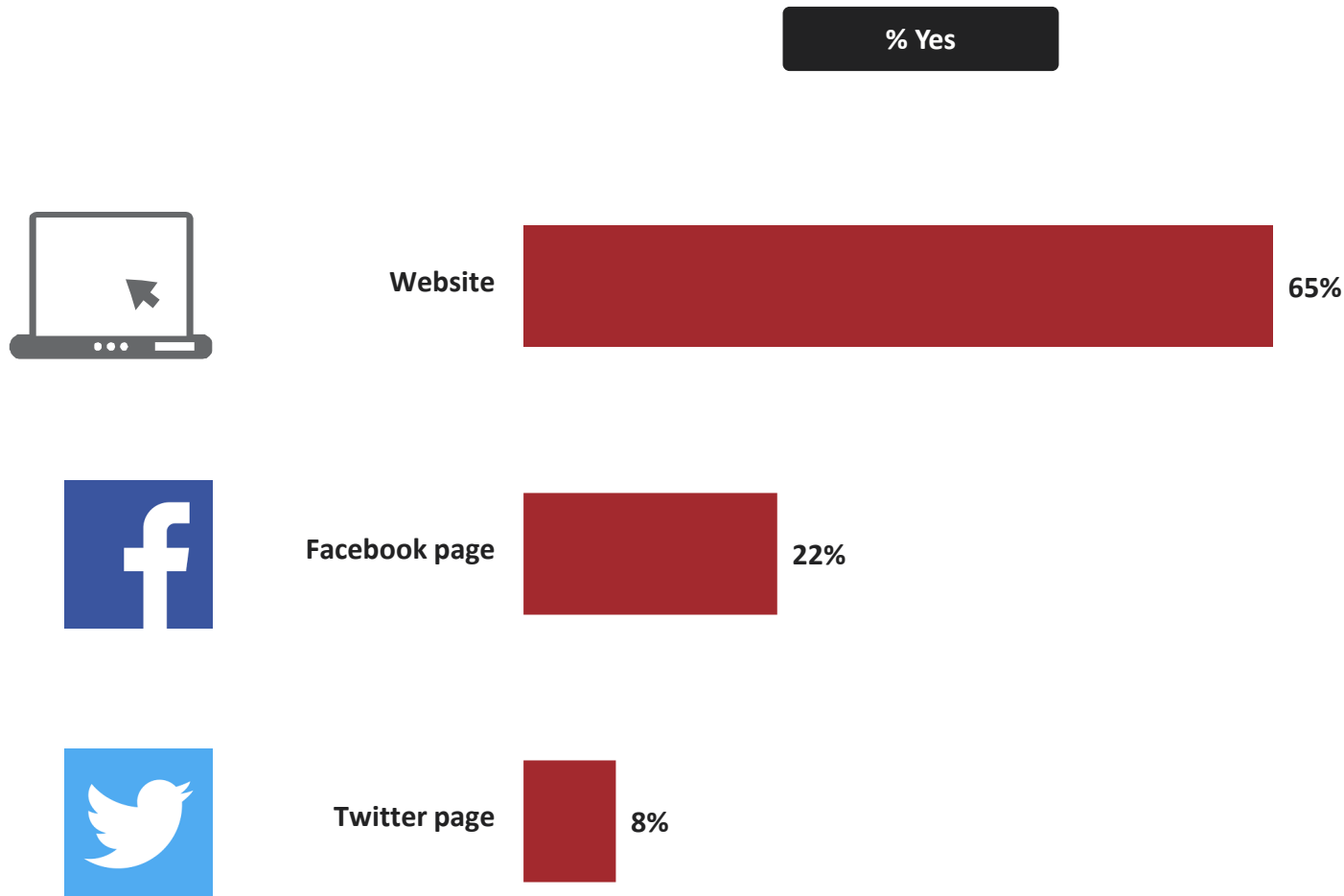
- Claimed website usage is higher among those who are 18-54 years of age (73% vs. 54% of 55+ years), those living in Simonds (84% vs. 49% in Alice Brown, 58% in Nicomekl, 63% in Douglas, 77% in Uplands, 77% in Blacklock), those living in households with children under the age of 18 (77% vs. 60% of those without children at home), homeowners (69% vs. 53% of renters), and those with household incomes of \$60K+ (includes 72% of \$60K-<\$100K and 77% of \$100K+).
- Claimed usage of the City's Facebook page is generally consistent across all key demographic segments, with one exception – specifically, those with household incomes of \$100K+ are more likely to say they visited the City's Facebook page in the past 12 months (33% vs. 18% of <\$60K, 21% of \$60K-<\$100K).
- Claimed usage of the City's Twitter page is higher among those who are 18-54 years of age (11% vs. 3% of 55+ years), those who have lived in the City of Langley for 21+ years (16% vs. 4% of 11-20 years, 5% of 10 years or less), and those with household incomes of \$100K+ (14% vs. 2% of <\$60K, 7% of \$60K-<\$100K).

Claimed usage of the City's Facebook page has doubled since 2016 (up 11 percentage points). While claimed usage of the City's website and Twitter page are also up slightly, these results are not statistically significant.

Claimed website usage in the City of Langley is on par with the municipal norm. Normative comparisons for social media are unavailable.



# Visit City Website and Social Media in Past 12 Months



% YES		
NORM	2016 (n=601)	2019 (n=500)
61%	59%	65%
n/a	11%	22% ▲
n/a	5%	8%

# Usefulness of Online Content and Information

## *(Among claimed users of each offering)*

Among those saying they visited the City's **website** in the past 12 months, a strong majority (94%) say they found the content of information and online services useful. This includes nearly one-half (48%) saying 'very useful'.

- Those living in Simonds are *less* likely to say they found the website useful (77% vs. 99% in Nicomekl, 98% in Alice Brown, 97% in Blacklock, 97% in Douglas, 94% in Uplands).

In comparison, the City's social media offerings score relatively lower (both overall and in intensity), although a majority of users still say they found these to be useful.

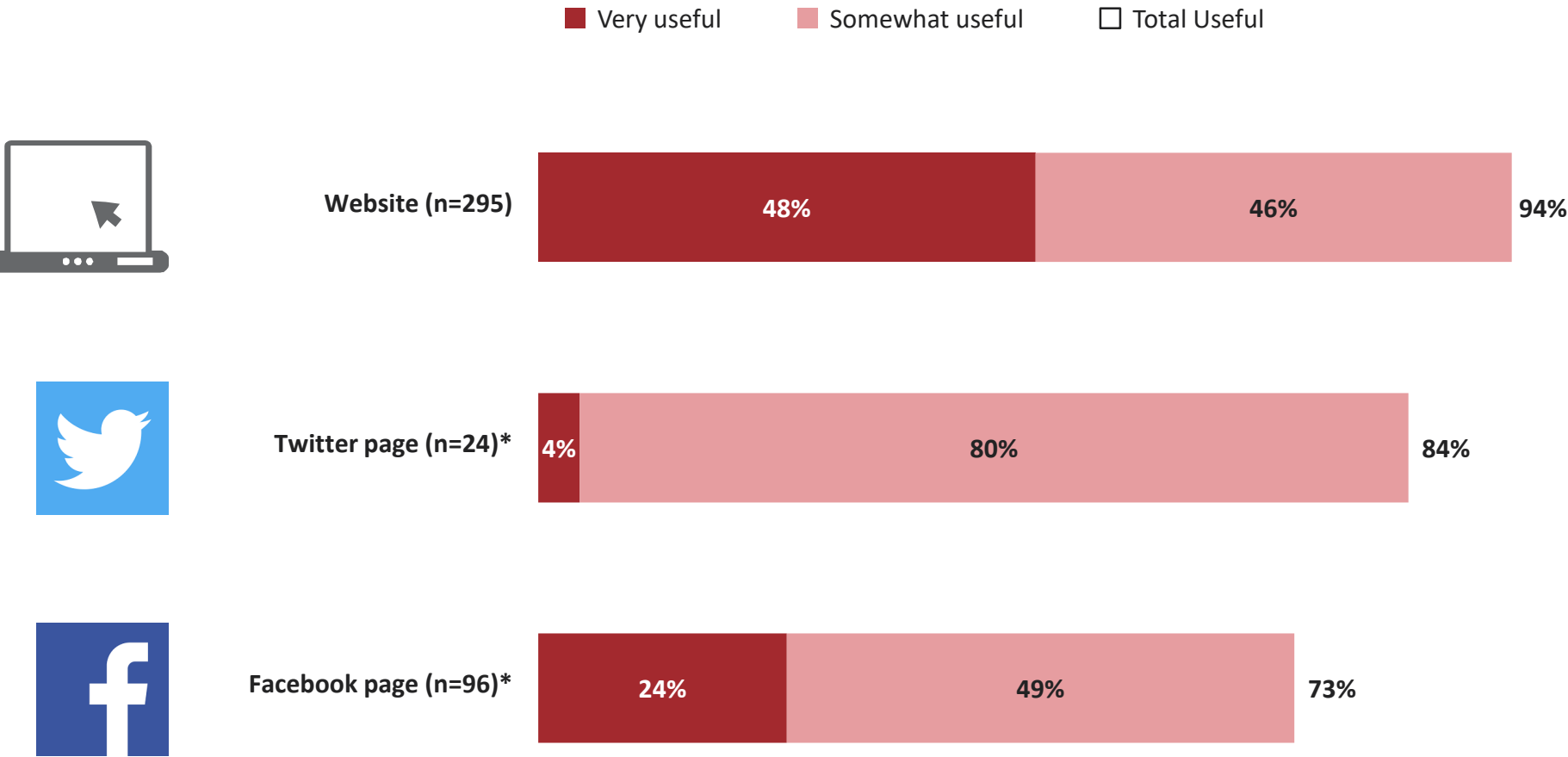
- Among those saying they visited the City's **Twitter** page in the past 12 months, 84% say they found the content of information and online services useful (4% 'very useful'). However, with only 24 respondents answering this question, these results should be interpreted caution.
- Among those saying they visited the City's **Facebook** page in the past 12 months, 73% say they found the content of information and online services useful (24% 'very useful').

This year's results are similar to 2016.

Perceived website usefulness in the City of Langley is also on par with the municipal norm. Normative comparisons for social media are unavailable.

# Usefulness of Online Content and Information

(Among claimed users of each offering)



% TOTAL USEFUL		
NORM	2016 (n=varies)	2019 (n=varies)
93%	95% (n=330)	94% (n=295)
n/a	89% (n=23)*	84% (n=24)*
n/a	80% (n=64)*	73% (n=96)*

\* Small base size, interpret with caution.

Base: Those saying they visited the City’s website/Facebook/Twitter page in the past 12 months (n=varies)

Q21. How useful was the content of information and online services available on the City’s...?

# SUPPORT FOR VARIOUS INITIATIVES



# Support for Parks and Recreation Improvements

There is support for several different parks and recreation improvements in the City of Langley, with a majority of residents saying they would support (combined 'strongly/somewhat support' responses) each of the following:

- **A wildlife interpretive centre along the Nicomkel River (76%)**
  - Support is higher among those who are 18-54 years of age (79% vs. 70% of 55+ years).
- **Additional community gardens (74%)**
  - Support is higher among renters (85% vs. 71% of homeowners).
- **Additional off-leash dog areas (65%)**
  - Support is higher among those who have lived in the City of Langley for 10 years or less (73% vs. 55% of 11-20 years, 67% of 21+ years).
- **A new indoor swimming pool (64%)**
  - Support is higher among those living in Douglas (74% vs. 49% in Blacklock, 51% in Simonds, 65% in Nicomekl, 65% in Alice Brown, 68% in Uplands) and renters (76% vs. 61% of homeowners).
- **Pocket parks in Downtown Langley (62%)**
  - Support is higher among those living in Alice Brown, Douglas, and Nicomekl (80%, 66%, and 66% vs. 42% in Blacklock, 52% in Simonds, 58% in Uplands), renters (74% vs. 58% of homeowners), and those who have lived in the City of Langley for 10 years or less (70% vs. 53% of 11-20 years, 62% of 21+ years).

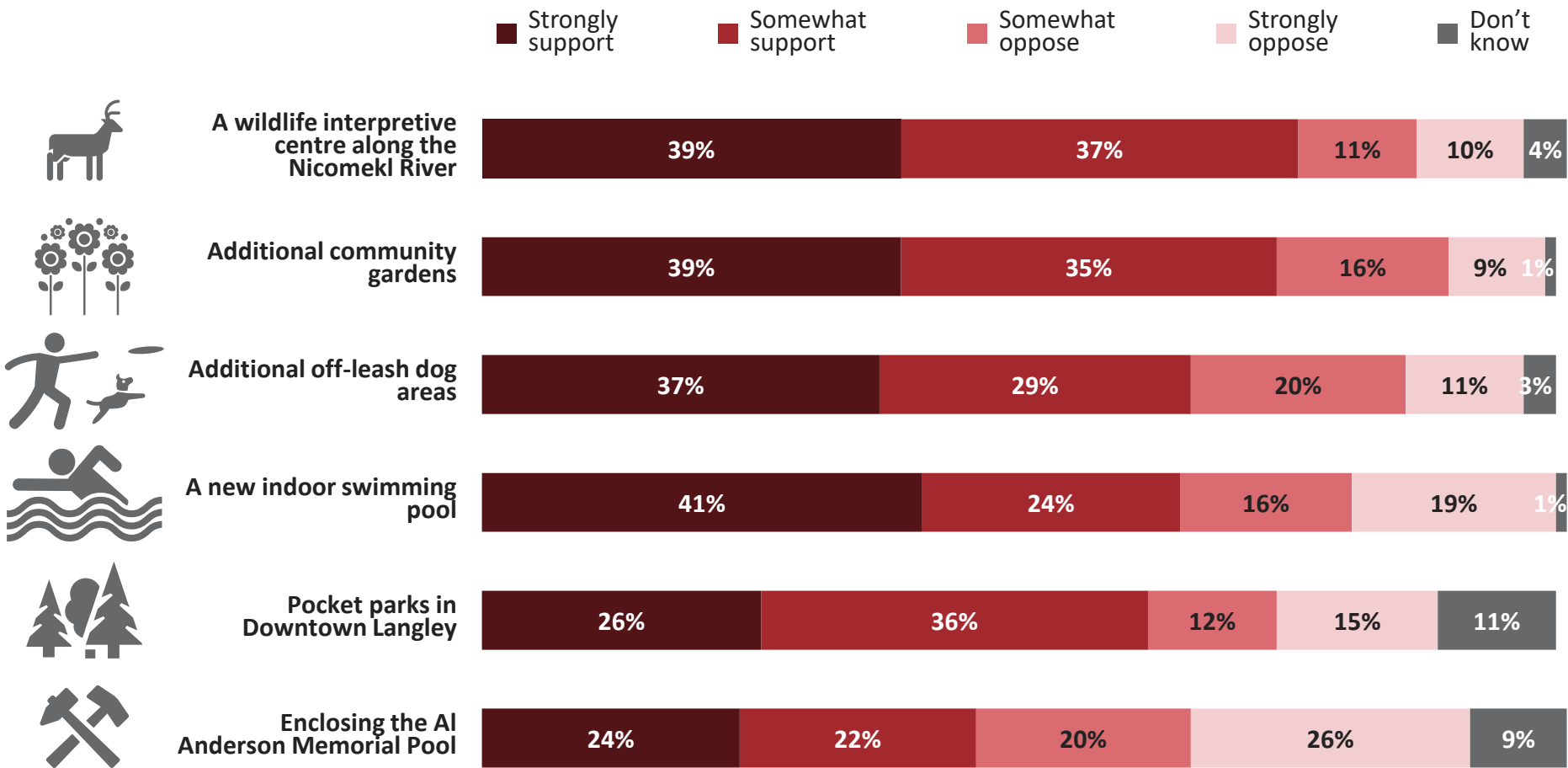
There is less support for **enclosing the Al Anderson Memorial Pool (45%)**. A total of 46% of residents say they are opposed.

- Support is higher among those living in Alice Brown and Douglas (54% and 53% vs. 29% in Blacklock, 37% in Simonds, 41% in Uplands, 46% in Nicomekl), renters (59% vs. 41% of homeowners), and those with household incomes of <\$60K (61% vs. 36% of \$100K+, 45% of \$60K-<\$100K).

Year-over-year tracking and normative comparisons are unavailable for this question.



# Support for Parks and Recreation Improvements



SUMMARY	
Total Support	Total Oppose
76%	21%
74%	25%
65%	32%
64%	35%
62%	27%
45%	46%

Base: All respondents (n=500)

Q39. Recognizing that there would be additional construction and operating costs, would you support or oppose each of the following parks and recreation improvements in the City of Langley? (Is that strongly or somewhat support/oppose?)

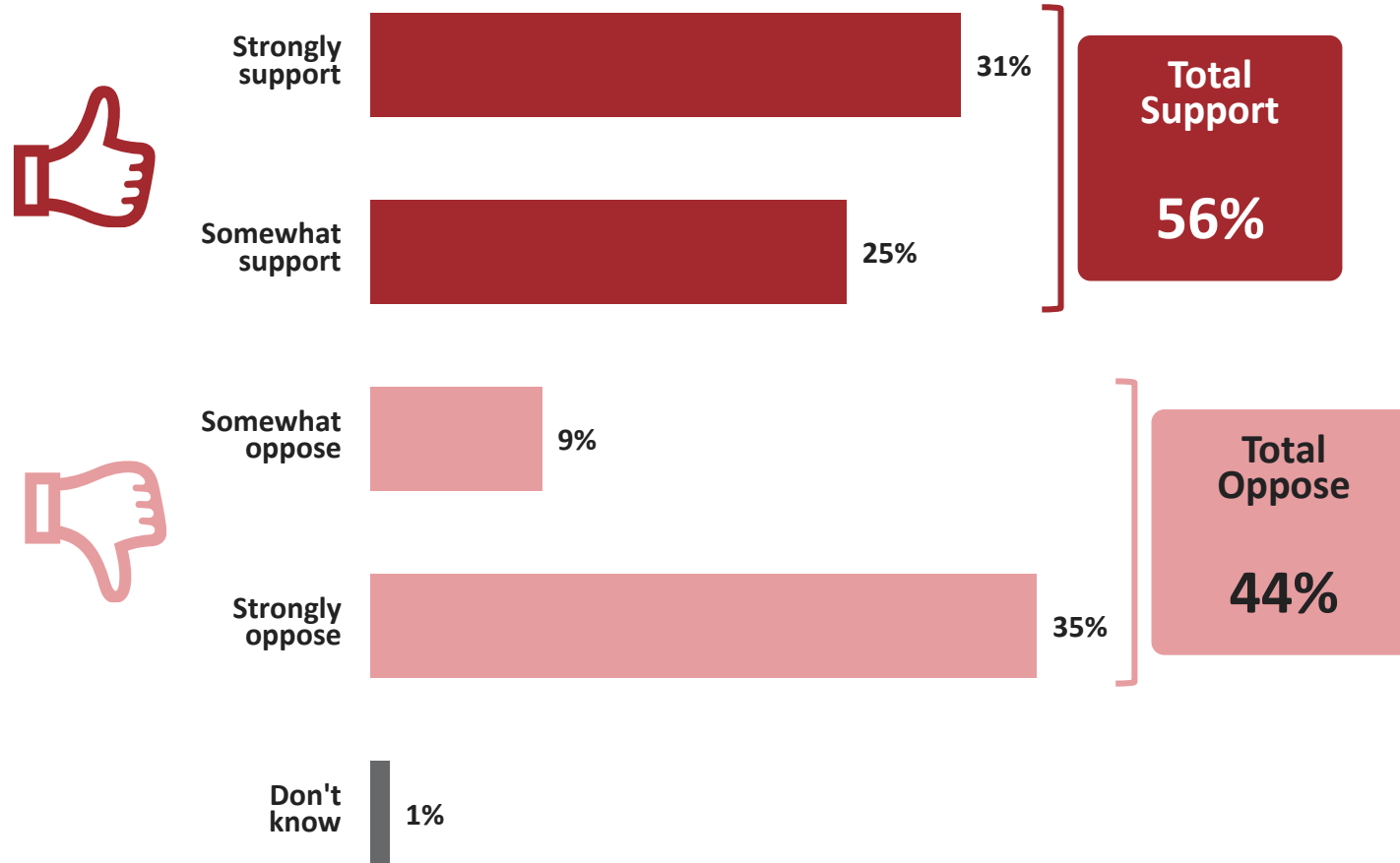
# Support for Cannabis Retail Stores

Overall, 56% of residents say they would support allowing cannabis retail stores in the City of Langley. A large minority (44%) say they are opposed. Moreover, both sides have relatively strong opinions, with 31% saying 'strongly support' and 35% saying 'strongly oppose'.

- Support (combined 'strongly/somewhat support' responses) is higher among those who are 18-54 years of age (62% vs. 45% of 55+ years) and those living outside of Simonds (includes 66% in Alice Brown, 62% in Uplands, 58% in Douglas, 58% in Nicomekl, and 54% in Blacklock vs. 36% in Simonds).

Year-over-year tracking and normative comparisons are unavailable for this question.

# Support for Cannabis Retail Stores



Base: All respondents (n=500)

Q40. Cannabis retail stores are currently prohibited in the City's zoning bylaw. Would you support or oppose allowing cannabis retail stores in the City of Langley? (Is that strongly or somewhat support/oppose?)

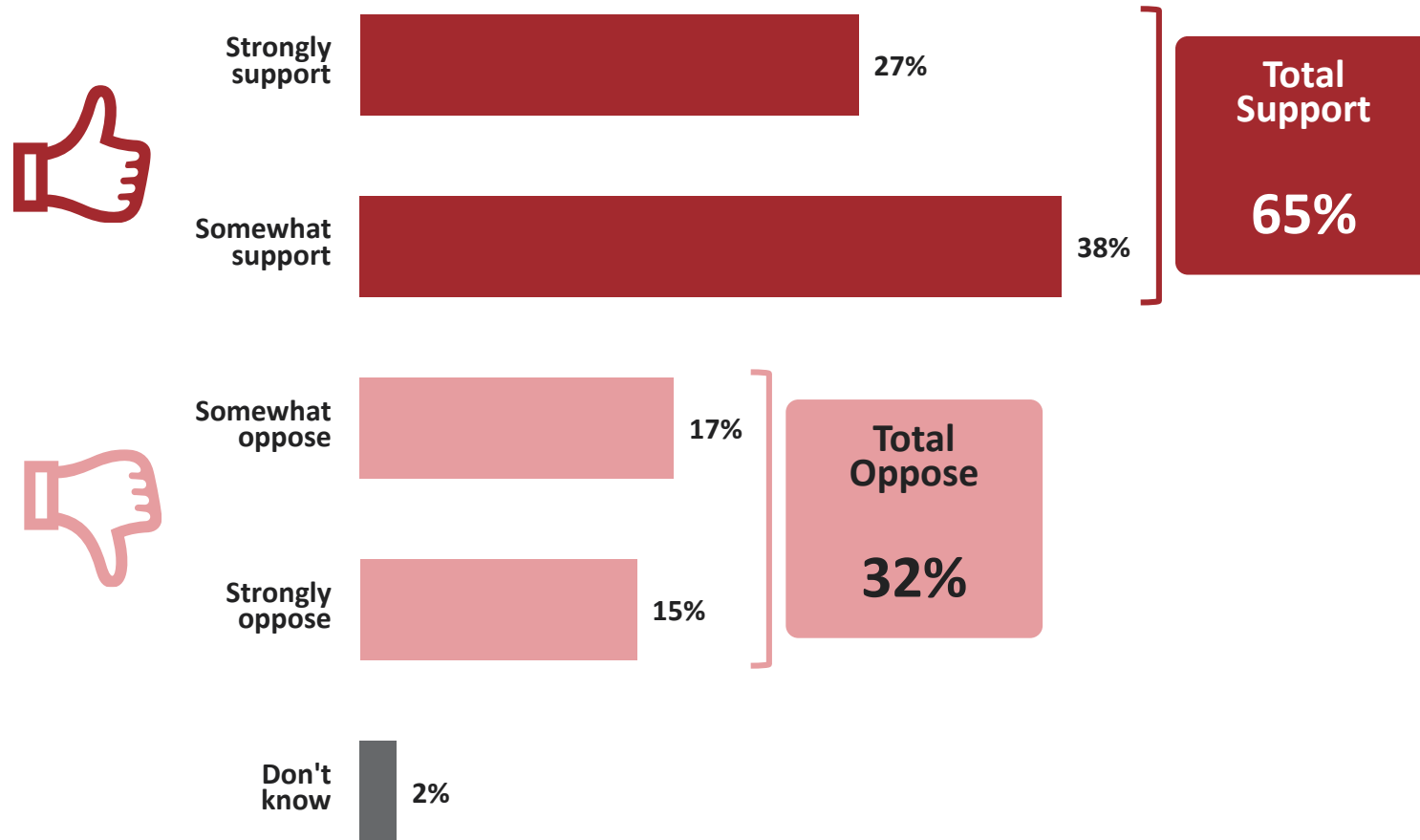
# Support for Neighbourhood Commercial Nodes South of the Nicomkel River

Nearly two-thirds (65%) of residents say they would support the development of neighbourhood commercial nodes in residential areas south of the Nicomekl River (27% 'strongly support', 38% 'somewhat support'). One-third (32%) say they are opposed, including 15% saying 'strongly oppose' and 17% saying 'somewhat oppose'.

- Overall support (combined 'strongly/somewhat support' responses) is higher among renters than homeowners (76% vs. 62%).

Year-over-year tracking and normative comparisons are unavailable for this question.

# Support For Neighbourhood Commercial Nodes South of the Nicomekl River



Base: All respondents (n=500)

Q41. In order to provide small scale shops, cafes and offices within walking distance of residents, would you support or oppose the development of neighbourhood commercial nodes in residential areas south of the Nicomekl River? (Is that strongly or somewhat support/oppose?)



# Support for Different Types of Development South of the Nicomekl River

Residents support several different types of development south of the Nicomekl River to improve housing choice and affordability.

Overall, there is the greatest support (combined 'strongly/somewhat support' responses) for **duplexes** (73%), followed by **townhouses** (67%) and **smaller lot sizes** (61%).

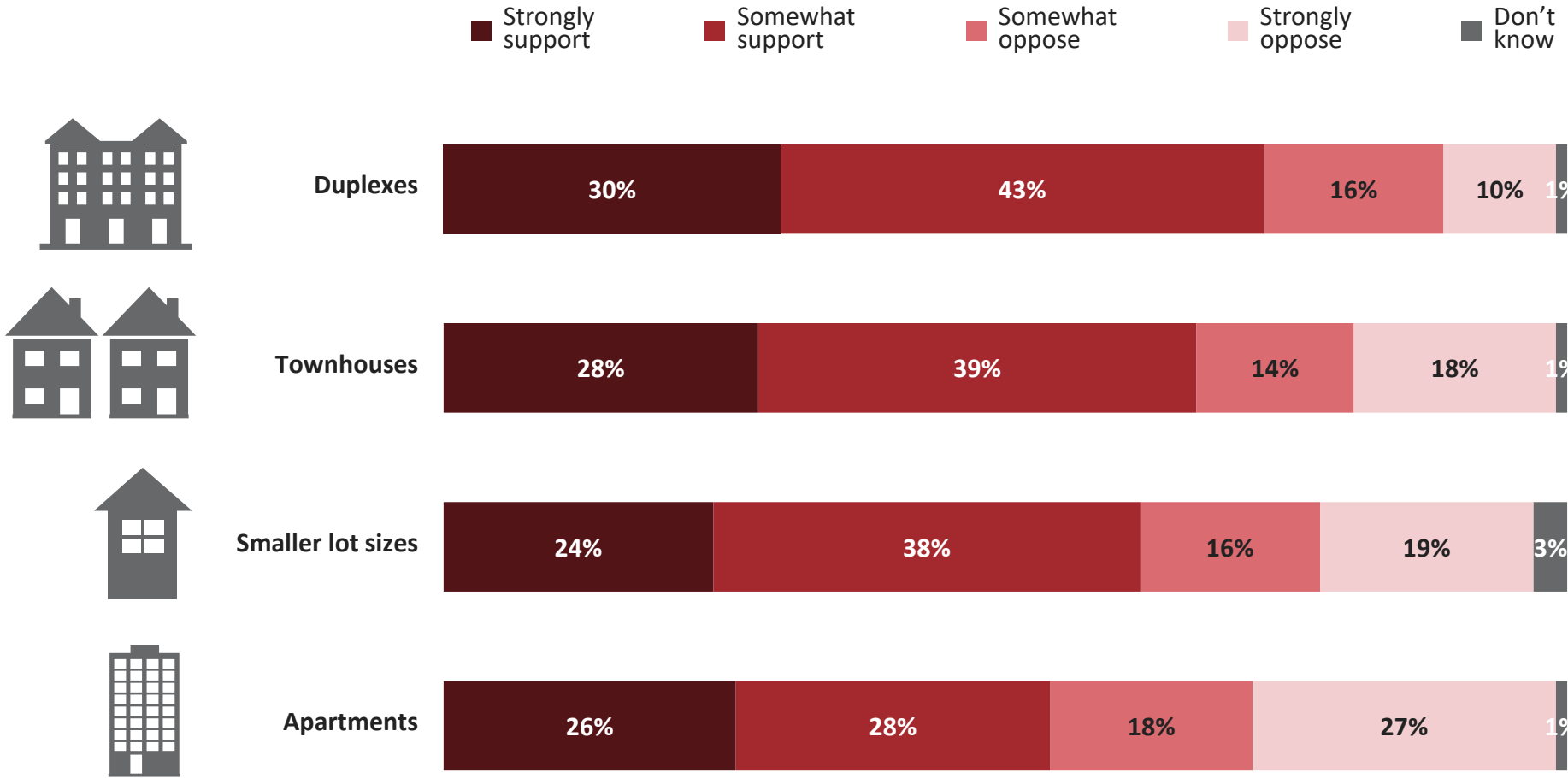
- Renters are more likely than homeowners to say they support all of these types of development.
  - 84% of renters support duplexes (vs. 70% of homeowners).
  - 86% of renters support townhouses (vs. 61% of homeowners).
  - 77% of renters support smaller lot sizes (vs. 57% of homeowners).
- Support for smaller lot sizes is also higher among those who are 18-54 years of age (67% vs. 53% of 55+ years).

A small majority (54%) say they would support **apartments**. In comparison, 45% say they are opposed.

- Again, support is higher among renters than homeowners (75% vs. 47%).
- Support is also higher among those living in Douglas and Nicomekl (65% and 57% vs. 35% in Simonds, 37% in Alice Brown, 49% in Uplands, 54% in Blacklock) and those with household incomes of <\$60K (74% vs. 46% of \$60K-<\$100K, 54% of \$100K+).

Year-over-year tracking and normative comparisons are unavailable for this question.

# Support for Different Types of Development South of the Nicomekl River



SUMMARY	
% Total Support	% Total Oppose
73%	26%
67%	32%
61%	35%
54%	45%

Base: All respondents (n=500)

Q42. To improve housing choice and affordability, would you support or oppose allowing each of the following types of development in designated areas south of the Nicomekl River? (Is that strongly or somewhat support/oppose?)

# Support for Different Types of Secondary Suites

Two-thirds (66%) of residents say they would support (combined 'strongly/somewhat support' responses) allowing **secondary suites in separate, detached buildings such as coach houses, garden suites, or back yard suites** in the City of Langley.

- Support is higher among those who are 18-54 years of age (71% vs. 58% of 55+ years) and renters (83% vs. 60% of homeowners).

There is significantly less support for allowing **secondary suites in houses that are not owner-occupied** (36%). The majority (62%) of residents say they are opposed, with a plurality saying 'strongly oppose' (43%).

- Again, support is higher among those who are 18-54 years of age (45% vs. 22% of 55+ years) and renters (59% vs. 29% of homeowners).
- Support is also higher among those living in Simonds, Alice Brown, Douglas, and Nicomekl (51%, 39%, 37%, and 36% vs. 17% in Blacklock, 27% in Uplands).

Year-over-year tracking and normative comparisons are unavailable for this question.

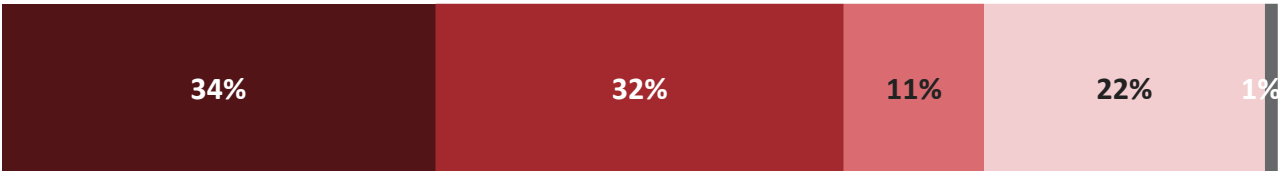
# Support for Different Types of Secondary Suites

Strongly support   Somewhat support   Somewhat oppose   Strongly oppose   Don't know

SUMMARY	
Total Support	Total Oppose



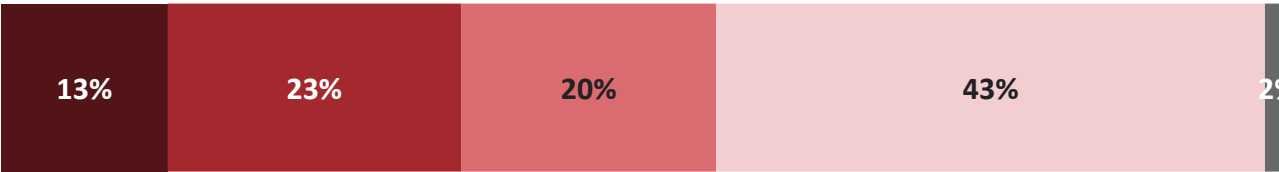
Secondary suites in separate, detached buildings such as coach houses, garden suites, or back yard suites



66%   34%



Secondary suites in houses that are not owner-occupied



36%   62%

Base: All respondents (n=500)

Q43. Currently, secondary suites in the City of Langley are only permitted within the principal building – i.e., the house – on a single-family lot. Secondary suites are also only permitted in houses that are owner-occupied. This requirement was intended to achieve a higher level of maintenance and supervision for secondary suites. Would you support or oppose allowing each of the following types of secondary suites in the City of Langley? (Is that strongly or somewhat support/oppose?)

# Support for Financial Incentives to Increase Stock of Affordable Housing

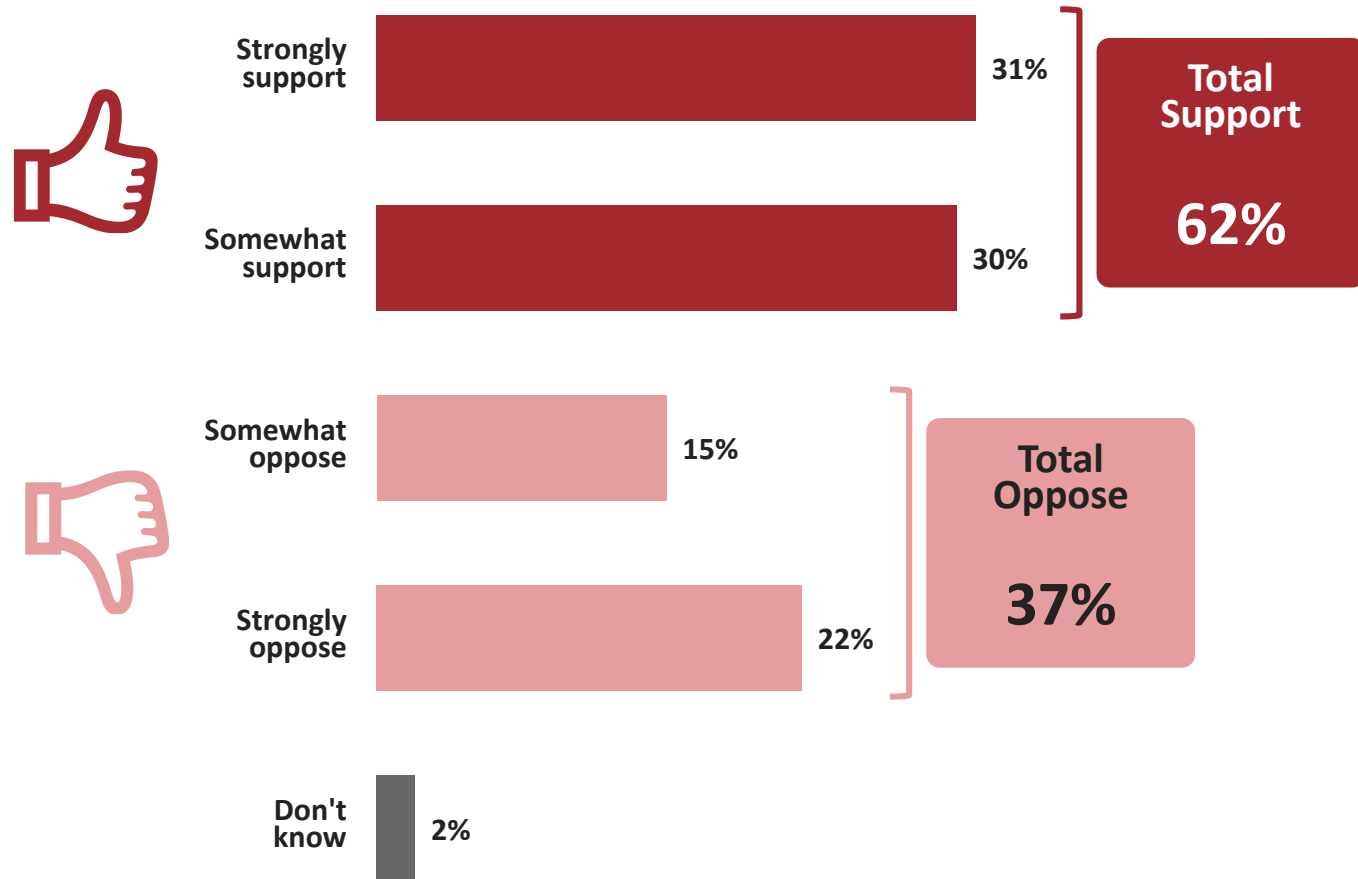
The majority (62%) of residents say they would support the City of Langley providing financial incentives to increase the stock of affordable housing in the city (31% 'strongly support', 30% 'somewhat support'). Slightly less than four-in-ten (37%) say they are opposed, including 22% saying 'strongly oppose' and 15% saying 'somewhat oppose'.

- Support (combined 'strongly/somewhat support' responses) is higher among renters (76% vs. 57% of homeowners), those who have lived in the City of Langley for 10 years or less (72% vs. 53% of 21+ years, 57% of 11-20 years), and those with household incomes of <\$60K (71% vs. 51% of \$100K+, 65% of \$60K-<\$100K).
- Support is consistent across all neighbourhoods, with the exception of Blacklock where only three-in-ten (30%) residents say they support providing financial incentives to increase the city's stock of affordable housing (vs. 69% in Nicomekl, 68% in Douglas, 60% in Simonds, 57% in Alice Brown, 55% in Uplands). The majority (64%) of Blacklock residents say they oppose this initiative.

Year-over-year tracking and normative comparisons are unavailable for this question.



# Support for Financial Incentives to Increase Stock of Affordable Housing



Base: All respondents (n=500)

Q44. Would you support or oppose the City of Langley providing financial incentives to increase the stock of affordable housing in the city? For example, this could include providing land, grants, or subsidies; or forgoing property taxes, fees or levies charged to developers. (Is that strongly or somewhat support/oppose?)

# Support for Different Regulatory Measures to Protect/Expand Stock of Affordable Housing

Of the evaluated regulatory measures, there is the greatest support (combined 'strongly/somewhat support' responses) for **tenant protection or relocation policies for residential rental units undergoing redevelopment or major renovations from owners and developers (73%)** and **inclusionary zoning requiring developers to provide a component of below market units within their development (72%)**.

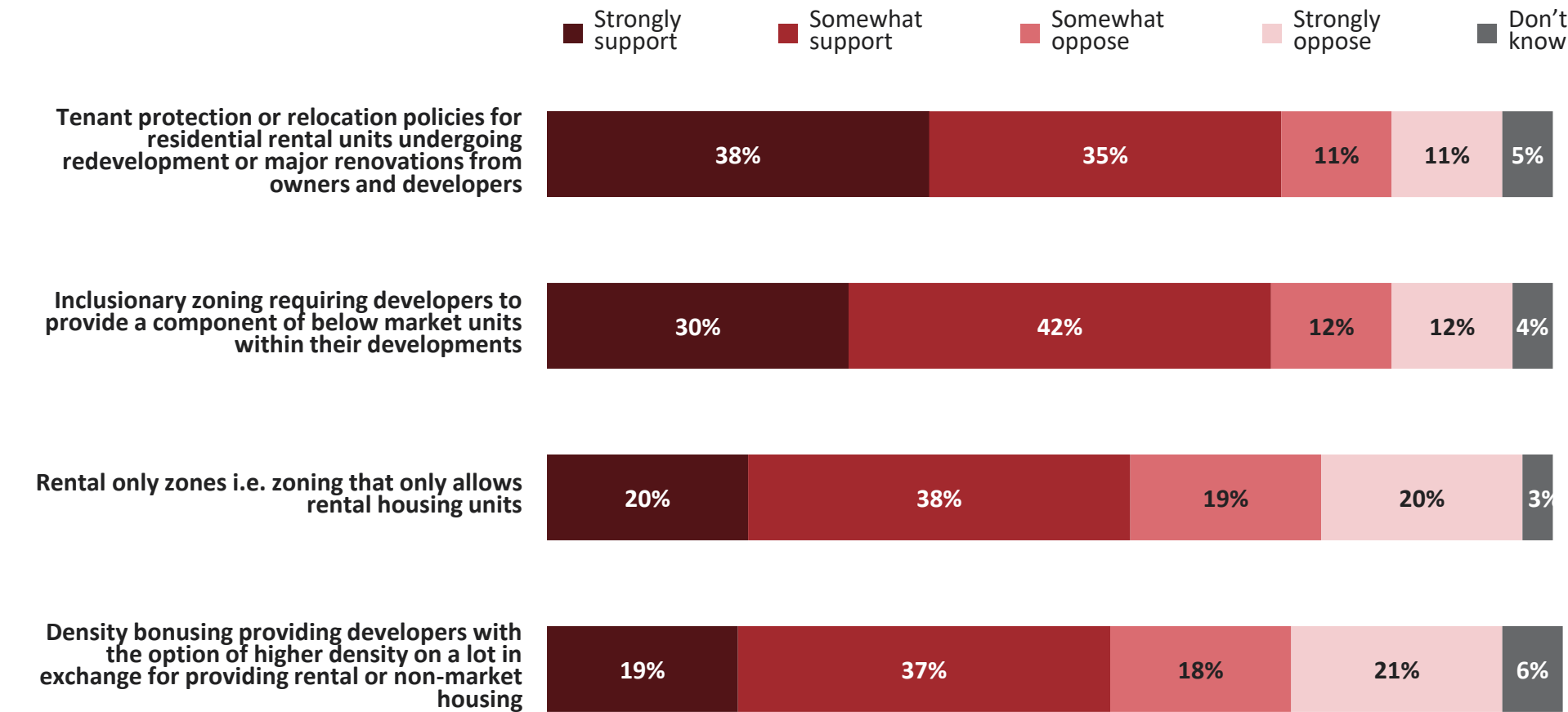
- Support for tenant protection or relocation policies is higher among those with household incomes of <\$60K (84% vs. 68% of \$100K+, 69% of \$60K-<\$100K).
- Support for inclusionary zoning is higher among renters (83% vs. 69% of homeowners).

In comparison, relatively fewer (but still the majority) of residents say they would support **rental only zones, i.e. zoning that only allows rental housing units (58%)** and **density bonusing providing developers with the option of higher density on a lot in exchange for providing rental or non-marketing housing (56%)**.

- Support for rental only zones is higher among those living in Uplands and Nicomekl (71% and 67% vs. 39% in Alice Brown, 42% in Blacklock, 52% in Simonds, 57% in Douglas) and renters (78% vs. 53% of homeowners).
- Support for density bonusing is higher among men (66% vs. 47% of women), those who are 18-54 years of age (61% vs. 48% of 55+ years), renters (68% vs. 53% of homeowners), and those who have lived in the City of Langley for 10 years or less (66% vs. 44% of 11-20 years, 56% of 21+ years).

Year-over-year tracking and normative comparisons are unavailable for this question.

# Support for Different Regulatory Measures to Protect/Expand Stock of Affordable Housing



SUMMARY	
Total Support	Total Oppose
73%	22%
72%	23%
58%	39%
56%	38%

Base: All respondents (n=500)

Q45. Would you support or oppose each of the following regulatory measures designed to protect or expand the City’s stock of affordable housing? (Is that strongly or somewhat support/oppose?)

# Support for Parking Meters and Permits

## SUPPORT FOR PAY PARKING METERS DOWNTOWN

There is little support for implementing pay parking meters in downtown City of Langley, with only 16% of residents saying they would support this initiative (3% 'strongly support', 13% 'somewhat support'). The vast majority (84%) say they are opposed, including more than two-thirds (68%) saying 'strongly oppose' and 15% saying 'somewhat oppose'.

- Overall support (combined 'strongly/somewhat support' responses) is higher among renters than homeowners (25% vs. 13%).

Overall support is consistent with 2016. However, there has been a small but significant 3 percentage point drop in those saying 'strongly support'.

Normative comparisons are unavailable for this question.

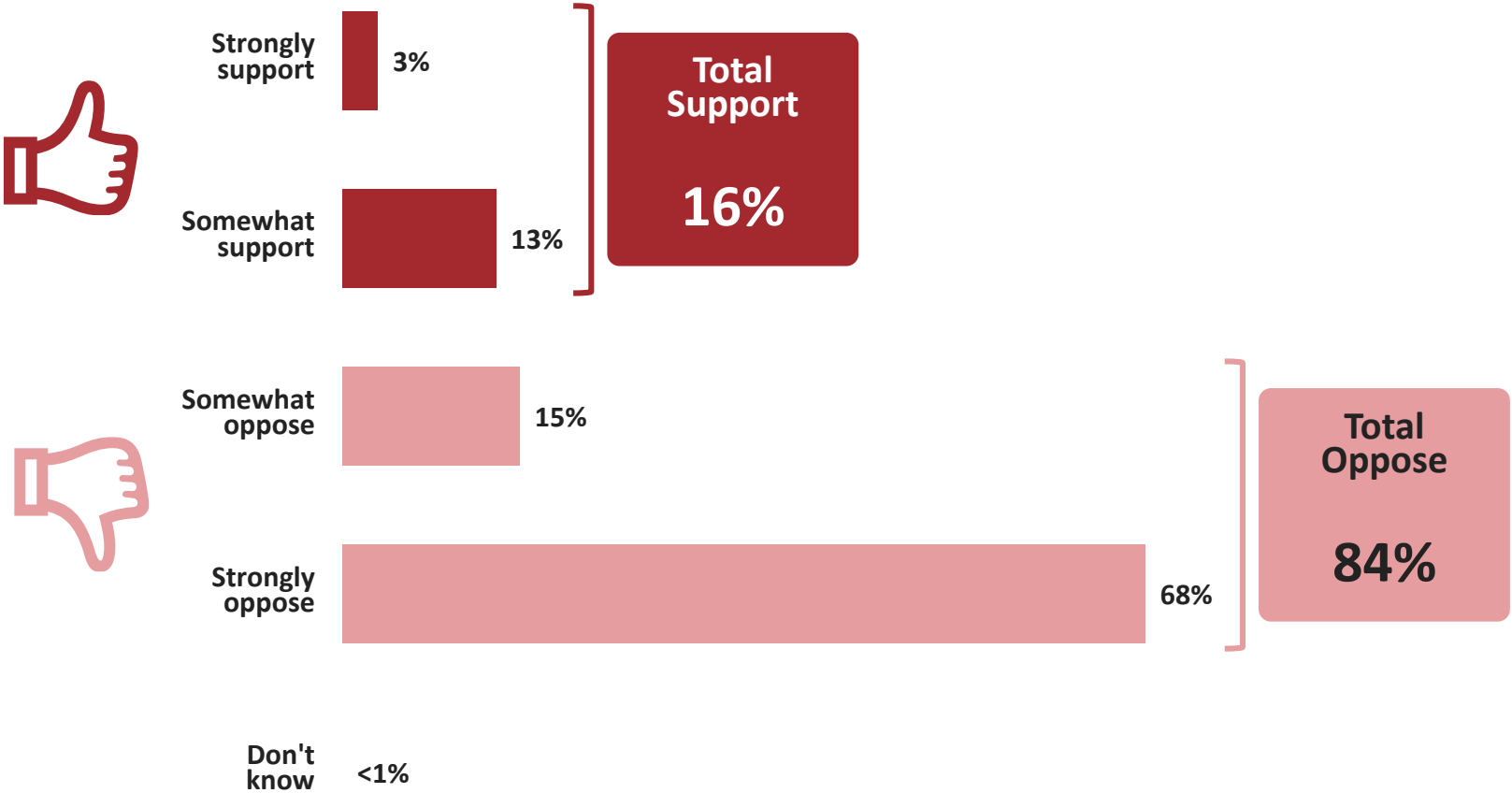
## SUPPORT FOR PARKING PERMITS

Slightly over four-in-ten (41%) residents say they would support the City regulating on-street parking through the issuance of permits in areas with chronic parking shortages (12% 'support strongly', 29% 'somewhat support'). The majority (56%) of residents say they oppose this initiative, including 33% saying 'strongly oppose' and 24% saying 'somewhat oppose'.

- Renters are more likely than homeowners to support parking permits (55% vs. 36%).

Year-over-year tracking and normative comparisons are unavailable for this question.

# Support for Pay Parking Meters Downtown



2016 (n=601)	2019 (n=500)
6%	3% ▼
16%	16%
10%	13%
14%	15%
83%	84%
69%	68%
1%	<1%

Base: All respondents (n=500)

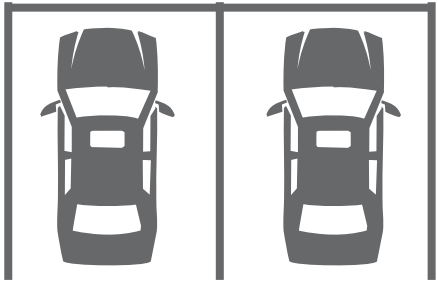
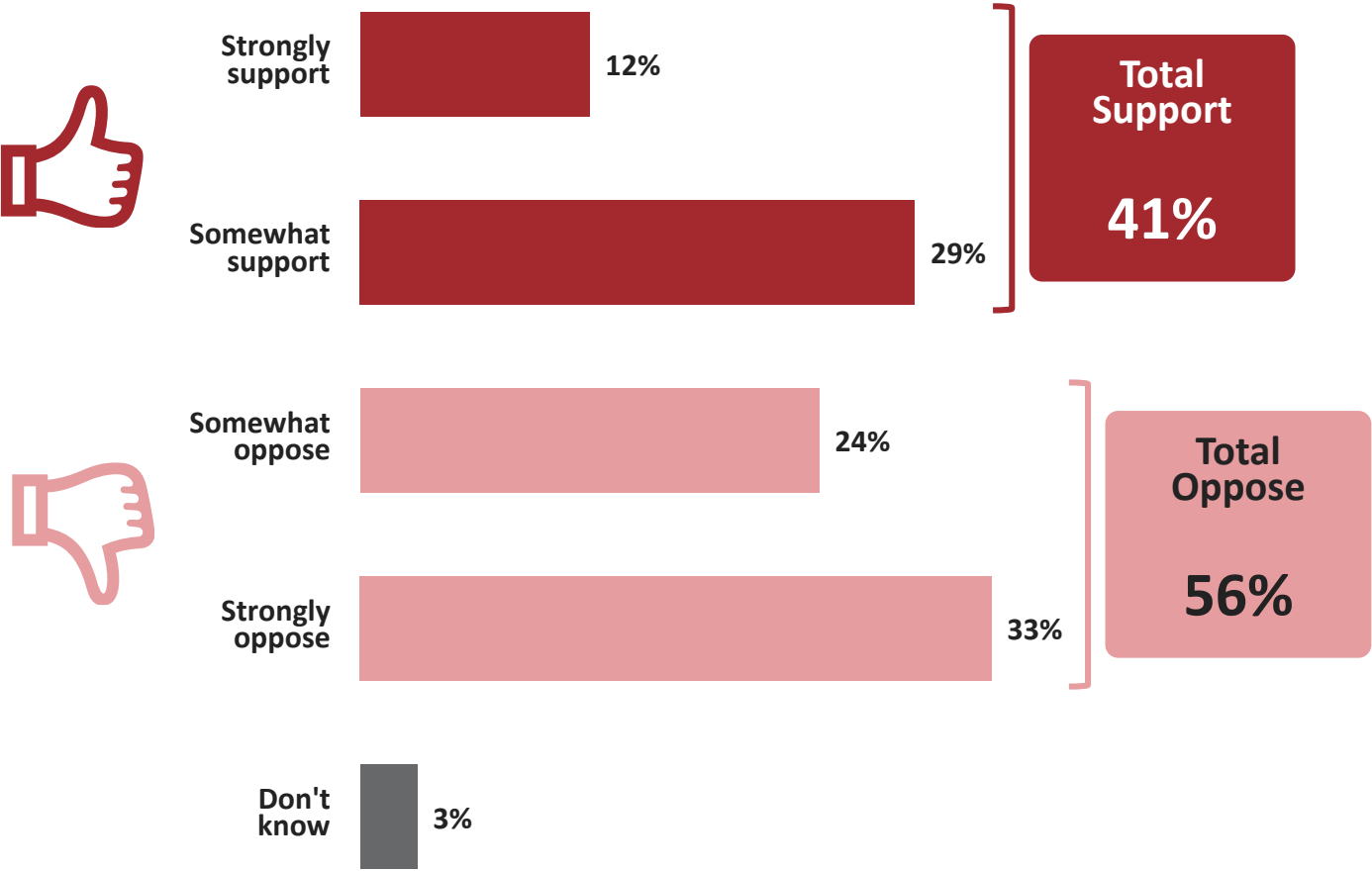
Q29. In an effort to provide greater turnover and address the perceived shortage of parking in the City’s downtown, would you support or oppose the implementation of pay parking meters in downtown Langley? (Is that strongly or somewhat support/oppose?)

Significantly higher/  
lower than 2016.



SUPPORT FOR VARIOUS INITIATIVES (PARKING)

# Support for Parking Permits



Base: All respondents (n=500)

Q46. Recognizing that it would entail additional enforcement and staffing costs, would you support or oppose the City regulating on-street parking through the issuance of permits in areas with chronic parking shortages? (Is that strongly or somewhat support/oppose?)

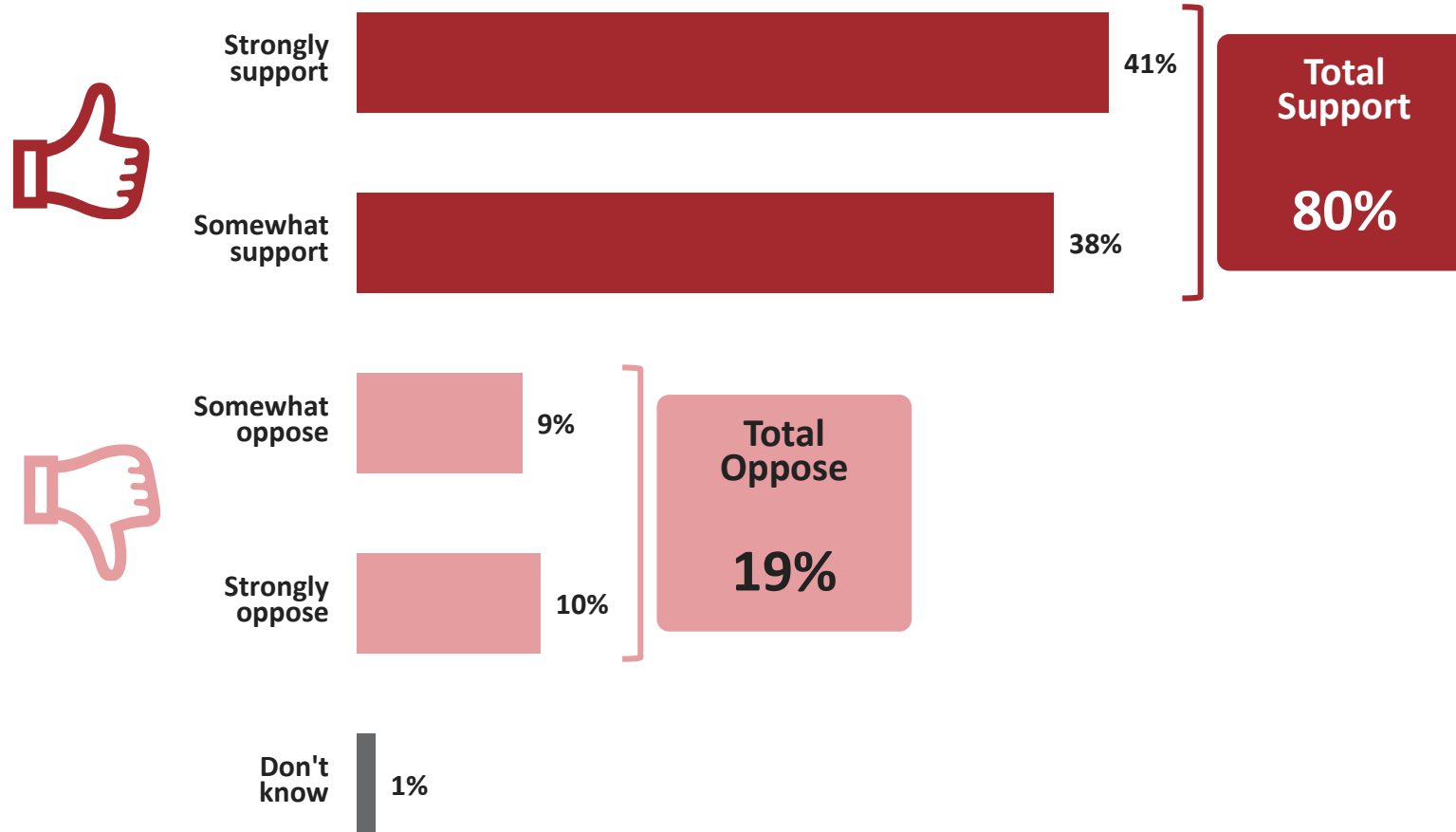
# Support for Funding Performing Arts Centre

Residents are highly supportive of the City funding part of the construction and operating cost of a performing arts centre in downtown City of Langley. Overall, 80% say they would support this initiative, including 41% saying 'strongly support' and 38% saying 'somewhat support'. Just under two-in-ten (19%) say they are opposed (10% 'strongly oppose', 9% 'somewhat oppose').

- Support (combined 'strongly/somewhat support' responses) is higher among those with household incomes of <\$60K (87% vs. 74% of \$100K+, 79% of \$60K-<\$100K).

Year-over-year tracking and normative comparisons are unavailable for this question.

# Support for Funding Performing Arts Centre



Base: All respondents (n=500)

Q47. The City is pursuing the development of a performing arts centre in Downtown Langley. Would you support or oppose the City funding part of the construction and operating cost of a performing arts centre? (Is that strongly or somewhat support/oppose?)

# Support for Waste and Recyclables Toter Service

## SUPPORT FOR WASTE AND RECYCLABLES TOTER SERVICE

The majority (72%) of residents say they would support the City moving to toter service for biweekly collection of waste and recyclables (39% 'strongly support', 32% 'somewhat support'). Slightly over two-in-ten (22%) say they are opposed, including 15% saying 'strongly oppose' and 7% saying 'somewhat oppose'.

- Support (combined 'strongly/somewhat support' responses) is higher among those living in Blacklock (85% vs. 61% in Uplands, 64% in Simonds, 70% in Alice Brown, 72% in Nicomekl, 73% in Douglas).

Year-over-year tracking and normative comparisons are unavailable for this question.

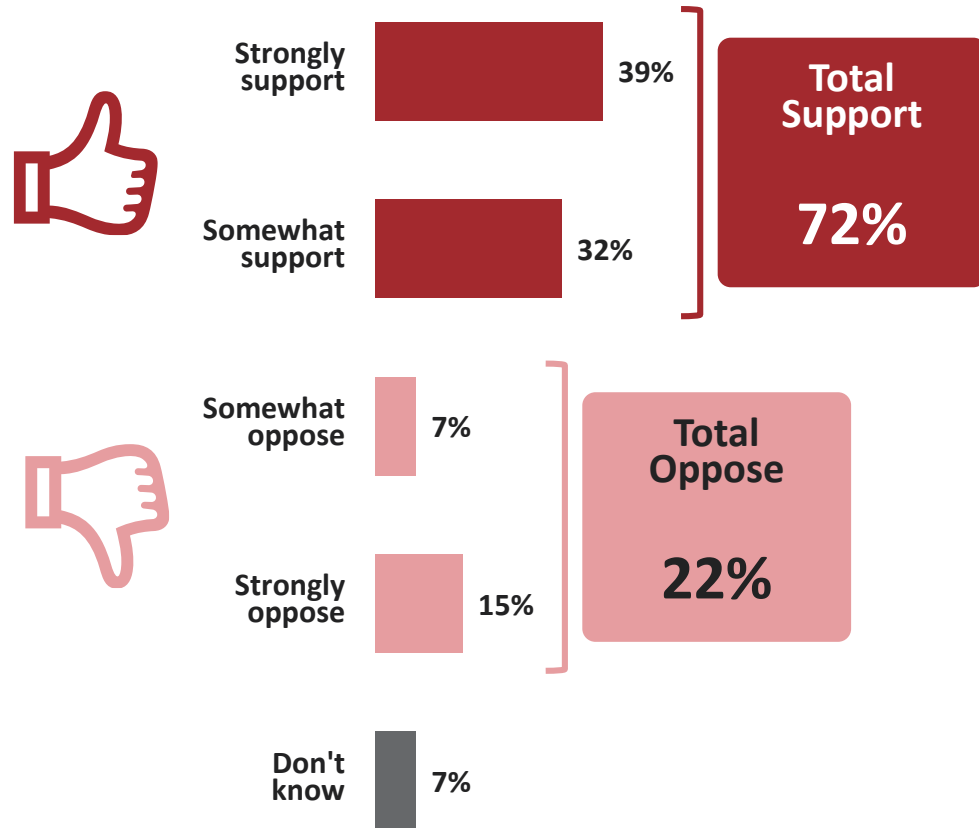
## ADDITIONAL \$ AMOUNT WILLING TO PAY FOR TOTER SERVICE

Currently, residents pay \$198 per year for solid waste collection. Slightly more than three-quarters (76%) of residents indicate they would be willing to pay more for toter service, with nearly one-half (49%) saying they would be willing to paying at least an additional \$20 (includes 21% saying \$20, 11% saying \$30, 3% saying \$40, and 14% saying \$50). Another 27% say they would be willing to pay an additional \$10. Only 13% say they would be unwilling to pay any extra for toter service while 10% are unsure how much (if any) extra they would be willing to pay.

- Residents who are 55+ years of age are more likely to say they are unwilling to pay any extra for toter service (19% say \$0 vs. 10% of 18-54 years).

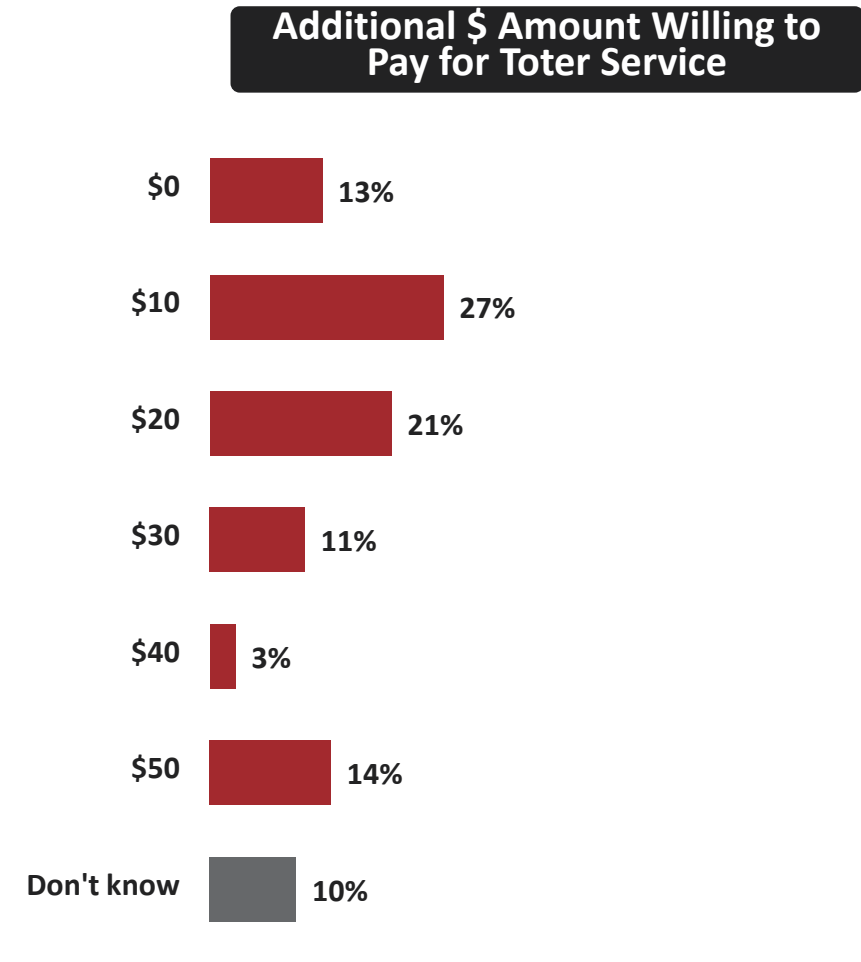
Year-over-year tracking and normative comparisons are unavailable for this question.

# Support for Waste and Recyclables Toter Service



Base: All respondents (n=500)

Q48. The City of Langley is considering moving to toter-style biweekly collection of waste and recyclables. Toters are large, heavy duty plastic bins with wheels that would be supplied by the City of Langley. Would you support or oppose the City moving to toter service for biweekly collection of waste and recyclables? (Is that strongly or somewhat support/oppose?)



Base: All respondents (n=500)

Q49. Currently, residents pay \$198 per year for solid waste collection. What is the maximum additional amount that you would be willing to pay for toter service?



# WEIGHTED SAMPLE CHARACTERISTICS

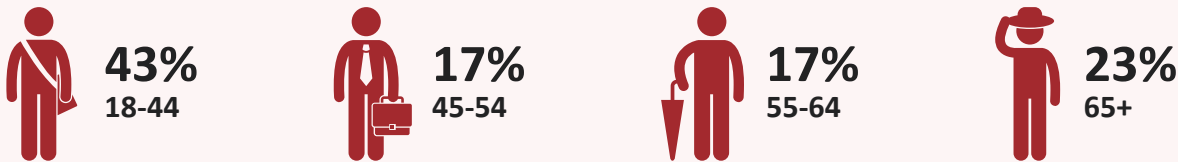


# Weighted Sample Characteristics

## GENDER



## AGE

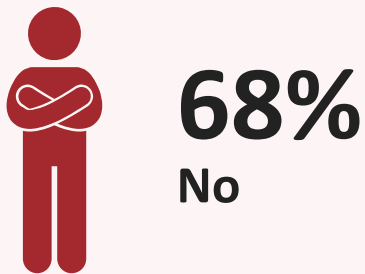
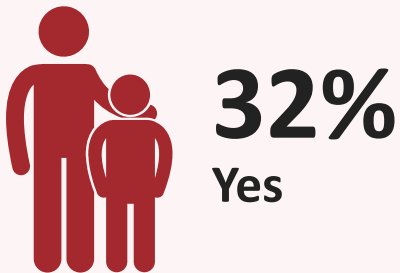


## REGION

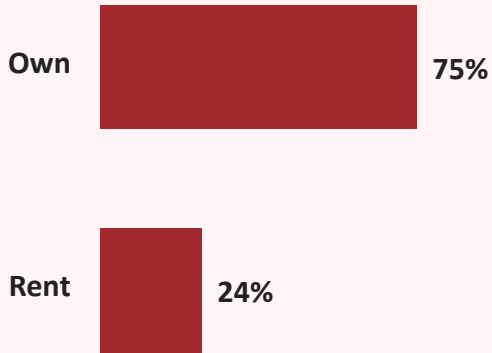


Nicomekl	35%
Douglas	28%
Simonds	13%
Blacklock	11%
Alice Brown	7%
Uplands	7%

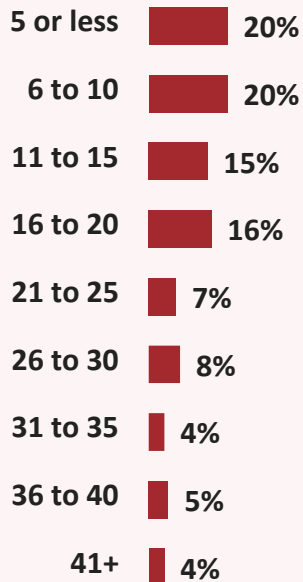
## CHILDREN UNDER 18 IN HOUSEHOLD



## HOMEOWNERSHIP

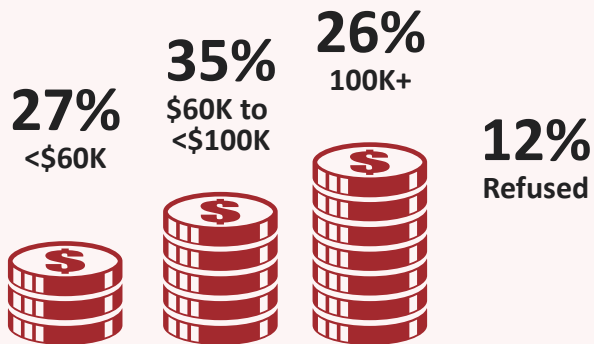


## NUMBER OF YEARS IN LANGLEY



Mean  
16.5 years

## HOUSEHOLD INCOME





# APPENDIX (ONLINE SURVEY RESULTS)



# Summary of Results (page 1 of 5)

Overall, online survey respondents echo many similar sentiments, themes, and issues as those who participated in the random telephone survey.

However, ratings among online survey respondents are notably lower for most survey measures.

Moreover, there are five questions to which online survey respondents demonstrate different opinions than telephone survey respondents. These are:

- Overall community safety: 35% of online survey respondents agree that the City of Langley is a place where residents feel safe and secure (vs. 67% of telephone survey respondents).
- Support for cannabis retail stores: 49% of online survey respondents say they would support allowing cannabis retail stores in the City of Langley (vs. 56% telephone).
- Support for different types of development south of the Nicomekl River: 46% of online survey respondents say they would support allowing apartments in designated areas south of the Nicomekl River (vs. 54% telephone). The majority of both online and telephone survey respondents support duplexes, townhouses, and smaller lot sizes.
- Support for financial incentives to increase the city's stock of affordable housing: 45% of online survey respondents say they would support the City providing financial incentives to increase the stock of affordable housing in the city (vs. 62% telephone).
- Support for different regulatory measures to protect or expand the stock of affordable housing: 47% of online survey respondents say they would support density bonusing (vs. 56% telephone) and 46% of online survey respondents say they would support rental only zones (vs. 58% telephone). The majority of both online and telephone survey respondents support tenant protection or relocation policies and inclusionary zoning.

Online survey respondents are slightly more likely than telephone survey respondents to watch or attend Langley City Council meetings. They are also more likely to visit the City's website and social media offerings (particularly Facebook).

A summary of the key findings for online vs. telephone can be found on the following pages.

# Summary of Results (page 2 of 5)

## QUALITY OF LIFE

- 78% of online survey respondents rate the overall quality of life in the City of Langley as 'very good' or 'good' (vs. 95% of telephone survey respondents).
- Overall, 26% of online survey respondents say the quality of life in the City of Langley has 'stayed the same' over the past three years. Among those noticing a change, more say the quality of life has 'worsened' (55%) than 'improved' (13%), resulting in a net momentum score of -42 percentage points (vs. -17 percentage points telephone).

## ISSUE AGENDA

- Social (61%) and crime (52%) top the issue agenda of online survey respondents, followed by transportation (18%). These are also the three most frequently mentioned issues among telephone survey respondents (49% social, 29% crime, 21% transportation).

## COMMUNITY SAFETY AND SECURITY

- 35% of online survey respondents agree that the City of Langley is a place where residents feel safe and secure; the majority (64%) disagree with this statement. In contrast, 67% of telephone survey respondents agree vs. 33% who disagree.
- 71% of online survey respondents say they feel less secure in their community now as compared to three years ago (vs. 53% telephone).

## CITY ACCOUNTABILITY AND OPENNESS

- Slightly more the six-in-ten online survey respondents agree that the City of Langley believes in and practices open and accessible government (63% vs. 79% telephone) and that the City of Langley is accountable to the community for leadership and good governance (62% vs. 83% telephone).

## CITY SERVICES

- 81% of online survey respondents say they are satisfied with the overall level and quality of services provided by the City of Langley (vs. 93% telephone).
- Online survey respondents' satisfaction with individual services ranges from 91% for public works to 55% for emergency preparedness and 54% for bylaw enforcement. Online survey respondents' satisfaction ratings are lower than the ratings provided by telephone survey respondents for all evaluated services.

# Summary of Results (page 3 of 5)

## FINANCIAL PLANNING

- 65% of online survey respondents say they receive good value for their municipal taxes (vs. 87% telephone).
- When it comes to balancing taxation and service delivery levels, online survey respondents prefer tax increases (46%) over service cuts (28%). Telephone survey respondents also prefer tax increases (57%) over service cuts (29%).
- To help finance amenities and infrastructure, fewer than one-half of online survey respondents say they would support the City increasing property taxes (47% vs. 46% telephone) or incurring debt (41% vs. 45% telephone).

## COMMUNICATION, WEBSITE & SOCIAL MEDIA

- 54% of online survey respondents say they are satisfied with the amount of opportunity they have available to be heard regarding decisions affecting their neighbourhood (vs. 75% telephone).
- Online and telephone survey respondents both say that email is the best way for the City to communicate information to them (54% and 41%, respectively). While social media Facebook places second among online survey respondents (30%), only 10% of telephone survey respondents mention Facebook.
- 26% of online survey respondents say they attended or watched a live broadcast of a Langley City Council meeting in the past 12 months (vs. 20% telephone).
- 87% of online survey respondents say they visited the City's website in the past 12 months (vs. 65% telephone). Just under one-half (45%) of online survey respondents say they visited the City's Facebook page (vs. 22% telephone) and 9% visited the City's Twitter page (vs. 8% telephone).



# Summary of Results (page 4 of 5)

## SUPPORT FOR VARIOUS INITIATIVES

- Parks and recreation
  - Online survey respondents demonstrate moderate support for parks and recreation improvements. Support is highest for a wildlife interpretive centre along the Nicomekl River (67%) and lowest for enclosing the Al Anderson Memorial Pool (44%). This is consistent with the telephone survey results although online survey respondents tend to demonstrate lower levels of support overall.
- Planning & land use
  - 49% of online survey respondents say they would support allowing cannabis retail stores in the City of Langley (vs. 56% telephone).
  - 64% of online survey respondents say they would support the development of neighbourhood commercial nodes in residential areas south of the Nicomekl River (vs. 65% telephone).
  - The majority of online survey respondents say they would support duplexes (66%), townhouses (63%), and smaller lot sizes (60%) in designated areas south of the Nicomekl River. Less than one-half (46%) say they would support apartments. In comparison, a small majority (54%) of telephone survey respondents say they would support apartments.
  - 63% of online survey respondents say they would support allowing secondary suites in separate, detached buildings (vs. 66% telephone). Only 34% of online survey respondents say they would support secondary suites in houses that are not owner-occupied (vs. 36% telephone).
- Affordable housing
  - 45% of online survey respondents say they would support the City providing financial incentives to increase the stock of affordable housing in the city (vs. 62% telephone).
  - To project or expand the city's stock of affordable housing, the majority of online survey respondents say they would support tenant protection or relocation policies (73%) and inclusionary zoning (67%). Fewer than one-half say they would support density bonusing (47%) and rental only zones (46%). In comparison, the majority of telephone survey respondents say they would support density bonusing (56%) and rental only zones (58%).

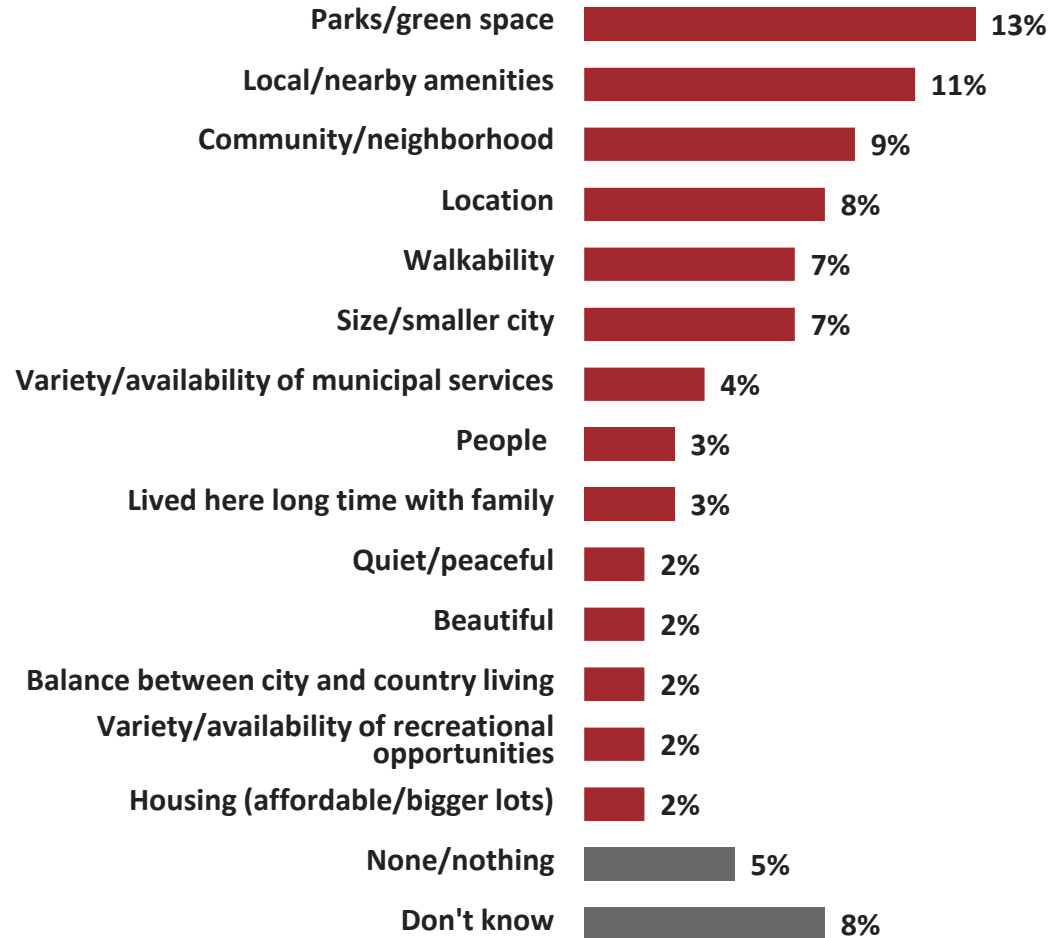
# Summary of Results (page 5 of 5)

## SUPPORT FOR VARIOUS INITIATIVES (cont'd)

- Parking
  - 16% of online survey respondents say they would support pay parking meters downtown (identical to 16% telephone).
  - 34% of online survey respondents say they would support the City issuing parking permits in areas with chronic parking shortages (vs. 41% telephone).
- Performing arts centre
  - 63% of online survey respondents say they would support the City funding part of the construction and operating cost of a performing arts centre (vs. 80% telephone).
- Solid waste collection
  - 62% of online survey respondents say they would support the City moving to toter service for biweekly collection of waste and recyclables (vs. 72% telephone).
  - 36% of online survey respondents indicate they would be willing to pay more for toter service (vs. 76% telephone).

# Best Part about Living in the City of Langley

(Coded Open-Ends)



Note: Mentions 1% or less not shown.

Base: All respondents (n=439)

Q2. What do you like best about living in the City of Langley?

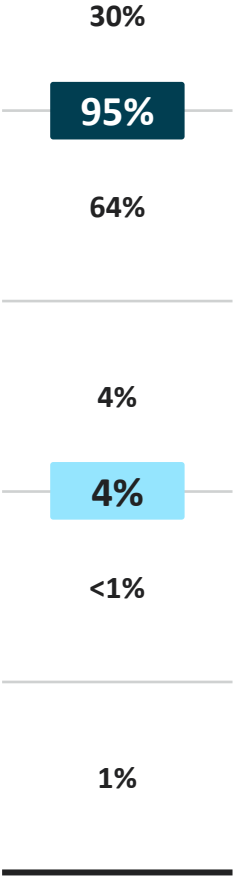
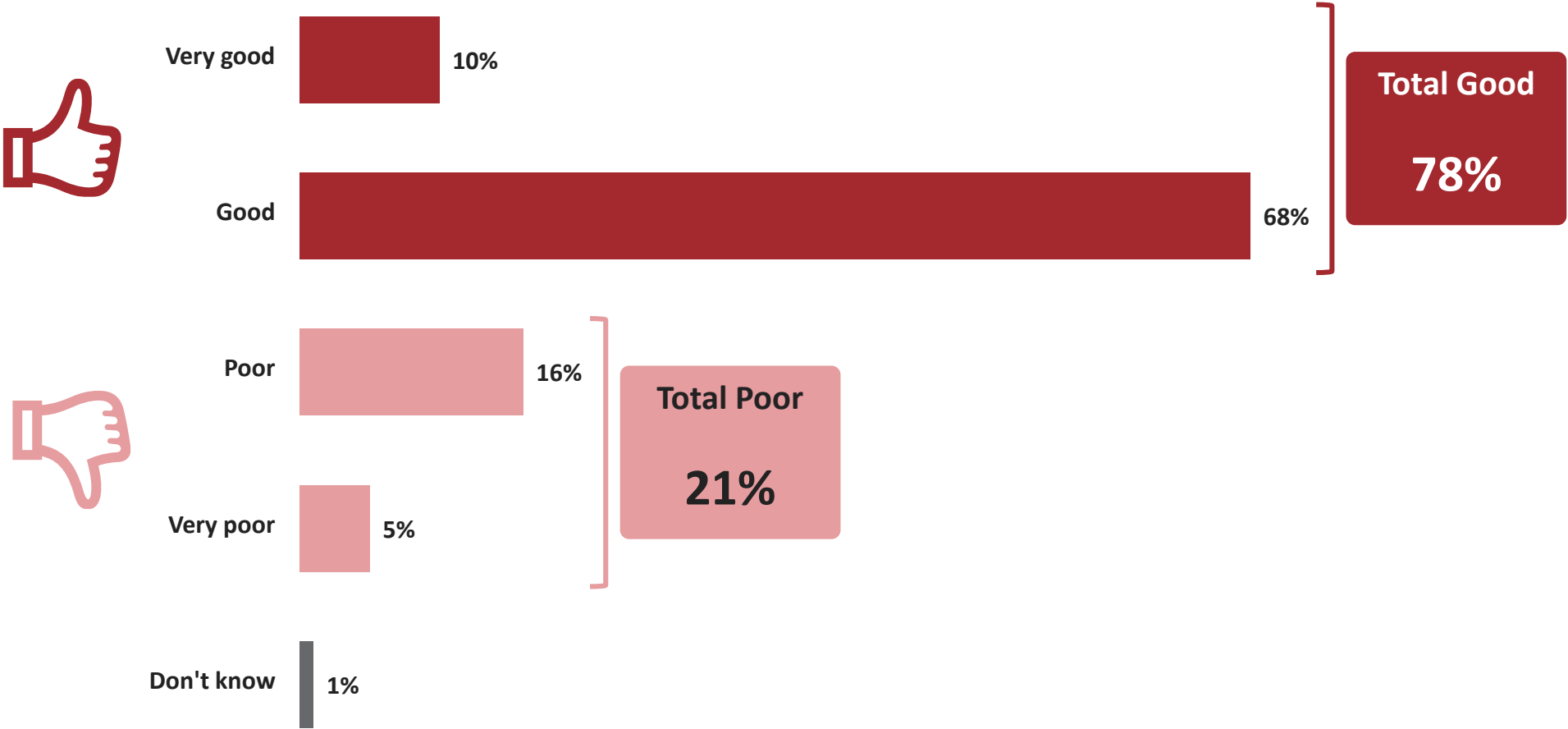
## Top Mentions (Phone Survey) (n=500)

Location	13%
Community/neighbourhood	9%
Local/nearby amenities	9%
Convenience/easy access	6%
Quiet/peaceful	6%
Parks/green space	6%

APPENDIX (ONLINE SURVEY RESULTS)

# Overall Quality of Life

Phone Survey  
(n=500)



# Change in Quality of Life

Phone Survey  
(n=500)



Improved



13%

Stayed the same



26%



Worsened



55%

Don't know



5%



NET Score (2019)

Improved – Worsened

Online: -42

Phone: -17

15%

50%

32%

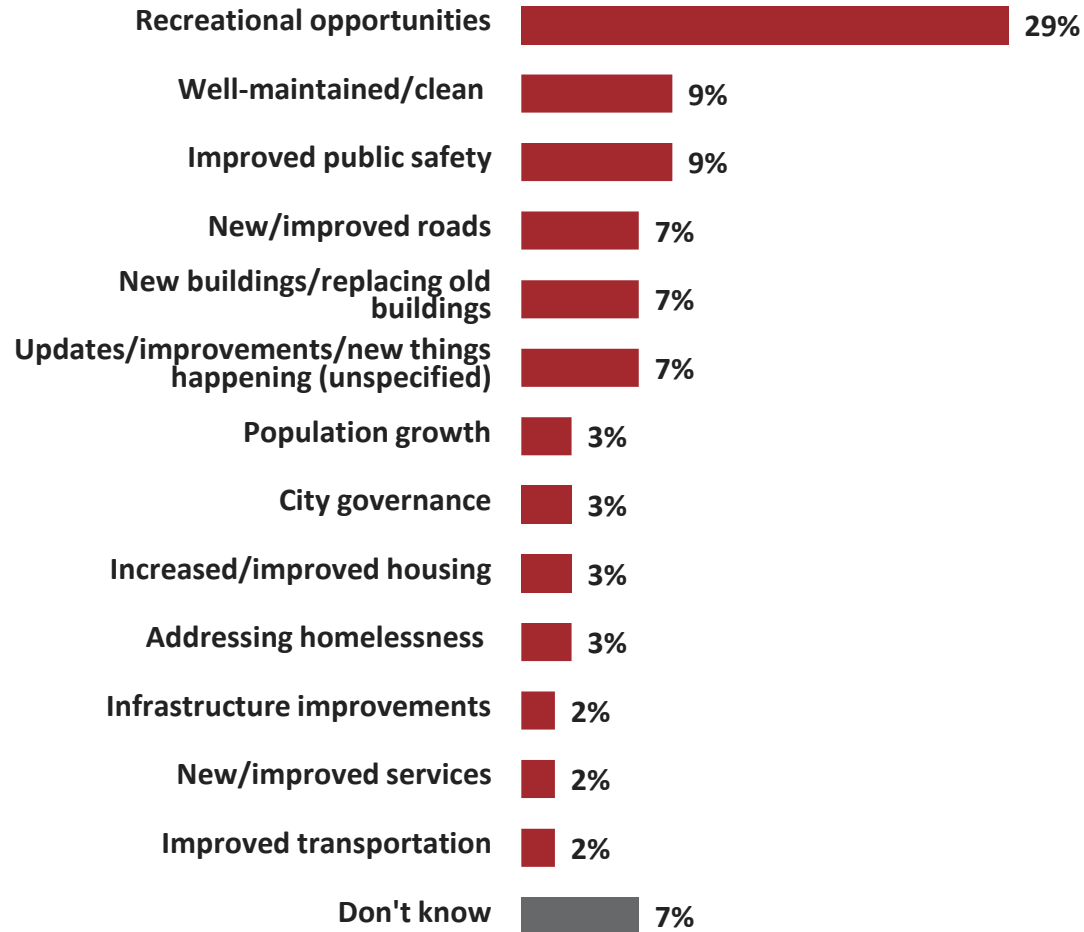
3%

Base: All respondents (n=439)

Q4. And, do you feel that the quality of life in the City of Langley in the past three years has...?

# Reasons Quality of Life has Improved

(Among those saying the quality of life has improved) (Coded Open-Ends)



Note: Mentions 1% or less not shown.

\*Small base size, interpret with caution.

Base: Those saying the quality of life has improved (n=58)\*

Q5. Why do you think the quality of life has improved?

## Top Mentions (Phone Survey)

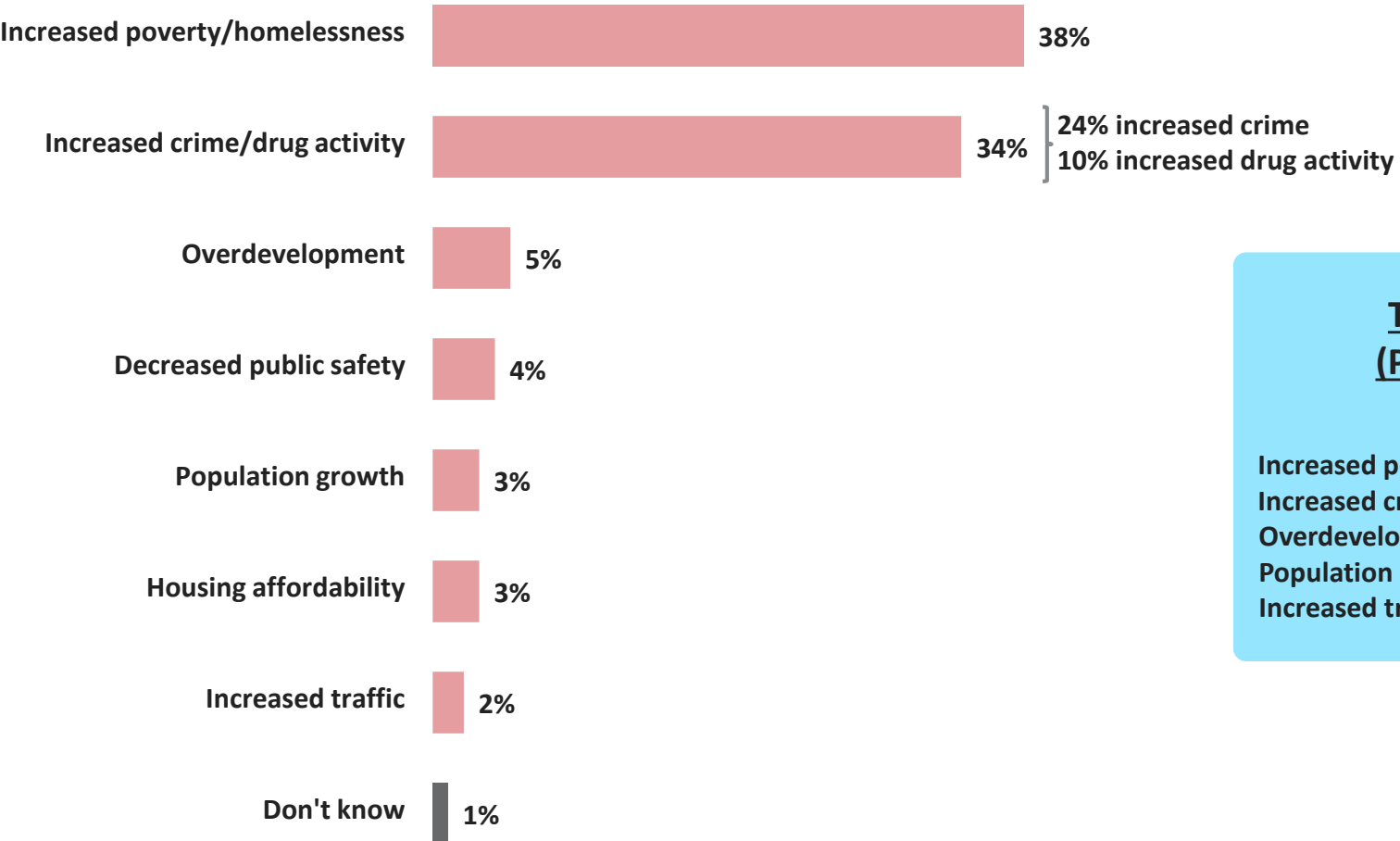
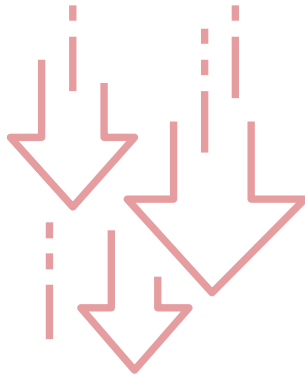
(n=73)\*

Recreational opportunities	13%
Well-maintained/clean	10%
Updates/improvements	7%
New/improved roads	7%
Growth/development	7%



# Reasons Quality of Life has Worsened

(Among those saying the quality of life has worsened) (Coded Open-Ends)



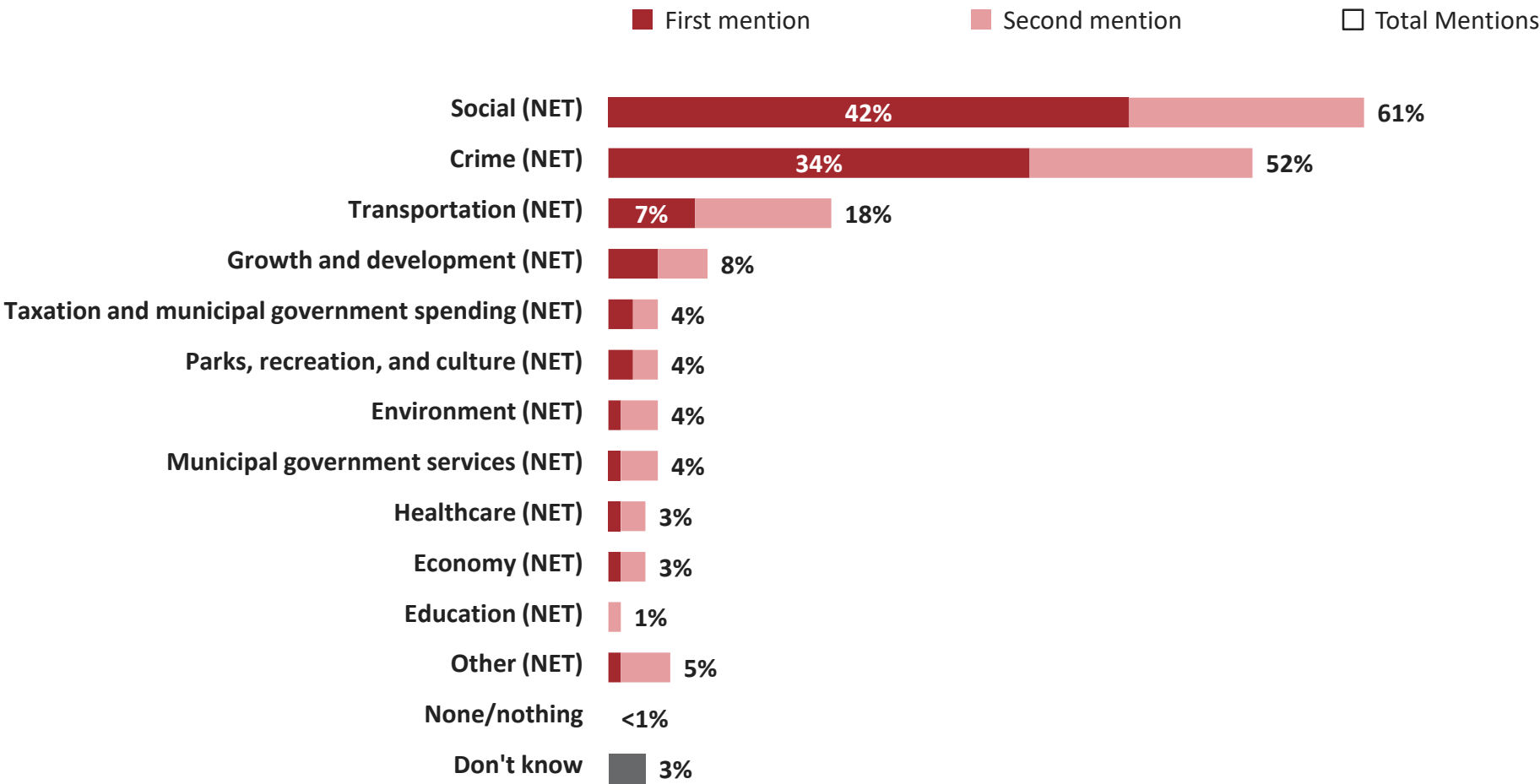
**Top Mentions**  
**(Phone Survey)**  
(n=168)

Increased poverty/homelessness	40%
Increased crime/drug activity	22%
Overdevelopment	8%
Population growth	6%
Increased traffic	6%

Note: Mentions 1% or less not shown.  
Base: Those saying the quality of life has worsened (n=241)  
Q6. Why do you think the quality of life has worsened?

# Important Community Issues

(Coded Open-Ends, Multiple Responses Allowed)



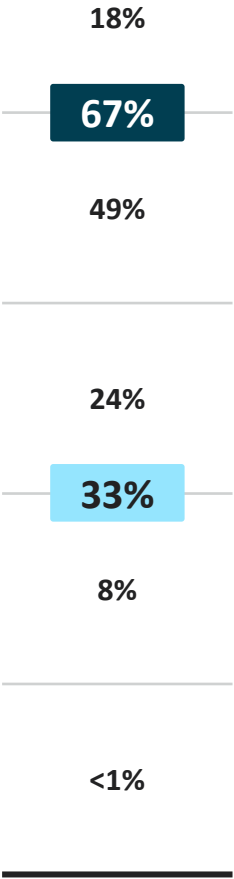
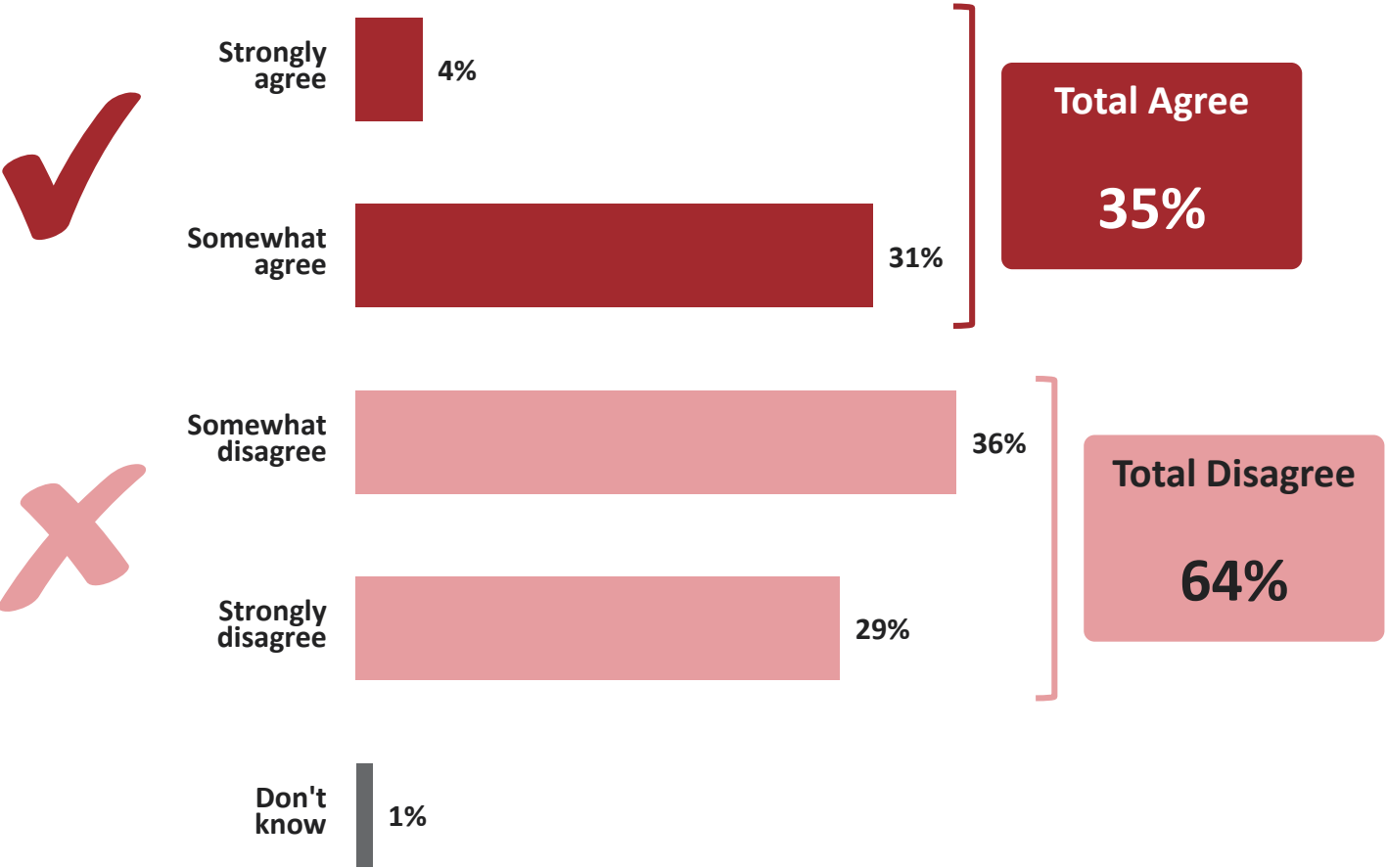
Phone Survey (n=500)
49%
29%
21%
5%
4%
4%
3%
3%
2%
1%
5%
5%
11%
1%

Base: All respondents (n=439)

Q1. In your view, as a resident of the City of Langley, what are the most important issues facing your community, that is, the issues you feel should receive the greatest attention from your local leaders?

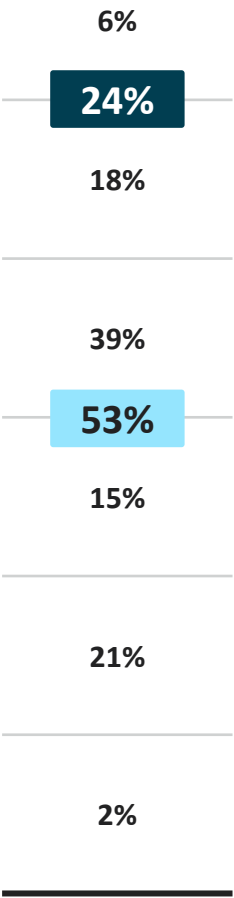
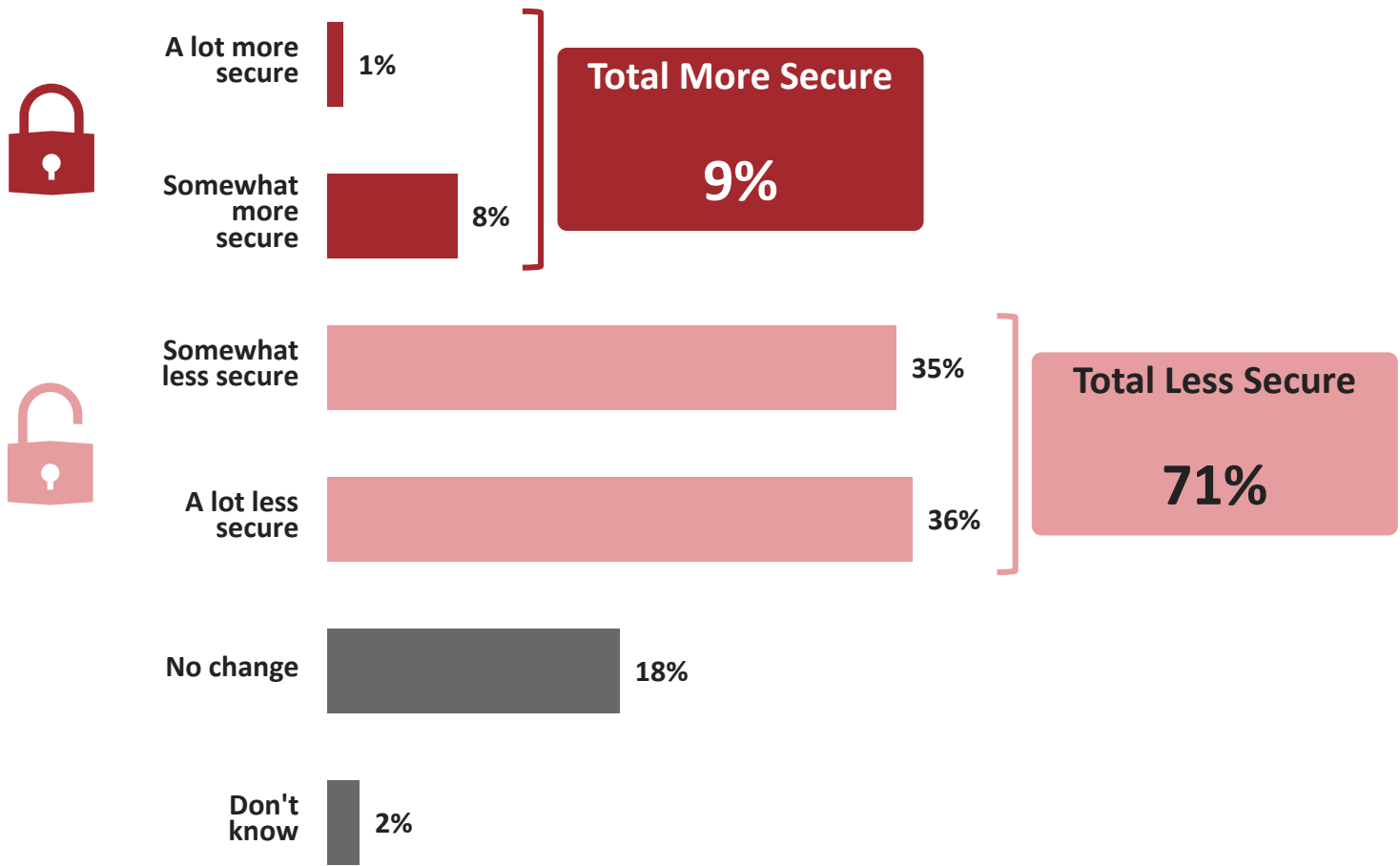
# Overall Community Safety

Phone Survey  
(n=500)



# Change in Community Safety

Phone Survey  
(n=500)



# City Accountability and Openness

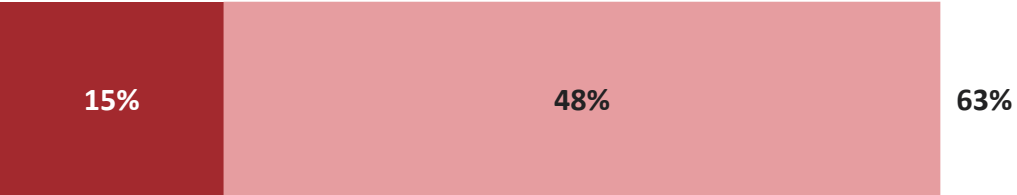
TOTAL AGREE

Phone Survey  
(n=500)

Strongly agree      Somewhat agree      Total Agree



The City of Langley believes in and practices open and accessible government



79%



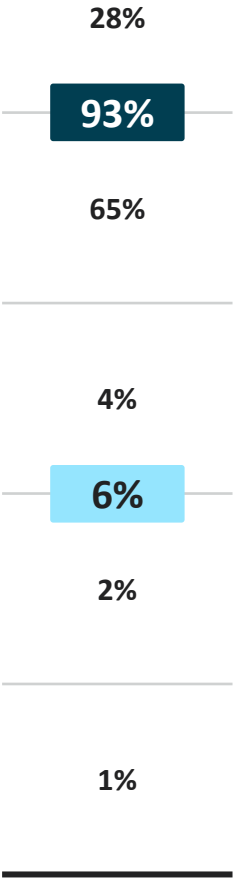
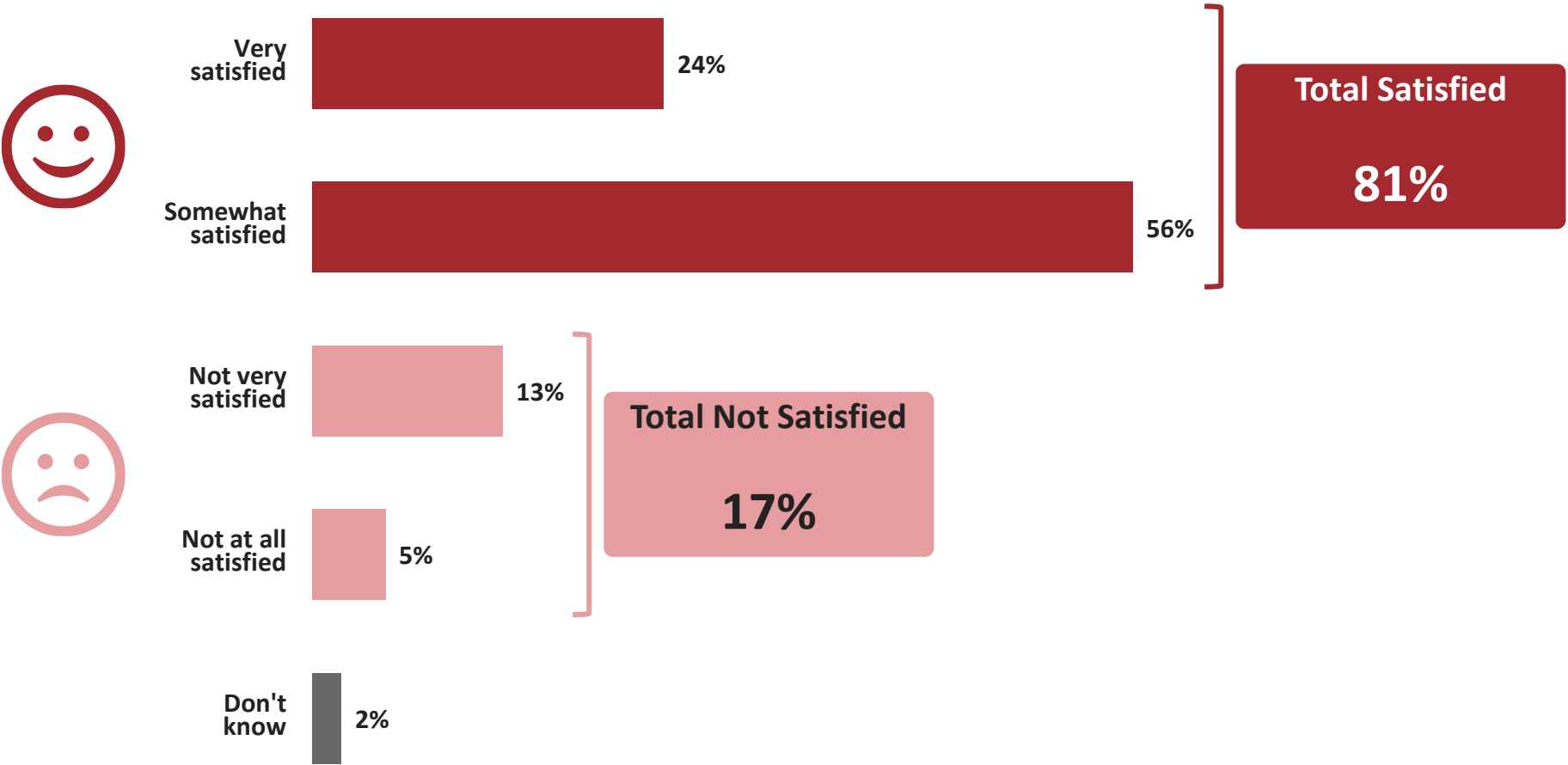
The City of Langley is accountable to the community for leadership and good governance



83%

# Overall Satisfaction with City Services

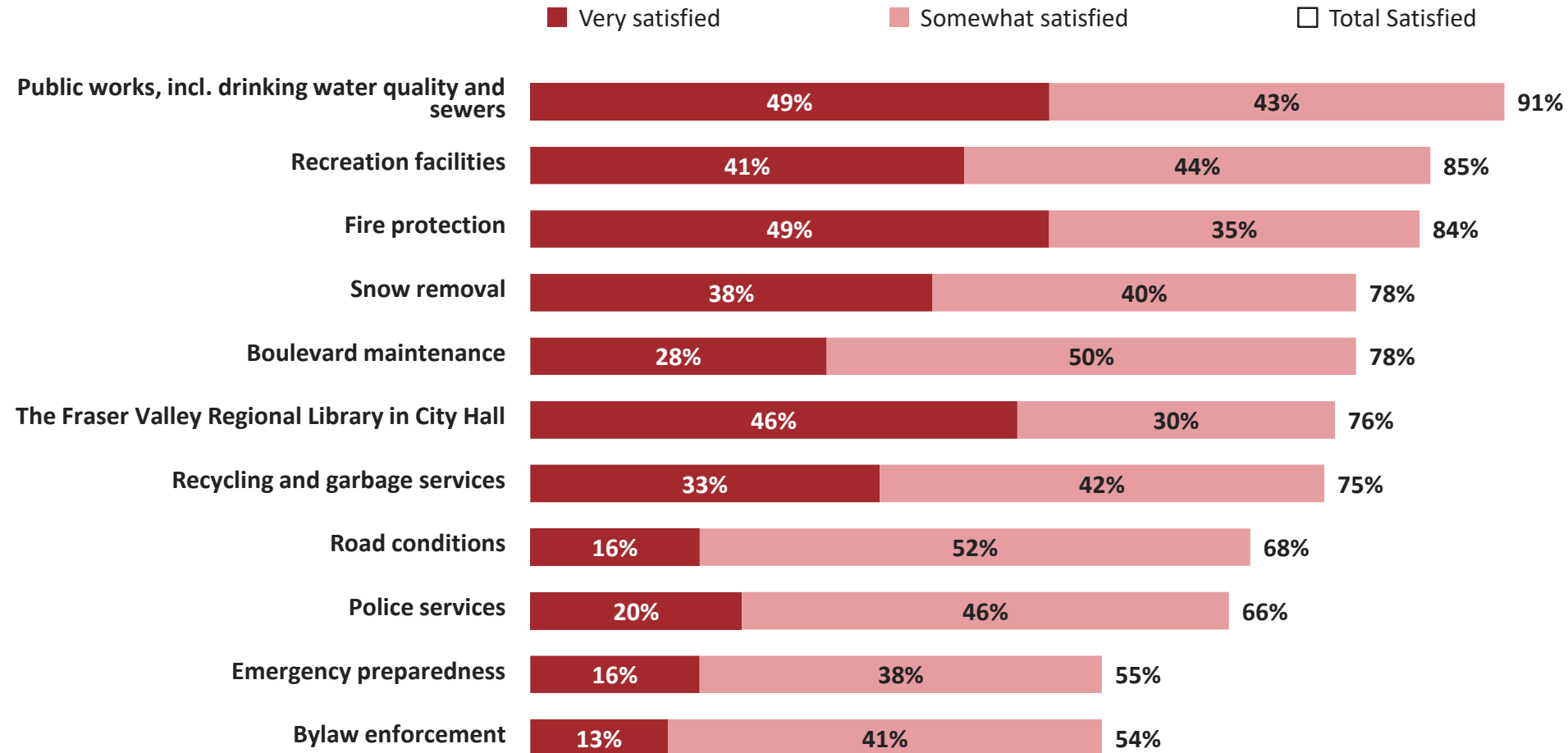
Phone Survey  
(n=500)



Base: All respondents (n=439)



# Satisfaction with Individual Services



## TOTAL SATISFIED

**Phone Survey**  
 (n=500)

96%

91%

94%

81%

82%

87%

82%

80%

83%

77%

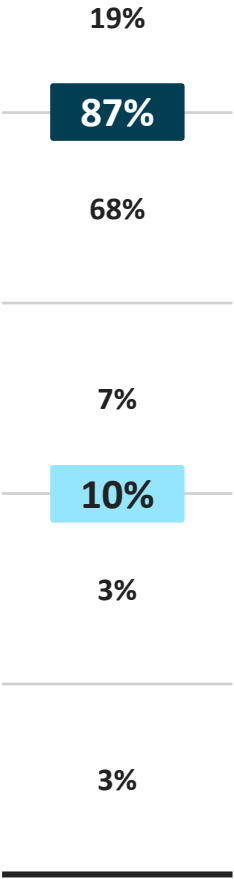
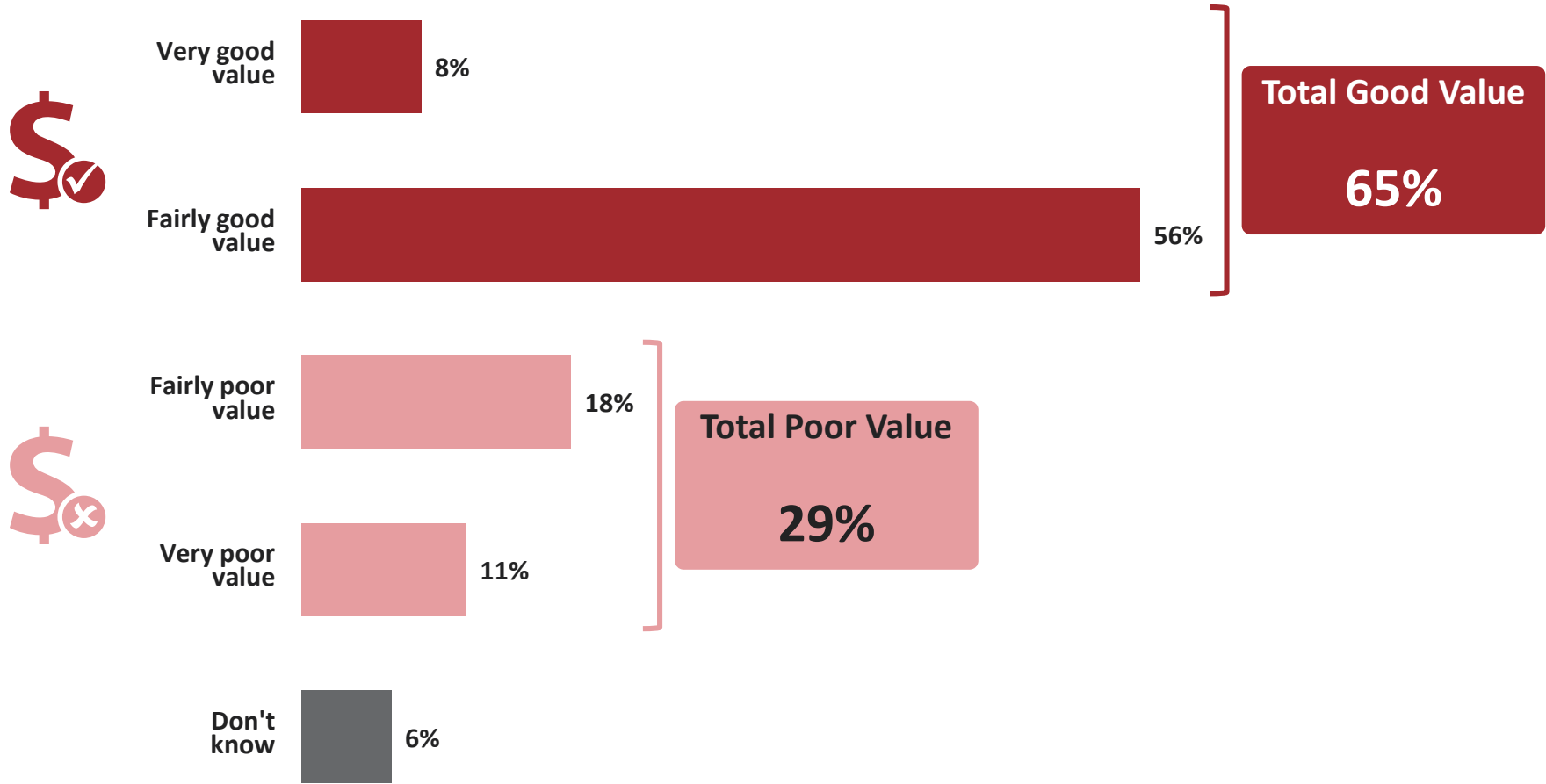
71%

Base: All respondents (n=439)

Q9. How satisfied are you with each of the following services provided by the City of Langley?

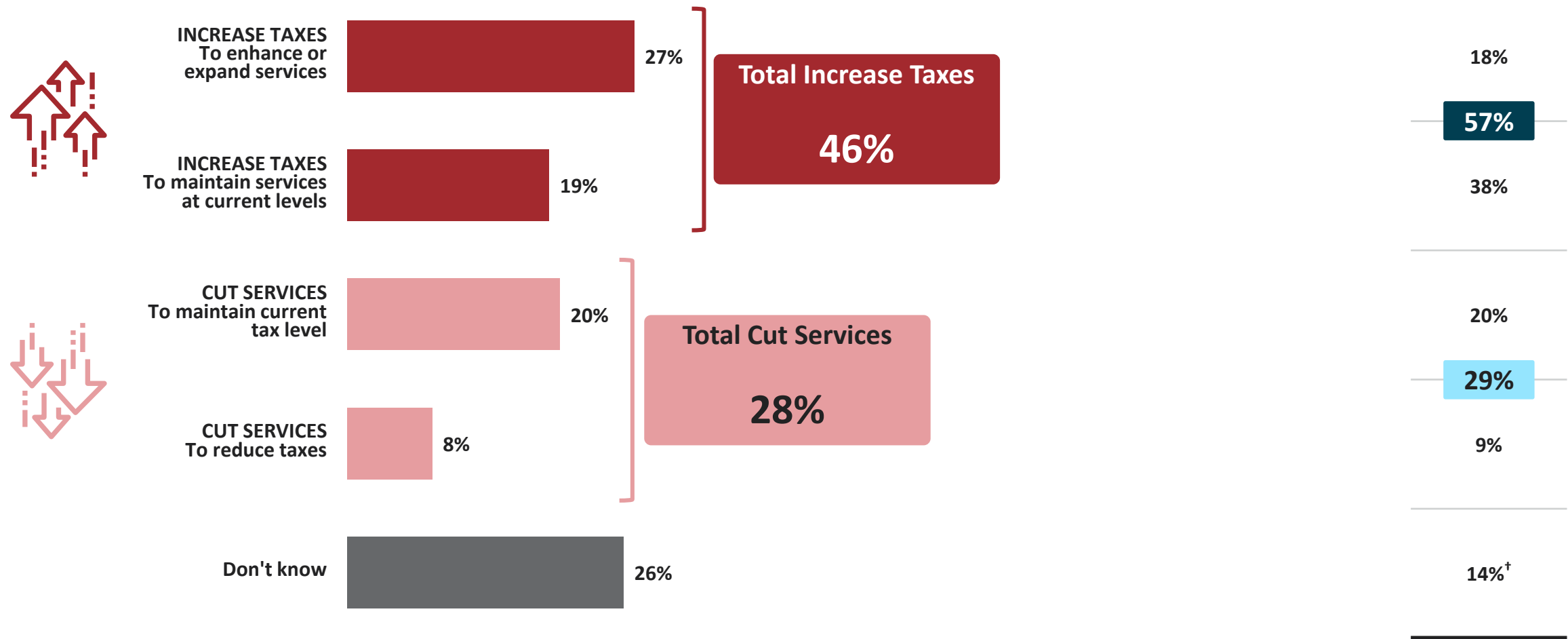
# Value For Taxes

Phone Survey  
(n=500)



# Balancing Taxation and Service Delivery Levels

Phone Survey  
(n=500)

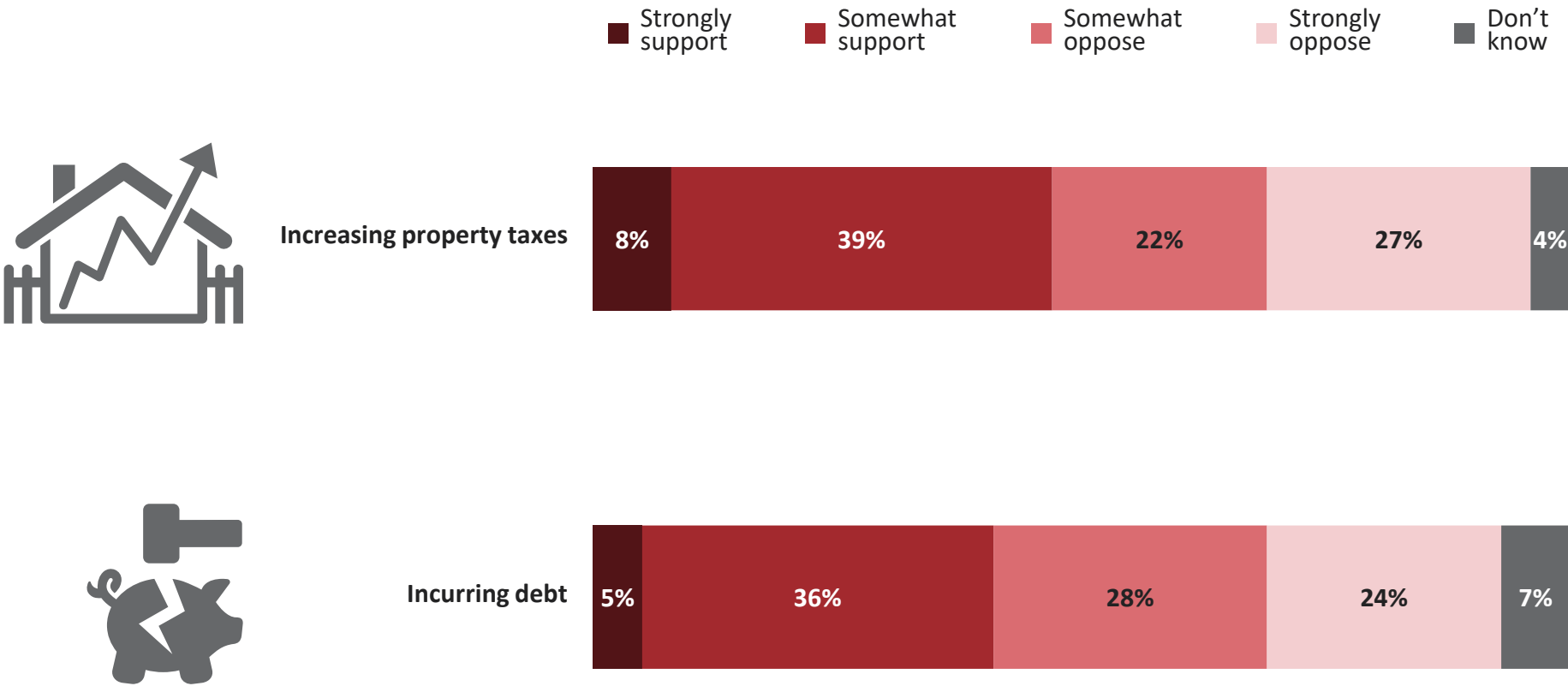


Base: All respondents (n=439)

<sup>†</sup> Note: In the phone survey, respondents were given the option of saying either 'None' (11%) or 'Don't know' (3%).

Q11. Municipal property taxes are the primary way to pay for services provided by the City of Langley. Due to the increased cost of maintaining current service levels and infrastructure, the City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like the City to pursue?

# Support For Financing Options



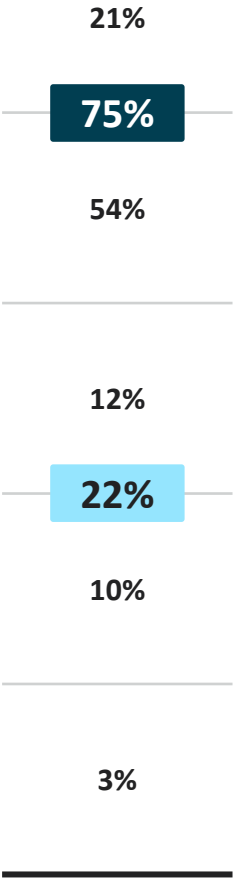
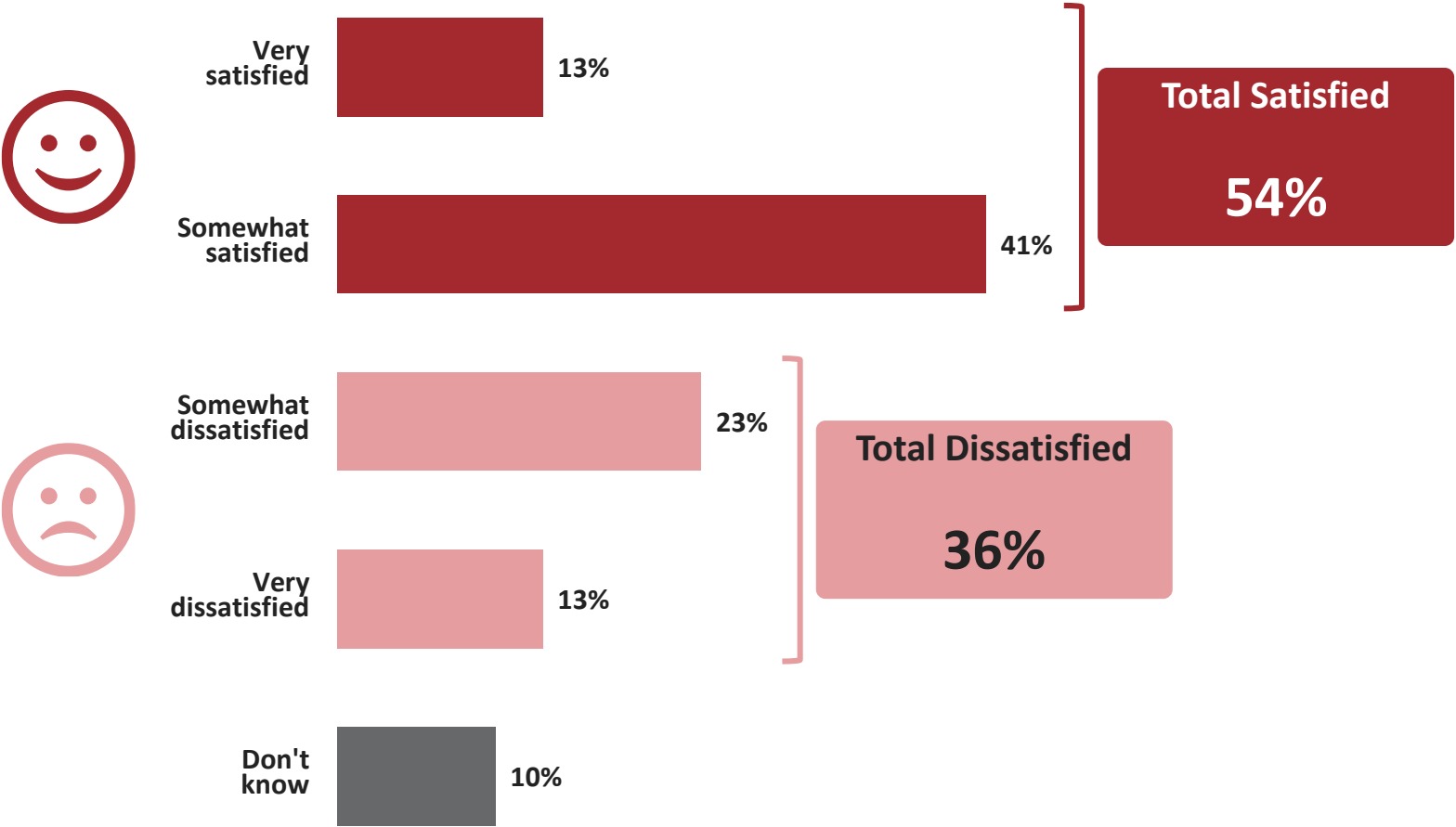
ONLINE SURVEY (n=439)		PHONE SURVEY (n=500)	
Total Support	Total Oppose	Total Support	Total Oppose
47%	49%	46%	51%
41%	52%	45%	51%

Base: All respondents (n=439)

Q12A. Like the rest of the region, Langley City is growing and will require new amenities and infrastructure to keep pace with this growth and replace aging infrastructure. To help finance amenities and infrastructure, would you support or oppose the City...?

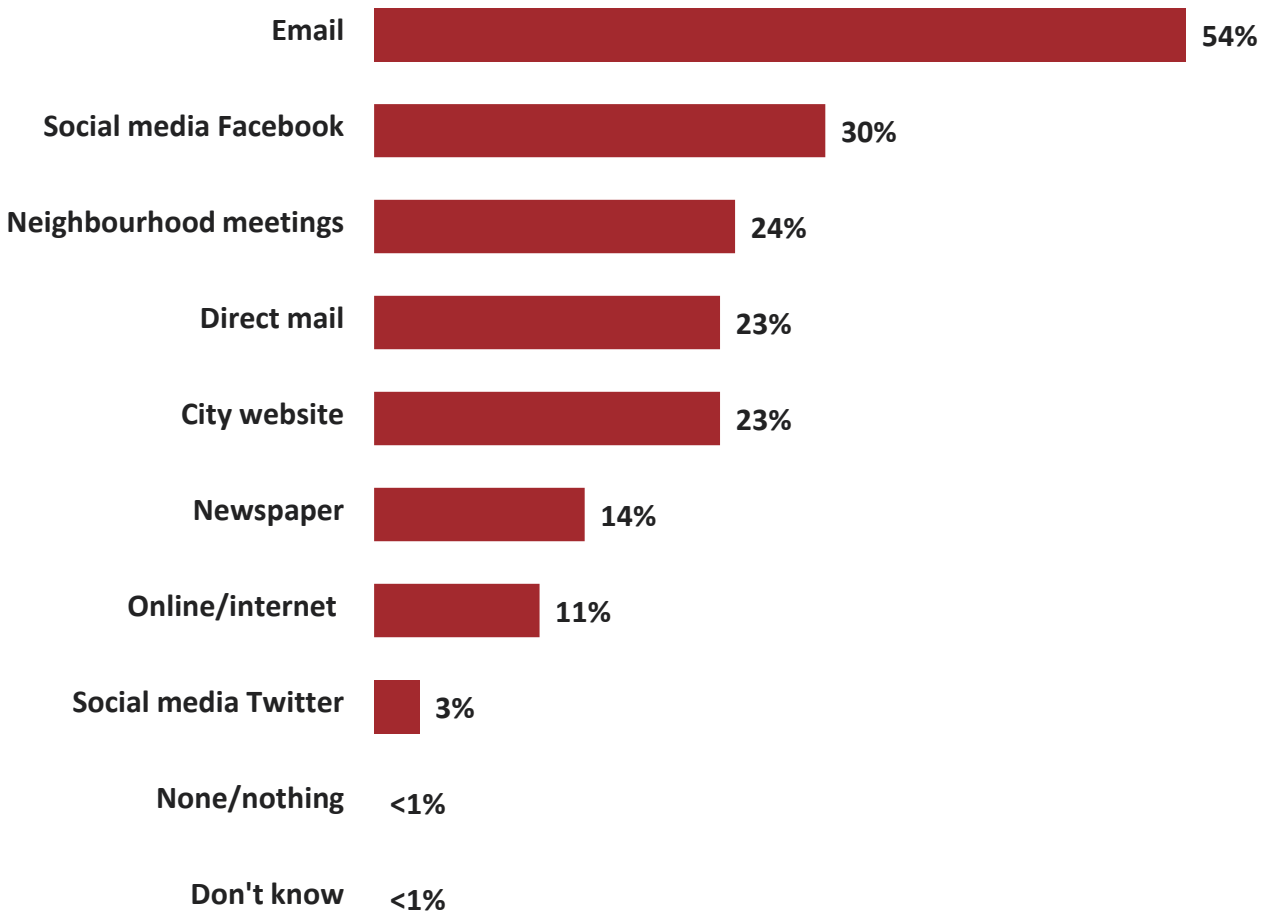
# Satisfaction With Opportunities For Input

Phone Survey  
(n=500)



# Preferred Methods of Communication

(Coded Open-Ends, Multiple Responses Allowed)



**Top Mentions**  
**(Phone Survey)**  
(n=500)

Email	41%
Direct mail	36%
Newspaper	24%
Social media Facebook	10%
Neighbourhood meetings	7%
City website	7%

Note: Mentions 1% or less not shown.

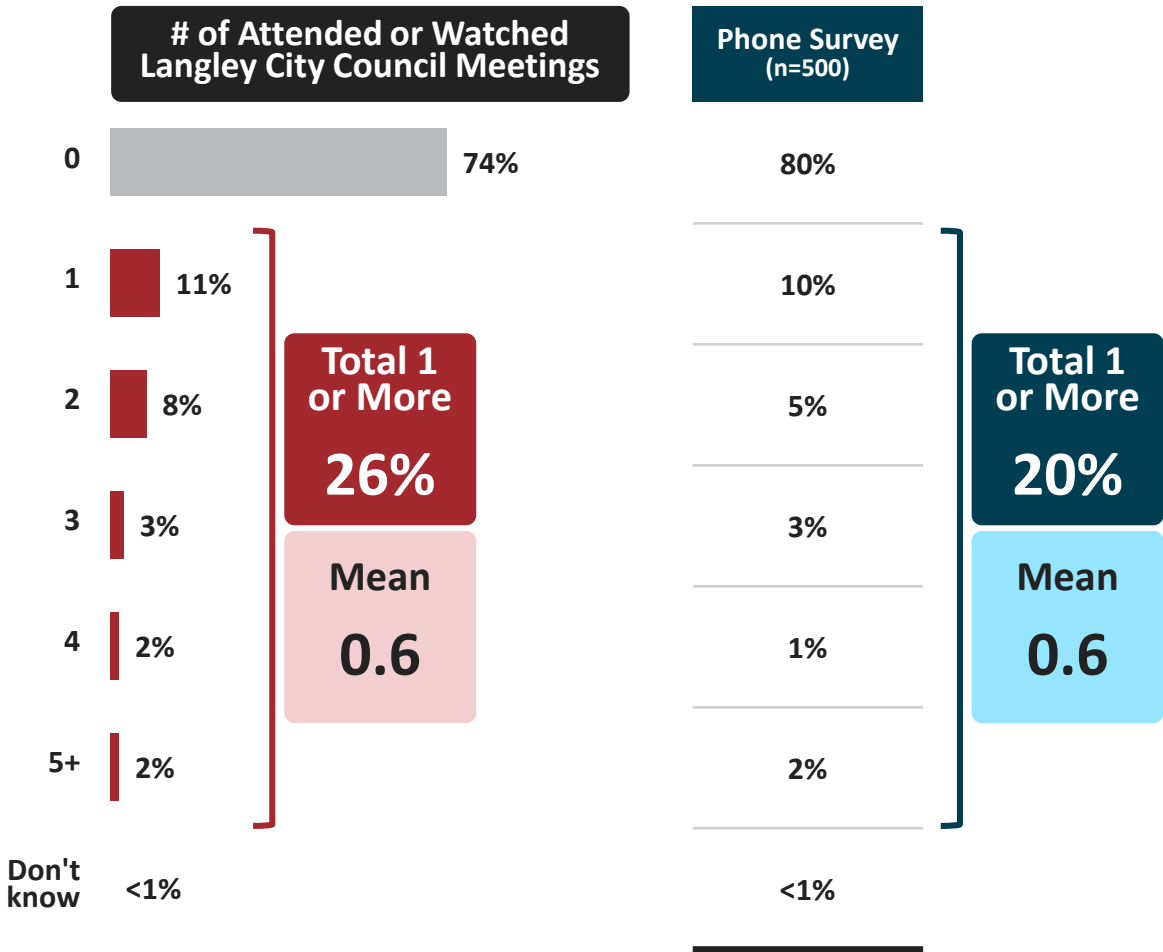
Base: All respondents (n=439)

Q15. What methods would be best for the City to communicate information to you?



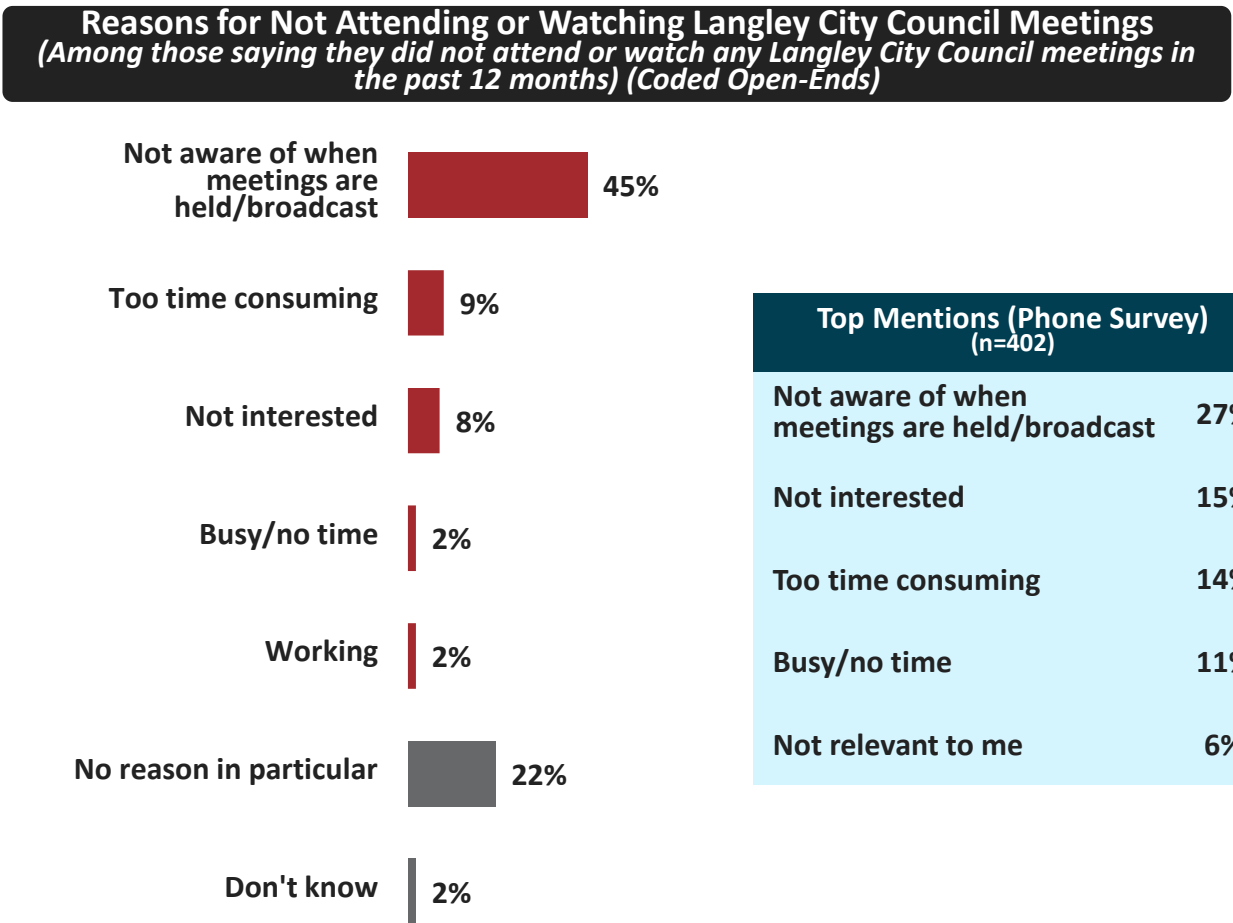
APPENDIX (ONLINE SURVEY RESULTS)

# Langley City Council Meetings



Base: All respondents (n=439)

Q16. In the past 12 months, how many Langley City Council meetings have you personally attended in-person or watched live broadcasts on Shaw TV cable or by web-streaming?

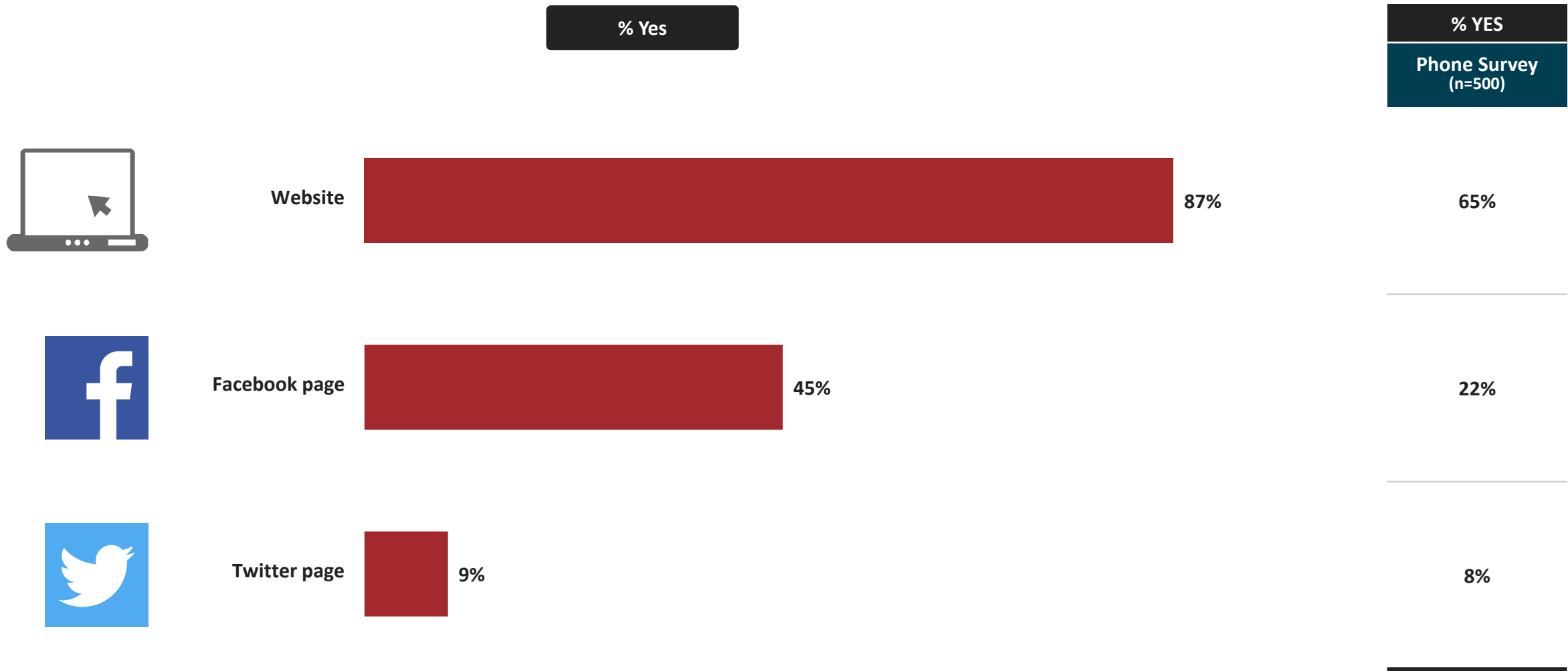


Note: Mentions 1% or less not shown.

Base: Those saying they did not attend or watch any Langley City Council meetings in the past 12 months (n=323)

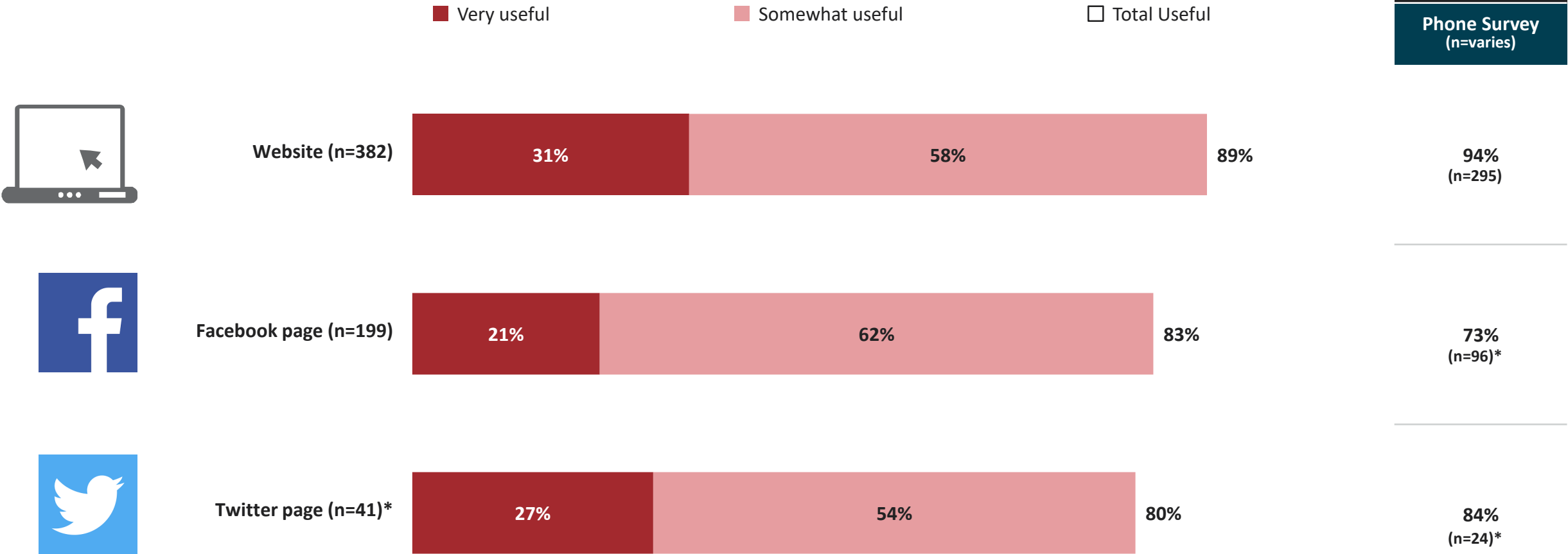
Q17. What is the main reason why you do not watch or attend Langley City Council Meetings?

# Visit City Website and Social Media in Past 12 Months



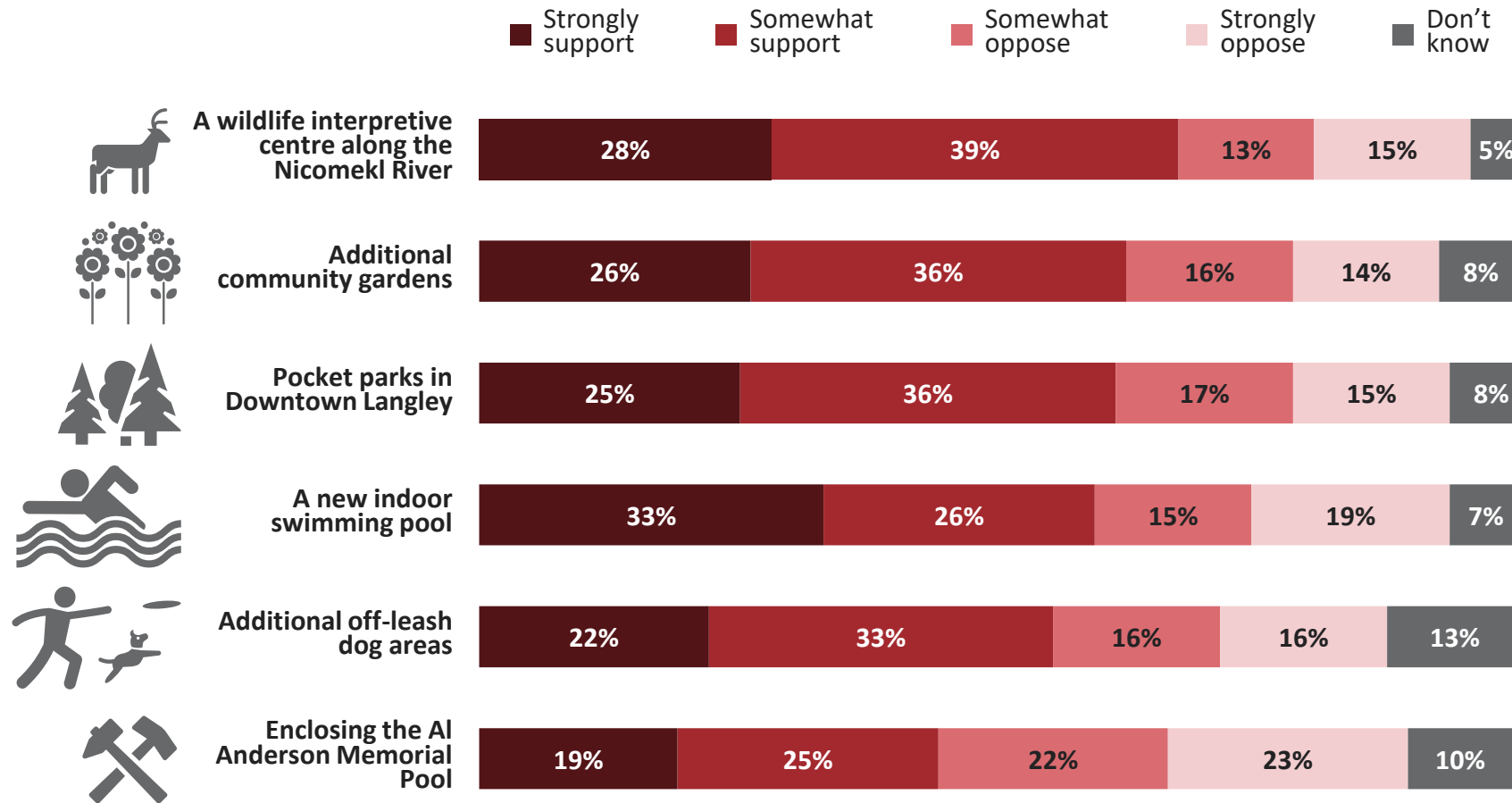
# Usefulness of Online Content and Information

(Among claimed users of each offering)



\*Small base size, interpret with caution.  
Base: Those saying they visited the City’s website/Facebook/Twitter page in the past 12 months (n=varies)  
Q21. How useful was the content of information and online services available on the City’s...?

# Support for Parks and Recreation Improvements



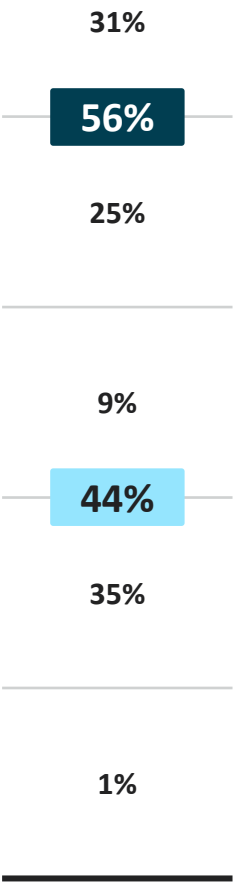
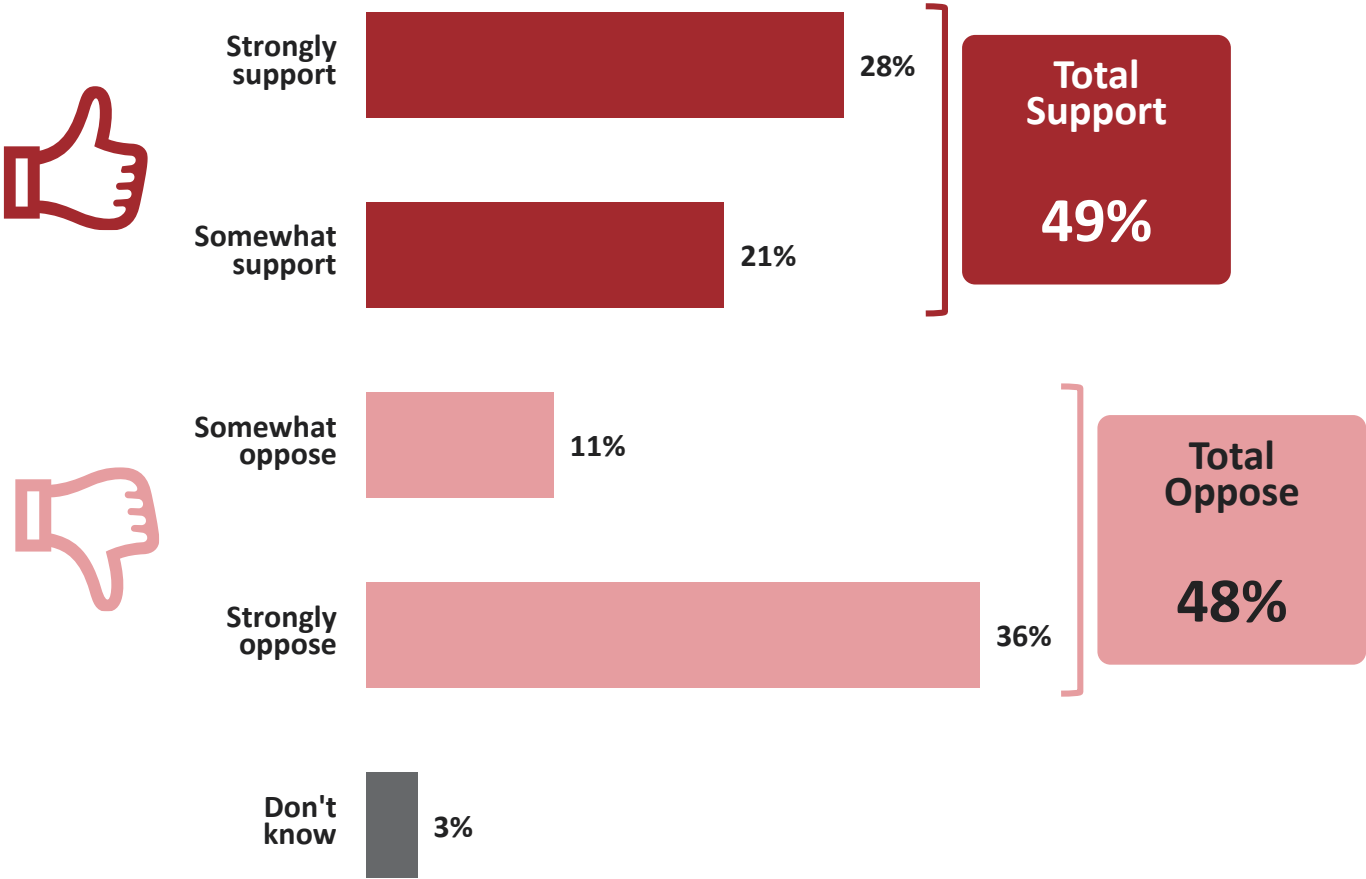
ONLINE SURVEY (n=439)		PHONE SURVEY (n=500)	
% Total Support	% Total Oppose	% Total Support	% Total Oppose
67%	28%	76%	21%
63%	29%	74%	25%
60%	32%	62%	27%
59%	34%	64%	35%
55%	32%	65%	32%
44%	46%	45%	46%

Base: All respondents (n=439)

Q39. Recognizing that there would be additional construction and operating costs, would you support or oppose each of the following parks and recreation improvements in the City of Langley?

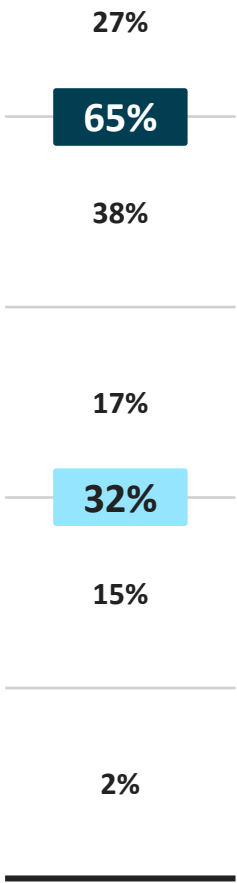
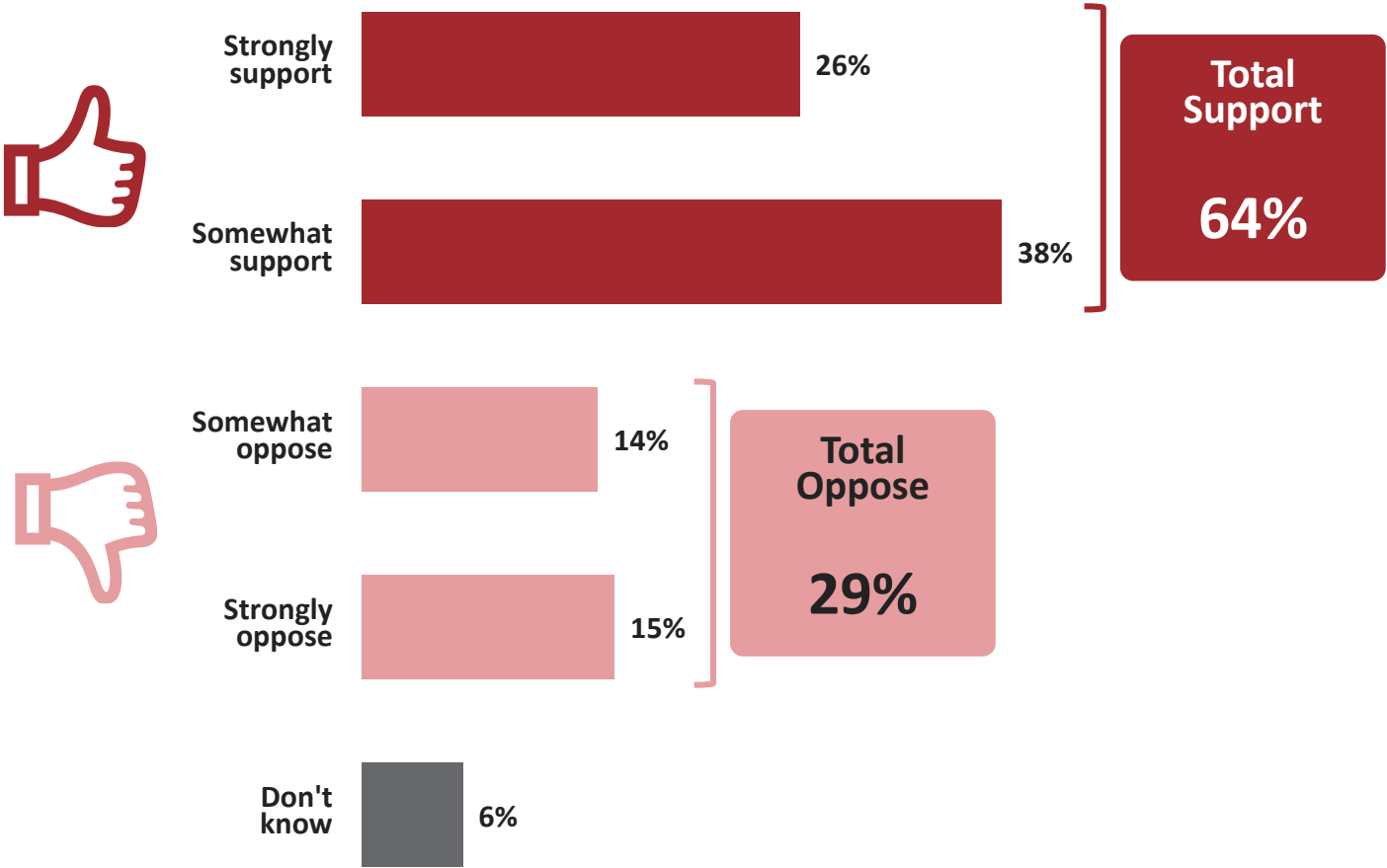
# Support for Cannabis Retail Stores

Phone Survey  
(n=500)



# Support For Neighbourhood Commercial Nodes South of the Nicomekl River

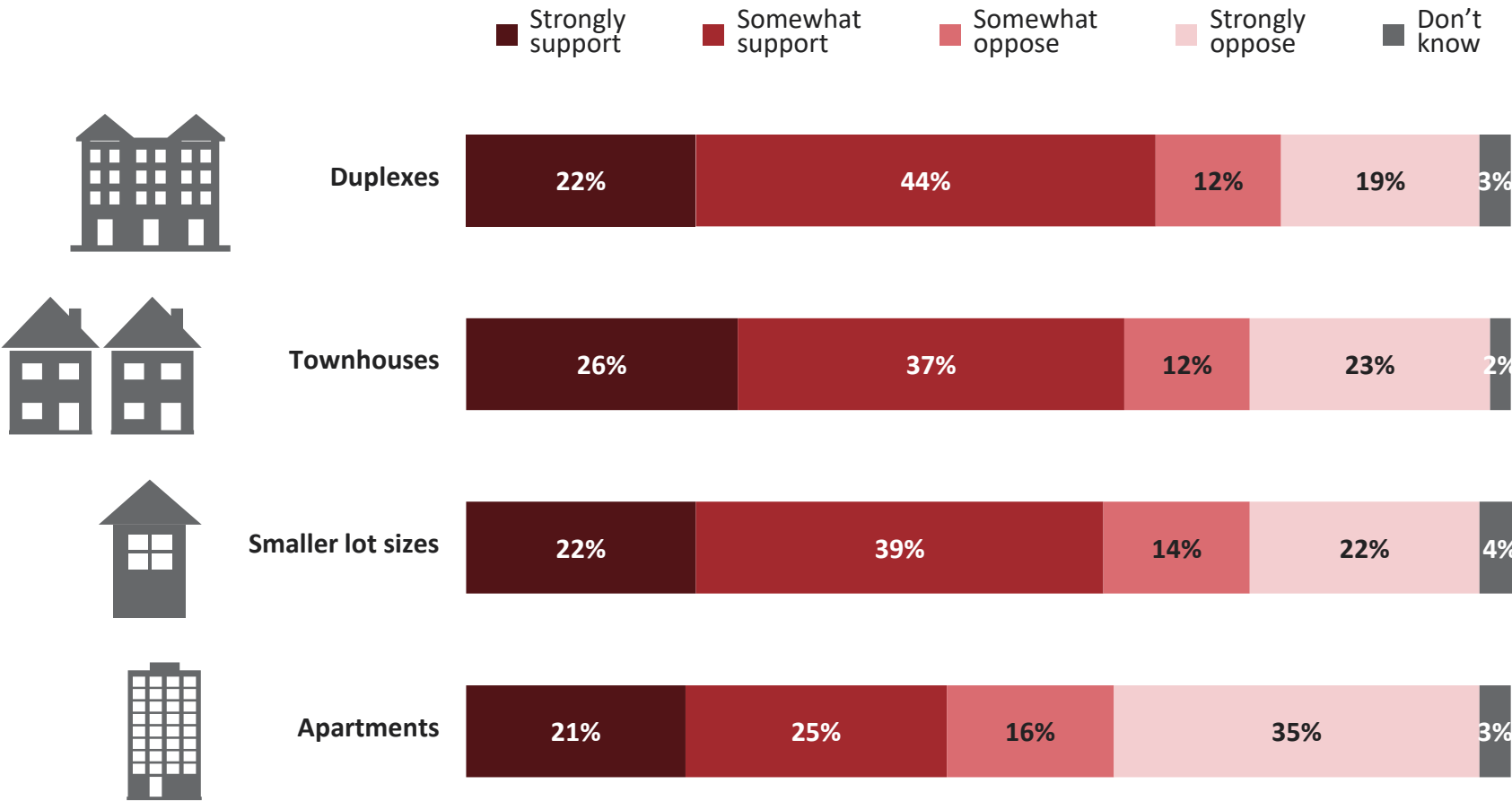
Phone Survey  
(n=500)



Base: All respondents (n=439)

Q41. In order to provide small scale shops, cafes and offices within walking distance of residents, would you support or oppose the development of neighbourhood commercial nodes in residential areas south of the Nicomekl River?

# Support for Different Types of Development South of the Nicomekl River



ONLINE SURVEY (n=439)		PHONE SURVEY (n=500)	
% Total Support	% Total Oppose	% Total Support	% Total Oppose
66%	31%	73%	26%
63%	35%	67%	32%
60%	36%	61%	35%
46%	51%	54%	45%

Base: All respondents (n=439)

Q42. To improve housing choice and affordability, would you support or oppose allowing each of the following types of development in designated areas south of the Nicomekl River?



# Support for Different Types of Secondary Suites

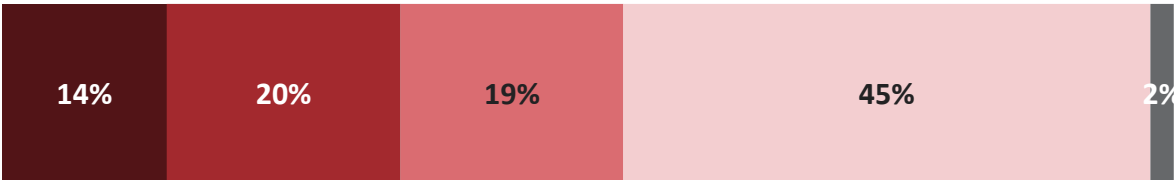
Strongly support   Somewhat support   Somewhat oppose   Strongly oppose   Don't know



Secondary suites in separate, detached buildings such as coach houses, garden suites, or back yard suites



Secondary suites in houses that are not owner-occupied



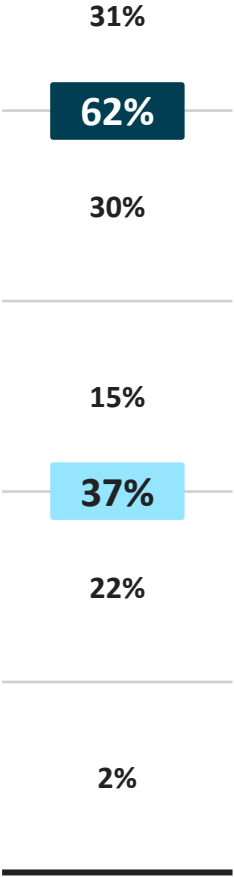
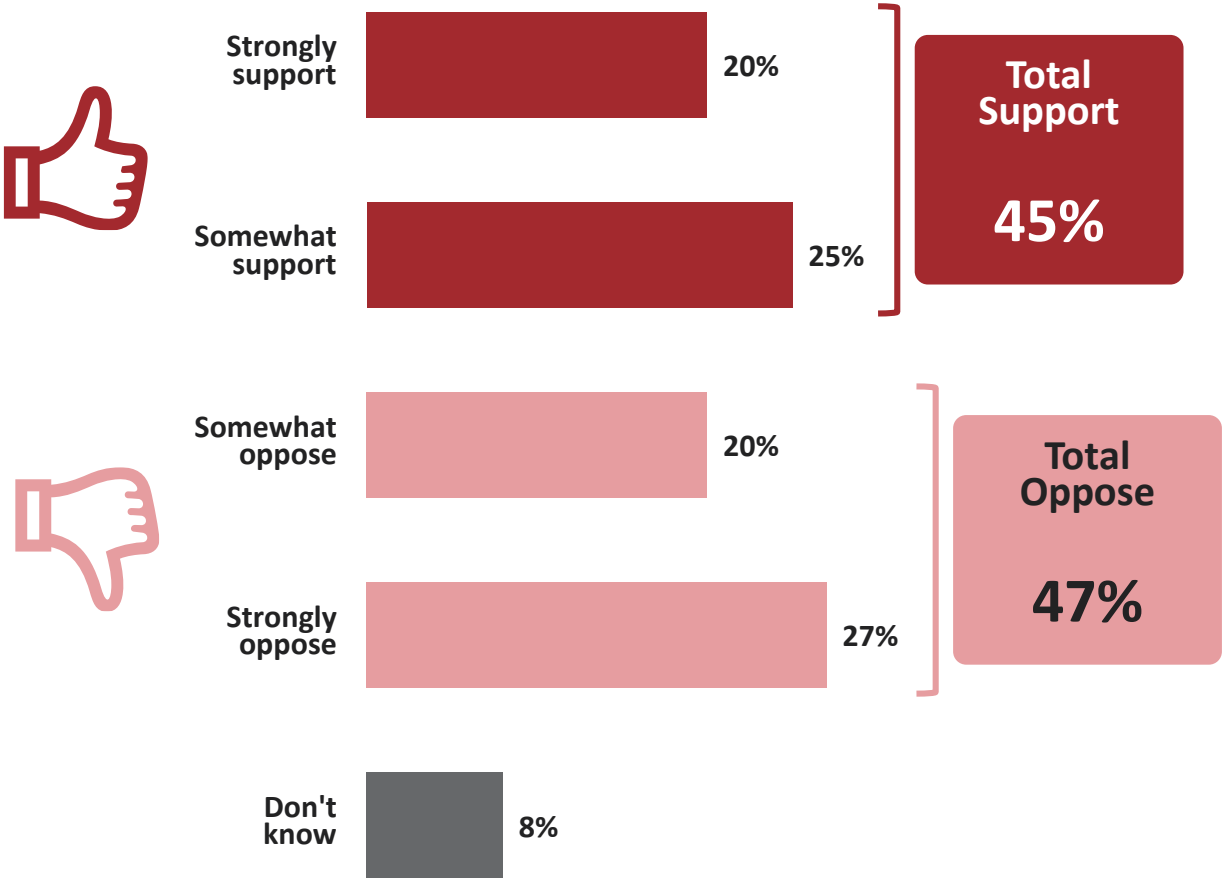
ONLINE SURVEY (n=439)		PHONE SURVEY (n=500)	
% Total Support	% Total Oppose	% Total Support	% Total Oppose
63%	36%	66%	34%
34%	64%	36%	62%

Base: All respondents (n=439)

Q43. Currently, secondary suites in the City of Langley are only permitted within the principal building – i.e., the house – on a single-family lot. Secondary suites are also only permitted in houses that are owner-occupied. This requirement was intended to achieve a higher level of maintenance and supervision for secondary suites. Would you support or oppose allowing each of the following types of secondary suites in the City of Langley?

# Support for Financial Incentives to Increase Stock of Affordable Housing

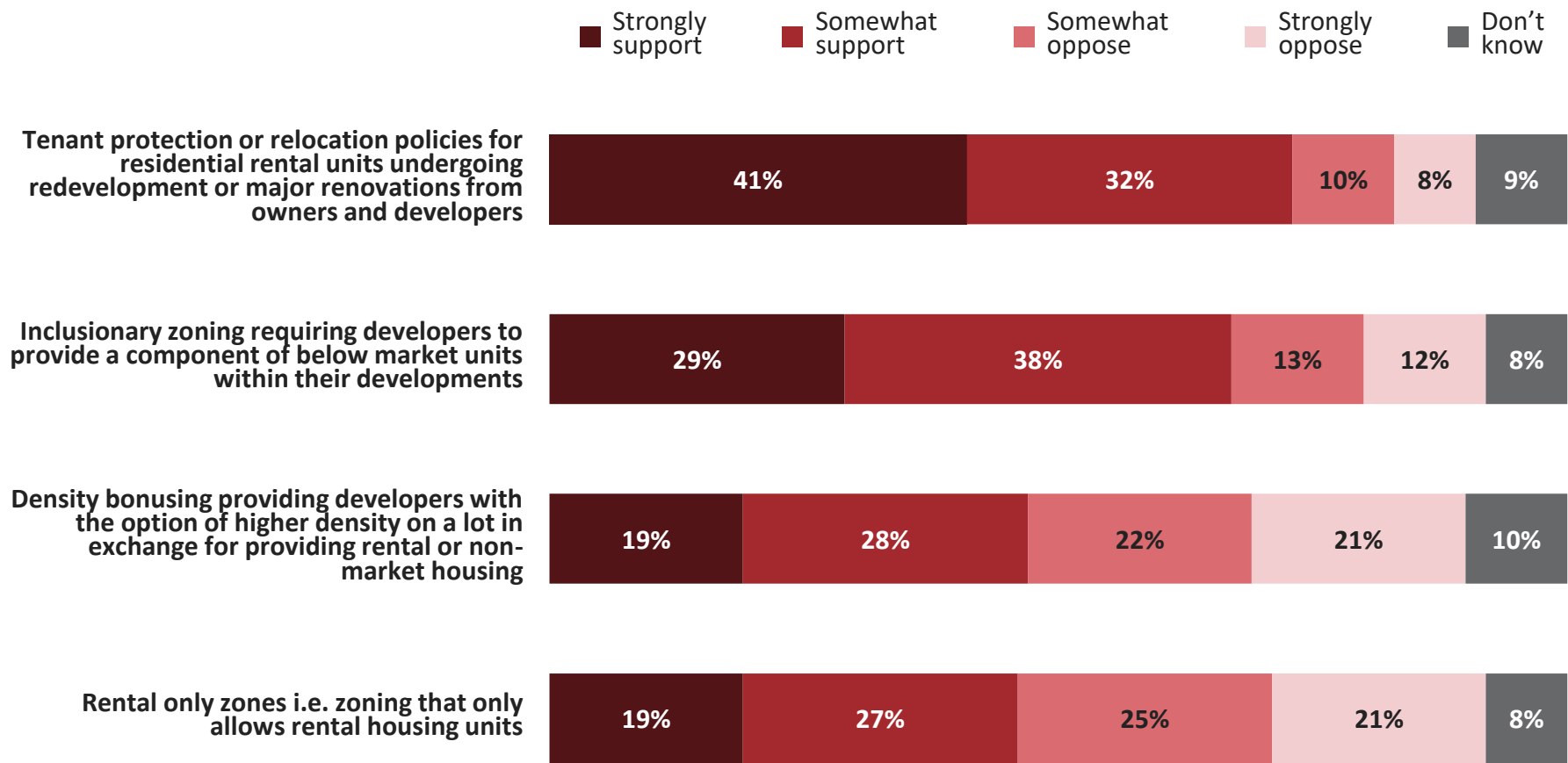
Phone Survey  
(n=500)



Base: All respondents (n=439)

Q44. Would you support or oppose the City of Langley providing financial incentives to increase the stock of affordable housing in the city? For example, this could include providing land, grants, or subsidies; or forgoing property taxes, fees or levies charged to developers.

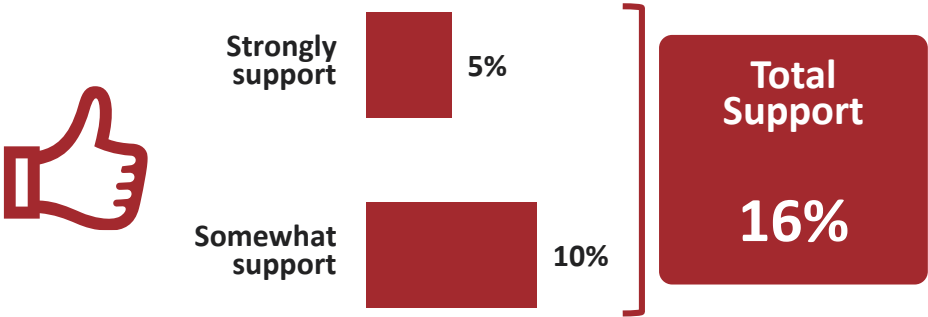
# Support for Different Regulatory Measures to Protect/Expand Stock of Affordable Housing



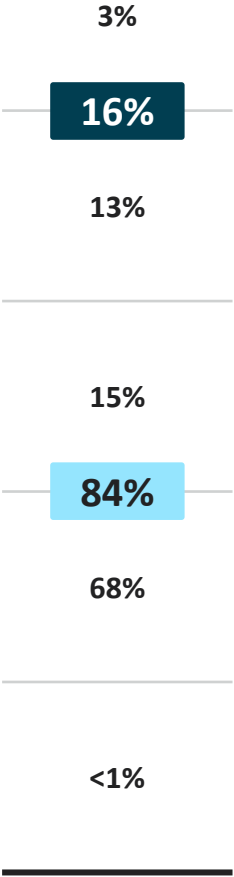
ONLINE SURVEY (n=439)		PHONE SURVEY (n=500)	
% Total Support	% Total Oppose	% Total Support	% Total Oppose
73%	18%	73%	22%
67%	25%	72%	23%
47%	43%	56%	38%
46%	46%	58%	39%

# Support for Pay Parking Meters Downtown

Phone Survey  
(n=500)



Don't know  
2%

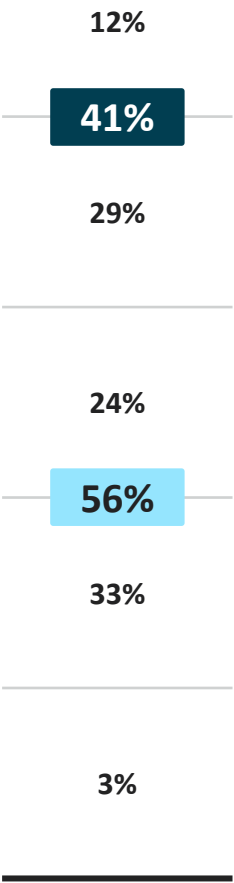
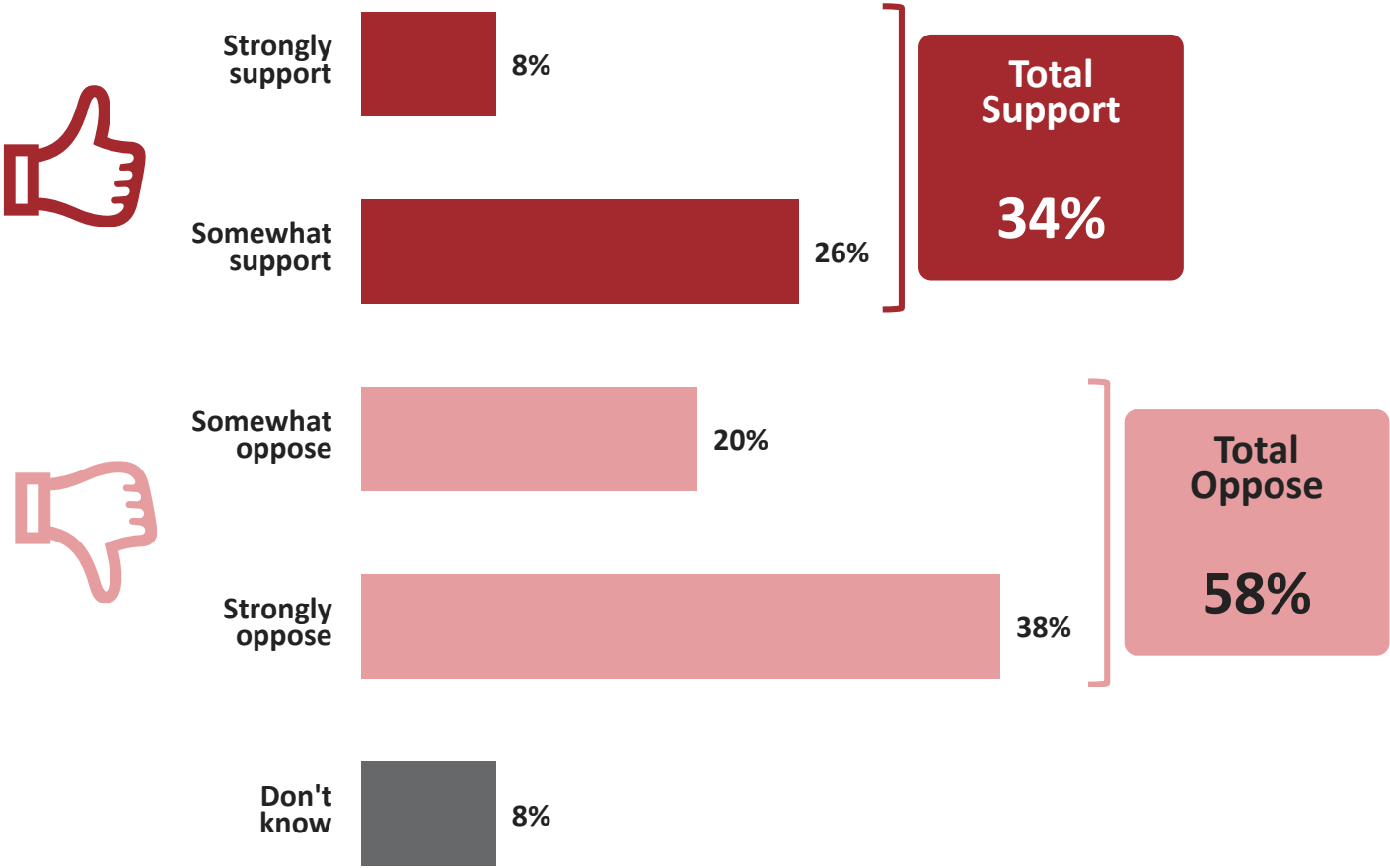


Base: All respondents (n=439)

Q29. In an effort to provide greater turnover and address the perceived shortage of parking in the City’s downtown, would you support or oppose the implementation of pay parking meters in downtown Langley?

# Support for Parking Permits

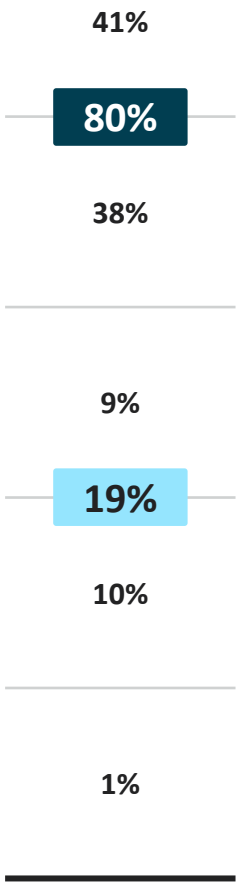
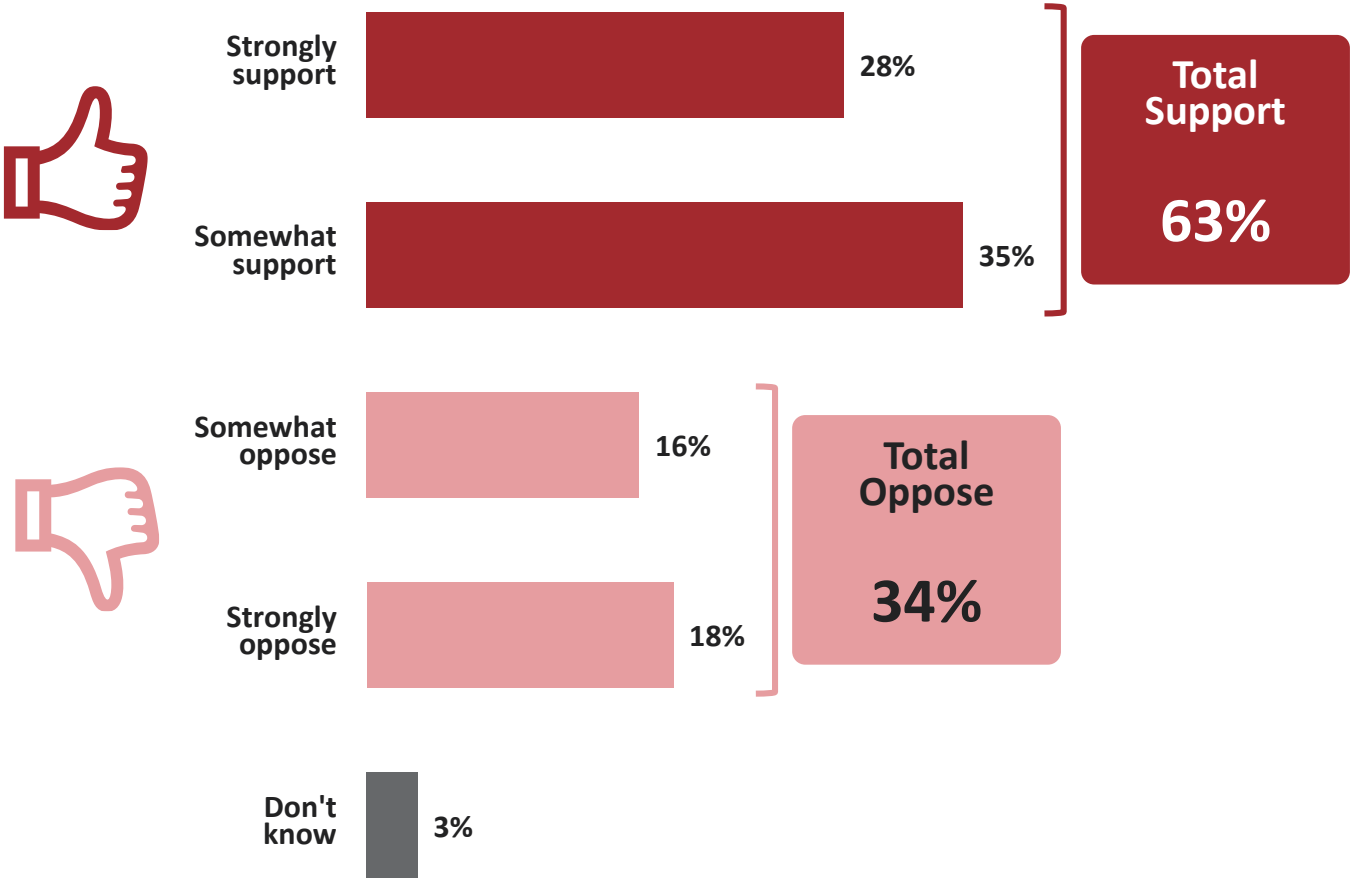
Phone Survey  
(n=500)



Base: All respondents (n=439)  
Q46. Recognizing that it would entail additional enforcement and staffing costs, would you support or oppose the City regulating on-street parking through the issuance of permits in areas with chronic parking shortages?

# Support for Funding Performing Arts Centre

Phone Survey  
(n=500)

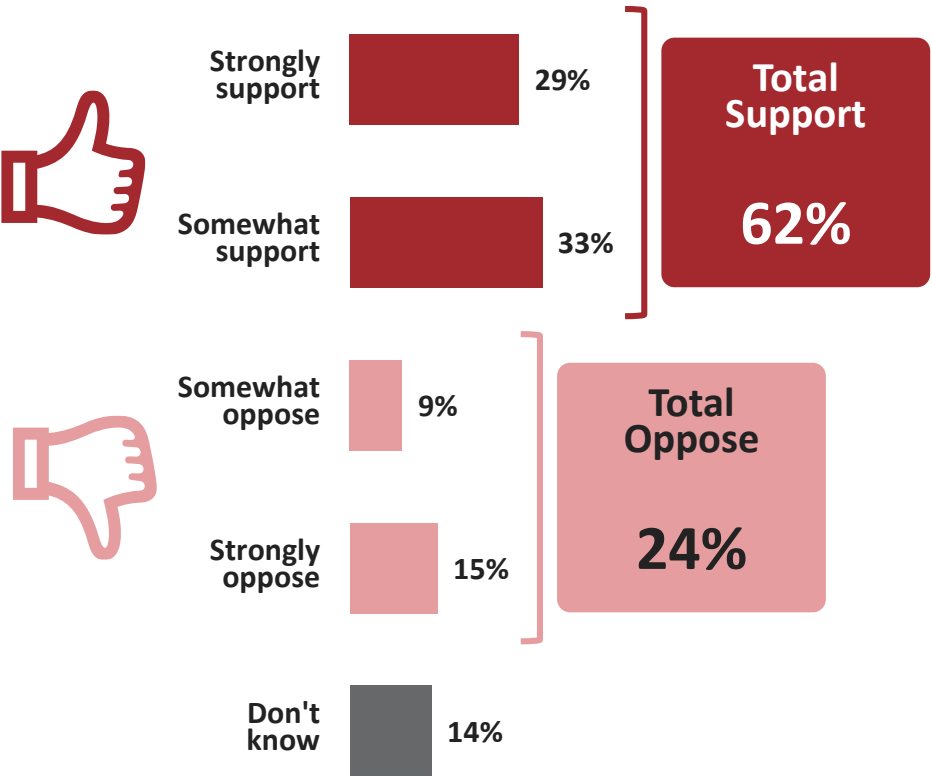


Base: All respondents (n=439)

Q47. The City is pursuing the development of a performing arts centre in Downtown Langley. Would you support or oppose the City funding part of the construction and operating cost of a performing arts centre?

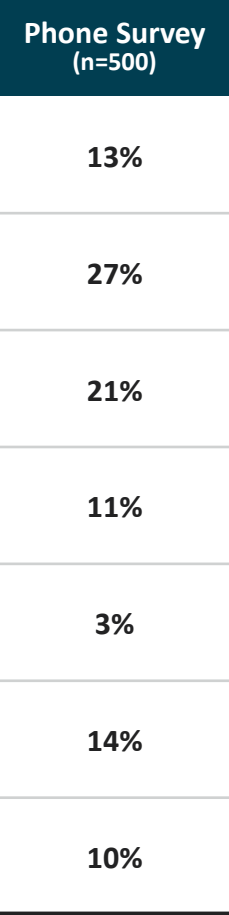
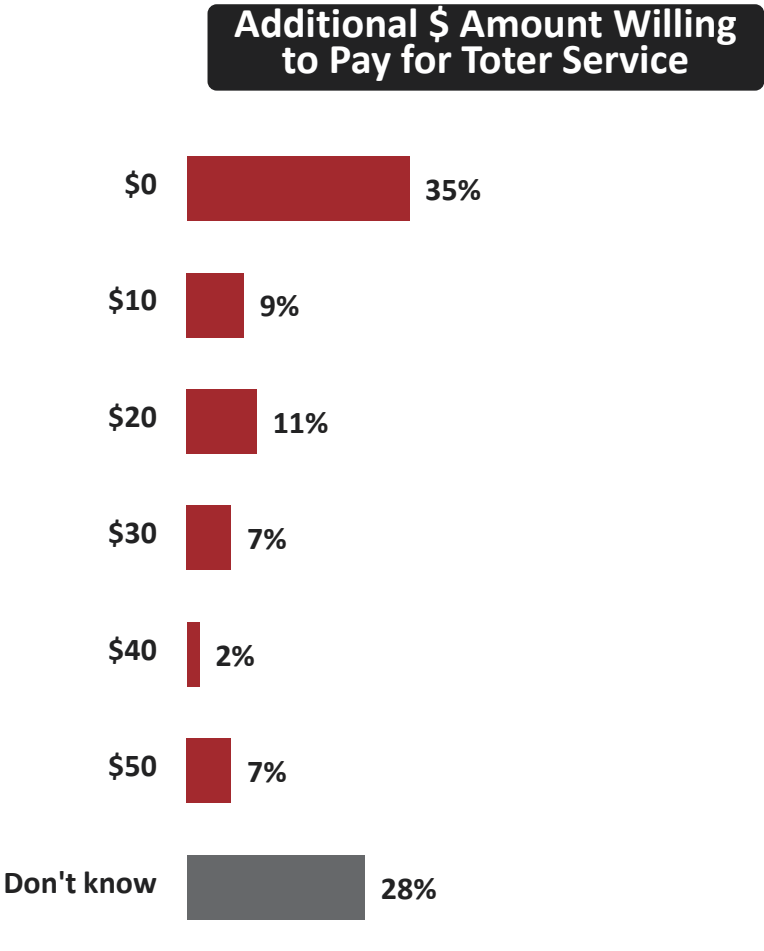
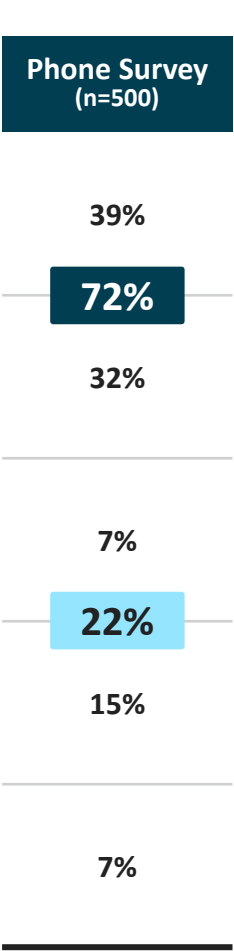


# Support for Waste and Recyclables Toter Service



Base: All respondents (n=439)

Q48. The City of Langley is considering moving to toter-style biweekly collection of waste and recyclables. Toters are large, heavy duty plastic bins with wheels that would be supplied by the City of Langley. Would you support or oppose the City moving to toter service for biweekly collection of waste and recyclables?

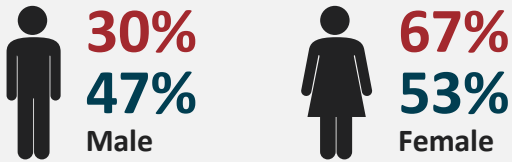


Base: All respondents (n=439)

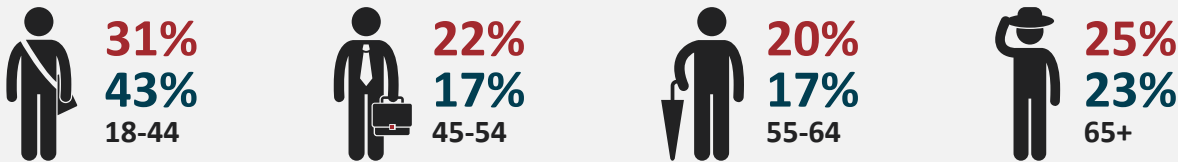
Q49. Currently, residents pay \$198 per year for solid waste collection. What is the maximum additional amount that you would be willing to pay for toter service?

# Weighted Sample Characteristics (Online Survey Results)

## GENDER



## AGE



## REGION

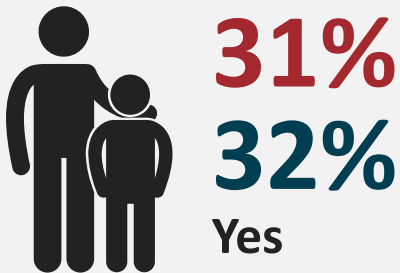


Online

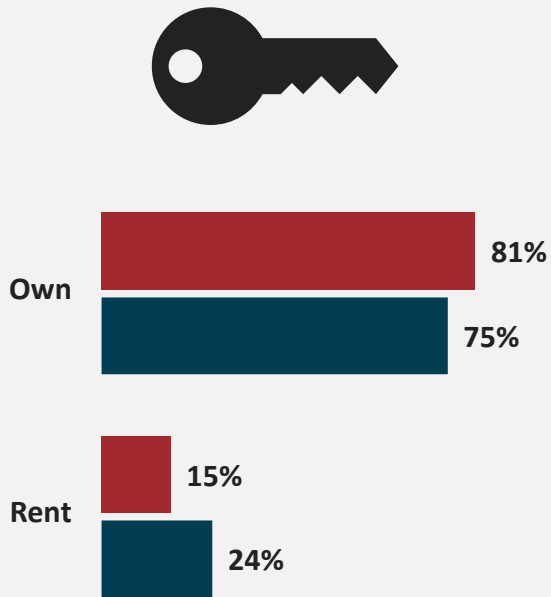
Phone

	Online	Phone
Nicomekl	29%	35%
Douglas	16%	28%
Simonds	15%	13%
Blacklock	14%	11%
Alice Brown	6%	7%
Uplands	8%	7%
Other	10%	0%

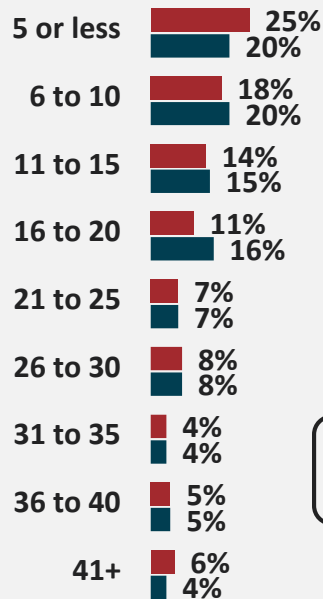
## CHILDREN UNDER 18 IN HOUSEHOLD



## HOMEOWNERSHIP

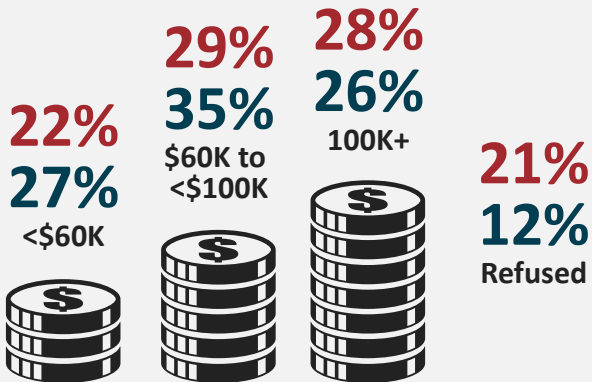


## NUMBER OF YEARS IN LANGLEY



Mean  
Online 16.3 years  
Phone 16.5 years

## HOUSEHOLD INCOME



Online (n=439)  
Phone (n=500)