



2017 City of Whitehorse Citizens' Survey Report



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Introduction

The Yukon Bureau of Statistics conducted the 2017 City of Whitehorse Citizens' Survey on behalf of the City of Whitehorse. The purpose of this household survey was to collect information on Whitehorse residents' perspectives on living in Whitehorse and on programs and services provided to residents by the City.

Methodology

The Yukon Bureau of Statistics fielded the survey between April 19 and May 18, 2017. The survey was conducted primarily over the phone using a Computer Assisted Telephone Interviewing (CATI) system, while some respondents were invited to complete the survey online.

The Yukon Bureau of Statistics used its household survey frame to draw a random sample of all households within Whitehorse city limits. From a total sample of 1554 households, 1080 eligible respondents were identified. Those with invalid or incorrect contact information who could not be traced were removed from the sample. The distribution of households with invalid or incorrect contact information was almost identical to the distribution of those with valid contact information.

Analytical weights were applied to the responses to correct for non-response and to adjust for the population size and respondents' gender. The weighted response rate for the survey was 61.8%, while the refusal rate was 9.3%.

Results

A. Perspectives on Living in Whitehorse

The survey began by asking residents whether they agree or disagree with a series of ten statements about living in Whitehorse. In most cases, their responses were overwhelmingly positive (Figure 1). At least 80% of adult Whitehorse residents "strongly agree" or "agree" with the following statements:

- Whitehorse is a great place to live (94%).
- I would speak positively about the City of Whitehorse to my friends, family and coworkers (94%).
- Whitehorse has a great network of multiuse trails (89%).
- Whitehorse is open and welcoming to newcomers (82%).

- Whitehorse is a great place for sports (80%).

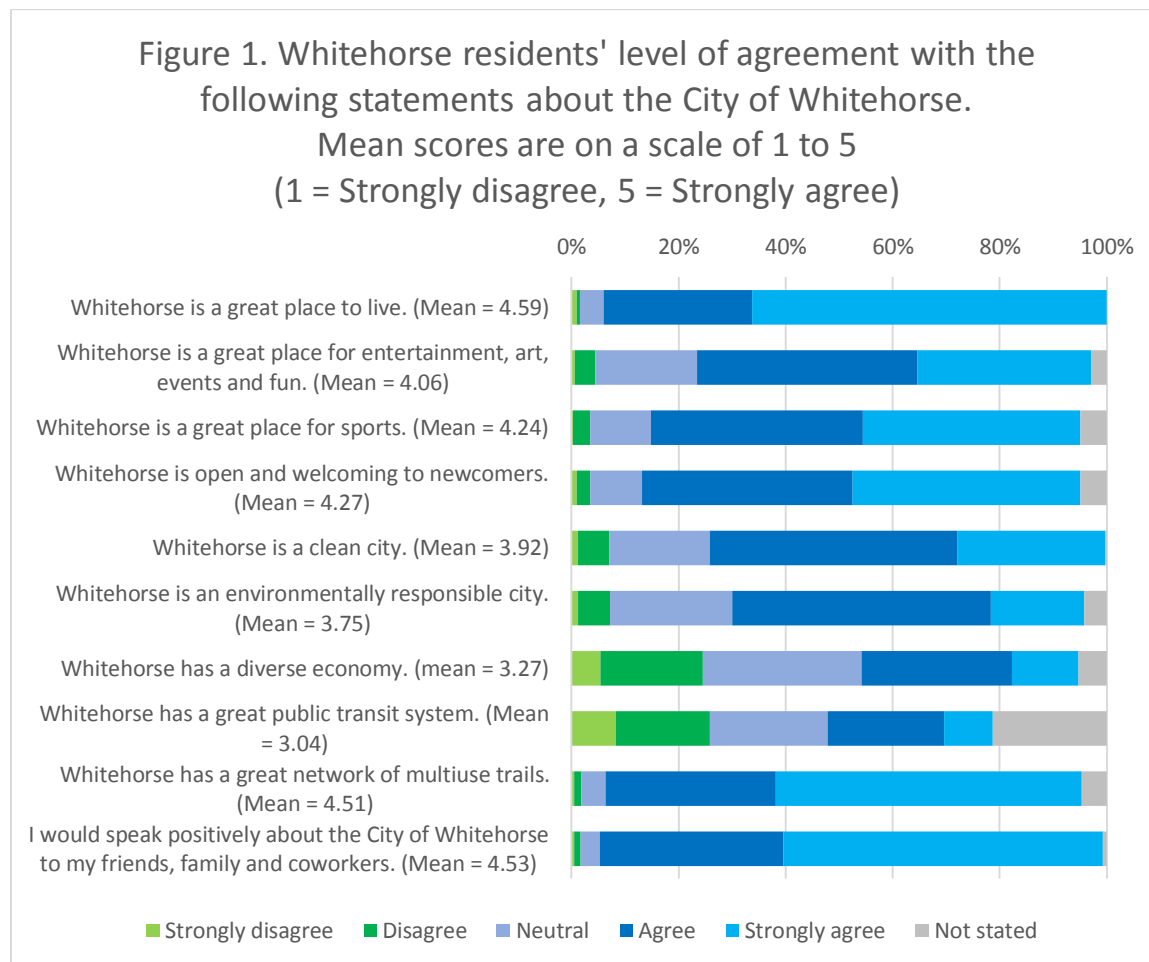
A smaller majority of residents “strongly agree” or “agree” with the following statements:

- Whitehorse is a great place for entertainment, art, events and fun (74%).
- Whitehorse is a clean city (73%).
- Whitehorse is an environmentally responsible city (66%).

Fewer than half of Whitehorse residents “strongly agree” or “agree” with two of the statements:

- Whitehorse has a diverse economy (40%).
- Whitehorse has a great public transit system (31%).

Mean scores can be a useful measure for comparing how well a particular item is rated. As the items in this question were rated on a five-point Likert scale, the closer the mean score is to five, the better the rating. The highest mean score was given to “Whitehorse is a great place to live” (4.59). The lowest mean score went to “Whitehorse has a great public transit system” (3.04).



Perspectives on City of Whitehorse Services

Most of the remaining survey questions focused on residents' perspectives on City of Whitehorse services. Firstly, they were asked to say how important a series of city program areas were to them personally: not important, somewhat important, or very important (Figure 2).

The following city program areas were rated as “very important” by a majority of Whitehorse residents:

- Fire services (e.g. fire safety, fire inspections, and emergency preparedness; 86%).
- Water and waste services (e.g. compost and garbage collection; 75%).
- Recreation and facility services (e.g. Canada Games Centre, recreation and leisure programs); 74%).
- Parks and community development (e.g. neighborhood parks and trails; 66%).
- Operations services (e.g. snow removal and street sweeping; 63%).
- Environmental services (e.g. recycling and environmental grants; 63%).

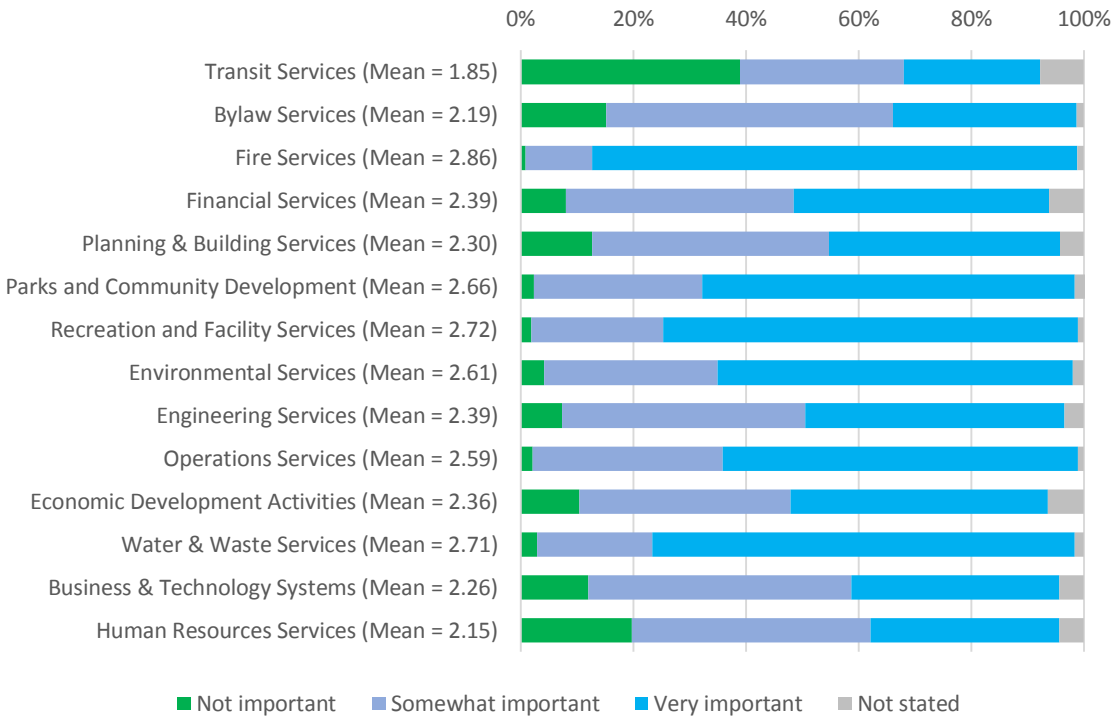
The remaining city program areas were rated as “very important” by fewer than 50% of Whitehorse residents:

- Engineering services (e.g. bike lanes, commuter trails, street lighting, traffic signals, bridges; 46%).
- Economic development activities (e.g. Business outreach; 46%).
- Financial services (e.g. payment of property tax and utilities; 45%).
- Planning and building services (e.g. lot sales, development applications, licenses and permits; 41%).
- Business & technology systems (e.g. city website, online access to city services; 37%).
- Human resources services (e.g. job advertisements and the application process; 34%).
- Bylaw services (e.g. parking meters & ticket payment, and bylaw enforcement such as all-terrain vehicles and animal control bylaws; 33%).
- Transit services (e.g. city bus and handy bus services; 24%).

As the items in this question were rated on a three-point Likert scale, the closer the mean score is to three, the better the rating. The highest mean score was given to fire services (2.86). The lowest mean score went to transit services (1.85).

Figure 2. Whitehorse residents' importance rating of City of Whitehorse program areas.

Mean scores are on a scale of 1 to 3
(1 = Not important, 3 = Very important)



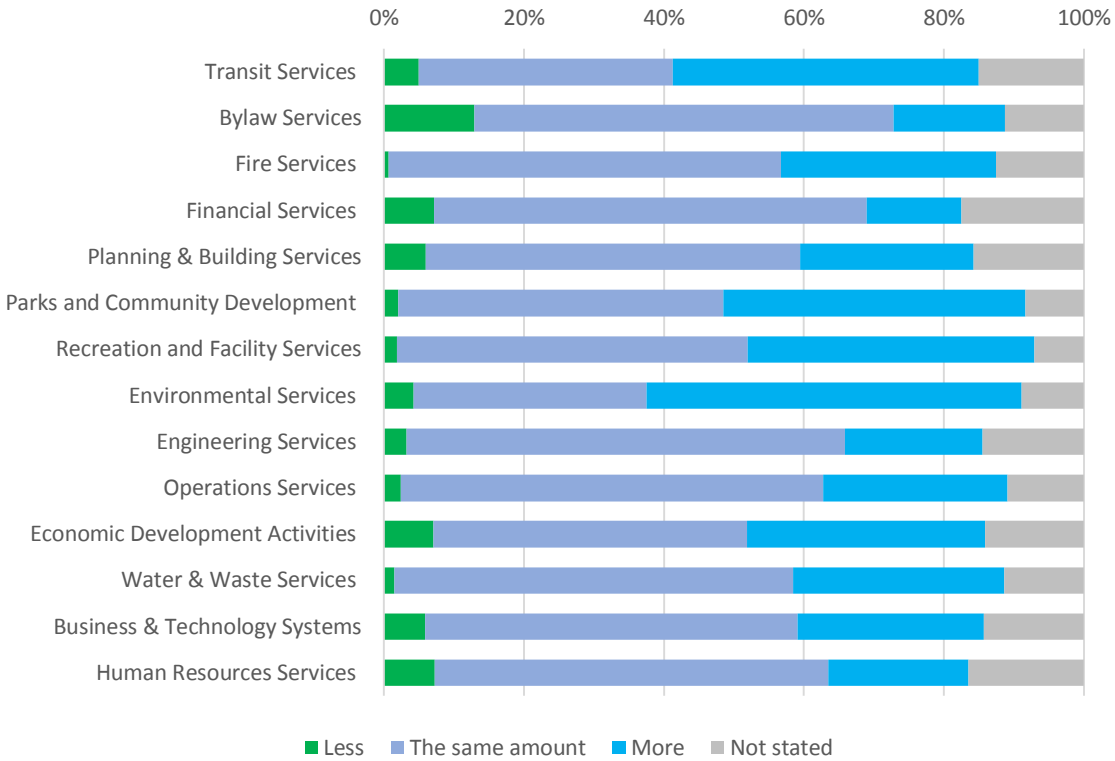
Residents were asked if they thought the city should spend less, the same amount, or more on each of the city program areas (Figure 3). The majority of residents said the city should spend the same amount on most program areas, with the exception of:

- Parks and community development (46%).
- Economic development activities (45%).
- Transit services (36%).
- Environmental services (33%).

Residents were most likely to say that the city should spend more in the following areas:

- Environmental services (54%).
- Transit services (44%).
- Parks and community development (43%).
- Recreation and facility services (41%).

Figure 3. Whitehorse residents' opinions on whether the city should spend less, the same amount, or more on each of these City of Whitehorse program areas



A screening question identified 71% of adult residents as homeowners (Figure 4). Those homeowners were asked their opinions about value for city taxes (Figure 5). Overall, 46% of homeowners said they receive good or very good value for taxes, while 33% said they receive fair value, and 15% said they receive poor or very poor value. On a scale of 1 to 5, the mean score was 3.35.

Figure 4. Percentage of Whitehorse residents who own or rent their home

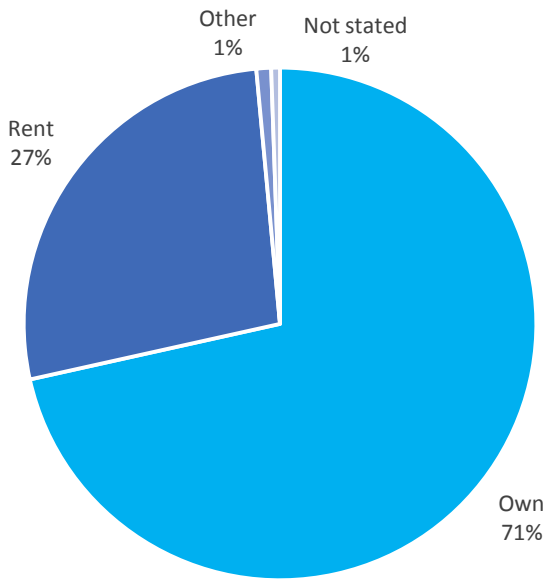
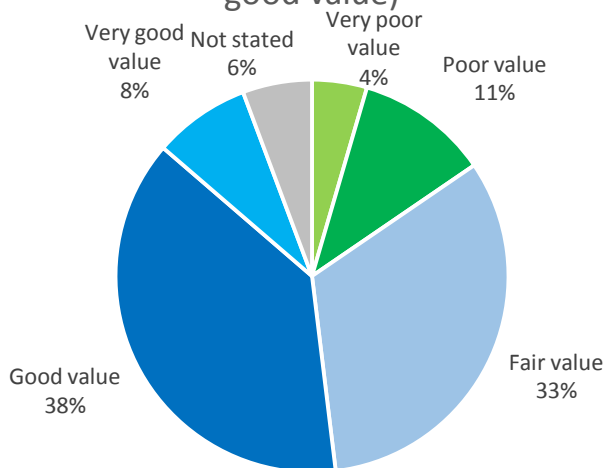
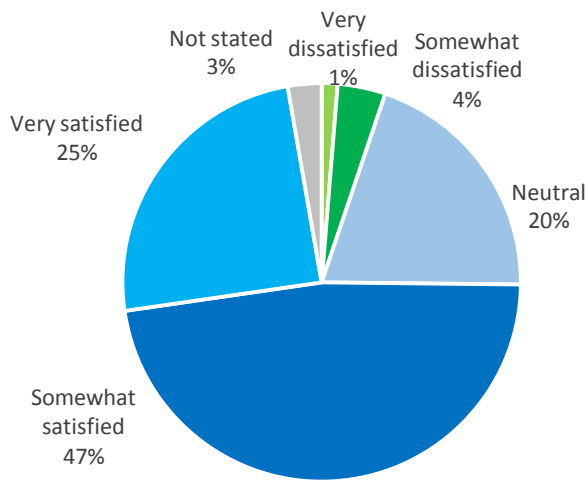


Figure 5. Whitehorse homeowners' opinions about value for city taxes (Mean = 3.35 on a scale of 1 to 5, where 1 = Very poor value and 5 = Very good value)



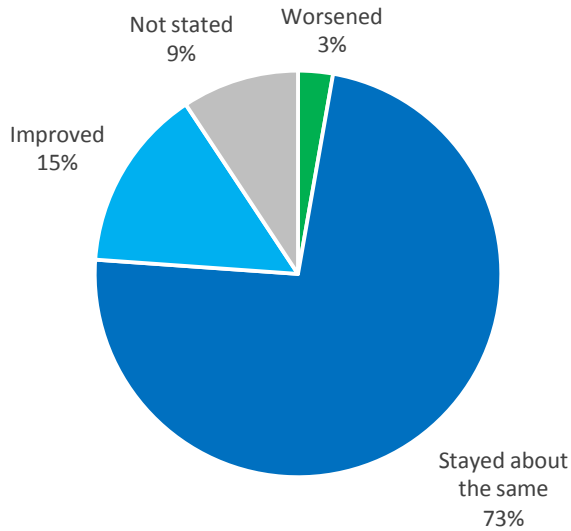
The survey asked Whitehorse residents to rate their overall satisfaction with the programs and services offered by the City (Figure 6). Overall, 25% of residents said they are “very satisfied,” 47% said they are “somewhat satisfied,” 20% said they are “neutral,” and 5% said they are “somewhat dissatisfied” or “very dissatisfied.” On a scale of 1 to 5, the mean score was 3.92.

Figure 6. Whitehorse residents' overall satisfaction with the programs and services offered by the City (Mean = 3.92 on a scale of 1 to 5, where 1 = Very dissatisfied and 5 = Very satisfied)



Residents were asked whether they think the quality of city services has worsened, stayed the same, or improved over the past year (Figure 7). While 73% said they think the quality of services has stayed the same, 15% said it has improved, and 3% said it has worsened. The remaining 9% did not share an opinion.

Figure 7. Whitehorse residents' perception of whether the quality of city services has worsened, stayed about the same, or improved over the past year



The survey asked residents to say how strongly they agree with a series of five statements about City of Whitehorse services (Figure 8). The majority of residents strongly agreed or agreed with these statements:

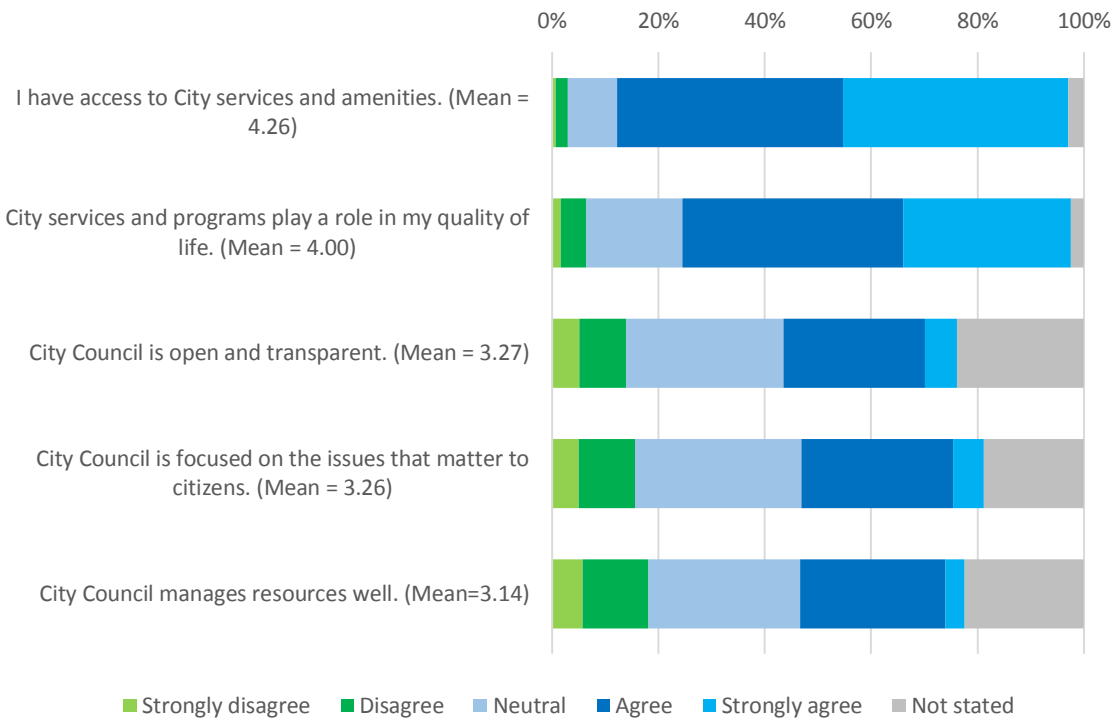
- I have access to city services (85%).
- City services and programs play a role in my quality of life (73%).

Fewer residents were likely to say they “strongly agree” or “agree” that:

- City Council is focused on the issues that matter to citizens (34%).
- City Council is open and transparent (33%).
- City Council manages resources well (31%).

On a scale of 1 to 5, the highest mean score went to the statement “I have access to city services and amenities” (4.26), while the lowest mean score went to “City Council is focused on the issues that matter to citizens” (3.14).

Figure 8. Whitehorse residents' level of agreement with the following statements about City services. Mean scores are on a scale of 1 to 5 (1 = Strongly disagree, 5 = Strongly agree)



The survey asked residents if they have had a recent (within the past year) customer service experience with the City of Whitehorse, and 74% said yes (Figure 9). Those who said yes were asked a follow-up question to see how strongly they agreed with a set of three statements about city services (Figure 10).

Of those residents who have had a recent customer service experience with the City of Whitehorse, the vast majority agreed that the service was satisfactory in the following ways:

- City staff were prompt in delivering the service or helping me find the answers I was looking for (87%).
- City staff were helpful in delivering the service or helping me find the answers I was looking for (86%).
- Overall, I was satisfied with my interaction with city staff (89%).

Mean scores on a scale of 1 to 5 were high for all three items: 4.32, 4.27, and 4.31 respectively.

Figure 9. Percentage of Whitehorse residents who have had a recent customer service experience with the City of Whitehorse

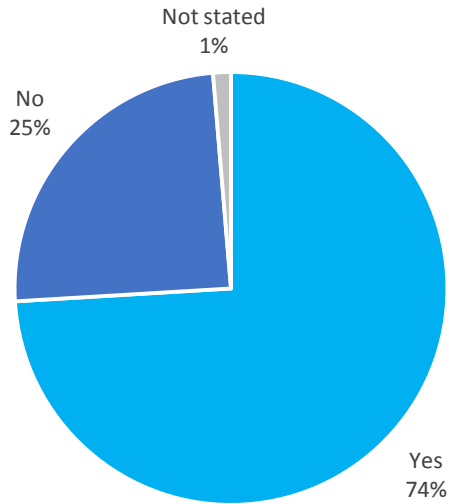
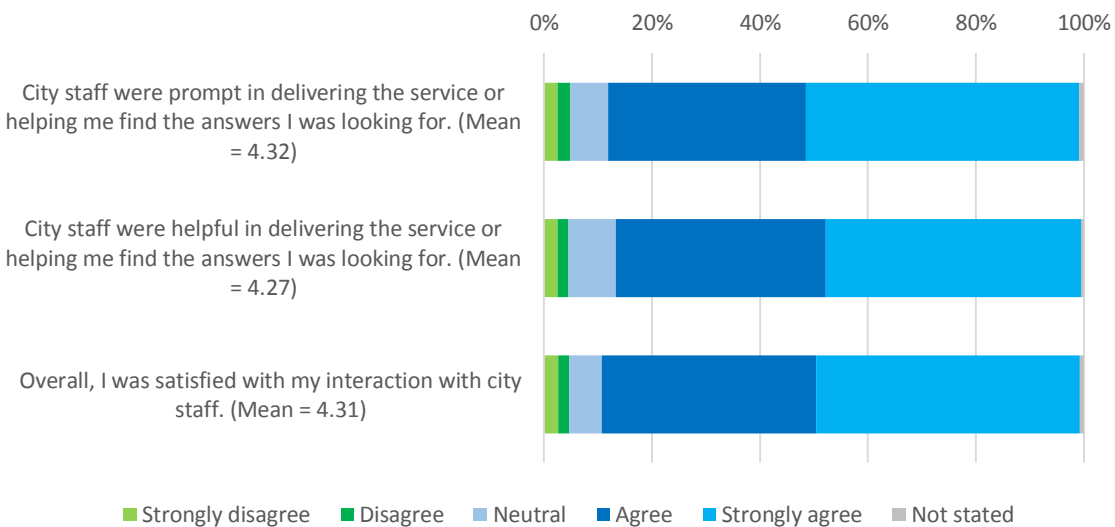


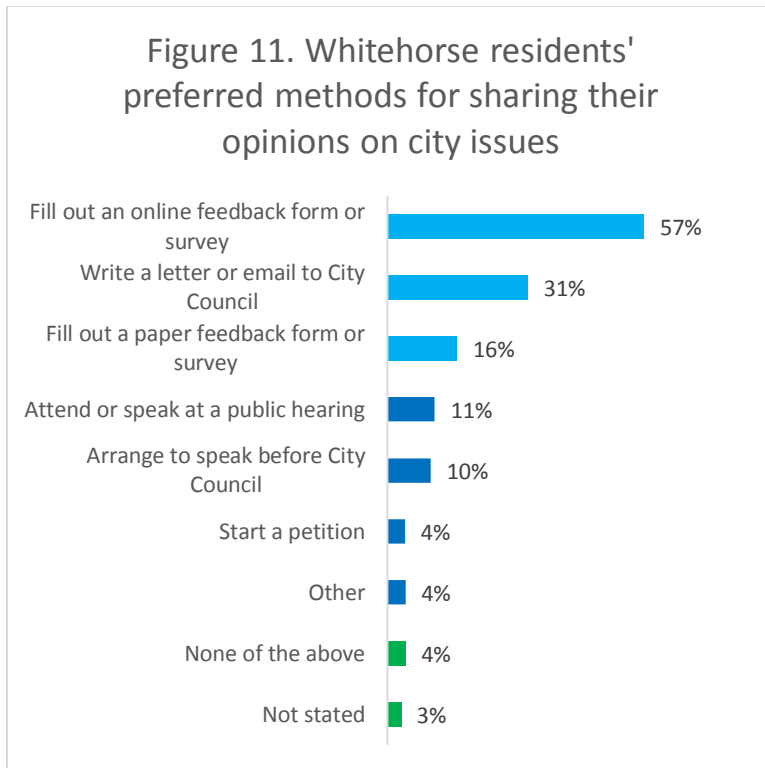
Figure 10. Whitehorse residents' level of agreement with the following statements about City services.

Mean scores are on a scale of 1 to 5
(1 = Strongly disagree, 5 = Strongly agree)



Residents were asked to identify their preferred methods for sharing their opinions with the City of Whitehorse on city issues (Figure 11). Multiple responses were allowed.

The most popular option was to fill out an online feedback form or survey (57%), followed by writing a letter or email to City Council (31%) or filling out a paper feedback form or survey (16%). Only four percent of residents said they would prefer not to share their opinion with the City at all.



Appendix A. Frequency tables

Q1. How strongly do you agree with the following statements:

Whitehorse is a great place to live.

	Frequency	Percent
Strongly disagree	229	1.0
Disagree	144	0.6
Neutral	1008	4.4
Agree	6347	27.8
Strongly agree	15145	66.2

Whitehorse is a great place for entertainment, art, events and fun.

	Frequency	Percent
Strongly disagree	150	0.7
Disagree	881	3.9
Neutral	4346	19.0
Agree	9398	41.1
Strongly agree	7447	32.6
Not stated	650	2.8

Whitehorse is a great place for sports.

	Frequency	Percent
Strongly disagree	58	0.3
Disagree	747	3.3
Neutral	2585	11.3
Agree	9050	39.6
Strongly agree	9309	40.7
Not stated	1123	4.9

Whitehorse is open and welcoming to newcomers.

	Frequency	Percent
Strongly disagree	218	1.0
Disagree	581	2.5
Neutral	2225	9.7
Agree	8989	39.3
Strongly agree	9718	42.5
Not stated	1141	5.0

Whitehorse is a clean city.

	Frequency	Percent
Strongly disagree	289	1.3
Disagree	1322	5.8
Neutral	4292	18.8
Agree	10596	46.3
Strongly agree	6309	27.6
Not stated	64	0.3

Whitehorse is an environmentally responsible city.

	Frequency	Percent
Strongly disagree	288	1.3
Disagree	1370	6.0
Neutral	5214	22.8
Agree	11036	48.3
Strongly agree	4002	17.5
Not stated	962	4.2

Whitehorse has a diverse economy.

	Frequency	Percent
Strongly disagree	1232	5.4
Disagree	4387	19.2
Neutral	6786	29.7
Agree	6413	28.0
Strongly agree	2843	12.4
Not stated	1210	5.3

Whitehorse has a great public transit system.

	Frequency	Percent
Strongly disagree	1901	8.3
Disagree	4005	17.5
Neutral	5033	22.0
Agree	4979	21.8
Strongly agree	2086	9.1
Not stated	4867	21.3

Whitehorse has a great network of multiuse trails.

	Frequency	Percent
Strongly disagree	125	0.6
Disagree	281	1.2
Neutral	1064	4.7
Agree	7250	31.7
Strongly agree	13089	57.2
Not stated	1064	4.7

I would speak positively about the City of Whitehorse to my friends, family and coworkers.

	Frequency	Percent
Strongly disagree	131	0.6
Disagree	256	1.1
Neutral	815	3.6
Agree	7868	34.4
Strongly agree	13620	59.6
Not stated	181	0.8

Q2. Please tell us how important each one of the following programs or services is to you:

Transit Services (e.g. City Bus and Handy Bus Services)

	Frequency	Percent
Not important	8912	39.0
Somewhat important	6643	29.0
Very important	5553	24.3
Not stated	1764	7.7

Bylaw Services (e.g. Parking Meters & Ticket Payment, and bylaw enforcement such as All Terrain Vehicles and Animal Control bylaws)

	Frequency	Percent
Not important	3488	15.3
Somewhat important	11643	50.9
Very important	7448	32.6
Not stated	294	1.3

Fire Services (e.g. Fire Safety, Fire Inspections, and Emergency Preparedness)

	Frequency	Percent
Not important	213	0.9
Somewhat important	2700	11.8
Very important	19683	86.1
Not stated	277	1.2

Financial Services (e.g. Payment of property tax & utilities)

	Frequency	Percent
Not important	1844	8.1
Somewhat important	9258	40.5
Very important	10353	45.3
Not stated	1417	6.2

Planning & Building Services (e.g. lot sales, development applications, licenses and permits)

	Frequency	Percent
Not important	2913	12.7
Somewhat important	9615	42.0
Very important	9374	41.0
Not stated	970	4.2

Parks and Community Development (e.g. Neighborhood parks and trails)

	Frequency	Percent
Not important	549	2.4
Somewhat important	6835	29.9
Very important	15124	66.1
Not stated	404	1.8

Recreation and Facility Services (e.g. Canada Games Centre, Recreation and Leisure Programs)

	Frequency	Percent
Not important	451	2.0
Somewhat important	5349	23.4
Very important	16821	73.6
Not stated	251	1.1

Environmental Services (e.g. Recycling and environmental grants)

	Frequency	Percent
Not important	949	4.2
Somewhat important	7061	30.9
Very important	14426	63.1
Not stated	436	1.9

Engineering Services (e.g. bike lanes, commuter trails, street lighting, traffic signals, bridges)

	Frequency	Percent
Not important	1693	7.4
Somewhat important	9877	43.2
Very important	10507	45.9
Not stated	795	3.5

Operations Services (e.g. snow removal and street sweeping)

	Frequency	Percent
Not important	484	2.1
Somewhat important	7716	33.7
Very important	14432	63.1
Not stated	240	1.1

Economic Development Activities (e.g. Business outreach)

	Frequency	Percent
Not important	2394	10.5
Somewhat important	8561	37.4
Very important	10465	45.8
Not stated	1452	6.4

Water & Waste Services (e.g. compost and garbage collection)

	Frequency	Percent
Not important	665	2.9
Somewhat important	4676	20.4
Very important	17160	75.0
Not stated	371	1.6

Business & Technology Systems (e.g. City website, Online access to City Services)

	Frequency	Percent
Not important	2765	12.1
Somewhat important	10672	46.7
Very important	8442	36.9
Not stated	993	4.4

Human Resources Services (e.g. Job advertisements and the application process)

	Frequency	Percent
Not important	4524	19.8
Somewhat important	9683	42.3
Very important	7670	33.5
Not stated	995	4.4



Q3. Please tell us if you think the City should invest less, the same amount or more on each of the following programs or services:

Transit Services (e.g. City Bus and Handy Bus Services)

	Frequency	Percent
Less	1137	5.0
The same amount	8306	36.3
More	9988	43.7
Not stated	3442	15.1

Bylaw Services (e.g. Parking Meters & Ticket Payment, and bylaw enforcement such as All Terrain Vehicles and Animal Control bylaws)

	Frequency	Percent
Less	2948	12.9
The same amount	13714	60.0
More	3624	15.9
Not stated	2585	11.3

Fire Services (e.g. Fire Safety, Fire Inspections, and Emergency Preparedness)

	Frequency	Percent
Less	146	0.6
The same amount	12818	56.0
More	7029	30.7
Not stated	2879	12.6

Financial Services (e.g. Payment of property tax & utilities)

	Frequency	Percent
Less	1635	7.2
The same amount	14144	61.8
More	3095	13.5
Not stated	3998	17.5

Planning & Building Services (e.g. lot sales, development applications, licenses and permits)

	Frequency	Percent
Less	1368	6.0
The same amount	12231	53.5
More	5662	24.8
Not stated	3611	15.8

Parks and Community Development (e.g. Neighborhood parks and trails)

	Frequency	Percent
Less	472	2.1
The same amount	10621	46.4
More	9865	43.1
Not stated	1914	8.4

Recreation and Facility Services (e.g. Canada Games Centre, Recreation and Leisure Programs)

	Frequency	Percent
Less	431	1.9
The same amount	11452	50.1
More	9378	41.0
Not stated	1611	7.0

Environmental Services (e.g. Recycling and environmental grants)

	Frequency	Percent
Less	971	4.2
The same amount	7608	33.3
More	12257	53.6
Not stated	2037	8.9

Engineering Services (e.g. bike lanes, commuter trails, street lighting, traffic signals, bridges)

	Frequency	Percent
Less	731	3.2
The same amount	14333	62.7
More	4501	19.7
Not stated	3307	14.5

Operations Services (e.g. snow removal and street sweeping)

	Frequency	Percent
Less	545	2.4
The same amount	13802	60.4
More	6030	26.4
Not stated	2495	10.9

Economic Development Activities (e.g. Business outreach)

	Frequency	Percent
Less	1617	7.1
The same amount	10253	44.8
More	7770	34.0
Not stated	3232	14.1

Water & Waste Services (e.g. compost and garbage collection)

	Frequency	Percent
Less	348	1.5
The same amount	13026	57.0
More	6910	30.2
Not stated	2587	11.3

Business & Technology Systems (e.g. City website, Online access to City Services)

	Frequency	Percent
Less	1347	5.9
The same amount	12179	53.3
More	6074	26.6
Not stated	3272	14.3

Human Resources Services (e.g. Job advertisements and the application process)

	Frequency	Percent
Less	1653	7.2
The same amount	12860	56.2
More	4582	20.0
Not stated	3777	16.5

Q4. Do you own or rent the home where you are currently living?

	Frequency	Percent
Own	16359	71.5
Rent	6175	27.0
Other	213	0.9
Not stated	125	0.6

Q5. Your property taxes pay for a wide variety of city services. We would like to know your opinion about value for city taxes. Would you say you receive...

(Homeowners only; n=16224)

	Frequency	Percent
Very poor value	742	4.5
Poor value	1796	10.9
Fair value	5354	32.6
Good value	6279	38.3
Very good value	1309	8.0
Not stated	937	5.7

Q6. Taking into consideration all the services and programs offered throughout the year by the City of Whitehorse, how satisfied are you with the civic services provided to residents overall?

	Frequency	Percent
Very dissatisfied	296	1.3
Somewhat dissatisfied	889	3.9
Neutral	4573	20.0
Somewhat satisfied	10874	47.5
Very satisfied	5615	24.6
Not stated	625	2.7

Q7. Thinking over the past year, would you say that the quality of civic services provided by the City of Whitehorse has overall:

	Frequency	Percent
Worsened	633	2.8
Stayed about the same	16776	73.4
Improved	3333	14.6
Not stated	2130	9.3

Q8. How strongly do you agree with the following statements:

I have access to City services and amenities.

	Frequency	Percent
Strongly disagree	168	0.7
Disagree	521	2.3
Neutral	2126	9.3
Agree	9689	42.4
Strongly agree	9691	42.4
Not stated	677	3.0

City services and programs play a role in my quality of life.

	Frequency	Percent
Strongly disagree	368	1.6
Disagree	1127	4.9
Neutral	4110	18.0
Agree	9496	41.5
Strongly agree	7201	31.5
Not stated	569	2.5

City Council is open and transparent.

	Frequency	Percent
Strongly disagree	1166	5.1
Disagree	2028	8.9
Neutral	6761	29.6
Agree	6078	26.6
Strongly agree	1388	6.1
Not stated	5451	23.8

City Council is focused on the issues that matter to citizens.

	Frequency	Percent
Strongly disagree	1144	5.0
Disagree	2421	10.6
Neutral	7159	31.3
Agree	6519	28.5
Strongly agree	1320	5.8
Not stated	4309	18.8

City Council manages resources well.

	Frequency	Percent
Strongly disagree	1307	5.7
Disagree	2849	12.5
Neutral	6519	28.5
Agree	6240	27.3
Strongly agree	832	3.6
Not stated	5124	22.4

Q9. Have you had a recent customer service experience (in the past year) with the City of Whitehorse? For example, you may have gone to City Hall to pay a bill, or you may have used the Canada Games Centre, or you may have taken a city bus.

	Frequency	Percent
Yes	16936	74.1
No	5630	24.6
Not stated	306	1.3

Q9.1. Thinking of your most recent customer service experience with the City, how strongly do you agree with the following statements:

(Asked if Q9 = Yes; n=16996)

City staff were prompt in delivering the service or helping me find the answers I was looking for.

	Frequency	Percent
Strongly disagree	415	2.5
Disagree	402	2.4
Neutral	1201	7.1
Agree	6195	36.6
Strongly agree	8581	50.7
Not stated	144	0.9

City staff were helpful in delivering the service or helping me find the answers I was looking for.

	Frequency	Percent
Strongly disagree	414	2.5
Disagree	355	2.1
Neutral	1473	8.7
Agree	6598	39.0
Strongly agree	8013	47.3
Not stated	82	0.5

Overall, I was satisfied with my interaction with city staff.

	Frequency	Percent
Strongly disagree	447	2.6
Disagree	329	1.9
Neutral	1029	6.1
Agree	6725	39.7
Strongly agree	8282	48.9
Not stated	125	0.7

Q10. If you have an opinion which you would like to share on a City issue such as infill planning or bylaw development, which of the following methods would you prefer (Check all that apply):

	Frequency	Percent
Fill out an online feedback form or survey	13109	57.3
Fill out a paper feedback form or survey	3550	15.5
Attend or speak at a public hearing	2400	10.5
Write a letter or email to City Council	7150	31.3
Arrange to speak before City Council	2183	9.6
Start a petition	897	3.9
Other	1009	4.4
None of the above	903	4.0
Not stated	676	3.0

Q11. What is your gender?

	Frequency	Percent
Male	11448	50.0
Female	11424	50.0
Other	s	s

Q12. What is your age group? Are you:

	Frequency	Percent
18 to 24 years old	308	1.4
25 to 34 years old	4499	19.7
35 to 44 years old	5800	25.4
45 to 54 years old	4427	19.4
55 to 64 years old	4472	19.6
65 or over?	3193	14.0
Not stated	174	0.8

Q13. For how many years have you lived in Whitehorse, in total?

	Frequency	Percent
Less than five years	3800	16.6
Between five and nine years	4357	19.1
Between ten and nineteen years	3506	15.3
Between twenty and twenty-nine years	3807	16.7
Between thirty and thirty-nine years	3730	16.3
Between forty and forty-nine years	2024	8.9
Fifty years or more	1179	5.2
Not stated	469	2.1

Q14. How many people live in your household (including family members, but not tenants or guests)?

	Frequency	Percent
One person	4393	19.2
Two people	8441	36.9
Three people	3847	16.8
Four or more people	3528	15.4
Not stated	2663	11.6

Q15. At least one member of the household is:

	Frequency	Percent
Under ten years of age	5890	25.8
Between ten and seventeen years of age	4389	19.2
Eighteen years of age or older	22074	96.5

Q16. Are you employed, self-employed, unemployed and looking for work, or not currently in the work force (e.g. retired or on disability)?

	Frequency	Percent
Employed	15560	68.0
Self-employed	1583	6.9
Unemployed and looking for work	855	3.7
Not currently in the work force	4501	19.7
Other	120	0.5
Not stated	252	1.1

Q17. What is the highest level of education you have completed?

	Frequency	Percent
Less than high school	804	3.5
High School diploma or certificate/equivalent	3944	17.2
Some College	2649	11.6
College diploma or degree, trades, technical, apprenticeship	5412	23.7
Some university	1401	6.1
Undergraduate/Bachelor's Degree	5354	23.4
Graduate/professional degree	2988	13.1
Not stated	322	1.4

Q18. What was your approximate household income in 2016, before taxes? Was it:

	Frequency	Percent
Less than \$25,000	1136	5.0
\$25,000 to \$49,000	2376	10.4
\$50,000 to \$74,000	3265	14.3
\$75,000 to \$99,000	3763	16.5
\$100,000 to \$149,000	4534	19.8
\$150,000 to \$199,000	2747	12.0
\$200,000 or over	1589	7.0
Not stated	3463	15.1

Appendix B. Survey questionnaire

Perspectives on Living in Whitehorse

1. Would you say you strongly disagree, disagree, are neutral, agree, or strongly agree with the following statements: (Other options: don't know, prefer not to say).
 - a. Whitehorse is a great place to live.
 - b. Whitehorse is a great place for entertainment, art, events and fun.
 - c. Whitehorse is a great place for sports.
 - d. Whitehorse is open and welcoming to newcomers.
 - e. Whitehorse is a clean city.
 - f. Whitehorse is an environmentally responsible city.
 - g. Whitehorse has a diverse economy.
 - h. Whitehorse has a great public transit system.
 - i. Whitehorse has a great network of multi-use trails.
 - j. I would speak positively about the City of Whitehorse to my friends, family and co-workers.

Perspectives on City of Whitehorse Services

2. I am going to read a list of programs and services provided to you by the City of Whitehorse. Please tell me how important each one is to you: not important, somewhat important, or very important. (Other options: don't know, prefer not to say).
 - a. Transit services (E.g. City Bus and Handy Bus Services)
 - b. Bylaw Services (E.g. Parking Meters & Ticket Payment, and bylaw enforcement such as All Terrain Vehicles and Animal Control bylaws)
 - c. Fire Services (E.g. Fire Safety, Fire Inspections, and Emergency Preparedness)
 - d. Financial Services (E.g. Payment of property tax & utilities)
 - e. Planning & Building Services (E.g. lot sales, development applications, licenses and permits)
 - f. Parks and Community Development (E.g. Neighborhood parks and trails)
 - g. Recreation and Facility Services (E.g. Canada Games Centre, Recreation and Leisure Programs)
 - h. Environmental Services (E.g. Recycling and environmental grants)
 - i. Engineering Services (E.g. bike lanes, commuter trails, street lighting, traffic signals, bridges)
 - j. Operations Services (E.g. snow removal and street sweeping)
 - k. Economic Development Activities (E.g. Business outreach)
 - l. Water & Waste Services (E.g. compost and garbage collection)
 - m. Business & Technology Systems (E.g. City website, Online access to City Services)
 - n. Human Resources Services (E.g. Job advertisements and the application process)

3. Please tell me if you think the City should invest more, less or the same amount on each of the following programs or services. (Other options: don't know, prefer not to say).
- Transit services (E.g. City Bus and Handy Bus Services)
 - Bylaw Services (E.g. Parking Meters & Ticket Payment, and bylaw enforcement such as All Terrain Vehicles and Animal Control bylaws)
 - Fire Services (E.g. Fire Safety, Fire Inspections, and Emergency Preparedness)
 - Financial Services (E.g. Payment of property tax & utilities, grants and rebates, and procurement)
 - Planning & Building Services (E.g. lot sales, development applications, licenses and permits)
 - Parks and Community Development (E.g. Neighborhood parks and trails)
 - Recreation and Facility Services (E.g. Canada Games Centre, Recreation and Leisure Programs)
 - Environmental Services (E.g. Recycling)
 - Engineering Services (E.g. Roads, bike lanes, commuter trails, street lighting, traffic signals, bridges)
 - Operations Services (E.g. snow removal and street sweeping)
 - Economic Development Activities (E.g. Business outreach)
 - Water & Waste Services (E.g. compost and garbage collection)
 - Business & Technology Systems (E.g. City website, Online access to City Services)
 - Human Resources Services (E.g. Job advertisements and the application process)
4. Do you own or rent the home where you are currently living?
- Own
 - Rent -> Skip to Q6
 - Other: _____ -> Skip to Q6
 - Prefer not to say-> Skip to Q6
5. Your property taxes pay for a wide variety of city services. We would like to know your opinion about value for city taxes. Would you say you receive...
- Very poor value
 - Poor value
 - Fair value
 - Good value
 - Very good value
 - Don't know
 - Prefer not to say

6. Taking into considerations all the services and programs offered throughout the year by the City of Whitehorse, how satisfied are you with the civic services provided to residents overall?
- Very dissatisfied
 - Somewhat dissatisfied
 - Neutral
 - Somewhat satisfied
 - Very satisfied
 - Don't know
 - Prefer not to say
7. Thinking over the past year, would you say that the quality of civic services provided by the City of Whitehorse has overall:
- a. Worsened
 - b. Stayed about the same
 - c. Improved
 - d. Don't know
 - e. Prefer not to say
8. Would you say you strongly disagree, disagree, are neutral, agree, or strongly agree with the following statements: (Other options: don't know, prefer not to say).
- a. I have access to City services and amenities.
 - b. City services and programs play a role in my quality of life.
 - c. City Council is open and transparent.
 - d. City Council is focused on the issues that matter to citizens.
 - e. City Council manages resources well.
9. Have you had a recent customer service experience (in the past year) with the City of Whitehorse? For example, you may have gone to City Hall to pay a bill, or you may have used the Canada Games Centre, or you may have taken a city bus.
- Yes
 - No -> Skip to Q10
 - Don't know -> Skip to Q10
 - Prefer not to say -> Skip to Q10

9.1. Thinking of your *most recent* customer service experience with the City, would you say you strongly disagree, disagree, are neutral, agree, or strongly agree with the following statements: (Other options: don't know, prefer not to say).

- a. City staff were *prompt* in delivering the service or helping me find the answers I was looking for.
- b. City staff were *helpful* in delivering the service or help me find the answers I was looking for.
- c. Overall, I was satisfied with my interaction with city staff.

10. If you have an opinion which you would like to share on a City issue such as infill planning or bylaw development, which of the following methods would you prefer to use? (Check all that apply):

- Fill out an online feedback form or survey
- Fill out a paper feedback form or survey
- Attend or speak at a public hearing
- Write a letter or email to City Council
- Arrange to speak before City Council
- Start a petition
- Other: _____
- Don't know
- Prefer not to say
- None of the above

Demographics

11. What is your gender?

- Male
- Female
- Other

12. What is your age group?

- 18 to 24 years old
- 25 to 34 years old
- 35 to 44 years old
- 45 to 54 years old
- 55 to 64 years old
- 65 or over
- Not stated

13. For how many years have you lived in Whitehorse, in total?

Years: _____

- Less than 1 year
- Prefer not to say

14. How many people live in your household (including family members, but not tenants or guests)?

Number: _____

- Prefer not to say

15. How many people in your household are:

- Under 10 years of age: _____
- Between 10 and 17 years of age: _____
- 18 years of age or older: _____
- Prefer not to say

16. Are you employed, self-employed, unemployed and looking for work, or not currently in the work force (e.g. retired or on disability)?

- Employed
- Self-employed
- Unemployed and looking for work
- Not currently in the work force
- Other: _____
- Prefer not to say

17. What is the highest level of education you have completed?

- Less than high school
- High School diploma or certificate/equivalent
- Some College
- College diploma or degree, trades, technical, apprenticeship
- Some university
- Undergraduate/Bachelor's Degree
- Graduate/professional degree
- Other (Specify) _____
- Don't Know
- Prefer not to say

18. What was your approximate household income in 2016, before taxes? Was it:

- Less than \$25,000
- \$25,000 to \$49,000
- \$50,000 to \$74,000
- \$75,000 to \$99,000
- \$100,000 to \$149,000
- \$150,000 to \$199,000
- \$200,000 or over
- Don't know
- Prefer not to say

Thank you for participating in this survey!