

DISCOVERY RESEARCH



2025 Mission Citizen Survey

Detailed Report on Findings

Prepared For: *The City of Mission*

Prepared By: *Discovery Research*

Date: *August 2025*

Executive Summary

In July 2025, a Citizen Survey was mailed to 2000 randomly selected Mission Residents. Residents were asked to rate their satisfaction with the services provided by the City of Mission. 404 surveys were completed, giving a response rate of 20.2%.

Quality of life in Mission meets expectations

Seventy-nine percent of Respondents rated the overall quality of life in Mission as meeting expectations (77%). Mission is also rated highly as a place to raise Children (70% meets or exceeds).

Most important issue facing City of Mission

Nineteen percent of Residents feel the most important issue facing Mission is homelessness, crime and substance abuse, 15% feel that Mission is lacking amenities and 14% feel the most important issue is the streets, sidewalks and traffic.

Majority feel the quality of life has worsened, compared to 5 years ago

Fifty-three percent felt the quality of life in Mission has worsened, compared to 5 years ago. Among the Respondents who felt the quality of life worsened, 45% cited lacking amenities and infrastructure.

Many feel Mission is less safe, compared to 5 years ago

Thirty-seven percent feel that Mission is less safe compared to 5 years ago because of homelessness, crime and substance abuse.

Satisfied with overall quality of services

The majority of Residents are satisfied (63%) or very satisfied (6%) with the overall quality of services received from the City of Mission. Eighty-three percent are satisfied with Mission as a place to live. However, only 36% are satisfied with the value they receive for the taxes they pay.

Overall Satisfaction Ratings

Eighty-one percent were satisfied with parks, trails and recreation services. Sixty-nine percent were satisfied with overall community safety. Sixty-two percent were satisfied with curbside collection services (garbage, recycling, composting). Forty-eight percent were satisfied with overall roads and transportation services.

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Introduction

In July of 2025, the City of Mission conducted a comprehensive mail survey with a random sample of Mission Residents. Residents were asked to rate their level of satisfaction with a variety of City services and programs. The survey is an important step in the process to include input from Residents when the City is making operational, service and budget decisions for the upcoming years.

Discovery Research, an independent consulting firm, was retained to conduct the 2025 Mission Citizen Survey. The survey was designed so that Residents' opinions could be easily summarized and prioritized.

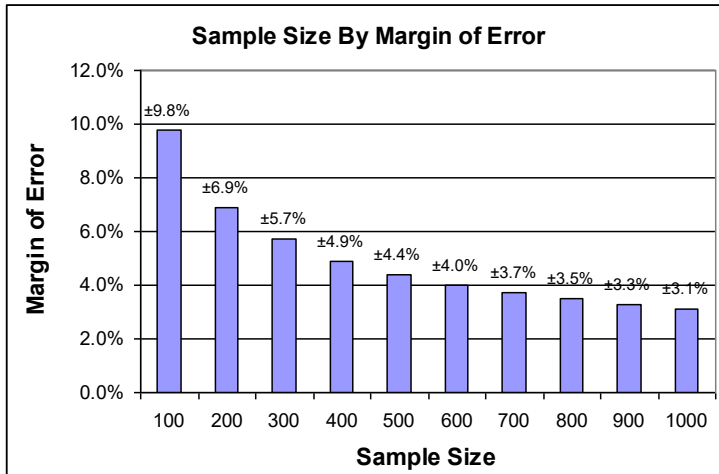
Objectives

The 2025 Citizen Survey has the following objectives:

- **Measure Residents' satisfaction levels with the various City services.**
- **Determine the public's views as to the types of changes needed in City services.**
- **Identify areas for improvement.**
- **Summarize the public's views as to the priority of future operational or infrastructure improvements.**
- **Compare results with the 2024 Citizen survey.**

Methodology

A random sample of 2000 Mission Residents were mailed a survey in July 2025. The random sample was generated such that each residence in Mission had an equal opportunity of being selected for the research. Included in the mailing was a cover letter with the survey QR code, allowing respondents to complete an equivalent online version of the survey. We received **404** surveys back, giving a response rate of **20.2%**.



This bar graph displays the margin of error associated with various sample sizes.

Statistics generated from a sample size of **404** will be accurate within $\pm 4.9\%$, at the 95% confidence interval (19 times out of 20).

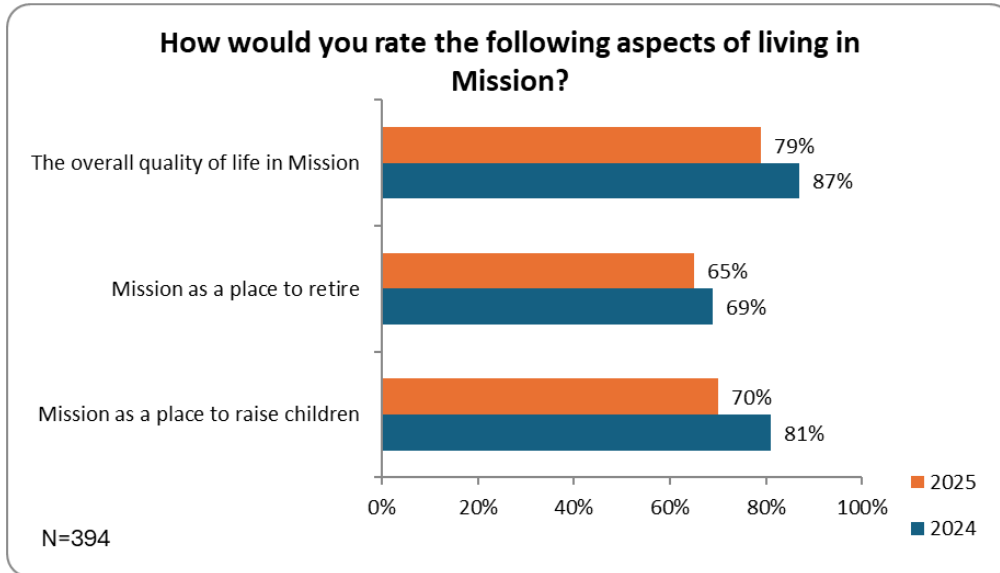
Weighting

Mission's actual population distribution by age was taken from the 2021 Canadian census results. The sample statistics have been weighted to match the age distribution of the entire population of Mission.

Age	Population from 2021 Census	Unweighted Sample	Weighted Sample
18-44	44%	27%	44%
45-64	35%	44%	35%
65+	20%	29%	20%

Section 1 – Living In Mission

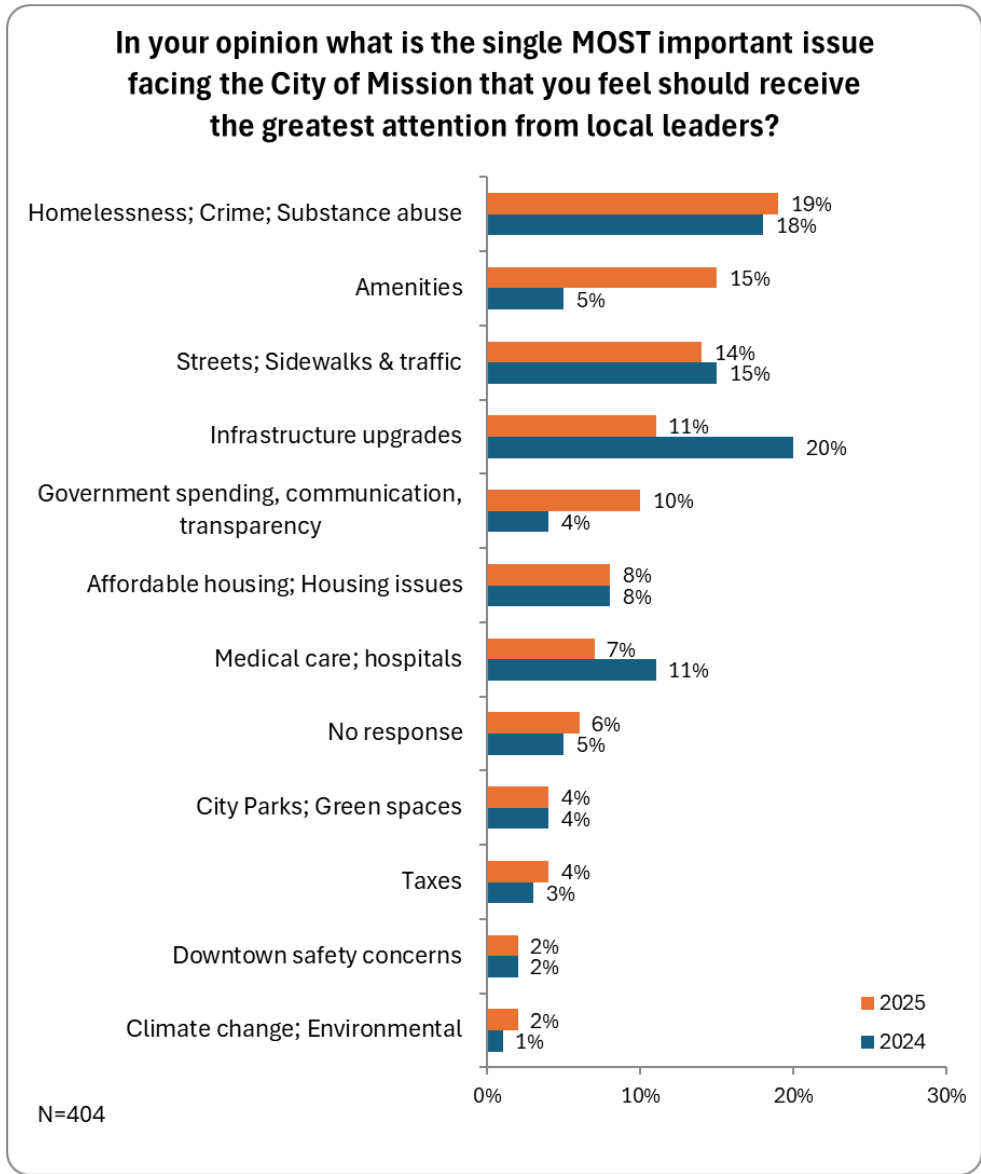
Q1. Aspects of living in Mission



Seventy-nine percent of residents' expectations were met or exceeded when it comes to the overall quality of life in Mission.

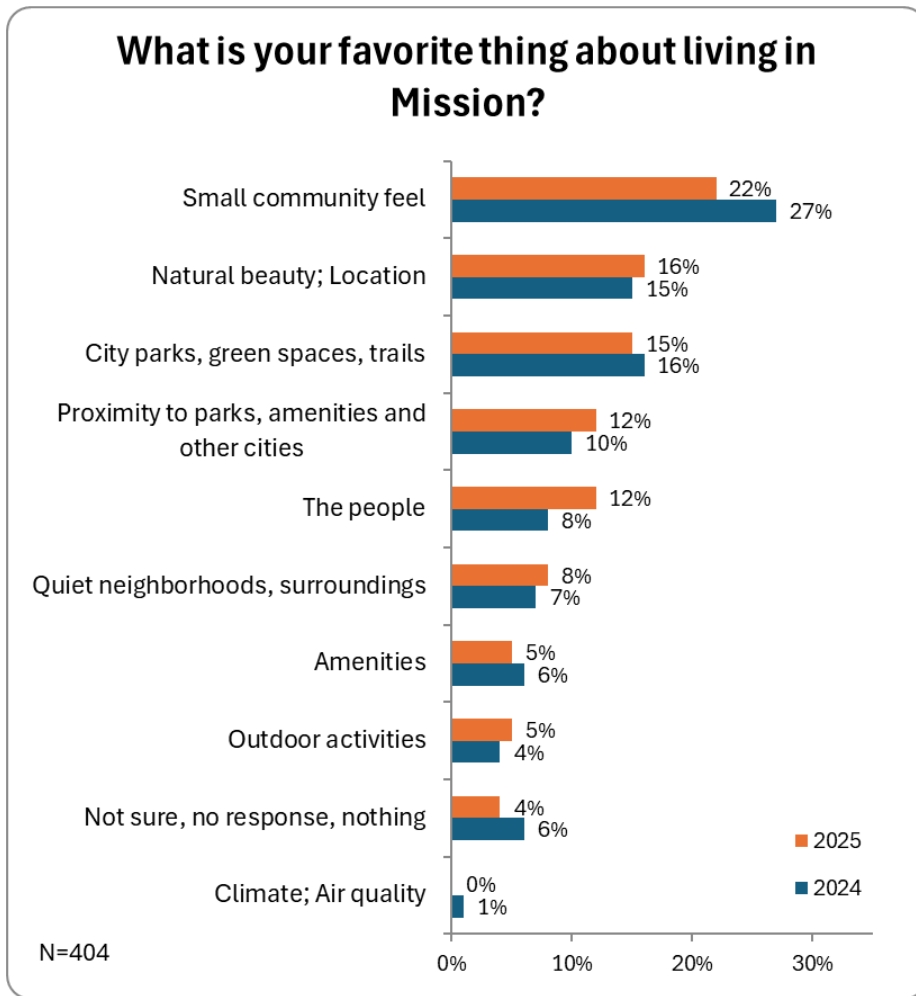
Sixty-five percent had expectations met or exceeded related to Mission as a place to retire.

Q2. Most important issue facing the City?



Nineteen percent of Residents feel the single biggest issue facing the City of Mission is *homelessness, crime and substance abuse issues*. While **15%** feel the most important issue is *the lack of amenities* that they have access to, which has increased by **10%** since last year.

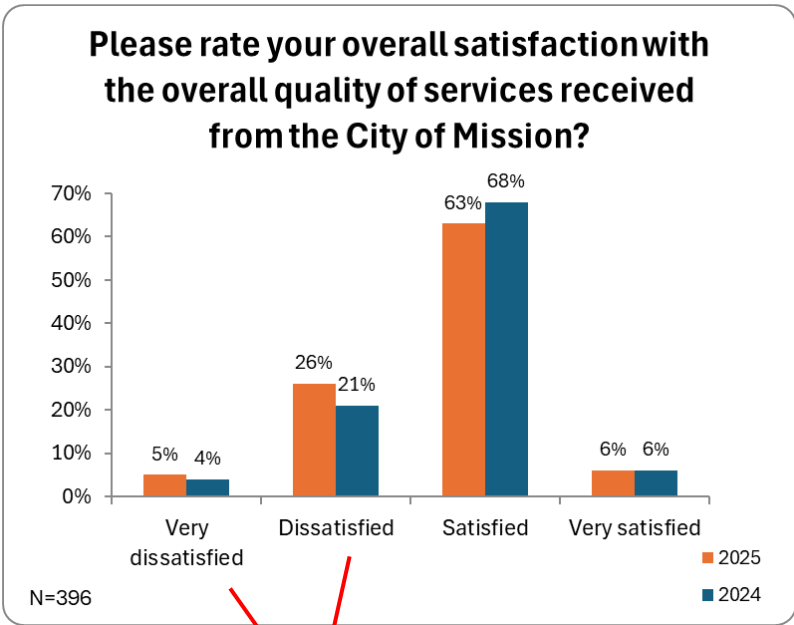
Q3. Favorite thing about living in Mission



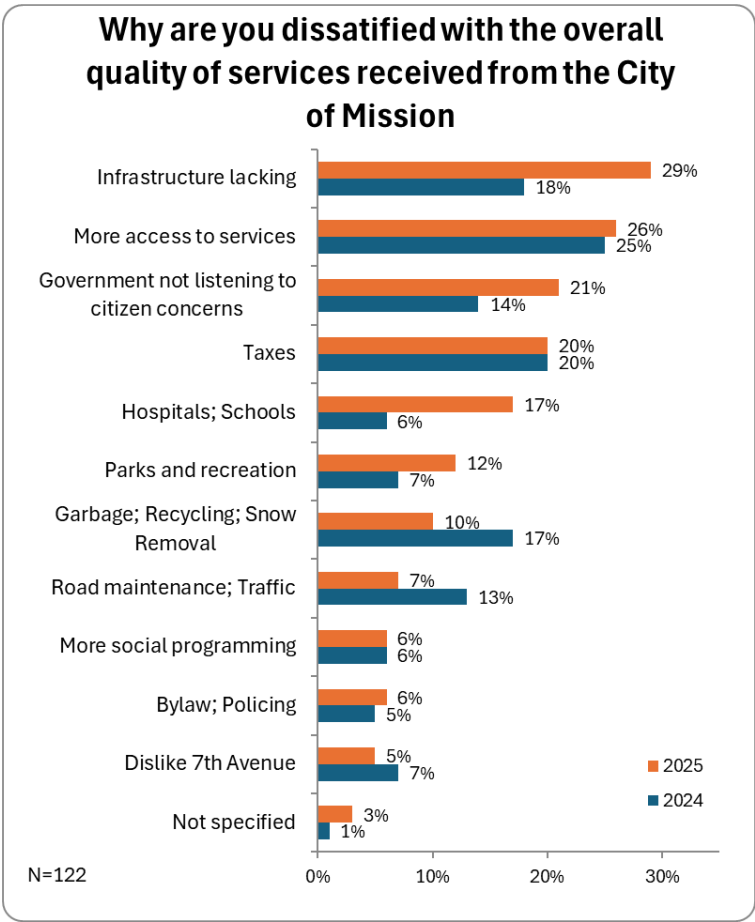
Twenty-two percent of Residents favorite thing about living in Mission is *the small community feel*.

Sixteen percent love the area's *natural beauty and physical location*.

Q4. Overall quality of services received from the City of Mission

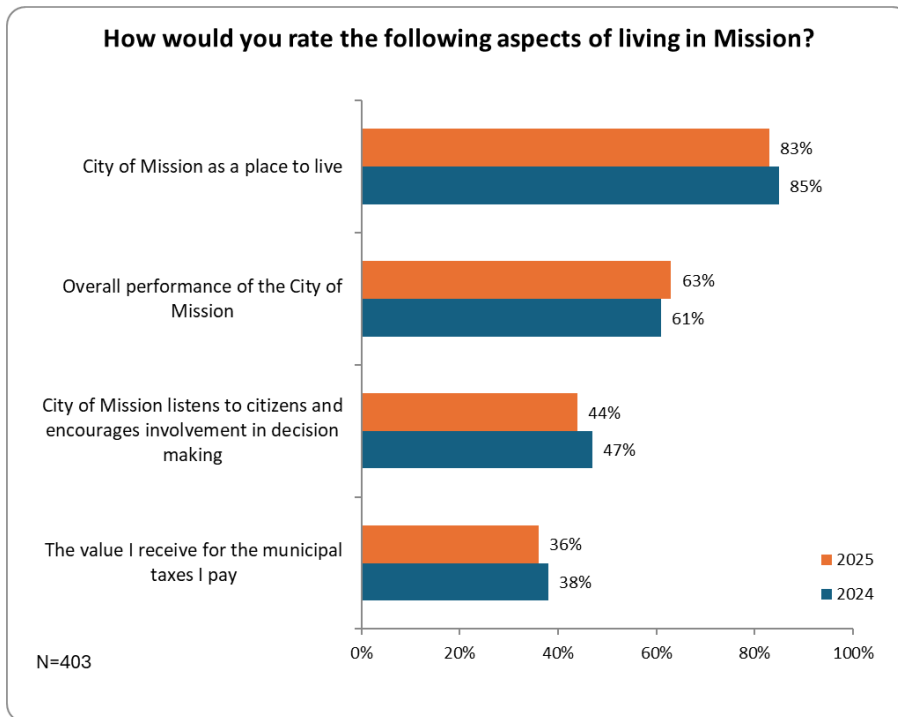


The majority of Residents are *satisfied (63%)* or *very satisfied (6%)* with the overall quality of services received from the City of Mission.



Among the 122 Residents that were dissatisfied with the overall quality of services, **29%** believe that *infrastructure is lacking* and **26%** were not satisfied about *the lack of services that residents have access to*.

Q5. Overall satisfaction

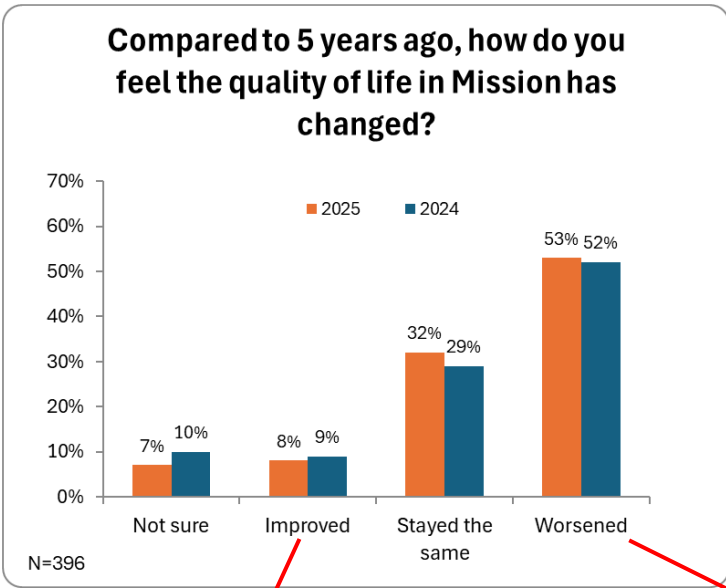


Eighty-three percent were satisfied with the *City of Mission as a place to live*.

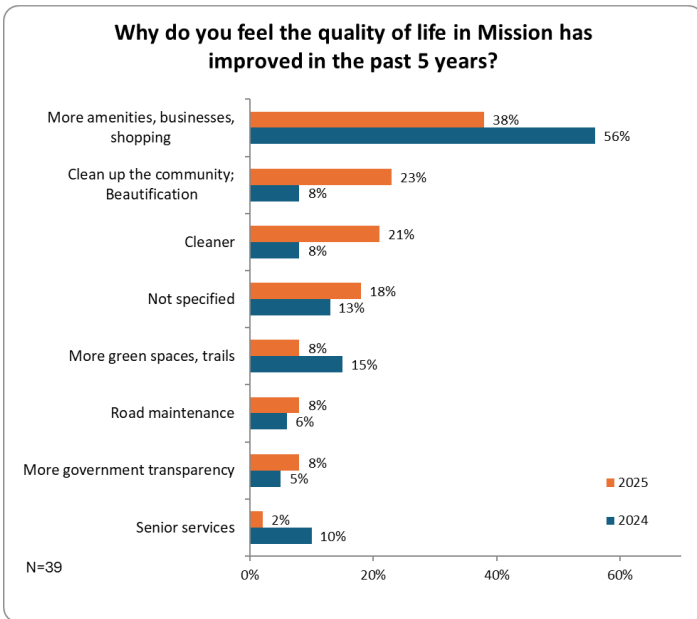
Sixty-three percent were satisfied with the *overall performance of the City of Mission*.

Only **36%** were satisfied with the *value they receive for the municipal taxes they pay*.

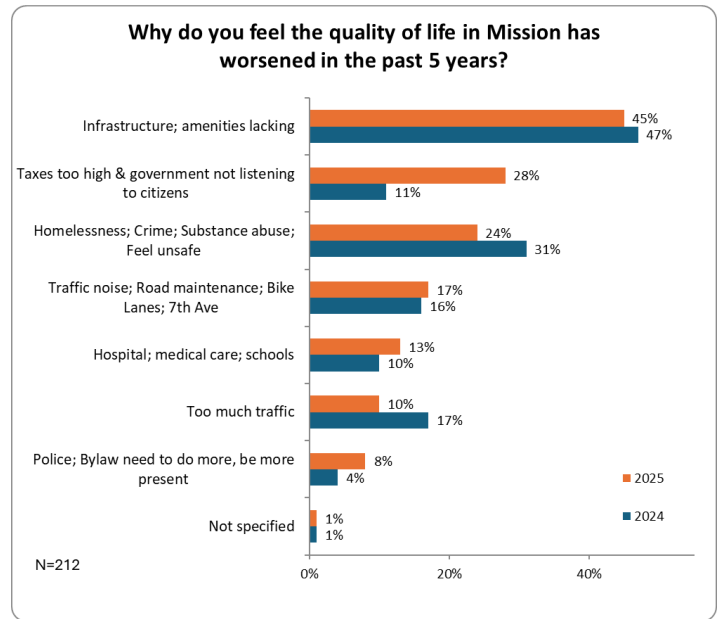
Q6. How has the quality of life in Mission changed



Compared to 5 years ago, **53%** feel the quality of life in Mission has *worsened*. Thirty-two percent felt the quality of life has *stayed the same* and **8%** felt it *improved*.

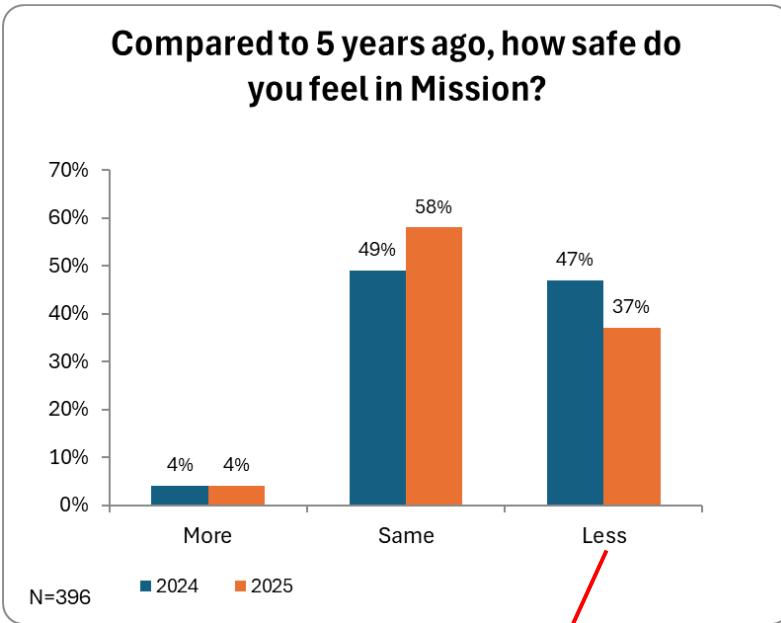


Among the 39 respondents, **38%** felt the quality of life in Mission had improved because there are *more amenities, businesses and shopping*.

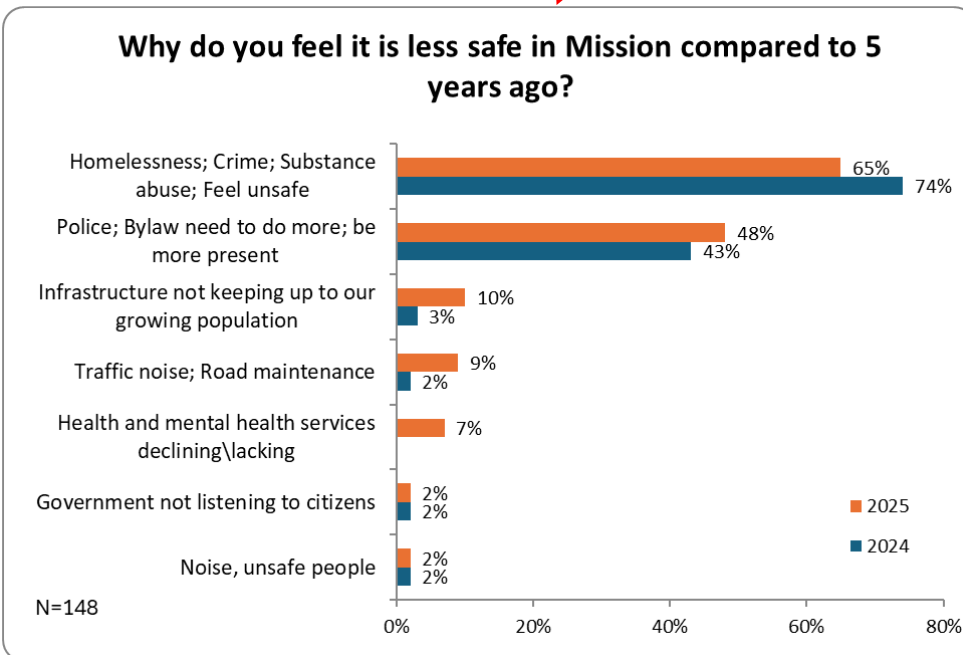


Among the 212 respondents, **45%** felt the quality of life in Mission worsened because of *lacking infrastructure and amenities* and **28%** felt taxes are too high and the government is not listening to citizens.

Q7. Safety in Mission



Compared to five years ago, **58%** feel the *same* level of safety in Mission. Only **4%** of Residents feel *more* safe in the City of Mission compared to five years ago, while **37%** feel *less* safe than they did five years ago.

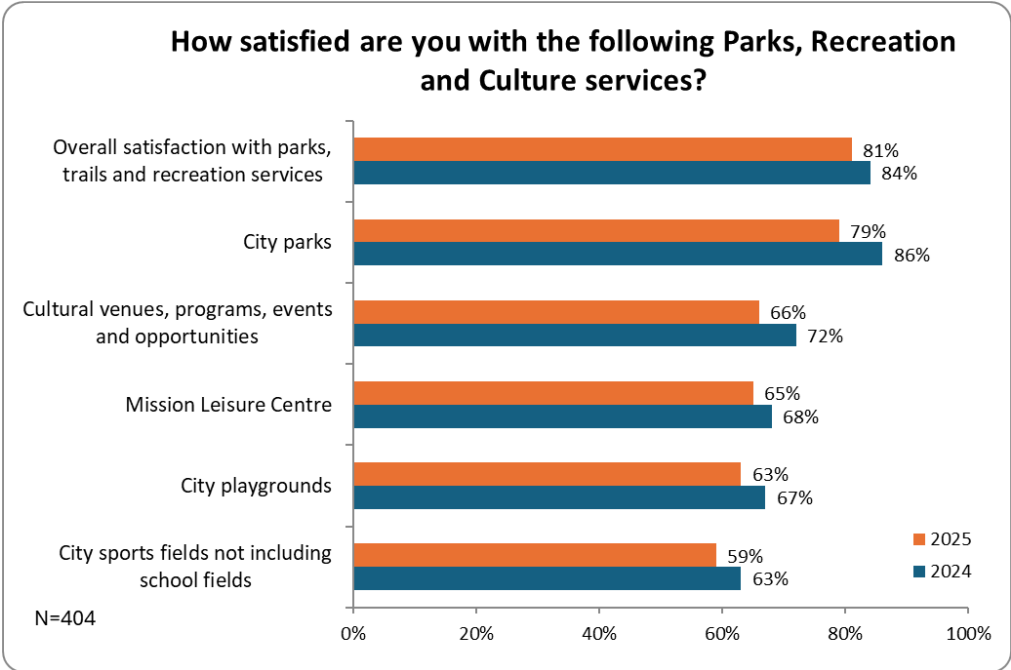


Of the 148 Residents who feel less safe in Mission than they did 5 years ago, **65%** blamed *homelessness* and *substance abuse* issues.

Closely related, **48%** felt less safe citing issues related to needing more *police presence* and *bylaw enforcement*.

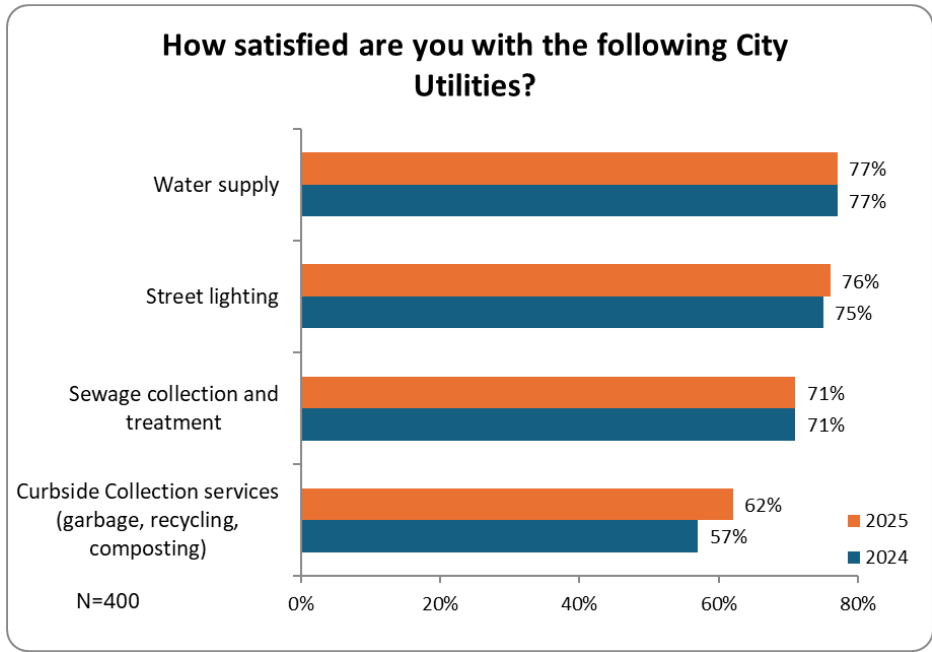
Section 2 – City Services

Q8. Satisfaction with Parks, Recreational & Cultural services



Eighty-one percent were satisfied with *Parks, Trails and recreational services* and **79%** were satisfied with the *City parks*.

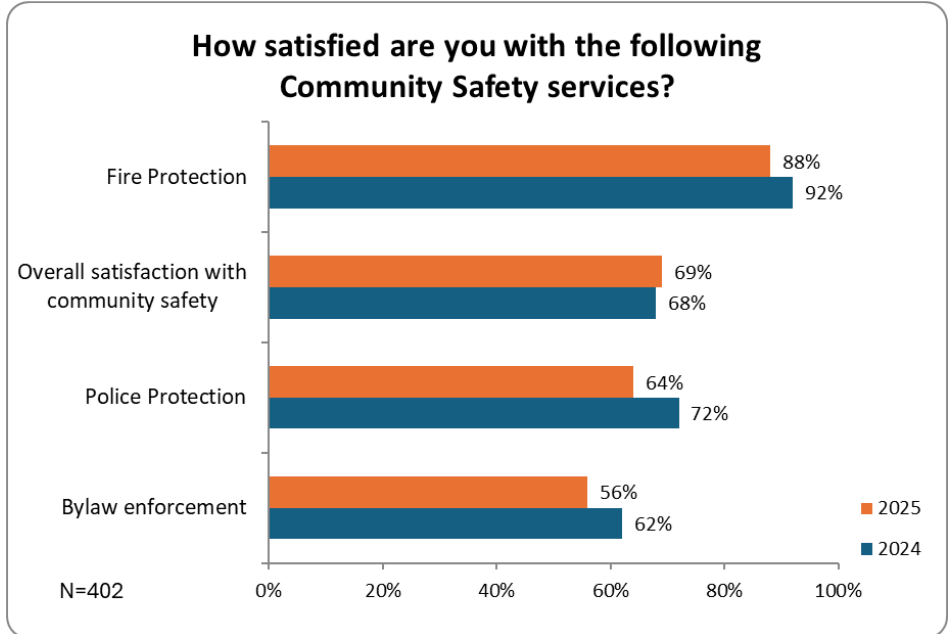
Q9. Satisfaction with City Utilities



The vast majority (**77%**) were satisfied with the *water supply* and *street lighting* (**76%**).

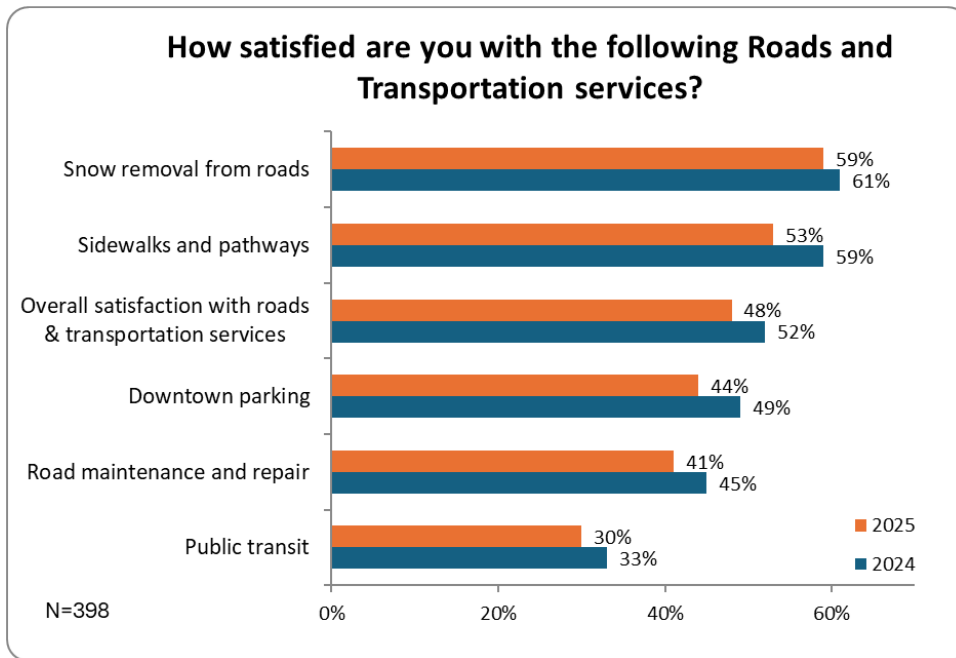
Only **62%** were satisfied with *curbside collection services*.

Q10. Satisfaction with Community Safety Services



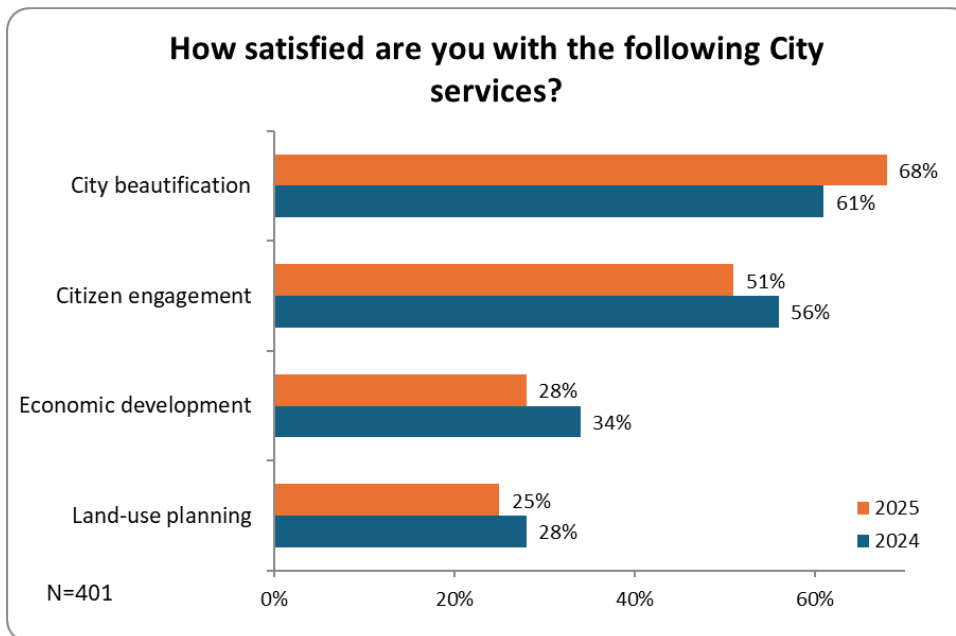
Eighty-eight percent were satisfied with City *fire protection* and **64%** were satisfied with *police protection*.

Q11. Satisfaction with Roads and Transportation Services



Fifty-nine percent were satisfied with *snow removal from roads* and **53%** were satisfied with *sidewalks and pathways*.

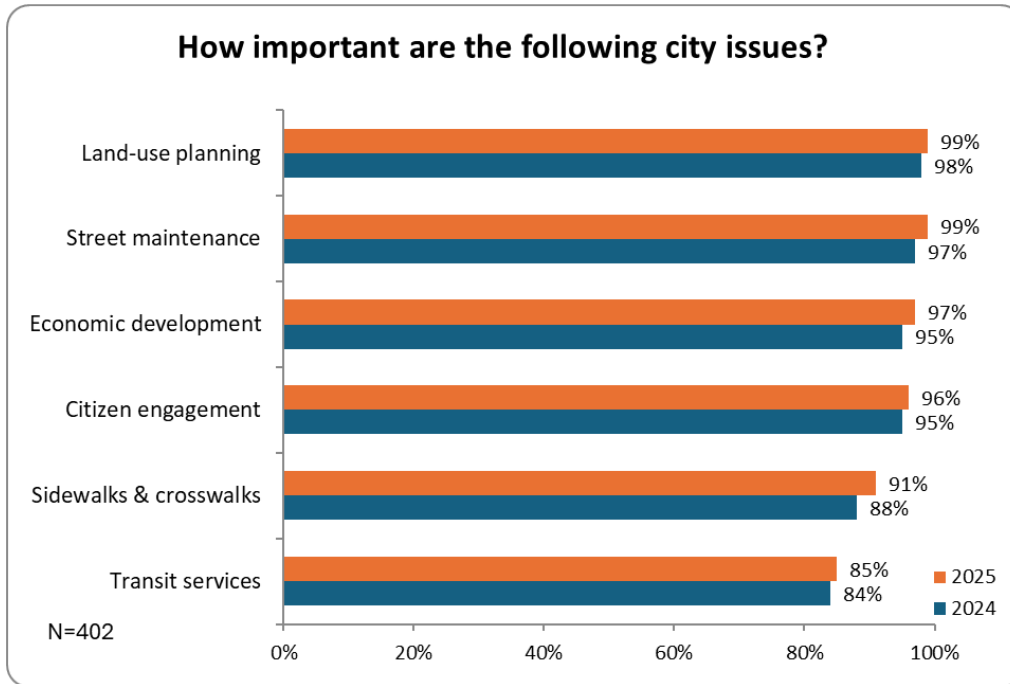
Q12. Satisfaction with Other City Services



Sixty-eight percent were satisfied with the *City beautification* and **51%** were satisfied with *Citizen engagement*.

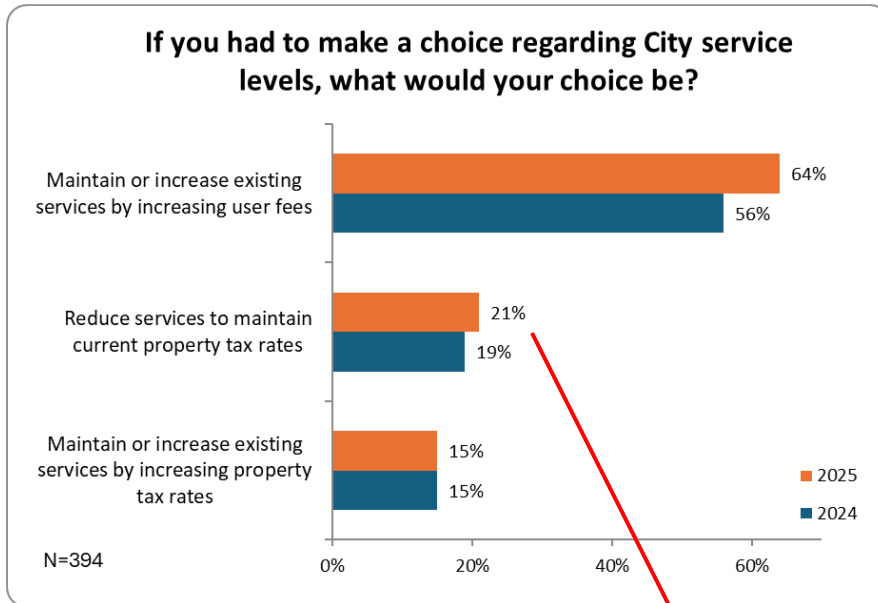
Land use planning had only **25%** satisfaction.

Q13. Importance of City Issues



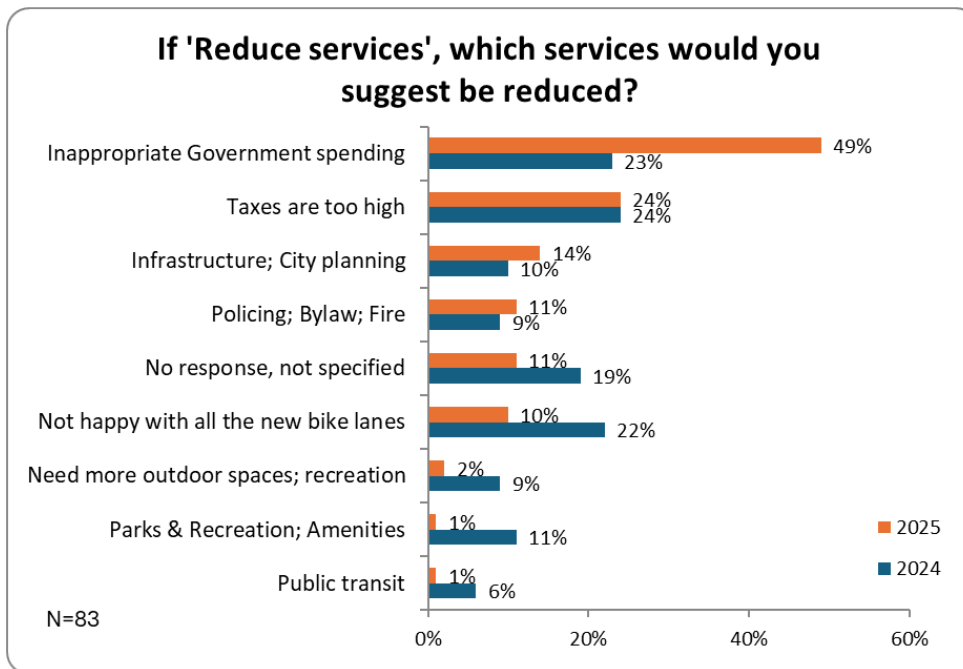
All the city issues listed were seen as important. *Land-use planning (99%), street maintenance (99%), economic development (97%) and citizen engagement (96%)* were all important.

Q14. City service levels



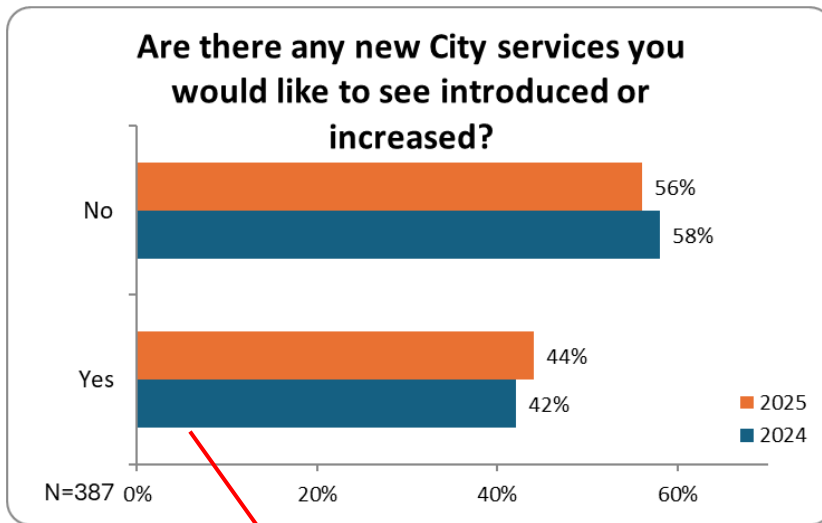
Sixty-four percent would *maintain or increase existing services by increasing user fees* and **15%** would *maintain or increase existing services by increasing property tax rates*.

Twenty-one percent would *reduce services to maintain current property tax rates*.

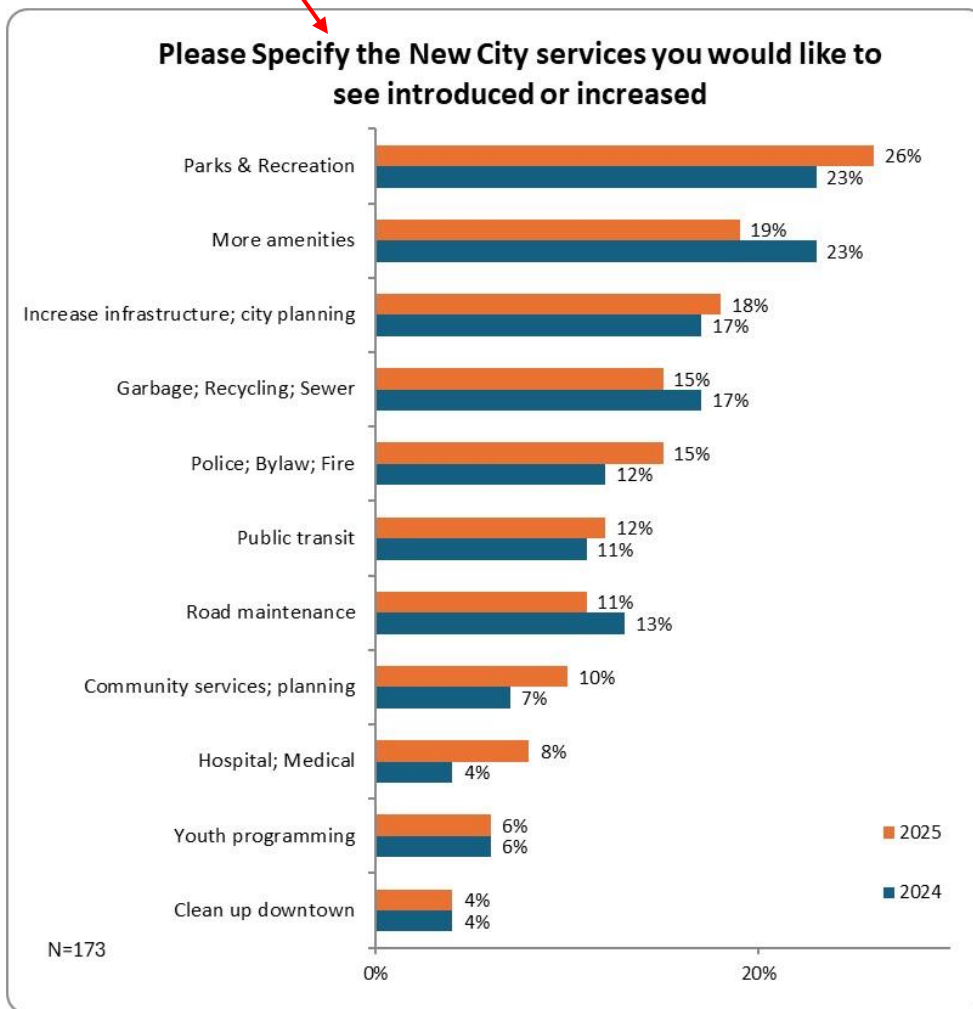


Among the 83 Respondents that wanted to reduce services, **49%** felt that *government spending* needed improvement. This number has doubled since last year. Twenty-four percent indicated that *taxes are too high* and **14%** recommended reducing services related to *Infrastructure & city planning*.

Q15. New City services



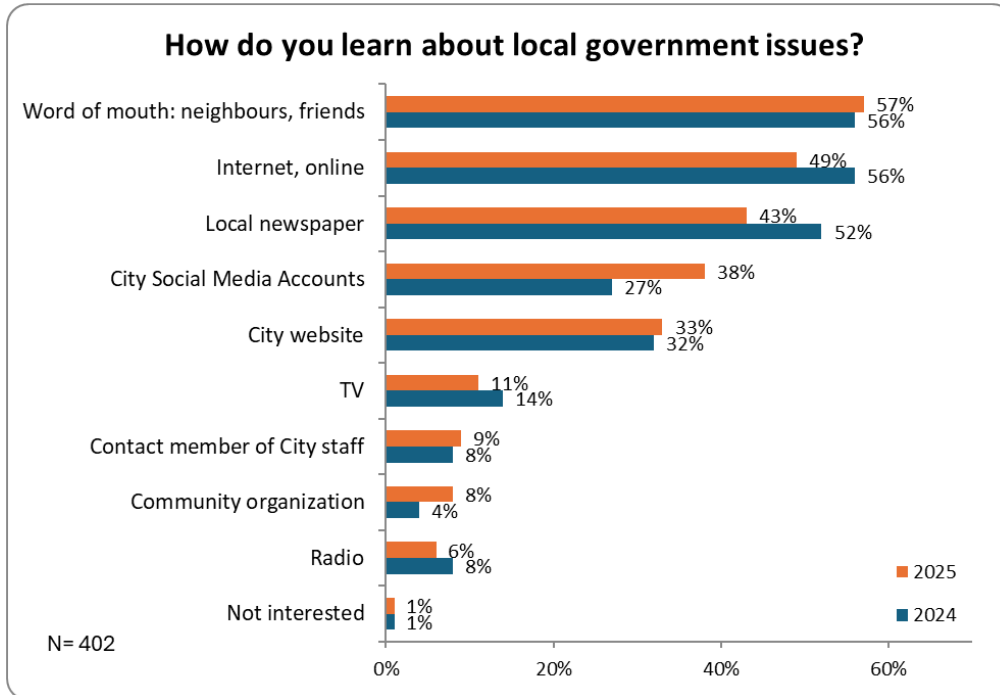
Forty-four percent would like to see new City services introduced or increased.



Among the 173 people that want new city services introduced or increased, **26%** want more *parks and recreation services* & **19%** want more *amenities*. Eighteen percent want increased *infrastructure or city planning*.

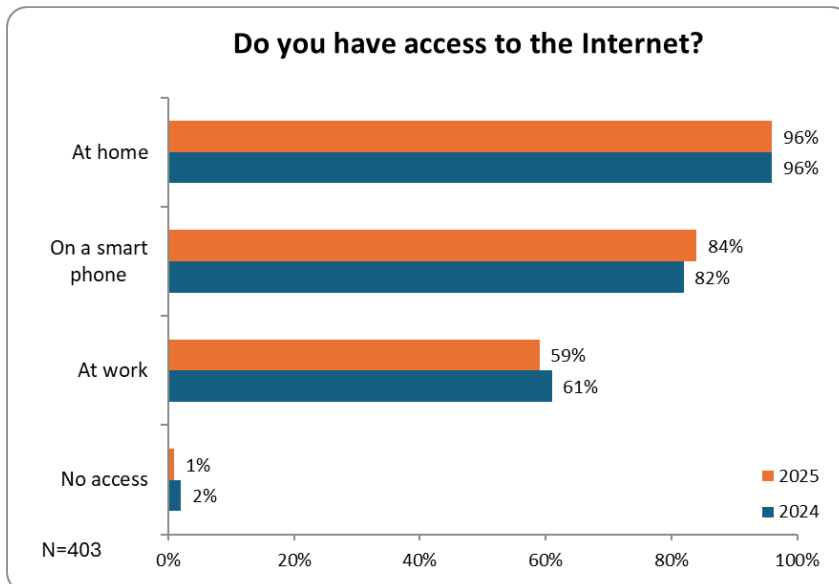
Section 3 – City Communications

Q16. Learning about government issues



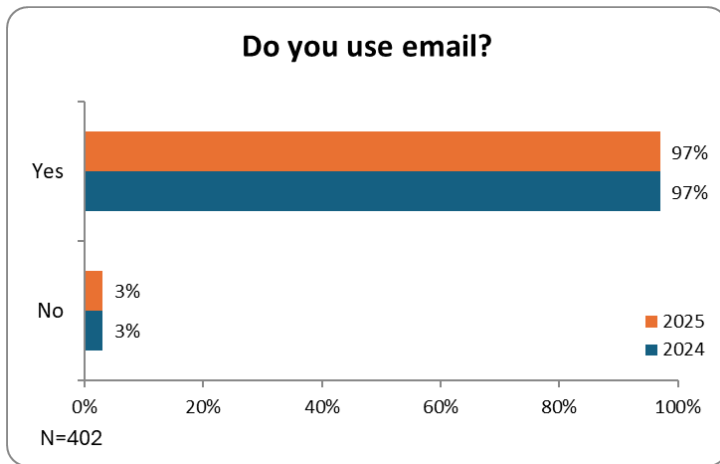
Fifty-seven percent will hear about local government issues through *word of mouth* and **49%** learn about local government issues *online*.

Q17. Internet access



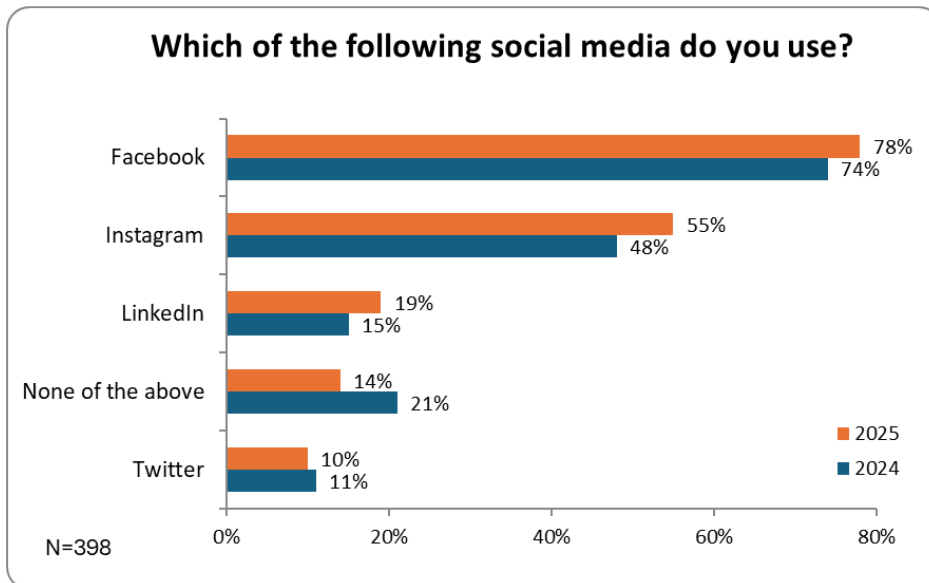
Ninety-six percent have access to the Internet *at home* and **84%** have internet access on a *smart phone*.

Q18. Email



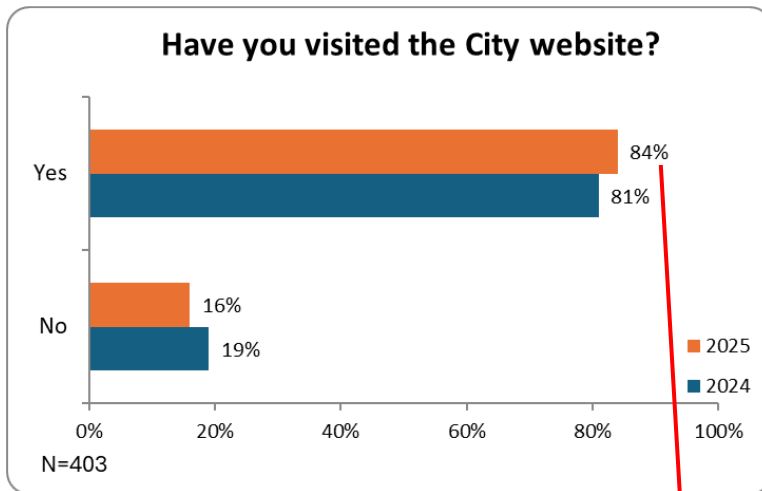
Ninety-seven percent use email.

Q19. Social Media

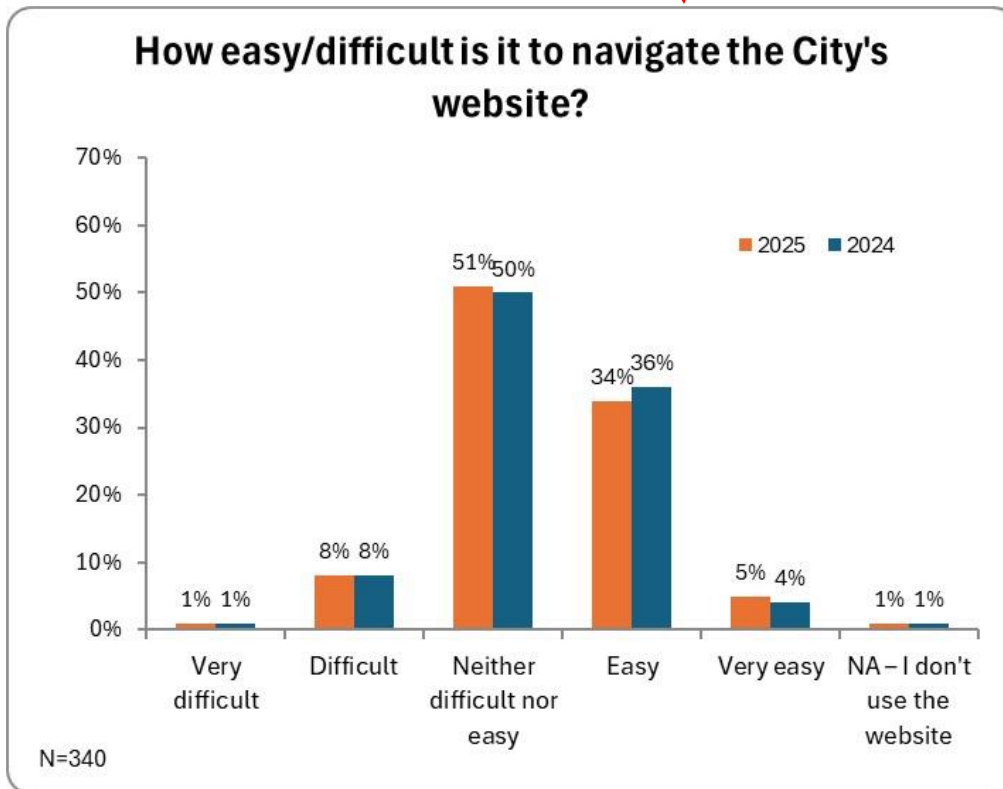


Seventy-eight percent use *Facebook* and 55% use *Instagram*.

Q20. City Website

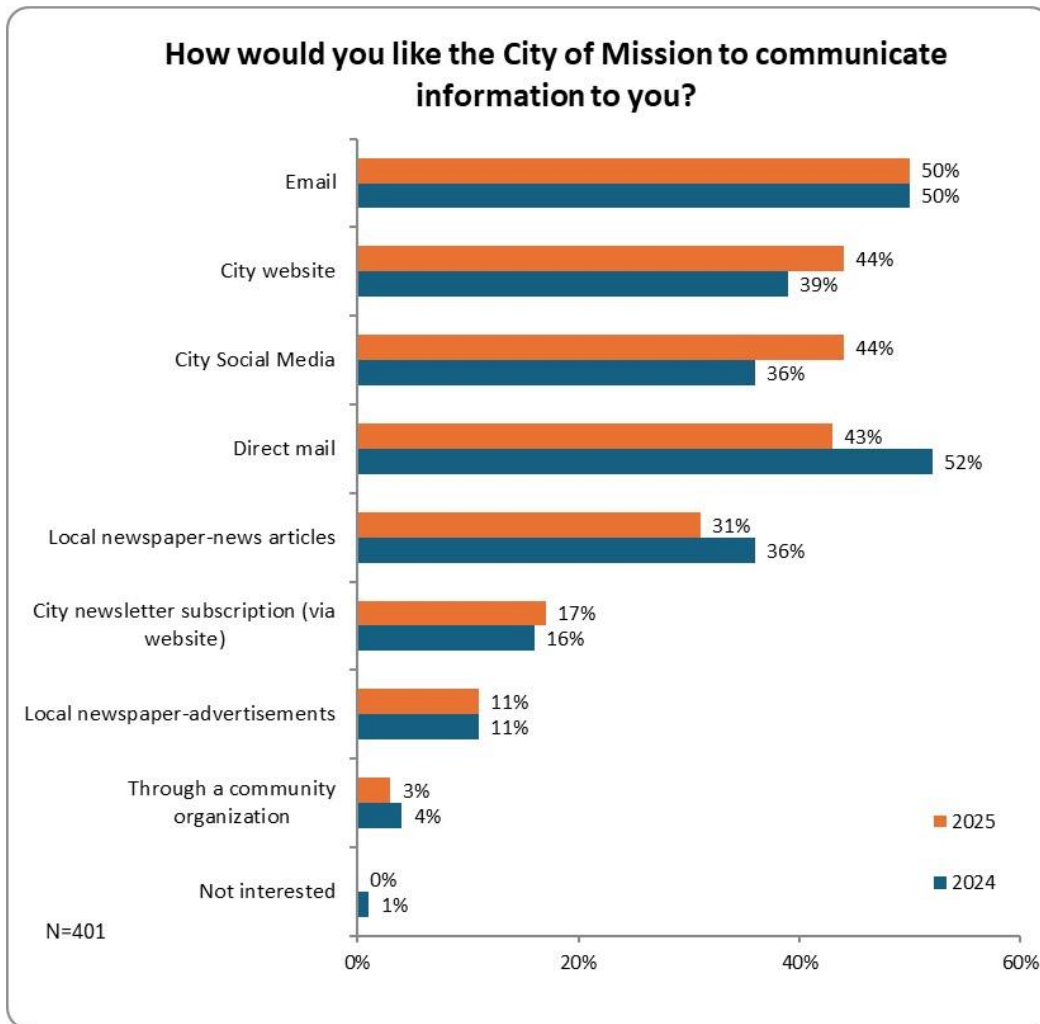


Eighty-four percent have visited the City website.



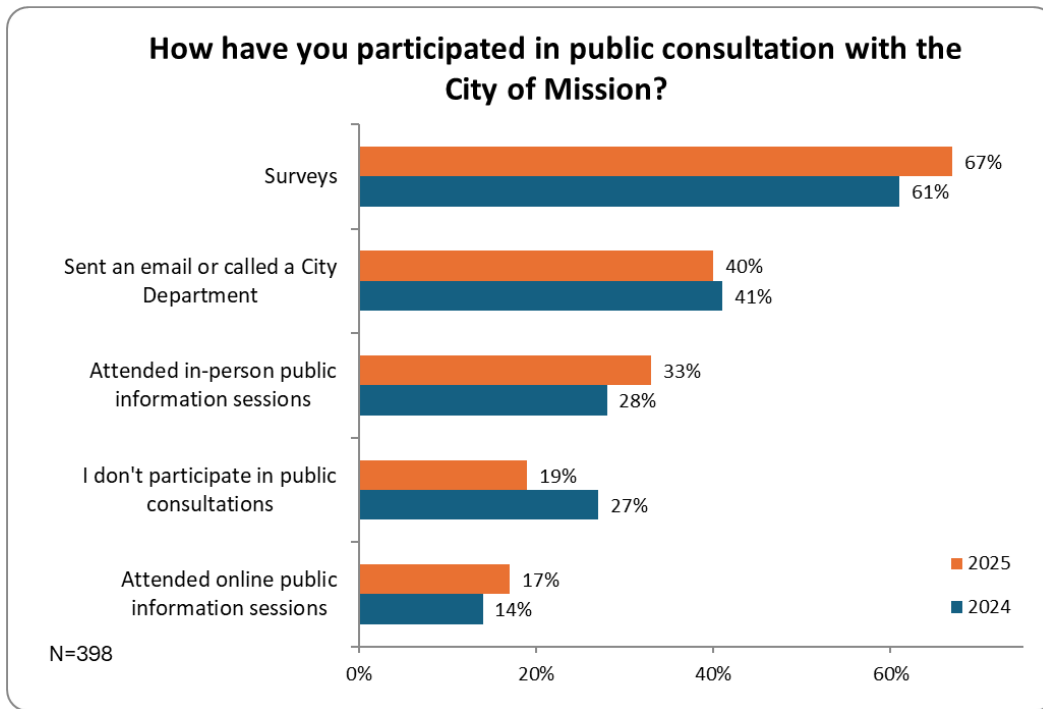
Among the 340 Respondents that had visited the City website, **51%** felt navigating the website was *neither difficult nor easy* and **39%** felt the website was *easy/very easy* to navigate.

Q21. Preferred communication methods



Fifty-three percent would like the City of Mission to communicate using *email* and **44%** would prefer the City to use both the *City website* and *social media*.

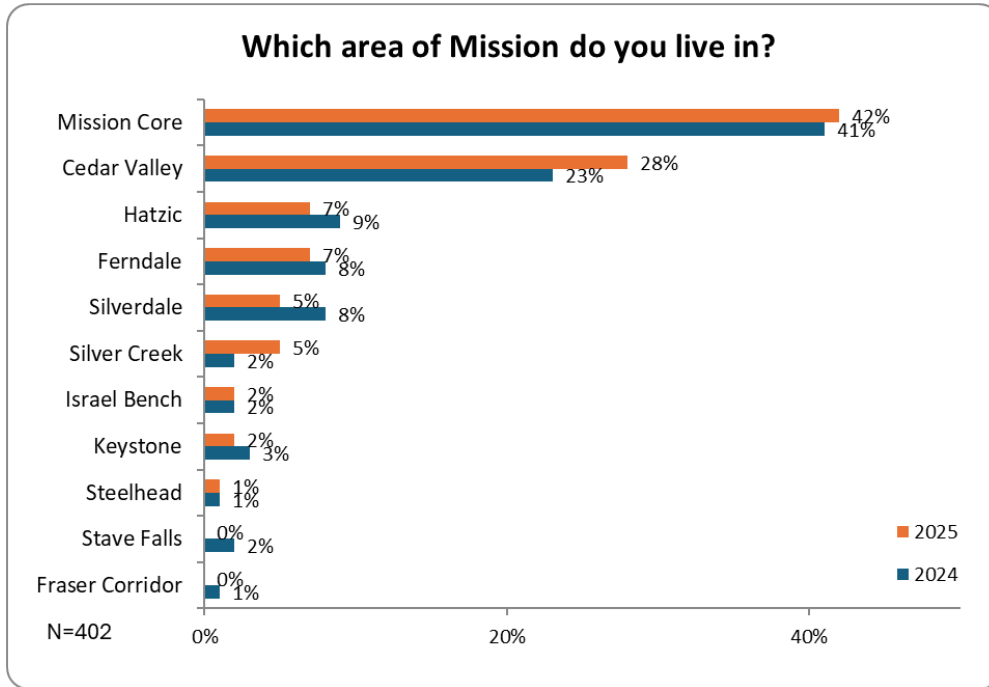
Q22. Public consultation participation



Sixty-seven percent said they have participated in *surveys* and **40%** indicated they *sent an email or called a City Department*.

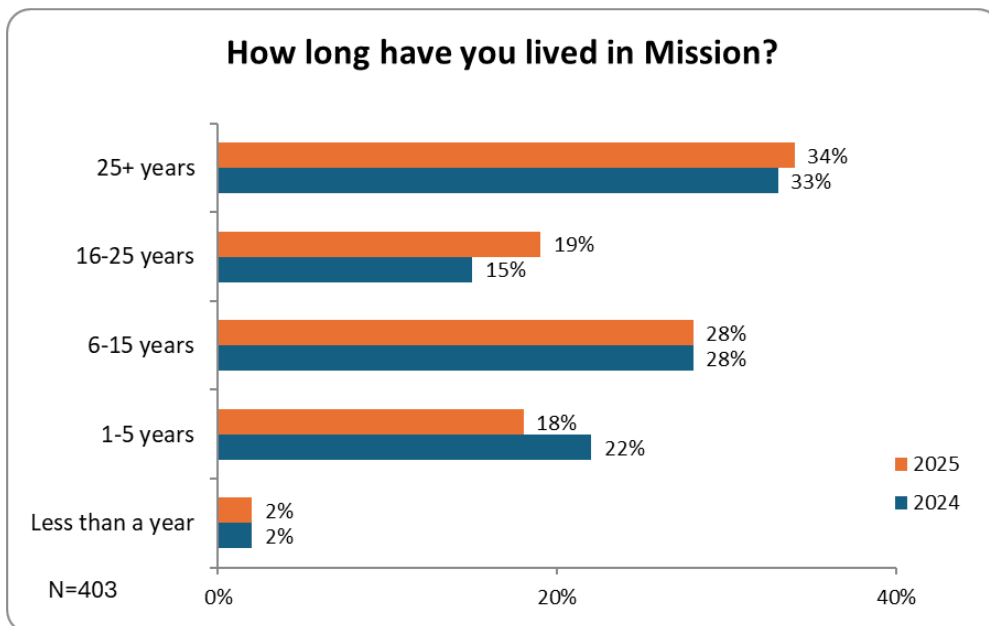
Section 4 – About You

Q23. Area of Mission



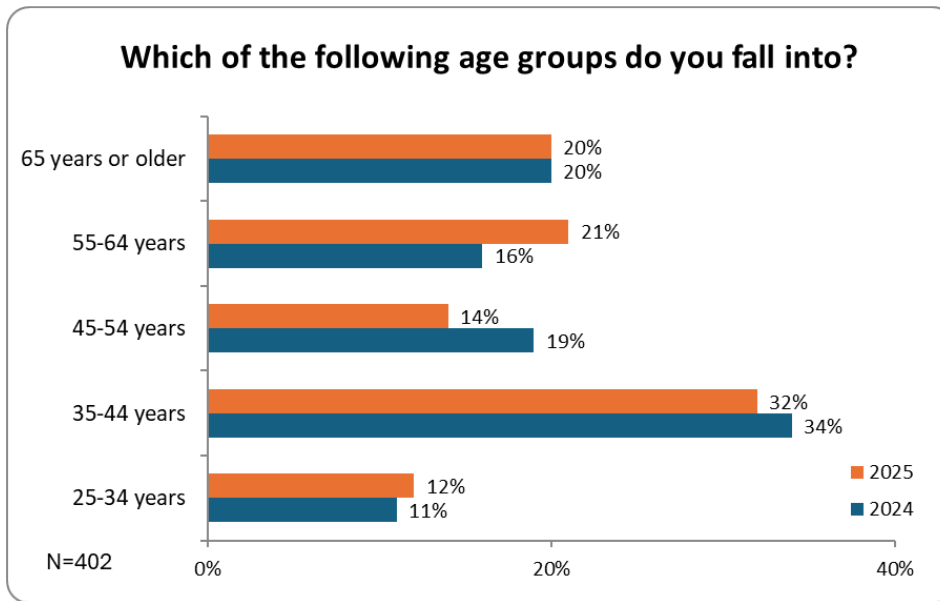
Forty-two percent of Respondents lived in the *Mission Core* and **28%** lived in *Cedar Valley*.

Q24. Years lived in Mission



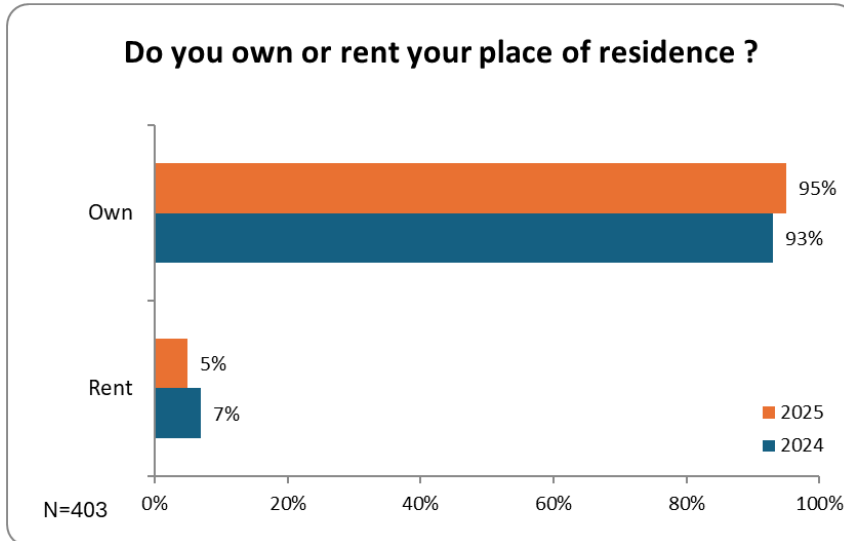
Thirty-four percent have lived in Mission for *over 25 years*.

Q25. Age



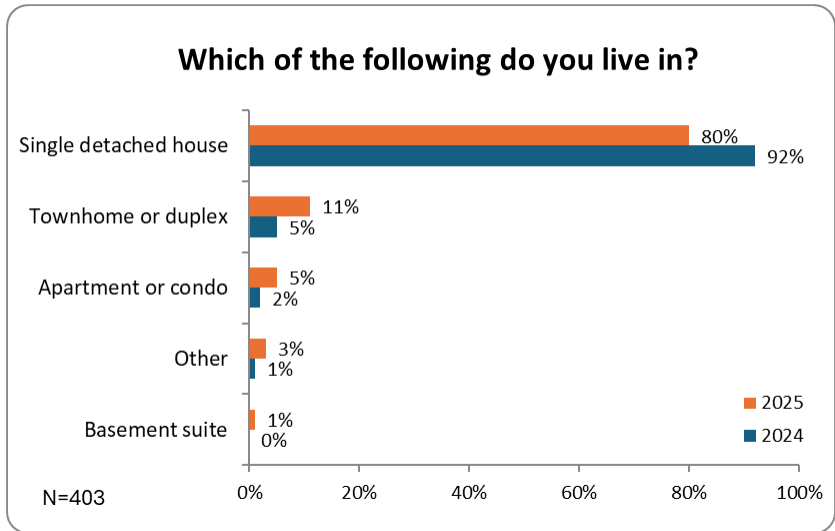
Thirty-two percent of sample was aged 35-44.

Q26. Own or rent



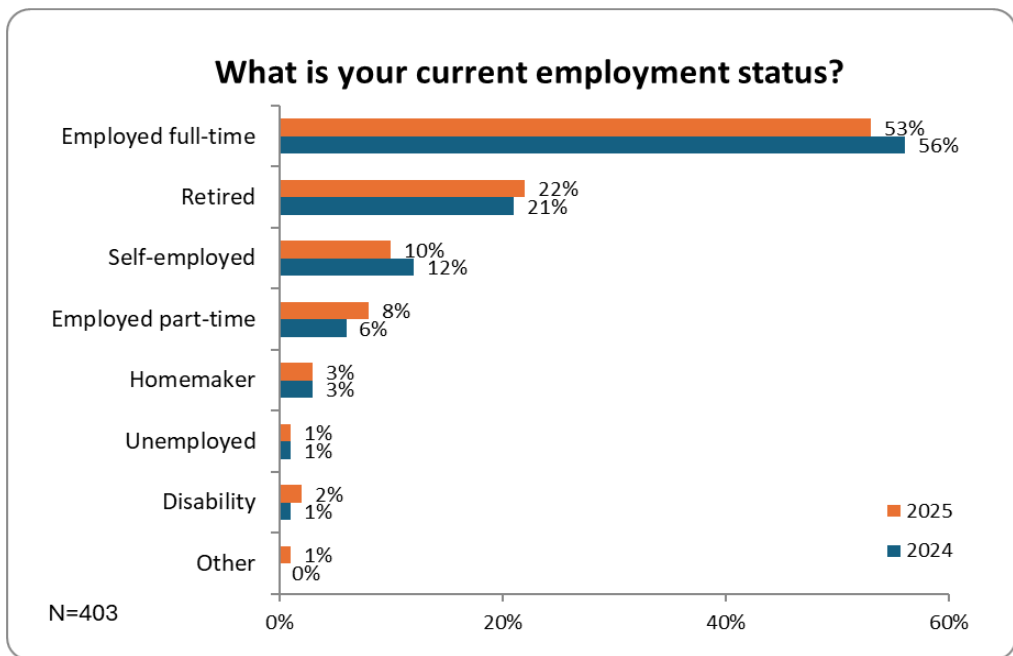
Ninety-five percent *owned* their place of residence.

Q27. Dwelling type



Eighty percent live in *single detached homes*.

Q28. Employment Status



Fifty-three percent of Respondents are employed *full-time* and **22%** are *retired*.

Q29. Language

What languages do you speak?

	2025	2024
English	99%	100%
French	6%	8%
Punjabi	10%	4%
German	2%	3%
Farsi	3%	1%
Spanish	3%	1%
Hindi	2%	1%
Other	0%	1%
Russian	0%	1%
Czech	1%	1%
Tagalog	0%	1%
Japanese	1%	0%
Finnish	0%	0%
Danish	1%	0%
Italian	1%	0%
Cantonese	0%	0%
Mandarin	0%	0%
Korean	0%	0%

99% of respondents indicated they speak English in 2025.

Appendices

Appendix 1 – Mailed Questionnaire and Cover Letter

Appendix 2 – Detailed Tables

Appendix 1 – Mailed Questionnaire and Cover Letter



OFFICE OF THE MAYOR

July 2, 2025

Dear City of Mission Resident:

You have been selected to help rate the services and programs offered by the City of Mission. With just 2,000 surveys distributed randomly throughout each neighbourhood of Mission - your participation makes a vital difference and gives us an accurate picture of our community. Your views really matter to Council!

We've made it as easy as possible to have your say because your voice helps us plan and budget. Please take a few minutes to complete the survey and return it in the postage-paid, pre-addressed envelope by **July 31, 2025**. Or complete an online version of the survey by scanning the QR code below. The online survey is also available in Punjabi.

Your responses will be compiled by an independent firm and presented to Council during a public meeting. Results will also be available on mission.ca. You are guaranteed complete anonymity.

To show our appreciation we are also offering a prize draw. If you wish, provide your name at the bottom of your completed survey to be entered to win 1 of 3 prizes:

- **\$100 gift card to a local business of your choice**
- **\$100 gift card to the Mission Leisure Centre**
- **\$100 gift card to a local restaurant of your choice**

Thank you in advance for your participation. Council relies on your input in the important decisions we're making for today and the future. If you have any questions regarding this survey, please contact our Communications and Public Engagement team at communications@mission.ca.

Sincerely,

A handwritten signature in blue ink that reads "Paul Horn".

PAUL HORN
MAYOR



Scan QR code for the on-line
version of the survey in
English or Punjabi

Mission Citizen Survey 2025



Please take a few minutes to share your thoughts on the programs and services offered by the City of Mission. Your input will help us make important decisions on future community investment, while improving our understanding of the values and priorities of Mission residents. This survey is for all residents, and respondents are guaranteed complete anonymity.

Please return your survey in the enclosed postage-paid envelope by July 31, 2025. Thank you for your help!

Living in Mission

1. How would you rate the following aspects of living in Mission?

	Below Expectation	Meets Expectation	Exceeds Expectation
The overall quality of life in Mission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mission as a place to raise children	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mission as a place to retire	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

2. In your opinion, what is the single MOST important issue facing the City of Mission that you feel should receive the greatest attention from local leaders?
[Provide one issue only]

3. What is your favourite thing about living in Mission?

4. Please rate your overall satisfaction with the overall quality of services received from the City of Mission?

- Very satisfied
 - Satisfied
 - Dissatisfied
 - Very dissatisfied
- Why? _____

5. Please rate your level of satisfaction with the following areas...

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Not Sure
Overall performance of the City of Mission	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City of Mission listens to citizens and encourages involvement in decision making	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The value I receive for the municipal taxes I pay	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City of Mission as a place to live	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Living in Mission

6. Compared to 5 years ago, how do you feel the quality of life in Mission has changed?

- Improved → Why? _____
- Stayed the same
- Worsened → Why? _____
- Not sure

7. Compared to 5 years ago, how safe do you feel in Mission?

- More
- Same
- Less → Why? _____

City Services

8. How satisfied are you with the following Parks, Recreation and Culture services?

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Not Sure
City parks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City playgrounds	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mission Leisure Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
City sports fields not including school fields	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction with parks, trails and recreation services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cultural venues, programs, events and opportunities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

PLEASE TURN OVER →

City Services

9. How satisfied are you with the following City Utilities?

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't know
Water supply	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sewage collection and treatment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street lighting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Curbside Collection services (garbage, recycling, composting)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

10. How satisfied are you with the following Community Safety services?

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't know
Police Protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Protection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bylaw enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction with community safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

11. How satisfied are you with the following Road and Transportation services?

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't know
Road maintenance and repair	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Snow removal from roads	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sidewalks and pathways	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downtown parking	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall satisfaction with roads & transportation services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

12. How satisfied are you with the following other City services?

	Very Dissatisfied	Dissatisfied	Satisfied	Very Satisfied	Don't know
City beautification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Citizen engagement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Land-use planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

City Services

13. How important are the following city issues?

	Not at all Important	Not Important	Important	Very Important
Citizen engagement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Land-use planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transit services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sidewalks & crosswalks	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

14. If you had to make a choice regarding City service levels, what would your choice be?

- Maintain or increase existing services by increasing **property tax rates**
- Maintain or increase existing services by increasing **user fees for services**
- Reduce services to maintain current **property tax rates**

If "Reduce services", which services would you suggest be reduced?

15. Are there any new City services you would like to see introduced or increased?

- No
- Yes – please specify: _____

City Communications

16. How do you learn about local government issues?

[Please check top 3]

- Contact member of City staff
- Word of mouth: neighbours, friends
- Community organization
- City website
- City Social Media Accounts
- TV
- Radio
- Local newspaper
- Internet, online
- Not interested
- Other – please specify: _____

17. Do you have access to the internet? [Select all that apply]

- At home
- At work
- On a smart phone
- No access

City Communications

18. Do you use email?

- Yes
- No

19. Which of the following social media do you use?

[Select all that apply]

- Facebook
- Twitter (X)
- LinkedIn
- Instagram
- None of the above

20. Have you visited the City website?

- Yes
- No

If "Yes", how easy/difficult is it to navigate the City's website?

- Very difficult
- Difficult
- Neither difficult nor easy
- Easy
- Very easy
- N/A – I don't use the website

21. How would you like the City of Mission to communicate information to you? [Please check top 3]

- Direct mail
- Local newspaper-news articles
- Local newspaper-advertisements
- Through a community organization
- Email
- City website
- City Social Media
- City newsletter subscription (via website)
- Not interested
- Other – please specify: _____

22. How have you participated in public consultation with the City of Mission? [Select all that apply]

- Surveys
- Attended in-person public information sessions
- Attended online public information sessions
- Sent an email or called a City Department
- I don't participate in public consultations
- Other – please specify: _____

About You

23. Which area of Mission do you live in?



- Cedar Valley
- Ferndale
- Fraser Corridor
- Hatzic
- Israel Bench
- Keystone
- Mission Core
- Silverdale
- Silver Creek
- Stave Falls
- Steelhead

24. How long have you lived in Mission?

- Less than a year
- 1-5 years
- 6-15 years
- 16-25 years
- 25+ years

25. Which of the following age groups do you fall into?

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65 years or older

26. Do you rent or own your place of residence?

- Own
- Rent

PLEASE TURN OVER →

About You

27. Which of the following do you live in?

- Single detached house
- Apartment or condo
- Townhome or duplex
- Basement suite
- Other

28. What is your current employment status?

- Employed full-time
- Employed part-time
- Self-employed
- Student
- Retired
- Homemaker
- Disability
- Unemployed
- Other

29. What languages do you speak? [Select all that apply]

- English
- Punjabi
- Cantonese
- Mandarin
- German
- Tagalog
- French
- Korean
- Spanish
- Farsi
- Other – Please specify: _____

Stay Informed

30. If you would like to stay informed about Citizen Surveys and City Information, please provide your email here. You will receive an email inviting you to sign up on the City Updates newsletter.

**WE THANK YOU FOR TAKING THE TIME
TO COMPLETE THIS SURVEY!**

Contest Entry

Completed surveys will be eligible for 1 of 3 prizes:

- \$100 gift card to a local business of your choice
- \$100 gift card to the Mission Leisure Centre
- \$100 gift card to a local restaurant of your choice

Name*: _____ Phone*: _____

Good Luck!

**Contact information will only be used to contact you if you win a prize.
Survey responses will remain anonymous.*

Banner Legend:

<i>Question</i>		<i>Banner</i>						<i>Grand Total:</i> Response percentages for all people answering Question
		Gender		Marital Status				
		Male	Female	Single/ never married	Married	Living with a partner	Divorced/ separated/ widowed	
Which newspapers have you read or looked into in the past week?	Neither Province or Sun	27%	34%	33%	28%	25%	34%	30%
	Province Only	22%	21%	22%	23%	17%	18%	21%
	Sun Only	22%	24%	17%	25%	17%	26%	23%
	Both Province and Sun	30%	21%	29%	24%	42%	22%	26%
Total	Base	250	250	119	264	24	82	500

Column Percentage:
Columns add up to 100%
Example: Out of all Females:
34% read neither Province or Sun
21% read Province only
24% read Sun only
21% read both Province and Sun
100% of Females

Base:
Number of people answering both Question & Banner

Note:
If Base < 100, interpret column percentages with caution.
If Base < 50, interpret column percentages with extreme caution.

How would you rate the following aspects of living in Mission?

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
The overall quality of life in Mission	Below expectations	20%	20%	27%	10%	18%	19%	25%	20%	17%	25%
	Meets expectations	71%	72%	65%	79%	75%	68%	65%	70%	75%	67%
	Exceeds expectations	8%	7%	9%	11%	7%	13%	9%	10%	9%	8%
Total	Base	400	179	141	78	165	29	114	85	218	182
Mission as a place to raise children	Below expectations	30%	37%	27%	16%	23%	21%	42%	27%	20%	40%
	Meets expectations	62%	56%	66%	73%	70%	67%	50%	65%	71%	53%
	Exceeds expectations	8%	6%	7%	12%	7%	11%	8%	7%	9%	7%
Total	Base	384	177	134	71	157	26	112	82	202	182
Mission as a place to retire	Below expectations	35%	41%	36%	18%	31%	53%	34%	37%	35%	35%
	Meets expectations	57%	53%	56%	67%	60%	34%	63%	51%	55%	59%
	Exceeds expectations	8%	6%	8%	15%	10%	13%	3%	12%	10%	6%
Total	Base	394	179	136	77	163	29	112	83	212	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
In your opinion what is the single MOST important issue facing the City of Mission that you feel should receive the greatest attention from local leaders?	Homelessness; Crime; Substance abuse	19%	18%	19%	22%	20%	24%	18%	20%	20%	19%
	Amenities	15%	22%	10%	9%	14%	2%	16%	22%	11%	20%
	Streets; Sidewalks & traffic	14%	11%	20%	9%	15%	15%	15%	12%	11%	18%
	Infrastructure upgrades	11%	6%	13%	17%	12%	15%	12%	6%	15%	5%
	Government spending, communication, transparency	10%	11%	8%	10%	6%	24%	14%	7%	10%	9%
	Affordable housing; Housing issues	8%	9%	8%	5%	11%	11%	8%	1%	9%	6%
	Medical care; hospitals	7%	9%	5%	5%	5%	2%	10%	8%	5%	9%
	No response	6%	3%	6%	15%	6%	5%	3%	10%	10%	2%
	Taxes	4%	4%	3%	5%	3%	3%	3%	8%	5%	3%
	City Parks; Green spaces	4%	5%	5%	1%	4%		2%	2%	3%	5%
	Downtown safety concerns	2%	2%	3%		2%			4%		4%
	Climate change; Environmental	0%		1%					1%	0%	
Total	Base	404	179	142	82	168	29	115	85	222	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
What is your favorite thing about living in Mission?	Small community feel	22%	20%	16%	33%	23%	21%	26%	14%	22%	21%
	Natural beauty; Location	16%	16%	20%	12%	10%	32%	12%	29%	15%	18%
	City parks, green spaces, trails	15%	17%	14%	15%	16%	5%	10%	24%	11%	20%
	The people	12%	11%	14%	11%	12%	5%	19%	7%	14%	11%
	Proximity to parks, amenities and other cities	12%	13%	15%	5%	17%	8%	8%	10%	13%	12%
	Quiet neighborhoods, surroundings	8%	9%	7%	6%	7%	15%	11%	3%	7%	9%
	Amenities	5%	5%	6%	3%	7%	5%	3%	4%	4%	5%
	Outdoor activities	5%	7%	3%	3%	4%		5%	5%	6%	4%
	Not sure, no response, nothing	4%	2%	3%	11%	3%	7%	6%	3%	7%	
	Climate; Air quality	0%	1%						2%	1%	
	Other	0%		1%	1%	0%		1%		0%	0%
Total	Base	404	179	142	82	168	29	115	85	222	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Please rate your overall satisfaction with the overall quality of services received from the City of Mission?	Very satisfied	6%	3%	10%	9%	5%	10%	5%	11%	8%	5%
	Satisfied	63%	58%	63%	73%	73%	59%	53%	60%	61%	64%
	Dissatisfied	26%	35%	22%	14%	19%	29%	36%	21%	26%	26%
	Very dissatisfied	5%	5%	5%	4%	2%	2%	6%	9%	5%	4%
Total	Base	396	175	139	79	164	29	113	83	214	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Why are you dissatisfied with the overall quality of services received from the City of Mission	Infrastructure lacking	29%	31%	28%	24%	32%	60%	29%	19%	23%	35%
	More access to services	26%	24%	28%	24%	16%	34%	24%	26%	18%	35%
	Government not listening to citizen concerns	21%	17%	30%	24%	26%	24%	14%	33%	22%	20%
	Taxes	20%	21%	23%	10%	20%	8%	15%	40%	18%	24%
	Hospitals; Schools	17%	26%	6%		21%		22%	10%	13%	21%
	Parks and recreation	12%	14%	6%	14%	4%	8%	19%		4%	21%
	Garbage; Recycling; Snow Removal	10%	10%	6%	19%	4%		17%	9%	18%	
	Road maintenance; Traffic	7%	5%	11%	10%	15%	9%		3%	6%	9%
	Bylaw; Policing	6%	5%	9%	5%	9%		7%	3%	3%	9%
	More social programming	6%	5%	4%	14%	9%		2%	12%	10%	
	Dislike 7th Avenue	5%	7%		10%	2%		10%	3%	5%	6%
	Not specified	3%	2%	4%		2%		2%	7%	5%	
Total	Responses	197	115	59	22	57	13	77	40	98	99
	Base	122	69	38	15	36	9	48	24	67	55

Base: People who were dissatisfied or very dissatisfied with the services received from the City
Column percentages may exceed 100% because multiple responses provided

Please rate your level of satisfaction with the following areas...

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Overall performance of the City of Mission	Very Dissatisfied	6%	5%	9%	4%	5%	8%	6%	6%	7%	4%
	Dissatisfied	24%	26%	26%	19%	27%	12%	24%	21%	17%	33%
	Satisfied	57%	56%	52%	65%	61%	64%	50%	56%	62%	50%
	Very Satisfied	6%	4%	7%	8%	4%	13%	6%	6%	7%	4%
	Not Sure	7%	10%	6%	4%	3%	2%	13%	10%	7%	8%
Total	Base	400	179	140	79	166	29	113	85	217	182
City of Mission listens to citizens and encourages involvement in decision making	Very Dissatisfied	15%	18%	11%	12%	14%	8%	19%	14%	15%	15%
	Dissatisfied	29%	28%	34%	21%	22%	26%	33%	33%	25%	33%
	Satisfied	38%	37%	33%	50%	47%	58%	27%	31%	38%	38%
	Very Satisfied	6%	5%	10%	5%	6%	2%	7%	9%	8%	4%
	Not Sure	12%	12%	13%	12%	12%	5%	14%	13%	14%	10%
Total	Base	403	179	142	81	167	29	115	85	221	182
The value I receive for the municipal taxes I pay	Very Dissatisfied	21%	25%	22%	14%	21%	21%	21%	22%	21%	21%
	Dissatisfied	38%	43%	35%	31%	37%	25%	39%	42%	33%	44%
	Satisfied	32%	23%	38%	43%	36%	41%	30%	26%	36%	28%
	Very Satisfied	4%	5%	2%	9%	4%	10%	2%	8%	5%	4%
	Not Sure	4%	5%	3%	3%	2%	3%	8%	2%	5%	3%
Total	Base	403	179	141	81	167	29	115	85	220	182
City of Mission as a place to live	Very Dissatisfied	3%	2%	3%	3%	1%	2%	4%	3%	4%	1%
	Dissatisfied	13%	14%	15%	9%	10%	10%	18%	16%	11%	16%
	Satisfied	63%	66%	60%	59%	65%	59%	61%	60%	58%	68%
	Very Satisfied	20%	17%	20%	28%	23%	25%	14%	20%	26%	13%
	Not Sure	1%	2%	2%		0%	3%	3%	1%	1%	2%
Total	Base	403	179	141	81	167	29	114	85	220	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Compared to 5 years ago, how do you feel the quality of life in Mission has changed?	Improved	8%	8%	8%	7%	7%	5%	7%	11%	7%	9%
	Stayed the same	32%	28%	35%	35%	30%	34%	30%	37%	29%	35%
	Worsened	53%	52%	53%	54%	51%	55%	60%	45%	54%	51%
	Not sure	7%	12%	4%	4%	12%	6%	3%	7%	10%	4%
Total	Base	397	177	139	79	165	28	114	84	215	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Why do you feel the quality of life in Mission has improved in the past 5 years?	More amenities, businesses, shopping	38%	33%	46%	38%	6%	50%	50%	67%	42%	35%
	Clean up the community; Beautification	23%	33%	8%	25%	35%	100%	20%		11%	34%
	Cleaner	21%	33%	15%		56%					41%
	Not specified	18%	11%	23%	25%	13%		20%	24%	26%	10%
	More green spaces, trails	8%	11%	8%				20%	8%	17%	
	Road maintenance	8%		23%				20%	8%	16%	
	More government transparency	8%	11%		13%	20%				5%	10%
	Senior services	2%			13%	6%				5%	
Total	Responses	39	20	13	6	16	2	11	10	18	21
	Base	31	15	10	6	12	1	8	10	15	16

Base: People who feel the quality of life in Mission has improved in the past 5 years
Column percentages may exceed 100% because multiple responses provided

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Why do you feel the quality of life in Mission has worsened in the past 5 years?	Infrastructure; amenities lacking	45%	55%	39%	31%	31%	36%	62%	43%	42%	48%
	Taxes too high & government not listening to citizens	28%	36%	25%	19%	30%	32%	31%	20%	19%	40%
	Homelessness; Crime; Substance abuse; Feel unsafe	24%	20%	26%	31%	33%	42%	15%	15%	26%	22%
	Traffic noise; Road maintenance; Bike Lanes; 7th Ave	17%	11%	26%	16%	14%	13%	13%	36%	16%	19%
	Hospital; medical care; schools	13%	21%	9%	3%	22%		10%	6%	8%	19%
	Too much traffic	10%	5%	11%	20%	13%	5%	4%	17%	17%	2%
	Police; Bylaw need to do more, be more present	8%	7%	11%	5%	11%	10%	8%		6%	10%
	Not specified	1%		2%	2%	2%		1%		2%	
Total	Responses	311	143	110	56	132	23	98	54	161	150
	Base	212	92	75	45	84	17	68	39	119	93

Base: People who feel the quality of life in Mission has worsened in the past 5 years
Column percentages may exceed 100% because multiple responses provided

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Compared to 5 years ago, how safe do you feel in Mission?	More	4%	4%	5%	2%	6%	2%	2%	4%	5%	4%
	Same	58%	62%	52%	63%	58%	58%	55%	62%	56%	62%
	Less	37%	35%	43%	35%	36%	39%	43%	34%	40%	35%
Total	Base	396	175	139	80	163	29	113	84	214	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Why do you feel it is less safe in Mission compared to 5 years ago?	Homelessness; Crime; Substance abuse; Feel unsafe	65%	65%	69%	58%	71%	53%	62%	62%	60%	72%
	Police; Bylaw need to do more; be more present	48%	46%	43%	60%	42%	81%	53%	38%	53%	40%
	Infrastructure not keeping up	10%	16%	8%	3%	12%		13%	6%	13%	6%
	Traffic noise; Road maintenance	9%	8%	11%	8%	15%		10%		7%	12%
	Health and mental health services deding/lacking	7%	11%	4%	3%	11%	6%	5%		2%	13%
	Government not listening to citizens	2%		3%	3%		14%		2%	1%	3%
	Noise	2%		3%	3%	1%		3%		3%	
Total	Responses	210	88	84	38	90	18	71	31	118	92
	Base	148	61	60	28	59	12	48	29	85	63

Base: People who feel less safe in Mission compared to 5 years ago

Column percentages may exceed 100% because multiple responses provided

How satisfied are you with the following Parks, Recreation and Culture services?

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzi	Cedar Valey	North Mission	Mail	Online
City parks	Very Dissatisfied	3%	4%	2%	2%	2%	6%	4%	2%	4%	1%
	Dissatisfied	15%	21%	11%	9%	17%	3%	18%	7%	6%	26%
	Satisfied	59%	58%	61%	61%	60%	65%	60%	60%	63%	54%
	Very Satisfied	20%	16%	20%	26%	19%	22%	16%	25%	24%	15%
	Not Sure	3%	2%	6%	3%	2%	5%	2%	7%	2%	4%
Total	Base	403	179	141	81	167	29	114	85	220	182
City playgrounds	Very Dissatisfied	4%	7%	3%	1%	1%	11%	9%	2%	4%	5%
	Dissatisfied	16%	26%	10%	6%	18%	5%	18%	11%	10%	23%
	Satisfied	53%	50%	53%	62%	57%	57%	51%	49%	53%	53%
	Very Satisfied	10%	12%	7%	11%	9%	7%	11%	13%	15%	5%
	Not Sure	16%	6%	28%	20%	15%	20%	11%	25%	19%	13%
Total	Base	402	179	141	80	167	29	113	85	220	182
Mission Leisure Centre	Very Dissatisfied	4%	6%	2%	2%	2%	6%	6%	3%	5%	3%
	Dissatisfied	20%	28%	15%	10%	23%	2%	22%	12%	14%	27%
	Satisfied	47%	42%	48%	56%	49%	61%	42%	49%	46%	48%
	Very Satisfied	18%	14%	22%	22%	18%	13%	19%	20%	24%	12%
	Not Sure	11%	10%	14%	10%	8%	18%	11%	16%	12%	11%
Total	Base	404	179	142	82	168	29	115	85	222	182
City sports fields not including school fields	Very Dissatisfied	4%	7%	2%	2%	2%	6%	12%		4%	4%
	Dissatisfied	17%	29%	9%	7%	16%	2%	24%	14%	11%	24%
	Satisfied	48%	38%	54%	57%	53%	63%	41%	42%	49%	47%
	Very Satisfied	11%	12%	10%	11%	10%	7%	9%	17%	14%	7%
	Not Sure	20%	13%	26%	23%	19%	22%	14%	27%	21%	18%
Total	Base	400	175	141	82	167	29	112	85	218	182
Overall satisfaction with parks, trails and recreation services	Very Dissatisfied	3%	5%	2%	2%	2%	6%	6%	1%	3%	3%
	Dissatisfied	13%	17%	12%	6%	10%	3%	16%	16%	11%	16%
	Satisfied	58%	55%	59%	66%	67%	64%	60%	40%	54%	63%
	Very Satisfied	23%	20%	26%	21%	20%	23%	16%	36%	28%	16%
	Not Sure	3%	3%	2%	5%	2%	5%	1%	7%	4%	2%
Total	Base	404	179	142	82	168	29	115	85	222	182
Cultural venues, programs, events and opportunities	Very Dissatisfied	3%	2%	4%	3%	1%	6%	3%	5%	5%	
	Dissatisfied	17%	25%	15%	4%	11%	11%	22%	22%	11%	24%
	Satisfied	54%	50%	57%	58%	57%	58%	54%	48%	55%	54%
	Very Satisfied	12%	9%	11%	21%	16%	15%	5%	12%	18%	5%
	Not Sure	14%	14%	13%	14%	14%	10%	16%	13%	11%	17%
Total	Base	404	179	142	82	168	29	115	85	222	182

How satisfied are you with the following City Utilities?

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Water supply	Very Dissatisfied	4%	6%	5%	2%	1%		1%	18%	3%	6%
	Dissatisfied	12%	14%	13%	7%	12%	8%	10%	11%	8%	17%
	Satisfied	63%	70%	53%	68%	68%	69%	78%	33%	62%	65%
	Very Satisfied	14%	6%	23%	18%	18%	20%	9%	13%	18%	10%
	Not Sure	6%	6%	7%	6%		3%	2%	26%	9%	3%
Total	Base	400	179	139	79	168	29	114	82	217	182
Sewage collection and treatment	Very Dissatisfied	3%	3%	2%	3%	1%	3%	1%	8%	4%	1%
	Dissatisfied	8%	12%	6%	4%	8%	6%	6%	9%	5%	13%
	Satisfied	59%	62%	54%	62%	69%	55%	70%	29%	56%	64%
	Very Satisfied	12%	6%	18%	12%	15%	8%	8%	12%	15%	8%
	Not Sure	18%	17%	20%	19%	7%	28%	15%	43%	21%	15%
Total	Base	396	179	139	76	167	27	112	82	214	182
Street lighting	Very Dissatisfied	4%	4%	3%	4%	3%		3%	6%	4%	3%
	Dissatisfied	17%	25%	13%	5%	20%	8%	14%	14%	13%	22%
	Satisfied	66%	62%	65%	74%	65%	82%	70%	59%	64%	68%
	Very Satisfied	10%	6%	14%	12%	11%	10%	9%	11%	15%	5%
	Not Sure	4%	3%	5%	4%	0%		4%	12%	5%	3%
Total	Base	400	179	140	79	167	29	114	82	217	182
Curbside Collection services (garbage, recycling, composting)	Very Dissatisfied	9%	11%	9%	4%	5%	5%	8%	18%	8%	11%
	Dissatisfied	21%	30%	16%	9%	26%	11%	26%	7%	14%	28%
	Satisfied	47%	38%	50%	60%	53%	56%	46%	32%	49%	43%
	Very Satisfied	15%	11%	17%	19%	13%	25%	17%	12%	19%	10%
	Not Sure	9%	10%	8%	8%	3%	3%	3%	32%	10%	7%
Total	Base	400	179	139	80	168	29	115	82	218	182

How satisfied are you with the following Community Safety services?

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Police Protection	Very Dissatisfied	7%	12%	5%	2%	7%	3%	9%	7%	5%	10%
	Dissatisfied	21%	29%	19%	9%	19%	13%	27%	20%	15%	30%
	Satisfied	52%	42%	56%	67%	53%	64%	49%	52%	61%	42%
	Very Satisfied	12%	8%	15%	15%	13%	13%	6%	17%	14%	10%
	Not Sure	7%	8%	5%	8%	8%	7%	8%	4%	5%	9%
Total	Base	404	179	142	82	168	29	115	85	222	182
Fire Protection	Very Dissatisfied	1%	2%	2%			3%	4%	1%	2%	1%
	Dissatisfied	2%	3%	2%	1%	1%		4%	1%	2%	3%
	Satisfied	66%	66%	63%	74%	66%	79%	71%	60%	64%	69%
	Very Satisfied	22%	19%	25%	21%	27%	10%	15%	25%	26%	17%
	Not Sure	8%	10%	8%	4%	5%	8%	7%	13%	7%	10%
Total	Base	403	179	141	82	167	29	115	85	221	182
Bylaw enforcement	Very Dissatisfied	12%	18%	6%	8%	12%	10%	19%	3%	9%	14%
	Dissatisfied	19%	20%	21%	13%	20%	15%	19%	14%	18%	20%
	Satisfied	49%	43%	51%	58%	48%	64%	43%	56%	50%	48%
	Very Satisfied	7%	6%	8%	7%	7%	3%	4%	11%	9%	4%
	Not Sure	14%	13%	14%	15%	14%	7%	15%	16%	14%	13%
Total	Base	403	179	141	82	167	29	115	85	221	182
Overall satisfaction with community safety	Very Dissatisfied	7%	8%	8%	3%	5%	8%	10%	6%	5%	10%
	Dissatisfied	19%	21%	21%	11%	19%	20%	20%	18%	18%	20%
	Satisfied	62%	61%	60%	69%	66%	62%	61%	53%	63%	61%
	Very Satisfied	7%	5%	7%	9%	4%	5%	4%	15%	10%	3%
	Not Sure	6%	6%	4%	9%	5%	5%	5%	9%	4%	7%
Total	Base	402	179	140	81	166	29	115	85	220	182

How satisfied are you with the following Roads and Transportation services?

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Road maintenance and repair	Very Dissatisfied	17%	20%	18%	10%	14%	8%	23%	18%	15%	20%
	Dissatisfied	40%	43%	36%	39%	42%	44%	34%	39%	38%	42%
	Satisfied	37%	30%	41%	44%	39%	46%	39%	30%	41%	33%
	Very Satisfied	4%	3%	4%	7%	4%	2%	1%	8%	5%	3%
	Not Sure	2%	4%	1%	1%	0%		3%	5%	1%	4%
Total	Base	402	179	142	79	167	29	113	85	220	182
Snow removal from roads	Very Dissatisfied	11%	14%	13%	2%	10%	6%	11%	12%	12%	10%
	Dissatisfied	30%	36%	28%	18%	30%	8%	39%	25%	22%	38%
	Satisfied	45%	39%	43%	66%	45%	73%	42%	41%	52%	38%
	Very Satisfied	14%	12%	15%	14%	14%	13%	8%	21%	13%	14%
	Not Sure	0%		1%		0%		1%		1%	
Total	Base	402	179	142	79	167	29	114	85	220	182
Public transit	Very Dissatisfied	6%	8%	7%	2%	8%		3%	10%	5%	8%
	Dissatisfied	20%	24%	21%	12%	21%	17%	21%	16%	18%	23%
	Satisfied	28%	24%	27%	38%	27%	41%	29%	25%	32%	23%
	Very Satisfied	2%	2%	3%	2%	1%	3%	4%	3%	4%	1%
	Not Sure	43%	42%	43%	46%	43%	40%	44%	46%	42%	45%
Total	Base	400	179	141	78	168	29	112	84	218	182
Sidewalks and pathways	Very Dissatisfied	6%	8%	3%	7%	6%		7%	9%	8%	4%
	Dissatisfied	32%	38%	29%	26%	34%	29%	37%	22%	29%	36%
	Satisfied	49%	45%	54%	52%	49%	61%	48%	50%	51%	48%
	Very Satisfied	4%	3%	6%	4%	5%		4%	5%	4%	4%
	Not Sure	8%	6%	7%	11%	6%	10%	4%	13%	8%	7%
Total	Base	400	179	140	79	167	29	113	84	217	182
Downtown parking	Very Dissatisfied	20%	20%	19%	22%	25%	21%	15%	19%	17%	25%
	Dissatisfied	32%	34%	29%	35%	24%	25%	41%	37%	32%	32%
	Satisfied	42%	41%	46%	37%	46%	51%	40%	37%	44%	40%
	Very Satisfied	2%	1%	3%	3%	3%		1%	3%	3%	1%
	Not Sure	3%	4%	3%	3%	2%	2%	4%	5%	4%	3%
Total	Base	402	179	141	80	167	29	113	85	220	182
Overall satisfaction with roads & transportation services	Very Dissatisfied	8%	9%	7%	6%	9%	8%	6%	9%	7%	9%
	Dissatisfied	40%	45%	39%	29%	38%	25%	42%	42%	32%	48%
	Satisfied	45%	38%	49%	56%	50%	65%	39%	40%	53%	36%
	Very Satisfied	3%	1%	3%	4%	2%	2%	3%	4%	3%	2%
	Not Sure	5%	6%	2%	4%	2%		11%	6%	4%	5%
Total	Base	398	177	140	79	167	29	111	85	216	182

How satisfied are you with the following City services?

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
City beautification	Very Dissatisfied	5%	4%	7%	5%	3%	6%	10%	4%	5%	5%
	Dissatisfied	21%	25%	22%	11%	18%	11%	28%	22%	21%	20%
	Satisfied	60%	60%	57%	68%	67%	73%	46%	63%	62%	59%
	Very Satisfied	8%	6%	9%	11%	11%	5%	4%	8%	8%	8%
	Not Sure	6%	6%	6%	5%	2%	6%	11%	4%	4%	8%
Total	Base	401	179	141	79	167	29	113	85	219	182
Citizen engagement	Very Dissatisfied	6%	4%	7%	7%	6%	8%	6%	4%	7%	4%
	Dissatisfied	24%	32%	20%	11%	15%	8%	38%	24%	17%	31%
	Satisfied	47%	47%	42%	56%	55%	66%	34%	45%	48%	46%
	Very Satisfied	4%	2%	7%	5%	4%	2%	4%	7%	6%	2%
	Not Sure	19%	16%	24%	20%	21%	16%	19%	20%	21%	17%
Total	Base	401	179	141	79	167	29	113	85	219	182
Land-use planning	Very Dissatisfied	24%	28%	19%	21%	19%	15%	31%	21%	23%	25%
	Dissatisfied	36%	38%	37%	32%	41%	34%	31%	37%	32%	41%
	Satisfied	23%	21%	25%	26%	25%	24%	20%	26%	26%	20%
	Very Satisfied	2%	2%	2%	2%	2%			5%	3%	1%
	Not Sure	15%	12%	18%	18%	13%	26%	19%	12%	17%	13%
Total	Base	401	179	141	79	167	29	114	85	219	182
Economic development	Very Dissatisfied	18%	21%	17%	12%	17%	11%	14%	21%	17%	18%
	Dissatisfied	34%	33%	39%	27%	35%	35%	36%	30%	29%	40%
	Satisfied	26%	24%	26%	30%	29%	21%	20%	32%	28%	23%
	Very Satisfied	2%	3%		4%	3%	5%		2%	2%	2%
	Not Sure	20%	19%	19%	26%	16%	29%	30%	15%	23%	18%
Total	Base	401	179	141	79	167	29	113	85	219	182

How important are the following city issues?

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Citizen engagement	Not at all important	0%		1%				1%		0%	
	Not important	4%	3%	6%	4%	3%	16%	4%	2%	6%	2%
	Important	65%	67%	59%	72%	68%	63%	64%	62%	62%	69%
	Very important	31%	30%	35%	24%	28%	21%	31%	36%	32%	30%
Total	Base	401	175	142	82	168	29	111	85	219	182
Land-use planning	Not important	1%	1%		1%	0%			2%	1%	
	Important	44%	47%	39%	47%	42%	60%	47%	42%	46%	42%
	Very important	55%	52%	61%	52%	58%	40%	53%	56%	53%	58%
Total	Base	398	174	141	82	168	29	109	85	216	182
Economic development	Not important	3%	5%	2%	3%	4%	13%		3%	4%	3%
	Important	53%	54%	48%	60%	47%	52%	61%	56%	57%	48%
	Very important	44%	42%	50%	37%	48%	35%	39%	41%	39%	50%
Total	Base	397	174	141	80	167	29	109	85	215	182
Street maintenance	Not important	1%	2%			1%			2%	2%	
	Important	55%	53%	53%	62%	57%	70%	50%	57%	61%	49%
	Very important	44%	45%	47%	38%	42%	30%	50%	41%	38%	51%
Total	Base	399	175	141	81	167	29	110	85	217	182
Transit services	Not at all important	2%	4%	1%	1%	3%	6%	1%	2%	3%	1%
	Not important	12%	12%	13%	12%	15%	6%	13%	10%	15%	10%
	Important	60%	60%	58%	62%	50%	71%	67%	64%	58%	63%
	Very important	25%	24%	28%	24%	32%	18%	19%	24%	24%	27%
Total	Base	399	177	142	78	167	29	112	85	217	182
Sidewalks & crosswalks	Not at all important	1%	3%		1%	2%	2%		2%	3%	
	Not important	8%	8%	9%	5%	9%	3%	5%	12%	6%	10%
	Important	54%	50%	57%	56%	47%	62%	56%	59%	55%	52%
	Very important	37%	39%	35%	38%	43%	33%	39%	27%	37%	38%
Total	Base	402	177	141	82	167	29	113	85	219	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
If you had to make a choice regarding City service levels, what would your choice be?	Maintain/increase existing services by increases property tax	15%	15%	16%	12%	14%	30%	18%	7%	17%	12%
	Maintain/increase existing services by increases user fees	64%	65%	61%	68%	62%	40%	61%	79%	61%	68%
	Reduce services to maintain current property tax rates	21%	20%	23%	19%	24%	30%	21%	15%	22%	20%
Total	Base	394	177	138	79	165	28	111	85	211	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
If 'Reduce services', which services would you suggest be reduced?	Inappropriate Government spending	49%	36%	67%	41%	41%	56%	45%	75%	55%	40%
	Taxes are too high	24%	32%	15%	23%	4%	18%	56%	31%	28%	18%
	Infrastructure; City planning	14%	5%	26%	14%	22%	10%	7%	7%	18%	9%
	No response, not specified	11%	9%	10%	18%	16%	28%	3%		9%	14%
	Policing; Bylaw; Fire	11%	14%	10%	5%	21%	8%			8%	14%
	Not happy with all the new bike lanes	10%	18%		9%	12%		14%		3%	18%
	Need more outdoor spaces; recreation	2%	5%					7%		3%	
	Public transit	1%		3%		2%				2%	
	Parks & Recreation; Amenities	1%		3%		2%				2%	
Total	Responses	101	43	42	17	47	10	31	14	61	41
	Base	83	36	31	15	39	8	23	12	47	36

Base: People who would prefer to reduce services to maintain current property tax

Column percentages may exceed 100% because multiple responses provided

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Are there any new City services you would like to see introduced or increased?	No	56%	55%	51%	64%	59%	62%	52%	54%	57%	54%
	Yes	44%	45%	49%	36%	41%	38%	48%	46%	43%	46%
Total	Base	387	170	138	78	162	27	109	82	205	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Are there any new City services you would like to see introduced or increased?	Parks & Recreation	26%	36%	20%	10%	26%	24%	31%	12%	19%	33%
	More amenities	19%	21%	19%	15%	20%		28%	14%	23%	15%
	Increase infrastructure; city planning	18%	30%	6%	18%	13%	23%	19%	21%	18%	19%
	Police; Bylaw; Fire	15%	6%	25%	18%	22%	23%	15%		10%	21%
	Garbage; Recycling; Sewer	15%	11%	21%	10%	12%	8%	6%	31%	15%	14%
	Public transit	12%	15%	8%	15%	10%	7%	12%	21%	9%	15%
	Road maintenance	11%	13%	8%	13%	9%	16%	14%	10%	13%	9%
	Community services; planning	10%	6%	11%	20%	19%	15%	4%	4%	13%	7%
	Hospital; Medical	8%	9%	7%	8%	7%		9%	10%	6%	10%
	Youth programming	6%	9%	4%	8%			12%	11%	5%	7%
	Clean up downtown	4%	2%	5%	8%	3%	7%	3%	6%	6%	2%
	Not specified	1%		2%	3%	2%	8%			2%	1%
Total	Responses	254	121	93	40	95	13	80	54	123	131
	Base	173	77	68	28	67	10	52	38	88	84

Base: People who want new city services

Column percentages may exceed 100% because multiple responses provided

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
How do you learn about local government issues?	Word of mouth: neighbours, friends	57%	68%	43%	60%	56%	64%	57%	58%	60%	54%
	Internet, online	49%	59%	45%	35%	48%	52%	56%	43%	36%	65%
	Local newspaper	43%	29%	46%	68%	49%	51%	38%	33%	49%	36%
	City Social Media Accounts	38%	49%	38%	14%	37%	21%	34%	49%	32%	45%
	City website	33%	27%	41%	32%	36%	35%	27%	34%	35%	30%
	TV	11%	5%	13%	22%	10%	13%	12%	12%	12%	9%
	Contact member of City staff	9%	7%	8%	13%	4%	17%	11%	13%	11%	6%
	Community organization	8%	10%	4%	10%	10%	3%	8%	5%	8%	9%
	Radio	6%	6%	7%	7%	4%	3%	9%	9%	7%	6%
	Other	1%	1%	1%	2%	0%	5%		2%	1%	0%
	Not interested	1%	1%	1%				3%		1%	
Total	Responses	1029	462	351	213	430	77	286	218	554	476
	Base	402	177	142	81	168	29	113	85	219	182

Column percentages may exceed 100% because multiple responses provided

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Do you have access to the Internet?	At home	96%	100%	92%	93%	95%	93%	97%	96%	95%	97%
	On a smart phone	84%	94%	87%	57%	85%	69%	82%	88%	77%	92%
	At work	59%	77%	63%	14%	56%	48%	65%	63%	49%	72%
	No access	1%		2%	3%	2%	3%	1%	1%	2%	1%
Total	Responses	968	483	346	134	398	62	281	210	490	478
	Base	403	179	142	80	167	29	115	85	220	182

Column percentages may exceed 100% because multiple responses provided

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Do you use email?	Yes	97%	98%	97%	96%	98%	92%	97%	97%	98%	96%
	No	3%	2%	3%	4%	2%	8%	3%	3%	2%	4%
Total	Base	402	179	141	82	167	29	115	85	220	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Which of the following social media do you use?	Facebook	78%	87%	71%	72%	79%	80%	76%	79%	76%	82%
	Twitter	10%	13%	9%	7%	8%	8%	10%	17%	11%	9%
	LinkedIn	19%	23%	20%	10%	23%	10%	10%	25%	18%	21%
	Instagram	55%	77%	51%	13%	55%	44%	56%	55%	46%	66%
	None of the above	14%	6%	18%	25%	16%	18%	12%	12%	17%	10%
Total	Responses	705	367	238	100	298	46	187	159	363	342
	Base	398	179	141	79	165	29	115	85	216	182

Column percentages may exceed 100% because multiple responses provided

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Have you visited the City website?	Yes	84%	89%	86%	71%	86%	80%	81%	86%	82%	87%
	No	16%	11%	14%	29%	14%	20%	19%	14%	18%	13%
Total	Base	403	179	142	82	168	29	115	85	221	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
How easy/difficult is it to navigate the City's website?	Very difficult	1%	1%	1%			3%	2%		1%	
	Difficult	8%	8%	8%	7%	8%	6%	6%	11%	10%	5%
	Neither difficult nor easy	51%	46%	53%	58%	56%	32%	50%	50%	50%	52%
	Easy	34%	39%	29%	30%	33%	58%	31%	29%	32%	36%
	Very easy	5%	3%	8%	5%	3%		8%	8%	6%	4%
	NA - I don't use the website	1%	2%	1%				4%	2%		3%
Total	Base	340	159	122	58	144	23	93	73	180	159

Base: people who have visited City website

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
How would you like the City of Mission to communicate information to you?	Direct mail	43%	19%	15%	9%	42%	31%	43%	53%	50%	36%
	Local newspaper-news articles	31%	8%	11%	12%	32%	44%	33%	19%	41%	19%
	Local newspaper-advertisements	11%	2%	4%	5%	13%	20%	8%	8%	13%	8%
	Through a community organization	3%	2%	1%	0%	0%	2%	3%	10%	4%	3%
	Email	50%	24%	16%	10%	51%	35%	58%	45%	52%	48%
	City website	44%	20%	17%	8%	44%	48%	47%	37%	38%	52%
	City Social Media	44%	25%	16%	4%	41%	45%	40%	50%	30%	60%
	City newsletter subscription (via website)	17%	10%	5%	2%	22%	8%	10%	19%	16%	17%
	Not interested	0%			0%				2%		1%
Total	Responses	976	441	336	198	409	69	275	207	533	443
	Base	401	179	141	80	167	29	114	85	219	182

Column percentages may exceed 100% because multiple responses provided

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
How have you participated in public consultation with the City of Mission?	Surveys	67%	75%	61%	59%	71%	67%	62%	62%	68%	65%
	Sent an email or called a City Department	40%	40%	40%	42%	42%	43%	35%	44%	43%	37%
	Attended in-person public information sessions	33%	30%	35%	36%	30%	39%	27%	39%	35%	30%
	I don't participate in public consultations	19%	14%	23%	22%	15%	15%	23%	23%	16%	22%
	Attended online public information sessions	17%	13%	25%	10%	12%	13%	16%	25%	18%	15%
	Other	1%	2%	1%	1%	1%		2%	2%	2%	1%
Total	Responses	703	306	258	138	286	52	190	160	393	310
	Base	398	177	139	81	167	29	115	82	216	182

Column percentages may exceed 100% because multiple responses provided

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Which area of Mission do you live in?	Cedar Valley	28%	35%	26%	20%			100%		25%	33%
	Femdale	7%	6%	7%	9%				33%	8%	5%
	Fraser Corridor	0%		1%					2%		1%
	Hatzic	7%	3%	7%	17%		100%			11%	2%
	Israel Bendh	2%	3%	1%	2%				8%	3%	
	Keystone	2%	3%	2%					9%	1%	3%
	Mission Core	42%	40%	41%	45%	100%				40%	44%
	Silverdale	5%	2%	10%	4%				24%	4%	6%
	Silver Creek	5%	6%	5%	3%				23%	7%	3%
	Stave Falls	0%			1%				1%	0%	
	Steelhead	1%	2%	1%							3%
Total	Base	402	179	142	81	168	29	115	85	220	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
How long have you lived in Mission?	Less than a year	2%	4%	1%	1%	3%		1%	2%	4%	
	1-5 years	18%	28%	13%	7%	16%	8%	20%	21%	14%	22%
	6-15 years	28%	32%	28%	17%	27%	13%	34%	27%	26%	29%
	16-25 years	19%	17%	24%	12%	15%	18%	21%	19%	15%	23%
	25+ years	34%	19%	34%	63%	38%	61%	23%	31%	40%	25%
Total	Base	403	179	142	82	168	29	115	85	221	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Which of the following age groups do you fall into?	25-34 years	12%	28%			11%	6%	14%	15%	7%	18%
	35-44 years	32%	72%			32%	11%	40%	27%	24%	42%
	45-54 years	14%		41%		13%	8%	14%	21%	15%	14%
	55-64 years	21%		59%		22%	27%	18%	20%	22%	19%
	65 years or older	20%			100%	22%	48%	14%	17%	32%	6%
Total	Base	402	179	142	82	167	29	115	85	220	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Do you own or rent your place of residence?	Own	95%	92%	97%	97%	98%	97%	94%	89%	96%	93%
	Rent	5%	8%	3%	3%	2%	3%	6%	11%	4%	7%
Total		403	179	142	82	168	29	115	85	221	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
Which of the following do you live in?	Single detached house	80%	74%	82%	88%	75%	94%	80%	82%	83%	76%
	Apartment or condo	5%	5%	6%	6%	10%		4%		4%	6%
	Townhome or duplex	11%	16%	9%	5%	14%	6%	9%	11%	9%	13%
	Basement suite	1%	2%					3%			2%
	Other	3%	4%	3%	1%	1%		4%	8%	3%	3%
Total		403	179	141	82	167	29	115	85	221	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
What is your current employment status?	Employed fulltime	53%	70%	59%	9%	50%	40%	60%	56%	45%	64%
	Employed part-time	8%	9%	6%	8%	7%	13%	11%	3%	6%	10%
	Self-employed	10%	10%	13%	3%	13%	3%	2%	15%	10%	9%
	Student	0%			1%	0%				0%	
	Retired	22%	2%	13%	80%	21%	41%	17%	22%	33%	8%
	Homemaker	3%	6%	1%		4%		6%		2%	4%
	Disability	2%		5%		1%	3%	2%	2%	1%	3%
	Unemployed	1%		2%		1%		1%		1%	
	Other	1%	3%	1%		2%		1%	2%	1%	2%
Total		403	179	141	82	167	29	115	85	221	182

		Total	Age			Region				Source	
			18-44	45-64	65+	Mission Core	Hatzic	Cedar Valley	North Mission	Mail	Online
What languages do you speak?	English	99%	100%	99%	97%	99%	100%	98%	100%	99%	99%
	Punjabi	10%	15%	7%	3%	7%		21%	6%	4%	17%
	French	6%	8%	6%	3%	6%	2%	5%	10%	5%	8%
	Spanish	3%	5%		6%	3%		5%	3%	2%	4%
	Hindi	3%	4%	3%		2%		4%	2%	1%	4%
	Other	2%	3%	1%	2%	3%		1%		2%	1%
	German	2%		3%	3%	2%	2%		4%	3%	
	Mandarin	1%		4%		2%			3%	0%	3%
	Tagalog	1%	1%	1%	3%	1%	2%	1%	3%	2%	
	Cantonese	1%		2%		1%			2%		2%
	Danish	1%		1%	3%	2%				1%	0%
	Russian	0%	1%			1%					1%
	Japanese	0%		1%		0%			1%	0%	0%
	Portuguese	0%			2%			1%		1%	
	Korean	0%		1%		0%				0%	
Italian	0%			1%				1%	0%		
Total	Responses	525	243	181	100	217	31	156	114	271	254
	Base	403	179	141	82	167	29	115	85	221	182

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