

# Public Engagement Survey 2020 – Detailed Analysis

Survey Results

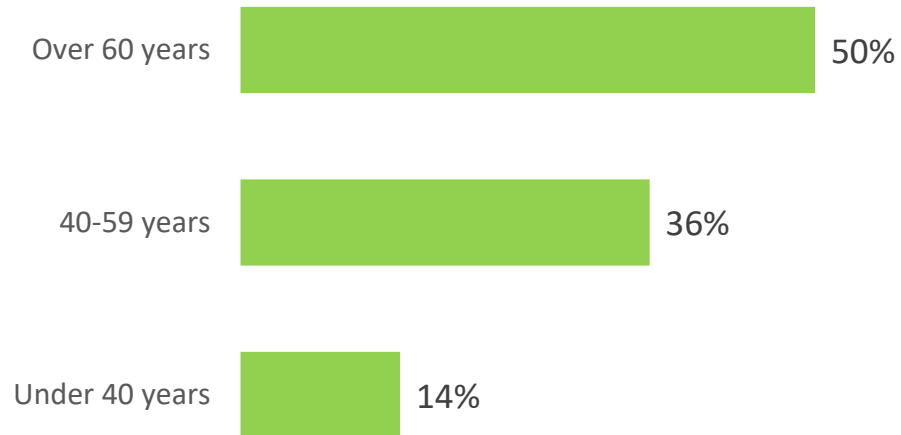
May 25, 2020

The results of this survey, conducted between February 12, 2020 and March 15, 2020, are not weighted to the City of Surrey's population.

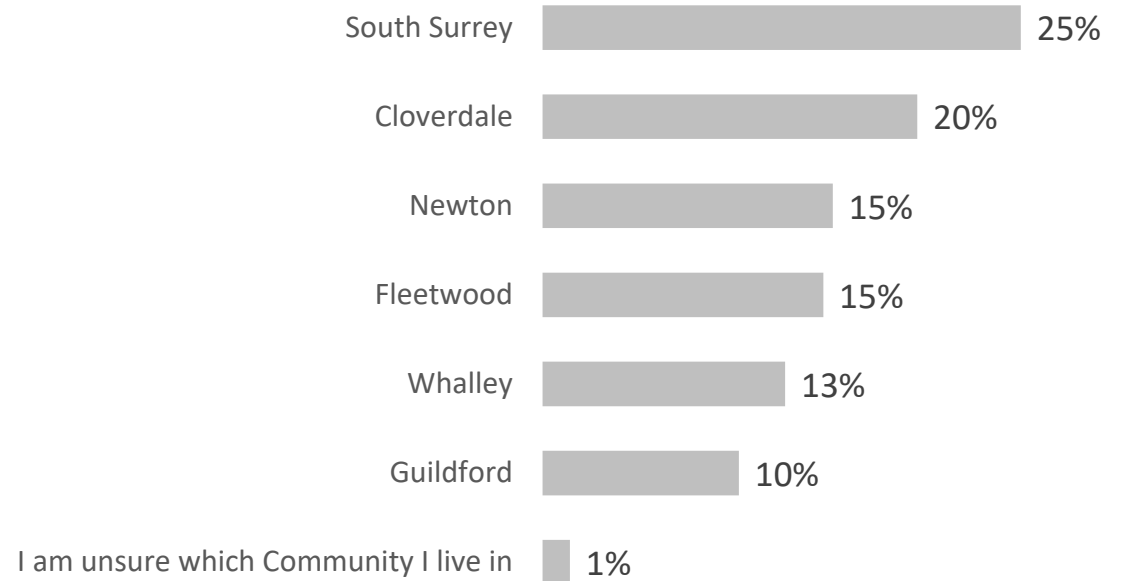
The results are based on 1,640 survey responses.

# Profile of Participants

## Age Range



## Surrey Community

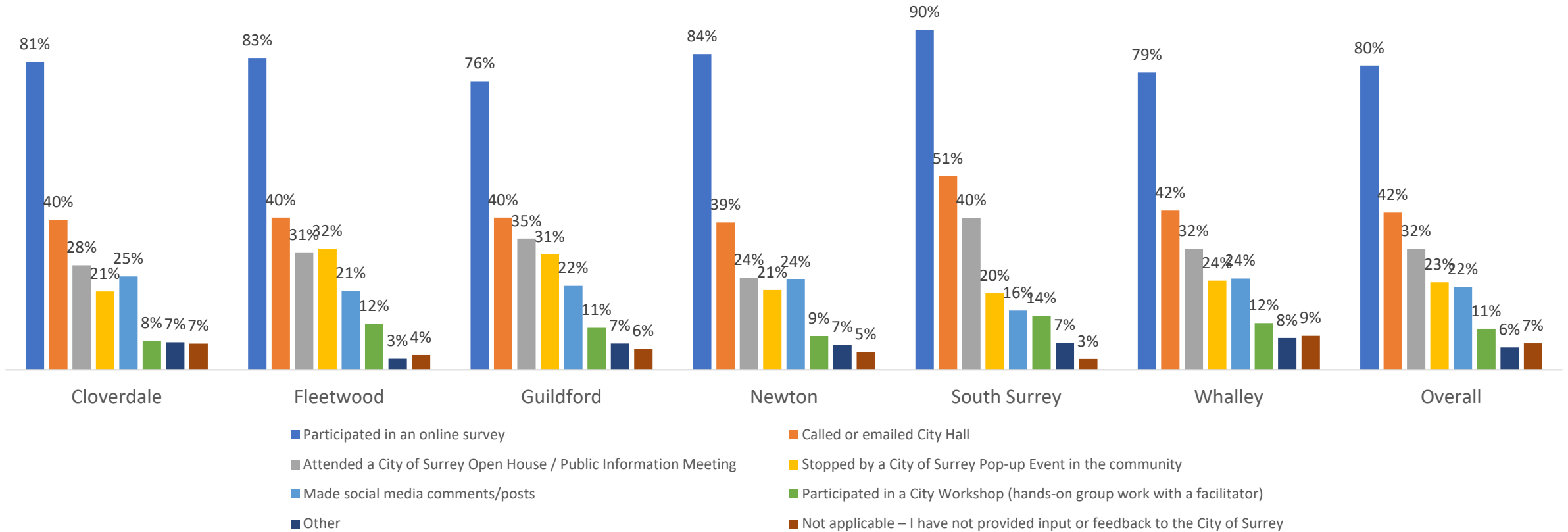


Q: Which age group do you fit into?

Q: There are 6 communities in Surrey. Which one do you live in?

Total participants: 1375/1387 (excludes those records where *Age* and *Community* is blank).

# Ways of Providing Input or Feedback to the City by Community

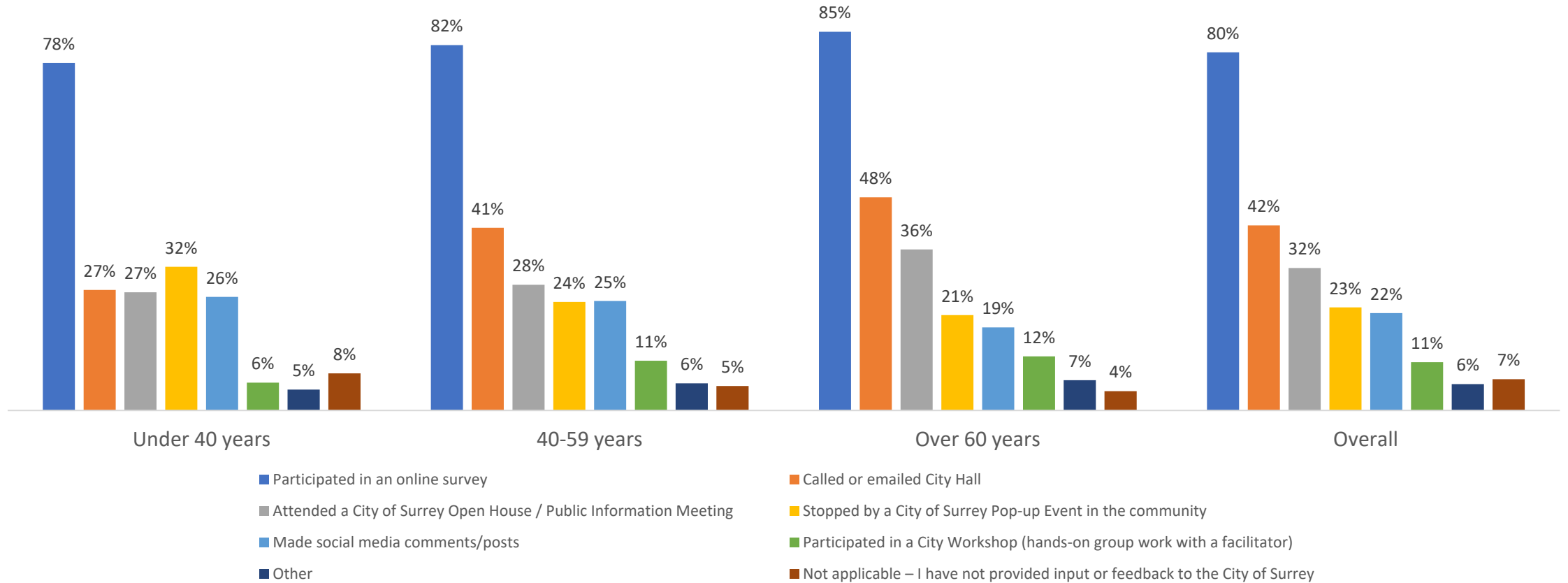


Q: Have you ever provided your input or feedback to the City of Surrey on any matter related to your community? Check all that apply.

Total participants: 1640/1367 (excludes: *I am unsure which Community I live in* and those records where *Community* is blank).

*Other* includes: Attend Council Meeting; Used the City app; Contacted elected official / staff; Served on a committee; Signed a petition; Protested/advocated

# Ways of Providing Input or Feedback to the City by Age Group



Q: Have you ever provided your input or feedback to the City of Surrey on any matter related to your community? Check all that apply.

Total participants: 1640/1375 (excludes those records where Age is blank).

# Quality of Experience: Open Houses / Public Information Meetings by Community

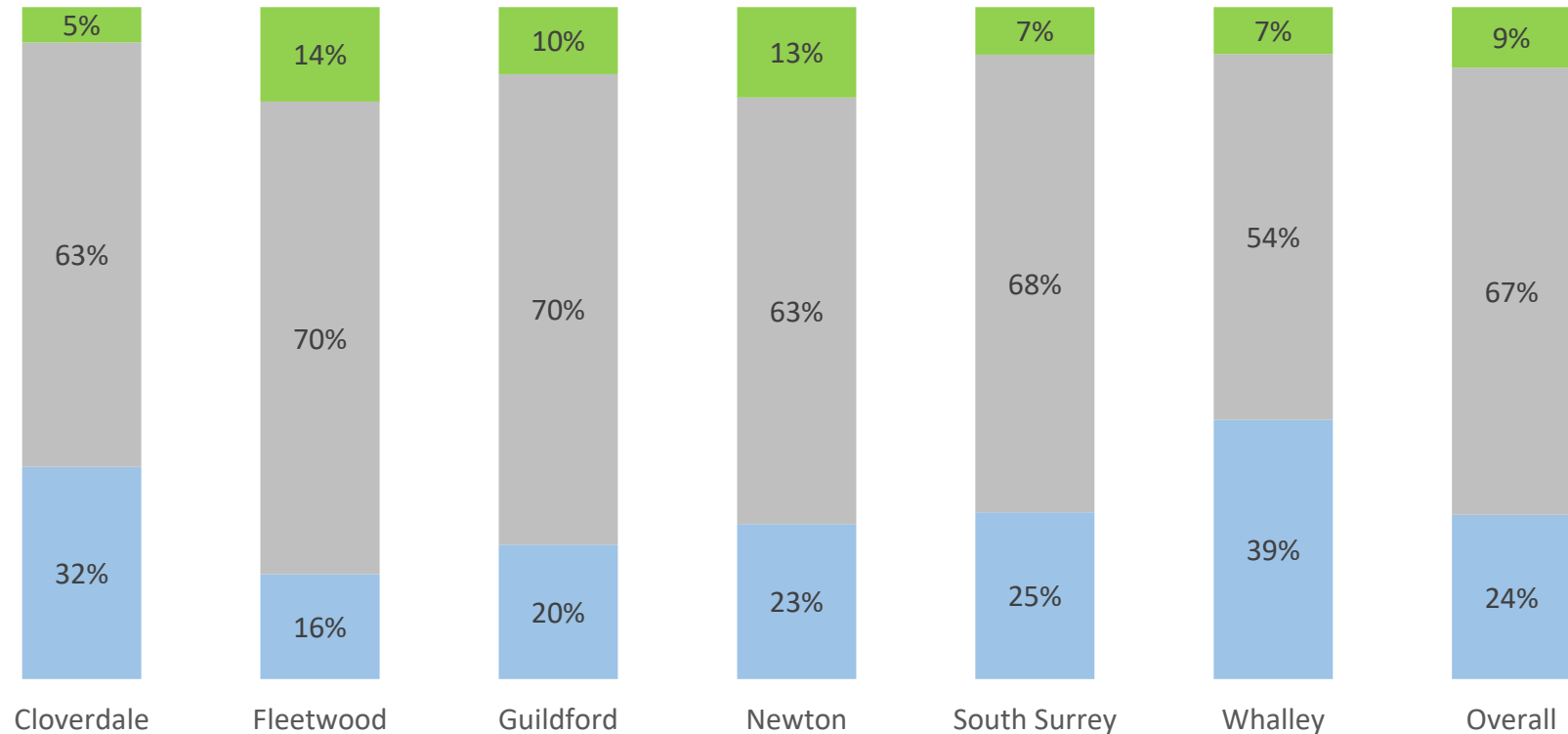
Reasons for *Exceeded* expectations include (in order of frequency):

- Generally positive
- Well-organized
- Friendly / helpful staff
- Accessible

- Exceeded your expectations
- Met your expectations
- Fell short of your expectations

Reasons for *Fell short* of expectations include (in order of frequency):

- Perception decision already made
- Questions unanswered
- Lack of information
- Felt unheard / no opportunity for dialogue
- Poorly organized
- No follow-up
- No elected officials present



Q: What was your impression of your experience with the City of Surrey?

Total participants: 499/440 (excludes: *I am unsure which Community I live in* and those records where *Community* is blank).

# Quality of Experience: Pop-up Event by Community

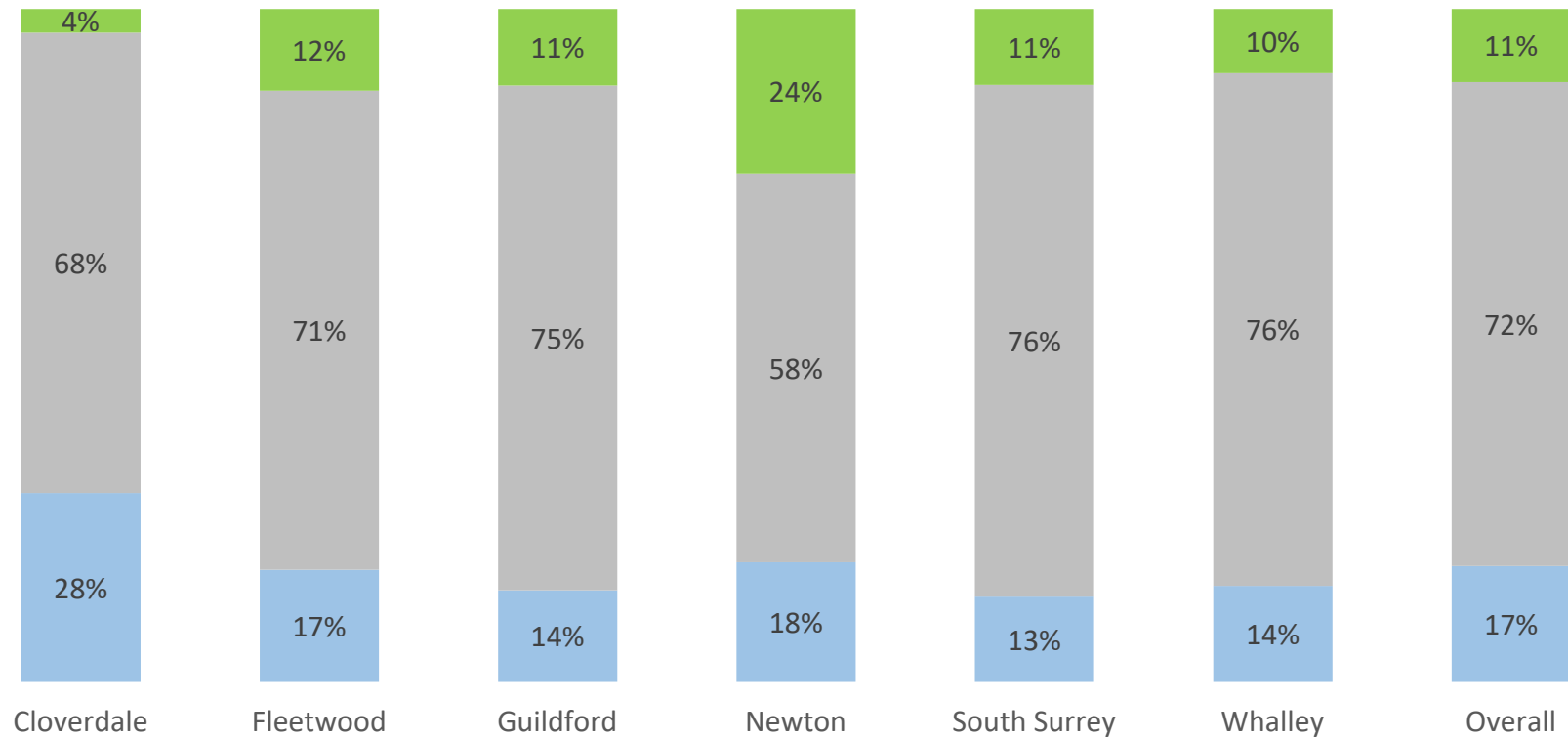
Reasons for *Exceeded* expectations include (in order of frequency):

- Generally positive
- Well-organized
- Friendly / helpful staff
- Accessible

- Exceeded your expectations
- Met your expectations
- Fell short of your expectations

Reasons for *Fell short* of expectations include (in order of frequency):

- Perception decision already made
- Lack of information
- Poorly organized
- Felt unheard / no opportunity for dialogue
- No elected officials present
- No follow-up



Q: What was your impression of your experience with the City of Surrey?

Total participants: 360/325 (excludes: *I am unsure which Community I live in* and those records where *Community* is blank).

# Quality of Experience: Workshop (hands-on group work with a facilitator) by Community

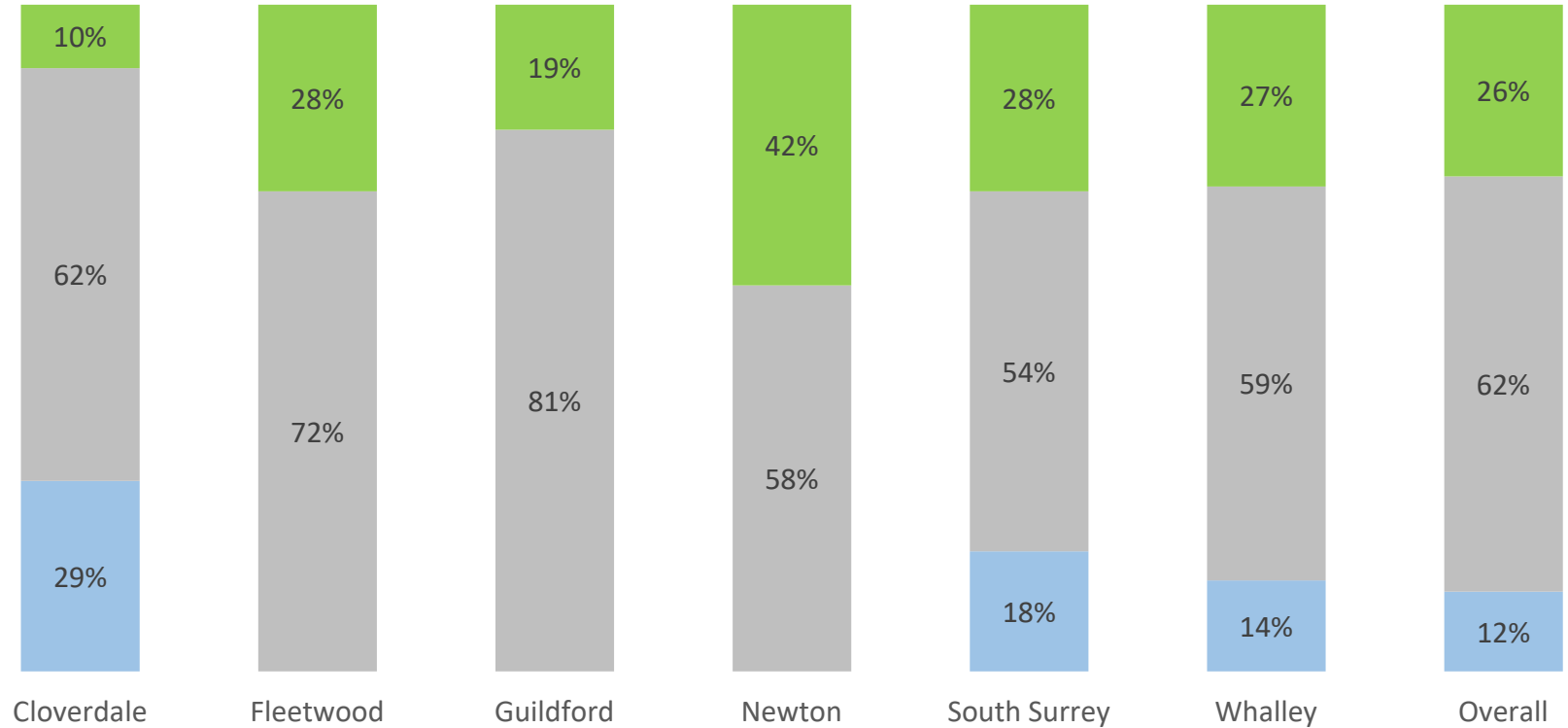
Reasons for *Exceeded* expectations include (in order of frequency):

- Felt heard
- Good information
- Good facilitation
- Organized
- Generally positive
- Prizes/food
- Accessible

- Exceeded your expectations
- Met your expectations
- Fell short of your expectations

Reasons for *Fell short* of expectations include (in order of frequency):

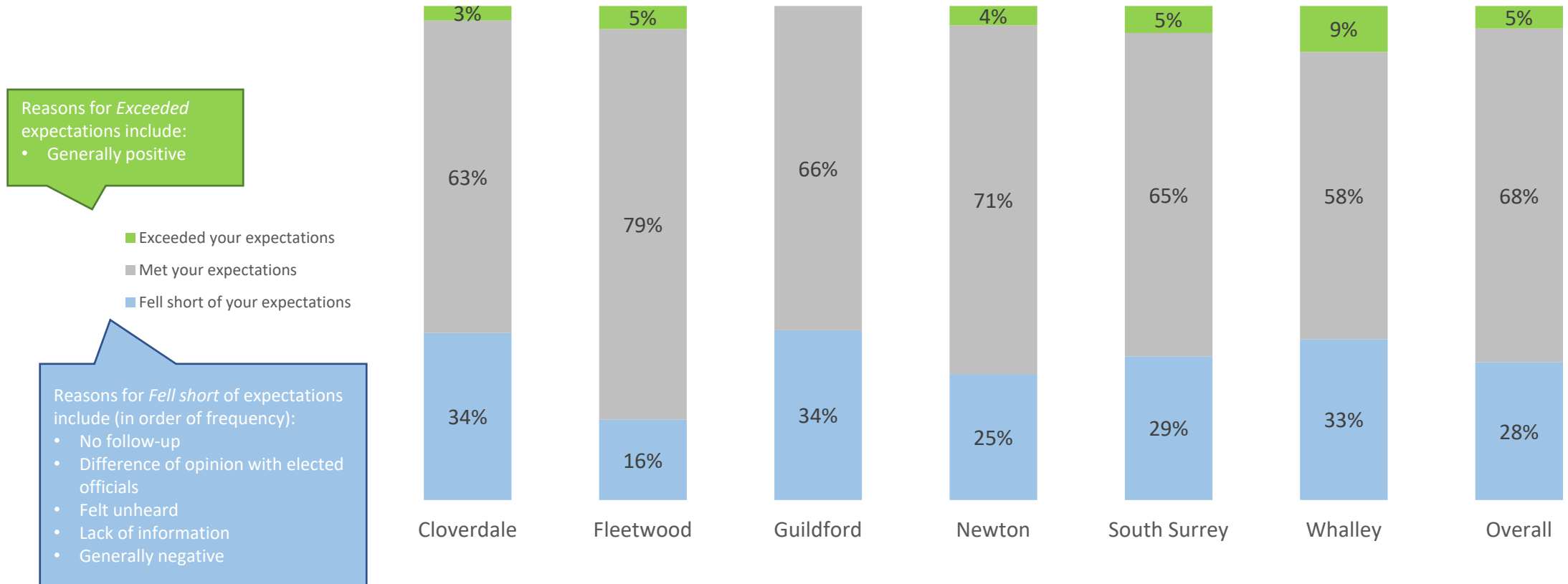
- Perception decision already made
- Poorly organized
- Felt unheard



Q: What was your impression of your experience with the City of Surrey?

Total participants: 167/153 (excludes: *I am unsure which Community I live in* and those records where *Community* is blank).

# Quality of Experience: Social media comments/posts by Community



Q: What was your impression of your experience with the City of Surrey?

Total participants: 330/292 (excludes: *I am unsure which Community I live in* and those records where *Community* is blank).



# Quality of Experience: Called or emailed City Hall by Community

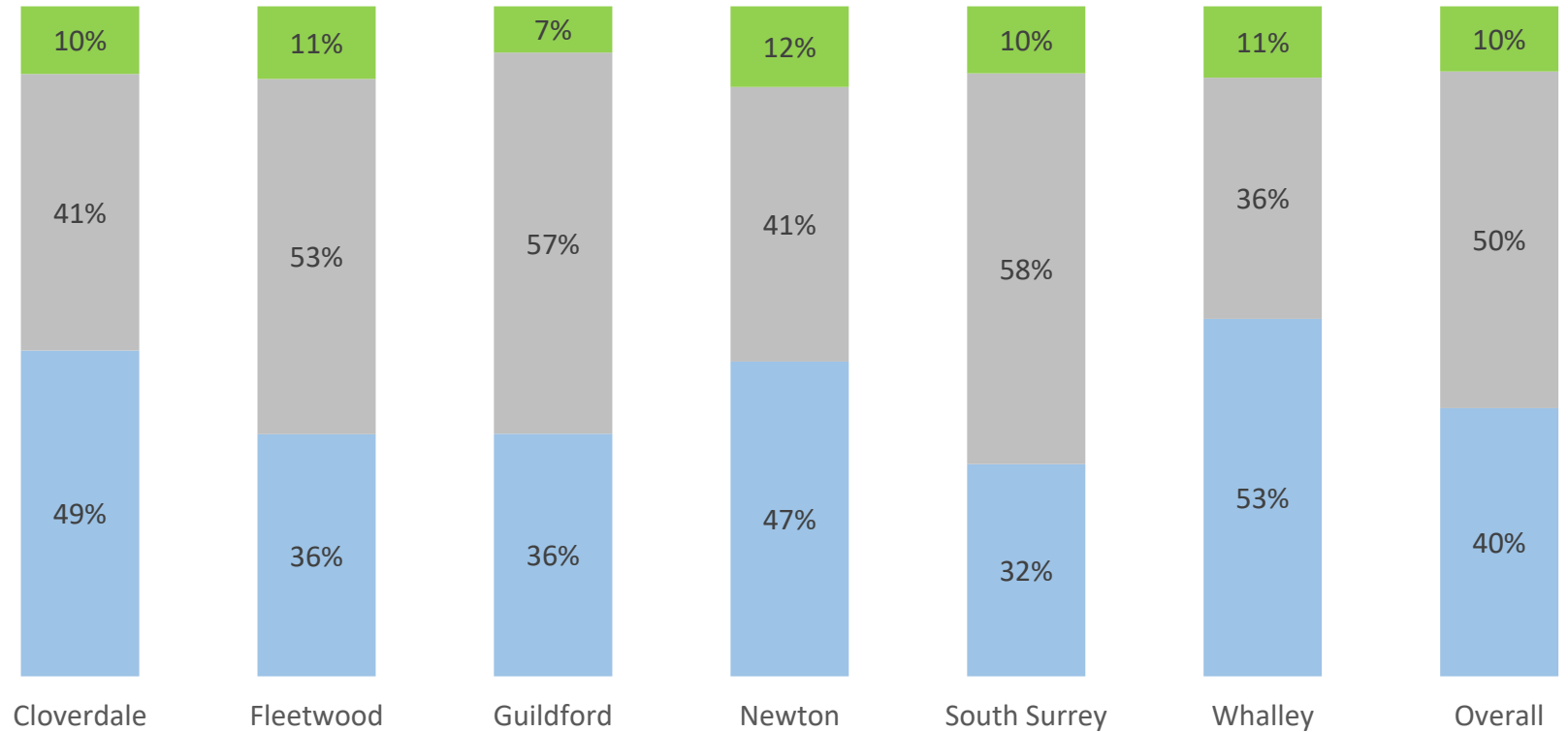
Reasons for *Exceeded* expectations include (in order of frequency):

- Quick response
- Friendly / helpful staff

- Exceeded your expectations
- Met your expectations
- Fell short of your expectations

Reasons for *Fell short* of expectations include (in order of frequency):

- Poor / no response
- Difficulty navigating phone system
- Felt unheard
- No action taken



Q: What was your impression of your experience with the City of Surrey?

Total participants: 647/588 (excludes: *I am unsure which Community I live in* and those records where *Community* is blank).

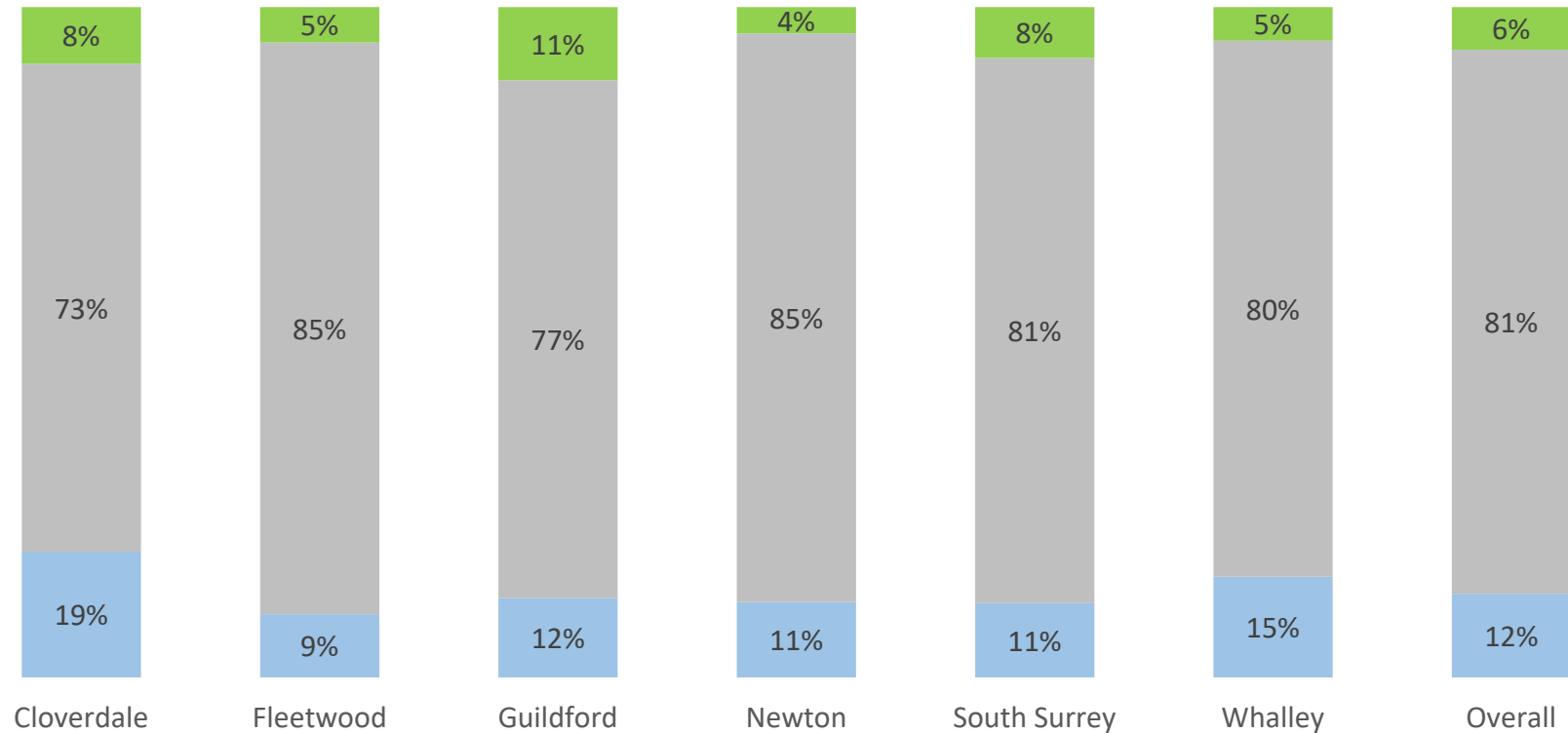
# Quality of Experience: Online survey by Community

Reasons for *Exceeded* expectations include (in order of frequency):

- Clear / easy to use
- Felt heard
- Generally positive comment

Reasons for *Fell short of* expectations include (in order of frequency):

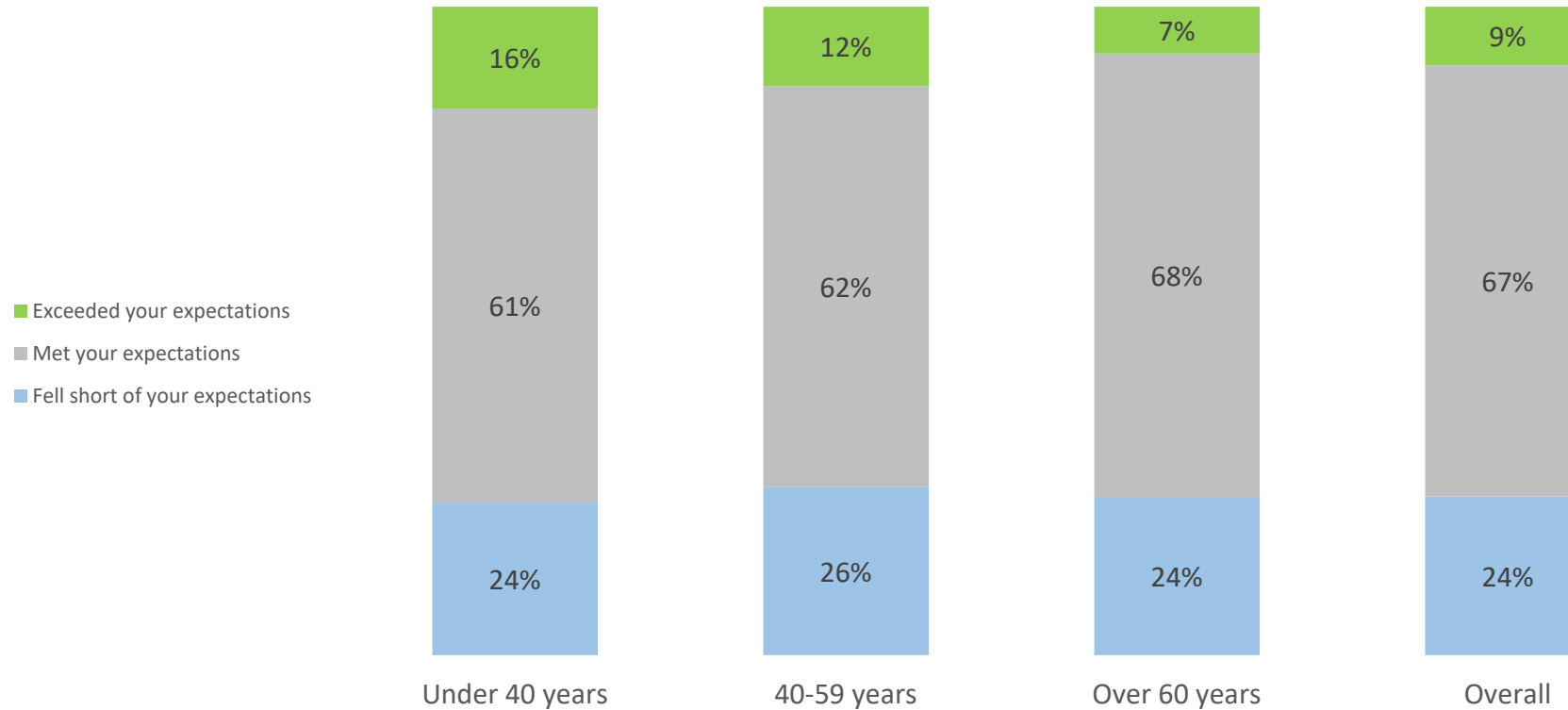
- Questions were biased / skewed
- Survey made no impact
- Results were not shared
- Too specific / no room for comments / opinions
- Too complicated / long
- Not interested in the topic



Q: What was your impression of your experience with the City of Surrey?

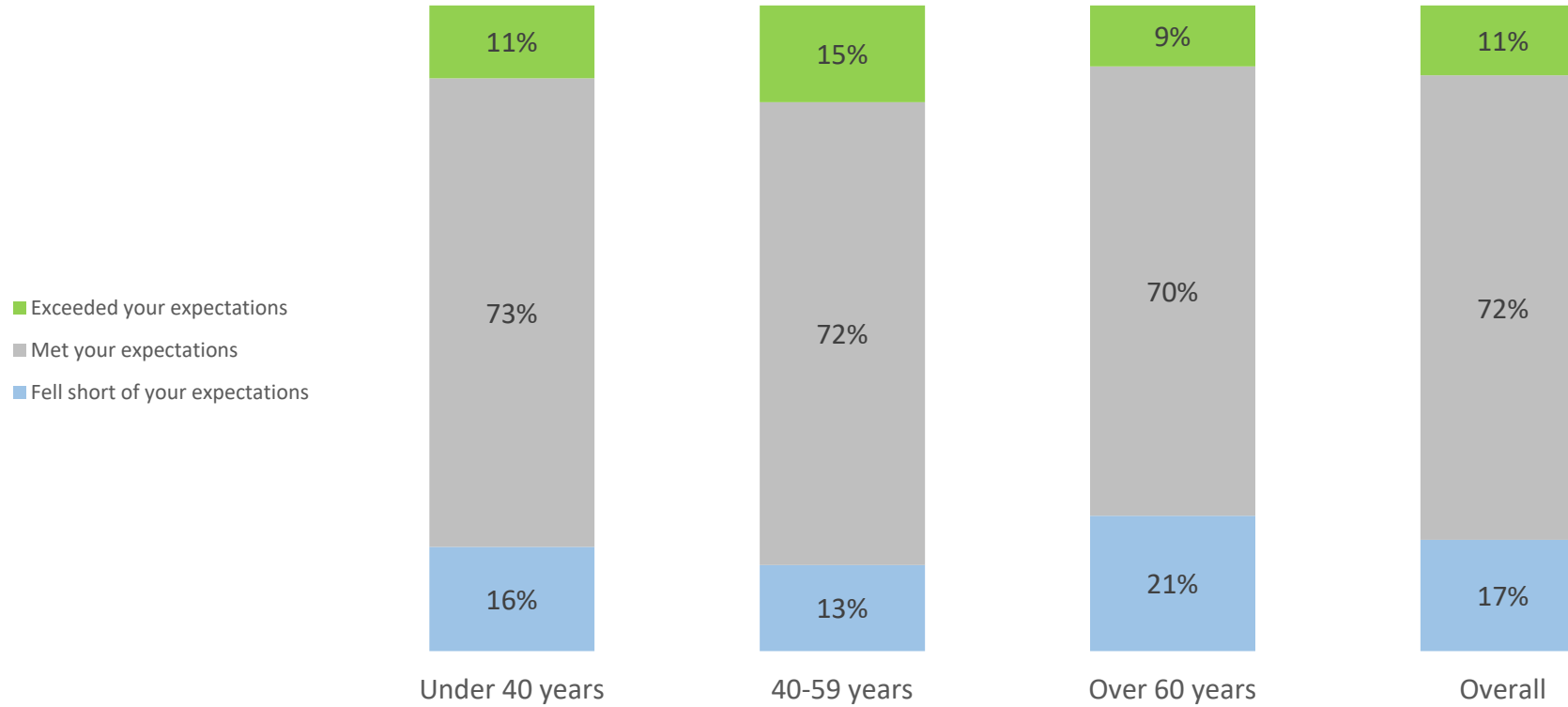
Total participants: 1267/1138 (excludes: *I am unsure which Community I live in* and those records where *Community* is blank).

# Quality of Experience: Open Houses / Public Information Meetings by Age Group



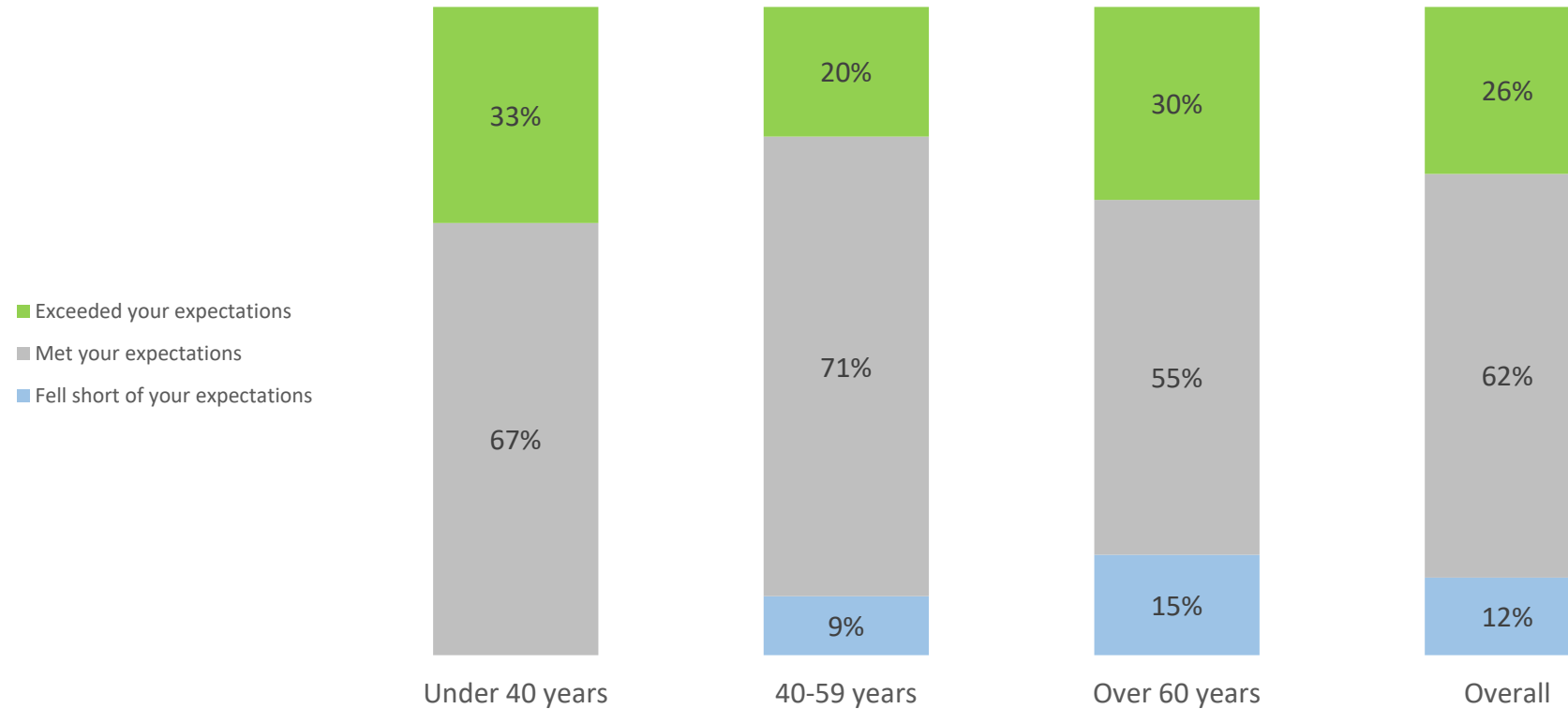
Q: What was your impression of your experience with the City of Surrey?  
Total participants: 499/440 (excludes those records where Age is blank).

# Quality of Experience: Pop-up Event by Age Group



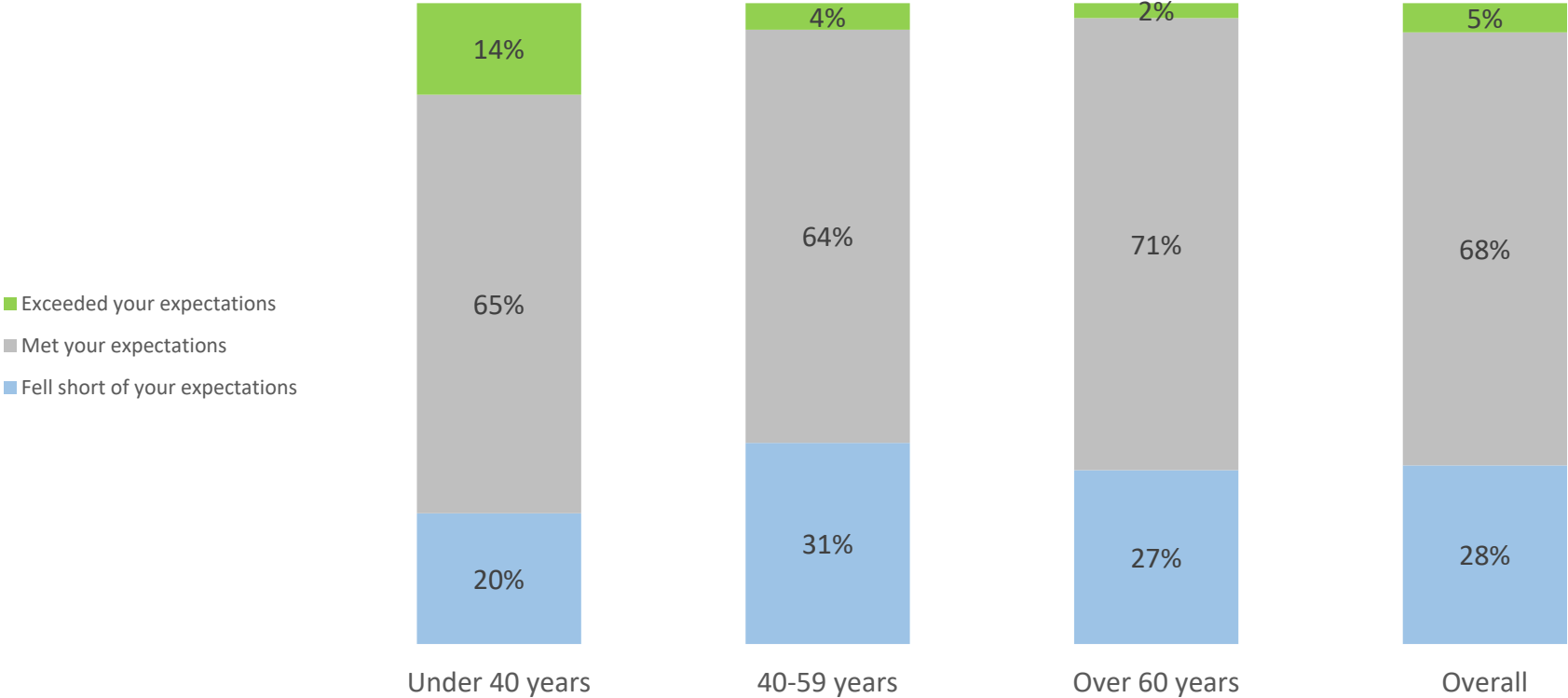
Q: What was your impression of your experience with the City of Surrey?  
Total participants: 360/330 (excludes those records where Age is blank).

# Quality of Experience: Workshop (hands-on group work with a facilitator) by Age Group



Q: What was your impression of your experience with the City of Surrey?  
Total participants: 167/153 (excludes those records where Age is blank).

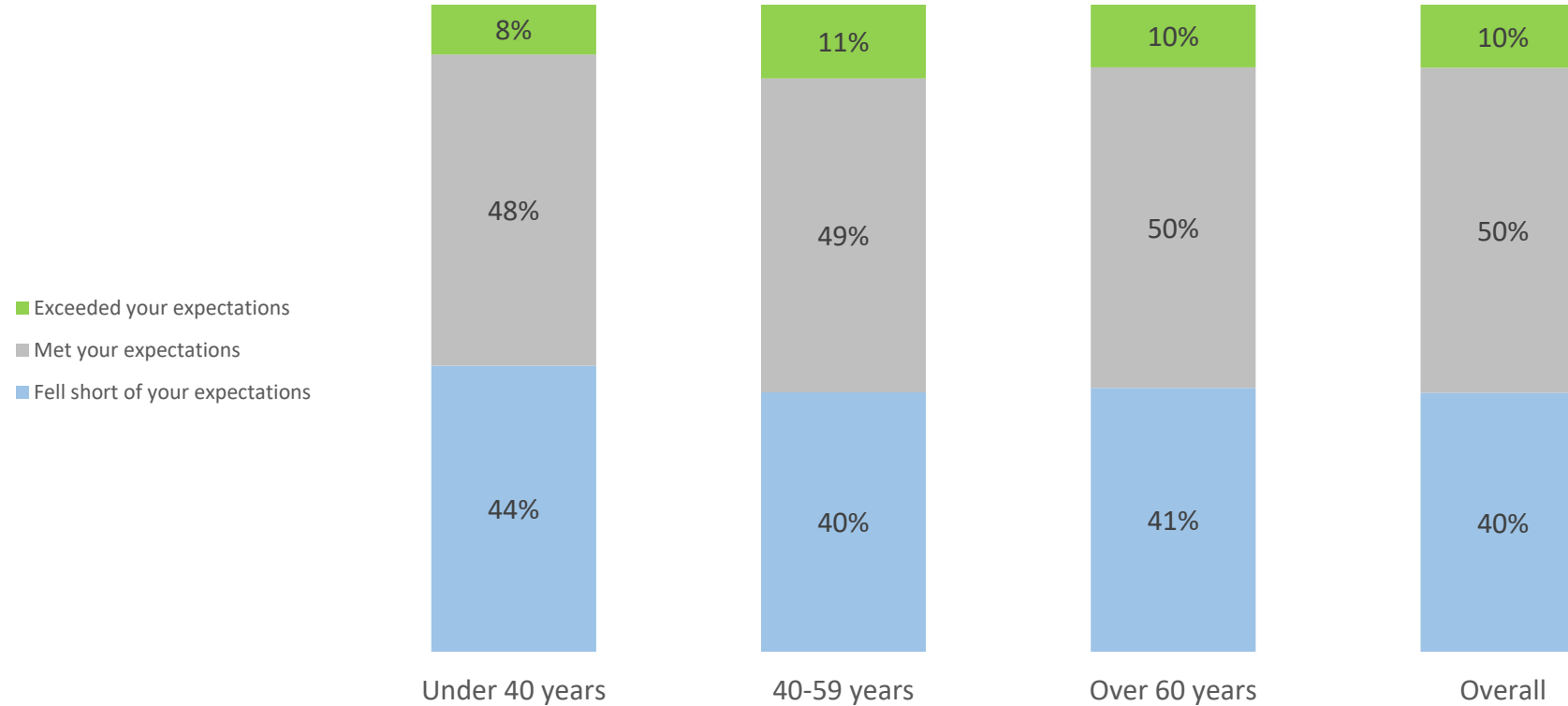
# Quality of Experience: Social media comments/posts by Age Group



Q: What was your impression of your experience with the City of Surrey?  
Total participants: 330/299 (excludes those records where Age is blank).

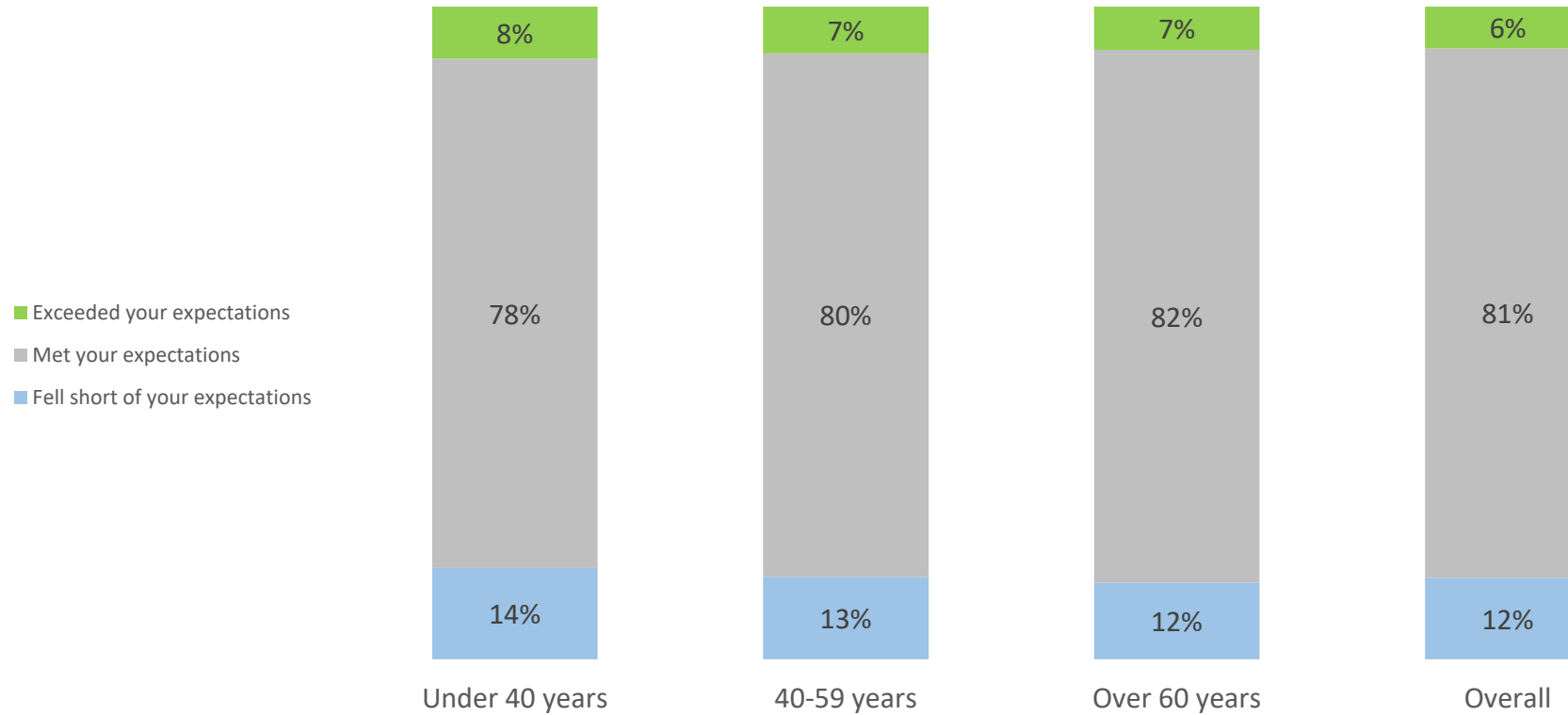


# Quality of Experience: Called or emailed City Hall by Age Group



Q: What was your impression of your experience with the City of Surrey?  
Total participants: 647/585 (excludes those records where Age is blank).

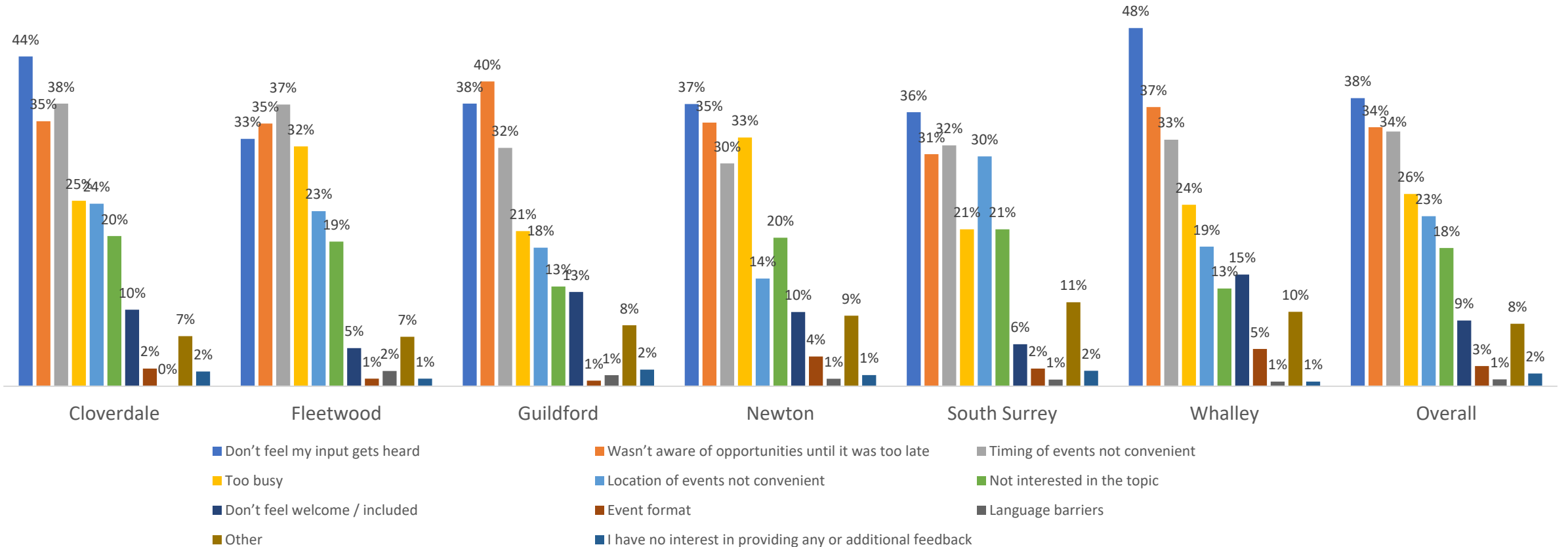
# Quality of Experience: Online survey by Age Group



Q: What was your impression of your experience with the City of Surrey?  
Total participants: 1267/1142 (excludes those records where Age is blank).



# Reasons for not Providing Input or Feedback to the City among Participants by Community

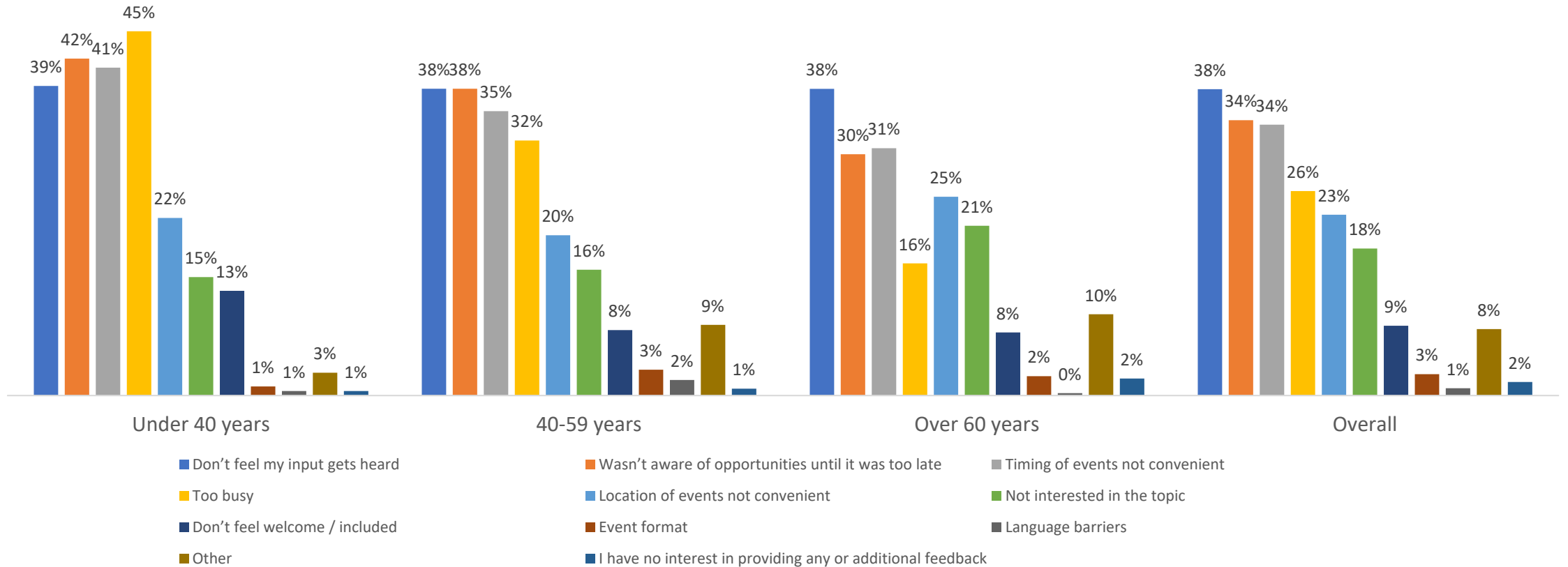


Q: What has stopped you from providing your input or feedback to the City on matters related to your community? Select all that apply.

Total participants: 1423/1194 (excludes: *I am unsure which Community I live in* and those records where *Community* is blank).

Base: Those who indicated that they **have provided** input or feedback to the City in the past.

# Reasons for not Providing Input or Feedback to the City among Participants by Age Group



Q: What has stopped you from providing your input or feedback to the City on matters related to your community? Select all that apply.

Total participants: 1423/1200 (excludes those records where Age is blank). Base: Those who indicated that they **have provided** input or feedback to the City in the past.

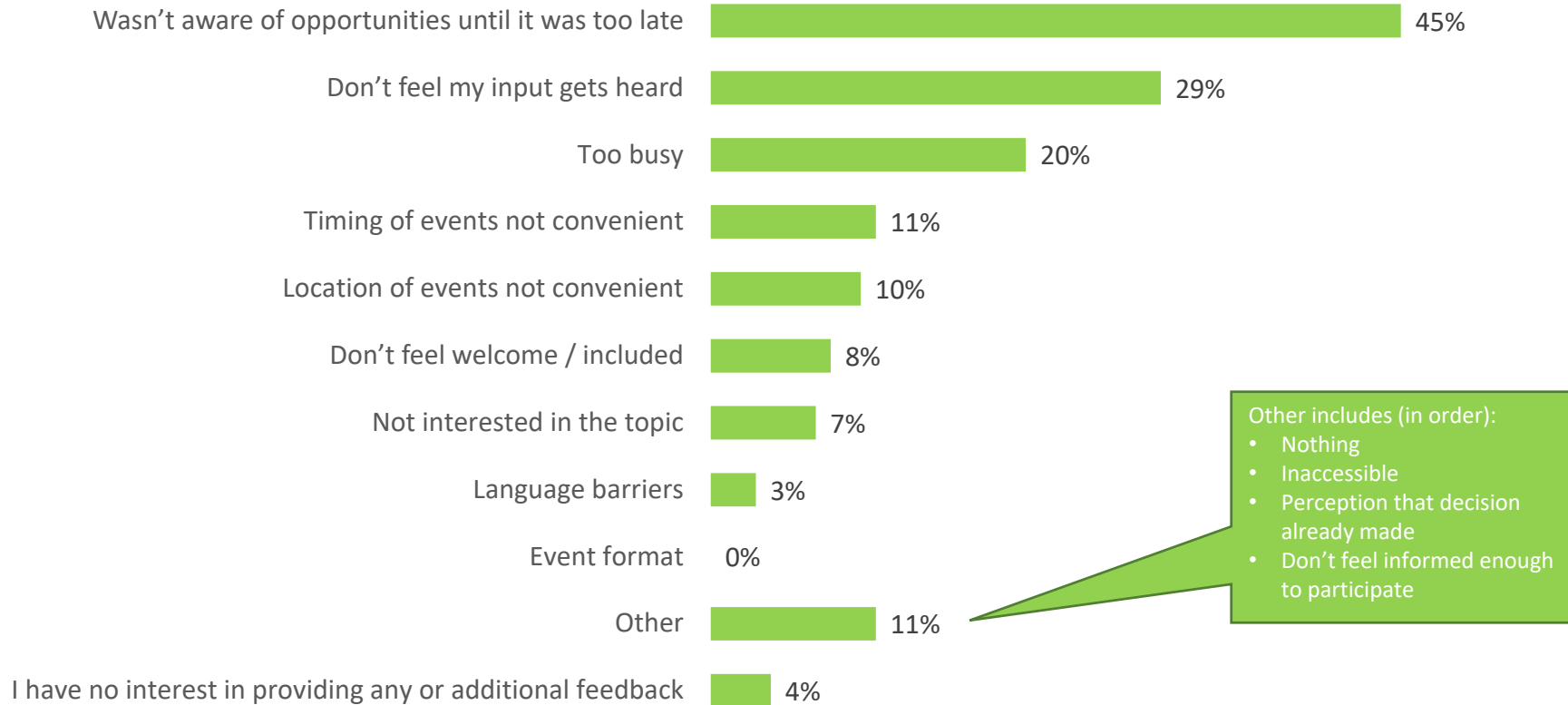
# Top things the City could do to make engagement better or easier

- More online engagement
- More communication / advertising
- Listening / making people feel heard
- Taking action as a result of input / feedback
- Improved transparency and accountability
- Better locations and hours for events (weekends / after workday)

Q: What one thing could we do to make engaging with the City easier or better for you?

Total participants: 1423

# Reasons for not Providing Input or Feedback to the City among Non-Participants



Q: What has stopped you from providing your input or feedback to the City on matters related to your community? Select all that apply.

Total participants: 103. Base: Those who indicated that they **have not provided** input or feedback to the City in the past.