

**COUNCIL STRATEGY COMMITTEE  
OF THE VILLAGE OF LIONS BAY  
HELD ON TUESDAY, MARCH 30, 2021 at 7:00 PM  
COUNCIL CHAMBERS, 400 CENTRE ROAD, LIONS BAY  
AND VIA ZOOM VIDEO CONFERENCE**

MEETING LINK: <https://us02web.zoom.us/j/89178042408>  
TO JOIN VIA PHONE, DIAL 778-907-2071 AND ENTER MEETING ID: 891 7804 2408

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**AGENDA**

1. **Call to Order**
2. **Adoption of Agenda**
3. **Public Participation**
4. **Review & Approval of Minutes of Prior Meetings**
  - A. Council Strategy Committee Meeting – March 16, 2021 (Page 3)  
THAT the Council Strategy Committee Meeting Minutes of March 16, 2021 be approved as circulated.
5. **Business Arising from the Minutes**
6. **Unfinished Business**
  - A. Communications and Engagement Survey (Page 11)  
*Staff Recommendation:*  
THAT the Council Strategy Committee recommends to Council THAT Council direct staff to implement the 2021 Communication Survey, as presented at the March 30, 2021 Council Strategy Committee Meeting.
7. **Reports**
  - A. Staff
    - i) Municipal Coordinator: Presentation on Communication Platform Option
  - B. Mayor
  - C. Council
  - D. Committees
8. **New Business**
9. **Public Questions & Comments**
10. **Adjournment**

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**MINUTES**

In Attendance:

Council: Mayor Ron McLaughlin  
Councillor Neville Abbott (via video conference)  
Councillor Fred Bain (via video conference)  
Councillor Jaime Cunliffe (via video conference)

Staff: Chief Administrative Officer Peter DeJong (via video conference)  
Chief Financial Officer Pamela Rooke  
Public Works Manager Nai Jaffer (via video conference)  
Municipal Coordinator Karla Duarte (Recorder)

Public: 5

Regrets: Councillor Norm Barmeier

**1. Call to Order**

Mayor McLaughlin called the meeting to order at 7:00 p.m.

**2. Adoption of Agenda**

*Moved/Seconded*

(1) THAT the On Table items from the CAO re. Village Hall Users and Public Feedback re. Penalties be added as additional information to Items 7Aiii and 7Aiv respectively; and  
(2) THAT the agenda be adopted, as submitted.

**CARRIED**

**3. Public Participation**

A. Marek Sredzki

M. Sredzki noted his question from his previous correspondence and commented on his opposition to the parking plan due to his concerns for safety and cost.

Mayor McLaughlin noted that M. Sredzki's previous correspondence has been answered in a previous Council meeting, that his correspondence will appear in the next Council agenda, and questioned whether M. Sredzki had any suggestions on parking.

M. Sredzki noted his opposition to any parking on Lions Bay streets for safety reasons and suggested that the Village not advertise parking on social media.

B. Tamara Leger

T. Leger commented on the Village Hall insurance, noting that volunteers have been previously covered under the municipal insurance and her personal experience with renting the Village Hall. She questioned Council on access for the Soundview evacuation road.

Chief A. Oliver noted that the Fire Department has a key to the Soundview gate.

Councillor Abbott questioned whether BlockWatch still had a key.

Mayor McLaughlin requested that staff respond to T. Leger.

*Moved/Seconded*

THAT the agenda be varied to consider item 7Aiii prior to item 7Aii.

**CARRIED**

**4. Review & Approval of Minutes of Prior Meetings**

A. Council Strategy Committee Meeting – January 12, 2021

*Moved/Seconded*

THAT the Council Strategy Committee Meeting Minutes of January 12, 2021 be approved as circulated.

**CARRIED**

**5. Business Arising from the Minutes**

None

**6. Unfinished Business**

None

**7. Reports**

A. Staff

i) Preliminary Capital Expenditures and Supplementals Budget Discussion

(a) Fire Department Items – Discussion with Fire Chief

A. Oliver introduced the capital expenditures budget from the Fire Department and Barrett Germscheid, trainer and A. Cameron, speaking on engines.

B. Germcsheid and Chief Oliver provided overview of training at the department and responded to questions, noting:

- 35-person crew
- training takes place Wednesday evenings and Saturdays with Friday reserved for equipment checks; Tuesday and Thursday exercise
- training includes medial aid, auto extrication, fire suppression, wildfire fighting
- minimum age and requirement to volunteer is 19 years of age and holding a drivers' licence
- Fire Rescue and Emergency Response volunteers should take a course at 18 years of age, youngest applicants to the Fire Department are 19 years of age with class 5 driver's licence (DL) with air endorsement
- recommended class 3 DL
- for full time paid firefighters should attend accredited fire school
- Volunteers divided into four shifts for weekend response, must have coverage if absent
- plan B for single story structure: work would be done in house, Village would purchase material and FD would build structure; realistic number presented

A. Cameron presented an overview of the process for replacement of the fire engine and responded to questions, noting:

- Engine 62 used for technical and highway rescue, fire suppression, fire engine plus a toolbox for other uses
- built in 2000, purchased in 2010, will be 22 years old by the time it isreplaced; reached practical limit
- age of engine is a safety concerns, risk to service level
- have been researching and visiting departments for engine comparison
- looking at department needs and specifications, some include seating and storage
- used market: \$400,000US for 10 year old engine, rarely available
- trade purchasing program: can take advantage of discounted rates through a cooperative due to pre-negotiated rates
- working with manufacturer to come up with cost estimate, according to needs
- estimate based on a model from West Kelowna: US\$775,000 in 2020, rate increase in 2021, CAD\$865,000 for Spartan engine – best estimate to replace engine
- next steps: continue to engage five manufacturers, continue with specs
- budget price: initial idea based on similar engine according to spec requirements
- typical lifespan of engine: 20 years or less

- cost of joining coop: none; paid for by manufacturer
- specs will consider current space in the bay

Chief Oliver confirmed that:

- used fire trucks from department are sold
- current engine requires major repairs

CFO Rooke confirmed

- fire trucks are assets and are amortized every year, part of asset management plan; no money has been set aside for fire truck as the Village has not budgeted for depreciation
- few grants exist and are usually not applicable for fire trucks

CAO DeJong noted that for home insurance purposes, municipalities should plan to turn over fire engines every 20 years. After 20 years, can get re-certified as primary apparatus, but after 25 years, a truck can no longer serve as primary engine, which would affect insurance ratings.

Chief Oliver noted that fundraising is an option for contribution for purchasing a fire truck.

Councillor Cunliffe noted that a broader reach should be conducted for fundraising, as the fire rescue department impacts many communities other than Lions Bay.

CFO Rooke and Chief Oliver responded to questions, noting:

- Different grant for decontamination gear, which has now been purchased, final reporting next month
- Typical annual request, around \$35,000 for equipment
- Current No.63 built in 1994, past its useful date; currently used to pull trailer for interface firefighting – may be opportunity to purchase at a reduced rate and sell the old one
- Dryer does not produce a ton of water, does not jeopardize integrity gear; soaps are septic safe
- Emergency Building Expansion and Retrofit Options: First storey if ICIP grant unsuccessful vs Second Storey if successful

(b) Balance of Budget Items

CFO Rooke presented the five-year plan capital and requested questions from Council.

Staff responded to question, noting

- Survey, Design and Construction to upsize watermain is an estimate and expected to be covered by a grant and loan; opportunity to add

- onto the Industra project – allows to decommission phase IV and V tanks; removal pricing is different, may have to do internally
- Items in Infrastructure Master Plan (IMP) items are included in the budget
  - Item 34, 28, 53 for \$125,000 – will go out to bid and depending on what comes back will do all or postpone; idea to tie in to West Vancouver’s purchasing rates
  - Number 19 – applied for grant (\$10,000) and will not hear back for a few more months; part of operating budget - shown to see how it links for IMP
  - Capital Project List, identified in the IMP, will form part of 5-year plan; assumptions made regarding grants
  - Infrastructure committee reviewed the IMP
  - Corroded culvert just north of the school is different than the one in the DWIP; other one is end of Mountain Dr.
  - DEPC Contract: can calculate staff time spent on COVID-19 items and put a value on it, part of salary has been claimed from COVID relief fund; report shows cost to extend the contract
  - Report on DEPC will be presented to Council at the next meeting
  - Can use COVID funds for laptops
  - Equipment for ESS: requires equipment to be running because of ESS modernization; all processing of support in an emergency is now being done online
  - Red Cross: considering COVID, they are re-examining their scope and what they can take on

iii. Broughton Hall User Groups and Liability Insurance

- (a) Report from CAO DeJong
- (b) Report from Councillor Barmeier

Councillor Abbott requested that the discussion on the Broughton Hall User Groups and Liability Insurance be tabled to the next meeting.

CAO DeJong noted that it would be beneficial to have Councillor Barmeier present and provided an overview of the additional item on Village Hall Users and current work to date on the project in regard to the insurers.

*Moved/Seconded*

THAT the Information Report, “Broughton Hall User Groups and Liability Insurance” be postponed to the March 23, 2021 regular Council Meeting.

**CARRIED**

ii) Communications and Engagement Survey

Councillor Abbott commented on the strategic aspect of communications, requested that Councillors provide items for publication on rotation to which there has not been consensus, and noted he is unsure of the direction of the survey.

CAO DeJong noted that the purpose of the survey is to get feedback from residents on how they want to be communicated with and requested that the Committee provide feedback on the survey.

Councillor Abbott requested that a specific meeting be held on only the topic of communication.

Councillor Bain noted that the emphasis of the survey should not be on the how but the what.

*Moved/Seconded*

THAT the Council Strategy Committee recommends to Council THAT Council direct staff to schedule a Council Strategy Committee meeting on only the topic of Communication for March 30, 2021.

**CARRIED**

iii) Parking Fines

CAO DeJong presented the report on parking fines, noting the options in the report, and requested that the Committee review the penalty amounts for recommendation to Council.

Discussion ensued on:

- Different options for penalties – provide for higher discount
- Parking being taken seriously in the Village
- Not turning Village into a parking lot
- Penalties different for higher risk parking
- Stricter towing
- Educating residents about parking near fire hydrants
- Fire Hydrants and proximity of parking

CAO DeJong noted that most infractions near fire hydrants occurred from residents and cautioned on stricter towing.

The Committee provided direction for option four to be considered by Council at the next meeting.

B. Mayor

Mayor McLaughlin noted that he will be meeting with the CN Police and will provide an update in the Village Update.

C. Council

D. Committees

Mayor McLaughlin provided an update on the 50<sup>th</sup> Anniversary Committee.

Councillor Abbott noted that the Curly Stewart Committee would like to promote an item regarding the 50<sup>th</sup> Anniversary in the Village Update.

**8. New Business**

None

**9. Public Questions & Comments**

A. Tamara Leger

T. Leger questioned Council attendance at the meetings and expressed her concern around absenteeism and requested a written response to her question.

CAO DeJong noted that a Councillor may be absent for three consecutive Regular Council Meetings, unless Council has given their dispensation, and there is no cumulative number for absenteeism.

CAO DeJong commented on the Soundview key noting that the Fire Department has confirmed that they hold the key and is the principal means by which people would be evacuated.

Councillor Abbott noted that BlockWatch had a key at one point and requested that the CAO check into that.

**10. Closed Council Meeting**

Proposed topics for discussion in the absence of the public:

A. Citizen Awards

*Moved/Seconded*

THAT the meeting be closed to the public on the basis of matters to be considered under the following sections of the *Community Charter*:

**90** (1) A part of a council meeting may be closed to the public if the subject matter being considered relates to or is one or more of the following:

(a) personal information about an identifiable individual who holds or is being considered for a position as an officer, employee or agent of the municipality or another position appointed by the municipality.

**CARRIED**

*The meeting was closed to the public at 9:13 p.m.*

*The meeting was re-opened to the public at 9:51 p.m.*

**11. Reporting Out from Closed Portion of Meeting**

None

**12. Adjournment**

*Moved/Seconded*

THAT the meeting be adjourned.

**CARRIED**

*The meeting was adjourned at 9:52 p.m.*

\_\_\_\_\_  
Mayor

\_\_\_\_\_  
Corporate Officer

Date Approved by Council:	
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<b>Type</b>	<b>Information Report</b>		
<b>Title</b>	<b>Increasing Public Engagement and communications</b>		
<b>Author</b>	<b>Karla Duarte</b>	<b>Reviewed By:</b>	<b>Peter DeJong</b>
<b>Date</b>	<b>March 19, 2021</b>	<b>Version</b>	
<b>Issued for</b>	<b>March 30, 2021 Council Strategy Committee Meeting</b>		

**Recommendation:**

THAT the Council Strategy Committee recommends to Council THAT Council direct staff to implement the 2021 Communication Survey, as presented at the March 30, 2021 Council Strategy Committee Meeting.

**Attachments:** Draft communications feedback survey

**Key Information:**

*Relation to Strategic Plan:*

As part of its Strategic Plan, Council has stated the following Communication Goals:

## COMMUNICATIONS GOALS

**Facilitate an informed and engaged public by proactive and transparent communication.**

**2021 priorities (beyond core work):**

- a. Utilise outside consultants for select community consultations
- b. Promote Website, Village Update and Lions Bay Alert
- c. Improve public consultation & communication on Council priorities**
- d. Communicate COVID-19 effects on Village operations

Furthermore, Council has identified Communication as one of the top priorities for 2021:

Public Consultation and Communication on Council Initiatives	Strengthen public consultation and communication through various means including the Village Update, surveys, direct mail, and other mediums
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*Background:*

At the March 2, 2021 regular Council meeting, Council discussed communications and directed staff to hold a Council Strategy Committee Meeting to provide input on a survey.

Currently, no communication strategy exists that not only considers Council communication to the public, but also considers the multiple mediums by which the Village office communicates and whether it is satisfactory. To get feedback on the entire communication mix, prior to implementing changes, staff suggested that a survey be done at the February 9, 2021 regular Council meeting and Council subsequently requested input into the survey at the March 2, 2021 regular Council meeting.

Staff have also researched examples from other communities, and provided ideas for Council consideration.

*Purpose of survey*

The attached survey, which was also presented at the March 16, 2021 Council Strategy Committee, is intended to gather baseline data about communications to assess whether current ways of disseminating information (website, Village Update, etc) is satisfactory. It also provides space for people to provide suggestions and should provide an understanding for how people are currently reaching out to the Village for information to see where improvements could be made and where to make investments in time and funds.

In 2014, a survey was conducted, which noted that residents mainly receive one-way information via email. It was also noted that residents are interested in hearing about *all* aspects of governance and operations (rendering the question of 'what' to communicate to be somewhat irrelevant) and therefore, the current survey focuses on the 'how'.

Since 2014, several major changes have occurred with the way people communicate. The role of technology (intensified by the ongoing pandemic), requests to receive more and ongoing information, and requests to participate and engage more with Council and staff have changed the trend since the 2014 survey. Therefore, the questions also take into consideration these changes and requests feedback on the satisfaction of the Village's communication.

It is recommended that feedback from residents on this matter take place annually to capture trends and data that can be used to make decisions on matters such as improvements to software, technology, frequency, subject matter, etc.

### **Examples**

While the survey and feedback are components of a broader consideration towards communication, the examples below show other options which could be included in a plan. There is no one size fits all and any one could be tested and may be required to be modified, depending on the type of engagement, the type of project, and the type of information that needs to be implemented.

#### *Bang the Table and Social Media*

A. Several communities have embraced an improved online presence through software, such as Bang the Table. Bang the Table is an engagement platform that features a complete suite of listening, information, analysis, reporting and relationship management features for community engagement objectives. There is ability to conduct surveys, create newsletters and ask for feedback in real time. Such a platform would be linked to the website and the two would interact in coordination with each other. Bang the Table meets International Standards (ISO 27001) and the servers are hosted in Canada, which makes it also good for meeting Freedom of Information (FOIPPA) guidelines.

Currently, the Village uses Constant Contact and the website for digital communications. Constant Contact is currently being used for one feature, the Village Update. It is predominantly set up for corporate organizations to sell items and therefore, has limited tools and options for customization for local government. It provides limited data, and does not transfer well to a printed medium. In the last 12 months, the Village Update was sent cumulatively 47, 821 times with an open rate of about 49%. While the data is limited, upon further manual inspection, the top seven Updates that received the most clicks, were on the

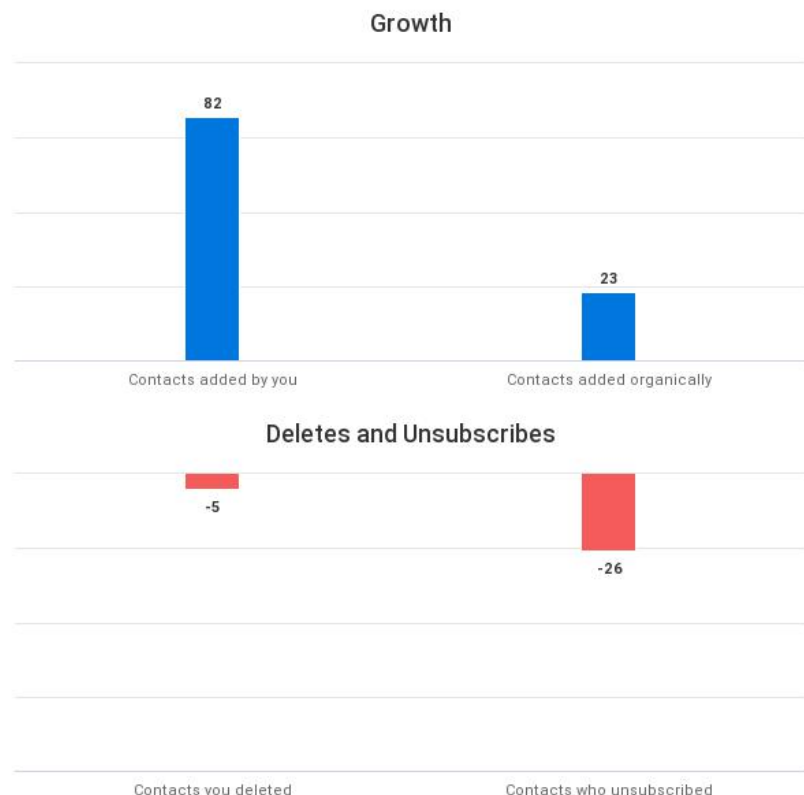
Village Update June 12, 2020	808	571 72%	271 47%
Village Update April 7, 2020	795	556 72%	235 42%
Village Update December 11, 2020	836	556 68%	217 39%
Village Update May 15, 2020	803	596 76%	213 36%
Village Update October 30, 2020	829	587 72%	211 36%
Village Update October 9, 2020	823	577 72%	206 36%
July 24, 2020 Village Update	812	560 71%	205 37%
Village Update - September 4, 2020	821	550 68%	196 36%
Village Update June 5, 2020	806	553 70%	196 35%
Village Update February 5, 2021	845	580 70%	181 31%

following topics: BC Hydro Outage, Mayor’s Message, Garbage Collection Schedule, Tennis Court Guidelines, 3PRV local map, Community calendar, and an RCMP report.

In the last 12 months, the number of subscribers to the Village Update has been increasing, highlighting the need to have a more sophisticated platform with more tools that are specific to community needs.

Figure 1 VUs receiving the top clicks (above 30%) with number sends, open rates and click rates, respectively

B. Social Media. Currently, the Village has a YouTube channel where Mayor’s Messages and Council meetings are posted. The Village also has an underutilized Twitter account, which is used widely in governments to spread information. While this may be expanded, staff capacity to engage and ensure that the platforms meet quality standards is limited. It is recommended that the focus be first on improving engagement through current channels (website) before undertaking the strategy, policy, and ‘voice style’ criteria that social media demands.



### *Council Communications Ideas*

- A. Mayor and Acting Mayor in Open House style meeting (currently via zoom due to pandemic) that listen to resident concerns in a structured environment. This allows for a 'check-in' with residents to see what the latest trends, concerns and considerations they have in order to relay the information to staff.
- B. "Council cafes" with one or a few Council representatives that engage the public and hear ideas regarding one focused topic.
- C. Council newsletters that provide information based on recorded decisions

### *Public Engagement*

- A. Have Your Say – ongoing feedback on a variety of issues, such as during budget time, major plans, etc. (can be done in real time through platforms, such as Bang the Table or through a structured meeting/event (currently via zoom) to focus on one topic.)

### *Other*

- A. Quarterly or semi-annual updates from Departments (and of course the Annual Report)

### **Desired Outcomes**

The desired outcome is to obtain feedback from residents that will partly inform (along with Council feedback) a comprehensive communication plan that focuses on leveraging digital communications (is Constant Contact the best platform?), frequency, content, public input and engagement processes and how Council wishes to engage with their constituents.

Communication is dynamic and forever evolving and whatever the outcomes, should be viewed as a strategy that will be forever changing. Council and staff should test prototypes, take risks with new ideas, and go back to the drawing board for improvements. The outcome should not be a static document but a living exchange for increased participation by all.

While Council has suggested a Council piece in the Village Update, that should be considered only one component of a comprehensive Village communication strategy that takes a broader approach to encouraging two-way communication and engagement.

The survey and additional information regarding the questions is attached to this report for the Committee's consideration.

**Follow Up Action:** Staff anticipates bringing back the survey for Council decision at the April 13, 2021 regular Council meeting.

## **Background**

The Village of Lions Bay is looking to improve communications to foster greater engagement and feedback from its residents. This supports better decision making and service provision from the Village.

Previous to 2021, one survey was undertaken by the Village in 2014, which received 147 responses. At that time, residents indicated that

- they would prefer to receive Village communications via epost/email,
- they mainly call the village office, send an email or attend in person to initiate communication, and
- they communicate less than once per month with the Village.

Since that survey, the Village office has continued to use ePost and the website as primary forms of Village Communication and hard copies are placed at the Post Office.

As the Village increases its communications presence, it needs to actively measure the success of those efforts and to adjust accordingly.

The results of this survey will provide information that will allow the Village to better manage the way it communicates with the public.

## **About the Survey**

There are numerous ways to garner feedback from the public, but for the purposes of communications, it is best to get public opinion that is honest, uninhibited, and completely anonymous. This allows for the public to share how they truly feel, and for Administration to consider how changes may be implemented based on those results. Therefore, it was decided that an online survey would be most effective. In consideration of those who may not have computer access, paper copies will be made available at the front counter of the Municipal Office.

After researching several other municipal communications surveys, the questions were designed to reflect the current nature of communications for the Village. The questions will also reflect what the public want to see more of from the Village, and whether the current pattern of information is relevant to their needs.

The Communications Survey is intended to be the first in an annual public survey that allows citizens to give feedback on how they receive information about the Village and its operations. Each year can be customized with new questions, based on communication initiatives of the past year and past survey results. This will allow the flexibility required to correctly measure the effectiveness of initiatives put forth following public consultation.

The survey will be implemented via SurveyMonkey and the format appearing in this report is a draft, for information only and does not reflect the design that will appear in SurveyMonkey.

## **Survey Sections**

### **General Demographics**

These questions give a basic understanding of the age and location of the participants in this survey. It also provides a general idea of who is paying attention to communication efforts.

### **General Communications**

Questions are designed to get a general sense of public satisfaction with the Village's current schedule of information. These questions also outline the methods in which the public receives their information.

### **Social Media**

This section of questions asked participants to indicate which types of social media they use.

### **The Village Update**

As one of the Village's more structured forms of communications to the public, these questions are designed to ask if they read the Village Update, and whether they feel the information contained within them is relevant to them.

### **Communications about Council Meetings**

This section includes questions focused on the Council meetings.

### **Website Communications**

The questions in this section will be used to evaluate our current website and identify the needs for a future update.

### **How to Communicate**

These questions ask the preferred method to receive information about several Village operations.

### **Overall Village Communications**

The questions within this section will provide a general "grade" for current efforts of Village communications.

## Questions

1. Where do you reside?

- Village of Lions Bay
- Other Municipality

2. What age bracket do you fit into?

- 65 or older
- 45-64
- 35-44
- 25-34
- 19-24
- 18 or younger

3. What language do you use most frequently?

- English
- Other (please specify)

4. Overall, I feel well-informed about the operations and governance of the Village of Lions Bay

- Strongly Agree
- Agree
- Neutral
- Disagree
- Strongly disagree

5. Which of the following sources do you use to receive your information about the Village of Lions Bay Municipality? (Check all that apply)

- Village of Lions Bay website
- Village Update Newsletter
- Village Update hard copy from the Post Office
- Village Staff
- North Shore News
- The Peak
- Notice board at Post Office

- Notice Board at Village Office
- Canada Post Mail
- Council Meetings
- Friends/Family/Word of Mouth
- Other (Please specify)

6. Please indicate how interested you are in hearing more about:

- Council, Committee or other Public Meetings
- Upcoming Municipal events
- Upcoming community events
- Upcoming Village Projects
- Village Budgets
- Road Construction
- Waste Collection
- Severe Weather occurring
- Fire Bans
- Emergency Alerts
- Bylaw Information
- Other government affairs
- Other (please specify)

7. What types of social media do you use? (Please check all that apply)

- Facebook
- Twitter
- Instagram
- YouTube
- Pinterest
- LinkedIn
- Snapchat
- Google+
- Vimeo

- I don't use social media
- Other (please specify)

8. How frequently do you access the Village website?

- Daily
- Several times/week
- Once a week
- Once a month
- Once every 2-3 months
- Once every 4-6 months
- Less than every 6 months
- Never

9. I find the Village website ([www.lionsbay.ca](http://www.lionsbay.ca)) easy to use

- Strongly Agree
- Agree
- Neutral/Never Used the Website
- Disagree
- Strongly Disagree

10. I can typically find what I am looking for on the Village website

- Strongly Agree
- Agree
- Neutral/Never Used the Website
- Disagree
- Strongly Disagree

11. I mostly access the Village website to find information on (check all that apply):

- Utilities
- Garbage Collection and/or Recycling
- Taxes
- Council Agendas and Minutes
- Village of Lions Bay News

- Public Meetings
- Bylaws
- Contact Information
- How to apply for a Permit
- How to Submit a Complaint/Feedback
- Other (please specify)

12. Do you have any comments or recommendations regarding the Village's website?

13. Do you read the Village Update?

- Yes
- Occasionally
- No

If you answered no, please tell us why?

14. I find the Village Update

- Very Informative
- Somewhat Informative
- Neutral/I don't read the Village Update
- Somewhat Uninformative
- Very Uninformative

15. Do you have any comments or recommendations regarding the Village Update?

16. I feel informed about Council's meetings and decisions

- Strongly Agree
- Agree
- Neutral/No Opinion
- Disagree
- Strongly Disagree

17. How likely are you to watch a live Council meeting?

- Very likely
- Somewhat likely
- Neutral/No Opinion

- Somewhat unlikely
- Unlikely

18. How likely are you to watch a video recording of the Council meeting after meetings have been concluded?

- Very likely
- Somewhat likely
- Neutral/No Opinion
- Somewhat unlikely
- Unlikely

19. How do you initiate communication with the Village?

- I call the Village Office
- I send an email to the Village Office
- I send an email to Council
- I submit written hardcopies
- I attend Council meetings
- I go to the Village Office in person

20. How often do you communicate with the Village?

- Daily
- Weekly
- Monthly
- Less than once per month

19. How would you prefer to receive (website, email, social media, other)(this question will appear as a matrix with each item being assessed under each medium of communication):

- Construction/Project Updates
- Updates on the Budget
- Council Meetings and Council Information
- Street closures
- Emergency notifications
- Wildlife Updates

- Utilities Updates

20. The Village of Lions Bay is dedicated to communicating openly and honestly with its citizens

- Strongly Agree
- Agree
- Neutral/No Opinion
- Disagree
- Strongly Disagree

21. Overall, how satisfied are you with communications of the Village of Lions Bay?

- Very satisfied
- Satisfied
- Neutral/No Opinion
- Unsatisfied
- Very Unsatisfied

22. Do you have any comments, feedback, or ideas regarding communications for the Village of Lions Bay?

DRAFT