

We'd like to ask you some questions about the snowstorms that affected Metro Vancouver in November and December. Over the course of those two months, did you witness or experience any of the following behaviours?



	Metro Vancouver	GENDER		AGE			MUNICIPALITY			MODE OF TRANSPORTATION	
		Male	Female	18-34	35-54	55+	Vancouver	Surrey	Other	Drive	Public Transit
Neighbours who did not shovel snow on their sidewalk	54%	53%	55%	54%	52%	58%	54%	59%	49%	49%	60%
You saw a vehicle with snow on the top circulating in your municipality	50%	50%	51%	49%	51%	53%	50%	53%	49%	48%	54%
You chose not to drive your own vehicle on account of the snowstorm	49%	44%	54%	47%	50%	51%	46%	51%	50%	54%	44%
You, or someone in your household, working from home on account of the snowstorm	30%	26%	35%	33%	31%	24%	31%	30%	29%	30%	33%
None of these	9%	9%	9%	4%	10%	16%	10%	8%	10%	7%	8%

All things considered, are you satisfied or dissatisfied with the way your municipality dealt with each of the following issues related to the snowstorms that affected Metro Vancouver in November and December?



	Metro Vancouver	GENDER		AGE			MUNICIPALITY			MODE OF TRANSPORTATION	
		Male	Female	18-34	35-54	55+	Vancouver	Surrey	Other	Drive	Public Transit
<i>Snow clearing on roads</i>											
Very satisfied	10%	13%	7%	12%	7%	9%	14%	7%	7%	11%	10%
Moderately satisfied	30%	32%	26%	32%	29%	29%	25%	33%	32%	27%	33%
Moderately dissatisfied	29%	30%	30%	30%	31%	28%	29%	29%	30%	30%	32%
Very dissatisfied	28%	23%	33%	24%	30%	30%	27%	29%	27%	31%	22%
Not sure	3%	3%	4%	2%	4%	3%	4%	2%	4%	2%	3%
<i>Snow clearing on sidewalks</i>											
Very satisfied	9%	12%	7%	12%	6%	9%	13%	5%	8%	12%	6%
Moderately satisfied	29%	31%	26%	28%	33%	24%	26%	29%	32%	27%	32%
Moderately dissatisfied	28%	28%	29%	30%	29%	26%	27%	32%	27%	29%	28%
Very dissatisfied	30%	25%	35%	27%	28%	38%	30%	32%	29%	29%	32%
Not sure	3%	4%	3%	3%	4%	4%	4%	2%	4%	3%	2%
<i>Timeliness of alerts (such as school closures)</i>											
Very satisfied	12%	10%	15%	13%	13%	10%	15%	12%	10%	15%	11%
Moderately satisfied	39%	45%	34%	42%	40%	35%	40%	44%	34%	39%	42%
Moderately dissatisfied	19%	21%	18%	22%	21%	13%	17%	18%	24%	20%	20%
Very dissatisfied	11%	10%	13%	13%	12%	8%	9%	13%	12%	14%	11%
Not sure	18%	14%	20%	11%	14%	33%	19%	13%	20%	13%	16%
<i>Responsiveness to requests on social media</i>											
Very satisfied	7%	8%	6%	10%	5%	5%	10%	6%	5%	9%	4%
Moderately satisfied	26%	29%	22%	30%	24%	22%	23%	31%	24%	25%	34%
Moderately dissatisfied	20%	20%	20%	27%	20%	11%	17%	21%	22%	19%	22%
Very dissatisfied	11%	10%	13%	11%	12%	11%	9%	12%	14%	16%	9%
Not sure	36%	32%	39%	21%	39%	51%	41%	30%	36%	31%	31%

During the snowstorms that affected Metro Vancouver in November and December, did you experience an interruption on any of these services?



	Metro Vancouver	GENDER		AGE			MUNICIPALITY			MODE OF TRANSPORTATION	
		Male	Female	18-34	35-54	55+	Vancouver	Surrey	Other	Drive	Public Transit
<i>Non-Organic or "Garbage" pickup</i>											
Yes, more than once	27%	30%	26%	28%	26%	28%	40%	20%	20%	30%	25%
Yes, only once	36%	33%	38%	36%	39%	31%	33%	39%	36%	34%	42%
No	37%	37%	37%	36%	35%	41%	26%	41%	45%	36%	33%
<i>Organic or "Green" waste pickup</i>											
Yes, more than once	29%	33%	25%	29%	28%	29%	42%	21%	21%	32%	28%
Yes, only once	37%	33%	40%	38%	39%	33%	30%	45%	37%	37%	42%
No	34%	34%	34%	33%	32%	38%	28%	34%	41%	31%	31%
<i>Recycling pickup</i>											
Yes, more than once	28%	31%	25%	27%	29%	26%	43%	18%	20%	30%	27%
Yes, only once	35%	33%	36%	34%	35%	37%	29%	39%	37%	35%	40%
No	37%	36%	38%	38%	36%	37%	27%	43%	43%	36%	33%

All things considered, would you say your municipality was prepared/unprepared for the snowstorms that affected Metro Vancouver in November and December?



	Metro Vancouver	GENDER		AGE			MUNICIPALITY			MODE OF TRANSPORTATION	
		Male	Female	18-34	35-54	55+	Vancouver	Surrey	Other	Drive	Public Transit
Definitely prepared	7%	9%	5%	11%	4%	7%	9%	6%	6%	8%	9%
Probably prepared	30%	36%	24%	32%	27%	30%	31%	26%	32%	31%	29%
Probably unprepared	29%	26%	31%	29%	31%	24%	26%	34%	27%	26%	30%
Definitely unprepared	32%	27%	38%	27%	35%	37%	32%	32%	33%	35%	30%
Not sure	2%	1%	3%	0%	3%	2%	2%	2%	2%	1%	1%