

Hagensborg Water and Fire Protection Services

Online Survey Results

October 2022

Prepared for



Prepared by



With



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1.0 Introduction

In 2021, the Central Coast Regional District (CCRD) took responsibility for drinking water and fire protection services formerly provided by the Hagensborg Waterworks District. At that time, all rights, assets, liabilities, and obligations for these services transferred to CCRD.

The purpose of this report is to summarize research conducted with the Hagensborg community in summer 2022 about these services.

2.0 Methodology

This section sets out the survey methodology.

All residents and residential landowners in the Hagensborg water and fire protection services area were invited to participate in the online survey, posted in late June through to end of August 2022. The survey questionnaire was developed jointly by [Econics](#) and [Metroline Research Group](#) and administered by Metroline. This included questions about satisfaction with services, governance, willingness to volunteer, cost of service, and communications preferences.

The survey questions can be found in Appendix A at the end of this report.

The survey was open to all residents, male or female and over 18 years old that receive tap water from Hagensborg water system and/or receive fire protection from the Hagensborg Fire Department. Multiple adults in a household were invited to participate. Several techniques were employed to inhibit individuals from completing it more than once. Screener questions were used to ensure that only Hagensborg residents were included. Entry into a draw to receive a \$100 Visa gift card was offered as an incentive to participate. Respondents had the option to complete the survey online or to call a toll-free number to do so with a trained phone operator employed by Metroline.

The survey was advertised through the following channels:

- by direct mail via a personally addressed postcard sent to all households in the service area in late June (see image below),
- through CCRD's Facebook page (three posts throughout the survey period),
- posters at Hagensborg and Bella Coola post offices and several local businesses,
- an advertisement in the 23 June 2022 issue of the Coast Mountain News, and
- through the CCRD website including a dedicated webpage and two different posts in "notices" section of the homepage,
- through word-of-mouth to participants at an open house and roundtable meetings held in June 2022.



Survey Postcard Direct Mailed to all Hagensborg Households in June 2022

Thirty-three (33) residents completed the survey including 32 residents who receive both water and fire services and one (1) resident who receives only fire service. Despite this relatively small sample, about 7% of eligible residents participated, assuming a service population of 460. This is consistent with what we would expect for a survey of this kind. This yields a margin of error of +/-16.45%, 19 times out of 20 (95% confidence interval).

Demographically, 55% of respondents (18 people) were older than 55. However, younger people are also well represented in the sample population. Size of households ranged from one to seven people, with an average size of 2.94. 49% of respondents (16 people) have lived in the area for more than 20 years and 21% (7 people) have lived in the area for between 11 and 20 years.

While sophisticated procedures and professional staff have been used to collect and analyze the information presented in this report, it must be remembered that surveys are not predictions. They are designed to measure opinion within identifiable statistical limits of accuracy at specific points in time. This survey is in no way a prediction of opinion or behaviour at any future point in time.

3.0 Survey Findings

This section provides full details on results from the online survey.

3.1 Satisfaction with the Services

Reassuringly, Hagensborg residents are overwhelmingly satisfied with most aspects of their drinking water and fire protection services.

Satisfaction with Drinking Water Service

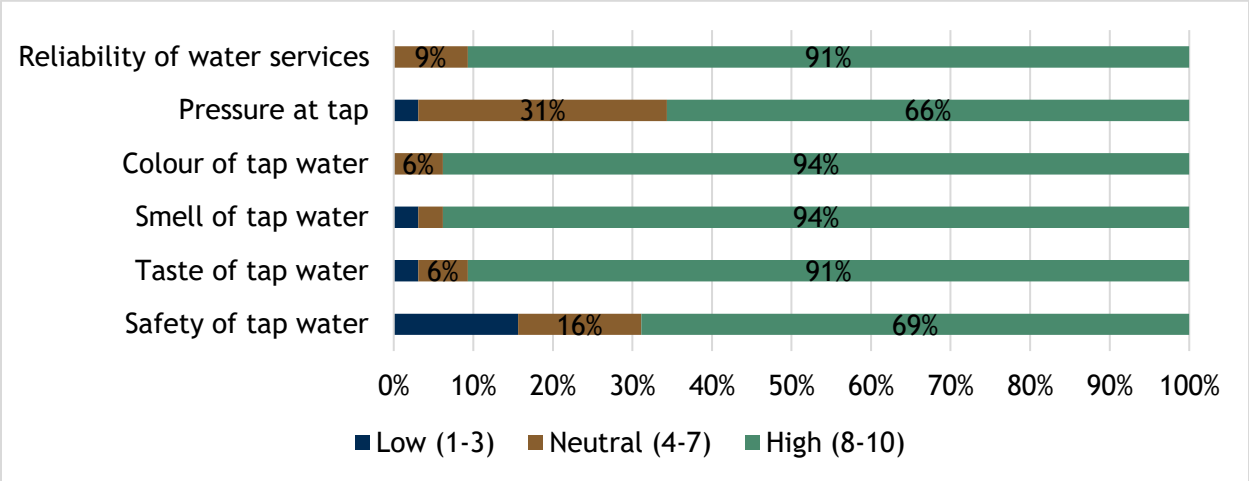
The great majority of people (82%, 26 individuals) are satisfied overall with their water service, evenly split between satisfied and very satisfied (41% each). Only one respondent indicated they were very dissatisfied, and the remainder (5 respondents) were neutral.

Figure A1 shows how residents rate specific aspects of the water service. Satisfaction with most aspects is very high. For example, about two thirds of people (66.7%) give the taste of the water ten out of ten, and 91% rate this at eight out of ten or higher.

Satisfaction with pressure at the tap is slightly lower at 66%.

Interestingly, 69% of people are highly satisfied with water safety, despite the long-standing boil water advisory.

How would you rate your tap water on the following?



Base=32 (all respondents with water service)

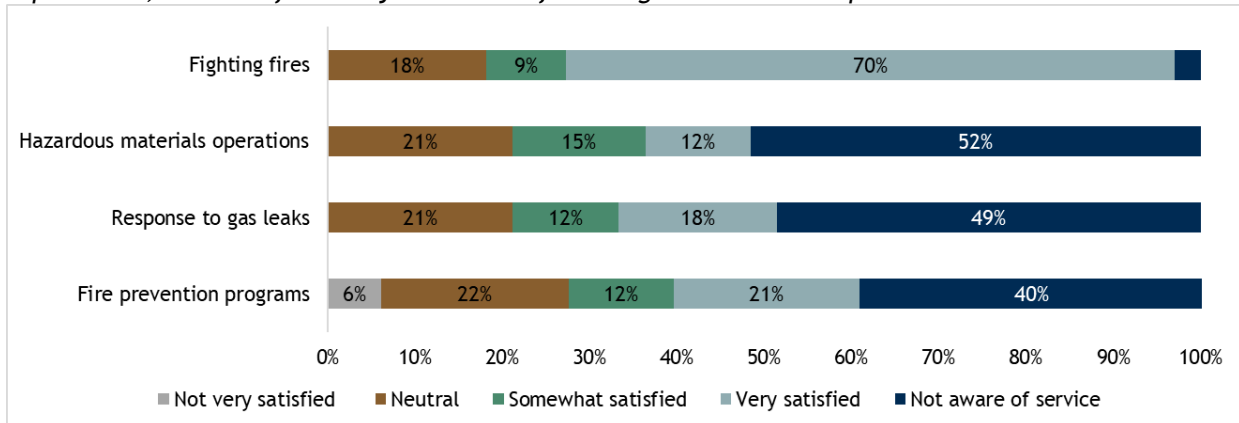
Figure A1: Satisfaction with Aspects of Drinking Water Service

Satisfaction with Fire Protection Service

Residents are similarly satisfied with various aspects of the fire protection service, at least to the extent that they are aware services exist. Nearly 80% are satisfied with fire fighting services (70% very satisfied, 9% very satisfied), and most are aware that this is available.

Awareness of other services (hazardous material operations, response to gas leaks, fire prevention) is much lower, with only about half of respondents aware of these. Not surprisingly, satisfaction with these varies more, noting the small sample sizes (see Figure A2).

Based on your experience or knowledge of services provided by the Hagensborg Volunteer Fire Department, how satisfied are you with the following services that it provides?



Base=33 (full sample)

Figure A2: Satisfaction with Aspects of Fire Protection Service

Table A1 provides detail on satisfaction with various aspects of the fire protection service.

Table A1: Additional Detail on Satisfaction with Fire Protection Service

Please indicate your level of agreement with the following statements. The Hagensborg Volunteer Fire Department...

	Disagree or Strongly Disagree	Neither agree nor disagree	Agree	Strongly agree
Does its best to protect properties from damage due to fire	6%	12%	15%	67%
Does its best to protect human life	3%	12%	18%	67%
Has my best interest at heart	3%	18%	16%	63%
Protects me and my community in the case of an emergency	3%	18%	30%	49%
Arrives on scene in a timely manner when they are called	3%	30%	24%	42%
Helps me when I have an emergency	3%	36%	18%	42%
Helps to keep my community healthy and safe	9%	16%	28%	47%

Base=33 (full sample)

3.2 Cost of Water Services

Generally, residents feel that the cost of water services is fair and affordable. Three quarters of respondents (75%; 25 individuals) feel that the cost of water services is fair. Only a small minority think that the cost of service is too expensive (see Figure A3), and a couple of people think it is too cheap.

Homeowners who draw their tap water from the Hagensborg water service pay pennies for every litre they use or less. How reasonable do you think this cost is?

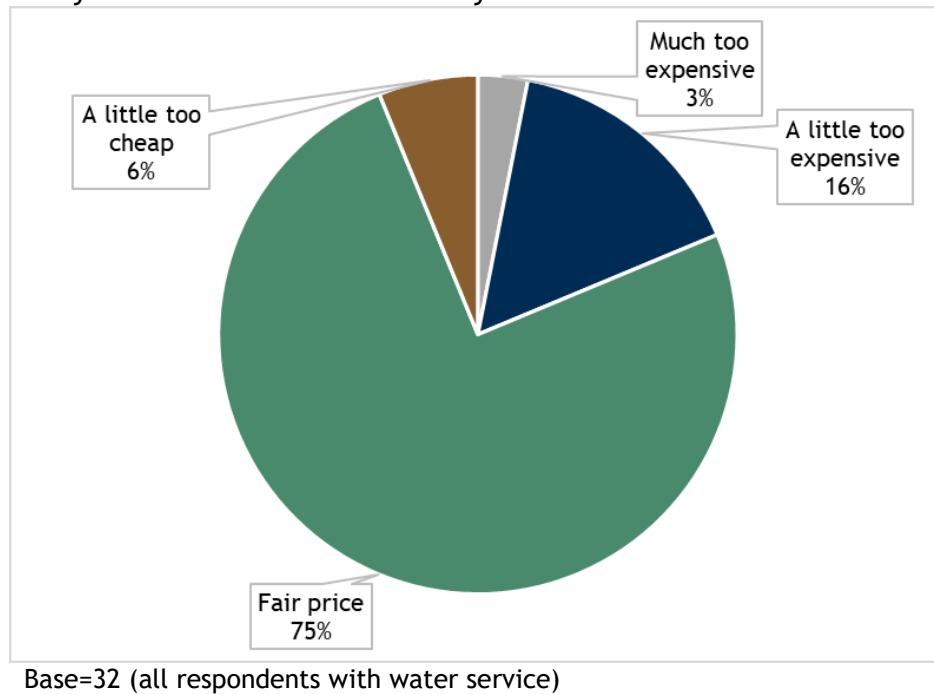


Figure A3: Perception of Cost of Water Service

Most think that user fees for water are about right (72%). A minority (25%) think that user fees should increase to invest more in keeping the system safe and reliable. Only one respondent thinks user fees should decrease.

In terms of affordability, 45% (14 people) of respondents agree that they can easily afford their water bills; 39% (12 people) are neutral on this issue, and 16% (5 people) disagree.

3.3 Willingness to Volunteer

Willingness to volunteer time to assist with providing guidance on management of the Hagensborg water service was tempered. Only about a third of respondents (36%, 12 people) indicated any significant enthusiasm for this. Note that this sample is made up of only those who were willing to take the time to fill out a survey in the first place. The remainder were ambivalent (28%, 9 people) or not willing (36%, 12 people). See Figure A4.

How willing and able would you be to volunteer your own time to help set the direction and oversee management of the Hagensborg water system?

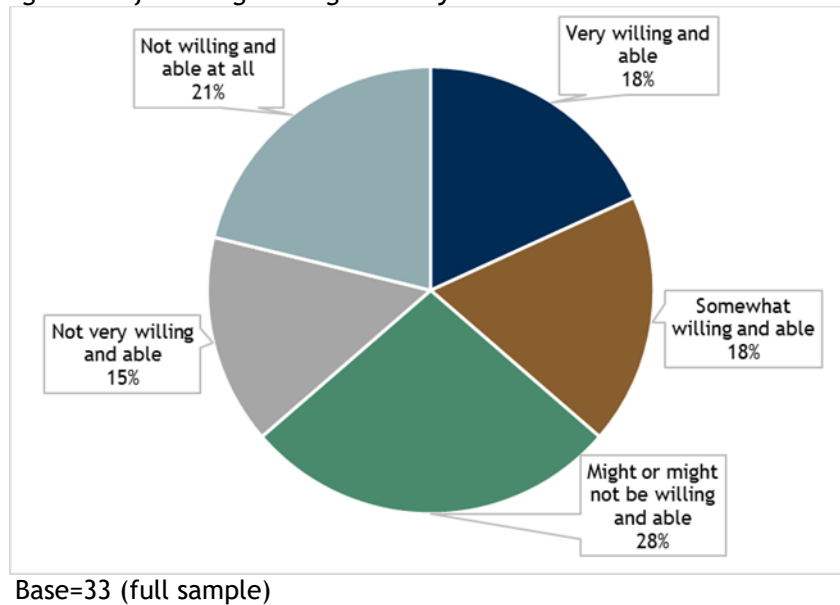


Figure A4: Willingness to Volunteer Time for Hagensborg Water Service

Among those who are more willing to volunteer (12 people), most (75%) said they would be willing to put in one to five hours per month or less, noting the very small sample size. Only three people would be willing to dedicate more time than this on a voluntary basis.

Table A2 shows the kinds of activities people would be willing to volunteer for, again noting the very small sample size. Importantly, only six people indicated that they would be willing to run for election by the community to participate on a commission that can make some decisions.

Table A2: Preference for Different Types of Volunteer Activities

What kinds of activities would you be interested in participating in related to overseeing management of the Hagensborg water service? Select all that apply.

Activity	%	#
Attend an annual meeting hosted by Central Coast Regional District	75%	9
Read periodic updates about the water system through a newsletter or website	67%	8
Sit on a volunteer advisory committee that meets every few months and makes recommendations to the Central Coast Regional District Board of Directors	58%	7
Run for election in the community to represent residents on a commission that can make some decisions about important issues and meets monthly or more often	50%	6
Be appointed to a commission that that can make some decisions about important issues and meets monthly or more often	33%	4
None of the above	8%	1

Base=12 (those willing to volunteer); more than one selection permitted

Similar results emerged when the question was posed a different way. When respondents were asked specifically if they would be willing to volunteer on advisory committee to provide guidance on management of the water service, 12 people (36.4%) indicated any meaningful interest (5 very interested; 7 somewhat interested).

Among those who are less willing to volunteer (21 people), the most common reason cited is not having enough time to spare (43%, 9 people), followed by not being sure if they have the required skills or experience (33%, 7 people), then thinking that this task should be done by elected officials and staff at CCRD (19%, 4 people).

3.4 Governance

We asked how respondents think major decisions about the Hagensborg water service should be made, including decisions about things like costs, water rates, and major upgrades. About half (52%, 17 people) prefer that this be done by CCRD Board of Directors with advice from a volunteer advisory committee. A third (33%, 11 people) prefer that this be led by an elected commission (see Figure A5).

Which one of these best describes how you think major decisions about the Hagensborg water service should be made, including decisions about things like costs, water rates, and major upgrades?

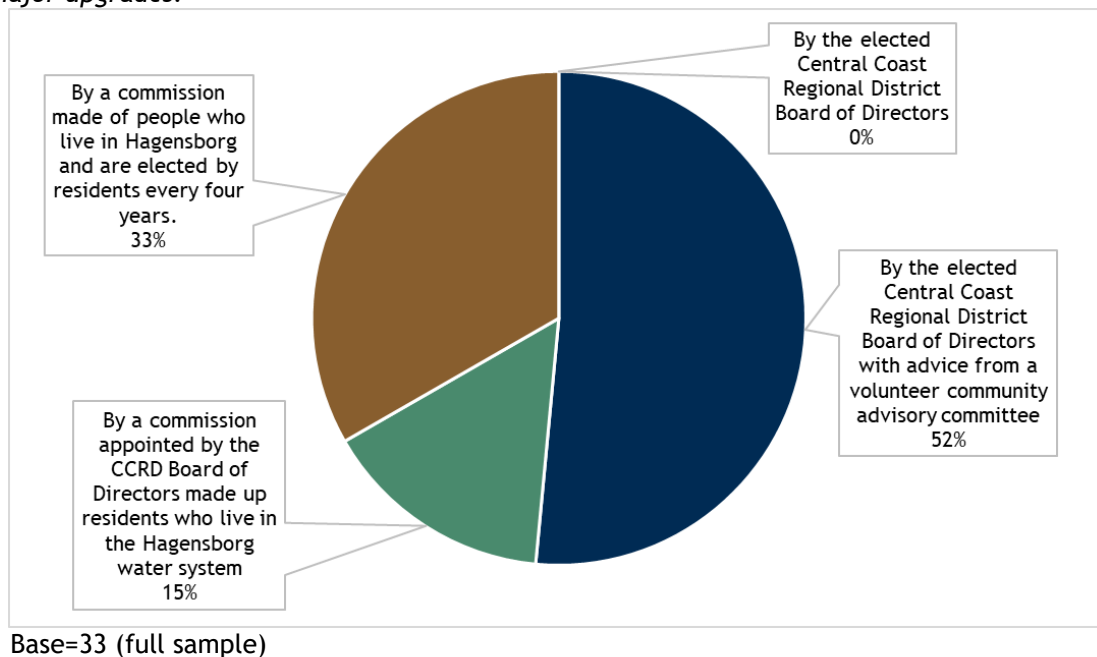
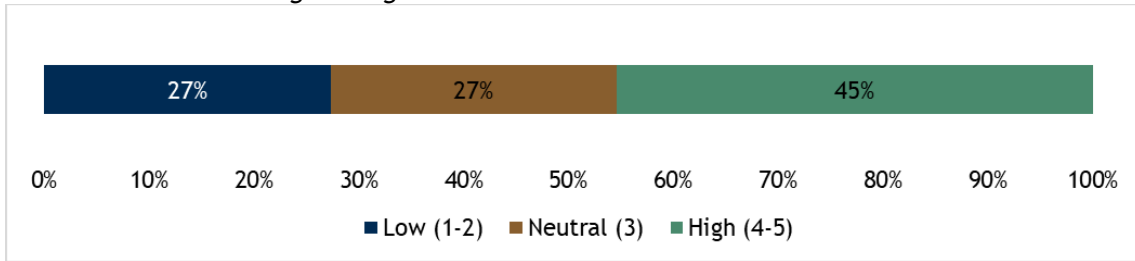


Figure A5: Governance Preferences for Hagensborg Water Service

When asked how they would you describe their level of trust in CCRD to make the right decisions about the Hagensborg water service, respondents were split. About half (45%, 15 people) expressed higher levels of support. The remainder were split between neutrality and lower trust (see Figure A6).

How would you describe your level of trust in Central Coast Regional District to make the right decisions about the Hagensborg water service?



Base=33 (full sample)

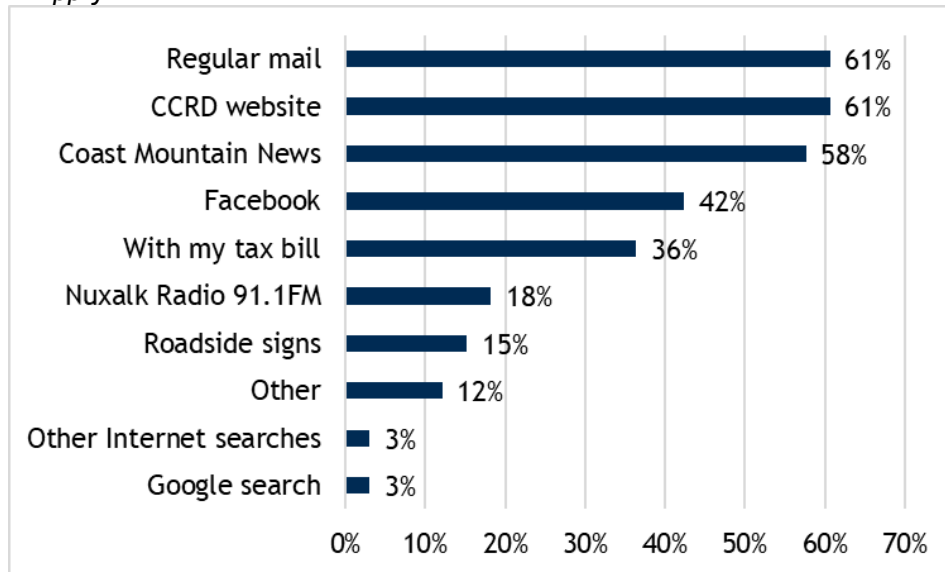
Figure A6: Trust in CCRD to Make Decisions about Hagensborg Water Service

3.5 Communications Preferences

When asked how they prefer to get information about water and fire protection services, the most common answers are the CCRD website and regular mail (61% each, 20 people). Coast Mountain News is next (58%, 19 people), followed by Facebook (42%, 14 people). See Figure A7.

Rankings were similar when respondents were asked to select their single most preferred source of information (i.e., website and mail, followed by newspaper and Facebook).

How do you like to get information about Central Coast Regional District services, news, and events? Select all that apply.



Base=33 (full sample)

Figure A7: Preferred Information Sources

3.6 Open Ended Responses

Finally, respondents were provided with an opportunity to provide open feedback on any matter related to the water and fire protection services that they wanted to. These are summarized in Table A3. Opposition to chlorination of drinking water was mentioned most often (5 times), followed by comments about the need to move forward with planned infrastructure upgrades (4 times), then support for more engagement or information about planned upgrades (3 times).

Table A3: Frequency of Open-Ended Comments by Category

Please provide any additional comments or suggestions to help Central Coast Regional District improve management of the Hagensborg water and fire protection services.

Comment Category	Frequency of Comment
Opposition to chlorination of drinking water	5
Need to move forward with planned infrastructure upgrades	4
Support for more engagement or information about services and planned upgrades	3
Comment or question about the survey and/or methodology	2
Opposition to process to convert improvement district to regional district service	1

Appendix A: Survey Questionnaire

The Central Coast Regional District is improving the Hagensborg water and fire protection services, and we need your input.

We invite all residents who receive water and/or fire protection services from the Hagensborg water system to complete the following survey. The survey is entirely voluntary and will take 5-10 minutes to complete. The results will help us better understand how satisfied residents are with the services and how they would like to be involved in managing them in the future.

Metroline Research Group, an independent marketing research company, is managing the survey and analysis of the results. Your responses will be kept strictly confidential, and results will only be reported in aggregate form that does not identify individuals.

At the end of the survey, you can opt to enter a draw for a \$100 Visa gift card. The survey can only be completed once per person.

1. Are you 18 years of age or older?

- Yes
 No

2. The focus of this study is on households that receive tap water from Hagensborg water system. Do you currently use water from...?

- The Hagensborg water system (currently operated by the Central Coast Regional District and formerly operated by Hagensborg Waterworks Improvement District)
 A private system such a well or directly from a stream or river
 Both
 Other (click here then specify)
 Not sure

3. If you get your tap water from a different source than the Hagensborg water service (such as a well or stream), do you still receive fire protection from the Hagensborg Volunteer Fire Department?
- Yes
 - No
 - Not sure

Water Services

The next set of questions are about your satisfaction and experience with the Hagensborg water service.

4. Overall, how satisfied would you say you are with the Hagensborg water service?
- Very satisfied
 - Satisfied
 - Neutral
 - Dissatisfied
 - Very dissatisfied
 - Don't know

5. How would you rate your tap water on the following?

	1 - Poor	2	3	4	5	6	7	8	9	10 - E xcelle nt
Safety of your tap water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Taste of your tap water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Smell of your tap water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Colour/clarity of your tap water	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Pressure at the tap	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reliability of water services to your home	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

The next several questions deal with how residents might be able to provide input into the administration of the water service to Central Coast Regional District.

6. How willing and able would you be to volunteer your own time to help set the direction and oversee management of the Hagensborg water system?
- Very willing and able
 - Somewhat willing and able
 - Might or might not be willing and able
 - Not very willing and able
 - Not willing and able at all
7. How many hours per month would you be willing to volunteer of your own time to help set the direction and oversee administration of the Hagensborg water service?
- About 1 hour a month
 - Between 1 and 5 hours per month
 - 5 to 10 hours per month
 - More than 10 hours per month
8. What kinds of activities would you be interested in participating in related to overseeing management of the Hagensborg water service? Select all that apply.
- Read periodic updates about the water system through a newsletter or website
 - Attend an annual meeting hosted by Central Coast Regional District
 - Sit on a volunteer advisory committee that meets every few months and makes recommendations to the Central Coast Regional District Board of Directors
 - Be appointed to a commission that that can make some decisions about important issues and meets monthly or more often
 - Run for election in the community to represent other residents on a commission that can make some decisions about important issues and meets monthly or more often
 - None of the above
 - Other (click here then specify)
-
9. What limits your willingness or ability to volunteer your own time to help set the direction and oversee management of the Hagensborg water service? Select all that apply.
- I don't have enough spare time
 - I'm unable to due to health and/or mobility reasons
 - I am not interested enough in this topic
 - I am not sure if I have the required skills or experience
 - I don't believe this would be a good use of my time
 - I think this task should be done by elected officials and staff at Central Coast Regional District
 - Other (click here then specify)
-

10. If a volunteer advisory committee was set up for residents to provide guidance on management of the Hagensborg water service, how interested would you be in participating in this? This would require about five hours of your time every few months.
- Very interested
 - Somewhat interested
 - Might or might not be interested
 - Not very interested
 - Not interested at all

11. Which one of these best describes how you think major decisions about the Hagensborg water service should be made, including decisions about things like costs, water rates, and major upgrades?
- By the elected Central Coast Regional District Board of Directors
 - By the elected Central Coast Regional District Board of Directors with advice from a volunteer community advisory committee
 - By a commission appointed by the CCRD Board of Directors made up residents who live in the Hagensborg water system
 - By a commission made of people who live in Hagensborg and are elected by residents every four years.

12. How would you describe your level of trust in Central Coast Regional District to make the right decisions about the Hagensborg water service?
- Low trust - 1 2 3 4 5 - High trust
-

The next several questions are about the cost of providing water and fire protection service and the value you get from them.

13. Homeowners who draw their tap water from the Hagensborg water service pay pennies for every litre they use or less. How reasonable do you think this cost is?
- Much too expensive
 - A little too expensive
 - Fair price
 - A little too cheap
 - Much too cheap
14. In delivering water services to you and the community, the Regional District pays for them through user fees. Based on this, do you think the Regional District should:
- decrease user fees and invest less in water services
 - user fees for water services are about right
 - increase user fees and invest more in keeping the system safe and reliable

15. Do you agree or disagree with the following statements?

	Disagree	Neither agree or disagree	Agree
The cost of water services has increased in recent years	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I can easily afford my water bill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I am worried about the cost of water services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Fire Protection Service

The next set of questions are about your satisfaction and experience with the Hagensborg fire protection service.

16. Based on your experience or knowledge of services provided by the Hagensborg Volunteer Fire Department, how satisfied are you with the following services that it provides?

	Not satisfied at all	Not very satisfied	Neutral	Somewhat satisfied	Very satisfied	Not aware of service
Fighting fires	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Hazardous materials operations (investigate, contain, neutralize hazardous materials)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Response to gas leaks (carbon monoxide, propane, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire prevention programs (home fire safety education, smoke alarm education, arson prevention education, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

17. Please indicate your level of agreement with the following statements. The Hagensborg Volunteer Fire Department...

	Strongly disagree	Somewhat disagree	Neither agree or disagree	Somewhat agree	Strongly agree
Arrives on scene in a timely manner when they are called	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Helps me when I have an emergency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Has my best interest at heart	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does its best to protect human life	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Does its best to protect properties from damage due to fire	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Protects me and my community in the case of an emergency	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Helps to keep my community healthy and safe

Communications

The next set of questions are about how you would like Central Coast Regional District to communicate with you about its services.

18. From which of these might you have seen, read, or heard about Central Coast Regional District water or fire protection services?

	Yes	No	Was not aware of this source
A news story	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
An advertisement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Something on the Central Coast Regional District website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A Central Coast Regional District in-person event	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
A post or message on the Central Coast Regional District Facebook feed	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Information with my tax bill	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Friends/neighbours/word of mouth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

19. How do you like to get information about Central Coast Regional District services, news, and events?

Select all that apply.

- Google search
- Other Internet searches
- CCRD website
- Coast Mountain News
- Nuxalk Radio 91.1 FM
- Facebook
- Twitter
- Instagram
- Roadside signs
- Regular mail
- With my tax bill
- Other (click here then specify)

20. Out of the various methods just listed, which one do you most prefer to use?

- Google search
- Other Internet searches
- CCRD website
- Coast Mountain News
- Nuxalk Radio 91.1 FM
- Facebook
- Twitter
- Instagram
- Roadside signs
- Regular mail
- With my tax bill
- Other

To finish the survey, we would like to ask you some quick demographic questions.

21. Into which of the following age categories do you fall?

- 18-24 years
- 25-34 years
- 35-44 years
- 45-54 years
- 55-64 years
- 65+ years
- Prefer not to answer

22. Including yourself, how many people live at your address?

- | | | | | | | | | | |
|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 10+ |
| <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

23. How long have you lived in the Hagensborg water and fire protection service area?

- Less than two years
- 3-5 years
- 6-10 years
- 11-20 years
- More than 20 years

24. Would you like to leave your contact information to be entered into the draw for a \$100 Visa gift card? Note that this is optional and your contact information will be kept confidential. The survey can only be completed once per person.

Yes

No

25. Please provide your name.

26. What is your phone number or email address to reach out to you?

27. Please provide any additional comments or suggestions to help Central Coast Regional District improve management of the Hagensborg water and fire protection services.

That completes the survey! We very much appreciate your taking the time to participate.

The Central Coast Regional District would also like us to thank you for being willing to share your opinions. That will help them provide better service to you!

Please click submit on the next screen to send us your answers.

Thank you for your interest, however this survey is intended for those 18 years and older.