

## News Release

FOR IMMEDIATE RELEASE



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### **Cowichan residents express satisfaction with CVRD services**

**Duncan, BC** – Residents of the Cowichan region are highly satisfied with their quality of life, according to a recent Community Satisfaction Survey conducted on behalf of the Cowichan Valley Regional District (CVRD).

Beginning November 20, 2019, a total of 669 residents participated in a statistically valid survey administered by Leger to determine satisfaction with the many services delivered by the CVRD. Almost all residents (94%) rated their overall quality of life as either good (46%) or very good (48%). Satisfaction with parks and trails remained highest of all the services polled, and was identified regionally as the most important service delivered by the CVRD. Residents identified homelessness as the single most important issue facing the region (15%), followed by climate change, cost of living and Cowichan River water levels (6% respectively).

“We always appreciate learning where our organization is doing well and where we need improvement, and this survey provides us with comprehensive feedback from our communities to help us,” said Aaron Stone, Chair of the Cowichan Valley Regional District. “We expanded the survey this year in several ways, one of them being to better understand the reasons for resident dissatisfaction, and I am confident the CVRD Board and staff will make excellent use of this data as we continue to improve.”

Concurrent to the statistically valid survey, some 419 residents opted to complete an open version of the survey online. In addition to the CVRD-specific questions, respondents to both surveys had the option to answer additional questions pertaining to health care services and the new Cowichan District Hospital.

The summary report of the [2019 Community Satisfaction Survey](#) is available on the CVRD website.

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