

# 2025 COMMUNITY SATISFACTION SURVEY

City of Coquitlam

December 8, 2025



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Community Satisfaction Survey |  
December 2025



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# 01 INTRODUCTION

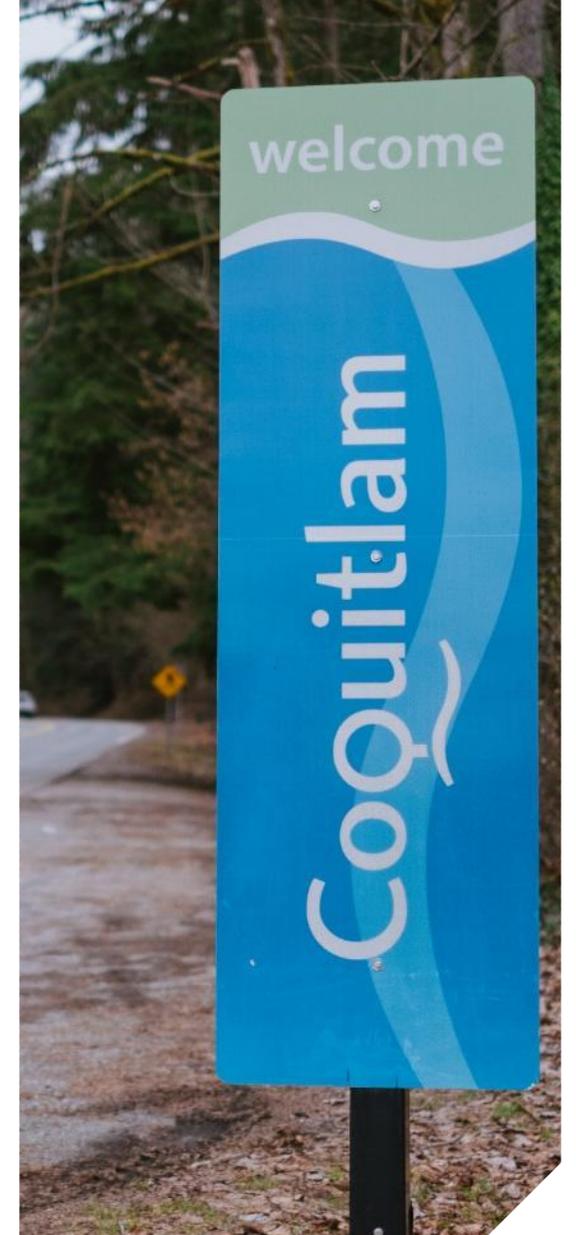
# Background and Objectives

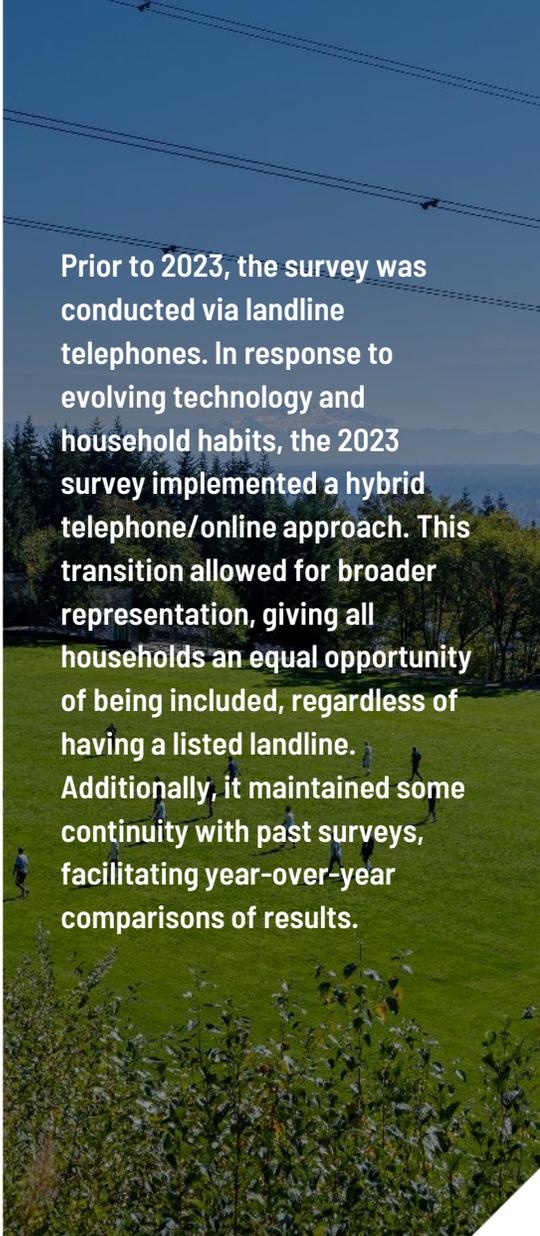
**This report presents the findings of the City of Coquitlam's 2025 Community Satisfaction Survey.** The primary objective of the survey is to obtain residents' feedback on City services and priorities. Ipsos has been conducting this survey on behalf of the City since 2003. It is typically conducted every two years.

Key research topics include:

- Quality of life
- Important community issues
- Transportation
- City services
- Financial planning
- Parks, recreation, and culture
- Communication and public engagement
- Customer service
- Work

Insight gained by this research will help the City evaluate and improve programs and services, and guide future planning and decision-making.





Prior to 2023, the survey was conducted via landline telephones. In response to evolving technology and household habits, the 2023 survey implemented a hybrid telephone/online approach. This transition allowed for broader representation, giving all households an equal opportunity of being included, regardless of having a listed landline. Additionally, it maintained some continuity with past surveys, facilitating year-over-year comparisons of results.

# Methodology

The 2025 survey was conducted using the same methodology as 2023 (hybrid telephone/online approach). All fieldwork was completed between September 15 and October 5, 2025.

## Telephone

Ipsos conducted a total of 250 landline telephone interviews with a randomly selected sample of Coquitlam residents aged 18 years or older. The sample of residents was drawn by postal code.

## Online

Invitations to the online survey were mailed to 5,000 randomly selected Coquitlam households. Measures were in place to ensure representation from all areas of Coquitlam.

Each invitation included a link to the survey and a unique, single-use password that residents could use to answer the survey securely and anonymously online. Additionally, a toll-free number was available for those preferring to complete the survey over the telephone.

A total of 499 surveys were completed online. Another six surveys were completed via calls to the toll-free number.

## Final Survey Sample

The data from the telephone and online surveys were combined to form the final survey sample, resulting in a total sample size of 755.

All respondents were screened to confirm they are 18 years of age or older and residents of Coquitlam.

The final data has been weighted to ensure that the gender/age and neighbourhood distribution reflects that of the actual population in Coquitlam according to 2021 Census data.

Overall results are accurate to within  $\pm 3.6\%$ , 19 times out of 20. The margin of error will be larger for sample subgroups.

# Notes to Reader

## INTREPRETING AND VIEWING THE RESULTS

Some totals in the report may not add to 100%. Some summary statistics (e.g., total satisfied) may not match their component parts. The numbers are correct, and the apparent errors are due to rounding.

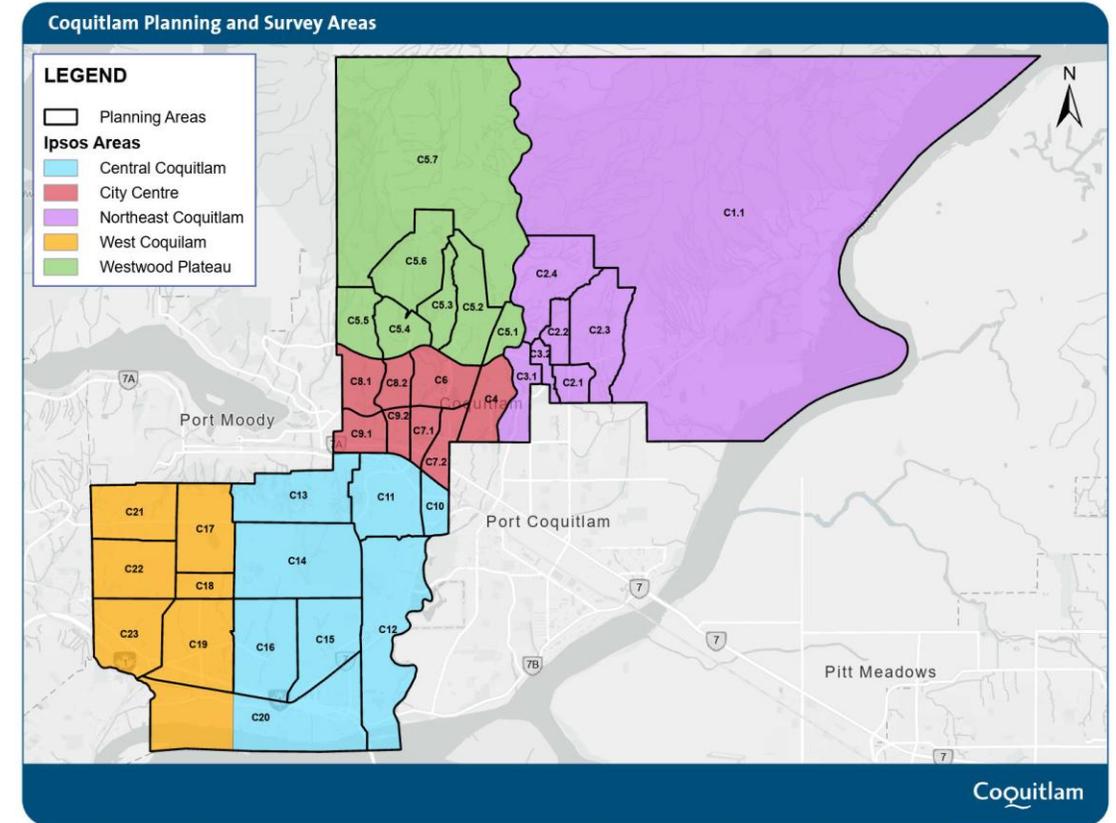
Analysis of some of the statistically significant demographic differences is included where applicable. While a number of significant differences may appear in the cross-tabulation output, not all differences warrant discussion.

A map of the neighbourhoods identified in the survey can be found to the right.

## TRACKING TO PREVIOUS SURVEYS

Where possible, this year's results have been compared to past Community Satisfaction Surveys to track evolving attitudes and priorities, identify new or emerging issues, and monitor perceptions of the City's performance. Arrows (▼▲) are used to denote any statistically significant differences between 2025 and 2023. Comparisons to surveys completed prior to 2023 should be interpreted with caution due to differences in data collection methodology.

For some questions, survey tracking dates as far back as 2003. While this report primarily focuses on trends over the past decade (e.g., 2025 to 2015), the complete year-over-year survey results for questions with data prior to 2015 have been included as an Appendix.



## NORMATIVE COMPARISONS

Where possible, this year's results have been compared to Ipsos' database of municipal norms to provide a benchmark against which the City can evaluate its performance. These norms are based on research Ipsos has conducted in other Canadian municipalities within the past five years.

# 02 EXECUTIVE SUMMARY

# Executive Summary (1/4)



## QUALITY OF LIFE

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- The overall quality of life in Coquitlam continues to be perceived positively (95% total good).
- Nearly four-in-ten (39%) residents say the quality of life in Coquitlam has 'stayed the same' over the past five years. A nearly equal proportion (37%) say it has 'worsened', while 19% say it has 'improved'. Perceptions of a worsening quality of life are up 8 percentage points from 2023.
  - "Improved recreational facilities/parks" is the main reason for saying the quality of life has improved (20%).
  - Reasons for saying the quality of life has worsened include "growth/development" (24%), "traffic/traffic congestion" (16%), "economy/rising cost of living" (15%), and "crime/community safety/policing" (13%).
- Residents highlight a variety of actions the City can take to improve the quality of life in Coquitlam. The top two unprompted recommendations, both involving transportation, are "improve traffic congestion/flow" (13%) and "improve transportation infrastructure/roads" (13%). Both suggestions have increased 7 percentage points since 2023, underscoring their importance to residents.



## IMPORTANT COMMUNITY ISSUES

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- The public issue agenda is evolving. Transportation-related mentions have increased 8 percentage points this year, reclaiming the top spot at 28% NET mentions on a top-of-mind (unprompted) basis.
  - "Traffic congestion" is the most frequently mentioned transportation issue (15%).
- Social issues, previously the most important community issue since 2021, follows closely at 27% NET mentions.
  - Social issues is primarily comprised of mentions related to "housing/lack of affordable housing" (14%) and "poverty/homelessness" (9%).
- Public safety ranks third, receiving 15% of NET mentions.



## TRANSPORTATION

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- "Traffic/traffic congestion" is identified as the biggest transportation issue facing Coquitlam today, mentioned by one-third (33%) of residents on an unprompted basis. Concerns regarding traffic congestion are up 13 percentage points from 2023, highlighting its growing significance to residents.
- The "quality/level of public transportation" sits in second, garnering 18% of mentions.

# Executive Summary (2/4)



## CITY SERVICES

- Overall satisfaction with services is strong, with more than nine-in-ten (91%) residents saying they are satisfied with the overall level and quality of services provided by the City, on par with 2023.
- Satisfaction (combined 'very/somewhat satisfied' responses) extends to the delivery of specific services, with a majority of residents saying they are satisfied with all the evaluated services. Satisfaction has not significantly changed since 2023.
  - Services receiving the overall highest satisfaction ratings (90% or more) are public works, including drinking water quality and sewers (95%), parks, trails, and other green space (92%), and fire services (91%).
  - Strong satisfaction scores (80% or more) are also seen for recycling and garbage services (86%), police services (83%), sports fields (82%), and recreational and cultural opportunities (82%).
  - The two services scoring relatively lower are road maintenance (75%) and neighbourhood planning (62%).
- All the evaluated services are important (combined 'very/somewhat important' responses) to residents.
  - Importance ratings range from a high of 98% for public works, including drinking water quality and sewers to a low of 77% for sports fields.



## FINANCIAL PLANNING

- Perceptions of value for taxes have declined. This year, 74% of residents say they receive good value for their municipal tax dollars, down 6 percentage points from 2023.
- More residents say the City should cut services (47%) than increase taxes (39%), marking a change in direction from past surveys. The tolerance for tax increases has been on downward trend since 2021, when inflation and cost of living pressures spiked.



## PARKS, RECREATION, AND CULTURE

- When it comes to investing in parks, recreation, and culture over the next five years, residents prioritize community centres, including senior and youth facilities (92% total important) and hiking, walking, and biking trails (90%) most of all.
- Other important priorities (80% or more) include neighbourhood parks, including playgrounds and community gardens (87%), swimming pools (80%), and public festivals and community events (80%).
- In comparison, relatively less emphasis is placed on the following four items, although these are still important to a majority of residents: sports fields and outdoor courts (76%), performing arts and theatre (66%), arena facilities for ice sports, curling, and lacrosse (60%), and indoor racquet and court facilities (55%).

# Executive Summary (3/4)



## COMMUNICATION AND PUBLIC ENGAGEMENT

- Residents continue to be interested in receiving a variety of information from the City. On an unprompted basis, the most frequently requested types of information are related to “community infrastructure (improvements, updates)” (15%) and “City spending/budgets” (15%).
- “Email” is the preferred way of receiving information from the City (48%).
- Residents prefer to contact the City via “email” (61%) or “telephone” (59%).
- Just under one-third (32%) say they participated in a public engagement with the City in the last two years, on par with 2023. Among these residents:
  - Nearly half (46%) did so via the mail. The City’s online engagement portal sits in second at 36%, up 15 percentage points from 2023 when it ranked sixth overall.
  - The main ways of learning about the opportunity to provide input are “online/City website” (22%), “email” (15%), and “social media (Facebook, X, Instagram)” (10%). Half (50%) are unable to recall the source of information.
- Surveys continue to be residents’ preferred method of consultation, with 78% saying they are interested (combined ‘very/somewhat interested’ responses) in participating via surveys like this and 75% saying they are interested in participating via feedback forms or online surveys on the City’s website.
  - Public open houses or information sessions are also of interest to most residents. This includes both online (67%) and in-person (57%) sessions.



## CUSTOMER SERVICE

- More than four-in-ten (43%) residents say they have personally contacted or dealt with the City or one of its employees in the last 12 months, on par with 2023. Among these residents:
  - The three most frequently mentioned reasons for contacting the City are “pay my taxes/utilities” (9%), “license/permit” (9%), and “garbage/recycling collection” (9%).
  - “Telephone” (40%) and “email” (34%) are the main ways of contacting the City. “Email” contacts are up 11 percentage points from 2023.
- Satisfaction with the City’s customer service slipped in 2023 and has not yet returned to previous levels. Among those who contacted the City in the last 12 months, 78% say they are satisfied (combined ‘very/somewhat satisfied’ responses) with the overall service received. Looking at specific service elements shows that:
  - Residents are most satisfied with the courteousness of the staff (87%).
  - More than three-quarters say they are satisfied with staff’s knowledge (79%), the ease of reaching staff (78%), staff’s helpfulness (77%), the ability of staff to understand your needs (77%), and the speed and timeliness of service (76%).
  - Fewer (69%) say they are satisfied with staff’s ability to resolve your issue.

# Executive Summary (4/4)



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- In total, 62% of residents say they are employed either 'full-time' (53%) or 'part-time' (9%). This includes those who are self-employed.
  - Among those working or attending school, 22% say their employment/school is 'based in Coquitlam'. This figure has been trending down over the past two surveys. While this year's results are only slightly lower than 2023, it represents a 9 percentage-point decrease from 2021.

# Key Takeaways

1. Perceptions of the overall quality of life in Coquitlam are positive. However, there is an increasing sentiment that it has worsened over the past five years, primarily due to concerns about growth and development, traffic congestion, the rising cost of living, and crime/community safety.
2. There is a renewed focus on transportation, especially traffic congestion, this year. Transportation has regained the top spot on the public issue agenda, and traffic congestion is increasingly seen as the biggest transportation issue facing Coquitlam. Additionally, the top two suggestions for improving the quality of life in Coquitlam are both transportation-related, with mentions increasing since the last survey.
3. Social issues, specifically housing and poverty/homelessness, remain an important community issue.
4. Overall satisfaction with services is strong. Satisfaction with specific services has not significantly changed.
  - Satisfaction is highest for public works, parks/trails/green space, and fire services.
  - Road maintenance and neighbourhood planning receive the lowest satisfaction scores.
5. Perceptions of value for taxes have declined. Residents now prefer service cuts over tax increases – a notable shift from previous surveys.
6. Community centres and trails are residents' most important investment priorities for parks, recreation, and culture over the next five years.
7. Satisfaction with the City's customer service has not yet recovered from the declines noted in the last survey.



# 03 DETAILED RESULTS

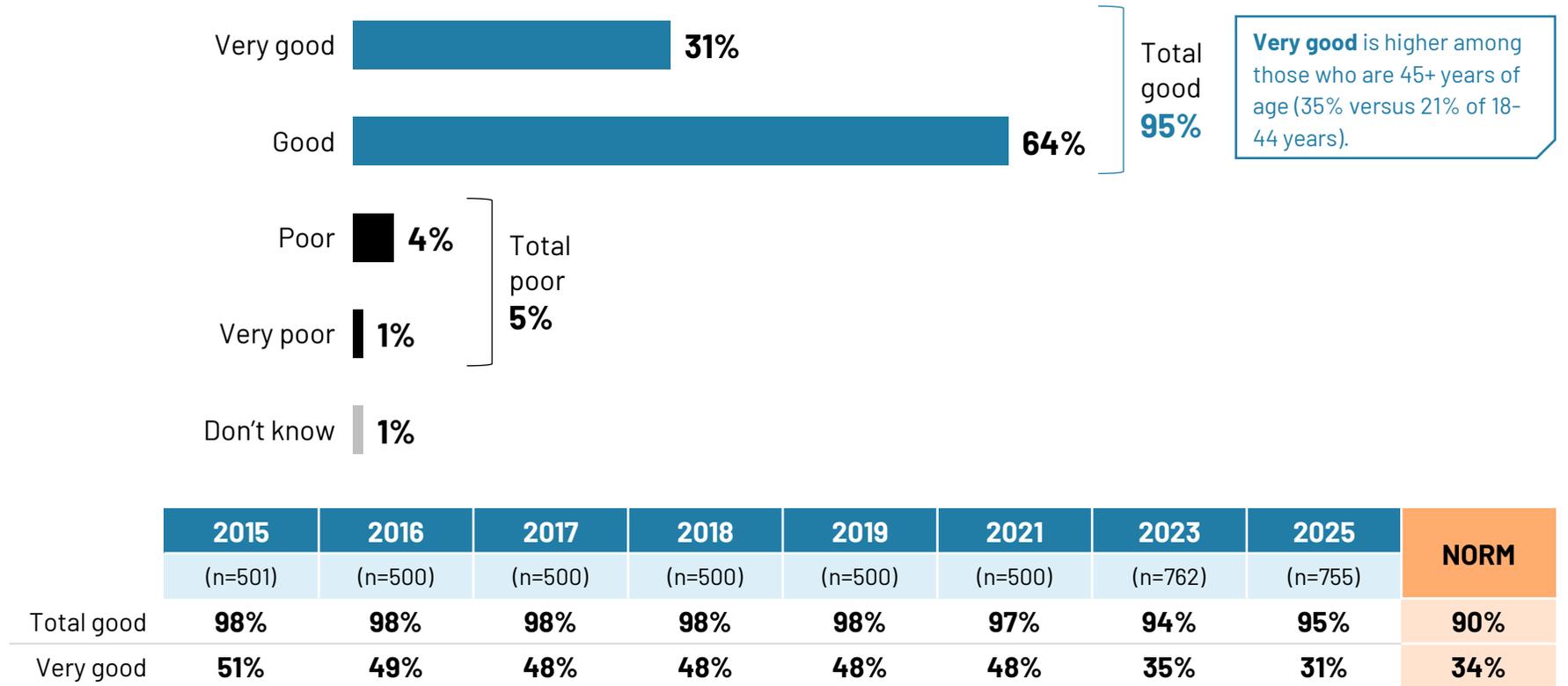


# QUALITY OF LIFE

# 3.1

# Overall Quality of Life in Coquitlam Today

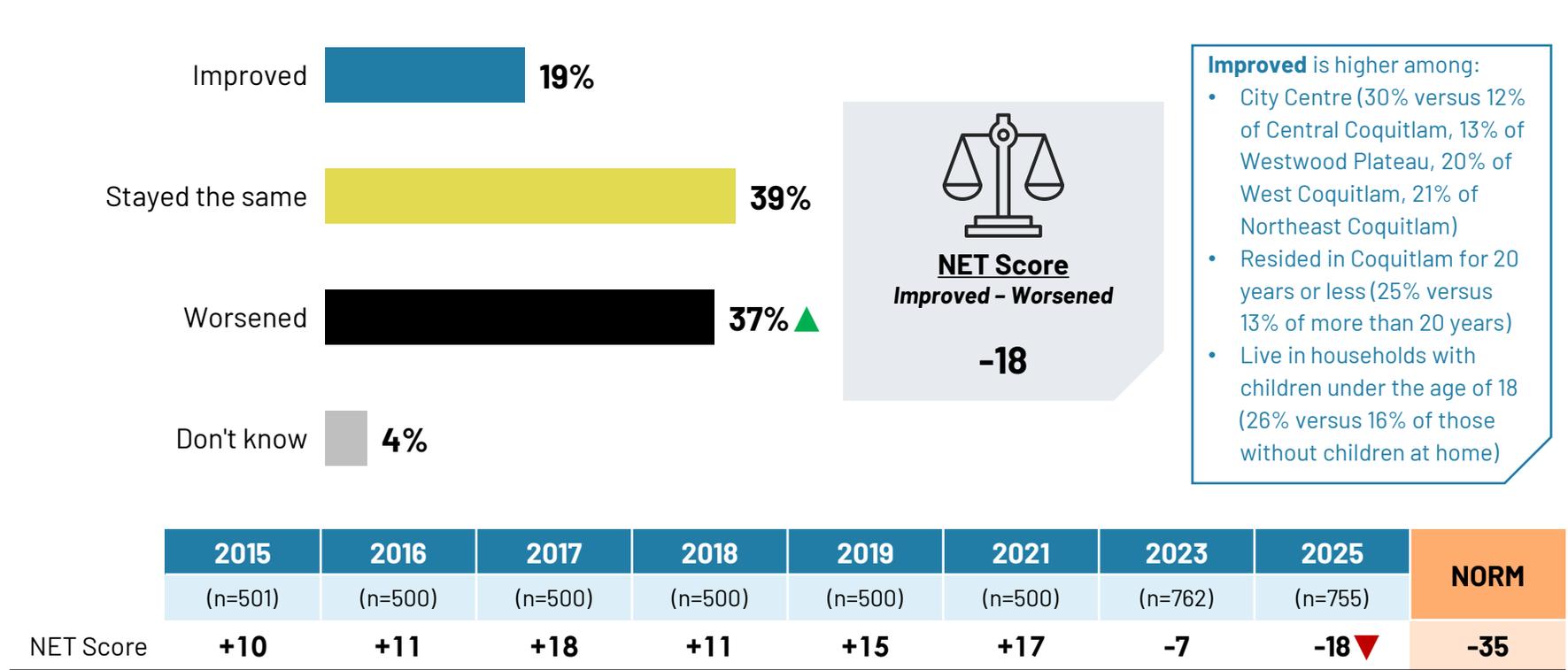
- The overall quality of life in Coquitlam continues to be perceived positively, with 95% of residents rating it as 'very good' (31%) or 'good' (64%).
- While this year's results are statistically consistent with 2023, the percentage rating the quality of life as 'very good' has been trending down the past two surveys.
- Overall perceptions of quality of life (combined 'very good/good' responses) in Coquitlam are higher than the municipal norm (95% Coquitlam versus 90% norm).



Base: All respondents (n=755)  
Q2. How would you rate the overall quality of life in the City of Coquitlam today?

# Change in Quality of Life in Past Five Years

- Nearly four-in-ten (39%) residents say the quality of life in Coquitlam has 'stayed the same' over the past five years. A nearly equal proportion (37%) say it has 'worsened', while 19% say it has 'improved'. Perceptions of a worsening quality of life are up 8 percentage points from 2023.
- Overall, this yields a net momentum score of -18 points, down from -7 in 2023 but still higher than the municipal norm of -35.



Base: All respondents (n=755)  
 Q3. Do you feel that the quality of life in the City of Coquitlam in the past five years has improved, stayed the same, or worsened?

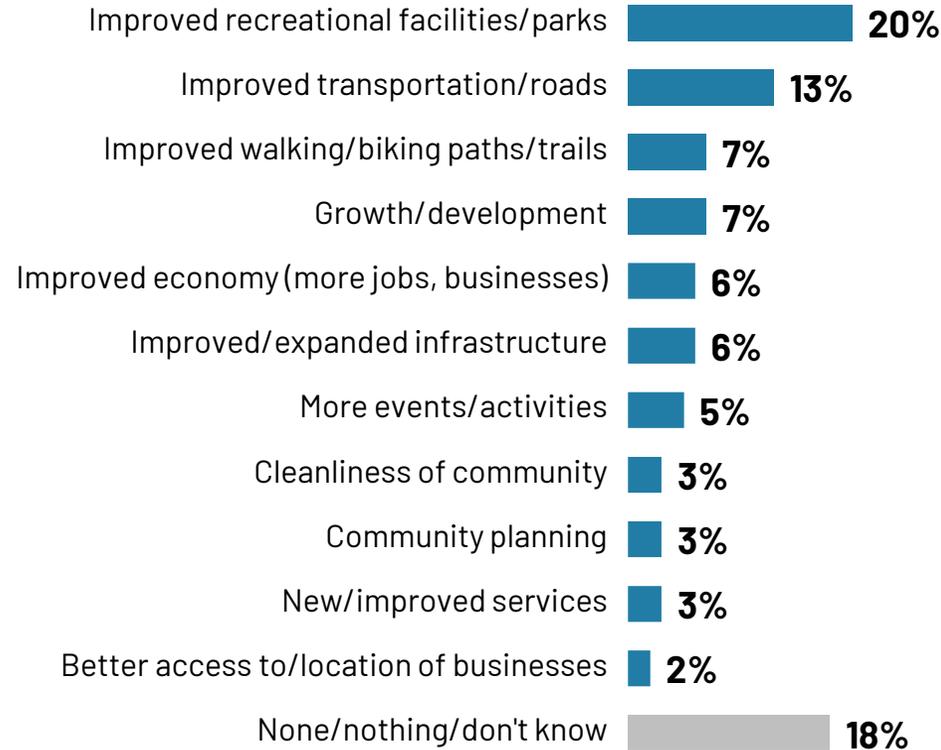
▲▼ Significantly higher/lower than 2023.



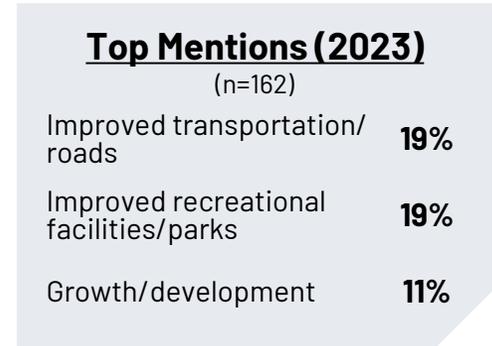
# Reasons Quality of Life has Improved

(among those saying the quality of life has improved)(coded open-ends)

- For those reporting an improvement in quality of life, “improved recreational facilities/parks” is the top contributor, garnering 20% of mentions on an unprompted basis.
- Another 13% credit “improved transportation/roads”.
- These were also the top two mentions in 2023.
- Notably, nearly two-in-ten (18%) are unable to articulate a specific reason (“none/nothing/don’t know”), indicating a more generalized perception of improvement.



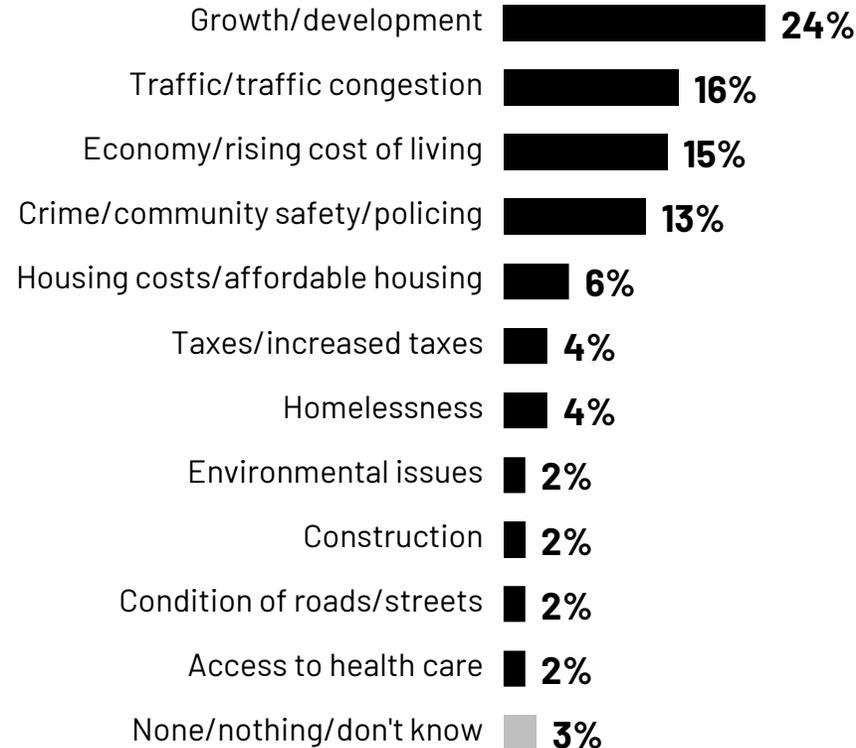
Mentions <2% not shown.  
 Base: Those saying the quality of life has improved (n=140)  
 Q4. Why do you think the quality of life has improved?



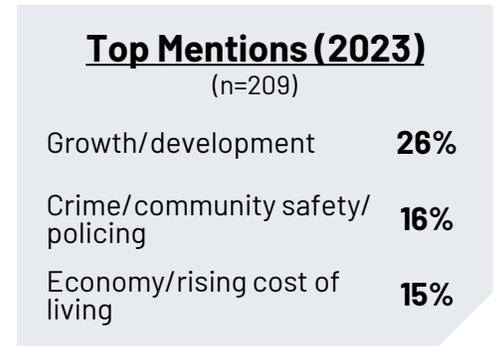
# Reasons Quality of Life has Worsened

(among those saying the quality of life has worsened)(coded open-ends)

- Those reporting a worsening quality of life most frequently attribute this to “growth/development” (24% coded open-ends).
- Other contributing factors include “traffic/traffic congestion” (16%), “economy/rising cost of living” (15%), and “crime/community safety/policing” (13%).
- Traffic-related concerns are up directionally this year (increase of 6 percentage points). While this increase is not statistically significant, it makes traffic the second most mentioned reason for quality-of-life decline.



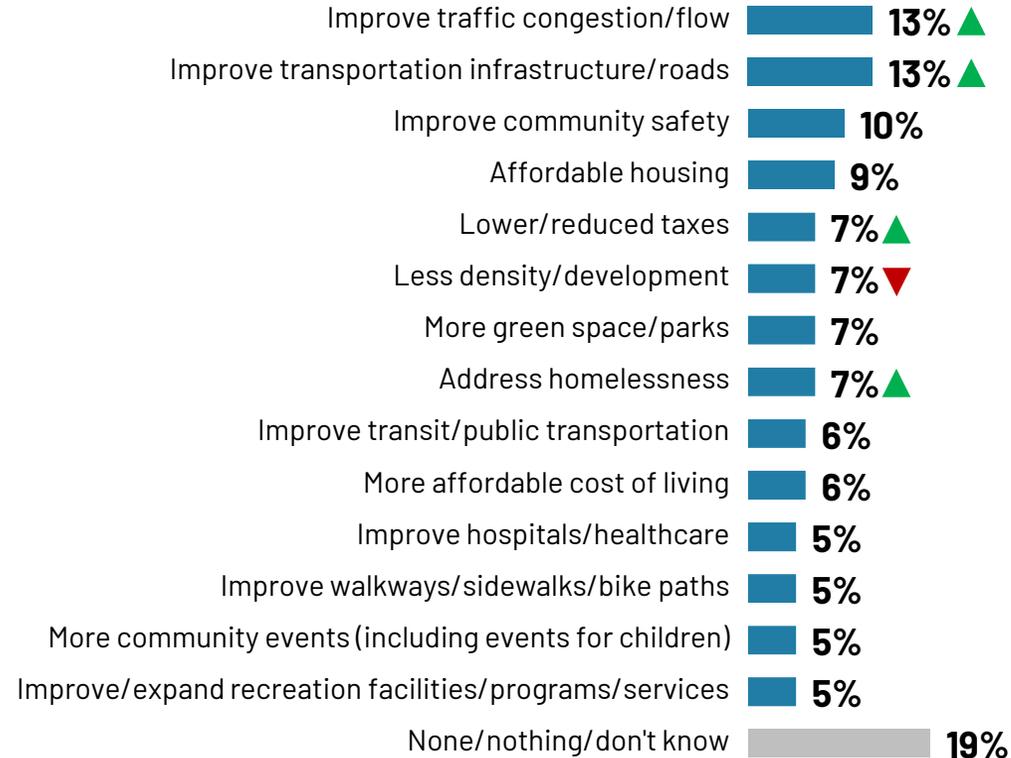
Mentions <2% not shown.  
 Base: Those saying the quality of life has worsened (n=261)  
 Q5. Why do you think the quality of life has worsened?



# Suggestions for Improving Quality of Life

(coded open-ends, multiple responses allowed)

- Residents highlight a variety of actions the City can take to improve the quality of life in Coquitlam.
- The top two unprompted recommendations, both involving transportation, are “improve traffic congestion/flow” (13%) and “improve transportation infrastructure/roads” (13%). Both suggestions have increased 7 percentage points since 2023, underscoring their importance to residents.
- “Improve community safety” sits in third, garnering 10% of mentions.
- Nearly two-in-ten (19%) decline to offer any specific suggestions for improving the quality of life.



Those residing in City Centre and Westwood Plateau are more likely to mention **improve traffic congestion/flow** (22% and 20%, respectively, versus 6% of Northeast Coquitlam, 6% of West Coquitlam, 11% of Central Coquitlam).

## Top Mentions (2023)

(n=762)

Less density/development	12%
Improve community safety	9%
More green space/parks	8%
Affordable housing	8%

Mentions <5% not shown.  
Base: All respondents (n=755)

Q6. Thinking about all of the different things that contribute to the quality of life in Coquitlam, what specific actions do you think the City could take to improve the quality of life?

# IMPORTANT COMMUNITY ISSUES

# 3.2

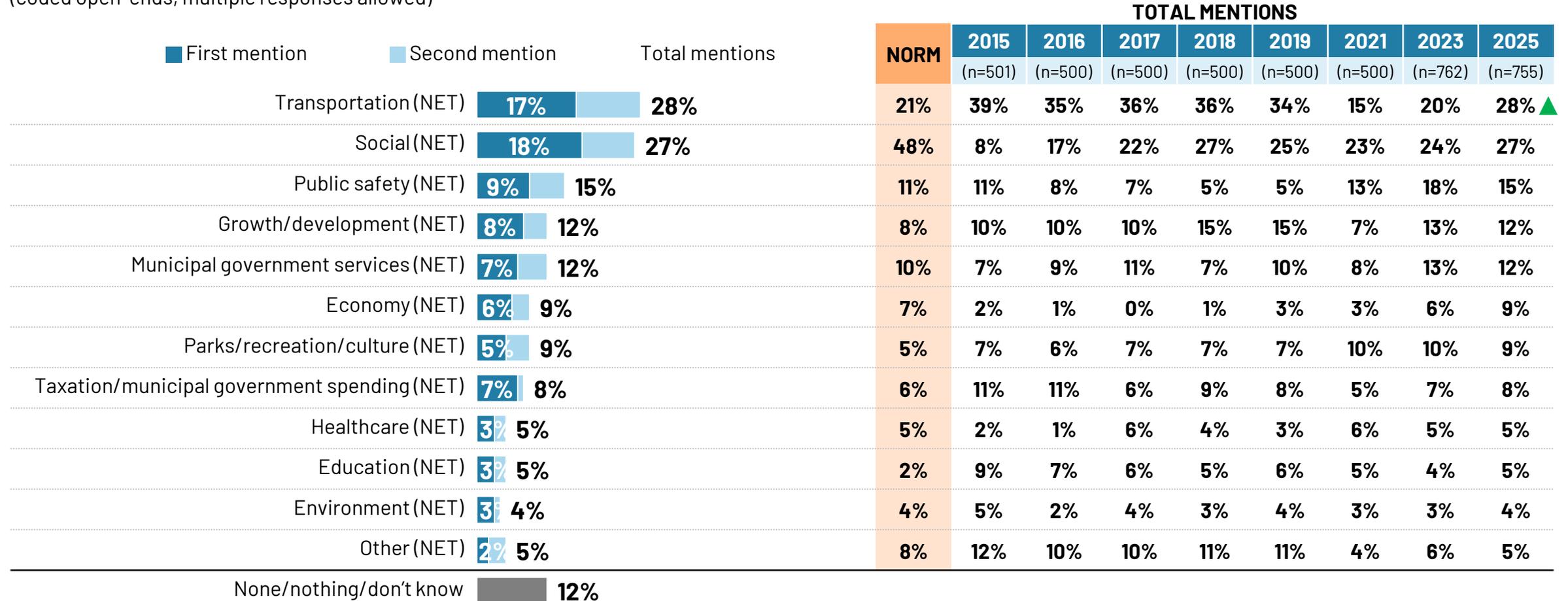
# Important Community Issues

(coded open-ends, multiple responses allowed)

- The public issue agenda is evolving. **Transportation**-related mentions have increased 8 percentage points this year, reclaiming the top spot at 28% NET mentions on a top-of-mind (unprompted) basis.
  - “Traffic congestion” is the most frequently mentioned transportation issue (15%).
  - Other transportation-related mentions include “transportation (general)” (4%), “condition of streets/roads” (3%), “public transit” (2%), “road safety” (2%), “parking” (2%), “active transportation infrastructure (walking, biking)” (1%), “road construction” (<1%), and “other transportation mentions” (<1%).
- **Social issues**, previously the most important community issue since 2021, follows closely at 27% NET mentions.
  - Social issues is comprised of mentions related to “housing/lack of affordable housing” (14%), “poverty/homelessness” (9%), “substance use/drugs” (2%), “seniors’ issues” (1%), “childcare” (<1%), and “other social mentions” (1%).
  - Mentions of social issues are notably *lower* among those residing in Northeast Coquitlam (13% versus 31% of West Coquitlam, 30% of Westwood Plateau, 28% of Central Coquitlam, 24% of City Centre).
  - In contrast, those who have lived in Coquitlam for more than 20 years are more likely to identify social issues as an important community issue (31% versus 22% of 20 years or less).
- **Public safety** ranks third, receiving 15% of NET mentions.
  - Public safety includes mentions of “community safety” (9%), “crime (general)” (4%), and “policing/law enforcement” (2%).
- In comparison to the municipal norm, Coquitlam residents are more likely to identify transportation as an important local issue (28% Coquitlam versus 21% norm). Conversely, mentions of social issues are lower in Coquitlam (27% Coquitlam versus 48% norm, where social issues are the top concern).

# Important Community Issues

(coded open-ends, multiple responses allowed)



Note: COVID-19 dropped in 2025. Public safety labelled as crime prior to 2021.  
 A "NET" is a combination of two or more mentions that cover a specific theme.  
 Base: All respondents (n=755)

Q1. In your view, as a resident of the City of Coquitlam, what are the most important issues facing your community, that is the issues you feel should receive the greatest attention from your local leaders?

▲ Significantly higher/  
▼ lower than 2023.



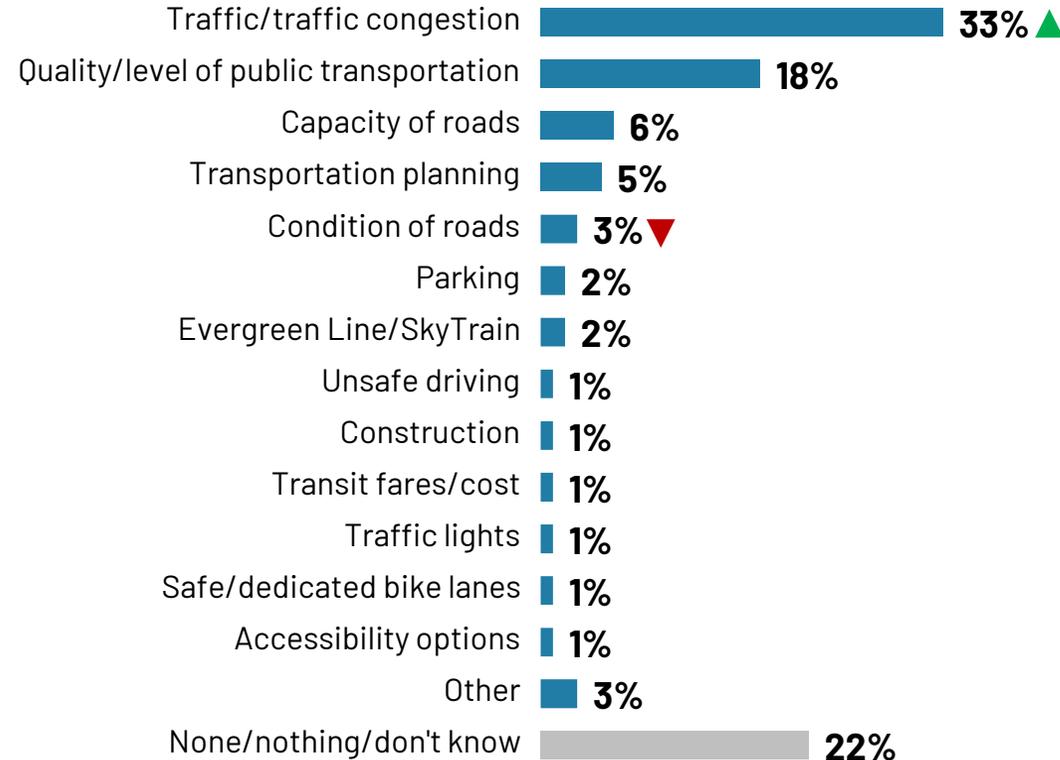
# TRANSPORTATION

# 3.3

# Biggest Transportation Issue

(coded open-ends)

- “Traffic/traffic congestion” is identified as the biggest transportation issue facing Coquitlam today, mentioned by one-third (33%) of residents on an unprompted basis. Concerns regarding traffic congestion are up 13 percentage points from 2023, highlighting its growing significance to residents.
- The “quality/level of public transportation” sits in second, garnering 18% of mentions.
- More than two-in-ten (22%) are unable to identify any important transportation issues on a top-of-mind basis.



**Traffic/traffic congestion** is higher among:

- Westwood Plateau and City Centre (both 42% versus 24% of West Coquitlam, 31% of Northeast Coquitlam, 34% of Central Coquitlam)
- Resided in Coquitlam for more than 20 years (39% versus 29% of 20 years or less)

**Quality/level of public transportation** is higher among:

- Age 18-44 (29% versus 11% of 55+ years, 16% of 45-54 years)
- Resided in Coquitlam for 20 years or less (24% versus 12% of more than 20 years)

**Top Mentions (2023)**  
(n=762)

Traffic/traffic congestion	20%
Quality/level of public transportation	18%
Capacity of roads	9%

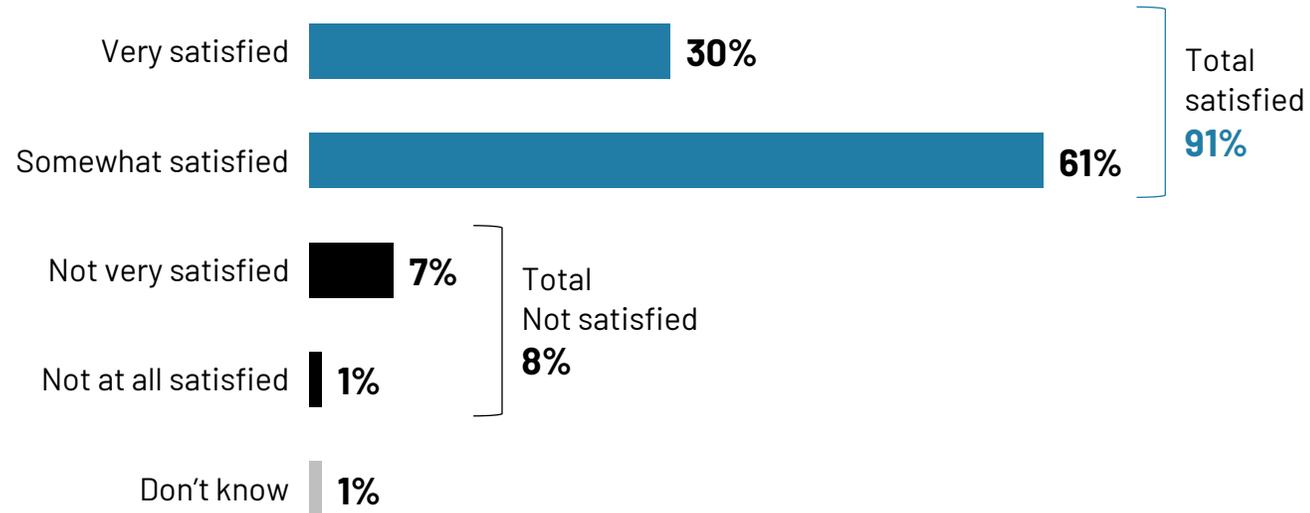
Base: All respondents (n=755)  
Q19. In your opinion, what is the biggest transportation issue facing the City of Coquitlam today?

# CITY SERVICES

# 3.4

# Overall Satisfaction with City Services

- Overall satisfaction with services is strong, with more than nine-in-ten (91%) residents saying they are satisfied with the overall level and quality of services provided by the City (30% 'very satisfied', 61% 'somewhat satisfied').
- While overall satisfaction (combined 'very/somewhat satisfied' responses) is on par with 2023, the percentage saying 'very satisfied' has dropped 8 percentage points.
- Overall satisfaction with City services in Coquitlam is higher than the municipal norm (91% Coquitlam versus 85% norm).



**Total satisfied** is higher in City Centre and Westwood Plateau (97% and 96%, respectively, versus 86% of West Coquitlam, 87% of Northeast Coquitlam, 92% of Central Coquitlam).

	2015 (n=501)	2016 (n=500)	2017 (n=500)	2018 (n=500)	2019 (n=500)	2021 (n=500)	2023 (n=762)	2025 (n=755)	NORM
Total satisfied	96%	97%	95%	94%	96%	96%	93%	91%	85%
Very satisfied	39%	37%	39%	39%	46%	48%	38%	30% ▼	26%

Base: All respondents (n=755)  
 Q8. Now, please rate how satisfied you are with the City of Coquitlam's services. The first one is the overall level and quality of services provided by the City of Coquitlam.

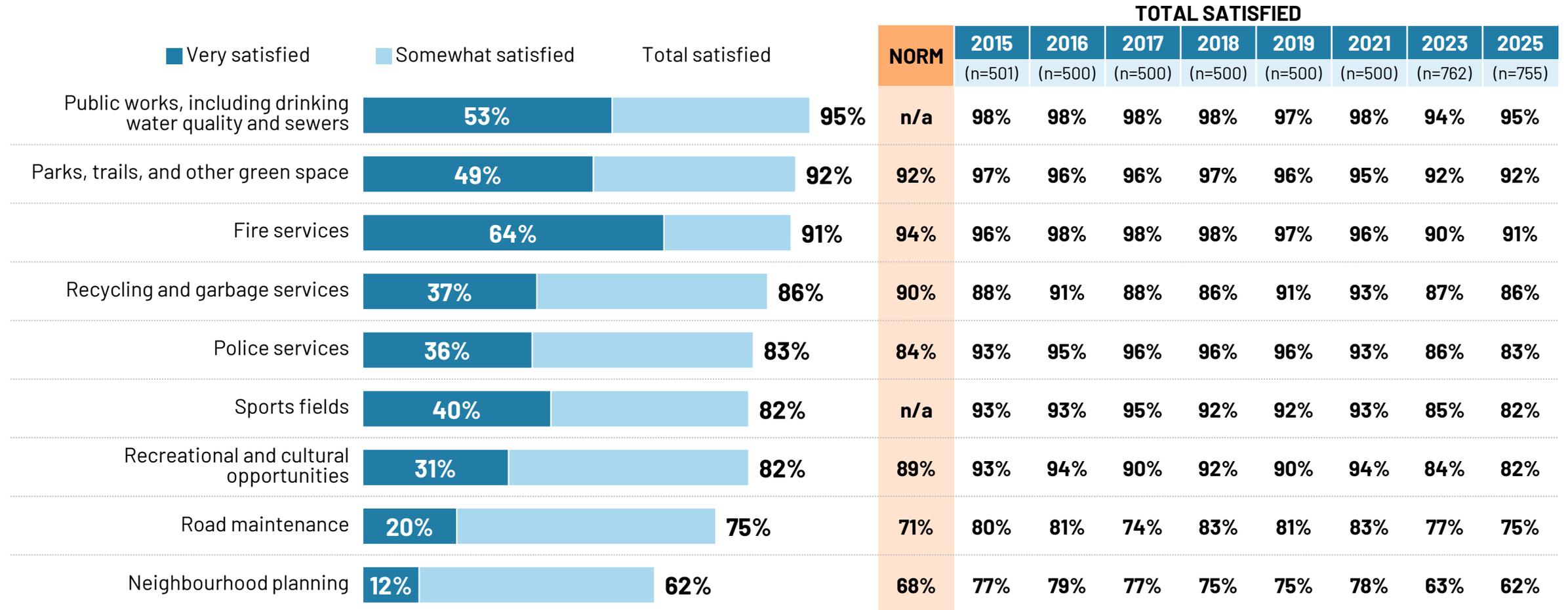
▲ Significantly higher/  
 ▼ lower than 2023.



# Satisfaction with Specific Services

- Satisfaction (combined 'very/somewhat satisfied' responses) extends to the delivery of specific services, with a majority of residents saying they are satisfied with all the evaluated services.
- Services receiving the overall highest satisfaction ratings (90% or more) are:
  - **Public works, including drinking water quality and sewers** (95%)
  - **Parks, trails, and other green space** (92%)
  - **Fire services** (91%)
- Strong satisfaction scores (80% or more) are also seen for:
  - **Recycling and garbage services** (86%)
  - **Police services** (83%)
  - **Sports fields** (82%)
  - **Recreational and cultural opportunities** (82%)
- The two services scoring relatively lower are **road maintenance** (75%) and **neighbourhood planning** (62%).
- Satisfaction with specific services has not significantly changed since 2023.
- Satisfaction is also generally on par with the municipal norm, with two exceptions. Specifically, Coquitlam residents are less likely to say they are satisfied with both **recreational and cultural opportunities** (82% Coquitlam versus 89% norm) and **neighbourhood planning** (62% Coquitlam versus 68% norm).
- Demographic highlights include:
  - Satisfaction with **parks, trails, and other green space** is highest in City Centre (98%) and lowest in West Coquitlam (87%).
  - Satisfaction with **sports fields** is higher among those living in households with children under the age of 18 (88% versus 80% of those without children at home).
  - Satisfaction with **recreational and cultural opportunities** is highest in Westwood Plateau (89%) and lowest in City Centre (77%). Satisfaction is also higher among older residents (86% of 55+ years versus 76% of 18-44 years, 82% of 45-54 years).
  - Satisfaction with **neighbourhood planning** is highest in City Centre (76%) and lowest in West Coquitlam (52%).

# Satisfaction with Specific Services



Base: All respondents (n=755)

Q8. Now, please rate how satisfied you are with the City of Coquitlam's services. (Scale: very satisfied, somewhat satisfied, not very satisfied, not at all satisfied)

# Importance of Specific Services

- All the evaluated services are important (combined 'very/somewhat important' responses) to residents. Moreover, many of these services receive high 'very important' scores.
- The overall most important (90% or more) services are:
  - **Public works, including drinking water quality and sewers** (98%, including 85% 'very important')
  - **Fire services** (97%, including 84% 'very important')
  - **Police services** (96%, including 75% 'very important')
  - **Recycling and garbage services** (95%, including 68% 'very important')
  - **Road maintenance** (95%, including 64% 'very important')
  - **Parks, trails, and other green space** (94%, including 69% 'very important')
  - **Neighbourhood planning** (92%, including 61% 'very important')
- Many (89%) also say **recreational and cultural opportunities** are important, although less than half (46%) say these are 'very important'.
- The overall lowest scoring service is **sports fields**, with 77% of residents saying this service is important (33% 'very important').
- Compared to 2023, the importance of **parks, trails, and other green space** has dipped slightly (down a small but significant 3 percentage points).
- The importance of specific services in Coquitlam is on par with the municipal norm in all instances.
- Demographic highlights include:
  - The importance of **neighbourhood planning** is highest in Northeast Coquitlam (97%) and West Coquitlam (95%) and lowest in Central Coquitlam (86%).
  - The importance of **recreational and cultural opportunities** is higher among women than men (94% versus 83%).
  - The importance of **sports fields** is higher among those who have lived in Coquitlam for 20 years or less (81% versus 72% of more than 20 years) and those living in households with children under the age of 18 (86% versus 73% of those without children at home).

# Importance of Specific Services

	Very important	Somewhat important	Total important	NORM	TOTAL IMPORTANT							
					2015 (n=501)	2016 (n=500)	2017 (n=500)	2018 (n=500)	2019 (n=500)	2021 (n=500)	2023 (n=762)	2025 (n=755)
Public works, including drinking water quality and sewers	85%		98%	n/a	99%	98%	99%	99%	99%	99%	98%	98%
Fire services	84%		97%	99%	98%	98%	99%	98%	99%	98%	96%	97%
Police services	75%		96%	98%	99%	99%	99%	97%	97%	96%	96%	96%
Recycling and garbage services	68%		95%	98%	96%	98%	97%	93%	98%	98%	94%	95%
Road maintenance	64%		95%	98%	98%	98%	99%	98%	98%	96%	97%	95%
Parks, trails, and other green space	69%		94%	96%	96%	97%	97%	96%	96%	98%	97%	94%▼
Neighbourhood planning	61%		92%	93%	92%	93%	94%	93%	94%	93%	93%	92%
Recreational and cultural opportunities	46%		89%	90%	91%	92%	94%	90%	94%	94%	89%	89%
Sports fields	33%		77%	n/a	86%	84%	81%	80%	88%	83%	78%	77%

Base: All respondents (n=755)  
 Q7. Below is a list of City of Coquitlam services provided to you. Please rate how important each one is to you. (Scale: very important, somewhat important, not very important, not at all important)

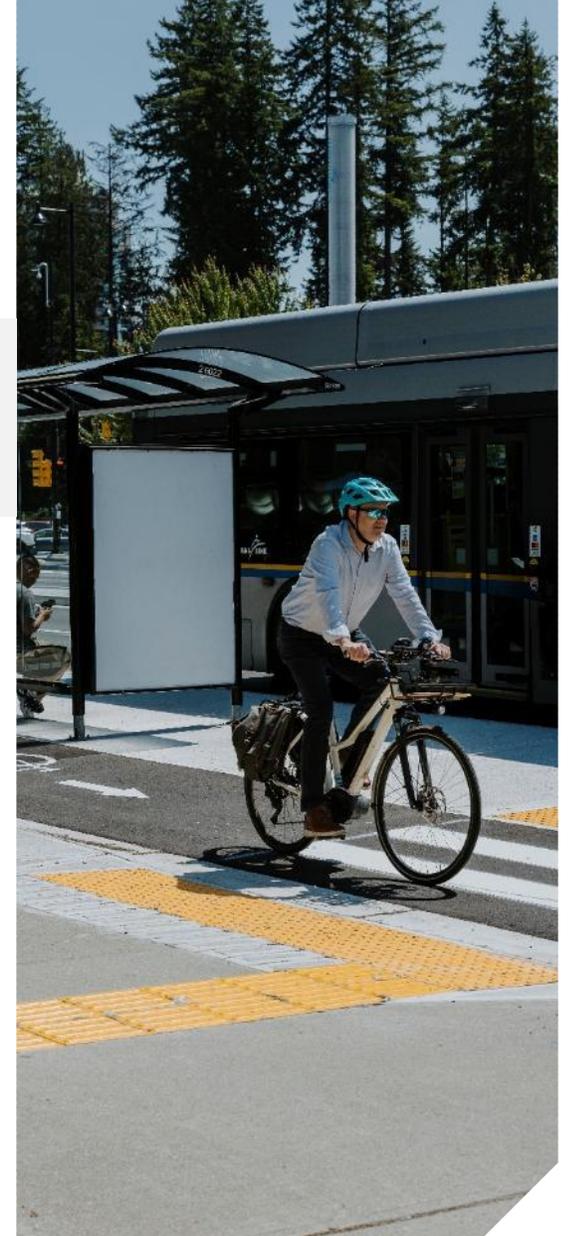
▲ Significantly higher/  
 ▼ lower than 2023.



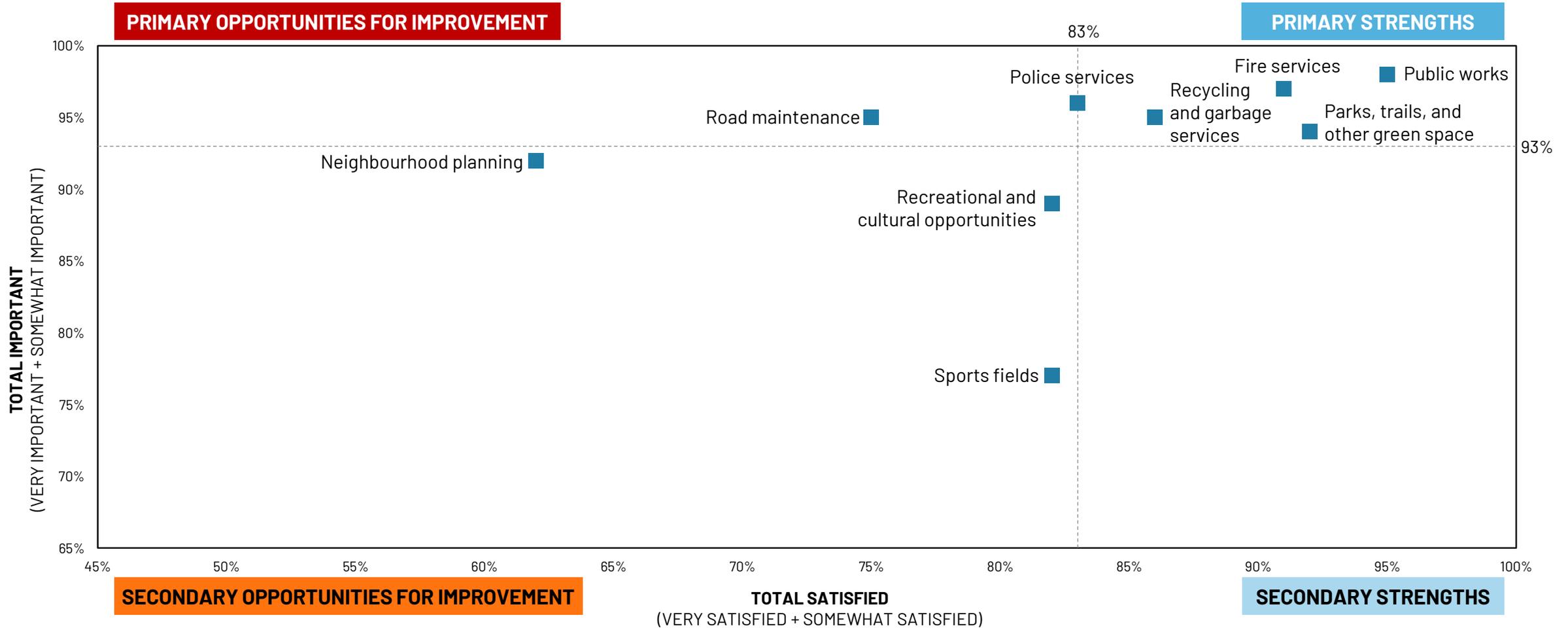
# Action Grid

An Importance versus Satisfaction **Action Grid** was plotted to better understand the City's perceived strengths and opportunities for improvement. This analysis simultaneously displays the perceived value (e.g., importance) of the City's services and how well the City is seen to be performing (e.g., satisfaction) in each area. Action Grids are a relative type of analysis, meaning that services are scored relative to one another. As such, there will always be areas of strength and opportunity.

- **Primary Strengths** represent services where both importance and satisfaction are relatively high. Four services fall into this category this year:
  - **Public works, including drinking water quality and sewers**
  - **Parks, trails, and other green space**
  - **Fire services**
  - **Recycling and garbage services**
- **Secondary Strengths** represent services that have relatively high satisfaction scores but lower importance ratings. No secondary strengths are identified in this year's survey.
- **Primary Opportunities** represent key areas for improvement. These areas are regarded as relatively high in importance but lower in satisfaction. This year only one service falls into this category, and that is **road maintenance**.
- **Secondary Opportunities** are services that are rated relatively lower in both importance and satisfaction. These include:
  - **Recreational and cultural opportunities**
  - **Sports fields**
  - **Neighbourhood planning**
- Additionally, **police services** sits on the border of being a primary strength/opportunity for improvement.



# Action Grid



Base: All respondents (n=755)  
 Q7. Below is a list of City of Coquitlam services provided to you. Please rate how important each one is to you.  
 Q8. Now, please rate how satisfied you are with the City of Coquitlam's services.

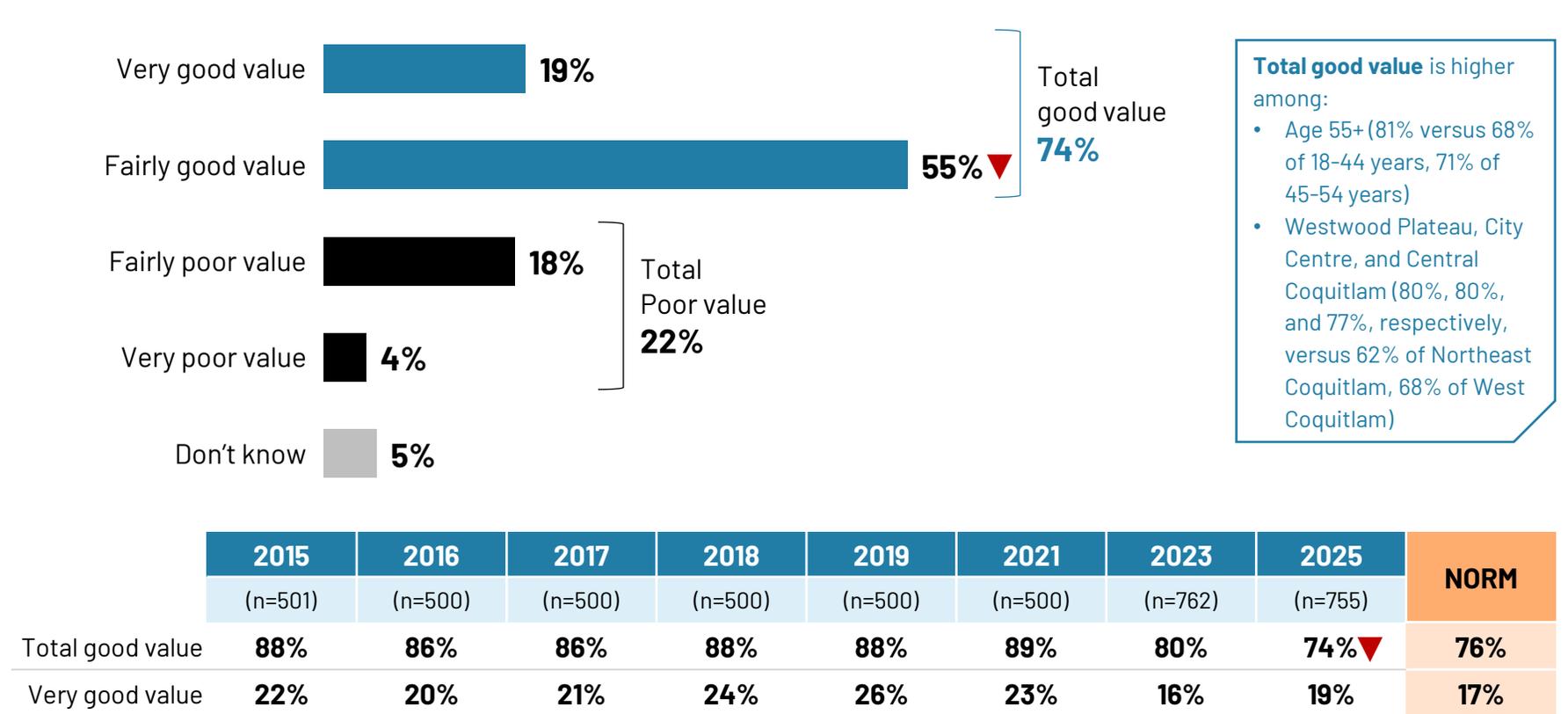


# FINANCIAL PLANNING

3.5

# Value for Taxes

- Perceptions of value for taxes have declined. This year, 74% of residents say they receive good value for their municipal tax dollars (19% 'very good value', 55% 'fairly good value'), down 6 percentage points from 2023.
- Despite this drop, perceptions of value for taxes in Coquitlam are still on par with the municipal norm.



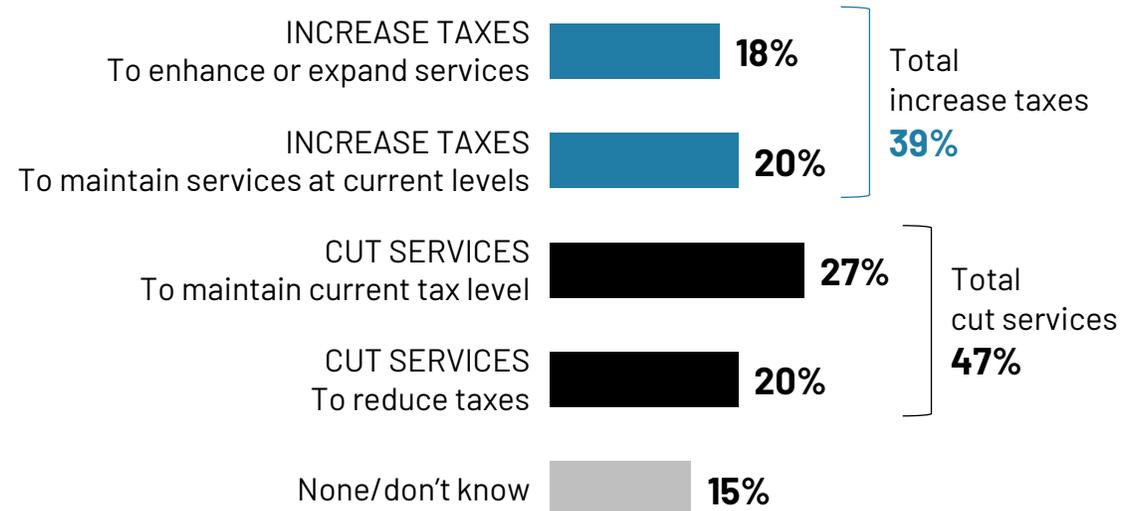
Base: All respondents (n=755)  
 Q9. Thinking about all the programs and services you receive from the City of Coquitlam, would you say that overall you get good value or poor value for your tax dollars?

▲▼ Significantly higher/  
 lower than 2023.



# Balancing Taxation and Service Delivery Levels

- More residents say the City should cut services (47%) than increase taxes (39%), marking a change in direction from past surveys.
- The tolerance for tax increases has been on downward trend since 2021, when inflation and cost of living pressures spiked.
- This year's results are different from the municipal norm, which shows an overall preference for tax increases (49%) over service cuts (39%).



**Total increase taxes** is higher among those living in households with children under the age of 18 (47% versus 35% of those without children at home).

	2015 (n=501)	2016 (n=500)	2017 (n=500)	2018 (n=500)	2019 (n=500)	2021 (n=500)	2023 (n=762)	2025 (n=755)	NORM
Total increase taxes	53%	54%	51%	49%	59%	54%	42%	39%	49%
Total cut services	34%	34%	38%	39%	29%	33%	43%	47%	39%

Base: All respondents (n=755)  
 Q10. Municipal property taxes are the primary way to pay for services provided by the City of Coquitlam. Due to the increased cost of maintaining current service levels and infrastructure, the City of Coquitlam must balance taxation and service delivery levels. To deal with this situation, which one of the following four options would you most like the City of Coquitlam to pursue?



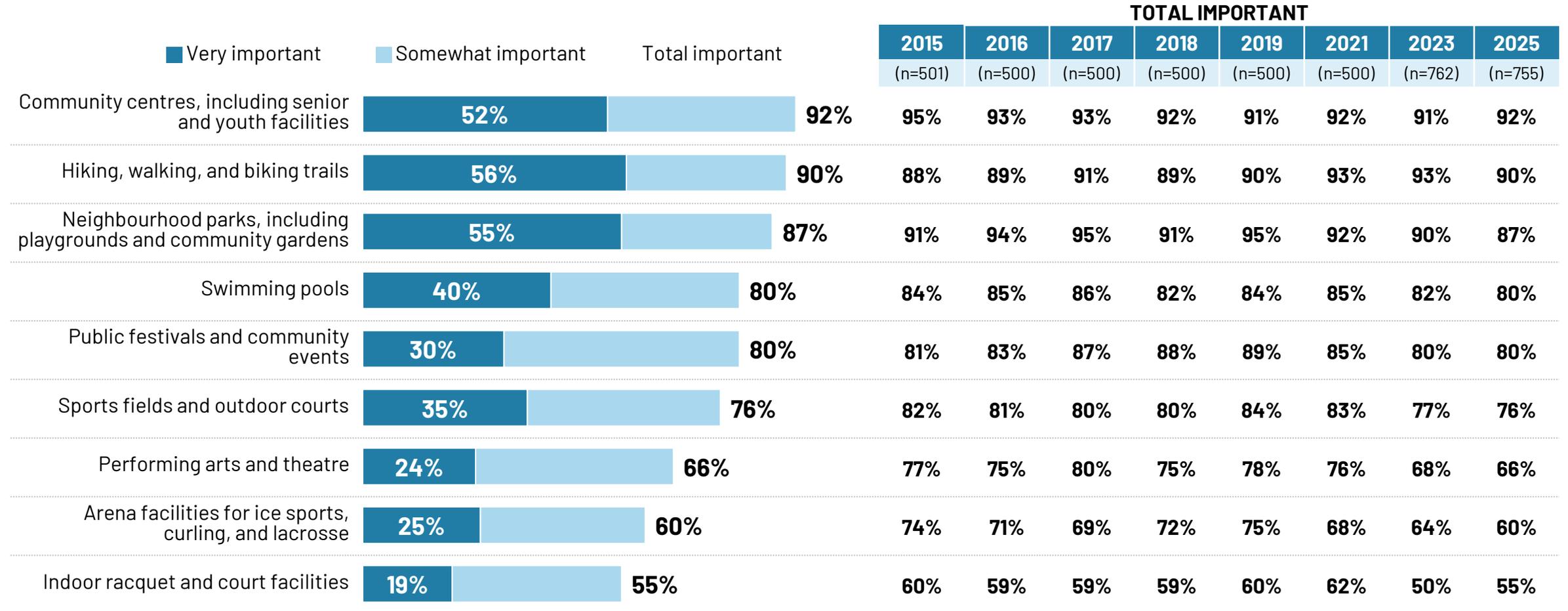
# PARKS, RECREATION, AND CULTURE

# 3.6

# Parks, Recreation, and Culture Priorities

- When it comes to investing in parks, recreation, and culture over the next five years, residents prioritize **community centres, including senior and youth facilities** (92%) and **hiking, walking, and biking trails** (90%) most of all, with at least nine-in-ten residents saying these are important (combined 'very/somewhat important' responses).
- Other important priorities (80% or more) include:
  - **Neighbourhood parks, including playgrounds and community gardens** (87%)
  - **Swimming pools** (80%)
  - **Public festivals and community events** (80%)
- In comparison, relatively less emphasis is placed on the following four items, although these are still important to a majority of residents:
  - **Sports fields and outdoor courts** (76%)
  - **Performing arts and theatre** (66%)
  - **Arena facilities for ice sports, curling, and lacrosse** (60%)
  - **Indoor racquet and court facilities** (55%)
- This year's results are statistically consistent with 2023.
- Demographic highlights include:
  - Women are more likely than men to prioritize a number of these offerings, including **community centres, including senior and youth facilities** (95% versus 88%), **swimming pools** (86% versus 74%), **public festivals and community events** (84% versus 76%), **performing arts and theatre** (78% versus 55%), and **arena facilities for ice sports, curling, and lacrosse** (66% versus 55%).
  - **Swimming pools** are most important to Central Coquitlam (85%) and least important to Westwood Plateau (69%). Importance is also higher among those living in households with children under the age of 18 (89% versus 75% of those without children are home).
  - **Sports fields and outdoor courts** are more important to those living in households with children under the age of 18 (86% versus 72% of those without children at home).
  - **Indoor racquet and court facilities** are *less* important to Central Coquitlam (42% versus 63% of Northeast Coquitlam, 62% of West Coquitlam, 57% of Westwood Plateau, 56% of City Centre). In contrast, they are more important to those who are 45-54 years of age (62% versus 49% of 55+ years, 56% of 18-44 years) and those living in households with children under the age of 18 (63% versus 51% of those without children at home).

# Parks, Recreation, and Culture Priorities



Base: All respondents (n=755)

Q21. When it comes to parks, recreation, and culture, the City of Coquitlam has many different investment options over the next five years. How important are each of the following to you personally?

 Significantly higher/  
 lower than 2023.



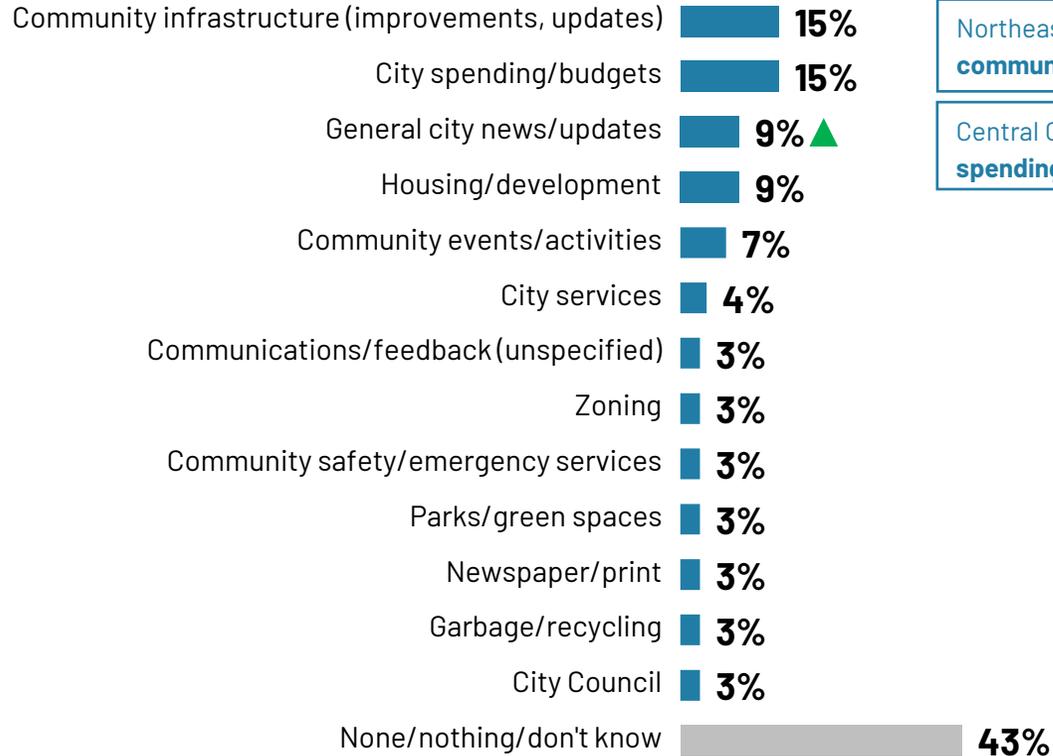
# COMMUNICATION AND PUBLIC ENGAGEMENT

# 3.7

# Information Needs

(coded open-ends, multiple responses allowed)

- Residents continue to be interested in receiving a variety of information from the City.
- On an unprompted basis, the most frequently requested types of information are related to “community infrastructure (improvements, updates)” (15%) and “City spending/budgets” (15%).
- This is followed by “general city news/updates” (9%, up 7 percentage points) and “housing/development” (9%).
- More than four-in-ten (43%) indicate they have no immediate information needs (“none/nothing/don’t know”).



Mentions <3% not shown.  
Base: All respondents (n=755)

Q11. Thinking about your information needs, what kinds of information do you want the City of Coquitlam to provide you with?

Northeast Coquitlam residents are more likely to mention both **community infrastructure** (22%) and **housing/development** (20%).

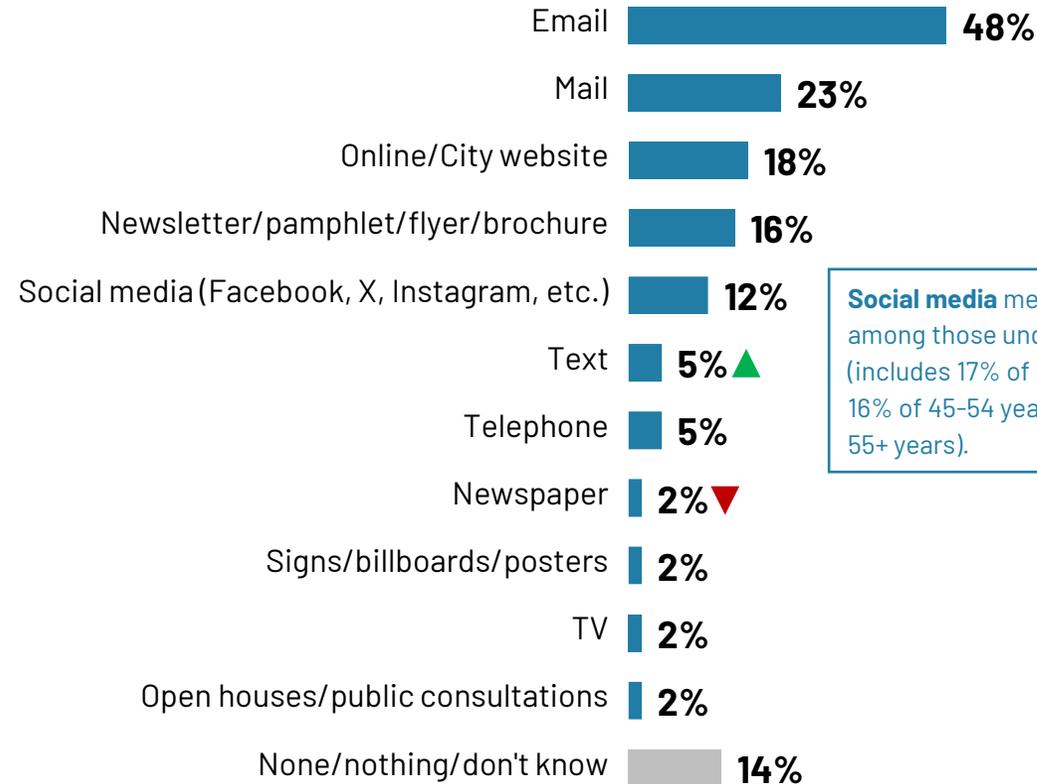
Central Coquitlam residents are more likely to mention **City spending/budgets** (26%).

<b>Top Mentions (2023)</b>	
(n=762)	
Community infrastructure (improvements, updates)	20%
City spending/budgets	16%
Housing/development	6%
Community events/activities	6%
Transparency/accountability	6%

# Preferred Methods of Receiving City Information

(coded open-ends, multiple responses allowed)

- Nearly half (48%) of residents identify "email" as the best method for the City to communicate information.
- "Mail" sits in second at 23%, followed by "online/City website" at 18%.
- These preferences mirror the top three mentions in 2023.
- Compared to the norm, mentions of "social media" are lower in Coquitlam (12% Coquitlam versus 22% norm, where it sits in second overall).



While **email** is the leading response across all age groups, mentions are particularly high among those aged 45-54 (56% versus 42% of 55+ years, 48% of 18-44 years).

**Social media** mentions are higher among those under 55 years of age (includes 17% of 18-44 years and 16% of 45-54 years versus 5% of 55+ years).

NORM Top Mentions	
Email	42%
Social media	22%
Mail	19%

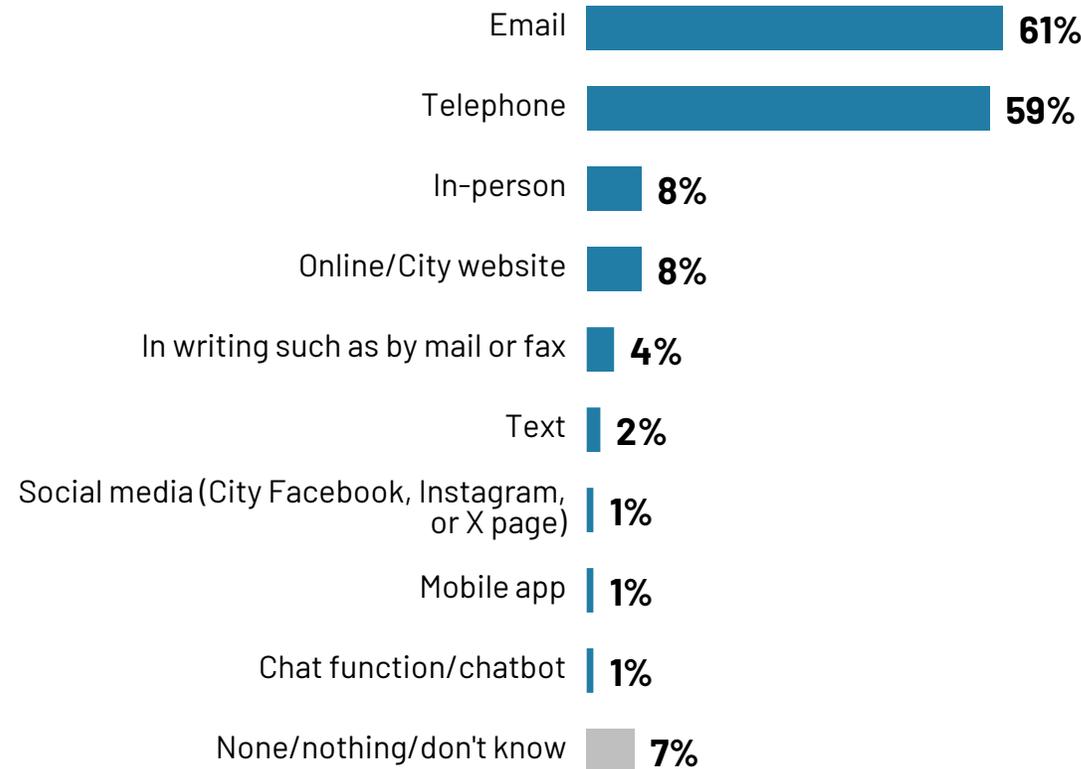
Top Mentions (2023) (n=762)	
Email	47%
Mail	26%
Online/City website	20%

Mentions <2% not shown.  
Base: All respondents (n=755)  
Q12. And what methods would be best for the City of Coquitlam to communicate information to you?

# Preferred Methods of Contacting the City

(coded open-ends, multiple responses allowed)

- “Email” (61%) and “telephone” (59%) are the preferred methods of contacting the City.
- All other methods of communication are mentioned by fewer than one-in-ten residents.
- This year’s results are statistically consistent with 2023.



- Those under the age of 55 prefer **email** (includes 67% of 45-54 years and 66% of 18-44 years versus 51% of 55+ years).
- Those aged 55+ prefer **telephone** (67% versus 53% of 45-54 years, 57% of 18-44 years).
- **In-person** is also higher among those aged 55+ (13% versus 4% of 45-54 years, 5% of 18-44 years).

## Top Mentions (2023)

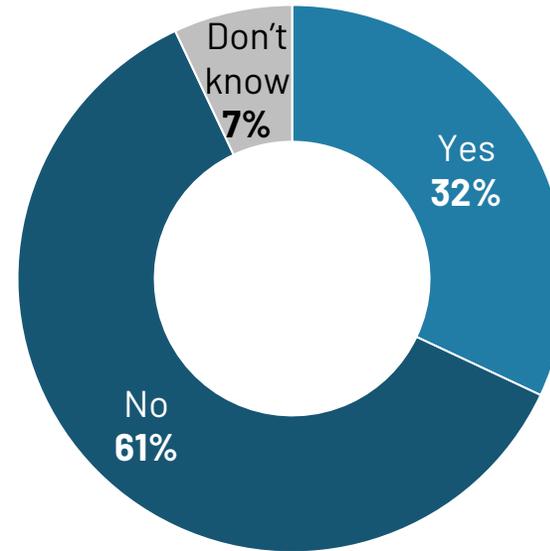
(n=762)

Telephone	64%
Email	56%
Online/City website	10%

Base: All respondents (n=755)  
Q13. If you needed to contact the City of Coquitlam, what contact method would you most prefer to use?

# Participated in Public Engagement with City in Last Two Years

- Just under one-third (32%) of residents say they participated in a public engagement with the City in the last two years.
- Claimed participation is on par with past surveys.



### Yes is higher among:

- City Centre and Central Coquitlam (42% and 36%, respectively, versus 22% of Westwood Plateau, 28% of West Coquitlam, 31% of Northeast Coquitlam)
- Live in households with children under the age of 18 (40% versus 28% of those without children at home)

	2019	2021	2023	2025
	(n=500)	(n=500)	(n=762)	(n=755)
% Yes	<b>27%</b>	<b>30%</b>	<b>27%</b>	<b>32%</b>

Base: All respondents (n=755)  
 Q13a. Have you participated in any type of public engagement including in-person, online, or mail with the City of Coquitlam in the last two years?

# Ways of Participating in Public Engagement in Last Two Years

- Those who have participated in a public engagement with the City in the last two years are most likely to have done so via the **mail** (46%).
- This is followed by **the City of Coquitlam’s online engagement portal** at 36%. Participation via the online portal is up 15 percentage points from 2023 when it ranked sixth overall.

• Men are more likely than women to say they have participated via **the City of Coquitlam’s online engagement portal** (45% versus 25%) and **online information session or open house** (45% versus 25%).

		TOTAL MENTIONS			
		2019++	2021	2023	2025
		(n=138)	(n=160)	(n=210)	(n=226)
	% Yes				
	Mail	32%	38%	53%	46%
	The City of Coquitlam’s online engagement portal+	28%	29%	21%	36%▲
	Online information session or open house	n/a	n/a	31%	35%
	Any other type of online survey	49%	37%	40%	33%
	In-person information session or open house	59%	35%	23%	29%
	Town Hall meeting	31%	22%	15%	20%
	Public hearing	39%	21%	22%	19%
	Any other type of engagement	17%	38%	40%	36%

+Item wording updated in 2025.

++In 2019, residents were asked about their participation in a public consultation for any municipality, not just the City of Coquitlam – year-over-year comparisons should be interpreted with caution.

Base: Those saying they participated in a public engagement with the City of Coquitlam in the last two years (n=226)

Q13b. In the last two years, in which of the following ways have you participated in a public engagement with the City of Coquitlam?

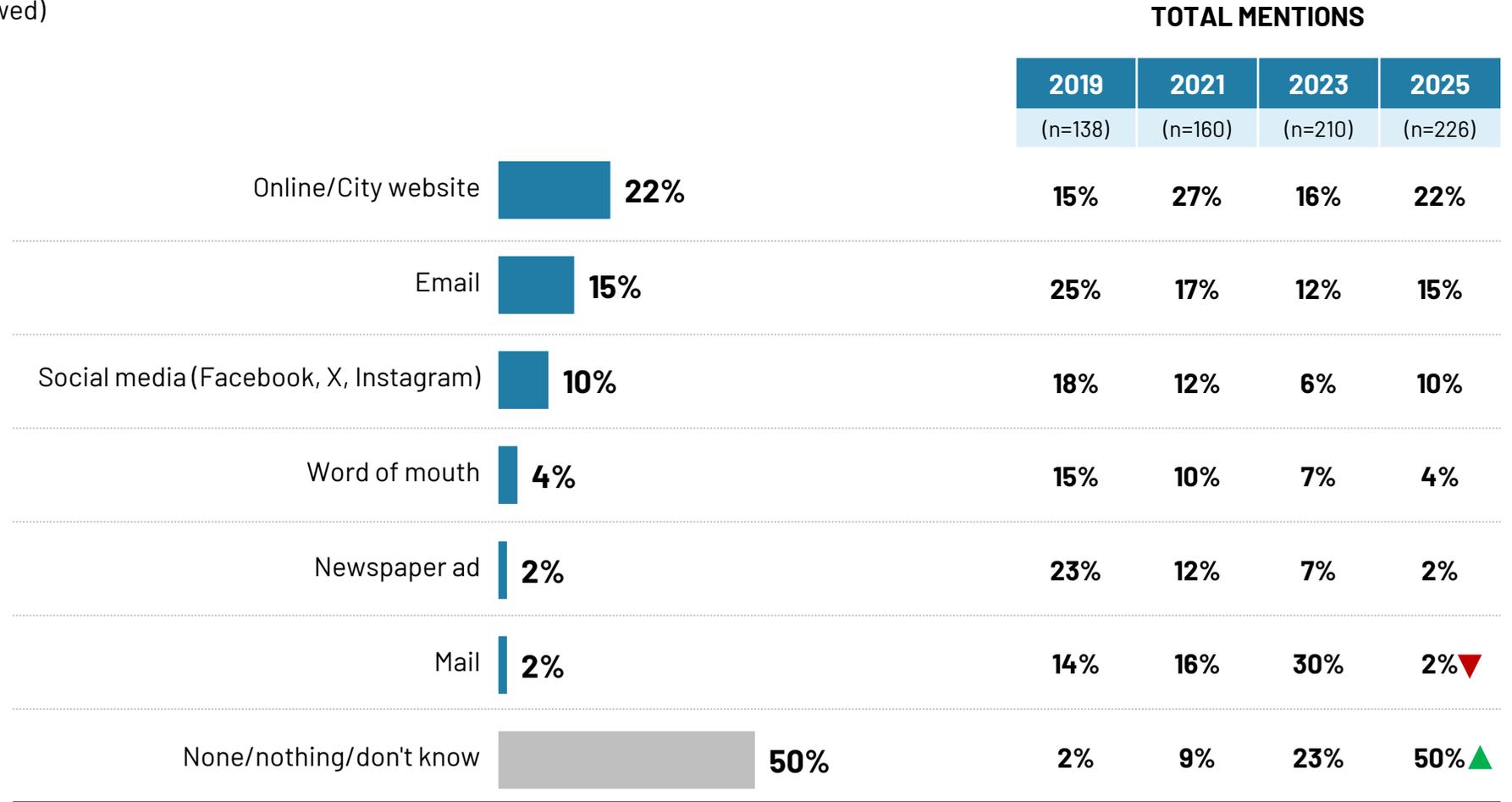
▲ Significantly higher/  
▼ lower than 2023.



# Public Engagement Information Sources

(coded open-ends, multiple responses allowed)

- Those who participated in a City public engagement in the past two years primarily found out about these opportunities through “online/City website” (22%), “email” (15%), and “social media (Facebook, X, Instagram)” (10%).
- This marks a shift from 2023, when “mail” was the leading source of information. “Mail” mentions have dropped 28 percentage points this year.
- The decrease in “mail” mentions may be at least partly attributed to a rise in people unable to recall their source of information, with the percentage saying “none/nothing/ don’t know” up 27 percentage points.



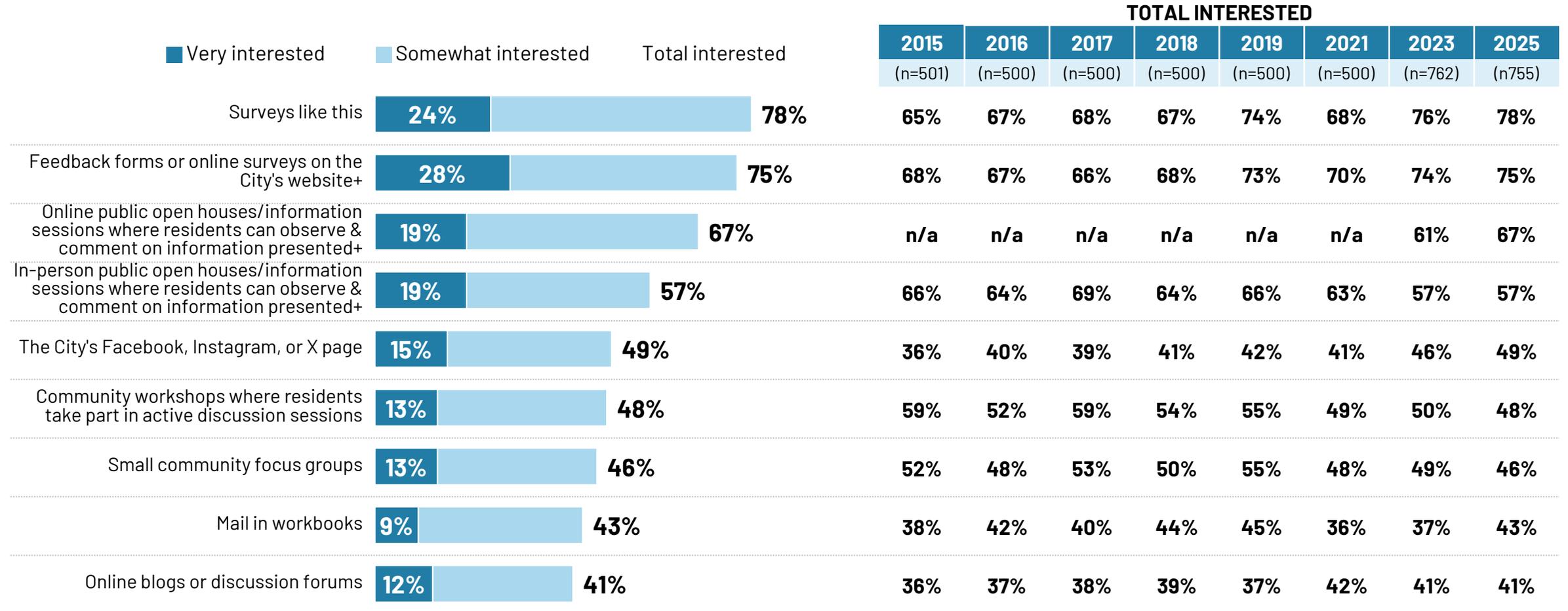
Mentions <2% not shown.  
 Base: Those saying they participated in a public engagement with the City of Coquitlam in the last two years (n=226)  
 Q13c. How did you find out about the opportunity to provide input?



# Interest in Participating in Different Methods of Public Consultation

- Surveys continue to be residents' preferred method of public consultation. Overall, 78% say they are interested (combined 'very/somewhat interested' responses) in participating via **surveys like this** and 75% say they are interested in participating via **feedback forms or online surveys on the City's website**.
- Public open houses or information sessions where residents can observe and comment on information presented are also of interest to most residents. This includes both **online public open houses or information sessions** (67%) and **in-person public open houses or information sessions** (57%).
- Other methods of public consultation garner less interest, with less than half saying they would be interested in participating in each of the following:
  - **The City's Facebook, Instagram, or X page** (49%)
  - **Community workshops where residents take part in active discussion sessions** (48%)
  - **Small community focus groups** (46%)
  - **Mail in workbooks** (43%)
  - **Online blogs or discussion forums** (41%)
- Interest in participating in different methods of public consultation has not significantly changed from 2023.
- Interest varies by age, with highlights summarized below:
  - Those under the age of 55 are more interested in **feedback forms or online surveys on the City's website** (includes 82% of 45-54 years and 79% of 18-44 years versus 68% of 55+ years) and **the City's Facebook, Instagram, or X page** (includes 55% of 18-44 years and 54% of 45-54 years versus 39% of 55+ years).
  - Older residents (55+) are more interested in **in-person public open houses or information sessions where residents can observe and comment on information presented** (63% versus 51% of 18-44 years, 57% of 45-54 years).
  - **Online blogs or discussion forms** are of most interest to those who are 18-44 years of age (52% versus 32% of 55+ years, 42% of 45-54 years).

# Interest in Participating in Different Methods of Public Consultation



+Item wording updated in 2023.  
Base: All respondents (n=755)

Q14. How interested are you in participating in each of the following forms of public consultation on a topic that is of interest to you personally?

 Significantly higher/  
 lower than 2023.

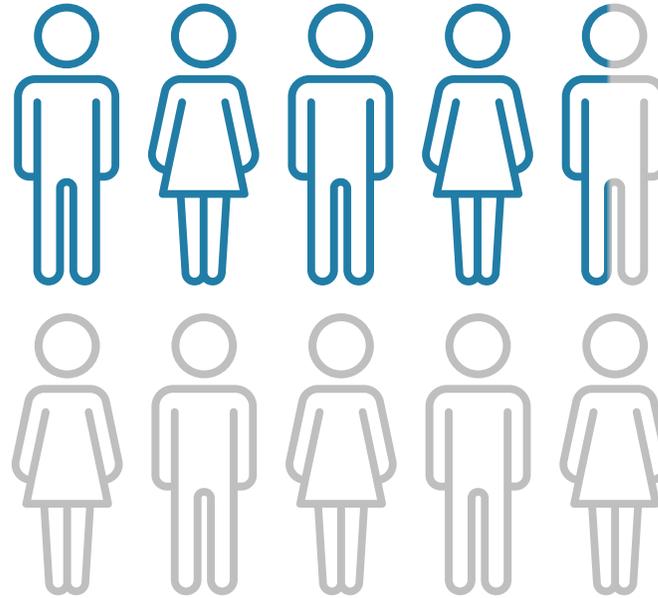


# CUSTOMER SERVICE

# 3.8

# Contact with City Past 12 Months

- More than four-in-ten (43%) residents say they have personally contacted or dealt with the City or one of its employees in the last 12 months.
- Claimed contact is on par with 2023 as well as the municipal norm.



**43%**  
% Yes

**Yes** is higher among:

- Age 55+ (47% versus 34% of 18-44 years, 48% of 45-54 years)
- Central Coquitlam (53% versus 38% of West Coquitlam, 40% of Westwood Plateau, 42% of City Centre, 47% of Northeast Coquitlam)
- Resided in Coquitlam for more than 20 years (52% versus 36% of 20 years or less)
- Live in a single detached house (51% versus 34% of those living in some other type of housing)

	2015	2016	2017	2018	2019	2021	2023	2025	NORM
	(n=501)	(n=500)	(n=500)	(n=500)	(n=500)	(n=500)	(n=762)	(n=755)	
% Yes	<b>51%</b>	<b>44%</b>	<b>50%</b>	<b>50%</b>	<b>46%</b>	<b>35%</b>	<b>40%</b>	<b>43%</b>	<b>44%</b>

Base: All respondents (n=755)  
Q15. In the last 12 months, have you personally contacted or dealt with the City of Coquitlam or one of its employees?

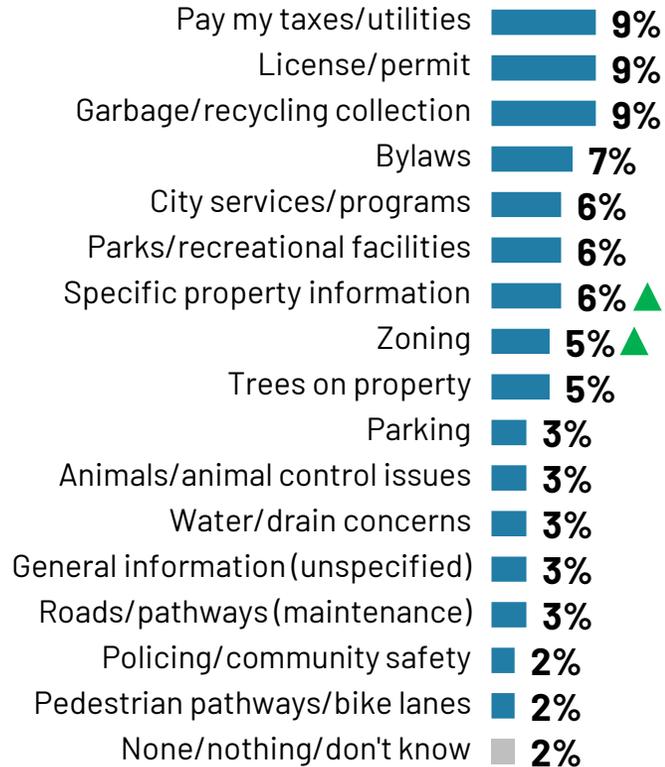
 Significantly higher/  
lower than 2023.



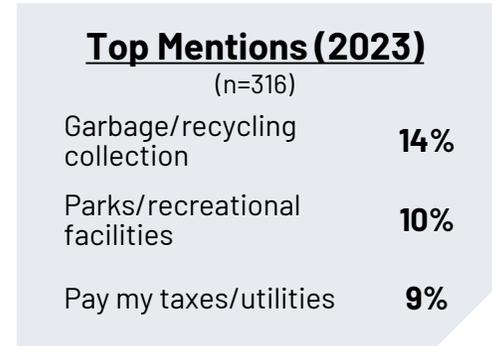
# Reason for Contacting the City

(among those saying they contacted the City)(coded open-ends)

- Residents who contacted the City in the last 12 months cite several reasons.
- The three most frequently mentioned unprompted responses are “pay my taxes/utilities” (9%), “license/permit” (9%), and “garbage/recycling collection” (9%).



Mentions <2% not shown.  
 Base: Those saying they contacted the City (n=341)  
 Q16. What was the main reason why you contacted the City?



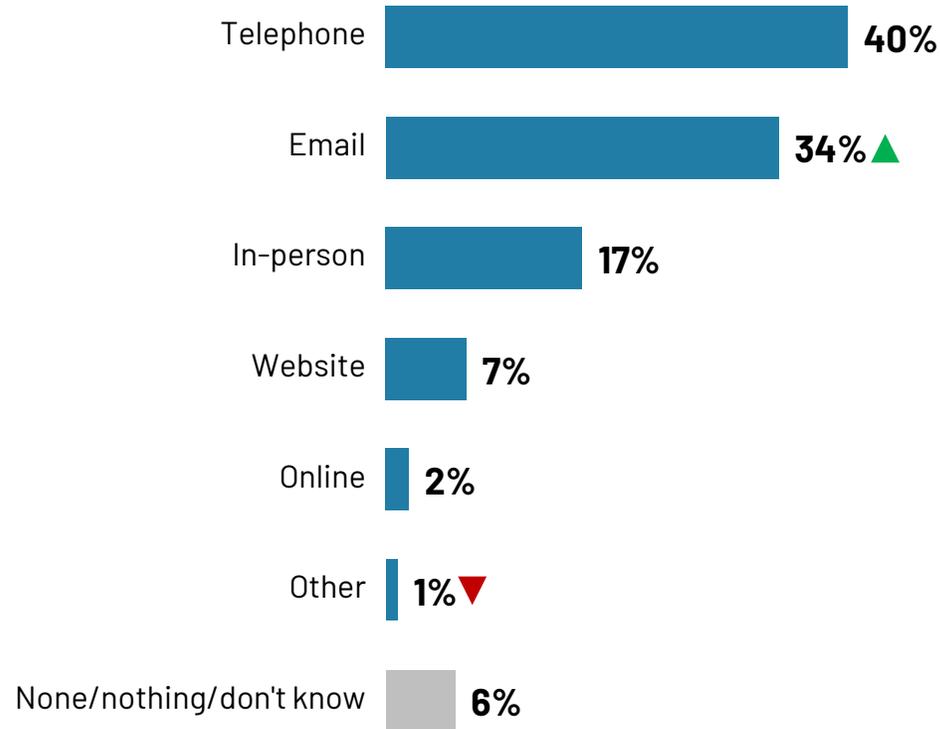
▲ ▼ Significantly higher/lower than 2023.



# Contact Method

(among those saying they contacted the City)(coded open-ends)

- Those who contacted the City in the last 12 months are most likely to have done so via the “telephone” (40%) or “email” (34%).
- “Email” contacts are up 11 percentage points from 2023.



<b>Top Mentions (2023)</b>	
(n=316)	
Telephone	49%
Email	23%
In-person	17%

Base: Those saying they contacted the City (n=341)  
Q17. How did you come into contact with the City?

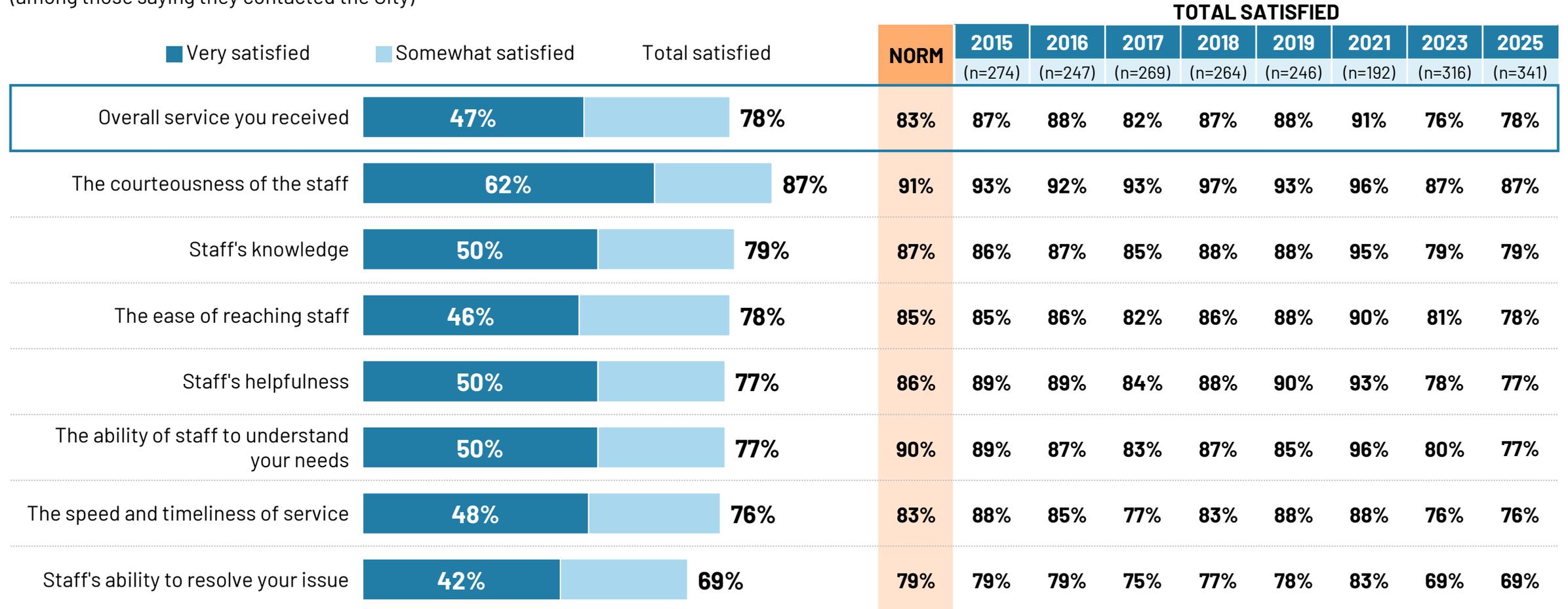
# Satisfaction with Customer Service

(among those saying they contacted the City)

- Satisfaction with the City's customer service slipped in 2023 and has not yet returned to previous levels.
- Among those who contacted the City in the last 12 months, 78% say they are satisfied (combined 'very/somewhat satisfied' responses) with the **overall service received**.
- Looking at specific service elements shows that residents are most satisfied with **the courteousness of the staff** (87%).
- Additionally, more than three-quarters say they are satisfied with:
  - **Staff's knowledge** (79%)
  - **The ease of reaching staff** (78%)
  - **Staff's helpfulness** (77%)
  - **The ability of staff to understand your needs** (77%)
  - **The speed and timeliness of service** (76%)
- Fewer (69%) say they are satisfied with **staff's ability to resolve your issue**.
- Satisfaction with customer service in Coquitlam is lower than the municipal norm for most metrics. The biggest gaps are seen for **the ability of staff to understand your needs** (77% Coquitlam versus 90% norm) and **staff's ability to resolve your issue** (69% Coquitlam versus 79% norm).

# Satisfaction with Customer Service

(among those saying they contacted the City)



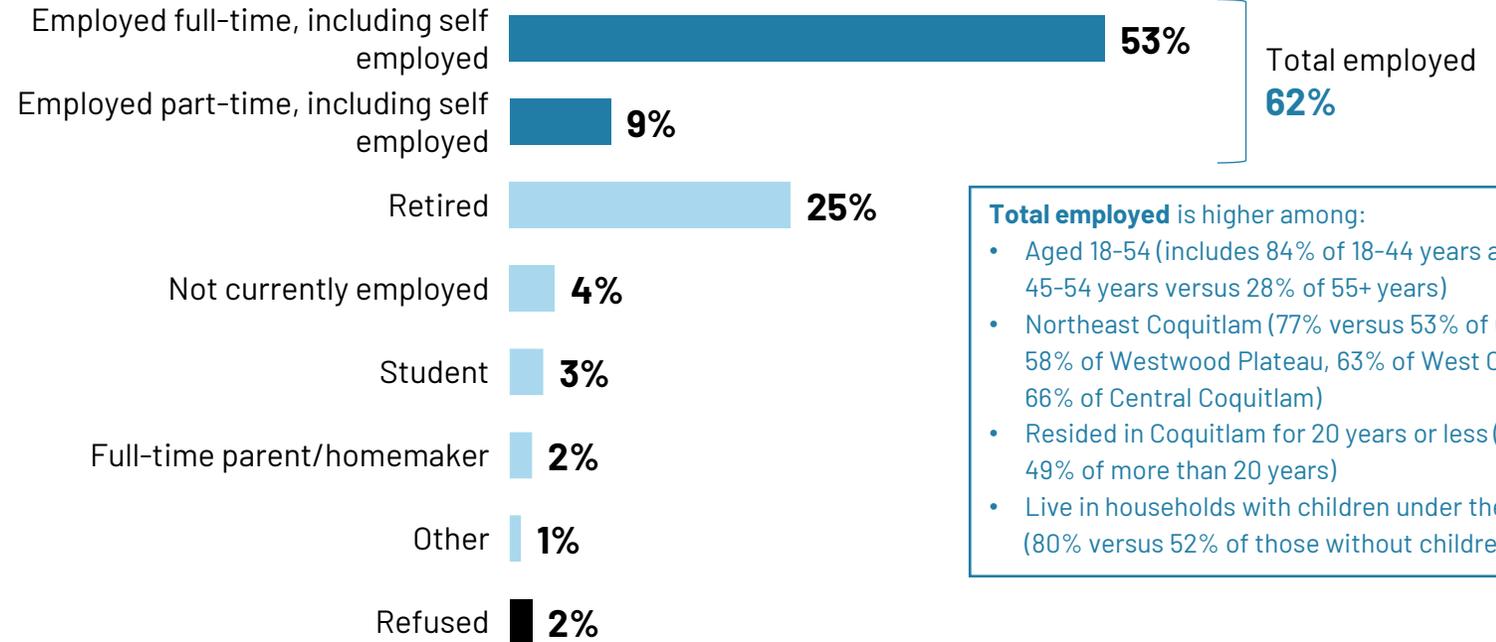
Base: All respondents (n=341)  
Q18. Thinking about your personal experience with the City, how satisfied are you with each of the following?

**WORK**

**3.9**

# Employment Status

- In total, 62% of residents say they are employed either 'full-time' (53%) or 'part-time' (9%). This includes those who are self-employed.
- This year's results are consistent with 2023.



**Total employed** is higher among:

- Aged 18-54 (includes 84% of 18-44 years and 82% of 45-54 years versus 28% of 55+ years)
- Northeast Coquitlam (77% versus 53% of City Centre, 58% of Westwood Plateau, 63% of West Coquitlam, 66% of Central Coquitlam)
- Resided in Coquitlam for 20 years or less (72% versus 49% of more than 20 years)
- Live in households with children under the age of 18 (80% versus 52% of those without children at home)

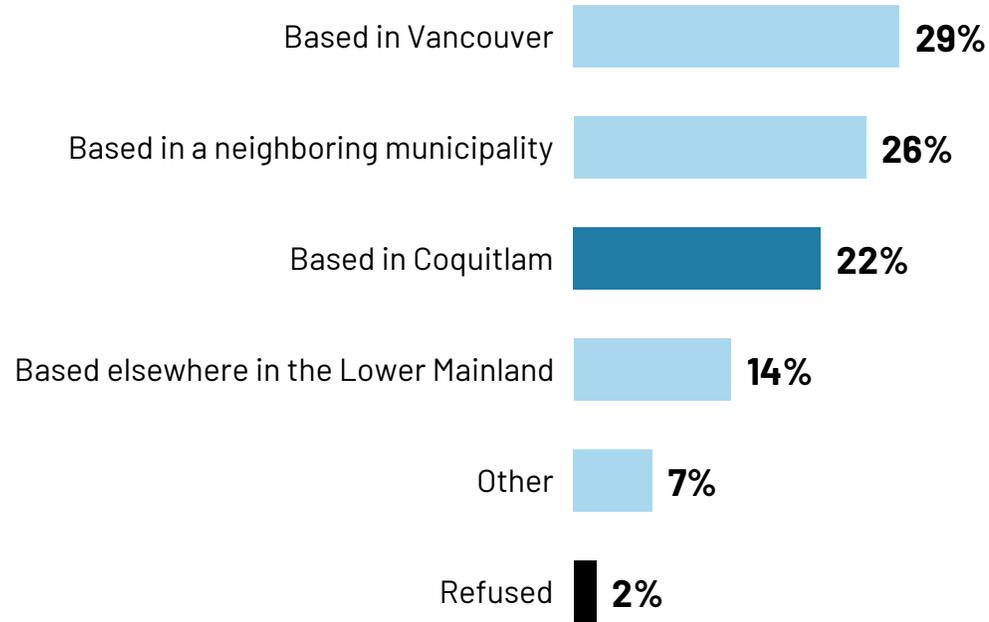
	2015	2016	2017	2018	2019	2021	2023	2025
	(n=501)	(n=500)	(n=500)	(n=500)	(n=500)	(n=500)	(n=762)	(n=755)
Total employed	60%	57%	57%	61%	59%	59%	63%	62%

Base: All respondents (n=755)  
Q23. Which ONE of the following categories best describes your current employment status?

# Location of Work or School

(among those saying they are employed or attending school)

- Slightly more than two-in-ten (22%) of those working or attending school say their employment/school is 'based in Coquitlam'.
- This figure has been trending down over the past two surveys. While this year's results are only slightly lower than 2023, it represents a 9 percentage-point decrease from 2021.



	2015 (n=325)	2016 (n=330)	2017 (n=318)	2018 (n=308)	2019 (n=299)	2021 (n=282)	2023 (n=376)	2025 (n=325)
Based in Coquitlam	31%	22%	28%	25%	25%	31%	24%	22%

Base: Those saying they are employed or attending school (n=352)  
Q24. And, is your [IF EMPLOYED, INSERT: employment; IF STUDENT, INSERT: school]...?

# 04 WEIGHTED SAMPLE CHARACTERISTICS



# Weighted Sample Characteristics

ALL RESPONDENTS (n=755)	
<b>Gender Identity</b>	
Woman	<b>50%</b>
Man	<b>48%</b>
Non-binary	<b>0%</b>
Prefer to self describe	<b>&lt;1%</b>
Prefer not to say	<b>1%</b>
<b>Age</b>	
18-44	<b>31%</b>
45-54	<b>31%</b>
55+	<b>38%</b>
<b>Neighbourhood</b>	
Northeast Coquitlam	<b>11%</b>
City Centre	<b>22%</b>
Westwood Plateau	<b>14%</b>
Central Coquitlam	<b>23%</b>
West Coquitlam	<b>30%</b>

ALL RESPONDENTS (n=755)	
<b>Children in Household</b>	
With children	<b>36%</b>
Without children	<b>63%</b>
Prefer not to say	<b>1%</b>
<b>Years Living in Coquitlam</b>	
20 years or less	<b>53%</b>
More than 20 years	<b>46%</b>
Prefer not to say	<b>1%</b>
Mean # of years	<b>21.6</b>
<b>Housing Tenure</b>	
Own	<b>84%</b>
Rent	<b>11%</b>
Prefer not to say	<b>5%</b>

ALL RESPONDENTS (n=755)	
<b>Housing Type</b>	
Single, detached house	<b>57%</b>
Apartment	<b>23%</b>
Townhouse/rowhouse	<b>14%</b>
Duple/triplex/semi-detached	<b>5%</b>
Other	<b>1%</b>
Prefer not to say	<b>1%</b>

# 05 APPENDIX: SURVEY TRACKING



# Quality of Life

## OVERALL QUALITY OF LIFE

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2015	2016	2017	2018	2019	2021	2023	2025
	(n=1,200)	(n=400)	(n=400)	(n=1,201)	(n=400)	(n=400)	(n=665)	(n=400)	(n=400)	(n=602)	(n=400)	(n=501)	(n=500)	(n=500)	(n=500)	(n=500)	(n=500)	(n=762)	(n=755)
Total good	98%	97%	97%	97%	98%	95%	98%	96%	99%	96%	98%	98%	98%	98%	98%	98%	97%	94%	95%
Very good	37%	38%	35%	25%	28%	29%	30%	41%	47%	46%	50%	51%	49%	48%	48%	48%	48%	35%	31%

Base: All respondents  
Q2. How would you rate the overall quality of life in the City of Coquitlam today?

## CHANGE IN QUALITY OF LIFE PAST 5 YEARS

	2003	2006	2009	2010	2011	2012	2013	2015	2016	2017	2018	2019	2021	2023	2025
	(n=1,200)	(n=800)	(n=665)	(n=400)	(n=400)	(n=602)	(n=400)	(n=501)	(n=500)	(n=500)	(n=500)	(n=500)	(n=500)	(n=762)	(n=755)
NET Score	+11	+2	+2	+8	+18	+12	+12	+10	+11	+18	+11	+15	+17	-7	-18 ▼

Base: All respondents  
Q3. Do you feel that the quality of life in the City of Coquitlam in the past five years has improved, stayed the same, or worsened?

# Important Community Issues

(coded open-ends, multiple responses allowed)

	TOTAL MENTIONS																		
	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2015	2016	2017	2018	2019	2021	2023	2025
	(n=1,200)	(n=400)	(n=400)	(n=1,201)	(n=400)	(n=400)	(n=665)	(n=400)	(n=400)	(n=602)	(n=400)	(n=501)	(n=500)	(n=500)	(n=500)	(n=500)	(n=500)	(n=762)	(n=755)
Transportation (NET)	47%	36%	41%	51%	35%	44%	41%	35%	40%	45%	37%	39%	35%	36%	36%	34%	15%	20%	28%▲
Social (NET)	6%	1%	7%	6%	11%	13%	7%	7%	5%	8%	5%	8%	17%	22%	27%	25%	23%	24%	27%
Public safety (NET)	21%	20%	22%	34%	24%	21%	24%	14%	13%	10%	10%	11%	8%	7%	5%	5%	13%	18%	15%
Growth/development (NET)	8%	7%	6%	7%	8%	11%	3%	5%	5%	6%	7%	10%	10%	10%	15%	15%	7%	13%	12%
Municipal government services (NET)	3%	9%	4%	8%	4%	8%	10%	6%	10%	7%	7%	7%	9%	11%	7%	10%	8%	13%	12%
Economy (NET)	2%	1%	1%	1%	1%	1%	3%	3%	2%	3%	4%	2%	1%	0%	1%	3%	3%	6%	9%
Parks/ recreation/culture (NET)	8%	8%	8%	14%	6%	4%	4%	4%	9%	7%	6%	7%	6%	7%	7%	7%	10%	10%	9%
Taxation/municipal government spending (NET)	12%	14%	7%	9%	9%	6%	11%	19%	15%	14%	15%	11%	11%	6%	9%	8%	5%	7%	8%
Healthcare (NET)	5%	5%	8%	6%	3%	2%	3%	2%	5%	4%	2%	2%	1%	6%	4%	3%	6%	5%	5%
Education (NET)	22%	9%	11%	8%	10%	6%	8%	13%	10%	8%	10%	9%	7%	6%	5%	6%	5%	4%	5%
Environment (NET)	8%	5%	4%	7%	5%	5%	7%	4%	4%	5%	2%	5%	2%	4%	3%	4%	3%	3%	4%

Note: COVID-19 dropped in 2025. Public safety labelled as crime prior to 2021.

Base: All respondents

Q1. In your view, as a resident of the City of Coquitlam, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

▲ Significantly higher/  
▼ lower than 2023.



# Satisfaction with City Services

## THE OVERALL LEVEL AND QUALITY OF SERVICES PROVIDED BY THE CITY OF COQUITLAM

	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2015	2016	2017	2018	2019	2021	2023	2025
	(n=400)	(n=400)	(n=1,201)	(n=400)	(n=400)	(n=665)	(n=400)	(n=400)	(n=602)	(n=400)	(n=501)	(n=500)	(n=500)	(n=500)	(n=500)	(n=500)	(n=762)	(n=755)
Total satisfied	96%	93%	93%	96%	92%	95%	95%	96%	94%	97%	96%	97%	95%	94%	96%	96%	93%	91%
Very satisfied	37%	36%	25%	37%	32%	25%	34%	34%	37%	44%	39%	37%	39%	39%	46%	48%	38%	30% ▼

Base: All respondents

Q8. Now, please rate how satisfied you are with the overall level and quality of services provided by the City of Coquitlam.

## TOTAL SATISFIED

	2007	2008	2009	2010	2011	2012	2013	2015	2016	2017	2018	2019	2021	2023	2025
	(n=400)	(n=400)	(n=665)	(n=400)	(n=400)	(n=602)	(n=400)	(n=501)	(n=500)	(n=500)	(n=500)	(n=500)	(n=500)	(n=762)	(n=755)
Public works, including drinking water quality and sewers	96%	95%	97%	97%	98%	98%	98%	98%	98%	98%	98%	97%	98%	94%	95%
Parks, trails, and other green space	94%	96%	93%	95%	94%	96%	97%	97%	96%	96%	97%	96%	95%	92%	92%
Fire services	97%	95%	96%	95%	93%	96%	98%	96%	98%	98%	98%	97%	96%	90%	91%
Recycling and garbage services	86%	81%	76%	88%	84%	88%	92%	88%	91%	88%	86%	91%	93%	87%	86%
Police services	92%	90%	90%	93%	92%	92%	95%	93%	95%	96%	96%	96%	93%	86%	83%
Sports fields	89%	91%	89%	89%	90%	92%	94%	93%	93%	95%	92%	92%	93%	85%	82%
Recreational and cultural opportunities	90%	90%	90%	91%	91%	92%	93%	93%	94%	90%	92%	90%	94%	84%	82%
Road maintenance	66%	75%	72%	74%	71%	76%	83%	80%	81%	74%	83%	81%	83%	77%	75%
Neighbourhood planning	82%	79%	80%	79%	68%	78%	80%	77%	79%	77%	75%	75%	78%	63%	62%

Base: All respondents

Q8. How satisfied are you with each of the following services? (Scale: very satisfied, somewhat satisfied, not very satisfied, not at all satisfied)

▲ Significantly higher/  
▼ lower than 2023.



# Importance of City Services

	TOTAL IMPORTANT														
	2007 (n=400)	2008 (n=400)	2009 (n=665)	2010 (n=400)	2011 (n=400)	2012 (n=602)	2013 (n=400)	2015 (n=501)	2016 (n=500)	2017 (n=500)	2018 (n=500)	2019 (n=500)	2021 (n=500)	2023 (n=762)	2025 (n=755)
Public works, including drinking water quality and sewers	100%	100%	99%	98%	95%	99%	99%	99%	98%	99%	99%	99%	99%	98%	98%
Fire services	100%	99%	98%	99%	97%	98%	98%	98%	98%	99%	98%	99%	98%	96%	97%
Police services	99%	98%	98%	97%	97%	96%	98%	99%	99%	99%	97%	97%	96%	96%	96%
Recycling and garbage services	98%	98%	98%	98%	98%	95%	96%	96%	98%	97%	93%	98%	98%	94%	95%
Road maintenance	97%	97%	99%	96%	96%	97%	97%	98%	98%	99%	98%	98%	96%	97%	95%
Parks, trails, and other green space	96%	97%	95%	94%	93%	96%	95%	96%	97%	97%	96%	96%	98%	97%	94% ▼
Neighbourhood planning	92%	92%	91%	88%	86%	90%	93%	92%	93%	94%	93%	94%	93%	93%	92%
Recreational and cultural opportunities	93%	90%	92%	89%	90%	90%	91%	91%	92%	94%	90%	94%	94%	89%	89%
Sports fields	83%	82%	83%	83%	82%	84%	84%	86%	84%	81%	80%	88%	83%	78%	77%

Base: All respondents

Q7. I am going to read a list of City of Coquitlam services provided to you. Please rate how important each one is to you on a scale of very important, somewhat important, not very important, or not at all important.

▲ ▼ Significantly higher/  
lower than 2023.

# Financial Planning

	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2015	2016	2017	2018	2019	2021	2023	2025
	(n=400)	(n=400)	(n=1,201)	(n=400)	(n=400)	(n=665)	(n=400)	(n=400)	(n=602)	(n=400)	(n=501)	(n=500)	(n=500)	(n=500)	(n=500)	(n=500)	(n=762)	(n=755)
Total good value	86%	85%	83%	86%	85%	86%	81%	81%	83%	88%	88%	86%	86%	88%	88%	89%	80%	74%▼
Very good value	25%	27%	22%	21%	22%	20%	17%	18%	23%	23%	22%	20%	21%	24%	26%	23%	16%	19%

Base: All respondents

Q9. Thinking about all the programs and services you receive from the City of Coquitlam, would you say that overall you get good value or poor value for your tax dollars? (Is that very or fairly good/poor value?)

	2003	2004	2005	2006	2007	2008	2009	2010	2011	2012	2013	2015	2016	2017	2018	2019	2021	2023	2025
	(n=1,200)	(n=400)	(n=400)	(n=1,201)	(n=400)	(n=400)	(n=665)	(n=400)	(n=400)	(n=602)	(n=400)	(n=501)	(n=500)	(n=500)	(n=500)	(n=500)	(n=500)	(n=762)	(n=755)
Total increase taxes	58%	48%	47%	55%	58%	55%	46%	46%	45%	43%	48%	53%	54%	51%	49%	59%	54%	42%	39%
Total cut services	32%	37%	30%	35%	31%	26%	41%	44%	46%	43%	41%	34%	34%	38%	39%	29%	33%	43%	47%

Base: All respondents

Q10. Municipal property taxes are the primary way to pay for services provided by the City of Coquitlam. Due to the increased cost of maintaining current service levels and infrastructure, the City of Coquitlam must balance taxation and service delivery levels. To deal with this situation, which one of the following four options would you most like the City of Coquitlam to pursue?

# Customer Service

## CONTACT WITH CITY LAST 12 MONTHS

	2008	2009	2010	2011	2012	2013	2015	2016	2017	2018	2019	2021	2023	2025
	(n=400)	(n=665)	(n=400)	(n=400)	(n=602)	(n=400)	(n=501)	(n=500)	(n=500)	(n=500)	(n=500)	(n=500)	(n=762)	(n=755)
% Yes	<b>41%</b>	<b>44%</b>	<b>47%</b>	<b>46%</b>	<b>47%</b>	<b>52%</b>	<b>51%</b>	<b>44%</b>	<b>50%</b>	<b>50%</b>	<b>46%</b>	<b>35%</b>	<b>40%</b>	<b>43%</b>

Base: All respondents  
Q15. In the last 12 months, have you personally contacted or dealt with the City of Coquitlam or one of its employees?

## SATISFACTION WITH CUSTOMER SERVICE - TOTAL SATISFIED

	2008	2013	2015	2016	2017	2018	2019	2021	2023	2025
	(n=180)	(n=207)	(n=274)	(n=247)	(n=269)	(n=264)	(n=246)	(n=192)	(n=316)	(n=341)
Overall service you received	<b>75%</b>	<b>89%</b>	<b>87%</b>	<b>88%</b>	<b>82%</b>	<b>87%</b>	<b>88%</b>	<b>91%</b>	<b>76%</b>	<b>78%</b>
The courteousness of the staff	<b>89%</b>	<b>92%</b>	<b>93%</b>	<b>92%</b>	<b>93%</b>	<b>97%</b>	<b>93%</b>	<b>96%</b>	<b>87%</b>	<b>87%</b>
Staff's knowledge	<b>80%</b>	<b>92%</b>	<b>86%</b>	<b>87%</b>	<b>85%</b>	<b>88%</b>	<b>88%</b>	<b>95%</b>	<b>79%</b>	<b>79%</b>
The ease of reaching staff	<b>82%</b>	<b>91%</b>	<b>85%</b>	<b>86%</b>	<b>82%</b>	<b>86%</b>	<b>88%</b>	<b>90%</b>	<b>81%</b>	<b>78%</b>
Staff's helpfulness	<b>82%</b>	<b>93%</b>	<b>89%</b>	<b>89%</b>	<b>84%</b>	<b>88%</b>	<b>90%</b>	<b>93%</b>	<b>78%</b>	<b>77%</b>
The ability of staff to understand your needs	<b>84%</b>	<b>87%</b>	<b>89%</b>	<b>87%</b>	<b>83%</b>	<b>87%</b>	<b>85%</b>	<b>96%</b>	<b>80%</b>	<b>77%</b>
The speed and timeliness of service	<b>74%</b>	<b>85%</b>	<b>88%</b>	<b>85%</b>	<b>77%</b>	<b>83%</b>	<b>88%</b>	<b>88%</b>	<b>76%</b>	<b>76%</b>
Staff's ability to resolve your issue	<b>71%</b>	<b>80%</b>	<b>79%</b>	<b>79%</b>	<b>75%</b>	<b>77%</b>	<b>78%</b>	<b>83%</b>	<b>69%</b>	<b>69%</b>

Base: Those saying they contacted the City  
Q18. Thinking about your personal experience with the City, how satisfied are you with each of the following? (Scale: very satisfied, somewhat satisfied, not very satisfied, not at all satisfied)

# Work

## EMPLOYMENT STATUS

	2012	2013	2015	2016	2017	2018	2019	2021	2023	2025
	(n=602)	(n=400)	(n=501)	(n=500)	(n=500)	(n=500)	(n=500)	(n=500)	(n=762)	(n=755)
Total employed	<b>61%</b>	<b>63%</b>	<b>60%</b>	<b>57%</b>	<b>57%</b>	<b>61%</b>	<b>59%</b>	<b>59%</b>	<b>63%</b>	<b>62%</b>

Base: All respondents  
Q23. Which ONE of the following categories best describes your current employment status?

## LOCATION OF WORK OR SCHOOL

	2012	2013	2015	2016	2017	2018	2019	2021	2023	2025
	(n=363)	(n=265)	(n=325)	(n=330)	(n=318)	(n=308)	(n=299)	(n=282)	(n=376)	(n=352)
Based in Coquitlam	<b>30%</b>	<b>23%</b>	<b>31%</b>	<b>22%</b>	<b>28%</b>	<b>25%</b>	<b>25%</b>	<b>31%</b>	<b>24%</b>	<b>22%</b>

Base: Those saying they are employed or attending school  
Q24. And, is your employment/school...?