



CITY OF TERRACE COMPLETE COMMUNITY ASSESSMENT

What We Heard During the Engagement Round 1

April 2024

Hwy 16 West
Corridor

Keith Ave.
Corridor
(West)

Keith Ave.
Corridor
(East)

Prepared by Stantec Consulting Ltd

On behalf of the City of Terrace





COMPLETE COMMUNITY ASSESSMENT

What We Heard During Engagement Round 1

Project overview

In anticipation of future growth, to address current and emerging needs in the community, and in response to new BC provincial land use legislation; the City of Terrace is preparing to review the Official Community Plan (OCP). This review will happen in 2024, with the OCP’s last update having taken place in 2018.

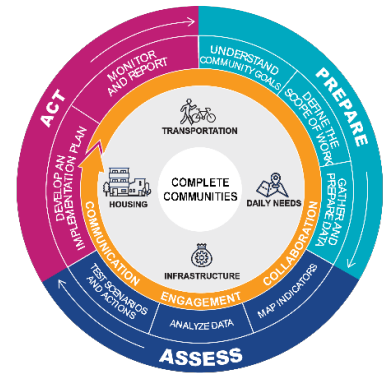
To prepare for the OCP update, the City is undertaking a **Complete Community Assessment (CCA)** which will analyze Terrace through the lenses of Housing, Daily Needs, Transportation, and Infrastructure and try to determine how complete our community is.

What is a “Complete Community Assessment”?

Desktop-level geospatial (mapping) exercise that assesses “completeness” based on the lenses of Housing, Daily Needs, Transportation, and Infrastructure.

- Maps are used to analyze existing conditions, identify strengths and challenges, explore future scenarios, and provide recommendations.

This assessment is being funded through the Government of BC’s Complete Communities Program and reflects a key commitment under the BC Climate Action Charter which requires all local governments to create complete, compact, and energy-efficient communities.



What is a “Complete Community”?



- Provides a diversity of housing to meet community needs and accommodate people at all stages of life;



- Supports the efficient use of infrastructure through more compact forms of development; and



- Provides a wider range of employment opportunities, amenities, and services within a 15-to-20-minute walk;



- Promotes the reduction of a community’s greenhouse gas (GHG) emissions through the provision of alternative modes of transportation and movement for residents.

This definition is intended to operate as an overall goal, recognizing that complete communities may look different across regions and that all communities have the potential to be more complete, regardless of their existing context and physical characteristics.



COMPLETE COMMUNITY ASSESSMENT

What We Heard During Engagement Round 1

Engagement overview

Why?

We engaged with residents of Terrace during Round 1 to share information about the project, present multiple baseline data maps to inform community members about the existing completeness of Terrace and gather feedback within the four lenses of the CCA (housing, daily needs, transportation, and infrastructure). This round of engagement was intended to educate those engaged about the project and gather momentum for the upcoming OCP update.

When?

On Wednesday, March 13, an in-person public open house was held at the Days Inn, from 4:30 – 8 pm, where attendees were encouraged to review display boards, speak with facilitators, and browse the additional map booklets. Throughout the evening, most who attended stayed for a prolonged period (30min+), taking time to speak to multiple facilitators about a range of topics.

Advertisements for the event were distributed by the City, via placing posters throughout the community and advertisements on social media, with emails sent to representatives of surrounding governments inviting them to attend.

Feedback was collected during the meeting through sticky notes as well as optional feedback forms.

Who?

Over 60 people attended the public open house to discuss the Complete Community Assessment, with hundreds of comments shared throughout the evening and 15 feedback forms submitted. Those engaged included elected officials, municipal staff, local business owners, developers, and residents of various ages.





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What We Heard During Engagement Round 1

What we heard

During the engagement, we spent time discussing how the Complete Community Assessment ties to the OCP and tried to ask questions that would help us understand: (1) community priorities within the lenses of housing, daily needs, transportation, and infrastructure; (2) community perspectives on the City’s current strengths; and (3) community perspectives on ways in which the community could improve/become more complete. The responses gathered from those in attendance indicate an active community that is engaged and invested in its development.

Key Themes

Housing

There was a strong emphasis on the need for diverse housing options, particularly for seniors, to accommodate community needs and allow aging in place. Residents of all ages expressed concerns over not being able to find housing in Terrace that suits their needs –specifically the size of housing (e.g., number of bedrooms), age or condition of the housing, and price point. This was seen as a threat to attracting new people and employees to Terrace, such as hospital staff. Some seniors indicated they had been on the waiting lists for suitable housing for over 10 years, while others discussed considering moving out of the community due to similar concerns.



Daily Needs

Feedback highlighted the importance of having daily amenities and services within walking distance of housing to support residents in accessing their daily needs without relying on their vehicles. Although respondents appreciated the consolidation of community amenities within the downtown, there was also a desire to see smaller-scale amenities such as corner stores, coffee shops, or daycare dispersed throughout the community, particularly on the Bench and on the Southside.



Transportation

Most community members rely primarily on their vehicles to travel throughout Terrace. However, residents expressed a desire for improvements to the transportation network that would support their use of alternative modes of transport. These improvements included: more convenient frequency and timing of buses, better bike routes with more separation from vehicles, more sidewalks in residential areas, wider trails to accommodate strollers, and improved pedestrian connections across the CN line (e.g., a pedestrian overpass). The safety of non-motorized transportation was discussed as a concern.





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Results from the Feedback Forms

Thank you for attending the project open house for the City of Terrace's Complete Community Assessment. The City of Terrace appreciates your involvement in this project and values your input. Please take time to review the presentation boards, talk to the facilitators, and complete this feedback form.

1. **Please indicate your relationship(s) to the City of Terrace** by selecting one or more of the following:

- 14 I live in Terrace
- 6 I work in Terrace
- 9 I shop in Terrace and/ or use the services and amenities in Terrace
- 1 Other:
 - I'm retired in Terrace.
 - I am retired.
 - I am a retired college instructor.

2. **Which of the four Complete Community Assessment lenses are the most important to you?** Please select one or more of the following and use the blank space beside the lens if you'd like to describe why it's important to you.

- 11 Housing
 - Future considerations for elder housing.
 - Housing density, seniors housing.
 - Senior-friendly.
 - Senior.
 - Aging in place.
 - Systemic [issue] that needs creative solutions –need community perspectives.
 - More flexibility for my property development.
 - Affordability and limiting transiency (i.e., people staying and committing to Terrace).
 - Space out multi-family (more apartments in the southside).
 - Affordable housing.
 - Retirement housing with recreation facility (amenities), quality of care, respite care



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What We Heard During Engagement Round 1

- 6 Daily needs**
 - Bike and walkability.
 - Free accessible community spaces – inclusivity.
 - In walking distance.
 - Sidewalks, so I can get to my daily needs.
 - 8 Transportation**
 - Better bike routes and bike infrastructure (traffic separation).
 - We need reliable transportation – consistent buses.
 - For children and those with no cars. Safety. Work with government and school district on issues with buses and school capacity (Horseshoe).
 - 11 Infrastructure**
 - Maintain infrastructure so we can continue to find our community beautiful inside and out.
 - Needs to incorporate regional perspectives to ensure it reflects who is utilizing city/ social services. Far larger than those who live in the boundary.
- Everyone deserves a good quality of life!
 - Passenger overpass.
 - All so important: sidewalks, bike lanes, snow removal standards.
 - A pedestrian overpass is needed.
 - Better sidewalk cleaning.
 - Bus, HandyDART to get to places, quality of life
 - Sidewalks –walkability and accessibility.
 - We need more sidewalks and more recreation like indoor soccer and indoor walking.
 - Indoor walking track.

3. Based on the information you received today, what do you think are Terrace’s existing strengths from a complete community perspective?

Downtown

- The services are available but only a limited [number] are within the optimal 10-20 minute walking distance.
- Everything positive is in close proximity.
- Major amenities are central, transportation (e.g., streets/ bus routes radiate from downtown).
- Compact downtown core.
- Downtown service accessibility.

- We have a downtown area set up. It’s a centre hub.

Landscape and Outdoor Recreation

- Geographical location –it’s beautiful and the weather is decent, good air quality and, less likely to have summer smoke from fires.
- Outdoor amenities (e.g., golf course, trails, ski trails, fishing, etc.).
- Access to nature.



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What We Heard During Engagement Round 1

- Outdoors opportunities.
- Everything is in close proximity –skiing, trails, nature, fishing.
- Bike trails.
- Millennium Trail [Grand Trunk Pathway].
- Trails, parks.

Culture

- It is multicultural –our 1st Nations are an important part of our culture here.
- Our volunteerism –we are very community-minded.
- Consistent enthusiasm in volunteering keeps our standard of living acceptable.
- Friendly people.
- Friendly.

- Artists!!!
- Seeking community feedback and advertising making this open to all.

Economy

- Mayor Sean getting funds from BC.
- Existing industrial jobs.
- Plenty of self-starters and driven individuals, and entrepreneurs.
- Good restaurants.

Built Environment

- Nice sized lots –do not make neighbourhood too dense, people move here to have room.
- Good murals!!!
- Downtown murals.
- The new hospital with building community.

4. Looking forward, how do you think Terrace can become a more complete community in the future?

Growth and Density

Use OCP policies to discourage expanding residential areas and instead encourage, by any available means, infill residential development.

- Amenities need stretching outward.
- More accessible services beyond downtown.
- Keep it a rural feel.

Support for Seniors

- Create support systems as the demographic shift.
 - Transitional housing and services for aging population.
 - In areas where health services are readily available.

- Current seniors housing deficit requires construction of the full range of housing needs.
 - Affordable.
 - Rent geared to income and retirement.
 - Supportive (assisted living).
- Senior housing needs.
- Age in place possibilities (one level garden space).
- Can I grow old here? I'm concerned that I can't. More market (owner-occupied housing) at variable pricing. Seniors market housing –Twin River Estates model. Seniors housing –close to amenities. Increase our tax base (market housing).



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What We Heard During Engagement Round 1

- We need more senior housing.

Support for Families

- For younger families –improve walking and biking spaces.
 - More daycare facilities (daycare in older residence?)
- More reliable medical services –accessing family doctors and specialists.
- Not enough playgrounds.
- More activities for kids and youth.
- Plan for youth, changes in transportation (more sidewalks, larger bike paths so kids can walk and bike safely to school)

Transportation Network

- Rail crossings (grade separation/ pedestrian overpass ... be in mid-term plan.
- Bike lanes.
- Sidewalks.
- Better and more sidewalks.
- Sidewalks in new subdivisions.
- Safety issues. There is ongoing issue in the Horseshoe area at the 4-way stop at Sparks and McConnell where Christy Soccer Park is: many people do not stop, park on bike lanes and so on. Solution: Please paint white lines on the road and the word “STOP” painted at each 4-way stop signs. Prevention before someone gets killed.

Built Form

- Enforce bylaws for street loiter.
- More “eyes” on the street.
- Green spaces.

- Clean up garbage/ enforce traffic laws.

Housing

- Creative housing solutions to meet housing shortage –see housing forum and ideas to address local concerns.
- Mixed income housing.
- Mixed housing (co-op), row housing.

Economy

- Terrace needs to focus more on generating income, both wages and taxes, before much of this can be rolled out. It’s all fantastic vision but the focus on income generation is disproportionate.
- Focusing on needs of people –what keeps people healthy? What makes people stay?
- Higher visibility for anyone to safely walk and drive!

Open Spaces

- More green spaces!!!
- Parks.
- Creative use of buildings.
- Use of co-op space.
- We’re losing green space to new housing development (beside Uplands School, woods by the College).

Social Supports

- Healing (end homelessness).
- Re-initiate stepping stones.
- Community centre for youth/ seniors.
- We need a community centre.



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What We Heard During Engagement Round 1

5. Please share any additional comments you may have.

Housing

- Who owns the old Highways lands (by Skeena School)? It would be a PERFECT place for elder housing!

Daily Needs

- More community within community corner store walking distance within neighbourhood.
- Like to see easier access to Skeena River.
- Get hot springs going again.
- Our town needs to be presented.
 - Clean, friendly, up to date in services (medical, educational, culturally, industry)
- Terrace is not accessible to be accessible is to be inclusive, not separate. Buildings, play areas, etc. Must be barrier-free right from beginning. Going in back alleys to get into building is unsafe and not inclusive. Not only listen but do ACTION what people with disabilities say. Many businesses in Terrace need to have door openers, hand railings, all toilet stalls with doors swinging out. Have accessibility bylaws and enforce them.

Transportation

- Too much truck traffic.
- Due with the lack of safe walking and safe streets, the majority of seniors will move out of Terrace as they retire taking with them taxes and families.
- Bus Stop: When Highway 41 Halliwell Bus goes down Kalum Hill, a bus stop needs to be around Hamer Ave. Reason, the first bus stop off Kalum Hill is too far away from McConnell/Tuck Ave. Where bus stop is now, I would need to back track and walk to

McConnell. Walking back that distance is too far. I would need the bus stop close to Tuck – also, a bus stop would need to be put on the other side as well to go back up the hill.

Infrastructure

- Provide the community is infrastructure data and condition to give residents an appreciation of the infrastructure challenges we face, e.g., inventory of roads by total km and % in three or four condition categories. Same for water, sewer, and storm.
- I think adding a regional perspective would be important as Terrace provides services to so many beyond just who live in the City boundary.

Other

- Do not model Terrace after the big city model.
- There is a lot of community knowledge and research being done in the community that would be a great additional to the quantitative data gathered here.
- Interesting analysis –will be interesting to see how this informs the OCP.
- Ask youth for input (Skeena Middle School). They are our future. What do they think we need and can increase?
- The City could have more community workshops and discussions like this one.

Economy

- Expand on the importance of jobs and growth in this process. I realize everyone wants it to be nice things but need developing jobs to pay the bills.



Bench

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What We Heard During Engagement Round 1

Horseshoe

- Keep our enterprises fluent and growing.
- We need to market Terrace to our residents (not just visitors). They need to buy into and make an investment in our community. Visitors may only come once and never come back.

Map Comments

- The housing density map has questionable information (Figure 4)
- Figure 33 shows no sanitary/ storm drains in the Bench area where there is new housing.



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What We Heard During Engagement Round 1

Display Board Comments

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Welcome

Welcome to the Open House for the City of Terrace Complete Community Assessment. We are here today to discuss the project, its connection to the OCP update, and share the mapping of Baseline Indicators (i.e., existing conditions in the community).

Project Overview

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Learn more at <https://engage.terrace.ca>

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Next steps

- Mapped data will be analyzed and used to create and map future growth scenarios
- Future engagement will involve sharing these growth scenarios and making revision based on community feedback
- This work, as well as an Implementation Plan, will be combined in a final report and presented to Council
- The outcome of this project will help inform the upcoming Official Community Plan update

Project Timeline

1. Gather and Prepare the Data (December - January)
2. Map Baseline Indicators (February)
3. Engagement Round 1 (March) Project Launch
4. Analyze the Data and Test Scenarios (April)
5. Map Growth Scenarios (April - May)
6. Engagement Round 2 (May) Discuss Mapping Results
7. Refine Growth Scenarios (May - June)
8. Develop an Implementation Plan (June)
9. Finalize Complete Community Assessment (June) Present to Council

Learn more at <https://engage.terrace.ca>

- No comments.





Bench

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Horseshoe

Study Area Overview

Figure 1 Study Area Overview

Maps need street labels

City of Terrace
Complete Communities Assessment

Legend

- Study Area
- Municipal Area
- Terrace Parcel


Learn more at <https://engage.terrace.ca>

- Map needs street labels.




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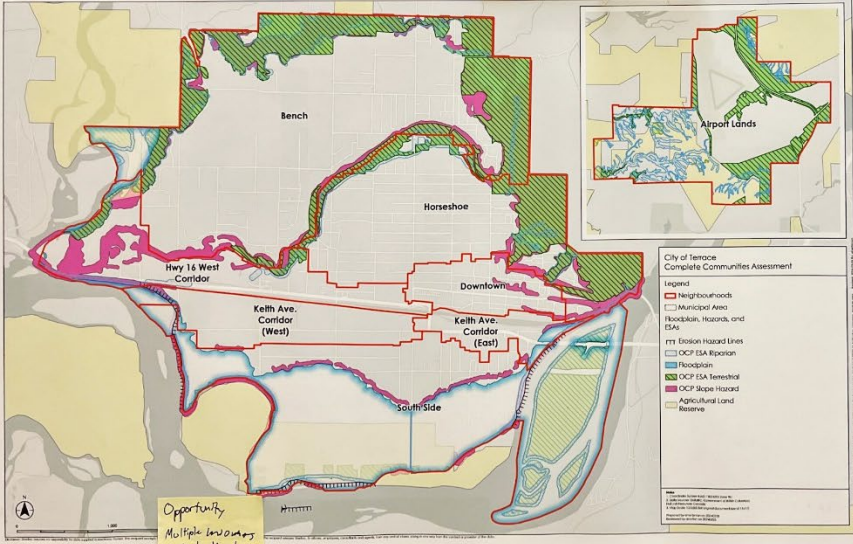


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Physical and Environmental Constraints

Figure 2: Floodplain, Hazards, and ESAs



RELEVANCE TO A COMPLETE COMMUNITY

- Natural hazards and environmentally sensitive areas present constraints to development and can create barriers to movement in the City.

KEY FINDINGS

- There is a floodplain in the lower portion of the South Side adjacent to the Skeena River.
- There are lands within and surrounding the City that are in the Agricultural Land Reserve.
- There are topographical and slope hazard barriers to movement between the Horseshoe and Bench neighbourhoods.

POTENTIAL OCP CONSIDERATIONS


- Impact of constraints on future growth areas.

Opportunity
Multiple landowners coming together to riprap/protect riparian areas at scale for erosion projects


Consider noise/dust constraints (the mill)

Proactive measures: protection by Alouin riprap from east side of road more likely than riprap more likely to be done (unnecessary) riprap riprap

Noise regulations and air quality need to be considered. Riprap, fence and sign on steep slopes and for riprap



Learn more at <https://engage.terrace.ca>

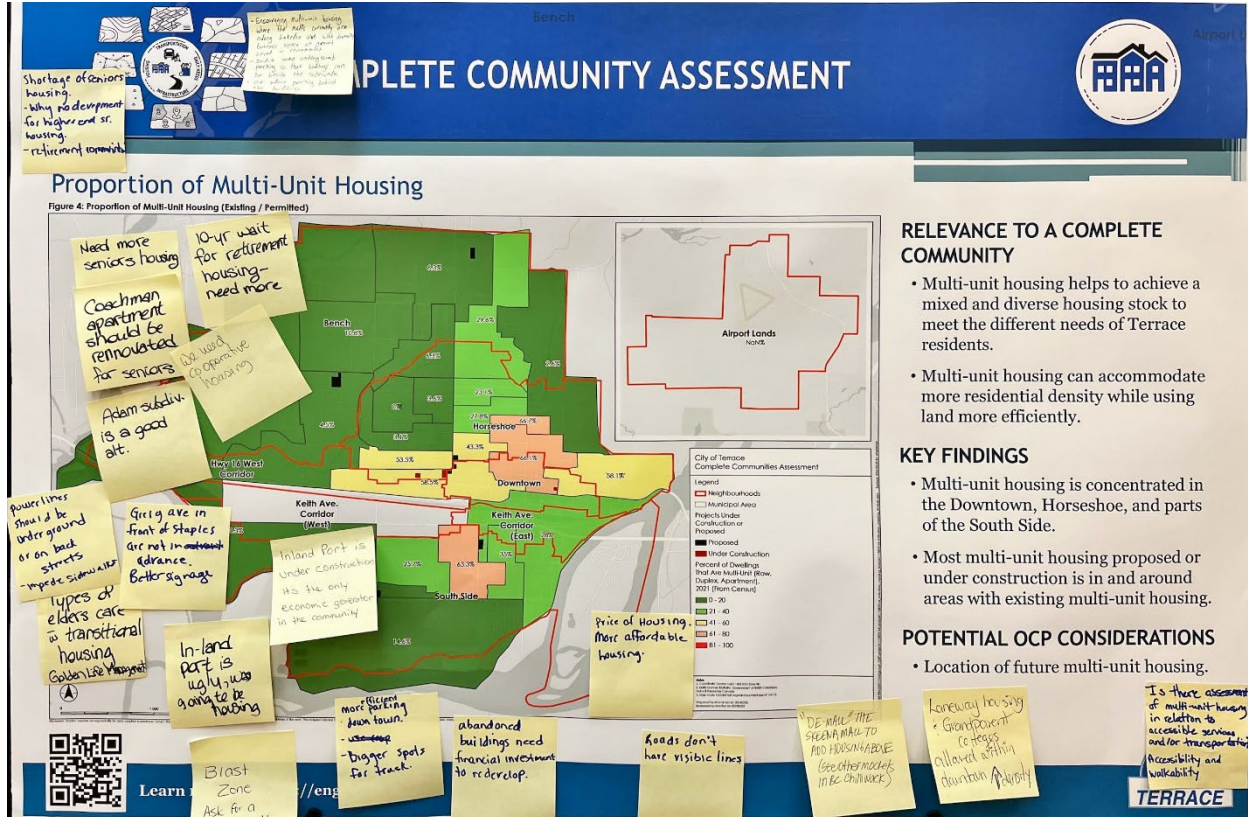


- Opportunity: multiple landowners coming together to riprap/ protect.
- Economic of sale for erosion projects.
- Possible pathway opportunity along river from old bridge Terrace side connecting Grand Trunk Pathway [Millenium Trail] to new bridge (Walmart)/ Ferry Island.
- Noise regulations and air quality need to be considered.
- Retaining forest and veg. on steep slopes and ESA terrestrial areas.
- Consider noise and dust constraints (the mill).



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What We Heard During Engagement Round 1



- Encouraging multi-unit housing where the malls currently are along Lakelse Ave with diversifying business space at ground level is recommended.
- Include some underground parking so that buildings can be beside the sidewalk or place parking behind the building.
- Shortage of seniors housing
- Why no development for higher end seniors housing?
- Retirement community.
- Need more seniors housing.
- Coachman apartment should be renovated for seniors.

- 10-year wait for retirements housing –need more.
- We need cooperative housing.
- Adam Street townhouses (Maple Estates) is a good alternative.
- Powerlines should be underground or on back streets, they impede sidewalks.
- Types of elders’ care with transitional housing.
- Greig Ave in front of Staples are not in advance. Better signage.
- Inland Port is under construction. It’s the only economic generator in the community.
- Price of housing – more affordable housing.
- Blast zone. Ask for a green wall.





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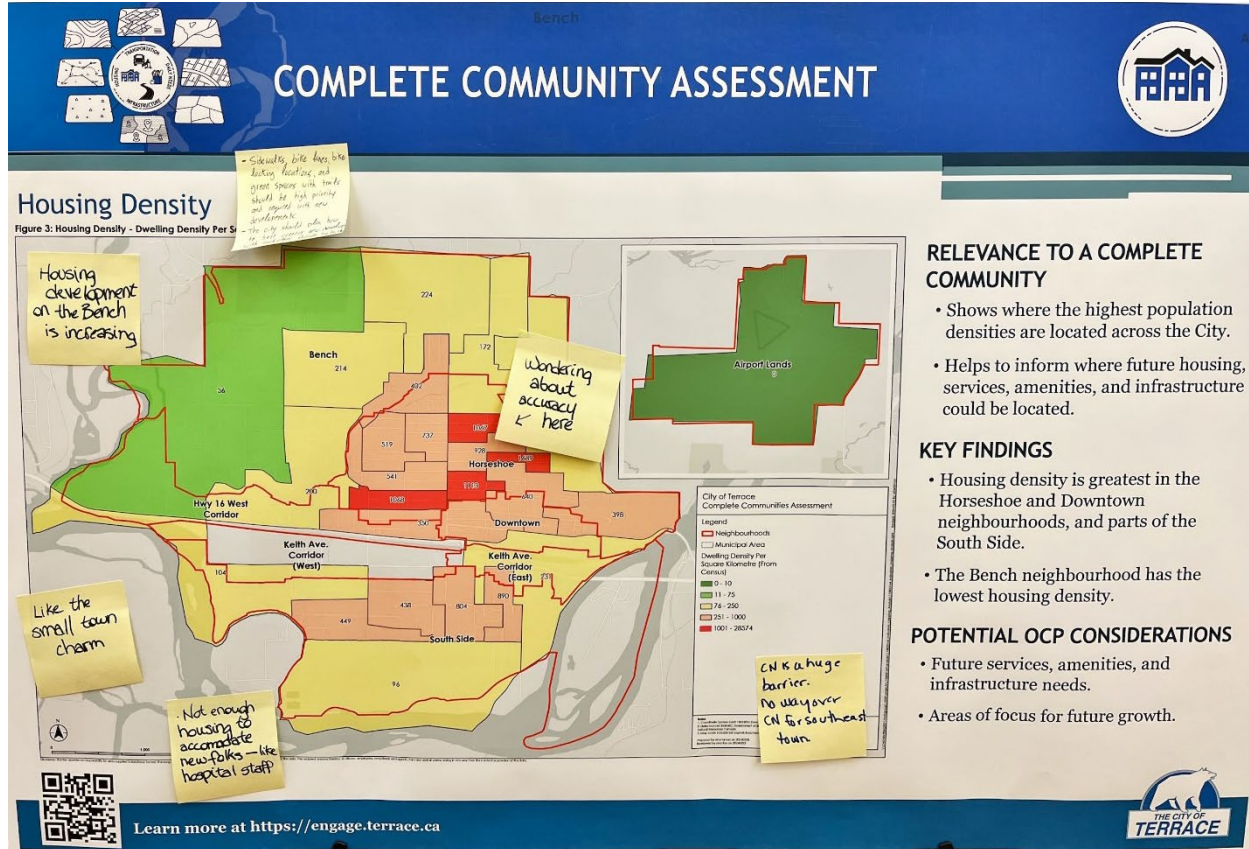
Horseshoe

- More efficient parking downtown. Bigger spots for trucks.
- Abandoned buildings need financial investment to redevelop.
- Roads don't have visible lines.
- "De-mall" the Skeena Mall to add housing above (see other models in BC, Chilliwack).
- Laneway housing and grandparent cottages allowed within downtown (density).
- Is there assessment of multi-unit housing in relation to accessible services and/ or transportation.
- Accessibility and walkability.



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What We Heard During Engagement Round 1



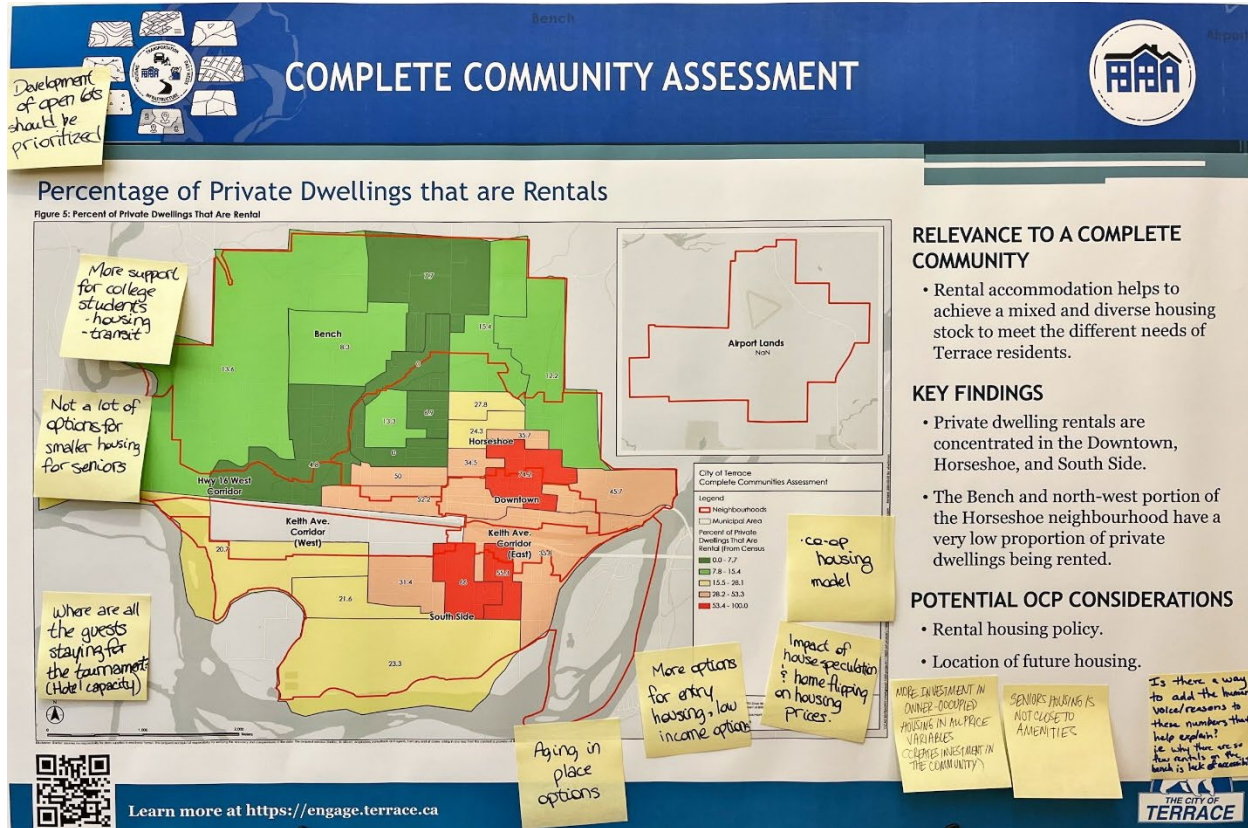
- Housing development on the Bench is increasing.
- Like the small-town charm.
- Not enough housing to accommodate new folks –like hospital staff.
- Wondering about accuracy here.

- Sidewalks, bike lanes, bike locking location, and green spaces with trails should be high priority and required with new developments.
- The City should plan how to best connect new development with the others through sidewalks etc.
- CN is a huge barrier. No way over CN for southeast [portion of] town.



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What We Heard During Engagement Round 1




- Development of open lots should be prioritized.
- More support for college students (e.g., housing, transit).
- Not a lot of options for smaller housing for seniors.
- Where are all the guests staying for the [basketball] tournament? (Hotel capacity).
- Aging in place options.
- Many options for entry housing, low-income options.
- Co-op housing model.
- Impact of house speculation and home flipping on housing prices.
- More investment in owner-occupied housing in all price variables (Creates investment in the community).
- Seniors' housing is not close to amenities.
 - Is there a way to add the human voice/reasons to these numbers that help explain? I.e., why there are so few rentals on the Bench is lack of accessibility.




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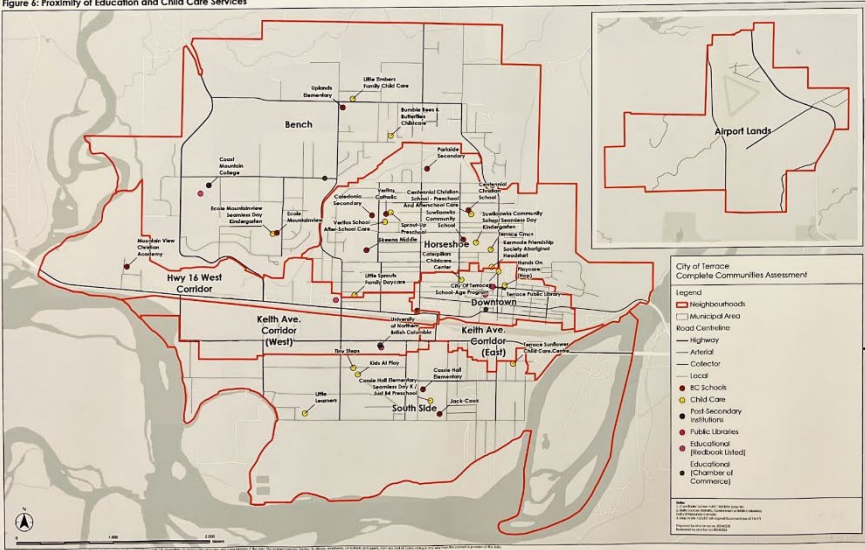


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Location of Education and Childcare Services

Figure 6: Proximity of Education and Child Care Services



RELEVANCE TO A COMPLETE COMMUNITY

- Education and childcare are important community services that many people rely upon daily.

KEY FINDINGS


- Education facilities are distributed throughout Terrace.
- Childcare services are concentrated in the Horseshoe and Downtown neighbourhoods where housing density is highest.

POTENTIAL OCP CONSIDERATIONS


- Proximity of education and childcare facilities in relation to residential uses.

Southside school closure was sad to remove that cultural gathering

Enable easy access for business licenses for childcare businesses to support a lack of childcare



Learn more at <https://engage.terrace.ca>



- Southside school closure was sad to remove that cultural gathering.
- Enable easy access for business licenses for childcare businesses to support a lack of childcare.



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What We Heard During Engagement Round 1

Horseshoe

Location of Health Services
Figure 7: Proximity of Health Services

Arch. design of hospital is so bad grateful for the service but...

Would like a corner store or bit more services on the bench

Need opportunities to age in place.

RELEVANCE TO A COMPLETE COMMUNITY

- Health services are essential daily needs for many residents.

KEY FINDINGS

- Health services are concentrated in and immediately adjacent to Downtown.

POTENTIAL OCP CONSIDERATIONS

- Proximity of health services in relation to residential uses.
- Connectivity between health services and neighbourhoods.

Learn more at <https://engage.terrace.ca>

- Architectural design of hospital is so bad; grateful for the service but...

- Would like a corner store or bit more services on the Bench.

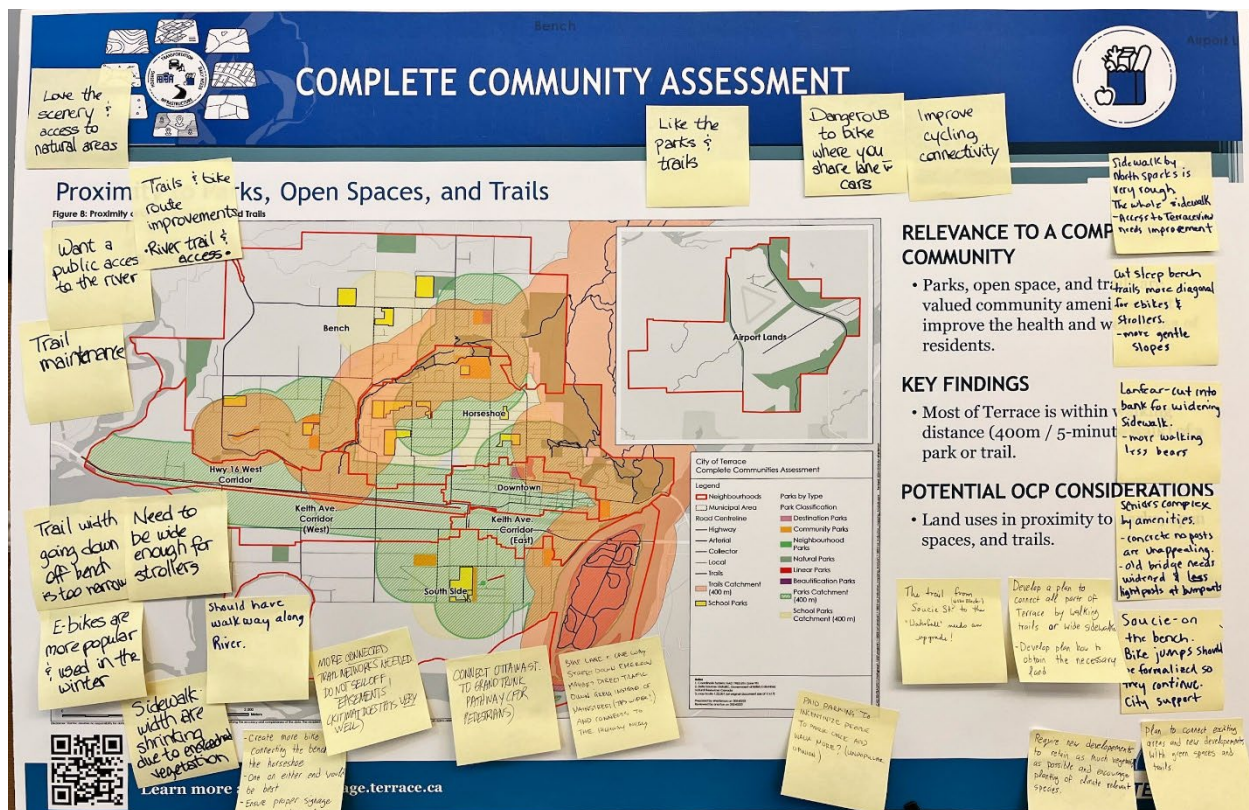
- Need opportunities to age in place.





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- Love the scenery and access to natural areas.
- Trails and bike route improvements.
- River trail and access.
- Want a public access to the river.
- Trail maintenance.
- Trail width going down off the Bench is too narrow. Need to be wide enough for strollers.
- E-bikes are more popular and used in the winter.
- Sidewalk width are shrinking due to encroached vegetation.
- Like the parks and trails.
- Dangerous to bike where you share lane with cars.
- Improve cycling connectivity.
- Create more bike lanes connecting the Bench to the Horseshoe. One on either end would be best.
- Ensure proper signage along bike lanes.
- More connected trail networks needed.
- Do not sell off easements! (Kitimat does this very well).
- Connect Ottawa St. to Grand Trunk Pathway [Millenium Trail] (for pedestrians).
- Bike lane and one way street down Emerson maybe? Direct traffic down Greig Ave instead of Mainstreet (it's wider!) and connects to the Highway nicely.
- Paid parking to incentivize people to park once and walk more? (Unpopular opinion).



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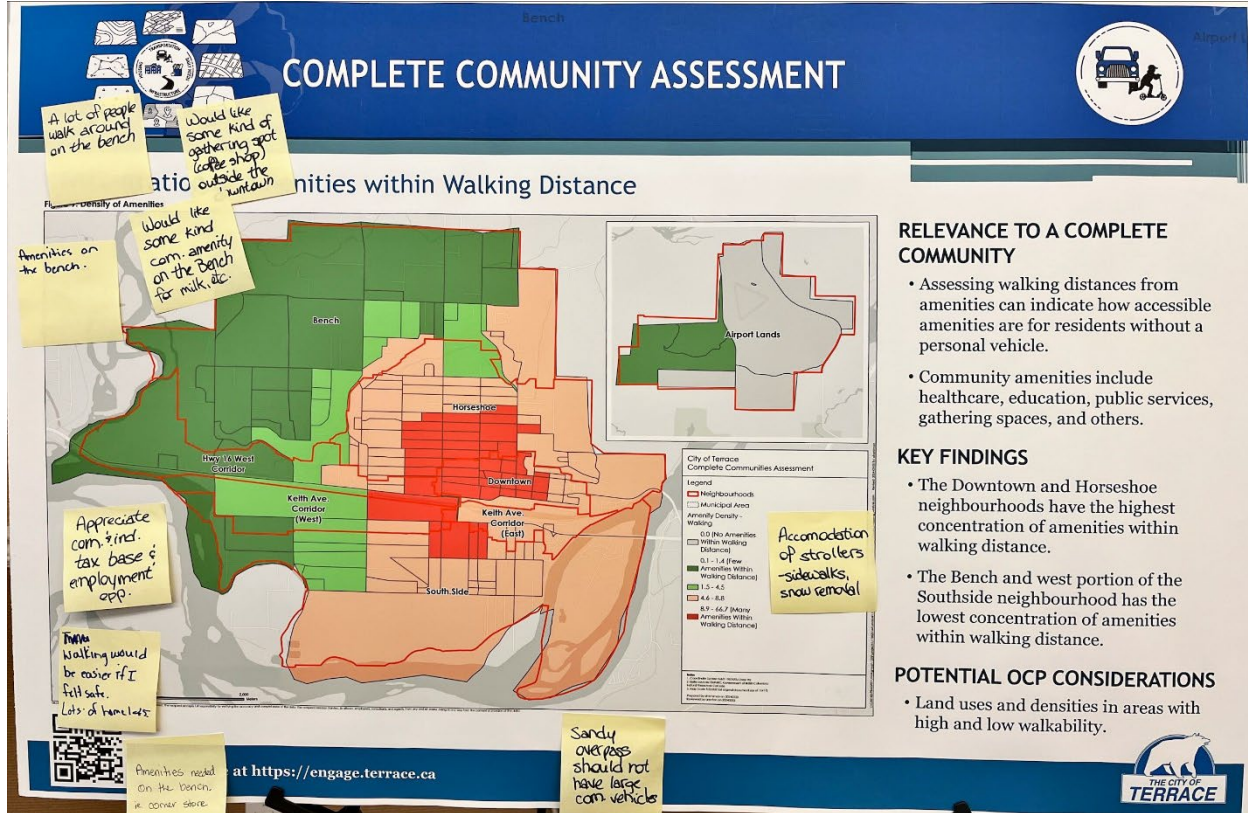
- The trail from Soucie St (4500 block) to the “waterfall” needs an upgrade!
- Develop a plan to connect all parts of Terrace by walking trails or wide sidewalks.
- Develop plan how to obtain the necessary land.
- Soucie Ave -on the Bench. Bike jumps should be formalized so they continue. City support.
- Sidewalk by North Sparks is very rough. The whole sidewalk.
- Access to Terraceview need improvement.
- Cut steep bench trails more diagonal for e-bikes and strollers. More gentle slopes.
- Lanfear Dr -cut into bank for widening sidewalk.
- More walking, less bears.
- Seniors complex by amenities.
- Concrete no posts are unappealing.
- Old bridge needs widened and less light posts at bump outs.
- Require new developments to retain as much vegetation as possible and encourage planting of climate relevant species.
- Plan to connect existing areas and new developments with green spaces and trails.



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Horseshoe



- A lot of people walk around on the Bench.
- Amenities on the Bench.
- Would like some kind of community amenity on the Bench for milk, etc.
- Would like some kind of gathering spot (e.g., coffee shop) outside the downtown.
- Appreciate commercial and industrial tax base and employment opportunities.

- Walking would be easier if I felt safe. Lots of homeless
- Amenities needed on the Bench (i.e., corner store).
- Sandy overpass should not have large commercial vehicles.
- Accommodation of strollers –sidewalks, snow removal.

RELEVANCE TO A COMPLETE COMMUNITY

- Assessing walking distances from amenities can indicate how accessible amenities are for residents without a personal vehicle.
- Community amenities include healthcare, education, public services, gathering spaces, and others.

KEY FINDINGS

- The Downtown and Horseshoe neighbourhoods have the highest concentration of amenities within walking distance.
- The Bench and west portion of the Southside neighbourhood has the lowest concentration of amenities within walking distance.

POTENTIAL OCP CONSIDERATIONS

- Land uses and densities in areas with high and low walkability.



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What We Heard During Engagement Round 1

Proximity to Transit Stops and Routes

Taxi service is unsafe & unreliable

Lack of ride-sharing services, ex. uber Lyft. Taxi isn't an option. Not reliable.

Transit schedule is not convenient, takes too long to get anywhere

Transit ridership seems to be increasing

Frequency of routes is low

Bus stops frequently unsafe places to wait, not being monitored

Downtown bus shelters have been hijacked by undesirable/ anti-social activity

Better parking instruction at Christy Park, especially during soccer season.

parking in bike lanes near Christy Park. Paint "STOP" at intersection Sparks/ McConnell. So people will stop

Handy dart - extend hours later into weeknights and earlier in the morning

Bus stops are not located close to locations I need to go. ex. Kalum/ Straume have to walk back to McConnell. Need stop closer

Handy dart - Hours need to increase on Saturday

Halliwel Bus needs to leave the mall earlier 10:30 is too late prefer 8:00am on Saturday

RELEVANCE TO A COMPLETE COMMUNITY

- Transit is an important mode of transportation for many members of the community.

KEY FINDINGS

- Most of Terrace is within 500m of a public transit stop (approx. 6min walk).
- Areas not within 500m of a public transit stop are largely located outside of the City's Urban Containment Boundary.

POTENTIAL OCP CONSIDERATIONS

- Land uses in proximity to bus stops in the transit network.

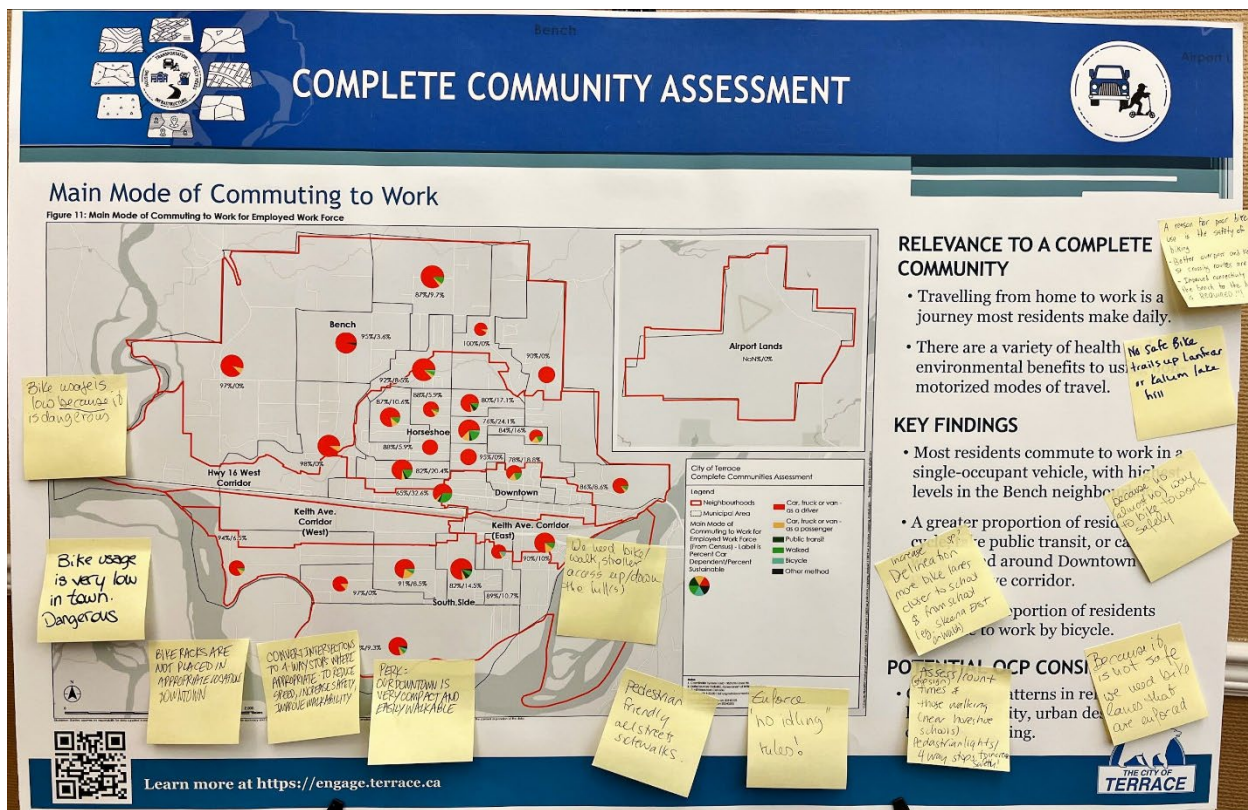
Learn more at <https://...>

- Taxi service is unsafe and unreliable.
- Lack of ride sharing services (e.g., Uber, Lyft).
- Taxi isn't an option, not reliable.
- Transit schedule is not convenient, takes too long to get anywhere.
- Transit ridership seems to be increasing.
- Frequency of routes is low.
- Bus stops frequently unsafe places to wait, not being monitored.
- HandyDART services
- Downtown bus shelters have been hijacked by undesirable/ anti-social activity.
- Better parking instruction at Christy Park, especially during soccer season. Parking in bike lanes near Christy Park.
- Paint "STOP" at intersection Sparks/ McConnell so people will stop.
- HandyDart extend hours later into weeknights and earlier in the morning.
- Bus stops are not located close to locations I need to go (e.g., Kalum St/ Straume Ave) have to walk back to McConnell; need stop closer).
- HandyDart hours need to increase on Saturday.
- Halliwel Bus needs to leave the mall earlier 10:30 is too late, prefer 8:00am on Saturday.



COMPLETE COMMUNITY ASSESSMENT

What We Heard During Engagement Round 1



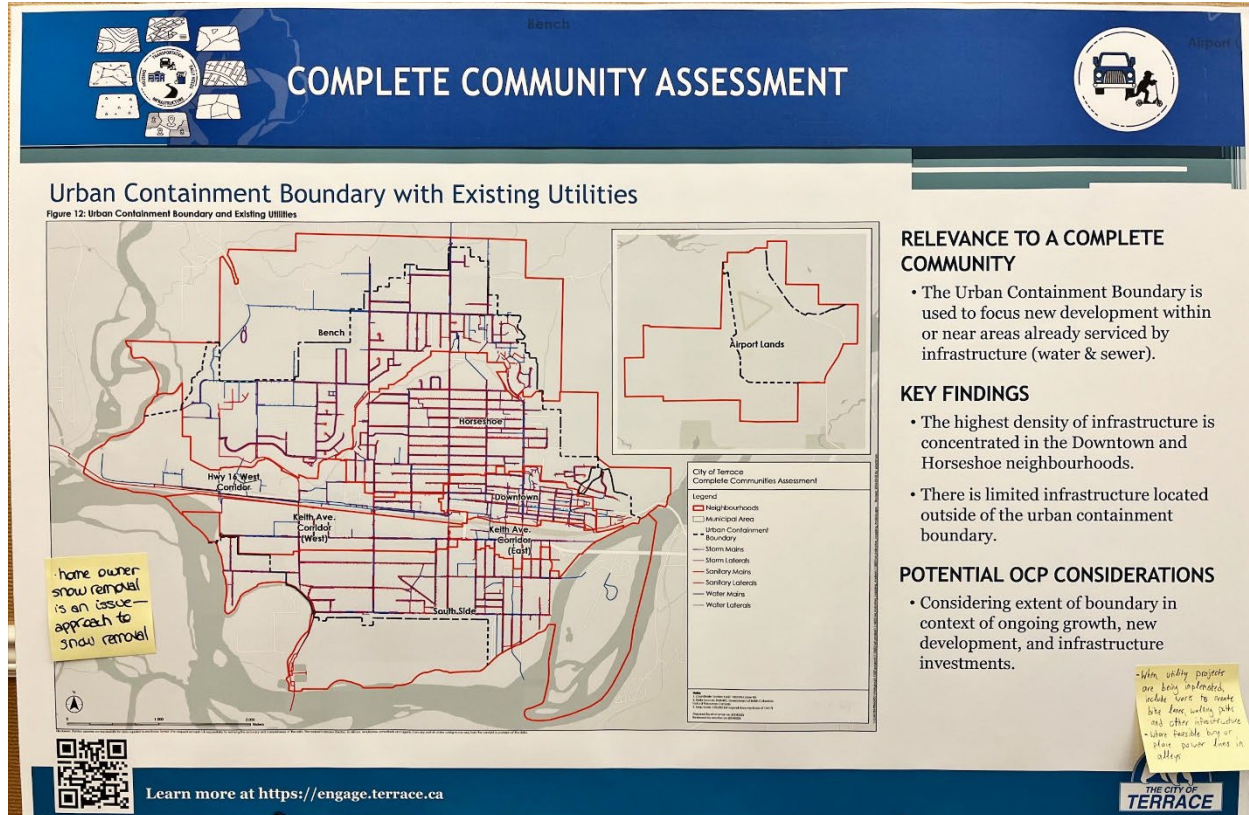
- Bike usage is low because it is dangerous.
- Bike usage is very low in town –dangerous.
- Bike racks are not placed in appropriate locations downtown.
- Convert intersections to 4-way stops where appropriate to reduce speed, increase safety, and improve walkability.
- Park: our downtown is very compact and easily walkable.
- We used bike/ walk, stroller access up/ down the hill.
- Pedestrian-friendly all sidewalks.
- Enforce “no idling” rules!
- No safe bike trails up Lanfear or Kalum Lake Hill.
- Access/ count stop sign times and those walking (near Horseshoe schools). Pedestrian lights/ 4-way stops to increase safety!
- Because it is not safe, we need bike lanes that are enforced.
- Increase delineation, more bike lanes closer to school and from school (e.g., Skeena East or Walsh)
- Because no (almost no) way to bike to work safely.
- A reason for poor bike use is the safety of biking.
- Better overpass and Kenney St crossing routes are needed.
- Improved connectivity from the Bench to the Horseshoe is required!





COMPLETE COMMUNITY ASSESSMENT

What We Heard During Engagement Round 1



RELEVANCE TO A COMPLETE COMMUNITY

- The Urban Containment Boundary is used to focus new development within or near areas already serviced by infrastructure (water & sewer).

KEY FINDINGS

- The highest density of infrastructure is concentrated in the Downtown and Horseshoe neighbourhoods.
- There is limited infrastructure located outside of the urban containment boundary.

POTENTIAL OCP CONSIDERATIONS

- Considering extent of boundary in context of ongoing growth, new development, and infrastructure investments.

- Homeowner snow removal is an issue – approach to snow removal.
- When utility projects are being implemented, include work to create bike lanes, walking paths and other infrastructure.
- Where feasible, buy or place power lines in alleys.



COMPLETE COMMUNITY ASSESSMENT

What We Heard During Engagement Round 1

Would have liked the definition of these lenses.

Housing

- What about the school district real estate on the southside (Kiti K'Shan)
- Shared housing registry
- Need (could use) a co-op housing committee.
- People are interested. I think the time for co-op has arrived!
- Senior housing.
- Mixed income housing.
- Local detox and treatment centres.
- Habitat for humanity model (people use their sweat equity).
- 2nd hand/ upcycled building materials.

Daily Needs

- Walkability (i.e., from Southside) have to cross the tracks.
- Pedestrian overpass.
- More public garbage/ recycling bins.
- The integration of edible landscaping into City planning. Urban landscapes.
- Sidewalk snow removal downtown and surrounding area.
- Youth centre and rehabilitation facility.
- Public washrooms that are open!
- Rehab facility needed over shelter mentality.
- Indoor track.
- Soccer dome.
- More gym facilities.
- More accessible (free, central) community spaces.
- The City should amend its bylaws to allow veggie gardening in the boulevards, no fining people.
- City should hire a horticulturist like Kitimat – landscaping should be edible and bee friendly.





COMPLETE COMMUNITY ASSESSMENT

What We Heard During Engagement Round 1

Transportation

- The City should apply for Vision Zero grants through MOTI.
- Better bike/ cycling infrastructure.
- More roundabouts to improve traffic flow.
- Sidewalk maintenance.
- Do not build any more roads/ subdivisions without sidewalks!
- Sidewalk on North Eby.
- Need sidewalks on the Southside.
- Safe biking walking routes needed!
- We need to stop being so car-centric!
- Close this block: Lakelse Ave to vehicle traffic.
- Better bike paths/ lanes = safety = more cyclists.
- Convert a few roads to one-ways, make the other half a bike/ walk lane (e.g., Ontario St in Vancouver).

Infrastructure

- Is there a way to capture the volume of people using City services who live outside City boundaries? Think in regards to use of transportation, childcare, etc. There may be enough for volume of people within boundary but that is not all who use it.
- ? overpass
- Pedestrian overpass (apparently you can buy one second hand!)
- Green spaces (don't lose all the trees/ fields to subdivision development)
- Sidewalks!!!
- Bicycle lanes (dedicated).
- Pedestrian and bicycle-friendly City.
- Bus system improvement.
- Less cars.



COMPLETE COMMUNITY ASSESSMENT

What We Heard During Engagement Round 1

What's next?

Using feedback gathered during Engagement Round 1 as a guide, all mapped data will be reviewed to identify gaps and potential improvements. Future growth scenarios will also be prepared and mapped.

Once scenarios have been developed, they will be shared with the community during Round 2 of Engagement, targeted for May 2024. Preparation of an Implementation Plan will follow in June.

All information in the Complete Community Assessment is being prepared for consideration and incorporation into the Official Community Plan. More engagement opportunities regarding housing, daily needs, transportation, infrastructure, and other topics are upcoming as part of the OCP Update. The OCP Update is a separate but related project that recently commenced and is targeted for completion by summer 2025. [For information about the OCP Update, visit: https://engage.terrace.ca/ocp.](https://engage.terrace.ca/ocp)

Project Lifecycle

1. Gather and Prepare the Data (December - January)
2. Map Baseline Indicators (February)
3. Engagement Round 1 (March)
Project Launch
4. Analyze the Data and Test Scenarios (April)
5. Map Growth Scenarios (April - May)
6. Engagement Round 2 (May)
Discuss Mapping Results
7. Refine Growth Scenarios (May - June)
8. Develop an Implementation Plan (June)
9. Finalize Complete Community Assessment (June)
Present to Council