

BUDGET 2021



Survey Results

Responses to
"2021 Budget Feedback"

DECEMBER 3-31, 2020



Notes:

Responses have been left as-written, except where a typo may confuse meaning. These changes have been indicated with [square brackets].

Questions 1 and 2 are name and address fields.

Respondents were provided with the following information to begin the survey:

Please use the resources below to assist you with your response.

Budget Documents: https://www.terrace.ca/sites/default/files/docs/city-hall/finance/december_1_2020_finance_personnel_admin_committee_of_the_whole_agenda_-_pdf.pdf

Budget infographic: <https://www.terrace.ca/sites/default/files/docs/city-hall/finance/budget-2021-infographic.pdf>

Question 3:

In the December 1st budget deliberation meeting, staff presented Council with a proposed budget for 2021. The infographic linked above shows some of the highlights of their discussion. What are your general impressions of the budget?

#	Response	Submitted
1	Your fiscal management is biased; it's clear that sports is more important than the arts. While you are expecting some of your funders to makes cuts in their areas, you expand and ADD positions in Public Works? Does this mean every single resident will see better plowed streets in snowstorms beyond Her Worship? If your funding is down 1% why are cuts to some services more than that? What about the funds from the province and feds to counter some of the COVID-19 losses? Where have you put that money? Your budget lacks transparency.	12/3/20 16:50:12
2	Infrastructure should come first not trail upgrades. If TORCA can manage to raise money and volunteer time then Howe Creek and Ferry Island can wait. We need to focus on our vital infrastructure before making our community look perfect. This is what got us to this place to begin with. We need solid project management, and better lobbying efforts. If you keep raising taxes, people won't be able to afford to live here anymore. High housing, lack of housing and high taxes.	12/3/20 16:58:56
3	More specifics would be nice; why does the downtown need more enhancements? The only enhancement it needs is taking the street people off so tax paying citizens can go about daily life without being harassed. How about more road work, more snow removal equipment so they can clear streets properly; fix lanfear hill and add sound barriers so that people who live by the hill don't have so much noise pollution. Ferry Island and Howe Creek trails are fine! Put the money into other projects. Actually ask the citizens what they want!	12/3/20 22:35:55
4	Community Hall for all to utilize full industrial kitchen for large gathering's feasts wedding etc	12/4/20 0:15:17
5	Very reasonable and responsible. There is a real need to continue with the road upgrades. Many people don't realize that most roads were still gravel until the mid 70's and then only surface paved. We need to get our roads up to the standards people expect. I feel that council is doing a good job of maintaining a reasonable taxation level. Many people try and equate our taxation with Kitimat's which is unreasonable. Pleased to see Prince Rupert's included. I would be interested in knowing the contribution from the Regional District. Most people in Thornhill and other surrounding areas use Terrace services as their own. Are they paying a reasonable amount?	12/4/20 9:24:48
6	You mention that there is a need for an industrial tax base. Other than the inland port, has the city attempted to recruit other businesses? Are there other industrial businesses wanting to come? The [infographic] does not mention any new overpasses for the city. Vopak is undergoing its final consideration and reports a significant increase in rail traffic. How does the city plan to address this.	12/4/20 11:48:18

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#	Response	Submitted
7	No real concerns at this time	12/4/20 13:58:40
8	ok	12/4/20 15:44:47
9	I am agreement with 1% property tax increase in support of the Asset Management Fund. But no more than 1% total property tax increase for 2021. 2020 has been a very difficult year for many and 2021 does not look that great at the present. My general impression of the proposed budget for 2021,... with 7% tax increase,... not in pressures people are facing... I do not support a 7% tax increase.	12/4/20 16:24:05
10	I think raising taxes when people can barley afford food is negligent	12/4/20 16:48:14
11	No new cops please, that money is better spent with culturally safe mental health support. Tax increase will be a hardship.	12/5/20 14:15:50
12	<p>The info-graphic is of little value. It proposes a 7% increase in taxes and tries to justify it because our city is about the middle of the pack for taxation for its size? Terrace as a market is extremely isolated and our taxation level should be much lower to attract people here, and keeping more money in our pockets. It also seems unwise to vastly increase the municipal tax burden while sitting on 13 million in northern capital & planning grant and over a million in covid-19 restart funds. Saving for an emergency makes no sense because the pandemic is an emergency, if you don't want to use it now, then when? It's not as if the provincial and federal money taps will be shut off either, and it might make more sense to spend it now before inflation wipes out its purchasing power.</p> <p>Looking at the operating fund on page 4, property taxes are going up by about a million dollars a year until 2025. It's not clear what the percentage means under the REVENUE row. Is that the total revenue or property taxes?</p> <p>It also makes little sense spending \$90,000 on IT Server hardware it could be hosted in Azure or Amazon (cloud services).</p> <p>This budget is kind of making me want to sell and move my family to Quesnel where the taxes are lower, which is a bit ironic considering their mayor was an NDP MLA!</p>	12/5/20 19:49:26
13	The tax hike in combination with not spending COVID and Capital grants is [unpalatable].	12/5/20 20:58:58
14	<p>I feel there are many items that do not or should not take priority. Such as entrance to city hall, adding 1 RCMP officer when 2 were removed. Utilizing covid19 funds for system upgrades and software.</p> <p>Lzelle Blvd. Upgrade. More garbage cans that pop open for street people and are not regularly emptied. Hence still garbage on sidewalks. Some covid funds should be accessible to businesses that are on the verge of shutdown. City spends funds on 1 block in terrace. This area now has 3 pot shops, vape shop.</p>	12/5/20 22:55:54
15	Perhaps a temp. Closure of the library to save cost until pandemic is over. Also reduce the extra bylaw position setup for 2020. Look at saving money in administrative costs.	12/6/20 5:58:19
16	Lots of tax increases	12/6/20 19:56:46

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#	Response	Submitted
17	I support a 1% tax increase for the Asset Management Fund. However, I strongly oppose a 6% property tax increase per the financial plan. As was the case in 2020, the pandemic is far from over and citizens of Terrace are still feeling the negative financial impacts without being able to utilize many community services due to health orders. If city savings need to be realized, there are several other options available, including: prioritizing and postponing capital projects (i.e. "downtown boulevard enhancements" and Ferry Island trail upgrades are not a priority), implementing necessary capital projects in a phased manner so as not to require new public works positions, decreasing funds spent on city management positions, and/or using additional COVID grant funds this year. Furthermore, the infographic does not provide data to support the need for an additional RCMP officer, a questionable addition to the City.	12/7/20 15:10:29
18	Looks ok	12/7/20 17:07:45
19	With so many citizens having struggled so greatly through 2020, i don't think the proposed tax increases is in the publics best interest. Especially since the hospital hasn't even begun construction	12/8/20 12:45:17
20	Not impressed at all. Not sure how you can justify such a large increase especially during the pandemic when people are struggling.	12/9/20 14:46:35
21	I feel we should use covid money to cover revenue losses , thats what it's there fore . As for increasing taxes if you add in property increases we can't afford any more . In the last 20 years my taxes have went from 1500. to 3500. at this rate on pension I'll be taxed out of my home(like Vancouver)	12/10/20 13:55:57
22	I feel that a 7% tax increase is uncalled do and irresponsible of the city. So many people are out of work and struggling to make ends meet during this pandemic. It would be better to run at a deficit than to increase taxes at this time.	12/10/20 22:06:35
23	Conservative, basic necessities addressed with 'forward' planning included	12/12/20 9:02:03
24	I don't see where a 6% property tax increase is justified, notwithstanding the 1% for infrastructure. Revenue losses will be covered through provincial grant funds, while variable operating costs of the city's closed facilities should have decreased substantially. So where exactly does the city plan to allocate the proceeds from increased property taxes?	12/13/20 16:42:46
25	That the City is not doing enough to lead by showing restraint, while businesses and residents are suffering.	12/17/20 15:45:53
26	City needs to tax businesses more rather than residential. If increase is necessary it's should only be 2%increase. Ferry island project should be postponed	12/17/20 16:52:30
27	Seems reasonable given the year we've had and the need to make progress in 2021.	12/17/20 18:54:44
28	I support the public works and engineering departments getting two new positions.	12/17/20 19:48:36
29	Staying neutral	12/17/20 21:12:51
30	I really do not agree with the tax increase.	12/17/20 22:46:51

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#	Response	Submitted
31	<p>- my income hasn't been impacted by Covid - so I feel ineligible to comment on the restart plan</p> <p>- wish there was a stronger focus on revitalizing the downtown core (whatever longtime small business owners suggest would be good enough for me)</p> <p>- would be happy to see more money spent on "meat and potato" projects like maintaining roads and improving sidewalks. Town has long been behind in this area, in my opinion, and improvements is money well spent</p> <p>- until casinos have to show that all their profits come from people who can afford to lose the money, I am content to see them closed</p> <p>- I'd always prefer not to have a tax increase, but if it's needed...</p>	12/18/20 1:08:20
32	Please use the Provincial COVID-19 grant money to offset revenue losses due to the pandemic. Adjust the number of capital projects through 2021 to help keep costs down and freeze hiring new staff in 2021. There should be zero tax increase this year as citizens face continued hardship in the city from the pandemic.	12/18/20 7:40:06
33	I'm glad that you are putting money towards asset management.	12/18/20 10:32:00
34	<p>with all due respect world is upside down because of COVID-19. you should be helping people by decreasing tax not increasing (We are considering a tax increase of 7%.) once pandemic is over you can always do this.</p> <p>How about cut down your expenses! It is Dec. and still NO snow thank GOD for that so you do not have any snow removal expenses NOW. the question is how much will be enough for City of terrace? again take a look at the time how bad businesses are, and try to help not get one. and NOW City want raise for themselves and forget about people WOW. City council and the mayor need to take a pay cut if the city wants to increase taxes!</p>	12/18/20 12:44:03
35	The Covid funds that people have received this year are likely going to end soon and leave a lot of people struggling. The price of everything has gone up in the last few months. I don't now where a lot of residents will find the extra funds. Going further into debt i suspect.	12/19/20 6:02:47
36	It shows little effort to reduce costs as many in the business community have been doing since March	12/19/20 16:18:01
37	In general the budget looks to be heading in the right direction.	12/23/20 9:37:27
38	I am not in favour of having my taxes increased any further, while my neighbours with larger homes, larger properties (including view lots) do not see any increase in their property taxes at all.	12/24/20 16:29:48
39	okay but wonder about increased staffing right now with less going on and money shortfalls.	12/27/20 18:17:23
40	<p>The infographic per se is fine. What is missing is a set of political principles, a framework of policies to determine spending priorities. Take this sentence, for example: "We need to address capacity issues to make it possible to complete our planned infrastructure projects each year." What are the "planned infrastructure projects" for the short term (5 years)? What is their priority ranking relative to other expenditures and to tax policies?</p>	12/28/20 6:41:59

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#	Response	Submitted
41	The rate hike was inevitable and I like the asset fund as long as it remains designated for local infrastructure.	12/29/20 21:44:18

Question 4: What kinds of questions do you have about the budget?

This can be anything from the process of building it to its eventual implementation, or any of the line items within the budget.

#	Response	Submitted
1	Why two new positions in a time when everyone else is seeing cuts to services and programs? How can you possibly justify it? Why pump so much money into the arena when so few residents can actually afford to use it? Is council really that privileged and elite?	12/3/20 16:50:12
2	It seems we are operating a very old City Hall. I believe the retrofit grants from the Canada Infrastructure Bank could support upgrades which would save funds long term? Can we consolidate or renovate buildings to stop the spreading out of staff across the community?	12/3/20 16:58:56
3	Sounds like big ideas but no real explanations. People want more information.	12/3/20 22:35:55
4	Community hall for all	12/4/20 0:15:17
5	Will the approval of the Inland Port have an impact on the 2021 budget?	12/4/20 9:24:48
6	[Where] is the temporary roll back of leaders' pay to show solidarity and compassion?	12/4/20 15:44:47
7	Why are we investing in more RCMP? This is not community capacity building or preventative support.	12/5/20 14:15:50
8	I put all that in question 3, sorry.	12/5/20 19:49:26
9	None	12/5/20 20:58:58
10	What data supports the need for an additional RCMP officer? How much of the City's tax revenue is spent on management positions as opposed to unionized positions? Has the City factored the proposed Inland Port industrial tax into financial planning, or considered postponing the property tax increase until an final investment decision has been made on that project?	12/7/20 15:10:29
11	How will the increased property tax be spent?	12/8/20 12:45:17
12	What is the basis for the budget line item "Increased Tax Revenue"? Why are years 2022-2025 so much lower in the 2021 budget than in the 2020 budget?	12/9/20 10:30:11
13	How did you come up with this figure?	12/9/20 14:46:35
14	Should we not try to tighten our belts and cut some expenditures ?	12/10/20 13:55:57
15	Careful maintenance habits to curb expensive replacement costs	12/12/20 9:02:03

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#	Response	Submitted
16	Is there a plan to attract industrial players and/or cost-share with Kitimat or other surrounding communities that frequent Terrace infrastructure? Will the city be considering negotiating an impact-benefit agreement with LNG and other big industrial projects in the near future? It seems, we missed the boat on this with LNG, so maybe the city should consider a retroactive agreement.	12/13/20 16:42:46
17	The budget should be capped at no more than a 2% budget increase to respect what's going on in the general economy. Allowing huge increases shows poor leadership and a lack of empathy for the residents and businesses of the City. Departments should be trimming budgets, not expanding them. Most people are doing more with less, the City should respect that reality.	12/17/20 15:45:53
18	Rate hike is enormous, our wages do not go up by 7 percent a year.	12/17/20 16:52:30
19	How is the decision for funding of plants decided upon? I feel, the plants/ flowers make our City beautiful.	12/17/20 19:48:36
20	I want to see more money budgeting for recreational needs. Many people are feeling Terrace has nothing to offer the teens and children in Terrace	12/17/20 21:12:51
21	Please do not increase the property tax	12/17/20 22:46:51
22	<ul style="list-style-type: none"> - what is the multi-year plan for street paving? - why do only main streets have cement curbs and sidewalks? - can the police be encouraged to bring back the foot patrol for downtown? - can the town improve pedestrian and cycling infrastructure for the popular "walk the bridges" and work to better connect Ferry Island to the town? - any chance we can spruce up the "Historic Highway 16" (Lakelse Avenue) all the way to the Old Bridge? Make it more touristy? 	12/18/20 1:08:20
23	I would like to see the current list of staff salaries for the City of Terrace.	12/18/20 7:40:06
24	do you really think 2021 capital project is necessary? how about hold on to this until this pandemic is over. unless you can do this without increasing TAX!? with all due respect we must take a look at our outgoing and what are they and cut down as much as possible stop city employees using city's cars for personal use! that will cost city a lot for sure.	12/18/20 12:44:03
25	Where can cuts be made?	12/19/20 6:02:47
26	The target should be to produce a budget that has zero tax increases this will mean cut backs	12/19/20 16:18:01
27	How are items on the agenda prioritized?What is priority in the budget? I would like to know what order these will be laid out in importance, incase we cannot complete one or more what wouldn't make the cut?	12/23/20 9:37:27
28	When will work on Lanfear Drive take place, this road is hazardous for pedestrians and cyclists.	12/24/20 16:29:48

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#	Response	Submitted
29	<p>1) We have 75% less salmon in the Skeena Watershed. I would like to see special filters at the wastewater treatment plant that would filter out microplastics as scientists are finding microplastics in all fresh and saltwater species.</p> <p>2) I hope the increase in corporate taxes is higher than 7%. Wal Mart, Superstore , Shopper's Drug Mart, Sobey's Save-on, Home Hardware and others seem to be doing extremely well.</p> <p>3) I did not see anything in the budget on building food security, building local installation of renewable energy sources, any increased cycling or pedestrian infrastructure aside from rebuilding local roads. But I have not read the entire budget.</p> <p>4) I did not see anything in the budget for reducing our local increases in pollution and methods of reducing our GHG's by 30% in 2025.</p> <p>5) I would like to see money set aside for updating and greening our building bylaws as a leadership initiative in our province.</p> <p>6) Could we reduce the police cost and redistribute that amount toward community health and safety initiatives led by indigenous and racialized community organizations.</p>	12/27/20 18:17:23
30	<p>What are the original values of the assets for which the Asset Management Fund is intended? What are the depreciation rates, upgrading/replacement schedules, ect.</p>	12/28/20 6:41:59

Question 5: We’re considering how to best share information about the budget. How would you prefer to learn about the budget in the future?

Ideas: terrace.ca with links to more information; budget fact sheet; budget infographic; guide to understanding the budget; Facebook Live event; public hearing; webinar; emails; paper mailouts, etc.

#	Response	Submitted
1	A complete line by line budget each month should be available to the public: at City Hall, on your Social Media accounts, in the newspaper, etc.	12/3/20 16:50:12
2	Facebook live event; emails; No paper - this saves money 😊	12/3/20 16:58:56
3	Social media, city website, emails and paper mail outs	12/3/20 22:35:55
4	Public communication	12/4/20 0:15:17
5	Terrace Standard, Facebook, email info / web link	12/4/20 9:24:48
6	At minimum, the infographic should be presented as a full page in the terrace standard.	12/4/20 11:48:18
7	website, social media	12/4/20 13:58:40
8	fact sheet	12/4/20 15:44:47
9	Facebook	12/4/20 16:48:14
10	This method is fine	12/5/20 14:15:50
11	Put it in the Terrace Standard. It gets delivered to nearly every home in town.	12/5/20 19:49:26
12	City website, offer full budget in excel format.	12/5/20 20:58:58
13	Full package offered to people online.	12/5/20 22:55:54
14	Media, mailbox letter with highlights	12/6/20 19:56:46
15	Mail a budget fact sheet and notice of tax increases to each household a month in advance of the hearings (possibly instead of publishing it in the Terrace Standard).	12/7/20 15:10:29
16	Public hearing; paper mailouts	12/8/20 12:45:17
17	Social Media, mail	12/9/20 14:46:35

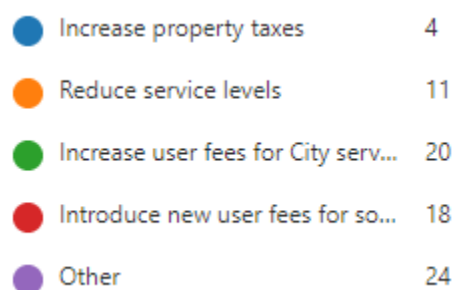
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#	Response	Submitted
18	The Terrace Standard works.	12/10/20 13:55:57
19	The Facebook links are appreciated and easy to navigate.	12/12/20 9:02:03
20	I liked the infographic and the Facebook postings with links, but don't typically participate in FB live or public hearings. Paper mailouts are good for seniors. I also like webinars that can be viewed afterwards.	12/13/20 16:42:46
21	the current way is fine	12/17/20 15:45:53
22	Yes	12/17/20 16:52:30
23	All of the above sounds good, multiple modalities to fit varying needs of community members.	12/17/20 18:54:44
24	I like the info [being] shared on FB	12/17/20 19:48:36
25	More advertising	12/17/20 21:12:51
26	Facebook is good	12/17/20 22:46:51
27	The infographic was easy to read and it looked like whoever made it [put] care into their work. 😊	12/18/20 1:08:20
28	Website, social media, televised and Facebook live Council meetings	12/18/20 7:40:06
29	webinar	12/18/20 10:32:00
30	Email, News paper, headline about city budget and terrace.ca	12/18/20 12:44:03
31	Notices in the local paper.	12/19/20 6:02:47
32	Email	12/19/20 16:18:01
33	Online is best for me, no additional cost needed for mail etc.	12/23/20 9:37:27
34	A website link would be helpful. Or in the Terrace Standard.	12/24/20 16:29:48
35	I only saw this when looking in the Terrace Standard online local news for something else. CFTK news several nights here and there might be helpful. But the request would have to be aired more than once.	12/27/20 18:17:23

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#	Response	Submitted
36	<p>I would prefer Council to consult citizens on budget guiding policies and principals at the time such matters are dealt with by Council, and before staff is given direction in the preparation of financial plans.</p> <p>In other words, I would appreciate Council to engage citizens at the time financial planning principles and policies are determined and BEFORE the consideration of numbers.</p>	12/28/20 6:41:59
37	Links on the city website or in the Standard are sufficient.	12/29/20 21:44:18

Question 6: The City has several tools available for balancing its budget (as required by law). How would you prefer to balance the budget? [select all that apply]



Choices:

- Increase property taxes
- Reduce service levels
- Increase user fees for City services that currently have fees
- Introduce new user fees for some City services that currently have no fees
- Other [please specify]

All suggested combinations are below. These include the options above, as well as the “Other” write-in responses. All are included here to help show which options people would like to see being used together.

#	Response	Submitted
1	<ul style="list-style-type: none"> • Increase user fees for City services that currently have fees • Other: Stop pumping money into the arena. Charge more users fees there. 	12/3/20 16:50:12
2	<ul style="list-style-type: none"> • Increase user fees for City services that currently have fees • Other: Lobby the government for LNGC and PRPA funds. 	12/3/20 16:58:56
3	<ul style="list-style-type: none"> • Introduce new user fees for some City services that currently have no fees • Increase user fees for City services that currently have fees 	12/3/20 17:13:56
4	<ul style="list-style-type: none"> • Introduce new user fees for some City services that currently have no fees • Increase property taxes • Increase user fees for City services that currently have fees 	12/3/20 22:35:55
5	<ul style="list-style-type: none"> • Increase user fees for City services that currently have fees • Introduce new user fees for some City services that currently have no fees • Other: Lottery 	12/4/20 0:15:17
6	<ul style="list-style-type: none"> • Increase property taxes • Increase user fees for City services that currently have fees • Introduce new user fees for some City services that currently have no fees • Other: Regional District, higher fees for non residents 	12/4/20 9:24:48

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#	Response	Submitted
7	<ul style="list-style-type: none"> • Increase user fees for City services that currently have fees • Introduce new user fees for some City services that currently have no fees 	12/4/20 13:58:40
8	<ul style="list-style-type: none"> • Other: Cut the fat and use common sense to temporarily halt services and projects that are not essential.. Start with overblown salaries. Use common sense measres. Make it temporary contingent on Federal announcement that the pandemic is over. 	12/4/20 15:44:47
9	<ul style="list-style-type: none"> • Increase user fees for City services that currently have fees • Introduce new user fees for some City services that currently have no fees • Other: Look to the Province and Federal government to fund cost 	12/4/20 16:24:05
10	<ul style="list-style-type: none"> • Introduce new user fees for some City services that currently have no fees • Reduce service levels • Increase user fees for City services that currently have fees 	12/4/20 16:48:14
11	<ul style="list-style-type: none"> • Other: Blend of all options 	12/5/20 14:15:50
12	<ul style="list-style-type: none"> • Other: Use the COVID-19 safe restart grant and the northern capital and planning grant reserve to meet budgetary increases and keep tax levels the same, or reduce them. You'll make it up in volume in later years because people will build or invest. 	12/5/20 19:49:26
13	<ul style="list-style-type: none"> • Other: Spend down existing grants and strategize for new grants. 	12/5/20 20:58:58
14	<ul style="list-style-type: none"> • Other: Prioritize needs of residents, businesses then newcomers 	12/5/20 22:55:54
15	<ul style="list-style-type: none"> • Reduce service levels • Increase user fees for City services that currently have fees • Introduce new user fees for some City services that currently have no fees 	12/6/20 5:58:19
16	<ul style="list-style-type: none"> • Introduce new user fees for some City services that currently have no fees 	12/6/20 19:56:46
17	<ul style="list-style-type: none"> • Reduce service levels 	12/7/20 15:10:29
18	<ul style="list-style-type: none"> • Introduce new user fees for some City services that currently have no fees 	12/7/20 17:07:45
19	<ul style="list-style-type: none"> • Other: Reduce executive wages 	12/8/20 12:45:17
20	<ul style="list-style-type: none"> • Reduce service levels • Increase user fees for City services that currently have fees • Other: Don't hire extra people 	12/9/20 14:46:35
21	<ul style="list-style-type: none"> • Increase user fees for City services that currently have fees 	12/9/20 22:51:45
22	<ul style="list-style-type: none"> • Introduce new user fees for some City services that currently have no fees • Reduce service levels 	12/10/20 13:55:57

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#	Response	Submitted
23	<ul style="list-style-type: none"> Increase user fees for City services that currently have fees 	12/10/20 22:06:35
24	<ul style="list-style-type: none"> Other: All of the above may be necessary 	12/12/20 9:02:03
25	<ul style="list-style-type: none"> Increase user fees for City services that currently have fees Reduce service levels 	12/17/20 15:45:53
26	<ul style="list-style-type: none"> Other: Become more efficient and tax businesses 	12/17/20 16:52:30
27	<ul style="list-style-type: none"> Increase user fees for City services that currently have fees Other: Look for more grant opportunities 	12/17/20 18:54:44
28	<ul style="list-style-type: none"> Introduce new user fees for some City services that currently have no fees 	12/17/20 19:48:36
29	<ul style="list-style-type: none"> Introduce new user fees for some City services that currently have no fees Increase user fees for City services that currently have fees 	12/17/20 21:12:51
30	<ul style="list-style-type: none"> Increase user fees for City services that currently have fees Introduce new user fees for some City services that currently have no fees 	12/17/20 22:46:51
31	<ul style="list-style-type: none"> Reduce service levels Increase user fees for City services that currently have fees Introduce new user fees for some City services that currently have no fees 	12/18/20 1:08:20
32	<ul style="list-style-type: none"> Reduce service levels Other: Reduce administrative overhead including staff salary levels 	12/18/20 7:40:06
33	<ul style="list-style-type: none"> Increase property taxes 	12/18/20 10:32:00
34	<ul style="list-style-type: none"> Reduce service levels Other: as i said cut down the cost your cost 	12/18/20 12:44:03
35	<ul style="list-style-type: none"> Reduce service levels 	12/19/20 6:02:47
36	<ul style="list-style-type: none"> Reduce service levels Increase user fees for City services that currently have fees Introduce new user fees for some City services that currently have no fees 	12/19/20 16:18:01
37	<ul style="list-style-type: none"> Increase property taxes Other: Increase efficiency of work, by training and mind set. Removing redundancy and becoming better at pin pointing areas to grow and develop to provide better service with less expense. 	12/23/20 9:37:27
38	<ul style="list-style-type: none"> Other: Increase and Introduce User Fees for City Services. A user pay system is equitable 	12/24/20 16:29:48
39	<ul style="list-style-type: none"> Introduce new user fees for some City services that currently have no fees Other: I think a combination of approaches is necessary. Development fees should increase but user fees would not be a good idea as they often hurt less fortunate folks. 	12/27/20 18:17:23

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#	Response	Submitted
40	<ul style="list-style-type: none">Other: Revenue decisions should be made on the basis of expenditure principles and policies. (e.g. sewer operating costs recovered from sewer service fee; street resurfacing costs recovered from frontage tax, etc.)	12/28/20 6:41:59
41	<ul style="list-style-type: none">Increase user fees for City services that currently have feesIntroduce new user fees for some City services that currently have no fees	12/29/20 21:44:18

Question 7: Tell us about your choices above, or let us know what other options you would like us to consider to balance the budget.

#	Response	Submitted
1	If people are using things like the arena THEY should pay, not citizens who rarely, if ever use it.	12/3/20 16:50:12
2	We're geographically sandwiched between huge infrastructure projects. Our Council and administration should be taking an active role in lobbying these companies to support our community just like they do in so many other communities. Never take no for an answer.	12/3/20 16:58:56
3	As long as there is no reduction in services, do what is needed	12/3/20 22:35:55
4	Lottery tickets	12/4/20 0:15:17
5	Taxes are a fact of life. If people want to live in a pleasant community, they should realize that it will have financial costs. I don't like user fees, but sometimes they are necessary. Non residents need to realize that they need to contribute to the quality of life that Terrace city provides them.	12/4/20 9:24:48
6	Actively pursue industry/ business recruitment.	12/4/20 11:48:18
7	I do not have enough information to make specific recommendations.	12/4/20 15:44:47
8	Terrace has been and appears will continue to be a hub center in northern BC. As a result we seem to inherit problems,.. cost,.. from those that do not own property in Terrace, yet come here for a variety of reasons. It is unfair to expect a Terrace property owner to foot the bill for these folks. Planning and management of future development it seems is lacking. It was nice to hold a town hall last year seeking input around impact of LNG "et al", but really,.. government (Mun., Prov., Federal) should have been on top of these issues long ago.	12/4/20 16:24:05
9	Audit services to make sure they're financially viable. Is money being spent to maintain poorly run services? Are we getting the best quality services for the money spent? Is there evidence-based accountability for our funds?	12/5/20 14:15:50
10	I put that under other in question 6, but I'll copy and paste it here. Use the COVID-19 safe restart grant and the northern capital and planning grant reserve to meet budgetary increases and keep tax levels the same, or reduce them. You'll make it up in volume in later years because people will build or invest.	12/5/20 19:49:26
11	Spend down the COVID grant to offset COVID revenue losses. Spend it all in 2 years.	12/5/20 20:58:58
12	Spend more time LISTENING AND DOING for businesses Stop assuming we all want the same Stop slipping things into terrace without full disclosure	12/5/20 22:55:54
13	Look into government grants for other funding	12/6/20 19:56:46

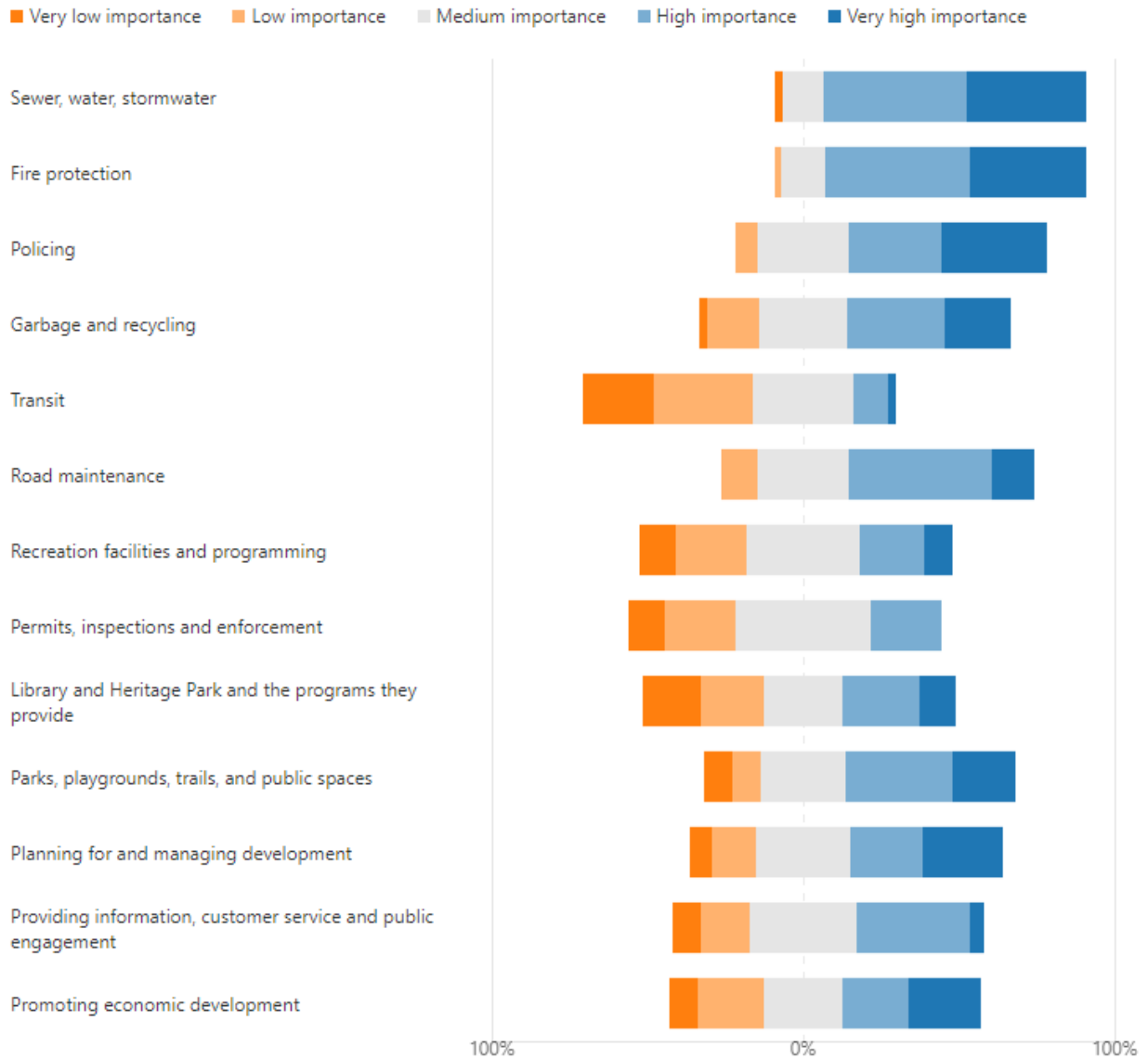
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#	Response	Submitted
14	While it may not be necessary to reduce service levels permanently, during this pandemic it makes more sense to put non-essential projects on hold, reduce service levels, and "trim the fat" of management positions while the majority of Terrace tries to recover from the financial impacts of the pandemic.	12/7/20 15:10:29
15	3 Enforcement officers who won't return calls or look into complaints drive around in city vehicles looking for easy button are they worth the cost?	12/10/20 13:55:57
16	City council and the mayor should take a pay cut in order to help fund the budget rather than increase taxes.	12/10/20 22:06:35
17	Follow up on all grant applications which help in reducing costs	12/12/20 9:02:03
18	Charge higher fees for City services for out-of-town users. Increase industrial tax rates Cost-share infrastructure expenses with neighbouring users Clean up downtown business centre to attract more domestic tourists Purchase everything locally Create income producing public events in the parks and trails Apply for every grant possible :)	12/13/20 16:42:46
19	Start making new developers pay their own way. Obviously thats not happening now. New subdivisions cost more for snow clearing and garbage removal. Make the developer pay those costs upfront. Attract more industrial tax base like the Inland Port instead of chasing them away with endless studies and listening to fringe special interest groups	12/17/20 15:45:53
20	Set up a membership fee for the library, cut back on subsidies for users	12/17/20 21:12:51
21	Please keep the town clean and safe - and avoid vanity projects, or projects that appeal to limited subsets of the community. If taxes need to be raised in order to keep the streets paved - then so be it.	12/18/20 1:08:20
22	Leave no stone unturned for federal and provincial government funding, NDI funding	12/18/20 7:40:06
23	ask BC or FED Gov to help I am sur they will help your TAX increase will never end no mater what!	12/18/20 12:44:03
24	Last year I retired and my income dropped luxury's were the first things to cut.	12/19/20 6:02:47
25	Reduce staff, freeze hiring , no wage increases	12/19/20 16:18:01
26	In the other section, I named becoming more efficient and reducing redundancies. This will not be reflected in the short term budget but would be seen in the long term and would be of great value for the future. We would then be able to allocate and plan better making use of every Individual by their strengths and reducing operating costs which would in turn give more room for growth and operating cost to implement the proposed budgets.	12/23/20 9:37:27
27	I do not want to see another increase in property taxes like we had last year. It seemed very arbitrary and inequitable. I was going to dispute the increase and was told that the assessors had not examined the view lots on the street and somehow I got talked out of disputing it, as I was told their taxes would rise this year. But I question whether mine will also see a significant increase. Only May will tell.	12/24/20 16:29:48

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#	Response	Submitted
28	I would like the city to work with the RDKS on developing wind mills. One complete turn of the blades will power a house for one day and only one day will power 10,000 homes. So much wind in Thornhill. Value-added aluminum products for example an aluminum wheel plant on the Airport Lands using Rio Tinto aluminum.	12/27/20 18:17:23
29	Balancing a budget means that revenues must be raised to cover costs. Depreciation is a cost. A budget is not balanced by delaying infrastructure upgrading/replacement projects to future years; this is merely a form of borrowing from the future as it merely shifts current costs to future budgets.	12/28/20 6:41:59

Question 8: We provide a variety of services and programs for the community. How important are these services and programs to you?



Question 9: Tell us about your choices above, and any other comments you would like to make about our services in general.

#	Response	Submitted
1	STOP the Inland Port. It's not going to generate the funds you think. Especially when Progressive Ventures flips it to CN.	12/3/20 16:50:12
2	We spend far too much money on making development hard for home builders and businesses trying to fit the square pegs into your round holes. Then for those who finally get it done we penalize them in one way or another. Our Public Works maintenance staff is amazing. We don't generate enough revenues from the aquatic centre because the programming is so complicated for users. The way we conduct our administration is old, inefficient and could be much more electronically friendly therefore making things progress faster = cost savings.	12/3/20 16:58:56
3	Library is great but they seem to have many staff but not much to do?	12/3/20 22:35:55
4	Public communication	12/4/20 0:15:17
5	City will hopefully engage in active economic development while maintaining a vision of the future of a livable city. The city seems to be growing rapidly with new people from cities far and wide. It is important to continue to make terrace an enjoyable place to live. Not just a place to work.	12/4/20 11:48:18
6	Anything that has to do with safety should be job one. All other needs should be rated in order of importance to the immediate need of the City and treated accordingly. For example, resently anthing to to do with tourists is presently out of the question ergo they should be suspended (eg. banners, advertising, etc.), or putting money into long term planning. Although these are important in the grand scheme for the futrure and will need to be put back into the list of needs right now we need to attend to needs of the moment to ensure we are safe in the present and have a future. We are in triage situation and need to make hard decisions---'this isn't for always it is for just for now'.	12/4/20 15:44:47
7	Good to promote economic development (in Terrace and support it in the area), but you need to have a good plan around managing the cost of development ie: impact upon the property owner (tax payer).	12/4/20 16:24:05
8	The library is very important and heritage park is not important at all so grouping those 2 together was impossible to rate- I placed it as medium with no better option.	12/5/20 14:15:50
9	I am really hesitant to fill out this survey because Terrace is a small community and people who speak up here tend to face retaliation by others who disagree. I was asked my thoughts and I have provided them, I only hope that doing so will not cause myself or anyone in my family to become pariahs.	12/5/20 19:49:26
10	Build capacity to spend appropriately and wisely.	12/5/20 20:58:58
11	Terrace property taxes on homeowners are too expensive. It does not encourage people to stay after retirement.	12/6/20 5:58:19

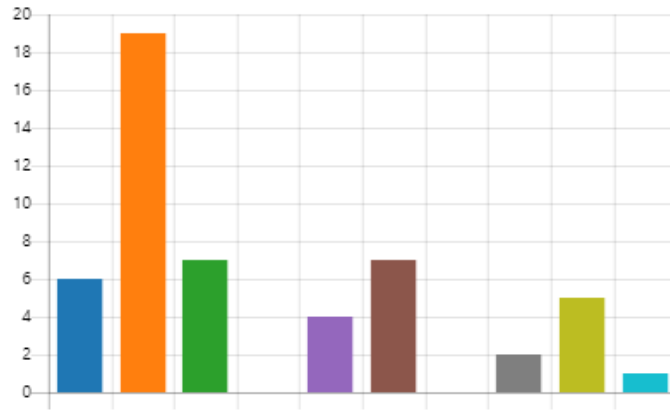
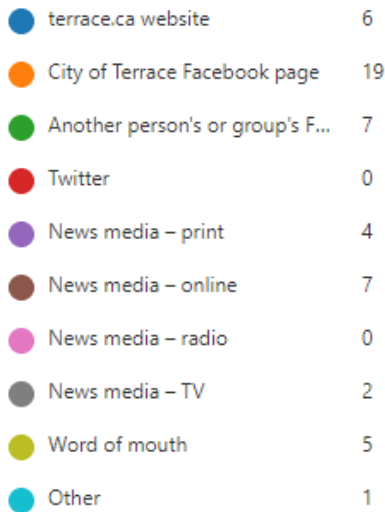
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#	Response	Submitted
12	I don't feel that the accomplishments of local government are deserving of such a high increase to property taxes	12/8/20 12:45:17
13	Under the current crises we have to try and lower costs use government grants to assist us in doing that, and maybe ask for more volunteer help in some projects . There has to be a better answer than taxing home owners out of there homes.	12/10/20 13:55:57
14	How we present our community is the best magnet to attract others into the area to live , work and play.	12/12/20 9:02:03
15	Would also like to see more low income housing initiatives for the less fortunate, seniors and young families. Ideally, vandalism and nuisance issues will decrease, thus lowering security and policing costs.	12/13/20 16:42:46
16	Although I don't use public transportation, I know many folks who do. Often see so many empty buses. But then see regular users who solely rely on this for everyday use.	12/17/20 19:48:36
17	We run our recreation on a cheaper is empty policy . People move and live here. For what we have!	12/17/20 21:12:51
18	All of the services the City provides have a high importance. During these very challenging times for individuals and small business owners, we need to adjust the priority levels of some service offerings to bring in a zero tax increase budget to assist community members who are really struggling right now.	12/18/20 7:40:06
19	Disappointed that the hanging flower baskets were cut last year. I think they are a valuable enhancement to our community.	12/18/20 10:32:00
20	thank you for sharing this information Be safe	12/18/20 12:44:03
21	Keeping our roads service is top priority for our community	12/23/20 9:37:27
22	I think services such as policing and fire is imperative. I see too many transit buses running empty. I live on a bus route and can see the buses go by every hour with zero riders most of the time. I've only used public transit once in the 20 years I've lived here. I've used the Kitimat Connector far more. Maybe focus transit efforts in the Horseshoe, South Side and Thornhill area of Terrace. But having the bus run empty through Bailey/Mountain Vista is a waste; let it focus on the college. Maybe do a ridership study.	12/24/20 16:29:48
23	Our large buses for transit are crazy looking for sure. All the fuel emissions are feeding climate disasters. We could accomplish as much with electric vans. The province needs to help out. Wish our parks were more dog friendly and they could run loose in a dog park. Ferry Island can be dangerous for dogs. Our development, economic development and permitting seem very far from the realities of climate change and I am sure we can all see changes happening now. What kind of development are we promoting? If I think of our town in 5 or 10 years I don't see much positive for a healthy future with an ugly Inland Port ruining what used to be a nice place to live. It seems we are stuck in the past and unwilling to take real initiative to get off fossil fuel ideas of making money. No future in Top Speed energy.	12/27/20 18:17:23

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#	Response	Submitted
24	<p>Planning and managing development has an enormous impact on the municipality's financial future. Every meter of new infrastructure added with the addition of SFR development on newly cleared land adds to the municipality's infrastructure cost burden. The City is struggling to - and failing to - maintain the quality of the established infrastructure (putting patches over patches over potholes opening up in patches), and yet we blindly approve additions to the network, thereby not only adding to the infrastructure maintenance burden, but also underutilizing the transit system, increasing reliance on individual transport system, etc.</p> <p>A long term plan to focus on concentrating residential development in close proximity to the downtown business core (the horseshoe) and putting a freeze in further additions to residential development on newly cleared land will help stabilize future financial plans.</p>	12/28/20 6:41:59
25	<p>A definitive route for the the inevitable second overpass for the southside needs to be laid out so that the current available lands are not sold off without the roadway widths being available. Continuance of the great work on sidewalks and trails even though our street never got theirs despite a repave.</p>	12/29/20 21:44:18

Question 10: How did you learn about this survey? [Select all that apply]



Choices:

- Terrace.ca website
- City of Terrace Facebook page
- Another person's or group's Facebook page
- Twitter
- News media – print
- News media – online
- News media – radio
- News media – TV
- Word of mouth
- Other, please specify

Write-in responses for "Other":

#	Response	Submitted
1	Council	12/5/20 20:58:58