



# Citizen Satisfaction Survey 2023

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## **SURVEY RESPONSE REPORT**

30 June 2023 - 30 September 2023

### **PROJECT NAME:**

Citizen Satisfaction Survey 2023

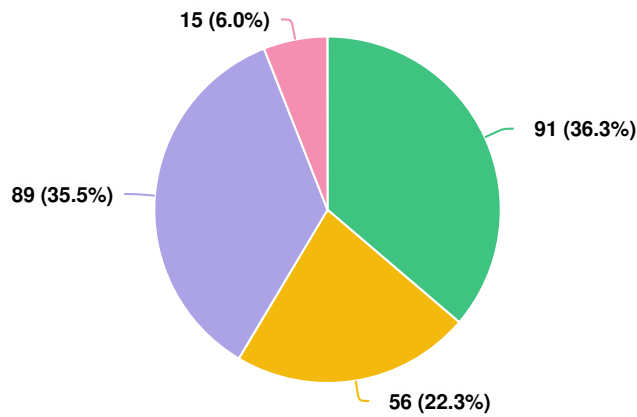
**This report contains all multiple choice questions in the 2023 Citizen Satisfaction Survey.**

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# REGISTRATION QUESTIONS

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**Q1 | What area of Terrace do you live in? Your area helps us understand trends in different parts of the community.**



**Question options**

- Horseshoe/Downtown
- Keith Estates (Southside)
- Bench
- I live outside of the City of Terrace (Thornhill, Kitselas, Kitsumkalum, etc)

*Mandatory Question (251 response(s))*  
*Question type: Dropdown Question*



**Q2 | Please specify where outside of Terrace that you live. This will help us understand where people are coming from when visiting Terrace for work, services, leisure activities, and more.**

Screen Name Redacted

thornhill

7/14/2021 06:53 PM

Screen Name Redacted

Thornhill

7/20/2021 10:06 AM

Screen Name Redacted

Thornhill

7/25/2021 02:38 PM

Screen Name Redacted

Bay de verde

11/16/2021 01:21 PM

Screen Name Redacted

Kitselas Roas

4/07/2022 07:53 PM

Screen Name Redacted

Thornhill

12/06/2022 02:12 PM

Screen Name Redacted

Upper thornhill

7/03/2023 05:58 PM

Screen Name Redacted

Just North, Greater Terrace

7/04/2023 11:14 AM

Screen Name Redacted

Upper Thornhill

7/12/2023 07:12 PM

Screen Name Redacted

Copper Estates

7/12/2023 09:46 PM

Screen Name Redacted

Churchill

7/13/2023 09:31 PM

Screen Name Redacted

Lakelse Lake

7/22/2023 11:26 AM

Screen Name Redacted

Queensway dr



8/07/2023 03:59 PM

Screen Name Redacted                      Thornhill

8/07/2023 10:15 PM

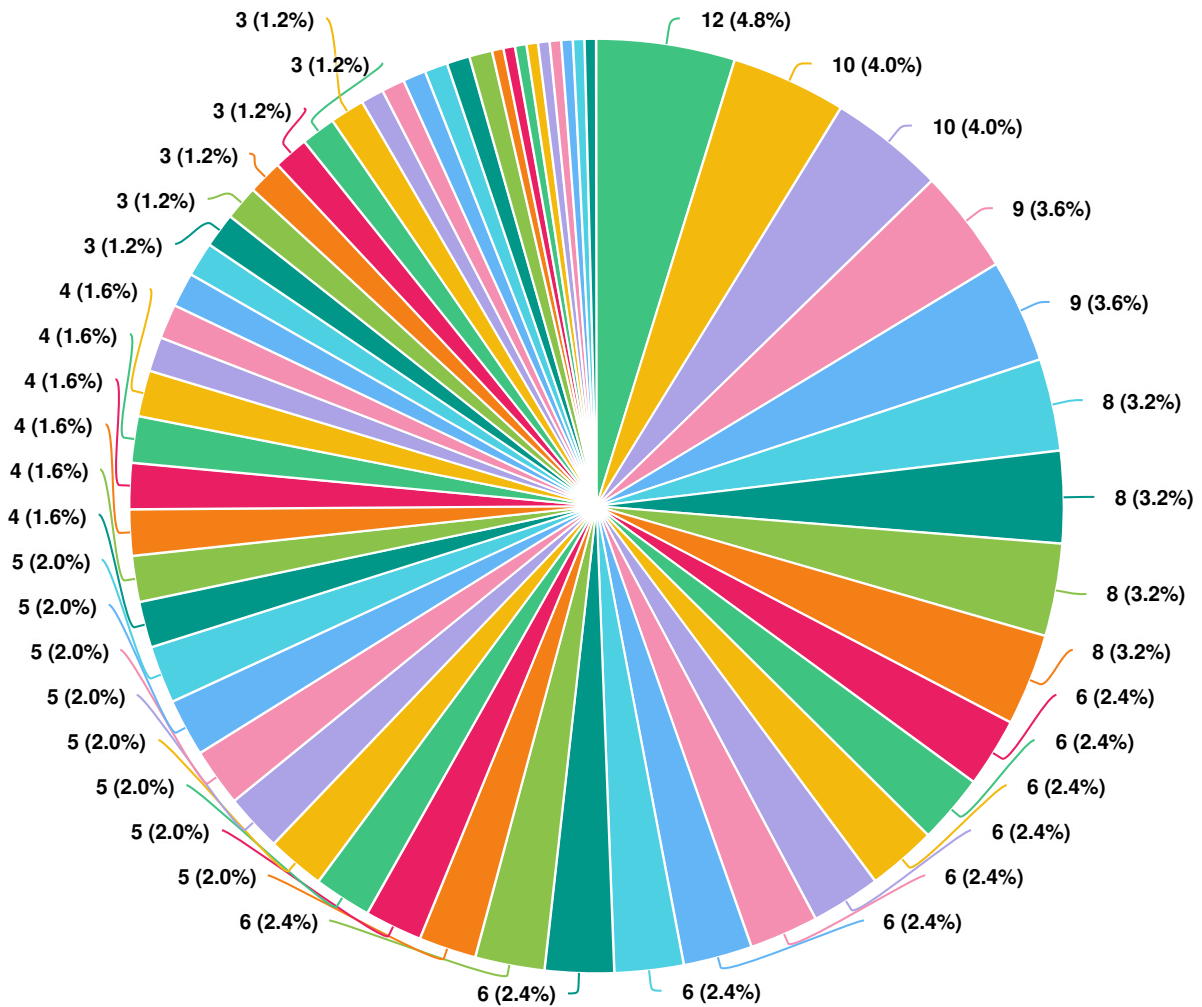
Screen Name Redacted                      Copper estates

9/01/2023 10:58 AM

**Mandatory Question** (15 response(s))

**Question type:** Single Line Question

**Q3 Please share your year of birth.**



**Question options**

- |        |        |        |        |        |        |        |        |        |        |
|--------|--------|--------|--------|--------|--------|--------|--------|--------|--------|
| ● 1993 | ● 1976 | ● 1983 | ● 1980 | ● 1961 | ● 1988 | ● 1985 | ● 1989 | ● 1984 | ● 1987 |
| ● 1967 | ● 1969 | ● 1960 | ● 1996 | ● 1948 | ● 1973 | ● 1965 | ● 1991 | ● 1950 | ● 1981 |
| ● 1974 | ● 1986 | ● 1955 | ● 1990 | ● 1997 | ● 1975 | ● 1970 | ● 1957 | ● 1995 | ● 1953 |
| ● 1968 | ● 1972 | ● 1959 | ● 1947 | ● 1994 | ● 1964 | ● 1992 | ● 1952 | ● 1966 | ● 1971 |
| ● 1962 | ● 1951 | ● 1956 | ● 1979 | ● 1978 | ● 1958 | ● 1982 | ● 1954 | ● 2009 | ● 2003 |
| ● 1946 | ● 1963 | ● 1949 | ● 2002 | ● 2001 | ● 1945 | ● 1977 |        |        |        |

Mandatory Question (251 response(s))  
Question type: Date Question

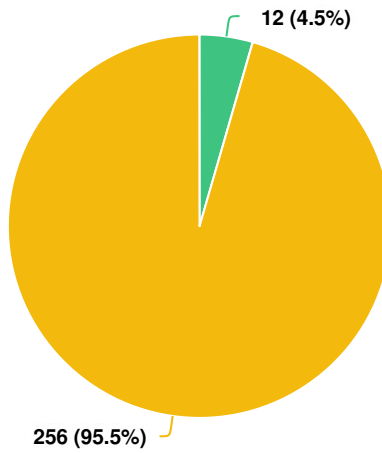
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# SURVEY QUESTIONS

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**Q1 | Is anyone in your household an elected official for the City of Terrace or employed by the municipality?**

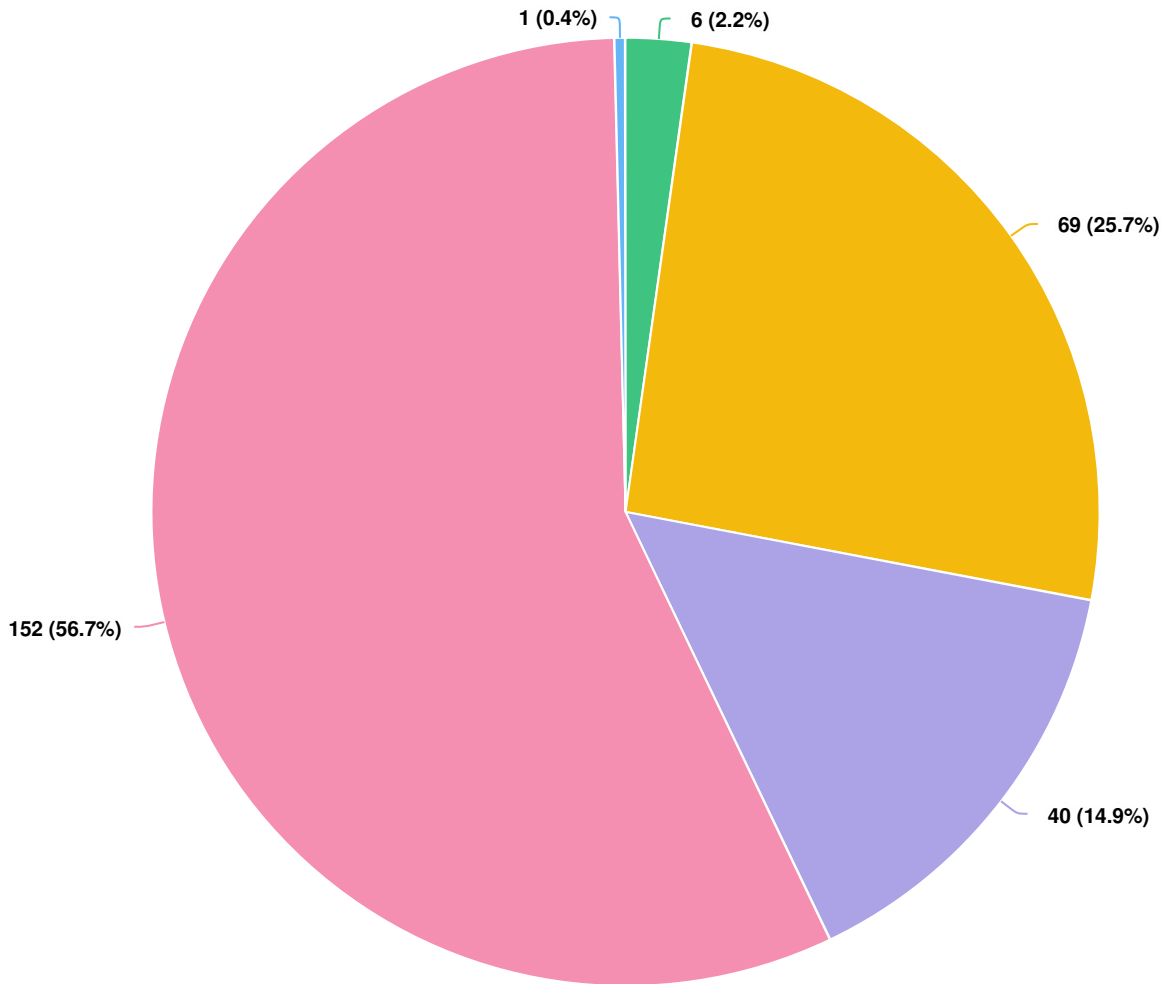


**Question options**

- Yes
- No

*Mandatory Question (268 response(s))*  
*Question type: Radio Button Question*

**Q2** How many years have you lived in Terrace?

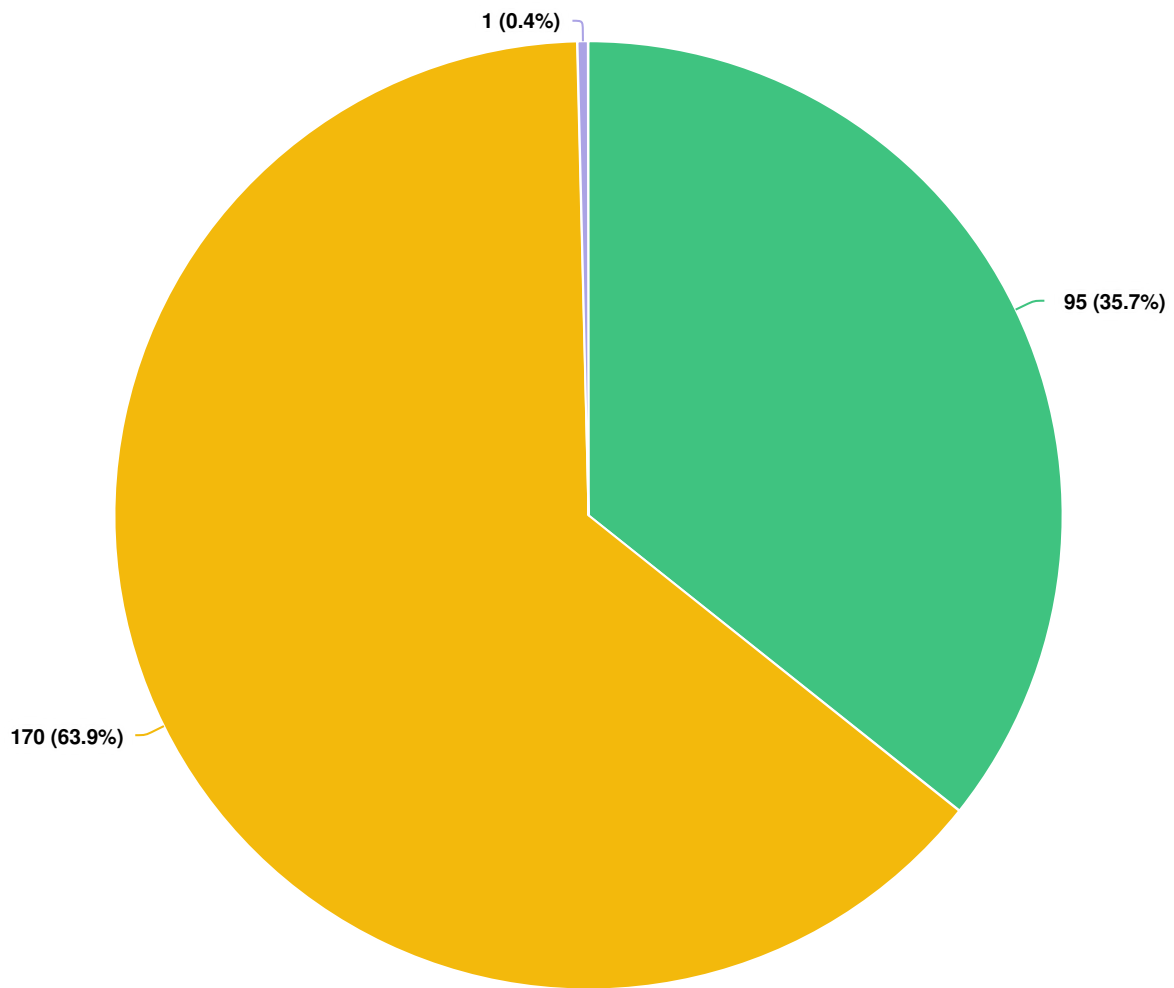


**Question options**

- Less than 1 year
- 1 year to less than 10 years
- 10 years to less than 20 years
- 20 years or more
- Prefer not to say

Optional question (268 response(s), 0 skipped)  
Question type: Radio Button Question

**Q3** Do you have children under 18 living in your household?

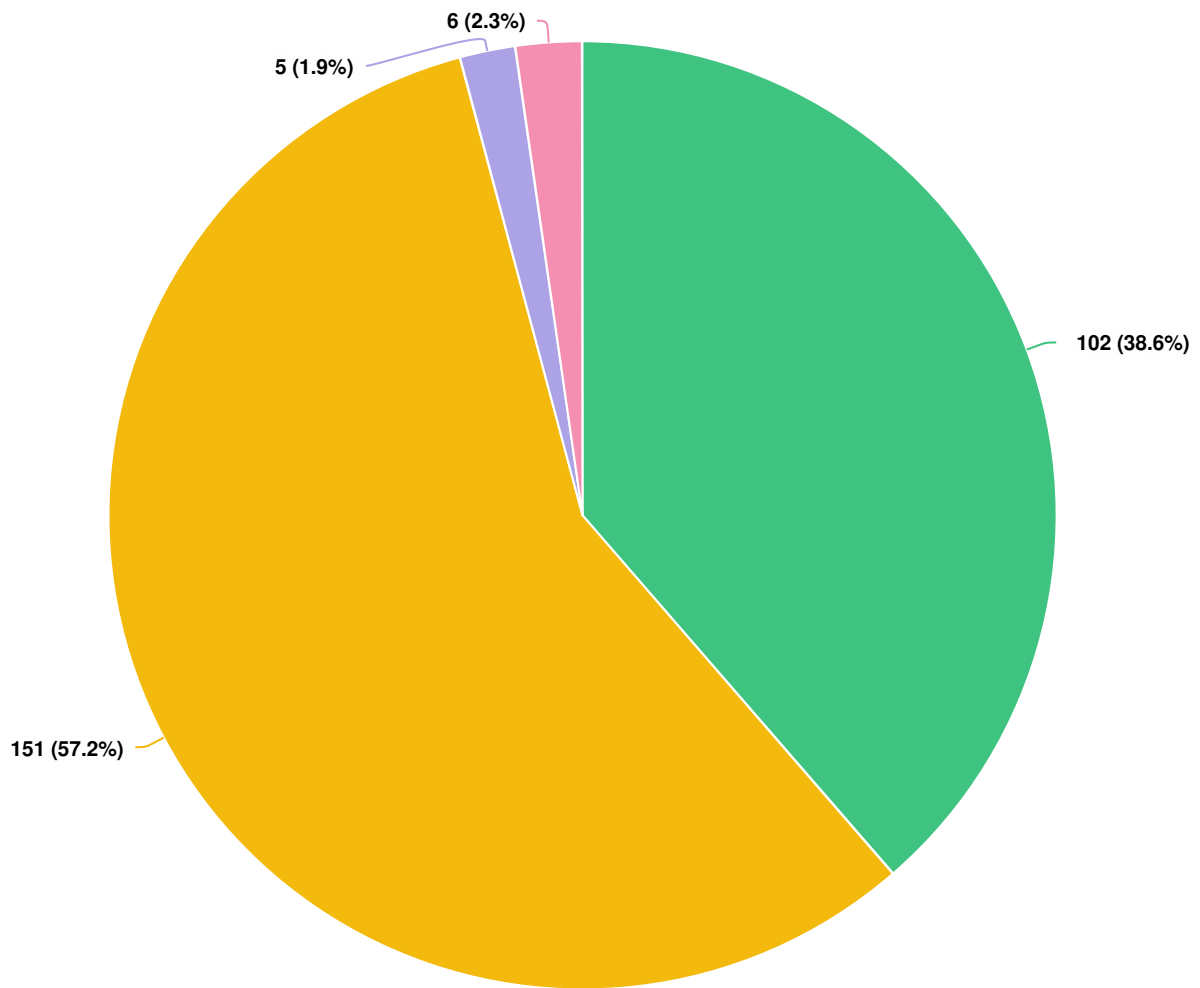


**Question options**

- Yes
- No
- Prefer not to say

*Optional question (266 response(s), 2 skipped)  
Question type: Radio Button Question*

**Q4** Gender: How do you identify?

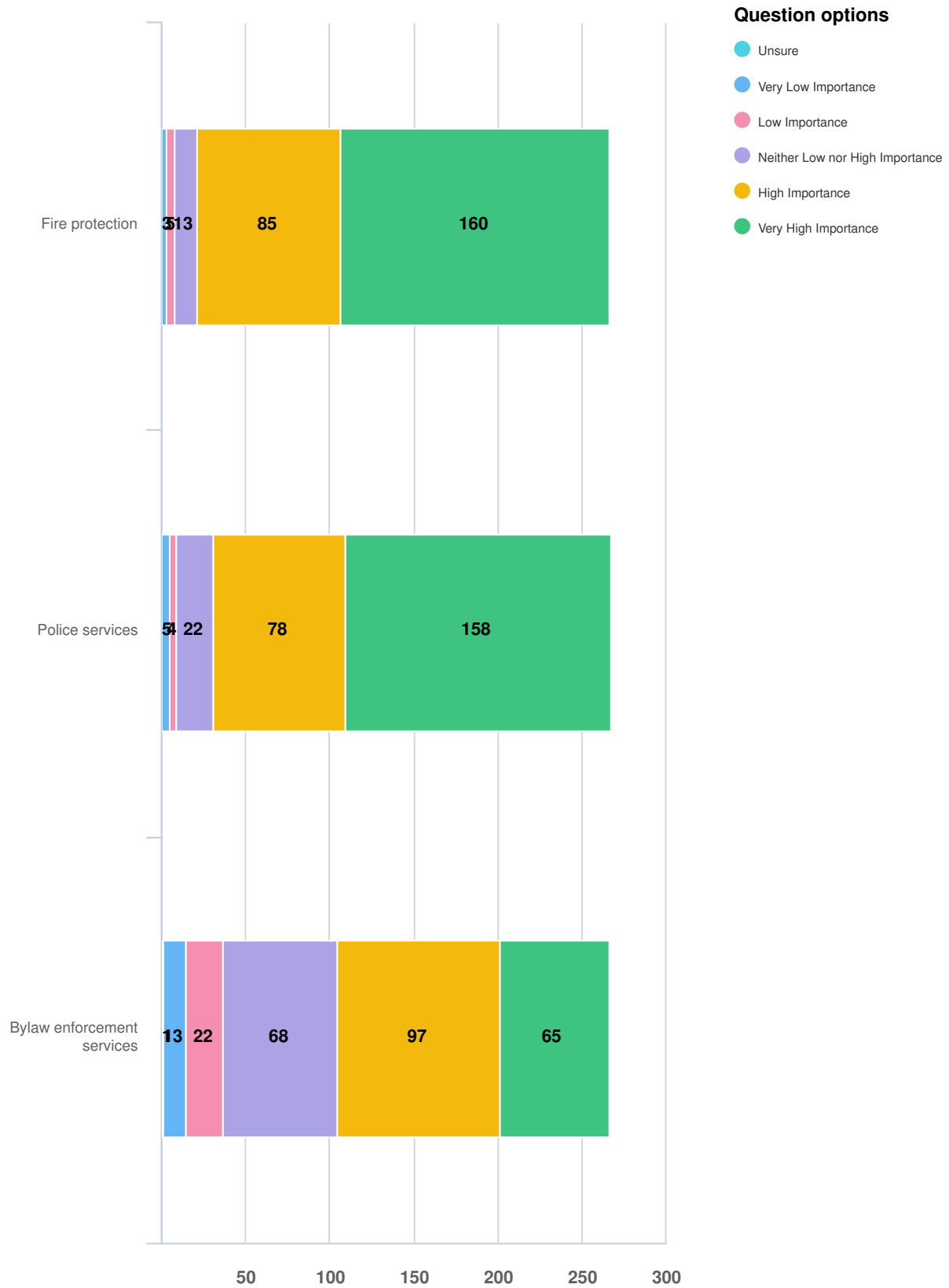


**Question options**

- Man
- Woman
- Non-binary
- Prefer to self describe, below

Optional question (264 response(s), 4 skipped)  
Question type: Radio Button Question

**Q5 Protection and Security: Please rate how important each service is to you.**



Optional question (268 response(s), 0 skipped)  
 Question type: Likert Question

**Q5 | Protection and Security: Please rate how important each service is to you.**

**Fire protection**

Unsure : 0



Very Low Importance : 3



Low Importance : 5



Neither Low nor High Importance : 13



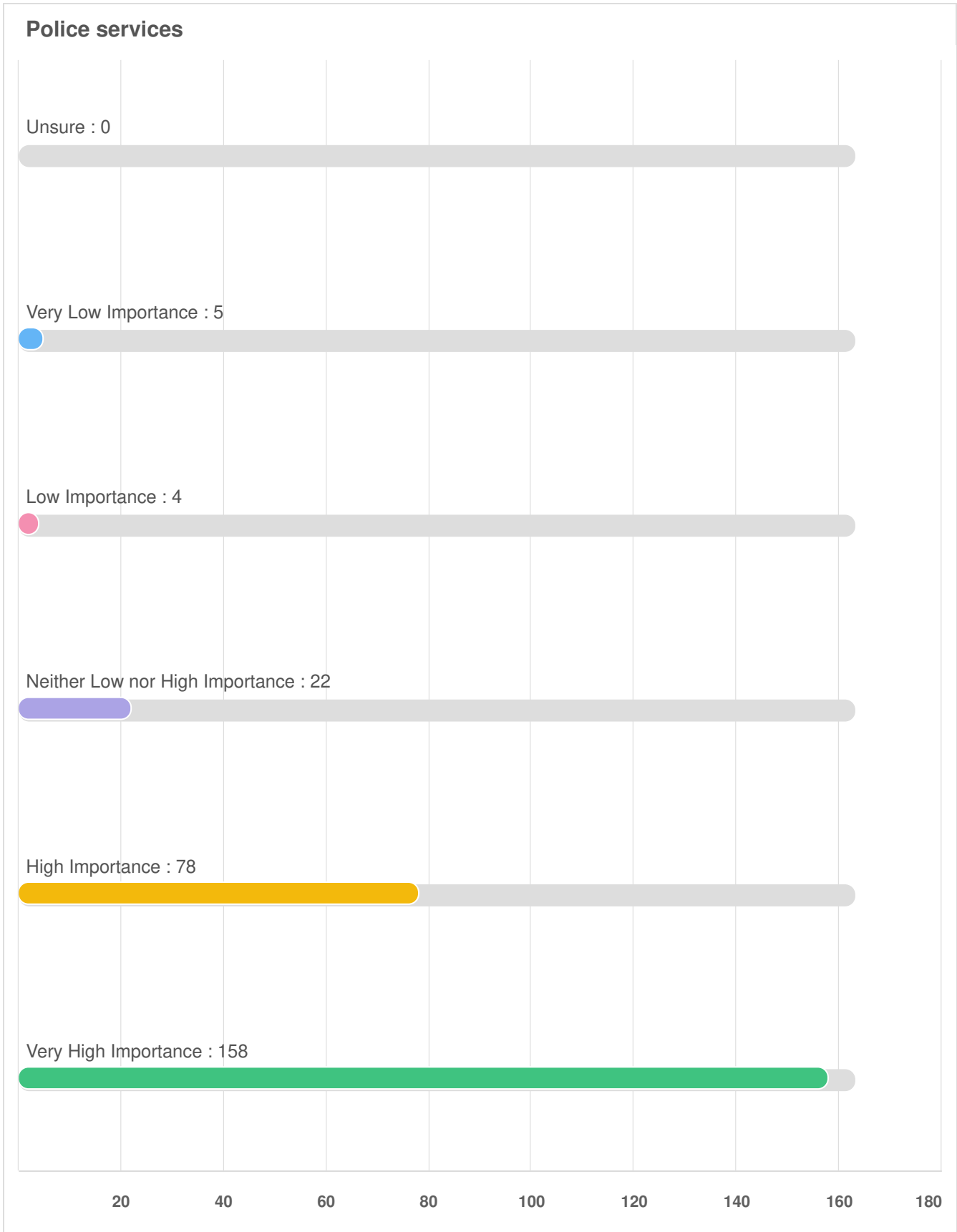
High Importance : 85



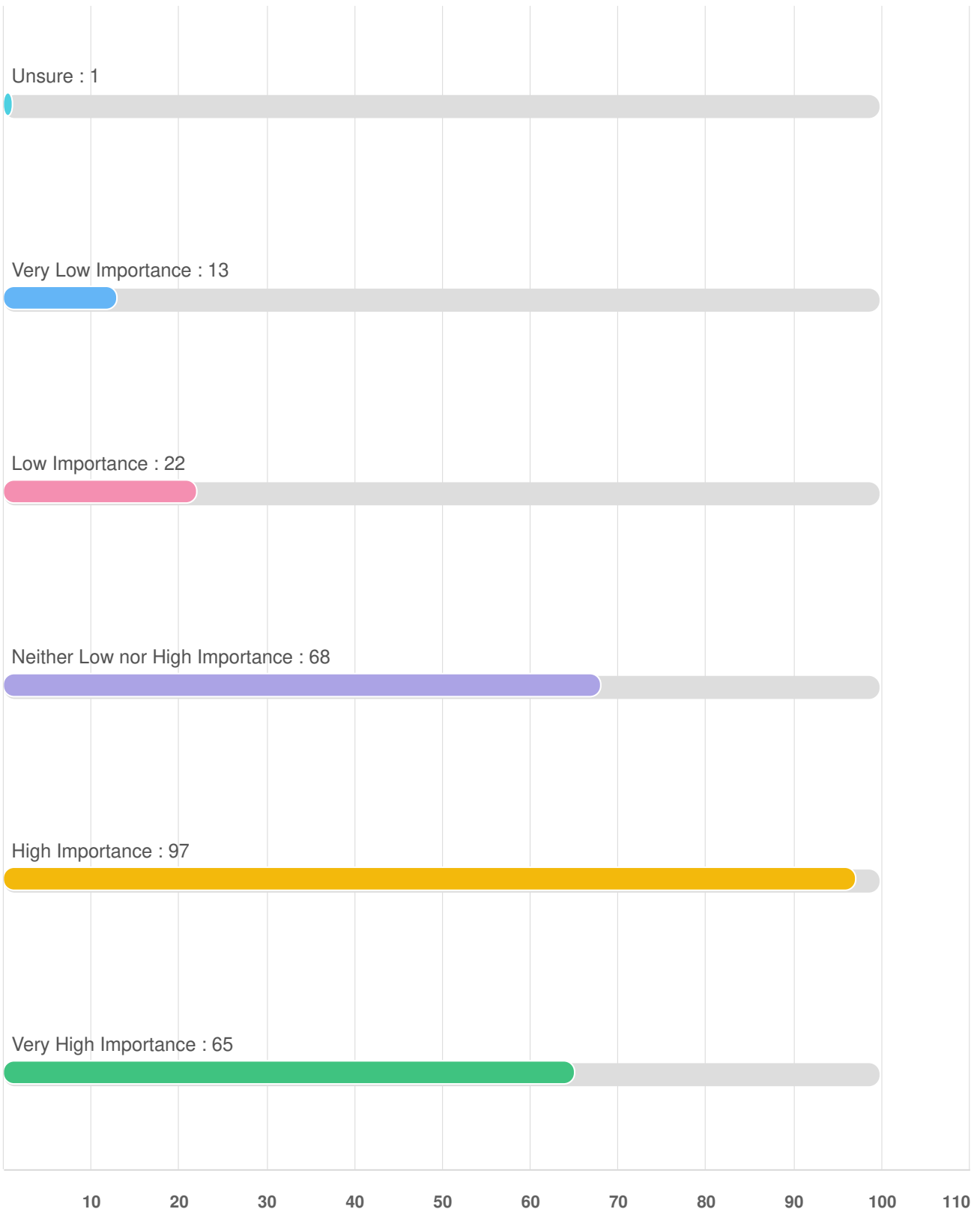
Very High Importance : 160



20 40 60 80 100 120 140 160 180

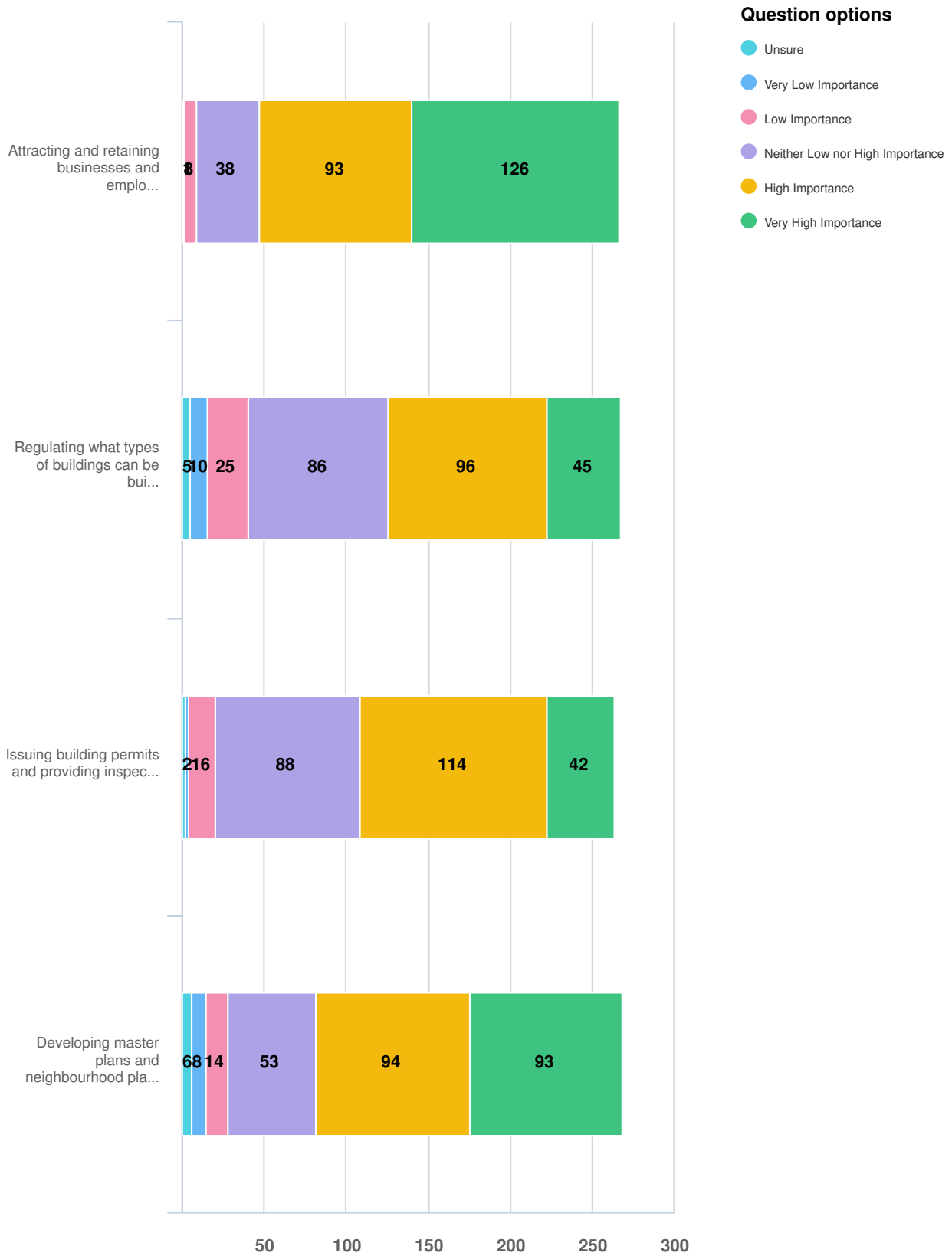


### Bylaw enforcement services





**Q6 Growth and the Economy: Please rate how important each service is to you.**



Optional question (268 response(s), 0 skipped)  
 Question type: Likert Question

**Q6 | Growth and the Economy: Please rate how important each service is to you.**

**Attracting and retaining businesses and employers**

Unsure : 1



Very Low Importance : 0



Low Importance : 8



Neither Low nor High Importance : 38



High Importance : 93

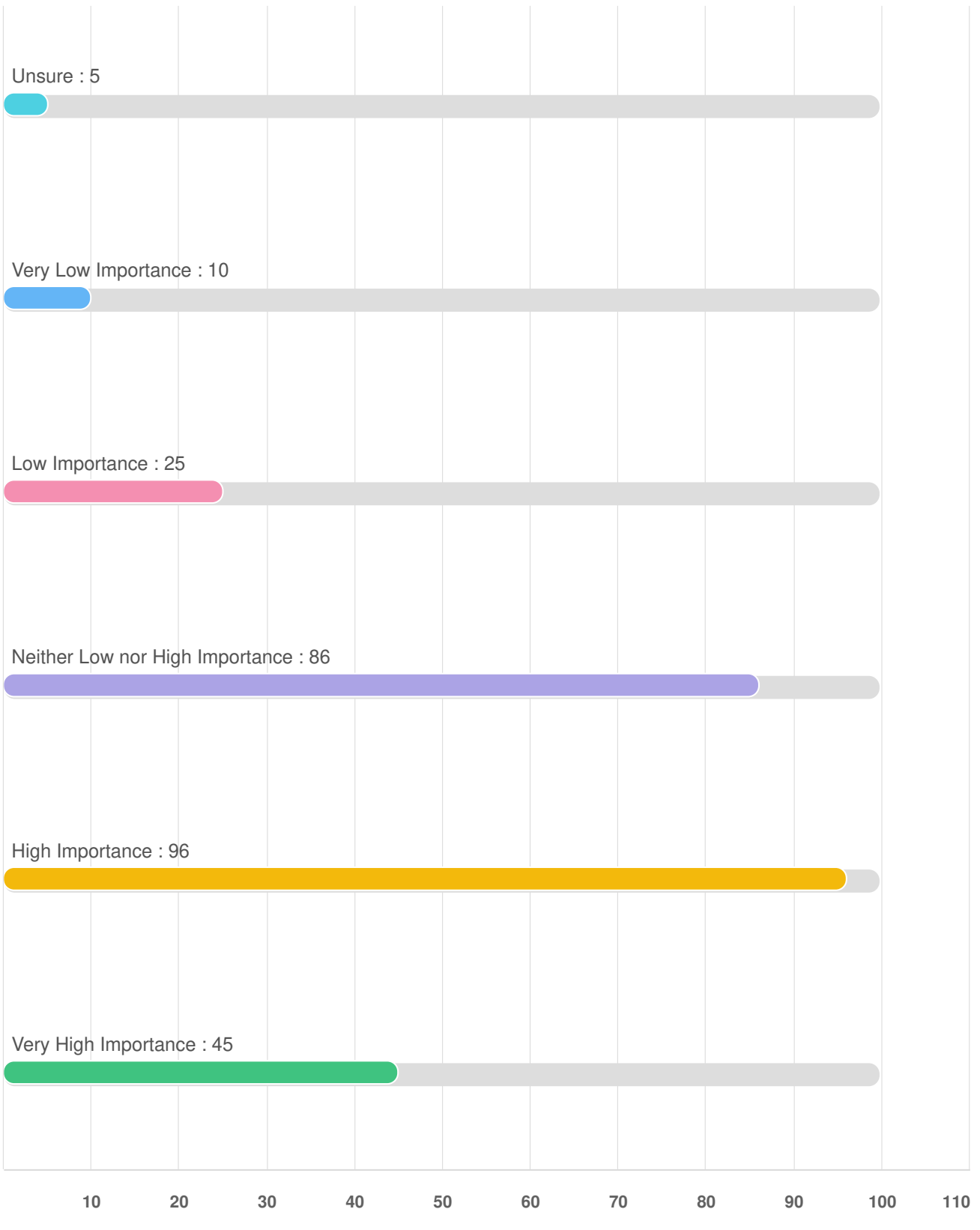


Very High Importance : 126

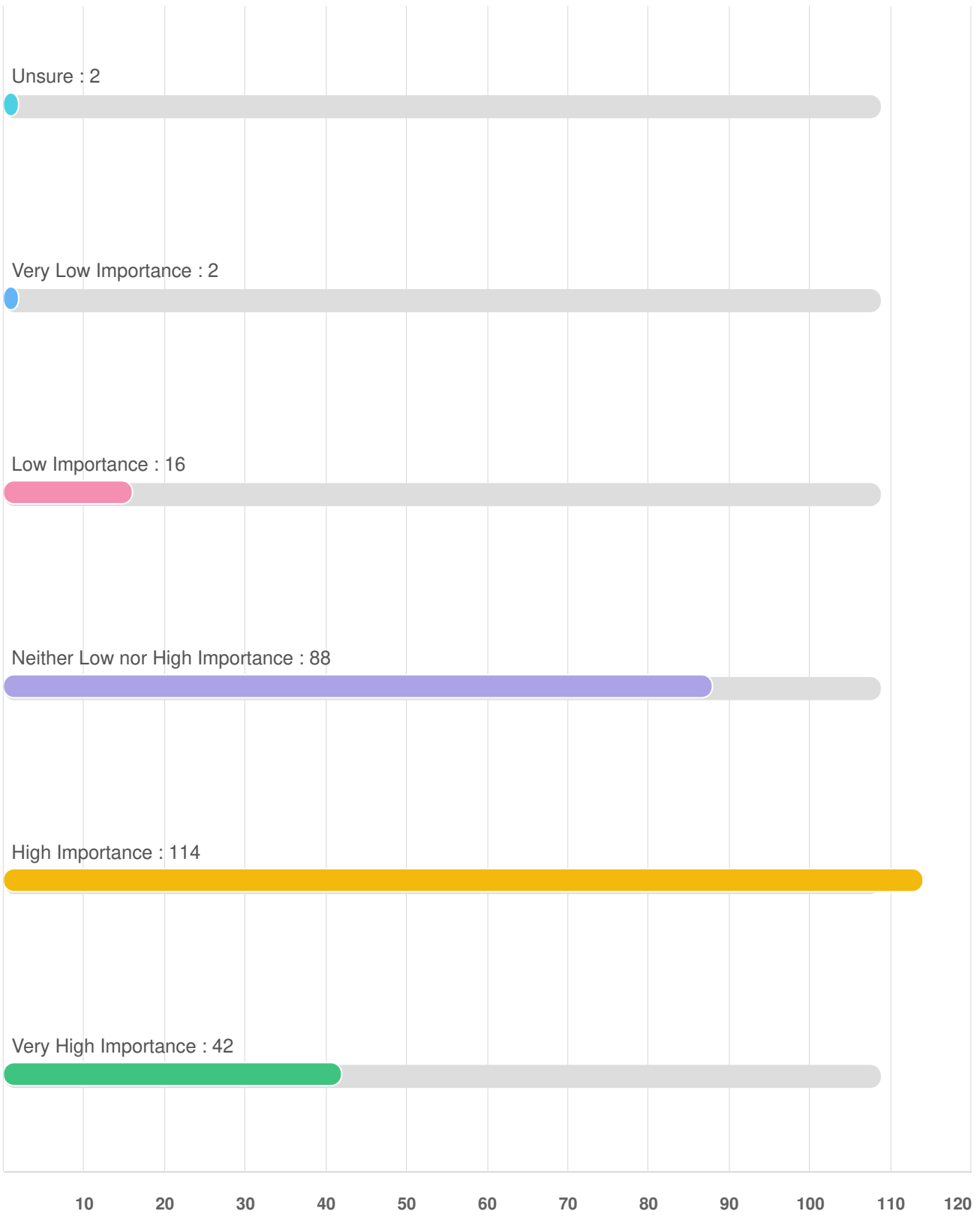


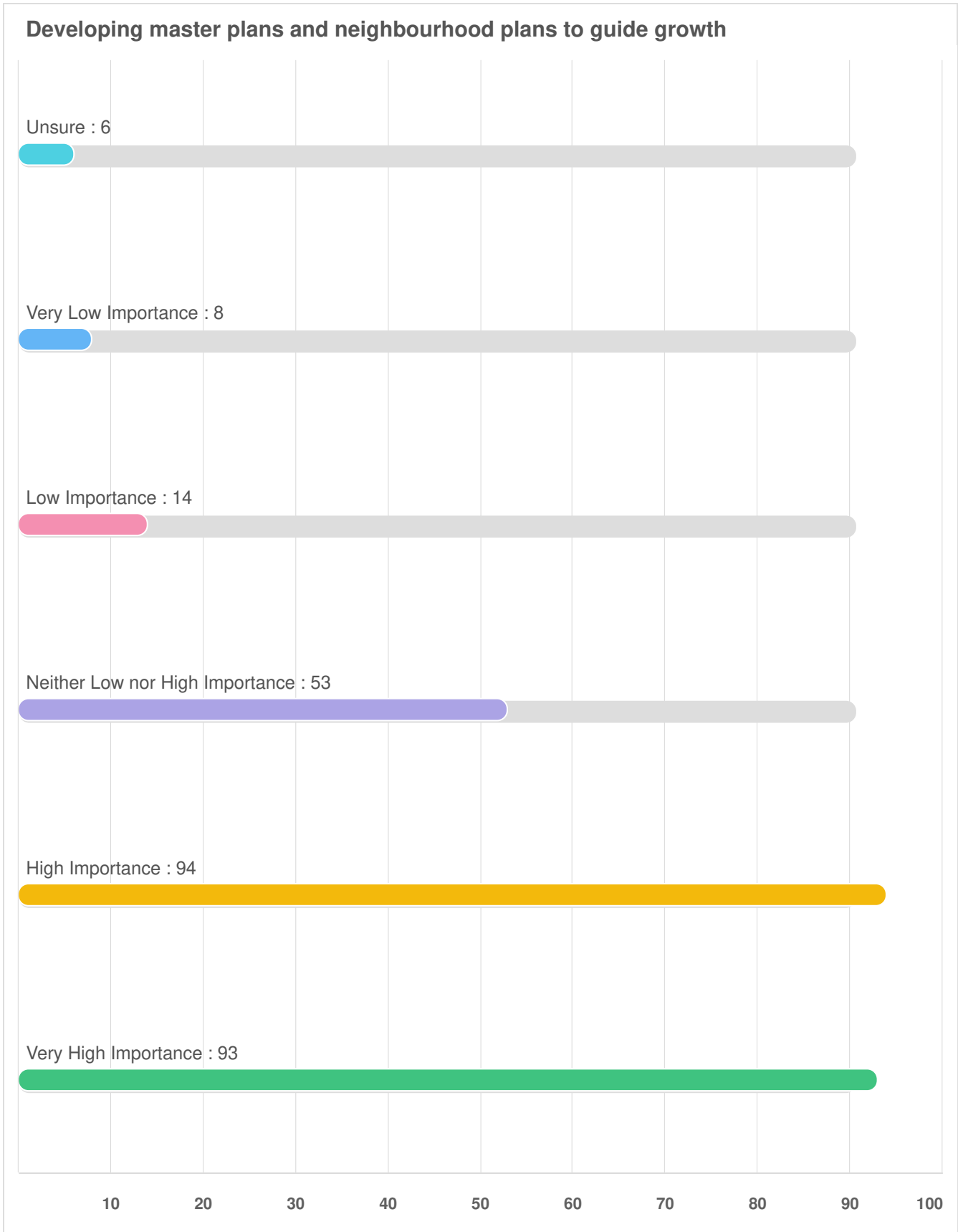
20 40 60 80 100 120 140

### Regulating what types of buildings can be built in specific areas

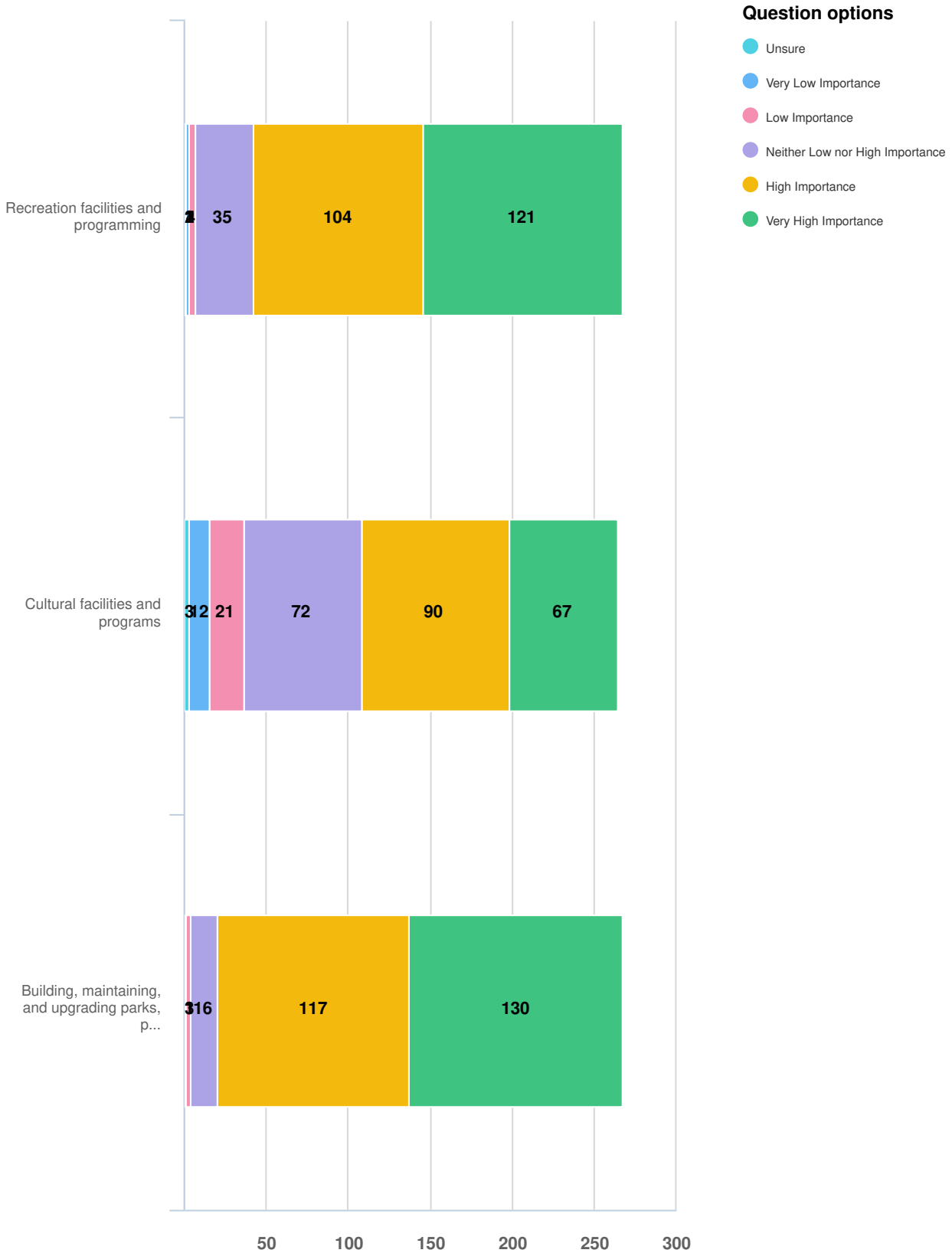


### Issuing building permits and providing inspections





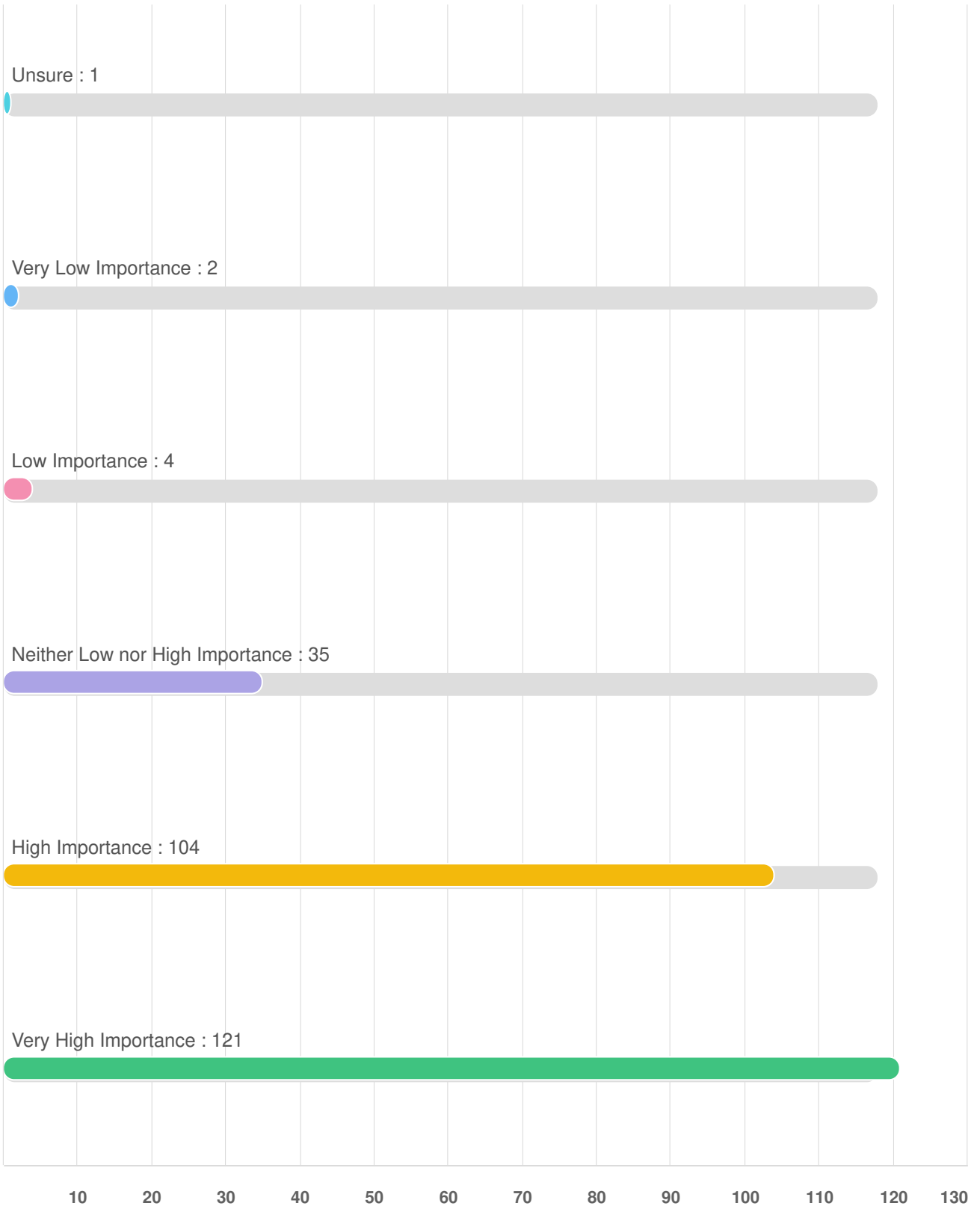
**Q7 Parks, Recreation, and Culture Services: Please rate how important each service is to you.**



Optional question (268 response(s), 0 skipped)  
 Question type: Likert Question

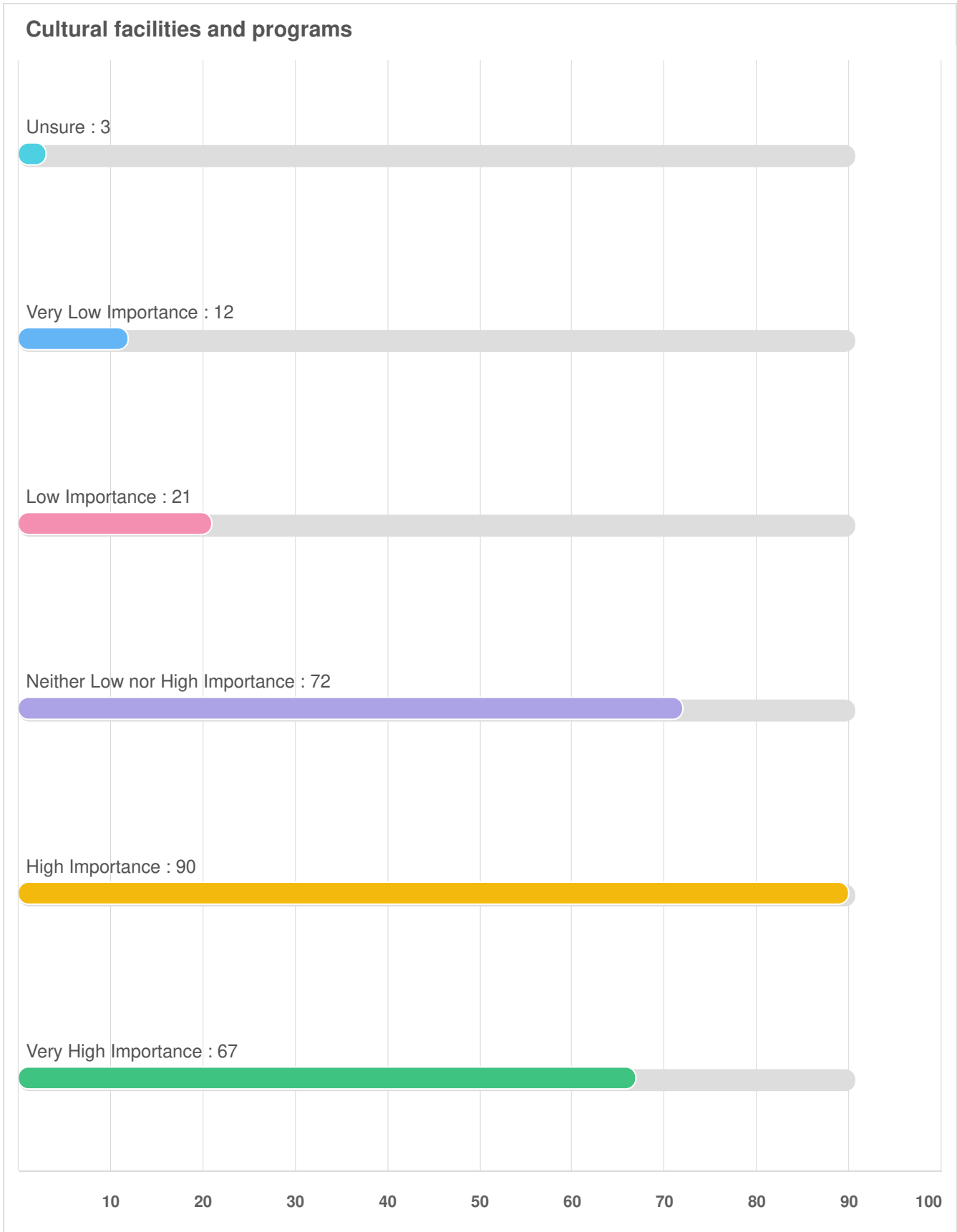
**Q7 | Parks, Recreation, and Culture Services: Please rate how important each service is to you.**

**Recreation facilities and programming**







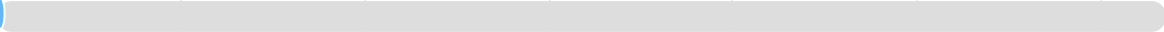


### Building, maintaining, and upgrading parks, playgrounds, sports fields, and trails

Unsure : 0



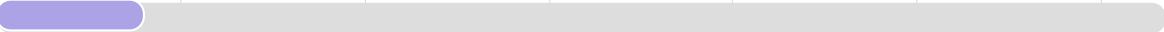
Very Low Importance : 1



Low Importance : 3



Neither Low nor High Importance : 16



High Importance : 117

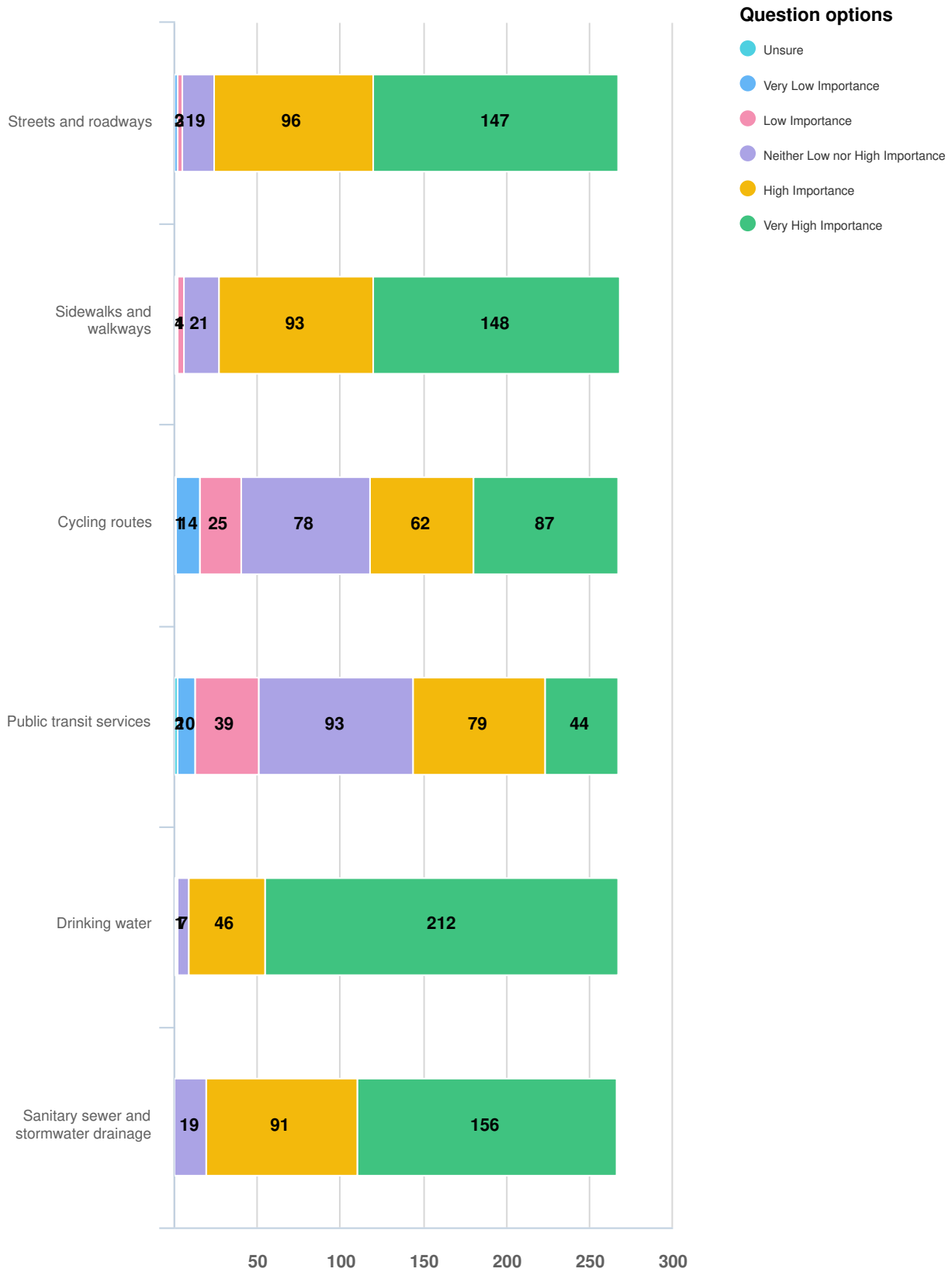


Very High Importance : 130



20 40 60 80 100 120 140

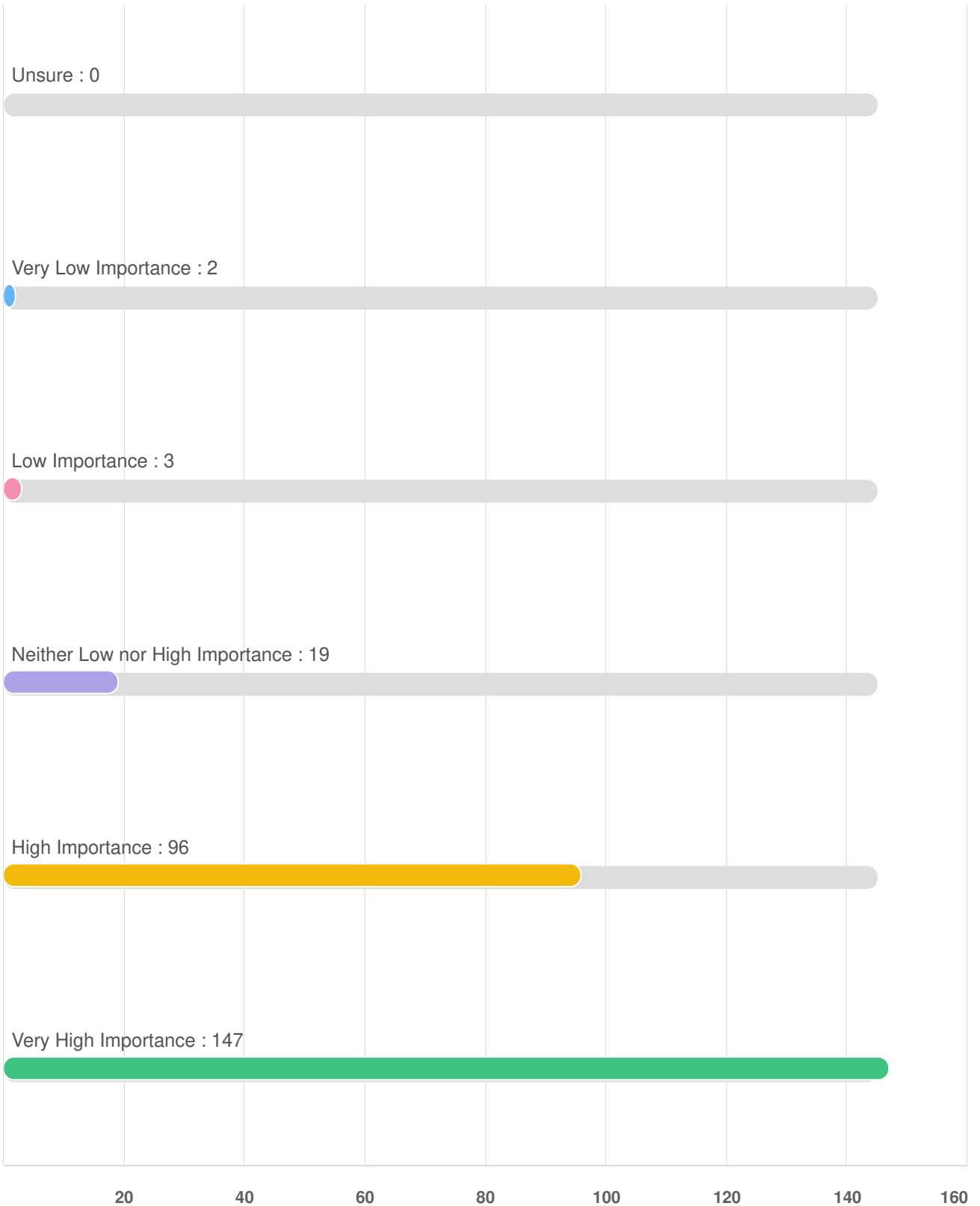
**Q8** Streets, Transportation, and Utilities: Please rate how important each service is to you.



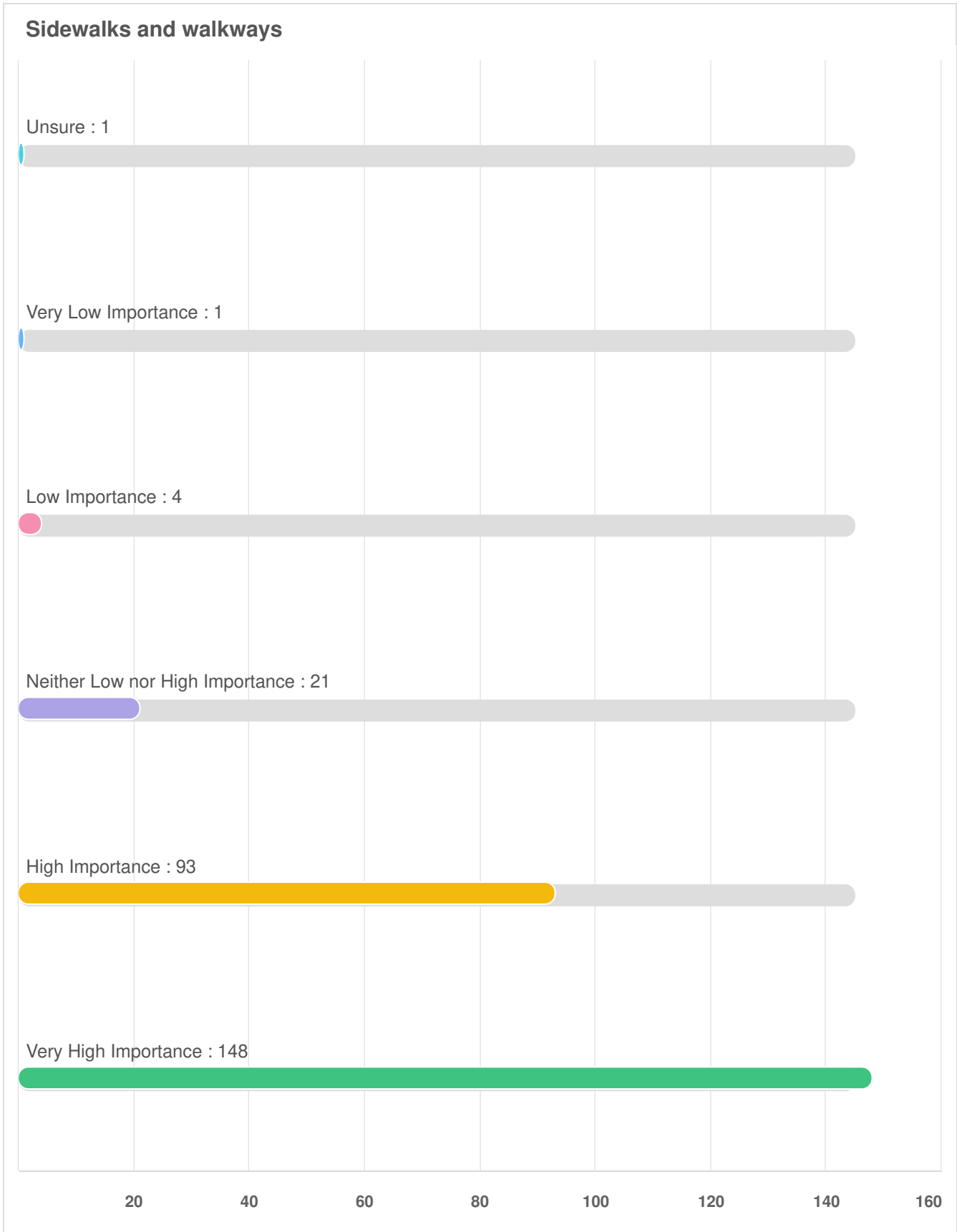
Optional question (268 response(s), 0 skipped)  
Question type: Likert Question

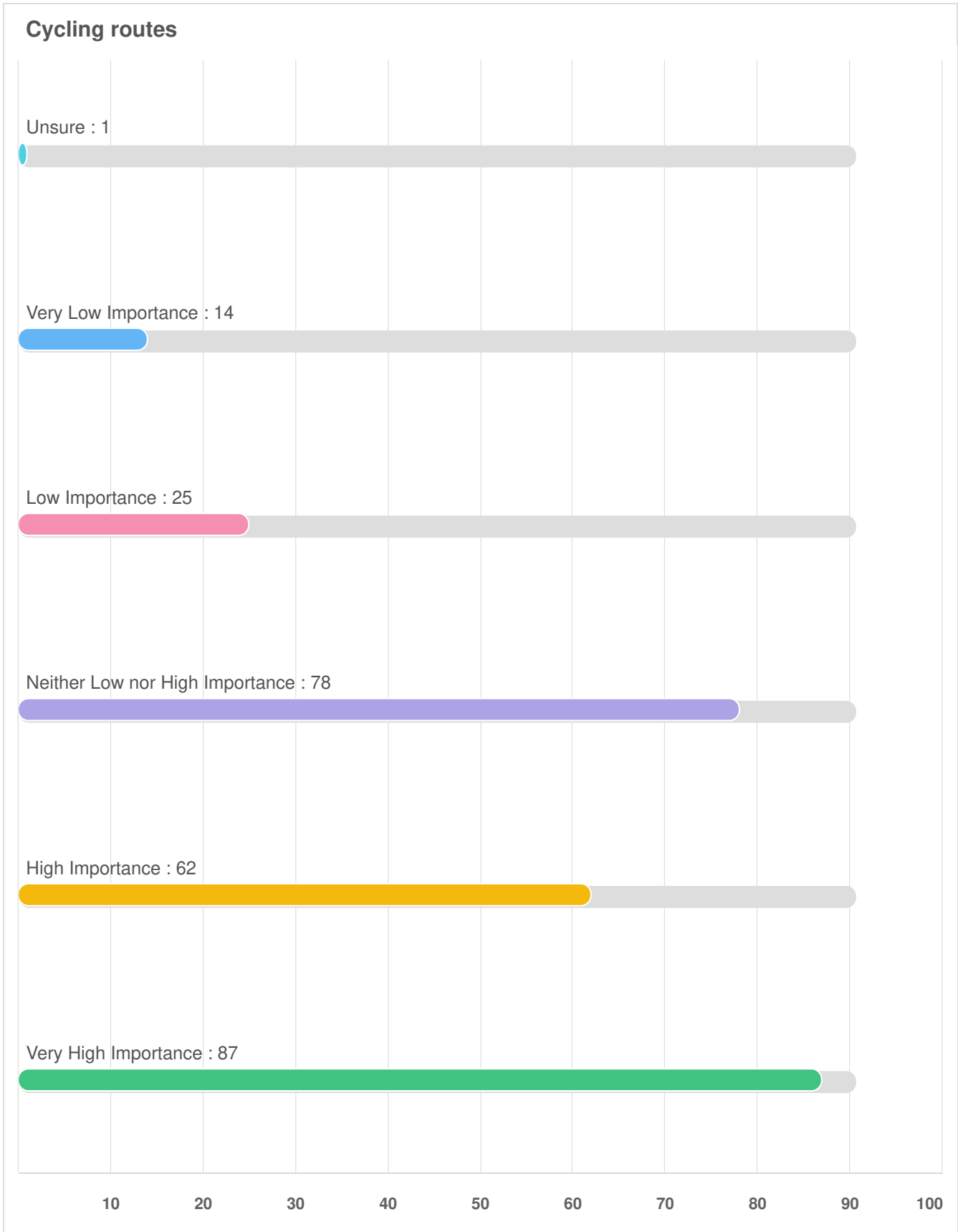
**Q8 | Streets, Transportation, and Utilities: Please rate how important each service is to you.**

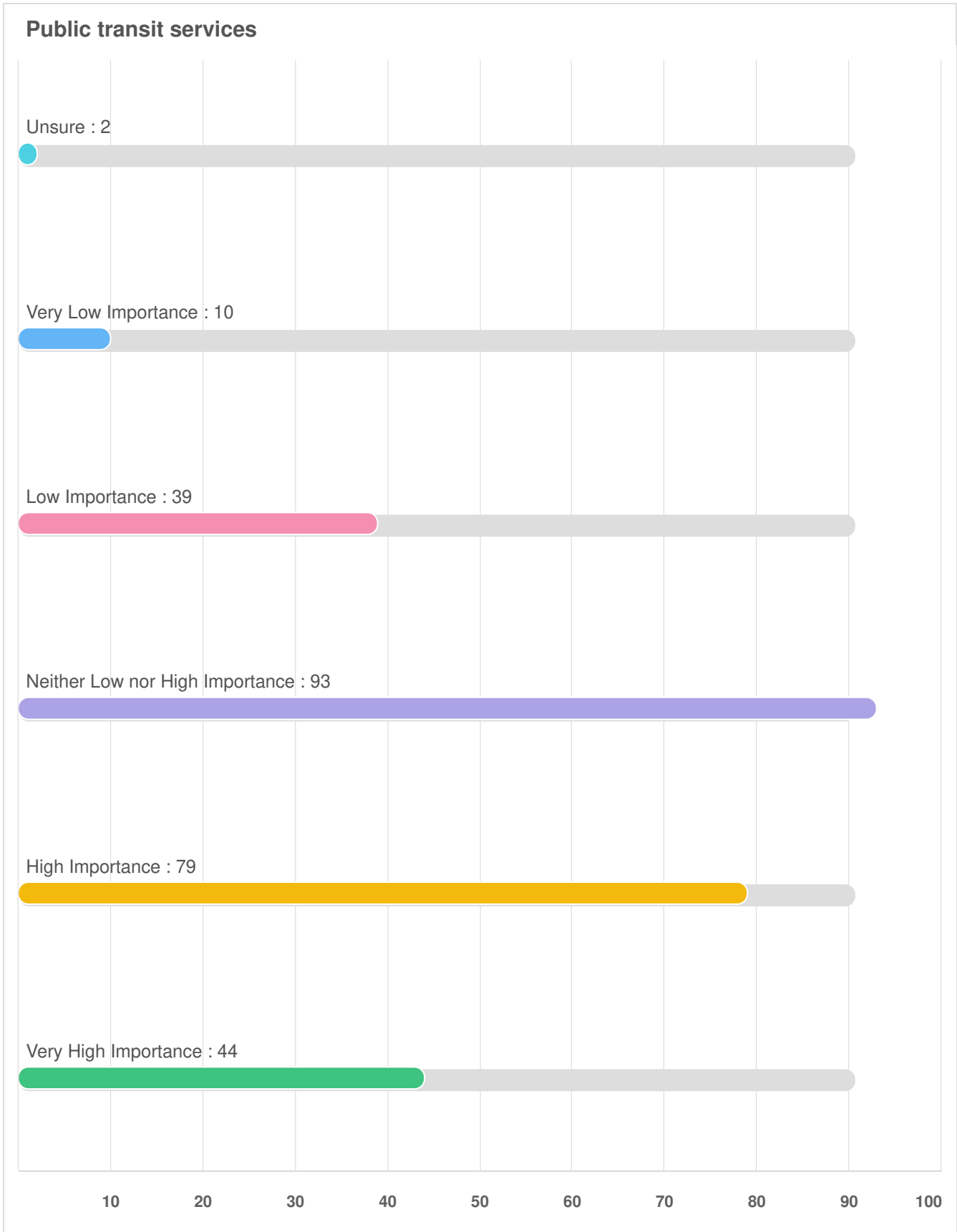
**Streets and roadways**



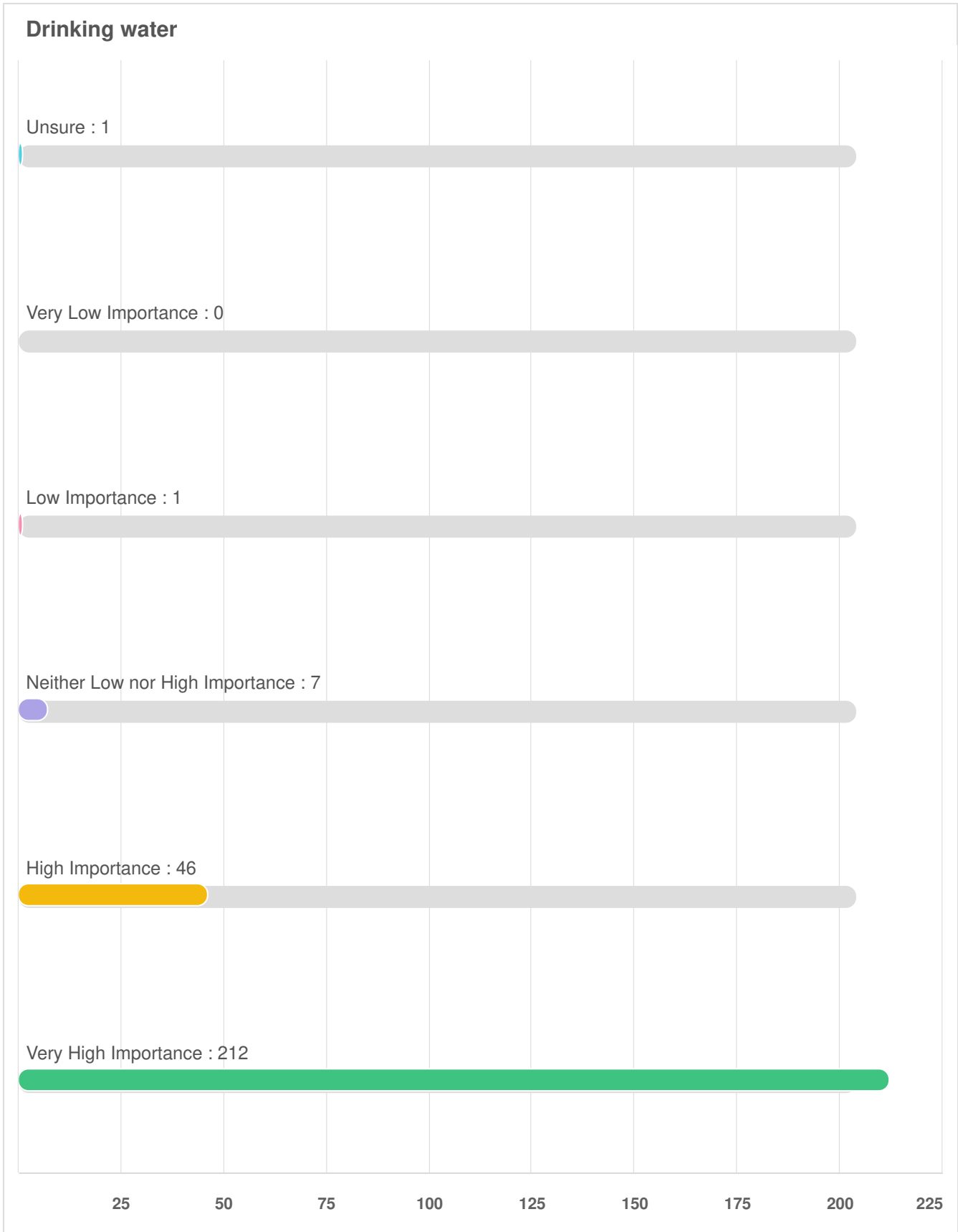












### Sanitary sewer and stormwater drainage

Unsure : 0

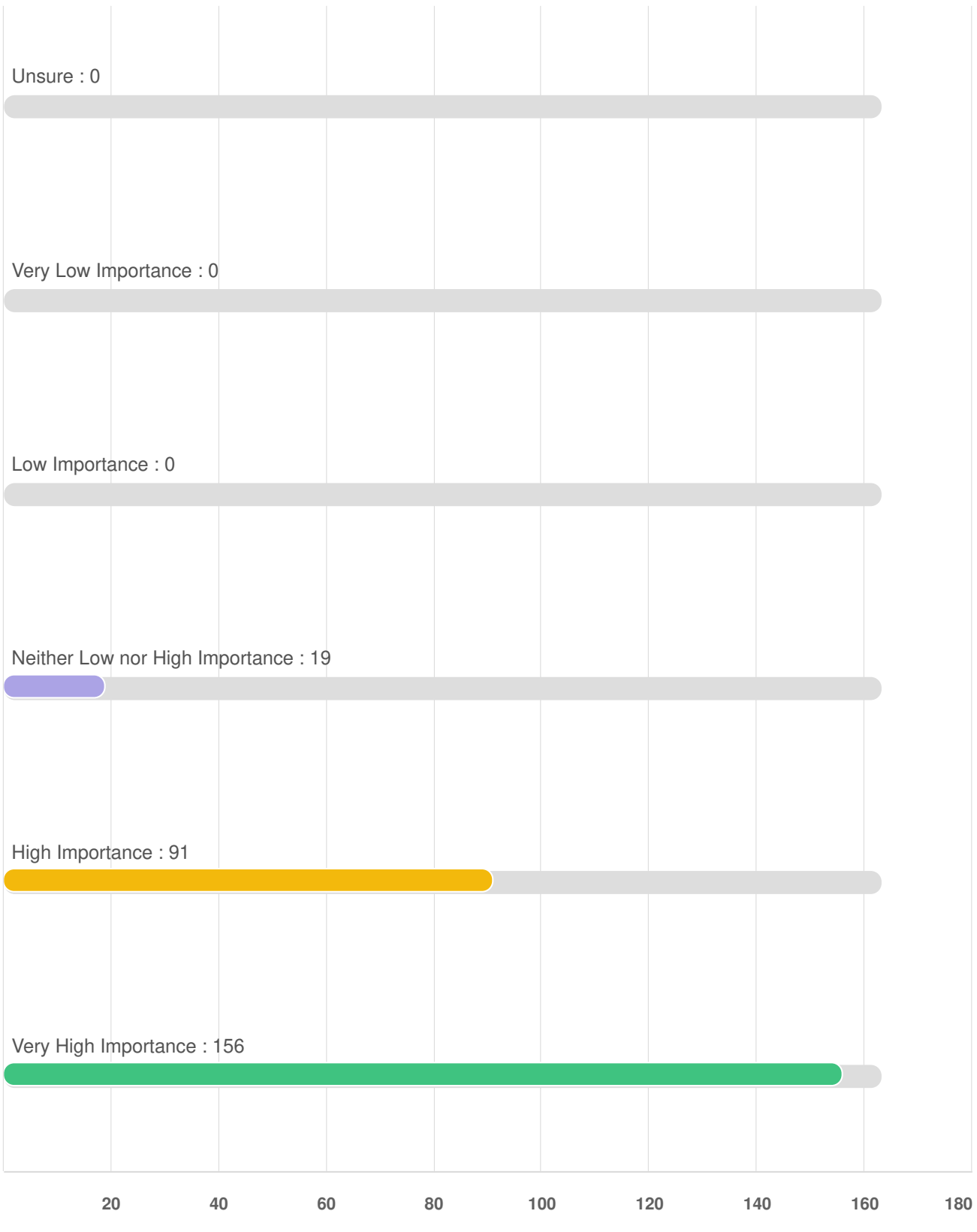
Very Low Importance : 0

Low Importance : 0

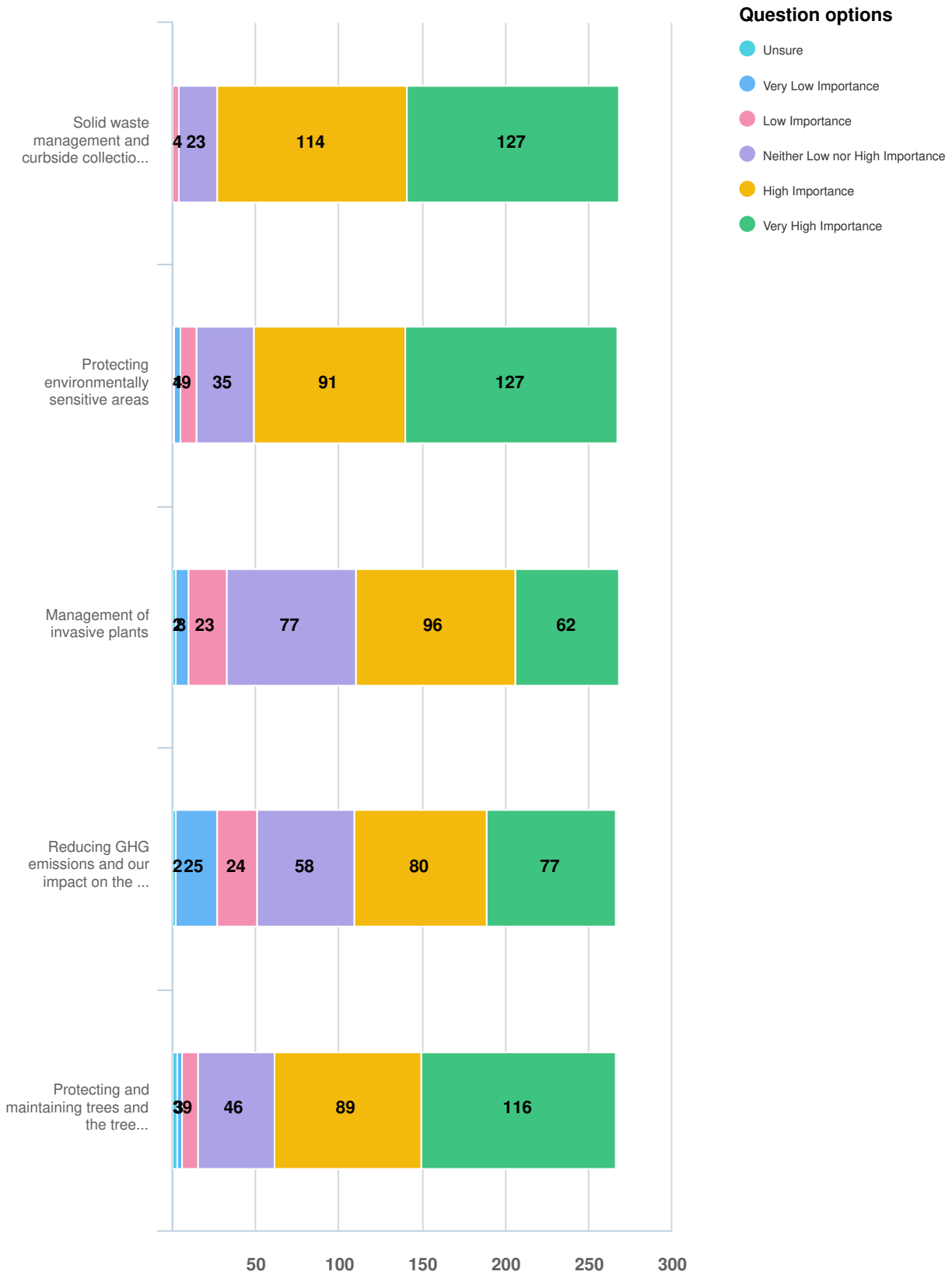
Neither Low nor High Importance : 19

High Importance : 91

Very High Importance : 156



**Q9 Environmental Services: Please rate how important each service is to you.**



Optional question (268 response(s), 0 skipped)  
Question type: Likert Question

**Q9 | Environmental Services: Please rate how important each service is to you.**

**Solid waste management and curbside collection**

Unsure : 0



Very Low Importance : 0



Low Importance : 4



Neither Low nor High Importance : 23



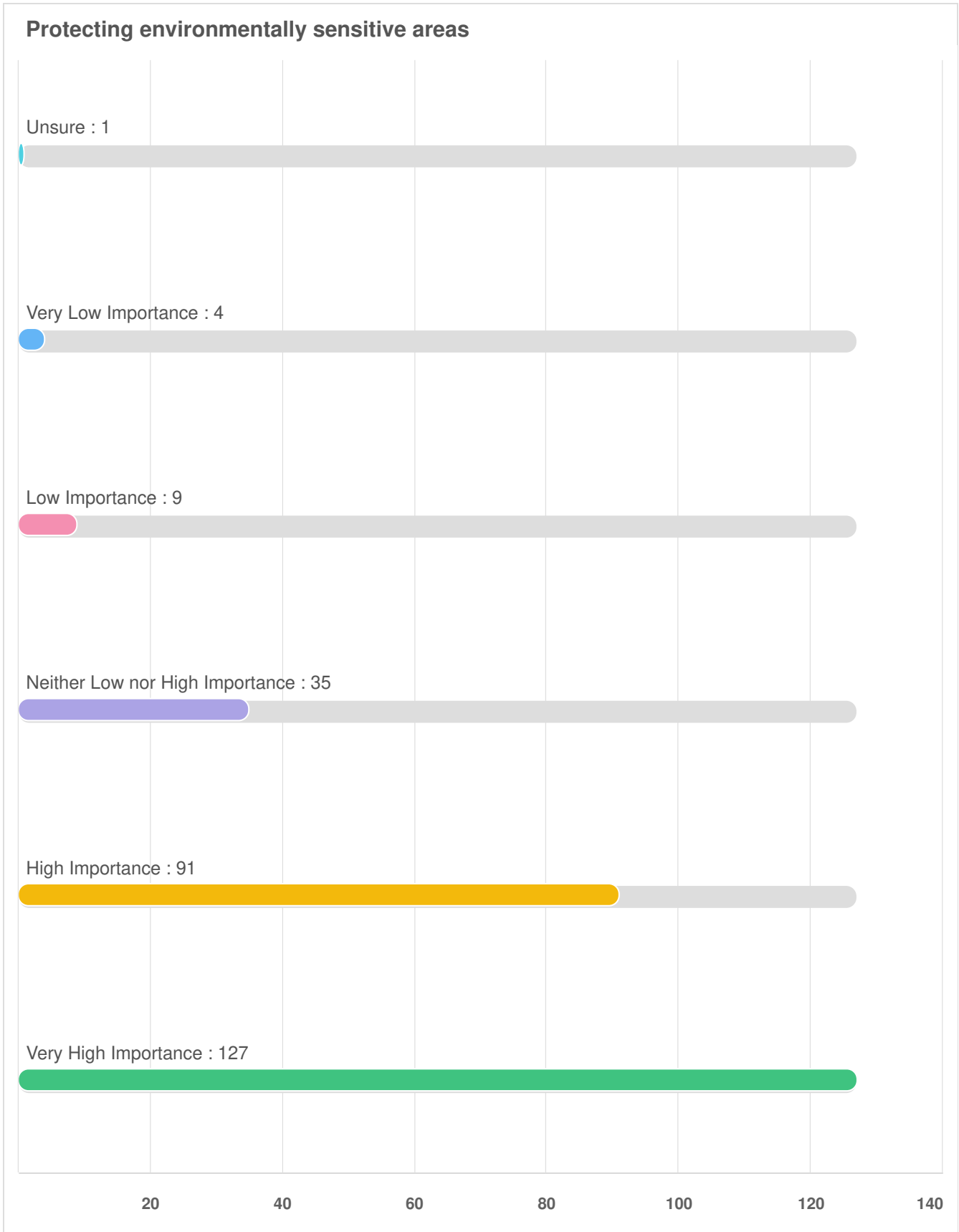
High Importance : 114



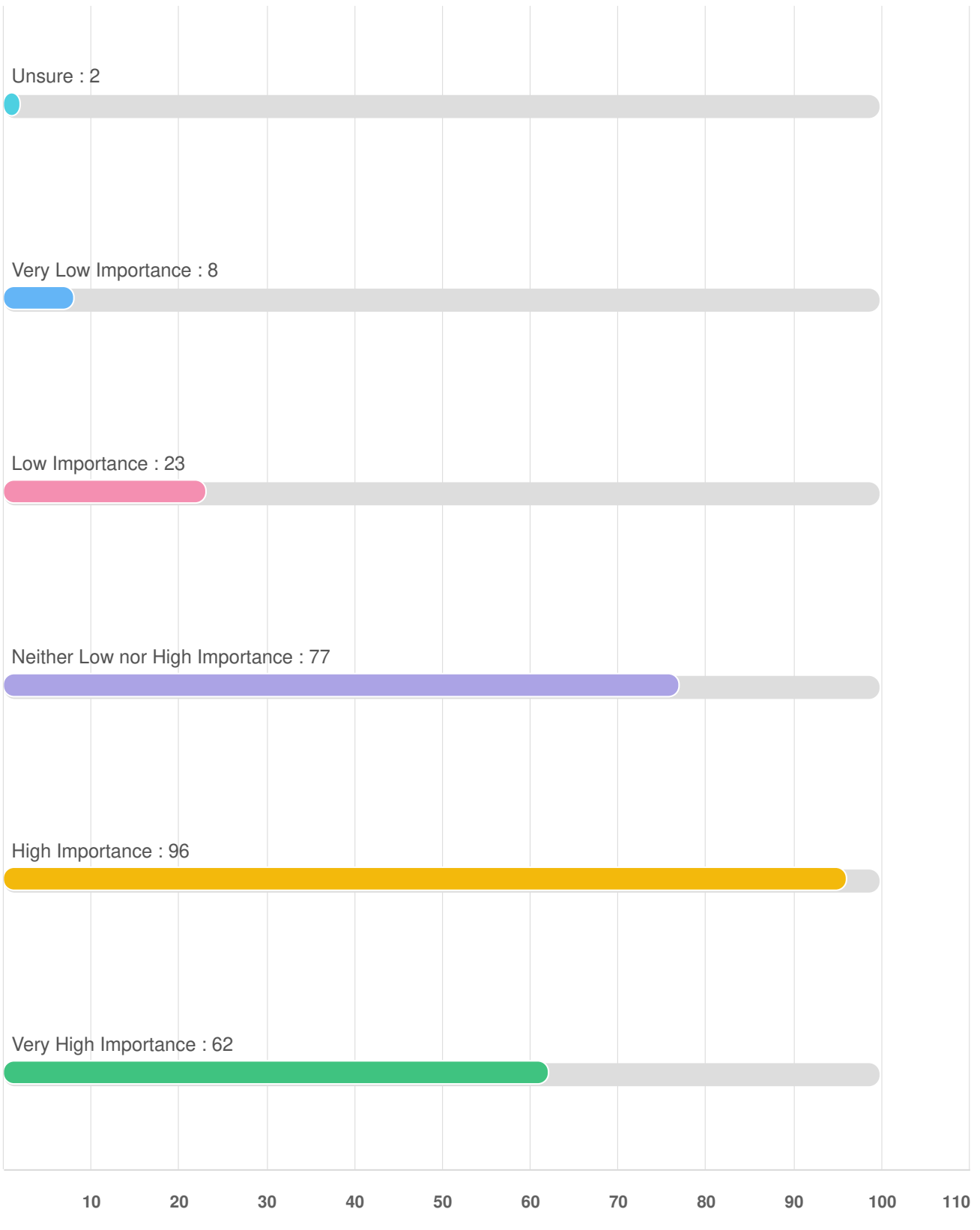
Very High Importance : 127

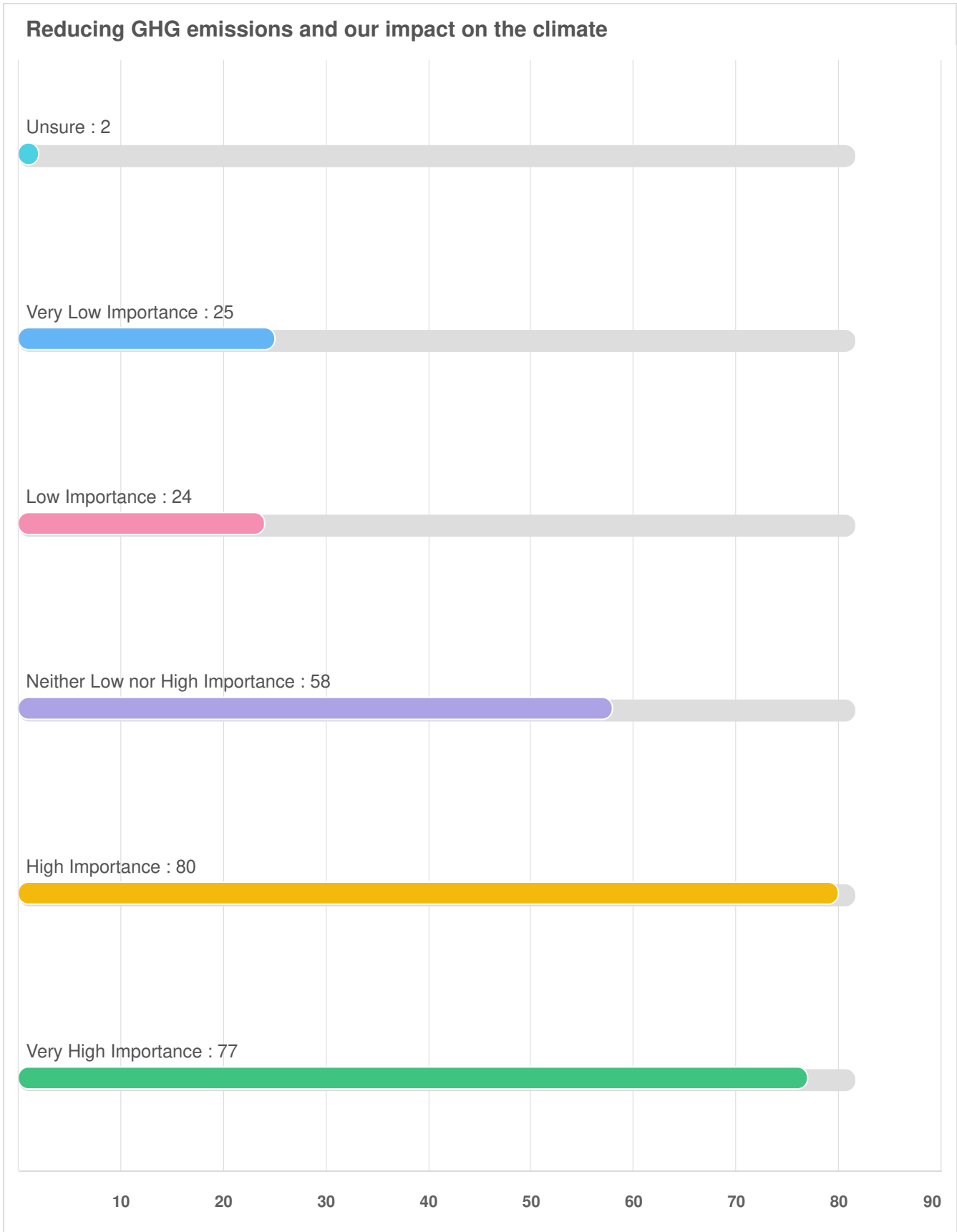


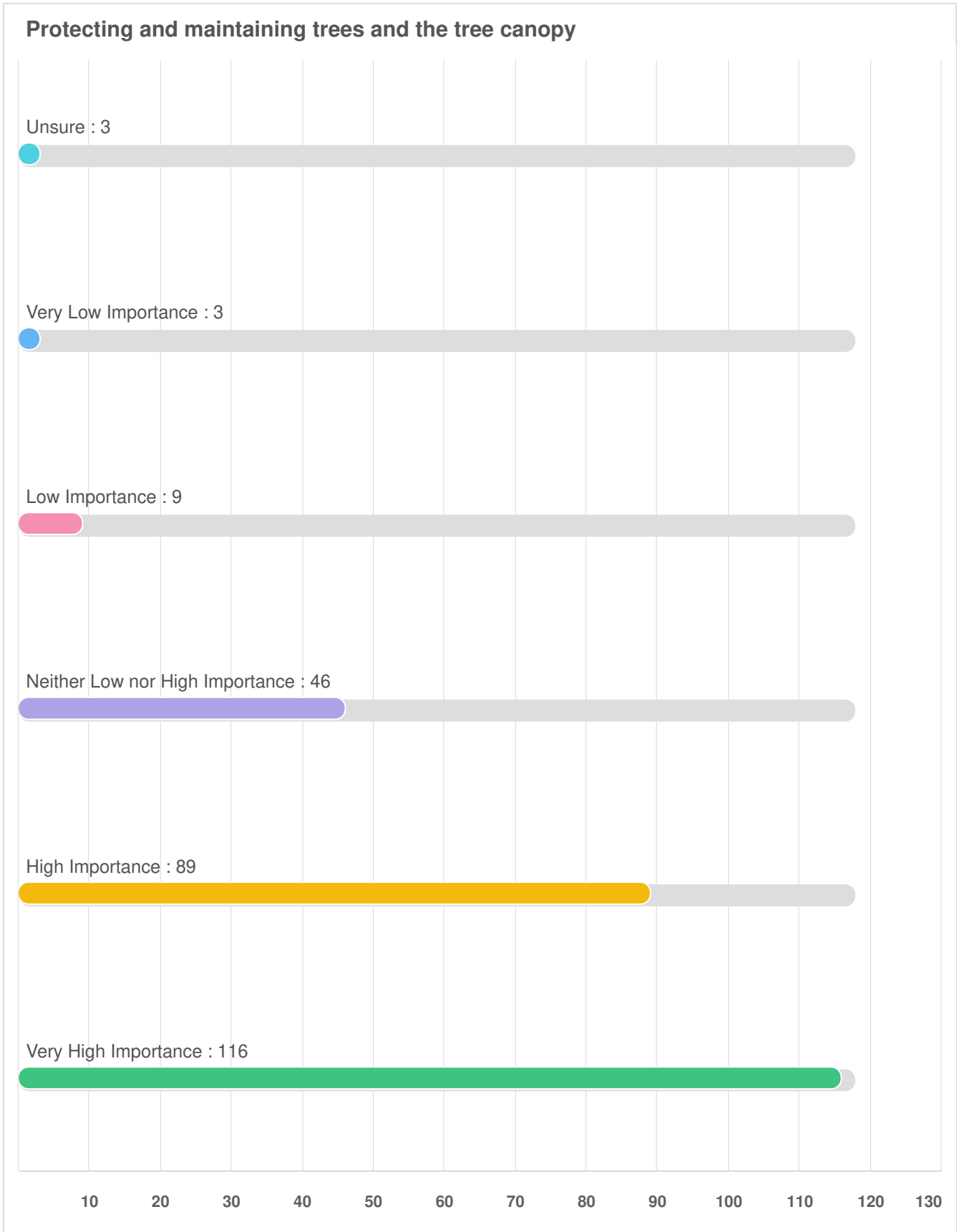
20 40 60 80 100 120 140



### Management of invasive plants

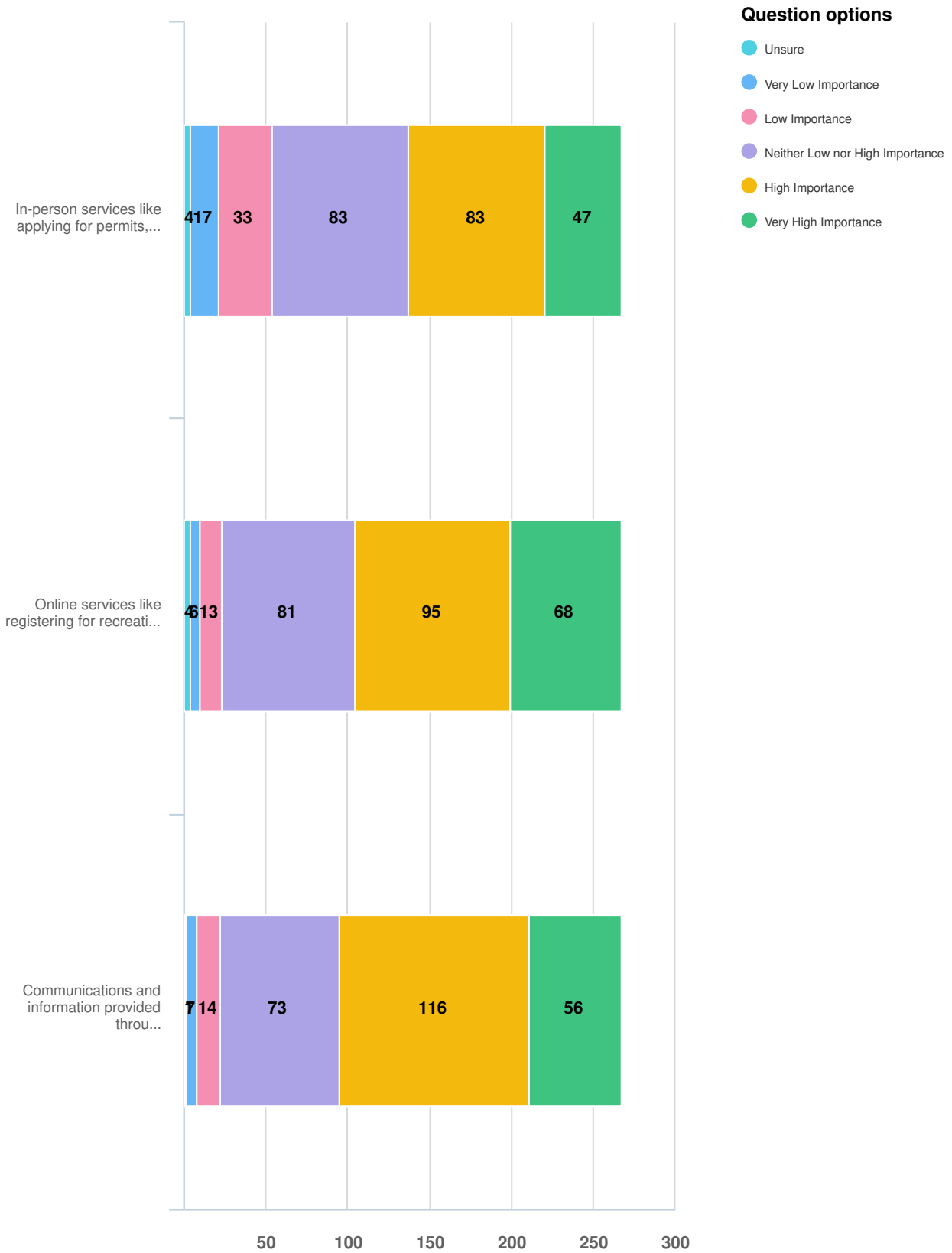








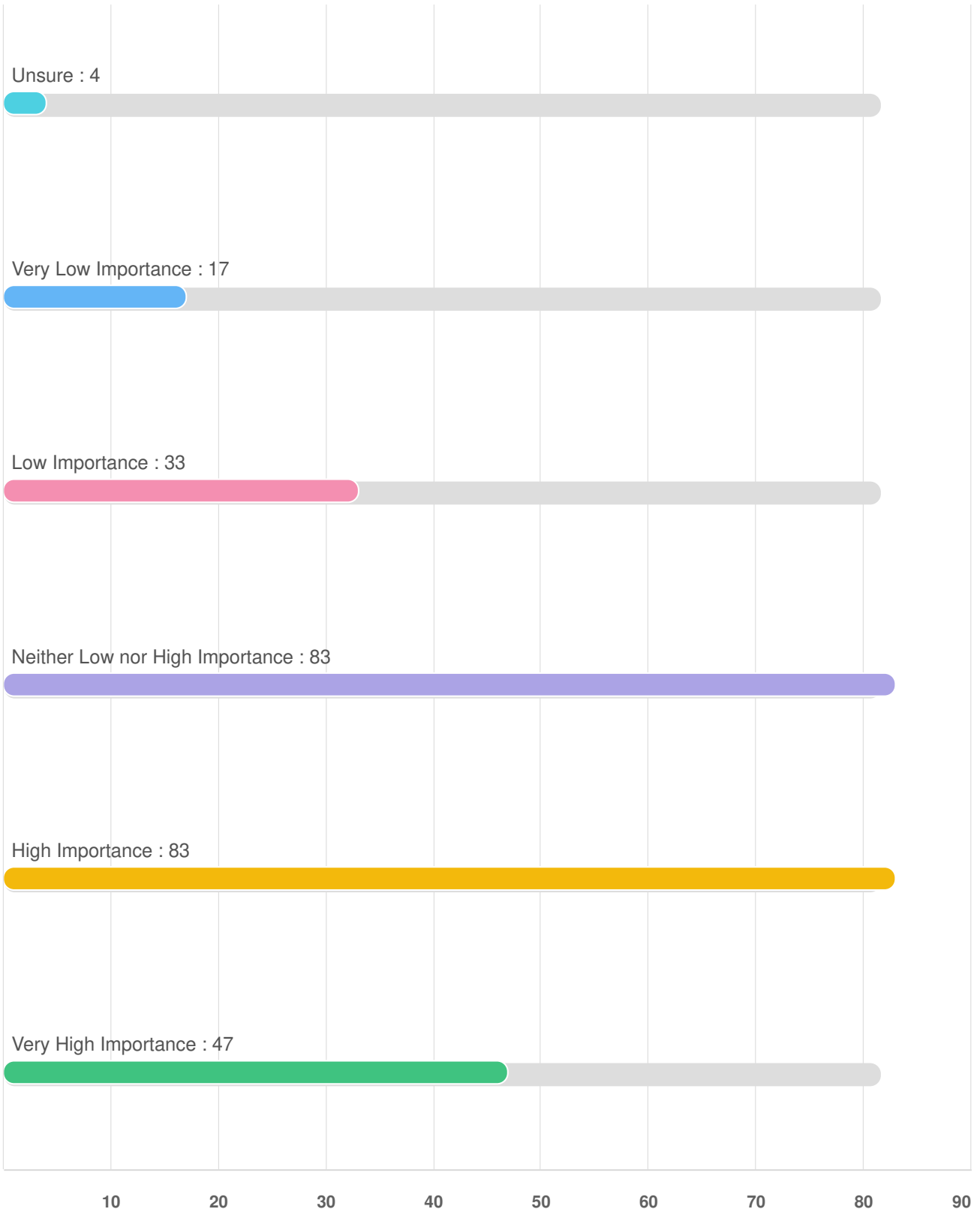
**Q10 | Online and In-Person Services: Please rate how important each service is to you.**



Optional question (268 response(s), 0 skipped)  
 Question type: Likert Question

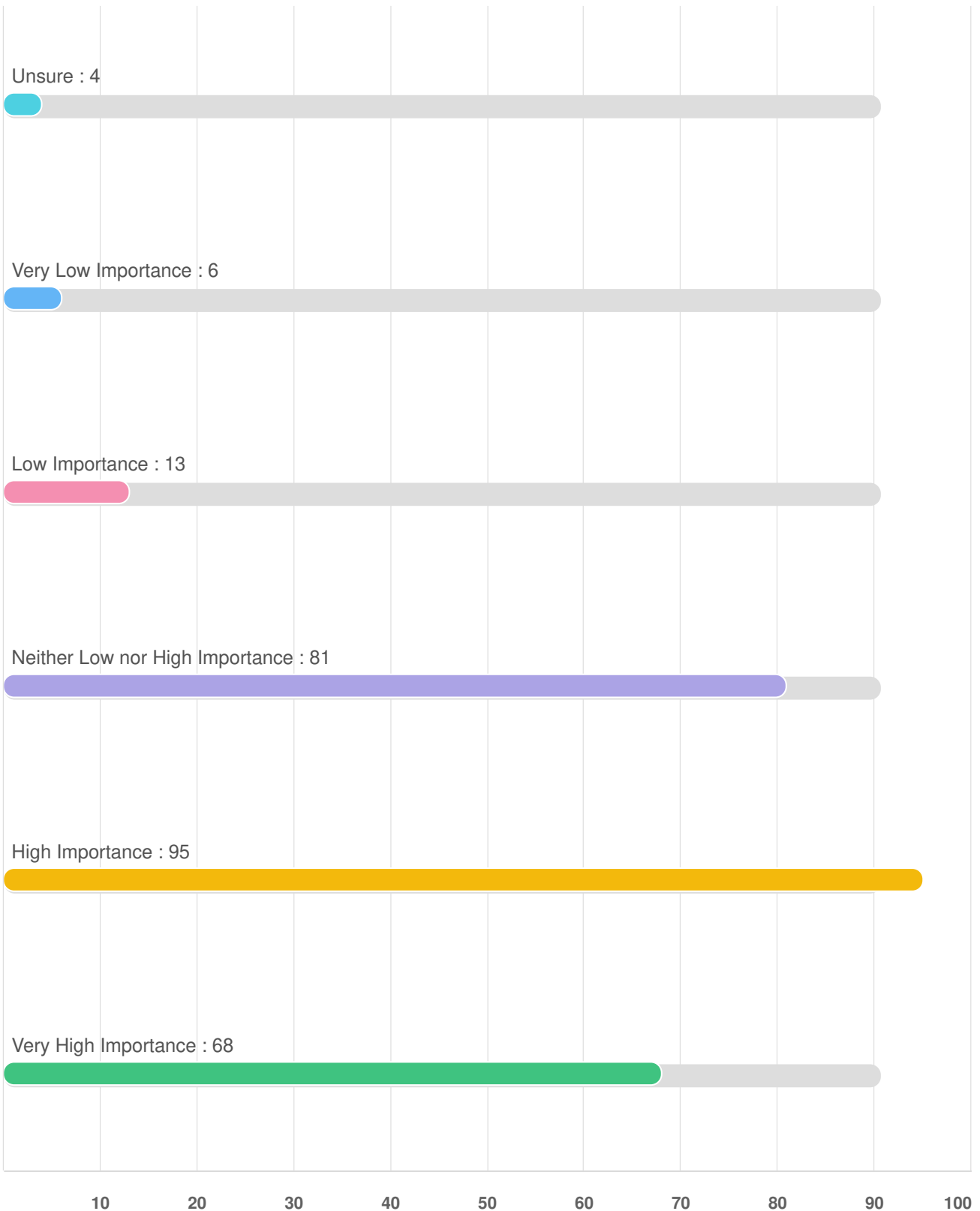
**Q10 | Online and In-Person Services: Please rate how important each service is to you.**

**In-person services like applying for permits, paying taxes, etc.**

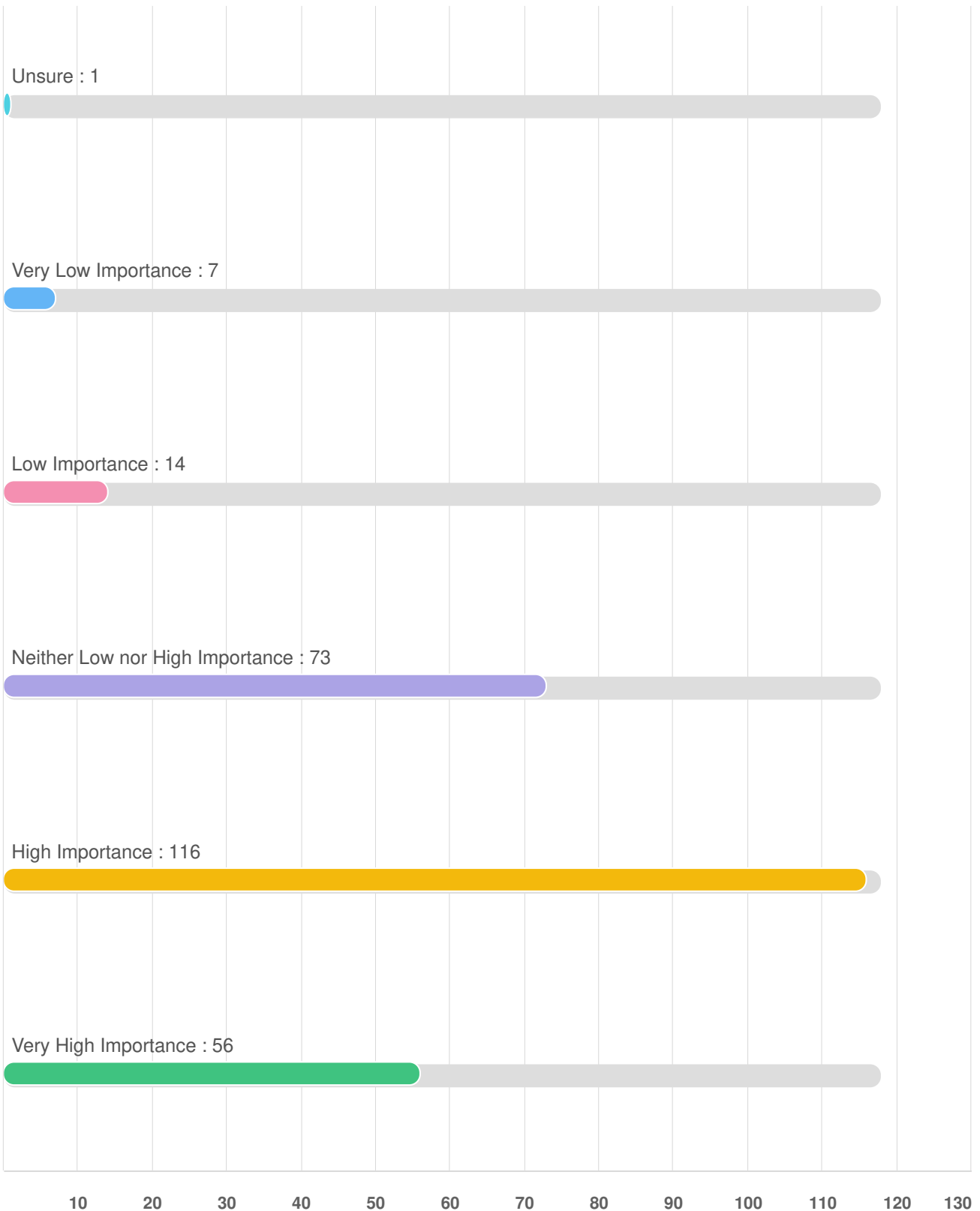




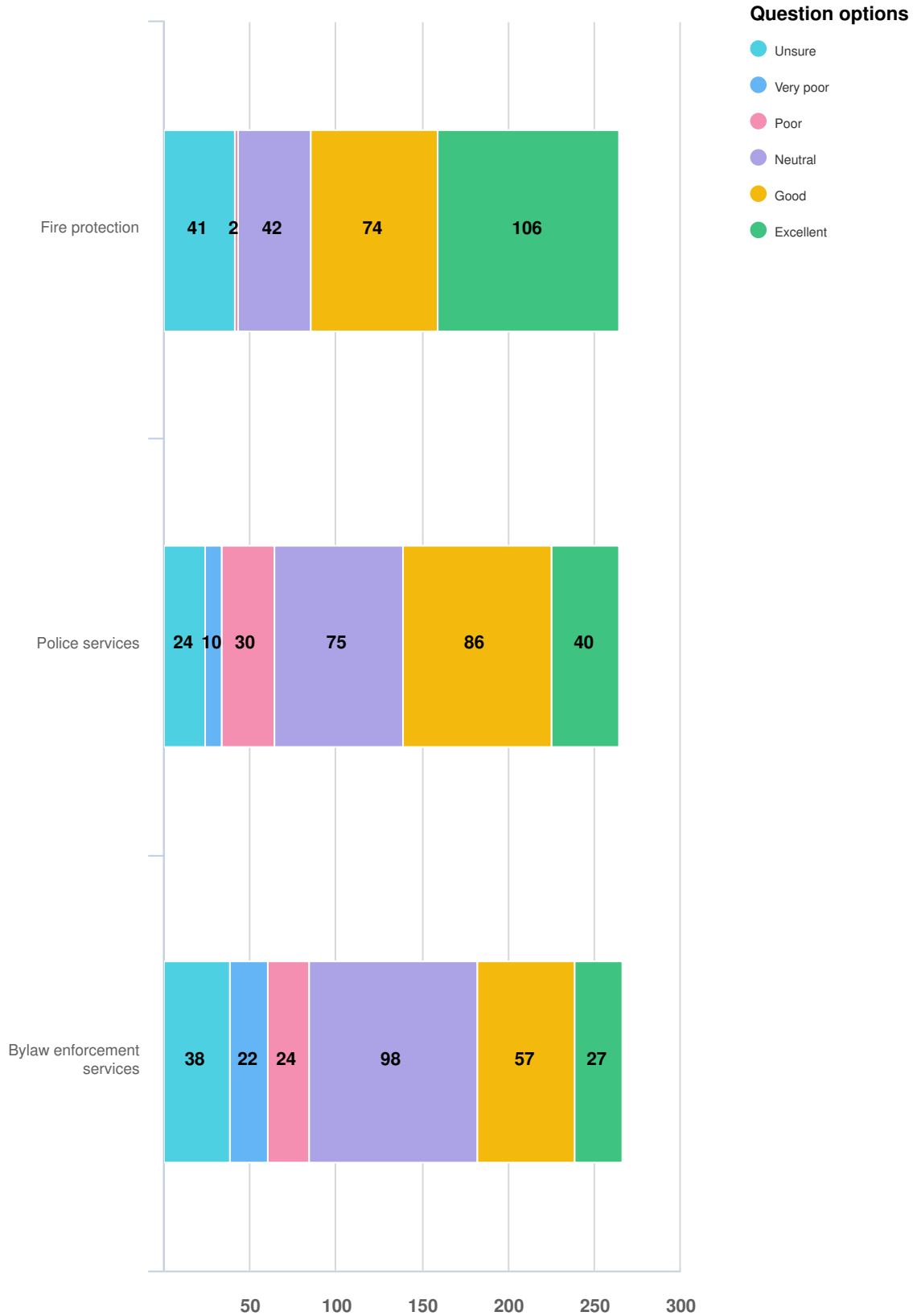
### Online services like registering for recreation programs, applying for building permits or inspections, and checking refuse pickup schedule



### Communications and information provided through the public website, social media, and the Engage Terrace public engagement site



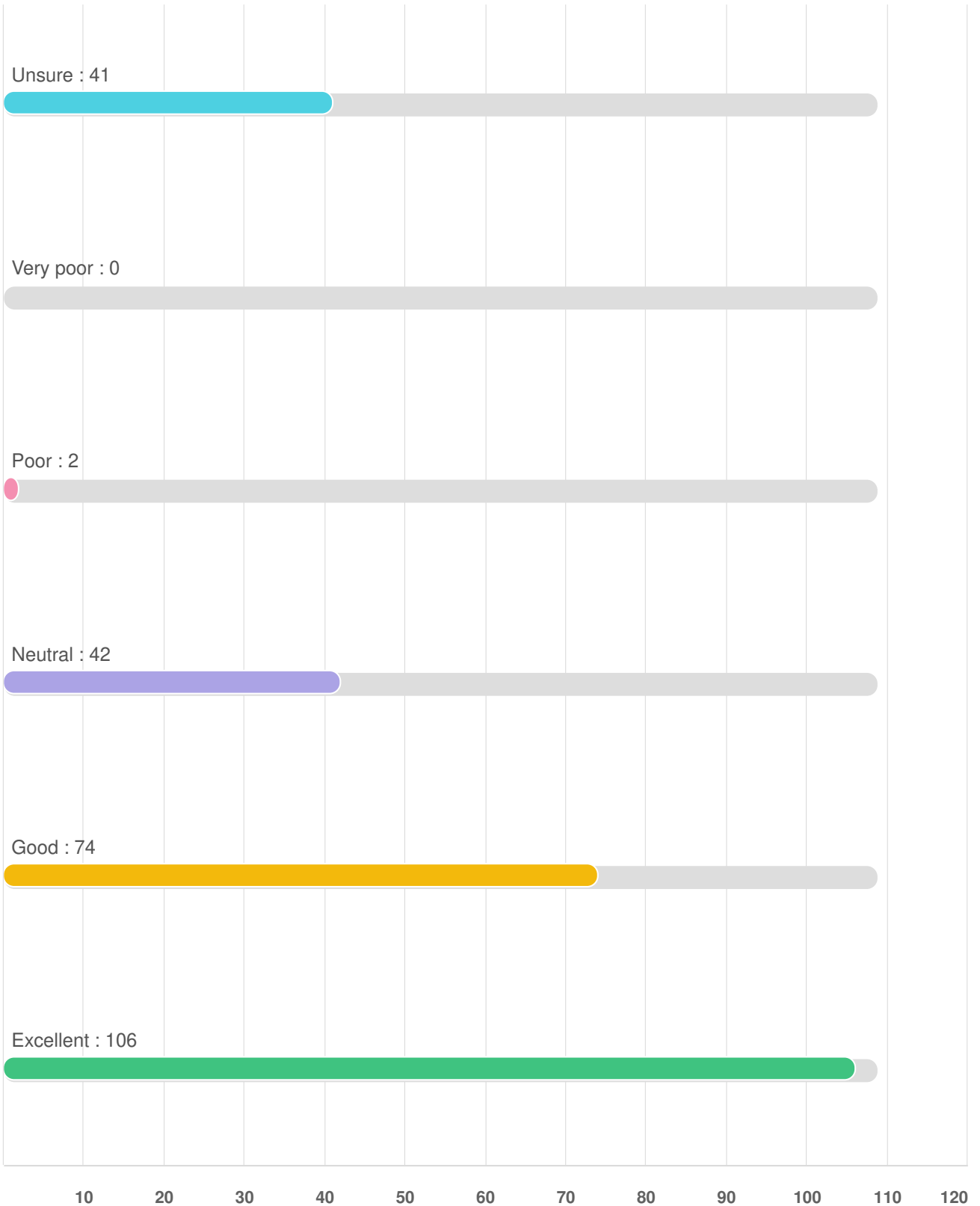
**Q11 | Protection and Security: For the same list of services, please provide your rating for the quality of the services you receive.**



Optional question (267 response(s), 1 skipped)  
 Question type: Likert Question

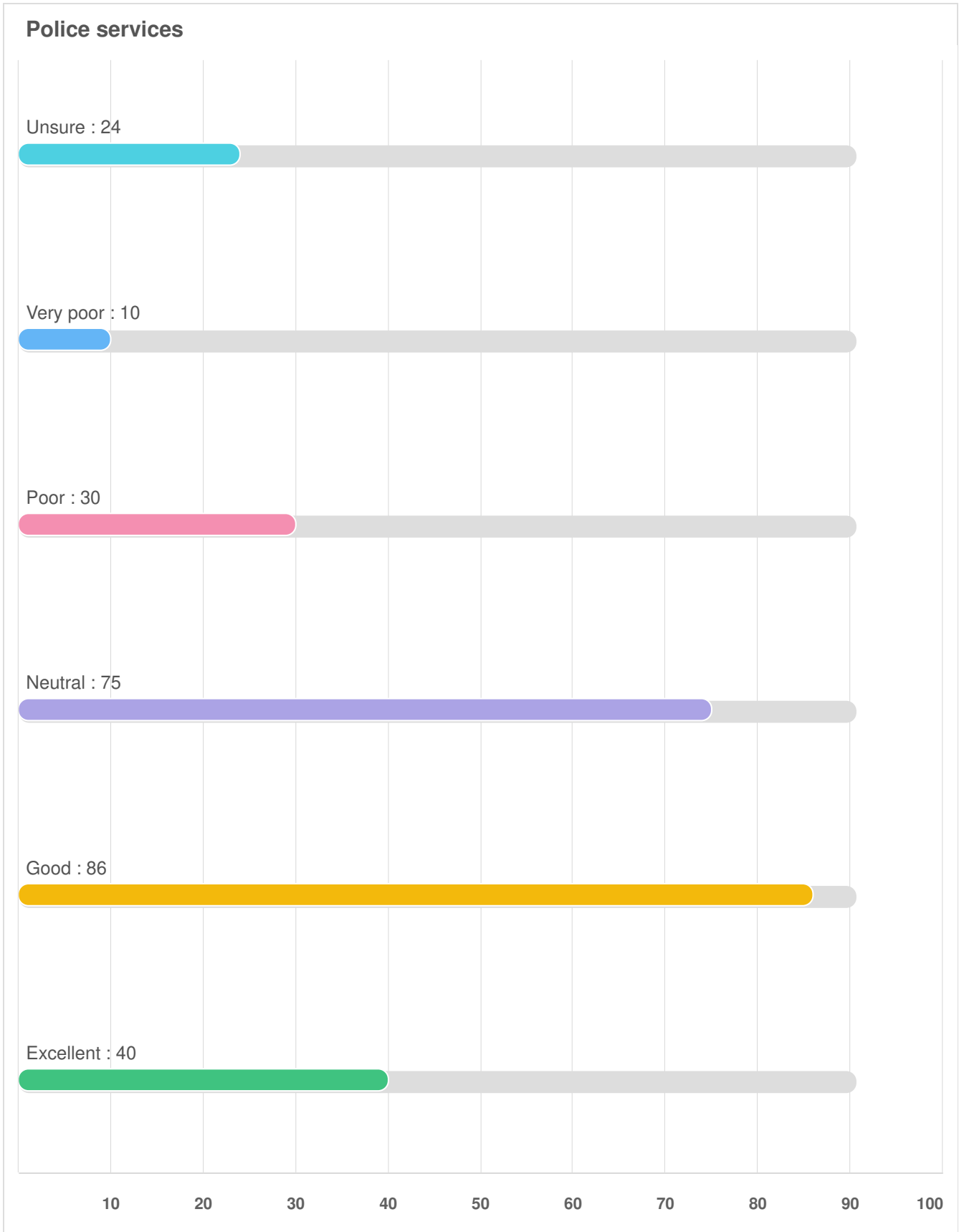
**Q11 | Protection and Security: For the same list of services, please provide your rating for the quality of the services you receive.**

**Fire protection**

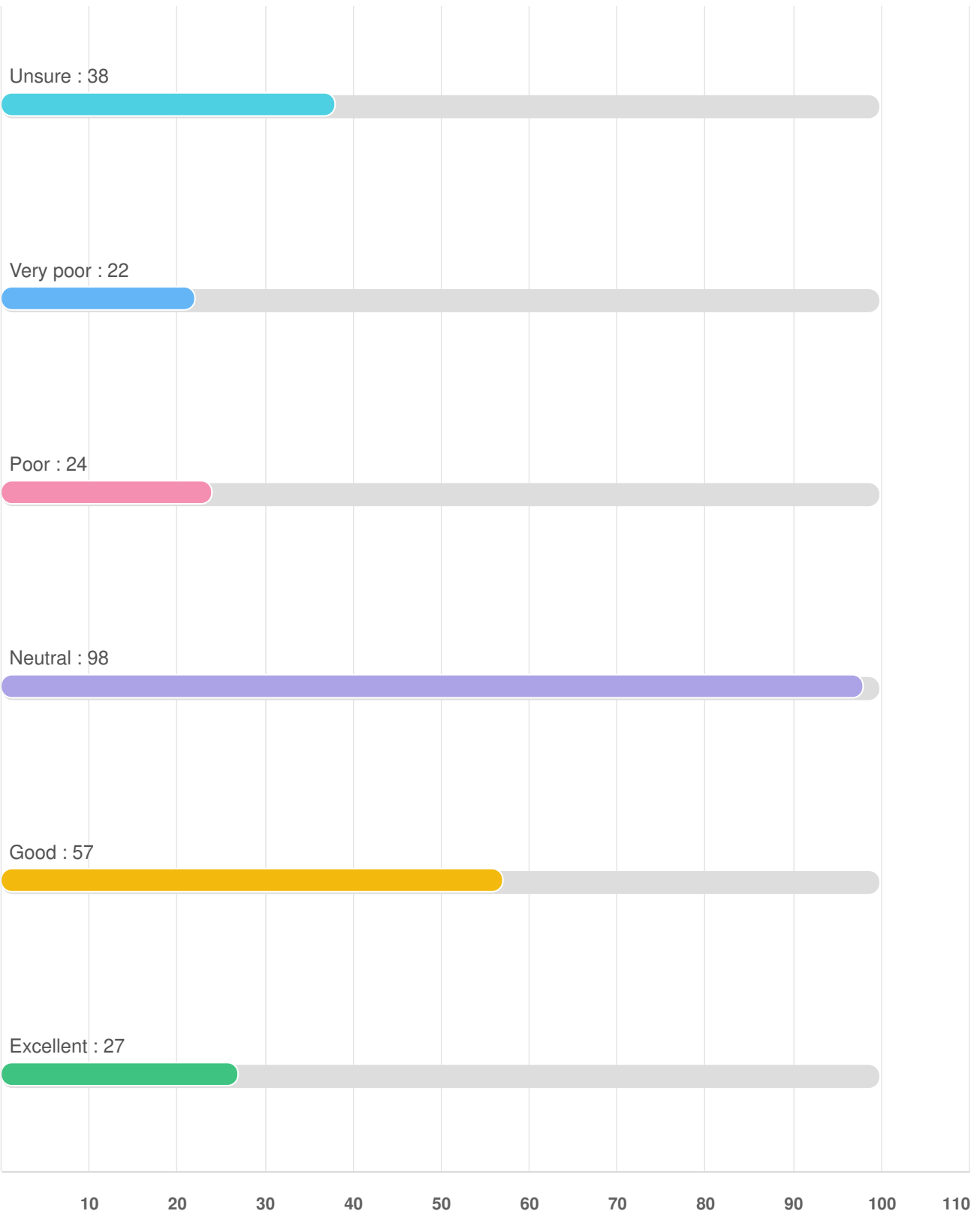




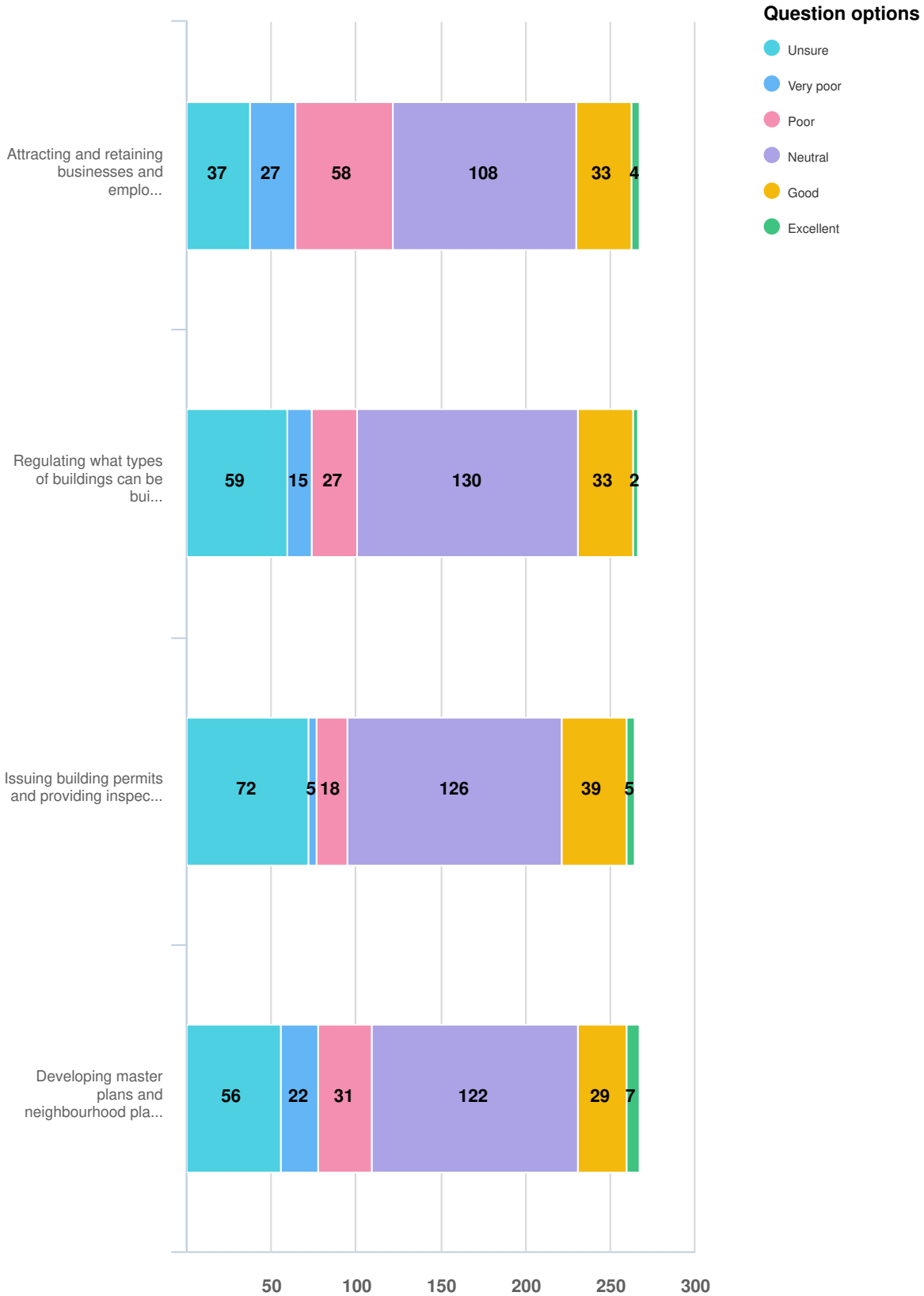




### Bylaw enforcement services



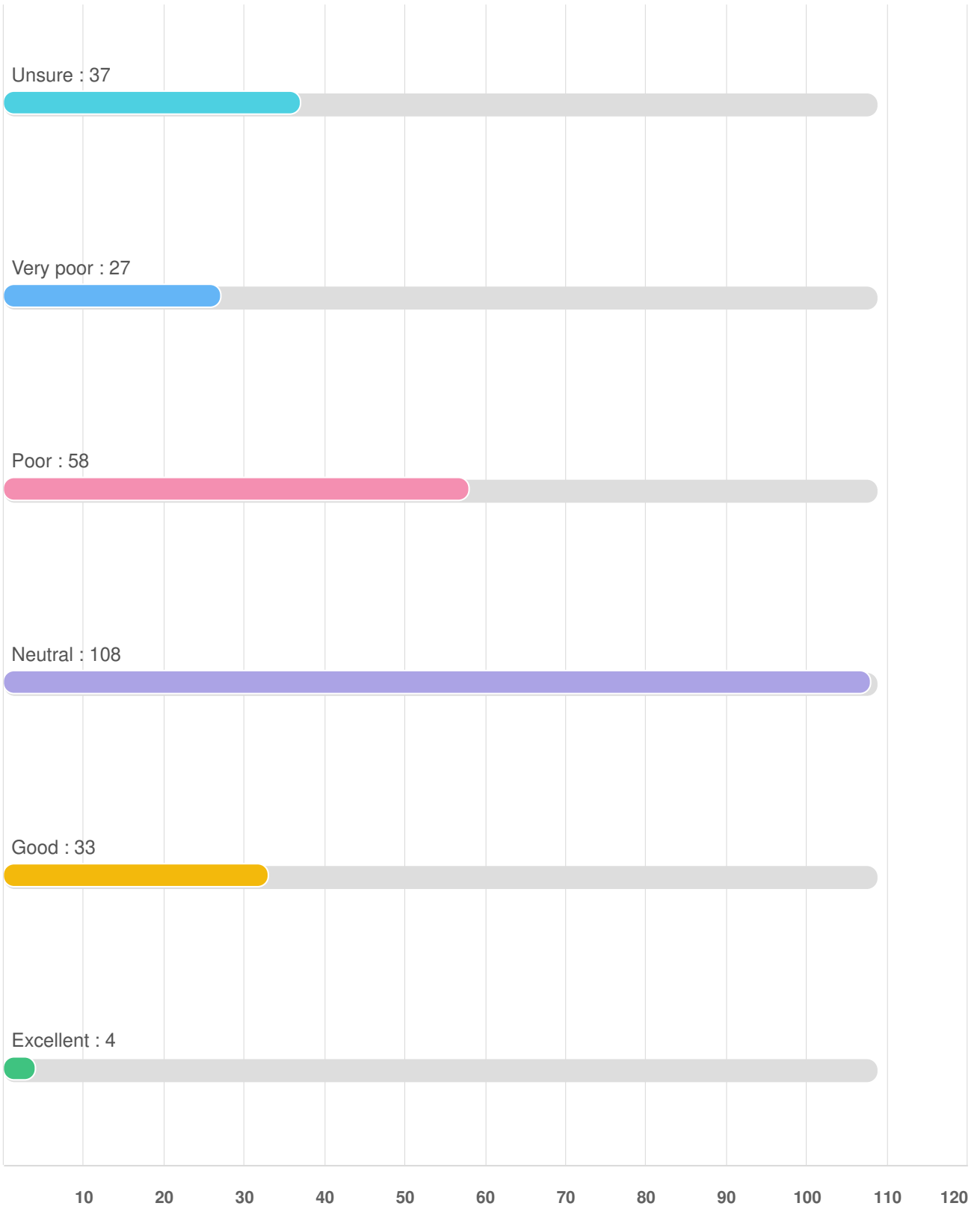
**Q12 | Growth and the Economy: For the same list of services, please provide your rating for the quality of the services you receive.**



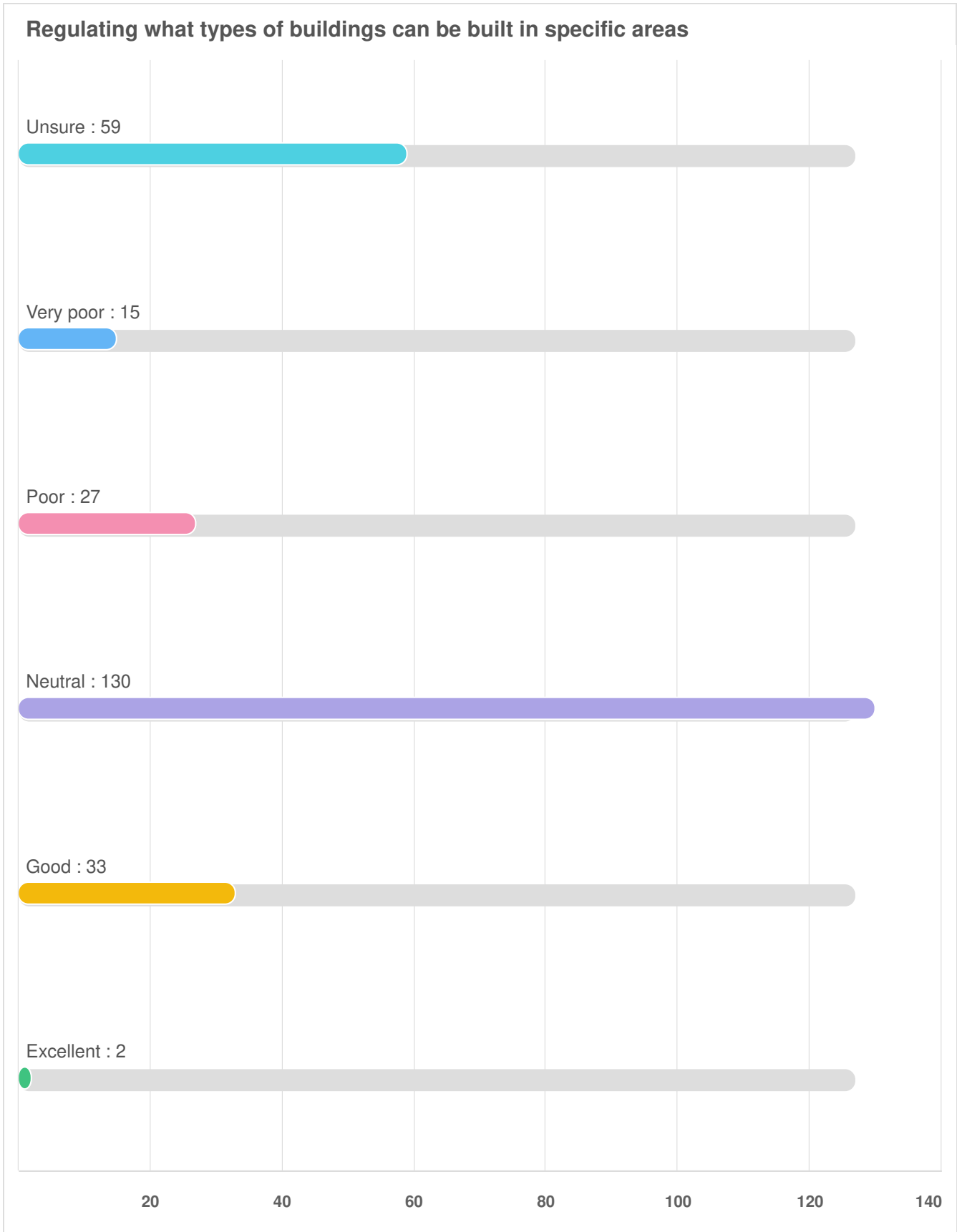
Optional question (267 response(s), 1 skipped)  
 Question type: Likert Question

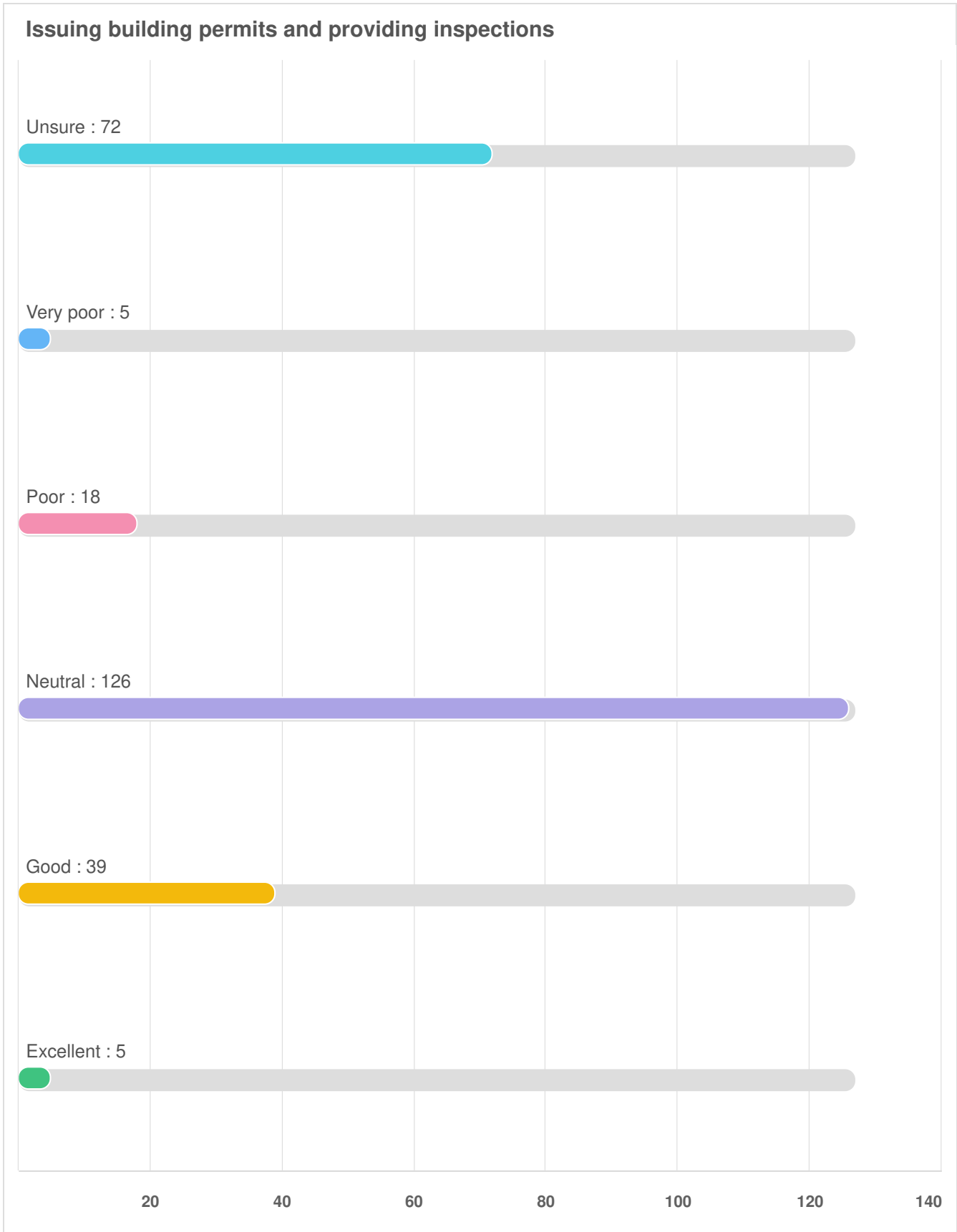
**Q12 | Growth and the Economy: For the same list of services, please provide your rating for the quality of the services you receive.**

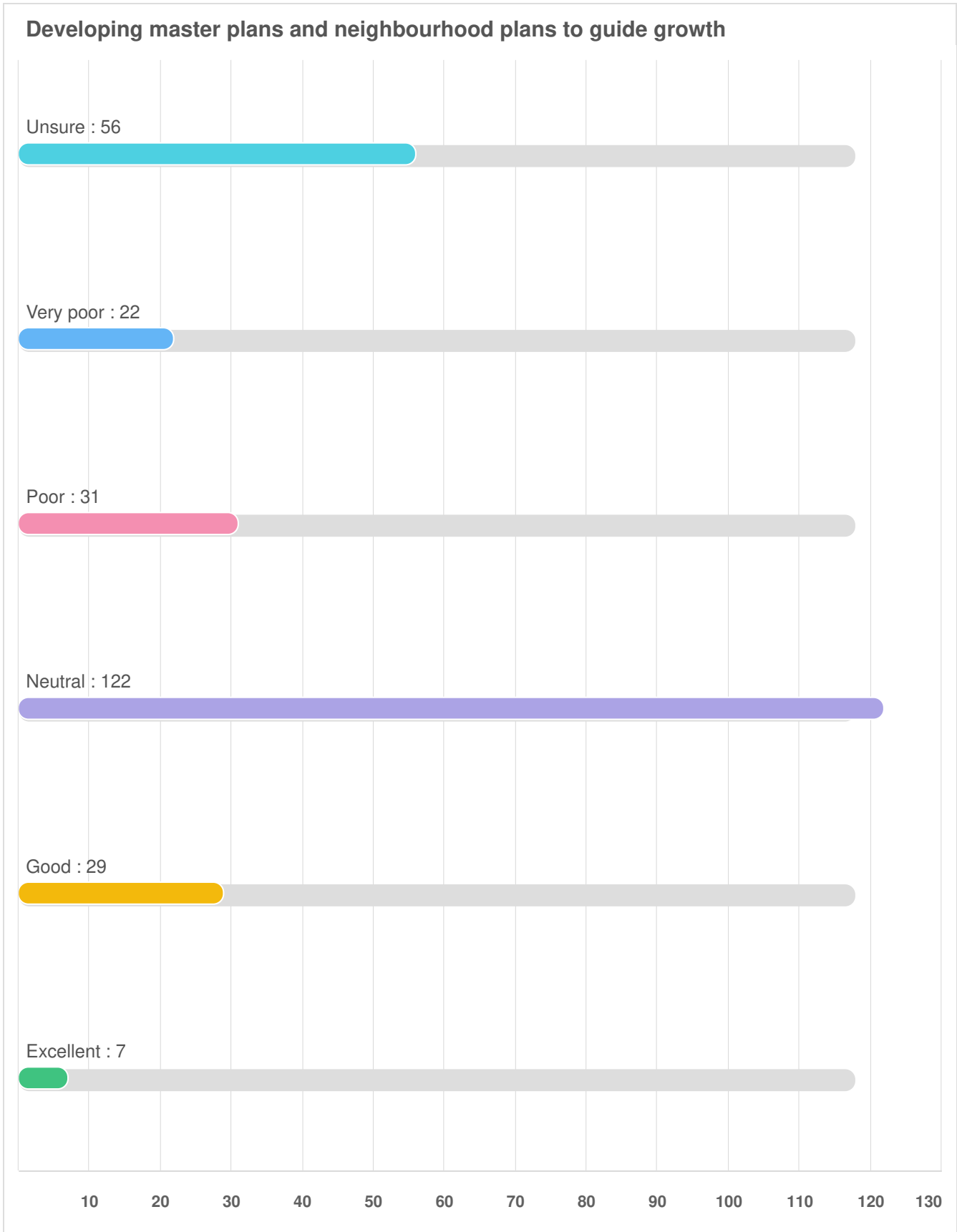
**Attracting and retaining businesses and employers**





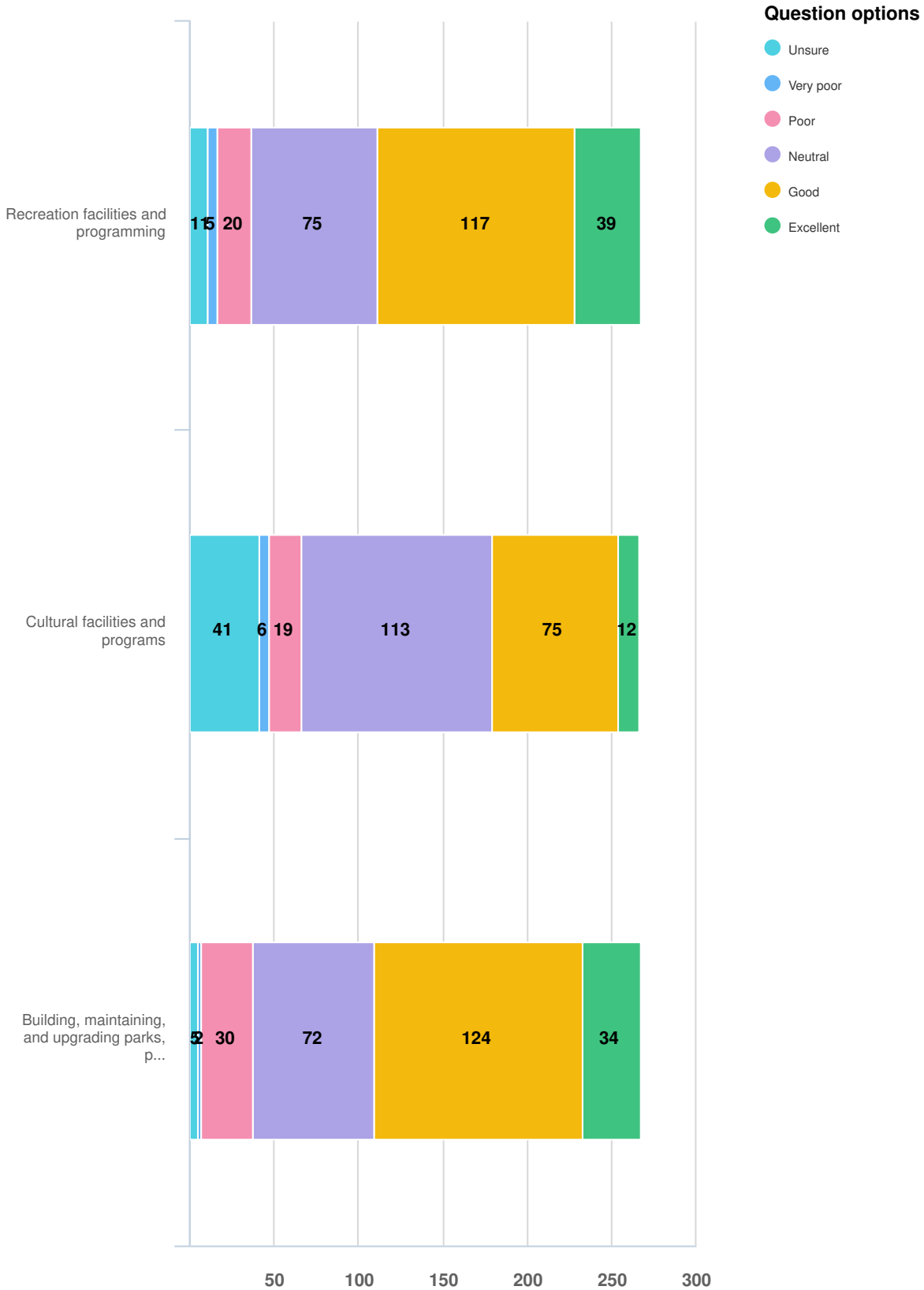








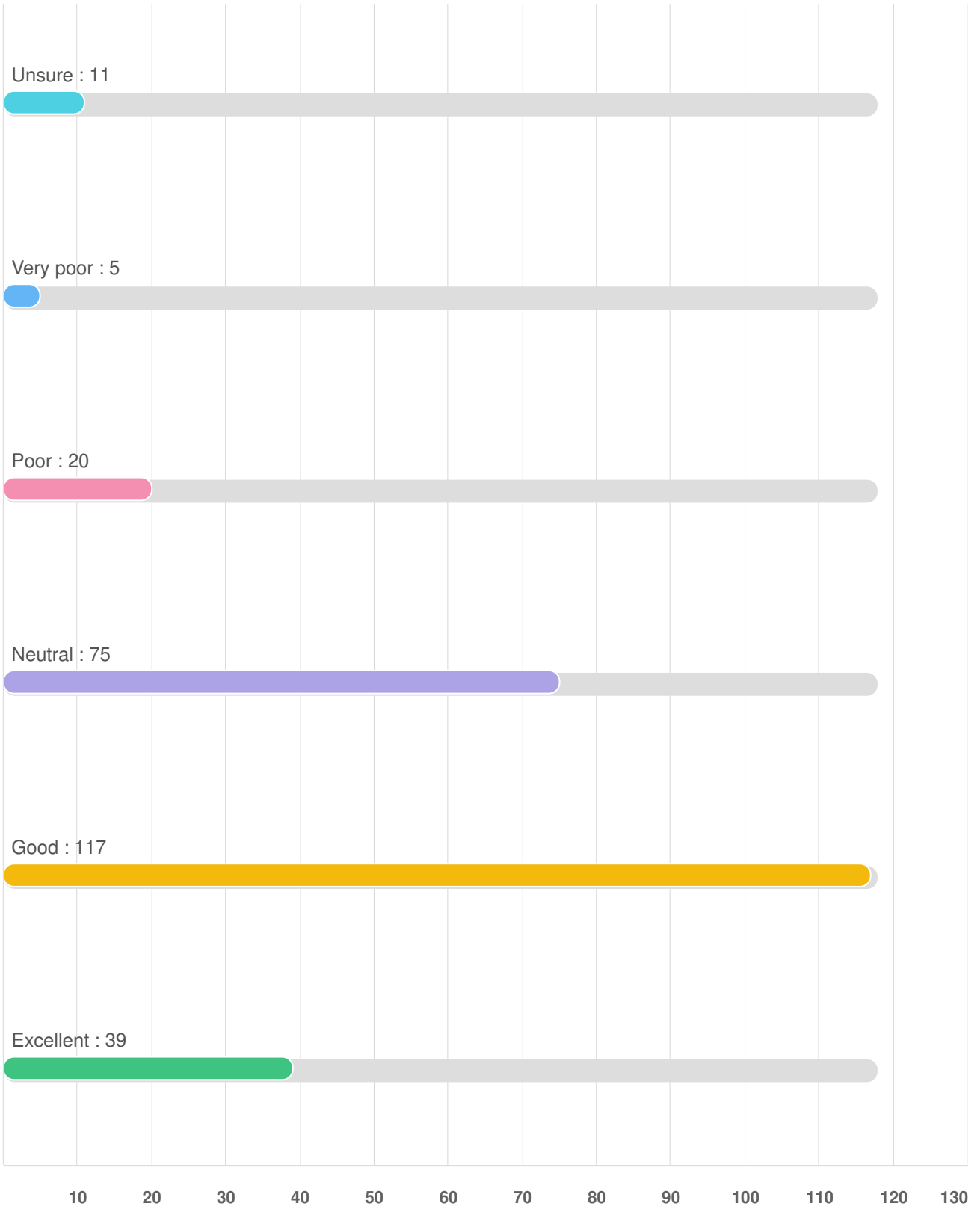
**Q13 | Parks, Recreation, and Culture Services: For the same list of services, please provide your rating for the quality of the services you receive.**



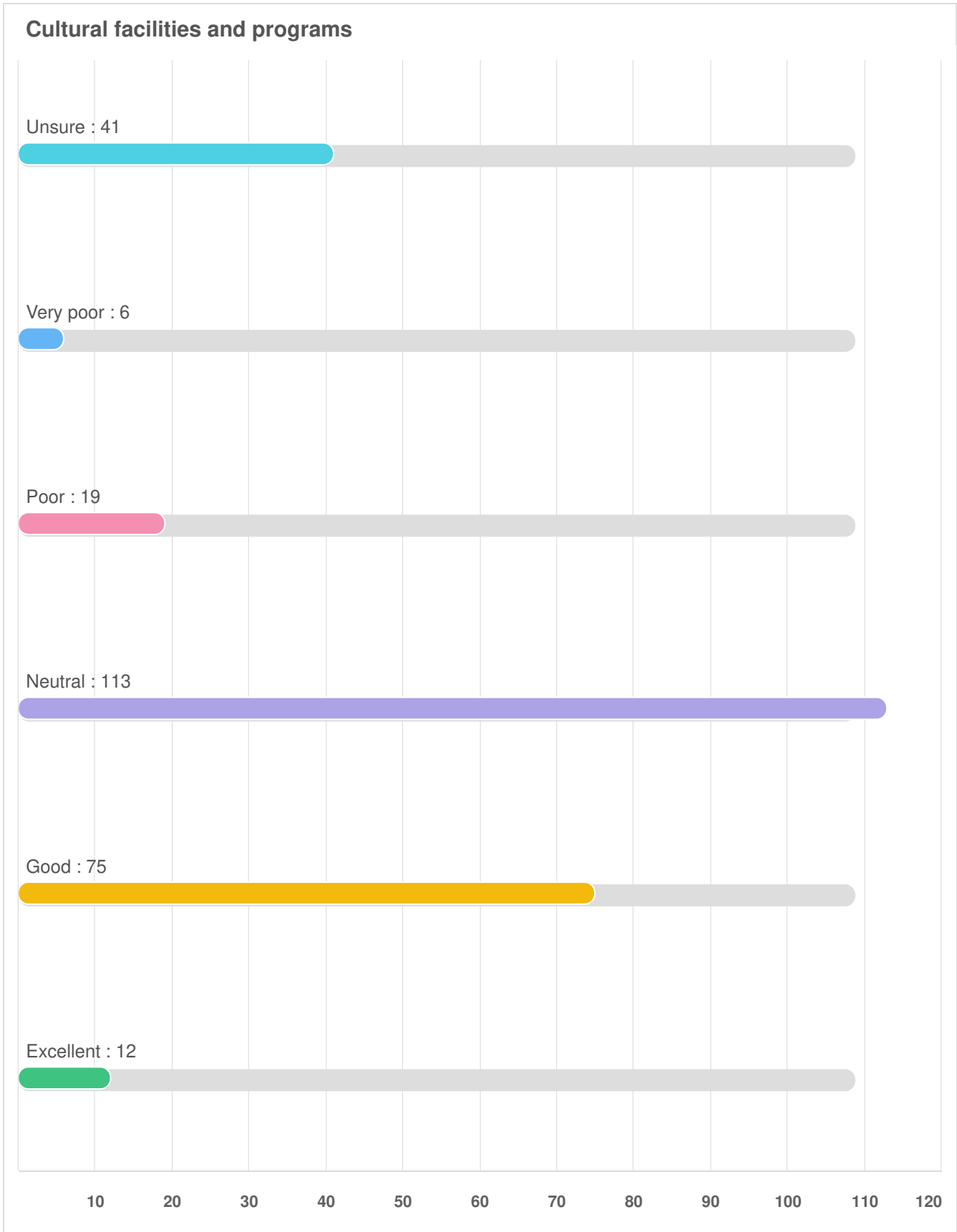
Optional question (267 response(s), 1 skipped)  
 Question type: Likert Question

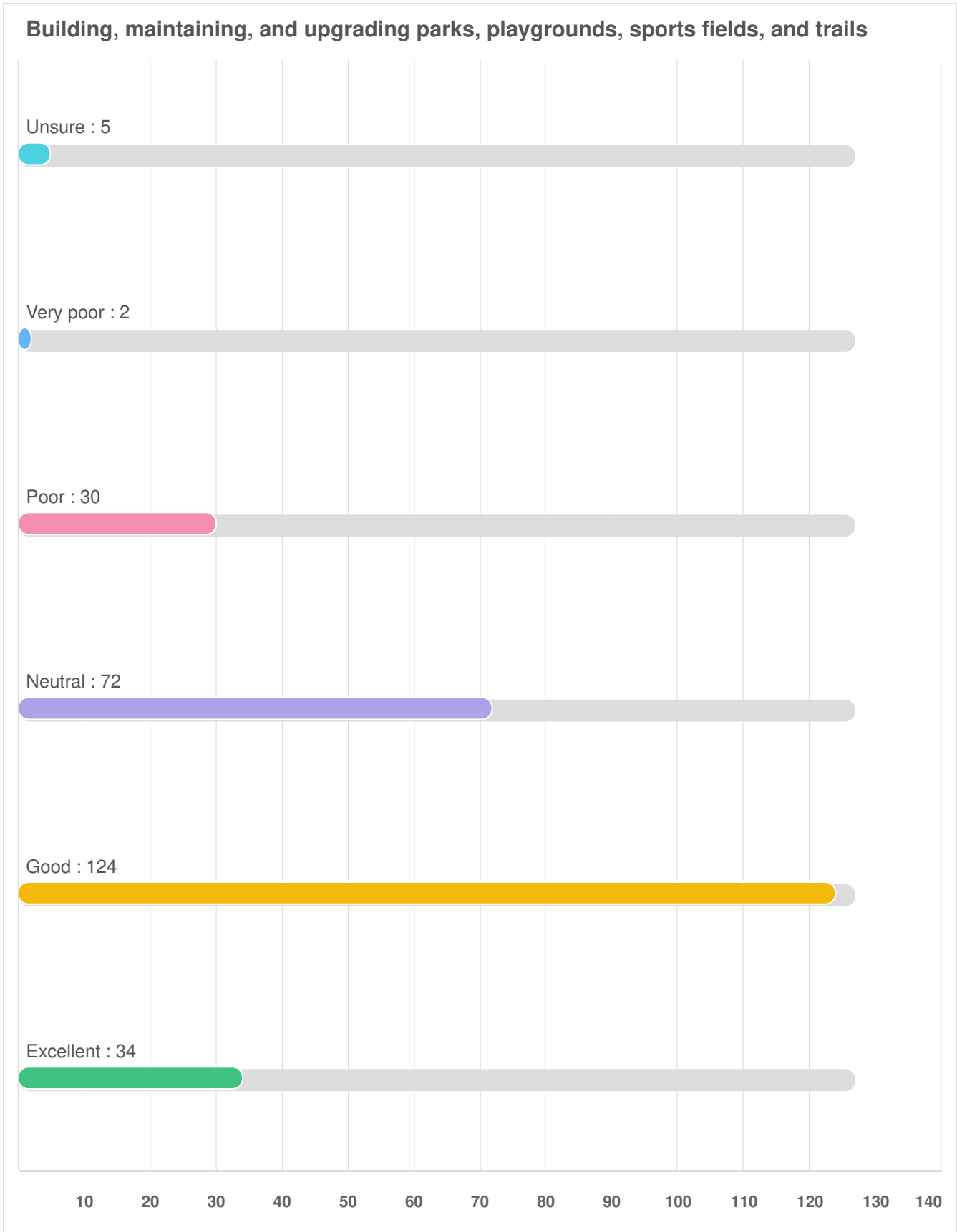
**Q13 Parks, Recreation, and Culture Services: For the same list of services, please provide your rating for the quality of the services you receive.**

**Recreation facilities and programming**









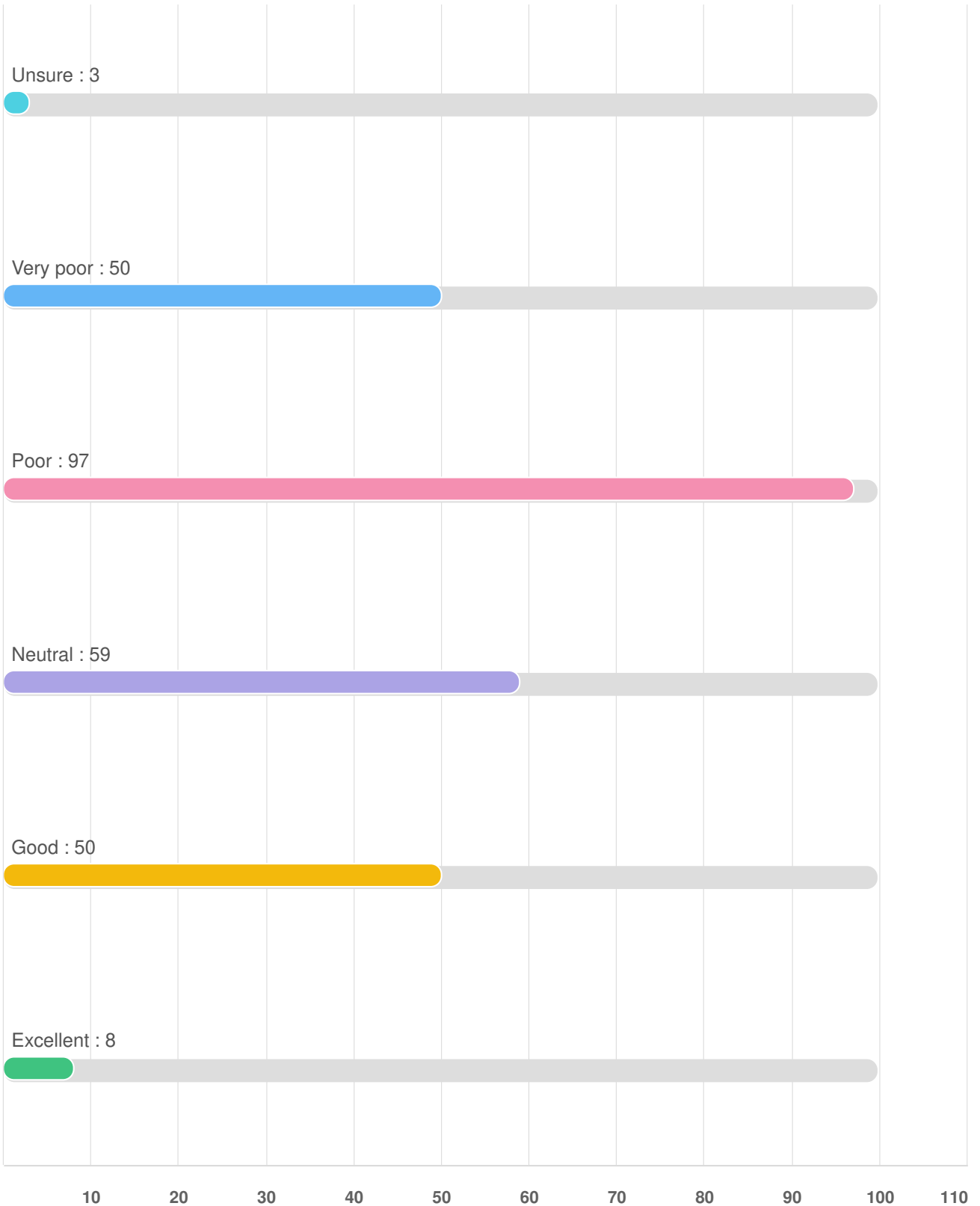
**Q14 | Streets, Transportation, and Utilities: For the same list of services, please provide your rating for the quality of the services you receive.**



Optional question (267 response(s), 1 skipped)  
 Question type: Likert Question

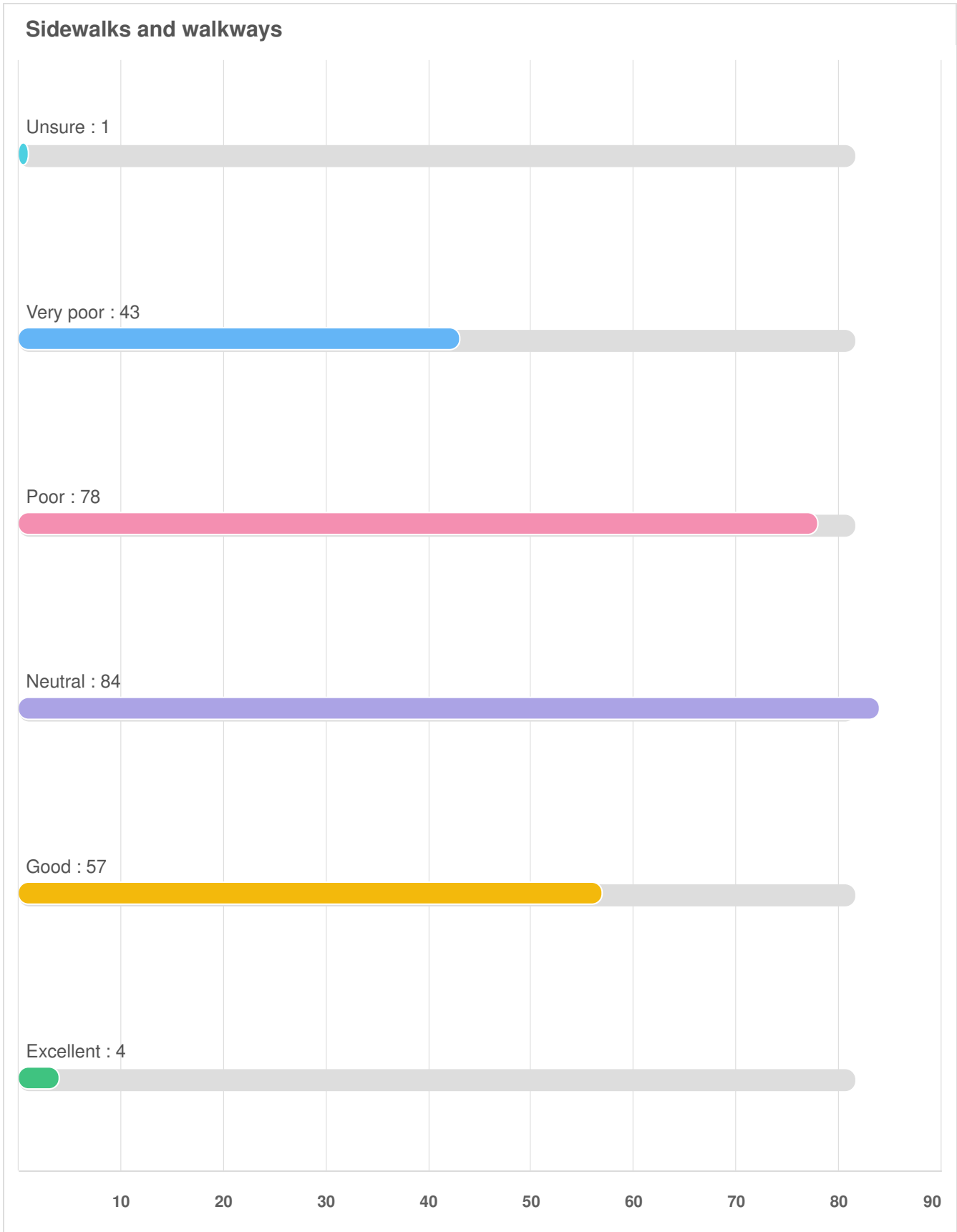
**Q14 | Streets, Transportation, and Utilities: For the same list of services, please provide your rating for the quality of the services you receive.**

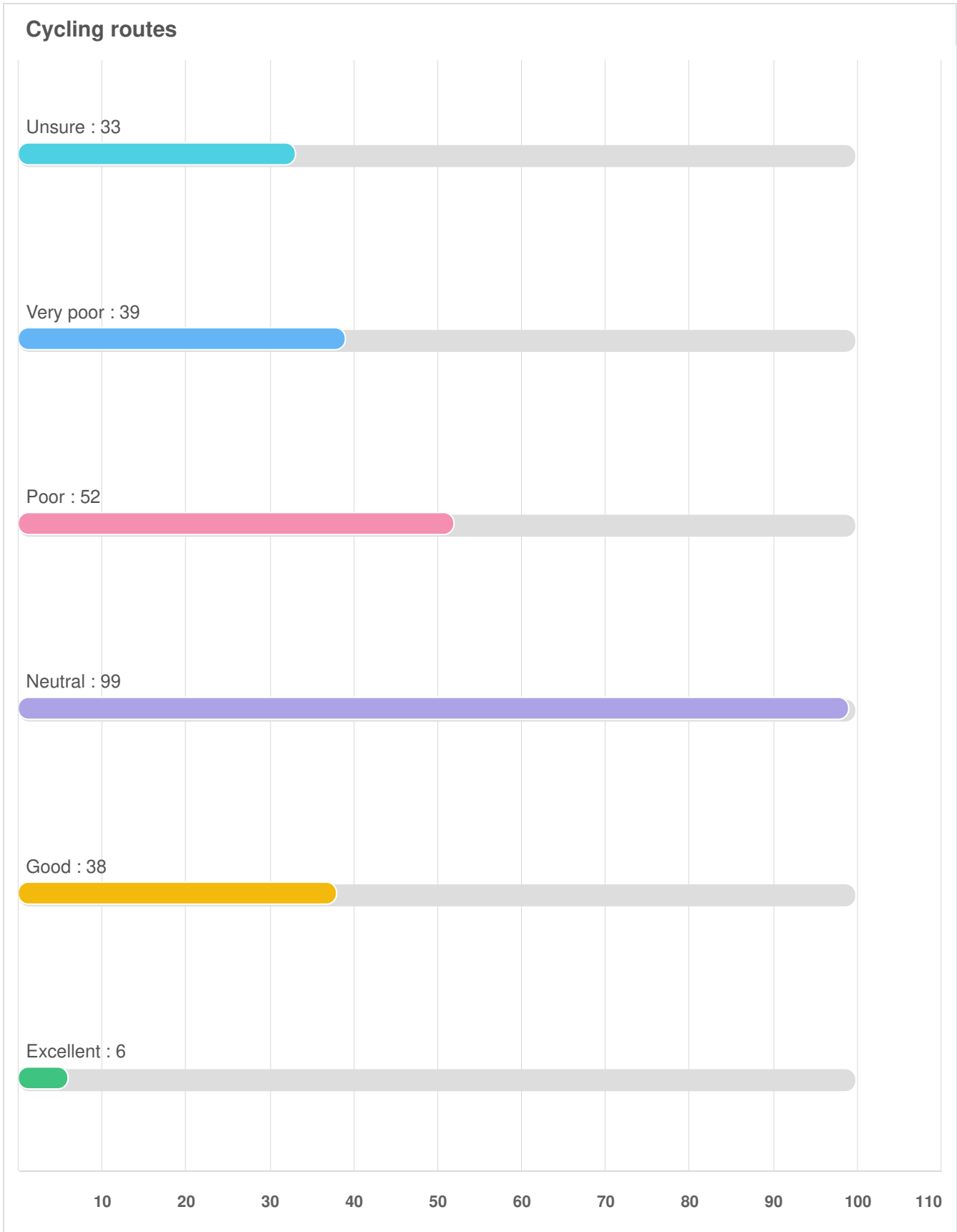
**Streets and roadways**

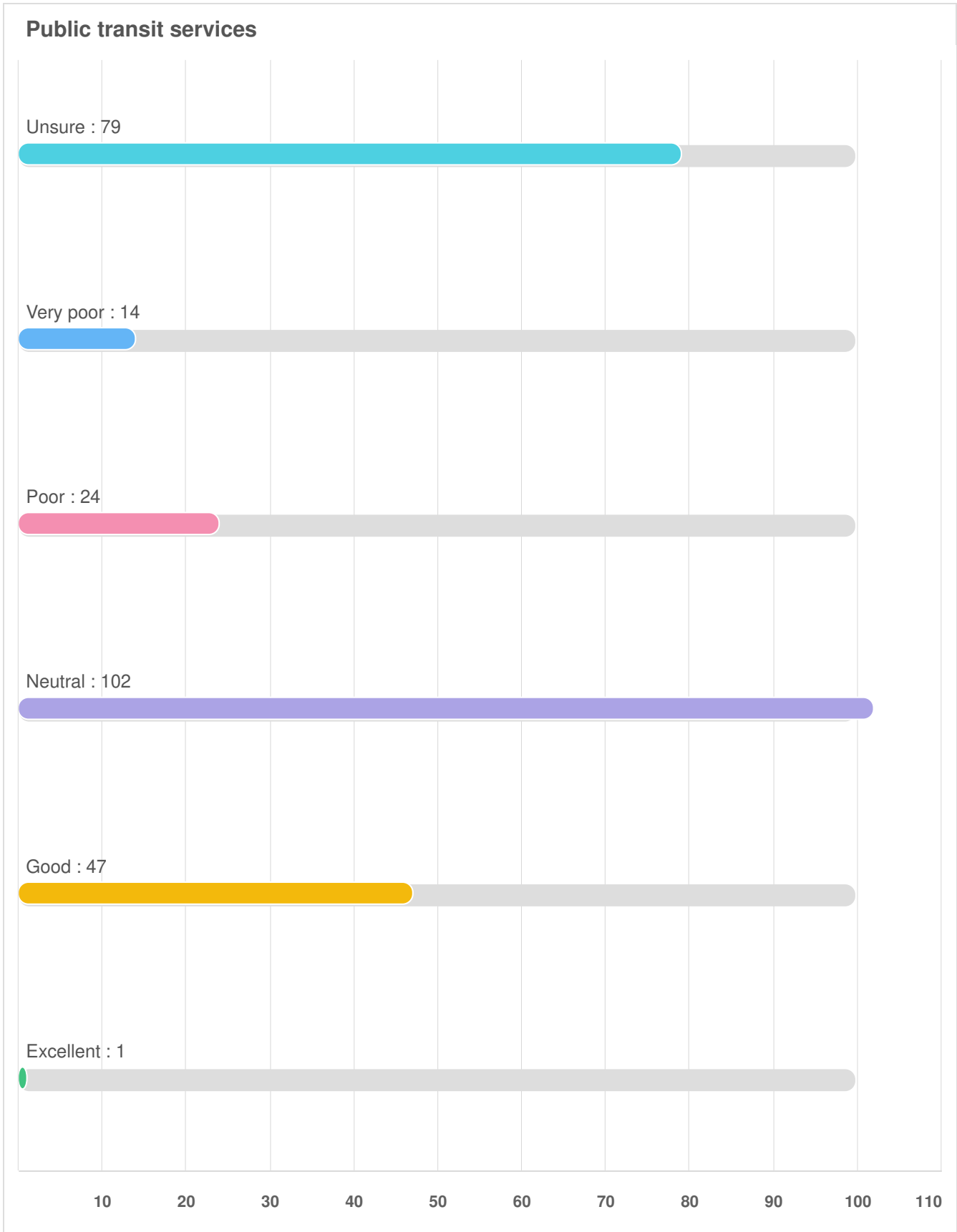


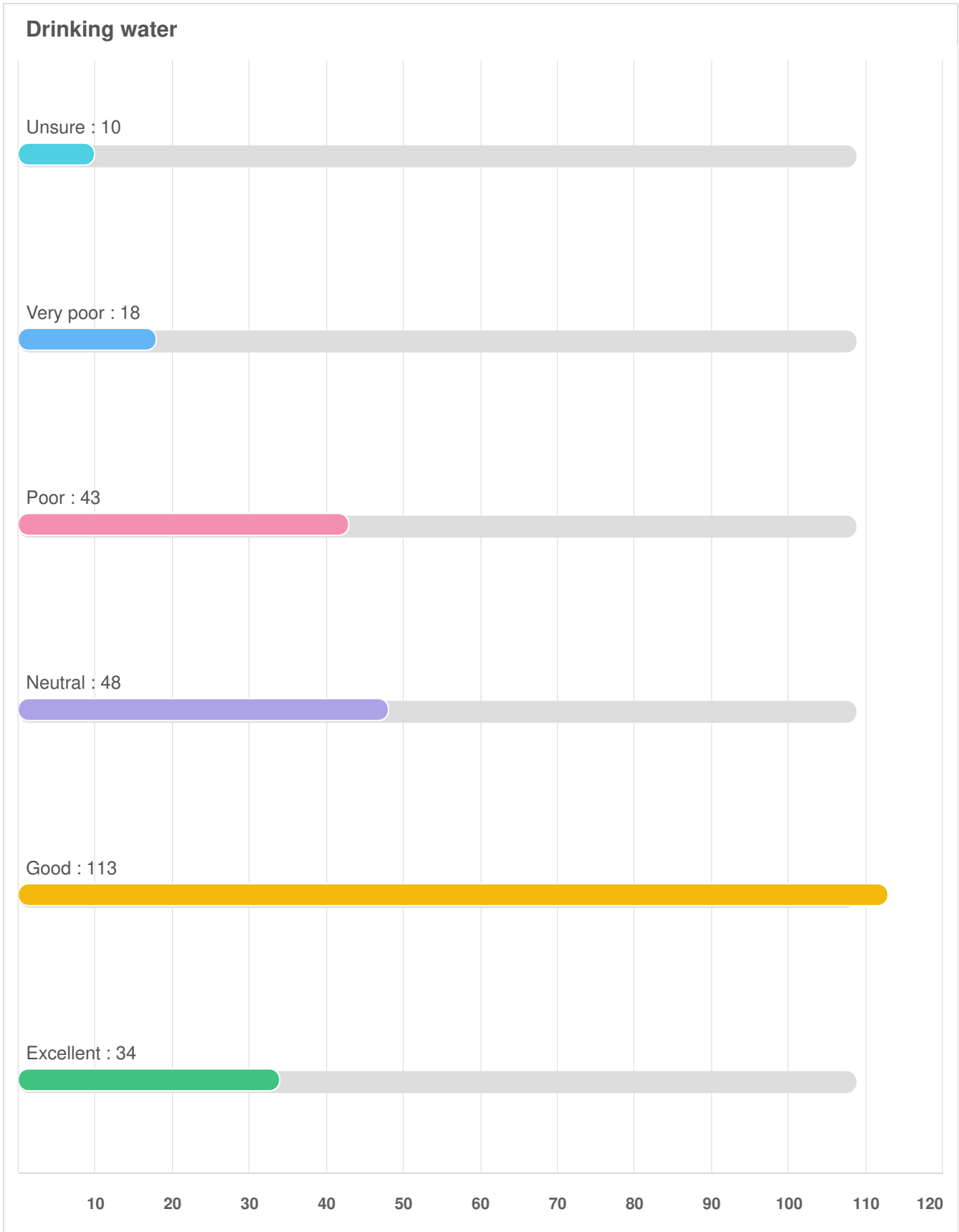


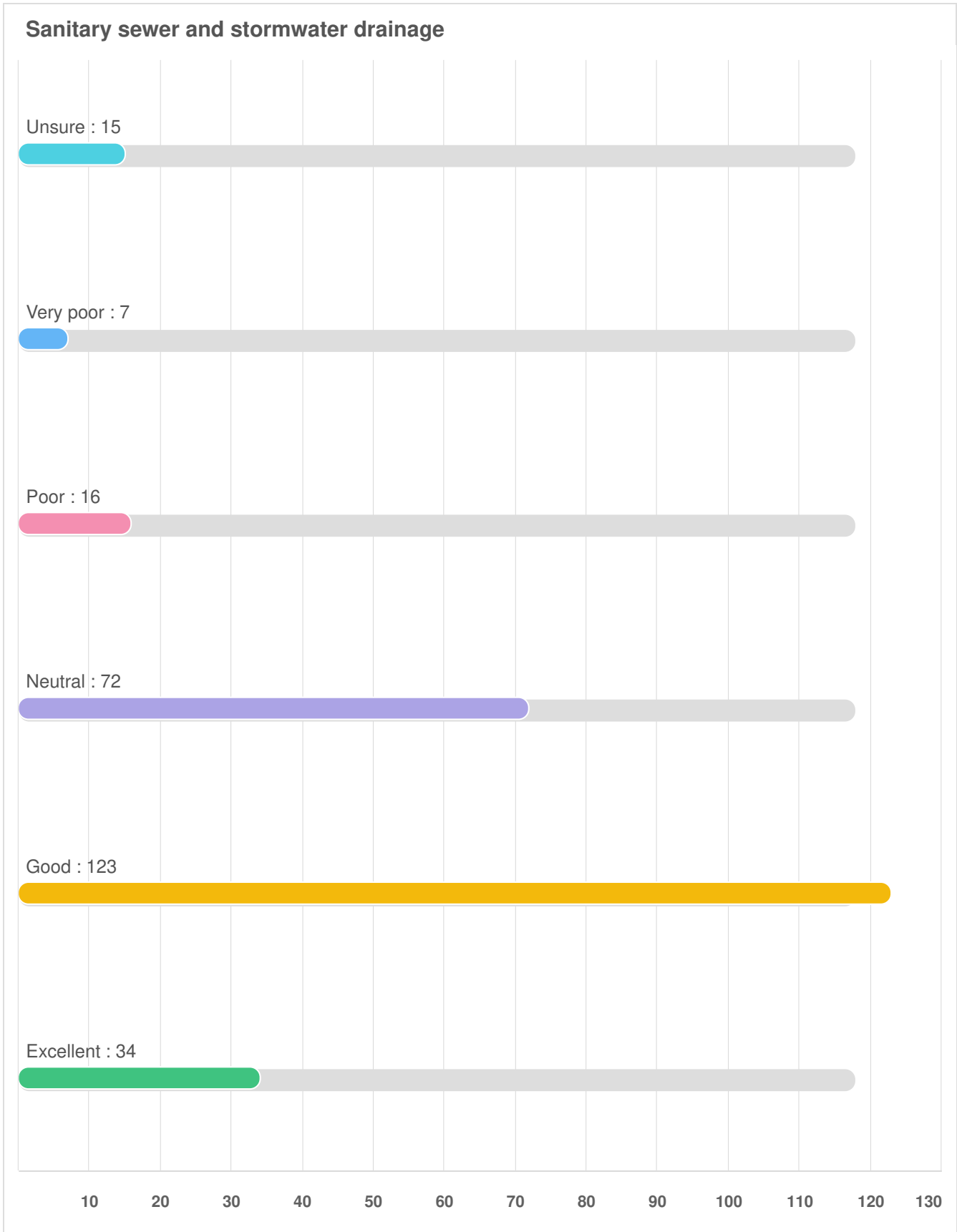












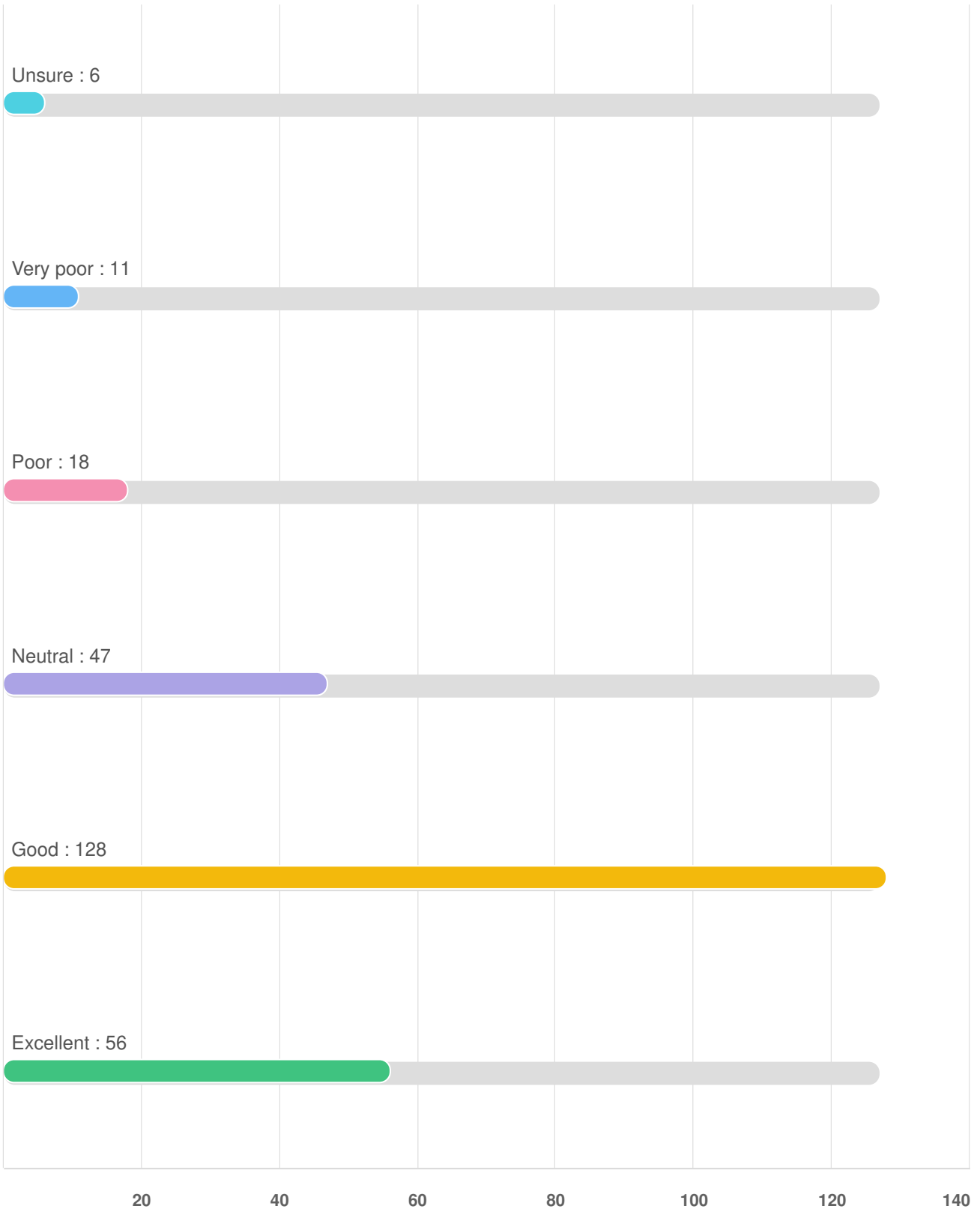
**Q15 | Environmental Services: For the same list of services, please provide your rating for the quality of the services you receive.**



Optional question (267 response(s), 1 skipped)  
 Question type: Likert Question

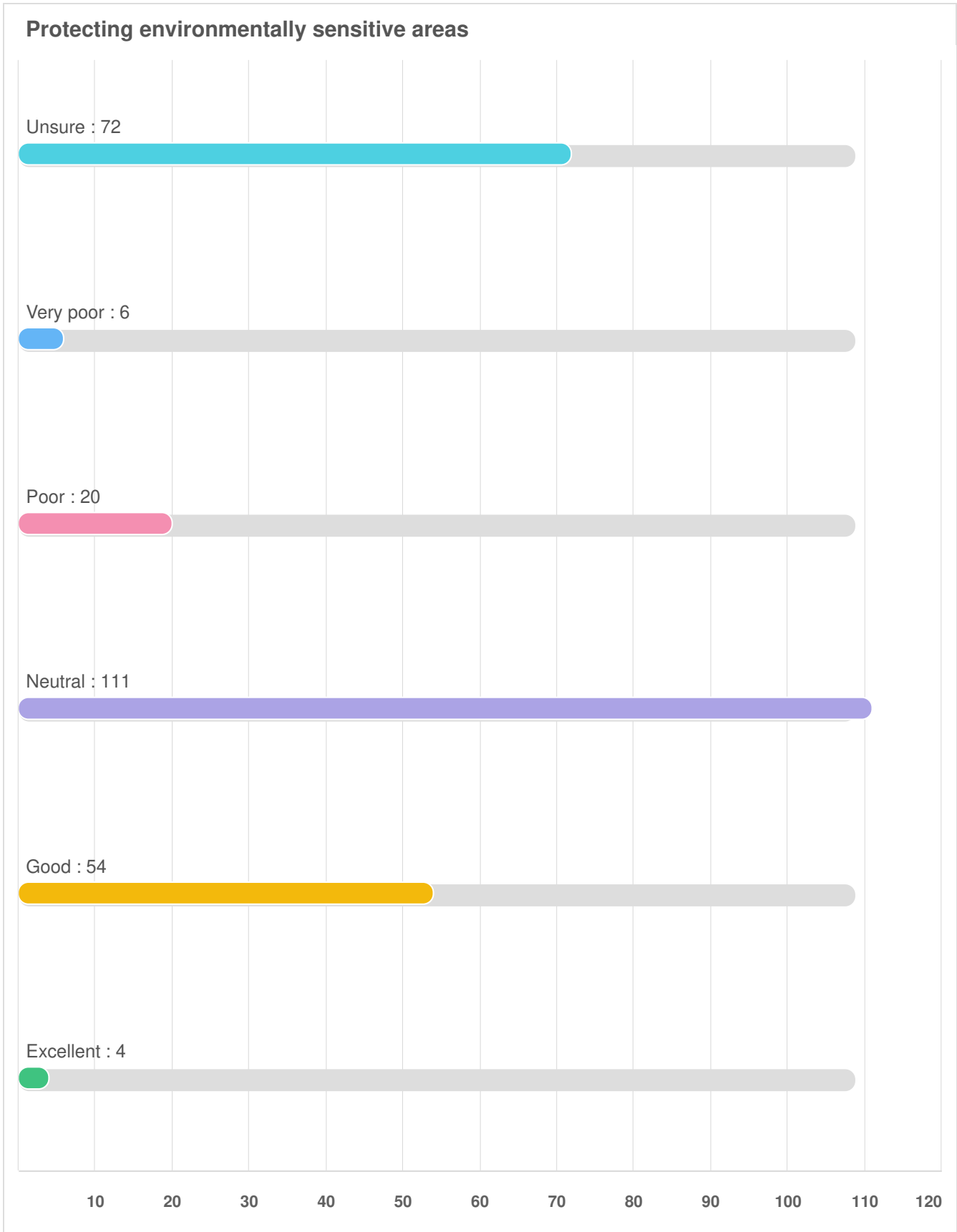
**Q15 | Environmental Services: For the same list of services, please provide your rating for the quality of the services you receive.**

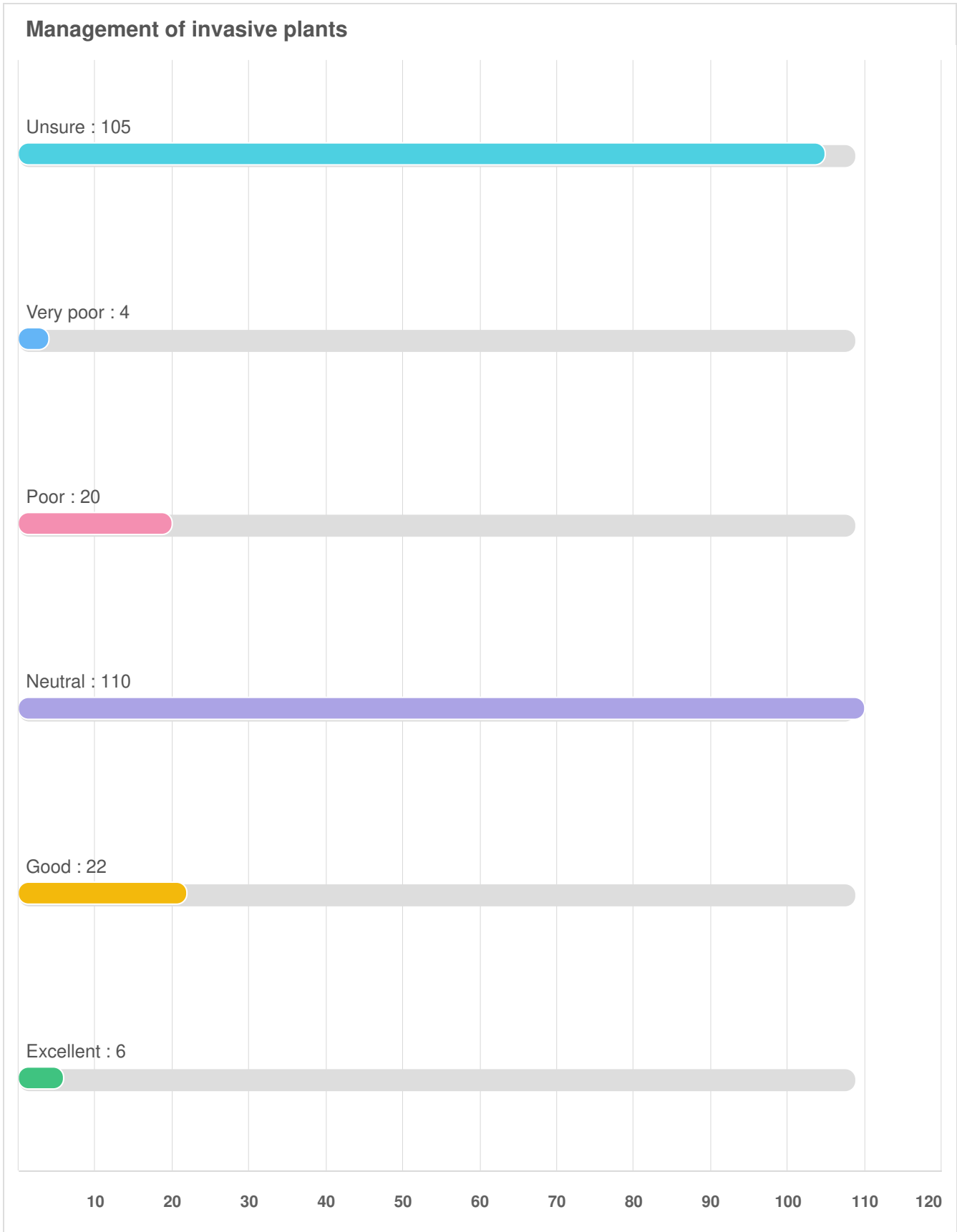
**Solid waste management and curbside collection**

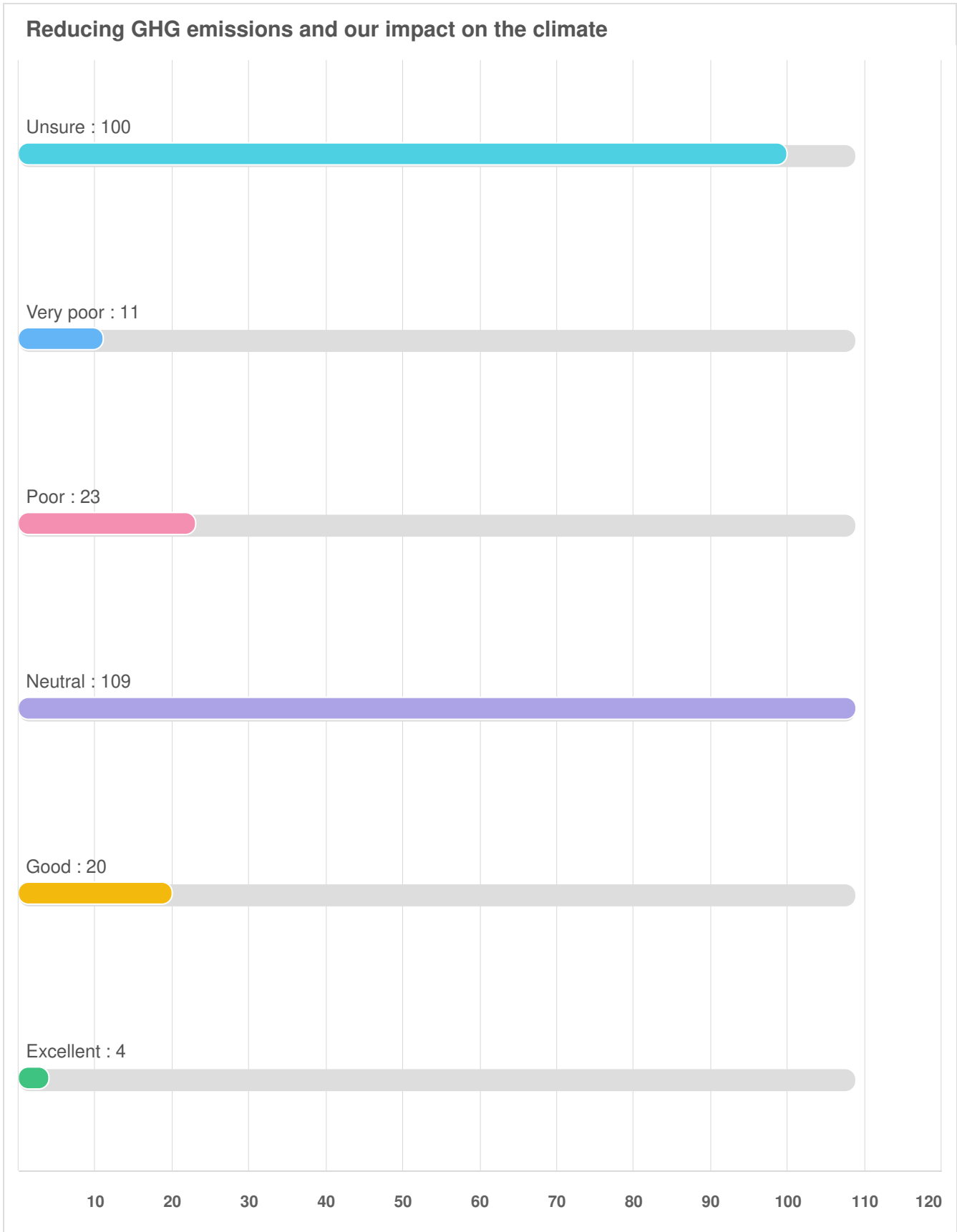


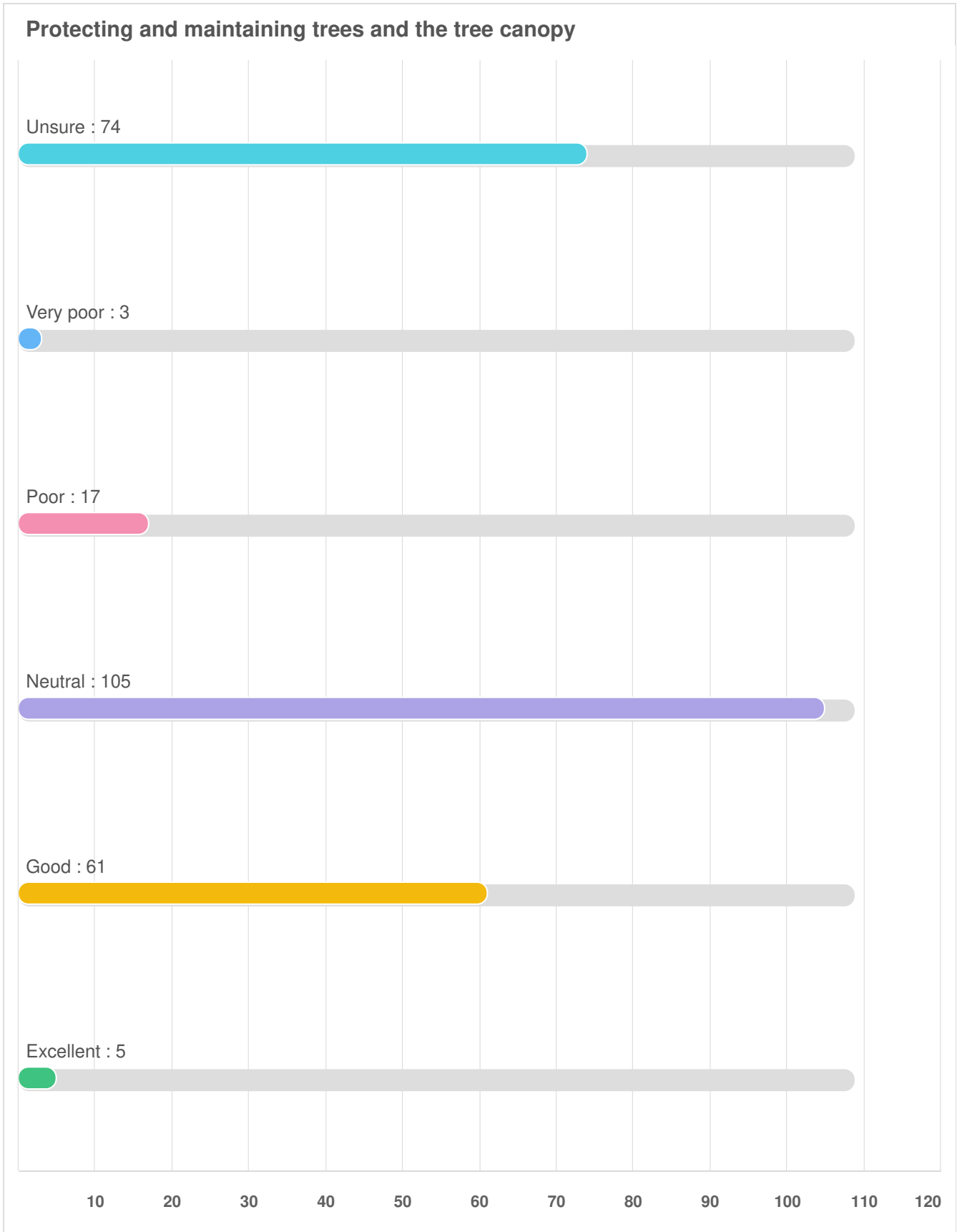




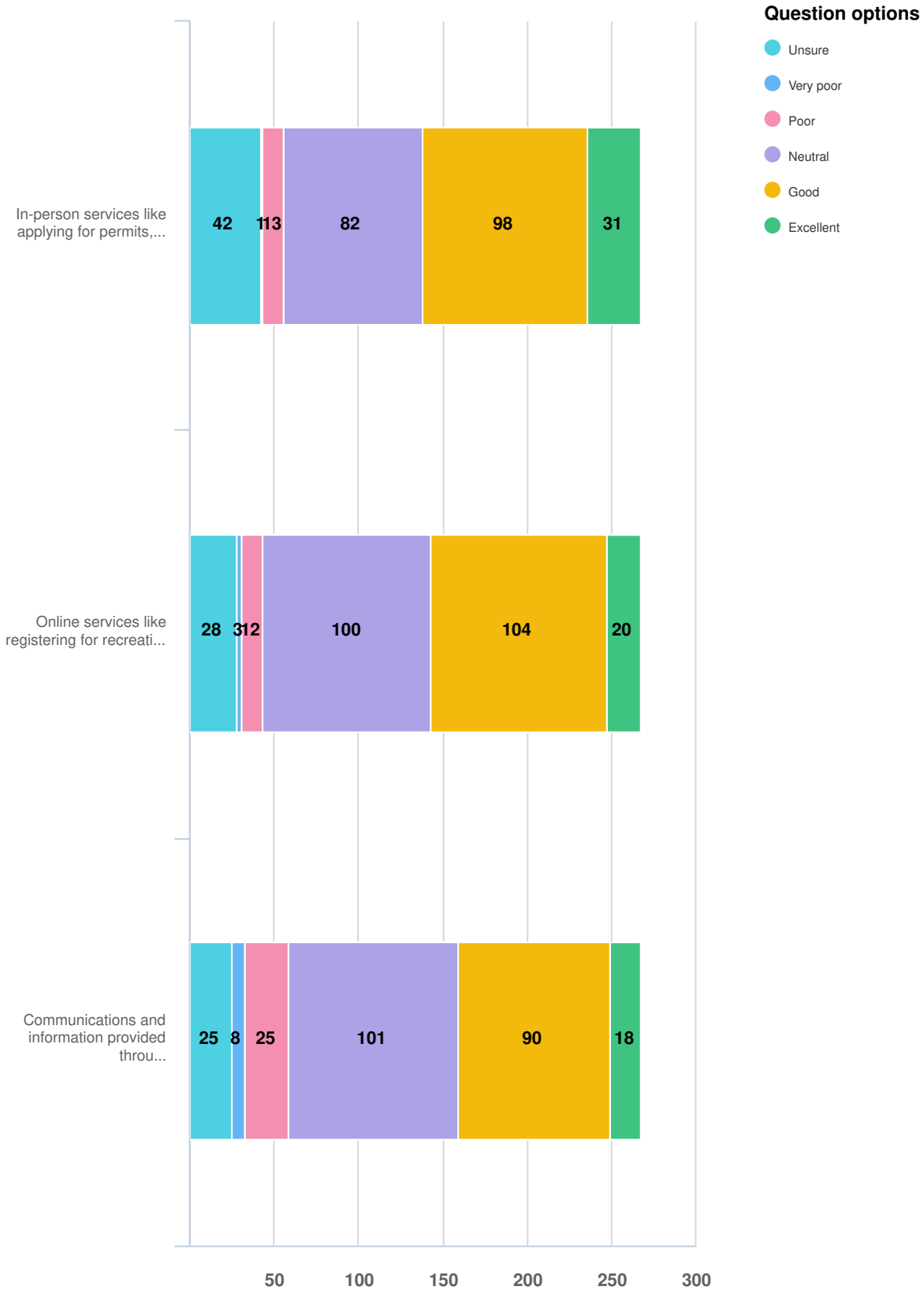








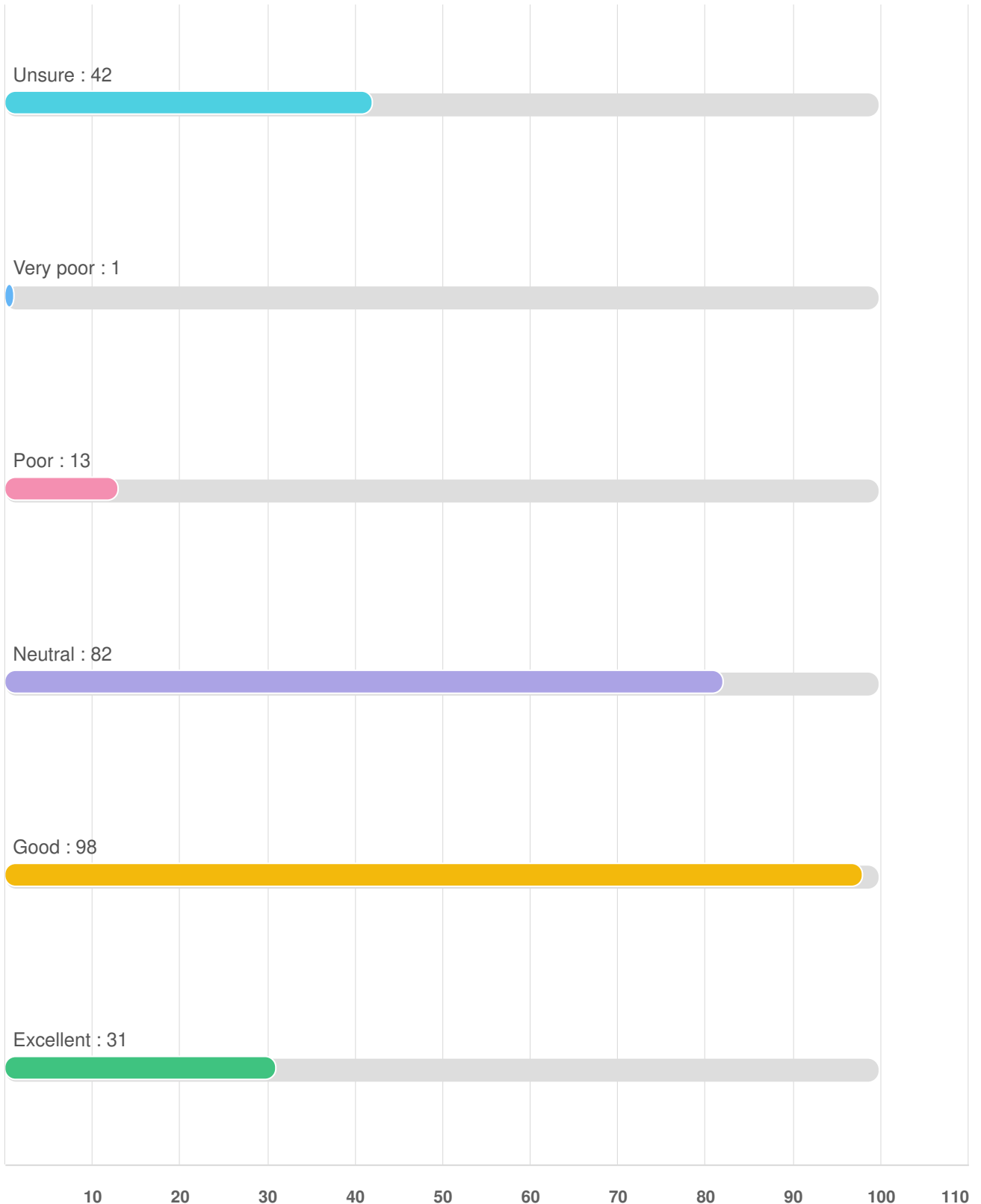
**Q16 | Online and In-Person Services: For the same list of services, please provide your rating for the quality of the services you receive.**



Optional question (267 response(s), 1 skipped)  
Question type: Likert Question

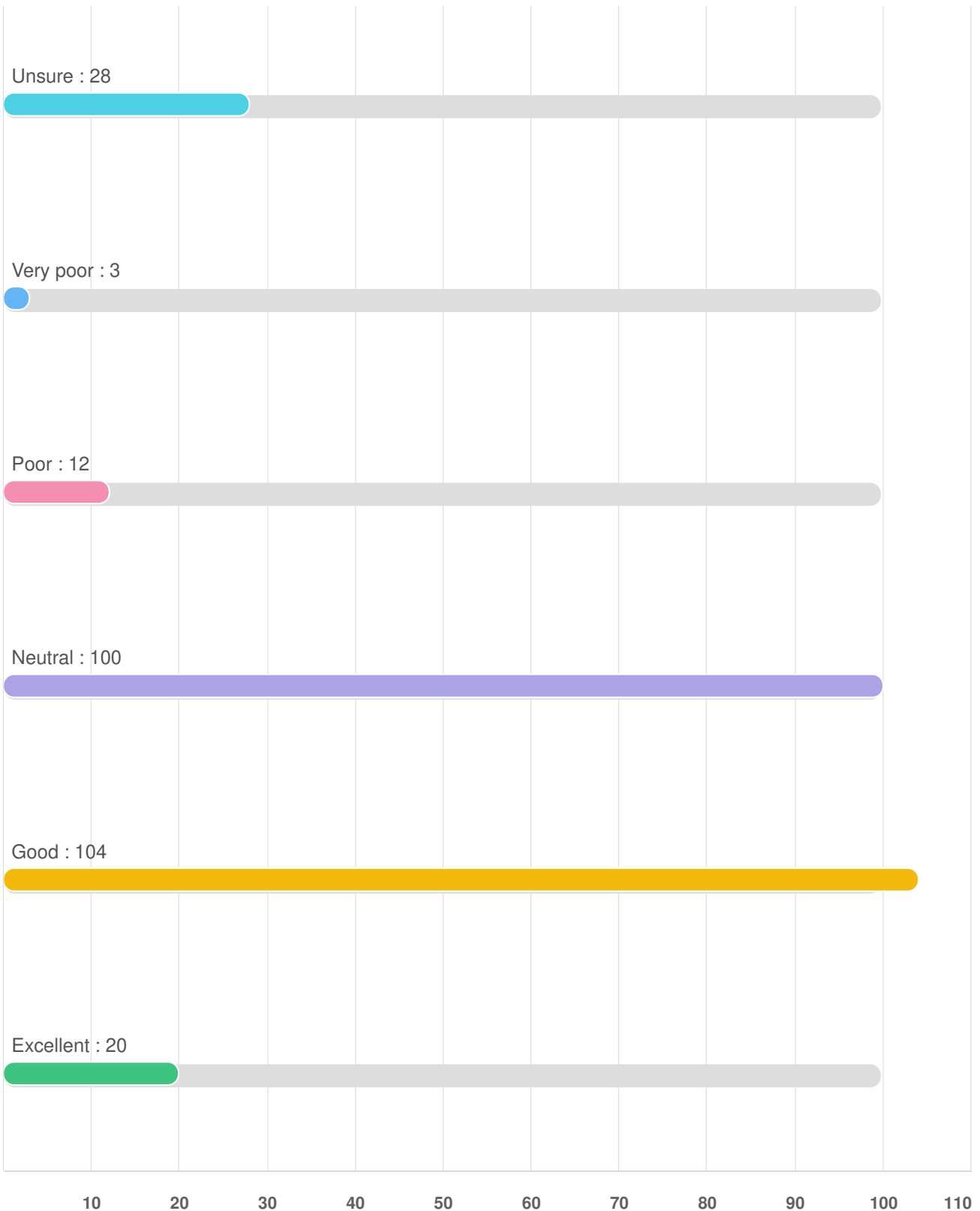
**Q16 | Online and In-Person Services: For the same list of services, please provide your rating for the quality of the services you receive.**

**In-person services like applying for permits, paying taxes, etc.**



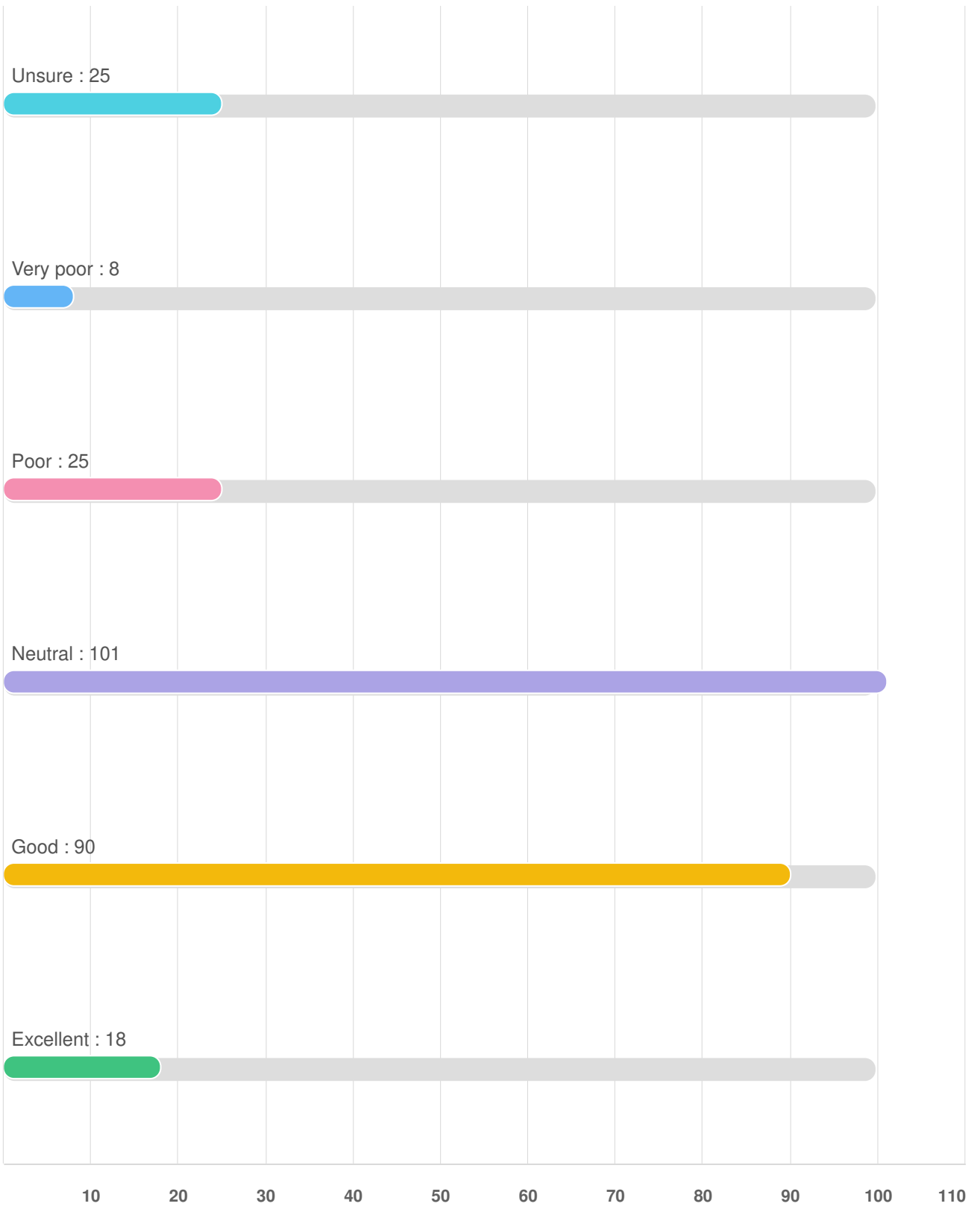


### Online services like registering for recreation programs, applying for building permits or inspections, and checking refuse pickup schedule

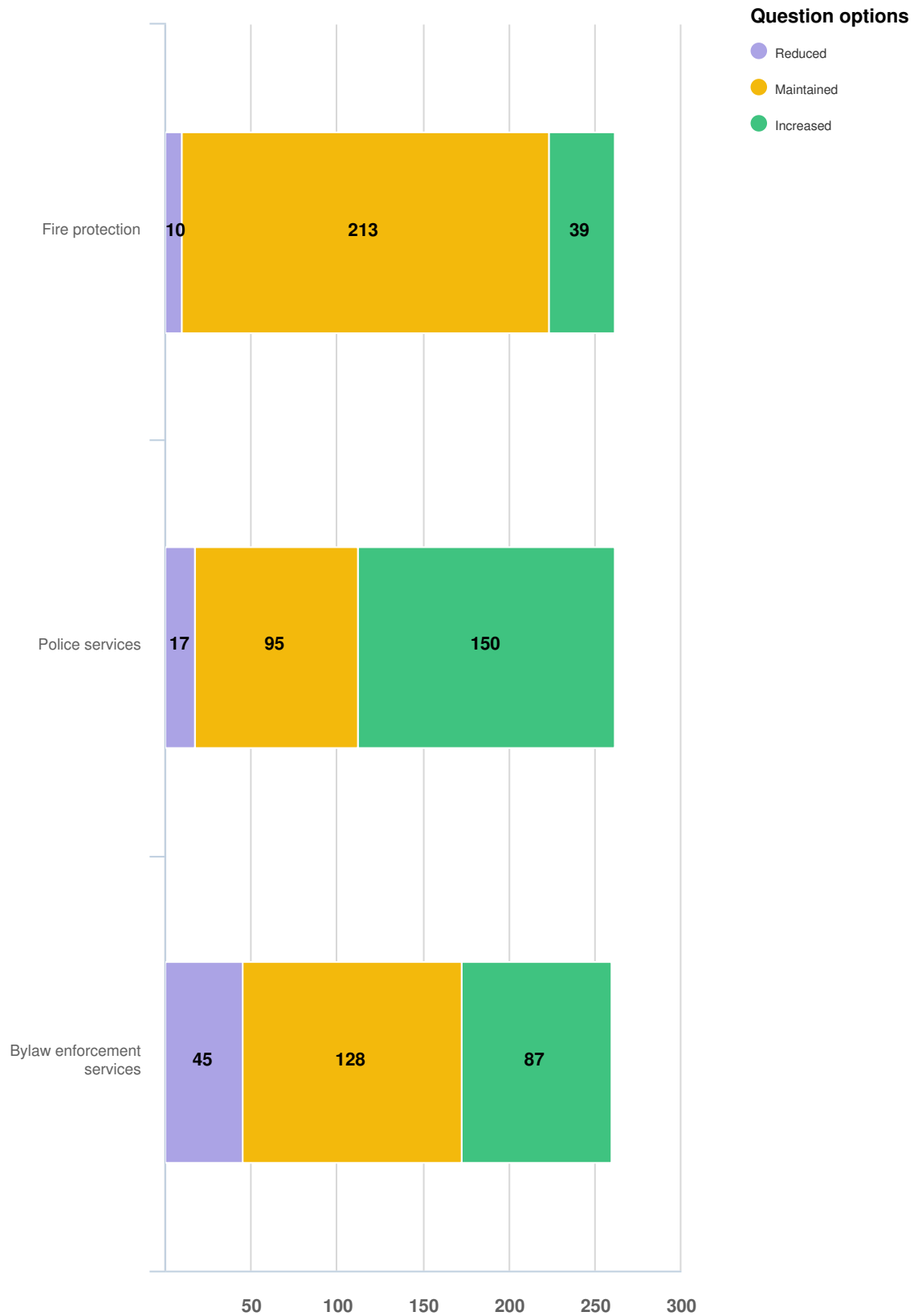




### Communications and information provided through the public website, social media, and the Engage Terrace public engagement site



**Q17 | Protection and Security: For the same list of services, please indicate if you think the level of service provided for each needs to be increased, maintained, or reduced.**

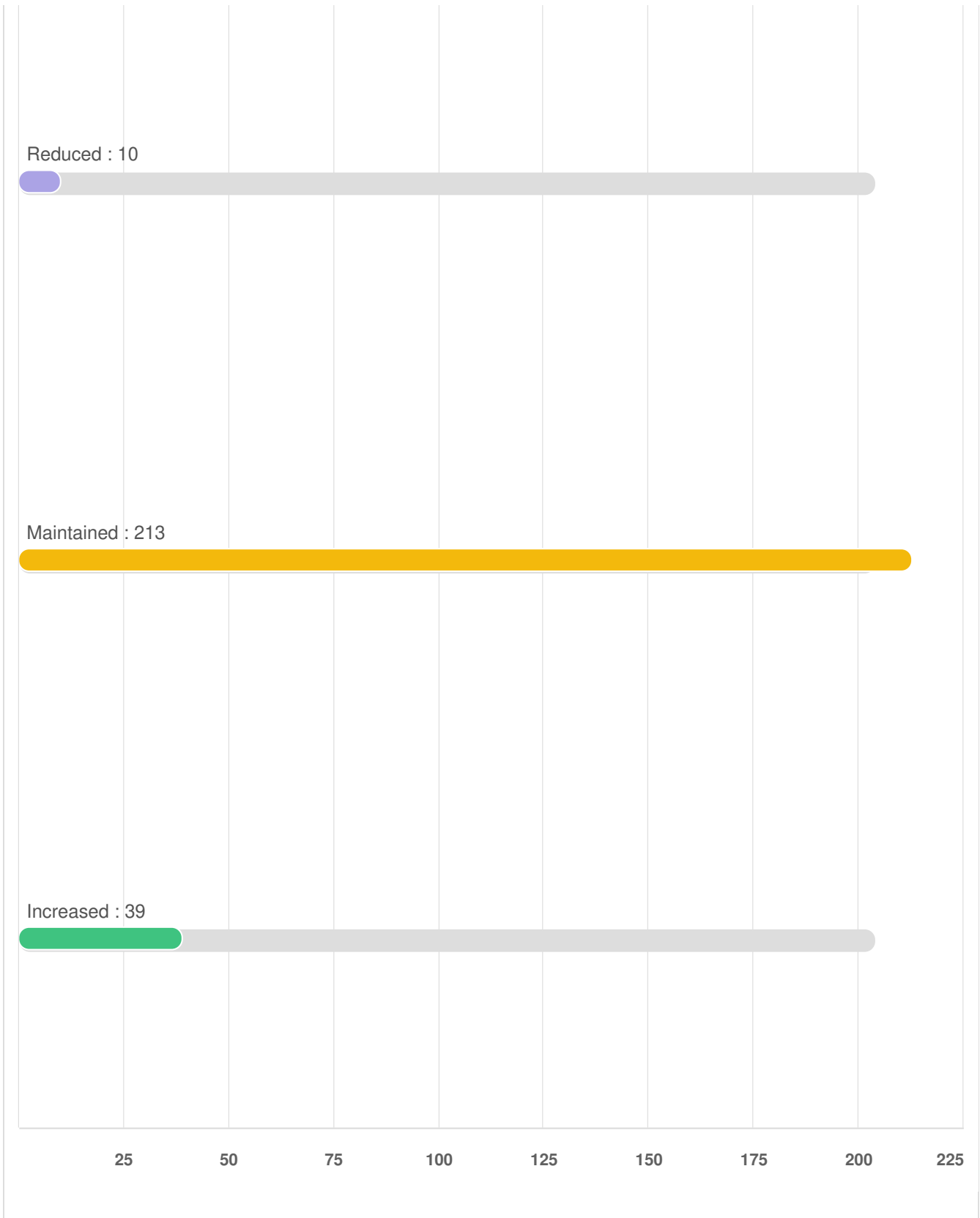


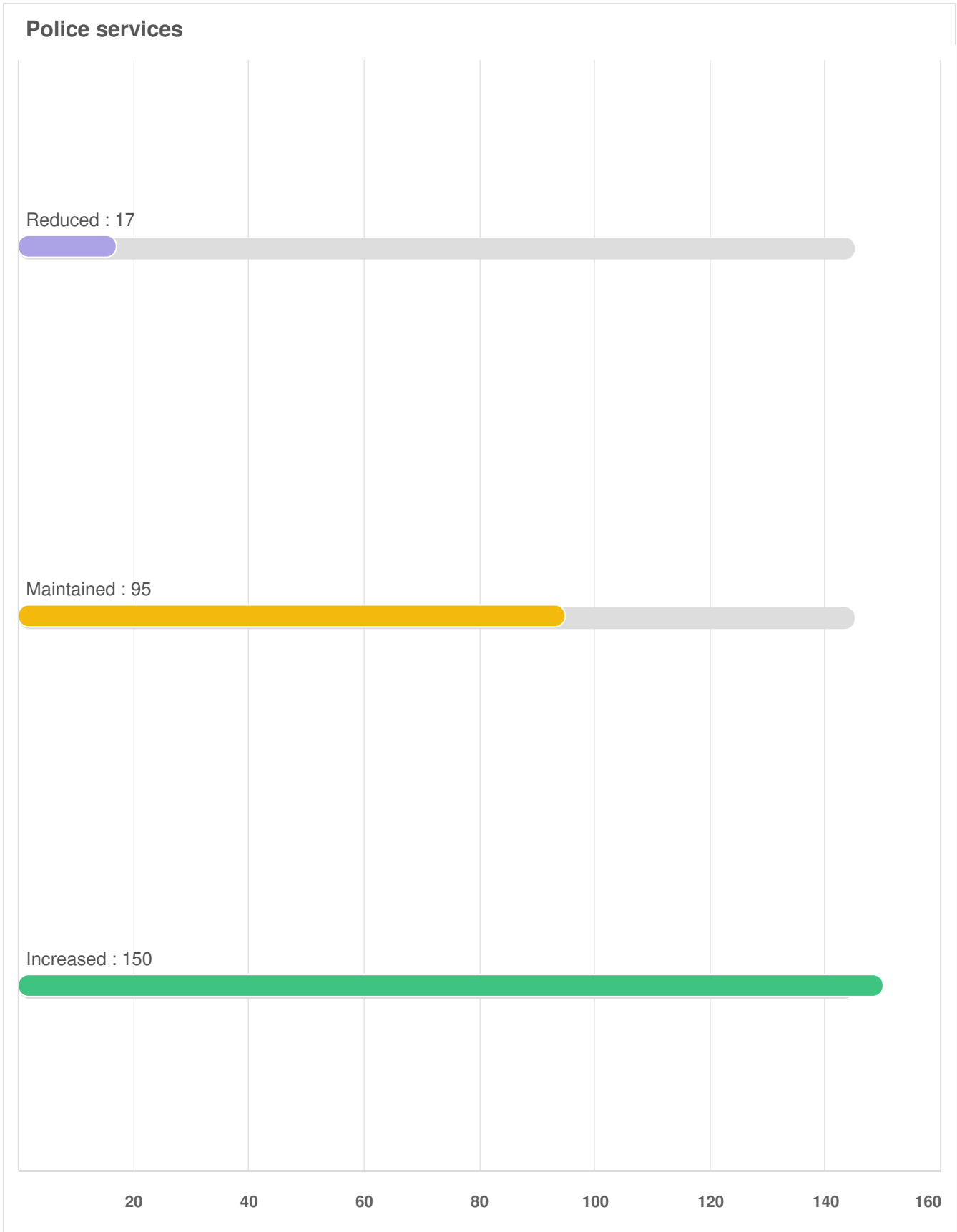
Optional question (262 response(s), 6 skipped)  
 Question type: Likert Question



**Q17 | Protection and Security: For the same list of services, please indicate if you think the level of service provided for each needs to be increased, maintained, or reduced.**

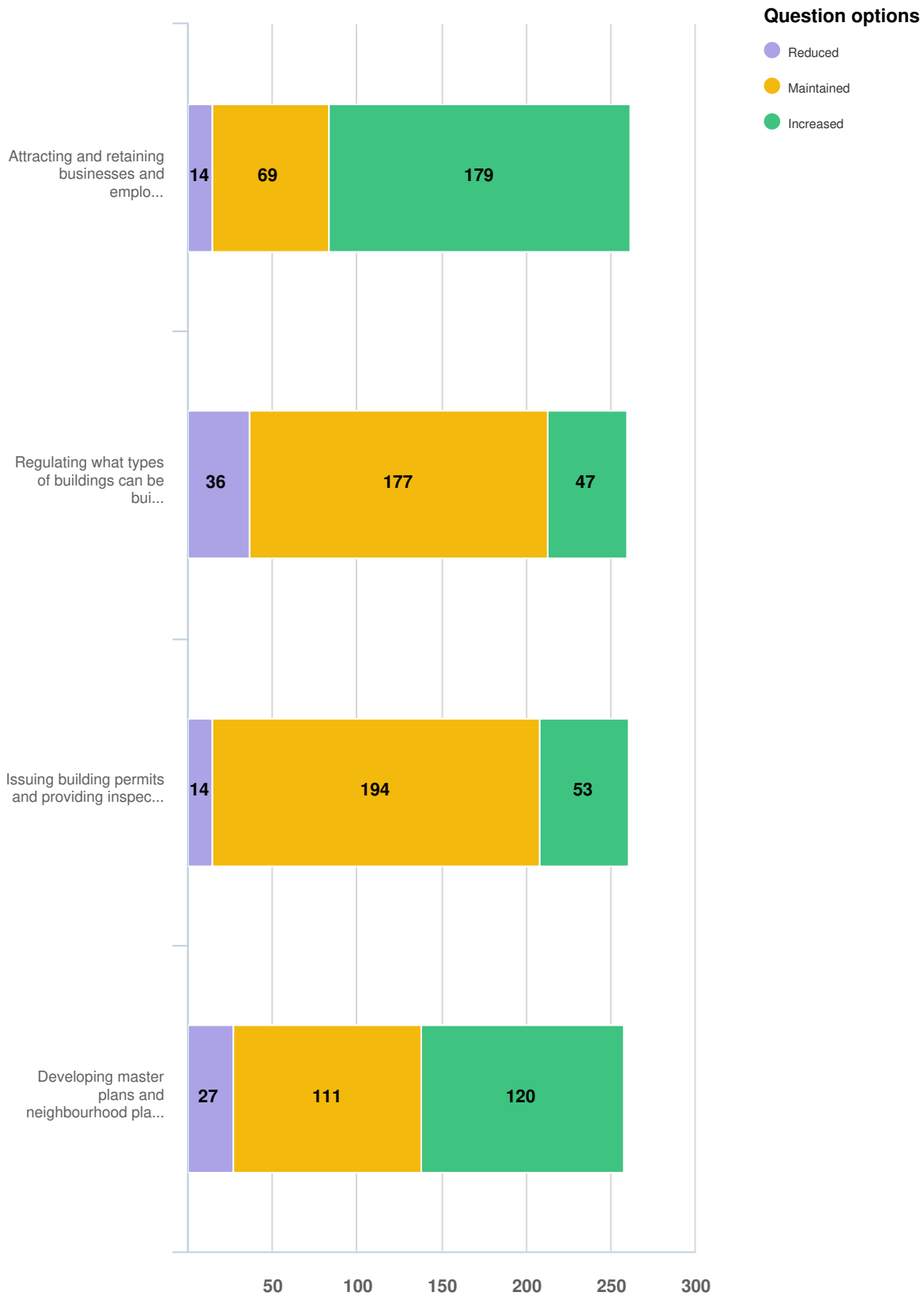
**Fire protection**







**Q18 | Growth and the Economy: For the same list of services, please indicate if you think the level of service provided for each needs to be increased, maintained, or reduced.**



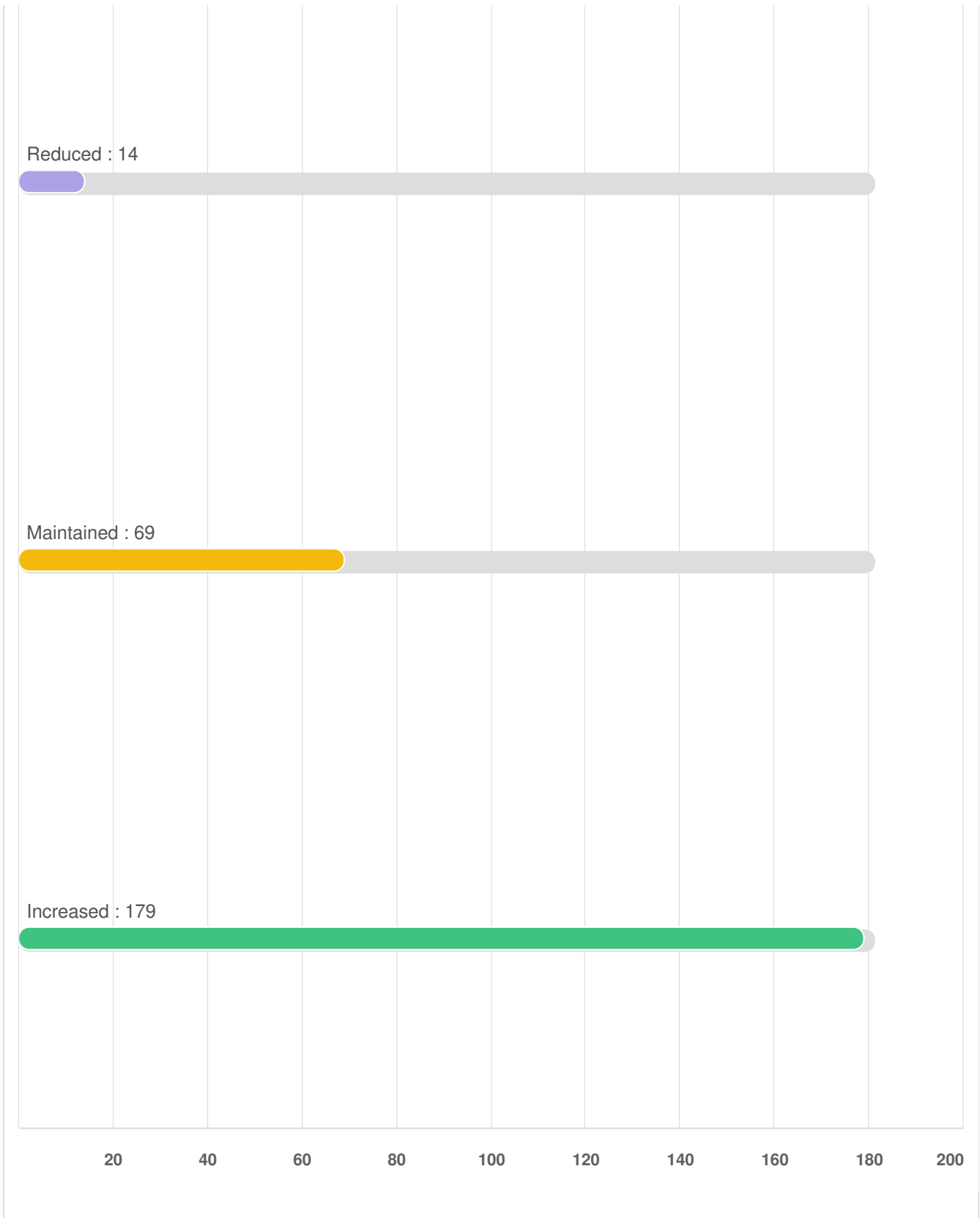
Optional question (264 response(s), 4 skipped)  
 Question type: Likert Question



**Q18 | Growth and the Economy: For the same list of services, please indicate if you think the level of service provided for each needs to be increased, maintained, or reduced.**

**Attracting and retaining businesses and employers**





### Regulating what types of buildings can be built in specific areas

Reduced : 36



Maintained : 177

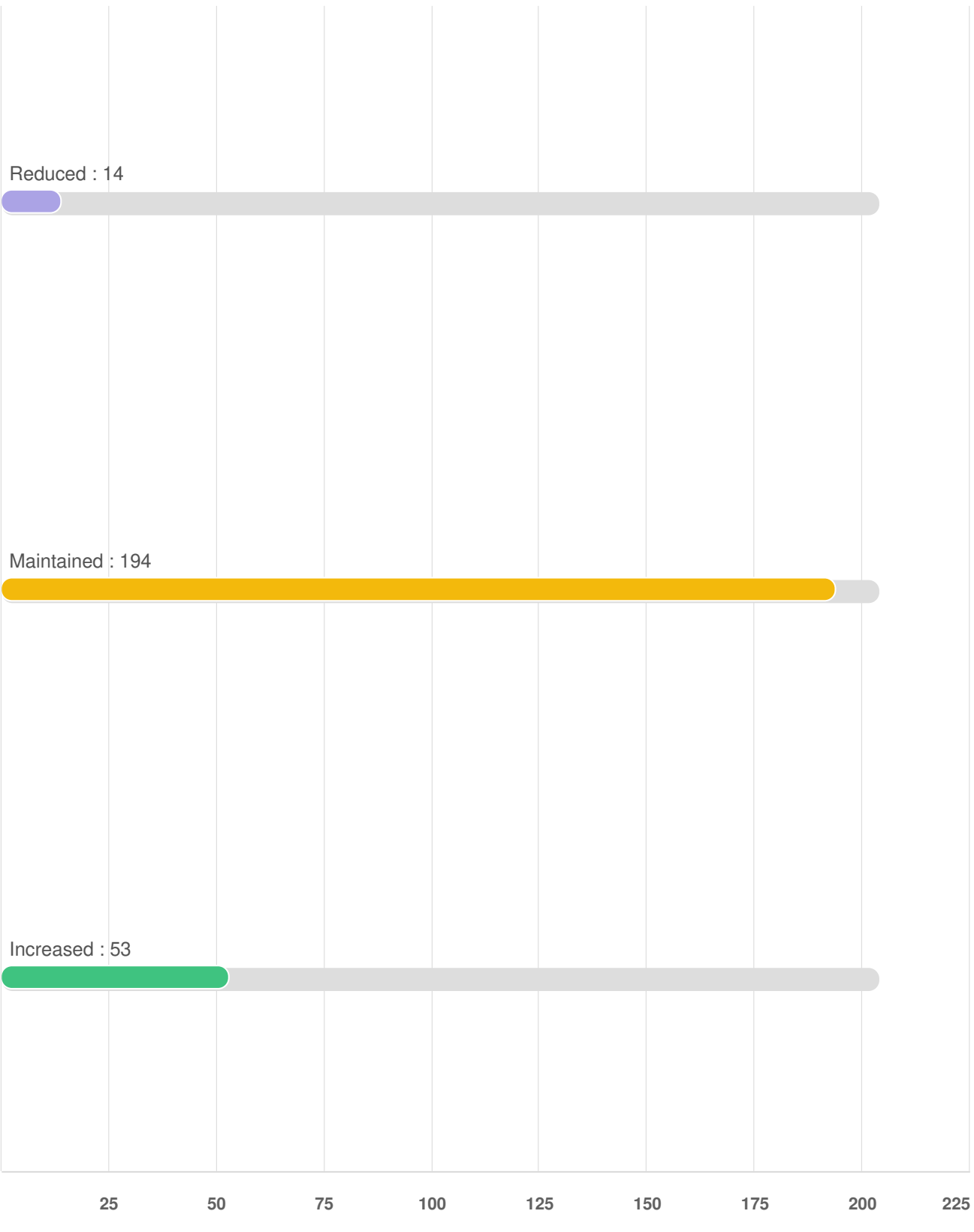


Increased : 47



20 40 60 80 100 120 140 160 180 200

### Issuing building permits and providing inspections



### Developing master plans and neighbourhood plans to guide growth

Reduced : 27



Maintained : 111

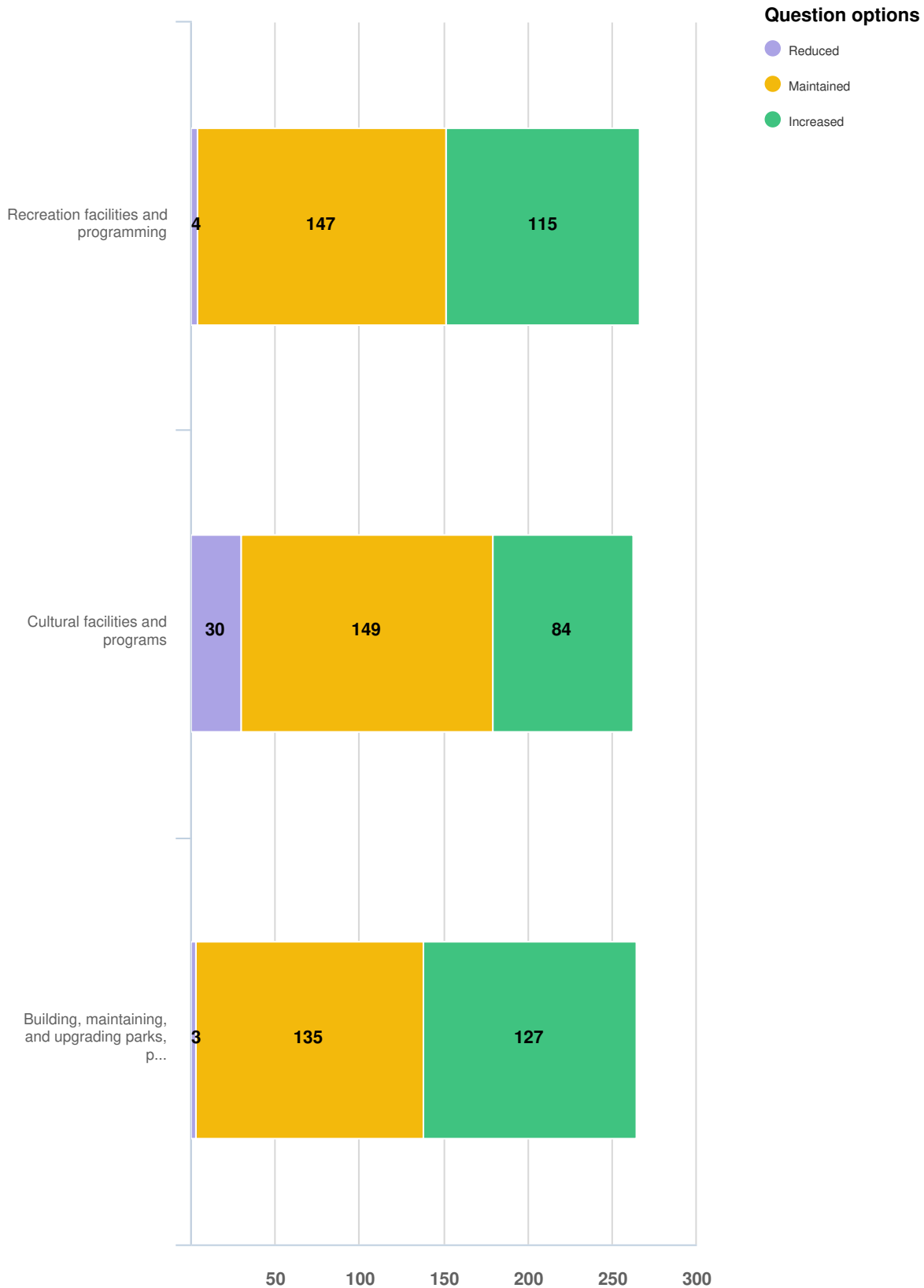


Increased : 120



10 20 30 40 50 60 70 80 90 100 110 120 130

**Q19 | Parks, Recreation, and Culture Services: For the same list of services, please indicate if you think the level of service provided for each needs to be increased, maintained, or reduced.**

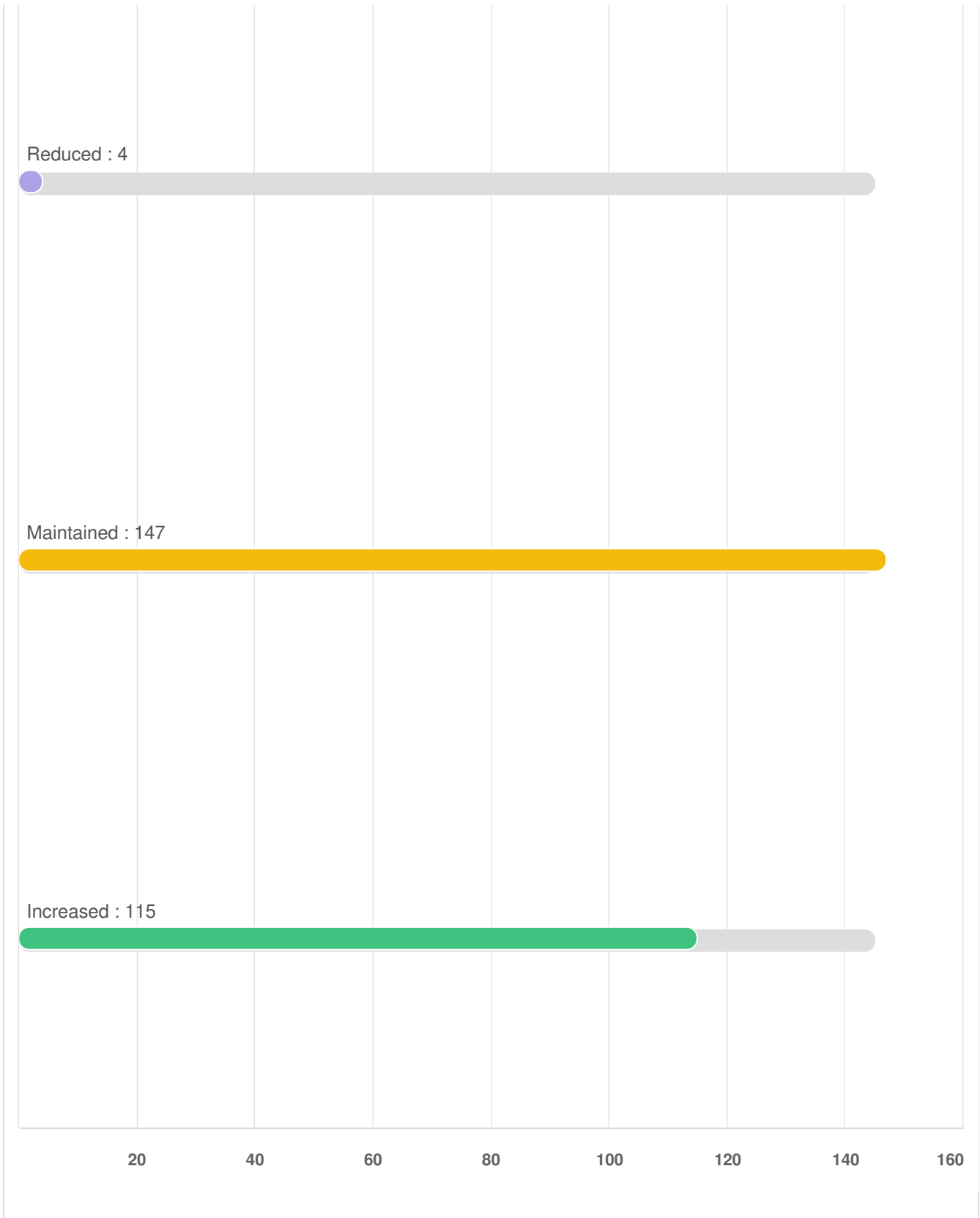


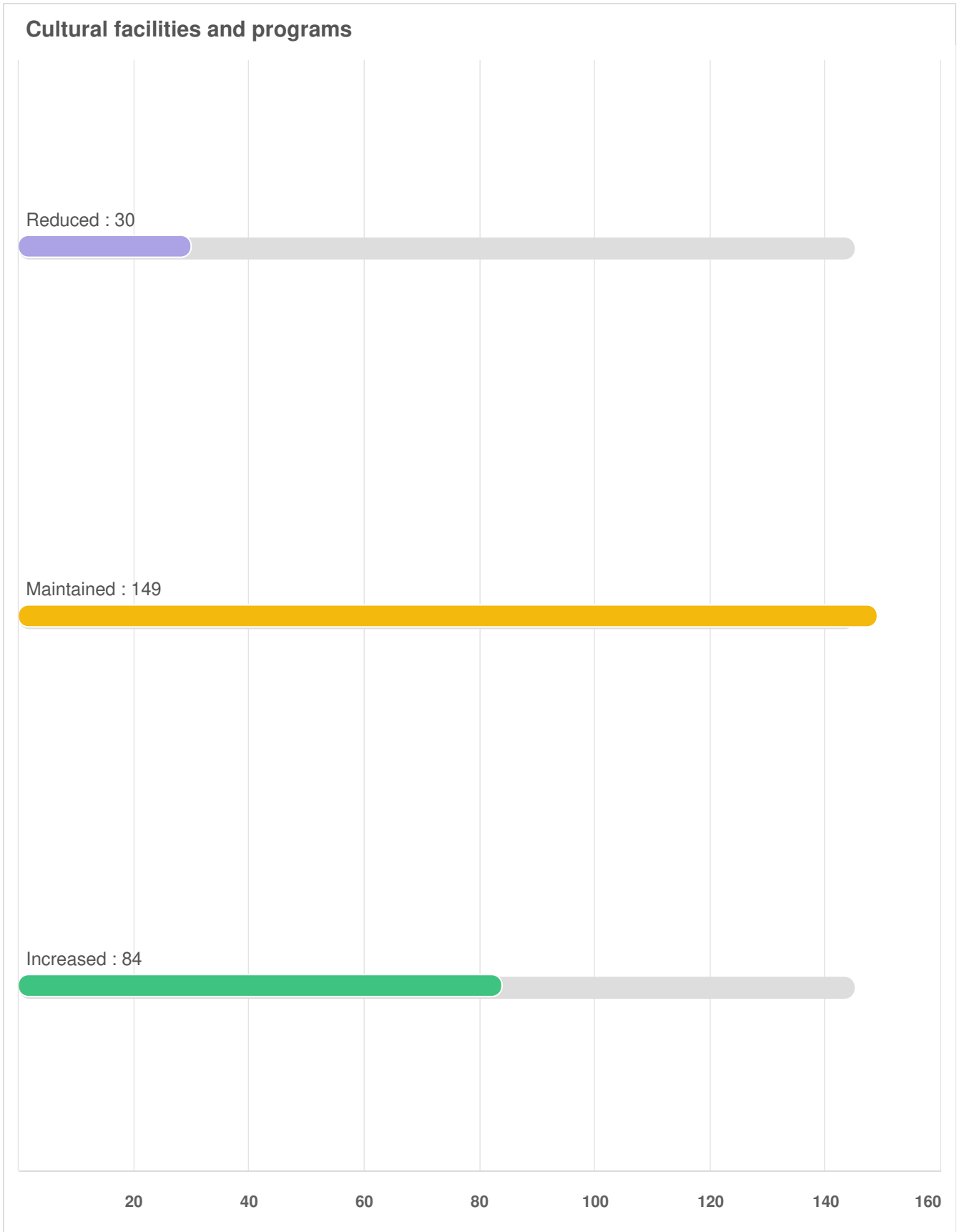
Optional question (266 response(s), 2 skipped)  
 Question type: Likert Question



**Q19 | Parks, Recreation, and Culture Services: For the same list of services, please indicate if you think the level of service provided for each needs to be increased, maintained, or reduced.**

**Recreation facilities and programming**







### Building, maintaining, and upgrading parks, playgrounds, sports fields, and trails

Reduced : 3



Maintained : 135

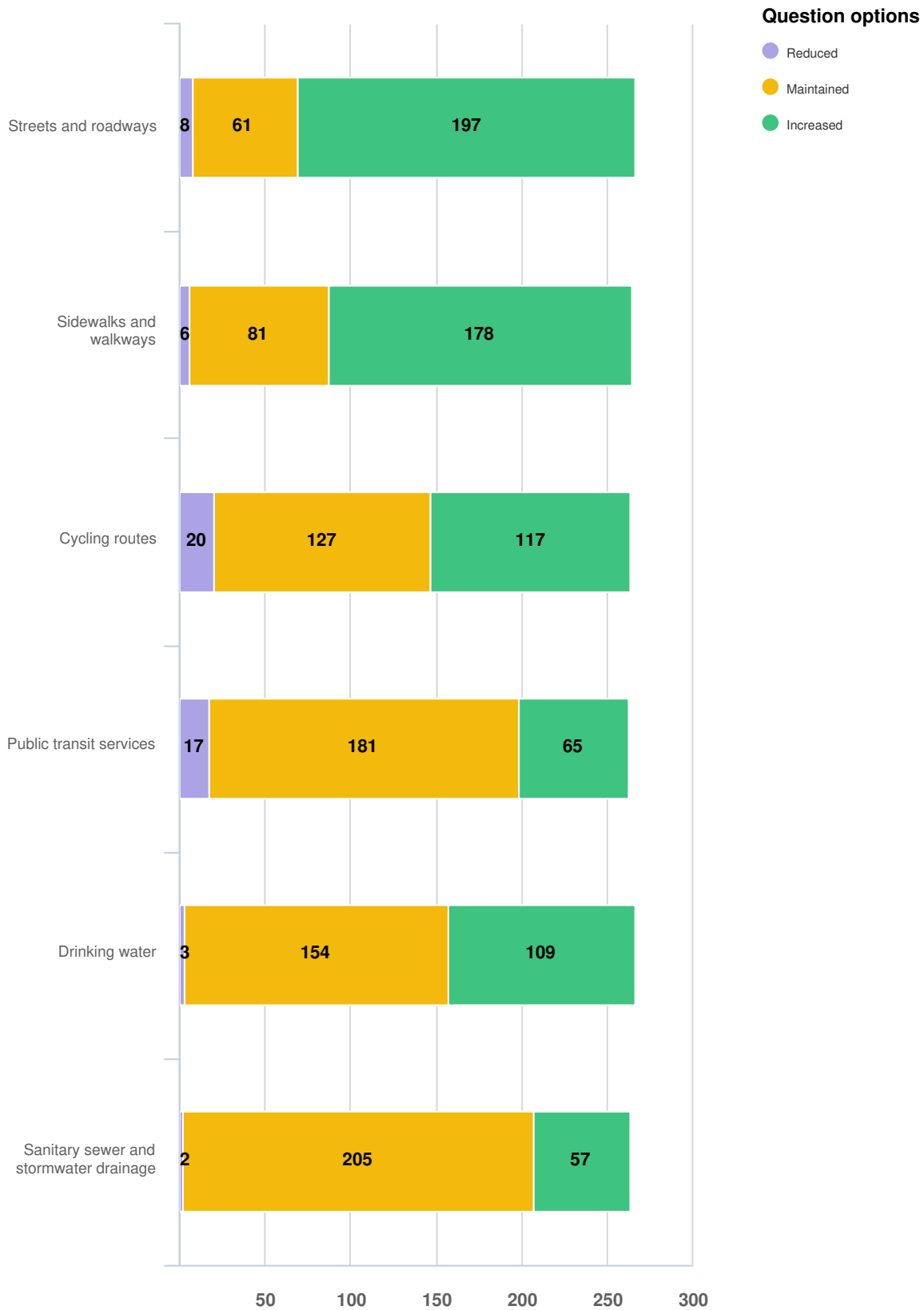


Increased : 127



20 40 60 80 100 120 140 160

**Q20 | Streets, Transportation, and Utilities: For the same list of services, please indicate if you think the level of service provided for each needs to be increased, maintained, or reduced.**

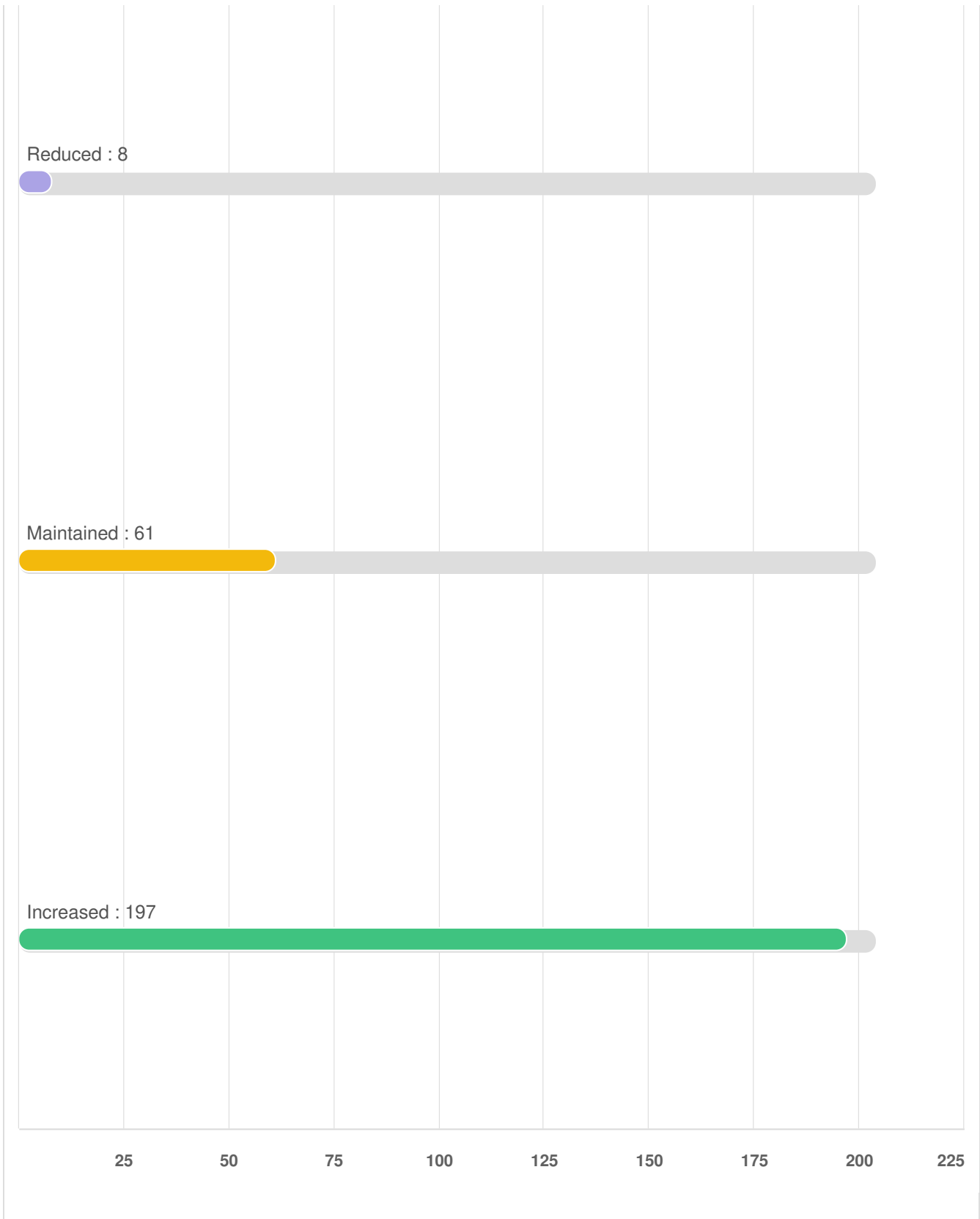


Optional question (266 response(s), 2 skipped)  
 Question type: Likert Question

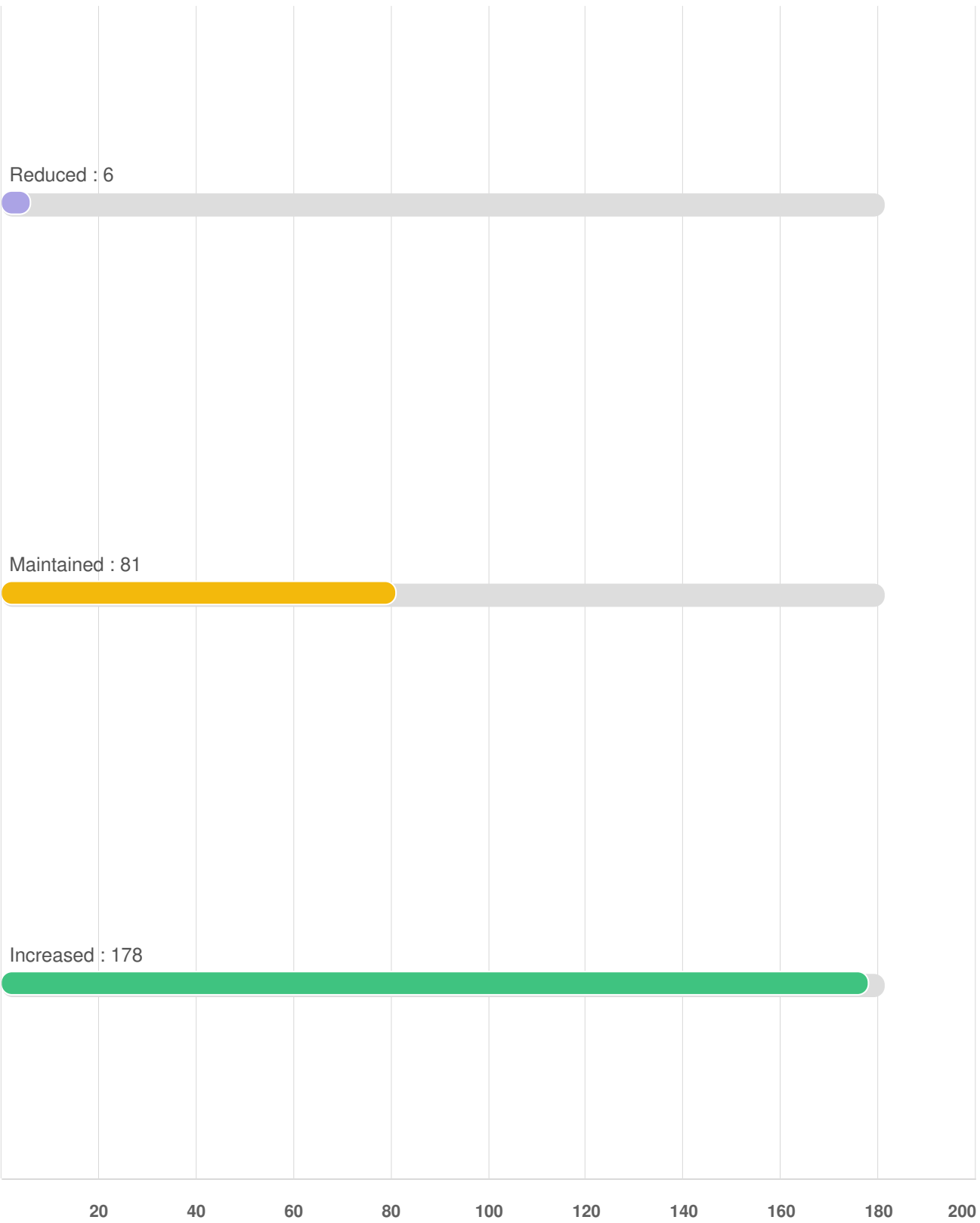


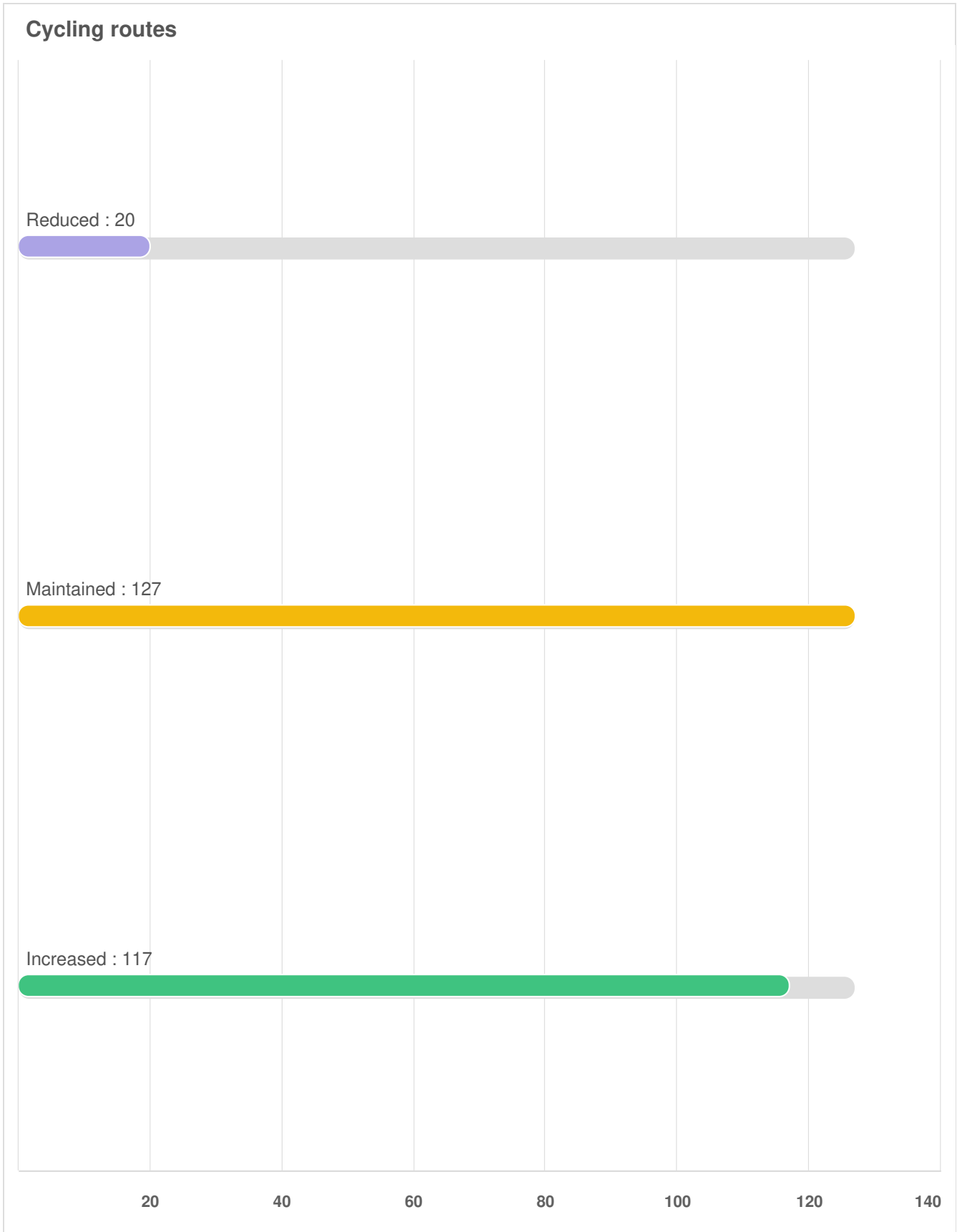
**Q20 | Streets, Transportation, and Utilities: For the same list of services, please indicate if you think the level of service provided for each needs to be increased, maintained, or reduced.**

**Streets and roadways**



### Sidewalks and walkways





### Public transit services

Reduced : 17



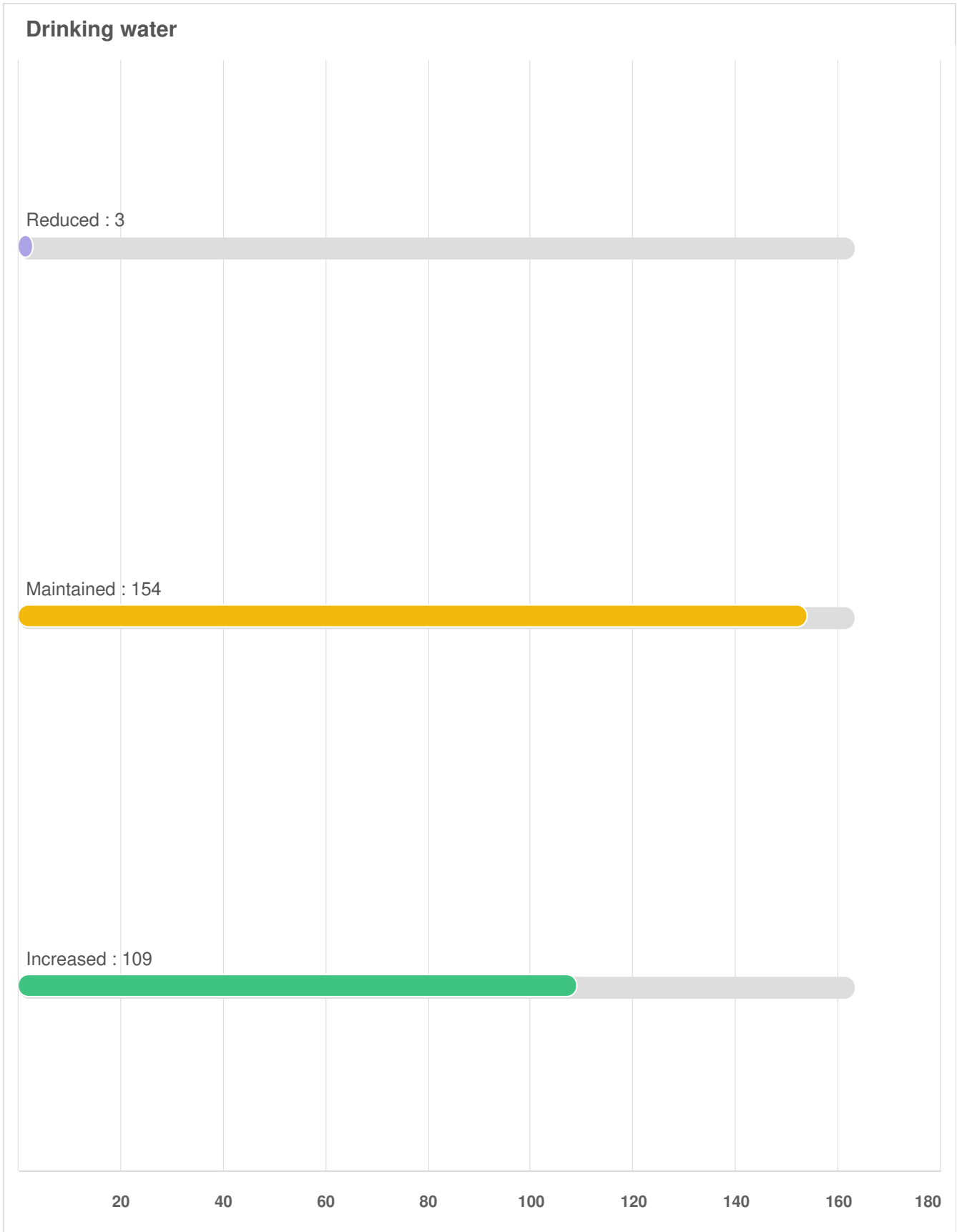
Maintained : 181



Increased : 65



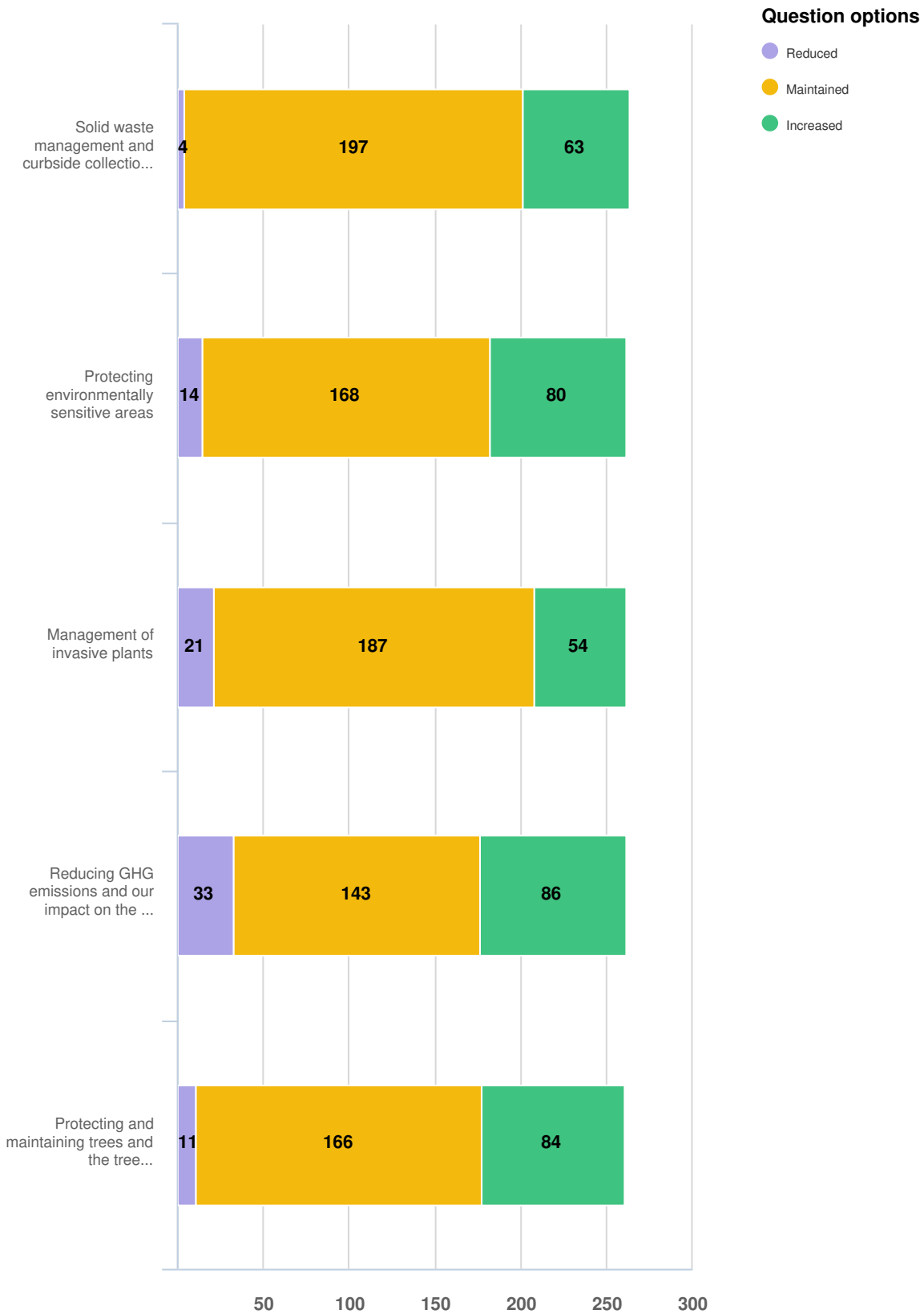
20 40 60 80 100 120 140 160 180 200







**Q21 | Environmental Services: For the same list of services, please indicate if you think the level of service provided for each needs to be increased, maintained, or reduced.**

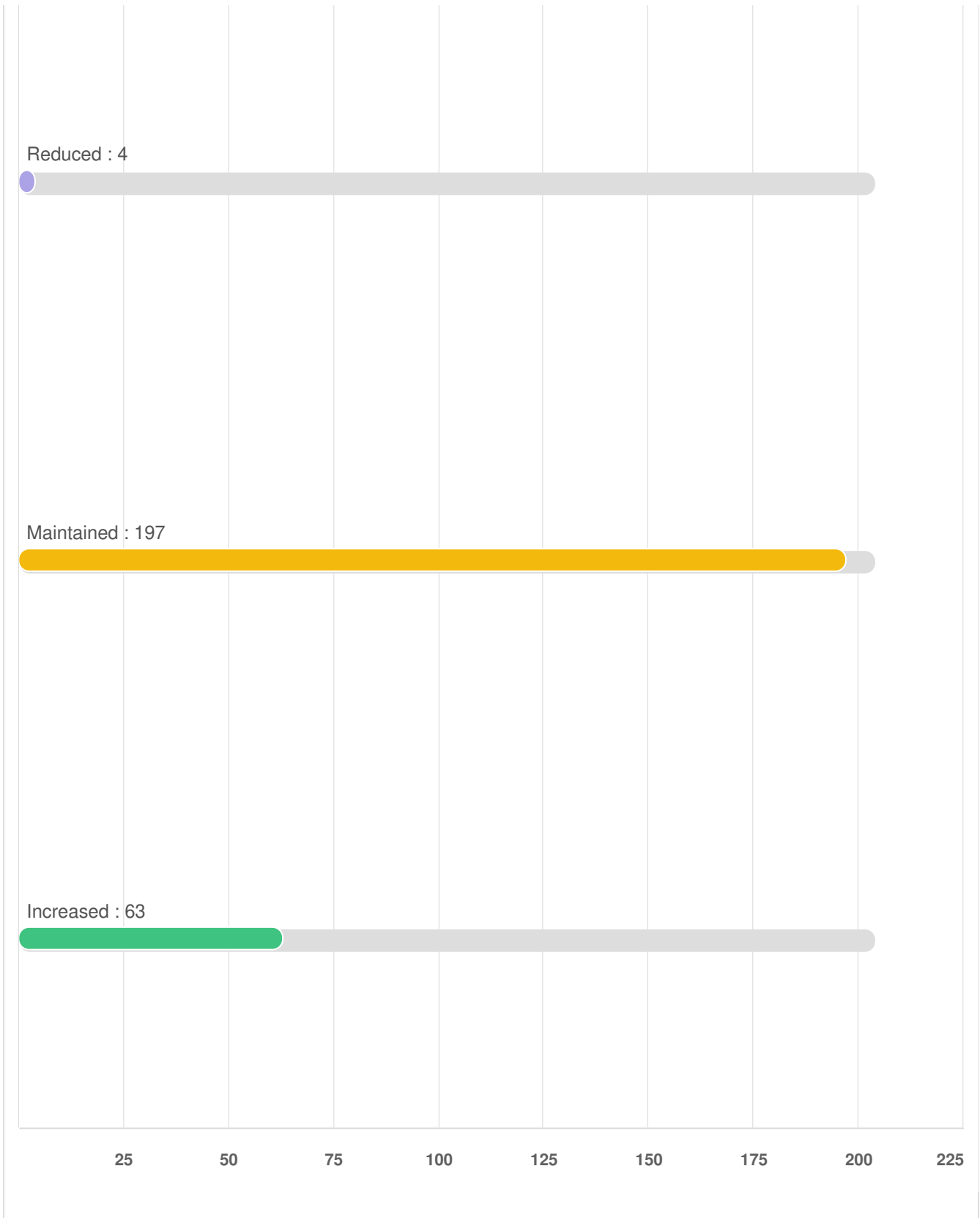


Optional question (265 response(s), 3 skipped)  
 Question type: Likert Question



**Q21 | Environmental Services: For the same list of services, please indicate if you think the level of service provided for each needs to be increased, maintained, or reduced.**

**Solid waste management and curbside collection**



### Protecting environmentally sensitive areas

Reduced : 14



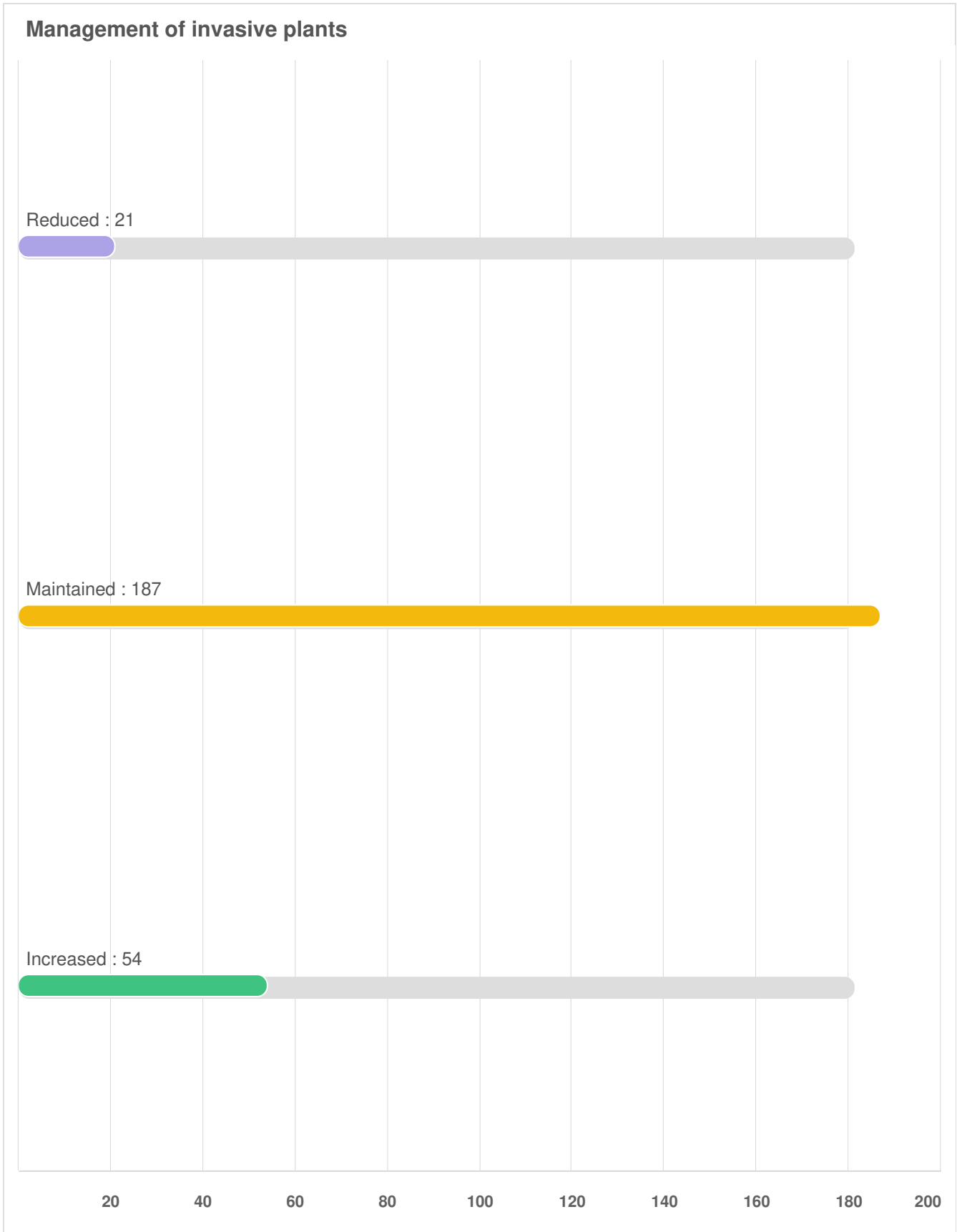
Maintained : 168



Increased : 80



20 40 60 80 100 120 140 160 180



### Reducing GHG emissions and our impact on the climate

Reduced : 33



Maintained : 143



Increased : 86



20 40 60 80 100 120 140 160

### Protecting and maintaining trees and the tree canopy

Reduced : 11



Maintained : 166



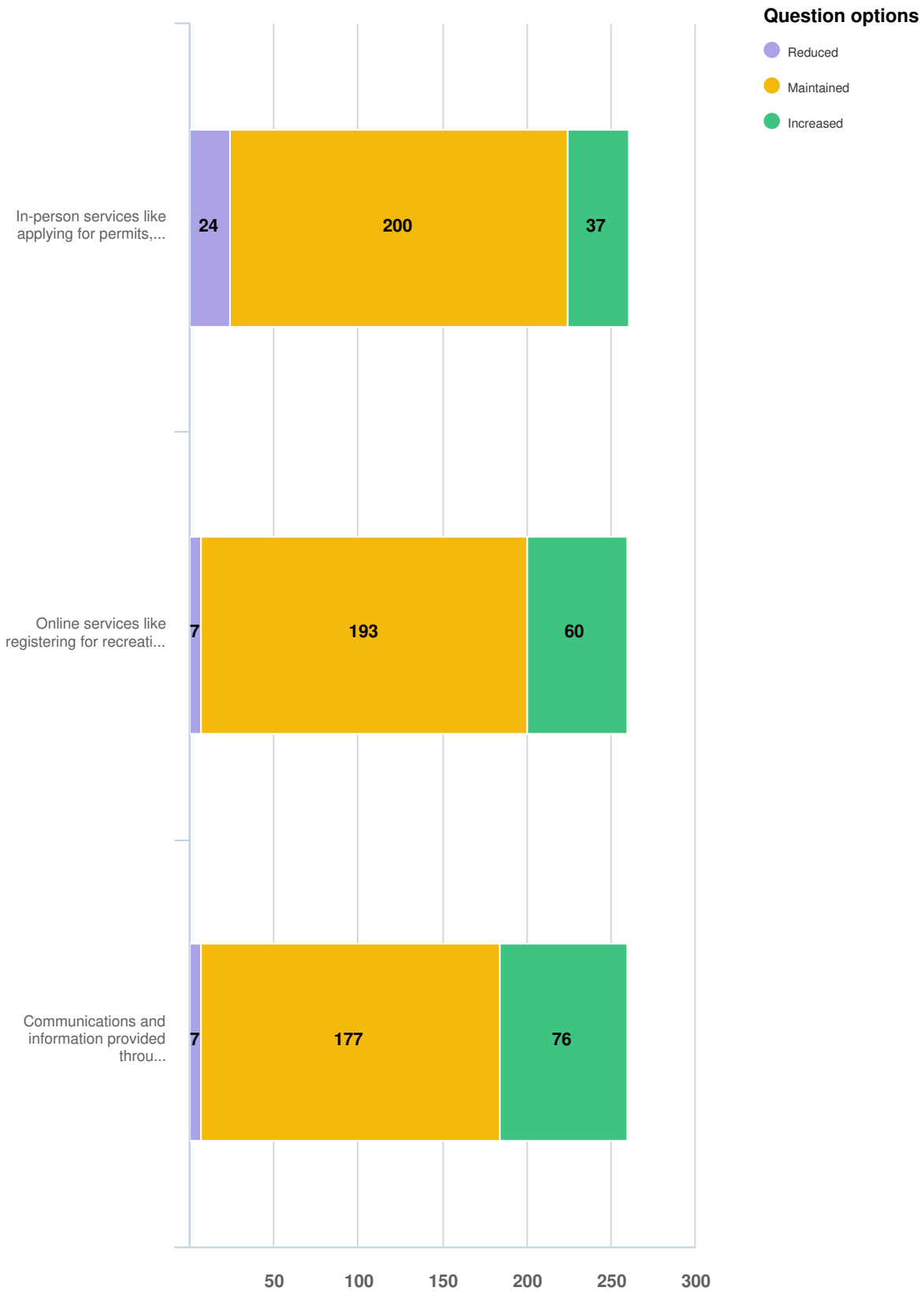
Increased : 84



20 40 60 80 100 120 140 160 180



**Q22 | Online and In-Person Services: For the same list of services, please indicate if you think the level of service provided for each needs to be increased, maintained, or reduced.**

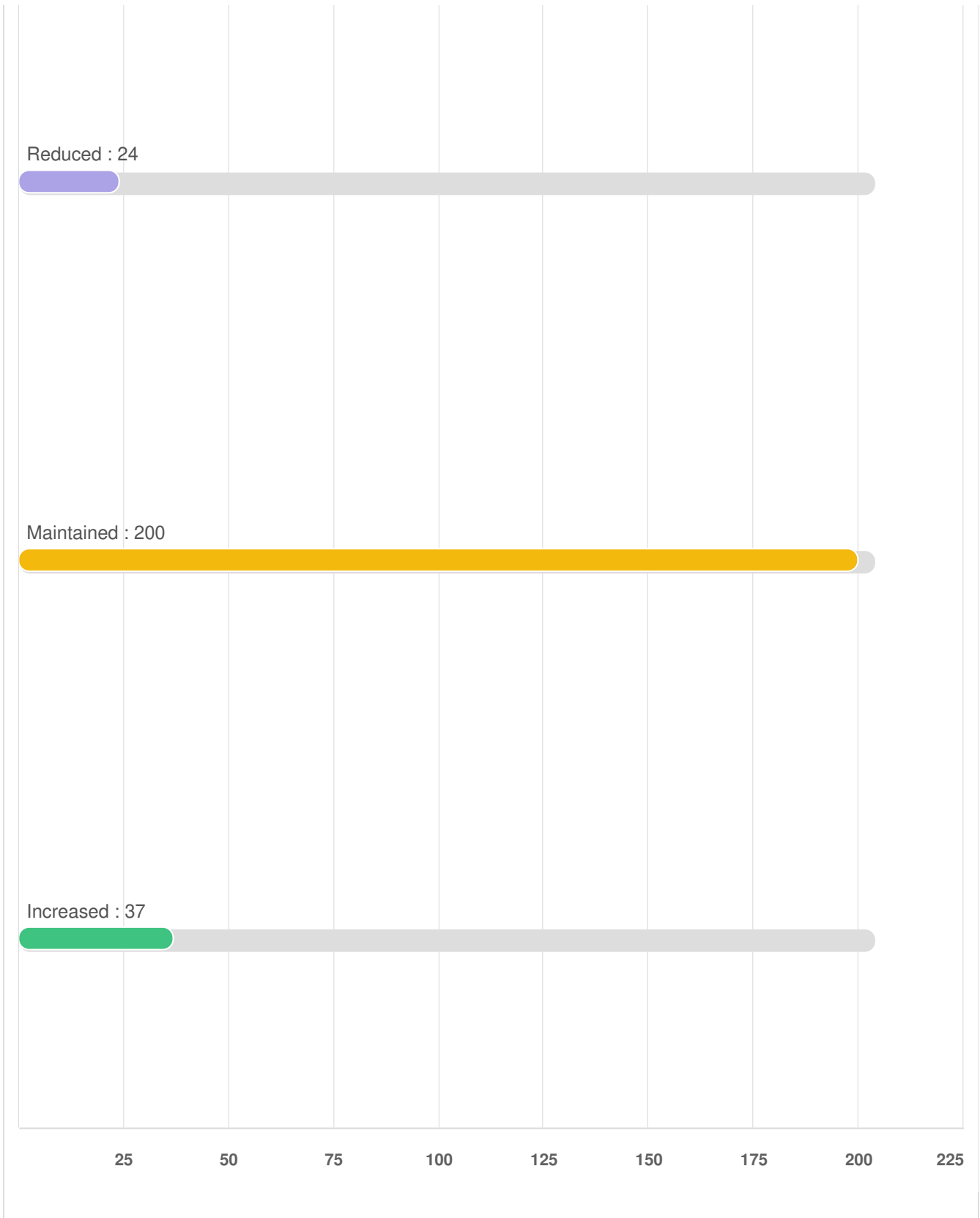


Optional question (263 response(s), 5 skipped)  
Question type: Likert Question



**Q22 | Online and In-Person Services: For the same list of services, please indicate if you think the level of service provided for each needs to be increased, maintained, or reduced.**

**In-person services like applying for permits, paying taxes, etc.**



### Online services like registering for recreation programs, applying for building permits or inspections, and checking refuse pickup schedule



### Communications and information provided through the public website, social media, and the Engage Terrace public engagement site

