



Citizen Satisfaction Survey Results

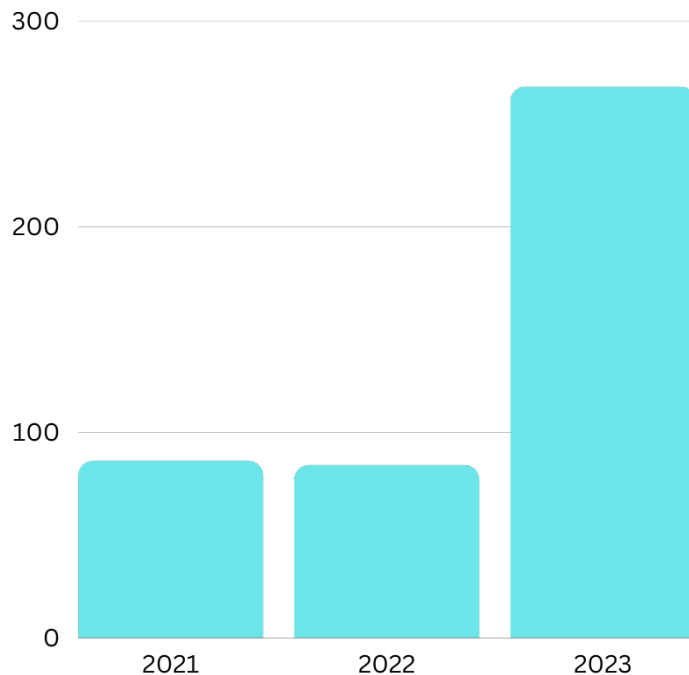
October 12, 2023

Survey Basics

- 3rd annual survey
- Available June 30 to September 1, 2023
- Accessed:
 - Online at engage.terrace.ca
 - Print copies at
 - City Hall, Public Works, Sportsplex, TDAC
 - Terrace & District Public Library
 - Visitor Information Centre
- Advertised:
 - Websites (terrace.ca and engage.terrace.ca)
 - Facebook and Twitter pages
 - Farmers Market booth (August 26)
 - E-newsletter to Engage Terrace subscribers (early July)
 - Direct mail flyer to residents (early July)
- Happy Gang Centre
- Terraceview Lodge

Survey Basics

Survey Respondents Each Year



2021: 86

2022: 84

2023: 268

2023 Respondents:

- 251 online
- 17 print

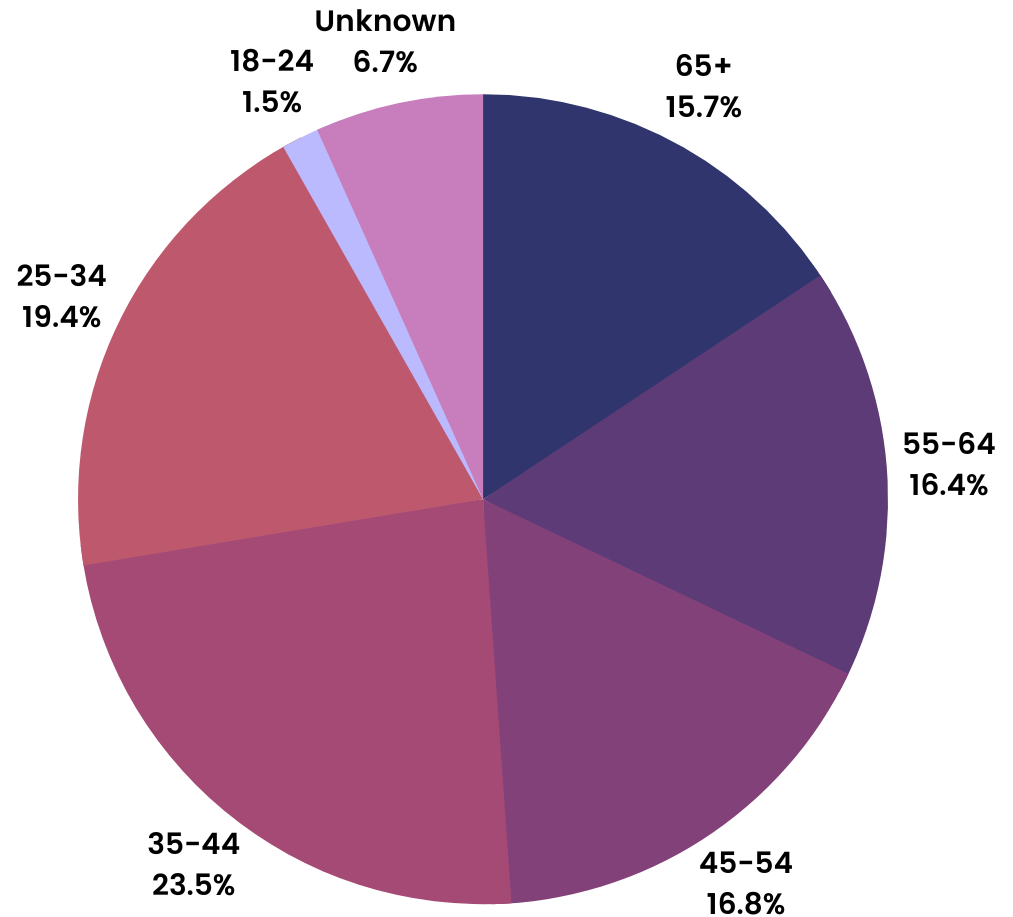
Engage Terrace

- We launched the survey concurrently with Engage Terrace.
 - 883 - total visits to the survey page:
 - 598 - direct traffic
 - 88 - Social
 - 123 - The Talk of Terrace newsletter
 - 46 - search engine
 - 28 - referrals
 - Of these, 251 filled out a survey.

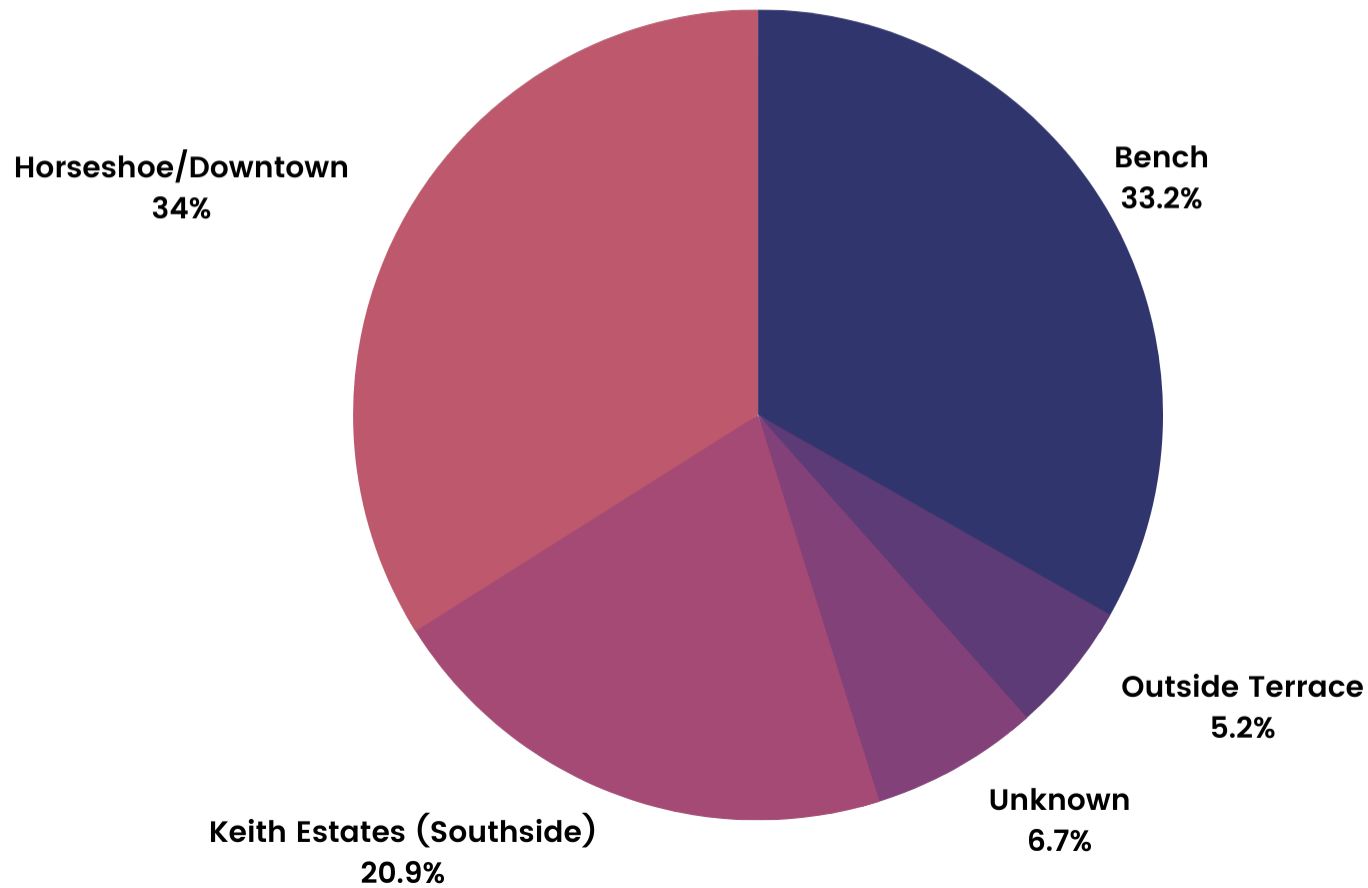
Demographics

Age of Respondents

Based on year of birth



Where Respondents Live



This included:

- Thornhill: 6
- Others: Copper Estates, North of Terrace, Lakelse Lake, Queensway, Kitselas

How many years have you lived in Terrace?

Less than 1 year: 6 (2.2%)

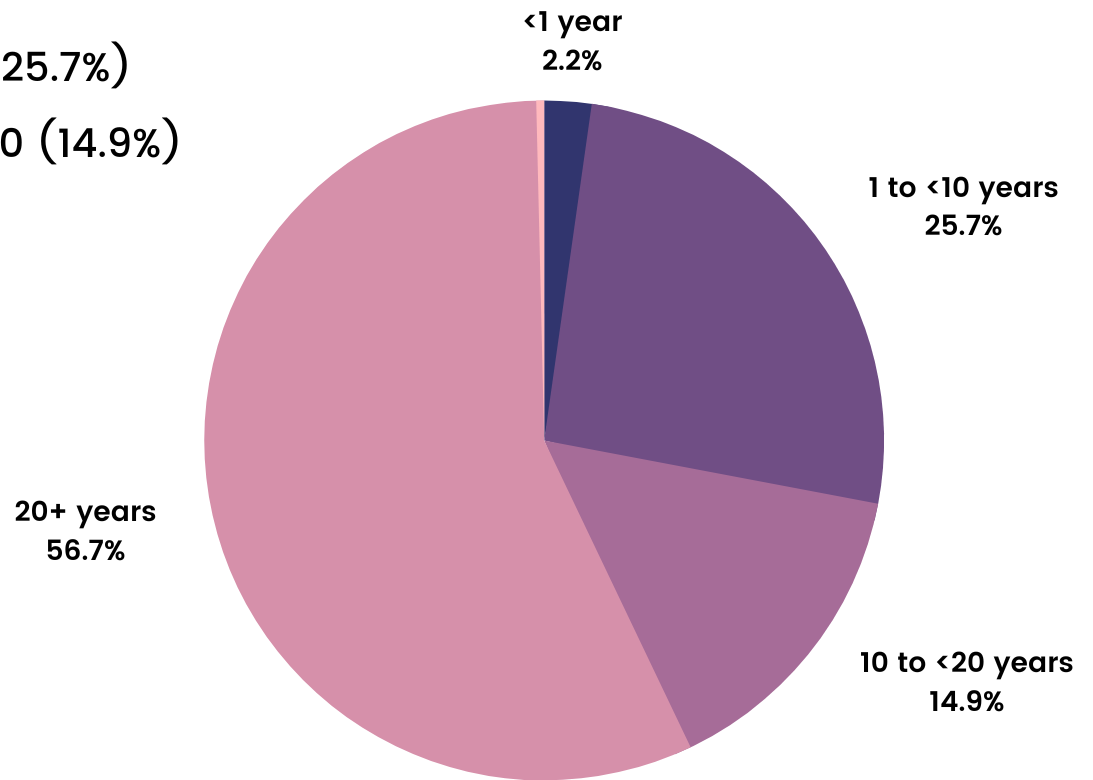
1 year to less than 10 years: 69 (25.7%)

10 years to less than 20 years: 40 (14.9%)

20 years or more: 152 (56.7%)

Prefer not to say: 1 (0.01%)

**72% of respondents
have lived here
at least 10 years.**



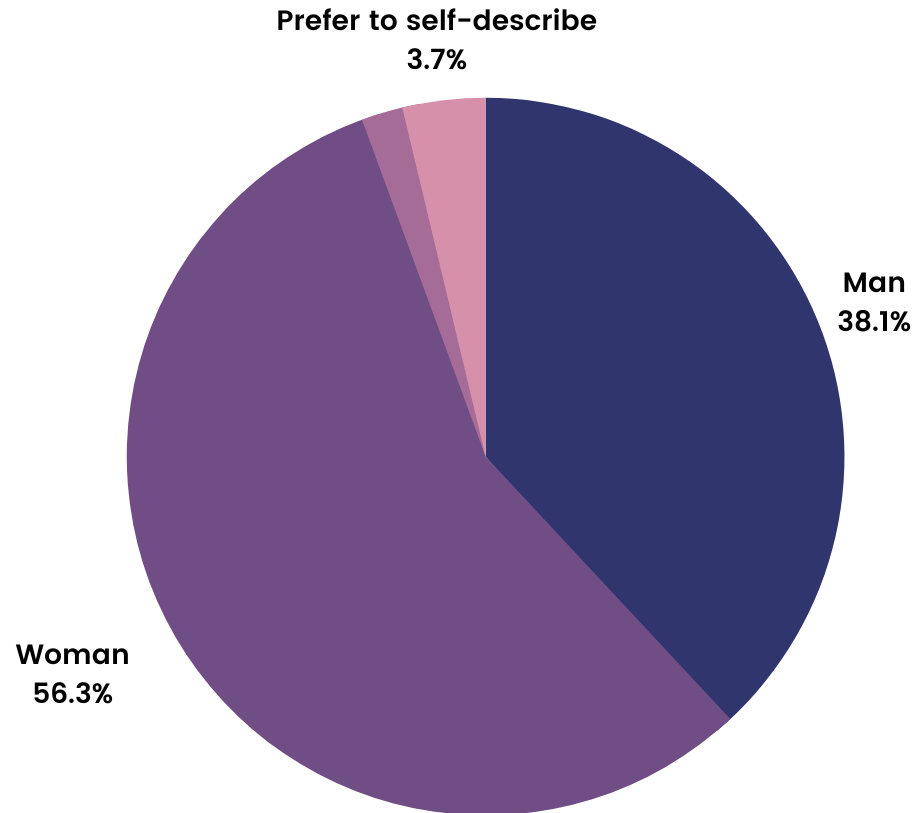
Gender

Man: 102 (38.1%)

Woman: 151 (56.3%)

Non-binary: 5 (1.8%)

Prefer to self-describe: 1 (3.7%)



Other demographics

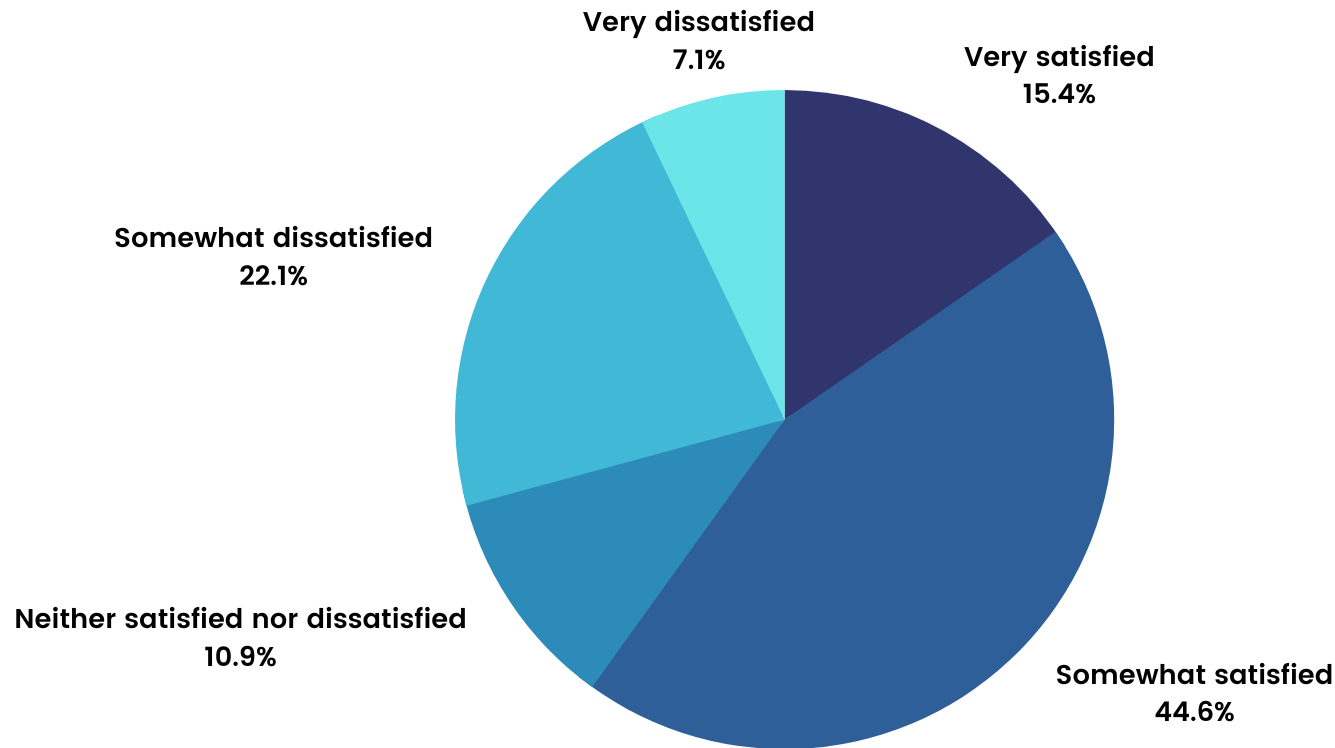
35% have children under 18 living in their household.

4.5% (12 people) reported there was someone in their household who was an elected official or City of Terrace employee.

Overall Satisfaction

Overall satisfaction with the City of Terrace

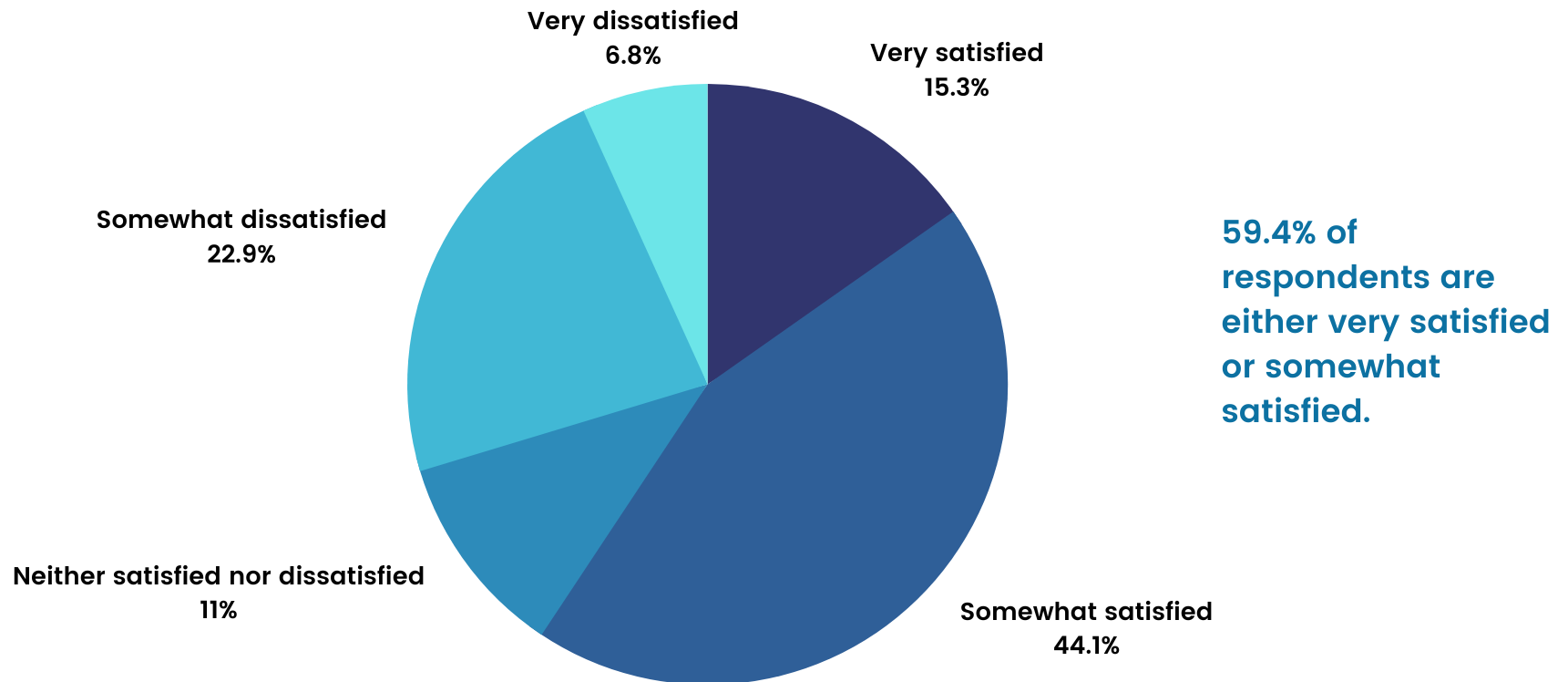
Including respondents outside Terrace



60% of respondents are either very satisfied or somewhat satisfied.

Overall satisfaction with the City of Terrace

Only respondents in Terrace



What do you like most about living in Terrace?



What you like most

“Terrace is a small city with many longtime residents, many of them are seniors who support the community by volunteering ... These groups are the colour and shape of what being involved in a community means. They are the backbone.”

“The view of the mountains, the location on the coast. The ease of access to natural environments with ease of access to shopping, the library, aquatic center, sportsplex, and the people who give great service.”

“Diverse cultures and surrounded by many Indigenous communities helps us feel inclusive just being together.”

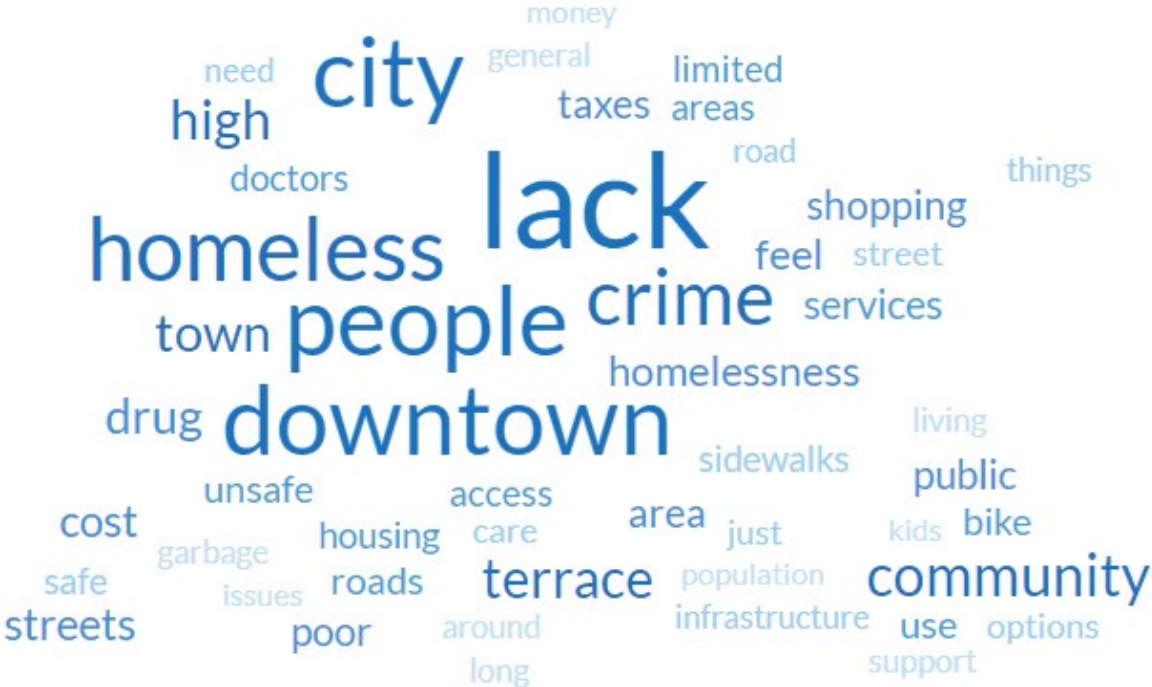
What you like most (continued)

“Our family enjoys the outdoor amenities as well as the numerous opportunities for young children. We have lived in several communities throughout the Province both in the north and south and Terrace is a great fit for us. I will also add that I love the garden spaces that the city maintains.”

“This is community where many people know many other people and there is an ethos of helping your neighbour.”

“The fact that I feel safe letting my kids play outside and in our neighbourhood.”

What do you like least about living in Terrace?



What you like least

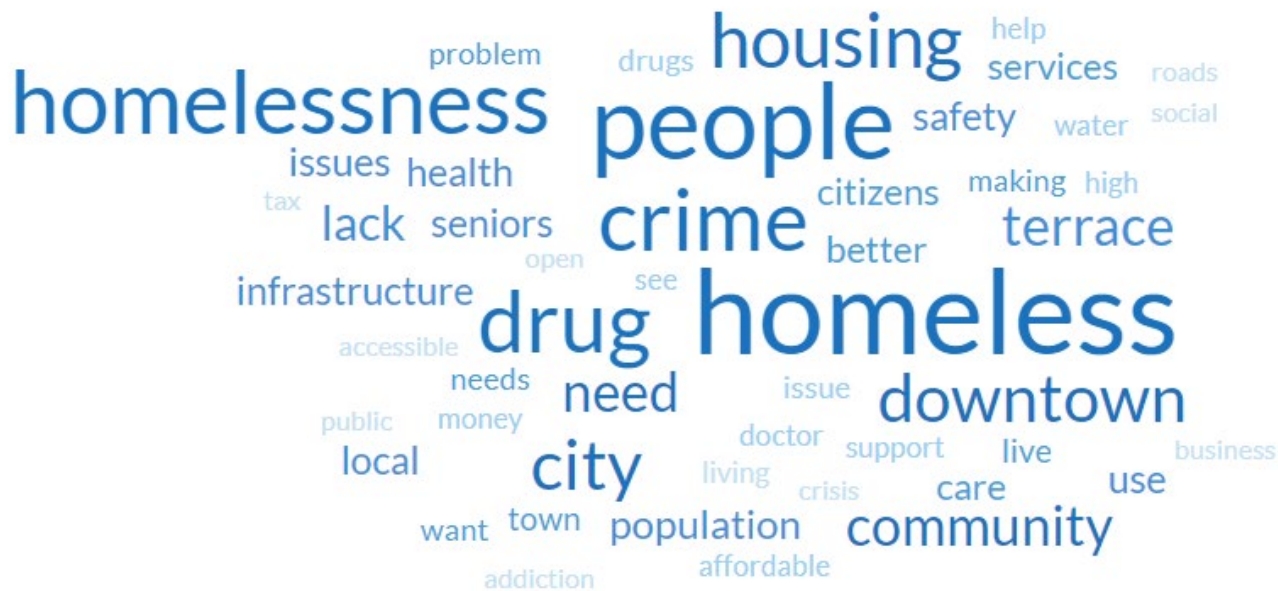
“Crime rate, dirty downtown, lack of support for infrastructure (potholes in roads, snow plows etc), lack of local store support.”

“There are very little amenities so there is a very limited option on things to do that are indoors, especially during the winter or when the weather is poor.”

“The lack of (light) industry for jobs and tax revenue.”

“The lack of vision. There is a lot of opportunities for growth but we are not taking advantage of the many ways that we could encourage the investors to leave a legacy behind for the general use of the public.”

What is the most important issue facing the community that should receive the most attention from the local government?



Most important issues

“City of Terrace council needs to engage with citizens in meaningful ways to move forward with an agenda and connect with citizens in other ways than the website and Facebook...eg meet 'n greet council regular newspaper updates and more surveys.”

“The city desperately needs SIDEWALKS. Whenever roadwork is done in the city, sidewalks should be included if there are no sidewalks to begin with. I was relieved to see that sidewalks were included in the roadwork being done on Graham Ave.”

“Leaders must continue to work with senior government to provide solutions for the persons ruining the quality of life for others such as shopping local downtown and our business owners losing clients and much needed profit.”

“Coming up with long-term plans of how to fix literally anything. Stop doing bandaid fixes.”



Most important issues (continued)

“Cleaning up the downtown core and making the city centre vibrant. Many people don’t want to even walk downtown.”

“The lack of revenue from industry. The high property taxes can be a stressful burden on the lower income residential owners and small business owners.”

“Climate change! In specific terms, this means better cycling infrastructure, serious planning for hot and dry summers, municipal programs encouraging home retrofits, investments in food security and perhaps even local energy security.”

“We need to have more of a focus on recruitment and retention of professionals. It is challenging to find a family doctor. The cost of flights and gas has tripled over the past 5 years and it’s becoming unaffordable to leave Terrace.”

Other important issues

“I’d love to see some life injected into the downtown. There's no reason we shouldn't have a nice downtown full of shops to visit like Smithers or other mountain towns.”

“We need to attract more industry to Terrace to relief the tax pressure from the residents. The residents alone cannot sustain the requirements to run this city and its infrastructure. That has become blatantly obvious.”

“Better relations between First Nations and non-First Nations.”

“There is a serious lack of daycare spaces available. Mothers and fathers are unable to return to work because they have to stay home with their children due to lack of space.”

“Improving cycling infrastructure around terrace to encourage more biking and less car/truck commuting.”

Services

Overall Quality of Services

Including respondents outside Terrace

Very good: 30 (11.2%)

Good: 110 (41.2%)

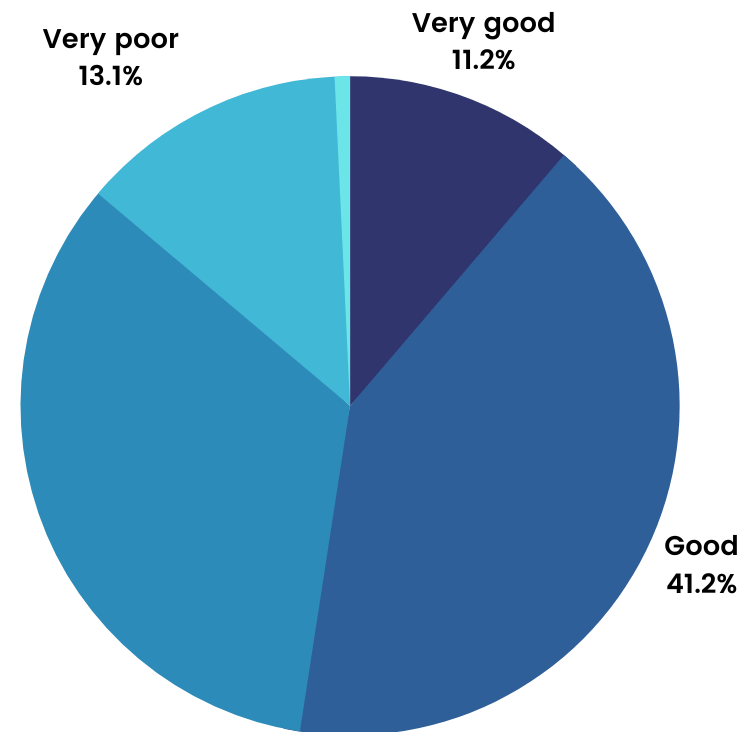
Neither poor nor good: 90 (33.7%)

Very poor: 35 (13.1%)

Don't know: 2 (0.7%)

**52.4% of respondents
rated overall quality of
either good or very good.**

Neither poor nor good
33.7%



Overall Quality of Services

Only respondents in Terrace

Very good: 24 (10.2%)

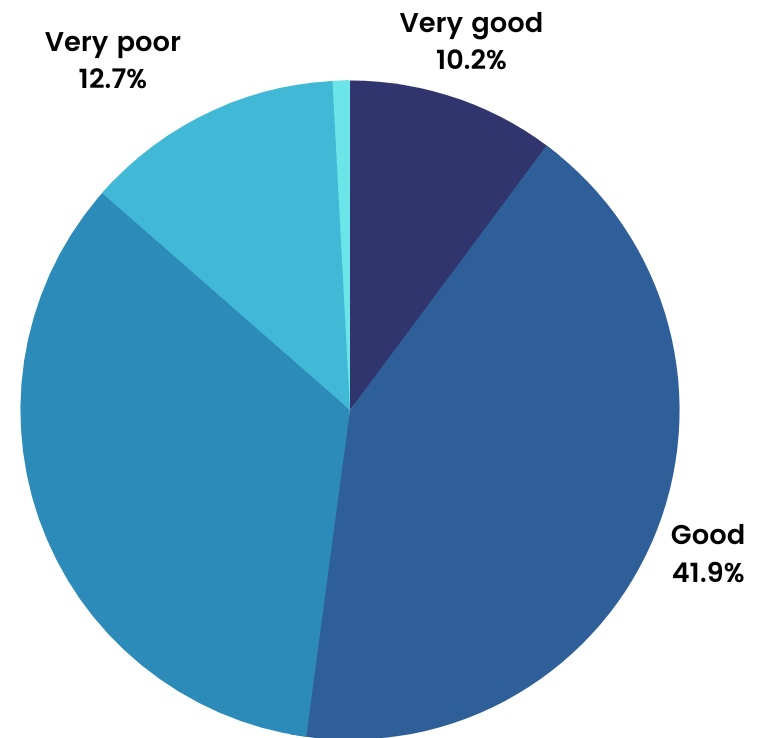
Good: 99 (41.9%)

Neither poor nor good: 81 (34.3%)

Very poor: 30 (12.7%)

Don't know: 2 (0.7%)

**52.1% of respondents
rated overall quality of
either good or very good.**



Please tell us why you chose that rating.



Please tell us why you chose that rating.

“Terrace has outgrown the local amenities.”

“Nothing is knocking my socks off but I appreciate the value for money we receive.”

“With what the City has to work with I believe the services that are provided are done well and at a high standard of quality.”

“The people that work at the City are helpful and courteous.”

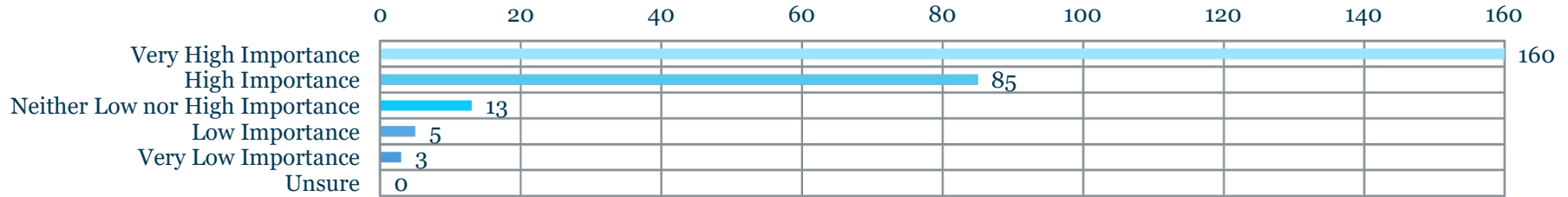
“I don't find that the amount of money I pay in taxes seems to go towards the things I would like, mainly support for further policing, repairing and maintaining infrastructure (better roads and cleaner downtown).”

“I feel that city staff and council failed to understand the community when the yard waste policy was changed.”

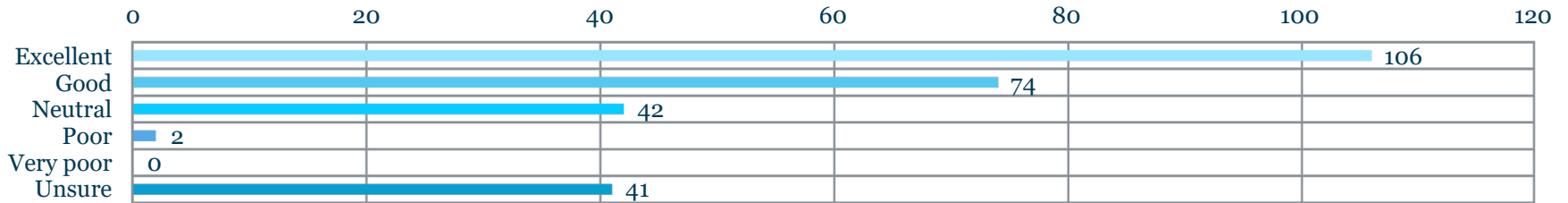


Fire Protection

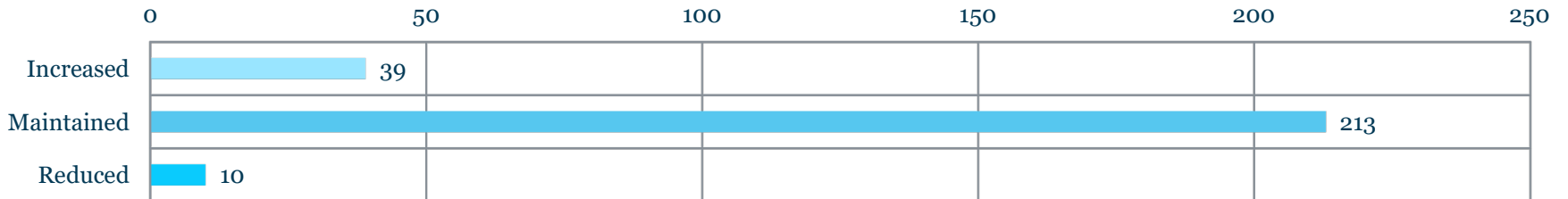
Importance



Quality of Service

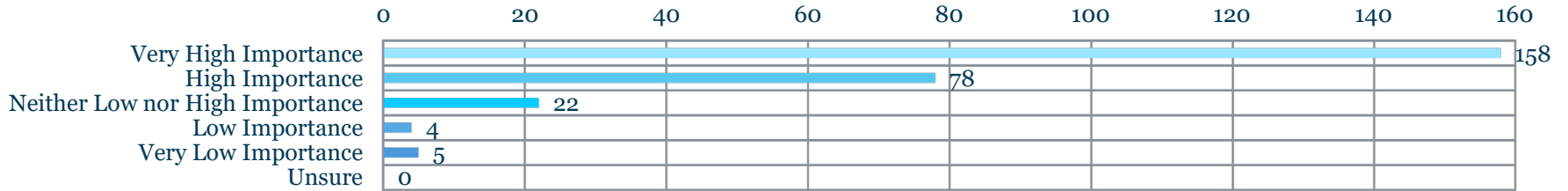


Level of Service

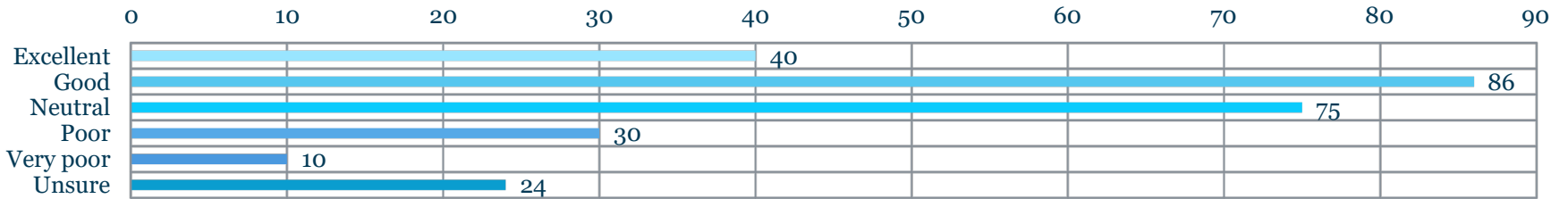


Police Services

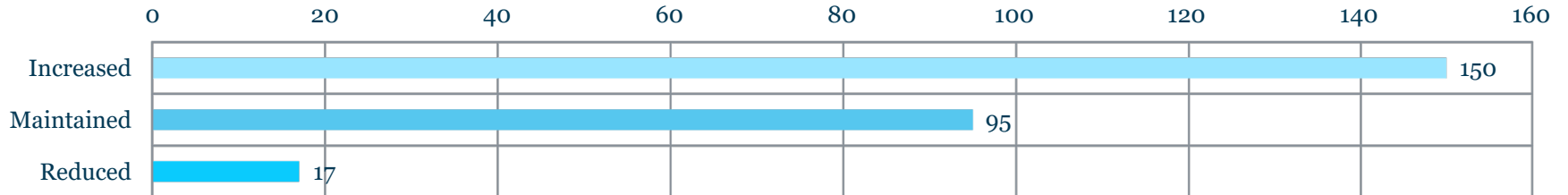
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Quality of Service

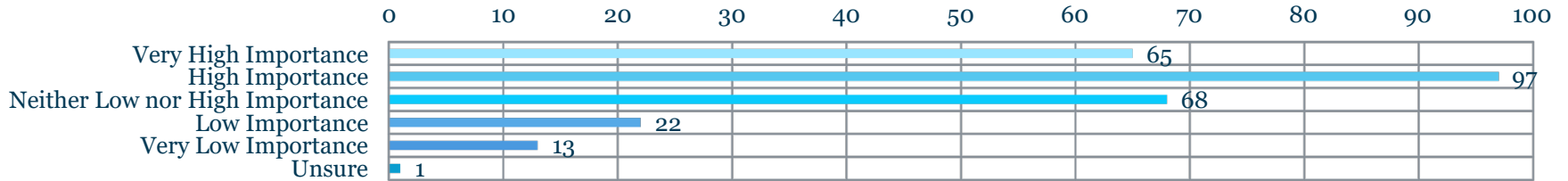


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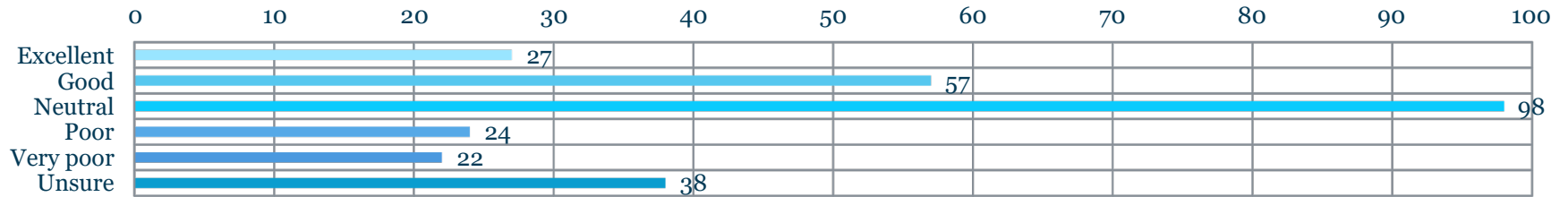


Bylaw Enforcement

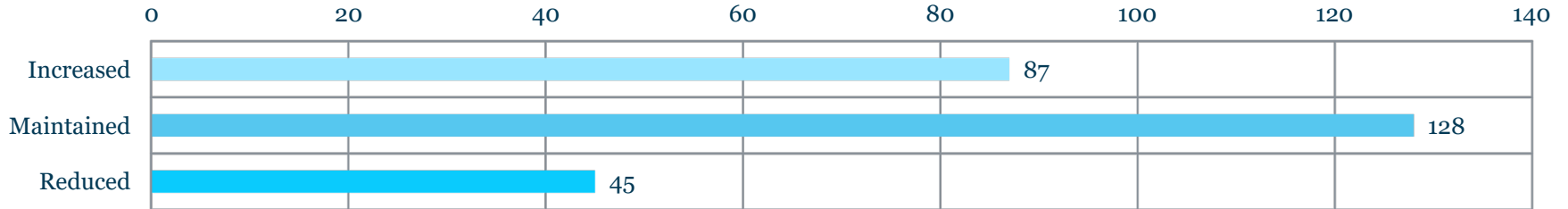
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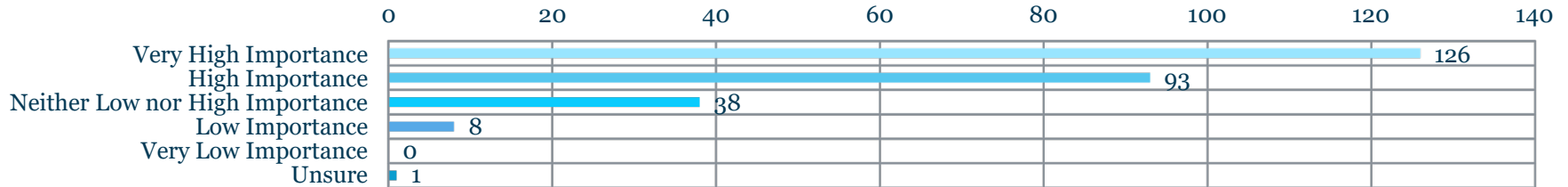


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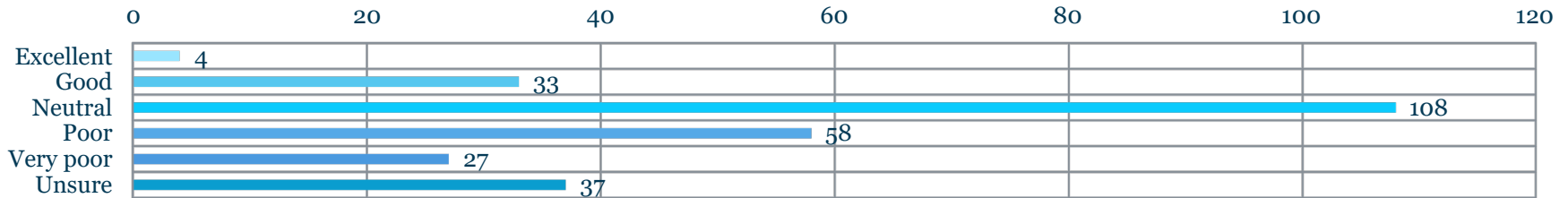


Attracting and Retaining Businesses and Employers

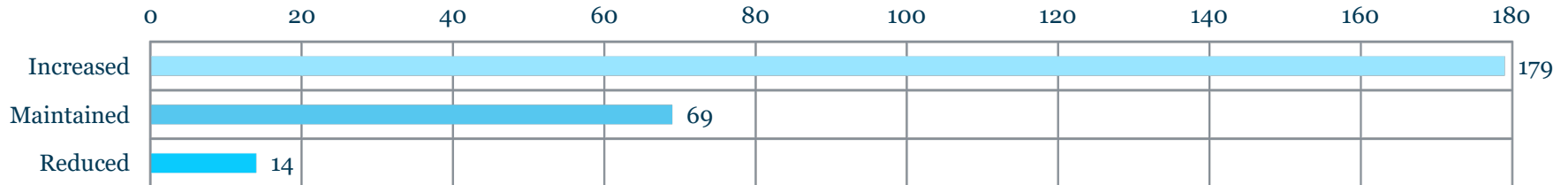
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Quality of Service

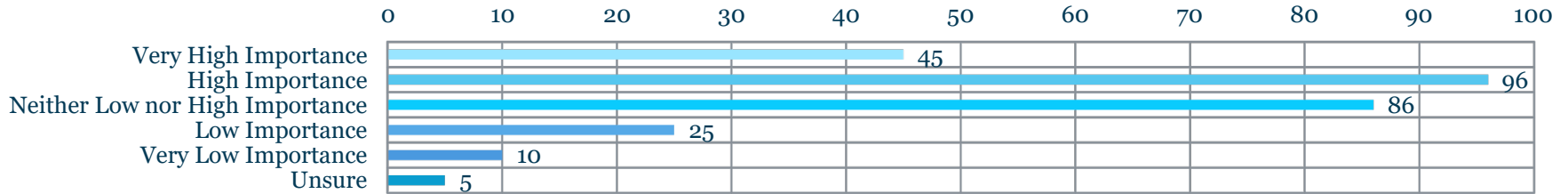


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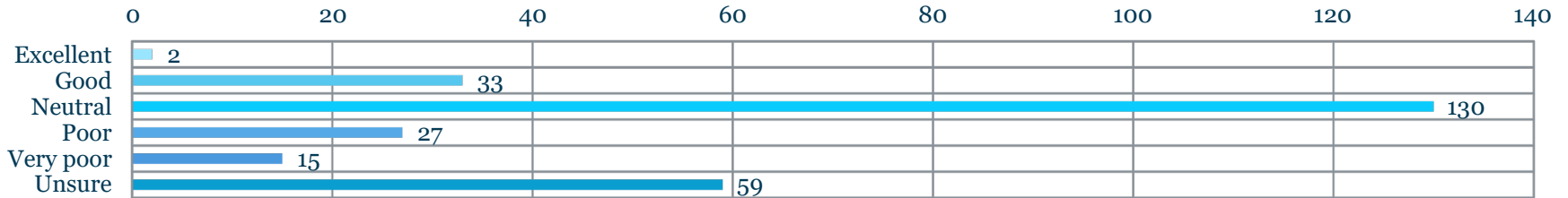


Regulating what types of buildings can be built in specific areas

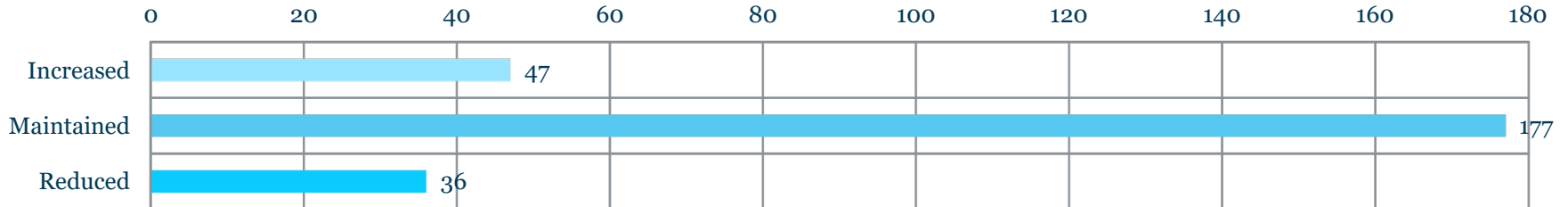
Importance



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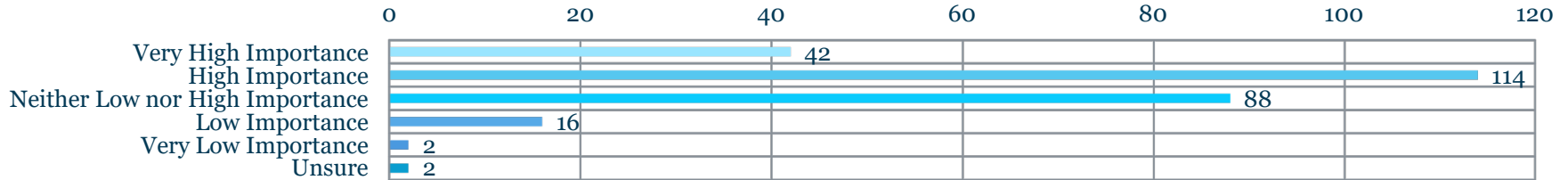


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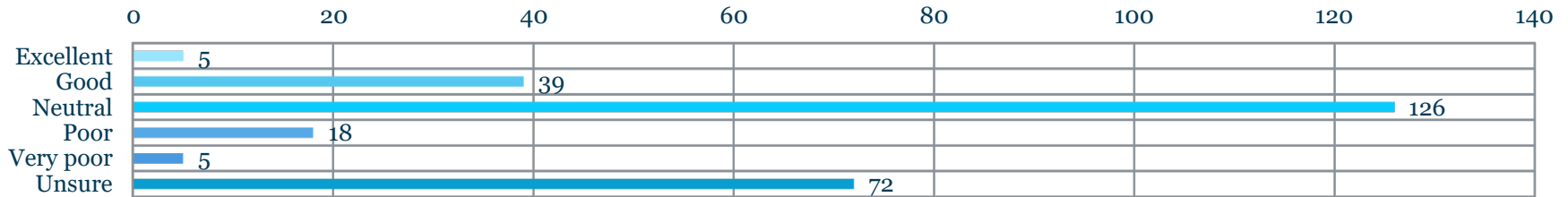


Issuing building permits and providing inspections

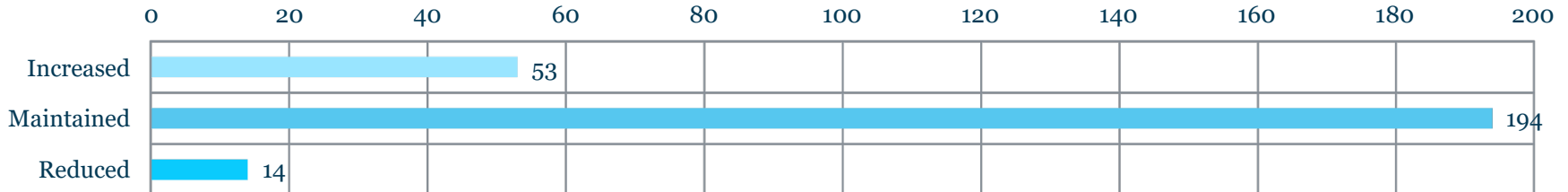
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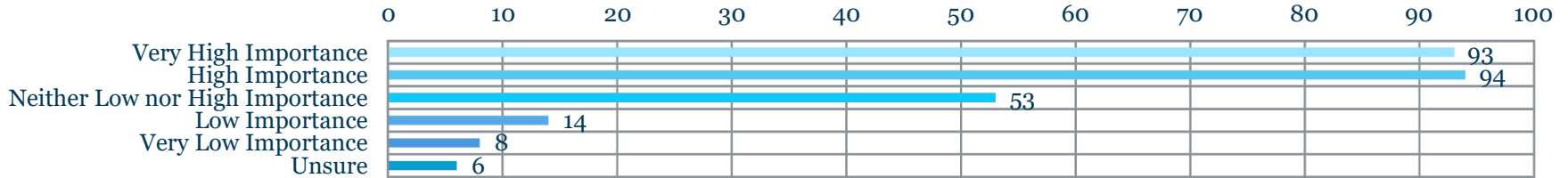


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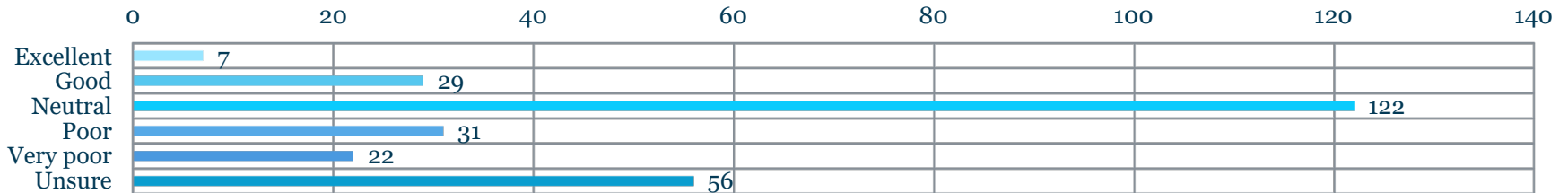


Developing master plans and neighbourhood plans to guide growth

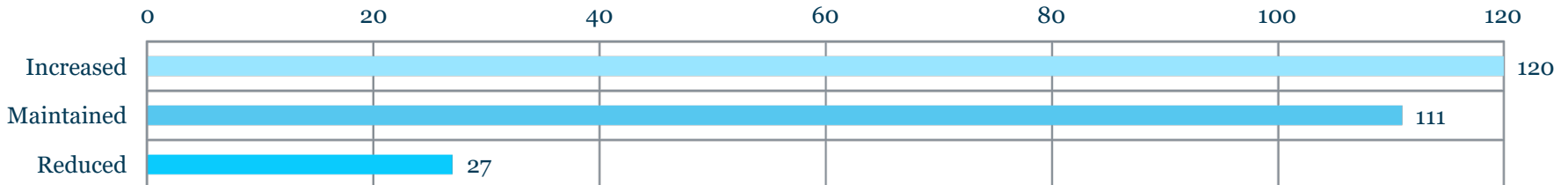
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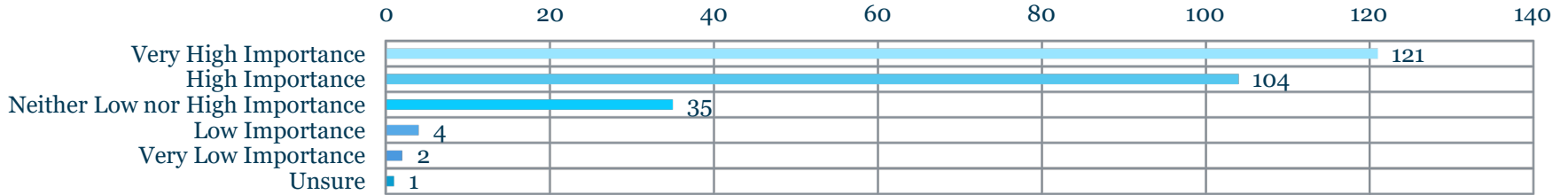


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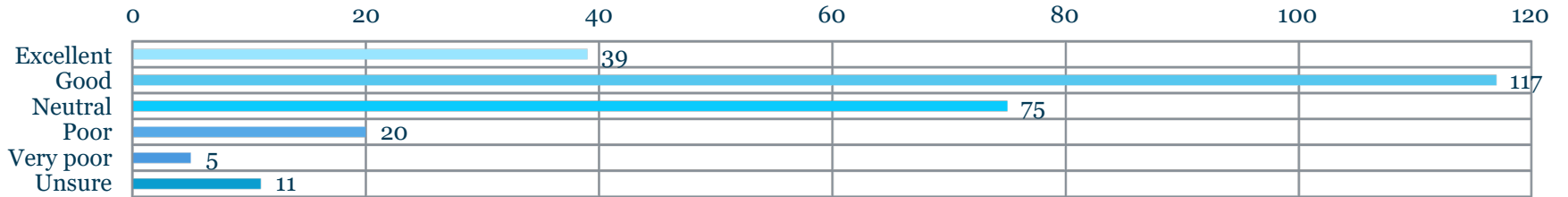


Recreation Facilities and Programming

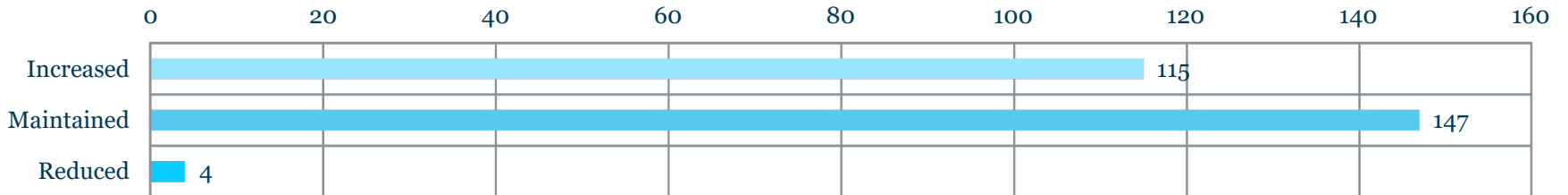
Importance



Quality of Service

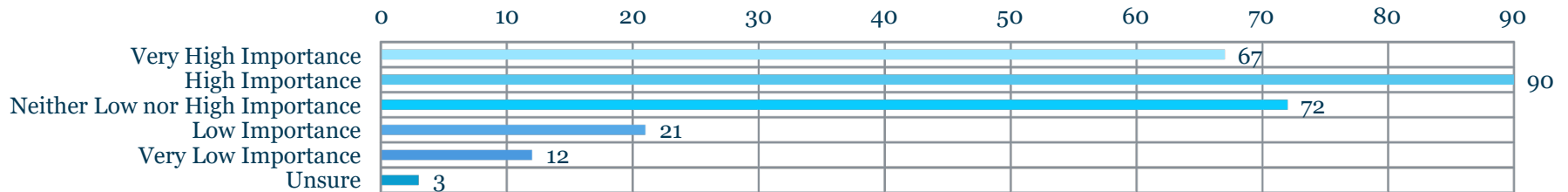


Level of Service

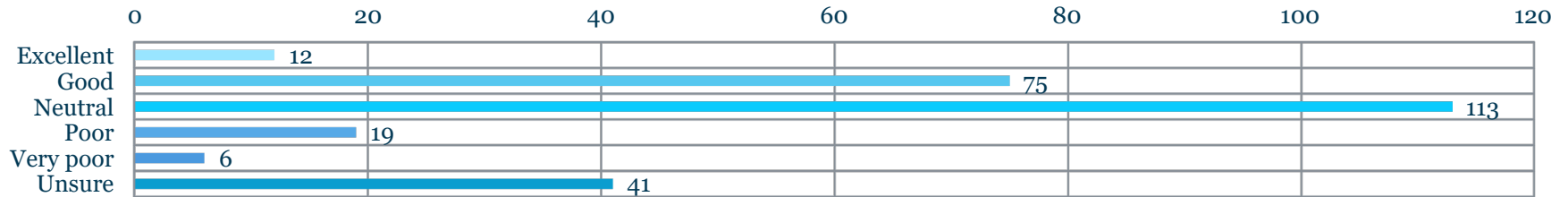


Cultural Facilities and Programs

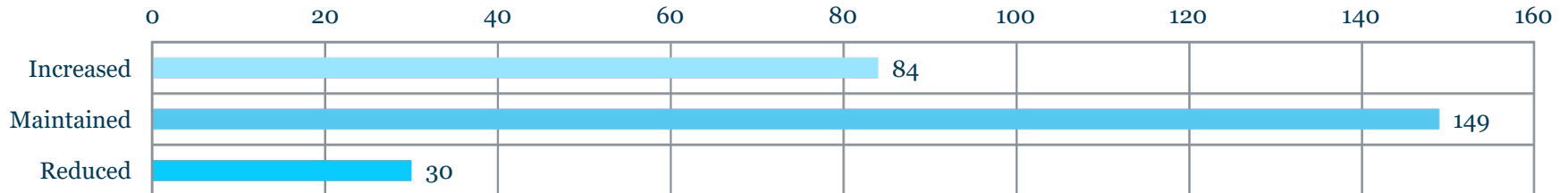
Importance



Quality of Service

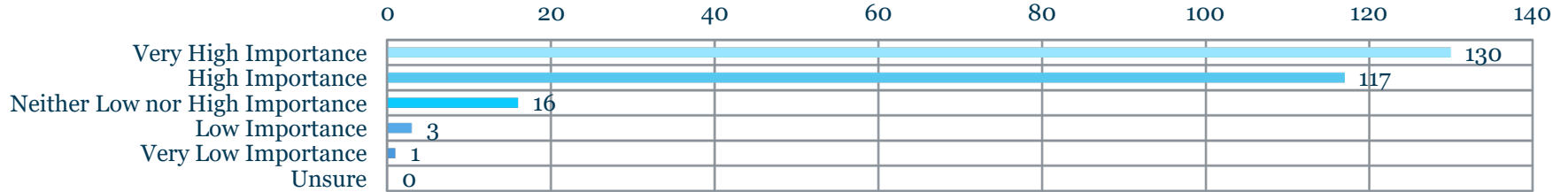


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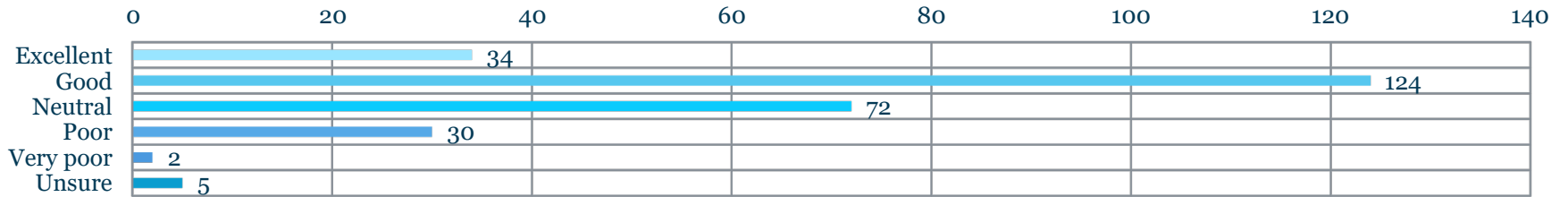


Building, maintaining, and upgrading parks, playgrounds, sports fields, and trails

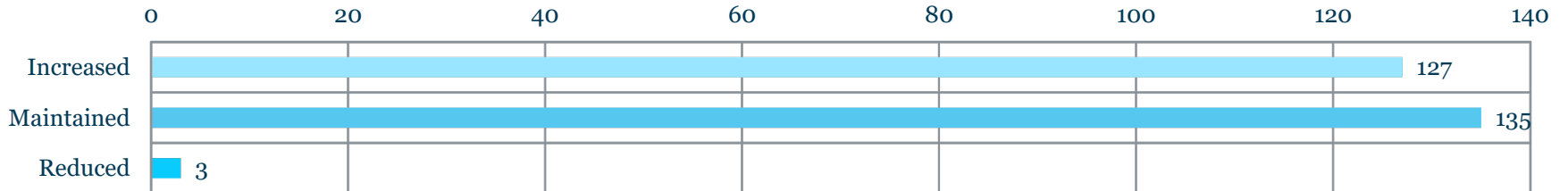
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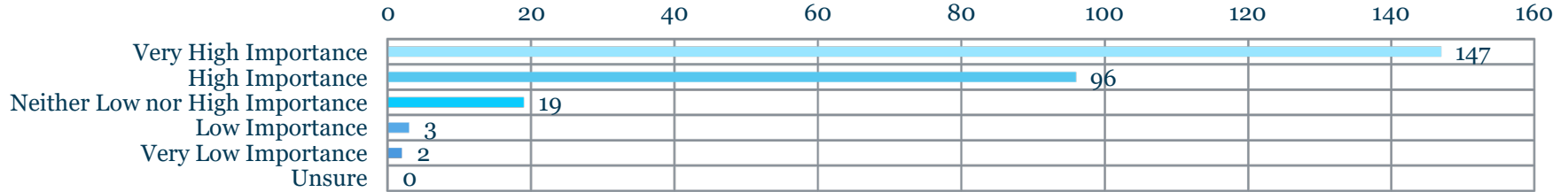


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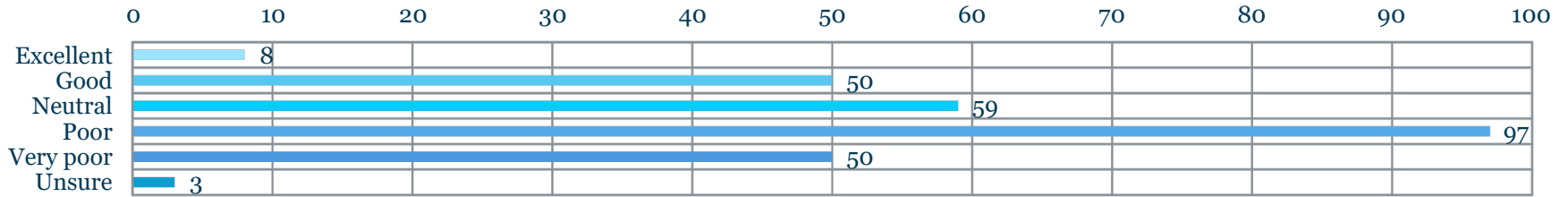


Streets and roadways

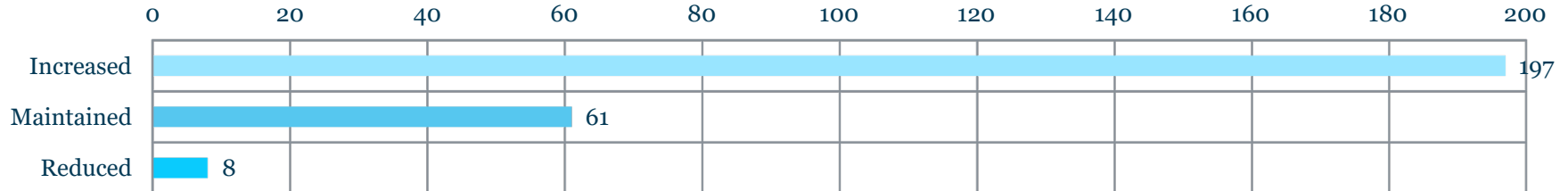
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Quality of Service

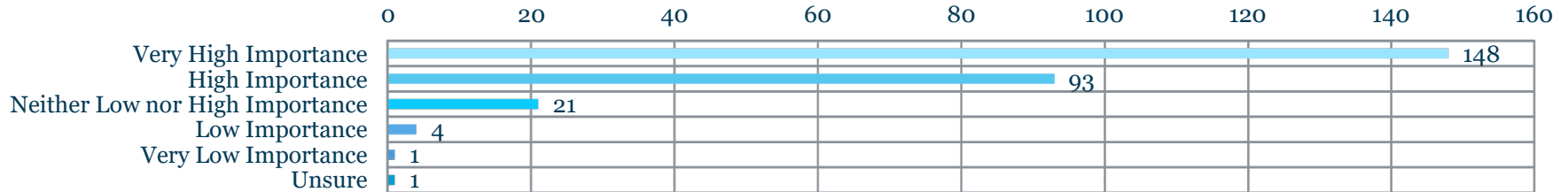


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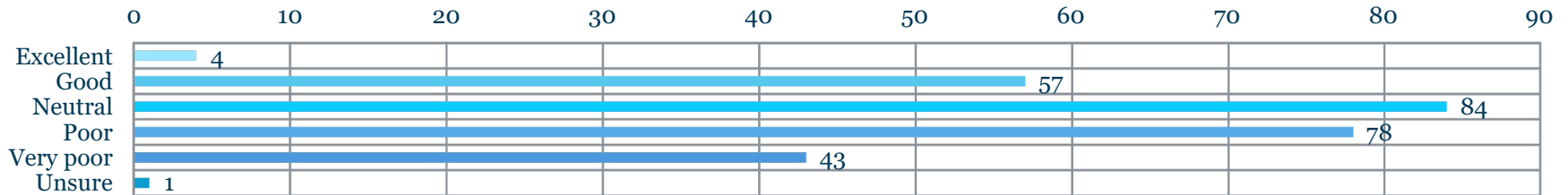


Sidewalks and walkways

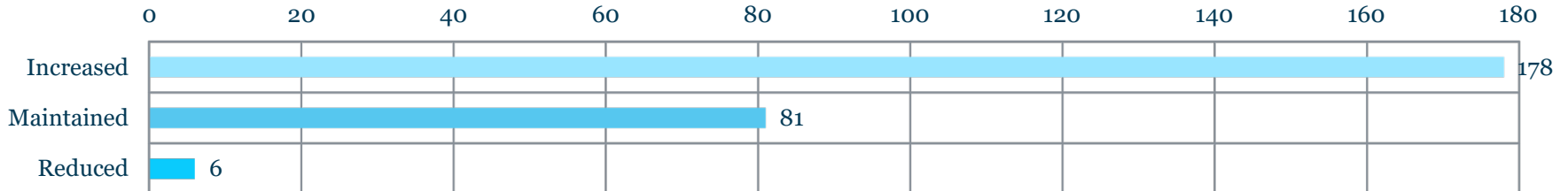
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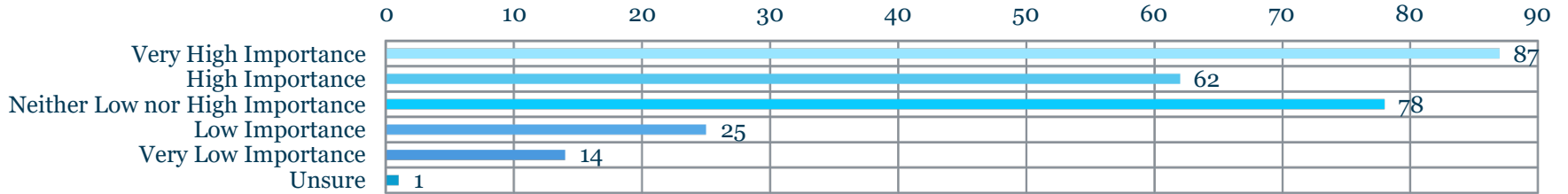


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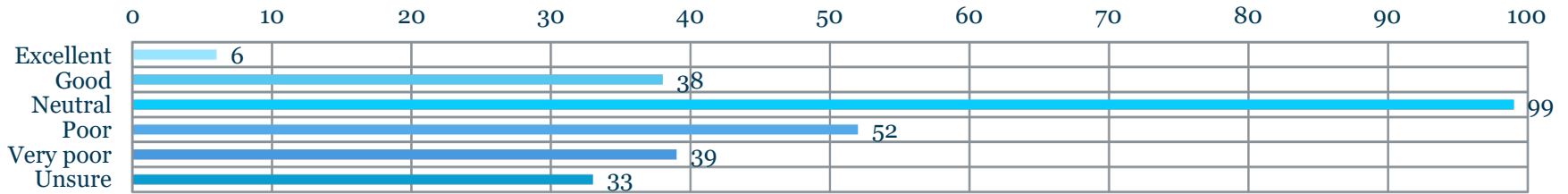


Cycling Routes

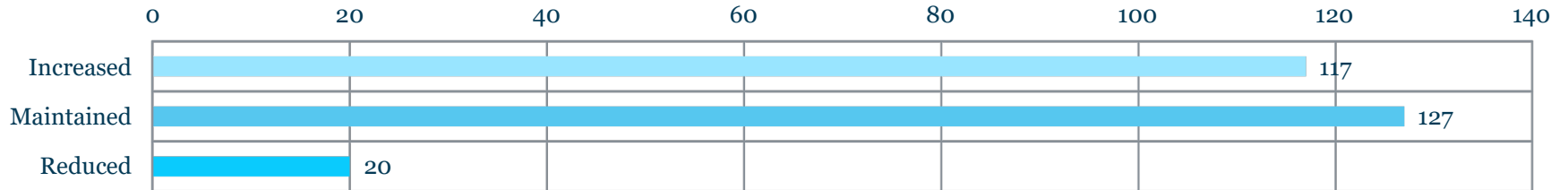
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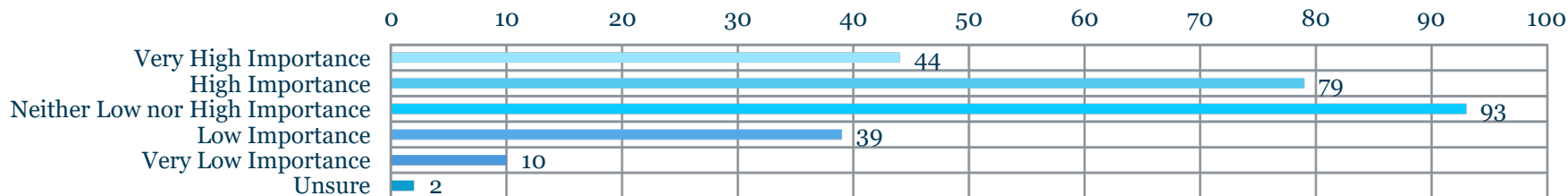


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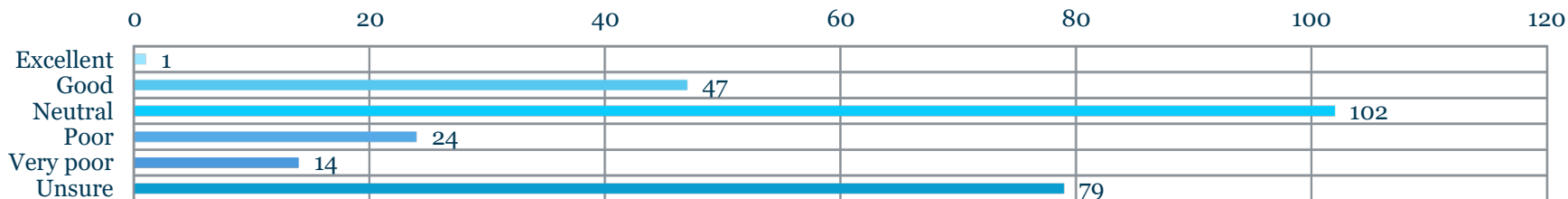


Public Transit

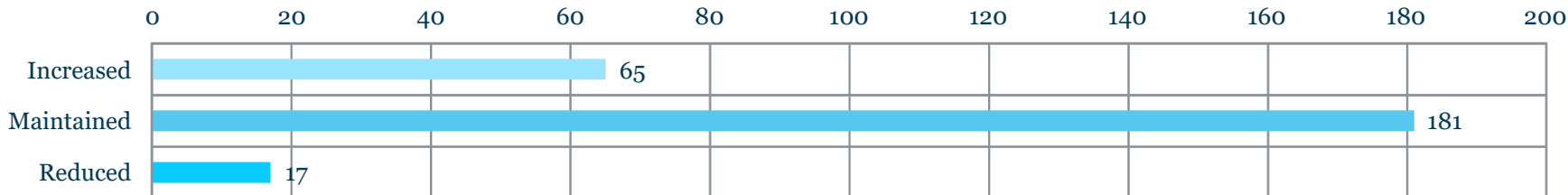
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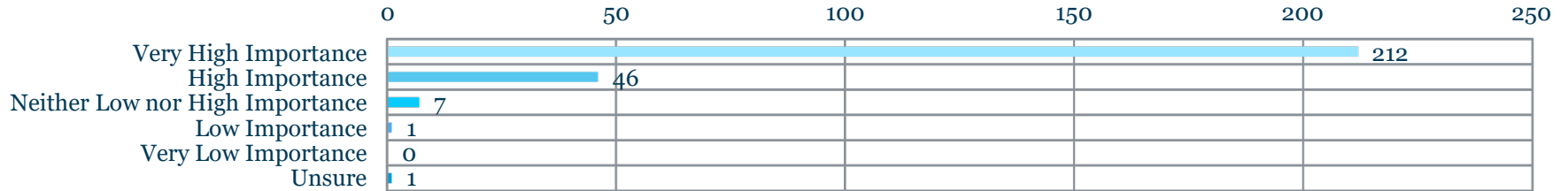


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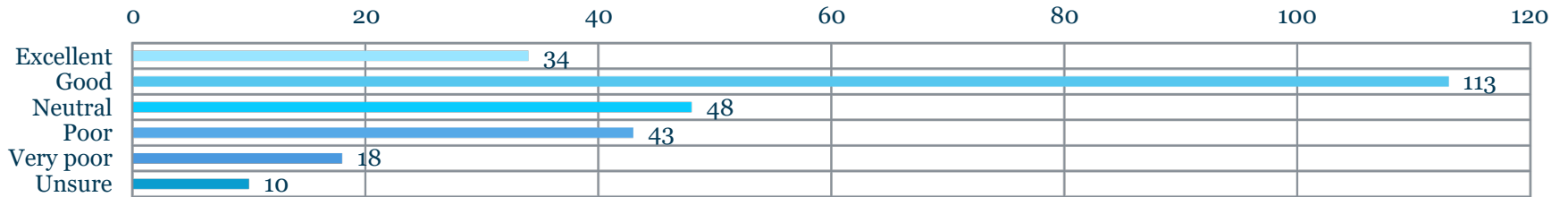


Drinking Water

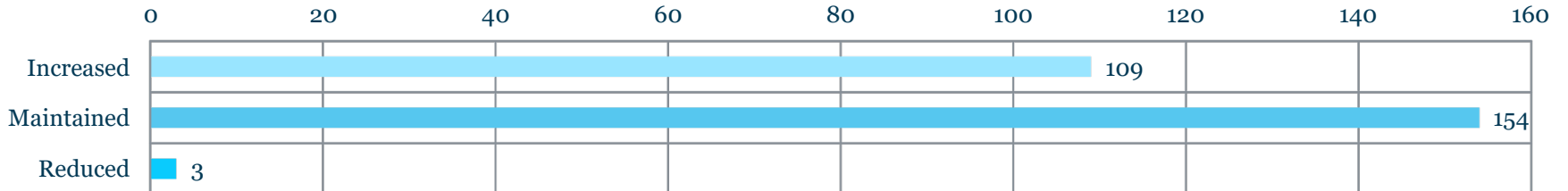
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Quality of Service

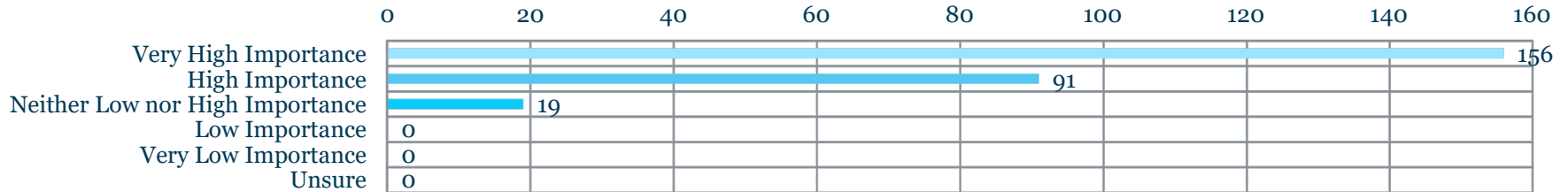


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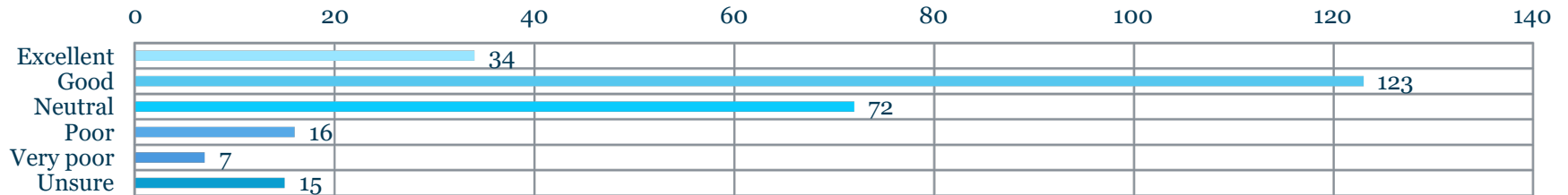


Sanitary sewer and stormwater drainage

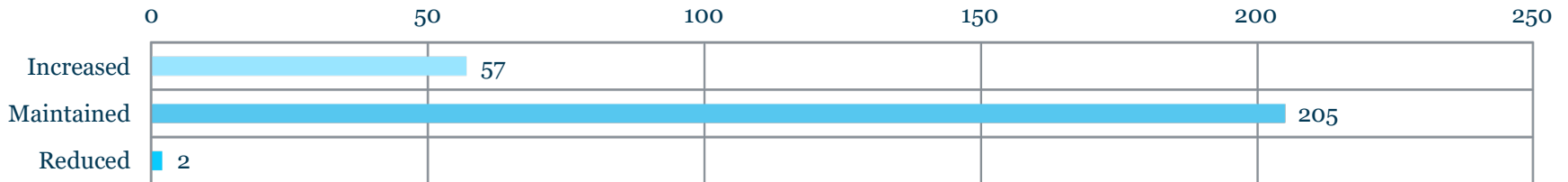
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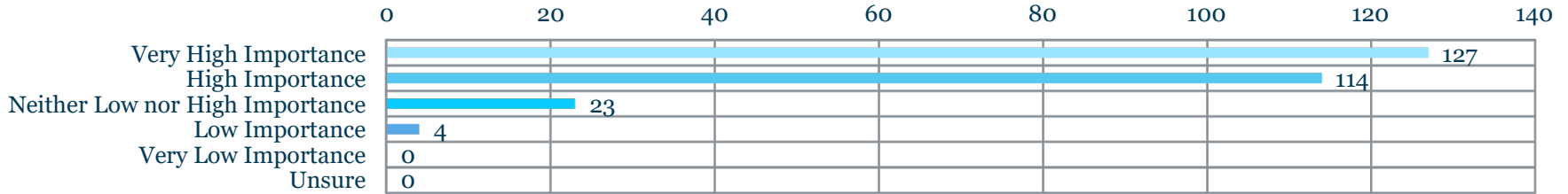


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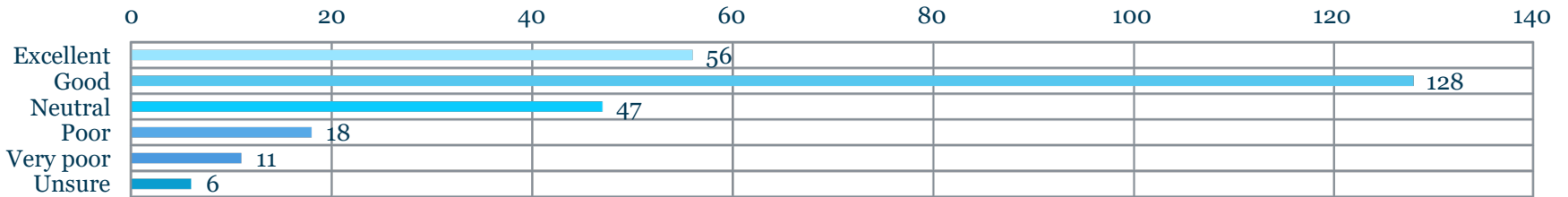


Solid waste management and curbside collection

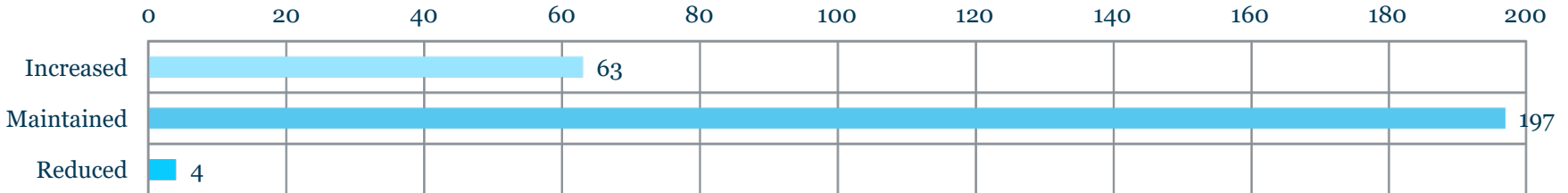
Importance



Quality of Service

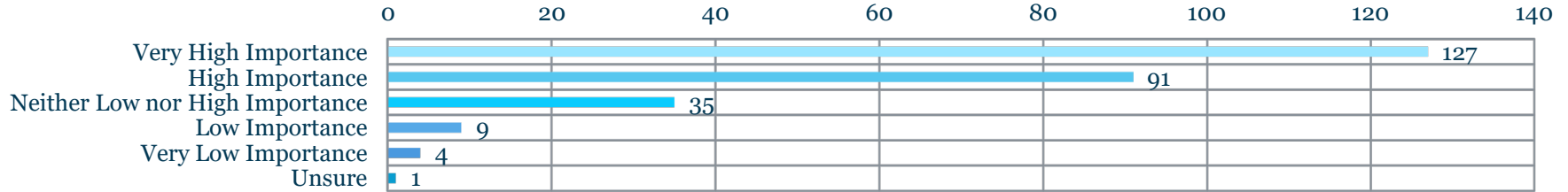


Level of Service

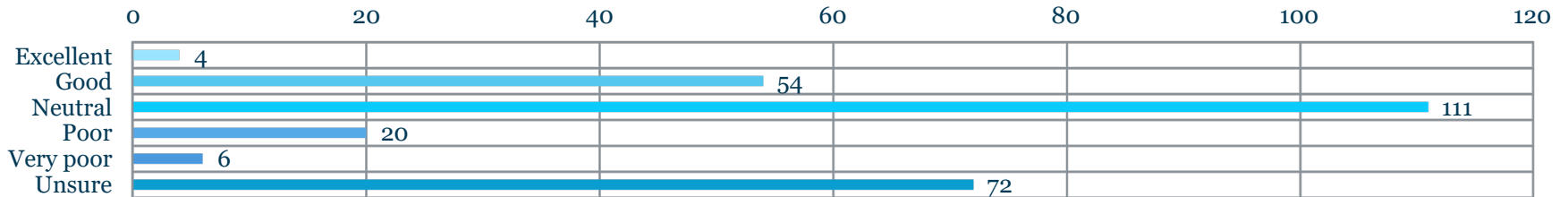


Protecting environmentally sensitive areas

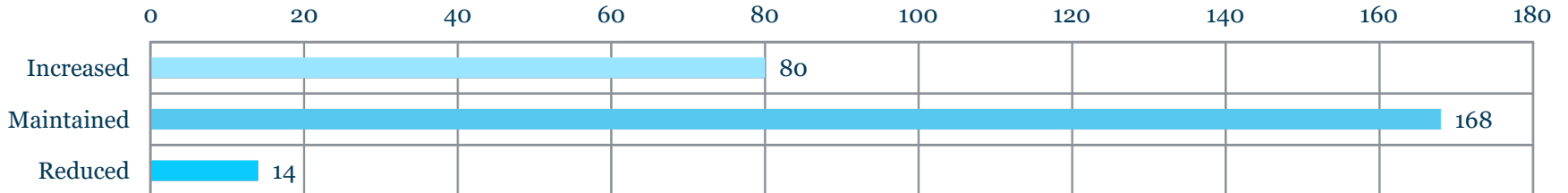
Importance



Quality of Service

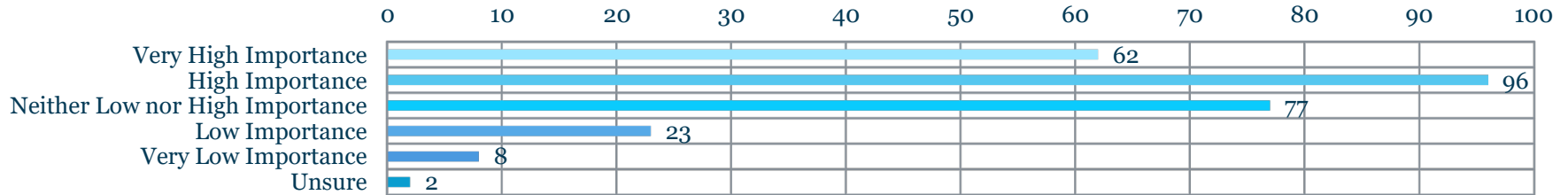


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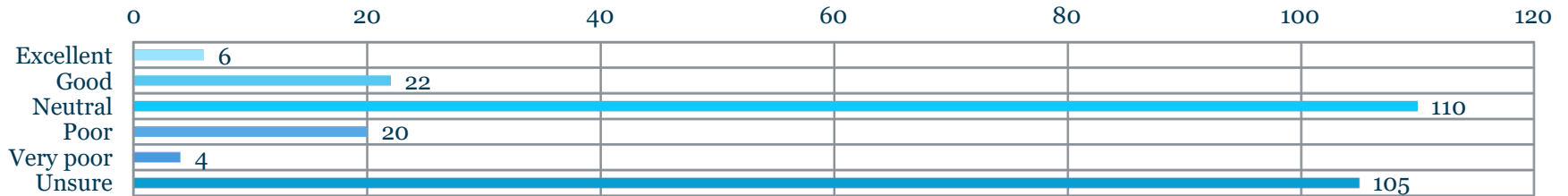


Management of invasive plants

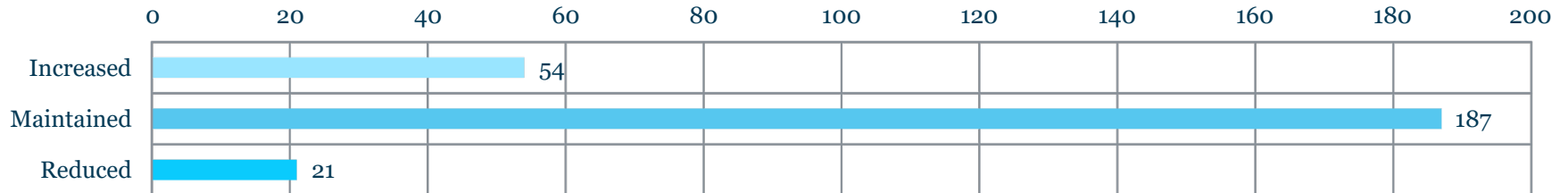
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Quality of Service

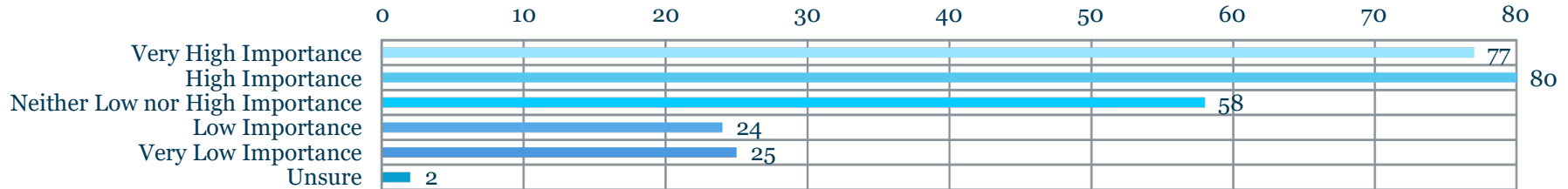


Level of Service

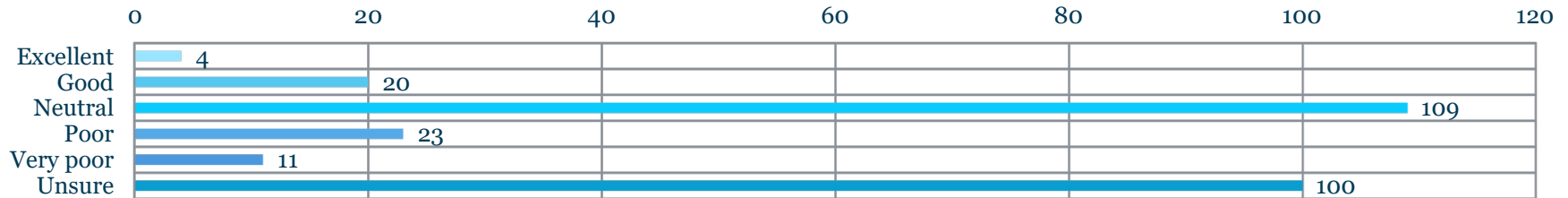


Reducing GHG emissions and our impact on the climate

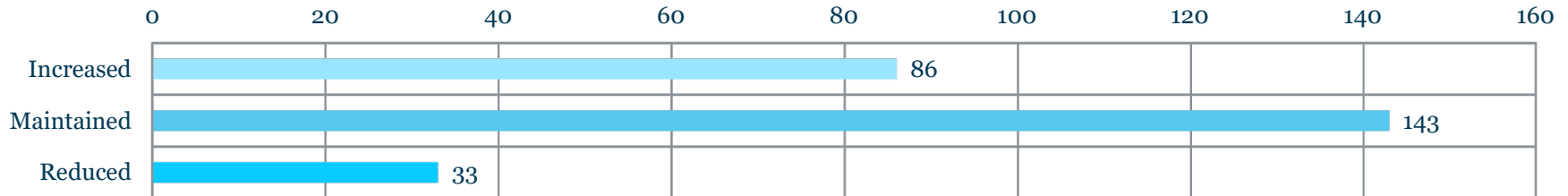
Importance



Quality of Service

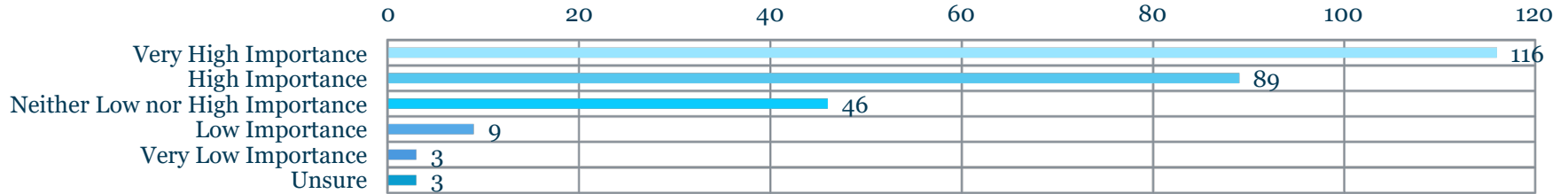


Level of Service

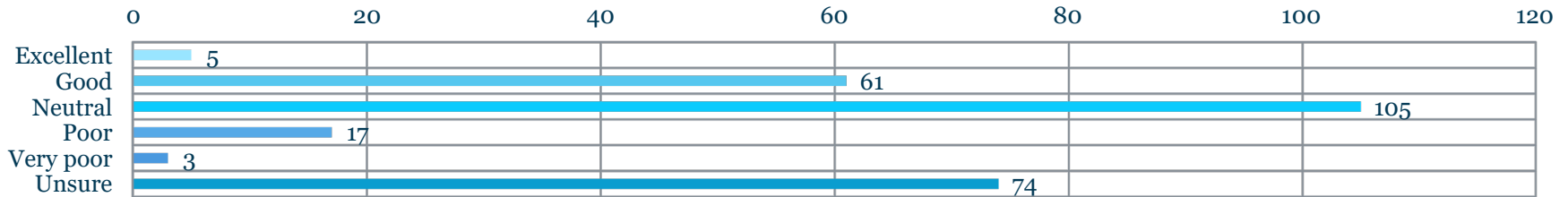


Protecting and maintaining trees and the tree canopy

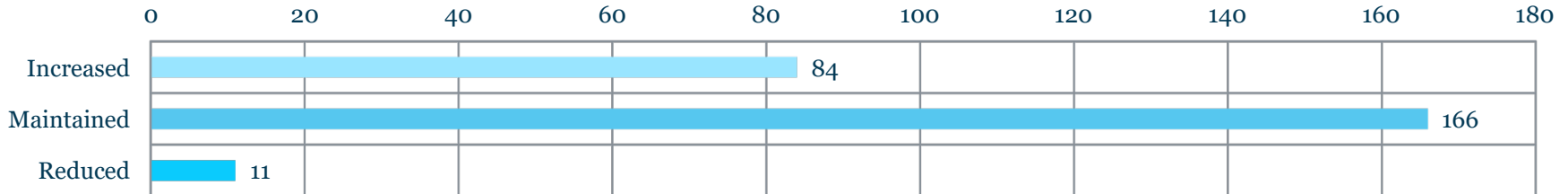
Importance



Quality of Service

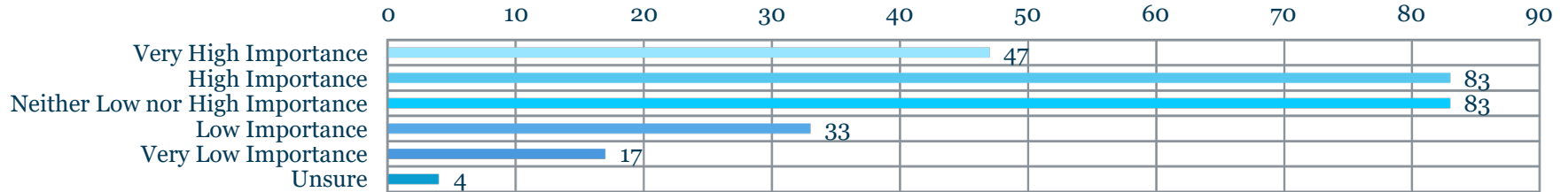


Level of Service

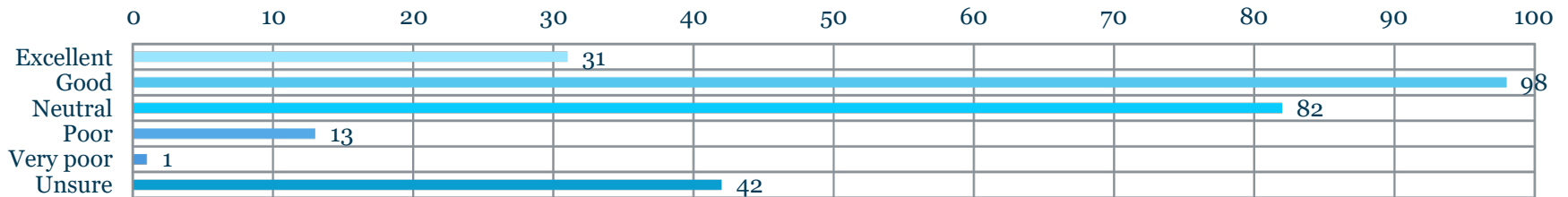


In-person services like applying for permits, paying taxes, etc.

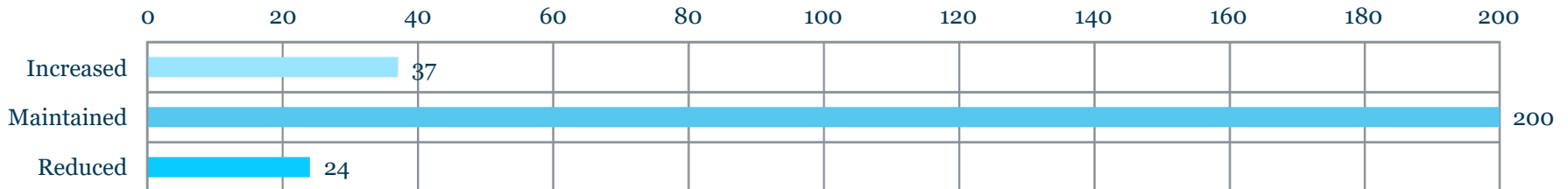
Importance



Quality of Service

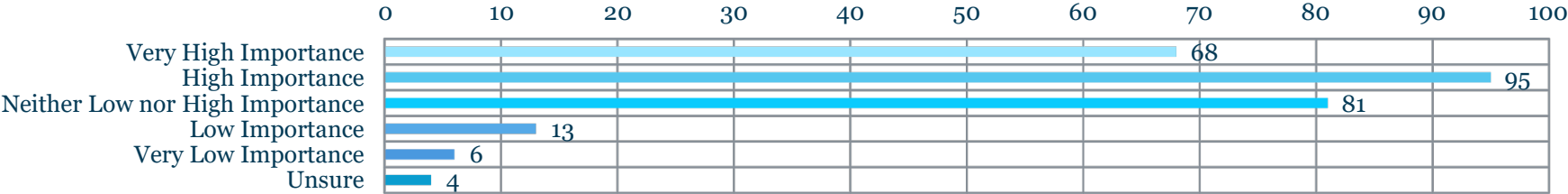


Level of Service

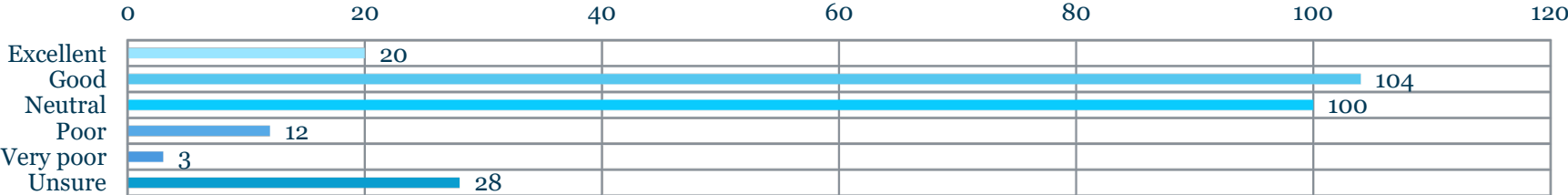


Online services like registering for recreation programs, applying for building permits or inspections, and checking refuse pickup schedule

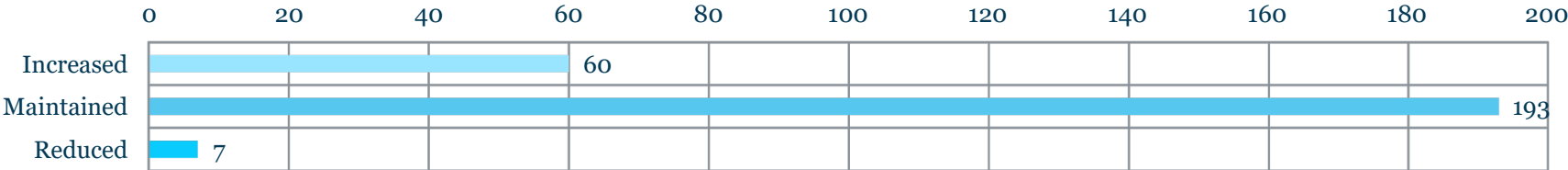
Importance



Quality of Service

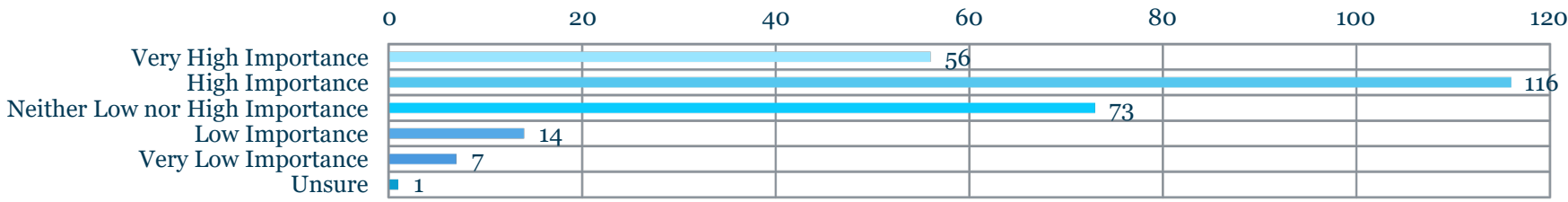


Level of Service

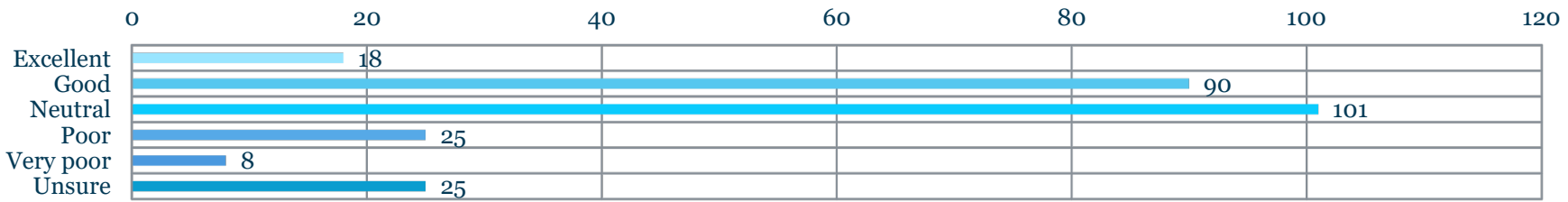


Communications and information provided through the public website, social media, and the Engage Terrace public engagement site

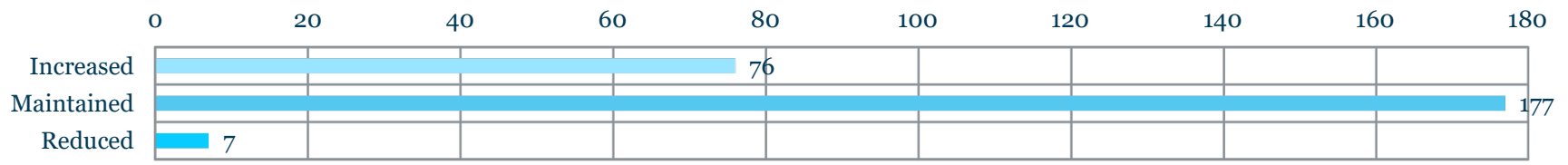
Importance



Quality of Service



Level of Service



Please share any final comments you have

"We need to attract industry and reduce residential taxes if we are not to make our city better. I you cannot keep increasing taxes with the status quo. Eventually people will have enough of paying more and not receiving more."

"I love terrace and see a bright future for the city so long as we have a long term, sustainable vision for the city and work hard on achieving that vision."

"A bit of a flawed survey, if I'm unsure of a level of service I can't quite choose whether I believe it should be increased, maintained, reduced..."

"Community pride and satisfaction are self perpetuating and lead to further community investment. These must be built on a foundation of safety and minimum standards of enforcement."

"Thank you for sending me the survey; I'm happy that I could share my opinion with the city. Thank you for your good work this year."



Final thoughts

- Refine some questions
- Improve paper copy version of survey for better accessibility
- Explore opportunities for education prior to (or during) completion of the survey
- Pursue new advertising opportunities (and improve existing advertising)

Thank you!

Questions?

