

Citizen Satisfaction Survey 2023

Engage Terrace

Citizen Satisfaction Survey 2023

Help us understand your priorities and opinions on the services we provide. We appreciate your feedback!

Welcome to the 2023 Citizen Satisfaction Survey!

How long will this take?

This survey should take about 10 minutes to complete.

What's the purpose?

Your responses will help the municipality understand your priorities and opinions on the services we provide. We will use this information as a foundation to help us better plan our 2023 budget with Mayor and Council. The results will also help rate our performance and track priorities over time.

How are you using my data?

We are seeking your input on your satisfaction with services and assets provided by the City of Terrace. We are collecting data under section 26(e) of the Freedom of Information and Protection of Privacy Act for the purpose of planning programs and services in the community.

You have the option of providing your contact information as part of this survey. Your personal information will not be published in any way or reviewed in combination with your responses to survey questions. Your information will be securely stored in Canada. We will not share your information with any external third party and will only use your contact information to provide you with future opportunities to engage with the City of Terrace.

If you have any questions about this survey, the collection of data, or how it is stored and used, please contact us:

Corporate Administration
City of Terrace
3215 Eby St, Terrace, BC V8G 2X8
athompson@terrace.ca
250-638-4721

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

(Choose any one option) (Required)

- Yes
- No

How many years have you lived in Terrace?

(Choose any one option)

- 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

Do you have children under 18 living in your household?

(Choose any one option)

- Yes
- No
- Prefer not to say

Gender: How do you identify?

(Choose any one option)

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

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Please rate your overall satisfaction with the quality of life in Terrace.

(Choose any one option)

- Very satisfied
- Somewhat satisfied
- Neither satisfied nor dissatisfied
- Somewhat dissatisfied
- Very dissatisfied

Please tell us what you like the most about living in Terrace.

Please tell us what you like the least about living in Terrace.

In your opinion as a resident of Terrace, what is the most important issue facing the community that should receive the most attention from the local government?

Are there any other important local issues you want to note?

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Rate the Quality and Importance of Services

Terrace provides a broad range of services, which are largely funded through property taxes. Examples of services include:

- Emergency response services: fire, rescue, and policing
- Garbage and recycling pickup
- Building and maintaining infrastructure like roads, water services, and sewer
- Recreation facilities including Sportsplex, Aquatic Centre, parks, playgrounds, and trails

Please rate the overall quality of the services you receive from the City of Terrace.

(Choose any one option)

- Very good
- Good
- Neither poor nor good
- Very poor
- Don't know

Please tell us why you chose that rating.

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Service Areas

The list below represents the main service areas for the municipality.

Protection & Security:

Please rate how important each service is to you.

Questions	Very High Importance	High Importance	Neither Low nor High Importance	Low Importance	Very Low Importance	Unsure
Fire protection						
Police services						
Bylaw enforcement services						

Growth and the Economy:

Please rate how important each service is to you.

Questions	Very High Importance	High Importance	Neither Low nor High Importance	Low Importance	Very Low Importance	Unsure
Attracting and retaining businesses and employers						
Regulating what types of buildings can be built in specific areas						
Issuing building permits and providing inspections						
Developing master plans and neighbourhood plans to guide growth						

Parks, Recreation, and Culture Services:

Please rate how important each service is to you.

Questions	Very High Importance	High Importance	Neither Low nor High Importance	Low Importance	Very Low Importance	Unsure
Recreation facilities and programming						
Cultural facilities and programs						
Building, maintaining, and upgrading parks, playgrounds, sports fields, and trails						

Streets, Transportation, and Utilities:

Please rate how important each service is to you.

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Questions	Very High Importance	High Importance	Neither Low nor High Importance	Low Importance	Very Low Importance	Unsure
Streets and roadways						
Sidewalks and walkways						
Cycling routes						
Public transit services						
Drinking water						
Sanitary sewer and stormwater drainage						

Environmental Services:

Please rate how important each service is to you.

Questions	Very High Importance	High Importance	Neither Low nor High Importance	Low Importance	Very Low Importance	Unsure
Solid waste management and curbside collection						
Protecting environmentally sensitive areas						
Management of invasive plants						
Reducing GHG emissions and our impact on the climate						
Protecting and maintaining trees and the tree canopy						

Online and In-Person Services:

Please rate how important each service is to you.

Questions	Very High Importance	High Importance	Neither Low nor High Importance	Low Importance	Very Low Importance	Unsure
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						

Protection & Security:

For the same list of services, please provide your rating for the quality of the services you receive.

Questions	Excellent	Good	Neutral	Poor	Very poor	Unsure
Fire protection						

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Fire protection						
Police services						
Bylaw enforcement services						

Growth & the Economy:

For the same list of services, please provide your rating for the quality of the services you receive.

Questions	Excellent	Good	Neutral	Poor	Very poor	Unsure
Attracting and retaining businesses and employers						
Regulating what types of buildings can be built in specific areas						
Issuing building permits and providing inspections						
Developing master plans and neighbourhood plans to guide growth						

Parks, Recreation, and Culture Services:

For the same list of services, please provide your rating for the quality of the services you receive.

Questions	Excellent	Good	Neutral	Poor	Very poor	Unsure
Recreation facilities and programming						
Cultural facilities and programs						
Building, maintaining, and upgrading parks, playgrounds, sports fields, and trails						

Streets, Transportation, and Utilities:

For the same list of services, please provide your rating for the quality of the services you receive.

Questions	Excellent	Good	Neutral	Poor	Very poor	Unsure
Streets and roadways						
Sidewalks and walkways						
Cycling routes						
Public transit services						
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Management of invasive plants						
Reducing GHG emissions and our impact on the climate						
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Protection & 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.

Questions	Increased	Maintained	Reduced
Fire protection			
Police services			
Bylaw enforcement services			

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.

Questions	Increased	Maintained	Reduced
Attracting and retaining businesses and employers			
Regulating what types of buildings can be built in specific areas			
Issuing building permits and providing inspections			
Developing master plans and neighbourhood plans to guide growth			

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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.

Questions	Increased	Maintained	Reduced
Streets and roadways			

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Sidewalks and walkways			
Cycling routes			
Public transit services			
Drinking water			
Sanitary sewer and stormwater drainage			

Environmental Services:

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

Please share any final comments you have.