



# Citizen Satisfaction Survey 2021

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## **SURVEY RESPONSE REPORT**

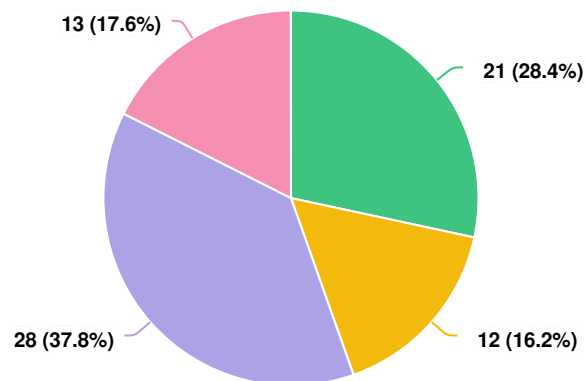
14 July 2021 - 19 September 2021

### **PROJECT NAME:**

Citizen Satisfaction Survey 2021

# REGISTRATION QUESTIONS

**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 (74 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 Terrace North

7/19/2021 05:46 PM

Screen Name Redacted Thornhill

7/20/2021 10:06 AM

Screen Name Redacted Jackpine Flats

7/25/2021 12:22 AM

Screen Name Redacted Thornhill

7/25/2021 02:38 PM

Screen Name Redacted Kitimat

7/26/2021 04:38 PM

Screen Name Redacted Thornhill

7/27/2021 01:34 PM

Screen Name Redacted Merkley Road

7/31/2021 02:13 PM

Screen Name Redacted Thornhill

7/31/2021 02:38 PM

Screen Name Redacted North Eby

8/03/2021 10:25 PM

Screen Name Redacted Jackpine

8/04/2021 01:57 PM

Screen Name Redacted Kitsumkalum

8/13/2021 12:41 PM

Screen Name Redacted Thornhill

8/14/2021 10:59 AM



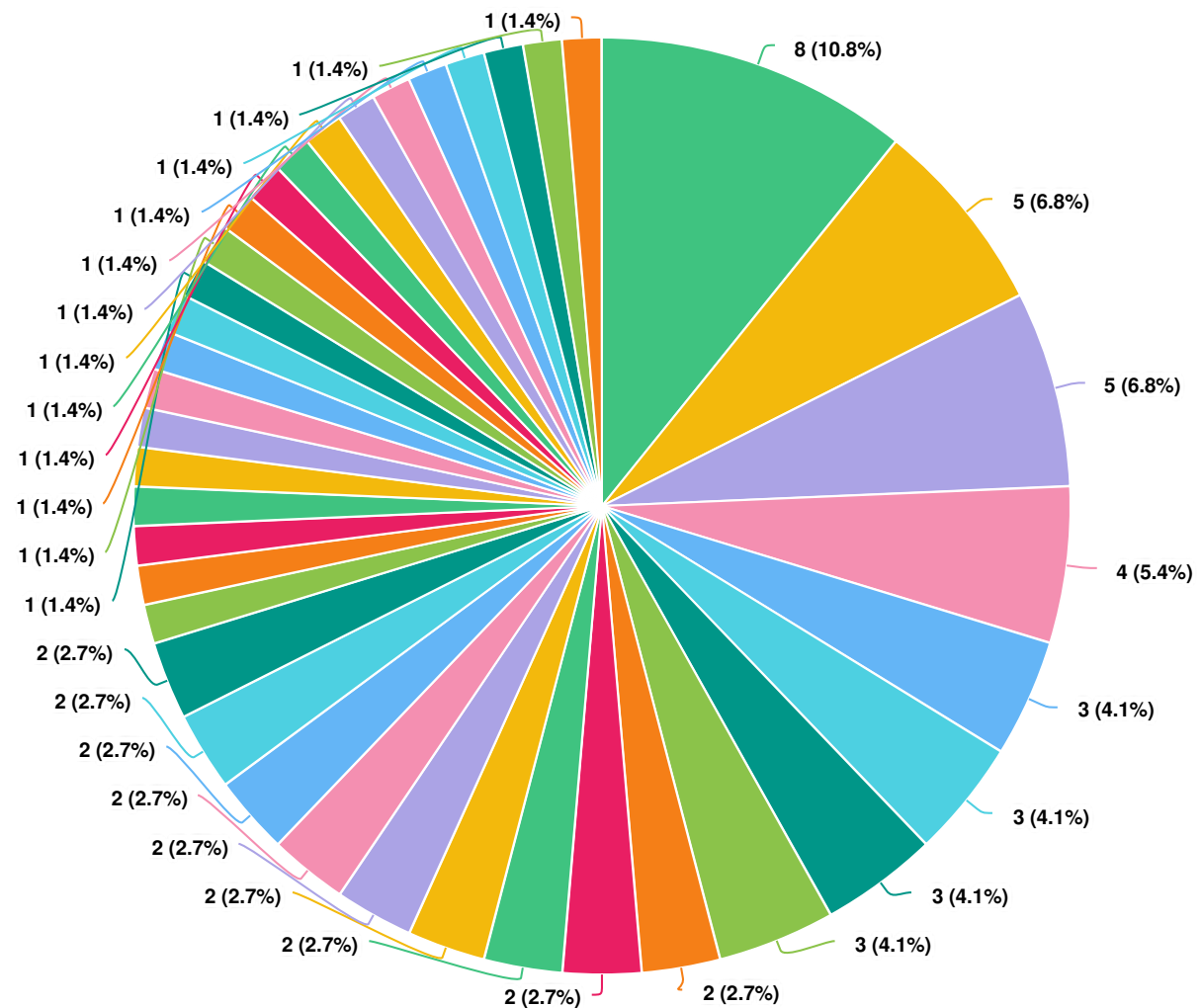
Screen Name Redacted

Jackpine Flats

8/19/2021 08:04 PM

**Mandatory Question** (13 response(s))

**Question type:** Single Line Question

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

**Question options**

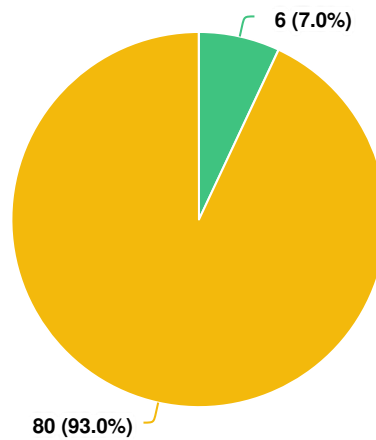
1985	1987	1974	1961	1986	1976	1969	1984	1959	1977	1975
1963	1964	1991	1980	1981	1983	1942	1993	1955	1994	2120
1972	1973	1945	1978	1967	1970	1979	1989	1992	1965	2001
1995	1957	1982	1952	1966	1948					

Mandatory Question (74 response(s))

Question type: Date Question

# SURVEY QUESTIONS

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



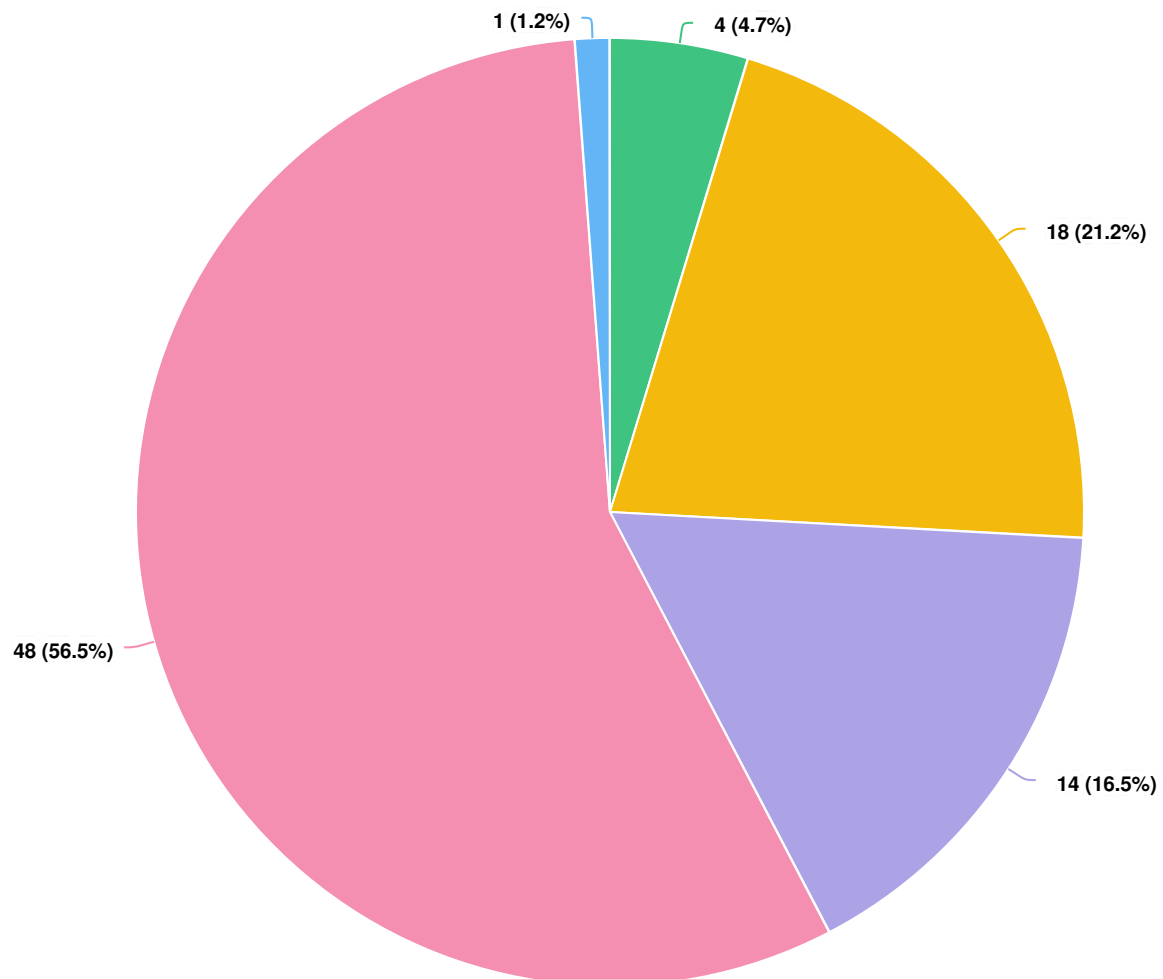
**Question options**

☐ Yes ☐ No

*Mandatory Question (86 response(s))*  
*Question type: Radio Button Question*



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

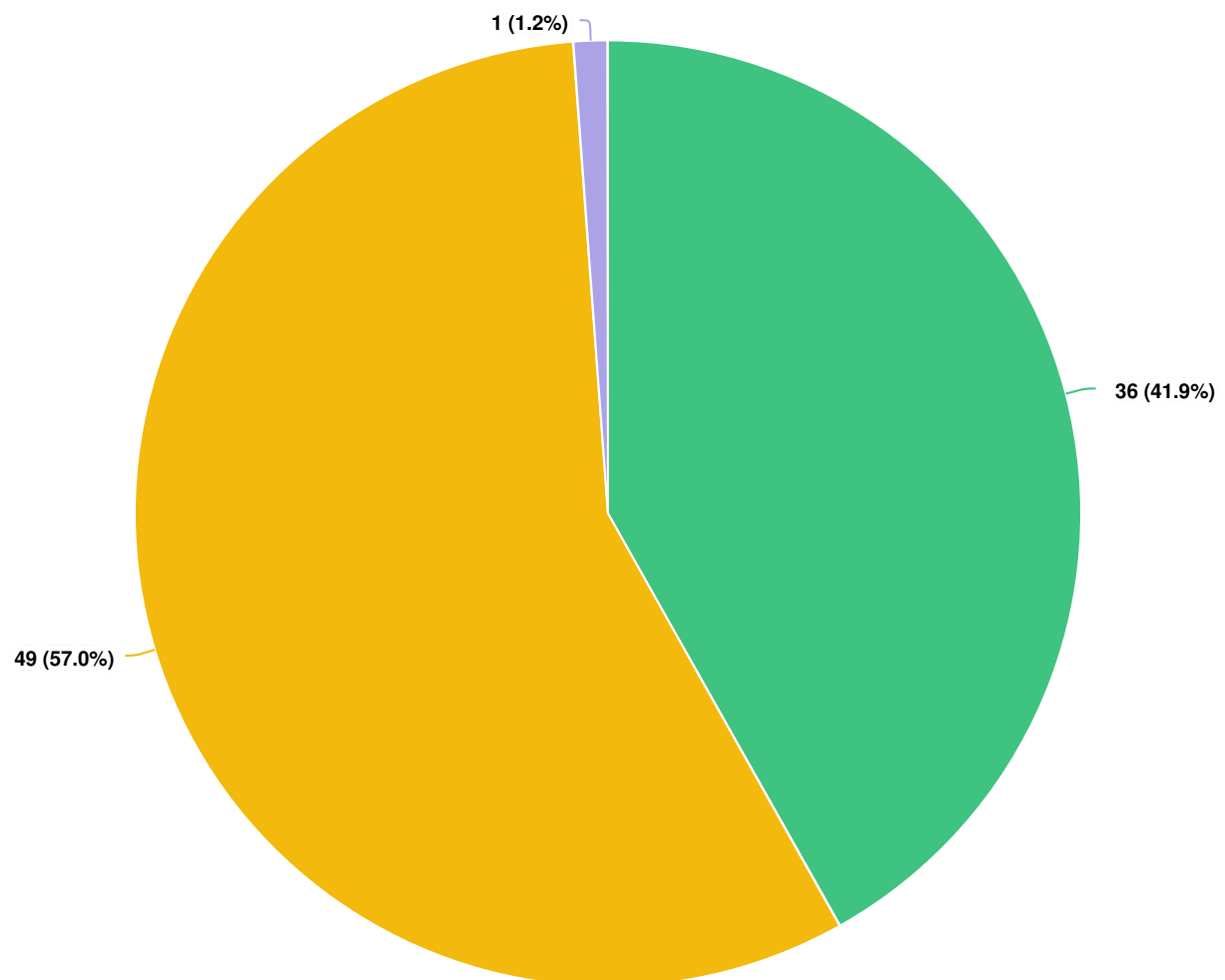


**Question options**

- 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 (85 response(s), 1 skipped)*  
 Question type: Radio Button Question

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



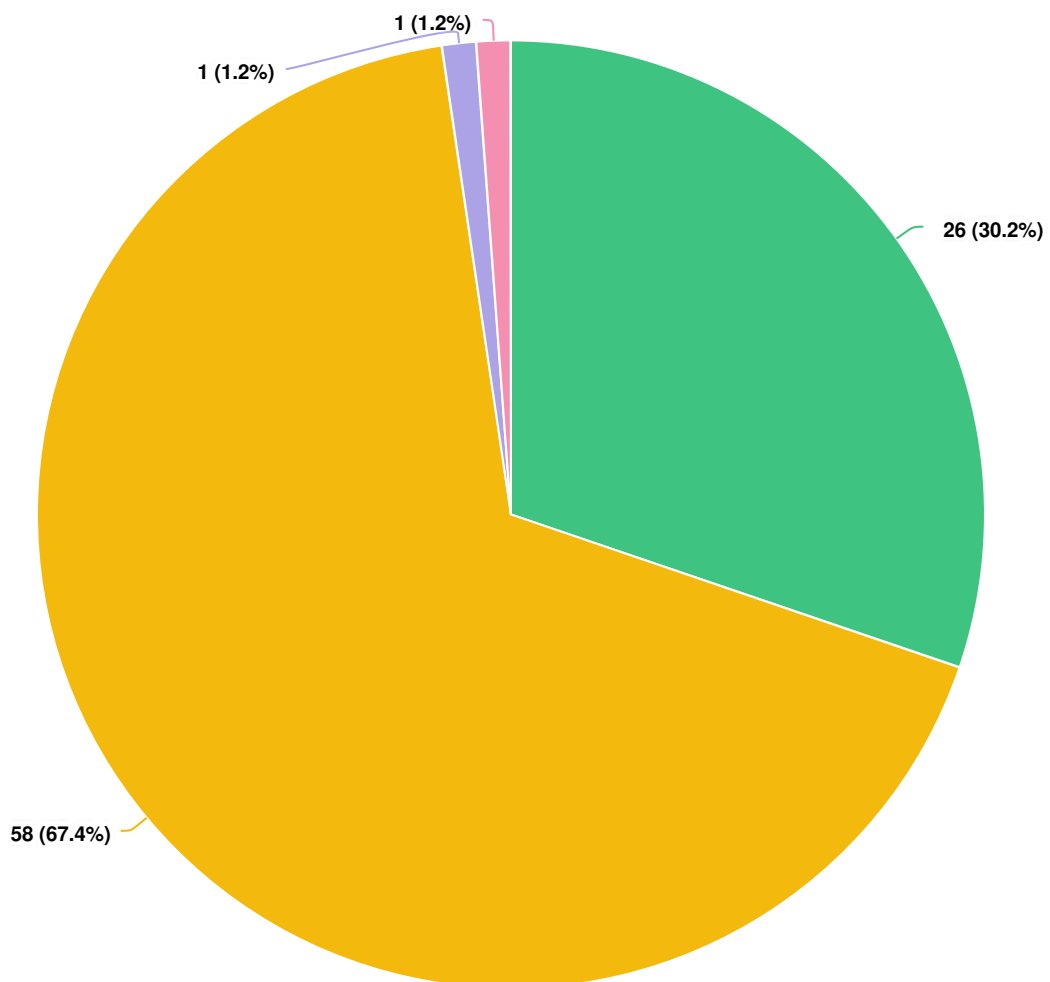
**Question options**

☒ Yes
 ☐ No
 ☐ Prefer not to say

Optional question (86 response(s), 0 skipped)

Question type: Radio Button Question

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

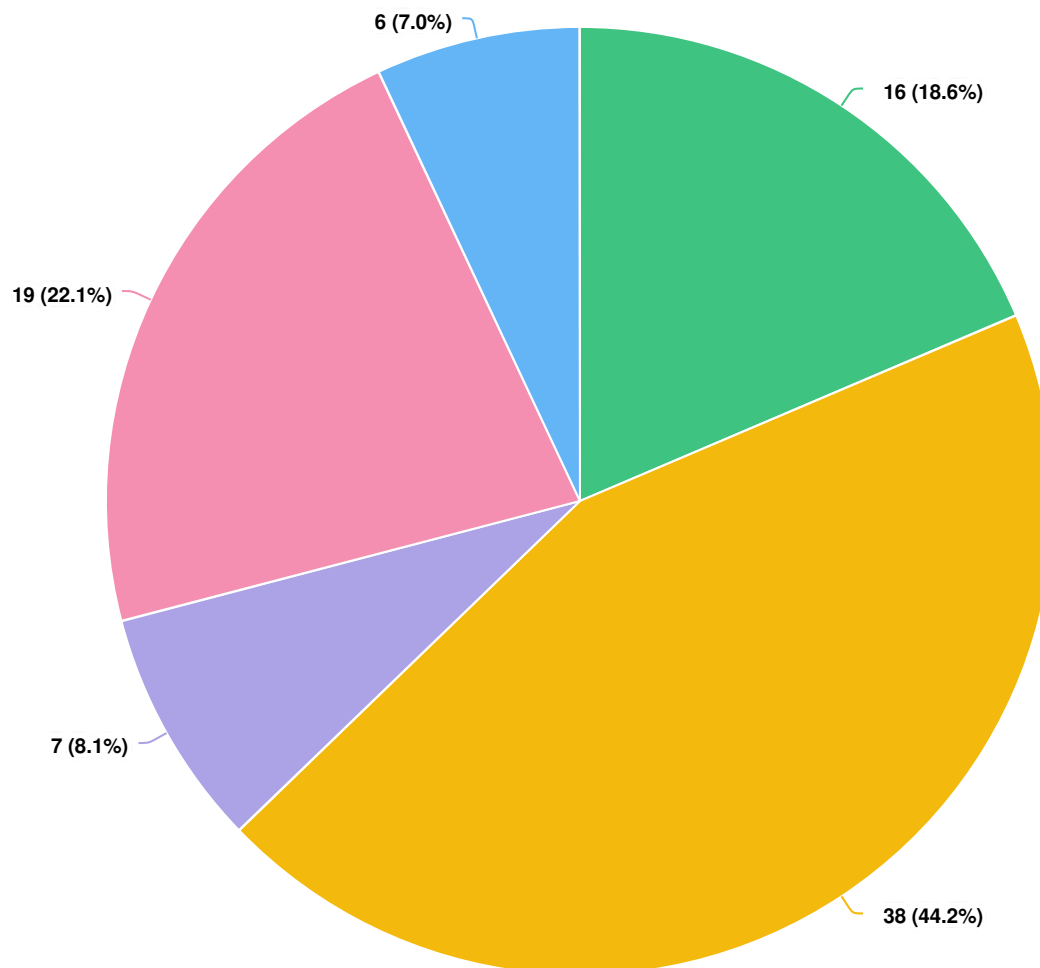


**Question options**

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

*Optional question (86 response(s), 0 skipped)*  
*Question type: Radio Button Question*

**Q5** Please rate your overall satisfaction with the quality of life in Terrace.

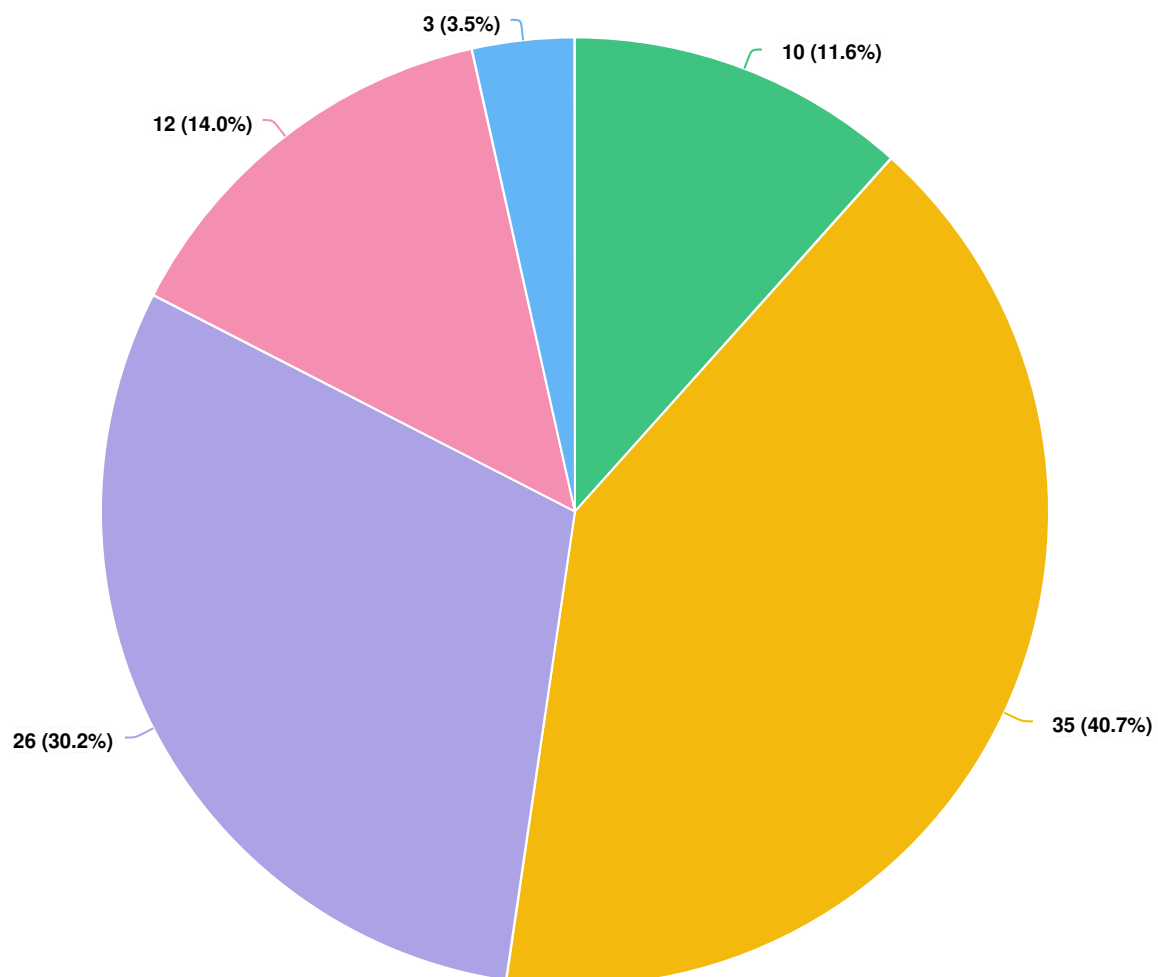


**Question options**

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

*Optional question (86 response(s), 0 skipped)*  
*Question type: Radio Button Question*

**Q6** Please rate the overall quality of the services you receive from the City of Terrace.

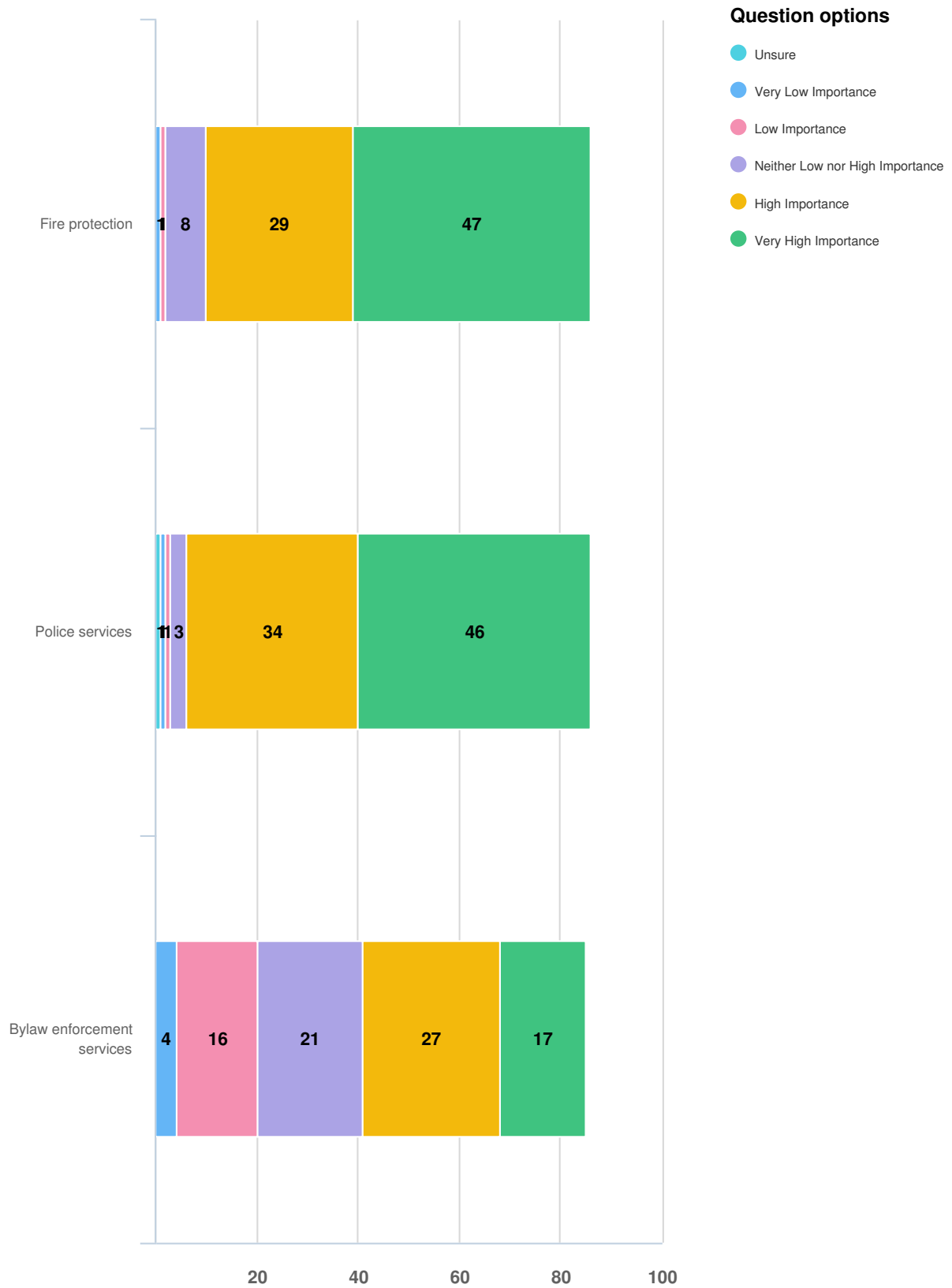


**Question options**

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

Optional question (86 response(s), 0 skipped)

Question type: Radio Button Question

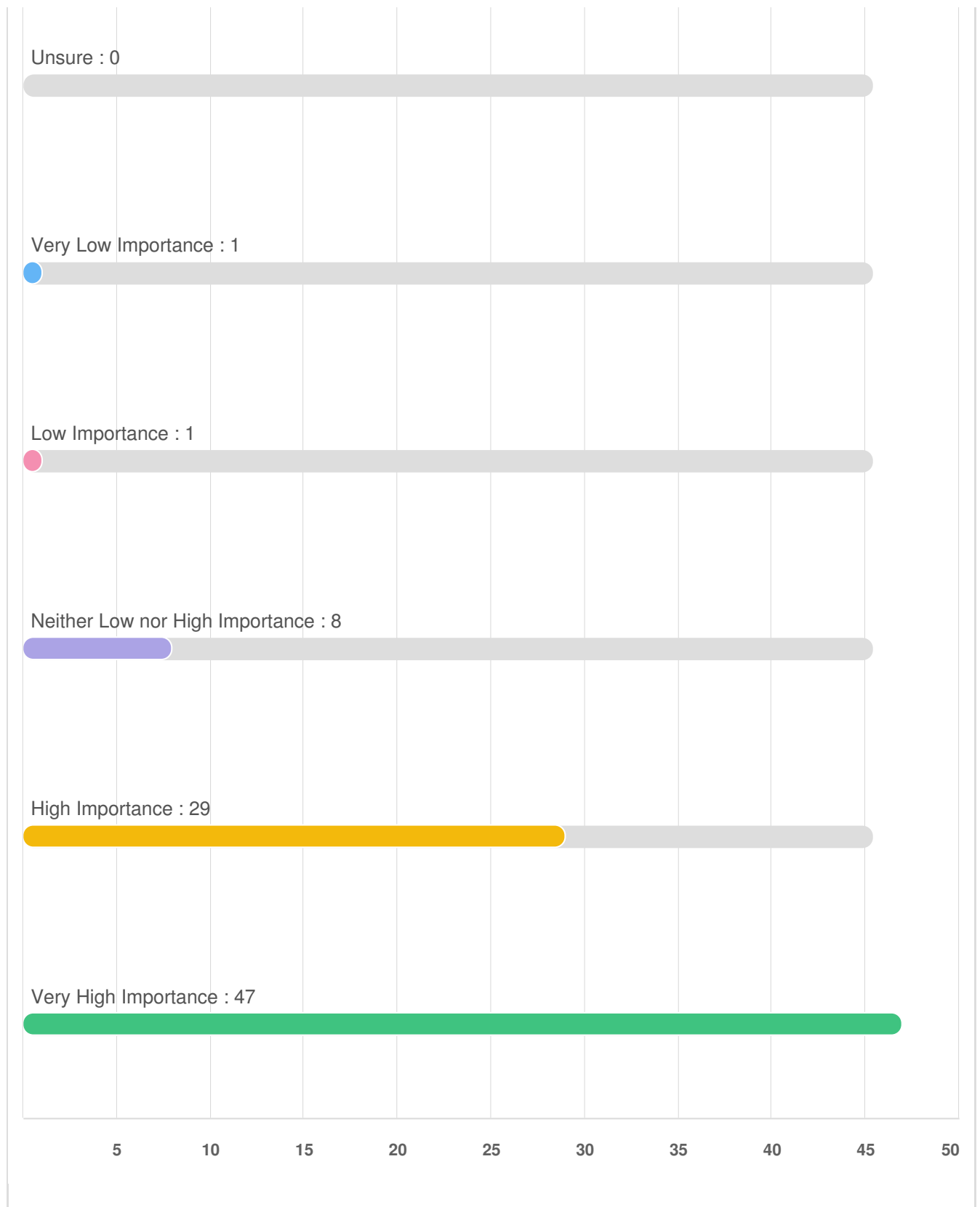
**Q7 Protection & Security: Please rate how important each service is to you.**


Optional question (86 response(s), 0 skipped)

Question type: Likert Question

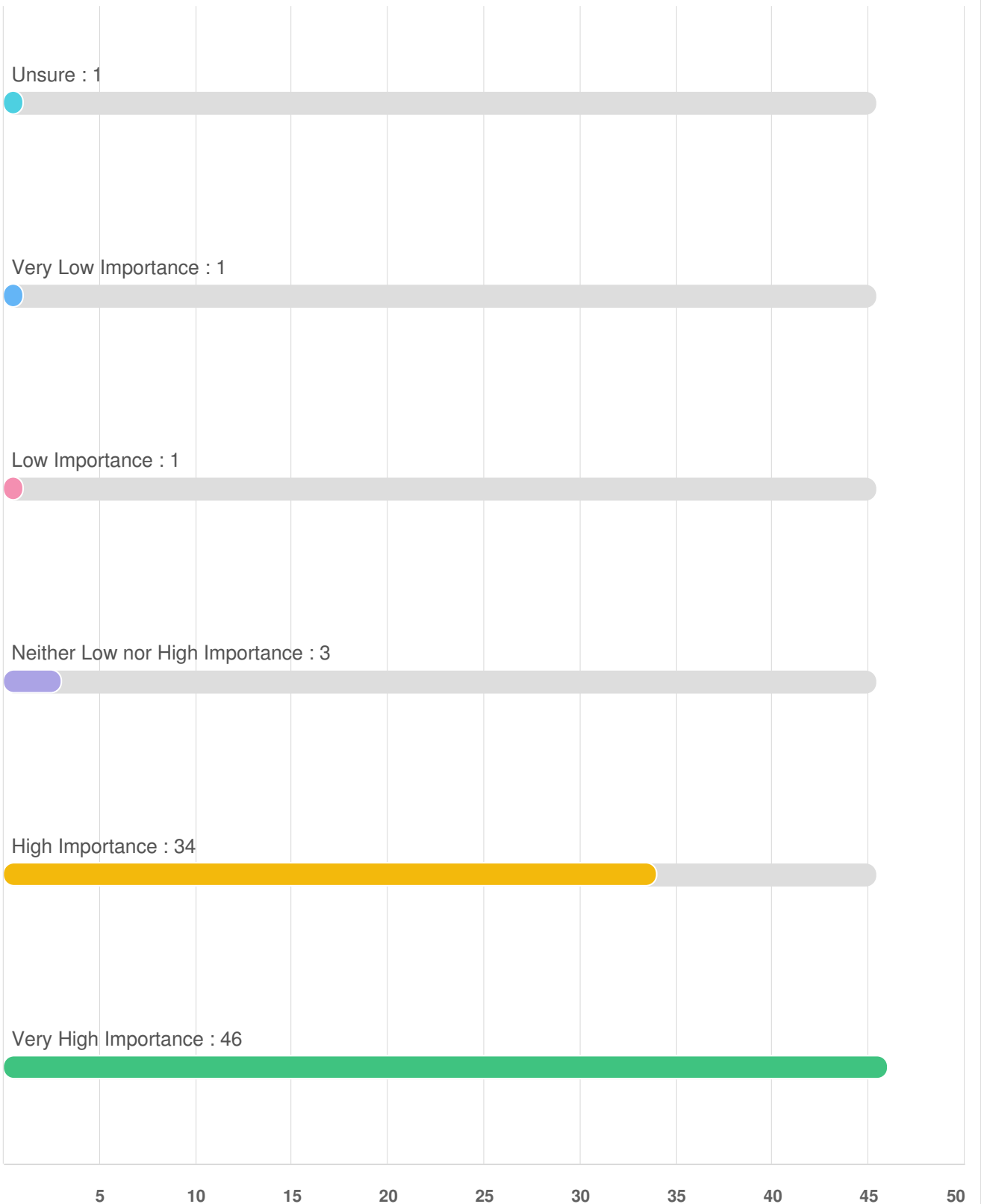
**Q7** | **Protection & Security: Please rate how important each service is to you.**

**Fire protection**





## Police services



## Bylaw enforcement services

Unsure : 0

Very Low Importance : 4

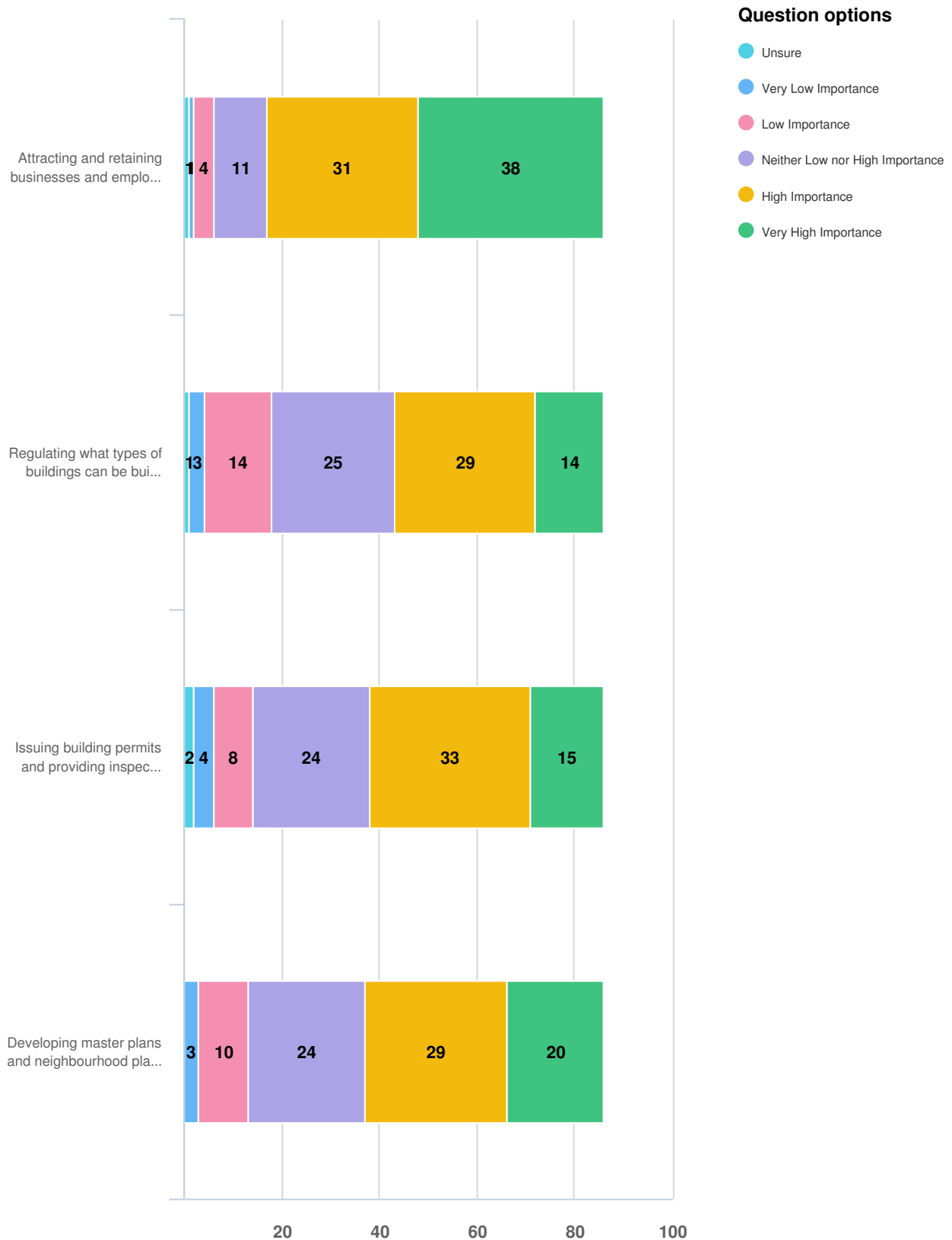
Low Importance : 16

Neither Low nor High Importance : 21

High Importance : 27

Very High Importance : 17

2 4 6 8 10 12 14 16 18 20 22 24 26 28 30

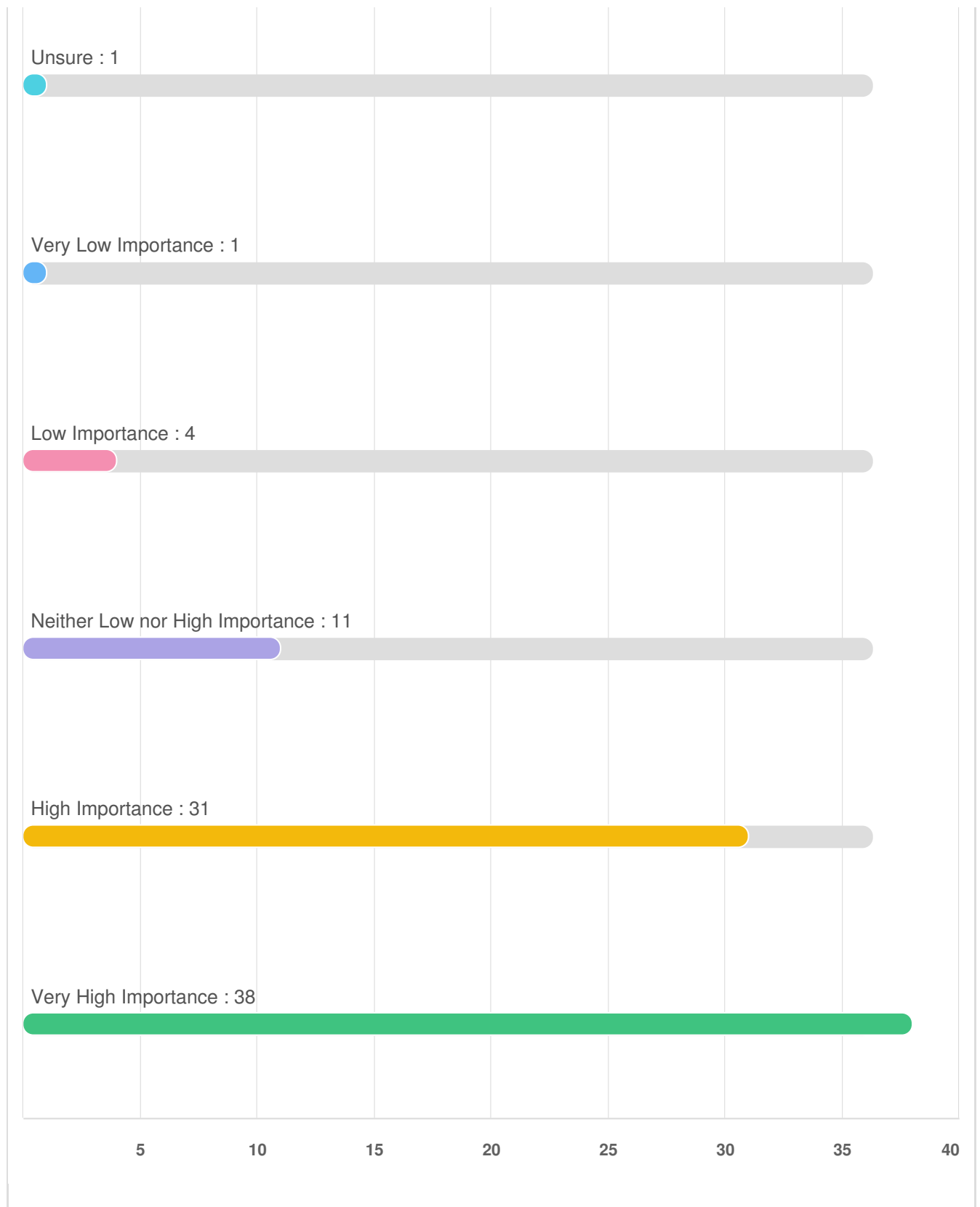
**Q8 Growth and the Economy: Please rate how important each service is to you.**


Optional question (86 response(s), 0 skipped)

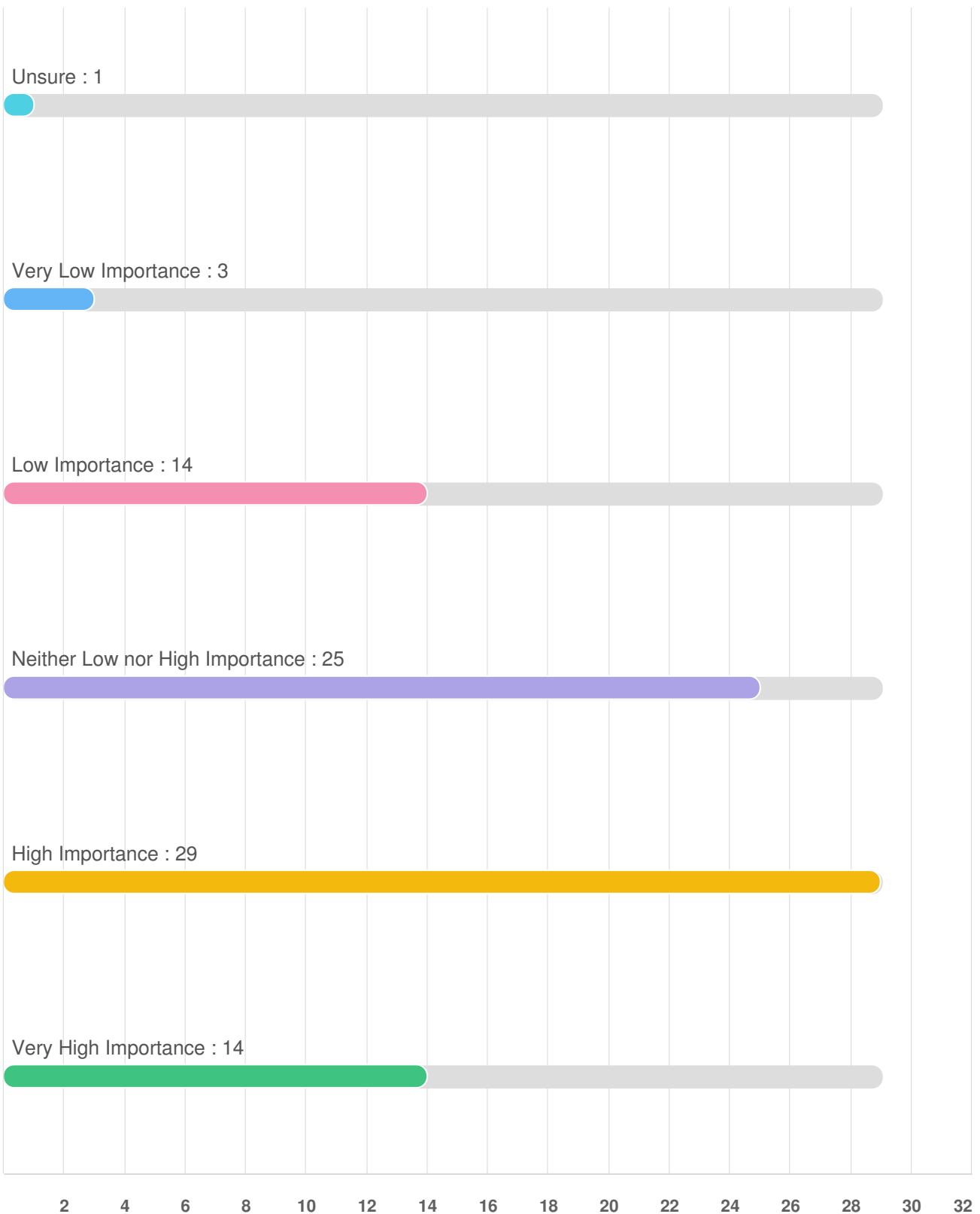
Question type: Likert Question

**Q8 | Growth and the Economy: Please rate how important each service is to you.**

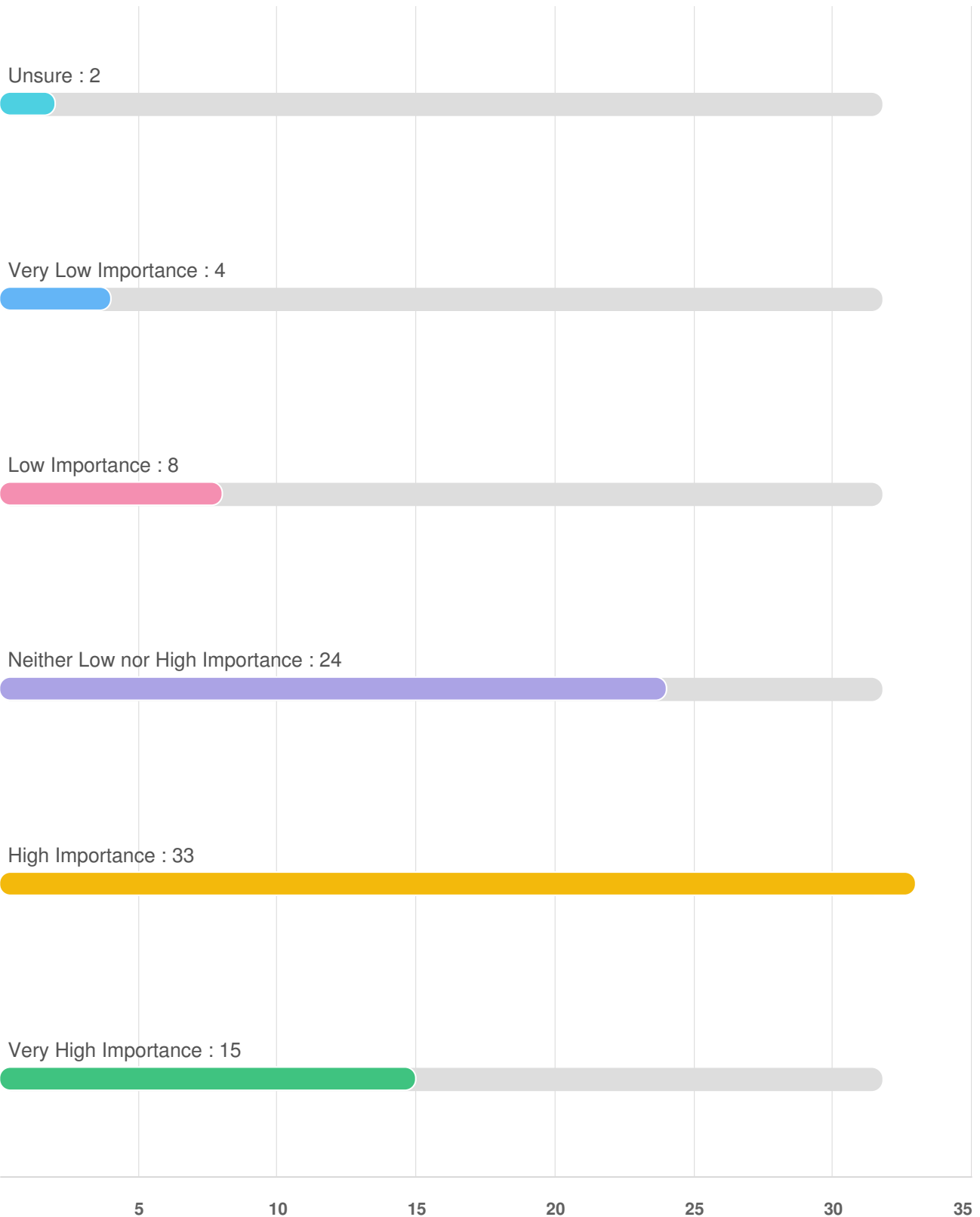
**Attracting and retaining businesses and employers**



### 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

Unsure : 0



Very Low Importance : 3



Low Importance : 10



Neither Low nor High Importance : 24



High Importance : 29



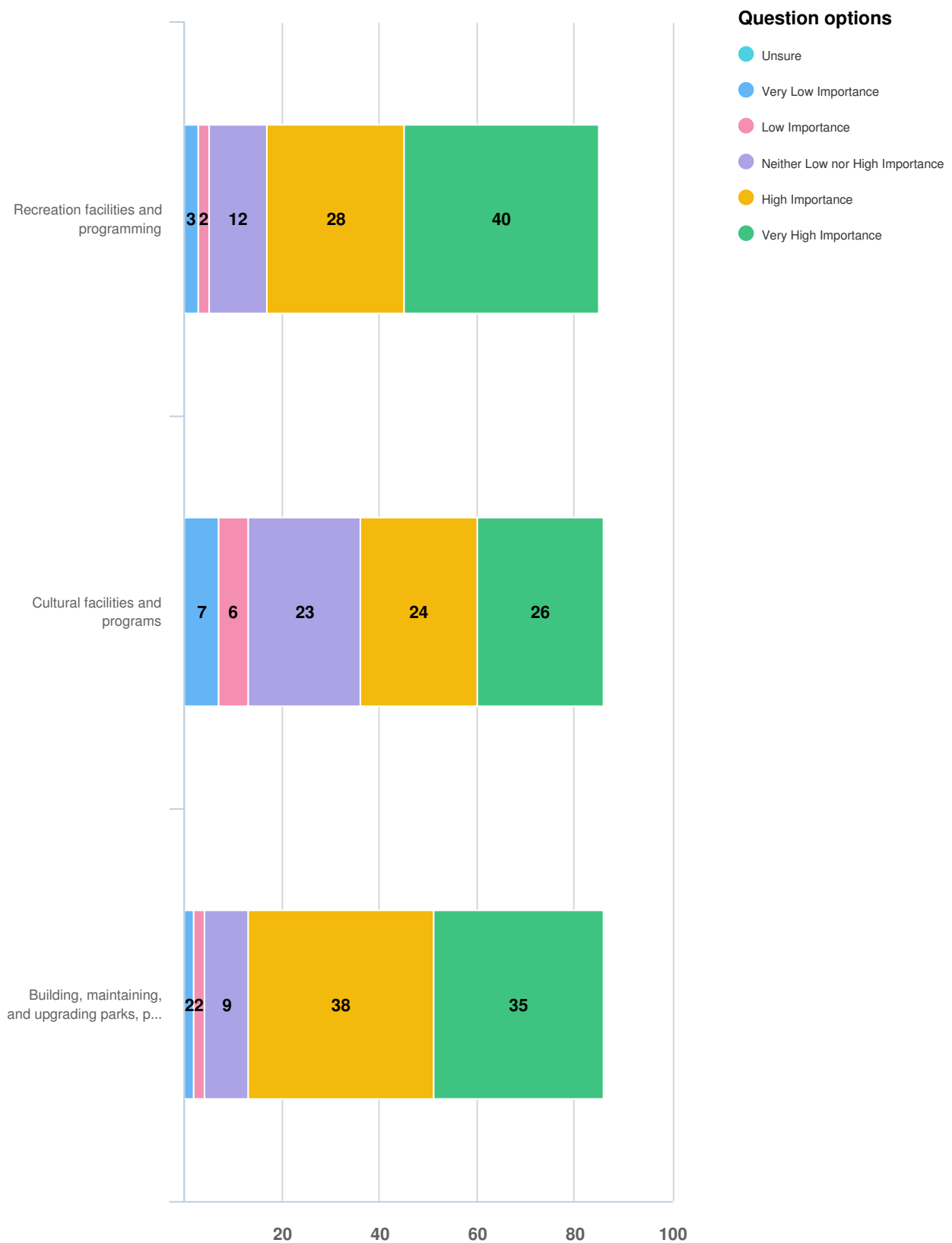
Very High Importance : 20



2 4 6 8 10 12 14 16 18 20 22 24 26 28 30 32



**Q9 Parks, Recreation, and Culture Services: Please rate how important each service is to you.**

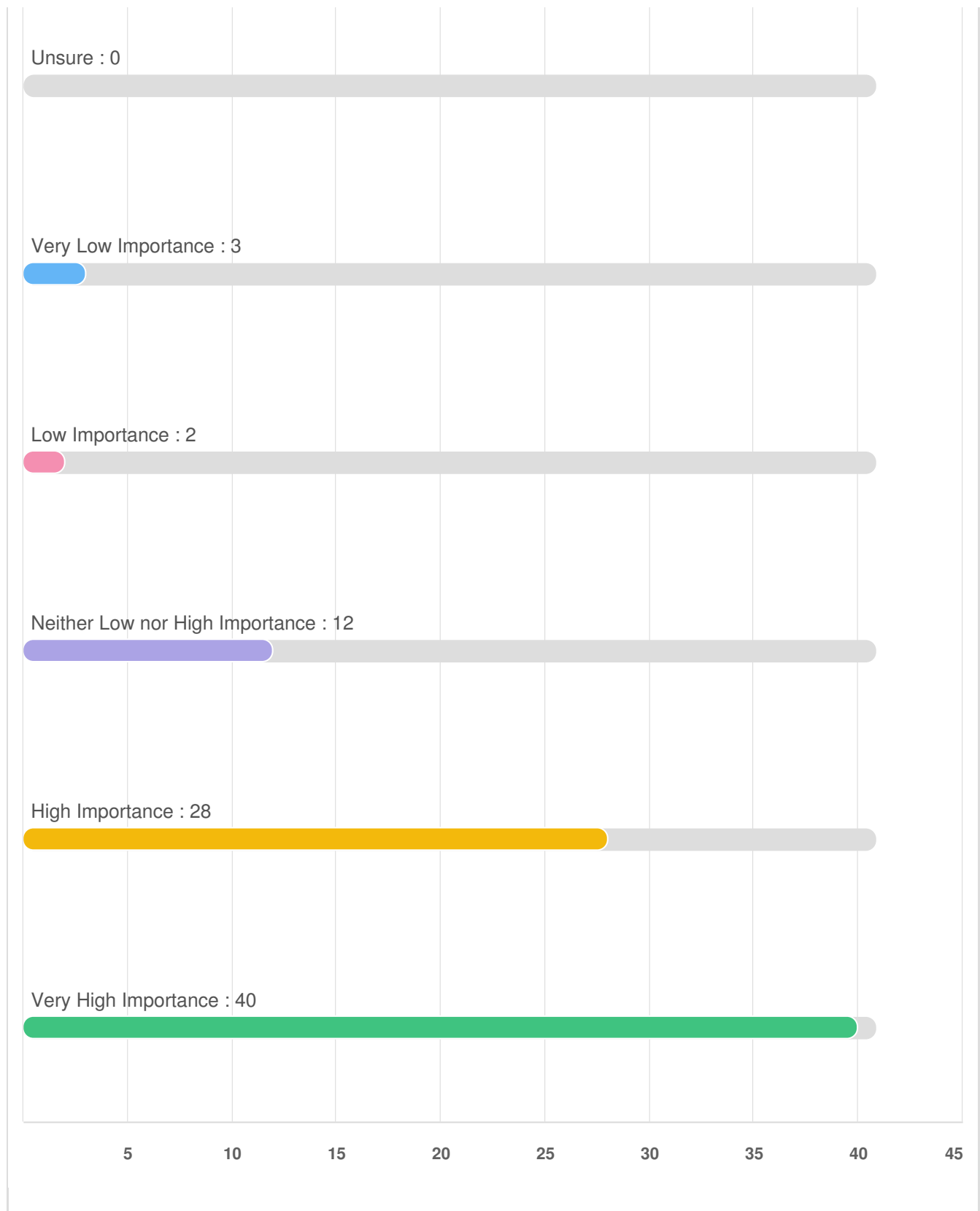


Optional question (86 response(s), 0 skipped)

Question type: Likert Question

**Q9 | Parks, Recreation, and Culture Services: Please rate how important each service is to you.**

**Recreation facilities and programming**



## Cultural facilities and programs

Unsure : 0

Very Low Importance : 7

Low Importance : 6

Neither Low nor High Importance : 23

High Importance : 24

Very High Importance : 26

2 4 6 8 10 12 14 16 18 20 22 24 26 28

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

Unsure : 0

Very Low Importance : 2

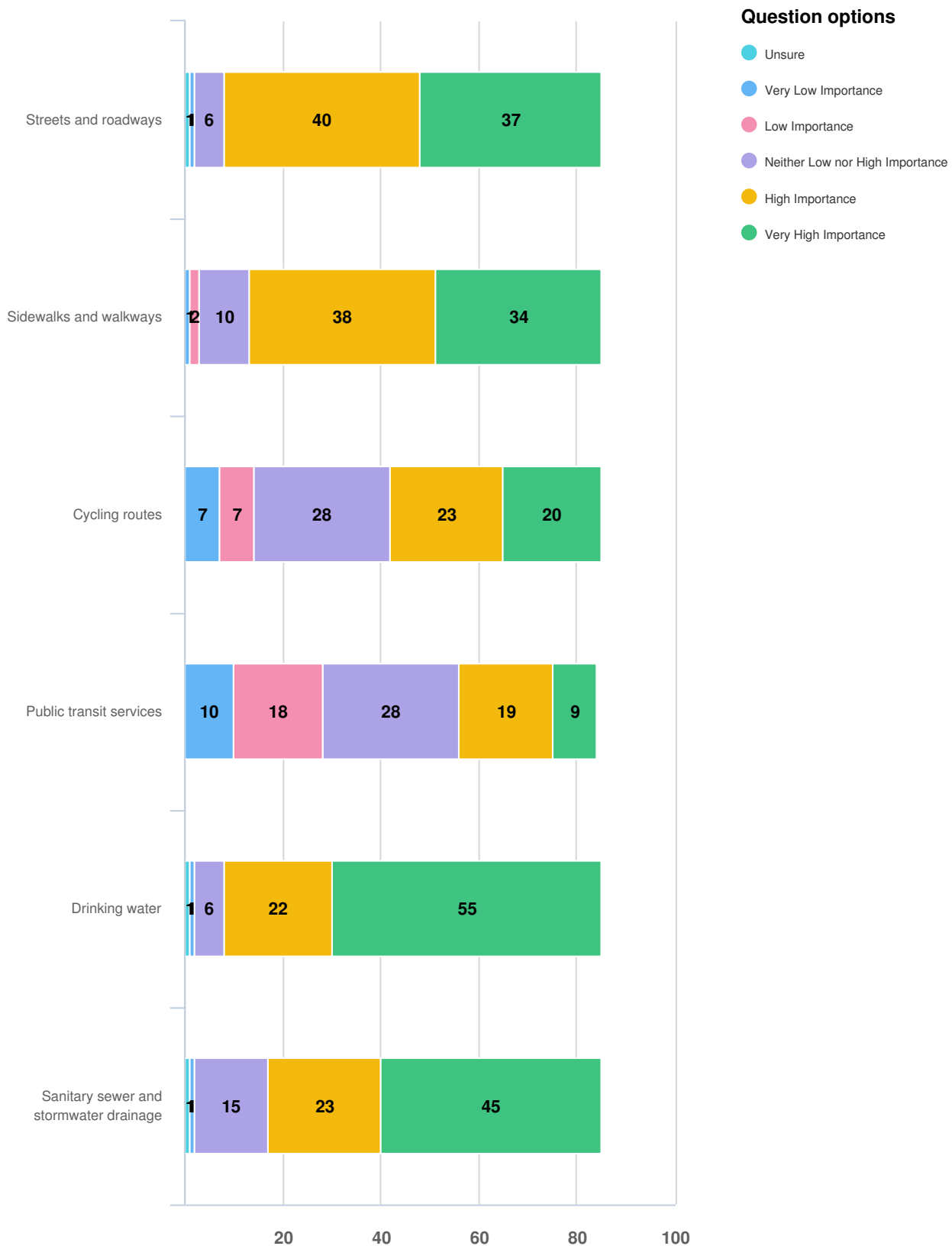
Low Importance : 2

Neither Low nor High Importance : 9

High Importance : 38

Very High Importance : 35

5 10 15 20 25 30 35 40

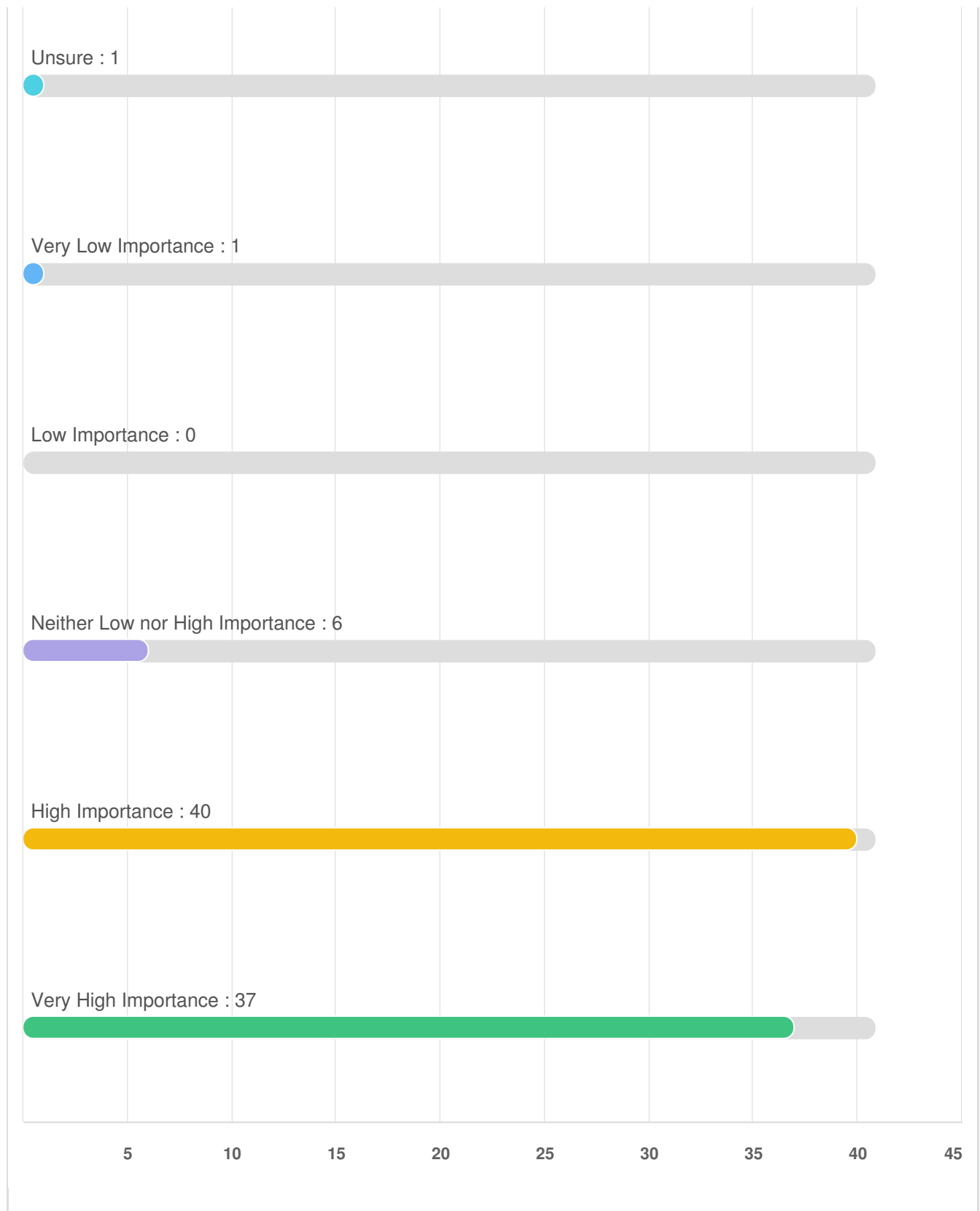
**Q10 Streets, Transportation, and Utilities: Please rate how important each service is to you.**


Optional question (85 response(s), 1 skipped)

Question type: Likert Question

**Q10 | Streets, Transportation, and Utilities: Please rate how important each service is to you.**

**Streets and roadways**





## Sidewalks and walkways

Unsure : 0



Very Low Importance : 1



Low Importance : 2



Neither Low nor High Importance : 10



High Importance : 38



Very High Importance : 34



5 10 15 20 25 30 35 40

## Cycling routes

Unsure : 0



Very Low Importance : 7



Low Importance : 7



Neither Low nor High Importance : 28



High Importance : 23

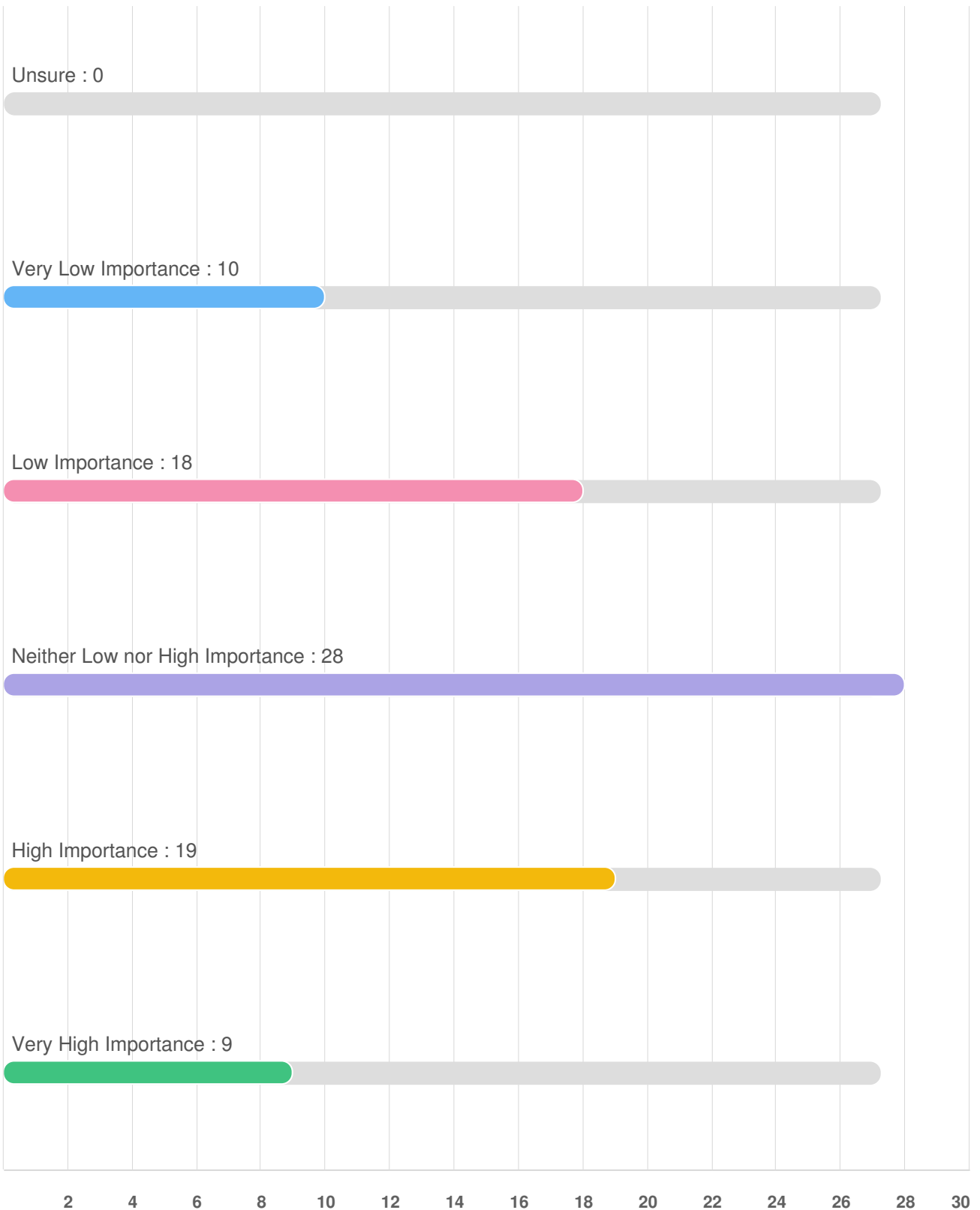


Very High Importance : 20

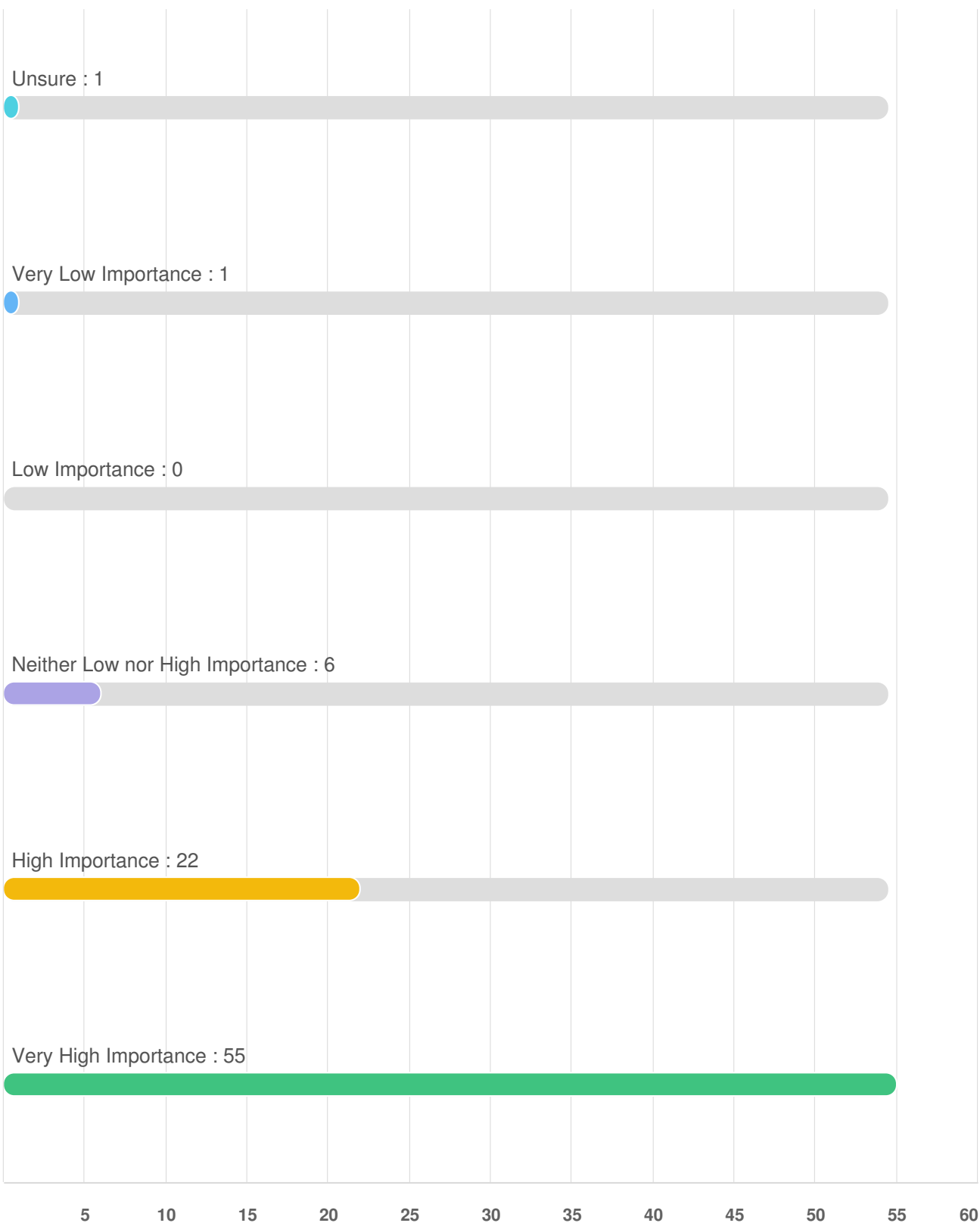


2 4 6 8 10 12 14 16 18 20 22 24 26 28 30

## Public transit services



## Drinking water



### Sanitary sewer and stormwater drainage

Unsure : 1



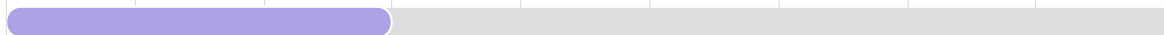
Very Low Importance : 1



Low Importance : 0



Neither Low nor High Importance : 15



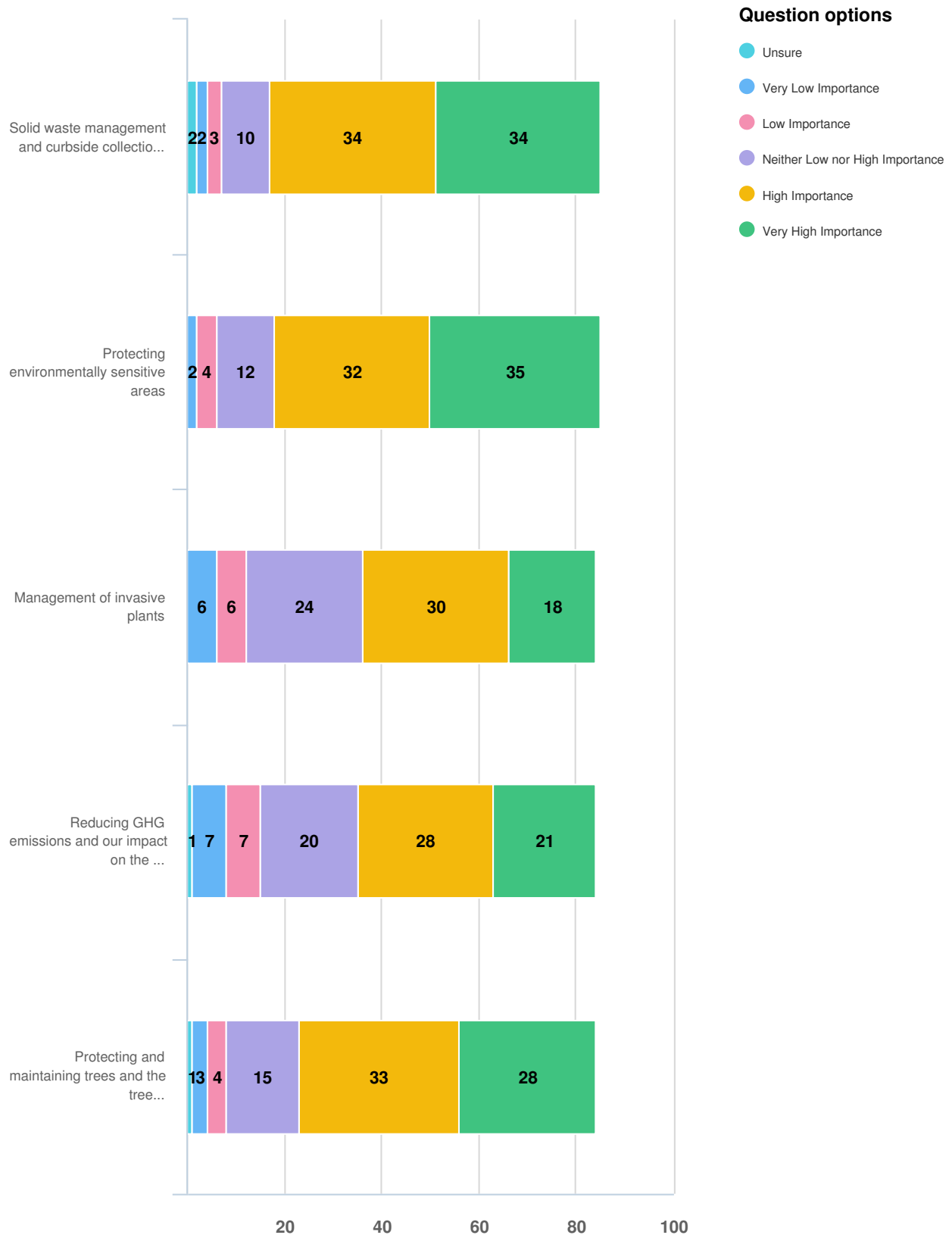
High Importance : 23



Very High Importance : 45



5 10 15 20 25 30 35 40 45 50

**Q11 Environmental Services: Please rate how important each service is to you.**


Optional question (85 response(s), 1 skipped)

Question type: Likert Question

**Q11 | Environmental Services: Please rate how important each service is to you.**

**Solid waste management and curbside collection**

Unsure : 2



Very Low Importance : 2



Low Importance : 3



Neither Low nor High Importance : 10



High Importance : 34



Very High Importance : 34



5 10 15 20 25 30 35 40

### Protecting environmentally sensitive areas

Unsure : 0



Very Low Importance : 2



Low Importance : 4



Neither Low nor High Importance : 12



High Importance : 32



Very High Importance : 35



5 10 15 20 25 30 35 40



## Management of invasive plants

Unsure : 0

Very Low Importance : 6

Low Importance : 6

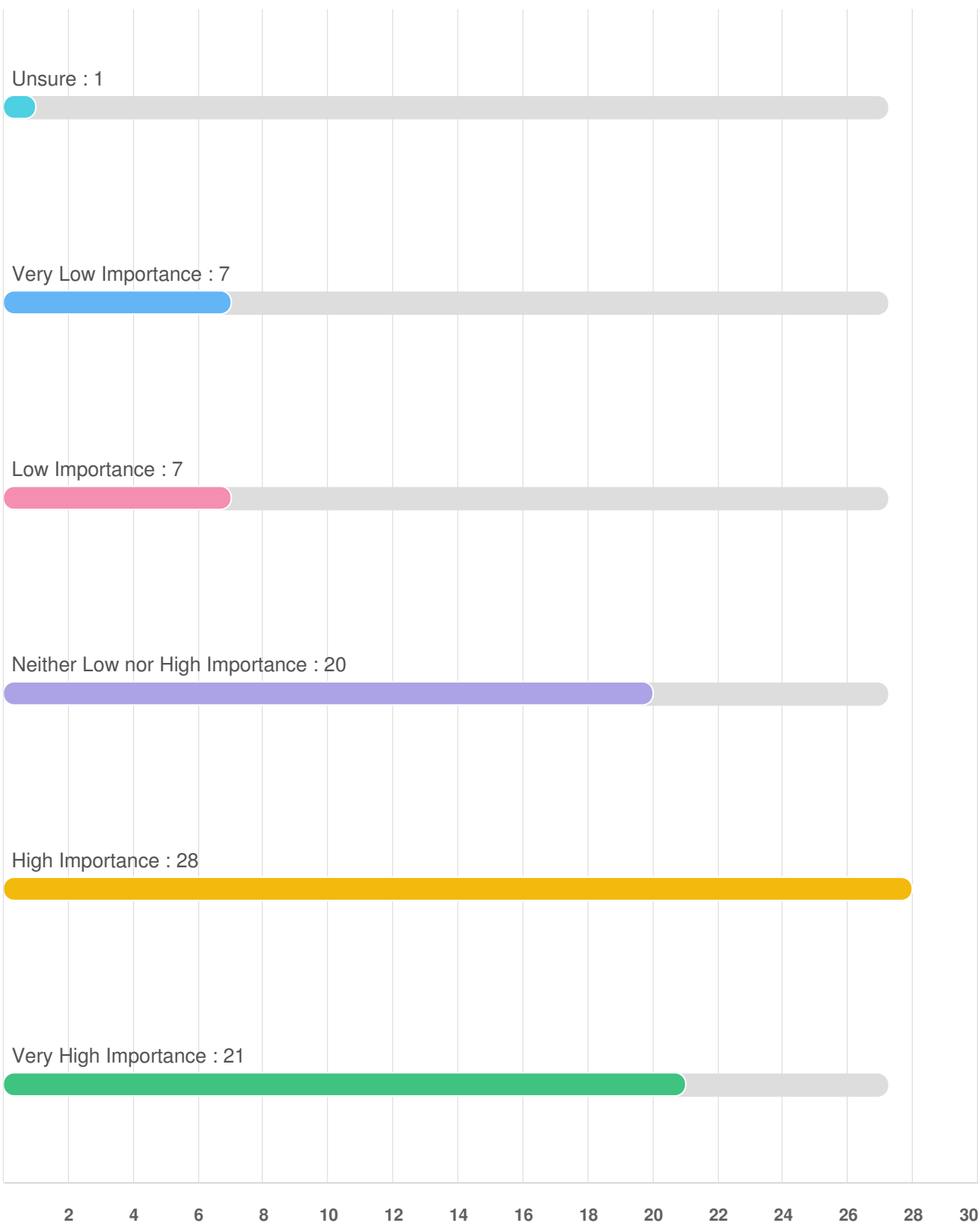
Neither Low nor High Importance : 24

High Importance : 30

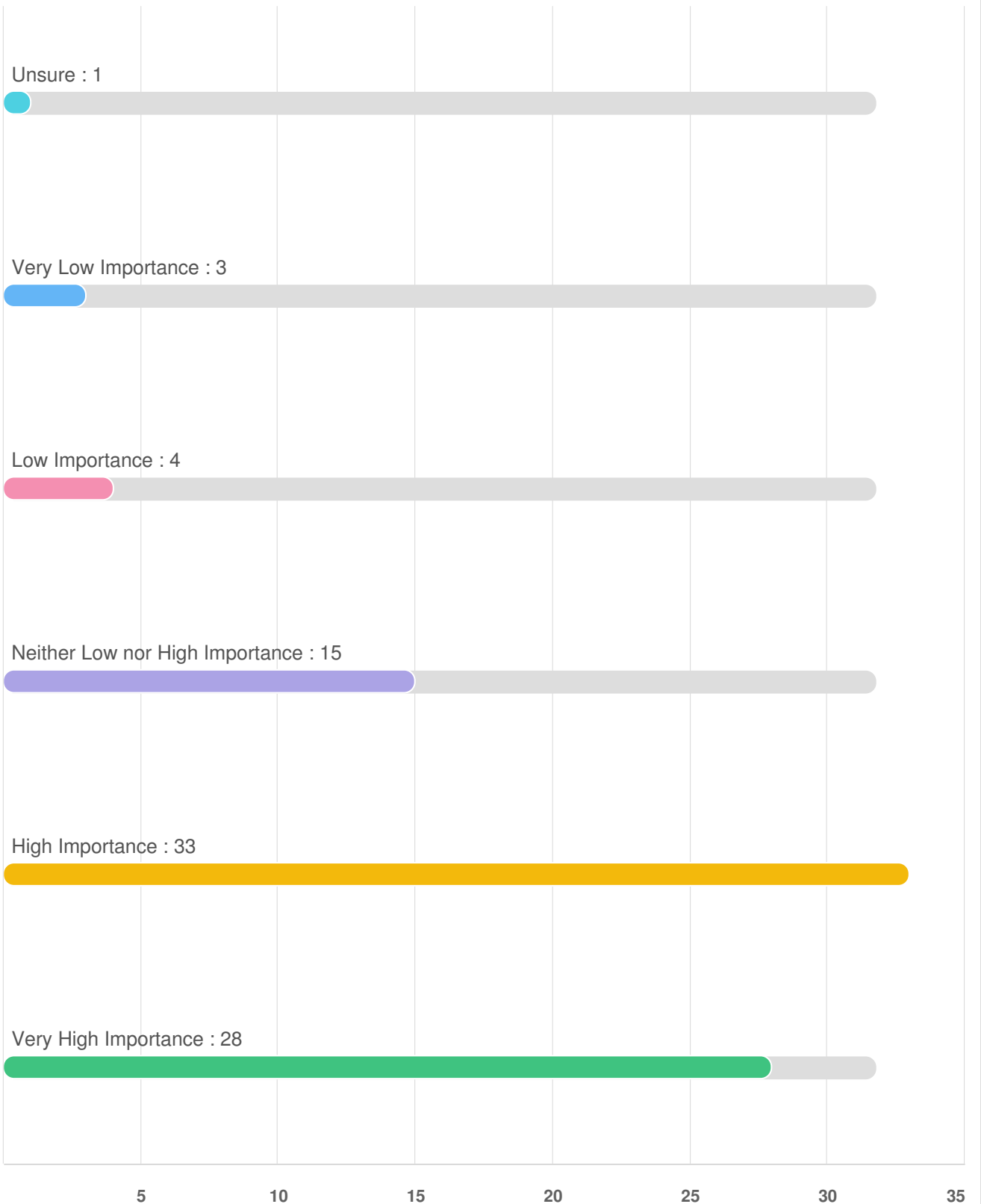
Very High Importance : 18

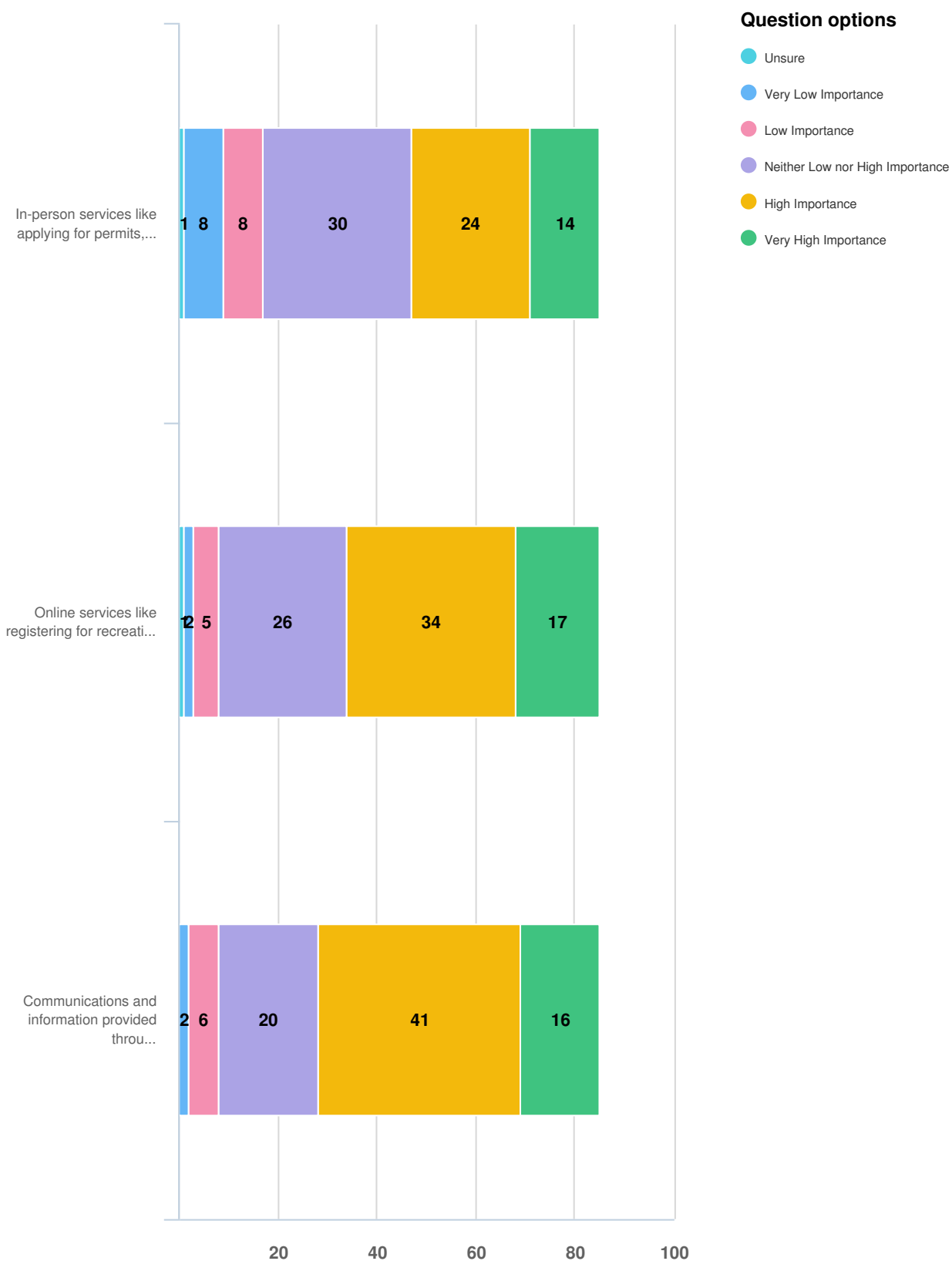
5 10 15 20 25 30 35

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



### Protecting and maintaining trees and the tree canopy



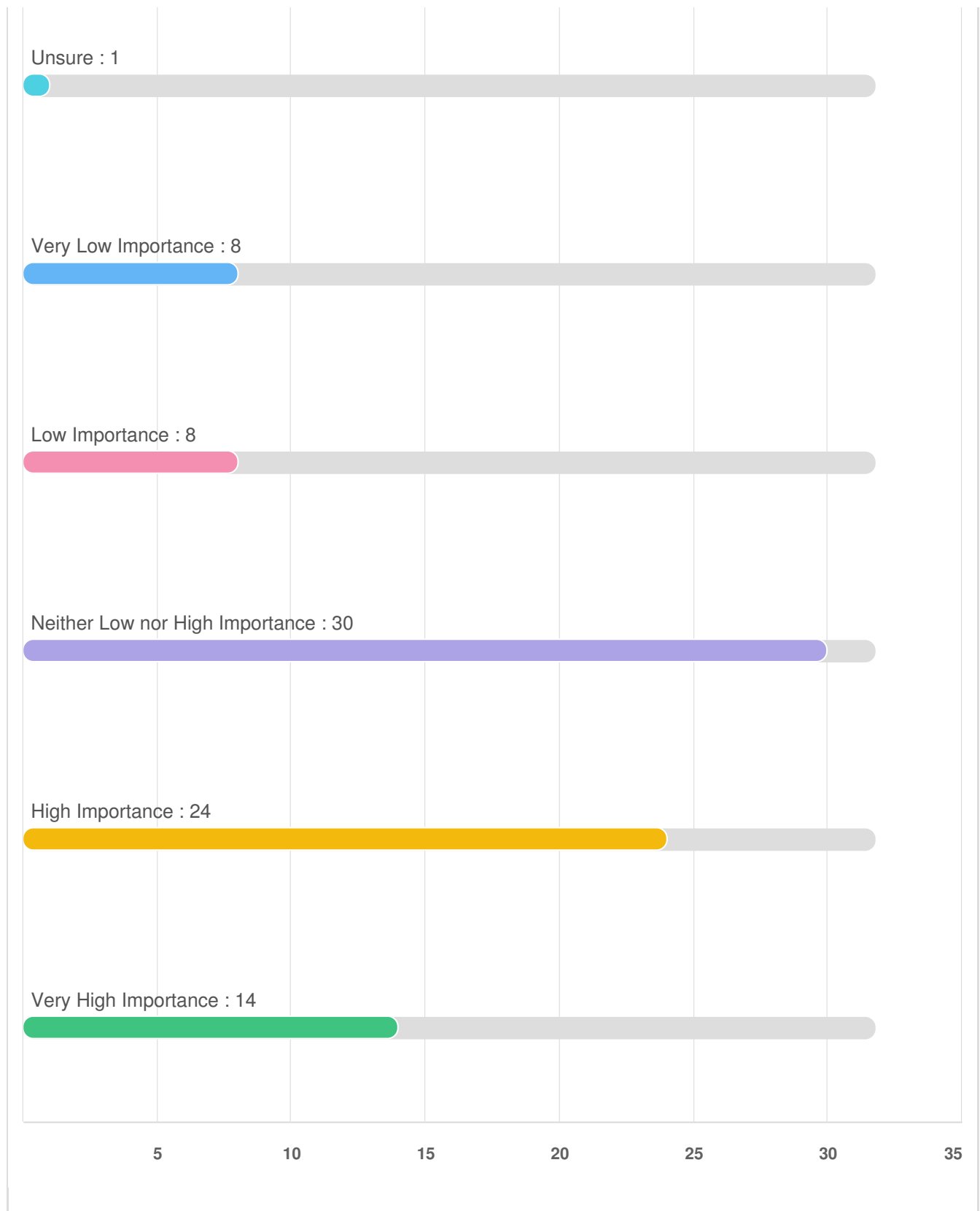
**Q12 Online and In-Person Services: Please rate how important each service is to you.**


Optional question (85 response(s), 1 skipped)

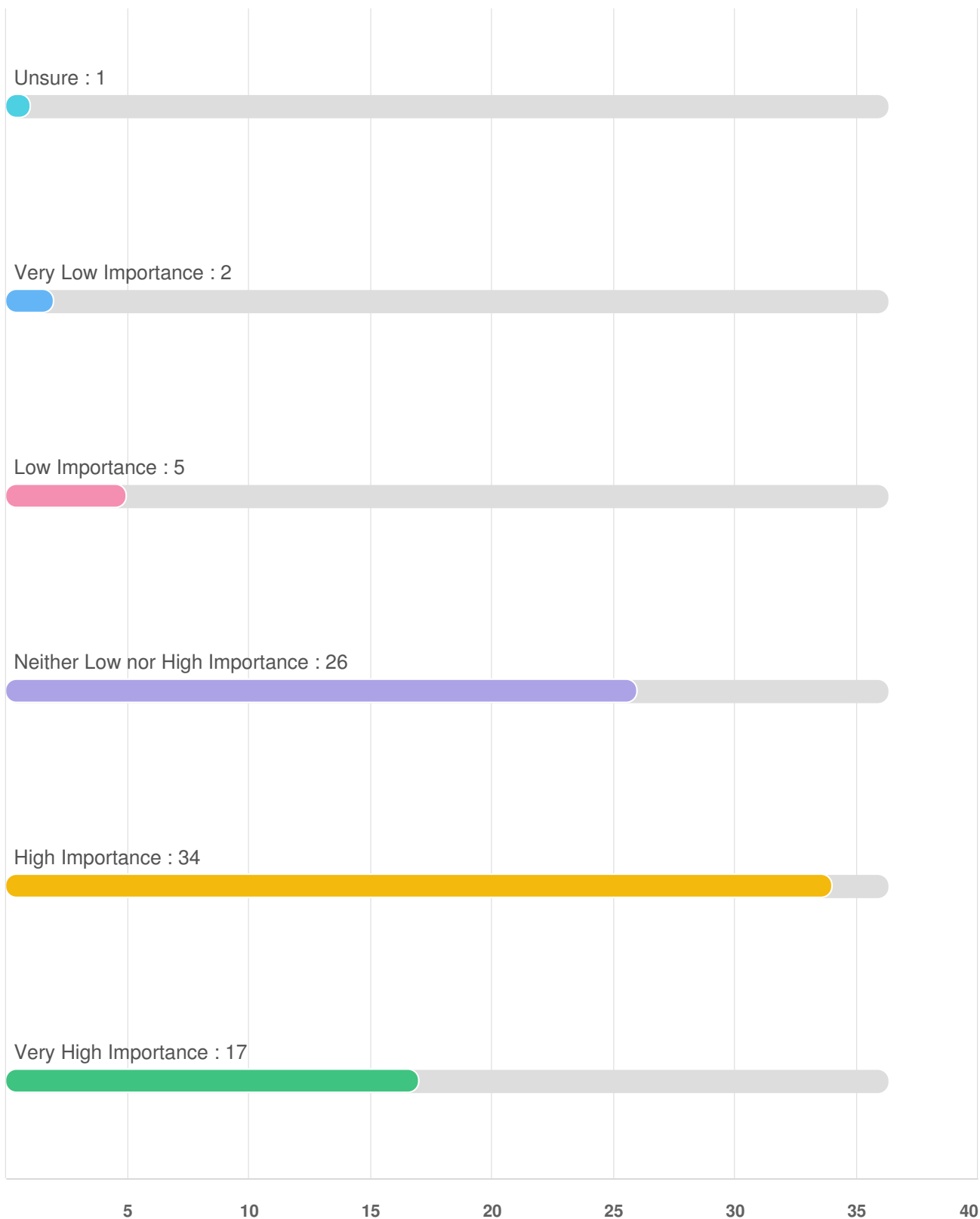
Question type: Likert Question

**Q12** | **Online and In-Person Services:**Please rate how important each service is to you.

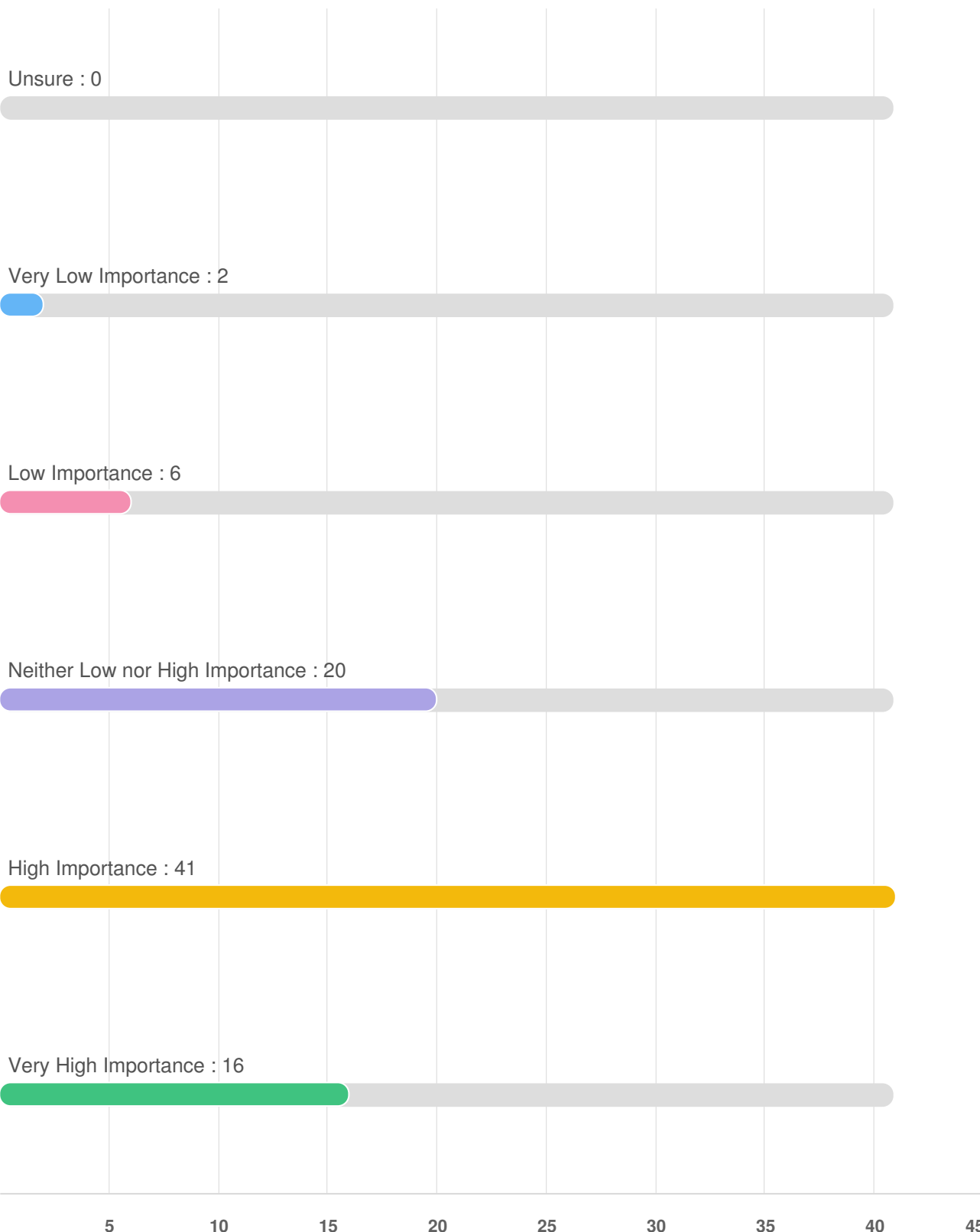
**In-person services like applying for permits, paying taxes, etc.**



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

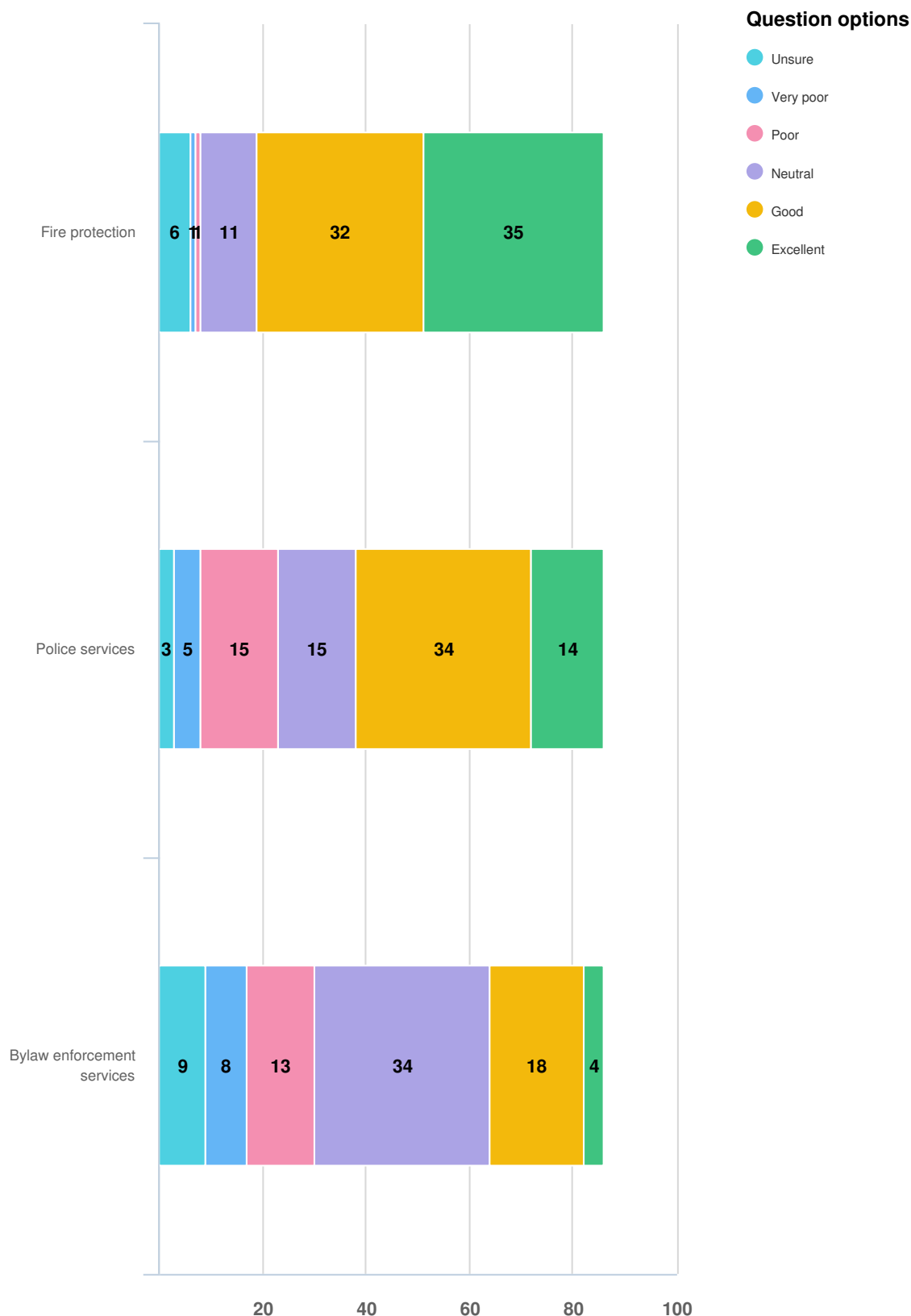


### Communications and information provided through the public website, social media, and the Engage Terrace public engagement site





**Q13 | Protection & Security: For the same list of services, please provide your rating for the quality of the services you receive.**

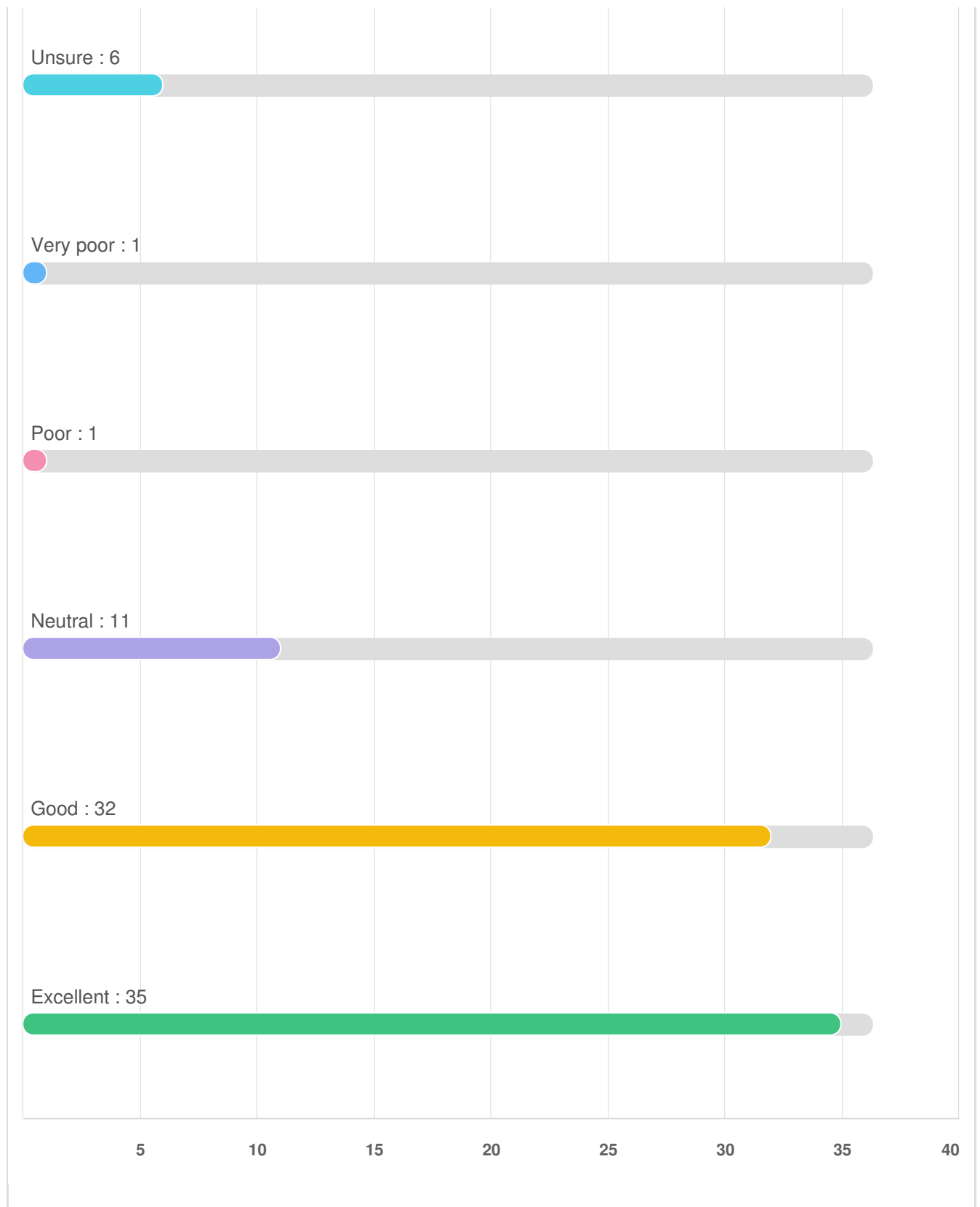


Optional question (86 response(s), 0 skipped)

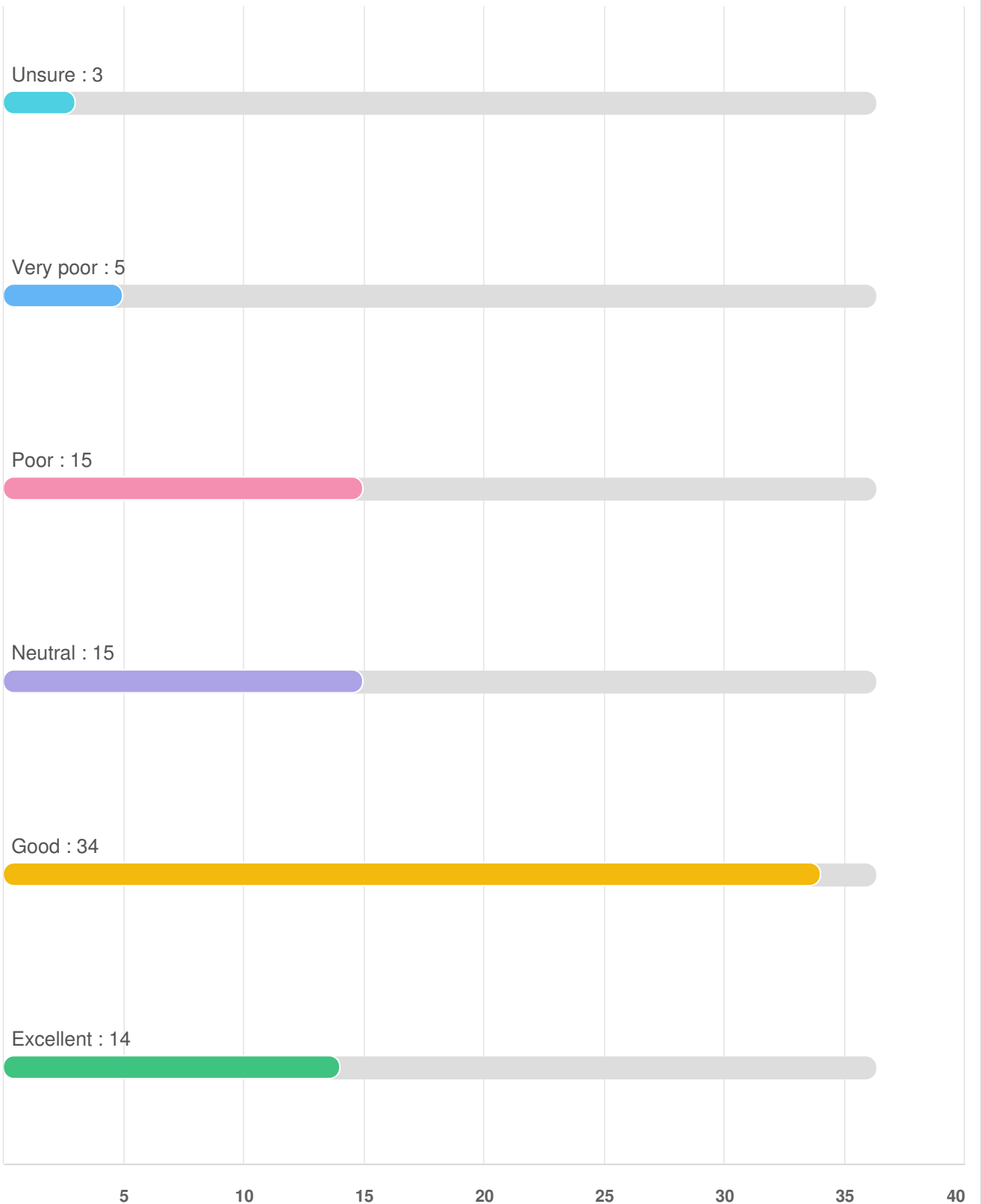
Question type: Likert Question

**Q13** | **Protection & Security: For the same list of services, please provide your rating for the quality of the services you receive.**

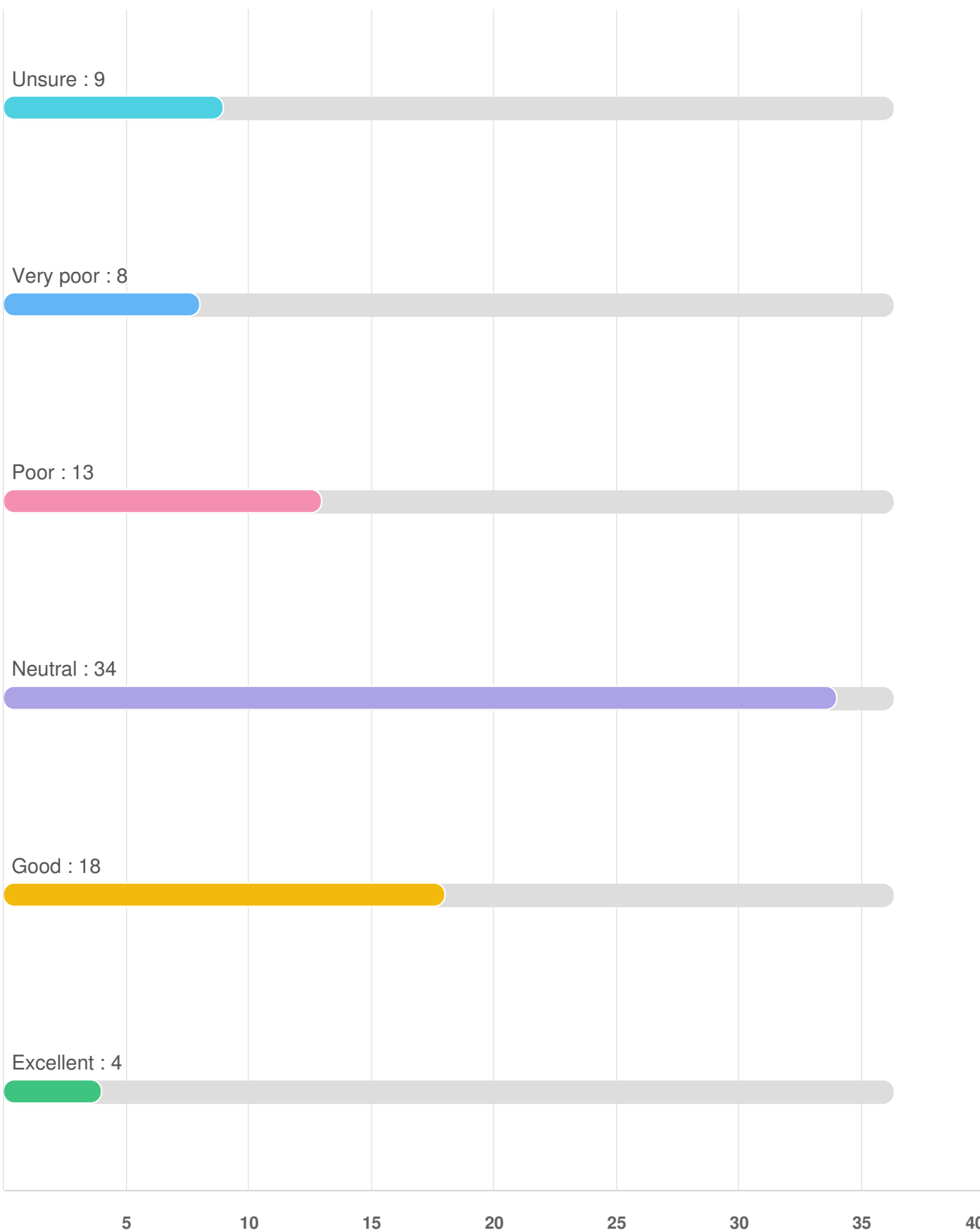
**Fire protection**



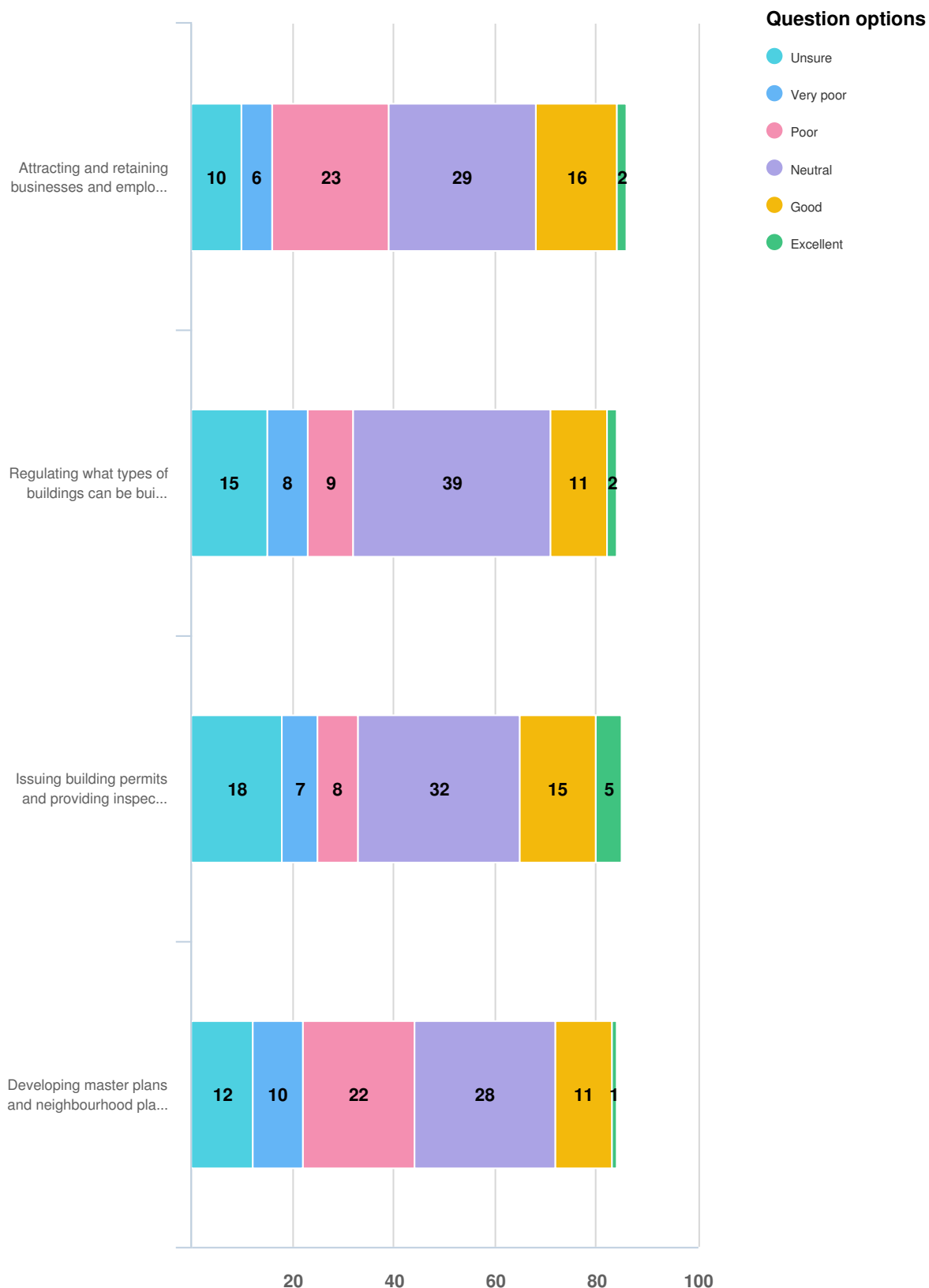
## Police services



### Bylaw enforcement services



**Q14 Growth & the Economy: For the same list of services, please provide your rating for the quality of the services you receive.**

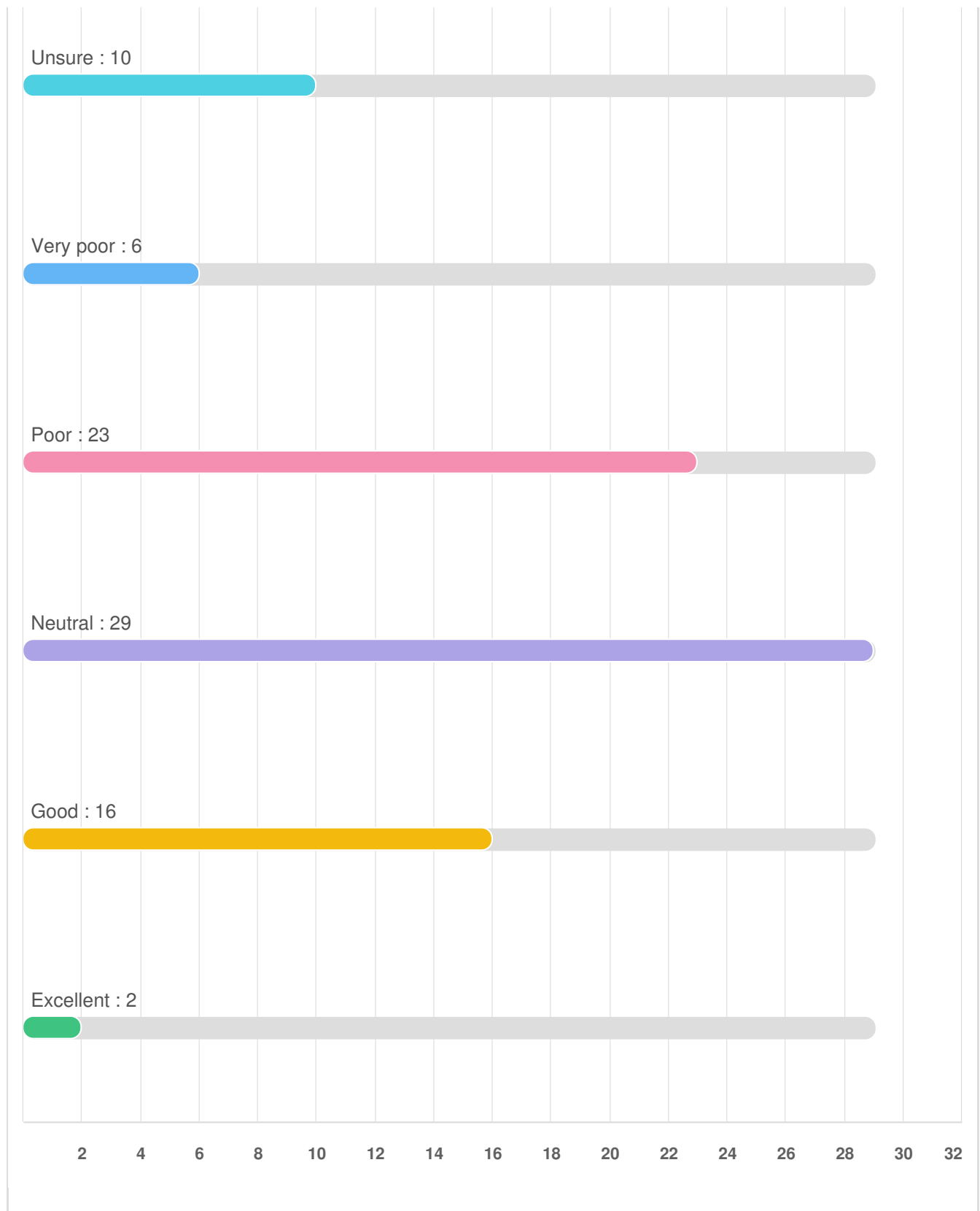


Optional question (86 response(s), 0 skipped)

Question type: Likert Question

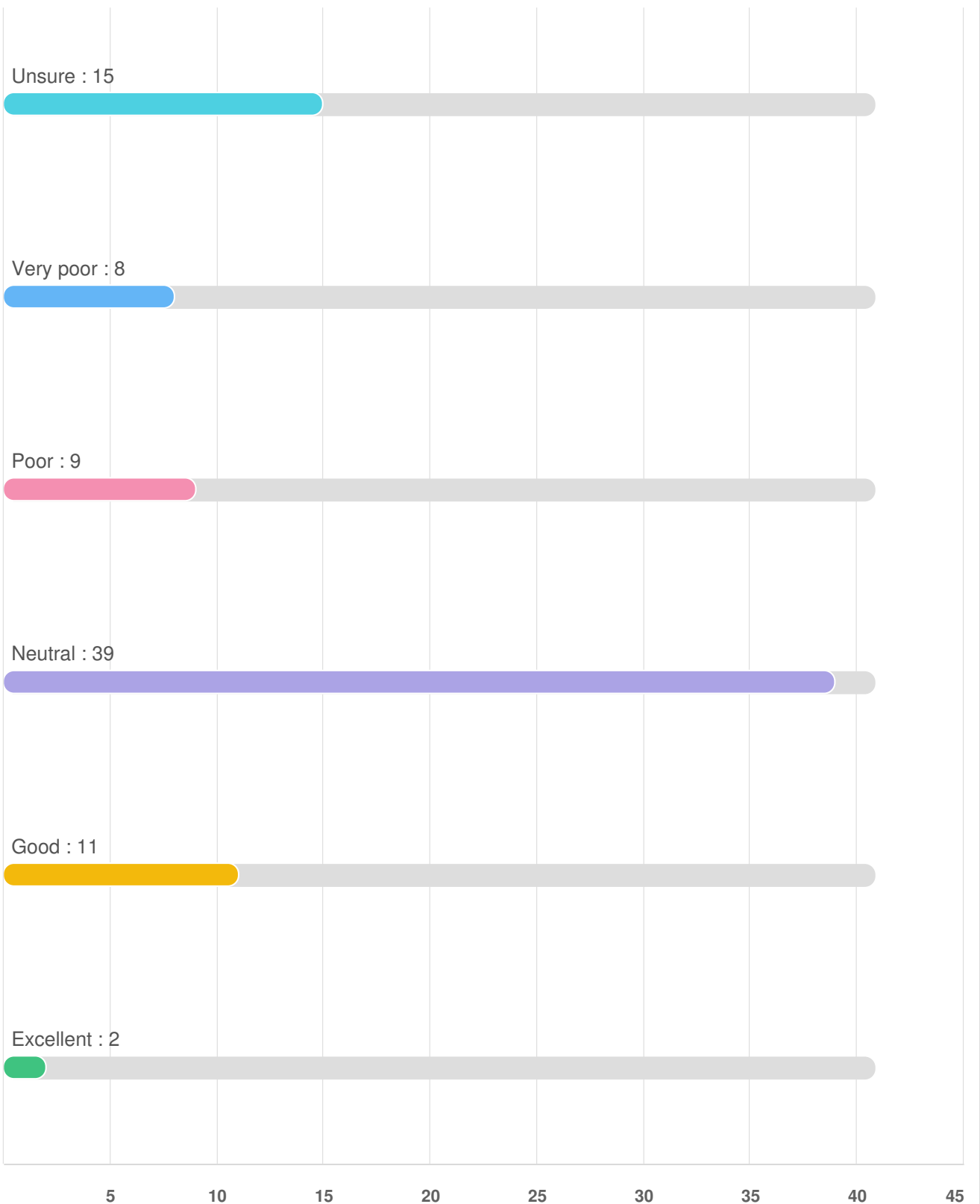
**Q14 | Growth & the Economy: For the same list of services, please provide your rating for the quality of the services you receive.**

**Attracting and retaining businesses and employers**

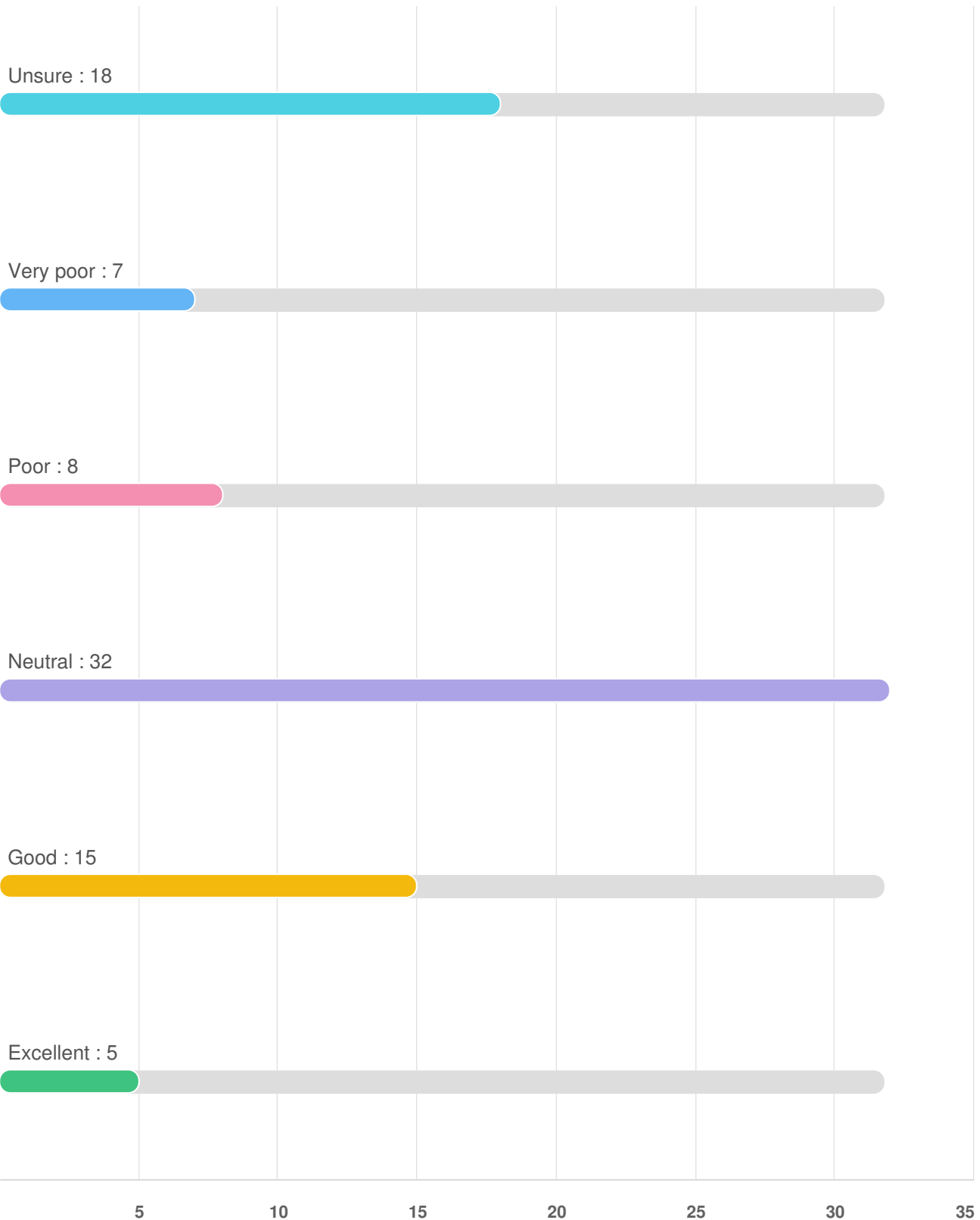




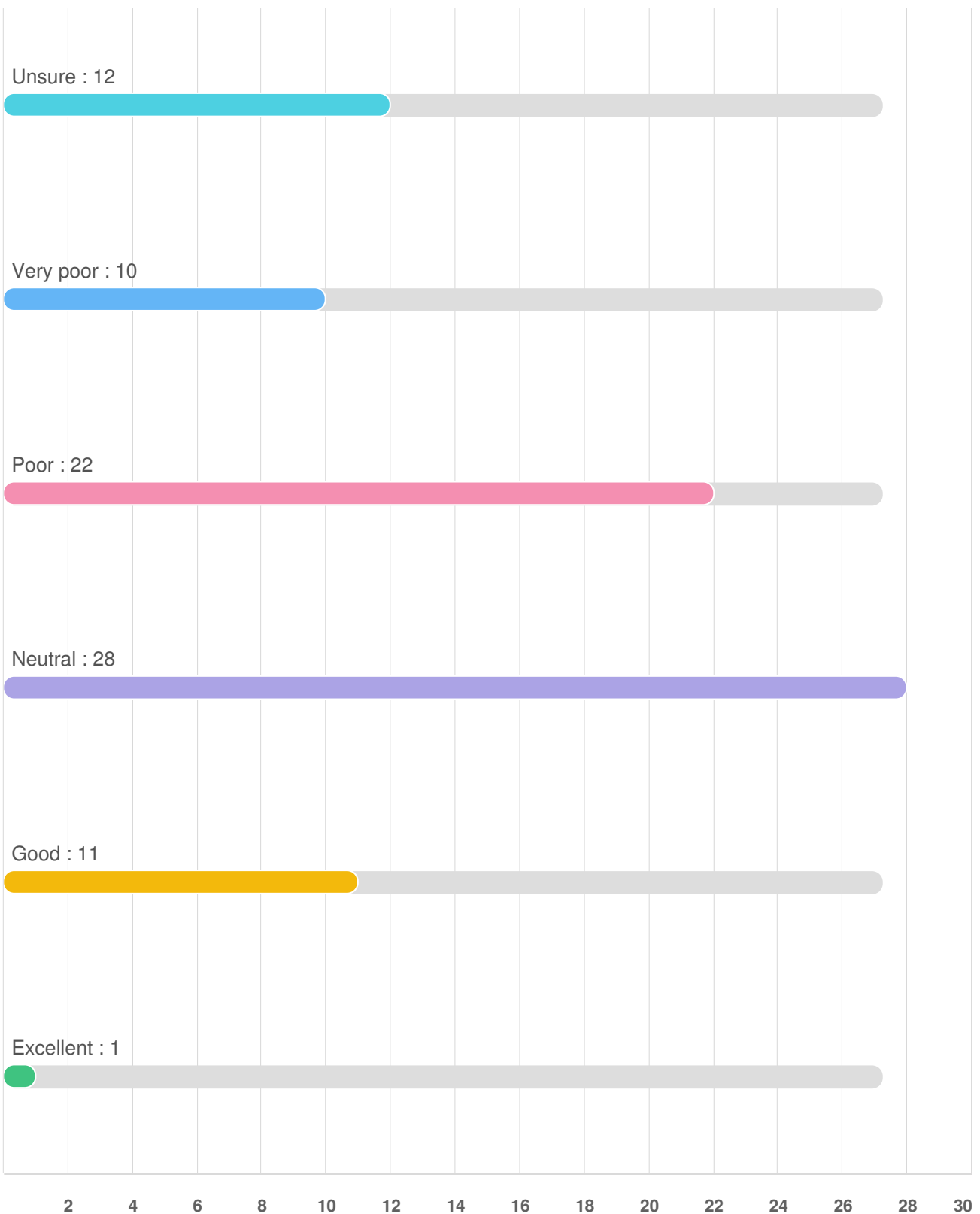
### Regulating what types of buildings can be built in specific areas



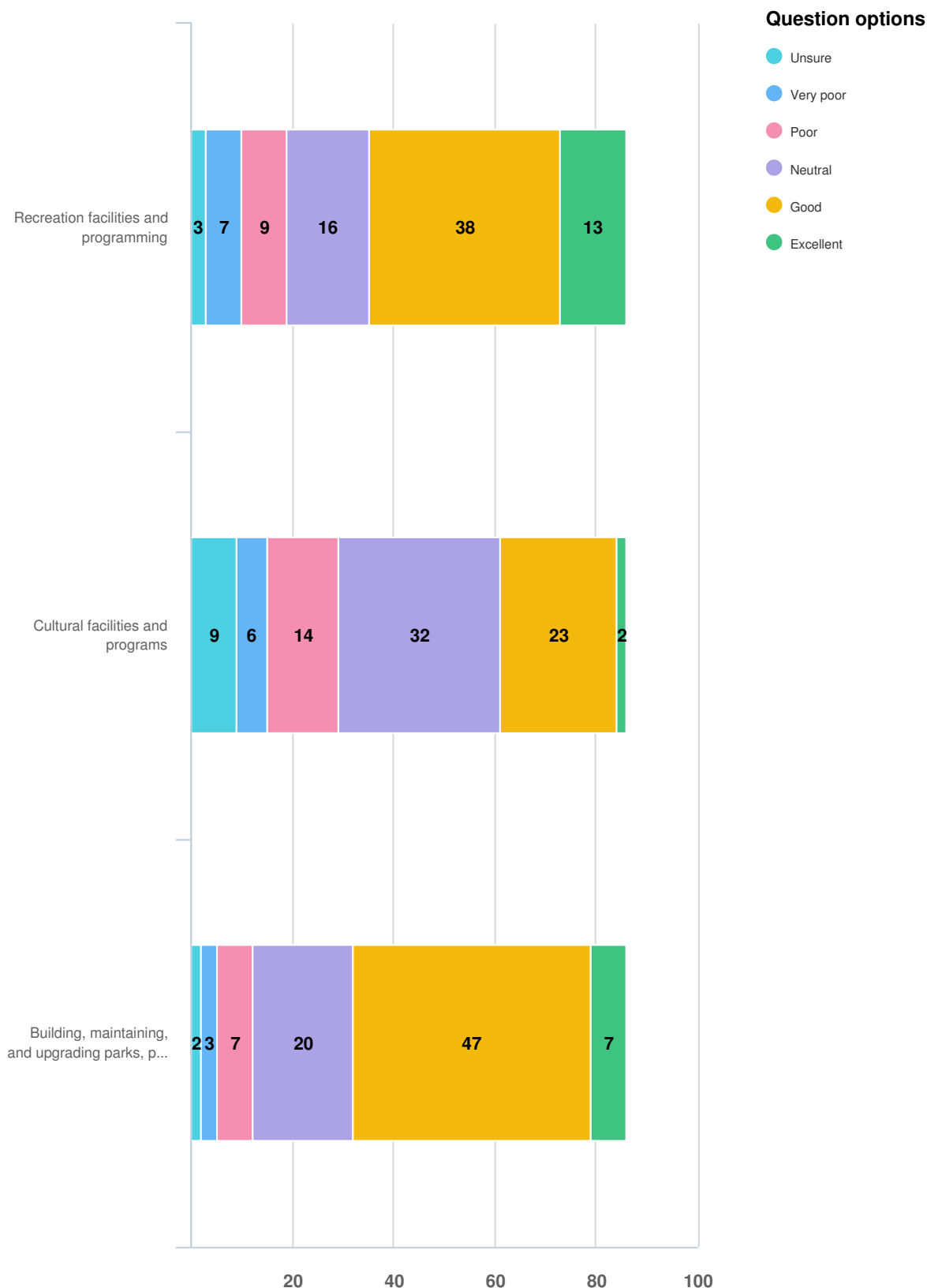
### Issuing building permits and providing inspections



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



**Q15 Parks, Recreation, and Culture Services: For the same list of services, please provide your rating for the quality of the services you receive.**

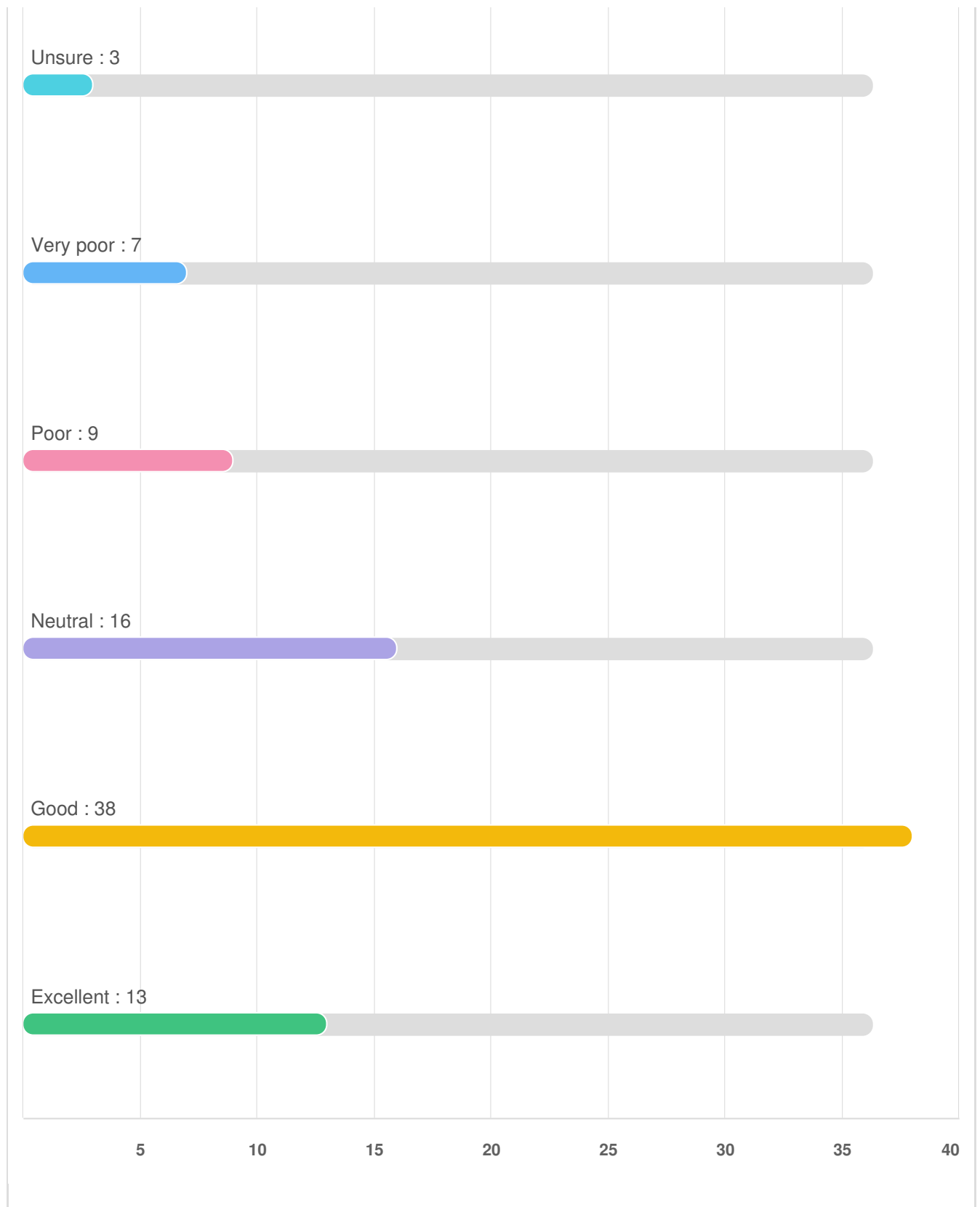


Optional question (86 response(s), 0 skipped)

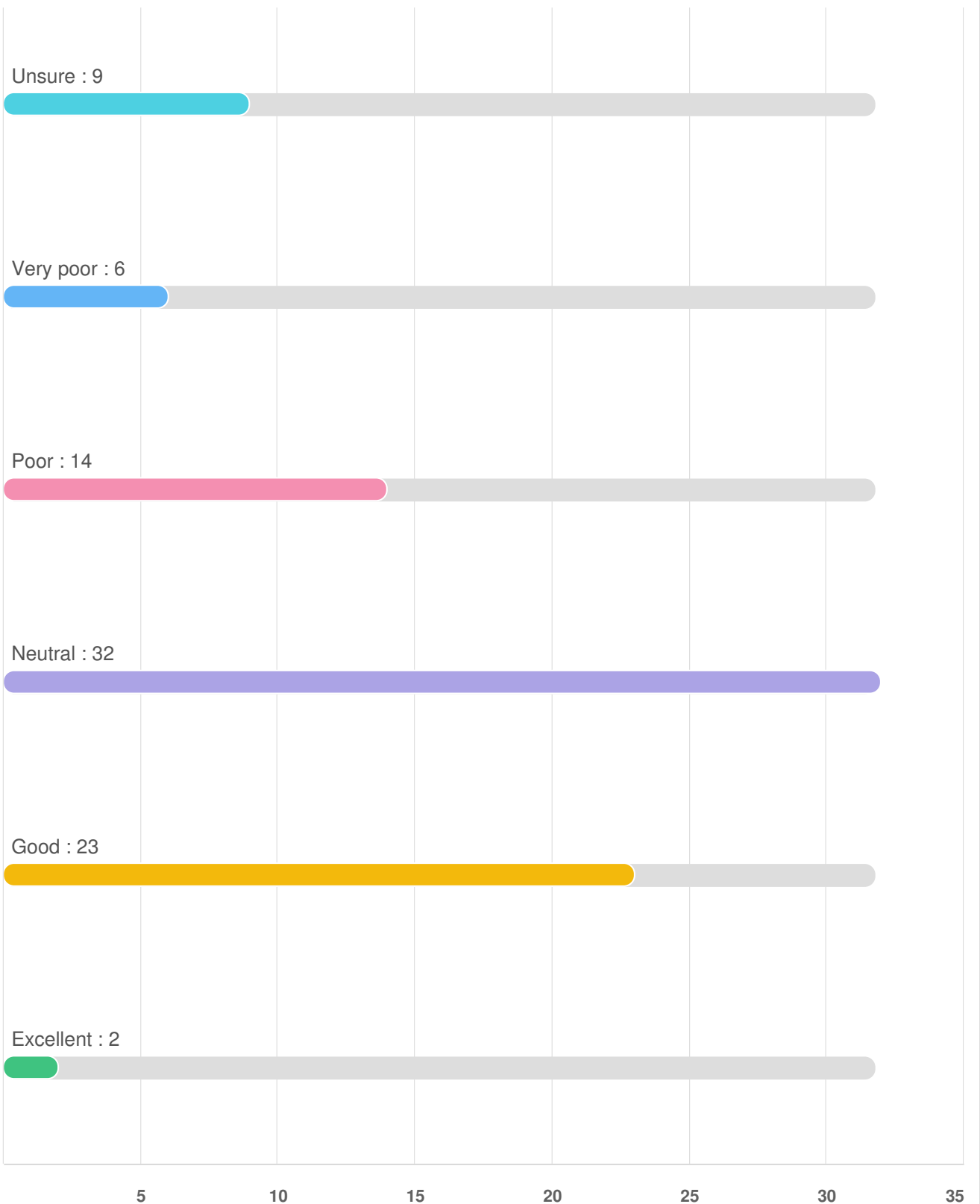
Question type: Likert Question

**Q15** | **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**



### Cultural facilities and programs



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

Unsure : 2



Very poor : 3



Poor : 7



Neutral : 20



Good : 47



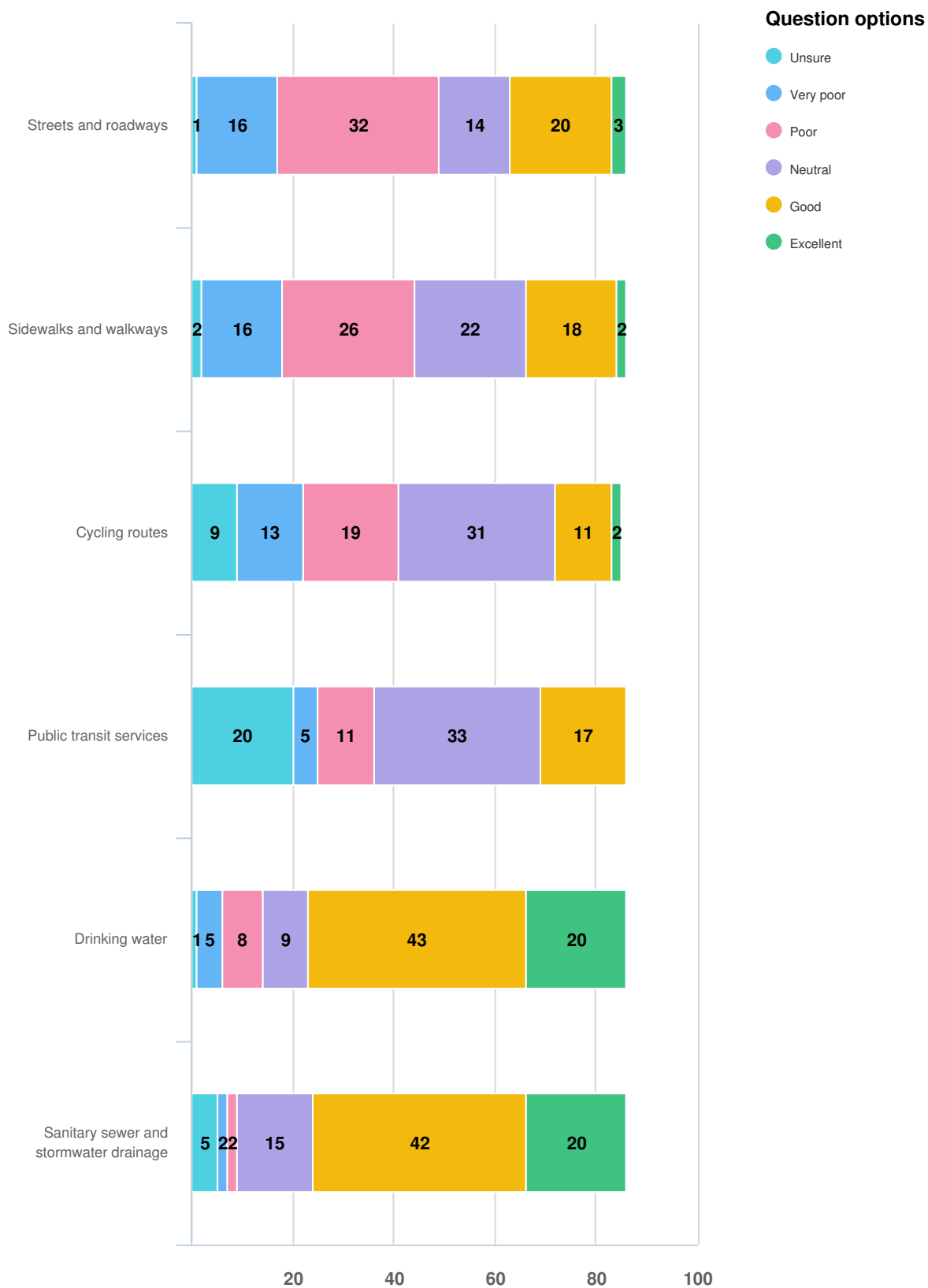
Excellent : 7



5 10 15 20 25 30 35 40 45 50



**Q16 Streets, Transportation, and Utilities: For the same list of services, please provide your rating for the quality of the services you receive.**

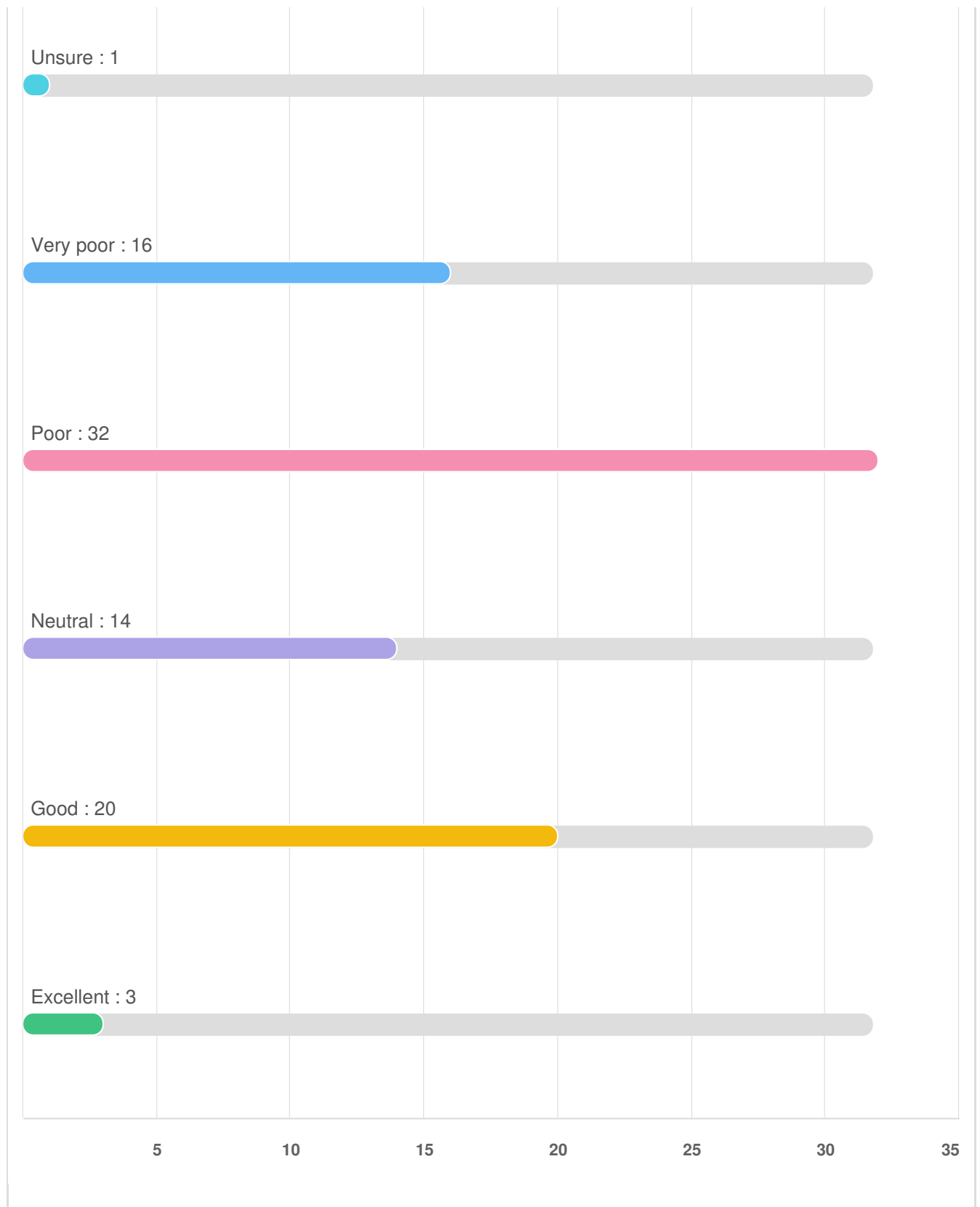


Optional question (86 response(s), 0 skipped)

Question type: Likert Question

**Q16 | 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**

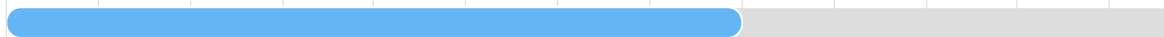


## Sidewalks and walkways

Unsure : 2



Very poor : 16



Poor : 26



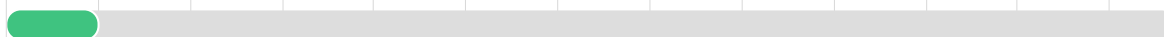
Neutral : 22



Good : 18

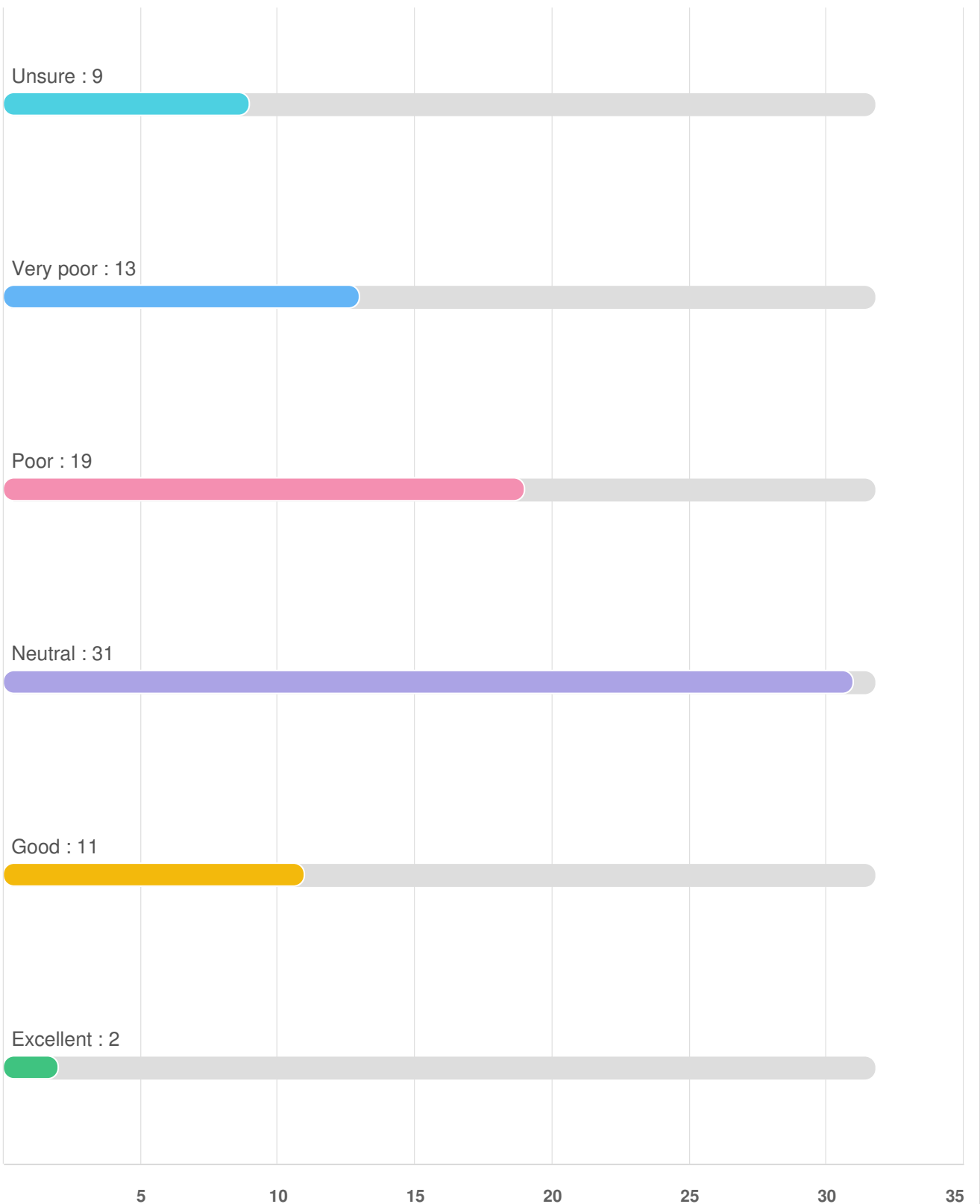


Excellent : 2

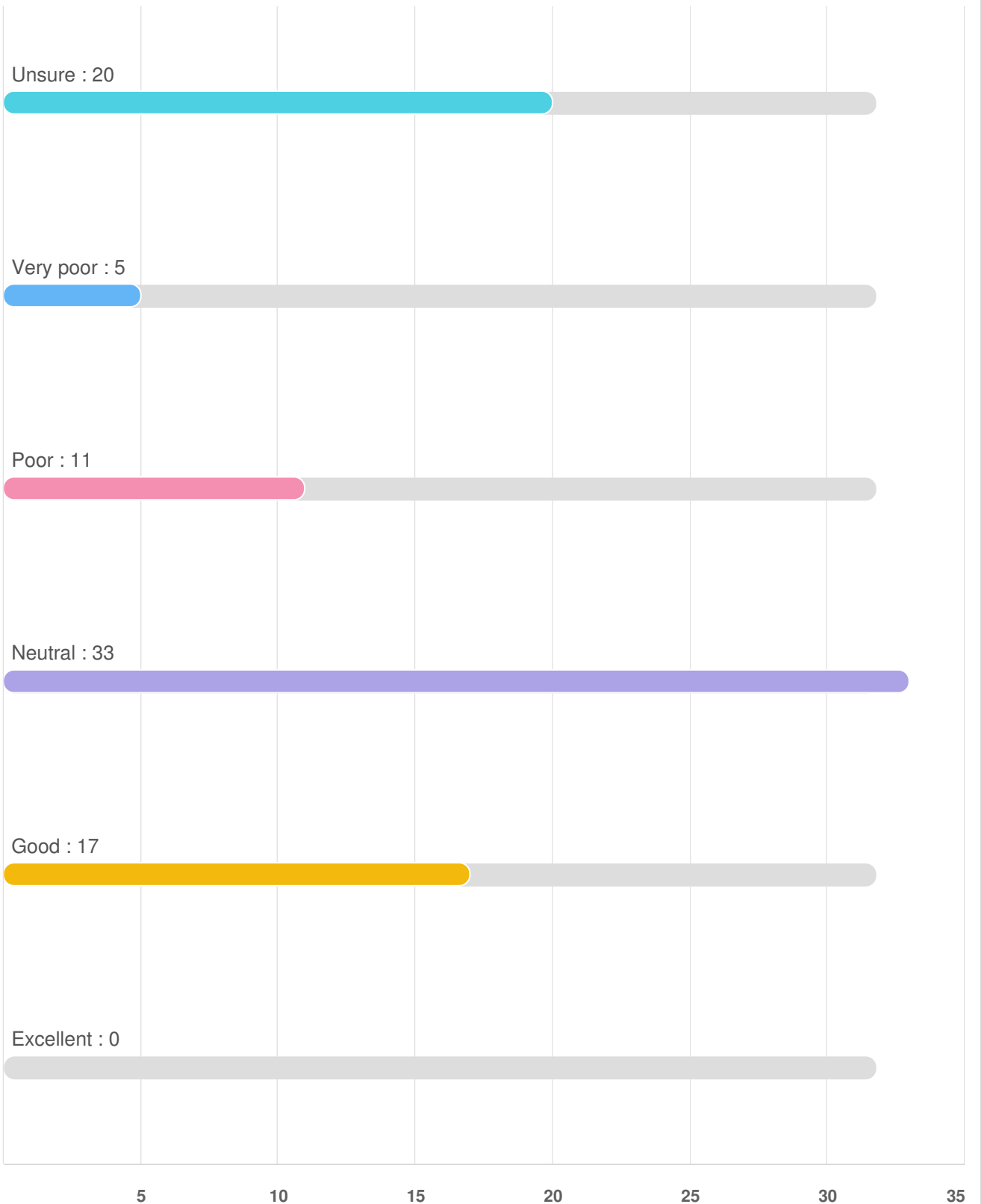


2 4 6 8 10 12 14 16 18 20 22 24 26 28

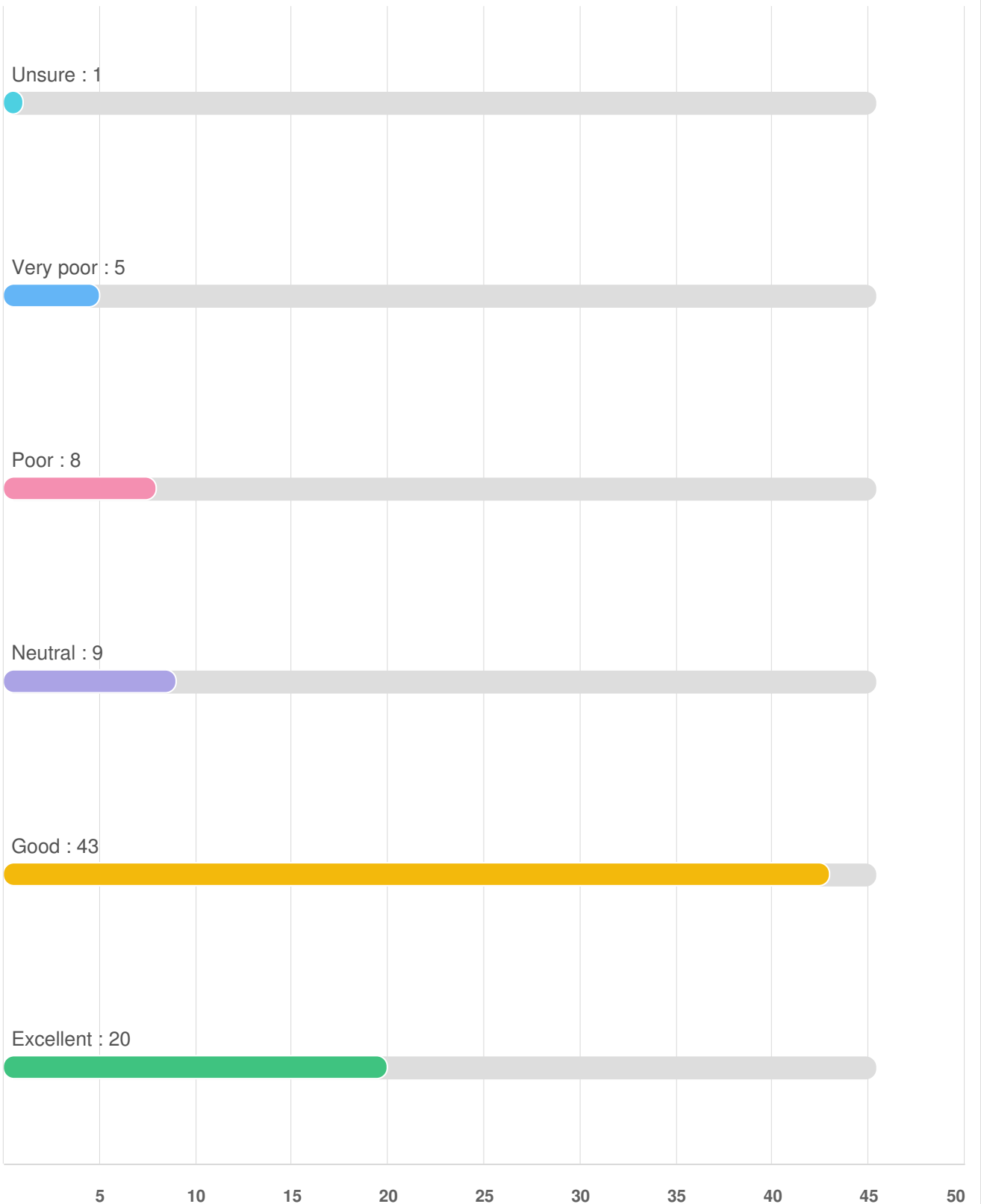
## Cycling routes



## Public transit services



## Drinking water



### Sanitary sewer and stormwater drainage

Unsure : 5



Very poor : 2



Poor : 2



Neutral : 15



Good : 42



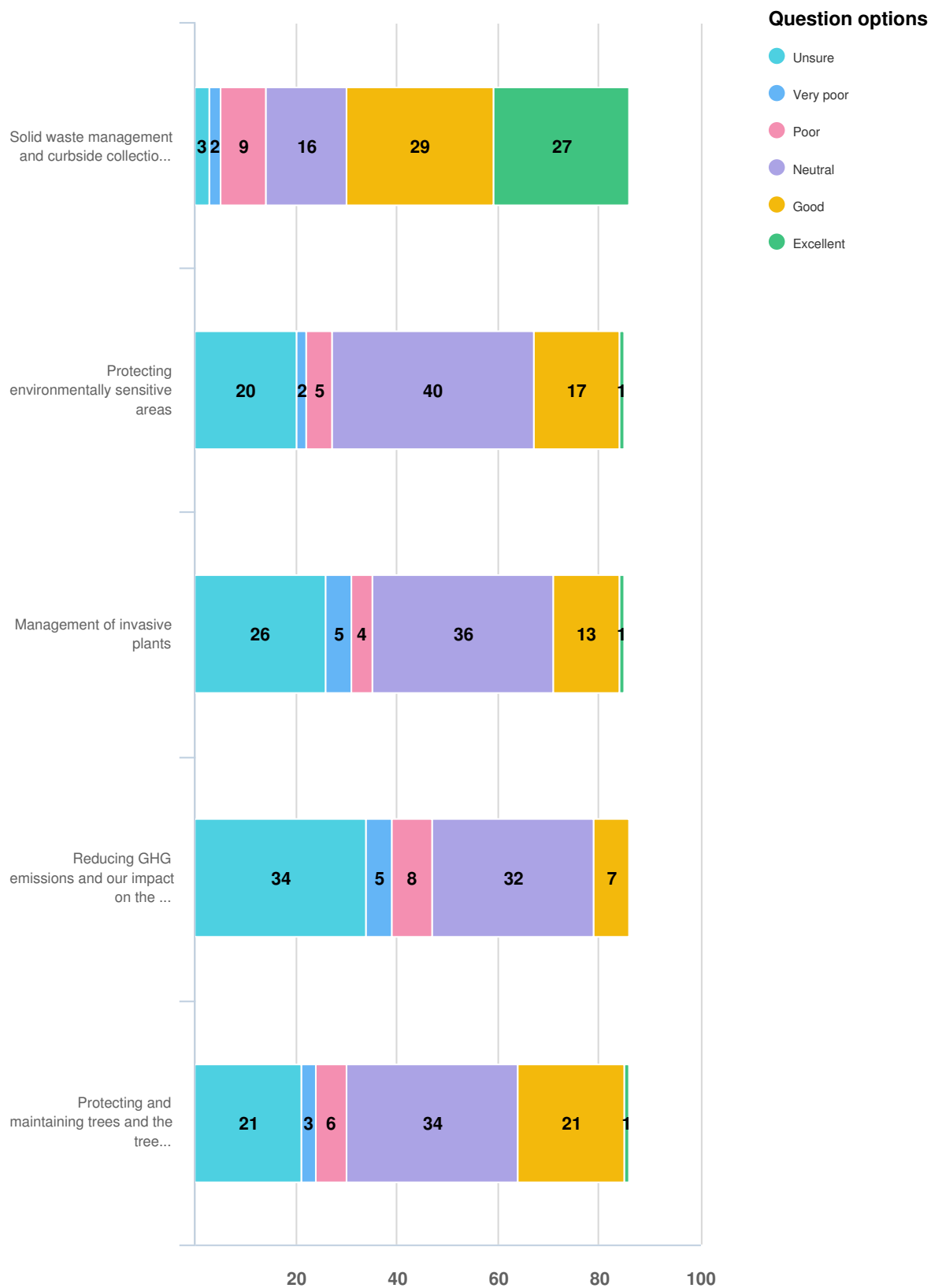
Excellent : 20



5 10 15 20 25 30 35 40 45



**Q17 Environmental Services: For the same list of services, please provide your rating for the quality of the services you receive.**

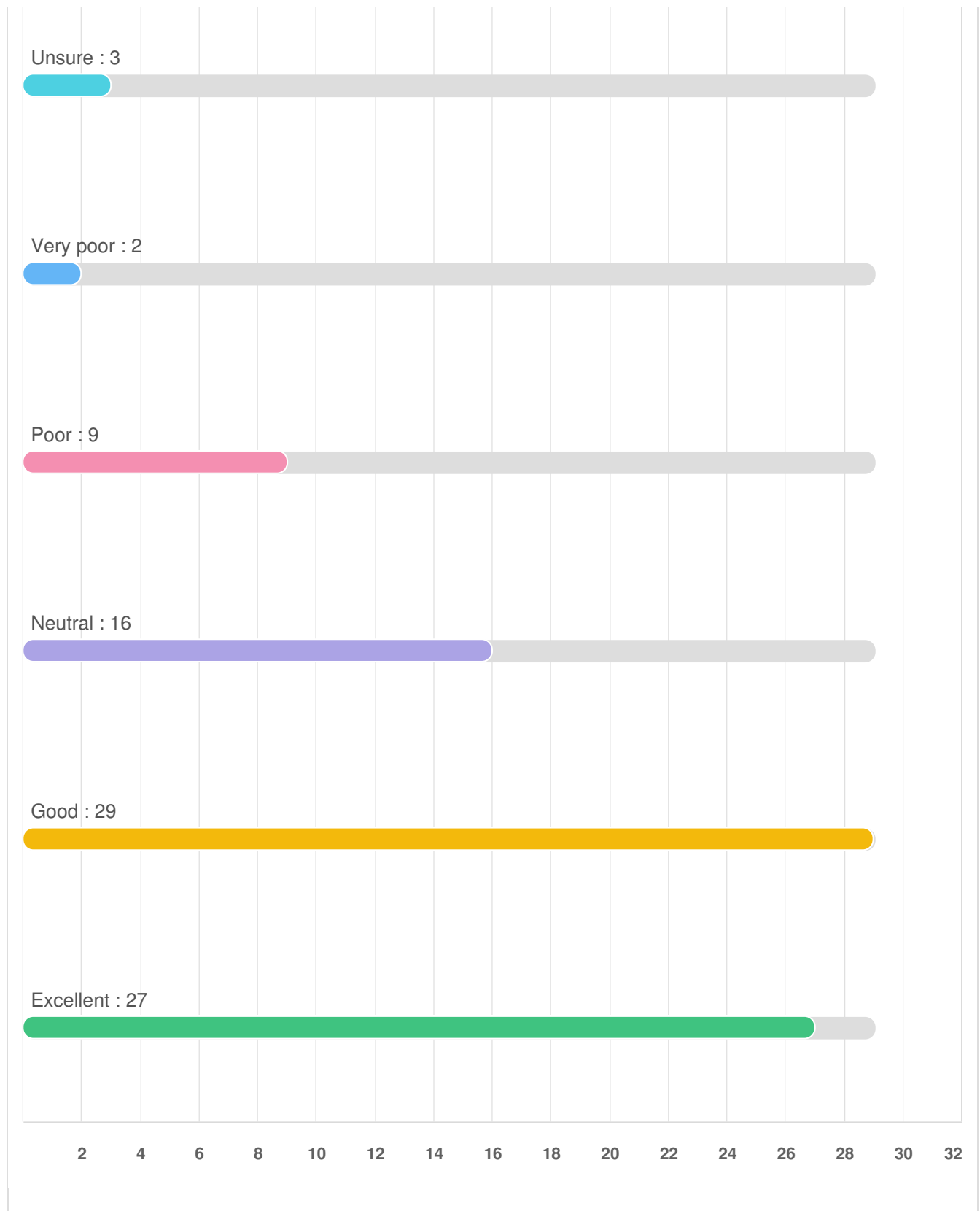


Optional question (86 response(s), 0 skipped)

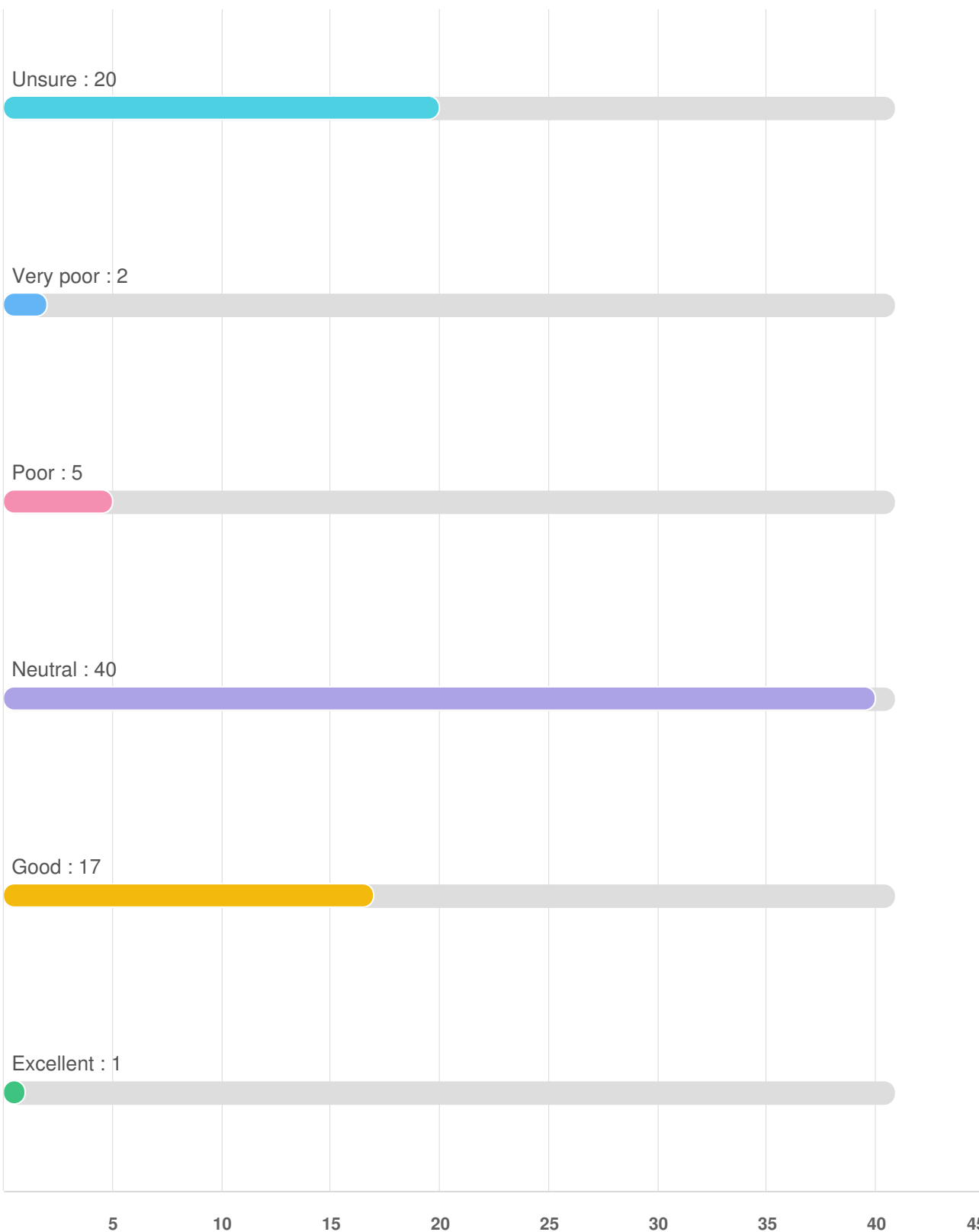
Question type: Likert Question

**Q17 | Environmental Services: For the same list of services, please provide your rating for the quality of the services you receive.**

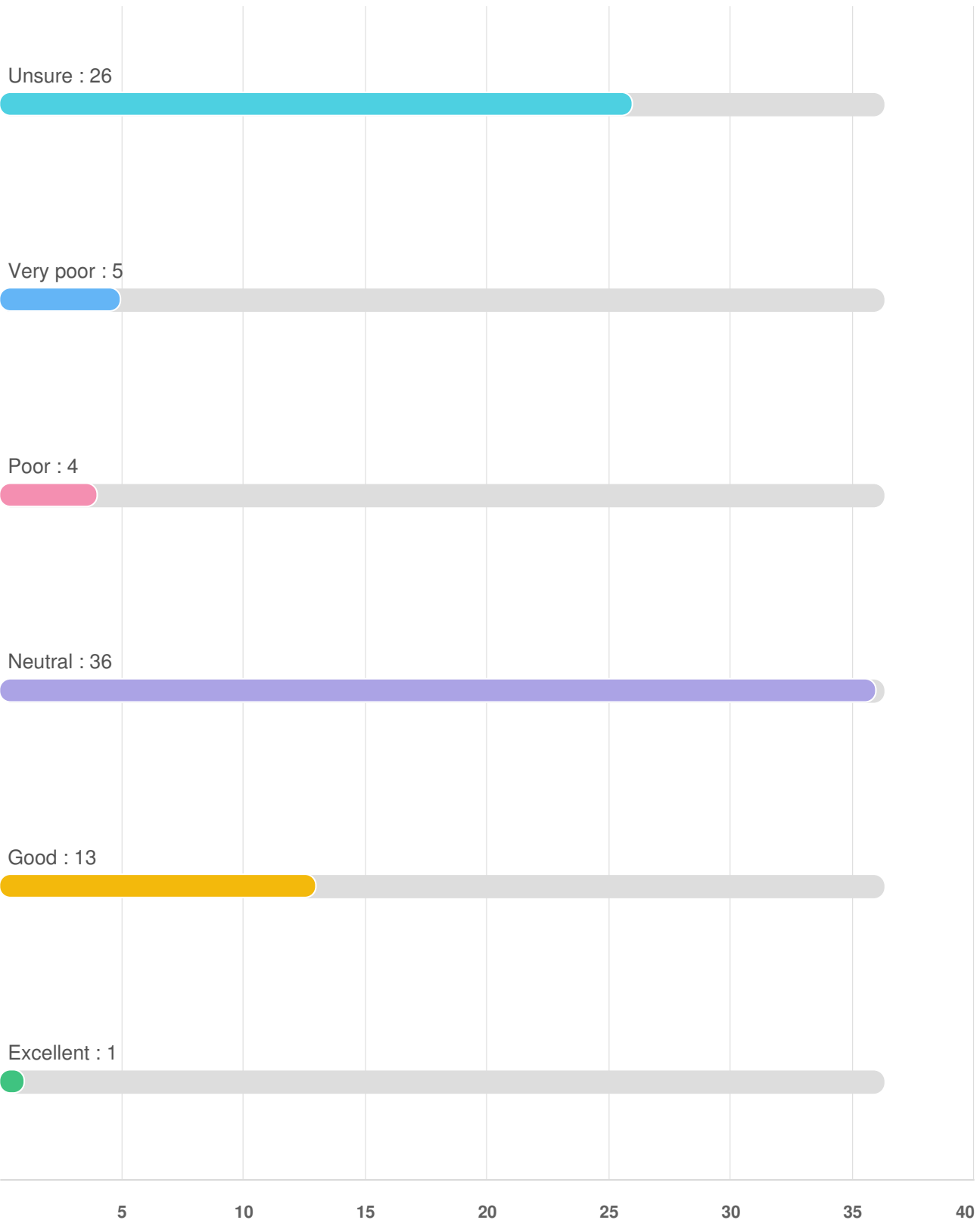
**Solid waste management and curbside collection**



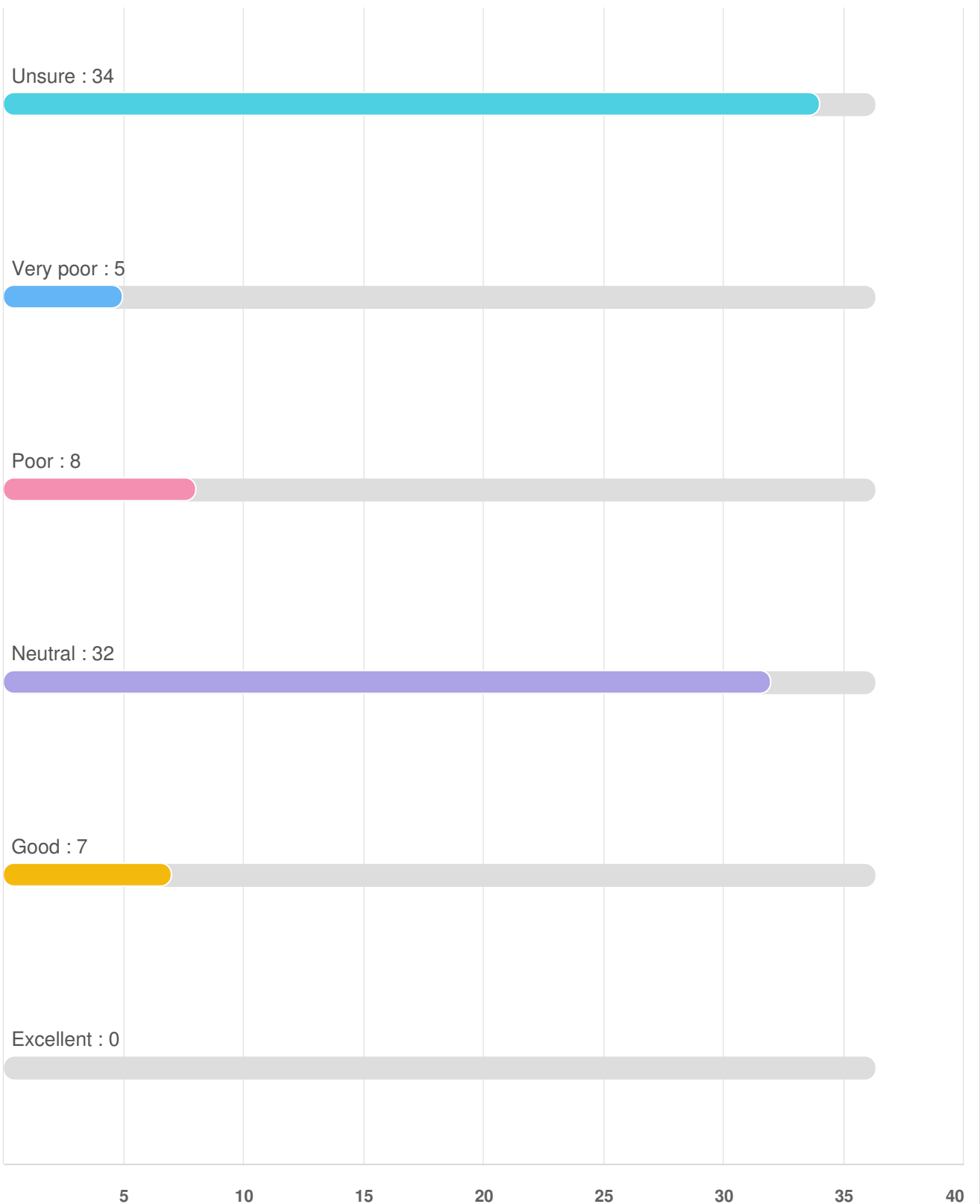
### Protecting environmentally sensitive areas



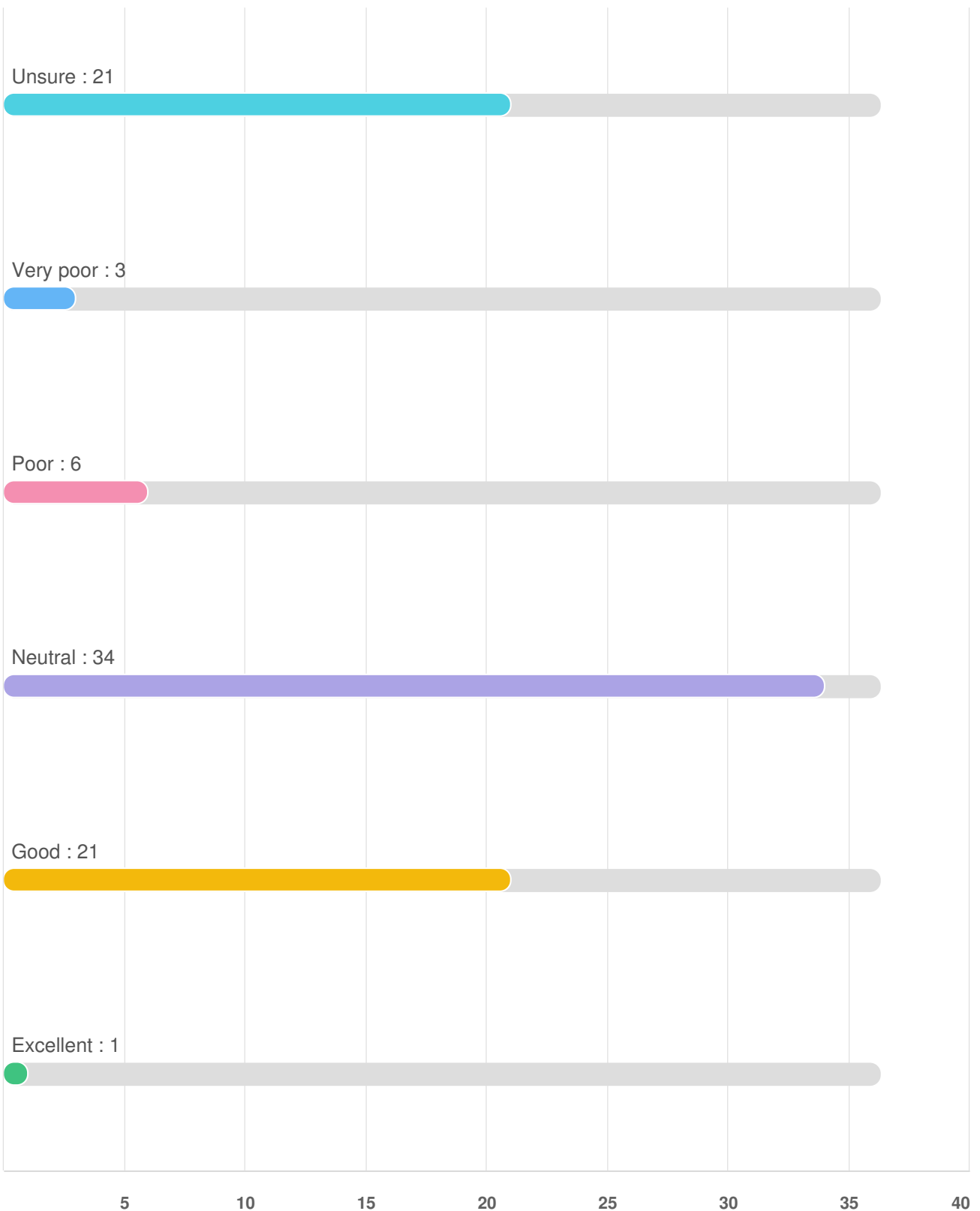
### Management of invasive plants



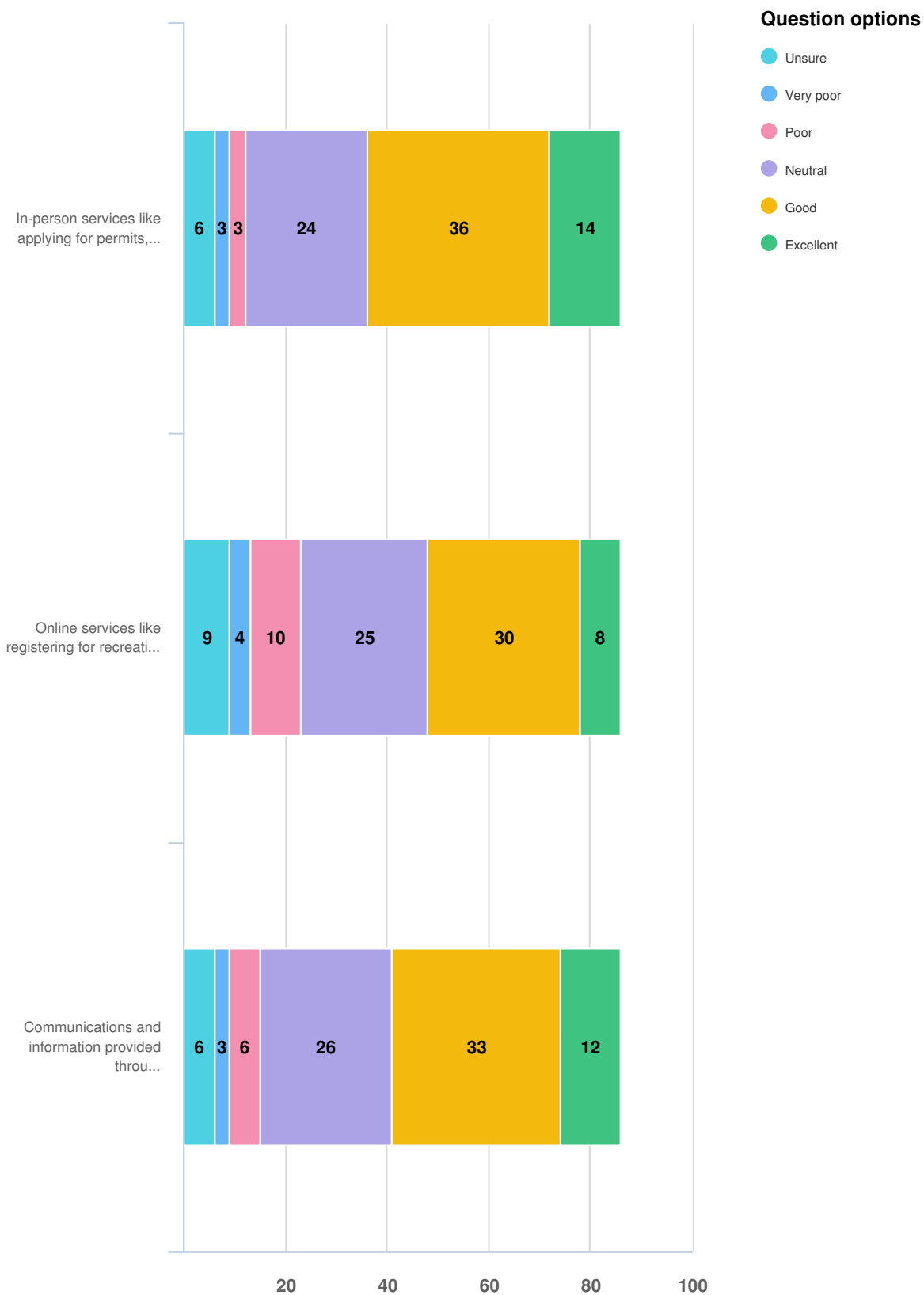
### Reducing GHG emissions and our impact on the climate



### Protecting and maintaining trees and the tree canopy



**Q18 | Online and In-Person Services: For the same list of services, please provide your rating for the quality of the services you receive.**



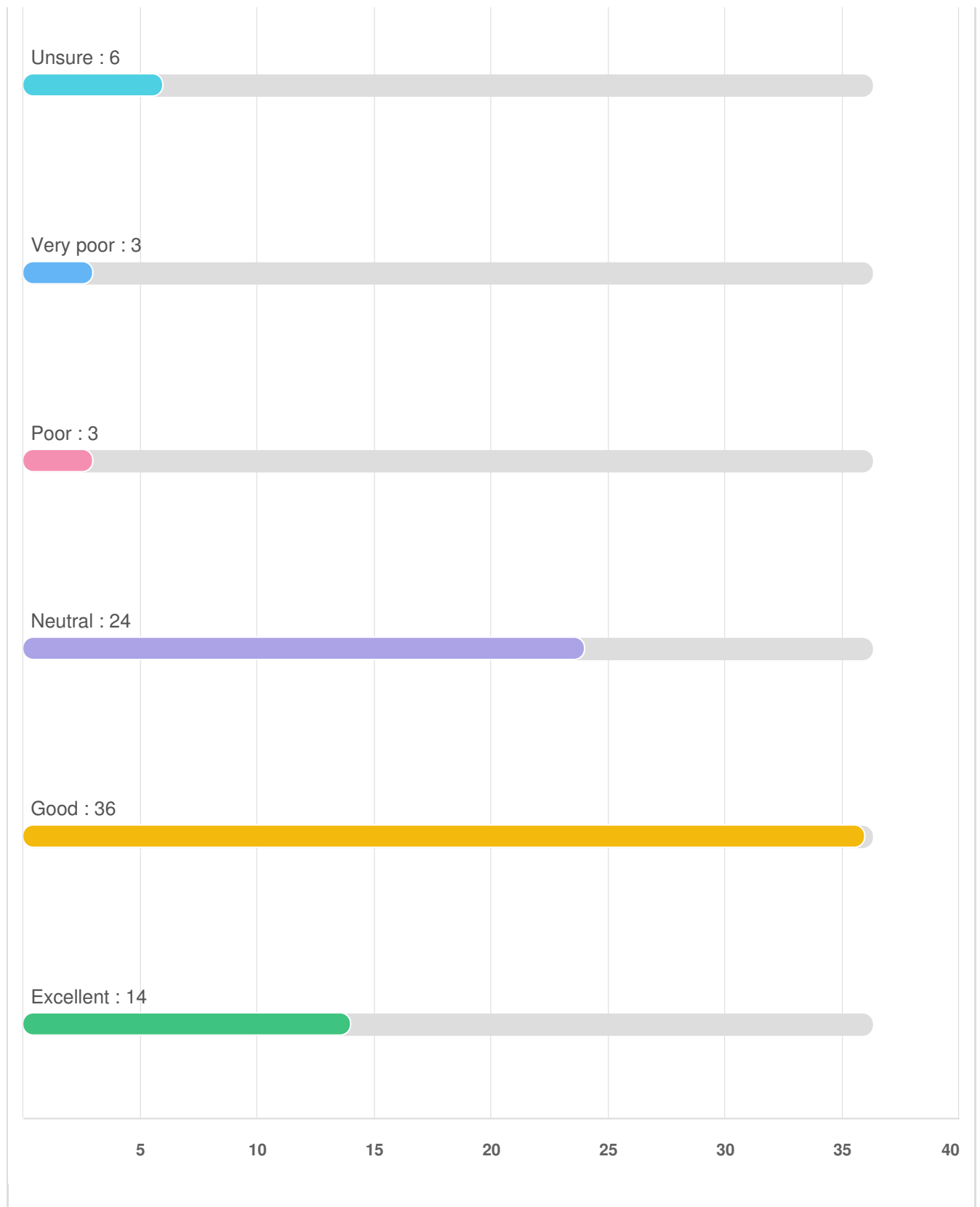
Optional question (86 response(s), 0 skipped)

Question type: Likert Question

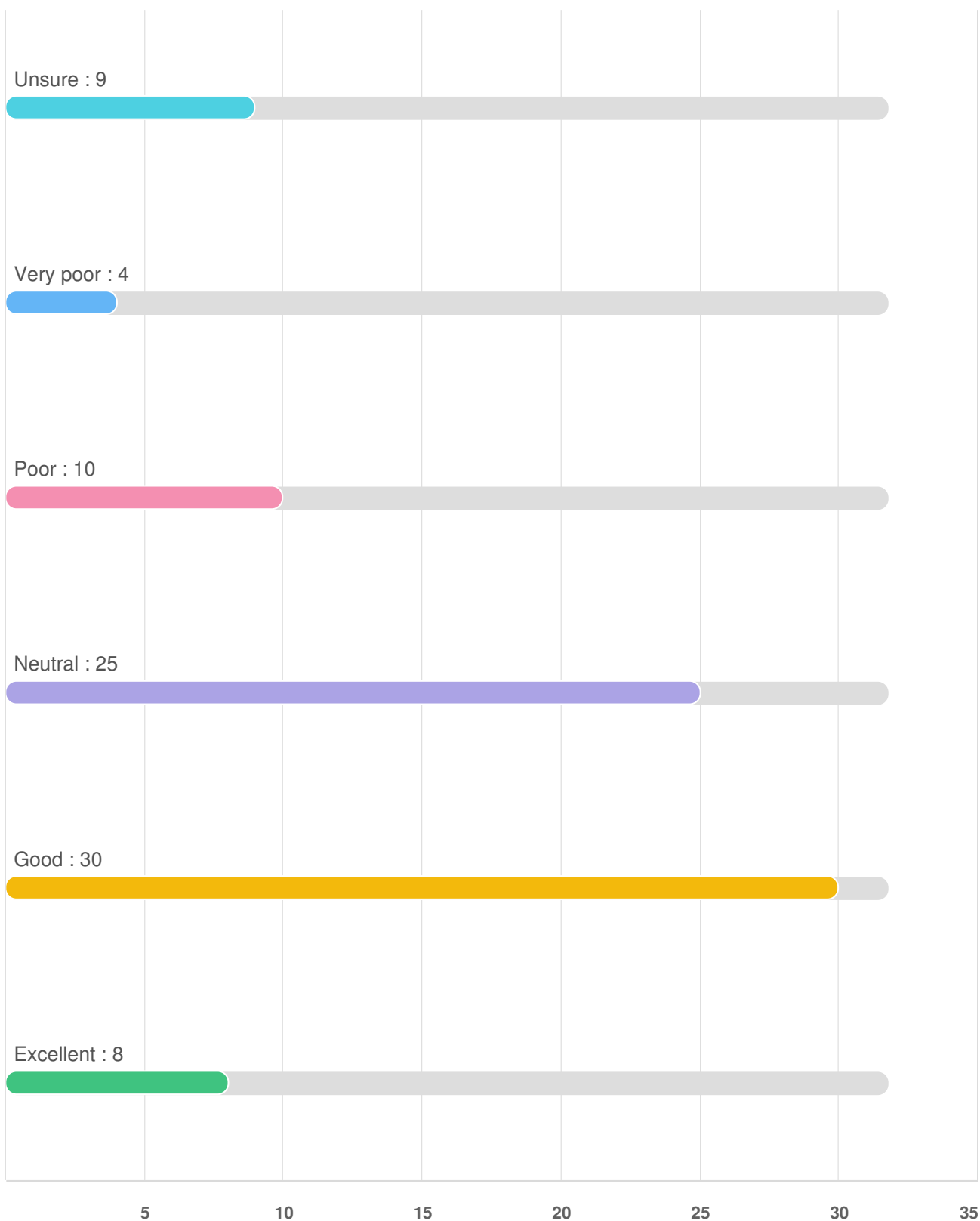


**Q18 | Online and In-Person Services: For the same list of services, please provide your rating for the quality of the services you receive.**

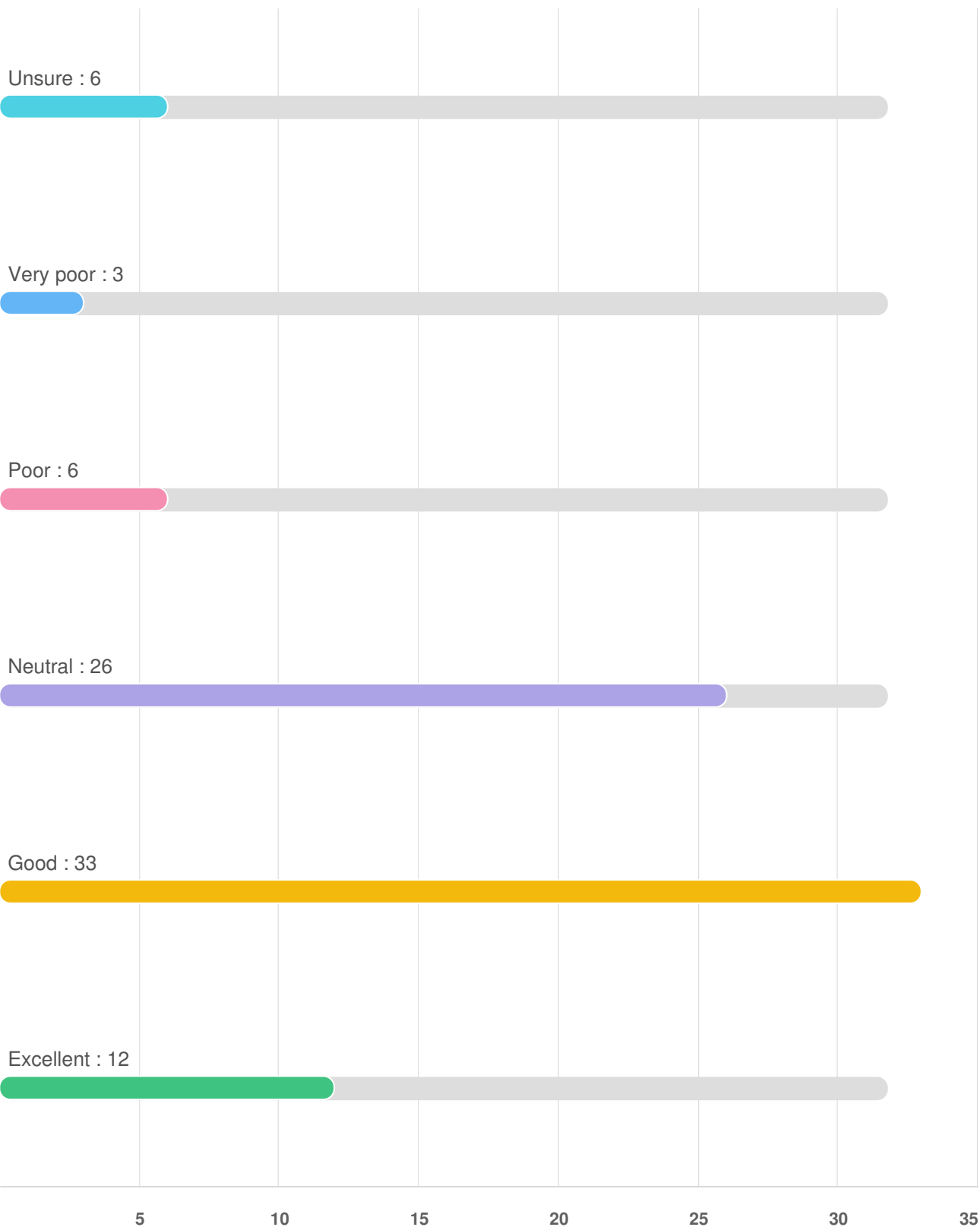
**In-person services like applying for permits, paying taxes, etc.**



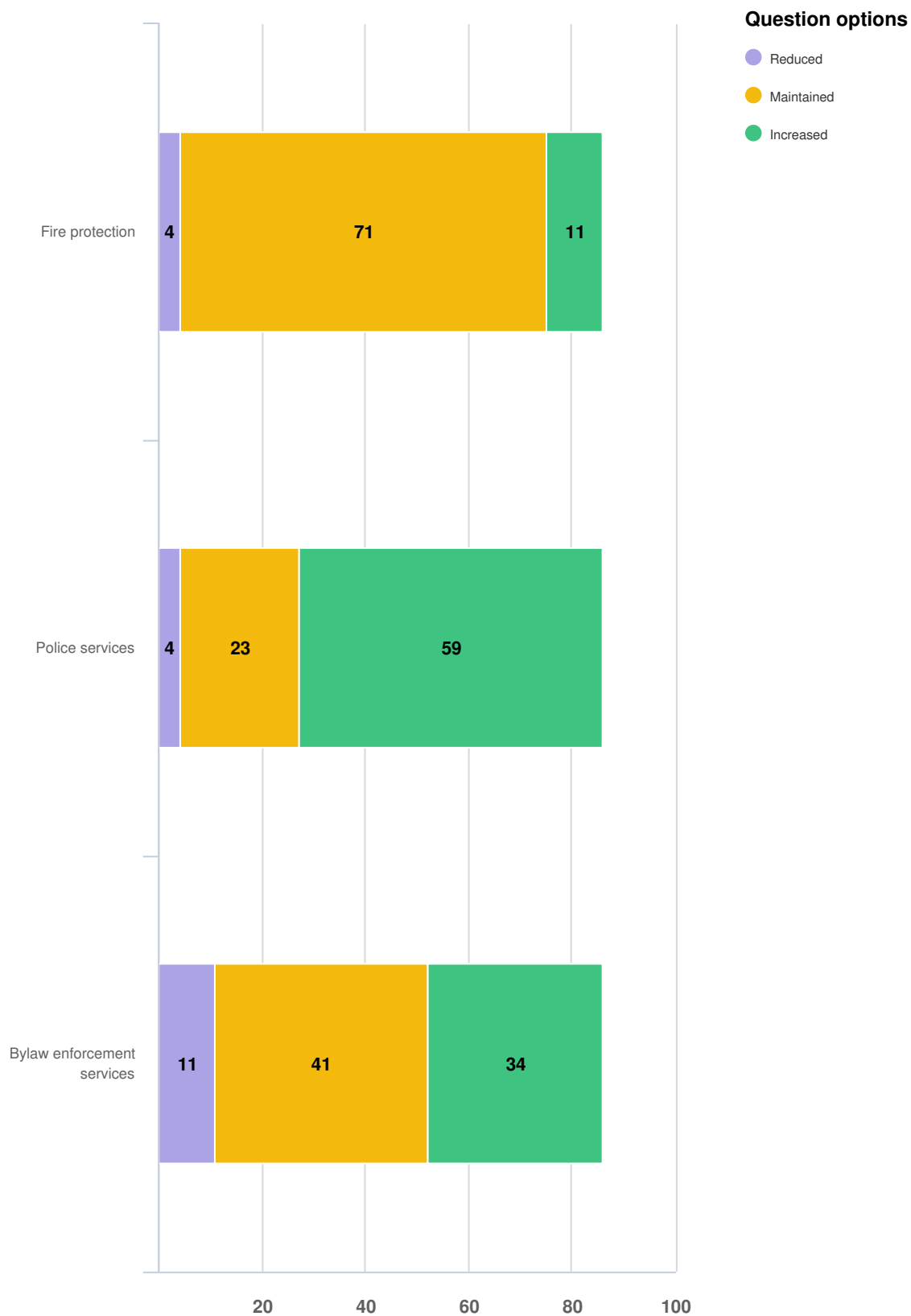
### Online services like registering for recreation programs, applying for building permits or inspections, and checking refuse pickup schedule



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



**Q19 | 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.**

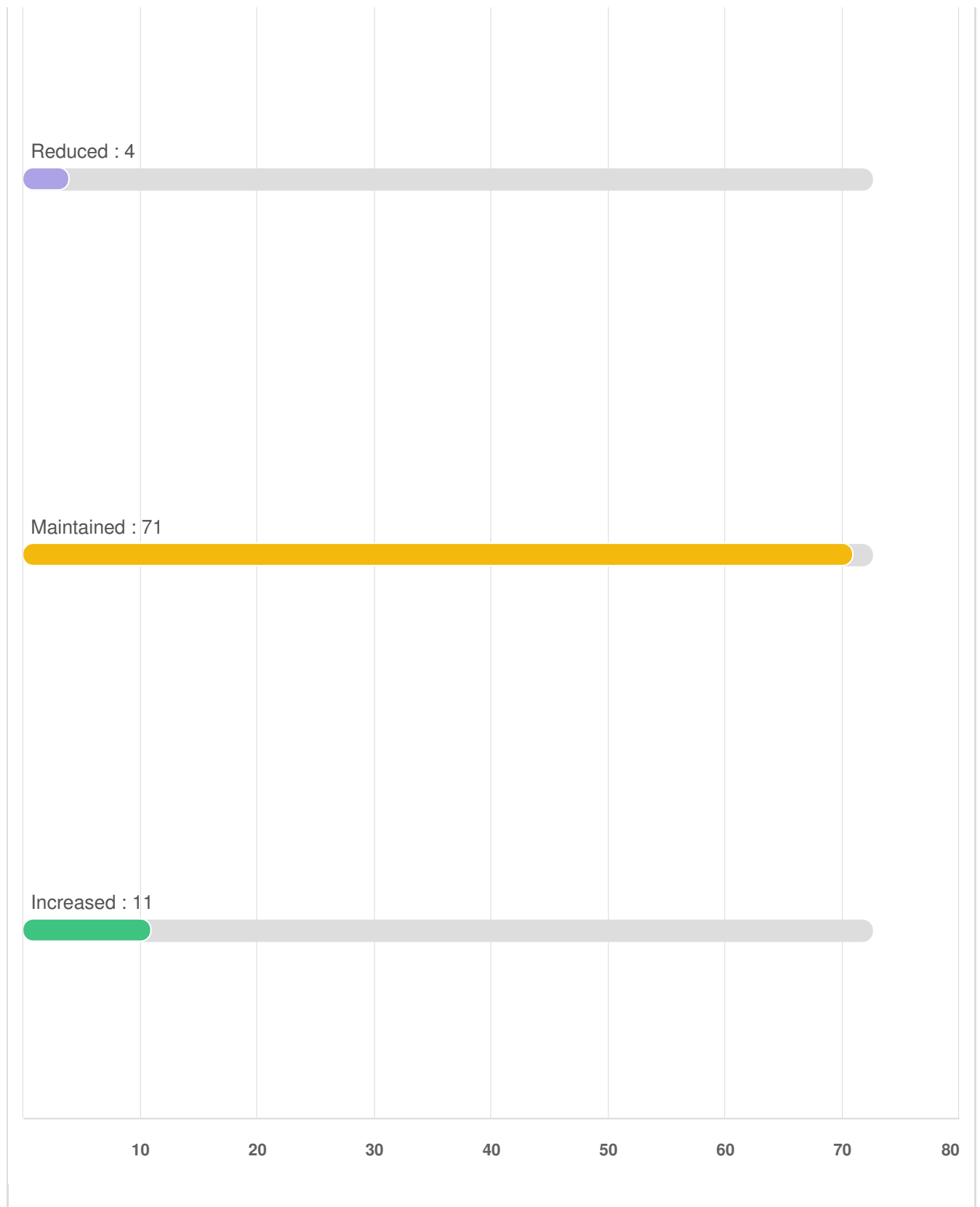


Optional question (86 response(s), 0 skipped)

Question type: Likert Question

**Q19** | **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.

**Fire protection**



## Police services

Reduced : 4



Maintained : 23



Increased : 59



5 10 15 20 25 30 35 40 45 50 55 60 65



### Bylaw enforcement services

Reduced : 11



Maintained : 41

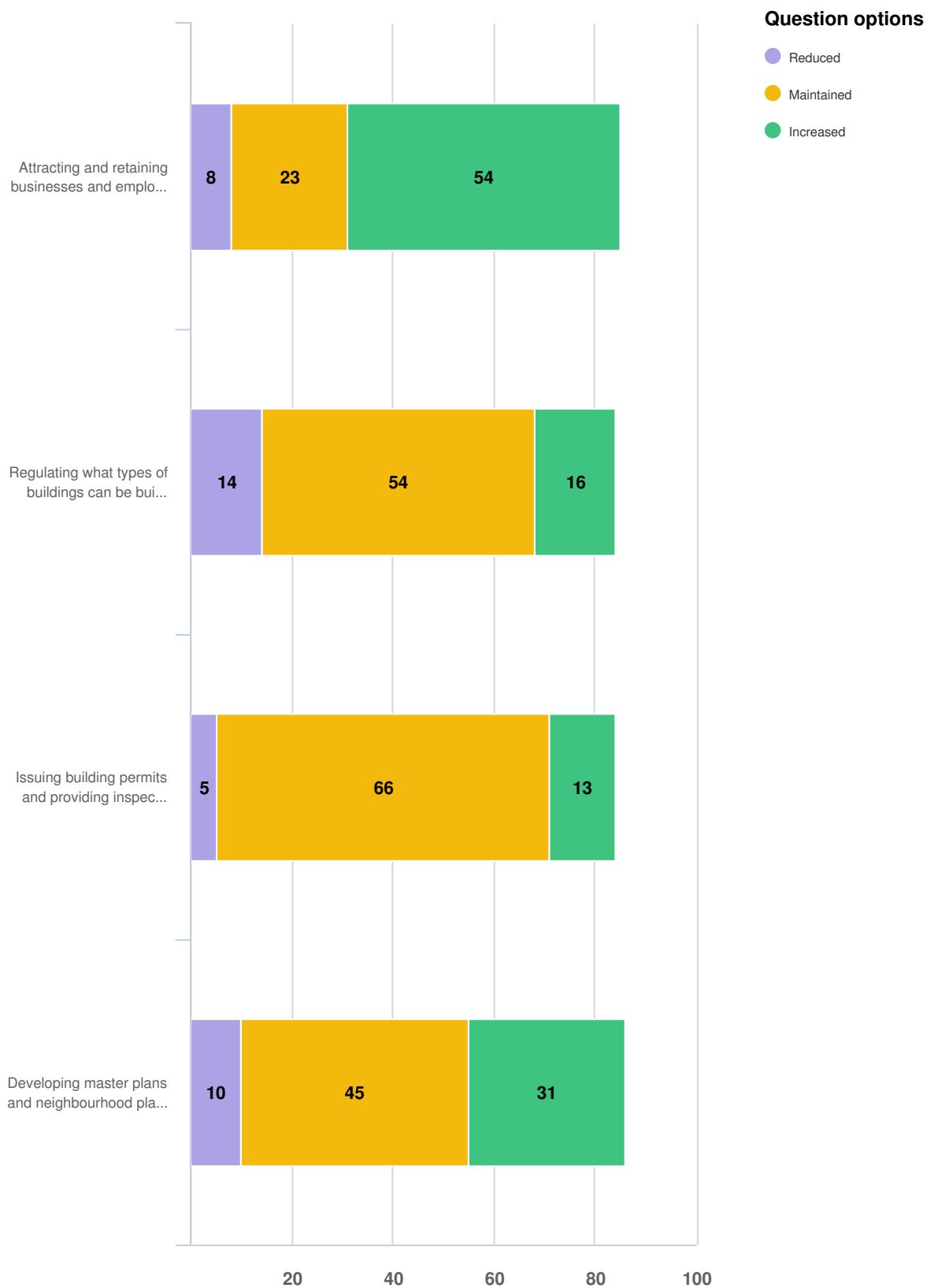


Increased : 34



5 10 15 20 25 30 35 40 45

**Q20 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.**

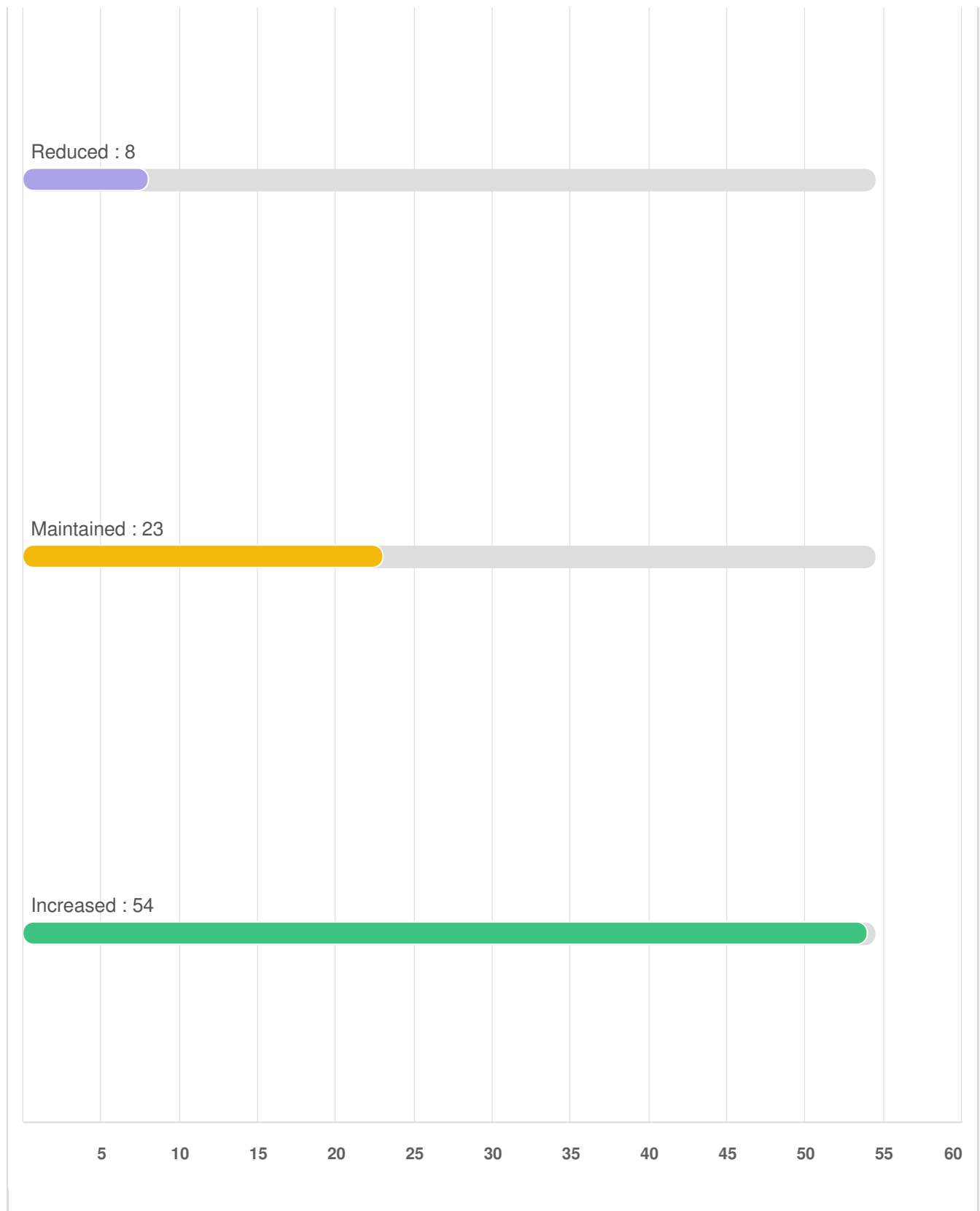


Optional question (86 response(s), 0 skipped)

Question type: Likert Question

**Q20 | 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 : 14



Maintained : 54



Increased : 16



5 10 15 20 25 30 35 40 45 50 55 60

### Issuing building permits and providing inspections



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

Reduced : 10



Maintained : 45

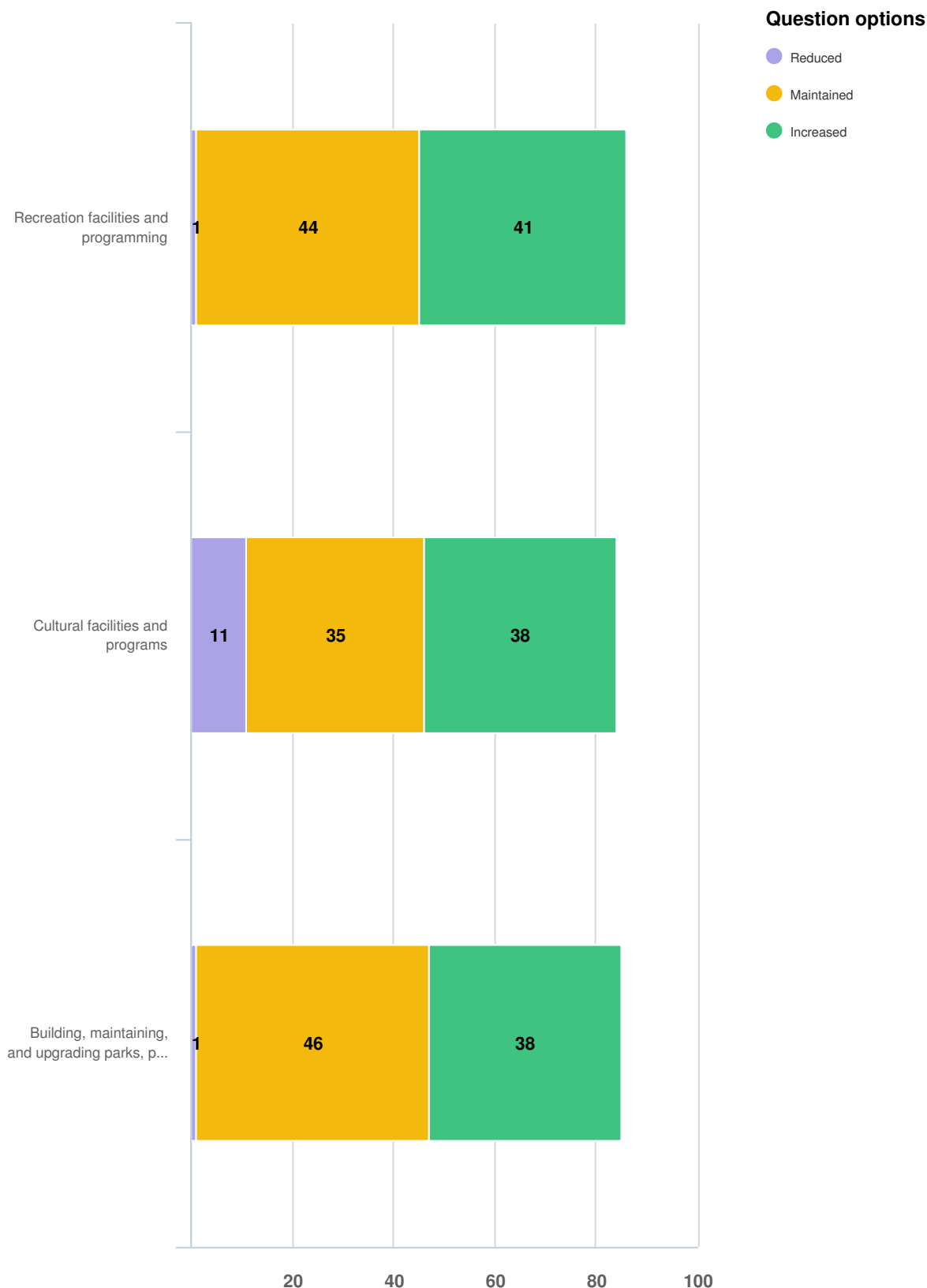


Increased : 31



5 10 15 20 25 30 35 40 45 50

**Q21 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.**



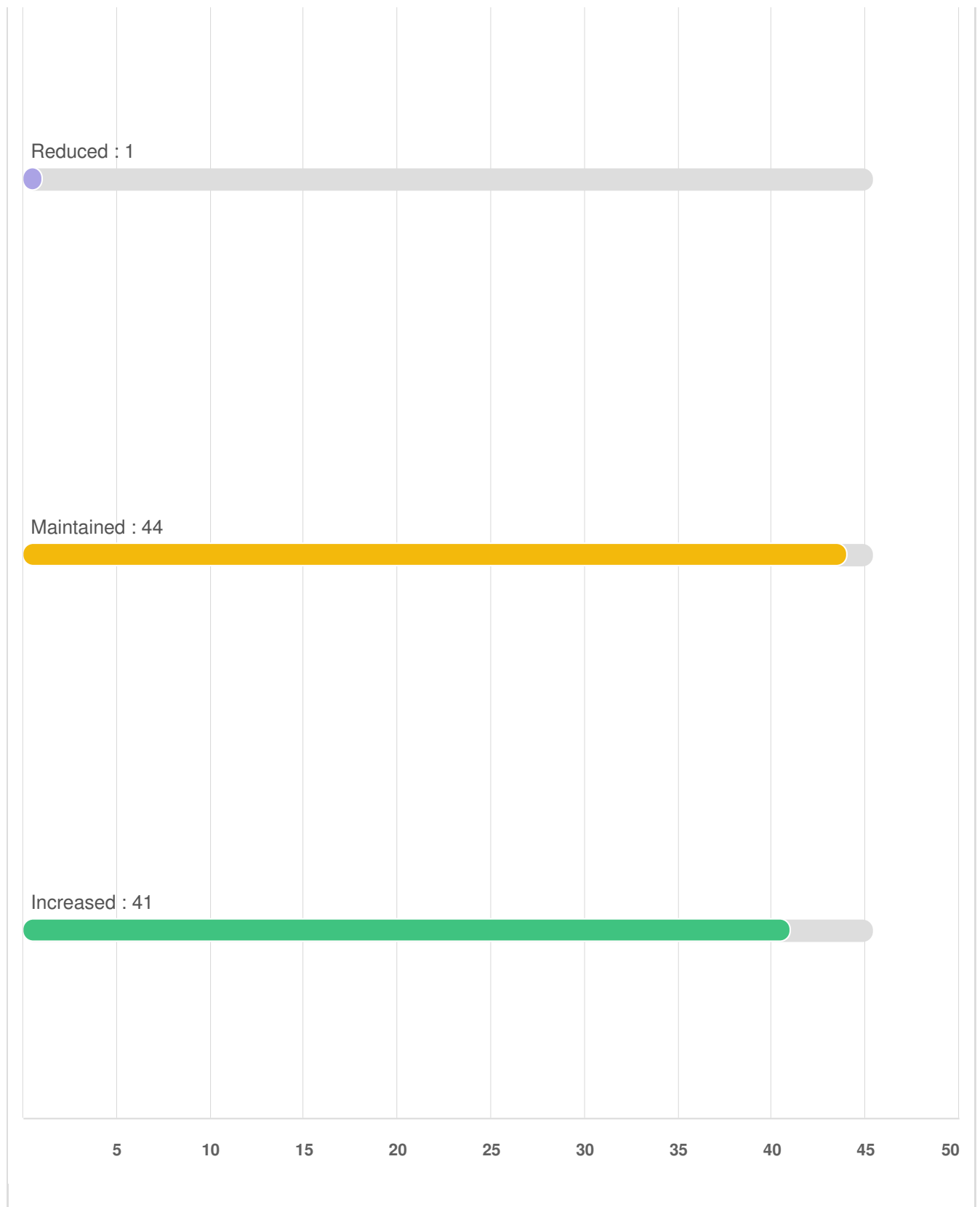
Optional question (86 response(s), 0 skipped)

Question type: Likert Question



**Q21 | 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**



### Cultural facilities and programs

Reduced : 11



Maintained : 35



Increased : 38



5 10 15 20 25 30 35 40

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

Reduced : 1



Maintained : 46

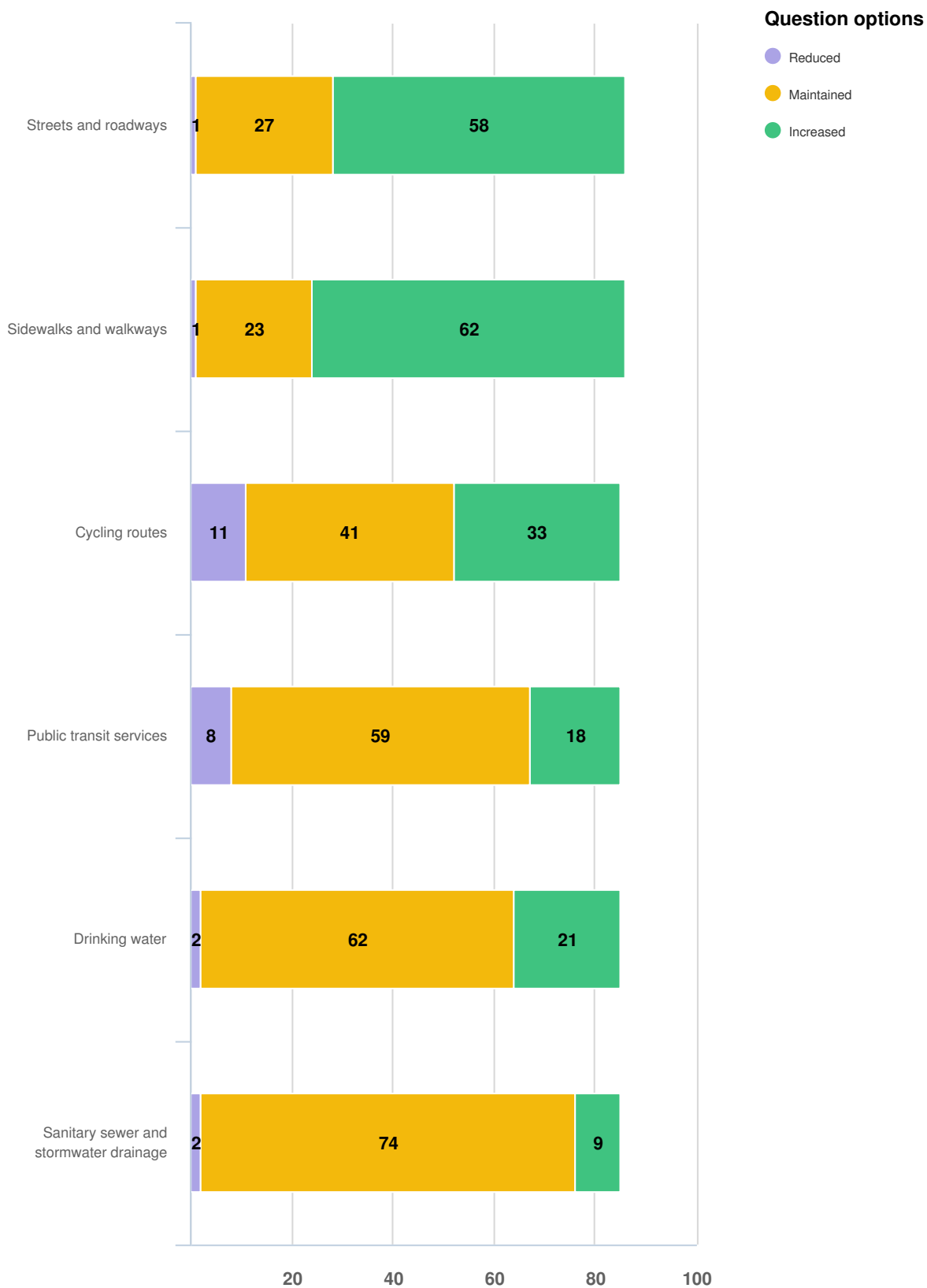


Increased : 38



5 10 15 20 25 30 35 40 45 50

**Q22 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.**

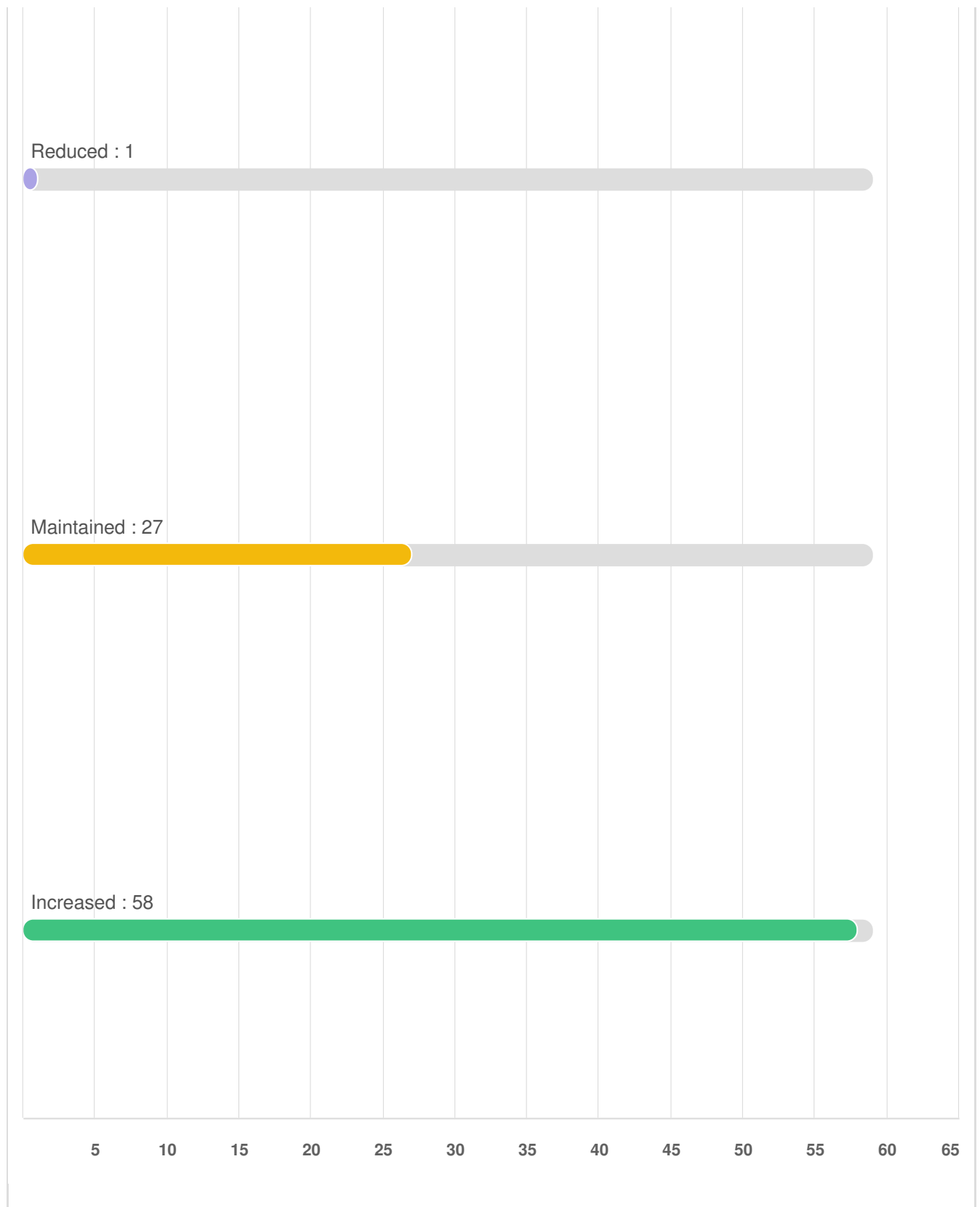


Optional question (86 response(s), 0 skipped)

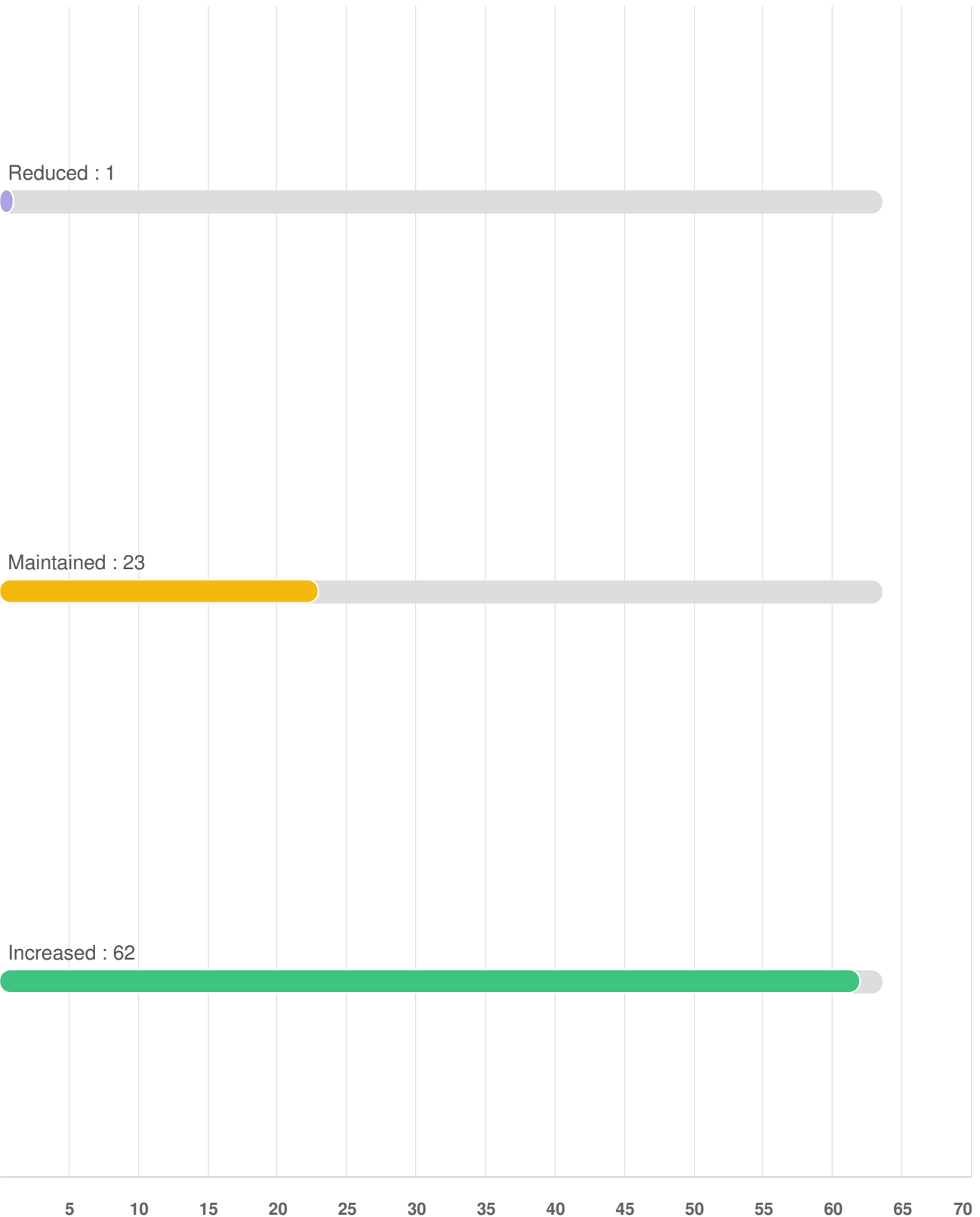
Question type: Likert Question

**Q22** | **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





## Cycling routes

Reduced : 11



Maintained : 41



Increased : 33



5 10 15 20 25 30 35 40 45

## Public transit services

Reduced : 8



Maintained : 59

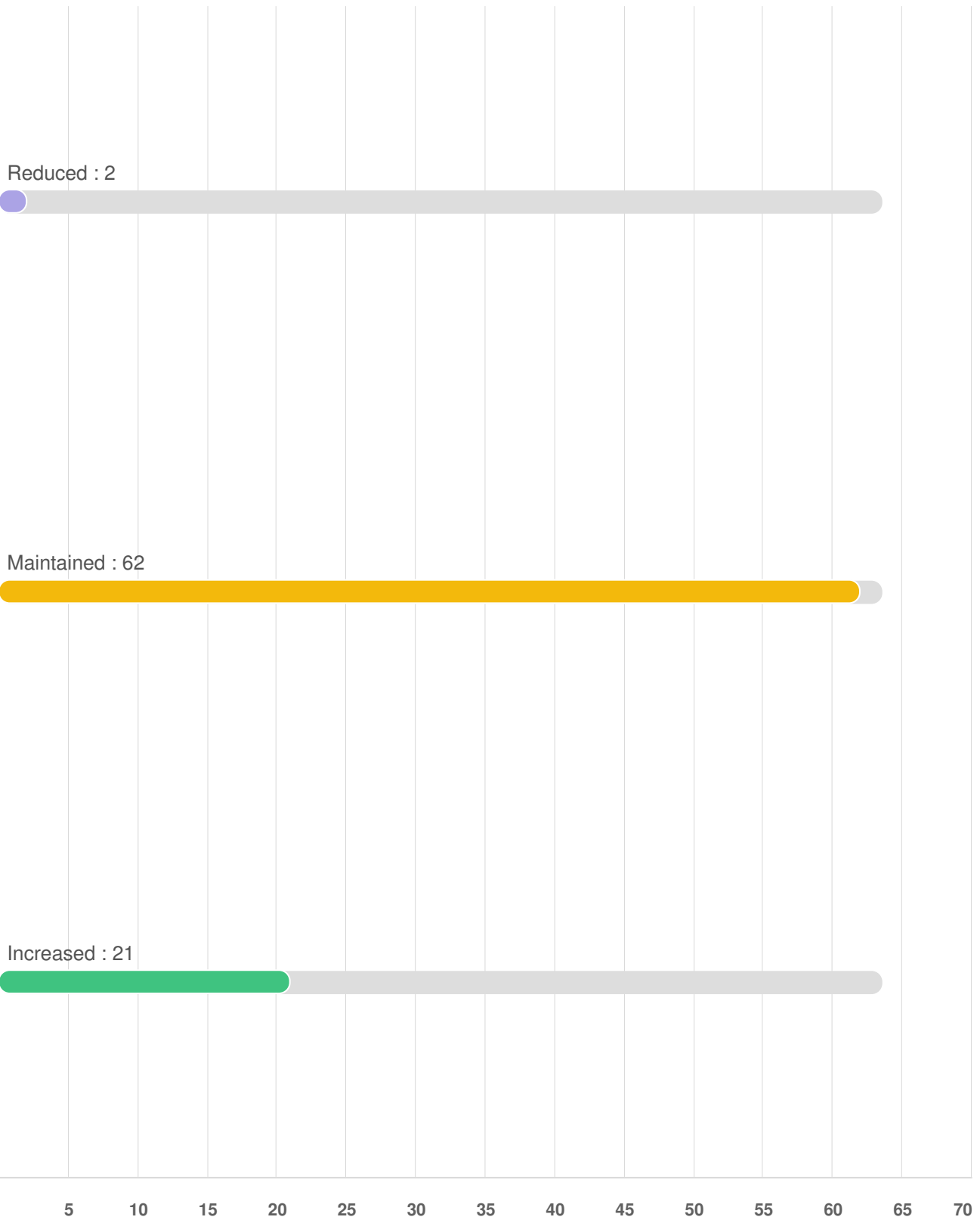


Increased : 18

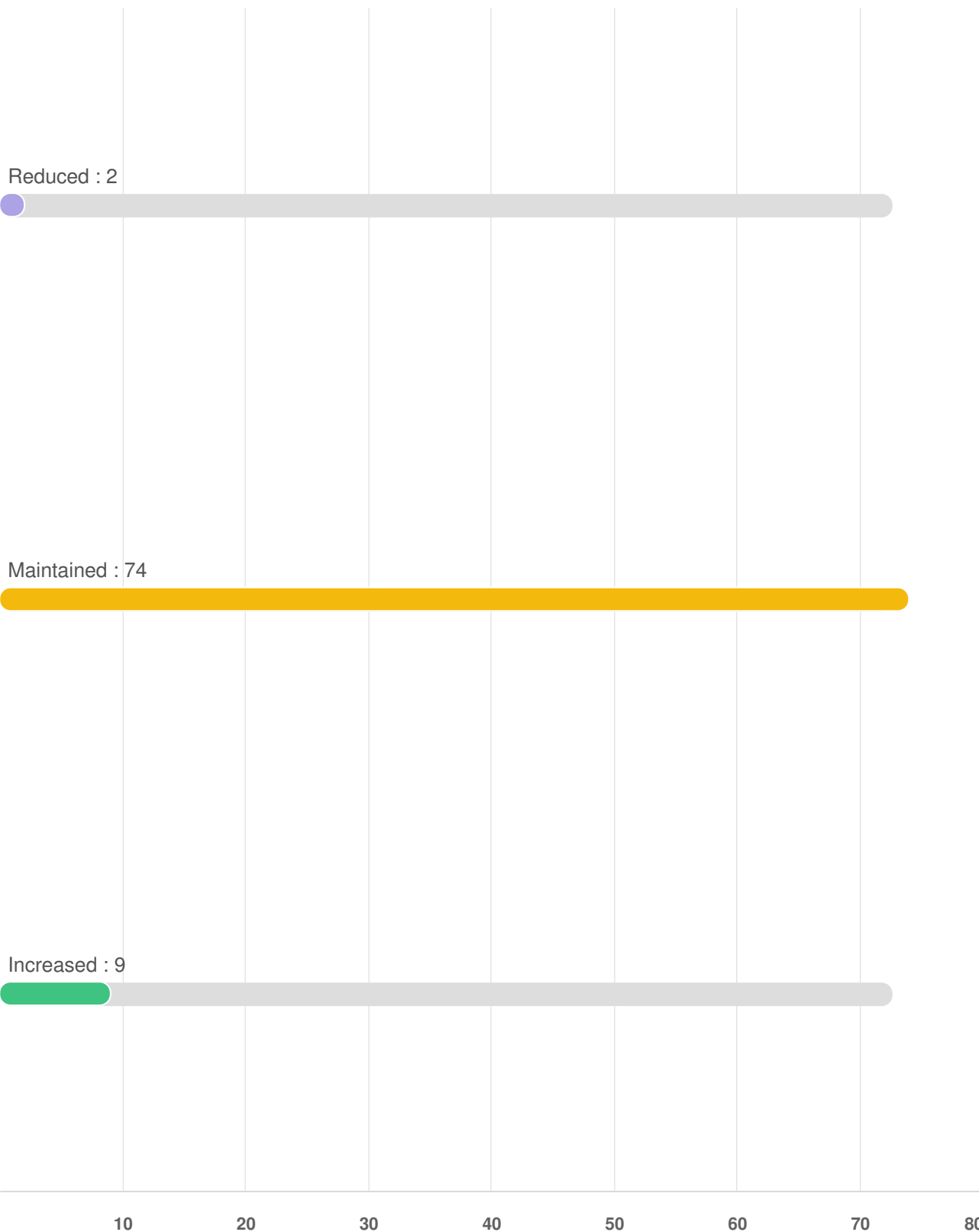


5 10 15 20 25 30 35 40 45 50 55 60 65

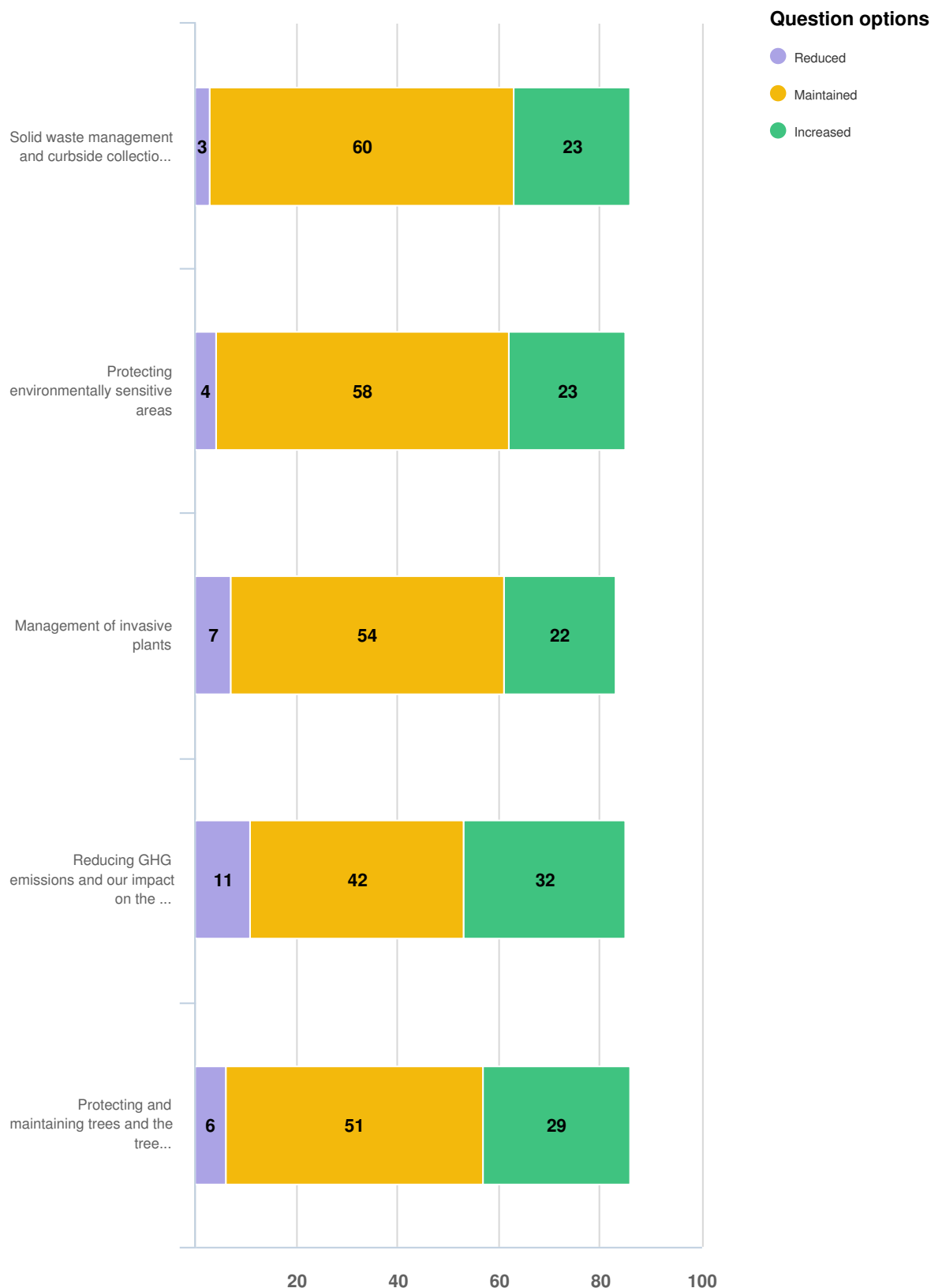
## Drinking water



## Sanitary sewer and stormwater drainage



**Q23 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.**

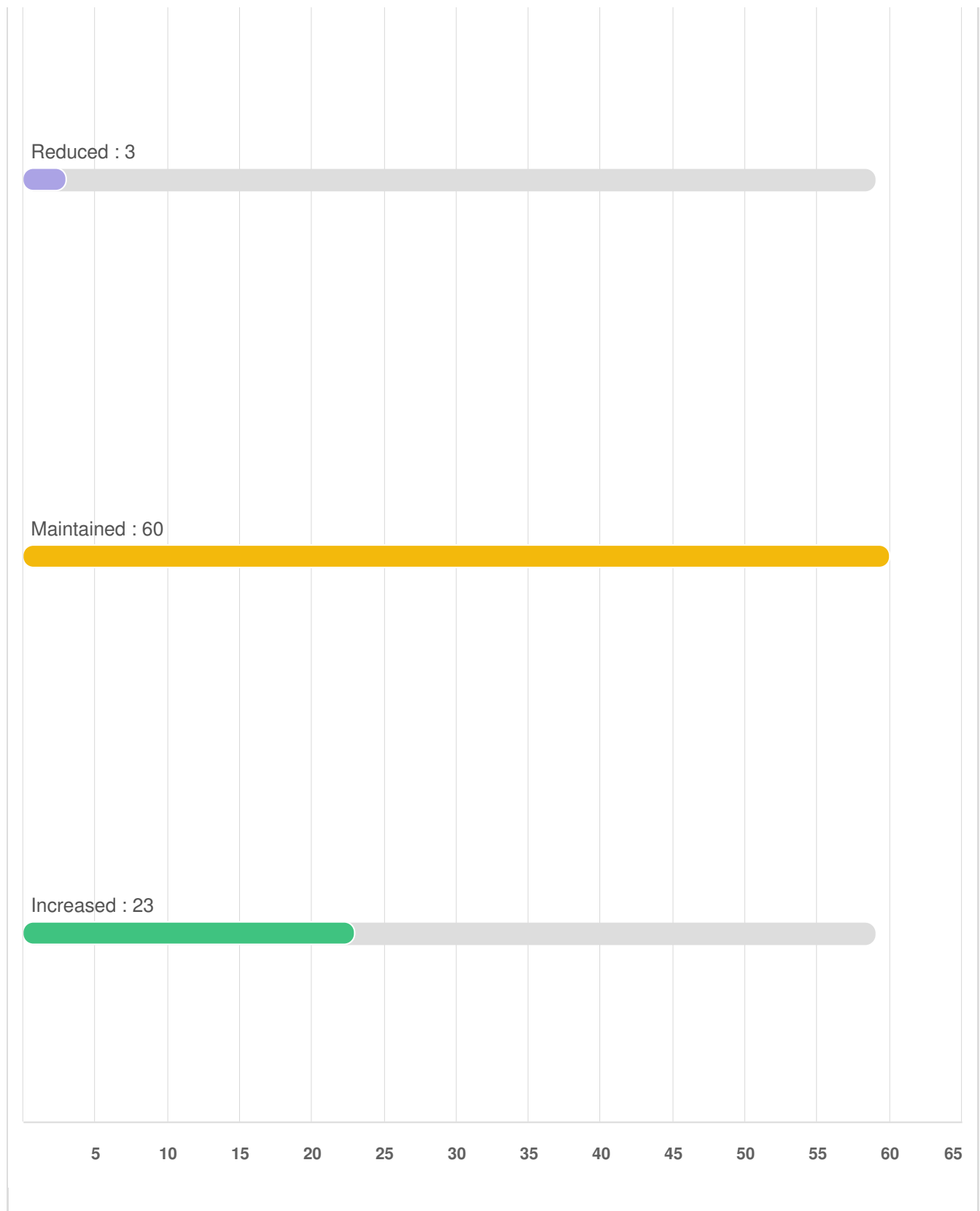


Optional question (86 response(s), 0 skipped)

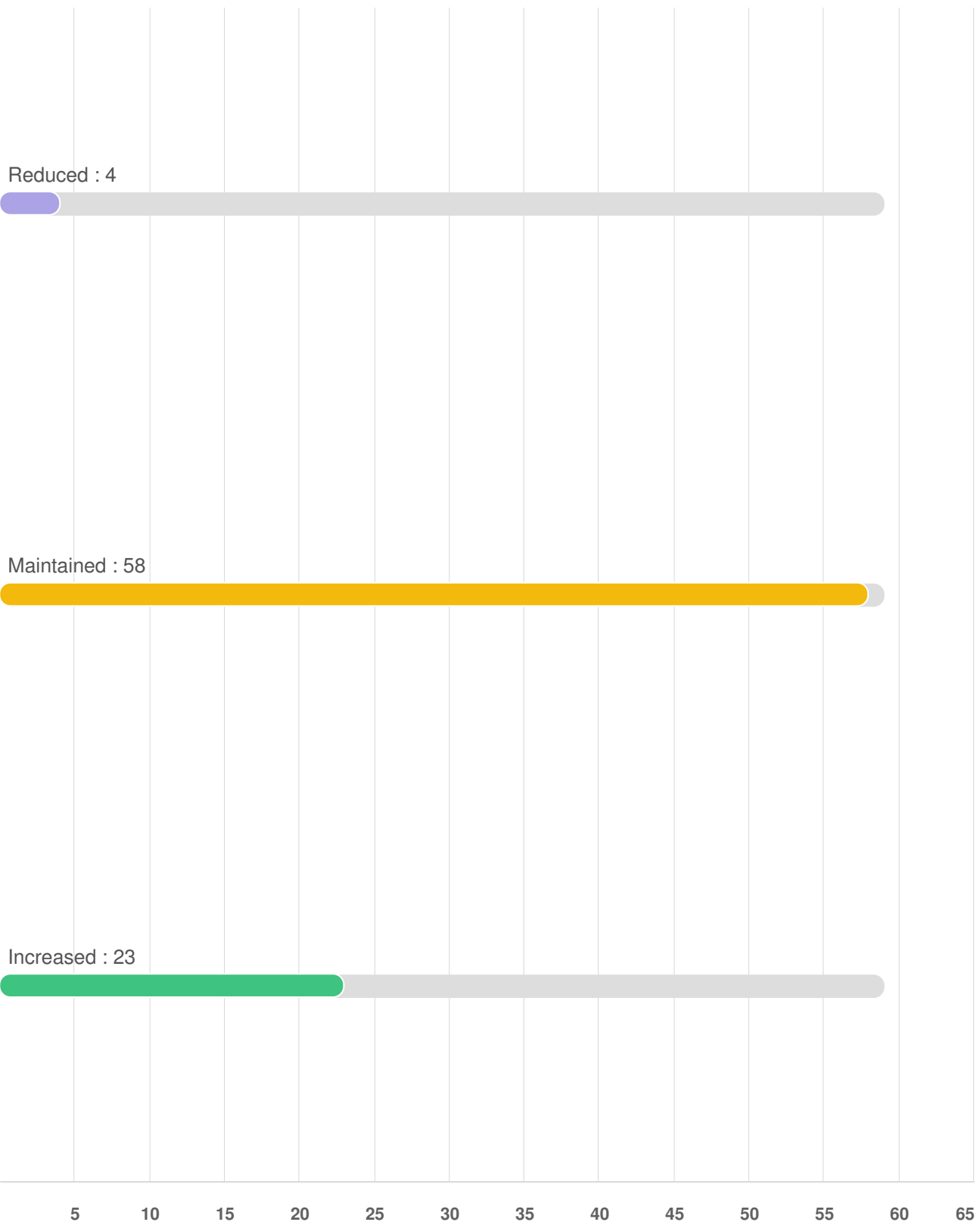
Question type: Likert Question

**Q23 | 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**

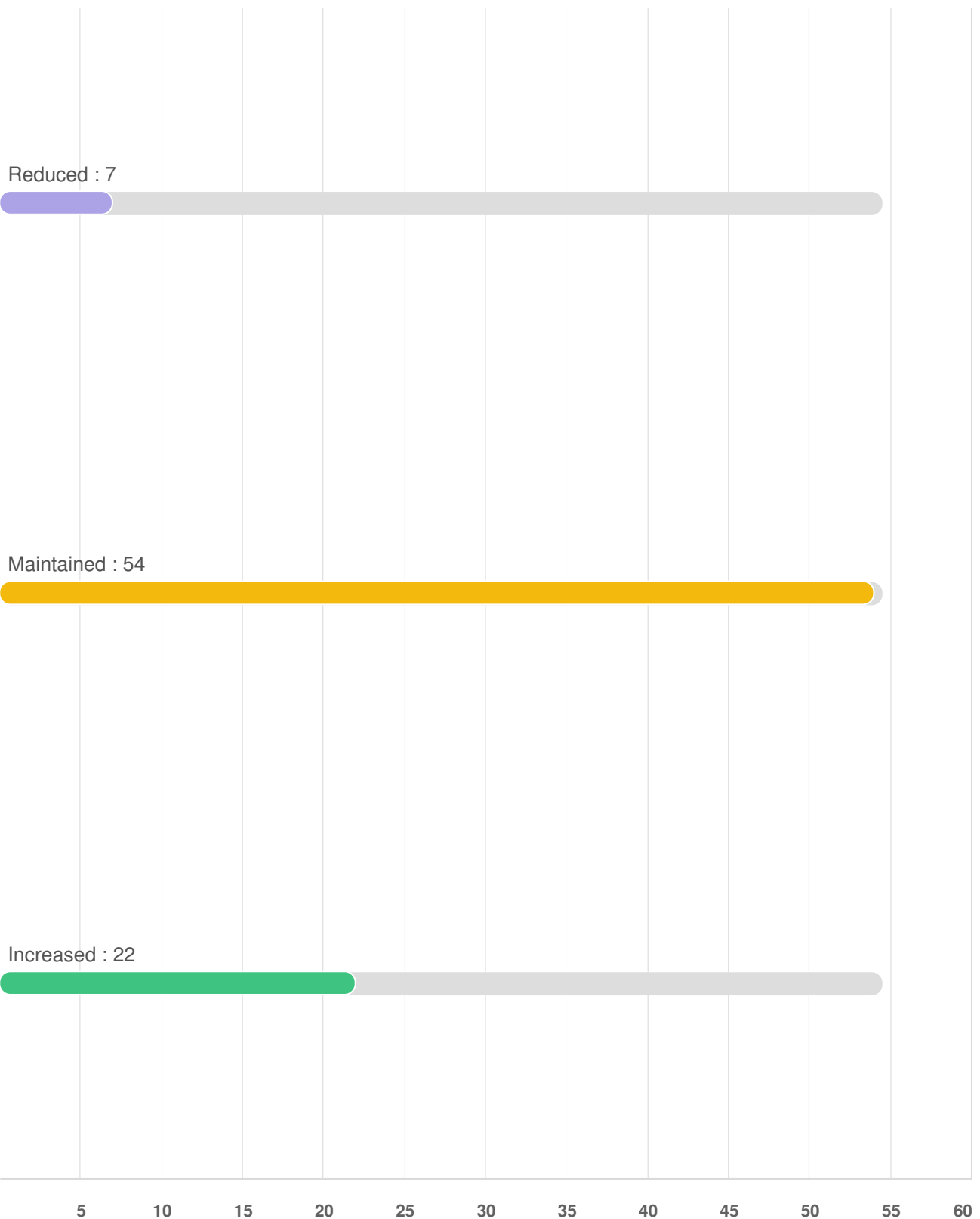


### Protecting environmentally sensitive areas





## Management of invasive plants



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

Reduced : 11



Maintained : 42



Increased : 32



5 10 15 20 25 30 35 40 45

### Protecting and maintaining trees and the tree canopy

Reduced : 6



Maintained : 51

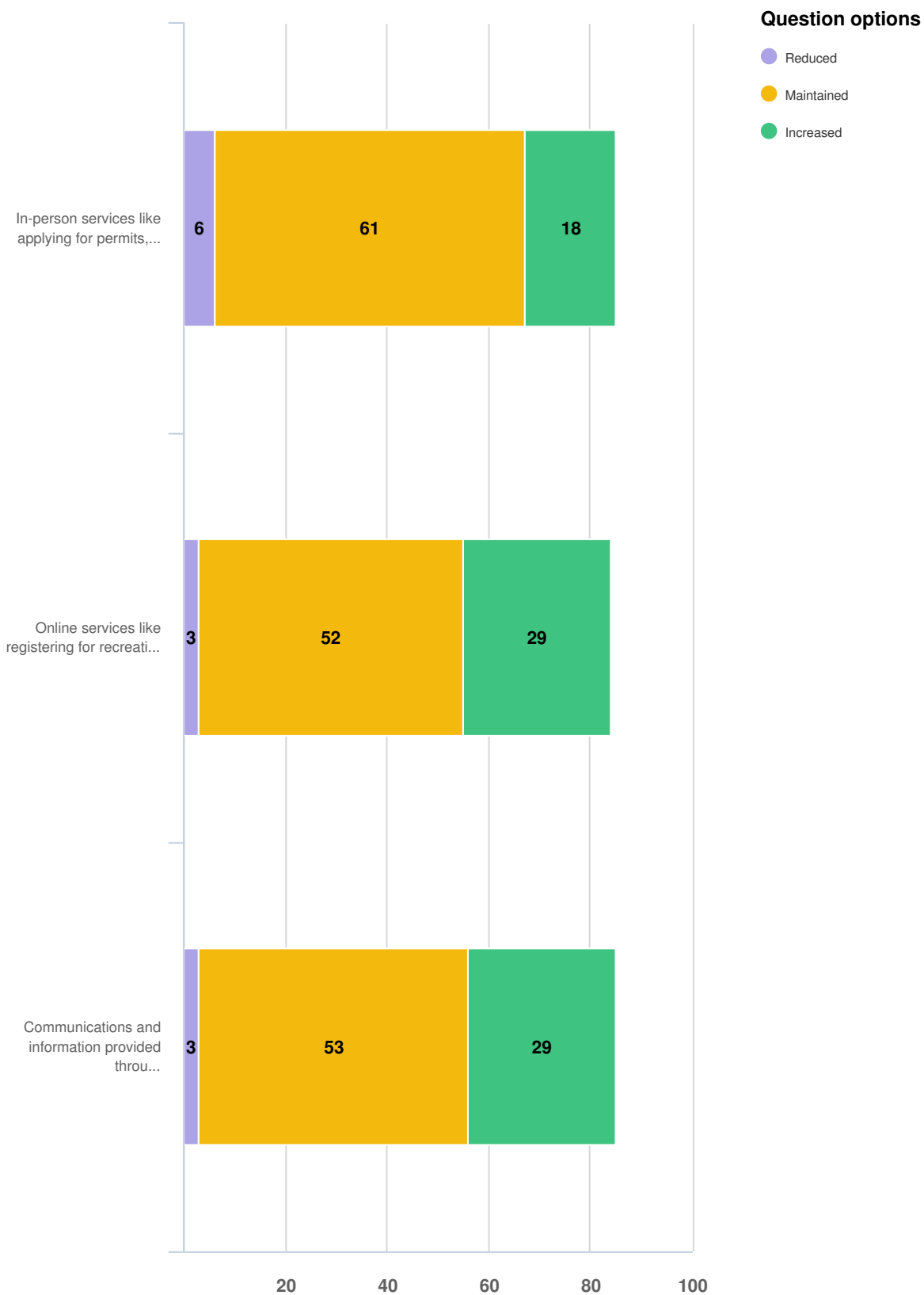


Increased : 29



5 10 15 20 25 30 35 40 45 50 55

**Q24 | 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.**

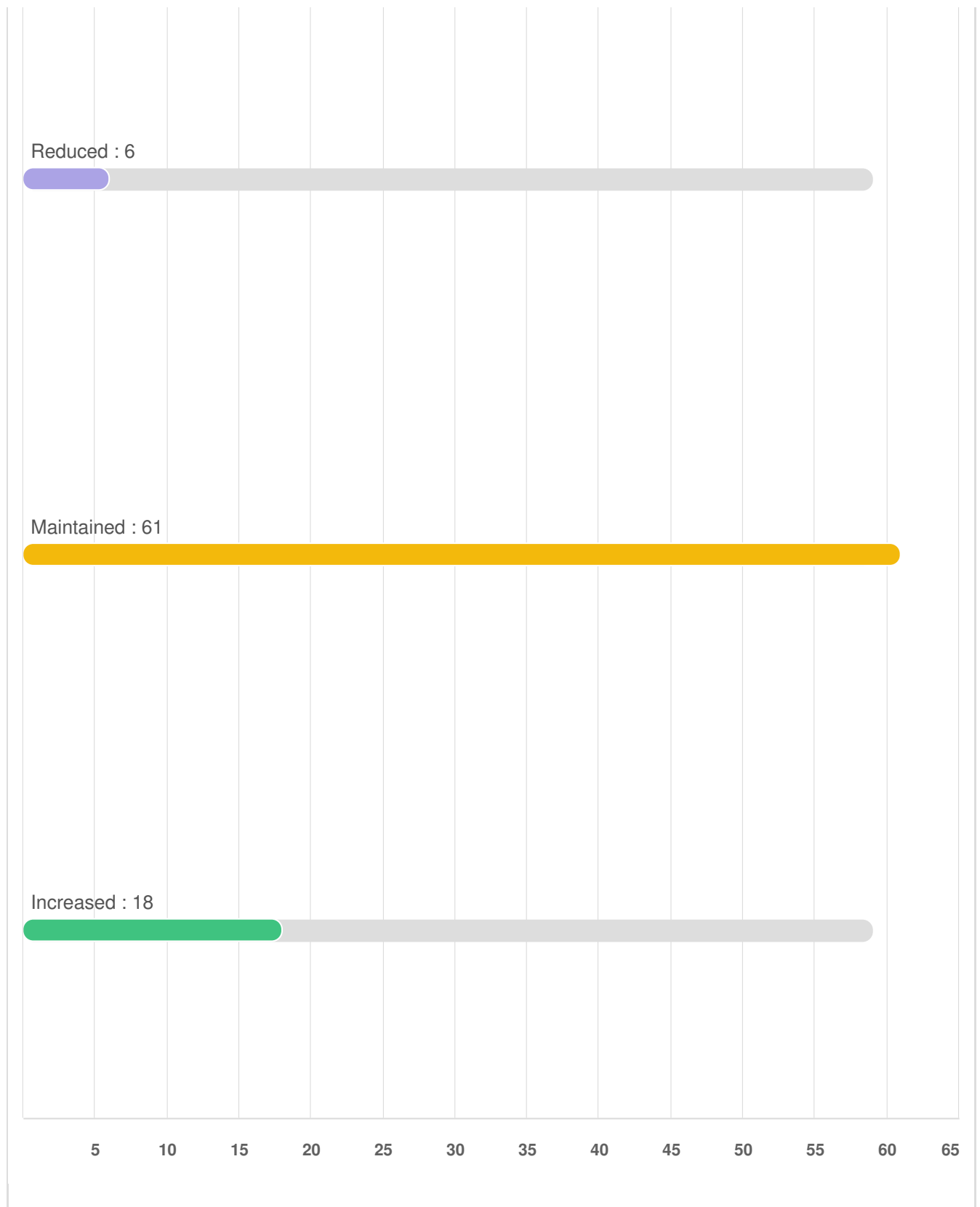


Optional question (86 response(s), 0 skipped)

Question type: Likert Question

**Q24 | 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

