

City of Quesnel

Service Satisfaction Survey, 2003

November, 2003

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City of Quesnel

Service Satisfaction Survey

Executive Summary

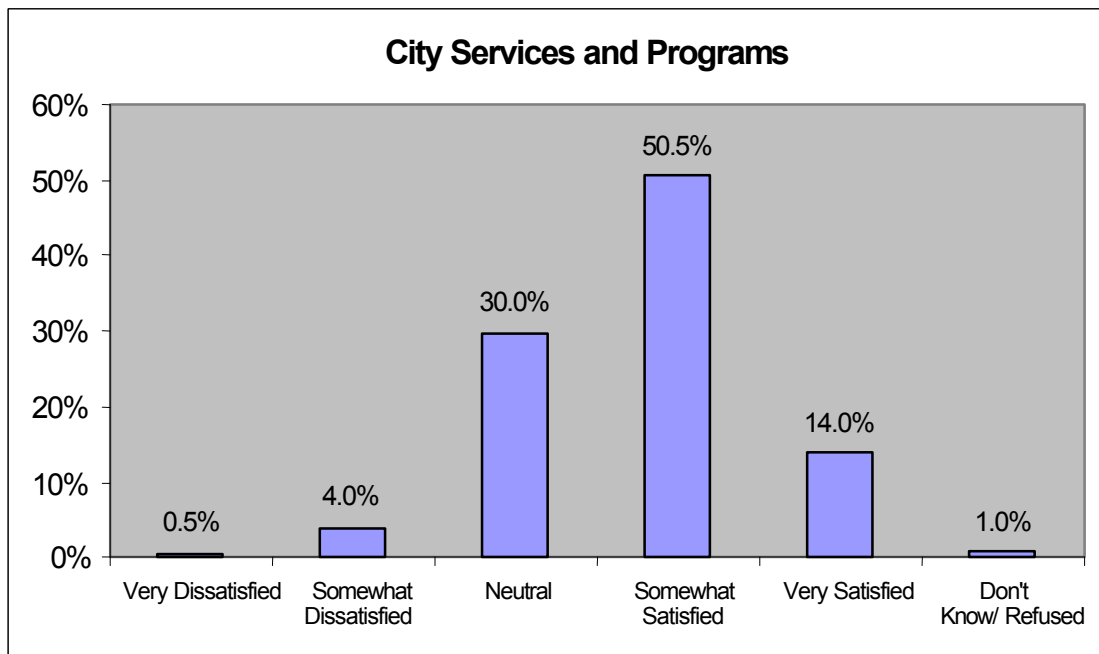
In 2003 the City of Quesnel contracted with Pulse Research Limited to undertake a survey of residents to assess satisfaction with city services. The primary purpose of the survey was to determine resident attitudes and opinions regarding the quality of service presently being provided by the City of Quesnel, and in some cases, by its partners. The survey was further intended to identify:

- Service and budget priorities,
- New services that should be considered, and
- Willingness of the public to pay for new and/or higher quality services.

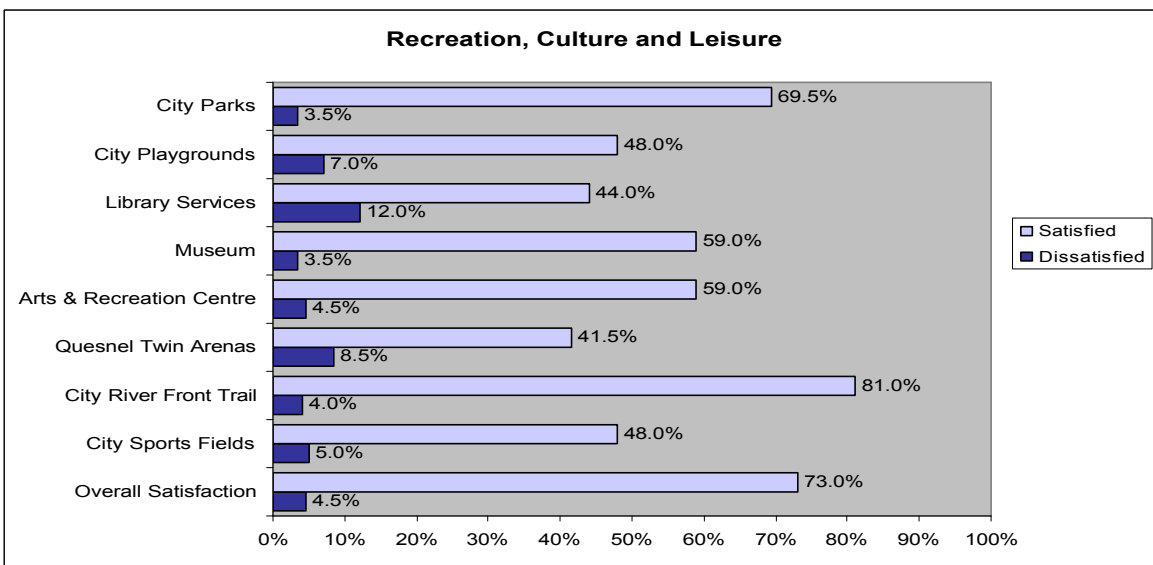
In accordance with the Terms of Reference, 200 residents were successfully surveyed.

Highlights of the survey are presented below.

1. Two thirds of respondents indicated satisfaction with the City's services and programs.

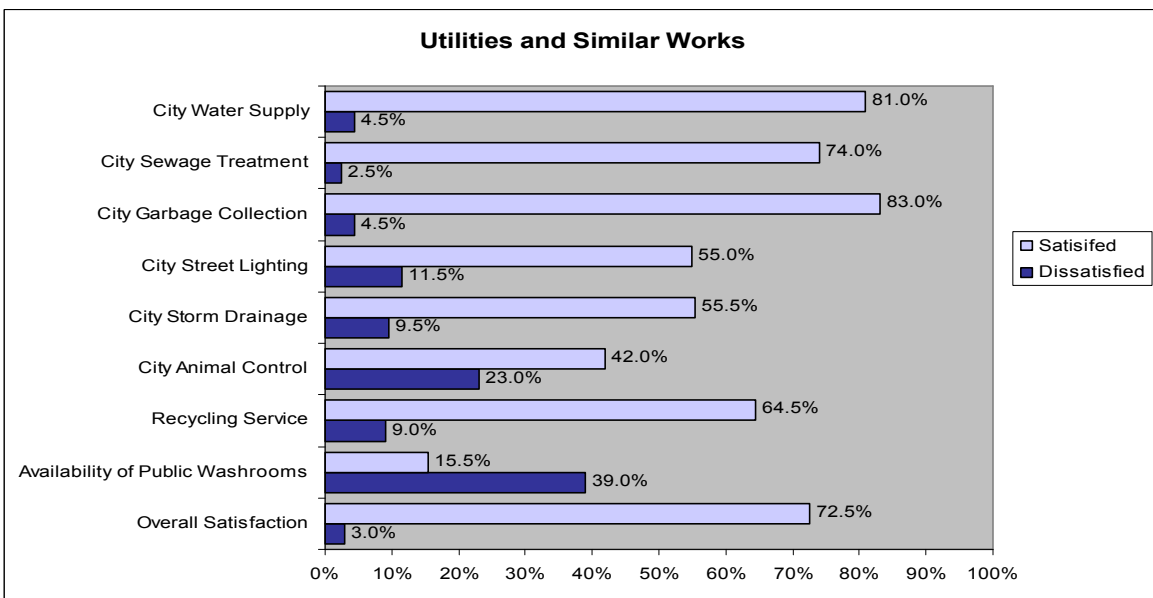


2. From respondents who have an opinion, overall levels of satisfaction with recreation, culture and leisure facilities and services are high. Dissatisfaction levels are very low.



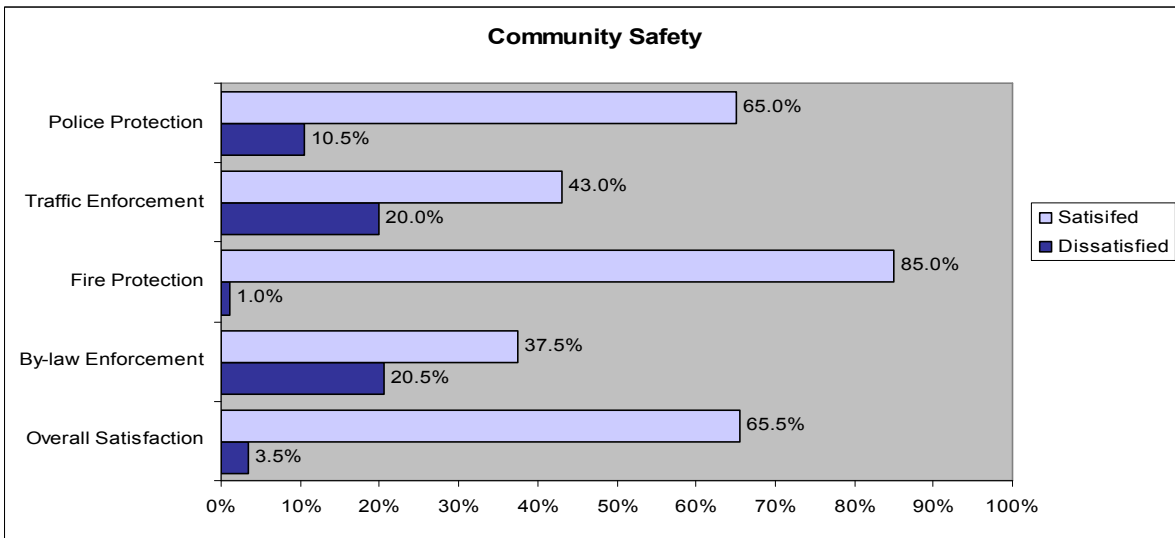
Note: Satisfaction and Dissatisfaction levels do not include neutral and don't know responses.
 "Satisfied" includes "Very Satisfied" and "Somewhat Satisfied."
 "Dissatisfied" includes "Very Dissatisfied" and "Somewhat Dissatisfied."

3. Of respondents who expressed an opinion, satisfaction was high with water, sewage and garbage collection services and lowest with public washrooms and animal control. For many other services, high percentages of respondents did not know the subject well enough to express an opinion.



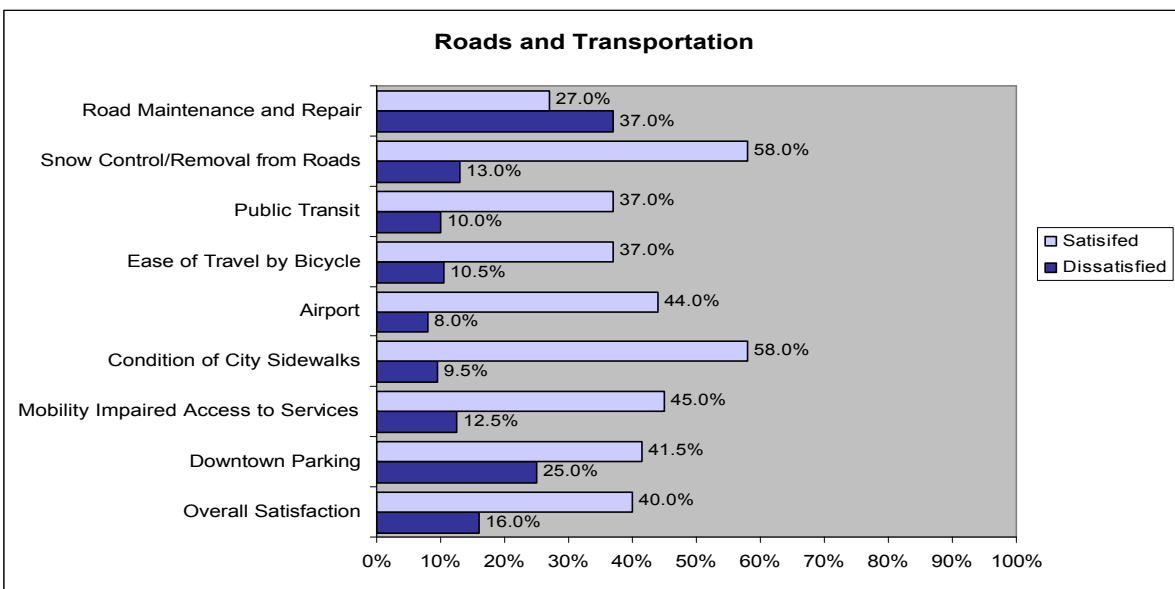
Note: Satisfaction and Dissatisfaction levels do not include neutral and don't know responses.
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4. Satisfaction with fire protection services was very high, but lesser satisfaction with police services reflects a common concern about crime.



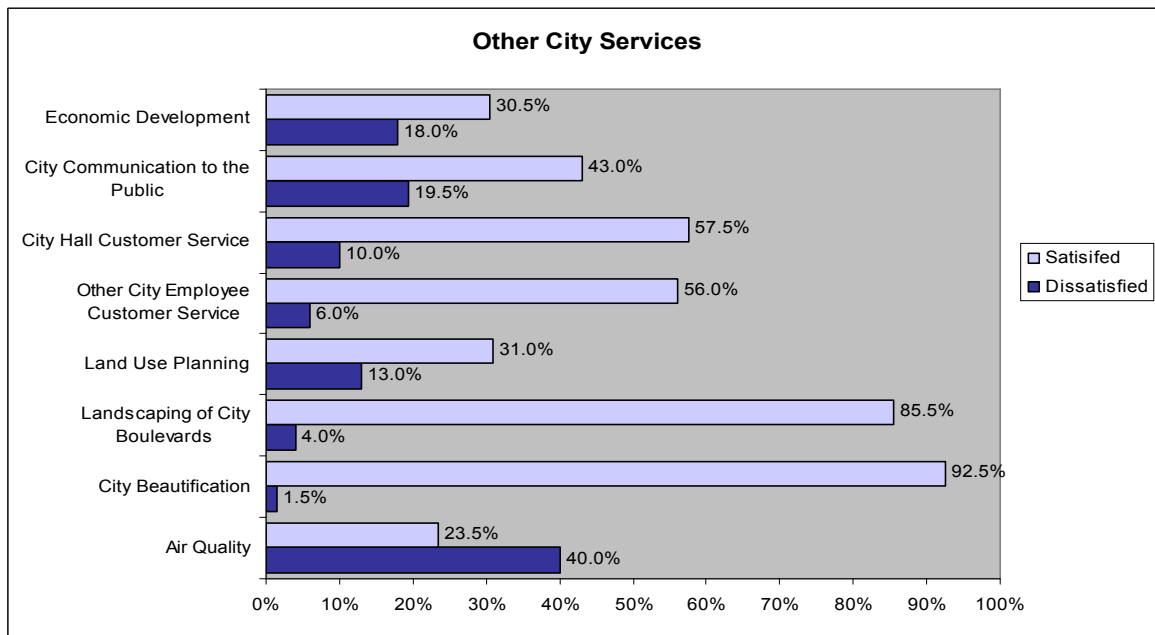
Note: Satisfaction and Dissatisfaction levels do not include neutral and don't know responses.
 "Satisfied" includes "Very Satisfied" and "Somewhat Satisfied."
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5. Significant numbers of respondents did not express an opinion on roads and transportation issues. Of those who did, dissatisfaction was most commonly expressed about road maintenance and repair



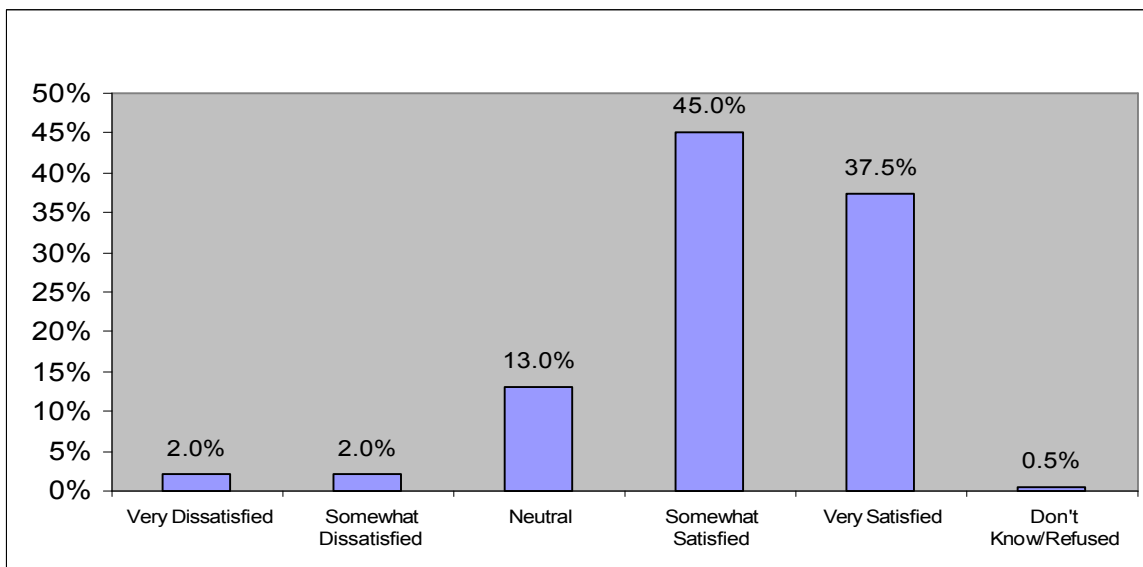
Note: Satisfaction and Dissatisfaction levels do not include neutral and don't know responses.
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6. Of the other services provided by the City, expression of satisfaction was almost universal for landscaping and city beautification.

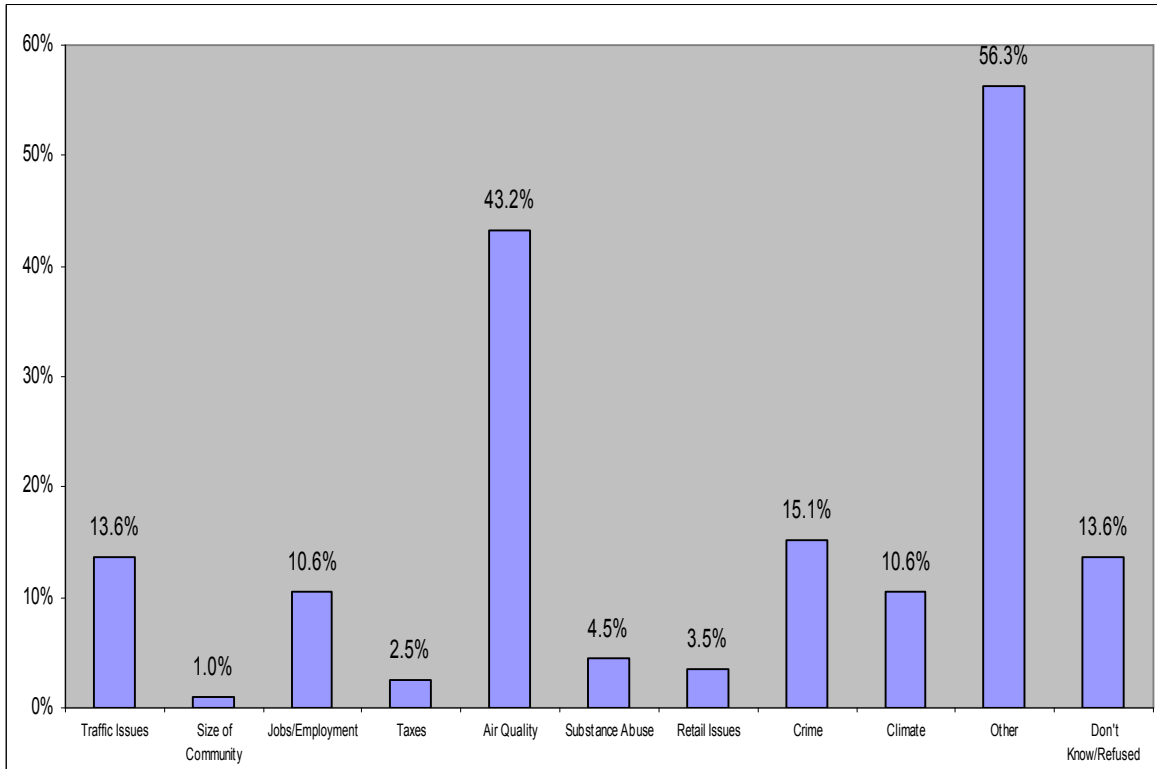


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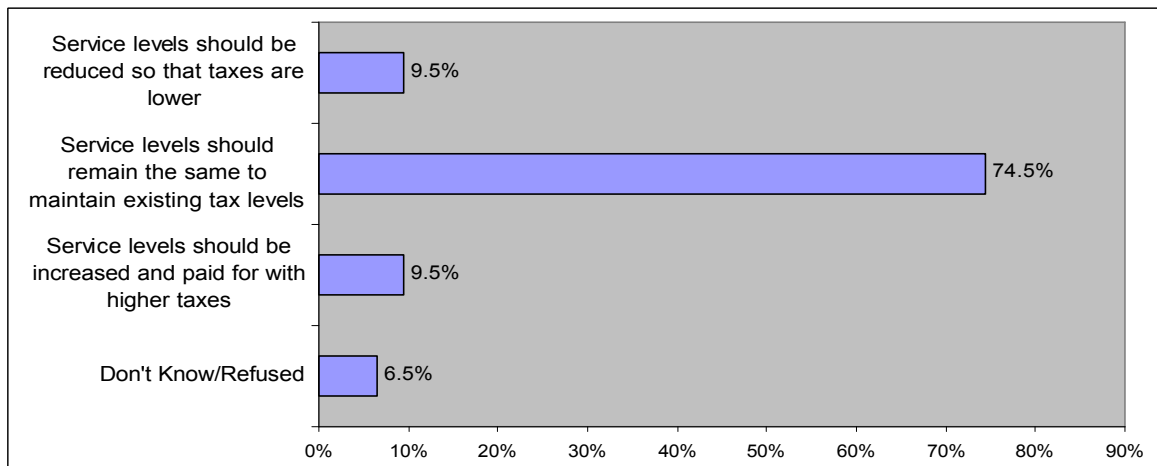
7. Over four out of five (82.5%) of respondents indicated satisfaction with Quesnel as a place to live. Friendliness constituted the single largest positive, indicated by 59.0% of respondents, about living in Quesnel. The second largest positive (by 53.0% of respondents) was the City's attractiveness. Nearly half (44.5%) of respondents indicated that community size is one of the positive attributes of Quesnel.



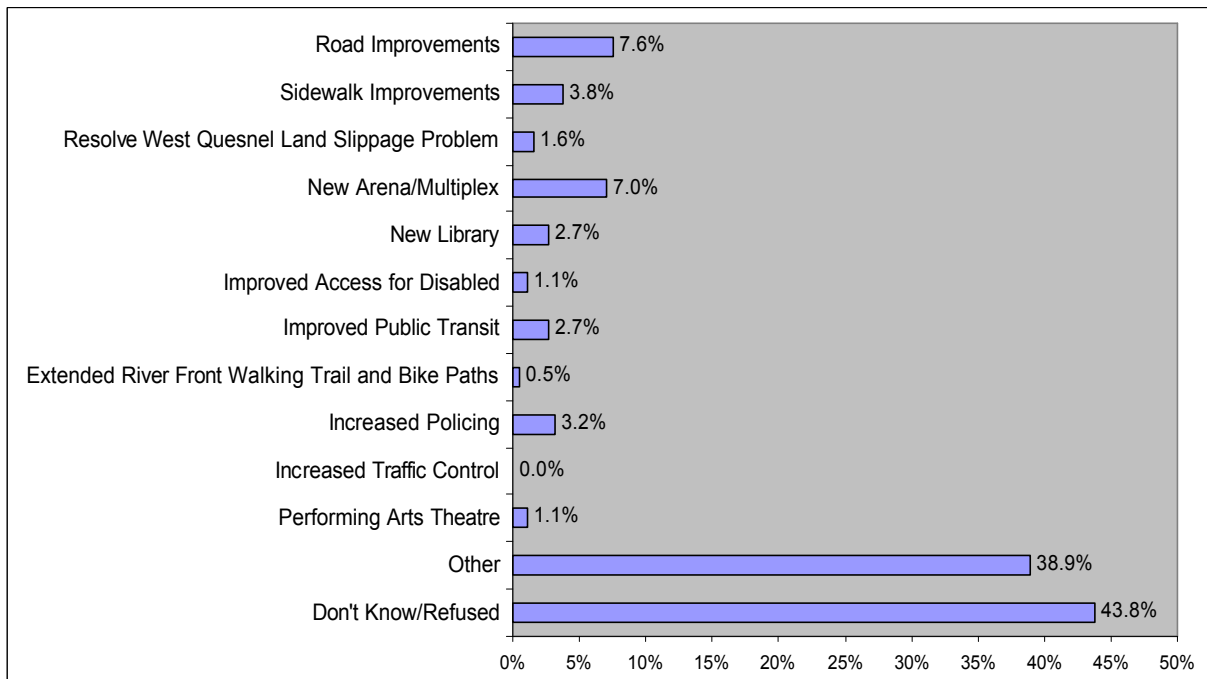
8. The single largest negative attribute to living in Quesnel is air quality, named by 43.2% of respondents. Traffic issues and crime were listed by 13.6% and 15.1% of respondents respectively.



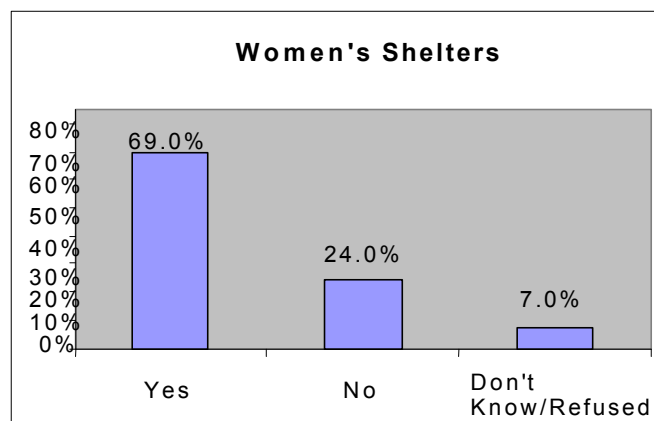
9. Overwhelmingly, respondents indicated a preference that service levels remain the same to maintain existing tax levels, barring any increases to account for inflation.



10. Few respondents gave any indication that they would be prepared to pay higher taxes to provide for services that are not presently available.



11. Over two-thirds (69.0%) of respondents indicated support for the idea that the City should address women's shelters through taxation.



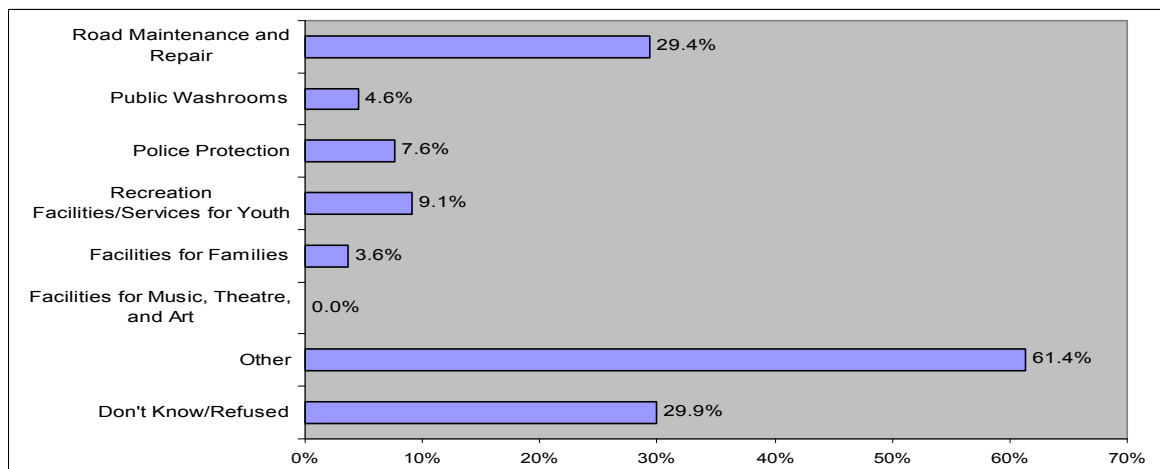
The preparedness of respondents to support the City's addressing of women's shelters may be broadly consistent with responses to Question 9 on services the City should provide and finance through taxes. Figuring prominently in the "Other" category, respondents generally indicated that the City should provide service in health and education and that respondents would be prepared to pay higher taxes for them.

Nevertheless, women's shelters – and the same can be noted about homelessness --did not receive notable specific mention in additional service needs (Question 9), priorities

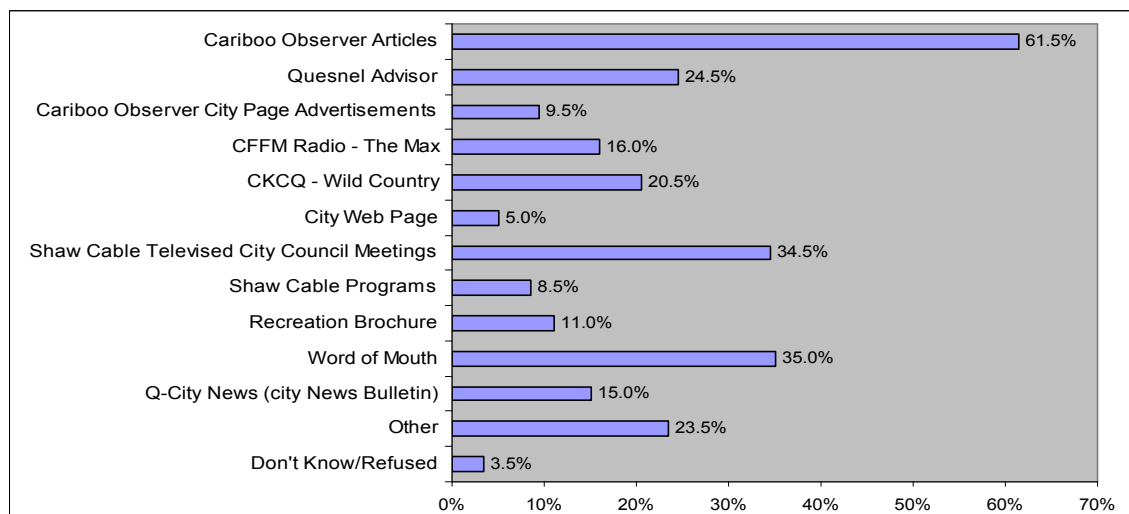
(Question 13), or in any one program/service that might make Quesnel a better place in which to live (Question 18).

The high positive response rate to support for women's shelters may reflect the significantly greater proportion of females (64.0% v.34.0% male) who responded to the survey.

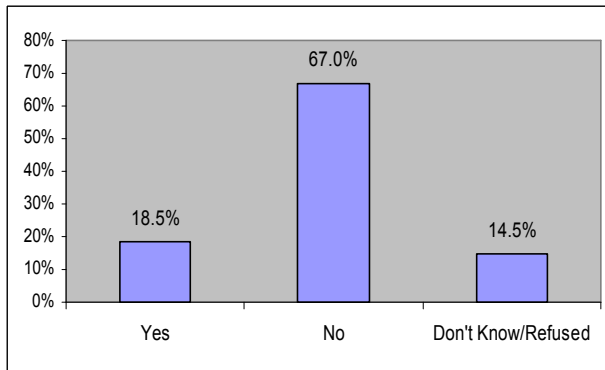
12. Road maintenance and repair constituted the single largest (29.4%) response from respondents. Inasmuch as this is a priority for the City's 2004 budget, respondents appear to be prepared to pay higher taxes for road maintenance and repair.



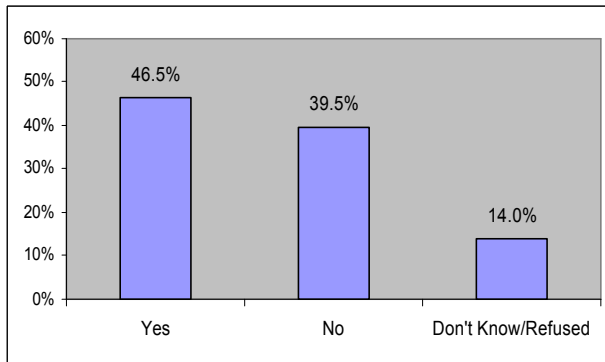
13. 61.5% of respondents indicated that they obtained information regarding City Council programs and services from Cariboo Observer articles.



14. Two-thirds (67.0%) of respondents felt that Quesnel is not a safer place to live in than five years ago.



15. Nearly half (46.5%) of respondents indicated that they thought Quesnel had a better quality of life than five years ago. Nevertheless, 39.5% of respondents did not believe this to be the case.



City Service Satisfaction Survey City of Quesnel

1. Introduction and Background

1.1 Purposes of the Survey

In 2003 the City of Quesnel undertook a survey of residents to assess satisfaction with city services. The primary purpose of the survey has been to determine resident attitudes and opinions regarding the quality of service presently being provided by the City of Quesnel, and in some cases, by its partners... The survey is further intended to identify:

- Service and budget priorities,
- New services that should be considered, and
- Willingness of the public to pay for new and/or higher quality services.

The 2003 Service Satisfaction Survey focused on services provided by the City of Quesnel to its residents. In accordance with the Terms of Reference, 200 residents were successfully surveyed. The City of Quesnel contracted with Pulse Research Limited to undertake the 2003 survey.

The University of Northern British Columbia (UNBC) conducted in May 2000 a detailed survey entitled 'Evaluation of Public Services and the Quality of Life Survey.' Data was collected on a wide variety of community topics such as education, health, home life and the overall general quality of life, in addition to surveying satisfaction levels with City services. Although the survey extended beyond City boundaries, some of the data and analysis pertaining to City services was separated from regional data and analysis. This separation presented the potential opportunity to compare 2003 survey results with 2000 Quesnel responses and possibly to establish performance benchmarks based on the results of the 2000 Quality of Life survey.

While questions from the UNBC 2000 Quality of Life survey were drawn forward for inclusion in the 2003 Service Satisfaction survey, variations in alternative responses, methodologies, and recording of responses combine to minimize the opportunity to provide realistic comparisons between 2003 and 2000 responses and analysis.

1.2 Sample Size

In accordance with the Terms of Reference, 200 residents were successfully surveyed. A survey of 200 respondents will provide indicators of satisfaction. Quesnel is of a size that permits the City of Quesnel Council and administration to maintain levels of communication with the public that are not always characteristic of larger communities. This familiarity with the community suggests that indicators should provide feedback in which both Council and administration can have a reasonable amount of confidence.

1.3 Sample Selection

Names of residents to be surveyed were drawn randomly from residential telephone listings in Canada Phone, a national data bank of all listed telephone numbers. Pulse Research undertook the survey with its Computer Assisted Telephone Interviewing (CATI) program.

1.4 Response Rates

The 200 successful call reflects a margin of error of +/-6.9% at a 95% confidence level.

Total Calls	2,411 (including call backs)
Declines	297
Not Qualified	229
Fax/Not in Service	318
Busy/No Answer/Answering Machine/Not Available	1,367
Completed, Successful Calls	200

1.5 Representativeness

In the case of the 2003 Service Satisfaction Survey, total responses reveal:

- Under-representation of respondents from South Quesnel, and
- Over-representation of females (64.0%) compared to males (36.0%).

A larger sample size would have increased the likelihood that the total responses would reflect more accurately the attributes of the general population. However, the 2000 UNBC Quality of Life Survey encountered similar representativeness issues with a much larger sample size..

Under-representation of respondents from South Quesnel characterized both the 2000 and the 2003 surveys. There is no satisfactory explanation for the under-representation, although such under-representation may characterize sampling methodologies. Nevertheless, experience indicates that middle and upper income residents with children are typically less likely to respond to surveys than many other demographic groups. South Quesnel residents may have been less available to either do or complete the survey – they were/are too busy and did not feel that they had the time to spend on the survey.

1.6 Conclusions and Recommendations Regarding Benchmarking

Conclusions

The 2003 Service Satisfaction Survey addresses the objectives of the survey, namely:

- Identify service and budget priorities,
- Identify new services that should be considered, and
- Identify willingness of the public to pay for new and/or higher quality services

The following appear to be key conclusions from the survey:

1. Two thirds of respondents indicated satisfaction with the City's services and programs,
2. Over four out of five (82.5%) of respondents indicated satisfaction with Quesnel as a place to live, with air quality being the single largest negative attribute to living in Quesnel,
3. Overwhelmingly, respondents indicated a preference that service levels remain the same to maintain existing tax levels, barring any increases to account for inflation,
4. Few respondents gave any indication that they would be prepared to pay higher taxes to provide for services that are not presently available,
5. Nearly half (46.5%) of respondents indicated that they thought Quesnel had a better quality of life than five years ago. Paradoxically, considering that safety is considered an important element in quality of life, two-thirds (67.0%) of respondents felt that Quesnel is not a safer place to live in than five years ago.

Recommendations (Benchmarking)

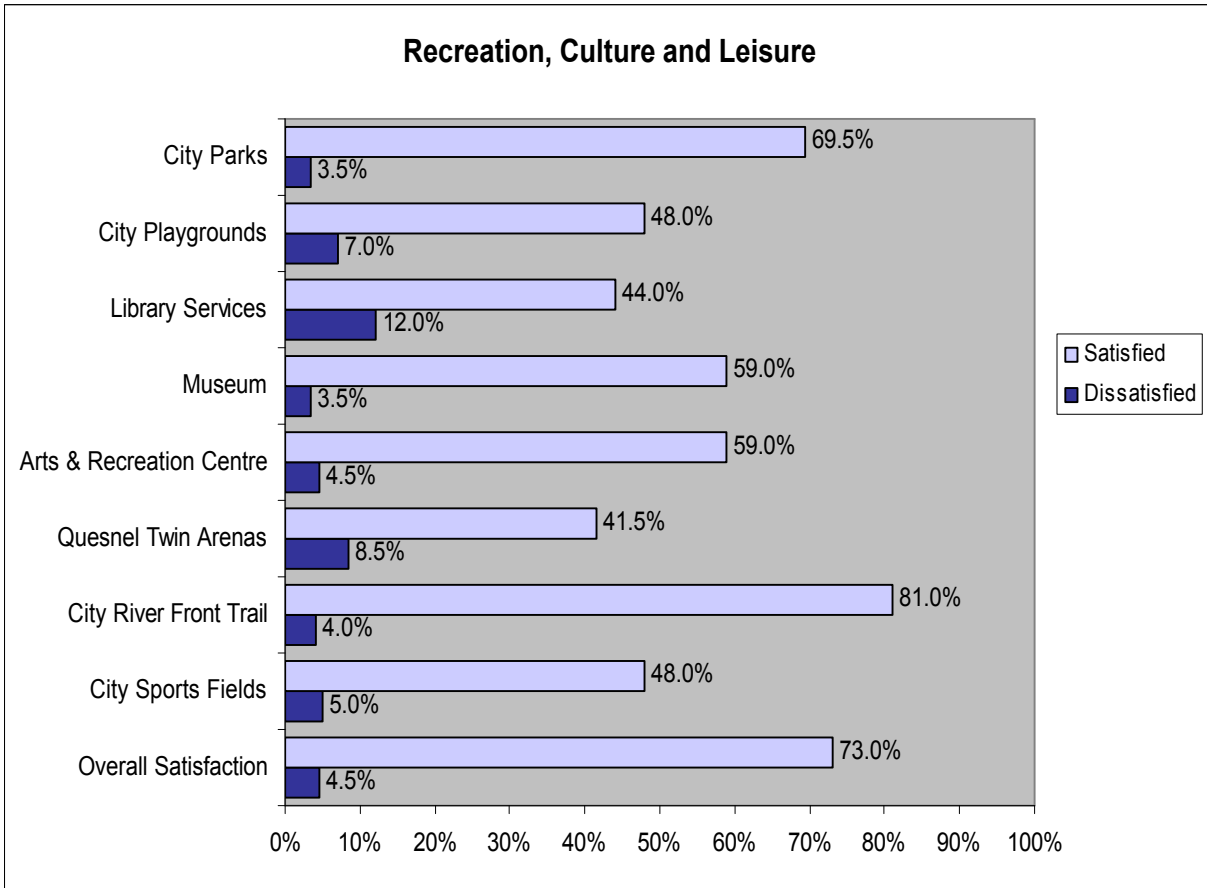
The 2003 Service Satisfaction survey presents several questions which can be employed as benchmarking questions. These questions establish 2003 as the benchmark year and may be asked in future years to measure performance, achievement and attainment.

Benchmarking requires the identification of appropriate questions and the retention of the same question wording, interpretation and analysis of results over time. Accordingly, the identification of benchmarking questions and the maintenance of question integrity should adhere to the following criteria:

1. Identify what is appropriate/necessary/important to benchmark,
2. Select the question,
3. Ensure that the wording of the question is appropriate for use in subsequent years,
4. Ensure that alternative answers/responses are appropriate for multi-year application, and
5. Ensure that the same methodologies and recording procedures are applied to all subsequent surveys.

2. Satisfaction with Services

2.1 Recreation, Culture and Leisure



Note: Satisfaction and Dissatisfaction levels do not include neutral and don't know responses.
"Satisfied" includes "Very Satisfied" and "Somewhat Satisfied."
"Dissatisfied" includes "Very Dissatisfied" and "Somewhat Dissatisfied."

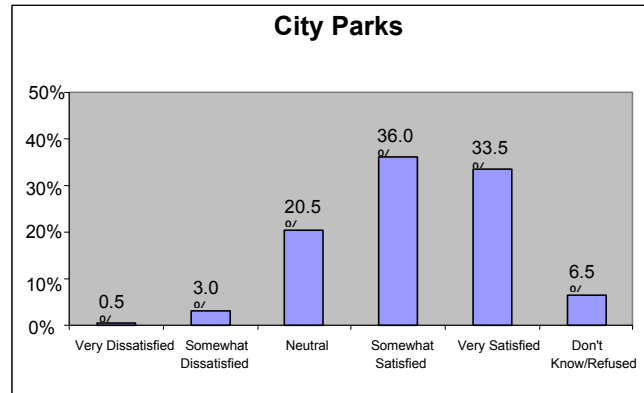
Of all of the recreation, culture and leisure facilities described in the survey, satisfaction was highest with the River Front Trail at 81.0%. A second tier of satisfaction levels is expressed for city parks (69.5%), the arts and recreation centre (59.0%) and the museum (56.0%).

Dissatisfaction levels are low for all facilities and services, with the highest level of dissatisfaction expressed for library services.

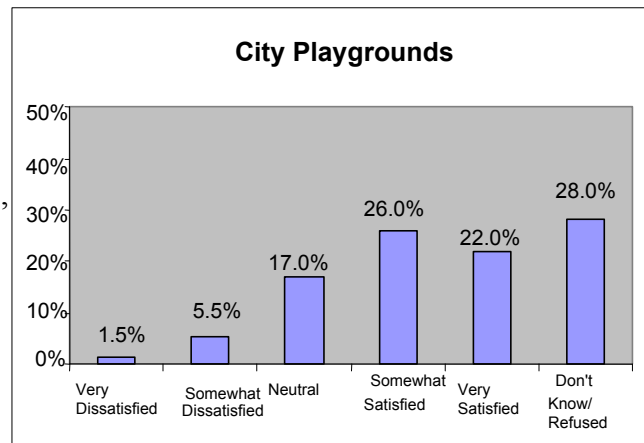
Except in the case of city parks and the River Front Trail, between one-third and one-half of respondents provided neutral or "don't know" responses.

Satisfaction levels with individual recreation, culture and leisure facilities and services are described below.

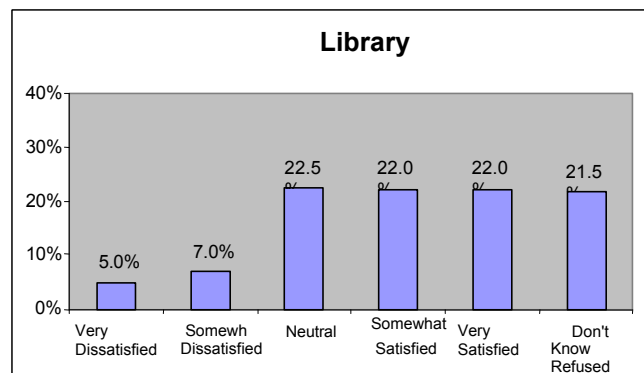
Over two-thirds (69.5%) of respondents indicated satisfaction with city parks. Dissatisfaction levels are very low.



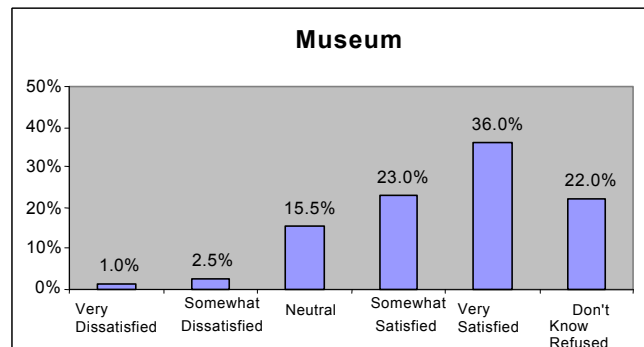
Nearly half (48.0%) of respondents indicated satisfaction with city playgrounds, but almost as many (45.0%) indicated a neutral or “don’t know/refused” response. As in the case of city parks, dissatisfaction levels are low.



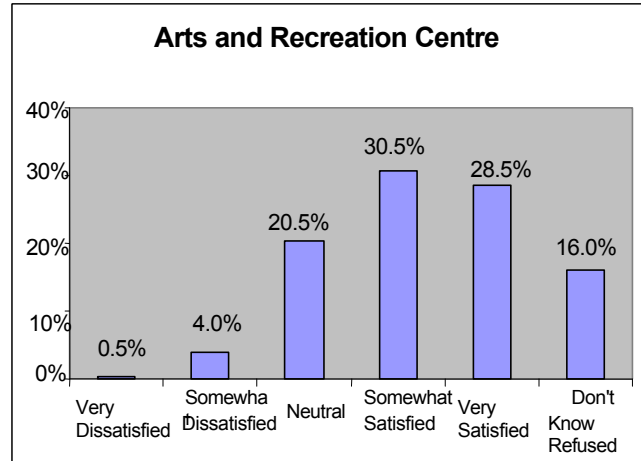
Forty-four percent (44.0%) of respondents indicated satisfaction with library services. Twelve percent (12.0%) however indicated dissatisfaction.



Fifty-nine percent (59.0%) of respondents indicated satisfaction with the museum.

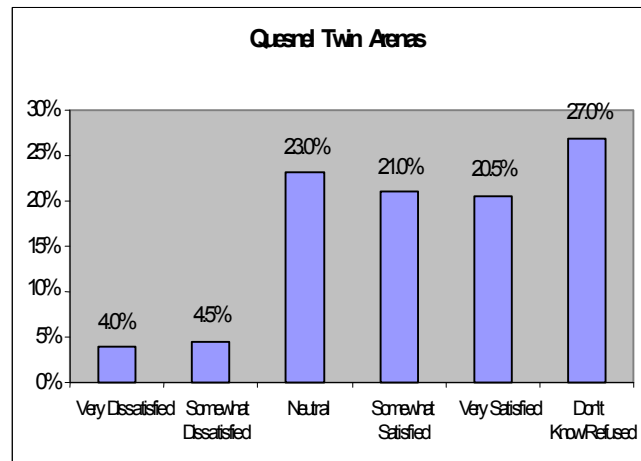


Fifty nine percent (59.0%) of respondents indicated satisfaction with the Arts and Recreation Centre

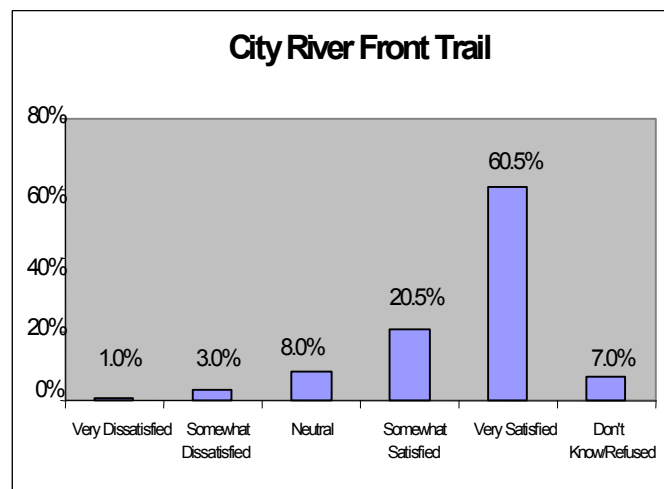


41.5% of respondents indicated levels of satisfaction with the Quesnel Twin Arenas.

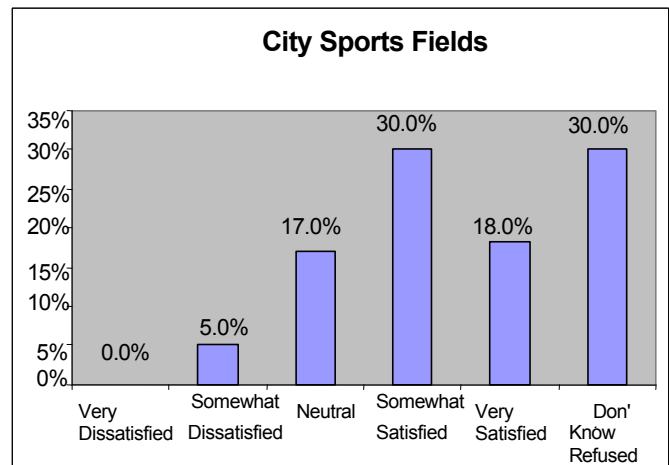
Another 8.5% of respondents indicated levels of dissatisfaction with the Arenas.



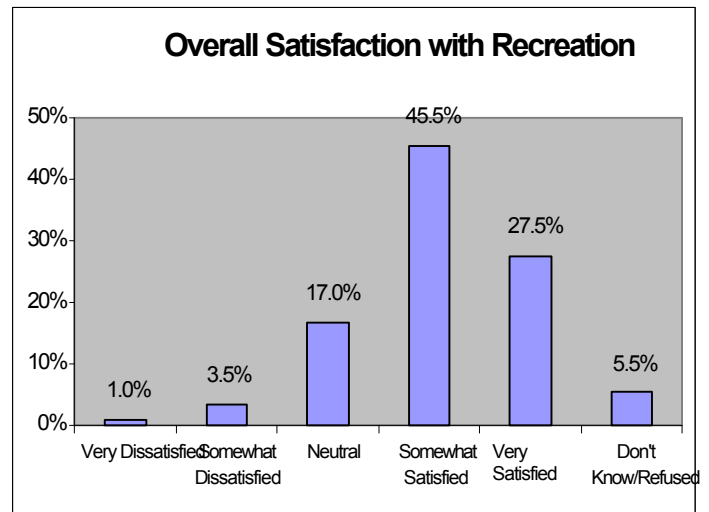
Satisfaction with the River Front Trail reached 81% of respondents. Dissatisfaction is low. Neutral and “don’t know” responses are also low, indicating a high level of use of the facility. Most people have an opinion on the River Front Trail.



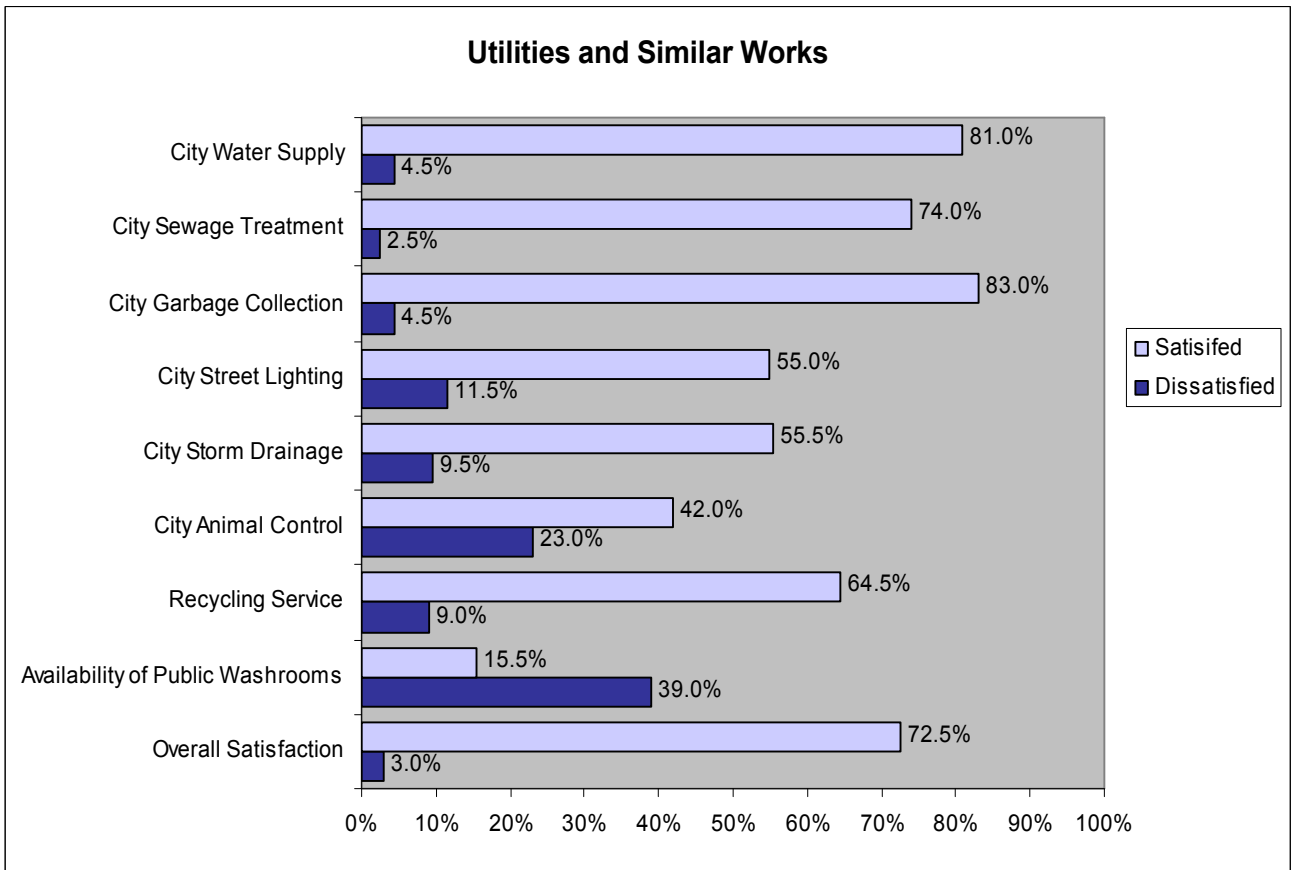
Not including school sites, 48.0% of respondents indicated satisfaction with city sports fields. A high (30.0%) “don’t know” response suggests that those respondents do not use the sports fields. It would appear therefore that users of the fields are satisfied with them.



Three quarters (73.0%) of Quesnel’s indicated satisfaction with recreation services. The “don’t know/refused” response rate is low suggesting that most respondents are aware of the city’s recreation facilities and are generally satisfied with them. Comparing results with satisfaction with specific facilities, where don’t know responses are higher, suggests that respondents who use facilities are satisfied with them.



2.2 Utilities and Similar Works



Note: Satisfaction and Dissatisfaction levels do not include neutral and don't know responses.

"Satisfied" includes "Very Satisfied" and "Somewhat Satisfied."

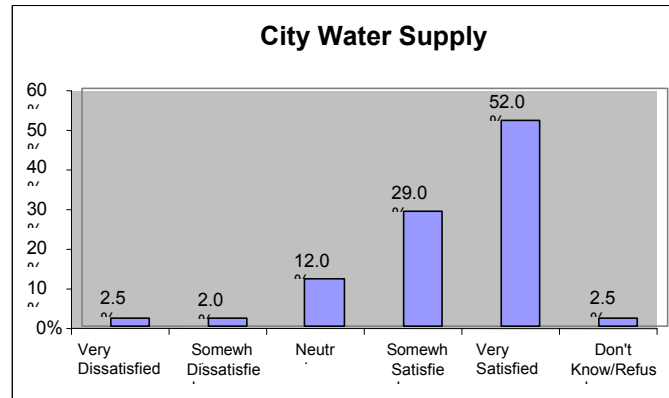
"Dissatisfied" includes "Very Dissatisfied" and "Somewhat Dissatisfied."

Of those who expressed an opinion, respondents indicated high levels of satisfaction with the City's water supply, sewage treatment and garbage collection.

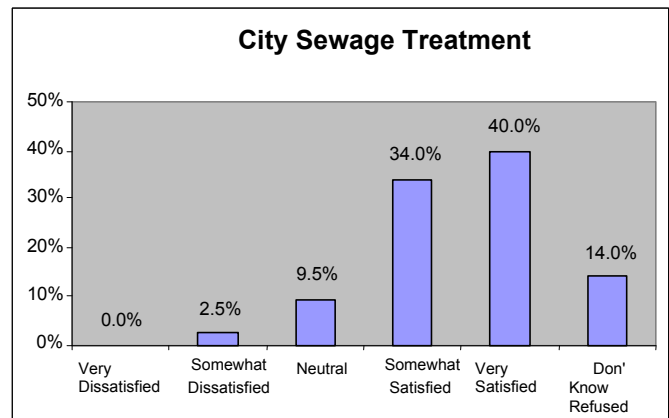
Dissatisfaction was most pronounced with the availability of public washrooms and animal control. Nevertheless, 45.5% of respondents provided neutral or "don't know" responses to public washrooms and two-thirds (65.0%) of respondents provided neutral or "don't know" responses to animal control.

Satisfaction levels with individual utility facilities and services are described below.

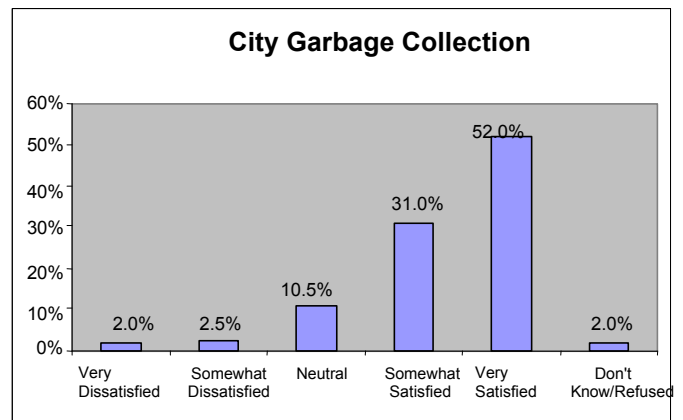
Over eighty percent (81.0%) of respondents indicated satisfaction with the City's water supply.



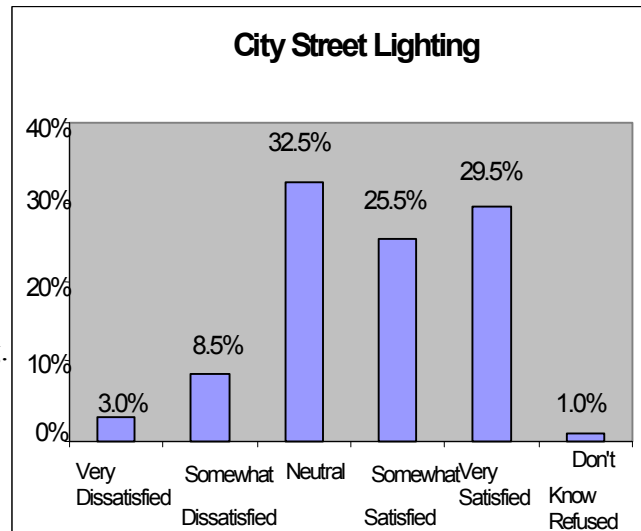
Nearly three quarters (74.0%) of respondents indicated satisfaction with Quesnel's sewage treatment program.



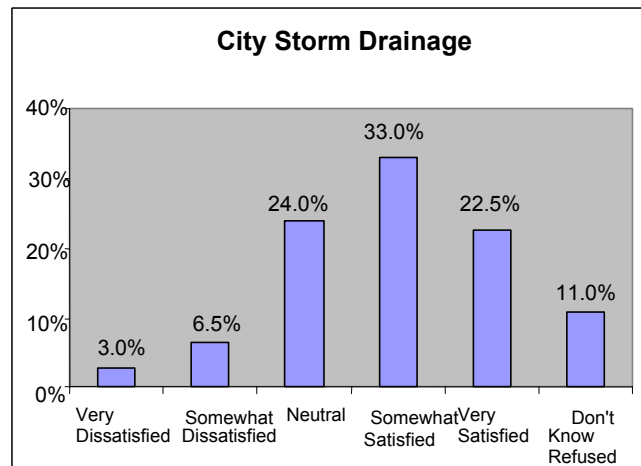
Over four in five (83.0%) of respondents were satisfied with City garbage collection.



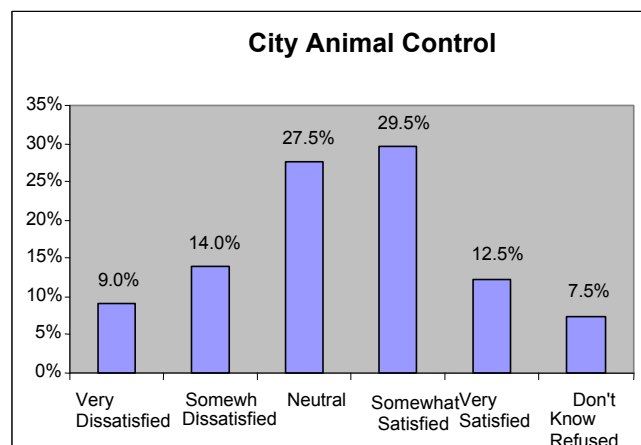
Over half (55.0%) of respondents were satisfied with city street lighting. Approximately 11% of respondents indicated dissatisfaction with street lighting.



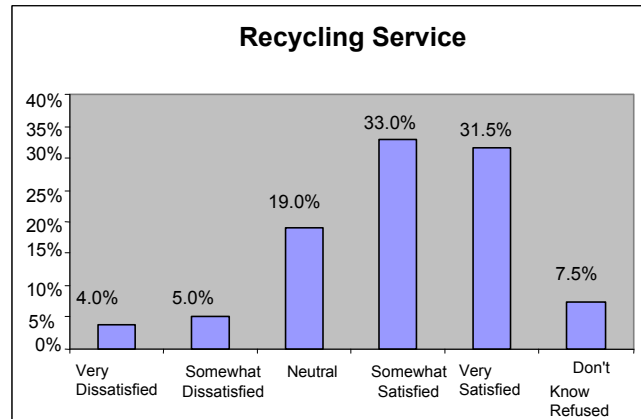
Over half (55.5%) of respondents indicated satisfaction with city storm drainage.



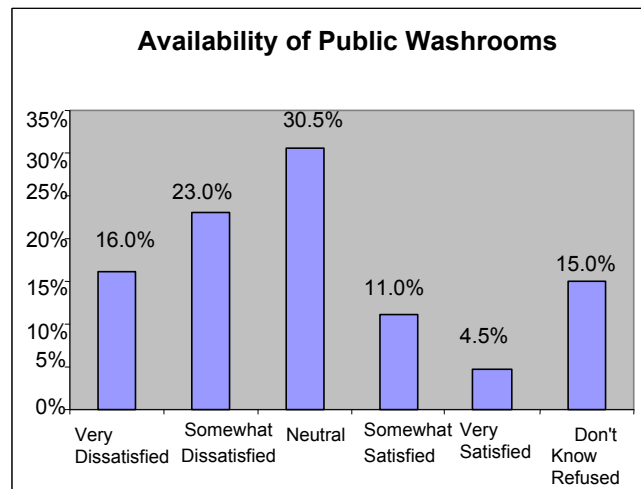
42.0% of respondents were satisfied with Quesnel's animal control program. Nearly one quarter (23.0%) of respondents, however, expressed dissatisfaction with City animal control



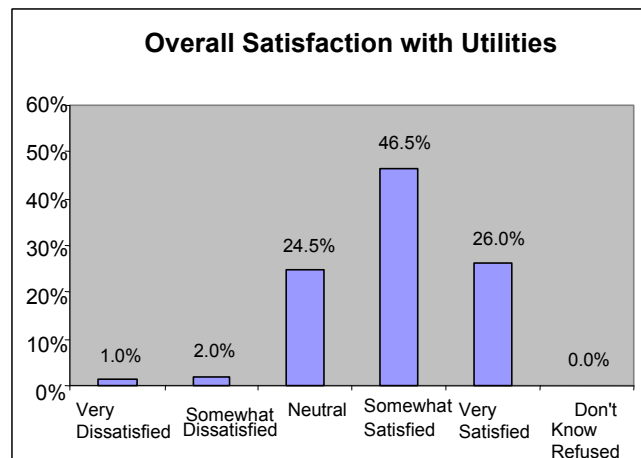
Approximately two-thirds (64.5%) of respondents were satisfied with Quesnel's recycling service.



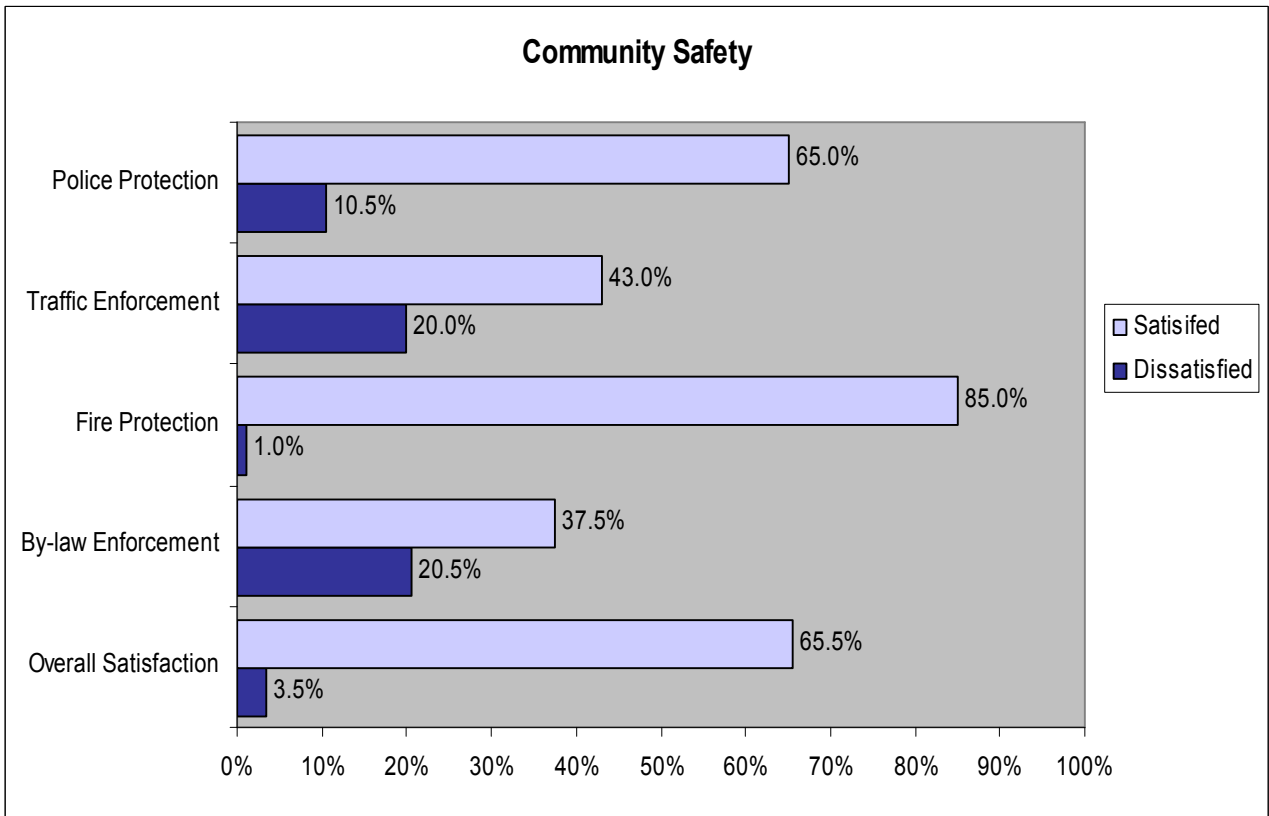
39.0% of respondent indicated dissatisfaction with the availability of public washrooms. 15.5% of respondents indicated satisfaction. Nearly one respondent in three gave a neutral response while 215.0% of respondents gave "don't know/refused" responses.



Nearly three quarters (72.5%) of Quesnel respondents indicated general satisfaction with utilities. Approximately one quarter (24.5%) of respondents provided neutral responses. Dissatisfaction levels were low while no respondents provided a "don't know/refused" response.



2.3 Community Safety



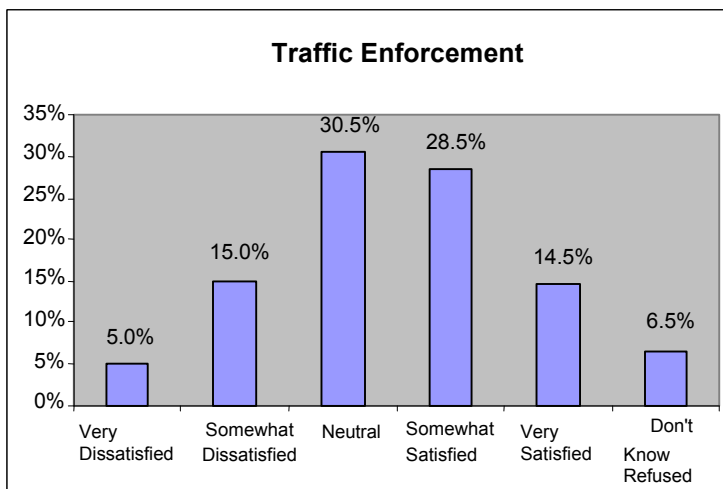
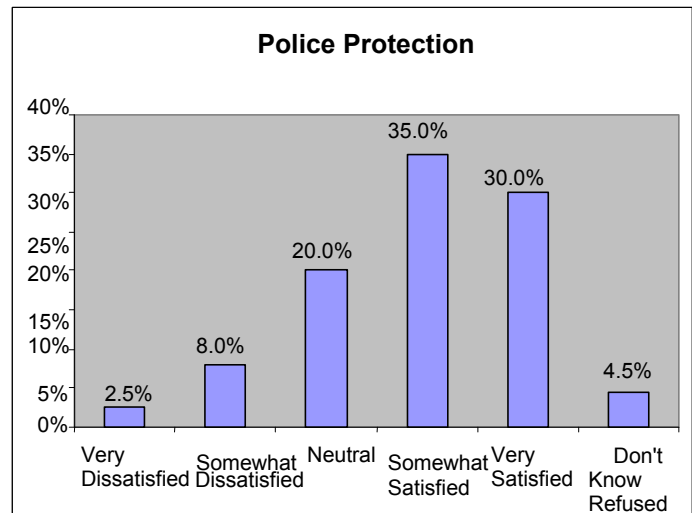
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Satisfaction with fire protection is very high at 85.0%. About two-thirds of the Quesnel respondents (65.0%) indicated satisfaction with police protection.

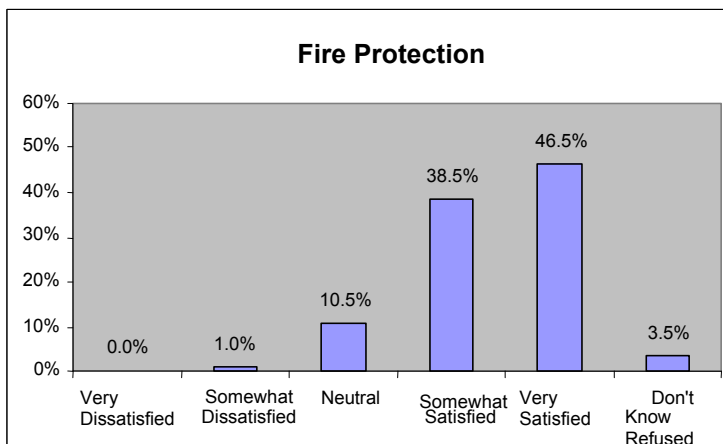
Satisfaction levels were lowest (37.5%) with bylaw enforcement, which also experienced the highest level of dissatisfaction (20.5%)

Satisfaction levels with individual community safety services are described below.

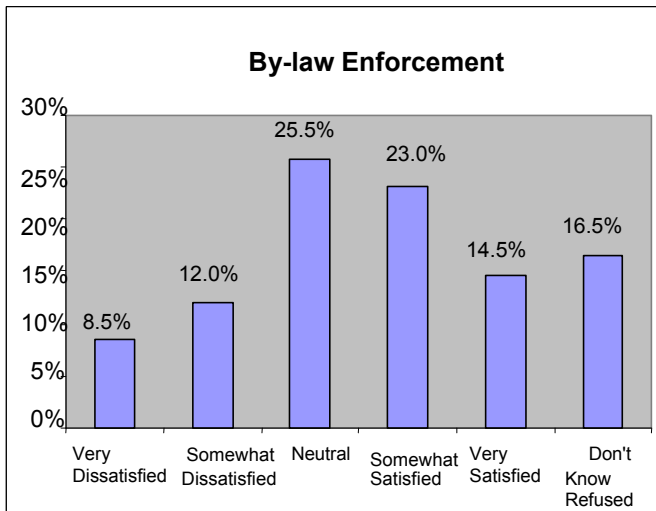
Two-thirds of Quesnel respondents indicated satisfaction with police protection. 10.5%, however, of respondents indicated some level of dissatisfaction.



While 43.0% of respondents indicated satisfaction with traffic enforcement, one respondent in five (20.0%) indicated dissatisfaction. Nearly one-third of respondents indicated neutral satisfaction.

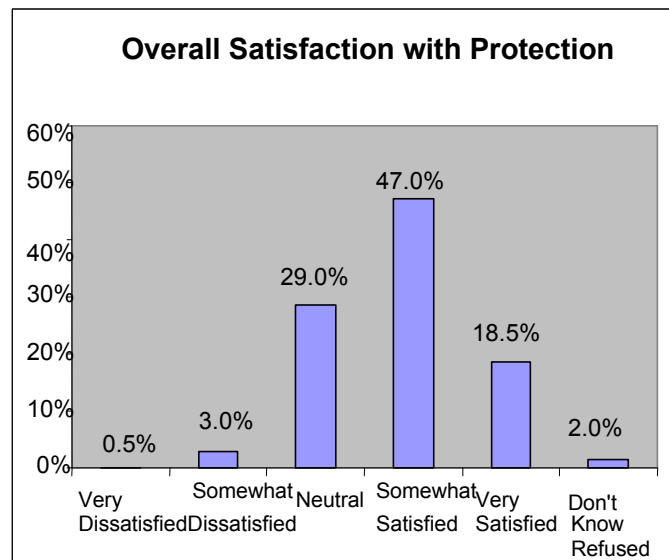


Eighty-five percent (85.0%) of respondents indicated satisfaction with Quesnel fire protection. Dissatisfaction was very low.

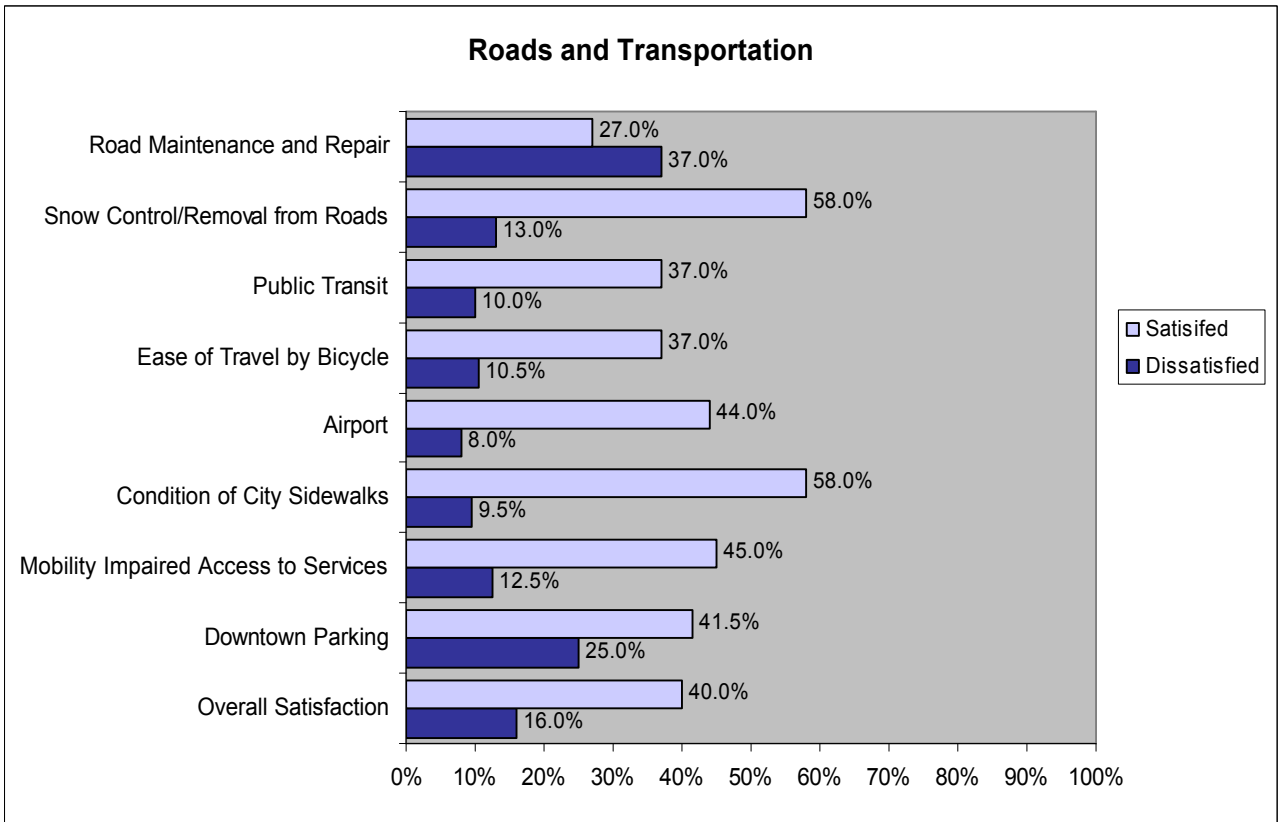


Slightly more than one-third of respondents indicated satisfaction with by-law enforcement. One respondent in five (20.5%) indicated dissatisfaction while one respondent in four (25.5%) provided a neutral response.

Two-thirds (65.5%) of respondents indicated satisfaction with the overall delivery of protection services. The 3.5% level of dissatisfaction is low. 29.0% of respondents provided a neutral response.



2.4 Roads and transportation

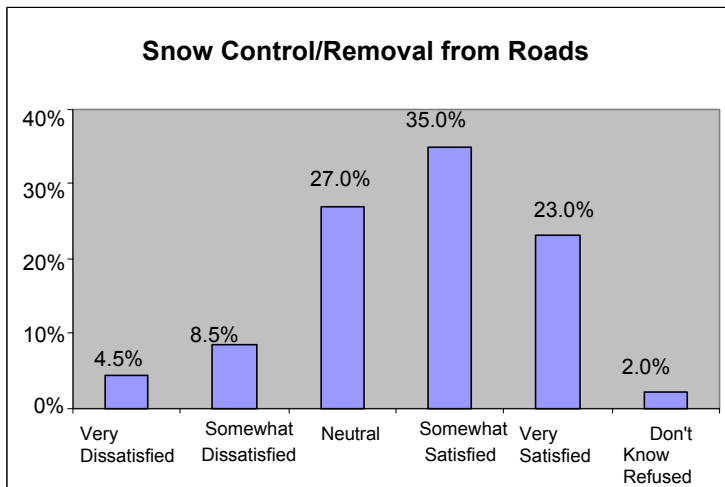
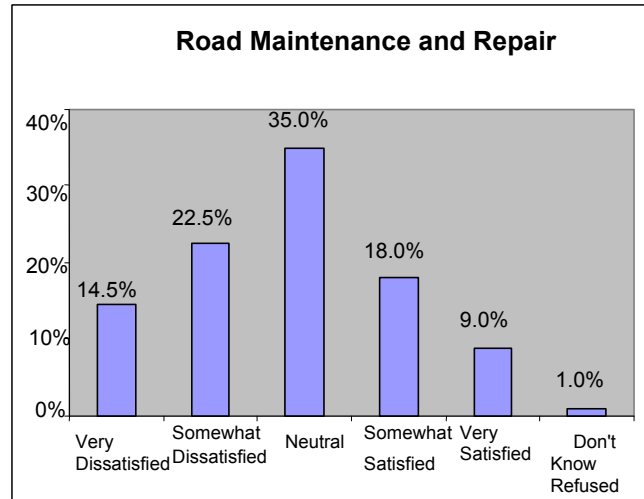


Note: Satisfaction and Dissatisfaction levels do not include neutral and don't know responses.
"Satisfied" includes "Very Satisfied" and "Somewhat Satisfied."
"Dissatisfied" includes "Very Dissatisfied" and "Somewhat Dissatisfied."

Combined satisfaction ratings for road and transportation facilities and services typically range between 40% and 60%. The lowest level of satisfaction, and the highest level of dissatisfaction, are with road maintenance and repair. Indeed, more respondents were dissatisfied (37.0%) with road maintenance and repair than were satisfied (27.0%).

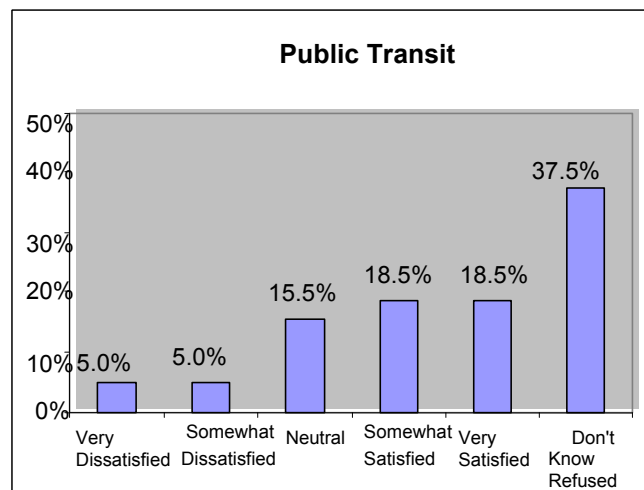
Satisfaction levels with individual road and transportation issues are described below.

While just over one quarter (27.0%) of respondents indicated satisfaction with road maintenance and repair. More than one third (37.0%) of respondents indicated dissatisfaction. Another third (36.0%) of respondents indicated neutral responses.

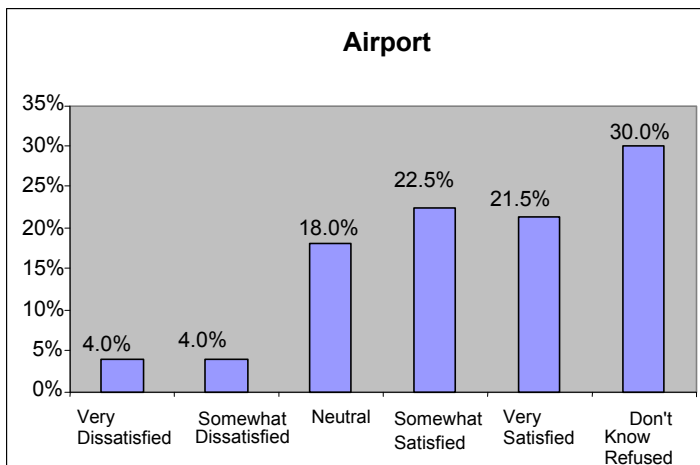
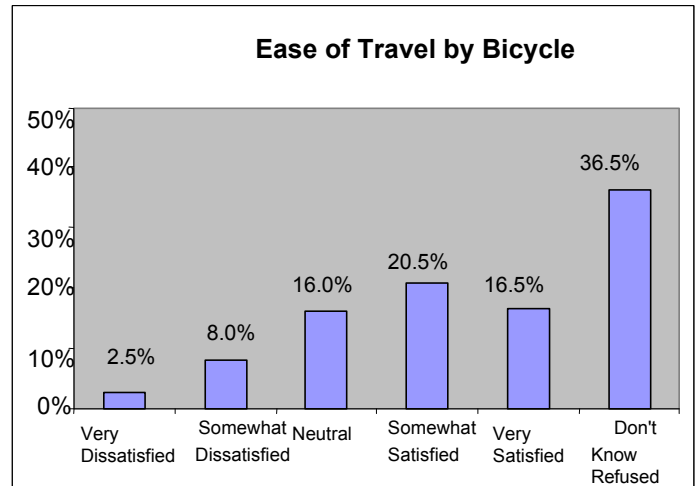


Over half (58.0%) of respondents indicated satisfaction with snow control and removal from roads.

Over one-third (37.5%) of respondents did not express an opinion about public transit service, indicating a high percentage of non-users. Against this backdrop, 37.0% of respondents indicated satisfaction

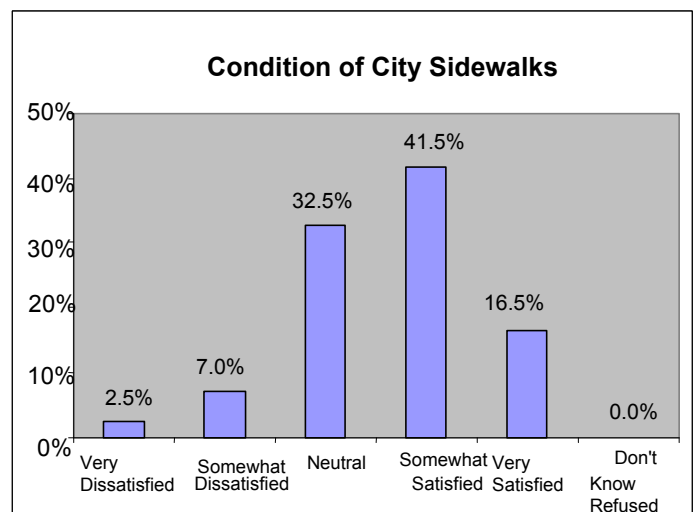


Over one-third (37.0%) of respondents revealed satisfaction with the ease of travel by bicycle. Over one-third (36.5%) of respondents did not know or refused to answer, suggesting a high percentage of respondents did not cycle.

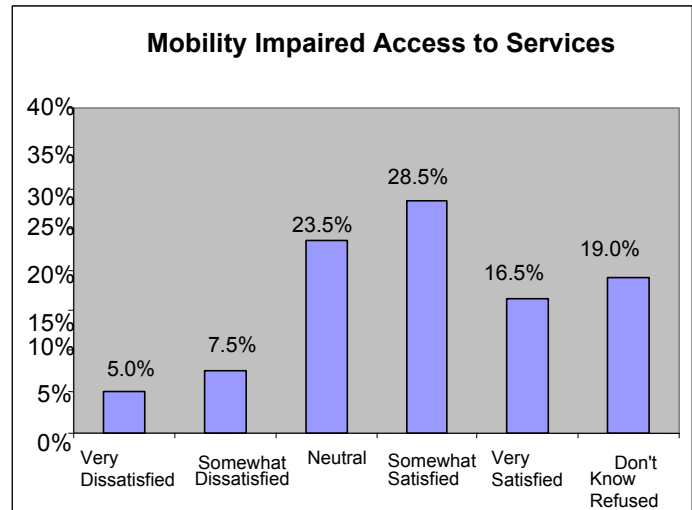


44% of respondents indicated satisfaction with Quesnel's airport and another 18.0% indicated a neutral response. Nearly one-third (30.0%) of respondents could not answer the question.

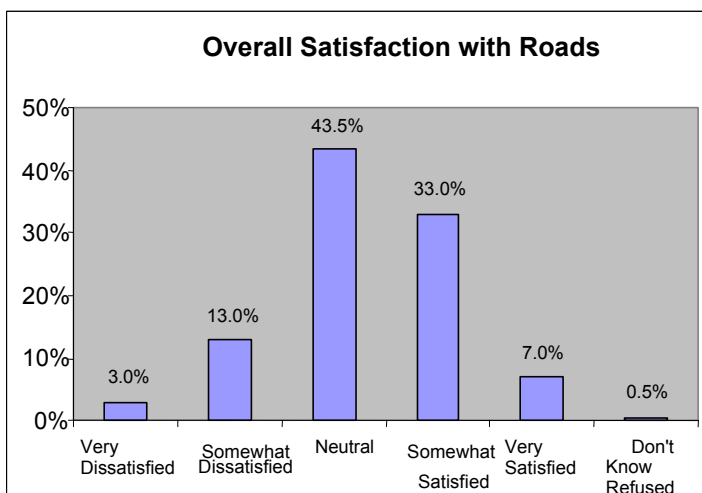
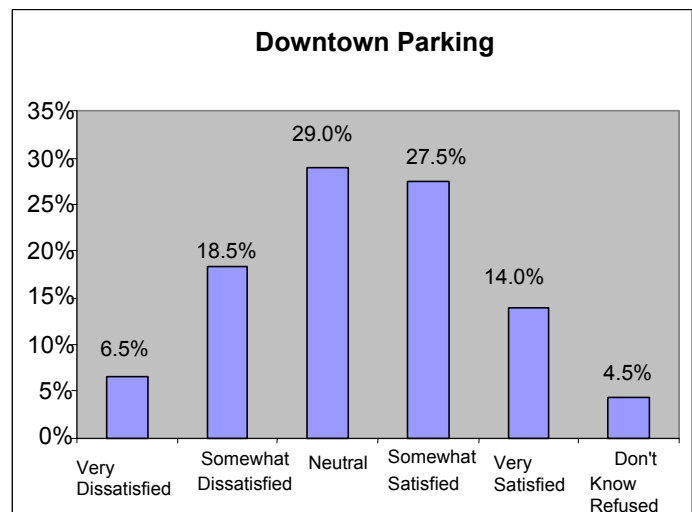
Over half (58.0%) of respondents indicated satisfaction with the condition of city sidewalks. One third of respondents indicated a neutral response, while 9.5% indicated dissatisfaction.



Nearly half (45.0%) of respondents indicated satisfaction with access to service by the mobility impaired.

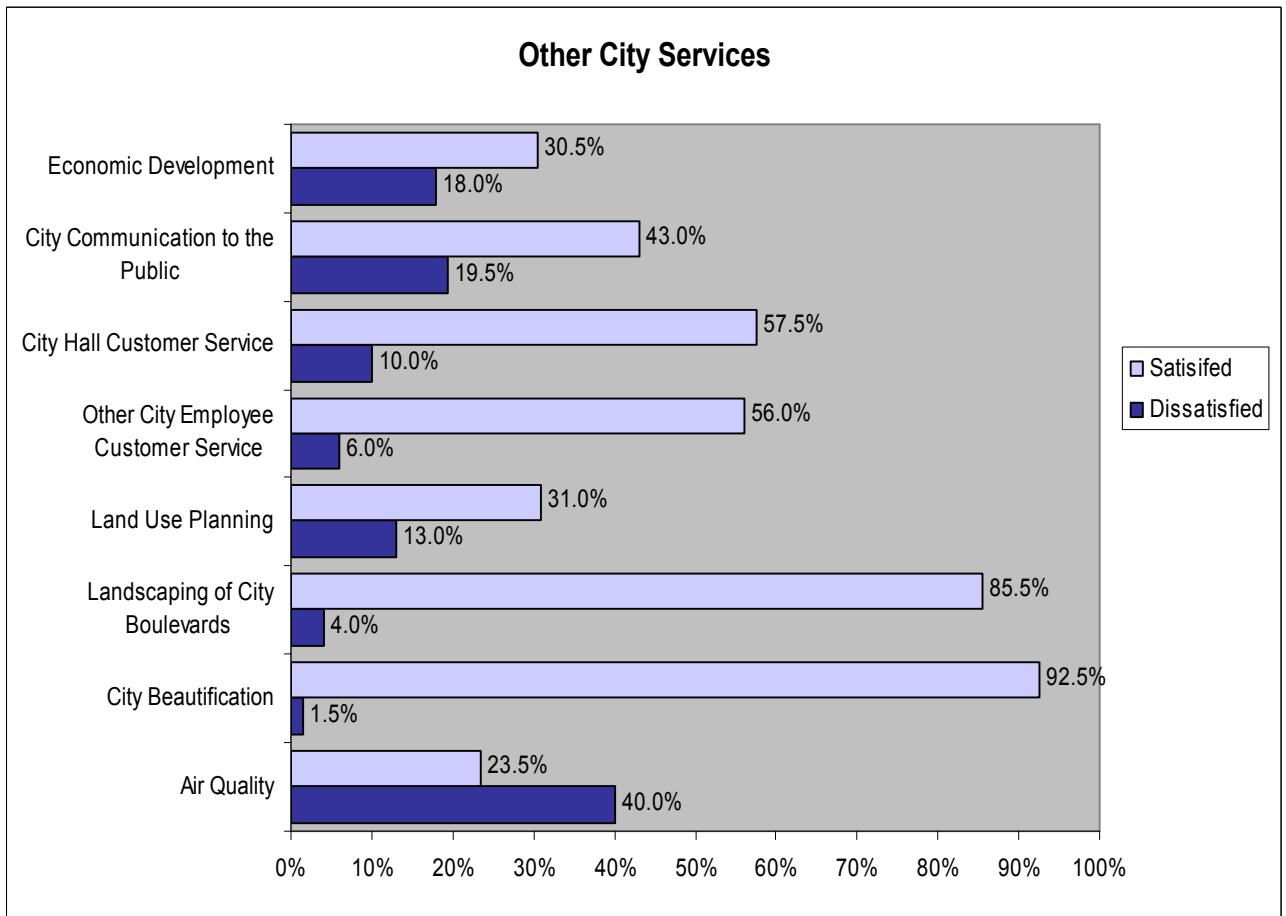


41.5% of respondents indicated satisfaction with downtown parking, but the single largest category of responses was neutral (29.0%).



While 40.0% of respondents have some satisfaction with the overall condition of roads, nearly half (43.5%) of respondents indicated neutral responses. 16.0% indicated dissatisfaction.

2.5 Other City Services



Note: Satisfaction and Dissatisfaction levels do not include neutral and don't know responses.
"Satisfied" includes "Very Satisfied" and "Somewhat Satisfied."
"Dissatisfied" includes "Very Dissatisfied" and "Somewhat Dissatisfied."

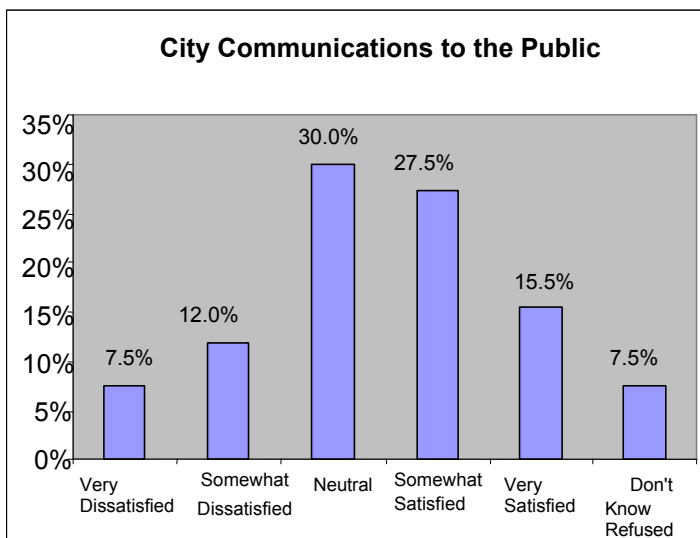
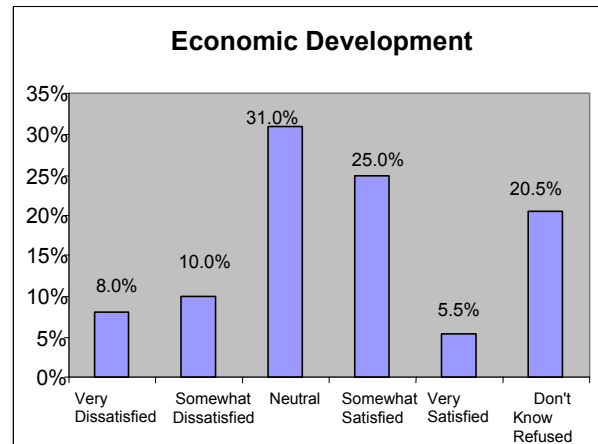
Of the other issues raised in the survey, respondents were overwhelmingly satisfied with landscaping and beautification programs.

Approximately half of respondents expressed satisfaction with city communications and personal service to residents, with satisfaction ratings ranging between 43.0% and 57.5%.

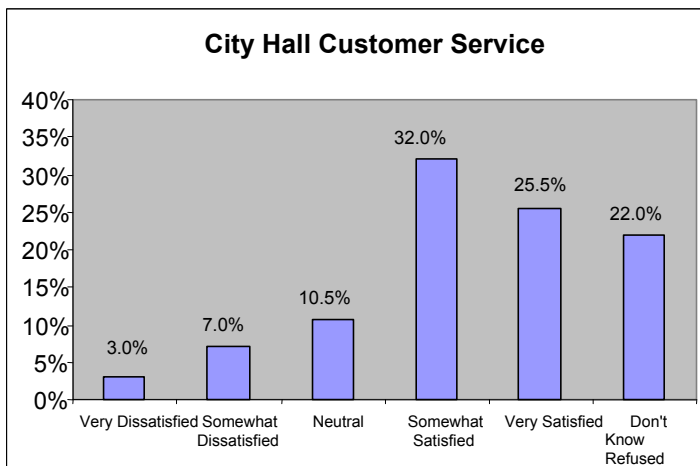
Satisfaction levels were lowest with air quality (23.5%), economic development (30.5%), and land use planning (31.0%).

Only in the case of air quality did dissatisfaction (40.0%) exceed satisfaction. Nevertheless dissatisfaction was notable with regard to city communication (19.5%) with the public and economic development (18.0%).

While 31.0% of respondents indicated neutral satisfaction, a comparable 30.5% indicated satisfaction with economic development services.

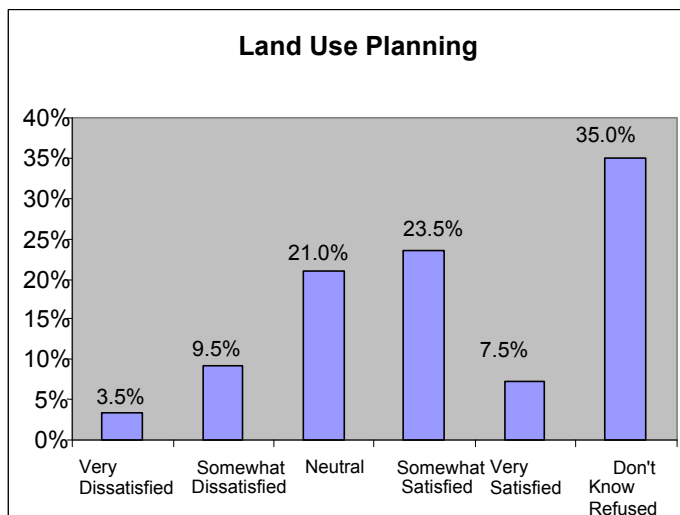
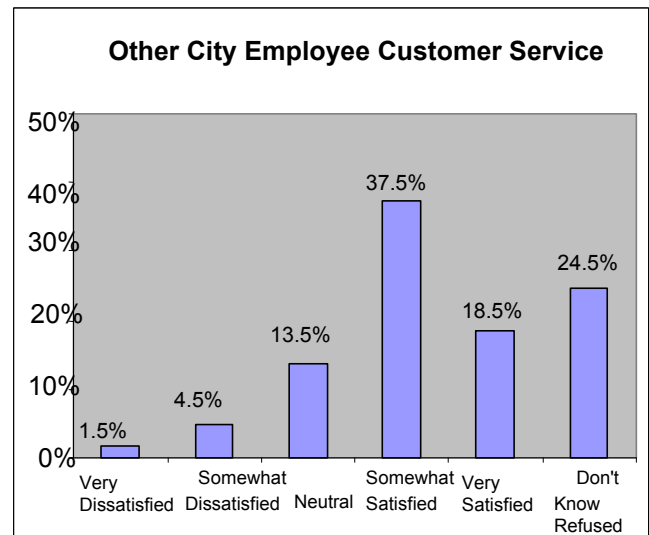


While 43.0% of respondents indicated satisfaction with city communications to the public, nearly one third (30.0%) revealed a neutral response. 19.5% indicated a level of dissatisfaction with city communications to the public.

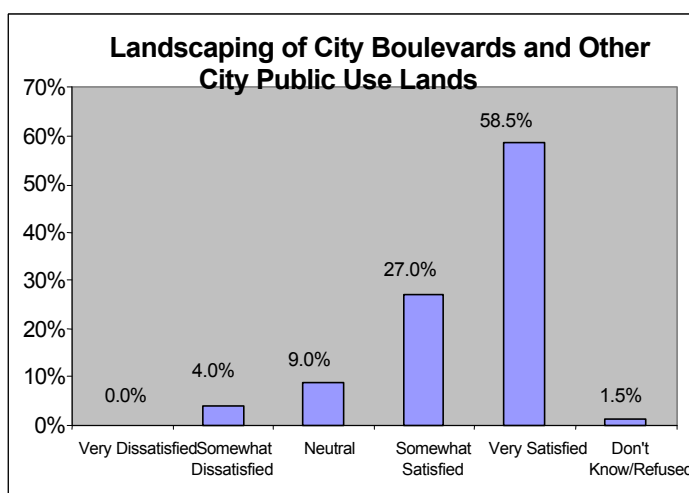


Over half (57.5%) of all respondents indicated satisfaction with city hall customer service. Ten percent of respondents indicated a level of dissatisfaction. Over one in five respondents (22.0%) provided a don't know response or refused to answer.

Over half (56.0%) of respondents indicated satisfaction with other city employee customer services.

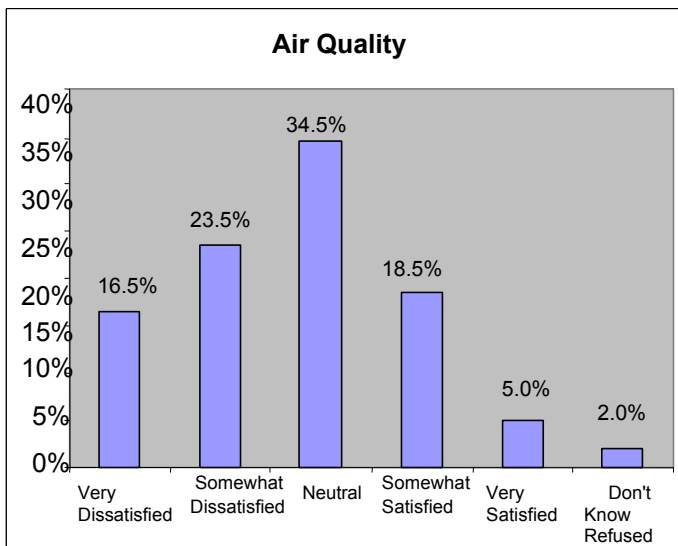
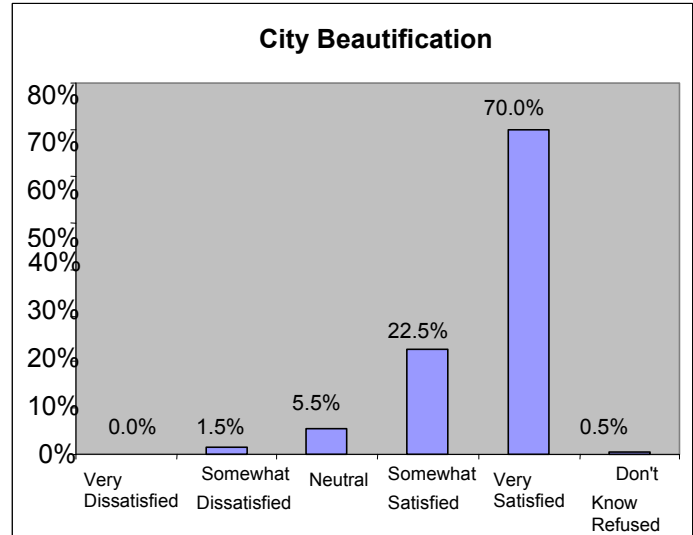


Nearly one third (31.0%) of respondents indicated satisfaction with land use planning services while 13.0% expressed dissatisfaction. Over one-third (35.0%) of respondents could not provide an opinion on satisfaction with land use planning services.



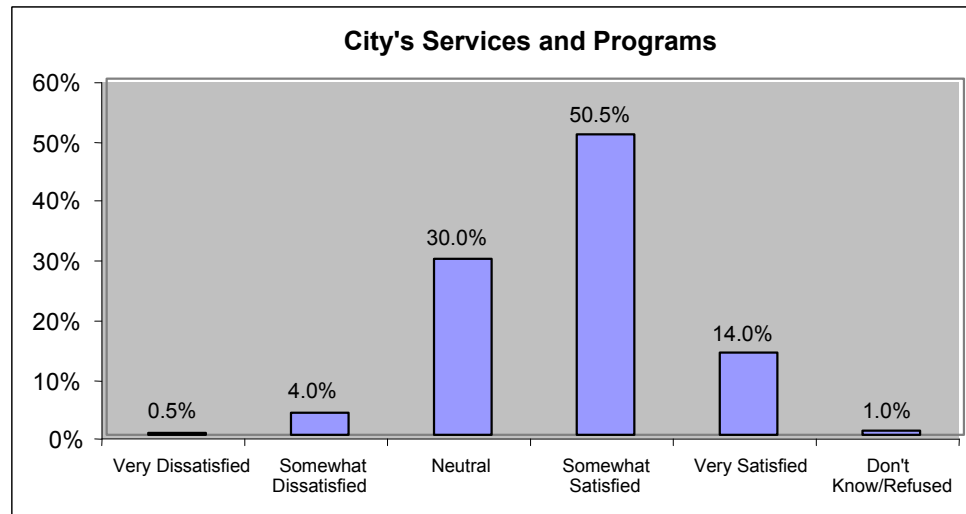
Over half (58.5%) of Quesnel residents surveyed indicated being “very satisfied” with landscaping of boulevards and other city public use lands. In addition, 27.0% expressed some satisfaction. 85.5% of the survey sample indicated satisfaction.

An overwhelming 92.5% of the Quesnel population surveyed indicated satisfaction with city beautification. Of these 70.0% were “very satisfied” and another 22.5% indicated some satisfaction with city beautification.



While 34.5% of the sample population indicated a neutral level of satisfaction with air quality, 40.0% of the residents surveyed indicated dissatisfaction with air quality.

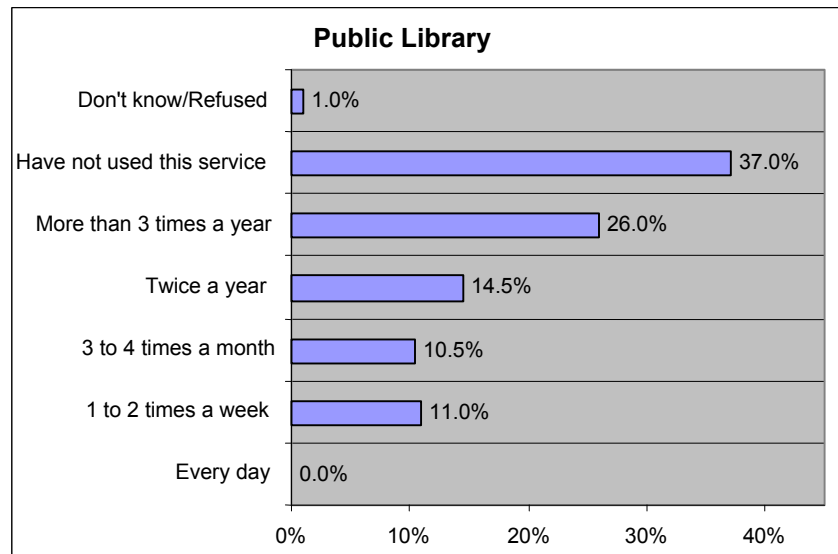
3. How would you rate your overall level of satisfaction with all of the City's services and programs?



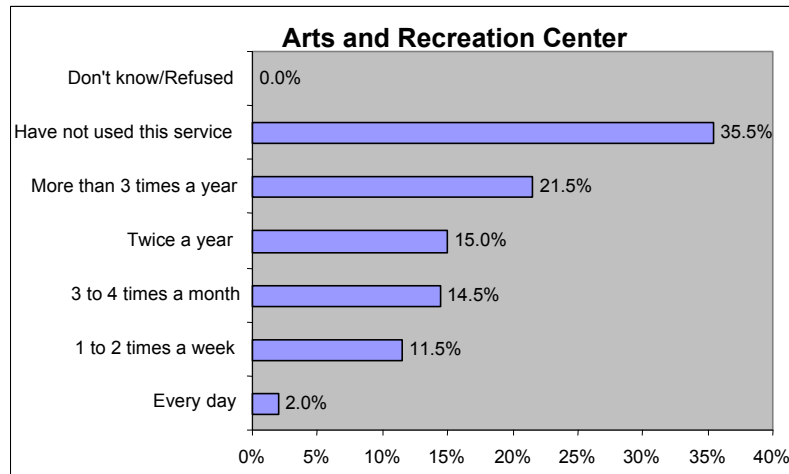
Two thirds of respondents indicated satisfaction with the City's services and programs while 30.0% indicated neutral satisfaction.

4. In the past 12 months have you used the following services? If YES, how often did you use these services?

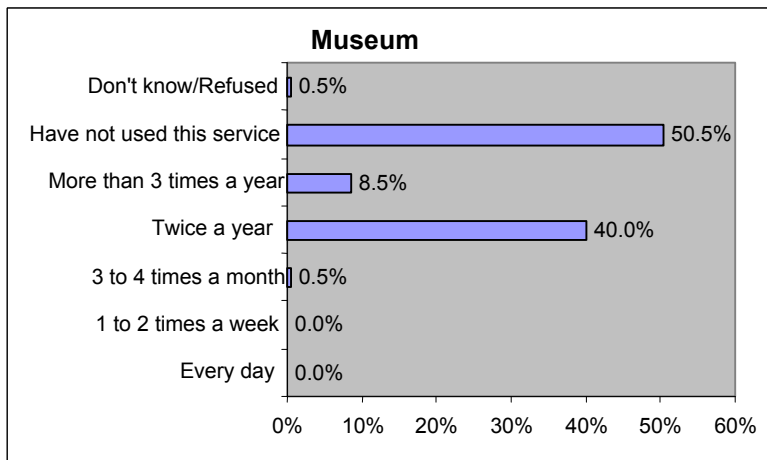
Eleven percent (11.0%) of respondents indicated use of the library 1-2 times per week. Over one-third (37.0%) of respondents have not used the library during the past year.



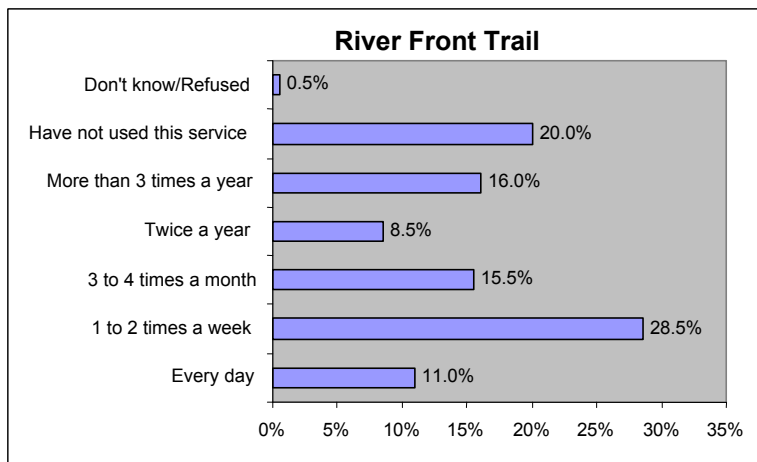
Over one-third of respondents had not used the arts and recreation centre during the past year.



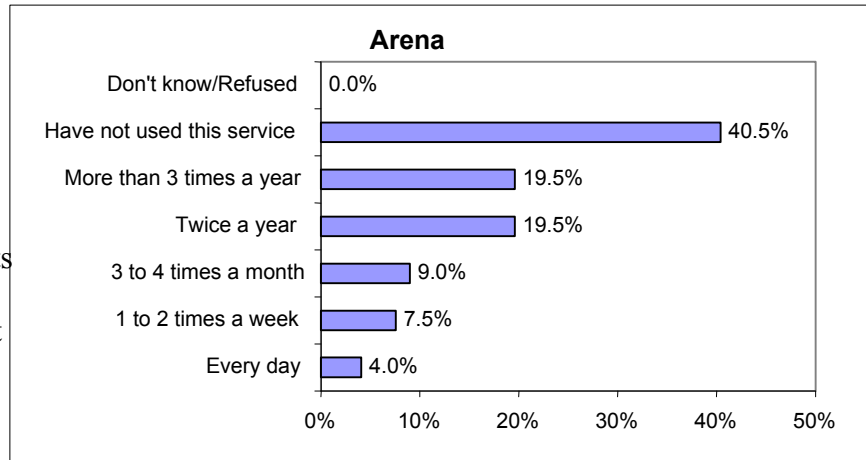
40.0% of respondents have visited the museum during the past year. Over half (50.5%) of respondents did not visit the museum during the past year.



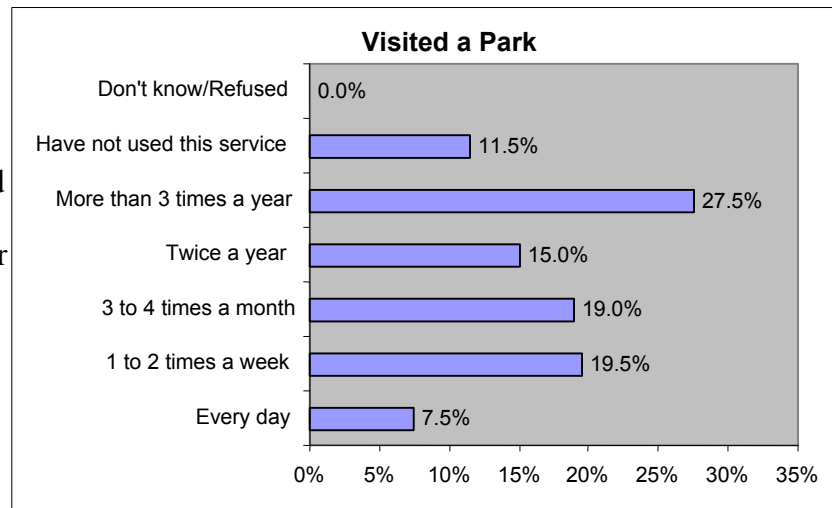
Over one quarter (28.5%) of respondents indicated using the River Front Trail one to two times per week. At 20.0%, the percentage of respondents not using the trail is lower than the percentages of respondents not using other facilities.



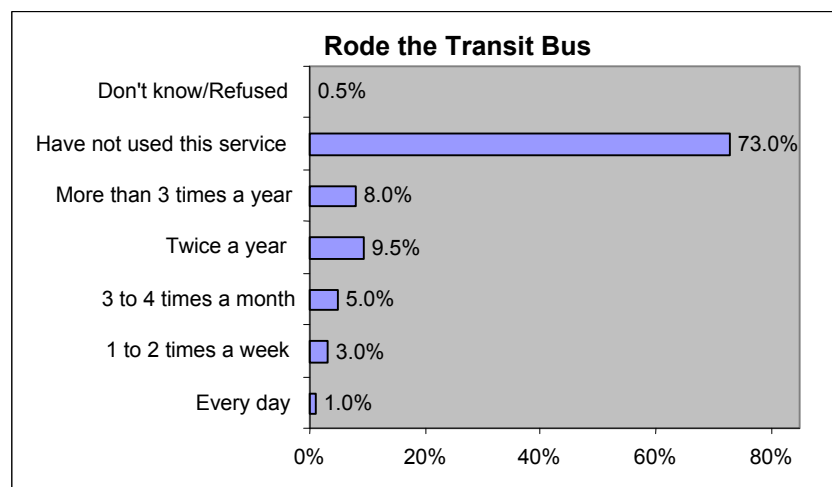
40.5% of respondents have not used the arena during the past year.



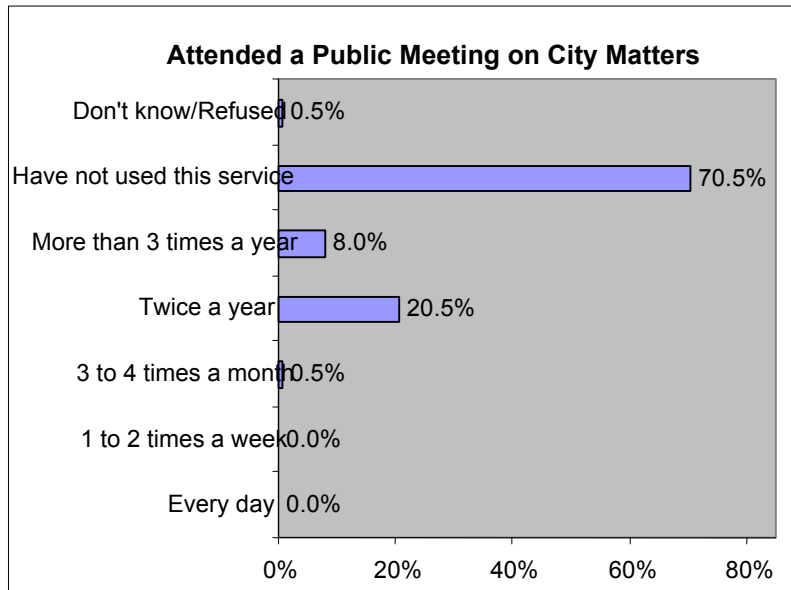
Over one-quarter of respondents indicated that they visited a park at least twice per week, but 11.5% of respondents had not visited a park during the past year.



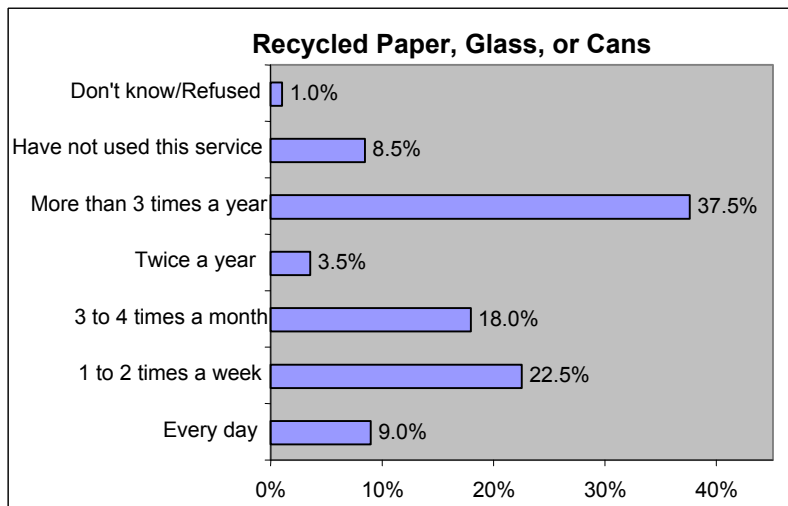
Nearly three quarters (73.0%) of respondents have not used the bus during the past year.



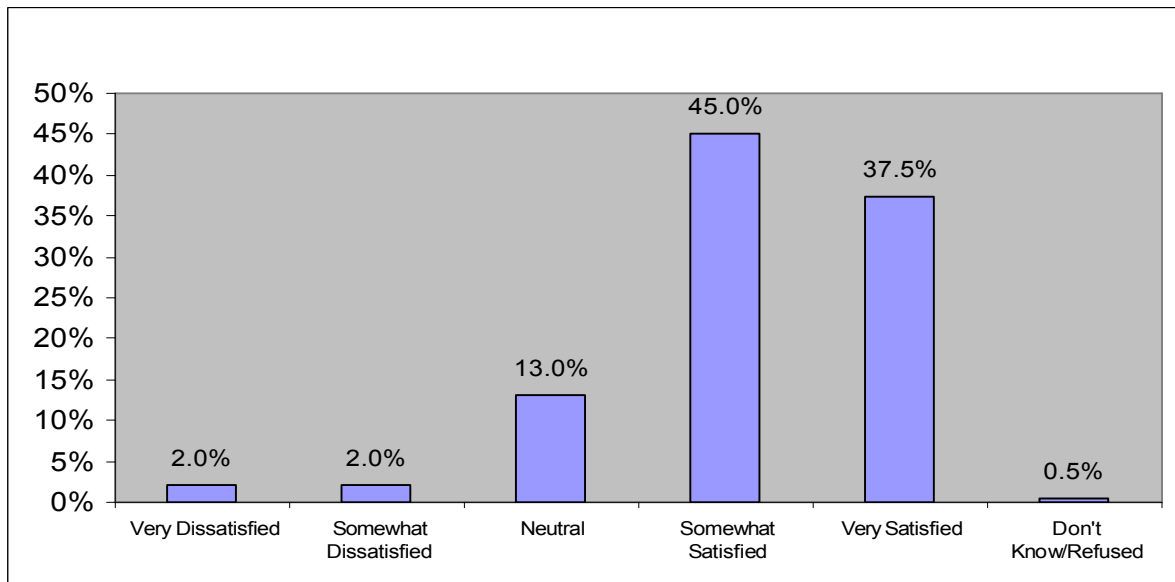
Attendance at public meetings on city matters is infrequent, with 70.5% of respondents not having attended such a meeting during the past year.



More than one-third (37.0%) of respondents had recycled paper, glass or cans during the past year. Approximately 9.0% of respondents use recycle services every day while another 40.0% use services weekly.

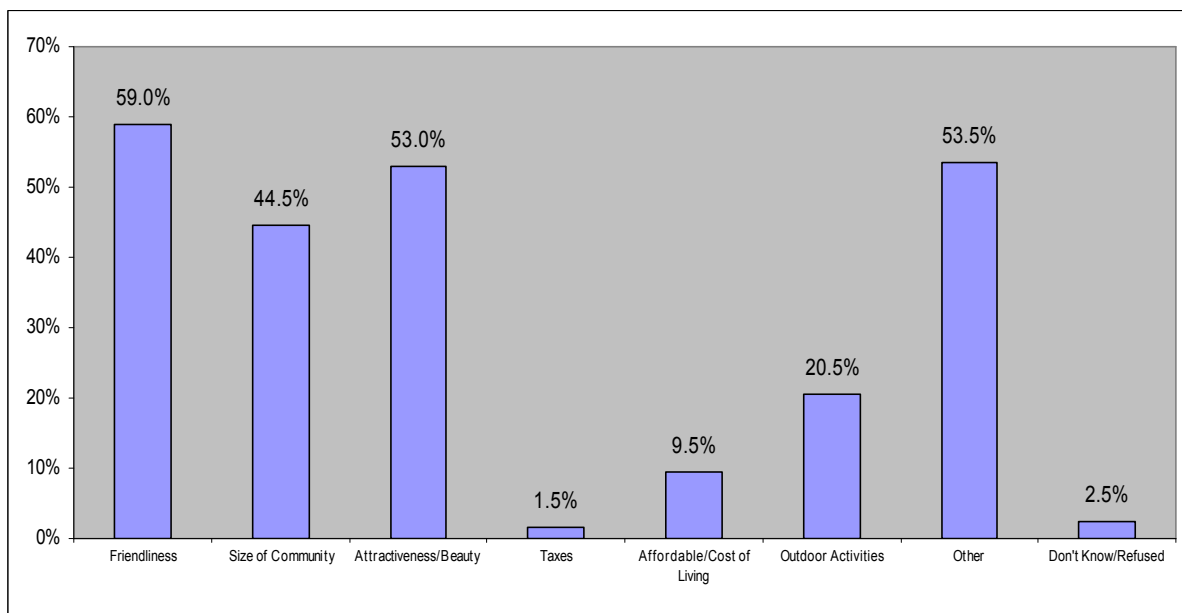


5. On a scale of 1 to 5 with 1 being very satisfied and 5 being very dissatisfied, how do you rate the City of Quesnel as a place to live?



Over four out of five (82.5%) of respondents indicated satisfaction with Quesnel as a place to live.

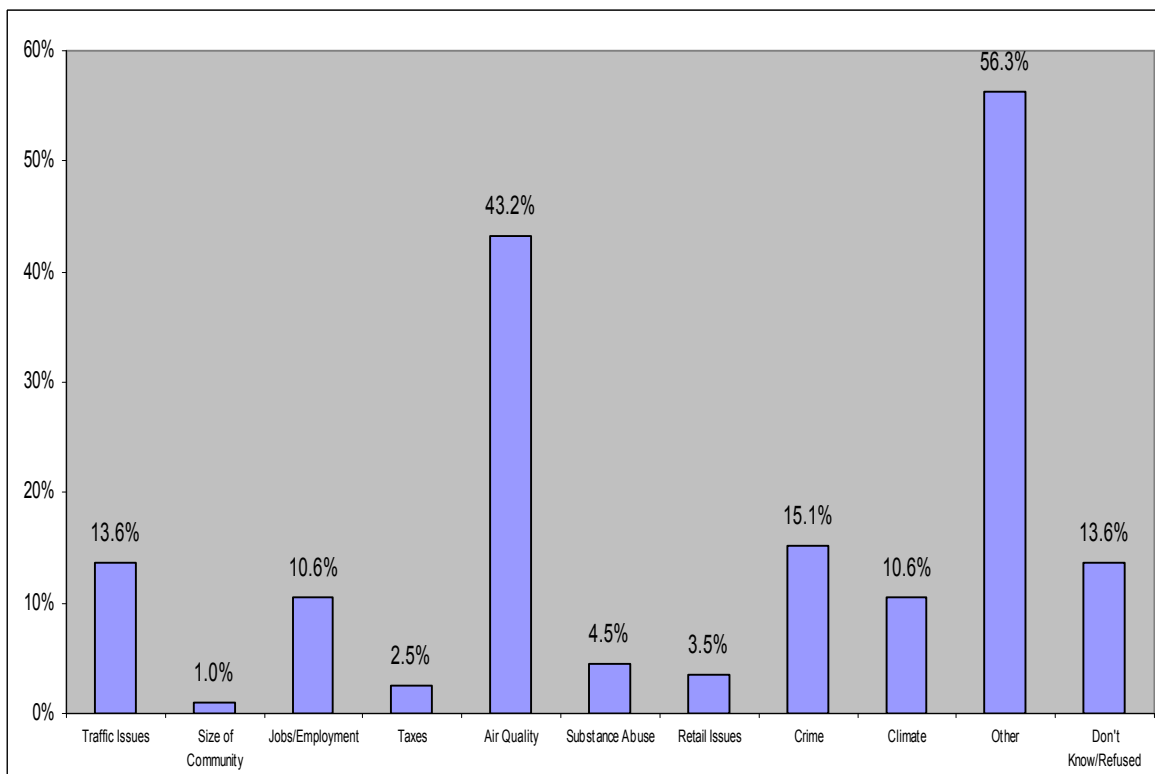
6. What 3 things do you LIKE MOST about living in Quesnel?



Friendliness constituted the single largest positive, indicated by 59.0% of respondents, about living in Quesnel. The second largest positive (by 53.0% of respondents) was the City's attractiveness. Nearly half (44.5%) of respondents indicated that community size is one of the positive attributes of Quesnel.

Over half (53.5%) of respondents gave other reasons. These reasons varied considerably and included, among others, access to wildlife, good community services, climate and others. A complete list of "other" responses is presented in Appendix 1.

7. What 3 things do you LIKE LEAST about living in Quesnel?

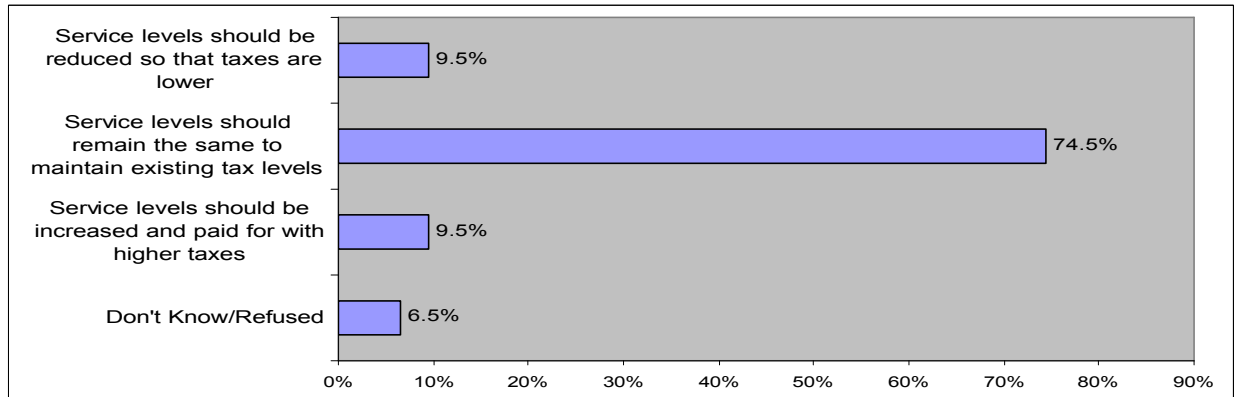


The single largest negative attribute to living in Quesnel is air quality, named by 43.2% of respondents. Traffic issues and crime were listed by 13.6% and 15.1% of respondents respectively.

Over half (56.3%) of respondents in 2003 described "other" negative attributes. These varied widely and included, among others animal control, shopping hours, lack of access to big-city amenities, hospital services, city hall, and many others. A complete list of "other" responses is presented in Appendix 2.

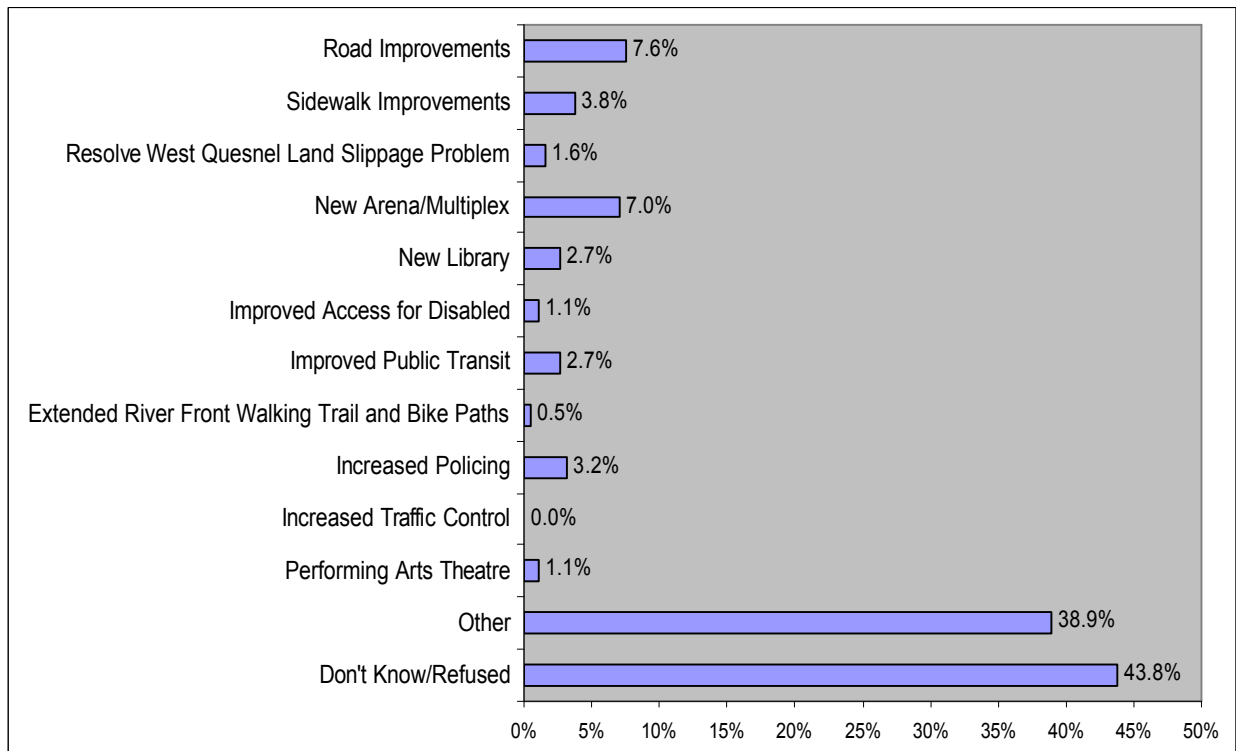
8. Taxation

Relative to the services that are provided, which statement best represents your position on municipal taxes?



Overwhelmingly, respondents indicated a preference that service levels remain the same to maintain existing tax levels, barring any increases to account for inflation.

9. Are there services that you would like the City to offer that presently are not being provided and that you would be willing to pay higher taxes for?



Few respondents gave any indication that they would be prepared to pay higher taxes to provide for services that are not presently available.

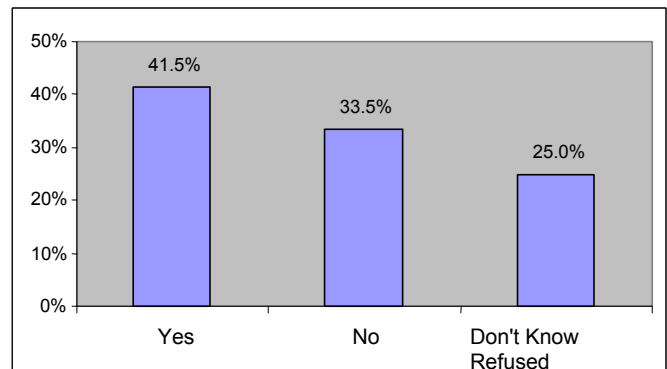
Over one-third (38.9%) of respondents described “other” services that they would support through higher taxes. While the list is broad, health and education services figure prominently, including municipal financing of some medical equipment (CTScan). Few municipally based programs or services were named where respondents would be prepared to pay additional taxes. A complete list of “other” services is presented in Appendix 3.

Nearly half (43.8%) of respondents indicated a don’t know/refused response.

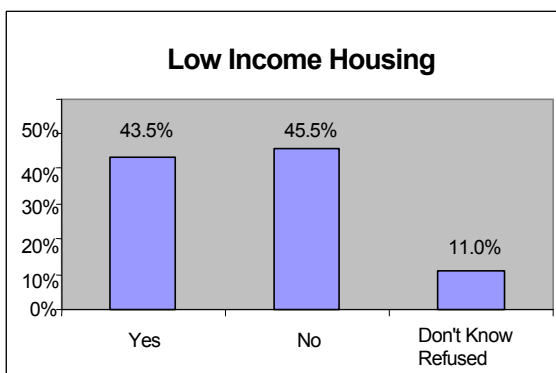
On balance, respondent satisfaction with the current service provision – taxation relationship is such that few citizens are prepared to pay additional taxes to acquire additional service.

10. Should the City of Quesnel support the funding of an economic development service with tax dollars?

While 41.5% of respondents indicated that the City should fund an economic development service with tax dollars, one third (33.5%) of respondents opposed the idea. One quarter (25.0%) indicated a don't know /refused response.

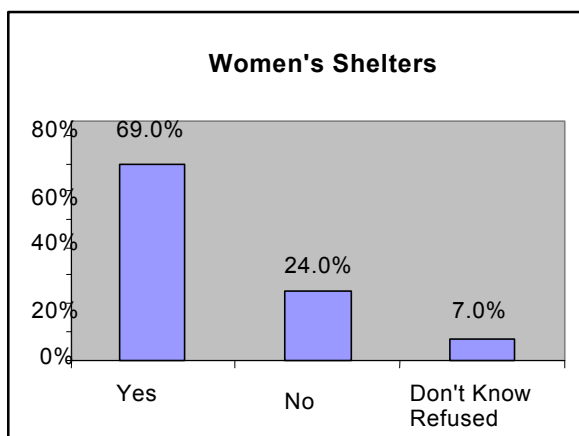
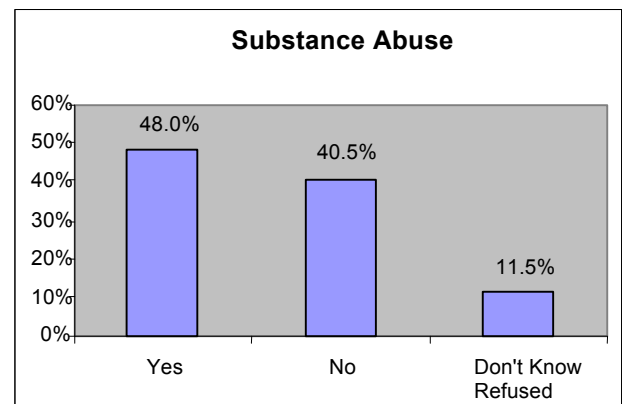


11. Do you feel that the City should address any of the following through taxation?



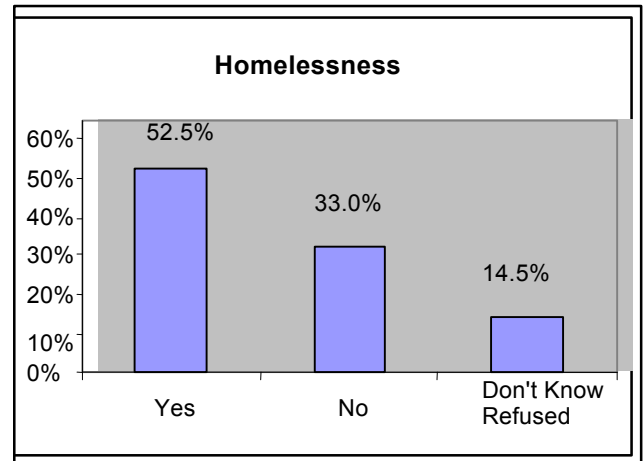
Approximately equal numbers of respondents responded positively and negatively to addressing low income housing through taxation.

Approximately half (48.0%) of respondents indicated that the City should address substance abuse through taxation, but a large percentage (40.5%) of respondents indicated a negative response.



Over two-thirds (69.0%) of respondents indicated support for the idea that the City should address women's shelters through taxation.

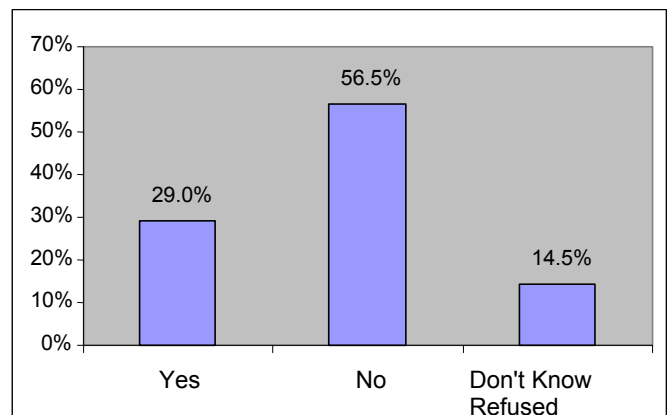
Approximately half (52.5%) of respondents indicated that the City should address homelessness through taxation. One-third of respondents provided a negative response.



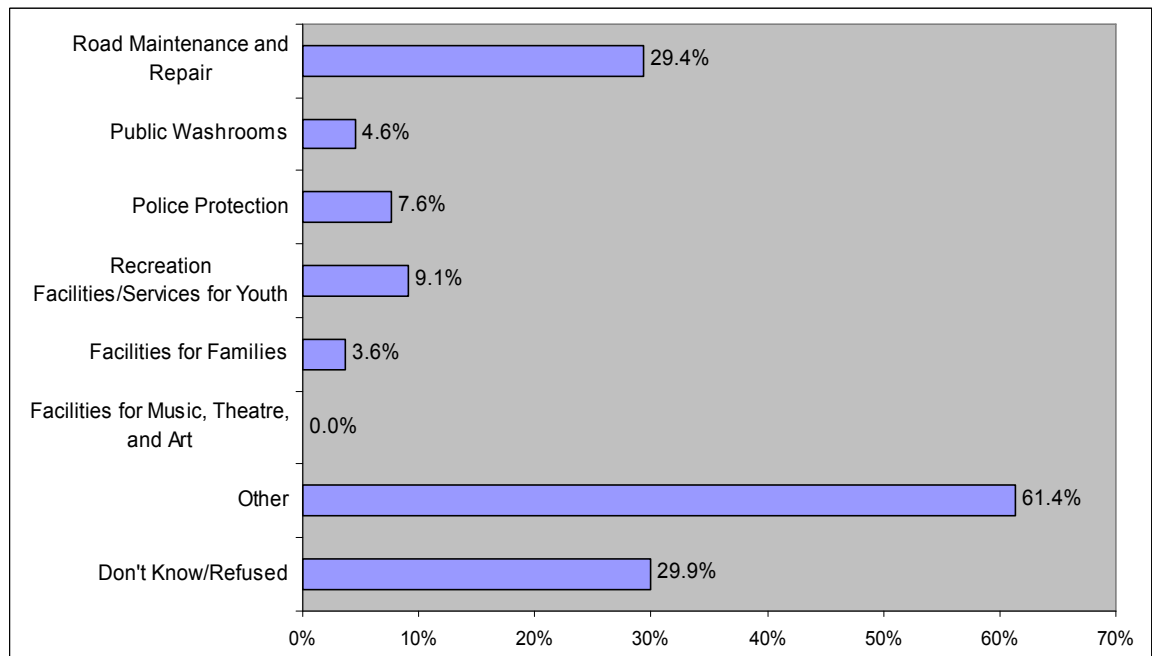
In addition to the issues noted above, respondents also identified a long list of other issues that Quesnel should address through taxation. Many of these reflect social concerns and range from recreational, health and education issues through crisis centres, homelessness, food banks and the manner in which Quesnel spends Casino revenues. A complete list of issues is presented in Appendix 4.

12. Do you agree that the library should be relocated into the new City Hall?

56.5% of respondents indicated opposition to the idea that the library should be relocated into the new City Hall.



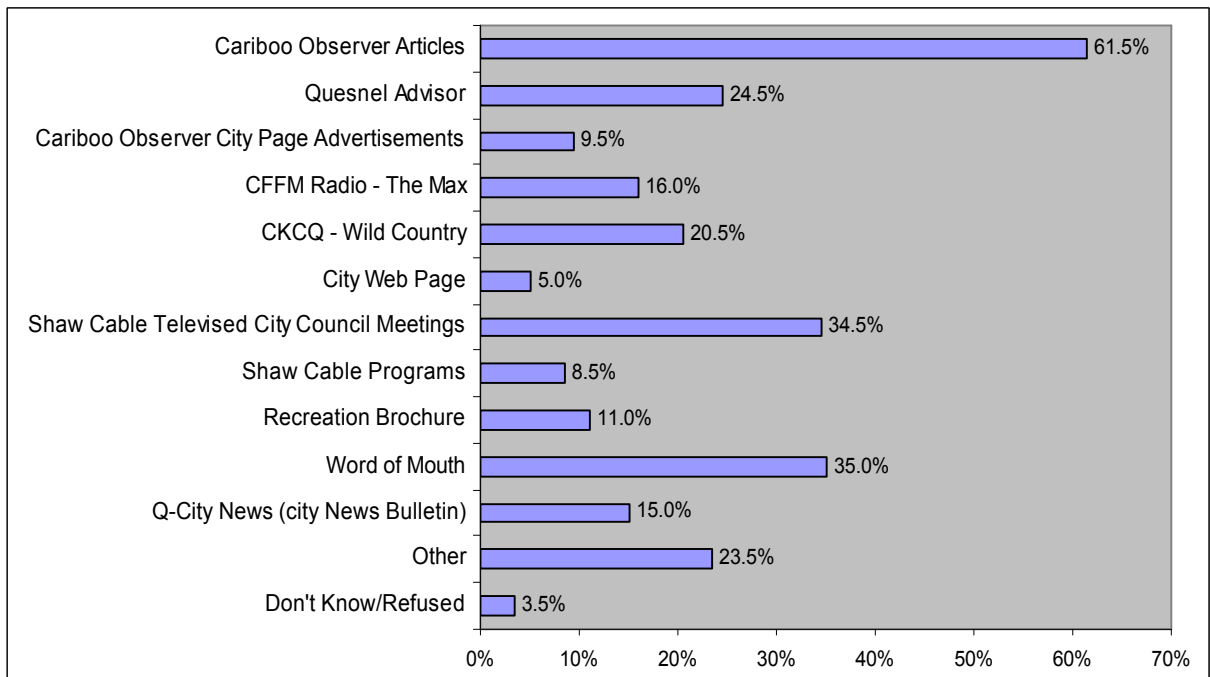
13. List 3 priorities you feel that Council should address in the City's 2004 budget



Road maintenance and repair constituted the single largest (29.4%) response from respondents. None of the other potential issues/priorities identified attracted high levels of support.

The large number of “other” responses (61.4%) is listed in Appendix 5. Some of the named priorities relating to employment, health and education extend beyond the purview of municipal government. Within the scope of local government, the City Hall and library issues figured prominently as items to be addressed as 2004 priorities.

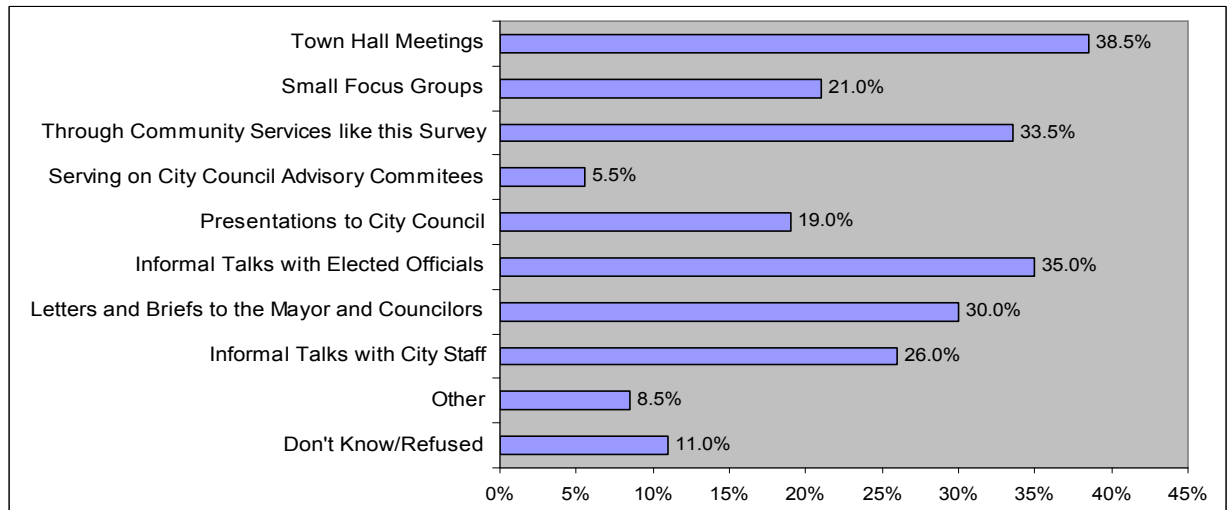
14. How do you obtain information regarding City Council programs and services?



61.5% of respondents indicated that they obtained information regarding City Council programs and services from Cariboo Observer articles. Approximately one third of respondents indicated obtaining information from Shaw Cable televised city council meetings (34.5%) and word of mouth (35.0%).

“Other “ responses are listed in Appendix 6. These responses represent additional means beyond those mentioned by respondents.

15. What are your top 3 choices for providing input on important City issues?



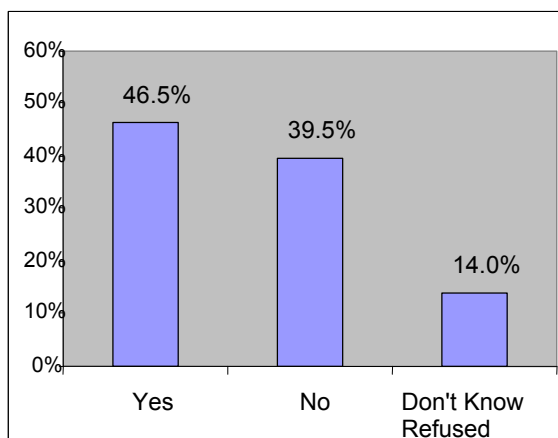
The top three choices for providing input on important City issues are:

- Town hall meetings (38.5%),
- Informal talks with elected officials (35.0%), and
- Through Community Services like this survey (33.5%).

Letters and briefs to the mayor and councilors was a top choice for providing input for 30.0% of respondents.

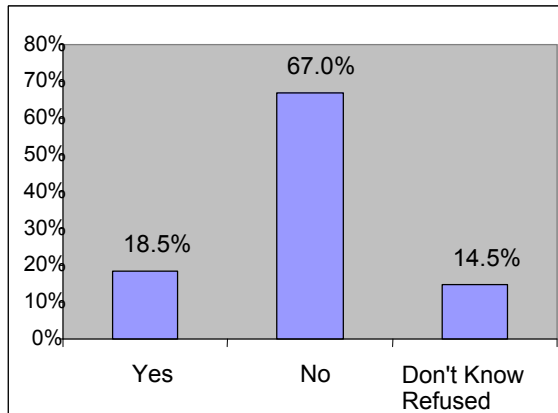
“Other” responses included letters to the editor, letters to Mayor and Councilors, public votes, media and others. The complete list of responses is presented in Appendix 7.

16. Do you think Quesnel has a better quality of life now than it did five years ago?



Nearly half (46.5%) of respondents indicated that they thought Quesnel had a better quality of life than five years ago. Nevertheless, 39.5% of respondents did not believe this to be the case.

17. Do you think Quesnel is a safer place to live now than it was five years ago?



Two-thirds (67.0%) of respondents felt that Quesnel is not a safer place to live in than five years ago.

18. If there was one program or service that the City could change or add to make Quesnel a better place to live what would that be?

Respondents replied with a long list of services or programs that they felt would make Quesnel a better place in which to live. The scope of responses was broad and encompassed services/programs ranging from increased or better transit service, additional policing, curfews for children, improved health care, better air quality through to more/better street maintenance and Aboriginal programming.

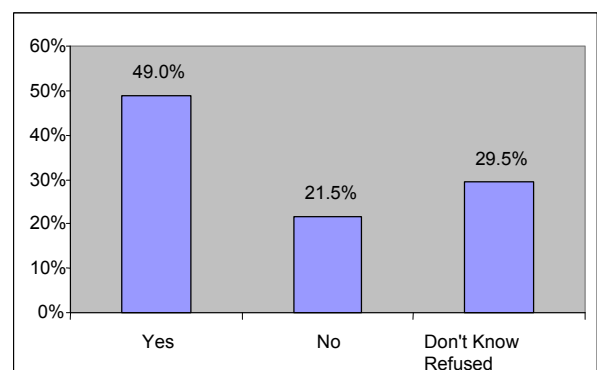
Two broadly based themes do, however, appear to stand out. These are:

- increased/improved policing to address crime concerns, and
- Increased/improved recreational and other facilities particularly for youth.

The complete list is presented in Appendix 8.

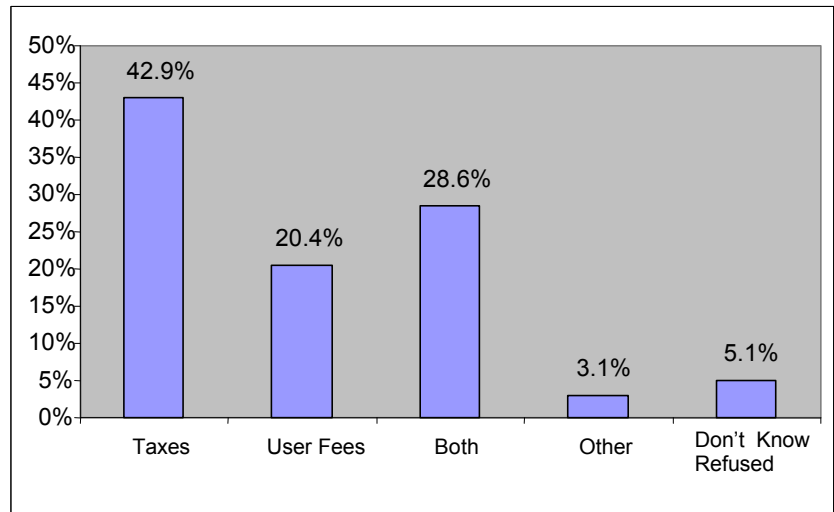
18A. Would you be prepared to pay extra to use that program or service?

Nearly half (49.0%) of respondents indicated that they would be prepared to pay extra for the program or service identified (policing and improved recreational and other facilities for youth) in Question 17.



18B. If yes, is your preferred method of payment through

The preferred method of payment is through taxes. Approximately one respondent in five (20.4%) indicated user fees as a preference, while a combination of taxes and user fees was a preferred method of payment for 28.6% of respondents.

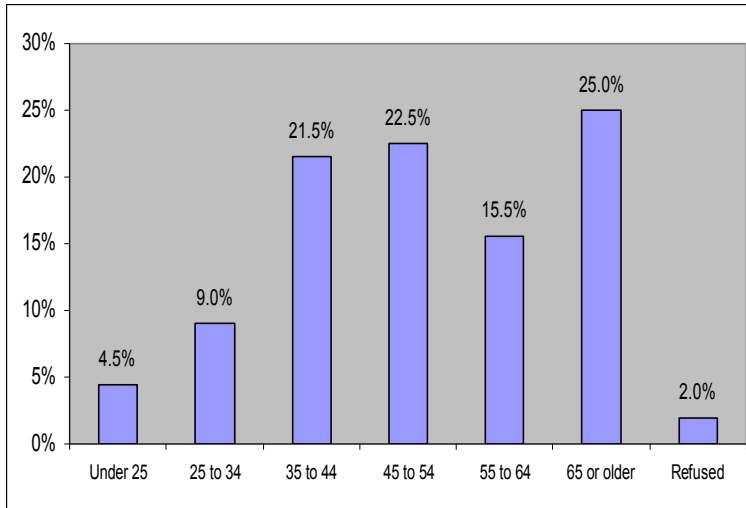


“Other” methods named were:

- Through functions that seniors could participate in.
- Through the community, and
- Whatever it takes.

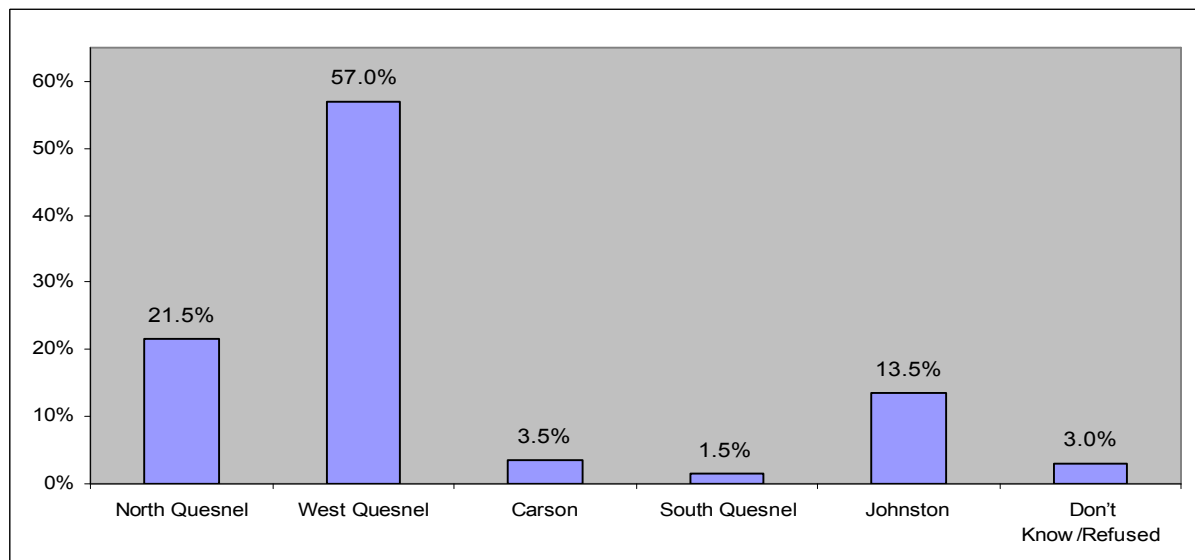
Respondent Characteristics

19. Which of the following describes your age?



Twenty-five percent (25.0%) of respondents to the survey were 65 years of age or older, while nearly half (44.0%) of respondents were between 35 and 54 years of age.

20. What neighbourhood do you live in?

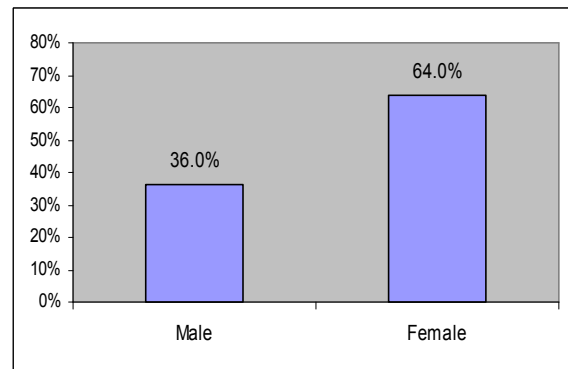


Over half (57.0%) of respondents lived in West Quesnel while 21.5% of respondents lived in North Quesnel. Another 13.5% lived in Johnston. Populations resident in South Quesnel are under-represented in the sample.

21. Gender:

Nearly two thirds (64.0%) of respondents to the survey were female.

High female response rates may be partially explained by employment of male shift workers at lumber mills.



Appendix 1: Q5 “Other” Responses:

What 3 things do you LIKE MOST about living in Quesnel?

- A safe city to live in.
- A safe place to live
- Accessibility. Easy access to things.
- All facilities are within walking distance of each other
- Arts festivals and such
- Availability of services,
- Availability- living downtown everything is close by.
- Billy Barker Days
- Billy Barker Days, recreational activities
- Centrally located in the province, cost of living is reasonable
- City parks.
- City recreation, location geographic
- City services and utilities
- Clean, and I cant' think of anything else.
- Climate
- Climate, jobs(mostly in forestry)
- Climate, location, employment
- Climates and availability for sports.
- Closeness to other areas
- Closeness to wilderness activities like hunting, fishing, forest. Garbage disposal system.
- Community pride, weather
- Convenience of shopping and services in general.
- Customer service is very good in restaurants and shops.
- Ease to get around quickly.
- Employment.
- Employment.
- Employment.
- Family is here, and the geographical location of Quesnel.
- Fraser and Quesnel Rivers
- Friendly shopkeepers.
- Friends. My job.
- Good educational system; good economic growth.
- Good place to raise a family.
- Good water quality
- Helpful to seniors.
- Here there has always been a sense of pride and a sense of community. It has been a progressive minded community ever since I've known it starting in 1932.
- I have been here most of my life (familiarity).
- I made a good living here.
- Improved retail outlets
- It's familiar. I have lived here all my life.
- It is a quiet, peaceful town.
- It is the same as any other city.
- Lakes, pool, and the river rock.
- Living in Quesnel is like living out of town because of the trails and parks.
- Location
- Location in the province
- Lots of businesses.

- Lots of facilities downtown,
- Low crime rates.
- Low traffic volume. Quiet neighborhood.
- Mountains and lakes.
- My family is here.
- Overall, commercial services are good.
- Parks and playgrounds, feel safer
- Police force
- Prompt services.
- Public library old age homes
- Quality of life
- Quesnel is home - Canada.
- Recreation
- Recreation
- Recreation facilities.
- Recreation, and my job.
- Retail services.
- Retirement community.
- River front trail
- River Front Trail and gardens, and city maintenance.
- Riverwalk, downtown and the parks.
- Roads, city recreational activities
- Safe community
- Safe place to live.
- Sense of community
- Services are convenient
- Services being available,
- Shopping and entertainment.
- Space- not crowded.
- The area I live in West Quesnel, the city itself.
- The availability of arts and cultural functions.
- The City Councilors and the Mayor always come to our meetings, and how the town is situated.
- The climate gives us four seasons
- The location in which we live in Quesnel, which is right downtown.
- The Mayor knows most of the people here. He is a very friendly guy. You don't see that in a big city.
- The programs for parents with young children. The new billboards for posters make the city look well organized.
- The retail people are friendly and courteous.
- The river; the city's location in the Caribou being central and close to other cities.
- The weather, it is really nice here, except for sometimes in the winter it gets pretty cold.
- The weather. And I also like my neighborhood.
- There's lots for me to do despite my difficulty getting around and that I am blind.
- There are lots of facilities within the town and we still have access to larger centers like Prince George; There are people who care about the arts and art facilities.
- There is a reasonable amount of economic progress which gives the community a variety of things to do i.e. shopping, entertainment, walking.
- There is not a lot of traffic.
- To attend College in Quesnel.
- Trails, library, and sporting activities (basketball).
- Variance of climate
- Vibrant downtown, location by river, and retail.
- Walmart

- Water supply, and general services.
- We have all the facilities and things we need.
- We have everything we want such as services.
- We have good water, and a lot of access to fishing lakes.
- We like the climate, the city as a whole, it is a good place to retire.
- Weather, having a job.
- Weather, my job
- Weather.
- Weather.
- Weather.
- Wife, family.

Appendix 2: Q6 “Other” Responses:

What 3 things do you LIKE LEAST about living in Quesnel?

- Animal control
- Animal control, increased police protection
- Bad roads. Bad city planning.
- Baker Creek.
- Better relations between the city and the school boards. Police presence on the main street rather than just the trail. High school program to mix with the seniors.
- Bureaucracy of city officials; economic depression
- City's priorities like planting flowers all over vs. making sure parks are safe for our children (broken glass all over); bus service only in certain areas; lack of blue box recycling service.
- City communicating with the citizens about what is going on needs improvement.
- City council spends money without public input.
- City Council.
- City councils don't listen to the public and don't communicate with the public.
- City employees. My backyard is sliding away and they won't do anything about it. The back alley is their responsibility and they are not cleaning it up.
- City Hall, overratedness of Uplands slippage, and by-law enforcement.
- City officials have abused their power
- Commercial sprawl away from downtown.
- Distance from health facilities.
- Distance to larger centers
- Drop-in centre so that people can stop for coffee and conversation, a place for youth to gather and hang out with video games and such for them to do
- Economic diversification and educational opportunities.
- Expensive health care
- Hospital services, and the housing market.
- Hospital. Lack of a by-pass.
- How young people use the area by damaging property.
- I am 100% against buying the City Hall building. They never should have bought it.
- I am too far from Vancouver. I enjoy the arts and have to travel there to partake of it; I am isolated from family; winter climate.
- I don't have anything bad to say about it. I love living here.
- I don't like the way some parks look, garbage, broken beer bottles, litter.
- Improved public transit for the disabled
- Indians and welfare people. Homelessness.
- Isolated and pot holes in the roads.
- Lack of activities for children.
- Lack of an arena.
- Lack of attention for land slippage in Uplands.
- Lack of availability of services such as shopping and specialized products.
- Lack of curfew and pulp mill smells
- Lack of good restaurants.
- Lack of medical services
- Lack of retail
- Lack of retail services. City fiasco- the way it was handled to buy a new City Hall. City council did not consult with the residents about that.
- Lack of road maintenance and by law enforcement
- Lack of senior's apartments, healthcare (hospital downsizing), and lack of adequate funding for schools.
- Lack of shopping selection,

- Landing facilities at the airport.
- Library on the west side. Better care of the sidewalks in the winter, so that it is not so treacherous for the seniors.
- Local people tend to spend money out of town rather than support local businesses so companies have difficulty staying in business.
- Location
- Logging trucks go right by our place. We need a second access road, a bypass of the residential area.
- Lousy library, arts and recreations need major up-grading, more cultural events or a facility for indoor winter activities for all ages
- Maintain better roads especially in winter.
- Mayor not keeping his word.
- More activities for teens! Otherwise they turn to vandalism, get into fights, steal or break into cars.
- 2. Increase nursing staff and beds at the hospital! When having my baby I was almost shipped out until an overworked nurse volunteered a shift!
- More buses are needed and they need to run more often. The historical machinery should be relegated to a single park as it's unsightly. Unnecessary use of water in the summertime which then leads to restricted use of only every second day.
- More user friendly recycling program and park protection.
- More user friendly Social Services.
- New city hall, road Conditions
- No transit for evening and weekend for handicapped. Sidewalks are not level for people with disability.
- Nothing
- Nothing.
- Nothing.
- Opportunities for all children. Entertainment for teenagers. Health care- we need to go out of Quesnel for anything major.
- Parents do not spend enough time parenting. The city is too focused on recreation
- Police availability and road maintenance.
- Pollution and cancer rate.
- Poor city streets in the winter and spring
- Poor city streets, too many pigeons
- Poor roads, city administration is bad
- Pulp mill, and snow in the winter.
- Racial discrimination,
- Recreational centre too small, and library too small.
- Recycling should be done by the city with home pickup. The supposed dyke on the westside was built on private property with out the consent of the owners and the city has not dealt with this issue.
- Road conditions
- Road conditions
- Road conditions, snow removal
- Road conditions. High price of gas. Too many logging trucks.
- Road maintenance
- Roads and sidewalks in the outlying areas.
- Roads aren't very good and the city is dirty - old furniture, tires etc.
- Roads, communication and customer service from City Hall.
- Roads, roads, roads.
- School systems, drug problems, and crime.
- Sewer being pumped into the river by the pulp mill.
- Shortage of specialist doctors. I have to travel out of town to see a specialist doctor.
- Skateboarders

- Slippage. Too many years of testing and land value continues to drop.
- Snow removal, and City Council's new town hall - extravagant.
- Social cliques,
- Spending habits of City Hall.
- Still own for the City Hall (big problem) I think that they should fix up the parks, and not put all of their money in one or two parks spread it out. Also more picnic tables by the museum in the summer for the tourists.
- Suppressed real estate
- Swimming pool-boring
- The beautification is all done so the tourists see it and not the residents; by-law enforcement is next to zero as to responding to anything.
- The bridge and the traffic on Front Street in the summer.
- The City didn't back the railway employees; they didn't seem to understand how many would move out. The meeting that was held behind closed doors was not respectful of the citizens. Prince George seems more concerned about railroading and the city.
- The distance to get to a major centre,
- The lack of restaurants in the downtown core, more frequent scheduling/late hours for transit buses
- The lack of transit service to and from the Dragon Lake area, especially scheduling inequalities. This will become critical with the building of the new school if transit isn't convenient for them they'll simply go to Prince George every weekend.
- The pulp mill. The ash from the pulp mill.
- The shopping center does not have a wide variety of clothes.
- The shopping.
- The water pressure.
- There are no transit services in the trailer park which houses a lot of senior citizens.
- Too many rental places not being looked after, and public drinking.
- Too much bumming on the streets
- Too much garbage.
- Traffic noise living downtown.
- Violence, safety concerns at night, and not being able to access buildings with a stroller.
- Waste of tax dollars.
- We are concerned about wildlife such as bears in our area.
- We have poor hospital service.
- We should have more hospital services for a city of this size.
- Winter road clearance, more sidewalk access for people like me who use walkers or wheelchairs

Appendix 3: Q8 “Other” Responses:

Are there services that you would like the City to offer that are presently are not being provided and that you would be willing to pay higher taxes for?

- A better park on the west side
- A museum archivist
- A new library on the west side of town.
- Air quality.
- An indoor facility for recreation, especially geared for the kids
- Another bridge or access to the west side of the river
- Better air quality.
- Better recycling programs
- Blue box recycling system; more accessible library system. Moving it downtown where there are no children won't help.
- Blue boxes for recycling and pick-up even if it was every 2nd week
- Bring in more trades people. School for trades people.
- Build up the west side.
- Cat Scan (Health).
- Catscan. Health-have to go to another place for anything major. Opportunities for kids and teenagers.
- City by-pass for the logging trucks.
- City to pay for MRI at the Hospital so we do not have to travel outside Quesnel. Improved education- smaller teacher to student ratio. A home for the homelessness. Increased housing and low rental housing.
- Community composting place
- CT Scanner
- Detox facility
- Extended hours for snow removal
- Fall cleanup program
- I like where the new City Hall is located. The controversy about it needs to be resolved.
- I would like to see medical services improve.
- Improve air quality.
- Improve special needs spending particularly on education.
- Improved street lighting. Some areas are bad.
- Improved/additional college level courses-higher education
- Improvement on health system and also revise the education system (Honesty).
- Increase bylaws, and decrease city beautification.
- Increased animal control in public parks/areas
- Increased garbage pickup.
- Maintaining snow removal of driveways which is a concern for seniors.
- More bike lanes.
- More economic development.
- More medical staff
- Mountain bike trails
- New arena.
- New rec centre like Prince George
- No
- No, I think that it should be managed differently. Some of the money that went into the PSL should have gone into our arenas.
- Not willing to pay any higher taxes.
- Opening the library on Sunday.

- Snow removal should include public lanes and drive-ways, front and rear entrances for handicapped and senior citizens, i.e. my mail is cut off if the entrance way is blocked by snow. I can't get out if the back entrance & back lanes are not cleared.
- Substance abuse programs
- There are no services I would be willing to pay for.
- There are no services I would be willing to pay taxes for.
- There is a need for more professional medical staff. We have to go elsewhere for a number of medical services.
- There should be a railing on the sidewalk on the river bridge.
- They need more things for kids to do other than skate parks, something like water slides or other activities to keep kids off the street and out of trouble.
- They need to build a bridge by Knicker Bocker Hill, and stop wasting money every year to rebuild.

Appendix 4: Q10 “Other” Responses:

Are there other issues respondent feels Quesnel should address through taxation?

- Aboriginal issues falling into the previous categories.
- Air quality
- Arena renovations
- Arena.
- Better social services for children.
- Don't know
- Education, and medical care, but I think that is on a provincial level.
- Employment/job growth, more funding for teenagers-service, counseling, support for childcare for teen/young parents
- Food banks and foodservices such as in-home shut-ins delivery of meals.
- For disabled and challenged people in some way.
- Gambling.
- Gambling.
- Health care and education
- I disagree with the soccer field because there are lots of other parks and school yards to play in. A lot of money could be used for other things to benefit everybody such as social housing.
- I don't know, mainly I said was roads. They need to be fixed.
- I think they should have more recreation for youth, keep them off the streets more.
- Low cost housing should be done to accommodate some low income people.
- Most of those on the list are responsibilities of the provincial or federal levels of government.
- More crisis hot lines, crisis shelters for men
- Policing - More of an appearance. (3-4 times during day and 2-3 times during night.)
- Recycling
- Senior housing
- Some activity or place for young people to go. Instead of having young people hang out on the street.
- Stay in school
- The City Library needs improvement, especially the toilets!
- The City of Quesnel should take revenue from the casino and put that into social programs. There is \$600,000 dollars of revenue from the casino put into general revenues that are not used to address addiction issues.
- The City should hold slumlords accountable for low-income housing through by-law enforcement such as keeping yards clean.
- They should have some involvement with the hospital.
- Welfare more accessible .

Appendix 5: Q12 “Other” Responses:

List 3 priorities you feel that council should address in the City's 2004 budget.

- A bypass bridge for the logging trucks
- A larger skate park with better lighting. More clean up after beer drinkers break glass bottles around playgrounds. Get rid of the "Riverbankers" who mug and beat up people at night. Most of them are from Nazko or Red Bluff. A Videocamera might move them.
- A new arena, schools.
- A new city hall and the pond in Fraser park.
- A new city hall, find better policy on how much money they spend, pay a little more attention to the west side
- Address the land slippage in West Quesnel. Address for homelessness. Address for Women's Resource Centre. Non-profit society for women.
- Air quality and the level of medical attention - more doctors and more equipment.
- Air quality, policing and incentives to make the core area revitalized.
- Air quality, upgrading the transit system and get rid of stupid bylaws.
- Air quality.
- Animal control, low income housing
- Another bridge.
- Areas for parking.
- Arena renovations
- Basic infrastructure, another river crossing
- Basic infrastructure, more work needs to be done in the cemeteries, ie lifting of head stones
- Beautification of the downtown parking lot and downtown in general.
- Bridge to the west side, a bypass for logging and heavy trucks
- Build up west side of the city - growth and attention.
- Business diversification
- Buy new City Hall, move library into old City Hall.
- By law enforcement, for vacant spaces, unused houses.
- Bylaw enforcement traffic congestion
- Carson-Johnston Road should be paved
- Catscan. Health- you need to go to another place for anything major.
- City infrastructure especially streets. Vacate the lease of the new City Hall, if possible. Find another airline to come here.
- Cleaning up the west side.
- Clear sidewalks of snow.
- Closer management of personal resources for city work crews.
- Control the finances, reduce staff and be honest with the public.
- Detox facility, men's shelter and homelessness
- Dissolve new lease on the city hall
- Do something about the beggars in the park. Police have to monitor them all the time.
- Economic development has to be looked at
- Economic development to get more business and industry into the city.
- Education system, crime, substance abuse.
- Education, additional medical equipment/doctors
- Education, i.e. the Child Development Centre. There is talk of privatization and I am afraid special needs children will fall between the cracks.
- Employment.
- Extend the transit service, keep tax levels low
- Fish pond should it be cancelled.
- Get city hall straightened out.
- Get rid of the new city hall and get back to where they were.

- High volume summer traffic, aging arena.
- Hospital. By-pass. Library.
- I think that they should make more development on the west side. Have more city water services to the Dragon Lake areas. And also the extension of the transit system.
- Improved access for the disabled
- Infrastructure
- Infrastructure such as storm sewers.
- Jobs, easier driver license qualification, and more accessible welfare.
- John Ernst building, more general street lighting that could be improved,
- Keep kids in school.
- Keeping the library where it is, and traffic control.
- Landslide areas.
- Less beautification, and more road repair.
- Let us know the truth about the City Hall business. It was pushed on to us without our approval and in such a way no seems to know what was going on. Did the city buy it or not? If so, how much did they pay for it? Lots of unanswered questions.
- Library services and cleanliness of the Rec Centre.
- Library should be in the old town hall.
- Library. Highway bypass. Increase hospital services.
- Light bulbs burning out in street lights.
- Low income housing
- Maintain infrastructure.
- Maintaining our existing info-structure.
- Make the CNC college larger.
- More done for the west side, rather than all for the south.
- More picnic tables in the parks, for the summer.
- More sidewalks, new library facilities,
- More speed bumps, more money to the city pound, and homelessness.
- Move city hall back to the original location, better transportation for the disabled
- Move out of City Hall. More referendums before spending the money. City labour is being wasted.
- Need to take a stand on the library, make sure City Hall stays in the new location, library needs updating
- New arena.
- New city hall, and the arenas/curling club.
- New library space
- New library, traffic bypass
- New library.
- No opinion.
- None.
- Over budget on new city hall, addressing lease agreements with existing business in city hall
- Palliative care. Homes for the aged. Low income housing.
- Panhandling
- Pay off the cost of that City Hall building.
- Post secondary education, by pass added
- Public housing, access to recreational things for lower income children
- Public transit, city hall
- Re-locate the library where there is more space for expansion and parking.
- Relocate library to westside and provide more visual and audio aids to assist the visually impaired to use city streets.
- Relocate the library into the new City Hall.
- Relocation of library.

- Renegotiate lease or buy city hall, make a definitive decision on the bypass on top of the hill, and prevent the loss of the CNC.
- Safety, bike lanes, and access to buildings.
- Service the upland area and resolve the slippage problem and the water discrepancy in South Hill.
- Settle PSL. Build a new arena.
- Settle the question about the big building, and what to do with it.
- Sidewalks in West Quesnel, specifically Lewis Drive. More recreation for teenagers. There is not enough for them to do.
- Snow removal.
- Snow removal.
- Solutions for City Hall. Concerns with how the municipal government will manage City Hall, policing, additional services with less funding from provincial government?
- Spend money on getting new business into the city. A university for education.
- Spending habits - money should be redirected to issues more needed, and less political maneuvering so the council and the mayor can address their own agendas.
- Spending our money wisely, making wise decisions.
- Substance abuse, street lights that actually work,
- The bypass needs to be built
- The citizens should be consulted before the city embarks on any capital projects in a referendum.
- 2. Tendered contracts, the companies have to be accountable for their budget quotations so citizens don't end up bailing them out.
- The city needs to say how they intend to make the John Urnst building viable for the tax payers. If they cannot make it pay, then they should move out.
- The Hospital needs to have automatic door openers at: Emergency Entrance (2), the main entrance (2) and the surgeons entrance (2) and without door tracks which do catch wheelchairs and IV stands on wheels. A total of 5 handicapped parking are needed.
- The lease on the new city hall needs to be addressed, air quality
- The lease on the New City Hall.
- The library
- The library, city hall and the population of Quesnel.
- The old city hall and library complex.
- There should be some encouragement for businesses to move into the west side.
- They should review the policy of giving grants as once one is awarded it tends to be viewed as renewable without question.
- They should walk away from the New City Hall, go back where they were and put money into the roads. Our last mayor wanted a castle. It's so much glass, it's not meant for this country. It would be too damp for the library.
- They spend money constructing ponds which are not necessary at the moment they should use that money for road maintenance.
- To have transit available for disabled during the evening and weekends. There is no service for disabled after 4 pm to use transit.
- Town Hall fiasco.
- Traffic going through the city should be routed so as to bypass the downtown core.
- Upgrading to existing high schools, more medical staff-nurses, doctors, Lens
- Uplands residents not being able to sell their homes due to the land slippage problem, and expansion of parks in Uplands area for playgrounds.
- Women's issues, homelessness; create more jobs perhaps by setting up the economic development group.

Appendix 6: Q13 “Other” Responses:

How do you obtain information regarding City Council programs and services?

- Attend meetings, question aldermen and councilors
- Billboards. City Hall.
- Chamber of Commerce officials
- Channel 10
- Channel 10
- Channel 10
- Channel 10
- Channel 10
- Channel 10
- City newsletters.
- City of Quesnel flyers.
- City of Quesnel newsletter.
- City puts out little brochures in the mail.
- Directly from the mayor and council.
- Flyers about meetings
- Flyers and notices in the mail.
- Free newspaper from the City
- Go directly to city hall
- Going to city hall
- I am on the Child Development Centre board of directors and get a lot of information that way.
- In person at the arena.
- Internet
- Internet.
- Involved in the community as an activist. Ask questions to the councilors.
- Kamloops and Vancouver TV stations
- Local Radio
- Local radio and local TV.
- Local radio.
- News Paper
- News paper.
- News Paper.
- Newsletters.
- Newspaper, and channel 10
- Newspaper, and the lady down the street who looks after the city hall, my neighbor.
- Newspaper.
- None.
- Paper, and word of mouth
- Phone the mayor and council. Phone City Hall.
- Radio
- Recreation Centre.
- T.V.
- Television: channel 10
- They send out brochures and information.
- Through mail, and bulletin boards.
- Through mail.
- Through mail.
- Word or mouth.

Appendix 7: Q14 “Other” Responses:

What are your other choices for providing input on important City issues?

- Citizens should talk to their City Councilors, it is a good way to find out if what you've heard is actually true.
- Community Associations.
- Have a representative go to City Council meetings if I am unable to make it.
- Headlines in the newspaper and include information in the tax notice letter.
- I send letters to the editor almost every week with a copy to City Hall.
- Informal talks with neighborhood associations
- Letters to the editor
- Neighborhood Association, workshops.
- News paper, TV
- People should be invited to write letters to the editor to newspapers (The Observer) on topics of city interest or special projects.
- Phone calls to City Hall. Visits to City Hall.
- Radio, newspaper, Television
- Radio, Pamphlets
- The neighborhood association.
- They should allow citizens to respond over the Internet on the city webpage but acknowledge that they got our message; information meetings with city hall officials to address issues within the community.
- They should have public votes on things like buying the City Hall building.
- To council meetings

Appendix 8: Q17 “Other” Responses:

If there was one program or service that the City could change or add to make Quesnel a better place to live, what would that be?

- A better expanded transit that goes to the industrial area. Also with better hours of service.
- A city bypass
- A detox centre to address the escalating substance abuse
- A larger facility for the performing arts.
- A new arena.
- A place for the youth to hang out
- A program to improve the air quality of Quesnel.
- A substance abuse centre for troubled people that confines them to the facility so that they have to take treatment that will help them.
- A young youth center. I'm thinking of opening a place for them if they have no place to go, to come and eat or something.
- Added police protection.
- Added police protection.
- Adequate law enforcement to keep the crime down. The police do a good job but perhaps we need more police staff.
- Affordable public transit which stops every block every where so that handicapped people can use it as is done in Prince George.
- Air quality programs.
- Air quality.
- Better animal control.
- Better policing, and more funding for policing.
- Better policing.
- Better response to emergency calls.
- Better snow removal methods
- Better transit service, adjusting the routes and scheduling to better suit all members of the workforce. The expansion of the Dragon Lake area and the new College coming scheduling & routes need to addressed. If not students may go to P.G. weekends.
- Bring back the curfew for kids which was 9 on weekdays, 10 on weekends to help reduce crime.
- Bring in new business, and increase the employment.
- Can't think of anything.
- Change the traffic on Front Street.
- Changing the way substance abuse is being handled, help should be available for those who are unable to pay and also for those needing help, but not just those criminally charged
- Clean up the air quality.
- Clean up the street people, and substance abuse, so that the seniors do not have to be afraid to walk anywhere.
- Create jobs.
- Crime prevention but I am not sure if it should be Block Watch or something else.
- Crime reduction
- Definitely restructure the down town core.
- Education keep kids in school.
- Encourage teenagers to be more responsible for their actions.
- Expanding bus service for evening service, Sundays and holidays.
- Expanding public transit
- Focus on the substance abuse and all the side effects it causes.
- Foolish spending on the behalf of our city hall.
- Free access to the school facilities for the city's use ie clubs and organizations
- Get a better health care program

- Get rid of drug abuse.
- Get rid of the drug dealers.
- Get rid of the natives.
- Get rid of the selling of drugs and drug dealers.
- Get us out of the commitment of that new building - St. Laurent Place.
- Give a left turn off the highway into the Carson subdivision.
- I'd like to see better access to Carson subdivision where I live.
- I couldn't even begin to answer that for you.
- I don't know...the law enforcement.
- I don't really have any comment about it. Except for just getting rid of the city hall.
- I have no idea. It's a pretty good place to live.
- I honestly don't know. We have lived all our lives here, it's a good place to live, our families are here, you just tend to go along with life and if something happens, well, that's just the way it is.
- I think the police force should be allotted more money so they could hire more people on the force.
- I think there should be total accessibility for special needs people.
- I think they are doing okay, I can't think of anything.
- I think we have a petty crime problem that could be addressed.
- I think, well I don't really know. I think it is nice just the way it is. They provide quite a bit of everything, to everyone. I think it is fine the way it is now, it is nice.
- I want people to be good public speakers. I watched City Hall employees and I do not know how can they make decisions if they cannot speak confidently without reading their speeches word for word.
- I would focus on air quality.
- I would like more activities in the arts.
- I would like the city to add better recreation for children to keep them out of trouble.
- I would like to see some policemen walking the street.
- I would like to see something for the young people such as a program for young kids. Maybe a place they could go such as a recreational building that does not cost anything to be there.
- I would like to see something to do with crime prevention.
- If people who spend money would spend it as if they earned it instead of at random, Quesnel would be a better place. If they had a deficit in their homes, they would not spend money but civic officials forget that.
- Improve the recreation facilities
- Improved library services
- Improved transportation for the disabled.
- Increasing the police force, more officers would help keep the crime rate down as the current ones are stretched to their limit.
- Industrial development.
- Just safety overall.
- Keep our hospital and health services.
- Library up-dating
- Low income housing
- Lower taxes
- Make it a safer place. There are too many break and enters happening lately, it is scary. We've had two or three in this little complex here: We lost our BBQ, a broken lock on our motor home, neighbors lost a rototiller, a garage broken into.
- More awareness on matters involving environmental issues and safety on crime.
- More children resource programs.
- More cohesiveness with projects, such as the Fall Fair, which would be beneficial for all citizens, and bring people into the city.
- More family oriented recreation in town
- More funding to the Communities in Bloom program

- More industry and more flexibility for business people - business friendly
- More job creation.
- More low income housing
- More police protection
- More police.
- More policing might cut down on drugs, crime, break-ins, and drunk driving.
- More policing of natives and teenagers.
- More policing.
- More recreational facilities for teenagers
- More residential/neighborhood meetings regarding protection and crime
- More safety issues focusing on teenagers.
- More sidewalks should be wheelchair and walker accessible. In the wintertime often they leave snow piled up at the corners making it impossible for people with walkers or shopping carts.
- More sidewalks.
- More specialist doctors in Quesnel. I have to go out of town to see a specialist doctor.
- More youth programs, to keep them off the streets.
- Nothing. I am content the way it is.
- Perhaps more police to cut down on crime and drugs.
- Police protection.
- Policing - they are good but my phone number starts with 991 and people sometimes end up calling emergency services.
- Policing
- Protection. It is not very healthy to have up to four police vehicles at one restaurant.
- Put legal aid back. The provincial government should be funding it.
- Recreation centre
- Recreation.
- Recycling.
- Reduce or eliminate the odor from the Pulp Mill.
- Road Maintenance
- Road maintenance.
- Safety for my kids, cleaning up the parks that my kids play in. I.E. needles in the parks, and bullies.
- Schooling with the focus on extra help for children who need it.
- Some education into City Hall.
- The cat scan machine that we need.
- The City could add a little more patrolling by the policemen at night on side streets.
- The City could have more adequate policing - a direct line to the police station at night. At night we have to go to Prince George to get the police.
- The city could have more community policing.
- The city should back the Salvation Army or we could loose the organization.
- The cost for recreational facilities for youth it used to be free for kids 5 yrs and under now it is only 2 yrs and under this should be revised.
- The drug abuse situation.
- The Neighborhood Watch program could be improved so neighbors look after neighbors.
- The policing needs improving.
- The recreation centre - pool improvements
- The taxes for seniors should be reduced.
- There have been B&E's and assaults and unless you own a scanner, you don't find out about crime so we are able to protect ourselves. The onus should be on residents to be part of the solution, not the problem.
- There should be a place for young people. They just don't seem to have a place to go to other than walking the streets.

- They could have more policing or security. Private security guards deter crime but are less expensive than police.
- They should advertise more about the women's resource centre. It is not as well known as it should be.
- To add something for the young teenagers, instead of them getting into trouble. Get them off the streets. Something like a rec hall.
- To get rid of the mayor.
- To give more or any money to non-profit societies, such as Amata Transition House, Women's Resource Centre, Quesnel Contact Line, Friendship Centre, Palliative Care. I am not referring to sport associations that are also non-profit.
- To up keep the arenas. The heating up in the stands. It doesn't look good to out of town visitors. There needs to be something done with the flooring in the players boxes.
- We need some more activities for teens, to get them off the street on Friday nights, to get them doing something productive.
- We need to expand the courses offered through the Community College.
- Youth centers

Appendix 9:

CITY OF QUESNEL SERVICE SATISFACTION SURVEY

Hello. This is ____ (name) ____ of Pulse Research Limited. I am calling on behalf of the City of Quesnel. We are doing a survey to determine how satisfied residents are with services and facilities some of which are offered by the City and others in partnership with the Cariboo Regional District. Your answers will help the City identify priorities as Quesnel begins to prepare the City's budget for next year.

Your answers will be strictly confidential, and your participation in this survey is voluntary. Your answers are important so that Quesnel can better respond to people's needs.

If you wish to learn more about this survey, you may wish to call Eric Kesteloot, Director of Community Services at 992-2111.

Would you care to answer a few questions for us? This interview will take about 5 minutes. Do you have time now? (If yes, PROCEED TO QUESTION 1)

Would you rather that I call back later? What time would be convenient? _____

Qualifying Questions:

Do you live within the boundaries of the City of Quesnel?

Yes _____ No _____

If the answer is "no," thank the respondent and terminate interview.

Do you own your home, or rent? Own _____ Rent _____ Neither _____
(We want to survey adults who directly or indirectly pay taxes to the City)

(If the answer is "Neither," thank the respondent and terminate interview.)

Satisfaction with Services

1. On a scale of 1 to 5, with 1 being very satisfied and 5 being very dissatisfied how would you rate the level of service being provided. If you have no opinion or feel that you can not answer the question, please indicate with “don’t know”

	very satisfied 1	2	3	4	very dissatisfied 5	
Recreation, Culture and Leisure						
City parks	?	?	?	?	?	dk
City playgrounds	?	?	?	?	?	dk
Library services	?	?	?	?	?	dk
Museum	?	?	?	?	?	dk
Arts & Recreation Centre	?	?	?	?	?	dk
Quesnel Twin Arenas	?	?	?	?	?	dk
City river front trail	?	?	?	?	?	dk
City sport fields (excluding school sites)	?	?	?	?	?	dk
Overall satisfaction with recreation	?	?	?	?	?	dk
Utilities and Similar Works						
City water supply	?	?	?	?	?	dk
City sewage treatment	?	?	?	?	?	dk
City garbage collection	?	?	?	?	?	dk
City street lighting	?	?	?	?	?	dk
City storm drainage	?	?	?	?	?	dk
City animal control	?	?	?	?	?	dk
Recycling service	?	?	?	?	?	dk
Availability of city public washrooms	?	?	?	?	?	dk
Overall satisfaction with utilities	?	?	?	?	?	dk
Community Safety						
Police protection	?	?	?	?	?	dk
Traffic enforcement	?	?	?	?	?	dk
Fire protection	?	?	?	?	?	dk
By-law enforcement	?	?	?	?	?	dk
Overall satisfaction with protection	?	?	?	?	?	dk
Roads and transportation						
Road maintenance and repair	?	?	?	?	?	dk
Snow control/removal from roads	?	?	?	?	?	dk
Public transit	?	?	?	?	?	dk
Ease of travel by bicycle	?	?	?	?	?	dk
Airport	?	?	?	?	?	dk
Condition of city sidewalks	?	?	?	?	?	dk
Mobility impaired access to services	?	?	?	?	?	dk
Downtown parking	?	?	?	?	?	dk
Overall satisfaction with roads	?	?	?	?	?	dk

Other City Services

Economic Development	?	?	?	?	?	dk
City communications to the public	?	?	?	?	?	dk
City Hall customer service	?	?	?	?	?	dk
Other City employee customer service	?	?	?	?	?	dk
Land use planning	?	?	?	?	?	dk
Landscaping of city boulevards and other city public lands	?	?	?	?	?	dk
City beautification	?	?	?	?	?	dk
Air quality	?	?	?	?	?	dk

2. How would you rate your overall level of satisfaction with all of the City's services and programs?

- 1 ___ Very Satisfied
 2 ___
 3 ___
 4 ___
 5 ___ Very Dissatisfied
 6 ___ Don't Know/Refused

3. In the past 12 months have you used the following services? If YES, how often did you use these services?

	Yes	No	Every Day	1-2x Week	3-4x Month	Twice a Year	More than 3x a Year
Public Library	___	___	___	___	___	___	___
Arts & Recreation Centre	___	___	___	___	___	___	___
Museum	___	___	___	___	___	___	___
River Front Trail	___	___	___	___	___	___	___
Arena	___	___	___	___	___	___	___
Visited a park	___	___	___	___	___	___	___
Rode the transit bus	___	___	___	___	___	___	___
Attended a public meeting on city matters	___	___	___	___	___	___	___
Recycled paper, glass, or cans	___	___	___	___	___	___	___

4. On a scale of 1 to 5 with 1 being very satisfied and 5 being very dissatisfied, how do you rate the City of Quesnel as a place to live?

- 1 ___ Very Satisfied
 2 ___
 3 ___
 4 ___
 5 ___ Very Dissatisfied
 6 ___ Don't Know/Refused

5. What 3 things do you LIKE MOST about living in Quesnel? (DO NOT PROMPT)

- 1 ____ Friendliness
- 2 ____ Size of Community
- 3 ____ Attractiveness/Beauty
- 4 ____ Taxes
- 5 ____ Affordable/Cost of Living
- 6 ____ Outdoor Activities
- 7 ____ Other (specify _____)

6. What 3 things do you LIKE LEAST about living in Quesnel? (DO NOT PROMPT)

- 1 ____ Traffic issues (road conditions, congestion, etc)
- 2 ____ Size of Community
- 3 ____ Jobs/Employment
- 4 ____ Taxes
- 5 ____ Air quality
- 6 ____ Substance abuse
- 7 ____ Retail issues (shopping, choice, etc)
- 8 ____ Crime
- 9 ____ Climate
- 10 ____ Other (specify _____)

7. Taxation

Relative to the services that are provided, which statement best represents your position on municipal taxes? (Choose One)

1. ____ Service levels should be reduced so that taxes are lower
 2. ____ Service levels should remain the same to maintain existing tax levels
(barring increases for inflationary costs)
 3. ____ Service levels should be increased and paid for with higher taxes
- 8. Are there services that you would like the City to offer that presently are not being provided and that you would be willing to pay higher taxes for? (DO NOT PROMPT)**
1. ____ Road improvements
 2. ____ Sidewalk improvements
 3. ____ Resolve West Quesnel land slippage problem
 4. ____ New arena/multiplex
 5. ____ New library
 6. ____ Improved access for disabled
 7. ____ Improved public transit
 8. ____ Extended river front walking trails and bike paths
 9. ____ Increased policing
 10. ____ Increased traffic control
 11. ____ Performing Arts theatre
 12. ____ Others (Specify _____)

9. Should the City of Quesnel support the funding of an economic development service with tax dollars?

1. ☐ Yes
2. ☐ No
3. ☐ Don't Know/Refused

10. Do you feel that the City should address any of the following through taxation?

- | | | | |
|--------------------|------------------------------|-----------------------------|-----------------------------|
| Low income housing | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> DK |
| Substance abuse | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> DK |
| Women's shelters | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> DK |
| Homelessness | <input type="checkbox"/> Yes | <input type="checkbox"/> No | <input type="checkbox"/> DK |
| Others | (Please specify _____) | | |

11. Do you agree that the library should be relocated into the new City Hall?

1. ☐ Yes
2. ☐ No
3. ☐ Don't Know/Refused

12. List 3 priorities you feel that Council should address in the City's 2004 budget (DO NOT PROMPT)

1. ☐ Road maintenance and repair
2. ☐ Public washrooms
3. ☐ Police protection
4. ☐ Recreation facilities/services for youth
5. ☐ Recreation facilities for families
6. ☐ Facilities for music, theatre and art
7. ☐

13. How do you obtain information regarding City Council programs and services?

1. ☐ Cariboo Observer articles
2. ☐ Quesnel Advisor
3. ☐ Cariboo Observer City Page Advertisements
4. ☐ CFFM radio – The Max
5. ☐ CKCQ – Wild Country
6. ☐ City web page
7. ☐ Shaw Cable televised City Council meetings
8. ☐ Shaw Cable Programs
9. ☐ Recreation brochure
10. ☐ Word of Mouth
11. ☐ Q-City News (City news bulletin)
12. ☐ Other (specify _____)

14. What are your top 3 choices for providing input on important City issues?

1. ☐ Town hall meetings
2. ☐ Small focus groups
3. ☐ Through community services like this
4. ☐ Serving on City Council advisory committees
5. ☐ Presentations to City Council
6. ☐ Informal talks with elected officials
7. ☐ Letters and briefs to the Mayor and Councilors
8. ☐ Informal talks with City staff/administration
9. ☐ Others (Specify _____)

15. Do you think Quesnel has a better quality of life now than it did five years ago?

1. ☐ Yes
2. ☐ No
3. ☐ Don't Know/Refused

16. Do you think Quesnel is a safer place to live now than it was five years ago?

1. ☐ Yes
2. ☐ No
3. ☐ Don't Know/Refused

17. If there was one program or service that the City could change or add to make Quesnel a better place to live what would that be?

18. Would you be prepared to pay extra to use that program or service?

1. ☐ Yes
2. ☐ No
3. ☐ Don't Know/Refused

19. If yes, is your preferred method of payment through

1. ☐ Taxes
2. ☐ User Fees
3. ☐ Both
4. ☐ Other (specify _____)

Now, I would like to ask you some demographic questions that will assist in classifying your responses. Your responses will be kept strictly confidential.

20. Which of the following describes your age?

- 1 ☐ Under 25
- 2 ☐ 25-34
- 3 ☐ 35-44
- 4 ☐ 45-54
- 5 ☐ 55-64
- 6 ☐ 65 or older
- 7 ☐ Refused

21. What neighbourhood do you live in?

1. ☐ North Quesnel
2. ☐ West Quesnel
3. ☐ Carson
4. ☐ South Quesnel
5. ☐ Johnston
6. ☐ Other (specify) _____

22 Gender: (DO NOT ASK)

1. ☐ Female
2. ☐ Male

That is all the questions I have. The City of Quesnel thanks you for your time to complete this survey. It will greatly assist them in evaluating their service and to make improvements where such improvements are identified through this survey.

If you have any questions about this survey, please call Eric Kesteloot at the City of Quesnel at 992-2111.

Thank you again.