

CITY OF GRAND FORKS

2009 Citizen Satisfaction Survey Results



SEPTEMBER 2009 - CITIZEN SATISFACTION REPORT

In September 2009, the City of Grand Forks initiated its 1st citizen satisfaction survey. The survey asked citizens to rate their satisfaction with various services on a scale of 1 - 7, where 1 was very low, 4 was average and 7 was excellent. The City received 166 completed surveys. This report card summarizes the average satisfaction level of the 166 respondents and the percentage of respondents with a satisfaction rating of average or better. The detailed survey results and comments are available on the City's website at www.city.grandforks.bc.ca.

Liveability of Grand Forks

		Average Satisfaction Score	% Responses Average or better
Work opportunities in Grand Forks	Page 1	1.71	21.19%
Leisure opportunities in Grand Forks	Page 2	4.02	81.44%
Education opportunities	Page 3	3.34	74.21%
Health care	Page 4	3.28	50.00%
Business services	Page 5	3.10	55.40%
Visual appeal of community	Page 6	4.84	88.20%
Appearance of private property	Page 7	4.16	76.88%
Health of community (environment)	Page 8	3.62	67.97%
Safety of community	Page 9	4.19	81.29%
Overall liveability of community	Page 10	4.64	86.71%
Average Overall Liveability Rating		3.69	68.33%

Municipal Government & Municipal Services

Summary by Major Service Type

Utilities	Page 11	4.48	85.51%
Public Works	Page 12	4.01	77.84%
Recreation	Page 13	3.93	82.96%
Business Licensing & Regulation	Page 14	1.42	74.58%
Protective Services	Page 15	3.57	85.75%
Airport	Page 16	1.81	52.22%
Cemetery	Page 17	3.48	87.70%
Local Government	Page 18	3.20	75.72%
Local Government Taxation/Fees	Page 19	2.96	68.09%
Average Overall Municipal Services Rating		3.21	76.71%

Other

New Services	Page 20
Add One Thing	Page 21
Volunteer Activities	Page 22
Questions/Comments	Page 23

Information on the Respondents:

	Low	Average	High
Years in Grand Forks	0.5	21	71
Age range	21 - 30	51 - 60	71+

THE CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

Work opportunities in Grand Forks

	Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
Primary	17%	48%	18%	15%	2%	0%	0%	1.74	17.36%
Secondary	12%	30%	34%	21%	3%	1%	0%	1.88	24.78%
Youth	19%	33%	27%	14%	6%	1%	0%	1.52	21.43%
Average								1.71	21.19%

Comments

	# Times
Jobs needed	16
Attract new industry to create jobs	11
Need to diversify: agriculture, tourism, small wood mfg, arts centre, recreation	7
Nothing has been done to encourage jobs here.	6
Stronger economic development strategy needed	3
Need higher wage jobs	2
Community Futures has helped some of the unemployed	1
Incentives for Interfor to keep them running	1
Worthwhile jobs are being taken by older workers	1
Youth aren't motivated to work	1
Have a solicitation policy to attract industry, such as a potato chip factory	1
Total Comments	50

CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

Leisure opportunities in Grand Forks

	Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
Recreation/Social	0%	4%	10%	22%	38%	20%	7%	4.56	86.62%
Community activities	1%	4%	12%	30%	24%	21%	8%	4.36	83.23%
Seniors activities	2%	9%	10%	25%	31%	16%	7%	3.73	78.83%
Youth activities	8%	17%	17%	25%	19%	11%	4%	2.44	58.49%
Library services	0%	2%	8%	15%	34%	28%	14%	4.89	90.38%
Arts, culture, gallery	0%	3%	4%	16%	38%	27%	13%	4.78	93.42%
Museum	2%	5%	10%	23%	31%	19%	10%	3.84	82.96%
Visitors	4%	7%	12%	25%	31%	14%	7%	3.60	77.61%
Average								4.02	81.44%

Comments

	# Times
VIC is in the wrong location, no parking	13
Relocation of museum to Fractova is inconvenient	6
Youth centre needed	4
Nicer facilities needed	4
Library is dismal with unfriendly Staff	3
Longer hours for the library	3
Need to marked GF with a decent brochure to attract tourists	3
Library & Council, bad publicity for area	2
Renovations to Old Courthouse too expensive	2
Update Library	2
Would like a racquet court	2
No need for additional recreation facilities	2
Kids water park at City Park	2
Fabulous leisure opportunities, especially Aquatic Centre	2
Funding needed for library and museum to update	2
Promote & advertise more community activities	1
Need to attract more visitors	1
More activities needed for evenings and weekends	1
Tax payers should have input to how many times the Old Courthouse is remodeled	1
Museum should be downstairs, court services should be upstairs	1
Lots of activities for seniors	1
Space for art get togethers	1
Crappy museum	1
Use the Old Courthouse for musical concerts	1
Council has no intention to address these issues	1
Nicer visitor centre is needed	1
More access, 7 days a week	1
Excellent staff for all locations	1
Lucky to have the services we do	1
Total Comments	66

CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

Education opportunities

	Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
Adult	7%	16%	13%	33%	15%	14%	3%	3.39	64.38%
Children	1%	5%	10%	33%	27%	18%	6%	3.29	84.03%
Average								3.34	74.21%

Comments

Comments	# Times
Need more courses locally	17
Return to a 5 day school week	4
For people over 40 Selkirk falls short	2
Need to have more placings per class	1
Good that kids have more access to skiing, curling, pool etc.	1
Spend less on bureaucracy and more on students	1
Selkirk doesn't accommodate working people	1
Expand Selkirk College	1
Library should offer "beginner" computer courses for seniors	1
Need more evening courses	1
Cut backs are bad for schools	1
Total Comments	31

CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

Health Care

Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
9%	22%	19%	22%	19%	8%	1%	3.28	50.00%

Comments	# Times
Hospital is not a full service hospital	30
Can't have babies here.	29
Have to travel for operations	16
No specialists	6
Need more doctors	6
No "Health Connections" transportation	4
Referrals have a very long waiting list	4
Has decreased in the last few years	2
Local care very good	2
Need more female doctors	2
Hardy View Lodge - excellent staff	2
Moving as health care is so bad	1
Rude nurses	1
Good foresight on new extended care facility	1
No Cancer services	1
Excellent staff at the new facility	1
Shortage of beds for seniors in community	1
Doctor's clinic is outdated and dismal	1
Public Health Nurses are great	1
Total Comments	111

CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

Business Services

Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
4%	11%	30%	29%	21%	6%	0%	3.10	55.40%

Comments

	# Times
Have to travel out of town to shop for some goods	8
Poor attitude in local stores, need training in courtesy & dress code	5
More diverse business base is needed	4
Higher end restaurant needed	4
Business's need to be open normal business hours	3
Industry is needed to facilitate more businesses	2
Good service locally	2
Local businesses take advantage of the lack of competition	2
Need a Tim Horton's	2
Poor quality goods available	2
Bring a Wal-Mart to town	2
Loss of Chrysler dealership is bad	1
Need a strong Chamber of Commerce	1
Can order anything locally and generally receive it quickly	1
Downtown landlords keep rents too high	1
Need more parking for transport trucks so they could stop and spend in community	1
Funding for Chamber of Commerce is needed to help the business community	1
Small boutique hotel needed	1
Business should keep sidewalks clear in the winter	1
Too many home based businesses, excessive noise and traffic in neighborhoods	1
Total Comments	45

CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

Visual Appeal of Community

Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
0%	4%	7%	17%	35%	30%	7%	4.84	88.20%

Comments	# Times
Enforce unsightly premises bylaw	7
Make main street more attractive	6
Beautiful place	4
Graffiti is an issue	4
Plant more trees	3
City gardens are excellent	3
Trees need to be replaced	2
Works crew did good job despite cutbacks	2
Highway running through town detracts from visual appeal	2
Properties well kept overall	2
Improved over the years	2
Upkeep all areas, not just downtown	2
Industrial sites should have a "green" barrier from roads & sidewalks	1
Encourage residents to take pride in their property	1
Trail uses local business to sponsor plantings	1
Can't see around City planted trees	1
Get rid of planters & watering truck	1
Let the deer stay, we are in their environment	1
City should mow vacant lots and charge back to owners taxes	1
Too many vacant shops, looks bad to tourists and investors	1
Don't cut down any more split maples	1
City Park beach needs attention	1
Total Comments	49

CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

Appearance of Private Property

Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
2%	7%	14%	29%	31%	14%	2%	4.16	76.88%

Comments	# Times
Junk in peoples yards	32
Deer population in town too high	14
Bylaws need enforcing	10
Too many fences due to deer	10
Generally most properties are well kept	8
City should clean up eyesores and add cost to owners tax bill	2
Cull the deer to control population	2
Empty, overgrown lots are a fire hazard	2
Habitat for Humanity houses need cleaning up, they are a disgrace	2
Drug houses and their garbage need addressing	2
Lovely gardens, despite the deer	1
Ban portable garages	1
Total Comments	86

CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

Health of Community

Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
5%	8%	20%	34%	26%	8%	0%	3.62	67.97%

Comments

	# Times
Air quality is an issue	23
Air quality better without major industry	15
Roxul's smoke & toxic fumes affecting air quality	12
Deer control needed, wrecking plants, trees & shrubs	4
Kettle river is endangered	4
Don't ban wood stoves	3
Proposed toxic waste plant in Christina Lake a huge health concern	2
Vandalism is rampant	2
Air quality is pretty good	2
Dog leash bylaw needed	1
Ban cosmetic pesticide	1
Large population of meth users	1
Lots of seniors	1
Weed control spreading toxic agents into environment	1
Air quality has improved with Roxul's new stack	1
Community is healthy	1
Need a public toilet facility downtown	1
Continue with the burning ban	1
Industrial noise is a problem	1
A by-pass is needed to get truck traffic away from Central Ave	1
Focus on Industrial pollution instead of woodstoves	1
Encourage less lawns, save water and less pollution from lawn mowers	1
Burning of inappropriate material in wood stoves	1
High incident of domestic violence and animal abuse	1
Total Comments	82

CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

Safety of Community

Very Low	Low	Fair	Average	Good	Very good	Excellent
3%	4%	12%	29%	32%	16%	4%

Average Response	% Responses Average or better
4.19	81.29%

Comments

	# Times
Policing is not good	7
Increase policing during night shift	5
Excessive speeding in town	4
Police doing good job even though dealing with limited resources	3
Drug dealers and drug houses need to be dealt with	3
Paramedics need a raise	2
Vicious dogs running loose need to be dealt with	2
Need local dispatch	2
High crime	1
BCAS should be identified as a Community Emergency Resource, police, fire, ambulance	1
Lack of response to 911 calls	1
Slow response in recent murder victim very sad	1
Fire department needs better people running it	1
Graffiti is not fought hard enough	1
Grateful for all involved in the Women's Centre & BFISS	1
Feel safe in home and community	1
Services are good for this size of community	1
Too many rural fire halls, expensive to maintain	1
Fire and Ambulance is good	1
Break & enter a problem. Youth need to be dealt with.	1
Too much money wasted on the Fire Department	1
Vehicle length should be limited when angle parking	1
Total Comments	42

CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

Overall livability of community

Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
1%	3%	10%	20%	35%	27%	5%	4.64	86.71%

Comments	# Times
Enjoyable place to live	10
Need better amenities	3
Best kept secret in BC	2
Need to make progress in dealing with drugs, job shortages, youth crime	2
Better medical service needs to be provided in order to keep seniors here	2
Great untapped potential	2
Friendly and affordable community	1
Taxes are too high	1
Need public transit	1
Need better bike lanes	1
Need more shopping	1
Seniors services improving	1
Social housing needed	1
Dogs need to be tied up so people can walk safely in community	1
Need to increase population, jobs and amenities	1
Would like it better if employment could be found	1
Smell is bad due to Roxul	1
No community spirit	1
Don't feel safe	1
Too much paving in the downtown area, not environmentally friendly	1
Total Comments	35

CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

Utilities

	Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
Water supply	3%	5%	10%	19%	44%	18%	2%	4.33	82.69%
Sewage Collection	1%	4%	9%	19%	39%	24%	4%	4.22	86.21%
Solid Waste	2%	4%	8%	15%	40%	25%	6%	4.47	85.62%
Recycling	1%	5%	7%	13%	34%	29%	11%	4.88	87.50%
Average								4.48	85.51%

Comments

	# Times
Stop chlorinating water	18
Landfill prices are ridiculous	11
Rates are unbelievably high	6
Need better recycling facilities	6
Like to see recycling of household waste (composting)	5
New lift station will be a good thing, more people should be able to connect to sewer	5
Put in water meters so we only pay for what we use	5
Restrictions need to be adhered to by everyone	4
Don't charge for taking green waste to the dump	4
Water quality is bad	4
Excellent recycling program, like the re-use center	4
Glass recycling at curbside would be great	4
Pick up garbage every other week, pick up in alleys	4
Monthly yard waste street collection is insufficient	4
Water restrictions too tight	3
Update water supply to limit restrictions	3
City should still pick up yard waste, it was better service	3
Do something about ageing sewer system	3
Alpine should stick to a garbage schedule, garbage sits too long	3
Build another reservoir & wells to handle increasing population	3
Dam the Granby River to create power	2
When will City Park Lift Station work start?	2
Why isn't electricity shown in this column?	1
Make City bills easier to read and understand	1
Good and affordable infrastructure	1
Too many power outages	1
Bring in blue boxes instead of blue bags	1
Bad water pressure, City should partially pay to upgrade pipes from 1/4" to 3/4"	1
Keep up the good work	1
When was the last time garbage collection was tendered?	1
More education in regard to recycling is needed	1
Protect the Kettle River	1
Encourage citizens to collect rainwater, provide wholesale pricing on barrels	1

Total Comments

117

CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

Public Works

	Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
Street Maintenance	4%	11%	16%	31%	28%	9%	0%	3.78	68.55%
Sidewalk maintenance	4%	10%	17%	28%	31%	9%	1%	3.88	69.18%
Street lighting	1%	1%	9%	28%	43%	15%	3%	4.45	88.61%
Storm water collection	4%	7%	7%	35%	36%	10%	1%	3.68	81.94%
Signs & entrances	5%	9%	18%	36%	23%	8%	2%	3.72	68.15%
Condition of infrastructure	1%	10%	16%	35%	32%	6%	1%	3.50	73.24%
Street Cleaning									
<i>Snow and ice removal</i>	6%	4%	11%	25%	35%	17%	2%	4.13	78.34%
<i>Dirt removal</i>	3%	5%	11%	19%	44%	15%	3%	4.29	80.77%
<i>Downtown cleanliness</i>	2%	2%	4%	22%	44%	23%	3%	4.66	91.77%
Average								4.01	77.84%

Comments

	# Times
Poor snow removal	17
Welcome sign needs attention (looked great before vandalism)	14
Need more sidewalks	11
Street sweeping needs to be done more frequently	8
Pot holes need fixing	7
Sidewalks in poor repair	6
Roads need paving	6
City workers do a great job	4
Too much street sweeping	3
More signage downtown is needed	2
Leaves should be cleaned downtown prior to business's opening	2
Quit plowing roads & sidewalks so frequently, ruining the roads	1
Great snow removal in 2008/2009	1
Dog poop bags appreciated	1
Letters of concern not addressed	1
Too many guys standing around watching one guy work	1
Outgoing City Manager did a good job, could have been done with less people	1
More street lights needed	1
Alleys are an eyesore	1
Paint crosswalks regularly for safety reasons	1
Grounds around Arena & Curling Rink need maintenance	1
Some wheel chair ramps are too steep (Credit Union)	1
Better sanding between Granby Rd & GF Hotel, especially on Yale Bridge sidewalk	1
Contract out for extra snow removal when City can't handle it	1
Ashtrays needed in downtown locations, sidewalks a mess	1
Too much dog feces in downtown area	1
Sidewalks & lawns poorly maintained, too many weeds	1

Total Comments

79

CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

Recreation Services

	Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
Aquatic Centre	1%	2%	4%	13%	31%	39%	10%	4.60	93.01%
Rec & Leisure services	0%	3%	6%	20%	41%	24%	7%	4.03	90.98%
Recreation Centre									
Ice Arena	1%	2%	8%	30%	38%	19%	2%	3.54	88.89%
Curling Rink	1%	1%	5%	29%	43%	18%	3%	3.34	93.10%
Banquet Hall/ rooms	14%	8%	20%	24%	24%	7%	2%	2.38	57.41%
Outdoor recreation									
Flowers/baskets	1%	5%	7%	13%	26%	33%	15%	5.07	86.50%
Parks/Playgrounds	2%	4%	6%	16%	36%	30%	6%	4.72	88.05%
Trails/Pathways	1%	3%	5%	22%	32%	30%	7%	4.58	91.45%
Campground fac	8%	14%	20%	22%	23%	10%	1%	3.11	57.25%
Average								3.93	82.96%

Comments

	# Times
Campground is too expensive	45
City Park could be much more attractive	15
City crews did excellent job with baskets & planters given resources available	12
Deer/dog feces everywhere in parks & playgrounds, too many dogs at large	7
Restore hanging baskets/flowers to previous levels	6
Don't put up hanging baskets, too expensive to plant & maintain	6
Need a Community Centre	5
Paths & benches on Riverside are nice	4
More than enough trails & pathways	4
Out of date banquet halls, some deplorable	4
Only some parks/trails are maintained	3
Aquatic Centre costs too much money for repairs	3
Trails & pathways are limited, should be marked better	3
Arena and pool are both too cold.(Rec centre should have longer hours)	3
Great to have trails & bike paths	3
Downtown flower pots block vision, too close to curbs	2
What happened to the proposed expansion of City Park beach?	2
Bring back students in the summer to mow boulevards, worthwhile investment	2
Develop more parks	2
Control smell from the lift station in City Park	2
Gyro Park should have an amphitheatre built in it	1
No signage telling people where sewage disposal is.	1
Users should pay for facilities, not taxpayers	1
Arena needs upgrading	1
Glass/garbage on trails	1
Why does the City run a campground	1
Get rid of leaf blowers and use rakes, more environmentally friendly	1

Total Comments

140

**CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS
2009**

Business Licensing & Regulation

Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
0%	8%	17%	53%	15%	5%	2%	1.42	74.58%

Comments	# Times
Too costly	4
Make business licenses easier to get	2
Business license information should be put in the Gazette so people are informed	1
Regulations should be fair to give new business a chance of survival	1
Establish an advisory design panel to review development proposals	1
Total Comments	9

**CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS
2009**

Protective Services

	Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
Fire Protection	1%	1%	4%	16%	41%	28%	10%	4.43	94.33%
Emergency Services	1%	2%	4%	26%	40%	20%	7%	4.04	91.97%
Building Inspections	3%	6%	19%	43%	19%	8%	1%	2.23	70.97%
Average								3.57	85.75%

Comments

	# Times
Bylaws need to be enforced, useless without enforcement	8
Bad law enforcement	2
Need Paramedic strike to be resolved	2
Too much staff in the Fire Dept, the Chief has built his own empire	2
Enforce visible house numbering	1
Drug dealers all over City	1
Need flexibility in bylaws when renovating and fencing older properties	1
Fire Dept could be better	1
Fees associated with bylaws are a tax grab	1
City should have some responsibility for building permits	1
Bylaws not written clear enough	1
Total Comments	21

**CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS
2009**

Airport

Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
22%	16%	10%	23%	20%	6%	3%	1.81	52.22%

Comments

	# Times
Need commercial transportation	11
Should be utilized	7
Better location than Castlegar, should be improved	4
Needs to be better promoted	3
Should have night time medivacs	3
Don't waste money on snow removal, can't fly out in the dark anyway.	2
Good valley for a better airport	2
Taxpayers are paying for the wealthy's expensive hobby, waste of time & money	1
Excellent airport	1
Airport attendant is great	1
Total Comments	35

CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

Cemetery

Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
2%	5%	6%	26%	38%	17%	7%	3.48	87.70%

Comments

	# Times
Maintenance person does a great job	14
Should not have cut down trees in cemetery	10
Grave sights are sinking and need fixing	4
Thanks to previous Council for arranging to replace trees	3
Benches would be nice	2
Deer problems here also	2
Mess left by City after trees were removed	2
Waiting for trees to grown again.	2
Requires a serene beauty, citizens should get involved	1
Costing too much to replant trees	1
Hoary alyssum present in area	1
When are adjoining properties going to have trees replanted.	1
Have gates open so cars could drive less mobile people to see their loved ones	1
More cremation ashes per grave should be allowed	1
Total Comments	45

CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

Local Government

	Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
Accessibility	1%	8%	13%	29%	27%	21%	2%	3.86	79.17%
Communications	1%	3%	15%	23%	38%	18%	1%	4.08	80.54%
Openness	5%	8%	20%	30%	26%	10%	2%	3.11	67.44%
Public involvement	3%	7%	25%	29%	21%	14%	2%	2.93	65.55%
Council Meeting	2%	3%	19%	36%	32%	7%	1%	3.05	76.03%
Meetings	1%	2%	14%	48%	27%	6%	3%	2.86	83.78%
Agenda accessibility	3%	3%	16%	40%	27%	8%	3%	2.48	77.55%
Average								3.20	75.72%

Comments

	# Times
Tired of the Medical Marijuana issue, Mayor should put a stop to it.	30
Council does what it wants, not listening to taxpayers	9
New blood on Council seems more open to growth & change	6
Too many bylaws for a small town	4
Newsletters are informative	3
City Hall should be open more	2
Why attend meetings if you can't be heard and responded to there and then	2
Council meetings are too long	2
Increase taxes for the maintenance and improvements of infrastructure	2
Departing CAO had a dismissive attitude towards the public	2
Review position descriptions, maybe make some part time, or eliminated	2
GF Website is a valuable resource, should show email addresses for Council	2
Newsletters are a waste of money, hard to understand	2
Post office doesn't deliver newsletters to "no junk mail" boxes, have corrected	2
No access to Mayor, always in meetings	1
CAO advised me taxpayers don't pay his salary, who does?	1
Library should be run by volunteers, not union	1
Library issue was a fiasco	1
City should have health inspection of eateries, some are filthy	1
Council meetings informative	1
Senior Citizen Hall needs better parking	1
Mayor is too controlling at meetings	1
Press release from Council would be nice instead of The Gazette's half truths &	1
Quarterly Town Hall Meetings on controversial issues	1
Need public involvement & binding referendums on issues affecting local citizens	1
Advocate Gov't to oppose the Toxic Waste Plant at Christina Lake	1
Expenditures on plans/studies without ever following through on the project	1
Survey is a good idea	1
Air quality committee shouldn't have industries largest polluter on the committee	1
Too much machinery at City Works yard	1
Parking around City Hall should not be taken up by City vehicles	1
City doesn't seem to be spending foolishly, fees seem to be appropriate	1
Only interest on the slag fund should be used	1
Total Comments	89

CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

Local Government Taxation, Fees & Charges

	Very Low	Low	Fair	Average	Good	Very good	Excellent	Average Response	% Responses Average or better
Property Tax	4%	9%	15%	46%	22%	2%	1%	3.20	71.74%
Water Fees	5%	11%	19%	46%	16%	2%	1%	2.87	65.12%
Sewer Fees	6%	12%	17%	48%	16%	2%	0%	2.76	65.87%
Waste/Collection Disp.	5%	9%	15%	45%	22%	3%	1%	2.96	70.54%
Electrical	5%	10%	18%	43%	23%	1%	0%	3.01	67.16%
Average								2.96	68.09%

Comments

	# Times
Taxes and Utilities are too high	26
Admin fees too high	7
Make City bills easier to read	6
Electricity rates are way too high	5
Look into solar power, could attract industry	3
Spend only on priority items	2
Taxes are fair	2
Would like to pay one lump sum yearly	2
Taxes have doubled since 2005	2
Street lights are out of date and excessive, reduce and let everyone save on	2
Hope infrastructure remains affordable.	1
Dirty power in this valley, 10 yr meters only last 5 yrs	1
No maintenance of sewer pipes, where are the fees going.	1
Reinstate discounts on City bills	1
Install water meters so people only pay for what they use	1
Should be able to pay Fortis directly and not go through the City	1
Expand City boundaries to increase the tax base, or have RDKB provide bigger percentage	1
Past Council's haven't done their job planning for future, now it must be dealt with	1
Fees have to cover costs and adequate contingency fund	1
Freeze wages for 3 years	1
Reduce office staff	1
Prorate garbage rate for single individuals	1
Works Manager should have to use his own transportation to and from work	1

Total Comments 70

**CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS
2009**

New Services that The City should provide and suggest how to fund them.

	#Times	#Times	#Times	#Times	#Times	
SERVICES	Tax	Fees	Par Tax	Improve	Other	Total
Transit	5	17		3	4	29
Seniors Housing	2	4	3	1	6	16
Youth Centre	4	3		1	3	11
Community Centre	1	1	1	1	1	5
Fair Ground	1	1	1	1		4
Community Theatre	1	1		1		3
Recreation Facilities	1	1			1	3
Low Income Housing	1			1		2
Bylaw Enforcement	1	1				2
Medical Transportation		1			1	2
Men's Shelter	1			1		2
SPCA	1	1				2
Water Park	1				1	2
Health Services					2	2
Nicer Logo	1					1
Nicer Entrance Sign	1					1
Community Garden					1	1
Counseling Services			1			1
Graffiti Control Program					1	1
City Park Upgrade	1					1
Birthing at Hospital					1	1
Door to Door Mail Delivery					1	1
Garbage Pick up by City		1				1
Welcome Wagon					1	1
Senior Care Home					1	1
Chamber of Commerce	1					1
Solar Farm	1	1				2
Tourist Information					1	1
One Way on Market					1	1

CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

If you could add one thing to Grand Forks, what would it be? (sorted by themes)

	# Times mentioned
Business	
Industry	11
Jobs	6
Tim Horton's	5
Better Restaurants	3
Wal-Mart	2
Canadian Tire	1
Solar Power Industry	1
Potato Chip Factory	1
Rail service to the USA	1
Local Gov	
Fiscal Accountability	3
Move Highway	2
Better Council	2
Deer control	2
Bylaw enforcement	1
Recreation	
Community Centre	12
Larger/Newer Rec Centre	2
Water Park	2
Dog Park	1
Nicer Park	1

	# Times mentioned
Public Works	
Expanded Sewer hookup	1
Left hand turn arrows	1
Living system WWTP	1
Better Spring/Fall clean up	1
Youth /Children	
Youth Centre	3
Other	
Functioning Airport	6
Better Shopping	5
Transit	4
Better appearance	2
Another Bank	1
SPCA	1
Downtown Toilets	1
Fund Granby Golf Course	1
Larger Population	1
Affordable Housing	1
Culture	
Covered Farmer's Market	1

**CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS
2009**

What type of volunteer activity do you participate in?

Church	14
Hospital Auxiliary	11
Library	10
GFI	9
Hospice	6
Seniors Centre	6
Fall Fair	4
Women's Centre	4
Art Gallery	4
Habitat for Humanity	3
Food Bank	3
Childcare Society	3
Legion	3
Aboriginal Issues	2
Meals on Wheels	2
Museum	2
Arts/Theatre	2
Red Cross	2
Border Bruins	2
Diabetes Association	2
Ski Hill	2
Ducks Unlimited	1
Pines Bible Camp	1
Reading Tutor	1
Pistol Club	1
Fire Department	1
Trails	1
Volunteer Driver	1
4H Club	1
Elections	1
Search & Rescue	1
Abbeyfield House	1
Rotary Club	1
SPCA	1

Total Comments 109

CITY OF GRAND FORKS CITIZEN SATISFACTION SURVEY RESULTS 2009

General Questions and Comments	# Times
Deal with pit bulls and crack houses on Riverside.	2
Dog & deer feces everywhere, parks, sidewalks.	2
Demand a complete breakdown of Roxul emissions, & have regular reporting of emissions.	2
Schools "drug free zone" is a joke.	2
Want Council to address the "barking dog" problem. Maybe a nuisance by law.	1
Servicing your vehicles at garages, 4 hrs to fix a tire is unreasonable.	1
The survey is a waste of money.	1
Loaded logging trucks shouldn't be allowed in residential areas.	1
Get rid of GFI, no benefit to the City. Expensive to run lights.	1
Concern about the lack of options for addicts.	1
Drug related vandalism, fights and noise.	1
Have people take down signs on poles once their function is over.	1
Remove uninsured vehicles from alleys.	1
Provide more shopping to prevent people from shopping out of town.	1
Harvest some of the deer to prevent traffic collisions and deer infected with disease.	1
Removal of the "Cowpath" was a bad idea.	1
Changes to zoning bylaws to allow farmers to offer low cost housing to keep workers.	1
Allow building of a secondary residence to house ageing parents/family members.	1
City needs to concentrate on adding/upgrading infrastructure.	1
School bullying in elementary schools.	1
Look at Colville, WA, they are very progressive, low crime, great services.	1
Yes to the Waste Plant at Christina Lake, huge dollars.	1
Manhole covers are below street level.	1
Hospital signage should be larger.	1
Music is too loud at the pool.	1
Reduce the speed limit on 72nd Ave to 30 K from 50 for safety reasons.	1
Need a "deer slayer" to cull the deer & make the meat available for use.	1
Drop the wood stove bylaw, let people heat their homes the way they want.	1
Immediately renovate/improve/upgrade - City Park, VIC, Grand Forks sign.	1
Have community gardens so people could grow their own food.	1
Bring pride back to community.	1
Thanks to City Staff, management & volunteers for making the City a great place to be.	1
Keep young people in the Community to keep community alive in future.	1
No bag limit for Spring/Fall cleanup.	1
Re-broadcast Council meetings throughout the week for people who can't watch on Monday.	1
Total Comments	39