

YOUR VOICE FORT ST. JOHN COMMUNITY SURVEY

METHODOLOGY REPORT

DECEMBER 2018



COMMUNITY
DEVELOPMENT
INSTITUTE



THE FORGE
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FORT ST. JOHN
The Energetic City

Organization of Reports

To enhance readability of the findings of this research, three separate reports have been developed. The reports from the “Your Voice Fort St. John” survey include:

- Summary Report
- Survey Report
- Methodology Report

The reports are available on the Community Development Institute website at www.unbc.ca/community-development-institute and the City of Fort St. John website at <http://www.fortstjohn.ca/>.

About the Community Development Institute

The Community Development Institute (CDI) at the University of Northern British Columbia (UNBC) was established in 2004 with a broad mandate in community, economic, and regional development. Since then, it has worked in partnership with communities across north and central BC to identify and then adapt to changes, opportunities, and challenges emerging in the new global / rural economy.

The CDI Office and Research Program in Fort St. John, located at The Forge, was established to work with the community to identify and take action on strategies for economic diversification and community resiliency. The CDI works in partnership with the City of Fort St. John and in collaboration with the community, industry, local business, community organizations, First Nations, and all levels of government with the objective of achieving greater impact of research, planning, and innovating at the community, regional, and program level. This community-based work will focus on enhancing the quality of life and growing a sustainable economy in Fort St. John.

For further information about this program, feel free to contact Greg Halseth or Marleen Morris, Co-Directors of UNBC's Community Development Institute.

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Introduction

The online community survey “Your Voice Fort St. John” was a part of the work being undertaken in Fort St. John by the University of Northern British Columbia’s (UNBC) Community Development Institute (CDI) via The Forge. In the initial research phase of the project, the CDI has completed the following projects:

- Fort St. John Community Profile
- Fort St. John Program and Service Inventory
- Fort St. John Community Indicators Program
- Your Voice Fort St. John Community Survey
- Fort St. John Age-Friendly Assessment and Action Plan

In consecutive phases, The Forge aims to gather, process, and present data and information about the community of Fort St. John as a way of meaningfully informing local and regional decision-making.

“Your Voice Fort St. John” was designed to explore community areas that affect quality of life and provide input into the community indicators that will be tracked over time.

The survey was open to all residents of Fort St. John and asked for their perspectives on a variety of topics, including the economy, access to education, the availability and satisfaction with a variety of services, community engagement, the environment, and community developments over time. This Summary Report describes the overall findings from the survey. A detailed reporting of survey responses is provided in the Survey Report, while the Methodology Report explains the way the survey was created and delivered.

Methodology

The purpose of the “Your Voice Fort St. John” survey was to explore the perspectives of residents in Fort St. John concerning their quality of life as well as their level of satisfaction with a range of programs, services, and community amenities available to them. The survey was administered to residents of Fort St. John between August 15 and October 25, 2018.

The survey was conducted primarily as an online survey and was delivered using SurveyMonkey software. This meant the survey could be accessed and completed any time of day using any computer with access to the Internet.

A paper version of the survey was also made available for those who were not comfortable completing the survey online. Paper copies were available at Fort St. John City Hall, Fort St. John Public Library, North Peace Senior’s Housing, the Farmer’s Market, and at The Forge.

In order to encourage people to participate in the survey, the CDI survey team set up tables at various events and locations where residents could complete the survey online using a tablet computer provided by the CDI or on paper. Locations and events where the survey was administered included the North Peace Leisure Pool, the North Peace Arena, the Pomeroy Sports Center, City parks, the Fort St. John Hospital, Northern Lights College, the Farmer’s Market, and at various local events. An advertisement of the survey was posted on social media and at various locations throughout the City (see Appendix B). Local media outlets also wrote articles that built awareness of the survey and encouraged residents to participate.

The survey consisted of 107 closed ended questions and one open ended question. The survey took about 15 minutes to complete. Closed ended questions are those which provide a limited set of response categories for participants to select. The majority of the questions in the survey used a five-point ranking scale (Likert scale) with a ‘do not know’ option for respondents who did not feel they could comment on the question. Respondents could skip questions that they did not wish to answer.

The survey also included a demographic section consisting of 13 questions that allowed us to create a profile of the survey respondents. This was done in order to compare the profile of survey respondents to the profile of the community overall. The section of this report titled, “Profile of Survey Respondents” presents that information.

The survey also included one open ended question. Open ended questions allow respondents to answer in their own words. The open ended question was the last question in the survey and invited respondents to reflect on their commitment to the community and community engagement. The question asked was, “What will you do in the next year to build a stronger community in Fort St. John?”

For this question, latent and manifest analysis was done to identify, code, and categorize themes that emerged from the data. Once themes were identified, responses were tallied. Qualitative tables were prepared that consist of headings and sub-headings. The theme headings are bolded and have a numerical count beside them of the total number of comments received for that particular topic. Under each theme, there are sub-headings that are in plain, non-bolded font. Beside each sub-heading is a numerical count of the total number of times respondents raised a specific issue.

The survey received a total of 1,020 responses. As with all surveys, there is a calculation that can be made of sampling error. With just over 1,000 respondents, the estimated sampling error is quite low at between plus or minus 1.9% (for questions that have up to ten response options) to 3.2% (for questions with only two response options).

Socio-Economic and Demographic Data for Fort St. John

Socio-economic and demographic data can help to inform strategic initiatives by developing an understanding of the assets, opportunities, and challenges in a community by highlighting trends and nuances within the local population and economy. This information is available through BC Stats, Statistics Canada's community profiles, and other sources.

As part of the work at The Forge, and as background for our projects in Fort St. John, a detailed community profile has been completed. More information about this report can be found at:

<http://www.fortstjohn.ca/sites/default/files/report/CDI%20Community%20Profile%20Fort%20St%20John%20-%20Full%20Report.pdf>.

Research Ethics

Our research is bound by protocols at UNBC's Research Ethics Board. A key component of this protocol is to provide research participants with details on informed consent that includes the purpose of the study, how the research process will protect their anonymity and confidentiality, and that their participation is voluntary. A copy of the paper consent form, the online consent form, and the survey are included in Appendix A.

Profile of Survey Respondents

The survey asked several questions that provide a better sense of the backgrounds of the survey respondents. Information about the entire population of Fort St. John has been taken from the 2016 Census by Statistics Canada.

Almost 68% of our survey respondents were female, while the 2016 Census reports that the total population of Fort St. John is 51.6% male.

Table 1 shows the age distribution among survey respondents. Around 65% were in the family formation ages of between 25 to 49 years. Another 18% reported being in the age groups of 50 to 64 years of age, the pre-retirement group. Only 5% of respondents were seniors aged 65 and older, and 10% represented youth aged 16 to 24 years.

Table 1: Age of respondents (n=731)

Answer Choices	Percent of responses	Number of respondents
16-19 years	2.3	17
20-24 years	8.1	59
25-29 years	13.4	98
30-34 years	17.0	124
35-39 years	13.7	100
40-44 years	11.6	85
45-49 years	9.0	66
50-54 years	8.3	61
55-59 years	6.4	47
60-64 years	3.7	27
65-69 years	2.7	20
70-74 years	1.5	11
75 years and older	1.0	7
Prefer not to answer	1.2	9

Ninety-two percent of survey respondents were Canadian citizens. This is comparable to 91% of the total population of the city as recorded in the Census.

Table 2 shows the marital status of survey respondents. Over one-half of all respondents were legally married and another 15% living with a common-law partner. This total of 67.7% living in a partnership was higher than Fort St. John’s Census population, where 57% reported being married or living common-law.

Table 2: Marital status of survey respondents (n=729)

Answer Choices	Percent of responses	Number of respondents
Never legally married	13.6	99
Legally married	52.3	381
Separated, but still legally married	3.2	23
Living with a common-law partner	15.4	112
Divorced	6.3	46
Widowed	0.8	6
Other	3.7	27
Prefer not to say	4.8	35

Over one-third of respondents reported some university education, and close to 30% had a college or other non-university certificate or diploma. Trades certificates were reported by almost 10% of survey respondents. With a total of 74% of survey respondents with some post-secondary education, the survey sample had a higher educational attainment than 2016 Census reported for Fort St. John (where 48% listed some post-secondary education).

Table 3: Highest level of formal education (n=728)

Answer Choices	Percent of responses	Number of respondents
Grade 8 or less	0.3	2
Some high school	3.2	23
High school diploma or equivalent	18.3	133
Registered apprenticeship or trade certificate	9.3	68
College	28.6	208
University below bachelor level	8.8	64
Bachelor's degree	16.2	118
Post graduate degree above bachelor	11.1	81
Other	3.2	23
Prefer not to answer	1.1	8

As shown in Table 4, over 55% of respondents were employed full-time. Close to 24% were in part-time employment or self-employed. At 6.5% of all respondents, those not in the labour force were less represented among the survey respondents than in the Census population of Fort St. John (21%). The same was true for the unemployed.

Table 4: Employment status of survey respondents (n=728)

Answer Choices	Percent of responses	Number of respondents
Employed, full-time	55.1	401
Employed, part-time	12.8	93
Self-employed	10.9	79
Unemployed but looking	1.9	14
Unemployed / not looking	1.0	7
Attending school full-time	1.8	13
Retired	5.6	41
Not in paid workforce	6.5	47
Prefer not to answer	4.5	33

As shown in Table 5, all income categories were represented among the survey respondents in terms of annual income. Around one-quarter of respondents reported an income between \$80,000 and \$120,000 annually. Over 15% were in the highest income bracket of \$160,000 or more, while there were fewer respondents in the lowest income categories. It should be noted that 17% chose not to answer the question.

Table 5: Total annual household income before taxes and deductions of survey respondents (n=731)

Answer Choices	Percent of responses	Number of respondents
0 - \$19,999	4.1	30
\$20,000 - \$39,999	6.4	47
\$40,000 - \$59,999	10.4	76
\$60,000 - \$79,999	9.3	68
\$80,000 - \$99,999	10.5	77
\$100,000 - \$119,000	12.0	88
\$120,000 - \$139,999	8.9	65
\$140,000 - \$159,000	6.2	45
\$160,000 or more	15.2	111
Prefer not to answer	17.0	124

In regards to tenancy, 66% of survey respondents reported owning their own home. This was close to 60% for the total population of the city as reported in the 2016 Census.

Table 6 shows household size. Just over 10% of survey respondents reported living in one-person households, while over one-quarter of the total population consists of one-person households. On the other hand, households of four or more persons featured higher representation than in the Census population. A little less than half of all respondent households had member under 18 years of age. In almost 70% of all cases, household members were related.

Table 6: Household size (n=727)

Answer Choices	Percent of responses	Number of respondents
1 person	10.3	75
2 persons	32.6	237
3 persons	19.7	143
4 persons	23.3	169
5 or more persons	11.1	81
Prefer not to answer	3.0	22

As shown in Table 7, most survey respondents were long-time residents of Fort St. John. In fact, almost 80% have lived in Fort St. John for more than five years to all of their lives. Fewer than 5% were newcomers to Fort St. John, and fewer than 2% represented the part-time population of the city.

Table 7: Period of residency in Fort St. John among survey respondents (n=725)

Answer Choices	Percent of responses	Number of respondents
Not full-time	1.4	10
Less than one year	4.6	33
1-2 years	4.0	29
2-5 years	8.8	64
5 or more years	53.9	391
Whole life	25.4	184
Prefer not to answer	1.9	14

Appendix A

Your Voice Fort St. John Community Survey – Informed Consent Notice

Your Voice on Fort St. John Community Survey

Informed Consent Notice

1. Who is conducting the survey: Community Development Institute (CDI) at UNBC

Dr. Greg Halseth, CDI Co-Director

Greg.Halseth@unbc.ca

Marleen Morris, CDI Co-Director

Marleen.Morris@unbc.ca

Jennifer Moore, CDI Senior Facilitator

Jennifer.Moore@unbc.ca

Dr. Michael Lait, CDI Researcher

Michael.Lait@unbc.ca

Julia Good, CDI Researcher

Julia.Good@unbc.ca

2. Research sponsor: The survey is being funded by the City of Fort St. John as part of the CDI Office and Research Program in Fort St. John – The Forge. The City is not imposing any restrictions on access to, or disclosure of, information by the CDI.

3. Purpose: The overarching purpose of this survey is to further the understanding of the Fort St. John community. “Your Voice Fort St. John” will explore the social values and the community environment. The findings will be used by the CDI to support planning action to enhance the quality of life in Fort St. John.

Your participation in the survey is entirely voluntary and, as such, you may choose not to participate. You may choose not to answer any questions that make you uncomfortable and you have the right to end your participation in the survey at any time.

4. Study procedures: It is important to stress that you will remain anonymous. No information that may be used to identify you personally will be collected.

The survey will ask you questions concerning living in Fort St. John. There are also a number of demographic questions, such as age, gender, and household composition, that will allow the research team to analyze the data by general population group. The survey is expected to take 15 to 20 minutes to complete.

5. Potential Risks: While most survey participants will not experience any negative emotional or psychological response from completing the survey, if any question upsets you, or makes you feel uncomfortable, you do not have to answer it, and you can end your participation in the survey at any time. If a question triggers a negative emotional or psychological response, mental health services can be reached at 1-877-442-2828 or 250-263-6080.

Survey data are collected using the SurveyMonkey online survey tool, which along with the CDI, stores the data. UNBC and the Community Development Institute has no control over the security of the data entered into SurveyMonkey. UNBC's data will be stored on SurveyMonkey's Canadian servers, however, your data will still be accessible by SurveyMonkey's teams in the United State, Ireland, and Australia for the purpose of implementing, maintaining, and troubleshooting or upgrading services provided by SurveyMonkey.

6. Potential Benefits: It is our hope that your participation will help inform future community planning efforts and decision making at the municipal level in Fort St John.

7. Anonymity and Confidentiality: Because the survey does not ask for any information that could be used to identify you personally, you will remain anonymous. SurveyMonkey will not share the survey data with anyone, and no one outside of the CDI team (the co-investigators listed in section 1. and SurveyMonkey will have access to the data. The data collected will be stored until December 31, 2018. After this time, the CDI will remove all information related to the survey from their computers and the data will no longer be available to the research team. The CDI will also delete the survey data from its account on the SurveyMonkey servers. The data will be stored electronically on password protected computers and any paper copies will be stored in a locked cabinet at The Forge office (9904 94th St, Fort St John, BC V1J 4M7). Any paper copies will be destroyed by December 31, 2018.

8. Study Results: The final project report will be posted online at the CDI's website at www.unbc.ca/cdi.

9. Contact for information about the survey: If you have any questions about what we are asking of you, please feel free to contact any of the co-investigators listed in Section 1.

10. Contact for complaints: If you have any concerns or complaints about your rights as a research participant and / or your experiences while participating in this study, contact the UNBC Office of Research at 250.960.6734 or by email at reb@unbc.ca

11. Participant Consent: Taking part in this survey is entirely up to you. You have the right to refuse to participate in the survey. If you decide to quit the survey, you may choose to end your participation at any time without giving a reason. Incomplete surveys will be deleted and not included in the analysis.

CONSENT:

I have read or been described the information presented in the information letter about the project:

YES NO

I have had the opportunity to ask questions about my involvement in this project and to receive additional details I requested.

YES NO

I understand that if I agree to participate in this project, I may withdraw from the project at any time up until I leave, with no consequences of any kind.

YES NO

Your signature below indicates that you have received a copy of this consent form for your own records. Your signature indicates that you consent to participate in this study.

(Name - please print) (Signature) (Date)

Appendix B

Your Voice Fort St. John – Poster

Take the survey!

www.[insert]

Share your voice



Your Voice FORT ST JOHN

Have **YOUR** say in the future of Fort St John



‘Your Voice Fort St John’ gives YOU a powerful voice in enhancing the quality of life in our community.

July 30 to September 30



THE FORGE – COMMUNITY DEVELOPMENT INSTITUTE - UNBC

9904 94th Ave, Fort St John, BC V1J 0M7
250.261.9917 | Jennifer.moore@unbc.ca | www.unbc.ca/cdi

Appendix C

Your Voice Fort St. John Community Survey – Online Consent Form and Survey Document

Your Voice Fort St John

Welcome to our Community Survey

The purpose of this survey is to further the understanding of the Fort St. John community. “Your Voice Fort St. John” will explore the social values and the community environment. The findings will be used by the Community Development Institute to support planning action to enhance the quality of life in Fort St. John.

Your Voice Fort St John

UNBC Information Letter / Consent Form for Survey Respondents

1. Who is conducting the survey: Community Development Institute (CDI) at UNBC

Dr. Greg Halseth, CDI Co-Director
Greg.Halseth@unbc.ca

Marleen Morris, CDI Co-Director
Marleen.Morris@unbc.ca

Jennifer Moore, CDI Senior Facilitator
Jennifer.Moore@unbc.ca

Dr. Michael Lait, CDI Researcher
Michael.Lait@unbc.ca

Julia Good, CDI Researcher
Julia.Good@unbc.ca

2. Research sponsor: The survey is being funded by the City of Fort St. John as part of the CDI Office and Research Program in Fort St. John – The Forge. The City is not imposing any restrictions on access to, or disclosure of, information by the CDI.

3. Purpose: The overarching purpose of this survey is to further the understanding of the Fort St. John community. “Your Voice Fort St. John” will explore the social values and the community environment. The findings will be used by the CDI to support planning action to enhance the quality of life in Fort St. John.

Your participation in the survey is entirely voluntary and, as such, you may choose not to participate. You may choose not to answer any questions that make you uncomfortable and you have the right to end your participation in the survey at any time.

4. Study procedures: It is important to stress that you will remain anonymous. No information that may be used to identify you personally will be collected.

The survey will ask you questions concerning living in Fort St. John. There are also a number of demographic questions, such as age, gender, and household composition, that will allow the

research team to analyze the data by general population group. The survey is expected to take 15 to 20 minutes to complete.

5. Potential Risks: While most survey participants will not experience any negative emotional or psychological response from completing the survey, if any question upsets you, or makes you feel uncomfortable, you do not have to answer it, and you can end your participation in the survey at any time. If a question triggers a negative emotional or psychological response, mental health services can be reached at 1-877-442-2828 or 250-263-6080.

Survey data are collected using the Survey Monkey online survey tool, which along with the CDI, stores the data. UNBC and the Community Development Institute has no control over the security of the data entered into Survey Monkey. UNBC's data will be stored on Survey Monkey's Canadian servers, however, your data will still be accessible by Survey Monkey's teams in the United State, Ireland, and Australia for the purpose of implementing, maintaining, and troubleshooting or upgrading services provided by Surve

Your Voice Fort St John

UNBC Information Letter / Consent Form for Survey Respondents (Page 2)

6. Potential Benefits: It is our hope that your participation will help inform future community planning efforts and decision making at the municipal level in Fort St John.

7. Anonymity and Confidentiality: Because the survey does not ask for any information that could be used to identify you personally, you will remain anonymous. SurveyMonkey will not share the survey data with anyone, and no one outside of the CDI team (the co-investigators listed in section 1) and SurveyMonkey will have access to the data. The data collected will be stored until December 31, 2018. After this time, the CDI will remove all information related to the survey from their computers and the data will no longer be available to the research team. The CDI will also delete the survey data from its account on the SurveyMonkey servers. The data will be stored electronically on password protected computers and any paper copies will be stored in a locked cabinet at The Forge office (9904 94th St, Fort St John, BC V1J 4M7). Any paper copies will be destroyed by December 31, 2018

8. Study Results: The final project report will be posted online at the CDI's website at www.unbc.ca/cdi.

9. Contact for information about the survey: If you have any questions about what we are asking of you, please feel free to contact any of the co-investigators listed in Section 1.

10. Contact for complaints: If you have any concerns or complaints about your rights as a research participant and / or your experiences while participating in this study, contact the UNBC Office of Research at 250.960.6734 or by email at reb@unbc.ca

11. Participant Consent: Taking part in this survey is entirely up to you. You have the right to refuse to participate in the survey. If you decide to quit the survey, you may choose to end your participation at any time without giving a reason. Incomplete surveys will be deleted and not included in the analysis.

* 1. Do you consent to participating in this study?

Yes

No

Your Voice Fort St John

Informed Consent Notice for Survey Monkey

By accepting below, I consent to allow the Community Development Institute (CDI) at UNBC to collect my personal information on this survey using SurveyMonkey. UNBC's data will be stored on SurveyMonkey's Canadian servers; however, your data will still be accessible by SurveyMonkey's teams in the United States, Ireland, and Australia for the purpose of implementing, maintaining, repairing, troubleshooting or upgrading services provided by SurveyMonkey.

The CDI is collecting the information in the following survey for the purpose of:

- **Determining the quality of life of residents and their social values and priorities**
- **Identifying gaps and opportunities in existing programs, services, amenities in Fort St. John**
- **Informing the development of the Fort St. John Community Indicators Program and Fort St. John Social Framework**

My individual responses will be removed from SurveyMonkey's servers on or before December 31, 2018. The CDI will use and retain aggregate reports extracted from SurveyMonkey for the purpose of the Community Indicators Program and Social Framework. If I have any questions about how my information is managed by the CDI or by SurveyMonkey, I can contact CDI Senior Facilitator, Jennifer Moore, to ask questions at any time. Email: jennifer.moore@unbc.ca or by phone at 250.261.9917

The CDI and UNBC do not have direct control over the security of the information that I provide in the following survey. I understand that by accepting below I am responsible for any risk associated with providing an external company with any of my identifiable personal information. I understand that I can skip answering any question I do not feel comfortable answering.

I understand that by refusing to accept the terms in this notice, I will not be able to participate in the following survey. I can use the contact information above to inquire about other ways to participate.

* 1. I have read the contents of this consent notice, and by accepting, I am providing informed consent to participate according to the terms above. Further, I acknowledge that I am 16 years and older (born in or before 2002).

Yes

No

Your Voice Fort St John

Residency Qualification

* 1. I am a resident of Fort St John, either full-time or part-time.

Yes

No

Your Voice Fort St John

Economy

Please rate Fort St John on the following attributes.

1. Fort St. John has a strong local economy

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

2. Fort St. John has a diverse local economy

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

3. Jobs in Fort St. John offer wages sufficient to cover the costs of living

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

4. There are rewarding careers for women in Fort St. John

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

5. Employers in Fort St. John support training and career development, including apprenticeships

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

6. Flexible work arrangements (e.g. part-time, full-time, work sharing, working from home) are available in Fort St. John

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

7. There is support for those who are unemployed or in transition in Fort St. John

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

8. Employers in Fort St. John support the community

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

9. There is a vibrant downtown core at 100th Street and 100th Avenue (retail and services such as restaurants and cafes)

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

10. There are opportunities to buy all of my daily needs locally

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

11. There are opportunities to buy all of my major purchases locally

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

12. There are opportunities to purchase locally produced food

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

13. There is good customer service

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

Your Voice Fort St John

Education

Please rate Fort St John on the following attributes.

1. Access to a quality school system

- Excellent
- Very Good
- Acceptable
- Not very good
- Poor
- Do not know

2. Opportunities for lifelong learning (including personal interest courses and programs, for example photography, gardening, woodworking)

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

3. Opportunities for career training and professional development

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

4. Locally delivered post-secondary education

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

5. Literacy programs for children

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

6. Literacy programs for adults

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

7. Literacy programs for new Canadians

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

Your Voice Fort St John

Community and Social Services

Please rate Fort St John on the following attributes.

1. Availability of affordable childcare options

- Excellent
- Very Good
- Acceptable
- Not very good
- Poor
- Do not know

2. Availability of early childhood education (e.g. Strong Start, Success by Six)

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

3. Availability of programs and supports for immigrants

- Excellent
- Very Good
- Acceptable
- Not very good
- Poor
- Do not know

4. Availability of housing for seniors

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

5. Availability of support for seniors (e.g. home support, transportation)

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

6. Availability of programs and services for Indigenous people

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

7. Availability of programs and services for the LGBTQ2 (Lesbian, Gay, Bisexual, Transgender, Queer, Questioning) community

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

8. Availability of shelters, housing, and services for those fleeing violence

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

9. Availability of programs, supports, and services for those who are homeless

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

10. Availability of housing options that are in keeping with household incomes in the community

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

11. Access to programs and services for those with disabilities

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

12. Access to programs and services for those living on low incomes

- Excellent
- Very Good
- Acceptable
- Not very good
- Poor
- Do not know

13. Access to programs and services for people released from incarceration

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

Your Voice Fort St John

Health Services

Please rate Fort St John on the following attributes.

1. Overall quality of health care services in the community

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

2. Overall accessibility of health care services in the community

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

3. Availability of medical specialists in the community

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

4. Availability of mental health programs and services in the community

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

5. Availability of addictions and substance-abuse programs and services in the community

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

6. Availability of counselling services in the community

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

7. Availability of preventative health services in the community

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

8. Availability of rehabilitative health services in the community (e.g. physiotherapists, occupational therapists)

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

9. Availability of dental care in the community

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

10. Availability of health services to support childbirth (e.g. obstetricians, midwives, birthing doulas)

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

11. Referral and access to health services that are not available in Fort St. John

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

12. Support for people needing to travel outside of the community for health services (financial, emotional, family support)

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

13. Culturally sensitive health service delivery in the community for Indigenous people

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

14. Culturally sensitive health service delivery in the community for people from other cultures

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

Your Voice Fort St John

Community Engagement

Please rate Fort St John on the following attributes.

1. Opportunities to belong to community organizations and institutions

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

2. Opportunities for volunteering

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

3. Opportunities for youth engagement

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

4. Opportunities for seniors engagement

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

5. A vibrant arts and culture scene

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

6. Venues for public art and creative expression

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

7. Opportunities for free or low-cost arts and culture

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

8. Opportunities for learning about and appreciating local history and culture

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

9. Support for opportunities to get to know our neighbours

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

10. Opportunities to connect with people from different generations

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

11. Opportunities to celebrate multiculturalism

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

12. Spaces for community use and gathering in summer

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

13. Spaces for community use and gathering in winter

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

14. Opportunities for free or low-cost recreation

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

15. Support for people who are new to the community

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

16. This is a community where local organizations are encouraged to take action on issues and opportunities

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

17. This is a community that demonstrates support for non-profit organizations

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

18. This is a community where residents are encouraged to get involved with municipal decision-making processes

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

Your Voice Fort St John

Environment

Please rate Fort St John on the following attributes.

1. There are safe pedestrian routes and pathways

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

2. There are accessible pedestrian routes and pathways

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

3. There are safe bicycle routes

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

4. Our neighborhoods are designed with amenities within walking distance

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

5. Our neighbourhoods are safe

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

6. There are transportation options and support for persons with mobility challenges (Handi-Dart)

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

7. There are well-planned and efficient bus routes

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

8. There is a safe road network

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

9. There is an effective road network

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

10. There is access to natural spaces

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

11. There is access to community gardens

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

12. There is effective weed control

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

13. There is good air quality

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

14. There is good water quality

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

15. There are opportunities for recycling

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

16. There is effective drainage for roads

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Do not know

Your Voice Fort St John

Our Community: Today and Five Years Ago

Please rate Fort St John on the following attributes. If you did not live in Fort St John 5 years ago, please answer "Do not know" for these questions.

1. In general, how would you rate the overall quality of life in Fort St John today?

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

2. In the past five years, would you say the quality of life in Fort St John has:

- Gotten much better
- Gotten a little better
- Stayed the same
- Gotten a little worse
- Gotten much worse
- Do not know

3. How would you rate the friendliness of Fort St John today?

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

4. In the past five years would you say the friendliness of Fort St John has:

- Gotten much better
- Gotten a little better
- Stayed the same
- Gotten a little worse
- Gotten much worse
- Do not know

5. How would you rate the physical attractiveness of Fort St John?

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

6. In the past five years, would you say the physical attractiveness in Fort St John has:

- Gotten much better
- Gotten a little better
- Stayed the same
- Gotten a little worse
- Gotten much worse
- Do not know

7. In general, how would you rate Fort St John to raise a family?

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

8. In general, how would you rate Fort St John as a place to retire?

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

9. Overall, how would you rate Fort St John as a place to live?

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

10. How likely would you be to recommend Fort St John to family and friend as a good place to live?

- Very likely
- Likely
- Neither likely nor unlikely
- Unlikely
- Very unlikely
- Do not know

Your Voice Fort St John

Satisfaction with Community Facilities and Services

Please rate Fort St John on the following attributes.

1. How would you rate arts and culture opportunities in Fort St John

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

2. How would you rate arts and culture facilities in Fort St John

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

3. How would you rate special events in Fort St John

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

4. How would you rate recreation opportunities in Fort St John

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

5. How would you rate recreation facilities in Fort St John

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

6. How would you rate parks in Fort St John

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

7. How would you rate trails in Fort St John

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

8. How would you rate public library services in Fort St John

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

9. How would you rate public museums in Fort St John

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

10. How would you rate public cemeteries in Fort St John

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

11. How would you rate the Visitor Information Centre in Fort St John

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

12. How would you rate snow clearing in Fort St John

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

13. How would you rate ambulance services in Fort St John

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

14. How would you rate police services in Fort St John

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

15. How would you rate fire services in Fort St John

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

16. How would you rate public transit in Fort St John

- Excellent
- Very good
- Acceptable
- Not very good
- Poor
- Do not know

Your Voice Fort St John

1. What will you do in the next year to build a stronger community in Fort St John? (max 30 characters)

Your Voice Fort St John

Demographics

* 1. What is your gender?

- Male
- Female
- Other
- Prefer not to answer

* 2. To which of the following age categories do you belong?

- | | | |
|--------------------------------|--------------------------------|---|
| <input type="radio"/> 16 to 19 | <input type="radio"/> 40 to 44 | <input type="radio"/> 65 to 69 |
| <input type="radio"/> 20 to 24 | <input type="radio"/> 45 to 49 | <input type="radio"/> 70 to 75 |
| <input type="radio"/> 25 to 29 | <input type="radio"/> 50 to 54 | <input type="radio"/> 75 and older |
| <input type="radio"/> 30 to 34 | <input type="radio"/> 55 to 59 | <input type="radio"/> Prefer not to say |
| <input type="radio"/> 35 to 39 | <input type="radio"/> 60 to 64 | |

3. What is your citizenship?

- Canada, by birth
- Canada, by naturalization
- Not a Canadian citizen
- Prefer not to answer

4. Which of the following categories best describes your marital status?

- Never legally married
- Legally married
- Separated, but still legally married
- Living with a common-law partner
- Divorced
- Widowed
- Other
- Prefer not to say

5. What is the highest level of formal education you have completed?

- Grade 8 or less
- Some high school
- High school diploma or equivalent
- Registered apprenticeship or other trade certification or diploma
- College or other non-university certificate or diploma
- University certificate or diploma below bachelor's level
- Bachelor's degree
- Post graduate degree above bachelor's level
- Prefer not to answer
- Other (please specify)

6. Which of the following categories best describes your current employment status?

- Employed full-time, 35 hours or more per week
- Employed part-time, less than 35 hours per week
- Self employed
- Unemployed but looking
- Unemployed and not looking
- Student attending school full-time
- Retired
- Not in the paid workforce (full-time homemaker or family caregiver_
- Prefer not to answer

* 7. Which of the following categories best describes your total household income? That is the income of all persons in your household combined before taxes?

- | | |
|--|--|
| <input type="radio"/> less than \$19,999 | <input type="radio"/> \$100,000 to \$119,999 |
| <input type="radio"/> \$20,000 to \$39,999 | <input type="radio"/> \$120,000 to \$139,999 |
| <input type="radio"/> \$40,000 to \$59,999 | <input type="radio"/> \$140,000 to \$159,999 |
| <input type="radio"/> \$60,000 to \$79,999 | <input type="radio"/> \$160,000 and above |
| <input type="radio"/> \$80,000 to \$99,999 | <input type="radio"/> Prefer not to answer |

8. Do you own or rent?

- Own
- Rent
- Prefer not to answer
- Other (sleeping at friends, etc) Please specify

9. Including yourself, how many people live in your household?

- 1
- 2
- 3
- 4
- 5 or more
- Prefer not to answer

10. Are some of these household members under 18?

Yes

No

11. Are some of these household members related?

Yes

No

12. How many years have you lived in Fort St John

I do not live in Fort St John full-time

Less than 1 year

1 - 2 years

2 to 5 years

5 or more years

I have lived here all my life

Prefer not to answer

13. If you have lived in Fort St. John for less than one year, where did you live one year ago?