

Memo



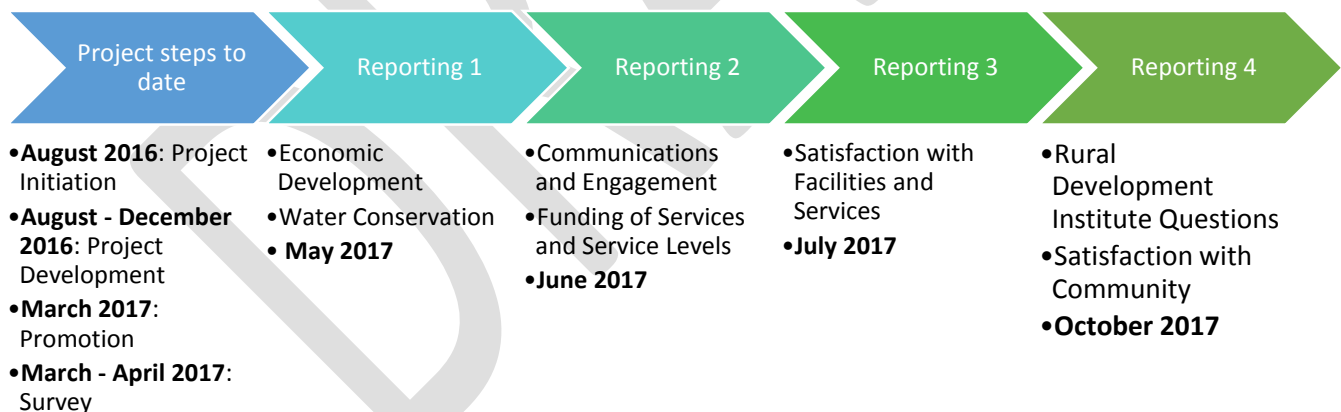
To: Committee of the Whole
From: **Deputy Manager of Operations and Sustainability**
Date: October 16, 2017
Subject: Citizen Satisfaction Survey Update – Satisfaction with Community

Background

This is the fourth memo about the results from the Citizen Satisfaction Survey. The first one summarized the results of the Economic Development and Water Conservation sections. The second one summarized the Communications and Engagement, and Funding of Services and Service Levels sections. The third one summarized the Satisfaction with Facilities and Services. This one summarizes the results of satisfaction with community and presents a draft action plan.

Reporting Out

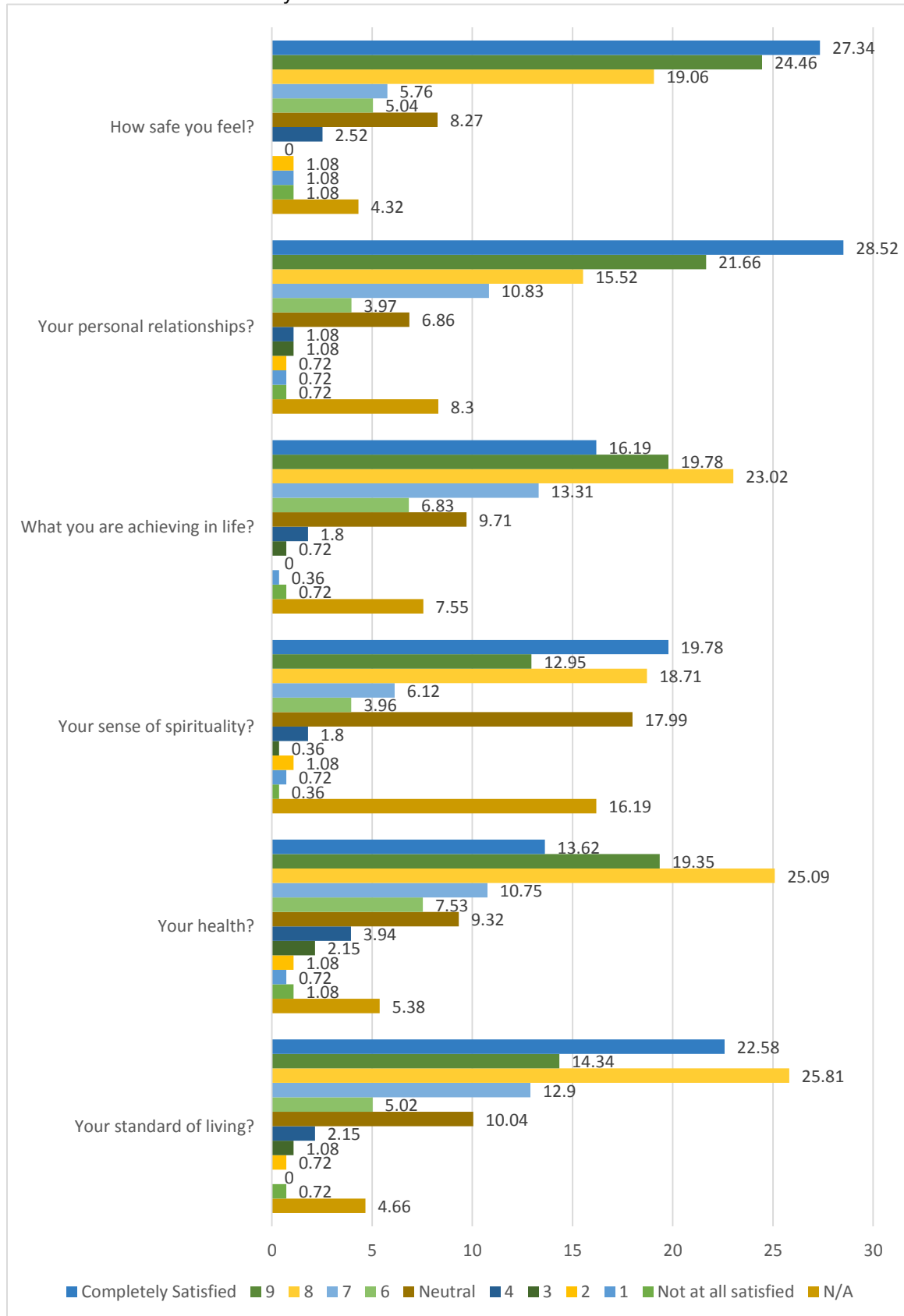
Staff reported from May to now on the different topics and amalgamated the feedback into suggested actions. The draft action plan deals with City services and identifies ways to improve service delivery. Further drafts will broaden to identify how the City can support the overall community objectives beyond basic utility and administrative services.



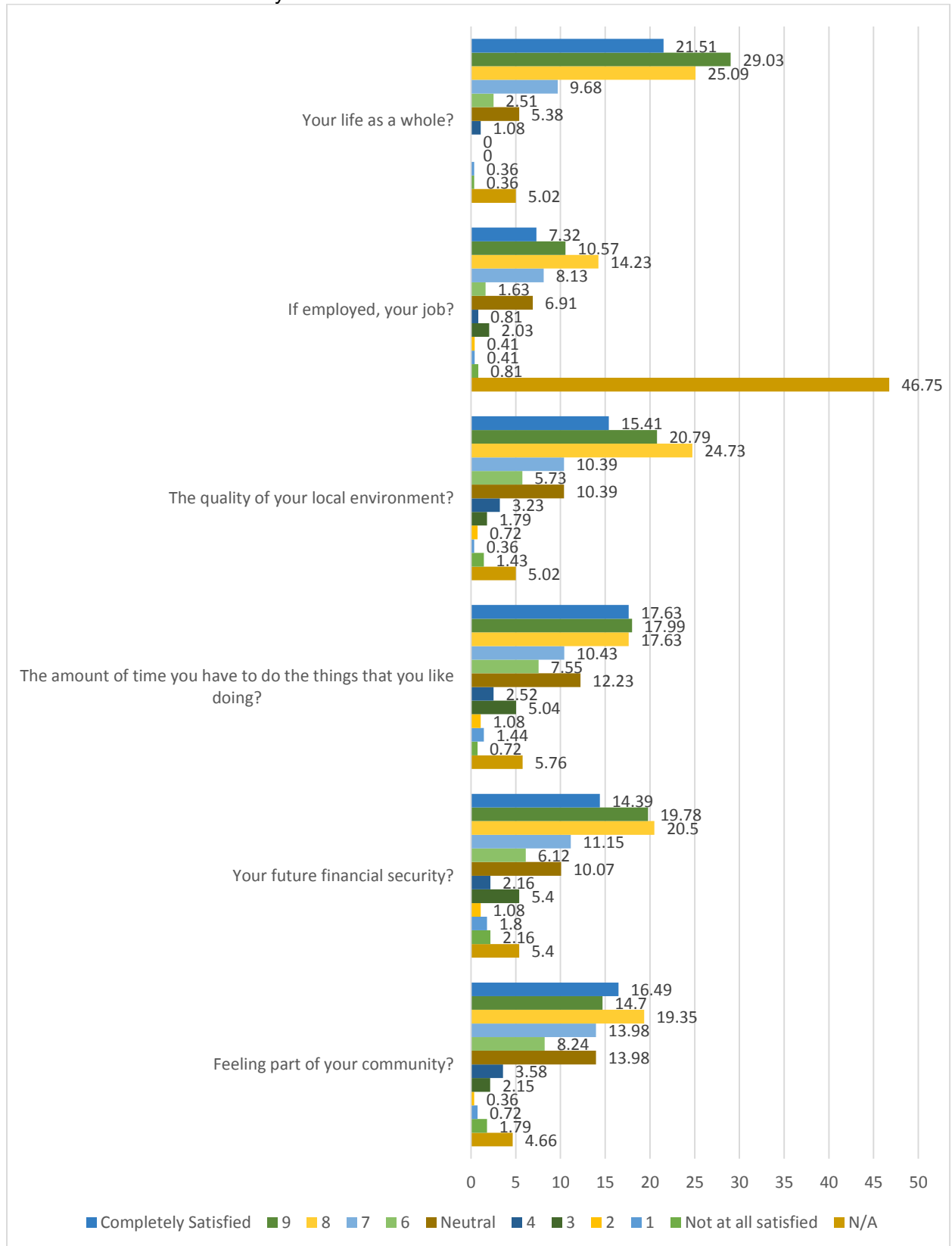
Satisfaction with Community

Overall, residents are fairly satisfied with Grand Forks as a community. Results that stood out are the feeling of safety and the strength of personal relationships with most residents indicating high satisfaction. Two areas that had a lower level of satisfaction were feeling a part of community and having free time.

Satisfaction with Community 1

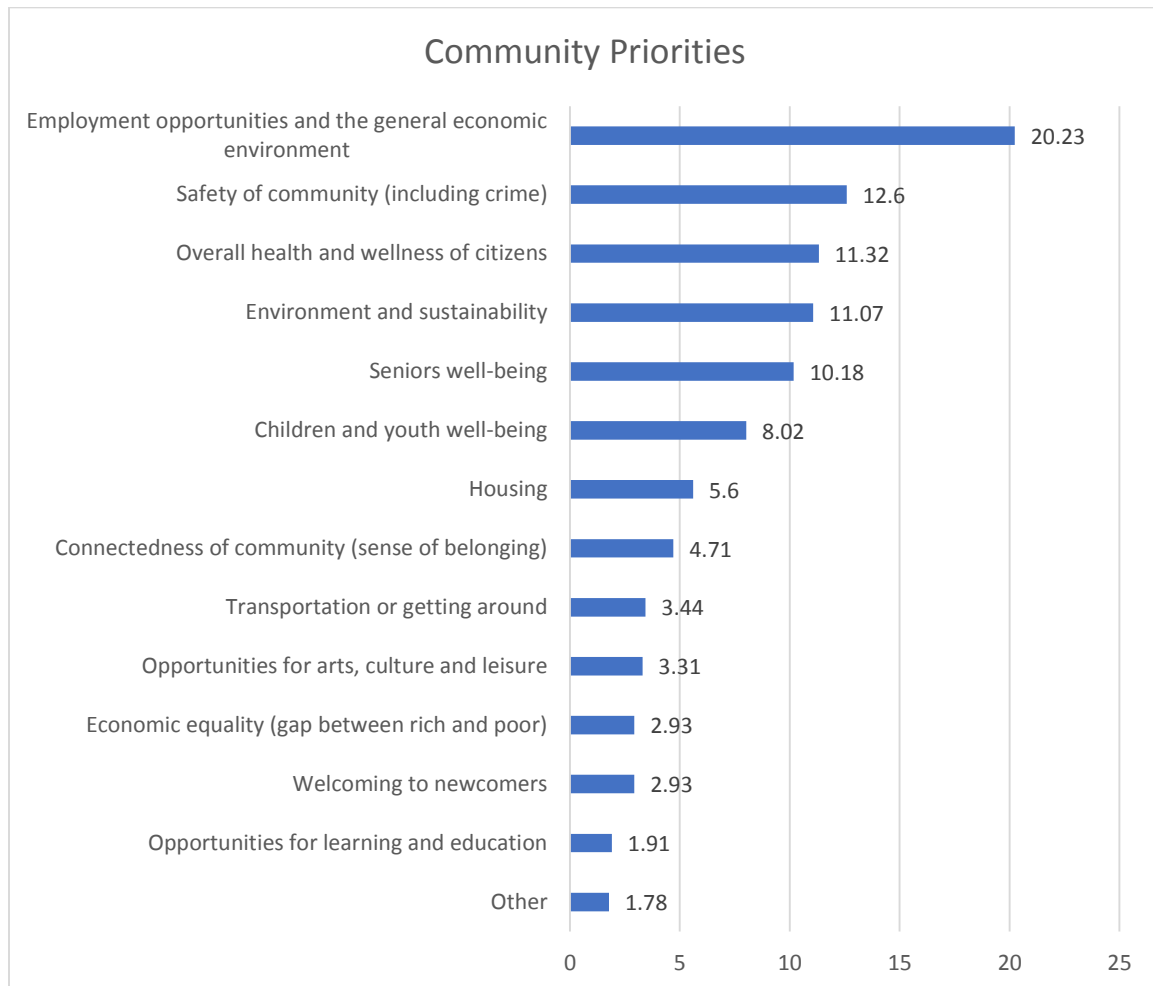


Satisfaction with Community 2



Community Priorities

Residents feel that employment and the economy, safety, health and well-being, and the environment are the most important issues in Grand Forks.




Benefits or Impacts

General

Most of the questions in this section deal with general community rather than specific City assets or services. Nonetheless, there are some areas in higher level planning documents where the City can support the overall quality of life through the Official Community Plan and Strategic Plan.

Strategic Impact

 The community's priorities focus on the Economic Growth section of the strategic plan including projects like Business Retention and Expansion, considering innovative and sustainable developments, and reducing red tape related to economic development.

Attachments

Draft Action Plan