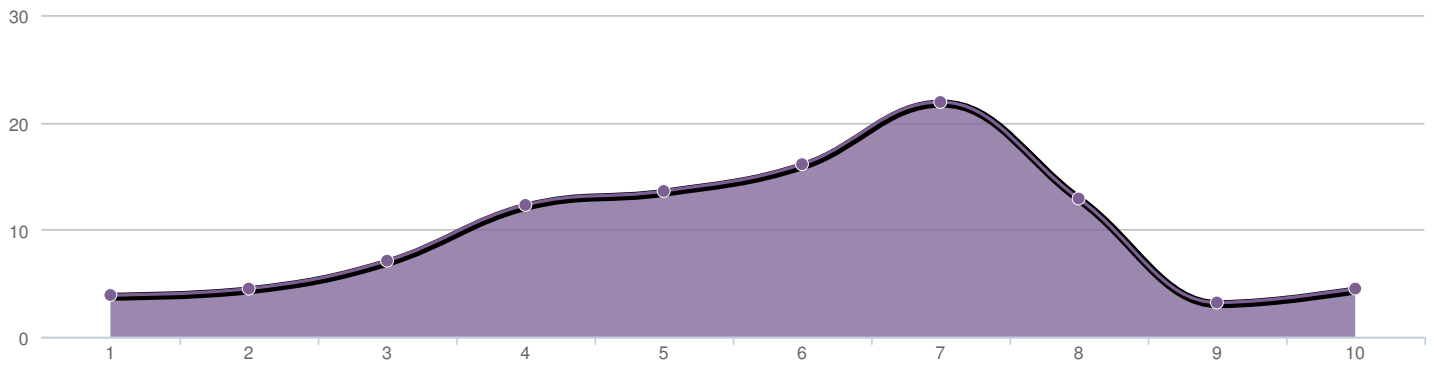


New Summary Report - 26 October 2016

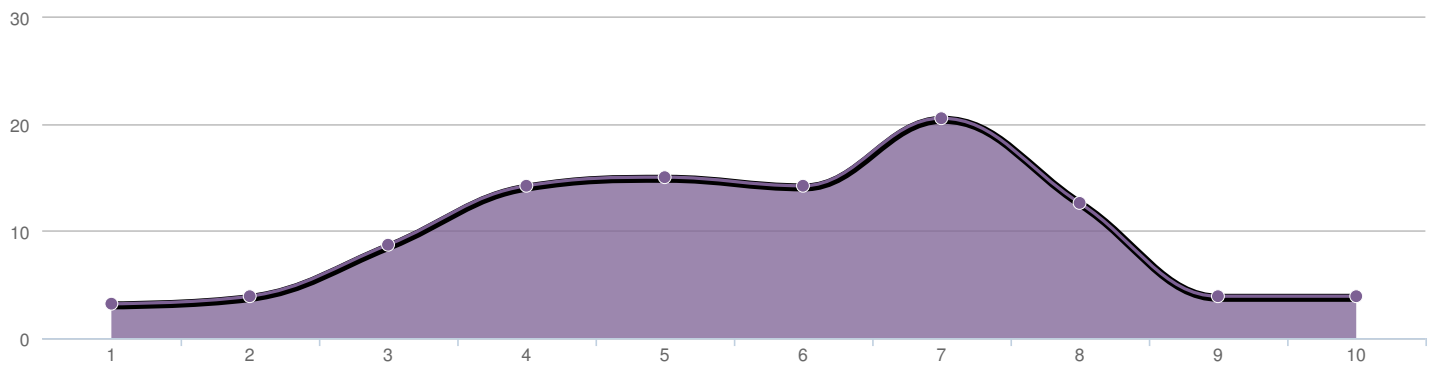
1. Generally speaking, how well does the Peace River Regional District communicate with its residents?



Statistics

Sum	897.0
Average	5.8
StdDev	2.2
Max	10.0

2. What is the reputation of the PRRD with residents?



Statistics

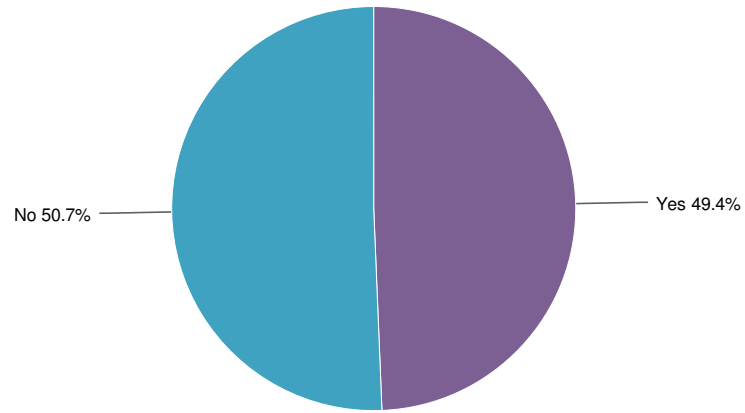
Sum 727.0

Average 5.7

StdDev 2.1

Max 10.0

3. Have you had any personal experiences – good or bad – with PRRD information or communications?



Value	Percent		Count
Yes	49.4%		76
No	50.7%		78
		Total	154

4. If you answered yes, what went right (or wrong)? Describe:

Count	Response
1	All went good it was with the building permit issues
1	Bad attitudes at waste transfer stations and bessborough landfill.
1	Called about permits and was informed residents don't need permits for building in PRRD.
1	Checked information during forest fire flare-ups - was easy to find on website.
1	Confusing
1	Coupons for landfill are good Sundance Lake glad to see outhouse and people; friendly access
1	Good communications during the spring fires.
1	Good information, speedy response
1	Good job on fire info this spring. Bad job with agricultural issue info.
1	Good with invasives group
1	Great social media coverage of the fires and evacuations this year.
1	Groundwater Source back in 1992 drought
1	Had a few questions and everything got answered
1	Helpful office staff and I like being able to talk to my district rep whenever I feel the need.
1	I am a Director.
1	I have seen camp managers going thru peoples vehicles for empty cans
1	I think the PRRD communications during the forest fires in May were very effective.
1	It was pleasant. The receptionist was very helpful.
1	Message was specific and well defined.
1	Never had a problem with them
1	Prompt answers
1	Reported a weed to the inspector by leaving a message and had no return call
1	Specifically with the fires, I thought they did a good job communicating updates.
1	The cleanup coupons are nice
1	They were good with getting me information required for a job my company was doing with them.
1	Through the 2016 fire season Facebook was utilized and I was able to follow what was happening.
1	Updates on fire hazards, tax notifications, meetings all as expected
1	Weed control is very wrong.
1	When I've stopped by the office staff where very helpful.
1	clear concise easy to follow

Count Response

1	good response time
1	no answers you ask question they just push it on to some one else
1	prefer not to say
1	reliable source of information during times of emergencies - fires and floods
1	xyz
1	Not enough funding for the 4 search and rescue teams in the PRD What is given is appreciated but SAR should be funded befor Stars air ambulance from Alberta that all redy gets millions in funding from oil and gas and other sources where SAR is limited in its funding
1	They need to get the message out to all citizens that decisions are often made quickly and if you are not paying attention could have devastating effects on your life and what is happening in your area.
1	A person was building a much bigger building on their property in our neighbourhood than was allowed on the agreement signed by neighbours. We were notified, which was good, but unfortunately this was something not under the auspices of PRRD apparently, so nothing was actually done. :(So it was a good/not great situation.
1	..like the new format but had some trouble finding some resources and archived reports ...Aquavine should have its own home tab or tied to an Env tab for ease of location ...more pictures of residents in action doing range of volunteer service
1	Your Enforcement (Bylaw) personnel are not communicating as they should. They do not follow up on complaints and do not give the common courtesy of explaining their 'position'. They seem to pick and choose as to which bylaws are enforced. Very poorly trained individual.
1	Water boil notice at Blackfoot water fill and only notification is at the depot - oh then it says to check the website but even then hard to find. USE SOCIAL MEDIA
1	Sometimes the information doesn't trickle down like it should. Sometimes there are overlaps and people are overloaded ie: Conscientious community pages will post something and PRRD will post too. A lot of posting are not pertaining to certain areas.
1	Things happen and you have no idea until after the fact. Elections, votes, road construction, industry development... I live in a rural area and have no idea how you distribute information.
1	We ask the prrd why they are so intent on pushing rules down rural residents throats...and they never give the real reason.
1	Poor communication with residents regarding rezoning and applications for businesses in residential areas affecting the local citizens.
1	when I had issues I felt PRRD could help with I was always given the run around and not given any help, even when I gave them the bylaw number that was in question. I felt the persons in question couldn't be bothered to look into the issue.
1	in the past communication about consultation has been sparse. More recently the email updates have been much better
1	When applying for a building permit I spoke to a representative and was told it would take two to three weeks to get the permit approval back. Once I applied I was then told that I needed a development permit and that would take three months to approve. This has costed me a two and a half month delay and additional costs to the builder.
1	Staff not held accountable for unacceptable behavior. Staff making too many decisions on their own. Senior management is not keeping up. Board is not holding CEO responsible for staff power mongering.
1	Listened to my problem,made all the right responses then did nothing,no follow up or interest in solving the problem.

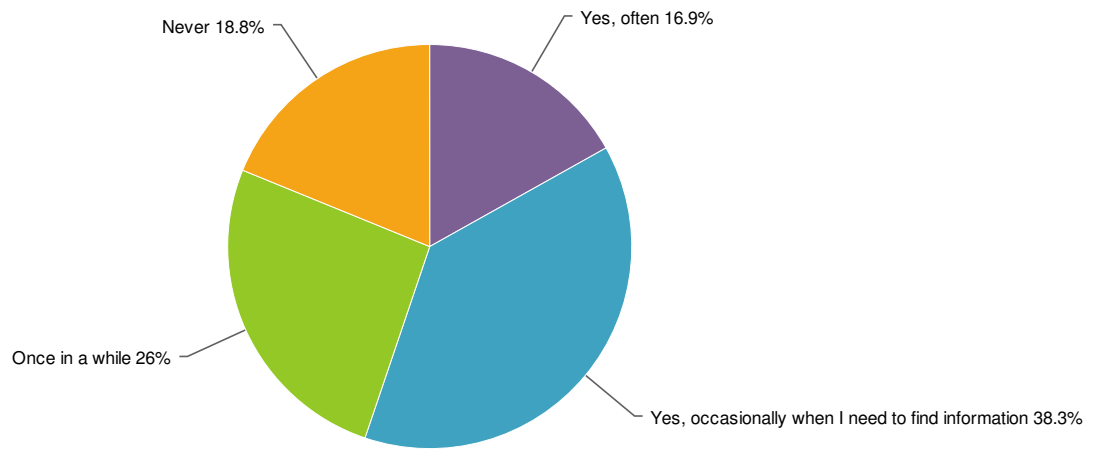
Count Response

-
- 1 Flood victim, rural Chetwynd 2016 *no cell(never at residence) *No internet service , no electricity, no land-line for 4 days, no water/sewer for 7 days *District of Chetwynd unprepared (no sandbags prepared, no warnings issued, school children dropped at alternate stops due to drop off areas being washed out-these kids were safer in town *no information about wash out areas *no emergency wash up services available(showers) Rec Centre charging ppl *paying to dump flood debris, bins available for very short time, confusion where they were located with rotating schedule *CRS not proactive removing debris at culvert(s) in spring and prior to rainfall warnings or informing pipeline companies when flooding of creek(s) broke over into pipeline(s) Phone call was placed to CRS Chetwynd @2:30pm June 15 2016 to inform them of Creek flowing into pipeline-pipeline not notified of creek jump until Afternoon June16 by a rural resident *MOT has not followed up on the rural roads for damage to be fixed *a monitoring system to see what rural residents are doing on their properties who live along creeks and rivers-walk them and see whats in them-build up of tree debris and logs will impede water flow until water breaks free-pushes debris down causing more back up, residents altering creeks and river by building along, across or in creek and river beds *creeks and rivers need to be monitored closely for tree debris build up- spring/fall & after every heavy rainfall *no office in Chetwynd *relief check delivered in unsealed envelope
-
- 1 Some of the information is easy to find some not so much. The 'Quick Links' are good; however, they are not in a location where a person can find them; if you didn't know to scroll down, you would not know they are there. Should be at the top of the page (quicker to find - ergo, quick link?)
-
- 1 Emergencies during 2016 - news feed and alerts were good. Note - make sure that the email that they are coming from is the same so that it can be set up in people's phone to ring differently if people so desire.
-
- 1 Have been asking for a share shed in Dawson creek for over 5 years, and assured by prrd that we were getting one "next year", but this has never happened, although some rural sites have them now. Think of the stuff that could be kept from the landfills?
-
- 1 There were not enough updates during the forest fire situation. even when there may not have been new information, the PRRD should have provided more updates to keep people calm.
-
- 1 applied for a portion of property to be subdivided out. It didn't get approved. To this date we disagree with the findings. But in all positiveness, we were kept informed.
-
- 1 I have been attending almost every meeting since Jan 2016 and feel that if the public takes the time to come to the meetings ; they soul be allowed to speak or ask questions.
-
- 1 During the forest fires in the spring of this year I was kept completely up to date with what was happening.
-
- 1 The information in regards to the water and sewer referendums was not easily understood, nor was it communicated very well to the residents.
-
- 1 The office employees neglect to communicate with constuates on applications AND do not respond to messages left on there telephones. Five months now and adding . The Regional district is moving to be involved in everything in the district and overlapping pre existing government duties. i
-
- 1 I had concerns about a certain development in Farmington, and was quite happy that I was able to voice my opinion and felt that I had been heard
-
- 1 Concerned citizens from Grandhaven met with prrd board with concerns about the plan for the city landfill on the 269 Rd several years ago. I think our concerns were pretty well dismissed. As a resident in Grandehaven there have been occasions where we have had issues with all the activity created by Site C. In my experience nothing is done to protect the land owners in this area from the intrusion of industry in our back yards.
-
- 1 At the time we were warned about evacuations/alerts because of the wildfires reaching FSJ - once I was told by someone else about the PRRD site, I signed up, and then the communication was great and the emails were regular. At first is what quite alarming to see the alert area so close to FSJ and not understanding was this meant - caused a lot of concern, but then it was explained to me what this actually meant, and PRRD did adjust the images, and explained what this meant to.
-

Count Response

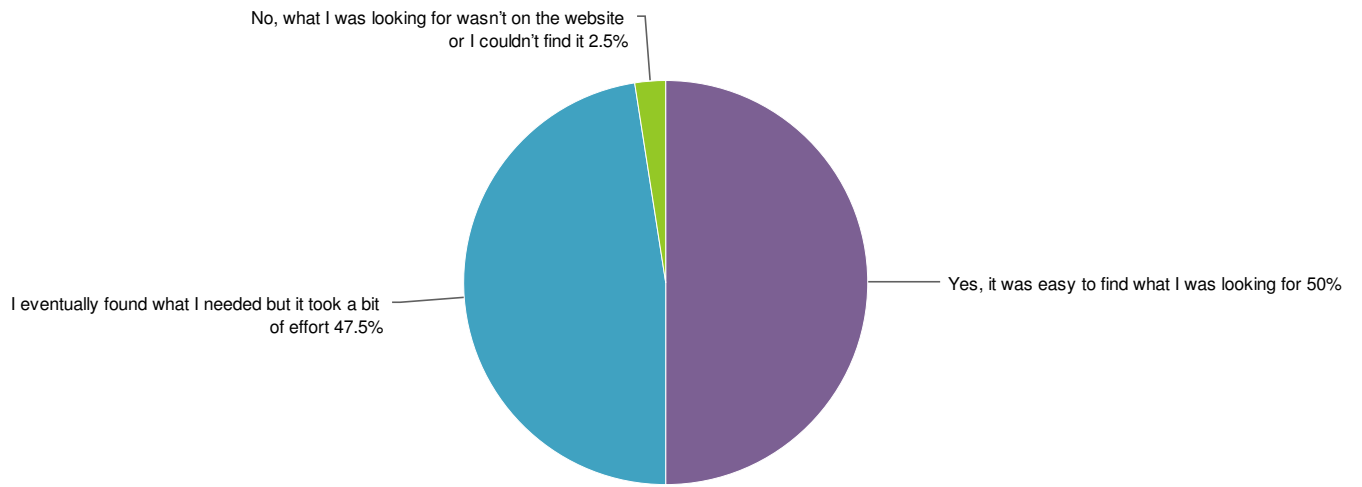
1	Seem like never get a straight answer. I know that their hands are tied when it comes to the ALR and saw this frustration first hand when we met with them. When we had the fires their alerts were extreme. There was some passing the buck in regards to who called what.
1	When I approached the prrd with my concerns and questions , they were able to answer those concerns effektivly and with in a reasonable time frame.
1	Love the PRRD calendar and the tips it includes. I also enjoy the occasional newsletter mailings that are sent out. On the other hand, often when I visit the Facebook page, the newsfeed/wall appears blank.
1	I like all the parks marketing materials. It's very friendly and easy to understand the amenities.
1	My personal experience with RD is excellent. I see problems with rural vs urban directors. More work required on role of RDs with Directors (its not city directors get to rate on rural issues - all issues are regional issues!
1	Yes in 2013 we did a Zombie Emergency Newsletter piggy backing on the Provincial Theme and the received a few complaints for rural residents. The four rural directors with must persuasion and hesitation agreed to this and it was a great publication; however more rural residents liked it then disliked it.

5. Do you use the PRRD website?



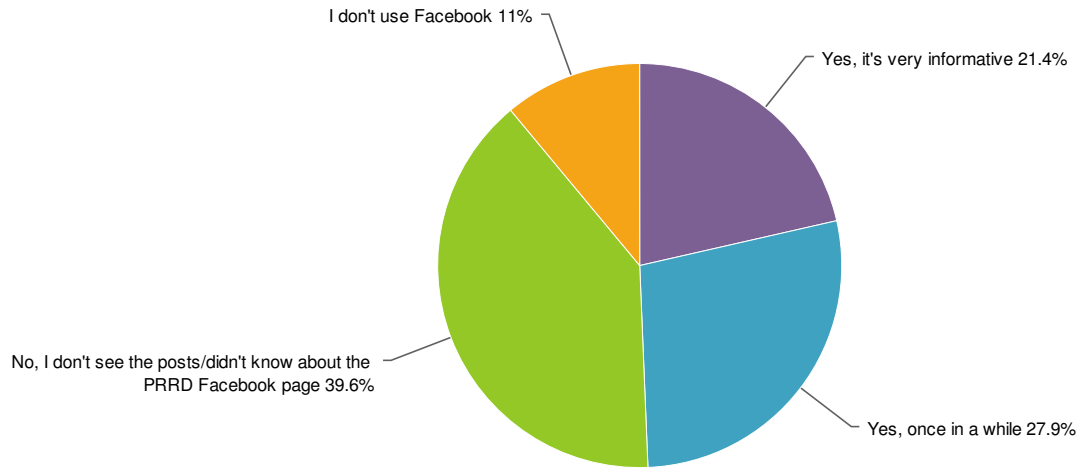
Value	Percent	Count
Yes, often	16.9%	26
Yes, occasionally when I need to find information	38.3%	59
Once in a while	26.0%	40
Never	18.8%	29
	Total	154

6. When you visited the PRRD website, did you easily find what you were looking for?



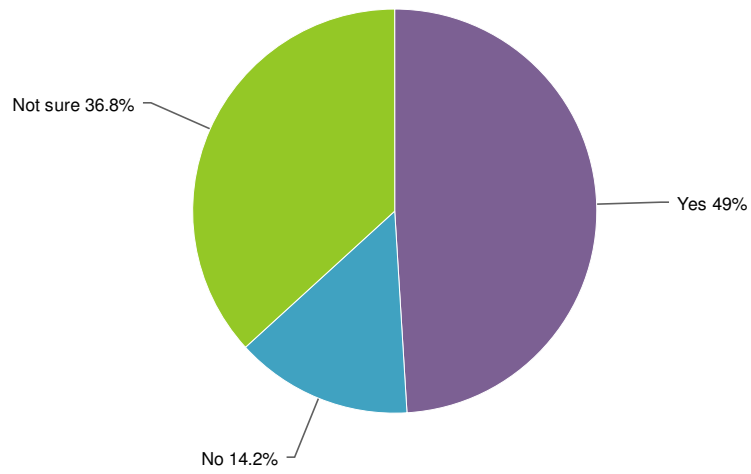
Value	Percent	Count
Yes, it was easy to find what I was looking for	50.0%	61
I eventually found what I needed but it took a bit of effort	47.5%	58
No, what I was looking for wasn't on the website or I couldn't find it	2.5%	3
	Total	122

7. I often learn information from the PRRD Facebook page



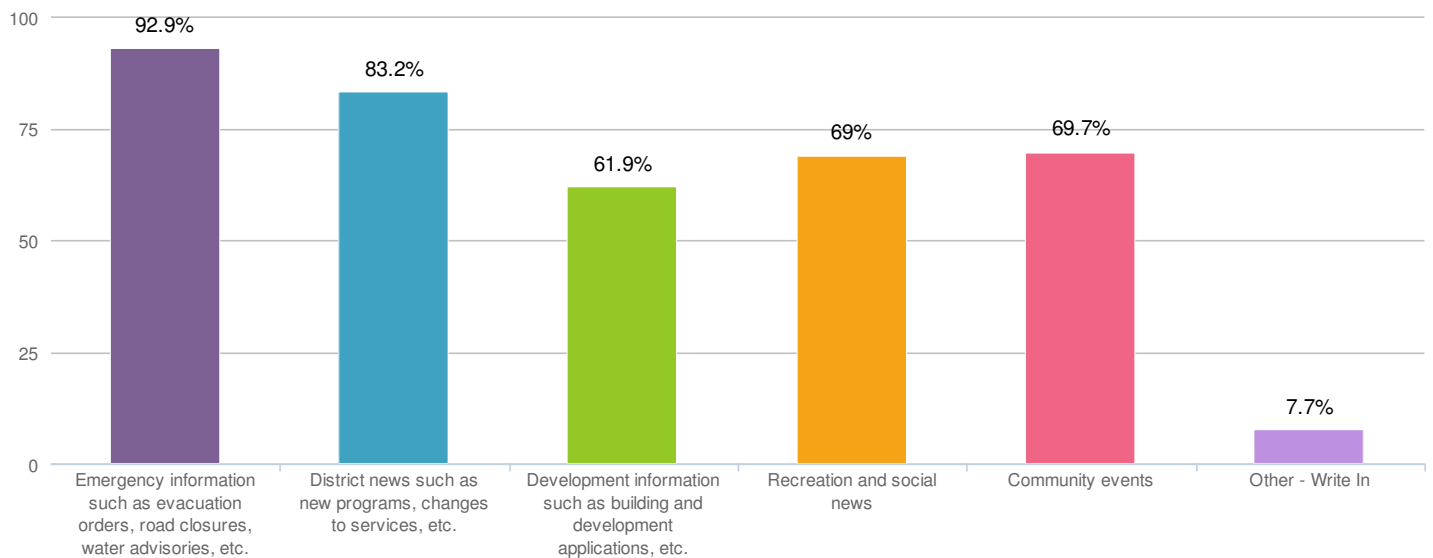
Value	Percent	Count
Yes, it's very informative	21.4%	33
Yes, once in a while	27.9%	43
No, I don't see the posts/didn't know about the PRRD Facebook page	39.6%	61
I don't use Facebook	11.0%	17
	Total	154

8. When you see/receive information from the Peace River Regional District, have you noticed a consistent "look?" (such as the website, brochures, tax notices, etc)



Value	Percent	Count
Yes	49.0%	76
No	14.2%	22
Not sure	36.8%	57
Total		155

9. What types of information do you want to know about? (check all that apply)



Value	Percent	Count
Emergency information such as evacuation orders, road closures, water advisories, etc.	92.9%	144
District news such as new programs, changes to services, etc.	83.2%	129
Development information such as building and development applications, etc.	61.9%	96
Recreation and social news	69.0%	107
Community events	69.7%	108
Other - Write In	7.7%	12
	Total	155

Responses "Other - Write In"	Count
Left Blank	143
Noise control	1
Environmental, water information	1
Grant Information	1
Meeting dates and times	1
More info on up coming meetings.	1
Search and rescue up dates	1
community meetings and engagement	1
information pertaining only to our area	1
recycle	1

Responses "Other - Write In"**Count**

what are the directors doing in my area

1

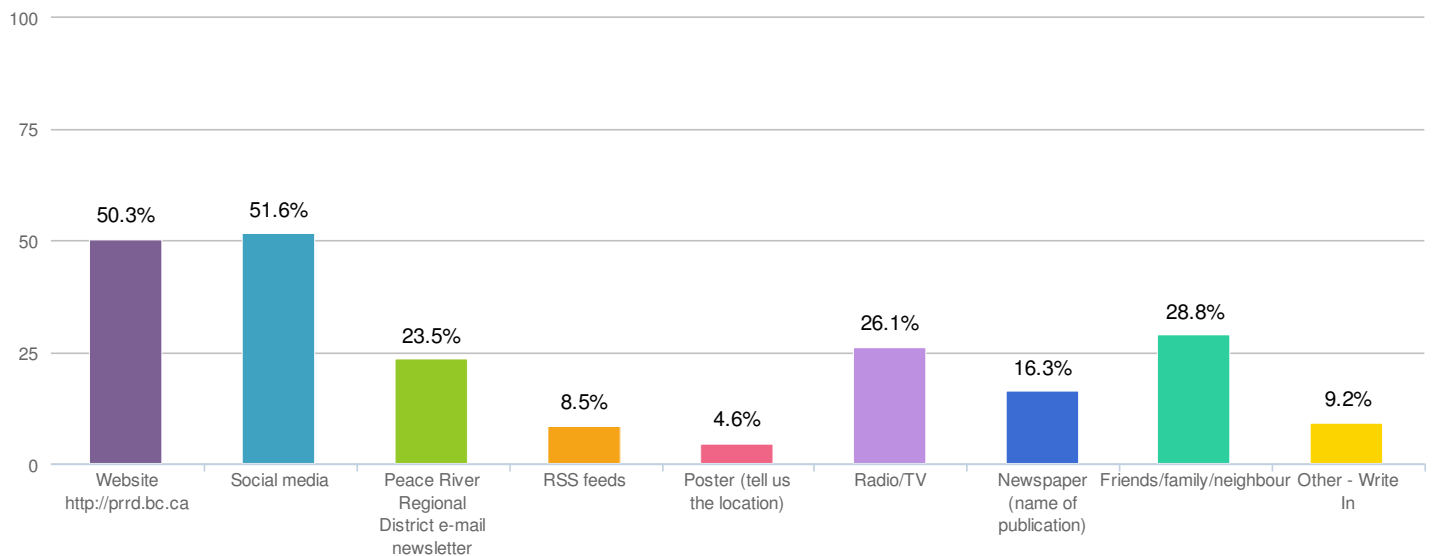
xcv

1

How about Employee Bios? I would like to know the background, education and experience of the various employees. It appears to me that several employees have mysterious backgrounds and maybe were 'given' their jobs rather than earned them...

1

10. How do you currently receive PRRD information? Check all that apply.



Value	Percent	Count
Website http://prrd.bc.ca	50.3%	77
Social media	51.6%	79
Peace River Regional District e-mail newsletter	23.5%	36
RSS feeds	8.5%	13
Poster (tell us the location)	4.6%	7
Radio/TV	26.1%	40
Newspaper (name of publication)	16.3%	25
Friends/family/neighbour	28.8%	44
Other - Write In	9.2%	14
Total		153

Responses "Poster (tell us the location)"	Count
Left Blank	150
Blackfoot park	1
Cecil Lake General Store	1
Charlie Lake store I think	1
Tomslake	1
garbage bins, store,	1

Responses "Newspaper (name of publication)"	Count
Left Blank	133
?? the free one	1

Responses "Newspaper (name of publication)"	Count
AHN	2
AHN & Mirror	1
Alaska Highway News	1
Alaska highway news	2
Coffee Talk	1
Coffeetalk	1
Dawson Creek Mirror	1
Free AHN	1
Local paper	1
Mirror	1
Mirror, AHN	1
The Mirror	2
The mirror	1
ahn	1
coffe talk	1
information by newspaper very poor in rural area only recieve mail 3 times/week	1
mirror	1
peace river block news	1

Responses "Other - Write In"	Count
Left Blank	141
Annual dump coupon flyer	1
I don't	1
I don't, as far as I know	1
Information received in the mail	1
Mail	1
Mailouts	1
NEAT website PRRDY	1
Very seldom by mail	1
brochures etc	1
email	1
mail	1

Responses "Other - Write In"**Count**

mail outs

1

only if you put it in the mail

1

The monthly village news letter sends out updates. I also receive flyers in my mail box every once in a while about big changes or events.

1

11. Is there anything you'd like to add?

Count	Response
1	.
1	Happy how and what prrd does
1	I didn't know what the Regional District was or anything about it before the fires in March
1	I love recycle service!
1	Is there a chance Dawson creek will get a share shed? You know, reduce, reuse, recycle?
1	Just that I did not know about how informative the site was until we had the wildfire alert.
1	Keep up the good work!
1	Keep up the great work you're doing!!
1	Never knew about the fb page....will join. Never knew about email newsletters....will request.
6	No
1	No thank you
1	Not at present time
1	PRRD staff are always courteous and helpful when I call for information
1	Somehow everyone needs to realize their input is important
1	Thank you for the survey.....I will look for the website or Facebook page
1	Thank you!
1	The staff are very nice
1	The staff is always helpful if they can't help you they steer you in the right direction
1	jfskdjfkjsd sdfkjhasjkjfhdsd
2	no
1	not at this time
1	not at this time. if contacted I would give further information.
1	Don't overwhelm local pages with information for another community without vetting it first with the local administrator.
1	how do you get on the email list and what information does it contain and how often is it sent out
1	I think the new branding and email updates are working well. I don't know how... but we need to be able to reach our "agri - rural" residents.
1	As a rural farmer ,its very important for us to be informed on all news/changes in PRRD. Thank you for keeping us all informed through your website/social media.
1	no. I think most people that are interested have found some way to connect with PRRD. The rest don't care. You wouldn't reach them, no matter what.

Count Response

1	Because I am rural, I'd still appreciate the occasional post mail to remind/advise me to check out what's happening or inform me in some way.
1	Yes, I think rather than coupons or several credits give people a card or register(attached to their residence address/licence plate number) that is good for a maximum \$50/year and the Landfill locations bill the district on usage. Send out a letter the first year to come to District Office to get your card if you want one, after that Charge for a replacement card if lost. Send letters about the program to new homeowners. Save money on postage (automatic reload, but licence/address must match card of person using landfill) Save money on people giving their coupons to others.
1	The PRRD does a terrible job in educating their constituents on most matters. How about giving education to people on water quality issues, sewage disposal, environmental matters, air quality, etc. Further, the bylaw department seem very uneducated and very defensive which leads me to believe that they are lacking confidence in their skills and abilities. I have often found that when 'personnel' are rude and do not follow-up, they usually have little experience and training and education. A lack of self confidence in their roles and responsibilities often translates to lack of transparency, rudeness and a general break down in communication.
1	Dealing with a few of PRRD employees , I got the feeling that PRRD was NOT on the PRRD residents side And the fact that the PRRD pays for all material at the public meetings and hearings in order to promote the proponent is a huge waste of money. The Proponent should be paying for it them selves. I also felt that I was not being heard or acknowledged.
1	I attended an open house at the Charlie Lake hall a while back and were asked to add suggestions and feedback but have not heard anything come out of these open houses. Site C has caused congestion in our area, the Old Fort and 269 roads are too narrow, and going for a bike ride is out of the question. There were many suggestions for bike trails along these roads leading into town as well as out the Charlie Lake. With the construction of Site C, you would think the regional districts would be benefiting from the destruction of regional properties?
1	I wish the prrd would be more active in having rural residents, especially along our highway's, keep there junk off crown land and keep there pets/ livestock at home. Do they not have a bylaw enforcement officer?
1	It is sometimes difficult to find things as the service they are under is not where I would think it should be and the search is not specific to the website. The quick links should be listed closer to the top of the page so they are found quicker.
1	I tried to call during the fires but line rang n rang. Never did get an answer that afternoon. Better communication in an emergency. Eg maybe set up text alerts. Better clarity on maps of evacuations or pending evacuations.
1	Many rural people here feel like we are not represented fairly. A office here for your rural residents to go to would definitely be a start to making us think you do have our best interests at heart as a rural community.
1	Maybe post on Facebook every so often what your all about for new comers to town and those who may not know .
1	Chetwynd had tennis courts behind the rec center ad PRRD tour them down during the rec center upgrade and never relaced them. such a shame when ask PRRD says its chetwynd responsibility when you ask chewtynd counsel they say its PRRD some one needs to take resposability and put the tennis courts back
1	I have only lived in BC for five years. I was unaware of what they PRRD even was until I got involved with some local organizations
1	More work by some directors. They make rules and regulations but they seem to only apply to some people. Land use is an example.
1	1.The water sampling is very important Keep up the good work the timing between 'red flag' type samples and actually changing industrial (or whomevers) behavior must be guaranteed to be 'short' however that will be defined. 2. It would be good to know what chemicals are being used for fracking 3. In addition to revisitng the present sampling sites - additional sampling sites must be implemented to improve the baseline 4. The work of measuring some synergy fo toxic elements/chems also need to be down beyond the 'LD 50' measures 5. More data everywhere = more jobs.

Count Response

1	I find that the prrd is overreaching what they have been mandated to do. They do not listen to what the people are actually telling them. When referendums are finished the district ignores it. Scraps that referendum.then pushes it thru under different wording!
1	Nice job with the new web format....just need to have our reps connect more directly with the constituents in person... there is NO substitute for that!
1	Spend more time being honest and above board dealing with matters covered by your mandate. Answer questions from your constituents in an honest and direct manner. Use the technology at your disposal, paid for by the public, rather than travel all over the country on the taxpayers dime.
1	I don't think the average person in the community knows what PRRD is or what it does , or how it is helpful to the community.
1	Whenvyou hold a referendum on building permits for rural people, and peple vote against it.LISTEN TO THEM! dont reword it and ram it through again! Quit overstepping your boundaries.
1	I would like to know more about the community projects and events I. The area. I feel like the information is out there however often it's too late to plan.

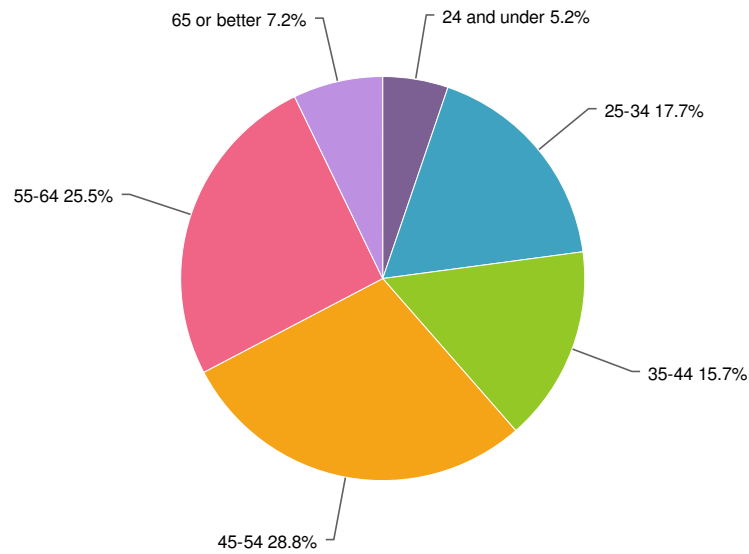
12. Where do you live? (Write in your city, village, First Nation or Electoral Area name)

Count	Response
2	Area C
3	Area D
1	Area D Peace River
1	Area E
1	Area b
2	Area c
1	Areas, B C
1	Arras I think it's areaD
1	B
1	Bear Mountain
1	Beatrice Walker
1	Bessborough
1	Between HH and FSJ
2	C
2	Cecil Lake
1	Cecil lake
3	Charlie Lake
2	Charlie lake
1	Charlie lake bc
11	Chetwynd
1	Chetwynd BC
1	Chetwynd in a camp for part of the year.
1	Chetwynd-rural
1	D
20	Dawson Creek
1	Dawson Creek area
1	Dawson Creek, BC
5	Dawson creek
1	Doe River
1	Doe river

Count	Response
1	Electoral Area B
1	Electoral Area D
1	Electoral area C
2	FSJ
7	Farmington
12	Fort St John
1	Fort St. JOhn
7	Fort St. John
1	Fort St. John bc
1	Fort st john
2	Fsj
1	Fsj and upper halfway
1	Ft st John B.C.
1	Goodlow/Clayhurst
2	Grand Haven
1	Grandhaven Fort St. John
1	Just outside Fort St. John
1	Montney ED "B"
1	Paradise valley sub
1	Pouce Coupe
1	Pouce Coupe BC
1	Pouce Coupe, BC
3	Pouce coupe
1	PouceCoupe
1	Prespatou
1	Progress
1	Roll
3	Rolla
1	Rose Prairie
1	Sandy Doonan. Farmington
1	South Dawson

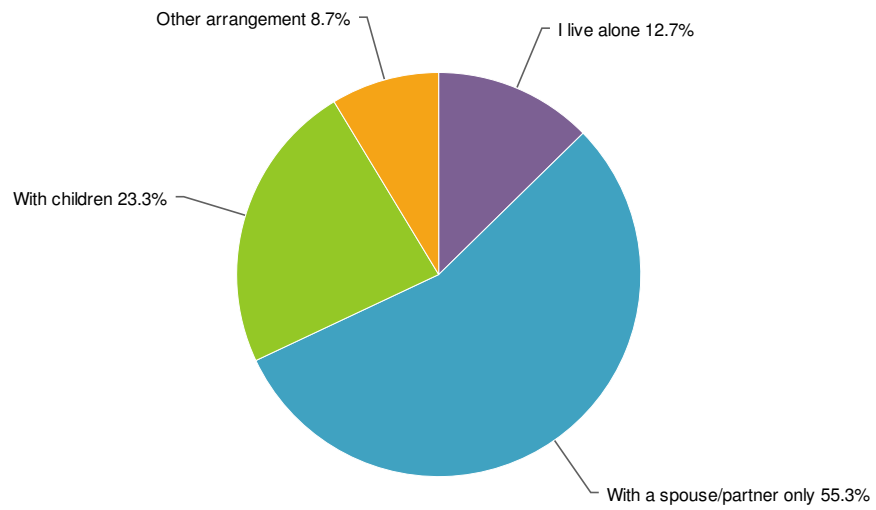
Count	Response
3	Taylor
2	Tomslake
1	Tomslake, BC
3	Tumbler Ridge
2	Wonowon
1	bessborough
1	chetwynd
2	dawson creek
1	electoral C
1	electoral area d
1	fort St john
1	jhghg
1	outside of chetwynd
2	pouce coupe

13. What is your age?



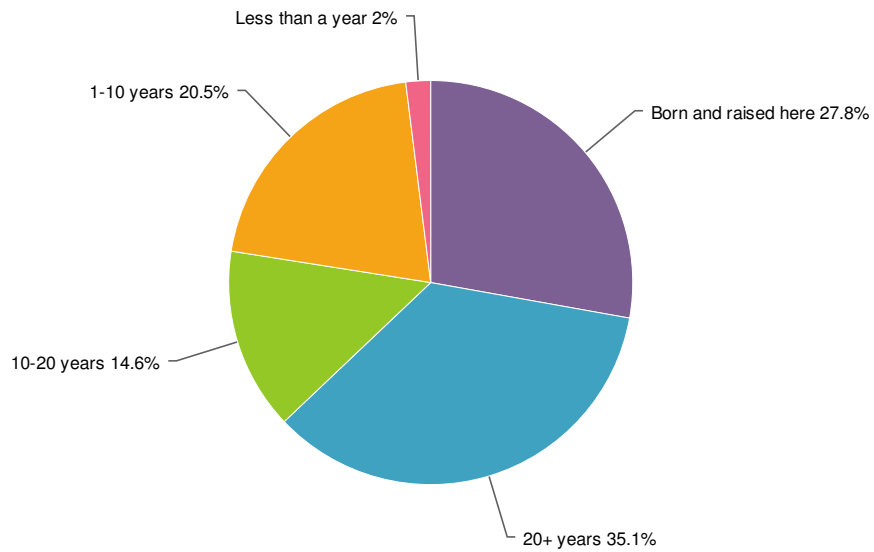
Value	Percent	Count	Statistics	
24 and under	5.2%	8	Sum	6,547.0
25-34	17.7%	27	Average	42.8
35-44	15.7%	24	StdDev	12.6
45-54	28.8%	44	Max	65.0
55-64	25.5%	39		
65 or better	7.2%	11		
Total		153		

14. Who do you live with?



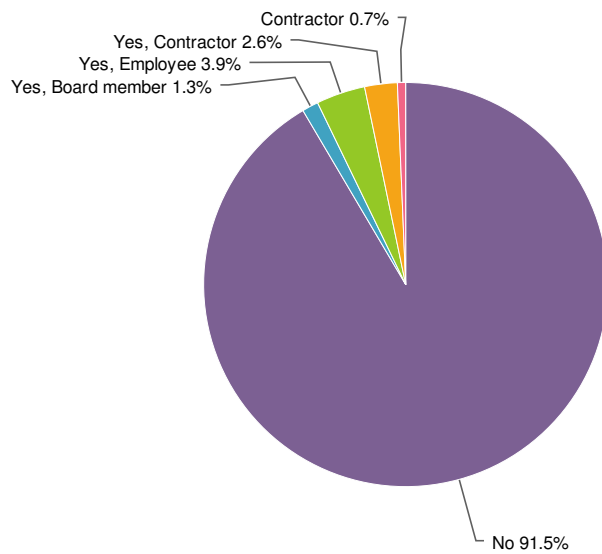
Value	Percent	Count
I live alone	12.7%	19
With a spouse/partner only	55.3%	83
With children	23.3%	35
Other arrangement	8.7%	13
	Total	150

15. How long have you lived in the Peace River Regional District?



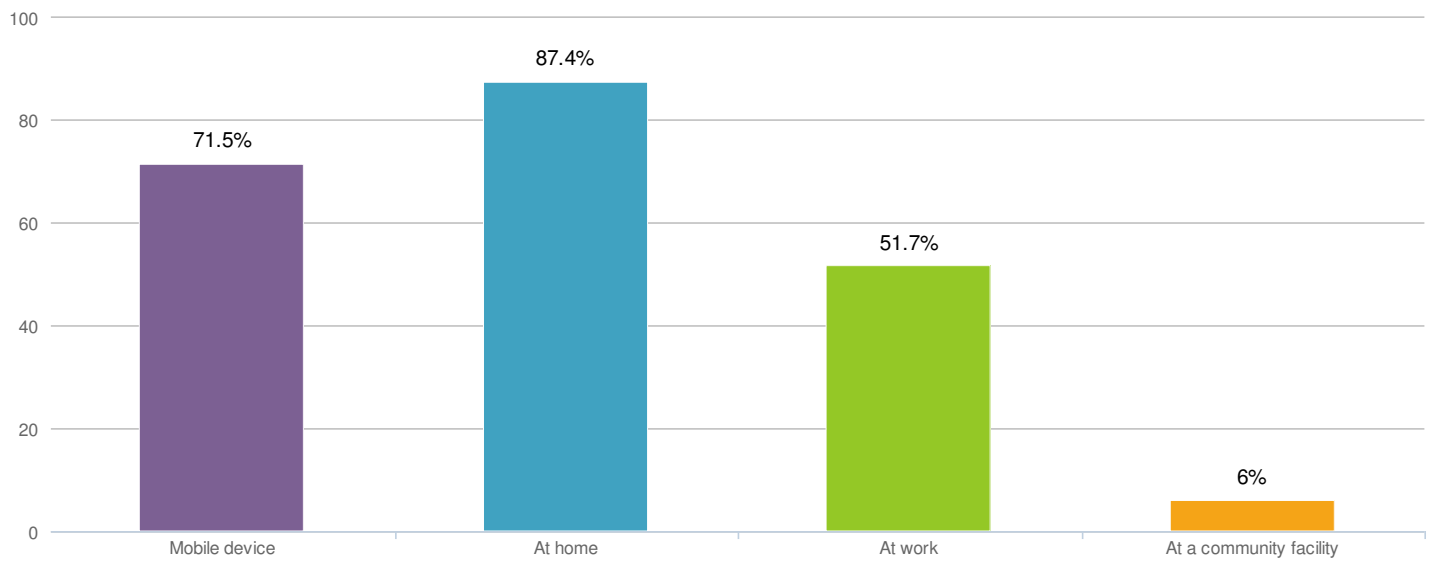
Value	Percent	Count	Statistics	
Born and raised here	27.8%	42	Sum	1,311.0
20+ years	35.1%	53	Average	12.4
10-20 years	14.6%	22	StdDev	8.3
1-10 years	20.5%	31	Max	20.0
Less than a year	2.0%	3		
Total		151		

16. Do you have a role with the Regional District?



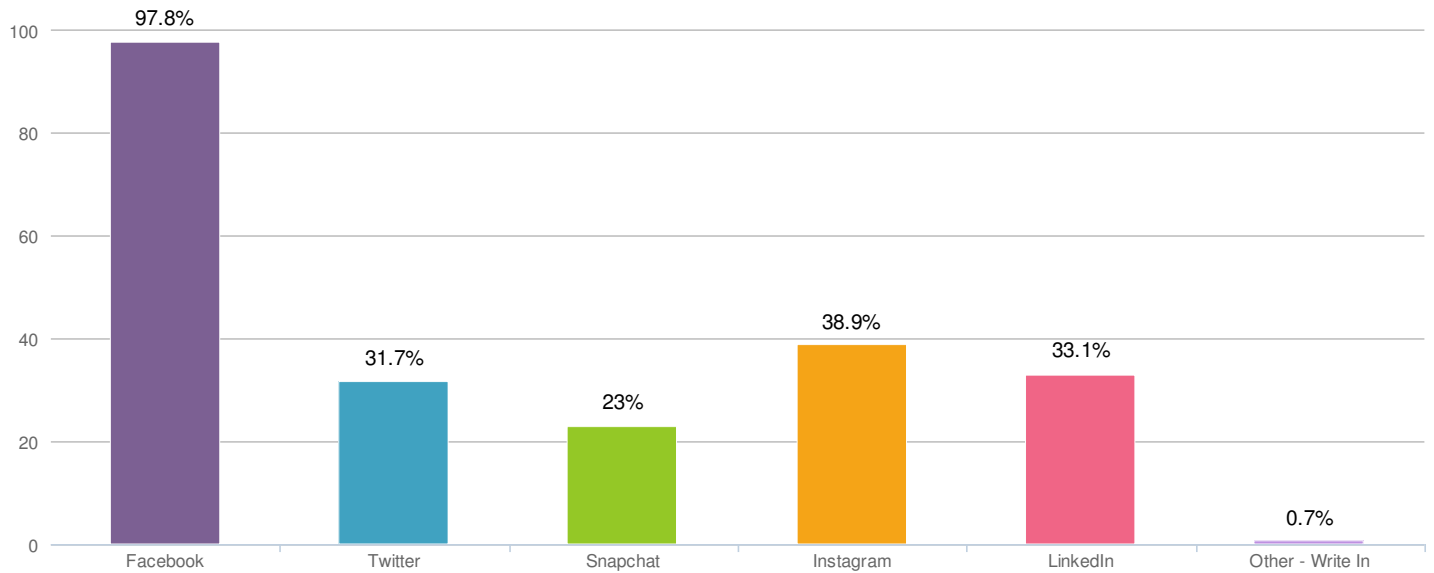
Value	Percent	Count
No	91.5%	140
Yes, Board member	1.3%	2
Yes, Employee	3.9%	6
Yes, Contractor	2.6%	4
Contractor	0.7%	1
Total		153

17. Where do you access the internet? Check all the apply.



Value	Percent	Count
Mobile device	71.5%	108
At home	87.4%	132
At work	51.7%	78
At a community facility	6.0%	9
Total		151

18. Do you (or anyone in your household) use any social media apps?



Value	Percent	Count
Facebook	97.8%	136
Twitter	31.7%	44
Snapchat	23.0%	32
Instagram	38.9%	54
LinkedIn	33.1%	46
Strava	0.0%	0
Other - Write In	0.7%	1
Total		139

Responses "Other - Write In"	Count
Left Blank	154
no social media apps	1