



# DIAGNOSTIC GOVERNANCE & SERVICE DELIVERY STUDY

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## *Appendix F: Survey Results*



# CCRD Governance Study – Survey Results

Total Respondents = 50

## Question 1 | Please indicate whether you have reviewed the governance study *Fact Sheets*.

Response	Chart	Percentage	Count
I have reviewed all of the <i>Fact Sheets</i>		29.2%	14
I have reviewed some of the <i>Fact Sheets</i>		41.7%	20
I have not reviewed any of the <i>Fact Sheets</i>		29.2%	14
		<b>Total Responses</b>	<b>48</b>

## Question 2 | Which Central Coast community or area do you live in or closest to?

Response	Chart	Percentage	Count
Bella Bella		0.0%	0
Denny Island		20.0%	10
Firvale		4.0%	2
Nusatsum		10.0%	5
Ocean Falls		8.0%	4
Bella Coola		16.0%	8
4 Mile Village		0.0%	0
Hagensborg		28.0%	14
Oweekeno		0.0%	0
Other (please indicate)		14.0%	7
		<b>Total Responses</b>	<b>50</b>

### Question 2 | Other (please indicate)

#	Response
1.	Salloompt
2.	Victoria BC
3.	None
4.	Gibsons
5.	Kelowna
6.	Mission
7.	United Kingdom



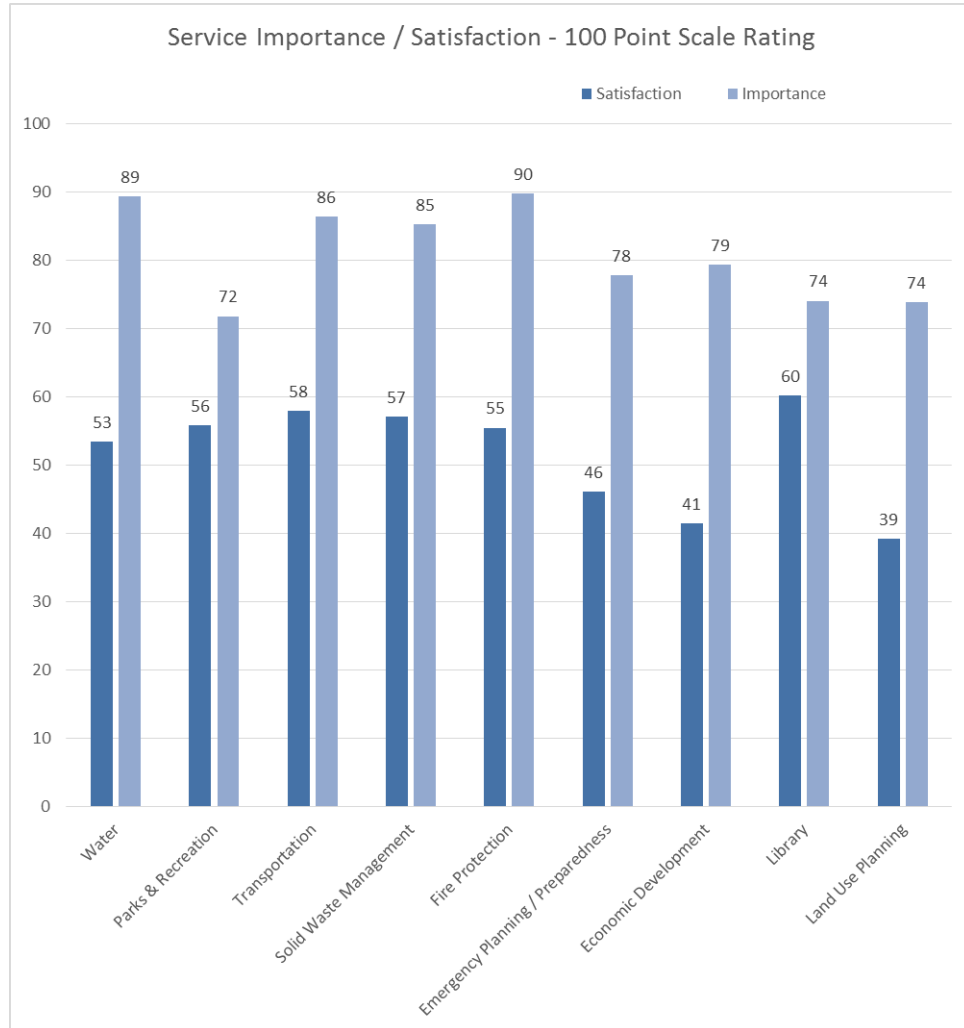
**Question 3** | The CCRD provides a variety of services throughout the region (e.g. economic development, library and emergency planning), and provides others to specific areas within the region. Depending on where you live, you may receive the services listed below from the CCRD, another service provider, or you may not receive them at all. How would you rate those services that you currently receive? First, please indicate how important each service is to you, then indicate how satisfied you are with each service. Where you do not receive the service, just circle N/A.

### Service Importance

	Very Important	Important	Neutral	Slightly Important	Not Important At All	Not Applicable	Total Responses
Water	18 (47.4%)	2 (5.3%)	1 (2.6%)	0 (0.0%)	1 (2.6%)	16 (42.1%)	38
Parks & Recreation	11 (29.7%)	20 (54.1%)	2 (5.4%)	1 (2.7%)	2 (5.4%)	1 (2.7%)	37
Transportation (Airports)	22 (59.5%)	10 (27.0%)	3 (8.1%)	0 (0.0%)	0 (0.0%)	2 (5.4%)	37
Solid Waste	20 (52.6%)	12 (31.6%)	1 (2.6%)	0 (0.0%)	1 (2.6%)	4 (10.5%)	38
Fire Protection	20 (54.1%)	7 (18.9%)	1 (2.7%)	0 (0.0%)	0 (0.0%)	9 (24.3%)	37
Emergency Planning	15 (39.5%)	16 (42.1%)	2 (5.3%)	1 (2.6%)	1 (2.6%)	3 (7.9%)	38
Economic Development	18 (47.4%)	13 (34.2%)	4 (10.5%)	2 (5.3%)	0 (0.0%)	1 (2.6%)	38
Library	11 (28.9%)	17 (44.7%)	6 (15.8%)	1 (2.6%)	0 (0.0%)	3 (7.9%)	38
Land Use Planning	13 (34.2%)	14 (36.8%)	5 (13.2%)	3 (7.9%)	0 (0.0%)	3 (7.9%)	38
Response Tally	148 (44%)	111 (33%)	25 (7%)	8 (2%)	5 (1%)	42 (13%)	339

### Service Satisfaction

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Total Responses
Water	4 (10.8%)	7 (18.9%)	2 (5.4%)	3 (8.1%)	4 (10.8%)	17 (45.9%)	37
Parks & Recreation	4 (11.1%)	10 (27.8%)	11 (30.6%)	8 (22.2%)	1 (2.8%)	2 (5.6%)	36
Transportation (Airports)	5 (13.5%)	14 (37.8%)	8 (21.6%)	5 (13.5%)	3 (8.1%)	2 (5.4%)	37
Solid Waste	5 (13.5%)	11 (29.7%)	7 (18.9%)	8 (21.6%)	2 (5.4%)	4 (10.8%)	37
Fire Protection	2 (5.7%)	9 (25.7%)	9 (25.7%)	3 (8.6%)	2 (5.7%)	10 (28.6%)	35
Emergency Planning	1 (2.7%)	7 (18.9%)	14 (37.8%)	7 (18.9%)	4 (10.8%)	4 (10.8%)	37
Economic Development	2 (5.4%)	6 (16.2%)	10 (27.0%)	10 (27.0%)	6 (16.2%)	3 (8.1%)	37
Library	5 (14.3%)	12 (34.3%)	9 (25.7%)	2 (5.7%)	2 (5.7%)	5 (14.3%)	35
Land Use Planning	0 (0.0%)	3 (8.1%)	14 (37.8%)	12 (32.4%)	4 (10.8%)	4 (10.8%)	37
Response Tally	28 (9%)	79 (24%)	84 (25%)	58 (18%)	28 (8%)	51 (16%)	328



See Appendix I for results by area (Bella Coola Valley, Denny Island and Ocean Falls).

**Question 4 |** What suggestions or ideas do you have for improving the services that you currently receive?

Common themes included suggestions related to drinking water management, land use planning, transportation and emergency planning. Full text answers are attached in Appendix II.



**Question 5 |** What do you think are the top three local government service issues facing your community? (see Appendix III for full text of Question 5 answers)

**Top 3 Most Commonly Mentioned Topics/Themes** (full text answers may be viewed in the Appendix)

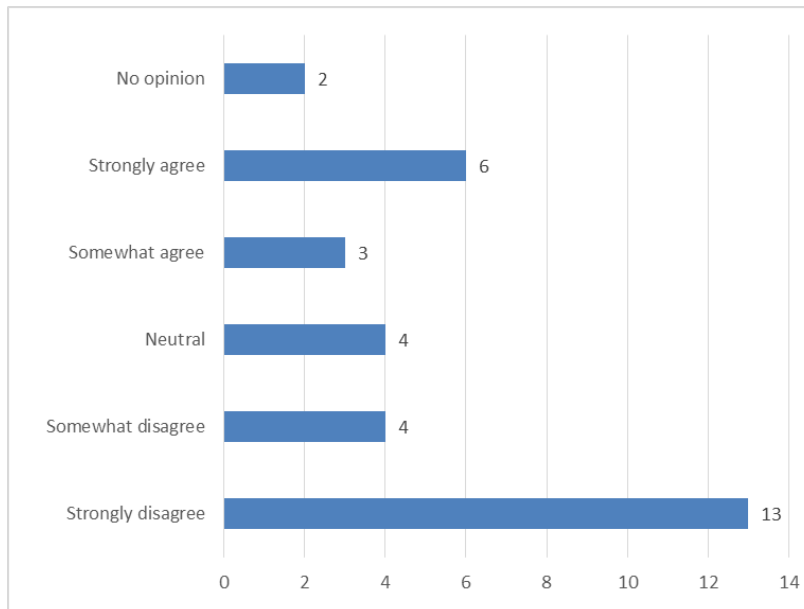
Topic / Theme	# of Mentions
Infrastructure maintenance, renewal & responsibility (water, sewer, roads, etc.)	11
Transportation Issues (ferry/airport services)	9
Economic Development and Employment	8

**Question 6 |** What services, if any, does your community not receive that you think are needed? Who should provide them?

Full text answers by area / community are attached in Appendix IV.

**Question 7 |** Rate the following statements:

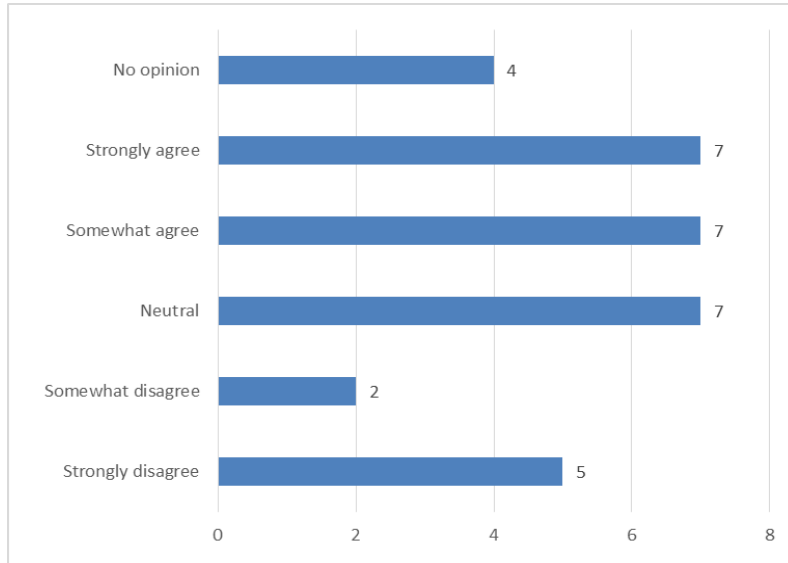
My electoral area is adequately represented under the current CCRD governance structure (e.g. 5 electoral areas, each represented by 1 area director elected by voters)





## Question 7 Continued

CCRD committees and commissions involve the community in governance and service delivery. More committees and/or commissions should be created in the CCRD to advise on services.



See Appendix V for results by area (Bella Coola Valley, Denny Island and Ocean Falls).

## Question 8 | What suggestions, if any, do you have to improve the CCRD governance structure?

The majority of responses to this question had to do with representation and regional / electoral area boundaries. Full text answers are attached in Appendix VI.



### Question 9 | For which existing services, if any, would you like to see greater collaboration?

Response	Chart	Percentage	Count
Water		66.7%	20
Economic Development		60.0%	18
Emergency Planning		66.7%	20
Parks & Recreation		53.3%	16
Airports		30.0%	9
Library		16.7%	5
Solid Waste Management		50.0%	15
Fire Protection		33.3%	10
Land Use Planning		40.0%	12
Other (please specify): Roads; tourism		6.7%	2
<b>Total Responses</b>			<b>30</b>

### Question 10 | The following are some of the most common reasons for collaboration between service providers. Which of the reasons listed, in your opinion, are the two most important?

	Choice 1	Choice 2	Total Responses
Shared Resources	3 (37.5%)	5 (62.5%)	8
Improved Relationships	4 (28.6%)	10 (71.4%)	14
Cost Savings	2 (40.0%)	3 (60.0%)	5
Access to Funding (Provincial / Federal Grants or Borrowing)	12 (70.6%)	5 (29.4%)	17
Increased Efficiency (Reduce Duplication)	6 (60.0%)	4 (40.0%)	10

### Question 11 | Please share any examples or types of collaboration you would like to see and by whom.

Please refer to full text answers in Appendix VII.

### Question 12 | Is there anything else that you wish to share regarding local services or governance in the CCRD?

Please refer to full text answers in Appendix VIII.



## Appendix I – Results by Area for Question 3

*QUESTION: The CCRD provides a variety of services throughout the region (e.g. economic development, library and emergency planning), and provides others to specific areas within the region. Depending on where you live, you may receive the services listed below from the CCRD, another service provider, or you may not receive them at all. How would you rate those services that you currently receive? First, please indicate how important each service is to you, then indicate how satisfied you are with each service. Where you do not receive the service, just circle N/A.*

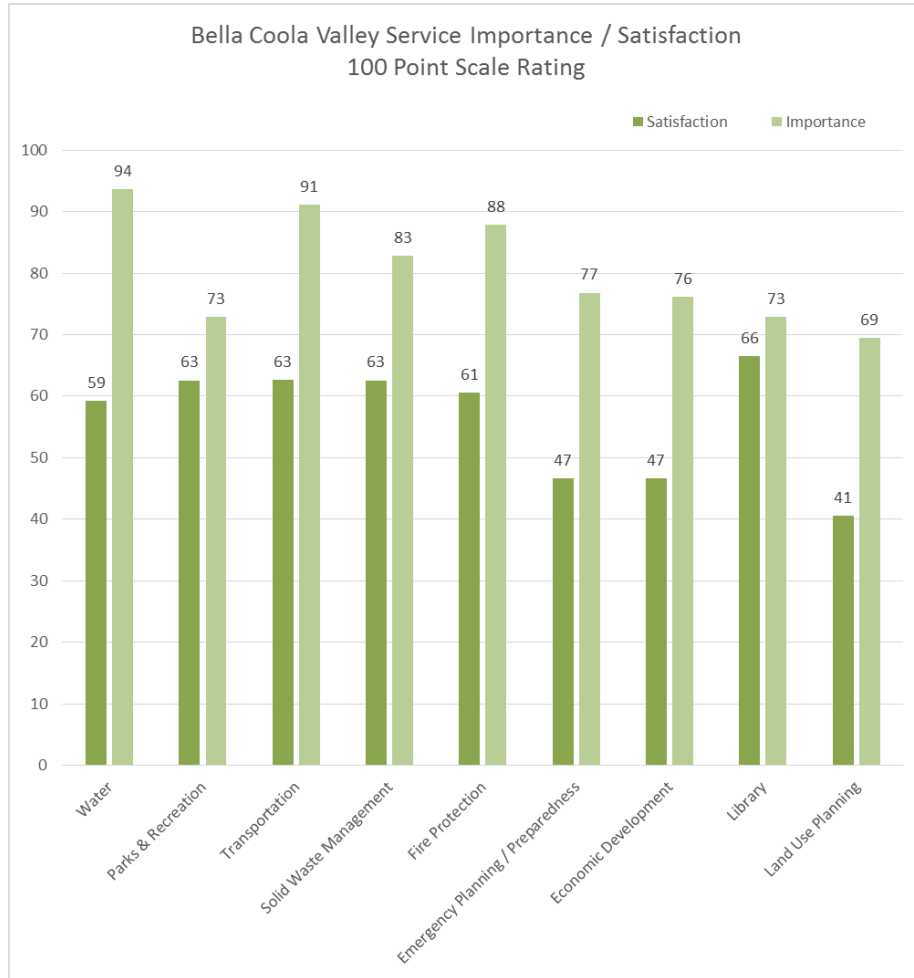




## Bella Coola Valley Respondents (*Firvale, Nusatsum, Salloompt, Bella Coola & Hagensborg*)

	Very Important	Important	Neutral	Slightly Important	Not Important At All	Not Applicable	Total Responses
Water	11 (44.0%)	1 (4.0%)	1 (4.0%)	0 (0.0%)	0 (0.0%)	12 (48.0%)	25
Parks & Recreation	7 (28.0%)	16 (64.0%)	1 (4.0%)	0 (0.0%)	1 (4.0%)	0 (0.0%)	25
Transportation (Airports)	18 (75.0%)	5 (20.8%)	1 (4.2%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	24
Solid Waste Management	14 (56.0%)	10 (40.0%)	0 (0.0%)	0 (0.0%)	1 (4.0%)	0 (0.0%)	25
Fire Protection	12 (48.0%)	7 (28.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	6 (24.0%)	25
Emergency Planning	11 (44.0%)	11 (44.0%)	1 (4.0%)	1 (4.0%)	1 (4.0%)	0 (0.0%)	25
Economic Development	10 (40.0%)	11 (44.0%)	2 (8.0%)	2 (8.0%)	0 (0.0%)	0 (0.0%)	25
Library	7 (28.0%)	14 (56.0%)	3 (12.0%)	1 (4.0%)	0 (0.0%)	0 (0.0%)	25
Land Use Planning	7 (28.0%)	11 (44.0%)	4 (16.0%)	3 (12.0%)	0 (0.0%)	0 (0.0%)	25
Response Tally	97 (43%)	86 (38%)	13 (6%)	7 (3%)	3 (1%)	18 (8%)	224

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Total Responses
Water	4 (16.7%)	3 (12.5%)	1 (4.2%)	3 (12.5%)	2 (8.3%)	11 (45.8%)	24
Parks & Recreation	4 (16.7%)	10 (41.7%)	5 (20.8%)	5 (20.8%)	0 (0.0%)	0 (0.0%)	24
Transportation (Airports)	5 (20.8%)	11 (45.8%)	3 (12.5%)	3 (12.5%)	2 (8.3%)	0 (0.0%)	24
Solid Waste Management	5 (20.8%)	10 (41.7%)	3 (12.5%)	5 (20.8%)	1 (4.2%)	0 (0.0%)	24
Fire Protection	2 (8.7%)	9 (39.1%)	4 (17.4%)	2 (8.7%)	1 (4.3%)	5 (21.7%)	23
Emergency Planning	1 (4.2%)	6 (25.0%)	9 (37.5%)	5 (20.8%)	3 (12.5%)	0 (0.0%)	24
Economic Development	2 (8.0%)	6 (24.0%)	8 (32.0%)	5 (20.0%)	4 (16.0%)	0 (0.0%)	25
Library	5 (21.7%)	11 (47.8%)	5 (21.7%)	1 (4.3%)	1 (4.3%)	0 (0.0%)	23
Land Use Planning	0 (0.0%)	3 (12.0%)	11 (44.0%)	8 (32.0%)	3 (12.0%)	0 (0.0%)	25
Response Tally	28 (13%)	69 (32%)	49 (23%)	37 (17%)	17 (8%)	16 (7%)	216

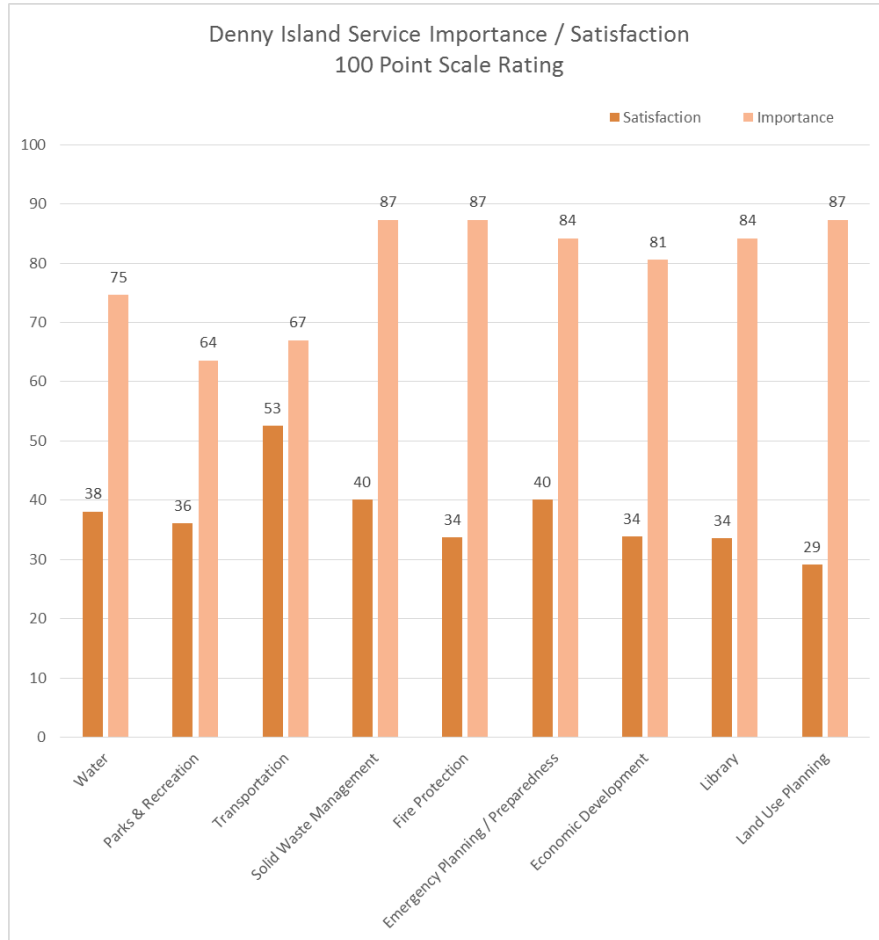




## Denny Island Respondents

	Very Important	Important	Neutral	Slightly Important	Not Important At All	Not Applicable	Total Responses
Water	3 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	2 (33.3%)	6
Parks & Recreation	2 (33.3%)	2 (33.3%)	1 (16.7%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	6
Transportation (Airports)	1 (16.7%)	3 (50.0%)	2 (33.3%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	6
Solid Waste Management	3 (50.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	2 (33.3%)	6
Fire Protection	3 (50.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	2 (33.3%)	6
Emergency Planning	3 (50.0%)	1 (16.7%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	6
Economic Development	3 (50.0%)	2 (33.3%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	6
Library	3 (50.0%)	1 (16.7%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	1 (16.7%)	6
Land Use Planning	3 (50.0%)	0 (0.0%)	1 (16.7%)	0 (0.0%)	0 (0.0%)	2 (33.3%)	6
Response Tally	24 (44%)	9 (17%)	9 (17%)	0	2 (3%)	10 (19%)	54

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Total Responses
Water	0 (0.0%)	1 (14.3%)	1 (14.3%)	0 (0.0%)	1 (14.3%)	4 (57.1%)	7
Parks & Recreation	0 (0.0%)	0 (0.0%)	3 (42.9%)	2 (28.6%)	1 (14.3%)	1 (14.3%)	7
Transportation (Airports)	0 (0.0%)	2 (28.6%)	4 (57.1%)	1 (14.3%)	0 (0.0%)	0 (0.0%)	7
Solid Waste Management	0 (0.0%)	1 (14.3%)	2 (28.6%)	1 (14.3%)	1 (14.3%)	2 (28.6%)	7
Fire Protection	0 (0.0%)	0 (0.0%)	2 (28.6%)	0 (0.0%)	1 (14.3%)	4 (57.1%)	7
Emergency Planning	0 (0.0%)	0 (0.0%)	4 (57.1%)	0 (0.0%)	1 (14.3%)	2 (28.6%)	7
Economic Development	0 (0.0%)	0 (0.0%)	2 (28.6%)	2 (28.6%)	1 (14.3%)	2 (28.6%)	7
Library	0 (0.0%)	0 (0.0%)	2 (28.6%)	1 (14.3%)	1 (14.3%)	3 (42.9%)	7
Land Use Planning	0 (0.0%)	0 (0.0%)	1 (14.3%)	2 (28.6%)	1 (14.3%)	3 (42.9%)	7
Response Tally	0	4 (6%)	21 (33%)	9 (14%)	8 (13%)	21 (33%)	63

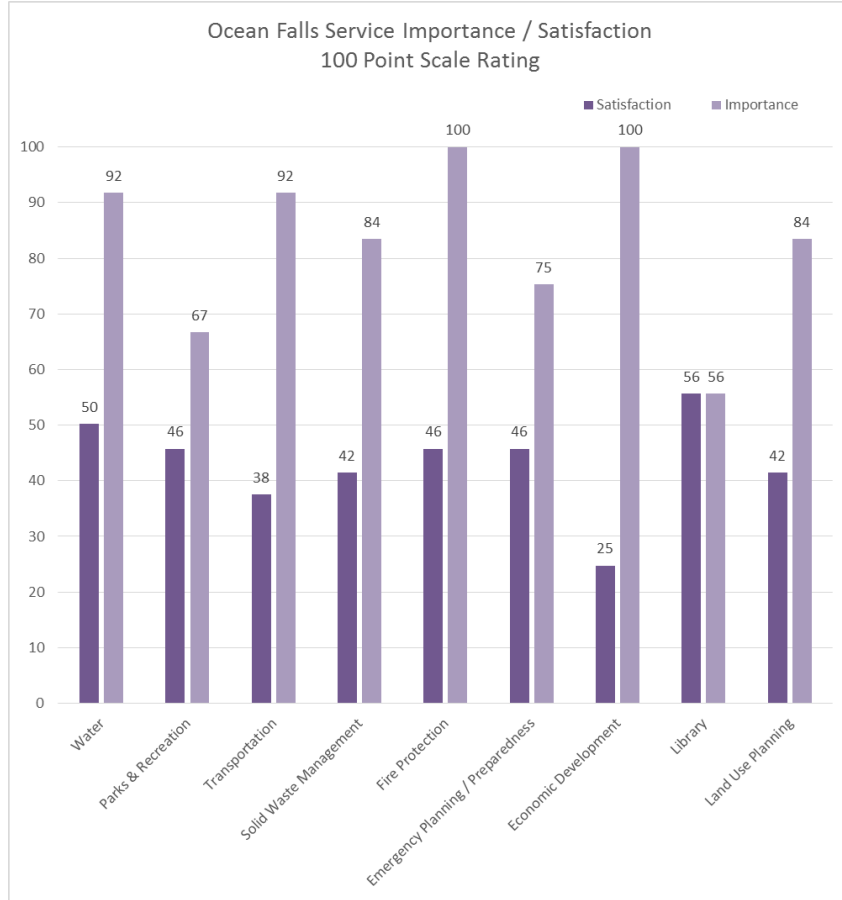




## Ocean Falls Respondents

	Very Important	Important	Neutral	Slightly Important	Not Important At All	Not Applicable	Total Responses
Water	3 (75.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	4
Parks & Recreation	1 (25.0%)	2 (50.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	4
Transportation (Airports)	3 (75.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	4
Solid Waste Management	2 (50.0%)	2 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	4
Fire Protection	4 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	4
Emergency Planning	1 (25.0%)	3 (75.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	4
Economic Development	4 (100.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	4
Library	0 (0.0%)	1 (25.0%)	2 (50.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	4
Land Use Planning	2 (50.0%)	2 (50.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	0 (0.0%)	4
Response Tally	20 (56%)	12 (33%)	2 (6%)	1 (3%)	0	1 (3%)	36

	Very Satisfied	Satisfied	Neutral	Dissatisfied	Very Dissatisfied	Not Applicable	Total Responses
Water	0 (0.0%)	3 (75.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	0 (0.0%)	4
Parks & Recreation	0 (0.0%)	0 (0.0%)	3 (75.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	4
Transportation (Airports)	0 (0.0%)	1 (25.0%)	1 (25.0%)	1 (25.0%)	1 (25.0%)	0 (0.0%)	4
Solid Waste Management	0 (0.0%)	0 (0.0%)	2 (50.0%)	2 (50.0%)	0 (0.0%)	0 (0.0%)	4
Fire Protection	0 (0.0%)	0 (0.0%)	3 (75.0%)	1 (25.0%)	0 (0.0%)	0 (0.0%)	4
Emergency Planning	0 (0.0%)	1 (25.0%)	1 (25.0%)	2 (50.0%)	0 (0.0%)	0 (0.0%)	4
Economic Development	0 (0.0%)	0 (0.0%)	0 (0.0%)	3 (75.0%)	1 (25.0%)	0 (0.0%)	4
Library	0 (0.0%)	1 (25.0%)	2 (50.0%)	0 (0.0%)	0 (0.0%)	1 (25.0%)	4
Land Use Planning	0 (0.0%)	0 (0.0%)	2 (50.0%)	2 (50.0%)	0 (0.0%)	0 (0.0%)	4
Response Tally	0	6 (17%)	14 (39%)	12 (33%)	3 (8%)	1 (3%)	36





## Appendix II – Full Text Responses for Question 4

*Survey Question: What suggestions or ideas do you have for improving the services that you currently receive?*



#	Response	Area / Community
<i>*Bella Coola Valley includes respondents from Bella Coola, Hagensborg, Firvale, Salloompt and Nusatsum</i>		
1.	The CCRD is largely invisible, both in its presence and in its support, here on Denny Island	Denny Island
2.	Emergency Planning has been neglected for a number of years, not a position the CAO should be in. A new emergency planner needs to be hired - we are always just a rainstorm away from the next disaster. What happened to the Agriculture Advisory Committee?	Bella Coola Valley
3.	I feel very uninformed about the services we receive. It seems like many of the services are only available in Bella Coola. I have been trying to get support with land use planning and it is very hard to do it from such a distance and the response time is very slow. Many of the services that were in the previous page are not provided for Denny Island residents, except in some cases for those that live in Shearwater housing provided by the resort company.	Denny Island
4.	As the only local government with access to funding, CCRD should be taking a lead role in compliance to the OFC Playbook, and training for the volunteer firemen in all fire departments in the valley. They could do this by organizing and funding Train the Trainer training for one volunteer from each fire department.	Bella Coola Valley
5.	Ocean Falls falls within the Regional district and has had very little support from this CCRD. Set up improved communications between the OFID and the CCRD.	Ocean Falls
6.	Incorporation of our island similar to this ( <a href="http://www.islandstrust.bc.ca/">http://www.islandstrust.bc.ca/</a> ) and what Salts Spring Island is doing ( <a href="http://www.ssiincorporationstudy.com/wp-content/uploads/2015/07/Governance-study-2013-fact-sheet-2.pdf">http://www.ssiincorporationstudy.com/wp-content/uploads/2015/07/Governance-study-2013-fact-sheet-2.pdf</a> ) Removing Denny Island from the CCRD .	Denny Island
7.	- Airport: The terminal building is desperate for attention; even the Fact Sheet seems to overlook its existence. - Economic Development: Insufficient. Dedicated staff is too stretched out; hire more people. - Emergency Management: No attention to emergency management in my area. Apparently, there is money for it: Fact Sheet says \$26,000 of the original EMBC grant remains unspent in the CCRD's Emergency Initiatives budget. The CCRD is considering returning the funds to the Province. Keep the funds and put them to good use in CCRD communities outside Bella Coola. - What could improve our services? CCRD Board and staff taking at least minor but honest interest in really delivering them to the communities outside Bella Coola.	Denny Island
8.	I think that the problem has always been communication and transparency with the rate payers. The public needs to know where the monies are being spent.	Bella Coola Valley
9.	My husband and I live on Denny Island part time. We have a cleared two acre property with three buildings. We rent accommodation during the Discovery Coast run to visitors and tourists. I appreciate the efforts of the CCRD (excellent web site). This is a very remote area and we do not really have any expectations about services at this time. We note the roads were worked on in September and that is much appreciated as they are washing away near our property and are very dangerous. We have not seen the improvements yet. Residents would definitely benefit from a public barge brow and dock access on Denny Island (not on Shearwater property). I would like to see more in-depth transparency on the web site as to where grant money goes and for what purposes.	Denny Island
10.	1) provision of potable water - we are served by HWD. 2) better rep on the CCRD for lower Bella Coola - the restructure study that was done some years ago would provide rep to the Nuxalk Nation as well as a rep elected by the residents of my electoral area off reserve.	Bella Coola Valley
11.	Way too early for me to answer this question, given that I live in a location in the valley that just receives the generic CCRD-wide services. Pointless to just throw out suggestions without more information on analysis of "issues" related to the service and realistic options for improving. Generically, my impression is that most services suffer from 1. lack of professional expertise 2. lack of proper planning and 3. lack of adequate \$ or creative alternatives to more \$.	Bella Coola Valley





12.	Stop deflecting with respect to important issues (Hagensborg Water, for example). Address the lack of competence in land use planning services. Take responsibility for emergency management, instead of abdicating in favour of the Province. Address the lack of representation for taxpayers - directors do not represent First Nations bands; they SHOULD represent tax payers. Pursue meaningful economic development initiatives, such as functional cell phone coverage, instead of focusing so much on "Love Central Coast". Central Coast residents already buy local. Respect the democratic process and stop making political appointments. Hire an independent consultant who might actually expose corruption in local government.	Bella Coola Valley
13.	-Better service for road upkeep-better consultation with Interior Roads. -The Ocean Falls Improvement District receives none of the taxes paid by the two companies in town (Boralex and Marine Harvest) -Infrastructure upkeep and replacement-as the town is old, the water lines and sewer lines are in a precarious state and the OFID doesn't have the funds to replace old lines.	Ocean Falls
14.	The "share shed" at the landfill needs to be expanded and placed in a better location; as well, it needs a person to keep it sorted out and in some form of order to prevent the items from being cleared out and taken into the landfill itself. The fire protection service needs to be better known by the people living in the areas of the fire station as well as what to do in case of a house fire. Land use planning should be of utmost importance. To further clear land for housing or other infrastructure, instead of encouraging people who are sitting on houses that need repair/upgrades to make them sellable, should occur. It's way too easy to just subdivide and let the valley fragment into small parcels while families hang onto the junk parcels that need to be cleaned up--including the ones still remaining from the 2000 flood like the one near the Walker Island turnoff and the Bay Hotel.	Bella Coola Valley
15.	There has been no money spent other than through the OFID which has very limited fund. Multiple water and sewer leaks in town. Need to fund repair and update services	Ocean Falls
16.	Get some people on the regional district board who aren't racist against white people!	Bella Coola Valley
17.	Less administrative "jumble"	Bella Coola Valley
18.	BC ferries continues to be important as this is the only connection out of the community and we often can not reserve a spot to get out of the community - ie all summer due to tourist traffic we cannot make a reservation to leave.	Denny Island
19.	Take over the Hagensborg Water District.	Bella Coola Valley
20.	larger ferry, more often	Ocean Falls
21.	Land Use Planning - More transparency required. When advertising public hearings, actual purpose of rezoning should be stated (not to rezone to another zone) ie for the purpose of a 4 lot residential subdivision, or for the purpose of a retail store, hotel, etc ... Transportation - To go back to (create) advisory committee for Bella Coola Valley Airport to provide additional input so not so polarized and not having to hire consultants for everything. General Operations - Somehow the CCRD has to engage the apathetic electors to make them aware of and get them interested in the events/decisions being made on their behalf by the Board. Unfortunately the populace seems to be reactionary versus proactive.	Bella Coola Valley
22.	A conceptual plan for use of land, water and resources that looks out 20 plus years; looking at trends, needs and outside (of the valley) influences both positive and negative. This will enable the district to prepare for the future, be used as a lobbying tool and to look for partners both for support and dollars.	Bella Coola Valley0
23.	I think the CCRD should take over the Hagensborg Water District. People in the area are very dissatisfied with the current system.	Bella Coola Valley
24.	Consolidation of water services in Valley.	Bella Coola Valley



## Appendix III – Full Text Responses for Question 5

*Survey Question: What do you think are the top three local government service issues facing your community?*



## Question 5 | Issue #1

#	Response	Area / Community
1.	Airport transportation - affordability	Bella Coola Valley
2.	Representation on the CCRD	Denny Island
3.	keeping property taxes from increasing	Other
4.	Emergency Planning	Bella Coola Valley
5.	Drinking water- as far as I know, there is no drinking water provided or tested for homes on Denny Island outside of the business of Shearwater. Other major safety and health concerns are lack of fire protection, emergency services and disaster preparedness.	Denny Island
6.	Cost of compliance to safety requirements under the Drinking Water Protection Act and Bill 4, Fire Safety Act.	Bella Coola Valley
7.	Water, water treatment and infrastructure which are costing the OFID 65 % of the budget to maintain without much support from Government.	Ocean Falls
8.	Roads and infrastructure development	Denny Island
9.	CCRD's Bella Coola Valley-centric approach	Denny Island
10.	Seniors services	
11.	Ferry service! I realize this is not directly controlled by the government but it is a huge problem for residents.	Denny Island
12.	Restructuring (to provide better rep to all areas)	Bella Coola Valley
13.	Land use planning, including bylaws and enforcement capability.	Bella Coola Valley
14.	Lack of functional cell phone service, which severely limits the ability to conduct business in the region.	Bella Coola Valley
15.	infrastructure-see above	Ocean Falls
16.	A regular ferry to provide a third way for people to enter and exit the valley--a ferry that is actually comfortable with good connections and timeframes for arrival.	Bella Coola Valley
17.	Community development and ec dev- sustainable development	Bella Coola Valley
18.	Airport	Bella Coola Valley
19.	Very little support	Ocean Falls
20.	The Nusatsum River needs to be dealt with to prevent future flooding of homes nearby.	Bella Coola Valley
21.	Economic development	Bella Coola Valley
22.	Focus, rather than pretending to do everything...choose a couple of important areas and do them properly and efficiently	Bella Coola Valley
23.	Co-ordination of service delivery throughout the Bella Coola Valley.	Bella Coola Valley
24.	ferry service, larger ferry operating servicing the area with more sailings and longer season	Ocean Falls
25.	General Operations - It is my understanding there is no taxation limit for General Operations and this is a concern looking forward as staffing evolves.	Bella Coola Valley



26.	Jobs	Bella Coola Valley
27.	the need to have by-laws with enforcement. For example, a noise by-law.	Bella Coola Valley
28.	Boundary changes.	Bella Coola Valley

## Question 5 | Issue #2

#	Response	Area / Community
1.	Taxation and representation	Bella Coola Valley
2.	Services need to be provided...esp water, waste and recycling	Denny Island
3.	wildlife management	Other
4.	Land Use Planning - Official Community Plan	Bella Coola Valley
5.	Land use- many property lots, mine included, do not have road access or Hydro power and this is very challenging to live with. The issue is made more difficult because of the cost of installing road and Hydro poles combined with the very high rate of absentee land-owners, so that those who live here would have to pay an unfairly high proportion of the costs. There seem to be no regulations about property owners making any improvements to their property, leaving many properties in the hands of absentee land-owners and it is very hard for locals to find a home to rent or buy.	Denny Island
6.	Support for direct access to capital funding for the Improvement Districts.	Bella Coola Valley
7.	Sewers, sewer treatment and infrastructure which is costing the OFID 20 % of the budget to maintain without much support from Government.	Ocean Falls
8.	Waste Management that encourages all people living in the area to participate.	Denny Island
9.	Lack of representation at the CCRD table	Denny Island
10.	Youth services	Bella Coola Valley
11.	Potable Water (take over resp. from HWD)	Bella Coola Valley
12.	Economic development strategy related to #1.	Bella Coola Valley
13.	Lack of representation and accountability for both elected officials and staff.	Bella Coola Valley
14.	small tax base=little or no money to keep town running.	Ocean Falls
15.	Land use planning, which includes where to put tourists should the ferry actually come through that has been promised.	Bella Coola Valley
16.	Landfill- space, need better waste reduction	Bella Coola Valley
17.	Land use	Bella Coola Valley
18.	No dialogue with government	Ocean Falls
19.	Water expense	Bella Coola Valley
20.	Downsize the admin...too much money is wasted on admin finding reasons for there to be more admin	Bella Coola Valley
21.	Higher level of cooperation and cost-sharing of services with the Nuxalk Band.	Bella Coola Valley
22.	air transportation, need more flights	Ocean Falls



23.	Solid Waste Management - Public Support - ie getting the mainstream population on-side by supporting the Multi-Material Program and re-cycling.	Bella Coola Valley
24.	Jobs	Bella Coola Valley
25.	the need to have a map of the area with all named roads, a map of ownership and where there is public access to the river and its creeks. This map can be free or be purchased. Its use would be by newcomers to the valley, people considering living here and for those who live here, know where their property lines are in relationship to those around them	Bella Coola Valley
26.	One electoral area in the Valley, 3 reps.	Bella Coola Valley

### Question 5 | Issue #3

#	Response	Area / Community
1.	Swimming pool - ageing infrastructure, affordability, user pay	Bella Coola Valley
2.	communication....the CCRD has gone to war with our Chamber of Commerce....isolating itself in Bella Coola and declining to respond to any and all requests for information and explanations	Denny Island
3.	accountability from CCRD	Other
4.	Townsite Beautification	Bella Coola Valley
5.	Parks and recreation- many community members have talked about access to trail networks and other healthy ways to spend time but even though the issue keeps coming up, there is still very little access to wilderness areas. The recreation committee seems to have fallen by the wayside and many organized events cater to Shearwater business and their employees rather than the whole community.	Denny Island
6.	CCRD does not collaborate with the Improvement District's within their boundary, which are also local governments but each autonomous. Thus they end up with community plans and economic development plans that draw on the services of the ID's without consulting with the ID to determine if the service can be provided (ie: service line is too small to provide for irrigation of farms and gardens). And without direct access to funding the ID can't address the problem.	Bella Coola Valley
7.	Transportation support, funding to provide a land based airstrip and upgrade the present float plane ramp which supports the local area for access and safety.	Ocean Falls
8.	More wells for drinking water through out the island	Denny Island
9.	CCRD staff's negative attitude and animosity towards Denny Island	Denny Island
10.	economic development	Bella Coola Valley
11.	Emergency Services - always important!	Bella Coola Valley
12.	CCRD community relationship engagement with the people they are supposed to serve.	Bella Coola Valley
13.	Deflection of important issues, in favour of more benign, easier, and politically palatable issues.	Bella Coola Valley
14.	Working with the Nuxalk nation to get the reserve cleaned up and maintain some form of acceptable cleanliness of the townsite. Tourists are fairly surprised to have such a beautiful valley here filled with such crappy houses, garbage, dogs, etc. That goes for the	Bella Coola Valley



	non-native side of Bella Coola too.	
15.	Dikes/emergency management	Bella Coola Valley
16.	Very little funding even though there is a fairly large tax base generated In Ocean Falls	Ocean Falls
17.	Land taxes	Bella Coola Valley
18.	Seeking a higher level of community on strategic priorities.	Bella Coola Valley
19.	hill needs some more improvements	Ocean Falls
20.	Economic Development - this is basically non-existent beyond seasonal tourism-based jobs here and there. As long as the community remains opposed to resource based jobs, there will be no major economic development in this region as was prevalent prior to about 1995.	Bella Coola Valley
21.	Jobs	Bella Coola Valley
22.	Getting ready for the potential increase of visitors if the new ferry and route actual happens.	Bella Coola Valley
23.	Closer relation with all First Nations.	Bella Coola Valley



## Appendix IV – Results by Area for Question 6

*Survey Question: What services, if any, does your community not receive that you think are needed?  
Who should provide them?*



## Bella Coola Valley Respondents (Firvale, Nusatsum, Salloompt, Bella Coola & Hagensborg)

#	Response
1.	None.
2.	We need a rec centre
3.	Building Permits. I believe it is time for some strong leadership for development in the valley.
4.	Fair representation on the CCRD board. 1. Right now the population of C is 588, Area D is 1234, and Area E is only 95. If the Nuxalk Nation was moved to Area E, the population for Area D would be almost 400 and Area E would be about 950. If Area C was combined with Area D, the population of C/D would be just over 950 and Area E would be just under 950. Not only would the vote be representative of a more proportionate population, the area's would better align with priorities of the community members. Case in point: The current Area D director has declared he only speaks for the Nuxalk Nation though he represents the entire community of Hagensborg as well. This results is no representation on the CCRD board for issues in Hagensborg unless they align with issues elsewhere.
5.	1. Water - initiate discussions with HWD with a view towards assuming resp. for providing potable water - right now this is not being supplied...
6.	A more robust and comprehensive suite of land use planning services, including bylaws (including enforcement capability) to actually deal with issues (especially environmental and social that we face and that will determine our quality of life in the future.
7.	Waterworks, Heritage, Cemeteries
8.	Some form of bylaws that are enforceable against roaming dogs and barking dogs, and which look at animal welfare. In some locations, such as Allison Road, dogs that are chained up bark 24/7.
9.	Community development- CCRD + Nuxalk Nation
10.	Need a rec centre.
11.	Given our small population and limited tax base, I think we are very well-served already.
12.	Curbside recycling pick-up - provided privately with the support of the CCRD and Nuxalk Nation local governments.
13.	Bus to Williams Lake, which could be public or commercial.

## Denny Island Respondents

#	Response
1.	Water for the non SW population of Denny Island Support for the landfill, more so for recycling Recreation...heavy hand of the CCRD has left this a mess
2.	Support services- there is little to no communication between regular residents of Denny Island and the local government, which seems focused on Bella Coola. I have never heard of support services for elders, social issues, health, child protection, etc. in our community. One of my elderly neighbours requires support to access services in Bella Bella (hospital, etc.) and I have no idea what is available for them. I am sure that is not the only case on our island, just one I am aware of.  We also have no banking services or access to credit union, insurance office, etc. If these services are available in our region, I believe they should be offered to us as well, maybe with periodic visits from the branches on the mainland.  As mentioned above, fire protection, emergency services and disaster preparedness services are other areas that don't appear to be in place. The lack of fire protection makes home insurance costs astronomically high.
3.	Solid waste is more supported by the community and local business than the CCRD





Fire & Emergency - Supported and paid for more by the local businesses than the CCRD  
 Transportation - Are having problems getting roads worked on and completed. As far as Island talk goes the CCRD is holding up this process for us.  
 Parks & Recreation - we need more money from the CCRD for this area they say they supply to us.  
 WATER!!!! We need more Wells. But CCRD is saying no even tho we have dug new wells recently for the school and the water is fine

4. - Water: Collaboration between Shearwater Marine and School District #49 with CCRD would be beneficial to be as efficient as possible and make use of existing, scarce, and difficult to find resources. Beyond the townsite area, the CCRD should provide the service.  
 - Land use planning: The CCRD should provide the service and help open up more lots for housing which could help us retain and attract residents and businesses.

5. Waste disposal/ Recreation Commission - not much of our taxes is being returned to our community for independent planning.

### Ocean Falls Respondents

#	Response
1.	Too many to list, we are not supported by the CCRD.
2.	adequate road upkeep, infrastructure spending. Both shouldn't be covered by the OFID
3.	No essential service support. Sewer, Water , Garbage Should be funded by government as elsewhere, other communities all over central cost receive materials and funding, Shearwater, Bella Bella, Bella Coola we are left out.
4.	infrastructure needs fixing up, tourism needs government support, Ocean Falls could be a great retirement village for the active person



## Appendix V– Results by Area for Question 7

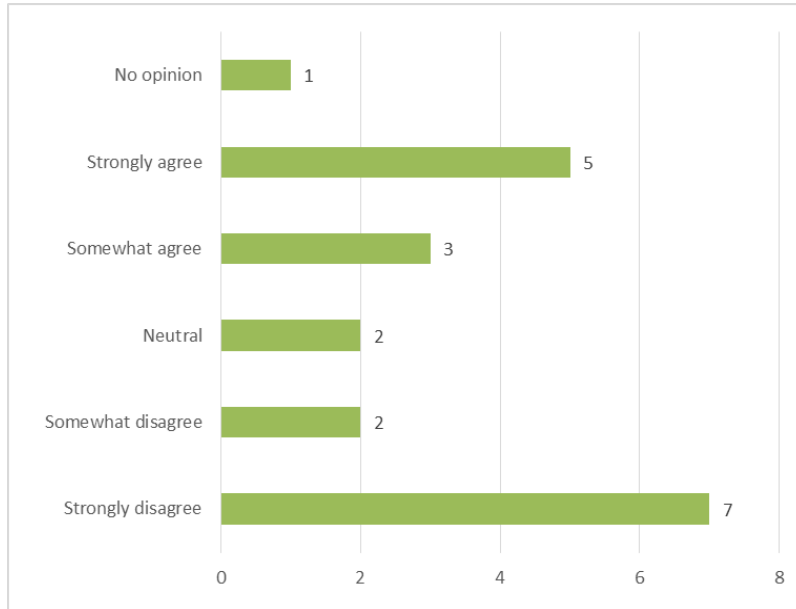
*Survey Question: Rate the following statements:*

- *My electoral area is adequately represented under the current CCRD governance structure*
- *CCRD committees and commissions involve the community in governance and service delivery. More committees and/or commissions should be created in the CCRD to advise on services.*

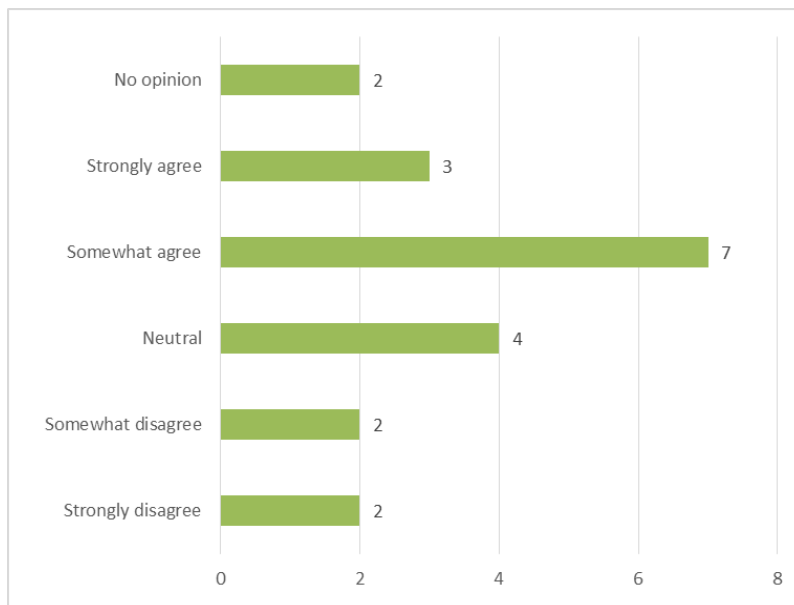


## Bella Coola Valley Respondents (Firvale, Nusatsum, Salloompt, Bella Coola & Hagensborg)

My electoral area is adequately represented under the current CCRD governance structure (e.g. 5 electoral areas, each represented by 1 area director elected by voters)



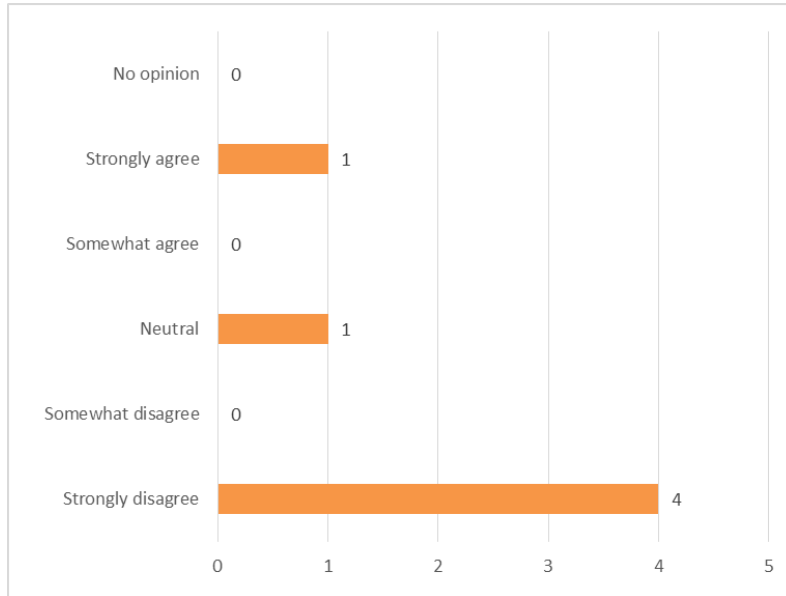
CCRD committees and commissions involve the community in governance and service delivery. More committees and/or commissions should be created in the CCRD to advise on services.



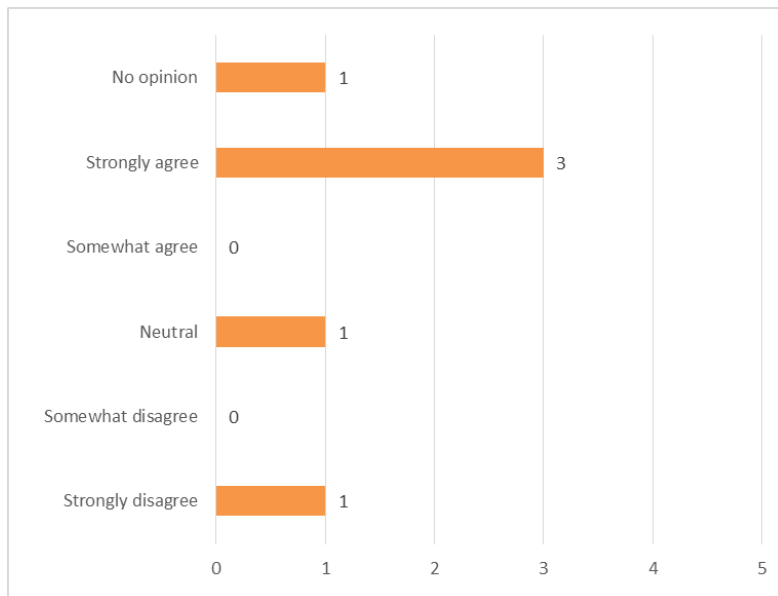


## Denny Island Respondents

My electoral area is adequately represented under the current CCRD governance structure (e.g. 5 electoral areas, each represented by 1 area director elected by voters)



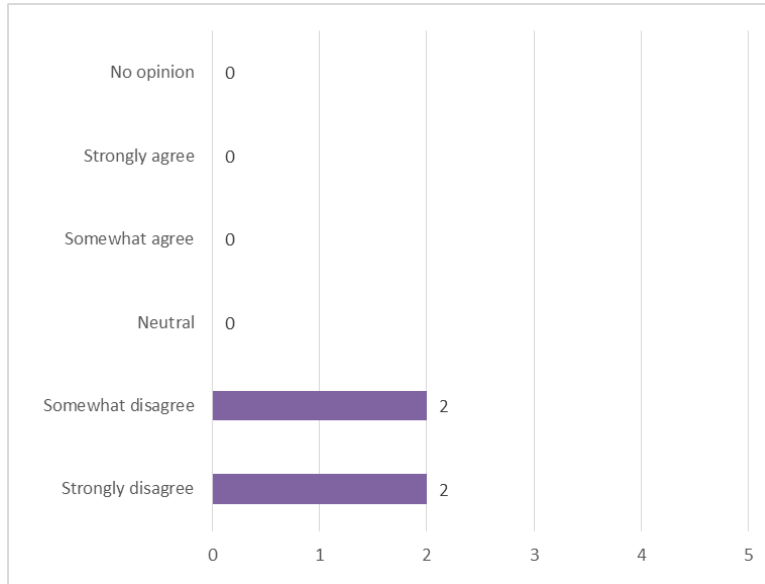
CCRD committees and commissions involve the community in governance and service delivery. More committees and/or commissions should be created in the CCRD to advise on services.



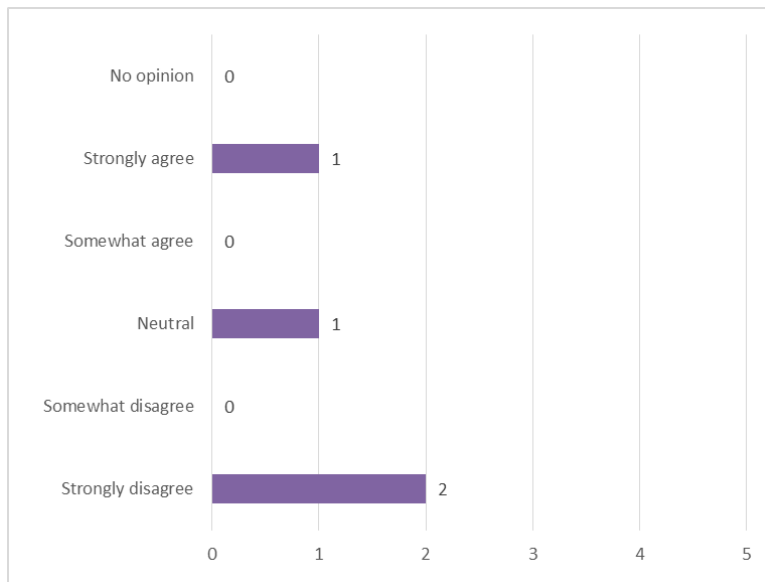


## Ocean Falls Respondents

My electoral area is adequately represented under the current CCRD governance structure (e.g. 5 electoral areas, each represented by 1 area director elected by voters)



CCRD committees and commissions involve the community in governance and service delivery. More committees and/or commissions should be created in the CCRD to advise on services.





## Appendix VI – Full Text Responses for Question 8

*Survey Question: What suggestions, if any, do you have to improve the CCRD governance structure?*



#	Response
1.	None.
2.	Representation for Denny Island
3.	I have thought for some time, that the regional district is geographically too large, and with very diverse interests. I think the Bella Coola Valley should become part of the Cariboo Regional District, with representation there, and the outer coast with North Island. I think with these additional resources we could be more successful in setting and reaching goals.
4.	I think communication is the main issue, as I feel very uninformed about our CCRD governance and services. The only info I receive is through the newsletters delivered by mail (which is where I found out about this survey). Unfortunately, I got this newsletter with info about the Open House after it had occurred.
5.	Local representation from Ocean Falls.
6.	More representatives elected from voting areas that rely on the CCRD. It is my understanding that 4 of the 5 officials are from areas that rely on non CCRD funding and have their own funding from other governance's.
7.	- During elections, respect democracy and the will of the constituents. This way, communities will get honest representation. - Divide Electoral Area A into 3 - Move Electoral Area A to another Regional District
8.	Representation by population and a separation of the valley and outer coast.
9.	just more details on the web page would be good... we do not attend the monthly Chamber of Commerce meetings.
10.	As mentioned the restructure study already completed would create designated representation for the Nuxalk Nation on the CCRD, while allowing lower Bella Coola to elect a rep of its own.
11.	This is a whole different question that the two fuzzy ones above. Too early to ask this question in a vacuum - 1st need to analyze the "perceptions" of what isn't working and should be identified for further study, then need to lay out clear succinct options with pros/cons study etc. The only generic response can give now is a) the EA boundaries and 1st Nations representation should be looked at and b) ways to recognize the integrated reality of BCV be considered.
12.	Create new electoral areas, so that the First Nations have representation, and the non-First Nations also have representation. Hire competent, independent consultants to address the lack of knowledge and veracity in certain service areas.
13.	Happy that all Central Coast Nations are represented at present, would like CCRD to have formal protocol agreements with nations acknowledging their sovereignty
14.	Realize there are other areas in need of support on the central coast. We need funding to update decaying infrastructure
15.	The person elected should have to live in the electoral area that they are seeking to represent
16.	Reorganization of the Electoral Area boundaries in the Bella Coola Valley to better balance voting strength (e.g. Area E), and provide a dedicated seat for the Nuxalk Band, similar to area B. A simple model would be to combine present Areas D&E, remove the Reserve from Area D, and create a new Area E comprising Bella Coola IR#1.
17.	Unless a formula is developed that electors on Indian Reserves (IR) contribute financially to all of the services of the CCRD, I believe the areas within IR's should not be included within the electoral areas of the CCRD and further that the residents that live within IR boundaries should not be entitled to vote. Another/alternate suggestion would be that Directors who live within IR boundaries, and/or are not holders of real property for the purposes of local property taxation, not be entitled to vote on items affecting property taxation.
18.	The Bella Coola Valley is made up of three electoral areas - Area C, D and E. Should become one electoral area with three directors.



## Appendix VII – Full Text Responses for Question 11

*Survey Question: Please share any examples or types of collaboration you would like to see and by whom.*





#	Response
1.	Emergency Planning has fallen off the map - I believe that forming relationships with First Nations regarding emergency planning could help the entire community and not just one faction of the community. Everyone should benefit.
2.	Start with information sharing- e.g. how is drinking water tested/provided in other parts of our district? Then move from there, see what we can learn from each other.
3.	Better communications. Local representation.
4.	-Water: Shearwater Marine / School District #49 / CCRD -Improved Relationships: CCRD Bella Coola / Other communities in the RD. Relationships are practically non-existent.
5.	1. between HWD & CCRD 2. even more collaboration with the Nuxalk Nation.
6.	see note attached to question 9
7.	Collaborate with other regional districts in areas such as lobbying senior governments, solid waste management, etc.
8.	Collaboration between regional district and nations
9.	Emergency services would do well to not try so hard to 'do it all'... more co-operation with other organizations such as Red Cross
10.	This has pretty much been covered by previous questions. Water and Fire Protection are the two most obvious examples, although with the current reciprocal agreements, Fire Protection is already advanced.
11.	I would like to see the Hagensborg Waterworks District be "taken over" by the CCRD in order to provide transparency and fiscal accountability.
12.	Key groups along Highway 20 including Williams Lake and along the ferry routes from Port Hardy to Prince Rupert.
13.	I think we have to work more closely with First Nation and them with us.



## Appendix VIII – Full Text Responses for Question 12

*Survey Question: Is there anything else that you wish to share regarding local services or governance in the CCRD?*



#	Response
1.	No.
2.	If we remain the CCRD, the electoral areas definitely need reforming. Area E, the townsite has only 50 voters. Maybe a new system where people are elected at large would be more effective.
3.	I am very pleased with the recent improvements in solid waste management, with the new recycling station in Shearwater, and I hope this continues. I don't mean to sound negative with my whole survey, just feeling frustrated and "out of the loop" and this is the first opportunity I have had to express that.
4.	Will review in greater detail, this the first time I have experienced a questionnaire of this type that might have some latitude for future growth and improved Management.
5.	The boundaries do not seem to match the needs of the areas. Why is Bella Bella one area by itself and Area A is split between such a large area with 3 smaller ones dividing it in the middle. Would it not make more sense to enlarge B to include more of the surrounding areas on water and have the top half of area A rolled into E and D land ones and the bottom half of Area A grouped with Area D and C ??? or Area A all coastal and E include upper area A and D and see be enlarged to cover lower A???
6.	<ul style="list-style-type: none"> <li>- Communication practices are terrible: Some CCRD staff can be rude regardless how respectful the enquiry. CCRD Board Directors do not respond to enquiries via email.</li> <li>- CCRD Directors lack interest; they do not seem to take the time to learn about the issues even when issues are challenged. Everything seems to be left in the hands of staff.</li> <li>- Missed learning opportunities at meetings: There is not Q&amp;A / Clarification period at the end of the meetings. This not only means that the public cannot ask for clarification on issues discussed, but also, sometimes staff or Directors ask themselves questions related to other communities in the region and they don't have the answers. People in the audience might, but they are not allowed to say a word, not even at the very end of the meeting. What does this say about the willingness to improve relationships and collaborations? Particularly in a region like ours, where face-to-face interaction is so difficult, this practice does not make sense.</li> </ul>
7.	thanks for this opportunity!
8.	Yes! There are real issues that needs to be identified, discussed and addressed within the purview of this study. But, if this survey is the tool that is supposed to draw that out, it doesn't do it in my opinion. #1 See note on relevance and adequacy of "fact" sheets. #2 Most of these questions are unclear and too broad and jump too far ahead in the process to elicit thoughtful and meaningful answers.
9.	The "governance study" does not appear to have a great deal of credibility. In fact, it appears to be a bit of a joke. I suppose it remains to be seen.
10.	Too removed from your clientele...your staff portray an attitude of self importance
11.	No.
12.	I would like to see a return to staggered election terms for the Directors so that you do not run into the possibility of an entire board turnover at one election. I believe engagement of the public and transparency of the Board and it's decisions are very important going forward. I'm not sure how to accomplish this when most residents appear apathetic. Please use the media. ie newspaper, radio, bulletin boards, social media, etc.
13.	Why do we have so many First Nations people on the Board when the reserves don't pay any land tax. I think it should be a bit more even.
14.	There has to be a boundary adjustment. More of Area A has to be give over to the Valley. One need to look at the Lalonde report of the early 90s. This area is all serviced out of the community valley.