

Committee of the Whole
OPERATIONS SESSION
ADDITIONAL INFORMATION/NEW BUSINESS
May 6, 2019

COMMITTEE OF THE WHOLE

Additional Information

1. PowerPoint presentation relative to City of Thunder Bay 2019 Citizen Satisfaction Survey, dated May 6, 2019.
2. Additional information received from Mr. S. Spennath, First Nations Student Success Program Coordinator on May 6, 2019 relative to Wake the Giant deputation.
3. Memorandum from Mr. C. Halvorsen, Manager - Parks & Open Spaces, dated April 25, 2019 relative to Invasive Plant Strategy deputation.

Establishment of Closed Session

1. Confidential memorandum from Mr. J. Hannam, City Clerk, dated May 6, 2019 relative to the establishment of a Committee of the Whole - Closed Session meeting on May 13, 2019. **(Distributed to members of Council, EMT and City Solicitor only)**

The following resolution will be presented to Committee of the Whole for consideration:

“THAT a Committee of the Whole – Closed Session meeting be scheduled for Monday, May 13, 2019 at 5:00 p.m. in order to receive information relative to a proposed or pending acquisition or disposition of land by the municipality or local board; litigation or potential litigation, including matters before administrative tribunals, affecting the municipality or local board; and advice that is subject to solicitor-client privilege, including communications necessary for that purpose.”



City of Thunder Bay

2019 Citizen Satisfaction Survey

Presentation of Key Findings

May 6, 2019

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OBJECTIVES

- Ipsos is pleased to present the City of Thunder Bay with the results of the 2019 Citizen Satisfaction Survey.
- Specific areas explored in the research include (but are not limited to):
 - Top-of-mind issues in need of attention from local leaders;
 - Overall impressions of the quality of life in the City of Thunder Bay;
 - Perceptions of City services, including perceived importance and satisfaction;
 - Perceptions of value for tax dollar and taxes in general;
 - Perceptions of major capital projects and infrastructure;
 - Perceptions of crime and community safety; and
 - Perceptions of racism and discrimination.
- The results in this study build upon and track (where possible) the results of previous City of Thunder Bay Citizen Satisfaction surveys conducted in 2017, 2015, 2013, 2011 and 2009. Based on the 10-year period of tracking data, relevant changes and trends in the data have been highlighted throughout the report.

METHODOLOGY

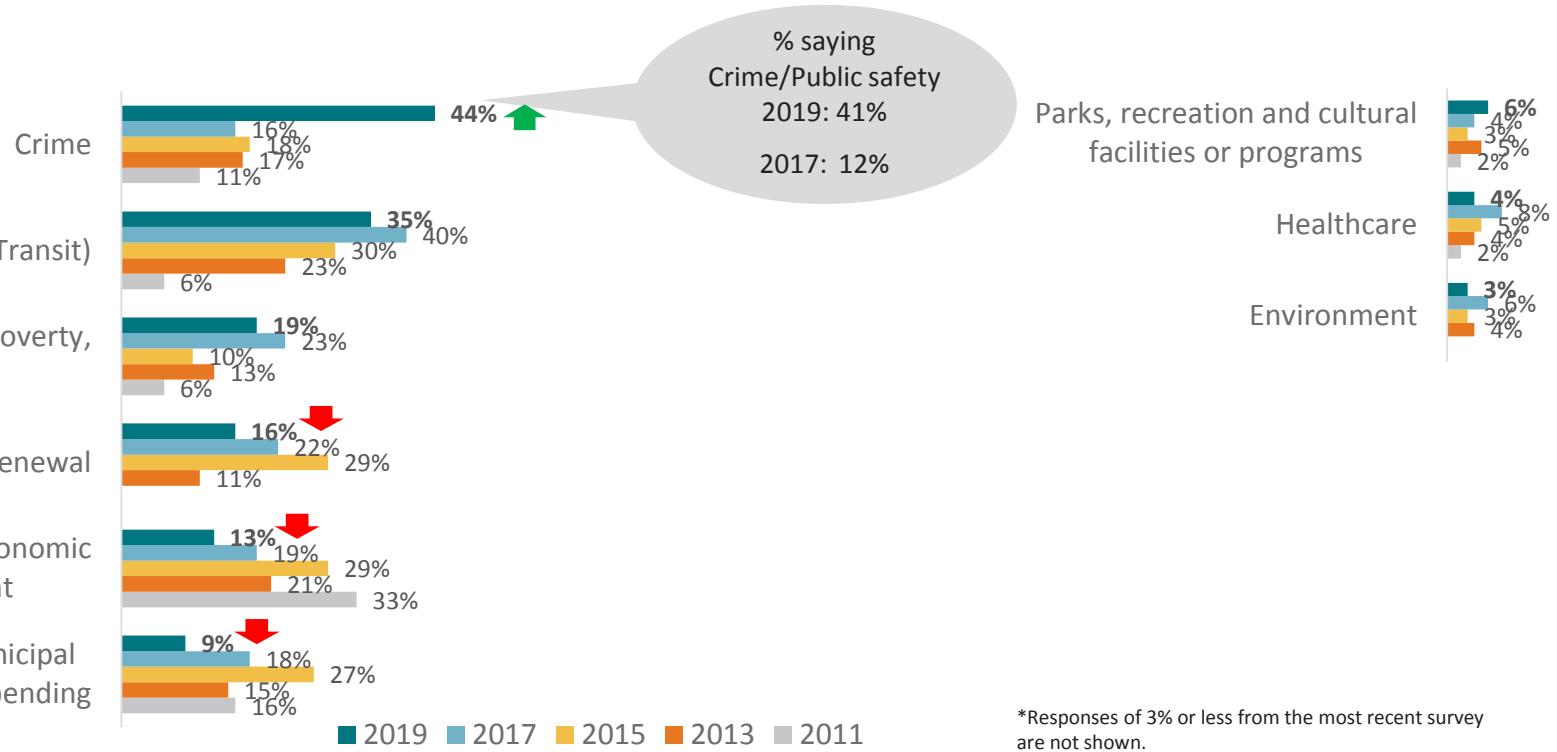
- This survey was conducted by telephone and the sample was drawn using random digit dialing (RDD) among City of Thunder Bay residents.
- To access a good cross-section of residents of all ages, Ipsos used a mix of 60 percent landline sample and 40 percent cell phone sample.
- A total of 500 interviews were completed among residents 18 years of age and older.
- The overall survey results have been weighted by age and gender to reflect the population of the City of Thunder Bay.
- A sample of 500 interviews produces results which can be considered accurate within ± 4.4 percentage points, 19 times out of 20. The margin of error will be larger for subgroups. The sample size asked each of the questions is noted after the question wording at the bottom of the graph (denoted by n=).
- This survey was conducted between April 2 and April 15, 2019.
- Throughout the report, green and red arrows indicate data points that are significantly higher or lower, respectively, compared to the 2017 survey.
- Statistically significant differences between subgroups (such as between age categories: 18-34, 35-54, 55+) are denoted with letters (Each subgroup is denoted with a letter (e.g., a, b, c, etc.). If the letter “a” appears beside the response of a certain subgroup that means that the response of that subgroup is significantly higher than the response of the subgroup denoted with the letter “a.”)
- Throughout the report totals may not add to 100% due to rounding or because the question is a multi-select question, where respondents were permitted to choose more than one response.

DETAILED FINDINGS

QUALITY OF LIFE

MOST IMPORTANT ISSUES IN THUNDER BAY

When residents are asked what they feel are the most important issues facing the city that should receive the attention of Council, crime has now increased dramatically by 28 points since 2017 to the top of the public agenda (44%), with almost all of the increase focused on crime or public safety. Falling to second spot is roads/transit (35%, down directionally but not significantly). There have been declines in the importance of infrastructure renewal, the economy and taxation or municipal government spending.

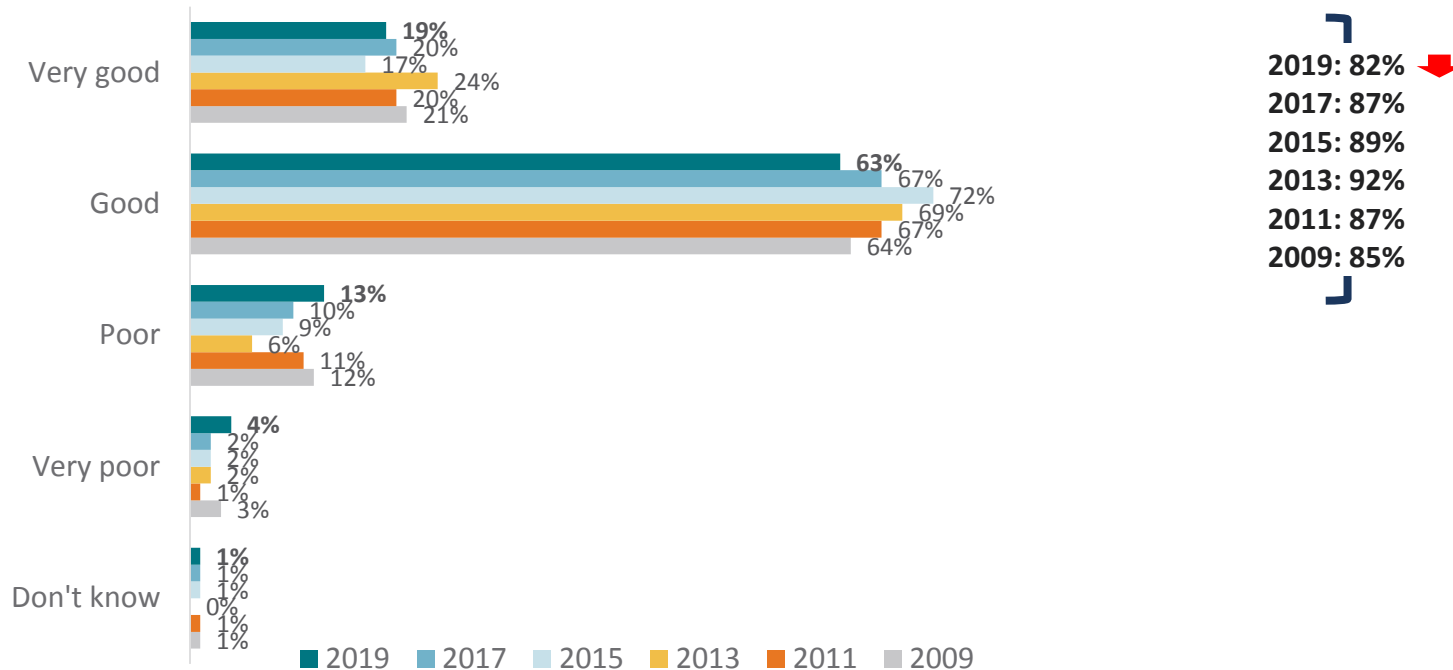


*Responses of 3% or less from the most recent survey are not shown.

© 2019 Ipsos Q1. To begin, in your view as a citizen of Thunder Bay, what are the most important issues facing the City today? That is, what issues should receive the greatest attention from City Council?
Base: All respondents 2019 (n=500); 2017 (n=525); 2015 (n=502); 2013 (n=500); 2011 (n=500)

OVERALL QUALITY OF LIFE

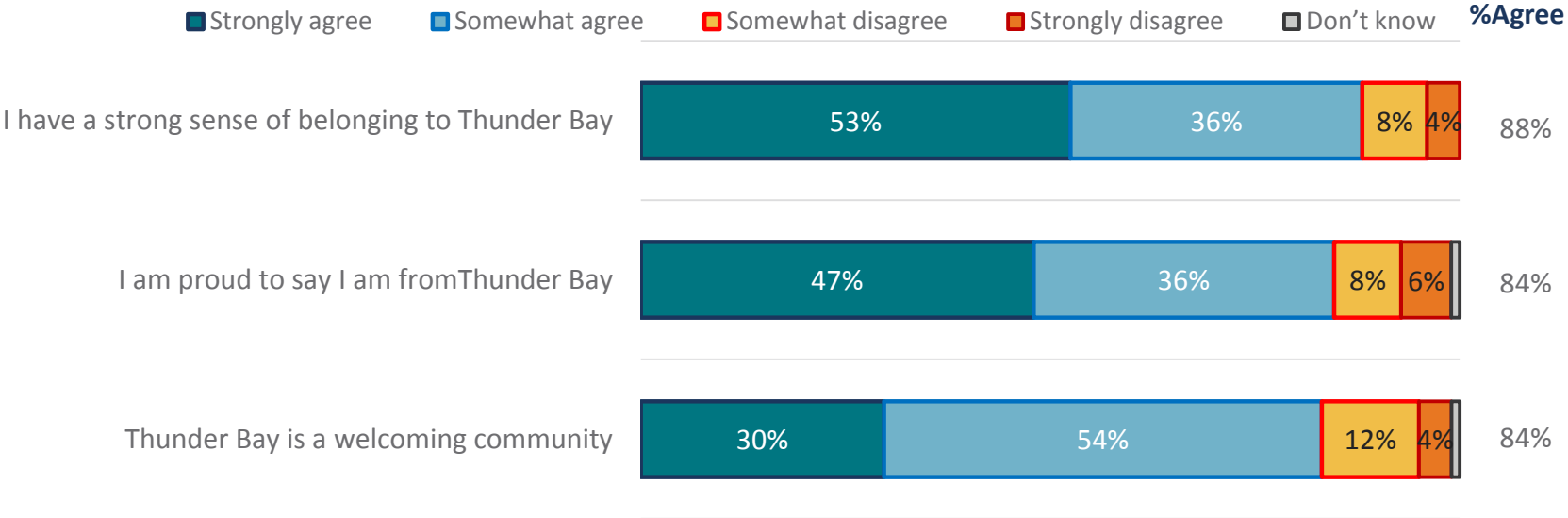
A vast majority of Thunder Bay residents rate the quality of life in Thunder Bay highly. Eight in ten combined rate the quality of life as *very good/good*, but this score is down significantly by five points from 2017, and to the lowest level since tracking began in 2009.



PERCEPTIONS OF THUNDER BAY AS A COMMUNITY

Residents have positive perceptions of Thunder Bay as a community.

Vast majorities agree that they have a strong sense of belonging to Thunder Bay (88%, including 53% who strongly agree), that they are proud to say they are from Thunder Bay (84%, including 47% who strongly agree), and that Thunder Bay is a welcoming community (84%, including 30% who strongly agree).

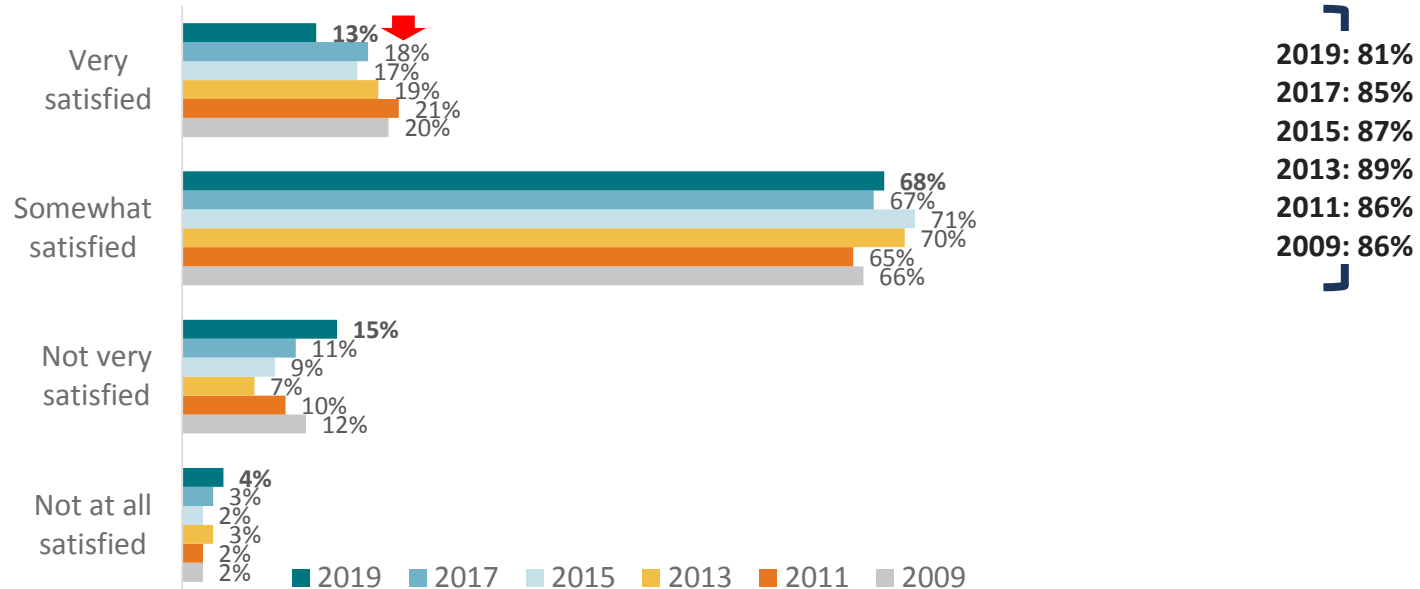


CITY SERVICES ASSESSMENT

OVERALL SATISFACTION WITH CITY SERVICES

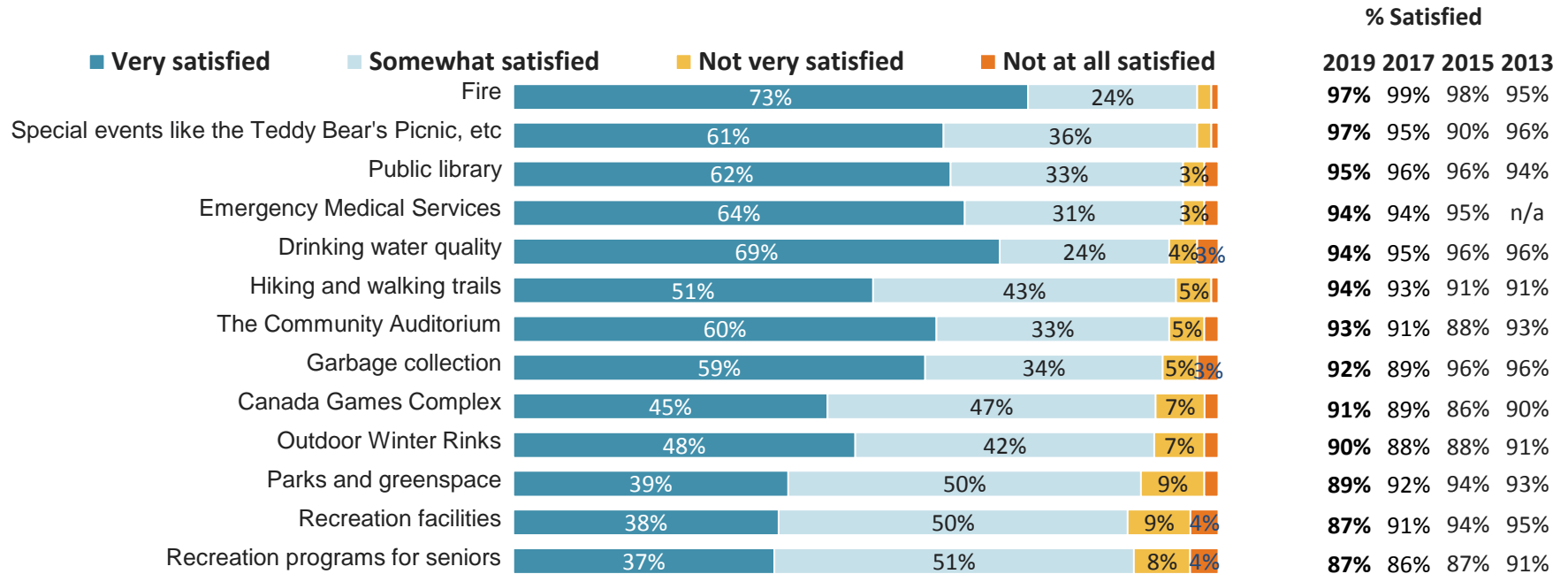
Satisfaction with overall level and quality of City services remains high with 81% of residents combined saying they are *very or somewhat satisfied*. This figure is down marginally from 2017, and has been on a downward trend since 2013. Moreover, the proportion who are “very satisfied” is down significantly since 2017.

The drop in the number who are “very satisfied” is driven by marginal declines among men and those aged 55 and older.



SATISFACTION WITH INDIVIDUAL SERVICES (List of services continues on next slide)

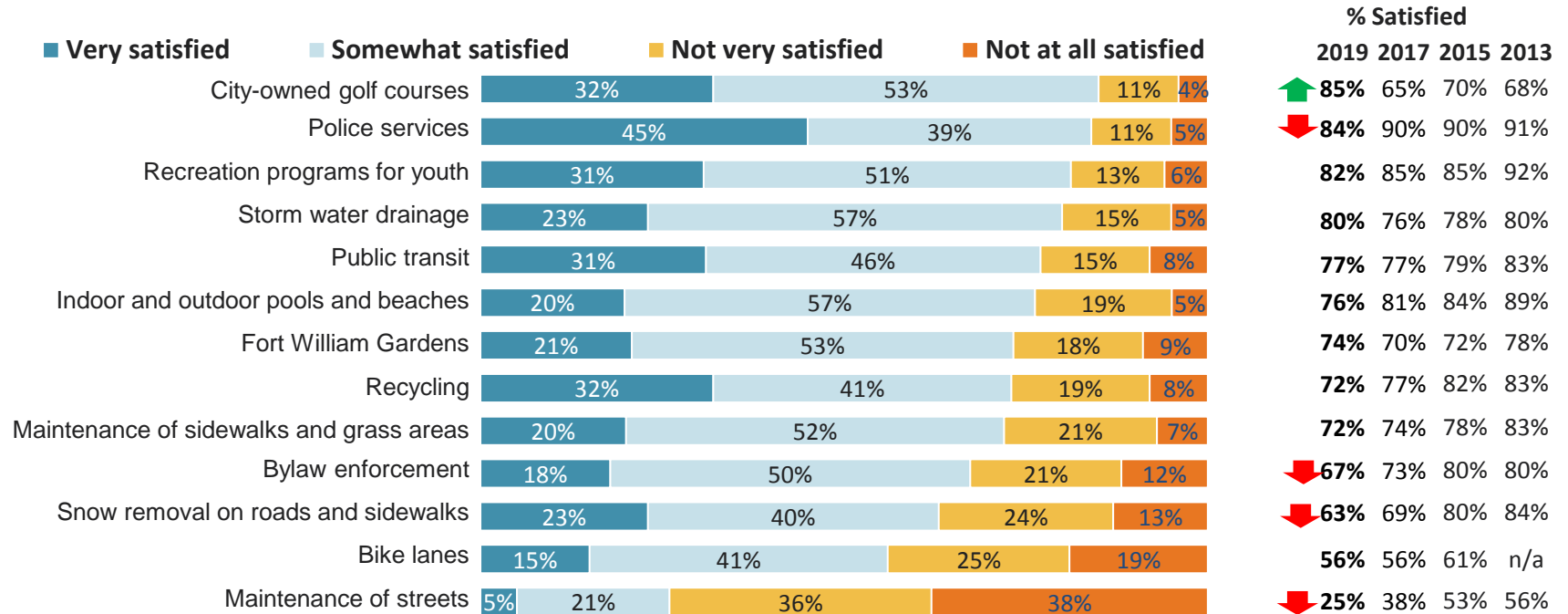
Overall satisfaction scores are relatively high for City services, with a large majority of residents indicating they are at least somewhat satisfied with nearly all the services provided by the City. Similar to other municipalities, satisfaction continues to be highest for essential services like fire, drinking water quality and emergency medical services. Satisfaction with special events, public libraries, hiking and walking trails is also at the top of the list.



*Please note that ratings less than 3% are not labelled on the graph.

SATISFACTION WITH INDIVIDUAL SERVICES

Satisfaction is up significantly for City-owned golf courses, but has declined significantly for police services, bylaw enforcement, snow removal and maintenance of streets. Moreover, satisfaction with snow removal and maintenance of streets has been on a downward trend since 2013 to their lowest level ever. A similar trend is seen for satisfaction with indoor and outdoor pools and beaches.



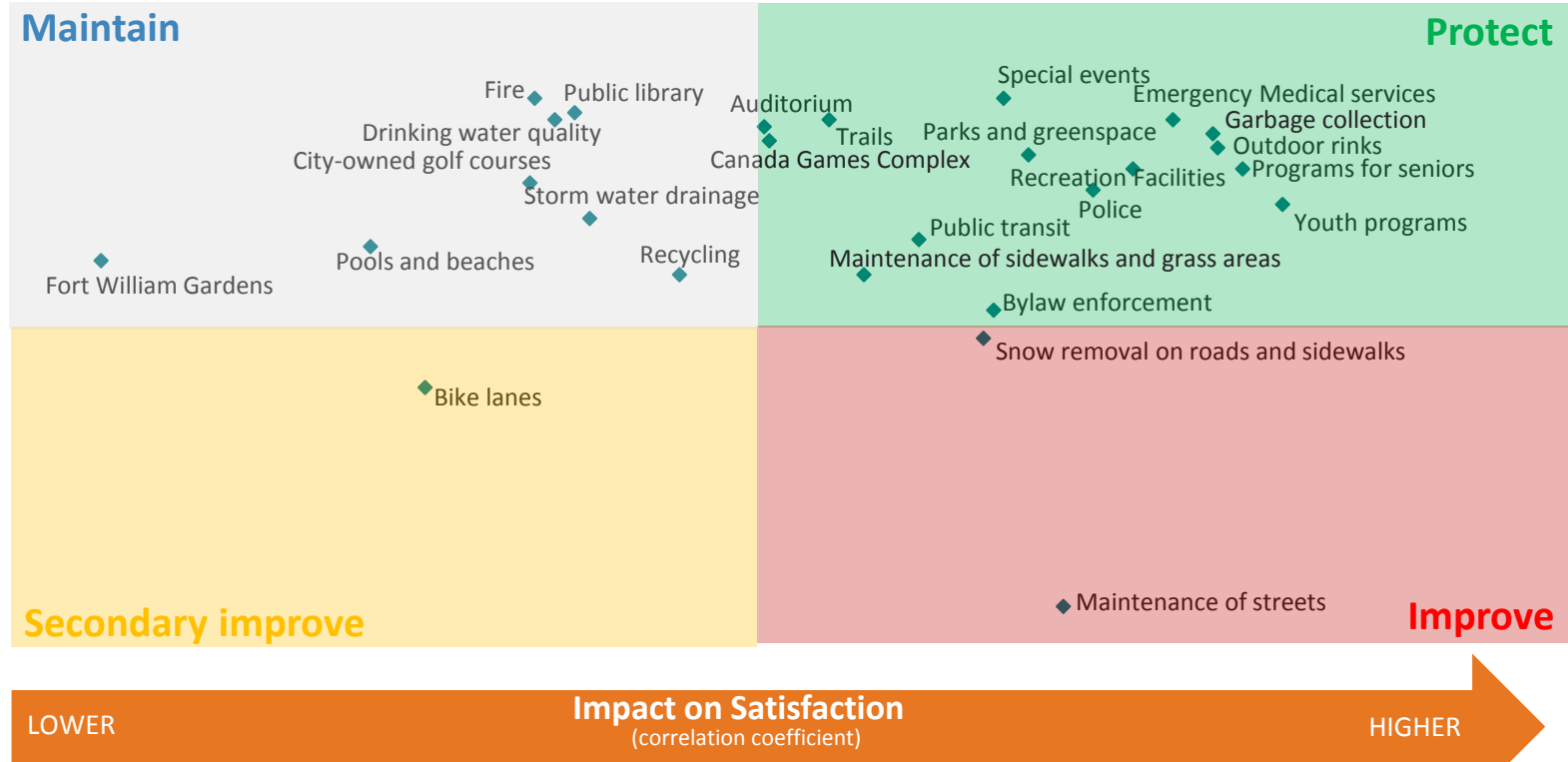
*Please note that ratings less than 3% are not labelled on the graph.

IMPORTANCE OF SERVICES TO RESIDENTS

GAP ANALYSIS

Maintenance of streets and snow removal on roads and sidewalks are the two services identified under primary areas for improvements. These two services score relatively lower on satisfaction, but have higher derived importance. Therefore, these are the services that the City of Thunder Bay should continue to focus on.

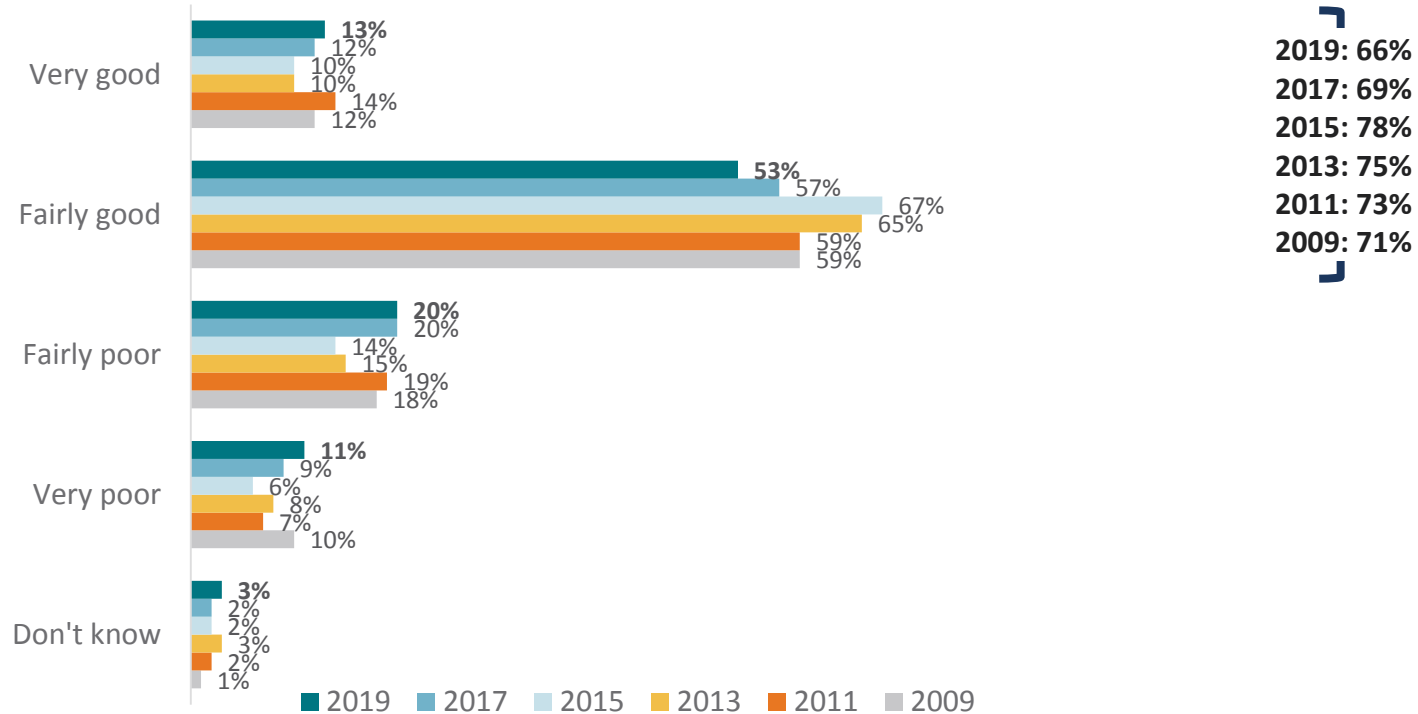
- Primary Areas for Improvement
- Secondary Areas for Improvement
- Primary Areas for Maintenance
- Secondary Areas for Maintenance



VALUE FOR TAX DOLLARS & TAXES IN GENERAL

VALUE FOR TAX DOLLARS

Two-thirds of residents rate the value for tax dollars as *very or fairly good*. After six years where the perceived value for tax dollars in the City of Thunder Bay grew and improved, this figure has shown a downward trend since 2015.



Q16. Thinking about all the programs and services you receive from the City of Thunder Bay, would you say that overall you get good value or

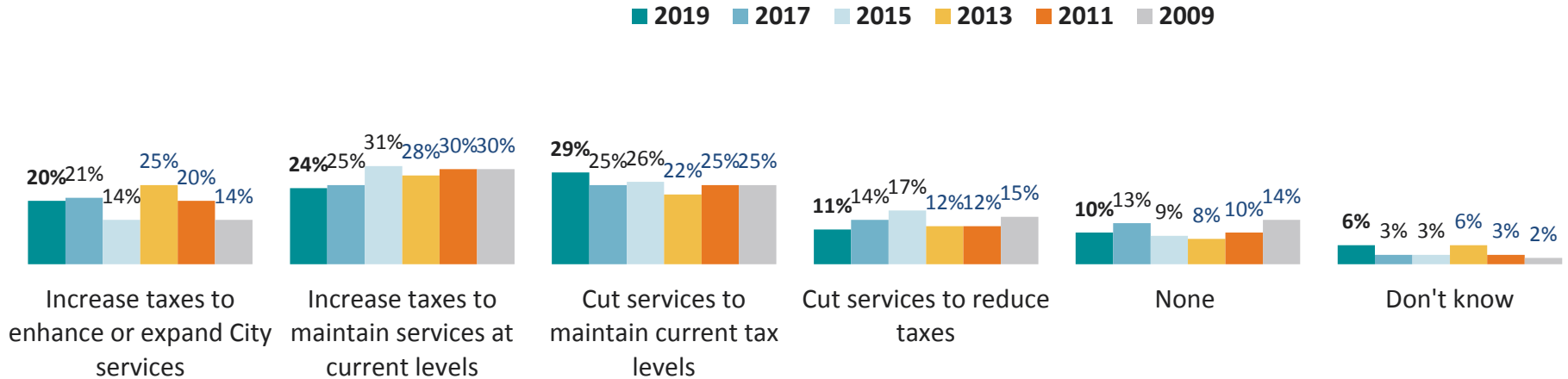
poor value for your tax dollars? (Is that very or fairly good/poor value?)

Base: All respondents 2019 (n=500); 2017 (n=525); 2015 (n=502); 2013 (n=500); 2011 (n=500); 2009(n=400).

BALANCE OF TAXATION AND SERVICES

When presented with four options and asked the best approach to balance taxation and service delivery levels, there have been no significant changes in preference for any of the options.

Historical tracking data indicates that there have been shifts in the most preferred option. Between 2009 and 2015, there was a slight preference for increasing taxes to maintain services at current levels, but in 2017 this option was on par with cutting services to maintain current tax levels, while in 2019, there is a slight preference for cutting services to maintain current tax levels.

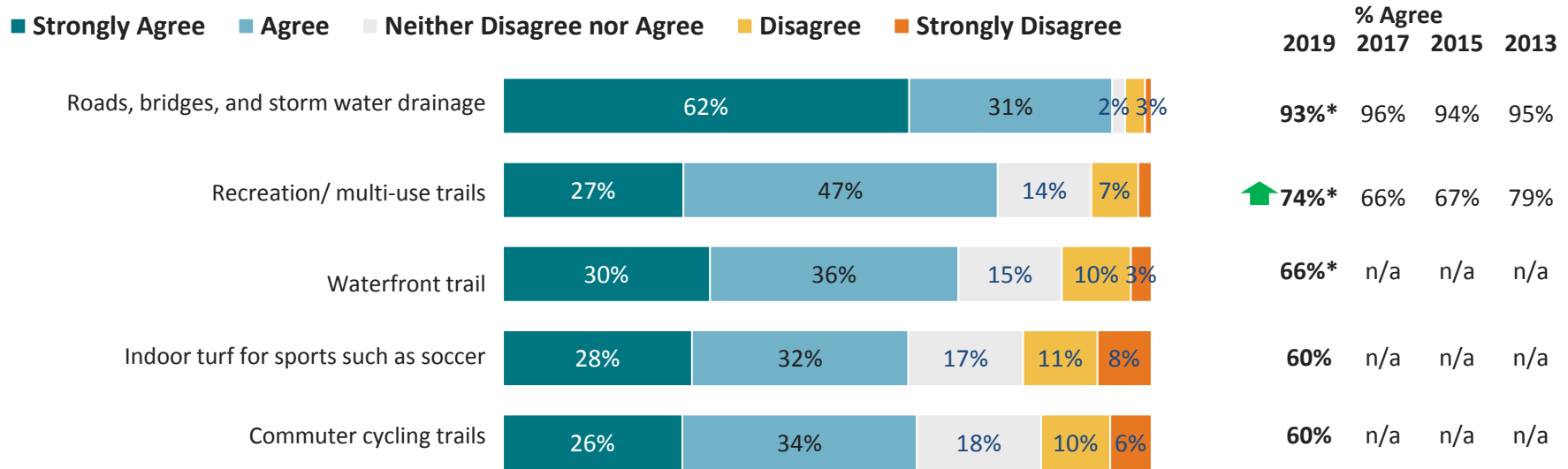


Q17. Municipal property taxes are the primary way to pay for services provided by the City of Thunder Bay. Due to the increased cost of maintaining current service levels and infrastructure, the City must balance taxation and service delivery levels. To deal with this situation, which of the following four options would you most like the City to pursue? Base: All respondents 2019 (n=500); 2017 (n=525); 2015 (n=502); 2013 (n=500); 2011 (n=500); 2009 (n=400).

CITY INFRASTRUCTURE & CAPITAL PROJECTS

PERCEPTIONS OF CITY INFRASTRUCTURE & MAJOR CAPITAL PROGRAMS OR PROJECTS

There is majority support for all of the City's major capital projects. The greatest support is for infrastructure, such as roads, bridges, and storm water drainage (93%), but strong support for this is down significantly from 68 percent to 62 percent (not shown on the slide below). Support for recreation or multi-use trails is up significantly since 2017, as well strong support for this project is also up significantly (from 22% to 27% - not shown on the slide below).



*Slightly different wording prior to 2019

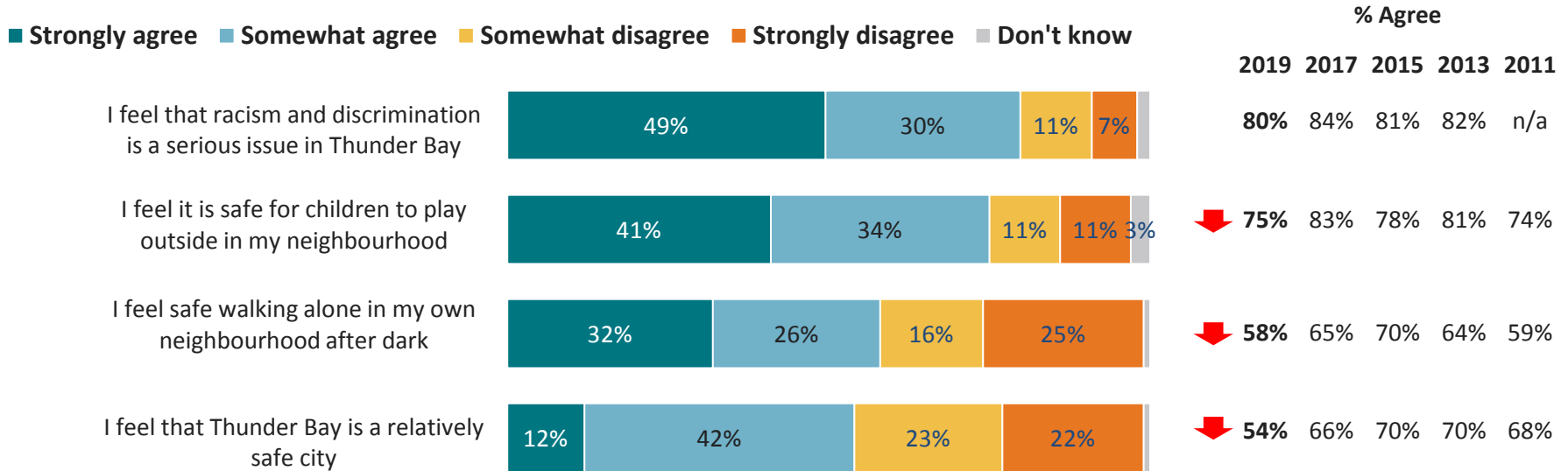
+Please note that ratings less than 2% are not labelled on the graph.

Q16b. Now we would like to focus on major capital programs or projects the City is working on itself or in partnership with the community. Please indicate your level of agreement with each of the following major capital programs or projects which will require future City spending. Would you say you (READ SCALE)...? Base: All respondents 2019 (n=500); 2017 (n=525); 2015 (n=502); 2013 (n=500)

CRIME AND COMMUNITY SAFETY

PERCEPTIONS TOWARD CRIME AND COMMUNITY SAFETY

Eight in ten residents agree that racism and discrimination is a serious issue in Thunder Bay, including half who *strongly agree* (but down significantly by 6 points since 2017). Significantly fewer residents than in 2017 feel it is safe for children to play outside in their neighbourhood, including four in ten who *strongly agree* (down significantly by five points), feel safe walking alone in the dark in their own neighbourhood, and feel that the city is relatively safe, including only one in ten who *strongly agree* (down significantly by 7 points).



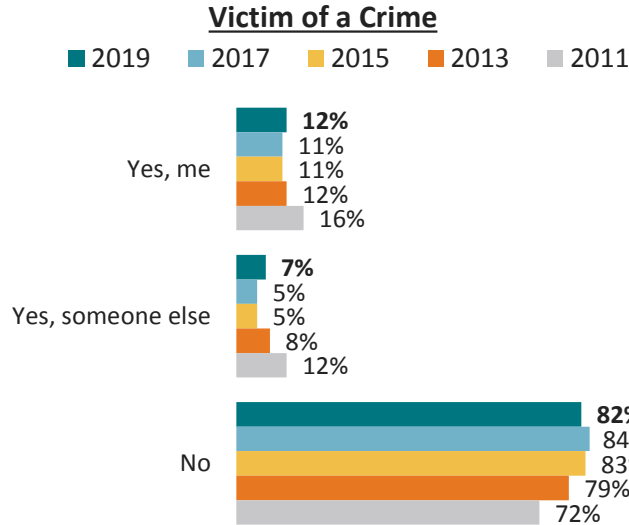
© 2019 Ipsos Q18a. Do you strongly agree, somewhat agree, somewhat disagree or strongly disagree with each of the following statements?
 Base: All respondents 2019 (n=500); 2017 (n=525); 2015 (n=502); 2013 (n=500); 2011 (n=500).

*Please note that ratings less than 3% are not labelled on the graph.

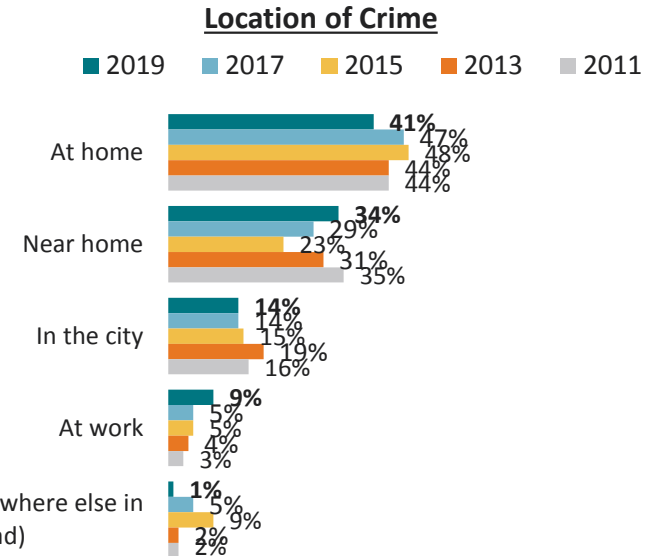
OCCURRENCE OF CRIME

Eighteen percent of residents say that they or someone living in their household has been a victim of a crime in the past year in the City of Thunder Bay. This figure, which declined between 2011 and 2015 from 27% to 15%, and then stabilized in 2017, is up directionally but still significantly below the level found in 2011.

Among those who have experienced crime in the past year, the location of the crime remains consistent with past years. At home is mentioned most often, followed by near home.



Year	Percentage
2019	18%
2017	15%
2015	15%
2013	20%
2011	27%



Q18b. Have you, or someone in your household been a victim of a crime in the past year?

Base: All respondents 2019 (n=500); 2017 (n=525); 2015 (n=502); 2013 (n=500); 2011 (n=500)

Q18d. Did this incident happen in your home, near your home, at work, elsewhere in the City, or outside of the City? Base: Experienced crime in past year

2019 (n=86); 2017 (n=78); 2015 (n=81); 2013 (n=98); 2011 (n=130).

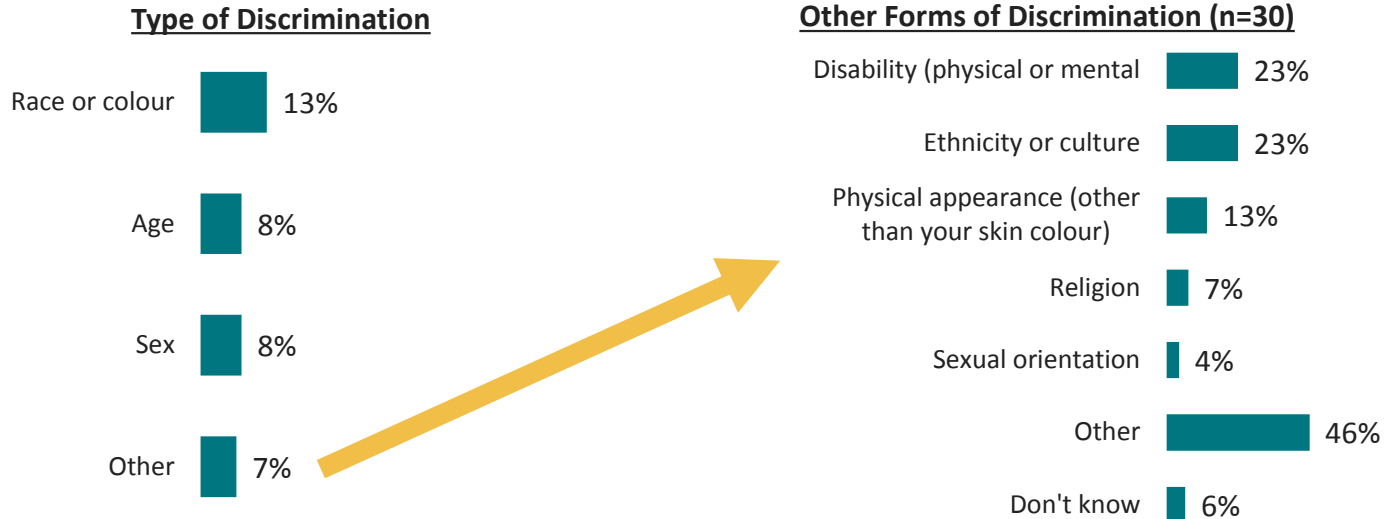
RACISM AND DISCRIMINATION

EXPERIENCE OF DISCRIMINATION

Residents were provided with a definition of discrimination. “*Discrimination means treating people differently, negatively or adversely because of their race, age, religion, etc.*” They were then asked if they experienced specific types of discrimination in the past 12 months.

More than one in ten (13%) say they have experienced discrimination or been treated unfairly by others in Thunder Bay because of their race or colour. Smaller proportions have experienced discrimination based on their age (8%) or sex (8%) or some other form of discrimination.

Among those who say they experienced some other form of discrimination (n=30), the most common type of discrimination is based on their physical or mental disability or ethnicity or culture.



Q17a. In the past 12 months, have you experienced discrimination or been treated unfairly by others in Thunder Bay because of your:

Base: All respondents (n=500).

Q17b. What other types of discrimination did you experience? Base: Experienced “Other” forms of discrimination (n=30)

EXPERIENCE OF RACISM

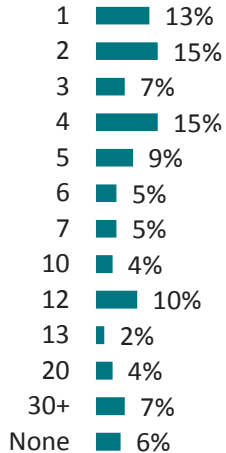
Those who experienced racial discrimination (n=60) were asked some questions on their experience.

Residents who experienced racial discrimination say they experienced, on average, 22 incidents in the past 12 months. The median number of incidents is four.

The vast majority (81%) of racial incidents are verbal, while only one percent are physical, and one in ten (8%) are both. One in ten mention some other type of incident.

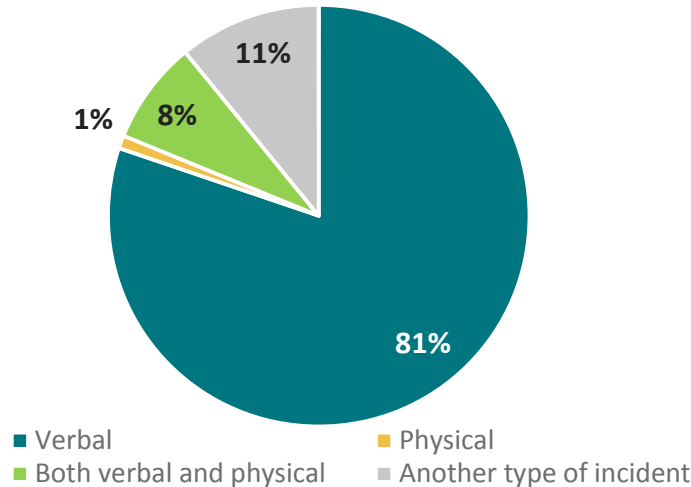
The most common location of racial incidents are a City street (36%), follow by in a store (25%) and at work (22%).

Number of Incidents

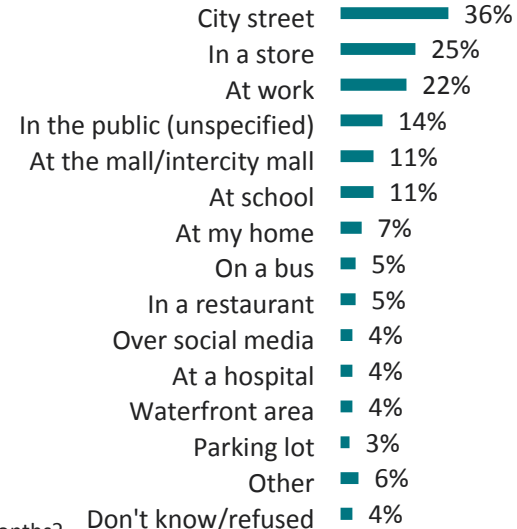


Mean: 21.9
Median: 4.0

Type of Incident(s)



Location of Incident(s)



Q17c How many incidents of discrimination based on your race or colour have you personally experienced in the past 12 months?

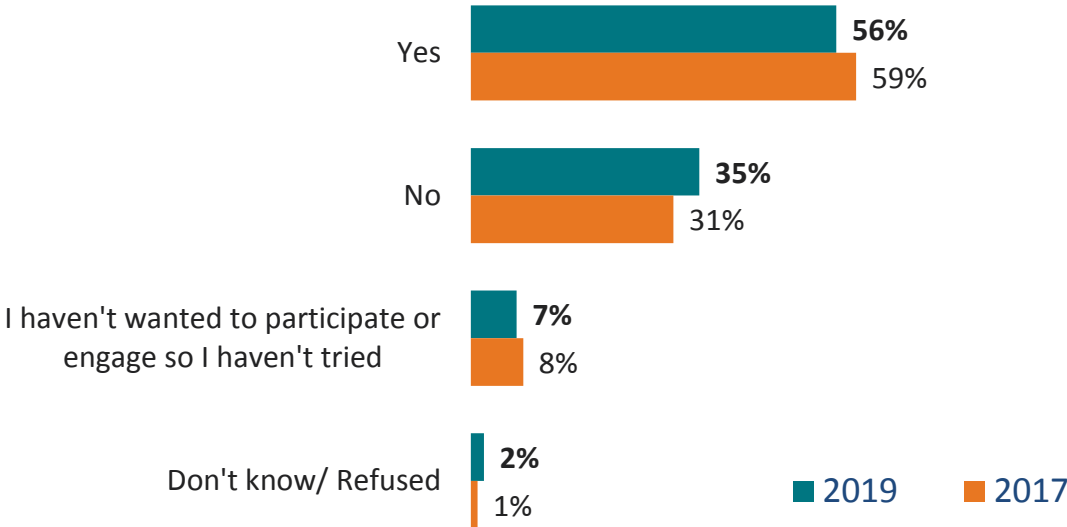
Q17d. Would you describe the incident or incidents as...?

Q17e. At what location or locations did the incident or incidents occur? Base: Those who experienced discrimination based on race or colour in the past 12 months. (n=60). The Base size is the same for all three questions.

COMMUNICATIONS

OPPORTUNITIES TO PARTICIPATE AND ENGAGE WITH CITY

About six in ten (56%) residents feel they have had opportunities to participate and engage with the City on topics of interest to them. It is noteworthy that a significant minority of one-third do not feel that they have had opportunities to engage with the City, and this proportion is significantly higher among those who have experienced racial discrimination (65%). This finding indicates that there is an opportunity for the City to open up engagement to more residents, particularly targeting racialized groups.



Q20a. In your experience, do you feel that you have had opportunities to participate and engage with the City on topics of interest to you?

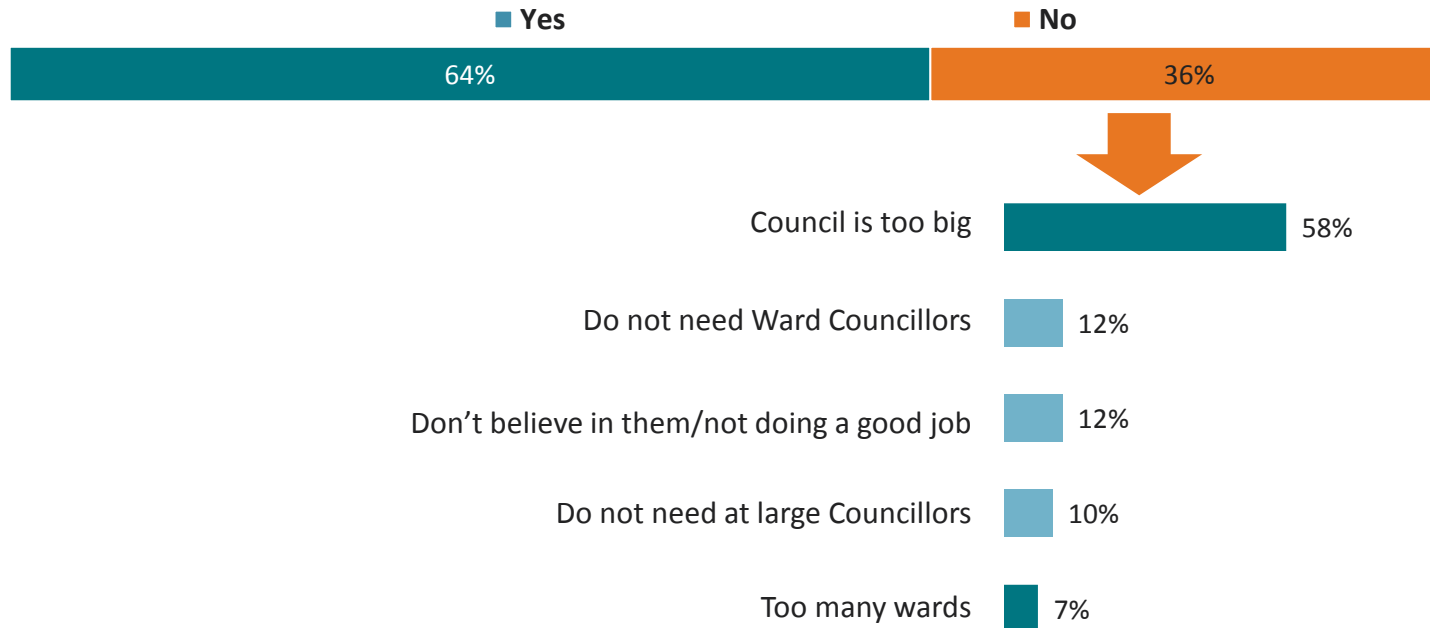
Base: All respondents 2019 (n=500); 2017 (n=525).

COUNCIL

PERCEPTIONS ON COMPOSITION OF COUNCIL

When told that Council is composed of a Mayor, five at large and seven ward Councillors, two-thirds (64%) indicate that they are satisfied with the composition of Council.

Among those who are not satisfied, the main reason, by far, is the belief that the Council is too big (58%).



Q21a. Council is composed of a Mayor, five at large and seven ward Councillors. Are you satisfied with the composition of Council

Base: All respondents 2019 (n=500)

© 2019 Ipsos Q21b. Why are you not satisfied? Base: Not satisfied with the composition of Council (n=186)

Contacts

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Director

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Wake the Giant Festival
September 14, 2019
Rental Item Estimate

SL320 Stage	
Non Profit rate	8,000.00
Extension Platforms (16 @ 15.00)	240.00
Soundwing guardrails	75.00
Flybays	650.00
Lateral banner supports	100.00
Downstage windwall extensions	80.00
ADA Lift	60.00
SL75 Stage	
Non profit rate	1,800.00
Upstage backdrop	20.00
Side windwalls	20.00
Roof Banner kit	40.00
SL320 Stage Lighting	2,850.00
SL320 Sound Equipment	3,000.00
Security Fencing (40 @ 10.00)	400.00
Subtotal	17,335.00
HST	2253.55
TOTAL	19588.55

This number is lower than the requested \$30,000 In Kind donation because we are hoping to move to a two day festival in following years.

**Additional components from Thunder Bay Community Auditorium such as fencing, cabling, garbage cans, curb jumpers would also be greatly appreciated (Thunder Bay Blues Fest Items). **

Memorandum

TO: Members of Council

FROM: Cory Halvorsen, C.E.T.
Manager – Parks & Open Spaces

DATE: April 25, 2019

SUBJECT: Invasive Species
May 6, 2019 Committee of Whole Meeting

This memorandum provides an update on actions taken to address invasive species.

The majority of effort by Administration on invasive species up until now has been focused on the Emerald Ash Borer (EAB) invasive insect, as it currently presents the largest risk to our natural infrastructure and the community. EAB will continue to be the main priority for the foreseeable future, however planning and actions related to invasive plant threats will continue to increase.

Administration has leveraged existing resources to complete the following actions related to invasive plants:

- An Invasive Species customer service request process has been implemented through Dispatch to record reports of invasive plants being called in by residents
- Work has been completed by Parks staff and contracted resources to remediate invasive plants in some high priority areas such maintained Parks and along waterways (e.g. Himalayan Balsam removals along McVicar Creek)
- The Invasive Species Centre EDDMaps website is being monitored for reports of high priority invasive plants in the area such as Phragmites and these sites are being assessed for potential remediation action.
- Operations staff are being trained on protocol and procedures for cleaning equipment and tools in order to avoid the spread of invasive. Contractors and contracted staff are also being informed of this requirement.

Challenges that have been identified include dedicating human and financial resources to coordination and remediation actions, participation and support of other stakeholders such as addressing invasive species and remediation on private property, and impacts of invasive species from areas outside of Thunder Bay or outside of the City's jurisdiction.

Administration has provided input to the EcoSuperior, developed “Status of Invasive Plants in Thunder Bay - with Case Studies, Current Impacts, and Proposed Recommendations”, which was prepared on request of the EarthCare Community Greening Sub-Committee, and is in support of the guidelines and principles which it includes. This document can be used to inform the development of the City’s Invasive Species Strategy which is a recommended action in the EarthCare Thunder Bay Sustainability Plan.

Regards,

CH

cc: John S. Hannam – City Clerk
Norm Gale – City Manager
Kerri Marshall – General Manager – Infrastructure & Operations Department