

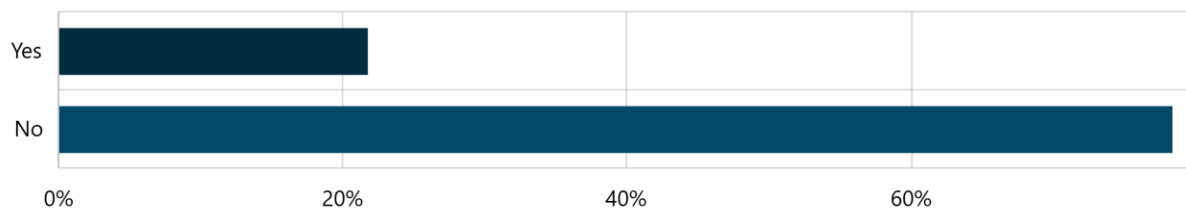
# 2024 Satisfaction survey results

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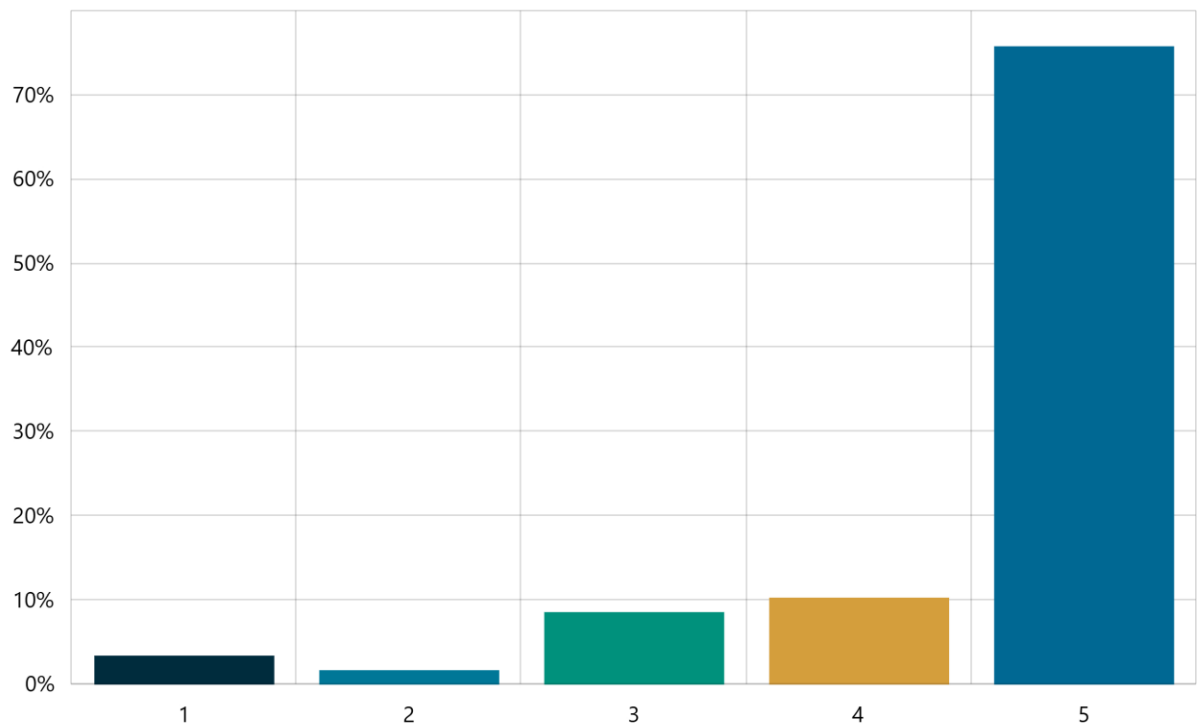
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## Protective Services – 235 contributions

1. Have you ever needed the services of the fire department? 78% no



2. If you answered yes, how satisfied are you with the service you received? 4.5 weighted average out of five stars.



3. Explain your answer above (55 responses)

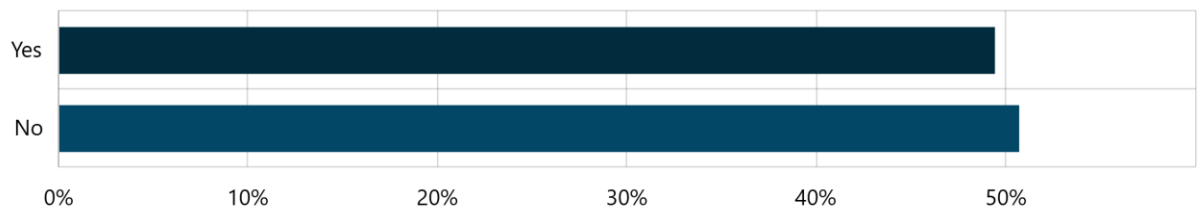
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Survey responses highlight several key themes about the fire department:

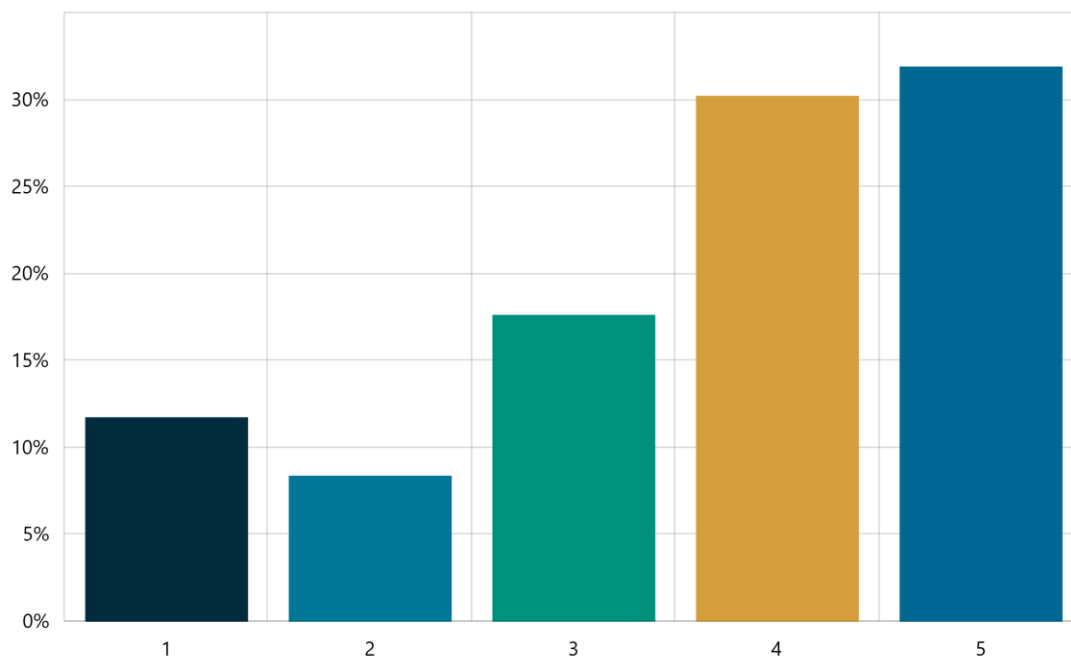
- **Quick Response** – Many praised the department’s fast response to fires and medical emergencies.
- **Professionalism** – Firefighters were frequently described as professional, capable, and courteous.
- **Effective Assistance** – Respondents felt the team provided efficient and life-saving support in emergencies.
- **Concerns on Staffing and Resources** – Some noted issues with staffing and resource allocation, suggesting this impacted response.
- **Mixed Perceptions of Role** – A few expressed frustration with firefighters handling non-fire emergencies, with some preferring a volunteer model.

Overall, feedback was positive, though some suggested improvements in resource use and staffing.

## 4. Have you ever needed the services of our police department? 51% no



## 5. If you answered yes, how satisfied are you with the service you received? 3.6 weighted average out of five stars.



## 6. Explain your answers above (89 responses).

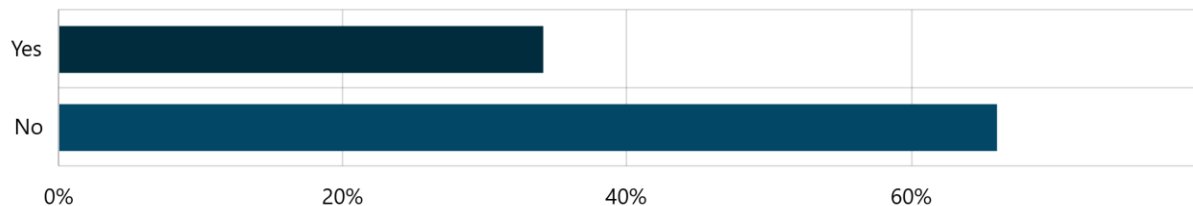
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Survey responses highlight key themes about police services:

- **Professionalism and Empathy** – Some praised officers as compassionate and respectful, while others found them dismissive or rude.
- **Response Time** – Feedback on response times was mixed, with delays often linked to understaffing.
- **Effectiveness** – While some found police support effective, others reported inadequate follow-up or dismissed concerns.
- **Resource Challenges** – Limited resources and high call volumes hinder effectiveness, especially in high-crime areas.
- **Training Needs** – More training in de-escalation, mental health, and cultural sensitivity was suggested.
- **Bias and Trust Issues** – Concerns about corruption, racism, and excessive force led to calls for reform.
- **Crime Management** – Rising crime and limited progress on issues like drug-related activity frustrated some respondents.

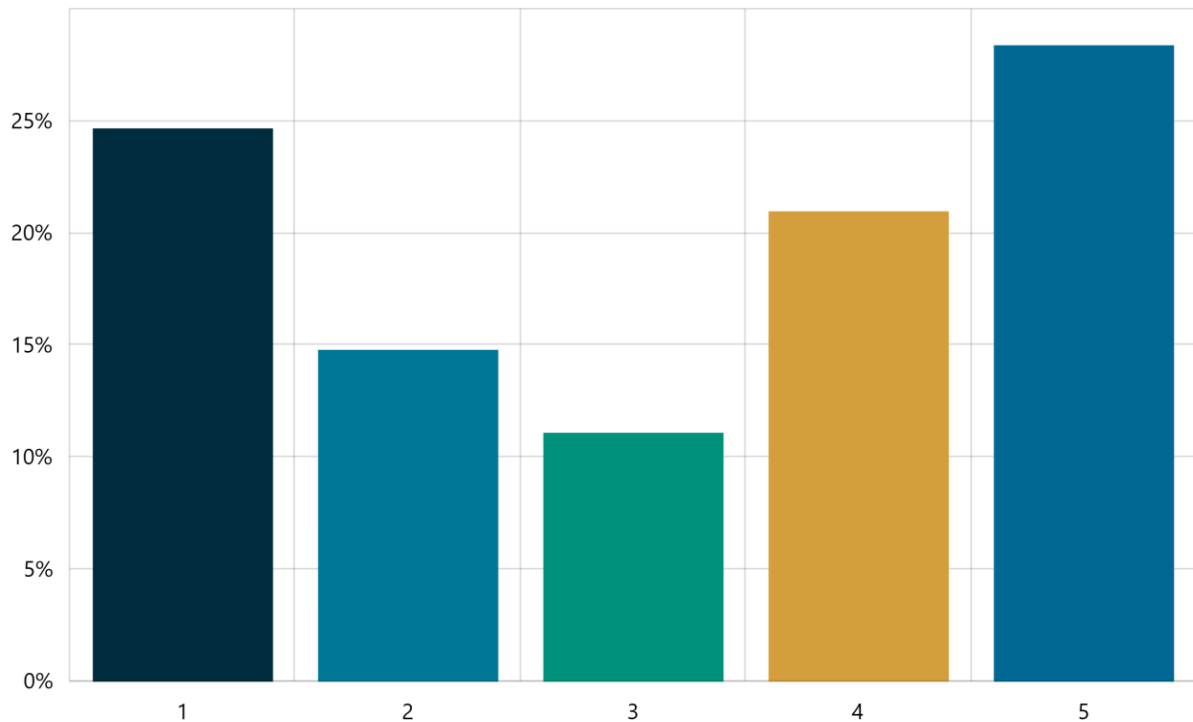
The feedback reflects a mix of appreciation and significant concerns about consistency, bias, and resource limitations.

7. City bylaw officers provide education on and enforcement of a variety of City bylaws designed to improve the quality of living in PG. Bylaw officers also work closely with City outreach workers in the Community Safety Hub to enhance service coordination for vulnerable citizens in the downtown. Have you ever been in need of the services of bylaw officers? 66% no



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8. If you answered yes, how satisfied are you with the service you received? 3 weighted average out of five stars.



9. Explain your answers above. (77 responses).

Survey responses on bylaw services highlight these key themes:

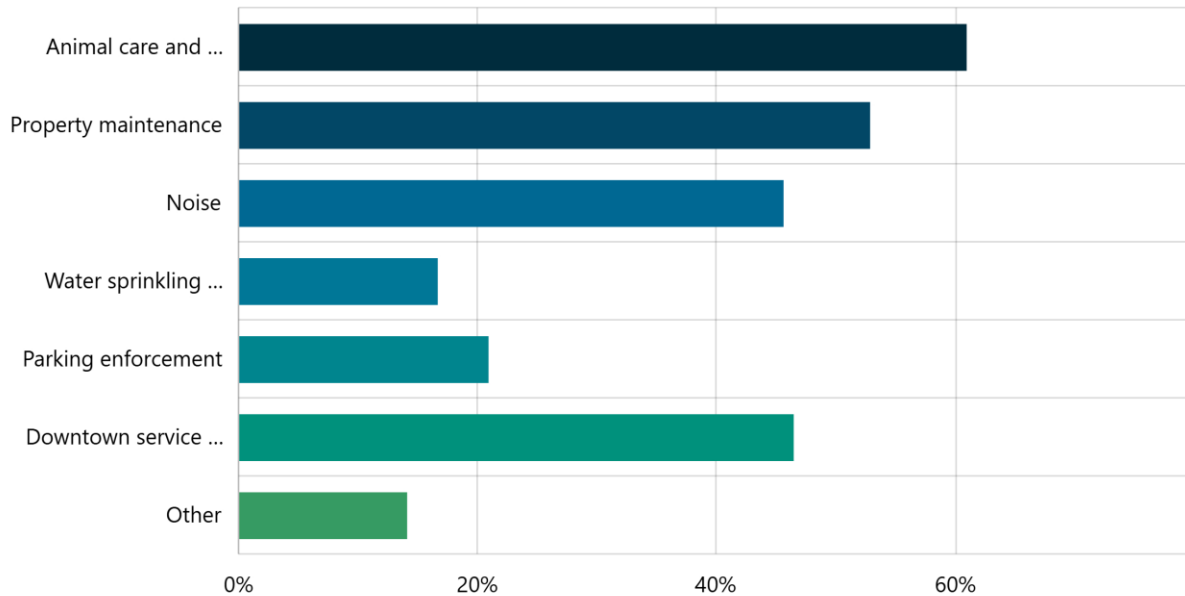
- **Inconsistent Enforcement** – Some praised timely issue resolution, while others criticized delays and lack of follow-up.
- **Reactive Approach** – Officers are seen as addressing complaints rather than proactively enforcing bylaws.
- **Communication Issues** – Complaints include difficulty contacting officers, unclear decisions, and unresolved requests.
- **Prioritization Concerns** – Some feel too much focus is on downtown or homelessness, neglecting neighborhood issues.
- **Effectiveness** – Mixed views range from helpfulness to perceptions of ineffectiveness.
- **Anonymity** – Concerns about complainant identities being revealed discourage reporting.
- **Professionalism** – Calls for improved training and better handling of vulnerable populations.

Respondents seek better enforcement, communication, and balanced priorities.

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**Which bylaws are** [Grab your reader's attention with a great quote from the document or use this space to emphasize a key point. To place this text box anywhere on the page, just drag it.]

## 10. most important to you?



*Animal care and control (including bear awareness)*  
*Property maintenance*  
*Noise*  
*Water sprinkling regulations*  
*Parking enforcement*  
*Downtown service coordination and support*  
*Other*

Other responses (33) key themes:

1. **Downtown Issues** – Concerns about safety, drug use, loitering, and the impact of homeless camps and vagrants dominate. Calls for stricter enforcement to maintain cleanliness and security.
2. **Proactive Bylaw Enforcement** – Requests for stricter action on issues like illegal garbage disposal, trespassing, bike lane misuse, and sidewalk maintenance.
3. **Community Appearance** – Desire for better weed control, graffiti cleanup, and addressing unsightly areas to improve the city's visual appeal.
4. **Environmental and Wildlife Concerns** – Emphasis on enforcing water conservation, bear awareness, and removing attractants like bird feeders.
5. **Equitable Enforcement** – Frustration with perceived leniency toward vulnerable populations while strict enforcement is applied to taxpayers.
6. **Specific Bylaw Suggestions** – Enforce smoking rules, zoning laws, business registration, and signage regulations; support involuntary care for the homeless.

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7. **General Discontent** – Some respondents believe bylaws are unnecessary or ineffective, with a few advocating for no regulations at all.

## 11. Do you have any other feedback to share about protective services? (76 responses)

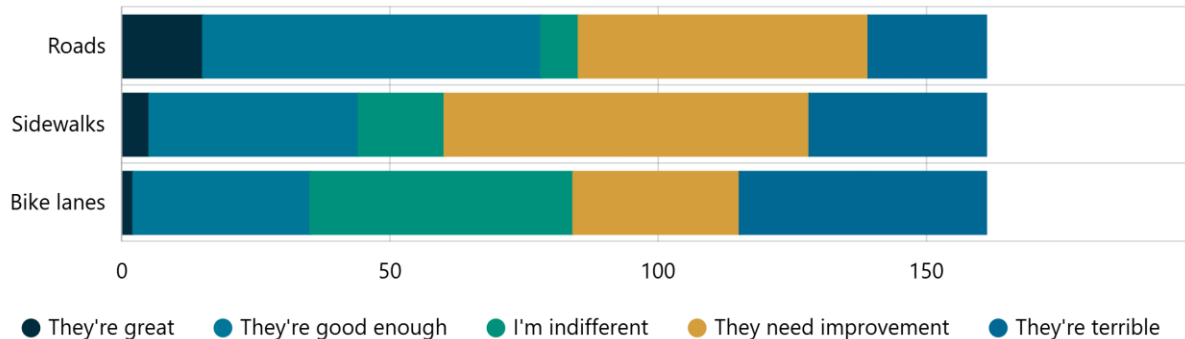
- **Downtown Safety and Cleanliness:** - Concerns about crime, homelessness, and drug use downtown; calls for stricter enforcement and revitalization to make it safer and more inviting.
- **Homelessness and Addiction:** - Frustration with open drug use and lack of solutions for homelessness. Suggestions for housing, rehabilitation, and stricter shelter rules.
- **Protective Services:** - Mixed views on police and fire services; calls for more officers, better practices, and reduced focus on non-critical tasks.
- **Bylaw Enforcement:** - Perception of ineffective enforcement; calls for proactive measures on parking, noise, garbage, and animal control.
- **Support and Training:** - Need for trauma-informed and de-escalation training for officers to handle vulnerable populations compassionately.
- **Broader Issues:** - Desire for action on infrastructure, environmental concerns, and community-focused strategies.
- **Positive Feedback:** - Appreciation for the work of protective services, with calls for more resources and staff.

Overall there is a strong demand for proactive enforcement, compassionate approaches, and leadership to address safety and community challenges.

# 2024 Satisfaction survey results

## Roads and Sidewalks – 161 contributions

### 1. How satisfied are you with the quality of roads, sidewalks, and bike lanes in Prince George?



### 1. Explain your answers (161 responses):

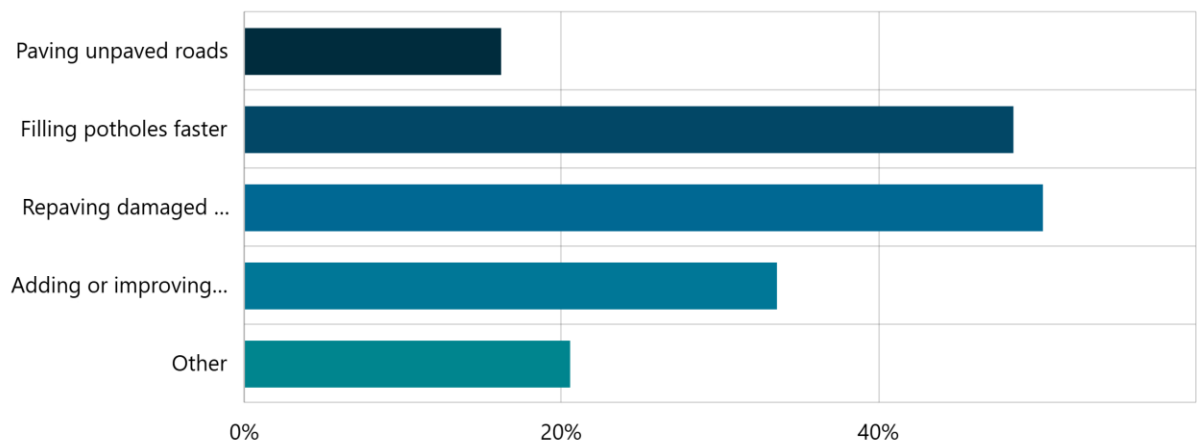
Key themes:

- **Sidewalks:**
  - Many sidewalks are damaged, with cracks, uneven surfaces, and tripping hazards.
  - Accessibility issues for mobility aids, strollers, and wheelchairs, including a lack of sloped curbs.
  - Some neighborhoods have no sidewalks at all, leading to unsafe pedestrian conditions.
  - Poor snow and ice maintenance during winter.
- **Road Conditions:**
  - Persistent issues with potholes and cracks, often due to harsh winters and delayed repairs.
  - Roads in rural or city-limits areas are neglected, with some residents advocating for paving or regional management.
  - Residents appreciate ongoing repairs but emphasize the need for more timely and consistent work.
- **Bike Lanes:**
  - Unsafe conditions due to proximity to high-speed traffic and lack of separation from vehicles.
  - Cars frequently park in bike lanes, making them unusable.
  - The bike lane network is described as disconnected and inadequate for safe cycling.
  - Requests for protected bike lanes and better connections between neighborhoods.
  - Some respondents see bike lanes as underused or unnecessary, while others advocate for better cycling infrastructure as part of sustainable urban planning.
- **Safety Concerns:**
  - Dangerous intersections, poor drainage, and high-speed traffic impact pedestrian and cyclist safety.
  - Crosswalks and sidewalks near schools are often inadequate, creating risks for children.

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- **Winter Maintenance:**
  - Poor clearing of bike lanes and sidewalks in winter makes them unusable for months.
  - Snow and gravel accumulation exacerbate safety and accessibility issues.
- **Infrastructure Gaps:**
  - Many areas lack basic infrastructure like continuous sidewalks or dedicated bike lanes.
  - Sidewalks and bike lanes often end abruptly, causing confusion and safety hazards.
  - Desire for better planning and funding for complete streets that accommodate all modes of travel.
- **General Observations:**
  - Some residents are satisfied with current efforts, while others feel the city prioritizes cars over active transportation.
  - Frustration with perceived inequity in infrastructure improvements between neighborhoods.

## 2. Where should the City be focusing its efforts with respect to roads?



*Paving unpaved roads*  
*Filling potholes faster*  
*Repaving damaged roads*  
*Adding or improving bike lanes*  
*Other*

Other responses (33):

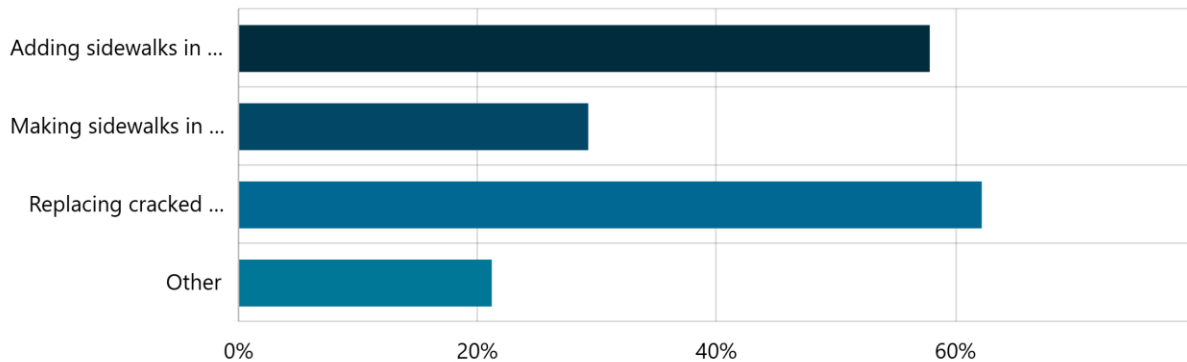
- **Road and Sidewalk Improvements:**
  - Paving unpaved roads (e.g., Martin Road).
  - Fixing potholes and damaged sidewalks.
  - Adding and connecting sidewalks, especially around schools.
- **Traffic Safety:**
  - Improving intersections and turning lanes (e.g., 5th Ave + Ospika).
  - Enhancing road markings, lane dividers, and crosswalks.



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- Reducing speed limits and improving traffic management.
- **Biking Infrastructure:**
  - Building a bike lane from Hart to downtown.
  - Educating cyclists on road safety.
- **Environmental Considerations:**
  - Planting trees along roads.
  - Reducing unnecessary paving and sanding.
- **Public Transit and Accessibility:**
  - Improving bus access, especially for early shifts.
  - Ensuring safer walking paths to bus stops.
- **Community Safety:**
  - Prioritizing pedestrian safety, especially for children.
  - Addressing wildlife safety concerns near transit.

### 3. Where should the City focus its efforts with respect to sidewalks?



*Adding sidewalks in areas that don't have them*  
*Making sidewalks in high pedestrian areas like downtown a priority*  
*Replacing cracked and damaged sidewalks*  
*Other*

Other responses (34):

- **Sidewalk Accessibility and Safety** - Prioritize smooth, wheelchair/stroller-friendly sidewalks with curb ramps, continuous connections, and winter maintenance for safer walking.
- **Quality and Materials:** - Use durable materials like concrete, replacing old, unsafe sidewalks, and addressing steep slopes.
- **Pedestrian Infrastructure** - Improve connectivity, especially near schools, transit routes, and high-density areas, with protected sidewalks and safe crosswalks.

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- **Public Safety and Traffic** - Enhance safety around schools, reduce traffic congestion, and implement traffic-calming measures.
- **Bicycle and Pedestrian Education** - Educate cyclists to use bike lanes and avoid sidewalks.
- **Community Concerns** - Tackle drug use in downtown areas and ensure tax money is spent responsibly on pedestrian safety.

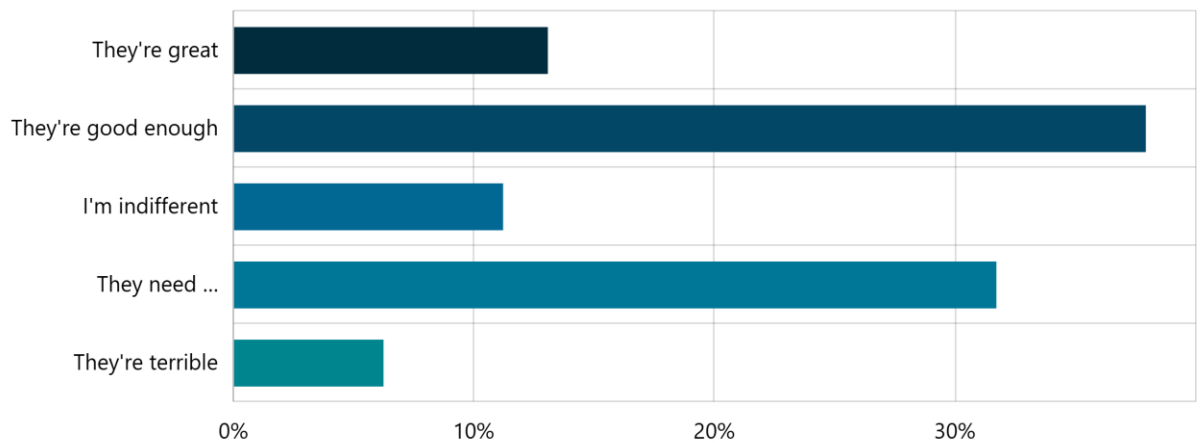
#### 4. Do you have any feedback related to roads and sidewalks you'd like to share? (84 responses)

- **Sidewalk and Road Maintenance** - Many sidewalks are in poor condition (crumbling, uneven, steep) and need repair or replacement. This includes the need for better snow removal, proper leveling, and addressing issues like roots damaging sidewalks. Roads also require consistent maintenance, especially in areas with gravel or potholes.
- **Accessibility and Safety** - There is a strong focus on making sidewalks safer and more accessible, particularly for people with disabilities, seniors, and children. This includes curb ramps, safer crosswalks, and improving pedestrian infrastructure near schools and high-traffic areas.
- **Pedestrian and Cyclist Infrastructure** - There's a call for more pedestrian-friendly infrastructure, such as continuous sidewalks, bike lanes, and safer crossings. Cyclists should be encouraged to use designated bike lanes and avoid sidewalks.
- **Traffic Management and Safety** - Increased traffic calming measures are requested in residential areas, especially around schools. There are concerns about unsafe intersections and high-speed driving in certain areas, including the need for better traffic management on roads like Foothills, 15th, and the Hart Hwy.
- **Development and Urban Planning**: - Some responses advocate for better urban planning, including ensuring that developers include necessary infrastructure like sidewalks. There are also calls for the city to prioritize high-density areas and avoid unnecessary road widening in low-density regions.
- **Public Transit and Active Transportation**: - Improve public transit access, especially for those in the southwestern areas of the city. There's also interest in promoting more active transportation options like walking and biking, with safer routes for these activities.
- **City Aesthetics and Environment**: - Respondents want the city to invest in more aesthetic improvements, such as planting trees for shade, creating pedestrian-friendly downtown areas, and addressing graffiti and litter issues.

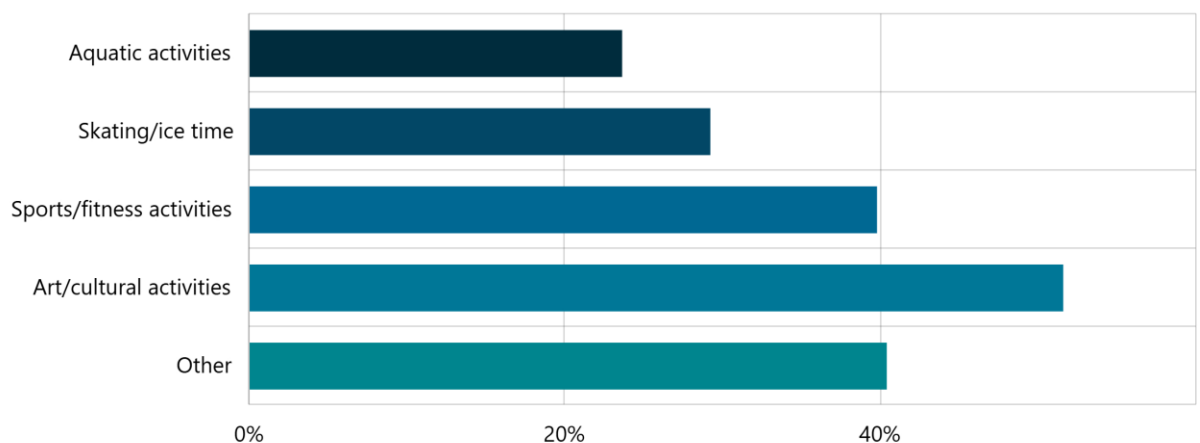
# 2024 Satisfaction survey results

## Events and Recreation – 161 contributions

### 1. How satisfied are you with the quality of recreation opportunities in Prince George?



### 2. What does Prince George need more of?



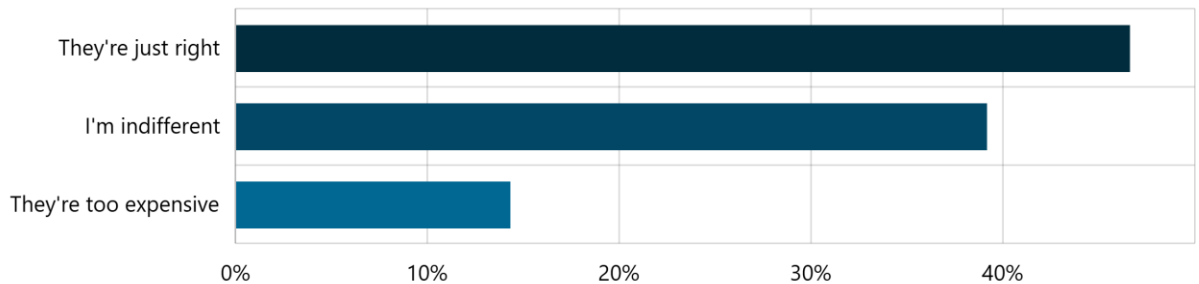
Other responses (65):

- Need for Diverse Recreation Options:** Respondents express a desire for more activities for all ages, particularly children, seniors, and families. Suggested activities include cooking classes, art programs, kids' carnivals, and more family-friendly events. There is also a desire for year-round recreational spaces, such as a covered ice oval and a better BMX track. There is a call for more playgrounds, family activities, and spaces where children and families can engage in safe, fun activities, particularly in the winter months.
- Focus on Accessibility:** Many emphasize the need for accessible recreational activities for people with disabilities, such as wheelchair-friendly spaces, events with ramps, and better-maintained sidewalks and transit stops.
- Indoor and Winter Activities:** A recurring theme is the need for indoor spaces and activities during the winter months. Suggestions include indoor multi-purpose spaces, arts centers, and venues for roller skating.

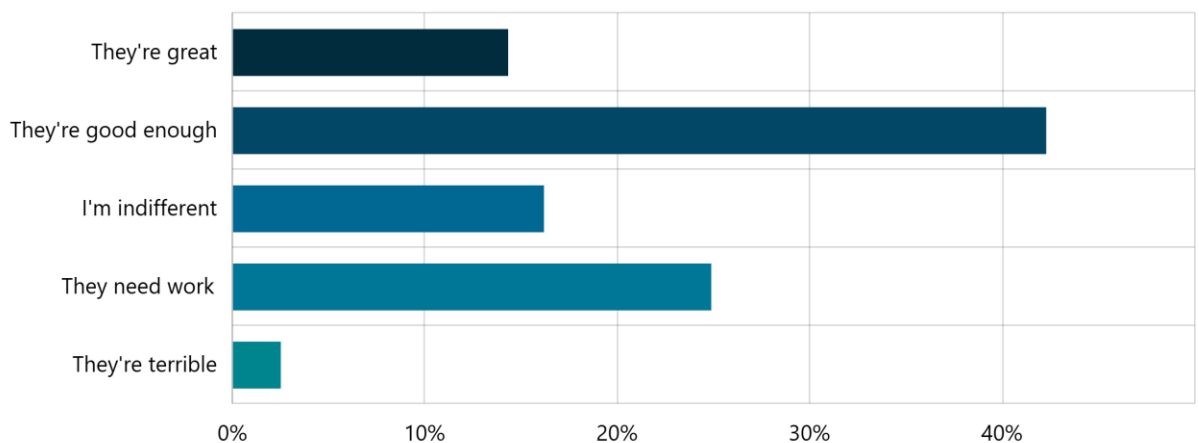
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- **Concerts and Music Events:** There is a strong demand for more live music, concerts, and community festivals, with an emphasis on events for young adults and specific genres like blues and jazz.
- **Community and Social Engagement:** Many responses highlight the importance of social programs, especially for seniors, such as walking programs, pancake breakfasts, and informal social gatherings. Community-building activities like meet-and-greets were also suggested.
- **Infrastructure and Safety:** There is concern over the city’s infrastructure, including the need for better parks, biking infrastructure (safe cycling paths), and safer public spaces. Some also express dissatisfaction with current public venues, such as the movie theater, and the lack of events accessible to those with disabilities.
- **Concerns Over Spending:** Some respondents questioned the allocation of funds, suggesting that the city focus on maintaining existing infrastructure (e.g., fixing old roads) before building new facilities. Others felt that public spending on recreational facilities might be a misuse of taxpayer money.

3. Did you know we offer discount swims and financial assistance to residents with limited income to participate in a variety of recreational activities? The cost of running recreation facilities is subsidized with tax dollars to keep fees low. How satisfied are you with user fees at our arenas and pools?

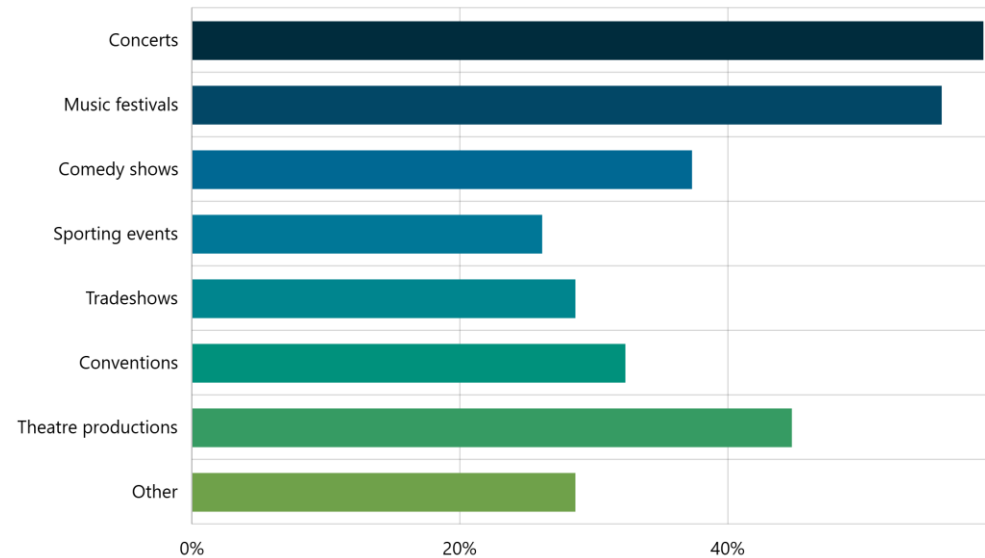


4. How satisfied are you with events at civic facilities? (e.g., CN Centre, Conference and Civic Centre, Masich Place Stadium, etc.)



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## 5. What does Prince George need more of?



Other responses (46):

- **Cultural and Community Events** - Support for more inclusive cultural events, such as Indigenous education, dance, and LGBTQ+ family-friendly festivals, with a focus on accessibility for all, including the elderly and disabled.
- **Affordability and Accessibility** - Calls for more affordable events and accessible venues for people with disabilities, including better signage and wheelchair access. Feedback highlighting the high cost of some events and suggesting that ticket prices should be more reasonable to ensure broader participation.
- **Youth and Family Activities** - Desire for more activities for children, youth, and families, including workshops, festivals, and parades.
- **Infrastructure Improvements** - Requests for better facilities, like an updated movie theater, affordable performance spaces, and improved biking and walking paths, especially in winter.
- **Community Engagement** - Interest in regular, participatory events like sports, food festivals, and social gatherings to foster community connections. More events for young adults.
- **City Spending:** - Concerns about fiscal responsibility, with some respondents advocating for prioritizing infrastructure improvements over new projects.

## 6. Do you have any other feedback to share about events and recreation? (74 responses)

- **Need for Performing Arts Facilities** - A strong desire for a dedicated performing arts center to accommodate larger events, theatre productions, and local talent. There is concern over the

## 2024 Satisfaction survey results

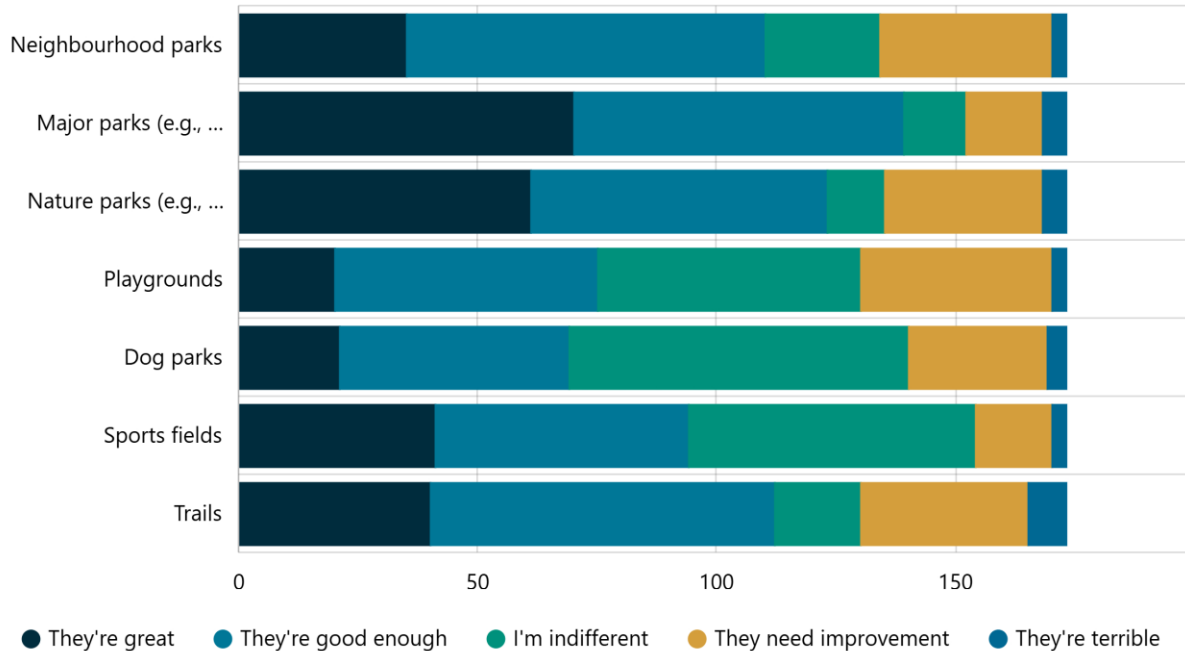
lack of suitable venues for certain performances in the city.

- **Music and Entertainment Preferences** - Requests for higher quality concerts, focusing on current artists rather than older bands. There is a desire for more live music festivals, and better event programming that targets a wide range of ages, including young adults.
- **Accessibility and Inclusivity** - A call for more accessible events, especially for those with disabilities, including better signage, wheelchair access, and affordable spaces. Ensuring that events are inclusive and cater to a wider demographic, including seniors and low-income residents, is a priority.
- **Community and Family Events** - Interest in more all-ages events that bring together families, young adults, and different communities. Suggestions include outdoor concerts, festivals, and more affordable family-oriented activities.
- **Infrastructure Improvements** - A push for better maintenance and upgrades to current venues like the CN Centre, including improved seating, bathrooms, and facilities. There is also a need for more indoor venues for year-round activities, especially when it rains, and for a broader variety of recreational spaces.
- **Economic and Civic Development** - Suggestions for enhancing the downtown area with more events and spaces to drive foot traffic, support local businesses, and attract people from outside the city. Concerns about city spending on non-essential projects were raised, emphasizing a focus on maintaining existing amenities.
- **Event Planning and Accessibility** - Calls for better advertising of events, more user-friendly schedules for recreational facilities, and ensuring that activities are accessible to everyone, regardless of physical ability or financial status.

# 2024 Satisfaction survey results

## Parks and Trails – 173 contributions

1. Prince George has 106 kilometres of trails and 103 parks within city limits. How satisfied are you with the quality of parks and trails in Prince George?



Neighbourhood parks  
 Major parks (e.g., Lheidli T'enneh Memorial Park, Connaught Hill Park)  
 Nature parks (e.g., Cottonwood Island, Nechako Riverside Park, Forests for the World)  
 Playgrounds  
 Dog parks  
 Sports Fields  
 Trails

## 2. Explain your answers (173 responses)

- **Maintenance and Safety:**
  - Parks and trails require better maintenance (garbage removal, trail upkeep, potholes, erosion control).
  - Safety concerns with drug paraphernalia and criminal activity in certain parks (e.g., Connaught Hill, downtown parks).
- **Accessibility:**
  - Improved accessibility for all, including paved trails, wheelchair-friendly playgrounds, and better signage.
  - More connected trails between neighborhoods and city areas.
- **New Parks and Amenities:**
  - Demand for more neighborhood parks, especially in areas like the Hart, College Heights, and Woodland.
  - Requests for improved playgrounds with inclusive and toddler-friendly equipment.
  - Additional amenities like covered areas, restrooms, and picnic spaces.
- **Trails and Connectivity:**
  - Expand and enhance trail systems, focusing on interconnectivity and natural aesthetics.

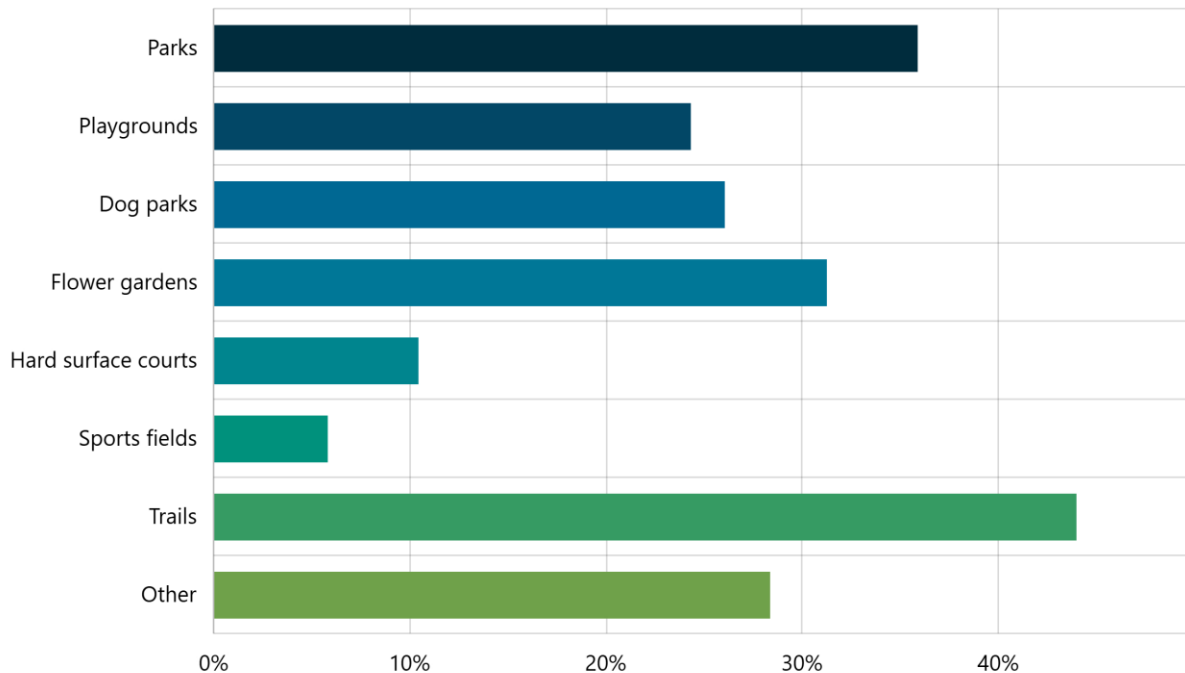
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- Address issues like trail roots, gravel surfaces, and winter maintenance.
- Develop riverside trails and lookouts for better access and views.
- **Dog Parks:**
  - Need for more off-leash dog parks, larger spaces, and better enforcement of leash laws.
  - Concerns about dogs off-leash in restricted areas and lack of spaces without dogs for non-dog owners.
- **Preservation of Natural Spaces:**
  - Strong support for protecting natural greenspaces from overdevelopment (e.g., Ginters Trails, Harwin School area).
  - Focus on preserving habitats and integrating nature into urban areas.
- **Community Investments:**
  - Suggestions for unique features like roller derby tracks, urban wilderness parks, and European-style playgrounds.
  - Emphasis on parks reflecting the city's growth and supporting community health and well-being.
- **Funding and Prioritization:**
  - Concerns over budget allocation, with some wanting minimal spending and others calling for increased investment in parks and trails.
  - Mixed opinions on whether current park and trail systems are sufficient or need significant enhancement.
- **User Experience:**
  - Positive feedback on specific parks like Rainbow Park and Cottonwood Island Trails.
  - Requests for better advertising and maps to showcase existing parks and trails.
- **Specific Needs:**
  - Improved signage for dog and no-dog zones.
  - More bike lanes and pedestrian-friendly pathways.
  - Focus on addressing erosion, trail flooding, and vandalism.

### 3. What does Prince George need more of?



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### Other responses (49):

- **Preservation and Maintenance:**
  - Focus on maintaining and improving existing parks, trails, and greenspaces.
  - Preserve natural areas, greenbelts, and riverfronts.
- **Urban Green Space:**
  - Add greenery downtown, with drought-tolerant plants and shaded areas.
  - Develop manicured parks and protect undeveloped urban wilderness.
- **Connectivity and Accessibility:**
  - Enhance trail networks, safe bike routes, and pedestrian-friendly pathways.
  - Improve access to the riverfront and connect neighborhoods.
- **Recreation Opportunities:**
  - Expand options for biking, skate parks, and indoor winter activities.
  - Add family-friendly spaces and diverse recreation in new subdivisions.
- **Fiscal Responsibility:**
  - Prioritize maintaining existing facilities over building new ones.
  - Avoid unnecessary spending and ensure equitable resource use.
- **Security and Safety:**
  - Address drug use and improve safety in parks and recreational areas.
- **Community Features:**
  - Support for community gardens and accessible parks near senior housing.
- **General Feedback:**
  - Many believe current amenities are sufficient but need better upkeep.

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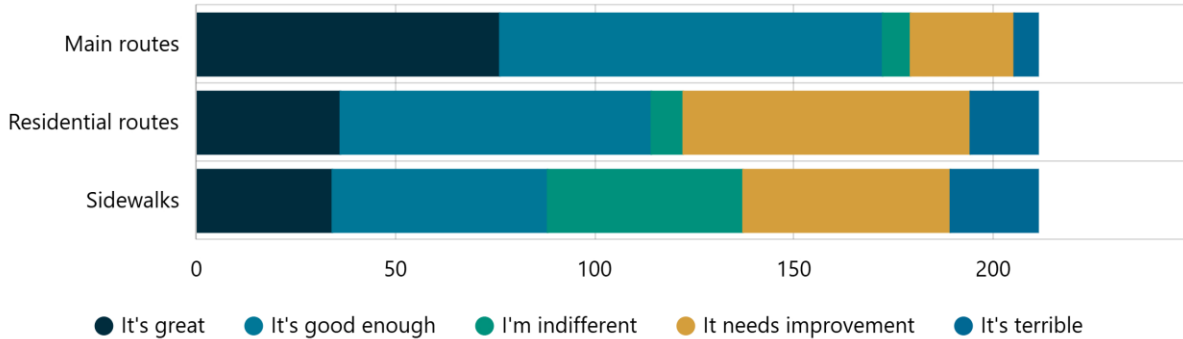
## 4. Do you have any other feedback to share about parks and trails? (93 responses)

- **Preservation and Protection:**
  - Protect Ginters from development and preserve green spaces in new subdivisions.
  - Prioritize maintaining natural landscapes and greenbelts, especially in dense neighborhoods.
  
- **Maintenance and Cleanliness:**
  - Improve winter maintenance on trails to prevent hazards.
  - Increase garbage cleanup and address drug paraphernalia and graffiti in parks.
  - Regularly monitor deactivated parks for inappropriate use.
  
- **Trail Connectivity and Accessibility:**
  - Expand and connect trail networks, especially along riverfronts.
  - Make trails and parks more accessible for people with disabilities and public transit users.
  - Add lighting and enhance usability of trails year-round.
  
- **Safety and Security:**
  - Increase patrols to address encampments, vandalism, and unsafe behaviors in parks.
  - Improve safety measures in urban and riverfront parks.
  
- **Recreation and Amenities:**
  - Develop diverse recreational options, such as large playgrounds, spray parks, and multi-use trails.
  - Enhance dog parks with on-leash and off-leash areas and water supplies.
  - Support river activities with better access, docks, and rentals.
  
- **Community-Focused Development:**
  - Ensure developers include parks and green spaces in neighborhood plans.
  - Invest in facilities that cater to various age groups, including teenagers and older children.
  
- **Appreciation and Feedback:**
  - Praise for well-maintained parks and facilities like Rainbow Park and Memorial Park Cemetery.
  - Requests to maintain and improve existing assets rather than focusing on new developments.

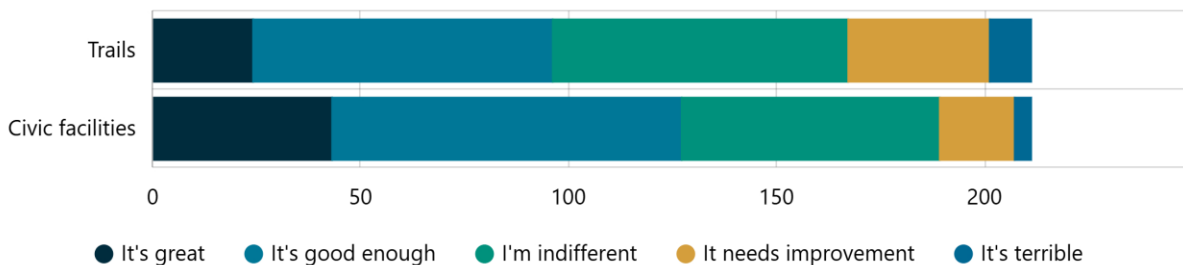
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## Snow and Ice Control – 211 contributions

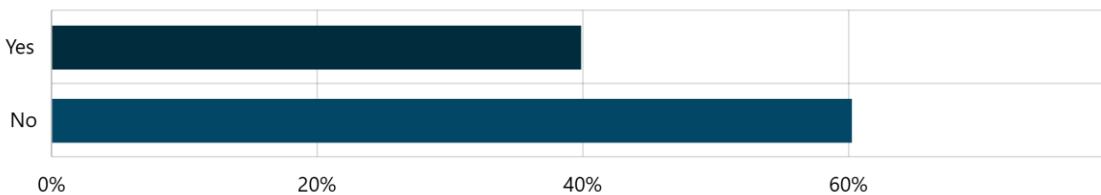
- The City aims to clear main roads and sidewalks (priority one and two routes) within two days of a snow or ice event (i.e., if at least 7.5 cm of snow falls within 24 hours). The City aims to clear residential roads and sidewalks (priority three routes) within three days after all main roads are cleared. How satisfied are you with the quality of snow and ice management on our main routes, residential roads, and sidewalks?



- The parks division is responsible for snow and ice management on city trails and at civic facilities. How satisfied are you with snow and ice management in these areas?



- Do you think residents should be responsible for clearing the snow from sidewalks in front of their properties?



- Do you have any feedback related to snow removal you'd like to share? (134 responses)

- Positive Feedback on Snow Removal**
  - Many respondents praised the city's snow removal efforts, describing the service as efficient, timely, and impressive in certain areas.
  - Specific compliments included the speed and quality of snow removal in residential areas.
- Challenges with Driveway Clearing**

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- A recurring concern was the snow berms left at the end of driveways after street plowing, particularly for seniors, disabled residents, and those with health issues.
- Many believe the city should continue clearing these berms for accessibility and safety reasons, citing health and emergency concerns.
- **Inequity in Service Distribution**
  - Hart Highway and surrounding residential areas were frequently mentioned as underserved during heavy snowfalls, with delays of multiple days for clearing.
  - Residents in smaller cul-de-sacs or less central neighborhoods noted inconsistent and delayed service compared to main routes and downtown areas.
- **Sidewalk and Accessibility Concerns**
  - Many felt sidewalks were not adequately cleared, making them dangerous and inaccessible for pedestrians, seniors, and people with disabilities.
  - There were calls to prioritize sidewalks near bus stops, schools, and high-pedestrian areas and to ensure proper sanding of icy pathways.
- **Debate Over Resident Responsibility for Sidewalk Clearing**
  - Opinions were divided on whether residents should clear sidewalks in front of their properties.
    - Some agreed it could help the city manage snow but suggested it be voluntary, incentivized, or limited to heavy pedestrian areas.
    - Others opposed the idea, citing age, disability, fairness concerns, and the potential for legal liabilities.
- **Suggestions for Improvement**
  - **Parking and Enforcement:** Cars parked on streets during plowing were seen as a major obstacle; some suggested fines or towing.
  - **Snow Piling and Visibility:** High snow piles near intersections and driveways were cited as safety hazards, especially near schools.
  - **Operator Practices:** Concerns were raised about inconsistent plowing quality, excessive speed, and wasteful practices like plowing bare roads.
  - **Use of Resources:** Suggestions included reallocating budgets, using weather forecasts to guide plowing, and hiring more contractors for timely service.
- **Special Considerations for Seniors and Vulnerable Populations**
  - Many respondents highlighted the importance of supporting seniors and people with disabilities by maintaining programs like driveway clearing and improving sidewalk accessibility.
- **Service Expansion and Prioritization**
  - Calls for increased attention to secondary streets, bus routes, and school areas were common.
  - Several respondents suggested adjusting thresholds for snow events and ensuring consistent service during snowfalls.
- **General Appreciation Mixed with Criticism**
  - While many expressed gratitude for the city's efforts, others voiced frustration with perceived inefficiencies, waste, and prioritization issues.