

**Tumbler Ridge
Community Transition Survey 2001**

**Report on Perceptions of Community,
Services,
and Programming Needs**

for:

Tumbler Ridge Employment Development Services Committee
District of Tumbler Ridge
UNBC Northern Land Use Institute
Community Transition Branch of the Ministry of Community, Aboriginal and Women's
Services

prepared by:

Greg Halseth
and
Laura Ryser

Geography Program
University of Northern British Columbia

March 20, 2002

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Project Description

The community of Tumbler Ridge is in a state of transition. Rapid changes since the March 2000 announcement of the Quintette mine closure are being undertaken as part of a community revitalization strategy. During this transition period, information on the makeup and needs of local residents will be useful to a range of groups, service providers and decision-makers in Tumbler Ridge. This need for timely and relevant information about how the community is changing has been made more urgent as a result of a second round of layoffs involving Quintette's reclamation crew employees and the success of the Tumbler Ridge Housing Corporation sale of properties.

Types of information needed during this transition period include socio-economic profiles of residents to see how the town is changing, identification of program and activity needs for the civic centre and for local service providers (especially unmet needs), patterns of housing use, a review of community quality of life issues, and patterns of local participation by local residents. People and groups in Tumbler Ridge are interested in this survey because of the information they need to adjust to changing local circumstances.

As a result of pressures associated with community transition, a questionnaire survey of residents and property owners was undertaken in the fall of 2001. The questionnaire process was developed in concert with a number of partners including the District of Tumbler Ridge, the Tumbler Ridge Employment Development Services Committee, the Community Transition Branch in the Local Government Department of the Provincial Ministry of Community, Aboriginal, and Women's Services, and the University of Northern British Columbia's Northern Land Use Institute. The questionnaire was carried out under the direction of Greg Halseth of the Geography Program at the University of Northern British Columbia.

Acknowledgments

In order to complete this research project, a great deal of assistance was required. First and foremost, we would like to thank and recognize all residents and property owners in Tumbler Ridge who took the time to be interviewed or to complete the questionnaire. The response rate to the survey was tremendous, demonstrating a depth of interest in both the town and its transition planning process.

It is important to recognize our partners in this study. These include the District of Tumbler Ridge, the Tumbler Ridge Employment Development Services Committee, the Community Transition Branch in the Local Government Department of the Provincial Ministry of Community, Aboriginal, and Women's Services, and the University of Northern British Columbia's Northern Land Use Institute.

We would like to also acknowledge the financial support of the Tumbler Ridge Employment Development Services Committee, the Community Transition Branch of the Provincial Ministry of Community, Aboriginal, and Women's Services, and the University of Northern British Columbia's Northern Land Use Institute. Fred Banham in Tumbler Ridge and Brent Mueller in Victoria deserve special acknowledgment for their support, advice, and assistance.

Lana Sullivan and Greg Halseth have been working with northern communities, including Tumbler Ridge, for the past 4 years. We would like to thank Lana for her help with local logistics as we set in place the fieldwork for the 2001 Transition Survey.

Finally, we would also like to thank Brian Stauffer who, along with Laura Ryser, formed our research team in Tumbler Ridge. Together, they knocked on every door in town (up to three times if they couldn't get anyone at home) and worked long hours through September and October to complete the survey work. They very much enjoyed the process of getting to know Tumbler Ridge and it now fills a special place in their memories. Laura continued with the project in creating the databases from the survey and assisting with the report preparation.

Greg Halseth and Laura Ryser
Prince George
March 2002

Other Reports

Summary Report

Methodology Report

Report on New 'Tools' for Community Economic Development

Socio-Economic Profile Report

Report on Perceptions of Community, Services, and Programming Needs

Availability

Copies of all reports from the 2001 Tumbler Ridge Community Transition Survey are available in a number of locations. In Tumbler Ridge, copies have been deposited with the District of Tumbler Ridge offices, the Tumbler Ridge Employment Development Services Committee, and the public library. In addition, copies of the reports are available on-line at the District of Tumbler Ridge website (<http://www.district.tumbler-ridge.bc.ca/>). At the University of Northern British Columbia copies have been deposited with the Northern Land Use Institute and the Weller Library.

Tumbler Ridge Community Transition Survey 2001

Report on Perceptions of Community, Services, and Programming Needs

INTRODUCTION

Community quality of life, and residents' satisfaction with their community, are critical predictors of success in community development and community economic development. When rural and small town places experience economic transition and revitalization, many aspects of these places change and these changes can affect resident's perception of their town and their own quality of life. In this report, questions are asked about local services and organizations as well as suggestions for changes or improvements. These results will be important to local decision-makers, organizations, and service providers in guiding future planning. In addition, the considerable range of interests and topics raised by respondents may provide the synergy for new activities or organizations to be developed in Tumbler Ridge.

This report is comprised of eight sections. Following this introduction, there is a review of club and organization participation and membership. This is followed by questions about service satisfaction ranging from small businesses in town to perceptions of Tumbler Ridge as a place to live. This is then followed by respondent comments on the things they like least or most about Tumbler Ridge. Respondents were then asked about their satisfaction with a range of local services from health care to emergency services. This is followed by a review of service

awareness and use by respondents. Respondents were then asked a number of questions about the Tumbler Ridge Recreation Centre. These include their use and satisfaction with the range of services and facilities in the Centre, together with their comments about any perceived barriers which might limit their use of those services or facilities. Respondents were also asked about activities which would be of interest to them, as well as any recommendations they might have for improving programming at the Centre. The final section of this report deals with respondent suggestions on potential services which might be required or desired in Tumbler Ridge.

All data in this report come from the 2001 Tumbler Ridge Community Transition Survey. As such it includes only the responses of those who completed the survey and is not a 100 percent census of the local population. Most tables provide totals for respondent answers to the various questions. In some cases, lists of respondent suggestions / comments are provided. In accord with our confidentiality procedures, only items identified by 5 or more people have a count of the number of times suggested. For the remaining items in such lists, readers should assume they were put forward by fewer than 5 people. In the discussion accompanying the tables, the analysis includes comments comparing responses across a set of four 'evaluative' variables: Housing Tenure, Housing Type, Out of Town Owners, Familiarity with Tumbler Ridge. Not all evaluative variables are reported for each of the items discussed as in many cases there were no differences in the pattern of responses. For a more detailed discussion of the evaluative variables, please see the Methodology Report.

CLUB AND ORGANIZATION MEMBERSHIP

One key element of both community development and local quality of life is whether residents are active in their community. This activity can include participation in both formal and informal groups, and participation through a variety of volunteer capacities. More than one-third of respondents reported that they were a member of a local club or organization (Table 1). When we examine this participation rate across the evaluative variables, two issues stand out. First, out-of-town property owners not surprisingly participate very little in local clubs or organizations. Second, more than 60 percent of long term residents are active in local clubs or organizations. As noted elsewhere in these reports, new residents (or out-of-town owners) may not yet have had the opportunity to join a local club and organization. Regardless, the level of participation (36 percent for all respondents and over 60 percent for long term residents) suggests a very high participation rate by Tumbler Ridge residents.

Table 1: Membership in Clubs and Organizations

Response	Frequency	Percent
Yes	236	35.8
No	423	64.2
n =	659	100.0

Table 2 includes a listing of club or organization membership broken down into a number of categories. Membership in sports and recreation organizations, such as the Curling Club, the Golf Club, and the Wolverine Nordic Mountain Society, were the most popular responses. The next most popular response category was service organizations, including the Legion, Block Watch, the Tumbler Ridge Family Support Society, the Hospital Board, the Library Board, the Shriners, the Ladies Auxiliary Legion, and Tumbler Ridge Recycling. Membership in youth or children's development organizations was mostly minor hockey, scouting, and other youth

sporting organizations. Membership in religious organizations included a number of individual churches and their activity groups. Membership in seniors' organizations included either the Old Timer's Hockey Club or the 49 Forever Club. Membership in special events organizations focused upon the Grizzly Valley Days Society. Organizations listed under 'other' included the Arts Council, Craft Club, Knitting Club, and Quilting Club. Table 2z in the Appendix to this report contains a list of all clubs and organizations mentioned.

Table 2 : Membership in Local Clubs and Organizations

Organization Type	Respondents
Other	15
Religious	58
Senior	14
Service	108
Special Events	5
Sports and Recreation	172
Youth / Children	59

When asked about clubs or organizations that respondents wanted to see active in Tumbler Ridge, the most popular responses involved bowling, a curling club, and a golf club (Table 3). The next most popular suggestions involved youth or teen organizations, including scouting groups and more general organizations for young people. The third most popular set of suggestions revolved around cards, music, or dance activities. In addition, there were suggestions for gardening, arts, and theatre organizations, as well as for women's organizations and economic development organizations. With respect to service groups, popular suggestions included Toastmasters, Lions, Legion, and Knights of Columbus. In terms of seniors' organizations, most called for a centre or club. Suggestions for other types of organizations included many support groups, including Al-Anon, Alcoholics Anonymous, Home Support, and Transition houses. A complete listing of suggestions for clubs or organizations is found in the Appendix in Table 3z.

One of the most interesting items of note is that many of the clubs or organizations suggested already exist in Tumbler Ridge. This is likely a reflection of the differences in knowledge between long term residents and those who are new arrivals or out-of-town property owners. While some local groups may have been in-active in recent years due to membership turnover, it looks like there is a solid foundation here for renewal.

Table 3: Recommendations for Needed Clubs and Organizations

Organization Type	Respondents
Cards / Music / Dance	32
Children's	9
Economic Development	8
Gardening / Art / Theatre	21
Historical / Museum	*
Other	19
Religious	*
Senior	17
Service	19
Singles / Newcomers	*
Sports and Recreation	69
Women's	10
Youth / Teen	45

*Less than 5 responses

QUALITY OF LIFE PERCEPTIONS

This section of the report includes respondent perceptions on a number of quality of life characteristics in Tumbler Ridge. The overall story is that residents and property owners are very satisfied with the quality of life available in Tumbler Ridge.

With respect to satisfaction with small businesses in Tumbler Ridge, approximately 62 percent of respondents reported that they were satisfied (Table 4). In addition, about 22 percent offered no opinion on this question. When we examine this response pattern across the different respondent characteristics, those who own their own home were a bit more likely to be

dissatisfied relative to renters, and residents were a bit more likely to be satisfied relative to out-of-town owners. Nevertheless, the overall pattern was a strong level of satisfaction.

With respect to community pride, nearly all respondents reported being satisfied (Table 4). In fact, 51 percent reported being very satisfied with community pride in Tumbler Ridge. When we look at this pattern across respondent characteristics, the only item of note is that new residents were even more likely to be satisfied with community pride. A strong sense of community pride is a prerequisite for involvement and bodes well for Tumbler Ridge's revitalization work.

With respect to opportunities for youth in Tumbler Ridge, respondents were more split in their opinion (Table 4). Approximately 36 percent of respondents were satisfied, while a comparable 38 percent were dissatisfied with opportunities for youth. About one-quarter of those who answered this question offered no opinion. When examined across respondent characteristics, new residents were more likely to be satisfied with opportunities for youth compared to long term residents. In addition, residents were more likely to be dissatisfied than were out-of-town owners. Both of these differences centre upon a differing depth of familiarity with the town, with long time residents perhaps comparing the current situation to previous opportunities and households without children having little basis for comparison.

When asked about local employment opportunities, approximately 57 percent of respondents reported that they were dissatisfied (Table 4). This result is not surprising as Tumbler Ridge's transition was necessitated by the Quintette mine closure and the resulting impacts on both families and businesses. When examined across the different respondent characteristics, new residents were more likely to report that they were satisfied than were those who have lived in town for ten or more years. In addition, out-of-town property owners were more likely to report no opinion on this question.

With respect to opportunities for women, responses were again divided with a large number of respondents giving no opinion on this question (Table 4). When examined across respondent characteristics, there are really no differences except that out-of-town owners were even more likely to answer 'neutral'.

When asked about housing, more than 90 percent of respondents reported that they were satisfied (Table 4). Comparing across respondent characteristics, the only item of note is that renters were more dissatisfied than home owners. When asked about the availability of shopping in Tumbler Ridge, respondents were split as about 47 percent were dissatisfied and 31 percent were satisfied (Table 4). When examined across the evaluative variables, owners were more satisfied than were renters, and new residents were more satisfied than long term residents.

Respondents were very satisfied with local voluntary organizations (Table 4). One of the characteristics of Tumbler Ridge from its founding has been the creation of a vibrant voluntary sector, something which has functioned even through this difficult transition period. There were no differences in the strong support shown for local voluntary sector organizations across the different respondent characteristics.

Respondents were also very satisfied with recreation organizations in Tumbler Ridge (Table 4). As with voluntary organizations, there was extensive effort put into place when Tumbler Ridge was planned to provide for recreational opportunities and organizations. The importance residents place on these groups is demonstrated by their activity over the years and through the current transition. Again, there were no differences in the strong level of satisfaction across respondent characteristics except that new residents were even more likely to be satisfied.

Respondents were also very satisfied with community events in Tumbler Ridge (Table 4). There were no differences in this strong satisfaction response when compared across respondent characteristics.

When asked about community safety, nearly all respondents reported that they were satisfied (Table 4). In fact, community safety is one of the characteristics identified by property purchasers as an attractive feature of Tumbler Ridge. As with recreation services, a number of community design initiatives were put in place when the town was built in an effort to enhance safety through environmental design. The important contribution of these design elements to local quality of life continues. Again, there were no differences in the strong level of satisfaction when compared against respondent characteristics.

In terms of recycling, nearly all respondents reported that they were satisfied with current opportunities in Tumbler Ridge (Table 4). The only difference is that new residents were even more satisfied.

One of the attractive features of Tumbler Ridge has been identified as its clean environment, and one of the key aspects of this clean environment is its air quality. Respondents reported being very satisfied with local air quality (Table 4), something which did not change when disaggregated against respondent characteristics.

Finally, respondents were asked for their evaluation of Tumbler Ridge as a place to live. Not surprisingly given the positive responses thus far reported, 31 percent of respondents were satisfied and about 63 percent were very satisfied with Tumbler Ridge as a place to live (Table 4).

Table 4: Quality of Life Perception and Satisfaction (Percentage of Total Responses)

Variable	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	n =
Small business	2.1	15.7	21.7	49.1	11.4	613
Community pride	0	2.8	7.8	38.7	50.1	605
Opportunities for youth	7.1	30.1	24.8	25.1	12.1	439
Employment opportunities	14.3	44.9	24.4	13.3	3.1	488
Opportunities for women	7.8	28.7	30.3	28.9	4.4	436
Housing	0.5	1.9	6.9	50.2	40.6	636
Shopping	10.6	36.9	21.4	28.0	3.1	635
Voluntary organizations	0.2	2.4	21.3	55.7	20.4	422
Recreational organizations	0.4	2.3	9.4	52.1	35.9	532
Community events	0.4	2.2	15.3	52.9	29.2	548
Community safety	0.7	4.5	7.7	53.7	33.4	557
Recycling	0	1.2	6.3	49.0	43.6	574
Air quality	0.3	1.0	2.9	26.3	69.5	623
Tumbler Ridge as a place to live	0.3	1.2	4.5	31.2	62.8	651

As noted at the beginning of this report, satisfaction with community quality of life is a critical predictor of people's willingness to be involved in community change and revitalization activity. Based upon these results, Tumbler Ridge has a strong foundation upon which to build. Opportunities for youth and women, as well as opportunities for shopping have long been difficult issues in rural and small town Canada. In addition, employment opportunities are a particular issue around which Tumbler Ridge's current economic revitalization efforts are focused. One additional item of note is that newly arrived residents report being even more satisfied than long term residents with respect to Tumbler Ridge's quality of life issues. Again, this bodes well for their participation in local revitalization initiatives.

WHAT RESPONDENTS LIKED LEAST / MOST ABOUT TUMBLER RIDGE

As part of the survey, respondents were given an opportunity to list those things they liked least or liked most about Tumbler Ridge. In Table 5, comments about things respondents liked least about the Tumbler Ridge area are summarized. The largest of these categories has to do with shopping and retail services. Nearly 100 respondents stated that limited shopping opportunities was the thing they liked least. More than 20 people identified that the lack of general clothing stores, a lack of small businesses, a lack of retail competition, and a lack of personal services. Additional items commonly identified were the high cost of local store items, the distance from larger shopping centres, a lack of choice with respect to grocery or hardware stores, and limited store hours. A next group of commonly identified items concerns limited entertainment options (including fast food, youth, or cultural activities), isolation (distance to larger centres), limited job opportunities, and the state of the provincial highways connecting Tumbler Ridge to Chetwynd, Dawson Creek, and Grande Prairie. There were 43 respondents who identified some aspect of local governance or policing as something they liked least about Tumbler Ridge. In addition, there were a number of categories such as dogs, education, housing, medical services, small town characteristics, transportation, vandalism, weather, and youth boredom which were identified.

In some of these cases the local government has little opportunity to change the situation, but for others the local government can use these results as part of their efforts to lobby for change or improvements (such as in the case of provincial highway connections). In others, action is available through bylaw work to deal with dogs and/or provision of garbage containers and pickup to deal with litter. A list of the detailed suggestions under each subject heading is found in Appendix Table 5z.

**Table 5: Summary of the Least Liked Things
about the Tumbler Ridge Area**

Variable	Respondents
Dogs	14
Education	10
Entertainment Options	55
Housing	11
Isolation	66
Job Opportunities	59
Medical	20
Roads	*
Provincial Highways	50
Shopping / Retail	275
Small Town / Gossip	28
Town Governance / Policing	43
Transportation	20
Vandalism / Litter	14
Weather	14
Youth Boredom	14
Other	44

*Less than 5 responses

While approximately 740 comments were made about things which respondents liked least about Tumbler Ridge, there were just over 1,300 comments made about things they liked most about the area (Table 6). A breakdown of the individual items noted under each topic area is found in Appendix Table 6z. As noted, small town life and the natural environment are overwhelmingly the things respondents liked most about Tumbler Ridge. In addition, the peace and isolation of the town and the availability of facilities and opportunities through the Recreation Centre were often noted. Community safety was also cited by nearly 100 respondents.

Table 6: Summary of Most Liked Things about the Tumbler Ridge Area

Variable	Respondents
Housing / Town Plan	49
Natural Environment / Clean Air / Mountains	419
Quiet / Peace / Isolated	170
Recreation Centre / Facilities / Opportunities	139
Safe / Safe for Kids	93
Small Town Life / Friendly People	412
Social / Medical Services	13
Other	14

In comparing Tables 5 and 6, several items are of note. First, some of the topics (small town characteristics, winter weather, and community isolation) show up on both tables and simply reflect different personal preferences. Second, respondents were much more likely to identify items they liked about the Tumbler Ridge area. Third, and perhaps the most significant, is that the item respondents liked least concerned the availability of shopping services in town. While this is a general problem for small towns, it had been much more vigorous in Tumbler Ridge prior to the 1990 restructuring of the Quintette mine. The recent year of economic and community transition has included many newspaper articles on new businesses starting in town, a trend which, if continued, will assist greatly in renewing the range of services and shopping opportunities and competition between stores.

GOVERNMENT SERVICES SATISFACTION

In this section, respondents were asked about their satisfaction with a range of government supplied community services. Two additional questions were asked. The first concerned health services and whether the respondent could identify any special health service needs for people in their households, or whether they had any suggestions for improving health services in Tumbler

Ridge. The second concerned whether the respondent could identify any services which they felt were needed in Tumbler Ridge.

As shown in Table 7, respondents are generally satisfied with a range of government provided community services in Tumbler Ridge. There are no differences in this pattern across service type or across the different respondent characteristics. There are a number of questions, including children and family services, public schools, post secondary schools, and counseling services where the number of responses is quite low (close to 50 percent of those surveyed did not provide an answer for these questions), and likely has to do with respondents' familiarity with these particular services. One critical part of the Tumbler Ridge Revitalization Task Force recommendations was that funding be provided to ensure that basic community services be maintained over a period of community change and uncertainty. This provision of funding has clearly been critical to maintaining resident quality of life, community satisfaction, and the attractiveness of Tumbler Ridge for residents interested in purchasing a home and investing in the future of the town.

Table 7: Satisfaction with Government Provided Community Services
(Percentage of Total Responses)

Variable	Very Dissat.	Dissatisfied	Neutral	Satisfied	Very Satisfied	n =
Health services	1.1	7.3	10.5	49.9	31.1	533
Children/family services	1.0	5.3	17.5	56.4	19.8	313
Public schools	2.2	14.1	20.4	50.1	12.4	362
Post secondary	3.0	14.6	23.4	49.2	9.7	329
Counselling services	1.7	3.6	19.1	58.4	17.2	303
Town road maintenance	1.3	5.7	8.0	56.9	28.0	610
Emergency fire response	0	1.0	6.7	61.2	31.2	420
Sewer system	0.2	0.7	4.1	69.8	25.2	563
Water system	1.3	5.7	6.9	62.4	23.7	598
Garbage collection	0	1.0	4.1	66.0	28.9	591
Recreation facilities	0	0.7	3.0	41.7	54.6	606
RCMP	1.1	5.1	8.0	54.9	30.8	548
Ambulance services	0.5	2.9	7.2	57.5	31.9	414

When asked, about 16 percent of those surveyed reported needing special health services for someone in their household (Table 8). There are no differences in this requirement across the different respondent characteristics employed as evaluative variables. In other words, owners and renters, long time and new residents, and local residents and out-of-town owners did not report different levels of needs in this area. For those who did identify a special health service need, they were also asked to identify the type of health services required. This list of special health services is shown in Table 9. The services which were required by ten or more respondents included diabetic services, heart services, and physiotherapy services.

Table 8: Households that Require Special Health Services

Response	Frequency	Percent
Yes	103	15.7
No	554	84.3
n =	657	100.0

Table 9: List of Special Health Services Required

Health Service / Condition	
24 hour doctor services	Kidney dialysis
Aid at school	Lung test / specialist
Allergy	Maternity
Arthritis (5)	Massage therapy
Asthma	Motorized scooter
Autism	MRI
Blood clots	Muscular specialist / surgeon
Blood tests	Neck specialist
Bone scan	NIDDM
Catscan	Oncologist
Chemotherapy	Ophthalmologist
Chiropractor	Optometrist
Chronic Fatigue Syndrome	Optomologist
Counseling	Osteoporosis
Degenerative spine problems	Oral
Dentist	Orthodontist
Depression	Orthopedic specialist / surgeon
Diabetic (23)	Oxygen
Diagnostic testing	Pharmacy for medication
Easily dehydrated	Physiotherapy (12)
Electric chair lift	Podiatrist
Epilepsy	Proloactonoma - endocrinologist
Follow-up / recovery (cancer)	Recovery from motor vehicle accident
Going out of town for health care	Rehabilitation pool therapy
Handicapped parking	Retinologist
Hearing	Senior health services
Heart (10)	Special access
Hematologist	Speech therapy
High blood pressure	Spouse with poor health
High cholesterol	Surgical Intervention
Home care	Walker
Hypertension	Weight training
Internalist	Wheelchair
Intervenous	Worker's Compensation Board injury

Health care provision is an ongoing and difficult issue across Canada. When asked, 346 respondents, or just over half of the survey sample, identified suggestions to improve health services in Tumbler Ridge. A number of these respondents identified multiple suggestions. As shown in Table 10, 164 respondents had suggestions dealing with operational access to health care. Approximately 30 respondents noted the requirement for more doctors. In addition, more than 10 respondents each recommended: 24 hour access to emergency services, enhanced home

care and home support, a generally higher level of health services availability, more nurses, and more public health nurses. Another group of respondents identified training or education, including education to newcomers about health services available (such as currently available 24 hour emergency access) in town and enhanced public education about a range of health and healthy lifestyle issues.

A total of 141 respondents identified health equipment or infrastructure needs (Table 10). Most of these had to do with equipping the hospital to accommodate overnight stays or to provide some specialist services. A further 27 respondents identified transportation needs, with most of these concerned with emergency evacuation response services. A further 135 respondents identified the need for specialist services in Tumbler Ridge, with the most often noted being chiropractor, optometrist, and physiotherapy services. A total of 17 respondents specifically identified services focused on women, including availability of female doctors or pregnancy services. These recommendations certainly confirm the findings of other cross-Canada research into health services in rural and small town places. Pressures on funding and cutbacks in service provision have meant that many small towns do not have the level or types of specialist services, equipment, or trained staff to meet local needs. As a result, there has been a tremendous increase in the number of people who must leave their community for anything but routine health care. The suggestions identified in Table 10 are listed in full in Appendix Table 10z.

Table 10: Recommendations for Improving Health Services in Tumbler Ridge

Suggestion	Count
Operational	164
Training / Education	7
Equipment / Infrastructure	141
Transportation	27
Specialists	135
Women's Services	17
Other	5

n = 346 respondents, with 496 suggestions

COMMUNITY SOCIAL SERVICES AWARENESS AND USE

In this section, respondents were asked about whether they were aware of, or had used, any of a range of community social services (Table 11). Public health services were the most widely known or used amongst this set. Approximately half of respondents had either used or were aware the Employment Family Assistance Program, Tumbler Ridge Assessment and Referral Society, Tumbler Ridge Counseling Services, and the Tumbler Ridge Family Support Society. Child development services and visiting nurses services were known about, or were used, by a much smaller proportion of respondents. When responses are compared across respondent characteristics, the most important differences involve familiarity with the town. Respondents who had lived in town for one year or less, or respondents who were out-of-town property owners, were much less likely to be aware of, or to have used, any of the range of community social services identified in Table 11. This suggests a need to promote awareness of local services.

Table 11: Are You Aware / Used the Following Services in Tumbler Ridge?

Service	Frequency	Percent
Employment Family Assistance Program	330	48.9
Tumbler Ridge Assessment and Referral Society	290	43.0
Tumbler Ridge Counseling Services	396	58.7
Tumbler Ridge Family Support Society	371	55.0
Public Health	449	66.6
Child Development Services	269	39.9
Visiting Nurses	235	34.9

n = 674

RECREATION CENTRE SERVICES

Introduction

This section includes respondent comments about the services, facilities, and activities available through the Tumbler Ridge Recreation Centre. It starts with a review of respondent use of Recreation Centre facilities and then examines any perceived barriers to their use of the facilities or services. This is followed by suggestions about activities which might be of interest to them or people in their household. Finally, the Recreation Centre questions finish with respondent recommendations on how to improve programming.

Use of Recreation Centre Facilities

Respondent use of the different facilities within the Recreation Centre varied tremendously (Table 12). Approximately 66 percent of respondents had used the library, while only 20 percent had used the weight room. About 33 percent of respondents had used the hockey rink, while only

about 20 percent had used the curling rink. More than half of respondents had used the swimming pool and just less than half had used one of the recreation rooms in the Centre. The restaurant had been used by the largest proportion of respondents, while the lounge had been used by just over half of respondents.

Table 12: Use of Recreation Centre Facilities

Facility	Have Used	Percent
Library	449	66.6
Weight room	133	19.7
Hockey rink	225	33.4
Curling rink	132	19.6
Swimming pool	383	56.8
Recreation rooms	280	41.5
Restaurant	517	76.7
Lounge	355	52.7

n = 674

When we look at these use patterns by respondent characteristics, the only differences that appear are those connected to familiarity with Tumbler Ridge. In this case, those who had lived in town for less than one year, as well as out-of-town property owners, were much less likely to have used Recreation Centre facilities such as the weight room, the hockey rink, the curling rink, or the recreation rooms. This is not surprising given the length of time these residents may have been in town. Also, given that the survey was conducted in the fall, and many new residents had moved in over the summer, they would not yet have had an opportunity to use the curling or hockey rinks.

Those who reported using Recreation Centre facilities were also asked about their frequency of use. Not only did facilities such as the library, swimming pool, and restaurant have some of the highest levels of use (Table 12), but they also had some of the most frequent levels of use (Table 13). The facilities were used intensely on both a weekly, or in some cases daily, basis. Some

facilities are more suited to seasonal use, such as was noted for the hockey rink. Other facilities are used on an occasional basis. Generally, the frequency of use patterns were much more regular for residents as opposed to out-of-town property owners. Similarly, long term residents tended to make more regular and frequent use of facilities than did new residents. Aside from these quite expected patterns, there were few other differences in the frequency of Recreation Centre use across the evaluative variables.

Table 13: Frequency of Use of Recreation Centre Facilities (%)

Facility	Daily	Weekly	Monthly	Seasonally	Rarely	n =
Library	4.2	28.1	27.2	17.1	21.2	449
Weight room	7.5	23.3	8.3	22.6	37.6	133
Hockey rink	3.6	21.3	6.7	48.0	19.6	225
Curling rink	0	25.8	4.5	35.6	33.3	132
Swimming pool	8.1	37.1	19.1	15.4	17.5	383
Recreation rooms	0.7	26.8	23.9	21.8	25.4	280
Restaurant	3.9	25.0	31.3	11.4	26.3	517
Lounge	3.9	16.6	25.9	14.1	36.9	355

Respondents were then asked about their level of satisfaction with Recreation Centre facilities (Table 14). As shown, nearly all facilities received very high levels of satisfaction with virtually no differences across the evaluative variables. For the library, weight room, hockey rink, curling rink, and meeting rooms, nearly all of those who used these facilities report being satisfied with them. With respect to the swimming pool, almost 73 percent of users report being very satisfied. Only the restaurant and lounge differed from this pattern. For the restaurant, about 19 percent of respondents were neutral while an additional 15 percent reported that they were dissatisfied. For the lounge, about 23 percent were neutral while an additional 14 percent were dissatisfied. Yet, despite these exceptions it should still be noted the majority of respondents reported being satisfied with the restaurant and lounge. In all, those operating the Tumbler Ridge Recreation Centre can be very pleased with the level of use, and the level of satisfaction by the users, of their facilities.

Table 14: Satisfaction with Recreation Centre Facilities (%)

Facility	Very Dissat.	Dissatisfied	Neutral	Satisfied	Very Satisfied	n =
Library	0.5	0.7	3.2	34.6	61.0	439
Weight room	0	1.7	4.1	48.8	45.5	121
Hockey rink	0	0.9	2.8	41.3	54.9	213
Curling rink	0.8	0	3.1	44.1	52.0	127
Swimming pool	0.8	1.8	2.4	22.1	72.9	380
Meeting rooms	0.4	0.7	7.8	51.1	39.9	268
Restaurant	3.6	11.8	18.3	51.4	14.9	498
Lounge	4.7	9.7	23.5	48.5	13.5	340

Barriers to Use of Recreation Centre

When asked, only 26 percent of respondents reported that they perceived any barriers to their use of the Recreation Centre or its facilities (Table 15). There were relatively few differences in this response pattern across respondent characteristics, with the exception that local residents were slightly more likely to identify barriers than were out-of-town property owners.

Table 15: Are there any Barriers to Your Use of Recreation Centre Facilities?

Response	Frequency	Percent
Yes	160	23.7
n =	674	100.0

Table 16 includes a summary listing of the barriers identified by respondents. The most commonly noted barrier includes hours of operation, with respondents clearly wanting more access on weekends and evenings, especially to the heavily used facilities such as the library and

pool. A total of 55 respondents (8 percent of the entire sample and 14 percent of those who report using the Recreation Centre’s facilities) cited costs as a barrier. Fourteen respondents cited access as a barrier, with most referring to the need to improve access between levels for seniors or people who have trouble with stairs (information may need to be increased about the elevator and the pool lift). A total of 49 respondents identified other barriers, with service in the restaurant and smoking in the restaurant/lounge area being noted. The full list of suggestions is listed in Appendix Table 16z.

Table 16: Summary of Barriers to Use of Recreation Centre Facilities

Variable Responses	
Access	14
Cost	55
Hours	104
Other	49

Suggested Activities

Respondents were then asked about activities which would be of interest to themselves or other members of their household. These suggestions have been grouped under ‘winter’, ‘summer’, or ‘other’. As shown, Table 17 includes suggestions for summer activities. The most common suggestions include hiking, fishing, and camping, suggestions that fit well with Tumbler Ridge’s wilderness setting. Golf and swimming, both of which are well supported by Tumbler Ridge facilities, are the next most commonly cited summer activities. A final group of popular suggestions include those you can do within the community such as biking, walking, and gardening, and some you can do in the region around Tumbler Ridge such as all terrain vehicle use, boating, and hunting.

Table 17: Summer Activities

4 X 4 driving	Floating down rivers	Riding
Adult swim lessons	Fly-fishing	River boating
Aerobics	Flying	River sports
All summer activities	Football	Road hockey
All terrain vehicles (48)	Fossil hunting	Roller-blading (13)
Arts	Gardening (41)	Rope climbing
Aquafit	Golf (111)	Running (11)
Backpacking	Grizzly Valley Days	Rving
Badminton	Hand gliding	Sailing
Ballroom dancing	Hiking (226)	Seadoo
Barbeques	Horseback riding (18)	Sewing
Baseball (19)	Horseshoeing	Shopping
Basketball	Hunting (48)	Sightseeing
Berry picking	Internet	Skate boarding
Biking (69)	Jogging	Scooters
Bingo	Kayaking	Sky diving
Birdwatching (5)	Knitting	Soccer (19)
Boating (44)	Lacrosse	Social events
Botchy ball	Lake	Sports
Bowling	Library	Squash
Cabin	Mechanics	Stock car racing
Cadets	Meditation	Swimming (148)
Camping (184)	Motor biking (12)	Tennis (6)
Canada Day	Motor cross racing	Theatre
Canoeing (20)	Mountain biking (7)	Trail biking
Cards	Mountain climbing	Trail walking
Carpentry	Mushroom picking	Travel (8)
Caving (5)	Music	Visiting
Collecting wood	Old timers baseball	Volleyball
Community clean up	Open water fishing	Volunteering
Computer games	Outdoor activities (14)	Walking (78)
Crafts	Paint ball	Walking (in the woods) (5)
Crochet	Painting	Watching softball
Cutting wood	Park	Water skiing
Cycling (7)	Photography (6)	Water sports
Entertaining	Picnicking (13)	Weight room (7)
Excursions	Pool	Wildlife watching
Exercise	Prospecting	Walleyball
Exploring (5)	Racquetball	Woodworking
Fasting	Rafting	Writing
Fishing (216)	Reading	
Fitness	Reading program (kids)	
Flat-bed falls	Renovations	
Flea market		

The most popular suggestions for winter activities include snowmobiling, cross country skiing, and skating (Table 18), activities that fit well with Tumbler Ridge’s outdoor opportunities and four season climate. Downhill skiing, curling, hockey, ice fishing, swimming, and walking are also commonly cited winter activities and all are well supported either by Tumbler Ridge facilities or are nearby in the region. Other popular suggestions include some you can do within the community (crafts, tobogganing, and the Recreation Centre’s weight room), and some you can do in the region around Tumbler Ridge (hiking, hunting, snowboarding, and snowshoeing).

Table 18: Winter Activities

Aerobics	Fly-tying	Recreation hockey
All terrain vehicle (6)	Folk art	Road hockey
Aquafit	Games	Running
Arts	Gymnastics	School activities
Back country	Hiking (29)	Self-help
Badminton (5)	Hockey (68)	Sewing
Ball hockey	Horseback riding	Skating (90)
Ball room dancing	Hunting (19)	Snowboarding (27)
Basketball	Ice fishing (60)	Snowmobiling (128)
Bingo (5)	Interior decorating	Snowshoeing (23)
Bowling	Internet	Speed skating
Bridge	Kids Club	Square dancing
Build snowmen	Knitting (6)	Squash (9)
Campfires	Lacrosse	Social events
Cards	Library	Stained glass
Choir	Line dancing	Swimming (68)
Classes	Mother / tot exercise	Theatre
Coffee	Museum	Tobogganing (23)
Collecting wood	Music events	Tole painting
Computer games	Needle work	Volleyball
Crafts (12)	Nintendo	Volunteering
Crochet	Outdoor activities	Walking (43)
Cross-country skiing (130)	Outdoor skating rinks	Walking trails
Curling (73)	Painting (5)	Watching hockey games (11)
Dancing	Photography	Watching movies
Darts (8)	Picnicking	Weight room (14)
Dinners	Poker	Wet fit
Dog sledding	Pool	Wildlife watching
Downhill skiing (82)	Post-pregnancy exercise	Winter camping
Drawing	Quilting	Winter carnival
Figure Skating (5)	Racquetball	Walleyball
Fitness	Reading	Woodworking
Floor hockey	Recreation Centre	Yoga

Respondents also suggested a range of activities which they felt could be carried out year-round or in more than one season (Table 19). The most popular suggestions included crafts, walking, and hunting. Other activities included some you can do within the community such as birdwatching, horseback riding, and choir, some you can do within the Tumbler Ridge Recreation Centre including bingo, painting, reading, swimming, Tae Kwan Do, and use of the weight room, and some you can do in the region around Tumbler Ridge such as fishing.

Table 19: Other Activities

Air brushing	Dancing	Reiki
All terrain vehicle	Darts	River activities
Aquafit	Exercise	Saxophone
Badminton	Fishing (6)	Seasonal dances
Ball hockey	Floor curling	Sewing
Basketball	Flying	Shooting
Bead work	Framing	Singing
Beavers	Gardening	Skateboarding
Berry picking	Golf	Sleigh / cart rides
Biking	Guitar	Social events
Bingo (7)	Hiking	Square dancing
Birdwatching (5)	Home renovations	Squash
Boating	Horseback riding (6)	Swimming (9)
Bowling (5)	Horticulture	Tae Kwan Do (6)
Bridge	Hunting (12)	Team sports
Busy Bee	Jewellery	Tennis
Camping	Karioke	Touring / sightseeing
Cards	Knitting	Trade shows
Ceramics	Library	Travelling
Choir (6)	Motor biking	Tubing
Collecting rocks	Music	Volunteering
Collecting wood	Needle work	Walking (15)
Community activities	Outdoor activities	Walking trails
Computer games	Quilting	Weight room (9)
Cooking oats	Painting (5)	Wet fit
Crafts (12)	Parties	Wildlife watching
Crochet	Photography	Walleyball
Cross stitching	Piano	Wood carving
Cross word puzzles	Playtime for kids	Woodworking
Curling	Racquetball	Yoga
Cutting wood	Reading (5)	

Programming Suggestions

The final set of questions with respect to the Tumbler Ridge Recreation Centre concern recommendations to improve local programming, activities, or services. As shown in Table 20, approximately 30 percent of respondents made recommendations regarding services or activities at the Recreation Centre. These suggestions have been summarized in Table 21.

Table 20: Recommendations for Services / Activities at the Recreation Centre

Response	Frequency	Percent
Yes	197	29.2
n =	674	100.0

A total of 285 suggestions for services or activities at the Tumbler Ridge Recreation Centre were received from the survey respondents (Table 21). By far the most popular suggestion concerned a bowling alley. The next set of more popular suggestions included ballet classes, cards and bridge games, craft programs, more adult lap swim times, a movie theatre, and a ski hill. In addition to these specific suggestions, a number of people mentioned making a variety of dance and music programs available in Tumbler Ridge.

Table 21: Recommendations for Services / Activities for the Recreation Centre

Activities for <3 years	Drop-in volleyball	Piano lessons
Activities for 30-50 years	Early pool hours	Pot luck dinners
Activities for disabled	Early senior swims	Pottery
Advertising	Entertainment	Quilting
Aerobics	- from outside	Reading buddies
Afternoon curling	Equipment rental	Recreation hockey
After school care	Excursions	Relaxation classes
All terrain vehicle training	Excursions for kids	Rollerblading
Aquafit	Expand recreation rooms	Running group
Aquatic programs - more	FAC course	Self-defense
Babysitting course	Family swims at 5pm	Senior activities/ dances
Babysitting service	Fastball / baseball	Senior activity centre
Ballet classes (5)	First aid	Senior fitness classes
Ballroom dancing	Fitness	Senior skating
Basketball camp	Floral arranging	Sewing
Bear safety	Football program	Shuffle board
Bingo	Fun tournaments	Skate board park
Boating courses	Fused glass	Ski excursions
Bowling (30)	Game nights	Ski hill (6)
Boxing	Games room	Ski lessons
Canoe / kayak club	Garden classes for north	Snowboarding lessons
Cards / Bridge (7)	Golf lessons	Snowmobile club
Carpentry	Gospel music	Snowmobile rental
Ceramics	Gymnastics	Speed skating lessons
Children's choir	Hiking club	Square dancing
Circuit training	Horseback riding lessons	Stained glass
Climbing wall	Indoor bow range	Stretch classes
Community band	Investment strategies	Swim club
Comm. school system	Jazz / Tap Dance	Swimming lessons
Computer classes	Joint mobility program	Swimming lessons - adult
Concerts	Judo / Karate	Tai Chi
Continue hockey	Kids' dance classes	Take over soccer program
Continue skating	Knitting	Teen programs
Continue swimming	Line dancing	Tennis lessons
Cooking course	Resource teaching skills	Toastmasters
CORE hunting / training	Martial arts	Tole painting
Crafts - adult	Moms and Tots swim	Trail rides
Crafts - general (5)	More adult lap swims (5)	Theatre
Crib night	More hockey games	Trampolines
Crochet	More pre-teen /teen dances	Volleyball camp
Cross country ski lessons	More floor hockey	Walking track
Curling lessons	Movies / theatre (5)	Water colour painting
Dance 40+ club	Music lessons	Waterslide
Dances / Dancing	Night classes	Women weight room time
Dancing lessons	Oil / acrylic painting	Western dancing
Daycare	Orienteering	Woodworking
Diving boards	Outdoor skating rink	Yoga - general / evening classes
Drama club	Paint ball	Youth activities / Youth centre

When respondents were asked about suggestions to improve local programming at the Recreation Centre, 153 people (about 23 percent sample) made suggestions (Table 22). These suggestions are summarized in Table 23.

Table 22: Suggestions to Improve Programming at the Recreation Centre

Response	Frequency	Percent
Yes	153	22.7
No	521	77.3
n =	674	100.0

Respondents made 177 programming suggestions for the Tumbler Ridge Recreation Centre (Table 23). Most of these suggestions fell into one of three categories. The first have to do with enhancing communications about activities, facilities and services in the Recreation Centre (increased advertising, websites with event times, and an improved outside notice-board). A second set of suggestions focuses upon operating hours with a call for longer operating hours and the creation of more evening programs, especially at the pool. A third set of suggestions involve age specific activities. As the age distribution of Tumbler Ridge’s population now reaches from young to old, so too do calls for more activities for ‘0-5 year olds’, ‘teens and youths’, ‘mothers’, and ‘seniors’. The staff of the Tumbler Ridge Recreation Centre now has a series of suggestions through which they can look for common themes and pressure points to assist with local programming.

Table 23: Recommendations to Improve Local Programming

Activities for 0-5 years of age (5)	Hire trained people	Public skating after school
Activities for 30-50 years of age	Hours to reflect new senior pop.	Registration deadlines for programs
Activities for disabled	Improve senior rates	Renovate pool
Adult swims must reflect shift hrs	Improve restaurant / coffee shop	Saturday night dance
Afternoon curling	Improve opening weekend hours	Senior cards
Alzheimer support group	Improve variety of hours	Senior centre
Get newcomers involved	Infant care under 18 months	Senior dances
Barbeques	Keep ice in summer for hockey	Senior fitness programs
Better outdoor information sign	Leadership program	Senior hours at Recreation Centre
Better time allotments	Library - longer rates	Senior rates
Childcare	Low income rates	Senior social events
Childcare - drop in	Lower family rates	Senior visiting
Childcare - longer hours	Meals on Wheels	Shuffle board
Clean the pool	More advertising (13)	Singles club
Comm. involvement / volunteer programs (8)	More bulletin boards	Skateboard park
Consistent hours	More craft workshops	Skating rink - more hours
Co-ord. programs so less overlap	More daytime programs	Ski hill
Cultural programs	More effective programs	Slow kids down
Dance floor	More entertainers	Slow sign down for people to read
Daycare - kids under 18 months	More fun days	Summer theatre
Daycare - qualified workers	More / longer hours - general (10)	Support from local businesses
Decrease hours	More programs	Support groups
Disabled fitness programs	More senior programs (11)	Tai Chi
Elevator	More space for non-profits	Teen director
Evening classes	More teen / youth programs (11)	Turn off P.A. system off during meetings
Excursions (skiing, concerts)	Newcomers club	Two days of mass registration
Extended hours	Open pool earlier	Use rink for skateboarding / rollerblading in summer
Family programs	Open pool on holidays	Website bulletin board
Flexible evening hours	Outdoor activities	Youth centre
Flexible timing of programs	Palliative care	Youth mentor program
Financial support	Pool - more hours in evening / weekends (6)	Youth participation
Foster parent group	Program co-ordinator	
Government support	Programs for mothers	
Guest speakers for family topics	Programs to reflect shift hours	

The final question in this section asked respondents to identify any other programs which they might like to see in Tumbler Ridge. It should be noted that these suggestions may or may not be suited to delivery through the Tumbler Ridge Recreation Centre. As shown in Table 24, these suggestions range from couples' workshops to woodworking workshops. None of these suggestions were made by more than 5 respondents. As was noted with other questions on 'suggestions', a number of the programs listed below already exist in Tumbler Ridge and these

may grow as a result of new demands.

Table 24: Recommendations for Other Programs

Couples programs	Newcomers program
Craft group	Religious activities
Cultural - arts	Retail / tourism
Dealing with grief	Self-improvement
Developing film workshops	Single parent support group
Drug and alcohol program for youth	Singles group
Employment workshops	Social worker for senior abuse
Fishing group	Stop smoking
Framing workshops	Stress workshops
Health wellness programs	St. Vincent de Paul
Hunting group	Suicide intervention
Knitting group	Vegetarian group
Literature group	WIST - card game / social group
Living with sickness	Woodworking workshops
Moms and tots programs	
More workshops - general	

POTENTIAL SERVICES SUGGESTIONS FOR TUMBLER RIDGE

In this final section of the report, respondents were asked three things. First of all, they were asked about their interest in a range of potential services which might be needed or offered in Tumbler Ridge. Second, they were asked for their level of interest in a range of potential programs which similarly might be needed or offered in Tumbler Ridge. Finally, they were asked for their suggestions on any services which they felt were needed in Tumbler Ridge.

In terms of potential services for Tumbler Ridge, programs for teens, home support programs including Meals on Wheels, and seniors' visiting programs were the most commonly recommended (Table 25). In addition, programs for children at the preschool and after school stages were also supported. These responses suggest a shift in the traditional range of services of interest to Tumbler Ridge residents. The transition from a town with predominantly young

family households, to one with a more diverse age distribution, means that additional services for older residents are now being called for. This does not, however, mean that this should occur to the exclusion of services for households with young children. As noted at several points throughout this report, the use of services and facilities or call for additional services include those suited to young children, to youth, to adults, and to seniors.

Table 25: Interest in Services

Service	Frequency	Percent
Infant care	27	4.0
Pre-school / toddler care	56	8.3
After-school care	59	8.8
Special needs child care	19	2.8
Teen programs	115	17.1
Meals on Wheels	72	10.7
Home Support programs	88	13.1
Seniors visiting	88	13.1
Other	5	0.7

n=674

When we examine the pattern of service interest across respondent characteristics, a number of differences develop. Proportionally, renters were most often interested in infant care, child care and teen services, while property owners were proportionally more interested in seniors and other home support services. In addition, residents in Tumbler Ridge were proportionally more interested in teen services compared to out-of-town property owners. Finally, new residents were proportionally more interested in infant care, after school care, and special needs child care while long term residents were more interested in teen services. One additional item of note is that new residents were also proportionally more interested in Meals on Wheels, seniors support, and other home support services than were long term residents.

When asked about a range of programs potentially being offered in Tumbler Ridge, about one quarter of respondents indicated that they would be interested in women’s programs, senior’s programs, and topical workshops (Table 26). About 18 percent of respondents indicated that they

would have an interest in support groups (especially ‘survivor’ groups such as for grief, cancer, and other illnesses), and a further 10 percent were interested in parenting programs. When examined against respondent characteristics, the differences are similar to those noted for Table 25, something that fits well with the developing profile of the respondent population in Tumbler Ridge.

Table 26: Interest in Programs

Program	Frequency	Percent
Women’s programs	180	26.7
Parenting programs	72	10.7
Senior’s programs	150	22.3
Support groups	122	18.1
Topical workshops	151	22.4
Other	29	4.3

n=674

The final topic in this section includes respondent suggestions for potential services which might be needed in Tumbler Ridge. As shown in Table 27, approximately 48 percent of respondents identified a service which they felt was needed in the town. These suggestions are summarized under topic headings in Table 28. A full listing of suggestions is included in Appendix Table 28z.

Table 27: Are There Any Services Needed in Tumbler Ridge?

Response	Frequency	Percent
Yes	321	47.6
No	353	52.4
n =	674	100.0

A total of 106 suggestions were received for shopping or business services which respondents felt were needed in Tumbler Ridge (the most popular suggestions were for clothing stores and drycleaners or laundromats) (Table 28). A total of 160 suggestions were made for improved medical services, most of which mirror those commented upon earlier under the discussion of health services (the most prominent health suggestions included chiropractors, home support services, overnight hospital stays, optometrists, and physiotherapists). Counseling services were suggested by 10 respondents while improvements to emergency services were suggested by 11 respondents (as an interesting addition, were calls for veterinary services).

A total of 52 suggestions concerned improvements to communication services (Table 28). Most of these focused on the provision of cellular phone service and high speed internet. A total of 55 suggestions were received for improved transportation services, with most wanting bus service between Tumbler Ridge and either Chetwynd or Dawson Creek. An additional number of respondents suggested a local transportation service involving either buses, shuttle vans, or taxis. There were 32 suggestions for improved senior's services were raised, including creation of programs the Tumbler Ridge Recreation Centre and development of seniors housing facilities.

A total of 8 respondents provided suggestions for local services (such as improved dog control or garbage collection), while 9 respondents called for improved provincial services (such as a government agent or social worker) (Table 28). A total of 6 respondents suggested that improved services for children and families, such as daycare and childcare services. In addition, 5 respondents suggested a need for improved educational services in town. A total of 33

suggestions were received for improvements to local entertainment or recreation facilities, including 9 respondents who asked for a movie theatre while a number of others wanted a bowling alley. Improvements to youth services were suggested 11 times including some services specifically for very young children, but there were also calls for the resurrection of the youth or teen centre.

Table 28: Summary of Recommendations for Services Needed in Tumbler Ridge

Service	Respondents
Children and Family Services	6
Church Services	*
Communication Services	52
Counseling Services	10
Education Services	5
Emergency Services	11
Entertainment / Recreation	33
Local Services	8
Medical Services	160
Provincial Services	9
Senior Services	32
Shopping / Business Services	106
Transportation Services	55
Youth Services	11
Other Services	*

*Less than 5 responses

CLOSING COMMENT

Economic transition and revitalization in rural and small town places demands a good deal of involvement by residents. Critical predictors of this involvement are resident satisfaction with local services, facilities, and quality of life. The results of the 2001 Tumbler Ridge Community Transition Survey suggest that residents are both very satisfied with these aspects of their community and that they are already very active in a range of local groups and organizations. This high level of community involvement has every potential to grow as the many suggestions and topics raised in the survey can provide the synergy for new or renewed activities and organizations in Tumbler Ridge. In addition, respondents contributed a large number of suggestions and recommendations regarding local services and programming, information which will be of use to local decision-makers, organizations, and service providers in guiding future planning. These positive findings suggest a strong foundation to sustain revitalization efforts.

Appendix

Table 2z	List of Local Clubs and Organizations with Membership
Table 3z	List of Recommendations for Needed Clubs and Organizations
Table 5z	List of Least Liked Things about the Tumbler Ridge Area
Table 6z	List of Most Liked Things about the Tumbler Ridge Area
Table 10z	Recommendations for Improving Health Services in Tumbler Ridge
Table 16z	List of Barriers to Use of Recreation Centre Facilities
Table 28z	List of Recommendations for Services Needed in Tumbler Ridge

Table 2z: List of Local Clubs and Organizations with Membership

Other	Service	Sports and Recreation
Arts Council	AGU Hospital Union	Badminton
Craft Club	Assessment and Referral Society	Basketball
Knitting Club	BC Ambulance	Cross-Country Ski Nordic Club
LaLeche League	Block Watch	Curling
Museum Society	Board for Strata Council	Dart League
Quilting Guild	CEP 443	Ducks Unlimited
Review	Chamber of Commerce	Figure Skating
Unofficial musician organization / group	Citizen Patrol	Golf
	Cottonwood Development Committee	Hiking
	CUPE Local 1979	Men's Hockey
	Emergency Social Services	Mistahaya Tourist Co-operative
	Family Support Society	Rod and Gun
	Fire Department	Saddle Club
	GVD Committee	Snowmobile
	Health Centre Foundation	Softball
	Hospital Board	Sportsmen Club
	Knights of Columbus	Square Dancing
	Ladies Auxiliary Legion	Squash
	Legion	Sukunka Valley Icemen
	Library	Swimming
	Library Board	Tae Kwan Doe
	Lions	Tumbler Ridge Corral Society
	Literacy Group	Tumbler Ridge Icemen
	Masons	Tumbler Ridge Sportsman Association
	Medical Assistance Society	Volleyball
	Police Victim Services	Walleyball
	RCMP Board	Wolverine Nordic and Mountain Society
	Search and Rescue	
	Shriners	
	Steeprock Strata Council	Youth / Children
	TOPS	Beavers
	Tourism / Cultural Centre	Busy Bee
	Tumbler Ridge Media Association	Cadets
	Tumbler Ridge Recycling	Child Care Centre Organization
	Victims' Assistance Program	Cubs
	Women's Support Group	Day Care Board
		Gymnastics
		Kids' Club
		Minor Hockey
		PAC group (with school)
		Rangers
		School Board
		Scouts
		Tumbler Ridge Youth Soccer
		Youth Board
		Youth Group (Life Assembly)
	Special Events	
	3 rd World Craft Fair	
	Craft Fair	
	Grizzly Valley Days Society	

Table 3z: List of Recommendations for Needed Clubs and Organizations

Cards / Music / Dance	Museum Society	Service	Business and Professional
Ballet		Big Brothers / Big Sisters	Women's Club
Ballroom Dancing	Other	Eagles / Elks / Lions	Feminist Organization
Barber Shop Chorus	Alanon	Fight Against Violence	Ladies Auxiliary to the
Bar / Dance Club	Alateen	Kinsmen / Rotary	Health Centre
Bingo	Alcoholics Anonymous	Knights of Columbus	Mid-Wifery
Bridge / Crib	Antique Car Club	Legion	Mother's group
Bring in a pianist	Circle of Friends (visit	Masonic Lodge	
Choir	people shut in homes)	Men's Fellowship	Youth / Teen
Concert Society (revived)	CODA	Service clubs	4-H
Dance clubs	Fundraising	Sportsman club	Brownies
Jazz Dancing	Further Education	Toastmasters	Cadets
Kwanis Choir	(computers / Internet)		Scouts
Line Dancing	Home Support (mentally/	Singles / Newcomers	Duke of Edinburgh Award
Live Entertainment	physically challenged)	Adult 25+ singles group	for Young Canadians
Music Club	Hospice	Newcomers Club	Challenge
Round Dancing	Promotion of community	Welcome Wagon	Girl Guides
Social organizations	RC Planes		Kids' Club
Square/Western Dancing	Intellectual programs	Sports and Recreation	More for kids to do
	SPCA	Adult Recreation Hockey	More for teens to do
Children's	Transition Home	Aircraft / Flying Club	More Youth Org's
Boys and Girls Club	Vegetarian Organization	ATV Club	Motor-Cross
Dance class for children	Weight Watchers	Bowling	Paintball
More org's for kids		Boxing Association	Pathfinders
Swimming club for kids	Religious	Cross-Country Ski Club	School Organizations
Under 2 activities	Church	Curling Club	Sparks
Under 3 clubs	United Church	Dart League	Teen Organizations
	Wilderness Ministries	Downhill Ski Club	Venturers
Economic Development		Figure Skating Club	Youth Centre
Big university	Senior	Fly-Fishing	
Chamber of Commerce	Hiking club for 45+	Golf	
Eco-tourism organization	Over 50 club	Gun Club/Shooting Club	
Newfoundland store	Senior activities	Hand Gliding	
Ski Lodge	Senior Centre	High School Football	
Tourism	Senior Club	Hiking	
Gardening / Art /	Senior Curling Club	Horseback Riding	
Theatre	Something for seniors	Naturalist	
Arts Council	Woodworking for seniors	Outdoors Club	
Arts or Theatre Group		Ringette	
Crafts Guild		Running Club	
Cultural organization		Skidoo Club	
Drama		Soccer (more)	
Gardening		Speed Skating Club	
Outdoor / Wildlife		Squash League	
Photography		Stock Car Track	
Painting		Swim Club	
Pottery		Tai Chi Club	
Quilting		T-ball League	
Historical / Museum		Tennis	
		Women's	

Table 5z: List of Least Liked Things about the Tumbler Ridge Area

Dogs

Dog abuse / Dogs running loose
Dog droppings

Education

Education quality
Lack of choice of schools
Lack of educational opportunities
Lack of higher educational opportunities

Entertainment Options

Distance to see a play / concert
Lack of amenities
Lack of coffee shops
Lack of fast food / delivery
Lack of opportunities for piano lessons
Lack of opportunities for singles
Lack of places to hang out
Lack of social activities for middle aged residents
Lack of social activities - general
Lack of social / intellectual interaction
Lack of youth entertainment
No bar
No bingo
No bowling alley
No cultural activities / amenities
No entertainment
No kids' fun centre
No movie theatre
No pub
No theatre / plays
Restaurants - lack of quality

Housing

Difficulty finding a property manager to take care of property
Houses - need better inspection before sale
Houses - need to be updated
Houses - too close together
No quarter sections for sale
No rental market
Small lot sizes
Unavailability of agricultural land

Isolation

Commute to work
Distance from family
Distance to other communities / larger centres
Isolation

Job Opportunities

Business opportunities restricted by B.C. policy
Friends moved away because of layoffs
Instability of jobs
Lack of economic development / economic opportunities
Lack of economic focus
Lack of employment opportunities
Lack of employment opportunities for youth
Mine closure
Unemployment levels

Medical

Getting out for emergencies
Lack of doctors
Lack of medical services
No hospital
No overnight beds
No veterinarian
Traveling to see specialists / access medical

MHP - Roads

trailer park roads - pot holes

Provincial Highways

Heritage Highway East
Highway to Chetwynd
Lack of good access roads
Lack of guard rails along the highway
Lack of highway access to southern B.C.
Lack of rest stops along the highway
Lack of scenic lookouts along the highway
Maintenance of roads to the mine
No road straight to Grande Prairie
No shortcut to Alberta
No roads leading into the wilderness
Winter roads out of town

Shopping / Retail

Bank - lack of
Bank - no CIBC Bank
Bank - no Royal Bank
Clothing - no general clothing stores
Clothing - no kid's clothing
Clothing - no men's clothing
Clothing - no women's clothing store
Commercial rent
Cost of living (prices)
Difficulty getting contractors

Distance from shopping centres
Drug store - limited items
Expensive groceries
Lack of access to government services
Lack of bulletin posts
Lack of businesses
Lack of choice / competition
Lack of retail space
Lack of services
Lack of upscale stores
Little for diabetics in grocery store
No convenience shopping
No dry cleaners
No home improvement / building supply store
No laundry mat
No mall
No music store
No photocopy services
Poor / lack of shopping
Poor radio service
Quality and selection of groceries
Slow services
Some services / stores closed on Saturdays
Store hours

Small Town / Gossip

Boredom
Gossip / rumours
Lack of people
Lack of volunteers
Negative attitudes about future of Tumbler Ridge
One industry community
Rural attitude - we deserve big city services
Smallness of Tumbler Ridge
Small town mentality
Social pressures to behave a certain way
Town is very concentrated

Town Governance / Policing

Building code regulations
City Hall
High cost for taxes
Lack of communication between residents and local government
Municipal bylaws restrictive
Politics
RCMP (lack of enforcement / patrol)
Town Council
Town Council - lack of expertise
Town Council - needs to promote business
Town Council - unwillingness for change

Transportation

Difficulty of access
No bus line
No passenger rail service
No public transportation
No taxi service

Vandalism / Litter

Broken beer bottles / glass
Garbage
Teens littering
Teens stealing
Vandalism

Weather

Cool summers
Long, dark, cold winters
Too dry

Youth Boredom

Lack of activities for children
Lack of control over some youth
Lack of opportunities for youth / teens

Other

Animals on the highway
Bears
Car Insurance
Children unwilling to relocate
Coal mining / gas exploration
Golf course only 9 holes
High natural gas / gas prices
Lack of activities for seniors
Lack of direct route to downtown
Lack of promotion to Europeans
Lack of wheel chair accessibility
Lack of young adults (20s group)
Mosquitoes
Need better cable service
No cell phone
No eco-tourism
Noise - general
Noise - traffic behind residential area
People burning garbage
Poor signage (for directions to Tumbler Ridge)
Provincial lip service to northern tourism
Provincial Sales Tax
Too many motor vehicles on hiking trails
Untidy premises of other people's property

Table 6z: List of Most Liked Things about the Tumbler Ridge Area

Housing / Town Plan	Golf course	Quality of life
Accessibility in design	Hiking	Same social level - economic disparity gap minimal
Affordable housing	Hunting	Sense of community
A perfect place	Library	Slow pace
Design / layout of community	Outdoor recreation	Traffic - no through traffic
Green spaces	Parks	Traffic - no traffic / no rush hour
Home / house	Pool	
Home ownership	Recreation	
New modern town	Recreation facilities	Social / Medical Services
Utilities underground	Recreation opportunities	Amenities
	Snowmobiling	Clinic
Natural Environment / Clean	Sports	Good doctors
Air / Mountains	Trails - biking	Health
Adventures	Trails - driving	Rural services in bush setting
Air quality	Trails - hiking	Services - general
Beautiful		Social, safety net
Countryside	Safe / Safe for Kids	Support services
Great place to live	Family oriented community	Up to date services
Lack of human encroachment	Freedom	
Lake	Knowing who is who and who is new	Other
Mountains	Little vandalism / crime	Affordable holiday getaway
Natural environment	Safe community / security	Close to other centres
No environmental / eco-tourism proponents	Safe for women	Convenience of electricity and water
Park-like setting	Safe place to raise kids	Lots of people their age - seniors
Pristine		No cell phones
River	Small Town Life / Friendly People	Opportunity for growth in participant's field
Scenery	Acceptance of newcomers	Prospects of development
Setting / location / area	Attitude of people	Schooling
Water	Caring community	Shopping district
Weather / climate	Clean	Unique history
Wide open spaces	Close to family / friends	
Wildlife	Community events	
	Community / small town atmosphere	
Quiet / Peace / Isolated	Community spirit	
Isolation	Co-operation of people	
Quietness	Cost of living	
Peacefulness	Ease of doing things	
Serenity / Tranquility	Easy to shop	
	Friendly people	
Recreation Centre / Facilities / Opportunities	Lots for kids	
Activities	Mayor	
ATV riding	Optimism	
Boating	People who were here one year ago	
Camping	Population	
Camp sites	Possibilities of writing project / cultural work	
Community Recreation Centre		
Eco-tourism		
Fishing		

Table 10z: Recommendations for Improving Health Services in Tumbler Ridge

Operational	Training / Education	Specialists
24 hour access to emergency room	Annual health fairs	Better optometrist
24 hour on call nursing staff	Diversify training for doctors	Cardiac specialist
911 service	Local educational opportunities	Chiropractor
Acute care	Promote availability of local services to newcomers	Chiropractor - visiting
Better access to health services	Public education seminars	Dentist
Better qualified doctors		Dentist - visiting
Booster shots (kids)	Equipment / Infrastructure	Urologist - visiting
Bring in relief doctors	Bigger diagnostic centre	Hearing specialist
Chelation therapy injection of EDTA solution	Blood pressure clinic	Internist
Continued / improved funding	CAT-scan	Massage therapist
Diabetic counseling	Diabetic clinic	More visiting specialists (general)
Diversify care	Expand / better drug store	Natural pathologist
Drug counseling	Expand health clinic / hospital	Nose specialist - visiting
Ensure medical services are properly staffed	Extended care facility	Occupational therapist
Expand drug store days / hours	Hospital	Ophthalmologist
Expand services for seniors	Local lab service	Optician
Expand testing capabilities	Mammogram	Optometrist
Extend clinic hours	Mammogram - portable	Optometrist - visiting
Extend x-ray / lab hours	More / update equipment	Orthopedic surgeon
Fewer on-call shifts for nurses	Overnight hospital beds	Pediatricist - visiting
Flu shots (earlier)	Rehabilitation pool	Pharmacist (full-time)
Hire a nurse practitioner	Special x-rays	Physiotherapist
Home care / home support	Ultra sound	Physiotherapist - visiting
Increase health services	Walk-in clinic	Throat specialist - visiting
Keep doctors / nurses here	Transportation	
Keep services open	Airport service	Women's Services
Local emergency nurse to answer the phone	Ambulance service (at no / low cost)	Birthing maternity bed
Locums to relieve doctors	Emergency air evacuation	Child consultation after pregnancy
Lower medicare rates	Faster ambulance response time	Female doctor
Lower prescription rates	Handi-dart	Gynaecologist - female
Meals on Wheels	More experienced ambulance drivers	Gynaecologist - visiting
More doctors	Transportation assistance	Improve ability to handle women's health issues
More frequent dentist service		
More nurses		Other
More staff		Kitchen / laundry at health clinic
On-call pay for emergency staff		Health food store
Palliative care		Population increase to get better services
Public health nurse		Veterinarian
Reduce time to get test results back		
To be self-reliant		

Table 16z: List of Barriers to Use of Recreation Centre Facilities

Access

Access difficult for moms with baby carriages
Difficult Internet access - need 15-20 minute slots
Elderly access difficult with two levels
Need card to access gym on weekends
Need unlimited access passes to facilities
No elevator for handicapped
No taxi service for events
Pool - needs a lift for special needs
Too many stairs
Weight room - no drop in fees for weekends
Wheel chair access
Wheel chair parking

Cost

Annual memberships - too expensive
Cost for seniors (senior discounts needed)
Cost - general
Cost - to rent rooms
Curling fees too high
Hockey fees too high
Hockey for kids too expensive
Gym passes - too expensive
Kids programs - too expensive (ie. Gymnastics)
Low income rates needed
Pool - costs / swim passes too expensive
Pool - family passes too expensive
Pricing scale too confusing with too many options
Some free programs needed for all to participate
Swimming classes too expensive
Weight room - too expensive
Yoga - too expensive

Hours

Aerobics - occurs during working hours
Aerobics - there is no evening aerobics
Hours - better morning hours needed
Hours - closed on weekends / holidays
Hours - closes too early
Hours - conflict with work / shift schedule
Hours - more weekend hours needed
Library - more hours / in the mornings
Library - need later hours Monday - Friday
Library - need longer hours on Saturday
Pool - adult swim too late
Pool - closed in December
Pool - closed on holidays/weekends/Sat. mornings
Pool - difficult to use for people on shift work
Pool - earlier hours needed
Pool - extend blocks of time for activities

Pool - hours conflict with work / conflict with supper
Pool - hours limited in afternoon
Pool - hours needed on Sunday
Pool - more adult swim after 9 pm needed
Pool - more adult swim hours needed
Pool - more hours for family swims needed
Pool - more hours for open swimming
Pool - more hours for open swims in evenings
Pool - more hours on weekends / esp. afternoons
Pool - open later in evenings / on weekends
Pool - water aerobics only once / week
Pool - women only hours needed
Restaurant - closes too early
Restaurant - opens too late
Skating rink - hockey in summer needed
Skating rink - more public skating hours
Skating rink - public skating at 1 & 9 pm when
kids in school or in bed
Visitor Information Centre not open
Weight room - need women only hours

Other

Bingo - too smokey
Children's pool broken
Conflict of use - basketball in pool
Health reasons
Hot tub broken
Lack of people to run evening programs
Lack of senior activities
Lack of teen programs
Library - lack of selection
Lounge - can't drink in front of minors
Need coach in weight room
Need P.A. system in rooms
Noise from the kids play area
No skate rentals
No weekend activities available
Pass information confusing
Pool - too many public swims
Program schedule conflicts
Restaurant is non-smoking
Restaurant - food choices
Restaurant - service
Restaurant - too noisy / too small
Restaurant / Lounge - too smoky
Senior centre / services needed
Story time - must be 3 years of age
Stricter supervision of hockey rink

Table 28z: List of Recommendations for Services Needed in Tumbler Ridge

Children and Family Services

Daycare
Improved children / family services
Parent programs
Tots programs

Church Services

United Church

Communication Services

Ability to buy current newspaper
Cable Internet
Cell phone service
High speed Internet
Voice mail

Counselling Services

Counselling
Drug programs
Grief support group
Improve career counselling
Occupational therapist
Survivor's support group
Transition house

Education Services

Computer training
Local training opportunities
More teaching staff

Emergency Services

911 service
Emergency electrical supply
Fire fighters - paid fire fighters
RCMP - female officer
RCMP - longer office hours
RCMP - more control over vandalism
RCMP - more police patrol

Entertainment / Recreation

Arts theatre
ATV rentals
Bar
Bowling alley
Casino
Drive-in theatre
Entertainment
Movie house
Movie theatre

Museum
Recreation tours
Ski hill
Snowboard park
Tourist facilities

Local Services

Acreages
Dog control
Efficient use of community channel
Garbage collection twice / week
Improved water treatment

Medical Services

Chiropractor
Circle of Friends (for people shut in)
Dentist
Diabetic clinic
Disability therapy
Drug store
Drug store - bigger
Drug store - longer hours
Emergency air evacuation
Emergency care
Extended care facilities
Funding for ambulance training
Health care
Home support
Hospital
Improve access to health care
Improve ambulance service
Improve ancillary health services
Improve hospital / medical facilities
Mammogram (portable)
Meals on Wheels
More doctors
More medical services
More specialist more often
Naturopath
Optician / Optometrist
Orthodontist
Overnight hospital beds
Pharmacist
Physiotherapist
Public health nurse
Rehabilitation centre
Rehabilitation pool
Respite care facilities
Special needs services

Ultra sound
Veterinarian

Senior Services

Senior centre
Senior housing
Senior programs / services
Senior recreation

Shopping / Business Services

7-11 Convenience store
Another automotive store
Another grocery store
Another hair salon
Another hardware store
Arcade
Bakery
Bank - Another bank
Barber shop
Book store
Business directory
Butcher shop
Carpenter
Clothing - children's
Clothing - general
Clothing - men's
Clothing - women's
Department store (small)
Dollar store
Dry cleaners
Electrician
Esthetician
European deli
Fabric / craft store
Farmer's market
Garage
Gourmet coffee shop
Health food store
Jewelry store
Laundry mat
Lawyer
Longer store hours
Lumber / construction store
Manicures
More information for small businesses

More restaurants
More shopping / businesses
More trades professionals
Photo services
Pizza place
Satellite dish
Small appliance / engine repair
Sporting goods store
Subway restaurant
Tool rental shop

Transportation Services

Airport service
Greyhound bus (Chetwynd/Dawson Creek)
Helicopter shuttle service
Local bus service
Shuttle van
Taxi
Train

Provincial Services

Financial aid
Government agent office
Highway maintenance
Social worker
Welfare / social services

Youth Services

Ballet for children
Figure skating for children
More opportunities for teens
Opportunities for 3+ year olds
Youth centre
Youth development / services

Other Services

Continue basic services
Increase levels of all services
More local involvement