

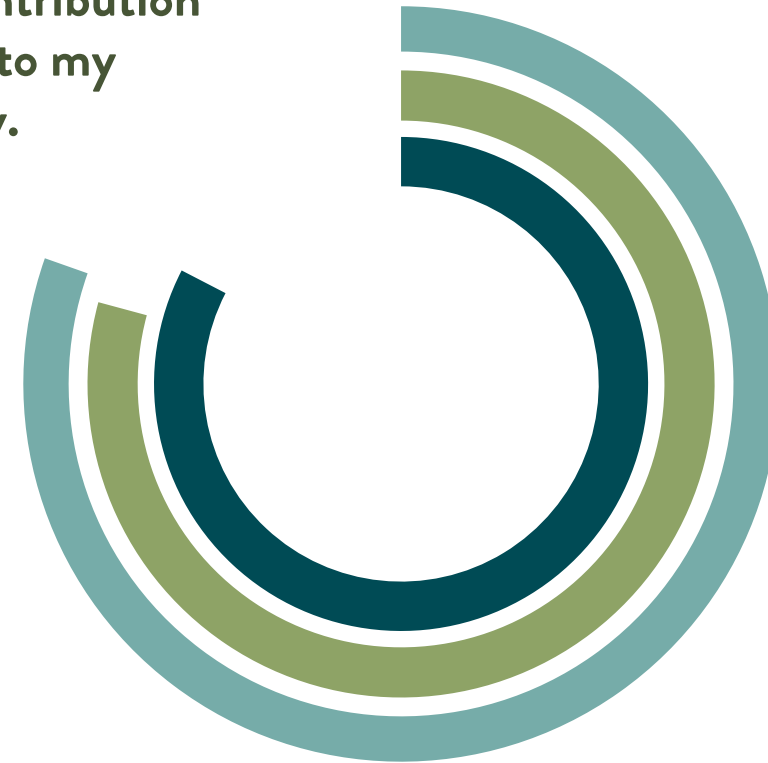


# Resident Perceptions of Tourism Snapshot Series 2023-24

## KEY QUESTIONS

“ I value the contribution visitors make to my local economy.

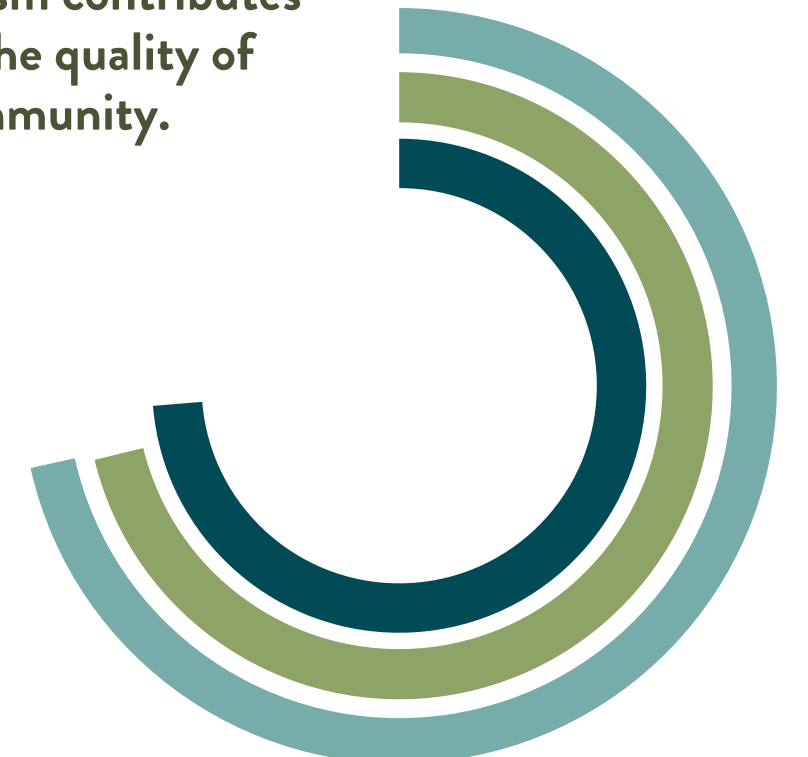
British Columbia  
80.4%  
VCM  
79.2%  
Surrey  
82.6%



VCM = Vancouver, Coast and Mountains region

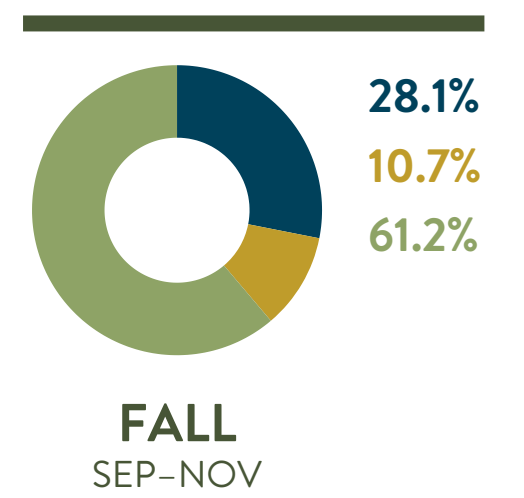
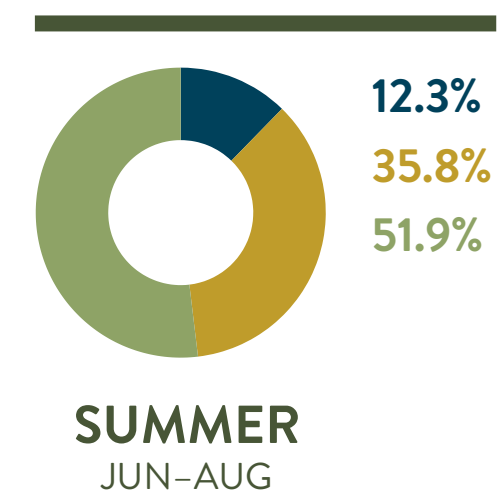
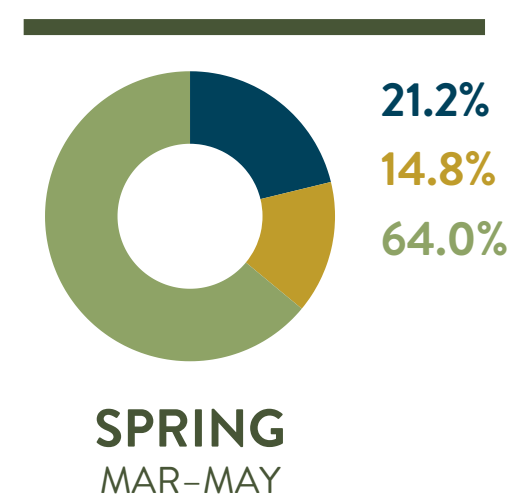
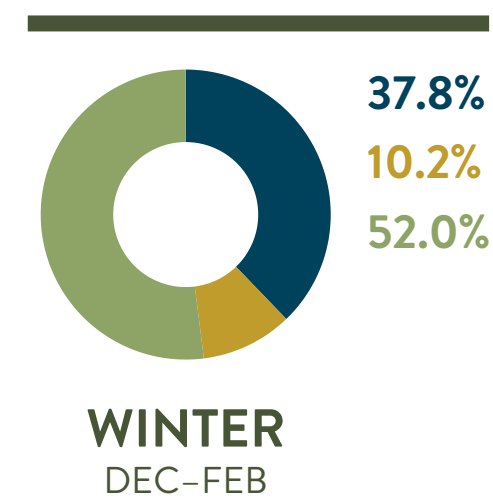
“ Overall, tourism contributes positively to the quality of life in my community.

British Columbia  
71.5%  
VCM  
71.2%  
Surrey  
73.7%



VCM = Vancouver, Coast and Mountains region

“ Do you think your community has too few, too many, or the right amount of tourism throughout the year?



■ Too Few   ■ Too Many   ■ Just Right



# IMPACT ASSESSMENT

**ECONOMIC IMPACTS** include government investment in tourism infrastructure, contributions made by visitors to local economies, and the weighing of positive and negative impacts of tourism.

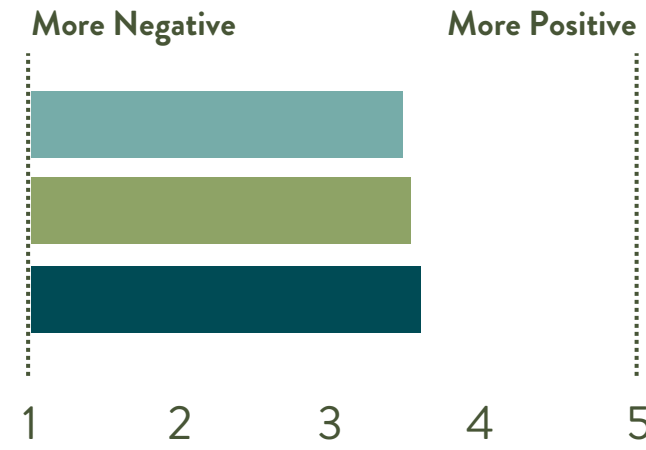
**ENVIRONMENTAL IMPACTS** include the degree to which the tourism industry reduces local carbon emissions, reduces waste, and contributes to the protection of natural areas.

**SOCIAL/CULTURAL IMPACTS** include the diversity of amenities, development of local business, and diversity of people supported by tourism.

**JOB/CAREER IMPACTS** include career growth and wage perceptions from jobs and careers in the tourism industry.

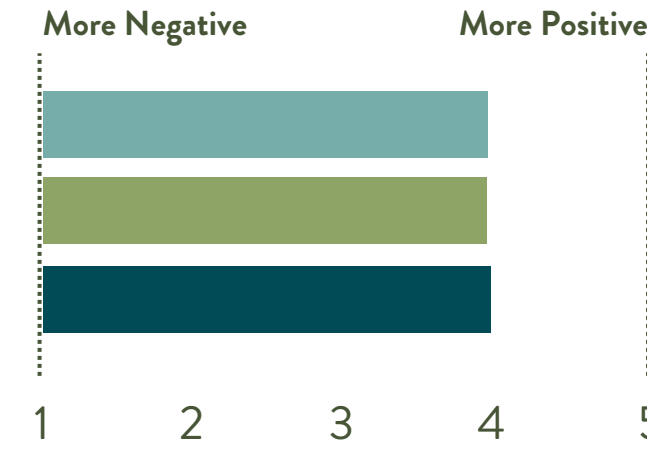
**INDIGENOUS IMPACTS** include awareness of Indigenous tourism experiences and businesses in BC.

## OVERALL



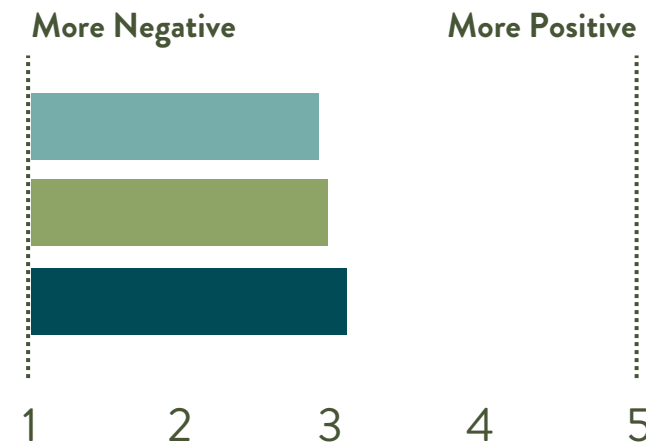
British Columbia  
3.47  
VCM  
3.52  
Surrey  
3.59

## ECONOMIC



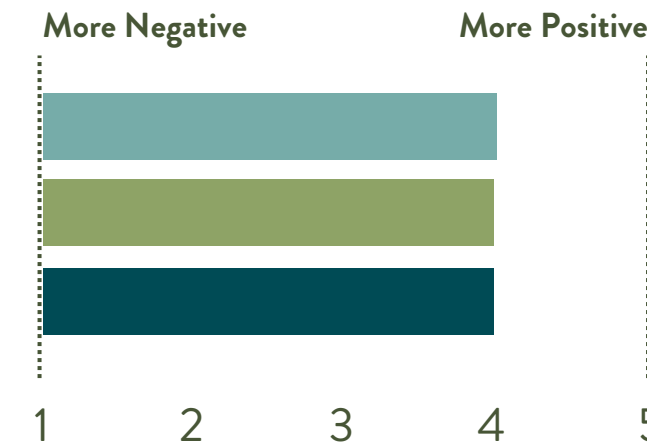
British Columbia  
3.96  
VCM  
3.95  
Surrey  
3.98

## ENVIRONMENTAL



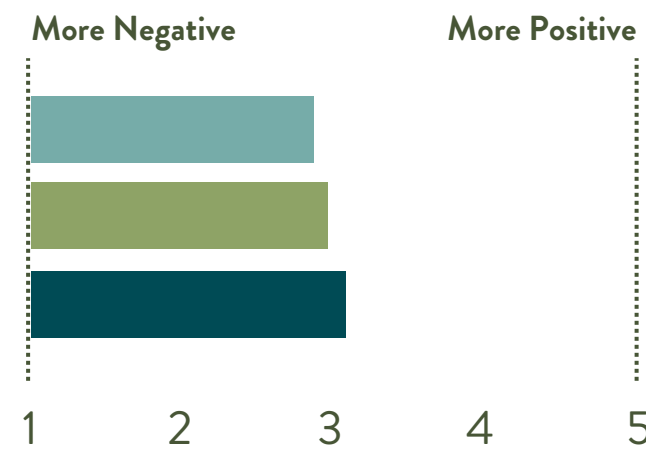
British Columbia  
2.91  
VCM  
2.97  
Surrey  
3.10

## SOCIAL/CULTURAL



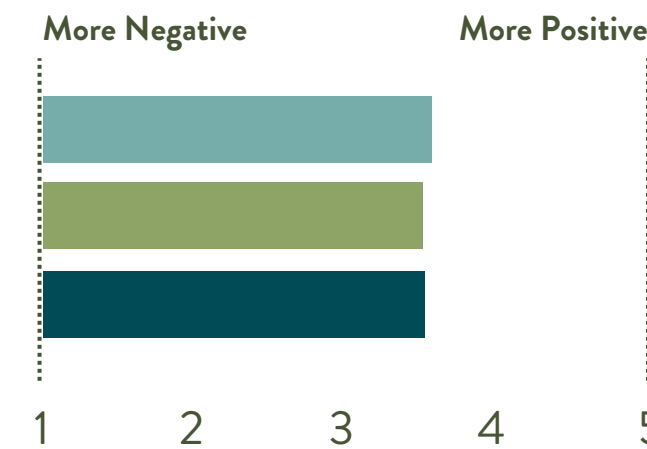
British Columbia  
4.02  
VCM  
4.00  
Surrey  
4.00

## JOB/CAREER



British Columbia  
2.88  
VCM  
2.97  
Surrey  
3.09

## INDIGENOUS



British Columbia  
3.59  
VCM  
3.53  
Surrey  
3.54



# RESIDENT SEGMENTATION

**TOURISM AMBASSADORS** have very strong positive perceptions across all five impact areas (Economic, Environmental, Social-Cultural, Job-Career, Indigenous).

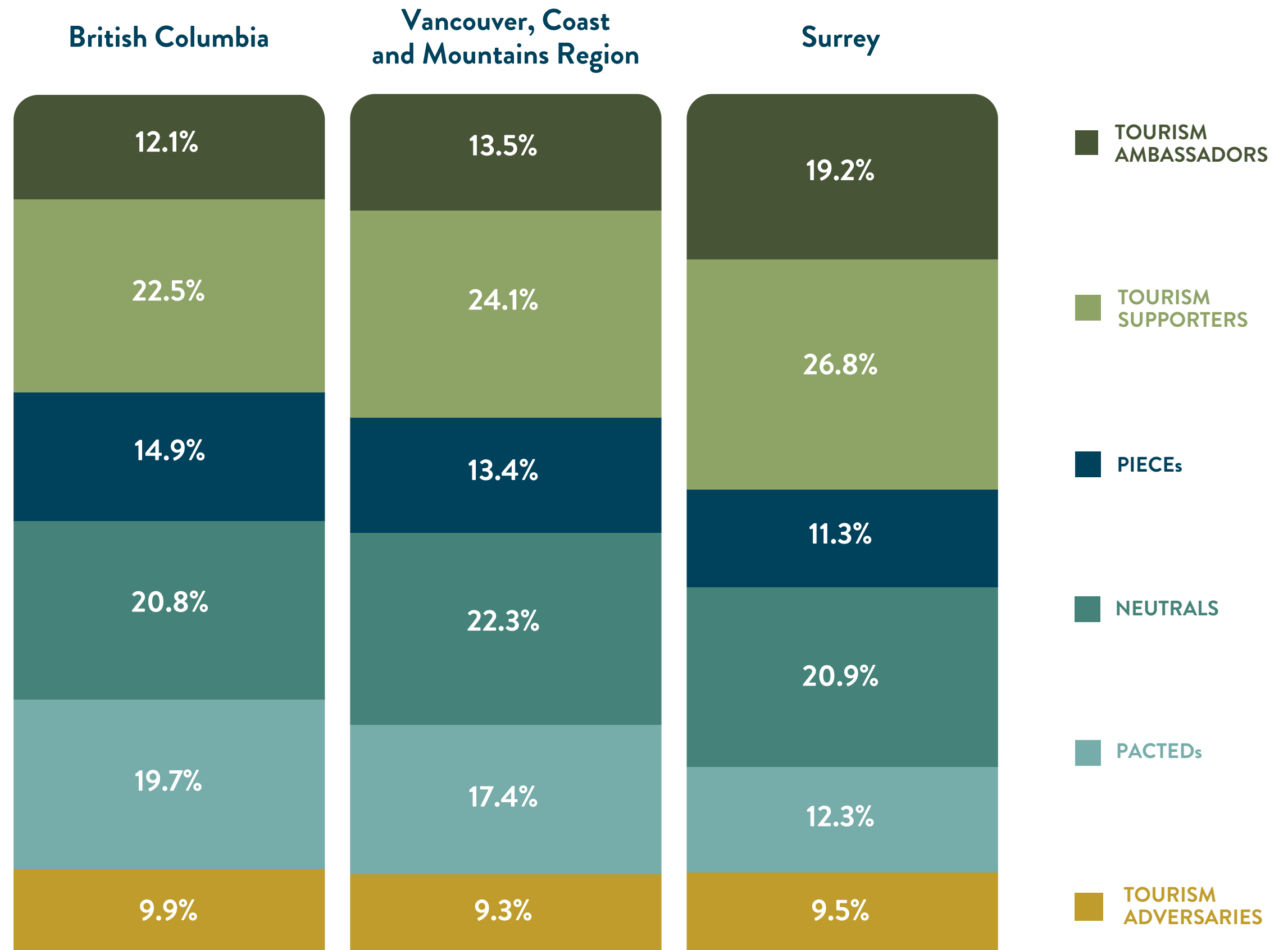
**TOURISM SUPPORTERS** have strong positive perceptions across all five impact areas.

**PIECEs** (People Interested in Economic and Community Excellence) have very strong positive perceptions in Economic, Social-Cultural, and Indigenous impacts and neutral perceptions for Environmental and Job-Career Impacts.

**NEUTRALS** have neutral perceptions in all impact areas.

**PACTEDs** (People Against Careers in Tourism and Environmental Degradation) have very negative perceptions in Environmental and Job-Career impacts and neutral perceptions in all other impact types.

**TOURISM ADVERSARIES** have very negative perceptions across all five impact areas.





## RESEARCH INFORMATION & METHODOLOGY



More information, including Local Series, Regional Series, and Provincial-level reporting can be found at [destinationbc.ca/research-insights/type/resident-research/](https://destinationbc.ca/research-insights/type/resident-research/)

- Online surveys were completed by BC residents using online panels via Sentis Research
- The online survey was fielded in November 2023
- Total sample size used in this report are as follows:
  - British Columbia: n=4684
  - Vancouver, Coast and Mountains Region: n=2685
  - Surrey: n=372
- Results are weighted by tourism region, age, and gender to be representative of BC's overall population
- Most questions asked in a five-point agreement scale: Strongly Agree (5), Agree (4), Neither Agree nor Disagree (3), Disagree (2), Strongly Disagree (1)
- On page 1, top two questions reported as percentage of respondents who answered Strongly Agree (5) and Agree (4). The remaining respondents not included in the reported percentage answered Neither Agree nor Disagree (3), Disagree (2), or Strongly Disagree (1)
- Generally, respondents who responded 'Don't Know / Not Sure' were excluded from the results of that question
- Regional and local level results are separated by municipality border using Forward Sortation Areas (FSAs). For this report, sortation areas used were as follows:
  - Surrey: V3R, V3S, V3T, V3V, V3W, V3X, V3Z, V4A, V4N, V4P
  - Other areas within Vancouver, Coast and Mountains Region:
    - Abbotsford/Mission/Chilliwack: V2P, V2R, V2S, V2T, V2V, V3G, V4S, V4X, V4Z
    - Burnaby/New Westminster: V3L, V3M, V3N, V5A, V5B, V5C, V5E, V5G, V5H, V5J
    - Delta/White Rock: V4B, V4C, V4E, V4G, V4K, V4L, V4M
    - Maple Ridge/Pitt Meadows/Coquitlam/Port Coquitlam/Port Moody/Langley: V1M, V2W, V2X, V2Y, V2Z, V3A, V3B, V3C, V3E, V3H, V3J, V3K, V3Y, V4R, V4W
    - North Vancouver/West Vancouver: V7G, V7H, V7J, V7K, V7L, V7M, V7N, V7P, V7R, V7S, V7T, V7V, V7W
    - Richmond: V6V, V6W, V6X, V6Y, V7A, V7B, V7C, V7E
    - Vancouver: V5K-V5Z, V6A-V6T, V6Z, V7X, V7Y
    - Other: VCM FSAs: V7Z, V8A, V8B, V8E, V0M
  - Note: Rural FSAs spanning multiple regions were also separated and are also included as relevant in the data

Destination British Columbia acknowledges with gratitude the x<sup>w</sup>məθk<sup>w</sup>əy<sup>ə</sup>m (Musqueam Indian Band), S<sup>k</sup>w<sup>x</sup>wú7mesh Úxwumixw (Squamish Nation), and səlilwətaʔ (Tsleil-Waututh Nation) on whose shared territories we operate our main office. We respectfully recognize that we carry out our work on the territories of Indigenous Peoples throughout BC. We honour our ongoing and developing relationships with First Nations (status and non-status), Inuit, and Métis Peoples. We are on a path of learning and are committed to working together.