

Resident Satisfaction Survey

To help inform future decision-making, budgeting and priority setting, a public survey has been launched to gain feedback from residents regarding general satisfaction with Town services.

The survey includes two sections. The first section seeks to understand resident satisfaction related to service delivery, customer service and communication, financial management and leadership. The second section seeks to understand resident satisfaction with Town-owned infrastructure, including roads, sidewalks, bridges, water and wastewater systems, and recreational facilities/amenities.

Survey results will be presented to the current Town Council in June and will be presented to the new Town Council in February 2023 following the 2022 Municipal Election.

Reference Material

Some survey questions reference and are related to various policies, maps, and strategic documents. All referenced documents are available on the project webpage at

www.thebluemountains.ca/residentsurvey

Demographic Questions

1. What is your age?
 - Under 18
 - 18 to 34
 - 35 to 44
 - 45 to 54
 - 55 to 64
 - 65+
2. Please select the option that best describes yourself:
 - Full-Time Resident (Lives in The Blue Mountains Year-Round)
 - Part-time Resident (Lives in The Blue Mountains for 6 to 11 Months Per Year)
 - Seasonal Resident (Lives in The Blue Mountains for less than 6 Months Per Year)
 - I own property, but I do not live in The Blue Mountains
 - I am not a resident of the Town of The Blue Mountains
3. How long have you been a resident of the Town of The Blue Mountains?
 - Less than 5 years
 - 5 to 10 Years
 - 10 to 20 Years
 - 20+ Years
 - I am not a resident of the Town of The Blue Mountains
4. Where is your property located in the Town of The Blue Mountains?
 - Banks
 - Blue Mountain Village
 - Camperdown
 - Castle Glen
 - Clarksburg
 - Craigleith
 - Duncan
 - Egypt
 - Gibraltar
 - Heathcote
 - Kolapore
 - Lora Bay
 - Loree
 - Osler
 - Ravenna
 - Redwing
 - Sandhill
 - Slabtown
 - Swiss Meadows
 - Thornbury
 - Victoria Corners
5. Do you live in a condominium subdivision and pay annual fees to a condo association? Examples of condominium subdivisions include Mountain House and Cottages at Lora Bay.
 - a. Yes
 - b. No

Part 1 – Resident Satisfaction Questions

Service Delivery

1. How do you generally feel about the Town of The Blue Mountains as a place to live?
 - Very Satisfied
 - Satisfied
 - Dissatisfied
 - Very Dissatisfied
2. Please indicate your level of satisfaction regarding each of the following Town services:

Items	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
Garbage and Recycling Collection					
Gallery, Library, Archives, Museum Services (L.E. Shore Library and Craigleith Heritage Depot)					
Fire Protection Services (The Blue Mountains Fire Department)					
General Road Maintenance					
Winter Snow Plowing					
Winter Sidewalk Maintenance					
Snow Removal to Maintain Access to Businesses from Downtown Thornbury and Clarksburg					
Water and Wastewater Services					
By-law Enforcement, Animal Control and Parking Enforcement					
Maintenance of Trails, Beaches, Parks and Greenspaces					
Maintenance of Town-owned Recreation Facilities (Beaver Valley Community Centre, Tomahawk, Thornbury Harbour, etc.)					
Corporate Communications (Town Website, Newsletters, Public Consultation, etc.)					
Administrative Services (Customer Service Inquiries, Permits, Licences, etc.)					
Town Clerk Services (Meeting Agendas, Minutes, etc.)					
Building Department Services (Inspections, Permits, etc.)					
Land Use Planning Services					

Financial Services (Property Taxes, Utility Payments, Preauthorized Payments, etc.)					
Online Services Portal (Permits, Licences, Service Requests)					

3. For each service listed, please indicate whether you feel that the quality of the service has increased, decreased, or stayed the same over the past five (5) years (or for as long as you have lived here if it has been less than five years).

Items	Increased	Decreased	Stayed The Same
Garbage and Recycling Collection			
Gallery, Library, Archives, Museum Services (L.E. Shore Library and Craigleith Heritage Depot)			
Fire Protection Services (The Blue Mountains Fire Department)			
General Road Maintenance			
Winter Snow Plowing			
Winter Sidewalk Maintenance			
Snow Removal to Maintain Access to Businesses from Downtown Thornbury and Clarksburg			
Water and Wastewater Services			
By-law Enforcement, Animal Control and Parking Enforcement			
Maintenance of Trails, Beaches, Parks and Greenspaces			
Maintenance of Town-owned Recreation Facilities (Beaver Valley Community Centre, Tomahawk, Thornbury Harbour, etc.)			
Corporate Communications (Town Website, Newsletters, Public Consultation, etc.)			
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Town Clerk Services (Meeting Agendas, Minutes, etc.)			
Building Department Services (Inspections, Permits, etc.)			
Land Use Planning Services			
Financial Services (Property Taxes, Utility Payments, Preauthorized Payments, etc.)			
Online Services Portal (Permits, Licences, Service Requests)			

4. Please indicate how often you visit or use each of the following Town facilities.

Items	Weekly	Monthly	Bi-Monthly	Rarely	Never
Town Hall					
Beaver Valley Community Centre					
Beaver Valley Community Centre - Arena					
Municipal Golf Course & Recreation Complex (Tomahawk)					
L.E. Shore Library					
Craigleith Heritage Depot					
Craigleith Community Centre					
Ravenna Hall					
Town-owned trails					
Public Beaches, Parks and Greenspaces					
Thornbury Harbour					
Landfill and Recycling Depot					
Dog Park					
Fields & Courts (Pickleball Courts, Baseball Diamonds, Soccer Fields, Tennis Courts)					
Skateboard Park					

Customer Service and Communication

1. What method are you most likely to use when contacting the Town for information, services, or assistance?
 - In-Person
 - Email
 - Telephone
 - Mail
 - Website
 - Online Service Portal
 - Social Media
2. In the past year, have you had contact (via email, telephone, in-person, etc.) with a Town employee?
 - Yes
 - No
3. Based on your most recent experience and contact with a Town employee, please indicate your level of satisfaction for each of the following statements:

Items	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
How satisfied were you with the performance of the staff member that provided the service?					
How satisfied were you with the overall quality of the service provided?					
How satisfied were you with the response time to address/resolve your inquiry?					

4. Based on your most recent experience and contact with a Town employee, please indicate whether you agree or disagree with the following statements:

Items	Agree	Disagree	No Opinion
I was treated fairly.			
I was informed of what I had to do to get the service/product/information I was seeking.			
I received a response within a reasonable timeframe.			
It was clear what to do if I encountered a problem.			
The staff member was knowledgeable and competent.			
The staff member went the extra mile to make sure I got what I needed.			
The staff member was courteous and respectful.			
The hours of service were convenient.			

5. If you disagreed with any of the statements above, please explain:
 - Comment Box

6. Based on your most recent experience and contact with the Town, how long did it take to receive an initial response?
- Within one business day
 - Within two business days
 - Within three business days
 - Within four business days
 - More than four business days
7. Based on your most recent experience and contact with the Town, did you ultimately:
- Receive an answer to your question
 - Receive some assistance with further follow up required
 - Not receive an answer to your question
8. Which of the following methods do you most commonly use to seek news and information about the Town?
- Town Website
 - Town Newspaper Advertisements
 - Printed Quarterly Town Newsletter
 - Monthly Town E-Newsletter
 - Town Twitter Account (@townofbluemtns)
 - Meeting Live Stream and/or archived video recordings
 - Community Social Media Groups
 - Published Newspaper Articles/Stories
 - Word of Mouth
9. The Town offers several opportunities for residents to gather information and formally share feedback regarding Town initiatives and projects. Please indicate if you have used any of the following methods:
- Attended a Public Meeting
 - Attended a Public Information Centre
 - Attended a Workshop/Open House
 - Completed a Public Survey
 - Participated during the public comment period at Council and Committee Meetings
 - Provided correspondence and/or made a deputation to Council or a Committee of Council

Financial Planning Questions

The Town of The Blue Mountains collects approximately \$45 million per year in property taxes. Of the taxes collected, 41% stays with the Town to support operations and infrastructure. The remaining 59% is allocated to the County of Grey and the School Board.

There are several factors that affect the Town's annual budget, including inflation, growth, development activity, economic trends, changing market conditions, taxation issues, and policy decisions of Council. The Town understands the need to achieve balance between the demand for services and the taxpayers' ability to pay for these services. The goal is to ensure, through prudent fiscal planning, the long-term economic sustainability of the community.

1. Based on the information above, please rate the value that you get for your tax dollars:
 - Very good value
 - Good value
 - Poor value
 - Very poor value
 - Comment Box: Please Explain
2. Thinking about the services provided by the Town, which of the following tax strategies do you support?
 - Enhance service levels by increasing property taxes
 - Enhance service levels by increasing fees for users of the service
 - Maintain current service levels, with a property tax increase matched to inflation
 - Reduce service levels to reduce property taxes
3. If the Town had to reduce services to maintain taxes, which service would you reduce?
 - Council/Town Administrative Operations
 - Building/Planning Services
 - Roads Maintenance
 - Snow Plowing and Winter Road Maintenance
 - Road/Sidewalk Improvements and Infrastructure
 - Garbage and Recycling Collection
 - Gallery, Library, Archives, Museum Services
 - Landfill and Recycling Depot
 - Maintenance of Parks, Trails and Greenspaces
 - By-law Enforcement Services
 - Online Services
 - Environment and Climate Change Initiatives
 - Recreation Facilities
 - Emergency Services
 - Events/Festivals/Family Activities
 - Other: Please specify _____

Leadership Questions

1. When you think about the current term of the Town of The Blue Mountains Council, how satisfied are you with each of the following areas?

Items	Very Satisfied	Satisfied	Dissatisfied	Very Dissatisfied	N/A
Overall Performance					
Quality of Decision Making					
Responsiveness to Community Issues/Concerns					
Collaboration with Community Partners and Organizations					
Strategic Planning and Strategy Development					
Financial Planning and Financial Management					
Responding to Climate Change					

2. Throughout the 2018 - 2022 Term of Council, several new initiatives have been prioritized. In your opinion, please indicate your priority for each of the following items.

Items	High Priority	Medium Priority	Low Priority
Attracting and retaining family doctors			
Improving access to long term care beds			
Improving communication and customer service			
Improving access to highspeed internet in rural areas through the installation of fiber internet cables			
Increasing the supply of attainable housing units			
Implementing policies to promote sustainable environmental practices			
Reducing carbon emissions, preventing and adapting to climate change			
Working with the Ministry of Transportation to address regional transportation issues on Hwy 26			
Re-launching the annual volunteer appreciation event			
Established Committees of Council to address key issues and/or topics			
Economic Development Strategy (Completed)			
Communications Strategy (Completed)			
Leisure Activities Plan (Completed)			
Fire Master Plan (In Progress)			
Community Sustainability Plan (In Progress)			
Transportation Master Plan (In Progress)			
Drainage Master Plan (In Progress)			
Official Plan Review (In Progress)			

Update to the Municipal Licensing By-law (Short Term Accommodation)			
Implementation of Paid Parking and Annual Residents Passes			
Providing availability at the Beaver Valley Community Centre for programmed curling			

3. To help guide what projects the Town of The Blue Mountains should focus on during the next term of Council, please indicate your priority for each of the following topics:

Items	High Priority	Medium Priority	Low Priority
Water/Wastewater servicing for Clarksburg			
Cycling infrastructure (e.g., bike lanes, cycling routes, signage)			
Waterfront acquisition for public use			
Access to public transit throughout the entire community			
Library expansion and additional library services			
Investing in infrastructure replacement			
Enhanced winter maintenance of sidewalks throughout the entire community (where sidewalks exist)			
Community events and activities			
Installation of a seasonal outdoor skating rink			
Installation of a synthetic year-round outdoor skating rink			
Installation of an indoor community pool			
Installation of an outdoor community pool			
Increased access to long term care			
Increased access to family health care			
Increased supply of attainable housing units			
Preservation and retention of mature trees on public land			
Water/Wastewater servicing for Clarksburg			

4. Is there anything else you feel should be a priority for the Town during the 2023 – 2027 Term of Council?
- Comment Box
5. In your opinion, what is the single most important issue facing the Town of The Blue Mountains today?
- Comment Box