

Part 2: Resident Satisfaction - Town Infrastructure

The Town owns and operates \$637 million of assets including roads, sidewalks, bridges and culverts, streetlights, water and wastewater pipes, park space, trails, fleet, facilities, and equipment. This does not include infrastructure within privately owned areas such as condominium subdivisions or infrastructure in residential developments that have not been assumed by the Town.

In 2021, the Town developed a comprehensive Asset Management Plan to support the long-term capital replacement and annual preventative maintenance of Town-owned assets. The Town is now seeking community input regarding the current satisfaction and desired level of service for each asset group.

For the purpose of this survey, asset classes have been combined into the following groups:

1. Roads, Sidewalks, Streetlights and Bridges
2. Water, Wastewater and Stormwater
3. Trails, Parks, Greenspaces and Recreational Facilities/Amenities

Roads, Sidewalks, Streetlights and Bridges

1. The Town owns and maintains over 268 kilometers of roadway which includes a mix of asphalt roads, gravel roads, and tar and chip roads. In addition, the Town conducts year-round maintenance programs including snow removal for all Town-owned roads and for select sidewalks throughout the community. All roads and sidewalks are maintained to the level of service that is approved by Council through the [Minimum Maintenance Standards Policy](#). Please provide an answer to each of the following questions below:

Items	Yes	No	N/A
Are you satisfied with the condition and maintenance of gravel roads within the Town?			
Are you satisfied with the condition and maintenance of standard asphalt roads within the Town?			
Are you satisfied with the condition and maintenance of tar and chip roads within the Town? (e.g., 10 th Line between Grey Rd 13 and Grey Rd 119)			
Are you satisfied with the condition and maintenance of sidewalks within the Town?			
Are you satisfied with seasonal road maintenance programs including pothole repair, gravel road grading, gravel dust control, street sweeping, brush clearing, etc.?			
Are you satisfied with snow plowing and snow removal operations on Town-owned roads?			
Are you satisfied with snow plowing and snow removal operations on Town-owned sidewalks?			
Do you feel that the sidewalk network throughout the Town provides good connectivity?			
Do you feel that the streetlights installed throughout the Town contribute to a safe community?			
In general, do you feel safe driving and/or using Town-owned roads, sidewalks and bridges?			

2. If you answered no to any of the items above, please explain:
 - Comment Box

Water, Wastewater & Stormwater

The Town is responsible for delivering municipal water and sanitary sewer services to connected properties. To manage the system, the Town owns and operates the Thornbury Water Treatment Plant, Thornbury Wastewater Treatment Plant and the Craigleith Wastewater Treatment Plant, along with a number of lift and booster stations. To further support these systems, the Town owns and maintains over 121 kilometers of water pipes, 99 kilometers of wastewater pipes and 28 kilometers of stormwater pipes. Please provide an answer to each of the following questions:

1. If your property is connected to municipal water, do you feel confident that the water from your tap is safe to drink?
 - a. Yes
 - b. No (If no, please explain in the comment box below)
 - c. N/A (Select this option if your property is **not** connected to the municipal system)
 - d. Comment Box
2. If your property is connected to municipal water, have you experienced low water pressure from your cold-water tap?
 - a. Yes (If yes, please provide additional information in the comment box below. To have the Town help address any issues, please email wwwinquiries@thebluemountains.ca)
 - b. No
 - c. N/A (Select this option if your property is **not** connected to the municipal system)
 - d. Comment Box
3. If your property is connected to municipal water and wastewater, have you experienced unscheduled service interruptions without notice in the last three years?
 - a. Yes (If yes, please explain in the comment box below)
 - b. No
 - c. N/A (Select this option if your property is **not** connected to the municipal system)
 - d. Comment Box
4. If your property is connected to municipal wastewater, have you experienced a sewer backup within your home in the last three years?
 - a. Yes (If yes, please provide additional information in the comment box below. To have the Town help address any issues, please email wwwinquiries@thebluemountains.ca)
 - b. No
 - c. N/A (Select this option if your property is **not** connected to the municipal system)
 - d. Comment Box
5. If your property is connected to municipal water and/or wastewater, are you generally satisfied with municipal water and wastewater services?
 - a. Yes
 - b. No (If no, please explain in the comment box below)
 - c. N/A (Select this if your property is **not** connected to the municipal system)

- d. Comment Box
6. Have you experienced flooding on your road and/or property?
- a. Yes (If yes, please explain in the comment box below)
 - b. No
 - c. N/A
 - d. Comment Box
7. In general, are you satisfied with municipal stormwater services?
- a. Yes
 - b. No (If no, please explain in the comment box below)
 - c. N/A
 - d. Comment Box

Trails, Parks, Greenspaces and Recreational Facilities/Amenities

The Town owns and maintains a comprehensive network and inventory of over 45 kilometers of trails, 52 acres of developed parks, 92 acres of open public space and 48 acres of public access waterfront. Many of the public spaces are equipped with amenities including playgrounds, pavilions, public washrooms, picnic benches, and tables.

The Town's inventory **does not** include the following recreational properties as the Town does not own or maintain these properties: Bruce Trail, Provincial Lands, County Forest, Grey Sauble Conservation Authority Lands, Metcalfe Rock, Loree Forest, Pretty River Valley Provincial Park, Kolapore Uplands, Clendenan Dam Conservation Area.

Town-Owned Trails

1. Please provide an answer to each of the following questions below.

Items	Yes	No	N/A
Are you satisfied with the overall maintenance, cleanliness, and safety of Town-owned trails?			
Are you satisfied with the connectivity of the Town's trail network?			
Do you feel that there is adequate access to parking in rural areas for trail access?			
Are you satisfied with the current use of directional signage and trail markers?			

1. If you answered 'no' to any of the questions above, please explain, and if applicable, indicate a specific location/community:
 - Comment Box

Parks, Greenspaces and Recreational Areas

Prior to answering the next set of questions, please review the definitions below:

- **Undeveloped Park:** An area of open green space without any amenities such as benches, picnic tables, playground equipment, etc. Examples of undeveloped parks include Wyandot Park, Craigleith Meadows, and Jozo Weider Park.
- **Developed Park:** An outdoor recreational area that features a variety of amenities such as benches, picnic tables, playground equipment, etc. In addition, developed parks undergo regular maintenance by the Town, including garbage collection, cleaning, and equipment maintenance. Examples of developed parks include Moreau Park, Bayview Park, and Heritage Park.

To view a list of all parks and public green spaces, please visit the [Parks, Playgrounds and Pavilions](#) webpage.

1. Please provide an answer to each of the following questions:

Items	Yes	No	N/A
Are you satisfied with the overall maintenance, cleanliness and safety of Town-owned parks and greenspaces?			
Are you satisfied with the number of developed parks in the Thornbury Area?			
Are you satisfied with the number of undeveloped parks in the Thornbury area?			
Are you satisfied with the number of developed parks in the Clarksburg area?			
Are you satisfied with the number of undeveloped parks in the Clarksburg area?			
Are you satisfied with the number of developed parks in the Craigleith area?			
Are you satisfied with the number of undeveloped parks in the Craigleith area?			
Do you feel that there is adequate playground equipment available throughout the Town?			
Do you feel that there is adequate soft amenities such as benches, picnic tables, garbage cans, bike racks in park areas throughout the Town?			
Do you feel that there is adequate access to public washrooms in park areas throughout the Town?			

1. If you answered no to any of the items above, please explain and if applicable, indicate a specific location/community:
- Comment Box

Recreational Facilities

In addition to trails, parks and greenspaces, the Town owns and operates the Beaver Valley Community Centre and Arena, Craigleith Community Centre, Ravenna Hall, L.E Shore Library, Craigleith Heritage Depot and the Tomahawk Recreational Complex, which includes the municipal golf course. The Town also owns and maintains a variety of hard recreational amenities including the Thornbury Harbour, dog parks, tennis courts, soccer fields, baseball diamonds and pickleball courts.

1. Please provide an answer to each of the following questions:

Items	Yes	No	N/A
Are you satisfied with the overall maintenance, cleanliness and safety of the Beaver Valley Community Centre including the large and small halls?			
Are you satisfied with the overall maintenance, cleanliness and safety of the Beaver Valley Community Centre Arena?			
Are you satisfied with the overall maintenance, cleanliness and safety of the Ravenna Hall?			
Are you satisfied with the overall maintenance, cleanliness and safety of the Craigleith Community Centre?			
Are you satisfied with the overall maintenance, cleanliness and safety of the Thornbury Harbour?			
Are you satisfied with the overall maintenance, cleanliness and safety of the L.E. Shore Library?			
Are you satisfied with the overall maintenance, cleanliness and safety of the Craigleith Heritage Depot?			
Are you satisfied with the overall maintenance, cleanliness and safety of the Tomahawk Recreational Complex, including the municipal golf course?			
Are you satisfied with the overall maintenance, cleanliness and safety of additional hard recreational amenities such as dog parks, tennis courts, soccer fields, baseball diamonds, pickleball courts, etc.?			
Do you feel that there is an adequate supply of hard recreational amenities throughout the Town?			

2. If you answered no to any of the items above, please explain and if applicable, indicate a specific location/community:
 - Comment Box