



August 2022
Town of The Blue Mountains

2022 Resident Satisfaction Survey Results & Key Findings

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1 Executive Summary

1.1 Introduction

The 2022 Resident Satisfaction Survey was used to gain insight to better understand resident needs and expectations to prioritize and implement service delivery improvements. The survey results provide valuable insight to gauge where the Town is doing well and where there are continued areas for improvement.

The last Resident Satisfaction Survey was completed in 2015 and results are available on the Town website by visiting www.thebluemountains.ca/resident-survey.

Through reviewing the survey results, it is important to understand the challenges and pressures facing The Blue Mountains community, such as the ongoing COVID-19 impacts, inflation, and increasing affordability and workforce issues. Understandably, these challenges and pressures need to be taken into context when reviewing the results.

The Resident Satisfaction Survey will be conducted every two years, with the results presented to Council and used to help inform annual budget and strategic planning.

1.2 Survey Framework

The Resident Satisfaction Survey was conducted from May 31, 2022 – June 26, 2022 and was available both online through the Town website and with paper copies available at Town Hall and at The Blue Mountains Public Library.

Conducted in two parts, the first part of the survey received 369 responses and asked questions about resident satisfaction related to service delivery, customer service, bi-directional communication, financial management and leadership.

The second part received 151 responses and asked questions about resident satisfaction with Town-owned infrastructure, including roads, sidewalks, bridges, water and wastewater systems, and recreational facilities and amenities.

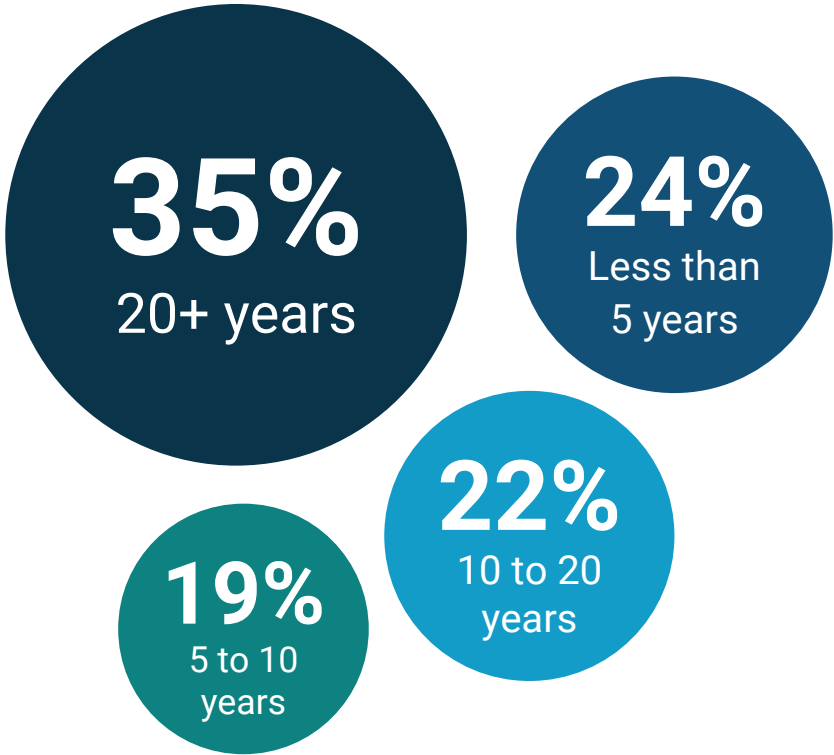
1.3 Survey Participants Characteristics

369 respondents participated in the first part, and 151 respondents participated in the second part of the two-part survey.

Respondents provided demographic information related to age, residential status, length of residency, and property location. The cumulative results of the demographics are included below:

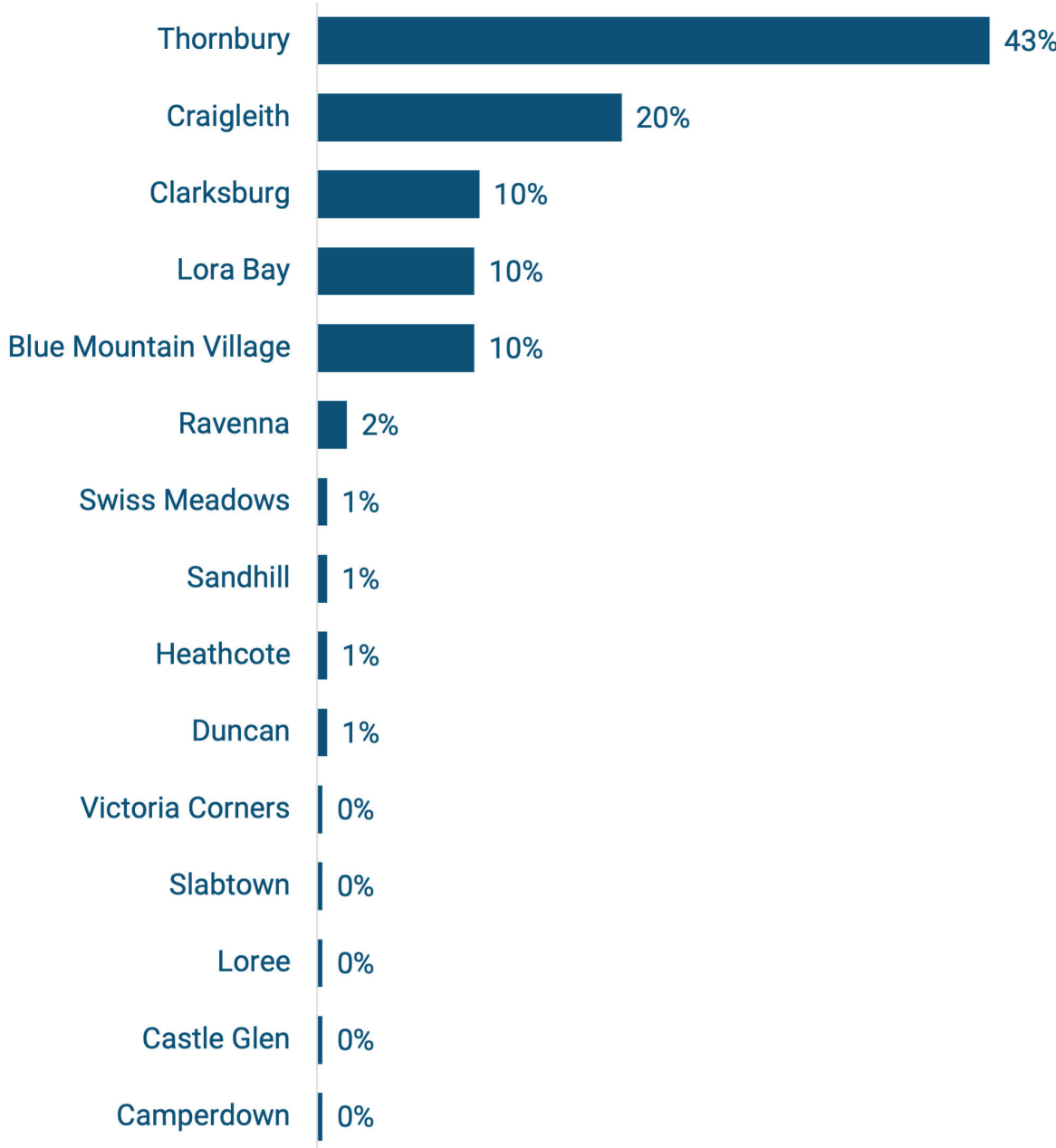
Highlights

- Over 78% of respondents were over the age of 55.
- 79% of respondents live in The Blue Mountains year-round with the balance of respondents indicating that they live in The Blue Mountains on a part-time basis or seasonally.
- 57% of respondents have lived or owned property in The Town for over 10 years.
- 43% of respondents have lived or owned property in The Town for 10 years or less.
- 24% of respondents have lived or owned property for less than 5 years.
- 24% of respondents indicated that they live in a condominium subdivision.



Property Location

When asked where their property is located, the majority of respondents lived in the community of Thornbury with the same percentage spread out over the community.



1.4 Highlights & Key Findings

The following highlights are related to the responses received to the first part of the study as the second part of the study dives more deeply into Town-owned infrastructure and amenities.

Of the over 300 respondents to part one, 93% indicated a positive level of satisfaction with the Town of The Blue Mountains as a place to live.

Service Delivery

- When asked to reflect on all forms of services delivered by the Town, including public works, administration, and public communications, satisfaction levels were on average, very high.
- The Town's fire protection services; garbage collection and recycling services; Clerk Services; gallery, library, archives and museum services; and the maintenance of Town-owned recreation facilities, trails, beaches and parks, all reflected a 90%+ level of overall satisfaction.
- When asked whether the quality of service has increased, decreased or remained the same, the majority of the service areas appear to have remained the same with Corporate Communications showing the largest considered increase in quality,
- When asked about their activities and frequency of visits to Town facilities, the majority identified Town-owned trails, public beaches, parks, greenspaces and other natural spaces as the most frequently visited.



Customer Service

- Survey respondents indicated that e-mail and telephone were their preferred communication methods when seeking information or seeking to resolve issues.
- Response times to these enquiries were above 75% in general with 90% of enquiries being responded to in under four days.
- Eighty percent of respondents indicated a very high level of satisfaction with the performance and level of quality of service received in their contact with a Town employee.

Corporate Communications & Public Engagement

- Participants identified the Town website as the top method of obtaining Town-related news and information, followed by the monthly Town E-Newsletter, mailed Town newsletter and newspaper articles and stories.
- When asked about involvement in Town projects and initiatives, 93% of respondents indicated that they have participated in a public survey, 43% have attended a public meeting, 29% provided correspondence and/or made a deputation, and 25% attended have attended a public information centre.



Financial Management

- When asked how participants felt about receiving value for their share of the Town's tax dollars collected annually, 62% stated that they received good value and were generally satisfied with services. 5% felt they received very good value and 27% felt they received poor value with a range of reasons for their opinion which are outlined further in this report.
- Input into potential tax strategies was positive and reasonable, with the top two highest level of agreement being to enhance service levels by increasing user fees or maintaining current service levels with a property tax increase matched to inflation.
- When asked for an opinion on which services should be reduced in order to maintain current tax levels, the majority of respondents indicated their preference for a reduction in administrative/public areas rather than a reduction in maintenance or Town operational areas.

Leadership

- Overall, the performance of the Town's Council was considered to be more than satisfactory with 75% of respondents suggesting they felt satisfied to very satisfied.
- Performance related to collaboration with community partners and actions towards climate change were also considered more than satisfactory while strategic planning, decision-making and responsiveness to community issues received lower levels of satisfaction with a range of 60% - 65%.

The Most Important Issues Today

When asked what is the single most important issue facing the Town of The Blue Mountains today, concerns related to affordability was at the forefront, with common themes related to an increasing population and all that comes with it including health care; infrastructure maintenance and replacement; public safety; and the stewardship of public land were provided.

2 Survey Results: Part One

In the first part of this two-part survey, participants were asked to rate their levels of satisfaction and to provide comments related to living and engaging in The Blue Mountains' communities in general.

In addition, participants were asked for feedback on levels of satisfaction and importance in four, key functional areas.



Service Delivery



Customer Service and Communications



Financial Management

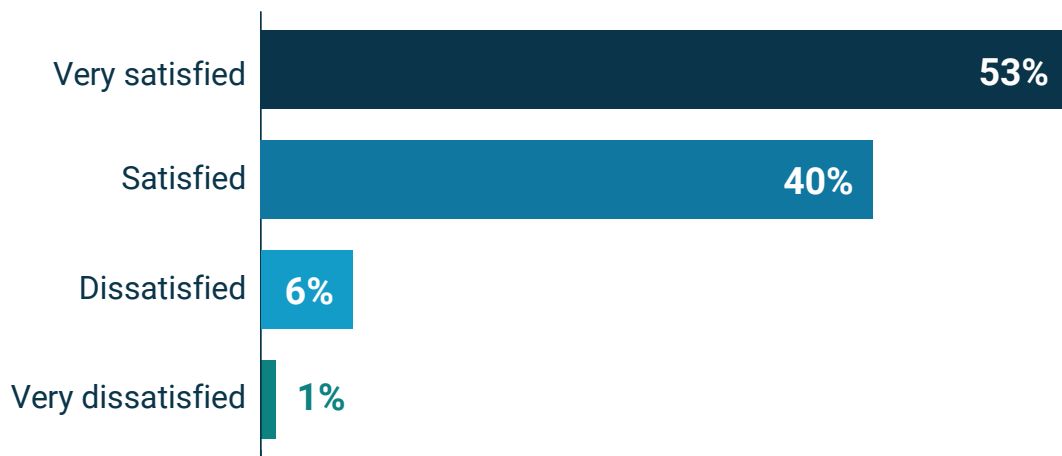


Leadership

2.1 General

2.1.1 Living in The Blue Mountains

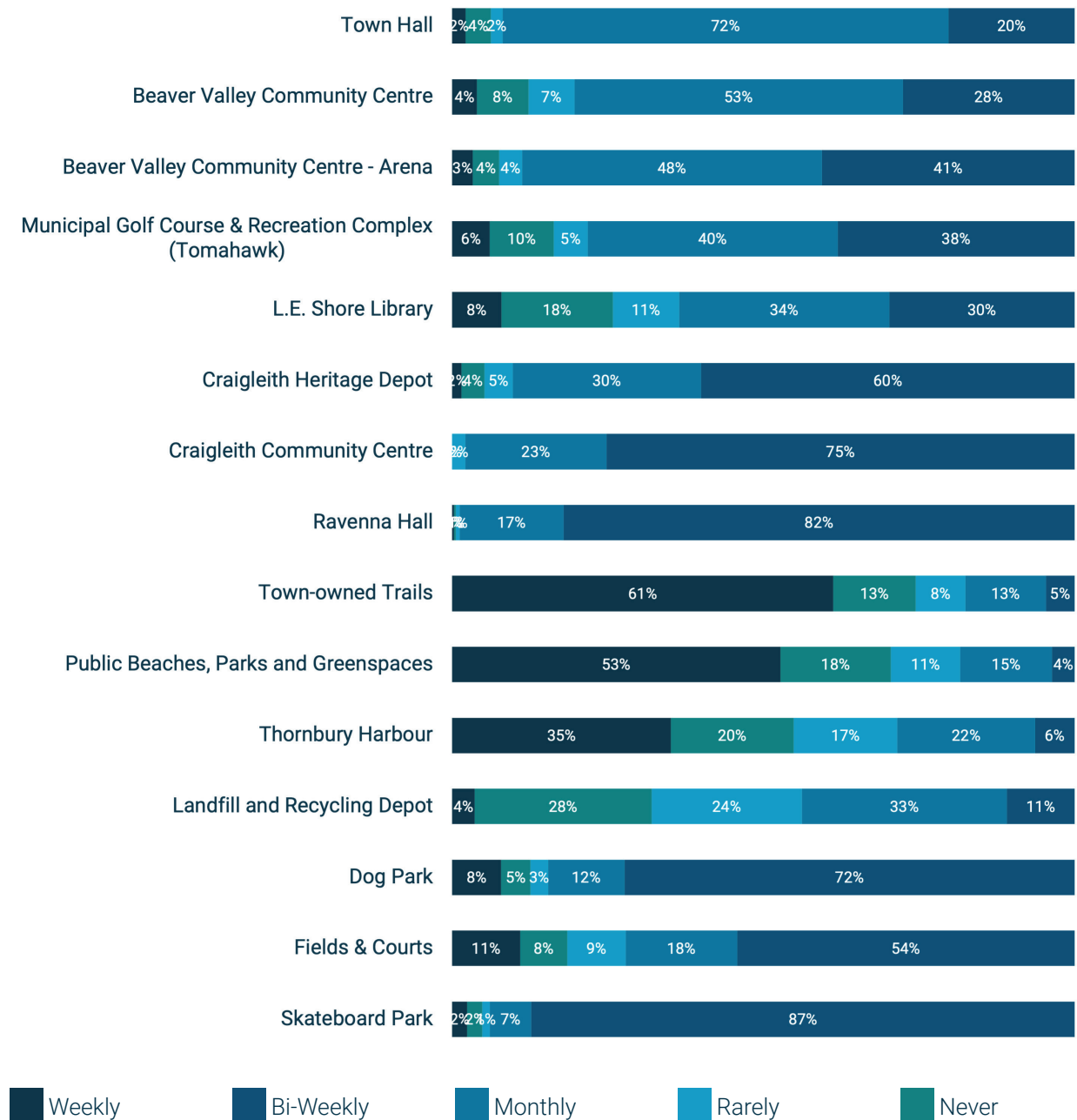
When survey participants were asked about their level of general satisfaction with The Blue Mountains as a place to live, over 90% indicated a positive level of satisfaction as demonstrated in the following graph.



2.1.2 Frequency of Visits to the Town's Facilities

Survey participants were also asked about the frequency of visits to various facilities throughout the Town to gauge their general involvement and engagement in the community.

Town-owned trails, public beaches, parks and greenspaces reflected the highest, weekly visits while a number of the public community facilities such as the skateboard park and Ravenna Hall showed low visitation levels.



2.2 Service Delivery Satisfaction

Survey participants were presented with a list of specific services that are delivered in The Town and asked to rate their level of satisfaction with each.

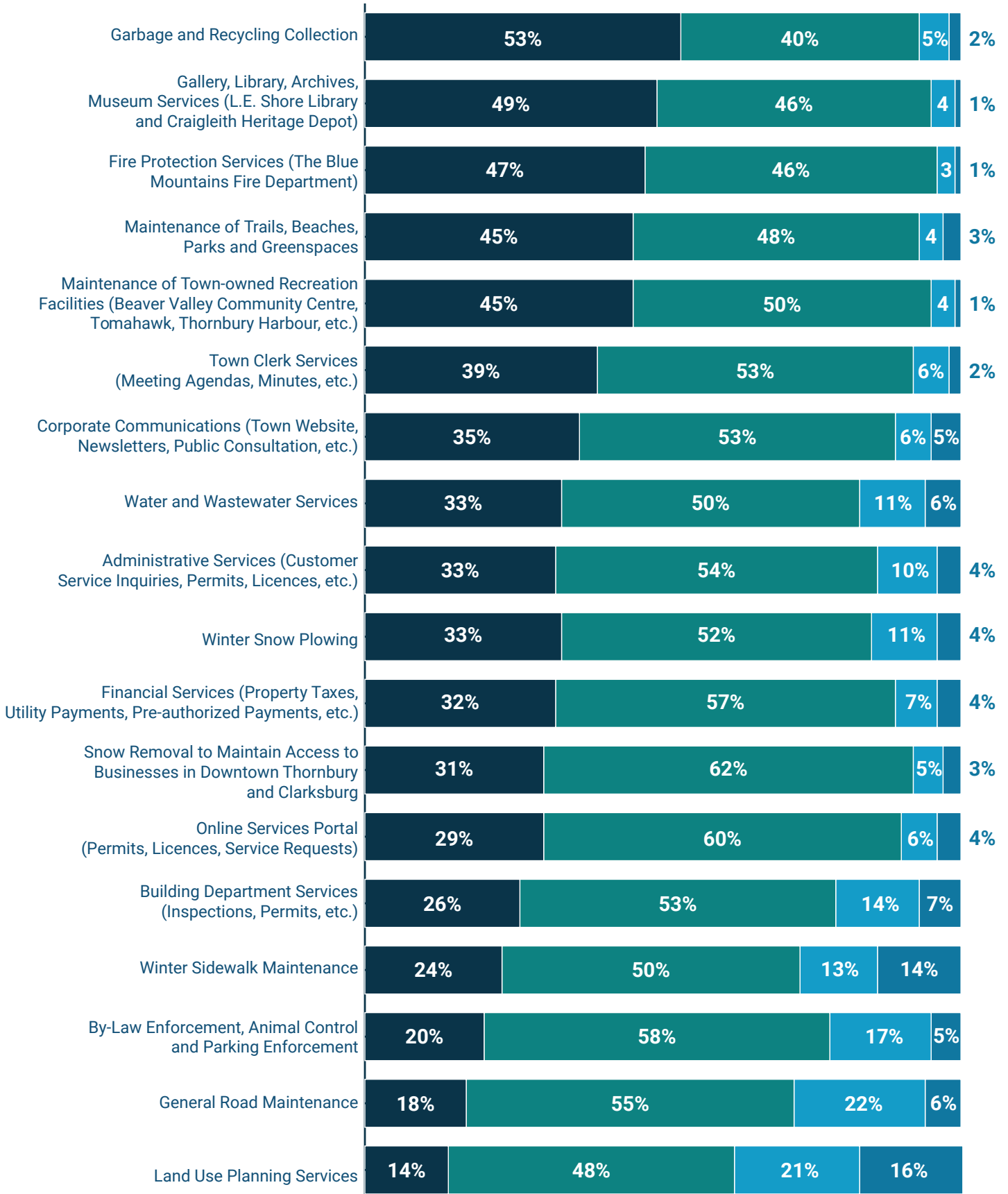
Satisfaction levels were on average, very high. The Town's maintenance of Town-owned recreation facilities; and the gallery, library, archives and museum services; reflected a 95%+ level of overall satisfaction, (satisfied to very satisfied).

Following closely were satisfaction levels with the Town's fire protection services; garbage and recycling collection services; snow removal services, specifically related to maintaining business access to two downtown centres; the services of the Town Clerk's offices; and the maintenance of trails, beaches, parks and greenspaces – all above 92%.

Services with the lowest levels of satisfaction (dissatisfied to very dissatisfied) included land use planning (37%); general road maintenance (28%); winter sidewalk maintenance (27%); by-law enforcement (22%); and building department services (21%).



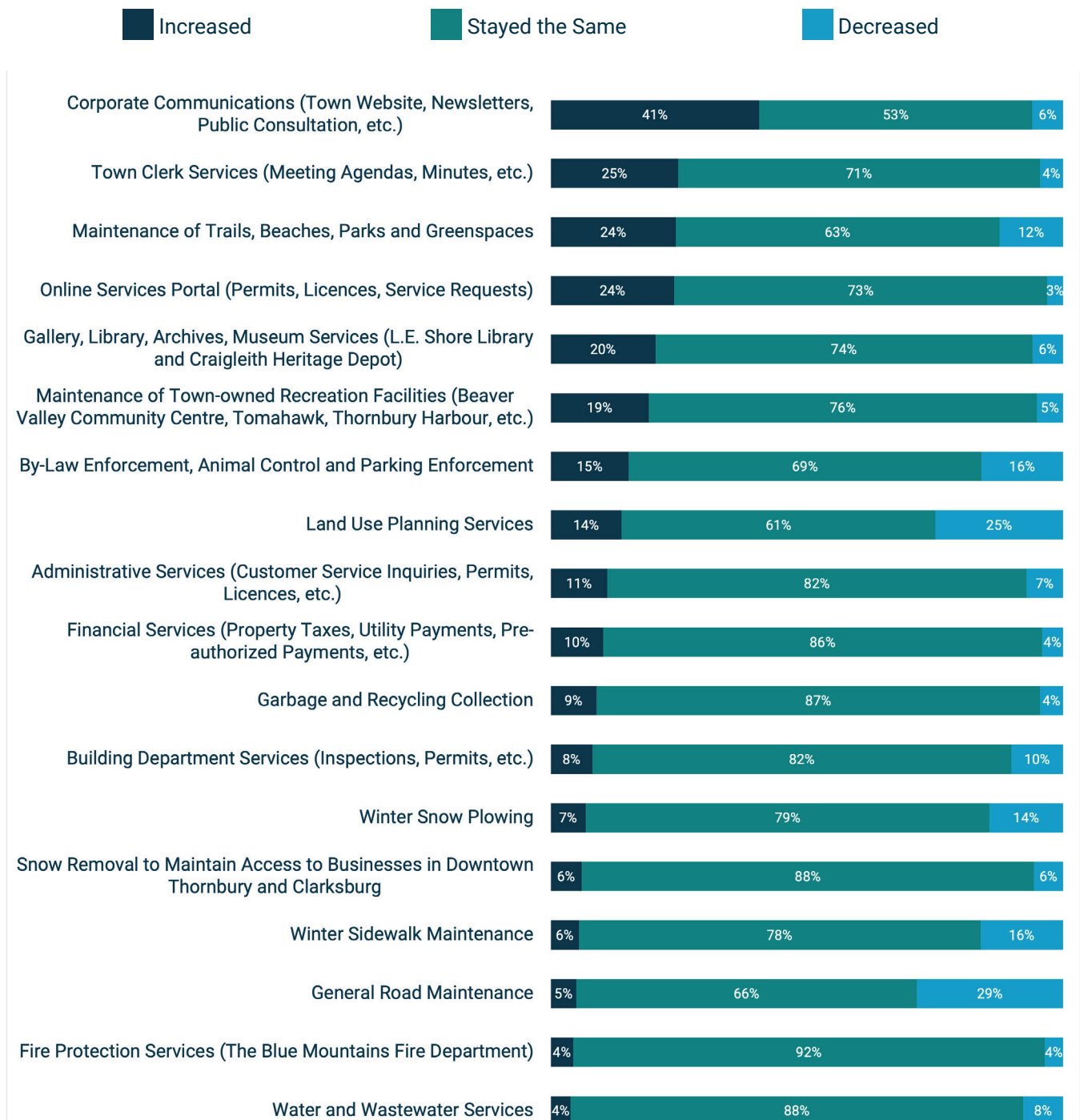
Very Satisfied
 Satisfied
 Dissatisfied
 Very Dissatisfied



Service Delivery Satisfaction (Continued)

When asked whether the quality of service has increased, decreased or remained the same, the majority of the service areas appear to have remained the same with Corporate Communications showing the largest considered increase in quality, (41%).

General road maintenance (29%) and land use planning (25%) were reported as having the most significant decrease related to the quality of service.





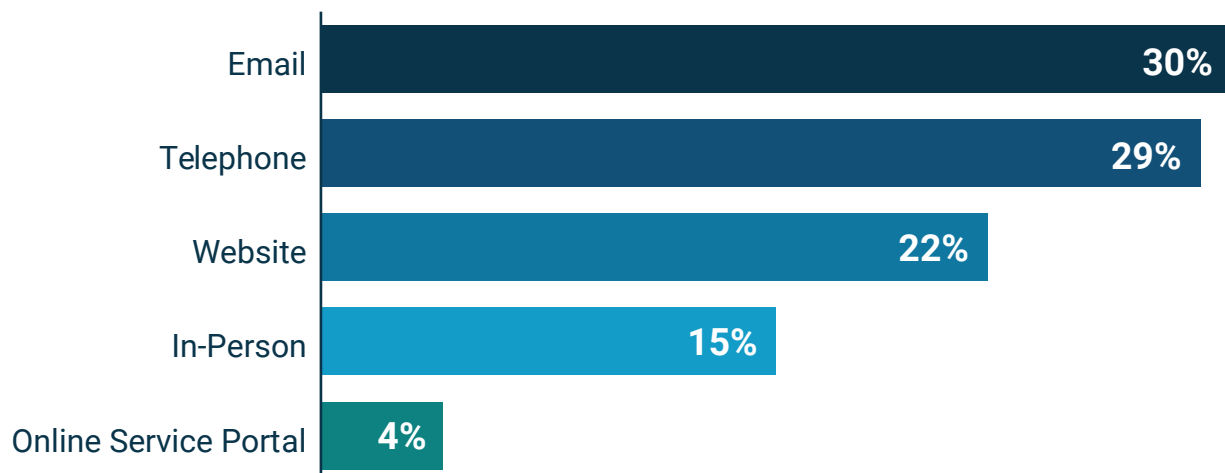
2.3 Customer Service

This section of the survey focused on the type and quality level of customer service and interaction that survey respondents have had with Town employees.

2.3.1 Type of Contact

When asked to indicate the most likely method respondents were to use when contacting the Town for information, services or assistance, email and telephone appeared at the top with the Online Service Portal infrequently used, which points to the need for more proactive promotion of the service.

In addition, 80% of respondents indicated that they have interacted with a Town employee within the past year.

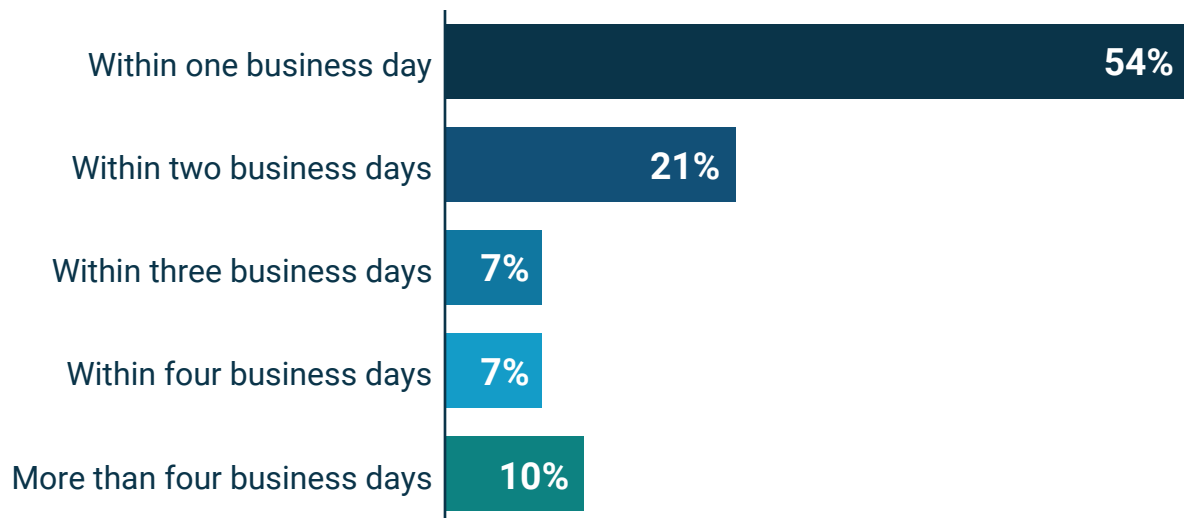




2.3.2 Response Times

When asked about response time related to contacting someone at the Town, 54% of respondents said they received a response within one business day, followed by 21% receiving a response within two business days.

Of these, 70% of respondents received an answer to their enquiry, 20% received some assistance and a commitment to follow up and 11% did not receive a response to their enquiry.

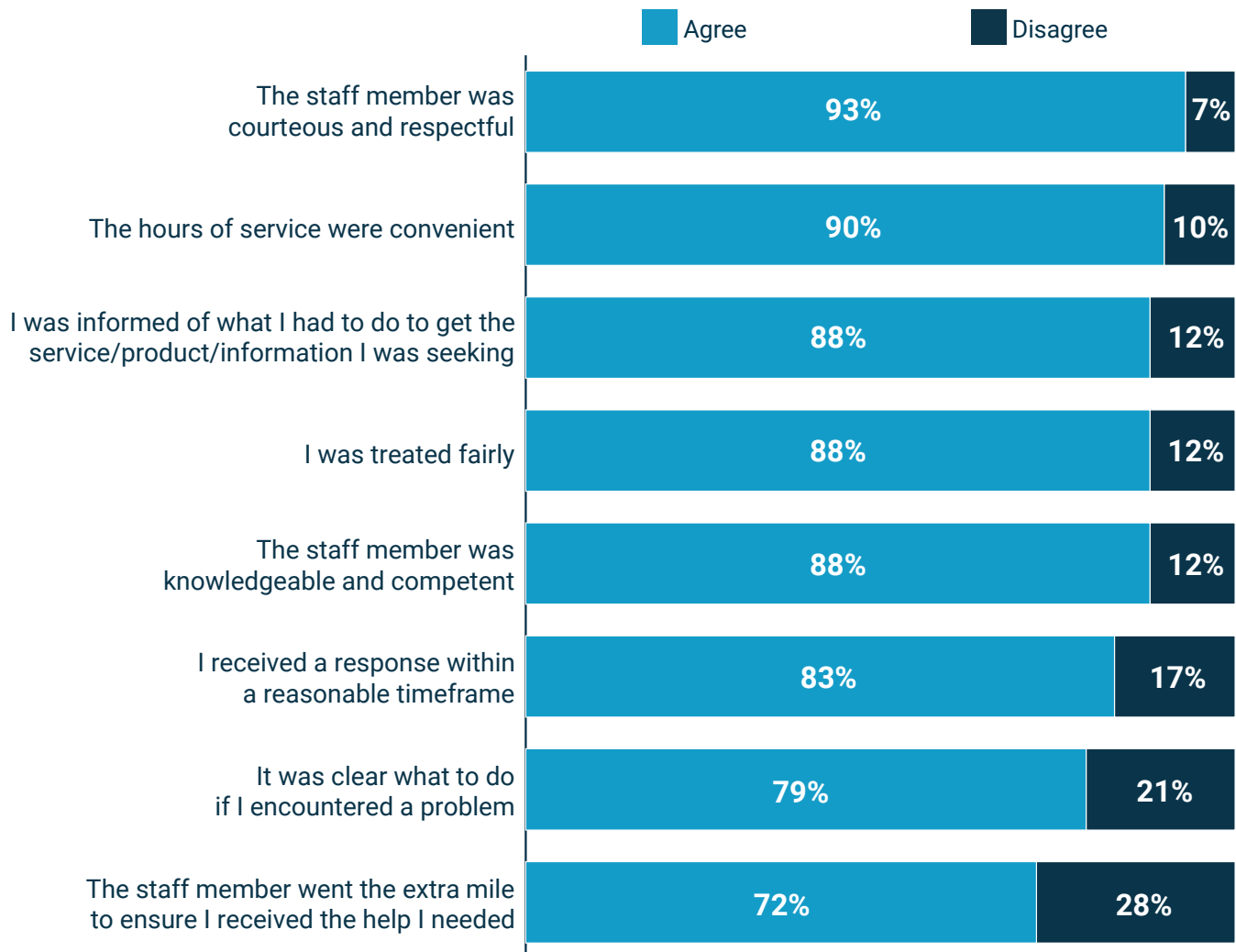


2.3.3 Employee Contact

When asked about satisfaction related to the performance, quality of service and response time regarding a recent experience and contact with a Town employee, 80% of respondents say that they have been satisfied or very satisfied in their interactions, regardless of method of contact.

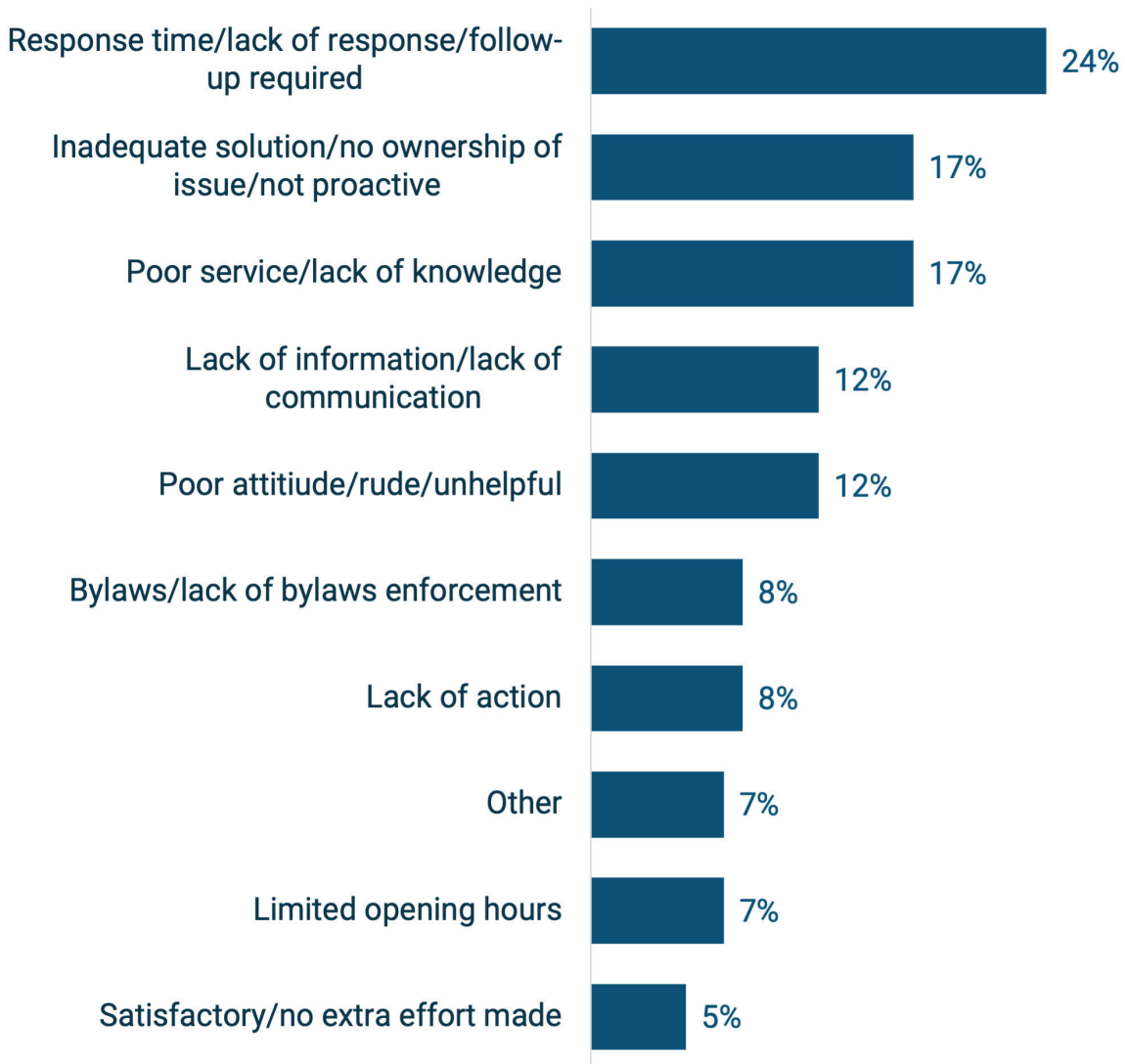
In addition, respondents have indicated a very high level of agreement related to various aspects of customer service delivered by The Town's employees. In general, employees have made respondents feel respected and have provided knowledgeable and thorough resolutions in response to enquiries.





2.3.3 Employee Contact (Continued)

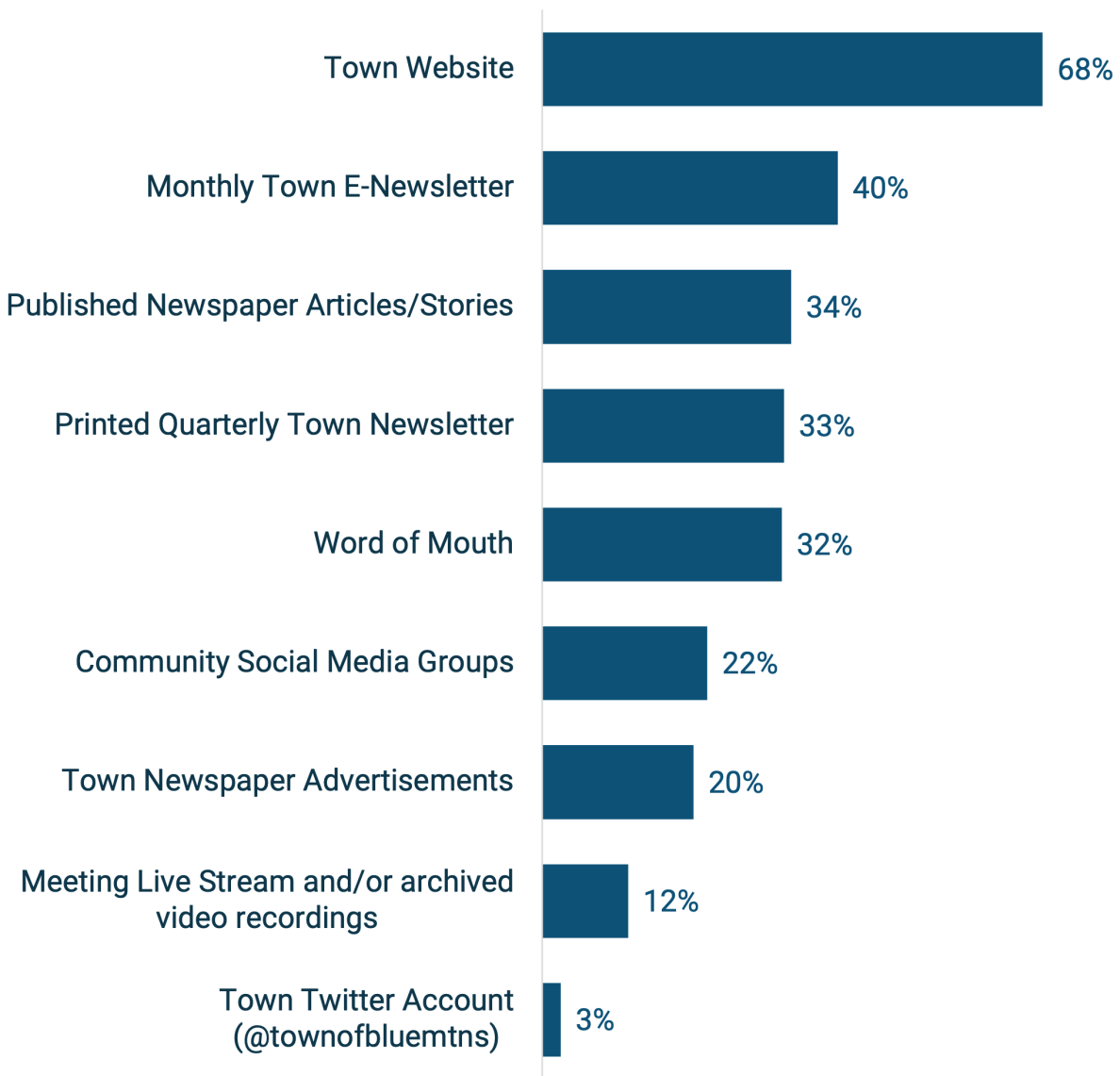
Through responses received in the previous question, 59 respondents provided written comments to explain their level of dissatisfaction in their interactions with Town staff. The following were the primary reasons provided in verbatim comments.



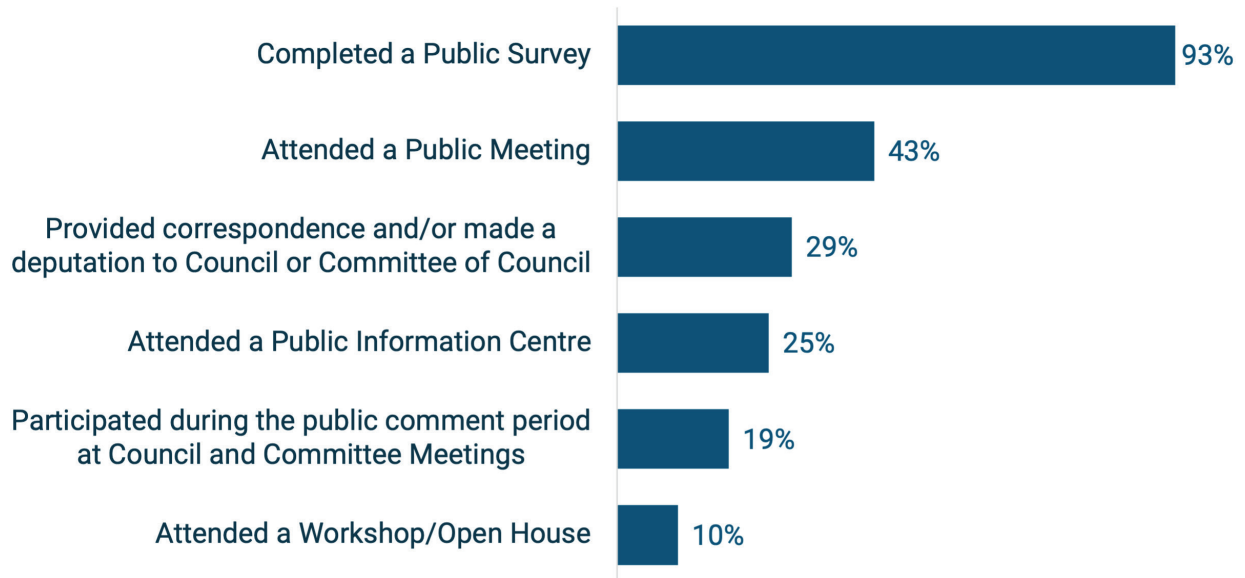
2.4 Corporate Communication and Engagement

Survey respondents were also asked about the most frequently used methods of obtaining Town-related news and information and also how they engage in the Town's public business.

When asked which was the most commonly used method of obtaining news and information, 68% responded that the Town website was their most used communications vehicle, followed by the monthly Town E-Newsletter, newspaper articles and stories, and the mailed Town newsletter.



When asked about involvement in Town projects and initiatives, 93% of respondents indicated that they have participated in a public survey, 43% have attended a public meeting, 29% provided correspondence and/or made a deputation, and 25% attended have attended a public information centre.





2.5 Financial Management & Planning

This section of the survey focused on satisfaction related to the planning and management of fiscal activity in order to inform financial planning and long-term community economic activity.

“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.”

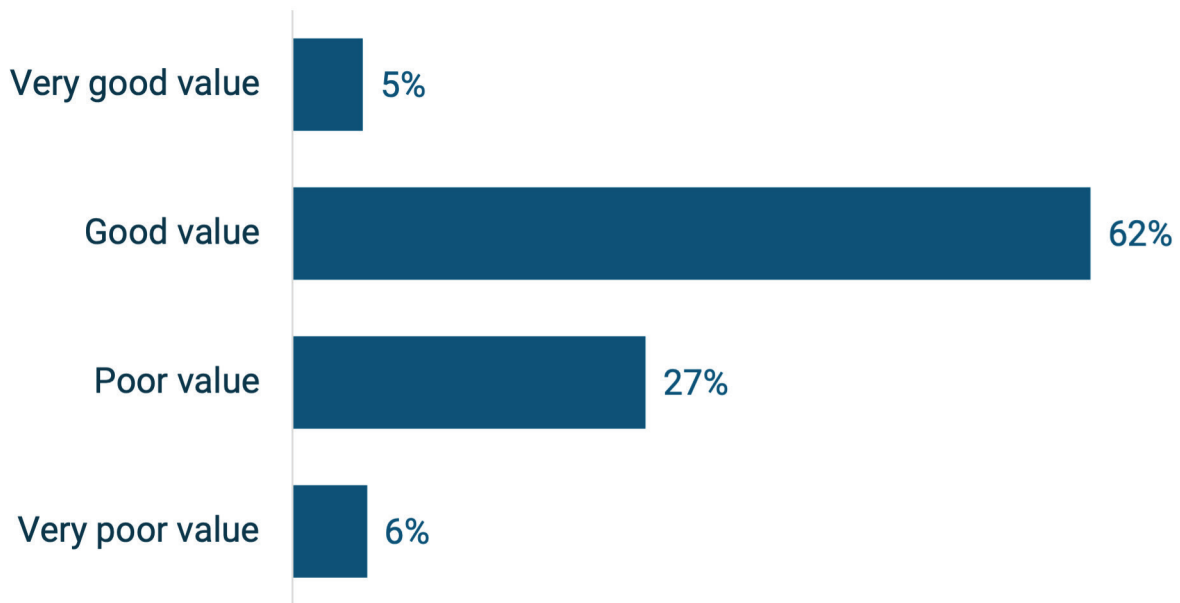
There are several factors that affect the Town’s annual budget including inflation, growth, development activity, economic trends, changing market conditions, taxation issues and policy decisions of Council.

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 thorough, prudent fiscal planning for the long-term economic sustainability of the community.”

2.5.1 Value for Tax Dollars Spent

When asked to consider the introductory paragraph presented in the survey, respondents were asked to rate and comment on the value they feel they are receiving for their tax dollars.

62% of respondents indicated they receive good value for their tax dollars and have a sense of general satisfaction while 33% indicated they receive poor to very poor value.



Comments related to the 62% of respondents indicating good to very good value:

- Generally satisfied with services.
- Well-managed town.
- Parks and trails are well-maintained.
- Taxes are comparable to other places.
- Funds transferred to Grey County should be less, but generally satisfied with services delivered by the County.
- Some indicated that the Town could increase taxes to provide more services, and amenities, such as a pool, community centre, cycling infrastructure, snow clearing on sidewalks/ roads, improved road maintenance, extended waste collection services, sewage management options, etc.

Of those indicating poor to very poor value from tax dollars, the following were the general comments presented:

- Taxes and charges are too high.
- Generally limited or poor services delivered by the Town.
- Taxes are higher than other comparable communities.
- There is over-development without a focus on investing in infrastructure.
- Need for improved service delivery of municipal water and sewage services, road maintenance services (street cleaning, snow plowing and streetlighting) and waste collection services.
- Funds transfers to Grey County should be less, with general comments stating that more of this money should be kept in the Town.
- Some indicated a desire for improved recreation facilities and amenities e.g. playgrounds, baseball diamonds and trail maintenance.
- Town has mismanaged and wasted money on unnecessary projects e.g.- new parking lot.

2.5.2 Tax Strategy Concepts

When asked to think about tax strategies for supporting services provided by the Town, 50% indicated that they felt user fees should be increased while 36% indicated their interest in maintaining service levels with property taxes increases matched to inflation.

Enhance service levels by increasing fees for users of the service

50%

Maintain current service levels, with a property tax increase matched to inflation

36%

Reduce service levels to reduce property taxes

7%

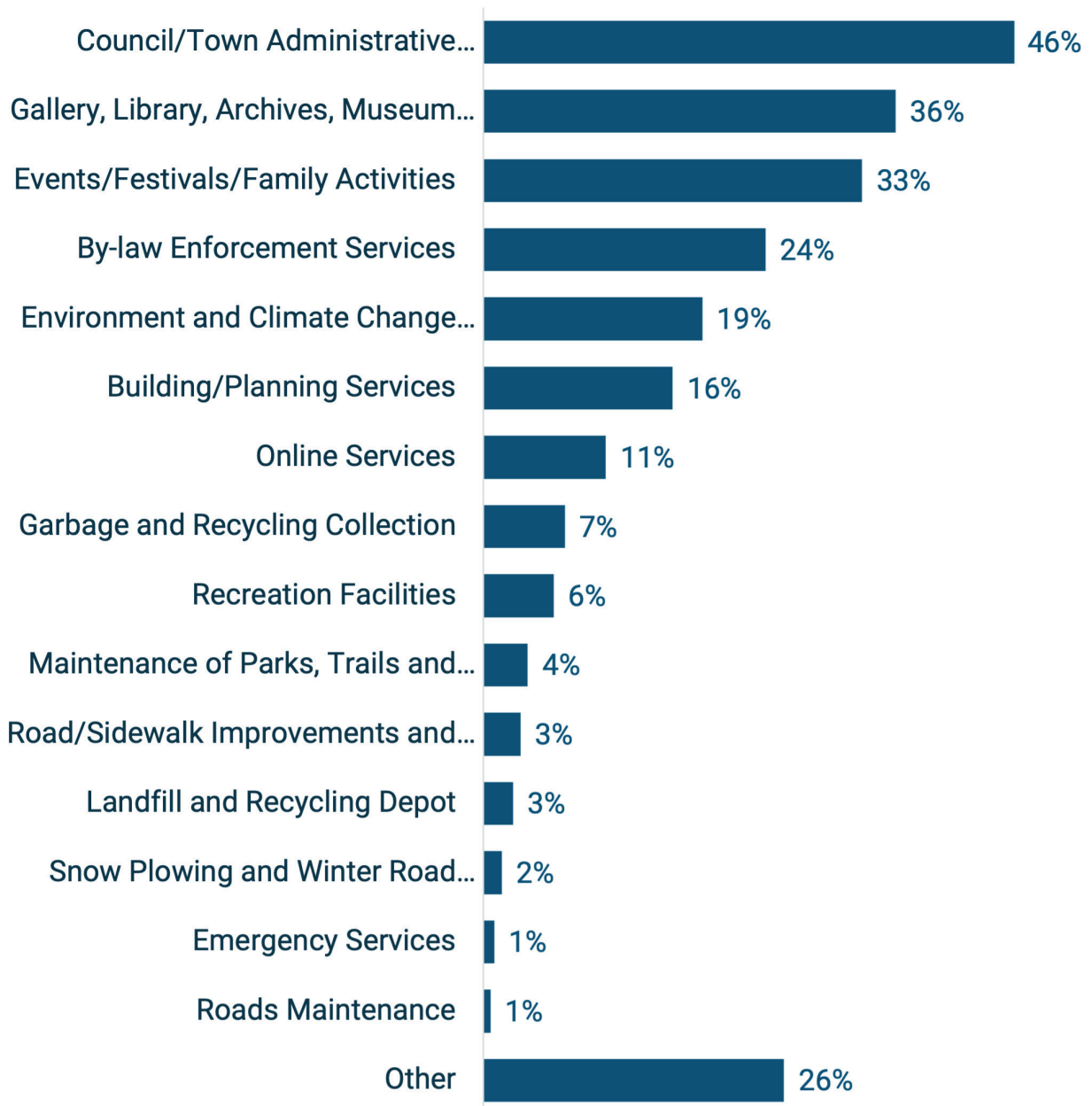
Enhance service levels by increasing property taxes

6%



When asked the hypothetical question of which services would you reduce in order to maintain the current level of taxes, the majority of respondents indicated their preference for a reduction in administrative/public areas rather than a reduction in maintenance or Town operational areas.

Of the 26% of respondents who selected the “other” option and provided comments, approximately 32% provided comments related to maintaining existing service levels, with the balance commenting on improving fiscal management, service efficiencies and better planning.



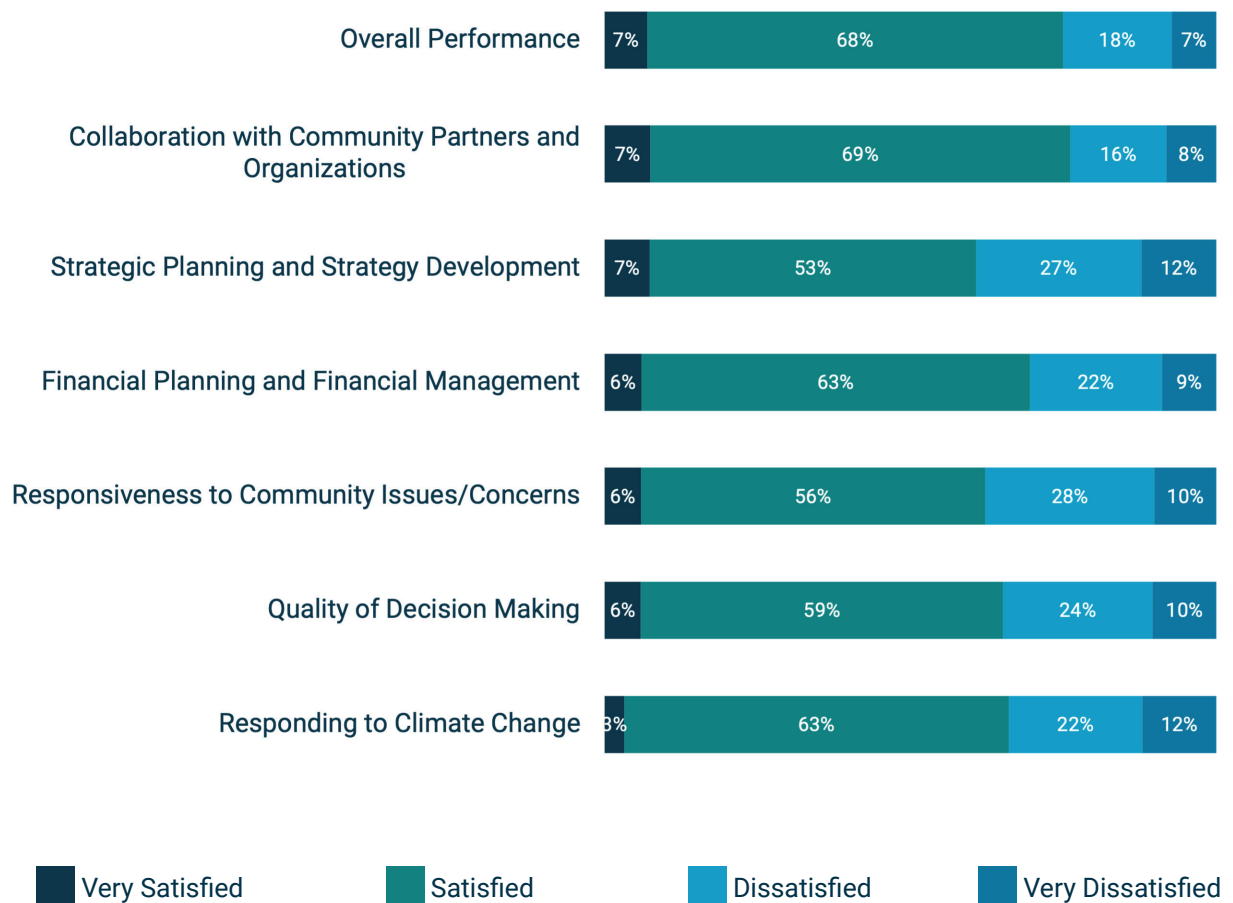
2.6 The Town's Leadership

The last section of part one of the survey related to satisfaction with the performance of The Blue Mountain's Council. The questions asked for residents to indicate priorities for new and existing initiatives, along with a request for feedback related to areas that should be a priority focus for Town Council.

2.6.1 Performance of Council

Approximately 75% of respondents felt satisfied and very satisfied with the Council's overall performance in general, with similar levels of satisfaction, (70%-76%), for their collaboration with community partners and responding to climate change.

Strategic planning, responsiveness to community issues and quality of decision-making reflected ratings of 60%-65% overall.



2.6.2 Prioritizing Current Initiatives

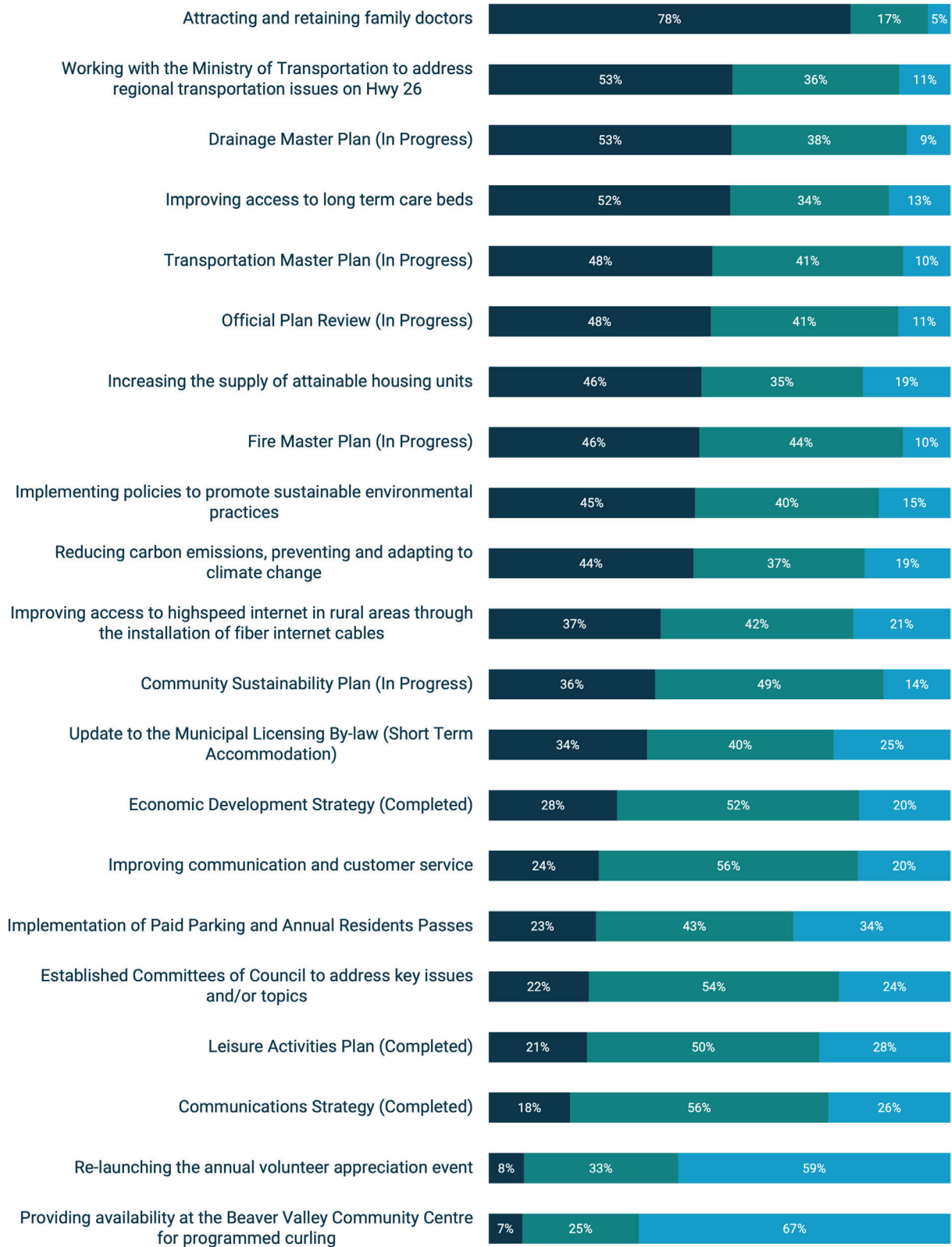
Throughout the 2018-2022 Term of Council, various initiatives were prioritized by Council and feedback was requested by respondents related to what they consider their top priorities.

78% of respondents indicated that they considered the attraction and retention of family doctors to be of the highest priority. The second highest priority is related to transportation planning to address regional issues on highway 26 (53%), followed by the completion of the Drainage Master Plan (53%); improving access to long term care beds (52%); completion of the Transportation Master Plan (48%); and the Official Plan Review (48%).

Of the lowest importance to respondents were the re-launching of the annual volunteer appreciation event; and providing availability at the Beaver Valley Community Centre for programmed curling.

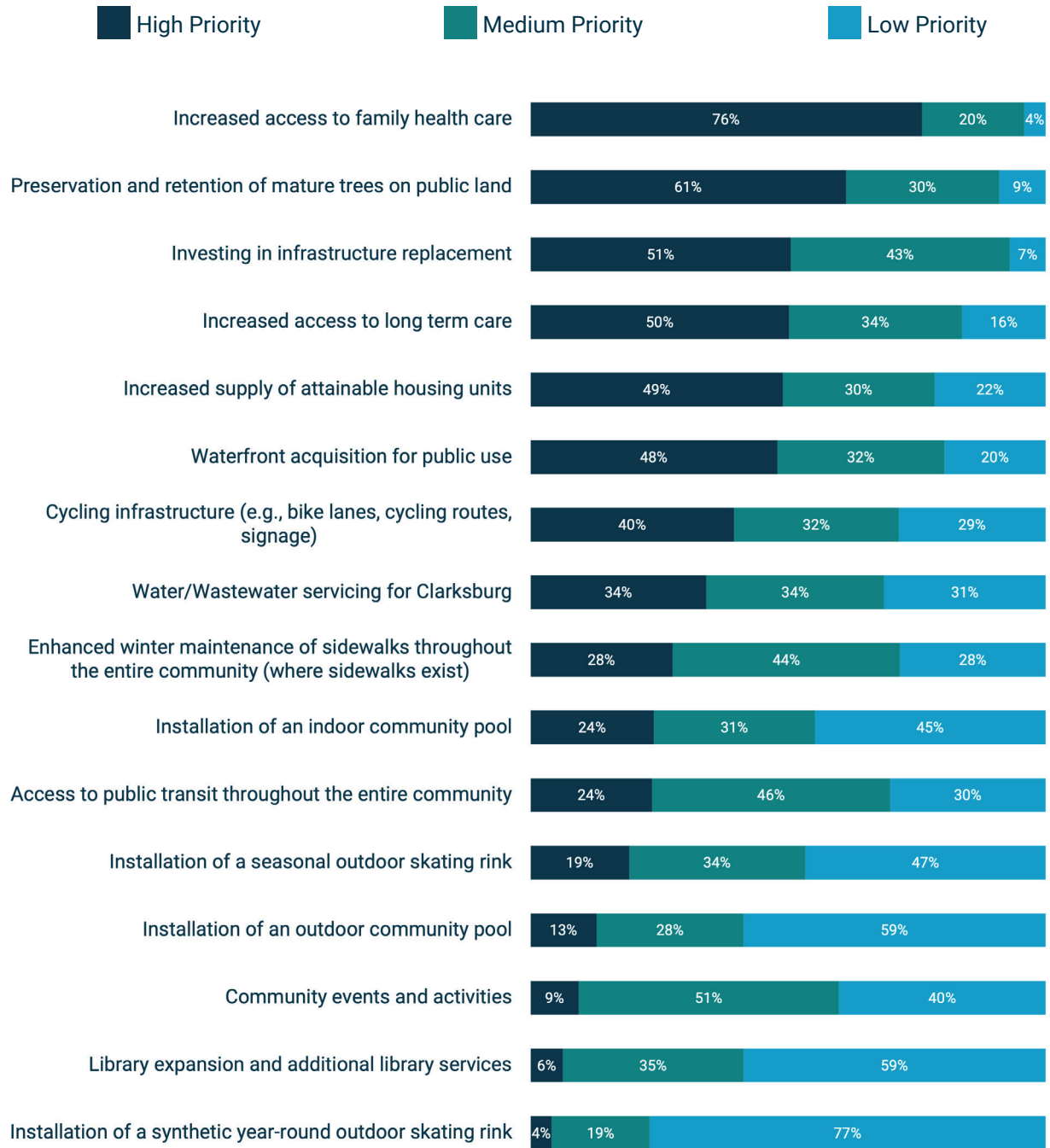
Graph on following page





2.6.3 Prioritizing New Initiatives

When asked about prioritizing projects for the next term of Council, the highest priorities remained related to health care, followed by investing in infrastructure replacement and the preservation and retention of mature trees on public land.



2.6.4 Other Priorities

In response to an open-ended question about what other priorities the Council should consider, respondents indicated their interest in the planning, development and administration of the Town; improvement in infrastructure as it relates to safety; and looking at enhanced recreation amenities.

Other Priorities	Percentage of Respondents
Plan and manage growth and development of the Town more effectively	20%
Improve municipal services e.g. extend waste collection schedules, service new developments etc.	9%
Improve Council transparency and communication with residents	8%
Develop more/ better recreation amenities such as baseball diamonds, skateparks etc.	8%
Listen to residents and prioritize residents' needs over tourists	8%
Improve Council planning and more actions and initiatives	7%
Improve pedestrian infrastructure and safety	7%
Improve/ provide more traffic management and controls	7%
Ensure greater preservation of green spaces, trails etc.	6%
Reduce costs/ spending and conduct a spending review	6%
Take more action against climate change	4%
Increase by-law enforcement	4%
Other	2%

2.6.5 Most Important Issues Today

At the end of part one of the Residential Satisfaction survey, participants were asked what they considered to be the most important issues facing the Town today.

With affordability at the top, the balance of responses indicated topics generally related to an increasing population and all that comes with it.

Most Important Issues	Percentage of Respondents
Affordability/ cost of living/ lack of attainable or affordable housing	28%
Over-development/ rapid growth/ increasing population/ lack of planning and infrastructure	18%
Managing/ controlling growth in a responsible/ sustainable way	16%
Need to ensure infrastructure and municipal services can support a growing population	16%
Environmental protection/ preservation of natural assets/ climate change/ loss of agri land	12%
Transportation infrastructure/ traffic congestion/ road safety	10%
Fiscal management/ high taxes/ addressing revenue transfer to Grey County	8%
Lack of healthcare services/ family doctors	6%
Council/ Town Hall transparency and communication with residents	6%
Loss of community and small town feel/ maintaining the Town's character	4%
Balancing the needs of residents and tourists	3%
Lack of public transportation/ transit	3%
Other	2%

3 Survey Results: Part 2

In 2021, the Town of Blue Mountains developed a comprehensive Asset Management Plan to support the long-term capital replacement and annual preventative maintenance of Town-owned assets.

In the second part of this two-part survey, participants were asked to rate their levels of satisfaction and levels of desired service regarding a variety of Town owned assets.

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



Roads, Sidewalks,
Streetlights and Bridges



Water, Wastewater and
Stormwater



Trails, Parks, Greenspaces
and Recreational Facilities/
Amenities



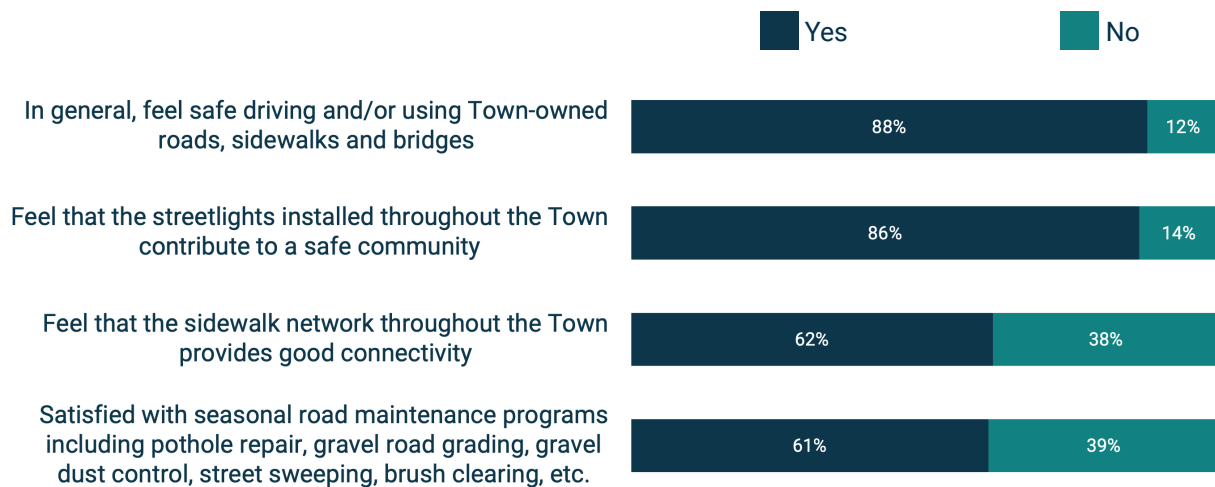
3.1 Roads, Sidewalks, Streetlights and Bridges

Survey participants were asked to reflect on whether or not they are satisfied with various aspects of roads, sidewalks, streetlights and bridges.

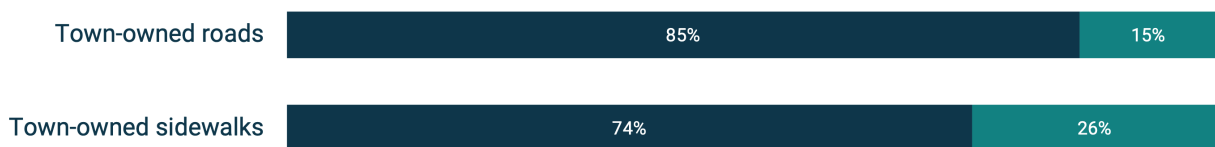
The highest levels of satisfaction were related to feeling safe when driving and/or using Town-owned roads, sidewalks and bridges, followed closely by the sentiment that the streetlights throughout the Town contribute to a safe community.

When reflecting on levels of satisfaction with Town-owned roads and sidewalks, 85% indicated satisfaction with Town-owned roads and 74% with Town-owned sidewalks.

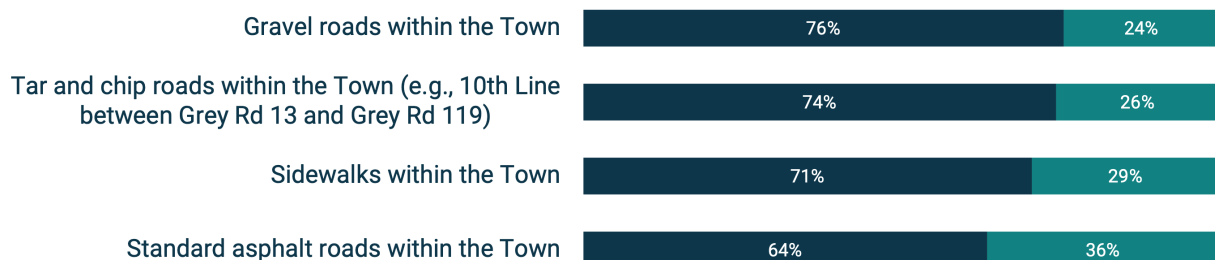
With respect to winter maintenance and snow removal, approximately 70% of respondents indicated they are satisfied.



Satisfied with the condition and maintenance of



Satisfied with snow plowing and snow removal operations on



Of the 83 people who responded no to any of the aspects above, the top issue appears to be around the need to improve pedestrian and sidewalk safety.

Issue	Percentage of Respondents
Poor road maintenance e.g. potholes, temporary repaving, loose gravel, line painting	39%
Many roads/ streets have no sidewalk, lack of sidewalk connectivity and poor maintenance	23%
Poor sidewalk snow clearing and need to increase bylaw enforcement for non-compliance	15%
Need to improve pedestrian safety	11%
Insufficient lighting/ street lights are too bright	11%
Poor ice/ snow clearing on roads and excessive/ inappropriate use of sand and salt	7%
Need to improve traffic management e.g. traffic flow, reduce speeding	6%
Need to improve cyclist safety	5%
Improve cycling network e.g. more bike lanes, better road surfaces	4%
Balancing the needs of residents and tourists	3%
Lack of public transportation/ transit	3%
Other	2%



3.2 Water, Wastewater and Stormwater

In this section, very specific questions were asked related to experiences that Residents have had with the Town owned public water system.

The following are highlights:

- 89% of respondents indicated that they are generally satisfied with municipal water and wastewater services, with the most common comments related to high costs, odour, water taste and breaches of wastewater system.
- 95% responded they are confident that the water from the tap is safe to drink.
- 86% indicated that they have not experienced low water pressure from cold-water taps.
- 97% indicated that they have not experienced unscheduled water service interruptions without notice in the last three years.
- 96% indicated that they had not experienced a sewer backup in their home in the last three years.
- 81% indicated that they have not experienced flooding on roads or property with comments related to flooding being attributed to storms/ heavy rain/snow melt; poor drainage; new development; poor maintenance; water main breaks; and nearby creek run-off.
- 86% responded they are satisfied with municipal stormwater services with comments that related to lack of sewers/drainage or need for improvement on many streets; climate change response; and results of development.



3.3 Trails, Parks, Greenspaces and Recreational Facilities and Amenities

In this section, respondents were asked to indicate satisfaction with various recreational assets including trails, parks, greenspaces, recreational facilities and amenities.

Understanding that the average residents will not likely utilize every recreational item, respondents had the option of selecting 'N/A' (Not Applicable) as their response to any of these questions. A respondent may have selected 'N/A' if, for example, they are unfamiliar with or have not used the amenities or parks in question.

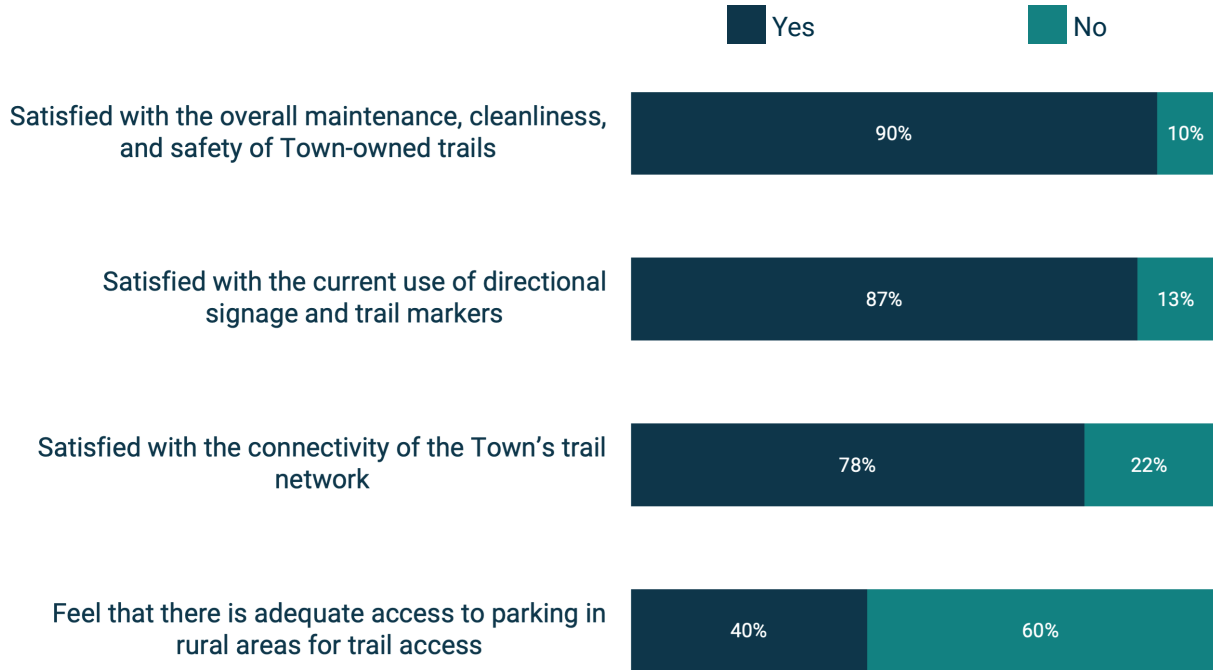
The number of respondents answering 'Yes' or 'No' varied across the questions in this section of the survey.

As an example, results for the undeveloped and developed parks in the Clarksburg area were based on fewer than 90 responses, whereas other questions in this section received more than 100 'Yes' or 'No' responses, suggesting that there are natural variances within respondents being less/ more familiar with trails, parks and other recreational amenities throughout the Town.



3.4 Trails

When asked about satisfaction with various aspects of the Town-owned trails, satisfaction levels were generally high related to connectivity, signage and overall maintenance of the trails network, however access to parking was identified as less than satisfactory in particular Loree Forest and Bruce Trail Duncan Caves.



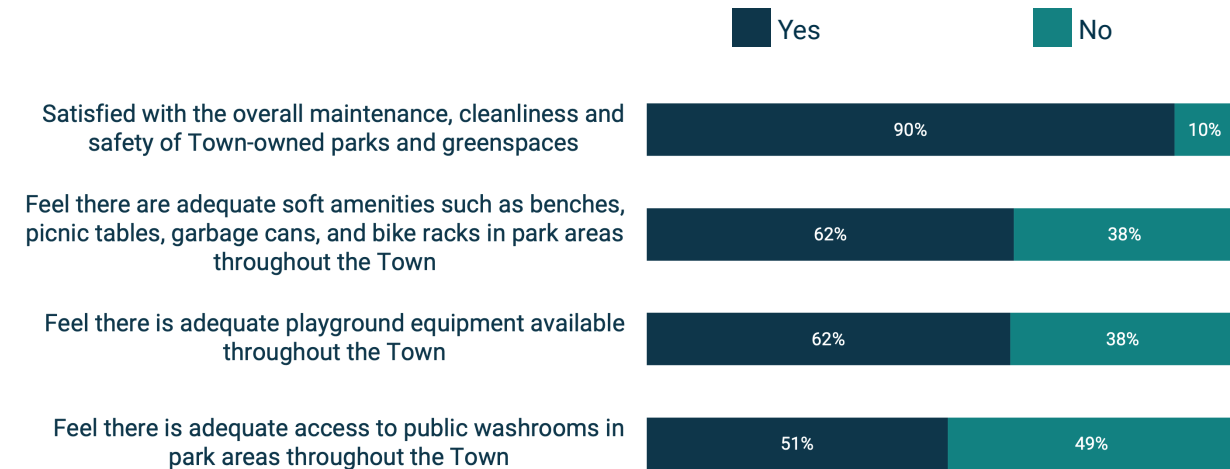
In response to the previous question, comments were provided by 57 respondents with common themes summarized below:

- Lack of parking, access and overcrowding in some locations, Loree Forest and the Bruce Trail Duncan Caves were provided as examples.
- Lack of safe trail head and rural road parking to access hiking trails.
- Need for designated resident parking spaces.
- Lack of active transportation connectivity, specifically, the Georgian Trail from Highway 26 to Town Hall and the Beaver River Trail between Thornbury and Clarksburg.
- Would like to see sidewalks connected to parks and major trails from residential areas to eliminate the need to drive.
- Issues with garbage, dog waste and littering.
- Poor maintenance, example Georgian Trail, Sunset Blvd at Lora Bay.
- Improved signage to help indicate proper parking areas and rules.

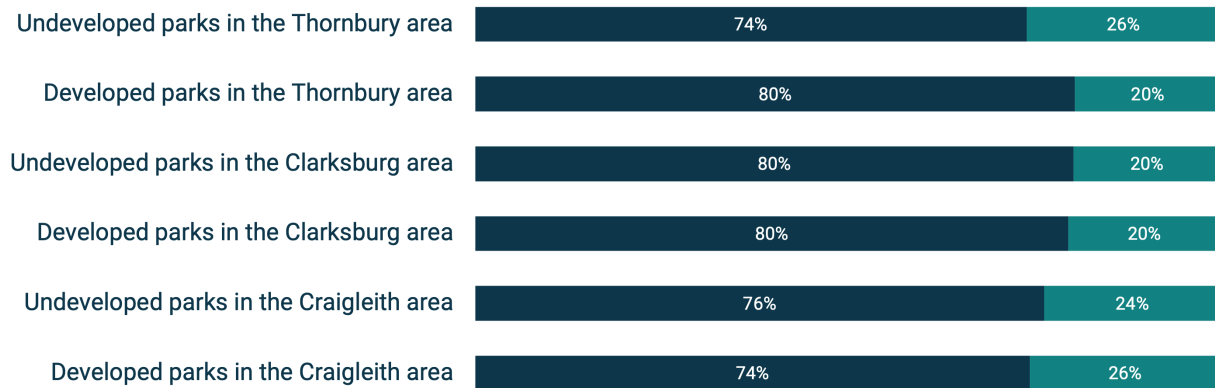


3.5 Parks, Greenspaces and Recreational Areas

Survey participants were asked how they felt about various attributes related to parks and greenspaces and were also asked about their opinions related the number of developed and undeveloped parks in various areas. Of those that responded, the following graph shows the results.



Satisfied with the number of



In response to the previous question, comments were provided by 70 respondents with common themes summarized below:

- Need for year round public washrooms in Thornbury, Clarksburg and at recreational facilities including Tomahawk, Moreau Park and baseball diamonds.
- Better plans need to be made to replace aging recreation infrastructure.
- Need for safety upgrades of playground equipment and additional play ground equipment at Lions Park, Windfall, Bayview Park and within the general Craigleith area.
- Ensure that accessibility features are included in recreational areas
- Signage needs to be updated at parks and trails throughout the Town.
- Additional garbage, recycling bins and dog waste bins with improved maintenance standards.
- More green space and park development needed within the Craigleith and Windfall areas.
- More bike racks and benches were requested throughout the Town, and in particular Lora Bay Park and Thornbury.



3.6 Recreation Facilities

In this section, respondents were asked to indicate satisfaction with various recreational facilities .

As in the previous sections, respondents had the option of selecting 'N/A' (Not Applicable) as their response to any of these questions if they could not give a 'Yes' or 'No' answer. The number of respondents answering 'Yes' or 'No' varied across the questions in this section of the survey.

Results for Craigleith Community Centre, Ravenna Hall and Craigleith Heritage Depot should be interpreted with caution as they are based on a relatively low number of 'Yes' and 'No' responses, 25, 32 and 52 respectively.

Results for the Beaver Valley Community Centre Arena, Beaver Valley Community Centre and Tomahawk Recreational Complex were based on 78, 92 and 96 respectively.

Results for the L.E. Shore Library, hard recreational amenities (e.g. dog parks, tennis courts etc) and Thornbury Harbour are based on a higher number of 'Yes'/No' responses ranging from 108 to 135, again, likely reflecting a higher level of familiarity and usage among respondents.



Comments regarding recreational facilities were provided by 50 survey respondents with common themes summarized below:

- Additional accessible parking spaces needed at park and beach areas.
- Better maintenance of recreational facilities, specifically mentioned were the BVCC arena, ball diamonds and skateboard park.
- Need for recreational amenities to better match the changing resident demographics such as playground equipment, splash pad, pickle ball courts, etc.
- More frequent garbage removal is needed on weekends.
- Suggestions for a multi use recreation complex and various recreation amenities were provided which included a range of items such as community swimming pool, splash pad, basketball courts, bicycle pump track and bicycle maintenance stations, running track, climbing wall, curling rink, fitness gym, mountain bike skills park, sledding hill, and tennis courts and pickle ball courts were are requested.

The following general comments were provided related to specific facilities.

- **BVCC Arena** - deep cleaning each summer is needed.
- **Tomahawk** – improved washrooms are needed.
- **Bayview Park** – would like additional pickleball and tennis courts.
- **Thornbury Harbour** - more frequent garbage collection services, more maintenance, improved water safety etc.
- **L.E Shore Library** - better maintenance of the Courtyard Garden area.
- **Craigleith Heritage Depot** - more maintenance and parking needed.
- **Craigleith Area**- recreation amenities and services in general require attention.
- **Thornbury Area** - larger dog park, more pickleball and tennis courts.

