



2024 Resident Satisfaction Survey

The Town is conducting a Resident Satisfaction Survey to help inform future decision-making, budgeting and priority setting. The survey seeks to understand resident satisfaction related to service delivery, customer service and communication, financial management and leadership. Survey results will be presented to the current Town Council this fall.

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

* 1. 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 and I do not own property in the Town of The Blue Mountains



2024 Resident Satisfaction Survey

Resident Satisfaction

* 2. How do you generally feel about the Town of The Blue Mountains as a place to live?

Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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

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

* 4. Please indicate your level of satisfaction regarding each of the following Town services:

	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied	N/A
Garbage and Recycling Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gallery, Library, Archives, Museum Services (L.E. Shore Library and Craigleith Heritage Depot)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire Protection Services (The Blue Mountains Fire Department)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General Road	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Maintenance

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Winter Snow
Plowing

Winter Sidewalk
Maintenance

Snow Removal to
Maintain Access to
Businesses in
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,
Pre-authorized
Payments, etc.)

Online Services
Portal (Permits,

Licences, Service Requests)

* 5. 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).

	Increased	Decreased	Stayed the Same	N/A
Garbage and Recycling Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gallery, Library, Archives, Museum Services (L.E. Shore Library and Craigleith Heritage Depot)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire Protection Services (The Blue Mountains Fire Department)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
General Road Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Winter Snow Plowing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Winter Sidewalk Maintenance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snow Removal to Maintain Access to Businesses in Downtown Thornbury and Clarksburg	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water and Wastewater Services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
By-Law Enforcement, Animal Control and Parking Enforcement	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of Trails, Beaches, Parks and Greenspaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of Town-owned Recreation Facilities (Beaver Valley Community Centre, Tomahawk, Thornbury Harbour, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Corporate Communications (Town Website, Newsletters, Public Consultation, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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, Pre-authorized Payments, etc.)

Online Services Portal (Permits, Licences, Service Requests)



2024 Resident Satisfaction Survey

Customer Service and Communication

* 6. What method are you most likely to use when contacting the Town for information, services, or assistance?

- | | |
|---------------------------------|---|
| <input type="radio"/> In-Person | <input type="radio"/> Website |
| <input type="radio"/> Email | <input type="radio"/> Online Service Portal |
| <input type="radio"/> Telephone | <input type="radio"/> Social Media |
| <input type="radio"/> Mail | |

* 7. In the past year, have you had contact (via email, telephone, in-person, etc.) with a Town employee?

- Yes
 No

8. Based on your most recent experience and contact with a Town employee, please indicate your level of satisfaction for each of the following statements:

Very dissatisfied Dissatisfied Satisfied Very satisfied

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?

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

	Agree	Disagree	No opinion
The staff member was courteous and respectful.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was treated fairly.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The staff member was knowledgeable and competent.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I received a response within a reasonable timeframe.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
It was clear what to do if I encountered a problem.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
I was informed of what I had to do to get the service/product/information I was seeking.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The staff member went the extra mile to ensure I received the help I needed.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The hours of service were convenient.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you disagreed with any of the statements above, please explain:

10. 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

11. 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



2024 Resident Satisfaction Survey

Communications & Public Consultation

* 12. Which of the following methods do you most commonly use to seek news and information about the Town? (select all that apply)

- | | |
|---|---|
| <input type="checkbox"/> Town Website | <input type="checkbox"/> Meeting Live Stream and/or archived video recordings |
| <input type="checkbox"/> Town Newspaper Advertisements | <input type="checkbox"/> Community Social Media Groups |
| <input type="checkbox"/> Printed Quarterly Town Newsletter | <input type="checkbox"/> Published Newspaper Articles/Stories |
| <input type="checkbox"/> Monthly Town E-Newsletter | <input type="checkbox"/> Word of Mouth |
| <input type="checkbox"/> Town Twitter Account (@townofbluemtns) | |

13. 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: (select all that apply)

- 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 Committee of Council



2024 Resident Satisfaction Survey

Financial Planning

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.

* 14. Based on the information above, please rate the value that you get for your tax dollars:

Very poor value

Poor value

Good value

Very good value

Please explain:

* 15. 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

* 16. If the Town had to reduce services to maintain taxes, which services would you reduce?
(select all that apply)

- 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)



2024 Resident Satisfaction Survey

Leadership

* 17. 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?

	Very dissatisfied	Dissatisfied	Satisfied	Very satisfied
Overall Performance	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Quality of Decision Making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responsiveness to Community Issues/Concerns	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Collaboration with Community Partners and Organizations	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strategic Planning and Strategy Development	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Financial Planning and Financial Management	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Responding to Climate Change	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 18. Throughout the current term of Council, several new initiatives have been prioritized. In your opinion, please indicate your priority for each of the following items.

	High priority	Medium priority	Low priority
Protecting the natural environment	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Preserving trees and green space throughout the community	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving access to long-term care beds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Attracting and retaining family doctors	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Increasing access to attainable housing	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Prioritizing infrastructure replacement for future growth	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Improving communication and customer service	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ensuring accountability and transparency in decision-making	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Implementing policies to promote sustainable environmental practices	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Addressing regional transportation issues on Highway 26	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Completing the Drainage Master Plan	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Completing the Official Plan Review	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Completing the Natural Heritage Study	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Updating the Community Design guidelines	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Update to the Municipal Licensing By-law (Short-Term Accommodation Enforcement)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 19. 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:

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

trees on public land

20. Is there anything else you feel should be a priority for the Town during the next Term of Council?

* 21. In your opinion, what is the single most important issue facing the Town of The Blue Mountains today?



2024 Resident Satisfaction Survey

Demographic Information

* 22. What is your age?

- | | |
|--------------------------------|-----------------------------|
| <input type="radio"/> Under 18 | <input type="radio"/> 45-54 |
| <input type="radio"/> 18-34 | <input type="radio"/> 55-64 |
| <input type="radio"/> 35-44 | <input type="radio"/> 65+ |

* 23. How long have you been a resident and/or owned property in the Town of The Blue Mountains?

- Less than 5 years
- 5 to 10 years
- 10 to 20 years
- 20+ years

* 24. Where is your property located in the Town of The Blue Mountains?

* 25. 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.

- Yes
- No