

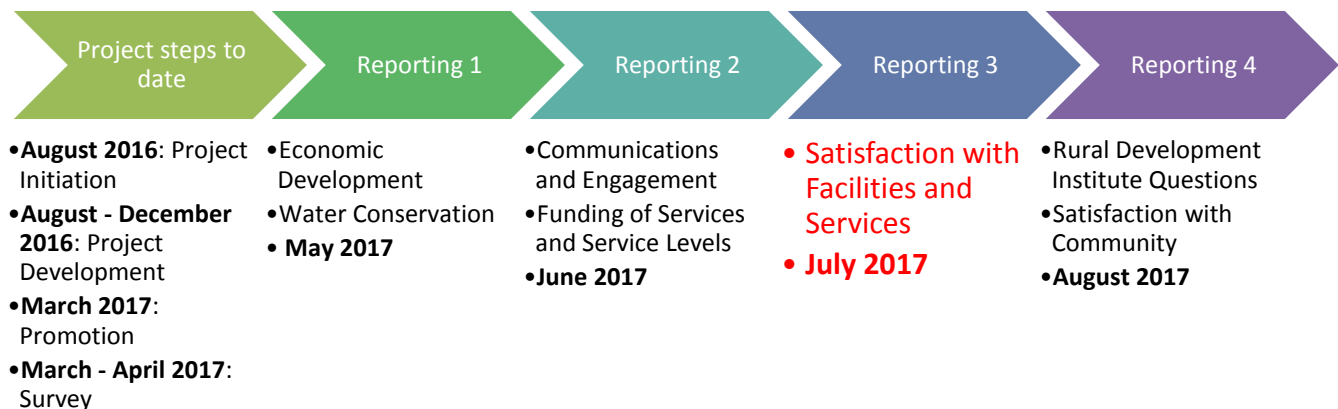
MEMORANDUM



Date : July 17, 2017
To : Committee of the Whole
From : Deputy Manager of Operations and Sustainability
Subject: Citizen Satisfaction Survey Update – Satisfaction with Facilities and Services

Background

This is the third memo about the results from the Citizen Satisfaction Survey. The first one summarized the results of the Economic Development and Water Conservation sections. The second one summarized the Communications and Engagement, and Funding of Services and Service Levels sections. This one summarizes the Satisfaction with Facilities and Services.



Reporting Out

Staff plan to report on different topics each month from now until the end of the summer to allow for time to prepare an analysis and for Council to have the time to consider each topic. An action plan will be prepared in addition to the results summary.

Satisfaction with Facilities

The majority of residents are satisfied with the City's facilities. The lowest scoring facility was the Racket Courts with a third of residents feeling neutral towards them, and another third rating them "not applicable". The top three rated facilities were Landscaping at City Parks, Recreation Trails, and Playgrounds. The top

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three most important facilities to residents are the Public Washrooms, Playgrounds, and Recreational Trails. Public washrooms were rated low satisfaction and of high importance which highlights an area for improvement.

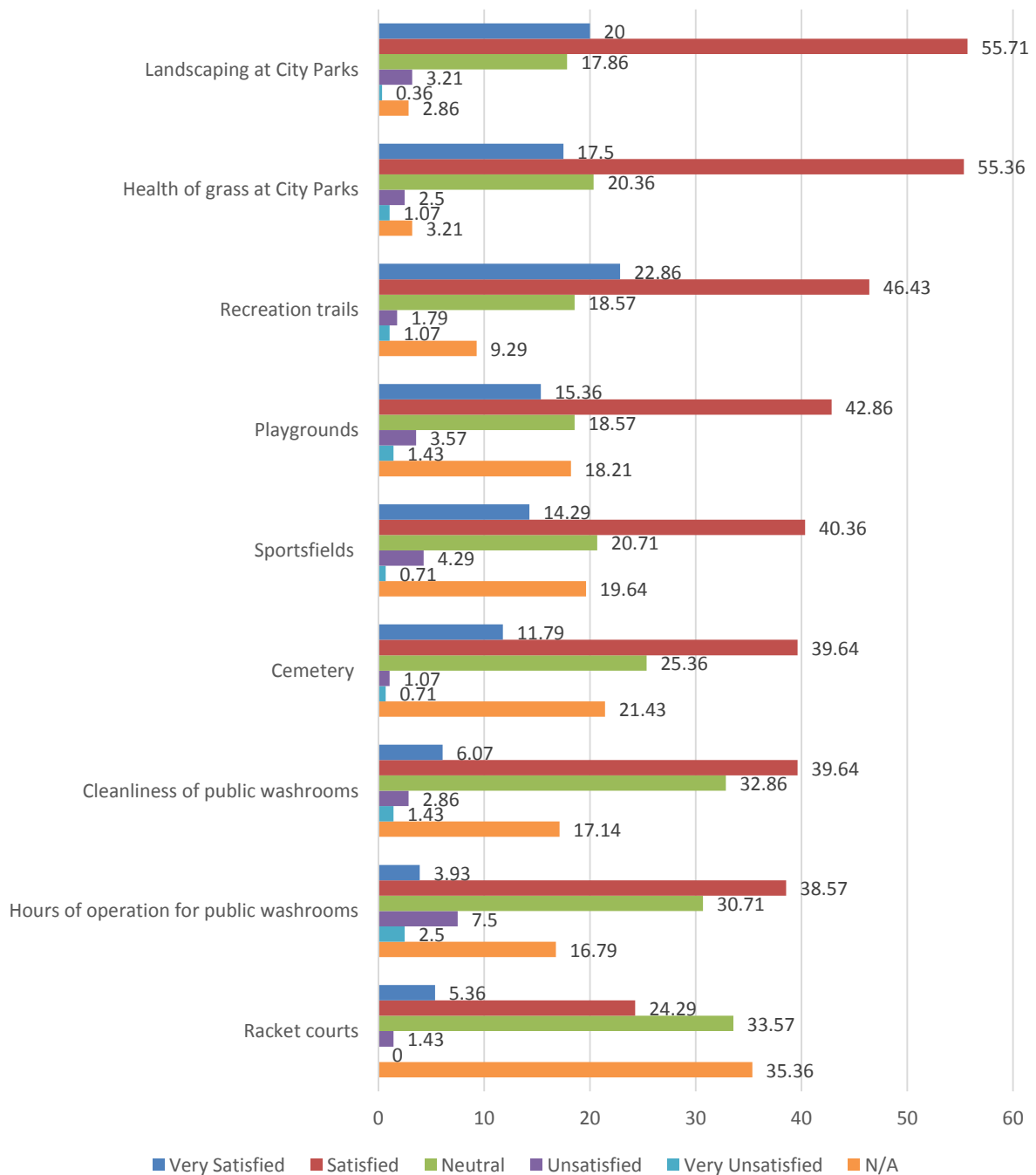
Satisfaction with Services

Residents indicated a more variable satisfaction with City services with the top rated service receiving approval from eighty-six percent of residents and the lowest rated service by only sixteen. The top three rated services are Fire Protection, Downtown Cleanliness, and Street lighting. The lowest three are Growth and Development Planning, Economic Development, and Development and Building Inspection. The top three most important services are Road Maintenance and Repairs, Fire Protection, and Snow, Ice, and Dirt Removal. The main contrast between satisfaction and importance was with Growth and Development Planning which had only sixteen percent of residents satisfied with it but eighty-four percent rating it as important or very important.

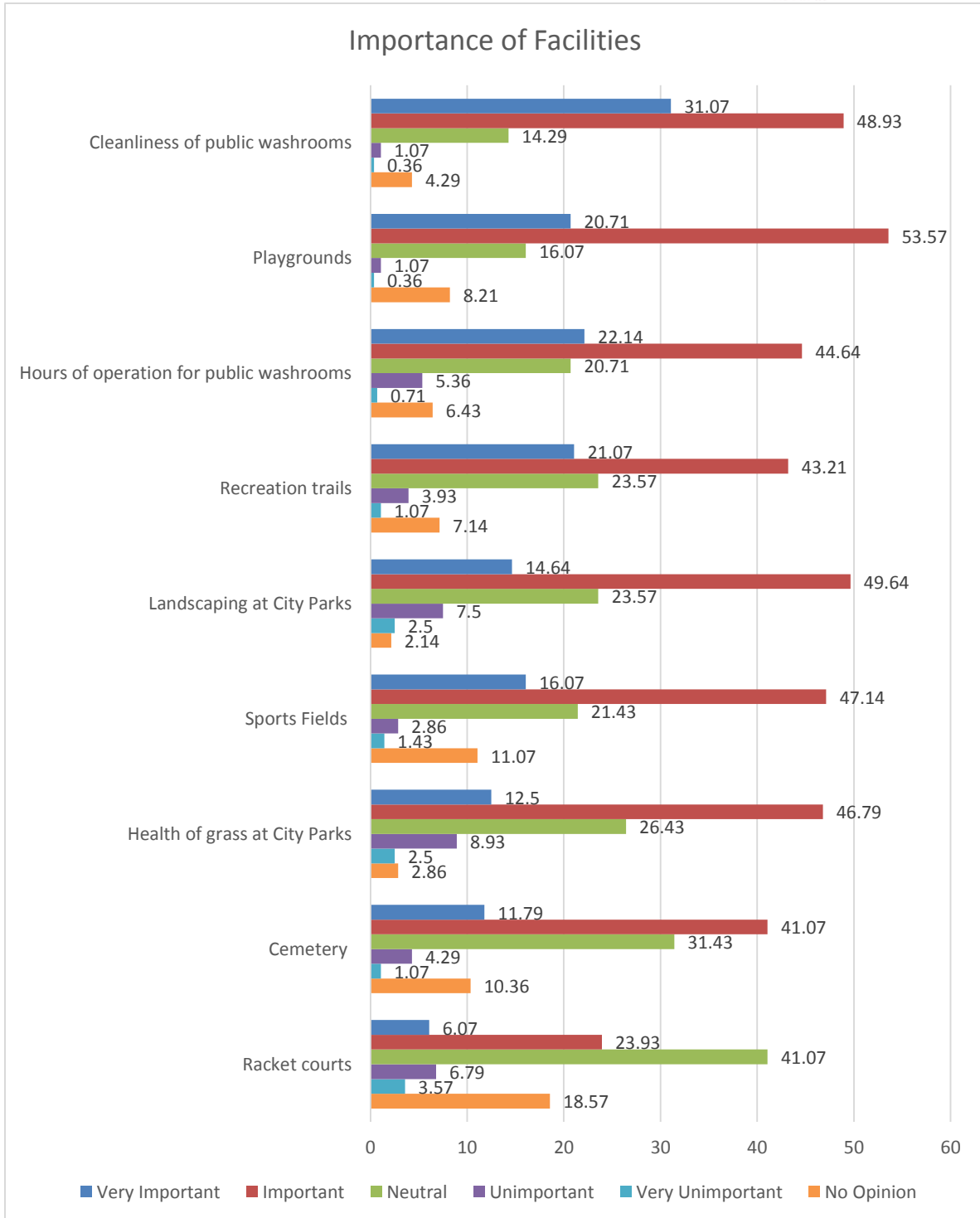
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Satisfaction with Facilities



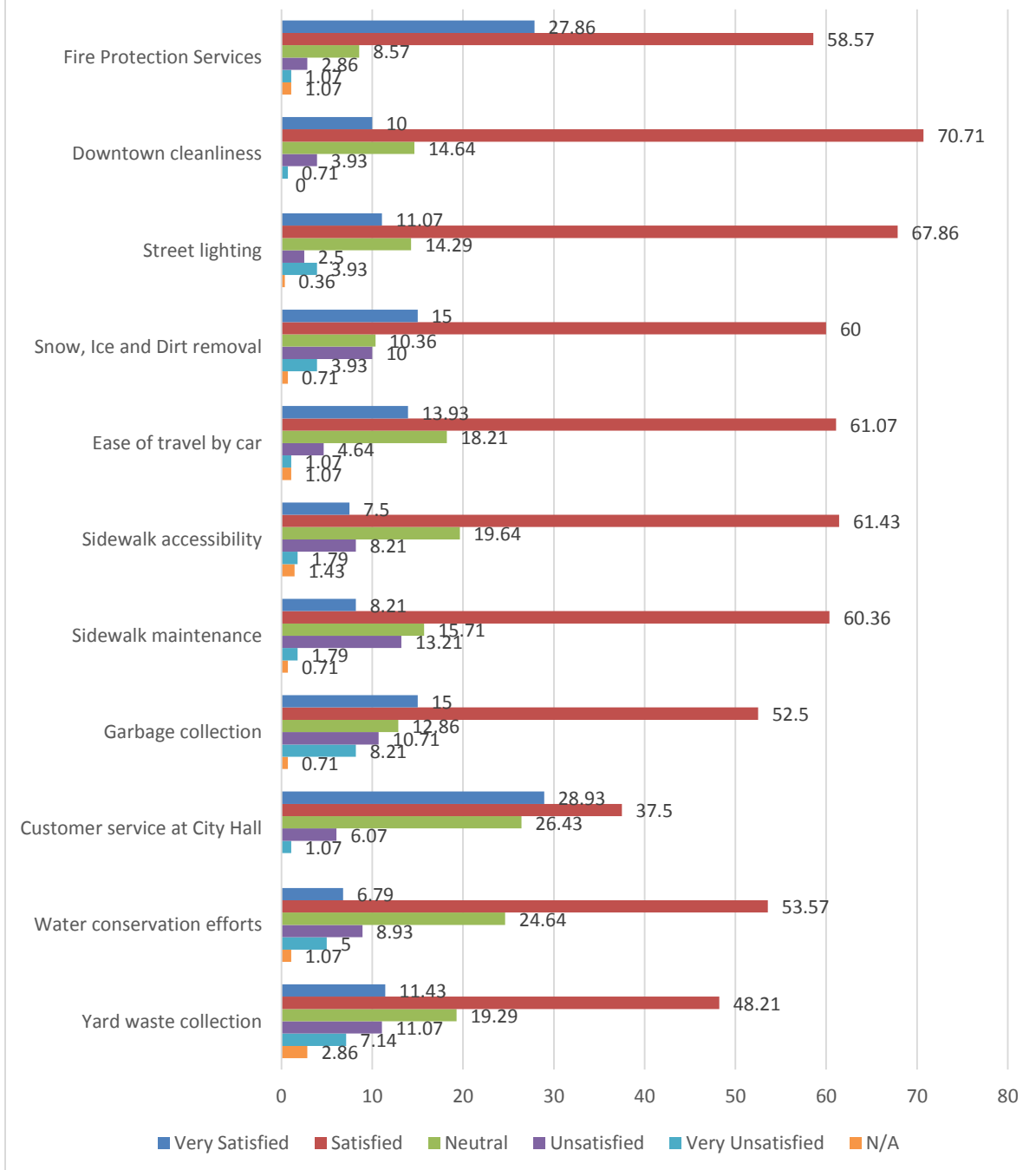
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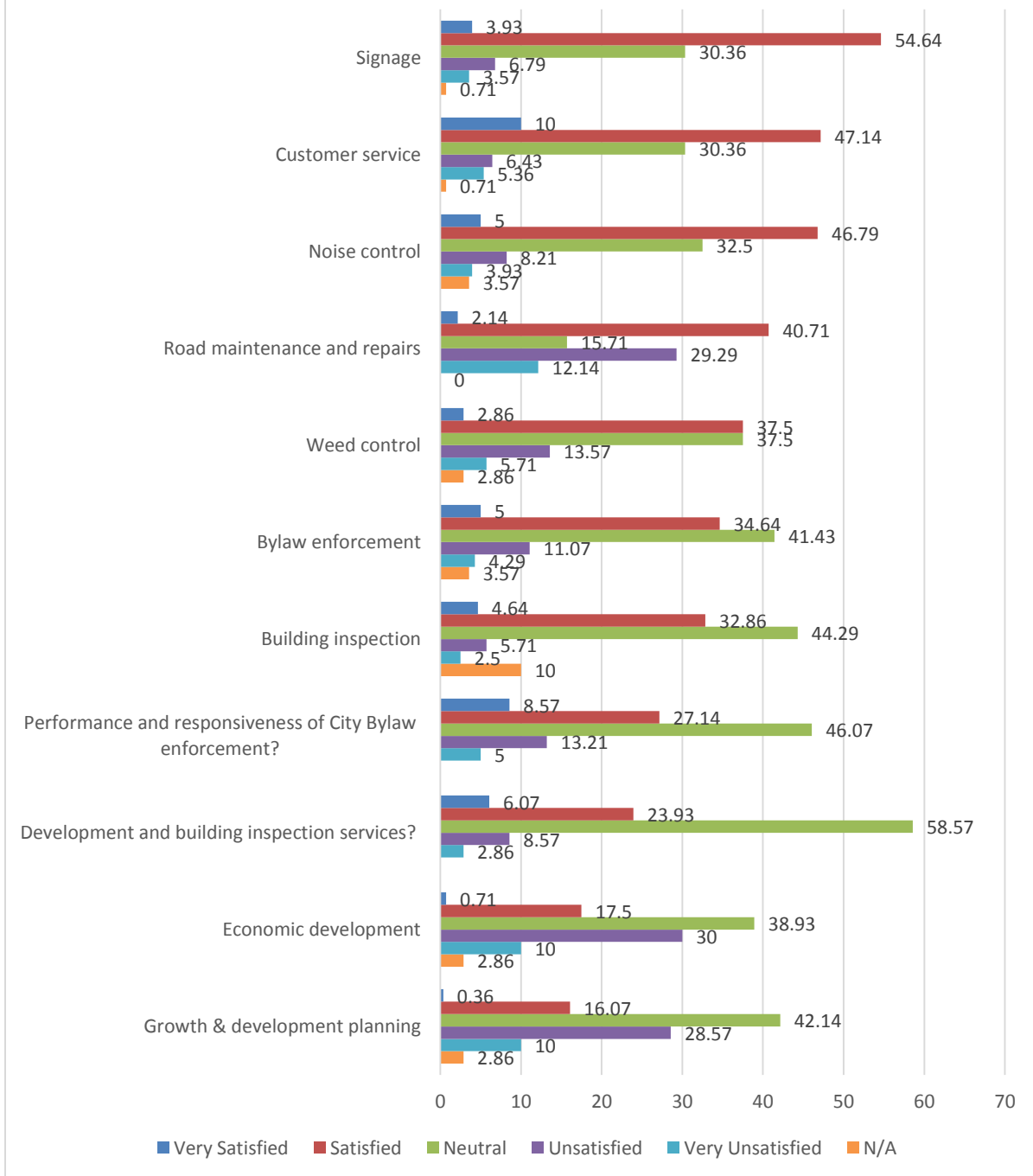
Satisfaction with Services 1 of 2



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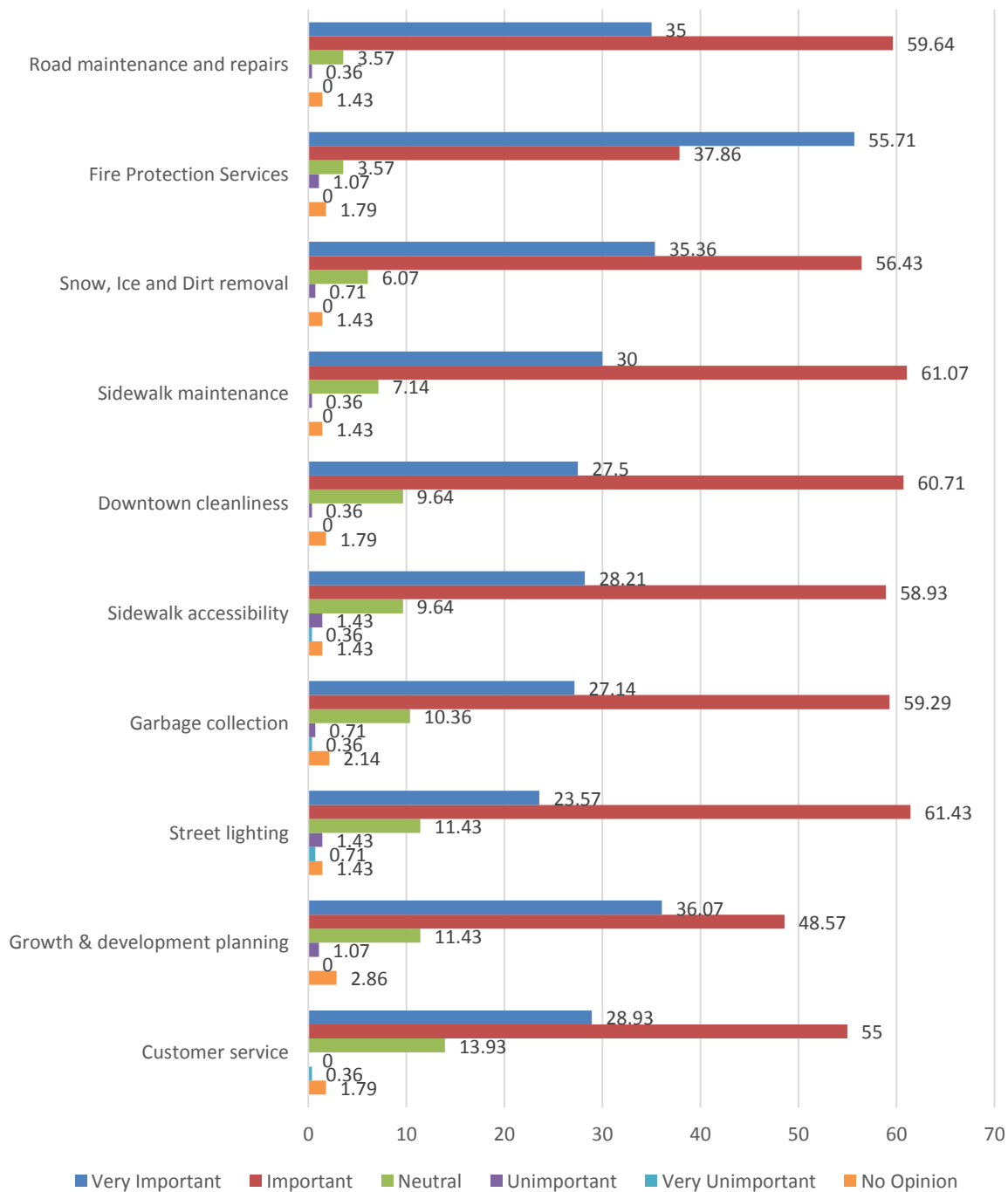
Satisfaction with Services 2 of 2



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Satisfaction with Services 1 of 2



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Satisfaction with Services 2 of 2

