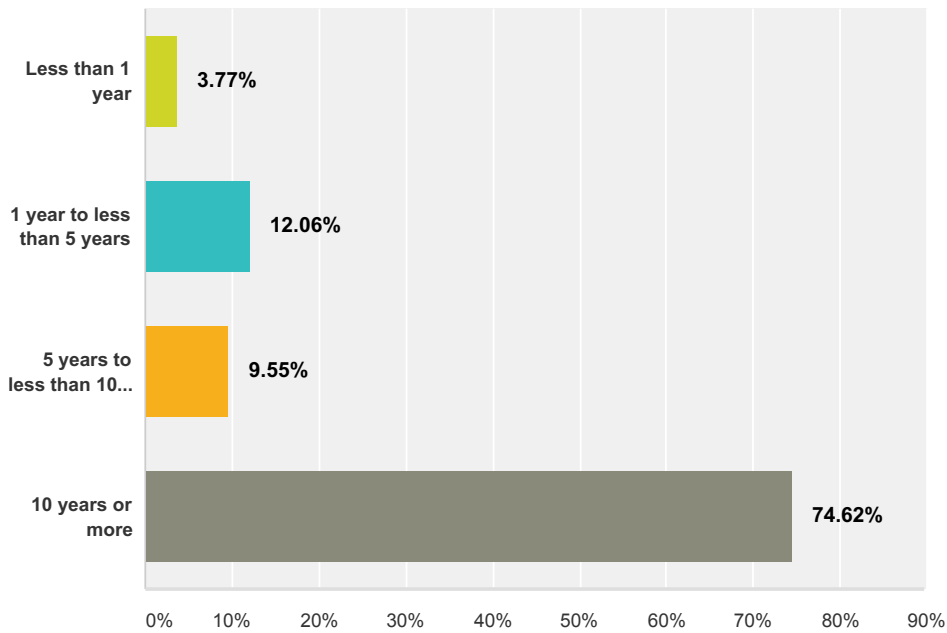


### Q1 How long have you been a resident of Jasper?

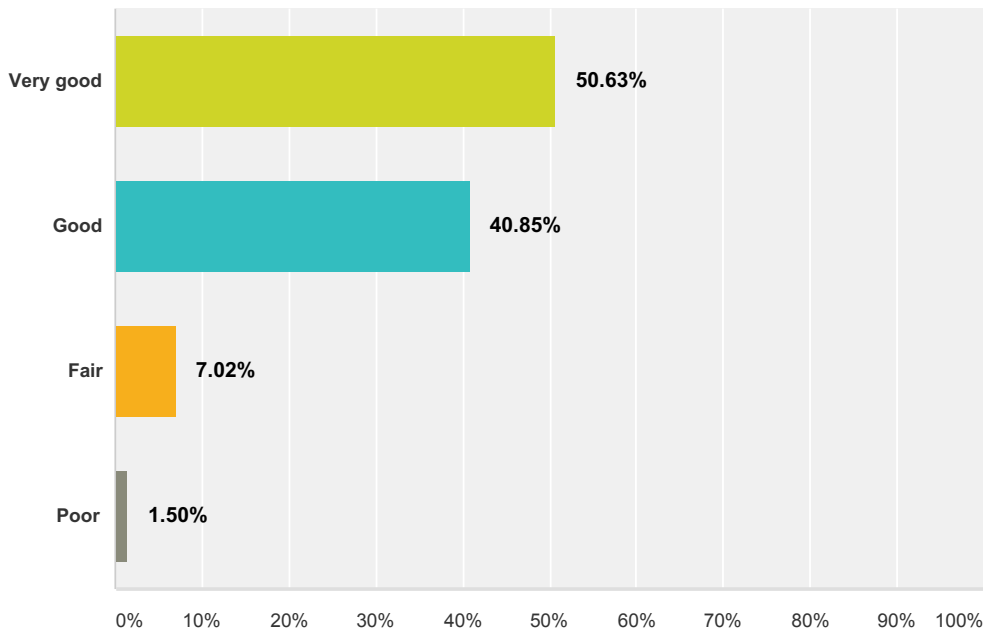
Answered: 398 Skipped: 2



Answer Choices	Responses
Less than 1 year	3.77% 15
1 year to less than 5 years	12.06% 48
5 years to less than 10 years	9.55% 38
10 years or more	74.62% 297
<b>Total</b>	<b>398</b>

### Q2 In general, how would you rate your QUALITY OF LIFE in Jasper?

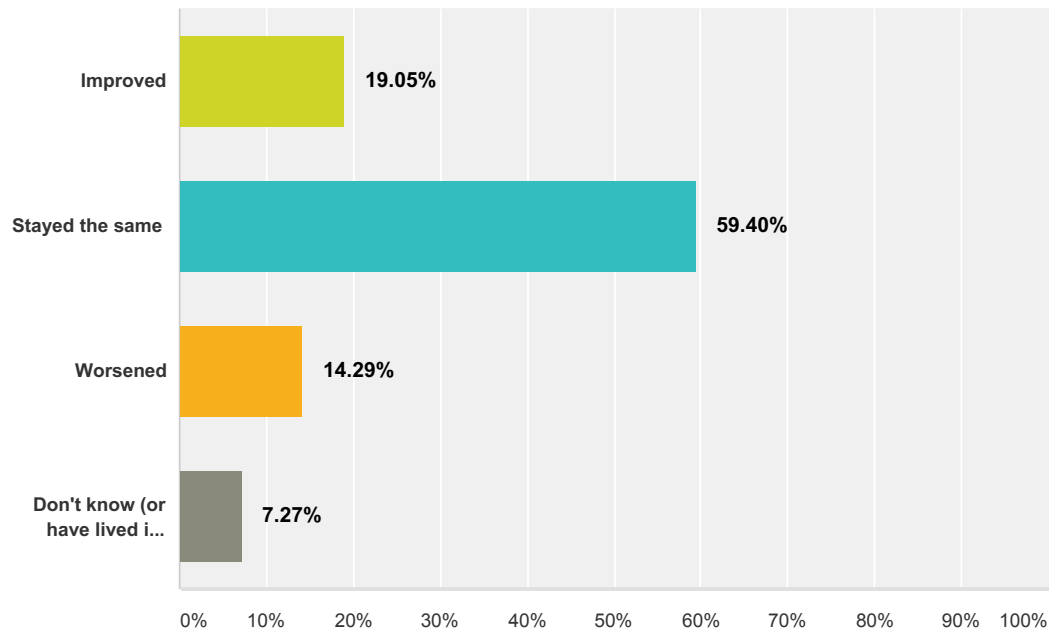
Answered: 399 Skipped: 1



Answer Choices	Responses
Very good	50.63% 202
Good	40.85% 163
Fair	7.02% 28
Poor	1.50% 6
<b>Total</b>	<b>399</b>

### Q3 Do you feel your QUALITY OF LIFE in Jasper in the last 4 years has...

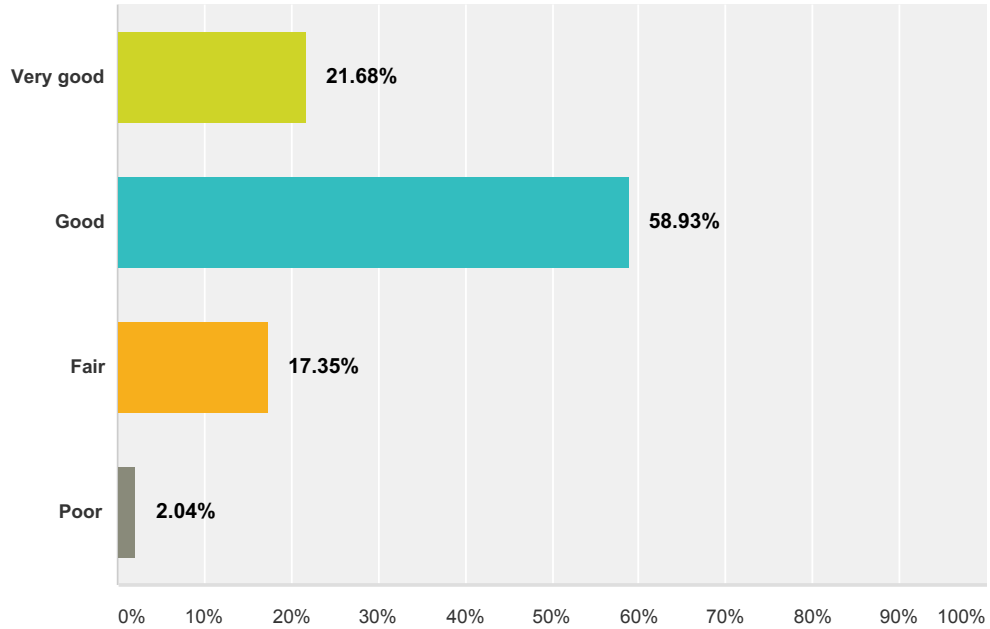
Answered: 399 Skipped: 1



Answer Choices	Responses
Improved	19.05% 76
Stayed the same	59.40% 237
Worsened	14.29% 57
Don't know (or have lived in Jasper less than 4 years)	7.27% 29
<b>Total</b>	<b>399</b>

**Q4 Overall, considering ALL THE SERVICES provided by the Municipality of Jasper, would you say the quality of services is...**

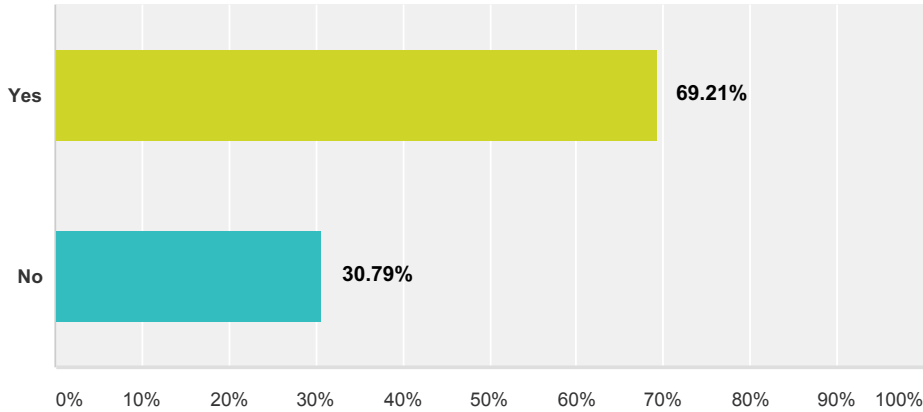
Answered: 392 Skipped: 8



Answer Choices	Responses
Very good	21.68% 85
Good	58.93% 231
Fair	17.35% 68
Poor	2.04% 8
<b>Total</b>	<b>392</b>

### Q5 Have you visited the new Jasper Library & Cultural Centre since its opening in July 2016?

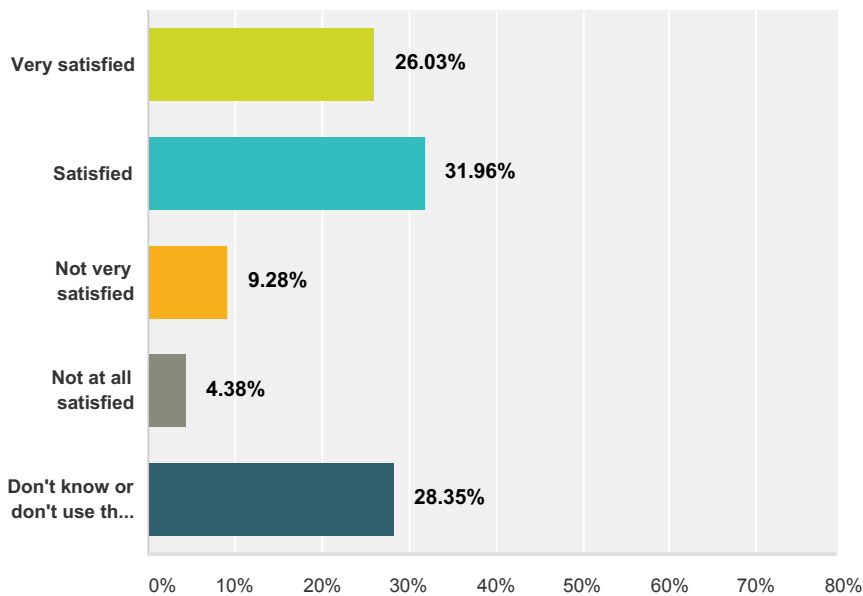
Answered: 393 Skipped: 7



Answer Choices	Responses
Yes	69.21% 272
No	30.79% 121
<b>Total</b>	<b>393</b>

### Q6 How satisfied are you with the new cultural facility?

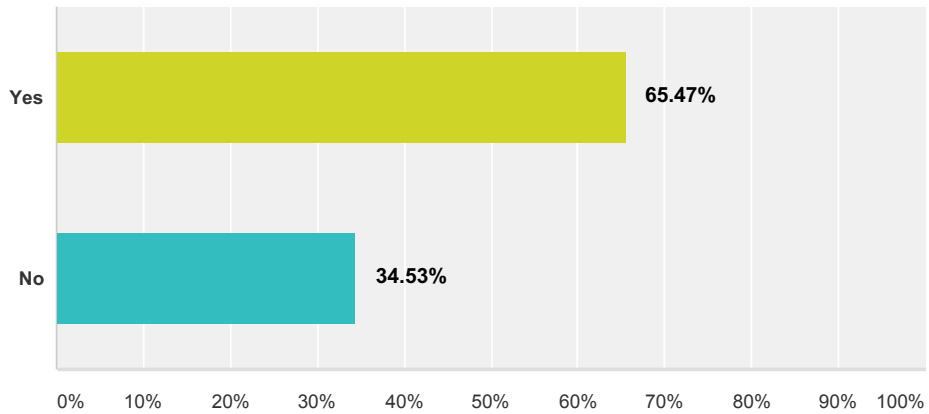
Answered: 388 Skipped: 12



Answer Choices	Responses
Very satisfied	26.03% 101
Satisfied	31.96% 124
Not very satisfied	9.28% 36
Not at all satisfied	4.38% 17
Don't know or don't use...	28.35% 110
<b>Total</b>	<b>388</b>

### Q7 Have you tried sidewalk seating in Jasper?

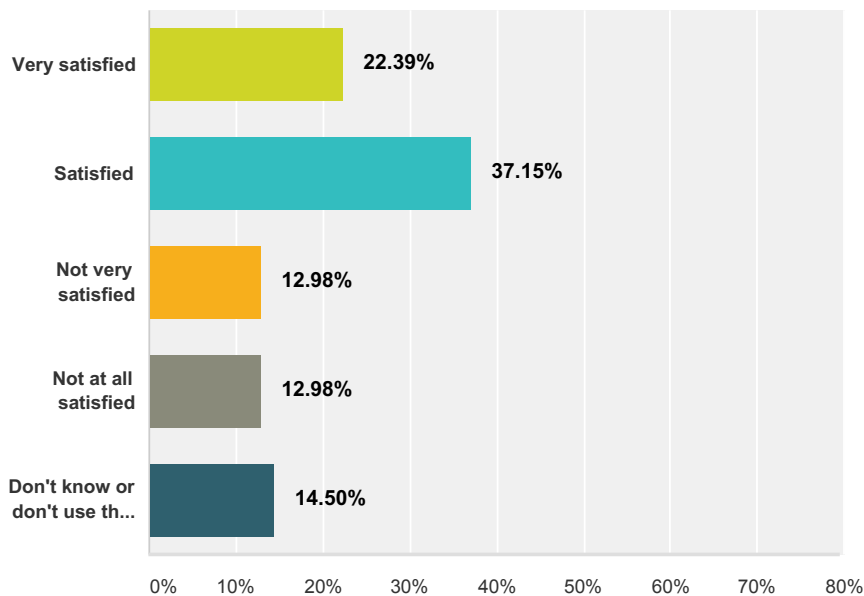
Answered: 391 Skipped: 9



Answer Choices	Responses
Yes	65.47% 256
No	34.53% 135
<b>Total</b>	<b>391</b>

### Q8 How satisfied are you with the sidewalk seating initiative?

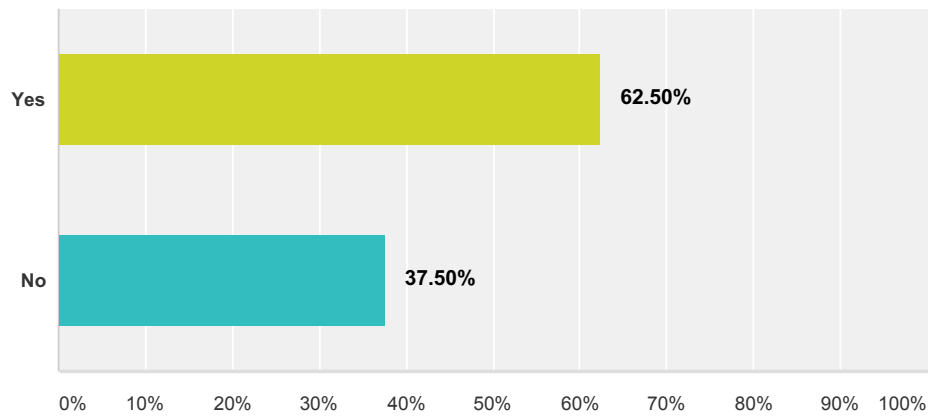
Answered: 393 Skipped: 7



Answer Choices	Responses
Very satisfied	22.39% 88
Satisfied	37.15% 146
Not very satisfied	12.98% 51
Not at all satisfied	12.98% 51
Don't know or don't use...	14.50% 57
<b>Total</b>	<b>393</b>

### Q9 Have you seen a busking performance in Jasper?

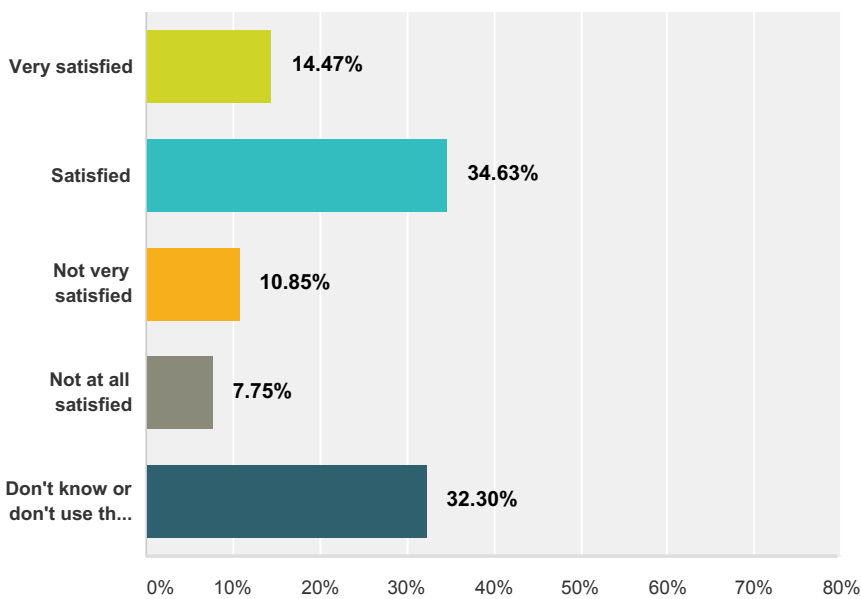
Answered: 392 Skipped: 8



Answer Choices	Responses	Count
Yes	62.50%	245
No	37.50%	147
<b>Total</b>		<b>392</b>

### Q10 How satisfied are you with the busking pilot project?

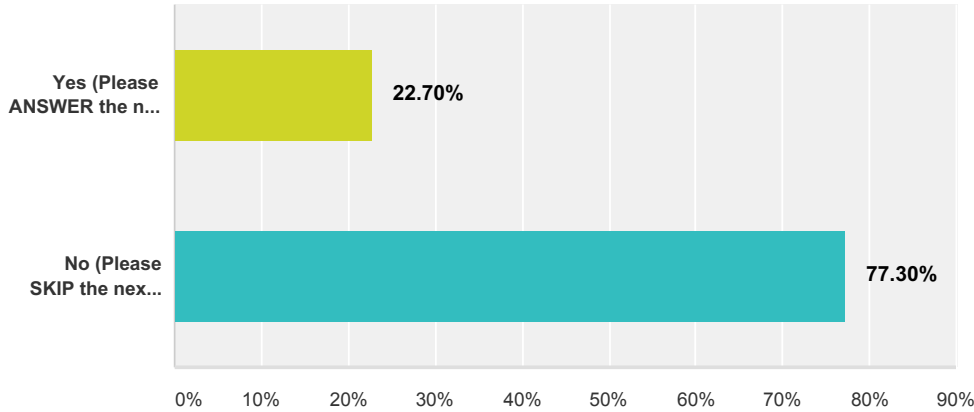
Answered: 387 Skipped: 13



Answer Choices	Responses	Count
Very satisfied	14.47%	56
Satisfied	34.63%	134
Not very satisfied	10.85%	42
Not at all satisfied	7.75%	30
Don't know or don't use...	32.30%	125
<b>Total</b>		<b>387</b>

**Q11 Do you or someone else in your immediate family have a child in the municipal daycare (Wildflowers Childcare)?**

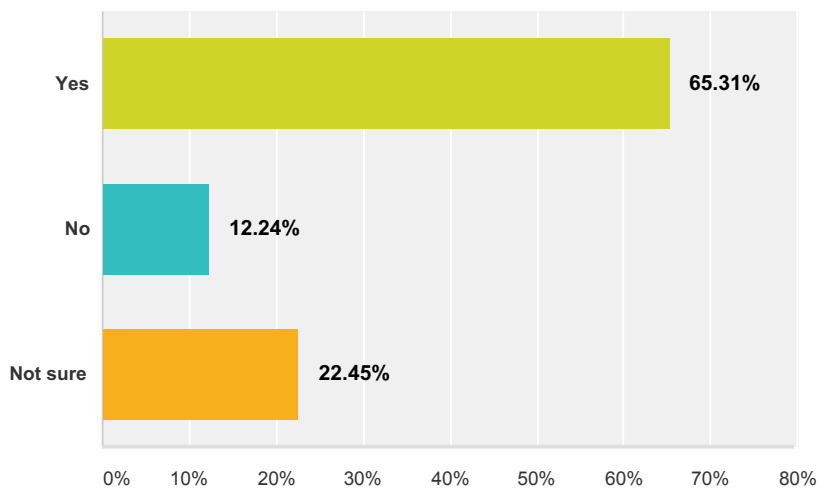
Answered: 392 Skipped: 8



Answer Choices	Responses
Yes (Please ANSWER...)	22.70% 89
No (Please SKIP...)	77.30% 303
<b>Total</b>	<b>392</b>

**Q12 Wildflowers Childcare is proposing to provide lunches and snacks for children attending the centre, ensuring all children benefit from healthy and nutritious foods. This service would be funded entirely by user fees and would not increase municipal taxes. Do you think Wildflowers Childcare should implement this new service?**

Answered: 147 Skipped: 253



Answer Choices	Responses
Yes	65.31% 96
No	12.24% 18
Not sure	22.45% 33
<b>Total</b>	<b>147</b>

How satisfied are you with the following services?

**Q13 Fire Department**

Answered: 386 Skipped: 14

	Very Satisfied	Satisfied	Not Very Satisfied	Not at All Satisfied	Don't Know or Don't Use That Service	Total	Weighted Average
Response time	39.53% 151	21.73% 83	0.26% 1	0.00% 0	38.48% 147	382	2.76
Fire prevention	43.19% 165	34.82% 133	1.31% 5	0.79% 3	19.90% 76	382	2.19
Community relations and public education	38.54% 148	43.23% 166	5.99% 23	0.78% 3	11.46% 44	384	2.03
Emergency preparedness	35.42% 136	41.67% 160	4.43% 17	0.78% 3	17.71% 68	384	2.24

**Q14 Bylaw Services**

Answered: 384 Skipped: 16

	Very Satisfied	Satisfied	Not Very Satisfied	Not at All Satisfied	Don't Know, or Don't Use That Service	Total	Weighted Average
Response time	10.21% 39	36.13% 138	13.35% 51	7.85% 30	32.46% 124	382	3.16
Domestic animal enforcement	10.99% 42	41.36% 158	9.69% 37	6.28% 24	31.68% 121	382	3.06
Parking enforcement	8.90% 34	39.27% 150	21.47% 82	16.23% 62	14.14% 54	382	2.87



# Resident Satisfaction Survey 2016

## Q15 Operations

Answered: 385 Skipped: 15

	Very Satisfied	Satisfied	Not Very Satisfied	Not at All Satisfied	Don't Know, or Don't Use That Service	Total	Weighted Average
Street maintenance	15.63% 60	55.47% 213	20.57% 79	7.29% 28	1.04% 4	384	2.23
Street snow removal	13.80% 53	52.60% 202	21.35% 82	9.64% 37	2.60% 10	384	2.35
Waste collection	29.13% 111	62.47% 238	4.99% 19	1.84% 7	1.57% 6	381	1.84
Recycling and composting programs (glass, metal, plastic, paper, cardboard, organics, etc)	27.53% 106	49.87% 192	15.84% 61	5.71% 22	1.04% 4	385	2.03
Transfer station (disposal of e-waste, paint, furniture, metal, appliances, etc)	20.00% 77	57.14% 220	8.57% 33	3.12% 12	11.17% 43	385	2.28
Seasonal gardening, flowers, planters	35.34% 135	51.57% 197	4.97% 19	2.36% 9	5.76% 22	382	1.92
Cemetery maintenance	13.32% 51	25.59% 98	2.61% 10	0.52% 2	57.96% 222	383	3.64
Bicycle and pedestrian trails	24.35% 93	58.64% 224	7.59% 29	4.97% 19	4.45% 17	382	2.07
Street furniture in the Central Business District (benches, bicycle racks, waste bins, etc.)	20.89% 80	61.62% 236	12.79% 49	3.92% 15	0.78% 3	383	2.02

## Q16 Community & Family Services

Answered: 384 Skipped: 16

	Very Satisfied	Satisfied	Not Very Satisfied	Not at All Satisfied	Don't Know, or Don't Use That Service	Total	Weighted Average
Wildflowers Childcare	17.75% 68	12.53% 48	1.04% 4	2.09% 8	66.58% 255	383	3.87
Summer Fun & Out-of-School Care (for children aged 6 to 12)	10.97% 42	11.23% 43	2.35% 9	0.78% 3	74.67% 286	383	4.17
Community Outreach Services (Family Dances, Parent Link, programming for teens, mindfulness sessions, etc.)	20.89% 80	29.50% 113	2.61% 10	1.04% 4	45.95% 176	383	3.22
Community Dinners	32.72% 125	30.10% 115	0.79% 3	1.31% 5	35.08% 134	382	2.76

# Resident Satisfaction Survey 2016

## Q17 Recreation Facilities & Services

Answered: 385 Skipped: 15

	Very Satisfied	Satisfied	Not Very Satisfied	Not at All Satisfied	Don't Know, or Don't Use That Service	Total	Weighted Average
Arena	17.45% 67	50.26% 193	5.47% 21	1.30% 5	25.52% 98	384	2.67
Curling rink	10.47% 40	28.27% 108	1.31% 5	0.79% 3	59.16% 226	382	3.70
Fitness Centre	26.11% 100	41.25% 158	3.66% 14	1.57% 6	27.42% 105	383	2.63
Aquatic Centre	24.61% 94	48.69% 186	5.76% 22	2.09% 8	18.85% 72	382	2.42
Free year-round swim passes for children grade 6 and under	49.87% 191	13.05% 50	0.52% 2	0.52% 2	36.03% 138	383	2.60
Tennis courts	5.74% 22	15.67% 60	3.13% 12	1.31% 5	74.15% 284	383	4.22
Centennial Park	23.96% 92	55.21% 212	8.07% 31	3.65% 14	9.11% 35	384	2.19
Skateboard Park	2.08% 8	8.59% 33	14.32% 55	13.80% 53	61.20% 235	384	4.23

Should Council EXPAND, MAINTAIN or CUT the following services?

**Q18 Fire Department**

Answered: 370 Skipped: 30

	EXPAND services by increasing user fees (if applicable)	EXPAND services by increasing taxes	MAINTAIN services	CUT services	Total	Weighted Average
Response time	4.62% 17	4.89% 18	89.40% 329	1.09% 4	368	2.87
Fire prevention	3.52% 13	6.78% 25	86.45% 319	3.25% 12	369	2.89
Community relations and public education	5.41% 20	7.57% 28	80.27% 297	6.76% 25	370	2.88
Emergency preparedness	6.78% 25	12.20% 45	79.67% 294	1.36% 5	369	2.76

**Q19 Bylaw Services**

Answered: 368 Skipped: 32

	EXPAND services by increasing user fees (if applicable)	EXPAND services by increasing taxes	MAINTAIN services	CUT services	Total	Weighted Average
Response time	5.75% 21	2.19% 8	74.79% 273	17.26% 63	365	3.04
Domestic animal enforcement	9.34% 34	3.57% 13	71.70% 261	15.38% 56	364	2.93
Parking enforcement	19.23% 70	2.20% 8	57.14% 208	21.43% 78	364	2.81

# Resident Satisfaction Survey 2016

## Q20 Operations

Answered: 370 Skipped: 30

	EXPAND services by increasing user fees (if applicable)	EXPAND services by increasing taxes	MAINTAIN services	CUT services	Total	Weighted Average
Street maintenance	9.54% 35	15.53% 57	72.48% 266	2.45% 9	367	2.68
Street snow removal	9.81% 36	15.80% 58	70.30% 258	4.09% 15	367	2.69
Waste collection	4.07% 15	2.44% 9	91.87% 339	1.63% 6	369	2.91
Recycling and composting programs (glass, metal, plastic, paper, cardboard, organics, etc)	9.24% 34	13.59% 50	75.27% 277	1.90% 7	368	2.70
Transfer station (disposal of e-waste, paint, furniture, metal, appliances, etc)	10.08% 37	4.09% 15	84.20% 309	1.63% 6	367	2.77
Seasonal gardening, flowers, planters	2.17% 8	4.89% 18	84.51% 311	8.42% 31	368	2.99
Cemetery maintenance	2.73% 10	0.82% 3	91.26% 334	5.19% 19	366	2.99
Bicycle and pedestrian trails	7.59% 28	13.55% 50	74.80% 276	4.07% 15	369	2.75
Street furniture in the Central Business District (benches, bicycle racks, waste bins, etc.)	5.99% 22	6.81% 25	83.92% 308	3.27% 12	367	2.84

## Q21 Community & Family Services

Answered: 365 Skipped: 35

	EXPAND services by increasing user fees (if applicable)	EXPAND services by increasing taxes	MAINTAIN services	CUT services	Total	Weighted Average
Wildflowers Childcare	22.03% 78	7.34% 26	66.10% 234	4.52% 16	354	2.53
Summer Fun & Out-of-School Care (for children aged 6 to 12)	14.04% 50	6.46% 23	76.40% 272	3.09% 11	356	2.69
Community Outreach Services (Family Dances, Parent Link, programming for teens, mindfulness sessions, etc.)	9.17% 33	9.17% 33	73.89% 266	7.78% 28	360	2.80
Community Dinners	5.48% 20	4.66% 17	76.99% 281	12.88% 47	365	2.97

# Resident Satisfaction Survey 2016

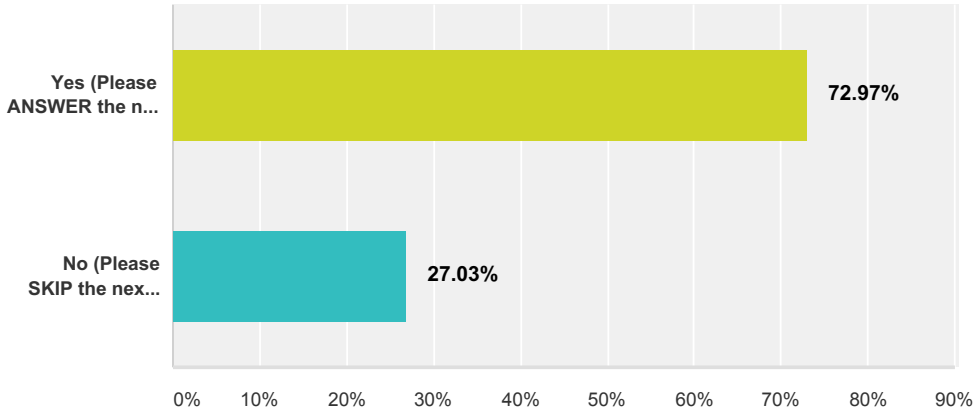
## Q22 Recreation Facilities & Services

Answered: 370 Skipped: 30

	<b>EXPAND services by increasing user fees (if applicable)</b>	<b>EXPAND services by increasing taxes</b>	<b>MAINTAIN services</b>	<b>CUT services</b>	<b>Total</b>	<b>Weighted Average</b>
Arena	<b>17.26%</b> 63	<b>4.93%</b> 18	<b>76.16%</b> 278	<b>1.64%</b> 6	365	2.62
Curling rink	<b>11.36%</b> 41	<b>0.83%</b> 3	<b>83.10%</b> 300	<b>4.71%</b> 17	361	2.81
Fitness Centre	<b>15.07%</b> 55	<b>4.66%</b> 17	<b>77.81%</b> 284	<b>2.47%</b> 9	365	2.68
Aquatic Centre	<b>17.66%</b> 65	<b>7.34%</b> 27	<b>73.91%</b> 272	<b>1.09%</b> 4	368	2.58
Free year-round swim passes for children grade 6 and under	<b>4.10%</b> 15	<b>5.46%</b> 20	<b>87.16%</b> 319	<b>3.28%</b> 12	366	2.90
Tennis courts	<b>13.30%</b> 48	<b>1.66%</b> 6	<b>77.29%</b> 279	<b>7.76%</b> 28	361	2.80
Centennial Park	<b>12.30%</b> 45	<b>7.92%</b> 29	<b>78.42%</b> 287	<b>1.37%</b> 5	366	2.69
Skateboard Park	<b>18.89%</b> 68	<b>14.44%</b> 52	<b>58.61%</b> 211	<b>8.06%</b> 29	360	2.56

### Q23 Are you one of the individuals in your home responsible for paying your property taxes?

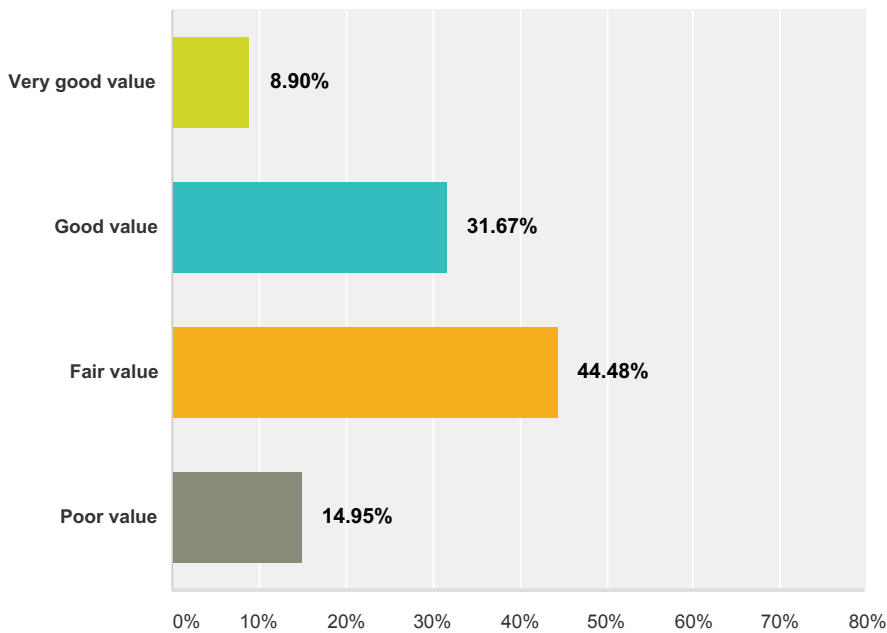
Answered: 370 Skipped: 30



Answer Choices	Responses	Count
Yes (Please ANSWER...)	72.97%	270
No (Please SKIP...)	27.03%	100
<b>Total</b>		<b>370</b>

### Q24 Municipal property taxes fund municipal services. Considering the services you receive from the Municipality, please rate the value you feel you receive from your municipal tax dollars.

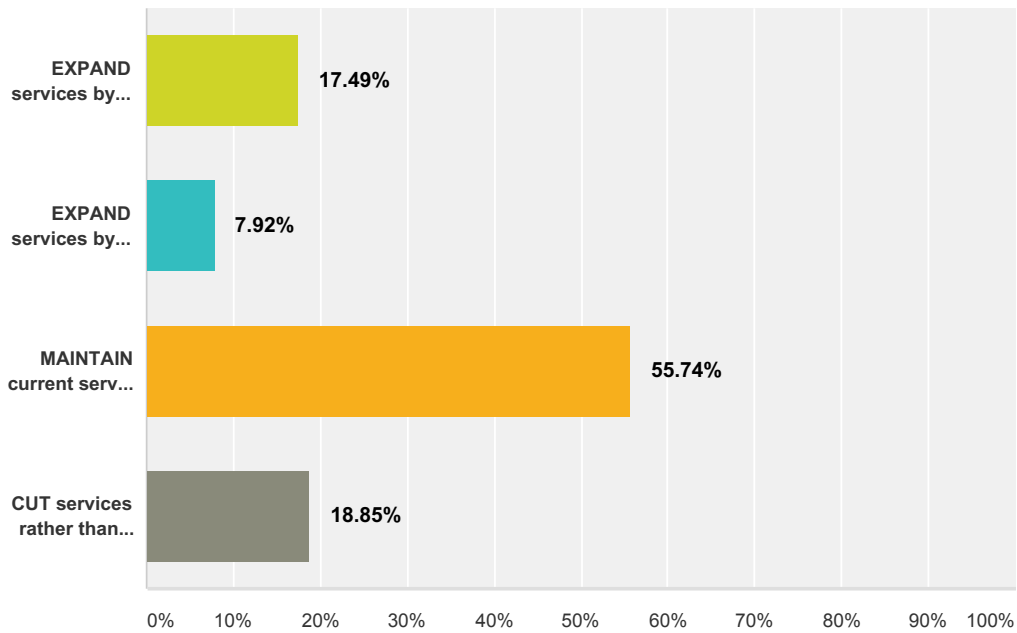
Answered: 281 Skipped: 119



Answer Choices	Responses	Count
Very good value	8.90%	25
Good value	31.67%	89
Fair value	44.48%	125
Poor value	14.95%	42
<b>Total</b>		<b>281</b>

**Q25 Part of your municipal property taxes serve to fund the Jasper Municipal Library (\$163,000 in 2016). Which of the following options would you most like Council to pursue to fund the Jasper Municipal Library?**

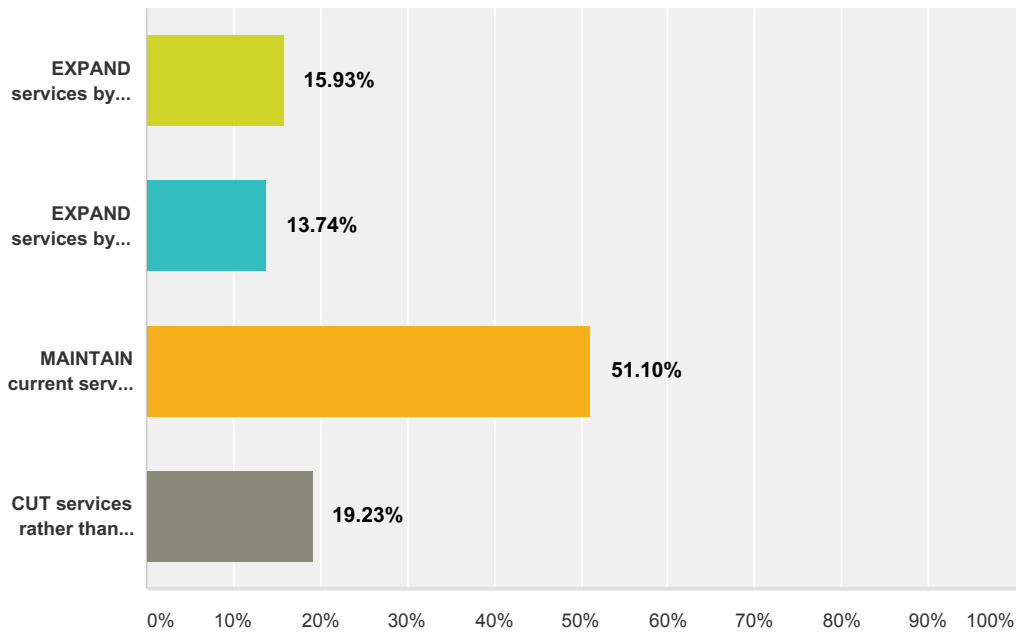
Answered: 366 Skipped: 34



Answer Choices	Responses	
EXPAND services by increasing user fees	17.49%	64
EXPAND services by increasing taxes	7.92%	29
MAINTAIN current service levels and increase user fees and taxes to cover inflation	55.74%	204
CUT services rather than increase taxes and user fees	18.85%	69
<b>Total</b>		<b>366</b>

**Q26 Part of your municipal property taxes serve to fund the Jasper Yellowhead Museum and Archives (\$49,000 in 2016). Which of the following options would you most like Council to pursue to fund the Jasper Yellowhead Museum and Archives?**

Answered: 364 Skipped: 36

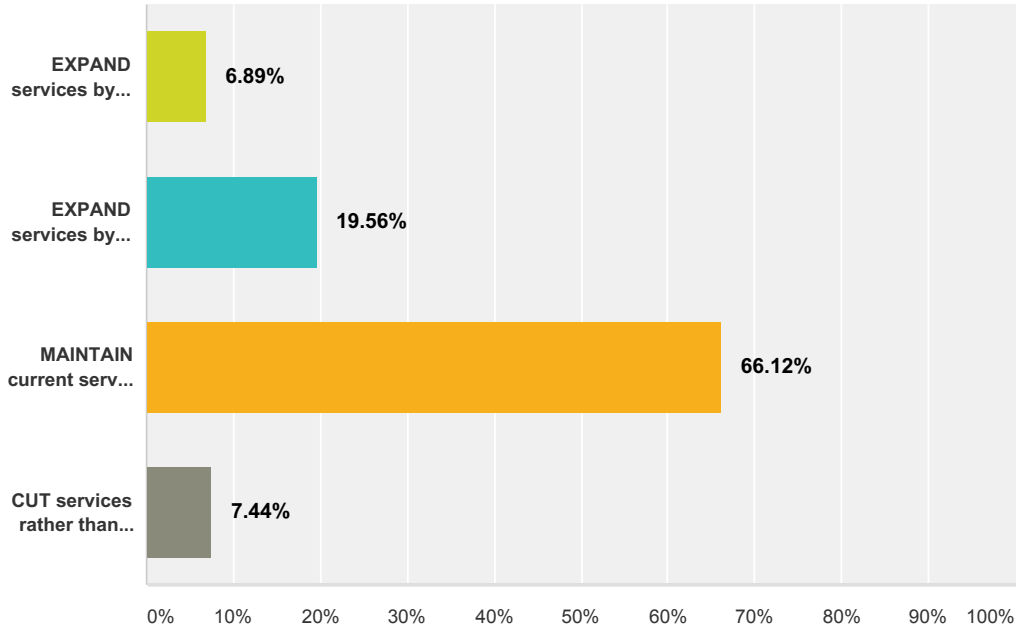


Answer Choices	Responses
EXPAND services by increasing user fees	15.93% 58
EXPAND services by increasing taxes	13.74% 50
MAINTAIN current service levels and increase user fees and taxes to cover inflation	51.10% 186
CUT services rather than increase taxes and user fees	19.23% 70
<b>Total</b>	<b>364</b>



**Q27 Part of your municipal property taxes serve to fund Jasper Victim Services (\$12,000 in 2016). Which of the following options would you most like Council to pursue to fund Jasper Victim Services?**

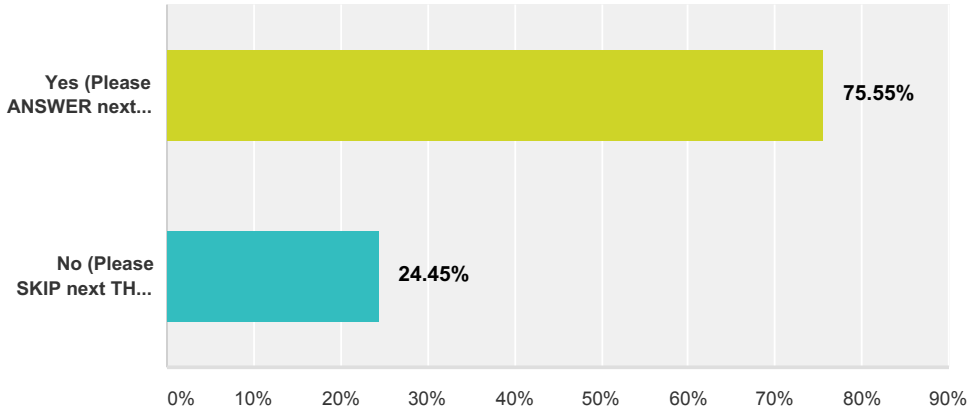
Answered: 363 Skipped: 37



Answer Choices	Responses	
EXPAND services by increasing user fees	6.89%	25
EXPAND services by increasing taxes	19.56%	71
MAINTAIN current service levels and increase user fees and taxes to cover inflation	66.12%	240
CUT services rather than increase taxes and user fees	7.44%	27
<b>Total</b>		<b>363</b>

### Q28 Have you contacted or dealt with the Municipality of Jasper or one of its employees in the last SIX MONTHS?

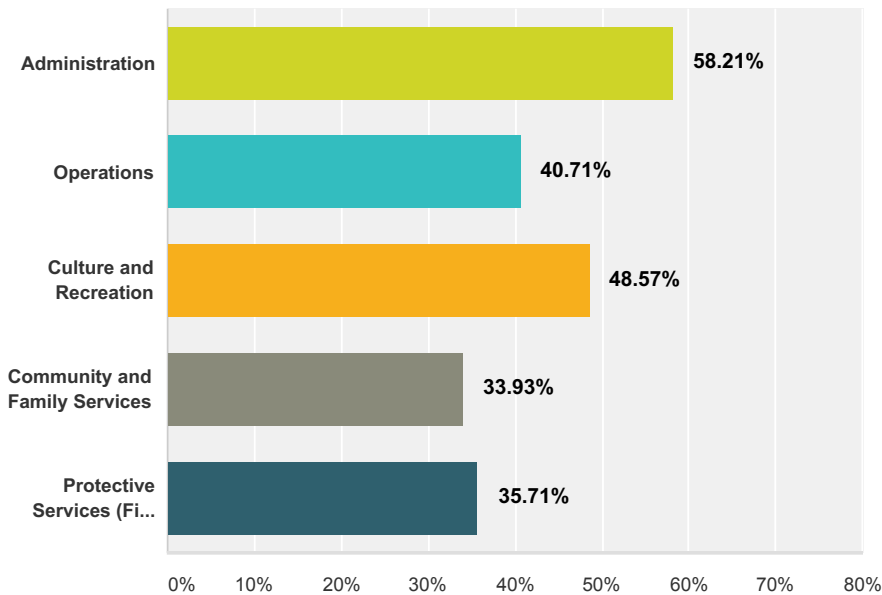
Answered: 364 Skipped: 36



Answer Choices	Responses	Count
Yes (Please ANSWER...)	75.55%	275
No (Please SKIP...)	24.45%	89
<b>Total</b>		<b>364</b>

### Q29 Which municipal department(s) have you contacted during the last SIX MONTHS?

Answered: 280 Skipped: 120



Answer Choices	Responses	Count
Administration	58.21%	163
Operations	40.71%	114
Culture and Recreation	48.57%	136
Community and Family Services	33.93%	95
Protective Services (Fire & Bylaw)	35.71%	100
<b>Total Respondents: 280</b>		

## Resident Satisfaction Survey 2016

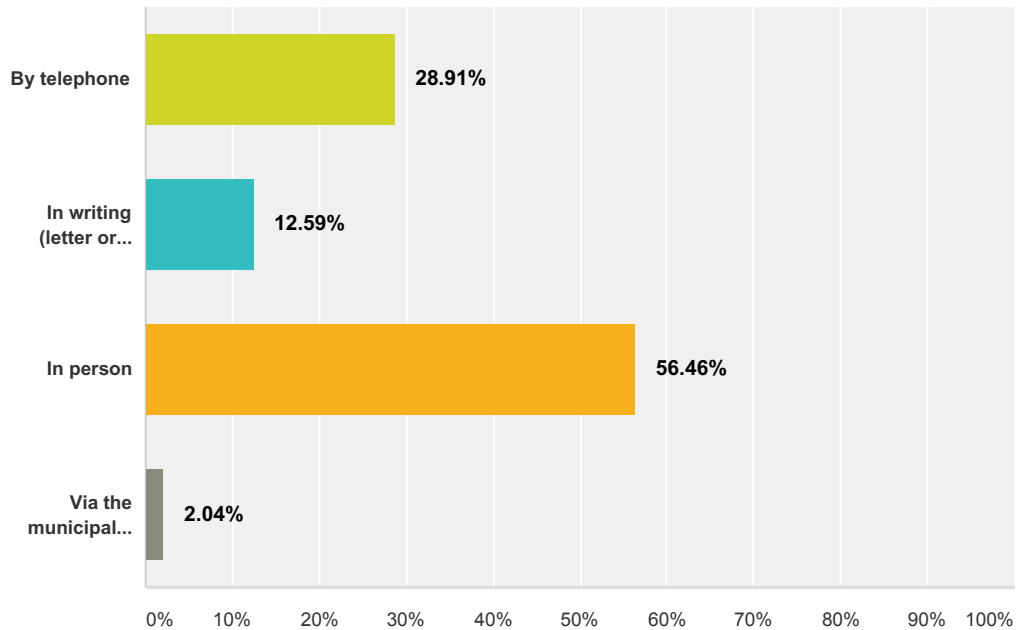
### Q30 To what extent do you agree or disagree with the following?

Answered: 304 Skipped: 96

	Strongly Agree	Agree	Disagree	Strongly Disagree	Total	Weighted Average
The Municipality responds promptly to requests and concerns	17.93% 52	61.03% 177	16.21% 47	4.83% 14	290	2.08
Municipal staff are knowledgeable	20.21% 59	63.36% 185	12.33% 36	4.11% 12	292	2.00
Administration office hours of operation are appropriate	15.84% 48	73.93% 224	8.25% 25	1.98% 6	303	1.96

### Q31 How did you contact the Municipality during your MOST RECENT request?

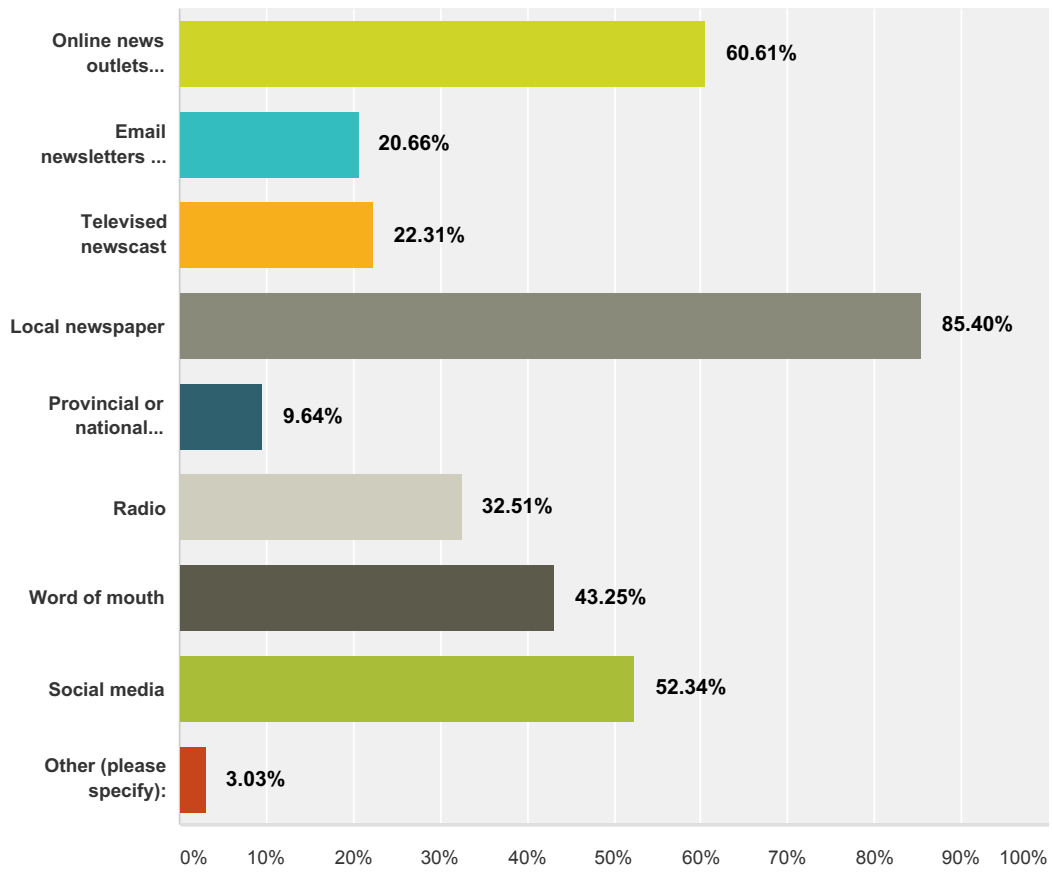
Answered: 294 Skipped: 106



Answer Choices	Responses	Count
By telephone	28.91%	85
In writing (letter or email)	12.59%	37
In person	56.46%	166
Via the municipal website	2.04%	6
<b>Total</b>		<b>294</b>

### Q33 What are your MAIN SOURCES for news and information?

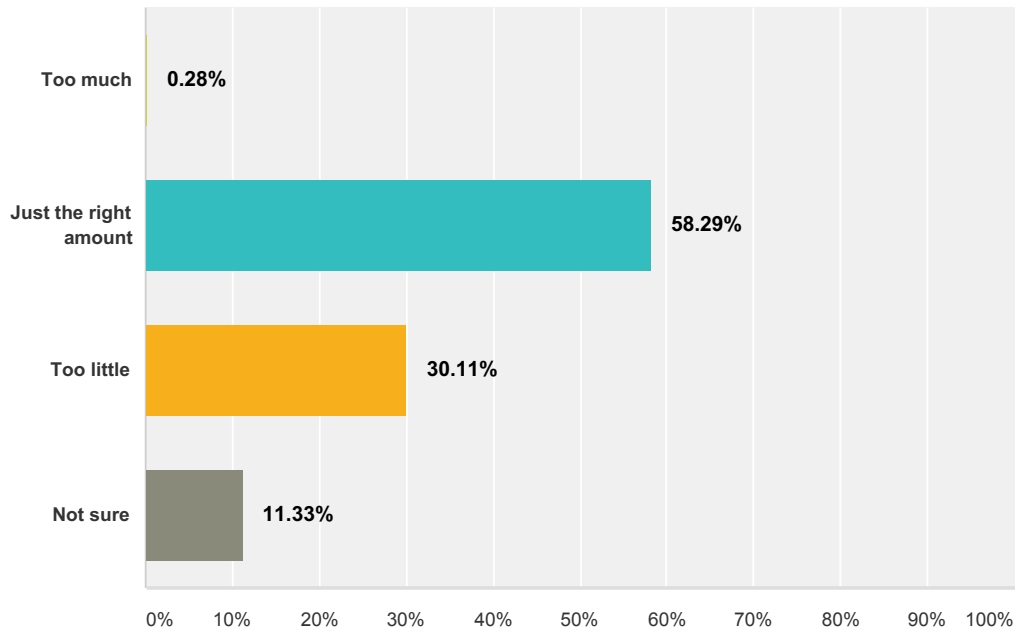
Answered: 363 Skipped: 37



Answer Choices	Responses
Online news outlets (including news apps and websites)	60.61% 220
Email newsletters or subscriptions	20.66% 75
Televised newscast	22.31% 81
Local newspaper	85.40% 310
Provincial or national newspaper	9.64% 35
Radio	32.51% 118
Word of mouth	43.25% 157
Social media	52.34% 190
Other (please specify):	3.03% 11
<b>Total Respondents: 363</b>	

### Q34 Considering the communications you receive from the Municipality, would you say you receive...

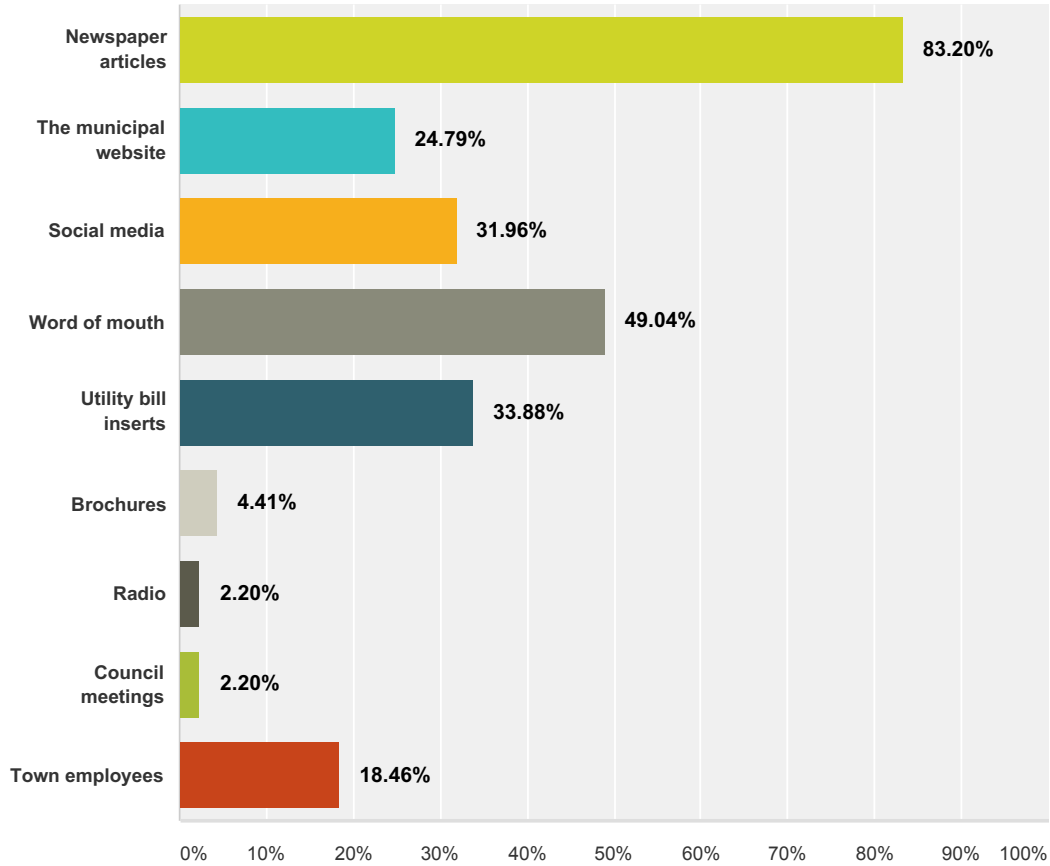
Answered: 362 Skipped: 38



Answer Choices	Responses
Too much	0.28% 1
Just the right amount	58.29% 211
Too little	30.11% 109
Not sure	11.33% 41
<b>Total</b>	<b>362</b>

### Q35 What are your MAIN SOURCES of information about MUNICIPAL news, programs, services and bylaws?

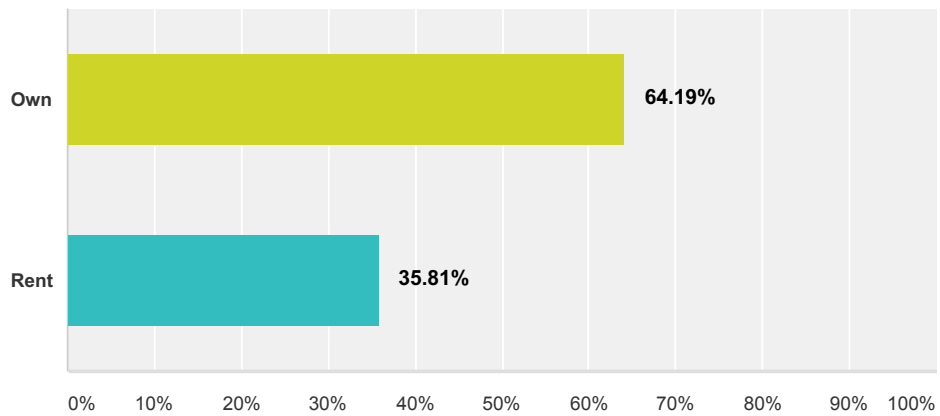
Answered: 363 Skipped: 37



Answer Choices	Responses	Count
Newspaper articles	83.20%	302
The municipal website	24.79%	90
Social media	31.96%	116
Word of mouth	49.04%	178
Utility bill inserts	33.88%	123
Brochures	4.41%	16
Radio	2.20%	8
Council meetings	2.20%	8
Town employees	18.46%	67
<b>Total Respondents: 363</b>		

### Q36 Do you rent or own your PRIMARY Jasper residence?

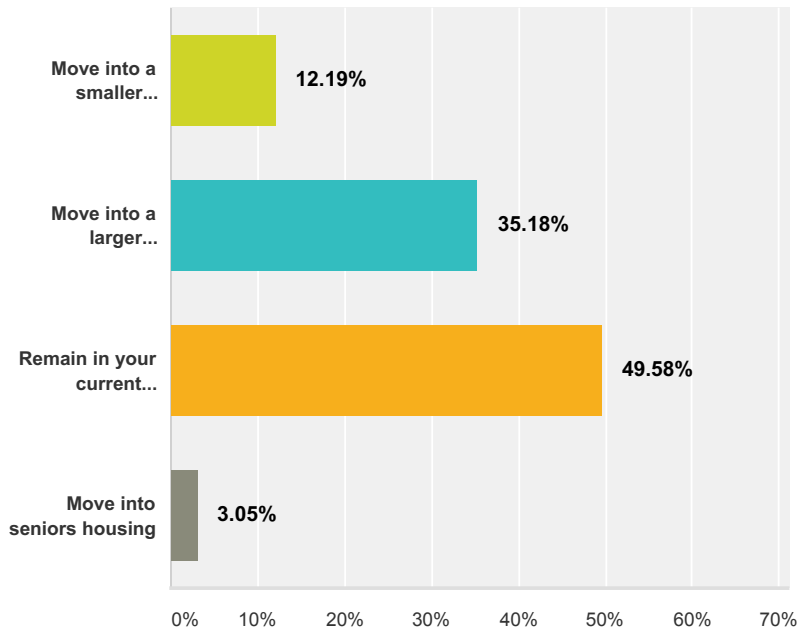
Answered: 363 Skipped: 37



Answer Choices	Responses
Own	64.19% 233
Rent	35.81% 130
<b>Total</b>	<b>363</b>

### Q37 If you had the opportunity, would you:

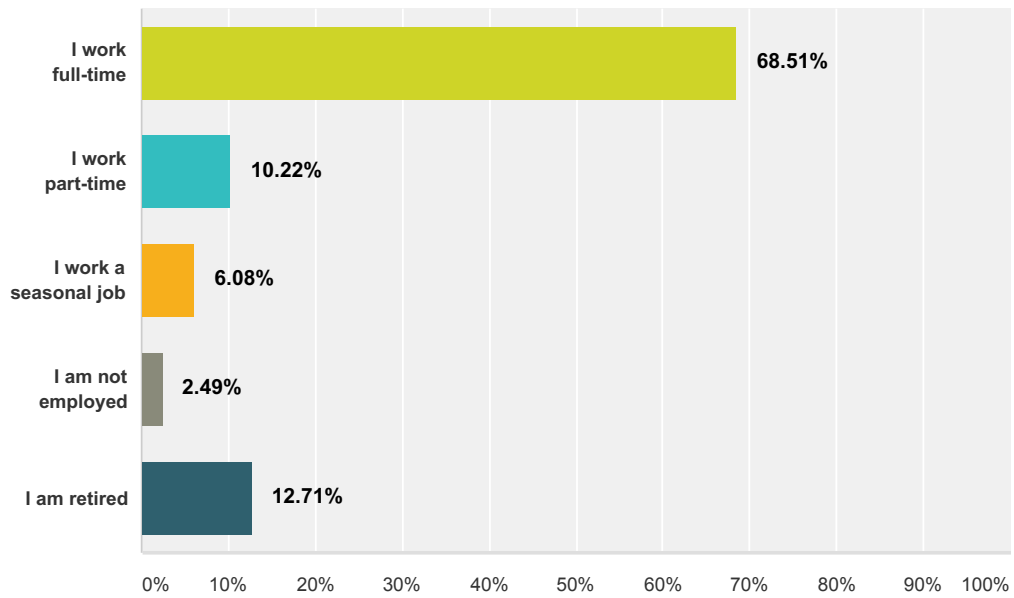
Answered: 361 Skipped: 39



Answer Choices	Responses
Move into a smaller residence	12.19% 44
Move into a larger residence	35.18% 127
Remain in your current residence	49.58% 179
Move into seniors housing	3.05% 11
<b>Total</b>	<b>361</b>

### Q38 Which of the following categories best applies?

Answered: 362 Skipped: 38

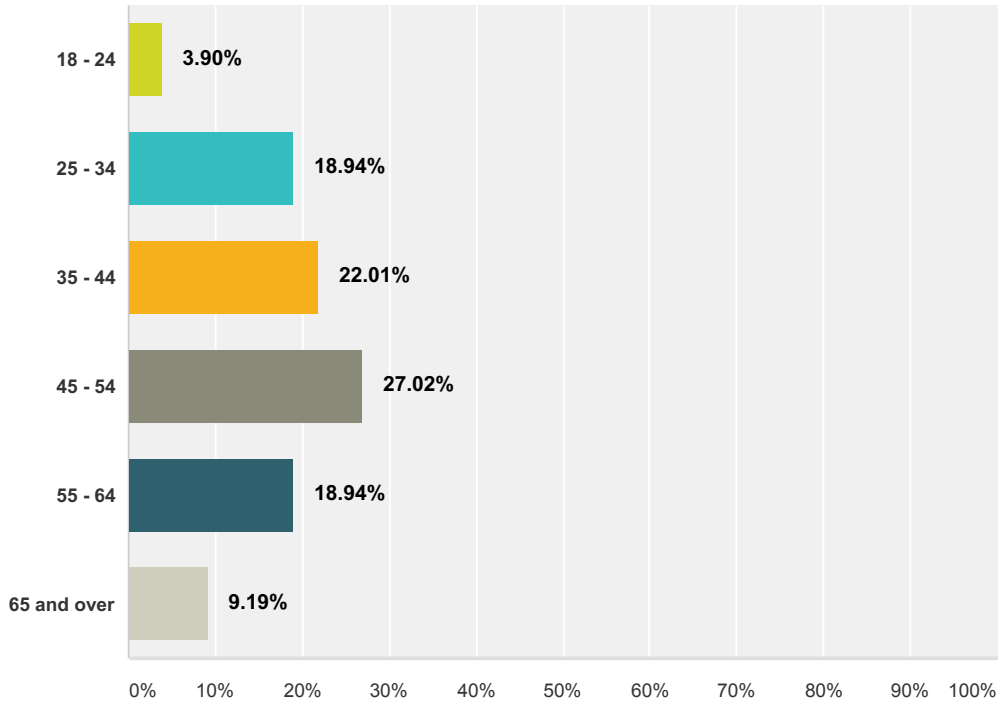


Answer Choices	Responses	Count
I work full-time	68.51%	248
I work part-time	10.22%	37
I work a seasonal job	6.08%	22
I am not employed	2.49%	9
I am retired	12.71%	46
<b>Total</b>		<b>362</b>



### Q39 Which age group are you in?

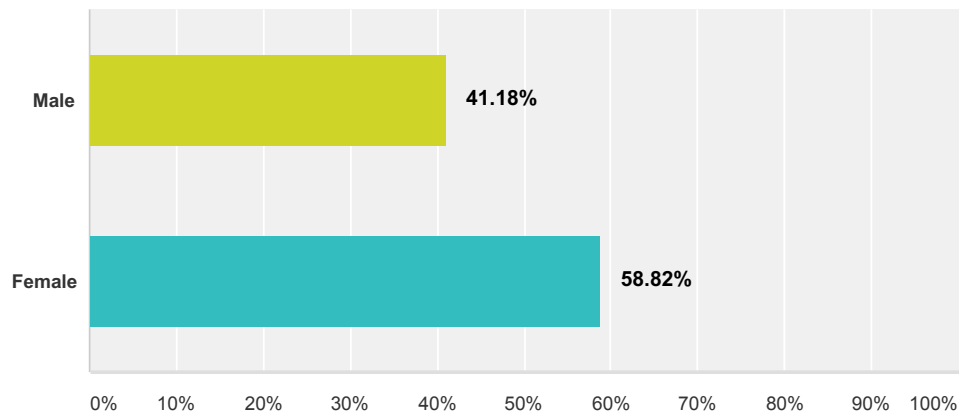
Answered: 359 Skipped: 41



Answer Choices	Responses	Count
18 - 24	3.90%	14
25 - 34	18.94%	68
35 - 44	22.01%	79
45 - 54	27.02%	97
55 - 64	18.94%	68
65 and over	9.19%	33
<b>Total</b>		<b>359</b>

### Q40 Your gender?

Answered: 357 Skipped: 43



Answer Choices	Responses	Count
Male	41.18%	
Female	58.82%	210
<b>Total</b>		<b>357</b>