



## Municipality of Jasper 2012 Resident Satisfaction Survey Results Highlights

*The purpose of the 2012 Resident Satisfaction Survey was to gauge community satisfaction with the programs, services and facilities offered by the Municipality of Jasper. During the month of February 2012, 428 Jasperites over the age of 18 submitted completed surveys online or in person at various municipal locations.*

*The purpose of the following document is to highlight residents' priorities and satisfaction levels. Detailed results are available on the municipal website at [www.jasper-alberta.com](http://www.jasper-alberta.com).*

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According to the 2012 Resident Satisfaction Survey, residents rate the overall quality of life in Jasper as good (36%) or very good (58%), for a total of 94% (94% in 2008).

Overall, considering all the services provided by the Municipality of Jasper, residents feel the quality of services is good (57%) or very good (22%), for a total of 79% (73% in 2008).

### **PRIORITIES**

*Residents identified the following services as important or very important:*

1. Street Maintenance	99%
2. Waste Collection	98%
3. Fire Department Response Time	98%
4. Fire Department Fire Prevention	98%
5. Sidewalk Snow Removal	97%
6. Street Snow Removal	96%
7. RCMP Crime Prevention	95%
8. Recycling Programs	95%
9. Transfer Station	94%
10. Multi-purpose Hall	94%

*Residents identified the following services as not very important or not at all important:*

1. Parking Enforcement	47%
2. Jasper Enviro-Fair	33%
3. Domestic Animal Enforcement	32%
4. Jasper Survival Guide	31%
5. Off-leash Dog Park	31%
6. Racquetball and Squash Courts	27%
7. Climbing Wall	26%
8. Seasonal Gardening, Flowers, Planters	25%
9. Community Dinners	25%
10. Skateboard Park	25%

## SATISFACTION

*Residents were satisfied or very satisfied with the following services:*

1. Waste Collection	93%
2. Fire Department Community Relations	87%
3. Recycling Programs	86%
4. Organics and Composting Program	86%
5. Seasonal Gardening, Flowers, Planters	86%
6. Fire Department Fire Prevention	86%
7. Centennial Park	84%
8. Bicycle and Pedestrian Trails	84%
9. Transfer Station	83%
10. Fire Department Response Time	81%

*Residents were not very satisfied or not at all satisfied with the following services:*

1. Street Snow Removal	47%
2. Laneway (alley) Maintenance	38%
3. Parking Enforcement	35%
4. Street Maintenance	33%
5. Sidewalk Snow Removal (municipal)	28%
6. Domestic Animal Enforcement	24%
7. Bylaw Response Time	22%
8. RCMP Community Relations	21%
9. Public Bicycle Racks	16%
10. Visual Arts (cultural programs)	15%

## SURVEY HIGHLIGHTS

### *Demographics*

- The majority of survey respondents have lived in Jasper for ten years or more (74% in 2008, 67% in 2012).
- In 2012, the percentage of respondents between the ages of 18 and 34 has increased by 9%, while the percentage of respondents aged 45 and over has decreased by 15%.

### *Protective Services*

- Much like in 2008, services provided by the RCMP and the Fire Department were rated as very important, while Bylaw Services were rated as important. Parking enforcement activities slipped 9% towards not very important.
- In 2008, 29% of respondents were not very satisfied with the RCMP's crime prevention services, compared to 12% in 2012.

### *Environmental Services*

- In 2012, respondents were 12% more satisfied with the organics and composting program than in 2008.
- Satisfaction with the services offered by the Transfer Station increased by 8%, while satisfaction with the recycling programs remained the same at 86%.
- The percentage of dissatisfaction with street snow removal (47%), laneway (alley) maintenance (38%) and street maintenance (33%) are some of the highest among municipal services.

### *Community and Family Services*

- The majority of respondents didn't know or didn't use the services offered by Community and Family Services, with the exception of community dinners. In 2012, 64% of respondents were satisfied or very satisfied with the program, compared to 52% in 2008.

### *Culture and Recreation*

- In 2012, respondents were 23% more satisfied with the Fitness Centre and 15% more satisfied with the climbing wall than in 2008.
- Resident satisfaction with the Off-leash Dog Park decreased by 8%, while the percentage of respondents who didn't know or didn't use that service increased by 7%.

### *Communications*

- Respondents get information on municipal business mainly through newspaper articles.
- Respondents indicated they would prefer to receive information through newspaper articles (70%), the municipal website (38%), email (24%) and social media (20%).

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