

# Resident Satisfaction Survey 2016



## Highlights

- 400 respondents completed the survey, compared to 429 in 2012 and 367 in 2008;
- 75% of respondents have lived in Jasper for 10 years or more;
- 91% of respondents rate quality of life in Jasper as Good or Very Good;
- 80% of respondents consider the overall quality of services provided by the Municipality of Jasper to be Good or Very Good (slightly up from 2012, up 8% from 2008);
- 72% of respondents are responsible for paying their own property taxes;
- 69% of respondents have visited the Library & Cultural Centre;
- 65% of respondents tried sidewalk seating;
- 62% of respondents have seen a busking performance;
- 65% of respondents to the Wildflowers Childcare meal provision question think the centre should implement the service.

## Satisfaction with Services

Residents were most satisfied (satisfied or very satisfied) with the following services:

Service	%
1. Waste Collection	87%
2. Seasonal Gardening, Flowers, Planters	83%
3. Bicycle and Pedestrian Trails	79%
4. Street Furniture in the CBD	79%
5. Fire Dept. Community Relations	79%
6. Centennial Park	76%
7. Recycling & Composting programs	75%
8. Fire Prevention	75%
9. Transfer Station	74%
10. Emergency Preparedness	74%

Residents were most dissatisfied (not very or not at all satisfied) with the following services:

Service	%
1. Parking Enforcement	38%
2. Street Snow Removal	31%
3. Skateboard Park	28%
4. Street Maintenance	28%
5. Recycling & Composting programs	21%
6. Bylaw Services Response Time	21%
7. Street Furniture in the CBD	17%
8. Domestic Animal Enforcement	16%
9. Bicycle and Pedestrian Trails	13%
10. Centennial Park	12%

## Expand, Maintain or Cut Services

Residents would like Council to maintain service levels in most areas (see detailed survey results). Services residents would like to see maintained include Waste Collection (92%), Cemetery Maintenance (91%), Fire Department Response Time (89%), and Free Swim Passes for children grade 6 and under (87%).

Areas to EXPAND Services*	% of respondents	User Fees / Taxes
1. Skateboard Park	33%	19% / 14%
2. Wildflowers Childcare	29%	22% / 7%
3. Snow Removal	26%	10 % / 16%
4. Street Maintenance	25%	9.5% / 15.5%
5. Aquatic Centre	25%	17.6% / 7.4%
6. Recycling and Composting	23%	9% / 14%
7. Parking Enforcement	21%	19% / 2%
8. Bike & Pedestrian Trails	21%	7% / 14%

\*Through increasing user fees or taxes (combined)

Areas to CUT Services	% of respondents
1. Parking Enforcement	21%
2. Bylaw Services Response Time	17%
3. Domestic Animal Enforcement	15%
4. Community Dinners	13%
5. Seasonal Gardening, Flowers, Planters	8.4%
6. Skateboard Park	8%
7. Community Outreach Services	7.8%
8. Tennis Courts	7.7%

## Value for Municipal Tax Dollars

	2016	2012	2008
Very Good Value	8.9%	12%	15.5%
Good Value	31.7%	<b>41.4%</b>	34.9%
Fair Value	<b>44.5%</b>	39.0%	<b>41.3%</b>
Poor Value	14.9%	7.6%	8.3%

## Jasper Municipal Library, Museum & Archives, and Victim Services

	Library	Museum	Victim Services
EXPAND services by increasing user fees	17%	16%	7%
EXPAND services by increasing taxes	8%	14%	20%
MAINTAIN current service levels and increase user fees and taxes to cover inflation	<b>56%</b>	<b>51%</b>	<b>66%</b>
CUT services rather than increase taxes and user fees	19%	19%	7%

## What is the ONE most pressing priority for the Municipality of Jasper to address?

A total of 298 respondents answered this question, sometimes identifying more than one priority. Detailed comments will be provided to each municipal department for review and consideration.

As a follow up to residents’ comments, we will prepare and distribute a document presenting information or updates on the main areas of concern. Complete answers to this survey question will not be made public; while most of the comments were respectful and constructive, others included personal attacks and generally offensive content.

Most Pressing Priority	#
<b>Housing</b>	95
<b>Infrastructure</b> (total, including categories below)	75
• General (aging infrastructure)	27
• Roads	14
• Skateboard Park	14
• Parking	12
• Aquatic Centre	4
• Sports Fields/Recreation Facilities	4
<b>Fiscal Health</b> (including fiscal responsibility, alternative revenue sources, limiting property tax increases)	55
<b>Childcare</b> (more affordable and more programs, including preschool)	11
<b>Recreation Programming</b> (including programming for youth)	9
<b>Waste &amp; Recycling</b>	9
<b>Snow Removal</b>	9
<b>Accountability</b>	8
<b>Bylaw Services</b>	6
<b>Traffic Management</b>	5
<b>Groundskeeping</b>	4
<b>Museum</b>	4
<b>Land Use &amp; Planning</b>	4
<b>Cats &amp; Dogs</b>	4
<b>Mental Health</b>	3
<b>Emergency Preparedness &amp; Fire Prevention</b>	3

### Highlights

- Housing is overwhelmingly the number one priority to address, according to survey respondents;
- Consistently increasing property taxes and user fees are unsustainable for residents and businesses;
- Obtaining ‘tourism community status’ or implementing user fees and taxes targeting visitors was mentioned 29 times.