


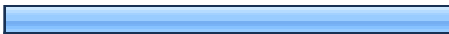

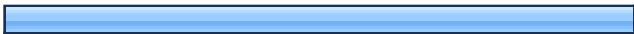






1. How long have you been a resident of Jasper?

| | | Response Percent | Response Count |
|-------------------------------|---|------------------|----------------|
| Less than 1 year |  | 4.5% | 19 |
| 1 year to less than 5 years |  | 12.4% | 53 |
| 5 years to less than 10 years |  | 16.0% | 68 |
| 10 years or more |  | 67.1% | 286 |
| answered question | | | 426 |
| skipped question | | | 2 |





2. Are you living in Jasper because of seasonal work?

| | | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| Yes |  | 5.4% | 23 |
| No |  | 94.6% | 400 |
| answered question | | | 423 |
| skipped question | | | 5 |

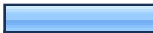



3. In general, how would you rate your QUALITY OF LIFE in Jasper?

| | | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Very good |  | 58.2% | 244 |
| Good |  | 35.6% | 149 |
| Fair |  | 5.0% | 21 |
| Poor |  | 1.2% | 5 |
| answered question | | | 419 |
| skipped question | | | 9 |



4. Do you feel your QUALITY OF LIFE in Jasper in the last 3 years has...

| | | Response Percent | Response Count |
|--|---|------------------|----------------|
| Improved |  | 24.6% | 103 |
| Stayed the same |  | 59.7% | 250 |
| Worsened |  | 9.3% | 39 |
| Don't know (or have lived in Jasper less than 3 years) |  | 6.4% | 27 |
| answered question | | | 419 |
| skipped question | | | 9 |



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

| | | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Very good |  | 22.2% | 93 |
| Good |  | 56.5% | 236 |
| Fair |  | 18.4% | 77 |
| Poor |  | 2.9% | 12 |
| answered question | | | 418 |
| skipped question | | | 10 |






6. Do you or someone else in your immediate family have a child in the municipal daycare?

| | | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| Yes |  | 8.0% | 33 |
| No |  | 92.0% | 380 |
| answered question | | | 413 |
| skipped question | | | 15 |

7. Have you visited the new Jasper Fitness Centre since its opening in November 2011?

| | | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Yes |  | 55.6% | 232 |
| No |  | 44.4% | 185 |
| answered question | | | 417 |
| skipped question | | | 11 |

8. How satisfied are you with the new fitness facility?

| | | Response Percent | Response Count |
|---|---|------------------|----------------|
| Very satisfied |  | 20.7% | 86 |
| Satisfied |  | 32.0% | 133 |
| Not very satisfied |  | 4.8% | 20 |
| Not at all satisfied |  | 1.7% | 7 |
| Don't know or don't use that service |  | 40.7% | 169 |
| answered question | | | 415 |
| skipped question | | | 13 |

9. RCMP (PROVIDED BY THE PROVINCE OF ALBERTA)

| | Very Important | Important | Not Very Important | Not At All Important | Don't Know, or Don't Use That Service | Rating Average | Response Count |
|--|------------------------------|----------------|--------------------|----------------------|---------------------------------------|----------------|----------------|
| Response time | 76.7% (310) | 17.3% (70) | 1.0% (4) | 0.5% (2) | 4.5% (18) | 1.39 | 404 |
| Crime prevention | 64.6% (257) | 30.4% (121) | 1.8% (7) | 0.5% (2) | 2.8% (11) | 1.46 | 398 |
| Community relations and public education | 49.1% (196) | 41.4% (165) | 6.0% (24) | 0.8% (3) | 3.0% (12) | 1.68 | 399 |
| answered question | | | | | | | 405 |
| skipped question | | | | | | | 23 |

10. FIRE DEPARTMENT

| | Very Important | Important | Not Very Important | Not At All Important | Don't Know or Don't Use That Service | Rating Average | Response Count |
|--|------------------------------|-------------|--------------------|----------------------|--------------------------------------|----------------|----------------|
| Response time | 92.6% (374) | 5.7% (23) | 0.2% (1) | 0.0% (0) | 1.5% (6) | 1.12 | 404 |
| Fire prevention | 72.4% (288) | 25.9% (103) | 0.8% (3) | 0.0% (0) | 1.0% (4) | 1.31 | 398 |
| Community relations and public education | 50.8% (203) | 42.0% (168) | 5.0% (20) | 0.3% (1) | 2.0% (8) | 1.61 | 400 |
| answered question | | | | | | | 404 |
| skipped question | | | | | | | 24 |

11. Bylaw Services

| | Very Important | Important | Not Very Important | Not at All Important | Don't Know or Don't Use That Service | Rating Average | Response Count |
|-----------------------------|----------------|------------------------------|--------------------|----------------------|--------------------------------------|----------------|----------------|
| Response time | 27.7% (111) | 46.1% (185) | 19.5% (78) | 3.7% (15) | 3.0% (12) | 2.08 | 401 |
| Domestic animal enforcement | 21.4% (85) | 43.7% (174) | 26.4% (105) | 5.8% (23) | 2.8% (11) | 2.25 | 398 |
| Parking enforcement | 14.0% (56) | 37.1% (148) | 34.1% (136) | 13.0% (52) | 1.8% (7) | 2.51 | 399 |
| answered question | | | | | | | 402 |
| skipped question | | | | | | | 26 |

12. ENVIRONMENTAL SERVICES, ENGINEERING, OPERATIONS, ENVIRONMENTAL MANAGEMENT

| | Very Important | Important | Not Very Important | Not At All Important | Don't Know or Don't Use That Service | Rating Average | Response Count |
|--|------------------------------|------------------------------|--------------------|----------------------|--------------------------------------|----------------|----------------|
| Street maintenance | 56.1% (226) | 42.9% (173) | 0.7% (3) | 0.2% (1) | 0.0% (0) | 1.45 | 403 |
| Laneway (alley) maintenance | 25.7% (103) | 49.9% (200) | 20.4% (82) | 1.2% (5) | 2.7% (11) | 2.05 | 401 |
| Street snow removal | 59.0% (236) | 36.5% (146) | 3.8% (15) | 0.5% (2) | 0.3% (1) | 1.47 | 400 |
| Sidewalk snow removal (municipal sidewalks) | 59.3% (237) | 37.8% (151) | 2.8% (11) | 0.3% (1) | 0.0% (0) | 1.44 | 400 |
| Waste collection | 49.3% (197) | 49.0% (196) | 1.5% (6) | 0.0% (0) | 0.3% (1) | 1.53 | 400 |
| Recycling program (glass, metal, plastic, paper, cardboard, etc) | 58.4% (236) | 36.1% (146) | 4.7% (19) | 0.5% (2) | 0.2% (1) | 1.48 | 404 |
| Organics and composting program | 44.4% (179) | 41.7% (168) | 10.4% (42) | 2.2% (9) | 1.2% (5) | 1.74 | 403 |
| Transfer station (disposal of e-waste, paint, furniture, metal, appliances, etc) | 44.4% (179) | 49.6% (200) | 3.7% (15) | 0.7% (3) | 1.5% (6) | 1.65 | 403 |
| Jasper Enviro-Fair | 22.3% (89) | 41.0% (164) | 27.0% (108) | 6.0% (24) | 3.8% (15) | 2.28 | 400 |
| Beverage Container Donation Program | 27.2% (109) | 44.4% (178) | 19.5% (78) | 4.5% (18) | 4.5% (18) | 2.15 | 401 |
| Seasonal gardening, flowers, planters | 22.2% (89) | 51.4% (206) | 20.4% (82) | 5.0% (20) | 1.0% (4) | 2.11 | 401 |
| Cemetery maintenance | 17.3% (69) | 59.0% (236) | 14.8% (59) | 1.0% (4) | 8.0% (32) | 2.24 | 400 |
| Bicycle and pedestrian trails | 49.1% (197) | 41.4% (166) | 7.2% (29) | 1.0% (4) | 1.2% (5) | 1.64 | 401 |

| | | | | | | | |
|--------------------------|----------------|------------------------------|-----------|----------|-------------|------|------------|
| Public bicycle racks | 43.8% (177) | 45.8% (185) | 7.9% (32) | 0.7% (3) | 1.7% (7) | 1.71 | 404 |
| answered question | | | | | | | 405 |
| skipped question | | | | | | | 23 |

13. COMMUNITY AND FAMILY SERVICES

| | Very Important | Important | Not Very Important | Not at All Important | Don't Know or Don't Use That Service | Rating Average | Response Count |
|--|------------------------------|------------------------------|--------------------|----------------------|--------------------------------------|----------------|----------------|
| Daycare (Jasper Centre for Early Childhood Learning and Care) | 48.9% (197) | 23.8% (96) | 4.2% (17) | 1.0% (4) | 22.3% (90) | 2.25 | 403 |
| Summer Fun (care and recreation for children aged 6 to 12) | 36.7% (148) | 32.3% (130) | 6.5% (26) | 1.0% (4) | 23.8% (96) | 2.44 | 403 |
| Out of School Program (children aged 6 to 12) | 35.7% (144) | 33.0% (133) | 6.7% (27) | 1.0% (4) | 23.8% (96) | 2.45 | 403 |
| Pre-school Program | 30.5% (120) | 35.0% (138) | 9.1% (36) | 1.3% (5) | 24.4% (96) | 2.55 | 394 |
| Community Outreach Services (community programming including Family Dances, pre-school reading program, homework help, Roots of Empathy, Family Day Skate) | 32.9% (133) | 38.9% (157) | 9.4% (38) | 3.2% (13) | 15.6% (63) | 2.30 | 404 |
| Community Dinners | 26.6% (107) | 39.7% (160) | 19.6% (79) | 5.5% (22) | 8.7% (35) | 2.30 | 403 |
| Parent Link Playroom | 20.4% (82) | 32.9% (132) | 17.0% (68) | 2.5% (10) | 27.2% (109) | 2.83 | 401 |
| Jasper Survival Guide | 14.0% (56) | 39.9% (160) | 27.7% (111) | 3.2% (13) | 15.2% (61) | 2.66 | 401 |
| Community Development (partnerships, linkages and support to community groups) | 22.3% (90) | 50.6% (204) | 13.2% (53) | 2.0% (8) | 12.2% (49) | 2.32 | 403 |

answered question 404

skipped question 24

14. RECREATION FACILITIES AND SERVICES

| | Very Important | Important | Not Very Important | Not at All Important | Don't Know or Don't Use That Service | Rating Average | Response Count |
|---|------------------------------|------------------------------|--------------------|----------------------|--------------------------------------|----------------|----------------|
| Arena | 44.8% (181) | 44.8% (181) | 3.0% (12) | 0.5% (2) | 6.9% (28) | 1.80 | 404 |
| Curling rink | 20.1% (81) | 47.9% (193) | 16.9% (68) | 2.2% (9) | 12.9% (52) | 2.40 | 403 |
| Multi-purpose Hall | 44.6% (180) | 49.5% (200) | 2.7% (11) | 0.0% (0) | 3.2% (13) | 1.68 | 404 |
| Fitness Centre | 45.8% (185) | 42.8% (173) | 5.4% (22) | 1.2% (5) | 4.7% (19) | 1.76 | 404 |
| Climbing wall | 21.4% (86) | 40.5% (163) | 21.4% (86) | 4.2% (17) | 12.7% (51) | 2.47 | 402 |
| Racquetball and squash courts | 13.9% (56) | 41.3% (166) | 23.9% (96) | 3.2% (13) | 17.9% (72) | 2.71 | 402 |
| Aquatic Centre | 58.1% (234) | 34.0% (137) | 3.0% (12) | 0.5% (2) | 4.5% (18) | 1.59 | 403 |
| Aquatic Centre lessons and programs | 54.3% (216) | 33.4% (133) | 4.8% (19) | 0.5% (2) | 7.0% (28) | 1.73 | 398 |
| Free year-around swim passes for children grade 6 and younger | 47.4% (192) | 26.7% (108) | 9.6% (39) | 4.2% (17) | 12.1% (49) | 2.07 | 405 |
| Seniors' Centre | 44.8% (180) | 38.8% (156) | 2.2% (9) | 0.7% (3) | 13.4% (54) | 1.99 | 402 |
| Centennial Park | 43.3% (174) | 48.3% (194) | 5.2% (21) | 0.5% (2) | 3.0% (12) | 1.72 | 402 |
| Skateboard Park | 20.0% (81) | 41.8% (169) | 18.1% (73) | 6.7% (27) | 13.6% (55) | 2.53 | 404 |

| | | | | | | | |
|--------------------------|------------------------------|----------------|---------------|---------------|--------------|------|------------|
| Off-leash Dog Park | 36.5% (146) | 25.0% (100) | 14.8% (59) | 16.0% (64) | 8.0% (32) | 2.35 | 400 |
| answered question | | | | | | | 406 |
| skipped question | | | | | | | 22 |

15. CULTURAL PROGRAMS AND FACILITIES

| | Very Important | Important | Not Very Important | Not at All Important | Don't Know or Don't Use That Service | Rating Average | Response Count |
|--------------------------|------------------------------|------------------------------|--------------------|----------------------|--------------------------------------|----------------|----------------|
| Library | 58.3% (236) | 32.6% (132) | 6.2% (25) | 1.2% (5) | 1.7% (7) | 1.56 | 405 |
| Museum | 43.6% (177) | 42.4% (172) | 9.4% (38) | 1.5% (6) | 3.2% (13) | 1.78 | 406 |
| Performing arts | 31.9% (129) | 46.9% (190) | 14.3% (58) | 1.7% (7) | 5.4% (22) | 2.03 | 405 |
| Visual arts | 29.6% (120) | 47.9% (194) | 14.3% (58) | 2.0% (8) | 6.2% (25) | 2.07 | 405 |
| answered question | | | | | | | 406 |
| skipped question | | | | | | | 22 |

16. RCMP (Provided by the Province of Alberta)

| | Very Satisfied | Satisfied | Not Very Satisfied | Not at All Satisfied | Don't Know or Don't Use That Service | Rating Average | Response Count |
|--|----------------|------------------------------|--------------------|----------------------|--------------------------------------|----------------|----------------|
| Response time | 21.9% (79) | 41.9% (151) | 10.3% (37) | 3.3% (12) | 22.5% (81) | 2.63 | 360 |
| Crime prevention | 17.5% (63) | 52.5% (189) | 11.7% (42) | 3.1% (11) | 15.3% (55) | 2.46 | 360 |
| Community relations and public education | 14.5% (52) | 51.0% (183) | 17.3% (62) | 3.9% (14) | 13.4% (48) | 2.51 | 359 |
| answered question | | | | | | | 362 |
| skipped question | | | | | | | 66 |

17. FIRE DEPARTMENT

| | Very Satisfied | Satisfied | Not Very Satisfied | Not at All Satisfied | Don't Know or Don't Use That Service | Rating Average | Response Count |
|--|------------------------------|------------------------------|--------------------|----------------------|--------------------------------------|----------------|----------------|
| Response time | 52.8% (190) | 28.3% (102) | 0.3% (1) | 0.0% (0) | 18.6% (67) | 2.03 | 360 |
| Fire prevention | 41.9% (150) | 43.6% (156) | 1.4% (5) | 0.3% (1) | 12.8% (46) | 1.99 | 358 |
| Community relations and public education | 42.9% (153) | 44.3% (158) | 1.7% (6) | 0.6% (2) | 10.6% (38) | 1.92 | 357 |
| answered question | | | | | | | 360 |
| skipped question | | | | | | | 68 |

18. BYLAW

| | Very Satisfied | Satisfied | Not Very Satisfied | Not at All Satisfied | Don't Know, or Don't Use That Service | Rating Average | Response Count |
|-----------------------------|----------------|------------------------------|--------------------|----------------------|---------------------------------------|----------------|----------------|
| Response time | 9.0% (32) | 46.2% (165) | 12.6% (45) | 9.0% (32) | 23.2% (83) | 2.91 | 357 |
| Domestic animal enforcement | 7.8% (28) | 46.5% (166) | 12.6% (45) | 11.5% (41) | 21.6% (77) | 2.92 | 357 |
| Parking enforcement | 6.7% (24) | 38.8% (138) | 21.1% (75) | 14.0% (50) | 19.4% (69) | 3.01 | 356 |
| answered question | | | | | | | 359 |
| skipped question | | | | | | | 69 |

19. ENVIRONMENTAL SERVICES, ENGINEERING, OPERATIONS, ENVIRONMENTAL MANAGEMENT

| | Very Satisfied | Satisfied | Not Very Satisfied | Not at All Satisfied | Don't Know, or Don't Use That Service | Rating Average | Response Count |
|--|----------------|------------------------------|--------------------|----------------------|---------------------------------------|----------------|----------------|
| Street maintenance | 9.7% (35) | 56.2% (203) | 23.0% (83) | 10.2% (37) | 0.8% (3) | 2.36 | 361 |
| Laneway (alley) maintenance | 5.6% (20) | 46.5% (167) | 28.4% (102) | 9.7% (35) | 9.7% (35) | 2.72 | 359 |
| Street snow removal | 12.0% (43) | 40.7% (146) | 26.7% (96) | 20.3% (73) | 0.3% (1) | 2.56 | 359 |
| Sidewalk snow removal (municipal sidewalks) | 16.9% (61) | 54.6% (197) | 19.9% (72) | 8.3% (30) | 0.3% (1) | 2.20 | 361 |
| Waste collection | 29.1% (105) | 64.3% (232) | 4.2% (15) | 1.4% (5) | 1.1% (4) | 1.81 | 361 |
| Recycling program (glass, metal, plastic, paper, cardboard, etc) | 29.6% (107) | 56.5% (204) | 10.2% (37) | 1.9% (7) | 1.7% (6) | 1.89 | 361 |
| Organics and composting program | 30.9% (112) | 55.0% (199) | 7.5% (27) | 1.1% (4) | 5.5% (20) | 1.95 | 362 |
| Transfer station (disposal of e-waste, paint, furniture, metal, appliances, etc) | 21.2% (77) | 62.0% (225) | 6.9% (25) | 1.9% (7) | 8.0% (29) | 2.13 | 363 |
| Jasper Enviro-Fair | 19.9% (72) | 52.1% (188) | 8.3% (30) | 0.8% (3) | 18.8% (68) | 2.47 | 361 |
| Beverage Container Donation Program | 24.4% (88) | 54.8% (198) | 6.1% (22) | 0.3% (1) | 14.4% (52) | 2.25 | 361 |
| Seasonal gardening, flowers, planters | 23.5% (85) | 62.0% (224) | 5.0% (18) | 1.1% (4) | 8.3% (30) | 2.09 | 361 |
| Cemetery maintenance | 12.6% (45) | 48.3% (172) | 2.2% (8) | 0.8% (3) | 36.0% (128) | 2.99 | 356 |
| Bicycle and pedestrian trails | 18.3% (66) | 65.4% (236) | 11.6% (42) | 0.8% (3) | 3.9% (14) | 2.07 | 361 |

| | | | | | | | |
|--------------------------|---------------|------------------------------|---------------|-----------|-----------|------|------------|
| Public bicycle racks | 16.0% (57) | 63.9% (228) | 12.0% (43) | 4.2% (15) | 3.9% (14) | 2.16 | 357 |
| answered question | | | | | | | 363 |
| skipped question | | | | | | | 65 |

20. COMMUNITY AND FAMILY SERVICES

| | Very Satisfied | Satisfied | Not Very Satisfied | Not at All Satisfied | Don't Know, or Don't Use That Service | Rating Average | Response Count |
|--|------------------------------|----------------|--------------------|----------------------|---------------------------------------|----------------|----------------|
| Daycare (Jasper Centre for Early Childhood Learning and Care) | 11.1% (40) | 16.4% (59) | 4.2% (15) | 1.4% (5) | 66.9% (241) | 3.97 | 360 |
| Summer Fun (care and recreation for children aged 6 to 12) | 8.6% (31) | 15.3% (55) | 8.1% (29) | 0.8% (3) | 67.1% (241) | 4.03 | 359 |
| Out Of School Program (children aged 6 to 12) | 9.7% (35) | 16.1% (58) | 4.7% (17) | 1.4% (5) | 68.1% (245) | 4.02 | 360 |
| Pre-school Program | 9.8% (35) | 16.0% (57) | 2.2% (8) | 0.3% (1) | 71.6% (255) | 4.08 | 356 |
| Community Outreach Services (community programming including Family Dances, pre-school reading program, homework help, Roots of Empathy, Family Day Skate) | 19.6% (70) | 32.7% (117) | 2.5% (9) | 0.6% (2) | 44.7% (160) | 3.18 | 358 |
| Community Dinners | 32.5% (117) | 31.9% (115) | 2.8% (10) | 2.5% (9) | 30.3% (109) | 2.66 | 360 |
| Parent Link Playroom | 12.9% (46) | 17.1% (61) | 0.6% (2) | 0.3% (1) | 69.2% (247) | 3.96 | 357 |
| Jasper Survival Guide | 11.4% (41) | 29.7% (107) | 3.3% (12) | 1.7% (6) | 53.9% (194) | 3.57 | 360 |
| Community Development (partnerships, linkages and support to community groups) | 12.0% (43) | 39.7% (142) | 5.6% (20) | 1.4% (5) | 41.3% (148) | 3.20 | 358 |
| answered question | | | | | | | 362 |
| skipped question | | | | | | | 66 |



21. RECREATION FACILITIES AND SERVICES

| | Very Satisfied | Satisfied | Not Very Satisfied | Not at All Satisfied | Don't Know, or Don't Use That Service | Rating Average | Response Count |
|---|----------------|--------------------|--------------------|----------------------|---------------------------------------|----------------|----------------|
| Arena | 28.1% (101) | 46.8% (168) | 1.9% (7) | 0.8% (3) | 22.3% (80) | 2.42 | 359 |
| Curling rink | 13.1% (47) | 33.4% (120) | 2.5% (9) | 0.0% (0) | 51.0% (183) | 3.42 | 359 |
| Multi-purpose Hall | 18.1% (65) | 61.6% (221) | 9.5% (34) | 1.4% (5) | 9.5% (34) | 2.23 | 359 |
| Fitness Centre | 27.9% (100) | 35.7% (128) | 5.3% (19) | 0.6% (2) | 30.6% (110) | 2.70 | 359 |
| Climbing Wall | 19.8% (71) | 28.4% (102) | 2.2% (8) | 0.6% (2) | 49.0% (176) | 3.31 | 359 |
| Racquetball and squash courts | 9.2% (33) | 29.3% (105) | 1.4% (5) | 0.8% (3) | 59.2% (212) | 3.72 | 358 |
| Aquatic Centre | 35.2% (127) | 43.5% (157) | 3.3% (12) | 0.8% (3) | 17.2% (62) | 2.21 | 361 |
| Aquatic Centre lessons and programs | 26.5% (95) | 27.9% (100) | 4.5% (16) | 0.8% (3) | 40.4% (145) | 3.01 | 359 |
| Free year-around swim passes for children grade 6 and younger | 36.4% (131) | 20.0% (72) | 0.6% (2) | 1.9% (7) | 41.1% (148) | 2.91 | 360 |
| Seniors' Centre | 9.7% (35) | 21.7% (78) | 3.1% (11) | 1.1% (4) | 64.3% (231) | 3.89 | 359 |
| Centennial Park | 25.6% (92) | 58.5% (210) | 3.1% (11) | 1.7% (6) | 11.1% (40) | 2.14 | 359 |
| Skateboard Park | 5.3% (19) | 22.6% (81) | 8.9% (32) | 2.8% (10) | 60.3% (216) | 3.90 | 358 |
| Off-leash Dog Park | 22.8% (82) | 23.7% (85) | 4.7% (17) | 8.1% (29) | 40.7% (146) | 3.20 | 359 |
| answered question | | | | | | | 361 |



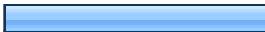

22. CULTURAL PROGRAMS AND FACILITIES

| | Very Satisfied | Satisfied | Not Very Satisfied | Not at All Satisfied | Don't Know, or Don't Use That Service | Rating Average | Response Count |
|--------------------------|----------------|------------------------------|--------------------|----------------------|---------------------------------------|----------------|----------------|
| Library | 25.6% (92) | 54.9% (197) | 4.5% (16) | 1.7% (6) | 13.4% (48) | 2.22 | 359 |
| Museum | 15.9% (57) | 57.5% (206) | 6.4% (23) | 1.7% (6) | 18.4% (66) | 2.49 | 358 |
| Performing Arts | 9.7% (35) | 41.8% (150) | 12.3% (44) | 4.7% (17) | 31.5% (113) | 3.06 | 359 |
| Visual Arts | 10.7% (38) | 41.7% (148) | 11.5% (41) | 3.7% (13) | 32.4% (115) | 3.05 | 355 |
| answered question | | | | | | | 360 |
| skipped question | | | | | | | 68 |





23. Are you one of the individuals in your home responsible for paying your property taxes?

| | | Response Percent | Response Count |
|--|---|------------------|----------------|
| Yes (Please ANSWER next TWO questions) |  | 61.0% | 233 |
| No (Please SKIP next TWO questions) |  | 39.0% | 149 |
| answered question | | | 382 |
| skipped question | | | 46 |

24. 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.

| | | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| Very good value |  | 12.0% | 30 |
| Good value |  | 41.4% | 103 |
| Fair value |  | 39.0% | 97 |
| Poor value |  | 7.6% | 19 |
| answered question | | | 249 |
| skipped question | | | 179 |

25. The Municipality must balance taxation, user fees AND service delivery levels. To do this, which one of the following options would you most like Council to pursue?

| | | Response Percent | Response Count |
|--|---|------------------|----------------|
| EXPAND services by increasing user fees |  | 23.9% | 59 |
| EXPAND services by increasing taxes |  | 13.0% | 32 |
| MAINTAIN current service levels and increase user fees and taxes to cover inflation |  | 50.2% | 124 |
| CUT services rather than increase taxes and user fees |  | 13.0% | 32 |
| answered question | | | 247 |
| skipped question | | | 181 |

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

| | | Response Percent | Response Count |
|--|--|------------------|----------------|
| Yes (Please ANSWER next THREE questions) | | 73.5% | 277 |
| No (Please SKIP next THREE questions) | | 26.5% | 100 |
| answered question | | | 377 |
| skipped question | | | 51 |



27. Which municipal department(s) have you contacted during the last SIX MONTHS?

| | | Response Percent | Response Count |
|-------------------------------|--|------------------|----------------|
| Administration | | 65.0% | 182 |
| Environmental Services | | 36.4% | 102 |
| Corporate Services | | 17.9% | 50 |
| Culture and Recreation | | 44.6% | 125 |
| Community and Family Services | | 33.6% | 94 |
| Emergency services | | 22.1% | 62 |
| answered question | | | 280 |
| skipped question | | | 148 |

28. To what extent do you agree or disagree with the following?

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Rating Average | Response Count |
|---|----------------|--------------------|------------|-------------------|----------------|----------------|
| The Municipality responds promptly to requests and concerns | 23.4% (66) | 58.2% (164) | 14.5% (41) | 3.9% (11) | 1.99 | 282 |
| Municipal staff are knowledgeable | 25.6% (71) | 61.0% (169) | 10.5% (29) | 2.9% (8) | 1.91 | 277 |
| answered question | | | | | | 286 |
| skipped question | | | | | | 142 |





29. How did you contact the Municipality during your MOST RECENT request?

| | | Response Percent | Response Count |
|--------------------------------------|---|------------------|----------------|
| By telephone | | 29.9% | 85 |
| In writing (letter or fax) |  | 1.4% | 4 |
| In person | | 58.1% | 165 |
| Via the internet (website or e-mail) |  | 10.6% | 30 |
| answered question | | | 284 |
| skipped question | | | 144 |










30. Where do you believe the Municipality of Jasper can improve its customer service? (Please type into the box)

| | Response Count |
|--------------------------|----------------|
| | 152 |
| answered question | 152 |
| skipped question | 276 |

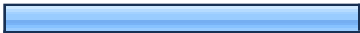



31. Considering the communications you receive from the Municipality, would you say you receive...

| | | Response Percent | Response Count |
|------------------------------|---|------------------|----------------|
| Too much |  | 2.4% | 9 |
| Just the right amount |  | 55.1% | 206 |
| Too little |  | 24.6% | 92 |
| Not sure |  | 17.9% | 67 |
| answered question | | | 374 |
| skipped question | | | 54 |






32. What is your ONE MAIN SOURCE of information about Municipal news, programs, services and bylaws?

| | | Response Percent | Response Count |
|---------------------------|---|------------------|----------------|
| Newspaper articles |  | 57.4% | 214 |
| The municipal website |  | 10.5% | 39 |
| Social media |  | 2.9% | 11 |
| Word of mouth |  | 13.9% | 52 |
| Utility bill inserts |  | 8.6% | 32 |
| Brochures |  | 0.5% | 2 |
| Radio |  | 0.5% | 2 |
| Council meetings |  | 1.9% | 7 |
| Town employees |  | 3.8% | 14 |
| answered question | | | 373 |
| skipped question | | | 55 |



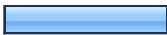






33. How often do you read the Municipality of Jasper's weekly ad placement in the local paper?

| | | Response Percent | Response Count |
|---------------------------------|---|--------------------------|----------------|
| Regularly |  | 53.1% | 199 |
| Occasionally |  | 37.9% | 142 |
| Never (I don't read that PAGE) |  | 5.9% | 22 |
| Never (I don't read that PAPER) |  | 3.2% | 12 |
| | | answered question | 375 |
| | | skipped question | 53 |



34. How useful do you find the Municipality of Jasper website (www.jasper-alberta.com)?

| | | Response Percent | Response Count |
|--------------------------------------|---|--------------------------|----------------|
| Very useful |  | 7.7% | 29 |
| Useful |  | 54.3% | 204 |
| Not very useful |  | 9.0% | 34 |
| Not at all useful |  | 1.6% | 6 |
| Don't know, or don't use the website |  | 27.4% | 103 |
| | | answered question | 376 |
| | | skipped question | 52 |

35. How would you prefer to receive information about municipal news, programs, services and policies? (Select as many as apply)

| | | Response Percent | Response Count |
|------------------------------|--|--------------------------|----------------|
| Newspaper articles |  | 70.0% | 259 |
| The municipal website |  | 37.6% | 139 |
| E-mail |  | 24.3% | 90 |
| Social media |  | 19.5% | 72 |
| Municipal newspaper ads |  | 31.4% | 116 |
| Utility bill inserts |  | 25.1% | 93 |
| Brochures |  | 8.1% | 30 |
| Radio |  | 8.1% | 30 |
| Other (please specify below) |  | 2.4% | 9 |
| | Other (please specify) | | 25 |
| | | answered question | 370 |
| | | skipped question | 58 |




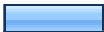
36. Do you rent or own your PRIMARY Jasper residence?

| | | Response Percent | Response Count |
|------|---|--------------------------|----------------|
| Own |  | 58.2% | 214 |
| Rent |  | 41.8% | 154 |
| | | answered question | 368 |
| | | skipped question | 60 |





37. To what extent do you agree or disagree with the following?

| | Strongly Agree | Agree | Disagree | Strongly Disagree | Rating Average | Response Count |
|--|--------------------|--------------------|------------|-------------------|----------------|----------------|
| Overall, I am satisfied with my residence | 40.3% (149) | 46.8% (173) | 10.3% (38) | 2.7% (10) | 1.75 | 370 |
| I am satisfied with the location of my residence | 55.5% (207) | 39.9% (149) | 2.9% (11) | 1.6% (6) | 1.51 | 373 |
| I am satisfied with the physical condition of my residence | 36.0% (133) | 42.8% (158) | 16.8% (62) | 4.3% (16) | 1.89 | 369 |
| I am satisfied with the size of my residence | 35.2% (131) | 42.5% (158) | 18.0% (67) | 4.3% (16) | 1.91 | 372 |
| I am satisfied with the size of my bedroom in my residence | 36.4% (135) | 43.1% (160) | 16.2% (60) | 4.3% (16) | 1.88 | 371 |
| I am satisfied with what I pay to live in my residence | 24.0% (89) | 40.2% (149) | 23.7% (88) | 12.1% (45) | 2.24 | 371 |
| answered question | | | | | | 373 |
| skipped question | | | | | | 55 |






38. Your residence (not including suites or apartments which might be in the same building but which are not part of your living space) has:

| | | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| One bedroom |  | 7.1% | 26 |
| Two bedrooms |  | 27.2% | 100 |
| Three bedrooms |  | 51.0% | 187 |
| Four or more bedrooms |  | 14.7% | 54 |
| answered question | | | 367 |
| skipped question | | | 61 |

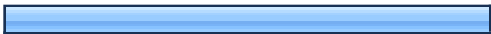



39. The number of adults living in your residence is:

| | | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| One adult |  | 15.9% | 59 |
| Two adults |  | 69.4% | 258 |
| Three adults |  | 11.8% | 44 |
| Four or more adults |  | 3.0% | 11 |
| answered question | | | 372 |
| skipped question | | | 56 |







40. The number of children living in your residence is:

| | | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| No children |  | 62.1% | 228 |
| One child |  | 14.4% | 53 |
| Two children |  | 17.2% | 63 |
| Three children |  | 5.4% | 20 |
| Four or more children |  | 0.8% | 3 |
| answered question | | | 367 |
| skipped question | | | 61 |



41. Which of the following categories best applies?

| | | Response Percent | Response Count |
|--------------------------|--|------------------|----------------|
| I work full-time |  | 73.1% | 272 |
| I work part-time |  | 14.0% | 52 |
| I am not employed |  | 2.2% | 8 |
| I am retired |  | 10.8% | 40 |
| answered question | | | 372 |
| skipped question | | | 56 |

42. Which age group are you in?

| | | Response Percent | Response Count |
|--------------------------|---|------------------|----------------|
| 18 - 24 |  | 4.8% | 18 |
| 25 - 34 |  | 19.8% | 74 |
| 35 - 44 |  | 25.5% | 95 |
| 45 - 54 |  | 25.2% | 94 |
| 55 - 64 |  | 16.6% | 62 |
| 65 and over |  | 8.0% | 30 |
| answered question | | | 373 |
| skipped question | | | 55 |

43. Your gender?

| | | Response Percent | Response Count |
|-------------------|---|------------------|----------------|
| Male |  | 37.9% | 141 |
| Female |  | 62.1% | 231 |
| answered question | | | 372 |
| skipped question | | | 56 |

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

| | Response Count |
|-------------------|----------------|
| | 268 |
| answered question | 268 |
| skipped question | 160 |



45. Please use this space for any final comments or feedback.

| | Response Count |
|-------------------|----------------|
| | 148 |
| answered question | 148 |
| skipped question | 280 |

46. Using the map provided, please indicate where you live in the community.

| | | Response Percent | Response Count |
|---|--|---------------------|-------------------|
| Zone 1 Cabin Creek West | | 15.8% | 58 |
| Zone 2 Fitzhugh & Cabin Creek East | | 13.1% | 48 |
| Zone 3 900 Block & apartments | | 6.5% | 24 |
| Zone 4 Pyramid Road, lower Miette/Maligne | | 12.5% | 46 |
| Zone 5 Central West & upper Miette/Maligne | | 14.4% | 53 |
| Zone 6 Central, Connaught/Geikie | | 7.4% | 27 |
| Zone 7 Central, Robson/Turret | | 2.7% | 10 |
| Zone 8 Aspen | | 7.6% | 28 |
| Zone 9 Old Town | | 6.8% | 25 |
| Zone 10 North Connaught/Geikie, Balsam to Patricia Circle | | 9.0% | 33 |
| Zone 11 Commercial North | | 1.1% | 4 |
| Zone 12 Outlying, outside of townsite | | 1.6% | 6 |
| Not sure | | 1.4% | 5 |
| answered question | | | 367 |
| skipped question | | | 61 |

47. To enter the draw, please type your name, telephone number and email address on three separate lines in the 'Draw Entry' box below. Please note that your survey responses will remain anonymous regardless of whether you enter the draw. THIS SURVEY'S AUTOMATED DATA COLLECTION PROGRAM DOES NOT LINK YOUR NAME TO YOUR SURVEY RESPONSES.

| | | Response Percent | Response Count |
|--|--|--------------------------|-------------------|
| Please email me the tabulated survey results when they become available |  | 93.7% | 163 |
| Please keep my email on file for future Municipal correspondence |  | 49.4% | 86 |
| | | Draw Entry | 239 |
| | | answered question | 174 |
| | | skipped question | 254 |