

Town of Saltcoats - Community Survey
Please return to the Town Office **by May 17th 2019**

Demographics

1. How long have you lived in or owned a home in Saltcoats?

2. How many people live in your household? What are their ages?

3. Please provide your street address in Saltcoats.

Levels of Service:

With an increase in community expectations and a desire to keep rate increases to a minimum, local governments are struggling to continue to provide a broad range of services to their communities.

One of the challenges facing much of local government is to clearly define and articulate levels of service and the cost options available so that the community can make an informed decision on the levels of service that they receive and are prepared to pay for.

The challenge, therefore, is to document meaningful levels of service that cover all that customers expect and from which informed sustainable budget decisions can be made.

Please consider the following Levels of Service and rate accordingly by circling your choice.
Please indicate if you would like to have less, more or the same levels of service in these areas:

1) Roads

- a) Excellent
- Good
- Fair
- Poor

b) Circle: Less Same More

2) Sidewalks

- a) Excellent
- Good
- Fair
- Poor

b) Circle: Less Same More

3) Water Quality (ie. Smell, taste, clarity)

- a) Excellent
- Good
- Fair
- Poor

b) Circle: Less Same More

4) Snow Clearing

- a) Excellent
- Good
- Fair
- Poor

b) Circle: Less Same More

5) Garbage & Recycling Services

- a) Excellent
- Good
- Fair
- Poor

b) Circle: Less Same More

6) Please check any services you feel should be decreased in the future:

- Street Paving
- Street Sweeping
- Mowing of Public Areas
- Office Staff
- Capital Projects (ex. sewer/water)
- Garbage/ Recycling
- Compost/ Garden Waste
- Other: _____
- I don't see any services that should be decreased

7) Please check any services you feel should be increased in the future:

- Street Paving
- Street Sweeping
- Mowing of Public Areas
- Office staff
- Capital Projects (ex. sewer/water)
- Garbage/ Recycling
- Compost/ Garden Waste
- Other: _____
- I don't see any services that should be increased

8) Please choose the top 3 issues you see facing our town

- ___ Infrastructure & future planning
- ___ Community moral/support
- ___ Attracting new businesses and families
- ___ Economic growth
- ___ Financial Sustainability
- ___ Public spaces and parks
- ___ Communication

9) The following are projects facing the town presently or in the near future. Please number from most important to least important. (1 being most and 4 being least)

- ___ Street Paving
- ___ Lagoon Expansion
- ___ Upgrade to Water Treatment Plant
- ___ Landfill Decommissioning

Administrative /Customer Services

1) Overall, would you like to see higher or lower levels of service in this area?

Higher or Lower

2) How satisfied are you with the level of staffing in our community?

- a) Excellent
- Good
- Fair
- Poor

b) Would you like to see the level of staffing: (please circle one)

Increase Stay the Same Decrease

3) How satisfied are you with communication from our office?

- a) Excellent
- b) Good
- c) Fair
- d) Poor

4) How satisfied are you with bylaw enforcement in our community?

- a) Excellent
- b) Good
- c) Fair
- d) Poor

5) How would you prefer to receive information from the town? Check all that apply.

- Newsletter
- Mailouts/flyers
- Social Media
- Website
- Postings around town
- Email

6) How satisfied are you with the helpfulness and knowledge of our town staff?

- a) Excellent
- b) Good
- c) Fair
- d) Poor

7) How would you like to see the town balance the budget?

- a) Increase taxes
- b) Add new user fees for town amenities
- c) Decrease the levels of services available
- d) other:

Please briefly explain:

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General Questions

- 1) How would you rate your quality of life in Saltcoats:
a) Excellent
b) Good
c) Fair
d) Poor

2) How often, in an average month, do you volunteer in the community?

3) When was the last time you spoke to council about council business?

4) Circle one: Should council contain 4 or 6 councillors?

5) How do you feel council could be more transparent?

6) What prohibits you from running to serve on town council? Please briefly explain

7) Do you have any further comments for council to consider when discussing the items/issues mentioned in this survey?