



THE VILLAGE OF

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THE VILLAGE OF

2016 Survey

File 0530-01

RATIONALE

In preparation for Council's annual Strategic Planning session, a survey was sent out to provide some public insight into the overall satisfaction of existing services, taxation and infrastructure; perceived priorities for capital projects; and, customer service satisfaction. Approximately 900 surveys were made available to residents on June 20th, 2016. The deadline for submissions was July 7th, 4:00 pm.

The number of responses was 212. This translates to an approximate response rate of 24%. Based on the number of responses we can estimate a 95% confidence level that the survey results are accurate +/- 6%.

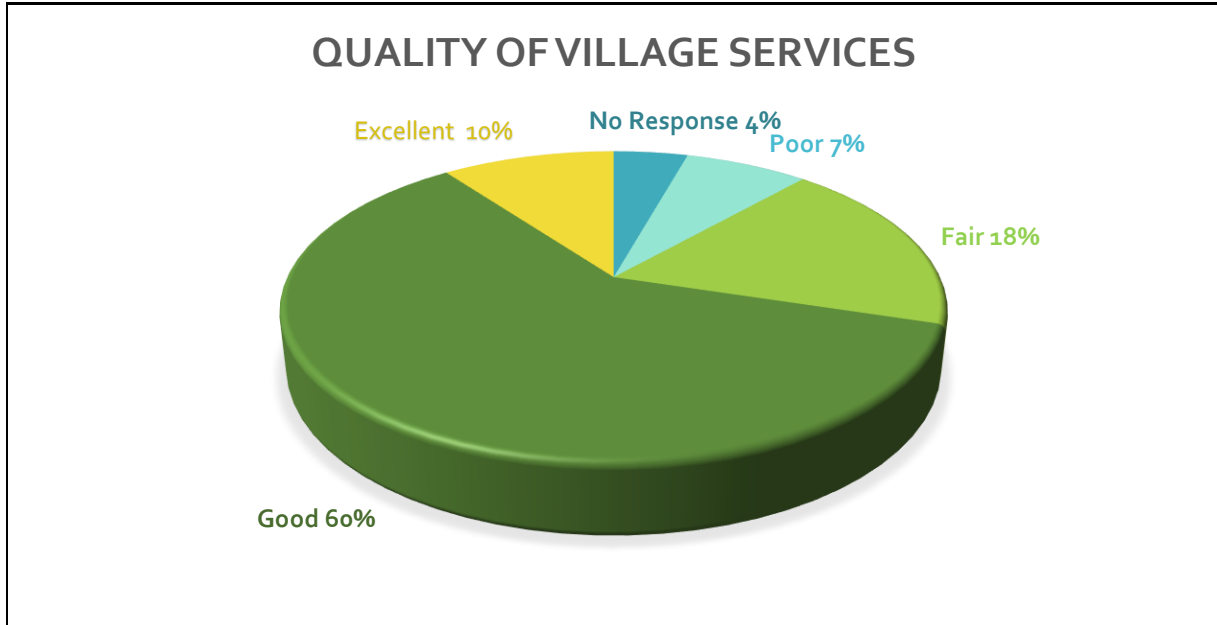
SURVEY SUMMARY

- Question 9 ranking has been determined by totaling the response values and dividing the total by the number of responses, to provide an average for each item. The average numbers are then placed in numerical order to determine the order of importance.
- *Quality of village services - 70% excellent or good*
- *Contact with village staff -- 72% excellent or good*
- *79% aware of public meeting and 75% aware of open houses or information sessions*
- *Downtown core – Sidewalks – 31% excellent or good; Mobility for Wheelchairs & strollers – 37% excellent or good and 33% excellent or good for vehicle parking*
- *60% yes to displays on sidewalks; 53% don't hinder the use of sidewalks*
- *54% said no to bicycle parking on sidewalks*
- *Services – Fire Department - 82% very or somewhat satisfied; Snow Removal, Streets & Sidewalks – 77% very or somewhat satisfied; Garbage & Recycling – 78% very or somewhat satisfied; Parks & Recreation – 74% very or somewhat satisfied; Hot Springs – 69% very or somewhat satisfied; Water System – 79% very or somewhat satisfied; Sewer Services – 81% very or somewhat satisfied.*
- *Pay for Water Meters – 58% No*
- *Level of Taxation – 45% Improve service with higher taxes; 32% same or reduce services with same taxes*
- *Capital Project Importance: 1 – Water & Sewer; 2 – Roads; 3 – Sidewalks; 4 – Fire Equipment; 5 – Recreation facilities; 6 - Parks & trails; 7 – Hot Springs*
- *66% - Good Value for Tax Dollars*

RESPONSES

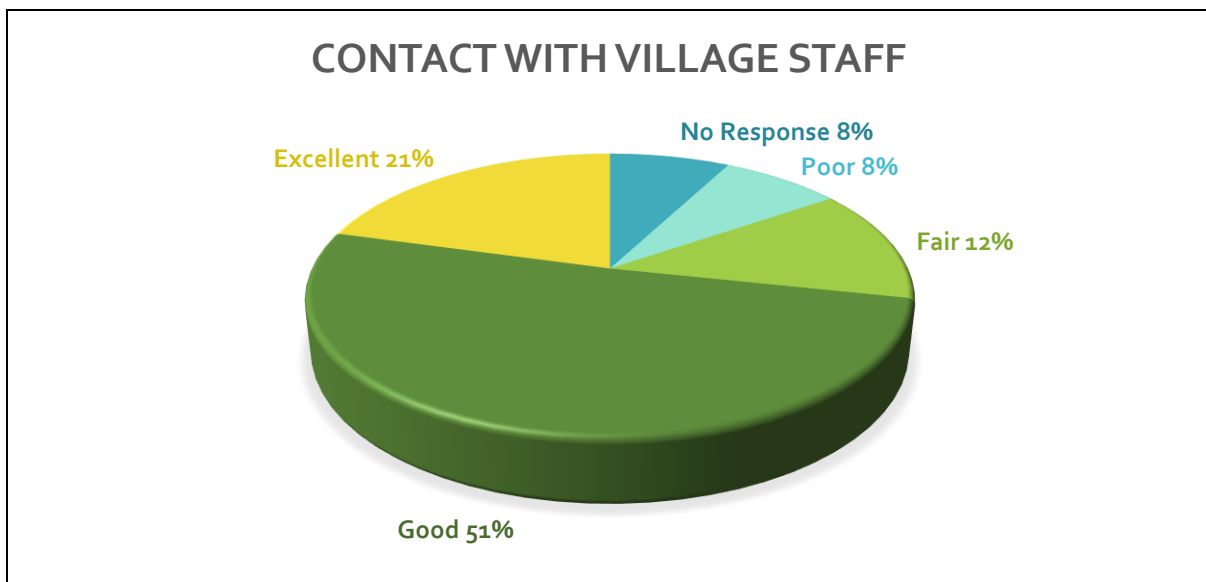
QUESTION #1

OVERALL HOW WOULD YOU RATE THE QUALITY OF THE SERVICES PROVIDED BY THE VILLAGE OF NAKUSP?



QUESTION #2

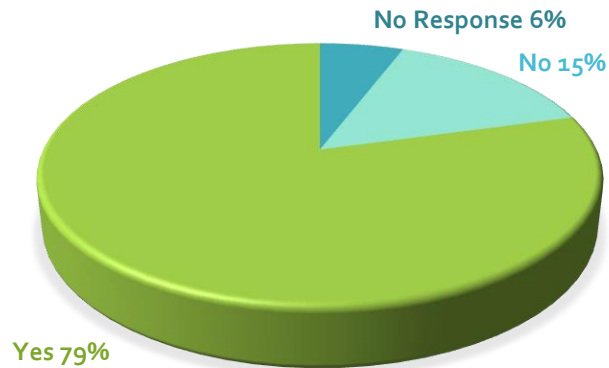
IF YOU HAVE HAD CONTACT WITH THE VILLAGE IN THE LAST 6 MONTHS, WHAT WAS YOUR IMPRESSION OF THE EMPLOYEE(S) OF THE VILLAGE IN YOUR MOST RECENT CONTACT?



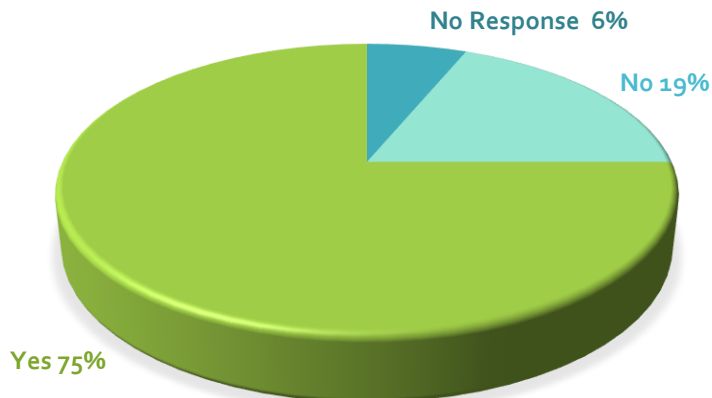
QUESTION #3

PLEASE INDICATE WHETHER YOU ARE AWARE OF THE FOLLOWING OPPORTUNITIES THAT ARE OFFERED BY THE VILLAGE TO INVOLVE CITIZENS IN THE VILLAGE'S DECISION MAKING PROCESS:

AWARE OF PUBLIC MEETINGS OR HEARINGS

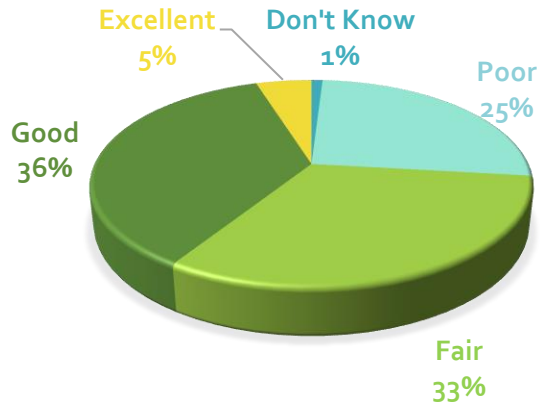


AWARE OF OPEN HOUSES/INFO SESSIONS



QUESTION #4 - HOW DO YOU RATE YOUR LEVEL OF SATISFACTION WITH THE ACCESSIBILITY OF THE DOWNTOWN CORE?

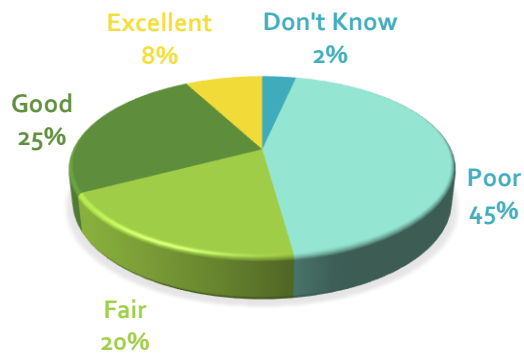
SIDEWALK AVAILABILITY & CONDITION



MOBILITY FOR WHEELCHAIRS & STROLLERS

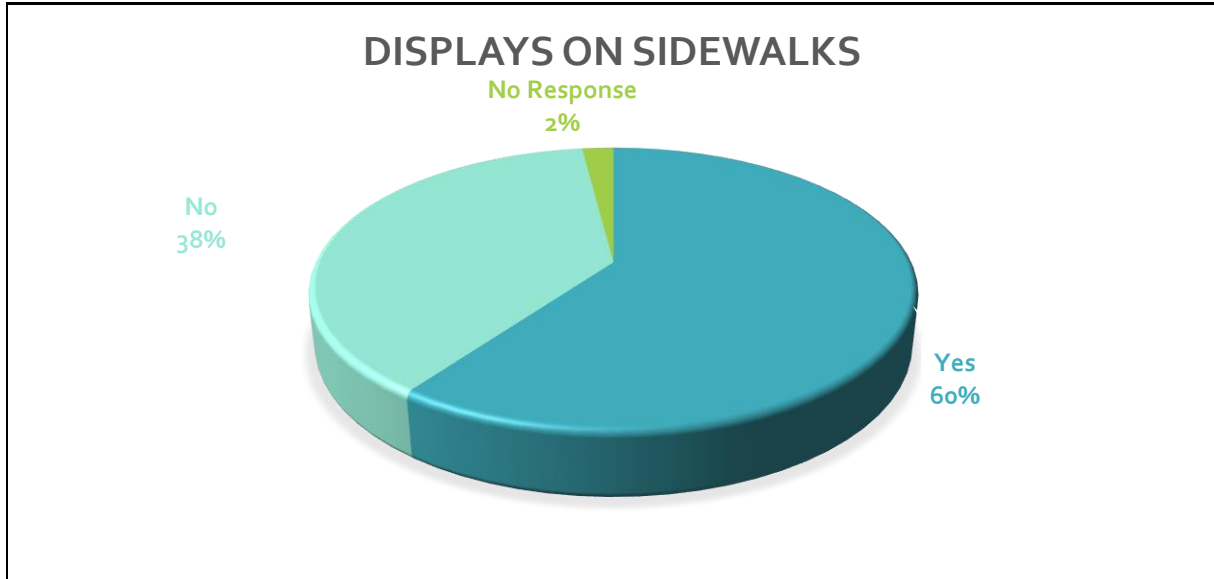


VEHICLE PARKING



QUESTION 5(A)

SHOULD THE BUSINESSES IN THE DOWNTOWN CORE BE PERMITTED TO HAVE DISPLAYS/TABLES ON THE SIDEWALKS IN FRONT OF THEIR PREMISES?



QUESTION 5(B)

DOES IT HINDER THE USE OF THE SIDEWALKS?



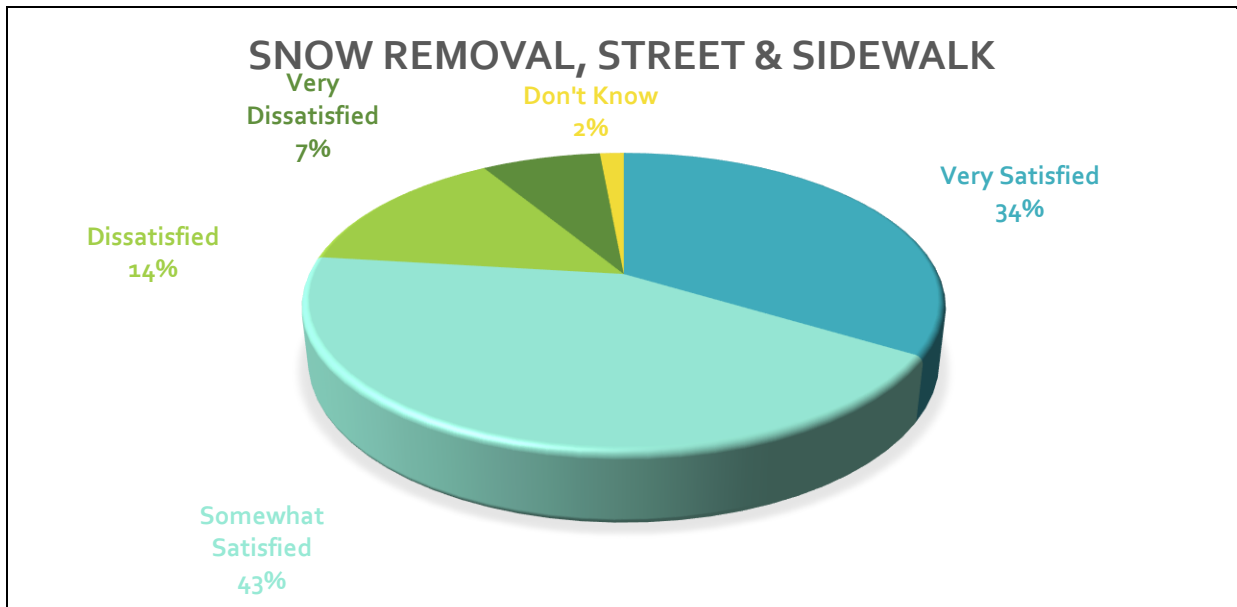
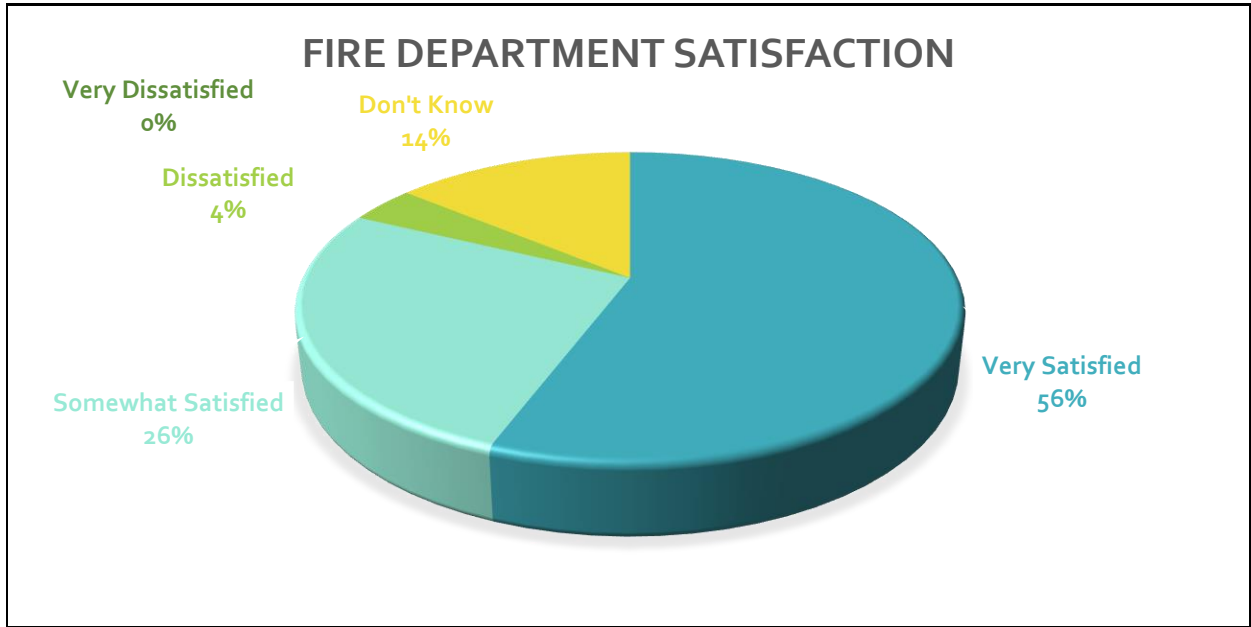
QUESTION 5(C)

SHOULD THE VILLAGE PERMIT BICYCLE PARKING ON THE SIDEWALKS IN THE DOWNTOWN CORE?



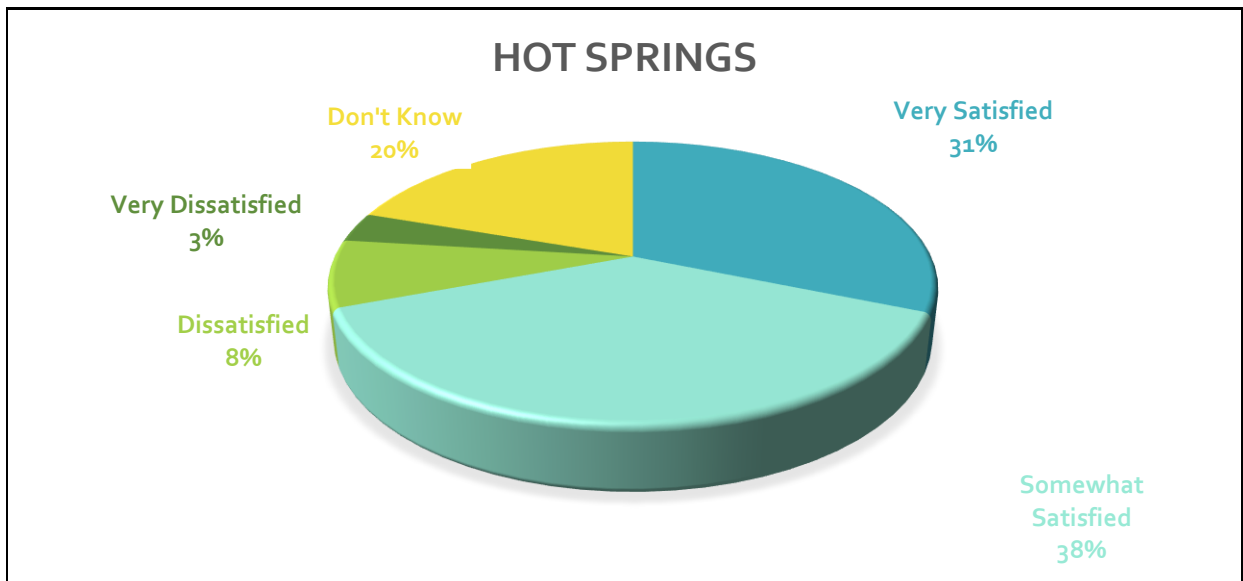
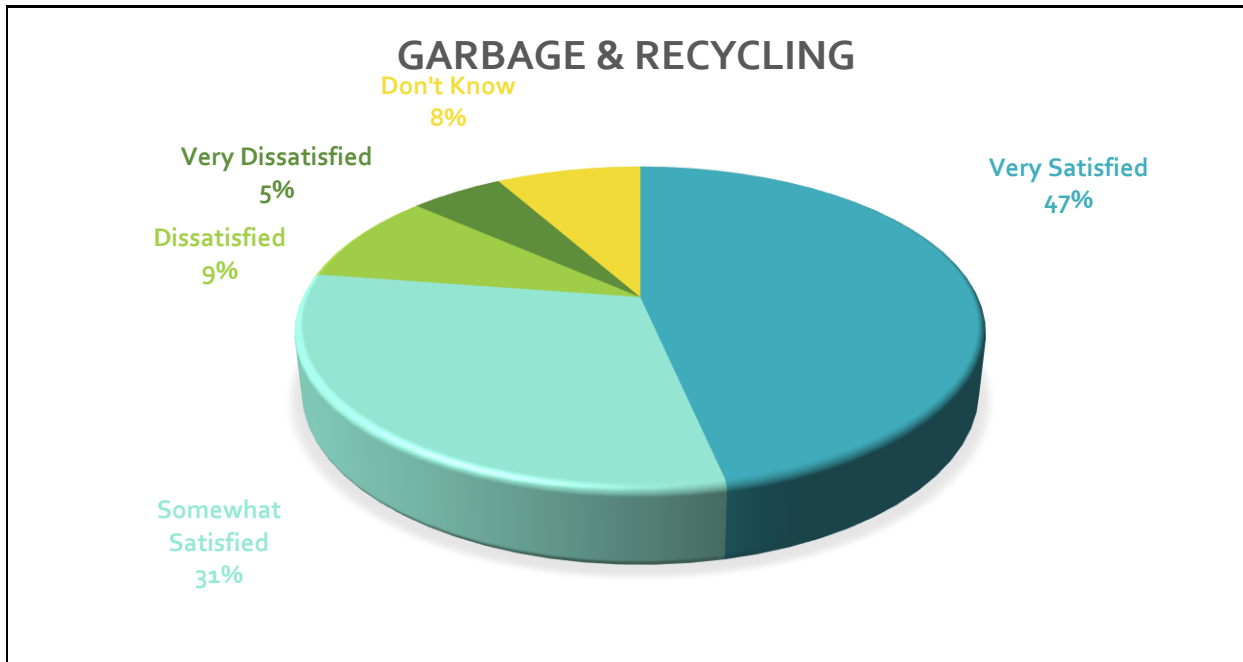
QUESTION #6

OVERALL, HOW SATISFIED ARE YOU WITH THE FOLLOWING VILLAGE SERVICES?



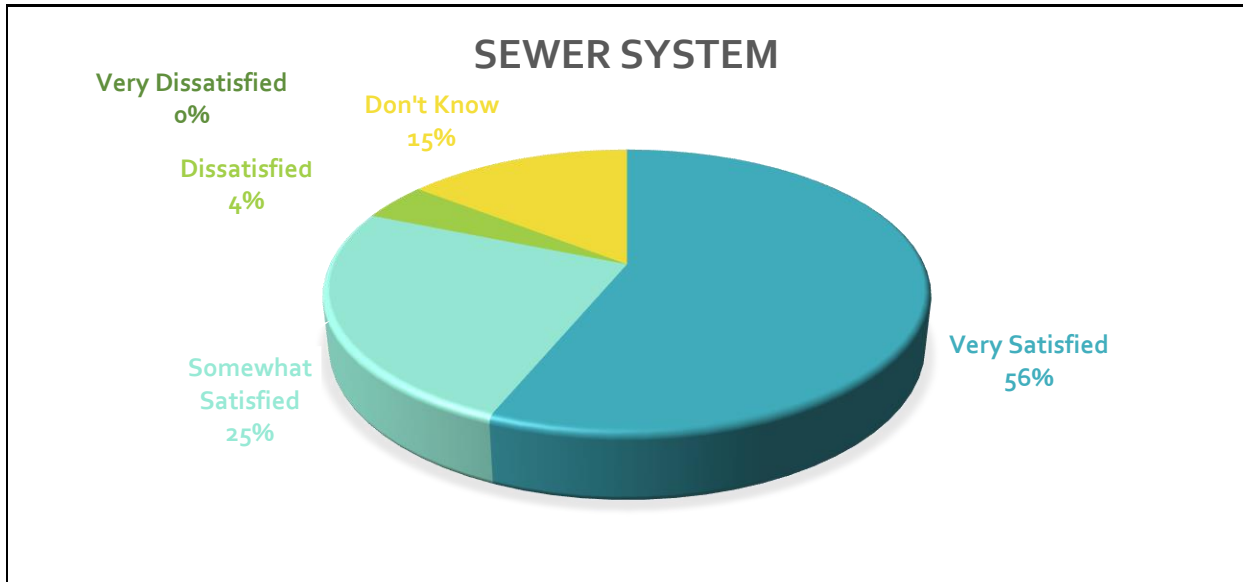
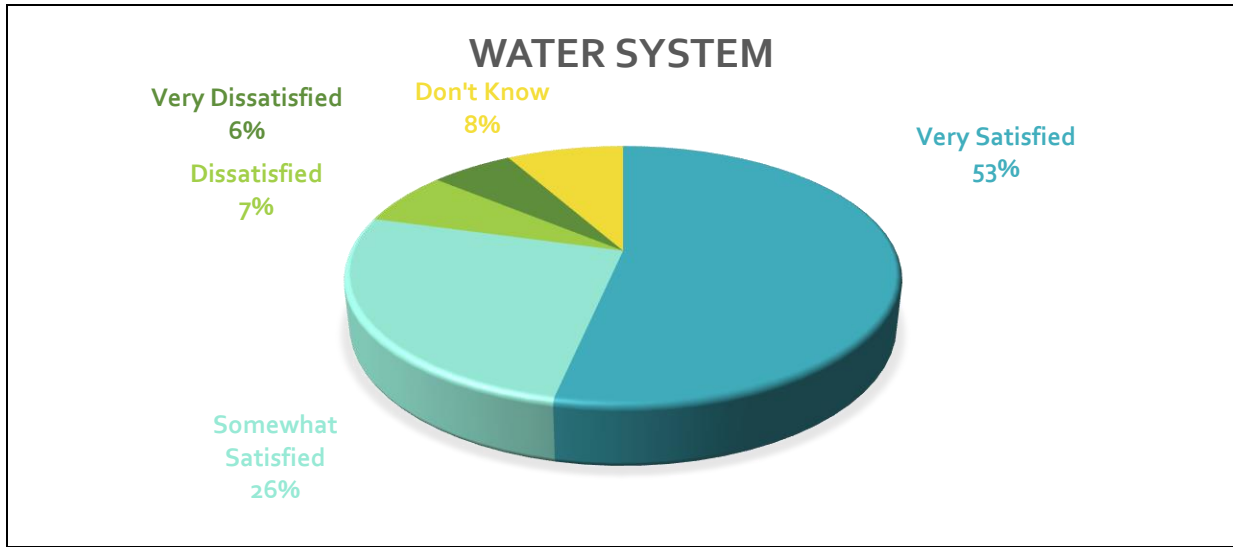
QUESTION #6 - CONTINUED

OVERALL, HOW SATISFIED ARE YOU WITH THE FOLLOWING VILLAGE SERVICES?



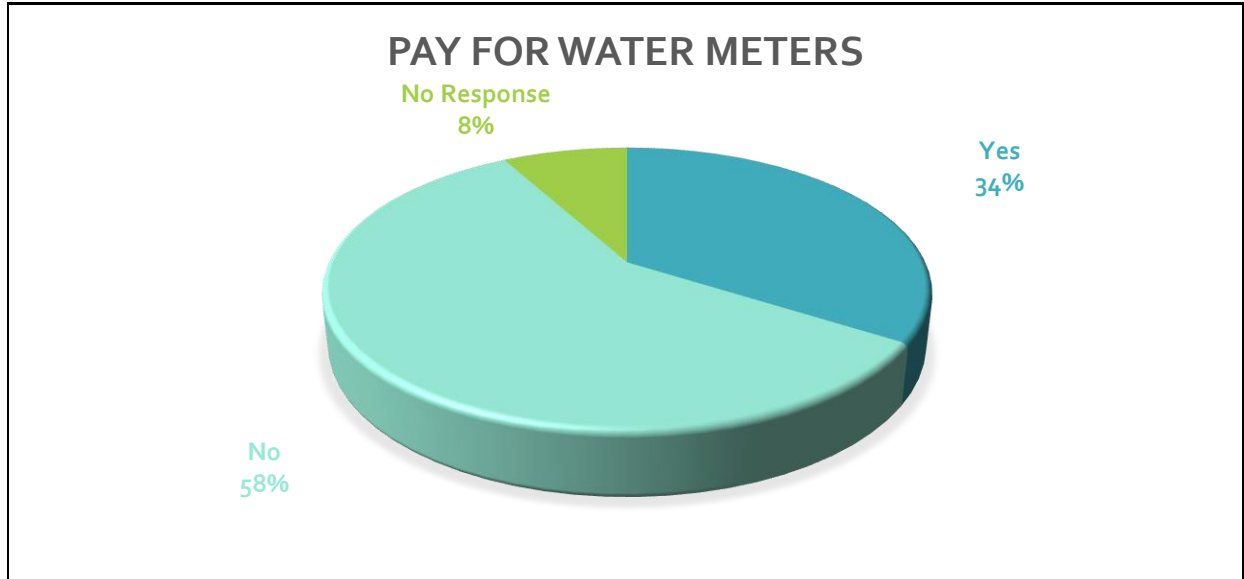
QUESTION #6 - CONTINUED

OVERALL, HOW SATISFIED ARE YOU WITH THE FOLLOWING VILLAGE SERVICES?



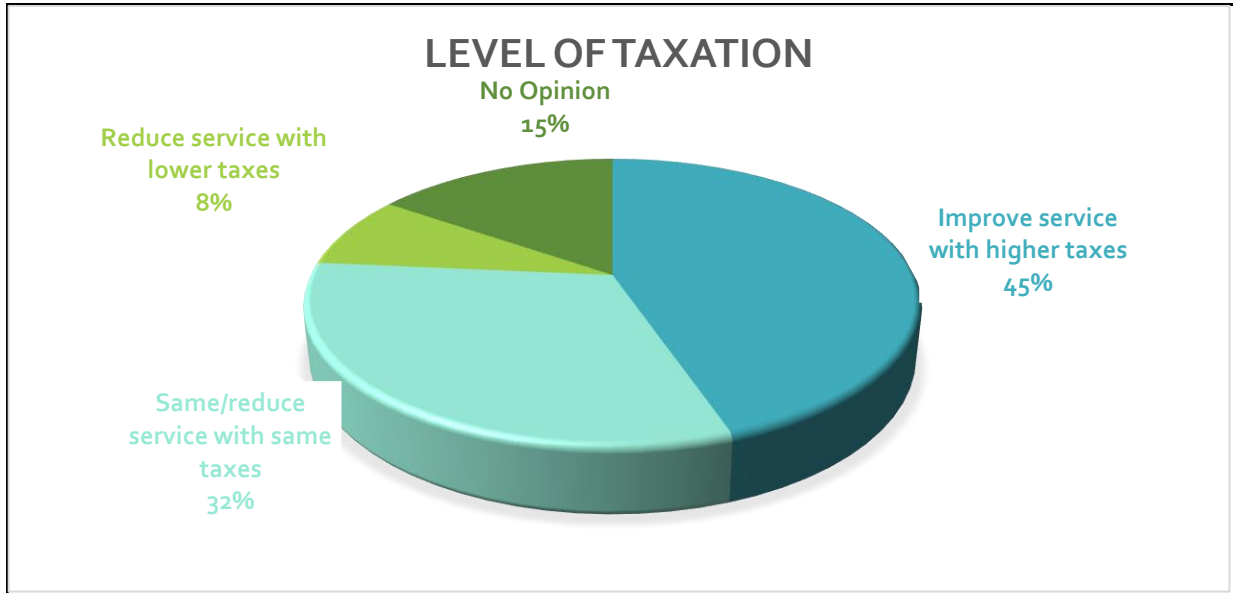
QUESTION #7

IF THE VILLAGE INSTALLS WATER METERS, SHOULD THE PROPERTY OWNER BE REQUIRED TO PAY FOR THE METER?



QUESTION #8

IF FACED WITH THE FOLLOWING CHOICES WHAT WOULD YOU ADVISE COUNCIL TO DO?



QUESTION #9

PLEASE RANK THE FOLLOWING CAPITAL PROJECTS IN ORDER OF IMPORTANCE (1 BEING THE MOST IMPORTANT)

Water and sewer main replacements	1
Road improvements	2
Sidewalk improvements	3
Fire Equipment replacement	4
Recreation facilities upgrades	5
Parks and trails upgrades	6
Hot Springs improvements	7
Other: Industry – 1 response Sewer Grates – 1 response Pool – 1 response North Rd Expansion – 4 responses Street Lighting – 2 responses Unsightly Premises – 4 responses Garbage/Recycling – 4 responses Unknown – 2 responses	

QUESTION #10

I RECEIVE GOOD VALUE FOR THE TAXES I PAY.

