

TOWN OF CORONATION

2019 COMMUNITY SATISFACTION SURVEY



INTRODUCTION

The Town of Coronation is conducting a brief survey of residents to determine the level of satisfaction with the governance, administration, facilities, programs and financial operations of the Town of Coronation. All responses are confidential. Your input is important to us and will be used to provide direction to Council in maintaining and developing the Town of Coronation, and supporting our Vision:

***"The Town of Coronation is a safe, active and affordable community ...
A place to live your dreams"***

We request that an adult (over the age of 18) answer this survey on behalf of each household.

SECTION 1 – QUALITY OF LIFE

1. Overall, how would you rate the quality of life in Coronation?
 Very Good Good Poor Very Poor Don't Know/Unsure
2. In your opinion, what 3 things make Coronation a good place to live?

3. In your opinion, what 3 things would make Coronation a better place to live?

4. Overall, how would you rate safety in Coronation?
 Very Good Good Poor Very Poor Don't Know/Unsure
5. What safety and crime issues are the greatest concern for you?

6. Currently there are a total of 16 one-bedroom suites available in the Coronation Seniors Manors. Do you foresee you or your family needing any of the following in the future?
 One-Bedroom Suite Two-Bedroom Suite
 Either a One- or Two-Bedroom Suite Don't Know

SECTION 2 – OVERALL SATISFACTION

7. When you think about Coronation Town Council, how satisfied are you with each of the following areas:

| | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied | Don't Know/Unsure |
|---------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Overall performance | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Decisions made by Council | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Responsiveness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

8. Considering the interactions you have had over the past year with Town of Coronation employees, please rate your levels of satisfaction in the following areas:

| | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied | Don't Know/Unsure |
|--------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| Helpfulness and courtesy | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Knowledge of services provided | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Responsiveness | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION 3 – SATISFACTION WITH TOWN SERVICES & FACILITIES

9. Overall, how satisfied are you with the services provided by the town of Coronation?
 Very Satisfied Satisfied Dissatisfied Very Dissatisfied Don't Know/Unsure

10. Please indicate your level of satisfaction and rate how important you feel each of the following services is to the residents of Coronation:

| Service | Satisfaction | | | | | Importance | | | | |
|--|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | Very Satisfied | Satisfied | Dissatisfied | Very Dissatisfied | Don't Use/Unsure | Very Important | Somewhat Important | Not Very Important | Not at all Important | Don't Know/Unsure |
| Public Works (Road Maintenance/snow removal) | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Water and Sewer Services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Waste Collection Services | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| RCMP, Fire and Bylaw Enforcement | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Parks and Sportsgrounds | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Recreation Facilities | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Community Programming | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Public Library | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

SECTION 4 – BUDGET

11. Approximately 82% of your annual property taxes support the provision of municipal services. The remaining 18% is collected on behalf of schools and seniors housing. In consideration of this, how would you rate the value of tax-dollar supported services provided by the Town?

- Very Good Good Fair Poor Don't Know/Unsure

12. In consideration of services provided by the Town of Coronation, which of the following tax strategies do you support the most over the next 5 years? (select only one)

- Enhance the level of services, which may require a tax increase above inflation
 Maintain the current level of services, which may require a tax increase to offset inflation
 Reduce services to maintain current tax levels
 Reduce services to reduce taxes
 Don't know/unsure

SECTION 5 – COMMUNICATION

13. How satisfied are you with the quality of communication/notifications that you receive from the Town of Coronation?

- Very Satisfied Satisfied Dissatisfied Very Dissatisfied Don't Know/Unsure

14. Which methods listed below do you use as your major source of information regarding the Town of Coronation?

- Town of Coronation monthly newsletter
 Town of Coronation Website
 Town of Coronation Facebook Page
 ECA Review newspaper
 Other: (specify)

15. The Town of Coronation would like to increase opportunities for public participation to provide input on municipal decisions, such as open houses, Town-Hall meetings, etc. How likely are you to participate when these opportunities arise?

- Very Likely Somewhat Likely Somewhat Unlikely Very Unlikely
 Only on Specific Topics Don't Know/Unsure

16. Are there any other comments that you wish to share?

THANK YOU FOR COMPLETING THIS SURVEY.

Please drop off completed surveys at the Town Office at:
5015 Victoria Avenue

or return by mail to:
Box 219 Coronation, AB ToC 1Co

or by e-mail to:
admin@town.coronation.ab.ca