

# TOWN OF CORONATION

## 2019 COMMUNITY SATISFACTION SURVEY



The Town of Coronation conducted a survey of residents to determine their levels of satisfaction with the governance, administration, facilities, programs and financial operations of the Town of Coronation. Survey forms were circulated with the January 2019 Utility bills and were also available at the Town office and on the Town's web site. Approximately 400 survey forms were circulated. A total of 26 completed surveys were returned to the Town, which represents a total response rate of approximately 6.5%.

### SUMMARY OF KEY FINDINGS

A summary of the key findings of the survey is provided below. Findings have been indicated as a percentage of total responses received for that question, as some of the respondents did not answer all questions.

#### Overall Quality of Life

- 19% of respondents consider the quality of life in Coronation to be "very good", while 77% consider it to be "good". Only 4% indicated that the quality of life was considered to be "poor" in Coronation.
- Respondents were asked to identify 3 things that make Coronation a good place to live.
  - 30% cited a "good hospital", a "safe place to live with a low crime rate" and a "good school"
  - 27% cited a "friendly community", and
  - 23% cited a "quiet community"
- Respondents were then asked to identify 3 things that would make Coronation a better place to live.
  - 50% indicated that we need more local amenities, including shopping, dining and gas stations
  - 31% indicated that we need to remove old abandoned houses, and
  - 23% indicated that more street repairs could be done

## Safety

23% of residents rated the safety of living in Coronation to be “very good” and 77% indicated their rating of safety to be “good”. The major safety and crime issues identified included:

- Break and enter/home invasions           40%
- Theft                                               25%
- Drugs                                               25%
- Speeding                                           20%

## Seniors Manors Accommodations

The survey asked residents what type of Seniors Manors accommodation they felt they might require in the future:

- 8% replied one-bedroom
- 15% replied two-bedroom
- 19% replied either a one-bedroom or a two-bedroom
- 50% didn't know, and
- 8% replied they did not foresee any need for Seniors Manors accommodation

## Town Services

In rating their satisfaction with Town Council, respondents indicated:

- 11% were very satisfied with **Council's overall performance** and 65% were satisfied. 16% indicated that they were either dissatisfied or very dissatisfied.
- 12% were very satisfied with **decisions made by Council** and 64% were satisfied. 16% indicated they were dissatisfied or very dissatisfied.
- 16% were very satisfied with the **responsiveness of Council** and 52% were satisfied. 8% indicated they were dissatisfied or very dissatisfied.

In rating their satisfaction with Town of Coronation employees, respondents indicated:

- 38% were very satisfied with the **helpfulness and courtesy of staff** and 50% were satisfied. 12% indicated that they were either dissatisfied or very dissatisfied.
- 31% were very satisfied with **knowledge of services provided** and 50% were satisfied. 12% indicated they were dissatisfied or very dissatisfied.
- 27% were very satisfied with **employee responsiveness** and 50% were satisfied. 12% indicated they were dissatisfied or very dissatisfied.
- Overall, 12% of the respondents were very satisfied with the services provided by the Town, and 69% were satisfied. 16% were dissatisfied or very dissatisfied.

Respondents were then asked to rate their level of satisfaction with specific services provided by the Town, as well as how important they feel that service is.

- **Road Maintenance** and Snow Removal was rated very important by 81% of the respondents. 60% were satisfied or very satisfied with the services provided, and 40% of the respondents were either dissatisfied or very dissatisfied.
- **Water and Sewer Services** were rated very important by 85% of the respondents. 88% were satisfied or very satisfied with the services provided, and only 12% of the respondents were either dissatisfied or very dissatisfied.
- **Waste Collection Services** were rated very important or important by 88% of the respondents. 100% were satisfied or very satisfied with the services provided.
- **RCMP, Fire and Bylaw Enforcement Services** were rated very important by 77% of the respondents. 77% were satisfied or very satisfied with the services provided, and 19% of the respondents were dissatisfied.
- **Parks and Sportsgrounds Services** were rated very important by 60% of the respondents and 24% rated them to be somewhat important. 76% were satisfied or very satisfied with the services provided, and 16% of the respondents were either dissatisfied or very dissatisfied with the services.
- **Recreation Facilities** were rated very important by 68% of the respondents and 16% indicated they were somewhat important. 68% were satisfied or very satisfied with the services provided, and 28% of the respondents were either dissatisfied or very dissatisfied.
- **Community Programming Services** were rated very important by 52% of the respondents and 32% indicated they were somewhat important. 64% were satisfied or very satisfied with the services provided, and only 12% of the respondents were either dissatisfied or very dissatisfied. 24% indicated that they did not know or were unsure.
- **Public Library Services** were rated very important by 62% of the respondents and 19% indicated they were somewhat important. 77% were satisfied or very satisfied with the services provided. 23% indicated that they did not know or were unsure.

## Municipal Taxes

Respondents were asked how they would rate the **value of tax-dollar supported services** provided by the Town:

Very Good	12%
Good	38%
Fair	31%
Poor	8%
Unsure	11%

When asked which **tax strategy** they would support over the next 5 years, the majority of respondents indicated that they would support a tax increase to maintain or enhance the level of services provided:

- Enhance level of services/may require tax increase above inflation 23%
- Maintain current level of services/may require tax increase for inflation 31%
- Reduce services to maintain current tax levels 8%
- Reduce services to reduce taxes 11%
- Unsure 27%

## Communications/Notifications

Respondents were asked to rate the quality of **communications** that they receive from the Town. 85% were either very satisfied or satisfied and only 4% were dissatisfied.

Respondents were asked what their major sources of information regarding the Town were:

Town Newsletter	77%
Town Facebook Page	38%
ECA Review	38%
Town Web Site	19%
Word of Mouth	15%
Community Sign	8%
Town Office	4%

When asked if they would be likely to participate in Town Hall Meetings or Open Houses, 62% of respondents indicated that they would be very likely or somewhat likely to participate. 34% were unlikely to participate or would only participate on specific topics.

## RESPONDENT COMMENTS:

*In general I feel Council and staff do a good job here, and our budget and grants dictate what we can do. We need to attract people somehow. Definitely need to clean up yards and unsightly premises as these are embarrassing and there are numerous amounts of these. Also need to focus on aging rec facilities and try to bring in a hotel of some sort, as a lot of people driving to Consort and Stettler. Also, couldn't have asked for a better CAO, it will be tough to find one 1/2 as good. Also, may want to look at Council income/per diems/reimbursements as we need to retain and attract good people.*

*Our taxes seem extremely high*

*I do not mean to sound so harsh on this but with how high our taxes are it sure would be nice to see those tax dollars getting used. The Arena is for public use and yet it is empty on days there is no practice/games. Road maintenance needs to be upped. When it snows, plow. Laying sand makes roads worse. Can the town tear down housing no one lives in? I can think of a number of properties that should be demolished. Then you have land to sell!*

*Plow the streets more than once a year! Hard to enforce snow removal bylaws when the town doesn't even take care of its own properties sidewalks and just drives around dumping sand when it snows, creating a mushy mess. If there were decent hospitality/restaurants people might actually want to come here again. Stop driving away new business! This would also create more jobs - something else greatly needed.*

*Seniors housing needs to be located close to downtown (Pharmacy, Seniors Centre, Parks and Recreation Parks)*

*I would like to see the town do more with yards that are full of junk and force people to clean up, cut grass, haul things out. Where I live there's about 4 places that need doing badly. And a bylaw about dogs pooping and the owners not cleaning it up. It's an eyesore and shows others that you don't care how you live and saying nothing good about yourself. There are different ways to make this happen - build a fence that can't be seen through so others don't have to look at your mess.*

*As far as we're concerned the previous questions are immaterial, as taxes are already way too high and no one can sell their homes or can afford to build a new one! No one will move into town with these extravagant taxes!*

*This a great town Council! Sandra has been a great CAO and I will miss her.*

*I don't make a trip to Stettler to buy groceries, but if I'm there I will buy if I can save. One over the counter drug is \$7 more in Coronation so I check out all non-Rx products. I'm only human. The same goes for other products. I will save whenever I can. Some people from the city say "I don't know how you can afford to live here!" referring to food products and necessities.*

*Love living in Coronation.*

*The water surcharge has to go!!! The town this size does not need 7 Councillors. The curling part of the Curling Rink has to go. Big tax burden for the little use it provides!! The minimum tax rate of \$500 has to go. Should never have been. Low income housing should not be taxed!!!*

*People that feed and make it comfortable for the feral cats. The cats make it a problem for people that try to keep their places neat and clean. They use the flower beds for litter boxes and make your place smell from their urine. The steady barking of dogs that don't seem to get any better after there has been several complaints.*

*Taxes being used for practical purposes would be nice.*

*Very unsatisfied over huge tax differences between older and newer properties. After all, they are getting the same services*

*Need new/repaired roads, water lines, sewer lines. Government grants should include more money for these. Recreation and sports grants should be trimmed down. Too much money is allotted to recreation and need more for essential services for everyone.*

*It is hard for small towns to continue with good services - costs rise - fewer businesses. The oil patch has gone down which reflects on a town - fewer jobs. If taxes go up people complain. Some taxes are necessary to keep our services going; without a tax base we would not have the services. What are fair taxes for homes? Services in small towns should be cheaper, but the way the economy is and prices sky high it is not the case any more. Our system overall is out of control - moneywise. What is the answer??*

*Town needs to work with the County to provide better emergency response for all 24/7. Quick - not 45 minutes to an hour!*

*The maintenance in the Town could be much improved if all the employees would actually put in a full day's work. When I drive around I usually see one person working and the others standing and watching or on the phone. Maybe if they all gave 100% more could be done without raising taxes. It might be time for a change in employees*