
Summary Report for Council: Residential Pulse Survey June 2024

Overview

This summary provides information from the Residential Pulse survey, highlighting satisfaction levels, demographics, and themes for improvement across various municipal services and amenities. Detailed information is provided for each section/question to facilitate easy cross-referencing with the long form.

To be noted, during and proceeding the 2024 survey, there were/are active deliberations on road repair strategies involving both engineering experts and community members, the installation of fibre optics by SaskTel, a complete turnover in the public works department staff, a wet spring season, and the implementation of a interim road maintenance program. The insights and opinions expressed in the survey are reflective of these concurrent events and initiatives.

1. Demographics

This section provides an overview of the respondents' age distribution, residency tenure, and household composition, helping to understand the community profile.

- Age Distribution: 50% of respondents are 40-65 years old, 29.17% are 20-39 years old, and 12.50% are seniors aged 65+.
- Residency Tenure: 63.54% of respondents have been residents or property owners for over 10 years.
- Household Composition: 46.81% of respondents have children under 18.

The following provides the summary of residents' satisfaction with the interaction with Council, Chief Administrative Officer Public Works and Recreation, highlighting both positive feedback and areas needing improvement.

2. Council

Satisfaction Levels:

- Positive: 70.73% (Satisfied: 65.85%, Extremely satisfied: 4.88%)
- Negative: 14.63% (Dissatisfied: 12.20%, Extremely dissatisfied: 2.43%)

Key Themes:

- Positive: Appreciation for council efforts and governance (9 comments out of 15).
- Negative: Need for increased transparency and improved communication (6 comments out of 15).

3. CAO

Satisfaction Levels:

- Positive: 77.10% (Satisfied: 68.67%, Extremely satisfied: 8.43%)
- Negative: 13.25% (Dissatisfied: 9.64%, Extremely dissatisfied: 3.61%)

Key Themes:

- Positive: Efficient management and effective operations (13 comments out of 20).
- Negative: Desire for clearer communication on administrative decisions (7 comments out of 20).

4. Public Works

Satisfaction Levels:

- Positive: 75.86% (Satisfied: 64.37%, Extremely satisfied: 11.49%)
- Negative: 13.79% (Dissatisfied: 10.34%, Extremely dissatisfied: 3.45%)

Key Themes:

- Positive: Strong performance and recent improvements praised (14 comments out of 20).
- Negative: Need for enhanced road maintenance and infrastructure upgrades (6 comments out of 20).

5. Recreation

Satisfaction Levels:

- Positive: 94.11% (Satisfied: 75.29%, Extremely satisfied: 18.82%)
- Negative: 3.53% (Dissatisfied: 3.53%, Extremely dissatisfied: 0%)

Key Themes:

- Positive: High satisfaction with recreational activities and events (16 comments out of 20).
- Negative: Desire for more community events and recreational facilities (4 comments out of 20).

Below is a summary of findings for the community amenities and services

6. Garbage/Recycling

Residents' views on garbage and recycling services, focusing on reliability and areas for potential service enhancements.

Satisfaction Levels:

- Positive: 90.62% (Satisfied: 70.83%, Extremely satisfied: 19.79%)
- Negative: 4.16% (Dissatisfied: 3.12%, Extremely dissatisfied: 1.04%)

Key Themes:

- Positive: Satisfaction with current service and reliability (15 comments out of 20).
- Negative: Requests for better container maintenance and more frequent recycling collection (5 comments out of 20).

7. Fire/First Responders

This section provides an overview of residents' satisfaction with fire and first responder services, highlighting high community confidence.

Satisfaction Levels:

- Positive: 94.73% (Satisfied: 76.84%, Extremely satisfied: 17.89%)
- Negative: 0% (Dissatisfied: 0%, Extremely dissatisfied: 0%)

Key Themes:

- Positive: High community confidence and excellent response times (18 comments out of 18).
- Negative: N/A

8. Roads

This section addresses residents' feedback on road conditions and maintenance, noting significant areas for improvement.

Satisfaction Levels:

- Positive: 9.68% (Satisfied: 6.45%, Extremely satisfied: 3.23%)
- Negative: 86.32% (Dissatisfied: 38.95%, Extremely dissatisfied: 47.37%)

Key Themes:

- Positive: Minimal positive feedback (2 comments out of 20).
- Negative: Significant dissatisfaction with road conditions, urgent need for paving and maintenance (18 comments out of 20).

9. Drainage

This section reviews concerns and satisfaction levels related to drainage systems, emphasizing the need for better flood prevention measures.

Satisfaction Levels:

- Positive: 23.40% (Satisfied: 21.28%, Extremely satisfied: 2.12%)
- Negative: 61.71% (Dissatisfied: 40.43%, Extremely dissatisfied: 21.28%)

Key Themes:

- Positive: Some satisfaction with existing drainage solutions (6 comments out of 20).
- Negative: Major area of concern, need for better drainage solutions to prevent flooding (14 comments out of 20).

10. Community Amenities

Community Events

Satisfaction Levels:

- Positive: 79.31% (Satisfied: 70.69%, Extremely satisfied: 8.62%)
- Negative: 10.34% (Dissatisfied: 6.90%, Extremely dissatisfied: 3.44%)

Key Themes:

- Positive: High satisfaction with community events (15 comments out of 20).
- Negative: Desire for more frequent and varied events (5 comments out of 20).

Parks and Playgrounds

Satisfaction Levels:

- Positive: 77.78% (Satisfied: 63.64%, Extremely satisfied: 14.14%)
- Negative: 12.12% (Dissatisfied: 7.07%, Extremely dissatisfied: 5.05%)

Key Themes:

- Positive: Appreciation for well-maintained parks and playgrounds (14 comments out of 20).
- Negative: Need for more equipment and better maintenance (6 comments out of 20).

Recreation Facilities

Satisfaction Levels:

- Positive: 85.37% (Satisfied: 70.73%, Extremely satisfied: 14.63%)
- Negative: 9.76% (Dissatisfied: 4.88%, Extremely dissatisfied: 4.88%)

Key Themes:

- Positive: High satisfaction with available facilities (16 comments out of 20).
- Negative: Demand for additional facilities and upgrades (4 comments out of 20).

Walking and Biking Paths and Green Spaces

Satisfaction Levels:

- Positive: 80% (Satisfied: 66.67%, Extremely satisfied: 13.33%)
- Negative: 11.67% (Dissatisfied: 10%, Extremely dissatisfied: 1.67%)

Key Themes:

- Positive: Enjoyment of existing paths and green spaces (15 comments out of 20).
- Negative: Requests for expanded and better-maintained paths (5 comments out of 20).

11. Positive Comments

A few noted highlights from the report

- High approval of garbage/recycling and fire/first responder services.
- Appreciation for recent recreational improvements.
- Satisfaction with community events and desire for more volunteer-driven activities.

12. Areas for Improvement

This section identifies the main areas where residents have expressed a need for improvement, providing a focus for future actions.

1. Road Conditions:

- Residents express strong dissatisfaction with road maintenance.
- Significant demand for paved roads to improve safety and cleanliness.

2. Drainage Issues:

- Persistent drainage problems affecting properties and insurance costs
- Need for comprehensive drainage solutions to prevent flooding.

3. Communication:

- Desire for clearer, more consistent communication from the Council and administration
- Requests for more proactive information sharing regarding town decisions and hazards.

Conclusion

The survey results align with ongoing discussions at Council meetings, highlighting key areas of concern. Some issues noted by residents are situational and have already seen improvements. However, concerns around transparency and prioritization require more time to address due to legislative requirements and the need for thorough Council review. This can sometimes create the perception of withholding information or misaligned priorities. To improve communication, particularly in emergencies or for quick notifications, Administration will explore additional resources and best practices to better serve the community's needs.