

2018 Cremona Citizen Satisfaction Survey

Instructions: Please take the time to fill out this survey and return to the Village Office before April 30, 2018. You can drop completed surveys off afterhours at the mail drop off box located between the Village Office doors. It should take approximately 5 to 8 minutes to complete this survey. If you prefer to do the survey electronically please visit our website www.cremona.ca.

1. Are you a resident of:

- Village of Cremona
- Mountain View County
- Other

2. Where do you need to get information on Village services and information? Check all that apply.

- Village Website
- Village Office
- Village Voice
- FCSS Newsletter
- Newspaper
- Calling the Village Office
- Internet (in general)
- Friends/family/word of mouth

3. Is this too much or too little information? Too much Too Little Just Right

4. How satisfied are you with quality of service provided:

- | | | | | | |
|---------------------------------------|---|------------------------------------|---------------------------------------|--|------------------------------|
| Cremona & District Emergency Services | <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Very dissatisfied | <input type="checkbox"/> N/A |
| Cremona Municipal Library | <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Very dissatisfied | <input type="checkbox"/> N/A |
| Black Rollout Cart Collection | <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Very dissatisfied | <input type="checkbox"/> N/A |
| Blue Rollout Cart Collection | <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Very dissatisfied | <input type="checkbox"/> N/A |
| Green Rollout Cart Collection | <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Very dissatisfied | <input type="checkbox"/> N/A |
| Parks, Pathways and Open Spaces | <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Very dissatisfied | <input type="checkbox"/> N/A |
| Recreation Facilities | <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Very dissatisfied | <input type="checkbox"/> N/A |
| Village Website | <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Very dissatisfied | <input type="checkbox"/> N/A |
| Road Maintenance | <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Very dissatisfied | <input type="checkbox"/> N/A |
| Snow & ice control | <input type="checkbox"/> Very satisfied | <input type="checkbox"/> Satisfied | <input type="checkbox"/> Dissatisfied | <input type="checkbox"/> Very dissatisfied | <input type="checkbox"/> N/A |

5. Thinking about your personal dealing with the Village of Cremona, your general impressions and anything you may have read, seen or heard please state whether you agree or disagree with each of the following statements:

1. Village staff is easy to get hold of when I need them.
 Agree Disagree
2. The Village responds quickly to requests and concerns.
 Agree Disagree
3. The Village uses input from citizens in decision making about Village projects and Services.
 Agree Disagree
4. The Village allows citizens to have meaningful input into decision making.
 Agree Disagree
5. Village staff are courteous, helpful and knowledgeable.
 Agree Disagree
6. The quality of customer services from the Village is consistently high.
 Agree Disagree
7. The Village of Cremona practices open and accessible government.
 Agree Disagree

6. From the list of programs and services provided by the Village of Cremona, how satisfied are you with the job the Village is doing in providing that program or service?

1. Family Community Support Services for individuals such as seniors or youth
 Very satisfied Satisfied Dissatisfied Very dissatisfied N/A
2. Roads and Infrastructure
 Very satisfied Satisfied Dissatisfied Very dissatisfied N/A
3. Road maintenance including pothole repairs
 Very satisfied Satisfied Dissatisfied Very dissatisfied N/A
4. Property tax assessment
 Very satisfied Satisfied Dissatisfied Very dissatisfied N/A
5. Land Use Planning
 Very satisfied Satisfied Dissatisfied Very dissatisfied N/A
6. Parks, playgrounds and open spaces
 Very satisfied Satisfied Dissatisfied Very dissatisfied N/A
7. Quality of drinking water
 Very satisfied Satisfied Dissatisfied Very dissatisfied N/A
8. Snow removal
 Very satisfied Satisfied Dissatisfied Very dissatisfied N/A
9. Business licenses and inspections
 Very satisfied Satisfied Dissatisfied Very dissatisfied N/A
10. Bylaw services for things such as noise complaints, fire pits and weeds, and animal control & licensing
 Very satisfied Satisfied Dissatisfied Very dissatisfied N/A

7. Recreation is operated by volunteer community boards and associations, how satisfied are you with the following recreation facilities:

- 1. Curling Rink
 Very satisfied Satisfied Dissatisfied Very dissatisfied Don't use
- 2. Arena
 Very satisfied Satisfied Dissatisfied Very dissatisfied Don't use
- 3. Baseball Diamond
 Very satisfied Satisfied Dissatisfied Very dissatisfied Don't use
- 4. Community Hall
 Very satisfied Satisfied Dissatisfied Very dissatisfied Don't use

8. There is a wide array of challenges facing the Village today, but also many success stories. Please indicate whether you agree or disagree with the following statements about the Village's future:

- 1. Cremona is on the right track to be a better Village 10 years from now.
 Agree Disagree
- 2. I am proud to be a citizen of Cremona?
 Agree Disagree
- 3. I am proud to live in my neighborhood?
 Agree Disagree
- 4. The Cremona Council fosters a Village that is inclusive and accepting of all.
 Agree Disagree
- 5. Cremona is moving in the right direction to ensure high quality of life for future generations.
 Agree Disagree
- 6. I am regularly involved in neighborhood and local community events.
 Agree Disagree
- 7. Cremona is a great place to make a life.
 Agree Disagree
- 8. Cremona is a safe community.
 Agree Disagree

9. Your property tax dollars fund approximately 75% of municipal services. Considering the services provided by the Village, please rate the value you receive from your municipal property tax dollars using a scale of 1 to 10 where 1 represents "very poor value" and 10 represents "very good value"

- 1 2 3 4 5 6 7 8 9 10

10. The Village of Cremona is looking at having High Speed Fibre Internet Services through the SuperNet. How likely would you be willing to sign up for this program?

- Very likely Somewhat likely Not very likely Not at all likely

11. Are you aware the Village of Cremona hosts a Community Calendar on its website for non-profit organizations to advertise their events?

Yes

No

12. Do you use the Community Calendar?

Yes

No

Additional comments you would like to share: