

SUMMARY OF THE COMMUNITY ENGAGEMENT EVENTS IN BLACK DIAMOND AND SURVEY RESPONSES FROM BLACK DIAMOND RESIDENTS

1. Participation:

Question #1 asked where the respondents lived. Between hard copies of the survey that were left at the community events as well as those dropped off at the Town Hall, a total of **49** surveys were submitted and a total of **110** online surveys were submitted by those that called Black Diamond home (note, that one (1) response was from a business owner in Black Diamond).

In addition to the survey submissions, there were four (4) events held in Black Diamond, attracting **123** attendees.

2. Tenure in the community:

Question #2 asked those that indicated they lived in the community to outline how long they have lived there. The following represents a total summary of responses. The majority of all participants indicated that they have lived in the Town for over 10 years (**42.7%**), with a more even distribution among those who responded online.

Table 1: Total Responses

<1 year	1-5 years	5-10 years	10+ years	NA	Total
8	42	39	67	1	157
5.1%	26.8%	24.8%	42.7%	0.6%	100.0%

3. Perspectives on Service Levels:

As part of any transition moving forward, regardless of how the communities proceed, part of the intent of the community engagement events was to gauge the perspectives of the residents around the services that they are receiving. While this represents a high level overview, it is intended to compare the perceived importance with the perceived level of satisfaction to use as a baseline for the two communities moving forward.

The table below represents a comparative evaluation of the results of Question #3, ranking the importance of the various services, and Question #4, ranking the overall level of satisfaction with each service. For example, while Water and Sewer services were nearly unanimously deemed *Somewhat important* or *Very Important*, it also had the fifth highest level of dissatisfaction, with 14.0% indicating they were *Not Very Satisfied* or *Not at all Satisfied*.

Table 2: Comparative Evaluation – Importance and Satisfaction

Services	Level of Importance	Services	Level of Dissatisfaction
Water/Sewer	98.8%	Bylaw Enforcement	25.9%
Protective services	98.8%	Planning	25.0%
Garbage/Recycling	96.3%	Street/Sidewalk maintenance	16.8%
Street/Sidewalk maintenance	94.3%	Public Transportation	14.8%
Planning	85.5%	Water/Sewer	14.0%
Parks/Paths/Open Space	81.3%	Parks/Paths/Open Space	13.9%
Bylaw Enforcement	80.0%	Recreation Facilities	13.8%
Snow removal	87.6%	Snow removal	11.5%
Library	67.9%	Arts/Culture	11.5%
Recreation Facilities	75.6%	Garbage/Recycling	10.1%
FCSS	72.5%	Library	7.6%
Arts/Culture	62.9%	Protective services	6.9%
Public Transportation	45.0%	FCSS	4.5%

NOTE: Each service is first ranked in order of the overall level of importance (combining those that answered *Somewhat Important* or *Very Important*) and each service is also ranked based on the level of dissatisfaction (combining those that answered *Not Very Satisfied* or *Not at all Satisfied*).

Table 3: Total Responses – Level of Importance for each Service

Services	Very Important	Somewhat Important	Not Very Important	Not at All Important	Unsure
Garbage/Recycling	73.1%	23.1%	3.8%	0.0%	0.0%
Water/Sewer	92.5%	6.3%	0.0%	0.6%	0.6%
Protective services	85.6%	13.1%	1.3%	0.0%	0.0%
Street/Sidewalk maintenance	50.9%	43.4%	3.8%	1.9%	0.0%
Snow removal	37.3%	50.3%	8.7%	3.1%	0.6%
Parks/Paths/Open Space	45.6%	35.6%	13.1%	5.6%	0.0%
Recreation Facilities	33.1%	42.5%	16.3%	7.5%	0.6%
FCSS	31.3%	41.3%	18.1%	6.3%	3.1%
Arts/Culture	24.5%	38.4%	22.0%	13.8%	1.3%
Library	33.3%	34.6%	17.6%	13.2%	1.3%
Planning	49.7%	35.8%	10.7%	3.1%	0.6%
Bylaw	39.4%	40.6%	14.4%	5.0%	0.6%
Public Transportation	13.1%	31.9%	33.1%	20.6%	1.3%

Table 4: Total Responses – Level of Satisfaction for each Service

Services	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not at All Satisfied	Unsure
Garbage/Recycling	58.2%	30.4%	8.9%	1.3%	1.3%
Water/Sewer	55.4%	29.9%	10.2%	3.8%	0.6%
Protective services	67.3%	23.3%	6.3%	0.6%	2.5%
Street/Sidewalk maintenance	30.3%	49.7%	13.5%	3.2%	3.2%
Snow removal	47.1%	38.9%	7.6%	3.8%	2.5%
Parks/Paths/Open Space	39.2%	42.4%	9.5%	4.4%	4.4%
Recreation Facilities	27.7%	38.4%	8.2%	5.7%	20.1%
FCSS	27.1%	28.4%	2.6%	1.9%	40.0%
Arts/Culture	28.0%	36.9%	8.3%	3.2%	23.6%
Library	56.7%	20.4%	3.2%	4.5%	15.3%
Planning	12.2%	46.8%	17.3%	7.7%	16.0%
Bylaw	30.4%	34.8%	14.6%	11.4%	8.9%
Public Transportation	16.1%	31.0%	7.7%	7.1%	38.1%

4. Overall Satisfaction:

Question #5 asked people to provide their general level of satisfaction overall, indicating their perspective on how well the Town is doing in delivery services. Despite perspectives or comments that were somewhat negative around individual services, the overall level of satisfaction appears relatively high. Only 8.2% (13 total responses) indicated a level of dissatisfaction with the overall level of service.

Table 5: General Level of Satisfaction

Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not at All Satisfied	Unsure	Total
56	85	13	0	4	158
35.4%	53.8%	8.2%	0.0%	2.5%	100.0%

5. Collaborating on Service Delivery:

Question #6 asked the respondents to consider the different services from the perspective of the importance of collaborating on these services. The following table provides an overall ranking based on the combination of those that responded either *Very Important* or *Somewhat Important*.

Table 6: Overall Level of Importance for Collaborative Services

Services	Level of Importance
Water/Sewer	89.0%
Garbage/Recycling	87.7%
Protective Services	85.3%
Recreation Facilities	80.6%
Bylaw Enforcement	78.2%
Planning	76.3%
Parks/Paths/Open Space	75.6%
Library	75.3%
Street/Sidewalk maintenance	73.2%
Snow removal	72.4%
FCSS	66.9%
Arts/Culture	64.7%
Public Transportation	56.1%

Table 7: Total Responses – Level of Importance for each Service

Services	Very Important	Somewhat Important	Not Very Important	Not at All Important	Unsure
Garbage/Recycling	70.3%	17.4%	3.2%	5.2%	3.9%
Water/Sewer	78.7%	10.3%	3.2%	3.2%	4.5%
Protective services	70.5%	14.7%	6.4%	5.8%	2.6%
Street/Sidewalk maintenance	43.9%	29.3%	12.7%	9.6%	4.5%
Snow removal	44.2%	28.2%	14.1%	10.3%	3.2%
Parks/Paths/Open Space	44.9%	30.8%	12.8%	9.0%	2.6%
Recreation Facilities	45.8%	34.8%	5.8%	8.4%	5.2%
FCSS	40.8%	26.1%	12.7%	8.9%	11.5%
Arts/Culture	32.7%	32.1%	17.3%	10.9%	7.1%
Library	49.4%	25.9%	9.5%	10.1%	5.1%
Planning	50.0%	26.3%	8.3%	9.6%	5.8%
Bylaw	50.6%	27.6%	8.3%	9.0%	4.5%
Public Transportation	32.3%	23.9%	16.1%	13.5%	14.2%

6. Priorities:

Question #7 asked for perspectives relative to the two Towns moving toward a more unified approach to governance. Respondents were asked to rank each of the priorities based on what they felt was most important as part of any transition (with 1 being the most important and 6 being the least important). The following table represents a summary of the average score for each of the priorities.

Table 8: Total Responses – Importance of Unified Approach

Priorities	Average Response
Location of Facilities	4.7
Local Autonomy	3.8
Costs of Services	1.8
Effectiveness & Efficiency of Administration	2.8
Local Identity	4.4
Effectiveness & Efficiency of Local Government	2.9

Considering the general feedback from the community engagement events and the comments provided as part of the survey responses, it is clear that the *Costs of Services* with a total average score of **1.8**, represents the key priority outlined by those that participated in the events.

7. Importance of Other Services Comments:

Question #8 asked respondents to consider other collaborative opportunities beyond the typical municipal services. The following table provides an overall ranking based on the combination of those that responded either *Very Important* or *Somewhat Important*.

Table 9: Total Responses - Level of Importance Ranking

Other Opportunities	Level of Importance
Joint Purchase of Equipment	89.1%
Joint Community Planning	88.6%
Administrative Services	88.5%
Economic Development Planning	88.4%
Local Governance Representation	87.8%
Stronger Regional Voice	87.3%
Seniors Care/Housing	86.5%
Marketing the Region	80.4%

Table 10: Total Responses – Importance of Collaborative Services

Other Opportunities	Very Important	Somewhat Important	Not Very Important	Not at All Important	Unsure
Marketing the Region	50.0%	30.4%	11.4%	7.0%	1.3%
Economic Development Planning	61.9%	26.5%	7.7%	3.2%	0.6%
Joint Community Planning	57.0%	31.6%	5.7%	5.1%	0.6%
Stronger Regional Voice	58.9%	28.5%	7.0%	3.8%	1.9%
Joint Purchase of Equipment	48.7%	40.4%	6.4%	3.8%	0.6%
Seniors Care/Housing	54.5%	32.1%	9.0%	3.2%	1.3%
Administrative Services	67.3%	21.2%	3.8%	7.1%	0.6%
Local Governance Representation	60.9%	26.9%	3.8%	7.1%	1.3%

SUMMARY OF THE COMMUNITY ENGAGEMENT EVENTS IN TURNER VALLEY AND SURVEY RESPONSES FROM TURNER VALLEY RESIDENTS

1. Participation:

Question #1 asked where the respondents lived. Between hard copies of the survey that were left at the community events as well as those dropped off at the Town Hall, a total of **54** surveys were submitted and a total of **56** online surveys were submitted by those that called Turner Valley home (note, that three (3) responses were from business owners in Turner Valley).

In addition to the survey submissions, there were five (5) events held in Turner Valley, attracting **143** attendees.

2. Tenure in the community:

Question #2 asked those that indicated they lived in the community to outline how long they have lived there. The following represents a total summary of responses and breaks it down further based on the tenure by those that completed the survey by hand and those that submitted it online. The majority of all participants indicated that they have lived in the Town for over 10 years (**46.4%**).

Table 11: Total Responses:

<1 year	1-5 years	5-10 years	10+ years	NA	Total
6	29	21	51	3	110
5.5%	26.4%	19.1%	46.4%	2.7%	100.0%

3. Importance of Services Comments:

As part of any transition moving forward, regardless of how the communities proceed, part of the intent of the community engagement events was to gauge the perspectives of the residents around the services that they are receiving. While this represents a high level overview, it is intended to compare the perceived importance with the perceived level of satisfaction to use as a baseline for the two communities moving forward.

The table below represents a comparative evaluation of the results of Question #3, ranking the importance of the various services, and Question #4, ranking the overall level of satisfaction with each service. For example, while Street/Sidewalk maintenance had nearly 92% of respondents indicate this was either *Somewhat important* or *Very important*, it also had the fifth highest level of dissatisfaction, with 25.5% indicating they were *Not Very Satisfied* or *Not at all Satisfied*.

Table 12: Comparative Evaluation – Importance and Satisfaction

Services	Level of Importance	Services	Level of Dissatisfaction
Water/Sewer	100.0%	Recreation Facilities	36.4%
Protective services	97.3%	Planning	33.3%
Garbage/Recycling	97.3%	Snow removal	26.9%
Street/Sidewalk maintenance	91.9%	Bylaw Enforcement	25.7%
Snow removal	89.2%	Street/Sidewalk maintenance	25.5%
Planning	84.8%	Parks/Paths/Open Space	23.9%
Parks/Paths/Open Space	83.6%	Public Transportation	21.3%
Recreation Facilities	81.1%	Arts/Culture	18.5%
Library	79.1%	FCSS	11.0%
Bylaw Enforcement	75.7%	Garbage/Recycling	10.1%
FCSS	65.5%	Protective services	8.3%
Arts/Culture	61.3%	Water/Sewer	6.4%
Public Transportation	44.1%	Library	3.7%

NOTE: Each service is first ranked in order of the overall level of importance (combining those that answered *Somewhat Important* or *Very Important*) and each service is also ranked based on the level of dissatisfaction (combining those that answered *Not Very Satisfied* or *Not at all Satisfied*).

Table 13: Total Responses – Level of Importance for each Service

Services	Very Important	Somewhat Important	Not Very Important	Not at All Important	Unsure
Garbage/Recycling	70.9%	26.4%	1.8%	0.9%	0.0%
Water/Sewer	92.8%	7.2%	0.0%	0.0%	0.0%
Protective services	89.2%	8.1%	2.7%	0.0%	0.0%
Street/Sidewalk maintenance	48.6%	43.2%	6.3%	0.9%	0.9%
Snow removal	45.0%	44.1%	9.9%	0.9%	0.0%
Parks/Paths/Open Space	39.1%	44.5%	11.8%	4.5%	0.0%
Recreation Facilities	33.3%	47.7%	12.6%	4.5%	1.8%
FCSS	27.3%	38.2%	19.1%	10.9%	4.5%
Arts/Culture	19.8%	41.4%	26.1%	11.7%	0.9%
Library	42.7%	36.4%	17.3%	2.7%	0.9%
Planning	42.9%	42.0%	10.7%	2.7%	1.8%
Bylaw	36.0%	39.6%	11.7%	11.7%	0.9%
Public Transportation	7.2%	36.9%	27.9%	26.1%	1.8%

Table 14: Total Responses – Level of Satisfaction for each Service

Services	Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not at All Satisfied	Unsure
Garbage/Recycling	59.6%	30.3%	8.3%	1.8%	0.0%
Water/Sewer	55.5%	38.2%	4.5%	1.8%	0.0%
Protective services	67.0%	22.9%	8.3%	0.0%	1.8%
Street/Sidewalk maintenance	32.7%	40.9%	18.2%	7.3%	0.9%
Snow removal	41.7%	30.6%	14.8%	12.0%	0.9%
Parks/Paths/Open Space	32.1%	42.2%	19.3%	4.6%	1.8%
Recreation Facilities	24.5%	32.7%	25.5%	10.9%	6.4%
FCSS	21.1%	40.4%	8.3%	2.8%	27.5%
Arts/Culture	24.1%	42.6%	13.0%	5.6%	14.8%
Library	74.1%	14.8%	2.8%	0.9%	7.4%
Planning	11.1%	40.7%	18.5%	14.8%	14.8%
Bylaw	27.5%	33.9%	12.8%	12.8%	12.8%
Public Transportation	13.0%	31.5%	12.0%	9.3%	34.3%

4. Overall Satisfaction:

Question #5 asked people to provide their general level of satisfaction overall, indicating their perspective on how well the Town is doing in delivery services. Despite perspectives or comments that were somewhat negative around individual services, the overall level of satisfaction appears relatively high. Only 14.7% (16 total responses) indicated a level of dissatisfaction with the overall level of service.

Table 15: General Level of Satisfaction

Very Satisfied	Somewhat Satisfied	Not Very Satisfied	Not at All Satisfied	Unsure	Total
32	61	13	3	0	109
29.4%	56.0%	11.9%	2.8%	0.0%	100.0%

5. Collaborating on Service Delivery:

Question #6 asked the respondents to consider the different services from the perspective of the importance of collaborating on these services. The following table provides an overall ranking based on the combination of those that responded either *Very Important* or *Somewhat Important*.

Table 16: Overall Level of Importance for Collaborative Services

Collaborate	Level of Importance
Water/Sewer	99.1%
Garbage/Recycling	96.3%
Protective services	95.4%
Parks/Paths/Open Space	91.7%
Snow removal	89.0%
Library	87.3%
Recreation Facilities	86.4%
Planning	86.1%
Street/Sidewalk maintenance	84.5%
Bylaw Enforcement	82.4%
FCSS	73.4%
Arts/Culture	72.5%
Public Transportation	66.1%

Table 17: Total Responses – Level of Importance for each Service

Services	Very Important	Somewhat Important	Not Very Important	Not at All Important	Unsure
Garbage/Recycling	81.7%	14.7%	2.8%	0.0%	0.9%
Water/Sewer	85.3%	13.8%	0.0%	0.0%	0.9%
Protective services	82.6%	12.8%	1.8%	1.8%	0.9%
Street/Sidewalk maintenance	54.5%	30.0%	11.8%	1.8%	1.8%
Snow removal	57.8%	31.2%	7.3%	2.8%	0.9%
Parks/Paths/Open Space	53.2%	38.5%	5.5%	0.9%	1.8%
Recreation Facilities	60.0%	26.4%	9.1%	2.7%	1.8%
FCSS	41.3%	32.1%	13.8%	6.4%	6.4%
Arts/Culture	42.2%	30.3%	16.5%	6.4%	4.6%
Library	67.3%	20.0%	7.3%	2.7%	2.7%
Planning	62.0%	24.1%	6.5%	2.8%	4.6%
Bylaw	58.3%	24.1%	9.3%	7.4%	0.9%
Public Transportation	34.9%	31.2%	13.8%	12.8%	7.3%

6. Priorities:

Question #7 asked for perspectives relative to the two Towns moving toward a more unified approach to governance. Respondents were asked to rank each of the priorities based on what they felt was most important as part of any transition (with 1 being the most important and 6 being the least important). The following tables represent a summary of the average score for each of the priorities.

Table 18: Total Responses – Importance of Unified Approach

Priorities	Average Response
Location of Facilities	4.9
Local Autonomy	3.9
Costs of Services	1.9
Effectiveness & Efficiency of Administration	2.4
Local Identity	4.8
Effectiveness & Efficiency of Local Government	2.7

Considering the general feedback from the community engagement events and the comments provided as part of the survey responses, it is clear that the *Costs of Services* with a total average score of **1.9**, represents the key priority outlined by those that participated in the events.

7. Importance of Other Services Comments:

Question #8 asked respondents to consider other collaborative opportunities beyond the typical municipal services. The following tables provide an overall ranking based on the combination of those that responded either *Very Important* or *Somewhat Important*, as well as providing the full spectrum of responses for each of the services as a total and broken down by hard copy submissions and online responses.

Table 19: Total Responses - Level of Importance Ranking

Other Opportunities	Level of Importance
Economic Development Planning	95.4%
Administrative Services	94.5%
Local Governance Representation	94.5%
Joint Planning	93.6%
Joint Purchase of Equipment	93.6%
Marketing the Region	90.8%
Seniors Care/Housing	89.0%
Stronger Regional Voice	88.9%

Table 20: Total Responses – Importance of Collaborative Services

Other Opportunities	Very Important	Somewhat Important	Not Very Important	Not at All Important	Unsure
Marketing the Region	50.5%	40.4%	6.4%	2.8%	0.0%
Economic Development Planning	67.0%	28.4%	2.8%	1.8%	0.0%
Joint Planning	56.9%	36.7%	3.7%	2.8%	0.0%
Stronger Regional Voice	62.0%	26.9%	10.2%	0.9%	0.0%
Joint Purchase of Equipment	51.4%	42.2%	4.6%	1.8%	0.0%
Seniors Care/Housing	50.5%	38.5%	6.4%	3.7%	0.9%
Administrative Services	67.9%	26.6%	3.7%	0.9%	0.9%
Local Governance Representation	68.8%	25.7%	1.8%	2.8%	0.9%