

Citizen Input Survey

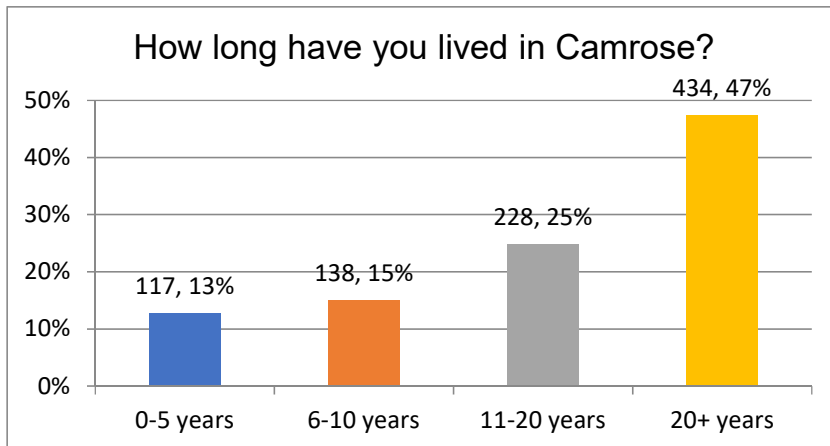
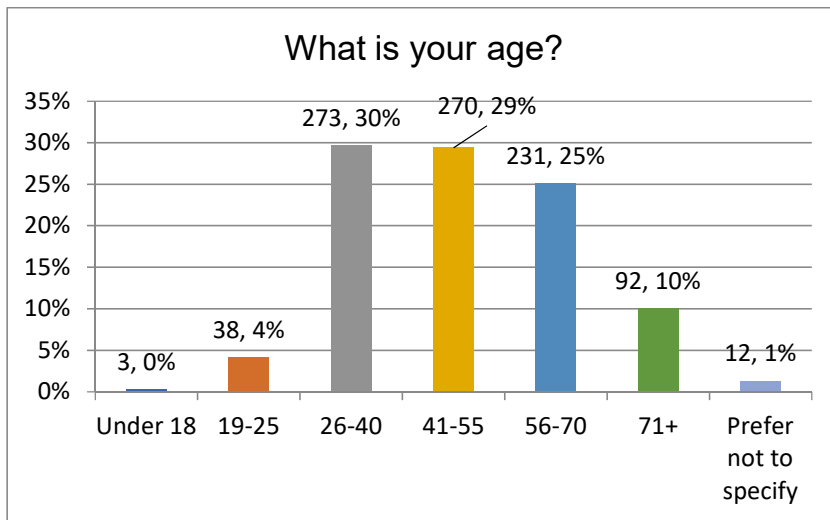
Summary

To prepare for Council’s strategic planning process, the City of Camrose conducted public engagement to seek input from residents and employees on what is important to them, what could be improved, and what Camrose should focus on for the next four years.

Citizen Input Survey

The Citizen Input Survey was available from January 10 to February 11, 2022 and was available online and hard-copies at City facilities front counters. The City promoted the survey via the local newspaper and social media and received an exceptional response rate of 924 citizen submissions (864 online and 60 paper copies). The Citizen Input Survey submissions resulted in 8,225 pieces qualitative data and hundreds of points of quantitative data.

Demographic Information



Survey Questions

1. What are your top three favourite things about Camrose?	
# of Responses	Category of Responses
494	Greenspaces / trails / parks
213	Size
148	The People / Friendly
125	Recreation - indoor/outdoor/facilities
122	Arts & culture events & facilities
117	Amenities
103	Downtown
84	Sense of community
81	Small town feel
79	Safe
76	Accessible - easy/short drive anywhere/low traffic
66	Beautiful - picturesque, community, green spaces, outdoors
63	Mirror Lake
60	Shopping
50	UofA Augustana
47	Local businesses
46	Clean / well kept
43	Quiet community
38	Proximity to Edmonton
34	Location
32	Activities / programs
32	Health care facilities & services
32	Valley
28	Aquatic Centre
28	Schools
26	Family-friendly
25	Golf Course
22	Library
17	Restaurants
16	Senior-friendly
15	Family & friends live here
14	Historic buildings
13	Airport
9	Convenience
7	City Police
6	Well-managed
5	Faith groups
5	Playgrounds
76	<u>Other</u>
2497	Total

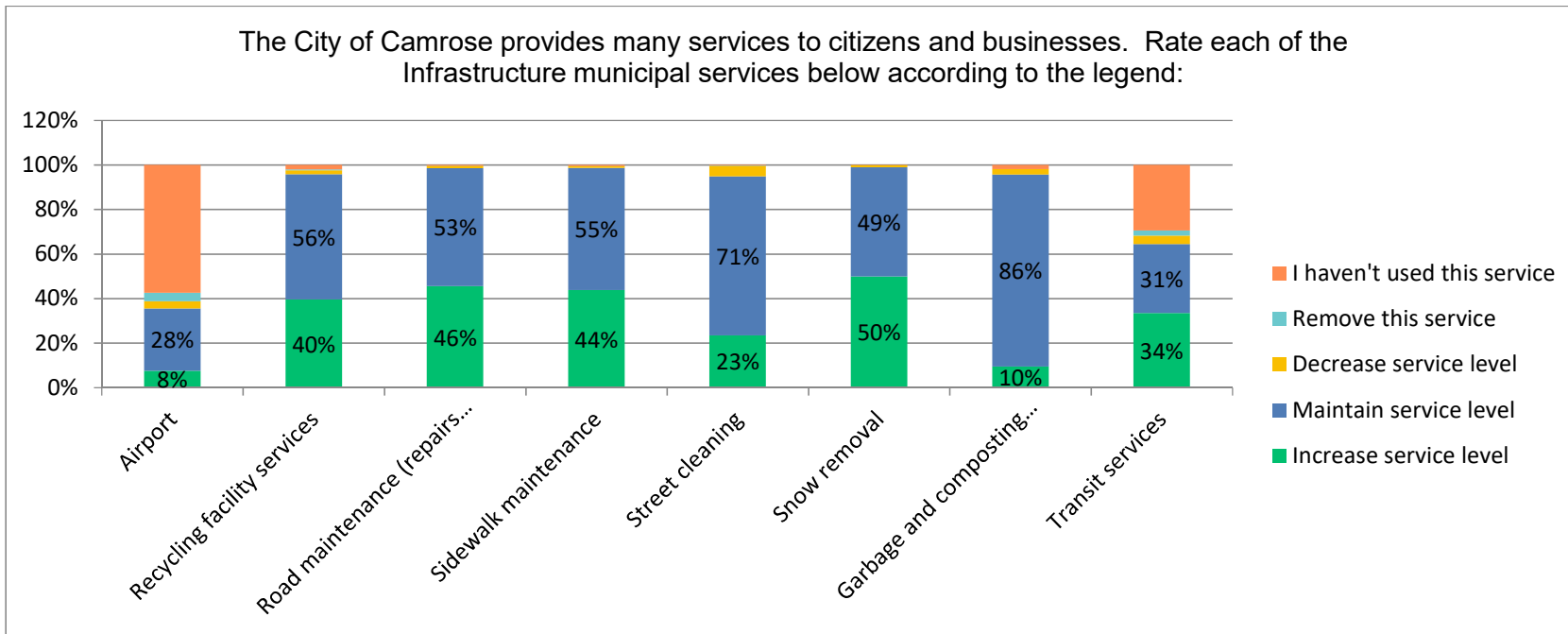
2. Why do you choose to live in Camrose?	
# of Responses	Category of Responses
355	Family & friends live here
293	Employment
219	Just the right size
116	Proximity to Edmonton
114	Hometown
103	Amenities
84	Family-friendly
77	Safe
69	Affordable - cost of housing/living/taxes
66	Other
63	Schools
58	People
56	Sense of community
54	Greenspace / walking trails / parks
53	Location
52	Small town feel
44	Business opportunity
39	Beautiful
39	Recreation
36	Arts & culture events & facilities
32	Health care facilities & services
30	Accessible - easy/short drive anywhere/low traffic
30	Great place for seniors
28	Quiet
24	UofA Augustana
20	Wonderful place
18	Activities & programs
17	Clean
15	Shopping
9	Convenience
9	Neighbourhood
7	Airport
7	Golf Course
7	Lifestyle
7	Moved from County
7	Opportunities
7	Quality of life
7	Rural
6	Has become home
6	Housing market
6	Walkability
67	<u>Other</u>
2356	Total

3. What do you view as the top three opportunities for Camrose?	
# of Responses	Category of Responses
170	Business attraction & growth
79	Sports programs & facilities
67	Stores - more
65	Arts & culture - build on & expand
65	Employment - more & diverse jobs
65	Programs & activities - more
63	UofA Augustana - build on & expand
62	Growth
61	Education - build on & expand
57	Housing - affordable, more
57	Industry & manufacturing - attract
56	Environmental - more green initiatives/energy/tech
56	Senior-friendly/great retirement place
55	Events - more festivals/tournaments/community
53	Recreation - more
50	Family-friendly
49	Health care - build on & expand
45	Greenspace / trails / parks
44	Downtown - unique/revitalize/develop
37	Sense of community
32	Roads & snow removal - improve
27	Agriculture industry - expand
25	Transit - improve
24	Social services - expand & address challenges
19	Tourism
17	Regional hub
16	Lower taxes
16	Proximity to Edmonton
15	Available land
14	Amenities
14	Library
14	Youth - attract & retain
12	Small town feel
11	Airport - further develop
11	Restaurants
11	Safe
10	Healthy living
10	Support local
9	Entertainment
8	Heritage
8	Young families - attract
7	BVJ
7	Collaboration with County

7	Reputation
7	Size
7	Walkability
6	Central location
6	People
6	Traffic safety - improve
6	Volunteering
5	Accessible - easy/short drive anywhere
5	Internet
5	Railway
5	Transportation to Edmonton - needed
68	<u>Other</u>
1726	Total

4. The City of Camrose provides many services to citizens and businesses. Rate each of the Infrastructure municipal services below according to the legend.

	Increase service level		Maintain service level		Decrease service level		Remove this service		I haven't used this service		Total
Airport	8%	64	28%	237	3%	28	4%	32	57%	488	849
Recycling facility services	40%	336	56%	478	2%	15	0%	3	2%	18	850
Road maintenance (repairs and replacements)	46%	389	53%	451	1%	9	0%	0	0%	4	853
Sidewalk maintenance	44%	374	55%	469	1%	7	0%	0	1%	5	855
Street cleaning	23%	200	71%	609	5%	40	0%	2	0%	2	853
Snow removal	50%	425	49%	418	1%	8	0%	0	0%	1	852
Garbage and composting collection	10%	81	86%	735	2%	20	0%	0	2%	17	853
Transit services	34%	286	31%	263	4%	33	2%	20	29%	251	853
Any comments on these services?											309
										Answered	856
										Skipped	79

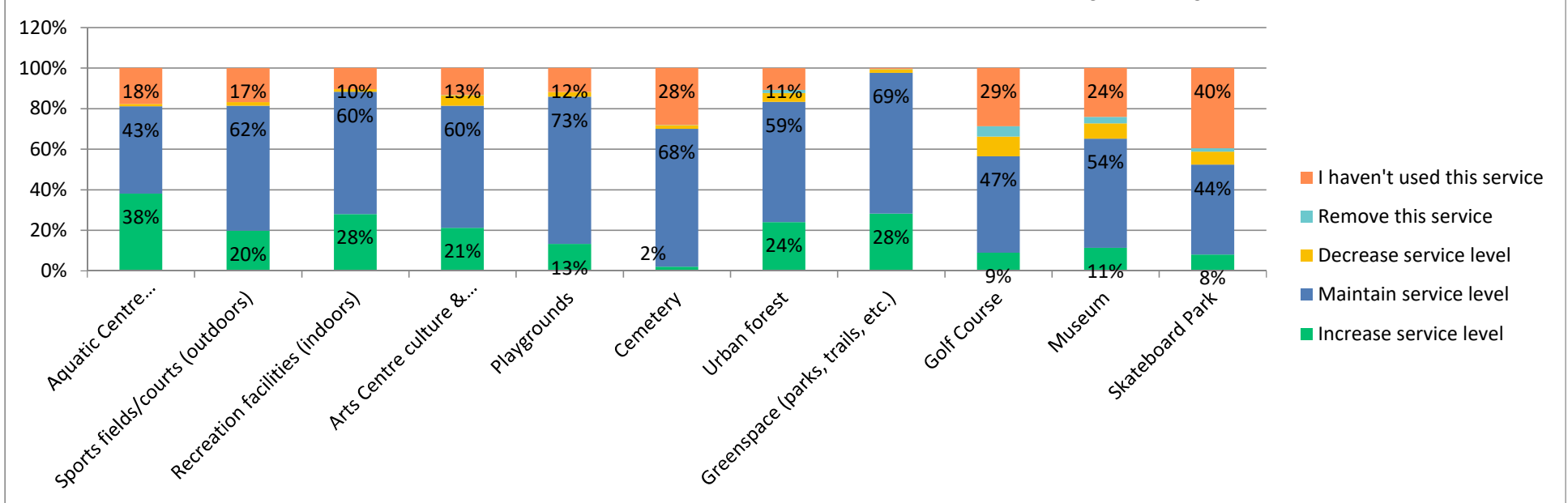


Any comments on Infrastructure municipal services?	
# of Responses	Category of Responses
80	Transit - expand/needed
7	Transit - not viable/use tokens
80	Snow removal - improve
5	Snow removal - adequate/excellent
39	Roads - improve
4	Roads - excellent
50	Recycling - expand
4	Recycling - excellent
31	Sidewalks - improve
28	Transportation to Edmonton
10	Airport - privatize/decrease subsidy
11	Airport - important/increase/unsure
19	Compost - excellent/expand
13	Excellent infrastructure services
11	Water source sustainability
10	Bike infrastructure
6	Garbage collection - excellent/twice monthly pick ups
5	Traffic lights/safety - improve
3	Handivan - expand
45	<u>Other</u>
461	Total

4. The City of Camrose provides many services to citizens and businesses. Rate each of the Recreation & Culture municipal services below according to the legend.

	Increase service level		Maintain service level		Decrease service level		Remove this service		I haven't used this service		Total
Aquatic Centre services/programs	38%	324	43%	367	1%	10	0%	0	18%	151	852
Sports fields/courts (outdoors)	20%	168	62%	525	2%	15	0%	0	17%	143	851
Recreation facilities (indoors)	28%	238	60%	512	1%	11	0%	0	10%	89	850
Arts Centre culture & recreation services/programs	21%	180	60%	511	5%	45	0%	1	13%	112	849
Playgrounds	13%	112	73%	617	2%	20	0%	0	12%	100	849
Cemetery	2%	17	68%	579	2%	15	0%	1	28%	239	851
Urban forest	24%	201	59%	496	4%	37	2%	13	11%	90	837
Greenspace (parks, trails, etc.)	28%	239	69%	590	2%	15	0%	1	0%	4	849
Golf Course	9%	76	47%	403	10%	83	5%	43	29%	244	849
Museum	11%	96	54%	457	8%	64	3%	26	24%	205	848
Skateboard Park	8%	68	44%	376	6%	54	2%	14	40%	336	848
Any comments on these services?											283
										Answered	854

Rate each of the Recreation & Culture municipal services below according to the legend.



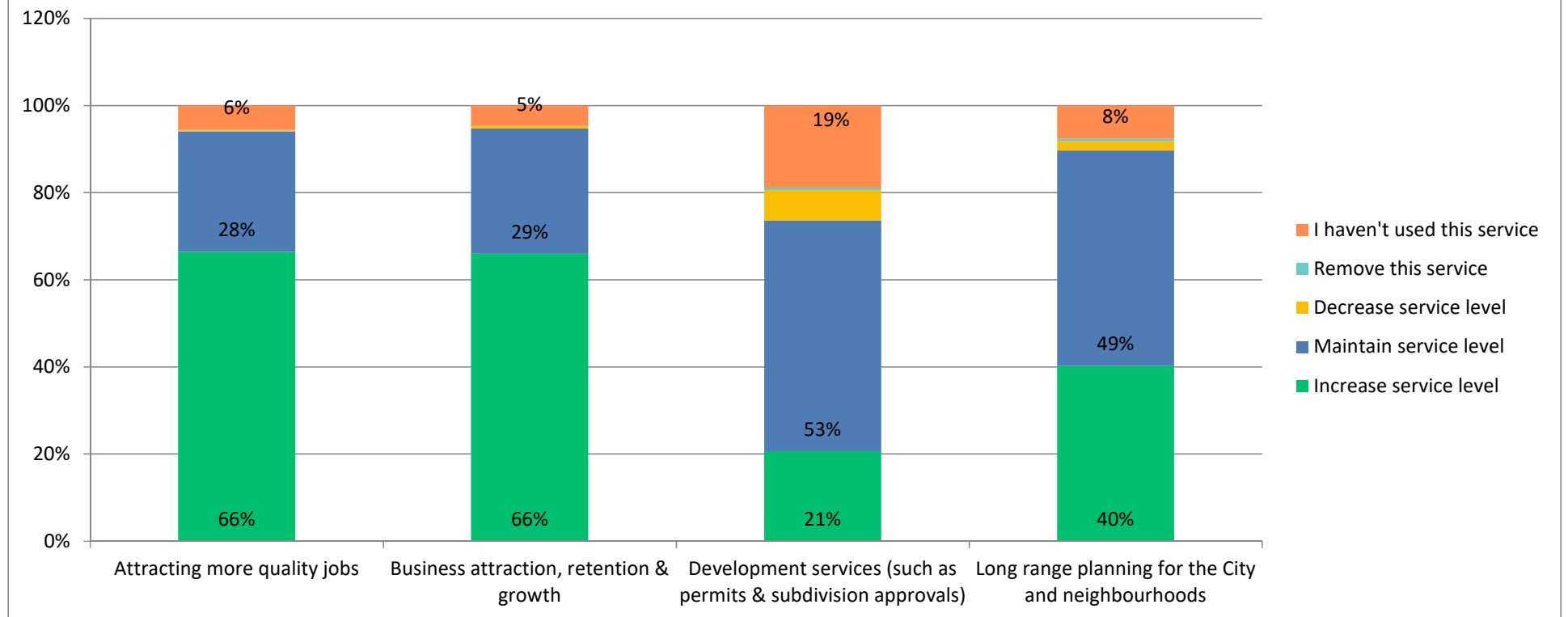
Any comments on Recreation &
Culture services?

# of Responses:	Category of Comments:
31	Golf Course - privatize/too expensive/services small group
27	Golf Course - support/improve/excellent
58	Aquatic Centre - more hours/programs
29	Greenspaces / trails / parks - love/maintain/improve
21	Indoor facilities - drop in/more options/variety
20	Baseball diamonds - need more & improvements
16	Skateboard Park - problems there
10	Museum - improve/more investment
6	Museum - privatize/not used very much
16	Arts & Culture - important/more affordable options/support
13	Curling - more investment needed
13	Playgrounds
11	Excellent recreation
10	Events - more
10	Walking track - important
9	Deer problem
9	Naturalization - not in support
6	Naturalization - support
9	Arenas - improve ice times
9	Sports fields - improve/more
8	Dog Park - support at Golf Course, add porta potty etc
7	Activities - affordable, for teens
5	Cemetery - maintain/increase
5	Pesticides - eliminate
4	Beautification - improve
4	Ski trails - excellent
4	Outdoor rinks - improve, add boards
4	Urban Forest - more investment
3	Advertising - more to increase utilization
3	Airport - not needed
3	Community
3	Senior Centre - improve/more resources
3	Football fields - need improvement
3	Valley - love/preserve
67	<u>Others</u>
459	Total

4. The City of Camrose provides many services to citizens and businesses. Rate each of the Community Development municipal services below according to the legend.

	Increase service level		Maintain service level		Decrease service level		Remove this service		I haven't used this service		Total
	%	Count	%	Count	%	Count	%	Count	%	Count	
Attracting more quality jobs	66%	558	28%	233	0%	2	0%	1	6%	47	841
Business attraction, retention & growth	66%	557	29%	243	1%	5	0%	0	5%	40	845
Development services (such as permits & subdivision approvals)	21%	173	53%	444	7%	59	1%	5	19%	158	839
Long range planning for the City and neighbourhoods	40%	338	49%	415	2%	18	1%	5	8%	64	840
Any comments on these services?											196
										Answered	847

Rate each of the Community Development municipal services below according to the legend.

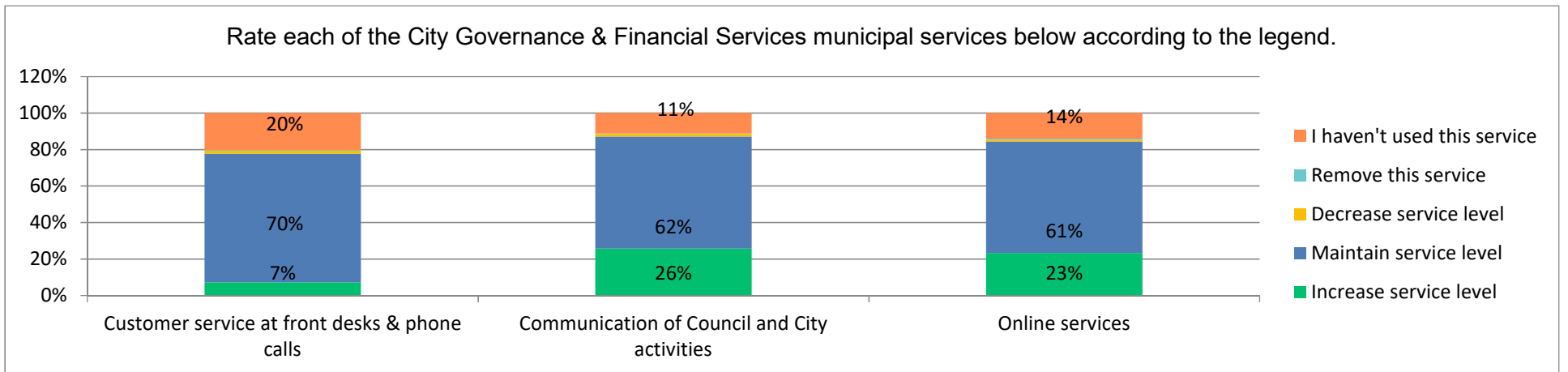


Any comments on Community Development services?

Responses:	Comments:
8	Neighbourhoods - older ones need upkeep & greenspaces
8	Small business - more (less box stores)
7	Historic housing - preserve
7	Industry - attract
7	City - listen to / communication with citizens
6	Business growth & retention
6	Economic development - important
6	Stores
6	Mixed use buildings & neighbourhoods
5	Augustana neighbourhood
<u>98</u>	<u>Others</u>
164	Total

4. The City of Camrose provides many services to citizens and businesses. Rate each of City Governance & Financial Services below according to the legend.

	Increase service level		Maintain service level		Decrease service level		Remove this service		I haven't used this service		Total
Customer service at front desks & phone calls	7%	61	70%	598	2%	15	0%	2	20%	173	849
Communication of Council and City activities	26%	217	62%	521	1%	11	0%	3	11%	95	847
Online services	23%	195	61%	512	1%	8	1%	5	14%	118	838
Any comments on these services?											113
										Answered	849



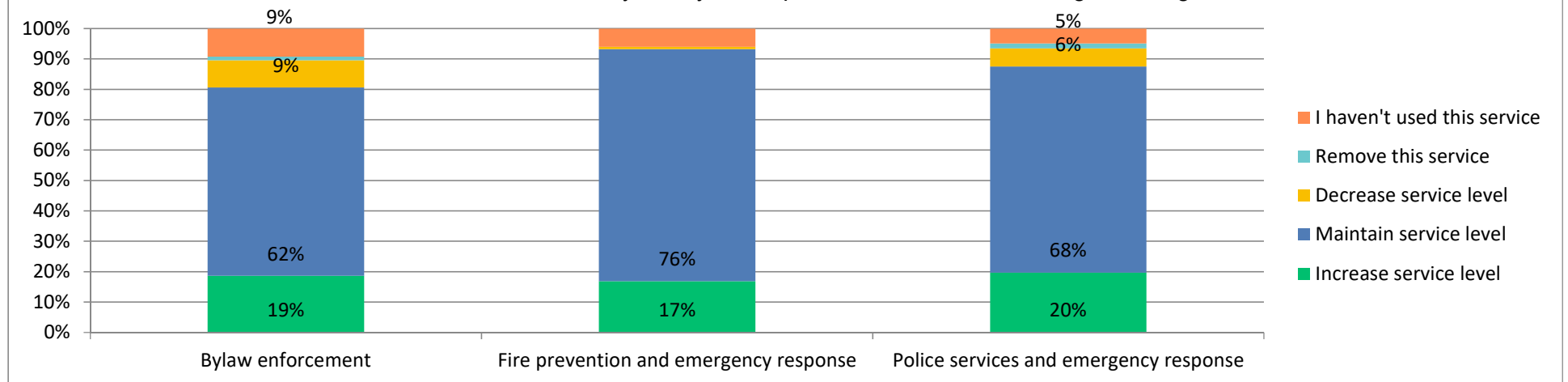
Any comments on City Governance & Financial Services?

# Responses:	Comments:	# Responses:	Comments:
27	Customer service - excellent	17	Lower taxes
2	Customer service - poor	1	Higher taxes for higher service levels
13	Website - difficult/poor	9	Transparency – important
4	Website - good	4	Regional collaboration
15	Communication - useful	4	City facilities - longer hours
7	Communication - improve	23	<u>Others</u>
3	Front desk staff crucial	150	Total
2	Surveys - useful		
15	Online services - improve		
4	Online services - good		

4. The City of Camrose provides many services to citizens and businesses. Rate each of Community Safety Services below according to the legend.

	Increase service level		Maintain service level		Decrease service level		Remove this service		I haven't used this service		Total
Bylaw enforcement	19%	158	62%	526	9%	76	1%	10	9%	79	849
Fire prevention and emergency response	17%	143	76%	647	1%	7	0%	0	6%	51	848
Police services and emergency response	20%	167	68%	576	6%	50	2%	14	5%	42	849
Any comments on these services?											178
										Answered	850

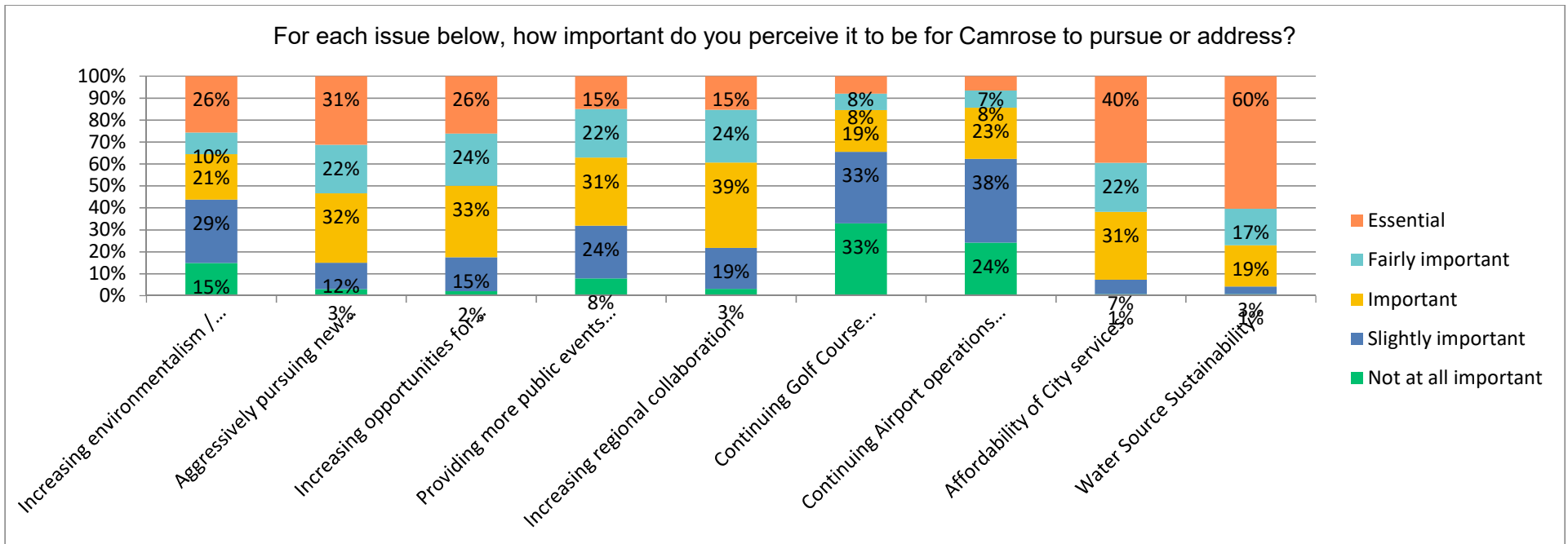
Rate each of the Community Safety municipal services below according to the legend.



Any comments on these services?	
# of Responses:	Category of Comments:
64	Police - assess costs / include social services / excellent
52	Bylaw enforcement - improve
27	Excellent
14	Fire Dept - excellent / improve response times / full time service / impacted by EMS
9	Safety - priority service levels
8	Police - use RCMP
8	EMS - not adequate
20	Others
202	Total

5. For each issue below, how important do you perceive it to be for Camrose to pursue or address?

	Not at all important		Slightly important		Important		Fairly important		Essential		Total
	%		%		%		%		%		
Increasing environmentalism / addressing climate change	15%	111	29%	216	21%	155	10%	74	26%	192	748
Aggressively pursuing new economic development for Camrose	3%	22	12%	90	32%	236	22%	165	31%	234	747
Increasing opportunities for low or no cost recreation options	2%	15	15%	116	33%	244	24%	178	26%	196	749
Providing more public events and festivals	8%	58	24%	179	31%	230	22%	165	15%	111	743
Increasing regional collaboration	3%	23	19%	138	39%	287	24%	178	15%	113	739
Continuing Golf Course investments	33%	245	33%	242	19%	141	8%	56	8%	59	743
Continuing Airport operations and investments	24%	178	38%	281	23%	172	8%	58	7%	48	737
Affordability of City services	1%	5	7%	49	31%	231	22%	166	40%	295	746
Water Source Sustainability	1%	5	3%	26	19%	140	17%	125	60%	451	747
Are there any other initiatives you believe are important for Camrose to address?											264
										Answered	749

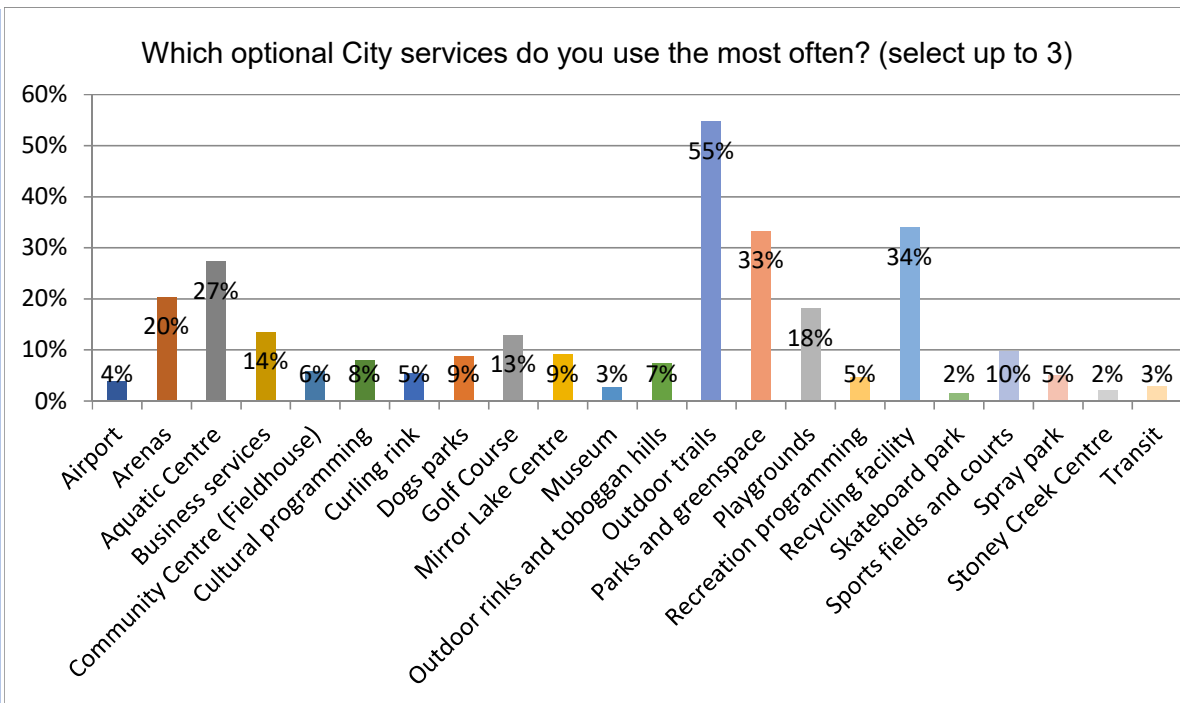


Are there any other initiatives you believe are important for Camrose to address?

# of Responses:	Category of Comments:
15	Housing - affordable/low income/more options/seniors
12	Environmentalism
10	Health care - more services, mental health support
7	Social services - more
21	Others
65	Total

6. Which optional City services do you use the most often? (select up to 3)

Answer Choices	Responses	
Airport	4%	29
Arenas	20%	155
Aquatic Centre	27%	208
Business services	14%	103
Community Centre (Fieldhouse)	6%	44
Cultural programming	8%	61
Curling rink	5%	41
Dogs parks	9%	66
Golf Course	13%	98
Mirror Lake Centre	9%	70
Museum	3%	20
Outdoor rinks and toboggan hills	7%	56
Outdoor trails	55%	417
Parks and greenspace	33%	254
Playgrounds	18%	138
Recreation programming	5%	35
Recycling facility	34%	259
Skateboard park	2%	12
Sports fields and courts	10%	74
Spray park	5%	38
Stoney Creek Centre	2%	16
Transit	3%	22
	Answered	762



7. Are there any other comments you'd like to provide that were not covered above?

# of Responses	Comments
64	Remove REP
40	Library
13	Kudsos/thanks
8	UofA Augustana
25	Others
86	Total