



## 2016 Citizen Satisfaction Survey

Thank you for taking the time to complete this survey. The results will be used in the City of Fernie Annual Municipal Report. It should only take a few minutes to complete, it's anonymous and does not ask for any personally identifying information. The City of Fernie will not collect, use, or disclose personal information using SurveyMonkey. Please be aware however that IP addresses are collected by SurveyMonkey itself, and these IP addresses and other information collected may be stored on SurveyMonkey's servers located outside of Canada. This survey is voluntary and a response is encouraged, not required. You are encouraged to submit a paper copy of this survey available by download on the City website [www.fernie.ca](http://www.fernie.ca) or at City Hall should you have any concerns regarding the use of SurveyMonkey.



## 2016 Citizen Satisfaction Survey

1. Overall, how would you rate the quality of the services provided by the City of Fernie?

- Excellent
- Good
- Fair
- Poor
- Don't Know

2. What was your impression of the employee(s) of the City of Fernie in your most recent contact?

- Excellent
- Good
- Fair
- Poor
- Don't Know

3. Please indicate whether you are aware of the following opportunities that are offered by the City of Fernie to involve residents in the City's decision-making process?

	Yes	No
Public meetings or hearings	<input type="checkbox"/>	<input type="checkbox"/>
Information sessions or open houses	<input type="checkbox"/>	<input type="checkbox"/>
Serving on Council Committees	<input type="checkbox"/>	<input type="checkbox"/>
Surveys	<input type="checkbox"/>	<input type="checkbox"/>

4. How would you rate your level of satisfaction with the accessibility of the downtown core, taking into account the following?

	Excellent	Good	Fair	Poor	Don't Know
Availability and condition of sidewalks	<input type="radio"/>				
Mobility for wheelchairs and strollers	<input type="radio"/>				
Snow removal and maintenance	<input type="radio"/>				
Parking (including disabled parking)	<input type="radio"/>				
Bicycle parking	<input type="radio"/>				

5. In your opinion, how well does the City of Fernie promote citizen engagement?

- Excellent
- Good
- Fair
- Poor
- Don't Know

6. Overall, how satisfied are you with the City of Fernie's website?

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

7. Overall, how satisfied are you with the City's communications through Facebook?

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

8. Overall, how satisfied are you with the service provided by the City of Fernie Fire Rescue department?

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

9. How would you rate your level of satisfaction with transportation alternatives to private vehicle use in Fernie?

	Excellent	Good	Fair	Poor	Don't Know
Public Transit	<input type="radio"/>				
Ride Sharing	<input type="radio"/>				
Cycling	<input type="radio"/>				
Walking	<input type="radio"/>				

10. Overall, how satisfied are you with the level of snow removal on City of Fernie's streets and sidewalks?

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

11. In your experience, how easy has it been to establish a business in Fernie?

- Very Easy
- Mostly Easy
- Average
- Slightly Difficult
- Very Difficult
- Not Applicable

12. Overall, how safe do you feel in Fernie?

- Very Safe
- Safe
- Somewhat Safe
- Unsafe
- Very Unsafe
- Don't Know

13. Overall, how satisfied are you with the police service in Fernie?

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

14. How would you rate your satisfaction with the availability and quality of cultural facilities and activities offered in Fernie?

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

15. How satisfied are you with availability of indoor recreational and sporting facilities in Fernie?

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

16. How satisfied are you with availability of outdoor recreational and sporting facilities in Fernie?

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

17. How would you rate your level of satisfaction with the outdoor trail network in Fernie?

- Very Satisfied
- Satisfied
- Somewhat Satisfied
- Dissatisfied
- Very Dissatisfied
- Don't Know

18. Do you have any comments in respect to this survey that you would like to share with the City of Fernie?