

# ***What We Heard***



## **2025 Community Engagement Survey**

# Community Engagement Survey

July 2025



In summer 2025, the Town of Valleyview conducted a Community Engagement Survey to gather input from residents, business owners, and other stakeholders on municipal services, priorities, and overall satisfaction. The purpose of the survey was to better understand community perspectives and identify areas of focus for future planning and decision-making. A total of 104 responses were received, representing a range of age groups, connections to the community, and service usage patterns. The following summarizes what we heard from participants.

## Opportunity Scoring Method

To help prioritize potential service improvements, survey results were analyzed using an opportunity scoring approach. Each service was rated by respondents on both:

**Importance** – how critical the service is perceived to be (rated using survey terms such as Critical, Important, Desirable, Low priority, or Not a Priority which were converted to a numerical scale of 5 to 1).

**Satisfaction** – the average rating respondents gave for their satisfaction with the service (on a 1–5 scale).

The opportunity score for each service was calculated by subtracting the average satisfaction score from the average importance score:

$$\text{Opportunity Score} = \text{Importance} + (\text{Importance} - \text{Satisfaction})$$

A higher score indicates a greater gap between importance and satisfaction—highlighting services where residents place high importance but report lower satisfaction, suggesting potential areas for improvement. Lower or negative scores suggest services that are meeting or exceeding expectations relative to their importance.

<i>Priority</i>	<i>Service</i>	<i>Importance</i>	<i>Satisfaction</i>	<i>Opportunity</i>
1	Street and Alley Maintenance	4.13	2.38	59
2	Water and Wastewater	4.48	3.20	58
3	Finance	3.96	2.67	53
4	Bylaw Enforcement	3.89	2.63	52
5	Solid Waste	4.26	3.54	50
6	Development Control	3.64	2.39	49
7	Playgrounds, Parks, Trails	3.91	3.35	45
8	Community Programming	3.74	3.35	41
9	Library	3.87	3.64	41
10	Community Hall	3.61	3.38	38
11	Ice Rinks	3.42	3.20	36
12	Development Permitting	3.12	2.88	33

# Community Engagement Survey

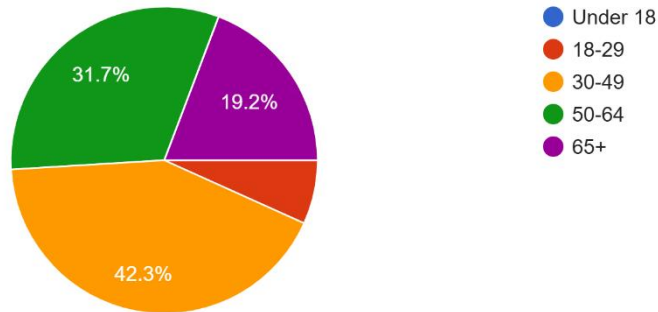
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## Demographics

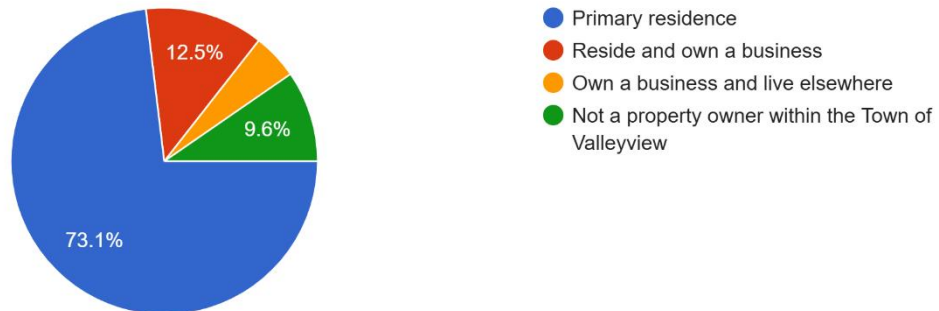
What age category do you belong to?

104 responses



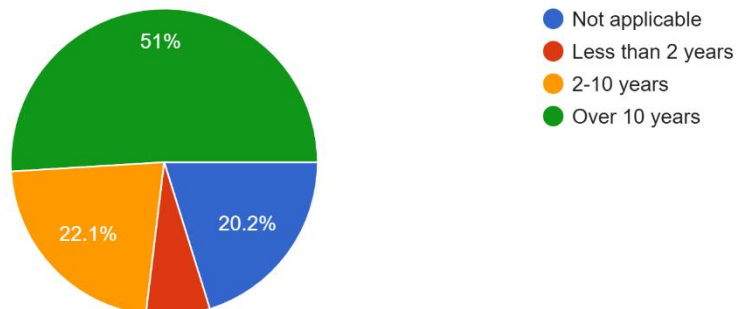
What is your connection to the Town of Valleyview?

104 responses



How long have you owned property in the Town of Valleyview?

104 responses



# Community Engagement Survey

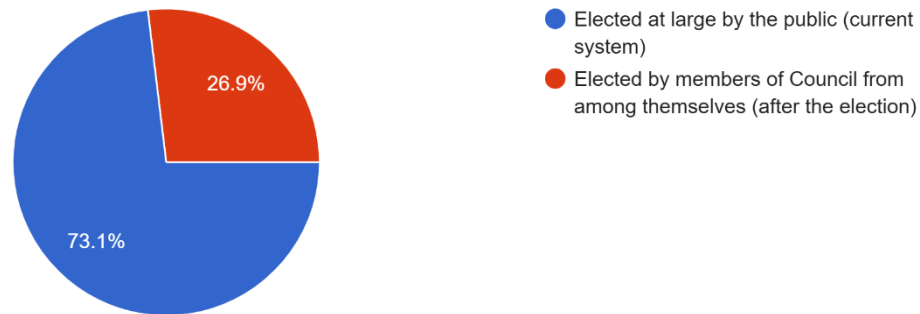
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## Options to select future mayors

In your opinion, how should the Mayor of the Town of Valleyview be selected?

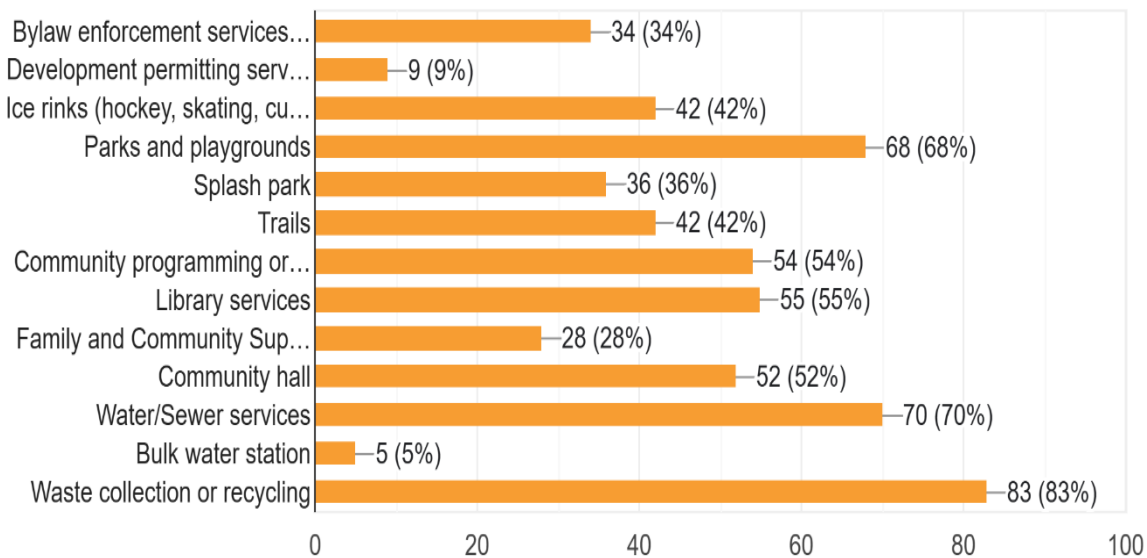
104 responses



## Services

In the last year, which Town services or town-supported services have you used?

100 responses



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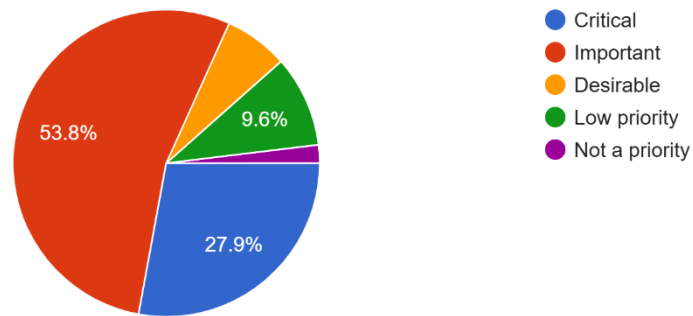
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## Finance

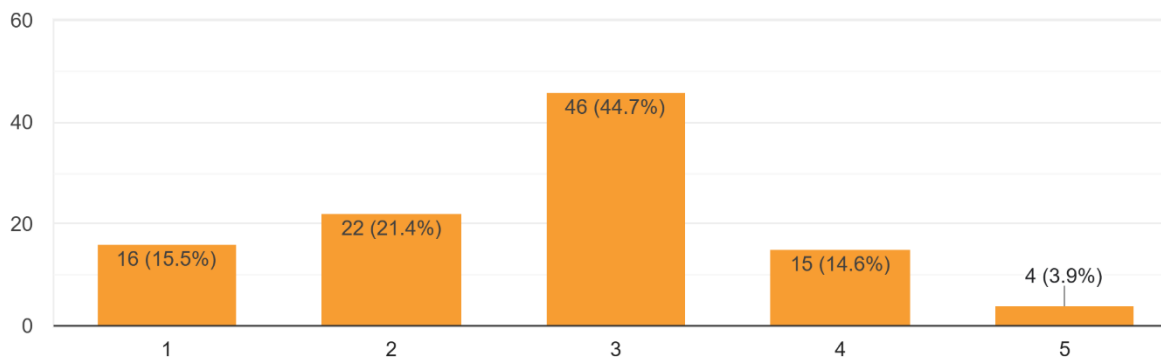
Which of the following best describes your view of the Town of Valleyview's financial services as they relate to you?

104 responses



How satisfied are you with the financial services provided by the Town of Valleyview?

103 responses



# Community Engagement Survey

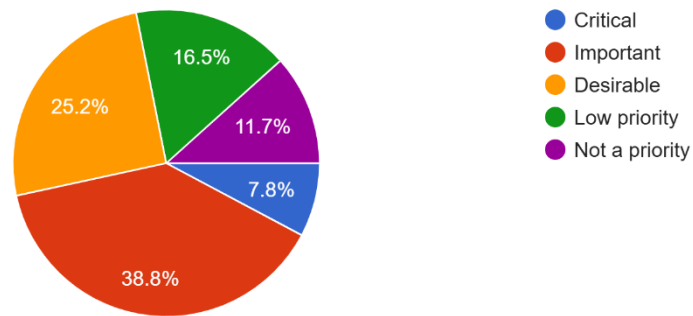
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## Development Permit Processing

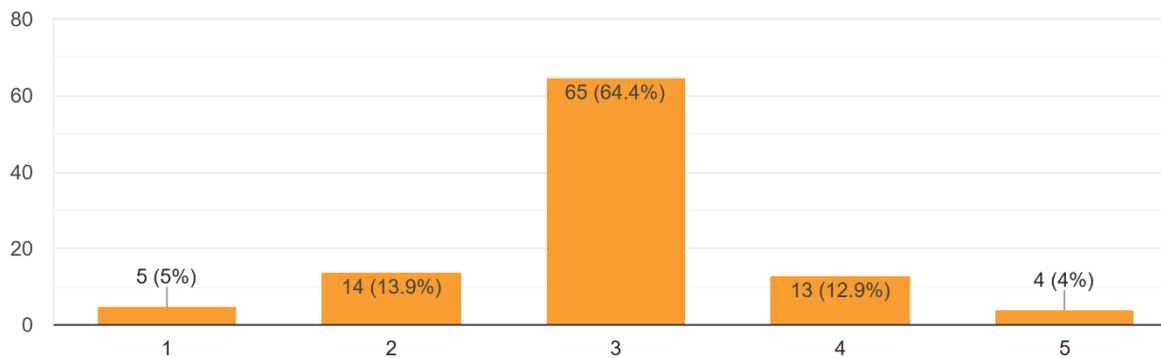
Which of the following best describes your view of the Town of Valleyview's development permit processing services?

103 responses



How satisfied are you with the development permitting services provided by the Town of Valleyview?

101 responses



# Community Engagement Survey

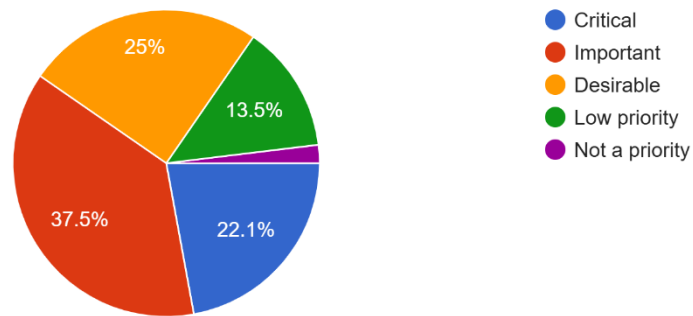
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## Development Control

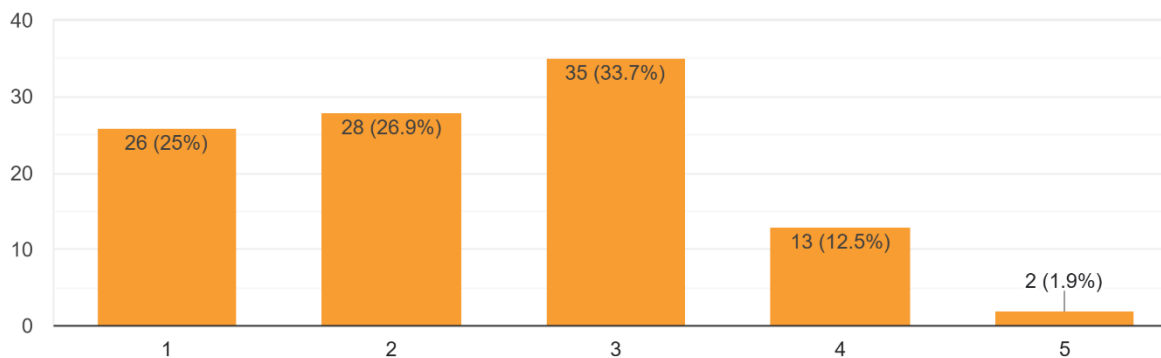
Which of the following best describes your view of the Town of Valleyview's development control as it relates to unsightly properties?

104 responses



How satisfied are you with the control of unsightly properties in the Town of Valleyview?

104 responses



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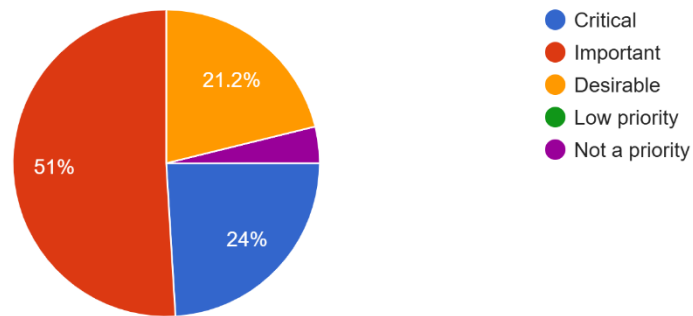
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## Parks, playgrounds and trails

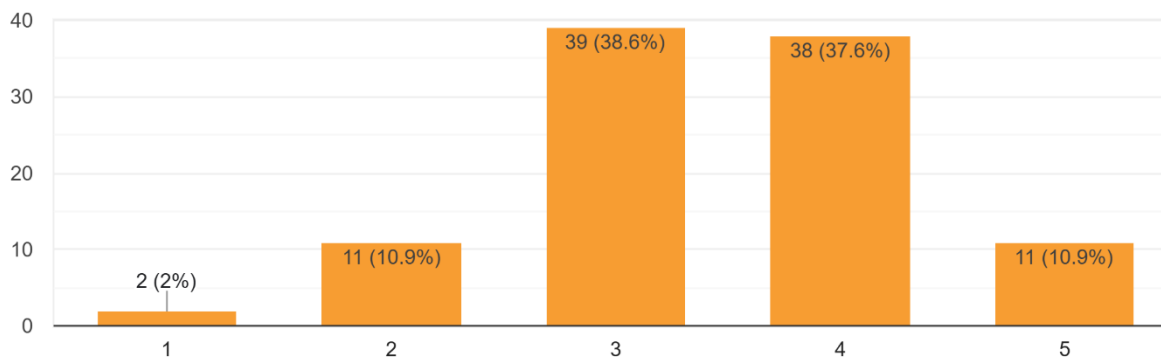
Which of the following best describes your view of the Town of Valleyview's playgrounds, parks and trails?

104 responses



How satisfied are you with the parks, playgrounds and trails provided by the Town of Valleyview?

101 responses





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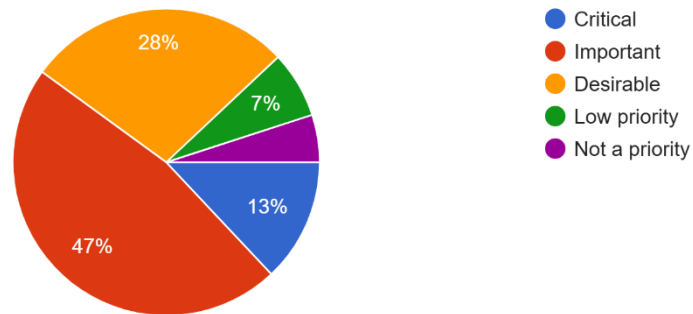
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## Ice Rinks

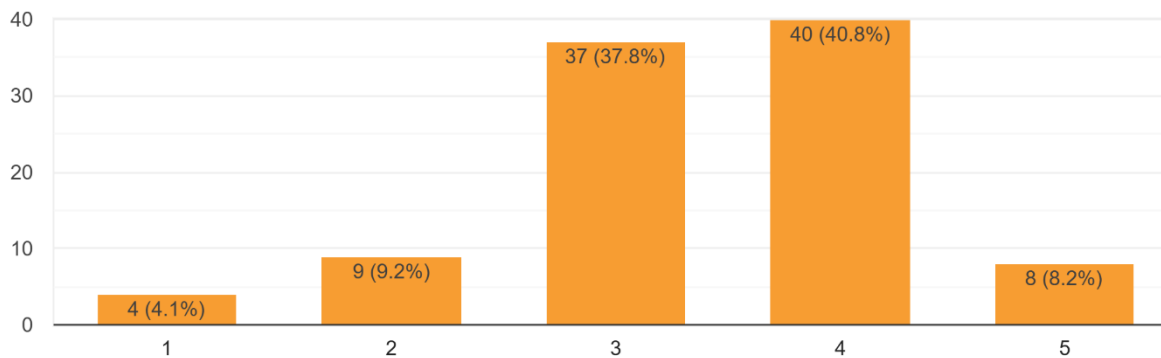
Which of the following best describes your view of the Town of Valleyview's ice rinks?

100 responses



How satisfied are you with the ice rinks provided by the Town of Valleyview?

98 responses



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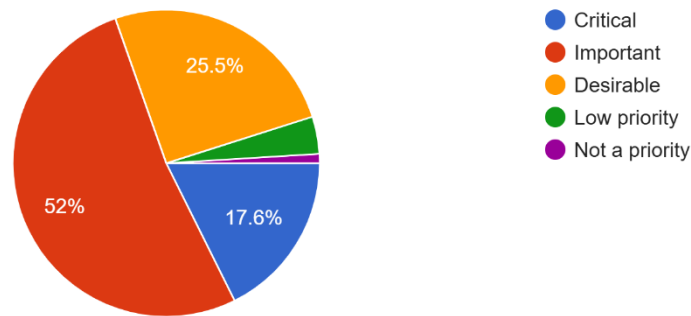
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## Community Programming

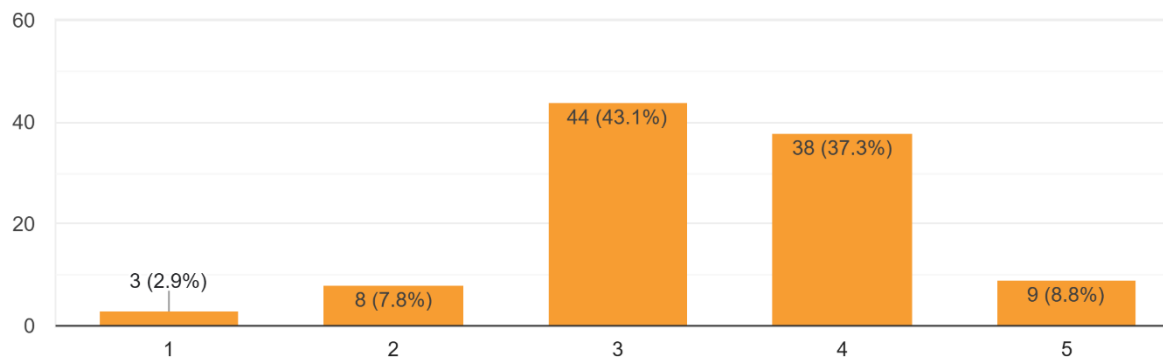
Which of the following best describes your view of the Town of Valleyview's community programming?

102 responses



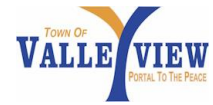
How satisfied are you with the community programming provided by the Town of Valleyview?

102 responses



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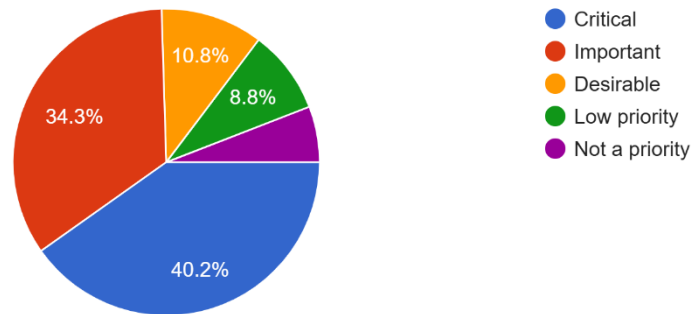
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## Library Services

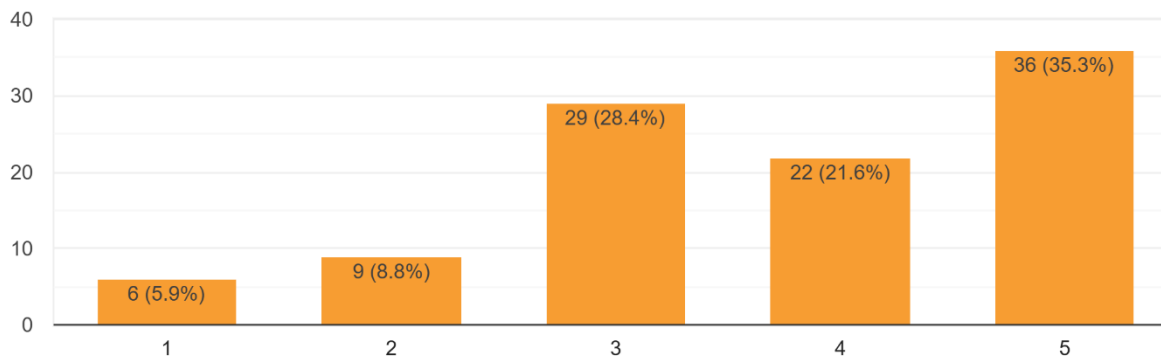
Which of the following best describes your view of the library services in the Town of Valleyview?

102 responses



How satisfied are you with the library services in the Town of Valleyview?

102 responses



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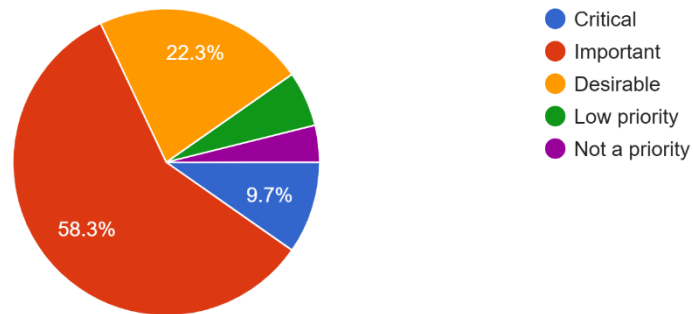
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## Community Hall

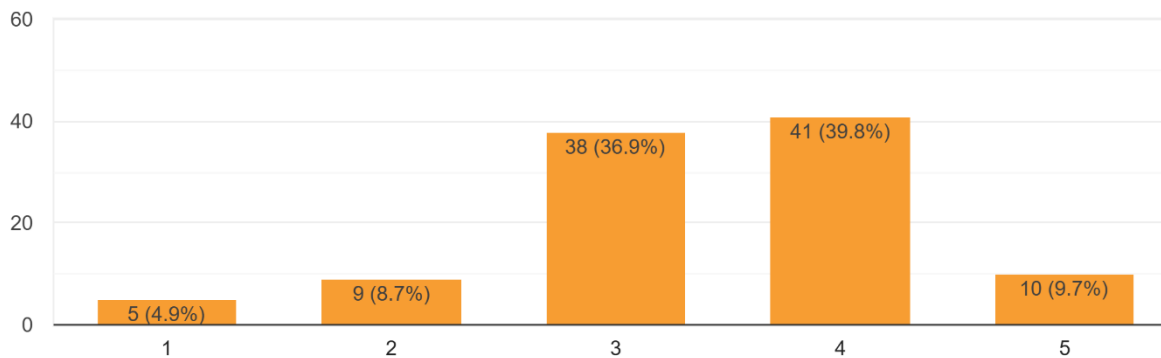
Which of the following best describes your view of the Town of Valleyview's Community Hall?

103 responses



How satisfied are you with the community hall services provided by the Town of Valleyview?

103 responses



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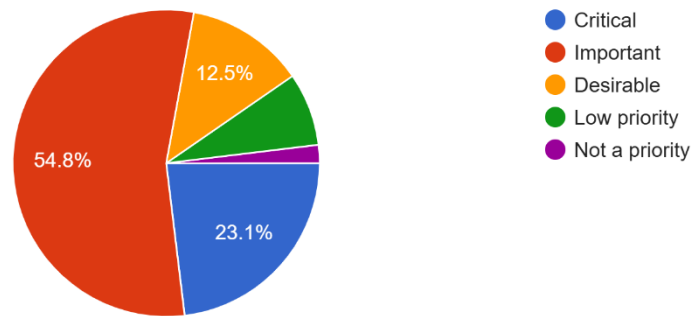
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## Bylaw Enforcement

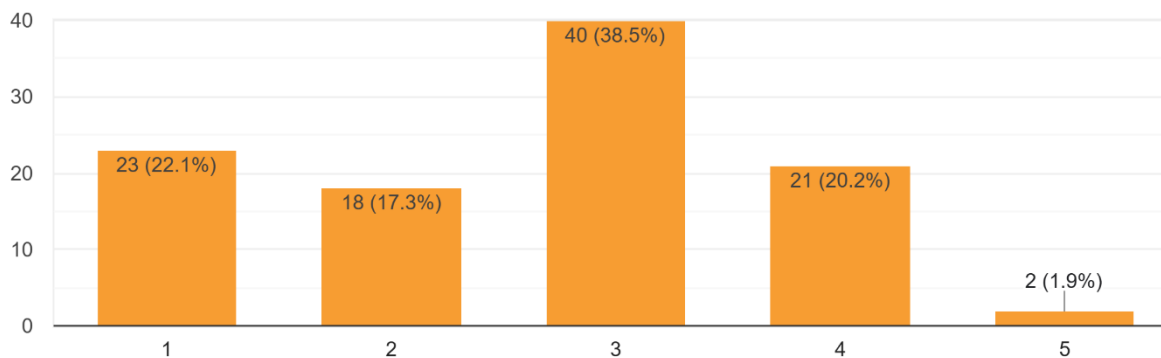
Which of the following best describes your view of the Town of Valleyview's bylaw enforcement services?

104 responses



How satisfied are you with the bylaw enforcement services provided by the Town of Valleyview?

104 responses



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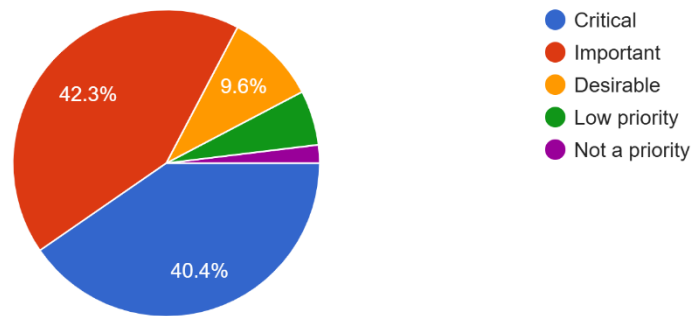
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## Streets and Alley Maintenance

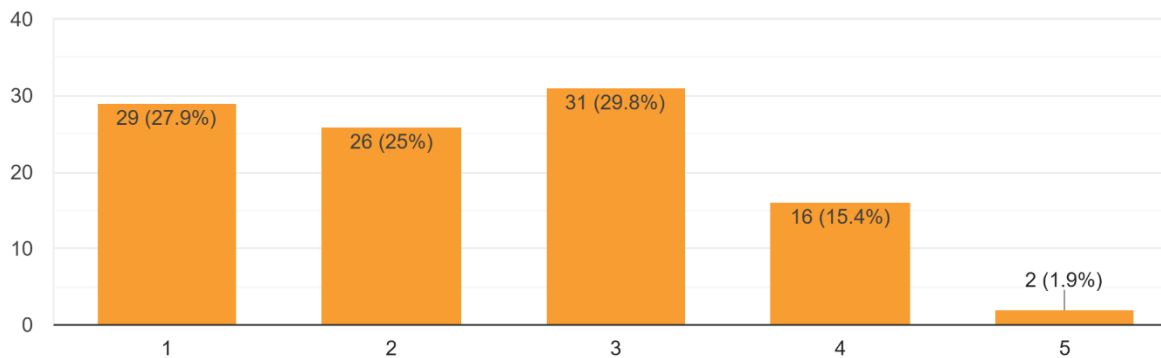
Which of the following best describes your view of the Town of Valleyview's street and alley maintenance services?

104 responses



How satisfied are you with the street and alley maintenance services provided by the Town of Valleyview?

104 responses



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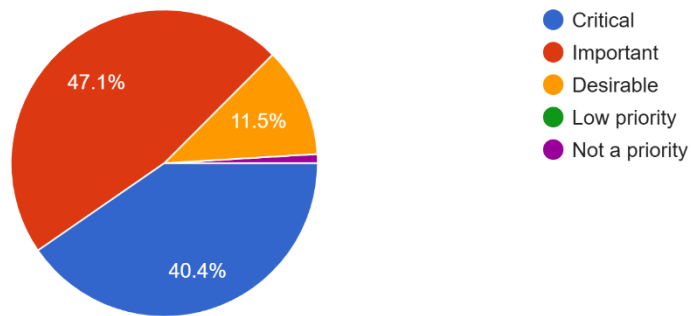
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## Solid Waste Management (garbage collection)

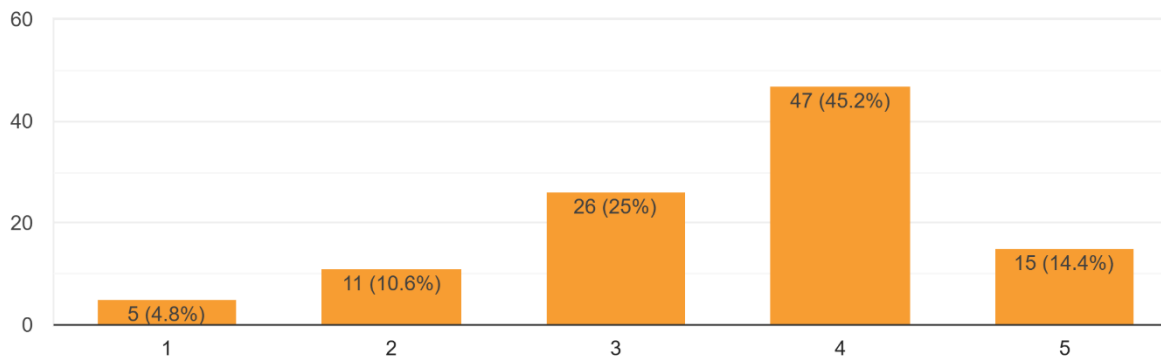
Which of the following best describes your view of the Town of Valleyview's solid waste management services?

104 responses



How satisfied are you with the solid waste management services provided by the Town of Valleyview?

104 responses



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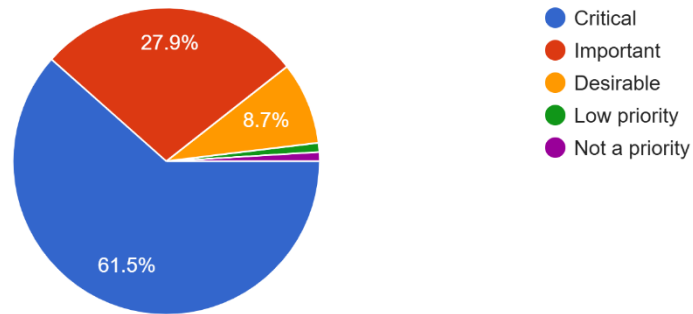
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## Water and Wastewater Services

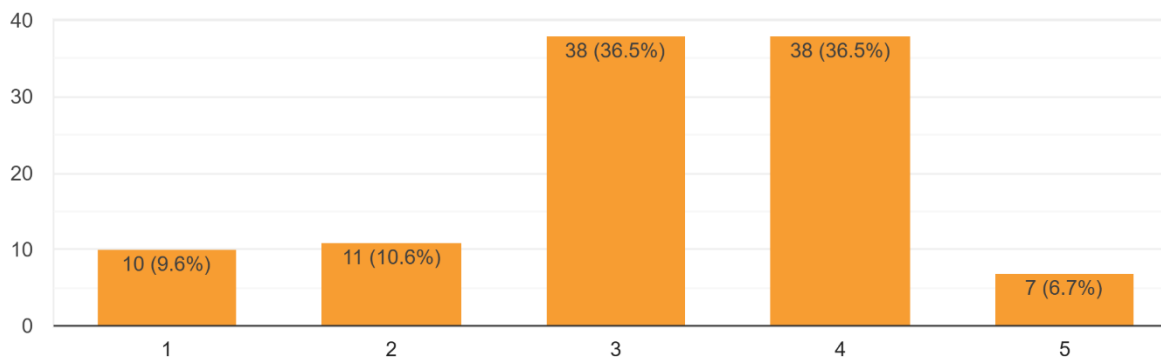
Which of the following best describes your view of the Town of Valleyview's water and wastewater services?

104 responses



How satisfied are you with the water and wastewater services provided by the Town of Valleyview?

104 responses





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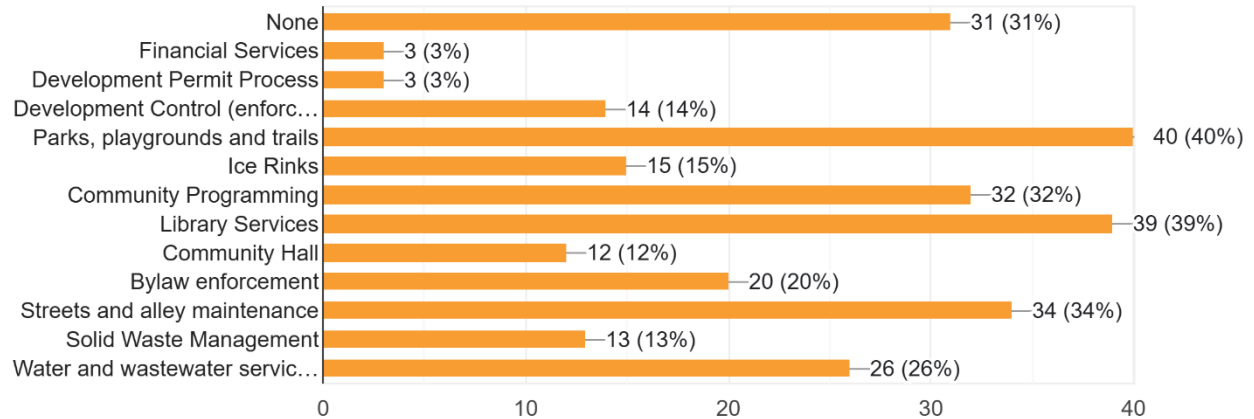
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## Funding

Which of the following services would you be willing to pay higher taxes to enhance?

100 responses



Which of the following services would you be willing to have scaled back to keep taxes lower?

99 responses

