



Haldimand County Resident Satisfaction Survey

Haldimand County is committed to provide high quality, efficient customer service. Your voice and opinion is important, so that the County can better understand the needs of residents and better meet your expectations in delivering high quality services.

Please take some time to share your opinions and rate your satisfaction with services provided by Haldimand County. This survey should take approximately 15 minutes to complete.

Results from this survey will assist the County in understanding general levels of satisfaction with services provided and prioritize areas for improvement.



Haldimand County Resident Satisfaction Survey

Quality of Life in Haldimand County

1. How would you rate the overall quality of life in Haldimand County today?

- ☐ Very Good
- ☐ Good
- ☐ Poor
- ☐ Very Poor

2. What factors made you rate the quality of life in Haldimand County that way?

3. Do you feel that the quality of life in Haldimand County in the past 5 years has:

- ☐ Improved
- ☐ Stayed the Same
- ☐ Worsened

To what extent would you agree or disagree with the following statements:

4. Haldimand County is a great place to live.

- ☐ Strongly agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly disagree

5. I am proud to say I am from Haldimand County.

- ☐ Strongly agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly disagree

6. I feel safe living in Haldimand County.

- ☐ Strongly agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly disagree

7. Haldimand County is an inclusive and welcoming community.

- ☐ Strongly agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly disagree

8. Haldimand County provides efficient and cost-effective services to it's residents.

- ☐ Strongly agree
- ☐ Agree
- ☐ Disagree
- ☐ Strongly disagree

9. In your view, as a resident of Haldimand County, what is the most important local issue facing the County today, that is the one issue you feel should receive the greatest attention from your local leaders?

- | | | |
|--|---|--|
| <input type="radio"/> Public Safety/Crime | <input type="radio"/> Environment | <input type="radio"/> Roads & Bridges |
| <input type="radio"/> Growth & Development | <input type="radio"/> Neighbourhood Planning | <input type="radio"/> Long Term Care |
| <input type="radio"/> Child Care | <input type="radio"/> Public Health Governance | <input type="radio"/> Workforce Shortages |
| <input type="radio"/> Affordable Housing | <input type="radio"/> Recreation Opportunities | <input type="radio"/> Local Economy / Business Opportunity |
| <input type="radio"/> Access to Internet | <input type="radio"/> Drinking Water Quality | <input type="radio"/> Physician Availability |
| <input type="radio"/> Public Transportation | <input type="radio"/> Taxation / Municipal Spending | <input type="radio"/> Truth and Reconciliation Efforts |
| <input type="radio"/> Other (please specify) | | |



Haldimand County Resident Satisfaction Survey

Overall Satisfaction

10. Overall, how satisfied are you with the quality of services provided by Haldimand County today?

- ☐ Very satisfied
- ☐ Satisfied
- ☐ Dissatisfied
- ☐ Very dissatisfied

11. Why did you rate your overall satisfaction that way?



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Satisfaction Level by Service

How satisfied are you with each of the following services?

12. Arena Programs (i.e. public skates)

Very Satisfied Satisfied Unsatisfied Very Unsatisfied I don't know - N/A

☐☐☐☐☐

13. Aquatic Programs (i.e. swimming lessons & public swims)

Very Satisfied Satisfied Unsatisfied Very Unsatisfied I don't know - N/A

☐☐☐☐☐

14. Building Permits & Inspections

Very Satisfied Satisfied Unsatisfied Very Unsatisfied I don't know - N/A

☐☐☐☐☐

15. Burn Permits

Very Satisfied Satisfied Unsatisfied Very Unsatisfied I don't know - N/A

☐☐☐☐☐

16. By-Law Enforcement

Very Satisfied Satisfied Unsatisfied Very Unsatisfied I don't know - N/A

☐☐☐☐☐

17. Camps (March break & summer)

Very Satisfied Satisfied Unsatisfied Very Unsatisfied I don't know - N/A

☐☐☐☐☐

18. Cemeteries

Very Satisfied Satisfied Unsatisfied Very Unsatisfied I don't know - N/A

☐☐☐☐☐

19. Community / Social Housing

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

20. Communications on County Services and Programs

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

21. Court Services (Provincial Offences)

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

22. Facility Booking (ice, halls, sport fields, pavilions)

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

23. Fire Services

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

24. Forestry (tree) Maintenance

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

25. Garbage and Recycling Collection

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

26. Household Hazardous Waste Days

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

27. Land Use & Community Planning

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

28. Library Branches

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

29. Local Business Support Services

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

30. Licence Applications (business, marriage, lottery, etc.)

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

31. Museums

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

32. Paramedic Services

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

33. Parks Maintenance (i.e. playgrounds, green spaces)

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

34. Payment Processing (invoices & tax bills)

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

35. Police Services

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

36. Public Health Services (food safety inspections, tobacco enforcement, infectious disease management, breastfeeding support, healthy baby programs, immunization, sexual health, school health, etc.)

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

37. Recreation Facility Maintenance (i.e. arenas, courts, fields, outdoor pools, skate parks, splash pads)

Very Satisfied

Satisfied

Unsatisfied

Very Unsatisfied

I don't know - N/A

☐☐☐☐☐

38. Roads Maintenance

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	I don't know - N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

39. Sidewalk & Streetlights Maintenance

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	I don't know - N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

40. Social Services (Ontario Works, Child Care and Employment Supports)

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	I don't know - N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

41. Tourism Services

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	I don't know - N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

42. Traffic Management (signs, traffic lights, crosswalks)

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	I don't know - N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

43. Trails

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	I don't know - N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

44. Wastewater Services (sewer & stormwater)

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	I don't know - N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

45. Water Services (drinking water)

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	I don't know - N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

46. Waterfront Public Spaces

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	I don't know - N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

47. Winter Snow Clearing

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	I don't know - N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

48. If you rated you were unsatisfied with any of the services above, please explain why.



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Customer Service Satisfaction

Please rate how satisfied or dissatisfied you are when receiving customer service from staff at Haldimand County:

49. By Telephone.

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

50. By Email.

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

51. In Person.

Very Satisfied	Satisfied	Unsatisfied	Very Unsatisfied	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

52. Please explain why you rated your customer experience this way.

53. Do you use the online services provided by Haldimand County?

- ☐ Yes
☐ No

If yes, please rate your experience using online service tools or forms provided by Haldimand County.

54. Building Permit Application.

Very Good	Good	Poor	Very Poor	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

55. Burn Permit Application

Very Good	Good	Poor	Very Poor	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

56. Invoice Payment

Very Good	Good	Poor	Very Poor	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

57. Library Catalogue

Very Good	Good	Poor	Very Poor	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

58. Maps (GIS)

Very Good	Good	Poor	Very Poor	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

59. Pet Tag Purchase

Very Good	Good	Poor	Very Poor	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

60. Parking / Speeding Ticket Payment

Very Good	Good	Poor	Very Poor	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

61. Planning Application

Very Good	Good	Poor	Very Poor	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

62. Recreation Program Registration

Very Good	Good	Poor	Very Poor	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

63. Reporting a By-Law Concern.

Very Good	Good	Poor	Very Poor	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

64. Reporting a Service Concern (garbage, roads, streetlights, etc.).

Very Good	Good	Poor	Very Poor	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

65. Viewing your Tax Account Information (using property tax portal).

Very Good	Good	Poor	Very Poor	N/A
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

66. Please explain why you rated your customer experience using Haldimand County's online service tools and forms this way.

67. What other services would you like to see Haldimand County make available online in the future?



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Value of Services

68. Thinking about all the programs and services you receive from Haldimand County, would you say that overall you get good value or poor value for your tax dollars?

- ☐ Very Good Value
- ☐ Good Value
- ☐ Poor Value
- ☐ Very Poor Value
- ☐ I Don't Know

69. Municipal taxes are the primary way to pay for the services provided by Haldimand County. Faced with increased costs, the County must balance taxation and service delivery levels. To deal with this situation, which one of the following options would you like Haldimand County to pursue?

- ☐ Increase taxes to enhance or expand services
- ☐ Increase taxes to modernize and maintain services
- ☐ Cut services to maintain current tax level
- ☐ Cut services to reduce current tax level

70. If you responded "cut services", which services do you feel should be cut?

71. If you have additional feedback to share about services provided by the County, please provide below



Haldimand County Resident Satisfaction Survey

A little about yourself

Please tell us a little about yourself. These questions allow us to better classify your answers with others who complete the survey. They will not be used to identify you.

72. Please select your age category

- | | |
|-------------------------------------|--|
| <input type="radio"/> 17 or younger | <input type="radio"/> 50-69 |
| <input type="radio"/> 18 - 29 | <input type="radio"/> 70 or older |
| <input type="radio"/> 30-49 | <input type="radio"/> Prefer not to answer |

73. What is your level of education?

- ☐ Some High School or High School Diploma
- ☐ Some College or University Courses
- ☐ College Diploma / University Degree
- ☐ Post Graduate Degree
- ☐ Prefer not to answer

74. How long have you lived in Haldimand County

- | | |
|---|-------------------------------------|
| <input type="radio"/> Less than 5 years | <input type="radio"/> 35 - 44 years |
| <input type="radio"/> 5 - 14 years | <input type="radio"/> 45 - 54 years |
| <input type="radio"/> 15-24 years | <input type="radio"/> 55+ years |
| <input type="radio"/> 25-34 years | |

75. What ward of Haldimand County do you live in? Reference: [Haldimand County Election Ward Maps](#)

- | | |
|------------------------------|--|
| <input type="radio"/> Ward 1 | <input type="radio"/> Ward 5 |
| <input type="radio"/> Ward 2 | <input type="radio"/> Ward 6 |
| <input type="radio"/> Ward 3 | <input type="radio"/> Prefer not to answer |
| <input type="radio"/> Ward 4 | <input type="radio"/> I don't live in Haldimand County |

76. I am responsible for paying:

- ☐ property taxes
- ☐ rent
- ☐ None of the above

77. How many people live in your household (including yourself)?

- ☐ 1 ☐ 4
- ☐ 2 ☐ 5
- ☐ 3 ☐ 6 or more

78. How did you find out about the opportunity to participate in this survey?

- ☐ Social Media (Facebook, Twitter, Instagram) ☐ Brochure
- ☐ County Website ☐ Radio
- ☐ Email ☐ Word of Mouth
- ☐ Newspaper Ad ☐ County eNewsletter
- ☐ QR Code at County Facility - Please name the facility.



Haldimand County Resident Satisfaction Survey

Thank You

Thank you for participating in the Haldimand County Resident Satisfaction survey. Your feedback is greatly appreciated.

If you have any additional questions or comments you'd like to provide, please send an email to communications@haldimandcounty.on.ca.

Hard Copies can be returned to:
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