



# RM of St Clements

**Building Better Roads**

**Summary Report of  
Fall 2014 Online Survey  
Responses**

*We wish to extend our sincere thanks to the more than 200 citizens who took the time to answer our online survey during the months of August and September 2014. The survey results are captured in the summary that follows. Input received will inform next steps and help continue to ensure that investments in municipal roadways best reflect the needs of St. Clements residents.*

Prepared by



FIRST PERSON  
STRATEGIES

## 1.0 Introduction

Roadway renewal has consistently ranked as a top priority for St. Clements residents. In 2014, investment in municipal roads reached a record of nearly \$1 million, a significant increase made possible by maximizing grants from other levels of government.

To help the newly elected municipal council ensure that investments in municipal roadways best reflect the needs of St. Clements families, citizens were invited to complete an online survey from August 18 to September 11, 2014. A dedicated webpage was set up to provide background information on roadway projects and funding ([www.rmofstclements.com/roads](http://www.rmofstclements.com/roads)). A link to the Building Better Roads Survey was provided on the same webpage. Citizens were encouraged to complete the survey via a series of direct emails\*, Facebook posts and updates to the RM's website. A media release was also issued to local newspapers.

Through the survey, respondents were asked a series of 15 questions to gauge satisfaction with the current road network and roadway maintenance, gain a preliminary understanding of specific roads of concern, and gain feedback on funding roadway improvement.

The RM received 225 responses to the survey. While the survey results do not represent a scientific response\*\*, a significant volume of important feedback was received that will assist the municipality in understanding public opinion and priorities with respect to road maintenance and investment.

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*\*Direct emails were sent to 375 contacts in the RM's database. A significant number of these email addresses have been added through the ongoing Henderson Highway Sewer Project. As a result, responses to the survey may be higher from residents in the Henderson Highway area.*

*\*\*Non-randomized, optional survey was conducted during the municipality's peak road construction season.*

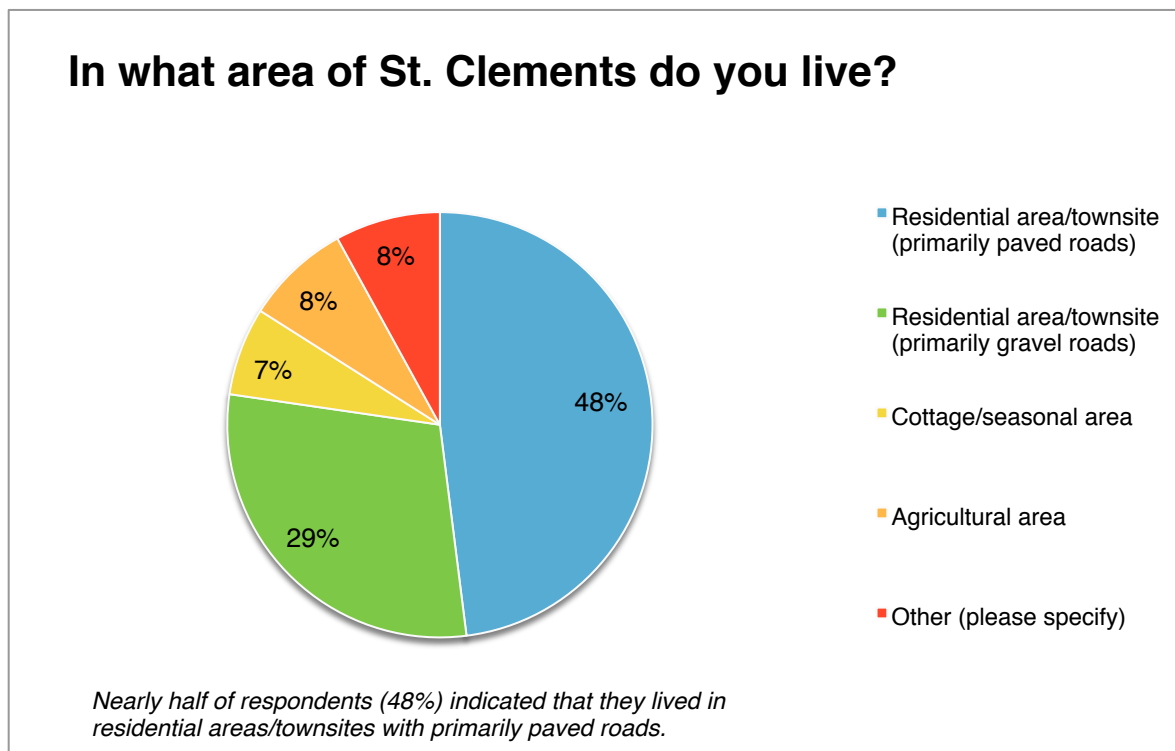
## 2.0 What you told us: Survey results

The input received through the Building Better Roads Survey was extremely helpful to the RM of St. Clements as the results provided for a better understanding of citizens' priorities and perspectives on the municipal road network and roadway maintenance, and on roadway improvements.

### Results area 1: About respondents

Several survey questions focused on gaining an understanding about who was responding to the survey. Responses to these questions helped the RM of St. Clements understand how citizen perspectives may differ based on location, age or how long respondents had lived in the municipality.

The survey asked where respondents' lived – residential areas with paved roads, residential areas with gravel roads, cottage/seasonal areas or agricultural areas.

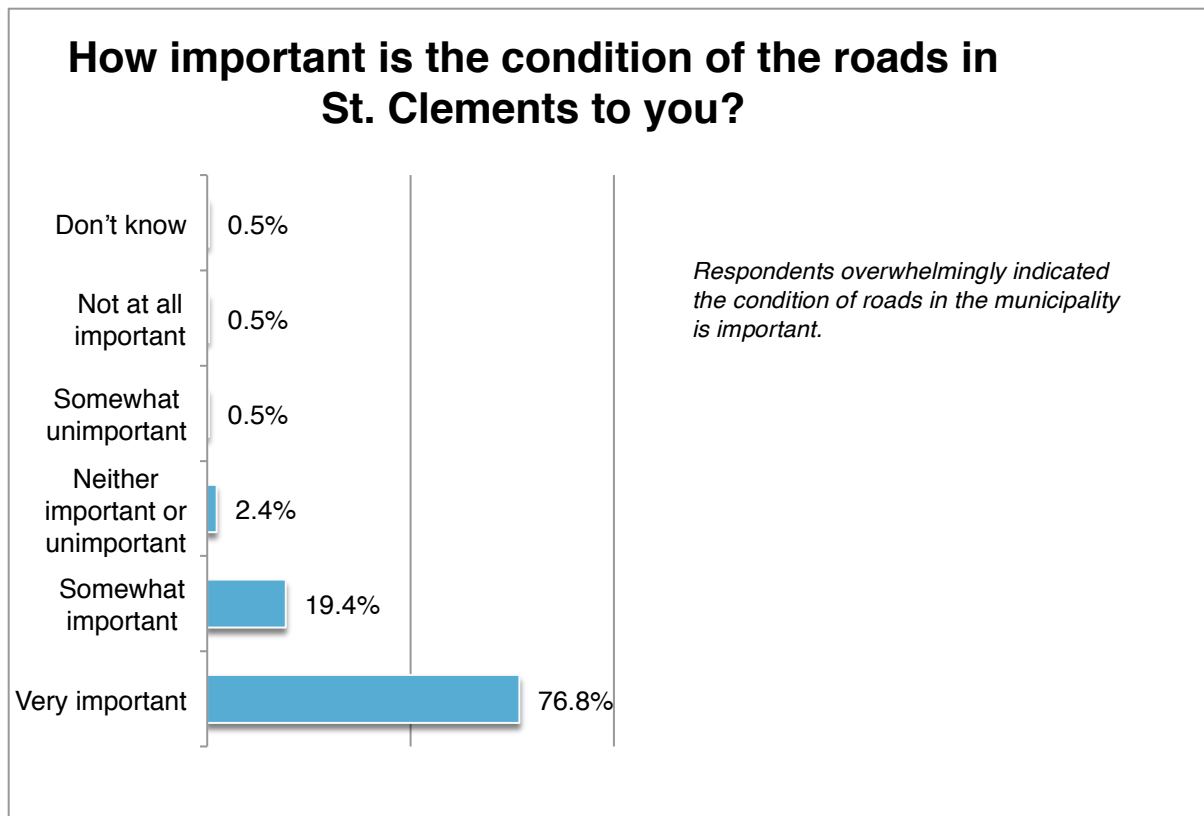


In addition to asking where respondents lived, the survey asked respondents' age and how long they had lived in St. Clements. 80% of respondents indicated they had lived in St. Clements for more than 6 years. When asked about age, the majority of respondents indicated they were 35-55 years old (45%) or 55-65 years old (31%).

## Results area 2: Importance of roads

Several questions focused on gauging how important roads were to citizens, and current satisfaction with municipal roadways.

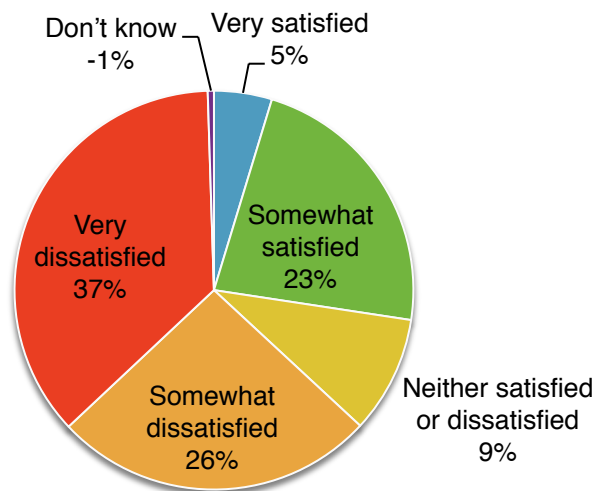
When asked what top three concerns come to mind when thinking about services in St. Clements, results suggest roads continue to be a top priority for residents regardless of location, age or how long respondents had lived in the municipality. More than 70% of respondents indicated that roads were an important issue. Solid waste and recycling (24%) and sewer (16%) were other frequently mentioned concerns. The importance of roads was underscored again in response to a question asking specifically about the importance of the condition of roads.



### Results area 3: Satisfaction with roads and maintenance

Several questions focused on gauging current satisfaction with roads and maintenance activities.

#### Overall, how satisfied are you with the current condition of the roads in St. Clements?



*When asked about the condition of roads, 62% of respondents indicated they were very or somewhat dissatisfied; 28% indicated they were very or somewhat satisfied; 9% were neutral.*

When asked about overall satisfaction with roads, respondents living in residential areas with primarily paved roads were most satisfied (36%), and significantly more satisfied than those living in residential areas with primarily gravel roads (21%), seasonal areas (20%) or agricultural areas (19%).

Survey results suggest that satisfaction with roads declined the longer respondents had lived in the municipality; 77% of respondents were satisfied or neutral on roads in the first two years, while 32% were satisfied after ten years in the municipality.

The survey asked specifically about citizens' satisfaction with the condition and maintenance of paved roads, gravel roads and snow removal. Respondents were somewhat more satisfied with the quality and maintenance of paved roads (26% very or somewhat satisfied) than that of gravel roads (20%).

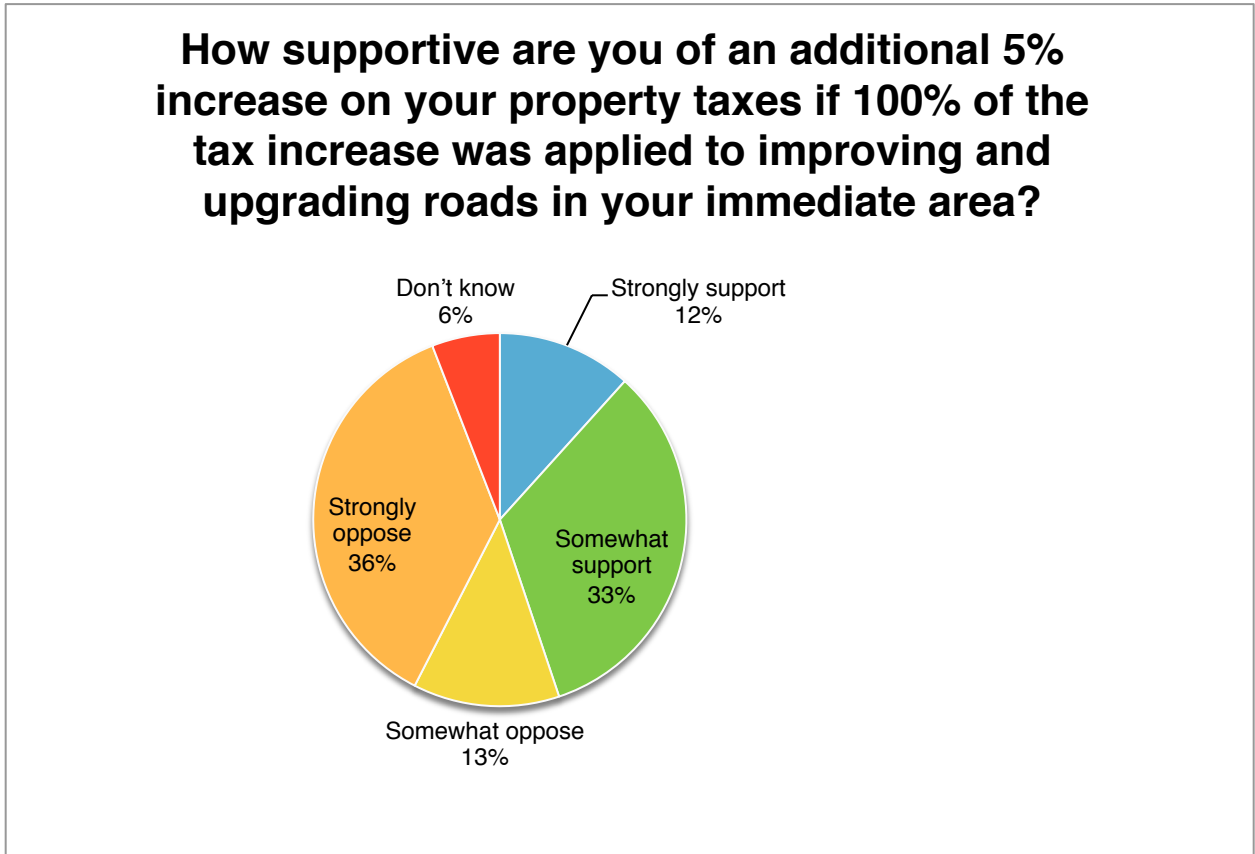


Respondents indicated a high level of satisfaction with snow removal on roads. 68% of all respondents were very or somewhat satisfied with the quality of snow removal delivered by municipality. In residential areas (paved and unpaved) respondents were most satisfied: 70% were very or somewhat satisfied. Respondents in agricultural areas and seasonal cottage areas were slightly less satisfied (69% and 47% respectively).

The survey also asked about the timeliness of snow removal. Satisfaction was generally high, with the exception of those in agricultural areas where responses indicate timeliness was an issue for some. Only 37.5% of respondents in agricultural areas were very or somewhat satisfied with the timeliness of snow removal, compared to 68% for those in residential areas and 53% in seasonal/cottage areas.

### Results area 3: Road improvements

The survey asked how supportive citizens would be of a tax increase tied directly to roadway improvements in their immediate area.



Responses were almost evenly divided between those who would support such an increase (45%) and those who would oppose it (49%). Those opposed tended to be strongly opposed, while those who were supportive tended to be somewhat, versus strongly, supportive.

The survey also asked which roads were of specific concern. Roads mentioned most often were Dunning Road and McKay Road (28 and 24 mentions respectively). Provincial highways, which are not maintained by the municipality, were also noted as of concern (17 mentions).



### **3.0 How your input will be used**

The survey results are clear – roads continue to be a top priority for residents in St. Clements. Survey responses and comments will help guide future planning and decision-making on road renewal, maintenance and investment. Survey input will help ensure roadway improvements are best aligned with citizen priorities.

The RM is committed to keeping citizens informed as it continues to invest in municipal roadways. Information will be shared through updates on the website, email and newsletters.

**[www.rmofstclements.com/roads](http://www.rmofstclements.com/roads)**