



MEMORANDUM

DATE: 12/17/18PROJECT NO: 182813.00

MEMO TO	Scott Hatcher, P.Eng.
PROJECT NAME	Town of Sussex Asset Management Plan
SUBJECT	Results of the Level of Service Survey – Draft V2
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The Town of Sussex believes that asset management is a solution to making better infrastructure investments for their citizens. One key component of asset management is understanding citizen's level of service (LOS). To gather input from the Town on their perceived LOS, the Town of Sussex administered a survey and held an Open House. The survey contained questions about how often services were used and how satisfied the citizens were with the service.

Open House

The Open House was held on Wednesday, November 28th, 2018, between 2:00PM-4:30PM and 6:00PM-8:00PM. Visual maps of the Town's core infrastructure (facilities, roads, water, sanitary and sewer systems) were on display as well technical advisors were on hand to answer questions. A total of seven (7) citizens attended the session in addition to six (6) Town staff and council members. The purpose of the Open House was to allow residents to drop in and ask any questions that they had about the survey, asset management or infrastructure decisions.

Computers were available to citizens so they could complete the survey if they had not already done so.

Level of Service Survey

The survey was conducted via a web link and was live from November 7, 2018 – December 6, 2018. The Town advertised the survey on their website and through their Facebook account. Over the course of the live survey, 82 citizens provided their comments through the web link.

In order to complete the survey, the user had to input a valid postal code. This information was used to track the location of the user. Please see Figure 1 which shows the distribution of responses.

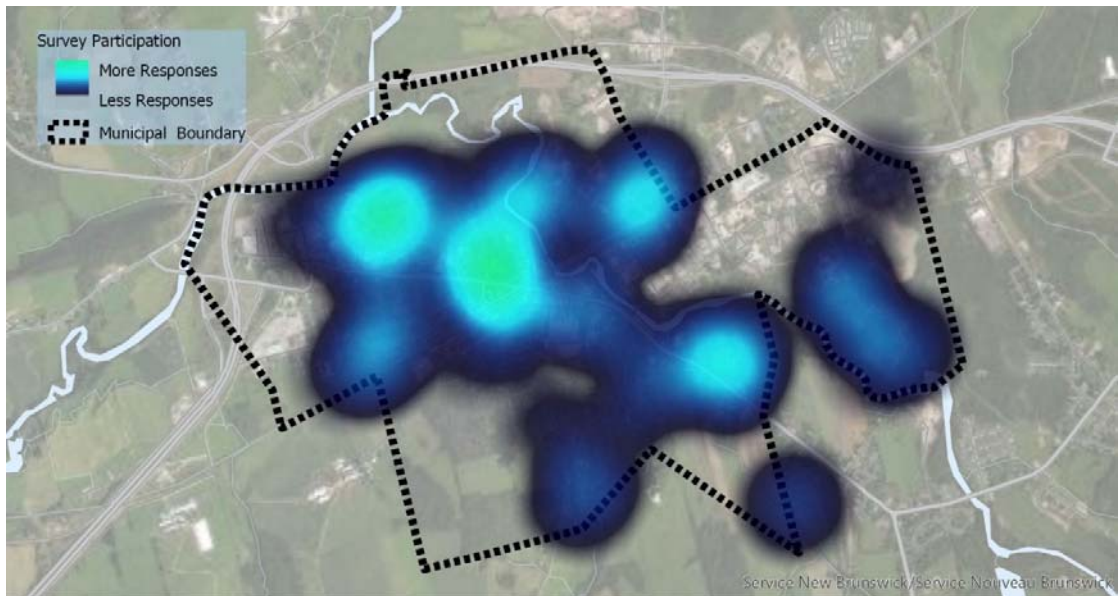
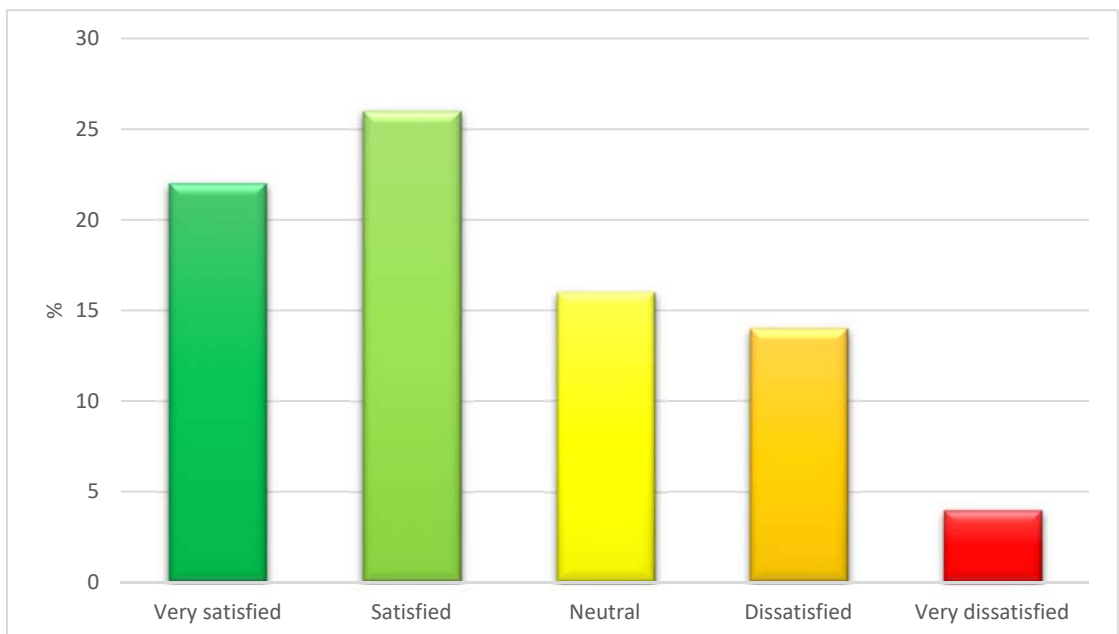


Figure 1: Geographic Distribution of Survey Responses

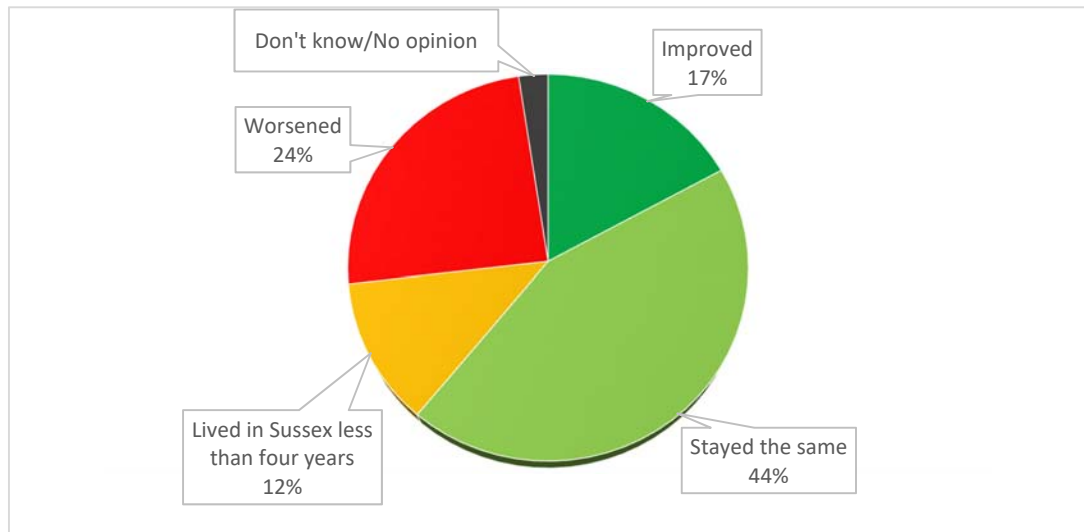
The results of the survey are summarized below:

SECTION ONE: GENERAL

1. How satisfied are you living in the Town of Sussex?



2. Thinking about the quality of life in Sussex over the past four years, would you say it has:



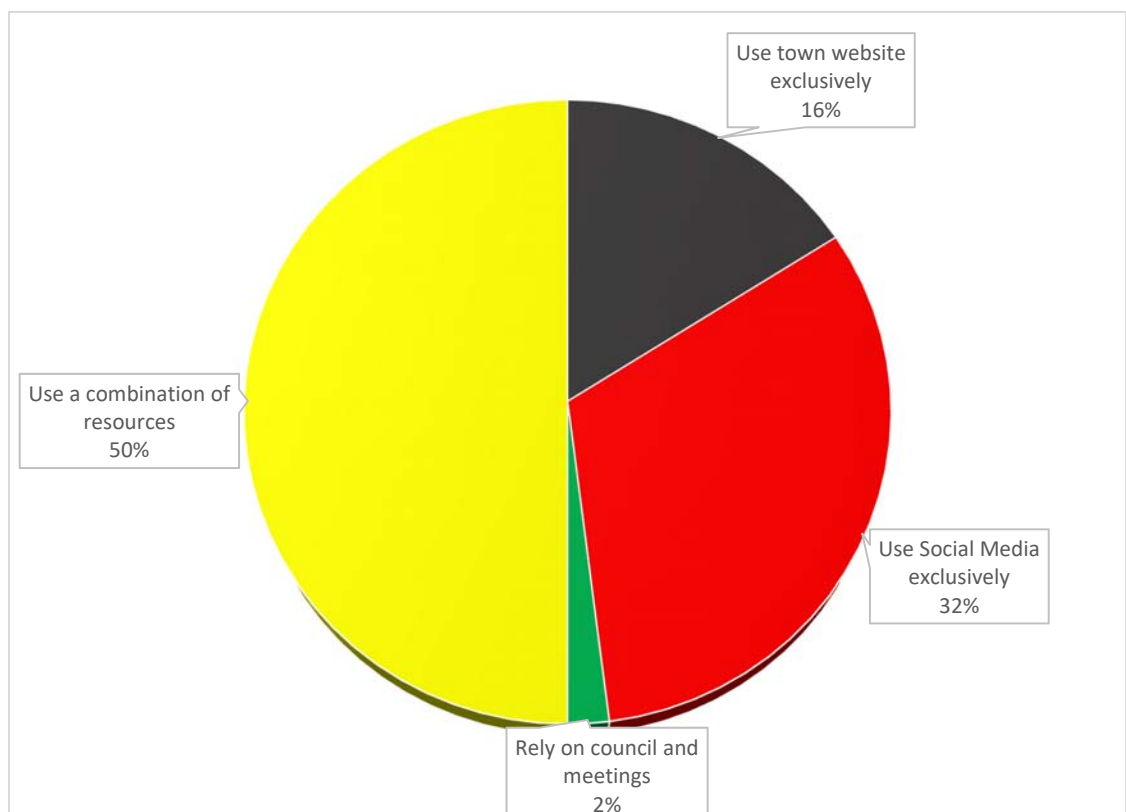
3. What do you like best about living in Sussex?

The Town is content with the sense of community, events, friendly citizens, and feelings of safety. The proximity to stores, amenities, green spaces and family, primarily for many of whom have limited forms of transportation, is hugely beneficial.

4. What are you most proud of as a Sussex resident?

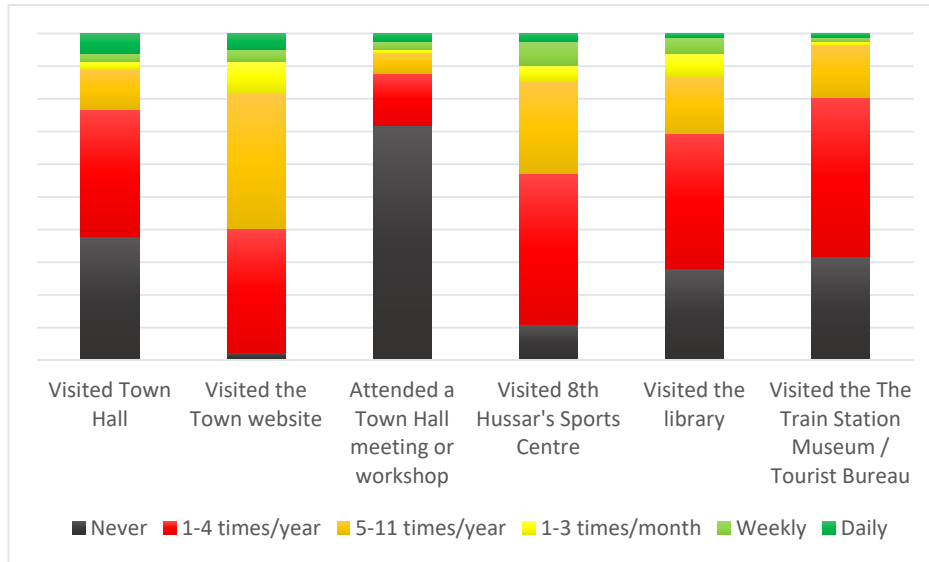
Residents are proud of their successful locally owned businesses, events and activities, as well as their diversity of services. They admire the cleanliness of their town and the generosity of its people. The farming community is also appreciated along with the natural beauty of Sussex.

5. Which of the following sources do you currently use to find out about Town programs,

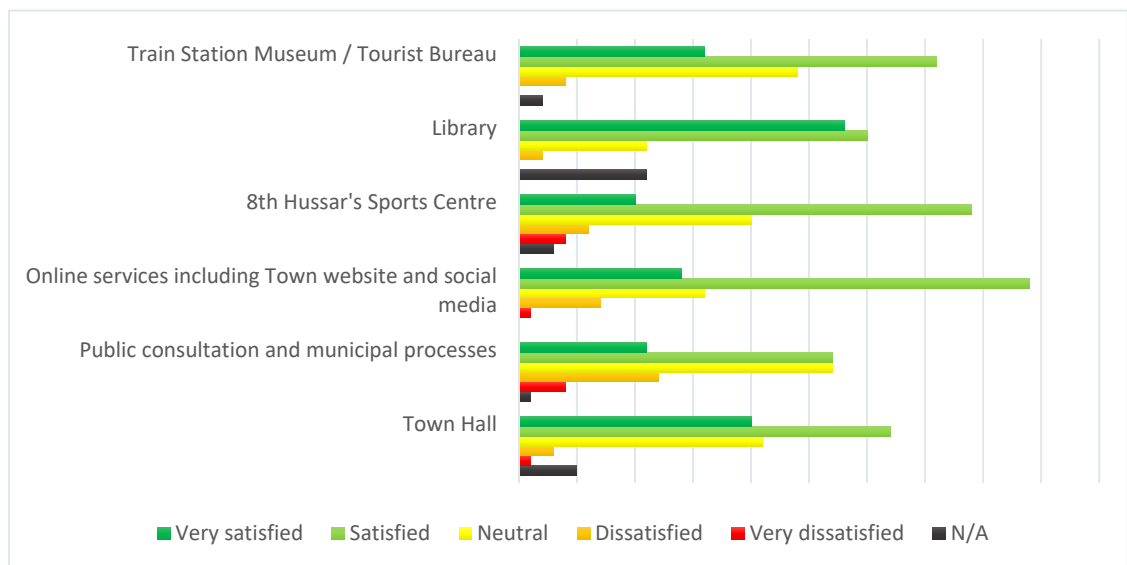


SECTION TWO: FACILITIES

6. In the past year, how often have you...



7. How satisfied are you with the following:

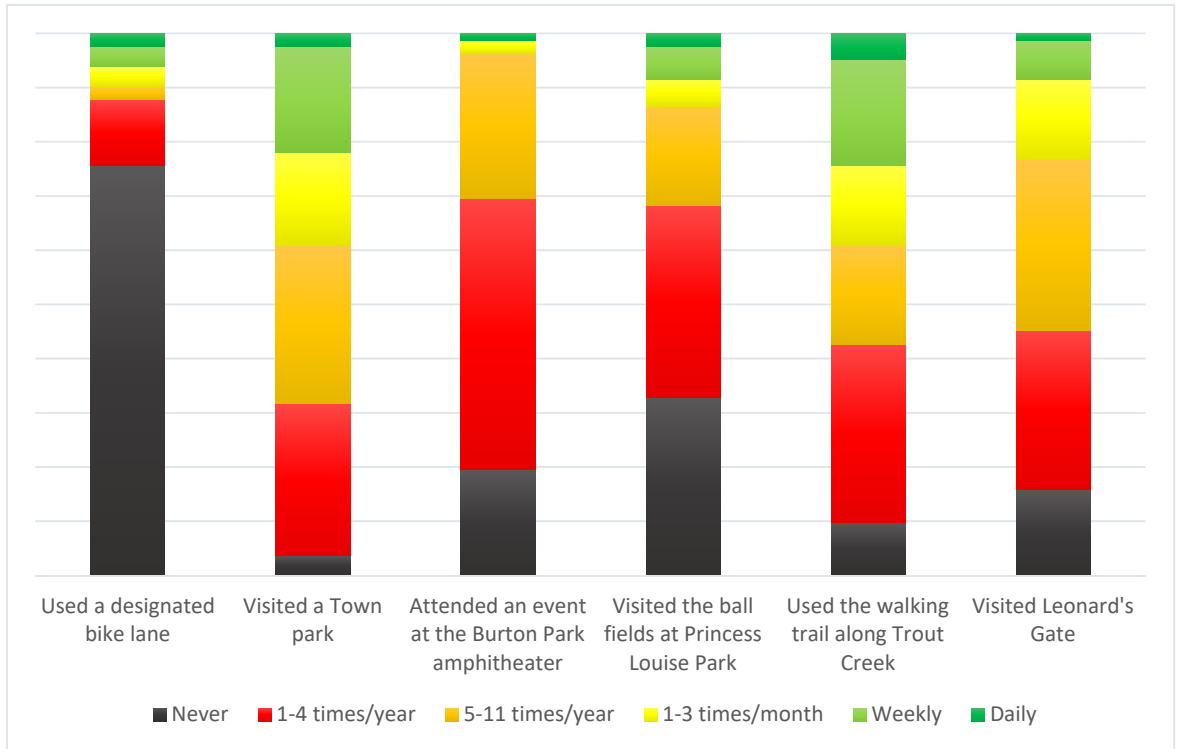


8. Additional Comments

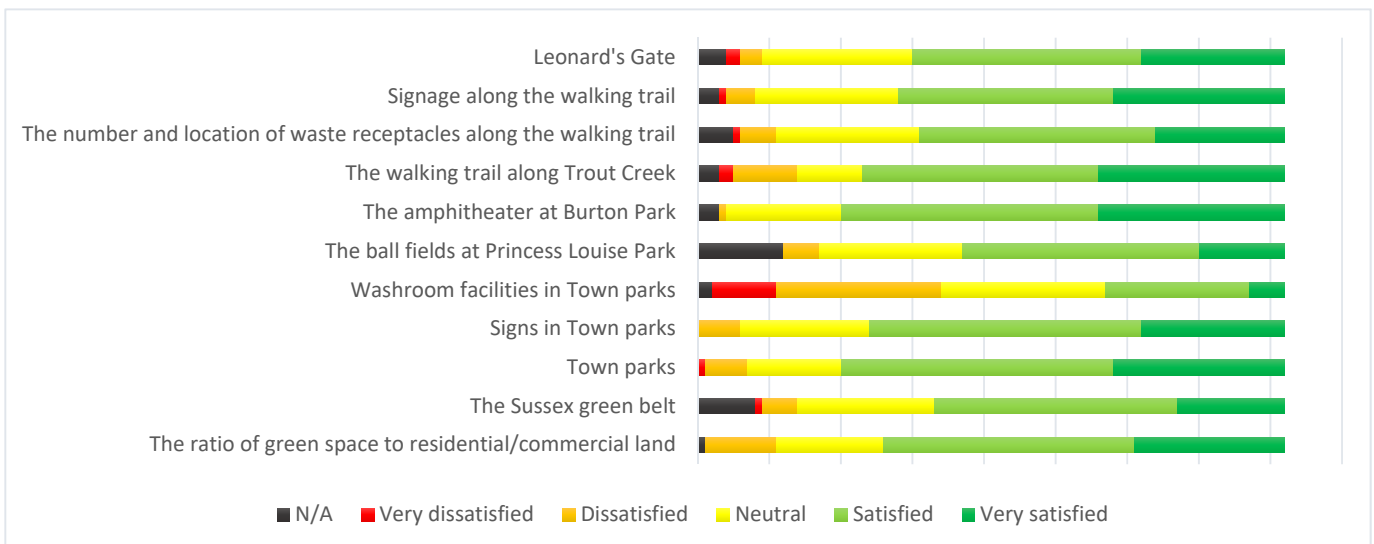
Citizens feel that more signage within their parks, for their library, and train station will be beneficial. Furthermore, they would like to see public washrooms updated, specifically in 8th Hussar's Sports Centre and in their parks. Finally, youth entertainment facilities are encouraged, as citizens of younger age groups (primarily teens) don't have much else to do and are becoming disruptive.

SECTION THREE: PARKS AND RECREATION

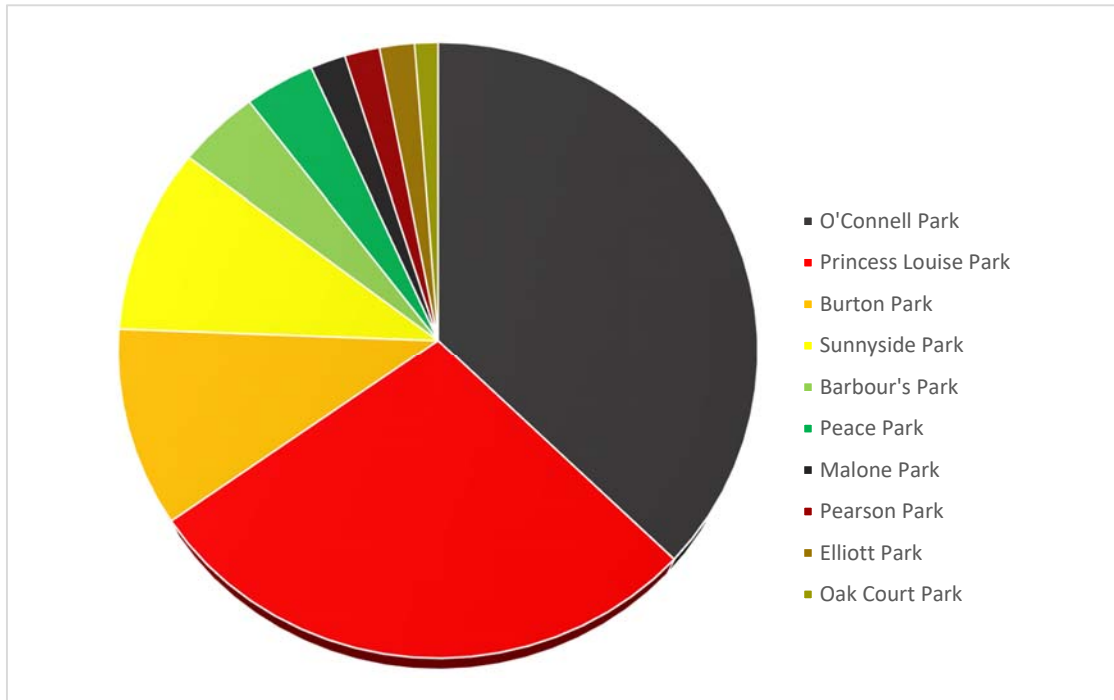
9. In the past year, how often have you....



10. How satisfied are you with the following:



11. Which Town park(s) do you visit most often?



12. What is your favourite feature of Town parks?

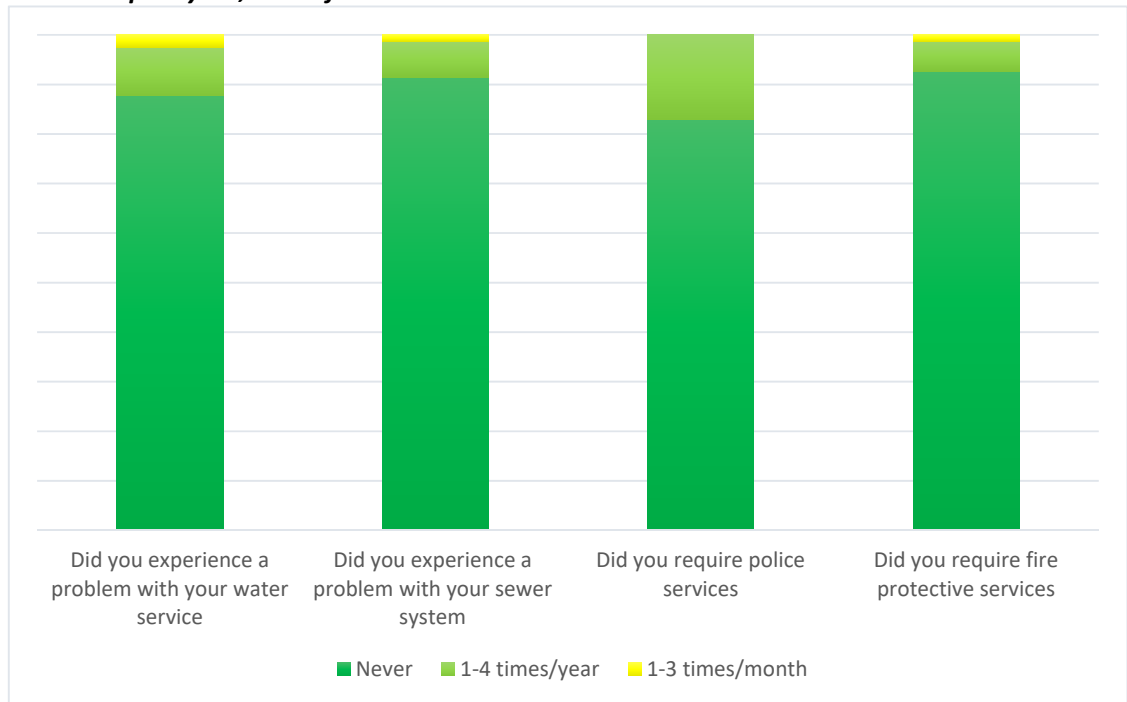
Citizens of Sussex enjoy the accessibility, green spaces, cleanliness and maintenance of their parks. They are also content with the walking paths, seating areas and equipment, such as the splash pad and playgrounds. Residents also enjoy the fact that the parks are pet friendly, though some would argue that there needs to be more regulations towards pets; they need to be on a leash.

13. How would you improve Town parks?

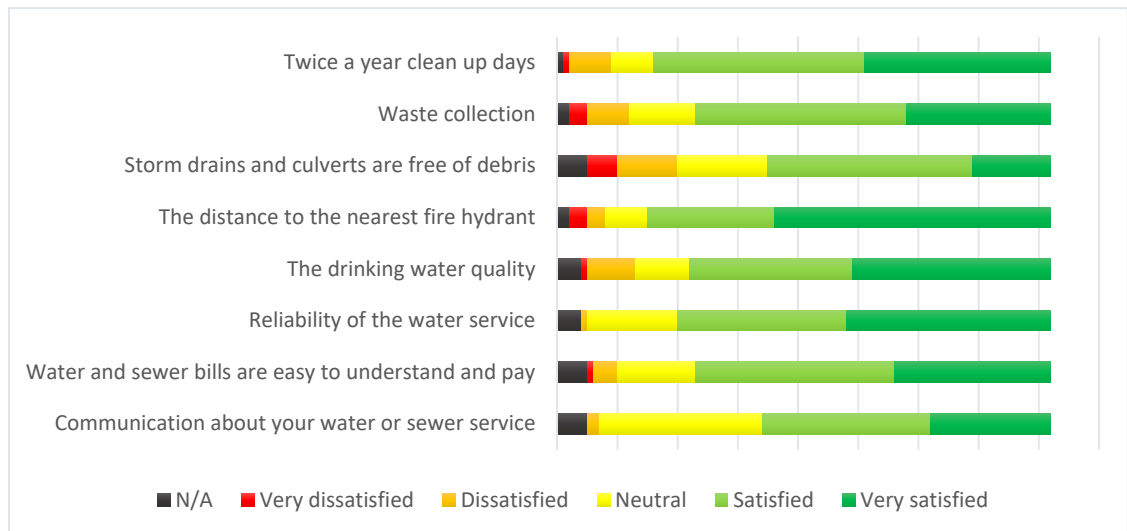
Citizens of Sussex believe permanent washrooms need to be built, and those that exist should be cleaned more often. Several citizens mentioned the need for more walking trails, trees, and seating area; more designated bike lanes are needed, and possibly a bicycle skills park.

SECTION FOUR: SERVICES

14. In the past year, how often...



15. How satisfied are you with the following:

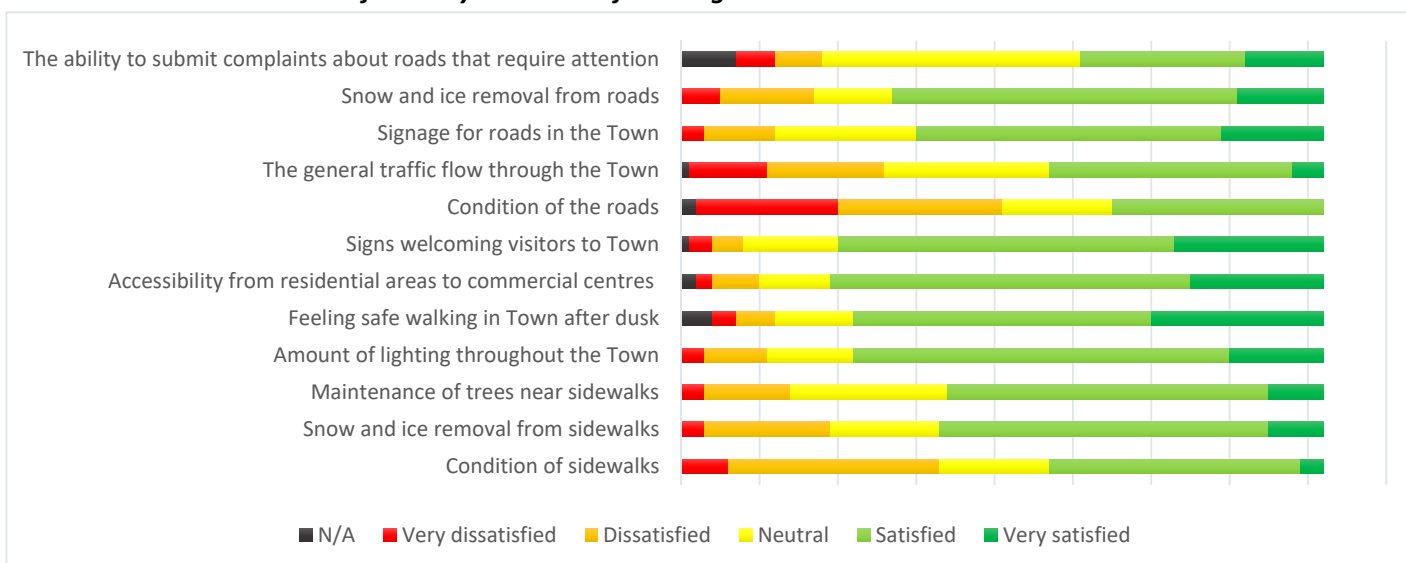


16. Additional Comments

The biggest issue facing the Town is the flooding. Citizens would like more action taken to prevent flooding. Another major concern is with garbage collection, which is inconsistent and often done improperly. Furthermore, it was noted that the drinking water tastes heavily chlorinated.

SECTION FIVE: TRANSPORTATION

17. How satisfied are you with the following:



18. Which Areas of Town do you feel have the best sidewalks?

- Main Street.
- Leonard Drive.
- Downtown area.
- Sussex Corner.
- By the new school.

19. Which areas of Town do you feel have the worst sidewalks?

There were a lot of complaints about the sidewalks, these are the main areas.

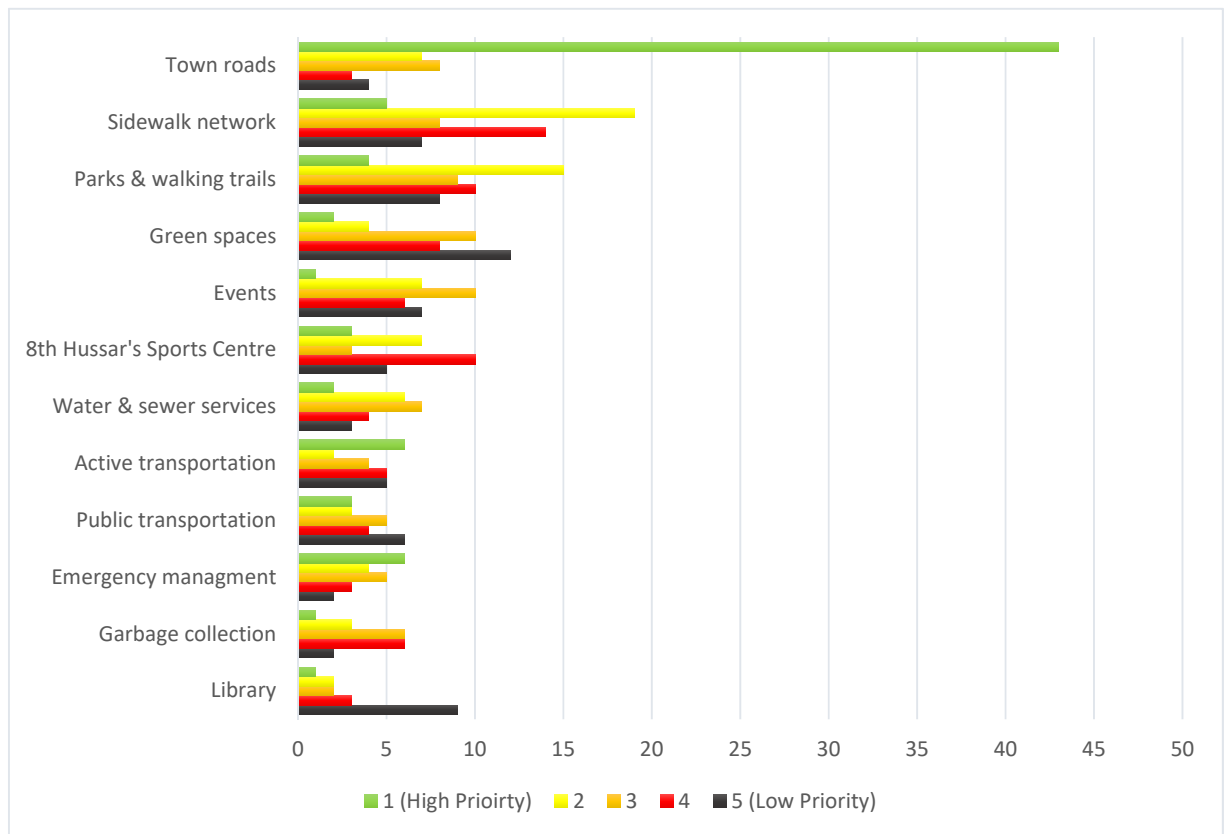
- Main Street.
- Rosemount Avenue.
- Maple Avenue.
- St. George Street.
- Magnolia Avenue.
- Sussex Corner.
- Residential areas.

20. Additional Comments

Citizens of Sussex are primarily concerned with Rosemount Avenue. Numerous citizens complained that the street is unpaved and that the traffic circle is confusing. There are also issues in regards to the sidewalks. Several responses highlighted areas where they believed a sidewalk should exist, with other citizens concerned about the maintenance of existing sidewalks. Citizens also noted concerns about slippery roadways and sidewalks calling for more sanding or salting. Other concerns mentioned by respondents included streetlight maintenance, especially in Jonah Court, and the lack of accessibility or safety for crosswalks.

SECTION SIX: PRIORITIES

21. Please choose FIVE priority areas where you would like to see improvements, with 1 being the most important and 5 being least important.



22. Are there any services currently not offered by the Town of Sussex you would like to see added?

Their major concerns have to do with garbage disposal, maintenance and accessible transportation. Services that they want implemented are: more entertainment facilities (i.e. A mall and movie theater), affordable or free drop off to the dump, efficient waste management, more attention to year round maintenance of dog parks, and more activities for various age groups (i.e. Men’s adult ball hockey, lawn bowling for seniors, more playground equipment for kids), as well as longer and more accessible walking and biking trails.

23. Additional Comments

A section of the survey did not ask respondents specific questions but was a platform to allow citizens to express concerns that may have been missed within the survey. Overall, maintenance of roads, sidewalks, and facilities such as the Dog Park were primary concerns. Citizens also repeatedly noted a desire for improvements in public transportation and other public services such as more activities were the biggest concerns. A shopping mall with more affordable stores would benefit multiple age groups.