

Cremona Citizen Satisfaction Survey (49 Respondents)

1. Are you a resident of:



2. Where do you need to get information on Village services and information? Check all that apply.



3. Is this too much or too little information?



4. How satisfied are you with quality of service provided:

Cremona and District Emergency Services



Cremona Municipal Library



Black Rollout Cart Collection



Blue Rollout Cart Collection



Green Rollout Cart Collection



Parks, Pathways and Open Spaces



Recreation Facilities



Village Website



Road Maintenance



Snow and ice control



5. Thinking about your personal dealing with the Village of Cremona, your general impressions and anything you may have read, seen or heard please state whether you agree or disagree with each of the following statements:

Village staff is easy to get hold of when I need them.



The Village responds quickly to requests and concerns.



The Village uses input from citizens in decision making about Village projects and Services.



The Village allows citizens to have meaningful input into decision making.



Village staff are courteous, helpful and knowledgeable.



The quality of customer services from the Village is consistently high.

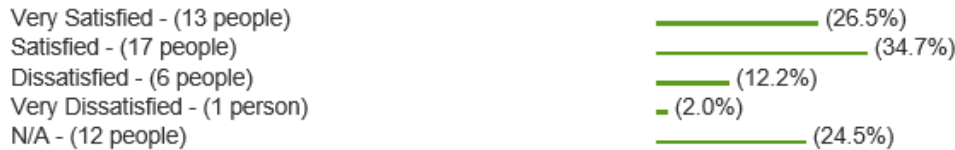


The Village of Cremona practices open and accessible government.

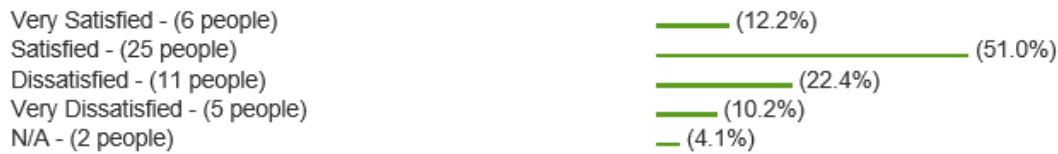


6. From the list of programs and services provided by the Village of Cremona, how satisfied are you with the job the Village is doing in providing that program or service?

Family Community Support Services for individuals such as seniors or youth



Roads and Infrastructure



Road maintenance including pothole repairs



Property tax assessment



Land Use Planning



Parks, playgrounds and open spaces



Quality of drinking water



Snow removal



Business licenses and inspections



Bylaw services for things such as noise complaints, fire pits and weeds, and animal control and licensing

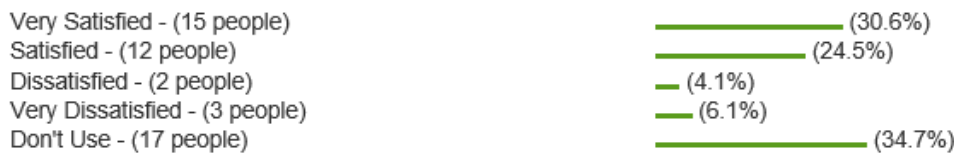


7. Recreation is operated by volunteer community boards and associations, how satisfied are you with the following recreation facilities:

Curling Rink



Arena



Baseball Diamond



Community Hall



8. There is a wide array of challenges facing the Village today, but also many success stories. Please indicate whether you agree or disagree with the following statements about the Village's future:

Cremona is on the right track to be a better Village 10 years from now.



I am proud to be a citizen of Cremona.



I am proud to live in my neighborhood.



The Cremona Council fosters a Village that is inclusive and accepting of all.



Cremona is moving in the right direction to ensure high quality of life for future generations.



I am regularly involved in neighborhood and local community events.



Cremona is a great place to make a life.

Agree - (40 people)  (81.6%)
Disagree - (9 people)  (18.4%)


Cremona is a safe community.

Agree - (45 people)  (91.8%)
Disagree - (4 people)  (8.2%)

9. Your proper tax dollars fund approximately 75% of municipal services. Considering the services provided by the Village, please rate the value you receive from your municipal property tax dollars using a scale of 1 to 10 where 1 represents 'very poor value' and 10 represents 'very good value'

1 - (0 people) (0.0%)
2 - (1 person)  (2.0%)
3 - (5 people)  (10.2%)
4 - (3 people)  (6.1%)
5 - (11 people)  (22.4%)
6 - (11 people)  (22.4%)
7 - (5 people)  (10.2%)
8 - (4 people)  (8.2%)
9 - (4 people)  (8.2%)
10 - (5 people)  (10.2%)

10. The Village of Cremona is looking at having High Speed Fibre Internet Services through the SuperNet. How likely would you be willing to sign up for this program?

Very likely - (12 people)  (24.5%)
Somewhat likely - (16 people)  (32.7%)
Not very likely - (12 people)  (24.5%)
Not at all likely - (9 people)  (18.4%)

11. The Village of Cremona recently purchased the Cremona United Church. The future vision of the facility and grounds has not been determined. Please check off any of the visions listed that you would support?

Village Office and Council Chambers - (32 people)  (65.3%)
Future fire hall on the lands by the church - (14 people)  (28.6%)
FCSS Office and other programs - (32 people)  (65.3%)
Visitor information centre - (20 people)  (40.8%)
Museum - (15 people)  (30.6%)
Other - (5 people)  (10.2%)

12. Additional Comments you would like to share

Would love to purchase land in future. Hope there's opportunity for that to come in a couple years. Maybe a better water drainage system.

Keep up the Great work you are doing, we appreciate every bit of it!!

It is a slow process to recover, improve and rebuild the Village that has had many years of neglect and poor governance. The present council and administration has made terrific advancement in improving the quality of services. The village now has great water, major roads with new pavement, roads that are maintained, bylaws and traffic bylaws that now improve the standards of living for residents. Just as important is a staff that is friendly and helpful. Thank you!!!!

I wish more attention would be paid to the sidewalks. For anyone who walks in the town, it is very odd how they are set up. They finish on one side of the road and start again on the other side. Walking, especially in the winter or with anything like a wheelchair or a stroller is incredibly weird and often hard to cross the roads that are gravel. My road was not plowed very often this winter, and ended up an extremely icy disaster before everything melted. I think there are opportunities for citizens to learn information if they put in the effort, but I think a Village Facebook page would be very useful and valuable. For example, when there was a water main break a few weeks ago, turning the water off could have been communicated here as opposed to different pages throughout Facebook that some people may not be a part of. It is definitely not a cure-all for those who do not have internet but a good place to start.

This council is a tremendous improvement from the previous decades of neglect. The core necessities of water, sewer, roads, sidewalks and garbage collection should be rated as exceptional. Snow removal and winter maintenance is excellent when compared to other urban neighbors. The newly paved streets are wonderful compared to the dust, mud, pot holes and washboard of the past you need to keep working towards more. Paved streets are such a great improvement to the looks and operation of the Village. Highway 580 needs to be improved, it is very rough. I do approve and thank you for finally getting the speed limit raised to 50kms. The quality of our water is exceptional now after years of yuk. The public works are doing a great job and hope they can do more for the eye appeal of the village as they finally catch up on the decades of poor maintenance. The business community of Alberta needs to find Cremona and establish here. The public attitude that has discouraged any development in the village or locally in the county near to Cremona needs to change from the negative to the positive.

Having only options of Agree or Disagree on some of your questions was unsatisfactory - should have had an N/a option as well, as I do not live in the Village of Cremona, so some did not pertain to me.

the increase in break ins and thefts around cremona area is getting out of control can't leave your vehicles unlocked over night any longer cause of fear of someone stealing out of vehicles or stealing vehicles in general. Would like to see something done about this. Would also like to suggest opening a performing arts program for the use of the united church it would be great for all ages who like the performing arts.

This survey is very leading. Words like consistently are not words I'd use. Pubic works needs to work, so much time wasted during work hours with the fire dept. It seem that if they cant get it done on a piece of equipment they wont get out and do it. This past winter many sidewalks were not shoveled ALL Winter, no alleyways were plowed and the sidewalk entrances were NEVER cleaned, All of this use to be done with only one man on staff and none of the toys they have now. Lets get some WORK from public works... I cringe when I see the budget and so much is being spent for 2 guys and so little being done!!!

Why are we paying for the recycling/garbage station on main st when everyone in town has 3 different garbage bins. The money used to maintain this service could be utilized to build infrastructure, repair streets, or to try and promote more community businesses. Which in turn would maybe make Cremona a more enticing place for blossoming families to settle down

Live on a local farm and we feel Cremona has great community spirit. Expand the library as it is way of the future. Need to improve the looks of the main street (look at Didsbury). Love the new Christmas street decorations. Need to attract residential developer for a tax base. Need to have good working relationship with Chamber of Commerce to facilitate business growth in Cremona.

The village (staff and council) seems to forget that most things in Cremona were built by volunteers from the greater rural area. Cremona is not just the 467 residents that reside within its borders. It is much broader, and should be taken into consideration.

Roads are an issue at this point. Ricky and Mike do an Awesome job!!

This is the best council we have had in a long time. We admire the way they have all put aside differences and gotten down to work together for the good of Cremona. Sure nice to get a cheery smile and hello when you go to the office. The maintenance men are friendly and most obliging Great Village and Community to live in!

There is not enough business structure to support a sense of growth, prosperity and an involved community. Without this, no growth. No new families. Stays stagnant The overall view with many properties in the village are unkept, trash everywhere. More bylaws need to be strongly enforced

Thank-you for soliciting community feedback. The agree/disagree options need a broader range of responses. When comparing the Village's state of affairs with the previous Council terms we're going great.

Demolish Church and build new with what is most needed for the community and what will best benifit the people of the community.

I like how they communicate very well together and they get a long with one another. I hope in October they can get good people that can work together like they do now.

Large signage for each bin at recycling site designating plastic and or paper. Currently cardboard and tin is clearly marked but more bins (marked) for plastics and labels for paper bins Thank you

We need more activities for teen and youth other than the arena and playground. We also need to reach out to those people that live here but work out of the area there really isn't that much for a single person- when those places fill up before they even get a chance to be apart. Note worthy - the 50 has the museum - there have been people driving thru the village who have asked about it on the weekends. Why can't it be open sometimes on the weekend- instead of always being closed?

The fire truck and other vehicles would not have to back up, like the facility they use now. Destroy the church and put up new facility sell the wood, seats, chairs, windows.

lived here a long time things are getting better, village workers the two men need to work more and visit less and really get some stuff done not just look like they are working. two full time works should get more thing done in a town this size. somebody needs to be on there butts all the time so they get stuff done. like being able to talk to staff before council meetings and let them know how we feel.

The powers that be in this village need to get their priorities straight. It is all well and good to plan for the future although rectifying present issues should take precedence. The undrinkable expensive liquid supplied to the good people that live in this village is shameful. Water that is brown indicated feces but also a liability for those supplying it. FIX THE WATER PROPERLY. Most of the time it tastes and smells bad. I have issues with the snow removal people also. Every snowstorm I have had pushed back up on my sidewalks, after I have had them cleaned. I was also threatened by one of the boys in the truck with the blade on it. Apparently they do not realize they work for me, and every other tax paying resident. I have no complaints in regards to the office staff as I have been treated fairly by them to date. As I would like to use some of the facilities in the community, any attempts have been blocked with locked doors and lack of public accessibility.

The reason i'm not satisfied with the snow plowing is that they plow in driveways and leave piles of snow around sidewalks I think council is doing a fine job and our office staff is wonderful

* 3 bins are too much, not aesthetic * Possibility to not have 1 or 2 bins - no use for green, blue could be eliminated since the big bins are in town * Some sidewalks are not cleaned in a timely fashion

Current Council has done well for the short period of time they have been there. CAO and Admin staff should be working 5 days a week and eliminate part time personnel. FCSS coordinator needs to be more knowledgeable on situations (i.e) Community Engagement Site, Seniors Needs and Handicap needs. Present individual hasn't been helpful in many situations according to individual complaints. There is a museum presently in the Gold and Silver Club if the Village would care to donate items. Parking between 1st East and Center st. should be eliminated. Its very unsafe to enter onto Railway Ave. when vehicles are parked in this area. TRY IT. VERY DANGEROUS Residents are quite upset because the two individuals that tried to turn our village over to the County causing big problems have been employed by the new CAO: Big Problems.

The new pavement is wonderful addition to the village. We need more of it! Finish 1st street east! Need to do better on the potholes. Excellent water!! Very satisfied with the government and staff of the Village. Thank you for raising the speed limit 580 and common sense with traffic bylaws. KEEP UP THE GOOD WORK!! Buying the United Church and Property was a smart purchase and should provide a great space for the future. Make sure to keep taxes and utility cost under control

Seven years ago a contractor was working on my furnace and, while chatting, made the observation that Cremona reminded him of an animal that had consumed its young and had now started on it's own tail and was consuming itself. Whether this is true or not, it bears some reflection - especially when it came from someone who has lived his entire life in this county. After attending council meetings from 2007 to 2010 and observing the offensive, disrespectful, sexist and, on one occasion, racist insults directed by two of the council members against a third, I decided to run for council and perhaps prevent these characters from being re-elected. Although they were not re-elected, They (and their partners) managed to find other areas (such as local boards, committees, and service clubs) where they can spread their influence, control and hatred. Although most Cremonians may disagree with this small cadre of misfits, they look the other way because of fear. I have seen tactics ranging from malicious and outright false rumors to threats with spears to outright physical assault and stalking with vehicles used as methods to ensure control and compliance. To ignore this unique Cremona Dynamic will prevent the implementation, or at least hinder any efforts by this, or any successive council, to build community.

A big thank you to all. Cremona had come so far. Keep up the good work

I have the misfortune of having a water tank placed in front of my house which should have been located behind the public works building. All I ask is that the yard is fenced in be kept tidy of junk which is becoming an eyesore, that is my only concern! I must say that in the 25 years that I have been here this has been the best council ye. I thank them so much for all that has been accomplished in the past 3.5 years.

Cremona is a good place to live... great may be a bit of an exaggeration. Generally I think the council has been doing a good job. I'm happy parking in front of the Doctors office is angle parking as it takes me sometime to get out of my car and didn't feel safe with my door opening on the highway. I find the lady in the village office very friendly and knowledgeable as well as Jen at the FCSS, she has been a huge help to me and if she didn't have the answer she took the time to find out. That means a lot to me I hate feeling pawned off to another department. I noticed some sidewalks in the village were not shoveled the whole winter (the one across from the seniors club) and many of the alley entrances were also never done, is there a reason our public works did not shovel and scrape them? The water is so much better!! I don't know why it took so long to fix, but am happy it is! I'm also happy about the pavement. I was so tired of hearing we can't do it until we fix the underground stuff, finally the council stopped making excuses and just did. It's wonderful! This council is the best council the village has had since I moved here 18 years ago.