

What We Heard

ERSB PUBLIC ENGAGEMENT FEEDBACK

Creating a strong, vibrant community is everyone's responsibility. And decisions about important things, such as municipal services, need as many voices and perspectives as possible.

In fall 2018, we reached out to approximately 26,000 permanent and 5,000 seasonal residents living in our service areas, asking them to tell us how they felt about regional services.

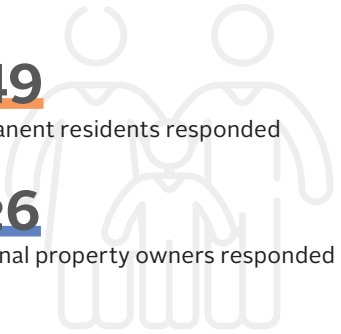
Your feedback helped us identify several areas that will help us plan for the future and shape this region. We wanted to share what we heard with you.

349

permanent residents responded

226

seasonal property owners responded



Permanent Residents

We provide essential services to 31,000 households in the region—services that keep our communities clean and our residents safe.

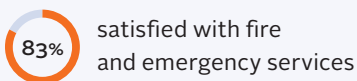
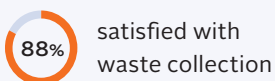


There is always room for improvement and we're committed to finding new ways to enhance service through innovation and collaboration.

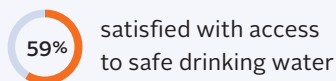
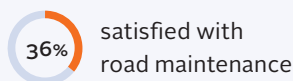
We asked, and you told us how we're doing:



Satisfied



Needs Improvement



Top three services requiring change:

1. road infrastructure/maintenance
2. waste management
3. water system, safe drinking water

We think regional services benefit our communities and so do a lot of the people we service:

- 94%** agree that all households should have access to drinkable water
- 86%** agree that all households should have consistent, standardized waste services
- 80%** agree that everyone in the region should have access to the same level of municipal service
- 70%** agree that a regional approach can lead to more services in smaller communities
- 62%** agree that a regional approach delivers services more efficiently
- 60%** agree that regional services can result in cost savings

Cost of living is top of mind, but so is having access to high quality services. We're up to the challenge of looking for ways to improve services and reduce costs to residents.



We have work to do to earn your trust. We are committed to taking this feedback and working to find solutions that benefit all the residents in our service region.



Seasonal Residents

We have also provided services to seasonal properties. These properties may be located within or outside a municipality or local service district.

Seasonal residents are divided in their opinions about core services. Most seasonal property owners are dissatisfied with (or simply don't want) services, but some see a lot of value in the same services. We're working with government to determine how to better balance the needs of part-time residents.

Differing opinions



Fire and Emergency Services

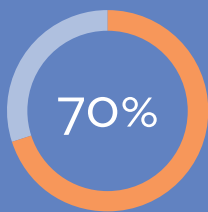
- 30% satisfied
- 18% neutral
- 23% dissatisfied
- 29% do not need this service



Weekly garbage collection

- 21% satisfied
- 5% neutral
- 26% dissatisfied
- 48% do not need this service

Seasonal property owners feel that they do not need most services and do not want to pay for service delivery at their part-time residences.



Did not name a new service they would like to access.

Seasonal property owners held very different views on the delivery of regional services.



55% agree that all households should have access to drinkable water



35% agree that households should have consistent, standardized waste services



41% agree that everyone in the region should have access to the same level of municipal service

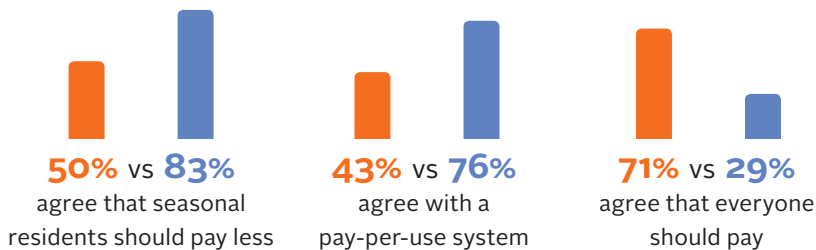
Comparison

What's important and how people want to pay for services isn't the same for everyone—especially when it comes to permanent and seasonal residents.

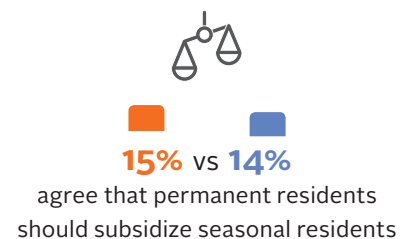
Legend

- Permanent residents
- Seasonal residents

A difference in opinion

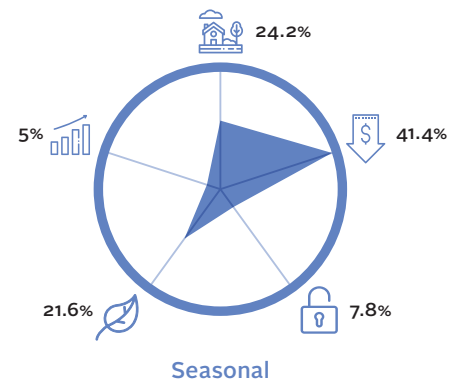
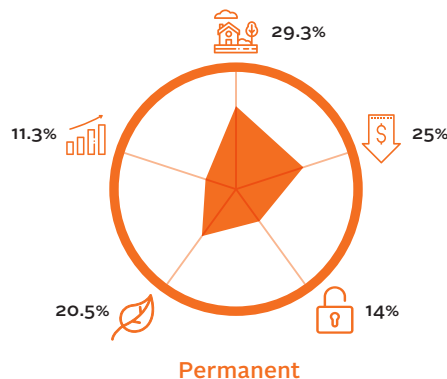


Common ground



What's most important to residents?

- Ensuring a clean and healthy community
- Keeping costs down
- Ensuring access to all services
- Protecting the environment
- Boosting local economy



What's Next?

We know we have work to do. We are committed to working with communities and municipal leaders to improve regional service delivery and to bring more transparency to what we do.

We are ready to keep innovating and working with you to provide high-quality, essential services that you can depend on, and even be proud of.

Thank you again for providing your feedback. We value your participation and welcome the opportunity to hear more from you. If there's anything else you want to let us know about, don't hesitate to get in touch.

Contact

255 Majors Path, Suite 3
 St. John's, NL A1A 0L5
 Tel: 709-579-7960
 Email: info@ersbnl.ca
 easternregionalserviceboard.com

