

# Thank You for Taking Part in Our Asset Management Survey!

We really appreciate you taking the time to share your thoughts and experiences with us. Your feedback helps us understand what’s working, what’s not, and where we can do better when it comes to managing our assets.

We’ve gathered all the responses and are excited to share the results with you. These insights will help us make smarter decisions and improve how we handle assets moving forward.

## Q1 Please select all options which apply to you.

I live in North Bay	94.39%	1,581
I own a property in North Bay	49.55%	830
I own a business in North Bay	7.82%	131

## Q2 What is your age group?

Under 18	0.18%	3
18-24	3.16%	53
25-34	13.13%	220
35-44	20.06%	336
45-54	16.96%	284
55-64	22.75%	381
65+	23.76%	398

## Q3 The City must sometimes prioritize how limited funds are allocated. Please rank the following services from 1 (highest priority) to 8 (lowest priority) based on what matters most to you.

	1	2	3	4	5	6	7	8	TOTAL	SCORE
Roads and Sidewalks	48.96% 680	20.73% 288	13.39% 186	9.5% 132	4.03% 56	1.87% 26	1.22% 17	0.29% 4	1,389	6.89
Water	35.64% 495	34.27% 476	13.61% 189	8.06% 112	4.39% 61	2.81% 39	0.86% 12	0.36% 5	1389	6.75
Wastewater	2.66% 37	20.45% 284	31.46% 437	15.05% 209	13.68% 190	9.58% 133	5.33% 74	1.8% 25	1389	5.24
Stormwater	1.15% 16	3.67% 51	14.25% 198	29.59% 411	17.49% 243	15.41% 214	12.96% 180	5.47% 76	1389	4.16
Parks and Trails	3.96% 55	8.06% 112	12.38% 172	13.68% 190	27.79% 386	17.85% 248	10.73% 149	5.54% 77	1389	4.23
Facilities	2.52% 35	5.69% 79	8.50% 118	13.39% 186	17.42% 242	32.54% 452	15.33% 213	4.61% 64	1389	3.80
Transit	4.82% 67	6.12% 85	4.75% 66	7.99% 111	11.38% 158	12.46% 173	34.20% 475	18.29% 254	1389	3.19
Parking Lots	0.29% 4	1.01% 14	1.66% 23	2.74% 38	3.82% 53	7.49% 104	19.37% 269	63.64% 884	1389	1.73

**Q4 If improving certain services requires additional funding through the asset management plan, would you support a tax or fee increase to help pay for those improvements?**

Yes, I support improving services and service levels	26.13%	363
Yes, I support improving services and service levels, but only for core services (roads, water, wastewater, stormwater)	35.78%	497
No, I would prefer services and service levels remain the same.	31.10%	432
No, I would prefer a reduction in services and service levels	6.98%	97

**Q5 With rising costs and aging infrastructure, maintaining current services and service levels may require higher taxes or fees. For each service below, please indicate your opinion regarding each service.**

	MAINTAIN SERVICE LEVELS AND RESPONSIBLY ADJUST BUDGETS AS NEEDED	MAINTAIN BUDGETS AND RESPONSIBLY ADJUST SERVICE LEVELS	REDUCED SERVICE LEVELS AND MAINTAIN AND/OR REDUCE BUDGETS WHERE POSSIBLE	NO PREFERENCE	TOTAL
Roads and Sidewalks	58.10% 803	33.43% 462	5.79% 80	2.68% 37	1,382
Water	57.14% 784	34.62%	3.35% 46	4.88% 67	1,372
Wastewater	44.66% 610	41.00% 560	6.15% 84	8.20% 112	1,366
Stormwater	37.55% 508	44.27% 599	8.35% 113	9.83% 133	1,353
Parks and Trails	33.50% 457	41.57% 567	18.77% 256	6.16% 84	1,364
Facilities	29.65% 403	42.97% 584	19.72% 268	7.65% 104	1,359
Transit	34.24% 467	38.56% 526	15.76% 215	11.44% 156	1,364
Parking Lots	15.24% 208	35.97% 491	33.33% 455	15.46% 211	1,365

**Q6 Please select one of the following options:**

I'd like to end the survey now	16.67%	227
I'd like to continue and be entered into the gift card draw	83.33%	1,135

**Q7 How satisfied are you with the overall performance and availability of the City's roads and sidewalk infrastructure?**

Satisfied	26.39%	284
Neither satisfied nor dissatisfied	29.18%	314
Dissatisfied	44.33%	477
Not applicable	0.09%	1

**Q8 Over the past five (5) years, how frequently have you used the following types of road and sidewalk infrastructure?**

	NEVER	ONCE A YEAR	MONTHLY	WEEKLY	DAILY	TOTAL
Unpaved roads	13.85% 145	30.75% 322	32.38% 339	14.33% 150	8.69% 91	1,047
Sidewalks	1.31% 14	2.62% 28	13.59% 145	31.58% 337	50.89% 543	1,067
Bridges	4.82% 51	6.72% 71	17.98% 190	33.30% 352	37.18% 393	1,057

**Q9 How satisfied are you with the current condition and maintenance of the following City road and sidewalk services?**

	NEEDS IMPROVEMENT	ACCEPTABLE	EXCEEDS EXPECTATIONS	NO PREFERENCE	TOTAL
Condition of Paved Roads (Current condition: good to very good)	63.16% 679	34.51% 371	1.67% 18	0.65% 7	1,075
Condition of Unpaved Roads (Current condition: poor to very poor)	24.74% 266	45.12% 485	1.12% 12	29.02% 312	1,075
Condition of Sidewalks (Current condition: good to very good)	32.28% 346	59.70% 640	5.32% 57	2.71% 29	1,072
Condition of Bridges and Culverts (Current condition: fair)	16.76% 180	69.83% 750	2.79% 30	10.61% 114	1,074
Condition of traffic control (Current condition: good to very good)	36.15% 389	55.76% 600	6.69% 72	1.39% 15	1,076

**Q10 Would you support expanding the current services and service levels in the following areas related to the City's roads and sidewalk infrastructure?**

	YES	NO	NO PREFERENCE	TOTAL
Paved Roads	73.49% 779	16.89% 179	9.62% 102	1,060
Unpaved Roads	21.78% 228	41.45% 434	36.77% 385	1,047
Sidewalks	62.50% 655	23.28% 244	14.22% 149	1,048
Bridges and Culverts	40.75% 425	23.39% 244	35.86% 374	1,043
Traffic Control	57.26% 611	24.09% 257	18.65% 199	1,067

**Q11 How satisfied are you with the overall quality, reliability, and availability of the City's drinking water service?**

Satisfied	72.98%	748
Neither satisfied nor dissatisfied	13.27%	136
Dissatisfied	10.63%	109
Not applicable	3.12%	32

**Q12 How satisfied are you with the overall performance and availability of the City’s wastewater systems, including their effectiveness in preventing overflows and flooding?**

Satisfied	63.80%	654
Neither satisfied nor dissatisfied	26.24%	269
Dissatisfied	6.54%	67
Not applicable	3.41%	35

**Q13 How satisfied are you with the overall performance and availability of the City’s stormwater management system in preventing flooding and maintaining proper drainage during heavy rainfall?**

Satisfied	50.54%	518
Neither satisfied nor dissatisfied	29.95%	307
Dissatisfied	16.88%	173
Not applicable	2.63%	27

**Q14 In the past five (5) years, how often has your household or business been affected by a water disruption, sewer backup, or road flooding?**

	NEVER	ONCE A YEAR	LESS THAN FIVE (5) TIMES	MORE THAN FIVE (5) TIMES	TOTAL
Disruption in water service	73.81% 747	9.58%	15.51% 157	1.09% 111	1,012
Sewer backup	87.35% 884	4.05% 41	7.61% 77	0.99% 10	1,012
Road flooding	60.71% 618	14.15% 144	15.91% 162	9.23% 94	1,018

**Q15 How satisfied are you with the current condition and maintenance of the City’s water, wastewater, and stormwater network? Note: Current condition refers to the average condition based on existing Asset Management assessments.**

	NEEDS IMPROVEMENT	ACCEPTABLE	EXCEEDS EXPECTATIONS	NO PREFERENCE	TOTAL
Water Network (Current condition: good to very good)	13.57% 139	71.00% 727	7.23% 74	8.20% 84	1,024
Wastewater Network (Current condition: fair to good)	12.65% 129	73.14% 746	4.41% 45	9.80% 100	1,020
Stormwater Network (Current condition: poor to fair)	31.64% 323	56.42% 576	3.33% 34	8.62% 88	1,021

**Q16 Would you support expanding the current services and service levels in the following areas related to the City's water, wastewater, and stormwater network?**

	YES	NO	NO PREFERENCE	TOTAL
Water Network (e.g. service, facilities, mains, machinery & equipment)	45.90% 470	28.52% 292	25.59% 262	1,024
Wastewater Network (e.g. service, facilities, mains, machinery & equipment)	39.53% 404	29.75% 304	30.72% 314	1,022
Stormwater Network (e.g. facilities, trunk mains, mains, catch basins/manholes)	49.51% 505	23.92% 244	26.57% 271	1,020

**Q17 How satisfied are you with the overall performance and availability of the City's parks and trail networks?**

Satisfied	64.86%	648
Neither satisfied nor dissatisfied	22.42%	224
Dissatisfied	10.71%	107
Not applicable	2.00%	20

**Q18 Over the past five (5) years, how frequently have you used the following types of parks and trails infrastructure?**

	NEVER	ONCE A YEAR	MONTHLY	WEEKLY	DAILY	TOTAL
Parks	9.81% 98	23.02% 230	31.23% 312	26.63% 266	9.31% 93	999
Trails	11.66% 114	15.54% 152	30.27% 296	30.37% 297	12.17% 119	978
Playgrounds/Splash Pad	43.66% 434	17.61% 175	18.51% 184	16.60% 165	3.62% 36	994
Recreational Areas/Sports Fields	40.24% 402	19.12% 191	18.02% 180	18.82% 188	3.80% 38	999

**Q19 How satisfied are you with the current condition and maintenance of the following parks and trails infrastructure in the City? Note: Current condition refers to the average condition based on existing Asset Management assessments.**

	NEEDS IMPROVEMENT	ACCEPTABLE	EXCEEDS EXPECTATIONS	NO PREFERENCE	TOTAL
Parks (Current condition: very poor to fair)	24.07% 240	60.38% 602	6.62% 66	8.93% 89	997
Trails (Current condition: good to very good)	13.01% 130	64.66% 646	13.11% 131	9.21% 92	999
Playgrounds/Splash Pad (Current condition: very poor to fair)	12.44% 124	47.14% 470	13.04% 130	27.38% 273	997
Recreational Areas/Sports Fields (Current condition: very poor to fair)	13.96% 139	48.69% 485	9.64% 96	27.71% 276	996

**Q20 Would you support expanding the current services and service levels in the following areas related to the City's parks and trails infrastructure?**

	YES	NO	NO PREFERENCE	TOTAL
Parks	46.69% 466	35.67% 356	17.64% 176	998
Trails	52.32% 519	30.65% 304	17.04% 169	992
Playgrounds/Splash Pad	37.11% 370	37.51% 374	25.38% 253	997
Recreational Areas/Sports Fields	35.51% 354	41.02% 409	23.47% 234	997

**Q21 How satisfied are you with the overall performance and availability of the City's facilities?**

Satisfied	44.99%	440
Neither satisfied nor dissatisfied	38.75%	379
Dissatisfied	14.62%	143
Not applicable	1.64%	16

**Q22 In the last five (5) years how often have you used the following City facilities?**

	NEVER	ONCE A YEAR	MONTHLY	WEEKLY	DAILY	TOTAL
Recreation Facilities	18.42% 180	34.70% 339	27.94% 273	16.27% 159	2.66% 26	977
Park Facilities	19.36% 189	27.56% 269	32.58% 318	17.32% 169	3.18% 31	976
Public Works	54.98% 535	25.18% 245	12.33% 120	6.06% 59	1.44% 14	973
Landfill	33.76% 313	49.30% 457	14.56% 135	2.05% 19	0.32% 3	927
General Government (City Hall, Transit)	21.34% 207	40.00% 388	25.46% 247	8.14% 79	5.05% 49	970
Emergency Services	53.39% 520	40.86% 398	4.21% 41	1.23% 12	0.31% 3	974

### Q23 How satisfied are you with the current condition and maintenance of each of the following City facilities?

**Note: Current condition refers to the average condition based on existing Asset Management assessments.**

	NEEDS IMPROVEMENT	ACCEPTABLE	EXCEEDS EXPECTATIONS	NO PREFERENCE	TOTAL
Recreation Facilities (Current condition: good to very good)	20.08% 196	59.63% 582	7.07% 69	13.22% 129	976
Park Facilities (Current condition: good to very good)	34.05%	48.92% 477	3.69% 36	13.33% 130	975
Public Works (Current condition: fair to very good)	8.91% 87	55.12% 538	3.38% 33	32.58% 318	976
Landfill (Current condition: fair)	6.36% 62	58.67% 572	5.23% 51	29.74% 290	975
General Government (Current condition: fair to good)	20.92% 204	53.64% 523	4.21% 41	21.23% 207	975
Emergency Services (Current condition: fair)	12.40% 121	58.09% 567	7.17% 70	22.34% 218	976

### Q24 Would you support expanding the current services and service levels for the following areas related to the City's facilities?

	YES	NO	NO PREFERENCE	TOTAL
Recreation Facilities	36.44% 356	48.00% 469	15.56% 152	977
Park Facilities	57.99% 566	26.95% 263	15.06% 147	976
Public Works	17.36% 168	53.31% 516	29.34% 284	968
Landfill	20.13% 183	44.99% 409	34.87% 317	909
General Government	26.21% 254	49.43% 479	24.36% 236	969
Emergency Services	43.24% 422	30.74% 300	26.02% 254	976

### Q25 How satisfied are you with the overall performance and availability of the City's transit system infrastructure?

Satisfied	16.29%	158
Neither satisfied nor dissatisfied	27.22%	264
Dissatisfied	25.57%	248
Not applicable	30.93%	300

**Q26 Over the past five years, how frequently have you used the following transit infrastructure?**

	NEVER	ONCE A YEAR	MONTHLY	WEEKLY	DAILY	TOTAL
Transit Fleet	64.84% 627	13.86% 134	7.76% 75	6.62% 64	6.93% 67	967
Bus Shelter and Bus Pads	67.77% 656	12.09% 117	7.23% 70	6.71% 65	6.20% 60	968
Transit Equipment (bus lift, bike racks)	87.40% 846	4.96% 48	3.31% 32	2.07% 20	2.27% 22	968

**Q27 How satisfied are you with the current condition and maintenance of the City's transit system infrastructure?**

	NEEDS IMPROVEMENT	ACCEPTABLE	EXCEEDS EXPECTATIONS	NO PREFERENCE	TOTAL
Transit Fleet	27.20% 263	28.23% 273	3.10% 30	41.47% 401	967
Bus Shelter and Bus Pads	26.32% 255	30.13% 292	2.06% 20	41.49% 402	969
Transit Equipment (bus lift, bike racks)	14.05% 136	30.37% 294	2.69% 26	52.89% 412	968

**Q28 Would you support expanding the current services and service levels for the following areas related to the City's transit system infrastructure?**

	YES	NO	NO PREFERENCE	TOTAL
Transit Fleet	45.57% 442	29.48% 286	24.95% 242	970
Bus Shelter and Bus Pads	39.46% 382	32.95% 319	27.58% 267	968
Transit Equipment (bus lift, bike racks)	30.89% 299	32.13% 311	36.98% 358	968

**Q29 How satisfied are you with the overall performance and availability of the City's parking lot and on-street parking infrastructure?**

Satisfied	46.42%	447
Neither satisfied nor dissatisfied	30.32%	292
Dissatisfied	18.38%	177
Not applicable	4.88%	47



**Q30 In the last five (5) years how often have you used the following parking lot and on-street parking infrastructure?**

	NEVER	ONCE A YEAR	MONTHLY	WEEKLY	DAILY	TOTAL
Parking Lots	7.48% 72	8.83% 85	38.84% 374	36.55% 352	8.31% 80	963
Parking Pay Stations	12.28% 118	13.42% 129	44.33% 426	26.74% 426	3.23% 31	961
On-Street Parking	9.68% 93	9.89% 95	39.33% 378	34.03% 378	7.08% 68	961

**Q31 How satisfied are you with the current condition and maintenance of the City's parking lots and on-street parking?**

	NEEDS IMPROVEMENT	ACCEPTABLE	EXCEEDS EXPECTATIONS	NO PREFERENCE	TOTAL
Parking Lots (Current condition: fair to good)	18.31% 176	67.95% 653	4.47% 43	9.26% 89	961
Parking Pay Stations (Current condition: very poor to poor)	24.30% 234	59.19% 570	3.32% 32	13.19% 127	963
On-Street Parking (Current condition: fair to good)	21.91% 211	63.66% 613	3.63% 35	10.80% 104	963

**Q32 Would you support expanding the services and service levels for the following areas related to the City's parking lot and on-street parking infrastructure?**

	YES	NO	NO PREFERENCE	TOTAL
Parking Lots	29.08% 280	49.43% 476	21.50% 207	963
Parking Pay Stations	26.30% 253	50.94% 490	22.77% 219	962
On-Street Parking	32.95% 317	43.35% 417	23.70% 228	962