

**Appendix C - Level of Service Questionnaire**

**Level of Service Questionnaire – Roads and Storm Drain systems  
Township of Admaston/Bromley**

This Level of Service Questionnaire has been designed to complement the preparation of an Asset Management Plan for the Township of Admaston/Bromley. An Asset Management Plan links policy decisions about municipal infrastructure to long-term financial costs. Your views and opinions about the existing service levels and the performance of assets such as road infrastructure and stormwater infrastructure are important in preparing the Asset Management Plan. The results of this questionnaire will be used to determine if existing assets are performing up to expectation and where improvements may be required. Please fill out and return by July 31<sup>st</sup>, 2013. Thank you.

1. Please describe yourself:     Ratepayer     Staff member (Dept. \_\_\_\_\_)     Councillor

**General Questions**

2. For each of the items below, please describe your level of satisfaction using the following scale:  
One(1) – **Very Satisfied**, Two(2) – **Satisfied**, Three(3) – **Neutral**, Four(4) – **Dissatisfied**, Five(5) – **Very Dissatisfied**

a) How would you describe your satisfaction with the condition of the municipal road system? \_\_\_\_\_

b) How would you describe your satisfaction with the condition of the municipal storm sewer system? \_\_\_\_\_

c) Indicate your level of satisfaction with the condition of paved municipal roads. \_\_\_\_\_

d) Indicate your level of satisfaction with the condition of gravel municipal roads. \_\_\_\_\_

e) Indicate your level of satisfaction with the speed of road repairs. \_\_\_\_\_

f) Indicate your level of satisfaction with the effectiveness of road repairs. \_\_\_\_\_

g) Indicate your satisfaction with the value provided by municipal roads. \_\_\_\_\_

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3. For each of the statements below, please describe your level of agreement using the following scale:  
One(1) – **Agree Strongly**, Two(2) – **Agree**, Three(3) – **Neutral**, Four(4) – **Disagree**, Five(5) – **Disagree Strongly**

a) The Municipality effectively prioritizes its roads spending. \_\_\_\_\_

b) I would support the municipality borrowing money to cover short term funding gaps \_\_\_\_\_

c) The existing municipal road network is safe to travel upon. \_\_\_\_\_

d) Municipal roads are properly signed and marked. \_\_\_\_\_

e) Travel times are reasonable when using the Municipal road system. \_\_\_\_\_

f) Snow and ice are removed from municipal roads in a reasonable timeframe. \_\_\_\_\_

g) The overall condition of municipal roads has improved compared with:  
Ten (10) years ago \_\_\_\_\_

h) There are existing municipal gravel roads that should be paved.  
Road Name(s) \_\_\_\_\_ \_\_\_\_\_

i) There are existing municipal paved roads that should be gravel.  
Road Name(s) \_\_\_\_\_ \_\_\_\_\_

**General Comments related to the condition of municipal roads and the storm drain system:**

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Ratepayer/Staff/Council Signature