

# KENTVILLE RESIDENTS' SURVEY ANNUAL REPORT

# 20 24

Kentville  
A BREATH OF FRESH AIR

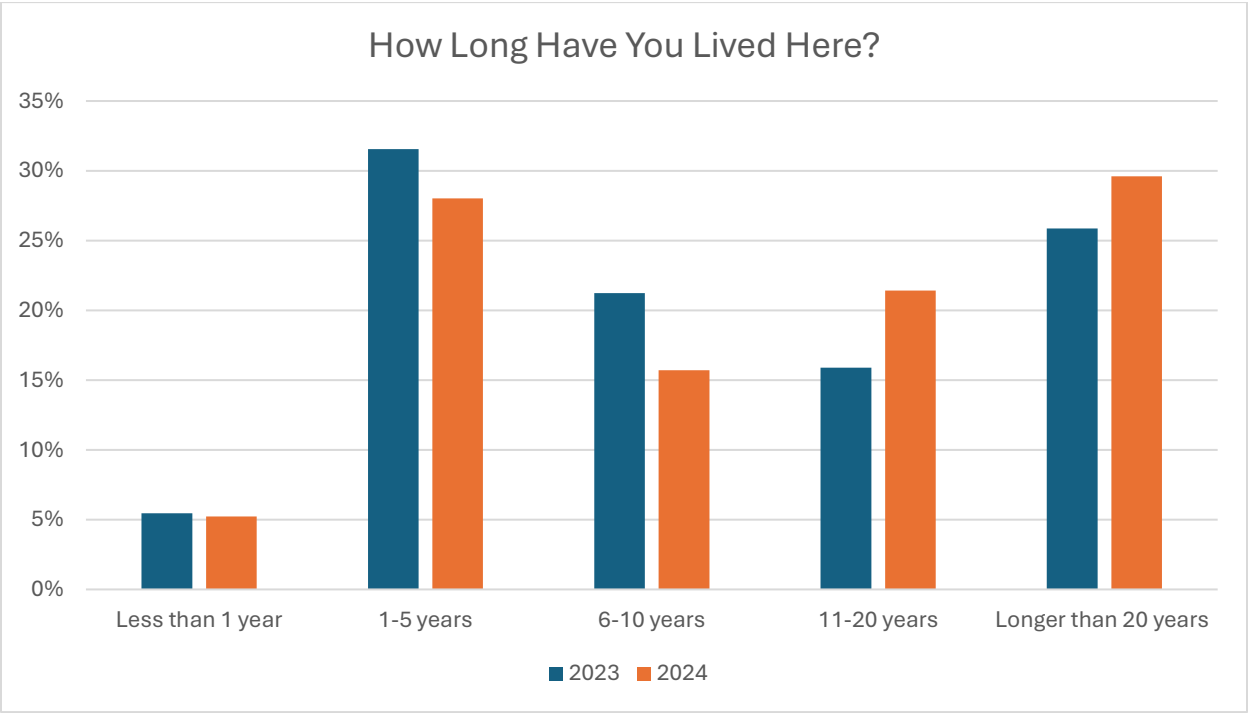
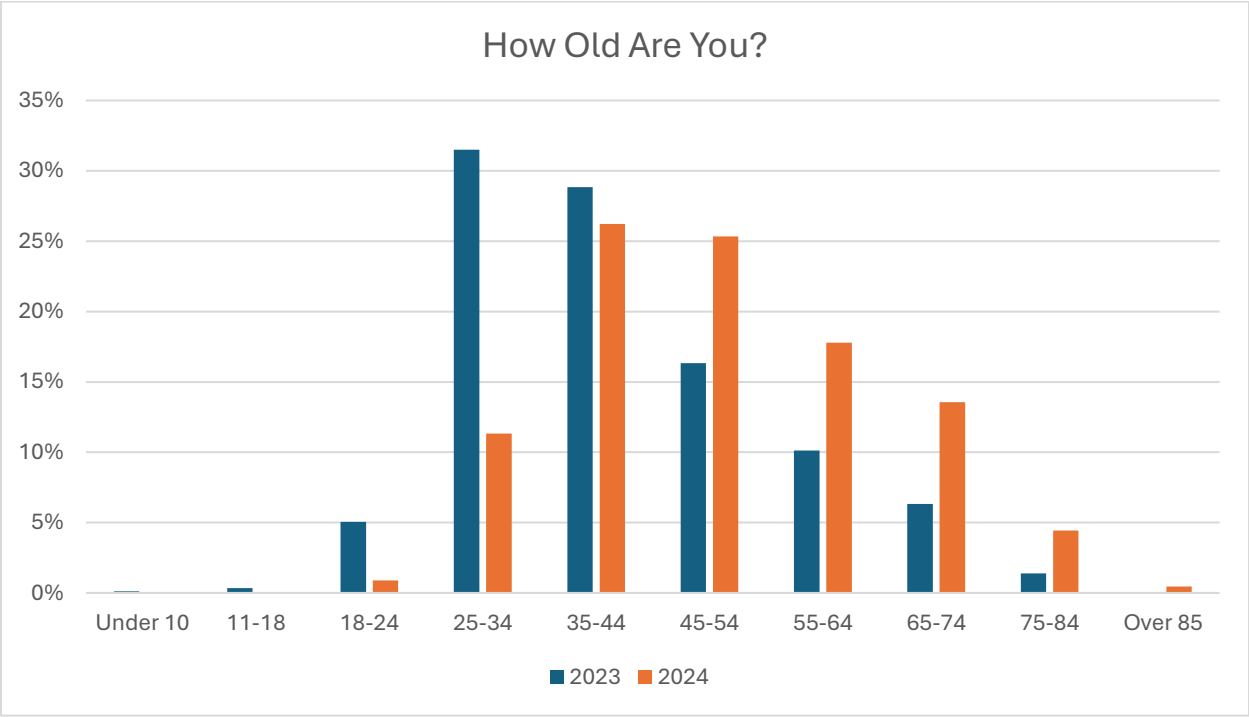


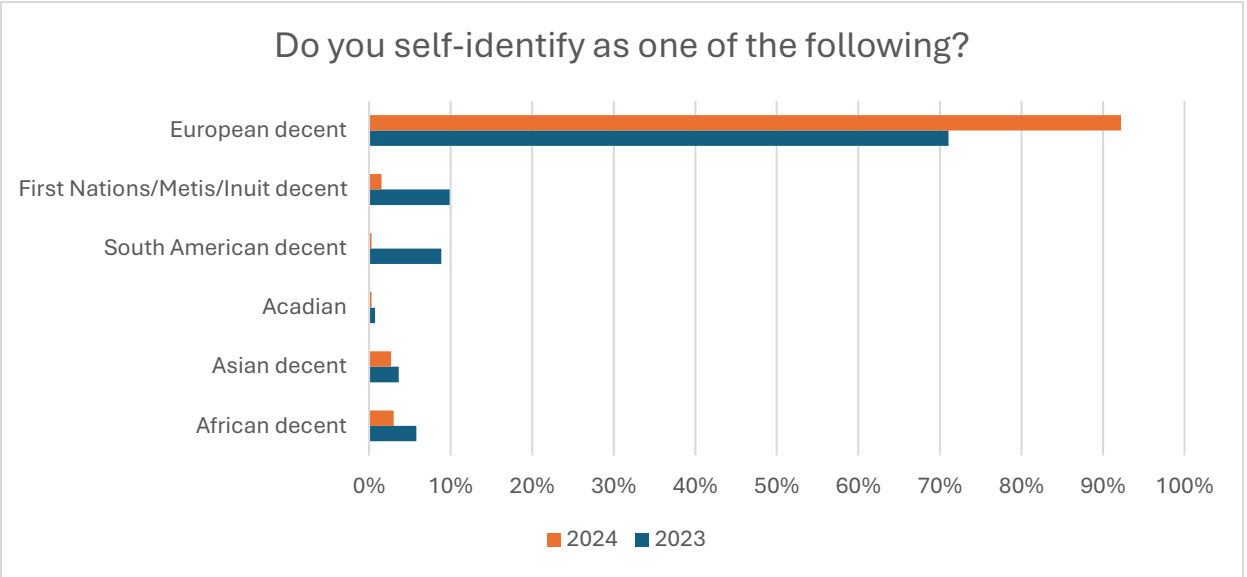
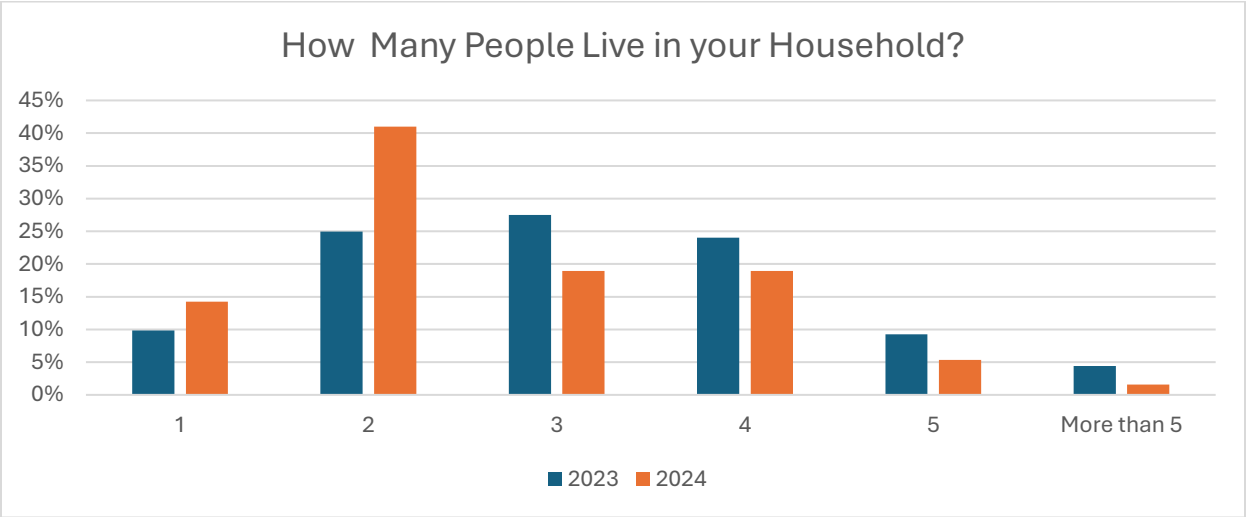
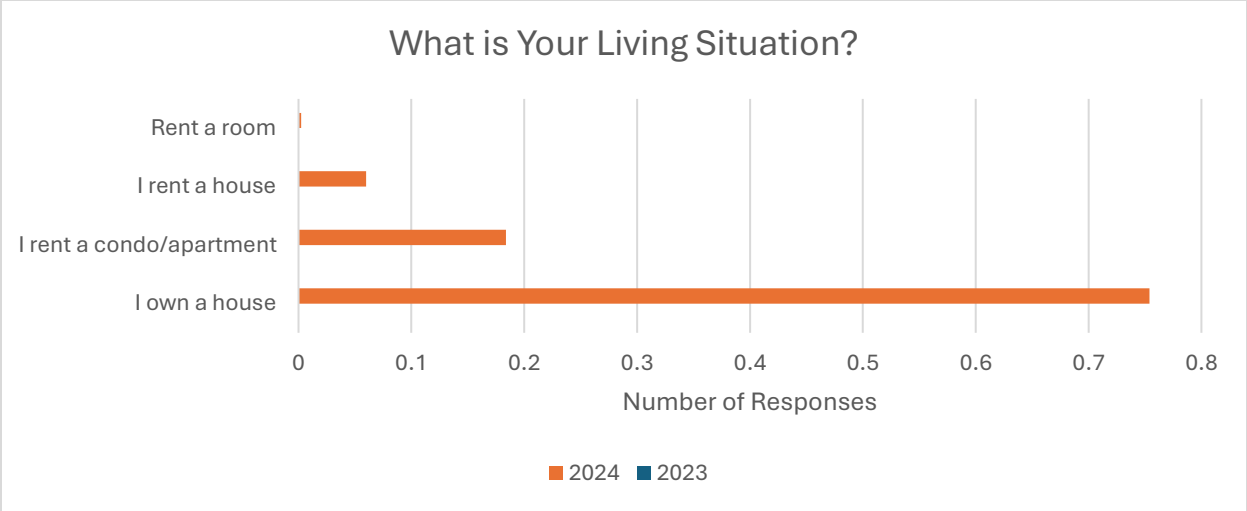
# **We Are Listening**

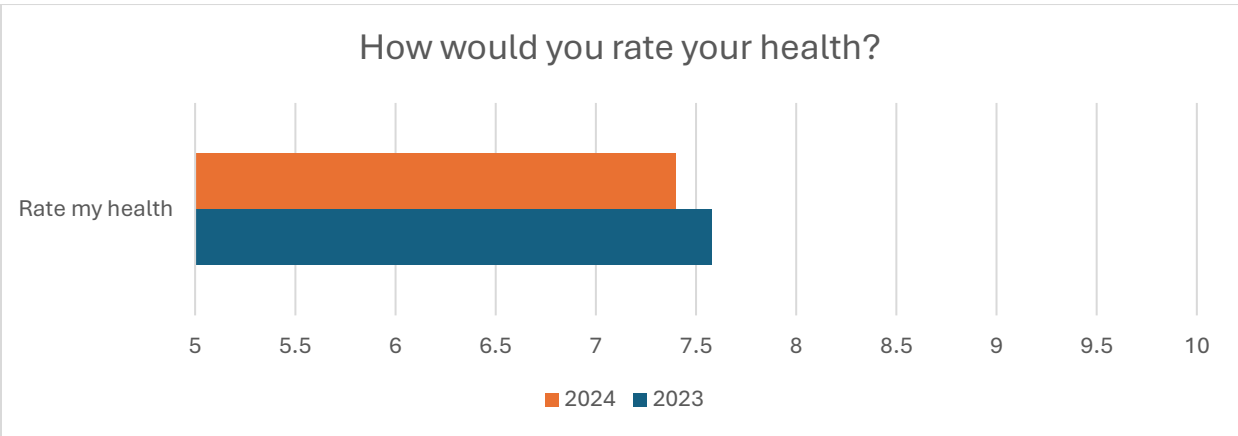
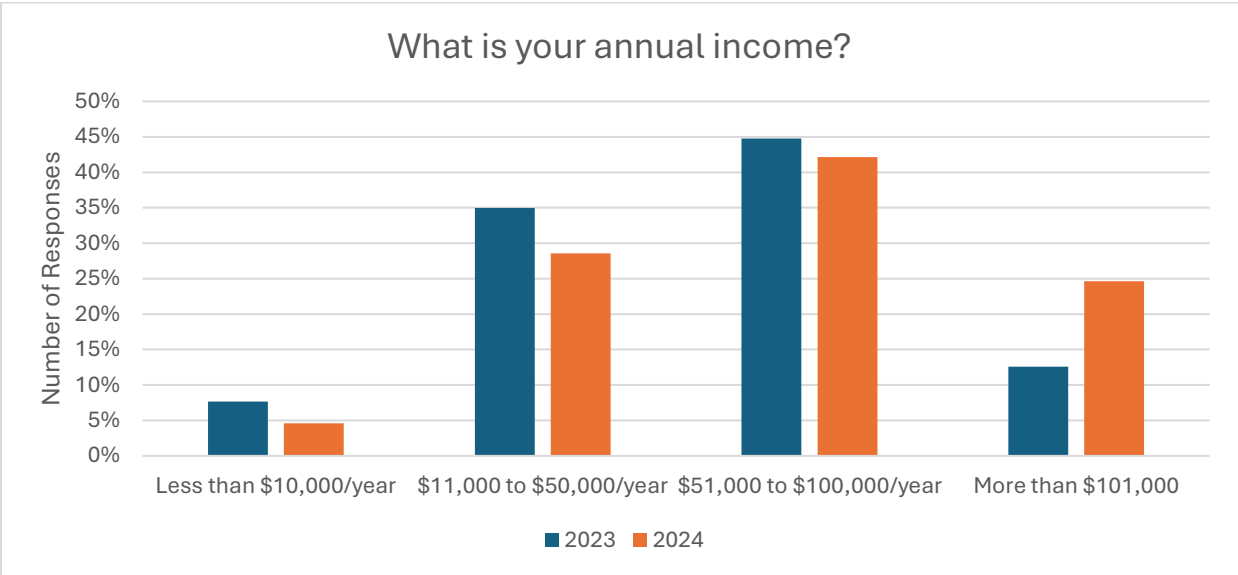
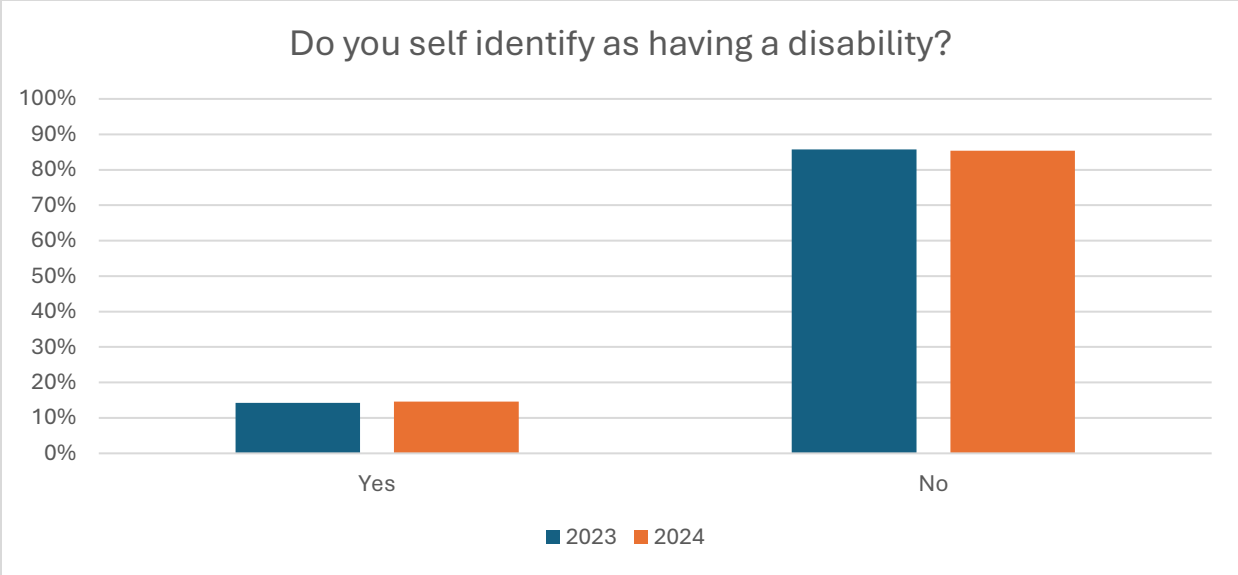
The Town of Kentville Nova Scotia is committed to building the best community possible for all its residents. To do this the Town is working to create a vision for the future. As part of this vision, the Town has begun surveying residents through an Annual Resident Survey to collect resident information and feedback on a number of topics.

Each year the survey will explore annual topics of interest, like community gardens, cultural programs and services, cosmetic pesticides, water metering and youth and family programming.

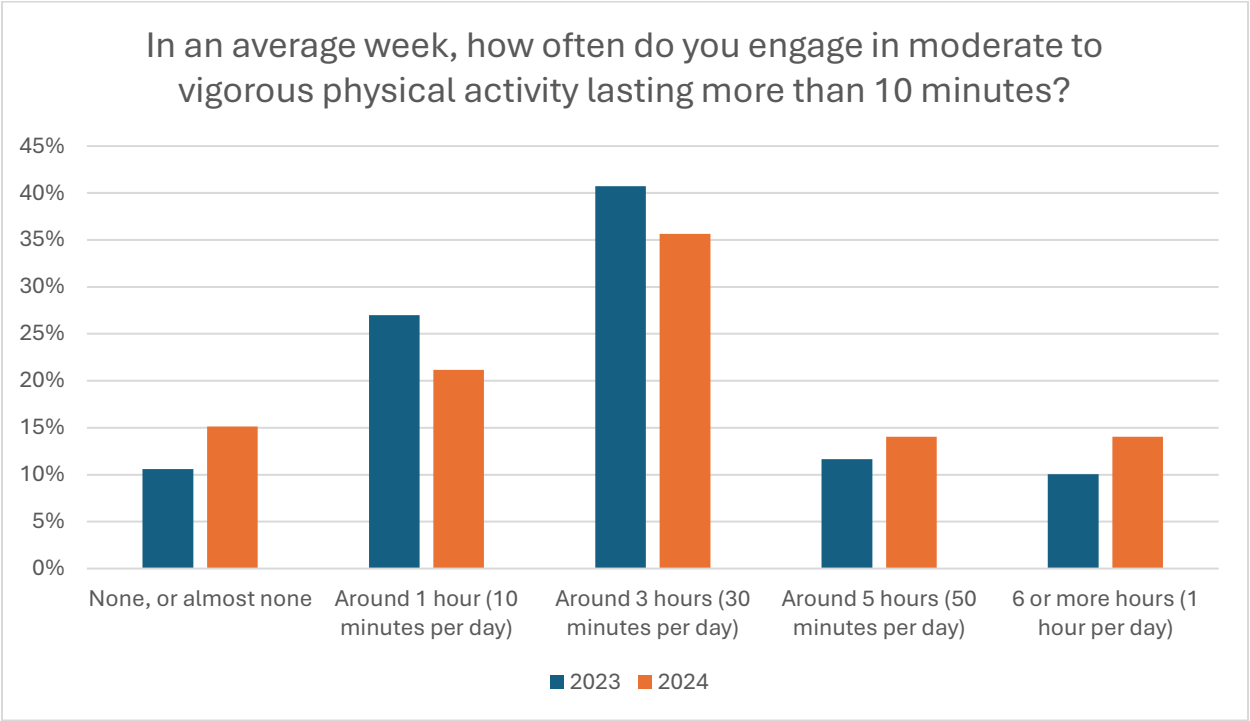
Here are results from the first and second annual Kentville Residents' Survey. Where there are two years' of responses, both are presented. The 2024 survey ran for 45 days and included 67 questions. The survey received 450 responses! Thanks to all who provided their feedback. Here is what we heard!







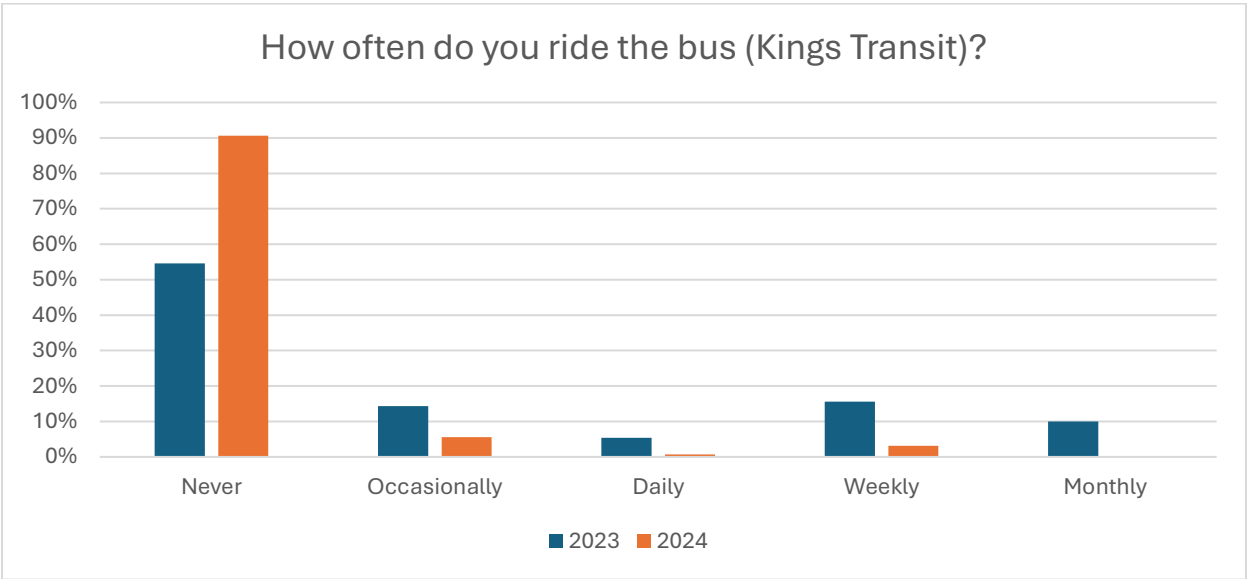
Active Transportation:



Active Transportation Comments:

Residents of Kentville express concerns about inadequate sidewalk maintenance, particularly in outlying areas like Oakdene, impacting pedestrian safety and accessibility, especially for those with disabilities. There's frustration over prioritizing non-taxpaying individuals over tax contributors needing safe infrastructure. Many highlight the dangers of walking and biking due to poor conditions and traffic, advocating for more sidewalks, crosswalks, and better lighting. Some criticize the town's focus on active transportation without addressing broader community needs, such as affordable housing. Overall, there's a strong call for improved safety, accessibility, and infrastructure to support all residents.

Transportation:

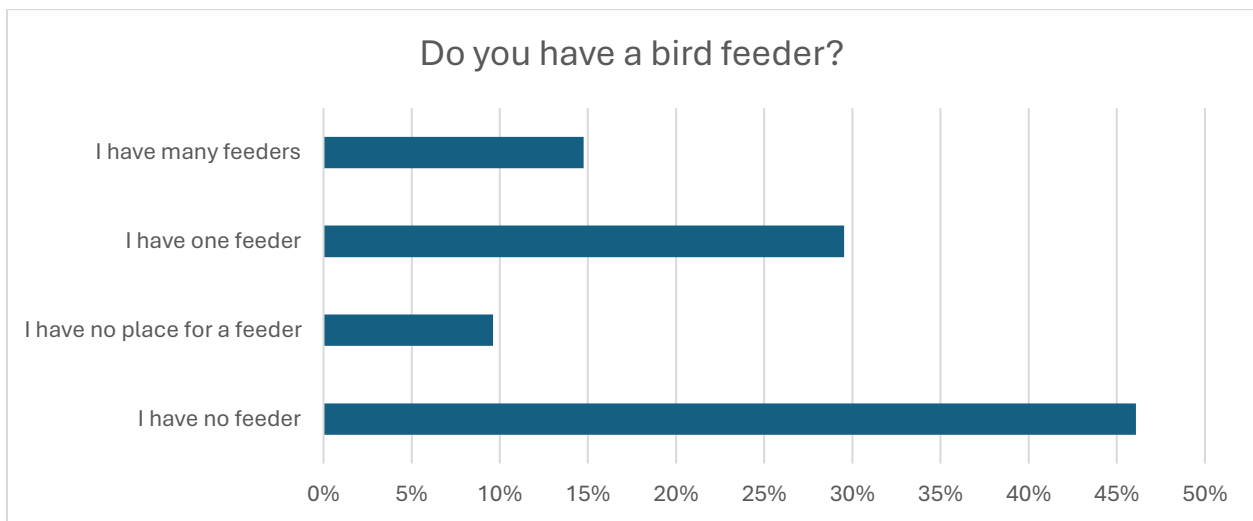
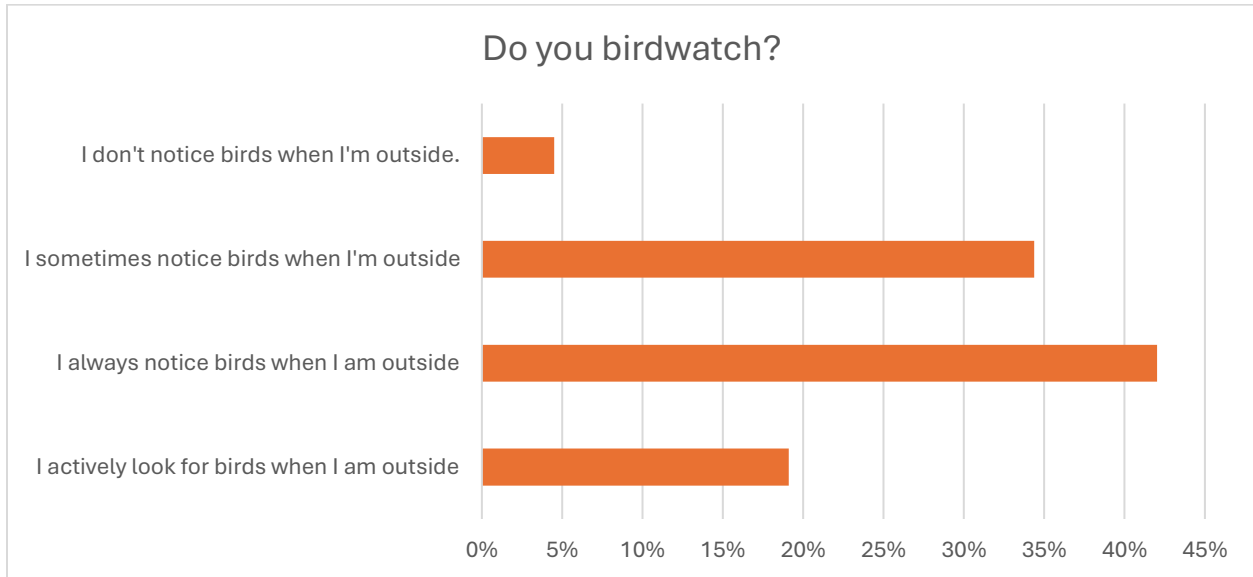


Transportation Comments:

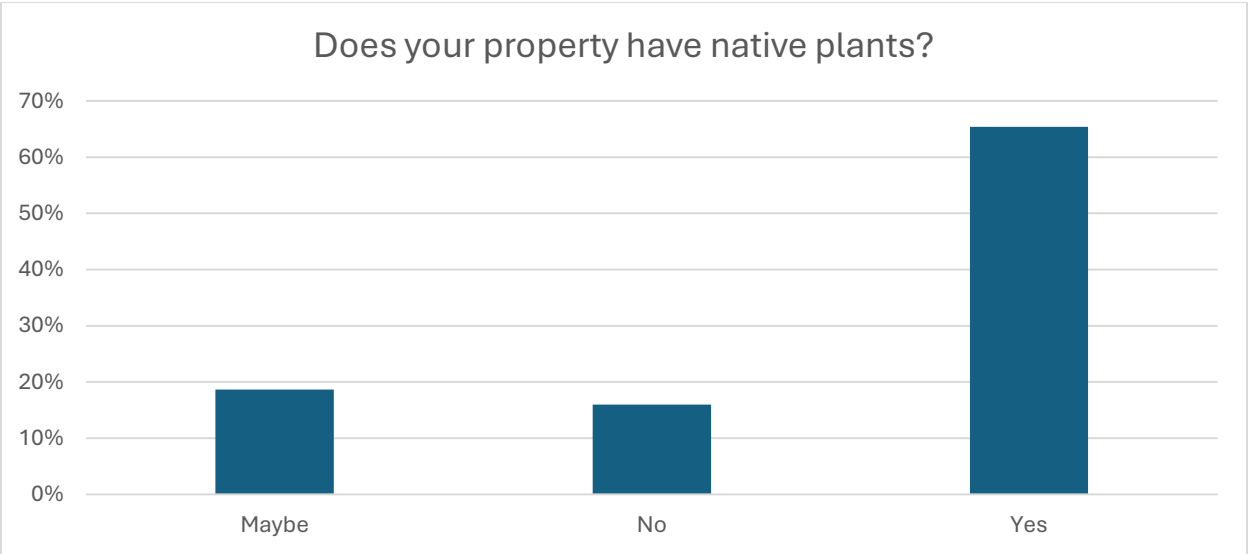
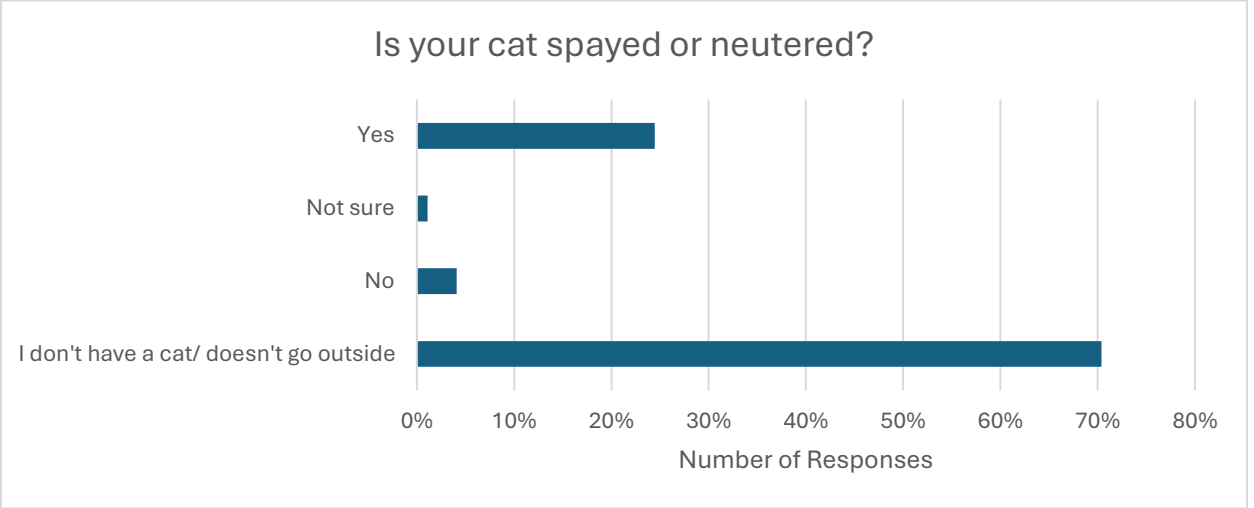
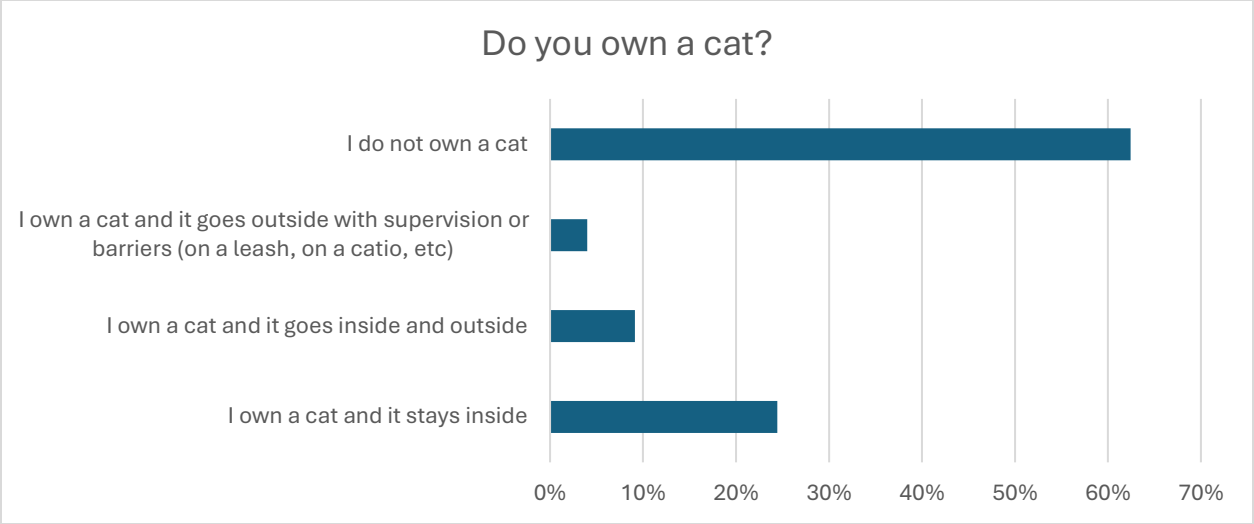
Comments express a strong desire for improved transportation options in Kentville, highlighting the need for more consistent bus service, better bike lanes, and safer pedestrian infrastructure. Many residents find current bus schedules inconvenient and insufficient, especially for shift workers and students. Concerns about traffic flow, one-way streets, parking issues, and road conditions are prevalent. Some express dissatisfaction with electric vehicles and their health effects. Others advocate for better maintenance of sidewalks and roads, along with enhanced signage for safety. Overall, there’s a push for a more integrated and accessible transportation network that accommodates various needs.

## Birds and Birding:

This is the first year that we have asked about birds and birding. As part of the Bird Friendly Town designation by Nature Canada, Kentville will be tracking actions and activities associated with healthy bird populations in Kentville.



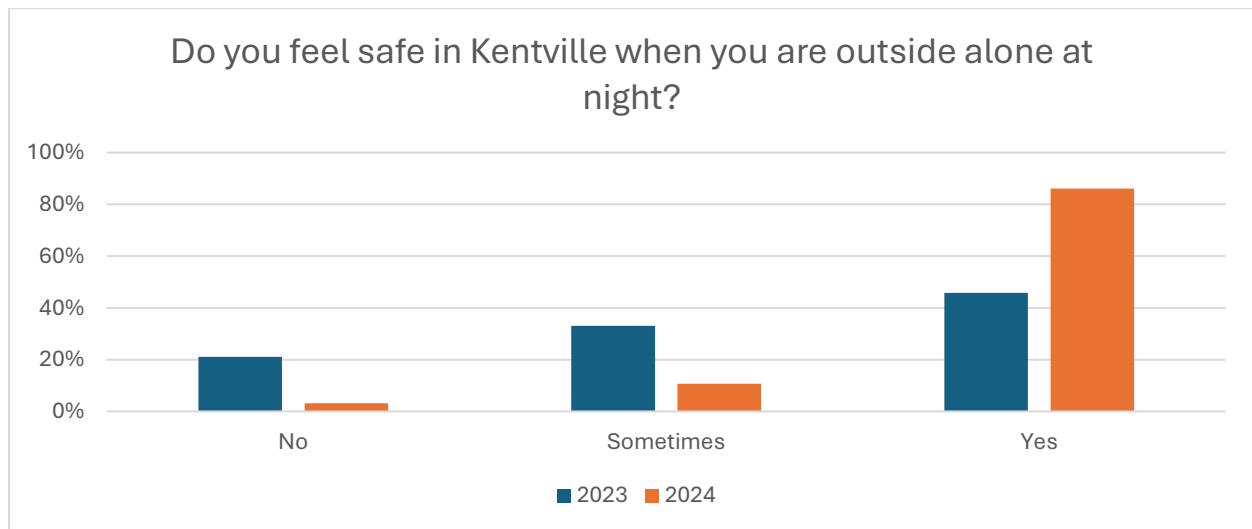
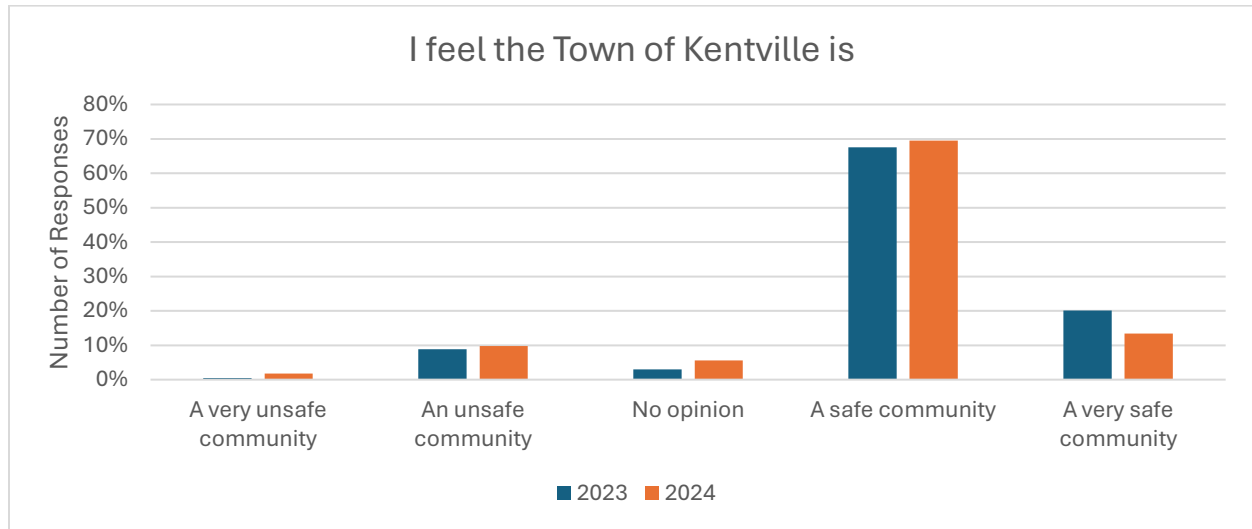


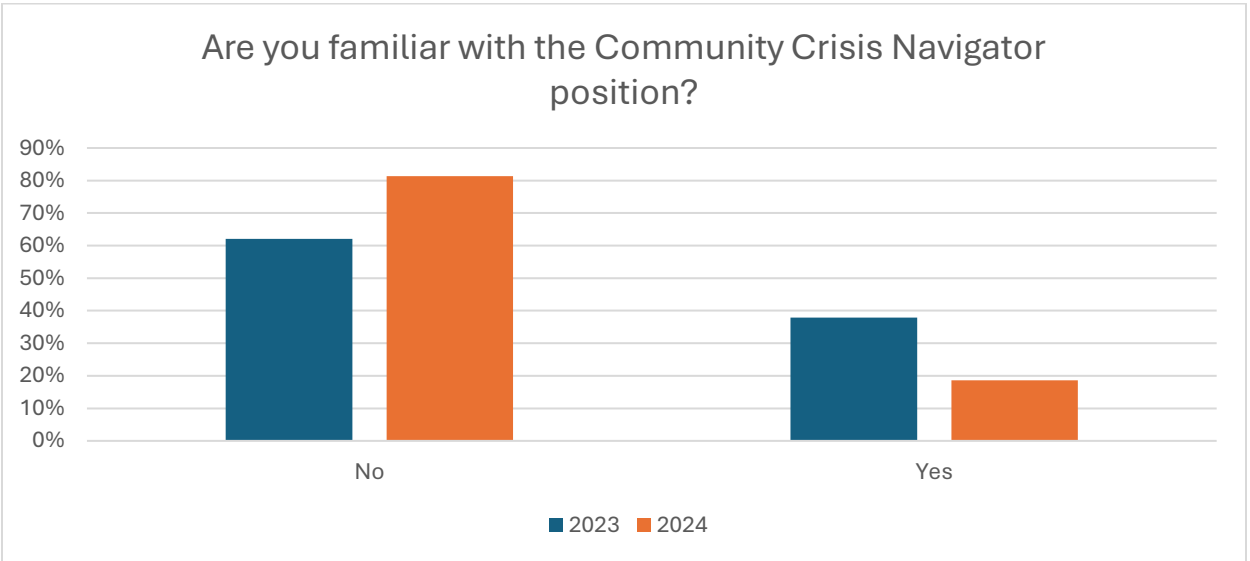
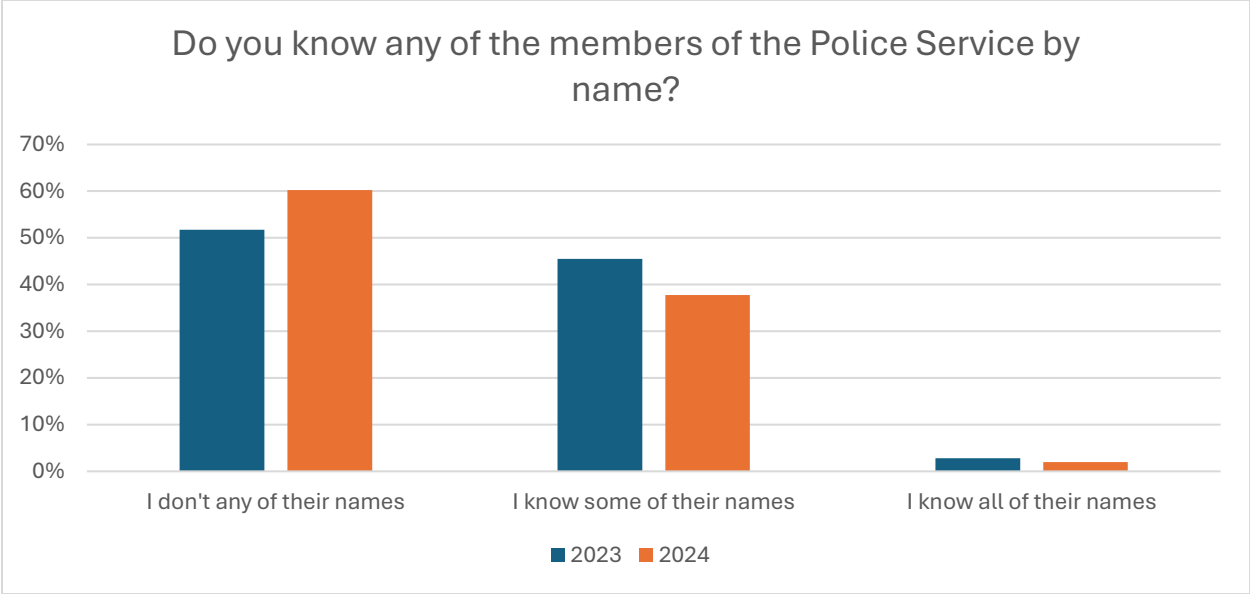


### Comments about Birds and Birding:

Residents express mixed feelings about Kentville's designation as a "Bird Friendly Town." Many believe outdoor cats pose a significant threat to birds and advocate for stricter regulations to keep cats indoors. Some residents highlight issues like feral cats damaging gardens and contributing to increased rat populations due to bird feeders. While some support the bird-friendly initiative, others feel the focus should shift to addressing human concerns, like housing. Suggestions include requiring cat registration, enhancing enforcement of existing bylaws, and educating the community on responsible pet ownership. Overall, there's a call for balanced solutions to protect both birds and pets.

## Safety and Policing:





### Comments about safety and policing:

The survey revealed a critical gap in safety communication, as residents remain unaware of how to address safety concerns. Residents encountered increasing violence and vandalism, necessitating multiple police calls since moving to the area. To enhance safety awareness, a comprehensive information package for residents is proposed, alongside regular workshops and town meetings. Despite some positive experiences with police, many residents feel unsafe downtown due to loitering and a perceived lack of enforcement. Suggestions include improving police-community interaction, increasing visibility, and addressing homelessness with compassion rather than criminalization. Residents call for better policing, improved downtown design, and more resources for vulnerable populations to enhance overall safety and community well-being. Concerns about drug use, public safety, and the impact of loitering on businesses are prevalent, with calls for measures like bike patrols and improved lighting in parks. Ultimately, the message emphasizes a need for a balanced approach to safety that involves the community, prioritizes vulnerable individuals, and ensures a safe environment for all residents.

Are you familiar with any of the following committees and commissions?

Inclusion and Access Committee	2023	2024
Familiar	38%	35%
Not familiar	62%	65%

Investment Advisory Committee		
Familiar	31%	10%
Not familiar	69%	90%

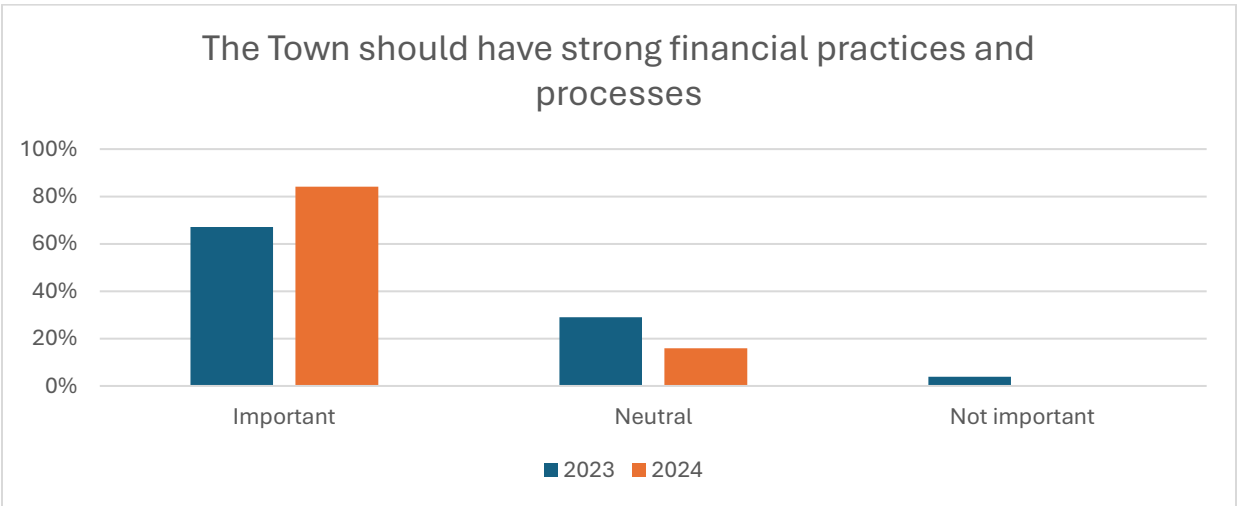
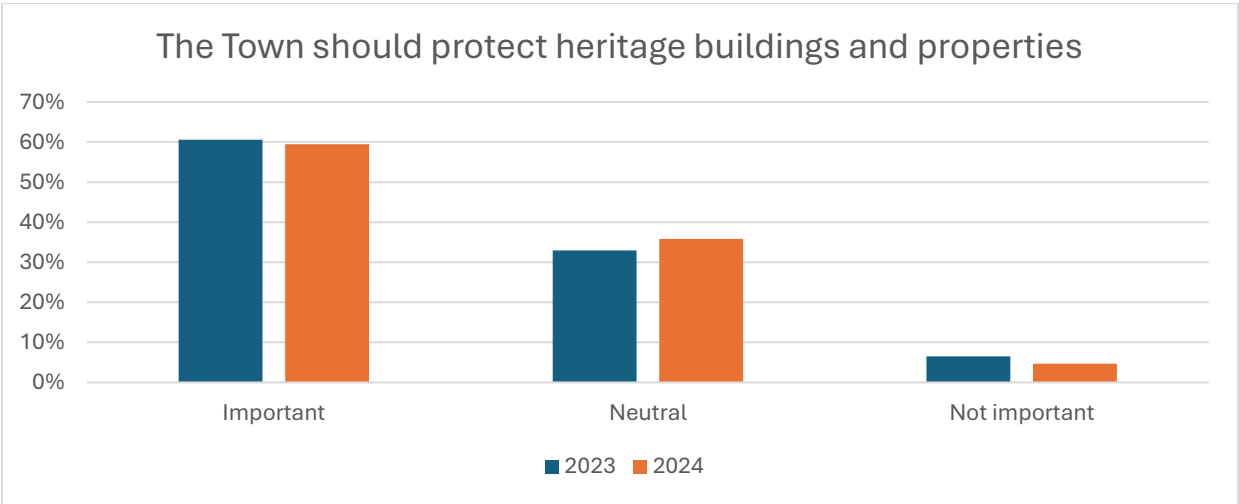
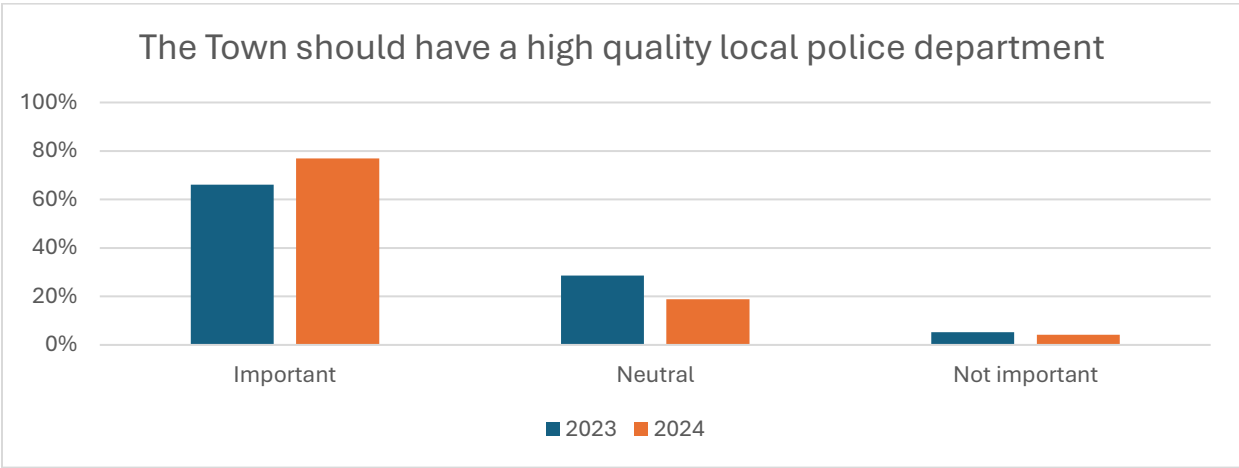
Audit Committee		
Familiar	23%	19%
Not familiar	77%	81%

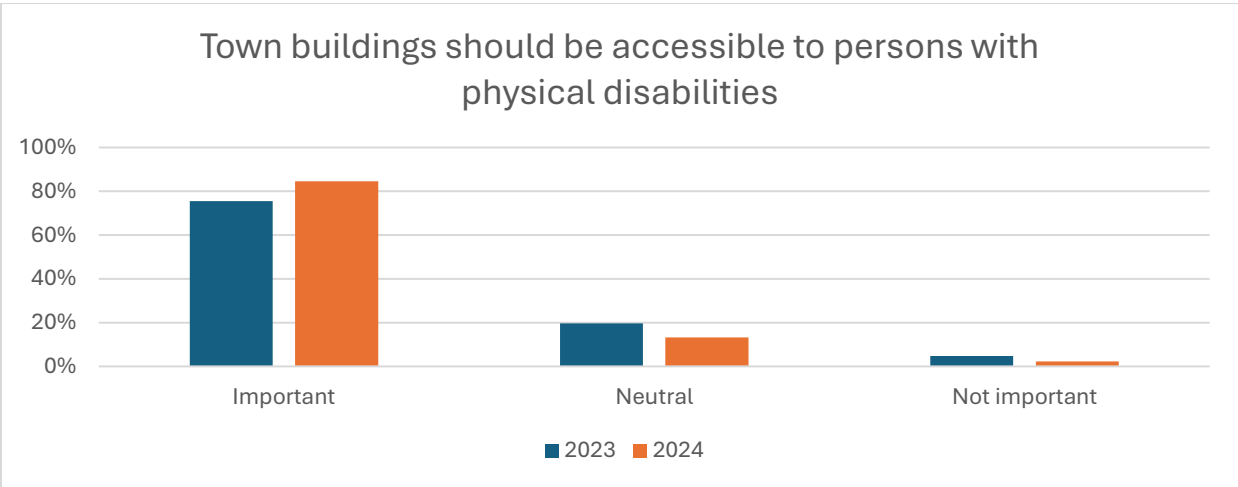
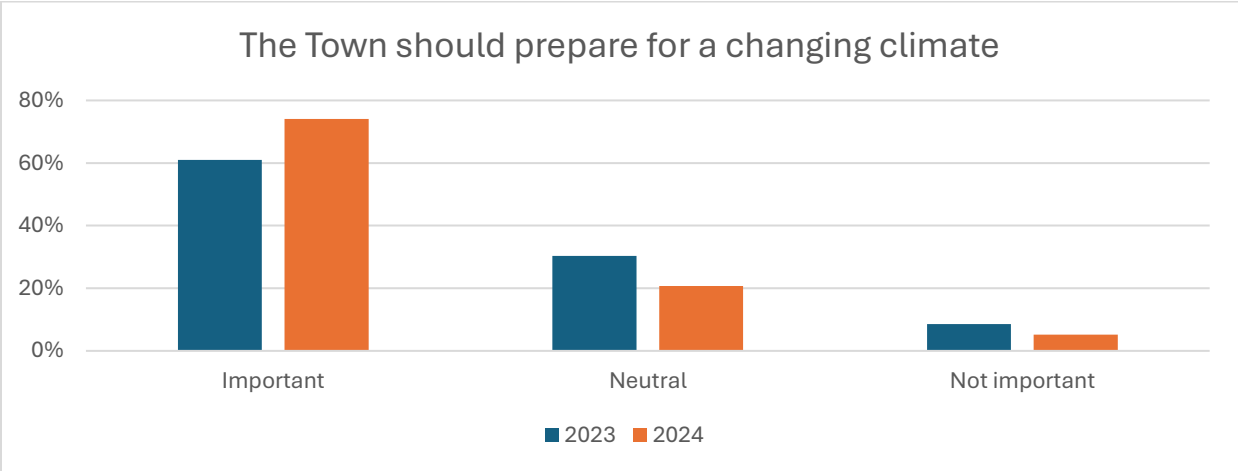
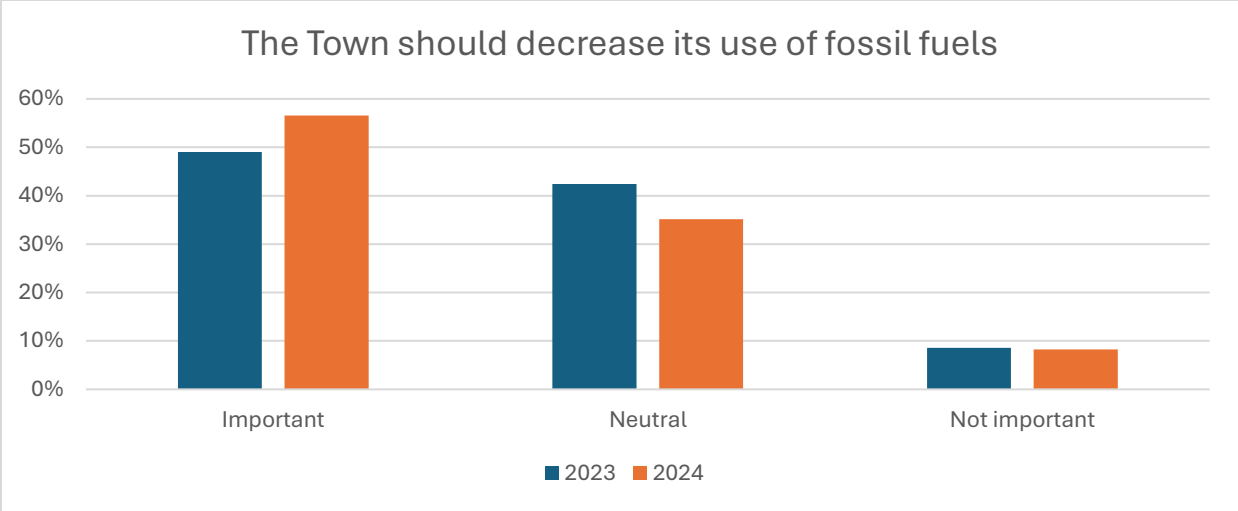
Board of Police Commissioners		
Familiar	39%	30%
Not familiar	61%	70%

Board of Water Commissioners		
Familiar	40%	36%
Not familiar	60%	64%

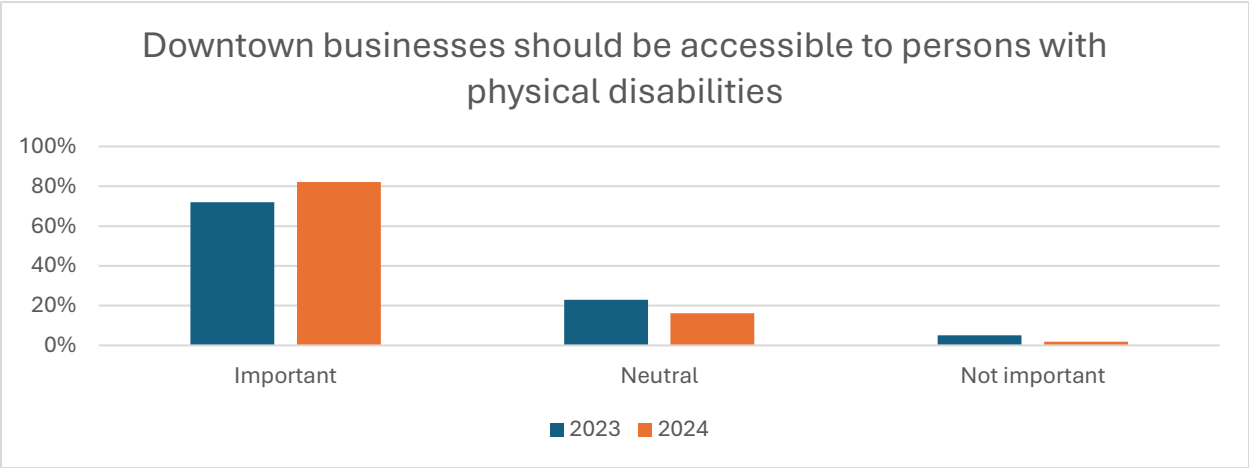
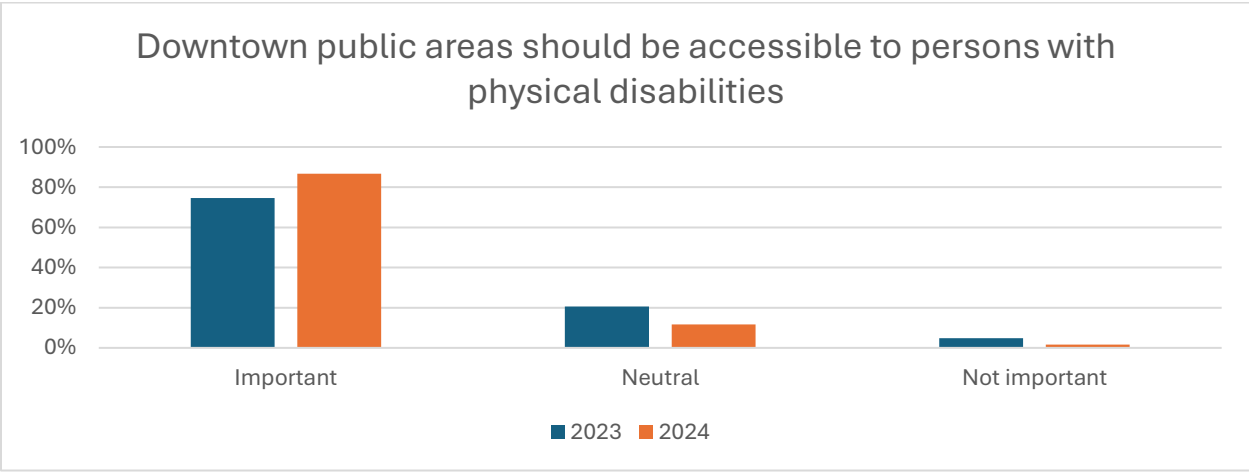
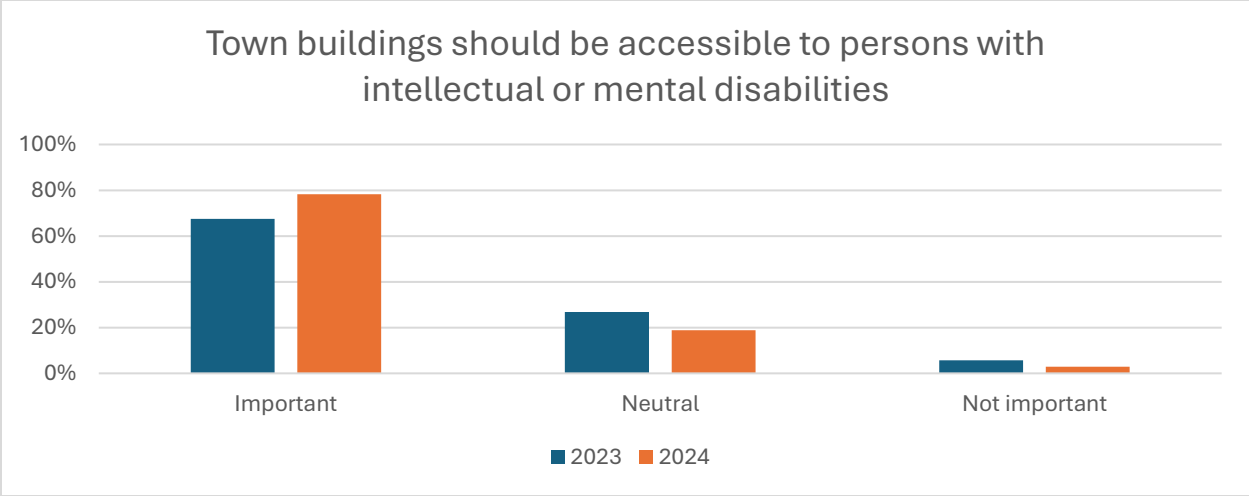
Heritage Committee		
Familiar	31%	30%
Not familiar	69%	70%

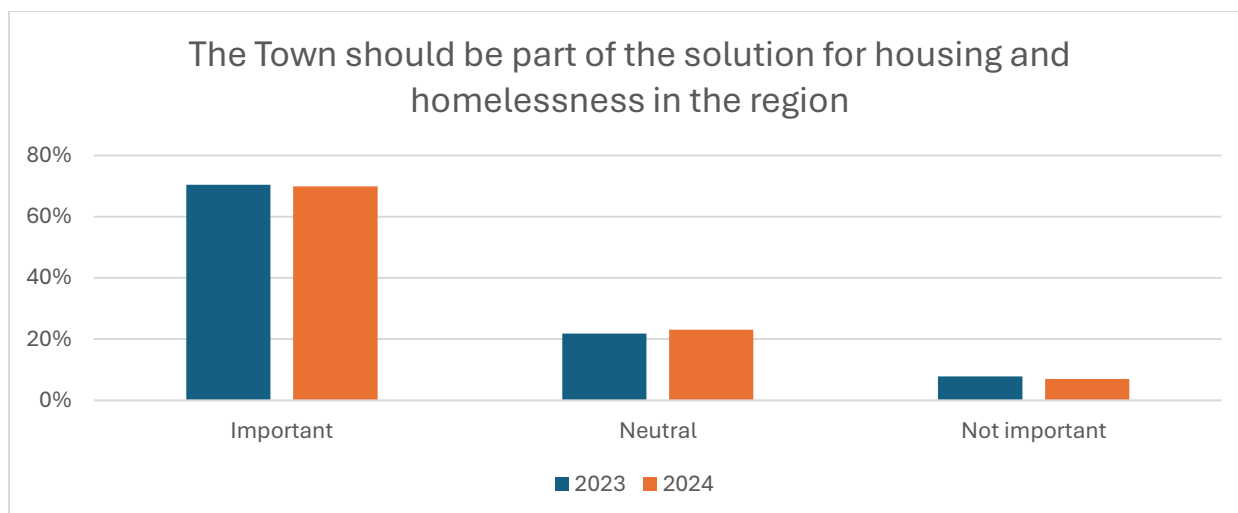
How important are the following statements to you?











#### Summary of Final Comments:

Residents express a strong need for dedicated climate change roles, improved community services, and better attention to diverse areas within Kentville, especially the outskirts. Concerns are raised about the inadequacy of survey questions, suggesting they don't reflect the complexity of local issues. Key topics include high property taxes, flooding from inadequate stormwater management, homelessness, and the need for more recreational facilities.

Comments highlight frustrations with local governance, including perceived neglect of the downtown area and support for local businesses. Many residents call for practical solutions to homelessness and infrastructure problems, like fixing potholes and enhancing public amenities, including washrooms and green spaces. There are also requests for better communication from town staff and transparency in decision-making processes.

Moreover, the town is urged to advocate for affordable housing and to implement rent caps, while addressing broader social issues, such as mental health support and community safety. Overall, residents want a more inclusive, responsive, and financially stable Kentville that prioritizes effective infrastructure and community wellness.

*Other details have been removed to protect the privacy of respondents. More detailed information may be available on request. For more information, please contact Jennifer West, [jwest@kentville.ca](mailto:jwest@kentville.ca), 902-679-2503.*