

Squamish People Satisfaction Survey 2024

About the Survey

The survey sought feedback on experiences with accessing information and services from Skwxwú7mesh Úxwumixw (Squamish Nation).

The survey sought information on the following key questions:

Access

- Did participants find the information or service they were looking for?
- Was there anything that made it hard to access information or services?

Benefit

- What was most useful or helpful about the information or services that were accessed?

Satisfaction

- Were participants satisfied with their experience accessing information or services?

Lessons Learned

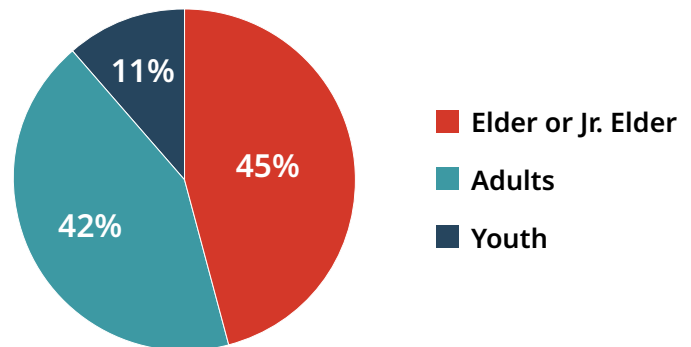
- Is there any information or services that participants would like to access that is not currently available?

Of those who answered the questions related to **demographics:**

57% live on reserve (78% on the North Shore, 22% in the Squamish Valley)

74% identified as female

The Skwxwú7mesh Úxwumixw's age breakdown:



Information Accessed

Over the Survey Year

(Jan-Dec 2024)

survey participants most frequently accessed information related to:

Health Benefits

Distribution

Housing

S7ílhen Food Pantry

News & Updates

Community Health & Wellness Workshops

Barriers to Accessing Information

Of those who responded, most participants (56%) stated that they found the information they were looking for from the Nation.

A minority of participants stated they had difficulty accessing information (36%). The challenges participants experienced included no one responding to their call or email, and difficulty in finding specific information.

Services Accessed

Over the Survey Year

(Jan-Dec 2024)

The services that were most accessed by online survey participants included:

S7ilhen Food Pantry Community Operations

Community Health & Wellness Workshops Health Benefits

Barriers to Accessing Services

47% did not have trouble accessing services.

45% had trouble accessing services. Many reported that no one had returned their call or email. A number of responses centered around a need for more and better communication.

Most Useful Information and Services

Survey participants found information about upcoming community events and Elder programs and activities to be the most useful. The newsletter and Facebook are currently the preferred methods of communication for many participants. Participants expressed a desire for increased responsiveness and easy-to-find contact information. Survey participants found Elder programs and services, primary healthcare services, and food programs to be the most useful.

Satisfaction

3.3 out of 5

Average satisfaction rating

Community was asked to rate its satisfaction on five statements (1 = not at all satisfied, 5 = completely satisfied).

Highest Ratings: Staff friendliness, ability to find info

Neutral Areas: Service availability and staff knowledge

Lowest Rating: Some unprofessional interactions or slow responses

Feedback from Community

"They were so helpful."

"Not easy navigating to find staff lists and contacts"

"The staff are professional and teamwork is very noticeable."

"Found what I was looking for. Thank you."

"Emails not answered or no call back"

Most Frequently

- Participants were completely satisfied with their ability to find information about programs and services and found staff to be helpful and friendly.
- Participants had neutral responses when rating satisfaction about availability of programs and services, access to programs and services, and staff knowledge of programs and services.

Many participants shared positive feedback about their experiences, however of those who had negative feedback, they described experiences related to staff being unprofessional or rude or not getting a timely response to their email or phone call.

*Chet kw'enmántumi
(we thank you)*

Have Your Say in 2026

The next survey will take place in 2026. We look forward to hearing from Community.