



Strathcona County 2019 Public Satisfaction Survey Research Results

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Communications

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I. Introduction and Purpose of the Study

In December 2019, Strathcona County conducted a survey to obtain perceptions on the quality of life of residents living in Sherwood Park and rural areas of Strathcona County, as well as non-residents who worked in Strathcona County.¹ This survey has been done annually since 1998 as the annual satisfaction survey. The main purpose of this research is to identify and measure a series of factors (or impact of County services) that contribute to a person's satisfaction with the quality of life in Strathcona County. The survey also includes resident ratings pertaining to their satisfaction with the use of selected County services.

Obtaining primary data directly from residents provides Strathcona County departments with information and enables County officials to make decisions that accurately reflect the perspectives and attitudes of residents. This report provides a comprehensive review of all steps undertaken in the development and implementation of the survey, as well as a detailed summary of the results.

A review of the methodology associated in the development and implementation of the survey can be found in the next section of this report.

II. Methodology

A. The questionnaire

The questionnaire used in this study was modified from the one used in the previous year. Most of the questions from last year's survey were retained to allow valid comparisons with the previous year, particularly in measuring satisfaction that residents had with particular services. A list of the questions asked in this year's satisfaction survey can be found in Appendix A.

B. Sampling design and data collection procedure

The survey was made available online on two platforms. The first was through the Strathcona County Online Opinion Panel (SCOOP). The other was an open online survey where information was gathered with Survey Gizmo. This was open to residents and non-residents who were not members of SCOOP. The online survey ran between November 27 and December 20, 2019, during which 811 people took part in the survey.²

¹ There was also one respondent who did not work or live in Strathcona County.

² It should be noted that for open-ended questions, many respondents chose not to provide insight into County issues, even though everyone had an opportunity to do so.

The sample for the survey provided overall results accurate to within $\pm 3.4\%$, 19 times out of 20.³ The data was analyzed by Strathcona County's Communications using SPSS for Windows.

III. RESULTS

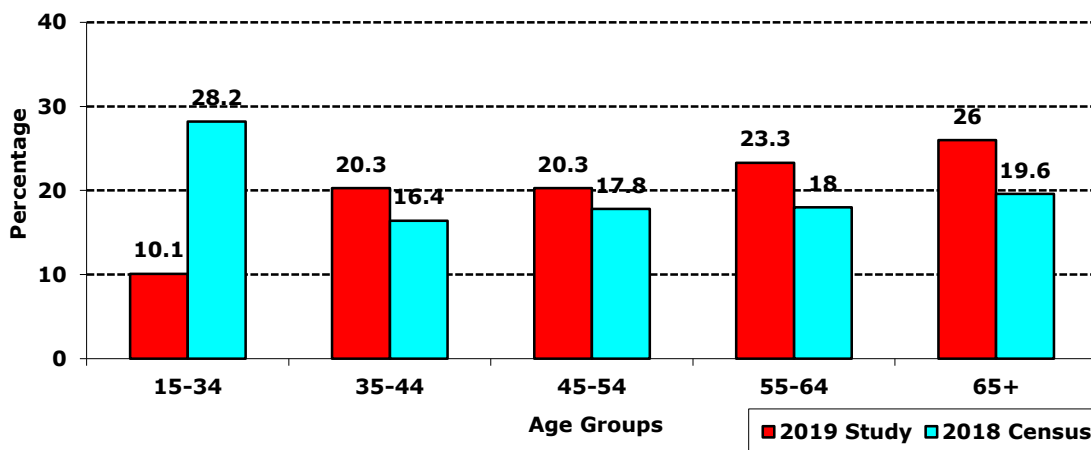
This section of the report presents a summary of the results associated with the perceptions and awareness of residents. Socio-demographic comparisons, where significant, are also highlighted. Comparisons will also be made with data collected from the previous year's survey, when significant differences occur.

A. Demographic overview

This section of the report presents an overview of the type of people who completed the online survey in 2019. Although sampling criteria for obtaining an appropriate split between urban and rural residents was applied for the current study, the final urban/rural split was fairly close to the actual proportions,⁴ with 74.8% of the respondents being from Sherwood Park, 21.2% living in rural Strathcona County and the remaining 3.9% residing outside of the County.

A breakdown of the age of respondents⁵ is shown in Figure 1. There was a relatively good representation from most age groups, though in comparison to the 2018 municipal census, the study data for the 18-34 age groups was under-represented.

FIGURE 1
Age of County respondents



³ The $\pm 3.4\%$ is the *margin of error* associated with this study and refers to the potential percentage spread that exists within answers to particular questions. This means that an answer could be up to 3.4% higher or lower than what is reported.

⁴ Based on the 2018 municipal census, residents living in Sherwood Park constitute 72.5% of the County's population, with the remaining 27.5% living in rural areas.

⁵ In order to do an accurate comparison to the County census, those respondents who lived outside of Strathcona County were not included in these calculations.

Overall, 62.7% of Strathcona County respondents did not have any children under the age of 18 living at home, while the remaining 37.3% had at least one child living at home.

B. Quality of life in Strathcona County

A series of questions pertaining to the quality of life in Strathcona County were asked in this year's study.

Table 1
Rating the quality of life in Strathcona County (2019 Results)⁶

	Very Good	Good	Acceptable	Poor	Very Poor
Rating Strathcona County:	%	%	%	%	%
As a place to raise children	71.3%	21.1%	6.2%	0.8%	0.5%
As a safe community to live or visit	62.6%	25.5%	9.4%	1.8%	0.8%
Overall as a place to live	57.1%	30.4%	10.0%	1.9%	0.5%
As a place to retire	40.9%	31.0%	17.4%	8.0%	0.5%
Value received in municipal services for the tax dollar	37.6%	30.8%	19.1%	10.1%	2.4%
As a strong community that supports the diverse needs of residents	25.4%	41.6%	23.1%	7.7%	2.2%
Maintenance of current infrastructure (roads, etc.)	41.7%	30.9%	17.9%	7.1%	2.3%
Planning for future infrastructure (roads, etc.)	19.5%	36.6%	22.6%	15.2%	6.2%
For supporting the economy through a business friendly environment	22.8%	40.9%	25.3%	7.3%	3.6%
For protecting and preserving the natural environment	26.8%	34.6%	23.4%	9.1%	6.1%
For building partnerships within the region, community and other levels of government	19.5%	46.6%	26.1%	5.8%	2.0%
For providing facilities and services to residents	43.8%	35.3%	14.4%	5.3%	1.3%
For providing opportunities for public engagement and communication	39.2%	31.6%	18.3%	6.9%	4.0%
For continually improving the way we operate as a community	25.0%	39.1%	23.3%	9.0%	3.6%

Overall, the majority of respondents gave Strathcona County positive ratings all of the items, though it can be seen in the summary below that some items were stronger than others:

⁶ The scale used to measure these items changed from a 6 point scale used in previous years to a five point scale for this year's study. As such, comparisons with previous years would be inaccurate. However, the higher the mean score, the higher the agreement is with the item.

- *Being a place to raise children (92.5% ≥ Good).*
- *Being a safe community to live or visit (88.1% ≥ Good).*
- *Overall, as a place to live (87.5% ≥ Good).*
- *For providing facilities and services to residents (79.1% ≥ Good).*
- *The County's maintenance of current infrastructure (72.6% ≥ Good).*
- *Being a place to retire (71.9% ≥ Good).*
- *For providing opportunities for public engagement and communication (70.8% ≥ Good).*
- *Value received in municipal services for the tax dollar spent (68.4% ≥ Good).*
- *A strong community that supports the diverse needs of residents (67.0% ≥ Good).*
- *For building partnerships within the region, community and other levels of government (66.1% ≥ Good).*
- *For continually improving the way we operate as a community (64.1% ≥ Good).*
- *For supporting the economy through a business-friendly environment (63.7% ≥ Good).*
- *For protecting and preserving the natural environment (61.4% ≥ Good).*
- *The County's planning for future infrastructure (56.1% ≥ Good).*

It is difficult to do any viable direct comparisons between this year's survey and last year's (2018) survey for quality of life items due to a change in the rating scale. In addition, outside of the first five items in Table 1, all of the remaining statements in this table are new for 2019.

In Table 2, it can be seen that people living in the rural portion of Strathcona County gave lower ratings for the combined good/very good percentages for all 14 items compared to those living in Sherwood Park. The item where the spread is widest is when residents rated the *value received in municipal services for the tax dollar*. Sherwood Park residents gave this a considerably higher rating compared to those living in rural Strathcona County.

Table 2
Combined *Good/very good* scores for quality of life items
Comparing Sherwood Park and Rural Strathcona

	Sherwood Park	Rural Strathcona
Rating Strathcona County:	%	%
As a place to retire	74.2%	64.8%
As a place to raise children	94.2%	87.5%
As a safe community to live or visit	89.8%	82.6%
Overall as a place to live	89.1%	82.9%
Value received in municipal services for the tax dollar	72.1%	52.5%
As a strong community that supports the diverse needs of residents	68.0%	63.9%
Maintenance of current infrastructure (roads, etc.)	75.4%	60.1%
Planning for future infrastructure (roads, etc.)	56.8%	50.3%
For supporting the economy through a business-friendly environment	66.5%	51.8%
For protecting and preserving the natural environment	63.9%	54.7%
For building partnerships within the region, community and other levels of government	68.0%	58.3%
For providing facilities and services to residents	80.6%	71.4%
For providing opportunities for public engagement and communication	71.2%	66.0%
For continually improving the way we operate as a community	65.9%	55.4%

A series of t-tests and chi-square analysis, as shown in Table 3, confirmed that statistically significant differences occurred with five of the six items, based on where residents lived. The largest spread between urban and rural residents, based on mean scores occurred with perceptions toward the *value received in municipal services for the tax dollar spent*. Those living in rural areas gave this a lower rating compared to those living in Sherwood Park

The only items ***where there was no statistical difference*** between Sherwood Park and rural residents was for the perception of Strathcona County being a *strong community that supports the diverse needs of residents* and *planning for future infrastructure*.

Table 3
Comparing Sherwood Park and Rural Strathcona mean score ratings
for the quality of life items

	Sherwood Park	Rural Strathcona		
Rating Strathcona County:	Mean Score	Mean Score	t - score	Chi- Square
As a place to retire	4.07	3.77	3.09*	12.12*
As a place to raise children	4.68	4.44	3.93*	29.29*
As a safe community to live or visit	4.54	4.26	4.06*	22.82*
Overall as a place to live	4.48	4.25	3.31*	23.06*
Value received in municipal services for the tax dollar	4.04	3.40	6.79*	62.20*
As a strong community that supports the diverse needs of residents	3.84	3.70	1.55	3.37
Maintenance of current infrastructure (roads, etc.)	4.12	3.65	5.09*	36.95*
Planning for future infrastructure (roads, etc.)	3.52	3.30	2.07	6.86
For supporting the economy through a business-friendly environment	3.78	3.47	3.18*	12.12*
For protecting and preserving the natural environment	3.73	3.48	2.49*	14.52*
For building partnerships within the region, community and other levels of government	3.80	3.59	2.32*	9.75*
For providing facilities and services to residents	4.20	3.90	3.51*	16.04*
For providing opportunities for public engagement and communication	3.98	3.77	2.12*	16.58*
For continually improving the way we operate as a community	3.79	3.49	3.12*	13.30*

* **Significant at $p < .05$ or less.**

A comparison of the gender of respondents was done for each item. It can be seen in Table 4 that significant differences were found for only two of the items: *planning for future infrastructure* and *providing opportunities for public engagement and communication*. In both instances, females gave a higher positive rating than males.

Table 4
Comparing mean score ratings for the quality of life items by gender

Rating Strathcona County:	Males Mean Score	Females Mean Score	t - score	Chi- Square
As a place to retire	4.08	3.99	1.13	6.88
As a place to raise children	4.61	4.65	-0.74	2.40
As a safe community to live or visit	4.49	4.50	-0.18	1.76
Overall as a place to live	4.40	4.46	-1.14	4.50
Value received in municipal services for the tax dollar	3.84	3.99	-1.87	7.92
As a strong community that supports the diverse needs of residents	3.86	3.78	1.04	2.16
Maintenance of current infrastructure (roads, etc.)	4.06	4.05	0.23	4.28
Planning for future infrastructure (roads, etc.)	3.37	3.61	-2.62*	12.82*
For supporting the economy through a business-friendly environment	3.81	3.68	1.51	2.69
For protecting and preserving the natural environment	3.69	3.70	-0.39	0.26
For building partnerships within the region, community and other levels of government	3.81	3.74	0.96	6.64
For providing facilities and services to residents	4.19	4.15	0.55	0.95
For providing opportunities for public engagement and communication	3.87	4.05	-2.26*	6.40
For continually improving the way we operate as a community	3.69	3.82	-1.70	8.57

* Significant at $p < .05$ or less.

With respect to age, statistical differences were found for 5 of the 14 quality of life items, as shown in Table 5. Age was not a factor that influenced any differentiation with the other 9 items. A more detailed breakdown of the variations between age groups is noted below.

Table 5
Comparing mean score ratings for the quality of life items by age
(Significant differences only)

	Age Groups Mean Score			F-Score
	15-34	35-64	65+	
As a place to raise children	4.46	4.63	4.73	4.30*
Overall as a place to live	4.33	4.40	4.54	3.19*
As a strong community that supports the diverse needs of residents	3.58	3.77	4.00	6.05*
For protecting and preserving the natural environment	3.40	3.69	3.79	3.19*
For building partnerships within the region, community and other levels of government	3.56	3.72	3.98	6.58*

* Significant at $p < .05$ or less.

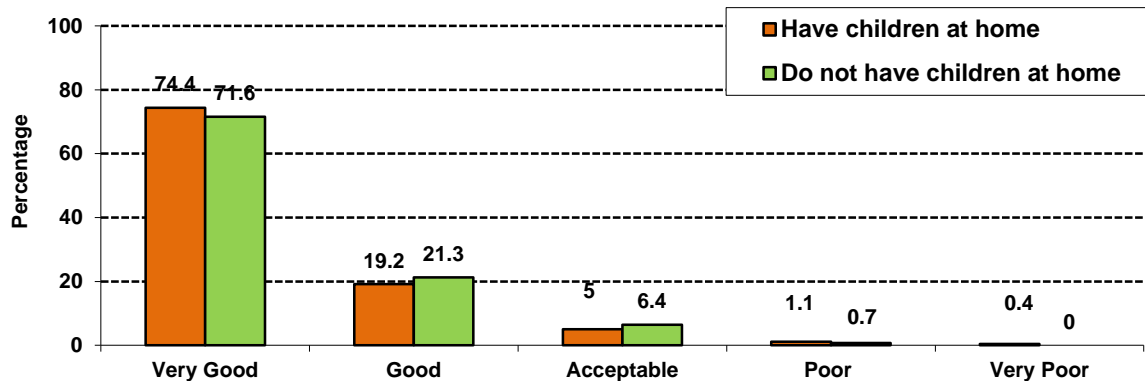
In terms of age, with respect to all of these quality of life items, the agreement factor increases as the age of the respondent increases. From a statistical perspective, the statistical difference is a result of those aged 65 or older having a stronger agreement compared to those under the age of 35.

Although perspectives associated with Strathcona County as a place to retire did not statistically vary between age groups, the 8.5% who felt that retirement in Strathcona County was poor or very poor were asked to indicate why they felt this way. The main reasons provided included:

- There was a strong perception that it is too expensive to live in Strathcona County as a senior. Furthermore, many people felt that housing was not affordable, and there was no subsidized seniors housing.
- Some people also lamented the lack of a hospital in Strathcona County.
- A few people felt that the transit service was poor, and that it was hard to get around if one did not have a car.
- A few people also thought that recreation passes were too expensive.

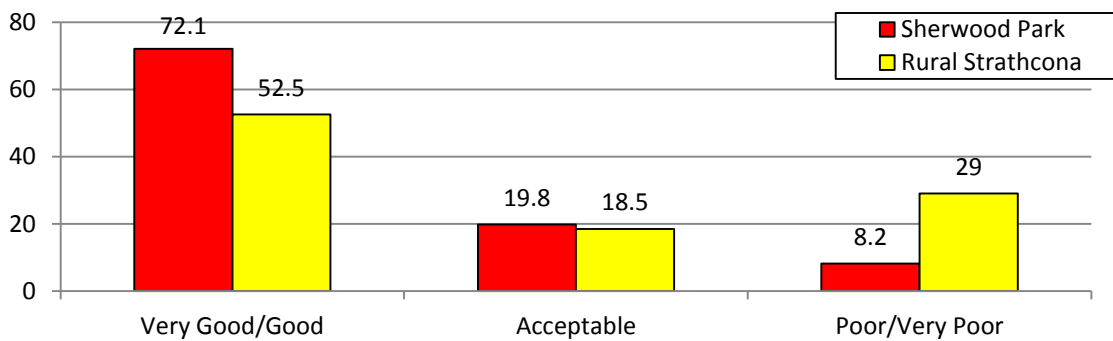
A comparison between those with children in the household was done for the question pertaining to how residents perceived Strathcona County as a place to raise children. It can be seen from Figure 2 that there was no difference between households based on whether or not there were children living at home.

FIGURE 2
Strathcona County as a place to raise children



A more detailed comparison of the perceived value of tax dollars spent in Strathcona County⁷ by urban and rural residents is shown in Figure 3. It can be seen from Figure 4 that urban residents have considerably higher positive perceptions toward the value they get for their tax dollars compared to many living in rural Strathcona County.

FIGURE 3
Value of tax dollars spent in Strathcona County – urban and rural residents (2019)

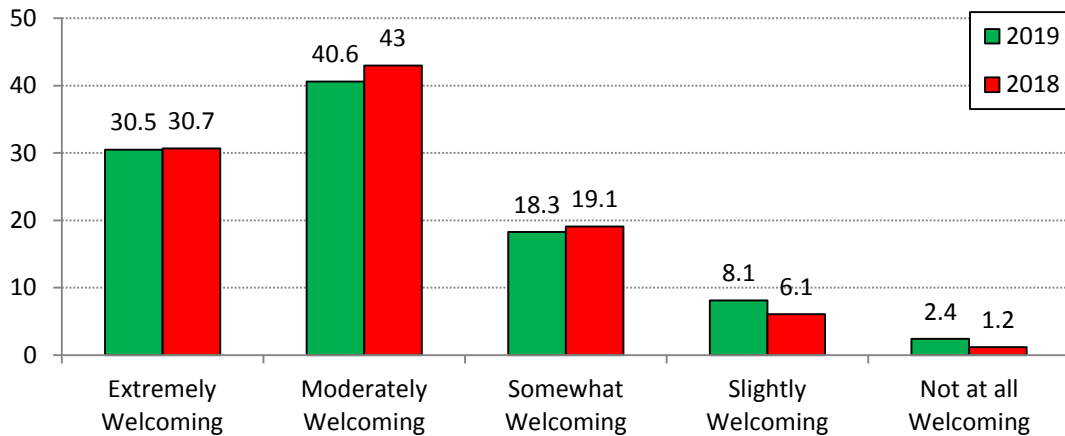


Residents were asked about the extent to which they perceived Strathcona County to be a *welcoming community*. A welcoming community was defined as one where all citizens can have equal opportunities to participate in all aspects of community life regardless of socio-economic status, age, gender, ethnicity, religion, language,

⁷ Due to the change in labeling for the *value received for the municipal tax dollar* question in 2019, comparisons with previous years is not possible.

politics, marital status or sexual orientation. It can be seen from Figure 4, the majority of people in both 2019 and 2018 felt that the County was either extremely welcoming or moderately welcoming.

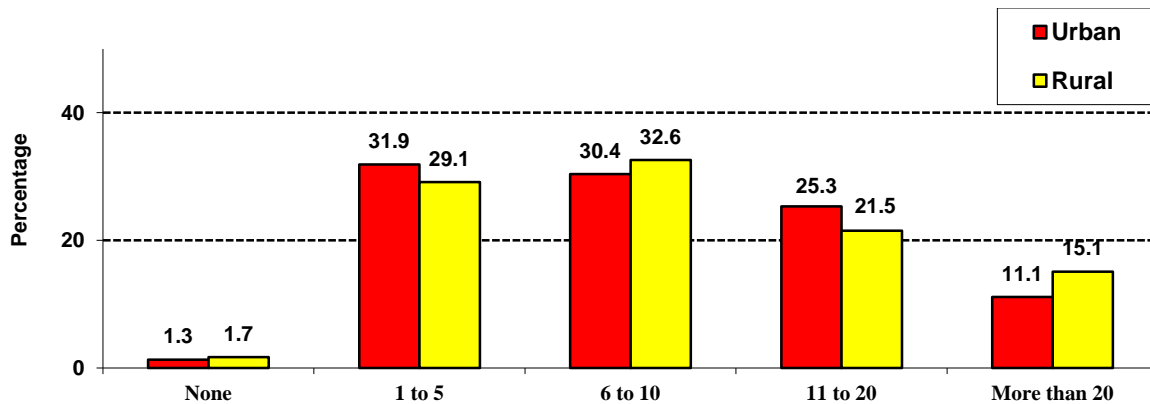
FIGURE 4
Strathcona County as a welcoming community



C. Adults in neighborhood known by respondents

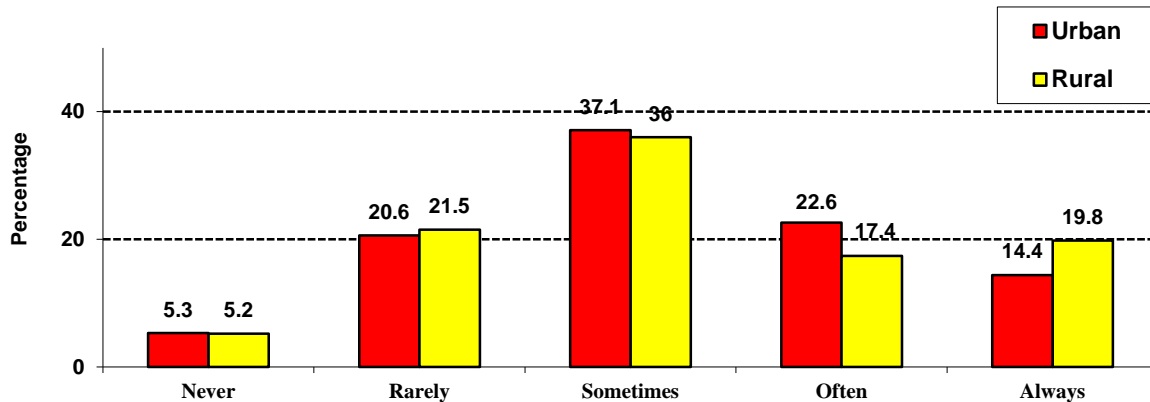
Respondents to the survey were asked to indicate the number of adults they know by name in their neighbourhood. The results are shown in Figure 5 by urban and rural splits for 2019. It can be seen that on a proportionate basis, a higher percentage of rural residents tended to know more than 20 neighbours compared to those living in Sherwood Park. This was very similar to patterns seen in last year’s satisfaction survey.

FIGURE 5
Number of adults known by name within one’s neighborhood
Urban and rural comparisons



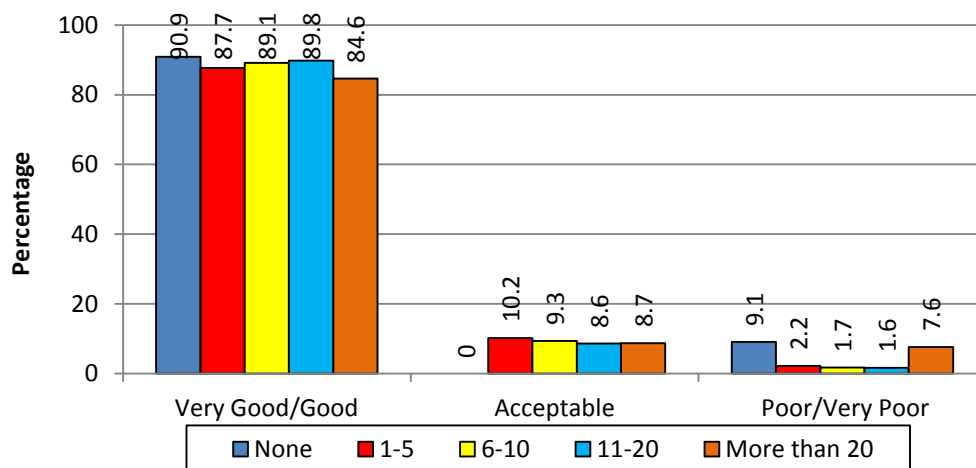
It can be seen from Figure 6 that there was very little difference between urban and rural residents with respect to perceptions for being able to count on their neighbors for help. On a proportionate basis, a slightly higher percentage of rural residents indicated that they could always count on their neighbours for help compared to urban residents.

Figure 6
Extent that one can count on neighbors for help
Urban and rural comparisons



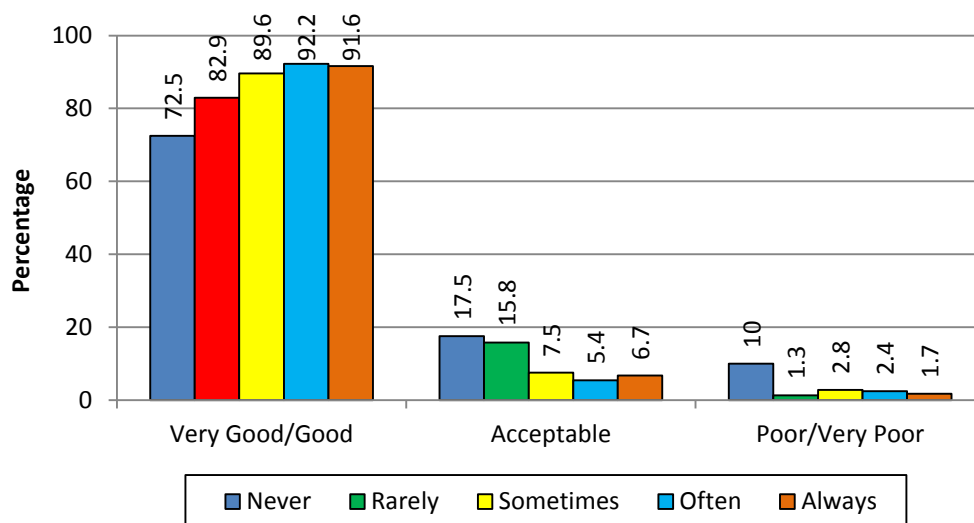
A comparison between how many neighbours residents knew by name with perceptions of Strathcona County as a safe community is shown in Figure 7. Perceptions of safety were not dependent on the number of people one knew in their neighbourhood.

FIGURE 7
Perceptions of safety based on how many neighbours are known by name



A comparison between the extent that residents could count on their neighbours for help and perceptions of safety is shown in Figure 8. It was found that positive perceptions of safety (*Very Good/Good*) were higher among residents who felt they could usually count on their neighbours for help.

FIGURE 8
Perceptions of safety based on likelihood of turning to neighbours for help



D. User rates for selected municipal services in Strathcona County

A series of questions pertaining to the use of particular Strathcona County municipal services were asked in this year’s study. A summary of the overall results to these questions is presented in Table 6, based on frequency of use.

Table 6
Ranking the use of selected Strathcona County municipal services

	Frequently %	Sometimes %	Never %
Outdoor spaces in Strathcona County	45.3%	44.1%	10.5%
Various indoor recreation facilities	34.5%	44.5%	20.9%
Broadview Enviroservice Station	33.2%	54.8%	12.0%
Various Strathcona County transit services	8.0%	22.7%	69.3%
Various cultural facilities	6.6%	54.0%	39.4%

Overall, the majority of respondents made use of various indoor recreation facilities and various outdoor spaces (sometimes or better) throughout Strathcona County. Overall, 88% of residents used the *Broadview Enviroservice Station* in 2019.

Services that were used less frequently by residents included various Strathcona County cultural facilities and transit. This has been a trend for several years now.

A summary of the percentage change between 2018 and 2019 for the five Strathcona County municipal services is shown in Table 7. In almost all instances, those who *frequently* were using the services showed modest increases between 2018 and 2019. The one exception was cultural facilities, which showed a small drop in frequently used during this time frame.

Table 7
Ranking the use of selected Strathcona County municipal services
(Percentage Change between 2018 & 2019)

	Frequently use it	Sometimes use it	Never used it
	%	%	%
Outdoor spaces in Strathcona County	+ 2.0%	- 1.6%	-0.5%
Various indoor recreation facilities	+ 1.4%	- 3.8%	+ 2.3%
Broadview Enviroservice Station	+ 4.3%	- 1.3%	- 3.1%
Various Strathcona County transit services	+ 1.0%	+ 2.9%	- 3.9%
Various cultural facilities	-0.9%	+ 1.6%	-0.7%

An examination of the use of municipal services based on gender revealed that females made more frequent use of *cultural facilities* and *transit* compared to males. No other gender differences were found.

In terms of comparative analyses based on where people lived, with the exception of *cultural facilities*, it can be seen in Table 8 that the other four municipal services were used more frequently by those living in Sherwood Park than those living in rural parts of Strathcona County.

Table 8
Comparing Sherwood Park and Rural Strathcona mean score ratings
for use of selected municipal services

	Sherwood Park	Rural Strathcona		
In Strathcona County:	Mean Score	Mean Score	t - score	Chi-Square
Outdoor spaces	2.47	1.93	9.85*	86.31*
Various indoor recreation facilities	2.20	1.91	4.58*	21.77*
Broadview Enviroservice Station	2.27	2.01	4.69*	36.65*
Various Strathcona County transit services	1.43	1.22	4.00*	17.84*
Various cultural facilities	1.69	1.60	1.86	4.20

* Significant at $p < .05$ or less.

A comparison of the use of municipal services by age is summarized in Table 9. Age, to some extent, appeared to influence the use of each municipal service to some degree.

Table 9
Comparing Sherwood Park and Rural Strathcona mean score ratings
for use of selected municipal services

	Age Groups Mean Score			
	15-34	35-64	65+	F-Score
Outdoor spaces	2.54	2.41	2.16	13.47*
Various indoor recreation facilities	2.36	2.18	1.99	7.89*
Broadview Enviroservice Station	2.01	2.16	2.41	15.13*
Various Strathcona County transit services	1.61	1.42	1.25	17.84*
Various cultural facilities	1.46	1.65	1.83	12.54*

* Significant at $p < .05$ or less.

In terms of age, with respect to each of these municipal services:

- The use of *outdoor spaces* in Strathcona County decreases as the age of the resident increases. From a statistical perspective, those aged 65 or older used these less often than those under the age of 65.
- The use of *indoor recreation facilities* in Strathcona County decreases as the age of the resident increases. From a statistical perspective, those aged 65 or older used indoor recreation facilities less often than those between the ages of 15 and 34.
- The use of *transit services* decreases as the age of the resident increases. From a statistical perspective, those aged 15-34 used this more often than those aged 35 or older
- The use of the *Broadview Enviroservice Station* increases as the age of the resident increases. From a statistical perspective, those aged 65 or older used the Enviroservice Station more often than those under the age of 65.
- The use of *various cultural facilities* increases as the age of resident increases. From a statistical perspective, those aged 65 or older used the cultural facilities more often than those under the age of 65. It was also found that those aged 35 to 64 used cultural facilities more often than those under the age of 35.

E. Level of satisfaction for selected municipal services in Strathcona County

A series of questions pertaining to residents' level of satisfaction with different Strathcona County municipal services is presented in Table 10.

Table 10
Level of satisfaction for selected Strathcona County municipal services

	Very Satisfied	Satisfied	Slightly Satisfied	Neutral	Slightly Dissatisfied	Dissatisfied	Very Dissatisfied
Urban street summer maintenance	22.0%	43.0%	11.8%	11.3%	6.2%	2.8%	2.8%
Rural street summer maintenance	14.5%	37.0%	10.4%	15.3%	7.2%	9.8%	5.7%
Weed control	8.0%	23.8%	20.5%	18.3%	10.8%	10.4%	8.2%
Rural roadside mowing and brushing	12.9%	31.7%	23.3%	15.9%	8.8%	5.1%	2.3%
Soil and crop management	12.4%	26.4%	22.8%	27.2%	4.0%	3.2%	4.0%
Agriculture education and extension programs	8.8%	26.8%	17.2%	31.4%	6.5%	5.0%	4.2%
Wildlife and pest problems handled by Strathcona County	10.2%	25.6%	21.5%	20.2%	9.3%	7.7%	5.4%
Various Strathcona County water services	43.0%	39.2%	3.7%	9.9%	1.9%	1.0%	1.2%
Strathcona County sewage services	42.0%	41.8%	2.7%	9.9%	1.4%	1.3%	0.9%
Strathcona County Green Routine	31.5%	30.6%	10.2%	4.4%	9.8%	8.0%	5.5%
Broadview Enviroservice Station	49.4%	33.1%	6.7%	5.5%	3.4%	1.5%	0.4%
Strathcona County outdoor spaces	42.9%	40.7%	7.0%	5.2%	2.3%	0.9%	1.0%
Strathcona County indoor recreation facilities	41.9%	37.6%	8.4%	4.3%	3.6%	2.8%	1.3%
Strathcona County cultural facilities	27.1%	48.9%	7.3%	12.9%	0.9%	2.0%	0.9%
Strathcona County transit services	28.3%	39.1%	12.4%	7.7%	4.3%	3.4%	4.7%

A summary of the percentage change between 2018 and 2019 for the Strathcona County municipal services measured in both years is shown in Table 11. The three

biggest changes between the two years occurred for the satisfaction with weed control, the Green Routine and transit services.

Table 11
Percentage Change between 2018 & 2019 for level of satisfaction
of various Strathcona County municipal services

	Satisfied	Dissatisfied
Urban street maintenance the past summer	1.0%	-2.2%
Rural street maintenance the past summer	-1.4%	1.2%
Weed control	-8.6%	8.4%
Rural roadside mowing and brushing	-4.1%	4.2%
Soil and crop management	-1.8%	1.5%
Agriculture education and extension programs	-0.5%	0.5%
Wildlife and pest problems handled by Strathcona County	-2.4%	2.5%
Various Strathcona County water services	-1.7%	1.6%
Strathcona County sewage services	-1.4%	1.4%
Strathcona County Green Routine	9.7%	-9.8%
Broadview Enviroservice Station	-0.3%	0.1%
Strathcona County outdoor spaces	-1.4%	1.4%
Strathcona County indoor recreation facilities	-3.4%	3.5%
Strathcona County cultural facilities	0.1%	-0.2%
Strathcona County transit services	6.0%	-6.2%

Overall, residents were generally satisfied with the listed municipal services provided,⁸ though the extent of satisfaction did vary between urban and rural residents.

It can be seen in Table 12 that based on mean scores,⁹ satisfaction with all of the various municipal services was higher among urban residents compared to rural ones, with the exception of *weed control*, where satisfaction was slightly higher among those living in rural areas. However, there was no statistical difference seen between urban and rural residents for this item.

⁸ Please note that in the satisfaction survey, people who did not use one or more of the following County services (water and sewage, the Green Routine, the Broadview Enviroservice Station, transit, or the various recreation options) did not provide a satisfaction rating for that service.

⁹ 7.00 was the highest possible mean score, based on a seven-point Likert scale.

Table 12
Comparing Sherwood Park and Rural Strathcona mean score ratings
for use of selected municipal services

	Sherwood Park	Rural Strathcona		
In Strathcona County:	Mean Score	Mean Score	t -score	Chi-Square
Urban street summer maintenance	5.50	5.13	2.69*	15.34*
Rural street summer maintenance	5.15	4.26	5.30*	49.12*
Weed control	4.36	4.38	-1.24	6.30
Rural roadside mowing and brushing	5.24	4.42	6.11*	49.08*
Soil and crop management	5.00	4.64	1.73	7.77
Agriculture education and extension programs	4.79	4.41	1.91	15.63*
Wildlife and pest problems handled by Strathcona County	4.74	4.25	2.69*	16.89*
Various Strathcona County water services	6.04	5.91	0.60	3.14
Strathcona County sewage services	6.08	5.58	2.11*	17.42*
Strathcona County Green Routine	5.22	5.29	-0.33	5.56
Broadview Enviroservice Station	6.17	5.98	1.58	4.61
Strathcona County outdoor spaces	6.16	5.82	3.07*	21.43*
Strathcona County indoor recreation facilities	5.99	5.87	0.88	14.02*
Strathcona County cultural facilities	5.83	5.62	1.46	6.12
Strathcona County transit services	5.52	5.37	0.45	8.26

* **Significant at $p < .05$ or less.**

With various municipal services, the column below on the left summarized the services that Sherwood Park residents had higher significant levels of satisfaction with compared to rural residents. The column on the right depicts the services where there were no statistically significant differences between urban and rural residents.

Statistical Differences
Urban vs. rural

- *Urban street summer maintenance*
- *Rural street summer maintenance*
- *Rural roadside mowing & brushing*
- *Agriculture education and Extension programs*
- *Wildlife/pest problems*
- *Strathcona County sewage services*
- *Strathcona County outdoor spaces*
- *Strathcona County indoor recreation facilities*

No Statistical Differences
Urban vs. rural

- *Weed Control*
- *Soil and crop management*
- *Various water services*
- *Strathcona County cultural facilities*
- *Broadview Enviroservice Station*
- *The Green Routine*
- *Transit services*

With respect to differences attributed to age, it can be seen in Table 13 that the only item that was influenced by the age of the respondent occurred with *The Green Routine*. Those who were 65 or older were more satisfied with *the Green Routine* than those aged 64 years or younger.

Table 13
Comparing Sherwood Park and Rural Strathcona mean score ratings
for use of selected municipal services

	Age Groups Mean Score			F-Score
	15-34	35-64	65+	
In Strathcona County:				
Urban street summer maintenance	5.32	5.43	5.48	0.39
Rural street summer maintenance	4.98	4.83	4.94	0.25
Weed control	4.77	4.29	4.43	2.21
Rural roadside mowing and brushing	5.21	5.03	4.91	0.82
Soil and crop management	5.13	5.03	4.71	1.25
Agriculture education and extension programs	4.54	4.76	4.65	0.35
Wildlife and pest problems handled by Strathcona County	4.71	4.66	4.58	0.12
Various Strathcona County water services	5.92	6.06	6.06	0.34
Strathcona County sewage services	5.87	6.06	6.12	0.95
Strathcona County Green Routine	5.21	5.13	5.68	5.31*
Broadview Enviroservice Station	5.98	6.09	6.30	2.47
Strathcona County outdoor spaces	6.16	6.05	6.23	1.66
Strathcona County indoor recreation facilities	5.90	5.92	6.13	1.27
Strathcona County cultural facilities	5.80	5.82	5.77	0.79
Strathcona County transit services	5.39	5.53	5.55	0.11

* Significant at $p < .05$ or less.

F. Assessment of County communication and information services

Residents were also asked about how the County communicates with its residents. The overall results are shown in Table 14. It can be seen that the majority of respondents are satisfied with the County website as a source of information (80.7% combined satisfaction scores). The combined satisfaction scores for the remaining two aspects of communication were lower: having *opportunities to express opinions about municipal services and/or issues* was 76.8%, while *being informed about County services and activities* had a combined score of 71.3%. The patterns shown in Table 14 are very similar to what was found in 2018.

Table 14
Level of satisfaction with Strathcona County information services

	Very Satisfied	Satisfied	Slightly Satisfied	Neutral	Slightly Dissatisfied	Dissatisfied	Very Dissatisfied
Strathcona County website as a source of information	18.7%	48.3%	13.7%	9.9%	4.7%	3.2%	1.4%
Being informed about County services & activities	20.3%	40.3%	10.7%	13.0%	5.2%	4.9%	5.1%
Opportunities to express opinions about municipal services and/or issues.	19.3%	42.8%	14.7%	11.8%	6.6%	2.9%	2.0%

When looking at these factors based on where residents live, it can be seen in Table 15 that there were no significant differences for one's satisfaction with *the County website as a source of information*. However, significant differences were seen with *being informed about County services and activities*, as Sherwood Park residents had a higher level of satisfaction compared to those living in rural Strathcona. This was also the case with having *opportunities to express opinions about municipal services*, though the difference between urban and rural residents was not as wide.

Table 15
Comparing Sherwood Park and Rural Strathcona mean score ratings
for use of selected municipal services

	Sherwood Park	Rural Strathcona		
In Strathcona County:	Mean Score	Mean Score	t -score	Chi- Square
Strathcona County website as a source of information	5.53	5.42	0.91	10.40
Being informed about County services & activities	5.35	4.79	3.72*	35.62*
Opportunities to express opinions about municipal services and/or issues.	5.48	5.13	2.81*	13.26*

* **Significant at $p < .05$ or less.**

The age of the resident was not a factor for any of these aspects of communication.

G. Assessment of County communication and information services

Residents were asked to rank the different ways that the County provides information to its residents. Table 16 presents the ratings for each type of media source, on the basis of how each source was ranked by respondents from one to nine. Based on how this question was asked, every source would be a “first choice” for somebody. Percentages for each type of information source add up to 100% by row.

For example, 26.5% of respondents picked the *Strathcona County website* as their first choice, while 1.0% picked it as their ninth (or last choice). For *brochures or marketing materials*, it can be seen that the majority of residents picked this as either their fifth, sixth or seventh choice.

Table 16
Ranking of how Strathcona County provides information

	Ranking Choices								
	1	2	3	4	5	6	7	8	9
Strathcona County website	26.5%	17.9%	16.9%	11.0%	10.4%	7.2%	6.7%	2.4%	1.0%
Social media	22.7%	16.3%	9.9%	6.9%	7.7%	6.3%	6.6%	9.9%	13.7%
The Sherwood Park News editorial (aspects of the County)	17.5%	15.2%	10.6%	10.9%	10.1%	10.2%	8.9%	10.1%	6.6%
The Sherwood Park News (County advertisements)	13.2%	17.2%	13.2%	12.1%	11.4%	11.6%	8.4%	7.3%	5.5%
Digital signs (County facilities)	12.2%	11.4%	15.9%	14.3%	13.6%	11.0%	11.4%	5.5%	4.7%
E- newsletters	7.3%	13.8%	13.4%	13.6%	10.0%	9.3%	12.1%	11.5%	9.0%
Utility bill inserts	5.1%	7.2%	9.3%	13.6%	13.2%	11.0%	9.1%	15.8%	15.8%
Brochures or marketing materials	2.7%	6.5%	10.1%	12.3%	13.2%	17.2%	17.7%	12.2%	8.1%
Open houses / public meetings	0.7%	2.1%	5.7%	6.1%	8.8%	12.5%	14.7%	21.0%	28.4%

Compared to 2018's study, the Strathcona County website is now the first choice overall (last year it was number 2) and Social Media (which was first overall last year) is now second overall in 2019.

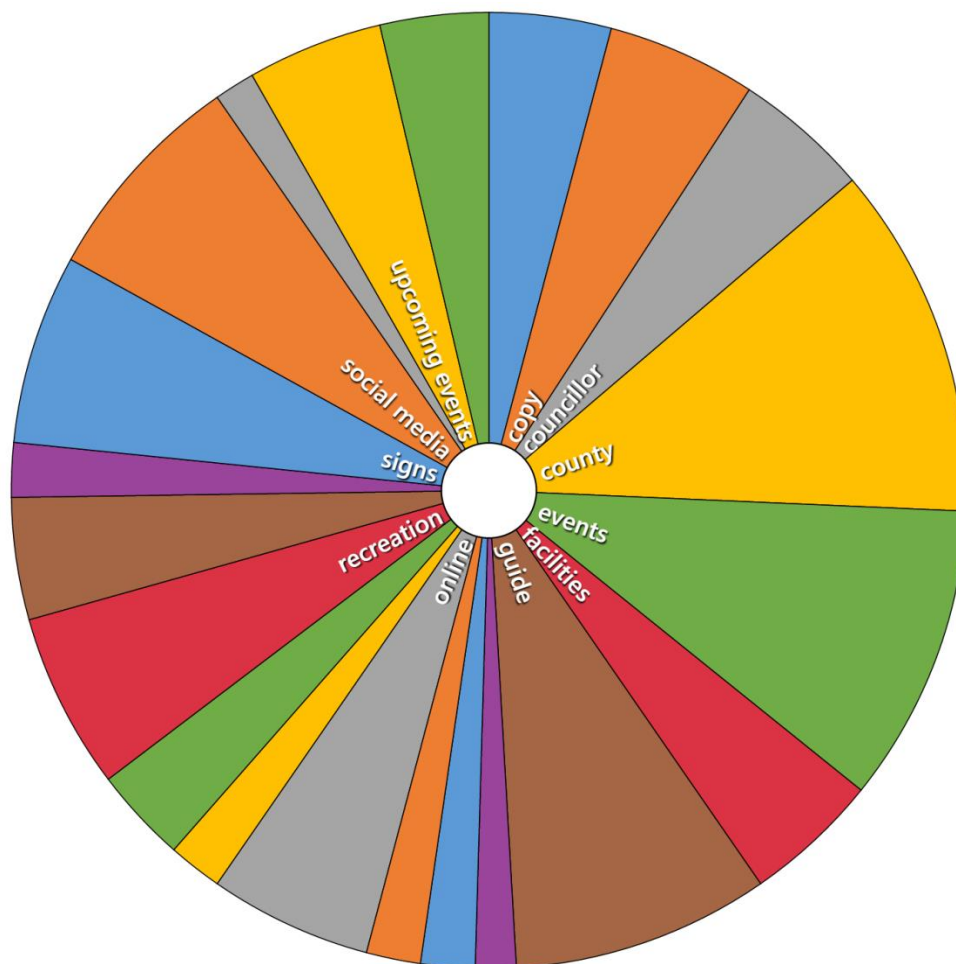
Although respondents have different preferences as to where they will turn for information, it can be gleaned from Table 16 that the most popular sources were as follows:

- The *Strathcona County website* was an option that was popular among residents as a first (26.5%) or second choice (17.9%), followed by *social media* as the first choice of residents. It can be seen from Table 16 that these two options, along with *The Sherwood Park News editorial*, were the first choices among the majority of residents.
- *Social media* was an option that was popular among residents as a first (22.7%) or second choice (16.3%).
- *The Sherwood Park News editorial* was the first or second choice for the majority of respondents, while *The Sherwood Park News (County advertisements)* was identified as a second or third choice.
- *Digital signs at County facilities* were the definitive fourth choice that rose from the various sources of information, followed closely by *E-newsletters* and *utility bill inserts* as other possible fourth choice options.
- *Brochures* were a possible fifth, sixth or seventh choice among residents.

- *Open houses/public meetings* were something that most people would turn to after the other options had been exhausted, and as such were seen as an eighth or ninth choice.

Respondents were also asked to suggest additional ways other than the nine options provided that Strathcona County might use to share information about County programs and services. 109 people provided ideas. These were summarized into 11 themes, which included both the method of communications as well as the most common subject areas associated with communication methods. This is shown in Figure 9.

Figure 9
Classification of Communication Comments



- Subject areas for communication that can be seen in Figure 9 include *facilities, recreation opportunities* and aspects associated with *councillors, events* (as well as *upcoming events*) and the *County* itself.
 - Comments that fit within the *County* category refer to specific queries, such as road maintenance, budget and transit issues, and also

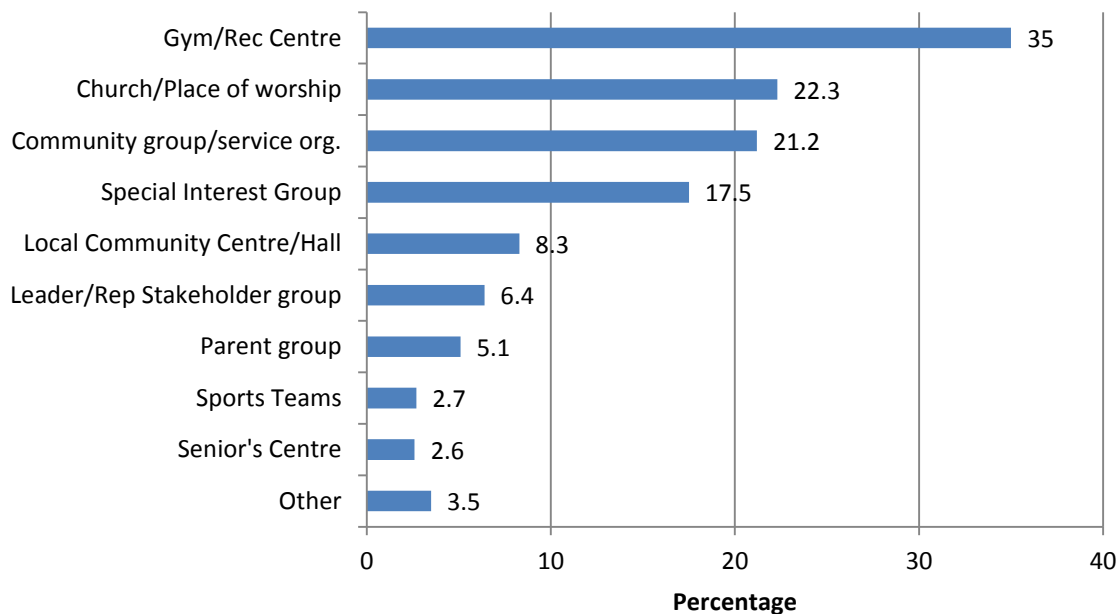
- crossover into the methods of communication delivery, such as print media, the County website and e-newsletters.
- Comments associated with councilors were primarily directed as to how they should communicate with residents.
 - Methods noted in Figure 9 are divided into *signs*, *copy*, *social media*, *online* and *guide*.
 - The *guide* and *copy* methods in this chart refer primarily to the print copy of the Recreation Guide, which is still used by some residents.
 - Comments associated with *social media* are associated with those who use this method and those who do not (but do not go into specific details).
 - *Signs* refer to road signs or digital signs.

Volunteer participation trends

Respondents were given the opportunity to indicate the various groups or organizations in which they chose to be actively involved. The extent of one's involvement was left to an individual's discretion. Respondents could list their involvement in more than one type of organization or activity if they wished. It can be seen in Figure 10 that 35% got involved in their local gym or recreation center, while just over 22% were involved with a church and 21% were involved with a community group or service organization. Just over 17% were involved with a special interest group. There was also 1.4% who did not do any sort of formal volunteering.

The patterns shown in Figure 10 are very similar to what was found in last year's 2018 study.

FIGURE 10
Type of Community Involvement in 2019



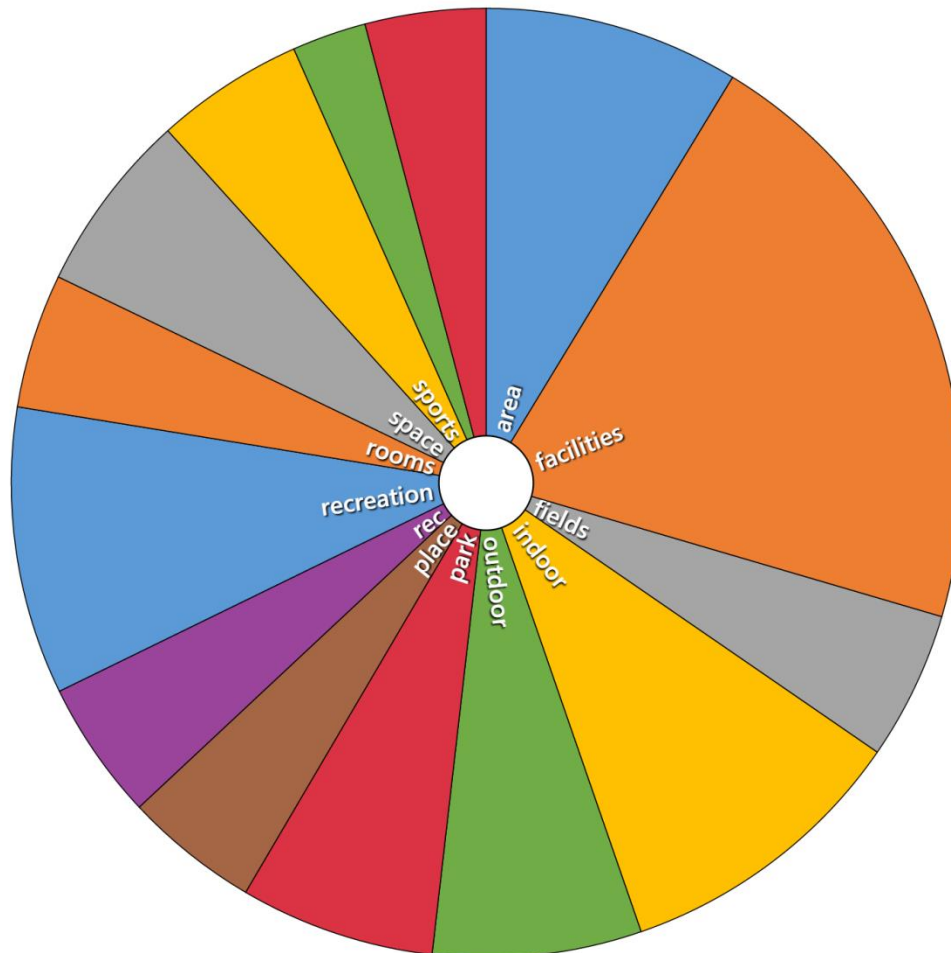
H. Open-ended questions

Respondents were asked to elaborate on how they felt about road and street maintenance, the cultural and various recreation facilities and programming available to them and any other perceptions about Strathcona County.¹⁰ For this year's study, the open-ended data was analyzed with NVIVO software, specifically designed to extract common themes from statements provided by respondents in their own words.

Indoor recreation facilities, outdoor spaces/facilities and cultural facilities: Out of the 811 survey respondents, 284 provided feedback and comments in this area. As seen in Figure 11 below, there are a variety of themes that residents have commented on with respect to aspects of recreation opportunities within the County. These themes are outlined on the next page.

¹⁰ A more detailed summary of each of the open-ended questions is available upon request.

Figure 11
Classification of Recreation Comments



The overall topic areas identified by respondents from the graph in Figure 11 could be classified as themes (represented by the black dots below). These themes in turn could then be broken down into smaller categories. It was also found through additional analyses that there were many crossovers between the main themes.

- The **facilities theme** crossed directly over with the broader **recreation theme**. Both of these categories had more specific comments focusing primarily on:
 - Indoor facilities
 - Outdoor facilities
 - Cultural facilities
- The **area theme** (and a related, though separate **"space" theme**) can be broken down into more specific comments focusing primarily on:
 - Walking areas
 - Parks or related outdoor green spaces
 - Recreational beach areas (seasonal)
 - The Space Theme can include aspects of all the areas noted above, as well as specific areas associated with change rooms or gym space)

- The **sports theme** can be broken down into more specific comments focusing primarily on:
 - Aspects associated with sports fields (including a sub category on whether there are enough sport fields)
 - Indoor sports (whether it be individual or team sports)
 - Outdoor sports
 - Sports facilities (which include aspects on hockey arenas, swimming pools or multi-sports facilities such as Millennium Place)
- The **rooms theme** also had some crossovers with the area and space categories. The rooms theme included more specific comments with respect to:
 - Locker rooms
 - Other changing areas, including aspects of stalls within change and dressing rooms, and locker rooms in specific facilities such as swimming pools
- Other word identifiers noted in Figure 11 (**place, fields, park, outdoor and indoor themes**) crossed over into the other six categories mentioned above. The advantage of the smaller categories is that one can utilize these as filters if aspects of these categories are of specific interest to researchers. For example, specific subject areas within the parks theme included comments associated with *neighbourhood park areas, dog parks and spray parks*.

Road and street maintenance: Out of the 811 survey respondents, 267 provided feedback and comments on roads in Sherwood Park and 172 commented on rural roads. With respect to roads in Sherwood Park:

- 24.6% of the comments centered on hopes for a more timely response to street repairs.
 - For example, there were those who wondered about the need to do better planning with respect to intersections and/or sidewalks being torn up every year for repairs, where it seemed to take a long time for repairs to be completed, and as such, creating an increase in disruptions to access and traffic flow. Related to this, some wondered why construction zones/barriers were put in place for lengthy periods before construction actually started.
 - A few of these comments focused on paving patching and pothole repairs that did not seem to adhere properly to the process, or were not tended to in a more timely manner once the snow had melted.
 - Some residents wondered why street repairs around school access were not done during the summer months when kids were out of school.
 - There were, however, many residents who felt that Strathcona County was doing a good job on street repairs.

- Specific roads mentioned multiple times by respondents include Wye Road, Sherwood Drive, and Baseline Road.
- 5.1% commented on aspects of traffic calming, particularly on getting rid of installed speed bumps in places such as Glenbrook Blvd.

With respect to rural roads:

- Many of the comments centered on the perceived quality of the rural roads.
 - There were several respondents who felt that many of the rural roads were too narrow. This, combined with the excess amount of gravel on the shoulders, make these roads less safe for cyclists. However, there were many respondents who felt that the maintenance of the rural roads was good, especially in the winter months.
 - There were also many comments about the road patching and pothole repairs were either not done, or were not done to a respondent's satisfaction.
 - Some specific range roads and township roads were mentioned by respondents as being particularly problematic, including various portions along Wye Road, RR 215, TWP 530, 520 and 522 among others.

Other comments or concerns about Strathcona County: Out of the 811 survey respondents, 151 provided feedback and comments. A variety of topics (both positive and negative) about aspects of the County were put forward. Some of the more prominent themes are shown in Figure 12.

APPENDIX A: QUESTIONS ASKED IN THE PUBLIC SURVEY

Strathcona County 2019 online public survey

This survey asks for your opinions about what you like and don't like about living, working or visiting Strathcona County. The County will use these results to evaluate its services and help make the best use of resources. **Items in red are new for 2019.**

The survey will take about 10 minutes to complete.

For non-residents, many of the questions may not apply to you, and as such, feel free to answer these as N/A if they occur.

Personal information is collected under authority of section 33(c) of the *Freedom of Information and Protection of Privacy Act* and will be used in the management and administration of Strathcona County program and process improvement initiatives. If you have any questions regarding the collection, use or disclosure of this information, contact Dr. Phil Kreisel at 780-464-8252

Where do you live?

- In Sherwood Park
- Elsewhere in Strathcona County
- I work in Strathcona County but I do not live here
- I do not live in Strathcona County

A. About the community as a whole:

1. A welcoming community can be defined as one where all citizens have equal opportunities to participate in all aspects of community life regardless of socio-economic status, age, gender, ethnicity, religion, language, politics, marital status or sexual orientation. Given this definition. To what extent do you feel that Strathcona County is a welcoming community?
 - Not at all welcoming
 - Slightly welcoming
 - Somewhat welcoming
 - Moderately welcoming
 - Extremely welcoming

Please rate the quality of the following aspects of living in Strathcona County

Rating Strathcona County:		Very Poor	Poor	Acceptable	Good	Very Good	DK/NA
2.	As a place to raise children?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3.	As a place to retire?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
4.	<i>If very poor or poor, ask "Why do you feel this way? (Open-ended)</i>						
5.	As a safe community in which to live or visit?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6.	For value received in municipal services for your municipal tax dollar?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
7.	Overall as a place to live?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
8.	<i>As a strong community that supports the diverse needs of residents?</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
9.	<i>The County's maintenance of current infrastructure (e.g. roads, rec centres etc.)?</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
10.	<i>The County's planning for future infrastructure (e.g. roads, rec centres etc.)?</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11.	<i>For supporting the economy through a business friendly environment?</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
12.	<i>For protecting and preserving the natural environment?</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
13.	<i>For building partnerships within the region, community & other levels of government?</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14.	<i>For providing facilities and services to residents?</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15.	<i>For providing opportunities for public engagement and communication?</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
16.	<i>For continually improving the way we operate as one organization?</i>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

- | | 0
Adults | 1-5
Adults | 6-10
Adults | 11-20
Adults | 20+
Adults | Don't live
in SC |
|--|-----------------------|-----------------------|------------------------|-------------------------|-----------------------|-----------------------------|
| 17. How many adults in your neighbourhood do you know by name? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

- | | Never | Rarely | Sometimes | Often | Always |
|---|-----------------------|-----------------------|-----------------------|-----------------------|-----------------------|
| 18. To what extent can you ask for help from your neighbours? | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> | <input type="radio"/> |

19. How satisfied were you with the urban street maintenance this past summer (potholes filled, streets in good repair)?

- Very dissatisfied
- Dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Satisfied
- Very satisfied
- Don't know

20. Please use the space below to indicate how Strathcona County could improve its urban road and street maintenance.

21. How satisfied were you with the rural street maintenance this past summer (potholes filled, grading, dust control)?

- Very dissatisfied
- Dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Satisfied
- Very satisfied
- Don't know

22. Please use the space below to indicate how Strathcona County could improve its rural road and street maintenance

23. How satisfied were you with the weed control completed throughout Strathcona County this past spring and summer?

- Very dissatisfied
- Dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Satisfied
- Very satisfied
- Don't know

24. How satisfied were you with the rural roadside mowing and brushing completed in the spring and summer by Strathcona County?

- Very dissatisfied
- Dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Satisfied
- Very satisfied
- Don't know

25. How satisfied are you with the soil and crop management completed by Strathcona County?

- Very dissatisfied
- Dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Satisfied
- Very satisfied
- Don't know

26. How satisfied are you with the agriculture education and extension programs offered by Strathcona County?

- Very dissatisfied
- Dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Satisfied
- Very satisfied
- Don't know

27. How satisfied are you with how wildlife and pest problems are handled by Strathcona County?

- Very dissatisfied
- Dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Satisfied
- Very satisfied
- Don't know

28. Do you receive water services (e.g. drinking water, water for showers, hoses, etc.) provided by Strathcona County?

- Yes
- No (*skip to Q 31*)

29. How satisfied are you with the various water services provided by Strathcona County?

- Very dissatisfied
- Dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Satisfied
- Very satisfied
- Don't know

30. How satisfied are you with the sewage services (e.g. removal of liquid waste, toilet flushing, etc.) provided by Strathcona County?
- Very dissatisfied
 - Dissatisfied
 - Slightly dissatisfied
 - Neutral
 - Slightly satisfied
 - Satisfied
 - Very satisfied
 - Don't know
31. Do you get your waste and recycling material collected by Strathcona County?
- Yes
 - No (*skip to Q 33*)
32. How satisfied are you with the Green Routine, which includes the collection of waste and recycling materials?
- Very dissatisfied
 - Dissatisfied
 - Slightly dissatisfied
 - Neutral
 - Slightly satisfied
 - Satisfied
 - Very satisfied
 - Don't know
33. To what extent do you make use of the Broadview Enviroservice Station?
- Never use it (*skip to Q 35*)
 - Sometimes use it
 - Frequently use it

34. How satisfied are you with the Broadview Enviroservice Station?
- Very dissatisfied
 - Dissatisfied
 - Slightly dissatisfied
 - Neutral
 - Slightly satisfied
 - Satisfied
 - Very satisfied
 - Don't know
35. To what extent do you make use of the various outdoor spaces in Strathcona County, such as parks trails, playgrounds and sports fields?
- Never use it (*skip to Q 37*)
 - Sometimes use it
 - Frequently use it
36. How satisfied are you with the various outdoor spaces in Strathcona County?
- Very dissatisfied
 - Dissatisfied
 - Slightly dissatisfied
 - Neutral
 - Slightly satisfied
 - Satisfied
 - Very satisfied
 - Don't know
37. To what extent do you make use of the various indoor recreation facilities in Strathcona County, such as pools and arenas?
- Never use it (*skip to Q 39*)
 - Sometimes use it
 - Frequently use it

38. How satisfied are you with the various indoor recreation facilities in Strathcona County?

- Very dissatisfied
- Dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Satisfied
- Very satisfied
- Don't know

39. To what extent do you make use of the different cultural facilities in Strathcona County, such as Festival Place, Gallery@501, Smeltzer House and the Clay Hut?

- Never use it (*skip to Q 41*)
- Sometimes use it
- Frequently use it

40. How satisfied are you with the various cultural facilities in Strathcona County?

- Very dissatisfied
- Dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Satisfied
- Very satisfied
- Don't know

41. Please use the space below for comments you have about the different indoor, outdoor recreation and cultural facilities in Strathcona County:

42. To what extent do you make use of the various transit services provided by Strathcona County?
- Never use it (*skip to Q 44*)
 - Sometimes use it
 - Frequently use it
43. How satisfied are you with the various transit services provided by Strathcona County?
- Very dissatisfied
 - Dissatisfied
 - Slightly dissatisfied
 - Neutral
 - Slightly satisfied
 - Satisfied
 - Very satisfied
 - Don't know
44. Have you visited the Strathcona County website in the past year?
- Yes
 - No (*skip to Q 46*)
45. How satisfied are you with the Strathcona County website as a source of information on municipal programs and services?
- Very dissatisfied
 - Dissatisfied
 - Slightly dissatisfied
 - Neutral
 - Slightly satisfied
 - Satisfied
 - Very satisfied
 - Don't know

46. How satisfied are you with opportunities to express opinions about municipal services or municipal issues in Strathcona County?

- Very dissatisfied
- Dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Satisfied
- Very satisfied
- Don't know

47. How satisfied are you with being informed about County services and activities provided by Strathcona County?

- Very dissatisfied
- Dissatisfied
- Slightly dissatisfied
- Neutral
- Slightly satisfied
- Satisfied
- Very satisfied
- Don't know

48. Strathcona County provides information to the public in a variety of ways. Please rank these from 1 to 9, where 1 represents your first choice to go for information and 9 is your lowest choice. Only one rank per item (ties are not allowed). **Revised in 2019**

	1	2	3	4	5	6	7	8	9
Digital signs (in County facilities)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Sherwood Park News editorial on County activities, programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Sherwood Park County advertisements	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brochures or marketing materials	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Utility bill inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Open houses or public meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Strathcona County website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social media	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-newsletters	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

49. Please use the space below to suggest additional ways from those listed above that Strathcona County might use to share information with you about County programs and services. *Please do not include any personally identifying information in your comments.*

50. Please note any additional comments and feedback about Strathcona County in the box below. *Please do not include any personally identifying information in your comments.*

51. Please indicate which of the following you are actively involved in (*choose all that apply*)

- Local church/mosque/temple or other places of worship
- Local community centre /community hall
- Community group or service organization
- Special interest group (e.g. women's group, club, etc.)
- Parents' group
- Local gym or recreation centre
- Senior's centre
- Leader and/or representative of a stakeholder group
- Other – please indicate _____

E. Household Demographics (For Survey Gizmo)

52. Do you: Own your dwelling Rent your dwelling
 Prefer not to answer

53. Are there any children under 18 living in your household?
 Yes No

54. Your age group: 15-24 15-24 25-34 35-44
 45-54 55-64 65-74 75+

55. Strathcona County distributes a free e-newsletter that lets residents know about upcoming public engagement opportunities. Would you be interested in receiving this newsletter?

- Yes -- please click on the link here to sign up
- No

56. Would you be interested in joining SCOOP?

- Yes -- please click on the link here to sign up
- No

Thank you for your help in completing this survey.