

# 2020

## Public Satisfaction Survey



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## **I. Introduction and Purpose of the Study**

In December 2020, Strathcona County conducted a survey to gain insight into the quality of life of residents living in Sherwood Park and rural areas of Strathcona County, as well as non-residents working in Strathcona County. This survey, known previously as the Satisfaction Survey, has been done annually since 1998. The main purpose of this research is to identify and measure a series of factors (or impacts of County services) that contribute to a person's satisfaction with the quality of life in Strathcona County. The survey also includes resident ratings of satisfaction with the use of selected County services. For this year's study, due to the increased number of questions requested by various County departments, the decision was made to split the data collection into two separate surveys.

Obtaining responses 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 questionnaires

The questionnaires used in this study were modified from the previous year. Whenever possible, questions from last year's survey were retained to allow benchmark comparisons with the previous year, particularly in measuring satisfaction that residents had with municipal services. Some questions asked in previous years were dropped from this survey and added to the December SCOOP mixed topic survey, on the basis that these were not strictly "satisfaction" questions. A list of the questions asked in both parts of 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 Strathcona County Online Opinion Panel (SCOOP), and an open online survey via Survey Gizmo (open to residents and non-residents who were not members of SCOOP). The first online survey ran between November 27 and December 14, 2020, during which 1,137 people took part in the survey. The second online survey ran between January 8 and January 31, 2021, during which 1,055 people took part in the survey.<sup>1</sup>

Although poll-based data is derived from people who decided to participate, they were not randomly selected and had access to the online poll. The margin of error for a comparable probability-based random sample of the same size is  $\pm 2.9\%$ , 19 times out of 20 for the data collected in December<sup>2</sup> and  $\pm 3.0\%$ , 19 times out of 20 for the data collected in January. The data was analyzed by Strathcona County's Communications department using SPSS for Windows.

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<sup>1</sup> It should be noted that for any open-ended questions, many respondents chose not to provide insight into County issues, even though everyone had an opportunity to do so.

<sup>2</sup> The  $\pm 2.9\%$  is the *margin of error* associated with this study and refers to the potential percentage spread that exists within answers to questions. This means that an answer could be up to 2.9% higher or lower than what is reported. Please note, however, that the data was gathered through an online survey and no controls were undertaken to make this a random sample.

### III. RESULTS

This section of the report summarizes 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 respondents for the 2020 survey. Although sampling criteria for urban and rural residents was applied for the current study, the final urban/rural split was close to the actual proportions,<sup>3</sup> with 74.7% of respondents being from Sherwood Park, 23.9% living in rural Strathcona County and the remaining 1.4% residing outside of the County.<sup>4</sup>

A breakdown of the age of respondents<sup>5</sup> is shown in Figure 1. There was relatively good representation from most age groups, though in comparison to the 2018 municipal census, the study data for the 15-34 age groups was under-represented. Similar breakdowns occurred with the data collected in January 2021.

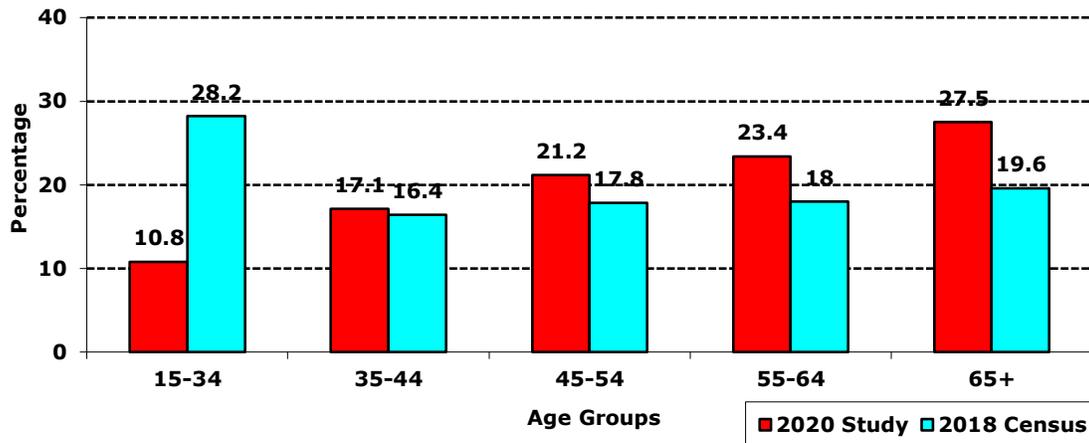
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<sup>3</sup> Based on the 2018 municipal census, residents living in Sherwood Park constitute 72.5% of the County's population, with the remaining 27.5% living in rural areas.

<sup>4</sup> For the second data collection period (January 2021), 73.2% lived in Sherwood Park, 25.1% lived in rural Strathcona and 1.7% lived outside the County.

<sup>5</sup> 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.

**FIGURE 1**  
**Age of County respondents**



Overall, 62.4% of respondents were female and 37.6% were male. In addition, 69.0% of respondents did not have any children under the age of 18 living at home, while the remaining 31.0% had at least one child living at home.<sup>6</sup>

<sup>6</sup> For the second data collection period (January 2021), 61.5% were females and 38.5% were males. The percentage of households that had children under 18 living at home was almost the same in the January data collection period as what was recorded in December.

## 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. These same questions were asked in 2019.

**Table 1**  
**Rating the quality of life in Strathcona County (2020 Results)**

	<b>Very Good</b>	<b>Good</b>	<b>Acceptable</b>	<b>Poor</b>	<b>Very Poor</b>
<b>Rating Strathcona County:</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
As a place to raise children	74.5%	18.7%	5.6%	0.8%	0.4%
As a safe community to live or visit	62.1%	27.7%	8.5%	1.4%	0.4%
Overall as a place to live	64.3%	26.6%	7.2%	1.6%	0.3%
As a place to retire	49.1%	31.5%	14.1%	3.6%	1.6%
Value received in municipal services for the tax dollar	32.7%	36.0%	20.8%	7.7%	2.8%
As a strong community that supports the diverse needs of residents	26.7%	41.3%	23.5%	6.8%	1.6%
Maintenance of current infrastructure (roads, etc.)	38.4%	32.1%	19.1%	7.3%	3.2%
Planning for future infrastructure (roads, etc.)	18.2%	36.6%	26.5%	13.2%	5.5%
For supporting the economy through a business-friendly environment	23.1%	46.1%	23.2%	5.6%	2.0%
For protecting and preserving the natural environment	26.2%	40.4%	21.5%	9.0%	3.0%
For building partnerships within the region, community and other levels of government	17.8%	43.4%	29.3%	7.3%	2.1%
For providing facilities and services to residents	43.1%	35.2%	15.7%	5.3%	0.7%
For providing opportunities for public engagement and communication	40.0%	33.2%	18.7%	5.2%	2.9%
For continually improving the way we operate as a community	22.2%	42.8%	22.8	9.0%	3.2%

Overall, the majority of respondents gave Strathcona County positive ratings on all items. However, when looking at the changes in these ratings since 2019, most of them elicited a more positive reaction in 2020, though some decreased in their ratings over the same time frame.

### Items that increased since 2019

- *Strathcona County as a place to retire* (80.6% ≥ Good). This increased by 8.7% over 2019.

- *Supporting the economy through a business-friendly environment* (69.2% ≥ Good). This increased by 5.5% over 2019.
- *Protecting and preserving the natural environment* (66.8% ≥ Good). This increased by 5.4% over 2019.
- *Overall, as a place to live* (90.9% ≥ Good). This increased by 3.4% over 2019.
- *As a safe community to live or visit* (89.8% ≥ Good). This increased by 1.7% over 2019.
- *Providing opportunities for public engagement and communication* (73.2% ≥ Good). This increased by 2.4% over 2019.
- *A strong community that supports the diverse needs of residents* (68.0% ≥ Good). This increased by 1.0% over 2019.
- *For continually improving the way we operate as a community* (65.0% ≥ Good). This increased by 0.9% over 2019.
- *As a place to raise children* (93.2% ≥ Good). This increased by 0.7% over 2019.
- *Value received in municipal services for the tax dollar spent* (68.7% ≥ Good). This increased by 0.3% over 2019.

#### **Items that decreased since 2019**

- *Building partnerships within the region, community and other levels of government* (61.2% ≥ Good). This decreased by 4.9% since 2019.
- *The County's maintenance of current infrastructure* (70.5 72.6% ≥ Good). This decreased by 2.1% since 2019.
- *The County's planning for future infrastructure* (54.8% ≥ Good). This decreased by 1.3% since 2019.
- *Providing facilities and services to residents* (78.3% ≥ Good). This decreased by 0.8% since 2019.

In Table 2, people living in rural areas of Strathcona County gave lower ratings for the combined good/very good percentages for all fourteen items, compared to those living in Sherwood Park. The item that received the widest spread was *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 in 2020.

**Table 2**  
**Combined *Good/very good* scores for quality of life items**  
**Comparing Sherwood Park and Rural Strathcona 2020**

	<b>Sherwood Park</b>	<b>Rural Strathcona</b>
<b>Rating Strathcona County:</b>	%	%
As a place to raise children	94.0%	91.4%
Overall as a place to live	91.5%	89.5%
As a safe community to live or visit	90.0%	89.0%
As a place to retire	82.3%	77.7%
For providing facilities and services to residents	79.6%	73.3%
For providing opportunities for public engagement and communication	73.5%	72.1%
Maintenance of current infrastructure (roads, etc.)	72.5%	63.1%
Value received in municipal services for the tax dollar	<b>72.1%</b>	<b>57.1%</b>
For supporting the economy through a business-friendly environment	71.0%	62.7%
As a strong community that supports the diverse needs of residents	68.1%	67.7%
For protecting and preserving the natural environment	67.4%	63.4%
For continually improving the way we operate as a community	64.9%	64.8%
For building partnerships within the region, community and other levels of government	61.6%	59.4%
Planning for future infrastructure (roads, etc.)	55.6%	51.5%

In Table 3, percentage changes between 2019 and 2020 for people living in Sherwood Park versus rural Strathcona County showed some interesting trends. Despite impacts from a global pandemic, positive ratings for *Strathcona County as a place to retire* increased in both urban and rural settings. *Supporting the economy through a business-friendly environment* and *Protecting and preserving the natural environment* also showed an increase in positive ratings. Increases among rural residents also occurred with the following items:

- *Overall as a place to live;*
- *For providing opportunities for public engagement and communication;*
- *As a safe community to live or visit; and*
- *For continually improving the way we operate as a community.*

**Table 3**  
**Percentage change between 2019 and 2020 (combined good/very good scores) for quality of life items - Sherwood Park and Rural Strathcona**

	<b>Sherwood Park</b>	<b>Rural Strathcona</b>
<b>Rating Strathcona County:</b>	<b>%</b>	<b>%</b>
As a place to retire	<b>+8.1%</b>	<b>+12.9%</b>
For supporting the economy through a business-friendly environment	+4.5%	<b>+10.9%</b>
For protecting and preserving the natural environment	+3.5%	<b>+8.7%</b>
Overall as a place to live	+2.4%	+6.6%
For providing opportunities for public engagement and communication	+2.3%	+6.1%
As a safe community to live or visit	+0.2%	+6.4%
As a strong community that supports the diverse needs of residents	+0.1%	+3.8%
Value received in municipal services for the tax dollar	0.0%	+4.6%
As a place to raise children	-0.2%	+3.9%
For providing facilities and services to residents	-1.0%	+1.9%
For continually improving the way we operate as a community	-1.0%	<b>+9.4%</b>
Planning for future infrastructure (roads, etc.)	-1.2%	+1.2%
Maintenance of current infrastructure (roads, etc.)	-2.9%	+3.0%
For building partnerships within the region, community and other levels of government	-6.4%	+1.1%

A series of t-tests and chi-square analysis<sup>7</sup>, as shown in Table 4, confirmed that statistically significant differences occurred with five of the items, based on residents' location. *Value received in municipal services for the tax dollar spent* showed the largest spread between urban and rural residents, based on mean scores. Those living in rural areas gave this a lower rating compared to those living in Sherwood Park. This has been a consistent pattern for many years now.

Most of the quality of life items in Table 4 revealed no statistical differences between those living in Sherwood Park and those living in rural Strathcona County. In addition to other analyses, one can do a comparison of the mean scores associated with each quality of life item for urban and rural residents. Mean scores that are close reveal there is likely no difference in the perceptions of urban and

<sup>7</sup> T-tests are statistical measurements of differences between mean scores. The larger the spread, the more likely that there are significant differences between items. Chi-square analysis is a numerical estimation that measures whether there are relationships between items.

rural residents for a particular item. Please also note that mean scores can range from a score of 1 to a score of 5 for each item. The higher the mean score, the higher the rating of the quality of life item.

**Table 4**  
**Comparing Sherwood Park and Rural Strathcona mean score ratings for the quality of life items**

	<b>Sherwood Park</b>	<b>Rural Strathcona</b>		
<b>Rating Strathcona County:</b>	<b>Mean Score</b>	<b>Mean Score</b>	<b>t - score</b>	<b>Chi-Square</b>
As a place to retire	4.27	4.16	1.39	2.70
As a place to raise children	4.67	4.64	0.64	4.07
As a safe community to live or visit	4.27	4.16	0.54	2.54
Overall as a place to live	4.54	4.50	0.76	2.92
Value received in municipal services for the tax dollar	3.99	3.52	6.46*	47.56*
As a strong community that supports the diverse needs of residents	3.85	3.82	0.49	0.76
Maintenance of current infrastructure (roads, etc.)	4.03	3.71	4.21*	24.84*
Planning for future infrastructure (roads, etc.)	3.53	3.36	2.08*	6.58
For supporting the economy through a business-friendly environment	3.88	3.68	2.74*	8.77
For protecting and preserving the natural environment	3.79	3.72	0.89	1.74
For building partnerships within the region, community and other levels of government	3.70	3.57	1.72	6.28
For providing facilities and services to residents	4.17	4.04	2.09*	9.26*
For providing opportunities for public engagement and communication	4.02	4.00	0.23	8.55
For continually improving the way we operate as a community	3.74	3.65	1.16	6.01

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

A comparison of responses between genders can be seen in Table 5. Significant differences were found for only three of the items:

- *Value received in municipal services for the tax dollar;*
- *Planning for future infrastructure; and*
- *For continually improving how we operate as a community.*

In all three instances, females gave a higher positive rating than males.

**Table 5**  
**Comparing mean score ratings for the quality of life items by gender**

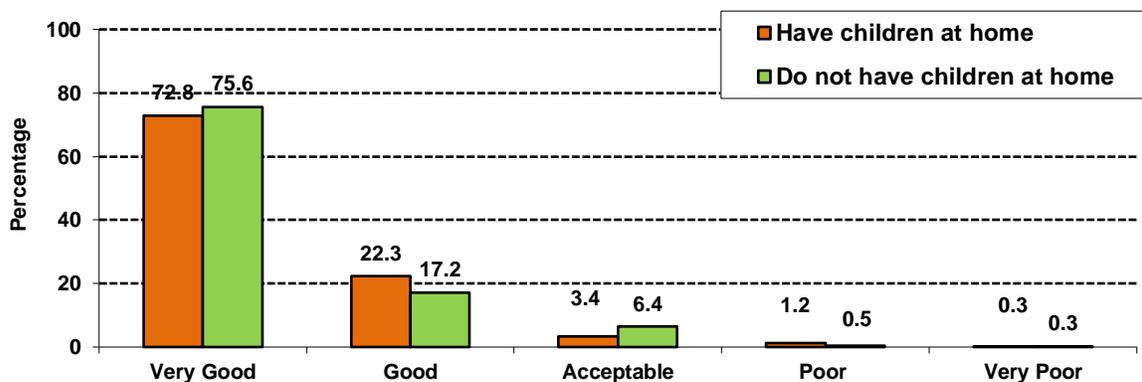
<b>Rating Strathcona County:</b>	<b>Males</b>	<b>Females</b>		
	<b>Mean Score</b>	<b>Mean Score</b>	<b>t - score</b>	<b>Chi-Square</b>
As a place to retire	4.24	4.25	-0.90	4.33
As a place to raise children	4.65	4.71	-1.40	3.81
As a safe community to live or visit	4.53	4.51	0.48	5.73
Overall as a place to live	4.53	4.59	-1.44	4.77
Value received in municipal services for the tax dollar	3.74	3.99	-3.73*	19.33*
As a strong community that supports the diverse needs of residents	3.89	3.87	0.30	1.61
Maintenance of current infrastructure (roads, etc.)	3.94	3.98	-0.56	10.06*
Planning for future infrastructure (roads, etc.)	3.40	3.60	-2.69*	14.58*
For supporting the economy through a business-friendly environment	3.80	3.86	-1.01	4.77
For protecting and preserving the natural environment	3.82	3.78	0.55	7.34
For building partnerships within the region, community and other levels of government	3.69	3.70	-0.08	1.73
For providing facilities and services to residents	4.17	4.16	0.17	6.80
For providing opportunities for public engagement and communication	3.99	4.08	-1.38	8.50
For continually improving the way we operate as a community	3.64	3.82	-2.52*	8.34

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

Age was not a factor that influenced any statistically significant differentiation with any of the quality of life items in this year’s survey.

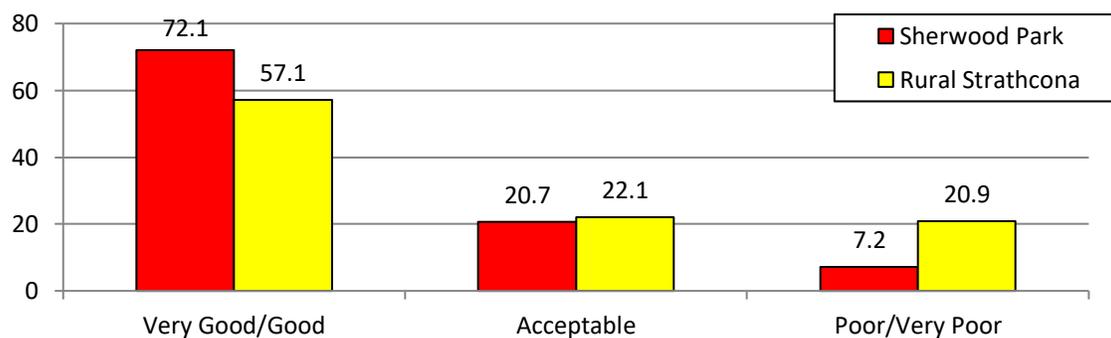
A comparison between those with and without children in the household was done for the question pertaining to how residents perceived Strathcona County as a place to raise children. It can be seen from Figure 2 that there was no difference between households based on whether there were or were not children living at home.

**FIGURE 2**  
**Strathcona County as a place to raise children**



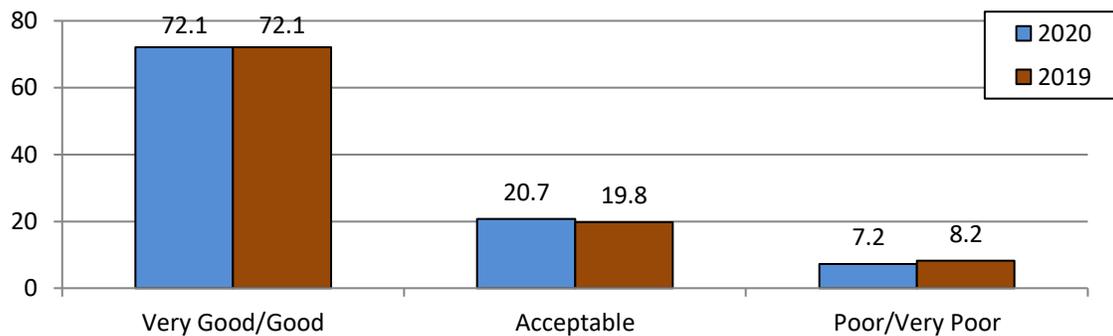
A more detailed comparison of the perceived value of tax dollars spent in Strathcona County by urban and rural residents is shown in Figure 3. It shows that urban residents have considerably higher positive perceptions toward the value they get for their tax dollars compared to those living in rural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

**FIGURE 3**  
**Value of tax dollars spent in Strathcona County – urban and rural residents (2020)**

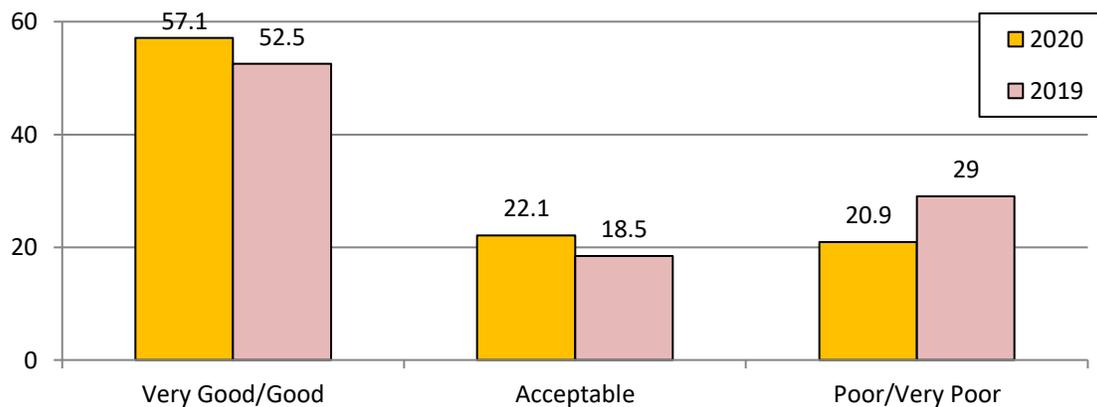


Comparisons of the perceived value of tax dollars spent in Strathcona County between 2019 and 2020 based on where people lived are shown in Figure 4 (urban) and Figure 5 (rural). There was almost no change in perceptions among urban residents, while positive outlooks improved among rural residents in 2020 compared to 2019.

**FIGURE 4**  
**Value of tax dollars spent in Strathcona County – urban residents**  
**2019 and 2020 comparisons**

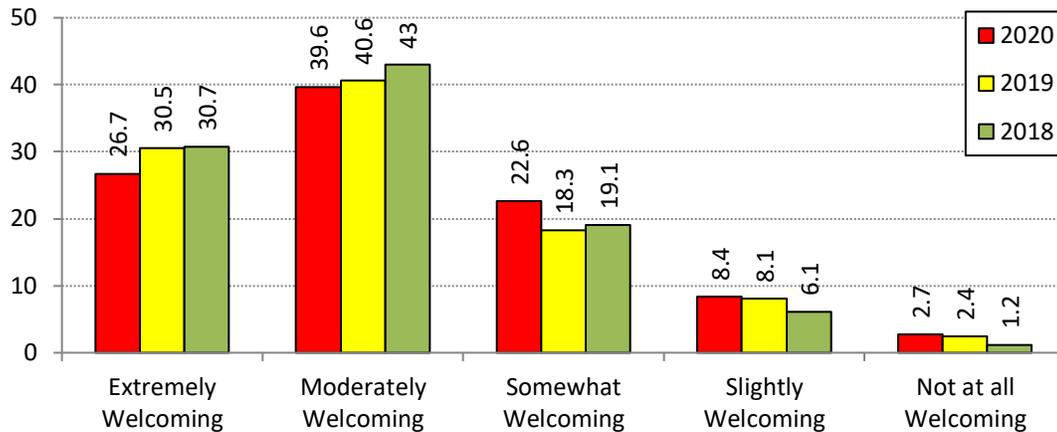


**FIGURE 5**  
**Value of tax dollars spent in Strathcona County – rural residents**  
**2019 and 2020 comparisons**



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 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. Figure 6 shows there is a slight dip in positive perceptions for 2020 compared to perceptions noted in 2019 and 2018.

**FIGURE 6**  
**Strathcona County as a welcoming community**



**C. 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 6. Residents were generally satisfied with most of the municipal services provided, though levels were strongest for ambulance and fire and rescue services. The level of satisfaction was lowest for *Availability of affordable housing* and *Services received from the Strathcona County Economic Development and Tourism department*.

**Table 6**  
**Level of satisfaction for selected Strathcona County municipal services<sup>8</sup>**

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Quality of fire and rescue services provided by Strathcona County*	58.6%	33.3%	6.7%	1.0%	0.4%
Quality of ambulance services provided by Strathcona County*	53.9%	34.6%	9.3%	1.7%	0.5%
The Broadview Enviroservice Station	45.8%	36.3%	11.0%	5.3%	1.6%
The various outdoor spaces in Strathcona County	43.8%	41.0%	8.7%	4.8%	1.7%
The information received from the Strathcona County Alert System*	41.7%	38.2%	16.9%	2.5%	0.8%
The sewage services provided by Strathcona County	38.7%	42.7%	13.7%	3.2%	1.7%
The Green Routine, which includes the collection of waste, organics and recycling materials	38.1%	34.9%	10.4%	13.2%	3.3%
The various indoor recreation facilities in Strathcona County	36.4%	42.2%	14.3%	5.3%	1.8%
The various water services provided by Strathcona County	31.9%	46.8%	15.6%	4.1%	1.6%
Urban street summer maintenance	24.0%	48.4%	15.5%	8.9%	3.1%
Opportunities to express opinions about municipal services or municipal issues in Strathcona County	23.0%	42.5 %	21.0%	9.8%	3.7%
The various transit services provided by Strathcona County	22.3%	35.7%	27.8%	9.1%	5.1%
The various cultural facilities in Strathcona County	22.0%	45.7%	28.3%	3.4%	0.6%
Being able to access County services online*	21.8%	53.5%	17.8%	6.0%	0.9%
The Strathcona County website as a source of information on municipal programs and services	21.1%	52.4%	18.4%	6.9%	1.2%
Being informed about County services and activities provided by Strathcona County.	19.7%	51.0%	20.0%	8.1%	1.2%
Rural roadside mowing and brushing	18.7%	41.2%	22.0%	11.3%	6.8%
Rural street summer maintenance	16.7%	40.2%	21.3%	14.3%	7.4%

<sup>8</sup> Items marked with an \* in Table 6 are new items that were measured in 2020.

**Table 6 (Continued)**

	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>	<b>Very Dissatisfied</b>
Wildlife and pest problems handled by Strathcona County	15.4%	42.6%	28.0%	10.5%	3.6%
Agriculture education and extension programs	14.6%	31.3%	42.1%	9.1%	2.9%
Soil and crop management	14.1%	30.6%	43.2%	7.1%	5.0%
Availability of affordable housing options in Strathcona County*	11.3%	25.1%	31.6%	24.1%	7.9%
Services received from the Strathcona County Economic Development and Tourism Dept*	10.3%	34.4%	46.2%	7.6%	1.6%

Satisfaction did vary between urban and rural residents. It can be seen in Table 7 that based on mean scores,<sup>9</sup> satisfaction with these municipal services was higher among urban residents compared to rural ones, with the exception of *Availability of affordable housing*. Furthermore, statistical differences exist between urban and rural residents for fifteen of the services. *Water services, sewage services, rural street summer maintenance, rural roadside mowing and brushing, information from the SC alerts system and the green routine* were the six services with the highest spread between urban and rural residents.

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<sup>9</sup> 5.00 was the highest possible mean score, based on a five-point Likert scale.

**Table 7**  
**Comparing Sherwood Park and Rural Strathcona mean score ratings**  
**for satisfaction with municipal services**

	<b>Sherwood Park</b>	<b>Rural Strathcona</b>		
<b>In Strathcona County:</b>	<b>Mean Score</b>	<b>Mean Score</b>	<b>t - score</b>	<b>Chi-Square</b>
The sewage services provided by Strathcona County	4.21	3.46	7.69*	85.60*
The various water services provided by Strathcona County	4.13	3.55	7.13*	67.69*
Rural street summer maintenance	3.59	3.13	5.21*	59.41*
Rural roadside mowing and brushing	3.67	3.24	4.98*	47.88*
The information received from the Strathcona County Alert System	4.24	3.92	4.55*	28.78*
The Green Routine, which includes the collection of waste, organics and recycling materials	3.98	3.59	4.10*	18.94*
Being informed about County services and activities provided by Strathcona County.	3.85	3.59	3.81*	19.58*
The various outdoor spaces in Strathcona County	4.25	4.02	3.23*	18.98*
Opportunities to express opinions about municipal services or municipal issues in Strathcona County	3.76	3.52	2.84*	9.70*
Quality of ambulance services provided by Strathcona County	4.44	4.25	2.82*	9.67
Quality of fire and rescue services provided by Strathcona County	4.53	4.37	2.75*	10.52
The Strathcona County website as a source of information on municipal programs and services	3.90	3.72	2.55*	8.06
The Broadview Enviroservice Station	4.23	4.04	2.47*	7.25
The various Strathcona County transit services	3.66	3.35	2.22*	7.03
Soil and crop management	3.48	3.24	2.02*	9.61
Being able to access County services online	3.92	3.79	1.97	5.96
The various indoor recreation facilities in Strathcona County	4.09	3.93	1.89	3.76
Urban street summer maintenance	3.84	3.72	1.64	10.31
Services received from the Strathcona County Economic Development and Tourism Dept	3.46	3.35	1.31	12.20
Wildlife and pest problems handled by Strathcona County	3.58	3.49	1.05	6.92
The various Strathcona County cultural facilities	3.86	3.81	0.68	2.95
Agriculture education and extension programs	3.46	3.43	0.28	7.57
Availability of affordable housing options in Strathcona County	3.07	3.11	-0.42	8.19

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

Table 8 summarizes whether Sherwood Park residents had higher levels of satisfaction with various municipal services compared to rural residents. The column on the left shows which services were perceived as statistically different, while the right column depicts the services where there were no statistically significant differences between urban and rural residents.

**Table 8**  
**Summary of differences in perceptions of municipal services between urban and rural residents**

	Were there significant differences between urban and rural residents?	
	Yes	No
Being able to access County services online		✓
The Strathcona County website as a source of information on municipal programs and services	✓	
Urban street summer maintenance		✓
Quality of ambulance services provided by Strathcona County	✓	
Quality of fire and rescue services provided by Strathcona County	✓	
The sewage services provided by Strathcona County	✓	
The various water services provided by Strathcona County	✓	
The Broadview Enviroservice Station	✓	
The various Strathcona County transit services	✓	
Wildlife and pest problems handled by Strathcona County		✓
The various Strathcona County cultural facilities		✓
The various indoor recreation facilities in Strathcona County		✓
Services received from the Strathcona County Economic Development and Tourism Dept		✓
The Green Routine, which includes the collection of waste, organics and recycling materials	✓	
The information received from the Strathcona County Alert System	✓	
Opportunities to express opinions about municipal services or municipal issues in Strathcona County	✓	
Being informed about County services and activities provided by Strathcona County.	✓	
Rural roadside mowing and brushing	✓	
Rural street summer maintenance	✓	
Wildlife and pest problems handled by Strathcona County		✓
Agriculture education and extension programs		✓
Soil and crop management	✓	
Availability of affordable housing options in Strathcona County		✓
Services received from the Strathcona County Economic Development and Tourism Dept		✓

Satisfaction did vary between male and female residents. Based on mean scores, Table 9 shows satisfaction with most of these municipal services was similar for both males and females. The only statistical differences visible between male and female residents are:

- *Availability of affordable housing*, where males were more satisfied with this than females;
- *Various outdoor spaces*, where females were more satisfied with this than males; and
- *Opportunities to express opinions about municipal services and issues*, where females were more satisfied with this than males.

**Table 9**  
**Comparing male and female mean score ratings**  
**for satisfaction with municipal services**

	<b>Males</b>	<b>Females</b>		
<b>In Strathcona County:</b>	<b>Mean Score</b>	<b>Mean Score</b>	<b>t -score</b>	<b>Chi-Square</b>
Availability of affordable housing options in Strathcona County	3.27	2.96	3.87*	26.99*
The various outdoor spaces in Strathcona County	4.13	4.28	-2.47*	9.79*
Opportunities to express opinions about municipal services or municipal issues in Strathcona County	3.65	3.80	-2.01*	12.16*
The various water services provided by Strathcona County	4.12	4.02	1.59	6.78
Agriculture education and extension programs	3.36	3.53	-1.55	5.89
The information received from the Strathcona County Alert System	4.14	4.23	-1.40	4.93
Wildlife and pest problems handled by Strathcona County	3.53	3.63	-1.25	3.14
Soil and crop management	3.38	3.51	-1.22	5.99
The Green Routine, which includes the collection of waste, organics and recycling materials	3.88	3.96	-1.03	2.47
Services received from the Strathcona County Economic Development and Tourism Dept	3.49	3.43	0.82	10.04*
The various indoor recreation facilities in Strathcona County	4.03	4.08	-0.75	6.41
Rural roadside mowing and brushing	3.60	3.53	0.74	2.69
Urban street summer maintenance	3.81	3.85	-0.53	2.38
Being informed about County services and activities provided by Strathcona County.	3.84	3.81	0.51	1.47
The sewage services provided by Strathcona County	4.14	4.16	-0.29	6.00

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

**Table 9 (Continued)**

<b>In Strathcona County:</b>	<b>Males Mean Score</b>	<b>Females Mean Score</b>	<b>t -score</b>	<b>Chi- Square</b>
Being able to access County services online	3.94	3.92	0.49	3.68
The Broadview Enviroservice Station	4.24	4.22	0.34	0.80
The Strathcona County website as a source of information on municipal programs and services	3.89	3.87	0.29	2.33
The various Strathcona County transit services	3.60	3.63	-0.28	1.86
Quality of ambulance services provided by Strathcona County	4.40	4.41	-0.26	0.84
The various Strathcona County cultural facilities	3.85	3.86	-0.22	2.44
Quality of fire and rescue services provided by Strathcona County	4.51	4.50	0.17	6.61
Rural street summer maintenance	3.44	3.46	-0.16	3.64

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

Satisfaction did vary between age groups for ten of the services. Based on mean scores,<sup>10</sup> Table 10 shows a comparison of satisfaction with these municipal services, yielding the following trends:

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

- *The Green Routine:* Individuals aged 65 or older were more satisfied with *the Green Routine* than those aged 64 years or younger.
- *The Broadview Enviroservice Station:* Individuals aged 65 or older were more satisfied than those under the age of 65.
- *Being informed about County services/activities:* Individuals aged 15-34 were less satisfied compared to individuals aged 35 or older.
- *Various SC cultural facilities:* Satisfaction with cultural facilities increased as the age of the resident increased. In terms of statistical differences, individuals aged 65 or older were more satisfied than those under the age of 35.
- *Opportunities to express opinions about municipal services/issues:* Satisfaction with this increased as the age of the resident increased.

<sup>10</sup> 5.00 was the highest possible mean score, based on a five-point Likert scale.

Individuals aged 65 or older were more satisfied with these opportunities than those under the age of 35.

- *Information received about the SC alert system:* Satisfaction increased as the age of the resident increased. Individuals under the age of 35 had lower levels of satisfaction compared to those aged 35 or older.
- *Various indoor recreation facilities:* Satisfaction increased as the age of the resident increased. Post-survey tests were unable to determine whether one age group was significantly more satisfied than others.
- *Being able to access County services online:* Satisfaction increased as the age of the resident increased. Individuals aged 65 or older were more satisfied with this option compared to those under the age of 35.
- *Agriculture education and extension programs:* Post-survey tests were unable to determine whether one age group was significantly more satisfied than others; however, it appears that those between the ages of 35 and 64 had higher levels of satisfaction compared to those younger than 35 or older than 64.

**Table 10**  
**Comparing age group mean score ratings**  
**for satisfaction with municipal services**

<b>In Strathcona County:</b>	<b>Age Group Mean Scores</b>			<b>F-Score</b>
	<b>15-34</b>	<b>35-64</b>	<b>65 +</b>	
The Green Routine, which includes the collection of waste, organics and recycling materials	3.92	3.79	4.17	10.47*
The Broadview Enviroservice Station	4.11	4.12	4.39	8.10*
Being informed about County services and activities provided by Strathcona County.	3.48	3.79	3.92	6.99*
The various Strathcona County cultural facilities	3.65	3.78	3.99	5.55*
Opportunities to express opinions about municipal services or municipal issues in Strathcona County	3.57	3.69	3.89	4.26*
The information received from the Strathcona County Alert System	3.89	4.21	4.24	4.10*
The various indoor recreation facilities in Strathcona County	3.92	4.01	4.20	3.94*
Being able to access County services online	3.69	3.90	4.01	3.83*
Agriculture education and extension programs	3.27	3.56	3.28	3.29*
The Strathcona County website as a source of information on municipal programs and services	3.67	3.86	3.95	2.84*
Quality of fire and rescue services provided by Strathcona County	4.48	4.45	4.58	2.58

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

**Table 10 (Continued)**

<b>In Strathcona County:</b>	<b>Age Group Mean Scores</b>			<b>F-Score</b>
	<b>15-34</b>	<b>35-64</b>	<b>65 +</b>	
Quality of ambulance services provided by Strathcona County	4.41	4.36	4.50	2.34
Soil and crop management	3.46	3.50	3.22	2.29
The various outdoor spaces in Strathcona County	4.08	4.19	4.30	2.10
Rural roadside mowing and brushing	3.73	3.54	3.51	1.15
The sewage services provided by Strathcona County	4.21	4.11	4.20	0.97
The various Strathcona County transit services	3.39	3.67	3.56	1.04
Availability of affordable housing options in Strathcona County	3.17	3.09	2.99	0.98
Rural street summer maintenance	3.41	3.51	3.39	0.84
Urban street summer maintenance	3.78	3.81	3.89	0.71
Services received from the Strathcona County Economic Development and Tourism Dept	3.56	3.43	3.50	0.63
The various water services provided by Strathcona County	4.09	4.03	4.09	0.47
Wildlife and pest problems handled by Strathcona County	3.51	3.60	3.56	0.26

#### **D. Reasons for dissatisfaction with a municipal service**

Respondents who were dissatisfied with any municipal service were given an opportunity to indicate why they felt that way. Open-ended data was analyzed with NVIVO software, specifically designed to extract common themes from statements provided by respondents in their own words.

Affordable housing: Most of the complaints stemmed from perceptions that there was very little rental stock available, particularly for young people starting out or for seniors. This was noted by parents whose children who grew up in Strathcona County but were unable to find suitable dwellings when they wanted to move out of their parents' homes. Similarly, there were feelings that single family dwellings were not affordable to many people, especially those with low incomes. Of the dwellings or apartments that might be available, many people thought there were waiting lists.

Roads in Sherwood Park: Potholes were a major problem, noted by numerous people who were dissatisfied with how these were maintained, particularly on (but not limited to) Wye Road, Cloverbar Road, Baseline Road and Brentwood, among others. Many people were also dissatisfied with the amount of road construction throughout Sherwood Park, and all of the driving limitations that accompanied this, including speed limit changes, blockades, single lane filtering and increased traffic and delays. There were also people who did not like the speed bumps in some of the residential neighbourhoods, particularly on Georgian Way and Glenbrook Blvd.

Roads in rural Strathcona: As with urban roads, the problem with potholes was frequently mentioned on various rural roads throughout the County. Grading issues, dust and drainage issues were additional factors that contributed to roads considered “rough” by drivers. Rural roads identified as problematic by multiple people included Hwy 14, Range Road 213, 232, 233, 224 and 225.

Rural roadside mowing and brushing: Many of those who were dissatisfied with this identified the problem of weeds and tall grass growing in ditches that were unattended. Some of the issues were especially problematic when people had to make turns on rural roads and could not see in front of them due to the height and cluster of these on the side of the road. There were those who indicated that this did get taken care of eventually, but it was done very late in the summer, and only done once.

Soil and crop management: Although there were not many comments, those that were made referred to the decision to develop Bremner instead of keeping it as agricultural land. There were also a couple of residents who perceived that there was very little attention paid to soil management.

Agriculture education and extension programs: Most of the dissatisfaction associated with this item relayed that residents were unaware these programs even existed prior to encountering it on this survey.

Wildlife and pest control: Most of the dissatisfaction comments were associated with wildlife issues, though a few people also commented on problems with mosquitos. Coyotes were mentioned several times, as were problems with skunks and beavers. From a domestic perspective, some residents also complained

about cats roaming their neighbourhoods and wondered why there wasn't a cat bylaw.

Ambulance services: Very few complaints were put forward for this municipal service. Of those that were, most centered on the length of time it took for the ambulance to arrive.

Fire and rescue services: There were very few complaints about this municipal service. There were a couple of respondents who wondered about the leadership skills of the fire chief while praising the efforts of the staff themselves. Otherwise, the complaints varied from a delay in response to not having the proper equipment to handle the blaze, though these were all single issues put forward.

Alert system: There were minimal complaints about this municipal service. The majority of respondents who were dissatisfied with this service indicated that they never received any alerts on their phone. Others who did get alerts felt that the system was being overused for non-emergency situations (e.g., COVID updates).

Economic Development and Tourism services: There were no distinctive themes that were associated with respondents' dissatisfaction with this service. Many respondents were unaware of the services offered by the department and wondered what this department did for residents and/or businesses. There were a couple of respondents who were unaware of what promotions this department was doing on behalf of the County, though others thought the impact of COVID might have affected this department's activities.

Water services: Low water pressure was an issue that was the cause of many residents' level of dissatisfaction, though there was one report where the water pressure was too high and kept breaking plumbing connections. The quality of water was also an issue, be it hard water, chlorination, or the presence of fluoride in the water supply. The cost of water services was also an issue for some residents.

Sewage services: There were a variety of issues associated with dissatisfaction with sewage services. A few of the respondents pointed out odour issues with the sewage. There were also those in rural areas that noted there was no sewage service where they lived. Costs were also an issue for some residents.

The Green Routine: There were a variety of themes identified with respondents' dissatisfaction with this service. One of the major issues was that people could no longer recycle most types of plastic and glass through the Green Routine pickup. Although this material could be taken to the Enviroservice centre, there was concern that people wouldn't take the time to do this. Instead, much of this material was now going into the landfill, which disappointed many residents.

The restrictions associated with extra yard waste was a hinderance to some residents. In addition, the two-week space span between garbage pickup in the summer creates more odour than if pickup was weekly.

Broadview enviroservice: The source for many respondents' dissatisfaction with this service was a combination of a shut down of the facility itself and the relocation/change of hours of the temporary facility. Many felt the new hours of operation were inadequate for access. There were also some respondents who reported that some staff were rude and either unknowledgeable or uncooperative with residents.

Outdoor spaces: There were a few themes identified with respondents' dissatisfaction with outdoor spaces controlled by the County. However, the only complaints that stood out were those about the amount of dog feces left in dog parks and other open areas (such as the Broadmoor golf course) that were not picked up by owners. There were also a few residents who felt the County was favouring outdoor spaces for those living in Sherwood Park over those who lived in rural areas.

Indoor recreation facilities: The lack of access to indoor recreation facilities for much of 2020, due to COVID-19, was a source of frustration for many residents, even though they knew that most restrictions were put forward by the Province and not by the County. There were also some who felt there were not enough indoor recreation facilities to serve County residents.

Cultural facilities: As with the indoor recreation facilities, residents who were dissatisfied with the County's cultural facilities noted that there was no access to any of these during 2020, though many also wondered how many cultural facilities there were outside of Festival Place. Expanding on this, there were also some residents

who felt that the County did not have enough cultural facilities throughout the region.

Transit services: One of the main complaints noted in this year's satisfaction study was the prevalence of large buses travelling empty around Sherwood Park. Others questioned the service itself, as one resident indicated that it would take far longer to get to a destination by transit than it would to drive to it. Other aspects of the bus service that were questioned included the lack of bus stops within neighbourhoods. There were also people who thought the connections getting to Edmonton were too limited or inefficient, especially to large educational institutions such as the University of Alberta or NAIT.

Strathcona County website: Much of the dissatisfaction associated with the website was the difficulty in finding the information people were looking for or navigating the website itself. There were also some people who felt the website was not user friendly.

Opportunities to express opinions: While many residents felt they had opportunities to express opinions, much of the dissatisfaction stemmed from the County not listening to the opinions stated. This was especially noted in cases where a strong component of the public expressed an opinion that was ignored by council and/or staff. There were also residents who complained about specific issues that were not addressed or answered to their satisfaction.

Being informed about County services: Much of the source of dissatisfaction with this either stemmed from difficulties people had with the website or a perception that the only way to get information about County services was to go online. The latter point was felt to be a problem for those who do not make use of the internet.

Being able to access County services online: The source of dissatisfaction for this service mirrored the dissatisfaction that people had for the website, though a few people specifically cited difficulties they had accessing and/or paying utility bills online.

## E. Comparisons with the previous year pertaining to satisfaction with municipal services

A summary of the percentage change between 2019 and 2020 for the Strathcona County municipal services is shown in Table 11. For the most part, satisfaction levels for the various services have dropped between 2019 and 2020, with the largest decrease occurring for *Soil and crop management*.

**Table 11**  
**Percentage Change between 2019 and 2020 for level of satisfaction of Strathcona County municipal services measured in both years**

	<b>Satisfied</b>	<b>Neutral</b>	<b>Dissatisfied</b>
Urban street maintenance the past summer	-4.6%	4.2%	0.2%
Rural street maintenance the past summer	-5.0%	6.0%	-1.0%
Rural roadside mowing and brushing	-8.0%	6.1%	1.9%
Soil and crop management	-16.9%	16.0%	0.9%
Agriculture education and extension programs	-6.9%	10.7%	-3.7%
Wildlife and pest problems handled by Strathcona County	0.7%	7.8%	-8.3%

## F. Other Comments

The last question in this survey gave respondents the opportunity to make other comments (both positive and negative) about living in Strathcona County. The comments are summarized in Appendix B and include aspects such as COVID-19, the Strathcona County website, road and traffic issues, recreation comments, seniors, waste and recycling as well as other general comments.

## **APPENDIX A: QUESTIONS ASKED IN THE PUBLIC SURVEY**

## Strathcona County 2020 public satisfaction survey Part 1

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.

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. For any open-ended comments, please do not include any personally identifying information in your answers.**

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

Rating Strathcona County:	Very				Very	DK/
	Poor	Poor	Acceptable	Good	Good	NA
	1	2	3	4	5	9
1. As a place to raise children?	<input type="radio"/>					
2. As a place to retire?	<input type="radio"/>					
3. As a safe community in which to live or visit?	<input type="radio"/>					
4. For value received in municipal services for your municipal tax dollar?	<input type="radio"/>					
5. Overall as a place to live?	<input type="radio"/>					
6. As a strong community that supports the diverse needs of residents?	<input type="radio"/>					
7. The County's maintenance of current infrastructure (e.g. roads, rec centres etc.)?	<input type="radio"/>					

Rating Strathcona County:	Very				Very	DK/
	Poor	Poor	Acceptable	Good	Good	NA
	1	2	3	4	5	9
8. The County's planning for future infrastructure (e.g. roads, recreation centres etc.)?	<input type="radio"/>					
9. For supporting the economy through a business friendly environment?	<input type="radio"/>					
10. For protecting and preserving the natural environment?	<input type="radio"/>					
11. For building partnerships within the region, community and other levels of government?	<input type="radio"/>					
12. For providing facilities and services to residents?	<input type="radio"/>					
13. For providing opportunities for public engagement and communication?	<input type="radio"/>					
14. For continually improving the way we operate as one organization?	<input type="radio"/>					
15. 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?						
1. Not at all welcoming						
2. Slightly welcoming						
3. Somewhat welcoming						
4. Moderately welcoming						
5. Extremely welcoming						

Please rate how satisfied you are with the following services provided by Strathcona County in 2020: *(For each question, if very dissatisfied/dissatisfied) pop up question asks "Why do you feel this way?"*

<b>How satisfied were you:</b>	<b>Very Dissatisfied 1</b>	<b>Dissatisfied 3</b>	<b>Neutral 3</b>	<b>Satisfied 4</b>	<b>Very Satisfied 5</b>	<b>Don't Know 9</b>
16. With the availability of affordable housing options in Strathcona County?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. With the urban street maintenance this past summer (potholes filled, streets in good repair)?	<input type="radio"/> <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
18. With the rural street maintenance this past summer (potholes filled, grading, dust control)?	<input type="radio"/> <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
19. With the rural roadside mowing and brushing completed in the spring and summer by Strathcona County?	<input type="radio"/> <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
20. With the soil and crop management completed by Strathcona County?	<input type="radio"/> <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
21. With the agriculture education and extension programs offered by Strathcona County?	<input type="radio"/> <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	
22. With how wildlife and pest problems are handled by Strathcona County?	<input type="radio"/> <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	

<b>How satisfied were you:</b>	<b>Very Dissatisfied 1</b>	<b>Dissatisfied 2</b>	<b>Neutral 3</b>	<b>Satisfied 4</b>	<b>Very Satisfied 5</b>	<b>Don't Know 9</b>
23. With the quality of ambulance services provided by Strathcona County?	<input type="radio"/> <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
24. With the quality of fire and rescue services provided by Strathcona County?	<input type="radio"/> <input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Thank you for completing in this survey. There will be another survey coming in early January 2021 that measures other aspects of living in Strathcona County.

## Strathcona County 2020 public satisfaction survey Part 2

This survey is a continuation of the satisfaction survey that we began in December and 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.

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. For any open-ended questions, please do not include any personally identifying information in your comments.**

1. 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

Please rate how satisfied you are with the following services provided by Strathcona County in 2020. (If very dissatisfied/dissatisfied) pop up question asks: Why do you feel this way?

<b>How satisfied</b>	<b>Very Don't</b>				<b>Very</b>	<b>Don't</b>	
<b>were you:</b>	<b>Dissatisfied</b>	<b>Dissatisfied</b>	<b>Neutral</b>	<b>Satisfied</b>	<b>Satisfied</b>	<b>Know</b>	<b>Use</b>
<b>This</b>	<b>1</b>	<b>2</b>	<b>3</b>	<b>4</b>	<b>5</b>	<b>9</b>	<b>0</b>
1. With the information you receive from the Strathcona County alert system?	<input type="radio"/>						
2. With the services received from Strathcona County's	<input type="radio"/>						

Economic Development and  
Tourism department?

**How satisfied**

**were you:**  
**This**

**Very Don't**  
**Dissatisfied Dissatisfied Neutral Satisfied Satisfied Know Use**  
**1 2 3 4 5 9 0**

- 3. With the various water services provided by Strathcona County?
- 4. With the sewage services (waste, toilet flushing, etc.) provided by Strathcona County?
- 5. With the Green Routine, which includes the collection of waste, organics and recycling materials?
- 6. With the Broadview Enviroservice Station?
- 7. With the various outdoor outdoor spaces in Strathcona County?
- 8. With the various indoor recreation facilities in Strathcona County?
- 9. With the various cultural facilities in Strathcona County?
- 10. With the various transit services provided by Strathcona County?
- 11. With the Strathcona

- County website as a source of information on municipal programs and services?
12. With opportunities to express opinions about municipal services or municipal issues in Strathcona County?

**How satisfied were you: This**

	Very Dissatisfied	Dissatisfied	Neutral	Satisfied	Very Satisfied	Don't Know	Don't Use
	1	2	3	4	5	9	0
13. With being informed about County services and activities provided by Strathcona County?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14. With being able to access County services online?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
15. With the various indoor recreation facilities in Strathcona County?	<input type="radio"/> <input type="radio"/>	<input type="radio"/>					
16. With the various cultural facilities in Strathcona County?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
17. With the various transit services provided by Strathcona County?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
18. With the Strathcona County website as a source of information on municipal programs and services?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
19. With opportunities to express opinions about municipal services or municipal issues in Strathcona County?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

20. With being informed about County services and activities provided by Strathcona County?
21. With being able to access County services online?

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

**E. Household Demographics (For Survey Gizmo)**

1. Do you:  Own your dwelling       Rent your dwelling  
 Prefer not to answer
2. Are there any children under 18 living in your household?  
 Yes       No
3. Your age group:
4. 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
5. 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.**

**APPENDIX B: SUMMARY OF OTHER COMMENTS MADE BY  
RESPONDENTS**

**Comments related to COVID**

- Christmas lights around County Hall and the lake park were very enjoyable, good job. That was nice especially for this year with COVID.
- Missing the gym at MP due to China Virus
- COVID affected my use of some of these services
- Did use County Recreation facilities before COVID-19, but haven't used them since.
- Due to COVID difficult to respond to activities held/ facility use.
- End the COVID restrictions.
- I am hoping for an alternate way of purchasing bus passes and tickets. The three days with limited opening times at Ordze road are THE ONLY place to purchase tickets outside of Bethel since COVID began. I NEVER go to Bethel station in my normal travels. If I miss the ticket sales at Ordze road or my bus is late and I have no time to purchase, it is very inconvenient to get to Bethel. They are even closed on Sundays!! I do understand you don't want to expose your personnel to viruses. There is the flip side of the inconveniences to your paying customers, plus the risks you are imposing on them. Please consider finding some alternate methods for sales.
- I am pleased that the County made every effort to keep employees on as long as possible through COVID-19.
- I couldn't really respond to a lot of the questions regarding facilities because they have been closed due to COVID most of the time.
- I find it absolutely ridiculous that the odd time you have an extra bag of garbage you are charged extra to dispose it! My daughter had COVID and didn't get her garbage out. I contacted the county and was told to take it to the dump or pay \$5 to drop it at the eco centre! On a positive note the county did an outstanding job on outdoor rinks/skating surfaces this year! Well done!
- I think because of COVID it's a bad time to give feedback because life is not usual. Bad time for a survey!
- I think the County has put a lot of thought and effort into their programs with regards to COVID. There are a lot of things people can do if they want to put the energy into it.
- I would love there to be public notice as to how much COVID has cost our county. and then break it down. Signage, business closures, facility closures, how much it has cost in having to pay staff for work/time lost.
- More support for small businesses including small franchise businesses. So many businesses have closed recently and it's not just because of COVID.
- Not being able to access the full capabilities of the EnviroService center for a good portion of the year due to shutdowns related to COVID closures was frustrating.
- Overall Strathcona County is a decent enough place to live. I am disappointed in the way it was slow to implement a mask bylaw and has been reluctant to more strongly enforce occupancy limits in larger businesses. Overall I think SC had a tepid response initially to COVID.

- Please do not charge property maintenance businesses who did not receive any government handouts for COVID relief for permits to use the enviostation it cost us double to provide service to people who cannot otherwise push their green bin to the side of the road.
- Thank you for all your hard work. Especially during COVID. I have seen the efforts made to continue supporting the community.
- 2020 hard year to evaluate
- The design of Centre in the Park- specifically the Marketplace- is a disappointment with low usage and odd mix of stores. It would be nice to have a downtown like Vilna with historical buildings and matching buildings. Our strip malls and stores are all so varied and architecturally displeasing. We do like the coffee stores around the library area & are pleased with the library services during COVID! We are also pleased with the staff at the Family & Community Services for their assistance during these stressful times. Thank you so much!
- The Mayor's office needs to be more involved and stricter with COVID restrictions. More restrictions are past due in this time of crisis. People do not care about RECOMMENDATIONS!! I see it first hand on a daily basis.
- The outdoor rinks have been so well maintained this year and provides us something to do during COVID
- This survey is irrelevant due to COVID 19. Try again in a year.
- We are at a loss of a vision. Yes, COVID has been the focus but what brings us together? What gets us proud and excited about our community? What gets us thinking for our future here? There is a spending problem at city hall and no real plan on how to pay for the spending habits.
- We need to push back against any further shutdowns or COVID19 restrictions. It's hurting our community, mental health, economy. Yes the virus is serious but the answer should be a balanced approach such as merely enforcing social distancing and masks rather than having the province dictate who can and cannot operate their business and infringing on our charter rights.
- The county website has always been my go-to for any required information, without ever a situation where I haven't found what I'm looking for. Information on what the council is doing does not appear in my media streams, EXCEPT for the mayor's updates on COVID that I see on Facebook.

### County Website

- I don't find the County website very user friendly for searching, but it is adequate. I find the county website very confusing
- The County website is not as user friendly as it could be. It is sometimes like a treasure hunt to find specific information.
- The enviro center times and services should be easier to find on the county website.
- Couple of issues with website: Difficult to find utility accounts on the website.
- There is nowhere online to report issues with waste pickup.
- Did not know there were services that could be done online so that is interesting.

- The website is not the best and we have to find new ways to get people engaged in issues
- The website is a little difficult to navigate. I had a very hard time finding information about holiday celebrations – e.g. the Festival of Lights and carol event.
- Those things should be highlighted on the opening page. It took me multiple searches and way too long to find it. The search engine on the site, in general, seems a bit lacking.
- What about the ability to search on the website via categories - like search only on bylaws?
- I find that your website is not very user friendly.
- I find the Rec services website frustrating to navigate. I'd like to see the process of registering for Rec courses, such as swimming lessons, simplified.
- It is difficult to find answers on website. Not easy to navigate. We receive almost no services from the County yet our taxes are still as high as Sherwood Park.
- Sometimes the recreation website online booking is frustrating as there are some glitches.
- Website log in issue: my email address changed years ago but my log in has to stay my old email address! They told me that I'd have to create a new account with my new email address to fix this issue, and then I'd lose all my history! I've lived here for 25+ years - in this day & age I should be able to change my log in to my current email address and not have to remember what my old one from years ago was. EVERY other website I use for work and home allows me to change my email address as needed for logging in!
- County webpage could be more user friendly i.e. getting to the right department can be a challenge

### **Speed/Traffic/Road Issues**

- More speed enforcement in school and playground areas. Never see a presence in these areas. Drive through many and same on daily basis and never see enforcement!!
- Better flow of traffic would be great with shorter light changing
- In speed camera's s/red light camera's seem like a cash grab  
Strathcona county is well and thoughtfully organized. Would like to see more monitoring of 30k zones to stop speeding in these areas.
- Appears to be a lack of traffic enforcement & a lot of bad drivers. Does Strathcona County have a law enforcement traffic unit? If not implement a traffic unit - if so expand the traffic unit.
- Do something about the traffic lights. There should be induction loop sensors installed at intersections, so we don't have to sit for 5 minutes wasting time and polluting the environment waiting for a light to change. The lights in Emerald Hills/Aspen Trails are really bad.
- Focus on moving traffic along, we stop at every light every day.

- Free flow sign north bound from Wye to Hwy 21 still too far along so many people stop in it. Please either act on this or forward it to the highway people. It is an accident waiting to happen.  
I live in a very "walkable" neighbourhood and see that most of Sherwood Park is filled with pedestrian traffic. I see that as a very good thing
- I love how you guys clear the road quickly when the snow comes. Good Job and kudos to the road workers.  
I used online traffic bylaw inquiry and about green space being misused as dog park they addressed both issues:) Too many photo cameras
- Photo radar and traffic enforcement has made Sherwood Park very unpleasant to transit through and to live in. The installation of traffic cameras was not wanted by the vast majority of people living in the county and do not provide or promote any safety benefit, this council has made quite a few choices on how life should be in Sherwood Park and assume they made the right choices with no backout plan if the decisions are not accepted. Or to summarize once it's done it's done.
- We have had many nights awake with snow graders dragging metal up and down roads - sometimes dragging equipment over and over bare roads over the last few years. Use of brine solution on roads - breaking down my vehicle paint and sidewalks. Traffic control rather than flow systems - some lights so long and some too short. Ambers shorter than ever before - often where red light cameras are.
- Utility bills are very high
- Transportation dept - in regard to clearing rural roads and mowing is lacking severely. I realize saving money is good but it is just so poorly done - if done at all
- Transportation planning needs improvement. Double left turning lanes added then removed (I don't see why). Traffic lights are too close together which cause driver confusion, congestion and potential collisions.
- Very happy with county's snow removal processes and very pleased with maintenance and snow clearing on walking paths
- Contractor doing sidewalk/ road remediation on Regency Boulevard did damage to fence and left a mess that homeowner had to clean up. Should have been better supervised/inspected.
- Increase public communication of outdoor services i.e. road maintenance of snow removal.
- Drive all day and seldom see a police vehicle and I used to be stationed here. Lack of sidewalks from Fountain Creek to Wye Road along 233. Our Boulevard green space entering Fountain Creek only gets maintained when I complain, at times they were 18 inches high this season. I completed house near us and we have been here eight years. Garbage in our area not being cleaned, my wife and I have taken to cleaning up our green belt. Lots of lip service but not much action. Some departments never pick up their phones, although personnel are great when you do get a pickup.
- Winter road maintenance - Stop spreading salt on snow, it just turns to porridge, let the snow pack down. Just spread salt and rock chips on ice or packed snow.

- I am very happy with the rural road maintenance. Roads are plowed quickly and in the summer the weeds on roadsides are cut very well.
- I believe that Strathcona County does an incredible job at providing services, except for how it manages road construction.... which drags on for far too long and often isn't completed on time
- Roads in NE Strathcona County, such as township # 560 need permanent repairs every year Strathcona just temporarily patches it up
- I have been very disappointed this year in road maintenance. Usually our roads are very well maintained but this year the potholes have become ridiculous. I realize we are in pandemic, but this must be done!
- I have mentioned this before and will mention it again. Whoever was hired to do the road repairs in our rural area in 2020 was the worst job we have seen in over 30 years!! They created the worst bumps in the road patches we have ever experienced, and the County should be paying more attention to the work that is done, as the work done last year was nothing short of vehicle-damaging. Our tax dollars go towards this work, and the County has always provided decent road patching. NOT SO in 2020, and I can only hope that the work that was done in 2020 is looked at again in 2021 and repaired properly, because it is AWFUL!!!
- I'm a lot disappointed with Strathcona County this past year. I had a couple visits because if an invasive plant that the County had growing down every road that I drove...but I was threatened with a fine for having it in my yard. I didn't plant it but it's here. Also, you guys mucked up my ditch and it's difficult to mow in the summer and now holds water rather than draining away. Thanks for that.
- Snow plowing: we live in rural Strathcona County. The Transportation Manager responsible for road clearing told me three years ago that plow drivers must obey the policy that requires them to lift their blade when approaching a residential driveway. I've called twice on this matter, and my wife once. Nothing like driving out in the morning and finding a six or eight inch frozen windrow of snow that I have to clean out before I can safely leave my property. If it's County policy to have the drivers lift their blade, then please get your snowplow drivers on board. We've done four hand dig outs in three years. Our taxes pay for this plowing service, and the County should respect that.
- THEY SHOULD HIRE BETTER ROAD CREWS TO FIX AND REPAIR OUR ROADS THE JOB THEY DID ON WYE ROAD IS HORRIBLE THEY SHOULD GET A DISCOUNT ON IT IS SO RUFF TO DRIVE
- In any given year, I can go a whole winter without seeing roads being plowed.
- Snow removal is poor at best. Street sweeping needs to be better in the spring
- Snow removal on side streets inadequate even after we called the County due to ice which resulted in our daughter losing control of her vehicle and hitting a parked car. County came out more than 2weeks after we called but still did not scrape off the ice.
- Boulevard maintenance on residential streets could use more attention. Main arteries are well done but some residential areas are neglected.
- Roads not cleared, back alleys never cleared, trails icy and dirty,

- Streets are plowed, but not well, appears to be inexperienced operators not grading close enough to curb.
- Thank you for always being on top of removal of snow on roads/sidewalks. Also, the extension of the bike path along Sherwood Drive towards north has provided an excellent opportunity to ride bike/run from my doorstep. Also, towards Science Park last year. The commute to work via bicycle has been wonderful and made me want to stay living in Sherwood Park.
- Glad to see that they have given the poor curbs a break these last couple of winters from the grader blade. For years, they destroyed them every winter and replaced them every summer. Duh! Glad to see that they gave a different company other than Devlin the job to refurbish sidewalks in Maplewood. Those last Devlin sidewalks are falling apart already. Cheap, white, powdery concrete. LOVE the Christmas decorations on the light standards on Brentwood and Sherwood Drive...bright, clear colours and all lit. The utility flags were not picked up for Weeks (and several phone calls) after street and sidewalk renewal this past year.
- You need a sidewalk snow clearing bylaw.

### **Waste & Recycling Issues**

- On waste management - think there should be pickup service for glass and Styrofoam as there is for large items maybe a couple times a year
- Would prefer to have garbage pickup every week.
- Would love to see recycling plastics. It is the biggest waste items that we throw away. Would also support any mechanism that would reduce plastic usage in products available in Strathcona County.
- Would prefer the Broadmoor Eco Station and recycling be opened earlier during the week.
- It would be nice if we could have roadside pick-up of Styrofoam and glass jar recycling
- Edmonton still collects plastic bags for recycling and I wish Sherwood Park still did. I save all my soft plastics and bag them up for my mother to put out with her recycle in Edmonton. I do not support Bremner or any other project that expands Sherwood Park/Strathcona County and builds on prime farmland. I do not agree that we need to grow our community any more. We moved to Sherwood Park to get out of the noise, traffic, pollution, problems, unfriendliness of Edmonton. I would like our community to remain small and focus on improving existing facilities/programs, rather than adding more and more, especially at taxpayer dollars. I do not believe the return on growth is worth what we give up in quality of life and precious farmland. I do not agree with cannabis farms being allowed in Strathcona County and cannabis stores being allowed to operate in Sherwood Park. The only reason it is allowed is for more municipal revenue and I think it degrades our community. I think we can do better than that. We don't have to follow what other communities do. We can choose to have a moral backbone as a community and stand up for what we believe is best for the people who live here. Having readily available access to drugs in community stores, especially in the form of edibles, is unthinkable when you consider the families and children who live here

and are affected. Again, whatever the revenue generated from cannabis is not worth the personal costs and degradation of our community. On a lighter note, dog droppings and off-leash dogs are rampant on community pathways and fields, affecting the enjoyment of other users. More signage and enforcement are needed to educate people on how to be responsible dog-owners and citizens who share the path with others and that it is not their personal space to let their dogs approach others and do whatever they want. On a similar note, cats should not be allowed to roam into yards and ruin gardens with their droppings either. I very much enjoy the paths and trails we have. I have used them often.

- The people at the Environmental Recycle yard on Broadview are the best, they help, they educate and they are friendly to us just trying to unload our cargo. Give them kudos for doing a good job.
- Would love to see recycling plastics. It is the biggest waste items that we throw away. Would also support any mechanism that would reduce plastic usage in products available in Strathcona County.
- Would prefer the Broadmoor Eco Station and recycling be opened earlier during the week.
- Would prefer to have garbage pickup every week.
- Better information on what type of plastics can be recycled
- I reside on an acreage and our water is trucked in and the water is good and the service is good. I am satisfied with how the roads are maintained and plowed in the winter time. I am very dissatisfied when I see a clump thistle whether it is in the ditches or on a farmer's field, when they keep reappear year after year in the same places.
- I struggle with having garbage pick-up every other week. We are ardent recyclers but still find fitting garbage into one can a challenge, especially since recycling rules changed.
- Better information on what type of plastics can be recycled
- Green bins should be collected weekly for a longer period of time in the fall. Unless there is a reason for using paper bags for leaf collection instead of the bins that I am unaware of.
- Green Curbside recycling...Would be nice if clean plastics cans and glass could again be subject to curbside pick up
- Green Routine - Start the weekly organics pickup two weeks earlier in the Spring and stop the weekly organics pickup two weeks later in the Fall.
- I would like to have less plastic waste in Sherwood park and a larger community effort to reduce garbage. Less plastic packing, less plastic bags and have these replaced with compostable, recyclable and reusable products. I would like our County to be less reliant on oil revenues. I am not entirely anti-oil, but I am afraid we have all our eggs in one basket. I think we should diversify our economy.
- I'm still a little disappointed and not over the fact that we can't find a way to recycle plastics so for now I'm taking mine into the City of Edmonton on a regular basis. Something I hope we continue to explore.

- In the past two years the County has dropped the ball on clearing snow on roads! and cutting grass!
- Realizing both potential costs and background infrastructure needs to support... it would be nice to see curb side recycling be rolled back to include glass, cans and small broken down plastics being collected again at curb side.
- The green waste program could use some educational info on plastics that can be recycled, particularly the codes on some generic items and packaging.
- The hours at the EnviroCentre are too short.
- We need an extra-large item pickup day- it's too far apart between
- Want more clarity of exactly which plastics can be recycled.
- We need to recycle more and use less plastics.
- With waste pickup, a plan to handle soft plastics and metal of all description. I do a lot of modeling and use lots of aluminum. My waste is in the form of metal shavings from drilling, milling, and lathe work. I have no way of disposing this other than the black bin. I would like to have a way of disposing it into the recycle system. The same goes for soft plastics I would like to see a Avenue open up to recycle this material.  
Would like to consider blue bins with lids for recycling. Very tough to use curb side with bags that fly everywhere and ends up on my neighbours fence as garbage.
- Don't get carried away with our green program! Waste disposal works as it is. Don't try and push too much recycling (e.g. bottle caps) on people or you'll turn them away from the program
- Every time I have interacted with somebody working with Strathcona County I have been very impressed. Whether it was Emergency Services, Utilities, or the EnviroCentre, every person was positive and pleasant.
- Frustrated with recycling. And compost.
- Garbage greens extra waste should last longer in fall. Blue bag pickup should be every 2nd week. It's a waste to pick up weekly.
- Garbage needs to be picked up weekly as many items are no longer recyclable and the black carts often are very full after 2 weeks.  
hours for enviro centre are too limited
- I would like to receive a tax break for correctly using a green routine. When I go for walks and note neighbor's blue bags with non-acceptable items, I am frustrated that this may cause the whole load to go to the landfill. So I encourage you to encourage correct use of blue bags.
- I would like to see a better recycling program/services in place. I feel like more can be done if the municipality chooses to do more.
- It would be very helpful if the green every week went until minimum end of October and even 1st week in November especially if there is no snow
- Need weekly garbage pickup in the summer as it smells and we get maggots in the black bin when it's hot out and only gets picked up every two weeks!

- The TAXES for Lakewood Acres are not reasonable for the amount of services provided. Taxes should, at the very least, cover our garbage pickup !!!!!
- Please provide additional services for recycling in the Northern Part of the County at Josephburg.
- Seems like squeaky wheel gets the oil. Unless you are after your Councilor to fix things, nothing is done. The storing of recreation vehicles - boats, holiday trailers and motor homes, together with old vehicles on front lawns is now the norm. Also, the storing of garbage bins on front driveways close to the sidewalk. One can hardly go for a walk without having to inhale the smells from these bins. Some are using their front yards to dump tree branches and garbage because they couldn't be bothered with taking to recycling or the dump. No consequences so the practice continues.
- So glad that the EnviroCentre is open again.

### Seniors Issues

- Edmonton has a hot line for seniors, for help/services that they may be in need of. i.e. sidewalk snow removal etc.
- I find indoor recreation facilities too expensive on a fixed senior's income
- it seems that county council regards seniors like vermin dogs....no concern about getting a dialysis unit here but thinks it is perfectly acceptable for local patients to travel by driving to the west end dialysis unit for treats 3 to 4 times per week....how disgraceful can they get?
- Seniors activities should also be given priority it is a shame how our parents who built this community have to beg and plead for access or venues to be available for their programs/sports. Just a few examples
- Recreational programs for seniors in the County are very limited and we have to go into Edmonton for classes., We need a new fully serviced Senior Centre in Sherwood Park like those in Edmonton.
- Thanks for the fantastic walking trails at Broadmoor Golf Course. I have enjoyed them almost daily. Would it be possible to put up signs like on the prairie walk to remind people that it is not an off-leash area? I've been jumped on by an unleashed dog because the owner was distracted on his cell phone. I wasn't injured, but see many seniors and small children using the paths that could be frightened or knocked down.
- As a senior I do not use the services I used to. I would like a Senior centre like or similar to the Central Lion's Centre in Edmonton - they have a large variety of programs which suits myself better.
- Why are there not any facilities for Seniors? I love our big buildings and rinks etc. for the youth but there's only the 55+ Club for seniors and I don't play cards.
- Need a senior centre similar to ones in Edmonton more than we need an equestrian building.

## Recreation Related Comments

- I wanted to add a comment about the Celebration of Lights on the January survey, but there wasn't a place to add suggestions for improvement. I think that if the event is to continue as a drive-through, it should be offered for a longer period of time. The line ups to get in were all the way back to Baseline at times. There wasn't anyone providing traffic directions, so people were cutting into the line from side streets/Tim Hortons instead of waiting in the line with others. By spreading the event over several nights, I would think this would alleviate the long lines. Maybe another option would be for people to sign up for a time slot.
- Crafters and 'fine arts' and there does not seem to be many opportunities for them
- Deer mound Dog Park is heavily used but some work is required on the trails to make them safer in the Winter. Very slippery in some areas
- Excited about the development of indoor fieldhouse. Indoor rec centers continue to be great
- Hard to comment on indoor services while being unable to use them. Outdoor services are pretty good but are getting crowded or still closed - not the County's fault though. Need to find a way to get more outdoor activities. Drainage ponds are not allowed to be used but other places are crowded. Can we do testing on ice thickness on drainage ponds or bring out some supervision that would allow for locals to use these facilities for recreation and as a bonus create more jobs?
- I appreciate that the walking paths are cleared and laid with crush. I wish the trail by the river valley had a bathroom facility.
- I believe there need to be more washroom facilities made available in outdoor recreation/public spaces such as playgrounds parks and off leash areas. There should be an increase of communication regarding where citizens tax dollars are being spent along with an opportunity to weigh-in regarding these decisions.
- I comment Strathcona County recreation for moving some of its fitness classes online during the pandemic. I hope this option remains once things open up again. It is a great option for those who may have difficulty accessing recreation centers. Adding cross country ski trails to the Broadmoor Golf Course was a great idea. Thank you for this. We need a multi-use trail in the rural areas east of Sherwood Park along Baseline Road. It could connect Ardrossan, Strathcona Wilderness Center and the Blackfoot. It is unsafe to cycle, run or walk on Baseline and many residents would be well served by this trail
- I don't think it should ask specifically about use of facilities in 2020 as most were not available. I have 4 grandsons who play hockey locally. Not once since January was I able to attend at Broadmoor Arena, Millennium Place, SOC, Ardrossan etc.
- I put satisfied for County cultural services but a major drawback for my family is the very poor wheelchair seating options at Festival Place, almost non-existent. I still don't understand how that building was allowed to be built with public funds when it had virtually no handicap facilities in the original design
- I really like the outdoor walking & biking trails
- I wish there was a walking trail map easily accessible for Strathcona County. I love the waste collection in Strathcona County - but it is not available at my residence. I wish it was.

- I would like to see better winter maintenance of the pathways, more sand/crushed rock is needed for the ice.
- It is important to provide recreational opportunities to the rural areas. Example: pickleball courts, outdoor skate rinks, playgrounds
- It used to be nice to skate on the pond at festival place.
- It would be great if GARC had an indoor playground.  
like the way you inform us regarding outdoor activities, toboggan hills, rinks, Broadmoor walk, etc.
- Love the off leash park on Twp. Rd 522 and Hwy 21.
- Midnight sign up for recreation activities such as golf and swimming makes it impossible to get a good night's sleep and book.
- My family absolutely loves this community. Strathcona County did a fantastic job with Christmas lights at festival place this year. We have been making excellent use of all the skate paths. We are also very involved with virtual classes and recreation and would love to see more emphasis placed on that within our community.
- My Parents and I Enjoyed Broadmoor Lake park around the Festival Place Building and Festival Place is A Beautiful Building I Miss and there is a Nice Maintained Playground for kids to Enjoy. I also Enjoy the fun Strathcona Wilderness Centre. Beautiful Trails. I did Hear Emerald Hills Shopping Centre is Fun Too.
- Outdoor parks, indoor facilities and cultural activities are all so important and are wonderful services.
- Parks in Foxboro and heritage area kids playing in the ice parents cleaning areas. No one picking up dog poop. Want to have bags near garbage cans so they can clean up. I'm willing to donate them to keep the path clear. It's despicable that dog owners do NOT pick up their dog feces.
- Our family enjoys the outdoor rinks, paths/trails, library and the museum.
- Now is not the time to be spending a bunch of money on agri-center or recreation spaces.
- Parks are well kept and maintained. Education needed to let people know about not harming geese and ducks in parks--some are allowing their children to throw stones at them in Broadmoor Park. County flower-beds in summer look beautiful. Please, please have a schedule of when the ice maintenance is going to happen. Even just an order of rinks they go to and I understand somedays may take longer than others at certain rinks. The time variance is so great, and it makes it really hard to plan a trip, when you don't know if they will kick you off to flood. Would also be great if weekly organics was a longer timeframe.
- Please, please have a schedule of when the ice maintenance is going to happen. Even just an order of rinks they go to and I understand somedays may take longer than others at certain rinks. The time variance is so great, and it makes it really hard to plan a trip, when you don't know if they will kick you off to flood. Would also be great if weekly organics was a longer timeframe.
- Prioritize access to County services/classes/facilities to Strathcona residents, clubs, businesses. Let the people who pay for facilities have first opportunities for access. Many swim classes are full of Edmonton residents, forcing Strathcona residents to

go to Edmonton, Strathcona baseball, fastball clubs can't book diamonds for tournaments because an Edmonton group was given access.

- Realize that indoor County spaces are closed now, but when open, have been excellent.
- Reconsider spending huge amounts of money on a field house and agricultural facilities because, if it involves a tax increase, it going to hurt a lot of people that are already in a difficult situation.
- So many people have their dogs off leash in the parks in SP and it's hard for those of us who's dogs are not friendly with other dogs. I walk mine at Florian Park and every day there are tons of dogs off leash. In the summer there is even a dog training class held there
- Sometimes events happening aren't put out there. The blue bag collection seems to change what it can and can't contain without residences knowing until either left a sticky note or a neighbour tells you. I noticed lots of people didn't know about the switch to paper bags for garden waste for some time. I just happened to read about it on your site.
- Sooooo happy with the access and paths/ skiing on Broadmoor Golf Course this winter. Amazing and so well used. Hope it continues on future years.
- The County did a wonderful job decorating Broadmoor Lake Park for the holidays. Great work and much needed this year. Have not used indoor facilities in a year. Economic Development department has collaborated very well with Edmonton Global- very important for the region
- The extra outdoor skating rinks, loops need to be included every winter and expanded where possible, this has been a great resource this winter and well used by everyone.
- the golf course is run like a weekend project. the work done there is amateurish at best. who the hell do you talk to? certainly not park and rec. employees. It would be a privilege to show somebody in authority at the County the shoddy work done. I'm sure Broadmoor makes money unlike most other County facilities who are a drain, yet it's impossible to get attention, and I am really pissed.
- The Library is exemplary- these folks are amazing and create real community!!
- The lights at Broadmoor lake are beautiful and all the work that has been done to that area (sidewalks & stores) are a great addition.
- The parks are not being utilized. The baseball diamonds sat vacant all spring/summer/fall. Repurpose these areas. Dog parks, etc.
- The recreation facilities such as GARC are outstanding, clean, friendly and provide a wide variety of activities. Well worth the fee.
- The trail system is well taken care of but sometimes salt is needed in sections. There are areas that have been icy since early fall and the gravel just melts into the ice leaving no traction. No one seems to enforce the snow clearing bylaw or any other bylaws for that matter. Need to do something about the loud mufflers. Too many empty large empty busses running frequently.
- Trail system is choppy and too much dependence on using streets to navigate through so not as safe for kids, not easy to follow or spend time on a ride. Need

more garbage cans that are emptied around the County for dog and other waste that just gets left on ground in a mess. Need to re-consider using private agencies for services or make sure value added and they do a good job. Often many parks, green areas or roadways that used to be so well cared for are unkept and Sherwood Park looks messy and dirty with litter and weeds.

- Very happy with the services provided in Strathcona County and really enjoy the programs offered by the library. This is a great community to live in. Thank you for looking after our roads unlike the City of Edmonton.
- we could use more cultural events instead of always having to travel
- We need to start serious planning for Millennium Center II.
- We recently went for a hike at Strathcona wilderness centre. Looked at the map. Chose a trail - it did not note on the map cross country skiing only. We were almost run over several times. We checked several maps along the route and none stated skiing only. At the 1.9 k mark we finally saw a sign stating the trail was skiing only. I called later and was told there is only one multi-use trail there during the winter but walkers/hikers were to use it at their own risk. Very disappointing. Winter ice rinks are maintained well
- Would love the bike skills park to be better maintained, especially the pitiful pump track.
- Would really like to see a focus on not just soccer and hockey in the park. Inclusivity of gymnastics and other sports under one roof would be nice like other surrounding communities have.

### Other Comments

- After living in Edmonton all my life I love living in Antler Lake
- After notifying the County about how easy it is to access out city water system in the country. We did not hear anything back. Nothing has changed.
- Amazing job on the lights at County hall and Broadmoor lake. Bravo.
- Appreciate the mayor's social media updates!
- Booking and using the mobility bus used to be a nightmare!! It had improved a bit.
- Cats!! Please, for the love of everything and after years of begging make people keep their damn pet cats at their own houses -- if my kids were pooping on people's lawns you would do something. Why is cats OK?
- Citizens are in County paying too much taxes and they have 0 services in County within 10-15 km from hub please provide drinking water in all County and sewage system.
- Concerned about our public transit I live in the Davidson Creek area & wondering why we have bus service on three streets side by side I have been watching the bus on Dawson Dr. for 3 or 4 yrs. I would be surprised if it would have enough riders in a day to pay the drivers wages not let alone the 400,000 cost of the bus plus fuel & insurance at tax payers expense don't seem right to me should have a walk overpass on Lakeland drive which would eliminate the Dawson Dr. route or at the very least use a smaller bus & use tax money elsewhere it is not rocket science or get better people on board.

- Contact is infrequent but I have always been impressed with the attitude of the person I have dealt with. The municipal employees seem to care about me and their job.
- County Connect is a joke. over a week to get any answers and then 80% are a canned response that does not answer the question or deal with the problem. County does not treat everyone equally, for example, if you didn't know sign up for a newsletter you don't get the information. Everybody's lives matter County expansion IS OUT OF CONTROL. I came to SC to escape The Maddening Crowd of CYEG but the County IS OBSESSED BY EXPANSION. County needs to look at hiring local when awarding government contracts.
- Extremely disappointed that this County caved to the pressure from Edmonton and the mask and lockdown zealots
- For acreages, anyone can open our fresh water supply that is located off our property and in the ditch. Just need a simple tool to open. This is so very unsafe. County needs this to be a locked container.
- get rid of the photo radar at intersections. it does nothing for public safety and is only a cash cow
- I am a bit concerned about the transit merger with Edmonton. I would never use ET for more than the occasional one off. Their busses and trains are kind of dirty and old and I don't always feel safe on them. Not even close to the same level of service we enjoy in Strathcona County.
- I believe that the County should play a stronger role in environmental issues, such as climate change, energy efficiency, land use, waste and water conservation. Too often it appears that the County focuses on strengthening the oil and gas industry in this community and unwilling to take a balanced approach or start focusing on transitioning us away from this dependency on that tax base.
- I believe the County is handling our current world events as well as can be expected. Hopefully both County staff can be kept safe and the bottom line doesn't take too big a hit.
- I didn't know we had an alert system just for Sherwood Park area. More public education should be done on this. I also didn't know we had cultural centers. More public education and awareness should be done. More salt on the County walk ways would be nice. We are on an older area, and to get to our mailbox we go between two crescents which have a path way. It gets so bad in the winter I drive around as the path way is too icy to drive on. After a death in the family from someone slipping on ice it is a very important to me to have safe walks ways.
- I enjoy living in the County - great place!
- I feel safe living in Sherwood park and very happy about all County services as a senior one thing I wish that there were more doctors that helped with senior's health available in Sherwood Park.
- I have a friend who lives in Geneva who sends me pictures of the playgrounds there - so many creative playgrounds. Our playgrounds are pretty much all the same and nothing really for older children - 9-12 age group.

- I have been using the transit more this past year due to my new job being essential. Suggestion to give a discount to essential AHS workers and other essential workers who have to go in to work and use the service.
- I hope these surveys aren't used as an excuse to increase spending. A neutral or satisfied answer is OK. Let's live within our means.
- I love living here and all the services that the County provides.
- I occasionally get water from the Ardrossan truck fill (for my hot tub). It would be nice to have an RV fill option at the truck fill, such as a garden hose attachment. They have one at the Chipman truck fill and it's great for those who live in the country and do not have a good source of well water.
- I think most people that work for the County do not even think about the rural area's needs.
- I think there are many very good employees in the County...but unfortunately the bad ones make it very difficult for the public to appreciate what you do. Also, the County's Leg & Legal has such tight control over the information that's shared with the public that it's sanitized to point of being totally useless. As an example - the minutes from meetings...they have such miniscule information for the reader that you have no idea what actually went on in a meeting. There has to be a better way to do this.
- If you are not following the country on a social media platform you have no information on events
- If you live North of Highway 16 in the County you are treated poorly, ignored in all regards of development and involvement. Sherwood Park bites the hand that feeds them.
- I'm going to miss the County, moving because of work
- I'm new to scoop and receiving surveys such as this and have quickly discovered that for the most part, the surveys are for those who live in Sherwood Park not the entire County of Strathcona. I have only completed one survey that actually impacts rural Strathcona County. As Strathcona County has such diverse living situations e.g. in town, on acreages and farms, you may need to conduct surveys that are more specific to these living situations to really understand what people in Strathcona County need and want as we are all receiving very different services. My water, sewage, internet etc. services are very different than those in Sherwood Park and I think the County should be just as concerned about this as they are about the services offered in Sherwood Park.
- I'm not happy with the internet services. They have been expensive. We don't have the same services in rural area as those in town. Snow removal has been downgraded in the rural areas.
- I'm not sure why the County felt the need to spend so much money on putting signs on playgrounds saying closed and then again on signs to say they're open.
- Increasing property taxes by changing designation from farmlands to residential when there is a pandemic and people are already struggling.
- Internet access needs to be improved throughout the County, especially in rural areas.

- Internet access still needs a lot of improvement, especially in rural Strathcona areas.
- Is the County using calcium chloride on the roadways? if so need to evaluate the practice as it is killing the grass and trees along the roads.
- It about the County per se, but about this survey. I suggest you reverse the order of the options and list Very Satisfied at the top. I had to go back and change my responses... people will naturally choose the top option more easily  
It is satisfying to know that all County services are accessible with a simple phone call to the County. If you don't get an immediate response to your inquiry, someone from the correct department will get back to you.
- It would be nice if we experience problems using SCOOP that we could contact someone for help. I had problems with the Celebration of Lights survey and I was unable to get help so that I could do the survey. :(
- Just would be easier to have a reverse bus routes in the evening and on weekends like they do on the weekdays. It makes no sense to travel on a bus for close to an hour just to go to the station on the other side of town and then take the exact same bus to then get to your stop that otherwise would take you perhaps half the time and half the energy simply by walking instead. It helps people who rely on evening and weekend transit to Maximize their time which is crucial especially in the current situation that were in
- Keep up the great work in these very trying times
- Let's maintain a small community focus even as we grow. Neighbours need to support neighbours and Strathcona County needs to continue to provide excellent walking and other facilities so that we can come across each other in relaxed settings. Keep it up and fix the eco centre.
- Like to see small buses in non-peak hours in residential areas.
- Lots of opportunities for voicing opinions - whether this is actually acted on is another matter...
- Main source of reporting from the County seems to be the local paper, the quality of content and presentation of which is sorely lacking and can't be treated as a credible source of information.
- More jobs for local residents as first priority
- My councilor (Katie) has never sent newsletters out via mail. She is nowhere to be found.
- My family and I have recently purchased a new home from a builder in Ardrossan. I am with all honesty very surprised as to how easy it is for anyone to become a home builder with no previous experience and very little knowledge, but yet they are able to build homes without any sort of training or credentials. With the things I personally have seen within the homes by this particular builder are very alarming. Home builders I truly believe need to understand the Alberta building codes before they are able to begin or to attain a building permit. And to hold them accountable. As this is not the case. I have experienced this first hand and I am still trying to deal with the issues this particular builder has left myself and my family with!

- My limited experience with County staff has been very pleasant. From utilities to recreation, they have been professional and courteous, and my issues / calls have always been returned and resolved. Thank you!
- no information is timely
- No municipal incentives for energy efficiency, solar panels or retrofitting, we focus too much on oil and gas and not green alternatives in this County. Also, we have had Boulevard trees removed on our street with no replacement or thought how to preserve what we already had. Our street looks bare and considering moving.
- Not sure why the big gravel scraper trucks are running right now in village on the lake There is no snow, 2% ice  
Our family is beyond grateful for the support we have received from FCS during these stressful times. An absolute lifeline. Thank you. Thank you.
- Our mayor is superb at keeping people updated weekly. It is appreciated.
- Requests, questions and services through the on-line form is not effective. You have no idea about expected response time or how your issue would be addressed. Haven't been satisfied with any request submitted through this system. Need to be able to talk to someone to get an answer in a timely manner.
- Rural internet needs to be improved. Especially due to multiple people required to use it now for work/school
- Rural internet services needs to be improved near elk island.
- Rural residents (SE section) have less easy access to recreational & cultural facilities than other County residents. We do not have delivery of the Sherwood Park News to our home or in a yellow box within 6 km so any information provided by the County in that format never reaches us.
- Strathcona County I believe provides very good services. Sometimes, the personal running the service, facility, can get a bit grumpy, but overall, very satisfied with the services provided.
- Seems like the surveys have glitches very often. Say they are expired before I even open it, won't let me finish, and keeps saying I haven't answered all the questions, which I had done. And sometimes when I push next, it just goes back to the beginning!
- Sent in concern about ice on Granada walkway and got excellent response time and service!! All walkways including Broadmoor golf course have been great.
- Service to downtown is lacking except for MacEwan route. Busses are crowded and peak hours needs to be adjusted from govt center.
- Sherwood park can be a nice place to live.
- Sherwood Park is a community for the rich. It would be nice to see more outreach for low income resources on social media especially those who are bordering on homelessness.
- Sometimes County Connect cases are closed out (via email reply) so long after submission that I can't even remember what the submission was even about! It would be nice to be reminded about inquiry particulars when such along response delay occurs.

- Strathcona County is a wonderful place to live! I have lived here since the early eighties. It is a great community in which to raise children, pass through middle age, and be a senior. Keep up the good work.
- Taxes are too high. The County operates like a government entity. Too many employees not doing anything. I see everyone cutting back except Strathcona
- Taxes keep increasing, and County services lessen it seems for the people outside the park!  
The County has been talking about the Bremner development for years. Is it a go, why are we spending all this money on studies, nothing is happening. Time is being wasted.
- The County is doing a good job overall.
- The County never seems to work with the sports organizations. It always seems they are against them which is extremely odd to me. Wouldn't the County want our youth out there being active?
- The information personnel do not always direct me to the correct service or provide accurate information to that service.
- The land use bylaw and planning department seems to be a nightmare to get any information on subdivision use etc. without spending a fortune on getting information. Kind of like gambling tens of thousands of dollars which should be a simple yes or no answers.
- The mask bylaws are nonsense,
- The new online booking for recreation is not user friendly.
- The population is aging. Please account for that while planning (i.e. allocating slo-pitch diamond time to a potential age 50+ league)
- The strict rules regarding skating on storm water ponds is a source of concern. I have such a pond behind my property that I maintain and have been teaching my kids to skate on for years. I don't venture out too early or too late in the season. I check ice depths consistently. And we are now being told we cannot use it to skate. I would like to see proof that shows this is unsafe during times where it is cold enough and the ice is thick enough. I have drilled holes at the deepest parts and we have roughly 12' of ice which is overkill when it comes to safety. In some spots I have drilled right into the dirt so it's completely frozen over. I am very angry over the County's position on this and I want to know why.
- The waste wizard is a great idea but I find it's not helpful as it doesn't seem to recognize enough search words.
- The whole aim of Strathcona County is geared towards the voters of Sherwood Park with no regard to the residents of Strathcona County.
- There is absolutely no promotion of activities throughout the County by the mayor or councilors even with the limited activities there is they should be posting their attendance and support of the County. And the mayor doing is now is just a ploy for his bid to run for mayor again and saying 'see I promote the County...
- There seems to be far too many middle management people & not nearly enough people who actually do anything. My workplace rents space from Strathcona County & has still not received their lease contract- 5 years overdue! Regarding

recreation, there is way too much focus on drop in type activities & not nearly enough support of community sports groups. This causes all the most promising athletes to choose Edmonton sports groups. Edmonton gets the credit, the tourism dollars & the business as a result.

- There should be clear signs for dogs in school parks. I often see dogs in the parks unleashed and lots of dog poo on the sidewalks on walking paths.
- Things are okay.
- This is a great place to live, but building huge houses or duplexes on single family lots should not be allowed
- Thoughtful administration in Strathcona County. Glad to live here.
- Very tired of the bubble Council, County Admin and Police have created, it is suffocating. Let us live like adults and look after ourselves and make some of our own decisions. The roll of the 'Peace Officers' is harassment. And NO, I have not received any sort of fine, as a matter of fact only one violation in the 40 years I have lived here.
- Very upset about mandatory mask mandates in this County, especially in schools for kindergarten to grade 6 students. No child should be required to wear a race covering all day. When mandatory masks were implemented the case numbers in this County went way up quickly. Masks don't prevent spread of viruses. Science proves this when not censored. I'm Not impressed with the County mandate in this issue. It is hurting people and livelihoods
- We are proud and happy to live here!
- We have lived in Strathcona County, both in the rural area and, now, in Sherwood Park, for over 30 years. We feel Strathcona County is a great place to live, raise families, own businesses, etc. High rate of satisfaction.
- We live in an exceptional municipality with the highest degree of passionate professionals administering and operating our County. The County does not need to accept a bribe in the quality of life by being too accepting of peoples' behaviour that detracts from our County living. I think we should welcome all diversities of culture
- We need to have development for water and sewer connections to rural property. Even if it was started with one section a year, at least some development would be moving forward. Acreage owners are heavily taxed with almost zero services for the \$\$\$.
- We see a lot of County field staff & vehicles on trails & in the parks. As an observer it appears that there is either a lack of oversight or a high level of inefficiency.
- we should do more to celebrate our cultural and ethnic diversity, Strathcona County has a reputation for being very white and very gentrified
- We're hoping that our roads will matter in 2021!
- When engaging with the public about development notices, speak with the intent to communicate what development is being proposed. Rather than trying to fulfill an obligation to place a public notice.
- Whenever I've contacted a County department, their reply has been very prompt, especially when I've reported garbage has been thrown in the ditch on our rural

road. The crew to pick it up are there with in a day or two. A BIG thank you! I have contacted my councilor by email & their response has been weeks later or not at all--this could improve. I realize they are busy & they likely have a lot to deal with.

- When I wrote a letter to our mayor about a concern I had, I was very impressed that I received a personal response not a form letter.
- When is the next vote need a true great reset in County.
- While the Strathcona County Alert system has been somewhat informative in 2020, it would have been a lot more helpful to use it (particularly in 2018). Why didn't the Fire Chief/DEM at that time use that tool to inform the residents of the situation at the County Hall? Since then I haven't really relied on or trusted the timeliness of the SC Alert information fully
- Why are services limited to only some residents and others must pay for those same services?
- With respect to Careers with the County. I believe the qualifications and/or experience needed to perform the job(s) are too restrictive. There is no flexibility for application based on skills, and knowledge gained from work and volunteering experiences through an individual's working lifetime. This limits the number of our residents that can work for the County.
- You can be as informed as you want. If you're not informed, you're not accessing all the information out there. I wasn't away until recently how many newsletters are available.
- You need to do something about the buses once the world gets back to normal. You can't tell me the current system is working when you have more busses circling to get somewhere EMPTY than you do picking up passengers. Utter bs Not to mention why is the south side of Sherwood park penalized? Do you figure folks on this end if town don't deserve transit? You figure they are all sitting on their ass. And what in the hell makes you think one wants to ride your buses for 45 minutes to get to bethel. To take another 45 minutes to get you anywhere else? Have you ridden your buses???