



**STRATHCONA  
COUNTY**

## **2021 September SCOOP Mixed Topic Survey: Public Engagement**



### **Research Results**

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## **I. INTRODUCTION AND PURPOSE OF THE STUDY**

In September 2021, Strathcona County conducted an online survey as part of its Strathcona County Online Opinion Panel (SCOOP) initiative. This project, entitled *the Mixed Topic Survey*, consisted of different survey areas whereby only a limited number of questions were asked within one or more topic areas and was exclusive to residents who signed up to be part of SCOOP. The September 2021 mix topic survey consisted of questions on the Strathcona County budget and public engagement in the County.

Obtaining primary data from residents directly will provide Strathcona County departments with information and enable County officials to make decisions that accurately reflect the perspectives and attitudes of residents. This report will provide a comprehensive review of all steps undertaken in the development and implementation of the survey, as well as a detailed summary of the results. The results from this study were prepared by Phil Kreisel, Ph.D. (Communications); SPSS was used for the data analysis.

This report covers questions associated with the public engagement in Strathcona County. A review of the methodology associated in the development and implementation all aspects of the survey can be found in the next section of this report.

## II. METHODOLOGY

### A. The questionnaire

The questionnaire used in this study was new, using questions that were submitted by department representatives from Corporate Planning and Communications. The survey was then created, reviewed and modified where necessary by members of Survey Central for wording, question ordering and general understanding. This included a final check of the content by FOIP<sup>1</sup> prior to the release of the survey to the public.

### B. Sampling design and data collection procedure

The sample frame used in this study consisted of 616 people who had previously signed up to be part of SCOOP, Strathcona County’s online opinion panel. Overall, 73.1% of the participants lived in the urban area, 24.5% came from rural parts of Strathcona County, and the remaining 2.4% worked in Strathcona County but did not live there.

Although poll-based data is derived from people who decide to participate, were not randomly selected and have access to the online poll, the margin of error for a comparable probability-based random sample of the same size is  $\pm 3.9\%$ , 19 times out of 20.<sup>2</sup> The data was gathered via the online SCOOP platform in September 2021.

During the fielding of the survey, respondents had the option to skip a section if they felt that the topic had no relevance to them.

As seen in Figure 1, most of the respondents who participated in the survey are over the age of 44, with 27.5% of the participants between the

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<sup>1</sup> FOIP stands for Freedom of Information and Protection of Privacy and was reviewed by selected members from Strathcona County’s Legislation and Legal Department (LLS).

<sup>2</sup> The  $\pm 3.9\%$  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 3.9% 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.

age of 25 and 44. Only a very small percentage of participants were under 25. Overall, of those who declared their gender, 55.8% of participants were female while 44.2% were male.<sup>3</sup>

**FIGURE 1  
Age of Respondents**

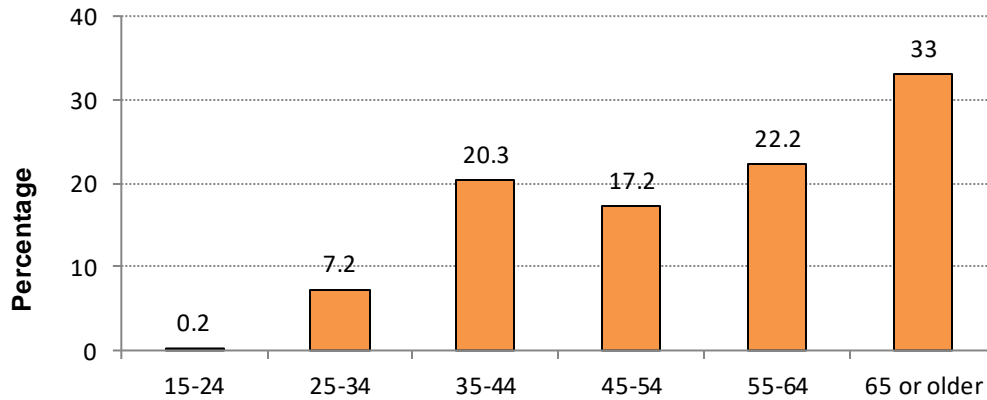
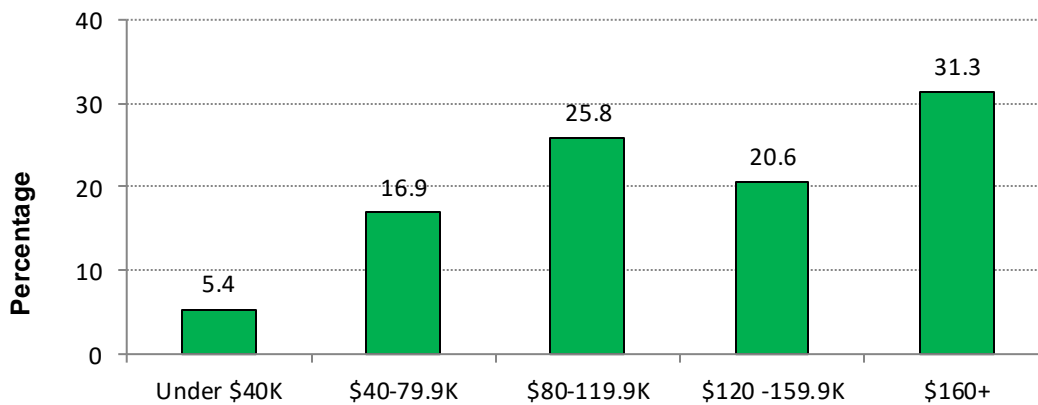


Figure 2 presents a breakdown of household income. Over 50% of respondents are earning \$120,000 or more.

**FIGURE 2  
Household Income**



<sup>3</sup> There were 0.5% who chose to self-identify, while 4.4% chose not to disclose their gender.

### III. SURVEY RESULTS

Respondents were asked if they would like to answer a series of questions about public engagement in Strathcona County. Overall, 76% of the participants (468 people) opted to answer questions on this topic.

#### A. Perceptions about public engagement

Initially, respondents were asked to indicate their level of agreement with eight statements describing how they felt about public engagement opportunities in Strathcona County. The overall results are shown in Table 1. Positive agreement from the majority of respondents was highest when responding to: *feeling connected to the community when participating in public engagement* and *public engagement materials are easy to understand*.

Positive agreement dropped when respondents were asked about other aspects of public engagement, with the most positive responses being that they were *given a reasonable opportunity to participate* or that PE activities were well planned. Considerably fewer respondents believed that their participation would be used in any decision-making associated with the public engagement process.

**TABLE 1**  
**Level of agreement with various aspects of public engagement in Strathcona County**

	<b>N</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
Participating in public engagement in Strathcona County makes me feel more connected to my community	438	17.1%	51.4%	22.4%	5.9%	3.2%
PE materials (i.e. surveys, open house boards, etc.) use language that is easy for me to understand	428	16.4%	57.9%	19.6%	6.1%	---
Residents are provided with a reasonable opportunity to contribute to PE in Strathcona County.	391	10.7%	47.3%	20.5%	17.1%	4.3%

**TABLE 1 (Continued)**

	<b>N</b>	<b>Strongly Agree</b>	<b>Agree</b>	<b>Neutral</b>	<b>Disagree</b>	<b>Strongly Disagree</b>
PE activities in the County are well planned	415	8.7%	46.0%	31.8%	8.4%	5.1%
I believe information gathered through PE activities is used for decision-making in Strathcona County	393	8.1%	40.2%	21.4%	20.1%	10.2%
When I participate in PE, I am provided with enough information about the topic so I can provide quality informed feedback.	397	7.8%	43.3%	31.2%	14.1%	3.5%
Strathcona County provides PE activities that are meaningful to me.	433	6.9%	37.9%	36.3%	14.3%	4.6%
When I participate in PE in Strathcona County, it is made clear to me how my input will be used in decision-making.	397	5.3%	26.2%	31.0%	28.0%	9.6%

A further investigation of these statements revealed that in terms of gender, females were much more inclined to agree that *it was made clear to me how their input will be used in decision-making* to a much greater extent than males. No other statistical differences with respect to gender were seen for the other statements.

In terms of age, it was found that 93.4% of those under 35 either strongly agreed or agreed that the materials used in Strathcona County public engagement sessions *used language that was easy to understand*. In contrast, 60.5% of those aged 65 or older felt this way. It was also found that 80.3% of people between the ages of 35 and 64 felt this way (but they were not distinctly different in a statistical manner between older and younger respondents). On an overall basis, agreement with this statement decreases as individuals grew older.

There were no differences in perceptions toward any of the statements on the basis of household income.

## **B. Other comments about public engagement in Strathcona County**

Respondents were also asked to indicate to provide any comments that they had about public engagement. Overall, 28.4% (133) of the respondents had additional things to say. Highlights included:

About 15% of the comments were positive. These respondents used the open-ended response opportunity to talk about the general importance of public engagement, or how it makes them feel more a part of the community. Other residents expressed appreciation for SCOOP and feel the County is doing a great job with PE.

*"I appreciate programs like the SCOOP surveys and boards. I also appreciate the summaries that we receive as they indicate that voices are heard."*

The remainder of the comments suggested problems with PE in the County or made specific suggestions for improvement. By far the most common theme in the open-ended comments was the lack of trust many residents feel with public engagement. Many comments suggested PE was "just for show" and "the decision has already been made". Several residents specifically used the Bremner and Agriculture Facility decisions to illustrate how the public engagement did not affect the outcome:

*"If the councilors listened there would be no horse palace or Bremer development."*

Another theme was to ensure that decision-makers ensure all voices are heard during PE. Some residents were concerned some voices, particularly developers and special interest groups, were given greater weight than resident opinions. Other comments talked about the need to ensure the right voices and difficult to reach voices were sought out.



*"Limit developer stakeholder participation at least equal to public stakeholder participation."*

*"Special interest groups predominate discussions hence facilities like an equestrian center and sports center get far more consideration than they should. My taxes should not go to facilities that house special interest groups."*

*"Make sure you use input from the right people in decision making. For example, don't let the attitudes of seniors dictate long term planning."*

About half of the comments made specific suggestions to improve PE in Strathcona County. Suggestions which were mentioned multiple times included:

- Need to better communicate opportunities for PE.
- Provide materials ahead of time/more material
- Use plain language
- Ensure question responses include all possible responses
- Ask more specific questions/engage more deeply
- Provide more information/transparency on why decisions were made.
  - *"The decisions made and what the public want can be different because I believe council has to balance more than the wants of the population and having said that, it would be good to communicate the council decision, the choices, and the public support for each choice, then the reasons for the council decision."*

A couple of respondents suggested that they were frustrated that the public was not engaged on specific decisions (ie. red-light camera installations, threshold for recreation subsidy). Three people suggested that PE in the County was sometimes too much/overwhelming.

A number of specific suggestions received single mentions, and there were 15 comments that did not relate to PE at all. A complete list of the open-ended comments can be found in Appendix B.

## APPENDIX A: SURVEY QUESTIONS

Public engagement (PE) is a formal process used by the County to gather information from citizens and stakeholders to exchange ideas, and/or solve problems with the goal of making better, more informed decisions.

PE can involve a wide variety of activities including surveys (online, paper and/or telephone), open houses, digital face-to-face meetings, focus groups, etc.

1. Please rate your level of agreement with the following statements: (Likert scale: strongly agree, agree, neutral, disagree, strongly disagree, not sure) (GRID)
  - PE activities in the County are well planned.
  - Strathcona County provides PE activities that are meaningful to me.
  - Residents are provided with a reasonable opportunity to contribute to PE in Strathcona County.
  - When I participate in PE, I am provided with enough information about the topic so I can provide quality informed feedback.
  - When I participate in PE in Strathcona County, it is made clear to me how my input will be used in decision-making.
  - PE materials (i.e. surveys, open house boards, etc.) use language that is easy for me to understand.
  - I believe information gathered through PE activities is used for decision-making in Strathcona County.
2. Participating in PE in Strathcona County makes me feel more connected to my community. Are there any other comments you would like to make about PE in Strathcona County?

## **APPENDIX B: OTHER COMMENTS ABOUT PUBLIC ENGAGEMENT**

### **1. *General importance of engagement/Makes me feel part of community***

- feel this is very important way for public to be active in feed back
- For the past year and a half 'public' engagement has been difficult, if not impossible. But it is worth ever effort to try!
- I think public input is a very important part of information gathering
- Need feedback for councilors if it influences their decisions.
- This is a good opportunity for input, I don't know how much weight is given to it but I appreciate being asked my opinion
- However, at least I know what is County working on
- I love our community and appreciate these surveys and my input makes me feel very much a part of the community and building a strong future.
- Strathcona County is a great place to live and public engagement strengthens that

### **2. *Kudos/Appreciate SCOOP***

- I appreciate programs like the SCOOP surveys and boards. I also appreciate the summaries that we receive as they indicate that voices are heard.
- I really appreciate the SCOOP approach, I can participate at my leisure and I most often do to enable my community staff to have real information to base decisions on
- I was pleased with the way the questionnaire today was structure to accommodate both perspectives.Thanks for asking open ended questions at the end.
- I truly believe the County does its best to engage residents and local stakeholders. Council often fails to represent residents, or the prevailing opinion of respondents, at the very least. Of course, this isn't the County's fault, and I do believe County administration typically does try to present Council with public input, regardless of whether they act upon it.
- Industry-leading municipal public engagement planning, implementation, and reporting back at Strathcona County. Bravo!
- It is hard to have meaningful public engagement during a pandemic. That said, I do think the County has done a good job given these challenges.
- It was very appreciated that our local community was directly contacted over an engagement question via multiple ways, they contacted our community rep we have registered, as well door to door flyers helped get us informed right away. Having a real person to email and call on the form was very nice to see and there engagement and follow up was fantastic.
- Please continue to share the these surveys.

- Public engagement in Strathcona County is admirable. I especially appreciate targeted approaches, where specific stakeholders are asked to give their opinions.
- Really like the scoop program
- The County does a good job.
- Scoop is an excellent tool
- very pleased

### **3. *Public Engagement is for show/Decision has already been made***

- Although there are opportunities to engage, it seems decisions are made ahead of my input. I hope I am wrong on this.
- At times council and/or bureaucrats seem to make decisions contrary to and without regard to public input.
- Attended a neighborhood open house asking for input on a specific subject. An overwhelming portion of the neighborhood residents in attendance did not agree with one of the proposals BUT that didn't make any difference to the decision and no explanation was given. Very disappointing.
- Be less obvious that PE is just for show because the decision has already been made.
- Educated user groups were ignored during site design of the ag facility. People who use those type of facilities and have done so for many years were treated as though they knew nothing when they had more experience with those type of facilities than county staff.
- Feel the public engagement is done as required and the materials are formatted to reach a predetermined outcome.
- Find sometime surveys kind of misleading.
- I also feel that if a survey does not align with the majority held views of the administration or council, it appears that more surveys are then produced. for example seniors issues. This topic has had a seniors advisory committee to advise but were disregarded to a point where members resigned and then yet again more surveys for the public to fill out. I fail to see why we need
- I believe the majority of the survey questions are skewed to get a desired result. Most of the desired outcomes result in more government, higher taxes and more waste.
- I enjoy and think the surveys are a good way to put in my support, only if it is used, is it?.
- I find all the scoop surveys are written in leading ways with a preconceived outcome. They seem to basically always ask could more be better" but they never discuss cost or provide any context. Then I read the summary reports that come out way later and it will inevitably say people support more spending.
- I get the impression decisions are made prior to the public engagement.
- I have attended several public information" sessions and have picked up on the vibe from chatting at them that they are really just a good

look put on for a decision that has already been made by the higher ups."

- I have felt on several occasions that a decision had already been made and they were just putting on a show for the community.
- I hope information gathered by SCOOP is really used.
- I know public engagement is necessary however it must be done in a way that the cost is in line with the project process , In many instances the decisions have in fact already been made and the public is invited just to say they were involved. I have been to many such events and often the outcome was predictable. The people at the events were seldom the decision makers and were often Contract people who could answer questions in general but were actually buffers between the decision makers and the public
- .I however find at times that the questions are biased to want to increase services and taxes.
- I think public engagement is for show only. Residents are not listened to.
- It appears to me that most public consultations are geared so County can state we have consulted with residents and this is what they said" In some cases it appears to me that it is all pre determined"
- It does feel like the feedback goes nowhere, esp. when I've made comments on specific things several times (e.g., that dangerously misplaced free-flow sign on Wye turning North onto 21!). My guess is that these results get used when they align with what council or it's depts had planned anyhow
- It should be done at the beginning of the process not after significant work and resources have be expended. It should not be used to support the decision council has already made. It should not have the answers like this survey does. In some cases a yes no answer is not the one I would have selected. You can make surveys say anything you want to say if you limit the answers people can select
- Last year I was involved in a traffic calming engagement for the new school in Heritage Hills. Generally it was a positive experience and I was able to express my thoughts, but felt that the engineers involved had already made up their mind about what they wanted to do. I did not believe the accident statistic provided warranted extensive changes to the area traffic patterns as there were very few accidents and incidents over the last 10 years. If anything there should have been more enforcement at certain times. Hopefully the traffic calming measures were worth the money spent.
- many of the public consultation/ open house feel like the decision are pre-made and only going through the process to meet regulatory oversight requirements.
- Public engagement in Strathcona County is not used for information gathering. It is used to try and support decisions or policies already implemented. Opinions that are contrary to the predetermined policy are ignored and even shunned! I feel you are looking for confirmation rather than input!

- It's a waste of time and money! Re: Having opinion on road changes in the future! And the only changes is placing traffic circle! At intersections! I child could come up with that type of plan! And we're paying professional! Seems it's just for the County to say they are asking for in put but really just trying to keep the public happy! ,
- more transparencey
- Regardless of concerns that some of us have, the decision has already been made, as they are only doing the formalities because it has to be done. Like politics, they say we are heard, but we are not. Frustrating. They make their own decisions no matter what. It's not really a democracy.
- When it came to the mask survey last summer asking residents about wearing a mask, it was disingenuous as it was designed to have a desired outcome. That is garbage and not useful to provide feedback in a survey with a predetermined result.
- Sometimes decisions appear to be pre determined
- County makes secret decisions on controversial issues
- Sometimes public engagement is just a glorified marketing scheme to tell citizens what the County is going to do or has already done. Eg. Weed control program
- The few times I attended public sessions I believed the decisions were already made. The public sessions appeared to be input into the decision process but was actually persuasive communications towards the predefined decision. I don't mind decisions being made by council. I do mind being told I have input and then being ignored.
- Structure is in place and the decision already made most of the time - the open houses etc. are strategic to be able to be able to claim that the public has had meaningful input.
- Too often I've found public engagement to be a discussion after the fact of a County decision.
- The last one I attened regarding RR231 seemed like it had a pre determined outcome. The engagement was more show and tell than looking for input. I suspect this is how most are presented to the public since administrators already know what they want and the public will have to deal with it regardless.
- While PE appears to be encouraged and I am not confident that community feedback is considered in the decision making. Street Calming is a case in point, also the construction of a six-story wooden structure to house seniors on Brower Drive. Fire safety seems to be out the window.
- There is none. The public is asked for opinions long after the decisions have been made. Open Houses and presentations are simply window dressing.
- When I fill out a survey, I mostly feel that they are only designed to get the answer the County wants.
- There's no point to it. SC will do what it wants regardless.

- Think planners & council only do the public engagement to say they have done it. They have already decided on what they are doing & not listening to the majority of residents.
- What I have found with public engagement initiatives in Strathcona County is there is a lot of 'busy work' for the participants, however, the participants input is essentially ignored when it comes decision time.
- This seems to be a 'make them feel happy' campaign. I believe that decisions are made prior to PE and community involvement is used to defend council's actions and aid in reelections. For example just look at all the discussions made regarding land use after the decision is made. I cannot recall when PE was called on prior to a decision."
- Public engagement is necessary for the elected officials to appear like they care what we think. Yes, it is made clear that our views and opinions are weighted in the decision making, but anyone who truly pays attention knows that the decisions were made long before the public was asked. Recent example, the mask mandate that was voted on last year. When the results of the survey was released the results did not align with the decision. This leadership has failed time and time again.

*Decision has already been made/Bremner/Ag Facility*

- I attended the public forum about Bremner in the council chambers. The majority of the people in attendance were totally against the Bremner development. It was blatantly obvious that certain council members were not interested in listening to the arguments against Bremner and had previously decided to side with the developers, and the speakers who own the property in question (and are anxious to make money on the land their descendants worked so hard to farm). If public engagement is open, honest and truthful then the councilors need to at least appear to be interested in what their constituents are saying at these public forums.
- I feel that we need to have referendums on subjects such as the Bremner development and the horse palace". We did this on Millennium place and the public showed its support for that development."
- I think scoop is also a fairly biased premise as well and is not really an accurate representation of County wide opinion. Big items like the MPAF and Field House should go to plebiscite."
- Why Bremner/crossing/ag facility/Rec facility? These things are not required now. The Ag facility will give business to Fort Saskatchewan in my opinion and not help the County business. I would like to be able to vote. Perhaps send mail in ballots with our taxes for things that cost lots of money. Our roads in rural county are terrible. Weeds are allowed to grow on properties and the only ones who care are the direct neighbors. Shame on County!
- If the councilors listened there would be no horse palace or Bremer development.

- many people have been expressing discontent especially with regards to Bremner development with very valued concerns seems view points are falling on deaf ears
- Somehow it seems that the County did not listen and still does not listen to the Bremner affair.
- We feel as citizens of Strathcona County that public input is not often considered when major spending, development, or construction is being considered. The current council is more concerned with filling developers pockets than making the hard decisions that are necessary when using Taxpayers money.....especially when we should be concentrating on COVID issues and getting our community/province/residents back to normal. Self sustainability should be at the forefront not developing our rich farmland into another community just to generate more tax dollars.....selfish and narrow minded

#### **4. *Important to ensure all voices/the right voices are heard***

- Good as long as it doesn't jeopardize the best decision because it's made by a small special interest or lobby group.
- I always feel that the interest of business developers over rides the wishes of the community, and there is too much political involvement
- I am pretty sure that only the points that are aligning with whatever lobby group is the loudest is taken into consideration.
- I believe there is a segment of the population that you are missing as I am aware of many retired seniors who do not have access to online information gathering tools. It would be good to somehow engage better with this group (70+ years) - whether through common access points (renewing library card, or when accessing recreation centers, grocery stores etc.) at which you can get their attention and include them in these types of surveys
- I don't believe you provide the same level of announcements for upcoming events in the rural area. We don't get the free newspaper that you like to advertise in.
- I would like explanation of why some groups are included in engagement sessions. E.g fieldhouse engagement, I felt some participants did not contribute and the session would have benefited from more participants from my groups (Seniors advisory, accessibility advisory).
- Limit developer stakeholder participation at least equal to public stakeholder participation.
- Listen to what ALL people have to say not just those in the cities or the rich business owners. The little people matter too!!
- Make sure all age groups are engaged, my past experience has shown me that only the older (60 & over group) gets involved.
- Make sure you use input from the right people in decision making. For example, don't let the attitudes of seniors dictate long term planning.
- More options other than online need to be available before taking the small amt of contributors as what the entire population thinks. Try



knocking on people's doors instead of relying on engagement from community residents.

- Sometimes public engagement puts in place a bunch of bad ideas of ignorant citizens. Then the County has to undo the stupid things they did based on public advice. Eg. Neighbourhood road safety. Use the experts hired to draft a plan, Add some individuals who use whatever it is, and together come up with a plan. You can't educate every stakeholder.
- when you choose who speaks and given the time limit - there is NO time at all to voice opinions as you only choose a couple of speakers
- Surveys regarding speeding should involve residents, not the speeders. If a store manager considers adding enhanced security, he or she does not include shoplifters when conducting a survey. Highcliff Road has many speeders and fake speed bumps with gaps that allow speeders to do whatever they please. A survey conducted a couple of years ago allowed speeders to be included in the population of respondents. Had the survey been limited to the residents, fake speed bumps would never have appeared.
- The most vocal people tend to be the minority. Those who yell loudest do not always have entire communities best interests.
- The silent majority is not represented in the consultation process....special interest groups predominate discussions hence facilities like an equestrian center and sports center get far more consideration than they should. My taxes should not go to facilities that house special interest groups.

### **5. Specific suggestions to improve PE**

#### *Need to better communicate opportunities for PE*

- I feel like I am not always informed about public engagement opportunities
- Other than online surveys I am unaware of other public engagement opportunities (perhaps they are not well advertised or offered)
- Surveys and sessions are not well advertised. If I weren't a part of this survey tool (which I wasn't for years), i would have had NO idea this was how info was collected.
- There should be a higher degree of communication to residents regarding surveys or other public engagements that are available that input can be provided on.

#### *Provide materials ahead of time/more material*

- I attended one engagement activity regarding the recycle program. It would have been helpful to have material ahead of time to review and come more prepared.
- Often incomplete information provided. Some poorly worded questions.
- One pitfall of public engagement, is the people who run it often forget they are speaking to people who do not live there world every day.

Additional information with surveys which is simple and has background information would be welcome.

- The last public engagement I participated in presented incorrect information and was not particularly useful (was a south strathcona road planning exercise and the traffic counts were terribly off)

#### *Use plain language*

- I think overall the County does a good job but there is a tendency to rush public engagement processes. Often the issues are complex and difficult to understand.. Using plain language would help a ton. I participated in a planning session for an area close to Walmart in on Wye Road (the project name is escaping me) and the language was very jargon oriented.
- Information is, at times, too high level. Could accurately call some events information sharing rather than calling all of them engagement.
- It would be beneficial to make the newspaper advertisements clearer - you have to read too much before actually seeing what the topic is. This is primarily referring to the engagement opportunities for land use and development items.
- Too much jargon used but little experience in actually writing engagement tools that seek to get at the core of the issues

#### *Better questions*

- On some of your questions, I feel there should have been another option, for the topics I am not informed on. I actually didn't have an option that made sense for my situation and knowledge on the matter.
- Survey questions should also contain category for the not applicable or relevant or other. The municipal service survey only had 3 answered all that implied knowledge and relevance to the respondents, some may have not been relevant ie not sure etc
- Sometimes surveys do not have all of the needed answers. For example the budget survey I just completed asked if the service areas in the various departments met, exceeded, or didn't meet my expectations. However, I did not have expectations for all areas! "not sure" should have been an option. Also

#### *No opportunity to engage on desired topics*

- there is no opportunity to be involved in public engagement when the topics that need to be addressed are not on the agenda. such as: #1. commuter transit for low income seniors ( the cost of a round trip to the cancer clinic or stollery hospital (U of A) several times per month is financially very difficult for our demographic. #2. the threshold for being eligible for a recreation subsidy (\$22,061) is too low for low income seniors. LICO is currently over \$26,000 and the Alberta seniors benefit (also dictates the eligibility for the County's seniors tax rebate) is \$29,285 - means that NOT everyone can "play" - contrary to what FCS claims their mandate to be: Affordability

- An example of poor public engagement was the installation of ticket-generating cameras at major intersections. I wasn't aware they were being considered until people began complaining in the Sherwood Park News. I suppose letters to the editor are a form of passive public engagement but it didn't make a difference. Cameras stayed.

*Provide more information/transparency on why decisions were made*

- I am satisfied with SCOOP surveys, but would like to see the responses from the surveys and what the results from the surveys are and then the decisions that are made to go forward.
- If through public engagement the majority of the public feel something should or should not be done the County should follow their lead, unless there is a compelling reason not to. If there is a reason this should be made public to the citizens.
- More is always better. Getting the results of the public engagement and how this informed the council decisions would be good.
- The decisions made and what the public want can be different because I believe council has to balance more than the wants of the population and having said that, it would be good to communicate the council decision, the choices, and the public support for each choice, then the reasons for the council decision.

*PE is vague/at inform/comment level*

- Much of the engagement gathered by the county is at the inform and comment level of engagement. There is very little public engagement at the level where residents actually make a meaningful contribution to shape public policy or affect their neighbourhood.
- Much of the input I've provided has been very broad answers to broad base questions. While it is great for overall stats I'm not sure it is specific enough to inform localized priorities and decision making.
- the public should be engaged more for feedback and sentiment, especially more direct decision making discussions, rather than simply asking customer satisfaction type questions
- I participate in public engagement through these surveys and I find them to be extremely vague. The property tax portion has questions about increasing property tax vs maintaining level of service. Level of service for what? There are some services I feel could be cut back like road construction. Is that even included in service? And there are some services that could be improved. So it's impossible to answer that question.

*Too much PE*

- It is sometimes excessive and hard to keep up with
- Sometimes I am overwhelmed with feedback requests. Try to keep as succinct as possible..
- Sometimes the process needs to be streamline and decisions made sooner than later.

*Other PE Comments*

- It really depends on the topics. Seniors, Environment, transport, safety in the community and rural areas
- Need more in person engagement and more rallies against nonsense topics like masks and wasted taxpayers dollars
- Where's the mayor on all these public engagements? Seems he's around during elections!
- Using the word stakeholders is demeaning to residents who are not stakeholders but residents.
- dont think i have participated in any pubic engagement outside of SCOOP
- Public engagement is a two way street and it is more than just the Administration's responsibility. I find the current Council to be lacking in public engagement. The Mayor seems to be the Chief CheerLeader. The Councillors send out generic newsletters with sometimes little relevance to the area they represent. Issues seem to come along and often our Councillor is silent. Is there somewhere a cogent summary prepared of Council meetings?? Key issues, decisions and takeaways? I need to look .... A video of the complete council meeting is not a tool for engaging most of the community. We need some distillation -- by administration or by the Mayor and Councillors.
- Public engagement via social media such as Katie Berghoffers Facebook page are merely opinion pieces and should not be taken as any type of fact and should also be discouraged as it creates division without the opportunity to discuss fact.
- Planning dept need to be more friendly to the public and not to treat public like we don't know anything
- Would like to see more in person, face to face engagement opportunities
- Have not seen new ways of doing things with Covid but everything needs to be rethought. No one wants to do in person meetings
- With the pandemic I has been more difficult to be involved
- I recommend Strathcona County Administration watch The Six Conversations: Building Community Among Citizens by Peter Block and think about public engagement in a different way <https://www.peterblock.com/the-six-conversations/>
- I think its important for tax payers to understand the cost of new things when they are being offered and considered.

*Comments unrelated to PE*

- Councillors should be obligated to return calls
- for the most part, our civil servants are not very good vs the dollars spent
- I am concerned about lack of information we get about the dangers to Sherwood park posed by the refineries. Both in terms of air and also danger of an explosion. Also I would like trees planted along the west boundary of sherwood park to provide a true green belt aking the

freeway to act as a noise buffer from traffic noise and noise from the oil refi Erie's when they are blowing off and burning fuel a couple of times a year.

- I believe Mayor Frank and council are doing a good job!
- I feel like I have to reach out to my councilor to get any action.
- I feel that money is being spent in the wrong places. The expansion of more commercial buildings that are being planned, when the ones that exist are not even remotely full makes no sense to me whatsoever. In the meantime, the recycling facility in town is only open a few days a week, which does not accommodate all of the residents. If you have one of those 'for the public' - then why is it not open more than it is? Between that and the fact that we can no longer recycle film plastic is embarrassing as a county. You should also make used tires available for a nominal fee to those who wish to use them in landscaping instead of us having to use options like Kijiji to find them.
- I would like the county build a RV camping area and look for a service club to run it. I think west of the new senior's building and north of centennial park would be ideal.
- I would like to see a change over in Councillors. I feel many are not meeting their constituents' needs. We need new and fresh ideas. We need understanding and well informed councillors who are not career politicians."
- Please please please work on fiber internet!!!
- Please work on Transit. City drivers will not help when you want to catch a return bus back to Sherwood Park.
- Stop traffic calming huge waste of money! its hard on vehicles and slows down emergency services when people need it most!!! there is very little evidence that it prevents deaths because there is almost zero!!! people accelerate after then creating more noise pollution.
- Stop wasting money
- Support the RCMP.
- We have MLA's who refuse to engage with the public. This must change! MLA's are supposed to be the voice of the people and the easiest way for us to feel heard. Instead they refuse to engage.
- Don't you mean the city of sherwood park