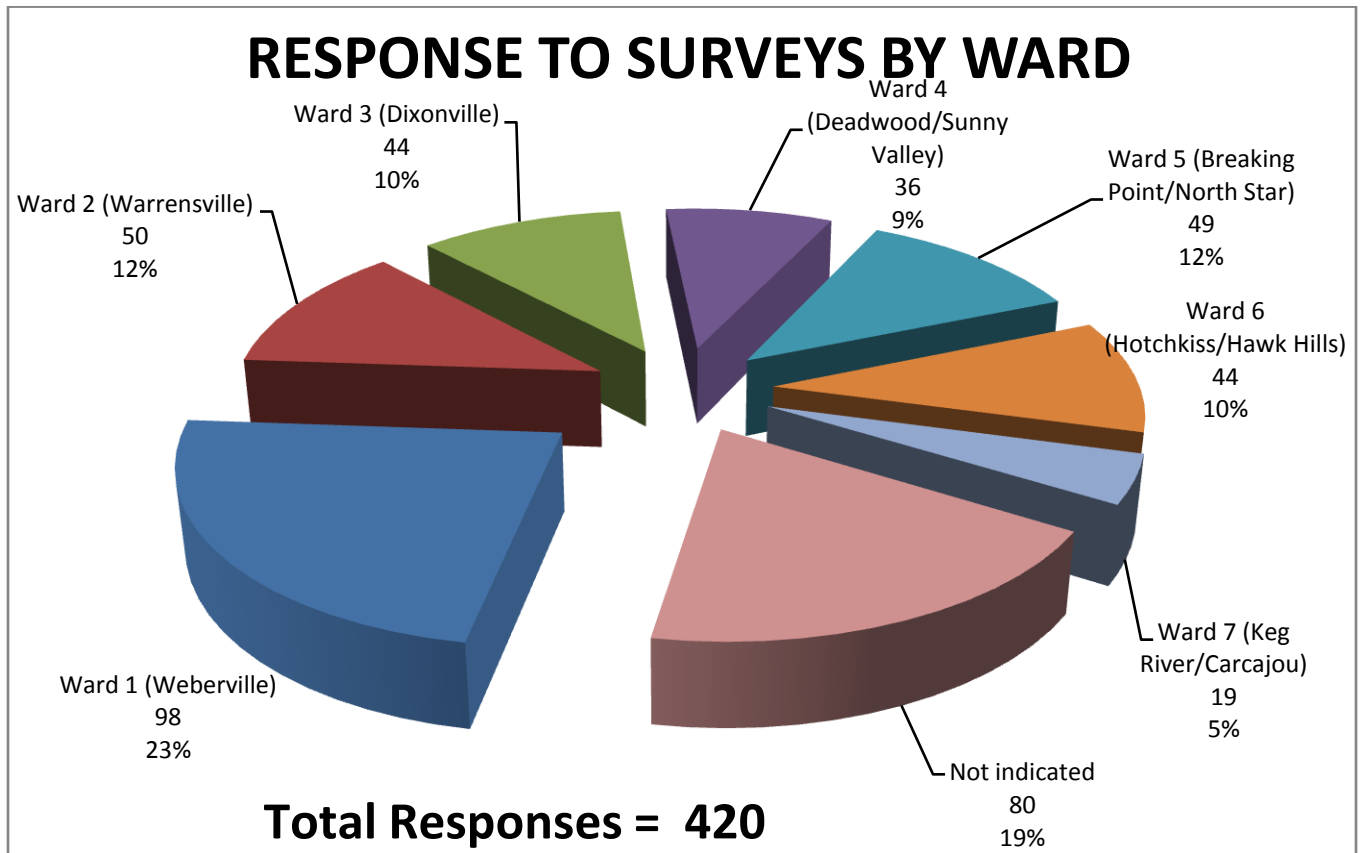


Municipal District of Northern Lights No. 22 – Community Vision Survey

Summary of Results

Survey Reponse:

A total of 1,191 surveys were sent out to residents of the Municipal District of Northern Lights. 420 completed surveys were returned for a response rate of 35%. The breakdowns of the responses by ward are as follows:



Conclusion: A 35% response rate to the survey was better than expected. Contributing factors may have been related to the nuclear power announcement at the time as well as the Coffee with Councillor sessions. The demographics of the response somewhat resembled the population distribution in the MD. The south (Wards 1-3) accounted for 45% of the responses while the North (Wards 4-7) accounted for 36%. A large portion did not indicate in which ward they reside. Future surveys will eliminate this issue by coding the correspondence prior to sending out.

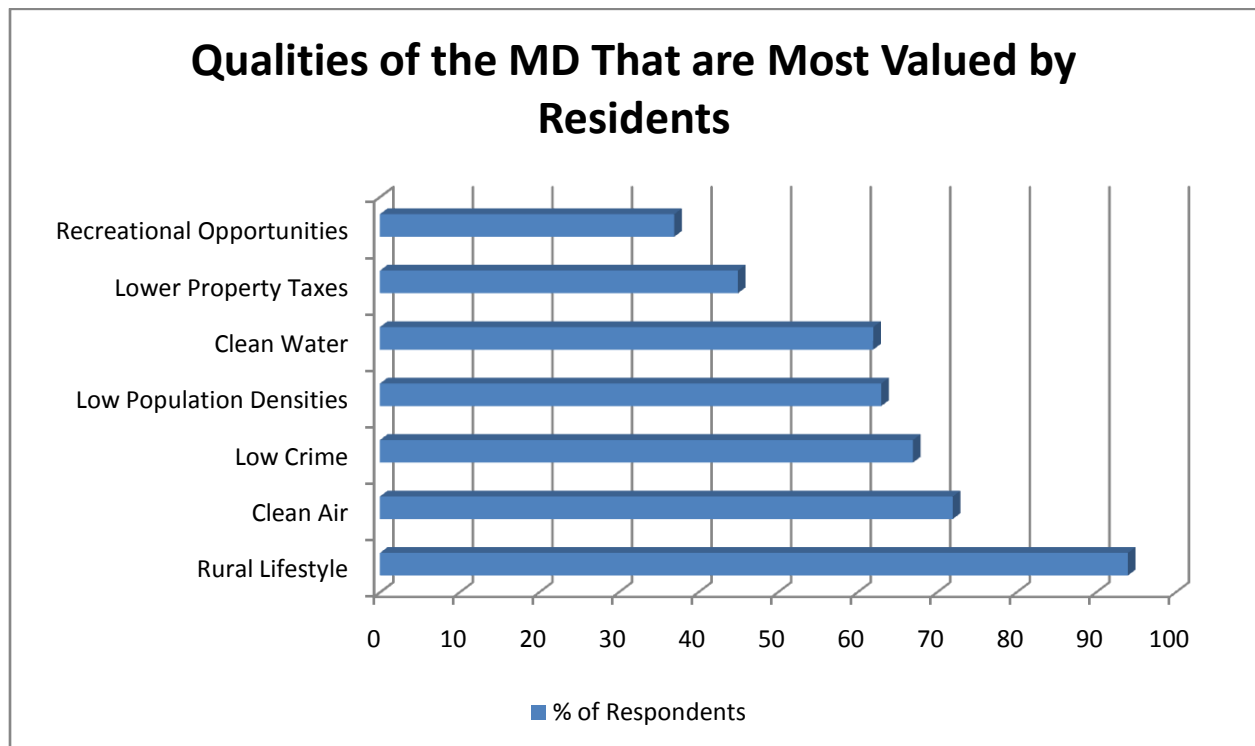
Recommendation: Except for the information presented above, the responses will be presented in summary form taking into account the MD as a whole. Where appropriate, management will use additional demographic information (breakdowns by ward) to ensure that the level of services and

service quality are consistent across the MD. This will allow the municipality to operate more effectively as we will be able to better address regionally specific concerns.

Question 1. What I value most about the Municipal District of Northern Lights No. 22 is: (please check all that apply)

- The rural lifestyle
- Low crime
- Lower property taxes
- Recreational opportunities
- Clean air
- Clean water
- Low population densities
- Other – please explain _____

Response to Question 1.



Conclusion: Based on the responses, there is a clear indication that residents clearly value the quality of life associated with rural based living which typically includes clean air, water and low crime rates. Two areas that showed low value appear to be in the areas of recreational opportunities and property taxes. Two surprising indications were the low scores for property taxes and recreational opportunities. Considering that our taxes are considerably lower in comparison to urban centres and that the MD contains large green zones, numerous streams, rivers and lakes it was predicted that these two

attributes would have scored higher. These lower scores are interpreted to mean that the benefit of these two qualities are not readily apparent.

Recommendation: It is recommended that the municipality focus on the benefit of these two qualities. Complete 2009 comparison of property taxes and draw some direct comparisons to the cost of property taxes in the MD compared to Peace River, Grimshaw, Manning. Ensure that the recreational opportunities are properly showcased in marketing/economic development material to increase awareness.

Question 2. The MD directly provides a number of services which are listed below. Next to each service please indicate your level of satisfaction from 1 to 5 with one being very satisfied and 5 being not satisfied.

If the service has not been utilized by you, please indicate n/a.

Response to Question 2.

	Very Satisfied				Not Satisfied	N/A
	1	2	3	4	5	
Condition of Roads	49	126	141	63	50	4
Road Main. Timeliness	49	127	136	63	44	5
Dust Control	23	69	93	56	74	96
Driveway Plowing	63	72	45	22	20	178
Ag Equipment Rentals	27	40	63	15	4	236
Weed Control	27	54	115	44	31	117
Pest Control	19	54	76	32	26	176
Backsloping Program	16	42	72	20	26	191
Roadside Spraying	31	74	111	47	24	94
Roadside Mowing	93	140	97	38	20	55
Brush Control	49	94	125	38	27	68
Drainage Ditch Maintenance	31	61	104	51	44	104
Dog Control	18	39	47	29	18	224
Fire Protection	43	102	95	31	11	99
Water/Sewer Services	19	42	32	7	30	234
Truckfill Water	43	66	43	14	22	191
Airport Services	26	53	54	13	20	214
Library- Keg River	10	8	6	0	6	335



Conclusion: There are two useful pieces of feedback received from this question. The first is to what degree are residents accessing or are aware of these services and second how satisfied are they when they do access them. It is important to understand how residents view our municipal services because it allows us to showcase ones that are readily apparent to everyone like road side mowing and to work on ones that residents seem to have the highest level of dissatisfaction. Generally speaking, it appears that the respondents have indicated that the MD has been doing a fair to good job regarding the provision of services with most of the services falling between the ranges of 2-3 with one being very satisfied and 5 being unsatisfied.

Recommendation: It is recommended that management first investigate the activities that residents deemed to be least satisfied about. Focus will first be on activities that are greater than “3” followed by those that are close approaching that area. Emphasis will be placed on activities that affect larger proportions of the municipality as opposed to activities in which few residents have accessed.

Question 3. The MD currently provides incentives for Doctors in Manning and Grimshaw to ensure our residents recruit and retain good, qualified professionals. Do you feel the MD should be involved in Doctor Recruitment and Retention?

- Yes
- No

Response to Question 3.

Conclusion:

Recommendation:

Question 4. There are some areas of the MD which do not currently have high speed internet available. The MD is researching grants in order to provide high speed internet services to residents. Please indicate how you feel about the following statement:

I believe the MD should be involved in the provision of high speed internet services to residents

Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Response to Question 4.

Conclusion:

Recommendation:

Question 5. Part of Council’s strategic plan is working with the Long Lake Regional Waste Management Authority to look into more opportunities for solid waste management such as recycling centers at the Transfer Stations. Please indicate how you feel about the following statement:

The services currently provided for solid waste management are accessible and no changes are necessary.

Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What services could be improved and how?

Response to Question 5.

Conclusion:

Recommendation:

Question 6. Please indicate how you feel about the following statement:

If recycling centers were available in the MD I would access the service.

Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Response to Question 6.

Conclusion:

Recommendation:

Question 7. In addition to the newspaper subscriptions we provide to all residents of the MD, we are providing information regarding the MD in a full page ad once per month. Do you believe this is a sufficient form of communicating with our residents?

Strongly agree	Agree	Somewhat agree	Somewhat disagree	Disagree	Strongly disagree
<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

If you did not agree with the statement above, how would you like to see communication with residents improve?

Are you aware the MD has a website?

Yes

- no

If yes, have you ever accessed it for information?

- Yes
- No

Response to Question 7.

Do you believe the MD full page ad is a sufficient form of communication with the residents?

Strongly Agree	Agree	Somewhat Agree	Somewhat Disagree	Disagree	Strongly Disagree
63	269	59	8	5	11
15%	65%	14%	2%	1%	3%

Aware the MD has a website?

Yes	251	60%
No	164	40%

If yes, have you ever accessed it for information?

Yes	110	36%
No	199	64%

Conclusion: It appears that the monthly MD information ad is seen as a positive step for the MD as over 94% felt the we are on the right track.

It appears that we have not been proactive enough in promoting the municipality through its website as only 60% of respondents were aware that we had one. It also appears that less than half the people that did respond, have actually used it to gain information. This also indicates that the information is not useful or may be dated.

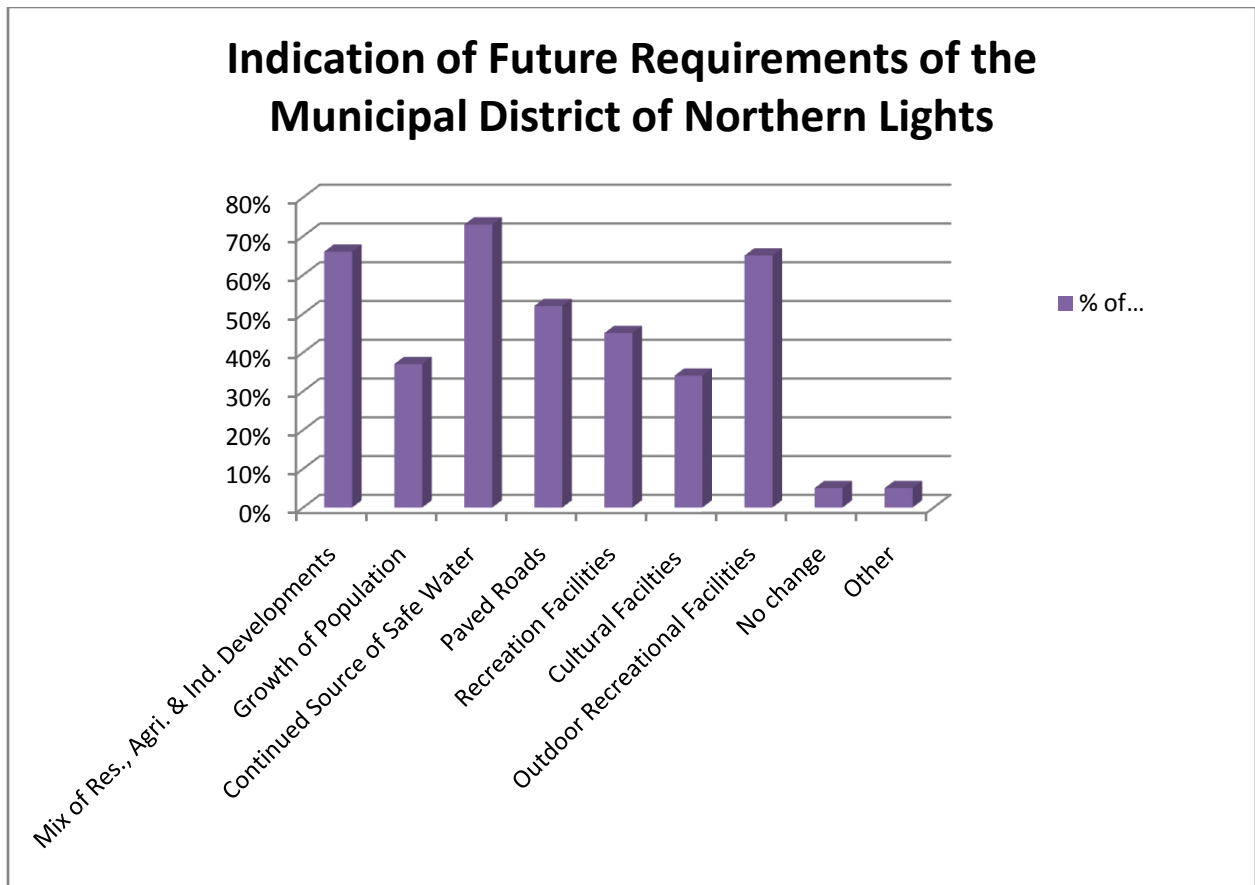
Recommendation: Recent adjustments have been made to make the full page ad look more attractive and ideas are currently underway to showcase/highlight the municipality.

The website will be undergoing a complete revamp as part of the economic development strategy. A focus will be on providing more informative site that residents can use as a resource.

Question 8. In the next 20 years the Municipal District wants to be a strong and vibrant rural municipality. What can we do to ensure that?

- Continued mix of residential, agricultural and industrial uses
- Growth of population
- Ensuring a continued source of safe water
- Paved roads
- Establish recreational facilities (arenas, pools, etc)
- Establish cultural facilities (museums, libraries, etc)
- Outdoor recreational facilities (campgrounds, picnic areas, walking trails)
- No change
- Other (Please explain)

Response to Question 8.



Conclusion: Based on the responses provided, there appears to be three leading requirements that residents want the municipality to focus on in the future. A source of safe drinking water followed by outdoor recreational facilities and continued development were chosen most by the respondents followed by the need for paved roads, recreation, cultural facilities and population growth.

Recommendation: Based on the response, Council should review its Strategic Plan to ensure that the direction is in line with the responses. Obviously the need for safe water has been identified in previous strategic plans and progress with respect to it should be continued. We are currently review our MDP and completing an area structure plan for key development areas so that future development will continue in a methodological fashion. In terms of Outdoor recreation facilities, more investigation into what other municipalities offer and how the expectation gap can be bridged will be assessed. This aspect can be addressed in 2010 Capital Plan.

Question 9. The Council is considering changing from a Municipal District to a County. This is to assist us in becoming more visible and recognizable throughout the Province and across Canada, as many people are more familiar with the term County. Operationally, there is no difference between the two. Would you be supportive of a change in name?

- Yes
- No

If you answered yes, what would be your preference?

- County of Northern Lights
- Northern Lights County
- Other _____

Response to Question 9.

Conclusion:

Recommendation:

Question 10. What is unique about the area you reside in and what would you like to see preserved?

Response to Question 10.

Conclusion:

Recommendation: