



# Cardston County 2017 Citizen Satisfaction Survey

Cardston County appreciates your participation in our 2017 Citizen Satisfaction Survey so that we can better understand the needs of our residents and identify areas for improvement. Your input will help us gauge community satisfaction and help us improve the services the County provides to our residents.

A link to the online version of the survey can be found on the County's website at [www.cardstoncounty.com](http://www.cardstoncounty.com). **We would prefer to receive responses online if possible**, but paper copies of the survey have been sent out with our 2017 Tax Notices in case you are unable to complete the survey online.

Paper copies may be dropped off or mailed to the County office at **PO Box 580, Cardston, Alberta T0K-0K0**.

**Your responses are confidential.**

Please indicate your age:

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- |                                       |                                |
|---------------------------------------|--------------------------------|
| <input type="checkbox"/> Less than 20 | <input type="checkbox"/> 50-59 |
| <input type="checkbox"/> 20-29        | <input type="checkbox"/> 60-69 |
| <input type="checkbox"/> 30-39        | <input type="checkbox"/> 70+   |
| <input type="checkbox"/> 40-49        |                                |

Do you reside in Cardston County?

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- Yes  
 No

If you reside or own land in the County, how long have you done so?

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- Less than one year  
 1-5 years  
 5-10 years  
 More than 10 years  
 N/A

If you reside or own land in the County, which of the following applies to you?

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- I live in a hamlet
- I live on an acreage
- I own land for agricultural use
- N/A
- Other

Do you work in Cardston County?

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- Yes
- No

If you work in the County, in what field do you work?

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- |  |   |
|--|---|
| <input type="checkbox"/> Agriculture   | <input type="checkbox"/> Information Technology |
| <input type="checkbox"/> Public Sector (government, healthcare, education, etc.) | <input type="checkbox"/> Work From Home         |
| <input type="checkbox"/> Trades  | <input type="checkbox"/> Services or Sales      |
| <input type="checkbox"/> Banking & Finance                                       | <input type="checkbox"/> N/A                    |
| <input type="checkbox"/> Small Business Owner                                    | <input type="checkbox"/> Other                  |

Overall, how would you rate the quality of life in Cardston County?

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- Very good
- Good
- Poor
- Very poor
- I don't know

For the following statements, please indicate how strongly you agree or disagree:

	<b>Strongly Agree</b>	<b>Somewhat Agree</b>	<b>Neither agree nor disagree</b>	<b>Somewhat disagree</b>	<b>Strongly disagree</b>	<b>I don't know</b>
<b>County Council considers the interest of residents when making decisions</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>County Council is transparent when it makes decisions</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The County provides quality services to residents</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The County does a good job maintaining roads</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The County does a good job managing taxpayer dollars</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>County staff are accessible and quick to respond to inquiries</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>County staff are helpful when responding to questions and concerns</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>The County communicates information well</b>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

How satisfied are you with the County performance in providing the following services?

	Very satisfied	Somewhat satisfied	Neither satisfied nor unsatisfied	Somewhat unsatisfied	Not at all satisfied	I was unaware of this service	I don't know
Fire Response	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Equipment rentals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Weed and Pest Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Hosting Workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Dust Control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Road Maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Snow Removal	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Water	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Solid Waste Management and Recycling	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Enforcing Municipal Bylaws	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communications	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Financial management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Please indicate how important each of the following sources of County information is to you:

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	Important	Neither important nor unimportant	Not at all important	I was unaware of this source of information	I don't know
Newspaper Ads (Temple City Star, Westwind Weekly, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Annual County Newsletter	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Meetings and Open Houses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
County Website	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social Media (Facebook, Twitter, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Brochures, Pamphlets, Flyers, etc.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Word of Mouth	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Which two of the following sources of County Information do you prefer the most? (Please only select two)

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- Newspaper Ads (Temple City Star, Westwind Weekly, etc.)
- Annual County Newsletter
- Community Meetings and Open Houses
- County Website
- Social Media (Facebook, Twitter, etc.)
- Brochures, Pamphlets, Flyers, etc.
- Word of Mouth

Would you attend a town hall meeting if the County hosted one in your area?

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- Yes
- No

Would you be interested in receiving news from the County via Email?

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- Yes
- No

Would you be interested in receiving emergency alerts from the County via text message?

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- Yes
- No

Which two of the following services are most important for the County to deliver? (Please only select two.)

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- |  |   |
|--|---|
| <input type="checkbox"/> Fire Response         | <input type="checkbox"/> Snow Removal                         |
| <input type="checkbox"/> Equipment Rentals     | <input type="checkbox"/> Water                                |
| <input type="checkbox"/> Weed and Pest Control | <input type="checkbox"/> Solid Waste Management and Recycling |
| <input type="checkbox"/> Hosting Workshops     | <input type="checkbox"/> Enforcing Municipal Bylaws           |
| <input type="checkbox"/> Dust Control          | <input type="checkbox"/> Communications                       |
| <input type="checkbox"/> Road Maintenance      | <input type="checkbox"/> Economic Development                 |
|  | <input type="checkbox"/> Financial Management                 |

Which two of the following services does the County need to improve the most? (Please only select two.)

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- |  |   |
|--|---|
| <input type="checkbox"/> Fire Response         | <input type="checkbox"/> Snow Removal                         |
| <input type="checkbox"/> Equipment Rentals     | <input type="checkbox"/> Water                                |
| <input type="checkbox"/> Weed and Pest Control | <input type="checkbox"/> Solid Waste Management and Recycling |
| <input type="checkbox"/> Hosting Workshops     | <input type="checkbox"/> Enforcing Municipal Bylaws           |
| <input type="checkbox"/> Dust Control          | <input type="checkbox"/> Communications                       |
| <input type="checkbox"/> Road Maintenance      | <input type="checkbox"/> Economic Development                 |
|  | <input type="checkbox"/> Financial Management                 |

In your opinion, what infrastructure projects should the County focus on? (Ex. Regional waterlines, improving broadband and wireless internet, upgrading roads, more recreation facilities, more parks, etc.)

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What other projects or programs should the County look into providing to residents?

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Do you have any other comments you would like to make about Cardston County? (Ex. Council, administration, operations, etc.)

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