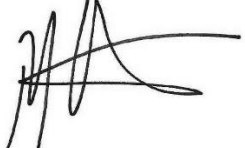



Request for Decision

Title	2017 Resident Satisfaction Survey Results
Proposed Motion	That Council receive the results of the 2017 Resident Satisfaction Survey for information and refer the report to Administration for the purposes of corporate business planning, department operational planning, continued organizational excellence efforts and support to Council's decision making.
Administrative Recommendation	That Council and Administration use the report as a baseline tool to ensure performance measures are monitored work together to continue improving service delivery within Sturgeon County.
Previous Council Direction	<p><u>December 13, 2016</u></p> <p>Motion 449/16: That Council approve the 2017 – 2019 Corporate Business Plan.</p> <p>Motion 455/16: That Council approve the 2017 Operating and Capital Budget as presented in the 2017 Budget Document.</p>
Report	<p><u>Background Information</u></p> <ul style="list-style-type: none"> On September 25, 2013, Sturgeon County awarded the tender for the administration of the 2013, 2015 and 2017 Resident Satisfaction Survey to Banister Research and Consulting Inc. The data collection instrument for the 2017 Resident Satisfaction Survey included topics from the 2015 survey to provide comparable results. A few questions were added to receive additional feedback from residents on how Sturgeon County could improve services included in the survey. Prior to the 2015 Resident Satisfaction Survey, the survey instrument was delivered via telephone interview (landline). In an effort to reach a wider demographic, it was determined that a change to the format and methodology was required. The 2015 and 2017 surveys were made available both via web and print. The 2017 surveys were mailed out to 6,000 households within Sturgeon County. In addition to providing a hard-copy of the survey to each household, a web-based survey option was provided, programmed, and hosted on Banister's confidential webserver. The link for the online survey was provide in the hard-copy package mailed out to all households.

	<ul style="list-style-type: none"> • Surveys were completed online or by mail from May 22 - July 14, 2017. • A total of 1,715 residents completed the survey, providing a margin of error no greater than $\pm 2.0\%$ at the 95% confidence level, or “accurate 19 times out of 20”. • All results were gathered and interpreted by Banister Research and Consulting Inc. <p><u>External Communication</u></p> <ul style="list-style-type: none"> • The Resident Satisfaction Survey results will be shared with external stakeholders via news release, FYI, website and social media. <p><u>Relevant Policy/Legislation/Practices:</u></p> <ul style="list-style-type: none"> • Strategic Plan Policy - PLY_GOV_ELE_Strategic_Plan_2014 - Strategic Plan 2012-2021
Implication of Administrative Recommendation	<p><u>Strategic Alignment:</u></p> <p>Maintain and Enhance Strong Communities - The biannual Resident Satisfaction Survey is used to measure the impact and importance of the majority of the County’s key programs and services and demonstrates Strong Regional Leadership and a commitment to the community to maintaining and enhancing strong communities.</p> <p><u>Organizational:</u></p> <p>The information contained in the survey results will be vital to all departments for future planning or budgeting.</p> <p><u>Financial:</u></p> <p>None.</p>
Alternatives Considered	None.
Implications of Alternatives	None.
Follow up Action	<ol style="list-style-type: none"> 1. Provide the survey report to department managers and staff for planning. 2. Make the report and presentation available to the public via the website. 3. Incorporate results in Requests for Decision and other briefing materials as appropriate.

Attachment(s)	1. 2017 Resident Satisfaction Survey Report 2. Strategic Plan Policy
Report Reviewed by:	 Rick Wojtkiw, GM Corporate Support  Peter Tarnawsky, County Commissioner - CAO

Strategic Alignment Checklist

Vision: Sturgeon County: a diverse, active community that pioneers opportunities and promotes initiative while embracing rural lifestyles.

Mission: Provide quality, cost effective services and infrastructure to meet the diverse needs of the Sturgeon County community, while improving competitiveness and sustainability.

Focus Areas	Not consistent	N/A	Consistent
Strong Local Governance and Regional Leadership			
<i>We promote consistent and accountable leadership through collaborative and transparent processes (Strategic Plan, pg. 27 MDP)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Consistent with neighborhood role (see MDP), master plans, policies 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Considers fiscal stability and sustainability 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Has a positive impact on regional and sub-regional cooperation 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Respect the Natural Environment			
<i>We acknowledge the importance of a healthy environment and will minimize and monitor our impact on ecosystems (Strategic Plan, pg. 27 MDP)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Compliance with Provincial and Federal regulations and/or legislation 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Ensure effective environmental risk management 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Community Identity & Spirit			
<i>We will build upon our strengths, where together we will create an inclusive, caring community (Strategic Plan, (Strategic Plan, pg. 27 MDP)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Promotes and/or enhances residents' identification with Sturgeon County 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Enhances service provision through community partnerships 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Supports Sturgeon County's cultural history 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Planned Growth and Prosperity			
<i>We encourage varied and integrated enterprises that enhance our strong economic base, while balancing the needs of the community and natural environment. (Strategic Plan, pg. 27 MDP)</i>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Does the proposal align with the Integrated Regional Growth Strategy (map/policies) pg. 26 MDP 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Considers cumulative costs and long-term funding implications 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Targets growth around current or planned infrastructure 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Maintain and Enhance Strong Communities			
<i>We are committed to a safe, secure community, where our residents are respected and provided with access to opportunities. (Strategic Plan, pg. 27 MDP)</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Positive impact on residents' quality of life 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Supports and promotes volunteer efforts 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Provides programs and services that are accessible to all residents 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Operational Excellence			
<i>We have the organizational capability to deliver consistent and defined levels of service to all stakeholders in a professional, efficient, and cost effective manner</i>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Staff have the knowledge, skills and capability to perform their jobs 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Streamlines operational processes and policies 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
<ul style="list-style-type: none"> Promotes engagement and professional interaction with stakeholders 	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
<ul style="list-style-type: none"> Considers a cost-structure which allows Sturgeon County to remain competitive within a regional, national and global context 	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>