

# Annual maintenance program communication Satisfactions survey for residents

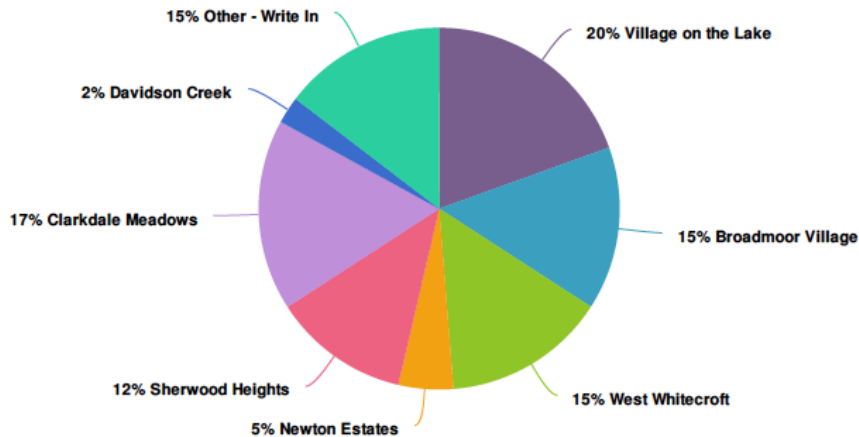
Report prepared December 13, 2018

Strathcona County invited feedback from residents related to annual maintenance programs. The purpose of gathering input was to improve communication to residents related to annual maintenance construction projects in residential and rural subdivisions, such as improvements to roads and sidewalks.

## Survey overview

From late-August to mid-October, residents in a cross-section of urban and rural subdivisions were invited to complete an online survey about the construction in their area. Two of the urban neighbourhoods included areas where pedestrian safety features were added to the neighbourhood. Residents were notified of the survey by a flyer hand-delivered to their front door. There were 41 respondents in total.

### 1. Which subdivision or neighbourhood do you live in?



The majority of the questions focused on evaluating their satisfaction with the timing and content of the communication they received, along with whether they inquired about the work being done through various channels, including phone, website or County Connect.

## Survey highlights

The primary communication tools for annual maintenance programs includes a door hanger, a notice letter and the County website. The results included the following:

Door hanger

- 80 per cent received the door hanger
- 91 per cent found the door hanger at least somewhat useful for understanding the work involved

Notice letter

- 75 per cent received the notice letter
- 83 per cent found the content at least somewhat useful for understanding the project impacts
- 63 per cent found the letter at least somewhat useful for understanding the project timelines

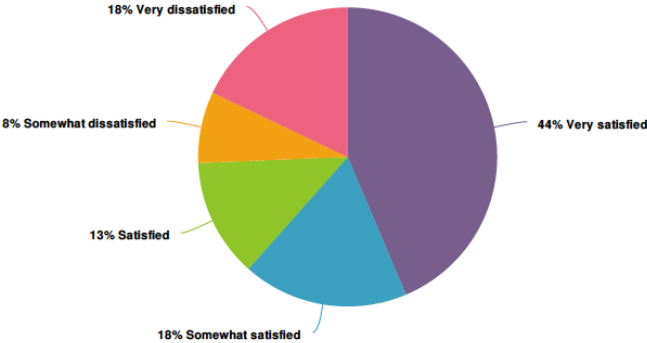
Website

- Only 50 per cent knew they could visit the County website for more information
- 43 per cent visited the website
  - o Of those, only 13 per cent found the info they were looking for
  - o Of those, 25 per cent viewed the CountyWorks webmap

Overall satisfaction

- 74 per cent were at least somewhat satisfied with the quality of construction on their street
- 74 per cent felt at least somewhat informed about what to expect for construction on their street

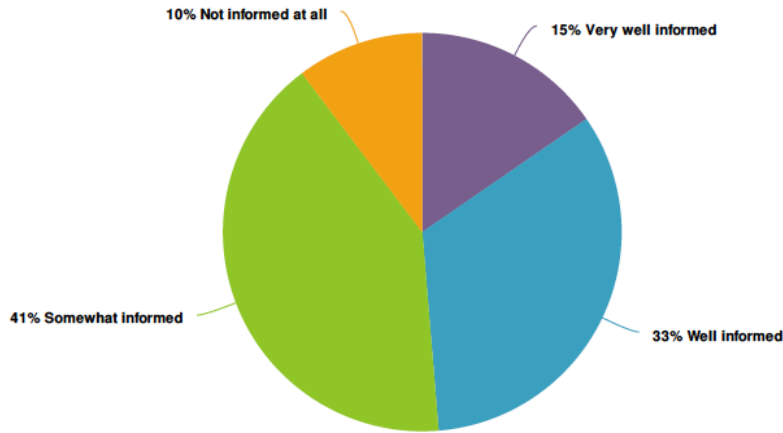
29. Overall, please rate your satisfaction with the quality of the construction on your street.



Value	Percent	Responses
Very satisfied	43.6%	17
Somewhat satisfied	17.9%	7
Satisfied	12.8%	5
Somewhat dissatisfied	7.7%	3
Very dissatisfied	17.9%	7

Totals: 39

30. Overall, please rate how informed you were about what to expect with construction on your street.



Value	Percent	Responses
Very well informed	15.4%	6
Well informed	33.3%	13
Somewhat informed	41.0%	16
Not informed at all	10.3%	4

Totals: 39

The open-ended comments included themes related to changing timelines and landscaping concerns.

### Next steps

For the 2019 construction season, Transportation and Agriculture Services will look to improve communication to residents in order to better manage expectations and understanding of the impact of annual maintenance programs.