

MEMORANDUM



Date : June 19, 2017
To : Committee of the Whole
From : Deputy Manager of Operations and Sustainability
Subject: Citizen Satisfaction Survey Update – Communications and Engagement, and Funding of Services and Service Levels

Background

This is the second memo about the results from the Citizen Satisfaction Survey. The first one summarized the results of the Economic Development and Water Conservation sections. This memo summarizes the Communications and Engagement, and Funding of Services and

Service Levels sections.

Reporting Out

Staff plan to report on different topics each month from now until the end of the summer to allow for time to prepare an analysis and for Council to have the time to consider each topic. An action plan will be prepared in addition to the results summary.



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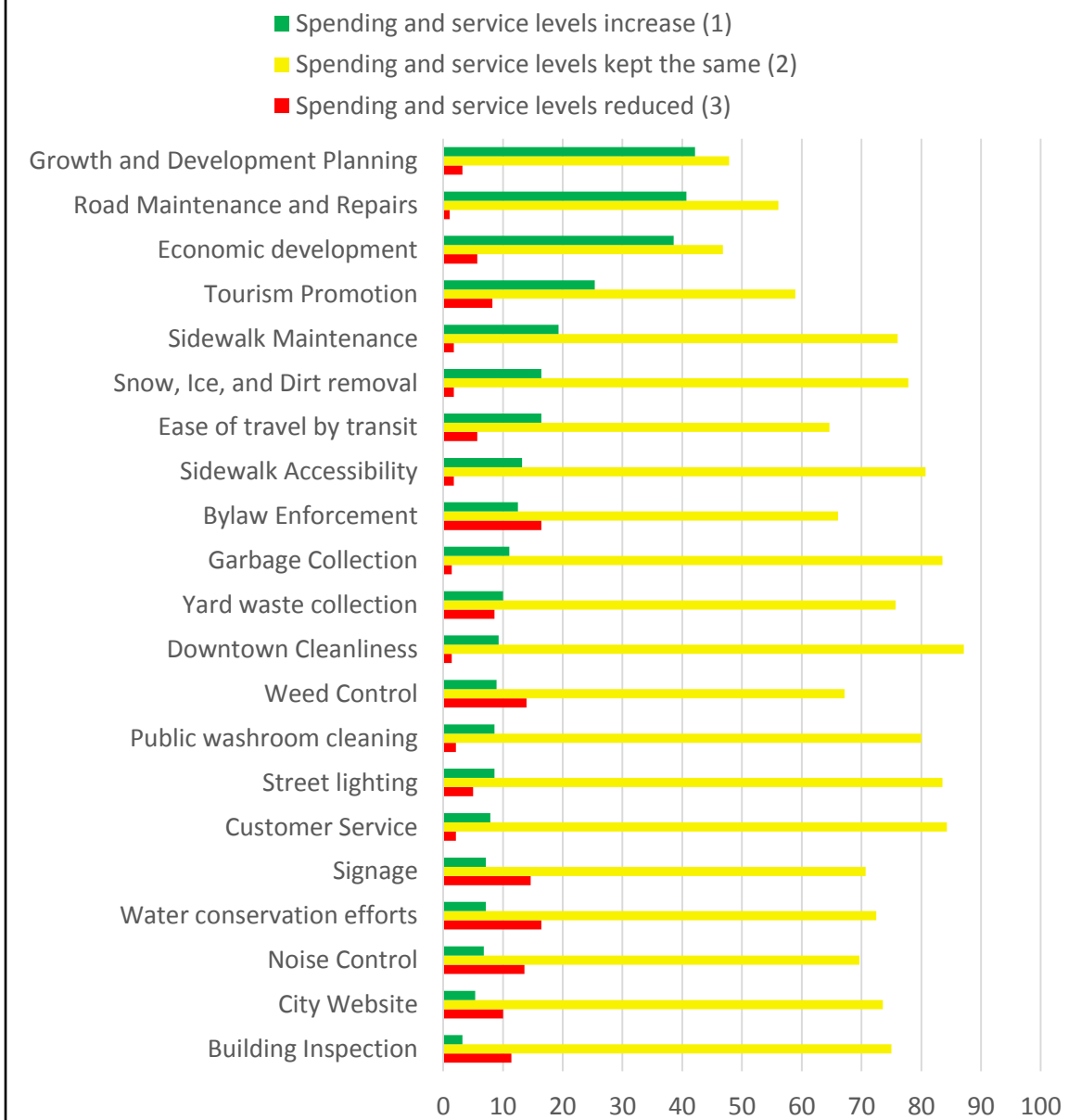
Funding and Service Levels

The majority of residents indicated they would like the spending and service levels kept the same for most services in the survey. The exceptions were a strong proportion of residents (25-42 percent) would like to see increased spending and service levels for Growth and Development Planning, Road Maintenance and Repair, Economic Development, and Tourism Promotion. No service saw more than seventeen percent of residents indicating they would like to see spending decrease. The services with more than ten percent of residents indicating they would like to see a spending decrease were Water Conservation Efforts, Bylaw Enforcement, Weed Control, Noise Control, Building Inspection, and Signage.

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Chart 1: Funding and Service Levels



Communications and Engagement

Residents feel that the City could improve its communications on key issues and on decisions made by Council. They find that the newspaper, website, and fact sheets are

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the most useful means of communicating. Close to ninety percent of residents want to be included in decision making around new projects, and they want to be engaged mainly through surveys and public meetings. Most residents currently connect with the City in person, through the phone, email, and the City's website.

Chart 2: Information about key issues

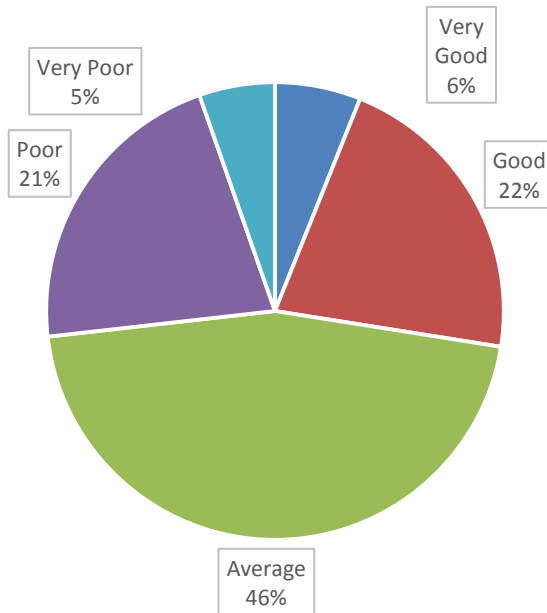
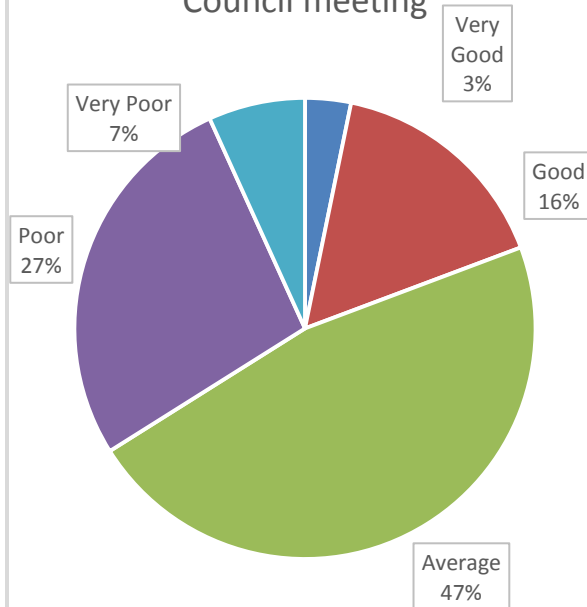


Chart 3: Communication and advance knowledge of decisions to be made at each Council meeting



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Chart 4: Communication of Council decisions to public

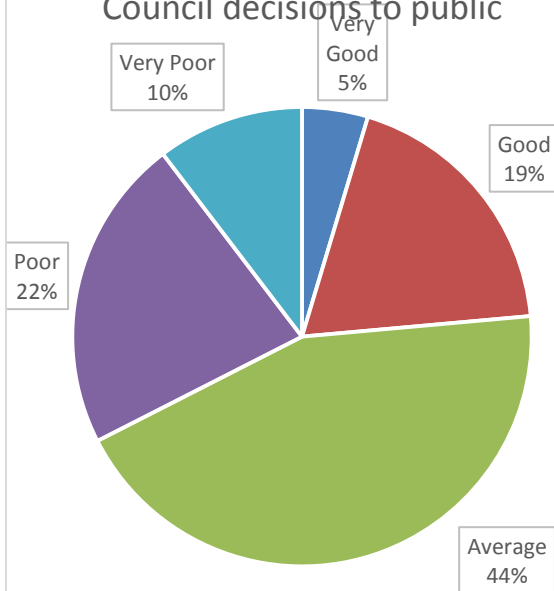


Chart 5: What top three ways of communicating information about issues and decisions are most useful for you?

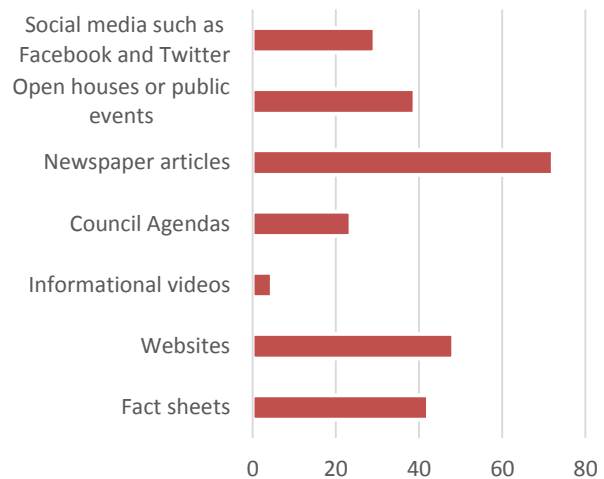


Chart 6: How would you like to be engaged to gather your input about important issues?



Chart 7: Which types of issues should the City be gathering more public input about before making decisions?



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Chart 8: How do you currently connect with the City of Grand Forks?

