

TOWN OF MAYERTHORPE 2010 COMMUNICATION SURVEY September 14, 2010

1 Please rate the Town's overall communication by checking off one of the following:

Excellent	Good	Fair	Poor	Neutral	Total
7	21	10	4	2	44

2 Which form(s) of communication do you prefer?

Weekly Paper	Public Information Sessions	My Mayerthorpe Facebook Page	Community Channel	Quarterly Newsletter	Notices in Utility Bills	Surveys	Information Magnets	Website	Press Releases	Information Brochures	Other	Community Event Signs
23	6	23	2	22	30	11	20	11	11	7	1	

3 Are you satisfied with the quality and frequency of information that you are being provided?

Yes	No	Unanswered
21	7	3

Comments:

Should be monthly to help keep everyone informed. If the information was monthly maybe different community groups (service providers) could also be asked to make a report, ie. Youth groups, legion, kinettes, seniors centre, diamond centre, curling rink, fallen four park, tumble tots, ag society, lite up committee, golf course, fcss, arena committee, minor hockey, minor ball etc. Maybe hearing from the many volunteer groups that work hard to make this community stronger would help stir up the % of community people that do nothing and bitch a lot. Maybe we could open come more minds to that % that doesn't support our town they live in. Maybe hearing from business owners that work hard to provide a service for our community would help that % of non supporters realize how grateful we should all be to have these services in our town. This town needs help to change the minds of so many non Very little in Paddle Post.

Mayor's column too self-centered and too much about arena- except finances, i.e.. Arena/pool split.

But sometimes I wish there was more notice time, sometimes seniors need to get help to gather items together i.e.. Cleanup, round ups.

Great job! Thank you!

I don't get information far enough ahead to the event.

Many things are happening in the town that I do not know anything about at all.

There was virtually no info on the new arena or new pool situation for months at a time, even after repeated requested by citizens for progress reports and answers to questions.

I had "invited, welcomed" opinions on your face book page that were deleted. I made an effort to "get involved" .. The dog park was MY IDEA for example. Sad that those who INVITED ALL OPINIONS changed their tune when another person made trouble!

It would be nice to see the town continue using Face book and start using Twitter as a means to communicate. In addition the town should use Face book or Twitter on a larger scale to send town hall meeting minutes etc.

I find it difficult to know what is going on in town.

Lack of quality. Need a pro to do it properly with more insight and experience.

Yes! Communication has improved considerably!

Yes! I really like the newsletter, good information!

It is a good start but I fell it could be improved upon. Information seems selective at tiles and while communication is flowing one way from the town to the public it would be nice to see more two-way communication occurring. This survey is a good start for two-way communication. Public forums are also good but in this day and age the best way to get public input is the Internet, because of convenience. I've enjoyed the "My Mayerthorpe" Face book page to get a better idea of what is concerning my fellow residents and it would be nice to see the Town add a weekly or monthly question to their website polling the public on different issues and displaying results.

4 Are there other forms of communication you would like to see the Town utilize?

Public Forums
TV

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Computer

I like the signs regarding upcoming events!

The current forms cover pretty much everything!

Put information on bulletin board for garbage/recycle pickup.

E-mail

Twitter, and being more efficient with the ones already available - e.g.. Keep the website up to date and strive to make it more useful.

Let people have their say...we all live here and we all have a right to be heard!

Use existing avenue already budgeted for, utility bill mails. Get people used to messages being communicated there.

More road paving!!!

Twitter would be very helpful to link residents to information that effects the town and residents.

Radio, Face book, and updated website, flyers around town.

Hire a communications professional to design an appropriate plan, develop quality products that are well written and designed, and evaluate to show results. Right now communications efforts fell arbitrary and poorly executed, and in some cases, there aren't any communications at all!

Radio would be nice if affordable.

The radio. The Whitecourt country station has a blurb where residents submit questions and the Mayor answers the questions on the radio. It would be nice to see something like this done for Mayerthorpe where residents can submit questions based on what really matters to them and have them answered instead of generic information just being fed to them.

It would be nice to see a web blog written by the Mayor or one of the town councillors posted on the town webpage, updating residents on a weekly basis.

5 What information would you like to see published?

The correct information at our town entrance, neither Rod and Denny Hay were world champions they are canadian champions. Denny Hay is an Olympic Champion which is already If possible, compost hours on the information magnet.

Listings.

Upcoming Events, Town Council reports after each meeting.

Educate the public on house renovations, what you need permit for, what can you do without a permit.

Any plans and or hopes to improve the quality of life here - to make it a village we can be proud of - to attract new residents.

Everything, Bylaws, rules, regulations, changes, current events, budgets, etc.

Everything we are getting now Keep it up, please.

What mayor and councillors are proud of weekly in Town. How the Town has helped local businesses stay in town and succeed.

A years worth of events in advance ie. Big item pickup.

All local events, local improvement that's being done, updates eg. The new arena status, any new initiatives, history info, meeting info.

Weekly updates on all departments so citizens wouldn't have to call the town office to ask whats happening. Major project updates, public works updates, council updates, people want to know how their tax dollars are being spent. No one wnts to hear what the mayor thinks about reducingmedical costs in the province, that is a provincial issue and he wrote an entire column on it. Stick to the issues that are of a municipal nature!

Anything pertaining to the Town.

Employment for locals for our new arena.

Events, public opinion polls, news articles, town council thoughts, proposed bylaws, etc.

Groups, clubs, events.

Anything and everything, in a more thoughtful and engaging package. Events, changes, status of ongoing projects, recognition and personal stories of things going on in town etc.

6 Which of the following newspapers do you regularly read?

Mayerthorpe Freelancer	Paddle River Post	Community Voice	Whitecourt Star	None	Other
27	35	12	12	4	1

7 Which age category applies to you?

18 - 35	36 - 55	56 - 75+
13	16	12

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8 Where do you live?

Town of Mayerthorpe	Lac Ste. Anne County	Woodlands County	Other
34	5	3	1

9 This survey was completed by:

Individual	Household	# People	Business
23	19	47	1