



Appendix A



**Initial Community Champions
Qualitative Survey**

Parkland County Hamlet Reinvestment Strategy

**Qualitative Interviews with
Organizations and Residents**

Prepared for MNP

July 2020

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Trend  research

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Screener

Discussion Agenda

Background and Methodology

MNP is in the early stages of developing a Hamlet Reinvestment Strategy for Parkland County. In order to provide MNP and Parkland County with an initial understanding of attitudes and perceptions of those living and working in the County's hamlets, a series of in-depth telephone interviews were conducted.

A total of 20 interviews were completed between June 22 and 29, 2020. Each interview took approximately 30 minutes to complete. Eleven of the interviews were with representatives of organizations operating in the hamlets, and nine with hamlet residents. It should be noted that most of the organization representatives interviewed also lived in a Parkland County and were able to provide feedback from the point of view of their organization and as a resident.

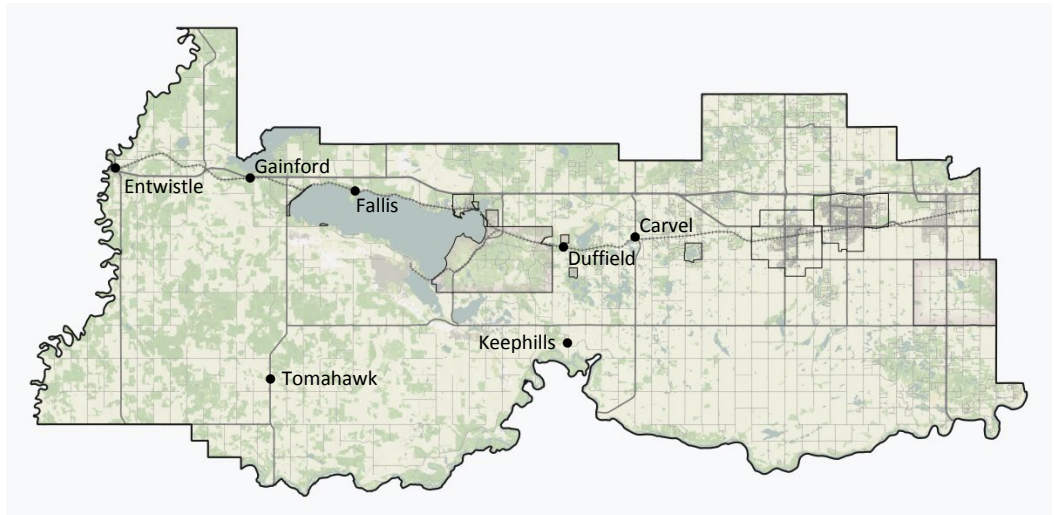
Representatives from local organizations were recruited from lists provided by Parkland County. Residents were recruited at random through a list of local telephone numbers acquired by Trend Research.

Participants were recruited across all hamlets (including Carvel, Duffield, Entwistle, Fallis, Gainford, Keephills, and Tomahawk). And efforts were made to ensure a good mix of participants in terms of gender, age, those with and without children, and long-term residents versus those who have recently moved to Parkland County.

The discussion agenda was designed to:

- Get to know the participants,
- Assess understanding of Parkland County services,
- Assess satisfaction with Parkland County services, and
- Get their input on how Parkland County can support economic development, growth and sustainability in their hamlet.

Copies of the recruitment screener and discussion agenda used are appended to this report.



Key Observations

Residents have a strong sense of connection to the hamlet where they work or live. However, their sense of connection to Parkland County is not as strong. Each hamlet appears to be “outward facing”. In other words, participants are drawn to communities outside Parkland County for services and employment. For instance:

- Entwistle, Gainford and Fallis are drawn to Evansburg,
- Carvel, Duffield, and Keephills are drawn to Spruce Grove and Stony Plain, and
- Tomahawk is drawn to Drayton Valley.

When asked about economic development and hamlet revitalization, there was no consensus of opinion. Instead, participants expressed a wide diversity of opinions. Moreover, opinions also seemed to be dependent on whether a hamlet was:

- On the east or west side of Parkland County,
- Close to or off Highway 16, or
- More rural versus more of a bedroom community.

When thinking about economic development, participants tended to naturally focus on one of following areas, depending on their personal situation and perspective:

- The need for more businesses and services in their hamlet,
- Promoting entrepreneurship and home-based businesses,
- Attracting industry,
- Attracting tourism,
- Revitalizing schools and community facilities, and
- Increasing recreational opportunities.

Participants also tended to mention a number of specific projects that would enhance their particular hamlet.

Despite the diversity of opinion heard, there is a strong consensus on what makes Parkland County a great place to live. What residents and organizations value most about Parkland County is the charm of rural and small-town life, and the natural beauty of the area. But they also value that all the services they need are close at hand.



Research Participants

A total of 20 interviews were completed, including eleven with representatives from organizations operating in or near hamlets in Parkland County and nine with hamlet residents. Most of those speaking on behalf of organizations were also hamlet residents, so they could provide feedback from the point of view of their organization, and as a resident.

The organizations that took part in this research included small businesses, agricultural operations, public services, and community associations. The residents who participated included a mix in terms of age, whether they work inside or outside Parkland County, the type of work they do, and the years they have lived in Parkland County. Between one and six interviews was conducted with people from each of the following hamlets: Carvel, Duffield, Entwistle, Fallis, Gainford, Keephills, and Tomahawk.

Strong Sense of Connection with Hamlet

All research participants reported having a strong sense of community and a strong attachment to their community. Those who have lived in Parkland County have fostered relationship with the neighbours over several years. Newcomers report that their community was very welcoming, and that it was easy to get to know people.

Common ways of connecting with their local community are through:

- Meeting and talking with their neighbours (at the school, church, local store, post office, or farmers market),
- Volunteering (at school, church, or with community groups), and
- Community groups and events (including sports, music, arts and crafts, nature and conservation, and community suppers).

Although participants felt strongly connected to their hamlet, most do not have a strong sense of connection with Parkland County or the other hamlets in the County. That's because it's common for people to travel to communities outside of Parkland County when they need products or services that are not available in their hamlet. For instance, those in:

- Entwistle, Gainford and Fallis are drawn to Evansburg,
- Carvel, Duffield, and Keephills are drawn to Spruce Grove and Stony Plain, and
- Tomahawk are drawn to Drayton Valley.

The few circumstances that might prompt someone to visit another hamlet in Parkland County include visiting a recreational area, or attending a class or event at a school, library, or community hall.



Research Participants (Continued)

Sources of Information

Apart from the “gossip” they hear from friends and neighbours, participants also mentioned relying on the following sources for information to stay informed about what’s happening in Parkland County:

- The Stony Plain Reporter,
- Community Voice Newspaper,
- The Parkland Communicator,
- Facebook community groups and other social media,
- Posters at community mailboxes or on bulletin boards,
- Information provided by the local MLA (Shane Getson), and
- Personal acquaintances who work for Parkland County (including Councilors and staff).



Parkland County Services

High Awareness of Road Maintenance and Snow Removal

When asked to name services that Parkland County provides, almost all research participants mention road maintenance and snow removal. But beyond this service, they struggle to name others. The only other services mentioned by at least two participants include:

- Libraries,
- Planning and zoning,
- Parks and natural areas,
- Sports and community facilities,
- Weed and grass cutting, and
- Waste management (including the waste transfer station).

High Importance of Enforcement and Emergency Services

In order to provide participants with a broader understanding of the services provided by Parkland County, they were read a comprehensive list of services (see discussion agenda). When presented with this list, participants were most likely to pick enforcement and emergency services (including police, fire and ambulance) as the services that are most ~~the most~~ important for their family or the success of their organization.

When reflecting on the importance of enforcement and emergency services, participants mentioned on their concerns about increases in rural crime and vandalism, and their frustration about response rates when they contact the police. In terms of ambulance and fire, most felt response times in their community were good.

It's telling that the services people value most from Parkland County are not services that are not top-of-mind. That's likely because when people think about policing, they think mainly of the RCMP (and not Parkland County Peace Officers). And they associate the RCMP with the federal government. In terms of ambulance services, people tend to associate this with the provincial government. In terms of fire services, people think of it as a highly localized service, rather than a County service.

Other services mention as being important by at least two participants include: road maintenance, community centres and facilities, internet services, parks and natural areas, and agricultural services.



Parkland County Services (Continued)

High Overall Satisfaction with County Services

Participants were reluctant to call ~~say~~ any of the services provided by Parkland County are unimportant or of lesser importance. All agreed that, although not every service is important to them personally, they are important for the community as a whole.

When asked if they are satisfied with Parkland County's services and facilities, participants express a high level of satisfaction with all services. Again, they were reluctant to name any services as being poorly delivered or in need of improvement.

As mentioned earlier, some people expressed concern about rural crime and vandalism, and the responsiveness of the RCMP. Some people also mentioned frustration with a specific issue they had with Parkland County (for instance, the cancelation of the Parkland County Road Trip, not getting a requested road sign, or not getting their road paved). But, overall, participants think Parkland County does a good job delivering services.

"The rec facilities are top notch."

"I've lived in a dozen places, and compared to other places, the County of Parkland is peak-of-the-pile."

"They're on top of things, I think."

"I have no complaints. They always do a good job when it snows. They keep the roads clean and safe."

"You don't think of the County much. And that's a good thing because it means they're doing their job."

"Everyone I have interacted with at the County has been good. They are responsive and will always try to do their best for you."





Hamlet Reinvestment

When asked for their ideas about what Parkland County can do to encourage economic development, growth and sustainability in the hamlets, participants offered a wide variety of responses. There was no clear consensus in the answers given, and many of the answers were highly specific to the particular hamlet where the participant lives or works. But some key themes did emerge.

Need for More Businesses and Services

A number of people focused on the importance of attracting more businesses and services to their hamlets. Those living on the west side of the county, or far from highway 16, were particularly likely to mention the need for more businesses and services.

“We just need more services out here. We often get forgotten. You can’t even get a parcel delivered. You have to go and pick them up.”

“Some small businesses would be nice. It would be great to have a nice little café to visit.”

“They need to promote and attract businesses to come further out than Stony Plain or Spruce Grove.”

“Having services close by so you don’t have so far to go is important if you want people to move here.”

“We’re pretty well served. But childcare is another issue. Apart from the odd private home, there aren’t a lot of childcare options.”

“I’m always running into Stony Plain for things. Any services they can add out here that will save me a trip into Stony Plain would be great.”



Hamlet Reinvestment (Continued)

Promoting Entrepreneurship and Home-based Businesses

In addition to attracting businesses that can provide services to local residents, many discussed the importance of promoting Parkland County as a great place to work.

“COVID-19 has taught us that people can work anywhere. We need to get the message out there about the lifestyle that’s available out here and how easy it is to work out here too.”

“I’d like them to provide workshops for home-based businesses, to help people with an idea get their business off the ground. There can be a lot of hoops to go through to start a business. It would be good if people could get some help developing a business plan.”

“Access to the internet and internet literacy is really important if you want people to succeed.”

“Sometimes the amount of permits required seems excessive. And some of the rules don’t make sense for all areas of the County.”

“The permits required to start a business take too long. That needs to be streamlined.”

Attracting Industry

When thinking about economic development, most people focus on small businesses. But some also see the need to encourage industrial development as well.

“There’s a lot of potential for attracting businesses to Acheson and along the highway 16 corridor.”

“They rushed the closure of the coal plants. They need to attract some new industry out here to put people back to work.”

“We can’t survive without economic development. Lots of people commute to Edmonton, and there are lots of retired people. We need some industry for the people who want to live and work out here.”

“I’m not opposed to industry and growth. But I wouldn’t want the kind of businesses that would increase the traffic too much.”

“With the downturn in oil and gas, the hamlets are really starting to struggle.”



Hamlet Reinvestment (Continued)

Attracting Tourism

Tourism is of particular importance to the hamlets close to Wabamum Lake. However, there is a widespread belief that more needs to be done to encourage the economic potential of tourism.

“We need better signage, so people know what’s in the area. So they can see where the opportunities to stop are.”

“The County used to organize a road trip where you could visit businesses, galleries, and antique stores along highway 16. They told us ~~we~~ they wouldn’t be doing that anymore. But this was a good program and should be reinstated.”

“We need to be open-minded about tourism. We’ll die without tourism. But let’s retain our uniqueness. I don’t want to see chains like Starbucks. I’d like to see us develop the way Tofino has. Let’s maintain the village feel. Let’s keep it sacred and unique.”

“Parkland County needs to establish destinations. People must be given a reason to go here.”

“It would be good if they could build a nice spot to stop on the highway. Maybe something with a car wash and an A&W. Give people driving through a reason to stop and provide some jobs for the locals.”

Revitalizing Schools and Community Facilities

A number of participants mentioned the need to maintain and enhance local facilities in order to support a vibrant communities.

“They’ve got to maintain the community buildings and make better use of them. I’m worried they are under-utilized and we’re going to lose them. Maybe the County Council could rotate around the hamlets when they have their meetings?”

“The small hamlets are in desperate need of revitalization. Our facilities need repairs.”

“They should develop better relations with the school. That way, more services can be delivered through the school. For instance, I think the school gym could be better utilized for activities and community events.”

“If you close the school, then the hamlet is gone. I don’t know if there’s much potential for growth. But we need to keep the school open.”



Hamlet Reinvestment (Continued)

Increasing Recreational Opportunities

A number of participants pointed to the importance of developing more recreational opportunities in order to enhance quality of life in Parkland County and make it a more appealing place to live.

“I’d like to see more bike trails and playgrounds in the subdivisions. People need activities so they don’t get into trouble. If they could encourage more family activities, it could help alleviate crime.”

“They need to create more recreational opportunities. Create programs at the leisure centre so people can meet up.”

“We could sure use a baseball diamond.”

“They removed the ramp park, and it would sure be good to get a new one.”

“The walking trails and natural areas are phenomenal. Maybe create a map and encourage people to try a new area, instead of always going to the ones close to you. That way you’ll have a chance to see the other hamlets and what’s available there.”

“The future depends on young people. These small hamlets will have a problem surviving if they can’t attract young people. And to attract young people, there has to be things for them to do.”

Community-Specific Projects

Participants also mentioned a number of specific projects that could enhance their particular hamlet.

“The school in Tomahawk is about ¼ mile from the school. We need a safe walking trail between the town and the school.”

“We need to expand the walking trails. We need a safe walking trail to connect Evansburg and Entwistle.”

“We need some beautification. Like any small town, there are some lots that are full of junk. It would be good to clean those up.”

“The main thing is that we’re not forgotten. Particularly here on the west side of the County. Each hamlet is unique, and that should be recognized.”





Hamlet Reinvestment (Continued)

Other Ideas

Finally, participants offered some other interesting ideas for promoting and managing growth in Parkland County.

“Improve the process for approving subdivisions. Clustering houses together makes service delivery more efficient. So make smart development easier.”

“I’d like to see them organize a community advisory board, consisting of landowners and influencers, to figure out how to build a better community. Not to change the power structure in the County. But to support the Councilors and the County staff.”

“There’s a huge buy local movement, and we need to feed into that. We need more farmers markets, and more ways for people to discover what products and services are available locally.”

“In addition to doing things to attract growth and business, it would be good if there were projects that could bind the community together. Building a skating rink isn’t just about the rink. It’s about bringing people together and giving them a sense of ownership in their community.”

“Growth is inevitable. But let’s make sure it’s well managed and not willy-nilly.”





Parkland County Brand

There was little consensus around economic development and the way forward for Parkland County. However, there is a strong and consistent agreement on what makes Parkland County and great place to live and work.

“A place where you can avoid the crowds.”

“We can’t compete with the big markets in some ways. But we offer an alternative way of life. There’s plenty of land. It’s affordable. You can be part of a community.”

“We’re out of the way. But you can still enjoy good access to doctors, medical services, and schools.”

“The appeal for city people is that it’s quiet out here. There are lots of lakes, and activities in all four seasons. There are incredible things here for families.”

“We’re addicted to the serenity.”

“People in the city need to know how affordable it is out here. They also need to know that they don’t have to be intimidated by the rural lifestyle because there are lots of people out here who will help you.”

“Good schools. Good local services. Wonderful events. Four season recreation. Never crowded. More family time. Everything you need is out here.”

“The best of both worlds. You’re in a rural area, but all the services your need are close by.”

“Lots of people are thinking of leaving the cities to be part of an authentic community.”

“Young people are really focused on living a sustainable life – growing their own food, connecting with nature, and living a healthier lifestyle.”

“The real estate market out here has been active and strong. It’s a good place to invest.”



Next Steps

Development of a Communications Plan

Although there is not a strong consensus around ways to foster and encourage economic development, there is a strong consensus in terms of what Parkland County and the hamlets have to offer. A communications plan should be developed around this common vision, and the need to preserve, promote and enhance what people value most about life in the hamlets of Parkland County.

Conducting Townhalls

The participants who took part in this research were highly cooperative and provided very thoughtful input. However, it should be noted that it was challenging to recruit participants. Most people contacted turned down the offer to participate. And many of those who did agree to participate acknowledged that they have given little thought to the topic of economic development before doing the interview. It could be challenging to attract a high level of participation to a conventional townhall on the topic of hamlet reinvestment. And, or course, participation rates could be further challenged by COVID-19 restrictions.

When in-person townhalls can be organized, consideration should be given to innovative ways to increase participation. For instance, could they involve some sort of entertainment and be promoted as a way for people to socialize with friends and neighbours? Could they be combined with some other festival, event or gathering?

Quantitative Research

The population in the hamlets is small, and MNP and Parkland County may want to consult with residents on multiple occasions. As such, we believe each phase of research needs to be meaningful in order to keep residents engaged. The original plan was to follow-up this phase of qualitative research with quantitative research. However, given of the wide diversity of opinions heard, the value of conducting a ~~qualitative~~ survey at this time is unclear.

Our recommendation is that quantitative research be conducted after the communications plan is launched. The timing of the survey should correspond with the mid-point of the campaign (when it is reasonable to expect that approximately half of all residents would have been exposed to campaign). The quantitative research would be designed to determine:

- Who has seen the campaign,
- Whether the messages in the campaign are resonating, and
- Whether they see the campaign is effective.

Findings from the research could be used to adjust the communications plan in order to increase its reach and impact.



Recruitment Screener

Parkland County Hamlet Revitalization Interviews

Recruitment Screener

June 10, 2020

OVERALL RECRUITING SPECS

- ◆ 20 one-on-one interviews
 - ◆ 10 with community members (recruited at random and referrals)
 - ◆ 10 with community organizations (recruited from client-supplied lists)
- ◆ When terminating a call because a quota is full, please say ... “We’re trying to recruit a cross-section of people for this project, and we have filled that quota for this phase of the research. But Parkland County will be conducting further research in later phases of this project. So, you may hear from us again, and I hope you will be able to participate then.”
- ◆ Janet Brown will be conducting the interviews. Block off 30-minutes for each interview and please leave at least a 30-minute break between interviews.

SCREENER SCRIPT FOR RESIDENTS

My name is _____ and I’m calling from Trend Research. We are conducting an important research study for Parkland County. The County is in the process of developing a Hamlet Reinvestment Strategy, and they are interested in getting input from residents. Input from the public will help the county identify gaps in service provisions and highlight which services are most valued. The public input received will help to ensure the County is budgeting and planning according to priorities that bring the most value to the community.

I am inviting you to participate in a telephone interview that will last approximately 20 to 30 minutes. The interview can be scheduled at whatever time works for you.

This is not a sales call. At no time will you be asked to purchase anything. The purpose of the research is just to get a better understanding about your perceptions and experiences as a resident of Parkland County. Your answers will be kept confidential, and Parkland County will not know who participated in this research.

RECRUITERS NOTE: IF THE RESPONDENT ASKS FOR MORE INFORMATION ABOUT THE LEGITIMACY OF THIS RESEARCH, A CONTACT AT THE COUNTY THAT CAN VERIFY THIS PROJECT IS: Jordan Veinot, Agricultural Services Admin Assistant: 780-968-8467

1. Are you interested in participating?

- 1 – Yes
- 2 – No **THANK AND TERMINATE**

2. **GENDER (DO NOT READ)**

- 1 – Male **RECRUIT 5**
- 2 – Female **RECRUIT 5**

3. To begin with, can you confirm that you currently live in Parkland County?

- 1 – Yes
- 2 – No **THANK AND TERMINATE**

4. Which Hamlet do you live closest to?

- 1 – Carvel **RECRUIT 1**
- 2 – Duffield **RECRUIT 2**
- 3 – Entwistle **RECRUIT 2**
- 4 – Fallis **RECRUIT 1**
- 5 – Gainford **RECRUIT 1**
- 6 – Keephills **RECRUIT 1**
- 7 – Tomahawk **RECRUIT 2**
- 8 – Wabamun or other **THANK AND TERMINATE**

NOTE: IF PARTICIPANT SAYS THEY LIVE IN OR NEAR EVANSBURG, ASK ... Just to confirm, Evansburg is technically in Yellowhead County. Can you just confirm that you do live in Parkland County? **IF THEY SAY YES, COUNT AS ENTWISTLE.**

5. How long have you lived in this community?

- 1 – Less than 5 years **RECRUIT 2**
- 2 – More than 5 years **RECRUIT 8**

6. Do you work near the Hamlet where you live?

- 1 – Yes **RECRUIT AT LEAST 3**
- 2 – Work elsewhere
- 3 – Not working

7. In which of the following age ranges may I place you?

- 1 – Under 18 x **THANK AND TERMINATE**
- 2 – 18 to 29
- 3 – 30 to 39 **RECRUIT 5 WHO ARE 49 OR UNDER**
- 4 – 40 to 49 **RECRUIT 5 WHO ARE 50 OR OLDER**
- 5 – 50 to 59
- 6 – 60 to 69
- 7 – 70 years or older

8. Do you have any children in your household age 17 and under?

- 1 – Yes **RECRUIT AT LEAST 5 WITH CHILDREN AT HOME**
- 2 – No

9. Do you own or rent the home where you live?

- 1 – Own **RECRUIT 7**
- 2 – Rent **RECRUIT 3**

I'd now like to book you for an interview. What would be a convenient time for the interview?
What is the best number for the interviewer to call you at on the day of the interview?
Is there an email address where I can send a confirmation?
Can I confirm your name and mailing address where we should send your cheque after the interview?

Interview Date: _____

Interview Time: _____ am/pm

Name: _____

Email: _____

Contact number: _____

Thank you for agreeing to participate.

IF PARTICIPANT WANTS TO DO INTERVIEW RIGHT AWAY, CHECK AVAILABILTY SCHEDULE, THEN TRY JANET, AND SHE'LL DO HER BEST TO CALL THEM BACK PROMPTLY.

Janet's cell is 403-863-3392

SCREENER SCRIPT FOR BUSINESSES/ORGANIZATIONS

NOTE TO INTERVIEWER: PLEASE REFER TO LIST PROVIDED. ATTEMPT TO BOOK AT LEAST ONE INTERVIEW IN EACH OF CARVEL, FALLIS, GAINFORD AND KEEPILLS, AND TWO INTERVIEWS IN EACH OF DUFFIELD, ENTWISTLE, AND TOMAHAWK.

My name is _____ and I'm calling from Trend Research. We are conducting an important research study for Parkland County. The County is in the process of developing a Hamlet Reinvestment Strategy, and they are interested in getting input from organizations that operate in the County. Input from the businesses and organizations will help the county identify gaps in service provisions and highlight which services are most valued. The input received will help to ensure the County is budgeting and planning according to priorities that bring the most value to the community.

Can I speak with someone in your organization who can comment on the service you receive from the County? For instance, the person who would be most likely to contact Parkland County in the event your organization had a question or were in need of some sort of service.

Would you be that person?

1 – Yes

2 – No

ASK HOW YOU CAN REACH THAT PERSON, THEN REINTRODUCE IF NECESSARY.

I am inviting you to participate in a telephone interview that will last approximately 20 to 30 minutes. The interview can be scheduled at whatever time works for you.

This is not a sales call. At no time will you be asked to purchase anything. The purpose of the research is just to get a better understanding about your perceptions and experiences of [working in / volunteering in] Parkland County. Your answers will be kept confidential and will be reported to Parkland County without attribution to your organization.

RECRUITERS NOTE: IF THE RESPONDENT ASKS FOR MORE INFORMATION ABOUT THE LEGITIMACY OF THIS RESEARCH, A CONTACT AT THE COUNTY THAT CAN VERIFY THIS PROJECT IS: Jordan Veinot, Agricultural Services Admin Assistant: 780-968-8467

1. Are you interested in participating?

1 – Yes

2 – No

THANK AND TERMINATE

What would be a convenient time for the interview?

What is the best number for the interviewer to call you at on the day of the interview?

Is there an email address where I can send a confirmation?

Interview Date: _____

Interview Time: _____ am/pm

Name: _____

Organization (if applicable): _____

Email: _____

Contact number: _____

Thank you for agreeing to participate.

IF PARTICIPANT WANTS TO DO INTERVIEW RIGHT AWAY, CHECK AVAILABILTY SCHEDULE, THEN TRY CALLING JANET, AND SHE'LL DO HER BEST TO CALL THEM BACK PROMPTLY.

Janet's cell is 403-863-3392

Discussion Agenda for Organizations

Parkland County In-Depth Interviews
Discussion Agenda for Organizations (D3)
June 22, 2020

INTRODUCTION

Hello, my name is _____, and I'm calling for our scheduled appointment for the research project I'm doing for Parkland County. This call is going to take about 30 minutes. Is now still a good time? **IF NOT, RESCHEDULE.**

CALL BACK TIME: _____:_____ am/pm on _____

As you may know, Parkland County is in the process of developing a Hamlet Reinvestment Strategy, and they are interested in getting input from organizations that operate in the County. Input from the businesses and organizations will help the county identify gaps in service provisions and highlight which services are most valued. It will also provide us with insight into the services, infrastructure, and activities that have the biggest impact on the quality of life in your Hamlet. The input received will help to ensure the County is budgeting and planning according to priorities that bring the most value to the community.

The purpose of the research is just to get a better understanding about your perceptions and experiences of [working in / volunteering in] Parkland County. Your answers will be kept confidential and will be reported to Parkland County without attribution to your organization.

A. GETTING TO KNOW PARTICIPANT

To begin with, can you tell me a bit about your organization and your role within the organization?

Where is your organization located? How long have you been in operating?

What about yourself personally? Do you live in Parkland County?

How connected is your organization to the community where you're located? Is there a strong sense of connection to the Hamlet or to Parkland County?

Do you pay a lot of attention to what's going on in the Hamlet and the County? How do you stay up to date on what's going on?

Is your organization involved in the community? In what ways is the organization involved?

B. UNDERSTANDING OF COUNTY SERVICES

How familiar are you with Parkland County and the services that it provides?

Off the top of your head, what are services that Parkland County provides, as opposed to those services that the provincial or federal government provide?

Here are some other services that the County provides:

- **Assessment services** – they determine the assessed values of properties in the County
- **Enforcement services** – Parkland County has both the RCMP and Parkland County peace officers.
- **Emergency services and preparedness** – Including ambulance, fire and the emergency communications centre
- **Agricultural services** – Including weed control, roadside mowing, and information on rural living
- **Environment and community sustainability services** – Including ALUS (Alternative Land Use Services) and protecting the natural environment
- **SMART Parkland** – Which aims to get rural residents connected to the internet
- **Planning and development** – Including managing land and business development, building permits, subdivision planning, and other land matters.
- **Economic diversification** – Including promoting business growth, development, and tourism
- **Public works** – Which maintains facilities and vehicles, water and waste water services, and road maintenance
- **Engineering services** – Which maintains and manages County-owned infrastructure such as roads and drainage
- **Community and recreation facilities** – The County operates a number of community facilities including sports and recreation facilities, community centres, and playgrounds.

C. SATISFACTION WITH COUNTY SERVICES

Which services and facilities provided by Parkland County are most important to your organization? In other words, which services make the greatest contribution to the success of your organization?

Which services and facilities are least important to your organization?

Thinking of Parkland County's services and facilities, which are you most satisfied with? In other words, what kind of things is Parkland County particularly good at delivering?

Which Parkland County services and facilities are you least satisfied with? In other word, what kind of things is Parkland County less effective at delivering?

Which Parkland County services are most in need of improvement or enhancement?

Which Parkland County services could be scaled back? In other words, are there services that are excessive or unnecessary for you and your community?

D. Hamlet Reinvestment

As I mentioned earlier, Parkland County is in the process of developing a Hamlet Reinvestment Strategy

What do you think are the most important things that Parkland County can do to encourage economic development within the Hamlets in the County? What can Parkland County do to support the growth and sustainability of your organization?

E. Wrap Up

These are all the questions I have. Is there anything else you'd like to add?

The Hamlet Reinvestment Strategy is in an early phase. Input will be gathered in future phases through things such as online surveys, online townhalls, and (when possible) in-person information sessions. How interested and comfortable would you be in participating in any follow-up research or events?

Discussion Agenda for Residents

Parkland County In-Depth Interviews
Discussion Agenda for Residents (D3)
June 22, 2020

INTRODUCTION

Hello, my name is _____, and I'm calling for our scheduled appointment for the research project I'm doing for Parkland County. This call is going to take about 30 minutes. Is now still a good time? **IF NOT, RESCHEDULE.**

CALL BACK TIME: _____:_____ am/pm on _____

As you may know, Parkland County is in the process of developing a Hamlet Reinvestment Strategy, and they are interested in getting input from residents. Input from the public will help the county identify gaps in service provisions and highlight which services are most valued. It will also provide us with insight into the services, infrastructure, and activities that have the biggest impact on the quality of life in your Hamlet. The public input received will help to ensure the County is budgeting and planning according to priorities that bring the most value to the community.

The purpose of this call is just to get a better understanding about your perceptions and experiences as a resident of a Parkland County Hamlet. Your answers will be kept confidential and will be reported to Parkland County without attribution to you.

A. GETTING TO KNOW PARTICIPANT

To begin with, can you tell me a bit about yourself? What you do for a living? Tell me about your household?

Where do you live in Parkland County? How long have you lived there? What type of residence is it? Do you rent or own?

How connected do you feel to your community? Do you feel a strong sense of connection to your Hamlet or to Parkland County?

How has the Hamlet changed over the time you have lived there?

Do you pay a lot of attention to what's going on in your Hamlet and the County? How do you stay up to date on what's going on?

Are you involved in the community? In what ways are you involved?

B. UNDERSTANDING OF COUNTY SERVICES

How familiar are you with Parkland County and the services that it provides to residents?

Off the top of your head, what are services that Parkland County provides, as opposed to those services that the provincial or federal government provide?

Here are some other services that the County provides:

- **Assessment services** – they determine the assessed values of properties in the County
- **Enforcement services** – Parkland County has both the RCMP and Parkland County peace officers.
- **Emergency services and preparedness** – Including ambulance, fire and the emergency communications centre
- **Agricultural services** – Including weed control, roadside mowing, and information on rural living
- **Environment and community sustainability services** – Including ALUS (Alternative Land Use Services) and protecting the natural environment
- **SMART Parkland** – Which aims to get rural residents connected to the internet
- **Planning and development** – Including managing land and business development, building permits, subdivision planning, and other land matters.
- **Economic diversification** – Including promoting business growth, development, and tourism
- **Public works** – Which maintains facilities and vehicles, water and waste water services, and road maintenance
- **Engineering services** – Which maintains and manages County-owned infrastructure such as roads and drainage
- **Community and recreation facilities** – The County operates a number of community facilities including sports and recreation facilities, community centres, and playgrounds.

C. SATISFACTION WITH COUNTY SERVICES

Which services and facilities provided by Parkland County are most important to you and your family? In other words, which services make the greatest contribution to your quality of life?

Which services and facilities are least important to you and your family?

Thinking of Parkland County's services and facilities, which are you most satisfied with? In other words, what kind of things is Parkland County particularly good at delivering?

Which Parkland County services and facilities are you least satisfied with? In other words, what kind of things is Parkland County not particularly good at delivering?

Which Parkland County services are most in need of improvement or enhancement?

Which Parkland County services could be scaled back? In other words, are there services that are too excessive or too extravagant?

D. Hamlet Reinvestment

As I mentioned earlier, Parkland County is in the process of developing a Hamlet Reinvestment Strategy.

What do you think are the most important things that Parkland County can do to help the Hamlets in the County?

What kind of a future would you like to see for your Hamlet?

E. Wrap Up

These are all the questions I have. Is there anything else you'd like to add?

The Hamlet Reinvestment Strategy is in an early phase. Community input will be gathered in future phases through things such as online surveys, online townhalls, and (when possible) in-person information sessions. How interested and comfortable would you be in participating in any follow-up research or events?



Appendix B
Service Standards

	Current Service Level	Identified Service Improvements	Internal Analysis Results	Public Engagement Results	Rationale for Action
Emergency Services	The County provides all emergency services to residents on an as needed basis.	No changes identified	Priority B	Maintain	Residents were generally satisfied with the level of emergency services provided within the hamlets and thus no service changes were identified.
Enforcement	The County provides enforcement services to Hamlets including Community Peace Officer patrols and service calls as well as supporting the RCMP (most parcs), as needed.	Assess the County's current Community Peace Officer patrol and response services to determine if current resources can be distributed differently or if additional resources are required to increase the service level provided to hamlet residents. Update and increase enforcement of the untagged properties (back to improve hamlet look and feel.	Priority B	Peace Officers - Leverage	Residents within the smaller Hamlets (Falls, Gainford, Kephth's) reported relatively high dissatisfaction rates with patrols and relatively high concerns with public safety and theft. Whereas residents in all hamlet, including Entwistle and Wabamun, have reported similar dissatisfaction in public forms not associated with this study.
Engineering	The County provides engineering services as outlined in capital planning and additionally as needed for individual projects. Roads "new construction: no standard service level established, no master plan or hamlet redevelopment plan to identify focus roads and streetscape vision. "aged to surface upgrades: no established standard service level, more than 50% of hamlet roads are gravel "replacement and preservation: no hamlet specific programs Water & Wastewater "new construction: no existing construction program to loop or upgrade water distribution mains "replacement: replace as needed.	Improvements to Hamlet Beautification may require the capital investment to improve roads, sidewalks, and curb appeal throughout various hamlets. Investment in new/growth infrastructure and upgrades to facilities is generally driven by development activities. This is completed through Planning processes and new infrastructure becomes conditional upon development approvals. It could then be expected that more specific engineering will be required following the completion of studies or increase economic development. Engineering Services maintains Asset Management systems across the County and has good records of condition assessments and lifecycle replacement timing of all our infrastructure. These projects are embedded within the capital infrastructure programs and budgeted over the long term (15-year capital plan). If there are particular concerns, there may be opportunity to reprioritize some of the infrastructure.	Group C	Sidewalks - Improve Water - improve Wastewater - improve	Engineering services will have to be coordinated for the following HRS initiatives: -Beautification (sidewalks and curb improvements) -Road improvements -Tourism (i.e. benches, public spaces) -Recreational facilities -Trail development The cost of these service improvements will need to be assessed by the County and the Engineering team as it is anticipated that not all hamlets would require the same amount of capital investment depending on their state of their current infrastructure. It should be noted that other service areas rely on support from the Engineering team and project budgets may include Engineering costs (i.e. development of new water lines, or sidewalks may require additional involvement from the Engineering team).
Road Maintenance	Maintenance "same level of service for hamlets as for all of county "subdivision maintenance- monthly "county roads maintenance- bi-weekly "resurfacing as required "brush control as required "dust control as required Snow removal "under 3 days	Focus improvements to overall road surface quality and increase frequency and efficiency of road maintenance activities such as pothole repairs, patching, sidewalk trip hazards, roadway drainage, etc.	Priority A	Road Surface Quality- Improve Snow Removal - Maintain	Residents across all hamlets expressed dissatisfaction with the road maintenance services provided. As Entwistle is identified as a Primary Growth Hamlet, it is recommended that the County assesses road improvements within this hamlet and consider road improvement opportunities for all other hamlets depending on the budgeting, scoping and sequencing of other capital projects (i.e. align the timing of road improvements with sidewalk development) On the contrary, residents were generally satisfied with the snow removal services they receive. Further analysis did not identify immediate opportunities for improvements to hamlet roads at this time.
Drainage	Entwistle is the only hamlet with a curb drainage system.	Expand the County's current activities to include an additional focus on the priority growth and growth hamlets, (relative to needs and opportunities) of each community.	Group C	Improve	Although residents expressed dissatisfaction, drainage was not identified as a priority service area to improve due to its complex capital and budget requirements. The County should continue to assess their capacity to upgrade drainage services in the future when and if capital budgets / funding opportunities allow.
Water	Water services provided to priority growth hamlets "operate to meet regulations and potable water standards 24 hr response time to critical issues	There is interest to further analyze the opportunity to bring city treated water to the rural hamlets.	Group C	Improve	Increase municipal water service were identified as an opportunity already underway to bring treated water to Entwistle, with further analysis required to determine if it is feasible to extend these services to additional hamlets in proximity to the current water lines being developed in the County. This project is expected to have significant upfront budgetary requirements to construct the new infrastructure required to improve this service and will have additional ongoing operational, maintenance, rehabilitation and replacement costs for the long term future.
Wastewater	Wastewater treatment is provided through lagoons to Entwistle, Tomahawk and Duffield.	No service improvement recommended, however restoration and refurbishment of the Tomahawk Lagoon is underway. This lagoon has reached its end of lifecycle and will undergo restoration and rehabilitation to continue its current use for the foreseeable future. Significant costs will be required for this lifecycle replacement in order to maintain current service level will be maintained at existing level.	Group C	Increase Understanding	Wastewater services were assessed as part of the HRS and were not identified as an area of improvement desired or feasible at this time. Current service levels are guided by regulatory requirements. Public input results did indicate a lack of understanding so increase in communications may be desirable.
Solid Waste	Transfer station access provided within driving distance to all hamlet residents. Recycling sites in Entwistle and Tomahawk. Curbside waste collection service provided in priority growth hamlets.	None identified	Group C	Analyze Further	Residents reported basic satisfaction with current Solid Waste services provided by the County however some areas for improvement exist with specific recycling and organics. Overall the HRS did not identify necessary improvements to this service area.
Planning & Land Use	Ongoing as required in accordance with regulations and statutory plans no hamlet specific policies "most service areas do not have master plans	Increase planning activities specifically around hamlets. Create redevelopment plans for growth hamlets. Prioritize Hamlet Area Redevelopment Plans for priority growth and growth hamlets. Develop communications on the benefits of developing in a Hamlet or other rural communities.	Priority B	Maintain	Residents were highly satisfied with the planning and land use services they receive and thus there is no anticipated service level changes or associated costs. However, the development of Hamlet Area Redevelopment Plans is a priority result of the HRS and the County would greatly benefit from developing these guiding documents to support continual Hamlet growth and development and building community identity.
Indoor and Outdoor Recreation	The County operates an indoor recreational facility in Entwistle and Wabamun, outdoor recreational facilities within all priority growth and growth hamlets excluding Duffield, and various other smaller facilities within the rural hamlets.	Development of an outdoor recreation area in Duffield.	Priority A	Analyze Further	Residents were generally satisfied with the recreational facilities they have access to. However, residents of Falls and Duffield reported significant dissatisfaction with their recreational facilities. The development of an outdoor recreational area (i.e. ice rink) within Duffield has been identified as an opportunity to pursue in order to increase the quality of life and increase access to recreational services for Duffield residents.
Community Programs and Culture	The County provides support to Community Groups by providing grants, to not for profits, and supporting community leagues and the municipal library board.	Provide increased support for all recreation and culture opportunities to be advertised/promoted in a unified way. Help build community by providing opportunities for community groups to work together in a cohesive manner. Provide increased support for community or recreation program set up or administration in hamlets. Utilize the Community Sustainability Committee to support small community/hamlet growth and development, as well as provide feedback on major challenges or ongoing projects. Ensure opportunities for Committee membership are advertised directly to hamlet community champions.	Priority A	Analyze Further	Residents were enthusiastic about suggesting ways to more efficient use of the facilities we already have, as well as providing more local opportunities for recreation or other programming.
Parks, Trails and Natural Areas	The County provides these services: spaces County-wide with no special concentration in hamlets, accessible by all residents. Most spaces are unimaintained natural areas.	Develop additional walking trails /sidewalks in the hamlet of Tomahawk as outlined in the table below. Development of non-motorized trails within all hamlets should also be explored for more accessible transportation. Through a Trails Master Plan, trails that connect rural communities such as hamlets should be prioritized in order to increase walkability to business and services and for recreation.	Priority A	Analyze Further	Residents and County administration recognized the need to develop an additional walking trail / sidewalk leading to the school within the Hamlet of Tomahawk, which will require increased budgetary costs to develop and maintain (i.e. winter snow clearing). The assessment of additional trails in other hamlets would also need to be supported with the development of Hamlet Area Redevelopment Plan.
Tourism	Tourism does not exist as an individual service provided by the County at this time.	Increase tourism efforts (i.e. development of campgrounds, benches and patio spaces, public washrooms, business attraction, marketing) by working collaboratively across service areas and with the economic development team to promote tourism within Wabamun.	Priority B	Maintain	County administration and public engagement results identified the opportunity to increase tourism services throughout the County, specifically in the hamlet of Wabamun. As Wabamun was not part of the HRS, the initiative specifics and required costs have not been determined at this time but are expected to require increased budgetary requirements from the County.
Facilities and Signage	The County currently provides building asset and facility signage maintenance for some County owned and occupied facilities. Hamlet welcome signage is not maintained by Parkland County.	Plan for an increased maintenance and renewal program including updating signage to develop community identities and maintaining buildings to improve beautification.	Not Assessed	Analyze Further	Residents felt strongly that improved building and infrastructure maintenance or renewal could improve the look and feel of their communities and support improved economic development. Information on specific buildings for improvement is needed.
Economic Development	The County currently conducts economic development activities as required at a County wide level, not hamlet specific.	Expand the County's current activities to include an additional focus on the priority growth and growth hamlets, respective to needs and opportunities of each community.	Priority A	Analyze Further	The HRS has identified opportunities for increased economic development, primarily in the County's priority growth hamlets, in addition to the current County-wide economic development activities. Due to the additional focus on these communities, it is expected that there will be a slight increase in budgetary requirements to undertake hamlet-specific initiatives.
Beautification	Annual grants available for hamlets upon request. Not consistent throughout the hamlets. Provide plant material at County facilities and support Communities in Bloom group in Wabamun to maintain additional planters and baskets as well as Tomahawk Community League to fill one planter. Also provide Christmas lights in Tomahawk and Entwistle.	Increase or consistency community beautification in all hamlets including providing a minimum flower pots and planters and seasonal decorations in priority growth & growth hamlets. improvements to sidewalks and curbs and hamlet roads in priority growth hamlets.	Priority B	Improve	Although not specifically assessed as a service category in the surveys, this has been identified as a priority in a number of hamlets based on public and administrative comments and feedback.
Urban Agriculture	The current service level for agricultural services is consistent for all County residents and includes weed and pest control advice, as well as roadside mowing for weed control.	Develop an urban agriculture plan for hamlets and support urban agriculture such as farmers markets and community gardens.	Not Assessed	Analyze Further	Residents expressed a need to improve supports for eating local, and connecting with the wider agricultural community.
Connected Communities	Fibre broadband is in development for Entwistle. Municipal Climate Change Action Centre Electric Vehicle Charging Program expression of interest.	Continued progress with the current initiative. Exploring grant opportunities for Electric Vehicle charging stations within Parkland County.	Priority A	Improve	This is a county-wide initiative, current budgetary planning / plans are deemed to be unchanged thus no net new spending has been identified at this time.



 **Appendix C**
Service Analysis



Parkland County Hamlet Reinvestment Strategy

Service Area Analysis – Initial Findings

April 6, 2021

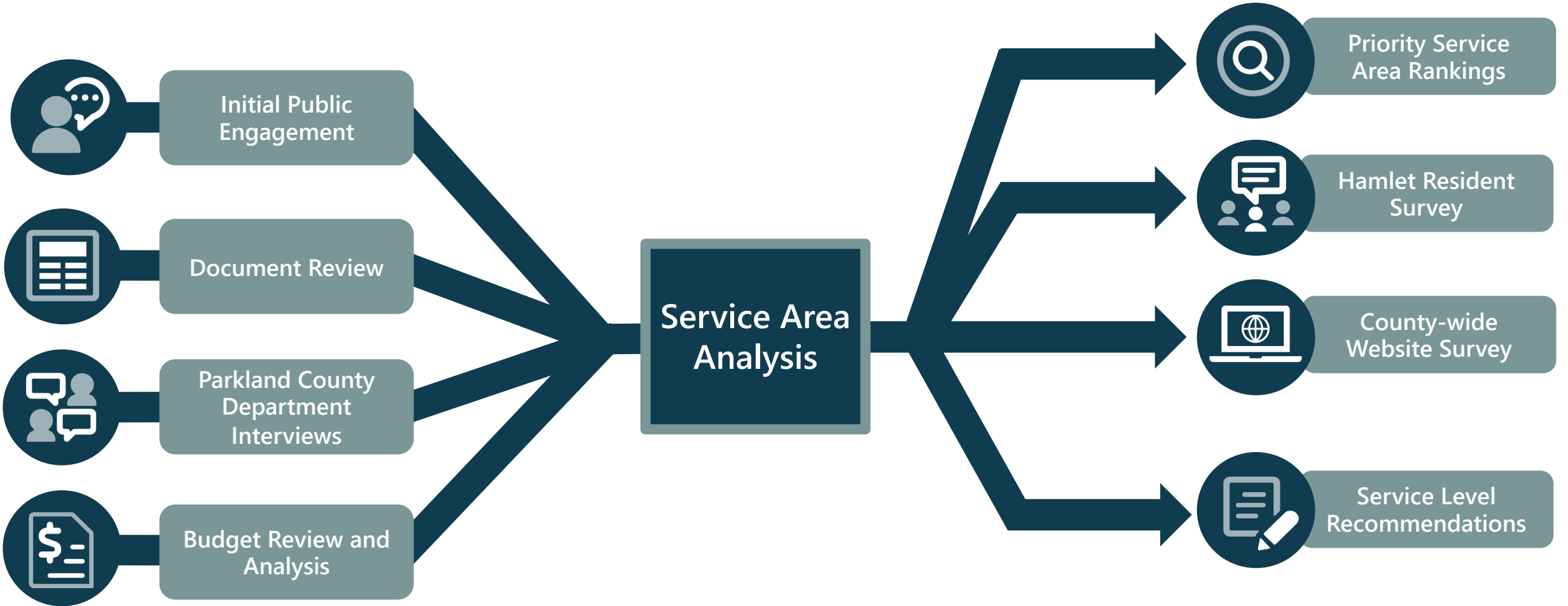


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Analysis Overview



Service Area Analysis Methodology



Criteria

Criteria		Public Engagement Definition	Internal Interviews Definition
	Visibility	The prevalence of the service to residents. Assessed on how often / in-depth residents spoke to that service area in public engagement.	The level of importance and/or awareness of the service amongst hamlet residents as perceived by the interviewed County personnel. Key factors include the amount of formal or informal complaints received related to the service and frequency of discussion.
	Satisfaction	The level of resident satisfaction with the service received (quality, frequency, level, etc.). Gauged by the responses and tone of the public engagement responses related to that service. Residents voicing concern or praising a service area largely contributed to its satisfaction score.	The perception of resident satisfaction with the level and quality of service in relation to a given service as perceived by the interviewed County personnel. Key factors include the amount of complaints received related to the service and the departments indication of service quality.
	Change	The level of residents' perceived urgency, want, and/or need to make adjustments to that service as gathered through public engagement responses.	The level of change possible and/or suggested for the service gathered from the perspective of the interviewed County personnel. Often considers questions of viability, feasibility, and the legislated-core-discretionary spectrum.

Criteria

Criteria		Definition
	Budget	An assessment of the impact on taxation of a set of services, programs, infrastructure, etc. Budget was considered "low" if between 0%-2%, "medium" when between 2%-8%, and "high" when over 8% of total budget. Percentages were derived by separating budget items by department and dividing individual department budgets by the total department budget.
	Impact	How much life would change from a resident perspective. Services that are more significant and interconnected, not only with other services, but with day-to-day resident life are scored the highest.
	Service Level Ranking	Service level converts the February 2019 Service Levels & Objectives and Internal County Assessment of 2019 Service Levels for Hamlets into a numeric value. Green converts to 1, yellow to 2, and red to 3.
	Relevance to Strategic Plan	The level of relevance to the strategic plan based on the number of broad objectives or strategic goals in the long term and 2016-2020 strategic plans that are pertinent to a given service. Relevance to strategic plan was given a low score when between 0-3 aspects, medium for 4-9, and high for 10 or more.

Overall Scoring Assessment

Service areas were assessed against the identified criteria and given a score between 1-3 (3 being high, 1 being low).

	Visibility	Satisfaction	Change	Impact	Budget	Service Level Ranking	Relevance to Strategic Plan	Total Score
Beautification	3.0	2.0	2.0	1.0	1.0	1.2	2.0	37
Connected Communities	3.0	2.0	2.4	3.0	1.0	1.9	2.0	43
Drainage	1.6	2.0	1.0	2.0	2.0	1.1	2.0	30
Economic Development	2.6	3.0	2.4	3.0	1.0	1.0	3.0	46
Emergency Services	2.4	2.0	2.0	2.0	3.0	1.5	1.0	37
Engineering	2.0	1.4	1.0	2.0	3.0	1.0	2.0	31
Planning & Land Use	1.4	2.0	1.6	2.0	2.0	1.3	3.0	33
Recreation and Natural Areas	3.0	1.0	2.6	2.0	3.0	1.3	3.0	41
Roads	3.0	2.6	2.0	3.0	3.0	2.0	1.0	44
Solid Waste	1.0	2.0	1.0	2.0	2.0	1.4	1.0	25
Tourism	3.0	2.0	2.4	3.0	1.0	1.0	1.0	40
Wastewater	1.0	2.0	1.0	1.0	1.0	1.1	1.0	22
Water	1.0	2.0	1.0	2.0	1.0	2.3	1.0	25

*A score of 3 for satisfaction correlates to low satisfaction to align with the overall scoring system which results in the service areas with the highest scores requiring further analysis.

Overall Scoring Assessment

Priority Service Areas for Further Analysis

Priority A		Priority B		Group C	
Economic Development	46	Tourism	40	Engineering	31
Roads	44	Beautification	37	Drainage	30
Connected Communities	43	Emergency Services	37	Solid Waste	25
Recreation and Natural Areas	41	Planning & Land Use	33	Water	25
				Wastewater	22



Appendix D

Quantitative Hamlet Resident Survey

MNP

Trend Research

Parkland County Hamlet Reinvestment Strategy

Public Engagement Summary

Quantitative Research

Prepared by Trend Research

2021



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Questionnaire

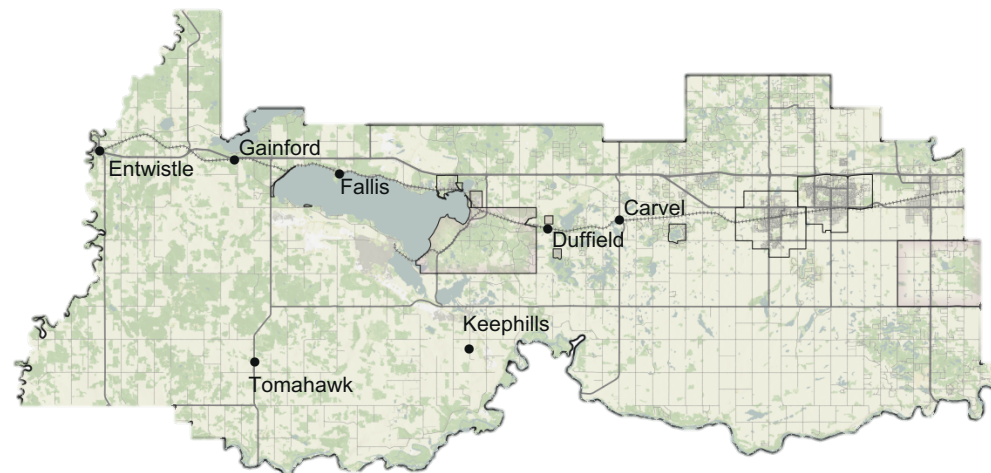
Background and Methodology

MNP is currently developing a Hamlet Reinvestment Strategy for Parkland County. In June 2020, a series of 20 in-depth telephone interviews were conducted to gain an initial understanding of attitudes and perceptions of those living and working in the County's hamlets.

In order to quantify perceptions of and satisfaction with County services, Trend Research completed 127 surveys, with a random sample of residents of the hamlets of Carvel, Duffield, Entwistle, Fallis, Gainford, Keephills and Tomahawk between May 25 and 29, 2021.

Methodology

- Interviews were conducted by telephone from a sample list containing both landline and cellphone numbers.
- Interviewers made up to five attempts to reach each phone number in the sample before classifying it as unreachable.
- All surveys were conducted by qualified interviewers working out of Trend Research's centralized CATI facility in Edmonton. Field supervisors were present at all times to ensure accurate interviewing and recording of responses.



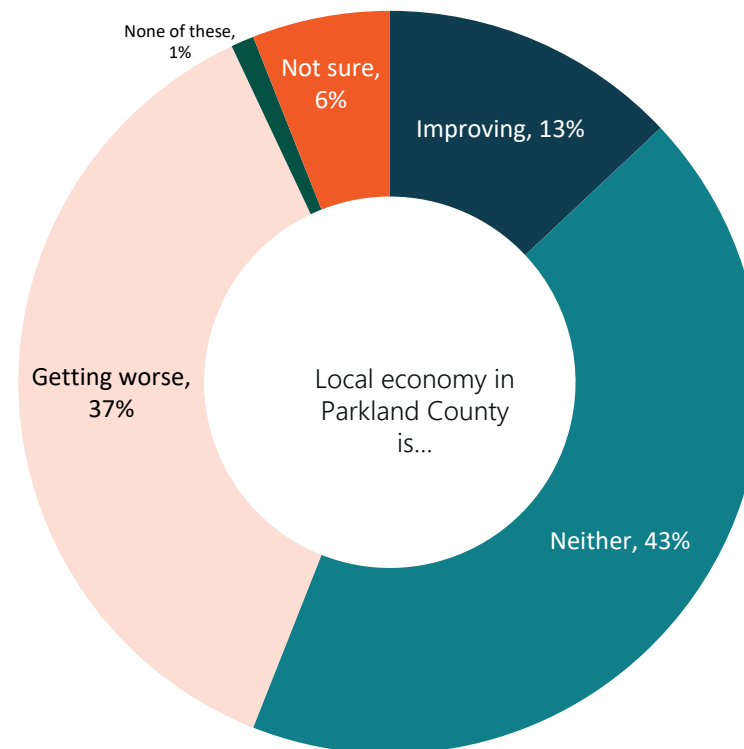
The interviewing staff at Trend receives extensive training on the proper administration of interviews and are closely monitored by supervisors. A minimum of 10 percent of each interviewer's work was unobtrusively monitored for quality control in accordance with the standards set out by the Canadian Research Insights Council (CRIC).

A random sample of 127 is considered accurate to within plus or minus 8.7 percentage points, 19 in 20 times.

Parkland County Economy

When asked to rate their feelings about the local economy in Parkland County, only one in eight hamlet residents (13%) say it is improving. Another 37 per cent think the economy is getting worse, and 43 per cent think it is neither getting better or worse.

When a similar question was posed to all Albertans in June, they expressed views about the provincial economy that were slightly more optimistic, as more than one in four (26%) think the provincial economy is improving. This suggests the economic confidence of hamlet residents in Parkland County is slightly lower than the provincial average.



State of the Alberta Economy

Which of the following statements best describes your feelings about the Alberta economy?

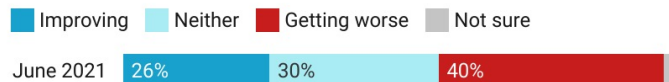


Chart: Wild Ride Update • Source: Janet Brown Opinion Research • Created with Datawrapper

Q4. To begin with, which of the following statements best describes your feelings about the local economy in Parkland County?

Community Values

In order to get a sense of how hamlet residents feel about their community, survey respondents were asked to indicate how strongly they agreed or disagreed with five statements.

Hamlet residents were most likely to agree that their community is a safe place to live and work (67%). Approximately half also agree that their community is appealing to young people and families (53%), that they feel strongly connected to their community (53%), and that their community is vibrant and strong (46%). Hamlet residents are less likely to agree that the County is appropriately investing in the communities (31%).

Those who express overall satisfaction with the overall community services provided by Parkland County are particularly likely to agree with each of these statements.

My community is a safe place to live and work



My community is an appealing place to live for young people and young families



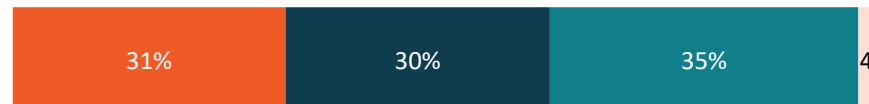
I feel strongly connected to my community



My community is vibrant and strong



I feel that the County appropriately invests and supports my community



■ Agree (4 or 5) ■ Neutral (3) ■ Disagree (1 or 2) ■ Not sure

Q6. Please rate each statement using a scale from 1 to 5 where 1 means you strongly disagree and 5 means you strongly agree.

Desire for Additional Community Services

In order to get a sense of the additional services they would like to see in their community, survey respondents were asked to indicate how strongly they agreed or disagreed with three statements.

More than half of hamlet residents agree that they would like to see more business activity and economic development (57%), and community and social services (56%) in their community.

Fewer than half (44%) would like to see more culture and tourism services in their community.

I would like to see more business activity / economic development in my community



I would like to see more community and social services in my community



I would like to see more culture and tourism services/amenities in my community



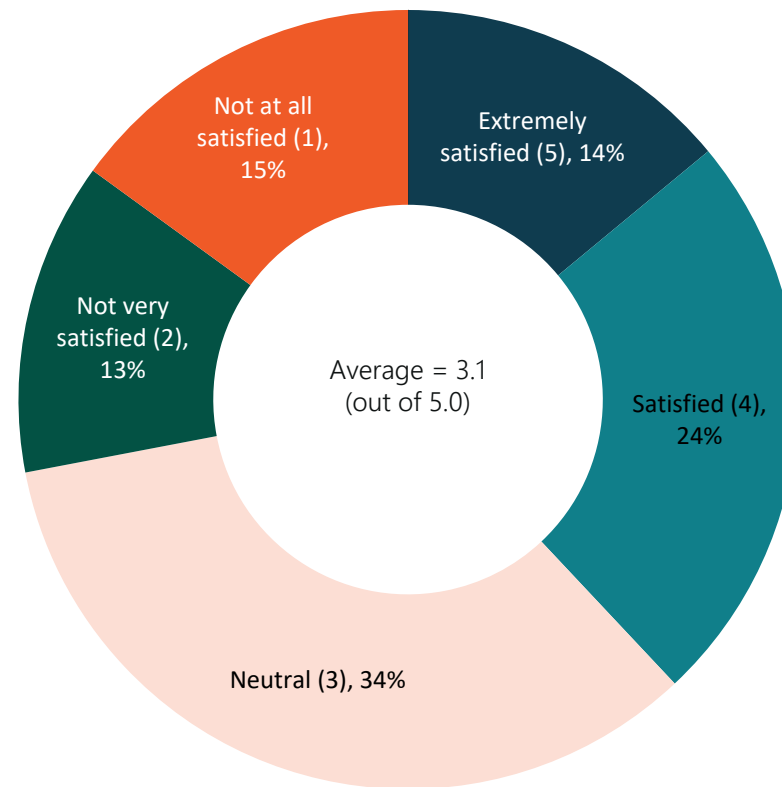
■ Agree (4 or 5)
 ■ Neutral (3)
 ■ Disagree (1 or 2)
 ■ Not sure

Q7. Please rate each statement using a scale from 1 to 5 where 1 means you strongly disagree and 5 means you strongly agree.

Overall Satisfaction with County Services

When asked to rate their overall satisfaction with the services provided by Parkland County on a scale from one to five, hamlet residents give an average rating of 3.1 out of 5.0.

Just under four in ten indicate they are either extremely satisfied (14%) or satisfied (24%). Just under three in ten indicate they are either not very satisfied (13%) or not at all satisfied (15%). Another 34 per cent are neutral.



Q8. Using a scale from 1 to 5, where 1 means you are not at all satisfied and 5 means you are extremely satisfied, how satisfied are you overall with the services provided to your community by Parkland County?

Satisfaction Attributes



To gain a better understanding of the specific attributes of Parkland County that are influencing resident satisfaction, survey respondents were presented with 16 statements and asked to rate their level of agreement with each on a scale from one to five. Results to this question are displayed on page 9.

Parkland receives its highest satisfaction ratings for fire and rescue services at 61 per cent.

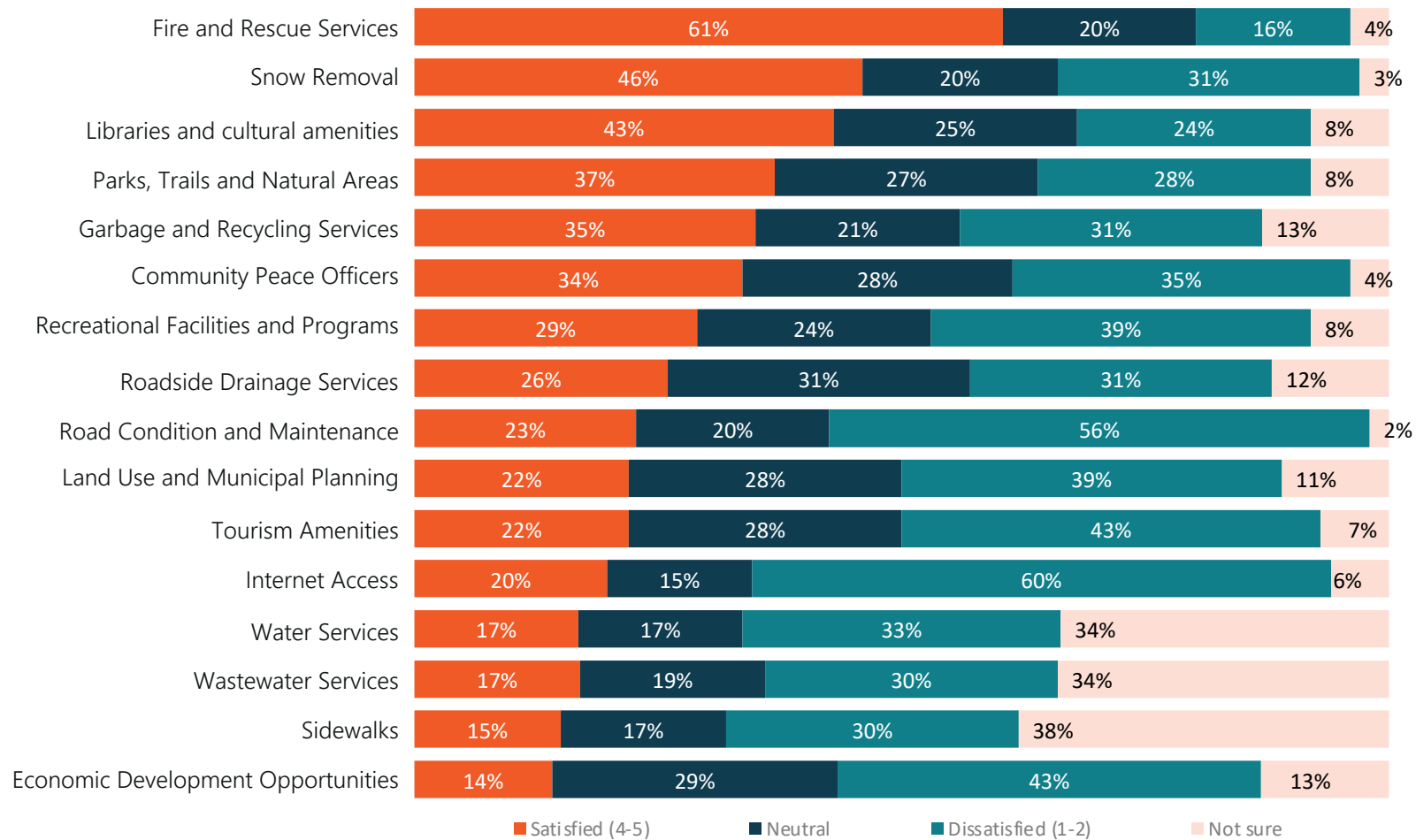
There are lower levels of satisfaction with snow removal (46%), libraries and cultural amenities (43%), parks trails and natural areas (37%), garbage and recycling (35%), community peace officers (34%).

Parkland receives its lowest ratings for recreational facilities and programs (29%), roadside drainage (26%), road condition (23%), land use (22%), tourism (22%), internet access (20%), water and wastewater services (17%), sidewalks (15%), economic development (14%).

Those who work full-time are more likely to express satisfied with all these measures than those who do not work full time.

Q9. Please rate your satisfaction with each using a 1 to 5 scale where 1 means your at not at all satisfied and 5 means you are extremely satisfied.

Satisfaction with Specific County Services



Q9. Please rate your satisfaction with each using a 1 to 5 scale where 1 means your at not at all satisfied and 5 means you are extremely satisfied.

Correlations

In order to identify services that are having the biggest impact on satisfaction with Parkland County, a correlation coefficient was calculated between each attribute and overall satisfaction. The higher the coefficient, the stronger the relationship.

Coefficients 0.6 or greater are considered 'strong'. Coefficients between 0.5 and 0.6 are 'moderate', and anything below 0.5 are 'weak'.

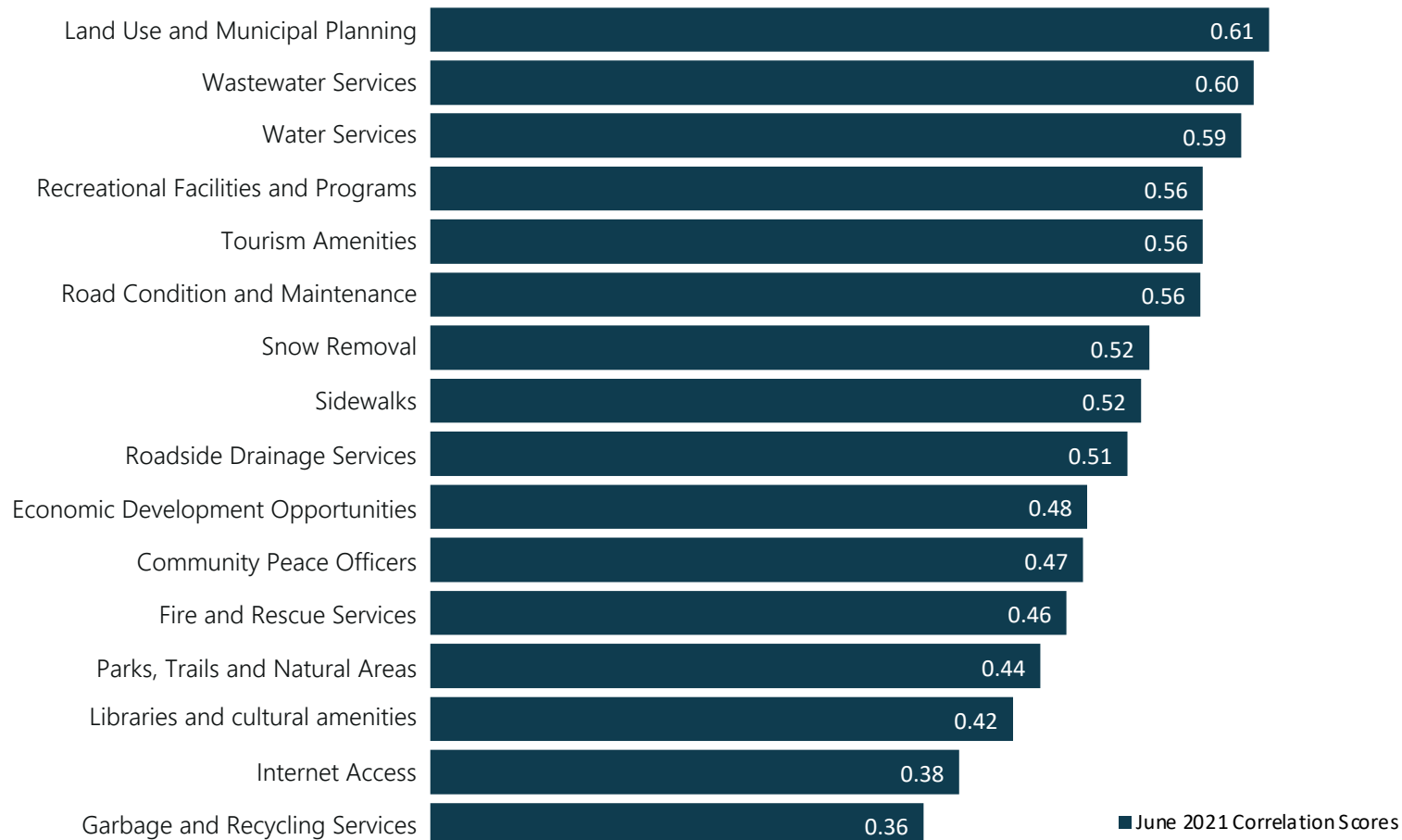
This analysis reveals that the attributes of Parkland County that most strongly correlated with overall satisfaction are: land use and municipal planning (0.61), and wastewater (0.60).

The attributes that are moderately correlated with overall satisfaction are: water service (0.59), recreational facilities (0.56), tourism amenities (0.56), road conditions and maintenance (0.56), snow removal (0.52), sidewalks (0.52) and roadside drainage (0.51)

The attributes with the weakest relationship with overall satisfaction are: economic development (0.48), community peace officers (0.47), fire and rescue (0.46), parks, trails and natural areas (0.44), libraries and cultural amenities (0.42), internet access (0.38), and garbage and recycling (0.36)

Q9. Please rate your satisfaction with each using a 1 to 5 scale where 1 means your at not at all satisfied and 5 means you are extremely satisfied.

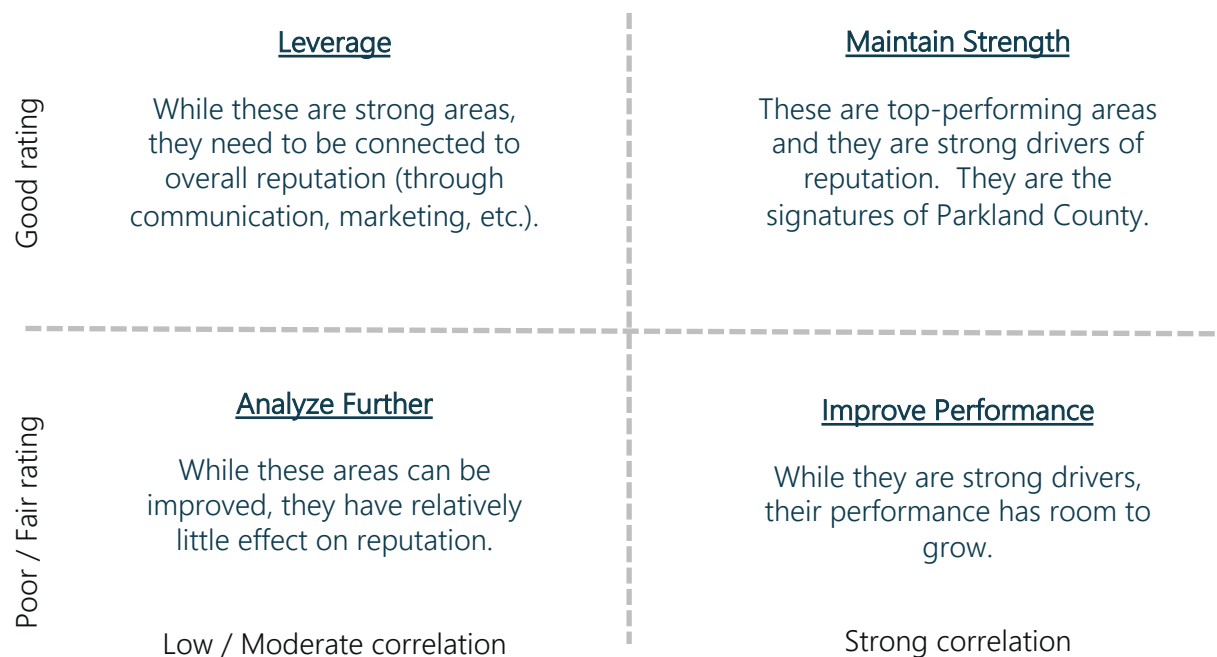
Correlations



Q9. Please rate your satisfaction with each using a 1 to 5 scale where 1 means your at not at all satisfied and 5 means you are extremely satisfied.

Rating and Correlation Map

The ratings given and the correlation coefficient for each attribute statement are displayed on the map that follows. The position of an attribute on the map suggests a particular course of action for that item.



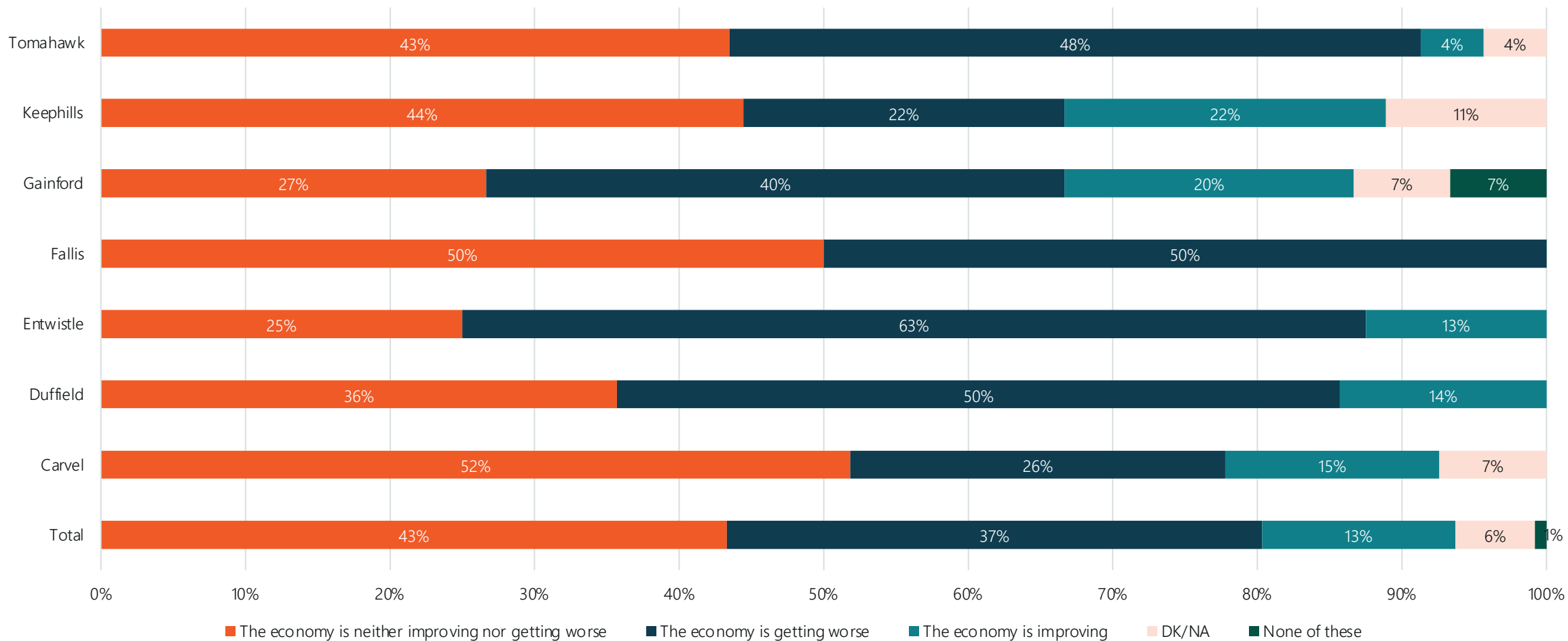
Rating and Correlation Map



Survey Results by Hamlet

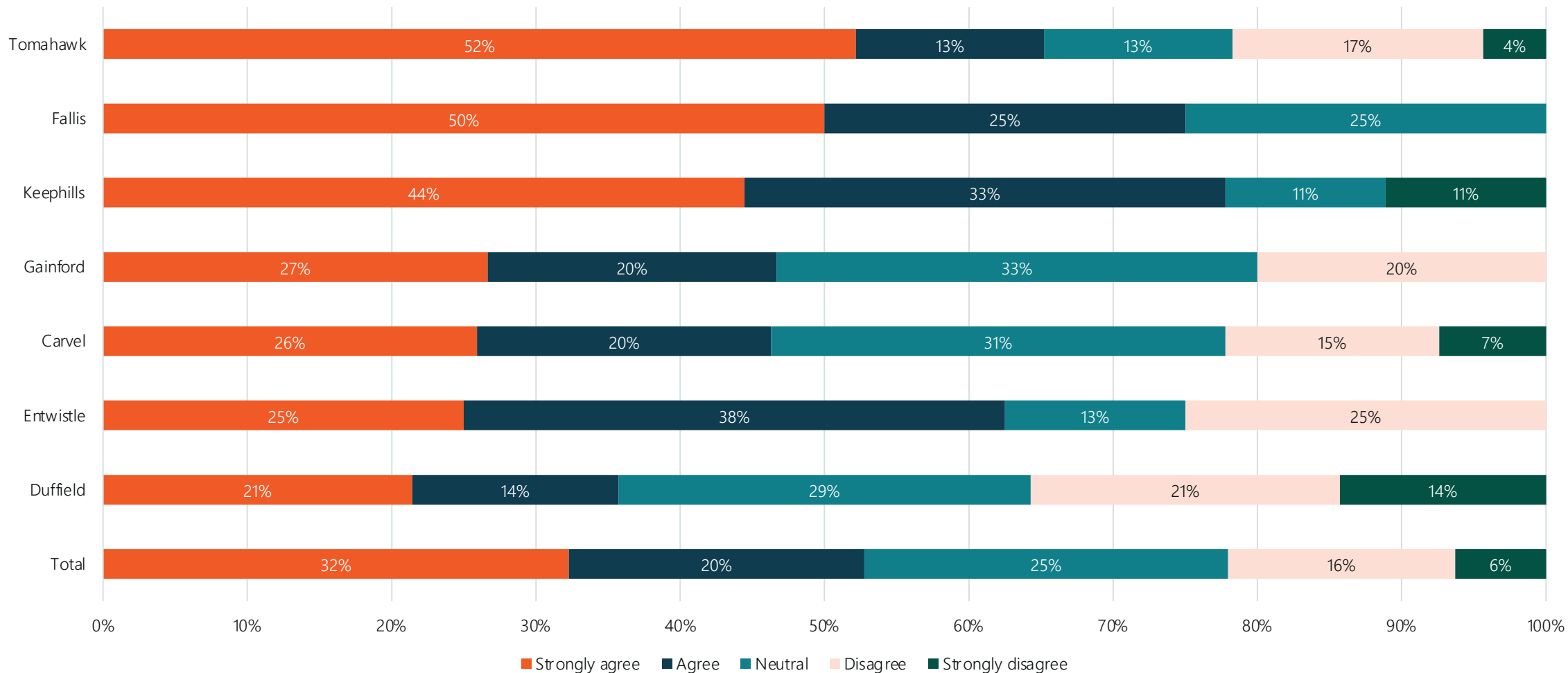
Local Economy

Which of the Following Statements best describes your feelings about the local economy in Parkland County?

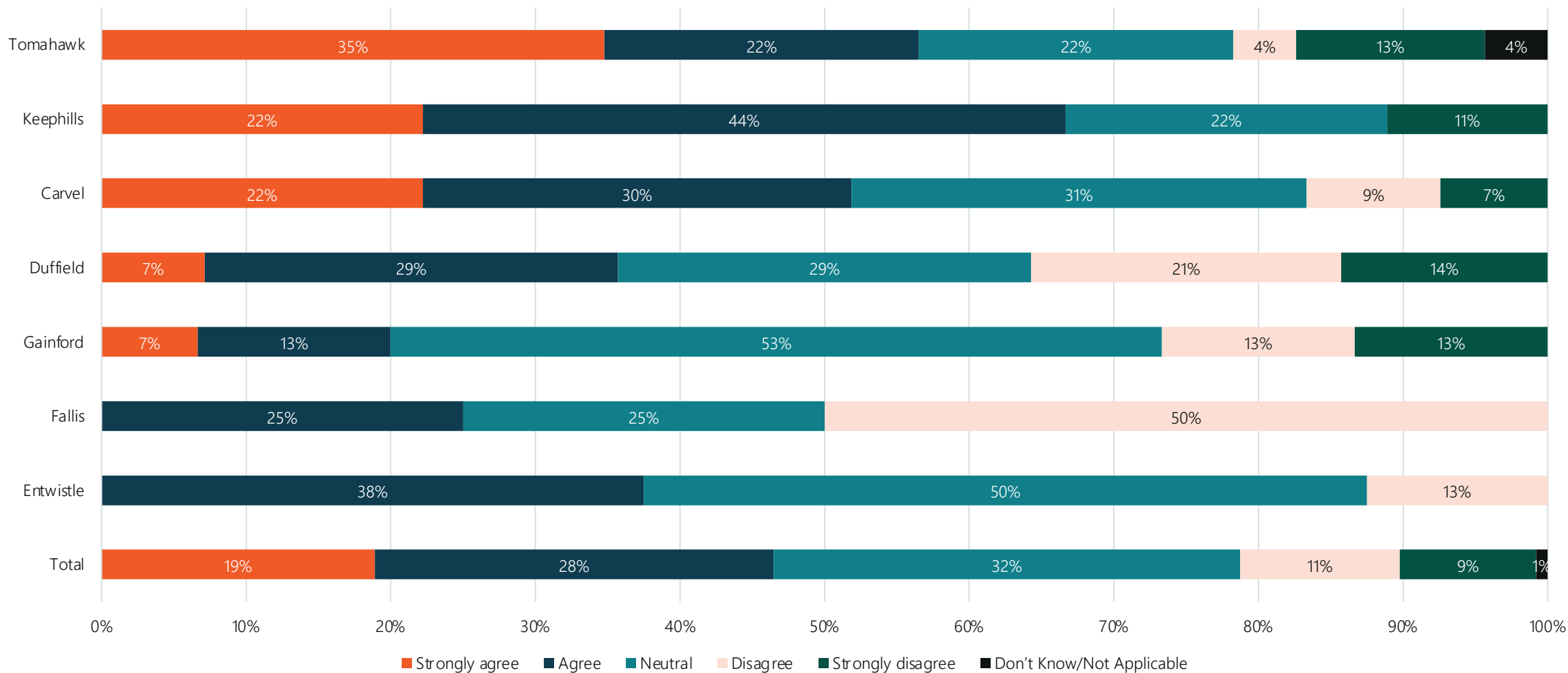


Community Values

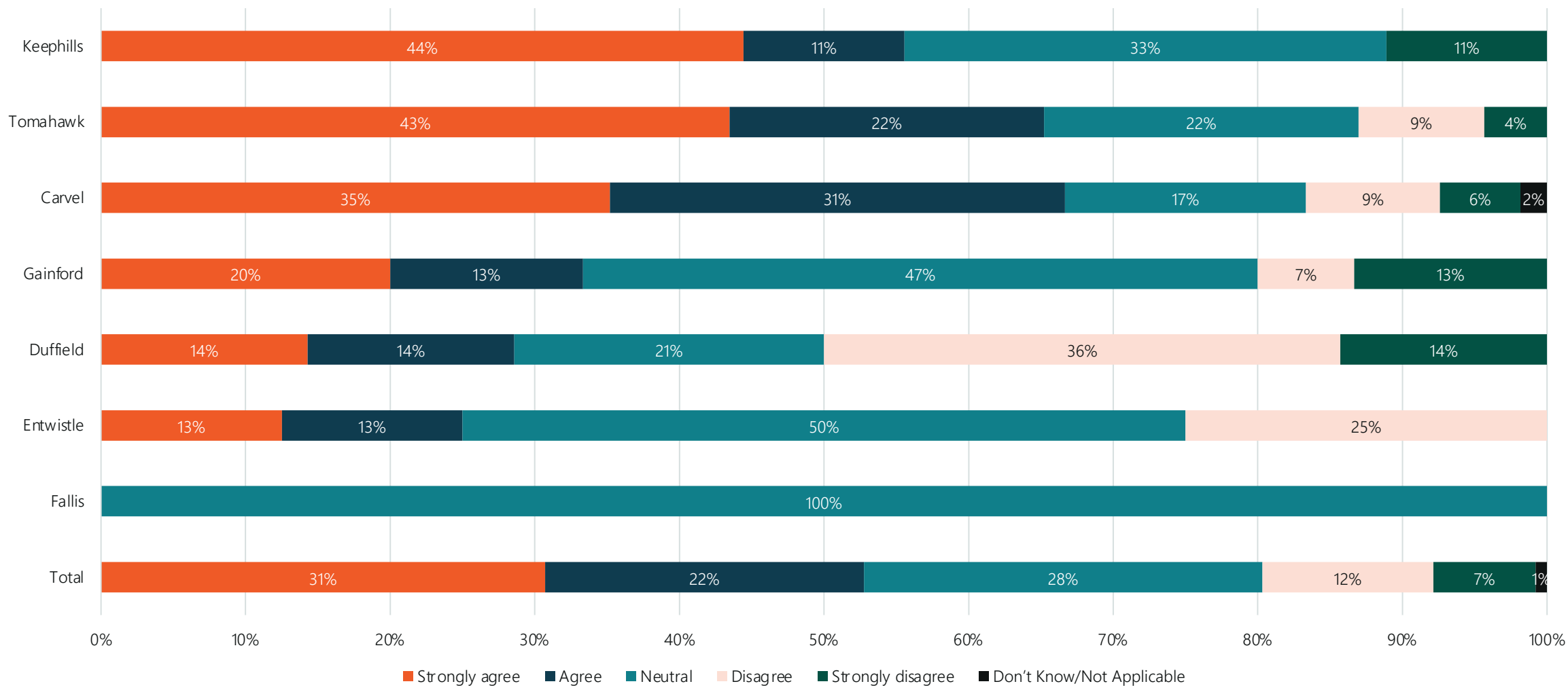
I feel strongly connected to my community



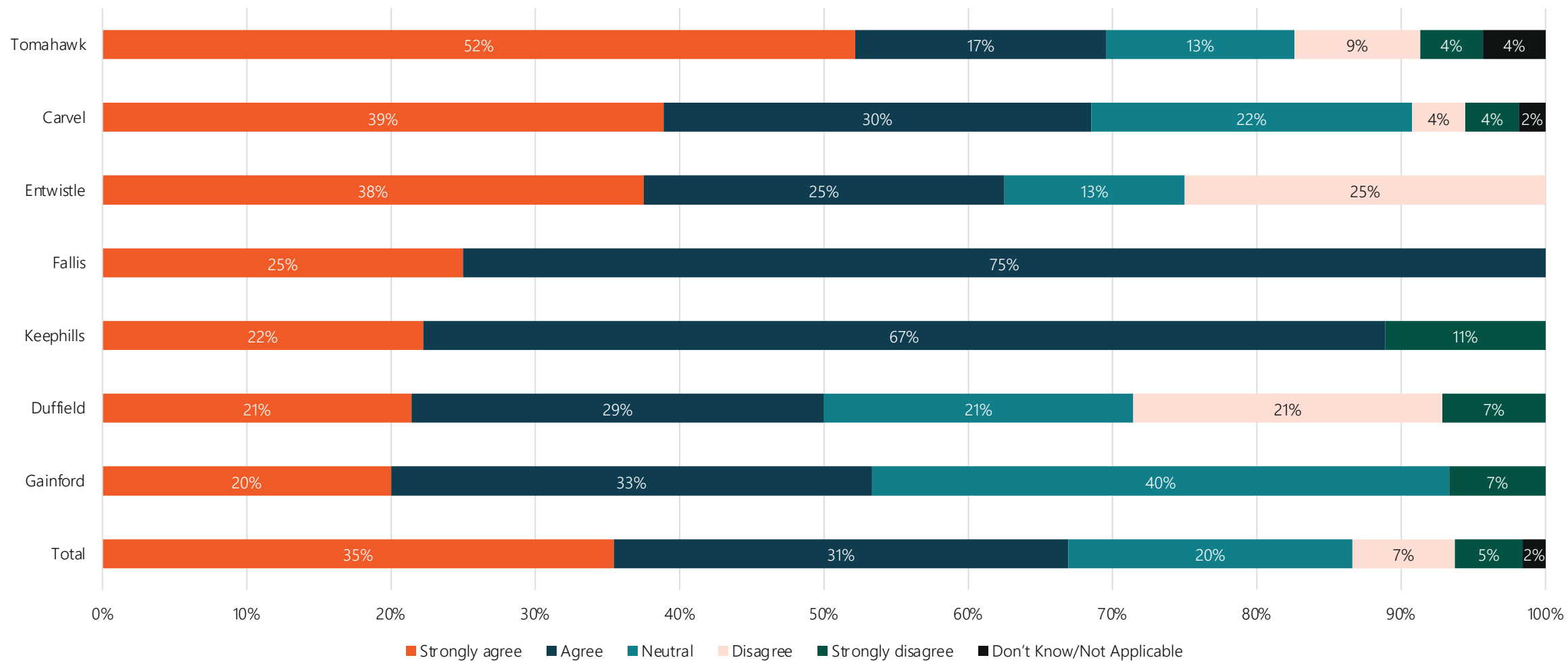
My Community is Vibrant and Strong



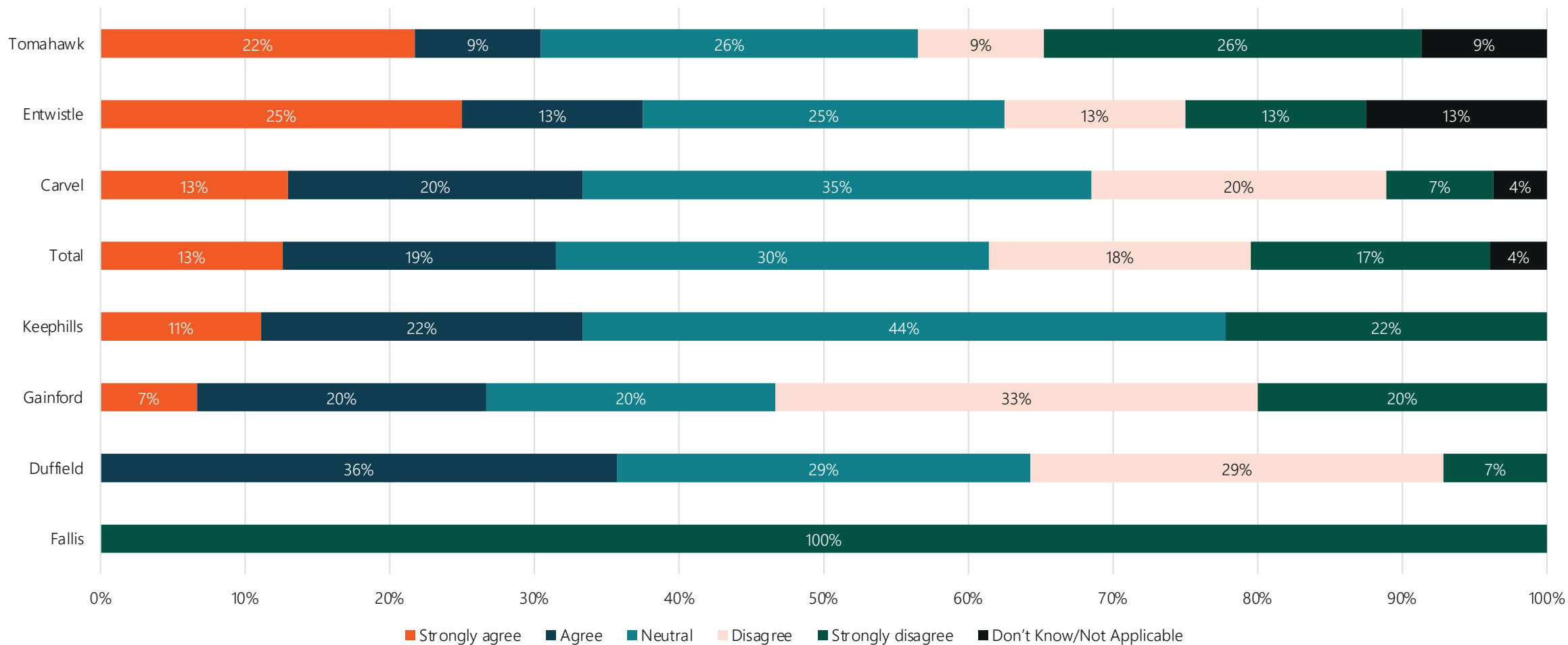
My Community is an Appealing Place to Live



My Community is a Safe Place to Live and Work

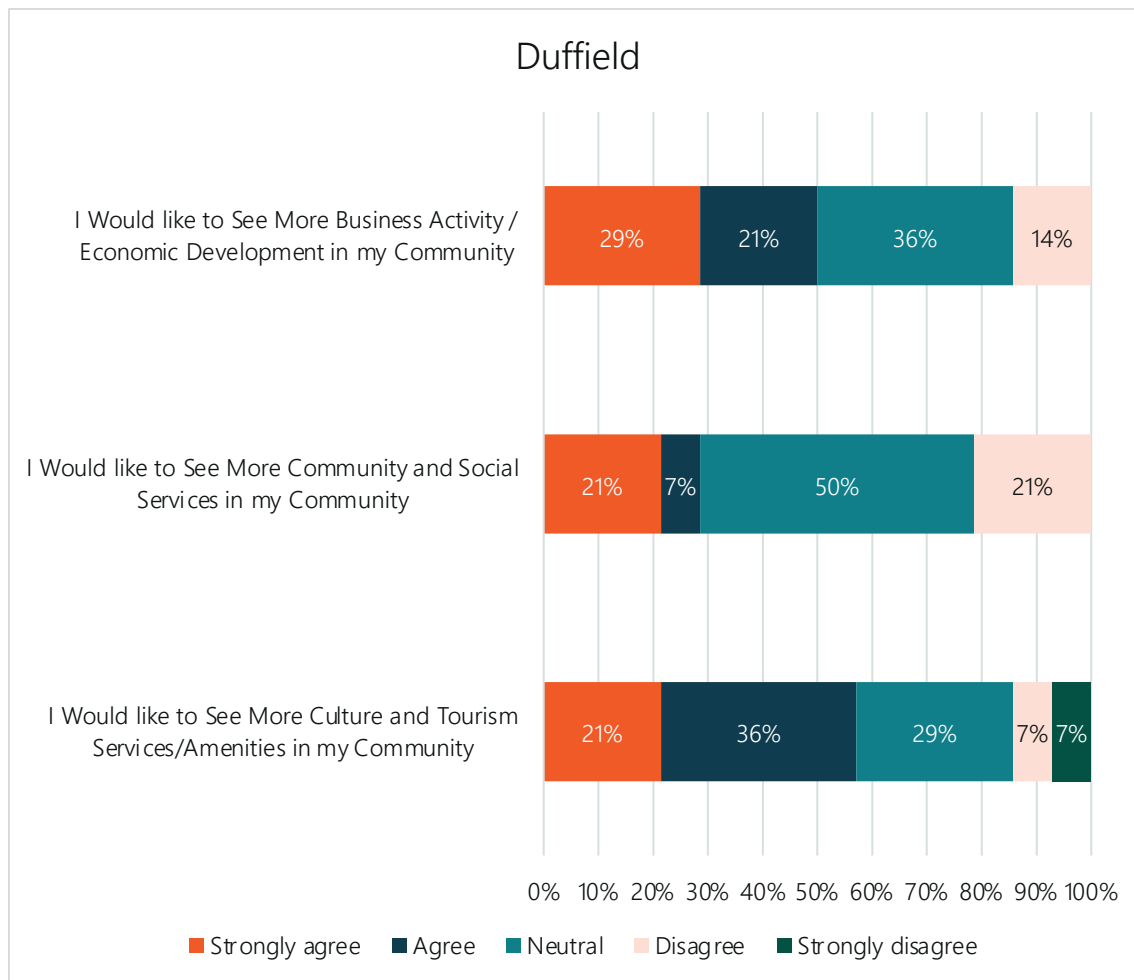
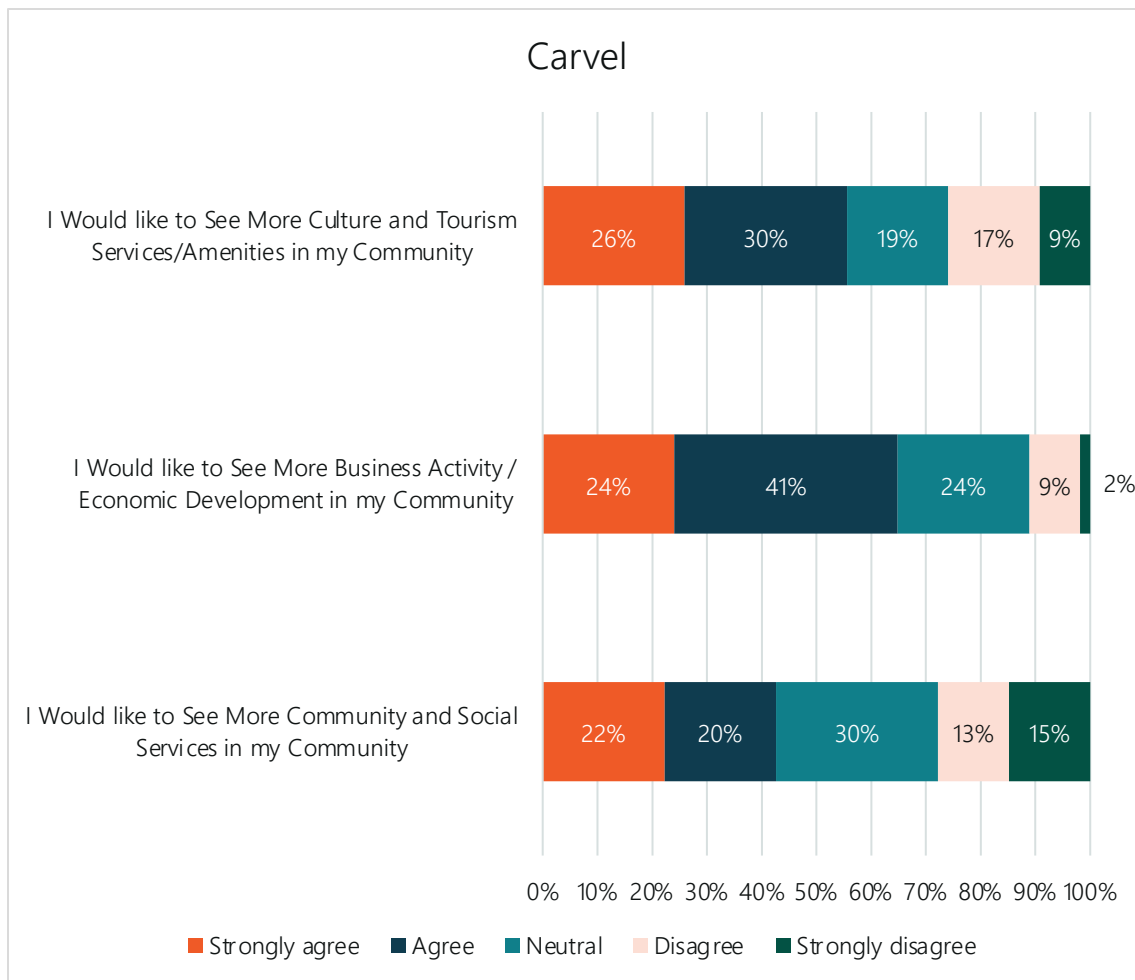


I Feel That the County Appropriately Invests and Supports my Community

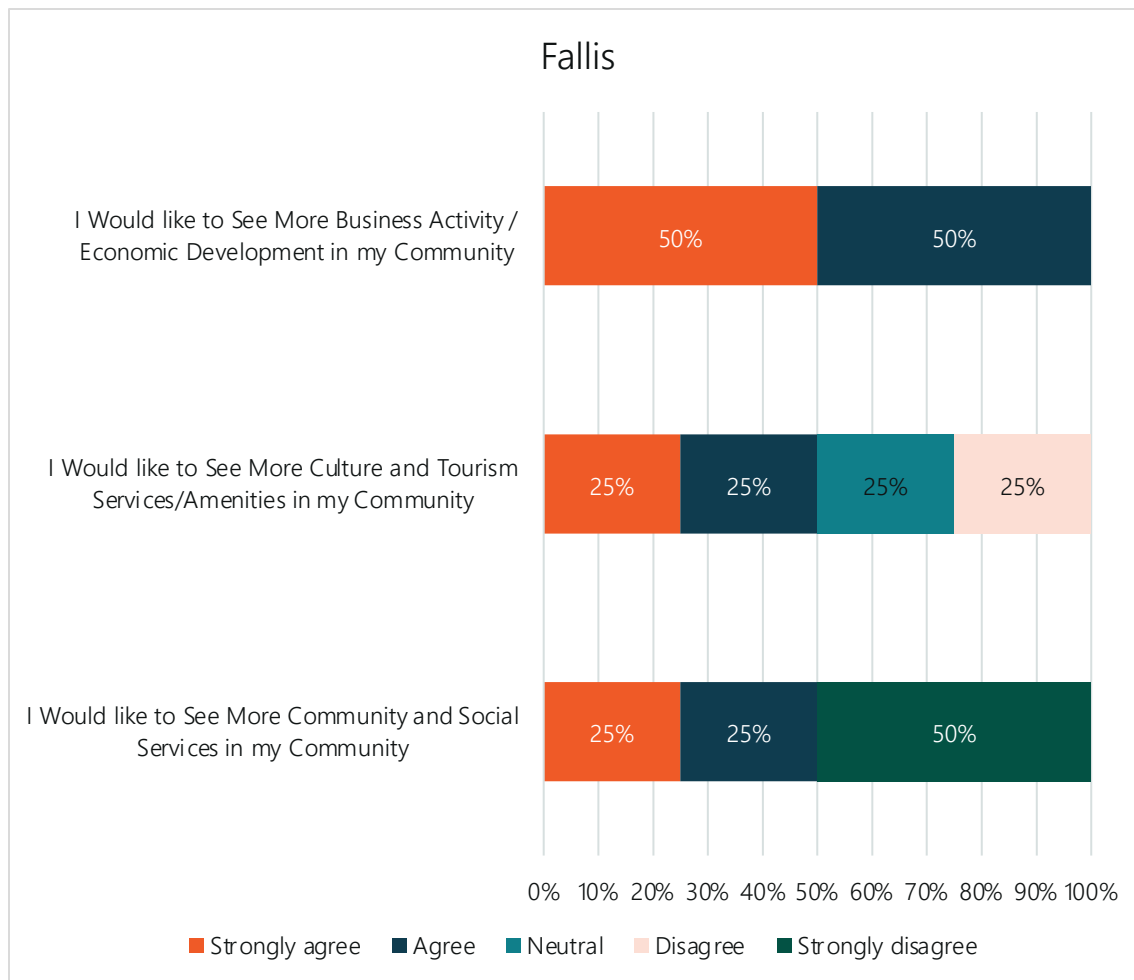
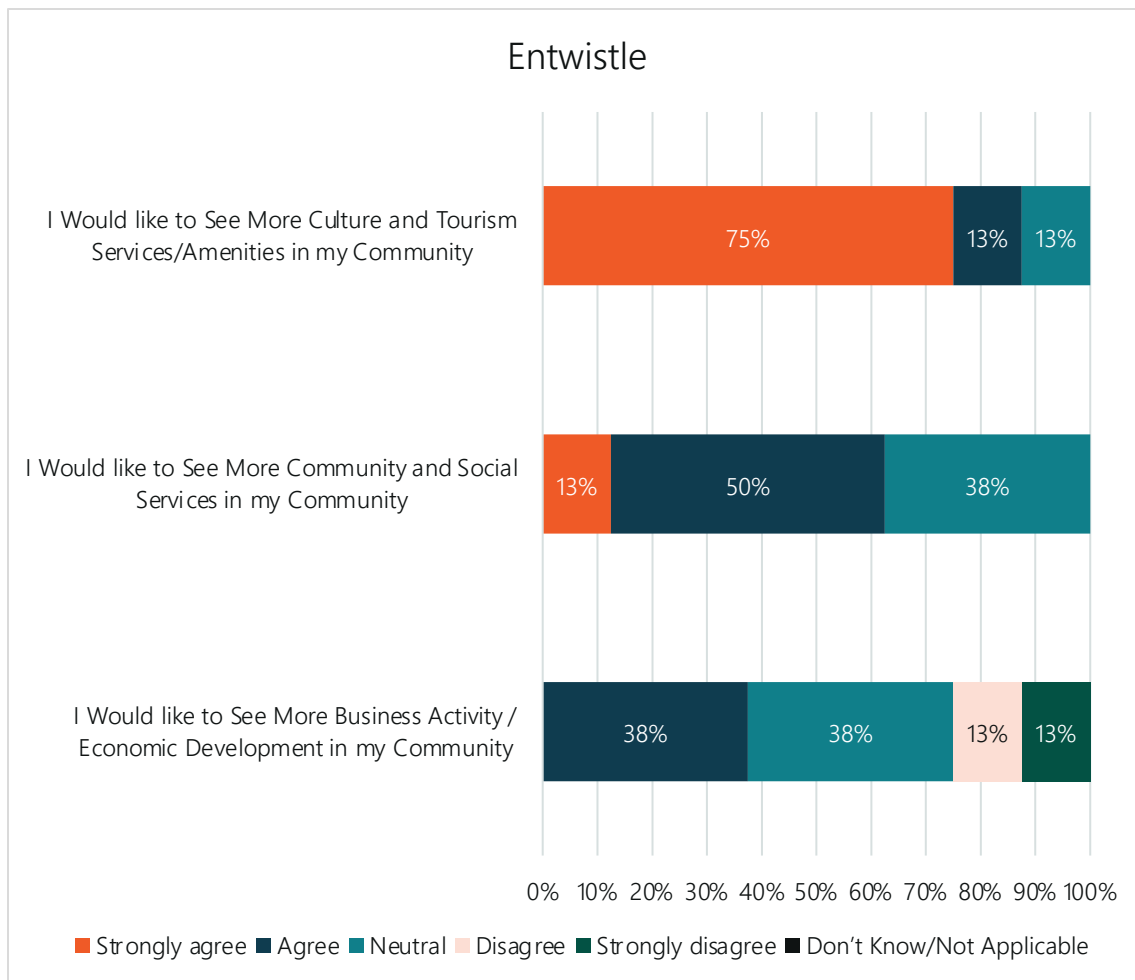


County Services

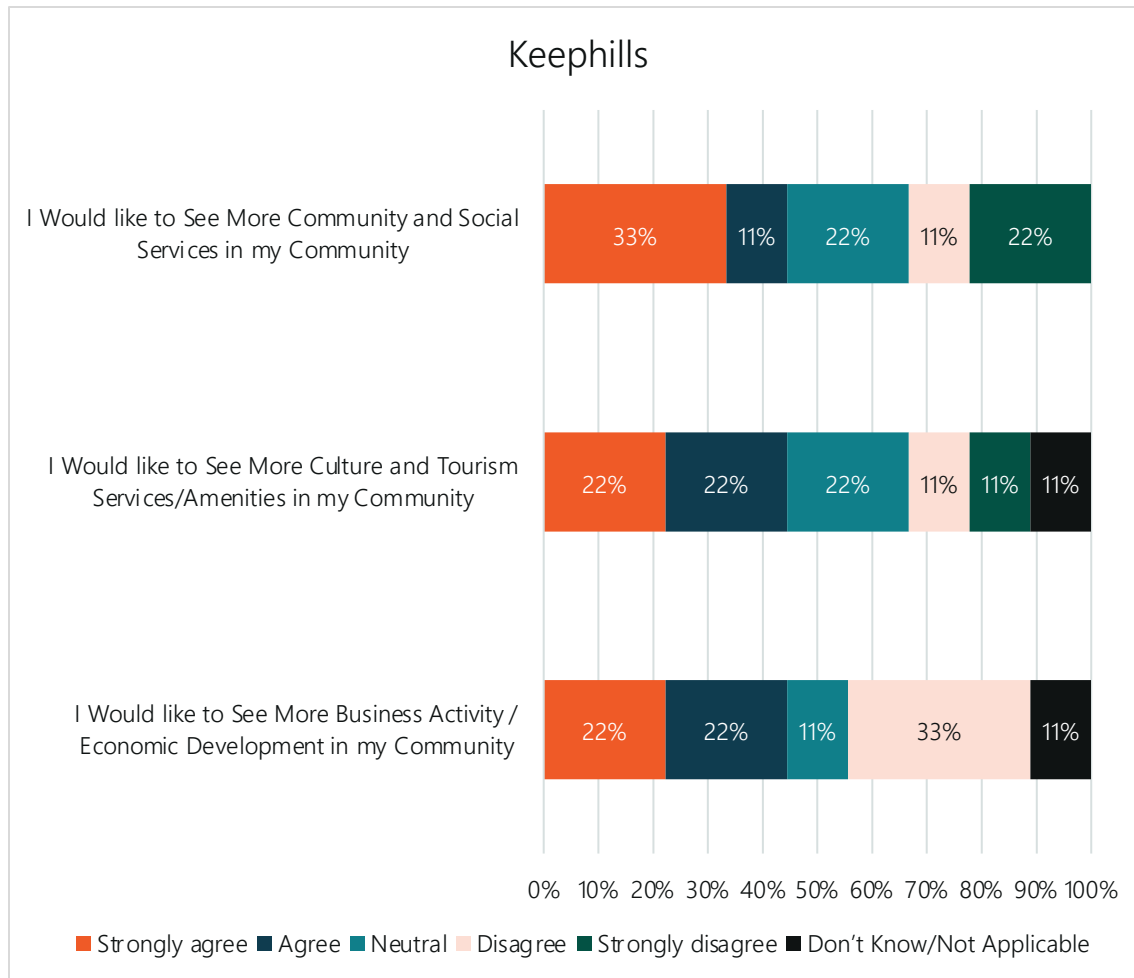
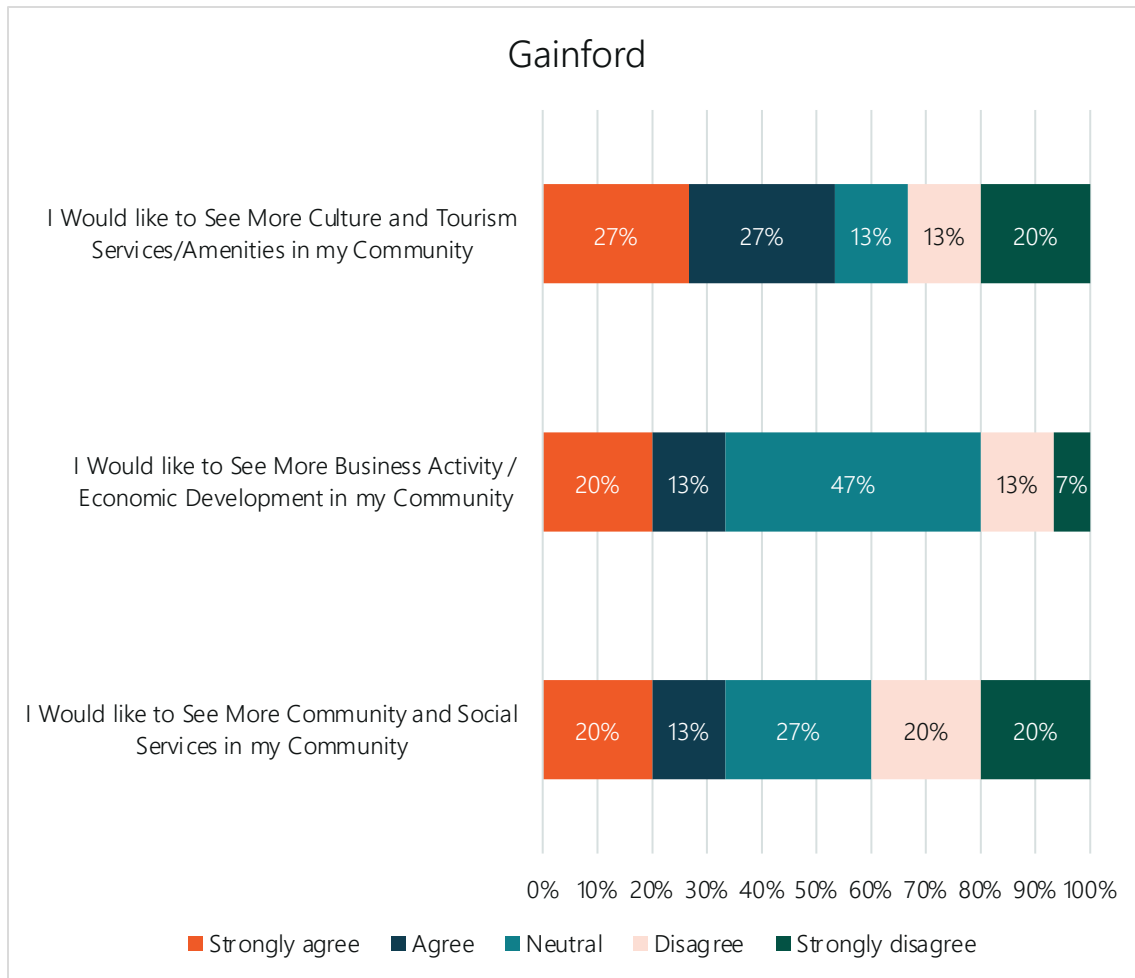
County Services



County Services (Continued)

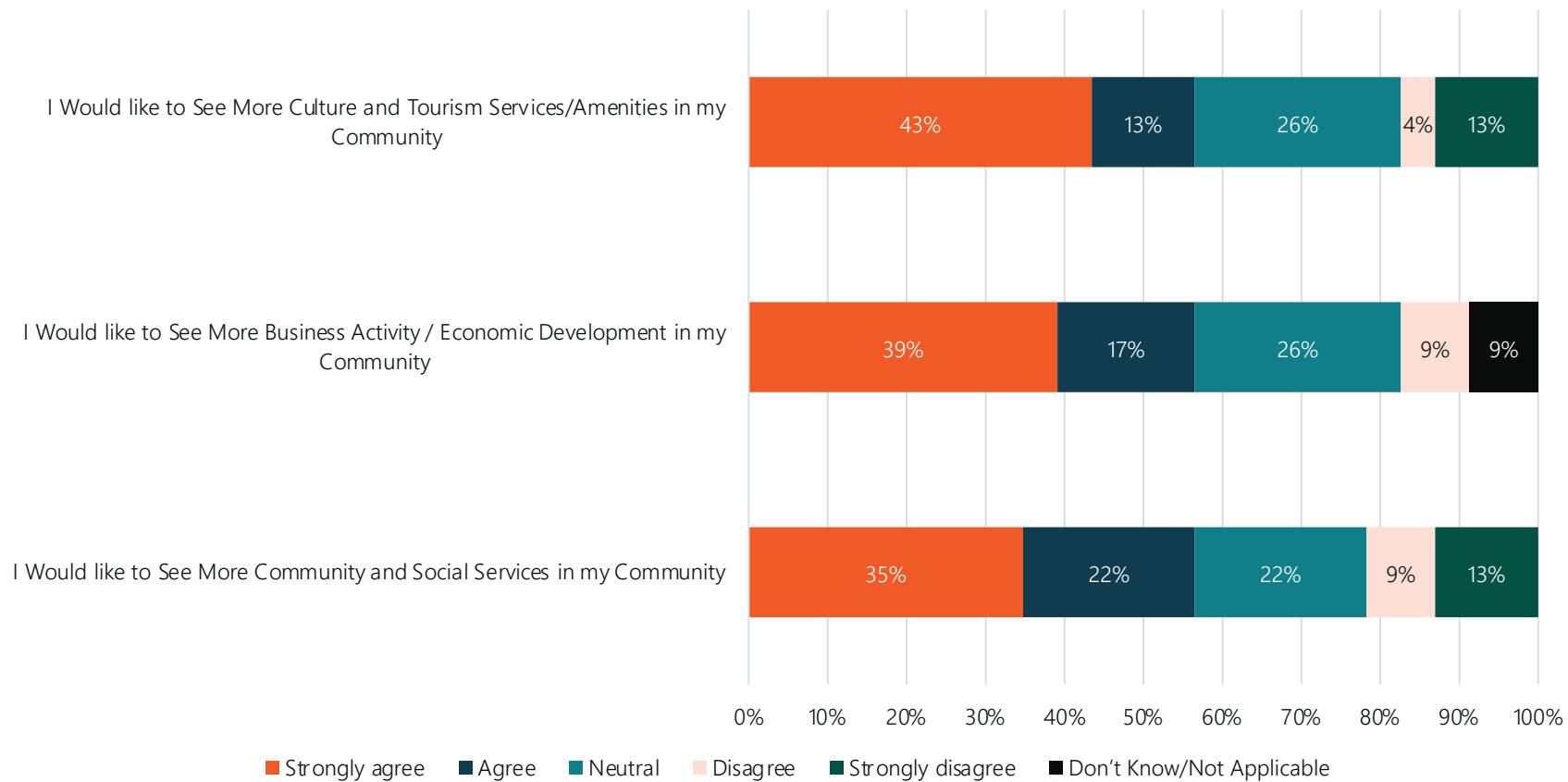


County Services (Continued)

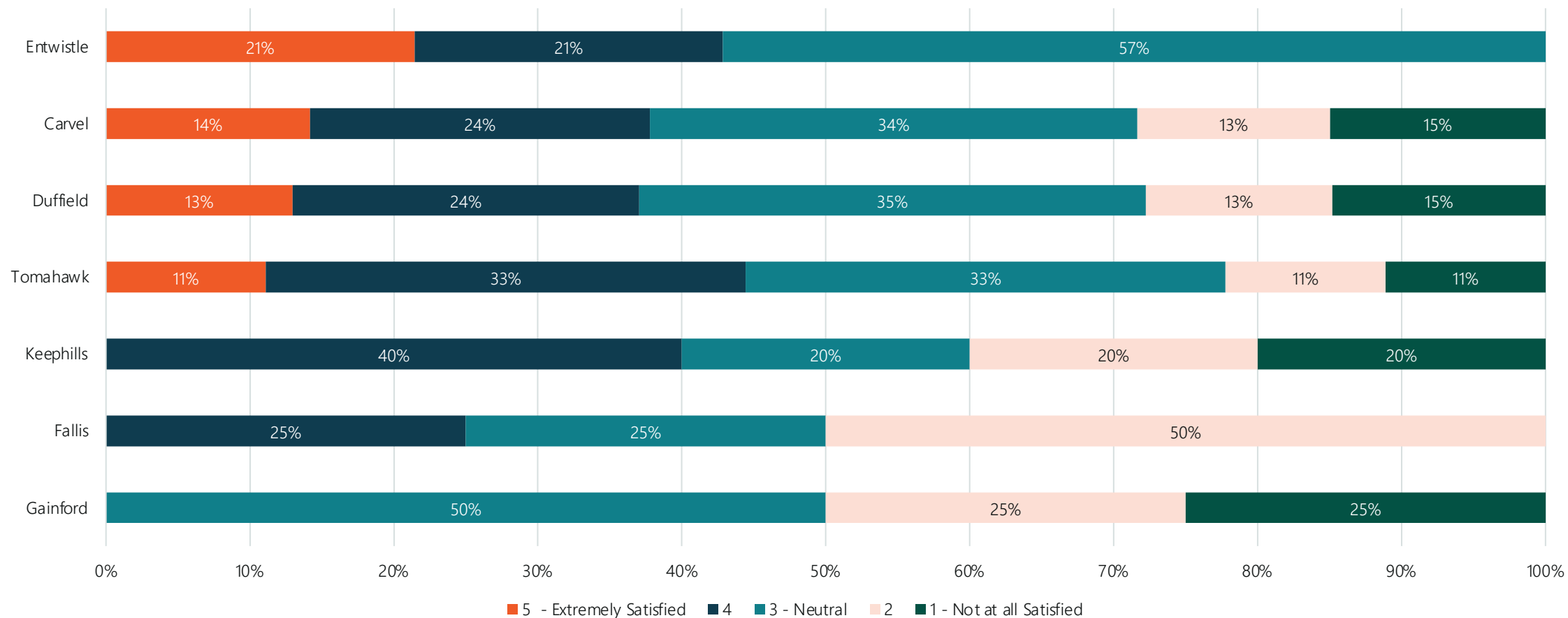


County Services (Continued)

Tomahawk



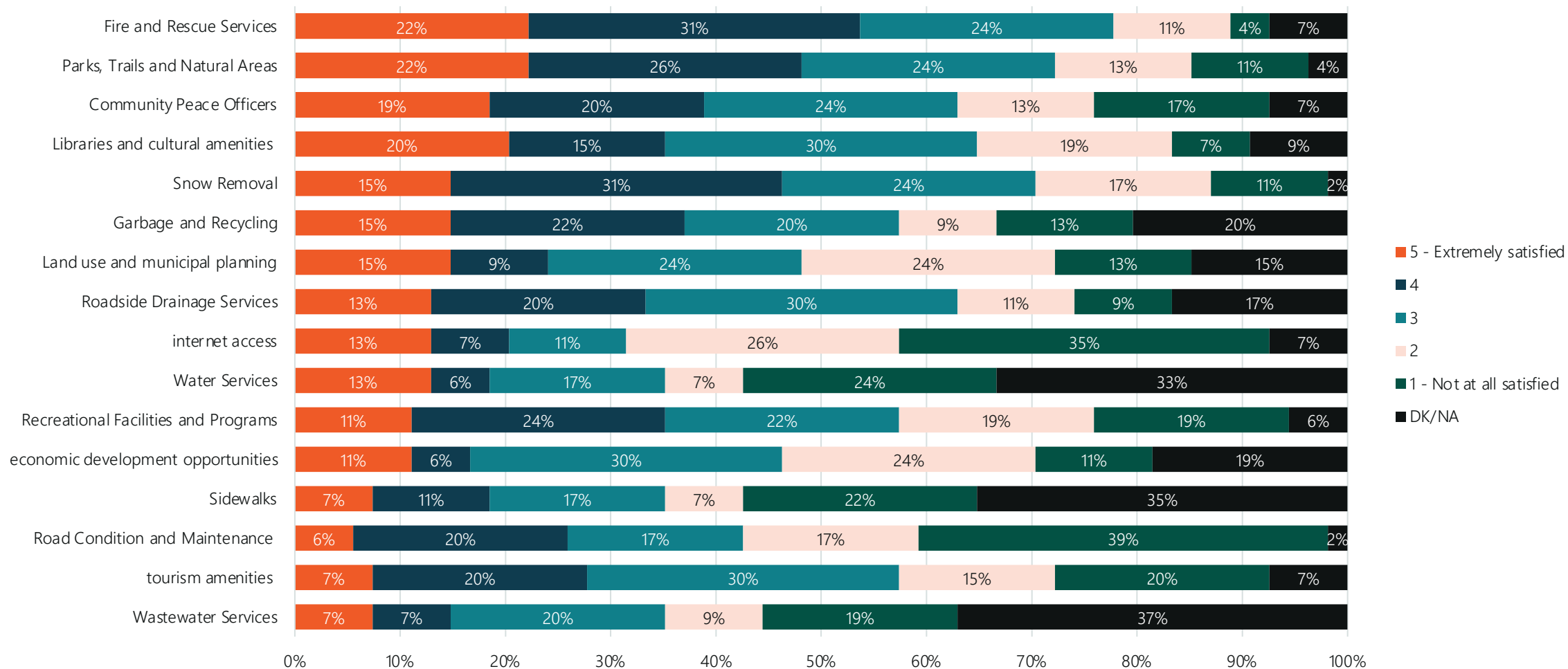
How Satisfied are you Overall with the Services Provided to your Community by Parkland County?



Services Satisfaction

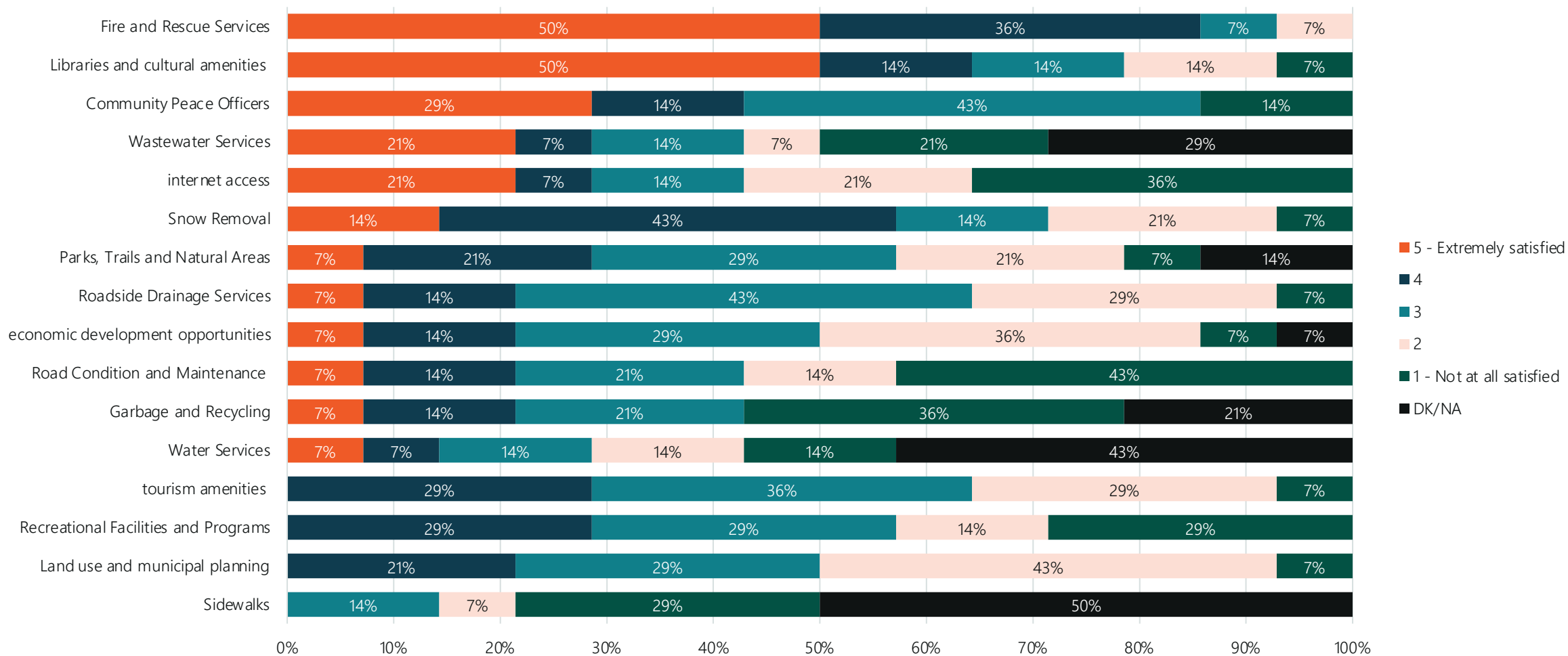
Service Satisfaction

Carvel



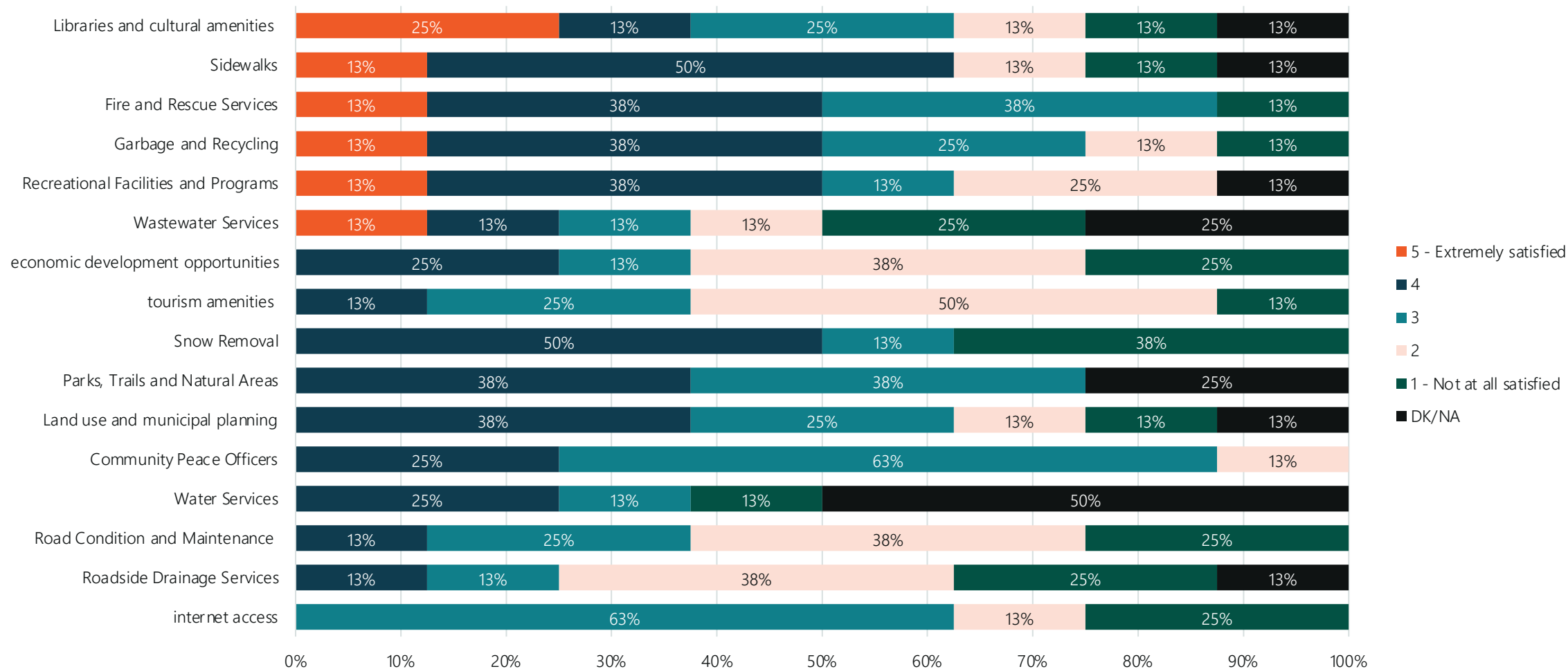
Service Satisfaction

Duffield



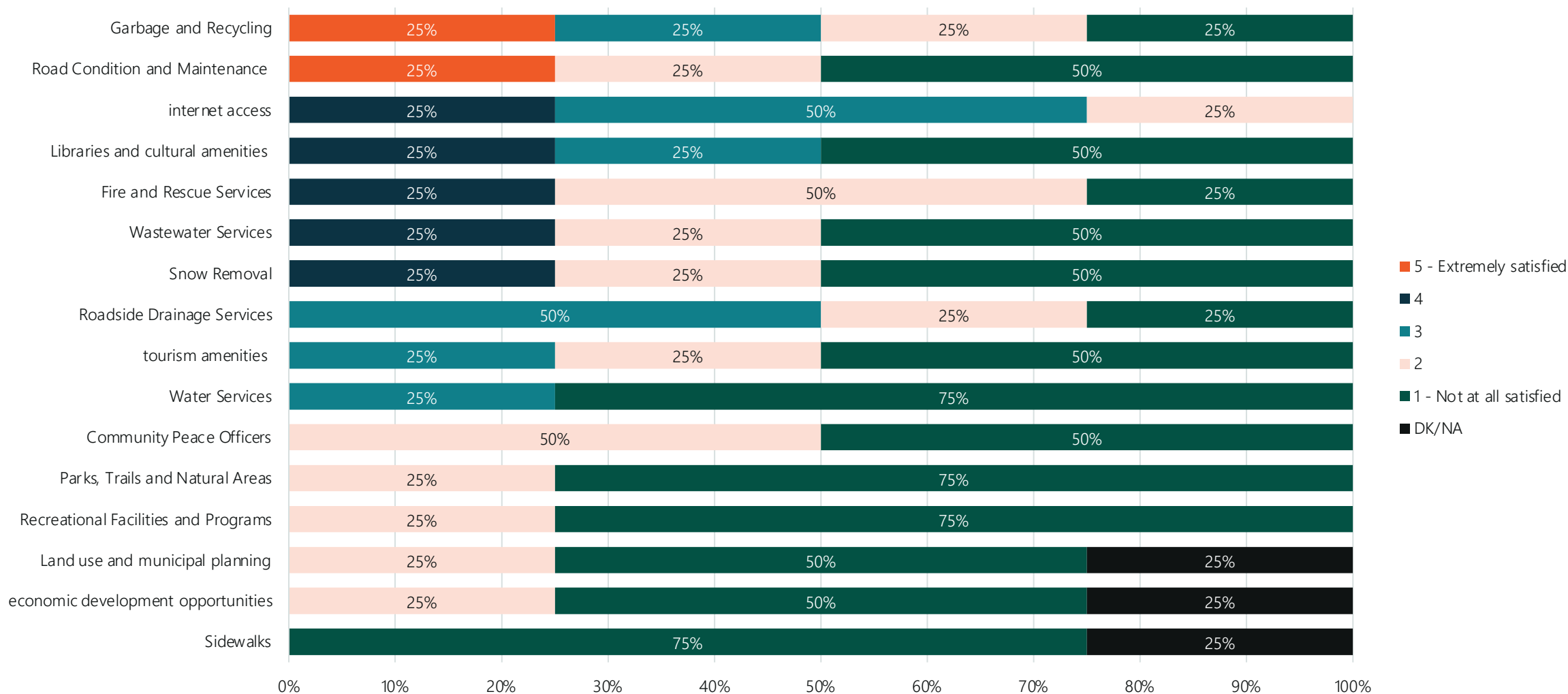
Service Satisfaction

Entwistle



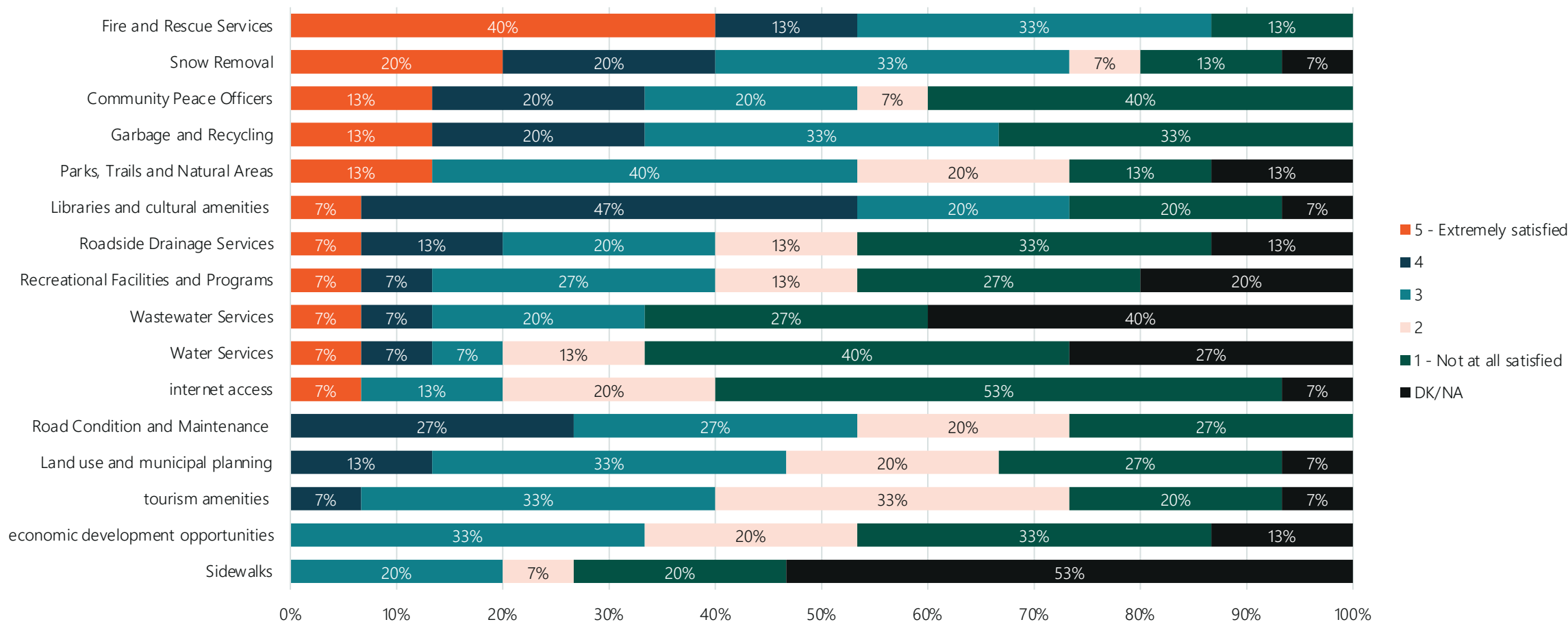
Service Satisfaction

Fallis



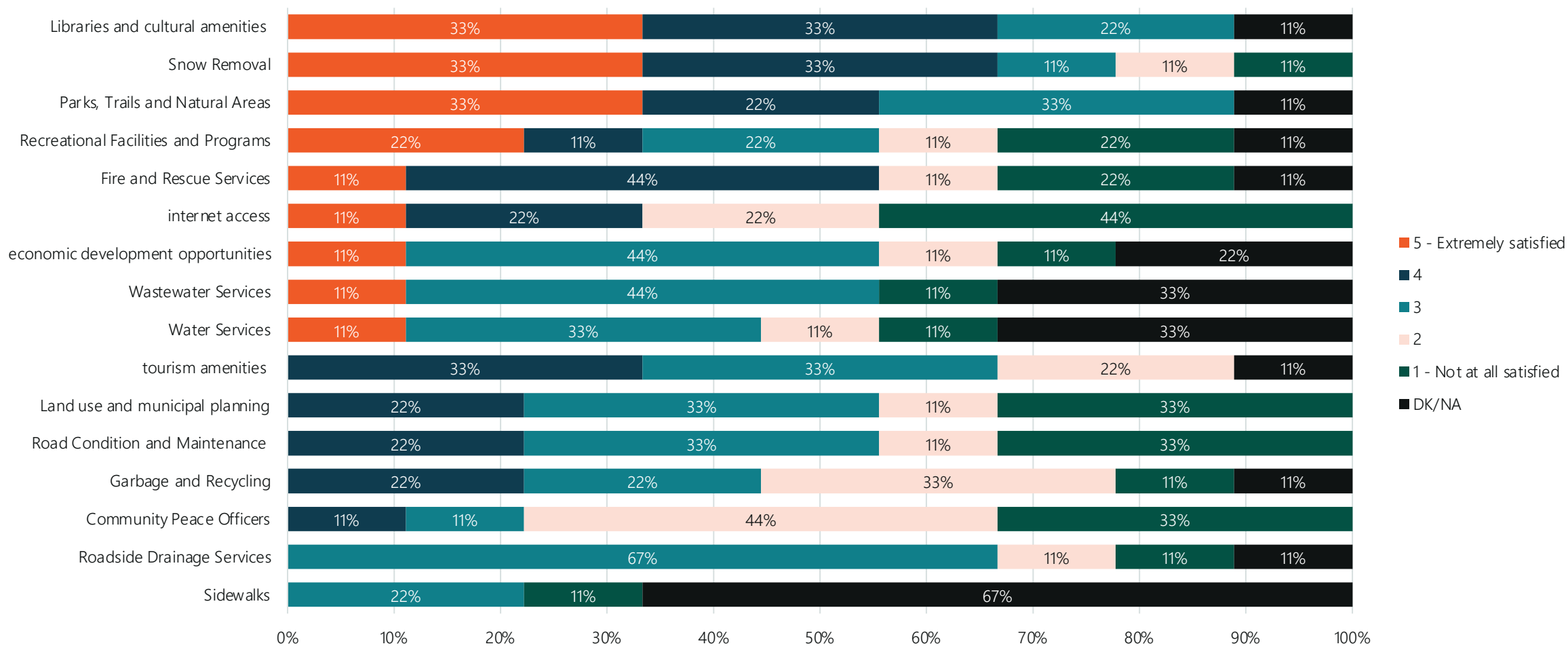
Service Satisfaction

Gainford



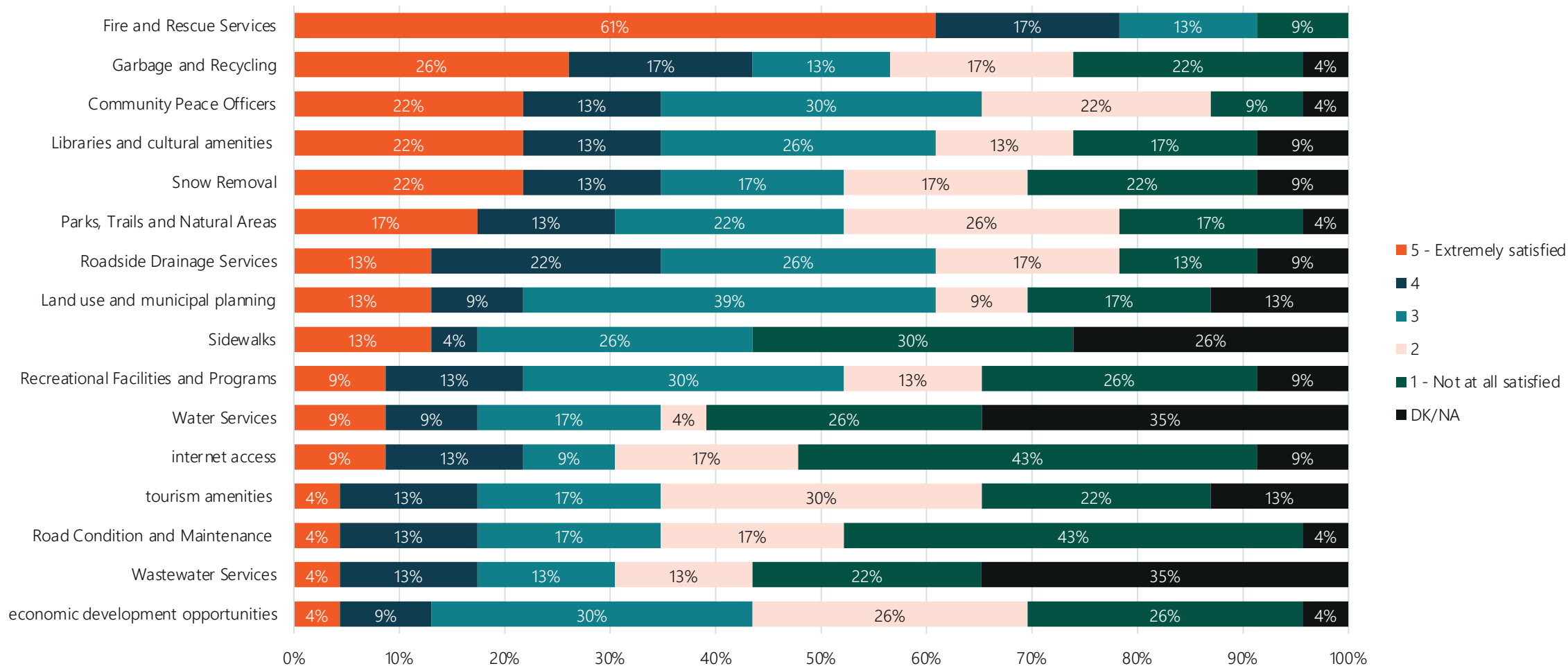
Service Satisfaction

Keepsills



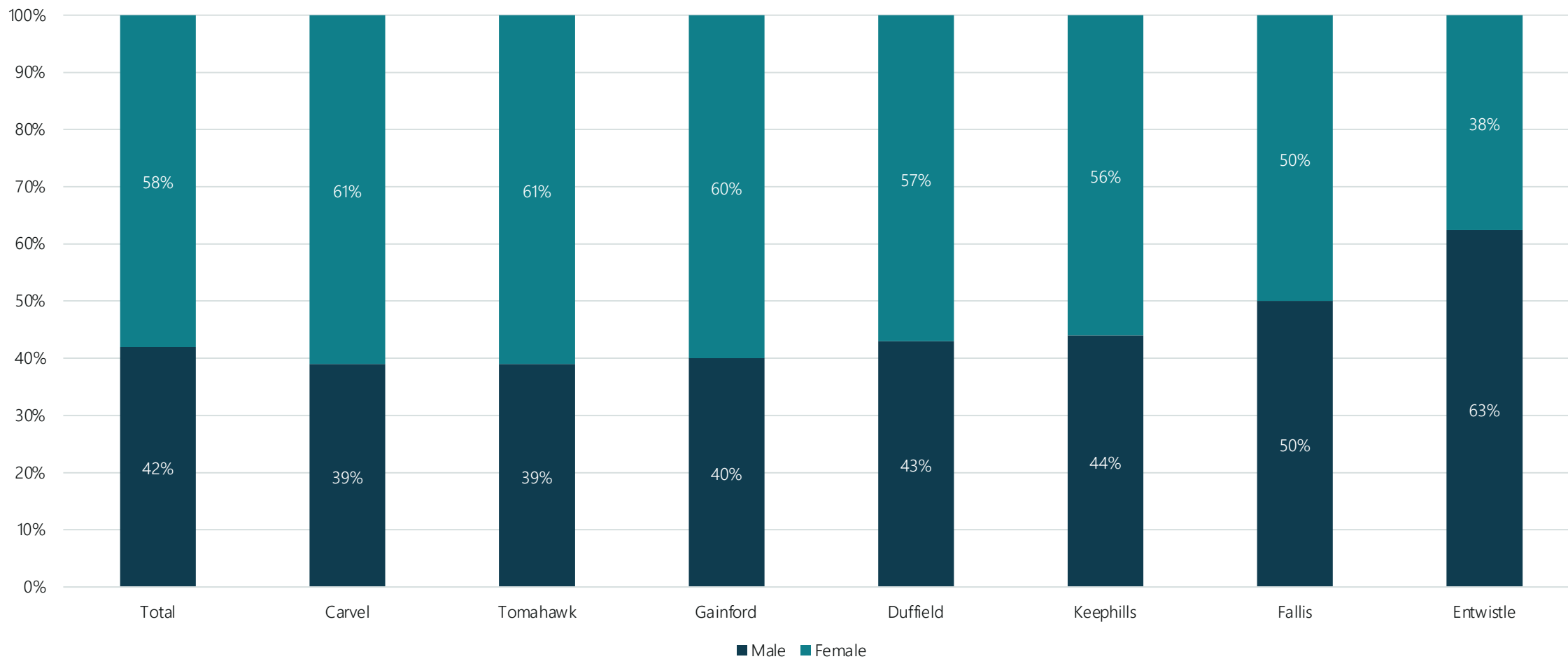
Service Satisfaction

Tomahawk

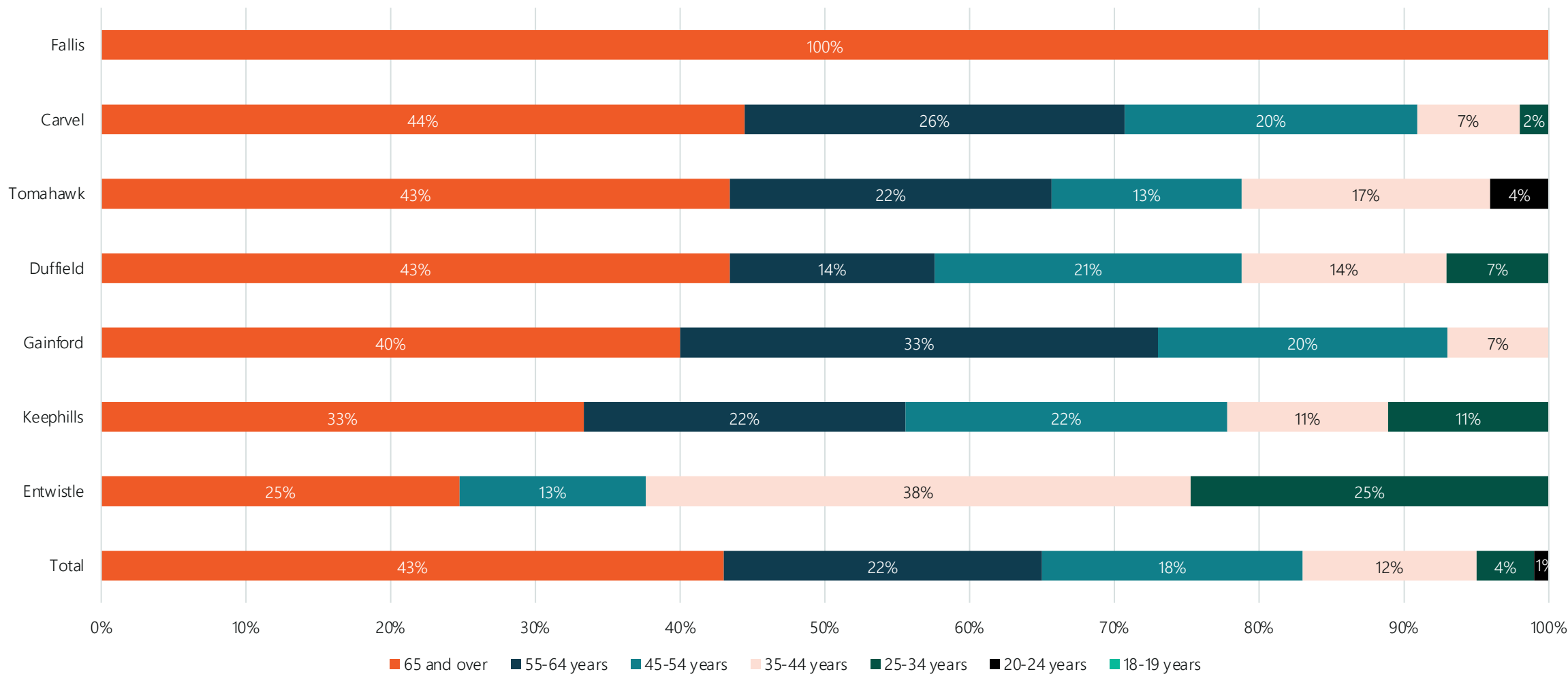


Demographics

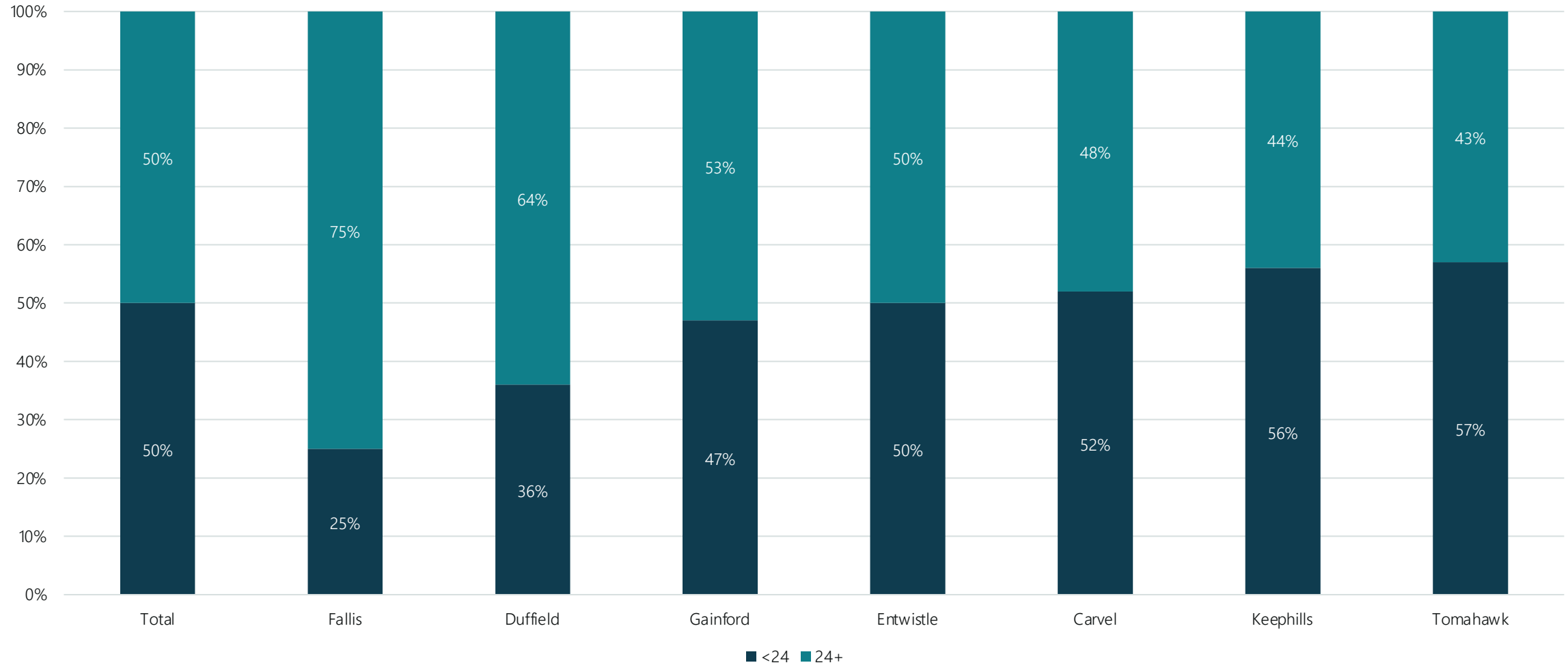
Demographics: Gender



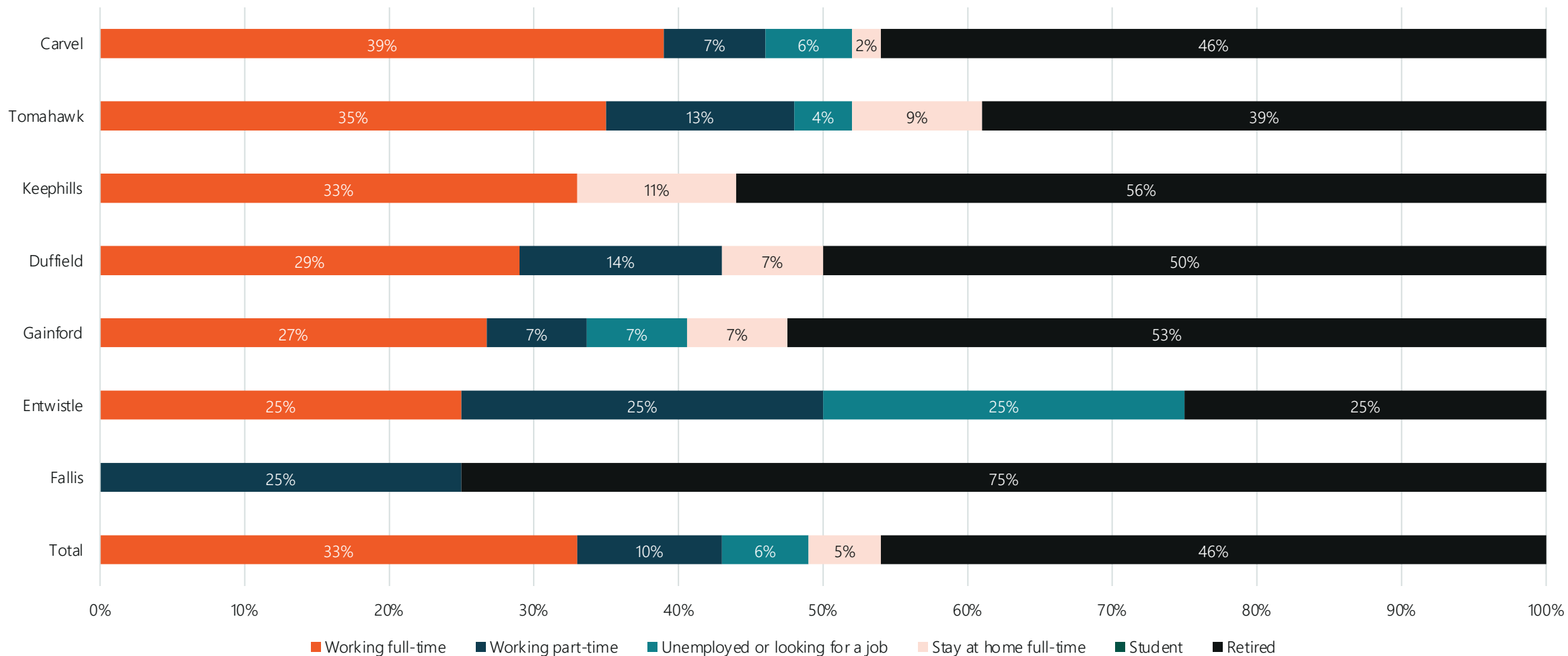
Demographics: Age



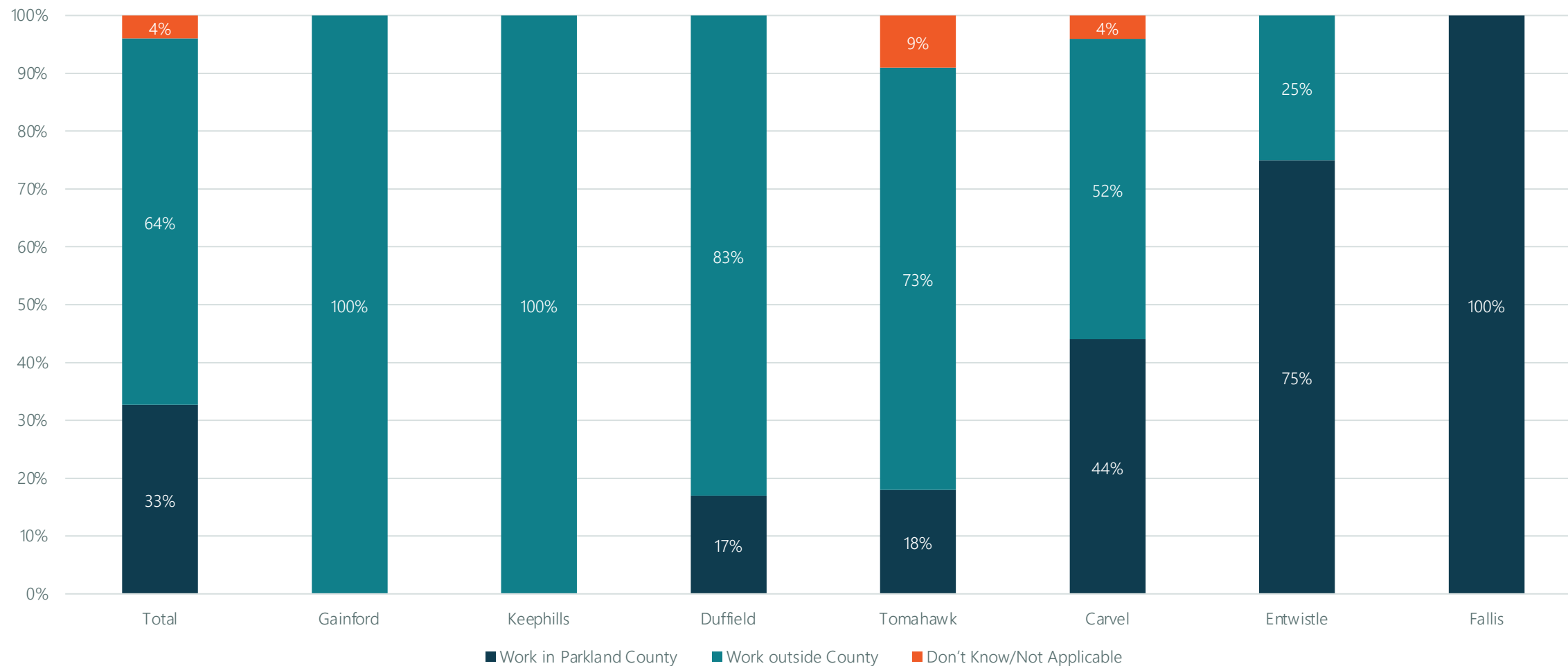
Approximately how long have you lived in your current community or Hamlet?



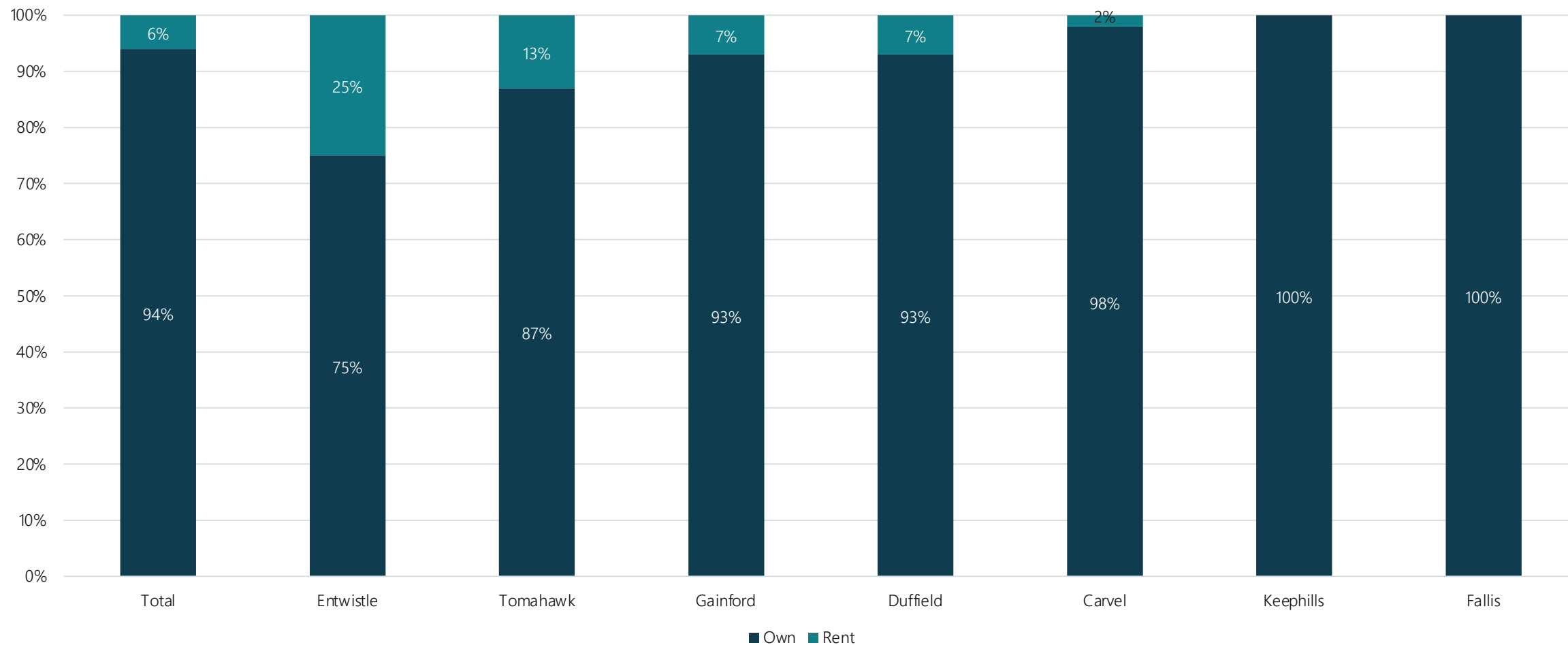
Which of the following best describes your present employment status?



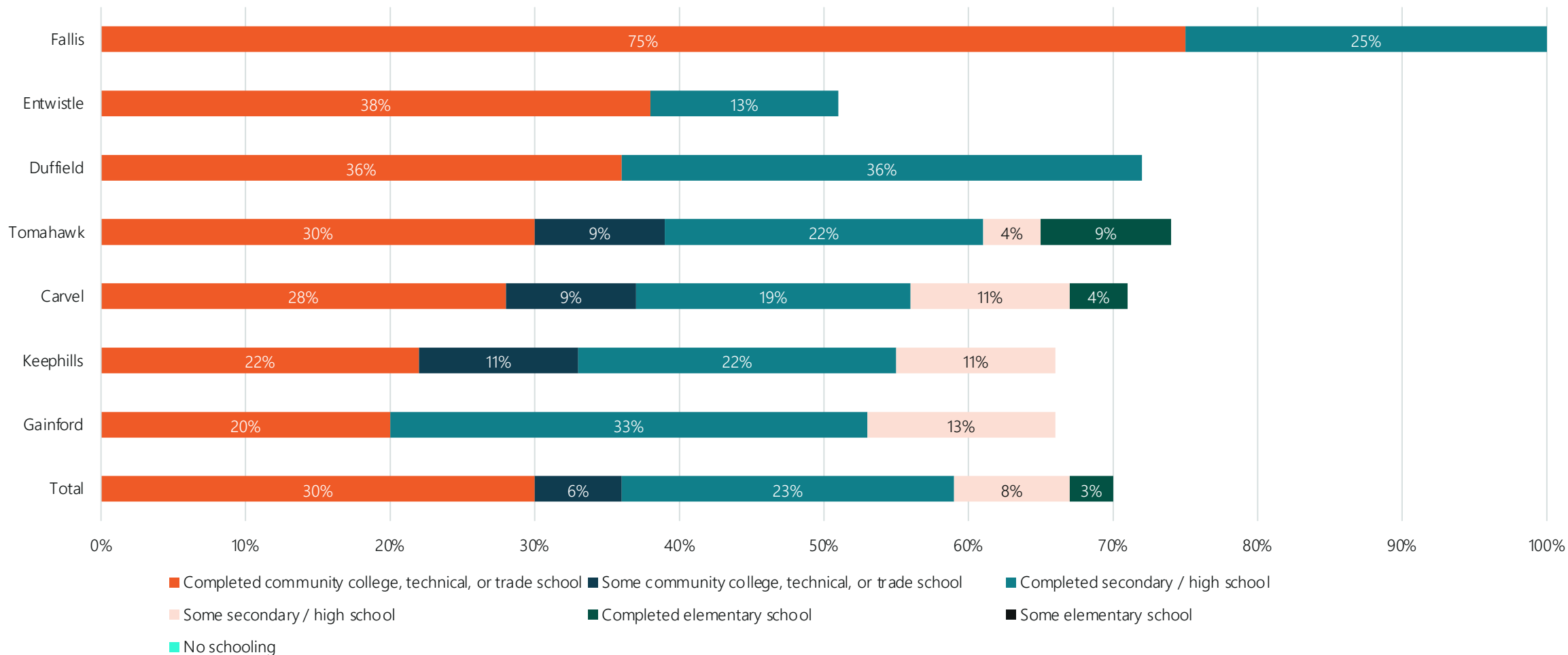
Do you work in Parkland County, or outside the County?



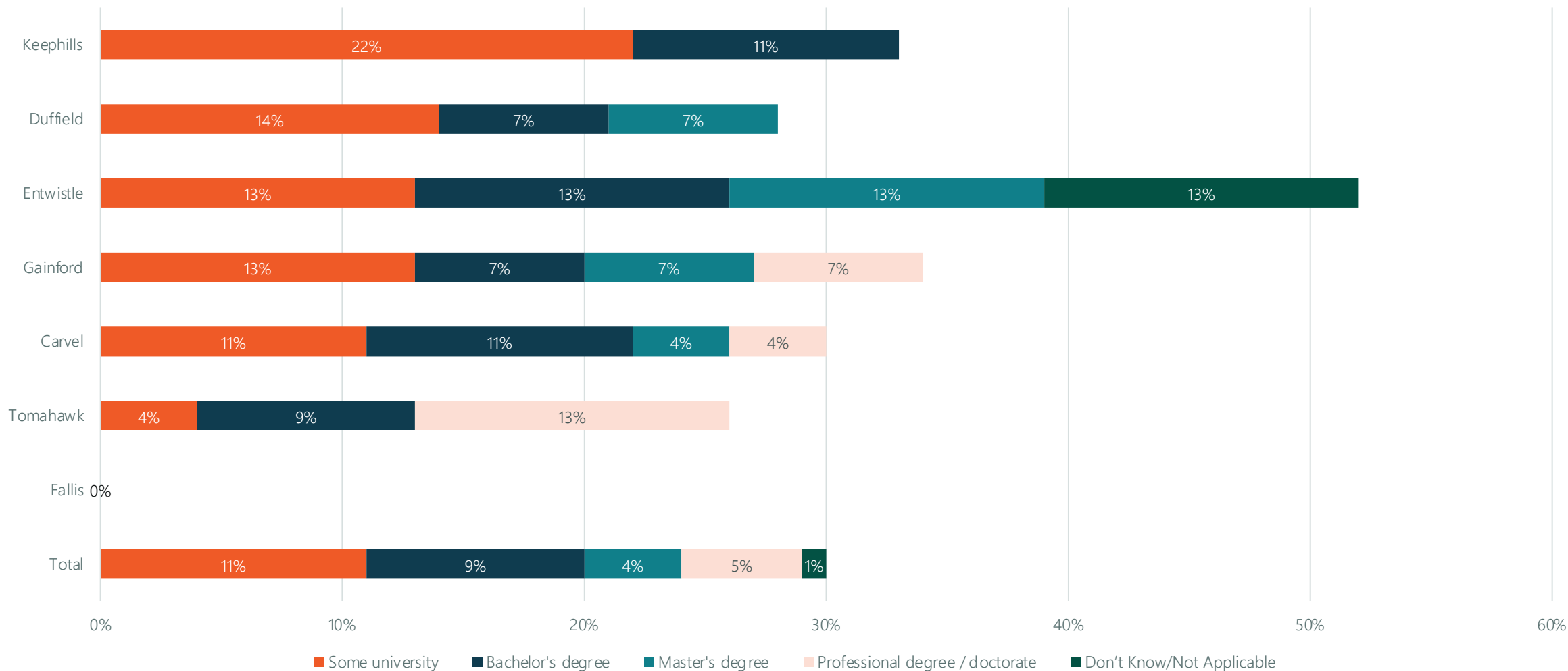
Do you own or rent the home where you live?



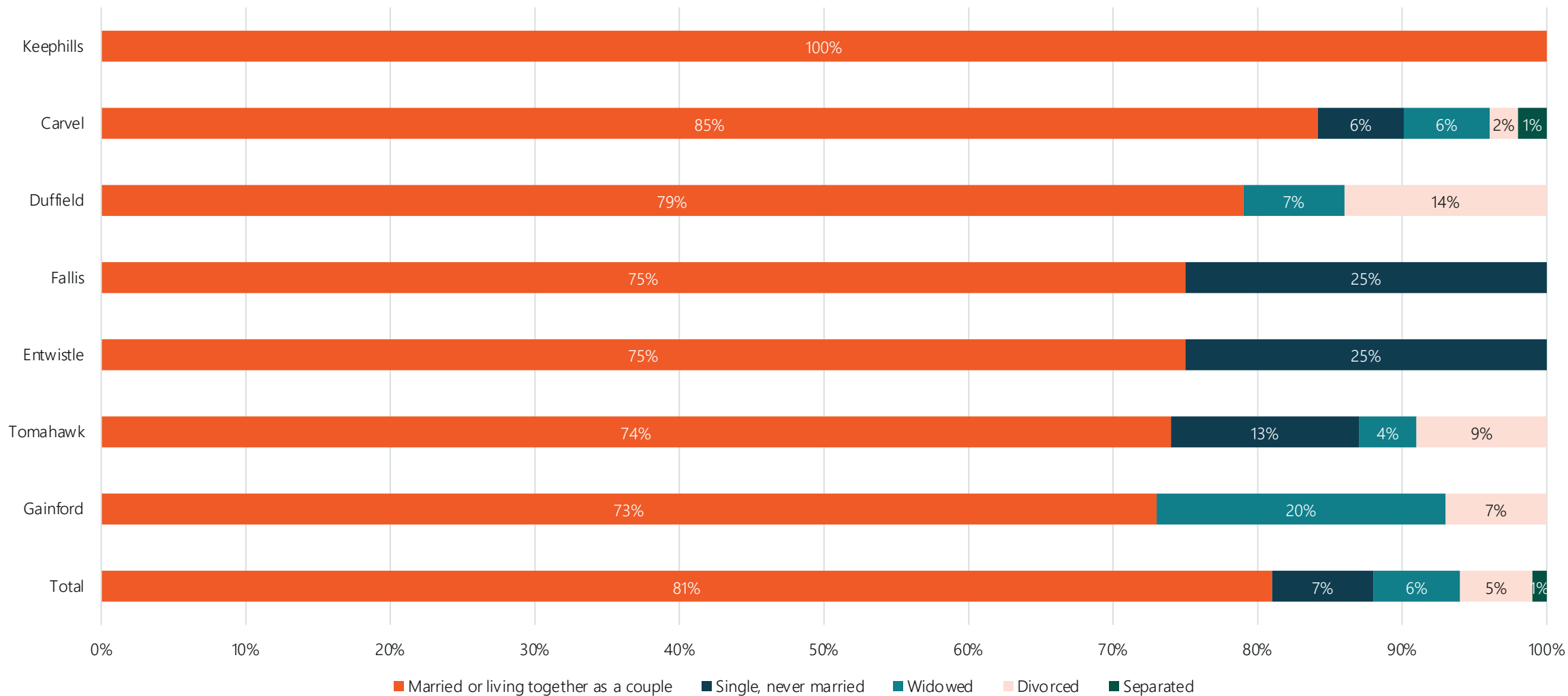
What is the highest level of education that you have reached?



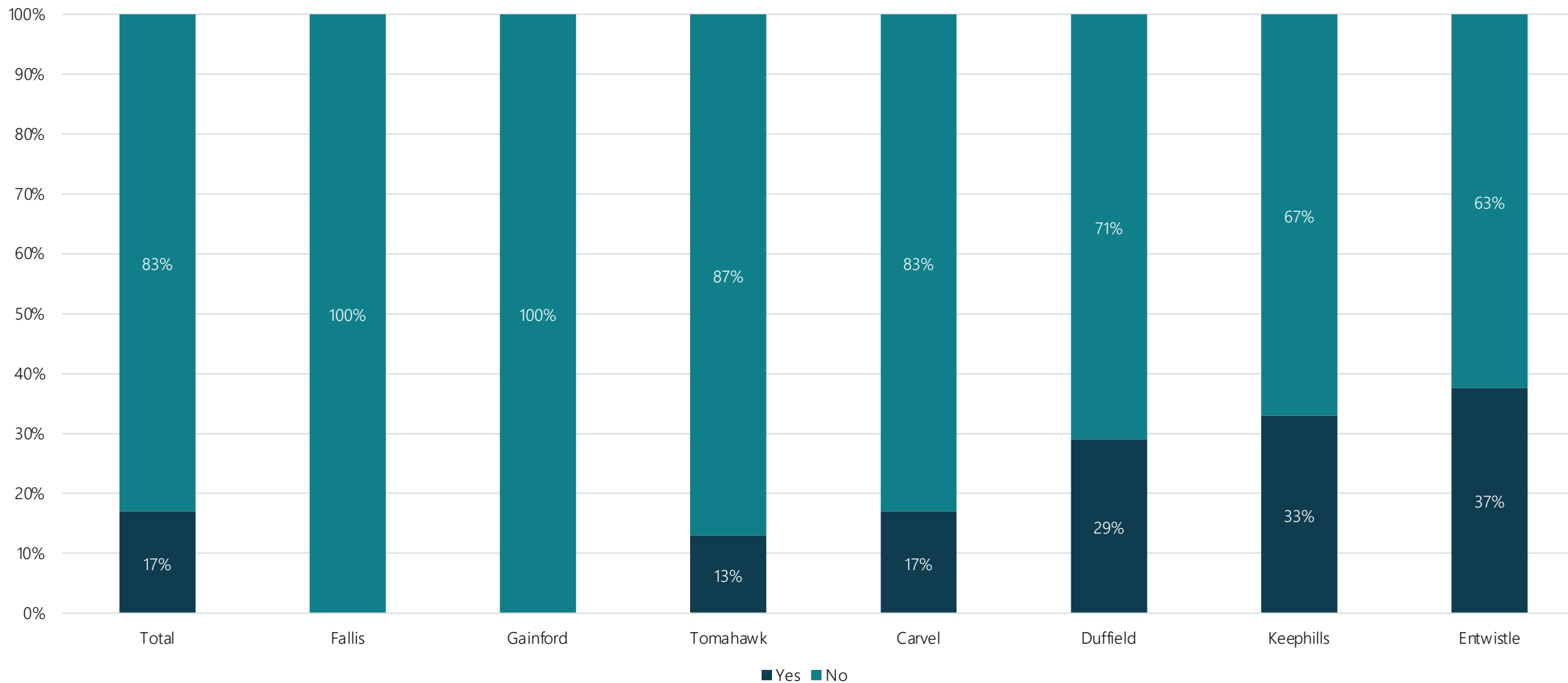
What is the highest level of education that you have reached? (continued)



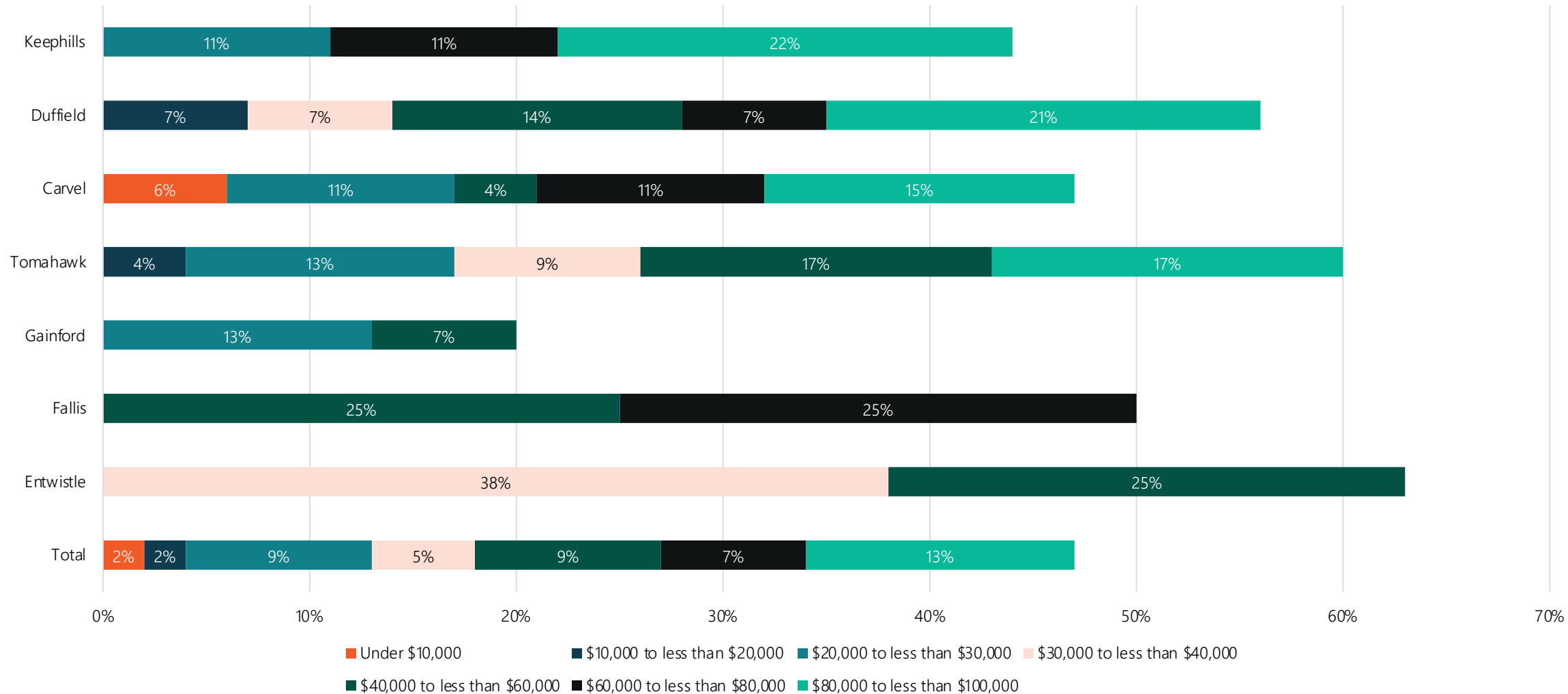
Are you...



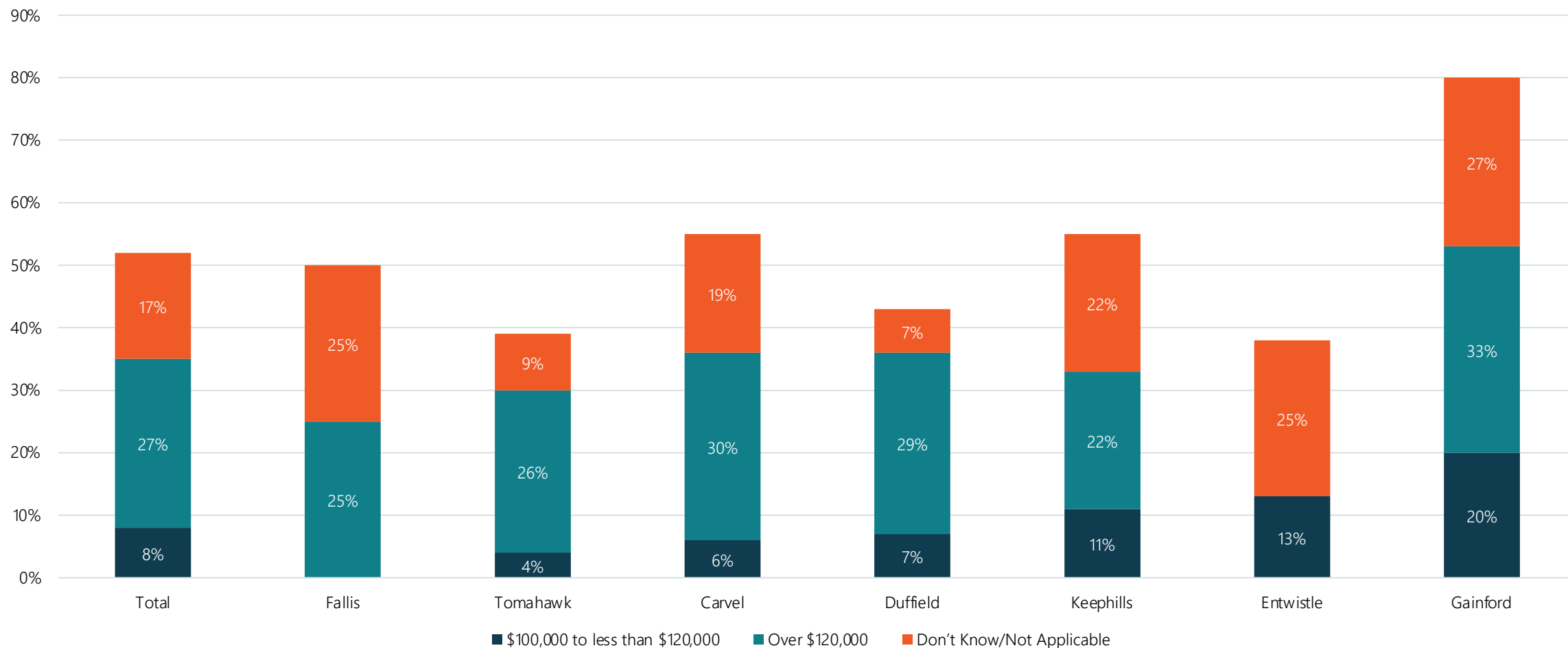
Do you have any children in your household age 17 and under?



Which category applies to your total household income before taxes in 2020?



Which category applies to your total household income before taxes in 2020? (continued)





Appendix E

**Broad Public
Engagement Survey**

Hamlet Reinvestment Strategy

Public Engagement Summary

Broad Phone Survey Results by Hamlet

2021



Wherever business takes you

MNP.ca

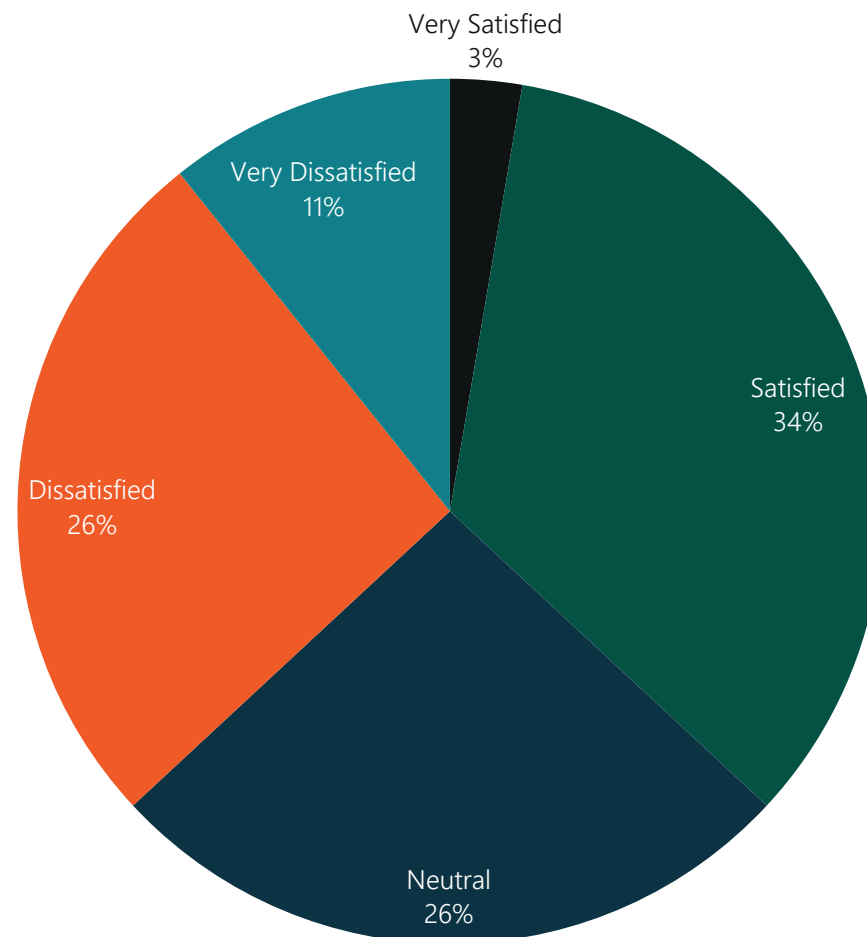


KINCENTRIC
Best Employer

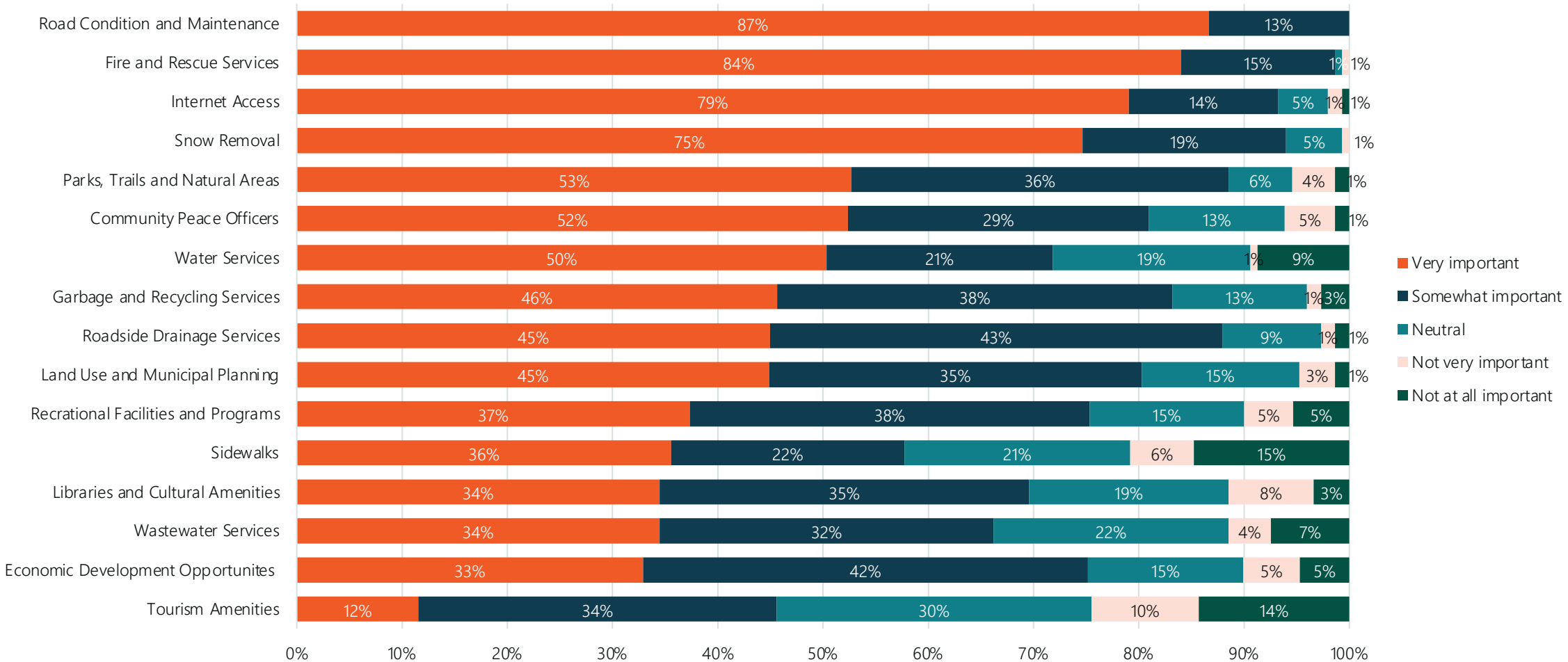
CANADA 2019

Total Survey

In general, how satisfied are you with hamlet services and infrastructure?



Please rank the list of services and amenities below in terms of their importance to you and your community.



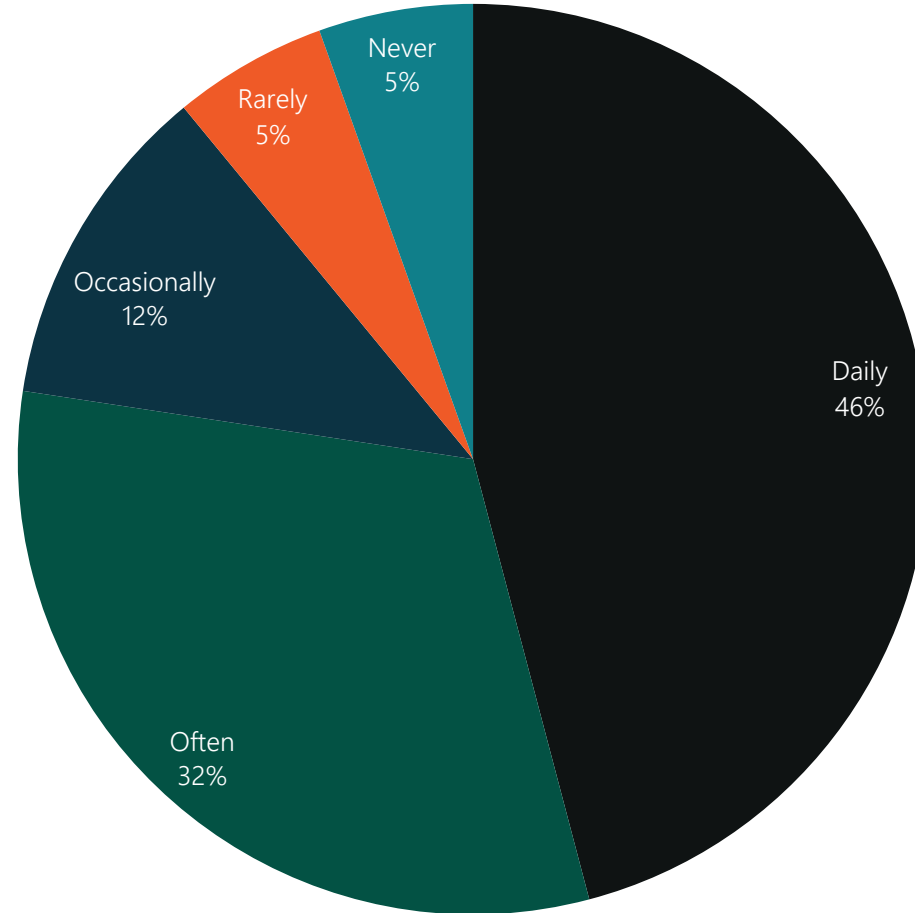
To which services and infrastructure would you most like to see improvements? Please choose your top 5.



Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weighted Score	Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weighted Score
Ambulance Services	26	0	0	0	0	115	Recreation Facilities (outdoor)	1	6	12	10	7	88
Arts, Culture, and Heritage	9	3	0	0	0	10	Recycling	0	5	0	7	5	39
Improvement to Existing County Provided Drinking Water	20	4	0	0	0	116	Improved Road Maintenance	3	9	19	21	11	154
New County Provided Drinking Water	7	6	0	0	0	59	More Paved Roads and Boulevards	1	2	6	6	9	37
Fire and Rescue Services	13	19	8	0	0	162	Schools	0	0	4	6	7	31
Healthcare Services	9	5	6	1	0	80	Maintenance of Sidewalks and Curbs	0	0	0	0	0	0
Internet Service	43	28	0	7	0	301	Sidewalks and Curbs	0	0	1	1	0	5
Libraries	2	7	2	0	0	39	Snow Removal	0	2	5	7	15	52
Parks and Trails	11	16	11	1	1	150	Solid Waste	0	0	2	5	4	20
Policing and Bylaw Enforcement	1	16	20	8	2	144	Improve County Provided Wastewater and Sewage	0	0	0	0	7	7
Recreation Facilities (indoor)	2	5	11	17	1	96	New County Provided Wastewater and Sewage	1	0	1	1	8	18

- Scores were multiplied by their rank in reverse order to achieve a weighted score
- E.g Ambulance Services (xx*5) + (xx*4) ... = Weighted Score

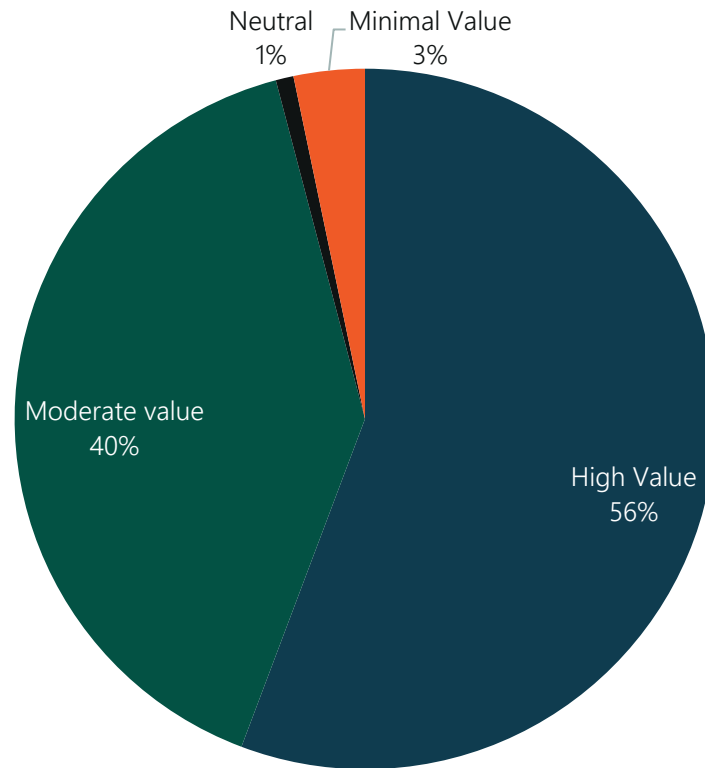
How often do you use these services and amenities in one or more of the **MNP** hamlets?



Do you see value in increasing investment in the County's hamlets?

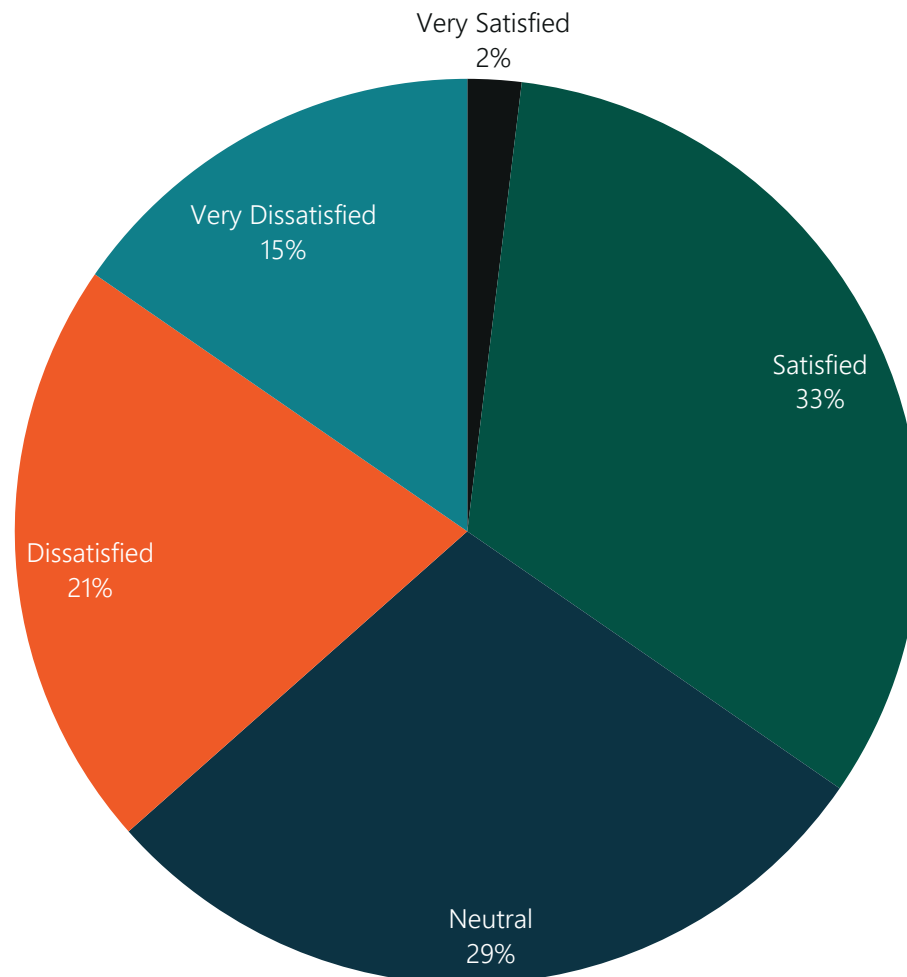


If so, how much?

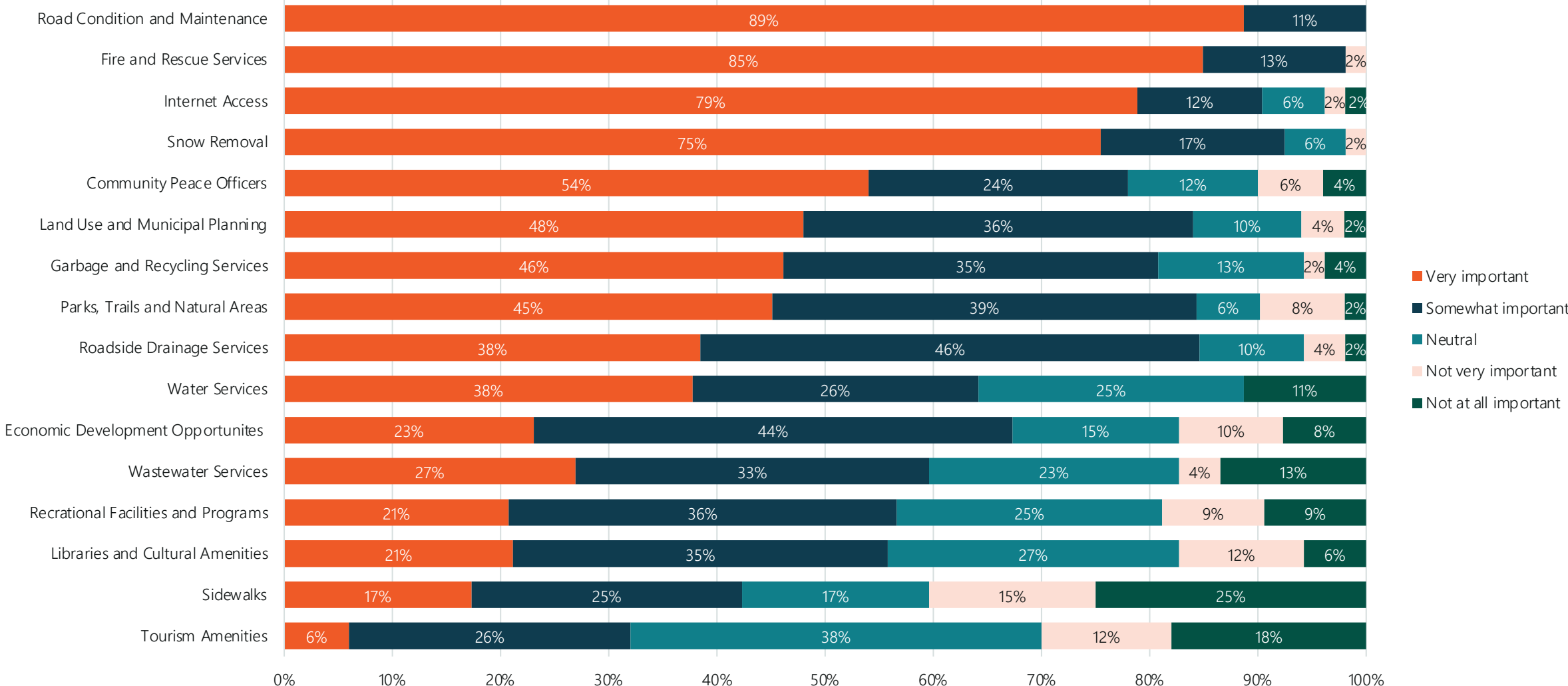


Living within Hamlets

In general, how satisfied are you with hamlet services and infrastructure?



Please rank the list of services and amenities below in terms of their importance to you and your community.



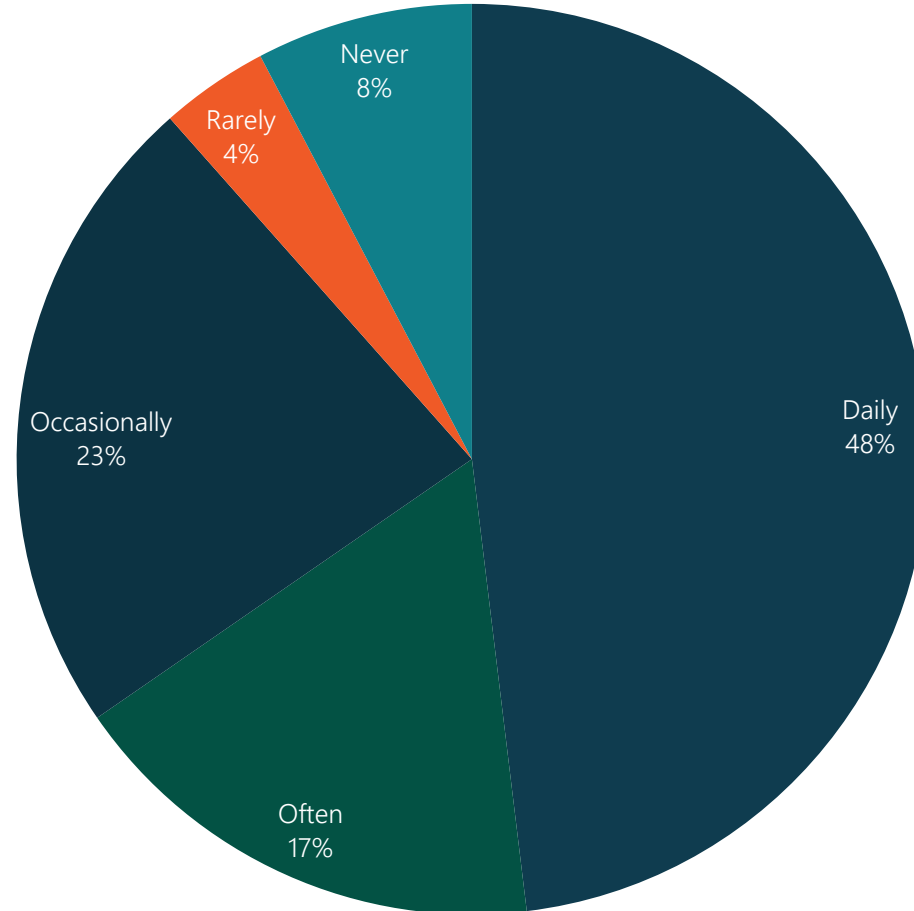
To which services and infrastructure would you most like to see improvements? Please choose your top 5.



Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weight Score	Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weight Score
Ambulance Services	5	0	0	0	0	25	Recreation Facilities (outdoor)	0	2	4	3	1	27
Arts, Culture, and Heritage	1	0	0	0	0	5	Recycling	0	1	0	3	3	13
Improvement to Existing County Provided Drinking Water	6	1	0	0	0	34	Improved Road Maintenance	2	4	6	8	2	62
New County Provided Drinking Water	2	2	0	0	0	18	More Paved Roads and Boulevards	1	2	1	1	5	23
Fire and Rescue Services	8	4	1	0	0	59	Schools	0	0	2	2	2	12
Healthcare Services	3	1	3	0	0	28	Maintenance of Sidewalks and Curbs	0	0	0	0	0	0
Internet Service	19	10	0	2	0	139	Sidewalks and Curbs	0	0	0	0	0	0
Libraries	0	1	0	0	0	4	Snow Removal	0	0	3	5	4	23
Parks and Trails	2	8	1	0	0	45	Solid Waste	0	0	1	4	1	12
Policing and Bylaw Enforcement	0	5	10	1	1	53	Improve County Provided Wastewater and Sewage	0	0	0	0	2	2
Recreation Facilities (indoor)	1	1	2	3	0	21	New County Provided Wastewater and Sewage	0	0	0	0	4	4

- Scores were multiplied by their rank in reverse order to achieve a weighted score
- E.g Ambulance Services (xx*5) + (xx*4) ... = Weighted Score

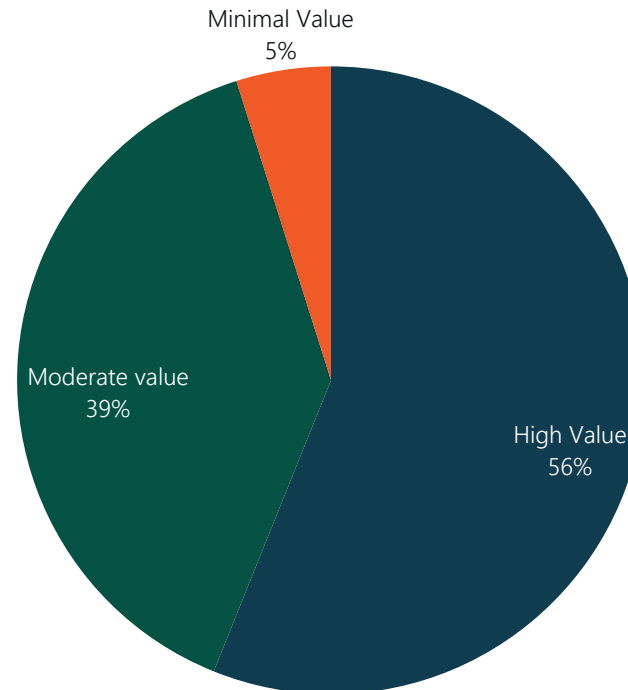
How often do you use these services and amenities in one or more of the **MNP** hamlets?



Do you see value in increasing investment in the County's hamlets?

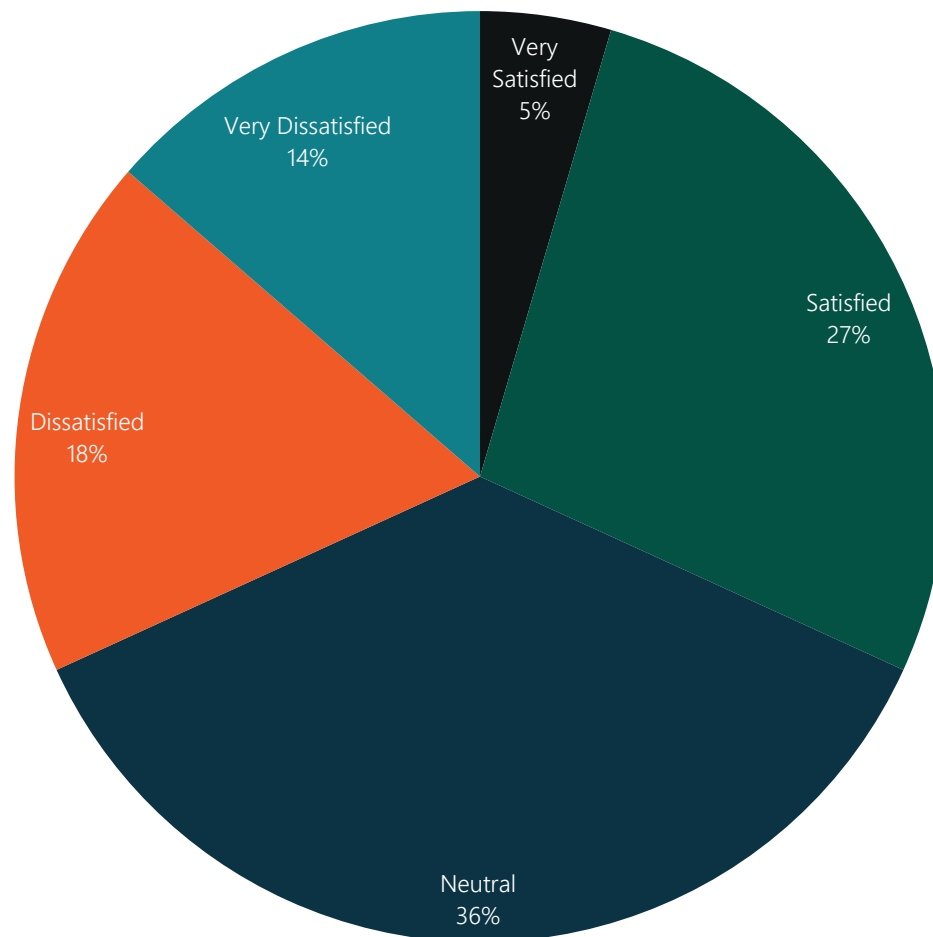


If so, how much?

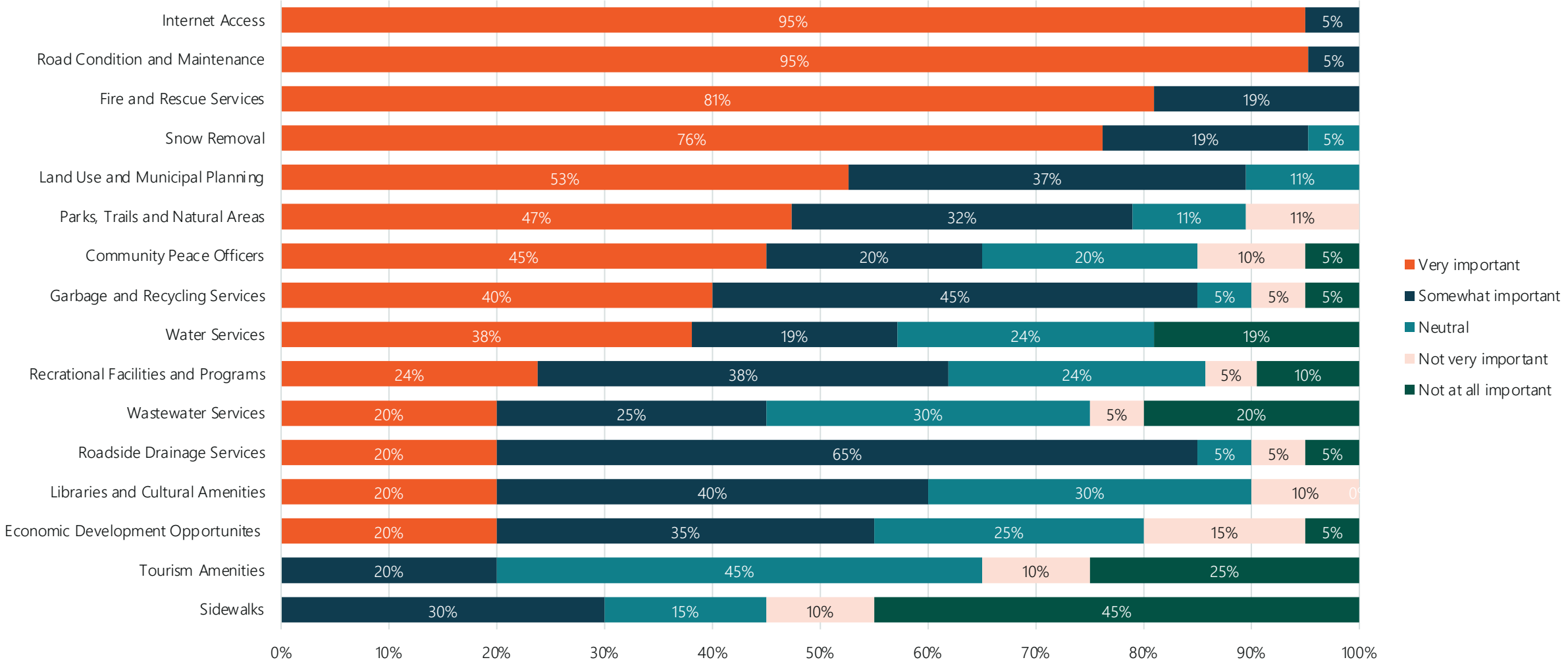


Carvel

In general, how satisfied are you with hamlet services and infrastructure?



Please rank the list of services and amenities below in terms of their importance to you and your community.



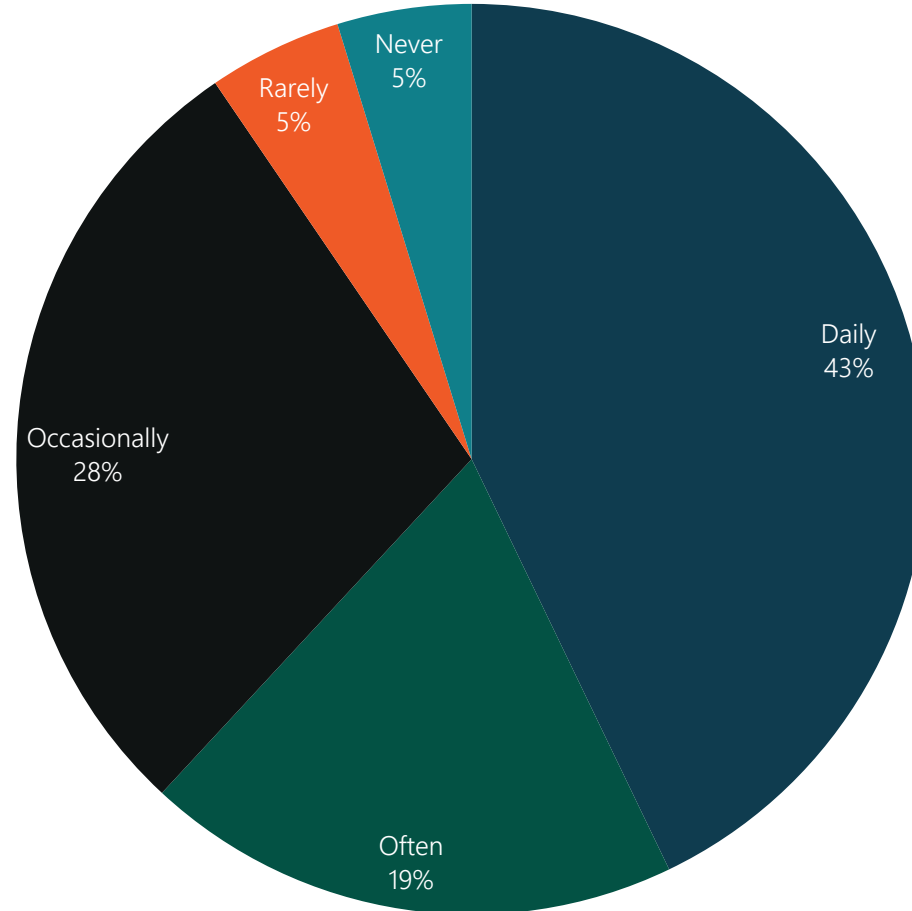
To which services and infrastructure would you most like to see improvements? Please choose your top 5.



Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weight Score	Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weight Score
Ambulance Services	2	0	0	0	0	10	Recreation Facilities (outdoor)	0	1	2	1	1	13
Arts, Culture, and Heritage	1	0	0	0	0	5	Recycling	0	0	0	1	0	2
Improvement to Existing County Provided Drinking Water	2	0	0	0	0	10	Improved Road Maintenance	1	3	4	3	1	36
New County Provided Drinking Water	1	1	0	0	0	9	More Paved Roads and Boulevards	0	1	0	0	3	7
Fire and Rescue Services	4	2	1	0	0	31	Schools	0	0	2	1	0	8
Healthcare Services	1	0	1	0	0	8	Maintenance of Sidewalks and Curbs	0	0	0	0	0	0
Internet Service	8	5	0	2	0	64	Sidewalks and Curbs	0	0	0	0	0	0
Libraries	0	0	0	0	0	0	Snow Removal	0	0	0	3	3	9
Parks and Trails	1	5	1	0	0	28	Solid Waste	0	0	1	2	1	8
Policing and Bylaw Enforcement	0	1	4	1	1	19	Improve County Provided Wastewater and Sewage	0	0	0	0	1	1
Recreation Facilities (indoor)	0	1	0	1	0	6	New County Provided Wastewater and Sewage	0	0	0	0	1	1

- Scores were multiplied by their rank in reverse order to achieve a weighted score
- E.g Ambulance Services (xx*5) + (xx*4) ... = Weighted Score

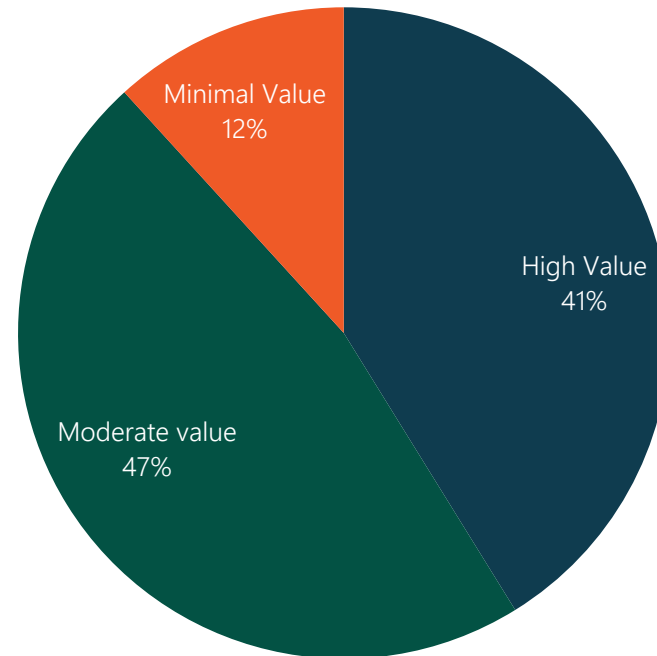
How often do you use these services and amenities in one or more of the **MNP** hamlets?



Do you see value in increasing investment in the County's hamlets?

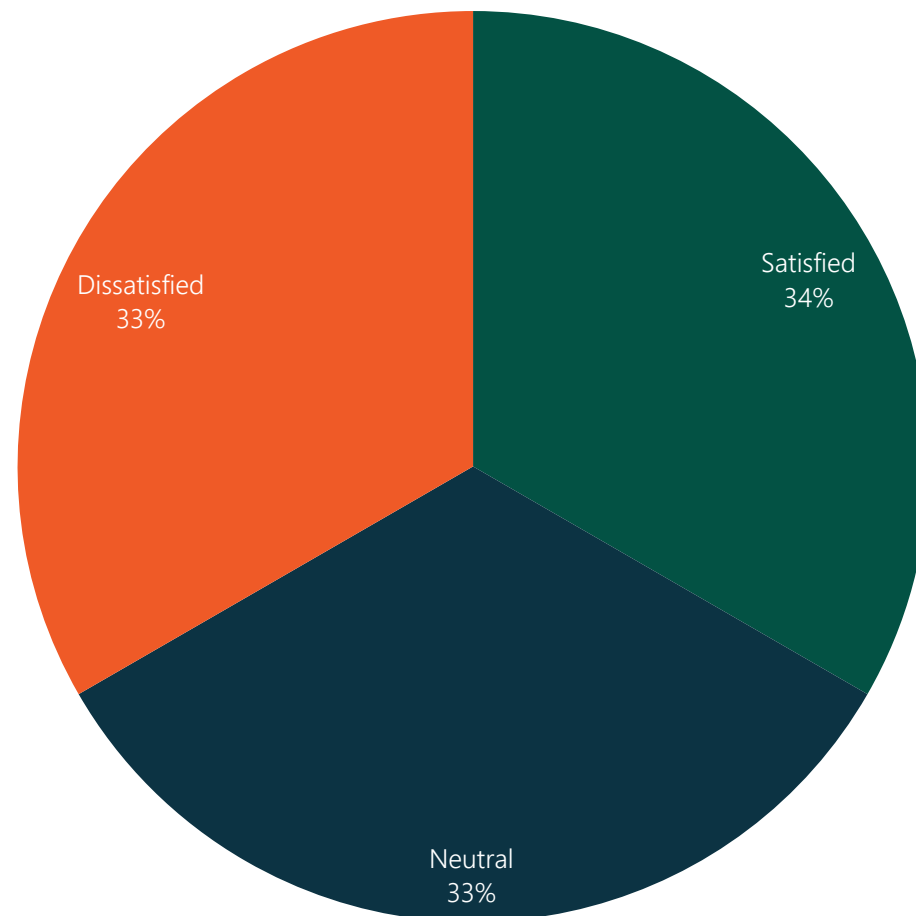


If so, how much?

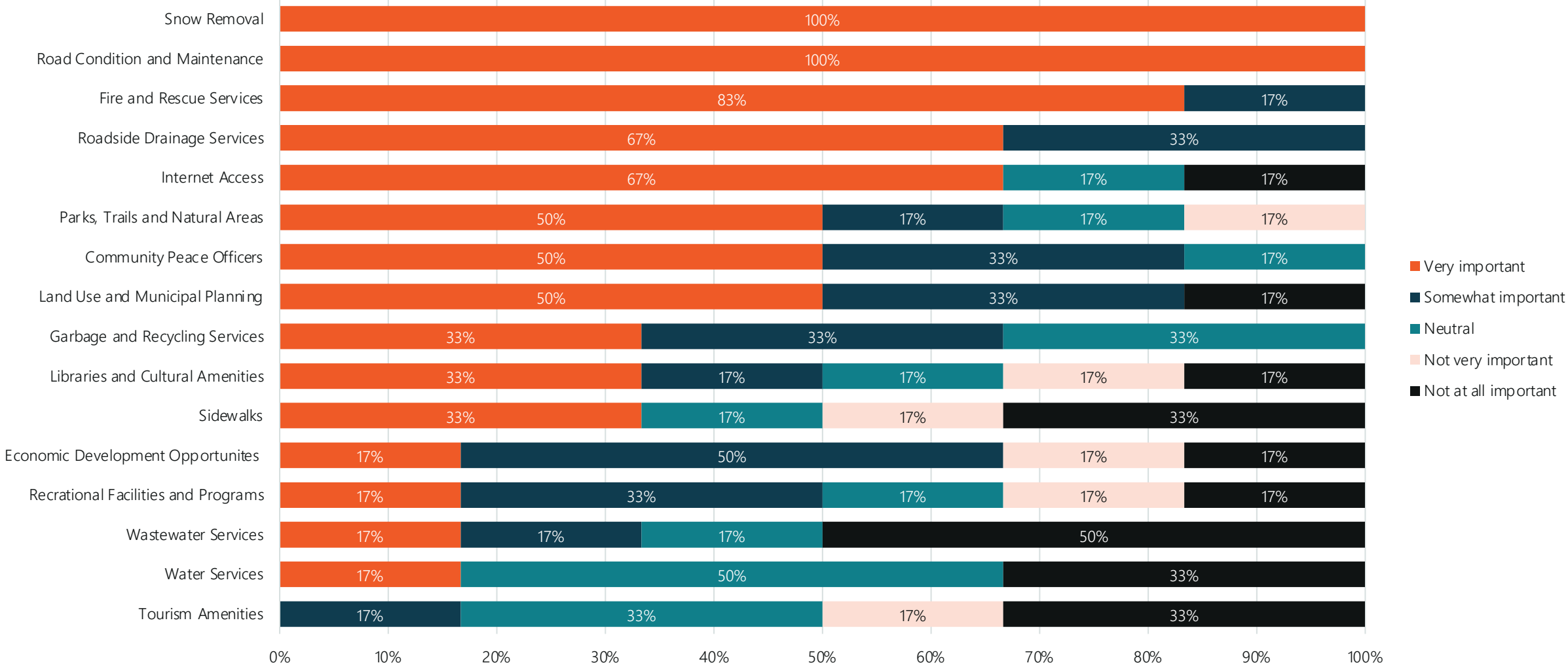


Duffield

In general, how satisfied are you with hamlet services and infrastructure?



Please rank the list of services and amenities below in terms of their importance to you and your community.



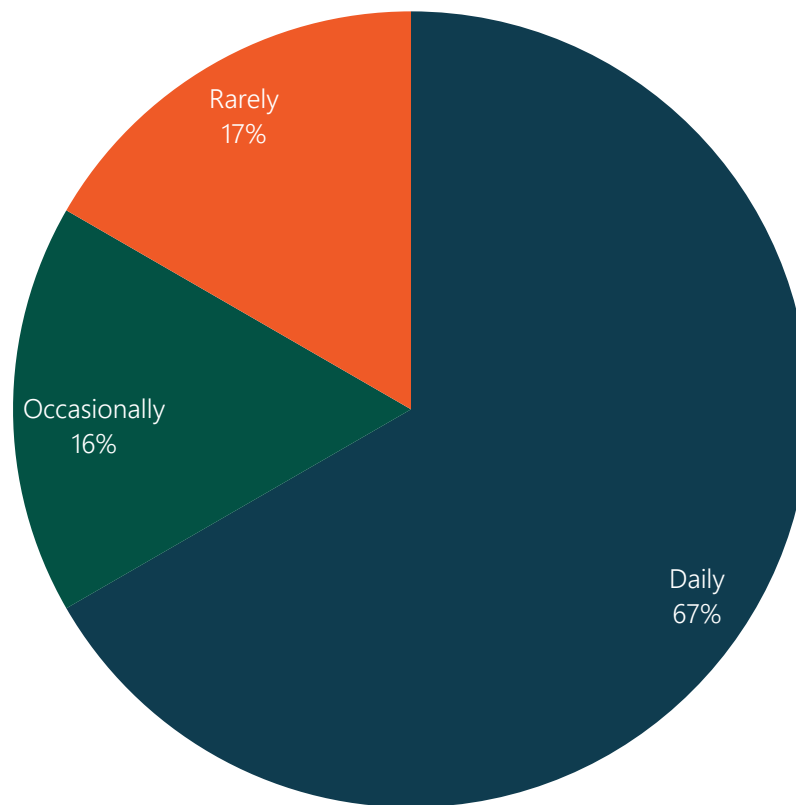
To which services and infrastructure would you most like to see improvements? Please choose your top 5.



Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weight Score	Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weight Score
Ambulance Services	1	0	0	0	0	5	Recreation Facilities (outdoor)	0	1	0	0	0	4
Arts, Culture, and Heritage	0	0	0	0	0	0	Recycling	0	1	0	0	0	4
Improvement to Existing County Provided Drinking Water	0	0	0	0	0	0	Improved Road Maintenance	0	1	1	0	0	7
New County Provided Drinking Water	0	0	0	0	0	0	More Paved Roads and Boulevards	1	0	0	0	0	5
Fire and Rescue Services	0	0	0	0	0	0	Schools	0	0	0	1	0	2
Healthcare Services	0	1	0	0	0	4	Maintenance of Sidewalks and Curbs	0	0	0	0	0	0
Internet Service	2	0	0	0	0	10	Sidewalks and Curbs	0	0	0	0	0	0
Libraries	0	0	0	0	0	0	Snow Removal	0	0	1	0	1	4
Parks and Trails	0	0	0	0	0	0	Solid Waste	0	0	0	0	0	0
Policing and Bylaw Enforcement	0	0	0	0	0	0	Improve County Provided Wastewater and Sewage	0	0	0	0	0	0
Recreation Facilities (indoor)	1	0	0	0	0	5	New County Provided Wastewater and Sewage	0	0	0	0	0	0

- Scores were multiplied by their rank in reverse order to achieve a weighted score
- E.g Ambulance Services (xx*5) + (xx*4) ... = Weighted Score

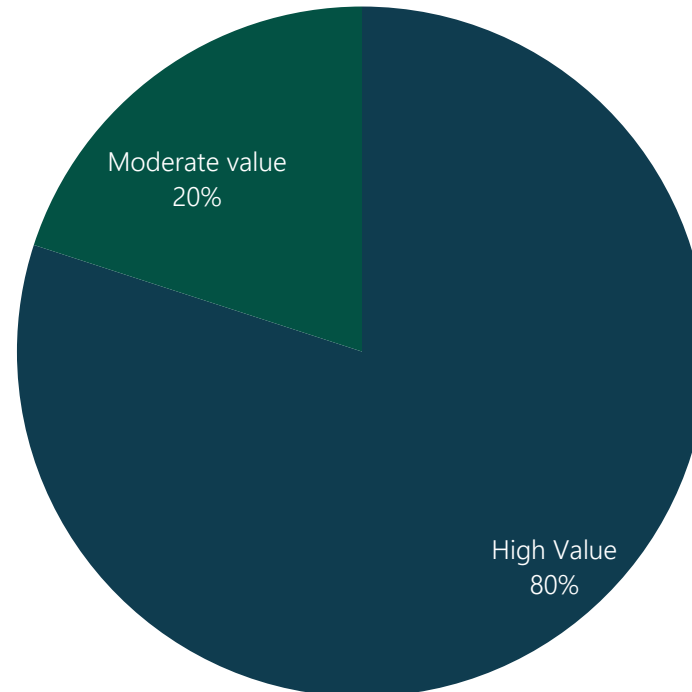
How often do you use these services and amenities in one or more of the hamlets?



Do you see value in increasing investment in the County's hamlets?

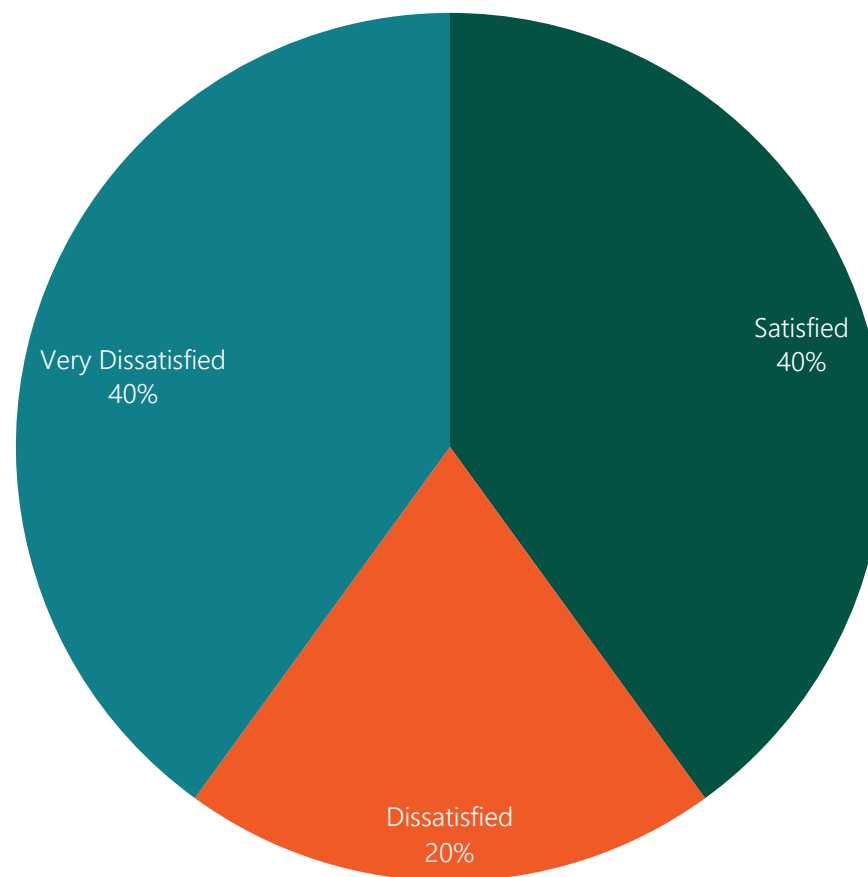


If so, how much?

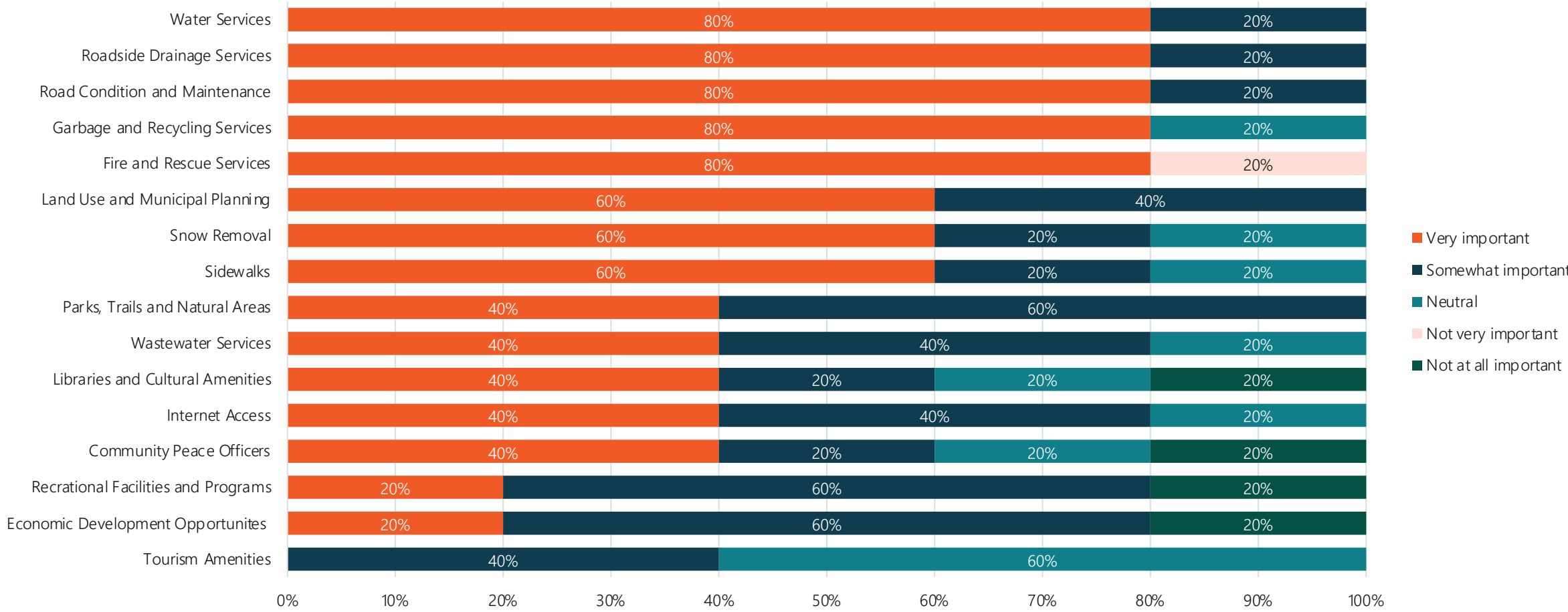


Entwistle

In general, how satisfied are you with hamlet services and infrastructure?



Please rank the list of services and amenities below in terms of their importance to you and your community.



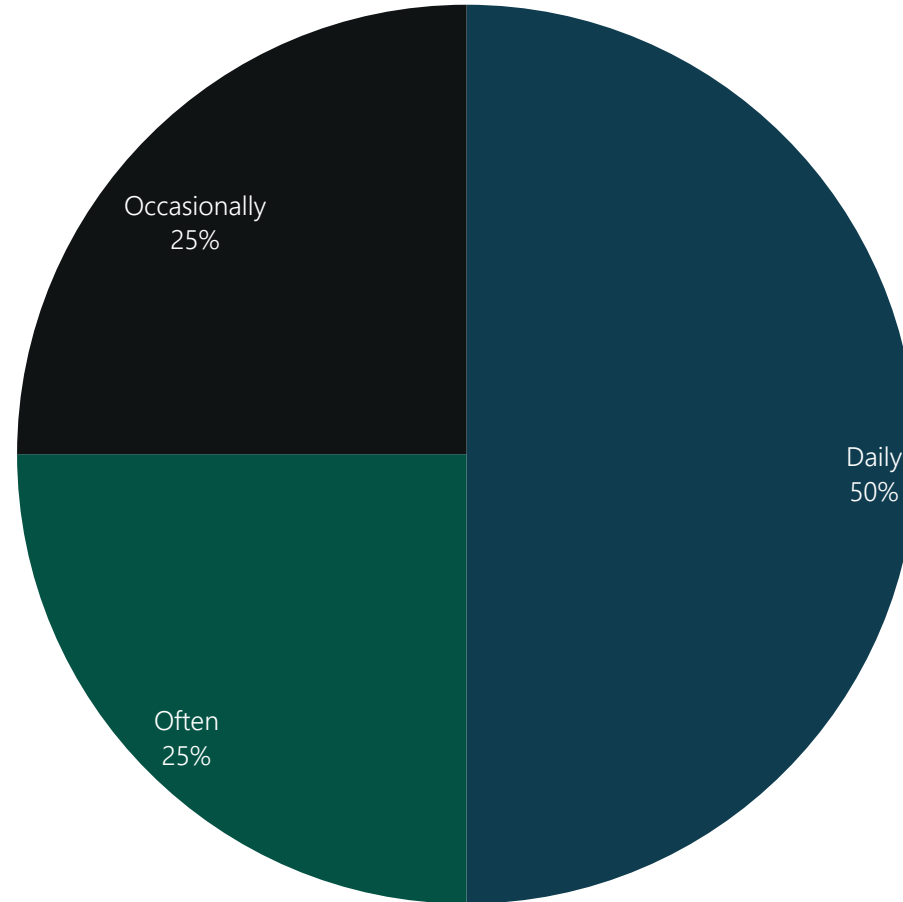
To which services and infrastructure would you most like to see improvements? Please choose your top 5.



Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weight Score	Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weight Score
Ambulance Services	1	0	0	0	0	5	Recreation Facilities (outdoor)	0	0	0	1	0	2
Arts, Culture, and Heritage	0	0	0	0	0	0	Recycling	0	0	0	0	0	0
Improvement to Existing County Provided Drinking Water	3	0	0	0	0	15	Improved Road Maintenance	1	0	1	0	0	8
New County Provided Drinking Water	0	1	0	0	0	4	More Paved Roads and Boulevards	0	1	0	1	1	7
Fire and Rescue Services	0	2	0	0	0	8	Schools	0	0	0	0	0	0
Healthcare Services	0	0	2	0	0	6	Maintenance of Sidewalks and Curbs	0	0	0	0	0	0
Internet Service	0	0	0	0	0	0	Sidewalks and Curbs	0	0	0	0	0	0
Libraries	0	0	0	0	0	0	Snow Removal	0	0	1	0	0	3
Parks and Trails	0	1	0	0	0	4	Solid Waste	0	0	0	0	0	0
Policing and Bylaw Enforcement	0	0	0	0	0	0	Improve County Provided Wastewater and Sewage	0	0	0	0	0	0
Recreation Facilities (indoor)	0	0	1	0	0	3	New County Provided Wastewater and Sewage	0	0	0	0	0	0

- Scores were multiplied by their rank in reverse order to achieve a weighted score
- E.g Ambulance Services (xx*5) + (xx*4) ... = Weighted Score

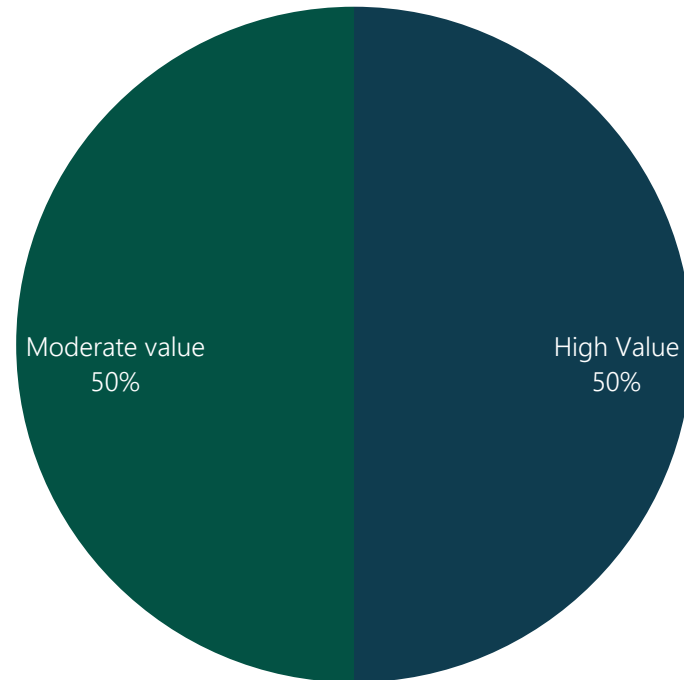
How often do you use these services and amenities in one or more of the **MNP** hamlets?



Do you see value in increasing investment in the County's hamlets?

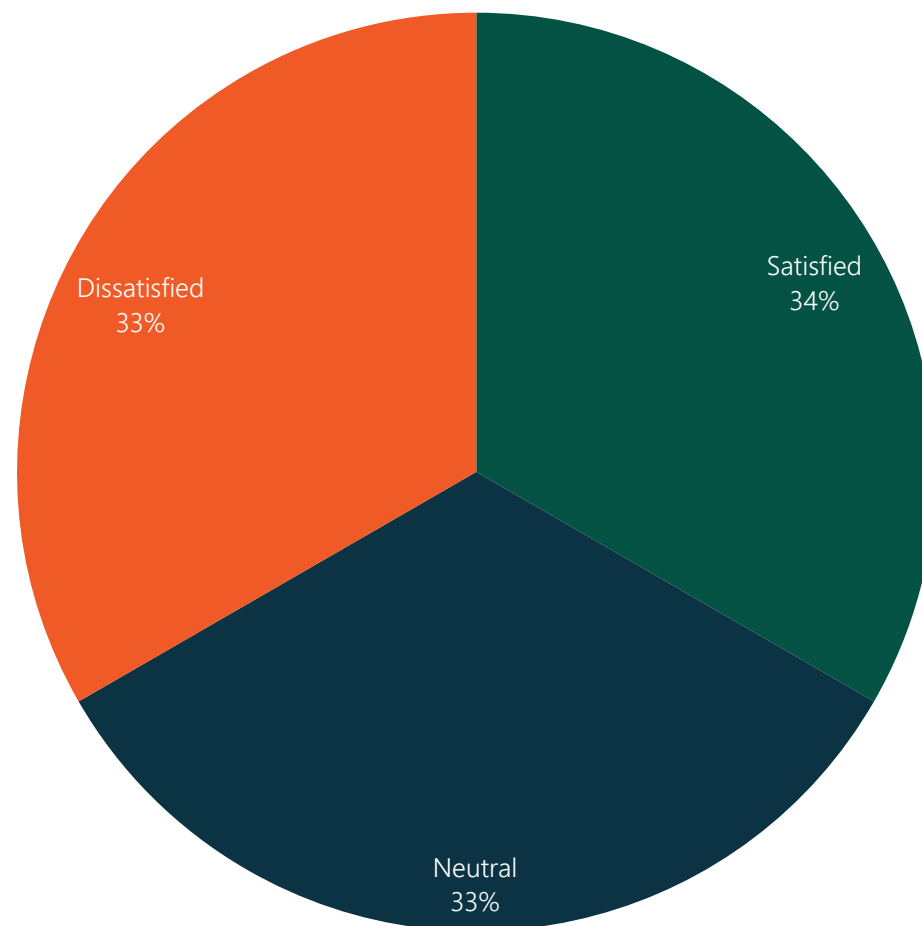


If so, how much?

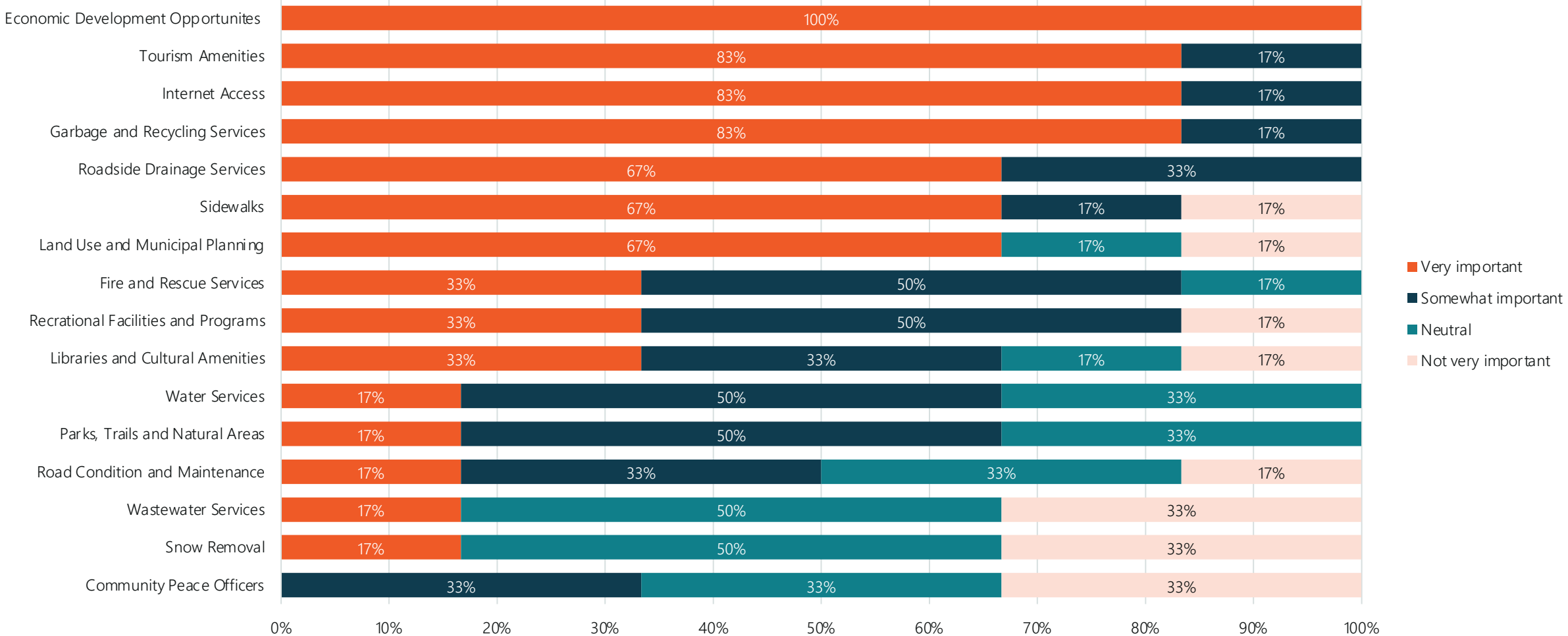


Gainford

In general, how satisfied are you with hamlet services and infrastructure?



Please rank the list of services and amenities below in terms of their importance to you and your community.



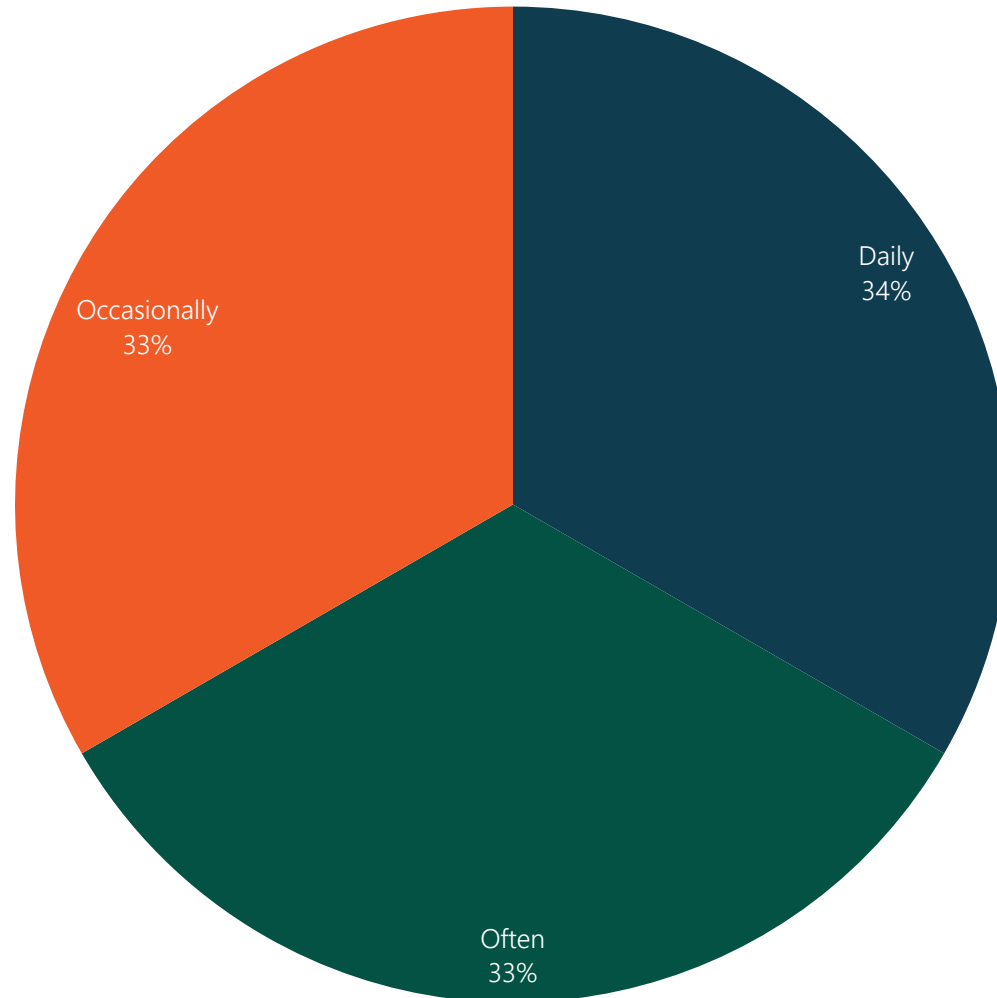
To which services and infrastructure would you most like to see improvements? Please choose your top 5.



Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weight Score	Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weight Score
Ambulance Services	1	0	0	0	0	5	Recreation Facilities (outdoor)	0	0	0	0	0	0
Arts, Culture, and Heritage	0	1	0	0	0	4	Recycling	0	0	1	0	0	3
Improvement to Existing County Provided Drinking Water	0	0	0	0	0	0	Improved Road Maintenance	0	1	0	2	0	8
New County Provided Drinking Water	0	0	0	0	0	0	More Paved Roads and Boulevards	0	0	1	0	1	4
Fire and Rescue Services	0	0	0	0	0	0	Schools	0	0	0	0	0	0
Healthcare Services	0	0	0	0	0	0	Maintenance of Sidewalks and Curbs	0	0	0	0	0	0
Internet Service	3	1	0	0	0	19	Sidewalks and Curbs	0	0	0	0	0	0
Libraries	0	1	0	0	0	4	Snow Removal	0	0	1	1	0	5
Parks and Trails	1	0	0	0	0	5	Solid Waste	0	0	0	0	0	0
Policing and Bylaw Enforcement	0	1	1	0	0	7	Improve County Provided Wastewater and Sewage	0	0	0	0	0	0
Recreation Facilities (indoor)	0	0	0	0	0	0	New County Provided Wastewater and Sewage	0	0	0	0	1	1

- Scores were multiplied by their rank in reverse order to achieve a weighted score
- E.g Ambulance Services (xx*5) + (xx*4) ... = Weighted Score

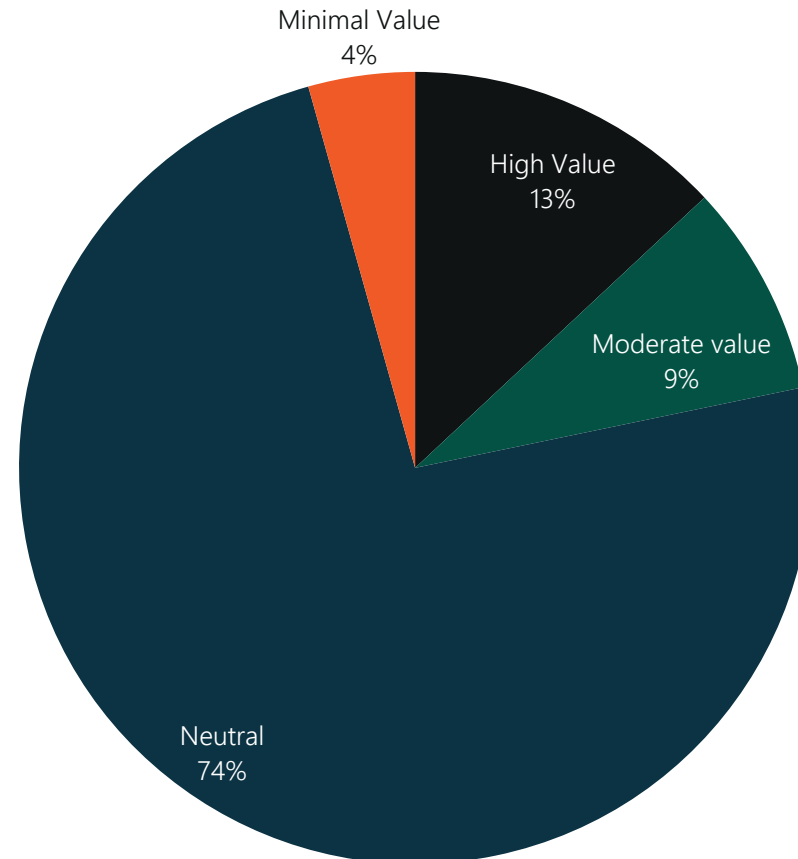
How often do you use these services and amenities in one or more of the **MNP** hamlets?



Do you see value in increasing investment in the County's hamlets?

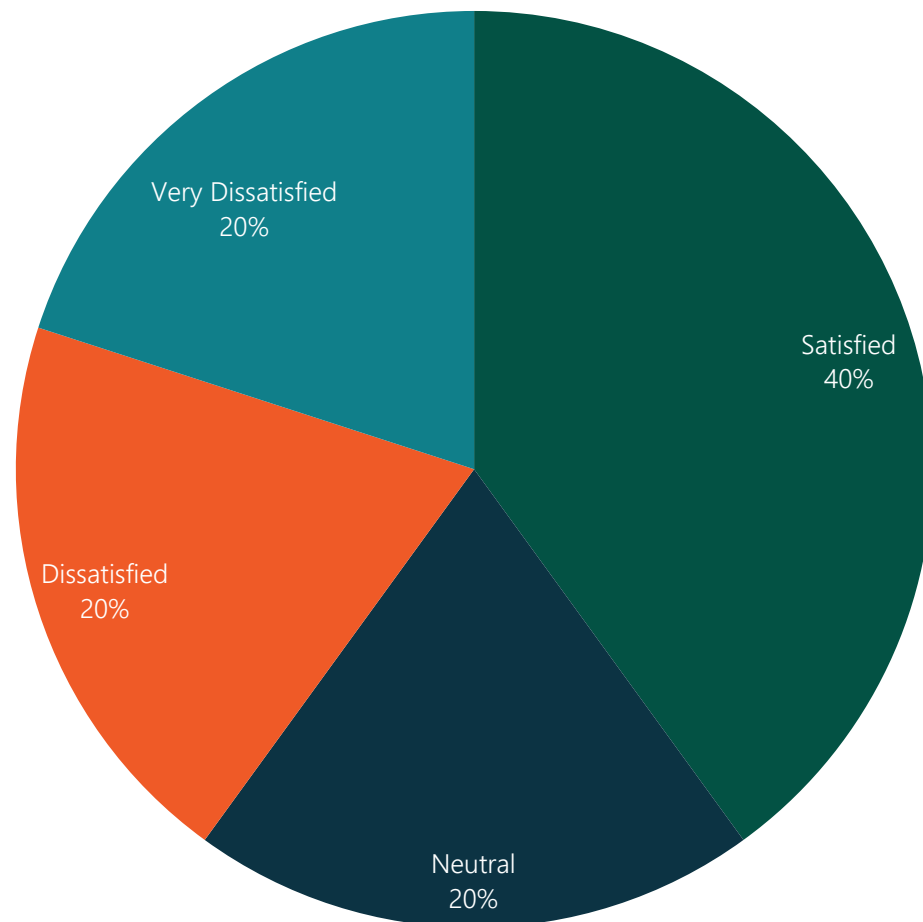


If so, how much?

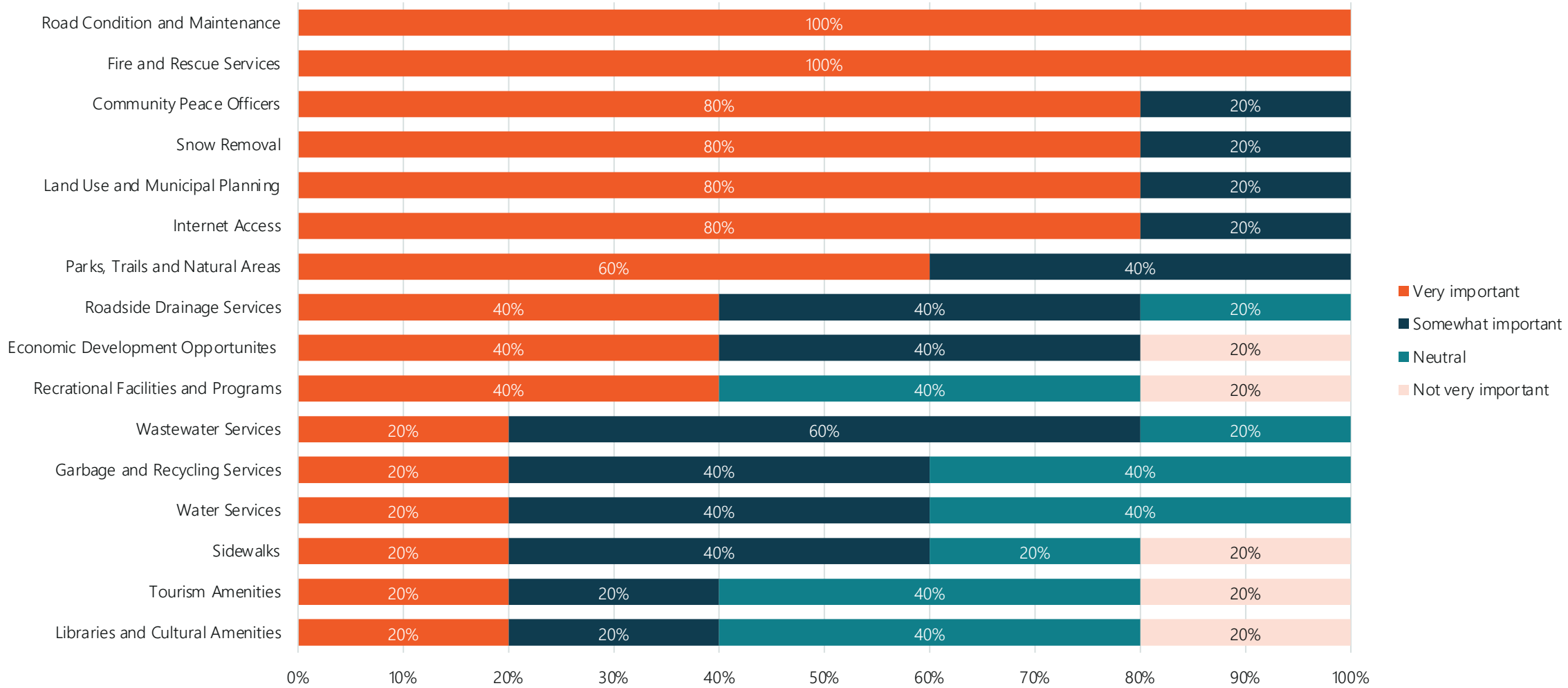


Tomahawk

In general, how satisfied are you with hamlet services and infrastructure?



Please rank the list of services and amenities below in terms of their importance to you and your community.



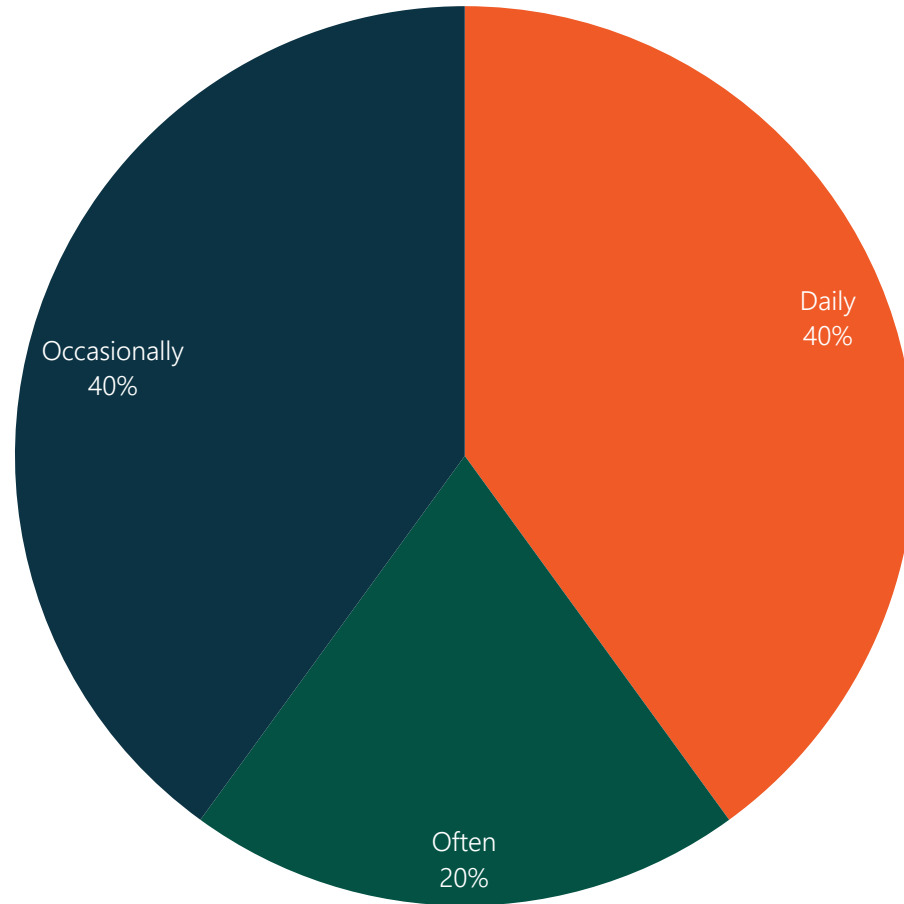
To which services and infrastructure would you most like to see improvements? Please choose your top 5.



Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weighted Score	Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weighted Score
Ambulance Services	0	0	0	0	0	0	Recreation Facilities (outdoor)	0	0	1	0	0	3
Arts, Culture, and Heritage	0	0	0	0	0	0	Recycling	0	0	1	1	0	5
Improvement to Existing County Provided Drinking Water	0	0	0	0	0	0	Improved Road Maintenance	0	0	0	0	1	1
New County Provided Drinking Water	0	0	0	0	0	0	More Paved Roads and Boulevards	0	0	0	0	0	0
Fire and Rescue Services	3	0	0	0	0	15	Schools	0	0	0	0	0	0
Healthcare Services	0	0	0	0	0	0	Maintenance of Sidewalks and Curbs	0	0	0	0	0	0
Internet Service	2	2	0	0	0	18	Sidewalks and Curbs	0	0	0	1	0	2
Libraries	0	0	0	0	0	0	Snow Removal	0	0	0	0	0	0
Parks and Trails	0	1	0	0	0	4	Solid Waste	0	0	0	1	0	2
Policing and Bylaw Enforcement	0	2	2	0	0	14	Improve County Provided Wastewater and Sewage	0	0	0	0	1	1
Recreation Facilities (indoor)	0	0	0	1	0	2	New County Provided Wastewater and Sewage	0	0	0	0	0	0

- Scores were multiplied by their rank in reverse order to achieve a weighted score
- E.g Ambulance Services (xx*5) + (xx*4) ... = Weighted Score

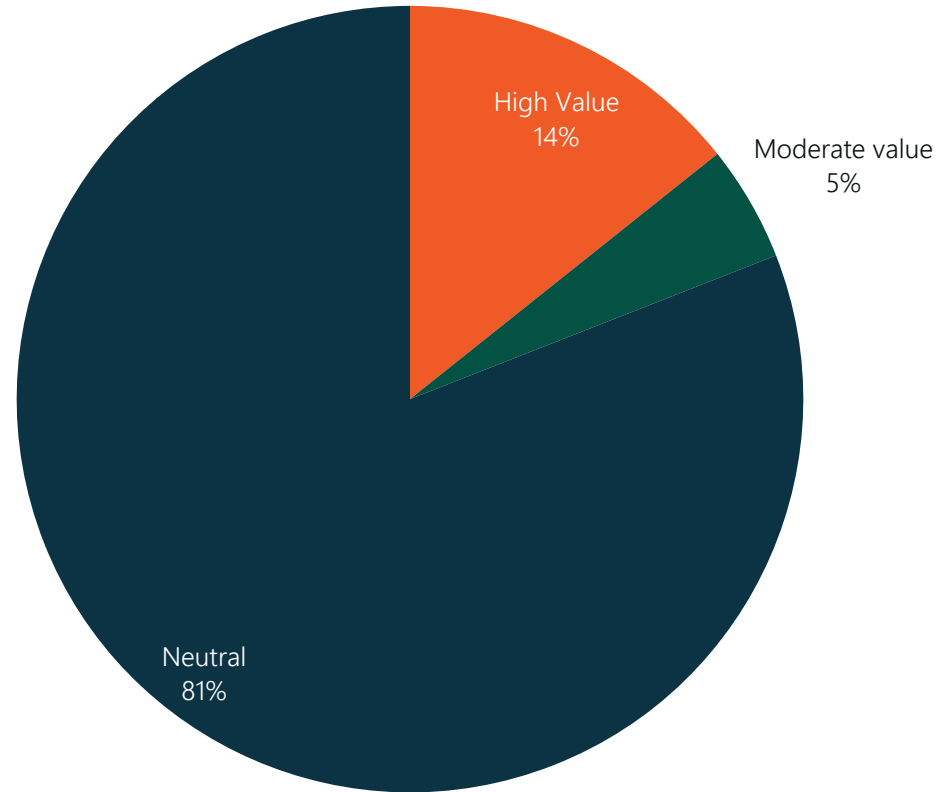
How often do you use these services and amenities in one or more of the **MNP** hamlets?



Do you see value in increasing investment in the County's hamlets?

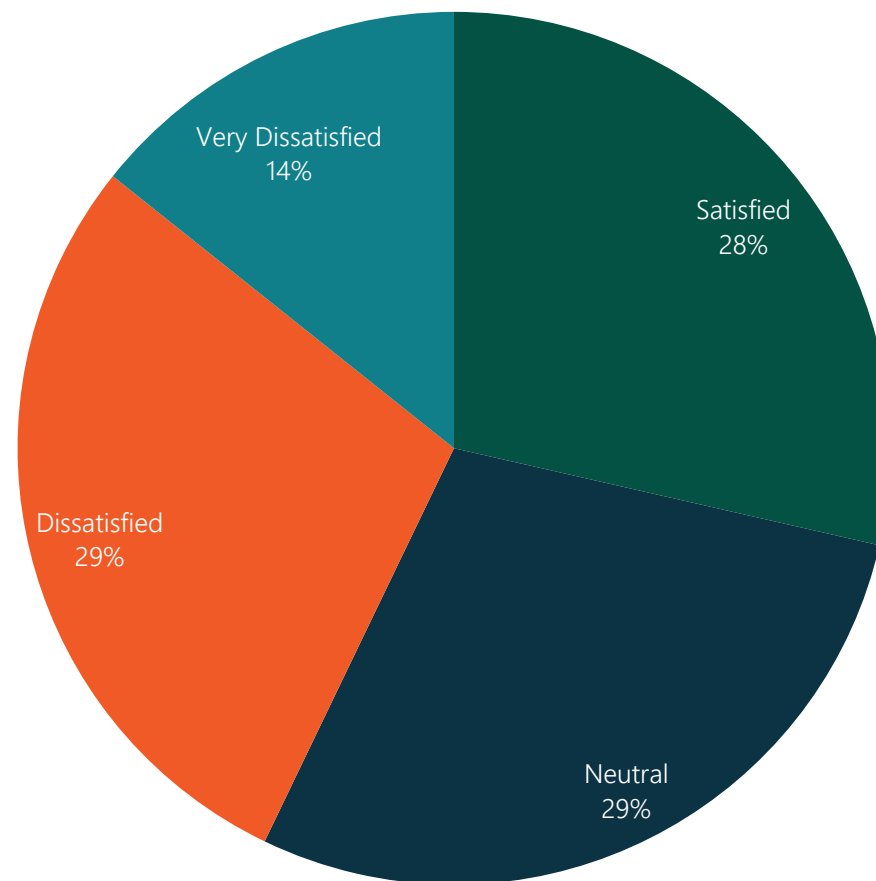


If so, how much?

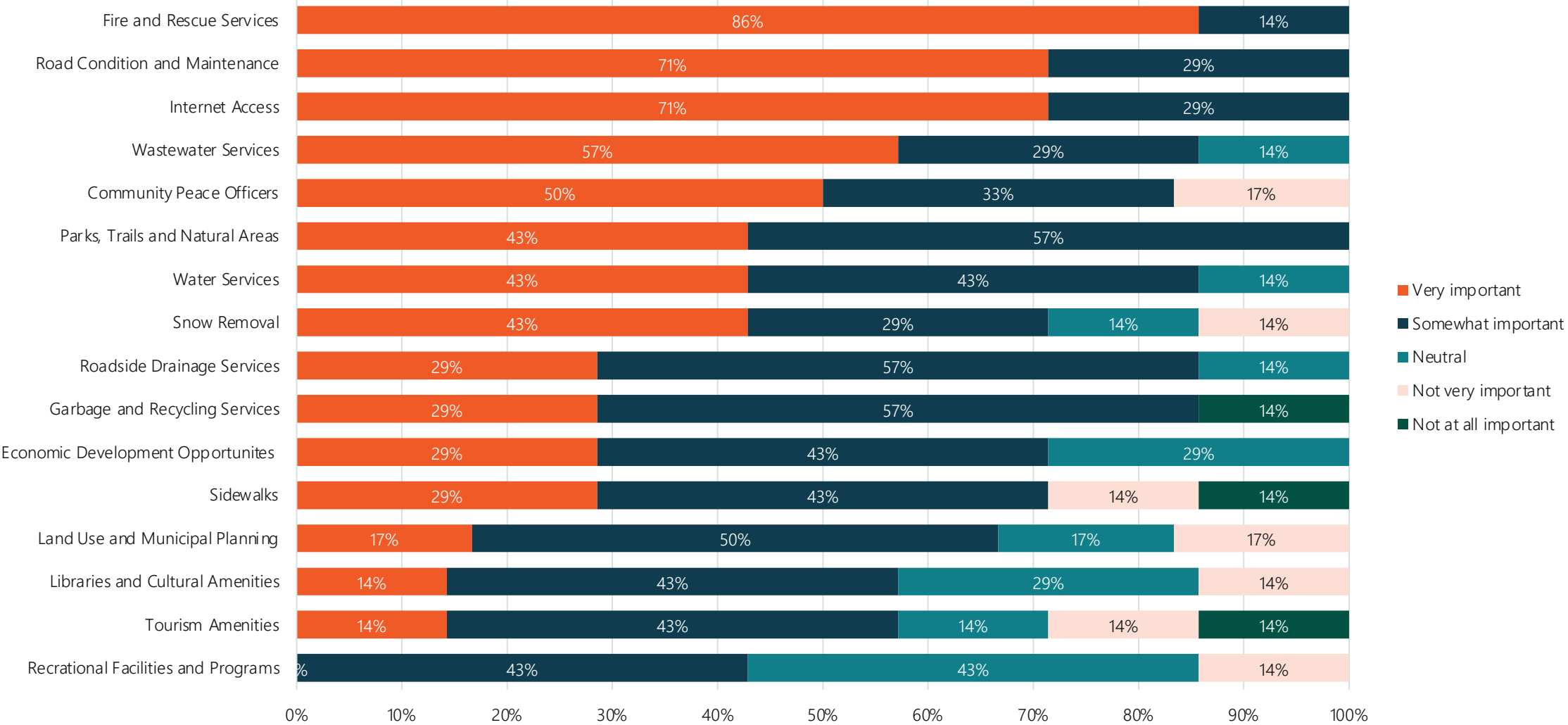


Wabamun

In general, how satisfied are you with hamlet services and infrastructure?



Please rank the list of services and amenities below in terms of their importance to you and your community.



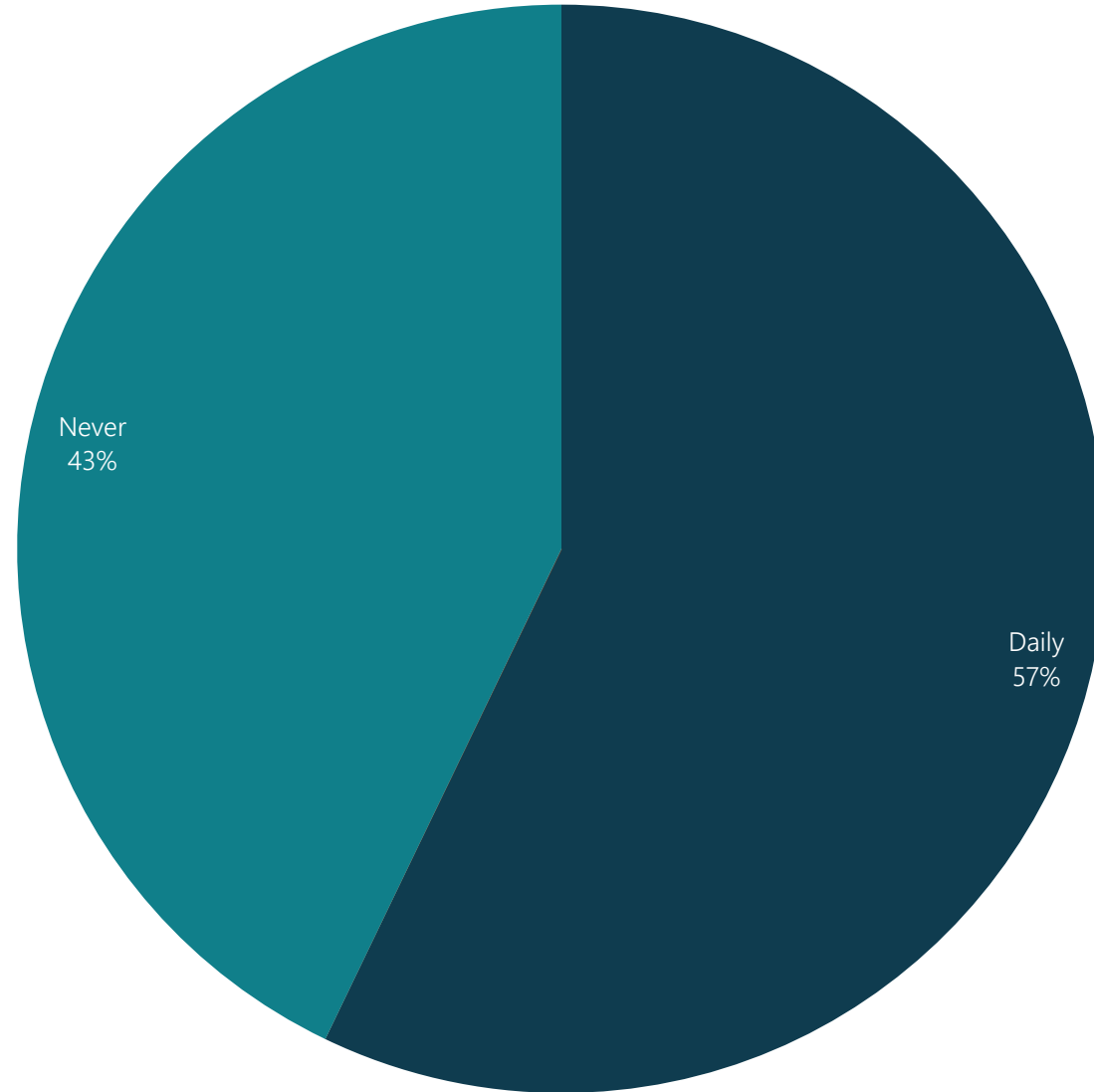
To which services and infrastructure would you most like to see improvements? Please choose your top 5.



Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weighted Score	Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weighted Score
Ambulance Services	0	0	0	0	0	0	Recreation Facilities (outdoor)	0	0	1	0	0	3
Arts, Culture, and Heritage	0	0	0	0	0	0	Recycling	0	0	2	1	1	9
Improvement to Existing County Provided Drinking Water	1	0	0	0	0	5	Improved Road Maintenance	0	0	0	3	0	6
New County Provided Drinking Water	1	0	0	0	0	5	More Paved Roads and Boulevards	0	0	0	0	0	0
Fire and Rescue Services	1	0	0	0	0	5	Schools	0	0	0	0	2	2
Healthcare Services	2	0	0	0	0	10	Maintenance of Sidewalks and Curbs	0	0	0	0	0	0
Internet Service	2	5	0	0	0	30	Sidewalks and Curbs	0	0	0	0	1	1
Libraries	0	0	0	0	0	0	Snow Removal	0	0	0	1	0	2
Parks and Trails	0	1	0	0	0	4	Solid Waste	0	0	0	1	0	2
Policing and Bylaw Enforcement	0	1	4	0	0	16	Improve County Provided Wastewater and Sewage	0	0	0	0	0	0
Recreation Facilities (indoor)	0	0	0	1	0	2	New County Provided Wastewater and Sewage	0	0	0	0	2	2

- Scores were multiplied by their rank in reverse order to achieve a weighted score
- E.g Ambulance Services (xx*5) + (xx*4) ... = Weighted Score

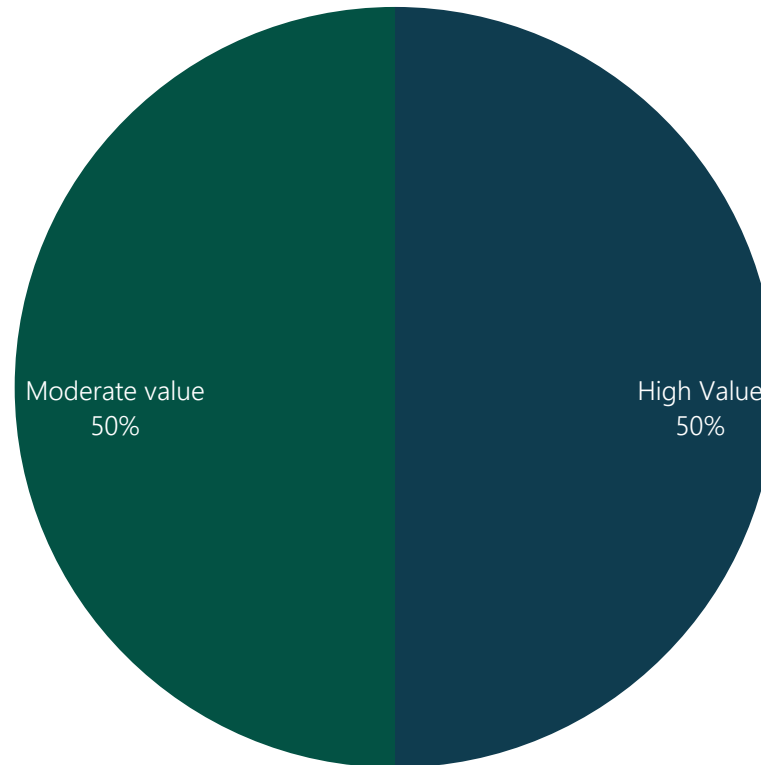
How often do you use these services and amenities in one or more of the **MNP** hamlets?



Do you see value in increasing investment in the County's hamlets?

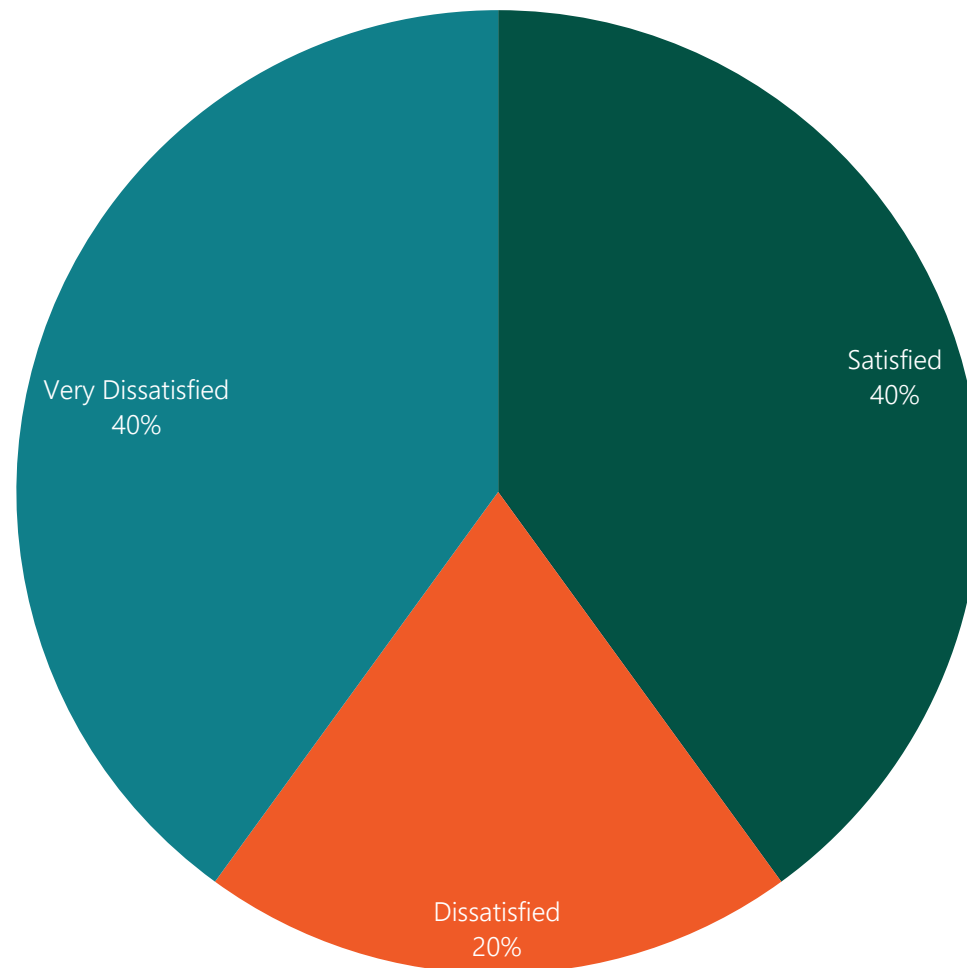


If so, how much?

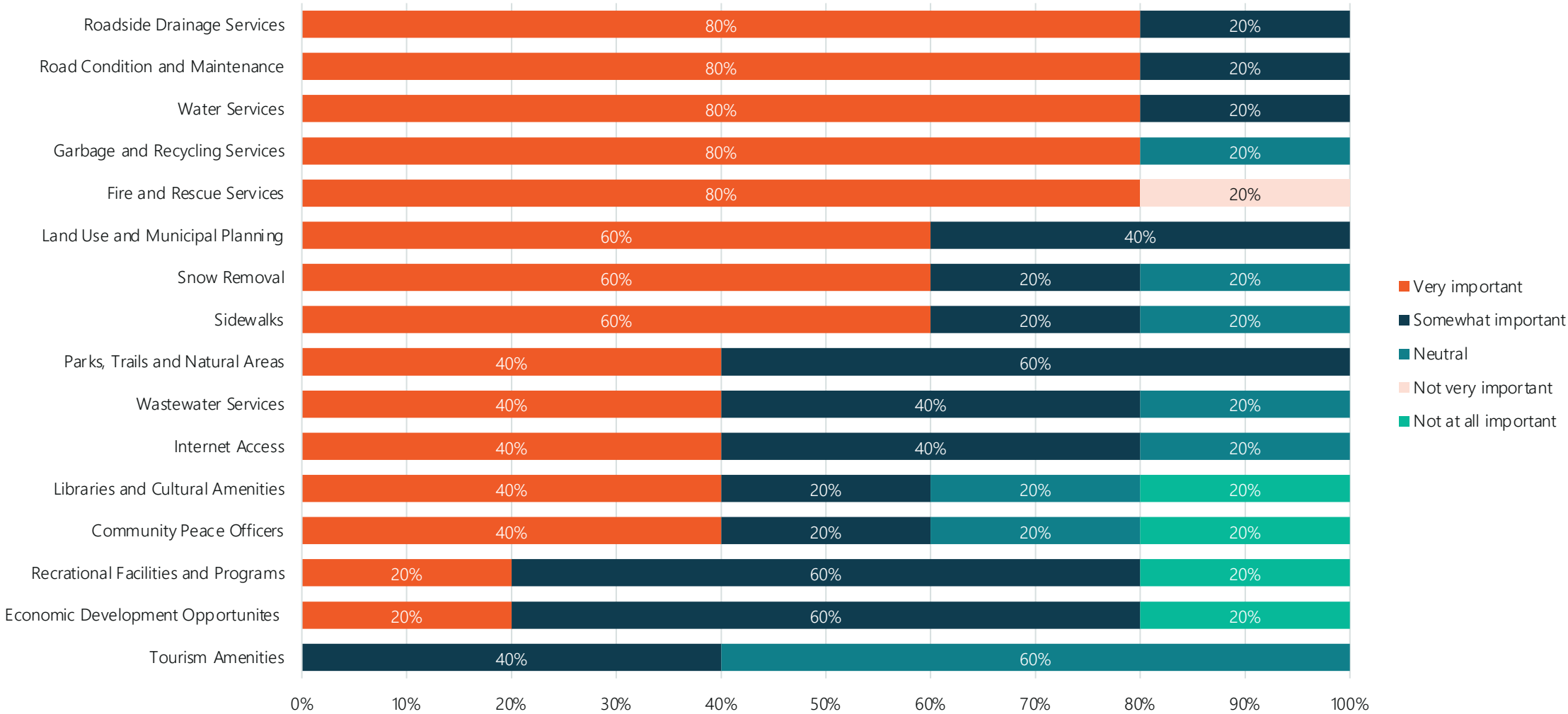


Fallis

In general, how satisfied are you with hamlet services and infrastructure?



Please rank the list of services and amenities below in terms of their importance to you and your community.



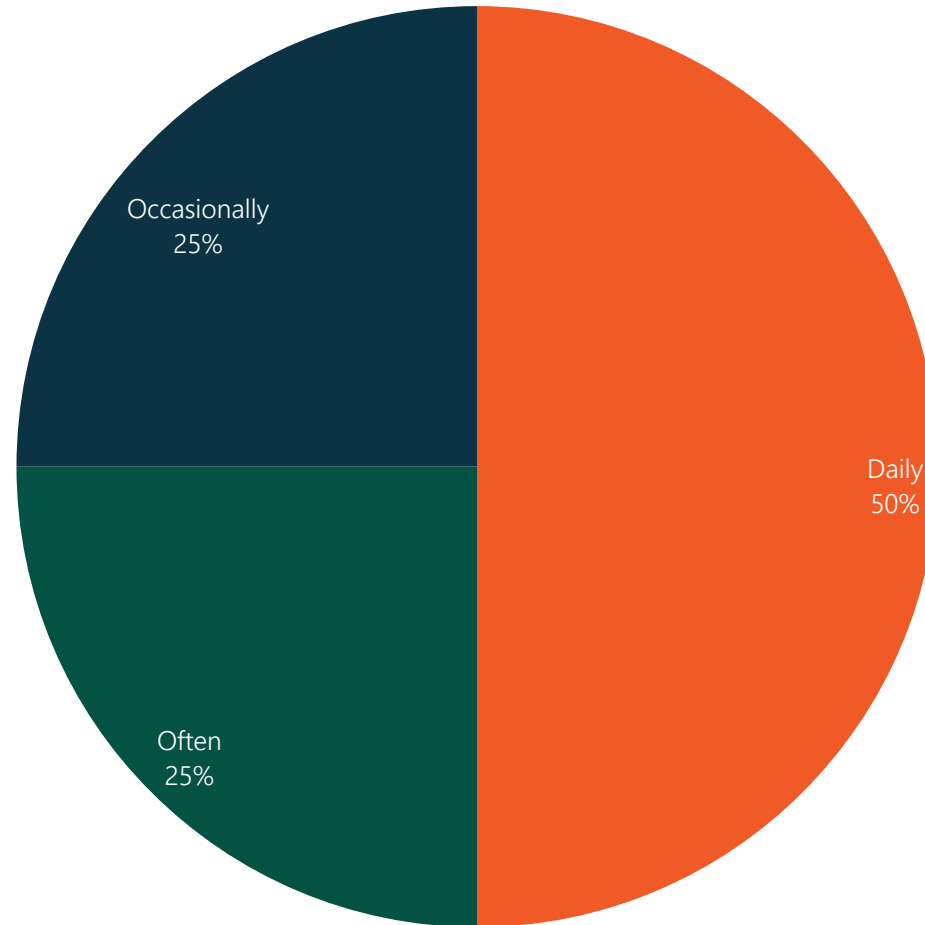
To which services and infrastructure would you most like to see improvements? Please choose your top 5.



Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Ranked Score	Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Ranked Score
Ambulance Services	1	0	0	0	0	5	Recreation Facilities (outdoor)	0	0	0	1	0	2
Arts, Culture, and Heritage	0	0	0	0	0	0	Recycling	0	0	0	0	2	0
Improvement to Existing County Provided Drinking Water	0	1	0	0	0	15	Improved Road Maintenance	0	0	0	0	0	8
New County Provided Drinking Water	0	0	0	0	0	4	More Paved Roads and Boulevards	0	0	0	0	0	7
Fire and Rescue Services	0	0	0	0	0	8	Schools	0	0	0	0	0	0
Healthcare Services	0	0	0	0	0	6	Maintenance of Sidewalks and Curbs	0	0	0	0	0	0
Internet Service	2	0	0	0	0	0	Sidewalks and Curbs	0	0	0	0	0	0
Libraries	0	0	0	0	0	0	Snow Removal	0	0	0	0	0	3
Parks and Trails	0	1	0	0	0	4	Solid Waste	0	0	0	0	0	0
Policing and Bylaw Enforcement	0	0	0	0	0	0	Improve County Provided Wastewater and Sewage	0	0	0	0	0	0
Recreation Facilities (indoor)	0	0	1	0	0	3	New County Provided Wastewater and Sewage	0	0	0	0	0	0

- Scores were multiplied by their rank in reverse order to achieve a weighted score
- E.g Ambulance Services (xx*5) + (xx*4) ... = Weighted Score

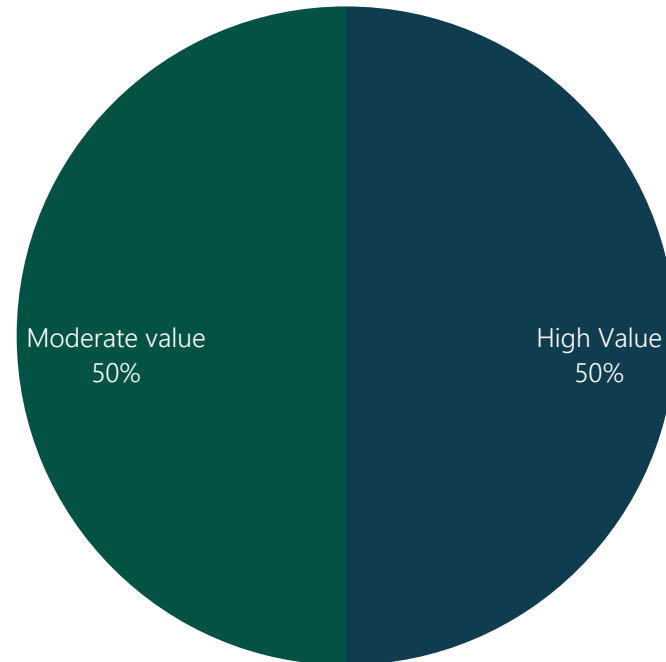
How often do you use these services and amenities in one or more of the **MNP** hamlets?



Do you see value in increasing investment in the County's hamlets?

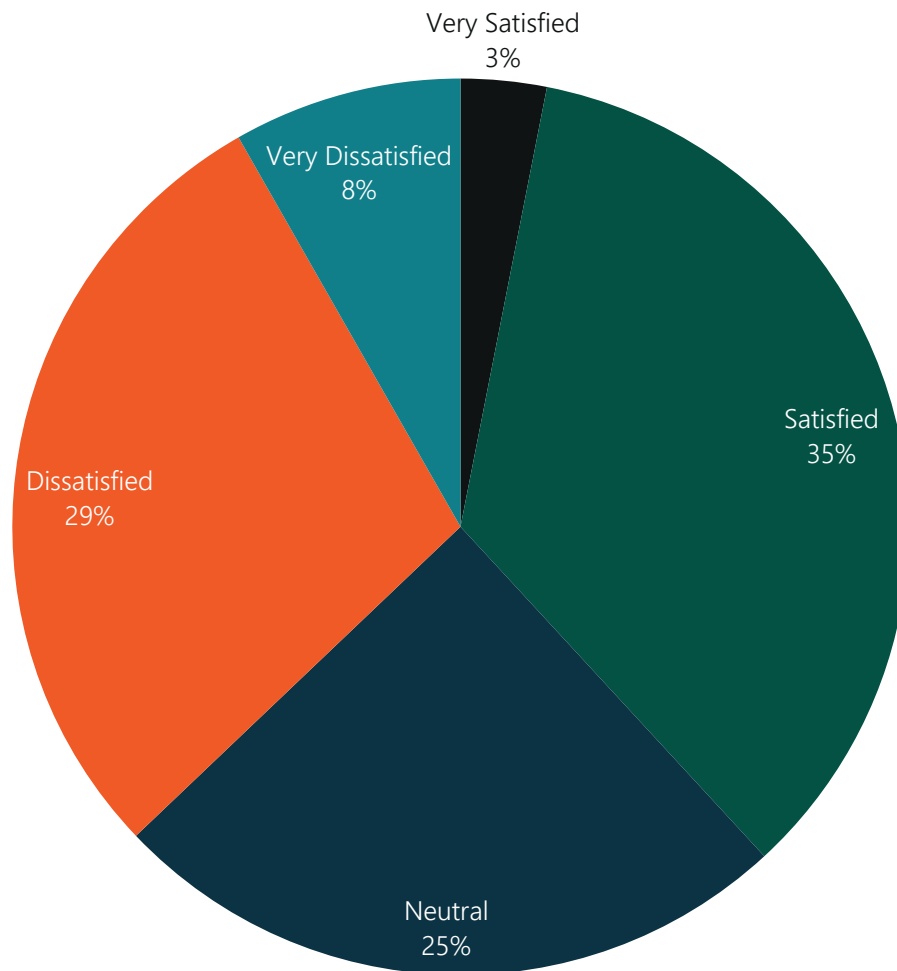


If so, how much?

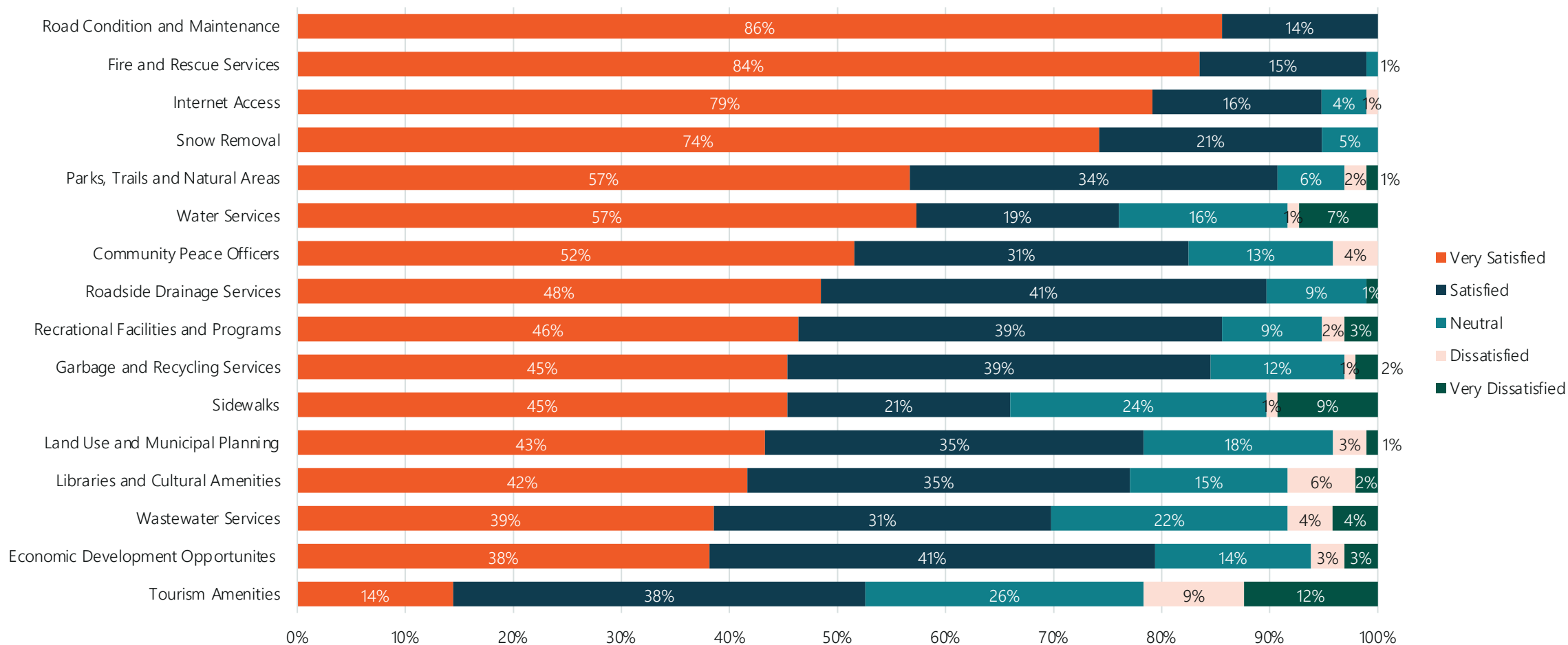


Living Outside Hamlets

In general, how satisfied are you with hamlet services and infrastructure?



Please rank the list of services and amenities below in terms of their importance to you and your community.



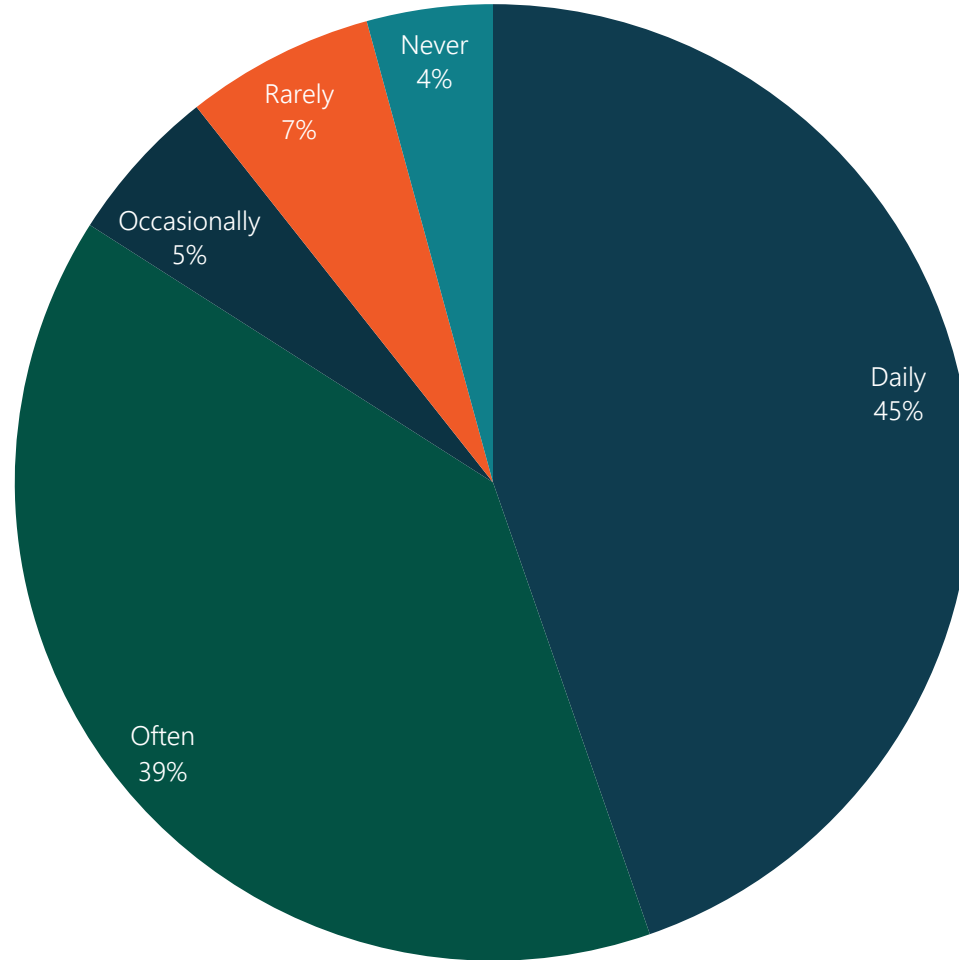
To which services and infrastructure would you most like to see improvements? Please choose your top 5.



Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weighted Score	Service Infrastructure	Ranked #1	Ranked #2	Ranked #3	Ranked #4	Ranked #5	Weighted Score
Ambulance Services	19	0	0	0	0	95	Recreation Facilities (outdoor)	1	5	8	7	6	69
Arts, Culture, and Heritage	8	1	0	0	0	44	Recycling	0	4	0	4	2	26
Improvement to Existing County Provided Drinking Water	14	4	0	0	0	86	Improved Road Maintenance	1	5	12	13	9	96
New County Provided Drinking Water	5	4	0	0	0	41	More Paved Roads and Boulevards	0	0	2	5	4	20
Fire and Rescue Services	5	15	6	0	0	103	Schools	0	0	2	4	5	19
Healthcare Services	6	4	3	1	0	57	Maintenance of Sidewalks and Curbs	1	1	4	6	8	41
Internet Service	23	17	13	3	0	228	Sidewalks and Curbs	0	0	3	1	0	11
Libraries	2	6	2	0	0	40	Snow Removal	0	2	2	2	11	29
Parks and Trails	9	8	10	1	1	110	Solid Waste	0	0	1	1	3	8
Policing and Bylaw Enforcement	1	11	9	7	1	91	Improve County Provided Wastewater and Sewage	0	0	0	0	5	5
Recreation Facilities (indoor)	1	6	9	14	1	85	New County Provided Wastewater and Sewage	1	0	1	1	4	14

- Scores were multiplied by their rank in reverse order to achieve a weighted score
- E.g Ambulance Services (xx*5) + (xx*4) ... = Weighted Score

How often do you use these services and amenities in one or more of the **MNP** hamlets?



Do you see value in increasing investment in the County's hamlets?



If so, how much?

