



RM OF EDENWOLD NO. 158

2024 ANNUAL SURVEY

WHAT WE HEARD REPORT

Prepared by
RM of Edenwold Communications Department
and Planning & Development Department



BACKGROUND

The RM of Edenwold is a diverse, complete, and connected regional municipality focused on continual growth with a thriving and sustainable way of life. The RM is a community rooted in its desire to work together with urban and rural centres, neighbouring municipalities, and Indigenous communities to establish a safe, strong place for our children and grandchildren to thrive.

Our goal is to make sure residents' voices are heard, whether you're raising your family on an acreage, run a business, or plan to spend your golden years in our district. Addressing your concerns and making sure provincial and federal governments hear those concerns as well, is our top priority. We strive to offer our community members a transparent and accountable local government that seeks innovative and progressive ideas to secure a better tomorrow for all.

The RM holds many opportunities for those looking for something new. We have a range of housing and lifestyle options, employment, recreation, and leisure opportunities that make our community a highly desirable place to live.

In addition, our business districts offers quality services and diverse products that are locally based. Business owners will find the RM has an economically diverse business sector, which will give their business the chance to prosper. We are a business, agriculture, commercial, and industrial hub that drives regional prosperity and resiliency.

The RM of Edenwold is bridging pathways for a prosperous and harmonious future. We are ever evolving to address the needs of today, while honouring our past and looking towards the future.

As quoted in the RM of Edenwold 2021-2026 Strategic Plan



ENGAGEMENT PROCESS

PURPOSE

As set out in the RM's 2021-2026 Strategic Plan, the RM is committed to gathering community feedback and improving the quality of life for all ratepayers. As such, the RM will develop annual surveys to collect input and increase transparency. The input gathered in this annual survey will help identify community needs and will help increase the overall quality of life for ratepayers.

METHODOLOGY

The survey targeted the RM of Edenwold No. 158 residents and business owners as participants. The survey was mailed to all ratepayers in the RM of Edenwold in early May 2024 with a self-addressed business reply envelope with a return request by May 31, 2024. There were 182 valid survey respondents, which represents about 4.4% of the total RM population. The survey included questions related to the operations, services, and general quality of life in the RM.



WHAT WE ASKED

The survey consisted of the following 10 questions:

- 1** I reside in the RM of Edenwold (check all that apply).
- 2** I own/operate a business in the RM of Edenwold (check all that apply).
- 3** How would you rate the overall quality of life in the RM of Edenwold?
- 4** How satisfied are you with the level and quality of service provided by the RM?
 - Front Desk/Reception
 - Building permits, construction permits , new developments, inspections and enforcement
 - Road maintenance, snow clearing, water and sewer services (Emerald Park)
 - Road maintenance/grading, gravel, snow clearing, and bridge maintenance (rural/subdivisions)
 - Community Safety Officer Program
 - Type, frequency and value of communication/information
- 5** What is your preferred method to communicate with the RM and conduct business?
- 6** How do you prefer to learn about RM news and events? (select up to three options).
- 7** How satisfied are you with the RM on the following aspects:
 - Value for the services you receive from the RM
 - Qualified and respected councillors/leadership
 - Demonstrates transparency and accountability
 - Demonstrates fiscal responsibility
 - Works collaboratively/regionally with other municipalities
 - Is ratepayer-focused
 - Is modern, evolving and future looking
 - Is a safe and secure municipality
- 8** In your opinion, what are the most pressing challenges facing the RM?
- 9** Are there amenities or services you would like to see available in the community?
- 10** Do you have any additional comments you would like the RM to consider in setting municipal priorities?

WHAT WE HEARD

KEY FINDINGS

97% of respondents rated the overall quality of life in the RM of Edenwold as good to excellent. This is up from 89% in 2023.

Satisfaction with the level and quality of service provided by the RM Customer remains the same as in 2023 with 84% claiming they are Satisfied or Very Satisfied. A total of 83% of respondents feel they receive good or excellent value for the services from the RM.

In 2023, winter snow removal was largely adequate (85%), though rural residents felt that the RM did not exceed expectations (71%).

In 2024, we expanded this question to include road maintenance, snow clearing, water and sewer services, and in the Emerald Park area, 91% were satisfied or very satisfied.

For the rural areas and subdivisions, 74% were satisfied or very satisfied with road maintenance/grading, gravel, snow clearing, and bridge maintenance (rural/subdivisions).

In 2023, the Planning and Development had a satisfied or very satisfied rating of 75%. There was drop to 70% in 2024, but the question was expanded to highlight the wider scope of building permits, construction permits, new developments, inspections, and enforcement.

The Community Safety Officer Program rose from 76% satisfaction in 2023 to 84.5% in 2024.

The type, frequency, and value of communication from the RM to ratepayers stands at 90% satisfied or very satisfied, with regular mail, email, and Facebook being the preferred methods to learn about RM news and events. Brand new in 2024, is the Voyent Alert! notification system that is rapidly growing as a popular method of reaching all ratepayers. 13% of respondents selected this as a communication preference.

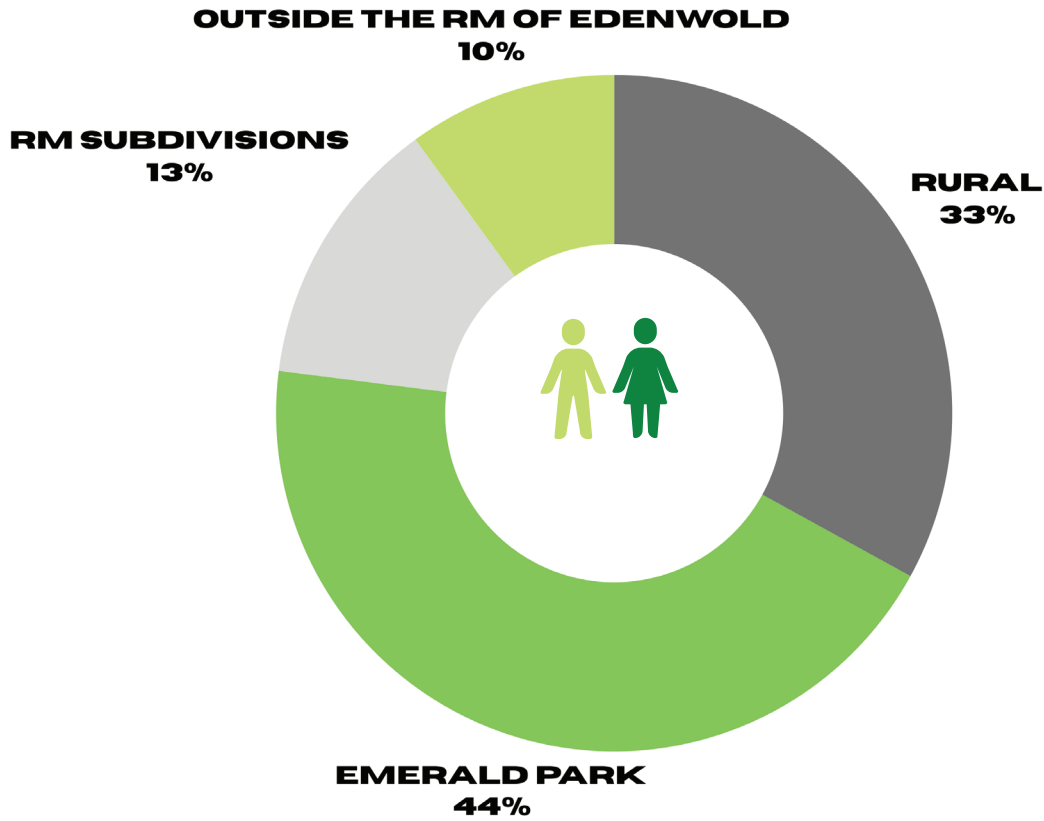
As was the result in 2023, the amenity that a majority of the respondents desired for the community includes an indoor swimming pool, a multi-use recreation centre, and a gym/indoor sports field.

The RM is viewed as safe and secure with 98% of respondents rating the municipality as good or excellent.



WHAT WE HEARD

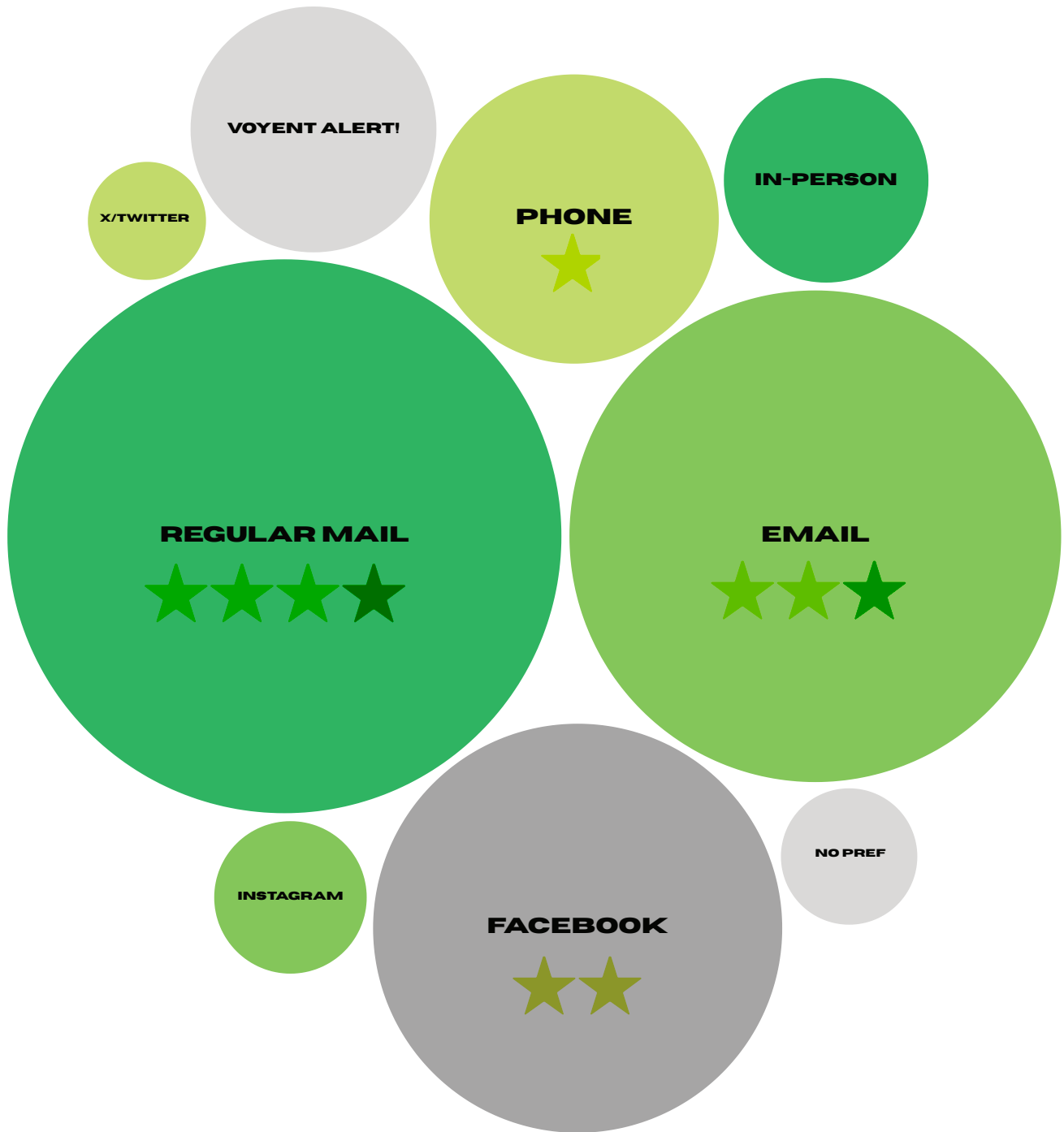
WHERE DO PEOPLE WHO PARTICIPATED RESIDE?



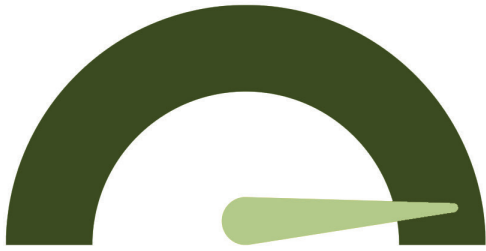
HOW WOULD YOU RATE THE OVERALL QUALITY OF LIFE IN THE RM OF EDENWOLD?



HOW DO YOU PREFER TO LEARN ABOUT RM NEWS AND EVENTS?

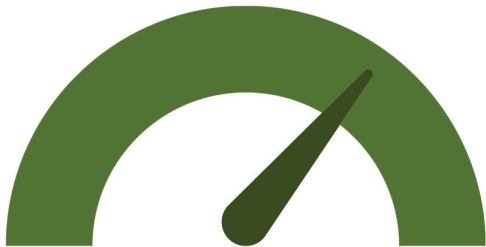


HOW SATISFIED ARE YOU WITH THE LEVEL AND QUALITY OF SERVICE PROVIDED BY THE RM?



Front Desk/Reception

94% Satisfied or Very Satisfied
6% Not satisfied
0% Not at all satisfied



Building permits, construction permits, new developments, inspections and enforcement

70% Satisfied or Very Satisfied
20% Not satisfied
10% Not at all satisfied



Type, frequency, and value of communication/information

90% Satisfied or Very Satisfied
8% Not satisfied
2% Not at all satisfied

Road maintenance, snow clearing, water and sewer services (Emerald Park)

91% Satisfied or Very Satisfied
6% Not satisfied
3% Not at all satisfied



Road maintenance/grading, gravel, snow clearing, and bridge maintenance (rural/subdivisions)

74% Satisfied or Very Satisfied
14% Not satisfied
12% Not at all satisfied



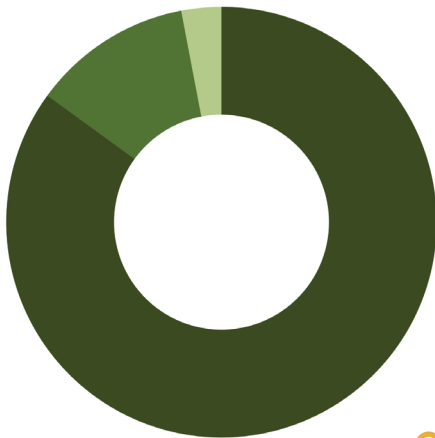
Community Safety Officer Program

84.5% Satisfied or Very Satisfied
10.5% Not satisfied
5% Not at all satisfied



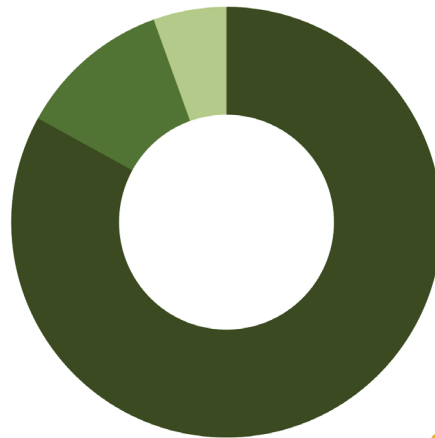
HOW SATISFIED ARE YOU WITH THE RM ON THE FOLLOWING ASPECTS?

■ Good/Excellent ■ Bad ■ Terrible



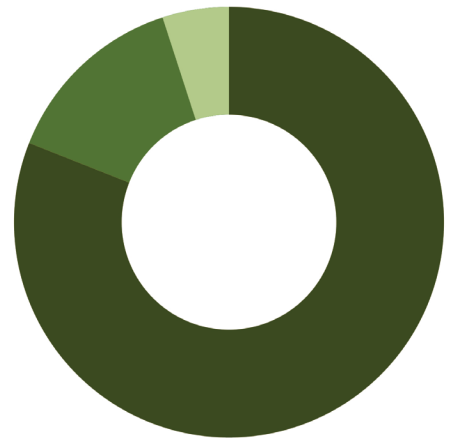
Value for the services you receive from the RM

83% Good or Excellent
11.5% Bad
5.5% Terrible



Qualified and respected councillors/leadership

85% Good or Excellent
12% Bad
3% Terrible



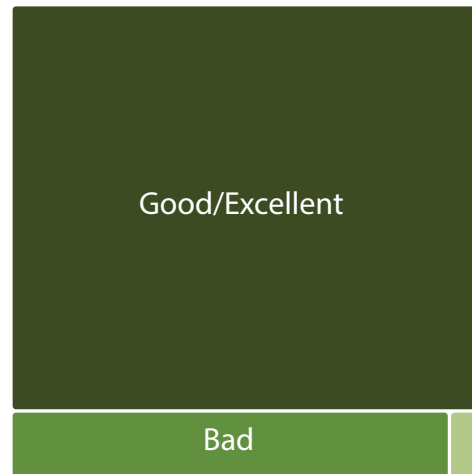
Demonstrates transparency and accountability

81% Good or Excellent
14% Bad
5% Terrible



Demonstrates fiscal responsibility

83% Good or Excellent
13% Bad
4% Terrible



Works collaboratively/regionally with other municipalities

86% Good or Excellent
13% Bad
1% Terrible

Is ratepayer-focused

78% Good or Excellent
18% Bad
4% Terrible

Is modern, evolving and future looking

88% Good or Excellent
9% Bad
3% Terrible

Is a safe and secure municipality

98% Good or Excellent
2% Bad
0% Terrible



RM of Edenwold No. 158

100 Hutchence Road
Emerald Park, Saskatchewan
S4L 1C6

Primary Contact Numbers:

Front Desk: 306-771-2522
Community Safety Officers: 306-771-2522
Water/Sewer Utility After Hours Emergency: 306-791-5089
General Inquiries: info@edenwold-sk.ca

www.rmedenwold.ca



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