

What we Heard

YOUR SAY

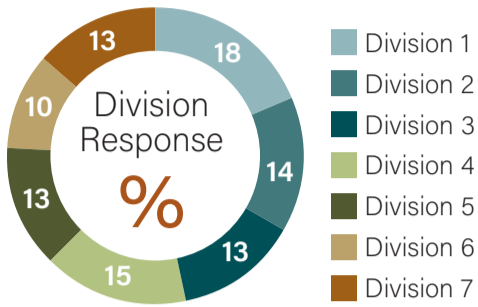
ROCKY VIEW COUNTY

Rocky View County conducted a citizen satisfaction survey between March 21 and April 17, 2022. This survey provided residential citizens — including property owners and renters — an opportunity to provide input on the services they receive and the programs we offer, and share what they believe the County should prioritize.

Response:

1,540 

95% Live and pay taxes in the County




Quality of life:




89% of residents feel they have a good/very good quality of life

70% agree that quality of life has stayed the same over the past three years


Improved:


-  Infrastructure improvements
- Good lifestyle/country living
- Amount of amenities

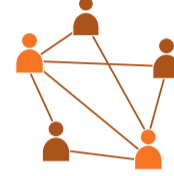
Weakened:

-  Traffic congestion/closed roads
- Overdevelopment & urban sprawl
- Community safety & security

County perception:

80%  of residents would recommend living in Rocky View County

76%  of residents are proud to live in Rocky View County

52%  of residents feel connected to their community

Key improvement areas:

 Planning for future growth

 Over development

 Crime prevention

Primary dissatisfaction:

 Planning

 Road maintenance

 Municipal enforcement

Council Satisfaction:



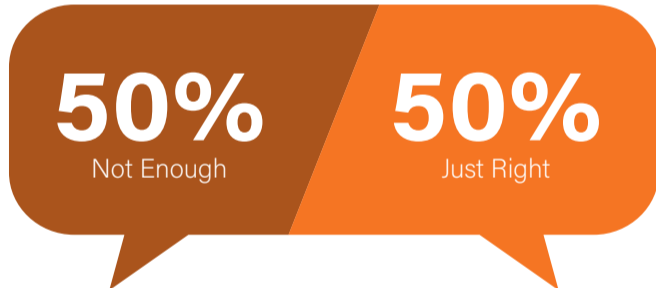
Value for tax dollars:

 **37%**

 **33%**


 **28%**

Communication:



Preferred information type:

 **91%**
Development & construction


 **78%**
County service updates


 **76%**
Council decisions & meeting updates

Preferred delivery method:

 **50%**
Direct mail & billing inserts

 **49%**
Emailed digital newsletter

 **46%**
Rocky View Weekly Newspaper

 **43%**
Rocky View County website

Internet:

 **60%**
good/very good internet access

 **27%**
poor/very poor internet access

Resident engagement:

 **3 in 5** have participated in some form of public engagement

 **31%** feel their feedback is taken into account for decisions

 **23%** agree that the County communicates its decisions

County staff interactions:

 **38%**
Planning

 **26%**
Permits & inspections

 **20%**
Bylaw & animal control

Interaction satisfaction:

 **61%** are satisfied with their staff interactions

Staff are:

- courteous & helpful — **77%**
- knowledgable — **66%**
- easy to get a hold of — **60%**

We partnered with market research firm Leger to conduct this survey and analyze the responses. Leger's full report is available to the public at www.rockyview.ca/survey, and was used to inform this summary report.