



MORDEN COMMUNITY SURVEY

This Community Survey is an important feedback tool which enables residents to freely express their thoughts on services, comment on the general policy direction of Council and to find what residents opinions are on a variety of current issues in the community. Please complete this survey to help Council understand the needs and wishes of residents. We want to hear from residents that have been here for many years as well as new residents, to get your impressions of our Town and its services. We hope to get at least 400 responses to ensure the results are statistically correct.

The survey will take about 15 minutes to complete. We ask that the adult in the household who most recently celebrated their birthday be the one to complete the form. This survey can be completed **by hand or online** by going to the Town of Morden website.

1. **In general, how would you rate the overall quality of life in Morden?**

- ☐ Very Good ☐ Good ☐ Unsure/Don't Know ☐ Poor ☐ Very Poor

2. **Community Lifestyle – What factors do you think are important to ensure a desirable lifestyle for you and your family? (Check the THREE most important to you.)**

- | | |
|--|--|
| <input type="checkbox"/> Policing/Personal Safety | <input type="checkbox"/> Parks |
| <input type="checkbox"/> Reliable/Quality Water & Sewer Services | <input type="checkbox"/> Ability to Work in Morden |
| <input type="checkbox"/> Community Size | <input type="checkbox"/> Vibrant Downtown |
| <input type="checkbox"/> Safe Streets, Low Speeds | <input type="checkbox"/> Number of Town Services/Amenities |
| <input type="checkbox"/> Cleanliness | <input type="checkbox"/> Diversity of Commercial Services |
| <input type="checkbox"/> Recreation Facilities | <input type="checkbox"/> Larger Residential Lots |
| <input type="checkbox"/> Pathways | <input type="checkbox"/> Unique Residential Design |
| <input type="checkbox"/> Clean Air | <input type="checkbox"/> Housing Variety |
| <input type="checkbox"/> Convenient Shopping | <input type="checkbox"/> Others |

3. Morden Town Council meets approximately every two weeks on Monday nights at 7:00 PM in the Council Chambers. These meetings are open to the public. This is where they oversee the general direction of the Town. **How would you rate your satisfaction with the overall performance of Council?**

- ☐ Very Satisfied ☐ Satisfied ☐ Unsure/Don't Know ☐ Dissatisfied ☐ Very Dissatisfied

4. **Have you attended a Council meeting in the past year?**

- ☐ Yes ☐ No

5. **Have you contacted a member of Council in the past year?**

- ☐ Yes ☐ No

6. **Have you reviewed Council agendas or minutes on the Town website or at Council Meetings in the past year?**

- ☐ Yes ☐ No

7. There are also **Committee of the Whole** meetings held twice a month. These meetings are usually held on the 1st and 3rd Tuesdays of the month from 9:00 am to 12:00 Noon. (Except for July and August when there is only one meeting a month.) All members of Council attend these meetings and the discussions cover matters from - Public Works, Finance & Administration and Community Services. All Committee Meetings and Council Meetings are OPEN TO THE PUBLIC, to attend as an audience only. If you wish to speak or you have an item to put on the agenda, you need to send in your request to the Administration office two weeks prior to the Meeting Date.

- **Did you know that these meetings were open to the public?** ☐ Yes ☐ No
- **Have you attended a Committee of the Whole Meeting in the past year?** ☐ Yes ☐ No
- **Would you consider attending one in the future?** ☐ Yes ☐ No

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8. Accessibility to Council is offered through the following options. Residents can communicate their concerns by attending the **Meet With The Mayor** sessions held every Wednesday from 10:00 am to 12:00 Noon, or by attending the monthly **Coffee Sessions** at the Morden Friendship Centre from October to April. Many issues can be resolved by municipal staff, but if a resident wishes to address all the Councillors with an issue, they can send a request in writing to the Civic Centre. The administration office will make an appointment for the next Committee of the Whole Meeting.
- **Were you aware of all these options for communication with Council?** ☐ Yes ☐ No
 - **Do you feel Council needs to make themselves more accessible?** ☐ Yes ☐ No
 - **If Yes, how?** _____
9. The Town is committed to excellence in customer service. **If you think about your experience with the Town as a whole, how would you rate your overall satisfaction with Town performance?**
- ☐ Very Satisfied ☐ Satisfied ☐ Unsure/Don't Know ☐ Dissatisfied ☐ Very Dissatisfied
10. Considering the interactions you have had over the past year with the Town of Morden employees, please rate your levels of satisfaction in the following area;
- **Helpfulness and courtesy**
☐ Very Satisfied ☐ Satisfied ☐ Unsure/Don't Know ☐ Dissatisfied ☐ Very Dissatisfied
 - **Knowledgeable about the services provided**
☐ Very Satisfied ☐ Satisfied ☐ Unsure/Don't Know ☐ Dissatisfied ☐ Very Dissatisfied
 - **Speed of response to inquiries and requests**
☐ Very Satisfied ☐ Satisfied ☐ Unsure/Don't Know ☐ Dissatisfied ☐ Very Dissatisfied
11. Evaluation of present services from the following departments:
- **Access Event Centre Services (Administration/Booking, Programming, Facilities, Catering)**
☐ Very Satisfied ☐ Satisfied ☐ Unsure/Don't Know ☐ Dissatisfied ☐ Very Dissatisfied
 - **Lake Minnewasta Recreation Area Services**
☐ Very Satisfied ☐ Satisfied ☐ Unsure/Don't Know ☐ Dissatisfied ☐ Very Dissatisfied
 - **Parks & Open Spaces Services**
☐ Very Satisfied ☐ Satisfied ☐ Unsure/Don't Know ☐ Dissatisfied ☐ Very Dissatisfied
 - **Solid Waste Services (Garbage Pickup & Recycling)**
☐ Very Satisfied ☐ Satisfied ☐ Unsure/Don't Know ☐ Dissatisfied ☐ Very Dissatisfied
 - **Transportation Services (Road Maintenance, Snow Clearing)**
☐ Very Satisfied ☐ Satisfied ☐ Unsure/Don't Know ☐ Dissatisfied ☐ Very Dissatisfied
 - **Utility Service (Water & Wastewater Services)**
☐ Very Satisfied ☐ Satisfied ☐ Unsure/Don't Know ☐ Dissatisfied ☐ Very Dissatisfied
 - **Economic Development Services**
☐ Very Satisfied ☐ Satisfied ☐ Unsure/Don't Know ☐ Dissatisfied ☐ Very Dissatisfied
 - **Community Resources Services (Newsletter, Website, Grants, & Marketing)**
☐ Very Satisfied ☐ Satisfied ☐ Unsure/Don't Know ☐ Dissatisfied ☐ Very Dissatisfied
 - **Fire Services**
☐ Very Satisfied ☐ Satisfied ☐ Unsure/Don't Know ☐ Dissatisfied ☐ Very Dissatisfied
 - **Police Services**
☐ Very Satisfied ☐ Satisfied ☐ Unsure/Don't Know ☐ Dissatisfied ☐ Very Dissatisfied
 - **By-Law Services**
☐ Very Satisfied ☐ Satisfied ☐ Unsure/Don't Know ☐ Dissatisfied ☐ Very Dissatisfied
 - **Town Office Services (Reception & Financial Services)**
☐ Very Satisfied ☐ Satisfied ☐ Unsure/Don't Know ☐ Dissatisfied ☐ Very Dissatisfied
12. Recognizing the cost for services are normally covered through an increase in taxes, **in general would you like to see the current levels of services provided by the Town of Morden increased, decreased or maintained at existing levels? (Pick One)**
- ☐ Maintained ☐ Increased ☐ Decreased

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13. **Within the past year, in what ways have you contacted any of the Morden municipal departments to conduct business or obtain services?**
☐ In Person ☐ By Telephone ☐ By Fax ☐ By Internet/Email ☐ Other ☐ No Experience
14. **In general, when you need to get information on Town services, what are your main sources of information? (Pick Two)**
☐ Phone, Email or Visit the Civic Centre
☐ Utility Bill Inserts
☐ Contact Town Employee
☐ Website
☐ Quarterly Newsletter
☐ Call or visit Member of Council
☐ Other _____
15. The Access Event Centre with its two ice arenas and outside grounds is the hub of community sports and leisure activities. It is also a venue for many community social events such as Graduation, School Christmas Concerts, Library Book Sale, Quilt Show, Weddings, etc. The 2010 expenses for the Centre were \$1,394,409 and the income was \$571,624. This means there was a net cost to the taxpayers of \$822,785 which equates to approximately \$230 per property. In order to encourage healthy living, the rates charged at the Centre are kept as low as possible by having these excess costs subsidized by property taxes. **How do you feel about this level of subsidy?**
☐ Agree ☐ Disagree ☐ Undecided
16. **Do you or a member of your family participate in sports?** ☐ Yes ☐ No
If Yes – check all the sports that apply.
☐ Hockey
☐ Football
☐ Baseball
☐ Volleyball
☐ Basketball
☐ Soccer
☐ Other _____
17. In order to support culture in the community, the Town of Morden supports local organizations with funding towards operating costs. The support for 2011 is;
 - Morden & District Chamber of Commerce - \$31,295
 - Morden Corn & Apple Festival - \$51,360 (This includes in-kind services.)
 - Canadian Fossil Discovery Centre - \$127,000 (Plus free rent and utilities.)
 - Pembina Hills Art Gallery - \$36,000
 - South Central Library - \$122,529 (This includes the library levy and building maintenance.)**Were you aware of this level of support?** ☐ Yes ☐ No
How do you feel about this level of support? ☐ Agree ☐ Disagree ☐ Undecided
Comment: _____
18. Each year the Manitoba Product Stewardship Corporation has given Morden an A+ grade for the recycling of household materials. To help encourage recycling, collections were increased to every week. **Do you think that recycling household waste will improve the environment?** ☐ Yes ☐ No
19. The Town of Morden supports energy saving projects such as; the installation of LED lights at the Access Event Centre, the Library and the Art Gallery which will have a payback of approximately 4 years, the replacement of the Co-op Gold Arena Floor which allows energy savings in the maintenance and operation of the arena, the purchase of 6 cylinder rather than 8 cylinder new or used trucks. **How important is it to you that Morden continues to adopt green practices?**
☐ Very Important ☐ Somewhat Important ☐ Not very important ☐ Not at all important ☐ Undecided
20. Technology is constantly being upgraded with Computers, TV's, Cell Phones, etc., so the amount of E-Waste is increasing every day. **Did you know that Morden has an E-Waste processing business in the community?**
☐ Yes ☐ No

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21. E-Waste disposal is FREE for households. Materials that are accepted are: TVs, Computer Monitors (CRT and flat panel display types), Desktop Computers (CPUs/hard drives, mice, keyboards and cables), Laptops, Desktop Printers, VCRs/Stereos, Phones/Cell Phones, Scanners/Copiers/Fax Machines and Microwaves. **Did you know that households can dispose of E-Waste by dropping it off at the following sites?**

- **Green Bin behind the Tupperware Building at Exner E-Waste** ☐ Yes ☐ No
- **Exner E-Waste Green Bin behind Staples in Winkler** ☐ Yes ☐ No
- **Pembina Valley Containers on Grant Street in Morden** ☐ Yes ☐ No

22. **If there were a local transit system between Morden & Winkler, how often would your household use it?**

- ☐ 0 trips ☐ 1 – 10 trips/week ☐ 11 – 20 trips/week ☐ More than 20 trips/week

Personal Information

Knowing a bit about you assists us with our planning and decision making. For example, if a certain age group responded to a specific question in a different manner than the rest of the respondents, it provides us with insight about how to interpret results and take action on a specific issue. Please complete the information to assist with our planning.

1. **Where do you live?**

- ☐ Morden
☐ RM of Stanley
☐ Other _____

2. **If you live in Morden, how long have you lived here?**

- ☐ Less than 5 years ☐ 31-40 years
☐ 6 – 10 years ☐ 41-50 years
☐ 11-20 years ☐ 50+ years
☐ 21-30 years

3. **Gender**

- ☐ Male ☐ Female

4. **Age**

- ☐ 16-24 ☐ 25-44 ☐ 45-64 ☐ 65 +

5. **Please circle your household type. (Select One)**

- ☐ Single
☐ Couple or roommates (No Children)
☐ Family (With children living at home)
☐ Family (No children living at home)
☐ Seniors

6. **Where do you work?**

- ☐ Morden (In the home)
☐ Morden (Outside of home)
☐ Winkler
☐ Winnipeg
☐ Other Local Urban Centre
☐ Local Rural Area
☐ Not Applicable

Thank you for taking the time to complete this survey.

Please return your completed survey to the Town office by July 29th, 2011. You may fill in the form online by visiting the website, or manually complete it and drop it off in the convenient Drop-Off Box at the front of the Civic Centre or mail it to:

Town of Morden – Community Survey
100 – 195 Stephen Street
Morden, Manitoba
R6M 1V3