



# MORDEN COMMUNITY SURVEY

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 29<sup>th</sup>, 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