

# 2026 Public Works Survey Results

---

March 10, 2026



# 1. Survey Population

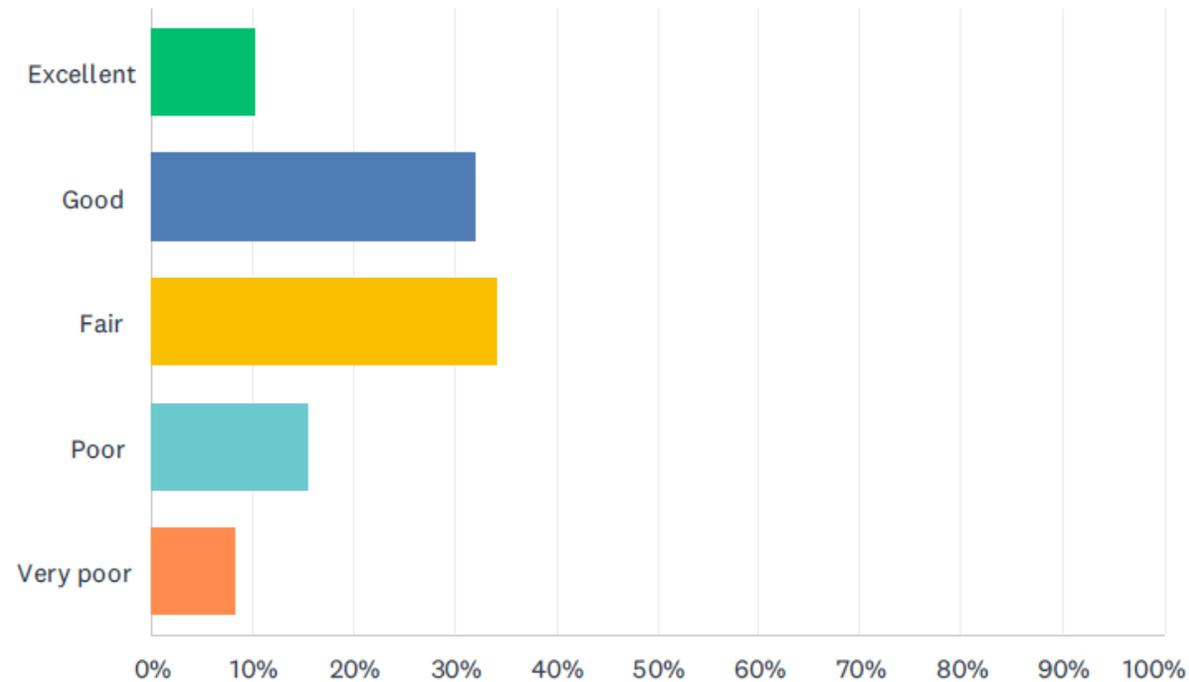
---

- 65.98% of respondents have been RM residents for over 10 years.
- 76.29% of respondents were permanent residents, 21.65% were seasonal residents.
- All areas of the RM were represented in the survey.

## 2. Road Maintenance

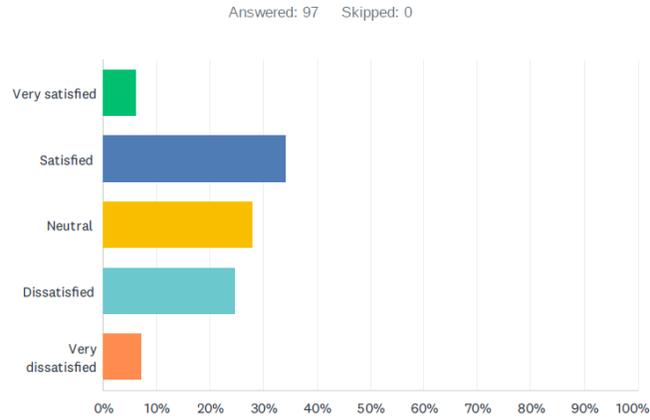
How would you rate the overall condition of roads in your area?

Answered: 97 Skipped: 0

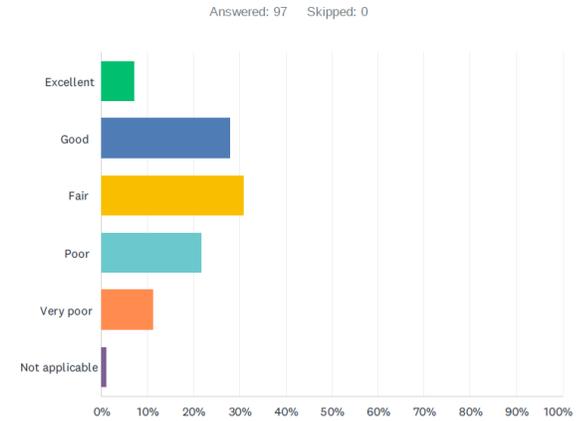


# 2. Road Maintenance

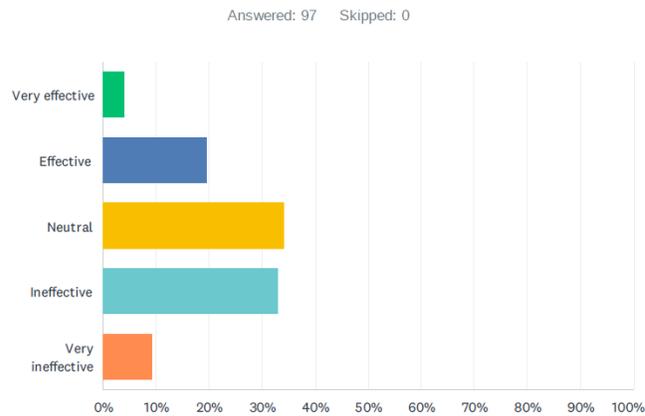
Q5 How satisfied are you with the frequency of gravel road grading?



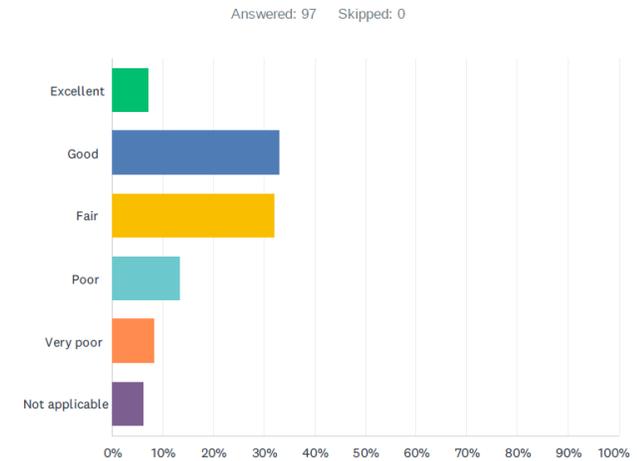
Q6 How would you rate dust control on gravel roads near your residence?



Q7 How effective is the municipality's response to potholes, washboarding, and road deterioration?



Q8 How would you rate the road allowance mowing in your area?



## 2. Road Maintenance: Top Concerns

1. Would like more dust control (12)

2. (tie) Have concerns with the gravel quality or frequency of application (11)

2. (tie) Concerns with washboarding of roads (11)

3. Would like more road grading (7)

4. Would like more paved roads (6)

# 3. Drainage



Only 25.77% of respondents have experienced flooding or drainage issues in the past three years



A few respondents would like to see more baling of ditches prior to the melt.



Of those who provided feedback on the municipality's response to drainage concerns, 42.6% were overall satisfied, 38.3% were neutral and 19.2% were overall dissatisfied.



Some respondents asked that more be done to address growth in ditches.

## 4. Transfer Station

---

90% of respondents use TS#520, 3% use TS#214 and 6% said they use both.

---

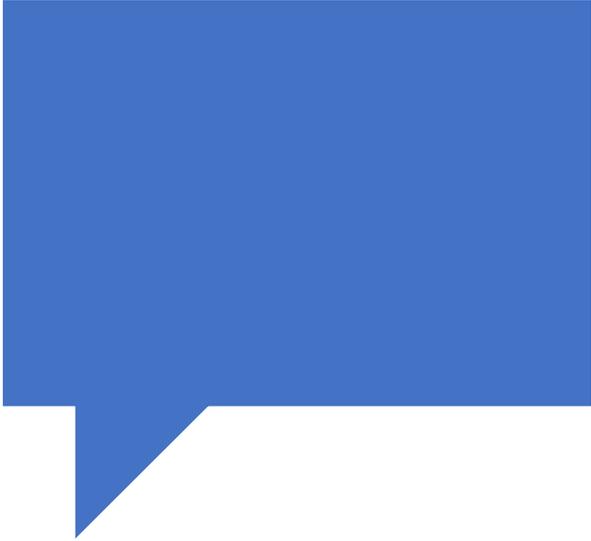
46% visit the TS once per week, 40% visit 1-2x/mth and 10% visit 3-6x/yr.

---

46% would not like to see changes to hours, 32% would like to see changes, and 22% weren't sure.

---

55% were not opposed to reduced hours proposed (Mon, Weds, Thurs, Friday 11-7, Sat/Sun 9-5, Tues Closed, TS#214 Thurs 4-7)



## 4. Transfer Station: Top Concerns

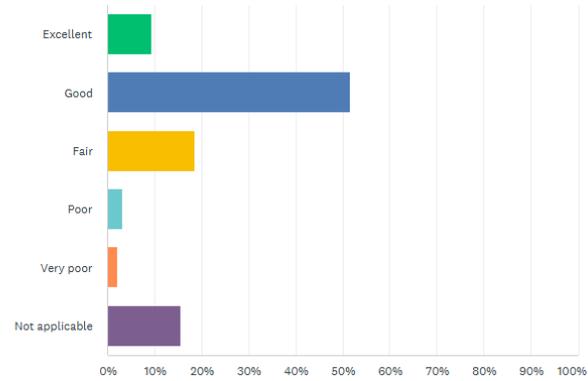
---

1. Would like to see expanded hours (20)
2. Enjoy employees and service received (11)
3. Would like us to remain open on long weekend stats (5)
4. Would like more hours at 214 (4)

# 5. Parks, Boat Launches, Public Reserves, Cemeteries, Walking Trails

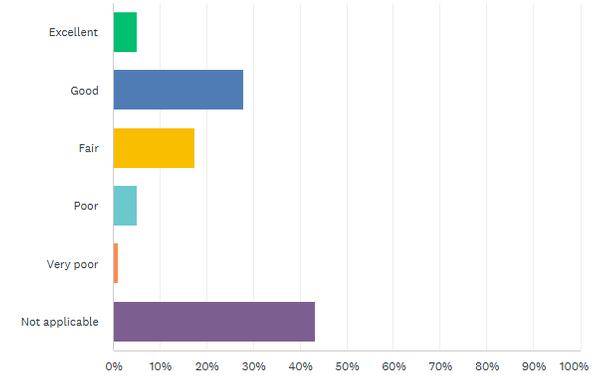
How would you rate the maintenance of public parks and public reserves?

Answered: 97 Skipped: 0



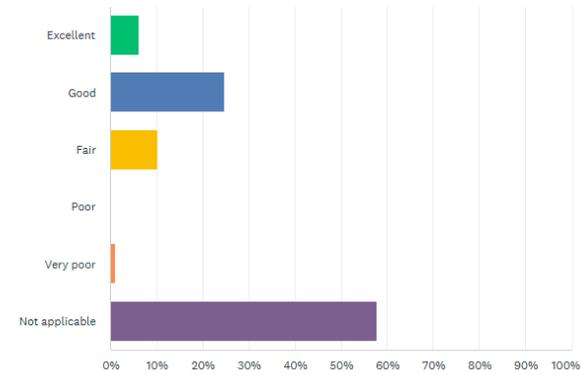
How would you rate the maintenance of walking trails?

Answered: 97 Skipped: 0



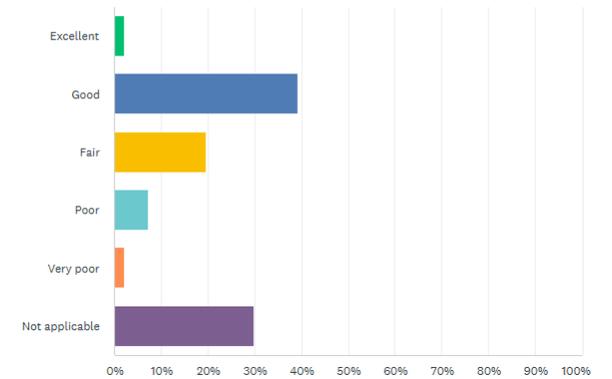
How would you rate the maintenance of cemeteries?

Answered: 97 Skipped: 0



How would you rate the maintenance of boat launches?

Answered: 97 Skipped: 0



## 5. Parks, Boat Launches, Public Reserves, Cemeteries, Walking Trails: Top Concerns

---

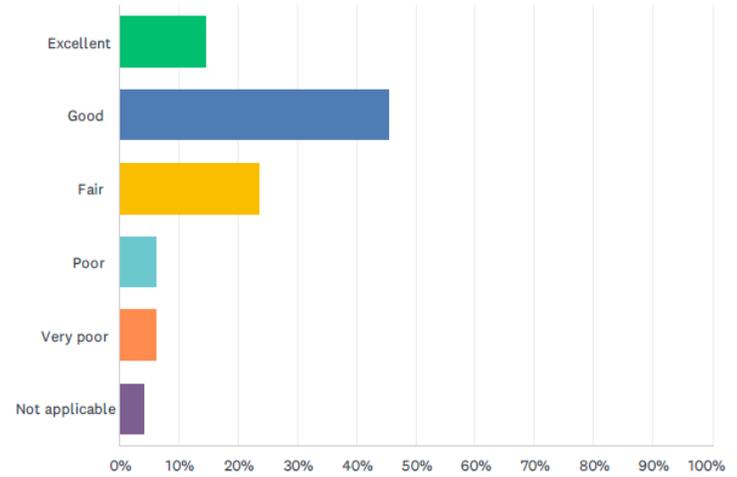
1. Request that more maintenance be done in this area (19)
2. Would like to see more trails (14)
3. Would like to see either an increase in facilities and infrastructure, or improvements (7)
4. Would like to see more boat launches (6)



# 6. Snow Clearing and Ice Control

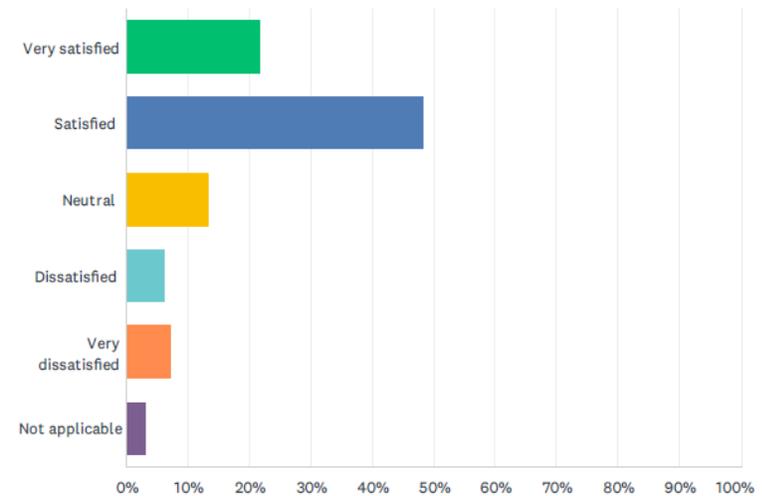
How effective is the ice control (sanding, salting, or gravel application) on your roads?

Answered: 97 Skipped: 0



How satisfied are you with overall snow clearing services in your area?

Answered: 97 Skipped: 0



## 6. Snow Clearing: Top Concerns

---

1. Windrows in driveways (22)

**\*\*TOP CONCERN THROUGHOUT SURVEY\*\***

---

2. Would like more frequent and earlier snow clearing (5)

---

3. Would like more sanding (4)

---

4. Would like us to prioritize bus routes (2)

# 7. Public Works Services

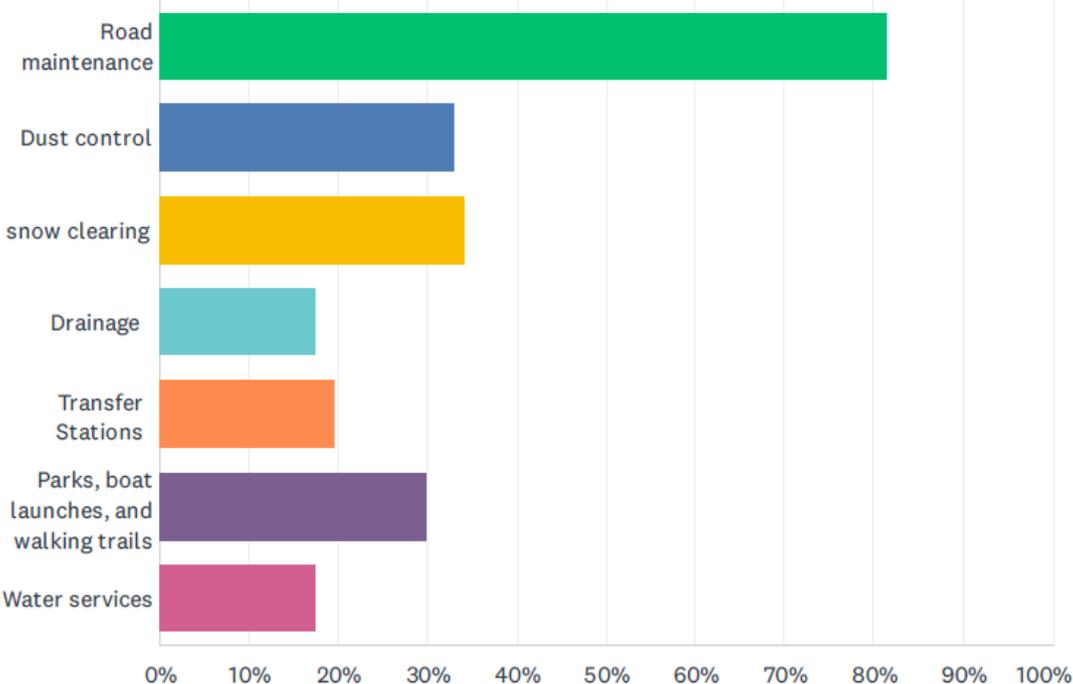
- 38% of respondents have contacted Public Works or submitted a Service Request in the past 12 months.
- When a request is submitted, 34.15% think the response is good or excellent, 31.71% think the response is fair, and 34.15% think the response is poor or very poor.
- 61.85% are overall satisfied with Public Works services, 24.74% are neutral and 13.4% are overall dissatisfied.
- 53.61% of respondents find communication on closures, repairs and services effective, 7.21% find this communication ineffective.



# 8. Budget Priorities for 2026

Which areas should the municipality prioritize in the 2026 budget?  
(select up to three).

Answered: 97 Skipped: 0



# 9. Other Common Concerns

- Paving 433
- Valley Fiber restoration
- Speed Limit zones and signage
- Increase access to water services
- Lee Side Boat Launch



Potential Outcomes

# Potential Outcomes



Increased communication and education on Public Works services.



Seek opportunities to improve Public Works client service.



Maintain services that are viewed positively (TS service, drainage).



Identify opportunities to improve services (road maintenance, maintenance of assets).



Review policies and propose changes.

# Potential Outcomes



Increased communication and education on Public Works services.



Seek opportunities to improve Public Works client service.



Maintain services that are viewed positively (TS service, drainage).



Identify opportunities to improve services (road maintenance, maintenance of assets).



Review policies and propose changes.

- Explore opportunities to increase communication using our current platforms.
- Prior to beginning a service, release information on the service and reference any policies (dust control, snow and ice control, etc.).
- Continue to share News Releases on upcoming projects.
- Leverage Public Works Week to share interesting information on our operations.

# Potential Outcomes



Increased communication and education on Public Works services.



Seek opportunities to improve Public Works client service.



Maintain services that are viewed positively (TS service, drainage).



Identify opportunities to improve services (road maintenance, maintenance of assets).



Review policies and propose changes.

- Develop a client service process with established turnaround times.
- Improve responses to service trackers by ensuring they are timely and provide clear updates.
- Conduct phone follow ups to service trackers and confirm that work has been completed in a satisfactory way.
- Continue to seek public feedback and demonstrate that it is being incorporated.

# Potential Outcomes



Increased communication and education on Public Works services.



Seek opportunities to improve Public Works client service.



Maintain services that are viewed positively (TS service, drainage).



Identify opportunities to improve services (road maintenance, maintenance of assets).



Review policies and propose changes.

- Maintain Transfer Station hours and staffing numbers to ensure service remains consistent.
- Continue to identify areas where we can improve services and reduce operational costs.
- Embrace opportunities to celebrate positive feedback internally through employee recognition.

# Potential Outcomes



Increased communication and education on Public Works services.



Seek opportunities to improve Public Works client service.



Maintain services that are viewed positively (TS service, drainage).



Identify opportunities to improve services (road maintenance, maintenance of assets).



Review policies and propose changes.

- Use asset management systems to monitor road conditions and maintenance needs.
- Re-establish a work-order system to assign tasks internally.
- Establish an internal issue reporting system to address concerns observed by operators.
- Adopt data-based decision making when identifying areas for the gravel haul, road reconstruction, etc.
- Improve maintenance tracking, specifically for graders.

# Potential Outcomes



Increased communication and education on Public Works services.



Seek opportunities to improve Public Works client service.



Maintain services that are viewed positively (TS service, drainage).



Identify opportunities to improve services (road maintenance, maintenance of assets).



Review policies and propose changes.

- Review policies: Snow and Ice Control, Drainage
- Develop policies: Gravel Road Maintenance (drafts exist but never adopted), Brushing



Questions?