



## Community Communications Survey

**This survey is about how you get information from the Northern Rockies Regional Municipality and how we can improve. We want to know what works best for you—whether it’s social media, newsletters, or other ways—and what could be better. Your feedback will help us share updates, news, and ways to get involved in a way that suits you.**

***Collection of Information: Should you wish to provide it as an entry to the draw at the end of this survey, your personal information will be collected. By providing us with your personal information, you consent to our collection, use and disclosure of that information. This information will only be used to administer the program/activity it was collected for and/or to respond to you, regarding the reason you contacted us. If you have any questions about the collection please contact the Municipal Privacy Head.***

1. Name (for prize entry)

2. Please tell us your age range.

- 18 to 29
- 30 to 49
- 50 to 69
- 70 and above

3. Where do you live in the Northern Rockies Regional Municipality?

- Within Fort Nelson
- In Fort Nelson, but in the Rural are (e.g. McConachie Creek, Old Alaska Highway, Raven Cres.)
- In the Northern Rockies Regional Municipality, but outside of Fort Nelson (e.g. Toad River, Prophet River, Muncho Lake)
- Outside of the Northern Rockies but shop and use services in Fort Nelson
- Outside of the Northern Rockies but own a business/work in Fort Nelson

4. How long have you lived in the Northern Rockies Regional Municipality?

- Less than 2 years
- 2-5 years
- 5-10 years
- More than 10 years

5. Currently, how do you receive information regarding the Northern Rockies Regional Municipality? Select all that apply

- Municipal website
- Municipal Facebook page
- Radio
- Friends' or community social media pages
- Directly from friends
- Municipal newsletter - The Bear Pit
- I subscribe to the latest news on the municipal website
- Email
- Other (please describe)

6. How would you PREFER to get information about the Northern Rockies Regional Municipality? Choose your top three

- Municipal website
- The municipal Facebook page
- Radio
- Friends or community social media pages
- Directly from friends
- Municipal newsletter - The Bear Pit
- The Literacy Society's new Northern Pulse newsletter
- I subscribe to the news releases on the municipal website
- Email
- Other (please describe)

7. How often do you seek out information about municipal services, projects, or decisions?

- Daily
- Weekly
- Monthly
- Only when an issue affects me
- Rarely

8. If you have ever used the municipality's website, how easy was it to find what you were looking for?

- Super easy
- Not bad
- I struggled
- I never found what I wanted
- Can you tell use more about your experience?

9. If you read the Bear Pit newsletter (put out by the municipality), where do you get it?

- From the post office bulletin
- From the grocery store bulletin
- Seniors or Friendship Centre delivery
- I pick it up at a municipal facility like the Rec Centre or Municipal Office
- I read it online
- I don't read it

10. Is there any information you wish was in the Bear Pit newsletter?

11. This month the Literacy Society started a weekly newsletter called the Northern Pulse - available in print and online. Will you read it?

- Only if it's online
- Only if it's in print
- Love it in either form
- No

12. What type of content would you like to see more of on municipal social media? Select all that apply

- Live updates on council meetings
- Emergency and weather alerts
- Community success stories
- Infrastructure project updates
- Opportunities to participate in surveys and engagement sessions
- Other (please describe)

13. Sometimes we need your feedback. Which of the following public engagement methods would you prefer? Select all that apply

- Open house - in person
- Open house but via Zoom
- Digital surveys
- Paper surveys
- Facebook polls
- Email me a survey
- I just don't want to participate
- Other (please describe)

14. What barriers, if any, prevent you from participating in municipal engagement opportunities? Select all that apply

- Meetings are at inconvenient times
- Lack of childcare or accessibility accommodations
- I don't feel my input will make a difference
- I don't receive enough advance notice of opportunities
- Other (please describe)

15. What are the topics you most want to hear about from us? Select all that apply

- Changes in municipal services
- Garbage pick-up changes
- Council news
- Job opportunities
- Public engagement opportunities
- Municipal events
- Community events not hosted by the Municipality
- Taxes, spending, assets and all the financial news
- Recreation - hours, events, classes, all the fun stuff
- Other (please describe)

16. In general, how do you feel about the amount of information provided by the municipality?

- Too much
- Adequate
- Too little
- Not sure

17. In general, how do you feel about the quality of information provided by the municipality?

- Good
- Adequate
- Poor
- Not sure

18. What is one thing the municipality could do to improve communication with residents?

19. Do you have any other comments or suggestions about municipal communications?