



Morden Community Survey

Please complete this community survey for the benefit of the present and future Council, to better understand the needs and wishes of Morden residents. The information will assist in setting priorities and objectives for the future. 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. Copies of the survey can be downloaded and printed from the 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) Town Council has seven elected members that meet at least twice a month to review issues, develop policies, and oversee the general direction of the Town. How would you rate your overall satisfaction in the following areas?

Overall Performance of Council

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

Decisions Made By Council

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

Speed of Responses from Council

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

Conduct of Council Meetings

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

3) Have you attended a Council meeting in the past two years?

Yes No

4) Have you contacted a member of Council in the past two years?

Yes No

5) Have you reviewed Council agendas or minutes on the Town website or at Council Meetings in the past two years?

Yes No

6) 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 in the following areas:

Overall Town Performance

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

Courtesy of Staff

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

Staff Speed of Response

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

Reliability/Quality of Services

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

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

8) Evaluation of present services from the following departments:

Community 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 (Grants, Website, Newsletter, 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

9) Do you use Morden businesses and services?

- Yes No

10) What percentages of your shopping needs are usually purchased in Morden? (Circle One)

Less than 25% 25-50% 50-75% 75% or more

11) Do you have a particular service or shopping need that is not being met in the community?

- Yes No

If 'Yes', what services or shopping needs would you like to have?

Comment: _____

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

13) In general, when you need to get information on Town services, what are your main sources of information? (Pick Two)

- | | |
|--|--|
| <input type="checkbox"/> Phone or Visit the Civic Centre | <input type="checkbox"/> Website |
| <input type="checkbox"/> Utility Bill Inserts | <input type="checkbox"/> Quarterly Newsletter |
| <input type="checkbox"/> Contact Town Employee | <input type="checkbox"/> Call or visit Member of Council |
| <input type="checkbox"/> Other _____ | |

14) Is there any specific information you would like to receive from the Town on a regular basis?

- Yes No

If 'Yes' what specific information would you like to receive?

Comment: _____

15) Once an urban municipality reaches a population of 7,500 it has the option of calling itself a 'city'. However, a community can retain the 'town' name regardless of the size of population. Some may say that retaining the Town of Morden name better captures the values and quality of life that residents wish to promote and represent as a community. Others may say that a 'city' title offers us more 'status' and may be more attractive to recruiting new business and commercial opportunities etc. **When Morden reaches the population of 7,500 – what do you think our community name should be? (Choose One)**

- Town of Morden City of Morden

16) Do you agree with the Town's vision of economic development? (It focuses on local employment creation, facilitating new commercial and industrial development, encouraging home-based business growth, seeking new green industries and supporting the Downtown Revitalization.)

- Yes Unsure/Don't Know No

17) Should the Town continue to make special efforts to form partnerships with our neighbouring municipalities for the following projects?

- | | | |
|---------------------------------|------------------------------|-----------------------------|
| Wastewater Treatment Plant | <input type="checkbox"/> Yes | <input type="checkbox"/> No |
| Leisure Complex - Swimming Pool | <input type="checkbox"/> Yes | <input type="checkbox"/> No |

18) Some people believe that the number of dogs someone owns or would like to own should be restricted. Responsible pet ownership is the key to ensuring healthy pets and reducing the disturbance to neighbours. Others would argue that unrestricted dog ownership would produce a potential for an unreasonable number of canines in a neighbourhood contributing to noisy barking and unpleasant yards etc. **Do you agree with the Town's current By-Law restricting the number of dogs to two (2), that a person can own and take care of in a typical residential home?**

- Yes No, it should be higher. No, it should be lower.

19) In general, the Town of Morden does not regulate cats. Some folks want cats to be licensed to identify wandering cats, some want cats leashed at all times, and some want more strict control of free roaming cats. There are many in the community who do not think cats should be licensed for various reasons. Most would note that the majority of cats are indoor animals, or that their wandering does not result in great harm to the community. **Do you feel the Town should implement a mandatory cat licensing by-law?**

- Yes No

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

6) Where do you work?

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

Thank you for taking the time to complete this survey.

Please return your completed survey to the Town office by July 16th, 2010. You may 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