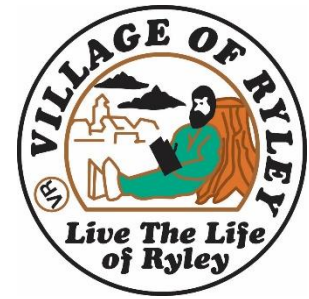


Village of Ryley Public Consultation Summary



In January of 2018 the Village of Ryley completed a public consultation survey. This survey was designed to collect important feedback from residents on the programs and services offered by the Village, and to help Council and municipal administration plan for the future.

The Village received 97 completed surveys. These surveys provided both numerical responses and written responses. All of the responses we received were important, and your feedback was very appreciated.

In February, 2018, Council completed a facilitated strategic planning retreat to plan for the future of the community. Your survey feedback was a major consideration when discussing future projects and initiatives. In the sections that follow, this document provides a summary of what we heard from the surveys as well as the new strategic objectives that arose from your feedback.

1. Municipal Services and Quality of Life

The survey asked participants to rate the programs and services provided by the Village, and to assess various aspects of the overall community on a scale ranging from “strongly agree” to “strongly disagree”. We converted the results to an overall percentage score to see where the Village of Ryley performed well, and where you felt we needed to improve. Here is what we heard.

Areas that scored high (scored over 75%)

Question	% Score
The waste management services provided by the Village of Ryley are satisfactory	87%
I feel safe living in the Village of Ryley	86%
Utility services provided by the Village are satisfactory	82%
The Village's operation of the cemetery is satisfactory	81%
Recreation facilities in the Village are satisfactory	78%
The condition of parks and open spaces in the Village is satisfactory	77%
Emergency services provided for the Village are satisfactory	76%
Village owned facilities are well maintained	76%

You told us that Ryley is a safe community with well maintained parks and community-owned facilities. There is a high level of satisfaction with municipal programs and services related to waste management, emergency services and utilities.

Areas for improvement (scored under 60%)

Question	% Score
In consideration of the services provided by the Village, the Village's tax rates are reasonable	58%

The Village's road maintenance is satisfactory (repairs, snow removal)	57%
The municipal bylaw enforcement services provided by the Village are satisfactory	56%
I am satisfied with the pace of economic development within the Village	52%
I believe that the Village is financially well managed	51%

You told us that bylaw enforcement and road maintenance are areas of service delivery that require more attention. You are concerned with the pace of economic development. And, you feel that financial management and taxation are issues.

After considering the survey results, your Council has adopted a number of new strategic objectives. These include:

- ***Implement the Infrastructure Assessment and Ten-Year Capital Plan***
- ***Review the Village's service delivery model for bylaw enforcement***
- ***Review and amend practices for financial reporting***
- ***Adopt a financial reserves policy***
- ***Develop a plan to address best practices in Municipal Governance and Operations that enhance sustainability***

Council also adopted several initiatives related to economic development. These initiatives are included later in this document.

2. Quality of Customer Service

The survey asked residents to rate their experience when interacting with municipal employees.

Service to Citizens

Question	% Score
When interacting with Village staff I am treated in a professional, respectful and courteous manner	84%
When I contact Village staff with questions or concerns, I receive a prompt response	79%
Concerns that I have brought to Village staff have been dealt with effectively	76%
The Village provides good communication to residents	69%

The Village's administration is pleased to see that there is a high level of satisfaction with the standard of customer service provided by Village staff. We recognize that it is not always possible to resolve every issue to the satisfaction of the resident, but we will continue to strive to provide service that is prompt, professional, respectful and courteous.

The Village recognizes that there are opportunities to improve communication with residents, and we will be working to enhance communication in the future. Some new objectives from Council's Strategic Plan are directly linked to communication.

- **Enhance communication with residents**
- **Communicate to residents the services available through FCSS, the library, and the Pool and Wellness Centre**
- **Develop a strategy to engage youth in the community.**
- **Adopt a Public participation policy**

3. Perception of Council

We asked residents to rate their perception of the Villages Council as a governing body.

Question	% Score
Overall, I believe that the Village's Council has a positive reputation among residents.	55%
I believe that the Village Council is making decisions in the best interests of the community.	58%
I believe the Village Council operates in a transparent manner when discussing Village business	60%

The current Council took office at the end of October 2017; only a couple of months prior to this survey. Council is committed to a high standard of transparency and accountability to residents and looks forward to earning the trust of the community. To reflect this commitment to accountability and transparency, Council will be adopting a new code of conduct. The Strategic Plan includes the following objectives:

- **Adopt a Code of Conduct bylaw**
- **Apply for an ACP grant for Council collaboration coaching**

4. Direction to Council and Administration

The survey asked residents to respond to several potential areas of focus, or potential new initiatives for the Village. These questions help to form a potential vision for the future of the community. The following survey results reflect your level of support for each area.

Question	% Score
The Village should attempt to support local small business start-ups for the Village of Ryley	87%
The Village should recruit or develop more industry such as fabrication and manufacturing operations	85%
The Village should create incentives for recognizing volunteers and volunteer groups in Ryley	77%
The Village should self-develop land for future business growth in Ryley	76%

The Village should offer tax discount incentives for businesses operating in the Village of Ryley	75%
I believe the Mayor's position should be a separate ballot in the next election, with 4 council seats	74%
The Village should permit medical cannabis production facilities to operate in the Village of Ryley	59%
I believe the Village should undertake a provincial viability review on reverting to hamlet status	58%
The Village should permit recreational cannabis retail operations in the Village of Ryley	53%

Your feedback demonstrates strong support for new business attraction including small business and industrial fabrication or manufacturing operations. You support incentives for recognizing volunteers and volunteer groups, and you support placing the position of Mayor as a separate ballot on the next municipal election. There is generally less support for cannabis production or retail activities in the community. Based on your feedback, Council has adopted the following new strategic objectives:

- ***Adopt a reserve strategy to support future land development***
- ***Assess land development opportunities within the Village***
- ***Review and refine the business tax rebate program***
- ***Develop and implement a marketing strategy***
- ***Adopt a bylaw for election of a Mayor at large***
- ***Adopt a strategy to address volunteer maintenance and enhancement***

Resident responses to the Village of Ryley’s community survey were compiled and analyzed to allow for comparison between responses to different questions. All questions were analyzed in the same way to ensure that the numbers provided are internally consistent. There is no single, “perfect” way to analyze data of this type. The important consideration is that the approach is statistically rational and consistent.

Consider a fictional set of 100 responses ranging from “strongly agree” to “strongly disagree”

Response	Number of Respondents
Strongly Agree	28
Agree	32
Disagree	15
Strongly Disagree	18
No opinion/Unable to respond	7

The approach used for the data was to assign a value to each response from a high of 4 for strongly agree to a low of 1 for strongly disagree. Individuals who selected “no opinion/unable to respond” were not included in the calculation, as their responses are ambiguous and should not be allowed to bias the analysis.

Response	Number of Respondents	Score
Strongly Agree	28	4
Agree	32	3
Disagree	15	2
Strongly Disagree	18	1

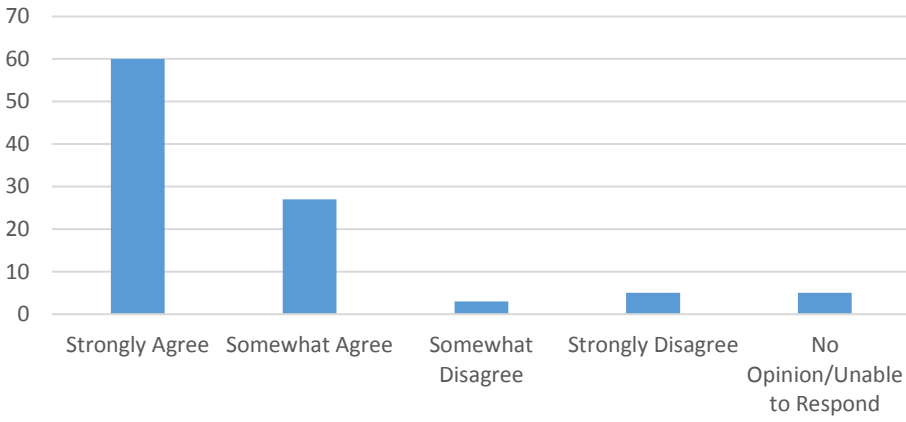
Next, we multiplied the number of responses times the score, and totalled them.

Response	Number of Respondents	Score	Totals
Strongly Agree	28	4 x 28 =	112
Agree	32	3 x 32 =	96
Disagree	15	2 x 15 =	30
Strongly Disagree	18	1 x 18 =	18
Total	93		256

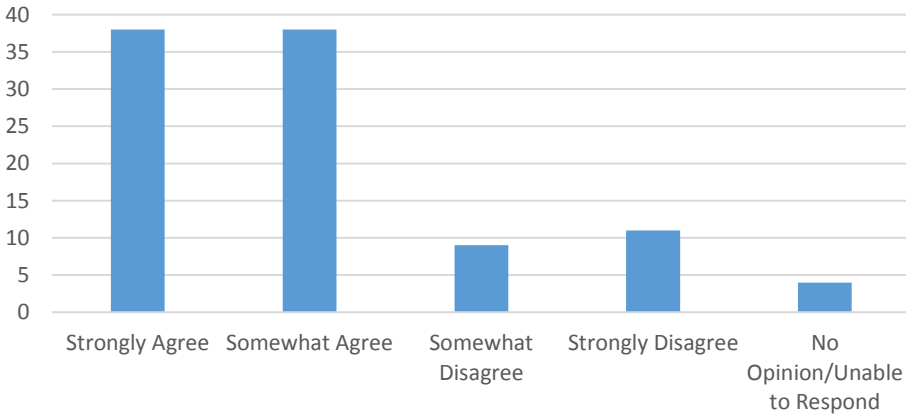
The total of 256 is divided by the number of respondents who had an opinion (93) to provide a score of 2.75. Using this approach, If everyone had answered “Strongly Agree”, the highest possible score for any question would be 4.00. This means that the score of 2.75 represents 68.8% of the highest possible score for the question ($2.75/4.00 \times 100 = 68.8\%$).

Numbers like 2.75 or 68.8% are not, by themselves, meaningful. Meaning is provided by context. To provide meaningful context to the survey results, the percentage scores were rank ordered from highest to lowest. Questions with higher scores had a higher level of agreement among residents. Questions with lower scores had a lower overall level of agreement. We can say with a level of confidence that a question scoring 82% of the maximum possible score has significantly higher resident support than a question scoring 52%. If the Village was to use the same questions, and the same analysis methodology over time, it would be possible to see changes in public opinion being reflected in the scores.

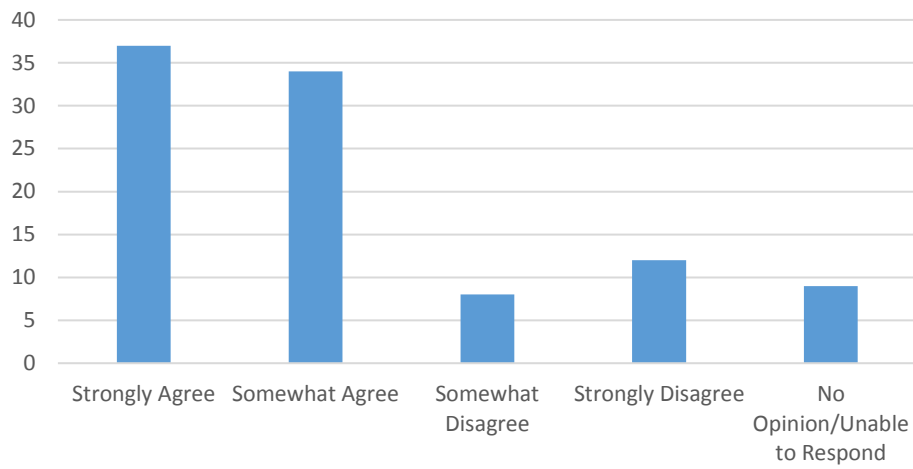
1. Waste Management Services Provided by the Village are Satisfactory



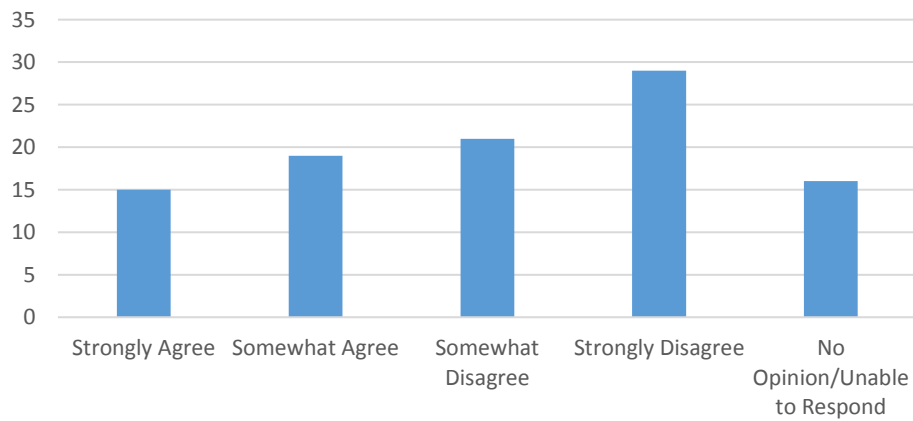
2. The Condition of Parks and Open Spaces in the Village is Satisfactory



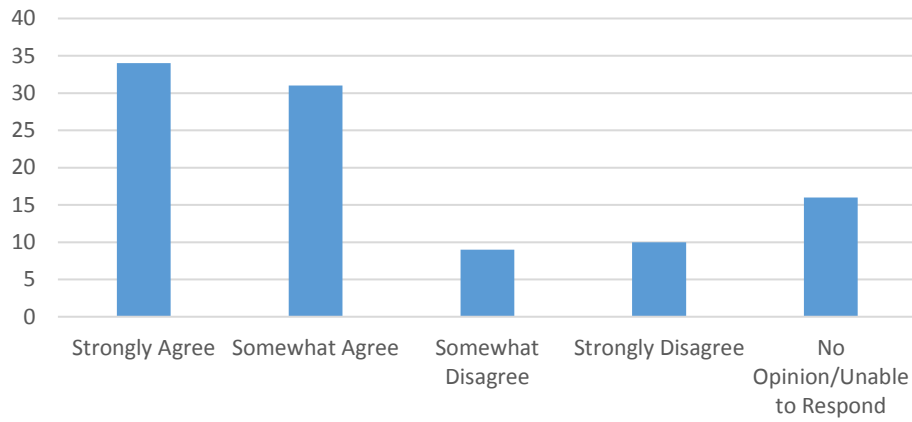
3. Village Owned Facilities are Well Maintained



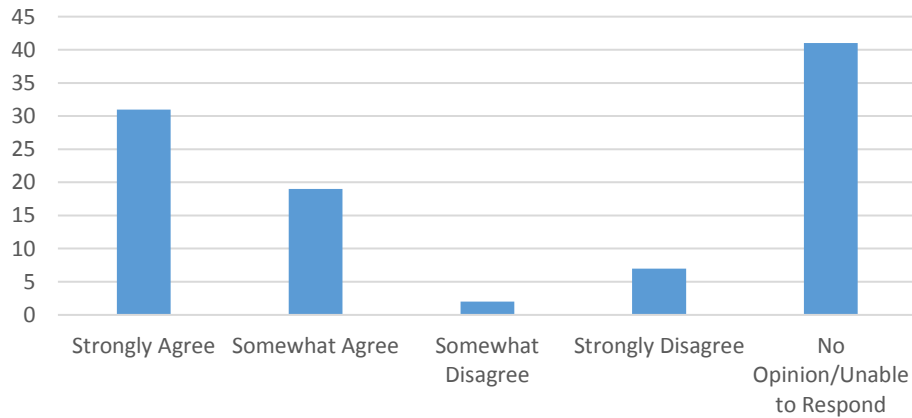
4. The Municipal Bylaw Enforcement Services Provided by the Village are Satisfactory



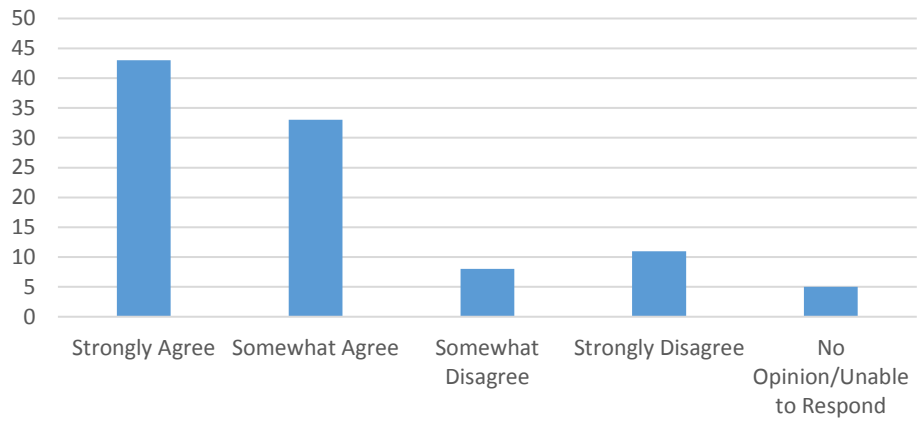
5. Emergency Services Provided for the Village are Satisfactory



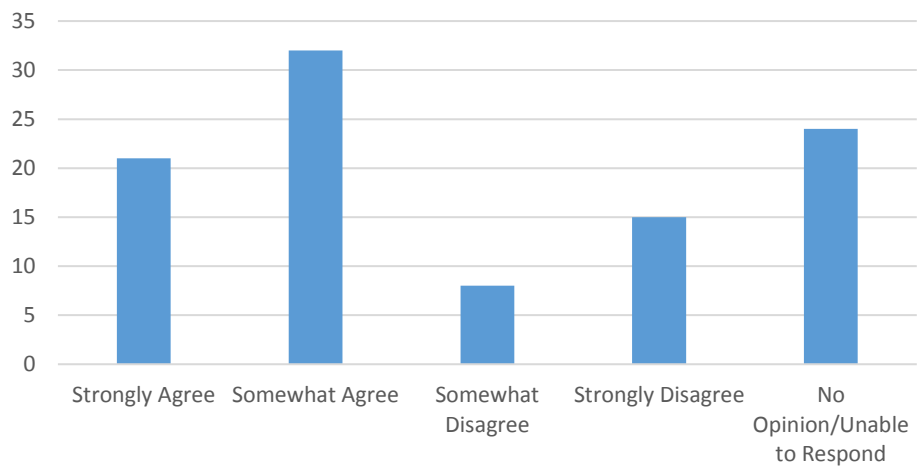
6. The Village's Operation of the Cemetery is Satisfactory



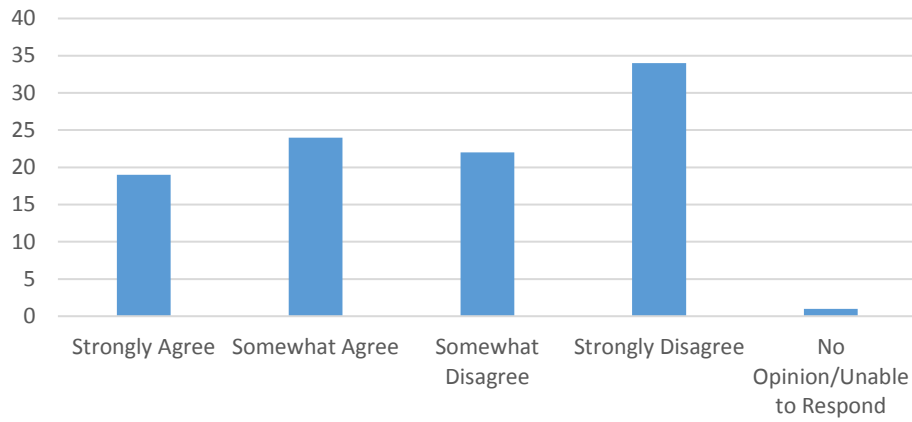
7. Recreational Facilities in the Village are Satisfactory



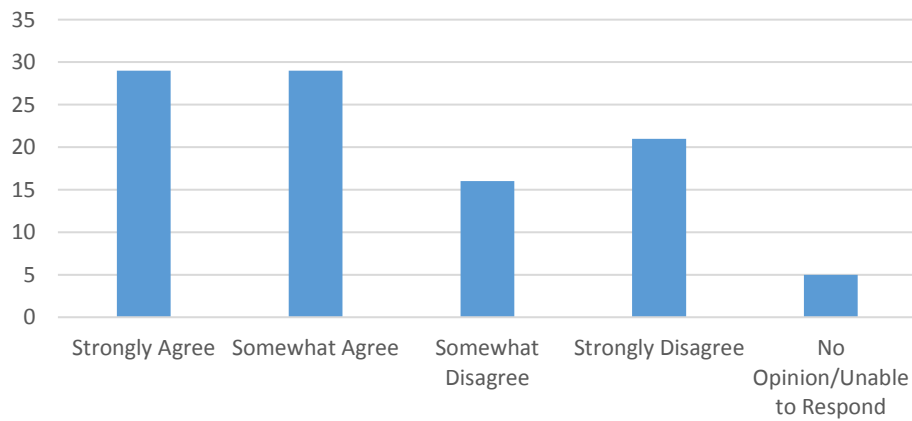
8. Village-Operated Programming is Satisfactory



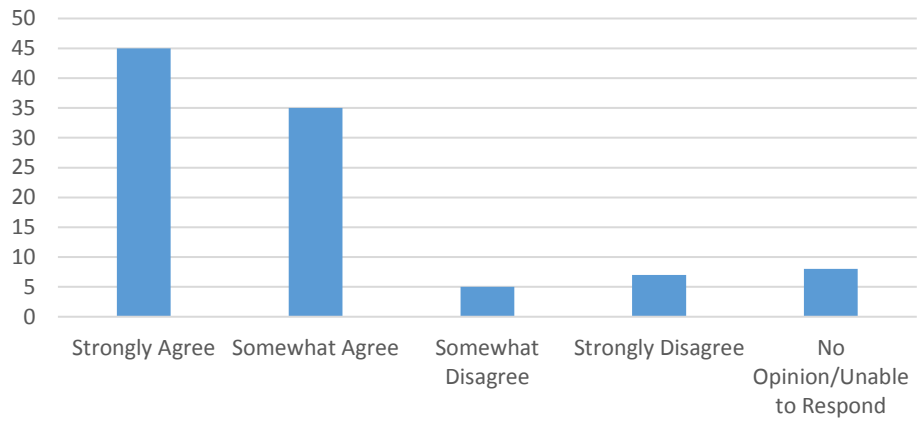
9a. The Village's Road Maintenance is Satisfactory



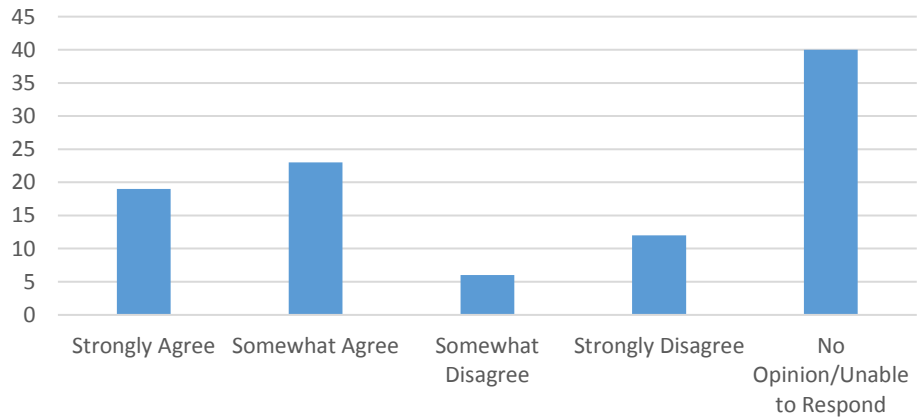
9b. The Village's Sidewalk Maintenance is Satisfactory



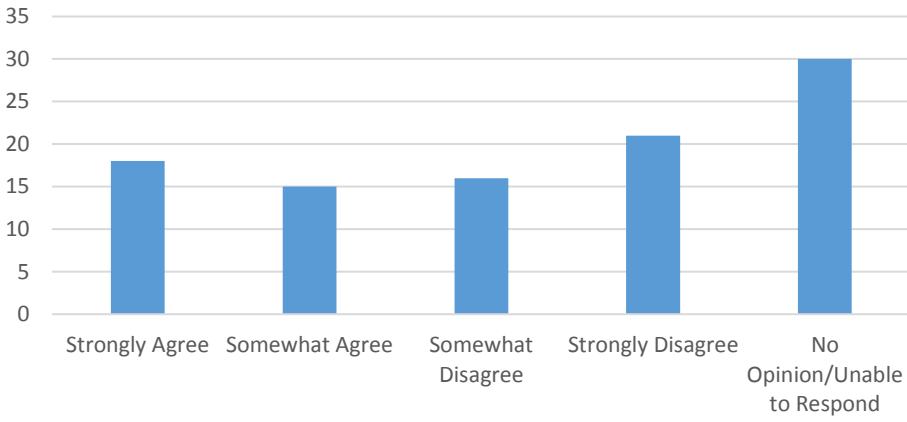
10. Utility Services Provided by the Village are Satisfactory



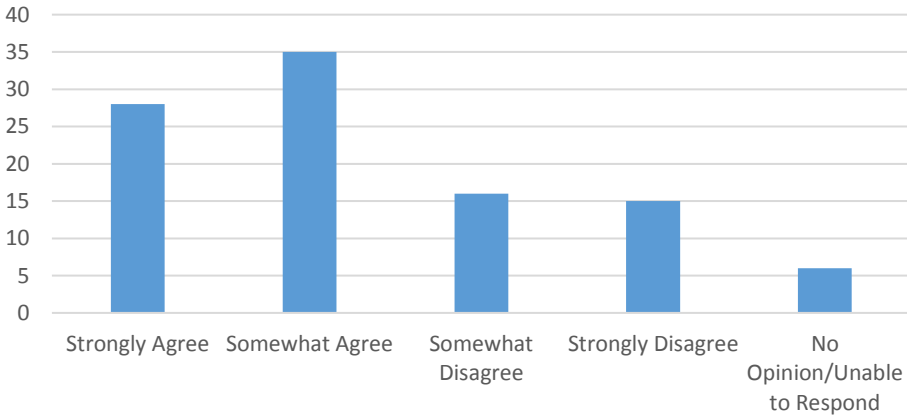
11. Village Supported Social Programs for Citizens and Families in Need are Satisfactory



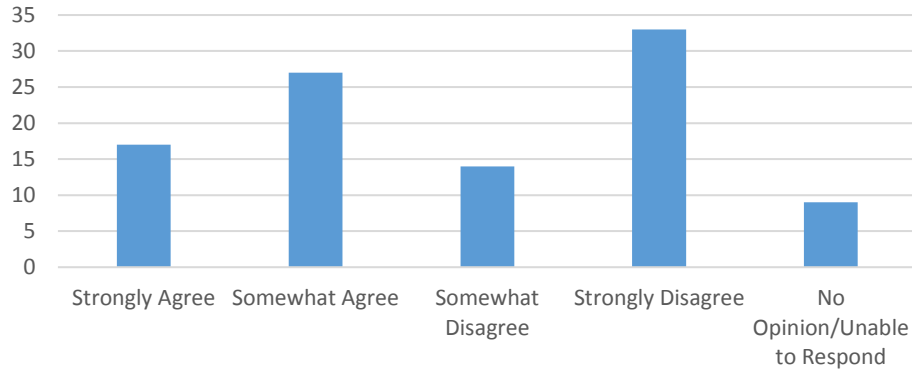
12. The Planning and Development Services Provided by the Village are Satisfactory



13. I Believe that the Village Provides Good Services to its Citizens



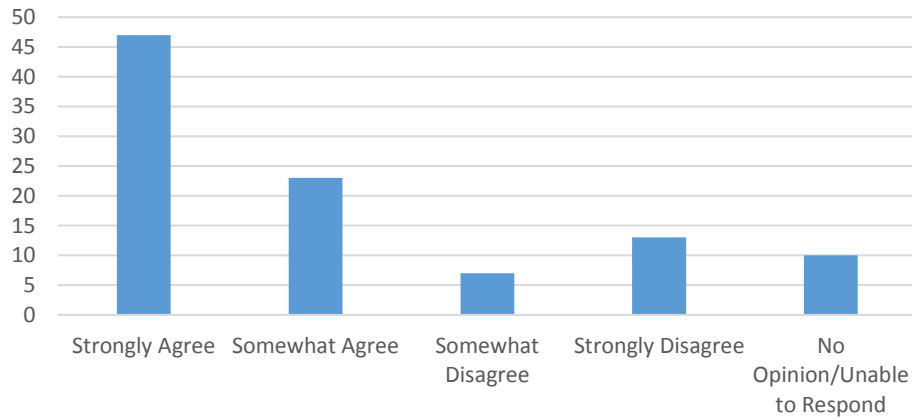
14. In Consideration of the Services Provided by the Village, the Village's Tax Rates are Reasonable



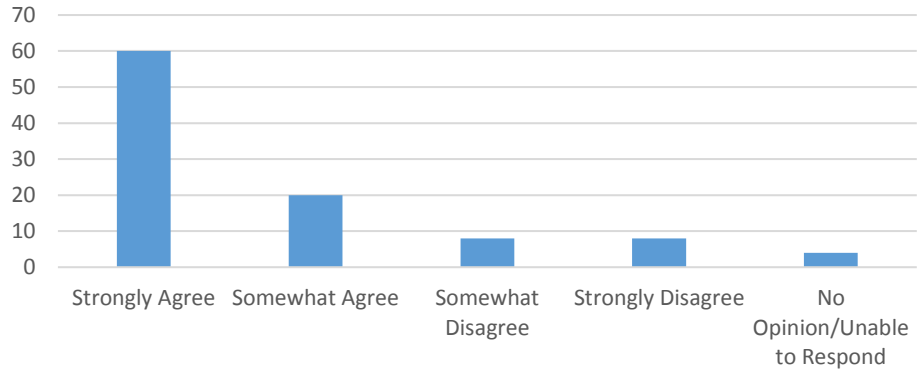
15: Are there opportunities to improve the quality of services to residents provided by the Village?
 Answers provided in written format (various) ex:

- Use grader to clear alleys, ice snow, Campground needs showers/bathrooms*
- Run sports day on Friday night, Snow removal good, road repairs terrible*
- Some repairs to library are needed, would like to see it bigger*
- Improve snow removal, dog park a welcome addition*

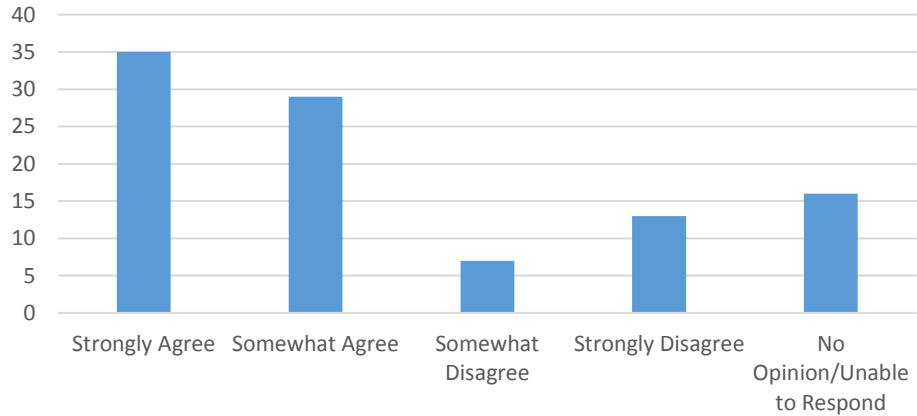
16. When I contact Village Staff with Questions or Concerns, I Receive a Prompt Response.

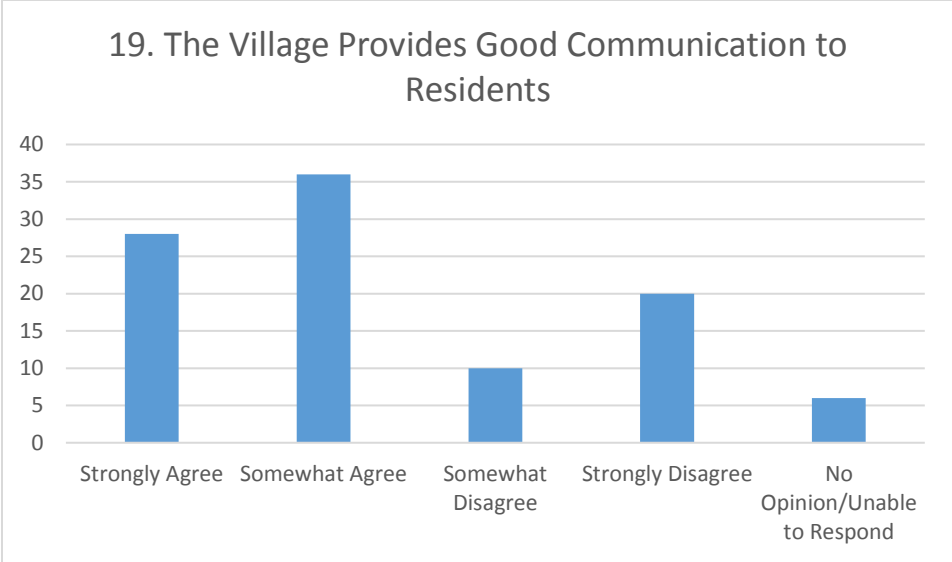


17. When Interacting with Village Staff I am Treated in a Professional, Respectful and Courteous Manner



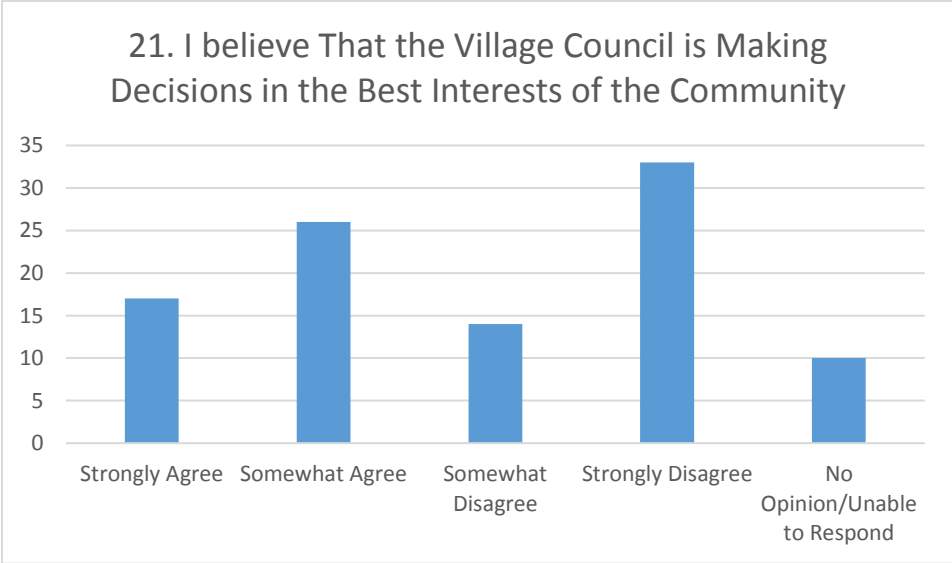
18. Concerns That I Have Brought to Village Staff Have Been Dealt With Effectively



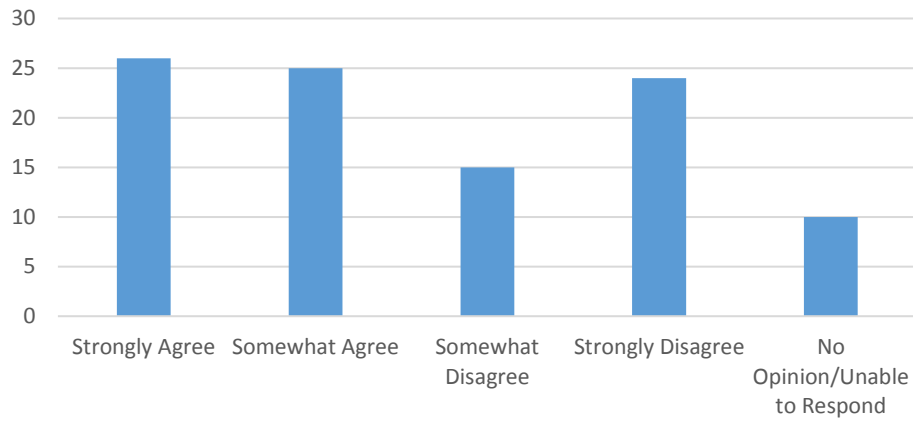


20. Are there opportunities to improve the quality of engagement to residents from the Village?
 Answers provided in written format (various) ex:

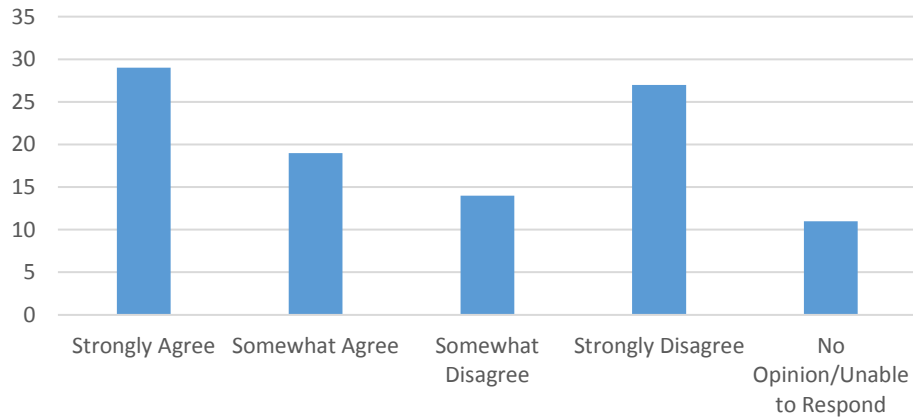
RPAC makes stating opinion challenging in public forum, Village good work on resident feedback, Village Council must not take direction from RPAC minority group, Advertise on developments and plans prior to implementation, Everyone can always improve, Increase release of info at early stage of serious financial decisions, Council should not give tax breaks before infrastructure is fully upgraded, yes idiots listen to us, Village Council and staff could take advantage of experience and expertise of residents, needs improvement, Village Voice lacks value and information about Council...



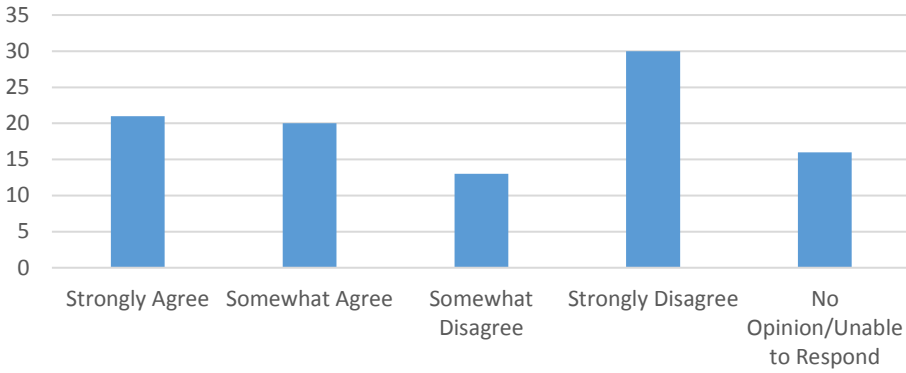
22. I Believe That the Village's Administration is Well Run



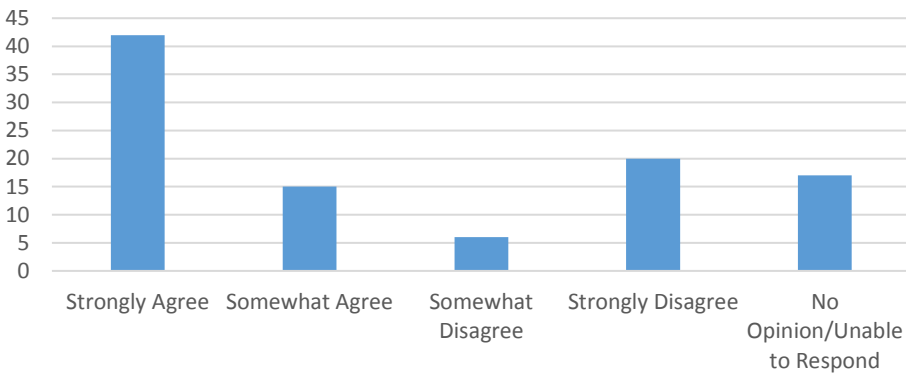
23a. I Believe that the Village has an Appropriate Level of Staffing to Provide Services to Residents



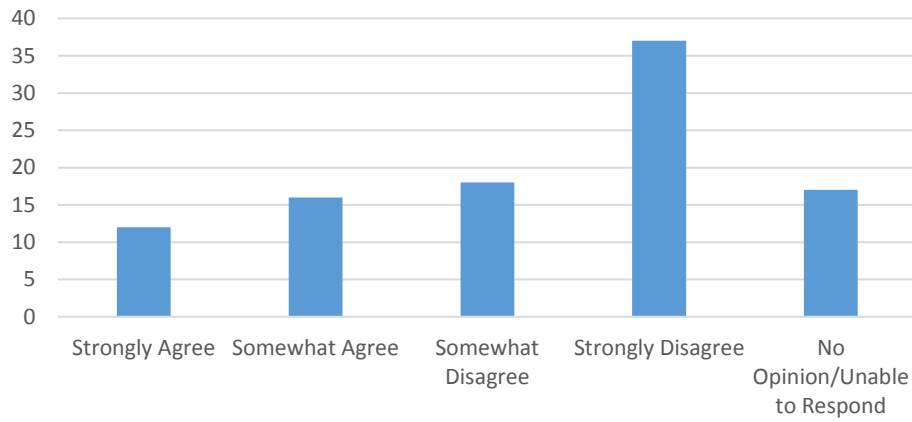
23b. I believe the Village Council Operates in a Transparent Manner when Discussing Village Business



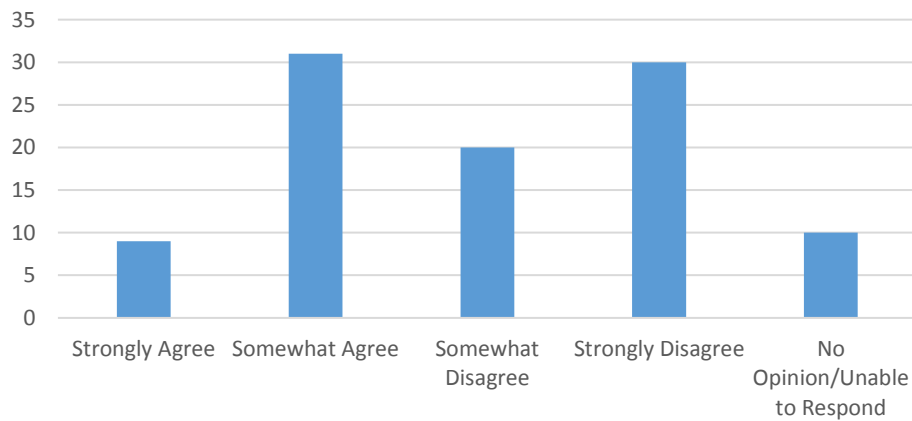
23c. The Mayor's Position Should be a Separate Ballot in the Next Election, with Four Council Seats

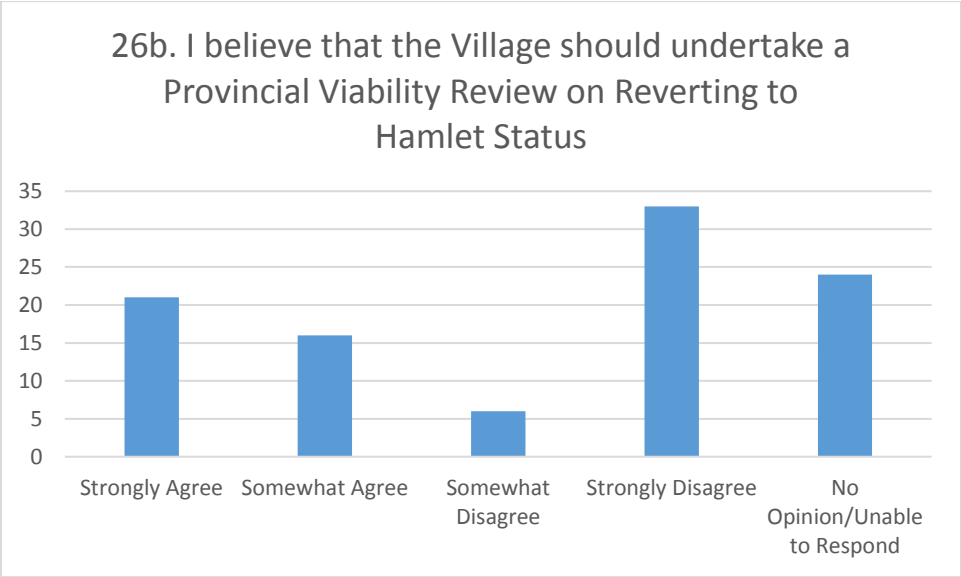
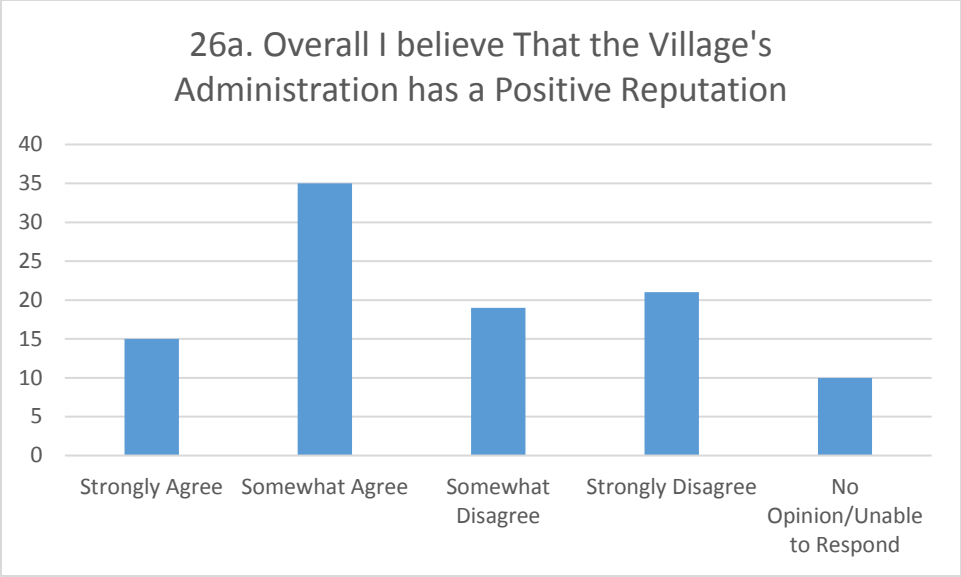


24. I Believe That the Village is Financially Well Managed



25. Overall, I Believe That the Village's Council has a Positive Reputation

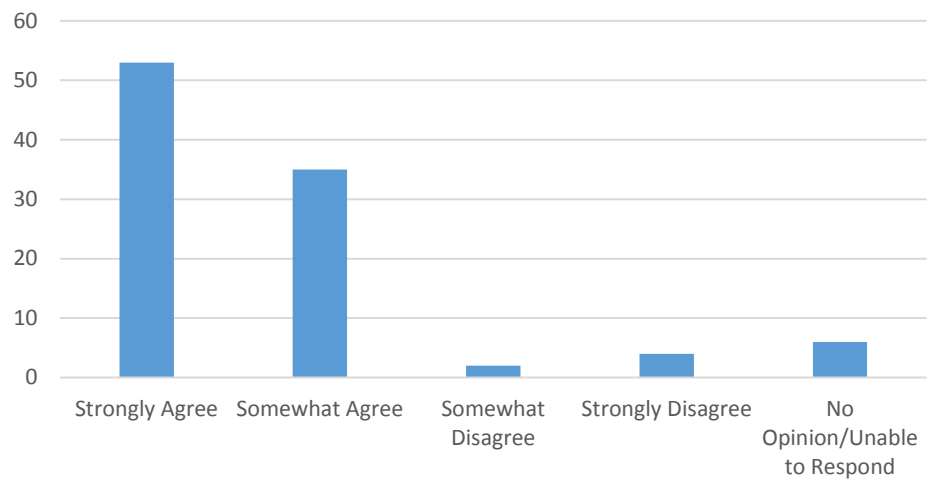




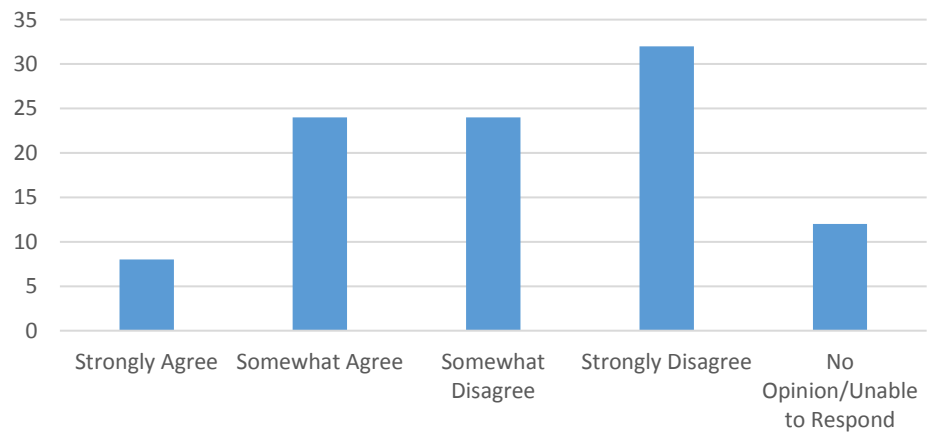
27. Do you have any comments that you would like to make regarding the Village Council or Administration? Answers provided in written format (various) ex:

Please remember much negativity is from small group, Not all councillors are for best interests of village, Public works and administration seem to be a target without support from council time to take care of your employees, Council is arrogant and unwilling to work with groups like RPAC who are working to improve Ryley, Strong dislike of Council and Administration, Administration does a great job, Lowering taxes might just save this village, Cut staff in office, Don't see results for landfill moneys, Council should get rid of one councillor who has been influenced by outsiders and has a negative agenda in regards to Council and Administration, Office should be open 5 days week, Overlap lunch hours so not closed, Good job everyone, Village ran quite well, Admin and Council not meeting expectation of keeping people informed regarding major decisions, No hamlet, Cut 1 public works staff, Forensic audit needs to be done by Council, Please protect status as a Village...

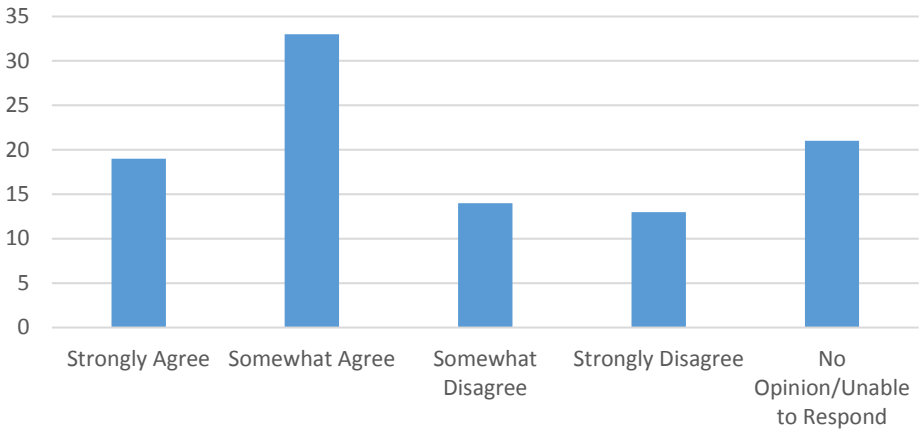
28. I feel safe living in the Village of Ryley



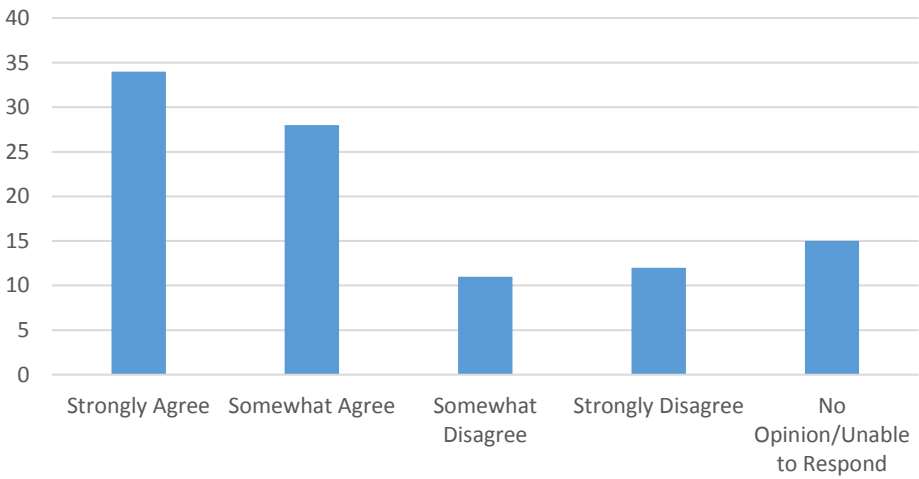
29. I am satisfied with the pace of economic development within the Village

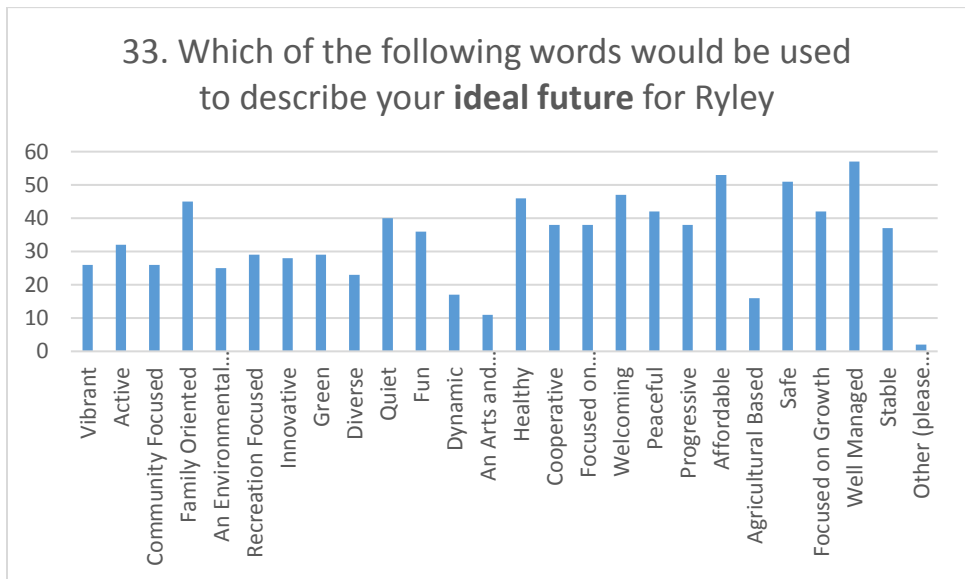
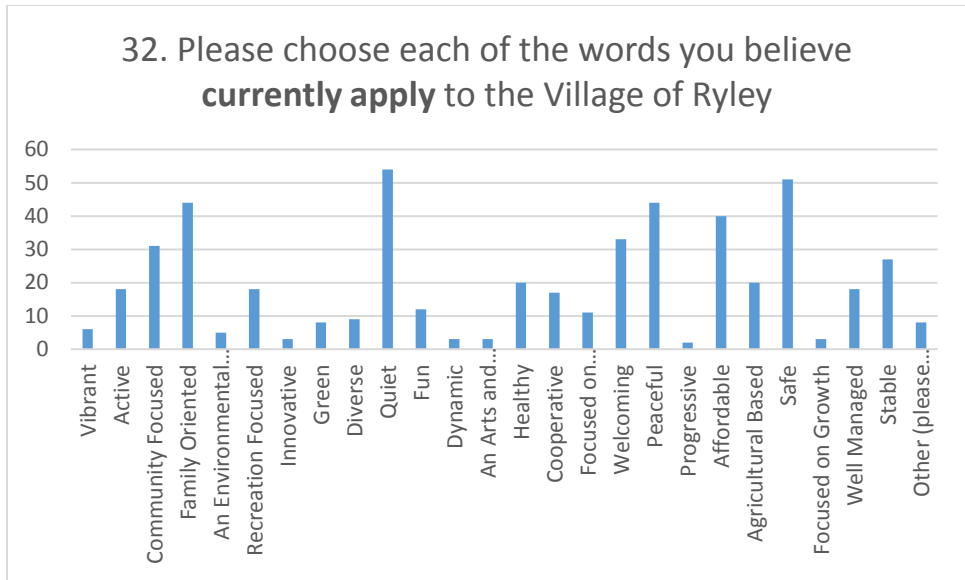


30. The Village has activities that appeal to a wide range of residents



31. I am satisfied with my quality of life in Ryley

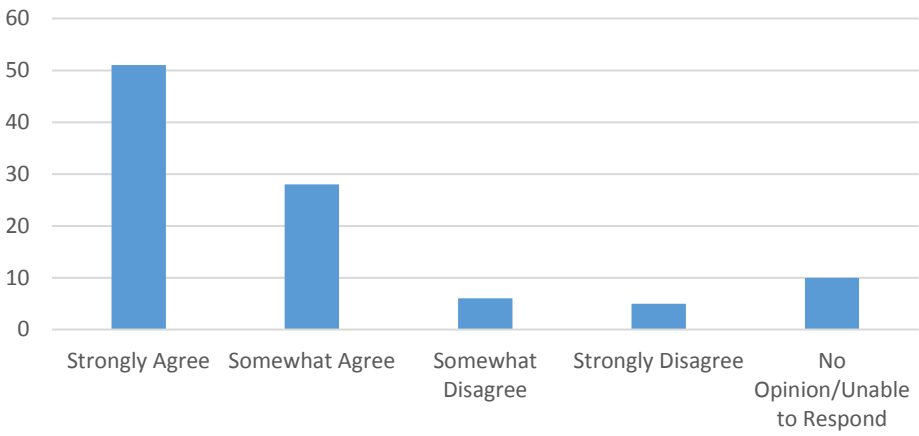




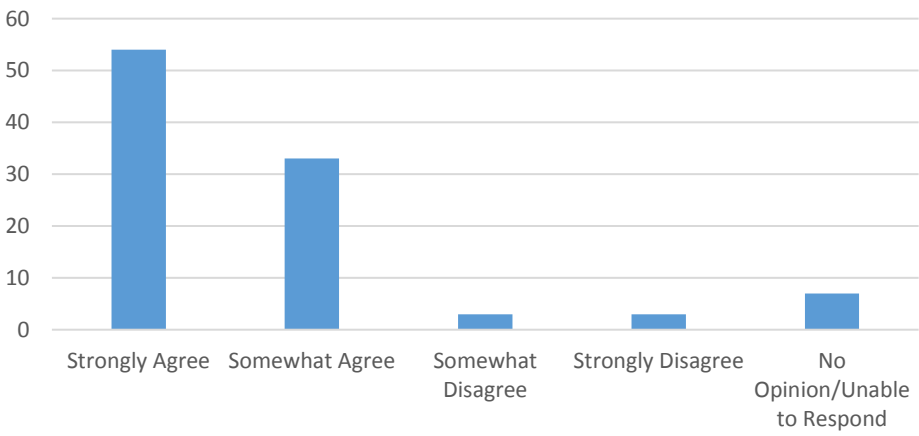
34. Do you have any other comments you would like to make regarding the Village's services or operations? Answers in written format (various) ex:

Village should attract business but not cannabis, Donations good for community groups, Cut out support for curling service, Administrative Staff at Ryley Office are unprofessional, overpaid, use favoritism, Fear Village vilified by group that may not reflect views of whole community, don't cripple viability of village by assigning all Clean Harbors money to tax cuts, Bring in store, gas station, Taxes too high, should be lower with Clean Harbors money, Think public works staff doing great job maintaining Village, not responsibility of Village office to provide activities for taxpayers that are appealing, overall Village is run well, hopes present council works together to better community, I enjoy living in this welcoming quiet community, Village business tax rebate should stay at current level, no taxes or sewer for residents and cut staff, make services better pave roads and do sidewalks promote Ryley as tax free...

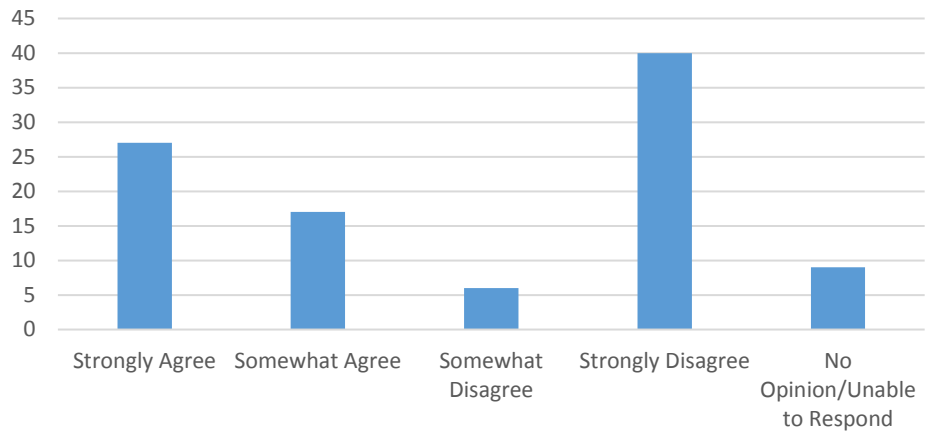
35. The Village Should Recruit or Develop More Industry such as Fabrication and Manufacturing



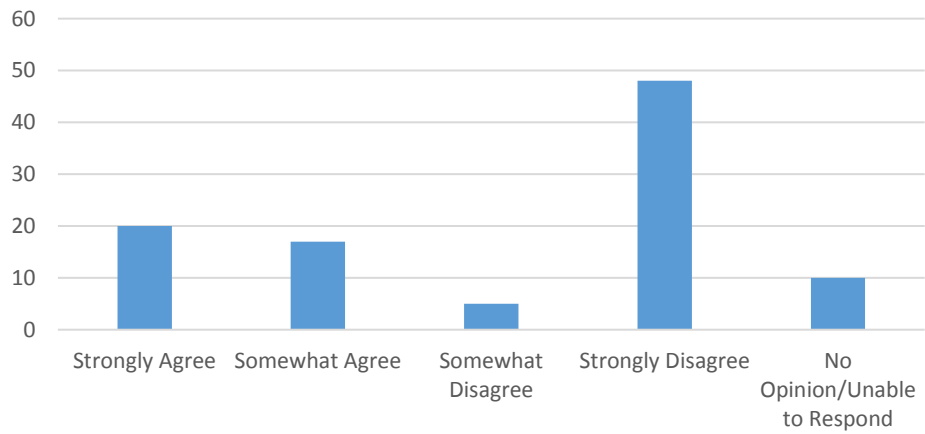
36. The Village should Attempt to Support Local Small Business Startups for the Village of Ryley



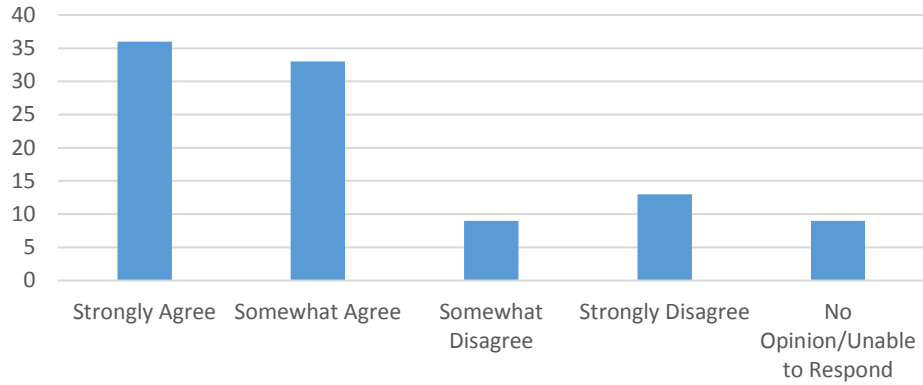
37. The Village Should Permit Medical Cannabis Production Facilities to Operate in Ryley



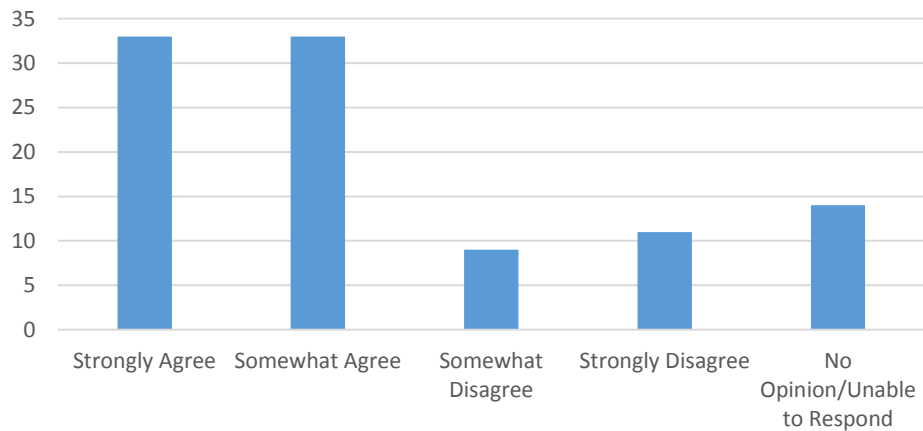
38. The Village Should Permit Recreational Cannabis Retail Operations in the Village of Ryley



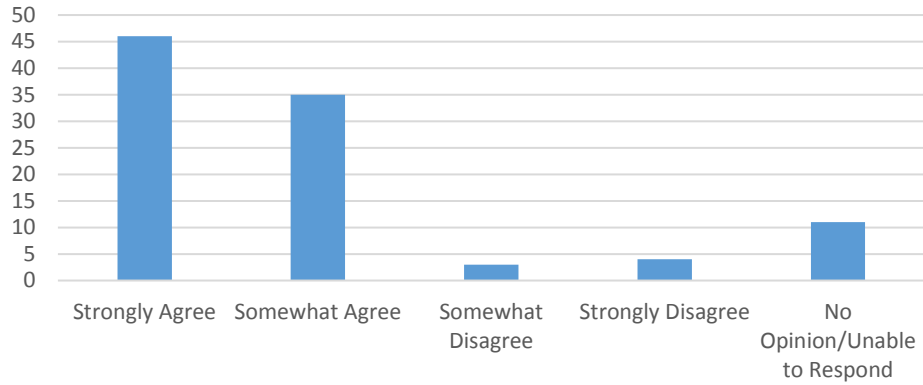
39. The Village Should Offer Tax Discount Incentives for Businesses Operating in the Village of Ryley



40. The Village Should Self Develop Land for Future Business Growth in Ryley



41. Village Supports for Volunteer Groups are Necessary to Keep Local Organizations Going in Ryley



42. The Village Should Create Incentives for Recognizing Volunteers and Volunteer Groups in Ryley

