



Media Advisory
For Immediate Release

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Morinville Shares Results of Resident Satisfaction Survey

Morinville, Alta. – Morinville recently completed a resident satisfaction survey, inviting residents to share what they value, what is working well and where there are opportunities to improve.

Using a unique pin code identifier, more than 400 residents in our community took the time to respond online or over the phone. They shared insights on municipal programs, services and future needs for Morinville.

Some key findings from the results include:

- 87% of residents feel Morinville is a safe community.
- 66% of residents were satisfied with quality of life in Morinville. indicated a satisfactory quality of life.
- 84% of residents reported strong satisfaction with most core municipal services and facilities they used, including garbage, organics, and recycling collection, and with emergency services.
- 77% of residents are satisfied with utility services.
- Satisfaction scores were lowest among residents who used economic development (32% satisfied), winter road and sidewalk maintenance (38% satisfied) and summer road and sidewalk maintenance (41% satisfied).

"These survey results give our team clarity around where we're delivering on residents' expectations and where we have room to grow. Along with our other operational and financial considerations, as well as Council direction, the insights that residents have given us will be a key part of our decision making in the next few years. We are grateful to the community for all the responses, positive, negative, or neutral, as this information is critical to helping us serve you better," said Michelle Hay, Chief Administrative Officer, Morinville.

The What We Heard report summarizing the high-level survey results, and the full Technical Report, are available at morinville.ca/plans-reports-and-studies/

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