



# 2023 Public Satisfaction Survey Full Engagement Results

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March 2024



## Executive summary

Every year, Strathcona County conducts a Public Satisfaction Survey. The purpose of this survey is two-fold: to gauge public satisfaction with life in the County and to understand public satisfaction with various services provided by the County. The data is used by Strathcona County administration to understand public perception of strategic plan progress and service delivery standards.

The survey was conducted via telephone recruitment through a market research vendor. These results come from a survey sample that was randomly selected and are representative of the County demographics. These results are statistically valid and are a reliable source of data that can be used to inform decision-making and can more accurately be compared to previous year's results. We also collected feedback through a non-random method via an online link hosted on County Voice, Strathcona County's online engagement platform. Across both methods, we received 1,288 responses – more than double what other municipalities receive.

### Key takeaways

The following are key takeaways on the quality of life in Strathcona County. The percentage shown is the proportion of respondents that rated Strathcona County either good or very good. Increasing by 2% from last year, 95% of respondents have rated Strathcona County as a good or very good place to live overall.

95%	Strathcona County as a place to live overall
91%	Strathcona County as a safe community
95%	Strathcona County as a place to raise kids

The following numbers indicate overall satisfaction with County services and infrastructure, with the percentage indicating the proportion of respondents that were either satisfied or very satisfied. These percentages indicate a strong level of satisfaction for both services and infrastructure in the County.

85%	Overall satisfaction with existing County infrastructure
82%	Overall satisfaction with County services

# Introduction and methodology

Residents' satisfaction with public services can be considered a direct outcome of policy and actions, and the results can reveal a lot about how well municipal governments are functioning, both in terms of residents' actual experiences but also their expectations. The Public Satisfaction Survey asks questions on overall satisfaction with life in the County, and gauges resident perception of progress on strategic initiatives and satisfaction with specific County services.

## How we did the survey

The public satisfaction survey was made available via two recruitment methods. The first method was via an online link, hosted on the County's online engagement platform, County Voice, which was accessible to any eligible respondent with web access – we received 646 responses via this method. This method was promoted via County communication channels such as social media, digital signs, and the public engagement e-newsletter. The second method was telephone recruitment facilitated by a third-party vendor, Advanis. We received 642 responses using this method. Altogether, we received responses from 1,288 respondents.

## Why two methods?

Starting in 2021, the County has begun utilizing telephone recruitment to conduct a statistically valid random and representative survey of County residents. Using this method gives us data from a sample that is representative of County demographics and more reliable for year-over-year comparisons. We also continue to utilize non-random methods for surveys. These methods are helpful for making the survey available for anyone who wants to share their feedback with the County and to provide additional data points for analysis. The results in this report mainly highlight the telephone results, but also reference web results. Unless specified directly, the base of respondents for every figure and chart is from the telephone results which equals 642 respondents. Comments received in open-ended questions from both methods have been themed and included in this report.

# Respondent profile

To best categorize what we heard, and ensure we spoke to a diverse set of County residents, we collected the following respondent demographic data. Data was collected to best represent actual County demographics. The breakdown below reflects the demographics of the telephone recruited sample. Weights have been applied to ensure results are representative of the County.

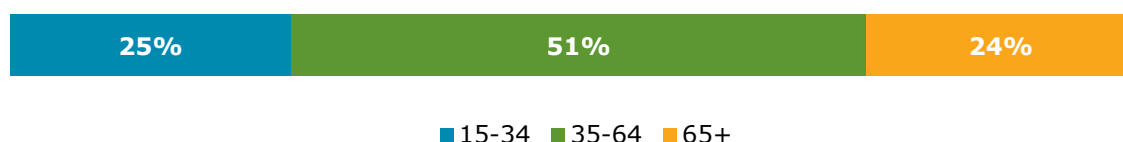
## Gender

We received responses from nearly equal numbers of men and women.



## Age

We received responses from respondents of all ages (15+), roughly in line with actual County proportions.



## Location in the County

Respondents were well distributed between rural and urban, and very close to the split of actual County residential locations.



# Public satisfaction with quality of life in Strathcona County

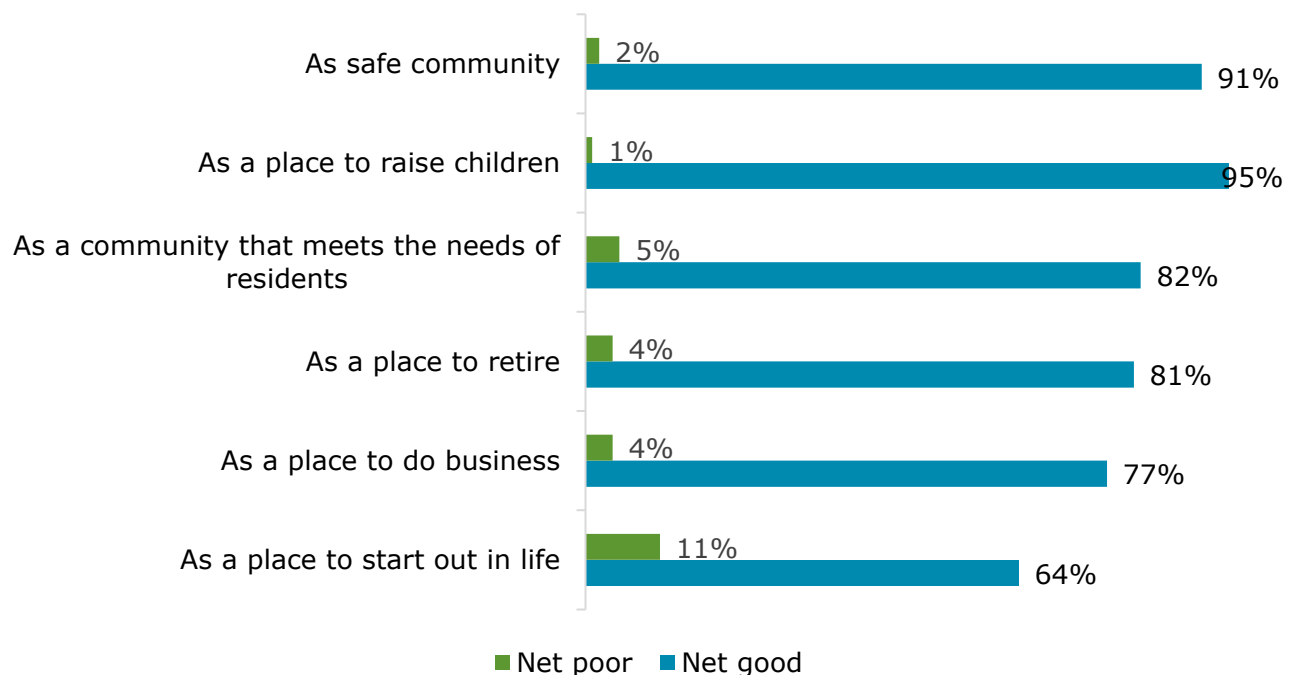
Strathcona County's vision is "Becoming Canada's most livable community." This statement summarizes what we aspire to be as a municipality and paints a picture of what the community could look like in the future.

The public satisfaction survey asks questions that gauge resident perceptions of the community and tells us whether we are on the right track to achieving our vision.

## Strathcona County as a place to live

The first set of questions asked respondents to rate, from very poor to very good, how Strathcona County is doing on several different metrics.

***Percentage of respondents that rated Strathcona County good or very good vs. poor or very poor. Excludes 'don't know/prefer not to answer'***



Respondents were overwhelmingly of the opinion that Strathcona County is a safe community and a great place to raise children, comparable to last year. As a community that meets the needs of residents and as a place to retire the County

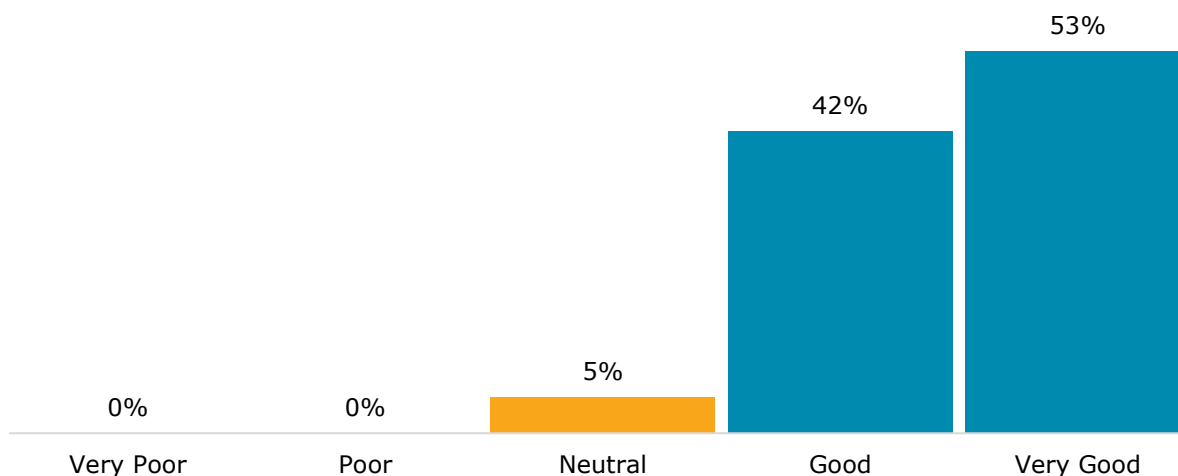
rated slightly higher than in 2022, reaching 80% good ratings. The majority of respondents also found the County as a good place to do business and as a place to start out in life.

Only in the starting out in life question did we receive a significant number of poor and very poor responses. Younger respondents were more likely to rate the County lower on this category.

As a place to start a business, we received a higher proportion of neutral responses compared to other questions. Web responses were marginally more pessimistic across all categories.

## 91% agree Strathcona County is a safe community

### *Rating of Strathcona County overall as a place to live*



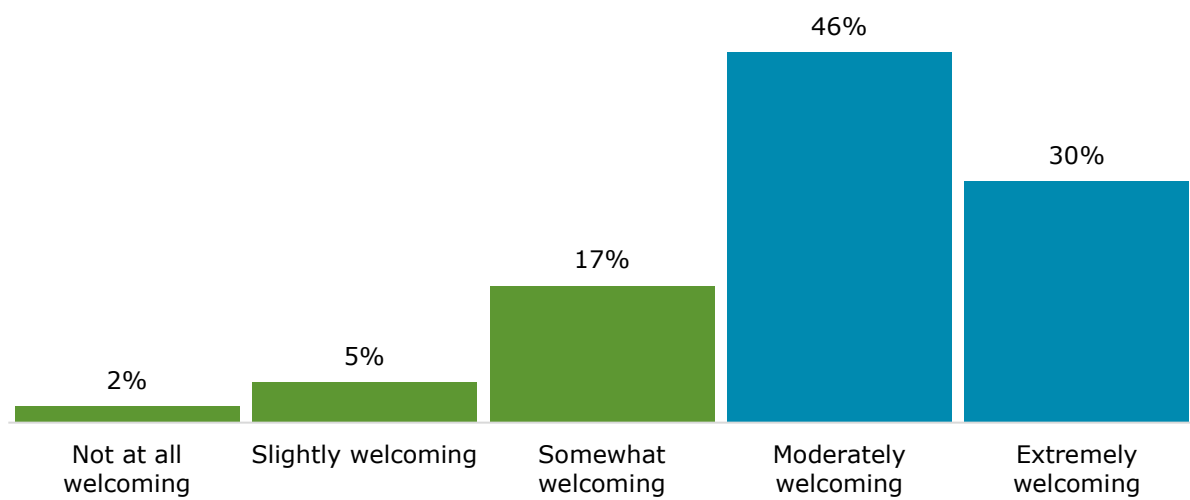
When asked to consider Strathcona County overall as a place to live, respondents were overwhelmingly positive, with less than 1% (four respondents) rating the County as a poor place to live and 95% rating the County as good or very good. This is a two percent increase from last year and puts Strathcona County among the highest quality of life satisfaction scores in the Edmonton region (St. Albert reported a 96% overall satisfaction rating in 2021.) Web respondents were somewhat less optimistic, with 92% choosing good or very good.

## 95% agree Strathcona County is a good or very good place to live

# Strathcona County as a welcoming community

Strathcona County aspires to be a welcoming place that attracts people of all ages, cultures and walks of life. We were interested in hearing from our respondents about how welcoming they perceive the community to be and how connected they are to their neighbours.

## Rating of Strathcona County as a welcoming community



From our telephone results, 77% rated Strathcona on the upper end of welcoming, which is an increase of 5% from last year, and brings the rating to a comparable level to 2021 results. Web respondents were again more pessimistic, with only 73% rating the County as moderately or extremely welcoming – but that is a large increase from 65% in 2022.

## 77% rate Strathcona County as a highly welcoming community

## Thinking about your neighbours, how many of them do you know by name?



***To what extent would you feel comfortable asking for help from one of your neighbours?***



Strathcona County residents are well-connected to one another. A full 95% of respondents knew at least some of their neighbours, with 43% knowing most or all of their neighbours. Just under half were also completely comfortable asking their neighbours for help, with only 8% being not at all comfortable.

## **95% of respondents know at least some of their neighbours**

### **Comments on quality of life in Strathcona County**

As part of the survey, we also asked respondents to share additional thoughts regarding their satisfaction with life and services in Strathcona County. Many respondents used this opportunity to share ideas for improvements or aspects that are either strengths or weaknesses for the County.

Many respondents were eager to share positive elements of Strathcona County and how they contribute to a high quality of life. Chief among them was the size of the community, which offers many of the benefits of living in a large urban centre with a more small-town atmosphere. Others appreciate the lifestyle that Sherwood Park's neighbourhoods or rural acreages provide over urban neighbourhoods. We also heard an appreciation for the hard work of County employees and a belief by some respondents that Strathcona County offers superior services to other municipalities.

With the size of the community being so central to many respondents' quality of life, unsurprisingly the theme of growth was a hot topic for survey respondents. Some respondents were wary of continued growth, particularly in the urban part of the County and that new neighbourhoods could compromise some of the uniqueness of the County versus other municipalities in the region or lead to increases in crime. Others were concerned that Strathcona County is not adapting to growth sufficiently and needs to create new infrastructure and facilities that can accommodate new residents and demand.



Another clear theme was a gap between rural and urban residents, which has been present in the last three years of satisfaction surveys. While urban residents reported high levels of satisfaction with life in Strathcona County, rural respondents were less satisfied. While some of this is related to service delivery being different between urban and rural areas, some of the dissatisfaction was related to a feeling that Strathcona County is more successful in meeting the needs of urban residents than rural residents. Some rural respondents felt they did not enjoy many of the advantages noted by urban residents and that they felt little connection to the County as they accessed services in Edmonton or Fort Saskatchewan. Others were more frustrated about what they considered to be unnecessary urban development into rural areas of the County.

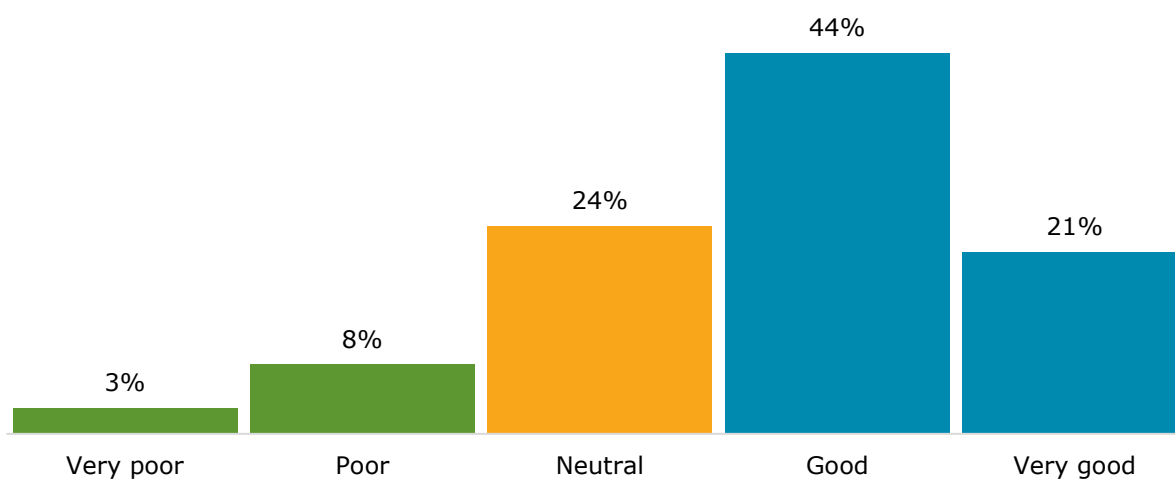
# Overall service satisfaction

Another key component of each year's public satisfaction survey is measuring resident satisfaction with the services the County provides.

## Benefits received in municipal services for tax dollars

We were interested in hearing what value residents perceived from municipal services in relation to what they pay in taxes. As shown below, 65% of respondents rated the County as good or very good for the benefits received from their tax dollars – a small increase since 2022. Older respondents were more likely to give a good rating, with 71% rating the County as good or very good compared to 63% of those aged 35-64 or 59% of those aged 16-34.

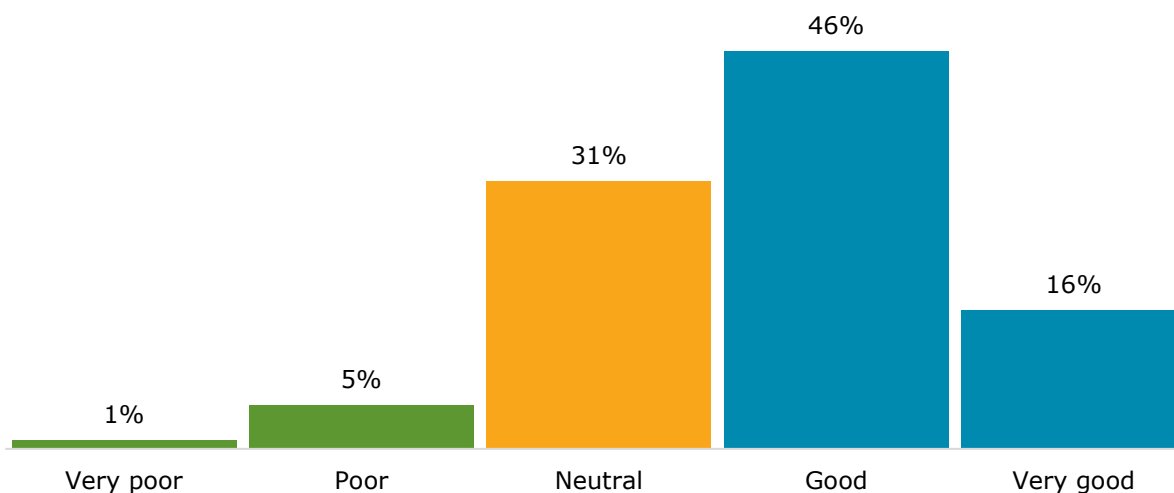
### ***Rating of benefits received in municipal services for tax dollars***



## Environmental action

Another topic we collected feedback on is resident perceptions of Strathcona County's actions and commitments to the environment. Last year 51% of respondents rated the County as either good or very good on this metric, compared to 62% this year, indicating significant improvement in perceptions.

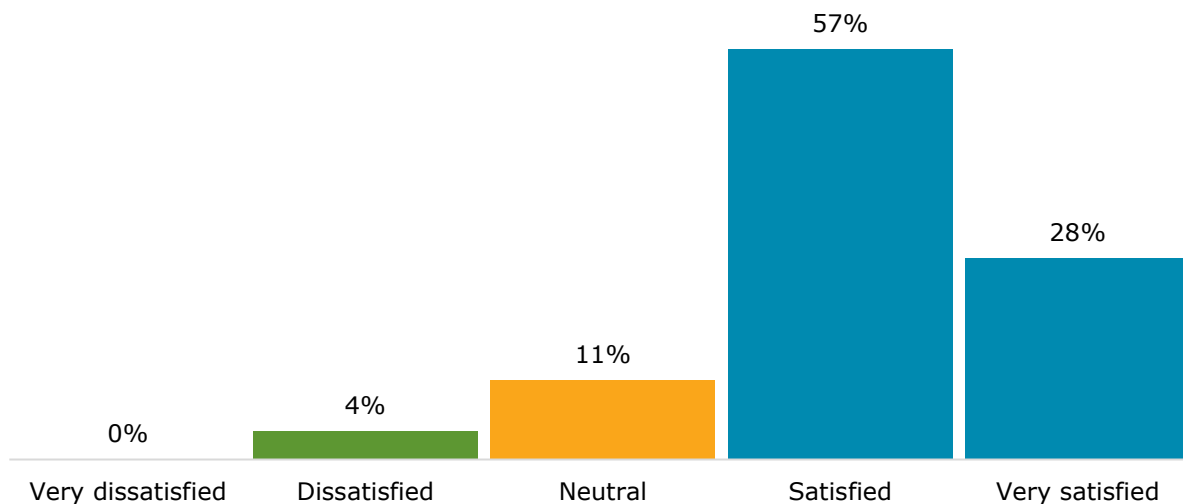
### ***Rating of Strathcona County actions and commitments to the environment***



## Infrastructure

Infrastructure is understood to include things such as parks, roads, recreation facilities, transit facilities, firehalls, etc. Generally, respondents reported being satisfied with existing County infrastructure, with 85% indicating satisfied or very satisfied responses. However, rural respondents were less likely to report satisfaction – with only 74% of rural respondents reporting satisfaction with County infrastructure compared to 89% of urban respondents.

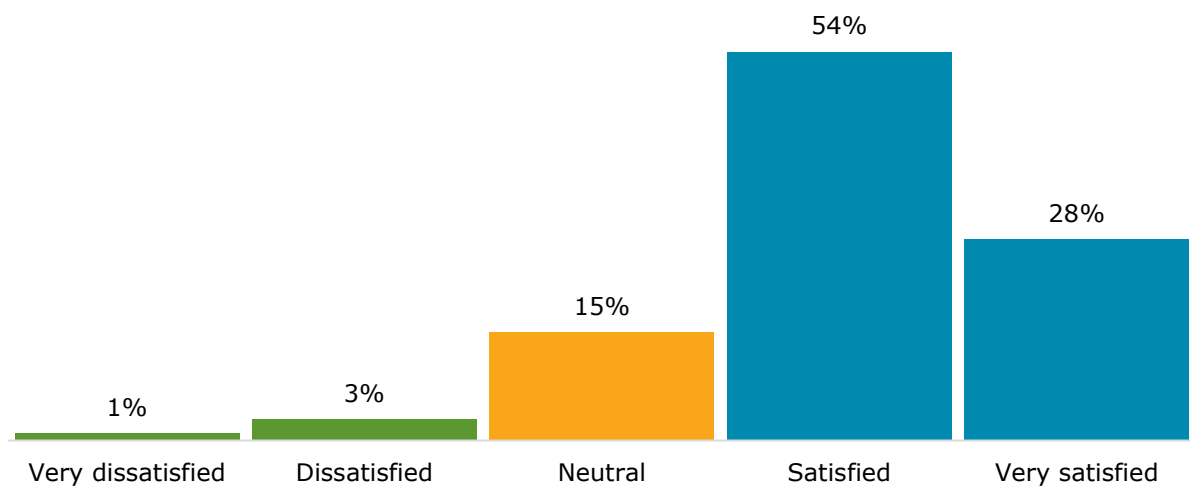
### ***Satisfaction with existing County infrastructure***



# Overall satisfaction with County services

This question asked respondents to think about their overall experience with County services (results of individual services are reported in the next section.) Satisfaction with County services crept up from 78% in 2022 to 82% in 2023. Rural respondents were less satisfied overall, with only 73% indicating satisfaction with County services.

## Satisfaction with County services overall



**Only 4% of respondents were dissatisfied with County services overall**

# Comments on services in Strathcona County

While we collected comments on individual service areas, we also received comments more generally related to service delivery in the County.

A number of comments indicated general concern about the level of taxes they pay relative to the services they receive, a perspective especially shared by rural residents. Many of these comments preferred an overall approach of focusing on what they consider core services, while doing less for non-core services or ‘nice to haves.’ New to this year was multiple critical comments on tax increases and

concerns about the overall state of County finances. Many of these respondents were especially concerned about new capital expenditures and infrastructure.

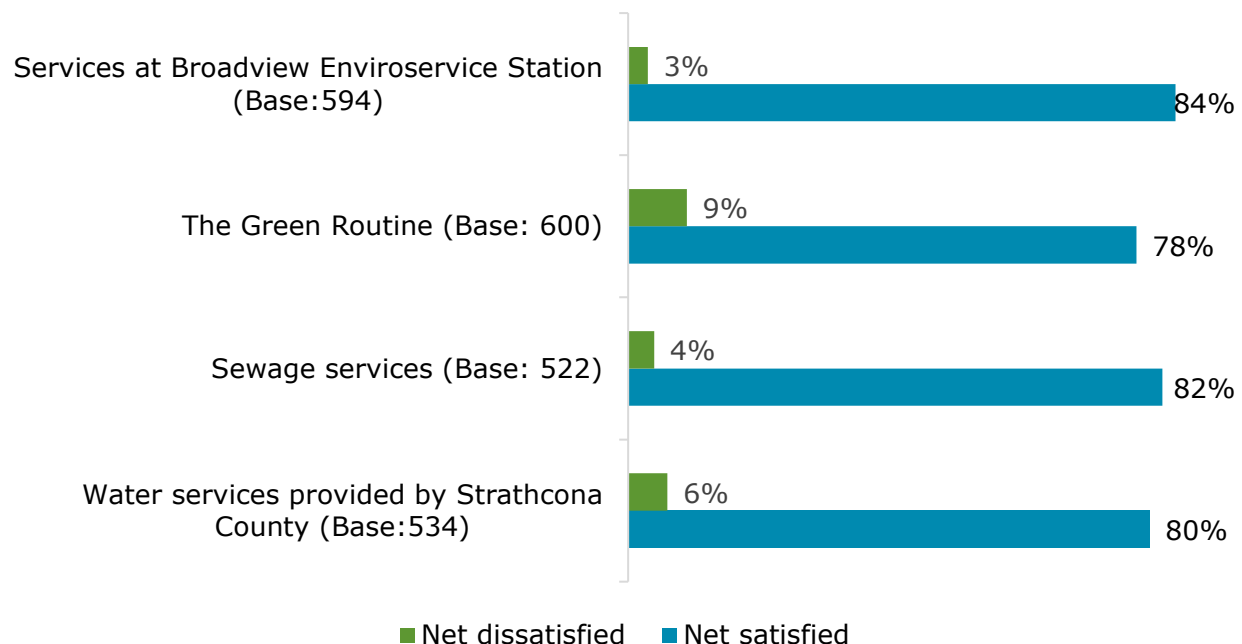
Other respondents noted that Strathcona County offers lower taxes and generally better services than other municipalities. We heard several comments that compared the County's service standards favorably to Edmonton in particular.

While we did not ask about the Strathcona County Library, as it is not actually a County department, it was mentioned by several respondents as an excellent service and resource to County residents.

# Satisfaction by service area

The following is a breakdown of satisfaction results by service area. Results exclude 'don't know/prefer not to answer' results. For each service area we also invited respondents to leave additional comments. As rural residents do not access some County services, they received a 'non-applicable' option which is not included in satisfaction ratings.

## Utilities



## Comments

We received 389 comments on utilities in Strathcona County. Of note, during fielding of this survey, the Edmonton region including Strathcona County experienced a mandatory ban on non-essential water use due to equipment failure at the E.L Smith Water Treatment Plant. This ban was mentioned by a number of respondents and may have informed their satisfaction of the service at that specific point in time.

Most comments received were concerns and questions about what could be recycled in blue bags or put in green bins. Many of the respondents were very concerned about the amount of plastic waste and other materials such as glass they

felt should be recycled that are now redirected to the waste bin. Some also noted challenges fitting their waste into bins and frustrations with getting large or bulky items collected either as recycling or as waste.

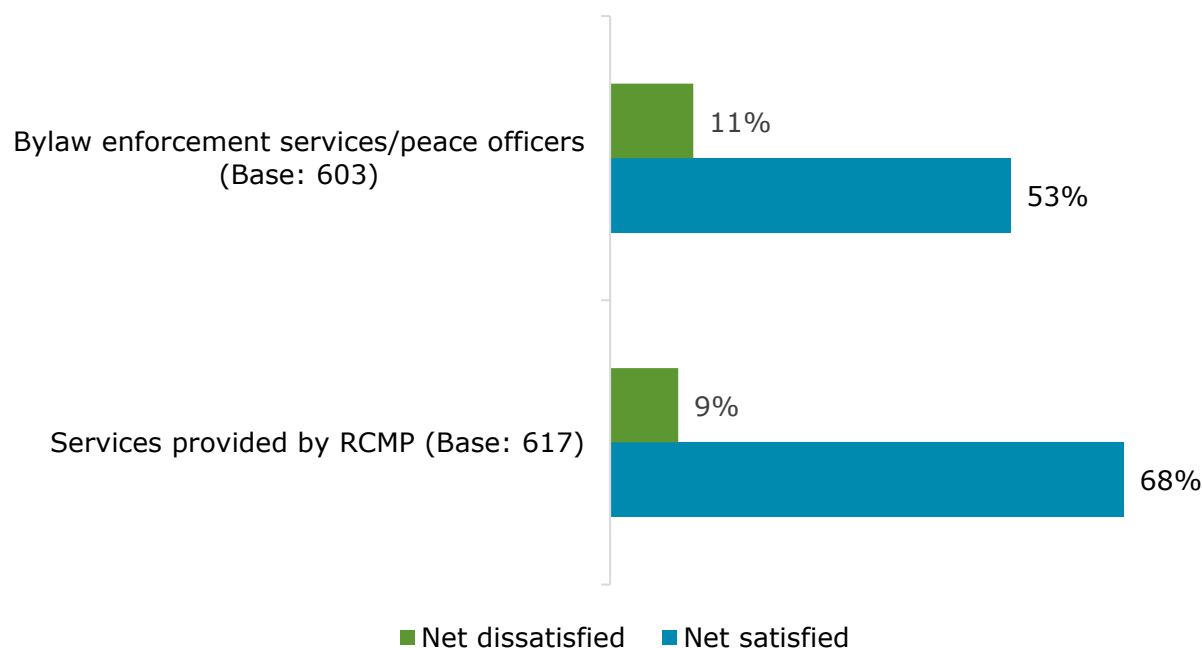
We also heard multiple comments and suggestions for improved service delivery. The most frequent suggestions were more pickups of waste bins and more accessible hours at the Enviroservice station. We also heard complaints about waste collection being missed and bins not being sufficiently large, particularly for those with large families or at certain times of the year (Christmas.) New this year were more mentions of the costs of utilities and waste removal. We heard concerns over the cost of wastewater and rising cost of services. There were also some comments regarding the taste and odour of water in the County.

New in this year's survey were a number of more positive comments. Praise for Hodgepodge Lodge was the most common positive mention, as respondents appreciated the opportunity to both drop off items and find new items for projects. The Enviroservice centre also received positive mentions, with some noting the high performance and friendliness of staff. We heard appreciation for the ability to use a smaller waste bin and be charged less in fees. A few respondents also expressed general satisfaction with waste collection in general, with some noting they had better service than those in neighbouring communities.

Lastly, we heard critical responses regarding utilities in rural Strathcona County. Rural respondents noted they received less or no services, but felt they still paid tax into providing those services to others. Others noted that the taxes and fees they pay for utilities are increasing unfairly and present a burden to County residents. Limited access to high-speed internet was also raised by some respondents, although this is not a service provided by municipalities. Additionally, we heard concerns about the limited operating hours of the truck-fills and Envirostations from rural respondents, who felt they were generally inaccessible to rural County residents. Some respondents have expressed frustration with the lack of County water connections as well, expressing a desire for their home or community to receive a connection.



## Enforcement Services



### Comments

We heard from 332 unique comments on Enforcement Services.

More than other County services, it appears that a positive or negative interaction with Enforcement Services colours a respondent's overall satisfaction, with many individuals sharing success stories of an interaction with Enforcement Services, or a negative interaction which left them frustrated. Many respondent anecdotes about their experience also revolve around the attitude or demeanor the officer showed towards their issue, with some noting a professional approach while others experienced a more dismissive or negative attitude. Positive comments also generally noted feeling safe in the community, while more critical responses noted feeling either unsafe or otherwise poorly served. A common theme from critical responses was a desire to see more police presence in the community.

We received 65 comments related to traffic enforcement – which were equally split between respondents wanting enhanced traffic enforcement and those wanting less traffic enforcement. Those who wanted more enforcement were concerned with excessive speeding, distracted driving, impaired driving and parking offences. More

enforcement in school zones was also mentioned alongside some mentions of enhanced enforcement near seniors' facilities. Those who wanted less enforcement were concerned resources used on traffic enforcement were not being used on more serious crimes. Some also stated a belief that traffic enforcement is a revenue collection scheme with no impact on safety.

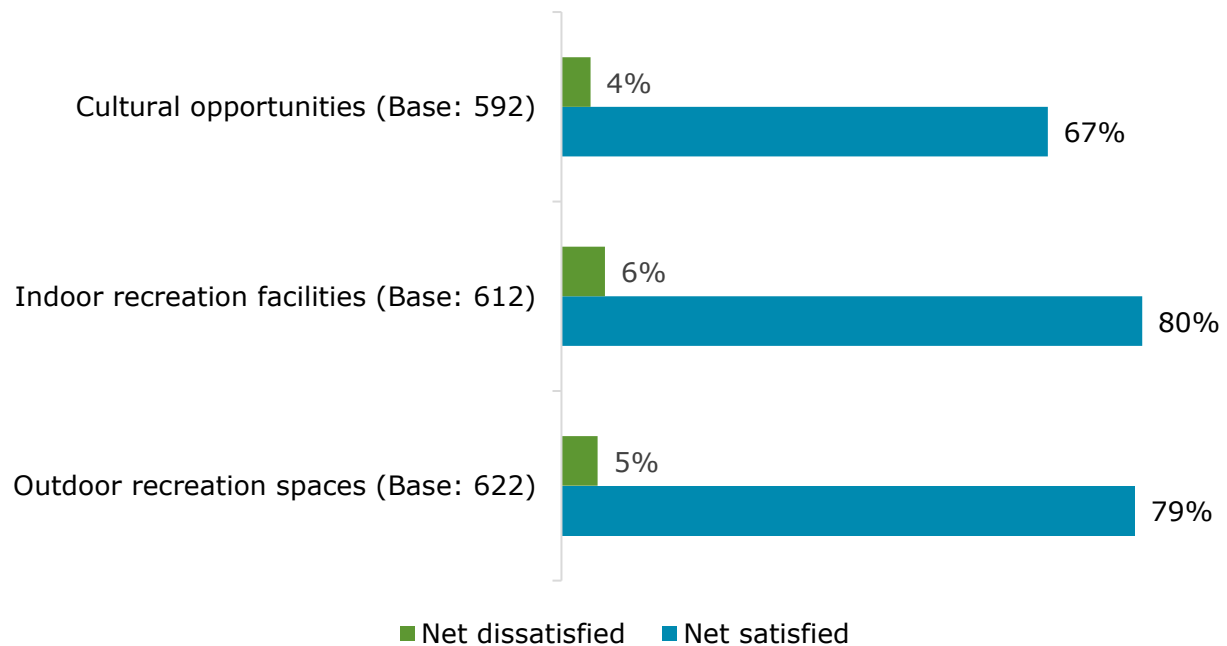
Bylaw enforcement attracted significant amounts of attention from respondents. We had comments regarding lax standards and unenforced bylaws – particularly concerning noise, dogs, cats and unsightly properties. Some noted complaints had either gone unaddressed or dismissed by officers in the past. We also heard some concerns about how bylaws are not proactively enforced. Conversely, some respondents expressed frustration with what they consider inappropriate attention or strictness towards some laws – such as vehicle tinting or vehicle noise. Others expressed the opinion that bylaw officers were generally not required.

We also heard comments related to replacing the RCMP with a provincial or local police force – an idea under consideration by the provincial government. Most comments were in favour of keeping the RCMP, but a minority of respondents were in favour of a different policing model for Strathcona County.

Rural respondents shared some unique challenges and perspectives on enforcement services. The most common theme from rural respondents was a feeling that police response was too slow to effectively respond to emergencies and that police presence was too infrequent to deter criminals.

Lastly, respondents also shared some other issues in the community relating to Enforcement Services and community safety more broadly. New for this year were mentions of unhoused individuals and panhandling in the Community. There were also new mentions regarding a perceived increase in theft and violence within the community. Some respondents were frustrated with a lack of communication from Enforcement Services on community safety.

## Recreation, Parks and Culture



### Comments

We received close to 400 comments regarding recreation facilities, parks and cultural opportunities.

Nearly a quarter of respondents who chose to leave a comment requested some form of new recreational infrastructure. New ice surfaces were the most requested facility, followed by indoor turf facilities, new recreation facilities and finally new swimming facilities. Respondents were concerned that existing ice and turf in the community was over-burdened, and that many individuals and organizations were forced into using facilities in Edmonton. Others noted that existing facilities were not going to accommodate new growth in Strathcona County or the Edmonton region more generally.

Less frequent infrastructure requests included appeals for additional recreation facilities in rural Strathcona County, pickleball courts, basketball courts and a seniors recreation centre.

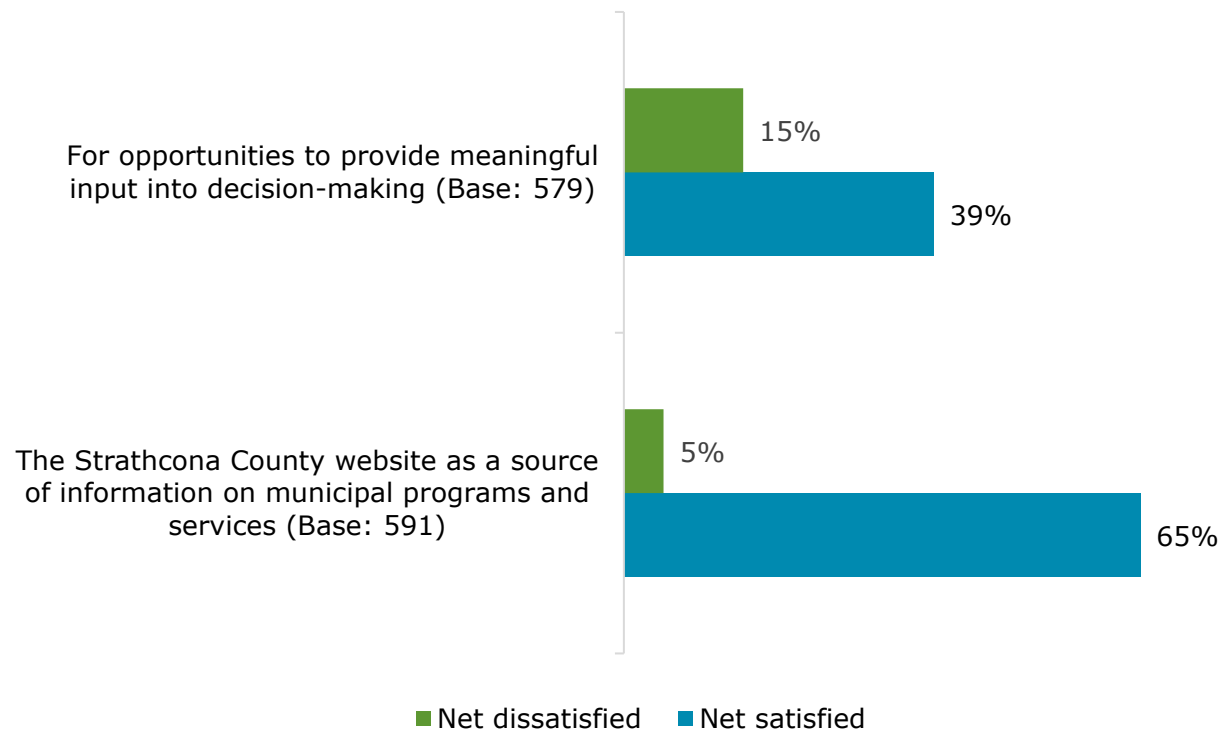
Just under a quarter of responses related to programming suggestions for the County. While there are too many specific suggestions to discuss in the context of this report, the most common request was for reduced fees at recreation facilities,

more seniors programming, more varied programming options, trail connections, trail grooming and opportunities for mixed-use spaces.

We also heard a number of concerns or problems related to recreation, parks and culture. Affordability, hours of operation, facility maintenance, weed control, and swimming registration were common topics of concern for most critical respondents. We also heard concerns about overcrowding or lack of availability of recreation opportunities in the County. Many respondents were of the opinion that limited opportunities for registrations should be reserved for County residents. We also heard from a smaller number of respondents that they were not aware of all the opportunities available to them in the County. While there was appreciation for some of the festivals in the County, some respondents felt they were largely forced to go to Edmonton for multicultural festivals. Lastly, some respondents were concerned about certain facilities and projects being used by niche audiences instead of the greater community.

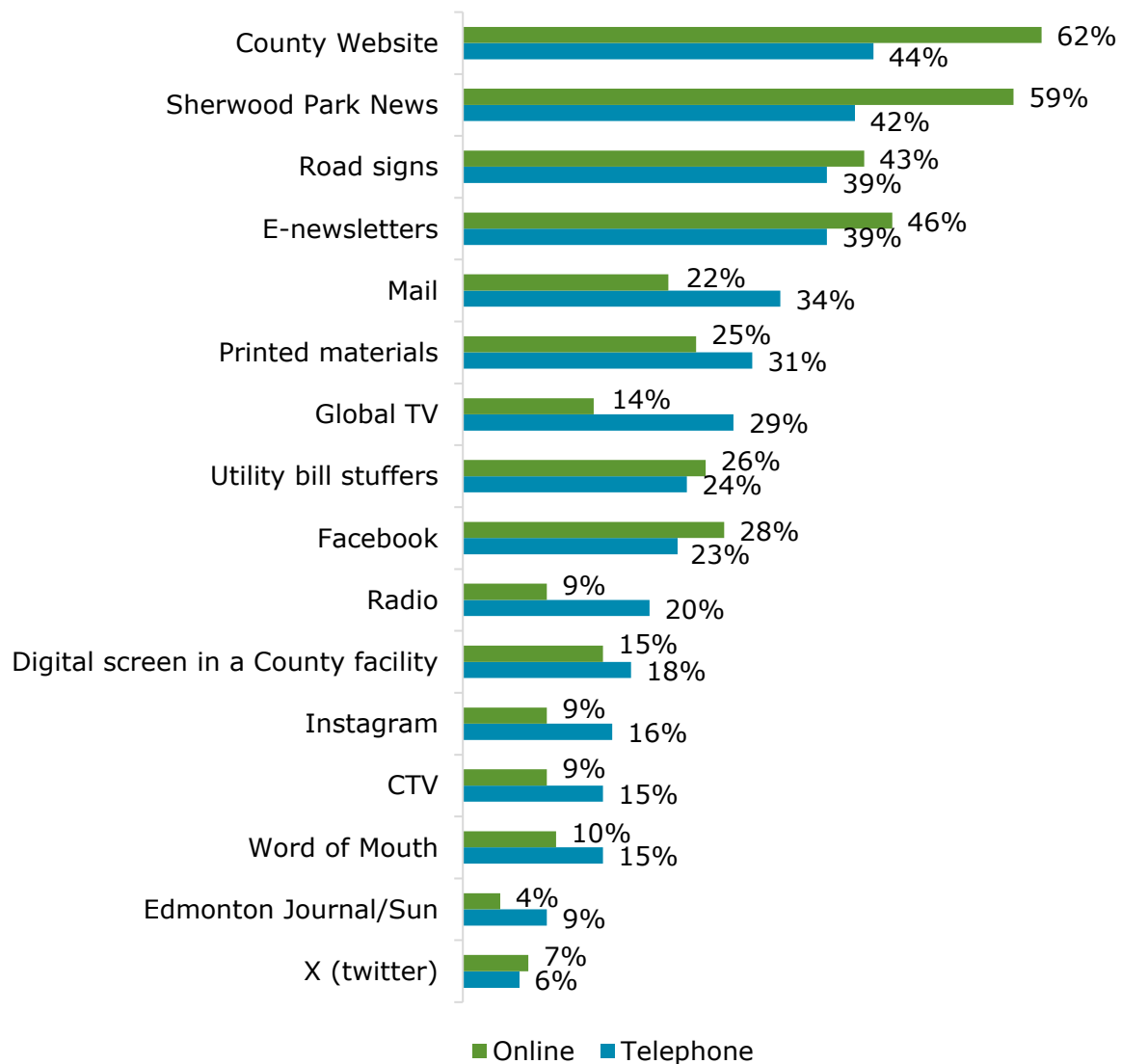
Lastly, we heard praise for many programs and facilities in Strathcona County. Many respondents noted that the variety and quality of facilities in the County is unmatched by other communities in the region. Others noted positive interactions with park and recreation staff. Festival Place received a number of specific positive comments, as respondents noted it was a unique cultural resource in the region.

## Communications



### ***County Communication Preferences***

New to this year, we were interested in learning more about preferences for communication methods from the County.



As our online version of the survey relied upon many of the above communication techniques to reach respondents, it is interesting to see the differences between those who were contacted randomly to participate (telephone) versus those who self-selected into the survey (online.) The County website and the Sherwood Park News were the most popular options, although they were far more popular with online respondents by a large margin. Road signs and e-newsletter enjoyed comparable popularity in both samples. Facebook was the most popular social media option by a significant margin, with X (twitter) being significantly less popular. Global TV was also the more popular television option.

## Comments

We received 166 comments related to communications from Strathcona County.

A third of comments related to suggestions for County communications, typically letting us know how they preferred to be communicated with or innovative ideas for reaching the community. We heard a variety of ideas – more printed materials, more social media and generally just more communications from the County. We also heard that communications should be accessible and available for all, which indicates the necessity of multiple mediums for County communications. We also heard some preference for more summarized information, with some frustrations shared with finding out detailed information about projects divided across multiple County department webpages etc. A smaller minority of respondents wanted to see less communication from Strathcona County, or only communication on matters they deemed important enough – such as large capital projects. Some were also in favour of utilizing direct-mail or telephone to directly communicate with all County residents.

We heard from a large number of respondents about where they were getting their news and information about the County. While this information is reflected in an above question, some respondents wanted to expand upon the topic. Some respondents expressed that the newspaper was their go-to source for information, but shared frustrations with a lack of home delivery and the format of the paper. Some respondents also expressed a belief that the Sherwood Park News is either run or subsidized by the County in some way. We also heard appreciation for road and digital signs, with some respondents sharing that they learned of large County initiatives or operations through these means. Lastly, we heard divided opinion on social media. Some respondents want to see more on social media from the County, while others noted that not everyone is on social media or online at all. We also heard that online groups in the community shared information about County activities.

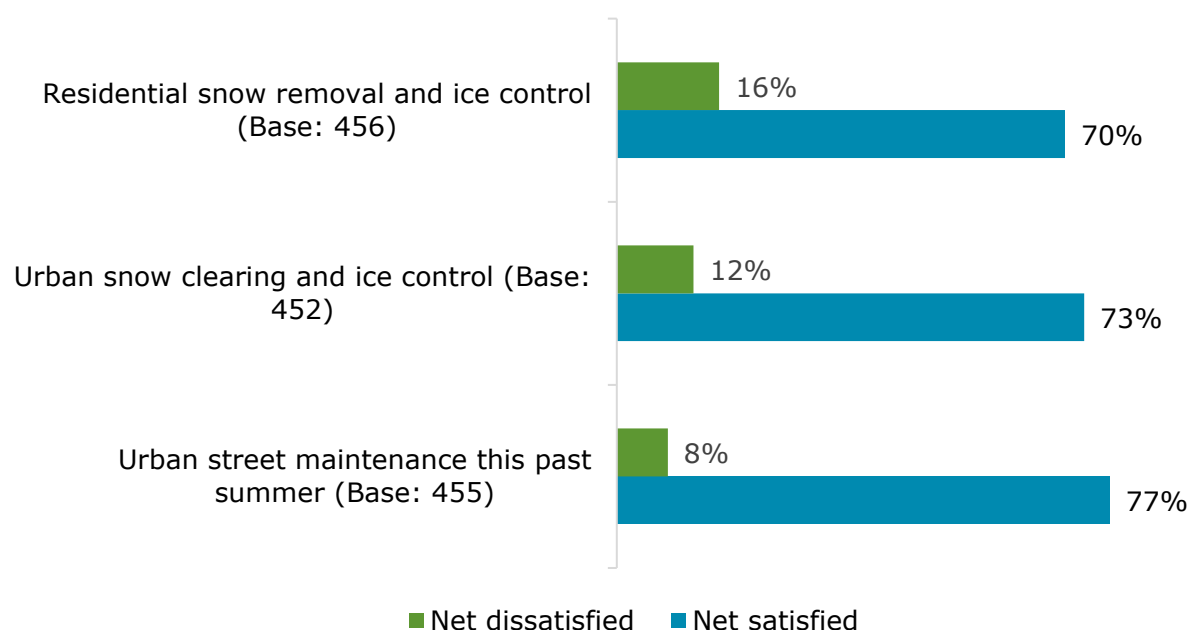
County decision-making and feedback to the County was also mentioned, albeit much less than in last year's survey. The most common mention on this topic was confusion about how County decision-making occurs, and when feedback is integrated in decision-making. Others felt there is a general lack of transparency in government decision-making, with some expressing feeling discouragement in their interactions with administration and Council. There were also concerns about how effective the County is at reaching sufficient numbers of residents on major decisions through surveys and engagement efforts. As with previous years, engagement on specific topics such as Bremner development, the BGC new facility development came up in comments.

The County website and registration tools drew a number of comments from respondents. Many noted that while the website has a wealth of information, it is difficult to navigate or find things unless you know what to look for. Registering for recreation programs and finding info about recreation was also a sore point for many respondents, who noted frequent technical difficulties and errors. There were some frustrations shared about how information was split up between County departments or services (library, FCS, RPC etc.) We also heard some frustrations about County Connect.

## Roads and maintenance

Responses regarding transportation and snow clearing diverge based on whether a respondent is an urban or rural resident. For this reason, results were divided to highlight how each type of resident felt about service delivery based on their location (how rural residents felt about rural maintenance, how urban residents felt about urban maintenance). As this survey was fielded in January, snow clearing questions might be influenced by point-in-time considerations (current winter conditions during survey fielding).

### ***Net satisfied versus net dissatisfied, urban respondents***



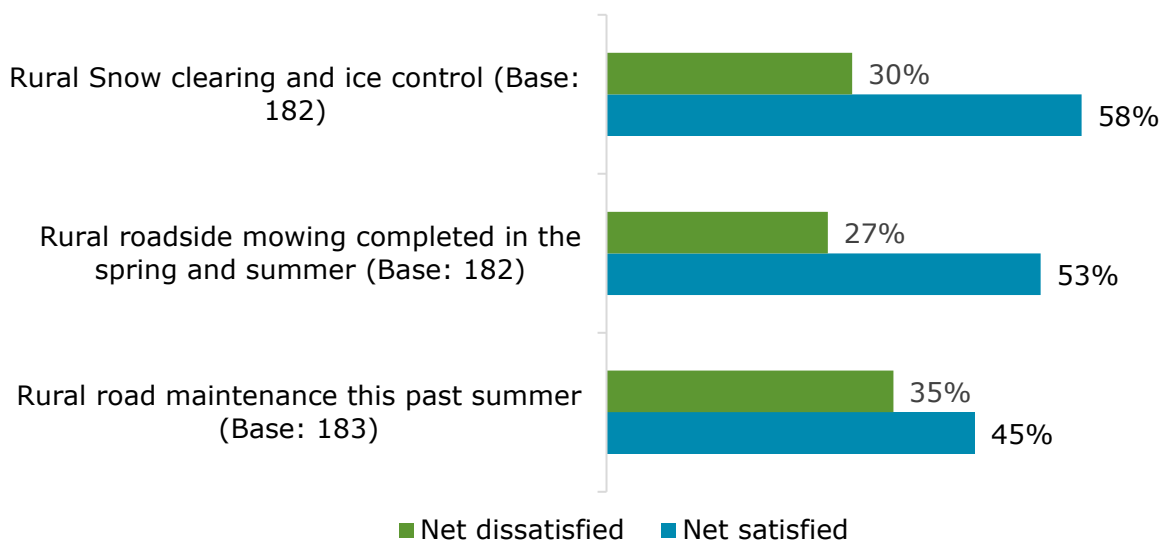


## Comments

We received many snow clearing comments, likely a product of the survey being fielded in January, although this January was light on snowfall. Generally, respondents were appreciative of speedy responses to clear and sand major roads in the County. However, respondents were more mixed in their opinion of residential road clearing, with many seeking a faster response to either clearing roads or applying anti-ice measures. We heard from a number of respondents about the superiority of Strathcona County snow removal compared to Edmonton. Trail and pathways were a consistent point of contention, with a number of respondents noting they were either cleared later or cleared but icy. Finally, some respondents noted that they were expected to clear their own snow within 48 hours, but they were frustrated when they observed County roads or trails not cleared in that timeline. Others noted frustration with a lack of enforcement for uncleared sidewalks in the County.

Urban road maintenance received fewer comments, which were again fairly evenly divided between positive and critical. Positive comments were generally appreciative of the overall state of maintenance of urban roads and the response to emerging issues. Most critical comments focused on problem areas respondents encountered, including mentions of potholes and degraded road infrastructure. Weed control was also mentioned frequently, with concerns that County-managed green areas are distributing weeds into the community. Some respondents shared frustration with traffic calming measures implemented in some neighbourhoods. We also heard perceptions that some roads appeared to be maintained too frequently while other problem areas remained untouched.

### ***Net satisfied versus net dissatisfied - rural respondents***



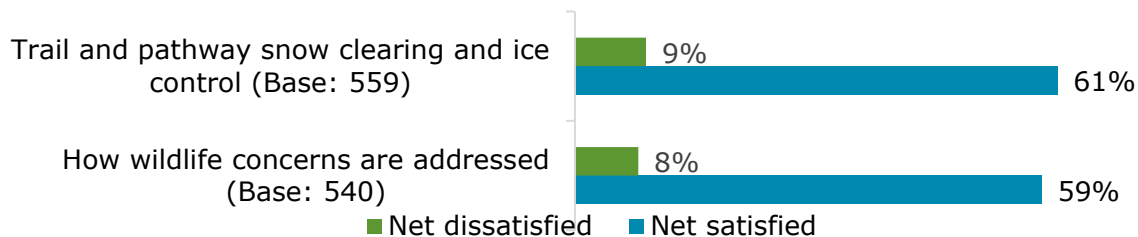
## Comments

As with urban snow removal, rural respondents were somewhat divided in their satisfaction. Many noted that snow removal in some more remote areas of the County is infrequent. We also heard concerns about rural roads being narrowed by snow pile buildup and snow piles reducing access to driveways. Some respondents did note that rural snow clearing standards in the County exceed the snow clearing in neighbouring rural municipalities. Some respondents expressed a belief that Sherwood Park receives more prompt snow-clearing and more resources for snow clearing than rural Strathcona County.

More rural respondents were concerned with road maintenance than snow clearing. Rural road maintenance comments largely focused on potholes and other forms of road deterioration. Some respondents were concerned about how rural roads are experiencing higher traffic volume now compared to past years, resulting in more wear and tear on asphalt. There were also concerns about certain roads being closed in the County with insufficient communication or warning.

Rural roadside mowing comments focused upon a desire to see more frequent mowing to prevent weeds from spreading to farm fields or acreages. We also heard some appreciation for the mowing work done in the past year.

### ***Net satisfied versus net dissatisfied, all respondents***

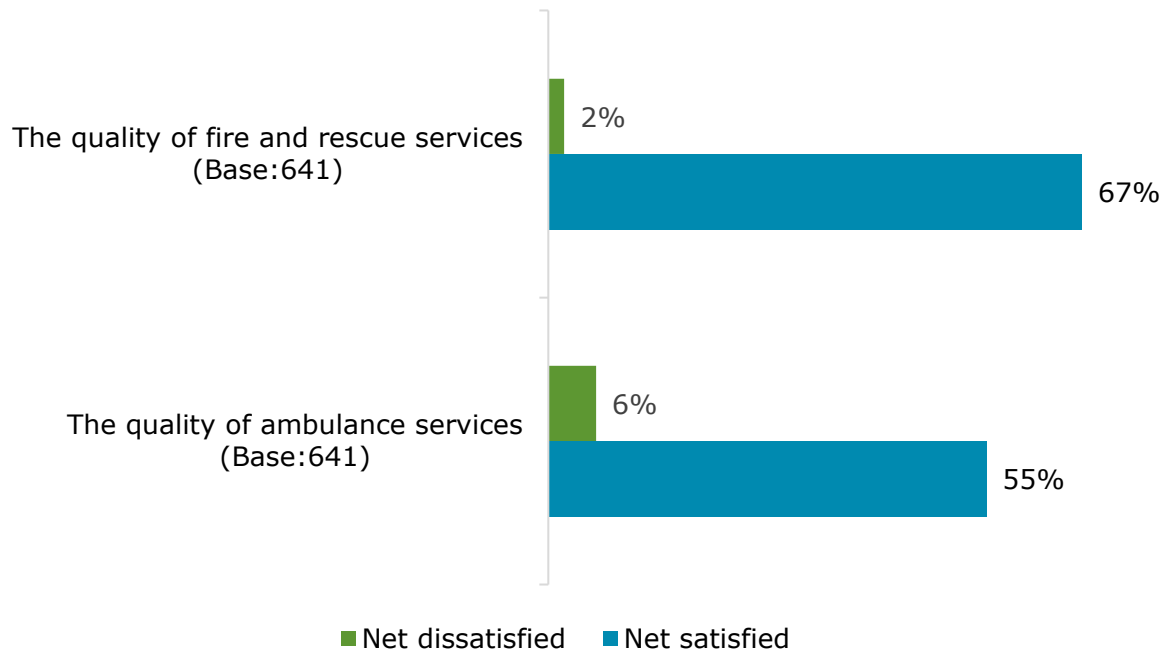


## Comments

Trail maintenance received a number of additional comments, which varied considerably. Some respondents were generally happy with County efforts to clear trails and pathways. Others wanted quicker response times, with some noting that 48 hours should be the ideal timeline, similar to sidewalks. Others noted challenges with icy trails and pathways that had been previously cleared, noting a preference for some snowpack to be left instead of ice or more frequent application of sand.

More respondents commented on wildlife this year compared to last year, and those who did were concerned about coyotes in urban or suburban areas of the County.

## Emergency Services



### Comments

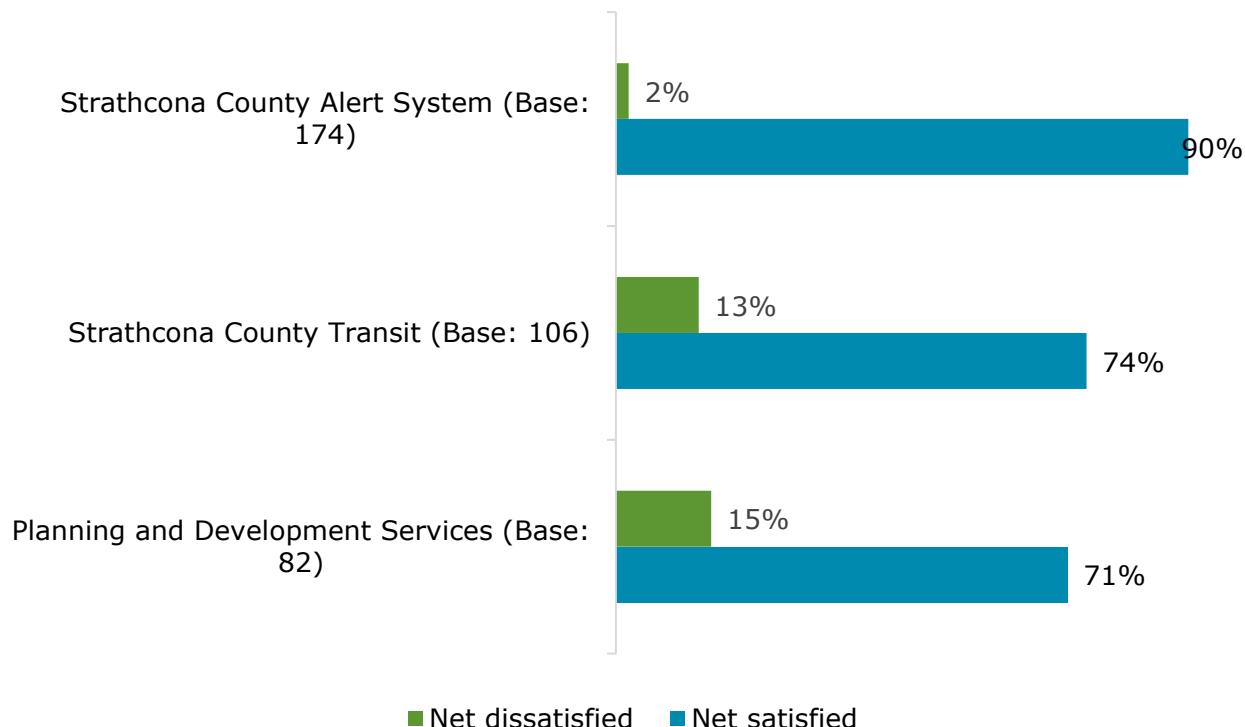
Given this topic's relevance to healthcare services in general, we also heard concerns about the service of Sherwood Park's hospital. While outside of the scope of the County's responsibility, we heard concerns that the facility is not large enough to serve the community and emergency time wait times were increasing.

We heard from most respondents that the County's fire and rescue services were top-notch, with only a handful of negative comments related to the service they provide. Many noted their appreciation for the dangerous work they do. Paramedics received similar praise, although we did hear concerns about the level of service they were able to provide given the great demand for their services. New to this year was more praise for the work of County first responders during the wildfires in May of 2023. Rural respondents, particularly those in the eastern part of the County, did express some concerns about response times.

A key area of concern for respondents was the provincial dispatch of ambulances and wait-times for service. We heard concerns that Strathcona County ambulances are being called to emergencies outside of the County. There were also concerns voiced about the quality of ambulance crews from outside of the County responding to emergencies inside of the County, with some respondents noting substandard service and higher wait times.

## User-based services

The following are County services that are not as widely or universally used. As such, only those who are recent users of these services were asked for their input.



## Transit comments

Transit comments varied significantly. Some users were happy overall with the transit services they used, noting that busses were generally clean and well-maintained while getting them where they needed to go. We also heard a significant amount of praise for the mobility bus.

Others were less enthusiastic, noting that the system did not fully meet their needs for either transport into Edmonton or local service. Service to NAIT was specifically noted by a number of respondents as insufficient, along with commuter transit in the evening. New this year were comments regarding on-demand transit, which were largely critical of the application and wait times. However, some respondents noted that on-demand transit had improved in the past few months.

### Planning and Development Services comments

Most of the comments regarding Planning and Development Services were positive, with respondents stating they received polite and effective services from County employees (with at least two respondents giving personal shout-outs to specific individuals). Where respondents were more critical was related to requirements and processes they needed to fulfill, with some noting onerous and unclear requirements. We also heard that some seemingly simple requests appeared to take a long time to answer.

### Strathcona County Alert System comments

We received far more comments on the Strathcona County Alert System this year, most in reference to the wildfires in May 2023. Most respondents were very happy to receive the alerts but were concerned whether they were effective enough to reach all County residents and others shared frustrations with a perceived lack of communications, mostly in relation to wildfires. A common concern with wildfire alerts was that a map would be easier to understand than text descriptions of where a fire was.