

2024 Public Satisfaction Survey Full Engagement Results

May 2025



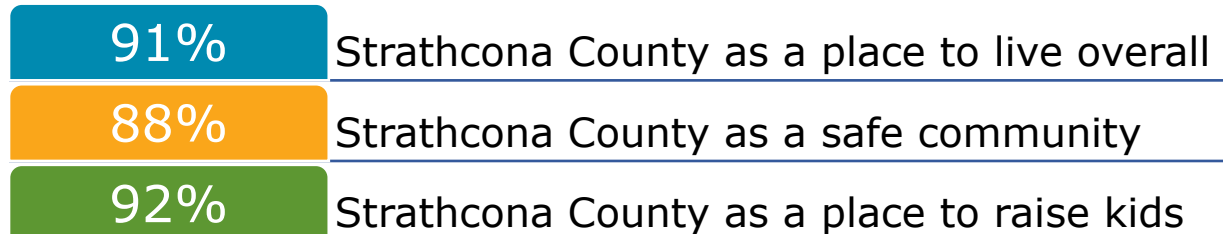
Executive summary

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.

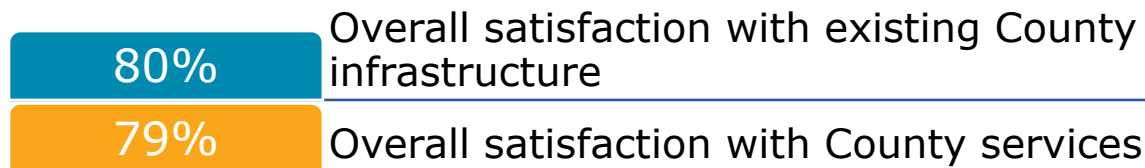
The survey was conducted via telephone recruitment through a market research vendor. These results come from a survey sample that was randomly selected and are representative of the County demographics. These results are statistically valid and are a reliable source of data that can be used to inform decision-making and can be accurately compared to previous year's results. Strathcona County 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, Strathcona County received 1,346 responses – more than double what other comparable 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. Decreasing 4% from last year, 91% of respondents have rated Strathcona County as a good or very good place to live overall.



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.



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 Strathcona County conducted 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 – the County received 737 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. The County received 609 responses using this method. Altogether, the County received responses from 1,346 respondents. The survey was available from January 20 to February 14, 2025.

Why two methods?

Starting in 2022, the County began utilizing telephone recruitment to conduct a statistically valid random and representative survey of County residents. Using this method gives the County data from a sample that is representative of community demographics and more reliable for year-over-year comparisons. The County also continues to utilize non-random online 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 references online results. Unless specified directly, the base of respondents for every figure and chart is from the telephone results which equals 609 respondents. Comments received in open-ended questions from both methods have been themed and included in this report – some verbatim comments have been provided for additional context.

Respondent profile

To best categorize what the County heard, and ensure the County contacted a diverse set of County residents, the County 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.

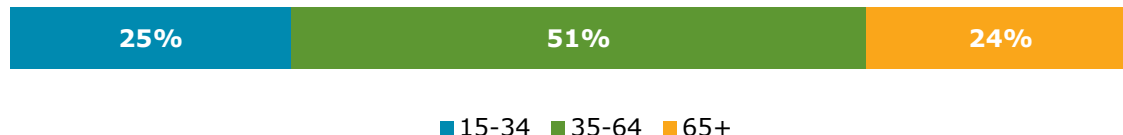
Gender

The County received responses from nearly equal numbers of men and women.



Age

The County received responses from respondents of all ages (15+), roughly in line with actual County age demographics.



Location in the County

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



Public satisfaction with quality of life in Strathcona County

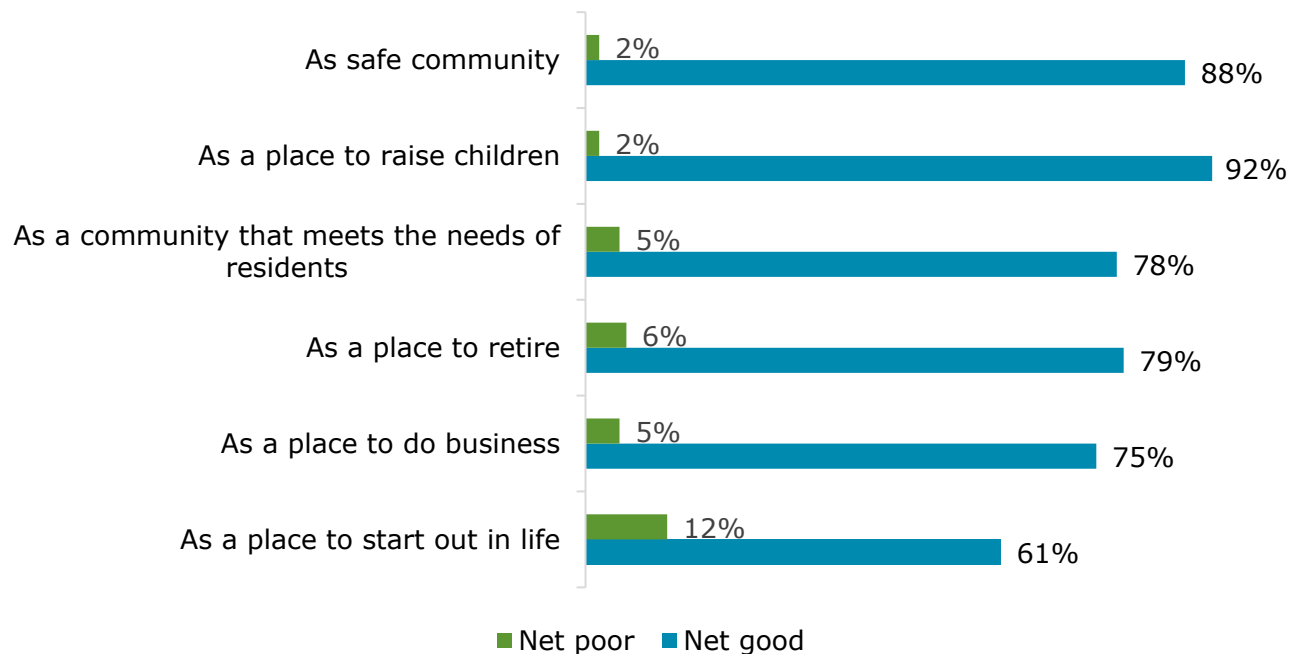
Strathcona County's vision is "Becoming Canada's most livable community." This statement summarizes what the County aspires to be as a municipality and paints a picture of what the community could look like in the future.

The Public Satisfaction Survey asks questions that gauge resident perceptions of the community and tells the County whether it's on the right track to achieving its 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

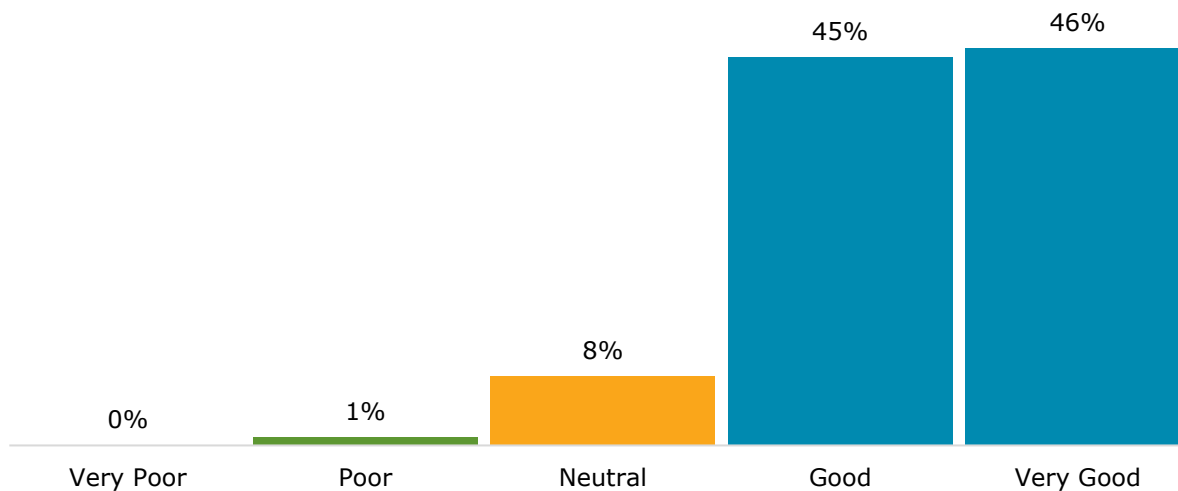
community and a great place to raise children, with a small decline (2-3%) across all categories compared to last year.

Only in the question about starting out in life did the County receive a significant number of poor and very poor responses. Younger respondents were more likely to rate the County lower on this category, with nearly a quarter of those aged 16-34 leaving a poor rating. Generally, younger respondents were less likely to rate the County as good or very good across all categories.

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

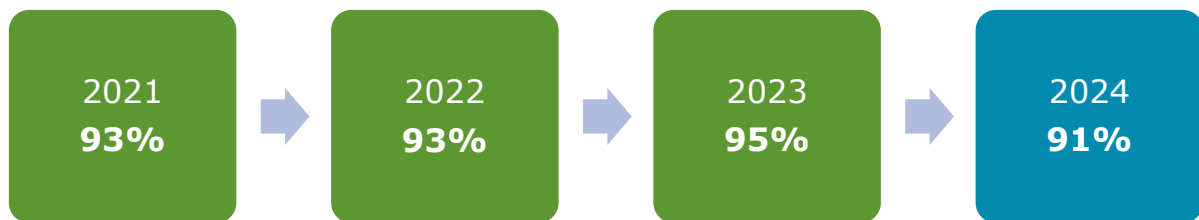
88% agree Strathcona County is a safe community

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% (three respondents) rating the County as a poor place to live and 91% rating the County as good or very good. This was a decline from the high in 2023 of 95%, as the County observed a small shift towards additional neutral responses. Over the past three years, the County has received a rolling average of 93%. Online respondents also rated the County as a place to live as 91% good or very good, although 16 total respondents rated the County as poor.

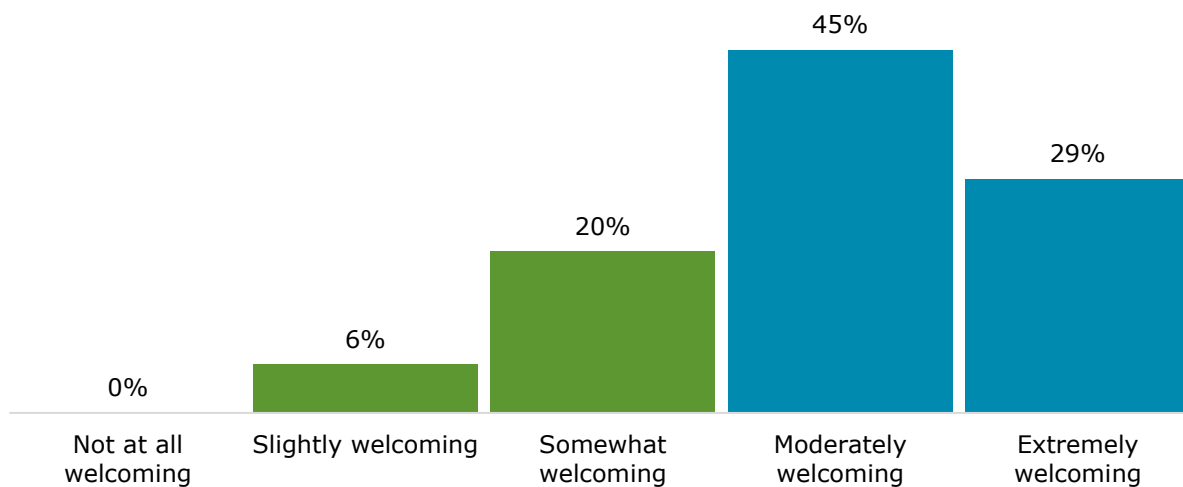
**Over the past four years
Strathcona County has received
an average rating of 93% as a
good or very good place to live**



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. The County is interested in hearing from 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 telephone results, 74% rated Strathcona County on the upper end of welcoming, which is a decrease of 3% from last year, and 1% higher than in 2022. Online respondents remained at 73%, an identical result to 2023.

74% 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 10% being not at all comfortable.

95% of respondents know at least some of their neighbours

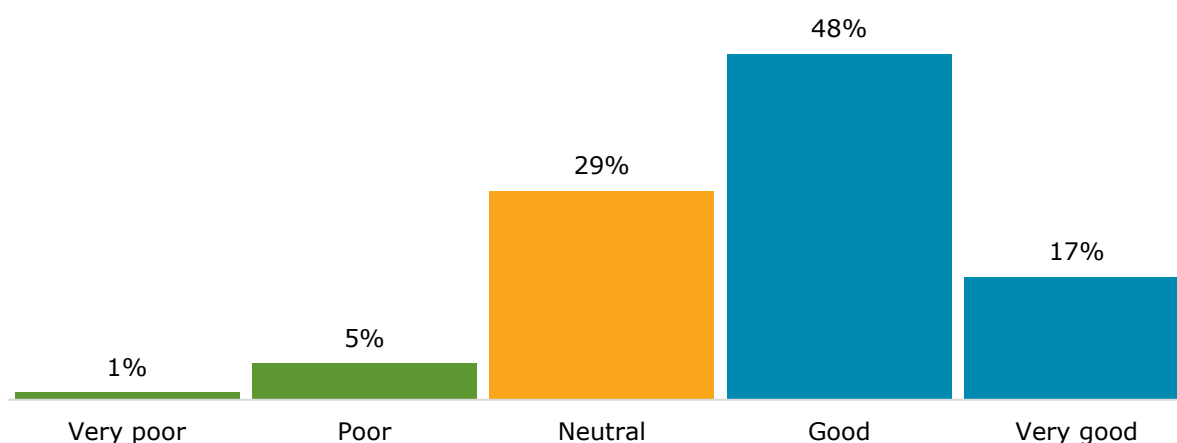
Overall service satisfaction

Another key component of each year's Public Satisfaction Survey is measuring resident satisfaction with the services the County provides.

Environmental action

Another topic the County collected feedback on is resident perceptions of Strathcona County's actions and commitments to the environment. On this metric, the County has continued to improve year over year, with a rating of 65% of good or very good this year over 62% in 2023 and 57% in 2022.

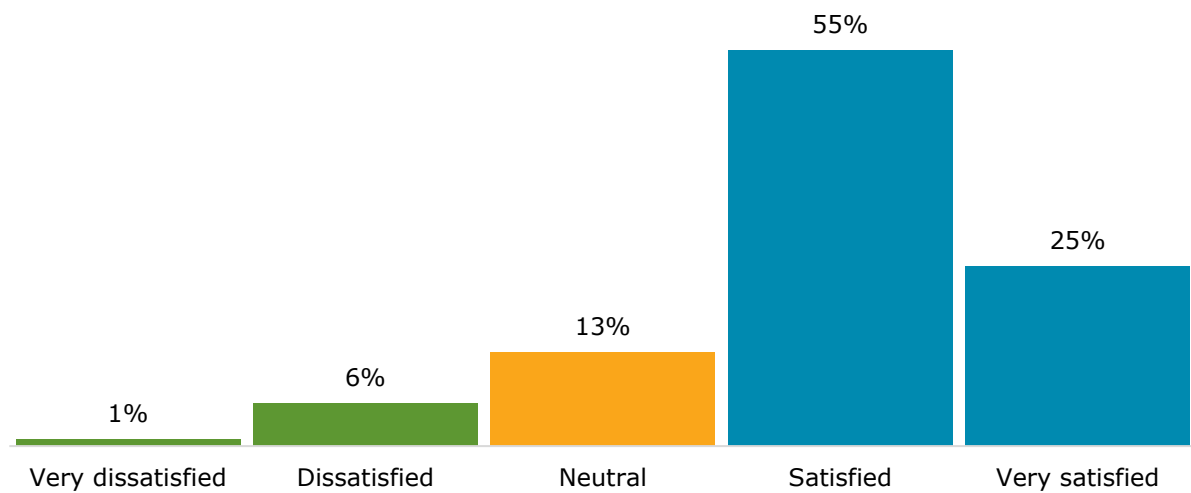
Rating of Strathcona County actions and commitments to the environment



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 80% indicating satisfied or very satisfied responses. However, rural respondents were less likely to report satisfaction – with only 68% of rural respondents reporting satisfaction with County infrastructure compared to 84% of urban respondents.

Satisfaction with existing County infrastructure



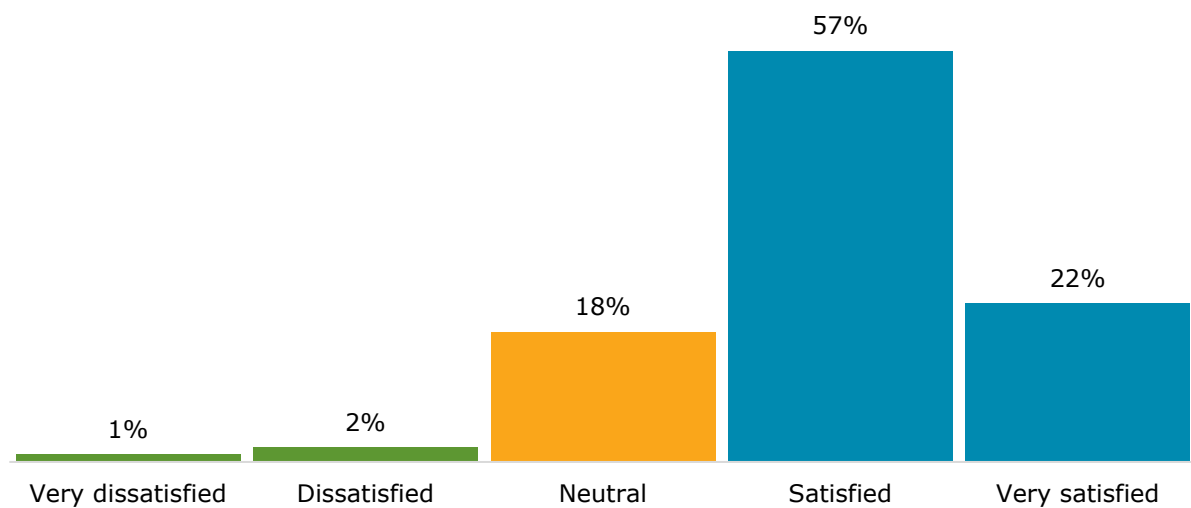
Over the past three years
satisfaction with County
infrastructure has averaged
82%



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 dropped to their 2022 value, after a brief spike in 2023. However, there was a small decrease in dissatisfied responses this year when compared to last year. Rural respondents were less satisfied overall, with only 63% indicating satisfaction with County services – a decline from 73% in 2023.

Satisfaction with County services overall



Over the past three years
satisfaction with County
services overall has averaged
80%



Comments on services in Strathcona County

While the County collected comments on individual service areas, the County also received 217 comments related to service delivery more generally in the County.

The largest number of comments (84) related to areas where respondents felt the County could be doing better. Nearly half of these were reiterations of service quality issues, which are further discussed below in the individual service areas. Infrastructure issues such as road replacement, utility services and traffic calming measures were also noted as a source of frustration by 17 respondents.

"I'd like a better understanding of Council's strategic plans to address older recreation facilities and how to do this in a fiscally responsible way."

Value for services and issues with the County's fiscal direction were raised by 14 respondents. Finally, 10 respondents were frustrated with what they considered to be an unresponsive Council and administration.

The next largest group of comments (50) were from those who are generally satisfied with their lives in Strathcona County. Some respondents shared they have lived in the County for decades and that it was a great place to live. Others noted the amenities they felt contributed to a high quality of life – both those provided by the County and by other organizations/businesses. Others shared positive experiences interacting with the County, and with County staff more specifically.

The County heard 49 suggestions related to service enhancements and amenities respondents would like to see. Most of these services related to recreation, parks and culture – but also included road infrastructure and other County services. These issues are discussed in greater detail in each individual service area below.

"We are very lucky to live here and have all the amenities we have. The County does a great job."

Growth in the County was an issue for a smaller minority of respondents. 17 respondents shared frustrations with what they consider excessive growth, expressing a desire for a slowing or complete halt to further growth. These respondents noted feeling that Strathcona County

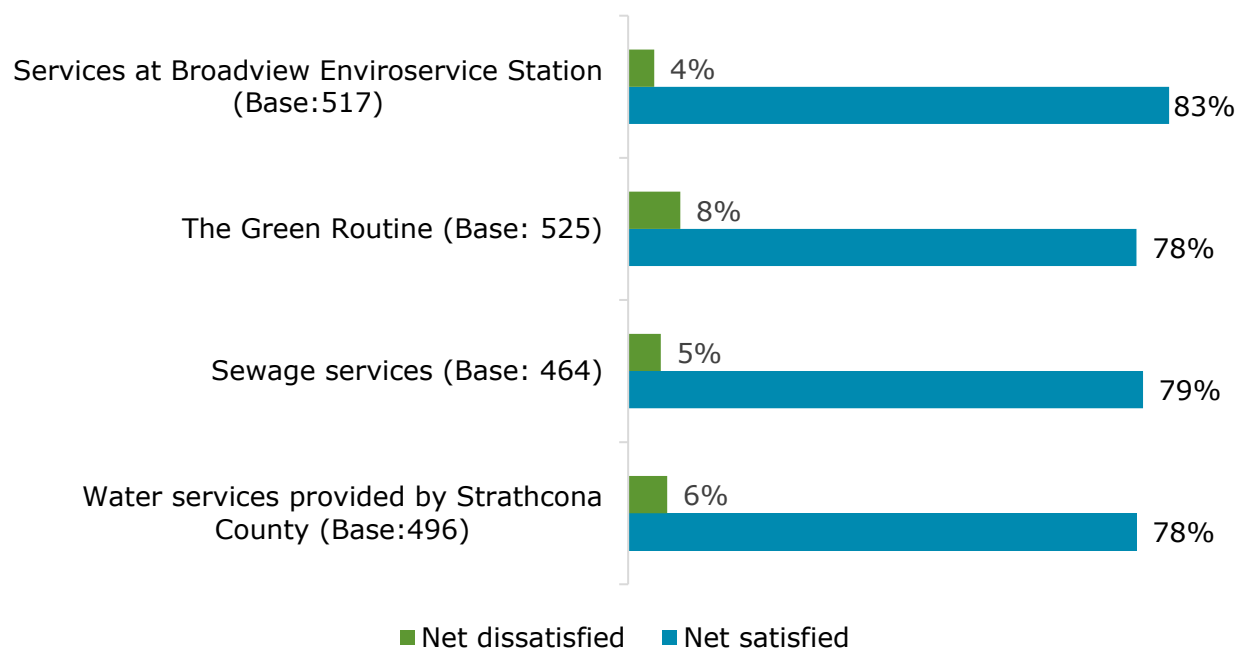
is losing its unique identity in the area and that growth is cutting into rural areas unnecessarily. Seven other respondents also noted growth concerns, although these respondents felt that the County needs to do more to meet infrastructure needs with a growing population. Finally, the County heard from nine rural respondents who expressed a general dissatisfaction with how the County hands

rural issues and services, with some expressing a feeling of being treated more poorly compared to urban 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, the County also invited respondents to leave additional comments. As some rural residents do not access some County utility services, they received a 'non-applicable' option which is not included in satisfaction ratings. Please note that as this survey is fielded in January/February of every year, some point in time effects such as weather may influence results to an extent. For example, snow clearing may be more of a focus for respondents this year, as 75% of the days the survey was fielded were snowfall days.

Utilities



Comments

The County received 335 responses regarding utilities in Strathcona County, across both the telephone and online samples. The County also heard 14 mentions related to weak internet and cellular connections, particularly in rural areas – which while not covered by County utilities, is worth noting for the volume of mentions to that issue. Overall satisfied mentions number 27, with most noting having no complaints about the service or a general feeling that the system is working well for residents.

The Broadview Envirocentre drew 57 mentions, with 25 positive and 32 negative mentions. Positive mentions largely focused on excellent service received at Broadview and the quality of facility. Negative comments were largely directed towards the limited operating hours and days, with some noting they would use the

"Love the Enviro Centre and Hodge Podge Lodge. Both help with responsibly handling unwanted items."

facility if it was open more. Some respondents did note negative interactions with facility staff and unclear disposal instructions. Hodgepodge Lodge drew 24 mentions – all of which were very positive. Respondents appreciated the opportunity to re-purpose waste and that it was a tangible step towards greater sustainability for

the community.

Water and sewage concerns drew 35 mentions, mostly regarding issues with the service. Many of these comments regarded one-off issues experienced such as sewer backups, unpleasant sewer odours, issues with water pressure and challenges with unexpectedly high water bills. Others referred to ongoing issues, such as frustrations with the inability to be connected to the urban service areas water lines for rural areas and frustration with wastewater charges for watering lawns. While not exclusive to water and sewage services, the County did hear 32 mentions regarding fees and charges, with many feeling costs are too high. Some of these respondents also noted challenges with understanding their bills and usage.

The County heard 32 responses from rural respondents. Most of these comments expressed frustration with perceived inequalities between rural areas and Sherwood Park explicitly. Some noted a preference for additional services, including waste removal and water being extended to rural areas. Others wanted to see fewer taxes or fees in exchange for receiving fewer or no services. The County heard challenges experienced at truck fills and insufficient organic waste removal capacity for acreages. Please note, the County also received a number of comments from rural respondents sharing what services they do receive directly from the County, however as they made no comment on the services directly, these comments are not considered in this analysis.

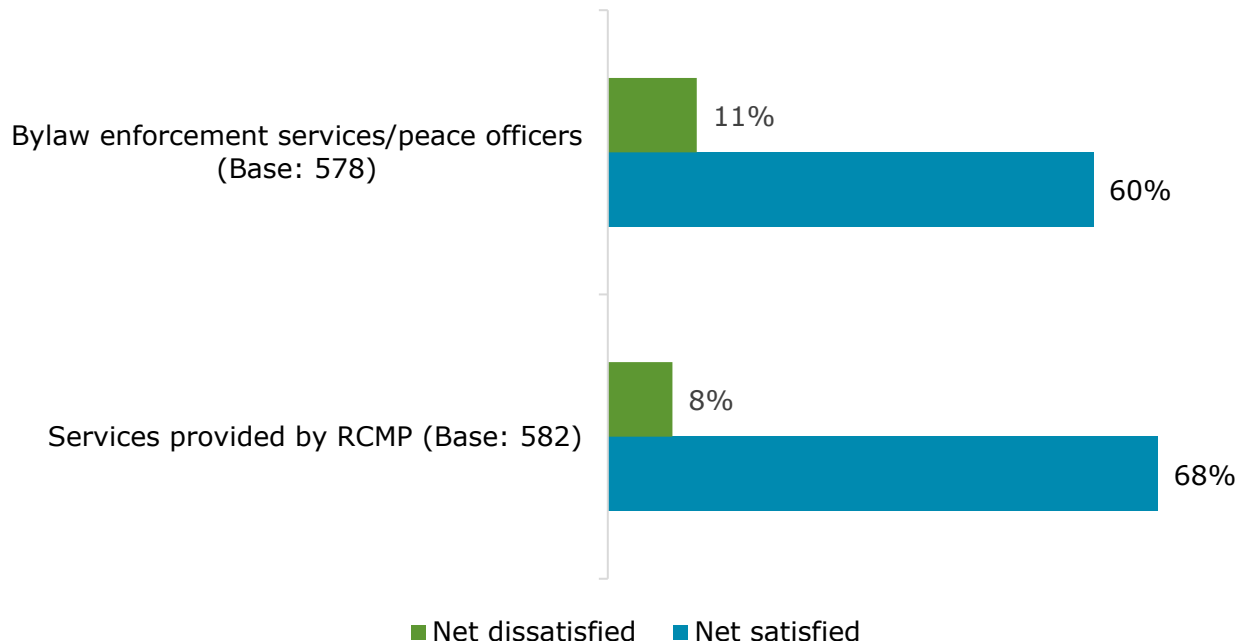
"We need the same garbage pick up in the rural areas as they get inside Sherwood Park. Weekly garbage removal year round."

"I want to be able to recycle more things"

Solid waste collection and the Green Routine drew the most attention, with 131 unique mentions. Of these mentions, four major themes emerged. The first was a dissatisfaction with the

type of waste items accepted for recycling, with some noting that other municipalities and Strathcona County in the past accepted more goods for recycling. Glass and plastics were particularly noted as gaps in the recycling regime. A second related theme was a preference expressed for blue bins over the blue bags, with some feeling that the blue bags were themselves not recyclable and that some respondents experienced challenges with bags breaking, distributing waste onto their property. The third theme was a preference for more frequent garbage collection, with some noting that they rarely utilized compost or recycling collection but did have a great deal of garbage that piled up. Finally, the County heard concerns about the need for additional yard pickup opportunities in the fall, and for more pickup capacity for compost for rural properties who have more organic waste to deal with.

Enforcement Services



Comments

The County received 339 open-ended responses related to enforcement services.

The largest group of responses (64) generally referred to either positive experiences with policing or an appreciation for the work of the RCMP and Enforcement Services more generally.

As with prior years, traffic enforcement was a major issue for 62 respondents, who wished to see enhanced enforcement. The most pressing issues for respondents appear to be speeding generally, speeding in school zones, distracted driving and aggressive driving.

55 respondents shared general issues or criticisms of the RCMP and policing in the County. Many of these respondents shared that their issue was directly related to a negative experience with crime or with a member of the RCMP, with some noting that the interaction happened many years ago but still coloured their perception of the service.

"Both services could be more friendly"

Issues with bylaw enforcement were mentioned by 48 respondents in total. This feedback was highly varied, with some noting issues with bylaws themselves and others sharing negative

experiences with bylaw officers or neighbours. Some were also looking for more proactive enforcement of bylaws versus the existing complaint-based mechanism. Others were more critical of existing bylaw enforcement, preferring a more lenient or understanding enforcement regime.

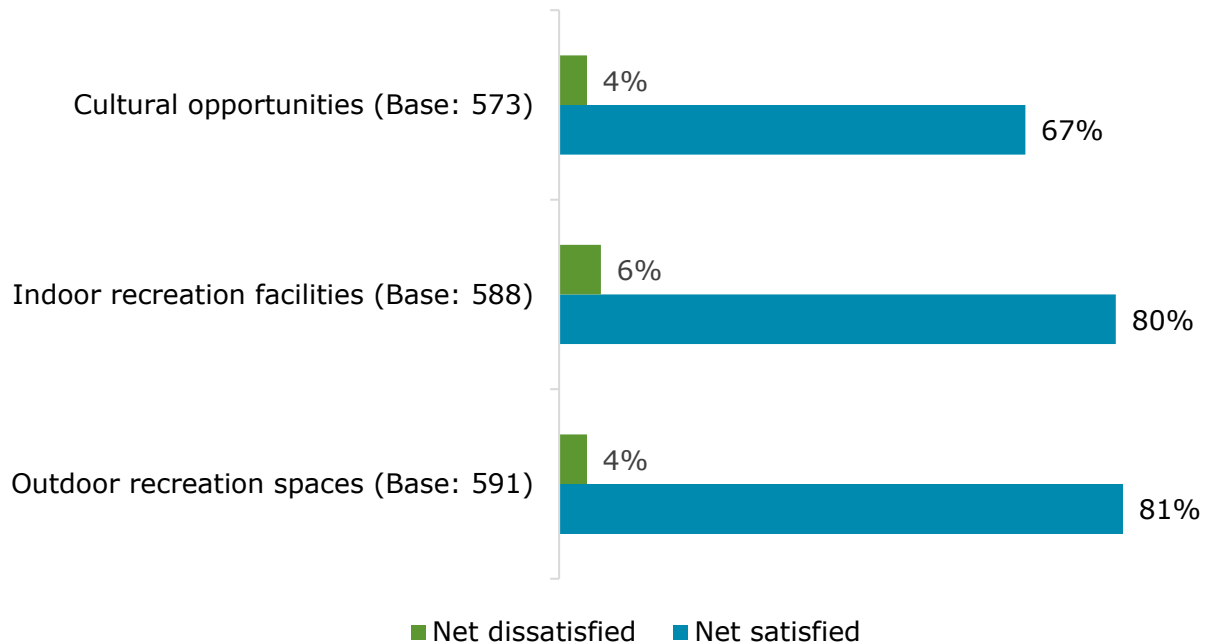
Another pressing issue for respondents was the presence of the RCMP in the community. 45 respondents shared a desire to see more frequent patrols and additional RCMP presence to deter crime proactively. Rural presence was also specifically noted, with some rural respondents sharing that they rarely see patrols and were pessimistic that a reactive police response would arrive in a timely enough fashion.

"More attention to school zones and overall speed through residential zones need to be enforced"

23 respondents shared a preference for the RCMP and Enforcement Services to focus on what they consider 'real crime' versus other activities. These respondents generally regarded community outreach and traffic enforcement as distractions to deterring more serious crimes. The County also heard from 16 respondents expressing a feeling that crime in the community is increasing. This crime largely related to a perceived increase in property crimes, houselessness and vagrancy. The prospect of provincial or local police force replacing the RCMP continues to be a minority issue for some respondents. With 16 mentions of respondents preferring to maintain the current RCMP policing model and 10 mentions of replacing the RCMP with either a provincial or local force.

"I much prefer RCMP to some 'Alberta sheriff idea'."

Recreation, Parks and Culture



Comments

The County heard 330 comments regarding Recreation, Parks and Culture.

The most popular topic by far was additional amenities, with 120 mentions suggesting new facilities, programs, services and options. Many of these suggestions were centered on a need for more ice and soccer facilities, with many respondents noting intense competition for existing spaces. Other amenities mentioned included a need for more gymnasium spaces, more pools (including

"We need another Millennium Place for the other side of Sherwood Park."

some mentioning an outdoor pool), pickleball facilities and general use indoor recreation facilities. The County also heard calls for an additional facility like Millennium Place to be built to handle additional population growth.

59 respondents expressed general appreciation and enthusiasm for the County's existing recreation, parks and culture opportunities. Some noted that existing amenities are the reason they moved to the County or that they contribute significantly to their quality of life. Festival Place and the Strathcona County Library were specifically noted as high-quality

"Every member of my family has participated and enjoyed recreation programs in Strathcona County."

institutions for the community. Others noted excellent service or experiences at Strathcona County parks and recreation facilities.

The County also heard from 53 respondents that were more critical of the County's facilities and programming. Notably, the County heard concerns from some respondents about gaps in physical accessibility in many recreation facilities and parks. Costs and fees were an issue for some of these respondents, with some feeling that they are being priced out of some facilities and activities. Overcrowding and limited spaces were noted as contributing to issues with enjoying recreation facilities in the County.

The County heard additional critical feedback from 31 respondents regarding the need for additional maintenance, particularly in recreation facilities and parks. Weed control and ice control were the most noted concerns for parks. Some respondents expressed frustration with dirty change rooms at Millennium Place and other facilities. The pool closure at Emerald Hills was also a source of frustration with some respondents, some of whom felt that it was a lack of maintenance that contributed to the pool's closure.

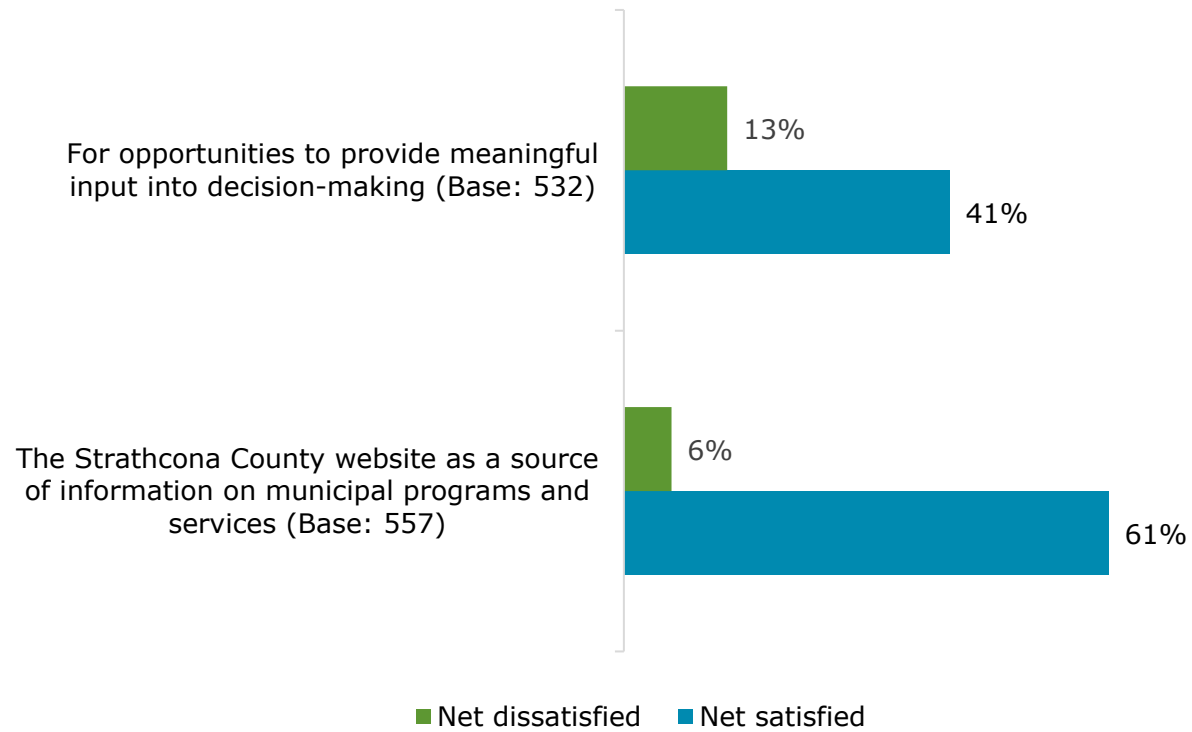
"We need more drop in recreation for Seniors like the Senior's Winter Walk at Ardrossan"

Seniors' amenities and experiences were noted by 27 respondents. Many of these respondents mentioned the need for a specialized seniors' facility. Others noted challenges for seniors' accessing existing facilities and programs, along with the prohibitive cost of some facilities and programs for those on fixed incomes.

The County also heard from 20 respondents a preference for preferential treatment for County residents at County recreation facilities. These respondents feel that non-residents are contributing to reduced opportunities for County residents, and that reduced fees should be considered for County residents to combat this.

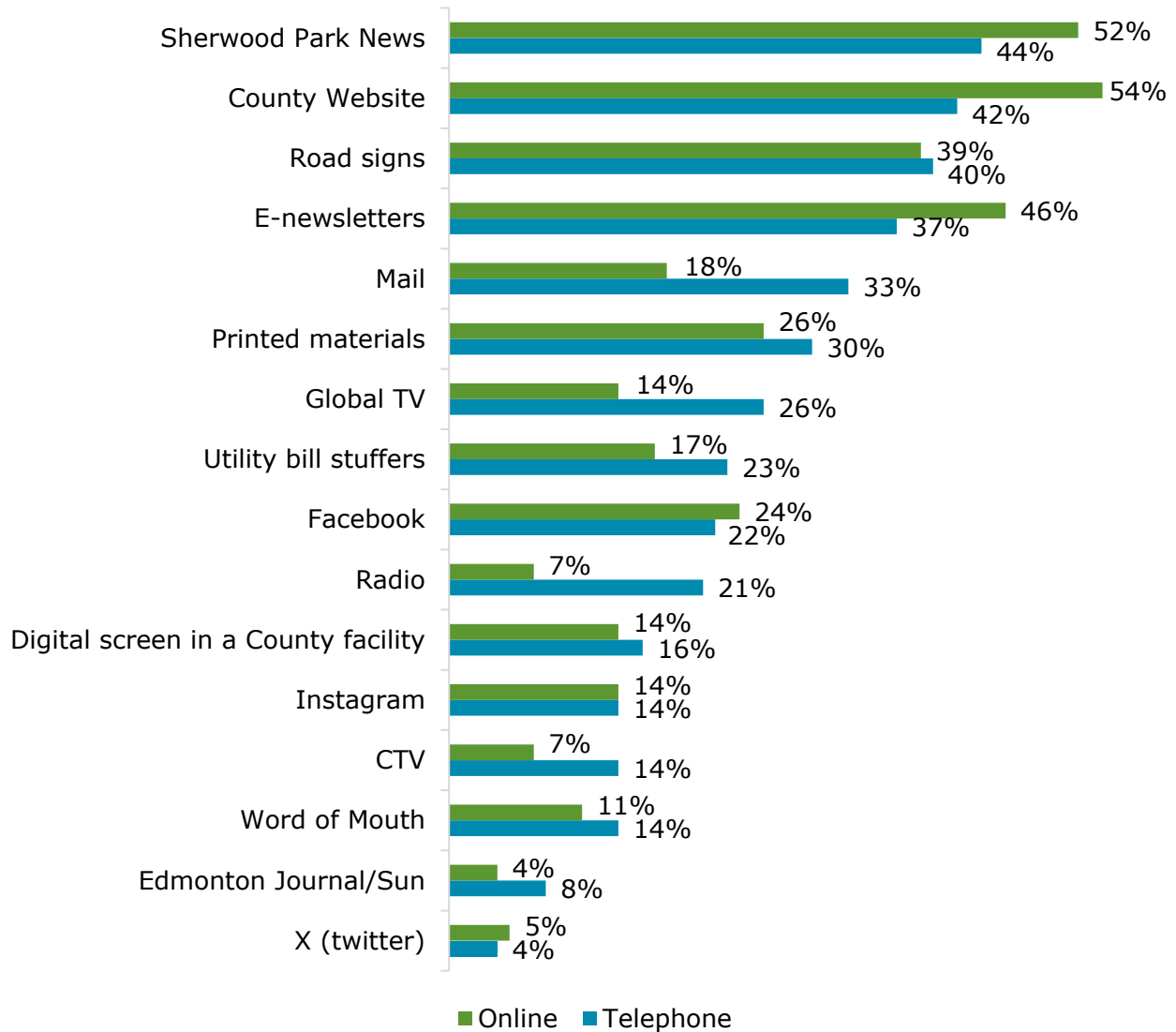
Some minority topics raised were a desire to limit the use of specialized crosswalks in the community (four mentions), a feeling the community has too many recreation amenities (eight mentions), and that additional communication of amenities is needed (eight mentions.)

Communications



County Communication Preferences

The County was interested in learning more about preferences for communication methods from the County.

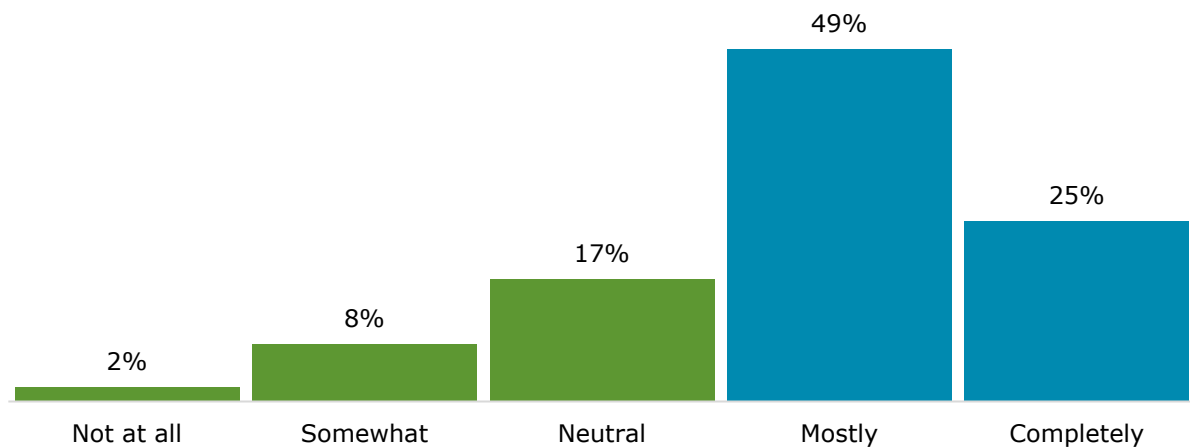


As the County's online version of the survey relied upon many of the above communication techniques to reach respondents, it is interesting to see the differences between those who were contacted randomly to participate (telephone) versus those who self-selected into the survey (online.)

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 enjoyed comparable popularity in both samples, while e-newsletters were far more popular with the online sample. Facebook was the most popular social media option by a significant margin, with X (twitter) being far less popular. Global TV was also the more popular television option.

Trust in County communications

New for this year, the County included a question gauging trust in the accuracy of information shared by Strathcona County. The County found that 74% of respondents either mostly or completely trust the accuracy of information shared by Strathcona County.



Comments

The County received 129 comments regarding communications and engagement.

A large proportion of respondents (24) were those expanding on their communication preferences. The County also heard from 14 respondents who had advice on how to reach certain demographics and certain content suggestions – such as a community calendar and a feature on accomplished County residents.

"Would like more transparency of council decision making"

Mayor and Council related mentions were also popular, mentioned by 28 respondents. This feedback was highly mixed, with some sharing frustrations with a lack of communication from Council or dissatisfaction with an action taken by Council in the past. Specific issues such as Bremner, the proposed BGC (Boys and Girls Club) facility, the Crusaders arena and The Pointe were also noted in 8 comments. However, a smaller number of respondents expressed appreciation for Councillor newsletters and the activity of some members of Council in responding to constituent concerns.

"I think the County does a fairly good job communicating. It would be nice to know what businesses are coming to The Park when the building starts to go up"

Engagement concerns were also raised, with 19 unique mentions. Most of these respondents were concerned with how administration communicates and engages, with some wanting greater levels of transparency and additional communication on major changes in the County. Sherwood Park News was also mentioned by 17 respondents, with a number noting that they would like to receive engagement information from the paper. Some noted that they had not

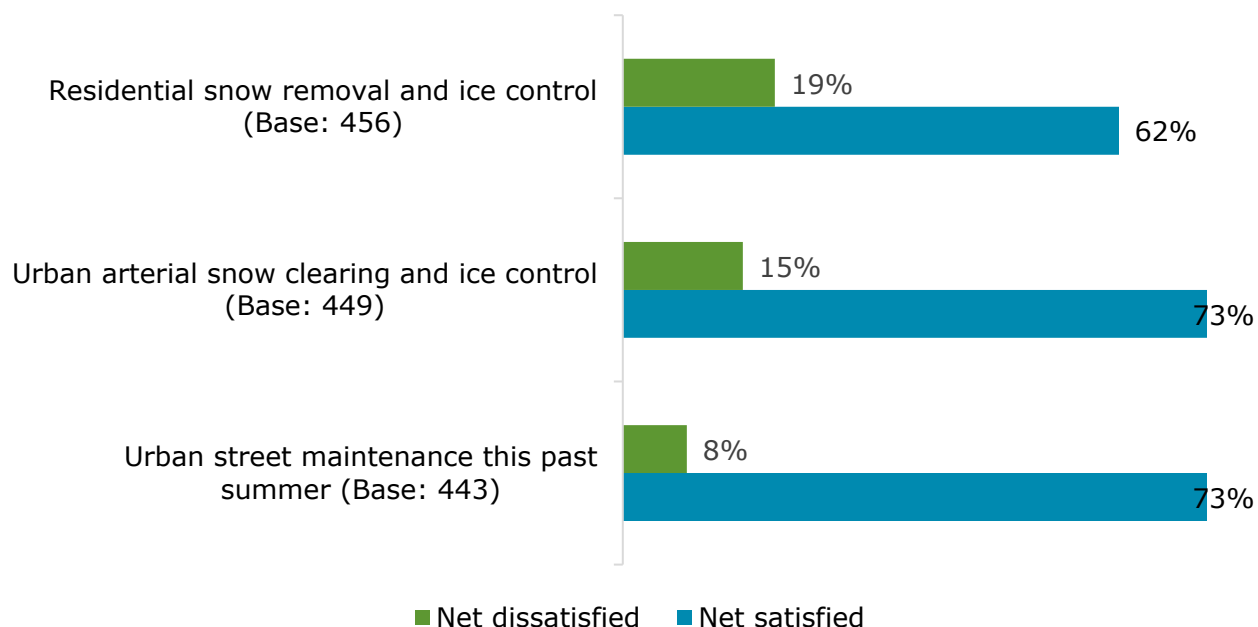
read the newspaper in the past two years, as some neighbourhoods and areas no longer have the paper delivered to them directly.

The County did hear from 13 respondents that generally the County was effective at communicating, or that existing channels and approaches were working for them. The website attracted 17 responses; with most sharing challenges they had experienced in the past. The search feature, recreation bookings (including swimming registration) were the main challenges highlighted.

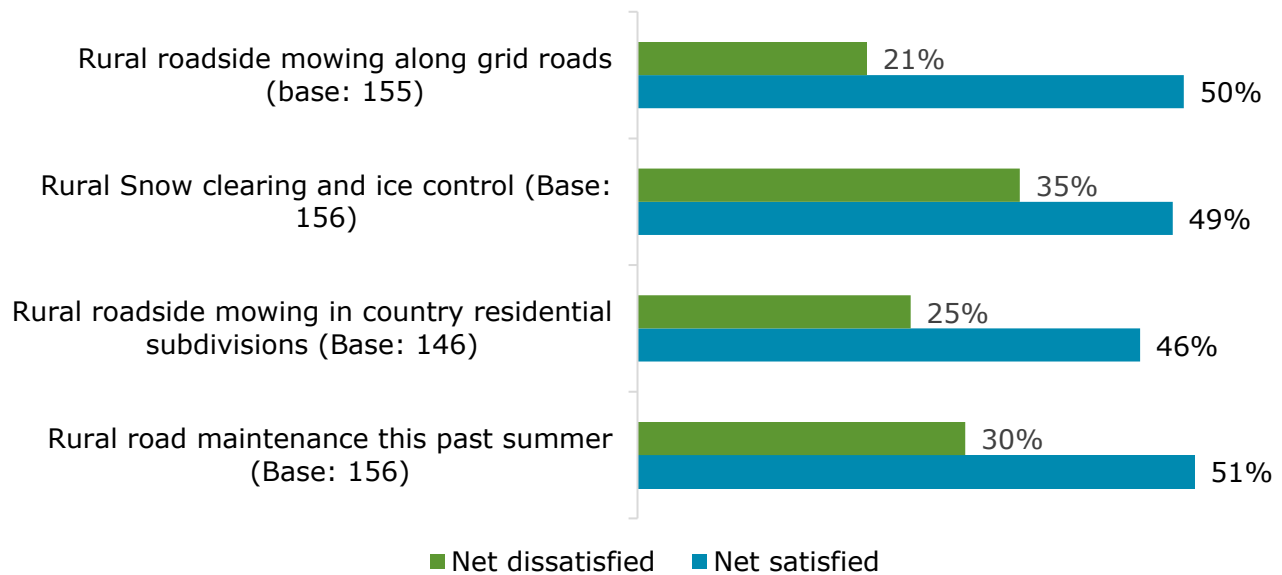
Roads and Maintenance

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).

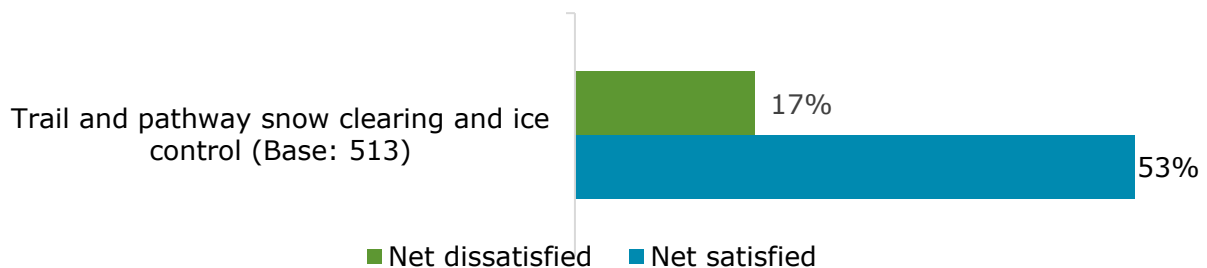
Net satisfied versus net dissatisfied, urban respondents



Net satisfied versus net dissatisfied - rural respondents



Net satisfied versus net dissatisfied, all respondents



Comments

The County heard 337 open ended responses to road maintenance and snow-clearing concerns.

Snow clearing drew the most attention, a natural result of the survey being fielded in January/February. 271 responses related to snow clearing (80% of total comments) – split between 47 rural snow clearing comments, 149 urban snow clearing comments, 67 trail and pathways snow clearing comments and finally 11 general snow clearing responses.

Urban snow clearing comments were largely critical, with 107 critical comments versus 42 positive comments. Negative comments were highly varied. Some

"Sand should be put down as soon as possible especially at traffic circles and intersections."

expressed frustration with either slow or unresponsive snow clearing efforts, with some feeling that the service was in decline versus previous years. Others were frustrated with how priority clearing routes were assessed, with some noting that their particular neighbourhood or travel route appeared to be given worse

service than other areas.

Finally, the County also heard concerns about the quality of snow clearing. Some respondents shared challenges with large ruts, windrows and other problems they had observed. Others noted disruptions associated with late-night snow clearing and parking bans associated with snow clearing efforts. Trail and pathways clearing also attracted significant feedback, with 62 of 67 comments expressing some level of dissatisfaction. Many of these comments shared frustrations with icy and unsafe trail conditions, although not all areas referenced in comments were County trails. The County heard that many sidewalks and other private parking lots were unsafe or needed more attention.

Positive comments generally felt that snow clearing was of high-quality or were meeting expectations. Many of these respondents acknowledged the difficulty of managing snow and ice conditions, and an appreciation for the County's efforts. Others noted that Strathcona County outperforms residential and neighbourhood snow clearing in other nearby municipalities.

Rural snow clearing was a popular topic, with 43 of 47 expressing some dissatisfaction with the service. Some of these comments related to a feeling that their roads or travel routes were not cleared frequently enough. However, it is worth noting that some of these concerns included provincial secondary highways and major provincial highways such as HWYs 16, 21, 14

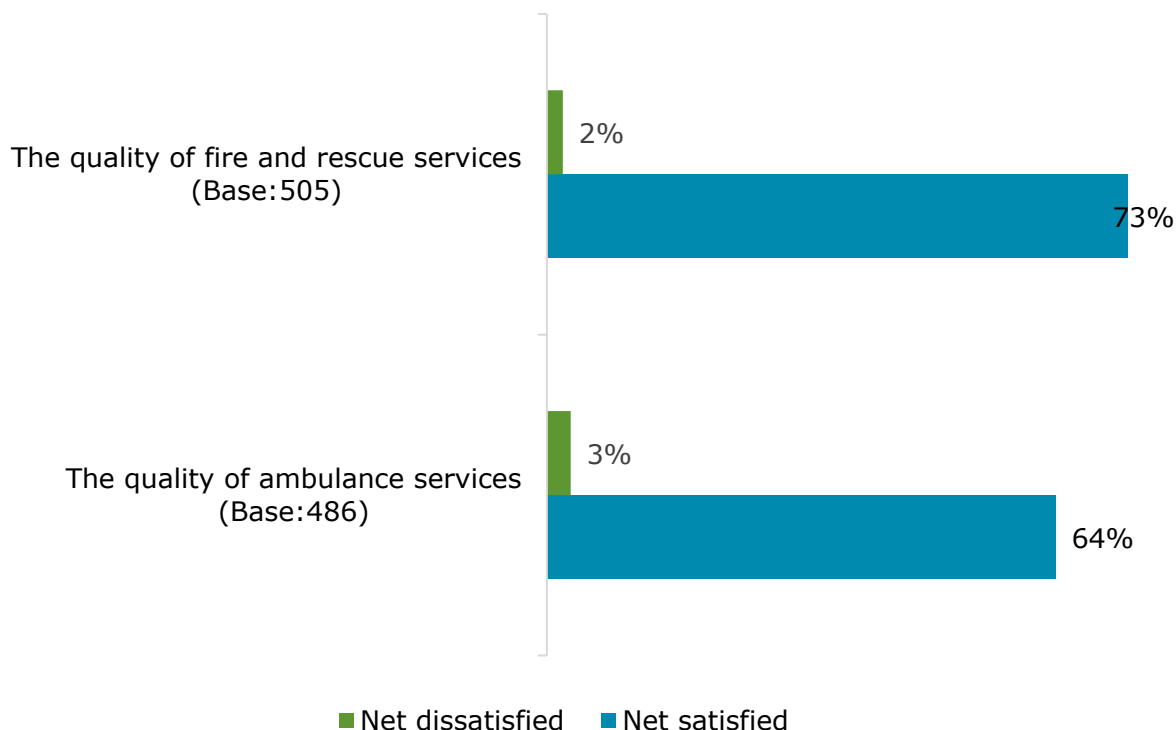
"The pathways are clear of snow but have a lot of ice in our area. Appreciate that we get our snow removed and the windrows removed within residential areas"

along with the Anthony Henday, which are not under the County's jurisdiction. Other critical responses were concerned with the quality of snow clearing, with some noting certain roads became overly narrow with snow clearing or that drive-way accesses were sometimes blocked by road clearing.

Road maintenance and mowing were raised less frequently, with 31 rural comments and 33 urban comments. Rural comments largely related to poorly maintained roads and potholes, with some expressing a feeling of being overlooked in favour of urban areas. Urban comments also mentioned potholes and maintenance issues,

along with frustration with the timing of construction projects. Some urban and rural respondents also expressed confusion with how road maintenance projects are prioritized, with some feeling like certain roadways are receiving too frequent of maintenance versus others that are more forgotten.

Emergency Services



Comments

The County received 117 open-ended responses related to emergency services.

The largest proportion of these responses were positive, with 44 mentions from respondents that were generally appreciative and happy with emergency services in the County and another 12 positive mentions from respondents who shared positive experiences with emergency services.

"I would hope that Strathcona County calls come first. I have heard our services are used for other communities."

The County did hear some more critical feedback. Nine mentions included concerns about response times, particularly from rural respondents and those in more remote areas of the County. The County also heard 10 mentions from respondents who either experienced or observed issues with the delivery of emergency services. Ten other mentions related to

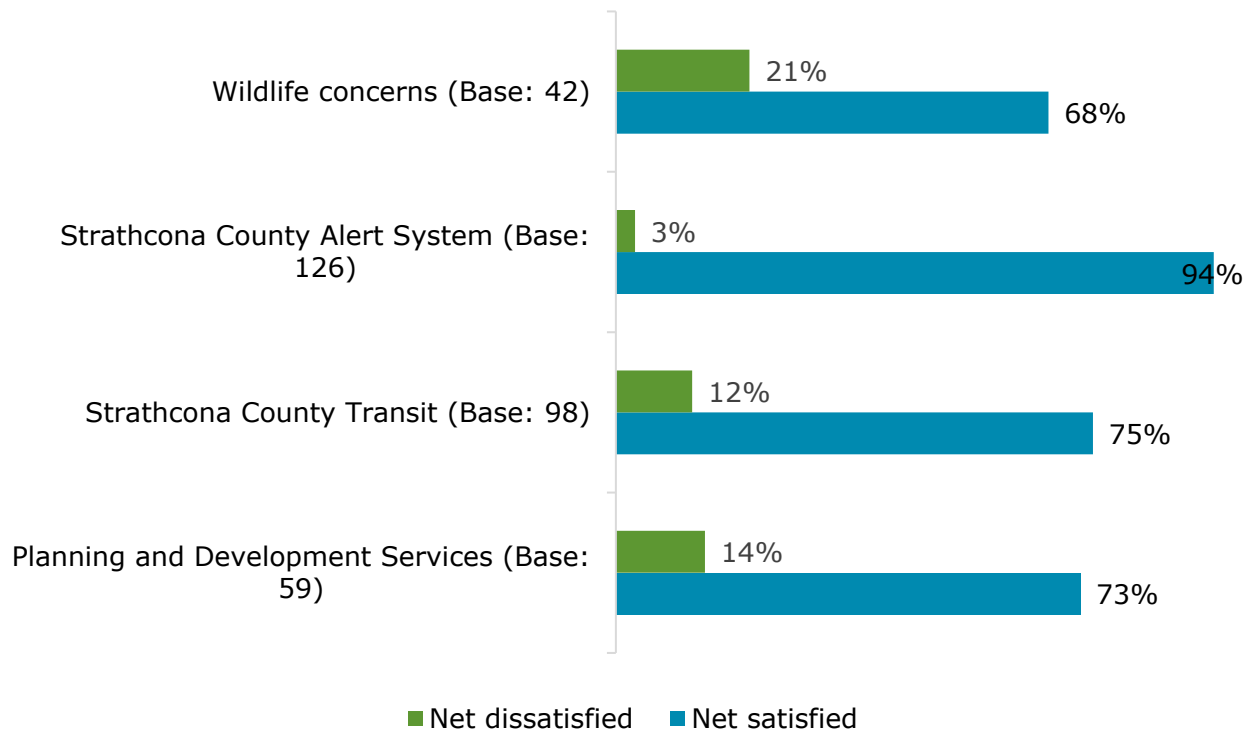
individual issues, such as concerns about refineries test alerts or concerns about emergency planning. The County also continues to hear concerns about SCES

ambulances attending calls outside of the County, with 19 respondents sharing that concern.

Despite being a provincial mandate, some respondents also used this opportunity to share concerns about healthcare more generally and a desire for an upgraded hospital in the community.

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

The County received 57 open-ended responses related to transit.

- 25 critical mentions of transit frequency, route schedules and service
- 12 critical mentions of the on-demand service
- 7 positive mentions about transit services more generally
- 7 critical mentions of user fees and issues with payment
- 6 positive mentions of the mobility bus service

Planning and Development Services Comments

The County received 37 open-ended responses related to Planning and Development Services.

- 15 positive mentions of working with the County on permits and development
- 12 critical mentions regarding service quality, delays and poor information received
- 10 critical mentions regarding a general disagreement with permits and processes for development in Strathcona County

Strathcona County Alert System

The County received 13 open-ended responses regarding the SC Alerts system. Due to some confusion between the alert system and the province's emergency alert system, some of this feedback is not exclusive to SC Alerts system.

- 7 positive mentions of the SC Alerts system, and appreciation for information received
- 5 neutral mentions, with suggestion of other information to include in alerts and recommendations for more information to be included in alerts

Wildlife comments

The County received 26 responses regarding wildlife concerns.

- 12 critical mentions about coyote encroachments into neighbourhoods
- 6 positive mentions about effective wildlife management by the County
- 5 neutral mentions with suggestions for wildlife management, including mosquito control and bird control (magpie nest removal etc.)
- 3 critical mentions about poor service received in response to wildlife concerns