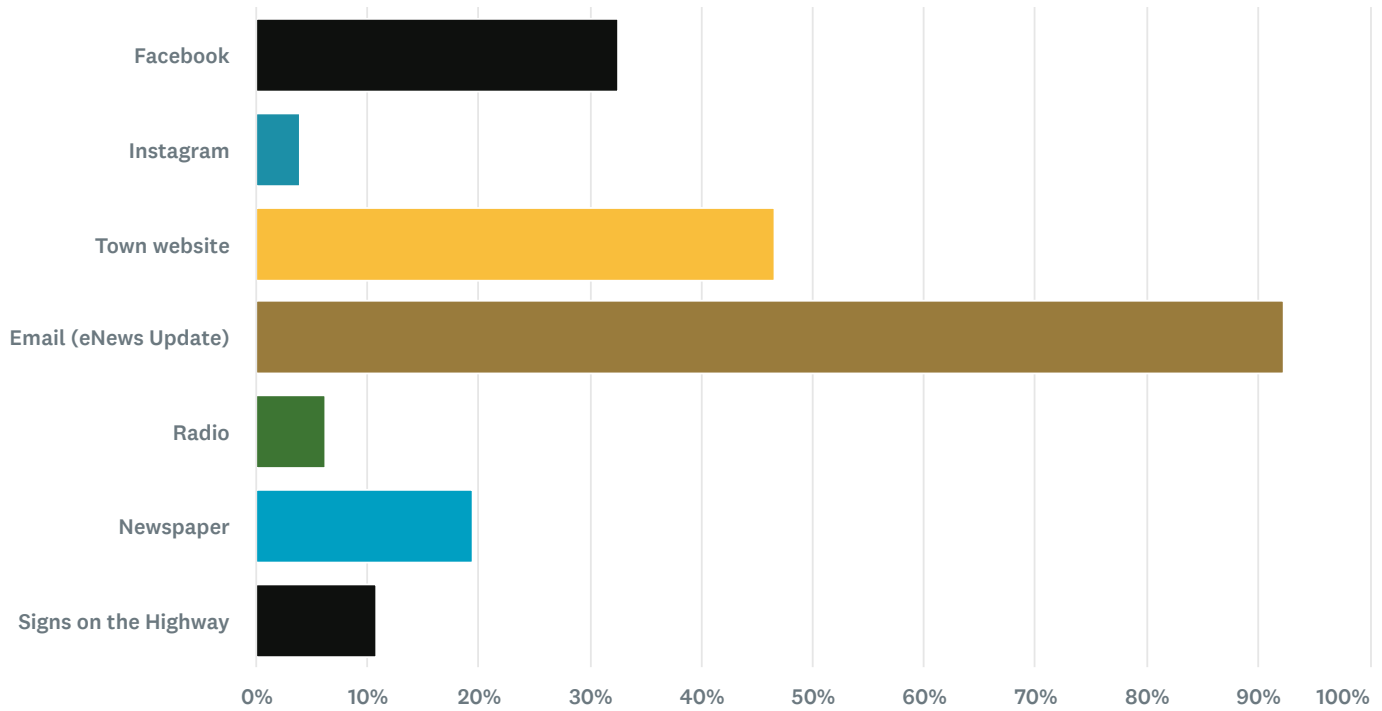


Q1 129 responses

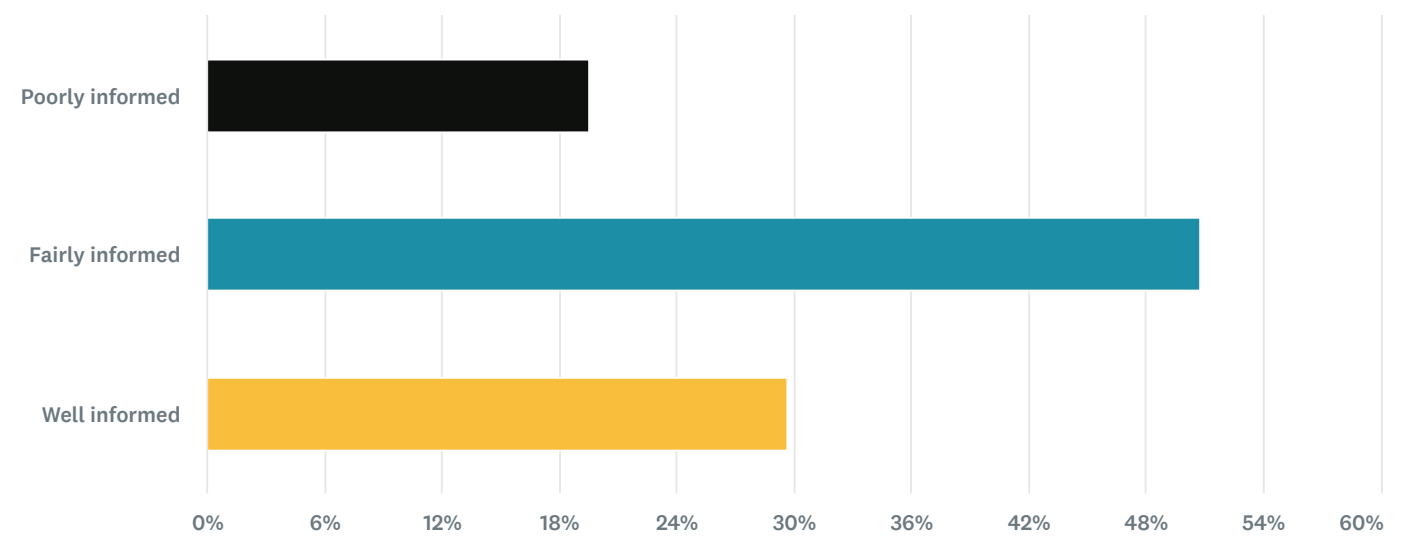
How would you prefer to receive information about Town news, updates, and events? (select all that apply)



Answer Choices	Percentage	Responses
● Facebook	32.56%	42
● Instagram	3.88%	5
● Town website	46.51%	60
● Email (eNews Update)	92.25%	119
● Radio	6.20%	8
● Newspaper	19.38%	25
● Signs on the Highway	10.85%	14
Total		273

Q2 128 responses

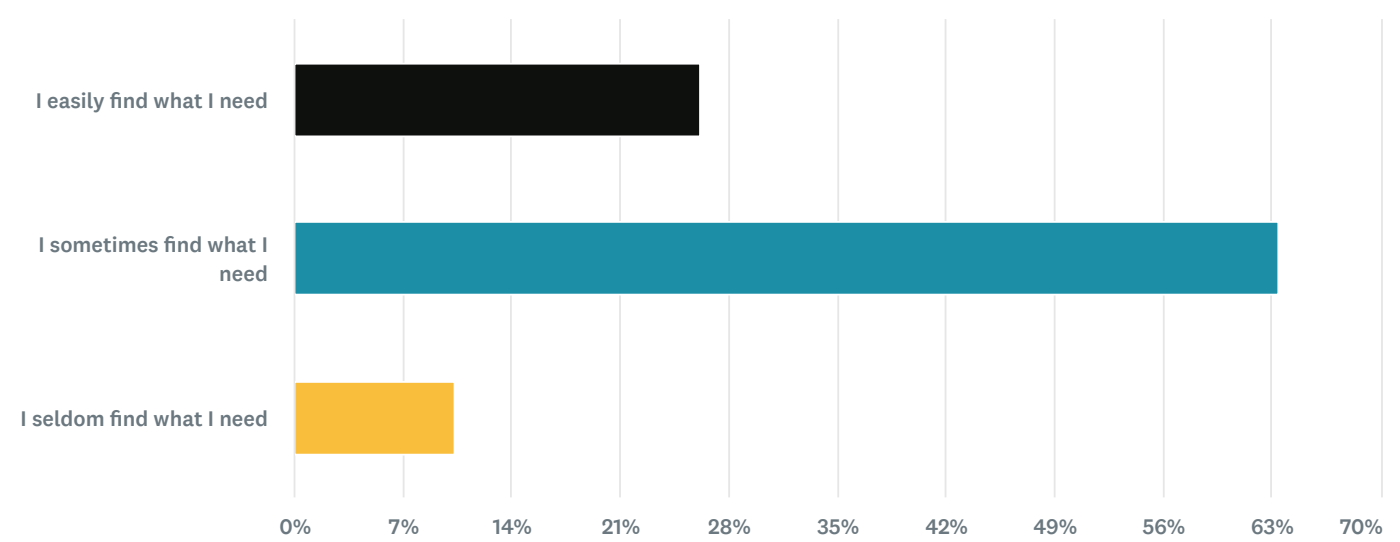
Thinking about your own experience, how well do you feel informed by the Town about municipal information (news, updates, events, meetings etc.)?



Answer Choices	Percentage	Responses
Poorly informed	19.53%	25
Fairly informed	50.78%	65
Well informed	29.69%	38
Total		128

Q3 126 responses

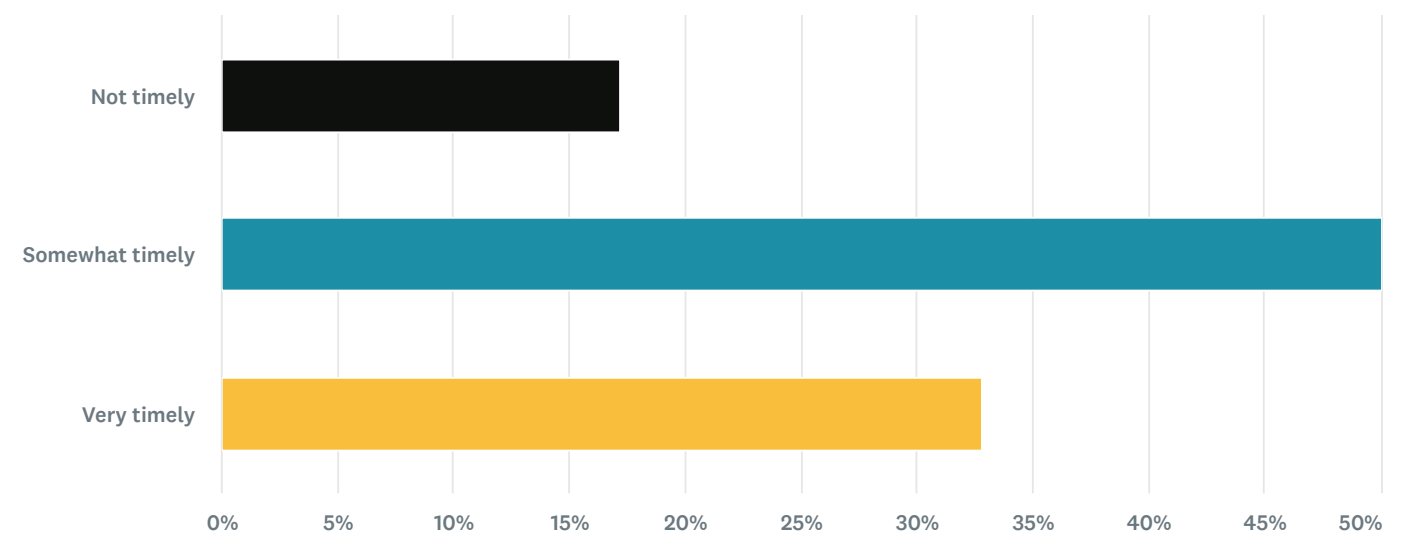
How effective is the Town’s website in providing you with the information you need?



Answer Choices	Percentage	Responses
I easily find what I need	26.19%	33
I sometimes find what I need	63.49%	80
I seldom find what I need	10.32%	13
Total		126

Q4 128 responses

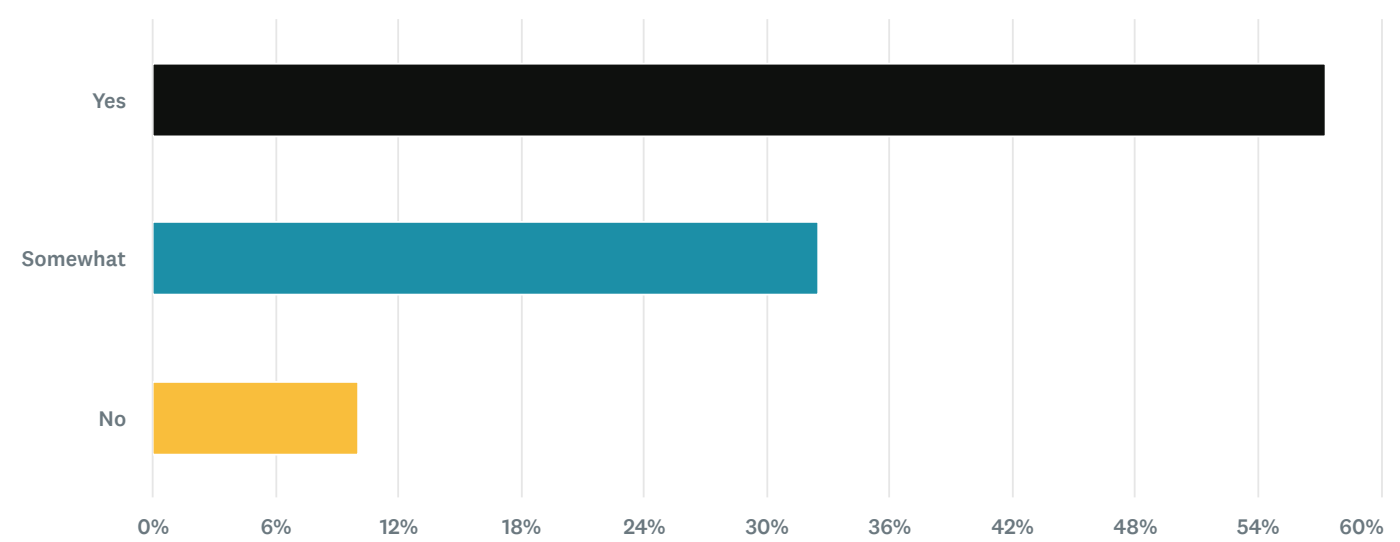
When there is an emergency or important development in the community, how timely does the Town's communication feel to you?



Answer Choices	Percentage	Responses
● Not timely	17.19%	22
● Somewhat timely	50.00%	64
● Very timely	32.81%	42
Total		128

Q5 129 responses

Do you find community surveys a useful way to share your feedback with the Town?



Answer Choices	Percentage	Responses
Yes	57.36%	74
Somewhat	32.56%	42
No	10.08%	13
Total		129

Q6 What would make it easier for you to stay informed about Town news and updates?

Answered: 64 Skipped: 65

#	RESPONSES	DATE
1	More information being communicated	10/6/2026 7:57 AM
2	More info on Facebook, as well, when a person posts incorrect info on FB then a clarifying comment would be beneficial.	10/5/2026 7:56 PM
3	More information emails. Easy to understand infographics like what Johnny started to do for his campaign about water. I had no clue the progress the town has made before that. Pretty important matter for tax payers to understand. Haven't seen the benefit of this new communications role yet.	9/30/2026 12:07 AM
4	They should be more forthcoming with what they are doing, what choices they are making, and how that will affect our taxes and town.	9/29/2026 7:05 AM
5	I think it's too early to tell about the communication position. I think people would like an executive summary of some of the meeting minutes. In layman's language. This bylaw changes this to that, blah blah blah. I make the effort to seek out info and try to figure out what the background is, but most don't. I would like a regular feedback section on the website or to ask questions. Positive constructive feedback. Thank you.	9/25/2026 5:00 PM
6	The enews method is the best, every needs to sign up. Those ugly orange signs serve little or no purpose, other than a driving distraction. They send the wrong message to the tourism and travel through traffic.	9/25/2026 12:41 PM
7	The one area I do believe could be improved upon, in terms of communication, is letting folks know about water restrictions. We know about it because we get the emails, but even walking around one block near our place, I noticed folks watering on days when they shouldn't be. More signage - like sandwich board signs, or perhaps notices at the grocery stores in town, could be an option. Just a thought.	9/24/2026 9:15 PM
8	An alarm should be sounded for an emergency	9/24/2026 11:15 AM
9	Town Hall meetings would be greatly welcomed as they would provided a back and forth dialog to get better clarity on important key communications. For example, the magnesium levels in our water. Community surveys do not always frame the right type of questions and without the ability to expand on answers given by someone answering the survey. For example for question #5, I answered: somewhat. Wouldn't you want to know why "somewhat" by providing a space to explain why? I appreciate the recognition from the Mayor and Council to provide the opportunity for follow-up on community surveys. Thank you.	9/23/2026 9:49 PM
10	Keep using tech, you only just started	9/23/2026 1:30 PM
11	Having information knowing if the town council are authorized to make decisions or is it always done by the CEO and other staff. Are the council advised earlier on policies made or do they glean information from the media and emails authorized by the CEO just like the rest of us?	9/23/2026 5:03 AM
12	A regular weekly section in the newspaper.	9/22/2026 10:05 PM
13	Reminder to us on pending decision making policies. Updates on outstanding issues council will be discussing and voting on.	9/22/2026 8:04 PM
14	Have a special news letters sent out	9/22/2026 2:39 PM
15	You do a great job already.	9/22/2026 2:09 PM
16	less clicking more summaries	9/22/2026 1:35 PM
17	Putting it out there. Getting up to date info is like pulling teeth. I believe it was councillor Bennett, when asked a question, responded with "read the minutes ". HORRIBLE	9/22/2026 12:16 PM

Follow-up Communications Survey

18	If important like water problems, fire, or other emergencies then mass phone messaging & areas affected 'outside signage' as many folks don't have internet & some are elderly & don't go out frequently. Also, please use any monies that we have to donate or extra monies only for our water & sewage problems not to giving to any other events or activities.	9/22/2026 12:07 PM
19	All forms of communication.	9/22/2026 10:15 AM
20	Any information on the studies for clean and sewer water , future procedures, time line, grants and costs have not been made clear to the town citizens. Now new mayor/council runners are talking about getting new studies done and starting all over again, which will set us back. This shows that people really don't know where the town is in fixing the water problems. The mayor needs to put the info out there in PLAIN LANGUAGE. All the info. No hiding costs and procedures. A monthly report on it would be great. Just the CliffsNotes. Town has everyone's email address. Do a monthly mass email of the report	9/22/2026 9:37 AM
21	The increased communication is good and the presentation style is easy to understand. The website is very difficult to navigate and hard to find information like bylaws, department information, communication updates if missed on Facebook, etc, I'd prefer to see the ENews post directly rather than have to go to Facebook to view the post. I'd like to receive a summary of the results of the survey and how they are used.	9/22/2026 9:13 AM
22	Informed through my email please. Thank you for your hard work trying to keep the towns people informed and content. Have a great day!	9/22/2026 9:02 AM
23	Evening town hall Open forum meetings with a hard copy published meeting minutes. Available to all residents!	9/22/2026 8:31 AM
24	Being able to ask questions freely at council meetings	9/22/2026 7:27 AM
25	The website needs to be updated and modernized. The embedded window that displays property tax, utility and license information is too small and requires users to scroll back and forth or up and down in order to read anything. That window needs to be a pop-out window or display the data on a separate page. The Bylaws page is impossible to navigate or find information because the pdfs do not display properly on iOS systems (iPad, iPhone).	9/22/2026 7:18 AM
26	Exclusive Times Chronicle/Castanet news releases with current updates regarding important/salient issues which are presently reported on town website. The town has done a good job of reporting manganese levels on their website. However, this method of reporting is not easily accessible to those less technically inclined. Information regarding E. coli lake levels and the results of surveys such as this one would be more readily available if reported by our local news outlets.	9/22/2026 5:44 AM
27	Maybe give us the results of surveys and questionnaires in a more timely fashion	9/21/2026 10:28 PM
28	lol - that's up to you. Emails are good, but I don't find they explain enough.	9/21/2026 10:02 PM
29	I feel well informed by receiving information emails from the Town.	9/21/2026 9:40 PM
30	All taxpayers should be sent enews blasts	9/21/2026 8:35 PM
31	Facebook	9/21/2026 8:22 PM
32	Keep emails and signboards updated. We certainly don't need to be paying someone \$100k a year for that though. Town hall wastes more money on bullshit like this all the time.	9/21/2026 8:06 PM
33	More radio info	9/21/2026 7:23 PM
34	Create a recent bulletins page on the website that is readily accessible.	9/21/2026 7:18 PM
35	A monthly email update that is also posted on your website.	9/21/2026 6:51 PM
36	a town facebook page could prove interesting with a strict moderator - it delivers very quickly and there should be committees helping the administration to accomplish the community input.. e.g. parks, many community services, activity planning for community.. planning . zoning - short term rentals establish a committee for anything the admin and council need research done for good results.	9/21/2026 6:45 PM
37	town hall meetings for q and a in various places other than council chambers	9/21/2026 6:41 PM

Follow-up Communications Survey

38	No hiding behind red tape and town statutes and deal with issues openly. No one seems to take responsibility for what they may have been hired to deal with.	9/21/2026 6:07 PM
39	Website that's easier to use. Current one is not user friendly. Way too complicated to find info.	9/21/2026 6:04 PM
40	I am happy with emails and then now with the use of posts on Facebook.	9/21/2026 5:53 PM
41	Town instagram facebook page with updates on that would be great	9/21/2026 5:52 PM
42	The ability to respond and ask questions	9/21/2026 5:32 PM
43	Be more prompt at sending out information, for example no one reads the large signs. You should have sandwich boards set up in prominent spots where people can be informed. What watering is allowed now. Nothing was emailed. Very poor communications on the towns behalf.	9/21/2026 5:25 PM
44	Nothing	9/21/2026 5:21 PM
45	It is ridiculous that in 2026 you're still considering communications as a part-time role. Communications and civic engagement are strategic, professional positions and this should be a full-time position. I do understand this was kiboshed by some of the previous tax issues, but people don't understand that the REASON they feel uninformed is because the town doesn't have the professional skills and resources we need.	9/21/2026 5:15 PM
46	Email info as necessary	9/21/2026 5:06 PM
47	Better web page	9/21/2026 5:02 PM
48	If	9/21/2026 5:01 PM
49	I rely on town emails. The sooner they are out the better. Even just a brief is better than waiting and waiting for something to come out.	9/21/2026 4:53 PM
50	Stop spending money on stupid surveys. Do some actual work	9/21/2026 4:49 PM
51	I'm OK with the town's efforts to inform. I would appreciate an occasional 'special announcement' to highlight individual or group efforts to appreciate and value their efforts within the town. Our news is 'lacking' the personal yet strategic efforts by so many to support our values and people.	9/21/2026 4:46 PM
52	Direct email	9/21/2026 4:44 PM
53	Just post it on e-mail and all formats, it should be pretty simple these days to do that.	9/21/2026 4:44 PM
54	Keep doing what you are doing; it works fine for us.	9/21/2026 4:36 PM
55	Get actual addresses when reporting Zoning applications. Otherwise it is a total mystery as to which area or property is requesting rezoning.	9/21/2026 4:33 PM
56	no suggestions	9/21/2026 4:32 PM
57	No suggestions	9/21/2026 4:30 PM
58	I've had to sign up more than once for emails information. It randomly stopped with no explanation.	9/21/2026 4:22 PM
59	Next Mayor & Council, and current staff, need to do a better job of responding to taxpayer concerns about town provided services and related charges. For example, why are homeowners going to be charged for clearing brown water from their homes pipes when it is the town's activities prompted by Interior Health and maintenance/repair of infrastructure that has caused the issue? For example, why is the town not providing free drinkable water from a central location in town until such time as a fix has been found for ground chemicals in the current water supply that Interior Health finds objectionable?	9/21/2026 4:22 PM
60	email newsletters	9/21/2026 4:21 PM
61	Thank you for keeping the residents and visitors informed.	9/21/2026 4:13 PM
62	Baldy fire. Never heard a thing from MAYOR. she stated meeting every day	9/21/2026 4:07 PM
63	emails	9/21/2026 4:07 PM
64	More detailed updates on Facebook	9/21/2026 4:07 PM