



# North Westside Services and Community issues Review

Regional District Board  
Oct. 23rd

# Agenda

- Project Scope
- Process overview
- Engagement results
- Conclusions
- Considerations



# Project Scope

## ■ Purpose

- Establish common understanding of services
- Engage and reach out to communities to understand concerns and issues
- Provide considerations of future improvements to services or decision-making with current framework

# Project Scope

- **Out of scope:**

- Technical or financial audit of services
- Options or recommendations on changes to existing governance model
- The impact of change to current governance in the review area

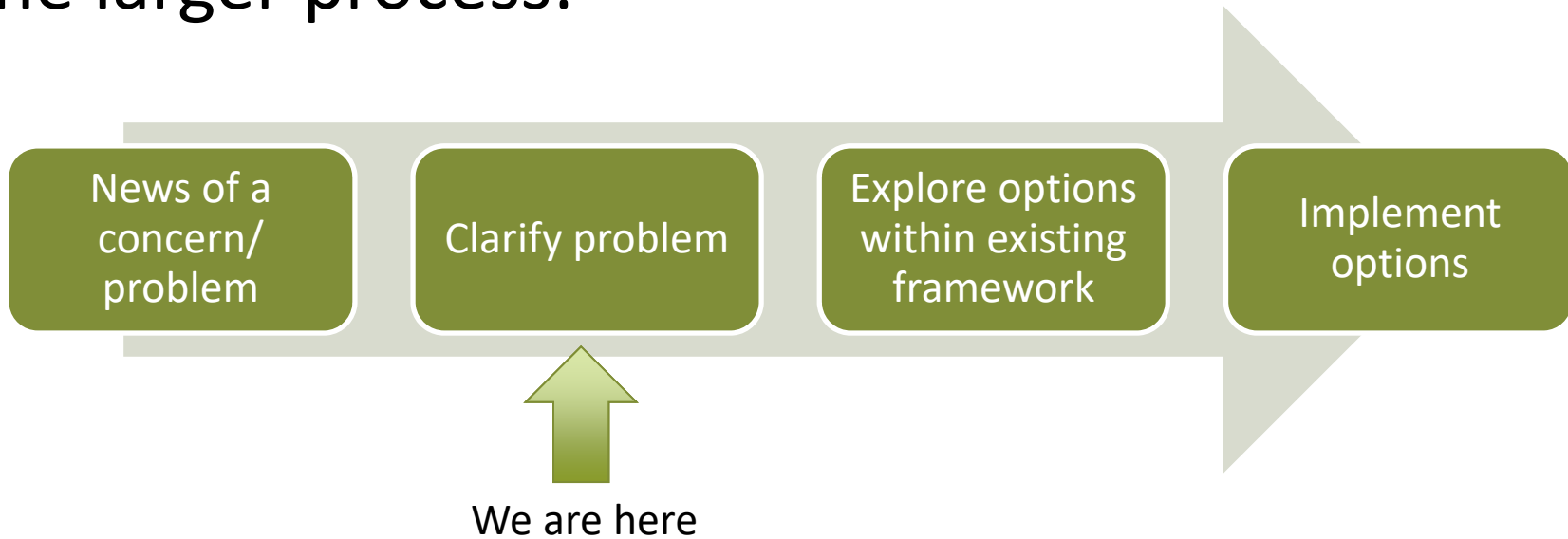
## Project Scope - Clarifications from Province

- Not a “pre-incorporation” study
- Identify the problem before presuming a solution
- Prefer a collaborative approach (i.e. between LG and community)
- Not an assessment of services



# Project Scope - Clarifications from Province

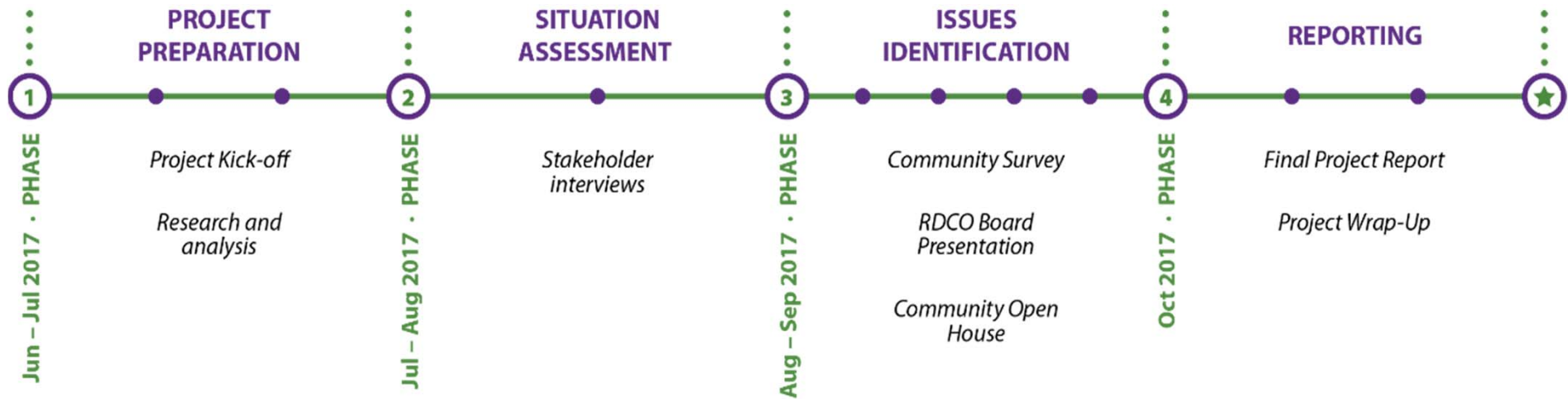
The larger process:



Beyond the existing framework:

- Governance Study (if deemed necessary)
- Incorporation Feasibility Study (if incorporation recommended by Governance Study)

# Process



# Community Survey

- 13 question survey
- August 10<sup>th</sup> to September 8<sup>th</sup>
- Questions ask about understanding and satisfaction with regional district governance and service provision

**North Westside Services and Issues Review**  
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*Please take this short survey. All your responses will be kept confidential.*

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**What's going on?**

An independent review of the services provided to communities in the North Westside Fire Protection Area is being conducted. Over the next couple of months, the consultants will be conducting research and talking to the community.

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**Who should take this survey?**

All seasonal and permanent residents of the North Westside Communities that are over the age of 18; the survey is to be taken by each individual, not each household.

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**This 5-minute survey will ask you some questions about your understanding and satisfaction with regional district governance and service provision.**

The survey is hosted on an independent site operated by the consultant. Note that all responses will be kept anonymous and confidential by the project consultant. The survey will close September 8th.

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**Thank you for taking the time to participate!**

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**Want to know more about the project before you start the survey?**

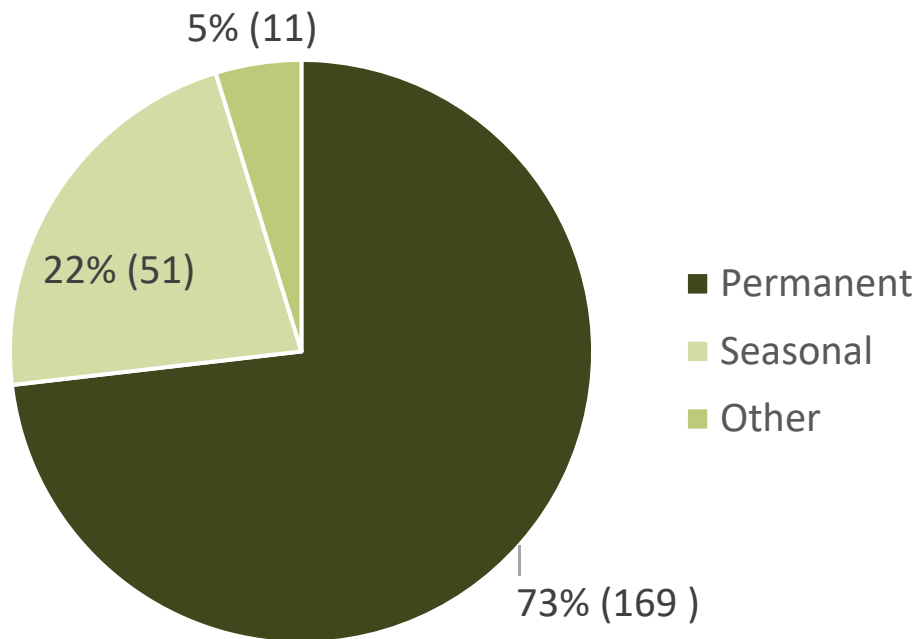
*Click the red button at the bottom right of this page to continue with your selection.*

Yes!

No thanks, take me to the survey

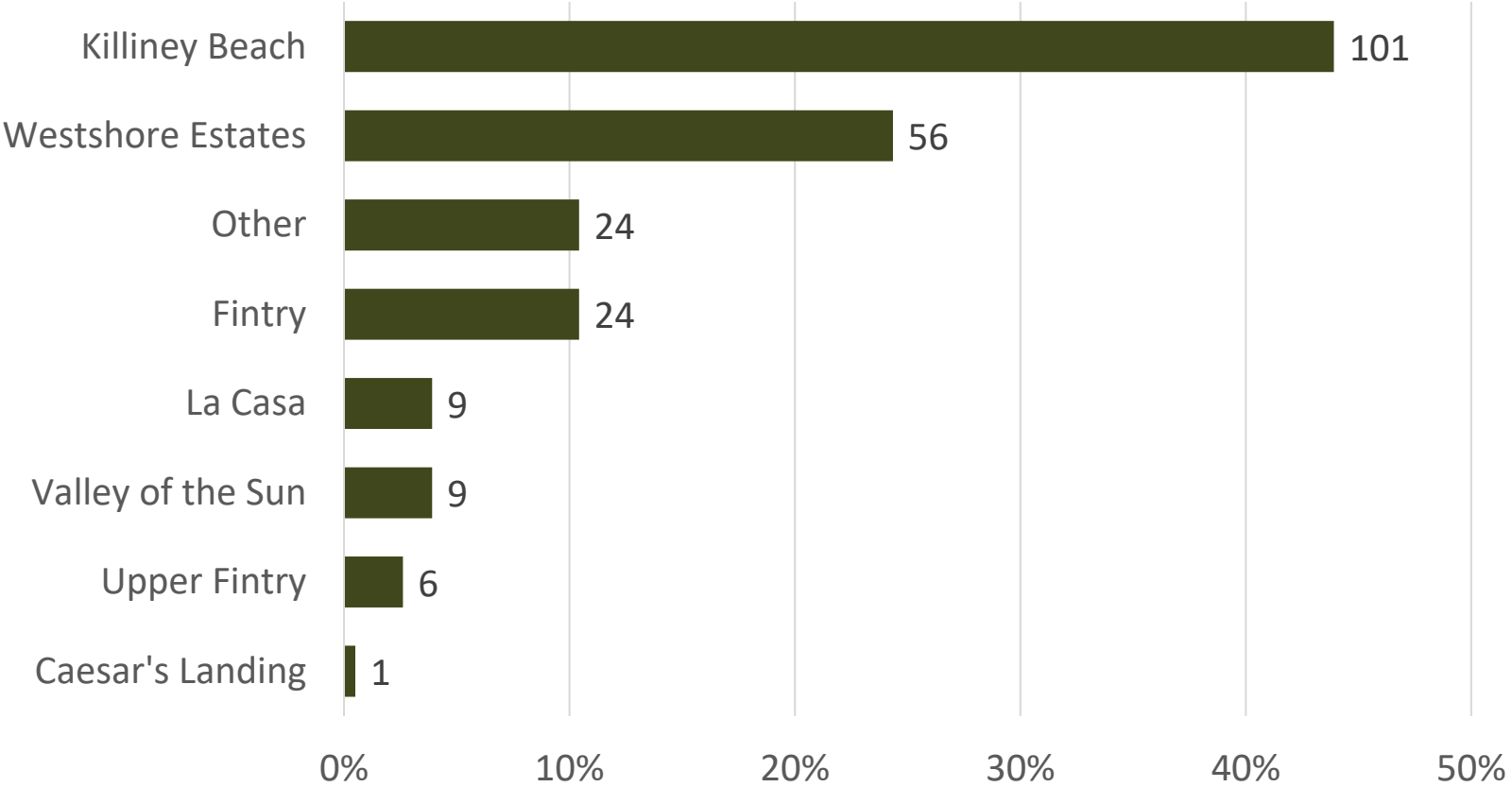


# Whose taken the survey so far?

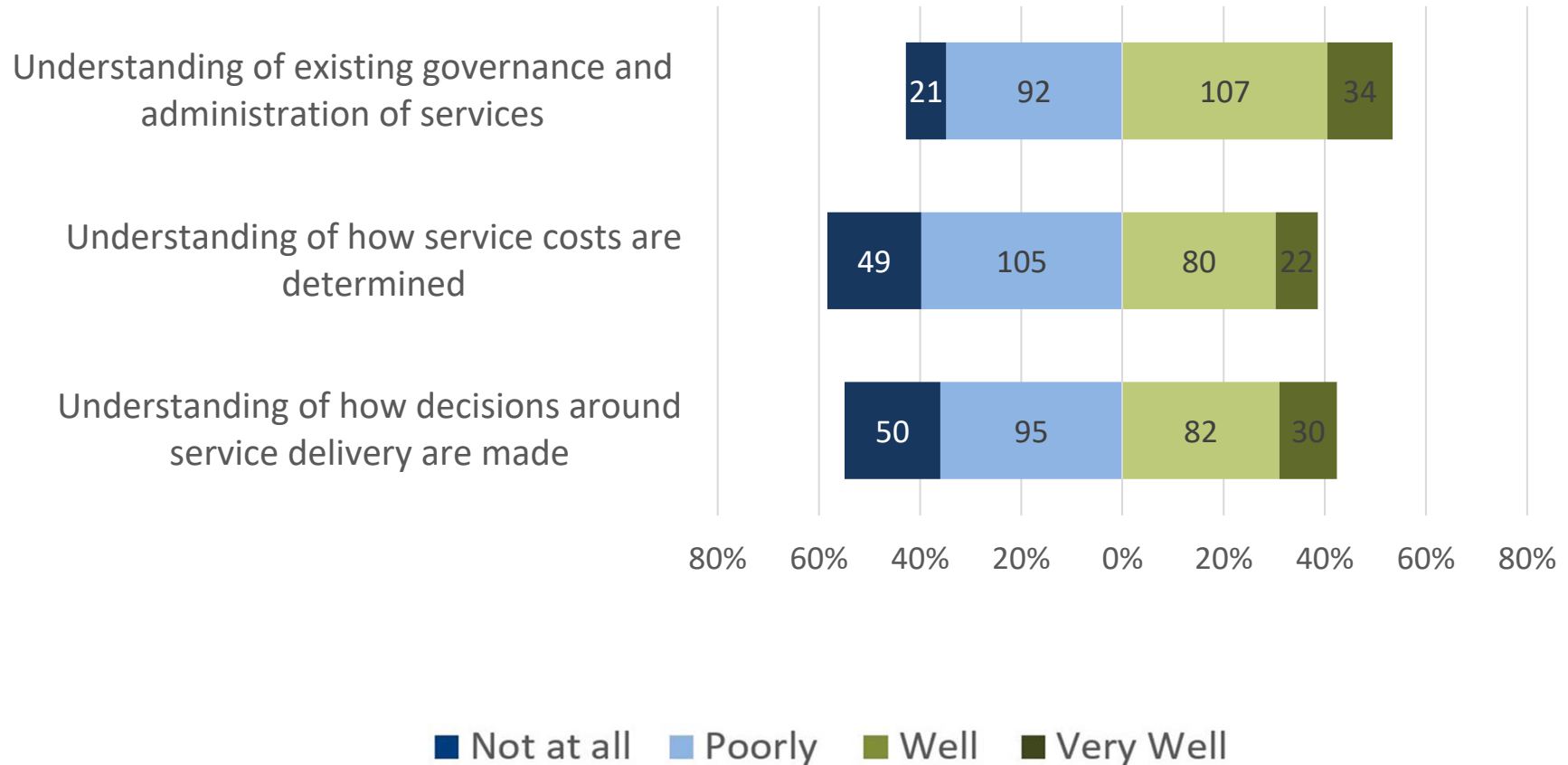


- Roughly 264 survey respondents total (199 online)
- The majority are permanent residents (169 respondents)

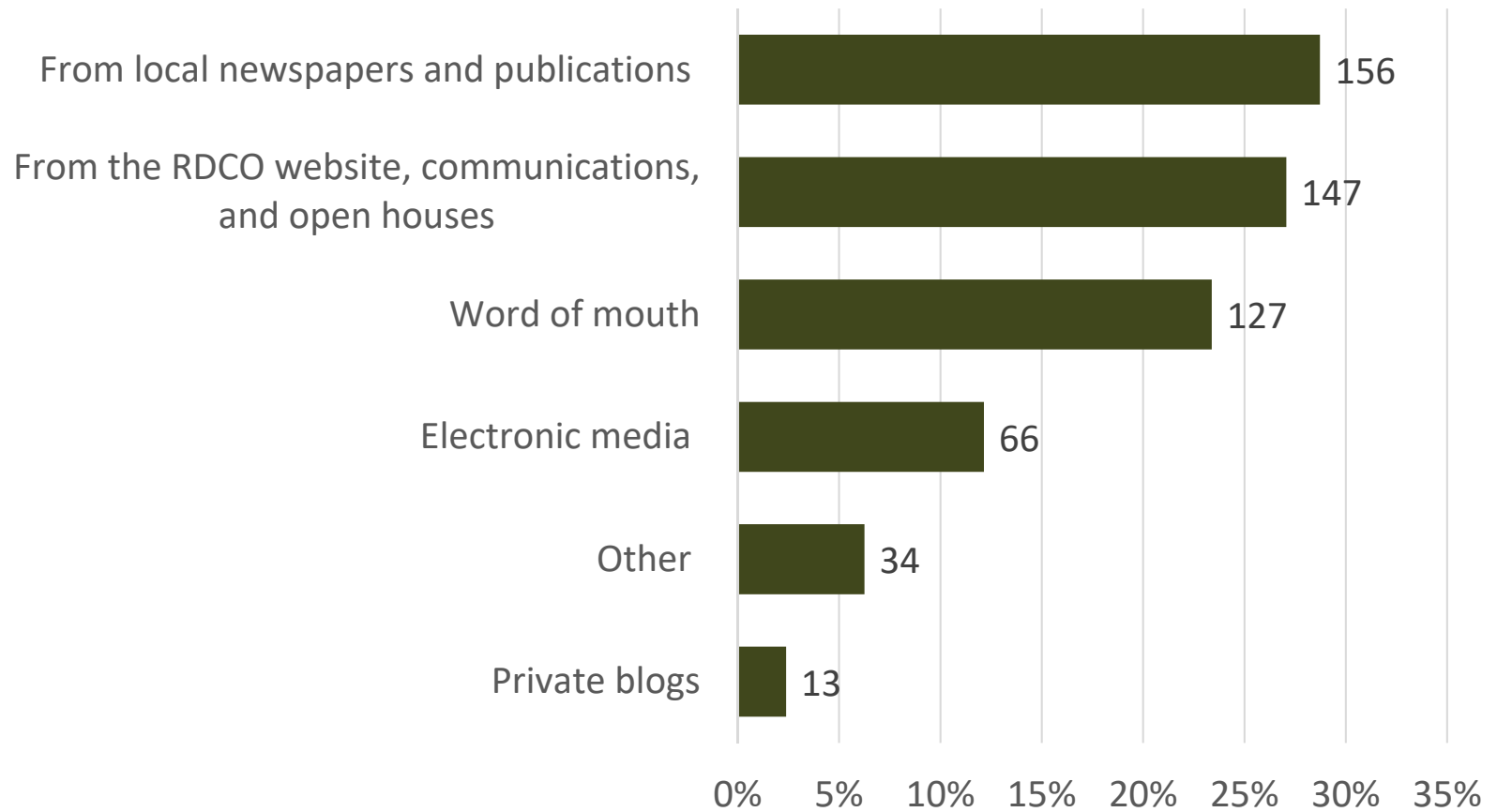
# Where do respondents own property?



# Community Knowledge

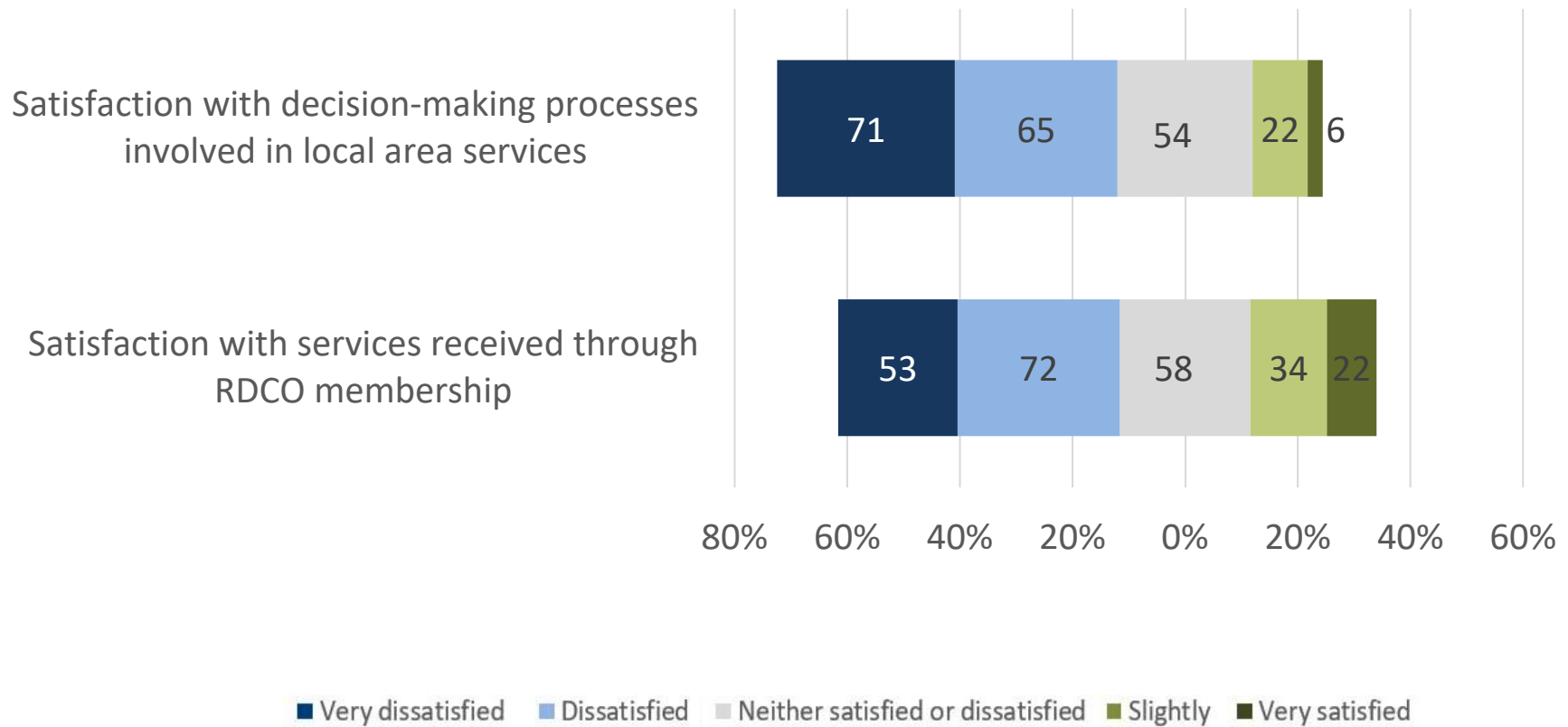


# Information Sources

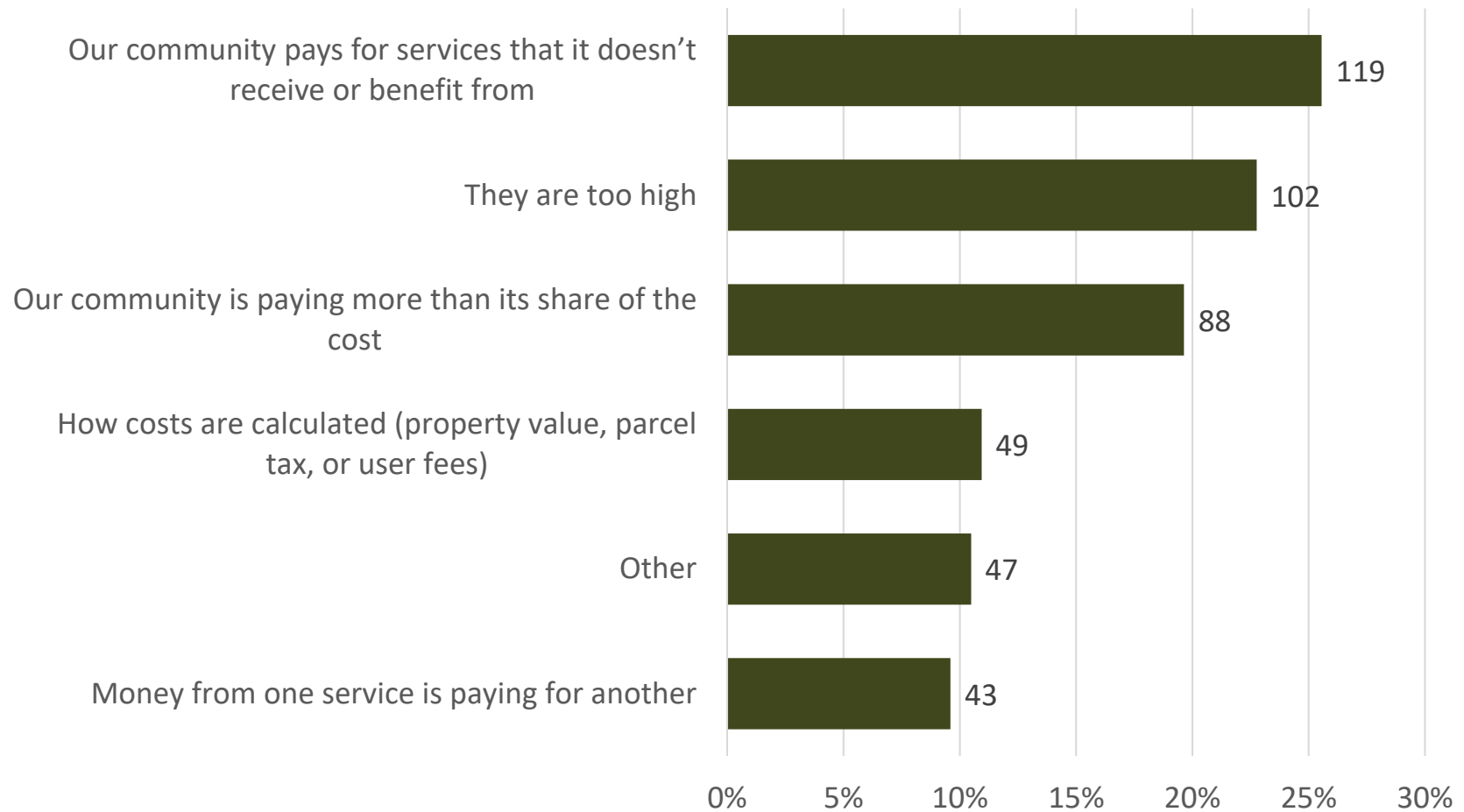


# Governance & Service Satisfaction

## Governance and Service Satisfaction

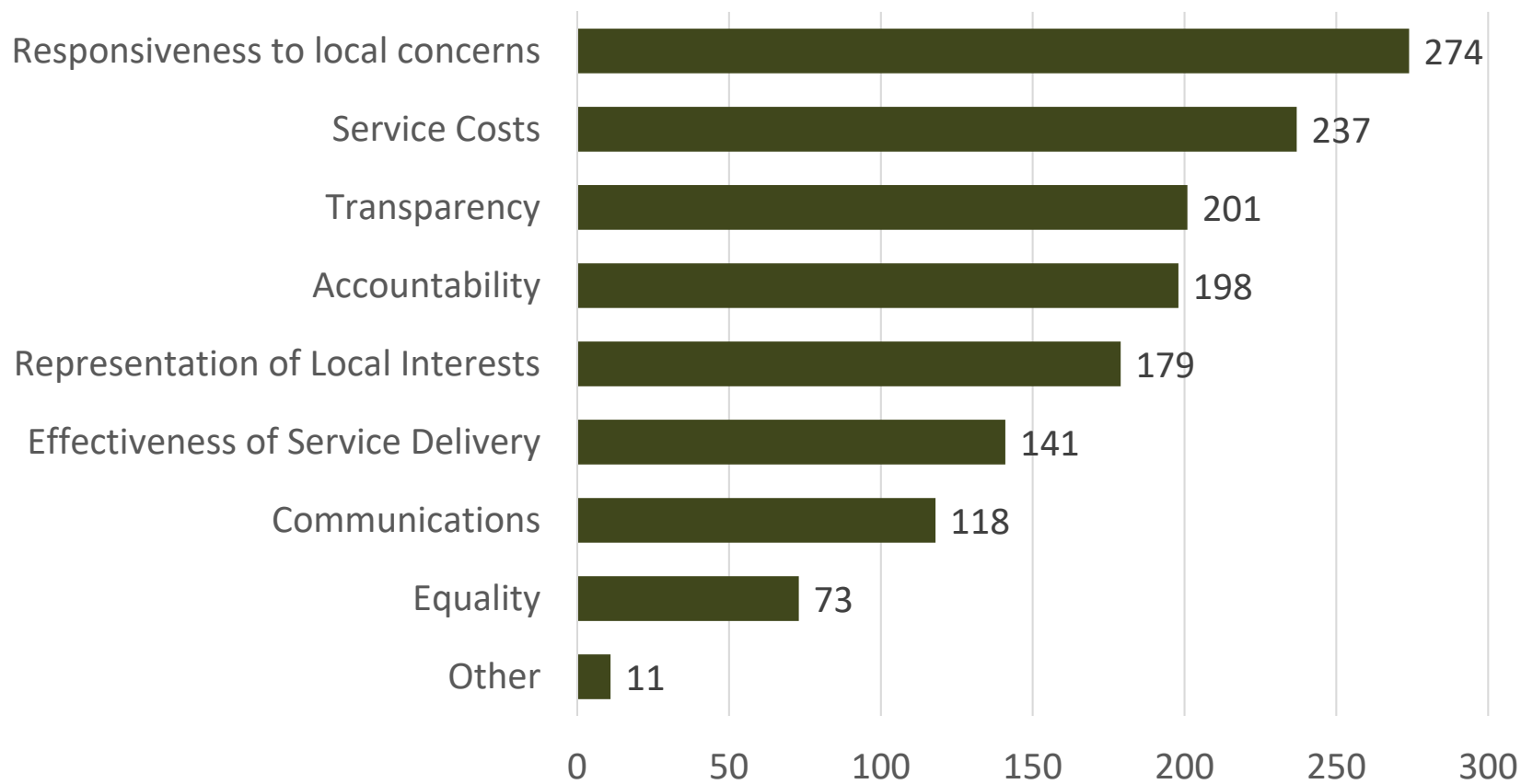


# Concerns about how services are paid for



# Top Issues

## Community Issues



## Conclusions

- An erosion of trust is impacting working relationships
- Misinformation is prevalent within the community
- Persistent feeling that the community's interests are not represented by the RDCO
- Feeling that costs are too high for services received



# Considerations

- **Improve communications**
  - website, comms. protocols/strategy
- **Platform for regular dialogue**
- **Detailed diagnostic of select services/activities**
  - comparative costing, overhead, regional distribution of benefits, local representation

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# Thank you

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