



VILLAGE OF FRUITVALE COMMUNICATION & ENGAGEMENT SURVEY

The Village of Fruitvale Council has identified open communication and information as a key element in their strategic plan and, accordingly, the Village is now seeking to understand how we can improve our communication with our citizens.

We have created a survey to understand how people are currently getting information and how we can tailor our communications to get residents the information they want, when they want it, and how they want it.

To complete the Communication and Engagement survey, simply fill out the hard copy survey and return it to the Village Office **no later than Friday, October 23** by dropping it in the office drop box or mailing it to Box 370, Fruitvale BC V0G 1L0. You can also complete the survey online by using the URL: <https://www.surveymonkey.com/r/L389GL6>

All individuals who complete the survey are eligible to **win one of two \$25 gift cards** to a Village business. If you would like to be entered into the draw, please provide your name and contact information at the end of the survey.

1) Please select your age group:

- 18 – 34
- 35 – 44
- 45 – 64
- 65 +

2) Please rate your level of satisfaction with the following statement with 1 being Agree and 5 being Disagree:
“Generally, I feel informed about the overall activities of the Village of Fruitvale.”

- | | | | | |
|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| 1 | 2 | 3 | 4 | 5 |
| <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

3) Please select the kind of information you are interested in receiving from the Village. Select all that apply.

- | | |
|---|---|
| <input type="checkbox"/> Village projects | <input type="checkbox"/> Snow removal |
| <input type="checkbox"/> Village events and initiatives | <input type="checkbox"/> Council or public meetings and decisions |
| <input type="checkbox"/> Emergency Alerts | <input type="checkbox"/> Utility bills and property taxes |
| <input type="checkbox"/> Garbage and recycling collection | <input type="checkbox"/> Village budgeting and expenses |
| <input type="checkbox"/> Road work and construction | <input type="checkbox"/> Employment opportunities |
| <input type="checkbox"/> Other (please specify) _____ | |

4) Please select the communication channel(s) that you currently use to gather information about the Village.
Select all that apply.

- | | |
|---|--|
| <input type="checkbox"/> Facebook | <input type="checkbox"/> Village kiosk |
| <input type="checkbox"/> Village of Fruitvale website | <input type="checkbox"/> Village staff |
| <input type="checkbox"/> Monthly newsletter | |
| <input type="checkbox"/> Other (please specify) _____ | |

5) Please rate your level of satisfaction with the Village’s current communication methods with 1 being Satisfied and 5 being Dissatisfied.

- | | | | | | |
|------------------------------|--------------------------|--------------------------|--------------------------|--------------------------|--------------------------|
| | 1 | 2 | 3 | 4 | 5 |
| Facebook | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Village of Fruitvale website | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Monthly newsletter | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Kiosk | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |
| Village staff | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> |

6) Please select the ways you would best like to receive information about the Village of Fruitvale.

- | | |
|---|---|
| <input type="checkbox"/> Social media | <input type="checkbox"/> Village of Fruitvale website |
| <input type="checkbox"/> Local print media | <input type="checkbox"/> Text notifications |
| <input type="checkbox"/> Mailed newsletter | <input type="checkbox"/> Radio advertising |
| <input type="checkbox"/> Email newsletter | |
| <input type="checkbox"/> Other (please specify) _____ | |

7) Please rate the following statements regarding the Village’s website with 1 being Agree and 5 being Disagree.

	1	2	3	4	5
I find the Village’s website easy to use	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
I can find what I am looking for on the Village’s website.	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

8) The Village is looking for ways to increase public participation and engagement and inform residents about the Village’s decision making. Please rate your level of interest in various participation and engagement methods with 1 being Interested and 5 being Disinterested.

	1	2	3	4	5
Online surveys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
The Village’s Facebook page	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public open houses	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Feedback forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community workshops	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Mail-in surveys	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Online discussion forms	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Small focus groups	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

9) Please provide any additional comments or recommendations you have regarding the Village’s methods of communication.

10) If you would like to be entered into the draw to win one of two \$25 gift cards to a Village business, please provide your name and either a phone number or email address. Please note that your responses will not be tied to your contact information.

Return completed survey by Friday October 23, 2020

to the Village of Fruitvale
in the drop box at
1947 Beaver Street, Fruitvale, BC
or by mail to
Box 370, Fruitvale, BC V0G 1L0