

New Online Resident Satisfaction Survey for City of Parksville

The City of Parksville conducted resident surveys in 2008 and 2010. In 2008, a resident/customer satisfaction survey was done by telephone and in 2010, a much more comprehensive resident survey was mailed to households. Both surveys included the same customer satisfaction questions. The results are included on the City's website at <http://www.parksville.ca/cms.asp?wpID=339>

It is close to 18 months since the last survey was conducted and the City is now asking residents to participate in a new online resident satisfaction survey. By using the same questions from 2008 and 2010, the City will be able to compare the results to previous years. This survey will assist staff and Council to evaluate services offered by the City and obtain the community's input regarding service priorities. There will be ample opportunity throughout the survey for residents to provide comments. This new customer satisfaction survey is being conducted so the City can continue to enhance the way it delivers existing programs and services and to identify key issues important to residents. The results of the survey will provide up-to-date information for a new Council.

This new resident satisfaction survey is now accessible on the City's website. Deadline to complete the survey is January 15, 2012. Residents who do not have access to the City's website may obtain a copy of the survey from the administration department at City Hall. Residents can complete the survey anonymously and the results with comments will be published on the City's website in early February 2012. There is minimal cost to the City to conduct this online survey.

Residents are encouraged to take a few minutes of their time to complete the online survey now accessible from <http://www.parksville.ca>. The City appreciates the participation and input provided by residents.

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