

**2012
POST MUNICIPAL DISSOLUTION STUDY
SURVEY
- SUMMARY REPORT -**

Presented to:

Alberta Municipal Affairs

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INTRODUCTION

Municipal dissolution is a form of local government restructuring established by the Municipal Government Act in Alberta. In dissolution, a municipality gives up its incorporated status to become a part of a bordering municipality. Before dissolution can occur, a dissolution study is conducted to examine the finances, governance and services of the municipality. The dissolution study typically includes the development of a dissolution study report, a public meeting, and a vote on dissolution. Input is gathered from the public and together with the dissolution study report, is provided to the Minister. The Minister considers the information before deciding whether to recommend dissolution to the Provincial Cabinet.

In June and July 2012, three surveys were conducted to gain feedback and input from residents, as well as elected and administrative officials, who were directly involved in a municipal dissolution study that took place from 2006 to 2011. A total of 18 municipal dissolution studies were conducted from 2006 to 2011. The first survey was a telephone survey of 198 residents in the five municipalities that dissolved following the dissolution study, the second survey was a telephone survey of 339 residents in the 13 municipalities that did not dissolve following the dissolution study, and the third survey was an online/telephone survey of 28 chief elected and administrative officials who participated in one or more of the 18 dissolution studies.

The objectives of these three surveys were as follows:

1. To prepare a report for the Ministry that documents:
 - the experiences, expectations and perceptions of individuals who were resident in municipalities that participated in the process and were dissolved;
 - the experiences, expectations and perceptions of individuals who were resident in municipalities that participated in the process and were not dissolved;
 - the impact to levels of services provided to residents in the dissolved municipality, due to dissolution;
 - the views of the receiving municipalities and other data regarding the impacts of the dissolution process; and
 - The organizational impacts of a dissolution study on the elected and administrative officials of a receiving municipality.
2. To develop information and insight into the effects of dissolution on receiving municipalities with the current dissolution study process.
3. To suggest any changes that may improve the study process.
4. To establish a benchmark for evaluation of any future processes.

This report summarizes the findings of the three surveys as they relate to the above objectives, and is written from the objective and independent point of view of Resinnova, a professional research and consulting firm.

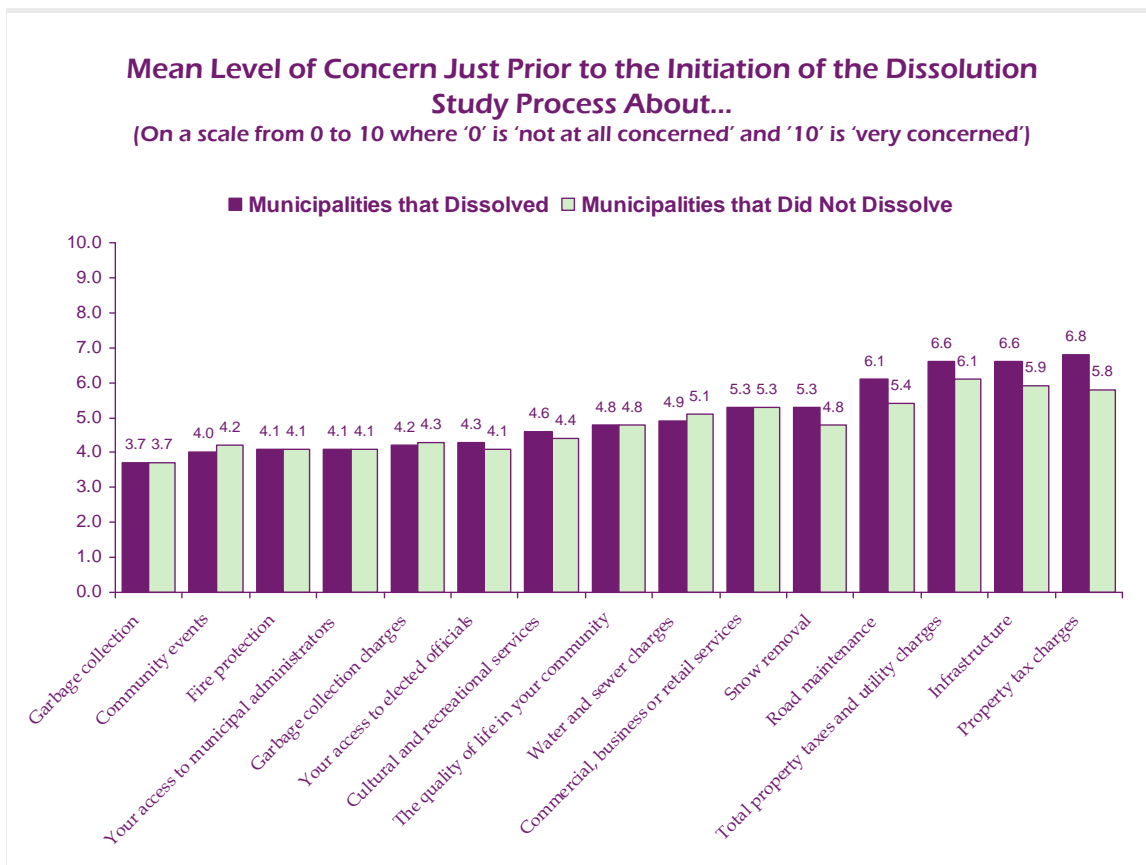
RESIDENTS' CONCERNS

Residents' reported levels of concern just prior to the initiation of the dissolution study process are summarized in Chart 1. Residents in municipalities that dissolved, when compared to residents in communities that did not dissolve, reported having much higher concern at the start of the dissolution study process with the following two aspects about living their community:

- Property tax charges, and
- Infrastructure.

At the outset of the study process, there was also somewhat higher concern among residents of dissolved municipalities about the total of property taxes and municipal utility charges, road maintenance, and snow removal.

Chart 1



These findings suggest that, when deciding whether or not to initiate the dissolution study process, it may be helpful to assess residents’ levels of concern about selected aspects of living in their municipality (e.g., property tax charges, infrastructure, the total of property taxes and municipal utility charges, road maintenance, and snow removal).

Chart 2 depicts the current level of concern about various aspects of living in their community among residents of dissolved municipalities as well as among residents of municipalities that did not dissolve. As shown, current levels of concern tend to be lower or much lower among residents of dissolved municipalities, especially with respect to the following:

- Property tax charges; and
- The total of property taxes and municipal utility charges.

Chart 2

Mean Level of Concern Today About...
(On a scale from 0 to 10 where '0' is 'not at all concerned' and '10' is 'very concerned')

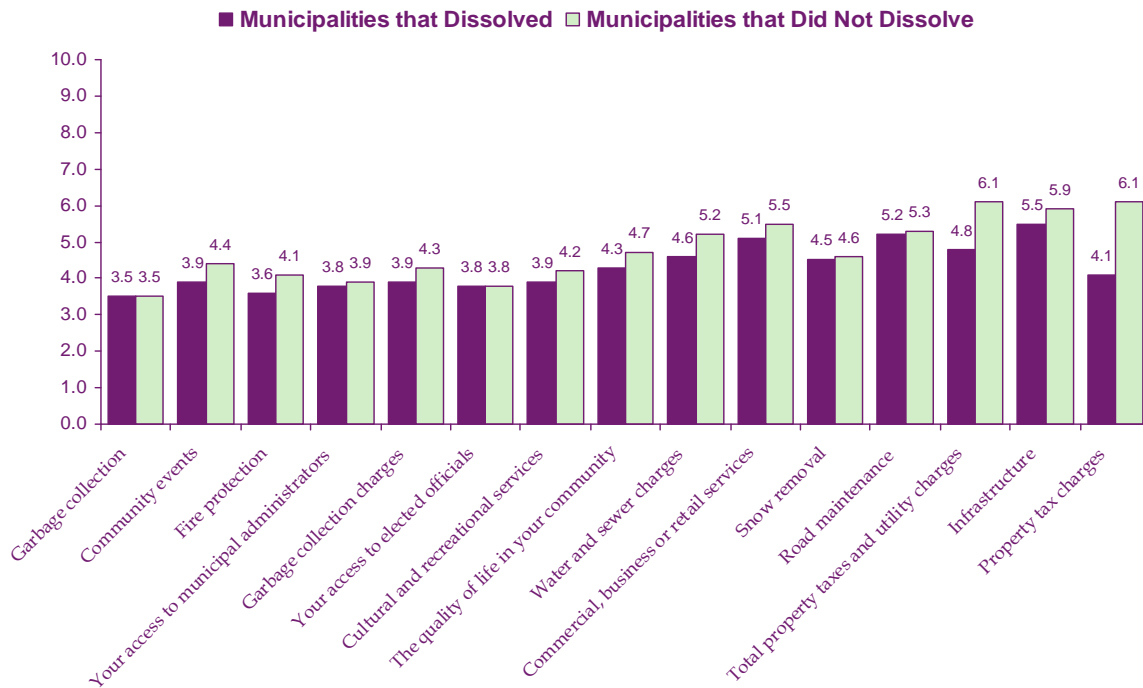


Chart 3 shows that the levels of concern about various aspects of living in their community among residents of dissolved municipalities are lower or much lower today than they were just prior to the initiation of the dissolution study process. We conclude that dissolution appears to have helped to reduce the level of concern that residents had about living in their community.

Chart 3

Mean Level of Concern Now, Compared to Just Prior to the Initiation of the Dissolution Study Process, in Municipalities that Dissolved About...
 (On a scale from 0 to 10 where '0' is 'not at all concerned' and '10' is 'very concerned')

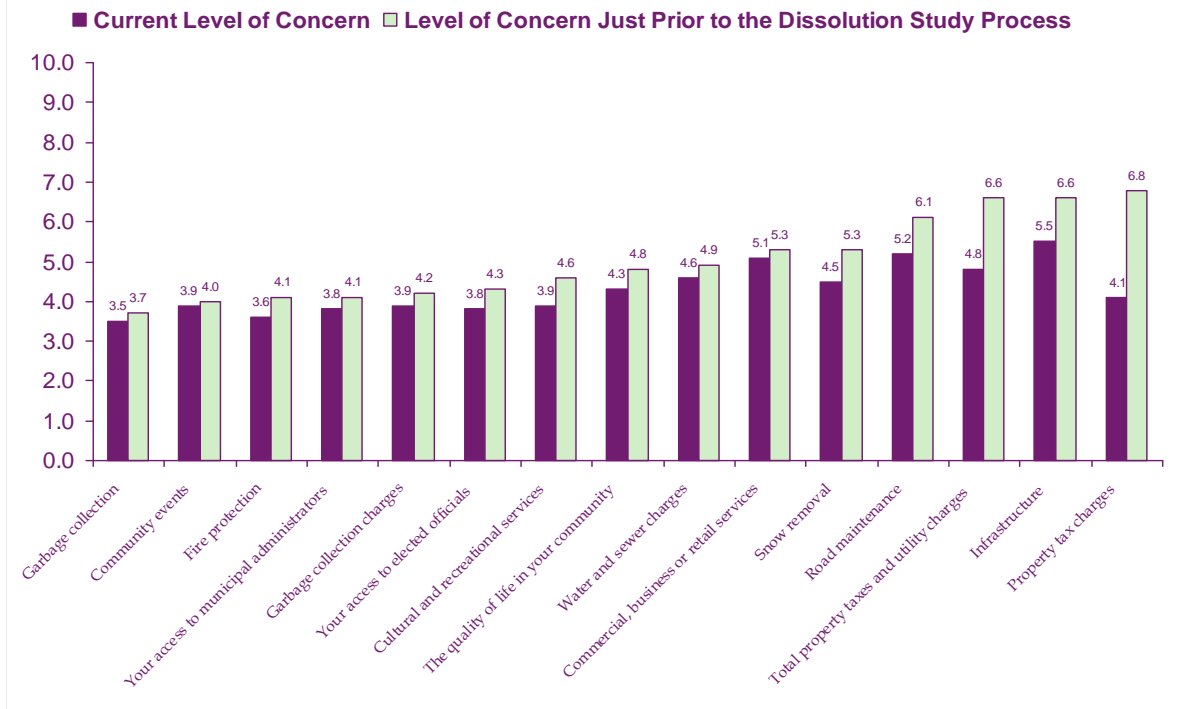
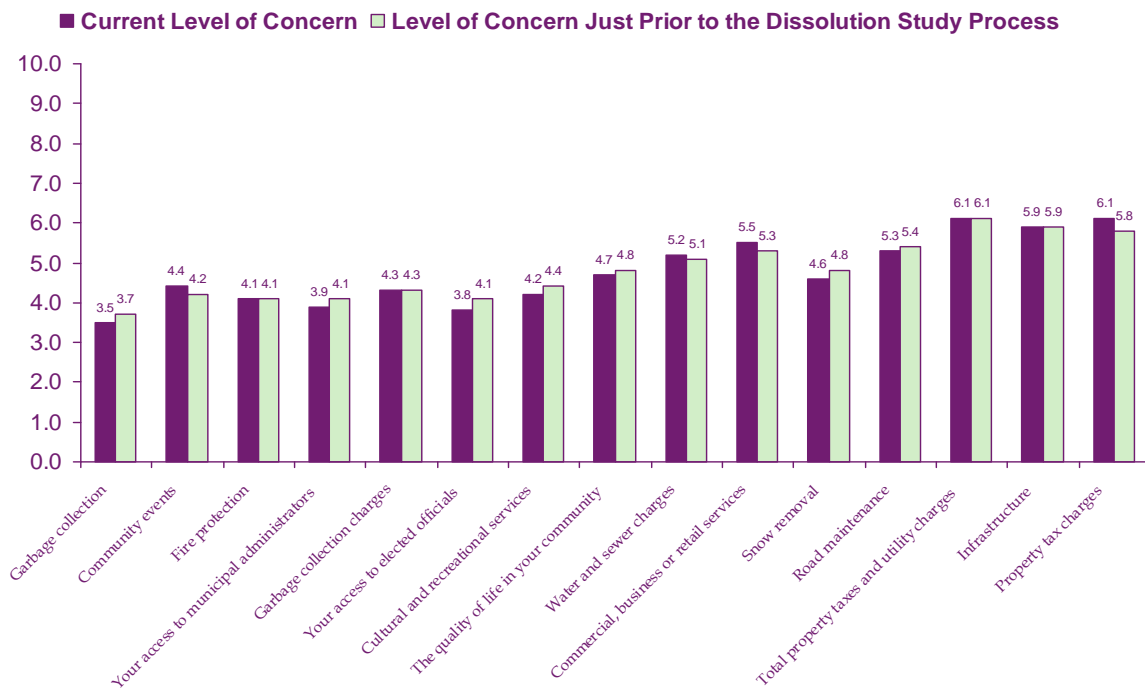


Chart 4 shows that the levels of concern about various aspects of living in their community among residents of municipalities that did not dissolve are about the same today as they were just prior to the initiation of the dissolution study process.

Chart 4

Mean Level of Concern Now, Compared to Just Prior to the Initiation of the Dissolution Study Process, in Municipalities that Did Not Dissolve About...

(On a scale from 0 to 10 where '0' is 'not at all concerned' and '10' is 'very concerned')



INITIATION OF THE DISSOLUTION STUDY PROCESS

Why the Dissolution Study Process Was Initiated

Both residents and officials were asked why they thought the dissolution study process was initiated. The most frequent reasons among residents, as shown in Table 1, were:

- For lower costs or taxes, and
- People were unhappy with the way the municipality was run.

In municipalities that did not dissolve, a much higher proportion of residents did not know why the dissolution study process was initiated.

Table 1

In your view, what was the main reason that the dissolution study process was initiated?		
	Percent of Residents	
	Municipalities that Dissolved (n=198)	Municipalities that Did Not Dissolve (n=339)
For lower costs/taxes	41	30
People were unhappy with the way the municipality was run	26	19
People did not get along	12	6
Needed better infrastructure	7	9
Community was too small to warrant independence	2	3
Policing/crime	0	1
Don't know/not stated	13	33
<i>* Adds up to more than 100% due to multiple mentions.</i>		

Officials' responses were similar to the responses provided by residents, with the exception that the viability of the municipality was more likely to be mentioned by officials than it was by residents as a main reason for initiating the dissolution study process.

If the official was involved in a study in which the municipality dissolved (n=6), then they were much more likely to mention that citizens were unhappy with the Council (33%, compared to 18% of the 22 officials involved in a study in which the municipality did not dissolve).

Table 2

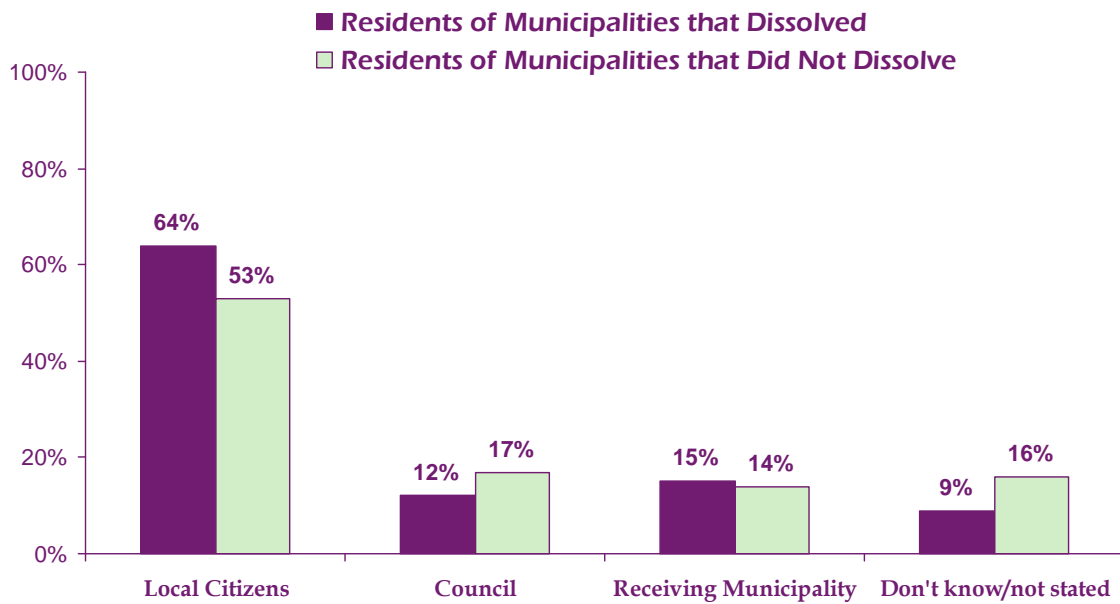
In your view, what was the main reason that the dissolution study process was initiated?		
	Percent of Officials	
	Involved in a Study in Which the Municipality Dissolved (n=6)	Involved in a Study in Which the Municipality Dissolved (n=22)
The promises of lower taxes/more funding	33	32
Citizens were unhappy with the Council	33	18
It was the result of a personal dispute	17	23
Fear that the municipality was unable to survive on its own	17	18
Don't know/not stated	0	9

Who Initiated the Dissolution Study Process

When asked if the idea to dissolve their municipality generated mainly from its citizens, its council, or the receiving municipality, residents in municipalities that dissolved were much more likely than residents of municipalities that did not dissolve to say that the idea generated mainly from its citizens, as shown in Chart 5.

Chart 5

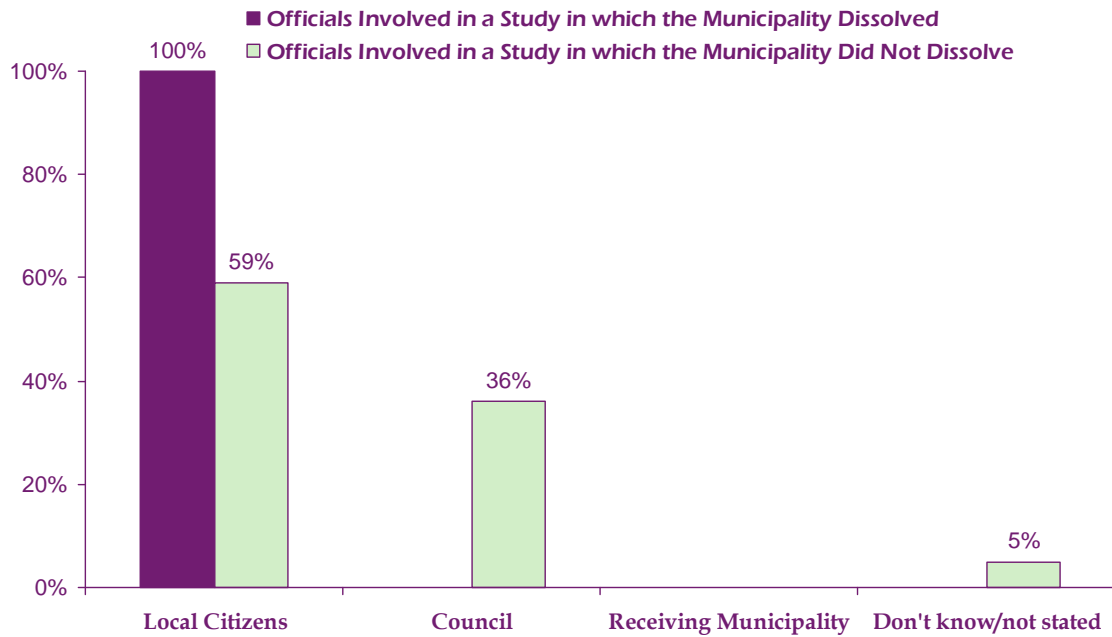
In your opinion, did the idea to dissolve the [INSERT NAME OF MUNICIPALITY] generate mainly from citizens of the [INSERT NAME OF MUNICIPALITY], its council, or the [INSERT NAME OF RECEIVING MUNICIPALITY]?



Officials were also asked if the idea to dissolve the municipality generated mainly from its citizens, its council, or the receiving municipality. If the official was involved in a study in which the municipality dissolved, then all (100%) thought the idea to dissolve generated mainly from the citizens of the municipality, compared to 59% among officials involved in a study in which the municipality did not dissolve. Unlike residents, there were no officials who thought that the idea generated mainly from the receiving municipality.

Chart 6

In your opinion, did the idea to dissolve the [INSERT NAME OF MUNICIPALITY] generate mainly from citizens of the [INSERT NAME OF MUNICIPALITY], its council, or the [INSERT NAME OF RECEIVING MUNICIPALITY]?



Support for the Dissolution Study Process

In municipalities that dissolved, the majority of residents (54%) supported the initiation of the dissolution study process. There was much lower support in municipalities that did not dissolve as 40% supported and 42% were opposed to the initiation of the dissolution study process.

Chart 7

At the time the dissolution study process was initiated, would you say you strongly supported, somewhat supported, were neutral, somewhat opposed, or strongly opposed the initiation of the dissolution study process?

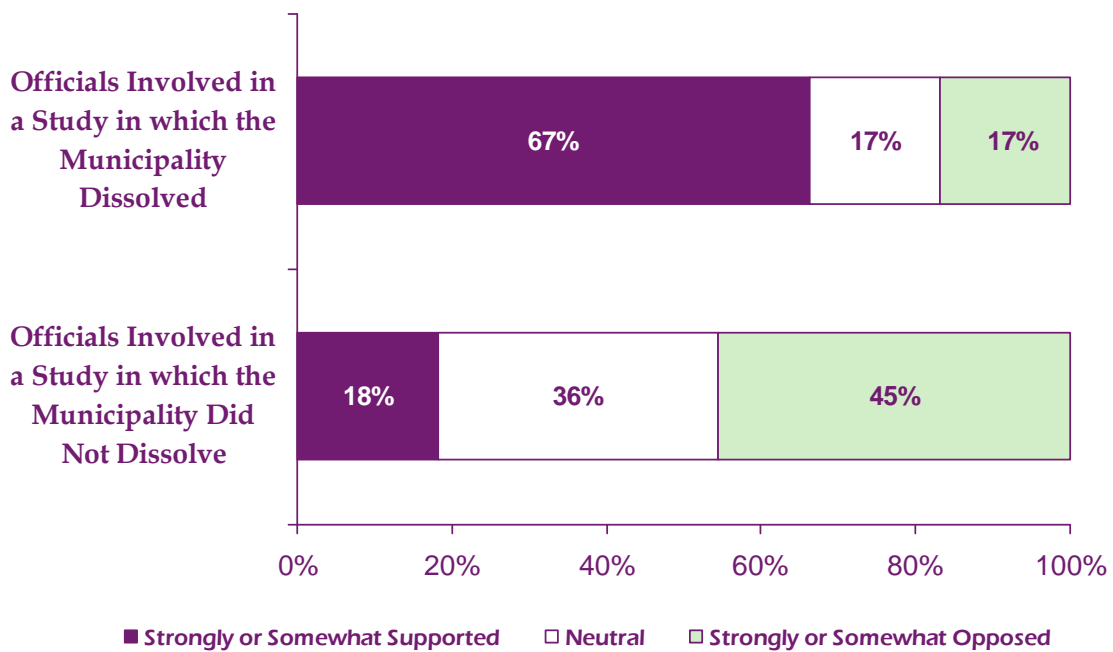


These findings suggest that, when deciding to initiate the dissolution study process, it may be helpful to assess residents' level of support for the process.

As with residents, if the official was involved in a study in which the municipality dissolved, then support was much higher for the initiation of the dissolution study process (67% supported, compared to 18% of officials involved in a study in which the municipality did not dissolve).

Chart 8

At the time the dissolution study process was initiated, would you say you strongly supported, somewhat supported, were neutral, somewhat opposed, or strongly opposed the initiation of the dissolution study process?

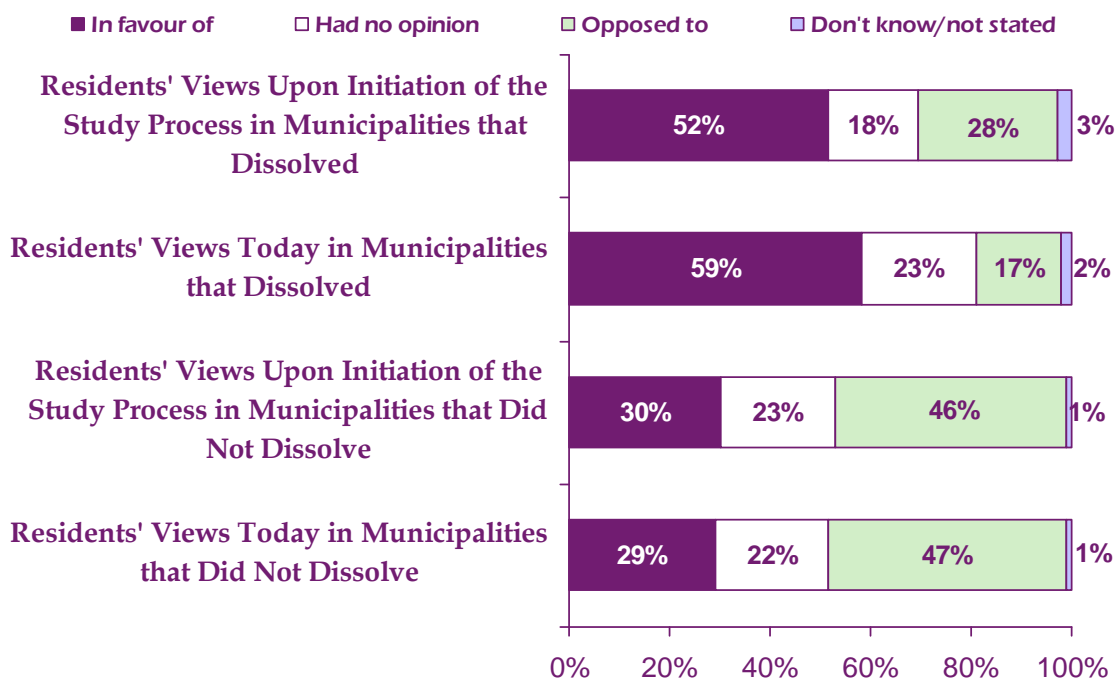


SUPPORT FOR DISSOLUTION

At the time the dissolution study process was initiated, a much larger percentage of residents were in favour of dissolution in municipalities that dissolved (52%) than in municipalities that did not dissolve (30%). In municipalities that dissolved, support for dissolution has increased since the study process was initiated (from 52% to 59% in favour of dissolution). In municipalities that did not dissolve, there has been little change in the support for the dissolution since the study process was initiated (30% in favour upon initiation, compared to 29% today).

Chart 9

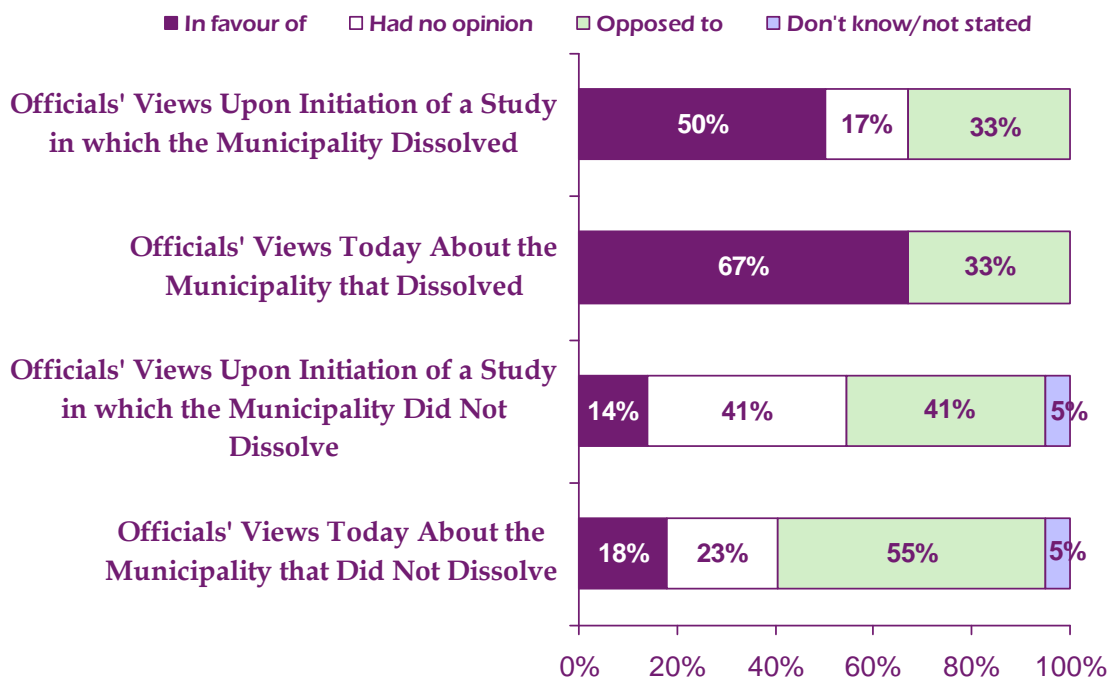
Were you/are you in favour of the dissolution, opposed to the dissolution, or did you have no opinion?



Similar to residents' views, if the official was involved in a study in which the municipality dissolved, a much larger percentage (50%) were in favour of dissolution than among officials involved in a study in which the municipality did not dissolve (14%). Among officials involved in a study in which the municipality dissolved, support for dissolution has increased since the study process was initiated (from 50% to 67% in favour of dissolution). For officials involved in a study in which the municipality did not dissolve, there has been little change in the support for the dissolution since the study process was initiated (14% in favour upon initiation, compared to 18% today).

Chart 10

Were you/are you in favour of the dissolution, opposed to the dissolution, or did you have no opinion?

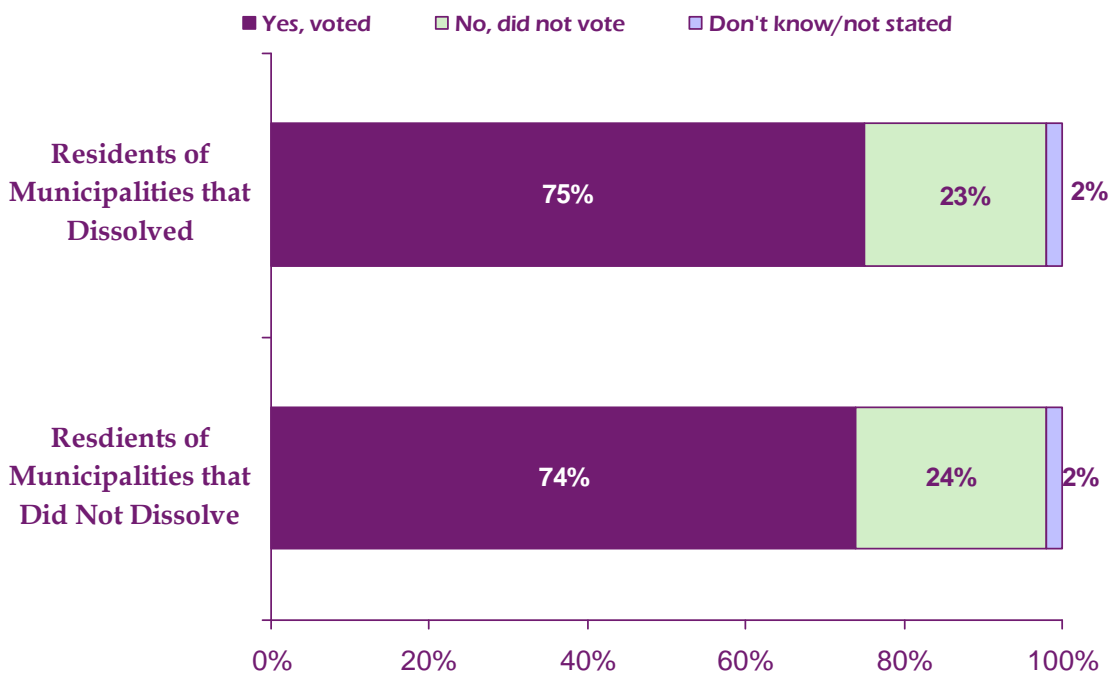


THE VOTE ON DISSOLUTION

In both municipalities that dissolved and municipalities that did not dissolve, there were similar levels of participation (about three quarters of residents) in the vote on the dissolution.

Chart 11

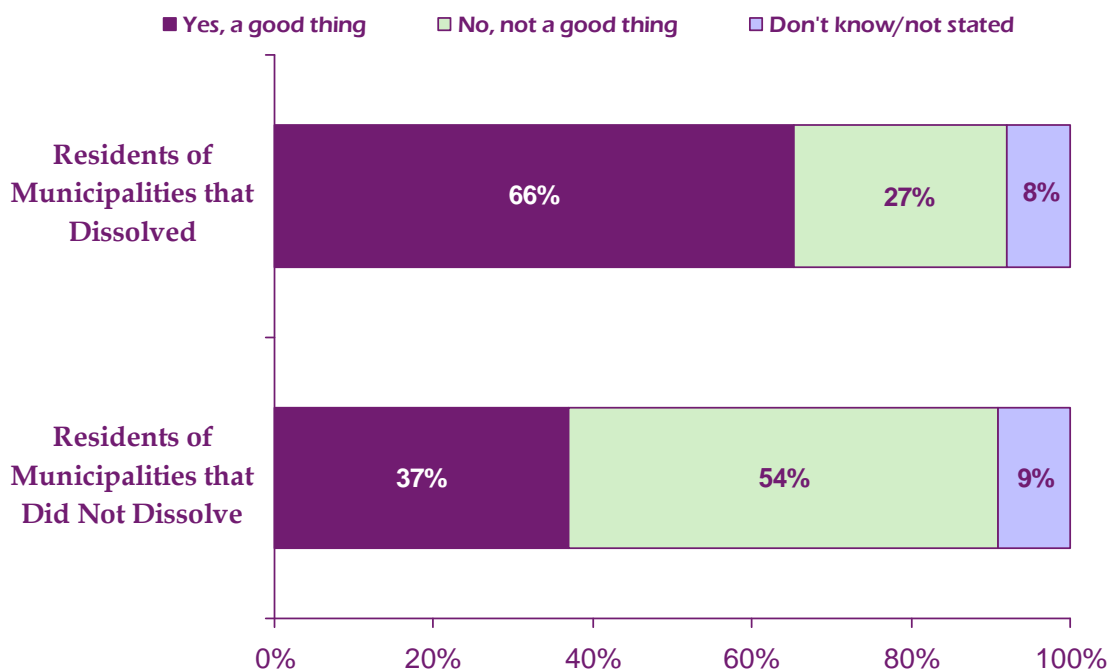
When the vote on dissolution was held, did you vote?



In municipalities that dissolved, the majority of residents (66%) thought that dissolution would be a good thing at the time of the dissolution. In municipalities that did not dissolve, the majority (54%) thought that dissolution would not be a good thing at the time of the vote on dissolution. The outcome of the dissolution study process (dissolution versus non-dissolution) reflects these views.

Chart 12

At the time of dissolution/the vote on dissolution, did you think that dissolution would be a good thing, or not?

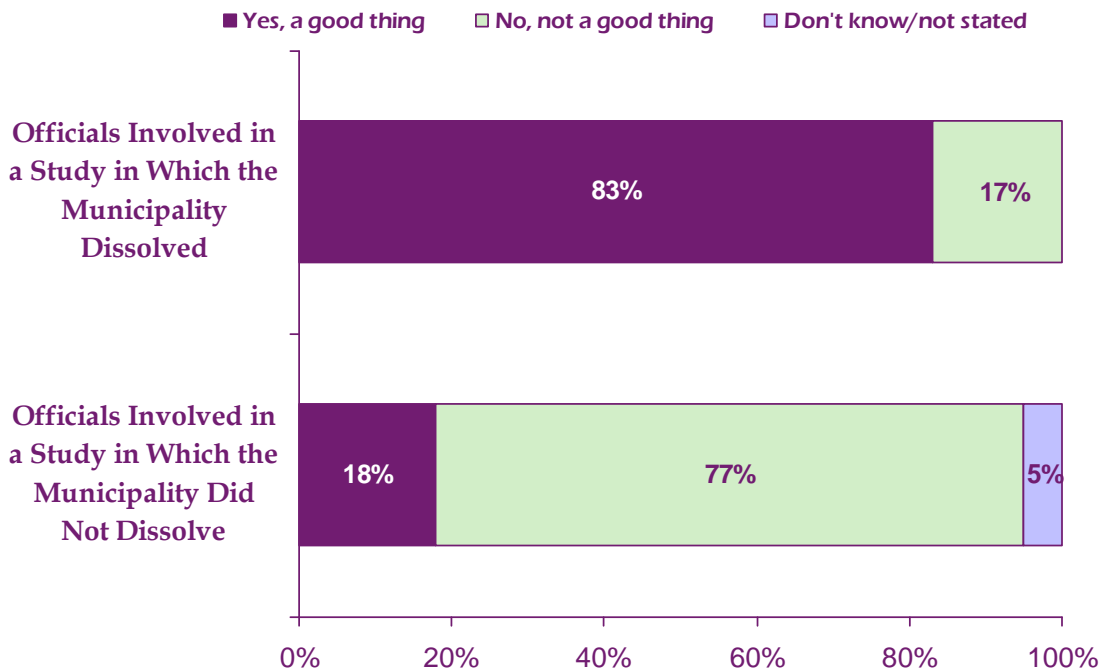


Based on these findings, the outcome of the dissolution study process (dissolution versus non-dissolution) appears to be related to the level of concern that residents had at the outset of the dissolution study process, whether the idea to dissolve the municipality generated mainly from its citizens, the level of support that residents had for the process at the time it was initiated, whether residents were more in favour of versus opposed to dissolution at the time the dissolution study process was initiated, and whether they thought dissolution would be a good thing or not at the time of the vote on dissolution.

Similar to the findings for residents, of the 6 officials involved in a study that resulted in dissolution, 83% felt that dissolution would be a good thing at the time of the vote, compared to only 18% of the 22 officials who were involved in a study that did not result in dissolution.

Chart 13

At the time of the vote on dissolution, did you think that dissolution would be a good thing, or not?



ASSESSMENT OF COMMUNICATIONS WITH RESIDENTS

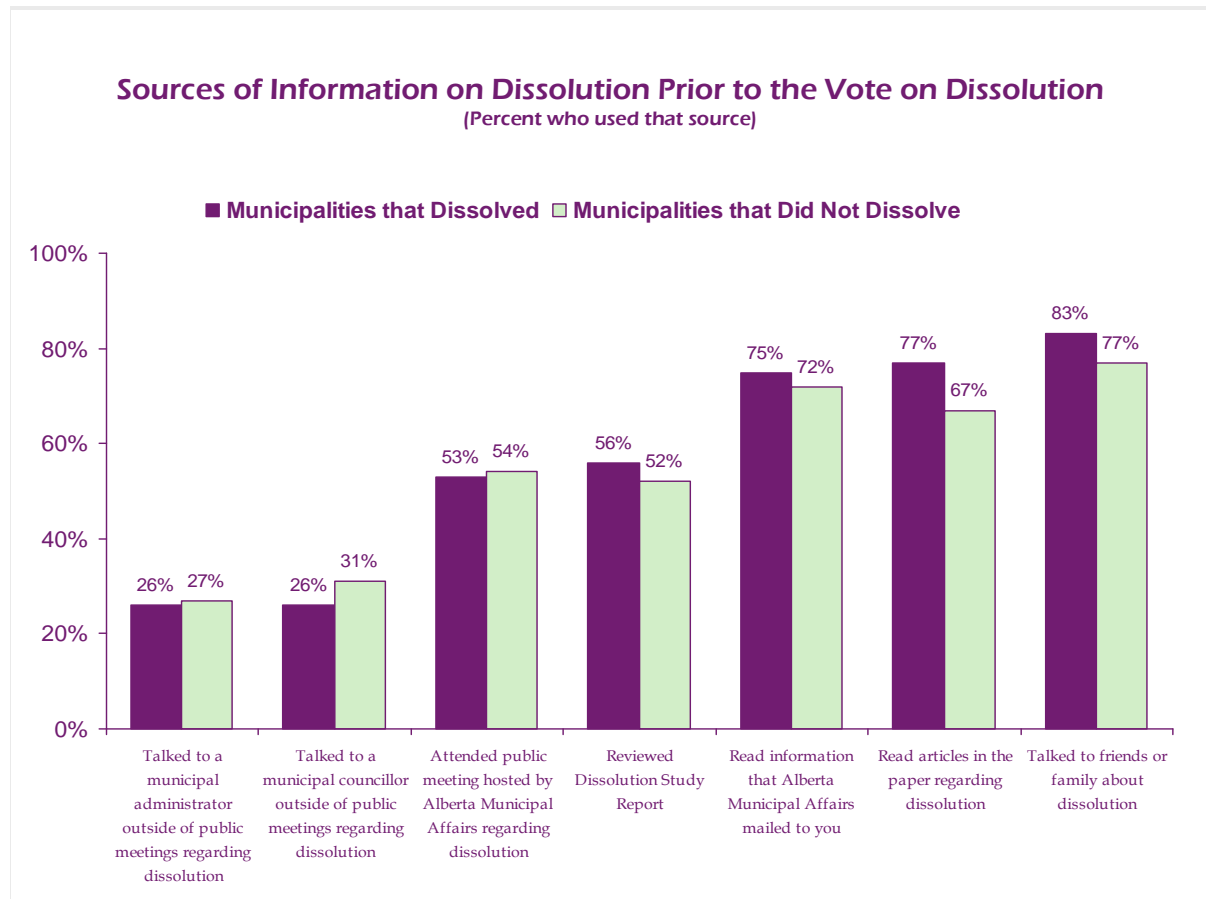
Residents’ Sources of Information on Dissolution

Residents were asked whether or not they used various sources of information on dissolution prior to the vote on dissolution. As shown in Chart 14, most residents:

- Talked to friends or family about dissolution;
- Read articles in the paper regarding dissolution;
- Read information that Alberta Municipal Affairs mailed to them;
- Reviewed the Alberta government’s dissolution study report; and
- Attended a public meeting hosted by Alberta Municipal Affairs regarding dissolution.

Residents in municipalities that dissolved were much more likely to read articles in the paper regarding dissolution (77%, compared to 67% in municipalities that did not dissolve).

Chart 14

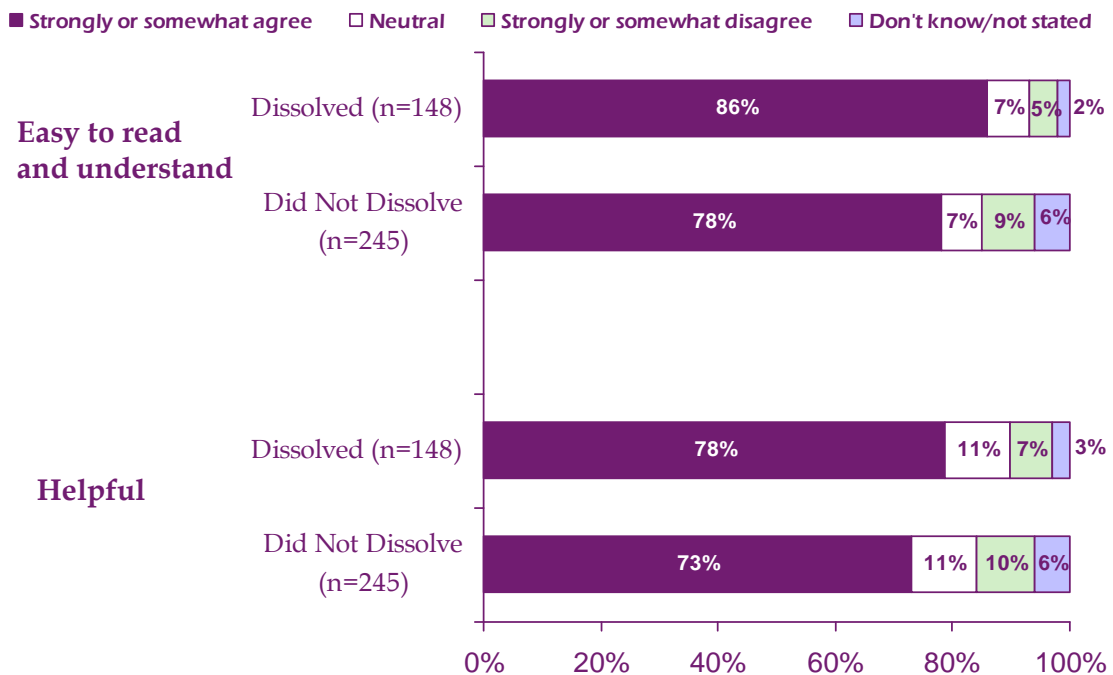


Residents' Assessment of Information and Communications Provided by Alberta Municipal Affairs

Of the respondents who read information that Alberta Municipal Affairs mailed to them, most agreed that the information was easy to read and helpful. Agreement was higher in municipalities that dissolved than in municipalities that did not dissolve.

Chart 15

To what extent do you agree or disagree that “The information mailed to you was...”?

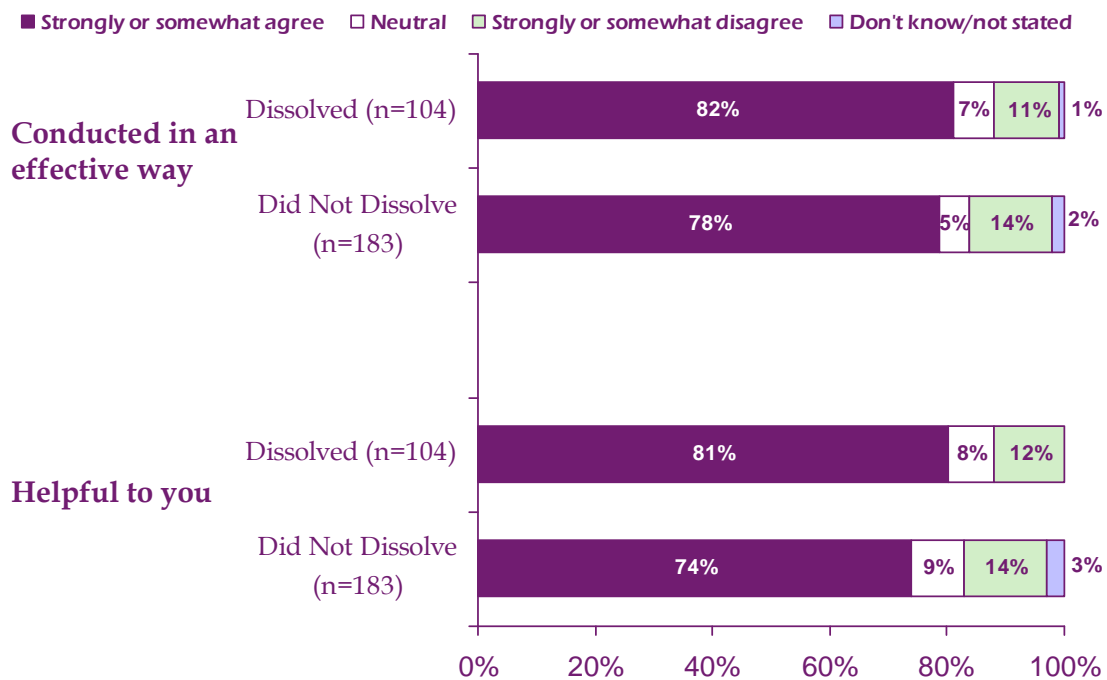


When asked in what way or ways the information could have been better for them, most did not suggest an improvement. The most frequent suggestion was to make the information less confusing or easier to understand (9% of those in municipalities that dissolved, and 11% of those in municipalities that did not dissolve).

Of the respondents who attended a public meeting hosted by Alberta Municipal Affairs, most agreed that the public meeting was conducted in an effective way and was helpful to them. Agreement was higher in municipalities that dissolved than in municipalities that did not dissolve.

Chart 16

To what extent do you agree or disagree that “The public meeting was...”?

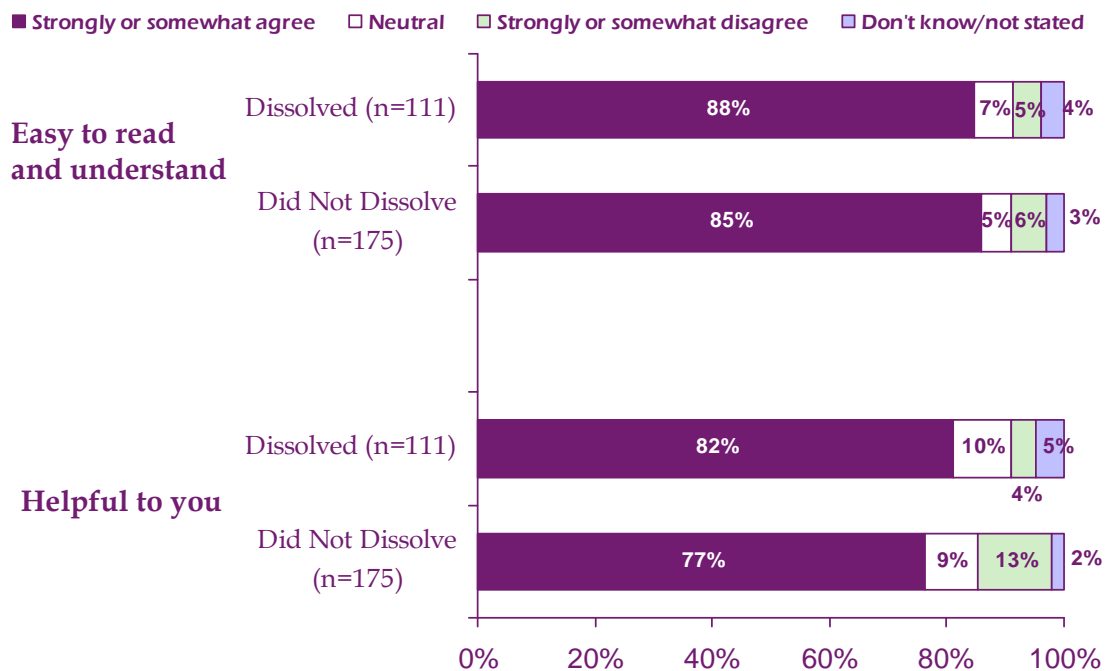


When asked in what way or ways the public meeting could have been better for them, most did not suggest an improvement. The most frequent suggestion among those who lived in municipalities that dissolved was to provide more information about the future after dissolution (13%). The most frequent suggestions among those who lived in municipalities that did not dissolve were to have a longer question period (11%) and to provide more information about the future after dissolution (10%).

Of those who reviewed the Alberta government’s dissolution study report, most agreed that the report was easy to read and was helpful to them. Agreement with both statements was higher in municipalities that dissolved than in municipalities that did not dissolve.

Chart 17

To what extent do you agree or disagree that “The dissolution study report was...”?

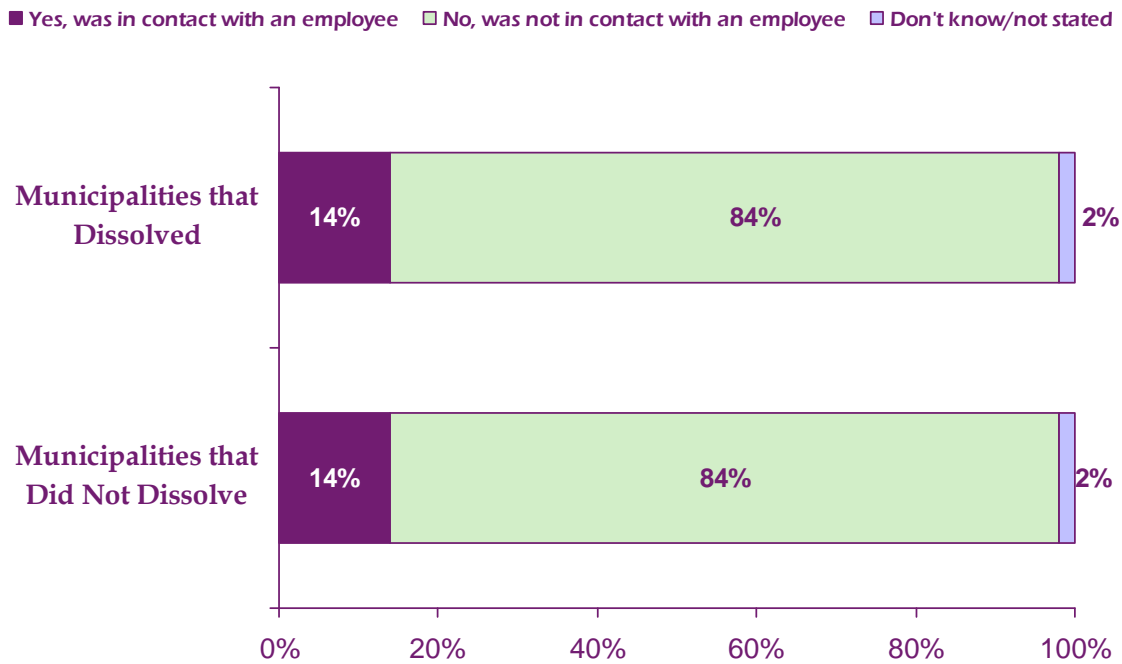


When asked in what way or ways the dissolution study report could have been better for them, most did not suggest an improvement. The most frequent suggestion was to provide more information on future repercussions (7% of those in municipalities that dissolved, and 14% of those in municipalities that did not dissolve).

All respondents were asked if they were ever in contact with an Alberta Municipal Affairs employee regarding the dissolution, either in-person, by phone, or in writing. A minority (14%) were in contact in municipalities that dissolved as well as in municipalities that did not dissolve.

Chart 18

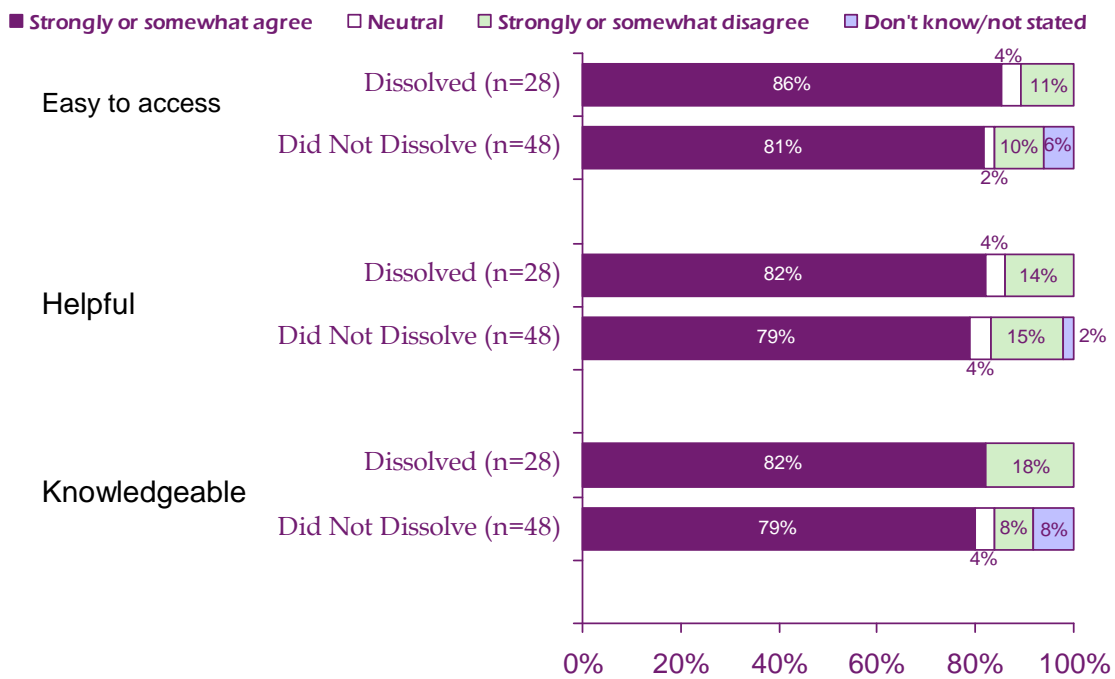
Were you ever in contact with an employee of Alberta Municipal Affairs regarding the dissolution, either in-person, by phone, or in writing?



Of those in contact with an employee of Alberta Municipal Affairs, most agreed that employees were easy to access, helpful and knowledgeable, with little difference in the views among residents in communities that dissolved versus those in municipalities that did not dissolve.

Chart 19

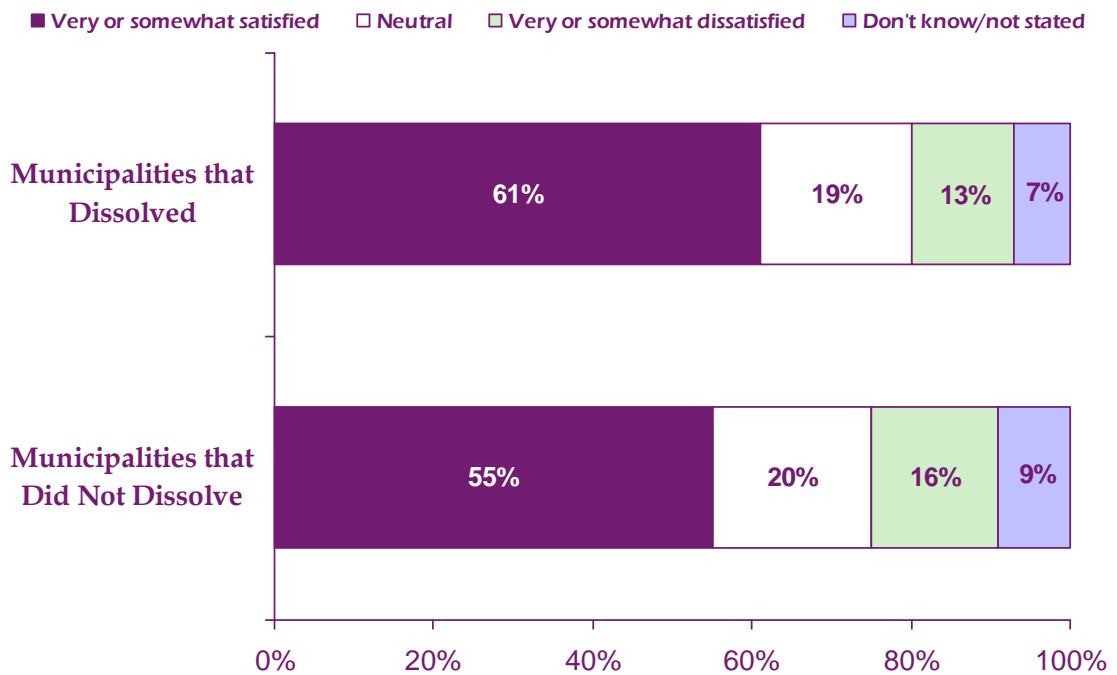
To what extent do you agree or disagree that “The employees were...”?



All residents were asked to rate their level of satisfaction with the information and communications provided by Alberta Municipal Affairs prior to the vote on dissolution. Most were satisfied, as shown in Chart 20.

Chart 20

Overall, how satisfied were you with the information and communications provided by Alberta Municipal Affairs prior to the vote on dissolution?



Respondents who were dissatisfied with the information and communications provided by Alberta Municipal Affairs were then asked what was missing or deficient. The most frequent responses among dissatisfied residents were that Alberta Municipal Affairs did not provide enough information about the process and transition, and that they did not receive the information or communications.

Table 3

What was missing or deficient?		
	Percent of Respondents	
	Municipalities that Dissolved (n=25)	Municipalities that Did Not Dissolve (n=53)
Not enough information about the process and transition	40	47
Did not receive the information	32	21
Provided biased information	8	13
Was not able to speak to someone	0	2
Don't know/not stated	20	17

Residents' Overall Assessment of Communications

A majority of all residents indicated that the information and communications that they received during the dissolution study process addressed the concerns that they had just prior to the initiation of the dissolution study process, that is, they were addressed prior to the time of the vote on dissolution. A substantial portion (28% of residents in municipalities that dissolved, and 35% in municipalities that did not dissolve) said their concerns were not addressed prior to the vote.

Chart 21

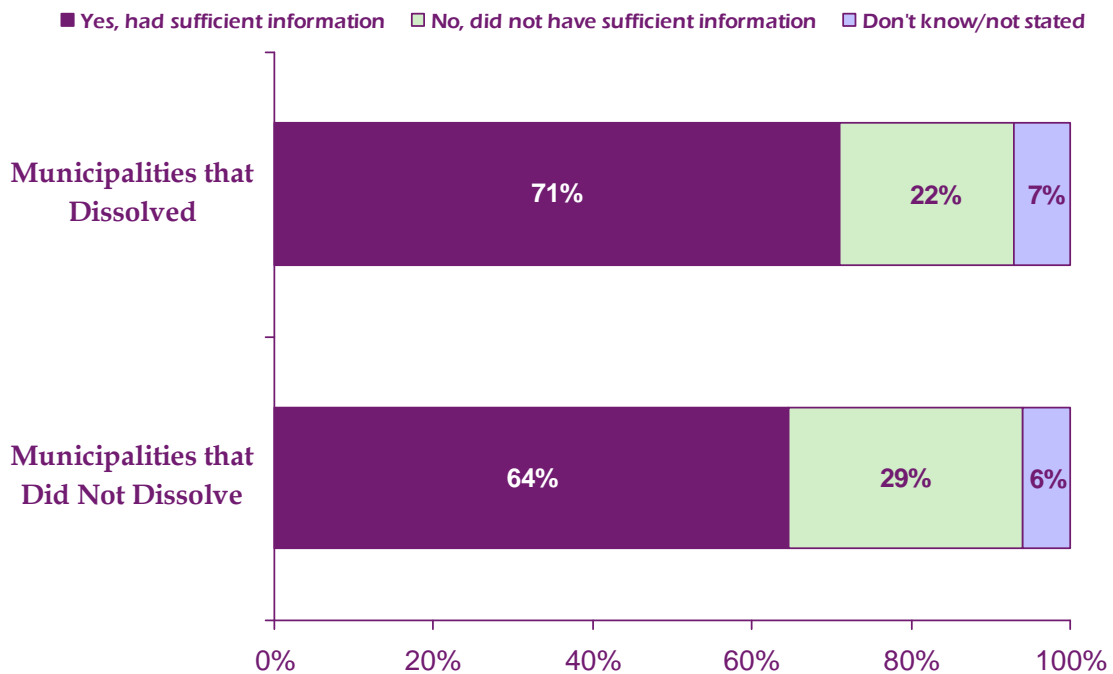
When thinking about any concerns that you may have had just prior to the initiation of the dissolution study process, did the information and communications that you received during the dissolution study process address your concerns, that is, were they addressed prior to the time of the vote on dissolution?



Most residents thought they had sufficient information to make an informed vote regarding dissolution. A minority (22% in municipalities that dissolved and 29% in municipalities that did not dissolve) thought they did not have sufficient information to make an informed vote.

Chart 22

When thinking about all the information you had prior to the vote on dissolution, did you think that you had sufficient information, or not, to allow you to make an informed vote regarding dissolution?

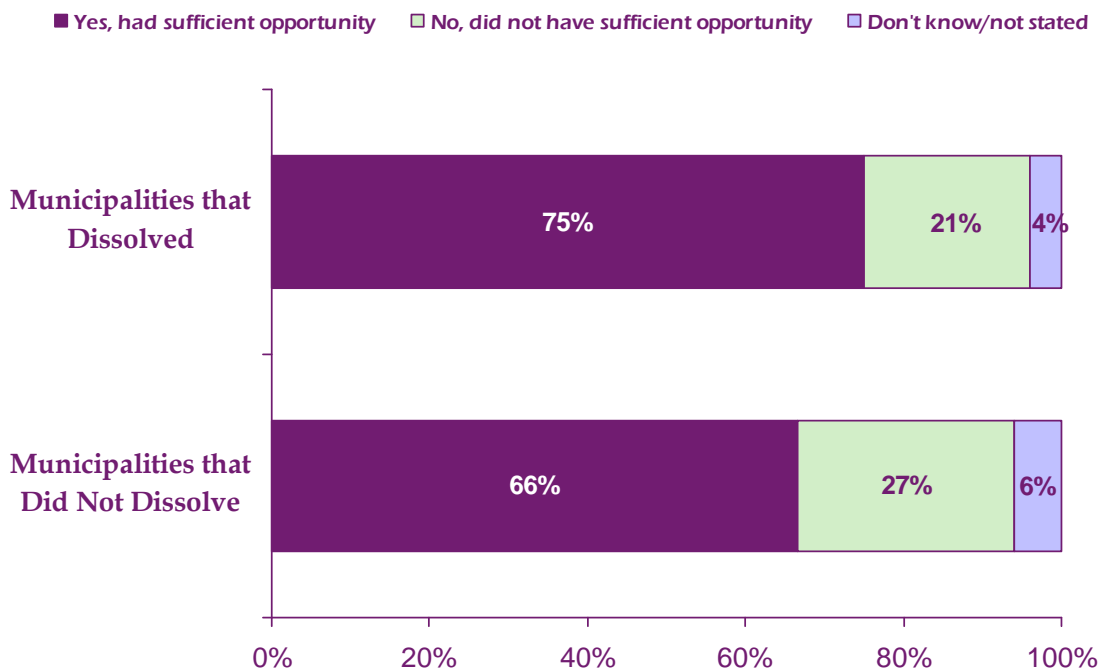


If they thought they did not have sufficient information to make an informed vote regarding dissolution, they were asked what additional information they would have liked to receive. The most frequent response was that they would have liked to have received more information about municipalities that have been through the process.

Most felt they had sufficient opportunity for input into the dissolution study process.

Chart 23

Did you feel you had sufficient opportunity to provide input into the dissolution study process?



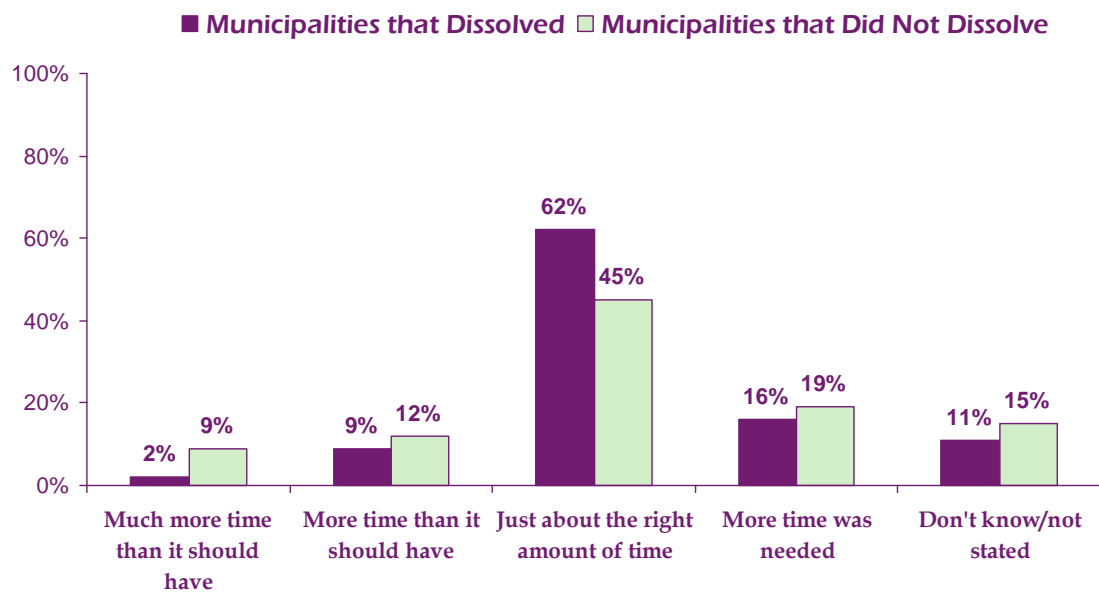
Those who felt they did not have sufficient opportunity for input into the dissolution study process were then asked what additional opportunities they would like to have had. The most frequent response was that they would have liked to have had more public meetings and discussions prior to the vote.

ASSESSMENT OF DISSOLUTION STUDY DURATION

Regarding the duration of the dissolution study process, in municipalities that dissolved, most residents (62%) felt that the process took just about the right amount of time, compared to less than half (45%) of the residents in municipalities that did not dissolve. There were substantial differences in the results for this question based on the municipality that was under study.

Chart 24

Which of the following best describes how you feel about the time that elapsed commencing with the day the dissolution study process was initiated, and ending with the day the vote on dissolution took place. In your view, did the dissolution study process take...?



The public meetings were the aspect liked most about the dissolution study process. Liked least about the process were the power struggle or petty bickering, and the lack of information. Responses varied depending on the municipality under study.

Table 4

When thinking about the dissolution study process prior to the vote on dissolution, what did you like most about the process?		
	Percent of Respondents	
	Municipalities that Dissolved (n=198)	Municipalities that Did Not Dissolve (n=339)
The meetings were very good - lots of information	23	23
Very smooth process	8	2
Our opinions were included	8	10
That we had a dissolution study process prior to the vote	4	6
That taxes went down	3	-
Nothing	0	7
Don't know/not stated	54	50

Table 5

When thinking about the dissolution study process prior to the vote on dissolution, what did you like most about the process?		
	Percent of Respondents	
	Municipalities that Dissolved (n=198)	Municipalities that Did Not Dissolve (n=339)
The power struggle/petty bickering	15	10
I didn't like anything about the process	13	11
The lack of information	11	18
The process timeline	6	6
The outcome	0	5
Don't know/not stated	56	50

WHY DISSOLVED OR DID NOT DISSOLVE

When asked for the main reason that their municipality dissolved, a variety of reasons were mentioned by residents, including financial difficulties, poor management of the municipality, high taxes, as well as citizen unrest and unhappiness.

Table 6

In your view, what was the main reason that the [NAME OF MUNICIPALITY] dissolved?	
	Percent of Residents in Municipalities that Dissolved (n=198)
Financial difficulties	26
Poor management in the Council office	22
Taxes	20
Lots of unrest within the community/unhappy people	13
The need for better services and infrastructure	5
Don't know/not stated	14

Somewhat different reasons were mentioned by the 6 officials who were involved in a study that resulted in dissolution when asked for the main reason that the municipality dissolved. The most frequent reason mentioned was that the municipality dissolved in order to have better governing and/or managing options.

Table 7

In your view, what was the main reason that the [NAME OF STUDY MUNICIPALITY] dissolved?	
	Officials Involved in a Study in Which the Municipality Dissolved (n=6)
Better governing/managing options	50
Better services and infrastructure	33
The village was not self-sustainable	17

When residents of a municipality that did not dissolve were asked why their municipality did not dissolve, a variety of reasons were mentioned by residents, including that residents did not want change, it was a majority vote, there was no need for dissolution, and that individuals did not understand the facts.

Table 8

In your view, what was the main reason that the [NAME OF MUNICIPALITY] did not dissolve?	
	Percent of Residents in Municipalities that Did Not Dissolve (n=339)
Residents in the community did not want change	28
The majority vote	17
There was no need for dissolution	13
Individuals did not understand the facts presented	12
Fear of losing current services	8
Don't know/not stated	23
<i>* Adds up to more than 100% due to multiple mentions.</i>	

The 22 officials who were involved in a study that did not result in dissolution were also asked for the main reason that the municipality did not dissolve. When asked for the main reason that the municipality did not dissolve, somewhat different reasons were mentioned by officials, when compared to residents. The most frequent reason mentioned by officials was that the community voted against dissolution.

Table 9

In your view, what was the main reason that the [NAME OF STUDY MUNICIPALITY] did not dissolve?	
	Officials Involved in a Study in Which the Municipality Did Not Dissolve (n=22)
The community voted against it	32
Fear mongering	18
The threat of losing valuable infrastructure and services	18
The residents did not take the information presented as fact	14
Dissolution was not needed at this time	9
Don't know/not stated	9

RESIDENTS' VIEWS ON IMPACTS

Specific Changes since the Vote on Dissolution

Chart 25 on the following two pages depicts whether residents thought the costs for services have decreased, stayed about the same, or increased, as well as whether other aspects of living in their community have improved, stayed about the same, or got worse, since the vote on dissolution. Among residents in municipalities that dissolved, the changes since the vote on dissolution tended to be more positive when compared to the results among residents in municipalities that did not dissolve.

The main differences since the vote on dissolution between municipalities that dissolved and municipalities that did not dissolve was that property tax charges and the total of property tax charges plus municipal utility charges tended to decrease in municipalities that dissolved, while they tended to increase in municipalities that did not dissolve. Additionally, snow removal and road maintenance were much more likely to have improved in municipalities that dissolved when compared to municipalities that did not dissolve.

Chart 25

What has happened (as a result of the dissolution/since the vote on dissolution) with regard to...

■ Improved/Costs Decreased □ Stayed about the Same ■ Got Worse/Costs Increased ■ Not Stated

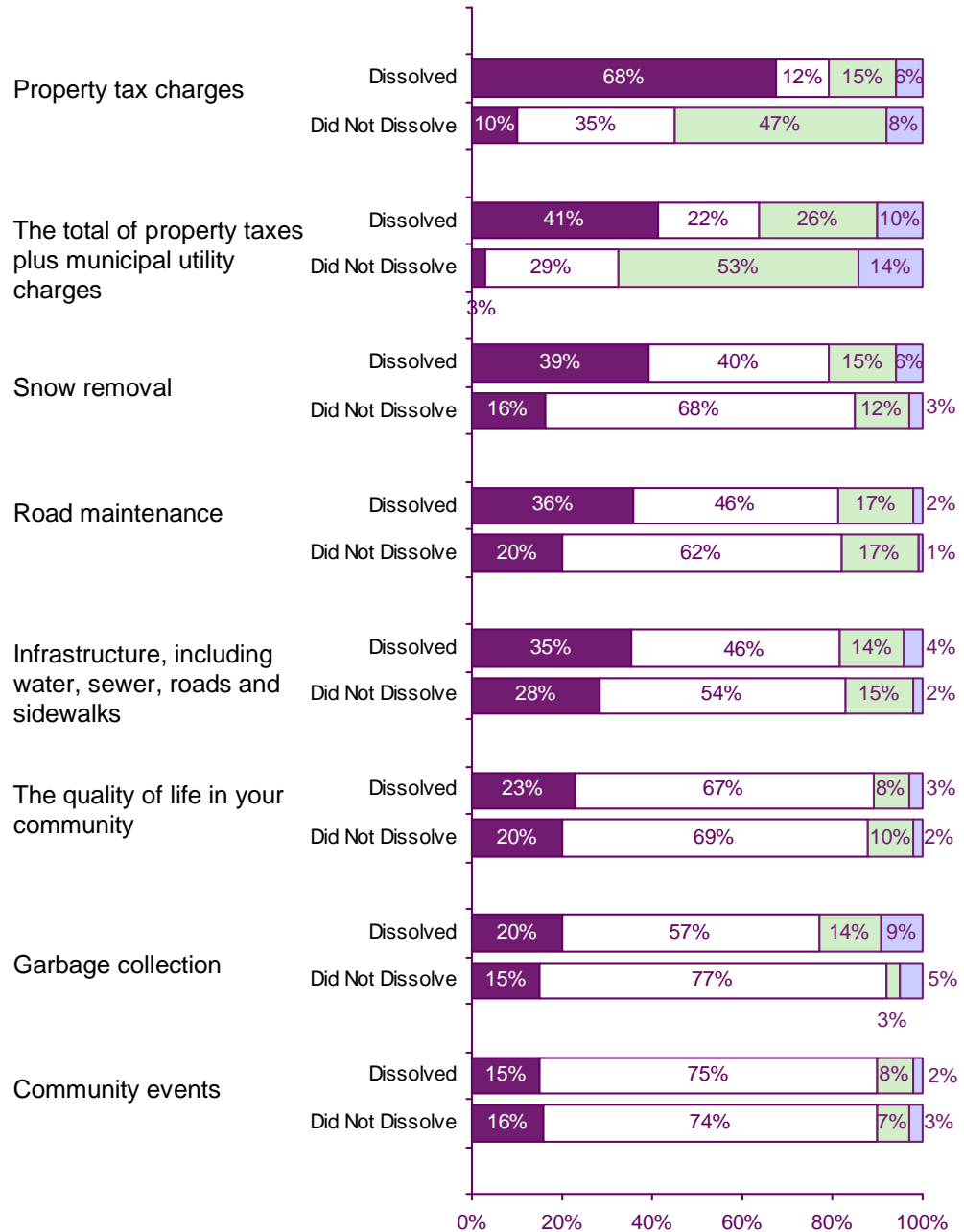
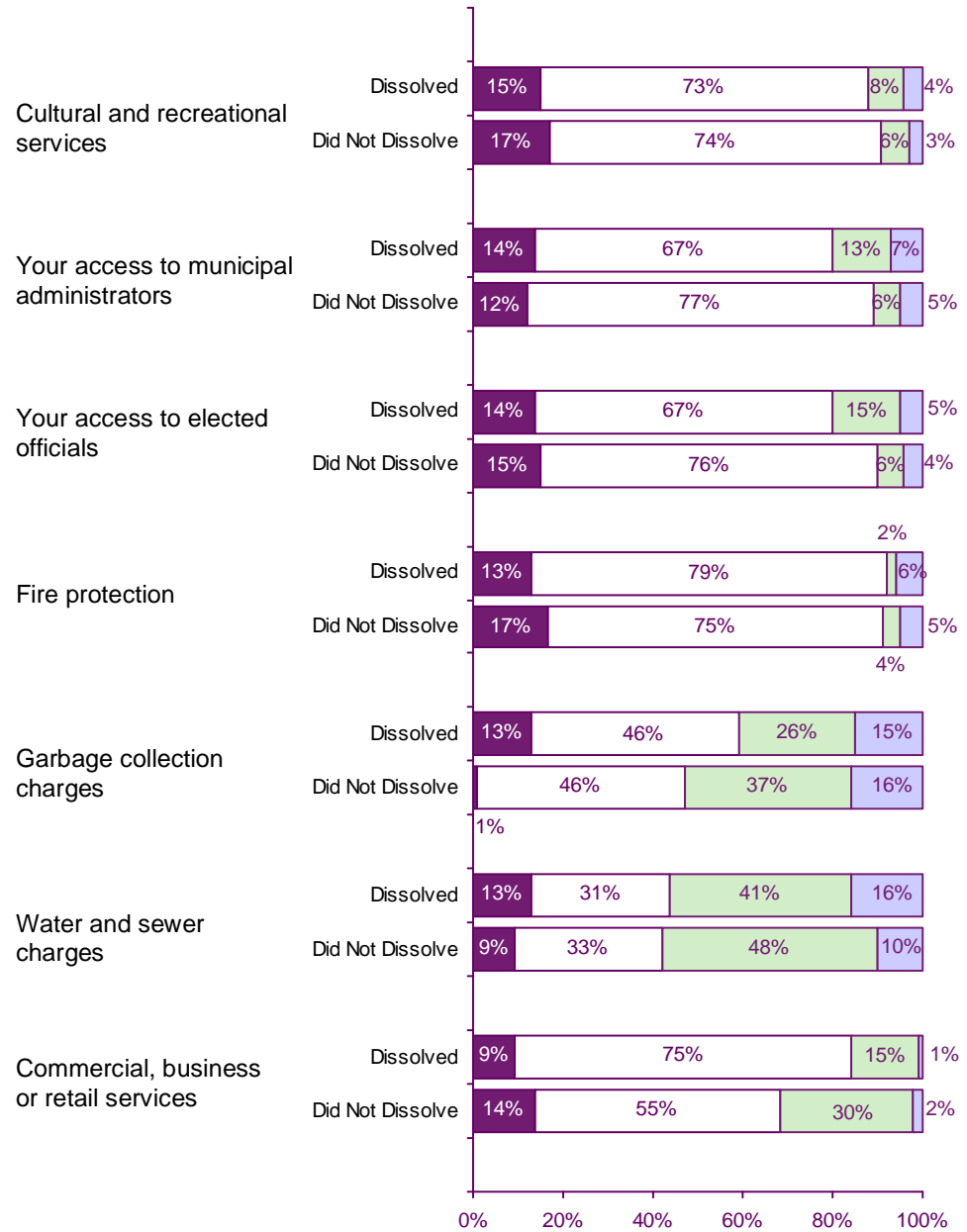


Chart 25 (Continued)

What has happened (as a result of the dissolution/since the vote on dissolution) with regard to...

■ Improved/Costs Decreased □ Stayed about the Same ■ Got Worse/Costs Increased □ Not Stated

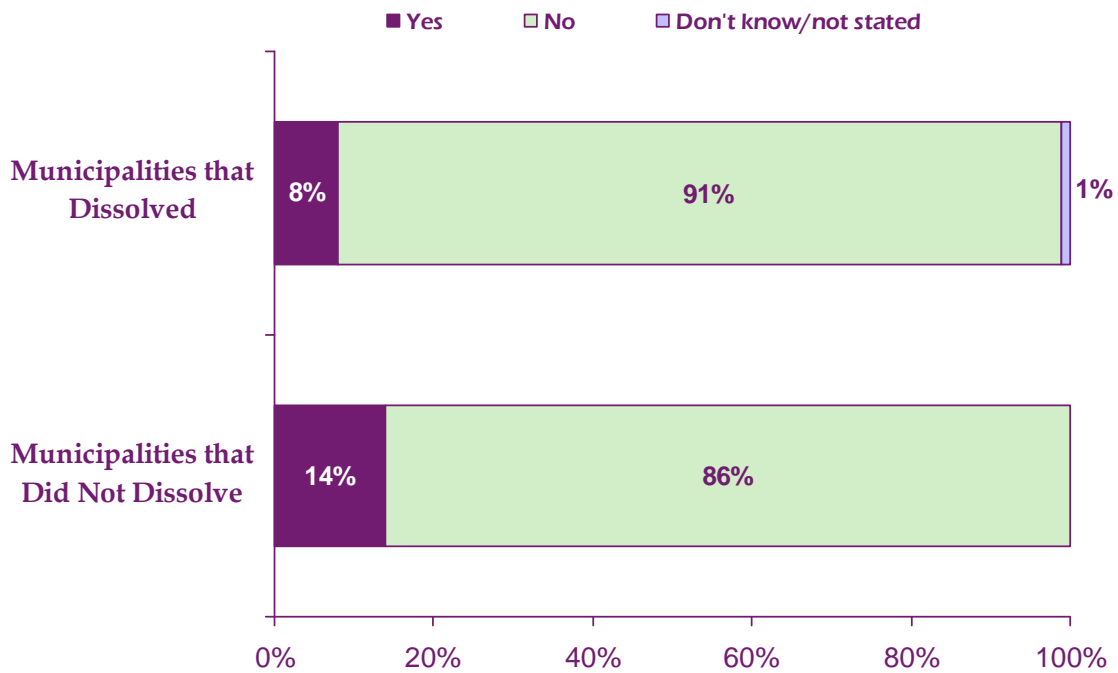


Impacts on Businesses

In municipalities that dissolved, 8% of respondents owned a business that owned property at the time of the dissolution study, compared to 14% in municipalities that did not dissolve.

Chart 26

Did you own a business that owned property in the [INSERT NAME OF MUNICIPALITY] in [INSERT YEAR OF DISSOLUTION STUDY]?



When compared to municipalities that did not dissolve, dissolution appears to have had a more negative impact on business owners with respect to municipal services (Table 10), and to have had a more positive impact on business owners with respect to municipal taxes (Table 11).

Table 10

What effects has the dissolution had on your business in terms of municipal services?		
	Percent of Respondents	
	Municipalities that Dissolved (n=16)	Municipalities that Did Not Dissolve (n=47)
Services improved	0	9
Services stayed about the same	44	60
Services got worse	25	6
Don't know/not stated	31	26

Table 11

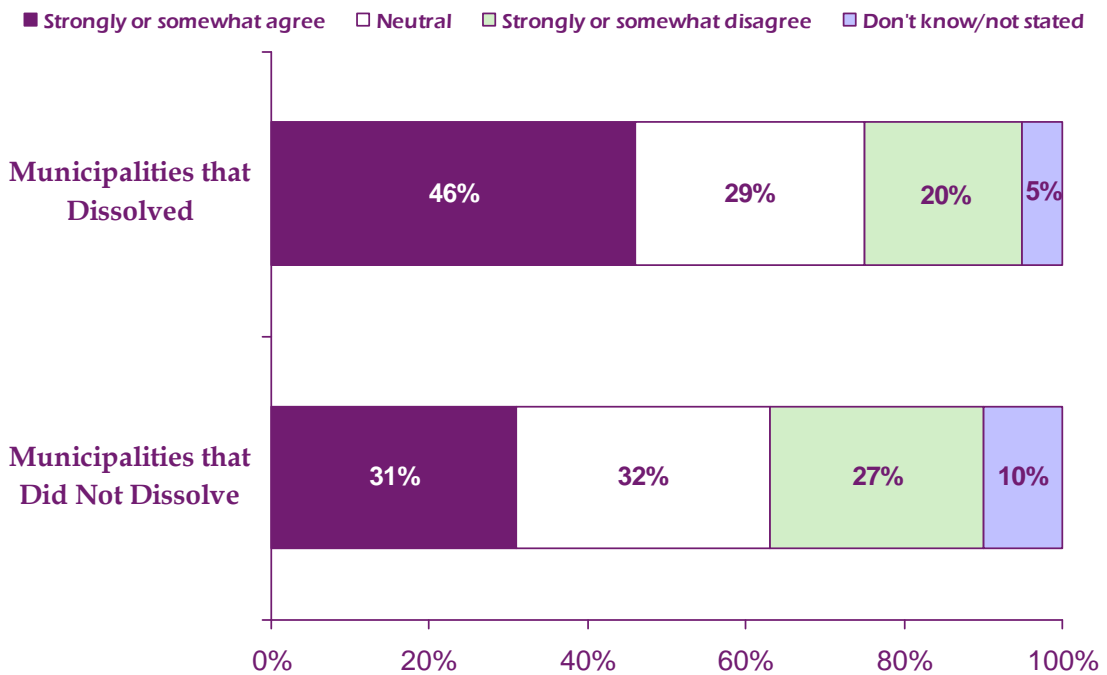
What effects has the dissolution had on your business in terms of municipal taxes?		
	Percent of Respondents	
	Municipalities that Dissolved (n=16)	Municipalities that Did Not Dissolve (n=47)
Taxes decreased	25	0
Taxes stayed about the same	19	40
Taxes increased	13	32
Don't know/not stated	44	28

Overall Impacts since the Vote on Dissolution

When asked the extent to which they agree or disagree that the dissolution, or dissolution study process, helped to reduce their level of concern about living in their community, agreement was much higher in communities that dissolved.

Chart 27

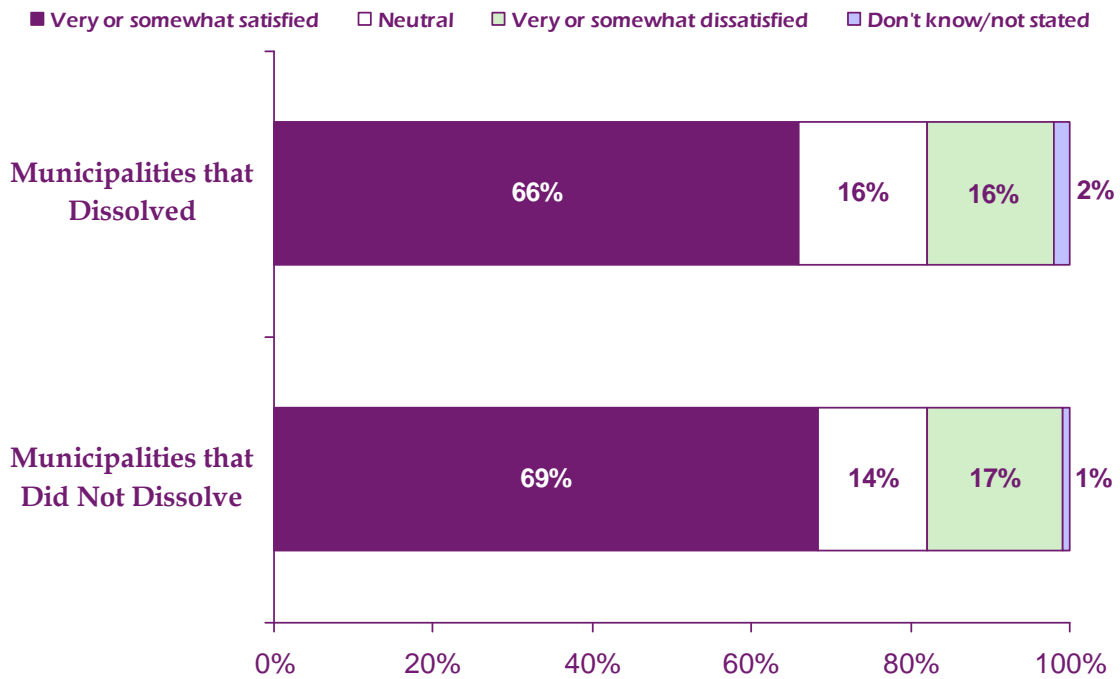
How much do you agree or disagree that the (dissolution/ dissolution study process) helped to reduce your level of concern about living in your community?



When asked to rate their level of satisfaction with the quality of life in their community, there were similar levels of satisfaction in municipalities that dissolved and municipalities that did not dissolve.

Chart 28

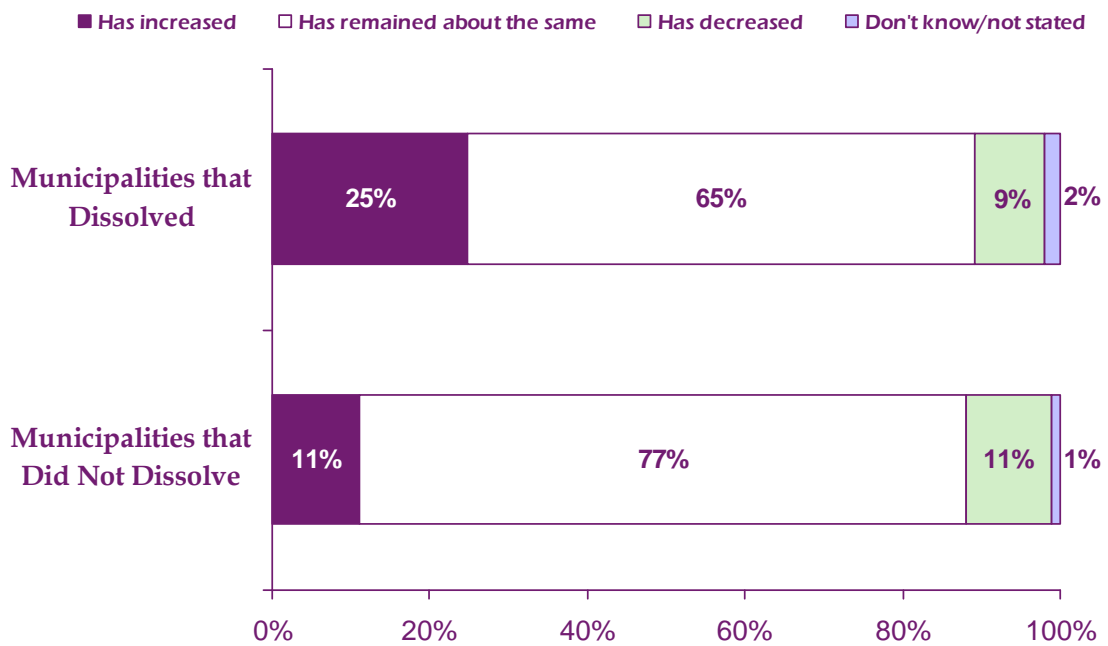
Today, how satisfied are you with the quality of life in your community?



When asked if their level of satisfaction with the quality of life in their community has increased, decreased or remained about the same, residents of dissolved municipalities were much more likely to say that it has increased (25%), than were residents of municipalities that did not dissolve (11%).

Chart 29

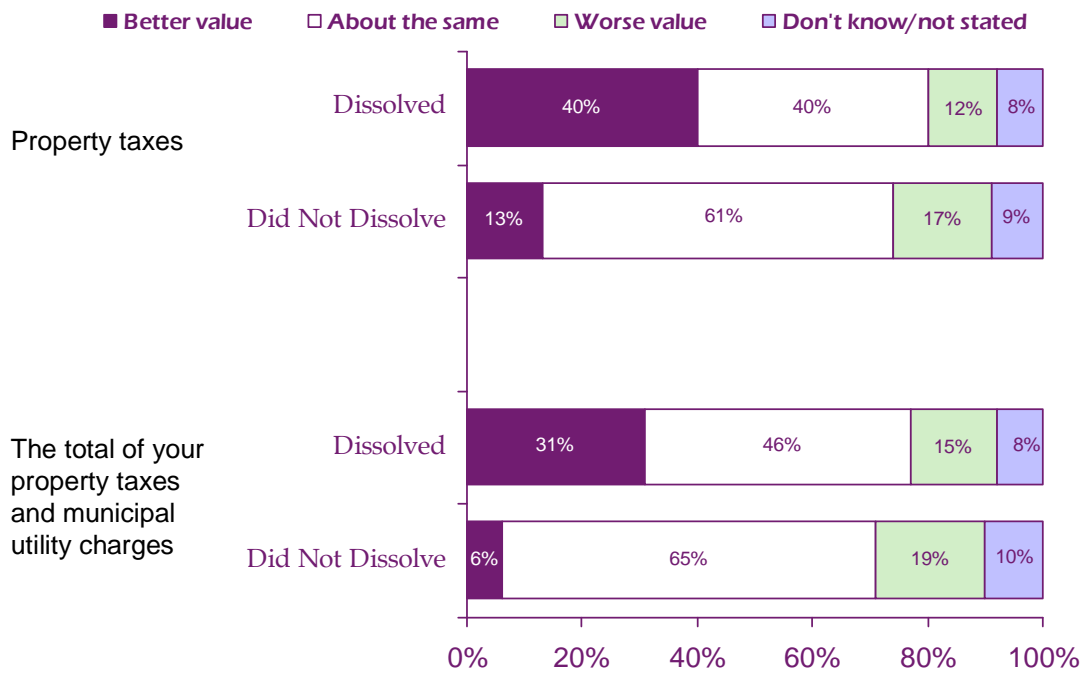
Has your level of satisfaction with the quality of life in your community increased, decreased or remained about the same since (before the dissolution/since the dissolution study process was initiated)?



When compared to residents of municipalities that did not dissolve, residents of dissolved municipalities were much more likely to say that they now get better value for their property taxes, as well as better value for the total of their property taxes and municipal utility charges, than they did prior to the dissolution or dissolution study process.

Chart 30

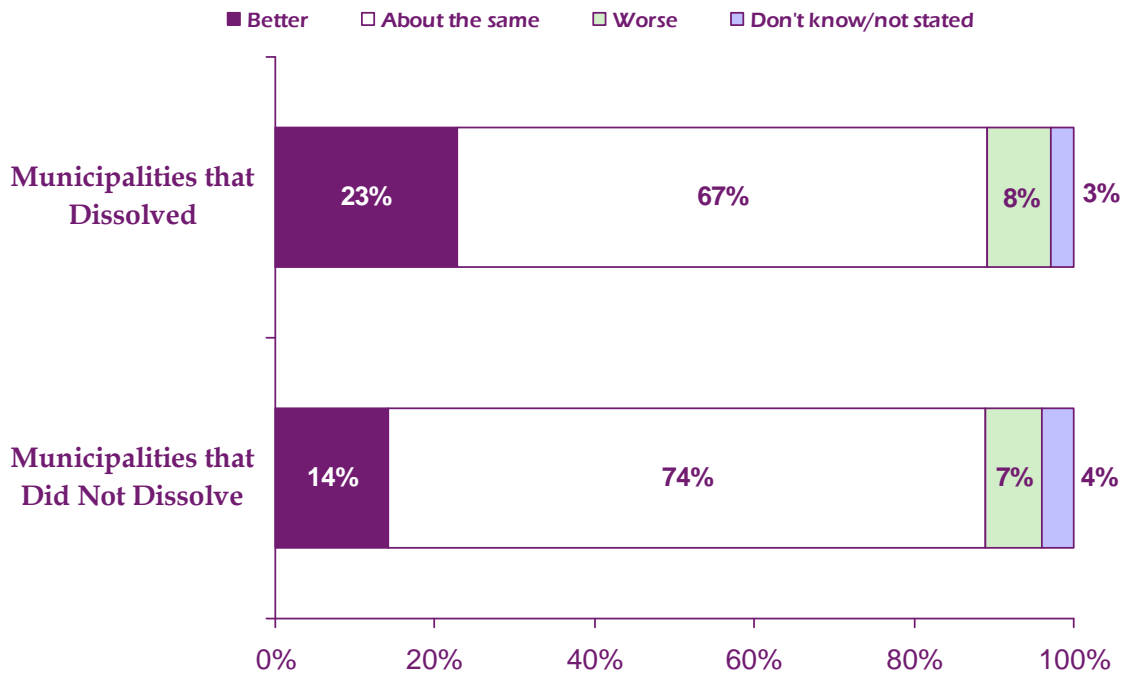
Comparing the situation before and after the (dissolution/dissolution study process), is the value you are receiving now better, about the same, or worse with respect to...?



Residents of dissolved municipalities were more likely to say that the programs and services available to their community are better now than they were prior to the dissolution or dissolution study process.

Chart 31

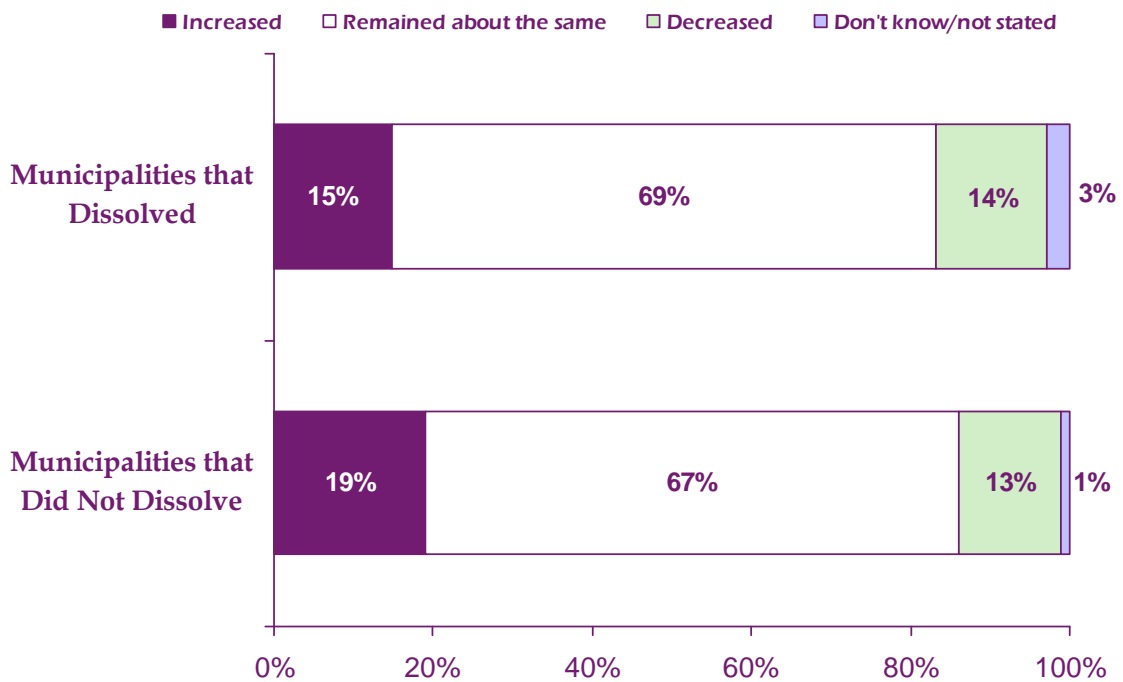
Are the programs and services available to your community now better, worse, or about the same as they were before the (dissolution/dissolution study process)?



Residents of dissolved municipalities were about equally likely to say that their level of attachment to their community has increased (15%, compared to 19% of residents in municipalities that did not dissolve) since the dissolution or dissolution study process was initiated. A similar proportion said it had decreased (14% in municipalities that dissolved, and 13% in municipalities that did not dissolve).

Chart 32

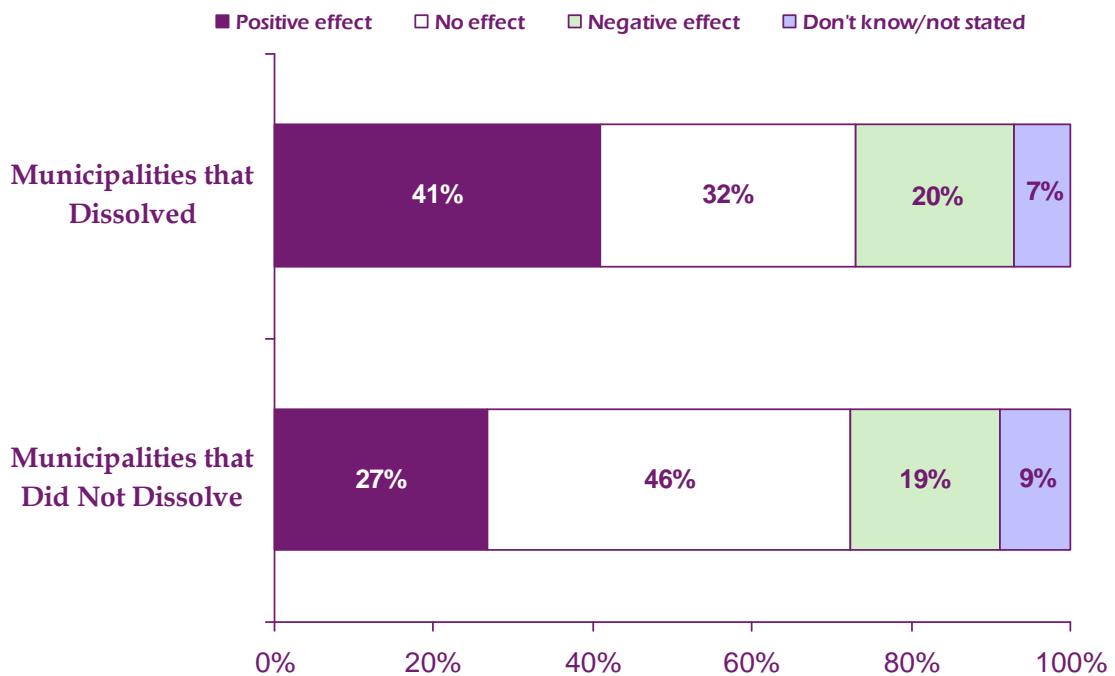
Has your level of attachment to your community increased, decreased or stayed about the same since the (dissolution/dissolution study process was initiated)?



In municipalities that dissolved, residents were much more likely to say that dissolution had a positive effect (41%) than to say it had a negative effect (20%) on their community’s identity or sense of community. In municipalities that did not dissolve, the dissolution study process was seen to have had more of a positive effect (27%) than a negative effect (19%) on their community’s identity or sense of community.

Chart 33

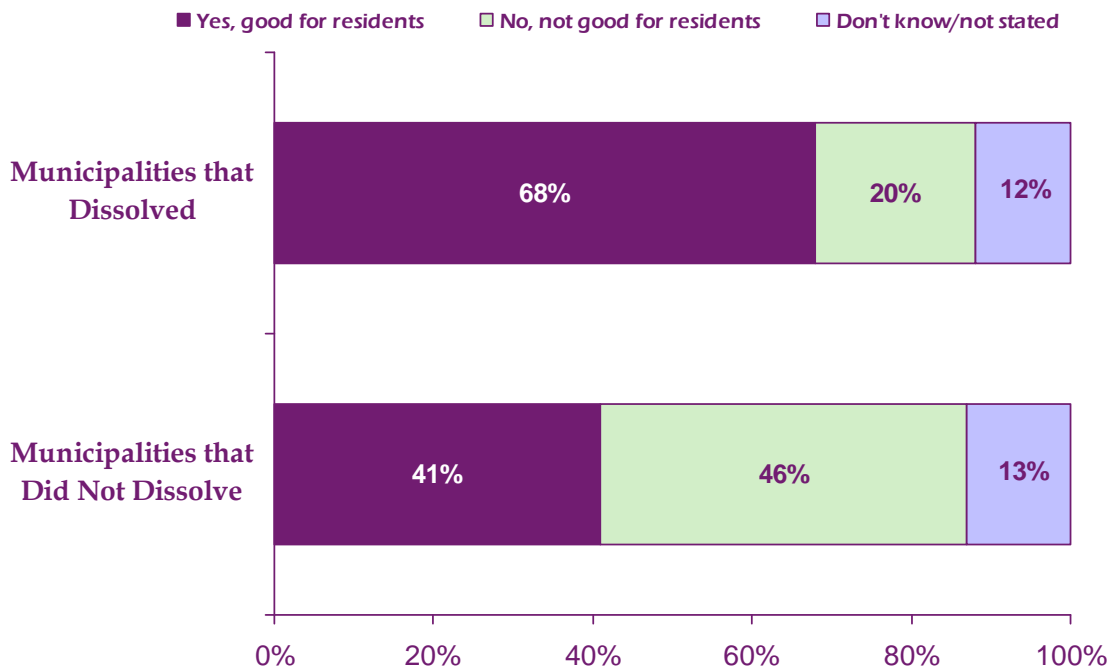
In your view, (has dissolution had/did the dissolution study process have) a positive effect, a negative effect or no effect on your community’s identity or sense of community?



In municipalities that dissolved, the majority of residents (68%) said that, all things considered, dissolution was good for residents. In municipalities that did not dissolve, a plurality of residents (46%) said that, all things considered, dissolution would not have been good for residents, with a substantial portion (41%) who thought it would have been good.

Chart 34

All things considered, do you think that dissolution (was/would have been) good for (the former residents/residents) of [INSERT NAME OF MUNICIPALITY], or not?



RESIDENTS' SUGGESTED IMPROVEMENTS TO THE DISSOLUTION STUDY PROCESS

Respondents were asked to suggest improvements to the dissolution study process. Most did not provide any suggestions. More information, including more information about the process and its timeline, was suggested most often.

Table 12

When thinking about the process to dissolve the [INSERT NAME OF MUNICIPALITY], in what way or ways could the process have been improved?		
	Percent of Respondents	
	Municipalities that Dissolved (n=198)	Municipalities that Did Not Dissolve (n=339)
More information about the process and timelines	9	3
Better documented information on the need for dissolution	4	2
Concerns and opinions should be better taken into account	4	4
Better timeline for the process	4	3
Provide more information about the future following the vote	3	5
Improve government access	3	2
The study should be unbiased	2	1
Get a larger voter base	1	3
More information (unspecified)	0	8
Have more discretion with individual votes/more privacy	0	1
No improvement needed	9	3
Don't know/not stated	64	64

ADDITIONAL FINDINGS OF SURVEY OF OFFICIALS

Officials' Sources of Information on Dissolution

Officials were asked whether or not they used certain sources of information provided by Alberta Municipal Affairs.

- Almost all officials (96%) read information that Alberta Municipal Affairs provided to them;
- Almost all officials (96%) reviewed a dissolution study report;
- The vast majority of officials (86%) attended a public meeting hosted by Alberta Municipal Affairs regarding dissolution; and
- The majority (68%) used the workbooks that Alberta Municipal Affairs provided for collecting the information required for the dissolution study.

Officials' Assessment of Information and Services Provided by Alberta Municipal Affairs

Of the officials who read information that Alberta Municipal Affairs provided to them, most agreed that the information was easy to read and helpful. When asked in what way or ways the information could have been better for them, most (56%) did not suggest an improvement. The most frequent suggestions were to provide more information on post-dissolution, provide more opportunity for input, and to provide a recommendation.

Of the officials who used the workbooks that Alberta Municipal Affairs provided for collecting the information required for the dissolution study, most agreed that the workbooks were an effective tool for, and were helpful in, collecting the required information. When asked in what way or ways the workbooks could have been better for them, most (84%) did not suggest an improvement. The only suggestion was to provide more information on post-dissolution.

Of the officials who attended a public meeting hosted by Alberta Municipal Affairs, most agreed that the public meeting was helpful to residents, was conducted in an effective way, and was helpful to them. When asked in what way or ways the public meeting could have been better for them, officials' most frequent suggestions were better moderation and less bickering, to provide more information about the issues that brought on the study and to provide more opportunities for input.

Of the officials who reviewed the Alberta government's dissolution study report, most agreed that the report was easy to read and understand, was helpful to them, and was helpful to residents. When asked in what way or ways the dissolution study report could have been better for them, officials' most frequent suggestion (26%) was to provide more information on the financial or economical process for the future.

All officials were asked if they were ever in contact with an Alberta Municipal Affairs employee regarding the dissolution, either in-person, by phone, or in writing. Most (79%) were in contact with an Alberta Municipal Affairs employee. Almost all Chief Administrative Officers (95%) were in contact with an Alberta Municipal Affairs employee, compared to 44% of Mayors or Reeves. Of those in contact with an employee of Alberta Municipal Affairs, the vast majority or all agreed that employees were easy to access, were courteous, responded in a timely manner, communicated clearly, behaved in a professional manner and were helpful. There was somewhat lower agreement (82%) that employees were knowledgeable.

All officials were asked to rate their level of satisfaction with the information and communications provided by Alberta Municipal Affairs prior to the vote on dissolution. Most (68%) officials were satisfied, 14% were neutral, and 18% were dissatisfied. Respondents who were dissatisfied with the information and communications provided by Alberta Municipal Affairs were then asked what was missing or deficient. The most frequent response among dissatisfied officials was that Alberta Municipal Affairs did not provide enough information about what would happen should dissolution occur.

Officials' Assessment of the Dissolution Study Process

Most officials (82%) thought that the municipality that they represented, which was either a study municipality or a potential receiving municipality, had sufficient information about the dissolution prior to the vote on dissolution. If they thought their organization did not have sufficient information prior to the vote on dissolution, they were then asked what additional information could have been provided. The most frequent responses were that they could have been provided with more information about the actual costs of dissolution both during and after the process, and that they could have been provided with more information about the future of the municipality following dissolution.

Most officials (71%) thought that residents of the study municipality had sufficient information to make an informed vote regarding dissolution. A minority (29%)

thought they did not have sufficient information to make an informed vote. If they thought residents did not have sufficient information to make an informed vote regarding dissolution, they were then asked what additional information could have been provided to residents. The most frequent response was that they could have been provided with more information about other municipalities that have been through the process.

Most officials (64%) felt that the municipality that they represented (either a potential receiving municipality or a study municipality) had sufficient opportunity for input into the dissolution study process. Those who felt that their organization did not have sufficient opportunity for input into the dissolution study process were then asked what additional opportunities they could have had. The most frequent responses were that the Council could have been allowed to voice their opinion and that there could have been a chance for input from the community prior to the study process.

Most officials (71%) felt that residents of the study municipality had sufficient opportunity to provide input into the dissolution study process. Those who felt that residents did not have sufficient opportunity for input into the dissolution study process were then asked what additional opportunities they could have had. The most frequent response was that residents could have had an opportunity for input in a private setting, rather than the public meeting.

Regarding the duration of the dissolution study process, most officials (54%) felt that the process took just about the right amount of time, 29% felt it took more or much more time than it should have, and 14% felt that more time was needed. Responses varied depending on the municipality under study.

The open communication was the aspect that officials liked most about the dissolution study process. Liked least about the process was the outcome of the process.

Officials Views on Specific Changes since the Vote on Dissolution

Officials were asked their views on whether residents of the study municipality were better off, worse off, or if it is about the same since the vote on dissolution with respect to a variety of specific aspects of living in their community. For all 15 aspects, a majority of officials felt that it was about the same or that residents were better off. Infrastructure was the aspect with the highest percentage of officials who felt that residents were better off (46%). The total of property taxes and municipal

utility charges was the aspect with the highest percentage of officials who felt that residents were worse off (21%).

The 6 officials involved in a study in which the municipality dissolved had a much more positive view of 12 of the 15 aspects of living in the community, when compared to the views of the 22 officials who were involved in a study where the municipality did not dissolve. There were only 3 aspects for which officials involved in a study where the municipality did not dissolve had a more positive view than officials involved in a study where the municipality dissolved, namely:

- Their access to elected officials (of those involved in a study where the municipality did not dissolve, 32% thought residents were better off, compared to 17% of those involved in a study where the municipality dissolved);
- Commercial, business or retail services (of those involved in a study where the municipality did not dissolve, 14% thought residents were better off, compared to 0% of those involved in a study where the municipality dissolved); and
- Community events (of those involved in a study where the municipality did not dissolve, 9% thought residents were better off, compared to 0% of those involved in a study where the municipality dissolved).

Officials' Views on Overall Impacts of Dissolution and the Dissolution Study Process

Of the 6 officials involved in a dissolution study in which the municipality dissolved, all (100%) thought that the dissolution was good for residents of the dissolved municipality. The 22 officials involved in a dissolution study in which the municipality did not dissolve were asked if they thought the dissolution study was good for residents. Half (50%) thought the study was good for residents and 41% thought the study was not good for residents.

When asked if they thought the level of concern among residents of the dissolved municipality had increased, decreased or remained about the same since the vote on dissolution, all officials (100%) involved in a study that resulted in dissolution thought that the level of concern in the dissolved municipality had decreased.

Today, most officials (67%) involved in a study for a municipality that dissolved are in favour of the dissolution. Today, most officials (55%) involved in a study for a municipality that did not dissolve are opposed to the dissolution.

Regarding the impacts of dissolution on the receiving municipality, of the 6 officials involved in a dissolution study in which the municipality dissolved, half (50%) thought that the dissolution was good for residents of the receiving municipality, and half (50%) did not think it was good. Of the 4 respondents who were involved in the dissolution on behalf of a receiving municipality, 3 of the 4 (75%) indicated that the dissolution was not good for residents of the receiving municipality.

Of the 6 officials involved in a dissolution study in which the municipality dissolved, most (83%) agreed and none (0%) disagreed that the dissolution of the municipality and its integration in its receiving municipality went smoothly and effectively.

The 4 officials who were involved in the dissolution on behalf of a receiving municipality were asked a series of questions to assess specific impacts on the receiving municipalities. For most aspects, responses varied based on the receiving municipality that the official represented. For one aspect, namely, whether or not there were any unforeseen issues or costs or other complications that the receiving municipality encountered after it assumed responsibility for the dissolved municipality, all four officials said that there were unforeseen issues or costs. When asked if the financial assistance provided was satisfactory in off-setting the costs that their municipality incurred as a result of the dissolution, only one of the four said it was satisfactory. All four officials believed that the dissolved municipality, when compared to other hamlets in the receiving municipality, now supports itself financially as well as the other hamlets do in the receiving municipality.

Officials' Suggested Improvements to the Dissolution Study Process

Officials who were involved in a study that resulted in dissolution (n=6) were asked to suggest improvements to the dissolution study process. Most (67%) said the process needs to be faster.

Officials who were involved in a study that did not result in dissolution (n=22) were also asked to suggest improvements to the dissolution study process. Most (59%) did not provide a suggestion. Suggestions included more control over misrepresentation of facts (23%) and more comparisons with other municipalities (18%).

CONCLUSIONS AND RECOMMENDATIONS

Based on the results of the surveys, the following conclusions and recommendations are provided.

For the dissolution studies conducted from 2006 to 2011, the study municipalities that dissolved are now better off than the study municipalities that did not dissolve, as evidenced by the following:

- Following the vote on dissolution, levels of concern about various aspects of living in their community were lower or much lower among residents of dissolved communities, than they were among residents of communities that did not dissolve, especially with respect to property tax charges and the total of property tax charges and municipal utility charges.
- In municipalities that dissolved, levels of concern decreased following the dissolution. In municipalities that did not dissolve, levels of concern remained about the same as they were prior to the initiation of the dissolution study process.
- Changes since the dissolution tended to be more positive in municipalities that dissolved when compared to changes since the vote on dissolution in municipalities that did not dissolve.

The outcome of the dissolution study process (dissolution versus non-dissolution) appears to be primarily related to the following:

- The level of concern that residents have at the outset of the dissolution study process, especially their level of concern about property tax charges and infrastructure;
- The level of support that residents have for the process at the time it is initiated;
- Whether residents are more in favour of versus opposed to dissolution at the time the dissolution study process is initiated;
- The extent to which residents believe that the idea to dissolve the municipality generated mainly from its citizens;
- The level of exposure to dissolution articles in the newspaper and/or the level of interest in these articles;
- Doing the process in just the right amount of time, rather than taking too much or too little time; and
- Whether or not residents think dissolution would be a good thing or not at the time of the vote.

Based on these findings, Alberta Municipal Affairs may want to establish improved criteria that must be met by a municipality prior to initiating the dissolution study process. Such criteria could include the level of concern within the municipality regarding property tax charges and infrastructure, residents' level of support for the

process, whether most residents are in favour of dissolution, and whether the idea to dissolve the municipality generated mainly from its citizens. By improving the criteria for initiating the dissolution study process, the study process would be initiated only in those municipalities that have a measurable and identifiable need to go through the process.

Once a dissolution study process is initiated, Alberta Municipal Affairs may want to find better ways to ensure that residents of the study municipality are kept informed of the study's progress. Regular updates in local newspapers are recommended.

Alberta Municipal Affairs may want to determine the actual length of time it took to complete the various dissolution studies, and compare this to residents' views on whether that length of time was perceived to be too much, just about right, or not enough. Based on this analysis, Alberta Municipal Affairs may be able to identify an optimal study duration, that is, the study duration that most residents feel is "just about right".

For the majority of residents involved in the dissolution study process little or no improvement is required to the process. For some, however, the dissolution study process could be improved by:

- Providing information to residents by mail that is less confusing or easier to understand;
- Providing more information in the public meetings about the future after dissolution;
- Having a longer question period in the public meetings;
- Providing better moderation in the public meetings;
- Providing more information in the public meetings about the issues that brought on the study;
- Providing more information in the Alberta government's dissolution study report on the future after dissolution;
- Providing more information to residents about the dissolution study process and the dissolution process;
- Providing more information to residents about municipalities that have been through the process;
- Providing more information on the future after dissolution;
- Doing more to ensure that residents receive the information or communications;
- Providing residents with more opportunities for input (e.g., public meetings, private discussions) prior to the vote;
- Doing more to ensure that facts are not misrepresented; and
- Doing the process in just the right amount of time, rather than taking too much or too little time.

For the majority of officials that participated in the survey, little or no improvement is required to the dissolution study process. In addition to many of the same suggestions as residents, the following improvements were suggested by officials:

- Providing officials with more opportunity for input during the public meetings;
- Providing officials with more information about the actual costs of dissolution both during and after the process; and
- Providing Council with the opportunity to voice their opinion.

APPENDIX A

SURVEY QUESTIONNAIRES

ALBERTA MUNICIPAL AFFAIRS

Final: June 11, 2012

QUESTIONNAIRE FOR SURVEY OF RESIDENTS OF DISSOLVED MUNICIPALITIES **MUN012**

IMPORT FROM LISTING: Dissolved Municipality:

Village of Sangudo	1
Village of Thorhild	2
Village of Kinuso	3
Village of New Sarepta	4
Village of Derwent	5

IMPORT FROM LISTING: Year of Dissolution

2006	1
2007	2
2008	3
2009	4
2010	5
2011	6

IMPORT FROM LISTING: Receiving Municipality

Lac Ste. Anne County	1
County of Thorhild	2
M.D. of Big Lakes	3
Leduc County	4
County of Two Hills	5

Introduction

Hello, my name is _____ with Resinnova, a professional research firm. We have been contracted by Alberta Municipal Affairs to do a survey of residents of the former **<INSERT DISSOLVED MUNICIPALITY>**. The purpose of the survey is to get a better understanding of residents' views on the dissolution of the **<INSERT DISSOLVED MUNICIPALITY>** and its inclusion in the **<INSERT RECEIVING MUNICIPALITY>**. I would like to assure you that we are not selling or promoting anything and that all results will be kept completely anonymous.

1. Before we begin, did you live within the corporate limits of the former **<INSERT DISSOLVED MUNICIPALITY>** in **<INSERT YEAR OF DISSOLUTION>** at the time its council was dissolved and it became a part of the **<INSERT RECEIVING MUNICIPALITY>**?

Yes	1	
No	2	THANK AND END INTERVIEW
Don't Know/Not Stated	3	THANK AND END INTERVIEW

2. Do you live within the former corporate limits of the former **<INSERT DISSOLVED MUNICIPALITY>**?

Yes	1	
No	2	THANK AND END INTERVIEW
Don't Know/Not Stated	3	THANK AND END INTERVIEW

3. For the purposes of this survey, could I please speak to the person in your household who is having the next birthday, and who was 18 years of age or older in <INSERT YEAR OF DISSOLUTION>?

- Yes, speaking 1 CONTINUE
- Yes, I'll get him/her 2 REPEAT INTRO AND CONTINUE
- Not available 3 ARRANGE CALL BACK

RECORD FIRST NAME OF ELIGIBLE RESPONDENT: _____

4. This interview will take about 20 minutes, depending on your responses. Is this a convenient time for you?

- Yes 1
- No 2 IF NO, ARRANGE CALL BACK

SECTION A: RESIDENTS' VIEWS PRIOR TO THE DISSOLUTION STUDY PROCESS

Why the Dissolution Study Process Was Initiated

A1. I am now going to read a list of potential issues that you may have faced just prior to the initiation of the dissolution study process. At that time, how concerned you were about each of the following aspects of living in the <INSERT DISSOLVED MUNICIPALITY>, using a scale from 0 to 10 where '0' is 'not at all concerned' and '10' is 'very concerned'. Just prior to the initiation of the dissolution study process, how concerned were you about (READ ITEM)

- Not at all concerned 00
- 01
- /
- /
- Very concerned 10
- (Don't Know/Cannot Recall) 99

- a) Property tax charges
- b) Water and sewer charges
- c) Garbage collection charges
- d) The total of property taxes and municipal utility charges
- e) Infrastructure, including water, sewer, roads and sidewalks
- f) Garbage collection
- g) Snow removal
- h) Road maintenance
- i) Fire protection
- j) Cultural and recreational services
- k) Commercial, business or retail services
- l) Community events
- m) The quality of life in your community
- n) Your access to elected officials
- o) Your access to municipal administrators

A2. What other concerns or issues did you have, if any?

- RECORD VERBATIM 001
- (No Other Concerns) 998
- (Don't Know/Cannot Recall) 999

A3. What would you say was your greatest concern or issue about living in the <INSERT DISSOLVED MUNICIPALITY> just prior to the initiation of the dissolution study process? **RECORD ONE RESPONSE ONLY. READ LIST, IF NECESSARY.**

Property tax charges	01
Water and sewer charges	02
Garbage collection charges	03
The total of property taxes and municipal utility charges	04
Infrastructure, including water, sewer, roads and sidewalks	05
Garbage collection	06
Snow removal	07
Road maintenance	08
Fire protection	09
Cultural and recreational services	10
Commercial, business or retail services	11
Community events	12
The quality of life in your community	13
Your access to elected officials	14
Your access to municipal administrators	15
Other – (SPECIFY)	16
No concerns	98
(Don't Know/Cannot Recall)	99

A4. In your view, what was the main reason that the dissolution study process was initiated?

RECORD VERBATIM	001
(Don't Know/Cannot Recall)	999

Support for the Dissolution Study Process

A5. At the time the dissolution study process was initiated, would you say you strongly supported, somewhat supported, were neutral, somewhat opposed, or strongly opposed the initiation of the dissolution study process?

Strongly supported	1
Somewhat supported	2
Neutral	3
Somewhat opposed	4
Strongly opposed	5
(Don't Know/Cannot Recall)	9

A6. **IF STRONGLY OR SOMEWHAT SUPPORTED IN QUESTION A5, ASK:** What would you say was the main reason why you supported the initiation of the dissolution study process?

RECORD VERBATIM	001
(Don't Know/Cannot Recall)	999

A7. **IF STRONGLY OR SOMEWHAT OPPOSED IN QUESTION A5, ASK:** What would you say was the main reason why you were opposed to the initiation of the dissolution study process?

RECORD VERBATIM	001
(Don't Know/Cannot Recall)	999

A8. At the time the dissolution study process was initiated , were you in favour of the dissolution, opposed to the dissolution, or did you have no opinion?

In favour of	1
Opposed to	2
Had no opinion	3
(Don't Know/Cannot Recall)	9

A9. In your opinion did the idea to dissolve the <INSERT DISSOLVED MUNICIPALITY> generate mainly from citizens of the <INSERT DISSOLVED MUNICIPALITY>, its council, or the <INSERT RECEIVING MUNICIPALITY>?

Local citizens	1
Council	2
Receiving Municipality	3
(Don't Know/Cannot Recall)	9

SECTION B: RESIDENTS' VIEWS ON THE DISSOLUTION STUDY PROCESS

Sources of Information on Dissolution

B1. Prior to the vote to dissolve the <INSERT DISSOLVED MUNICIPALITY>, did you (READ ITEM)?

Yes	1
No	2
(Don't Know/Cannot Recall)	9

- a) Talk to friends or family about dissolution
- b) Read articles in the paper regarding dissolution
- c) Talk to a municipal administrator outside of public meetings regarding dissolution
- d) Talk to a municipal councillor outside of public meetings regarding dissolution
- e) Read any of the information that Alberta Municipal Affairs mailed to you
- f) Attend a public meeting hosted by Alberta Municipal Affairs regarding dissolution
- g) Review an Alberta government report regarding dissolution. This report was called a Dissolution Study Report.

B2. What would say was your main source of information regarding the dissolution? Was it (READ LIST): RECORD ONE RESPONSE ONLY

Friends or family	01
Newspapers	02
A municipal administrator	03
A municipal councillor	04
Information that Alberta Municipal Affairs mailed to them	05
Alberta Municipal Affairs' public meeting	06
The Alberta government's dissolution study report	07
(Other – SPECIFY)	08
(Don't Know/Cannot Recall)	99

Assessment of Information and Services Provided by Alberta Municipal Affairs

B3. **IF YES TO QUESTION B1E, ASK:** I am now going to read some statements about the information that Alberta Municipal Affairs mailed to you prior to the vote on dissolution, and I would like you to indicate the extent to which you agree or disagree with each statement. To what extent do you agree or disagree that **(READ ITEM)**. Would that be strongly agree, somewhat agree, are you neutral, or do you somewhat disagree or strongly disagree with that statement?

- Strongly agree 1
- Somewhat agree 2
- Neutral 3
- Somewhat disagree 4
- Strongly disagree 5
- (Don't Know/Cannot Recall) 9

- a) The information mailed to you was helpful
- b) The information mailed to you was easy to read and understand

B4. **IF YES TO QUESTION B1E, ASK:** In what way or ways could the information that Alberta Municipal Affairs mailed to you have been better for you?

- RECORD VERBATIM** 001
- (Don't Know/Cannot Recall) 999

B5. **IF YES TO QUESTION B1F, ASK:** I am now going to read some statements about the public meeting that you attended prior to the vote on dissolution, and I would like you to indicate the extent to which you agree or disagree with each statement. To what extent do you agree or disagree that **(READ ITEM)**. Would that be strongly agree, somewhat agree, are you neutral, or do you somewhat disagree or strongly disagree with that statement?

- Strongly agree 1
- Somewhat agree 2
- Neutral 3
- Somewhat disagree 4
- Strongly disagree 5
- (Don't Know/Cannot Recall) 9

- a) The public meeting was helpful to you
- b) The public meeting was conducted in an effective way

B6. **IF YES TO QUESTION B1F, ASK:** In what way or ways could the public meeting have been better for you?

- RECORD VERBATIM** 001
- (Don't Know/Cannot Recall) 999

B7. **IF YES TO QUESTION B1G, ASK:** I am now going to read some statements about the Alberta government’s report that you reviewed prior to the vote on dissolution, and I would like you to indicate the extent to which you agree or disagree with each statement. To what extent do you agree or disagree that (**READ ITEM**). Would that be strongly agree, somewhat agree, are you neutral, or do you somewhat disagree or strongly disagree with that statement?

- Strongly agree 1
- Somewhat agree 2
- Neutral 3
- Somewhat disagree 4
- Strongly disagree 5
- (Don’t Know/Cannot Recall) 9

- a) The dissolution study report was helpful to you
- b) The dissolution study report was easy to read and understand

B8. **IF YES TO QUESTION B1G, ASK:** As best you can recall, what did you like most about the Alberta government’s dissolution study report?

- RECORD VERBATIM** 001
- (Don’t Know/Cannot Recall) 999

B9. **IF YES TO QUESTION B1G, ASK:** As best you can recall, what did you like least about the Alberta government’s dissolution study report?

- RECORD VERBATIM** 001
- (Don’t Know/Cannot Recall) 999

B10. **IF YES TO QUESTION B1G, ASK:** In what way or ways could the dissolution study report have been better for you?

- RECORD VERBATIM** 001
- (Don’t Know/Cannot Recall) 999

B11. Were you ever in contact with an employee of Alberta Municipal Affairs regarding the dissolution, either in-person, by phone, or in writing?

- Yes, was in contact with an employee 1
- No, was not in contact with an employee 2
- (Don’t Know/Cannot Recall) 9

B12. **IF YES TO QUESTION B11, ASK:** I am now going to read some statements about the employee or employees of Alberta Municipal Affairs that you were in contact with regarding the dissolution, and I would like you to indicate the extent to which you agree or disagree with each statement. To what extent do you agree or disagree that the employees (**READ ITEM**). Would that be strongly agree, somewhat agree, are you neutral, or do you somewhat disagree or strongly disagree with that statement?

- Strongly agree 1
- Somewhat agree 2
- Neutral 3
- Somewhat disagree 4
- Strongly disagree 5
- (Don't Know/Cannot Recall) 9

- a) Were helpful
- b) Were easy to access
- c) Were knowledgeable

B13. Overall, how satisfied were you with the information and communications provided by Alberta Municipal Affairs prior to the vote on dissolution? Were you (**READ LIST**):

- Very satisfied 1
- Somewhat satisfied 2
- Neutral 3
- Somewhat dissatisfied 4
- Very dissatisfied 5
- (Don't Know/Cannot Recall) 9

B14. **IF SOMEWHAT OR VERY DISSATISFIED IN QUESTION B13, ASK:** What was missing or deficient?

- RECORD VERBATIM** 001
- (Don't Know/Cannot Recall) 999

Assessment of the Dissolution Study Process

B15. When thinking about any concerns that you may have had just prior to the initiation of the dissolution study process, did the information and communications that you received during the dissolution study process address your concerns, that is, were they addressed prior to the time of the vote on dissolution?

- Yes, concerns were addressed prior to the vote 1
- No, concerns were not addressed prior to the vote 2
- (Don't Know/Cannot Recall) 9

B16. When thinking about all the information you had prior to the vote on dissolution, did you think that you had sufficient information, or not, to allow you to make an informed vote regarding dissolution?

- Yes, had sufficient information 1 **GO TO QUESTION B18**
- No, did not have sufficient information 2 **CONTINUE TO QUES. B17**
- (Don't Know/Cannot Recall) 9 **GO TO QUESTION B18**

B17. What additional information would you have liked to receive?

RECORD VERBATIM 001
 (Don't Know/Cannot Recall) 999

B18. Did you feel you had sufficient opportunity to provide input into the dissolution study process?

Yes, had sufficient opportunity for input 1
 No, did not have sufficient opportunity 2
 (Don't Know/Cannot Recall) 9

B19. **IF NO TO QUESTION B18, ASK:** What additional opportunities for input would you like to have had?

RECORD VERBATIM 001
 (Don't Know/Cannot Recall) 999

B20. Which of the following best describes how you feel about the time that elapsed commencing with the day the dissolution study process was initiated, and ending with the day the vote on dissolution took place. In your view, did the dissolution study process take (**READ LIST**)

Much more time than it should have 1
 More time than it should have 2
 Just about the right amount of time 3
 or was more time needed 4
 (Don't Know/Cannot Recall) 9

B21a. **IF CODES 1, 2 OR 3 TO QUESTION B20, ASK:** Why do you feel that it took <INSERT RESPONSE TO QUESTION B20>?

RECORD VERBATIM 001
 (Don't Know/Cannot Recall) 999

B21b. **IF CODE 4 TO QUESTION B20, ASK:** Why do you feel that more time was needed?

RECORD VERBATIM 001
 (Don't Know/Cannot Recall) 999

B22. When thinking about the dissolution study process prior to the vote on dissolution, what did you like most about the process?

RECORD VERBATIM 001
 (Don't Know/Not Stated) 999

B23. What did you like least about the process?

RECORD VERBATIM 001
 (Don't Know/Not Stated) 999

Views at the Time of Dissolution

B24. When the vote on dissolution was held, did you vote?

Yes, voted	1
No, did not vote	2
(Don't Know/Cannot Recall)	9

B25. At the time of dissolution, did you think that dissolution would be a good thing, or not?

Yes, a good thing	1
No, not a good thing	2
(Don't Know/Cannot Recall)	9

B26. In your view, what was the main reason that <INSERT DISSOLVED MUNICIPALITY> dissolved?

RECORD VERBATIM	001
(Don't Know/Cannot Recall)	999

SECTION C: RESIDENTS' VIEWS ON THE IMPACTS OF DISSOLUTION

Specific Impacts of Dissolution

C1. I am now going to read a list of potential issues that you may be facing today. How concerned are you about each of the following aspects of living in your community, using a scale from 0 to 10 where '0' is 'not at all concerned' and '10' is 'very concerned'. How concerned are you about (**READ ITEM**)

Not at all concerned	00
	01
	/
	/
Very concerned	10
(Don't Know/Cannot Recall)	99

- a) Property tax rates
- b) Water and sewer charges
- c) Garbage collection charges
- d) The total of property taxes and municipal utility charges
- e) Infrastructure, including water, sewer, roads and sidewalks
- f) Garbage collection
- g) Snow removal
- h) Road maintenance
- i) Fire protection
- j) Cultural and recreational services
- k) Commercial, business or retail services
- l) Community events
- m) The quality of life in your community
- n) Your access to elected officials
- o) Your access to municipal administrators

C2. What other concerns or issues do you have, if any?

RECORD VERBATIM	001
(No Other Concerns)	998
(Don't Know/Cannot Recall)	999

C3. What would you say is your greatest concern or issue about living in your community today?

RECORD ONE RESPONSE ONLY. READ LIST, IF NECESSARY.

Property tax charges	01
Water and sewer charges	02
Garbage collection charges	03
The total of property taxes and municipal utility charges	04
Infrastructure, including water, sewer, roads and sidewalks	05
Garbage collection	06
Snow removal	07
Road maintenance	08
Fire protection	09
Cultural and recreational services	10
Commercial, business or retail services	11
Community events	12
The quality of life in your community	13
Your access to elected officials	14
Your access to municipal administrators	15
Other – (SPECIFY)	16
No concerns	98
(Don't Know/Cannot Recall)	99

C4. What has happened as a result of the dissolution with regard to: **(READ ITEMS QC4A THRU QC4D)**. Have they increased, decreased, or stayed about the same.

Have increased	1
Have decreased	2
Have stayed about the same	3
(Don't Know/Cannot Recall)	9

- a) Property tax charges
- b) Water and sewer charges
- c) Garbage collection charges
- d) The total of property taxes plus municipal utility charges

What has happened as a result of the dissolution with regard to **(READ ITEMS QC4E THRU QC4O)**: Did it/they improve, get worse, or stay about the same.

Improved	1
Got worse	2
Stayed about the same	3
(Don't Know/Cannot Recall)	9

- e) Infrastructure, including water, sewer, roads and sidewalks
- f) Garbage collection
- g) Snow removal
- h) Road maintenance
- i) Fire protection
- j) Cultural and recreational services
- k) Commercial, business or retail services
- l) Community events
- m) The quality of life in your community
- n) Your access to elected officials
- o) Your access to municipal administrators

C5. Did you own a business that owned property in the <INSERT DISSOLVED MUNICIPALITY> in <INSERT YEAR OF DISSOLUTION>?

Yes	1	
No	2	GO TO QUESTION C8
(Don't Know/Not Stated)	9	GO TO QUESTION C8

C6. What effects has the dissolution had on your business in terms of municipal services?

RECORD VERBATIM	01
(Don't Know/Cannot Recall)	99

C7. What effects has the dissolution had on your business in terms of municipal taxes?

RECORD VERBATIM	01
(Don't Know/Cannot Recall)	99

Overall Impacts of Dissolution

C8. When you think about any concerns that you may have had about living in your community prior to the initiation of the dissolution study process, and any concerns that you have today, how much do you agree or disagree that the dissolution of the <INSERT DISSOLVED MUNICIPALITY> has helped to reduce your level of concern about living in your community? Do you (READ LIST):

- Strongly agree 1
- Somewhat agree 2
- Neutral 3
- Somewhat disagree 4
- Strongly disagree 5
- (Don't Know/Cannot Recall) 9

C9. Today, how satisfied are you with the quality of life in your community. Are you very satisfied, somewhat satisfied, neutral, somewhat dissatisfied, or very dissatisfied with the quality of life in your community?

- Very satisfied 1
- Somewhat satisfied 2
- Neutral 3
- Somewhat dissatisfied 4
- Very dissatisfied 5
- (Don't Know/Cannot Recall) 9

C10. Has your level of satisfaction with the quality of life in your community increased, decreased or remained about the same since before the dissolution?

- Satisfaction has increased 1
- Satisfaction has decreased 2
- Satisfaction has remained about the same 3
- (Don't Know/Not Stated) 9

C11. Comparing the situation before and after dissolution, is the value that you are receiving for your property taxes now better, worse, or about the same as it was before the dissolution?

- Better value 1
- Worse value 2
- About the same value 3
- (Don't Know/Not Sure) 9

C12. Is the value that you are receiving for the total of your property taxes and municipal utility charges now better, worse, or about the same as it was before the dissolution?

- Better value 1
- Worse value 2
- About the same value 3
- (Don't Know/Not Sure) 9

C13. Are the programs and services available to your community now better, worse, or about the same as they were before the dissolution?

Better	1
Worse	2
About the same	3
(Don't Know/Not Sure)	9

C14. Has your level of attachment to your community increased, decreased or stayed about the same since the dissolution?

Increased	1
Decreased	2
Remained about the same	3
(Don't Know/Cannot Recall)	9

C15. In your view, has dissolution had a positive effect, a negative effect or no effect on your community's identity or sense of community?

Positive effect	1
Negative effect	2
No effect	3
(Don't Know/Cannot Recall)	9

C16. All things considered, do you think that dissolution was good for the former residents of <INSERT DISSOLVED MUNICIPALITY>, or not?

Yes, good for residents	1
No, not good for residents	2
(Don't Know/Not Sure)	9

C17. Today, are you in favour of the dissolution, opposed to the dissolution, or do you have no opinion?

In favour of	1
Opposed to	2
Had no opinion	3
(Don't Know/Cannot Recall)	9

SECTION D: RESIDENTS' SUGGESTIONS ON THE DISSOLUTION PROCESS

D1. When thinking about the process to dissolve the <INSERT DISSOLVED MUNICIPALITY>, in what way or ways could the process have been improved?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

SECTION E: RESPONDENT CHARACTERISTICS

As different people may have different views and needs, the next few questions allow us to group and analyze the data to determine if there are statistical differences. Again, all the information you provide will be kept completely anonymous.

E1. What is your age group? Are you (**READ LIST**):

- 18 to 24 years of age 1
- 25 to 34 2
- 35 to 44 3
- 45 to 54 4
- 55 to 64 years 5
- or 65 years of age or older 6
- (Not Stated) 9

E2. **RECORD GENDER:**

- Male 1
- Female 2

E3. How many people live in your household? _____

E4. Of these, how many are 18 years of age or older? _____

E5. How many are under 18 years of age? _____

E6. Do you own or rent your home?

- Own 1
- Rent 2
- (Not Stated) 9

END: That’s all the questions I have. Thank you very much for your participation in this survey.

ALBERTA MUNICIPAL AFFAIRS*Final: June 11, 2012***QUESTIONNAIRE FOR SURVEY OF RESIDENTS OF MUNICIPALITIES THAT DID NOT DISSOLVE****MUN012****IMPORT FROM LISTING:** Municipality:

Village of Caroline	01
Village of Alliance	02
Village of Heisler	03
Village of Nampa	04
Village of Onoway	05
Village of Chipman	06
Town of Falher	07
Village of Vilna	08
Village of Hines Creek	09
Village of Donalda	10
Village of Innisfree	11
Village of Gadsby	12
Town of Granum	13

IMPORT FROM LISTING: Year of Dissolution Study

2006	1
2007	2
2008	3
2009	4
2010	5
2011	6

IMPORT FROM LISTING: Receiving Municipality

Clearwater County	01
Flagstaff County	02
Flagstaff County	03
Northern Sunrise County	04
Lac Ste. Anne County	05
Lamont County	06
M.D. of Smoky River	07
Smoky Lake County	08
Clear Hills County	09
County of Stettler	10
County of Minburn	11
County of Stettler	12
M.D. of Willow Creek	13

Introduction

Hello, my name is _____ with Resinnova, a professional research firm. We have been contracted by Alberta Municipal Affairs to do a survey of residents of the <INSERT MUNICIPALITY>. The purpose of the survey is to get a better understanding of residents' views on the dissolution study process for the <INSERT MUNICIPALITY> that was undertaken in <INSERT YEAR OF DISSOLUTION STUDY>.

1. Before we begin, did you live within the corporate limits of the <INSERT MUNICIPALITY> in <INSERT YEAR OF DISSOLUTION STUDY>?

Yes	1	
No	2	THANK AND END INTERVIEW
Don't Know/Not Stated	3	THANK AND END INTERVIEW

2. Do you still live within the corporate limits of the <INSERT MUNICIPALITY>?

Yes	1	
No	2	THANK AND END INTERVIEW
Don't Know/Not Stated	3	THANK AND END INTERVIEW

3. For the purposes of this survey, could I please speak to the person in your household who is having the next birthday, and who was 18 years of age or older in <INSERT YEAR OF DISSOLUTION STUDY>?

Yes, speaking	1	CONTINUE
Yes, I'll get him/her	2	REPEAT INTRO AND CONTINUE
Not available	3	ARRANGE CALL BACK

RECORD FIRST NAME OF ELIGIBLE RESPONDENT: _____

4. This interview will take about 20 minutes, depending on your responses. Is this a convenient time for you?

Yes	1	
No	2	IF NO, ARRANGE CALL BACK

SECTION A: RESIDENTS' VIEWS PRIOR TO THE DISSOLUTION STUDY PROCESS

Why the Dissolution Study Process Was Initiated

A1. I am now going to read a list of potential issues that you may have faced just prior to the initiation of the dissolution study process. At that time, how concerned you were about each of the following aspects of living in the <INSERT MUNICIPALITY>, using a scale from 0 to 10 where '0' is 'not at all concerned' and '10' is 'very concerned'. Just prior to the initiation of the dissolution study process, how concerned were you about (**READ ITEM**)

Not at all concerned	00
	01
	/
	/
Very concerned	10
(Don't Know/Cannot Recall)	99

- a) Property tax charges
- b) Water and sewer charges
- c) Garbage collection charges
- d) The total of property taxes and municipal utility charges
- e) Infrastructure, including water, sewer, roads and sidewalks
- f) Garbage collection
- g) Snow removal
- h) Road maintenance
- i) Fire protection
- j) Cultural and recreational services
- k) Commercial, business or retail services
- l) Community events
- m) The quality of life in your community
- n) Your access to elected officials
- o) Your access to municipal administrators

A2. What other concerns or issues did you have, if any?

RECORD VERBATIM	001
(No Other Concerns)	998
(Don't Know/Cannot Recall)	999

A3. What would you say was your greatest concern or issue about living in the <INSERT MUNICIPALITY> just prior to the initiation of the dissolution study process? **RECORD ONE RESPONSE ONLY. READ LIST, IF NECESSARY.**

Property tax charges	01
Water and sewer charges	02
Garbage collection charges	03
The total of property taxes and municipal utility charges	04
Infrastructure, including water, sewer, roads and sidewalks	05
Garbage collection	06
Snow removal	07
Road maintenance	08
Fire protection	09
Cultural and recreational services	10
Commercial, business or retail services	11
Community events	12
The quality of life in your community	13
Your access to elected officials	14
Your access to municipal administrators	15
Other – (SPECIFY)	16
No concerns	98
(Don't Know/Cannot Recall)	99

A4. In your view, what was the main reason that the dissolution study process was initiated?

RECORD VERBATIM	001
(Don't Know/Cannot Recall)	999

Support for the Dissolution Study Process

A5. At the time the dissolution study process was initiated, would you say you strongly supported, somewhat supported, were neutral, somewhat opposed, or strongly opposed the initiation of the dissolution study process?

Strongly supported	1
Somewhat supported	2
Neutral	3
Somewhat opposed	4
Strongly opposed	5
(Don't Know/Cannot Recall)	9

A6. **IF STRONGLY OR SOMEWHAT SUPPORTED IN QUESTION A5, ASK:** What would you say was the main reason why you supported the initiation of the dissolution study process?

RECORD VERBATIM	001
(Don't Know/Cannot Recall)	999

A7. **IF STRONGLY OR SOMEWHAT OPPOSED IN QUESTION A5, ASK:** What would you say was the main reason why you were opposed to the initiation of the dissolution study process?

RECORD VERBATIM	001
(Don't Know/Cannot Recall)	999

A8. At the time the dissolution study process was initiated , were you in favour of the dissolution, opposed to the dissolution, or did you have no opinion?

In favour of	1
Opposed to	2
Had no opinion	3
(Don't Know/Cannot Recall)	9

A9. In your opinion did the idea to dissolve the <INSERT MUNICIPALITY> generate mainly from citizens of the <INSERT MUNICIPALITY>, its council, or the <INSERT RECEIVING MUNICIPALITY>?

Local citizens	1
Council	2
Receiving Municipality	3
(Don't Know/Cannot Recall)	9

SECTION B: RESIDENTS' VIEWS ON THE DISSOLUTION STUDY PROCESS

Sources of Information on Dissolution

B1. Prior to the vote on dissolution of the <INSERT MUNICIPALITY>, did you (READ ITEM)?

Yes	1
No	2
(Don't Know/Cannot Recall)	9

- a) Talk to friends or family about dissolution
- b) Read articles in the paper regarding dissolution
- c) Talk to a municipal administrator outside of public meetings regarding dissolution
- d) Talk to a municipal councillor outside of public meetings regarding dissolution
- e) Read any of the information that Alberta Municipal Affairs mailed to you
- f) Attend a public meeting hosted by Alberta Municipal Affairs regarding dissolution
- g) Review an Alberta government report regarding dissolution. This report was called a Dissolution Study Report.

B2. What would say was your main source of information regarding the implications of dissolution? Was it (READ LIST): **RECORD ONE RESPONSE ONLY**

Friends or family	01
Newspapers	02
A municipal administrator	03
A municipal councillor	04
Information that Alberta Municipal Affairs mailed to them	05
Alberta Municipal Affairs' public meeting	06
The Alberta government's dissolution study report	07
(Other – SPECIFY)	08
(Don't Know/Cannot Recall)	99

Assessment of Information and Services Provided by Alberta Municipal Affairs

B3. **IF YES TO QUESTION B1E, ASK:** I am now going to read some statements about the information that Alberta Municipal Affairs mailed to you prior to the vote on dissolution, and I would like you to indicate the extent to which you agree or disagree with each statement. To what extent do you agree or disagree that (**READ ITEM**). Would that be strongly agree, somewhat agree, are you neutral, or do you somewhat disagree or strongly disagree with that statement?

- Strongly agree 1
- Somewhat agree 2
- Neutral 3
- Somewhat disagree 4
- Strongly disagree 5
- (Don't Know/Cannot Recall) 9

- a) The information mailed to you was helpful
- b) The information mailed to you was easy to read and understand

B4. **IF YES TO QUESTION B1E, ASK:** In what way or ways could the information that Alberta Municipal Affairs mailed to you have been better for you?

- RECORD VERBATIM** 001
- (Don't Know/Cannot Recall) 999

B5. **IF YES TO QUESTION B1F, ASK:** I am now going to read some statements about the public meeting that you attended prior to the vote on dissolution, and I would like you to indicate the extent to which you agree or disagree with each statement. To what extent do you agree or disagree that (**READ ITEM**). Would that be strongly agree, somewhat agree, are you neutral, or do you somewhat disagree or strongly disagree with that statement?

- Strongly agree 1
- Somewhat agree 2
- Neutral 3
- Somewhat disagree 4
- Strongly disagree 5
- (Don't Know/Cannot Recall) 9

- a) The public meeting was helpful to you
- b) The public meeting was conducted in an effective way

B6. **IF YES TO QUESTION B1F, ASK:** In what way or ways could the public meeting have been better for you?

- RECORD VERBATIM** 001
- (Don't Know/Cannot Recall) 999

- B7. **IF YES TO QUESTION B1G, ASK:** I am now going to read some statements about the Alberta government's report that you reviewed prior to the vote on dissolution, and I would like you to indicate the extent to which you agree or disagree with each statement. To what extent do you agree or disagree that (**READ ITEM**). Would that be strongly agree, somewhat agree, are you neutral, or do you somewhat disagree or strongly disagree with that statement?

Strongly agree	1
Somewhat agree	2
Neutral	3
Somewhat disagree	4
Strongly disagree	5
(Don't Know/Cannot Recall)	9

- a) The dissolution study report was helpful to you
 b) The dissolution study report was easy to read and understand
- B8. **IF YES TO QUESTION B1G, ASK:** As best you can recall, what did you like most about the Alberta government's dissolution study report?

RECORD VERBATIM	001
(Don't Know/Cannot Recall)	999

- B9. **IF YES TO QUESTION B1G, ASK:** As best you can recall, what did you like least about the Alberta government's dissolution study report?

RECORD VERBATIM	001
(Don't Know/Cannot Recall)	999

- B10. **IF YES TO QUESTION B1G, ASK:** In what way or ways could the dissolution study report have been better for you?

RECORD VERBATIM	001
(Don't Know/Cannot Recall)	999

- B11. Were you ever in contact with an employee of Alberta Municipal Affairs regarding dissolution, either in-person, by phone, or in writing?

Yes, was in contact with an employee	1
No, was not in contact with an employee	2
(Don't Know/Cannot Recall)	9

B12. **IF YES TO QUESTION B11, ASK:** I am now going to read some statements about the employee or employees of Alberta Municipal Affairs that you were in contact with regarding dissolution, and I would like you to indicate the extent to which you agree or disagree with each statement. To what extent do you agree or disagree that the employees (**READ ITEM**). Would that be strongly agree, somewhat agree, are you neutral, or do you somewhat disagree or strongly disagree with that statement?

- Strongly agree 1
- Somewhat agree 2
- Neutral 3
- Somewhat disagree 4
- Strongly disagree 5
- (Don't Know/Cannot Recall) 9

- a) Were helpful
- b) Were easy to access
- c) Were knowledgeable

B13. Overall, how satisfied were you with the information and communications provided by Alberta Municipal Affairs prior to the vote on dissolution? Were you (**READ LIST**):

- Very satisfied 1
- Somewhat satisfied 2
- Neutral 3
- Somewhat dissatisfied 4
- Very dissatisfied 5
- (Don't Know/Cannot Recall) 9

B14. **IF SOMEWHAT OR VERY DISSATISFIED IN QUESTION B13, ASK:** What was missing or deficient?

- RECORD VERBATIM** 001
- (Don't Know/Cannot Recall) 999

Assessment of the Dissolution Study Process

B15. When thinking about any concerns that you may have had just prior to the initiation of the dissolution study process, did the information and communications that you received during the dissolution study process address your concerns, that is, were they addressed prior to the time of the vote on dissolution?

- Yes, concerns were addressed prior to the vote 1
- No, concerns were not addressed prior to the vote 2
- (Don't Know/Cannot Recall) 9

B16. When thinking about all the information you had prior to the vote on dissolution, did you think that you had sufficient information, or not, to allow you to make an informed vote regarding dissolution?

- Yes, had sufficient information 1 **GO TO QUESTION B18**
- No, did not have sufficient information 2 **CONTINUE TO QUES. B17**
- (Don't Know/Cannot Recall) 9 **GO TO QUESTION B18**

B17. What additional information would you have liked to receive?

RECORD VERBATIM 001
 (Don't Know/Cannot Recall) 999

B18. Did you feel you had sufficient opportunity to provide input into the dissolution study process?

Yes, had sufficient opportunity for input 1
 No, did not have sufficient opportunity 2
 (Don't Know/Cannot Recall) 9

B19. **IF NO TO QUESTION B18, ASK:** What additional opportunities for input would you like to have had?

RECORD VERBATIM 001
 (Don't Know/Cannot Recall) 999

B20. Which of the following best describes how you feel about the time that elapsed commencing with the day the dissolution study process was initiated, and ending with the day the vote on dissolution took place. In your view, did the dissolution study process take **(READ LIST)**

Much more time than it should have 1
 More time than it should have 2
 Just about the right amount of time 3
 or was more time needed 4
 (Don't Know/Cannot Recall) 9

B21a. **IF CODES 1, 2 OR 3 TO QUESTION B20, ASK:** Why do you feel that it took <INSERT RESPONSE TO QUESTION B20>?

RECORD VERBATIM 001
 (Don't Know/Cannot Recall) 999

B21b. **IF CODE 4 TO QUESTION B20, ASK:** Why do you feel that more time was needed?

RECORD VERBATIM 001
 (Don't Know/Cannot Recall) 999

B22. When thinking about the dissolution study process prior to the vote on dissolution, what did you like most about the process?

RECORD VERBATIM 001
 (Don't Know/Not Stated) 999

B23. What did you like least about the process?

RECORD VERBATIM 001
 (Don't Know/Not Stated) 999

Views at the Time of the Vote on Dissolution

B24. When the vote on dissolution was held, did you vote?

Yes, voted	1
No, did not vote	2
(Don't Know/Cannot Recall)	9

B25. At the time of the vote on dissolution, did you think that dissolution would be a good thing, or not?

Yes, a good thing	1
No, not a good thing	2
(Don't Know/Cannot Recall)	9

B26. In your view, what was the main reason that the <INSERT MUNICIPALITY> did not dissolve?

RECORD VERBATIM	001
(Don't Know/Cannot Recall)	999

SECTION C: RESIDENTS' VIEWS TODAY

Specific Concerns

C1. I am now going to read a list of potential issues that you may be facing today. How concerned are you about each of the following aspects of living in your community, using a scale from 0 to 10 where '0' is 'not at all concerned' and '10' is 'very concerned'. How concerned are you about **(READ ITEM)**

Not at all concerned	00
	01
	/
	/
Very concerned	10
(Don't Know/Cannot Recall)	99

- a) Property tax rates
- b) Water and sewer charges
- c) Garbage collection charges
- d) The total of property taxes and municipal utility charges
- e) Infrastructure, including water, sewer, roads and sidewalks
- f) Garbage collection
- g) Snow removal
- h) Road maintenance
- i) Fire protection
- j) Cultural and recreational services
- k) Commercial, business or retail services
- l) Community events
- m) The quality of life in your community
- n) Your access to elected officials
- o) Your access to municipal administrators

C2. What other concerns or issues do you have, if any?

RECORD VERBATIM	001
(No Other Concerns)	998
(Don't Know/Cannot Recall)	999

C3. What would you say is your greatest concern or issue about living in your community today?

RECORD ONE RESPONSE ONLY. READ LIST, IF NECESSARY.

Property tax charges	01
Water and sewer charges	02
Garbage collection charges	03
The total of property taxes and municipal utility charges	04
Infrastructure, including water, sewer, roads and sidewalks	05
Garbage collection	06
Snow removal	07
Road maintenance	08
Fire protection	09
Cultural and recreational services	10
Commercial, business or retail services	11
Community events	12
The quality of life in your community	13
Your access to elected officials	14
Your access to municipal administrators	15
Other – (SPECIFY)	16
No concerns	98
(Don't Know/Cannot Recall)	99

C4. What has happened since the vote on dissolution with regard to: **(READ ITEMS QC4A THRU QC4D)**. Have they increased, decreased, or stayed about the same.

Have increased	1
Have decreased	2
Have stayed about the same	3
(Don't Know/Cannot Recall)	9

- a) Property tax charges
- b) Water and sewer charges
- c) Garbage collection charges
- d) The total of property taxes plus municipal utility charges

What has happened since the vote on dissolution with regard to **(READ ITEMS QC4E THRU QC4O)**: Did it/they improve, get worse, or stay about the same.

Improved	1
Got worse	2
Stayed about the same	3
(Don't Know/Cannot Recall)	9

- e) Infrastructure, including water, sewer, roads and sidewalks
- f) Garbage collection
- g) Snow removal
- h) Road maintenance
- i) Fire protection
- j) Cultural and recreational services
- k) Commercial, business or retail services
- l) Community events
- m) The quality of life in your community
- n) Your access to elected officials
- o) Your access to municipal administrators

C5. Did you own a business that owned property in the <INSERT MUNICIPALITY> in <INSERT YEAR OF DISSOLUTION STUDY>?

Yes	1	
No	2	GO TO QUESTION C8
(Don't Know/Not Stated)	9	GO TO QUESTION C8

C6. Since the vote on dissolution, what changes have you seen in municipal services for your business?

RECORD VERBATIM	01
(Don't Know/Cannot Recall)	99

C7. Since the vote on dissolution, what changes have you seen in municipal taxes for your business?

RECORD VERBATIM	01
(Don't Know/Cannot Recall)	99

Overall Impacts of Dissolution Study Process

C8. When you think about any concerns that you may have had about living in your community prior to the initiation of the dissolution study process, and any concerns that you have today, how much do you agree or disagree that the dissolution study process helped to reduce your level of concern about living in your community? Do you (**READ LIST**):

- Strongly agree 1
- Somewhat agree 2
- Neutral 3
- Somewhat disagree 4
- Strongly disagree 5
- (Don't Know/Cannot Recall) 9

C9. Today, how satisfied are you with the quality of life in your community. Are you very satisfied, somewhat satisfied, neutral, somewhat dissatisfied, or very dissatisfied with the quality of life in your community?

- Very satisfied 1
- Somewhat satisfied 2
- Neutral 3
- Somewhat dissatisfied 4
- Very dissatisfied 5
- (Don't Know/Cannot Recall) 9

C10. Has your level of satisfaction with the quality of life in your community increased, decreased or remained about the same since the dissolution study process was initiated?

- Satisfaction has increased 1
- Satisfaction has decreased 2
- Satisfaction has remained about the same 3
- (Don't Know/Not Stated) 9

C11. Comparing the situation before and after the dissolution study process, is the value that you are receiving for your property taxes now better, worse, or about the same as it was before the dissolution study process?

- Better value 1
- Worse value 2
- About the same value 3
- (Don't Know/Not Sure) 9

C12. Is the value that you are receiving for the total of your property taxes and municipal utility charges now better, worse, or about the same as it was before the dissolution study process?

- Better value 1
- Worse value 2
- About the same value 3
- (Don't Know/Not Sure) 9

C13. Are the programs and services available to your community now better, worse, or about the same as they were before the dissolution study process?

Better	1
Worse	2
About the same	3
(Don't Know/Not Sure)	9

C14. Has your level of attachment to your community increased, decreased or stayed about the same since the dissolution study process was initiated?

Increased	1
Decreased	2
Remained about the same	3
(Don't Know/Cannot Recall)	9

C15. In your view, did the dissolution study process have a positive effect, a negative effect or no effect on your community's identity or sense of community?

Positive effect	1
Negative effect	2
No effect	3
(Don't Know/Cannot Recall)	9

C16. All things considered, do you think that dissolution would have been good for residents of the <INSERT MUNICIPALITY>, or not?

Yes, good for residents	1
No, not good for residents	2
(Don't Know/Not Sure)	9

C17. Today, are you in favour of dissolution, opposed to dissolution, or do you have no opinion?

In favour of	1
Opposed to	2
Had no opinion	3
(Don't Know/Cannot Recall)	9

SECTION D: RESIDENTS' SUGGESTIONS ON THE DISSOLUTION STUDY PROCESS

D1. When thinking about the dissolution study process for the <INSERT MUNICIPALITY>, in what way or ways could the process have been improved?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

SECTION E: RESPONDENT CHARACTERISTICS

As different people may have different views and needs, the next few questions allow us to group and analyze the data to determine if there are statistical differences. Again, all the information you provide will be kept completely anonymous.

E1. What is your age group? Are you (**READ LIST**):

- 18 to 24 years of age 1
- 25 to 34 2
- 35 to 44 3
- 45 to 54 4
- 55 to 64 years 5
- or 65 years of age or older 6
- (Not Stated) 9

E2. **RECORD GENDER:**

- Male 1
- Female 2

E3. How many people live in your household? _____

E4. Of these, how many are 18 years of age or older? _____

E5. How many are under 18 years of age? _____

E6. Do you own or rent your home?

- Own 1
- Rent 2
- (Not Stated) 9

END: That’s all the questions I have. Thank you very much for your participation in this survey.

ALBERTA MUNICIPAL AFFAIRS*Final: June 21, 2012***QUESTIONNAIRE FOR SURVEY OF REEVES, MAYORS AND ADMINISTRATORS****MUN012****IMPORT FROM LISTING:** Study Municipality:

Village of Sangudo	01
Village of Thorhild	02
Village of Kinuso	03
Village of New Sarepta	04
Village of Derwent	05
Village of Caroline	06
Village of Alliance	07
Village of Heisler	08
Village of Nampa	09
Village of Onoway	10
Village of Chipman	11
Town of Falher	12
Village of Vilna	13
Village of Hines Creek	14
Village of Donalda	15
Village of Innisfree	16
Village of Gadsby	17
Town of Granum	18

IMPORT FROM LISTING: Receiving Municipality

Lac Ste. Anne County	01
County of Thorhild	02
M.D. of Big Lakes	03
Leduc County	04
County of Two Hills	05
Clearwater County	06
Flagstaff County	07
Flagstaff County	08
Northern Sunrise County	09
Lac Ste. Anne County	10
Lamont County	11
M.D. of Smoky River	12
Smoky Lake County	13
Clear Hills County	14
County of Stettler	15
County of Minburn	16
County of Stettler	17
M.D. of Willow Creek	18

IMPORT FROM LISTING: Year of Dissolution/Dissolution Study

2006	1
2007	2
2008	3
2009	4
2010	5
2011	6

IMPORT FROM LISTING: Municipality:

Village of Sangudo	01
Village of Thorhild	02
Village of Kinuso	03
Village of New Sarepta	04
Village of Derwent	05
Village of Caroline	06
Village of Alliance	07
Village of Heisler	08
Village of Nampa	09
Village of Onoway	10
Village of Chipman	11
Town of Falher	12
Village of Vilna	13
Village of Hines Creek	14
Village of Donalda	15
Village of Innisfree	16
Village of Gadsby	17
Town of Granum	18
Lac Ste. Anne County	19
County of Thorhild	20
M.D. of Big Lakes	21
Leduc County	22
County of Two Hills	23
Clearwater County	24
Flagstaff County	25
Flagstaff County	26
Northern Sunrise County	27
Lac Ste. Anne County	28
Lamont County	29
M.D. of Smoky River	30
Smoky Lake County	31
Clear Hills County	32
County of Stettler	33
County of Minburn	34
County of Stettler	35
M.D. of Willow Creek	36

IMPORT FROM LISTING: Respondent Title:

Mayor or Reeve	1
Chief Administrative Officer	2

IMPORT FROM LISTING: Respondent Type:

Official of Dissolved Municipality	1
Official of Non-Dissolved Municipality	2
Official of Receiving Municipality	3

IMPORT FROM LISTING: Study Outcome

1. Dissolution
2. Dissolution Study

Telephone Introduction

May I please speak to <INSERT RESPONDENT NAME>?

Yes, speaking	1	
No, not available	2	ARRANGE CALLBACK
No longer at this number	3	ASK FOR NEW PHONE NUMBER

Hello, my name is _____ with Resinnova, a professional research firm. We are doing interviews on behalf of Alberta Municipal Affairs with mayors, reeves and administrators of municipalities that were involved in a dissolution study process that took place from 2006 to 2011. The purpose of the interviews is to get a better understanding of the dissolution study process and how it could be improved in the future. If you agree to the interview, we would like to be able to share your individual responses with our clients at Alberta Municipal Affairs.

1. In <INSERT YEAR OF DISSOLUTION/DISSOLUTION STUDY>, were you the <INSERT RESPONDENT TITLE> of <INSERT MUNICIPALITY> at the time of the <INSERT STUDY OUTCOME> of the <INSERT STUDY MUNICIPALITY>?

Yes	1	GO TO QUESTION 4
No	2	
Don't Know/Not Stated	9	

2. **IF NO, TO QUESTION 1, ASK:** Who was the <INSERT RESPONDENT TITLE> of <INSERT MUNICIPALITY> at the time of the <INSERT STUDY OUTCOME> of the <INSERT STUDY MUNICIPALITY>?

RECORD NAME	01	
(Don't Know/Not Stated)	99	THANK AND END INTERVIEW

3. **IF NO, TO QUESTION 1, ASK:** Do you have a phone number or e-mail address that you could provide me for <INSERT RESPONSE TO QUESTION 2>, so that I could invite him/her to participate in this study?

RECORD PHONE AND/OR E-MAIL ADDRESS	01	
(Don't Know/Not Stated)	99	THANK AND END INTERVIEW

4. The interview will take from 20 to 40 minutes, depending on your responses and your level of involvement in the dissolution study process. I can do the interview over the phone, or I can e-mail you the link to our survey website? Which way would you prefer?

Phone	1
E-mail	2

5. **IF BY PHONE IN QUESTION 4, ASK:** Is this a convenient time for you?

Yes	1	
No	2	ARRANGE CALL BACK

6. **IF BY E-MAIL IN QUESTION 4, ASK:** And to what e-mail address should I send the invitation to our survey website

RECORD E-MAIL ADDRESS	01
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Website Introduction

Welcome to the website for the survey of mayors, reeves and administrators of municipalities that were involved in a dissolution study process that took place from 2006 to 2011. This survey is being conducted by Resinnova, an independent professional research firm. The purpose of the interviews is to get a better understanding of the dissolution study process and how it could be improved in the future.

If you agree to the interview, we would like to be able to share your individual responses with our clients at Alberta Municipal Affairs. We would appreciate your responses by **July 20, 2012**.

- To navigate through the survey, or if you need to move back to make changes, **please use the buttons provided within the survey screens. Do not use your browser's back and forward arrows as this may cause your information to be lost.** After entering your response to a question, please use the forward arrow button on the screen to proceed to the next question.
- Should you need to exit and return at a later time, please press the exit button. When you re-enter the survey, you will be asked to enter your authorization number, so please retain this number if required. When you re-enter the website, you will be returned to the screen where you last exited and you will not need to re-do any questions that you answered on a previous visit.
- Once you have completed all survey questions, you will not be able to re-enter the website.
- While we would like your response to all the questions, if you cannot answer a particular question, please continue by proceeding to the next question.

To commence the survey, please enter your authorization number: _____

SECTION A: VIEWS PRIOR TO THE DISSOLUTION STUDY PROCESS**Why the Dissolution Study Process Was Initiated**

- A1. In your view, what was the main reason that the dissolution study process was initiated for the <INSERT STUDY MUNICIPALITY>?

RECORD VERBATIM	001
(Don't Know/Cannot Recall)	999

Support for the Dissolution Study Process

- A2. At the time the dissolution study process was initiated, would you say you strongly supported, somewhat supported, were neutral, somewhat opposed, or strongly opposed the initiation of the dissolution study process?

Strongly supported	1
Somewhat supported	2
Neutral	3
Somewhat opposed	4
Strongly opposed	5
(Don't Know/Cannot Recall)	9

- A3. **IF STRONGLY OR SOMEWHAT SUPPORTED IN QUESTION A2, ASK:** What would you say was the main reason why you supported the initiation of the dissolution study process?

RECORD VERBATIM	001
(Don't Know/Cannot Recall)	999

- A4. **IF STRONGLY OR SOMEWHAT OPPOSED IN QUESTION A2, ASK:** What would you say was the main reason why you were opposed to the initiation of the dissolution study process?

RECORD VERBATIM	001
(Don't Know/Cannot Recall)	999

- A5. At the time the dissolution study process was initiated, were you in favour of the dissolution, opposed to the dissolution, or did you have no opinion?

In favour of	1
Opposed to	2
Had no opinion	3
(Don't Know/Cannot Recall)	9

- A6. In your opinion did the idea to dissolve the <INSERT STUDY MUNICIPALITY> generate mainly from citizens of the <INSERT STUDY MUNICIPALITY>, its council, or <INSERT RECEIVING MUNICIPALITY>?

Local citizens	1
Council	2
Receiving Municipality	3
(Don't Know/Cannot Recall)	9

SECTION B: VIEWS ON THE DISSOLUTION STUDY PROCESS

Sources of Information on Dissolution

B1. Prior to the vote on dissolution of the <INSERT STUDY MUNICIPALITY>, did you (**READ ITEM**)?

Yes	1
No	2
(Don't Know/Cannot Recall)	9

- a) Read any of the information that Alberta Municipal Affairs may have provided to you
- b) Use any of the workbooks that Alberta Municipal Affairs may have provided for collecting the information required for the dissolution study
- c) Attend a public meeting hosted by Alberta Municipal Affairs regarding dissolution
- d) Review an Alberta government report regarding dissolution? This report was called a Dissolution Study.

B2. What would say was your main source of information regarding the dissolution? Was it (**READ LIST**): **RECORD ONE RESPONSE ONLY**

Friends or family	01
Newspapers	02
A municipal administrator	03
A municipal councillor	04
Information that Alberta Municipal Affairs provided to you	05
Workbooks that Alberta Municipal Affairs provided to you	06
Alberta Municipal Affairs' public meeting	07
The Alberta government's dissolution study report	08
(Other – SPECIFY)	09
(Don't Know/Cannot Recall)	99

Assessment of Information and Services Provided by Alberta Municipal Affairs

B3. **IF YES TO QUESTION B1A, ASK:** Next are some statements about the information that Alberta Municipal Affairs provided to you prior to the vote on dissolution. Please indicate the extent to which you agree or disagree with each statement. To what extent do you agree or disagree that (**READ ITEM**)

Strongly agree	1
Somewhat agree	2
Neutral	3
Somewhat disagree	4
Strongly disagree	5
(Don't Know/Cannot Recall)	9

- a) The information provided to you was helpful
- b) The information provided to you was easy to read and understand

B4. **IF YES TO QUESTION B1A, ASK:** In what way or ways could the information that Alberta Municipal Affairs provided to you have been better for you?

RECORD VERBATIM 001
 (Don't Know/Cannot Recall) 999

B5. **IF YES TO QUESTION B1B, ASK:** Next are some statements about the workbooks that Alberta Municipal Affairs provided for collecting the information required for the dissolution study. Please indicate the extent to which you agree or disagree with each statement. To what extent do you agree or disagree that (**READ ITEM**)?

Strongly agree 1
 Somewhat agree 2
 Neutral 3
 Somewhat disagree 4
 Strongly disagree 5
 (Don't Know/Cannot Recall) 9

- a) The workbooks were helpful in collecting the required information
- b) The workbooks were an effective tool for collecting the required information

B6. **IF YES TO QUESTION B1B, ASK:** In what way or ways could the workbooks that Alberta Municipal Affairs provided to you have been better for you?

RECORD VERBATIM 001
 (Don't Know/Cannot Recall) 999

B7. **IF YES TO QUESTION B1C, ASK:** Next are some statements about the public meeting that you attended prior to the vote on dissolution. Please indicate the extent to which you agree or disagree with each statement. To what extent do you agree or disagree that (**READ ITEM**)?

Strongly agree 1
 Somewhat agree 2
 Neutral 3
 Somewhat disagree 4
 Strongly disagree 5
 (Don't Know/Cannot Recall) 9

- a) The public meeting was helpful to you
- b) The public meeting was conducted in an effective way
- c) The public meeting was helpful to residents

B8. **IF YES TO QUESTION B1C, ASK:** In what way or ways could the public meeting have been better for you?

RECORD VERBATIM 001
 (Don't Know/Cannot Recall) 999

B9. **IF YES TO QUESTION B1D, ASK:** Next are some statements about the Alberta government’s report that you reviewed prior to the vote on dissolution. Please indicate the extent to which you agree or disagree with each statement. To what extent do you agree or disagree that **(READ ITEM)**?

- Strongly agree 1
- Somewhat agree 2
- Neutral 3
- Somewhat disagree 4
- Strongly disagree 5
- (Don’t Know/Cannot Recall) 9

- a) The dissolution study report was helpful to you
- b) The dissolution study report was easy to read and understand
- c) The dissolution study report was helpful to residents

B10. **IF YES TO QUESTION B1D, ASK:** As best you can recall, what did you like most about the Alberta government’s dissolution study report?

- RECORD VERBATIM** 001
- (Don’t Know/Cannot Recall) 999

B11. **IF YES TO QUESTION B1D, ASK:** As best you can recall, what did you like least about the Alberta government’s dissolution study report?

- RECORD VERBATIM** 001
- (Don’t Know/Cannot Recall) 999

B12. **IF YES TO QUESTION B1D, ASK:** In what way or ways could the dissolution study report have been better for you?

- RECORD VERBATIM** 001
- (Don’t Know/Cannot Recall) 999

B13. Prior to the vote on dissolution, were you ever in contact with an employee of Alberta Municipal Affairs regarding the dissolution, either in-person, by phone, or in writing?

- Yes, was in contact with an employee 1
- No, was not in contact with an employee 2
- (Don’t Know/Cannot Recall) 9

B14. **IF YES TO QUESTION B13, ASK:** Next are some statements about the employee or employees of Alberta Municipal Affairs that you were in contact with regarding the dissolution. Please indicate the extent to which you agree or disagree with each statement. To what extent do you agree or disagree that the employees (**READ ITEM RANDOMLY**)?

- Strongly agree 1
- Somewhat agree 2
- Neutral 3
- Somewhat disagree 4
- Strongly disagree 5
- (Don't Know/Cannot Recall) 9

- a) Were helpful
- b) Were easy to access
- c) Were knowledgeable
- d) Communicated clearly
- e) Were courteous
- f) Behaved in a professional manner
- g) Responded in a timely manner

B15. Overall, how satisfied were you with the information and communications provided to you by Alberta Municipal Affairs prior to the vote on dissolution? Were you (**READ LIST**):

- Very satisfied 1
- Somewhat satisfied 2
- Neutral 3
- Somewhat dissatisfied 4
- Very dissatisfied 5
- (Don't Know/Cannot Recall) 9

B16. **IF SOMEWHAT OR VERY DISSATISFIED IN QUESTION B15, ASK:** What was missing or deficient?

- RECORD VERBATIM** 001
- (Don't Know/Cannot Recall) 999

Assessment of the Dissolution Study Process

B17. Prior to the vote on dissolution, did <**INSERT MUNICIPALITY**>, as an organization, have sufficient information, or not, about the dissolution?

- Yes, had sufficient information 1
- No, did not have sufficient information 2
- (Don't Know/Cannot Recall) 9

B18. **IF NO TO QUESTION B17, ASK:** What additional information could have been provided?

- RECORD VERBATIM** 001
- (Don't Know/Cannot Recall) 999

B19. When thinking about all the information residents of the <INSERT STUDY MUNICIPALITY> had prior to the vote on dissolution, in your view, did the residents of <INSERT STUDY MUNICIPALITY> have sufficient information, or not, to allow them to make an informed vote regarding dissolution?

- Yes, had sufficient information 1
- No, did not have sufficient information 2
- (Don't Know/Cannot Recall) 9

B20. **IF NO TO QUESTION B19, ASK:** What additional information could have been provided to residents of the <INSERT STUDY MUNICIPALITY>?

- RECORD VERBATIM** 001
- (Don't Know/Cannot Recall) 999

B21. Did you feel that <INSERT MUNICIPALITY>, as an organization, had sufficient opportunity to provide input into the dissolution study process?

- Yes, had sufficient opportunity for input 1
- No, did not have sufficient opportunity 2
- (Don't Know/Cannot Recall) 9

B22. **IF NO TO QUESTION B21, ASK:** What additional opportunities for input could they have had?

- RECORD VERBATIM** 001
- (Don't Know/Cannot Recall) 999

B23. Did you feel that residents of the <INSERT STUDY MUNICIPALITY> had sufficient opportunity to provide input into the dissolution study process?

- Yes, had sufficient opportunity for input 1
- No, did not have sufficient opportunity 2
- (Don't Know/Cannot Recall) 9

B24. **IF NO TO QUESTION B23, ASK:** What additional opportunities for input should residents have had?

- RECORD VERBATIM** 001
- (Don't Know/Cannot Recall) 999

B25. Which of the following best describes how you feel about the time that elapsed commencing with the day the dissolution study process was initiated, and ending with the day the vote on dissolution took place. In your view, did the dissolution study process take **(READ LIST)**

- Much more time than it should have 1
- More time than it should have 2
- Just about the right amount of time 3
- or was more time needed 4
- (Don't Know/Cannot Recall) 9

B26a. **IF CODES 1, 2 OR 3 TO QUESTION B25, ASK:** Why do you feel that it took <INSERT RESPONSE TO QUESTION B25>?

- RECORD VERBATIM** 001
- (Don't Know/Cannot Recall) 999

B26b. **IF CODE 4 TO QUESTION B25, ASK:** Why do you feel that more time was needed?

RECORD VERBATIM	001
(Don't Know/Cannot Recall)	999

B27. When thinking about the dissolution study process prior to the vote on dissolution, what did you like most about the process?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

B28. What did you like least about the process?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

Views at the Time of Dissolution

B29. At the time of the vote on dissolution, did you think that dissolution would be a good thing, or not?

Yes, a good thing	1
No, not a good thing	2
(Don't Know/Cannot Recall)	9

B30. **IF STUDY OUTCOME IS DISSOLUTION, ASK:** In your view, what was the main reason that the <INSERT STUDY MUNICIPALITY> dissolved?

RECORD VERBATIM	001
(Don't Know/Cannot Recall)	999

B31. **IF STUDY OUTCOME IS DISSOLUTION STUDY, ASK:** In your view, what was the main reason that the <INSERT STUDY MUNICIPALITY> did not dissolve?

RECORD VERBATIM	001
(Don't Know/Cannot Recall)	999

SECTION C: IMPACTS/CHANGES SINCE DISSOLUTION/DISSOLUTION STUDY

Changes Since Vote on Dissolution

C1. Since the vote on dissolution, in your view, are residents of the <INSERT STUDY MUNICIPALITY> better off, worse off or is it about the same with regard to: (READ ITEM).

Better off	1
Worse off	2
About the same	3
(Don't Know/Cannot Recall)	9

- a) Property tax charges
- b) Water and sewer charges
- c) Garbage collection charges
- d) The total of property taxes plus municipal utility charges
- e) Infrastructure, including water, sewer, roads and sidewalks
- f) Garbage collection
- g) Snow removal
- h) Road maintenance
- i) Fire protection
- j) Cultural and recreational services
- k) Commercial, business or retail services
- l) Community events
- m) The quality of life in their community
- n) Their access to elected officials
- o) Their access to municipal administrators

C2. All things considered, do you think that the <INSERT STUDY OUTCOME> was good for the residents of the <INSERT STUDY MUNICIPALITY>, or not?

Yes, good for residents	1
No, not good for residents	2
(Don't Know/Not Sure)	9

C3. Today, are you in favour of the dissolution, opposed to the dissolution, or do you have no opinion?

In favour of	1
Opposed to	2
Have no opinion	3
(Don't Know/Cannot Recall)	9

**IF STUDY OUTCOME IS DISSOLUTION, CONTINUE TO QUESTION C4
IF STUDY OUTCOME IS DISSOLUTION STUDY, GO TO QUESTION D1**

Overall Impacts of Dissolution

C4. Do you think that dissolution of the <INSERT STUDY MUNICIPALITY> was good for residents of <INSERT RECEIVING MUNICIPALITY>, or not?

Yes, good for residents	1
No, not good for residents	2
(Don't Know/Not Sure)	9

C5. Has the level of concern among residents of the former <INSERT STUDY MUNICIPALITY> increased, decreased or stayed about the same since the vote on dissolution?

Increased	1
Decreased	2
About the same	3
(Don't Know/Cannot Recall)	9

C6. To what extent do you agree or disagree that the dissolution of the <INSERT STUDY MUNICIPALITY> and its integration into <INSERT RECEIVING MUNICIPALITY> went smoothly and effectively?

Strongly agree	1
Somewhat agree	2
Neutral	3
Somewhat disagree	4
Strongly disagree	5
(Don't Know/Cannot Recall)	9

C7. **IF STRONGLY OR SOMEWHAT AGREE TO QUESTION C6, ASK:** What factors helped make the process smooth and effective?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

C8. **IF STRONGLY OR SOMEWHAT DISAGREE TO QUESTION C6, ASK:** Why was it not smooth and effective, in your view?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

IF RESPONDENT TYPE IS OFFICIAL OF RECEIVING MUNICIPALITY, CONTINUE TO QUESTION C9

IF RESPONDENT TYPE IS OFFICIAL OF DISSOLVED OR NON-DISSOLVED MUNICIPALITY, GO TO QUESTION D1

C9. Has the council or the administration of <INSERT RECEIVING MUNICIPALITY> received expressions of concern about the dissolution from residents who live **outside** the former <INSERT STUDY MUNICIPALITY>?

Yes	1
No	2
(Don't Know/Cannot Recall)	9

C10. **IF YES TO QUESTION C9, ASK:** What were the nature of these concerns?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

C11. Has the council or the administration of <INSERT RECEIVING MUNICIPALITY> received expressions of concern about the dissolution from residents of the former <INSERT STUDY MUNICIPALITY>?

Yes	1
No	2
(Don't Know/Cannot Recall)	9

C12. **IF YES TO QUESTION C11, ASK:** What were the nature of these concerns?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

C13. Are the issues and concerns you now deal with in relation to the dissolved <INSERT STUDY MUNICIPALITY> any different from those of the other hamlets in the municipality?

Yes	1
No	2
(Don't Know/Cannot Recall)	9

C14. **IF YES TO QUESTION C13, ASK:** In what way are they different?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

C15. Were there any major unforeseen issues or costs or other complications that <INSERT RECEIVING MUNICIPALITY> encountered after it assumed responsibility for the former <INSERT STUDY MUNICIPALITY>?

Yes	1
No	2
(Don't Know/Cannot Recall)	9

C16. **IF YES TO QUESTION C15, ASK:** What were they?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

C17. **IF YES TO QUESTION C15, ASK:** Did <INSERT RECEIVING MUNICIPALITY> receive any assistance from the province in addressing these issues?

Yes	1
No	2
(Don't Know/Cannot Recall)	9

C18. **IF YES TO QUESTION C17, ASK:** Do you feel that the assistance provided by the province was satisfactory in helping to address these issues?

Yes	1
No	2
(Don't Know/Cannot Recall)	9

C19. **IF NO TO QUESTION C18, ASK:** What additional help was needed?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

C20. At the time of the dissolution study, did <INSERT RECEIVING MUNICIPALITY> have the capacity and resources required to effectively deal with the entire dissolution study process?

Yes	1
No	2
(Don't Know/Cannot Recall)	9

C21. **IF NO TO QUESTION C20, ASK:** What additional resources were needed?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

C22. Do you feel that the financial assistance provided was satisfactory in off-setting the costs that your municipality incurred as a result of the dissolution?

Yes	1
No	2
(Don't Know/Cannot Recall)	9

C23. **IF NO TO QUESTION C22, ASK:** What costs were not adequately covered?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

C24. When compared to other hamlets in <INSERT RECEIVING MUNICIPALITY>, do you believe that the dissolved community supports itself financially as well as other hamlets, or do you believe it does not support itself as well as other hamlets?

Yes, supports itself as well as others	1
No, does not support itself as well as other	2
(Don't Know)	9

C25. Has <INSERT RECEIVING MUNICIPALITY> changed any major policies as a result of the dissolution?

Yes	1
No	2
(Don't Know/Cannot Recall)	9

C26. **YES TO QUESTION C25, ASK:** What changes has it adopted?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

C27. Has <INSERT RECEIVING MUNICIPALITY> changed any of its major financial policies to accommodate the inclusion of the <INSERT STUDY MUNICIPALITY>, such as changes in user charges, cost recovery taxation or debt policies?

Yes	1
No	2
(Don't Know/Cannot Recall)	9

C28. **IF YES TO QUESTION C27, ASK:** What financial policy changes were made?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

C29. Has <INSERT RECEIVING MUNICIPALITY> changed any of its Council structure or electoral boundaries to reflect the inclusion of the dissolved community?

Yes	1
No	2
(Don't Know/Cannot Recall)	9

C30. **IF YES TO QUESTION C29, ASK:** What changes have been made to the Council structure or electoral boundaries?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

SECTION D: SUGGESTIONS ON THE DISSOLUTION/DISSOLUTION STUDY PROCESS

D1. **IF STUDY OUTCOME IS DISSOLUTION, ASK:** When thinking about the process to dissolve the <INSERT STUDY MUNICIPALITY>, in what way or ways could the process have been improved?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

D2. **IF STUDY OUTCOME IS DISSOLUTION STUDY, ASK:** When thinking about the dissolution study process of the <INSERT STUDY MUNICIPALITY>, in what way or ways could the process have been improved?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

D3. **IF STUDY OUTCOME IS DISSOLUTION AND IF RESPONDENT TYPE IS OFFICIAL OF RECEIVING MUNICIPALITY, ASK:** Finally, what lessons, if any, has <INSERT RECEIVING MUNICIPALITY> learned from their dissolution experience that might be helpful to other jurisdictions in the future?

RECORD VERBATIM	001
(Don't Know/Not Stated)	999

END: That's all the questions there are. Thank you very much for your participation in this survey.