

# 2025 TOWN OF LEGAL RESIDENT SATISFACTION SURVEY

Dear Residents of the Town of Legal,

We invite you to participate in the 2025 Town of Legal Resident Satisfaction Survey. Please have <u>any adult</u> <u>member (age 18 or older) in the household</u> answer this survey.

This survey is intended to gather input from residents regarding a variety of topics to measure community satisfaction with the programs and services offered by the Town of Legal. The results are used along with other public input, such as public meetings, and direct communication with Mayor and Council to support the decision making and planning process. Please be assured that all responses are confidential, and the results will be compiled in group form only by the Town of Legal.

There are **two options** to complete this survey:

# **1. PAPER COPY:**

Fill out this hard copy version of the survey and return it to the Town of Legal Municipal Office by JULY 4, 2025 via:

- o MAIL: Box 390, Legal AB, TOG 1L0; or
- IN PERSON: 5021 50 St, Legal AB (either during regular Office hours at the Reception Desk or after hours in the secured lock drop box located to the right of the main entrance door)

# 2. ONLINE:

Fill out the survey online by JULY 4, 2025 by accessing:

2025 TOWN OF LEGAL RESIDENT SATISFATION SURVEY: Town of Legal (click the link)



(scan the QR Code)

**Please choose one option ONLY** – there is no need to complete the survey using all available methods.

Note: The personal information you may provide is collected under the authority of Section 33(c) of the Freedom of Information and Protection of Privacy (FOIP) Act and will be used to gather input and feedback on resident satisfaction within the Town of Legal. The information collected will be compiled in group form and will be available to the Council and the public. If you have any questions about the collection and use of this information, please contact the FOIP Coordinator with the Town of Legal at 780-961-3773 or main@legal.ca.

5021 50 Street Box 390 | Legal Alberta | TOG 1L0 | P: 780-961-3773 | F: 780-961-4133 | main@legal.ca

1. To ensure that we have proper geographic representation from across all of the Town of Legal, please select which section of Town you reside:



# 2. How long have you lived in Legal?

 $\odot$  Less than six (6) months: Why did you move to Legal?

	○ More than six (6) months: Please Specify											
3.	In general, how w	ould you rate the ov	erall quality of life	in Legal? Would	you say, overall, t	the quality of life is:						
	○ Excellent	$\bigcirc$ Very Good	$\bigcirc$ Good	○ Fair	O Poor	O Don't Know						
4.	Thinking about the	e future needs of the	e community, plea	se list what servic	es are needed?							

#### 5. Did you know the Town of Legal has:

	a.	Doctor / Nurse Practitioner Office ( <u>Health Services: Town of Legal</u> )	○ Yes	$\bigcirc$ No
	b.	Legal Public Library (Legal Public Library)	○ Yes	$\bigcirc$ No
	с.	Outdoor Pickleball Court	○ Yes	$\bigcirc$ No
	d.	Volunteer Resource Association (Volunteer Driving Program (\$))	○ Yes	$\bigcirc$ No
6.	Did you	، know the Town of Legal offers Online Payment Options for the follow	ing servio	ces:
	a.	Bulk Water	○ Yes	$\bigcirc$ No
	b.	Property Taxes	○ Yes	$\bigcirc$ No
	с.	Town of Legal Utilities		$\bigcirc$ No
	d.	RV Park		$\bigcirc$ No
7.	Did you	ı know the Town of Legal accepts credit cards at the Town Office as a f	orm of pa	yment?
		○ Yes ○ No ○ Don't Know		

- 8. Do you feel there is a need for Public Transportation in Legal?
  - Yes No Don't Know
- 9. Are you aware of the transportation options available in Legal?

○ Yes ○ No ○ Don't Know

10. What is your most used mode of transportation?

	Yes	No	How often do you use?
Personal Vehicle	0	0	
Taxi Service	0	0	
Bus Service	0	0	
Public Transportation (Volunteer Resource Association)	0	0	
Private Transportation Service (ie Driving Miss Daisy)	0	0	

11. How satisfied are you with each of the different services that the Town of Legal provides?

Based on your own use or your general perceptions, please use a scale of 1 to 5, where 1 means "not at all satisfied" and 5 means "very satisfied".

	Not at all satisfied (1)	(2)	(3)	(4)	Very satisfied (5)	Don't know / No opinion	For each service, you provided a rating of 1, 2, or 3, what could the Town of Legal do to improve in this area?
Bylaw Enforcement	0	0	0	0	0	0	
Animal Control / Pet Licensing	0	0	0	0	0	0	
Police Services (RCMP)	0	0	0	0	0	0	
Emergency and Fire Services	0	0	0	0	0	0	
Water and Wastewater Services	0	0	0	0	0	0	
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	Not at all satisfied (1)	(2)	(3)	(4)	Very satisfied (5)	Don't know / No opinion	For each service, you provided a rating of 1, 2, or 3, what could the Town of Legal do to improve in this area?
Solid Waste Management (Landfill)	0	0	0	0	0	0	
Solid Waste Management (Curb side pickup)	0	0	0	0	0	0	
Land Use Planning and Zoning	0	0	0	0	0	0	
Building Permits and Inspections	0	0	0	0	0	0	
Maintenance of Walking Trails	0	0	0	0	0	0	
Asphalt Road Maintenance – including line painting, pothole and crack repair	0	0	0	0	0	0	
Gravel road maintenance – including grading, dust suppression, potholes, ditch maintenance and right of ways	0	0	0	0	0	0	
Summer road and sidewalk maintenance	0	0	0	0	0	0	
Winter road maintenance – including snow removal (snow and ice control)	0	0	0	0	0	0	
Community Events	0	0	0	0	0	0	
Community Programs – including recreation, leisure and fitness programs	0	0	0	0	0	0	
Seniors programming	0	0	0	0	0	0	
Youth programming	0	0	0	0	0	0	
Pre-school programming	0	0	0	0	0	0	
Family and Community Support Services (FCSS)	0	0	0	0	0	0	
Town Website ( <u>www.legal.ca</u> )	0	0	0	0	0	0	
Parks, playgrounds and open spaces (including skatepark, day use park, ball diamonds & soccer fields)	0	0	0	0	0	0	
Outdoor Pickleball Court	0	0	0	0	0	0	
Outdoor Rink	0	0	0	0	0	0	
RV Park	0	0	0	0	0	0	
Sani-Dump	0	0	0	0	0	0	
Fishing Pond	0	0	0	0	0	0	
Indoor facilities – including Legal Arena, Curling Rink, Citadel Centre	0	0	0	0	0	0	
Doctor	0	0	0	0	0	0	
Library	0	0	0	0	0	0	
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	Not at all satisfied (1)	(2)	(3)	(4)	Very satisfied (5)	Don't know / No opinion	For each service, you provided a rating of 1, 2, or 3, what could the Town of Legal do to improve in this area?
Public Transportation	0	0	0	0	0	0	
Online Payment Options (including credit card options)	0	0	0	0	0	0	

12. Thinking about the specific services provided by the Town of Legal, do you or any member of your family use any of the provided services listed below? If so, please indicate how often you use each service.

	Yes	No	How often do you use the service?
Bylaw Enforcement	0	0	
Animal Control / Pet Licensing	0	0	
Police Services (RCMP)	0	0	
Emergency and Fire Services	0	0	
Water and Wastewater Services	0	0	
Solid Waste Management (Landfill)	0	0	
Solid Waste Management (Curb side pickup)	0	0	
Land Use Planning and Zoning	0	0	
Building Permits and Inspections	0	0	
Walking Trails	0	0	
Asphalt Roads	0	0	
Gravel roads	0	0	
Community Events	0	0	
Community Programs – including recreation, leisure and fitness	0	0	
programs	0	$\cup$	
Senior's programming	0	0	
Youth programming	0	0	
Pre-school programming	0	0	
Family and Community Support Services (FCSS)	0	0	
Town Website ( <u>www.legal.ca</u> )	0	0	
Parks, playgrounds and open spaces (including skatepark, day use park, ball diamonds & soccer fields)	0	0	
RV Park	0	0	
Sani-Dump	0	0	
Fishing Pond	0	0	
Outdoor Pickleball Court	0	0	
Outdoor Rink	0	0	
Indoor facilities – including Legal Arena, Curling Rink, Citadel Centre	0	0	
Doctor	0	0	
Library	0	0	
Public Transportation	0	0	
Online Payment Options (including credit card options)	0	0	

**13.** Thinking about the specific services provided by the Town of Legal, how important are each of the different services to you?

Based on your own use or your general perceptions, please use a scale of 1 to 5, where 1 means "not at all important" and 5 means "very important".

	Not at all important (1)	(2)	(3)	(4)	Very important (5)	Don't know
Bylaw Enforcement	0	0	0	0	0	0
Police Services (RCMP)	0	0	0	0	0	0
Emergency and Fire Services	0	0	0	0	0	0
Weed control	0	0	0	0	0	0
Mowing in ditches and municipal reserve	0	0	0	0	0	0
Land drainage and storm water management	0	0	0	0	0	0
Water utility services	0	0	0	0	0	0
Solid Waste Management (Landfill)	0	0	0	0	0	0
Solid Waste Management (Curb side pickup)	0	0	0	0	0	0
Land Use Planning and Zoning	0	0	0	0	0	0
Building Permits and Inspections	0	0	0	0	0	0
Community Events and Programs	0	0	0	0	0	0
Parks, playgrounds and open spaces	0	0	0	0	0	0
Recreational facilities	0	0	0	0	0	0
Maintenance of Walking Trails	0	0	0	0	0	0
Asphalt Road Repair – including line painting, pothole and crack repair	0	0	0	0	0	0
Gravel Road Repair – including grading, dust maintenance and right of ways	0	0	0	0	0	0
Summer road maintenance	0	0	0	0	0	0
Winter road maintenance – including snow removal (snow and ice control)	0	0	0	0	0	0
Doctor	0	0	0	0	0	0
Library	0	0	0	0	0	0
Public Transportation	0	0	0	0	0	0
Online Payment Options (including credit card options)	0	0	0	0	0	0

#### 14. Have you or any member of your family used the Community Rental Facilities in Legal?

	Yes	No	Don't know
Centralta Community Centre (ACFA)	0	0	0
Club 60 Roses	0	0	0

## 15. How would you rate your overall satisfaction level with the following Community Rental Facilities?

Please use a scale of 1 to 5 where 1 means "not at all satisfied" and 5 means "very satisfied".

	Not at all satisfied (1)	(2)	(3)	(4)	Very satisfied (5)	Don't know
Centralta Community Centre (ACFA)	0	0	0	0	0	0
Club 60 Roses	0	0	0	0	0	0

## 16. Do any of your family members attend school in Legal?

	Yes	No
Legal School (Greater St Albert Catholic Schools)	0	0
Ecole Citadelle (Conseil scolaire Centre-Nord)	0	0
Legal Public School (Sturgeon Public Schools)	0	0

**17.** If you answered "Yes", how would you rate your overall satisfaction level with the following Schools? *Please use a scale of 1 to 5 where 1 means "not at all satisfied" and 5 means "very satisfied".* 

	Not at all satisfied (1)	(2)	(3)	(4)	Very satisfied (5)	Don't know
Legal School (Greater St Albert Catholic Schools)	0	0	0	0	0	0
Ecole Citadelle (Conseil scolaire Centre-Nord)	0	0	0	0	0	0
Legal Public School (Sturgeon Public Schools)	0	0	0	0	0	0

**18.** Thinking about housing needs in the Town of Legal, what do you feel is most needed in our community? *Please use a scale of 1 to 5, where 1 means "not at all important" and 5 means "very important".* 

	Not at all important (1)	(2)	(3)	(4)	Very important (5)	Don't know
Single Family Dwellings	0	0	0	0	0	0
Apartment Complexes	0	0	0	0	0	0
Rental Units	0	0	0	0	0	0
Senior Housing Complex	0	0	0	0	0	0
Self-Contained Senior Housing	0	0	0	0	0	0
Multi-Family Dwellings	0	0	0	0	0	0
Retirement Community	0	0	0	0	0	0
Condominiums	0	0	0	0	0	0
Entry Level Housing / Affordable Housing	0	0	0	0	0	0
Modular Park	0	0	0	0	0	0

- 19. Thinking about the housing needs of the community, please provide where you feel gaps exist?
- 20. What should the Town of Legal's focus be on when it comes to future housing development?
- 21. Thinking about economic development, how satisfied are you with the current state of economic development in our community?

Please use a scale of 1 to 5 where 1 means "not at all satisfied" and 5 means "very satisfied".

Not at all satisfied (1)	(2)	(3)	(4)	Very satisfied (5)	Don't Know
0	0	0	0	Õ	0

22. What industries or businesses do you think our community should focus on attracting or retaining?

- 23. Are there any specific economic development challenges or issues that you think the community should address?
- **24.** How would you rate your overall satisfaction level with the services provided by Town employees? Please use a scale of 1 to 5 where 1 means "not at all satisfied" and 5 means "very satisfied".

Not at all satisfied (1)	(2)	(3)	(4)	Very satisfied (5)	Don't Know
0	0	0	0	Õ	0

If you checked 1 or 2, why did you provide this rating?

#### 25. Please use a scale of 1 to 5, where 1 means "not at all agree" and 5 means "strongly agree" to rate the following:

	Not at all agree (1)	(2)	(3)	(4)	Strongly Agree (5)	Don't know
Town staff respond quickly to requests and concerns	0	0	0	0	0	0
Town staff are courteous	0	0	0	0	0	0
Town staff are helpful	0	0	0	0	0	0
Town staff are knowledgeable	0	0	0	0	0	0
Town staff are accessible when you need them	0	0	0	0	0	0
Your experience was fair regardless of the outcome	0	0	0	0	0	0

Additional Comments: \_\_\_\_\_

#### 26. Where do you receive your primary source of information on the Town of Legal? Check all that apply.

- O Newspaper
- O Website
- O Social Media
- O Utility Insert
- O Local newsletter (Legal-Lerie)
- O Electronic Sign (by Fire Hall)
- Community Sign (West Entrance of Town)
- O Other: Please specify \_\_\_\_\_

#### 27. How would you rate your overall satisfaction with the communication you have received from the Town?

Please use a scale of 1 to 5, where 1 means "not at all satisfied" and 5 means "very satisfied".

Not at all satisfied (1)	(2)	(3)	(4)	Very satisfied (5)	Don't Know
0	0	0	0	0	0
Additional Comments:					
28. Do you or a member of yo	our household	volunteer for orga	anizations within L	egal (such as paren	t council, sports
organizations, Lions Club		•		-8 ( P	,
○ Yes	○ No	O Don't Know			
If you answered "Yes": - How many hours pe - How many hours pe	-		usehold volunteer?		
29. Where do you work?					
○ Legal ○ Sturge	eon County	Other: Please	specify:		
30. Including yourself, how n How many are:	nany people in	each of the follow	<i>v</i> ing age groups liv	e in your household	4?
Under 5 years of age:	<u> </u>		1 and 35 years old:		
Between 5 and 12 year Between 13 and 16 yea			6 and 50 years old: 1 and 64 years old:		
Between 17 and 20 yea			age or older:		
31. What is your age?					
Between 18 and 24 yea Between 25 and 34 yea					
Between 35 and 44 year	rs old: 🛛 🗆				
Between 45 and 54 yea Between 55 and 64 yea					
65 years of age or olde					
Prefer not to say:					

# Thank you for taking the time to complete the Resident Satisfaction Survey. Please return your completed survey to the Town of Legal.

As a thank you for completing the survey, participants are eligible to be entered into a draw for a prize basket. If you would like to be entered into the draw, please complete the following information:

Name:

Contact Phone: \_\_\_\_\_

Email Address:

The winner will be contacted by the Town of Legal after the deadline date.