



## FOR IMMEDIATE RELEASE – Public Engagement Results from the 2024 Annual Service Levels (and Budget) and Communication Survey

**September 10, 2024 – LAMONT, AB:** Between June and July, residents and stakeholders were invited to provide their input related to service levels and budget priorities through an online (and paper) survey. They were also asked for feedback on communication tools and initiatives.

The *2024 Service Level Survey* allowed individuals (residents and organizations) from Lamont County to prioritize service levels based on the six strategic goals from the Lamont County 2030 Strategic Plan. This is the third year residents were surveyed for their input as an opportunity to engage with Council and provide feedback.

Results of this survey were compiled and presented to Council at the September 10 Regular Council Meeting. The information received from this year and past surveys will be used in strategic planning, service level and budget discussions, as well as planning sessions for Council direction. Direct feedback from residents and the public are incorporated into these decisions. Council thanks everyone who participated and completed the surveys!

“Lamont County Council recognizes the value of public engagement. This is why we have undertaken a number of different ways to receive feedback from the public, including Coffee Talks, FAQs on the Lamont County website, the Service Request system, updated publications, and this annual engagement survey,” said Lamont County Reeve, David Diduck. “The results and feedback we receive is taken seriously and the public’s input is vital as Lamont County continues to plan for the future.”

Two key sections of the survey were questions 11 and 23:

- *What is most important to you as Lamont County plans for the future, as it relates to our 2030 Strategic Goals?; and*
- *Now that you have completed this survey and are aware of the programs and services, please rank what you feel is most valuable to Lamont County from most important to least?*

The most important priorities in Planning for the Future were identified as:

1. Plan for future growth, and in increased services related to this (may include tax increases or additional investments for projects still being developed).
2. Prepare and react to changes in the economy (spend more during "good times" and cut services during "recovery times").

The bottom two question responses (related to planning priorities):

1. Ensure long-term fiscal sustainability - and making financial decisions today to ensure a healthy financial position in the future (may result in tax updates and service level changes to ensure finances for the future)
2. Prepare and react to changes in the economy (spend more during "good times" and cut services during "recovery times").



Respondents identified in Top Three for service priorities for 2024 as:

1. Regional Fire and Emergency Services;
2. Regular Road Maintenance (gravel, abatement, etc.); and
3. Community Policing and Rural Crime Prevention.

As was done in 2024, this year's survey included a communication component, recognizing the ways and opportunities to provide information to the public (including the website, social media and print publications). Some of the initiatives that were identified from the 2023 survey were incorporated into planning and enhancements during the 2023-24 year.

The full survey results (as presented to Council) can be viewed at:

[lamontcounty.civicweb.net/document/37980](https://lamontcounty.civicweb.net/document/37980).

The Public summary post is available at: [lamontcounty.ca/news](https://lamontcounty.ca/news) |

[lamontcounty.civicweb.net/filepro/documents/?preview=37981](https://lamontcounty.civicweb.net/filepro/documents/?preview=37981).

“Lamont County is committed to transparency through open and honest communication,” said Lamont County Reeve, David Diduck. “We are accountable to our residents and use all feedback to help set the strategic direction in our planning and budgeting each year.”

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[PDF version – enclosure]

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