

Communication Survey

The survey is divided in six short sections:

1. About you
2. What information matters
3. How you get information
4. How you share information
5. Accessibility and inclusion
6. Final thoughts

Click "Next" to get started.

Section 1 of 6

About you → What information matters → How you get information → How you share information → Accessibility and inclusion → Final thoughts

About you

1. Which of the following describes you? (select all that apply)

- Resident
- Senior (65+)
- Youth / Student
- Small business owner / entrepreneur
- Farmer / agricultural landowner
- Employee of a local business or industry
- Property owner who does not live in the Township
- Volunteer or Member of a community organization
- Visitor / frequent visitor
- Other (please specify below)

Please specify (which of the following best describes you?)

2. Where do you primarily live or engage with the Township?

- Cardinal
- Johnstown
- New Wexford
- Spencerville
- Rural or agricultural area
- Outside the Township

3. How often do you seek information from the Township?

- Weekly
- Monthly
- A few times a year
- Once a year or less

Section 2 of 6

About you → **What information matters** → How you get information → How you share information → Accessibility and inclusion → Final thoughts

What information matters to you?

4. What types of Township information are most important to you? (select up to 5)

- Road closures and construction
- Waste collection
- Emergency or weather-related service updates
- Recreation programs and events
- Community events and festivals
- Community pride stories
- Taxes, billing, and finance
- Planning and development
- Business supports and economic development
- Parks and facilities
- Council meetings and decisions
- Employment opportunities
- Other (please specify below)

Please specify (what type of Township information is important to you?)

5. When Township information is shared, what matters most to you? (Select up to 3)

- Timeliness
- Clear and simple language
- Knowing how it affects me
- Where to get more details
- Accessibility (large text, plain language, captions, etc.)
- Being able to ask questions or provide feedback

Section 3 of 6

About you → What information matters → **How you get information** → How you share information → Accessibility and inclusion → Final thoughts

How you get information

6. How do you usually receive local news and community information? (Select all that apply)

- Websites or online searches
- Social media
- Email or e-newsletter
- Local newspaper
- Mail
- Radio
- Community bulletin boards
- Friends, family, or word of mouth
- Attending local events or meetings
- Other (please specify below)

Please specify (how do you usually receive local news and community information?)

Which social media platforms do you use regularly?

- Facebook
- Instagram
- x (twitter)
- LinkedIn
- Other (please specify below)

Please specify (which social media platform do you use regularly?)

7. Which of the following have you used to receive Township of Edwardsburgh Cardinal information in the past year?

(Please select the option that best describes your experience for each item.)

Township website

- | | | | |
|--|---|---|--|
| <input type="radio"/> I use this regularly | <input type="radio"/> I use this occasionally | <input type="radio"/> I have used once or twice | <input type="radio"/> I have never used this |
|--|---|---|--|

Township social media pages

- | | | | |
|--|---|---|--|
| <input type="radio"/> I use this regularly | <input type="radio"/> I use this occasionally | <input type="radio"/> I have used once or twice | <input type="radio"/> I have never used this |
|--|---|---|--|

Streaming Council or Committee meetings

- | | | | |
|--|---|---|--|
| <input type="radio"/> I use this regularly | <input type="radio"/> I use this occasionally | <input type="radio"/> I have used once or twice | <input type="radio"/> I have never used this |
|--|---|---|--|

Township newsletter (online)

- I use this regularly
- I use this occasionally
- I have used once or twice
- I have never used this

Township newsletter (from a local retailer)

- I use this regularly
- I use this occasionally
- I have used once or twice
- I have never used this

Newspaper

- I use this regularly
- I use this occasionally
- I have used once or twice
- I have never used this

Mail (ex., tax insert or flyer)

- I use this regularly
- I use this occasionally
- I have used once or twice
- I have never used this

Community bulletin board

- I use this regularly
- I use this occasionally
- I have used once or twice
- I have never used this

In-person events or meetings

- I use this regularly
- I use this occasionally
- I have used once or twice
- I have never used this

Word of mouth

- I use this regularly
- I use this occasionally
- I have used once or twice
- I have never used this

8. Looking ahead, which communication channels should the Township continue using or explore using in the future?

Section 4 of 6

About you → What information matters → How you get information → **How you share information** → Accessibility and inclusion → Final thoughts

How you share information

9. How do you prefer to share feedback with the Township? (select up to 3)

- Online surveys
- In-person meetings
- Open houses
- Pop-up booths at events
- Email feedback
- Social media comments
- Phone Call
- Website Report-a-concern tool
- I don't usually provide feedback
- Other (please specify below)

Please specify (how do you prefer to share feedback with the Township?)

10. What makes it easier for you to participate or stay informed?

Section 5 of 6

About you → What information matters → How you get information → How you share information → **Accessibility and inclusion** → Final thoughts

Accessibility and inclusion

11. Do you face any barriers accessing Township information? (Select all that apply)

- Internet access
- Language
- Visual accessibility
- Hearing accessibility
- Time / scheduling
- Transportation
- None
- Other (please specify below)

Please specify (what barriers do you face in accessing Township information?)

12. Is there anything the Township could do to make its communications more accessible or inclusive?

Section 6 of 6

About you → What information matters → How you get information → How you share information → Accessibility and inclusion → **Final thoughts**

Final thoughts

13. Is there anything else you would like us to know about how the Township communicates?

Thank You

Your feedback will help us improve Township communications.