



Suite 60
10551 Shellbridge Way
Richmond
British Columbia
Canada V6X 2W9
604.270.8226
Fax 604.270.9116
Email: ubcm@ubcm.ca

PRESIDENT
HARRY NYCE

EXECUTIVE DIRECTOR
GARY MACISAAC

TO: UBCM Members
FROM: UBCM Secretariat
DATE: March 19, 2010
RE: **MEMBER SURVEY – WHO IS SPEAKING UP?**

The 2010 member satisfaction survey is underway, an opportunity seen only once every three years. We strongly encourage you to submit your feedback, which is key to the future direction and work of the UBCM.

Please take the time to complete the survey online:

- Go to the UBCM website: ubcm.ca
- Click on the **2010 Member Survey** link

Please complete your survey by **Friday, April 2, 2010**.

Since the survey launched, a wide range of responses has come from across the province.

Who are these savvy members taking advantage of the opportunity to have their voices heard?

A preliminary analysis of the responses received to date reveals the following:

- Kootenay Boundary local governments want to be heard – members from this region have contributed 40% of total responses
- Smaller communities are speaking up – members representing populations under 5,000 comprise almost 40% of responses
- Veterans have some catching up to do – over 50% of respondents are serving their first or second term, while just under 40% are serving their third term or longer
- Councillors are voicing their concerns more than mayors or electoral area directors, with councillor responses comprising a full 50% of the total

So, if you have not taken the opportunity to make your views known, please do so. Thank you.

1010 / 20 / Member Survey Reminder Memo

Please copy and distribute to all elected officials.
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