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PRESIDENT  
HARRY NYCE

EXECUTIVE DIRECTOR  
GARY MACISAAC

TO: UBCM Members  
FROM: UBCM Secretariat  
DATE: March 8, 2010  
RE: **UBCM MEMBER SATISFACTION SURVEY**

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In 2004, UBCM comprehensively surveyed the membership on their level of satisfaction with UBCM, its services and activities. After considering the survey results, the Executive agreed to undertake a similar survey every three years, in order to maintain an accurate understanding of the membership.

In keeping with this practice, the Executive has asked the UBCM Secretariat to undertake a 2010 UBCM Member Survey.

This survey is our opportunity to check-in with the membership and your opportunity to provide us with the direction and feedback we need to better serve you. At its core, the survey asks three questions:

1. Your level of awareness of UBCM activities;
2. The importance you place on specific UBCM activities; and
3. How you rate our performance.

In addition, one section of the survey focuses on specific communications tools employed by UBCM – the UBCM NEWS print quarterly and the UBCM website – while a separate section asks members to share their experiences accessing UBCM-administered federal and provincial funding programs.

This survey happens only once every three years, so we strongly encourage you to take the time to complete it. Your feedback is important 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](http://ubcm.ca)
- Click on the **2010 Member Survey** link

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

For further information, please contact:

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Please copy and distribute to all elected officials.