



# Harrop Procter Community Co-operative Survey 2020

## Harrop Procter Community Co-operative 2020 Survey Analysis

The community cooperative sporadically surveys its members and residents of the communities on the south shore of the west Arm of Kootenay Lake. The information is requested to receive feedback on operations in the forest and at the mill, gauge opinion and feelings about the cooperative, and conduct comparative analyses with previous survey data.

Surveys have been conducted in 2012 and 2006. The responses from the community are used to guide policy decisions, bring about changes/improvements in operations and explore alternative and improved ways of connecting with and serving the community.

Obviously, it is impossible to satisfy everyone given the diversity of individuals, outlooks and opinions within the geographic area. However, the survey allows the cooperative to get a feeling for the "pulse" of the general community, while providing members and residents the opportunity to criticize, express thoughts and opinions, suggest changes and give kudos. In this regard it is invaluable information that is digested, considered and acted on, where possible, by the Board of Directors and employees.

This year the survey was available as a hard copy mailed to 250 households in the three communities as well as electronically. One hundred and eleven (111) responses were received, the most ever. This represents a response rate of nearly 45 per cent, which is extremely good.

Regarding the responses, just under half (53/111) were returned by mail or drop off. Fifty-eight persons responded electronically, which is a sharp increase from the last survey in 2012. Ideally, the next survey will be conducted entirely through a dedicated link e-mailed to members and publicized through the community e-mail group for non-members.

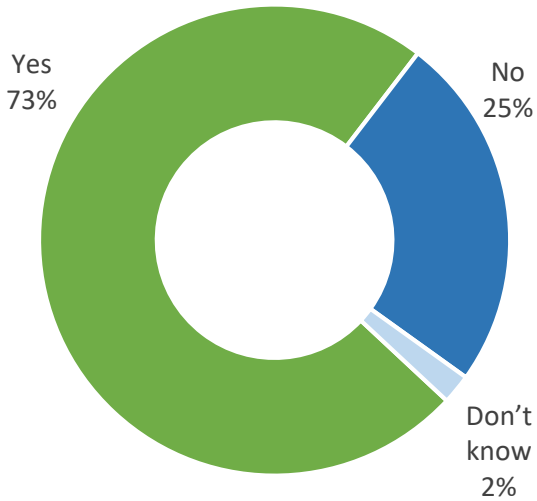
Consisting of 36 questions/sub-questions along with 6 demographic questions, the survey was designed to be easily and quickly completed. Still, there were several design flaws pointed out by respondents, primarily the inability to reply Not applicable or Don't know on several questions. This will be rectified next time.

Thank you to all who took the time to complete/return the survey, particularly those who provided written comments and thoughts. These are included unedited.

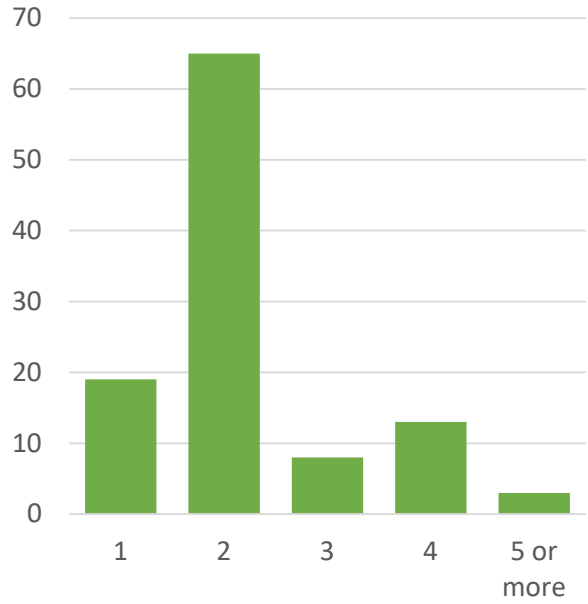
The winners of the \$100 lumber prizes: Barry Gray, Chris Chart and Nancy Trevison.

# Respondents Demographics

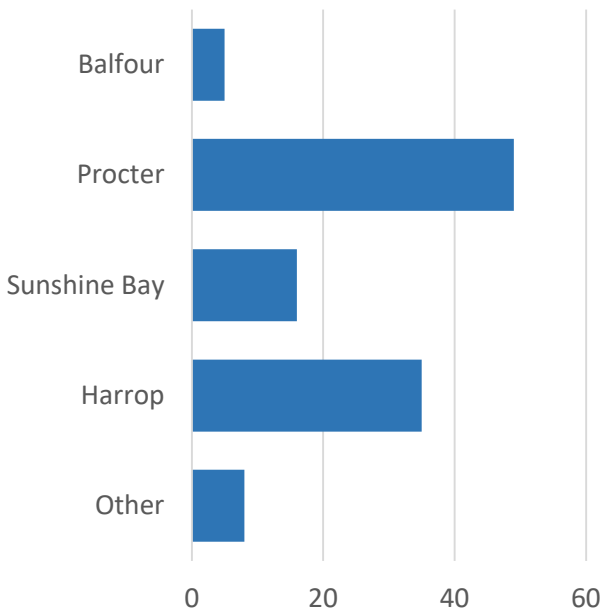
## Member of HPCC



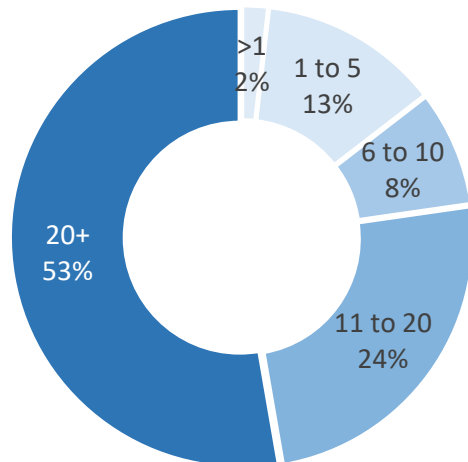
## Number in household



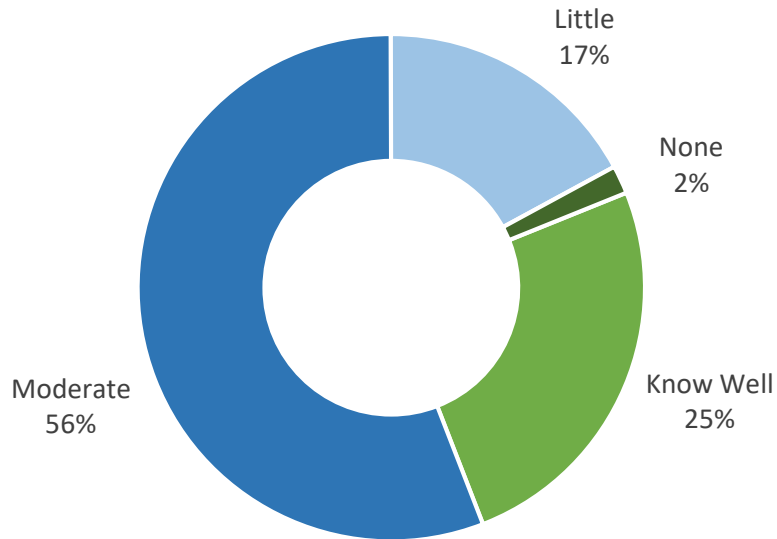
## Location



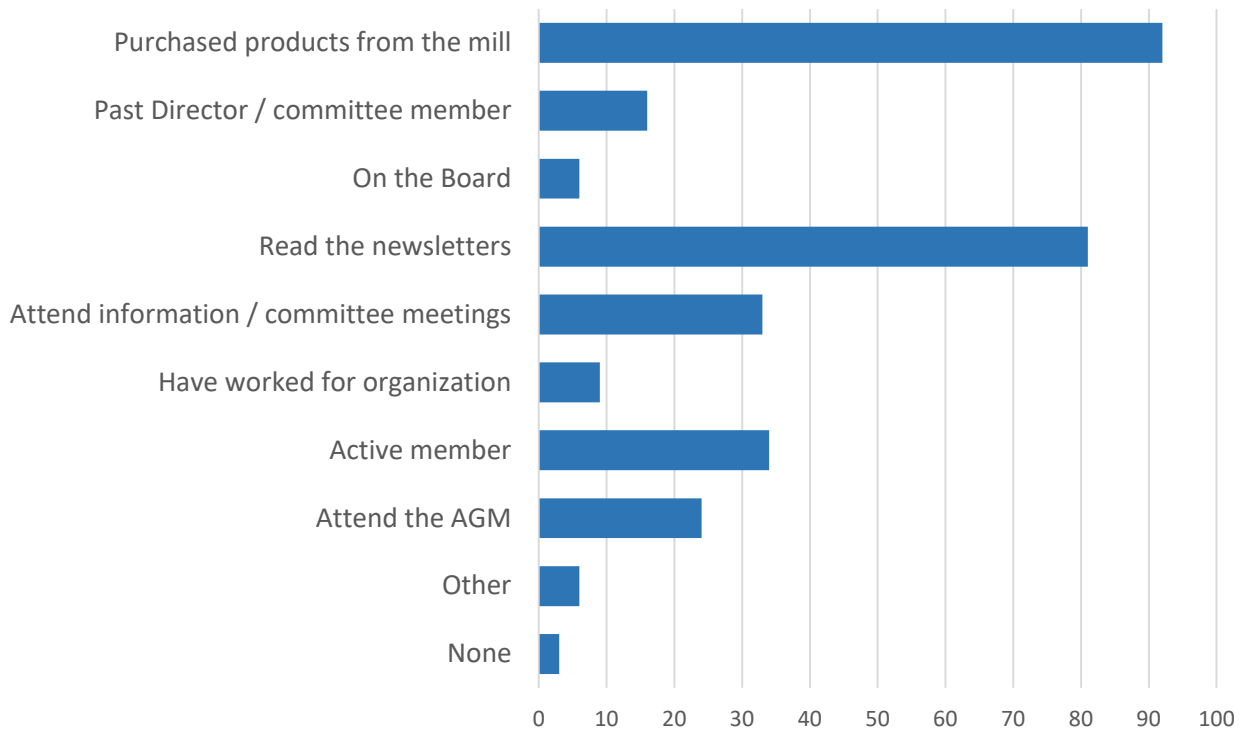
## Number of Years in the Community



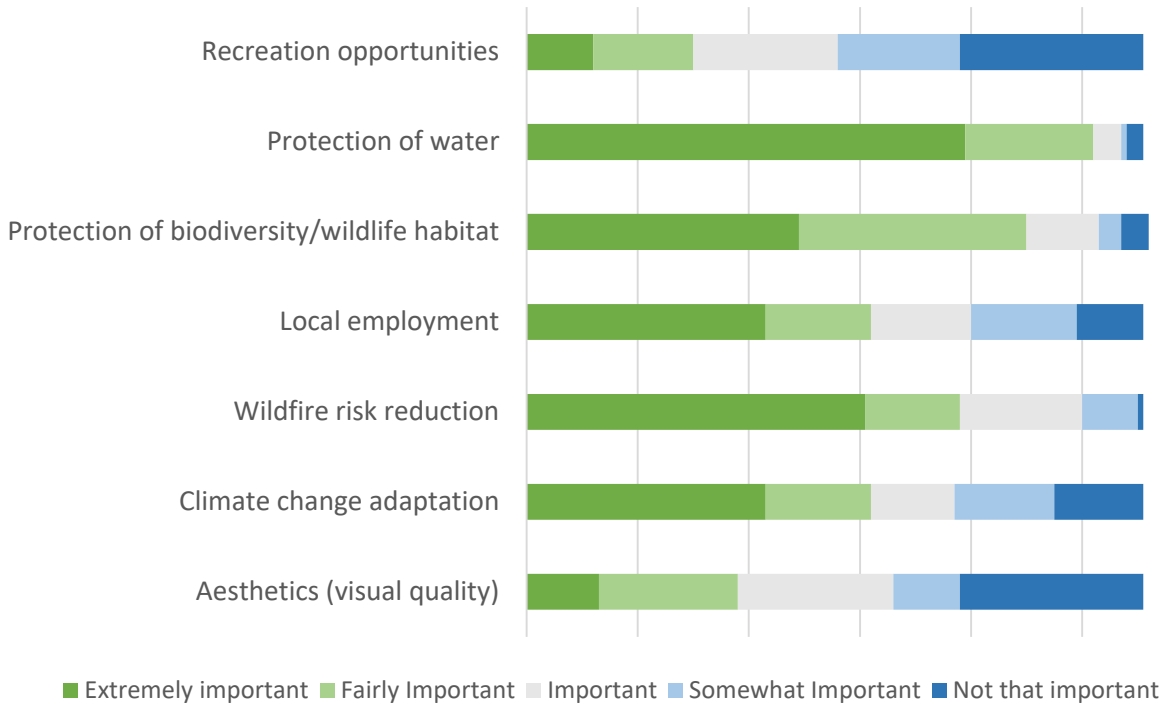
# 1. Please rate your level of knowledge of HPCC



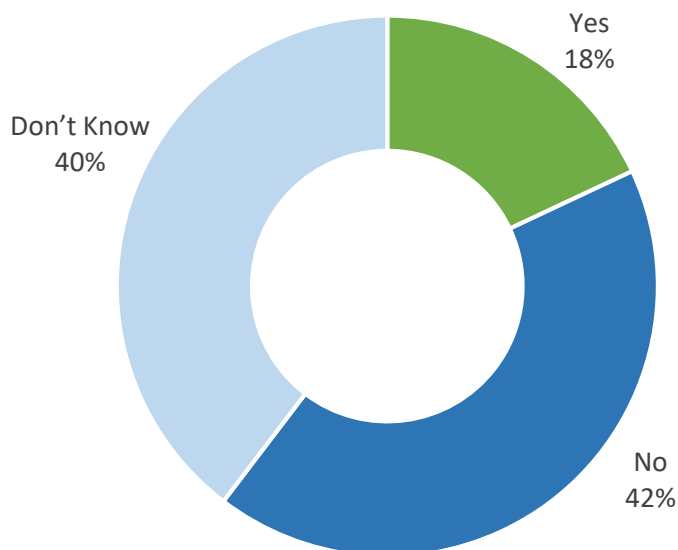
# 2. Please describe your interaction with HPCC (more than 1 can be checked)



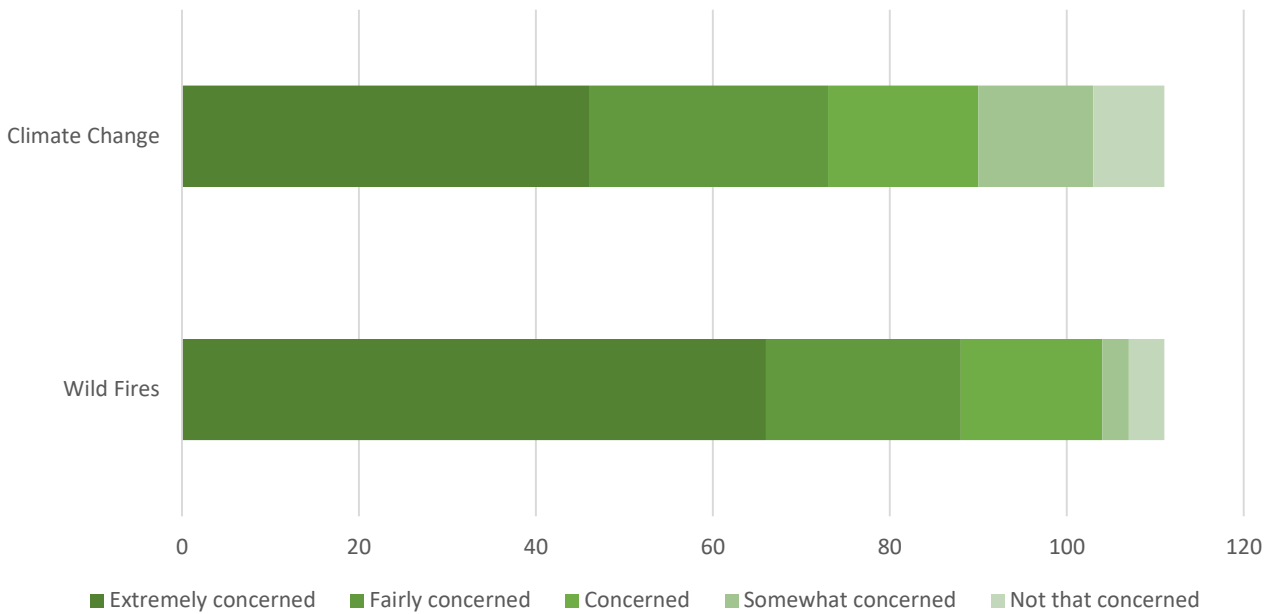
### 3. Please rank the importance of the following



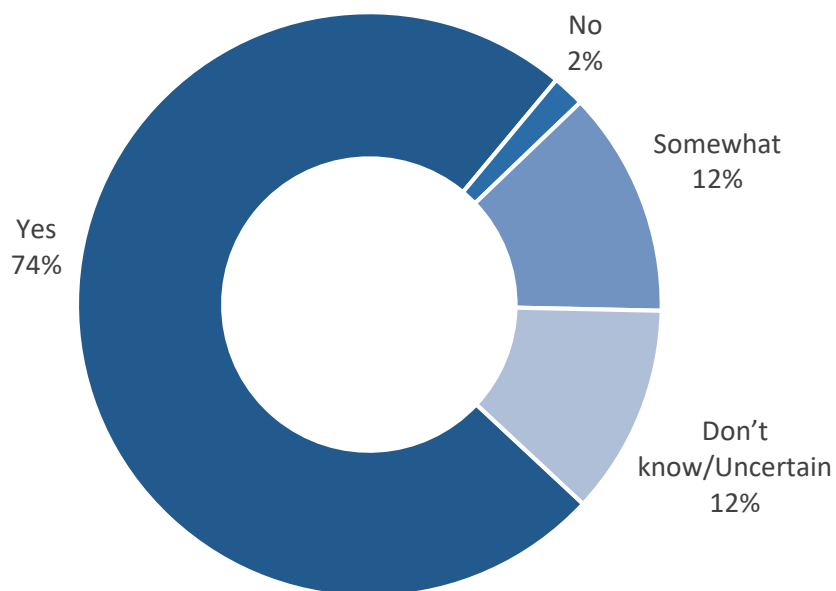
### 4. Are there other values/objectives we should be considering?



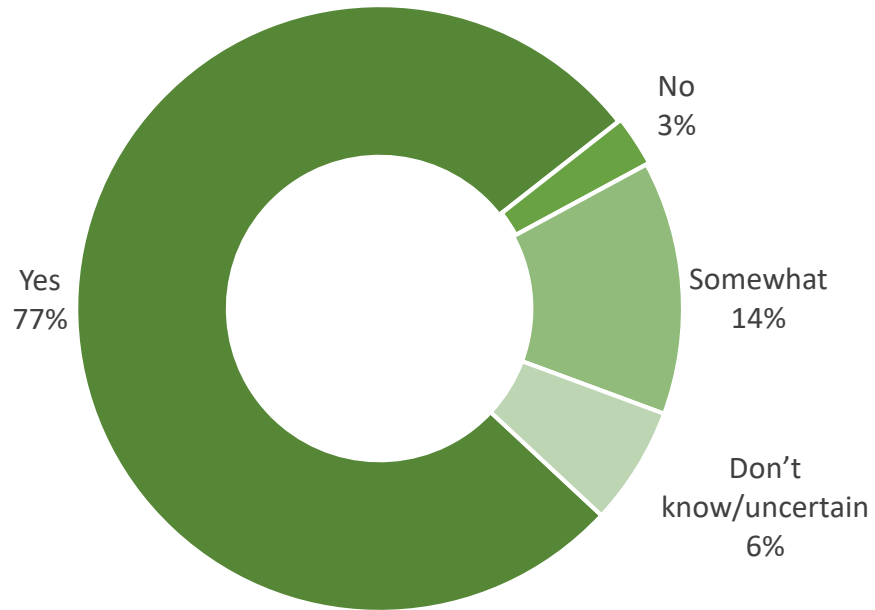
5. How concerned are you about the following impacts on our forests and community?



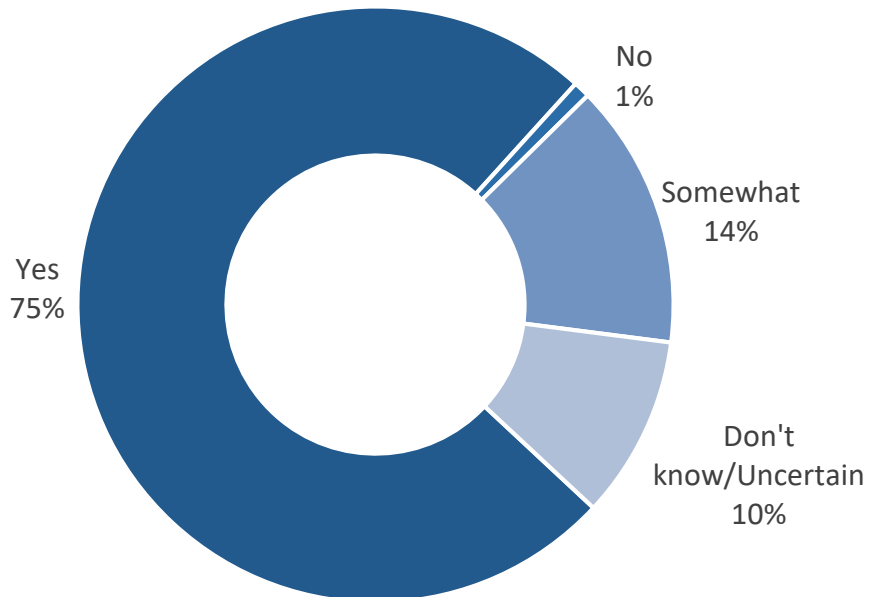
6. Do you support HPCC's ecosystem-based forest management approach?



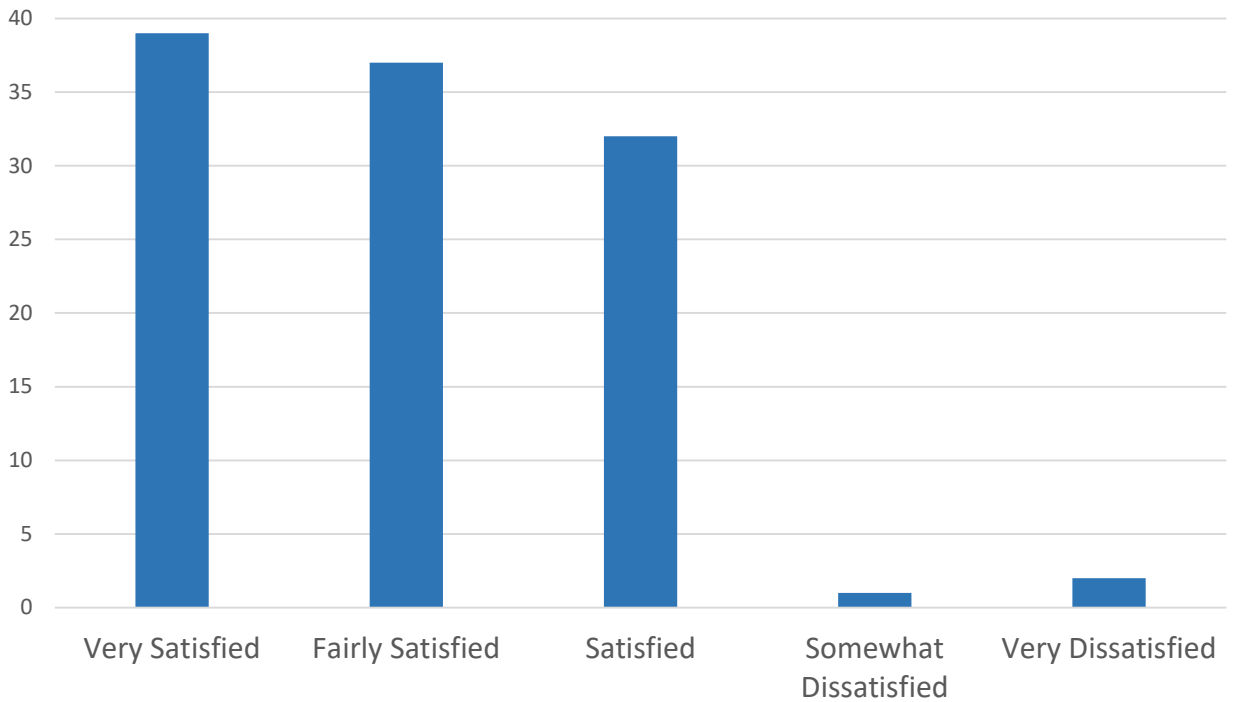
7. Have you been pleased with the results of HPCC's forestry operations, as you know them?



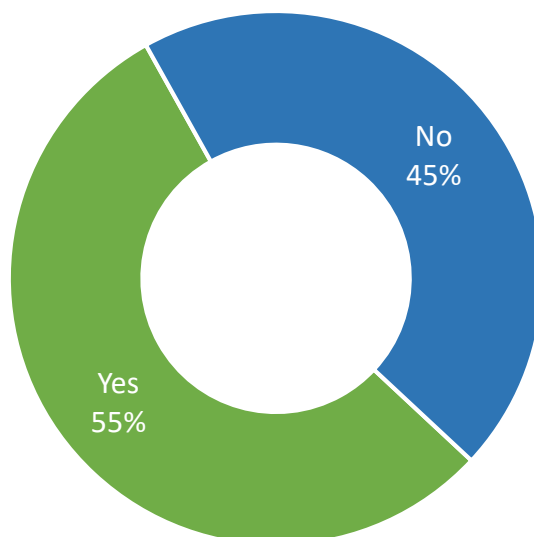
8. Do you feel HPCC interacts with and supports the community adequately?



**9.** Please rate your satisfaction regarding opportunities for community input to the co-operative

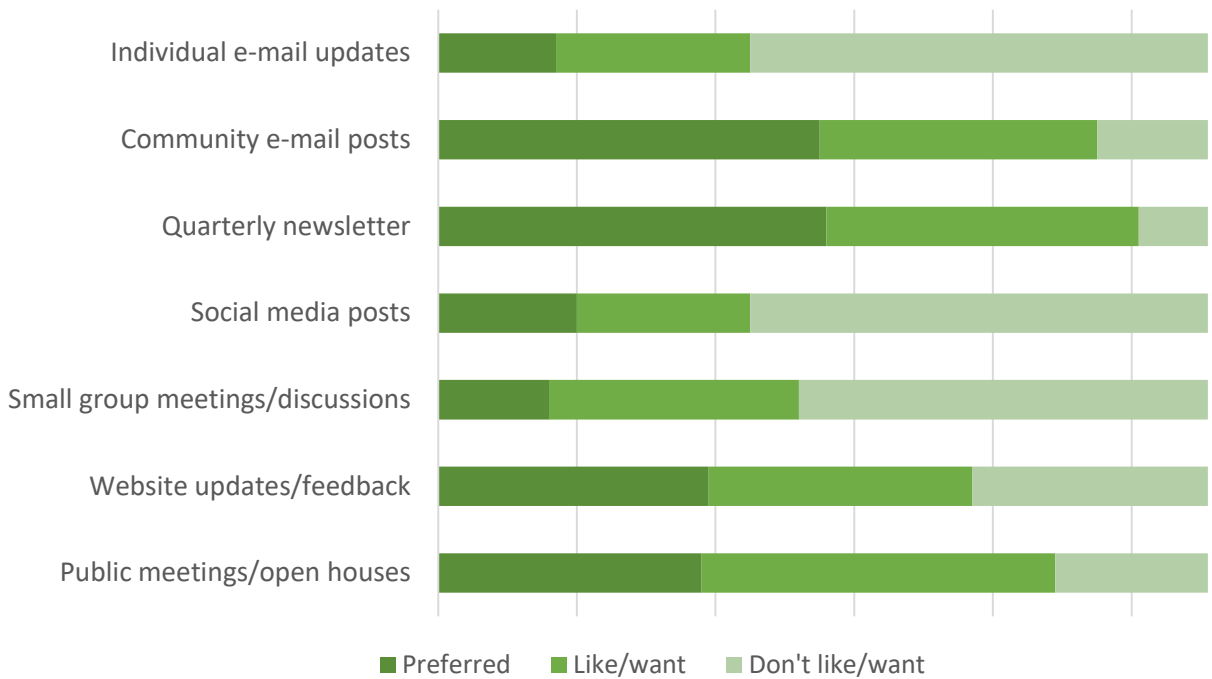


**10.** Have you attended a community forest meeting or event in the past five years?

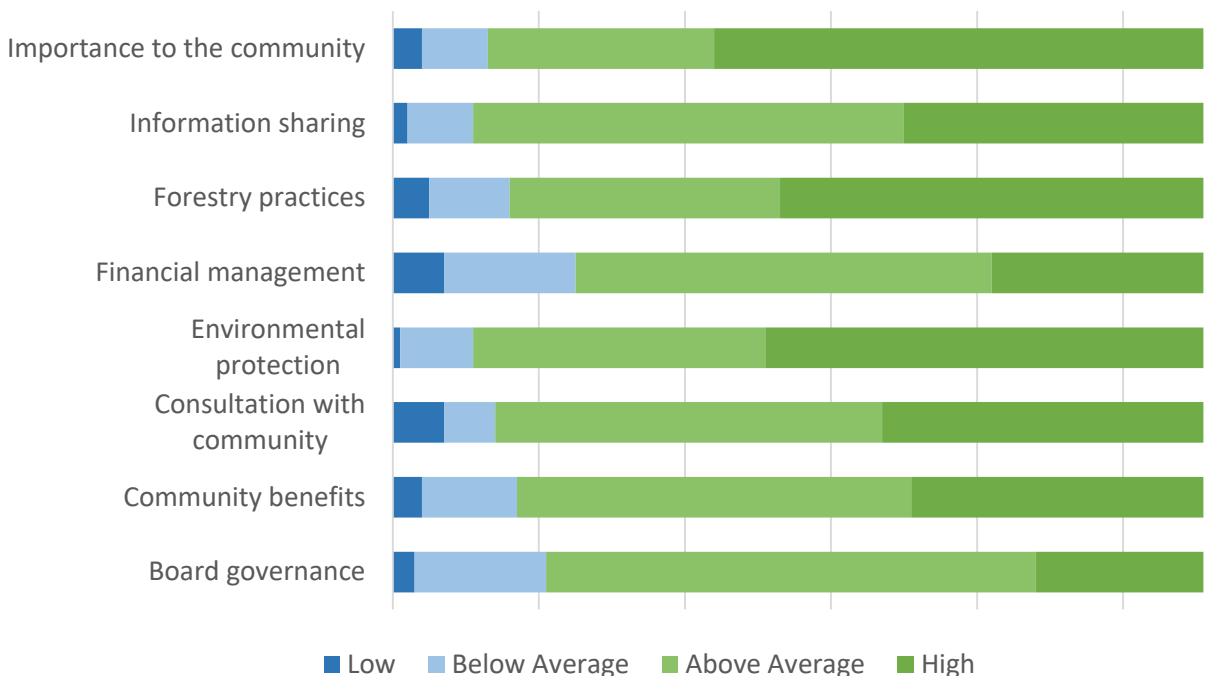




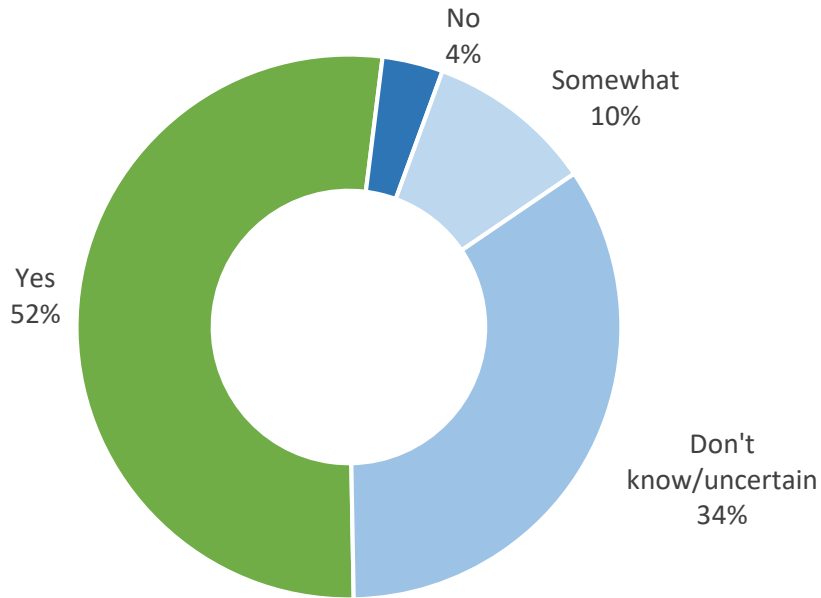
## 11. Please rate the following methods of community consultation



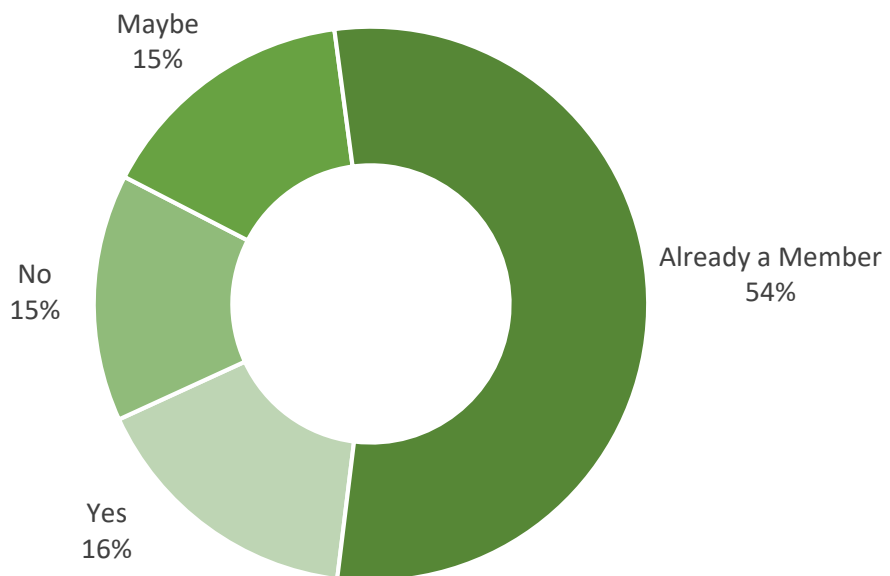
## 12. Please rate HPCC on the following



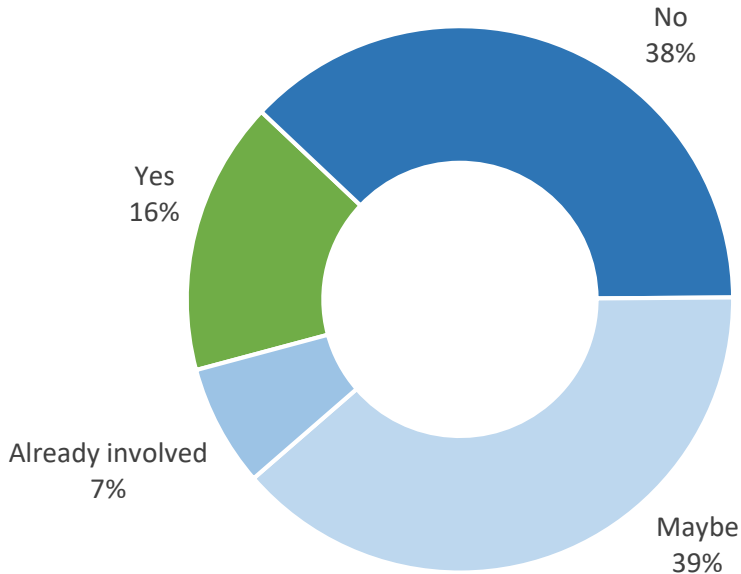
**13.** Since the last survey in 2012, do you think HPCC has improved its overall performance/management?



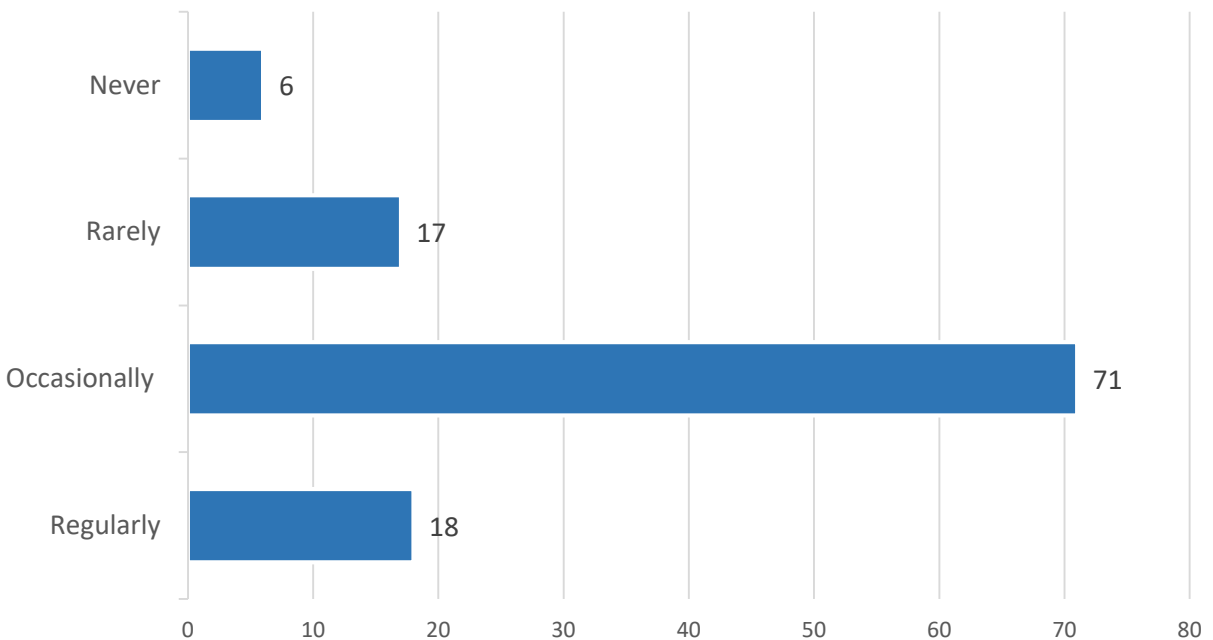
**14.** Would you consider becoming a member of HPCC, if not already?



**15.** Would you consider becoming more actively involved in the organization?

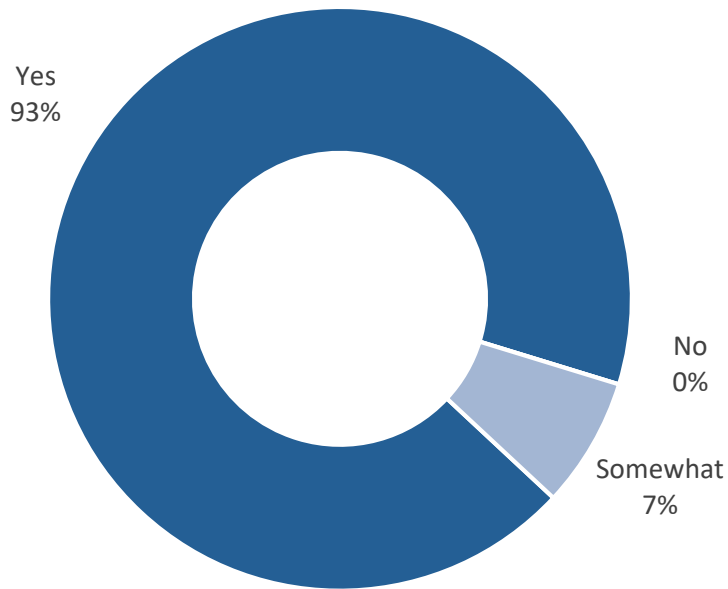


**16.** How often do you purchase wood products from the mill?



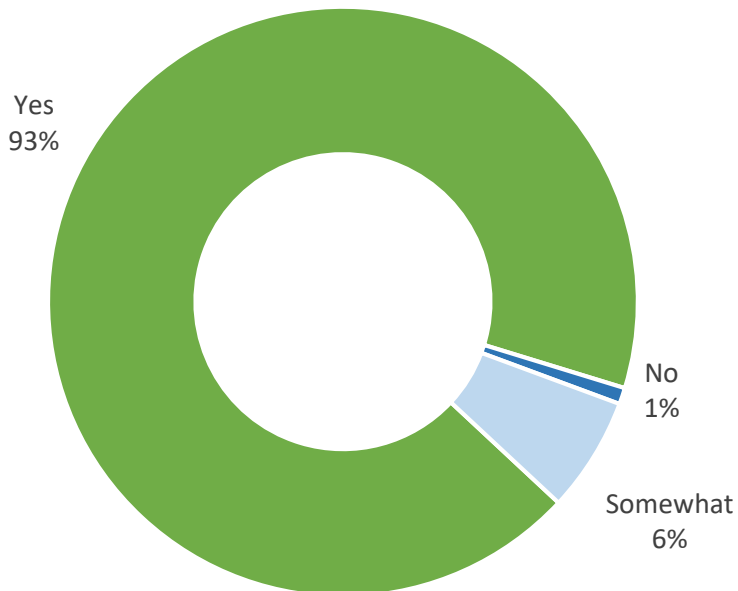
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**17.** When you purchased HPFP wood products, were you pleased with the quality?



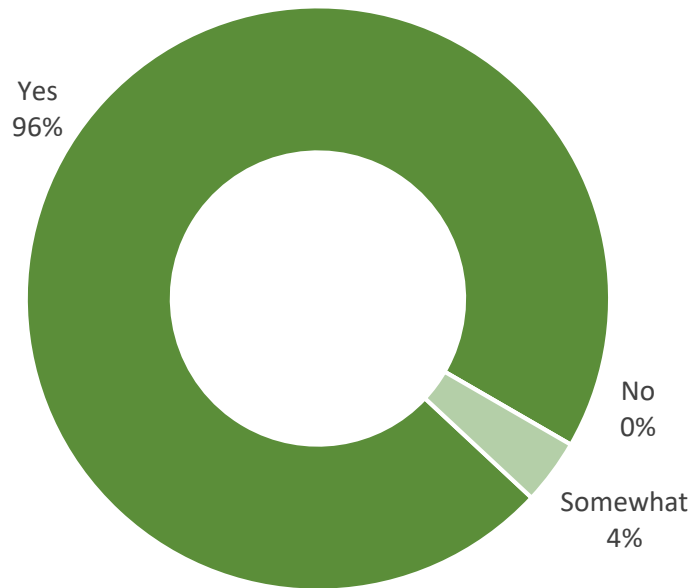
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**18.** Were you pleased with the service?



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**19.** Is buying locally important to you?



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**20.** Do you see benefit in this division of HPCC?

