

**FOR IMMEDIATE RELEASE
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CITY LAUNCHES 2005 RESIDENT SATISFACTION SURVEY

Medicine Hat – Starting Monday, Sept. 26, 2005, the City of Medicine Hat is launching a random telephone survey of 400 residents to measure residents' satisfaction with City services.

Interviewers with Banister Research, a professional firm, will be asking questions about residents' satisfaction with the quality of life in Medicine Hat, the services provided by the City, and the priorities facing the community.

"A resident satisfaction survey is a tool that helps the City better understand residents' community priorities," says Mayor Garth Valley. "It helps the City to understand how well we're doing from term to term, and it can be used to measure the progress we are making in achieving the goals we set. The information gathered from residents can be used for strategic, business, and budget planning, as well as improving our communication with the public."

The survey takes approximately 15-18 minutes to complete. Results from the survey provide a statistically reliable picture.

If you are contacted by a telephone interviewer and wish to verify that they are calling on behalf of the City, ask the telephone interviewer for the contact person at the City to call.

Only residents selected through a random draw from the most recent residential listings provided by Telus will be contacted for the survey. Information gathered through any other means will not be included in the survey results.

Once the survey is complete, Banister Research will compile the information and provide a detailed report to the City on the survey findings. Results will be reported to Council in October and posted on the City's website www.medicinehat.ca.

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