

## Sheralee Mitchell-MacEwan

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**Subject:** FW: Program Survey Results: Municipal Insurance Program

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**From:** Ian Morrison <[IMorrison@nsfm.ca](mailto:IMorrison@nsfm.ca)>

**Sent:** December 18, 2025 4:00 PM

**To:** Ian Morrison <[IMorrison@nsfm.ca](mailto:IMorrison@nsfm.ca)>

**Subject:** Program Survey Results: Municipal Insurance Program

This notification is a communique to update and provide information of relevance to participating organizations in the **NSFM Municipal Insurance Program**.

Good Afternoon,

At the direction of the **Municipal Group Insurance Committee**, NSFM recently conducted the annual **Program Survey** to gauge the views of municipal units participating in the **Municipal Insurance Program**. The results of the survey, which were reviewed at our online meeting with Participating Organizations on October 16, can be summarized as follows:

### **Program Survey**

- The survey was distributed on April 1 to participating organizations
- 69% satisfaction rating for frequency of contact (70% last year)
- 54% satisfaction rating for response time (70% last year)
- 92% satisfaction rating for program flexibility (100% last year)
- 84% satisfaction rating for overall satisfaction (90% last year)
- 39% feel the 2.5% participation fee is fair cost for value received (70% last year)
- 85% of respondents favour monthly communication from NSFM regarding relevant insurance information (100% last year)
- 85% of respondents favour quarterly professional development webinars (90% last year)
- 85% of respondents indicated that they would recommend the program to others (100% last year)

NSFM conducts this survey on an annual basis to gauge feedback on the program.

### **Happy Holidays from NSFM!**

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This notification is a monthly communique to update and provide information of relevance to participating organizations in the **NSFM Municipal Insurance Program**.

Participating municipal units are reminded that access is available to the **Intact Public Entities Centre of Excellence**:

- An online hub of constantly updated articles, checklists, templates, and tips to assist municipal units with implementation of a comprehensive risk management strategy
- The site can be accessed here: <https://www.intactpublicentities.ca/centre-of-excellence>

Members and participating organizations will continue to be updated on the activities of the Committee on a regular basis.

Please advise if you require any further information.

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**Ian Morrison** | Director of Operations and Communications

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