

Town of Banff Family & Community Support Services (FCSS) 2009 Social Survey Results

Number of surveys started: 246

Number of surveys completed: 212

DEMOGRAPHIC INFORMATION

1. Age breakdown

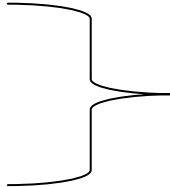
37% 18-30 years of age

30% 31-44

22% 45-54

10% 55 plus

1% under 18



Closely parallels 2007 Municipal Census
survey breakdown of community.
(with the exception of under 18's,
who weren't targeted for the survey)

2. Where do you live? (general area)

28.9% Muskrat/Beaver/Otter/Deer

19.3% Big Horn/Squirrel/Marten/Moose

16.8% Middle Springs

7.1% Whiskey Creek/Marmot

6.1% Glen Ave/Spray Ave/Riverview Court

5.6% Cave Avenue, Park Avenue/Mountain Ave

4.1% Valleyview

2% Elkwood Estates

1.5% Springs Crescent/Kootenay Ave/Tatanga Ridge/Mountainview Coop

3. What is your housing situation?

40% of respondents rent

35% own a property

21% live in staff accommodation

4% live with family or friends

4. How long have you lived in Banff?

41% more than 10 years

31% 1-5 years

17% less than 1 year

11% 6-10 years

5. How much longer do you plan to live in Banff?

36.5% have no plans to leave Banff

18.7% 1-3 years

17.4% don't know

13.9% less than 1 year

6.1% 4-5 years

4.3% 10 plus years

3.0% 6-10 years

6. If you are planning on leaving Banff, please tell us why (check all that apply)

43.1%	employment reasons
42.2%	cost of living too high
38.2%	housing reasons
26.5%	never meant to live here permanently
20.6%	want to be closer to family
12.7%	retiring to another community
10.8%	lack of social programs/services
5.9%	lack of recreational programs/services

“Other” reasons:

- Travel (6 comments)
- School/education (7 comments)

CHILDREN, YOUTH, AND FAMILIES

26% of respondents had children (64 families in total) – that group were asked:

7. How many children do you have?

43.8%	2
29.7%	1
17.2%	3
9.3%	4 or more

8. What is (are) the age(s) of your child(ren)?

41.7%	0-5
33.3%	13-15
31.7%	6-12
31.7%	16-18

9. Were you aware that Family & Community Support Services has a Family School Liaison Worker (FSLW) who offers programming and counselling services for children, youth and families?

64.6%	Yes
35.4%	No

10. Which of the following children, youth and family programs are you aware of?

69.9%	Banff Mentor Program
69.9%	Parent Link
60.3%	Counselling Services
37%	Roots of Empathy
34.2%	The Fridge Youth Program
28.8%	Everybody Gets to Play

11. Are there additional programs or services that you think would help meet the needs of children, youth and families in Banff?

56.9% **No**
43.1% Yes

Ideas:

- More affordable childcare options & weekend hours
- Transportation options (to Canmore and the Sally Borden pool)
- More recreation programs facilities for older children (soccer, cross country skiing, baseball)

12. Describe how you feel about your current child care situation?

54.9% **Completely satisfied**
35.3% Somewhat satisfied
9.8% Not satisfied

13. If you are not completely satisfied (45% were not) with your childcare situation, please tell us why. (check all that apply)

54.2% **Cost**
29.2% Times available not adequate
25% Limited availability of spaces
8.3% Quality

YOUNG ADULTS (18 to 30)

55% (136 people) of respondents were between 18-30 years of age, or worked or lived with someone who was

14. Have you heard of BanffLIFE, located at the Banff Rotary Community Hub?

81.6% **Yes**
18.4% No

15. Which of the following programs and services for 18-30 year olds are you aware of?

80.2% **Pasta Night**
69% Living Room Programming (e.g. slide shows, yoga, Calgary trips)
54% Mountain Adventure Program
50% BanffLIFE volunteer program
42% Staff Orientations
40% Welcome Week
12% Community Helpers

16. Are there additional programs and services that you feel would meet the needs of 18 to 30 year olds in Banff?

68.7% **No**
31.3% Yes

SENIORS SUPPORT SERVICES

17. Were you aware that Banff FCSS provides services and programs to residents 55 years of age and older through our Seniors Support Coordinator?

65.5% **Yes**
34.5% No

18. Which of the following seniors services/programs are you aware of?

74.1% **Seniors Bus**
63% Seniors Centre Activities
57.4% Snow Shovelling/Meals on Wheels
46.3% Taxi Pass program
42.6% Income Tax Preparation Program/Volunteer Driver
24% or less Info & Referral
 Advocacy
 Commissioner for Oaths
 Lock Box Program

19. Are there additional programs/services that would meet the needs of seniors in Banff?

66.7% **No**
33.3% Yes

AFFORDABILITY

25% of all respondents indicated that they **did not** have affordability issues.

20. What are your personal affordability issues?

34.6% **Rental housing**
33.5% Owning a home
31.9% Food
27.6% Leisure activities
24% Don't have affordability issues
15.7% Health/medical
14.6% Transportation
9.2% Childcare

21. Which of the following affordability programs/services are you aware of?

58.3% **Soup & Bread Program**
50.8% Banff/Canmore Community Bus
49.2% Low Income Transit Pass
23.3% Everybody Gets to Play
20.8% Cooking Circle
20% Banff Affordability Guide/Brochure
9.2% AISH Swim Pass

22. If you could benefit from the above programs and services but haven't used them, why not?

- 50% **Didn't know about them**
- 26% "Other"
- 24% Don't meet financial eligibility requirements

23. Are there additional programs or services that you think would help to meet affordability needs of Banff residents?

- 64.2% **No**
- 35.8% Yes

Ideas provided by 37 individuals. Themes included:

- More affordable housing (various types...rental, ownership, temporary, social)
- Regional transportation options (to Canmore & Calgary)
- More locals discount programs (for goods, local recreation opportunities)
- Food programs (bulk buying, food boxes, community garden)

AWARENESS OF FCSS PROGRAMS AND SERVICES

24. Prior to taking this survey, did you know about FCSS and the programs and services that they offered?

- 42.8% **I was aware of some programs and services but not all**
- 34.6% No
- 28.8% Yes
- 5.8% I had heard of FCSS but didn't know what they did

25. Are you generally happy with the level of social programs and services that are available in Banff?

- 62.9% **Yes**
- 25.2% Somewhat
- 9% Don't Know
- 2.9% No

26. How do you find out about community programs and services in Banff?

- 55.7% **Local Newspapers**
- 40.4% Town of Banff website
- 36% Friend/colleague
- 31.5% Community Learning Calendar
- 26.6% Community Bulletin Boards
- 22.7% Banff Public Library
- 20% Local Lowdown (YWCA publication)
- 11% Local radio
- 11% School
- 10% YWCA Community Resource Centre
- 10% Telephone Book
- 6% Parks Canada Info Centre

27. Do you find it easy to find out information on community programs and services in Banff?

66.4% Yes
28.4% Somewhat
5.2% No

NEIGHBOURHOOD CONNECTIONS

28. Do you feel you know your neighbours?

44.7% Yes
Somewhat 32.7%
No 22.6%

29. Within a 10 house radius of your home, how many households could you:
(177 households answered)

45% of respondents identified between 1 and 3 households that they'd feel comfortable to have a cup of coffee with

23% identified 4 to 6 households they could have a cup of coffee with

16% of households did not feel they could ask to borrow a cup or sugar, or have a cup of coffee with their neighbours

14% identified between 7 and 10 households they could have a cup of coffee with

There was not a huge distinction between the number of households that would borrow sugar versus have coffee with a neighbour. On average, respondents felt comfortable enough to borrow sugar from 4.26 households, versus having coffee with approximately 3.39 households.

30. What do you like about your neighbourhood?

79% Location
62.9% Access to downtown
52.7% Quiet
50% Access to outdoor amenities (parks, green space, trails)
50% Neighbours
33.7% Type of housing
32.2% Family friendly
2% Nothing

31. Does your neighbourhood organize events or get together?

58.3% No
26.7% Yes
15% Don't Know

32. If yes, what activities or events does your neighbourhood organize?

59.7%	Potlucks/BBQ's
46.8%	Neighbourhood garage sales
34%	Other
29%	Clean ups

33. Would you like more information or support as to how your neighbourhood could organize events or get together?

57.5%	No
30.4%	Yes
12.2%	Don't need to – we already do this

34. Number of respondents who entered the two draws for \$100 grocery gift certificates – 169

35. Number of respondents who agreed to give their name and email to FCSS to provide feedback on our social programs in the future – 70