



2007 Banff resident Community Satisfaction Survey Report

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Executive Overview

Introduction

The purpose of the 2007 Town of Banff resident Community Satisfaction Survey was to seek input for upcoming budget deliberations and to gauge community satisfaction with the programs, services and facilities offered by the Town of Banff. Resident input will enable the Town to best align programs, services and facilities with community needs.

September 8, 2007, the Town of Banff distributed 3,763 surveys to resident post office boxes with the help of Canada Post (note: mailboxes with a “no junkmail” request would not have received a survey; for that reason, additional surveys were available for pick up at Town Hall). Surveys were also available to complete on the Town of Banff website (www.banff.ca/survey). By September 21, 449 respondents had returned their completed survey to the Town, representing 5.8 % of the population eligible to respond to the survey. The questionnaire, which included 25 questions (including three more detailed tables), took approximately 20 minutes to complete. Research data was tabulated by the Town of Banff, and open-ended questions by RESEARCHWORKS INC.

On the next **two pages** you will find two charts:

- The first is the ranking of the Town’s programs, services and facilities by importance.
- The second shows the ranking of the Town’s programs, services and facilities from most to the least satisfied.

Key Findings

Importance Ranking of Programs, Services, Facilities

Most important to least important

2004 Ranking	2007 Ranking	
2	1	EMS: response time
1	2	Fire: response Time
3	3	Town: quality of drinking water
4	4	RCMP: response Time
5	5	RCMP: crime Prevention
-	6	Fire: prevention
6	7	Culture: library
7	8	Town: waste collection
12	9	Town: recycling program
-	10	Town: wastewater treatment
8	11	Town: snow clearing
10	12	Town: road/sidewalk maintenance
9	13	Town: construction quality control
15	14	Town: special waste programs
14	15	Recreation: trails and open spaces
19	16	Town: environmental management
17	17	Town: street lighting
24	18	FCSS: seniors program
-	19	Bylaw: response Time
16	20	RCMP: community relations/public education
11	21	Fire: community relations/public education
27	22	Town: number of bicycle trails/routes
32	23	FCSS: community development
21	24	Recreation: parks and playgrounds
29	25	Recreation: community classes
20	26	Town: consistency of building guidelines
-	27	Town: organics/composting
25	28	Recreation: children/youth programs
33	29	Bylaw: animal protection and care service
26	30	Recreation: senior's centre
18	31	Bylaw: traffic and speed monitoring
34	32	FCSS: family & school liason
22	33	Recreation: recreation grounds
30	34	Town: bicycle racks
28	35	Town: cleanliness of Town of Banff buildings
23	36	Recreation: recreation centre
35	37	Recreation: community events
36	38	Town: transit service
-	39	Bylaw: property appearance standards
31	40	Town: street sweeping
37	41	Culture: public art
-	42	Bylaw: neighbourhood mediation
38	43	Town: cemetary maintenance
-	44	Recreation: bike park
39	45	Culture: RCMP red serge
41	46	Bylaw: parking patrols
40	47	Recreation: skateboard park
42	48	Town: holiday pagentry

Satisfaction Ranking of Programs, Services, Facilities

Most satisfied to least satisfied

2004 Ranking 2007 Ranking

1	1	Fire: response time
4	2	EMS: response time
2	3	Culture: library
3	4	Town: quality of drinking water
-	5	Fire: prevention
5	6	Town: cleanliness of Town of Banff buildings
12	7	RCMP: response time
11	8	FCSS: seniors program
9	9	Fire: community relations/public education
7	10	Recreation: senior's centre
14	11	FCSS: family & school liason
13	12	Recreation: skateboard park
17	13	Town: cemetary maintenance
-	14	Town: wastewater treatment
6	15	Recreation: community classes
16	16	Recreation: recreation grounds
10	17	Recreation: parks and playgrounds
22	18	Recreation: children/youth programs
-	19	Recreation: bike park
8	20	Town: waste collection
15	21	Culture: public art
21	22	Culture: RCMP red serge
19	23	Recreation: community events
34	24	Bylaw: animal protection and care service
-	25	Bylaw: response time
20	26	Town: street sweeping
23	27	FCSS: community development
30	28	RCMP: community relations/public education
26	29	Recreation: trails and open spaces
33	30	RCMP: crime prevention
24	31	Town: holiday pagentry
-	32	Town: organics/composting
18	33	Town: special waste programs
-	34	Bylaw: neighbourhood mediation
27	35	Recreation: recreation centre
39	36	Town: construction quality control
40	37	Bylaw: parking patrols
28	38	Town: street lighting
31	39	Town: environmental management
25	40	Town: recycling program
36	41	Town: consistency of building guidelines
32	42	Town: bicycle racks
35	43	Town: road/sidewalk maintenance
-	44	Bylaw: property appearance standards
38	45	Town: number of bicycle trails/routes
37	46	Town: snow clearing
41	47	Bylaw: traffic and speed monitoring
29	48	Town: transit service

Research Findings

Overall ratings for the quality of services provided by the Town of Banff are high with 79.2% (75.2% - 2004) of respondents saying the quality of services is good or very good. Although residents stated they have a high overall level of satisfaction with Town of Banff services, importance of services occasionally exceeds satisfaction. This becomes evident when you look at the differences between level of satisfaction and level of importance on programs, services and facilities. It's important to point out, however, that this is a theme noted in other community survey results – respondents often want more than they are getting.

The highlights of the survey are as follows:

- A very high percentage of respondents (89.8% - 2007, 86.7% - 2004) rated their quality of life as good or very good.
- Roughly half of respondents (49.1% - 2007, 60.8% - 2004) stated their quality of life has stayed the same over the last three years; 26.1% believe their quality of life has improved; a significant increase over the 16.7% figure in 2004.
- A high percentage of respondents (79.2% - 2007, 75.2% - 2004) rate the quality of Town of Banff services as good or very good. Again, this is an improvement over 2004 results.
- 48 questions were asked about the importance of and satisfaction with specific services ranging from RCMP response times to cultural programs and facilities. Residents view the following as most important (ratings were very important, important, not very important or not at all important):
 - 95.0% (91.6% - 2004) of respondents ranked EMS response times as very important
 - 93.0% (92.8% - 2004) of respondents ranked Fire response times as very important
 - 90.7% (91.3% - 2004) of respondents ranked the quality of drinking water as very important
 - 84.4% (81.5% - 2004) of respondents ranked RCMP response times as very important.
 - 73.7% (74.2% - 2004) of respondents ranked RCMP crime prevention as very important

Residents are most satisfied with the following five areas (ratings were tabulated by calculating a value based on total ratings of: very satisfied, satisfied, not very satisfied, not at all satisfied or not applicable – the not applicable portion of respondents were not included in these percentages):

- Fire response times (3.50)
- EMS response times (3.42)
- The Library (3.40)
- The quality of drinking water (3.36)
- Fire prevention (3.30)

The areas residents believe need the most improvement are:

- Transit service 31.7% very important and only 5.4% very satisfied
- Traffic and speed monitoring 38.9% very important and only 8.9% very satisfied
- Snow clearing 52.2% very important and 8.4% very satisfied
- Number of bicycle trails/routes 41.0% very important and 7.5% very satisfied
- Recycling 63% very important and only 14.7% very satisfied
- Property appearance standards 26.9% very important and 7.7% very satisfied

In 2007, the Town added an open-ended question asking respondents to list their favourite community events. 201 respondents provided input with the Canada Day celebration and parade receiving overwhelming support with 48.8% of the mentions. Here are the remaining 14 areas listed by order of support:

- Winter festivals / events, Santa Claus parade (24.9%)
- Other parades / special events/recreational activities (20.4%)
- Other cultural events/facilities (i.e. library, food drive, art show) (18.9%)
- Fireworks displays (14.9%)
- Trails / open spaces (11.9%)
- Outdoor concerts/performances in the park (9%)
- New Years celebration (8.5%)
- Recreation grounds (i.e. ball park, outdoor ice rink, playgrounds) (7.5%)
- Community Classes (5%)
- Recreation centre, recreational sports leagues/tournaments (i.e. curling) (4.5%)
- Children / youth programs and classes (4%)
- All of the above / need more/better planning needed (3.5%)
- Bike Park / Skateboard Park (2%)
- Seniors' Centre / events (1.5%)

Budget and Capital Priorities

Compared to other municipalities, a large proportion of residents 54% (48.5% - 2004) feel they are receiving good or very good value from their municipal tax dollars. The largest group of respondents (40% - 2007, 48.4% - 2004) would like the Town to maintain current services and simply adjust taxation with inflation, a significant portion of respondents (28% - 2007, 29.6% - 2004) would be interested in seeing the Town expand services through the exploration of user fees.

When asked to approve or disapprove of capital projects, there appears to be considerable support for the following four projects (ratings were strongly approve, approve, neither approve or disapprove, disapprove, or strongly disapprove):

- 80% of respondents strongly approve or approve of upgrades to recycling and composting initiatives
- 67% of respondents strongly approve or approve of upgrades to trail development
- 65% of respondents strongly approve or approve of upgrades road reconstruction
- 65% of respondents strongly approve or approve of Banff refreshing phase II

General Satisfaction/Customer Service

The majority of survey respondents have contacted the Town or one of its employees in person within the past six months (77% - 2007, 59.6% - 2004). A high percentage of residents (80% - 2007, 79.5% - 2004) agree or strongly agree the Town is quick to respond to requests. An even higher percentage (88% - 2007, 87.8% - 2004) agree or strongly agree that Town staff are and knowledgeable.

Communications

On average, residents believe they are getting just the right amount of information from the Town (69.6% - 2007, 62.1 - 2004); and it's noteworthy that the number of residents who felt they received too little information has improved by close to 9% (15.2% - 2007, 24% - 2004). Residents still identified the Town of Banff Public Information Page in the Crag & Canyon as their primary source of information on the Town (46.7%); and their secondary source as newspaper articles (37%). While it is positive to see such a high percentage of respondents turning to the Town Page, there is clearly an opportunity to present more in-depth information on Town decision-making through all existing communication vehicles.

Important issues facing the Town of Banff

When asked to identify the **one** most pressing priority for the Town of Banff, 357 respondents provided written comments. The topics respondents commented on the most were:

- 85 (23.8%) respondents to this question referenced financial impacts on the quality of life, this includes a desire to see reduced taxes and/or the issue of the cost of living and high housing addressed
- 72 (20.2%) respondents referenced the impacts of essential services (i.e. lack of focus on daycare, no car wash, limited housing options etc.) on their quality of life, which includes comments about implications of decision on residents' sense of community
- 43 (12.0%) respondents to this question referenced environmental priorities such as environment controls (i.e. more emphasis on waste reduction, vehicle emissions, and a need to focus on environmental leadership as a national park community), a sustainable community and/or recycling
- 42 (12%) respondents to this question mentioned a bridge, pedestrian or bike safety

It is also important to point out the issue of environment controls, sustainable community and recycling has emerged as a new theme in 2007. This theme is supported through responses throughout this survey.

When provided with space to add additional comments, three key themes emerged. Of the 202 respondents who added comments:

- 66 (32.7%) referenced taxation; the high cost of living/housing/rent; and/or the significance or importance of the need to reside (note: this is a new theme to emerge in 2007)
- 47 (23.3%) said the Town needs to focus on delivering services and infrastructure that citizens want; plan well; and/or communicate (i.e. internally, so all employees can respond to queries and externally, so residents understand decision making)

- 37 (18.3%) respondents referenced the impacts of essential services (i.e. lack of focus on daycare, no car wash, limited housing options etc.) on their quality of life, which includes comments about the implications municipal decisions can have on residents' sense of community

Background

The Town of Banff conducted this survey to consult and obtain input on the municipality's budget. The research was designed to give the Town insight on:

- importance of and satisfaction with levels with the programs, services and facilities
- input for upcoming budget discussions
- the preferred method of payment for service improvements/expansion
- capital project priorities
- the customer service experience
- communication from the Town

Methodology

The Town of Banff resident Community Satisfaction Survey was designed in-house following a review of best practices in community satisfaction research. Following completion in 2004, the survey tool was tested by a small cross section of residents. The same survey tool with minor enhancements was utilized this year and was distributed to 3,763 resident and business mailboxes, staff residences, Town Hall and the internet (3,000 in 2004). Surveys were also available by request at Town Hall. To save postage costs, respondents were asked to return surveys to 8 strategic locations in town: at Town Hall, Safeway, Keller's, the Public Library, the Post Office, and the staff mail rooms at the Banff Centre, Fairmont Banff Springs and The Rimrock. The response rate was 5.8% (factoring an approximate eligible population of 7,628, based on the estimation that Banff's population consists of 87.5% of persons age 18 years and older), with 449 surveys received by the deadline of September 21, 2007 (347 were received in 2004).

The full sample size is 449 but because some respondents did not answer some questions, the sample size varies question by question. Technically, any self-administered survey is a non-probability sample and, as such, confidence intervals do not apply. If the Town were to administer a probability sample, the full sample size of 449 (based on a population size of 7,628 eligible residents - 2007 Municipal census) would be appropriate for determining the validity of responses using confidence intervals.

The survey timeframe was developed to allow for community input in advance of budget deliberations.

Cross Tabulation

Responses to all questions can be cross tabulated to age, home ownership versus renting, zone, and responsibility for paying property taxes, where further exploration of a topic is required. Cross tabulation was done to determine if there were any trends worth noting. Where significant variances were identified (more than 10%), results are highlighted by question and by cross tabulation grouping. It is important to note, however, that the sample sizes in the age tabulation are very small.

Detailed Findings

Question A

The majority of respondents (64.6%) have lived in Banff for 10 years or more.

How long have you been a resident of Banff?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%					
Less than 1 year	4	28.6%	9	10.1%	3	2.7%	2	1.9%	2	3.1%	1	2.3%	2	23	5.2%	12	3.6%
1 to less than 5 years	7	50.0%	27	30.3%	14	12.4%	9	8.7%	4	6.3%	1	2.3%	2	64	14.5%	39	11.6%
5 to less than 10 years	0	0.0%	37	41.6%	21	18.6%	4	3.9%	4	6.3%	2	4.5%	1	69	15.6%	37	11.0%
10 years or more	3	21.4%	16	18.0%	75	66.4%	88	85.4%	54	84.4%	40	90.9%	9	285	64.6%	247	73.7%
Total	14	100.0%	89	100.0%	113	100.0%	103	100.0%	64	100.0%	44	100.0%	14	441	100.0%	335	100.0%

Question B

The majority of respondents (95.8%) are not living in Banff because of seasonal work.

Are you living in Banff because of seasonal work?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count						
No	13	92.9%	75	93.8%	103	97.2%	88	94.6%	59	96.7%	39	100.0%	12	389	95.8%	327	98.5%
Yes	1	7.1%	5	6.3%	3	2.8%	5	5.4%	2	3.3%	0	0.0%	1	17	4.2%	5	1.5%
Total	14	100.0%	80	100.0%	106	100.0%	93	100.0%	61	100.0%	39	100.0%	13	406	100.0%	332	100.0%

Part 1: Quality of Life

For the purposes of clarity for respondents answering this question, quality of life was defined as: your physical and material well-being; relationships with other people; participation in social, community and civic activities; personal development and fulfillment; and recreation. A significant portion (89.8% - 2007, 86.7% - 2004) of respondents rated their quality of life as good or very good.

In general, how would you rate your quality of life in Banff?

	Q.22 Age Group													2007 Total		2004 Total		
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)		Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%				
Poor	1	7.1%	1	1.1%	0	0.0%	4	3.9%	0	0.0%	0	0.0%	0	0	6	1.4%	7	2.1%
Fair	1	7.1%	11	12.5%	12	10.7%	8	7.8%	4	6.3%	2	4.4%	1	39	8.9%	38	11.3%	
Good	9	64.3%	46	52.3%	60	53.6%	29	28.4%	21	33.3%	12	26.7%	10	187	42.6%	146	43.5%	
Very good	3	21.4%	30	34.1%	40	35.7%	61	59.8%	38	60.3%	31	68.9%	4	207	47.2%	145	43.2%	
Total	14	100.0%	88	100.0%	112	100.0%	102	100.0%	63	100.0%	45	100.0%	15	439	100.0%	336	100.0%	

When asked if respondents felt their quality of life in Banff had improved, stayed the same or worsened, 75.2% (77.5% - 2004) stated it had improved or stayed the same. It's noteworthy that 26.1% (16.7% - 2004) of respondents note their quality of life has improved.

Do you feel your quality of life in Banff in the last 3 years has...

	Q.22 Age Group													2007 Total		2004 Total		
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)		Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%				
Worsened	2	14.3%	9	10.1%	13	11.5%	21	20.4%	10	16.4%	9	20.0%	2	66	15.0%	53	16.1%	
Stayed the same	5	35.7%	31	34.8%	55	48.7%	54	52.4%	36	59.0%	28	62.2%	7	216	49.1%	200	60.8%	
Improved	4	28.6%	29	32.6%	36	31.9%	24	23.3%	12	19.7%	7	15.6%	3	115	26.1%	55	16.7%	
Don't know (lived in Banff less than 3 years)	3	21.4%	20	22.5%	9	8.0%	4	3.9%	3	4.9%	1	2.2%	3	43	9.8%	21	6.4%	
Total	14	100.0%	89	100.0%	113	100.0%	103	100.0%	61	100.0%	45	100.0%	15	440	100.0%	329	100.0%	

Part 2: Programs/Facilities and Services

When respondents were asked to consider all of the services provided by the Town of Banff, a high percentage (79.2% - 2007, 75.2% - 2004) stated the quality of services is good or very good.

Overall, thinking of all the services provided by the Town of Banff, would you say the quality of service is...

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%					
Poor	1	7.1%	1	1.1%	0	0.0%	3	2.9%	0	0.0%	2	4.5%	0	7	1.6%	5	1.5%
Fair	5	35.7%	12	13.6%	22	19.6%	22	21.6%	13	20.3%	8	18.2%	2	84	19.2%	77	23.3%
Good	4	28.6%	60	68.2%	66	58.9%	53	52.0%	39	60.9%	22	50.0%	11	255	58.4%	193	58.5%
Very good	4	28.6%	15	17.0%	24	21.4%	24	23.5%	12	18.8%	12	27.3%	0	91	20.8%	55	16.7%
Total	14	100.0%	88	100.0%	112	100.0%	102	100.0%	64	100.0%	44	100.0%	13	437	100.0%	330	100.0%

Respondents were then asked 48 questions about the importance of and satisfaction with specific services ranging from RCMP response times to cultural programs and facilities. The top five rankings for importance were:

- 95% of respondents ranked EMS response times as very important
- 93% of respondents ranked Fire response times as very important
- 90.07% of respondents ranked Town drinking water as very important
- 84.4% of respondents ranked RCMP response time as very important
- 73.7% of respondents ranked RCMP crime prevention as very important

Following are the unique tables, cross tabulated by age for each of the 48 questions:

Question 4

RCMP

How important to you is: Response time?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	0	0.0%	1	1.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1	0.2%	3	0.9%
Not Very Important	1	7.1%	0	0.0%	1	0.9%	1	1.0%	0	0.0%	2	4.7%	1	6	1.4%	3	0.9%
Important	3	21.4%	14	15.9%	12	10.5%	15	14.9%	10	15.6%	5	11.6%	2	61	14.0%	58	16.8%
Very Important	10	71.4%	73	83.0%	101	88.6%	85	84.2%	54	84.4%	36	83.7%	10	369	84.4%	282	81.5%
Total	14	100.0%	88	100.0%	114	100.0%	101	100.0%	64	100.0%	43	100.0%	13	437	100.0%	346	100.0%

How important to you is: Crime prevention?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.1%	1	1.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	2	0.5%	1	0.3%
Not Very Important	3	21.4%	1	1.1%	1	0.9%	1	1.0%	0	0.0%	1	2.3%	1	8	1.8%	-	-
Important	2	14.3%	23	26.1%	27	23.7%	23	22.8%	16	25.0%	11	25.0%	3	105	24.0%	88	25.5%
Very Important	8	57.1%	63	71.6%	86	75.4%	77	76.2%	48	75.0%	32	72.7%	9	323	73.7%	256	74.2%
Total	14	100.0%	88	100.0%	114	100.0%	101	100.0%	64	100.0%	44	100.0%	13	438	100.0%	345	100.0%

How important to you is: Community relations/public education?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.1%	2	2.3%	0	0.0%	2	2.0%	1	1.6%	1	2.3%	0	7	1.6%	5	1.5%
Not Very Important	2	14.3%	10	11.4%	7	6.2%	12	11.9%	4	6.3%	5	11.4%	2	42	9.6%	30	8.8%
Important	9	64.3%	51	58.0%	56	49.6%	48	47.5%	38	59.4%	15	34.1%	8	225	51.5%	151	44.3%
Very Important	2	14.3%	25	28.4%	50	44.2%	39	38.6%	21	32.8%	23	52.3%	3	163	37.3%	155	45.5%
Total	14	100.0%	88	100.0%	113	100.0%	101	100.0%	64	100.0%	44	100.0%	13	437	100.0%	314	100.0%

Fire

How important to you is: Response time?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not Very Important	1	7.1%	1	1.1%	0	0.0%	0	0.0%	0	0.0%	1	2.3%	0	3	0.7%	1	0.3%
Important	3	21.4%	6	6.7%	4	3.5%	4	3.8%	2	3.1%	7	15.9%	2	28	6.3%	24	6.9%
Very Important	10	71.4%	83	92.2%	110	96.5%	100	96.2%	62	96.9%	36	81.8%	11	412	93.0%	321	92.8%
Total	14	100.0%	90	100.0%	114	100.0%	104	100.0%	64	100.0%	44	100.0%	13	443	100.0%	346	100.0%

How important to you is: Fire prevention?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	0	0.0%	0	0.0%	1	0.9%	0	0.0%	0	0.0%	0	0.0%	0	1	0.2%	-	-
Not Very Important	0	0.0%	2	2.2%	1	0.9%	0	0.0%	0	0.0%	0	0.0%	0	3	0.7%	-	-
Important	3	21.4%	26	29.2%	37	32.5%	35	33.3%	17	27.9%	15	32.6%	3	136	30.6%	-	-
Very Important	11	78.6%	61	68.5%	75	65.8%	70	66.7%	44	72.1%	31	67.4%	12	304	68.5%	-	-
Total	14	100.0%	89	100.0%	114	100.0%	105	100.0%	61	100.0%	46	100.0%	15	444	100.0%	-	-

How important to you is: Community relations/public education?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%					
Not at All Important	1	7.1%	1	1.1%	0	0.0%	2	1.9%	1	1.6%	1	2.2%	0	6	1.4%	1	0.3%
Not Very Important	2	14.3%	12	13.3%	9	7.9%	15	14.4%	4	6.3%	3	6.7%	3	48	10.8%	13	3.8%
Important	7	50.0%	47	52.2%	55	48.2%	50	48.1%	36	56.3%	22	48.9%	7	224	50.5%	166	48.3%
Very Important	4	28.6%	30	33.3%	50	43.9%	37	35.6%	23	35.9%	19	42.2%	3	166	37.4%	164	47.7%
Total	14	100.0%	90	100.0%	114	100.0%	104	100.0%	64	100.0%	45	100.0%	13	444	100.0%	344	100.0%

Bylaw Services

How important to you is: Response time?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%					
Not at All Important	1	7.1%	2	2.2%	0	0.0%	3	2.9%	4	6.3%	0	0.0%	0	10	2.3%	-	-
Not Very Important	3	21.4%	10	11.1%	12	10.5%	11	10.7%	2	3.1%	3	7.3%	1	42	9.6%	-	-
Important	6	42.9%	49	54.4%	52	45.6%	51	49.5%	30	46.9%	19	46.3%	9	216	49.2%	-	-
Very Important	4	28.6%	29	32.2%	50	43.9%	38	36.9%	28	43.8%	19	46.3%	3	171	39.0%	-	-
Total	14	100.0%	90	100.0%	114	100.0%	103	100.0%	64	100.0%	41	100.0%	13	439	100.0%	-	-

How important to you is: Animal protection and care services?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%					
Not at All Important	0	0.0%	3	3.3%	1	0.9%	3	2.9%	3	4.7%	2	4.8%	0	12	2.7%	12	3.5%
Not Very Important	2	14.3%	9	10.0%	10	8.8%	15	14.4%	7	10.9%	7	16.7%	1	51	11.6%	82	24.0%
Important	5	35.7%	45	50.0%	56	49.1%	55	52.9%	30	46.9%	17	40.5%	8	216	49.0%	161	47.1%
Very Important	7	50.0%	33	36.7%	47	41.2%	31	29.8%	24	37.5%	16	38.1%	4	162	36.7%	87	25.4%
Total	14	100.0%	90	100.0%	114	100.0%	104	100.0%	64	100.0%	42	100.0%	13	441	100.0%	342	100.0%

How important to you is: Traffic and speed monitoring?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%					
Not at All Important	0	0.0%	2	2.2%	2	1.8%	4	3.9%	2	3.1%	0	0.0%	0	10	2.3%	12	3.5%
Not Very Important	4	28.6%	20	22.2%	16	14.0%	17	16.5%	8	12.5%	8	18.2%	5	78	17.6%	43	12.4%
Important	7	50.0%	38	42.2%	52	45.6%	42	40.8%	24	37.5%	14	31.8%	5	182	41.2%	132	38.2%
Very Important	3	21.4%	30	33.3%	44	38.6%	40	38.8%	30	46.9%	22	50.0%	3	172	38.9%	159	46.0%
Total	14	100.0%	90	100.0%	114	100.0%	103	100.0%	64	100.0%	44	100.0%	13	442	100.0%	346	100.0%

How important to you is: Parking patrols?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%					
Not at All Important	3	21.4%	7	7.8%	8	7.1%	15	14.6%	5	7.8%	4	9.1%	0	42	9.5%	48	13.9%
Not Very Important	6	42.9%	41	45.6%	37	33.0%	37	35.9%	20	31.3%	17	38.6%	8	166	37.7%	132	38.3%
Important	4	28.6%	29	32.2%	49	43.8%	33	32.0%	24	37.5%	14	31.8%	4	157	35.7%	125	36.2%
Very Important	1	7.1%	13	14.4%	18	16.1%	18	17.5%	15	23.4%	9	20.5%	1	75	17.0%	40	11.6%
Total	14	100.0%	90	100.0%	112	100.0%	103	100.0%	64	100.0%	44	100.0%	13	440	100.0%	345	100.0%

How important to you is: Neighbourhood mediation?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.1%	2	2.2%	3	2.7%	9	8.9%	5	7.8%	3	7.5%	0	23	5.3%	-	-
Not Very Important	5	35.7%	23	25.6%	27	23.9%	18	17.8%	8	12.5%	11	27.5%	5	97	22.4%	-	-
Important	6	42.9%	51	56.7%	56	49.6%	59	58.4%	38	59.4%	18	45.0%	4	232	53.5%	-	-
Very Important	2	14.3%	14	15.6%	27	23.9%	15	14.9%	13	20.3%	8	20.0%	3	82	18.9%	-	-
Total	14	100.0%	90	100.0%	113	100.0%	101	100.0%	64	100.0%	40	100.0%	12	434	100.0%	-	-

How important to you is: Property appearance standards?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.1%	3	3.4%	2	7.1%	6	5.8%	3	4.7%	1	2.2%	0	16	3.6%	-	-
Not Very Important	6	42.9%	21	23.6%	17	42.9%	13	12.6%	5	7.8%	5	11.1%	4	71	16.1%	-	-
Important	4	28.6%	52	58.4%	60	28.6%	61	59.2%	33	51.6%	20	44.4%	6	236	53.4%	-	-
Very Important	3	21.4%	13	14.6%	35	21.4%	23	22.3%	23	35.9%	19	42.2%	3	119	26.9%	-	-
Total	14	100.0%	89	100.0%	114	100.0%	103	100.0%	64	100.0%	45	100.0%	13	442	100.0%	-	-

Emergency Medical Services

How important to you is: Response time?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not Very Important	1	7.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1	0.2%	-	-
Important	1	7.7%	4	4.4%	3	2.7%	6	6.1%	0	0.0%	5	13.5%	1	20	4.8%	28	8.4%
Very Important	11	84.6%	86	95.6%	107	97.3%	93	93.9%	59	100.0%	32	86.5%	9	397	95.0%	306	91.6%
Total	13	100.0%	90	100.0%	110	100.0%	99	100.0%	59	100.0%	37	100.0%	10	418	100.0%	334	100.0%

Planning & Development, Engineering, Operations, Environmental Management

How important to you is: Consistency of building guidelines?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	0	0.0%	0	0.0%	0	0.0%	1	1.0%	0	0.0%	2	4.7%	0	3	0.7%	5	1.5%
Not Very Important	3	21.4%	10	11.1%	9	8.0%	8	7.7%	3	4.8%	3	7.0%	0	36	8.2%	27	8.0%
Important	9	64.3%	53	58.9%	72	63.7%	64	61.5%	38	61.3%	18	41.9%	7	261	59.6%	184	54.3%
Very Important	2	14.3%	27	30.0%	32	28.3%	31	29.8%	21	33.9%	20	46.5%	5	138	31.5%	123	36.3%
Total	14	100.0%	90	100.0%	113	100.0%	104	100.0%	62	100.0%	43	100.0%	12	438	100.0%	339	100.0%

How important to you is: Construction quality control?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	1	0.3%
Not Very Important	1	7.1%	5	5.6%	6	5.3%	6	5.8%	1	1.6%	1	2.3%	1	21	4.8%	10	3.0%
Important	9	64.3%	47	52.2%	54	47.8%	51	49.0%	30	48.4%	15	34.9%	6	212	48.3%	157	46.4%
Very Important	4	28.6%	38	42.2%	53	46.9%	47	45.2%	31	50.0%	27	62.8%	6	206	46.9%	170	50.3%
Total	14	100.0%	90	100.0%	113	100.0%	104	100.0%	62	100.0%	43	100.0%	13	439	100.0%	338	100.0%

How important to you is: Environmental management and education?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	0	0.0%	0	0.0%	1	0.9%	1	1.0%	3	4.8%	0	0.0%	0	5	1.1%	7	2.1%
Not Very Important	2	14.3%	3	3.3%	9	8.0%	11	10.6%	5	8.1%	7	16.3%	0	37	8.4%	43	12.7%
Important	6	42.9%	34	37.8%	50	44.2%	44	42.3%	24	38.7%	15	34.9%	7	180	41.0%	144	42.6%
Very Important	6	42.9%	53	58.9%	53	46.9%	48	46.2%	30	48.4%	21	48.8%	6	217	49.4%	144	42.6%
Total	14	100.0%	90	100.0%	113	100.0%	104	100.0%	62	100.0%	43	100.0%	13	439	100.0%	338	100.0%

How important to you is: Road/sidewalk maintenance?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	0	0.0%	0	0.0%	0	0.0%	1	1.0%	0	0.0%	0	0.0%	1	2	0.5%	-	-
Not Very Important	3	21.4%	6	6.7%	5	4.4%	3	2.9%	3	4.8%	0	0.0%	0	20	4.6%	8	2.3%
Important	3	21.4%	49	54.4%	55	48.7%	52	50.0%	22	34.9%	17	40.5%	6	204	46.5%	172	50.3%
Very Important	8	57.1%	35	38.9%	53	46.9%	48	46.2%	38	60.3%	25	59.5%	6	213	48.5%	162	47.4%
Total	14	100.0%	90	100.0%	113	100.0%	104	100.0%	63	100.0%	42	100.0%	13	439	100.0%	342	100.0%

How important to you is: Street lighting?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	0	0.0%	0	0.0%	1	0.9%	2	1.9%	0	0.0%	0	0.0%	0	3	0.7%	3	0.9%
Not Very Important	3	21.4%	10	11.1%	7	6.3%	9	8.7%	5	7.9%	1	2.4%	1	36	8.3%	38	11.1%
Important	5	35.7%	50	55.6%	52	46.4%	44	42.7%	25	39.7%	18	43.9%	6	200	45.9%	160	46.8%
Very Important	6	42.9%	30	33.3%	52	46.4%	48	46.6%	33	52.4%	22	53.7%	6	197	45.2%	141	41.2%
Total	14	100.0%	90	100.0%	112	100.0%	103	100.0%	63	100.0%	41	100.0%	13	436	100.0%	342	100.0%

How important to you is: Snow clearing?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	0	0.0%	0	0.0%	0	0.0%	2	1.9%	0	0.0%	0	0.0%	0	2	0.5%	2	0.6%
Not Very Important	1	7.1%	3	3.3%	6	5.3%	5	4.8%	0	0.0%	0	0.0%	0	15	3.4%	18	5.2%
Important	5	35.7%	43	47.8%	42	37.2%	47	45.2%	35	54.7%	14	33.3%	7	193	44.0%	141	41.0%
Very Important	8	57.1%	44	48.9%	65	57.5%	50	48.1%	29	45.3%	28	66.7%	5	229	52.2%	183	53.2%
Total	14	100.0%	90	100.0%	113	100.0%	104	100.0%	64	100.0%	42	100.0%	12	439	100.0%	344	100.0%

How important to you is: Holiday pageantry?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	2	14.3%	0	0.0%	3	2.7%	18	17.3%	11	17.2%	7	16.3%	1	47	10.8%	41	12.1%
Not Very Important	5	35.7%	30	34.5%	32	28.6%	39	37.5%	21	32.8%	14	32.6%	5	146	33.4%	137	40.4%
Important	5	35.7%	40	46.0%	57	50.9%	39	37.5%	25	39.1%	16	37.2%	4	186	42.6%	133	39.2%
Very Important	2	14.3%	12	13.8%	20	17.9%	8	7.7%	7	10.9%	6	14.0%	3	58	13.3%	28	8.3%
Total	14	100.0%	87	100.0%	112	100.0%	104	100.0%	64	100.0%	43	100.0%	13	437	100.0%	339	100.0%

How important to you is: Street sweeping?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	0	0.0%	1	1.1%	1	0.9%	3	2.9%	0	0.0%	0	0.0%	0	5	1.1%	4	1.2%
Not Very Important	4	28.6%	25	27.8%	14	12.5%	19	18.3%	7	10.9%	5	11.9%	1	75	17.1%	68	19.9%
Important	9	64.3%	47	52.2%	65	58.0%	62	59.6%	39	60.9%	23	54.8%	10	255	58.1%	200	58.5%
Very Important	1	7.1%	17	18.9%	32	28.6%	20	19.2%	18	28.1%	14	33.3%	2	104	23.7%	70	20.5%
Total	14	100.0%	90	100.0%	112	100.0%	104	100.0%	64	100.0%	42	100.0%	13	439	100.0%	342	100.0%

How important to you is: Waste collection?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not Very Important	1	7.1%	3	3.4%	1	0.9%	1	1.0%	0	0.0%	0	0.0%	0	6	1.4%	7	2.0%
Important	7	50.0%	30	33.7%	39	34.5%	44	42.3%	25	39.7%	22	51.2%	4	171	39.0%	155	45.2%
Very Important	6	42.9%	56	62.9%	73	64.6%	59	56.7%	38	60.3%	21	48.8%	9	262	59.7%	181	52.8%
Total	14	100.0%	89	100.0%	113	100.0%	104	100.0%	63	100.0%	43	100.0%	13	439	100.0%	343	100.0%

How important to you is: Recycling?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	0	0.0%	0	0.0%	1	0.9%	2	1.9%	1	1.6%	1	2.3%	0	5	1.1%	10	2.9%
Not Very Important	1	7.1%	0	0.0%	4	3.5%	6	5.8%	2	3.1%	5	11.6%	0	18	4.1%	23	6.7%
Important	4	28.6%	16	17.8%	34	30.1%	33	31.7%	27	42.2%	20	46.5%	6	140	31.7%	130	38.1%
Very Important	9	64.3%	74	82.2%	74	65.5%	63	60.6%	34	53.1%	17	39.5%	7	278	63.0%	178	52.2%
Total	14	100.0%	90	100.0%	113	100.0%	104	100.0%	64	100.0%	43	100.0%	13	441	100.0%	341	100.0%

How important to you is: Organics/composting?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	0	0.0%	1	1.1%	1	0.9%	3	2.9%	4	6.3%	4	9.3%	1	14	3.2%	-	-
Not Very Important	3	21.4%	6	6.7%	18	15.9%	19	18.6%	13	20.3%	9	20.9%	3	71	16.2%	-	-
Important	3	21.4%	28	31.1%	51	45.1%	40	39.2%	21	32.8%	18	41.9%	2	163	37.2%	-	-
Very Important	8	57.1%	55	61.1%	43	38.1%	40	39.2%	26	40.6%	12	27.9%	6	190	43.4%	-	-
Total	14	100.0%	90	100.0%	113	100.0%	102	100.0%	64	100.0%	43	100.0%	12	438	100.0%	-	-

How important to you is: Wastewater treatment and biosolids management?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	0	0.0%	0	0.0%	0	0.0%	1	1.0%	1	1.6%	0	0.0%	0	2	0.5%	-	-
Not Very Important	1	7.1%	1	1.1%	4	3.5%	3	2.9%	0	0.0%	3	7.0%	0	12	2.7%	-	-
Important	7	50.0%	60	66.7%	72	63.7%	61	58.7%	35	54.7%	25	58.1%	7	267	60.5%	-	-
Very Important	6	42.9%	29	32.2%	37	32.7%	39	37.5%	28	43.8%	15	34.9%	6	160	36.3%	-	-
Total	14	100.0%	90	100.0%	113	100.0%	104	100.0%	64	100.0%	43	100.0%	13	441	100.0%	-	-

How important to you is: Special waste programs?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	0	0.0%	0	0.0%	0	0.0%	0	0.0%	1	1.6%	1	2.3%	0	2	0.5%	2	0.6%
Not Very Important	2	14.3%	7	7.8%	7	6.2%	7	6.8%	4	6.3%	1	2.3%	0	28	6.4%	24	7.0%
Important	6	42.9%	39	43.3%	46	40.7%	49	47.6%	29	45.3%	20	46.5%	6	195	44.3%	168	49.3%
Very Important	6	42.9%	44	48.9%	60	53.1%	47	45.6%	30	46.9%	21	48.8%	7	215	48.9%	147	43.1%
Total	14	100.0%	90	100.0%	113	100.0%	103	100.0%	64	100.0%	43	100.0%	13	440	100.0%	341	100.0%

How important to you is: Quality of drinking water?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not Very Important	1	7.1%	1	1.1%	0	0.0%	1	1.0%	0	0.0%	1	2.3%	0	4	0.9%	3	0.9%
Important	2	14.3%	7	7.9%	7	6.3%	10	9.6%	5	7.8%	5	11.6%	1	37	8.4%	27	7.8%
Very Important	11	78.6%	81	91.0%	105	93.8%	93	89.4%	59	92.2%	37	86.0%	12	398	90.7%	315	91.3%
Total	14	100.0%	89	100.0%	112	100.0%	104	100.0%	64	100.0%	43	100.0%	13	439	100.0%	345	100.0%

How important to you is: Cleanliness of Town of Banff buildings?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	0	0.0%	0	0.0%	1	0.9%	2	1.9%	2	3.1%	1	2.3%	0	6	1.4%	3	0.9%
Not Very Important	4	28.6%	15	16.7%	13	11.5%	15	14.4%	7	10.9%	5	11.6%	1	60	13.6%	43	12.5%
Important	6	42.9%	44	48.9%	62	54.9%	62	59.6%	36	56.3%	17	39.5%	9	236	53.5%	204	59.1%
Very Important	4	28.6%	31	34.4%	37	32.7%	25	24.0%	19	29.7%	20	46.5%	3	139	31.5%	95	27.5%
Total	14	100.0%	90	100.0%	113	100.0%	104	100.0%	64	100.0%	43	100.0%	13	441	100.0%	345	100.0%

How important to you is: Transit Service?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	0	0.0%	2	2.2%	1	0.9%	3	2.9%	2	3.1%	1	2.4%	1	10	2.3%	19	5.5%
Not Very Important	4	28.6%	12	13.5%	19	16.8%	25	24.0%	12	18.8%	8	19.5%	2	82	18.7%	93	27.0%
Important	4	28.6%	38	42.7%	55	48.7%	53	51.0%	31	48.4%	18	43.9%	8	207	47.3%	163	47.4%
Very Important	6	42.9%	37	41.6%	38	33.6%	23	22.1%	19	29.7%	14	34.1%	2	139	31.7%	69	20.1%
Total	14	100.0%	89	100.0%	113	100.0%	104	100.0%	64	100.0%	41	100.0%	13	438	100.0%	344	100.0%

How important to you is: Cemetery maintenance?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.1%	5	5.6%	1	0.9%	2	2.0%	1	1.6%	3	7.1%	0	13	3.0%	13	3.8%
Not Very Important	4	28.6%	31	34.4%	34	30.6%	30	29.4%	13	20.6%	5	11.9%	1	118	27.1%	91	26.5%
Important	8	57.1%	46	51.1%	62	55.9%	57	55.9%	37	58.7%	20	47.6%	9	239	54.9%	197	57.4%
Very Important	1	7.1%	8	8.9%	14	12.6%	13	12.7%	12	19.0%	14	33.3%	3	65	14.9%	42	12.2%
Total	14	100.0%	90	100.0%	111	100.0%	102	100.0%	63	100.0%	42	#REF!	13	435	100.0%	343	100.0%

How important to you is: Bicycle trails/routes?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.1%	1	0.1%	1	0.9%	5	4.9%	0	0.0%	2	4.9%	0	10	2.3%	12	3.5%
Not Very Important	2	14.3%	9	0.2%	9	8.0%	10	9.7%	13	20.3%	10	24.4%	2	55	12.6%	58	17.0%
Important	7	50.0%	35	0.6%	57	50.4%	43	41.7%	23	35.9%	21	51.2%	7	193	44.2%	143	41.8%
Very Important	4	28.6%	44	0.3%	46	40.7%	45	43.7%	28	43.8%	8	19.5%	4	179	41.0%	129	37.7%
Total	14	100.0%	89	1.1%	113	100.0%	103	100.0%	64	100.0%	41	100.0%	13	437	100.0%	342	100.0%

How important to you is: Bicycle racks?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.1%	1	1.1%	2	1.8%	6	5.8%	1	1.6%	2	4.9%	0	13	3.0%	12	3.5%
Not Very Important	3	21.4%	14	15.6%	12	10.6%	13	12.5%	16	25.0%	8	19.5%	1	67	15.3%	78	22.8%
Important	6	42.9%	32	35.6%	55	48.7%	49	47.1%	26	40.6%	22	53.7%	5	195	44.4%	137	40.1%
Very Important	4	28.6%	43	47.8%	44	38.9%	36	34.6%	21	32.8%	9	22.0%	7	164	37.4%	115	33.6%
Total	14	100.0%	90	100.0%	113	100.0%	104	100.0%	64	#REF!	41	100.0%	13	439	100.0%	342	100.0%

Family & Community Support Services

How important to you is: Family and school liaison?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.7%	1	1.1%	1	0.9%	8	7.7%	1	1.6%	2	5.3%	0	14	3.2%	24	7.1%
Not Very Important	4	30.8%	11	12.2%	12	10.7%	17	16.3%	6	9.5%	5	13.2%	4	59	13.6%	71	21.0%
Important	5	38.5%	45	50.0%	56	50.0%	40	38.5%	34	54.0%	13	34.2%	6	199	46.0%	145	42.9%
Very Important	3	23.1%	33	36.7%	43	38.4%	39	37.5%	22	34.9%	18	47.4%	3	161	37.2%	98	29.0%
Total	13	100.0%	90	100.0%	112	100.0%	104	100.0%	63	100.0%	38	100.0%	13	433	100.0%	338	100.0%

How important to you is: Seniors' support program?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.7%	1	1.1%	0	0.0%	5	4.8%	1	1.6%	0	0.0%	0	8	1.8%	11	3.2%
Not Very Important	2	15.4%	12	13.3%	14	12.5%	13	12.5%	6	9.4%	5	11.4%	2	54	12.3%	35	10.2%
Important	6	46.2%	44	48.9%	54	48.2%	41	39.4%	27	42.2%	13	29.5%	8	193	43.9%	171	50.0%
Very Important	4	30.8%	33	36.7%	44	39.3%	45	43.3%	30	46.9%	26	59.1%	3	185	42.0%	125	36.5%
Total	13	100.0%	90	100.0%	112	100.0%	104	100.0%	64	100.0%	44	100.0%	13	440	100.0%	342	100.0%

How important to you is: Community development?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.7%	0	0.0%	0	0.0%	4	3.9%	1	1.6%	0	0.0%	0	6	1.4%	11	3.3%
Not Very Important	1	7.7%	12	13.3%	14	12.5%	15	14.6%	8	12.7%	9	22.5%	0	59	13.6%	66	19.5%
Important	6	46.2%	33	36.7%	52	46.4%	45	43.7%	34	54.0%	14	35.0%	9	193	44.6%	182	53.8%
Very Important	5	38.5%	45	50.0%	46	41.1%	39	37.9%	20	31.7%	17	42.5%	3	175	40.4%	79	23.4%
Total	13	100.0%	90	100.0%	112	100.0%	103	100.0%	63	100.0%	40	100.0%	12	433	100.0%	338	100.0%

Recreation Services

How important to you is: Recreation Centre?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.1%	1	1.1%	1	0.9%	7	6.8%	4	6.3%	3	7.1%	1	18	4.1%	7	2.0%
Not Very Important	2	14.3%	12	13.3%	17	15.0%	19	18.4%	9	14.1%	8	19.0%	0	67	15.3%	44	12.8%
Important	9	64.3%	44	48.9%	47	41.6%	37	35.9%	37	57.8%	13	31.0%	6	193	44.0%	162	47.1%
Very Important	2	14.3%	33	36.7%	48	42.5%	40	38.8%	14	21.9%	18	42.9%	6	161	36.7%	131	38.1%
Total	14	100.0%	90	100.0%	113	100.0%	103	100.0%	64	100.0%	42	100.0%	13	439	100.0%	344	100.0%

How important to you is: Recreation grounds?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.1%	1	1.1%	0	0.0%	7	6.8%	3	4.8%	2	4.7%	0	14	3.2%	6	1.7%
Not Very Important	2	14.3%	6	6.7%	15	13.3%	13	12.6%	10	15.9%	6	14.0%	0	52	11.8%	39	11.3%
Important	8	57.1%	52	57.8%	57	50.4%	44	42.7%	32	50.8%	17	39.5%	8	218	49.7%	174	50.4%
Very Important	3	21.4%	31	34.4%	41	36.3%	39	37.9%	18	28.6%	18	41.9%	5	155	35.3%	126	36.5%
Total	14	100.0%	90	100.0%	113	100.0%	103	100.0%	63	100.0%	43	100.0%	13	439	100.0%	345	100.0%

How important to you is: Senior's Centre?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.1%	1	1.1%	2	1.8%	4	3.8%	2	3.1%	0	0.0%	0	10	2.3%	4	1.2%
Not Very Important	2	14.3%	16	17.8%	12	10.6%	12	11.5%	5	7.8%	3	7.0%	3	53	12.0%	47	13.6%
Important	8	57.1%	45	50.0%	58	51.3%	52	50.0%	33	51.6%	16	37.2%	5	217	49.2%	190	54.9%
Very Important	3	21.4%	28	31.1%	41	36.3%	36	34.6%	24	37.5%	24	55.8%	5	161	36.5%	105	30.3%
Total	14	100.0%	90	100.0%	113	100.0%	104	100.0%	64	100.0%	43	100.0%	13	441	100.0%	346	100.0%

How important to you is: Skateboard park?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	2	14.3%	8	8.9%	10	8.8%	14	13.5%	10	15.9%	5	12.2%	2	51	11.6%	59	17.3%
Not Very Important	4	28.6%	36	40.0%	33	29.2%	36	34.6%	22	34.9%	16	39.0%	3	150	34.2%	104	30.4%
Important	4	28.6%	32	35.6%	48	42.5%	40	38.5%	24	38.1%	14	34.1%	3	165	37.7%	133	38.9%
Very Important	4	28.6%	14	15.6%	22	19.5%	14	13.5%	7	11.1%	6	14.6%	5	72	16.4%	46	13.5%
Total	14	100.0%	90	100.0%	113	100.0%	104	100.0%	63	100.0%	41	100.0%	13	438	100.0%	342	100.0%

How important to you is: Parks and playgrounds?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.1%	0	0.0%	1	0.9%	4	3.8%	1	1.6%	3	6.8%	0	10	2.3%	4	1.2%
Not Very Important	1	7.1%	6	6.7%	7	6.2%	12	11.5%	7	10.9%	6	13.6%	0	39	8.8%	35	10.2%
Important	7	50.0%	43	47.8%	55	48.7%	56	53.8%	40	62.5%	20	45.5%	5	226	51.2%	183	53.4%
Very Important	5	35.7%	41	45.6%	50	44.2%	32	30.8%	16	25.0%	15	34.1%	7	166	37.6%	121	35.3%
Total	14	100.0%	90	100.0%	113	100.0%	104	100.0%	64	100.0%	44	100.0%	12	441	100.0%	343	100.0%

How important to you is: Trails and open spaces?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.1%	0	0.0%	0	0.0%	2	1.9%	1	1.6%	3	7.1%	0	7	2%	6	1.7%
Not Very Important	1	7.1%	2	2.2%	3	2.7%	7	6.7%	6	9.4%	7	16.7%	1	27	6%	26	7.6%
Important	4	28.6%	40	44.4%	56	49.6%	42	40.4%	24	37.5%	19	45.2%	4	189	43%	143	41.6%
Very Important	8	57.1%	48	53.3%	54	47.8%	53	51.0%	33	51.6%	13	31.0%	8	217	49%	169	49.1%
Total	14	100.0%	90	100.0%	113	100.0%	104	100.0%	64	100.0%	42	100.0%	13	440	100%	344	100.0%

How important to you is: Bike Park?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.1%	6	6.7%	4	3.5%	12	11.5%	9	14.3%	10	23.8%	0	42	9.6%	-	-
Not Very Important	5	35.7%	32	36.0%	31	27.4%	38	36.5%	20	31.7%	15	35.7%	3	144	32.9%	-	-
Important	5	35.7%	28	31.5%	46	40.7%	35	33.7%	21	33.3%	12	28.6%	5	152	34.7%	-	-
Very Important	3	21.4%	23	25.8%	32	28.3%	19	18.3%	13	20.6%	5	11.9%	5	100	22.8%	-	-
Total	14	100.0%	89	100.0%	113	100.0%	104	100.0%	63	100.0%	42	100.0%	13	438	100.0%	-	-

How important to you is: Community classes?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.1%	0	0.0%	0	0.0%	4	3.9%	0	0.0%	3	6.8%	1	9	2.0%	7	2.0%
Not Very Important	2	14.3%	7	7.8%	10	8.8%	9	8.7%	7	10.9%	6	13.6%	2	43	9.8%	76	22.1%
Important	6	42.9%	49	54.4%	57	50.4%	54	52.4%	33	51.6%	22	50.0%	7	228	51.7%	151	43.9%
Very Important	5	35.7%	34	37.8%	46	40.7%	36	35.0%	24	37.5%	13	29.5%	3	161	36.5%	110	32.0%
Total	14	100.0%	90	100.0%	113	100.0%	103	100.0%	64	100.0%	44	100.0%	13	441	100.0%	344	100.0%

How important to you is: Children/youth programs?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.1%	2	2.2%	2	1.8%	5	4.8%	1	1.6%	6	13.6%	0	17	3.9%	15	4.4%
Not Very Important	2	14.3%	7	7.8%	8	7.1%	16	15.4%	9	14.1%	6	13.6%	3	51	11.6%	39	11.5%
Important	5	35.7%	39	43.3%	51	45.1%	45	43.3%	31	48.4%	19	43.2%	5	195	44.2%	154	45.3%
Very Important	6	42.9%	42	46.7%	52	46.0%	38	36.5%	23	35.9%	13	29.5%	4	178	40.4%	132	38.8%
Total	14	100.0%	90	100.0%	113	100.0%	104	100.0%	64	100.0%	44	100.0%	12	441	100.0%	340	100.0%

How important to you is: Community events?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	0	0.0%	1	1.1%	0	0.0%	4	4.3%	4	7.7%	1	3.4%	0	10	2.5%	22	6.4%
Not Very Important	3	23.1%	8	9.1%	11	10.3%	16	17.4%	9	17.3%	6	20.7%	2	55	14.0%	73	21.3%
Important	4	30.8%	52	59.1%	62	57.9%	53	57.6%	28	53.8%	13	44.8%	6	218	55.3%	156	45.5%
Very Important	6	46.2%	27	30.7%	34	31.8%	19	20.7%	11	21.2%	9	31.0%	5	111	28.2%	92	28.8%
Total	13	100.0%	88	100.0%	107	100.0%	92	100.0%	52	100.0%	29	100.0%	13	394	100.0%	343	100.0%

In 2007, the Town added an open-ended question asking respondents to list their favorite community events. 201 respondents provided input with the Canada Day celebration and parade receiving overwhelming support with 48.8% of the mentions. Here are the remaining 14 areas listed by order of support:

- Winter festivals / events, Santa Claus parade (24.9%)
- Other parades / special events/recreational activities (20.4%)
- Other cultural events/facilities (i.e. library, food drive, art show) (18.9%)
- Fireworks displays (14.9%)
- Trails / open spaces (11.9%)
- Outdoor concerts/performances in the park (9%)
- New Years celebration (8.5%)
- Recreation grounds (i.e. ball park, outdoor ice rink, playgrounds) (7.5%)
- Community Classes (5%)
- Recreation centre, recreational sports leagues/tournaments (i.e. curling) (4.5%)
- Children / youth programs and classes (4%)
- All of the above / need more/better planning needed (3.5%)
- Bike Park / Skateboard Park (2%)
- Seniors' Centre / events (1.5%)

Parks and Recreation - List your favourites.

Section G: Favorite Community Events

	18-24		25-34		35-44		45-54		55-64		65 and over		No Response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Senior centre / events							1	2.1%	1	3.4%	1	5.0%			3	1.5%
Canada Day celebration / parade	1	14.3%	16	41.0%	24	45.3%	25	52.1%	17	58.6%	12	60.0%	3	60.0%	98	48.8%
New Years celebration					3	5.7%	6	12.5%	5	17.2%	3	15.0%			17	8.5%
Winter festivals / events, Santa Clause parade	1	14.3%	8	20.5%	16	30.2%	10	20.8%	6	20.7%	8	40.0%	1	20.0%	50	24.9%
Fireworks displays			4	10.3%	10	18.9%	7	14.6%	7	24.1%	2	10.0%			30	14.9%
Outdoor concerts / performances in the park	1	14.3%	4	10.3%	2	3.8%	2	4.2%	3	10.3%	6	30.0%			18	9.0%
Community Classes	1	14.3%	3	7.7%	2	3.8%	1	2.1%	1	3.4%	2	10.0%			10	5.0%
Recreation Grounds (ball park, outdoor ice rink, playgrounds)	1	14.3%	5	12.8%	2	3.8%	3	6.3%	1	3.4%	2	10.0%	1	20.0%	15	7.5%
Children / youth programs and classes			4	10.3%	4	7.5%									8	4.0%
Trails / open spaces	1	14.3%	7	17.9%	6	11.3%	7	14.6%	1	3.4%	2	10.0%			24	11.9%
Recreation centre, recreational sports leagues / tournaments (i. e. curling)			3	7.7%	3	5.7%	2	4.2%	1	3.4%					9	4.5%
Bike park / skateboard park	2	28.6%			2	3.8%									4	2.0%
Other parades / special events / recreational activities			10	25.6%	9	17.0%	12	25.0%	4	13.8%	6	30.0%			41	20.4%
Other cultural events / facilities (i.e. library, food drive, art show)	3	42.9%	1	2.6%	18	34.0%	7	14.6%	4	13.8%	4	20.0%	1	20.0%	38	18.9%
All of the above / need more / better planning needed			2	5.1%	2	3.8%	1	2.1%	2	6.9%					7	3.5%
Total	7	100.0%	39	100.0%	53	100.0%	48	100.0%	29	100.0%	20	100.0%	5	100.0%	201	100.0%

Cultural Programs and Facilities

How important to you is: Library?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	0	0.0%	0	0.0%	0	0.0%	2	2.0%	0	0.0%	1	2.3%	0	17	3.9%	2	0.6%
Not Very Important	4	28.6%	5	5.6%	1	0.9%	1	1.0%	1	1.6%	0	0.0%	0	51	11.6%	15	4.3%
Important	1	7.1%	26	28.9%	38	33.3%	23	22.5%	22	34.4%	8	18.2%	7	195	44.2%	115	33.1%
Very Important	9	64.3%	59	65.6%	75	65.8%	76	74.5%	41	64.1%	35	79.5%	6	178	40.4%	215	62.0%
Total	14	100.0%	90	100.0%	114	100.0%	102	100.0%	64	100.0%	44	100.0%	13	441	100.0%	347	100.0%

How important to you is: Public art?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	0	0.0%	2	2.2%	2	1.8%	9	8.8%	2	3.1%	3	7.0%	1	19	4.3%	26	7.6%
Not Very Important	5	35.7%	20	22.2%	35	31.0%	26	25.5%	11	17.2%	10	23.3%	4	111	25.3%	92	26.7%
Important	5	35.7%	41	45.6%	55	48.7%	47	46.1%	36	56.3%	20	46.5%	7	211	48.1%	152	44.2%
Very Important	4	28.6%	27	30.0%	21	18.6%	20	19.6%	15	23.4%	10	23.3%	1	98	22.3%	74	21.5%
Total	14	100.0%	90	100.0%	113	100.0%	102	100.0%	64	100.0%	43	100.0%	13	439	100.0%	344	100.0%

How important to you is: RCMP Red serge?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Important	1	7.7%	10	11.2%	6	5.4%	13	12.9%	7	11.1%	4	9.1%	1	42	9.7%	54	15.8%
Not Very Important	7	53.8%	31	34.8%	41	36.6%	33	32.7%	19	30.2%	9	20.5%	5	145	33.4%	111	32.5%
Important	5	38.5%	35	39.3%	49	43.8%	42	41.6%	26	41.3%	14	31.8%	5	176	40.6%	123	36.0%
Very Important	0	0.0%	13	14.6%	16	14.3%	13	12.9%	11	17.5%	17	38.6%	1	71	16.4%	54	15.8%
Total	13	100.0%	89	100.0%	112	100.0%	101	100.0%	63	100.0%	44	100.0%	12	434	100.0%	342	100.0%

Question 5

The top five rankings for satisfaction ratings were tabulated by calculating a value based on total ratings of: very satisfied, satisfied, not very satisfied, not at all satisfied or not applicable – the not applicable portion of respondents were not included in these percentages:

- 3.50 - fire response time
- 3.42 - EMS response time
- 3.40 - the library
- 3.36 - the quality of the Town drinking water
- 3.30 - fire prevention

Following are the unique tables, cross tabulated by age for each of the 48 questions:

RCMP

How satisfied are you with: Response time?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	2	15.4%	1	1.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	3	0.7%	10	3.0%
Not Very Satisfied	1	7.7%	6	6.8%	12	10.7%	6	5.8%	6	9.5%	1	2.2%	0	32	7.4%	42	12.5%
Satisfied	3	23.1%	43	48.9%	51	45.5%	58	55.8%	33	52.4%	27	60.0%	4	219	50.6%	163	48.7%
Very Satisfied	3	23.1%	17	19.3%	27	24.1%	28	26.9%	20	31.7%	13	28.9%	2	110	25.4%	70	20.9%
N/A	4	30.8%	21	23.9%	22	19.6%	12	11.5%	4	6.3%	4	8.9%	2	69	15.9%	50	14.9%
Total	13	100.0%	88	100.0%	112	100.0%	104	100.0%	63	100.0%	45	100.0%	8	433	100.0%	335	100.0%

How satisfied are you with: Crime prevention?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	2	15.4%	4	4.5%	3	2.7%	3	2.9%	1	1.6%	0	0.0%	0	13	3.0%	29	8.7%
Not Very Satisfied	1	7.7%	19	21.6%	21	19.1%	25	24.0%	11	17.7%	4	8.7%	1	82	19.0%	79	23.7%
Satisfied	6	46.2%	42	47.7%	59	53.6%	55	52.9%	35	56.5%	31	67.4%	0	234	54.3%	168	50.3%
Very Satisfied	3	23.1%	11	12.5%	14	12.7%	16	15.4%	12	19.4%	7	15.2%	6	63	14.6%	30	9.0%
N/A	1	7.7%	12	13.6%	13	11.8%	5	4.8%	3	4.8%	4	8.7%	1	39	9.0%	28	8.4%
Total	13	100.0%	88	100.0%	110	100.0%	104	100.0%	62	100.0%	46	100.0%	8	431	100.0%	334	100.0%

How satisfied are you with: Community relations/public education?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	2	15.4%	6	6.8%	0	0.0%	2	1.9%	0	0.0%	1	2.3%	0	11	2.6%	19	5.7%
Not Very Satisfied	1	7.7%	14	15.9%	21	18.9%	15	14.6%	9	15.0%	4	9.1%	1	65	15.2%	68	20.5%
Satisfied	6	46.2%	46	52.3%	64	57.7%	66	64.1%	34	56.7%	29	65.9%	6	251	58.8%	192	58.0%
Very Satisfied	1	7.7%	7	8.0%	12	10.8%	10	9.7%	12	20.0%	7	15.9%	0	49	11.5%	23	6.9%
N/A	3	23.1%	15	17.0%	14	12.6%	10	9.7%	5	8.3%	3	6.8%	1	51	11.9%	29	8.8%
Total	13	100.0%	88	100.0%	111	100.0%	103	100.0%	60	100.0%	44	100.0%	8	427	100.0%	331	100.0%

Fire

How satisfied are you with: Response time?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%					
Not at All Satisfied	1	7.7%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1	0.2%	2	0.6%
Not Very Satisfied	0	0.0%	0	0.0%	1	0.9%	0	0.0%	0	0.0%	0	0.0%	0	1	0.2%	5	1.5%
Satisfied	3	23.1%	30	34.5%	44	39.6%	39	37.5%	25	39.7%	21	46.7%	3	165	38.3%	129	38.9%
Very Satisfied	4	30.8%	26	29.9%	43	38.7%	48	46.2%	32	50.8%	20	44.4%	2	175	40.6%	129	38.9%
N/A	5	38.5%	31	35.6%	23	20.7%	17	16.3%	6	9.5%	4	8.9%	3	89	20.6%	67	20.2%
Total	13	100.0%	87	100.0%	111	100.0%	104	100.0%	63	100.0%	45	100.0%	8	431	100.0%	332	100.0%

How satisfied are you with: Prevention?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%					
Not at All Satisfied	1	7.7%	0	0.0%	0	0.0%	1	1.0%	1	1.6%	0	0.0%	0	3	0.7%	-	-
Not Very Satisfied	0	0.0%	3	3.4%	4	3.6%	0	0.0%	0	0.0%	0	0.0%	0	7	1.6%	-	-
Satisfied	6	46.2%	44	50.0%	60	54.5%	59	56.7%	32	51.6%	28	62.2%	5	234	54.4%	-	-
Very Satisfied	4	30.8%	18	20.5%	30	27.3%	33	31.7%	23	37.1%	14	31.1%	1	123	28.6%	-	-
N/A	2	15.4%	23	26.1%	16	14.5%	11	10.6%	6	9.7%	3	6.7%	2	63	14.7%	-	-
Total	13	100.0%	88	100.0%	110	100.0%	104	100.0%	62	100.0%	45	100.0%	8	430	100.0%	-	-

How satisfied are you with: Community relations/public education?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%					
Not at All Satisfied	1	7.7%	1	1.1%	0	0.0%	1	1.0%	1	1.6%	1	2.3%	0	5	1.2%	3	0.9%
Not Very Satisfied	0	0.0%	8	9.1%	10	9.1%	7	6.7%	5	8.1%	2	4.5%	0	32	7.5%	27	8.2%
Satisfied	6	46.2%	48	54.5%	64	58.2%	61	58.7%	34	54.8%	30	68.2%	5	248	57.8%	210	63.8%
Very Satisfied	3	23.1%	13	14.8%	22	20.0%	23	22.1%	15	24.2%	8	18.2%	1	85	19.8%	49	14.9%
N/A	3	23.1%	18	20.5%	14	12.7%	12	11.5%	7	11.3%	3	6.8%	2	59	13.8%	40	12.2%
Total	13	100.0%	88	100.0%	110	100.0%	104	100.0%	62	100.0%	44	100.0%	8	429	100.0%	329	100.0%

Bylaw Services

How satisfied are you with: Response time?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%					
Not at All Satisfied	2	15.4%	3	3.4%	3	2.7%	5	4.8%	1	1.7%	3	7.5%	0	17	4.0%	-	-
Not Very Satisfied	0	0.0%	6	6.9%	12	10.9%	6	5.8%	5	8.3%	4	10.0%	1	34	8.1%	-	-
Satisfied	5	38.5%	40	46.0%	56	50.9%	60	57.7%	36	60.0%	25	62.5%	4	226	53.6%	-	-
Very Satisfied	0	0.0%	7	8.0%	17	15.5%	13	12.5%	9	15.0%	5	12.5%	2	53	12.6%	-	-
N/A	6	46.2%	31	35.6%	22	20.0%	20	19.2%	9	15.0%	3	7.5%	1	92	21.8%	-	-
Total	13	100.0%	87	100.0%	110	100.0%	104	100.0%	60	100.0%	40	100.0%	8	422	100.0%	-	-

How satisfied are you with: Animal protection and care services?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%					
Not at All Satisfied	3	23.1%	2	2.4%	2	1.8%	2	1.9%	2	3.3%	1	2.5%	0	12	2.9%	39	11.9%
Not Very Satisfied	0	0.0%	9	11.0%	10	9.1%	9	8.7%	4	6.6%	5	12.5%	2	39	9.3%	56	17.1%
Satisfied	4	30.8%	41	50.0%	61	55.5%	62	59.6%	37	60.7%	26	65.0%	3	234	56.0%	190	57.9%
Very Satisfied	2	15.4%	8	9.8%	17	15.5%	9	8.7%	8	13.1%	4	10.0%	1	49	11.7%	24	7.3%
N/A	4	30.8%	22	26.8%	20	18.2%	22	21.2%	10	16.4%	4	10.0%	2	84	20.1%	19	5.8%
Total	13	100.0%	82	100.0%	110	100.0%	104	100.0%	61	100.0%	40	100.0%	8	418	100.0%	328	100.0%

How satisfied are you with: Traffic speed and monitoring?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	2	15.4%	6	6.9%	10	9.1%	14	13.5%	8	12.9%	5	11.9%	0	45	10.6%	75	22.5%
Not Very Satisfied	0	0.0%	19	21.8%	21	19.1%	21	20.2%	15	24.2%	11	26.2%	2	89	20.9%	109	32.7%
Satisfied	7	53.8%	41	47.1%	60	54.5%	51	49.0%	25	40.3%	18	42.9%	4	206	48.4%	121	36.3%
Very Satisfied	1	7.7%	6	6.9%	10	9.1%	7	6.7%	7	11.3%	7	16.7%	0	38	8.9%	16	4.8%
N/A	3	23.1%	15	17.2%	9	8.2%	11	10.6%	7	11.3%	1	2.4%	2	48	11.3%	12	3.6%
Total	13	100.0%	87	100.0%	110	100.0%	104	100.0%	62	100.0%	42	100.0%	8	426	100.0%	333	100.0%

How satisfied are you with: Parking patrols?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	1	7.7%	2	2.4%	5	4.5%	10	9.6%	5	8.1%	3	7.3%	0	26	6.1%	51	15.5%
Not Very Satisfied	1	7.7%	13	15.3%	13	11.8%	16	15.4%	11	17.7%	9	22.0%	1	64	15.1%	65	19.8%
Satisfied	8	61.5%	45	52.9%	67	60.9%	55	52.9%	32	51.6%	21	51.2%	5	233	55.1%	164	49.8%
Very Satisfied	0	0.0%	7	8.2%	13	11.8%	7	6.7%	6	9.7%	6	14.6%	0	39	9.2%	29	8.8%
N/A	3	23.1%	18	21.2%	12	10.9%	16	15.4%	8	12.9%	2	4.9%	2	61	14.4%	20	6.1%
Total	13	100.0%	85	100.0%	110	100.0%	104	100.0%	62	100.0%	41	100.0%	8	423	100.0%	329	100.0%

How satisfied are you with: Neighbourhood mediation?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	2	15.4%	4	4.7%	2	1.8%	6	5.9%	3	5.2%	2	5.3%	0	19	4.6%	-	-
Not Very Satisfied	0	0.0%	13	15.1%	9	8.2%	10	9.8%	7	12.1%	5	13.2%	0	44	10.6%	-	-
Satisfied	6	46.2%	31	36.0%	50	45.5%	41	40.2%	22	37.9%	22	57.9%	5	177	42.7%	-	-
Very Satisfied	0	0.0%	3	3.5%	8	7.3%	9	8.8%	6	10.3%	4	10.5%	1	31	7.5%	-	-
N/A	5	38.5%	35	40.7%	41	37.3%	36	35.3%	20	34.5%	5	13.2%	2	144	34.7%	-	-
Total	13	100.0%	86	100.0%	110	100.0%	102	100.0%	58	100.0%	38	100.0%	8	415	100.0%	-	-

How satisfied are you with: Property appearance standards?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	2	15.4%	3	3.4%	7	6.4%	13	12.6%	10	16.1%	4	9.5%	0	39	9.2%	-	-
Not Very Satisfied	0	0.0%	14	15.9%	22	20.0%	18	17.5%	15	24.2%	11	26.2%	0	80	18.8%	-	-
Satisfied	5	38.5%	48	54.5%	55	50.0%	50	48.5%	27	43.5%	17	40.5%	6	208	48.8%	-	-
Very Satisfied	3	23.1%	4	4.5%	8	7.3%	4	3.9%	5	8.1%	9	21.4%	0	33	7.7%	-	-
N/A	3	23.1%	19	21.6%	18	16.4%	18	17.5%	5	8.1%	1	2.4%	2	66	15.5%	-	-
Total	13	100.0%	88	100.0%	110	100.0%	103	100.0%	62	100.0%	42	100.0%	8	426	100.0%	-	-

Emergency Medical Services

How satisfied are you with: Response time?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	1	7.7%	1	1.1%	1	0.9%	0	0.0%	0	0.0%	1	2.8%	0	4	1.0%	3	0.9%
Not Very Satisfied	1	7.7%	1	1.1%	4	3.7%	2	2.1%	0	0.0%	1	2.8%	0	9	2.2%	11	3.4%
Satisfied	4	30.8%	32	36.8%	47	43.5%	38	39.6%	20	35.7%	12	33.3%	2	155	38.6%	146	45.2%
Very Satisfied	2	15.4%	26	29.9%	32	29.6%	40	41.7%	31	55.4%	19	52.8%	2	152	37.8%	106	32.8%
N/A	5	38.5%	27	31.0%	24	22.2%	16	16.7%	5	8.9%	3	8.3%	2	82	20.4%	57	17.6%
Total	13	100.0%	87	100.0%	108	100.0%	96	100.0%	56	100.0%	36	100.0%	6	402	100.0%	323	100.0%

Planning & Development, Engineering, Operations, Environmental Management

How satisfied are you with the job the Town is doing in providing: Consistency of building guidelines?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	1	8.3%	9	10.3%	3	2.8%	6	5.9%	3	5.1%	2	4.5%	1	25	5.9%	18	5.6%
Not Very Satisfied	3	25.0%	15	17.2%	24	22.6%	20	19.6%	12	20.3%	10	22.7%	2	86	20.3%	83	25.9%
Satisfied	7	58.3%	45	51.7%	59	55.7%	53	52.0%	30	50.8%	22	50.0%	5	221	52.2%	172	53.6%
Very Satisfied	1	8.3%	2	2.3%	6	5.7%	7	6.9%	3	5.1%	5	11.4%	1	25	5.9%	14	4.4%
N/A	0	0.0%	16	18.4%	14	13.2%	16	15.7%	11	18.6%	5	11.4%	4	66	15.6%	34	10.6%
Total	12	100.0%	87	100.0%	106	100.0%	102	100.0%	59	100.0%	44	100.0%	13	423	100.0%	321	100.0%

How satisfied are you with the job the Town is doing in providing: Construction quality control?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	1	8.3%	4	4.6%	1	0.9%	4	3.9%	3	5.0%	4	9.1%	0	17	4.0%	22	6.9%
Not Very Satisfied	1	8.3%	12	13.8%	24	22.6%	16	15.7%	9	15.0%	4	9.1%	2	68	16.0%	72	22.4%
Satisfied	10	83.3%	49	56.3%	58	54.7%	51	50.0%	25	41.7%	25	56.8%	7	225	53.1%	172	53.6%
Very Satisfied	0	0.0%	3	3.4%	7	6.6%	8	7.8%	7	11.7%	4	9.1%	1	30	7.1%	9	2.8%
N/A	0	0.0%	19	21.8%	16	15.1%	23	22.5%	16	26.7%	7	15.9%	3	84	19.8%	46	14.3%
Total	12	100.0%	87	100.0%	106	100.0%	102	100.0%	60	100.0%	44	100.0%	13	424	100.0%	321	100.0%

How satisfied are you with the job the Town is doing in providing: Environmental management and education?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	4	4.6%	6	5.7%	3	2.9%	2	3.4%	0	0.0%	0	15	3.6%	16	5.0%
Not Very Satisfied	4	33.3%	19	21.8%	25	23.6%	25	24.5%	12	20.7%	6	14.3%	5	96	22.9%	79	24.5%
Satisfied	7	58.3%	51	58.6%	55	51.9%	55	53.9%	30	51.7%	28	66.7%	5	231	55.0%	182	56.5%
Very Satisfied	1	8.3%	5	5.7%	10	9.4%	10	9.8%	5	8.6%	6	14.3%	1	35	8.3%	16	5.0%
N/A	0	0.0%	8	9.2%	9	8.5%	9	8.8%	9	15.5%	2	4.8%	2	43	10.2%	29	9.0%
Total	12	100.0%	87	100.0%	106	100.0%	102	100.0%	58	100.0%	42	100.0%	13	420	100.0%	322	100.0%

How satisfied are you with the job the Town is doing in providing: Road and sidewalk maintenance?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	6	6.9%	9	8.3%	8	7.6%	7	11.5%	0	0.0%	0	30	7.0%	31	9.5%
Not Very Satisfied	2	16.7%	26	29.9%	31	28.4%	31	29.5%	11	18.0%	13	29.5%	4	118	27.4%	85	25.9%
Satisfied	9	75.0%	43	49.4%	58	53.2%	50	47.6%	38	62.3%	27	61.4%	9	234	54.3%	181	55.2%
Very Satisfied	1	8.3%	9	10.3%	11	10.1%	13	12.4%	4	6.6%	3	6.8%	0	41	9.5%	30	9.1%
N/A	0	0.0%	3	3.4%	0	0.0%	3	2.9%	1	1.6%	1	2.3%	0	8	1.9%	1	0.3%
Total	12	100.0%	87	100.0%	109	100.0%	105	100.0%	61	100.0%	44	100.0%	13	431	100.0%	328	100.0%

How satisfied are you with the job the Town is doing in providing: Street lighting?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	6	6.9%	7	6.5%	3	2.9%	6	9.8%	2	4.5%	1	25	5.8%	18	5.5%
Not Very Satisfied	3	25.0%	16	18.4%	28	25.9%	21	20.6%	13	21.3%	6	13.6%	3	90	21.0%	64	19.6%
Satisfied	8	66.7%	55	63.2%	63	58.3%	62	60.8%	38	62.3%	32	72.7%	10	268	62.5%	218	66.9%
Very Satisfied	1	8.3%	7	8.0%	10	9.3%	13	12.7%	4	6.6%	4	9.1%	1	40	9.3%	23	7.1%
N/A	0	0.0%	3	3.4%	0	0.0%	3	2.9%	0	0.0%	0	0.0%	0	6	1.4%	3	0.9%
Total	12	100.0%	87	100.0%	108	100.0%	102	100.0%	61	100.0%	44	100.0%	15	429	100.0%	326	100.0%

How satisfied are you with the job the Town is doing in providing: Snow clearing?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	1	8.3%	9	10.3%	15	13.8%	11	10.8%	11	17.7%	2	4.5%	1	50	11.6%	33	9.9%
Not Very Satisfied	2	16.7%	20	23.0%	15	13.8%	26	25.5%	10	16.1%	13	29.5%	3	89	20.6%	90	27.1%
Satisfied	8	66.7%	47	54.0%	69	63.3%	50	49.0%	35	56.5%	21	47.7%	11	241	55.9%	172	51.8%
Very Satisfied	1	8.3%	6	6.9%	9	8.3%	10	9.8%	4	6.5%	6	13.6%	0	36	8.4%	33	9.9%
N/A	0	0.0%	5	5.7%	1	0.9%	5	4.9%	2	3.2%	2	4.5%	0	15	3.5%	4	1.2%
Total	12	100.0%	87	100.0%	109	100.0%	102	100.0%	62	100.0%	44	100.0%	15	431	100.0%	332	100.0%

How satisfied are you with the job the Town is doing in providing: Holiday pageantry?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	1	8.3%	5	5.7%	7	6.7%	1	1.0%	1	1.7%	1	2.3%	0	16	3.7%	10	3.1%
Not Very Satisfied	1	8.3%	11	12.6%	17	16.3%	9	9.2%	4	6.7%	5	11.4%	3	50	11.7%	38	11.9%
Satisfied	7	58.3%	55	63.2%	57	54.8%	59	60.2%	41	68.3%	27	61.4%	7	253	59.0%	201	62.8%
Very Satisfied	2	16.7%	2	2.3%	10	9.6%	14	14.3%	5	8.3%	4	9.1%	1	38	8.9%	29	9.1%
N/A	1	8.3%	14	16.1%	13	12.5%	15	15.3%	9	15.0%	7	15.9%	3	62	14.5%	42	13.1%
Total	12	100.0%	87	100.0%	104	100.0%	98	100.0%	60	100.0%	44	100.0%	14	419	97.7%	320	100.0%

How satisfied are you with the job the Town is doing in providing: Street sweeping?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	4	4.6%	2	1.9%	2	2.0%	2	3.2%	0	0.0%	0	10	2.3%	8	2.4%
Not Very Satisfied	3	25.0%	14	16.1%	15	13.9%	11	10.8%	7	11.3%	9	20.5%	0	59	13.8%	41	12.5%
Satisfied	8	66.7%	61	70.1%	78	72.2%	72	70.6%	45	72.6%	26	59.1%	12	302	70.4%	236	71.7%
Very Satisfied	1	8.3%	5	5.7%	11	10.2%	13	12.7%	6	9.7%	7	15.9%	2	45	10.5%	41	12.5%
N/A	0	0.0%	3	3.4%	2	1.9%	4	3.9%	2	3.2%	2	4.5%	0	13	3.0%	3	0.9%
Total	12	100.0%	87	100.0%	108	100.0%	102	100.0%	62	100.0%	44	100.0%	14	429	100.0%	329	100.0%

How satisfied are you with the job the Town is doing in providing: Waste collection?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	1	8.3%	4	4.6%	5	4.5%	5	4.9%	0	0.0%	0	0.0%	0	15	3.5%	6	1.8%
Not Very Satisfied	0	0.0%	6	6.9%	15	13.6%	6	5.8%	4	6.6%	3	6.8%	2	36	8.4%	31	9.4%
Satisfied	9	75.0%	63	72.4%	75	68.2%	65	63.1%	43	70.5%	30	68.2%	10	295	68.6%	227	68.8%
Very Satisfied	2	16.7%	9	10.3%	15	13.6%	26	25.2%	12	19.7%	11	25.0%	1	76	17.7%	65	19.7%
N/A	0	0.0%	5	5.7%	0	0.0%	1	1.0%	2	3.3%	0	0.0%	0	8	1.9%	1	0.3%
Total	12	100.0%	87	100.0%	110	100.0%	103	100.0%	61	100.0%	44	100.0%	13	430	100.0%	330	100.0%

How satisfied are you with the job the Town is doing in providing: Recycling program?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	1	8.3%	9	10.3%	10	9.3%	14	13.5%	3	5.0%	0	0.0%	0	37	8.6%	10	3.0%
Not Very Satisfied	2	16.7%	22	25.3%	26	24.1%	20	19.2%	14	23.3%	12	27.3%	4	100	23.4%	63	19.1%
Satisfied	7	58.3%	42	48.3%	59	54.6%	54	51.9%	29	48.3%	22	50.0%	7	220	51.4%	207	62.9%
Very Satisfied	2	16.7%	11	12.6%	12	11.1%	15	14.4%	12	20.0%	10	22.7%	1	63	14.7%	46	14.0%
N/A	0	0.0%	3	3.4%	1	0.9%	1	1.0%	2	3.3%	0	0.0%	1	8	1.9%	3	0.9%
Total	12	100.0%	87	100.0%	108	100.0%	104	100.0%	60	100.0%	44	100.0%	13	428	100.0%	329	100.0%

How satisfied are you with the job the Town is doing in providing: Organics/composting?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count				
Not at All Satisfied	0	0.0%	7	8.2%	11	10.2%	8	7.9%	3	4.9%	0	0.0%	0	29	6.9%	-	-
Not Very Satisfied	2	18.2%	16	18.8%	17	15.7%	17	16.8%	7	11.5%	10	23.3%	1	70	16.6%	-	-
Satisfied	8	72.7%	45	52.9%	59	54.6%	44	43.6%	34	55.7%	20	46.5%	9	219	51.9%	-	-
Very Satisfied	0	0.0%	9	10.6%	14	13.0%	22	21.8%	9	14.8%	8	18.6%	1	63	14.9%	-	-
N/A	1	9.1%	8	9.4%	7	6.5%	10	9.9%	8	13.1%	5	11.6%	2	41	9.7%	-	-
Total	11	100.0%	85	100.0%	108	100.0%	101	100.0%	61	100.0%	43	100.0%	13	422	100.0%	-	-

How satisfied are you with the job the Town is doing in providing: Wastewater treatment and biosolids management?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count				
Not at All Satisfied	0	0.0%	1	1.1%	6	5.5%	2	2.0%	1	1.7%	0	0.0%	0	10	2.4%	-	-
Not Very Satisfied	0	0.0%	6	6.9%	6	5.5%	6	5.9%	3	5.1%	2	4.5%	0	23	5.4%	-	-
Satisfied	11	91.7%	57	65.5%	66	60.6%	68	67.3%	34	57.6%	33	75.0%	9	278	65.4%	-	-
Very Satisfied	1	8.3%	11	12.6%	21	19.3%	16	15.8%	13	22.0%	7	15.9%	1	70	16.5%	-	-
N/A	0	0.0%	12	13.8%	10	9.2%	9	8.9%	8	13.6%	2	4.5%	3	44	10.4%	-	-
Total	12	100.0%	87	100.0%	109	100.0%	101	100.0%	59	100.0%	44	100.0%	13	425	100.0%	-	-

How satisfied are you with the job the Town is doing in providing: Special waste programs?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count				
Not at All Satisfied	0	0.0%	4	4.6%	7	6.4%	2	2.0%	4	6.7%	0	0.0%	0	17	4.0%	5	1.5%
Not Very Satisfied	0	0.0%	16	18.4%	27	24.8%	14	14.0%	8	13.3%	9	21.4%	7	81	19.1%	42	12.8%
Satisfied	11	91.7%	54	62.1%	57	52.3%	62	62.0%	35	58.3%	24	57.1%	6	249	58.6%	229	69.6%
Very Satisfied	1	8.3%	7	8.0%	12	11.0%	12	12.0%	6	10.0%	7	16.7%	1	46	10.8%	42	12.8%
N/A	0	0.0%	6	6.9%	6	5.5%	10	10.0%	7	11.7%	2	4.8%	1	32	7.5%	11	3.3%
Total	12	100.0%	87	100.0%	109	100.0%	100	100.0%	60	100.0%	42	100.0%	15	425	100.0%	329	100.0%

How satisfied are you with the job the Town is doing in providing: Quality of drinking water?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count				
Not at All Satisfied	0	0.0%	2	2.3%	2	1.8%	2	1.9%	1	1.6%	1	2.3%	1	9	2.1%	1	0.3%
Not Very Satisfied	2	16.7%	4	4.6%	7	6.4%	4	3.8%	2	3.2%	0	0.0%	1	20	4.6%	15	4.5%
Satisfied	7	58.3%	46	52.9%	49	44.5%	46	44.2%	28	45.2%	22	50.0%	6	204	47.1%	172	52.0%
Very Satisfied	3	25.0%	31	35.6%	50	45.5%	51	49.0%	31	50.0%	21	47.7%	6	193	44.6%	142	42.9%
N/A	0	0.0%	4	4.6%	2	1.8%	1	1.0%	0	0.0%	0	0.0%	0	7	1.6%	1	0.3%
Total	12	100.0%	87	100.0%	110	100.0%	104	100.0%	62	100.0%	44	100.0%	14	433	100.0%	331	100.0%

How satisfied are you with the job the Town is doing in providing: Cleanliness of Town of Banff buildings?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count				
Not at All Satisfied	0	0.0%	2	2.4%	0	0.0%	0	0.0%	2	3.2%	0	0.0%	0	4	0.9%	2	0.6%
Not Very Satisfied	0	0.0%	3	3.5%	2	1.8%	6	5.7%	2	3.2%	1	2.3%	0	14	3.2%	14	4.2%
Satisfied	9	75.0%	61	71.8%	67	61.5%	68	64.8%	35	56.5%	29	65.9%	11	280	65.0%	228	68.9%
Very Satisfied	2	16.7%	15	17.6%	34	31.2%	25	23.8%	18	29.0%	13	29.5%	2	109	25.3%	74	22.4%
N/A	1	8.3%	4	4.7%	6	5.5%	6	5.7%	5	8.1%	1	2.3%	1	24	5.6%	13	3.9%
Total	12	100.0%	85	100.0%	109	100.0%	105	100.0%	62	100.0%	44	100.0%	14	431	100.0%	331	100.0%

How satisfied are you with the job the Town is doing in providing: Transit service?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	3	23.1%	5	5.8%	13	12.0%	8	7.8%	6	10.0%	5	11.4%	3	43	10.0%	17	5.2%
Not Very Satisfied	3	23.1%	22	25.6%	27	25.0%	19	18.4%	11	18.3%	10	22.7%	4	96	22.4%	65	19.7%
Satisfied	5	38.5%	42	48.8%	49	45.4%	47	45.6%	36	60.0%	20	45.5%	4	203	47.4%	176	53.3%
Very Satisfied	1	7.7%	5	5.8%	3	2.8%	7	6.8%	2	3.3%	4	9.1%	1	23	5.4%	26	7.9%
N/A	1	7.7%	12	14.0%	16	14.8%	22	21.4%	5	8.3%	5	11.4%	2	63	14.7%	46	13.9%
Total	13	100.0%	86	100.0%	108	100.0%	103	100.0%	60	100.0%	44	100.0%	14	428	100.0%	330	100.0%

How satisfied are you with the job the Town is doing in providing: Cemetery maintenance?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	1	1.2%	0	0.0%	1	1.0%	0	0.0%	0	0.0%	0	2	0.5%	3	2.6%
Not Very Satisfied	1	7.7%	2	2.3%	2	1.8%	2	2.0%	3	5.0%	0	0.0%	0	10	2.3%	10	8.6%
Satisfied	9	69.2%	57	66.3%	66	60.6%	65	63.7%	38	63.3%	27	61.4%	7	269	63.0%	69	59.5%
Very Satisfied	0	0.0%	5	5.8%	15	13.8%	8	7.8%	5	8.3%	5	11.4%	1	39	9.1%	15	12.9%
N/A	3	23.1%	21	24.4%	26	23.9%	26	25.5%	14	23.3%	12	27.3%	5	107	25.1%	19	16.4%
Total	13	100.0%	86	100.0%	109	100.0%	102	100.0%	60	100.0%	44	100.0%	13	427	100.0%	116	100.0%

How satisfied are you with the job the Town is doing in providing: Number of bicycle trails/routes?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	2	15.4%	6	6.9%	14	13.0%	7	6.7%	3	5.0%	1	2.3%	2	35	8.2%	27	8.2%
Not Very Satisfied	3	23.1%	24	27.6%	24	22.2%	31	29.8%	8	13.3%	12	27.3%	2	104	24.2%	91	27.7%
Satisfied	7	53.8%	44	50.6%	56	51.9%	48	46.2%	37	61.7%	24	54.5%	8	224	52.2%	168	51.1%
Very Satisfied	0	0.0%	7	8.0%	5	4.6%	9	8.7%	7	11.7%	4	9.1%	0	32	7.5%	27	8.2%
N/A	1	7.7%	6	6.9%	9	8.3%	9	8.7%	5	8.3%	3	6.8%	1	34	7.9%	16	4.9%
Total	13	100.0%	87	100.0%	108	100.0%	104	100.0%	60	100.0%	44	100.0%	13	429	100.0%	329	100.0%

How satisfied are you with the job the Town is doing in providing: Bicycle racks?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	1	7.7%	1	1.2%	11	10.0%	7	6.7%	3	5.0%	0	0.0%	1	35	8.2%	18	5.5%
Not Very Satisfied	2	15.4%	20	23.3%	24	21.8%	30	28.8%	10	16.7%	10	23.8%	4	104	24.2%	82	24.9%
Satisfied	9	69.2%	53	61.6%	57	51.8%	54	51.9%	35	58.3%	24	57.1%	7	224	52.2%	193	58.7%
Very Satisfied	0	0.0%	3	3.5%	7	6.4%	5	4.8%	5	8.3%	3	7.1%	0	32	7.5%	17	5.2%
N/A	1	7.7%	9	10.5%	11	10.0%	8	7.7%	7	11.7%	5	11.9%	2	34	7.9%	19	5.8%
Total	13	100.0%	86	100.0%	110	100.0%	104	100.0%	60	100.0%	42	100.0%	14	429	100.0%	329	100.0%

Family & Community Support Services

How satisfied are you with the job the Town is doing in providing: Family school liaison program?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	2	2.4%	2	1.9%	0	0.0%	0	0.0%	0	0.0%	0	4	1.0%	2	0.6%
Not Very Satisfied	2	15.4%	2	2.4%	2	1.9%	2	2.0%	2	3.3%	1	2.4%	0	11	2.6%	14	4.3%
Satisfied	6	46.2%	41	48.2%	47	44.3%	44	43.6%	23	38.3%	21	50.0%	4	186	44.3%	170	52.8%
Very Satisfied	1	7.7%	9	10.6%	9	8.5%	10	9.9%	6	10.0%	5	11.9%	0	40	9.5%	20	6.2%
N/A	4	30.8%	31	36.5%	46	43.4%	45	44.6%	29	48.3%	15	35.7%	9	179	42.6%	116	36.0%
Total	13	100.0%	85	100.0%	106	100.0%	101	100.0%	60	100.0%	42	100.0%	13	420	100.0%	322	100.0%

How satisfied are you with the job the Town is doing in providing: Seniors program?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	1	1.2%	0	0.0%	1	1.0%	1	1.6%	0	0.0%	0	3	0.7%	2	0.6%
Not Very Satisfied	1	7.7%	1	1.2%	2	1.9%	6	5.9%	1	1.6%	0	0.0%	0	11	2.6%	9	2.7%
Satisfied	6	46.2%	46	53.5%	46	43.0%	38	37.6%	26	42.6%	21	48.8%	1	184	43.3%	187	57.0%
Very Satisfied	1	7.7%	8	9.3%	11	10.3%	11	10.9%	13	21.3%	6	14.0%	2	52	12.2%	21	6.4%
N/A	5	38.5%	30	34.9%	48	44.9%	45	44.6%	20	32.8%	16	37.2%	11	175	41.2%	109	33.2%
Total	13	100.0%	86	100.0%	107	100.0%	101	100.0%	61	100.0%	43	100.0%	14	425	100.0%	328	100.0%

How satisfied are you with the job the Town is doing in providing: Community development?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	4	4.7%	4	3.8%	1	1.0%	1	1.7%	0	0.0%	0	10	2.4%	5	1.5%
Not Very Satisfied	5	38.5%	11	12.8%	9	8.5%	13	12.7%	7	11.7%	4	9.5%	2	51	12.1%	34	10.4%
Satisfied	5	38.5%	40	46.5%	50	47.2%	47	46.1%	31	51.7%	25	59.5%	4	202	48.0%	192	58.9%
Very Satisfied	1	7.7%	9	10.5%	11	10.4%	9	8.8%	7	11.7%	5	11.9%	0	42	10.0%	24	7.4%
N/A	2	15.4%	22	25.6%	32	30.2%	32	31.4%	14	23.3%	8	19.0%	6	116	27.6%	71	21.8%
Total	13	100.0%	86	100.0%	106	100.0%	102	100.0%	60	100.0%	42	100.0%	12	421	100.0%	326	100.0%

Recreation Services

How satisfied are you with the job the Town is doing in providing: Recreation Centre?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	1	7.7%	5	5.8%	8	7.3%	5	4.9%	0	0.0%	5	11.6%	1	25	5.9%	20	6.1%
Not Very Satisfied	3	23.1%	16	18.6%	13	11.9%	13	12.7%	8	13.6%	6	14.0%	3	62	14.6%	53	16.2%
Satisfied	7	53.8%	48	55.8%	64	58.7%	59	57.8%	38	64.4%	19	44.2%	5	240	56.5%	195	59.5%
Very Satisfied	0	0.0%	7	8.1%	7	6.4%	9	8.8%	8	13.6%	5	11.6%	1	37	8.7%	29	8.8%
N/A	2	15.4%	10	11.6%	17	15.6%	16	15.7%	5	8.5%	8	18.6%	3	61	14.4%	31	9.5%
Total	13	100.0%	86	100.0%	109	100.0%	102	100.0%	59	100.0%	43	100.0%	13	425	100.0%	328	100.0%

How satisfied are you with the job the Town is doing in providing: Recreation Grounds?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	1	1.1%	2	1.8%	0	0.0%	0	0.0%	0	0.0%	0	6	1.4%	6	1.8%
Not Very Satisfied	3	23.1%	8	9.2%	3	2.8%	7	6.8%	1	1.7%	2	4.7%	1	25	5.8%	30	9.1%
Satisfied	8	61.5%	63	72.4%	78	71.6%	66	64.1%	39	65.0%	29	67.4%	9	292	68.1%	233	70.6%
Very Satisfied	1	7.7%	7	8.0%	14	12.8%	14	13.6%	13	21.7%	8	18.6%	2	59	13.8%	39	11.8%
N/A	1	7.7%	8	9.2%	12	11.0%	13	12.6%	7	11.7%	4	9.3%	2	47	11.0%	22	6.7%
Total	13	100.0%	87	100.0%	109	100.0%	103	100.0%	60	100.0%	43	100.0%	14	429	100.0%	330	100.0%

How satisfied are you with the job the Town is doing in providing: Seniors centre?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	1	1.1%	1	0.9%	1	1.0%	0	0.0%	0	0.0%	0	3	0.7%	-	-
Not Very Satisfied	0	0.0%	0	0.0%	4	3.7%	2	2.0%	2	3.3%	1	2.3%	1	10	2.3%	15	4.6%
Satisfied	6	46.2%	60	69.0%	63	57.8%	61	59.8%	31	51.7%	28	63.6%	3	252	58.9%	213	64.7%
Very Satisfied	2	15.4%	5	5.7%	12	11.0%	9	8.8%	13	21.7%	7	15.9%	1	49	11.4%	34	10.3%
N/A	5	38.5%	21	24.1%	29	26.6%	29	28.4%	14	23.3%	8	18.2%	8	114	26.6%	67	20.4%
Total	13	100.0%	87	100.0%	109	100.0%	102	100.0%	60	100.0%	44	100.0%	13	428	100.0%	329	100.0%

How satisfied are you with the job the Town is doing in providing: Skateboard park?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	1	1.2%	2	1.9%	1	1.0%	0	0.0%	0	0.0%	0	4	1.0%	4	1.2%
Not Very Satisfied	0	0.0%	3	3.5%	4	3.7%	0	0.0%	1	1.7%	2	4.8%	0	10	2.4%	14	4.3%
Satisfied	5	38.5%	49	57.6%	48	44.9%	53	52.5%	24	40.7%	23	54.8%	3	205	48.8%	173	53.4%
Very Satisfied	2	15.4%	4	4.7%	13	12.1%	9	8.9%	7	11.9%	4	9.5%	0	39	9.3%	26	8.0%
N/A	6	46.2%	28	32.9%	40	37.4%	38	37.6%	27	45.8%	13	31.0%	10	162	38.6%	107	33.0%
Total	13	100.0%	85	100.0%	107	100.0%	101	100.0%	59	100.0%	42	100.0%	13	420	100.0%	324	100.0%

How satisfied are you with the job the Town is doing in providing: Parks and playgrounds?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	2	2.4%	4	3.7%	2	2.0%	0	0.0%	0	0.0%	1	9	2.1%	5	1.5%
Not Very Satisfied	0	0.0%	6	7.1%	5	4.6%	5	5.0%	2	3.3%	2	4.8%	0	20	4.7%	26	8.0%
Satisfied	11	84.6%	61	71.8%	76	70.4%	78	77.2%	41	68.3%	32	76.2%	9	308	72.8%	229	70.2%
Very Satisfied	2	15.4%	8	9.4%	13	12.0%	11	10.9%	15	25.0%	5	11.9%	1	55	13.0%	51	15.6%
N/A	0	0.0%	8	9.4%	10	9.3%	5	5.0%	2	3.3%	4	9.5%	2	31	7.3%	15	4.6%
Total	13	100.0%	85	100.0%	108	100.0%	101	100.0%	60	100.0%	42	100.0%	13	423	100.0%	326	100.0%

How satisfied are you with the job the Town is doing in providing: Trails and open spaces?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	6	7.0%	7	6.5%	3	2.9%	0	0.0%	2	4.5%	0	18	4.2%	11	3.4%
Not Very Satisfied	2	15.4%	9	10.5%	16	14.8%	19	18.6%	4	6.8%	6	13.6%	1	57	13.4%	59	18.1%
Satisfied	10	76.9%	59	68.6%	72	66.7%	65	63.7%	37	62.7%	28	63.6%	8	279	65.8%	216	66.3%
Very Satisfied	1	7.7%	7	8.1%	7	6.5%	13	12.7%	14	23.7%	7	15.9%	1	50	11.8%	35	10.7%
N/A	0	0.0%	5	5.8%	6	5.6%	2	2.0%	4	6.8%	1	2.3%	2	20	4.7%	5	1.5%
Total	13	100.0%	86	100.0%	108	100.0%	102	100.0%	59	100.0%	44	100.0%	12	424	100.0%	326	100.0%

How satisfied are you with the job the Town is doing in providing: Bike park?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	1	1.2%	3	2.8%	1	1.0%	0	0.0%	0	0.0%	1	6	1.4%	-	-
Not Very Satisfied	2	15.4%	4	4.7%	7	6.5%	3	3.0%	2	3.4%	0	0.0%	0	18	4.3%	-	-
Satisfied	5	38.5%	53	62.4%	48	44.9%	51	51.5%	20	34.5%	24	57.1%	2	203	48.7%	-	-
Very Satisfied	2	15.4%	4	4.7%	11	10.3%	7	7.1%	8	13.8%	5	11.9%	1	38	9.1%	-	-
N/A	4	30.8%	23	27.1%	38	35.5%	37	37.4%	28	48.3%	13	31.0%	9	152	36.5%	-	-
Total	13	100.0%	85	100.0%	107	100.0%	99	100.0%	58	100.0%	42	100.0%	13	417	100.0%	-	-

How satisfied are you with the job the Town is doing in providing: Community classes?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	1	1.2%	4	3.7%	1	1.0%	1	1.7%	0	0.0%	0	7	1.7%	2	0.6%
Not Very Satisfied	0	0.0%	4	4.7%	7	6.5%	3	3.0%	7	11.9%	1	2.4%	1	29	6.9%	19	5.7%
Satisfied	11	84.6%	58	68.2%	66	61.7%	51	51.5%	36	61.0%	29	69.0%	11	276	65.2%	231	69.8%
Very Satisfied	0	0.0%	8	9.4%	17	15.9%	7	7.1%	11	18.6%	9	21.4%	3	64	15.1%	56	16.9%
N/A	2	15.4%	14	16.5%	13	12.1%	37	37.4%	4	6.8%	3	7.1%	0	47	11.1%	23	6.9%
Total	13	100.0%	85	100.0%	107	100.0%	99	100.0%	59	100.0%	42	100.0%	15	423	100.0%	331	100.0%

How satisfied are you with the job the Town is doing in providing: Children/youth programs?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	1	1.2%	4	3.7%	1	1.0%	0	0.0%	0	0.0%	0	6	1.4%	6	1.9%
Not Very Satisfied	1	7.7%	2	2.4%	8	7.4%	5	5.0%	4	6.8%	4	9.5%	0	24	5.7%	35	10.8%
Satisfied	7	53.8%	48	57.1%	47	43.5%	47	47.0%	24	40.7%	22	52.4%	9	204	48.6%	173	53.4%
Very Satisfied	1	7.7%	9	10.7%	13	12.0%	12	12.0%	6	10.2%	4	9.5%	0	45	10.7%	30	9.3%
N/A	4	30.8%	24	28.6%	36	33.3%	35	35.0%	25	42.4%	12	28.6%	5	141	33.6%	80	24.7%
Total	13	100.0%	84	100.0%	108	100.0%	100	100.0%	59	100.0%	42	100.0%	14	420	100.0%	324	100.0%

How satisfied are you with the job the Town is doing in providing: Community events?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	2	2.4%	5	4.7%	1	1.0%	2	3.3%	0	0.0%	0	10	2.4%	12	3.7%
Not Very Satisfied	0	0.0%	6	7.1%	9	8.5%	11	11.0%	1	1.7%	3	7.1%	1	31	7.4%	29	9.0%
Satisfied	10	76.9%	62	72.9%	73	68.9%	68	68.0%	39	65.0%	28	66.7%	12	292	69.7%	220	68.1%
Very Satisfied	1	7.7%	7	8.2%	11	10.4%	9	9.0%	10	16.7%	7	16.7%	0	45	10.7%	39	12.1%
N/A	2	15.4%	8	9.4%	8	7.5%	11	11.0%	8	13.3%	4	9.5%	0	41	9.8%	23	7.1%
Total	13	100.0%	85	100.0%	106	100.0%	100	100.0%	60	100.0%	42	100.0%	13	419	100.0%	323	100.0%

Cultural Programs and Facilities

How satisfied are you with the job the Town is doing in providing: Library?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	2	2.3%	1	0.9%	1	1.0%	0	0.0%	0	0.0%	0	4	0.9%	1	0.3%
Not Very Satisfied	0	0.0%	1	1.1%	2	1.9%	2	2.0%	3	4.9%	0	0.0%	0	8	1.9%	7	2.1%
Satisfied	7	53.8%	48	55.2%	59	54.6%	51	50.0%	26	42.6%	21	48.8%	9	221	51.5%	182	54.7%
Very Satisfied	6	46.2%	33	37.9%	45	41.7%	44	43.1%	32	52.5%	19	44.2%	5	184	42.9%	136	40.8%
N/A	0	0.0%	3	3.4%	1	0.9%	4	3.9%	0	0.0%	3	7.0%	1	12	2.8%	7	2.1%
Total	13	100.0%	87	100.0%	108	100.0%	102	100.0%	61	100.0%	43	100.0%	15	429	100.0%	333	100.0%

How satisfied are you with the job the Town is doing in providing: Public art?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	1	1.2%	3	2.8%	2	2.0%	1	1.6%	2	4.7%	0	9	2.1%	7	2.1%
Not Very Satisfied	2	15.4%	7	8.1%	5	4.6%	13	12.9%	6	9.8%	2	4.7%	1	36	8.5%	29	8.8%
Satisfied	8	61.5%	61	70.9%	72	66.7%	64	63.4%	32	52.5%	27	62.8%	7	271	63.6%	206	62.8%
Very Satisfied	1	7.7%	7	8.1%	15	13.9%	14	13.9%	12	19.7%	8	18.6%	2	59	13.8%	43	13.1%
N/A	2	15.4%	10	11.6%	13	12.0%	8	7.9%	10	16.4%	4	9.3%	4	51	12.0%	43	13.1%
Total	13	100.0%	86	100.0%	108	100.0%	101	100.0%	61	100.0%	43	100.0%	14	426	100.0%	328	100.0%

How satisfied are you with the job the Town is doing in providing: RCMP Red serge?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)				
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at All Satisfied	0	0.0%	2	2.4%	5	4.6%	2	2.0%	1	1.6%	0	0.0%	0	10	2.4%	19	5.8%
Not Very Satisfied	2	15.4%	7	8.3%	9	8.3%	5	5.1%	5	8.2%	3	7.0%	1	32	7.6%	19	5.8%
Satisfied	7	53.8%	49	58.3%	60	55.6%	54	54.5%	32	52.5%	22	51.2%	8	232	55.0%	178	54.3%
Very Satisfied	1	7.7%	4	4.8%	10	9.3%	11	11.1%	13	21.3%	8	18.6%	1	48	11.4%	42	12.8%
N/A	3	23.1%	22	26.2%	24	22.2%	27	27.3%	10	16.4%	10	23.3%	4	100	23.7%	70	21.3%
Total	13	100.0%	84	100.0%	108	100.0%	99	100.0%	61	100.0%	43	100.0%	14	422	100.0%	328	100.0%

Part 3: Budget and Capital Priorities

When respondents were asked if they are one of the individuals in the home responsible for paying property taxes, 63.7% (66.9% - 2004) of respondents answered yes and 36.3% (32.9% - 2004) respondents answered no.

When asked to rate the value respondents felt they received from their municipal tax dollars, 54% (48.5% - 2004) of taxpayers stated they receive good or very good value. [note: this table is cross tabulated by responsibility for paying taxes]

Rate the value you receive from your tax dollars.

	Are you one of the individuals in your home responsible for paying your property taxes?		2007 Total		2004 Total	
	Yes		Count	Col%	Count	Col%
	Count	Col%				
Poor value	19	7%	19	7%	16	7.2%
Fair value	106	39%	106	39%	99	44.4%
Good value	116	43%	116	43%	86	38.6%
Very good value	30	11%	30	11%	22	9.9%
Total	271	100%	271	100%	223	100.0%

When asked about future taxation, 40% (48.4% - 2004) of respondents stated that the Town should maintain current services and adjust taxation with inflation. Only 6% (5.8% - 2004) of respondents would prefer the Town cut services and reduce taxes. It's interesting to point out that 28% (29.6% - 2004) of respondents would like the town to expand services through the introduction of user fees.

The town must balance taxation and service delivery levels...

	Are you one of the individuals in your home responsible for paying your property taxes?		2007 Total		2004 Total	
	Yes		Count	Col%	Count	Col%
	Count	Col%				
To expand services, the Town should charge fees for service (user fees)	76	28%	76	28%	66	29.6%
To expand services, the Town should increase taxes	28	10%	28	10%	16	7.2%
To expand services, the Town should increase borrowing/debt	27	10%	27	10%	-	-
Maintain current services, tax rate changes with inflation	111	40%	111	40%	108	48.8%
Cut services, to maintain current tax level	18	7%	18	7%	20	9.0%
Cut services, to reduce taxes	16	6%	16	6%	13	5.8%
Total	276	100%	276	100%	223	100.0%

When asked to indicate their level of support for a number of capital projects:

- 80% of respondents strongly approved or approved of upgrades to recycling and composting initiatives
- 67% of respondents strongly approved or approved of upgrades to trail development
- 67% of respondents strongly approved or approved of Banff refreshing phase II
- 65% of respondents strongly approved or approved of road reconstruction

Below, is a table that shows a simple ranking of the capital projects by priority

Potential Capital Projects - Average Level of Approval
(1 = Strongly Disagree / 5= Strongly Agree)

	N	Average
1. Recycling and Composting Initiatives	436	4.15
2. Trail Development	432	3.78
3. Road Reconstruction	433	3.71
4. Banff Refreshing Phase II	407	3.68
a. Bear Street 3.34	402	-
b. 000 Block Banff Avenue 3.25	402	-
c. 300 Block Banff Avenue 3.25	407	-
d. Lynx Street 3.06	400	-
e. Sidestreets East to Beaver Street 3.12	405	-
f. Sidestreets West to Bear 3.18	406	-
g. Buffalo Street west to Bow River 3.20	406	-
5. Streetlighting	433	3.62
6. Sidewalk Replacement	427	3.49
7. Pedestrian Bridge	434	3.31
8. Wayfinding	428	3.24
9. Parking Facility Downtown	343	3.22
10. Multi Purpose Community Facility	429	3.17

When we looked at cross tabulation results by zone, there were several statistically significant areas that should be highlighted:

- A pedestrian bridge was most important to residents living in the Industrial, Cougar and Marten districts (62%) compared to the central, East and West Downtown districts (38%), the average for remaining districts was 51% for strongly approve or approve
- A multi-purpose recreation facility was most important to residents living in Industrial, Cougar and Marten districts (56%), compared to 40% of residents in the Banff Springs, Glen and Cave districts
- Recycling and composting was consistently strongly approved or approved in all zones, averaging 80.2%
- Banff refreshing phase II is strongly approved or approved by all zones with an average of 64.4%
- The downtown parking facility was most important to residents living in the Industrial, Cougar and Marten districts (58%), with the Tunnel, Muskrat and Banff Centre, and Spray and Middle Springs districts expressing the strongest disapproval at 39%.

Following are the unique tables, cross tabulated by responsibility for paying taxes, for each of the projects profiled in this section:

Please indicate the extent to which you approve or disapprove of each capital project: Multi-purpose community facility?

	6. Are you one of the individuals responsible for paying your property taxes?				2007 Total		2004 Total	
	Yes		No		Count	Col%	Count	Col%
	Count	Col%	Count	Col%				
Strongly Disapprove	76	28%	9	6%	85	20%	41	12.0%
Disapprove	40	15%	30	19%	70	16%	56	16.3%
Neither Approve or Disapprove	38	14%	37	24%	75	17%	74	21.6%
Approve	50	18%	37	24%	87	20%	78	22.7%
Strongly Approve	71	26%	41	27%	112	26%	94	27.4%
Total	275	100%	154	100%	429	100%	373	100.0%

Please indicate the extent to which you approve or disapprove of each capital project: Parking facility downtown?

	6. Are you one of the individuals responsible for paying your property taxes?				2007 Total		2004 Total	
	Yes		No		Count	Col%	Count	Col%
	Count	Col%	Count	Col%				
Strongly Disapprove	38	14%	17	11%	55	13%	62	18.0%
Disapprove	60	22%	32	20%	92	21%	86	25.0%
Neither Approve or Disapprove	55	20%	27	17%	82	19%	58	16.9%
Approve	69	25%	44	28%	113	26%	87	25.3%
Strongly Approve	55	20%	37	24%	92	21%	51	14.8%
Total	277	100%	157	100%	434	100%	344	100.0%

Please indicate the extent to which you approve or disapprove of each capital project: Trail development

	6. Are you one of the individuals responsible for paying your property taxes?				2007 Total		2004 Total	
	Yes		No		Count	Col%	Count	Col%
	Count	Col%	Count	Col%				
Strongly Disapprove	13	5%	4	3%	17	4%	21	6.1%
Disapprove	29	11%	15	10%	44	10%	42	12.2%
Neither Approve or Disapprove	58	21%	25	16%	83	19%	74	21.6%
Approve	103	37%	60	38%	163	38%	112	32.7%
Strongly Approve	73	26%	52	33%	125	29%	94	27.4%
Total	276	100%	156	100%	432	100%	343	100.0%

Please indicate the extent to which you approve or disapprove of each capital project: Road reconstruction

	6. Are you one of the individuals responsible for paying your property taxes?				2007 Total		2004 Total	
	Yes		No		Count	Col%	Count	Col%
	Count	Col%	Count	Col%				
Strongly Disapprove	8	3%	0	0%	8	2%	5	1.5%
Disapprove	19	7%	18	12%	37	9%	32	9.3%
Neither Approve or Disapprove	69	25%	36	23%	105	24%	85	24.8%
Approve	136	49%	69	44%	205	47%	163	47.5%
Strongly Approve	45	16%	33	21%	78	18%	58	16.9%
Total	277	100%	156	100%	433	100%	343	100.0%

Please indicate the extent to which you approve or disapprove of each capital project: Pedestrian bridge

	6. Are you one of the individuals responsible for paying your property taxes?				2007 Total		2004 Total	
	Yes		No		Count	Col%	Count	Col%
	Count	Col%	Count	Col%				
Strongly Disapprove	59	21%	15	10%	74	17%	40	11.6%
Disapprove	50	18%	24	15%	74	17%	52	15.1%
Neither Approve or Disapprove	35	13%	26	17%	61	14%	45	13.1%
Approve	59	21%	36	23%	95	22%	93	27.0%
Strongly Approve	75	27%	55	35%	130	30%	114	33.1%
Total	278	100%	156	100%	434	100%	344	100.0%

Please indicate the extent to which you approve or disapprove of each capital project: Recycling and composting initiatives

	6. Are you one of the individuals responsible for paying your property taxes?				2007 Total		2004 Total	
	Yes		No		Count	Col%	Count	Col%
	Count	Col%	Count	Col%				
Strongly Disapprove	6	2%	0	0%	6	1%	10	2.9%
Disapprove	15	5%	4	3%	19	4%	20	5.8%
Neither Approve or Disapprove	46	16%	15	10%	61	14%	77	22.5%
Approve	117	42%	49	31%	166	38%	129	37.7%
Strongly Approve	95	34%	89	57%	184	42%	106	31.0%
Total	279	100%	157	100%	436	100%	342	100.0%

Please indicate the extent to which you approve or disapprove of each capital project: Wayfinding

	6. Are you one of the individuals responsible for paying your property taxes?				2007 Total		2004 Total	
	Yes		No		Count	Col%	Count	Col%
	Count	Col%	Count	Col%				
Strongly Disapprove	32	12%	10	6%	42	10%	-	-
Disapprove	49	18%	28	18%	77	18%	-	-
Neither Approve or Disapprove	67	25%	49	32%	116	27%	-	-
Approve	77	28%	47	30%	124	29%	-	-
Strongly Approve	48	18%	21	14%	69	16%	-	-
Total	273	100%	155	100%	428	100%	-	-

Please indicate the extent to which you approve or disapprove of each capital project: Streetlighting

	6. Are you one of the individuals responsible for paying your property taxes?				2007 Total		2004 Total	
	Yes		No		Count	Col%	Count	Col%
	Count	Col%	Count	Col%				
Strongly Disapprove	9	3%	2	1%	11	3%	-	-
Disapprove	25	9%	16	10%	41	9%	-	-
Neither Approve or Disapprove	92	33%	43	28%	135	31%	-	-
Approve	110	40%	52	33%	162	37%	-	-
Strongly Approve	41	15%	43	28%	84	19%	-	-
Total	277	100%	156	100%	433	100%	-	-

Please indicate the extent to which you approve or disapprove of each capital project: Sidewalk replacement

	6. Are you one of the individuals responsible for paying your property taxes?				2007 Total		2004 Total	
	Yes		No		Count	Col%	Count	Col%
	Count	Col%	Count	Col%				
Strongly Disapprove	12	4%	4	3%	16	4%	7	2.0%
Disapprove	26	10%	15	10%	41	10%	34	9.9%
Neither Approve or Disapprove	93	34%	48	31%	141	33%	92	26.7%
Approve	107	39%	68	44%	175	41%	169	49.0%
Strongly Approve	35	13%	19	12%	54	13%	43	12.5%
Total	273	100%	154	100%	427	100%	345	100.0%

Please indicate the extent to which you approve or disapprove of each capital project: Banff refreshing phase II

	6. Are you one of the individuals responsible for paying your property taxes?				2007 Total		2004 Total "Downtown Replacement"	
	Yes		No		Count	Col%	Count	Col%
	Count	Col%	Count	Col%				
Strongly Disapprove	17	7%	1	1%	18	4%	12	3.5%
Disapprove	25	10%	15	10%	40	10%	43	12.5%
Neither Approve or Disapprove	57	22%	30	20%	87	21%	54	15.7%
Approve	103	41%	70	46%	173	43%	124	36.0%
Strongly Approve	52	20%	37	24%	89	22%	111	32.3%
Total	254	100%	153	100%	407	100%	344	100.0%

Bear street

	6. Are you one of the individuals responsible for paying your property taxes?				2007 Total		2004 Total	
	Yes		No		Count	Col%	Count	Col%
	Count	Col%	Count	Col%				
Strongly Disapprove	25	10%	2	1%	27	7%	-	-
Disapprove	44	17%	18	12%	62	15%	-	-
Neither Approve or Disapprove	74	29%	46	31%	120	30%	-	-
Approve	77	30%	56	38%	133	33%	-	-
Strongly Approve	34	13%	26	18%	60	15%	-	-
Total	254	100%	148	100%	402	100%	-	-

000 Block Banff ave

	6. Are you one of the individuals responsible for paying your property taxes?				2007 Total		2004 Total	
	Yes		No		Count	Col%	Count	Col%
	Count	Col%	Count	Col%				
Strongly Disapprove	24	10%	1	1%	25	6%	-	-
Disapprove	45	18%	22	15%	67	17%	-	-
Neither Approve or Disapprove	80	32%	57	38%	137	34%	-	-
Approve	83	33%	47	31%	130	32%	-	-
Strongly Approve	20	8%	23	15%	43	11%	-	-
Total	252	100%	150	100%	402	100%	-	-

300 Block Banff ave

	6. Are you one of the individuals responsible for paying your property taxes?				2007 Total		2004 Total	
	Yes		No		Count	Col%	Count	Col%
	Count	Col%	Count	Col%				
Strongly Disapprove	25	10%	2	1%	27	7%	-	-
Disapprove	45	18%	21	14%	66	16%	-	-
Neither Approve or Disapprove	81	32%	54	36%	135	33%	-	-
Approve	89	35%	47	31%	136	33%	-	-
Strongly Approve	17	7%	26	17%	43	11%	-	-
Total	257	100%	150	100%	407	100%	-	-

Lynx street

	6. Are you one of the individuals responsible for paying your property taxes?				2007 Total		2004 Total	
	Yes		No		Count	Col%	Count	Col%
	Count	Col%	Count	Col%				
Strongly Disapprove	30	12%	3	2%	33	8%	-	-
Disapprove	64	25%	19	13%	83	21%	-	-
Neither Approve or Disapprove	86	34%	61	41%	147	37%	-	-
Approve	54	21%	48	32%	102	26%	-	-
Strongly Approve	18	7%	17	11%	35	9%	-	-
Total	252	100%	148	100%	400	100%	-	-

Sidestreets east to Beaver street (Wolf, Caribou and Buffalo)

	6. Are you one of the individuals responsible for paying your property taxes?				2007 Total		2004 Total	
	Yes		No		Count	Col%	Count	Col%
	Count	Col%	Count	Col%				
Strongly Disapprove	27	10%	3	2%	30	7%	-	-
Disapprove	58	22%	20	14%	78	19%	-	-
Neither Approve or Disapprove	98	38%	53	36%	151	37%	-	-
Approve	53	21%	51	35%	104	26%	-	-
Strongly Approve	22	9%	20	14%	42	10%	-	-
Total	258	100%	147	100%	405	100%	-	-

Sidestreets west to Bear/Lynx (Wolf, Caribou)

	6. Are you one of the individuals responsible for paying your property taxes?				2007 Total		2004 Total	
	Yes		No		Count	Col%	Count	Col%
	Count	Col%	Count	Col%				
Strongly Disapprove	29	11%	2	1%	31	8%	-	-
Disapprove	52	20%	19	13%	71	17%	-	-
Neither Approve or Disapprove	90	35%	53	36%	143	35%	-	-
Approve	59	23%	55	37%	114	28%	-	-
Strongly Approve	27	11%	20	13%	47	12%	-	-
Total	257	100%	149	100%	406	100%	-	-

Buffalo street west to Bow River

	6. Are you one of the individuals responsible for paying your property taxes?				2007 Total		2004 Total	
	Yes		No		Count	Col%	Count	Col%
	Count	Col%	Count	Col%				
Strongly Disapprove	34	13%	2	1%	36	9%	-	-
Disapprove	47	18%	21	14%	68	17%	-	-
Neither Approve or Disapprove	76	30%	53	36%	129	32%	-	-
Approve	73	28%	51	34%	124	31%	-	-
Strongly Approve	27	11%	22	15%	49	12%	-	-
Total	257	100%	149	100%	406	100%	-	-

Part 4: General Satisfaction/Customer Service

When asked if respondents had contacted or dealt with the town in the last six months, 77% (78.4% - 2004) of respondents said yes.

Have you contacted or dealt with the Town of Banff or one of its employees in the last six months?

	Zones 1, 2, 3 (zone 1 = 0)		Zones 4, 7, 9		Zones 5, 6, 8		Zones 10, 11, 14		Zones 12, 13		Not sure (zone)		Blank		2007 Total		2004 Total	
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%
Yes	65	74%	62	76%	76	76%	34	69%	91	89%	3	43%	8	73%	339	77%	272	78.4%
No	23	26%	20	24%	24	24%	15	31%	11	11%	4	57%	3	27%	100	23%	75	21.6%
Total	88	100%	82	100%	100	100%	49	100%	102	100%	7	100%	11	100%	439	100%	347	100.0%

Most respondents (60% - 2007, 59.6% - 2004) have contacted the town in person.

How did you contact the Town of Banff during your most recent request? ONE RESPONSE ONLY.

	Zones 1, 2, 3 (zone 1 = 0)		Zon 4, 7, 9		Zones 5, 6, 8		Zones 10, 11, 14		Zones 12, 13		Not sure (zone)		Blank		2007 Total		2004 Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
By telephone	18	29%	22	35%	22	29%	9	26%	37	41%	1	33%	3	38%	111	33%	101	37.1%
In writing (letter or fax)	2	3%	2	3%	1	1%	0	0%	0	0%	0	0%	0	0%	5	1%	2	0.7%
In person	41	65%	36	58%	48	63%	22	65%	47	52%	2	67%	5	63%	201	60%	162	59.6%
Via the Internet (website or e-mail)	2	3%	2	3%	5	7%	3	9%	6	7%	0	0%	0	0%	18	5%	4	1.5%
Multiple response/no response	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	3	1.1%
Total	63	100%	62	100%	76	100%	34	100%	90	100%	3	100%	8	100%	335	100%	272	100.0%

A high percentage of respondents (80% - 2007, 79.5% - 2004) agree or strongly agree the Town is quick to respond to requests and concerns.

To what extent do you agree or disagree the Town is quick to respond to requests and concerns.

	Zones 1, 2, 3 (zone 1 = 0)		Zon 4, 7, 9		Zones 5, 6, 8		Zones 10, 11, 14		Zones 12, 13		Not sure (zone)		Blank		2007 Total		2004 Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Strongly Disagree	4	6%	1	2%	3	4%	1	3%	2	2%	0	0%	1	13%	13	4%	16	6.0%
Disagree	5	8%	15	25%	10	13%	6	19%	16	18%	1	33%	1	13%	54	16%	39	14.6%
Agree	36	58%	32	54%	48	63%	21	66%	51	57%	1	33%	5	63%	194	59%	173	64.6%
Strongly Agree	17	27%	11	19%	15	20%	4	13%	20	22%	1	33%	1	13%	69	21%	40	14.9%
Total	62	100%	59	100%	76	100%	32	100%	89	100%	3	100%	8	100%	330	100%	268	100.0%

A very high percentage of respondents (88% - 2007, 87.8% - 2004) agree or strongly agree Town staff are knowledgeable.

To what extent do you agree or disagree that Town staff are knowledgeable.

	Zones 1, 2, 3 (zone 1 = 0)		Zon 4, 7, 9		Zones 5, 6, 8		Zones 10, 11, 14		Zones 12, 13		Not sure (zone)		Blank		2007 Total		2004 Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Strongly Disagree	2	3%	0	0%	2	3%	1	3%	1	1%	0	0%	1	13%	7	2%	9	3.3%
Disagree	4	6%	10	17%	7	9%	3	9%	6	7%	0	0%	1	13%	31	9%	24	8.9%
Agree	39	62%	36	61%	48	64%	21	66%	62	70%	2	67%	5	63%	213	65%	168	62.5%
Strongly Agree	18	29%	13	22%	18	24%	7	22%	19	22%	1	33%	1	13%	77	23%	68	25.3%
Total	63	100%	59	100%	75	100%	32	100%	88	100%	3	100%	8	100%	328	100%	269	100.0%

When respondents were given the opportunity to write comments on where the Town can improve customer service, 146 respondents provided comments. 37 people (25.3%) suggested Town staff could be more customer friendly (polite, helpful, flexible etc.). 22 (15.1%) respondents said improve services (garbage, snow removal, transit, etc.), and 27 (18.5%) suggested the Town improve communication with user groups and residents. This last area shows the greatest variance over 2004 data. In 2004, 10.7% of respondents identified communication with user groups/residents as an area for improvement (this coincides with the 2007 increase noted for training/staff knowledge and communication which moved from 9.2% in 2004 to 13% in 2007).

What's important to remember is that when people take the time to comment, those views are stronger than if a respondent was asked a specific question where they are asked to rank responses. However, it's also key to acknowledge that when you do ask for comments, they can sometimes be affected by the information surrounding the question.

(Please note that the open-ended tables offered respondents a chance to provide multiple responses. Therefore it is common to have totals exceed 100%)

Q13: Where do you believe the Town of Banff can improve in providing customer service?

	18-24		25-34		35-44		45-54		55-64		65 and over		No Response		2007 Total		2004 Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Be more customer-friendly (polite; helpful; flexible; responsive, etc)	1	50.00%	8	32.00%	15	42.90%	8	21.10%	3	12.50%	1	5.60%	1	25.00%	37	25.3%	37	28.2%
Training / staff knowledge; internal communication			4	16.00%	4	11.40%	7	18.40%	2	8.30%	2	11.10%			19	13.0%	12	9.2%
Hours of operation - increase / vary for better access			3	12.00%	3	8.60%	1	2.60%	2	8.30%	1	5.60%			10	6.8%	11	8.4%
Improve website (content, navigation); More online services			2	8.00%	1	2.90%	1	2.60%							4	2.7%	5	3.8%
Operation efficiency, spending			1	4.00%	2	5.70%	2	5.30%			1	5.60%			6	4.1%	8	6.1%
Improve services (garbage, snow removal, transit, etc.)			1	4.00%	7	20.00%	4	10.50%	5	20.80%	4	22.20%	1	25.00%	22	15.1%	9	6.9%
Communication with user groups / residents	1	50.00%	2	8.00%	10	28.60%	7	18.40%	3	12.50%	3	16.70%	1	25.00%	27	18.5%	14	10.7%
Enforce bylaws - hours / visibility / be more proactive	1	50.00%	3	12.00%	1	2.90%	4	10.50%	2	8.30%	1	5.60%	1	25.00%	13	8.9%	11	8.4%
Bylaws - other issues (attitude / follow up / priorities / tourism)							1	2.60%	2	8.30%					3	2.1%	12	9.2%
Planning and development issues (consistency, more thought)							3	7.90%	1	4.20%					4	2.7%	-	-
Customer service is fine; satisfied			4	16.00%	4	11.40%	3	7.90%	4	16.70%	3	16.70%	1	25.00%	19	13.0%	16	12.2%
Other			2	8.00%	2	5.70%	4	10.50%	3	12.50%	2	11.10%			13	8.9%	13	9.9%
Total 1 (Respondents)	2	100.00%	25	100.00%	35	100.00%	38	100.00%	24	100.00%	18	100.00%	4	100.00%	146	100.00%	-	-
Total 2 (Responses)	3	150.00%	30	120.00%	49	140.10%	45	118.30%	27	112.40%	18	100.20%	5	125.00%	177	121.1%	131	113.0%

Part 5: Communications

69.6% (62.1% - 2004) of respondents state they are getting just the right amount of communication from the Town. 15.2% (24% - 2004) state they are getting too little. While this is a great improvement over the 2004 study, there remains room for improvement in disseminating information about our programs, services and facilities.

Thinking of the communications you receive from the Town of Banff, would you say it is...

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count				
Too much	0	0.0%	1	1.1%	2	1.8%	9	8.7%	2	3.3%	4	9.1%	0	18	4.2%	5	1.5%
Just the right amount	10	71.4%	56	62.9%	81	71.7%	68	66.0%	48	80.0%	31	70.5%	3	297	69.6%	210	62.1%
Too little	3	21.4%	16	18.0%	17	15.0%	18	17.5%	5	8.3%	5	11.4%	1	65	15.2%	81	24.0%
Not sure	1	7.1%	16	18.0%	13	11.5%	8	7.8%	5	8.3%	4	9.1%	0	47	11.0%	42	12.4%
Total	14	100.0%	89	100.0%	113	100.0%	103	100.0%	60	100.0%	44	100.0%	4	427	100.0%	338	100.0%

The primary source for information about Town of Banff programs, services and bylaws is still identified as the Public Information Page in the Crag & Canyon (46.7% - 2007, 49.0% - 2004). The secondary source of information is newspaper articles (37.0% - 2007, 36.0% - 2004), although only 25.5% of respondents prefer this vehicle as an information source (see chart on page 47). Communication materials prepared and distributed by the Town of Banff need to be “the” source of Town information as it gives us an opportunity to provide context around issues or information. While it is positive to see such a high percentage of respondents turning to the Crag & Canyon Information Page, there could be further opportunities to use that page to present more in-depth information on Town decision-making – it could be that respondents are turning to newspaper articles due to an information gap from Town communications.

This year, we are seeing 9% of our population turning to our new website as their primary information source. This is positive considering the site is in its infancy; however, we see further opportunities to promote the site as a key resource for our community. The site offers the Town the ability to provide the most in-depth information on topics that are relevant to our community and with more people using the Internet, it is not unreasonable to expect this number to increase with time and greater awareness.

What is the ONE main source...

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count				
Newspaper articles	8	57.1%	33	36.7%	36	31.6%	41	39.0%	22	34.9%	20	44.4%	1	161	37.0%	125	36.0%
The Town of Banff Public Information Page in the Crag & Canyon	3	21.4%	41	45.6%	52	45.6%	49	46.7%	32	50.8%	24	53.3%	2	203	46.7%	170	49.0%
Utility bill inserts	0	0.0%	0	0.0%	1	0.9%	1	1.0%	0	0.0%	0	0.0%	0	2	0.5%	4	1.2%
Brochures	0	0.0%	0	0.0%	2	1.8%	1	1.0%	1	1.6%	0	0.0%	0	4	0.9%	8	2.3%
Park Radio (101.1 FM)	1	7.1%	1	1.1%	1	0.9%	0	0.0%	0	0.0%	0	0.0%	0	3	0.7%	1	0.3%
Mountain FM (106.5 FM)	0	0.0%	3	3.3%	2	1.8%	2	1.9%	1	1.6%	0	0.0%	1	9	2.1%	2	0.6%
Council meetings	0	0.0%	0	0.0%	0	0.0%	1	1.0%	0	0.0%	0	0.0%	0	1	0.2%	2	0.6%
Town employees	0	0.0%	3	3.3%	4	3.5%	2	1.9%	3	4.8%	1	2.2%	0	13	3.0%	10	2.9%
The Town of Banff website	2	14.3%	9	10.0%	16	14.0%	8	7.6%	4	6.3%	0	0.0%	0	39	9.0%	-	-
Multiple/no response	-	-	-	-	-	-	-	-	-	-	-	-	-	-	-	25	7.2%
Total	14	100.0%	90	100.0%	114	100.0%	105	100.0%	63	100.0%	45	100.0%	4	435	100.0%	347	100.0%

95.9% (94.6% - 2004) of respondents read the Town of Banff Public Information Page regularly and occasionally. As noted above, this presents a solid opportunity for the Town to use this page as a means of positively positioning issues and disseminating key messages on items that impact residents.

How often do you read the Town Information page in the Banff Crag and Canyon?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Regularly	3	21.4%	56	62.2%	73	64.0%	79	75.2%	44	68.8%	34	75.6%	2	291	66.6%	29	65.9%
Occasionally	8	57.1%	30	33.3%	37	32.5%	24	22.9%	18	28.1%	8	17.8%	3	128	29.3%	14	31.8%
Never (I don't read that page)	2	14.3%	4	4.4%	3	2.6%	0	0.0%	2	3.1%	2	4.4%	0	13	3.0%	1	2.3%
Never (I don't read the paper)	1	7.1%	0	0.0%	1	0.9%	2	1.9%	0	0.0%	1	2.2%	0	5	1.1%	0	0.0%
Total	14	100.0%	90	100.0%	114	100.0%	105	100.0%	64	100.0%	45	100.0%	5	437	100.0%	44	100.0%

47.1% of respondents rated the Town of Banff website as useful or very useful, an increase of 34.6% from 2004. 43% of respondents have never used the website, a 28.2% improvement from 2004 figures. The dramatic increase in the number of people using the website is proof that the improvements made have been worthwhile. That said, there is still room to increase use and the perceived value of the website as a preferred source of information for residents. One of the key goals of the site is to reduce basic information queries to Town of Banff staff, therefore, creating greater awareness of the site as a rich research tool is a priority in all communications.

How useful do you find the Town of Banff website?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Count	Col%	Count	Col%
Not at all useful	0	0.0%	1	1.1%	2	1.8%	1	1.0%	1	1.6%	2	4.5%	0	7	1.6%	18	5.2%
Not very useful	1	7.1%	5	5.6%	10	8.8%	10	9.5%	8	13.1%	1	2.3%	1	36	8.3%	38	11.0%
Useful	2	14.3%	34	37.8%	34	29.8%	36	34.3%	24	39.3%	7	15.9%	0	137	31.6%	40	11.6%
Very useful	3	21.4%	18	20.0%	23	20.2%	14	13.3%	8	13.1%	1	2.3%	0	67	15.5%	3	0.9%
Never use the website	8	57.1%	32	35.6%	45	39.5%	44	41.9%	20	32.8%	33	75.0%	4	186	43.0%	245	71.2%
Total	14	100.0%	90	100.0%	114	100.0%	105	100.0%	61	100.0%	44	100.0%	5	433	100.0%	344	100.0%

When asked how they would like to receive information about Town of Banff news, programs, services and policies, 34.7% (71.3% - 2004) of respondents selected the Public Information Page in the Crag & Canyon. Once again, this presents an excellent opportunity to communicate Town news to an engaged audience.

This year, the option of “e-mail” was included and selected by over 10% of respondents. Through the Town’s new website, Insiders’ newsletters are now being proactively distributed. It’s anticipated, that as knowledge of the availability of this newsletter increases, this figure will rise.

How do you like to receive information?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%					
Newspaper articles	7	18.9%	58	29.6%	83	30.6%	79	28.4%	38	26.2%	32	29.1%	10	307	25.5%	217	62.9%
The Town of Banff website	4	10.8%	24	12.2%	45	16.6%	42	15.1%	16	11.0%	11	10.0%	3	145	12.1%	57	16.5%
E-mail	3	8.1%	12	6.1%	14	5.2%	21	7.6%	5	3.4%	7	6.4%	62	124	10.3%	-	-
The Town of Banff Public Information Page	11	29.7%	61	31.1%	80	29.5%	80	28.8%	43	29.7%	35	31.8%	11	321	26.7%	246	71.3%
Utility bill inserts	1	2.7%	10	5.1%	11	4.1%	16	5.8%	11	7.6%	10	9.1%	1	60	5.0%	81	23.5%
Brochures	3	8.1%	4	2.0%	13	4.8%	19	6.8%	10	6.9%	7	6.4%	56	112	9.3%	88	25.5%
Park Radio (101.1 FM)	1	2.7%	4	2.0%	3	1.1%	4	1.4%	5	3.4%	3	2.7%	20	40	3.3%	23	6.7%
Mountain FM (106.5 FM)	6	16.2%	18	9.2%	15	5.5%	11	4.0%	9	6.2%	4	3.6%	1	64	5.3%	44	12.8%
Other	1	2.7%	5	2.6%	7	2.6%	6	2.2%	8	5.5%	1	0.9%	1	29	2.4%	20	5.8%
Total	37	100.0%	196	100.0%	271	100.0%	278	100.0%	145	100.0%	110	100.0%	165	1202	100.0%	345	100.0%

Part 6: Demographics

Similar to 2004 results, the Town received the highest number of survey responses from the Middle Springs (17.5%) and Muskrat districts (12.8%), and the least amount from the Industrial Compound (0.7%) and Banff Centre (2.8%) districts. [Note: 7 survey respondents answered that they weren't sure what district they lived in.]

Which zone/district do you live in?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%					
Zone 1 Industrial Compound District	0	0.0%	1	1.1%	1	0.9%	0	0.0%	1	1.6%	0	0.0%	0	3	0.7%	-	-
Zone 10 Banff Springs District	1	7.1%	4	4.5%	4	3.6%	3	2.9%	0	0.0%	1	2.3%	0	13	3.0%	7	2.0%
Zone 11 Glen District	0	0.0%	4	4.5%	0	0.0%	6	5.8%	2	3.3%	2	4.5%	0	14	3.3%	11	3.2%
Zone 12 Spray District	1	7.1%	1	1.1%	7	6.3%	11	10.6%	5	8.2%	3	6.8%	0	28	6.5%	28	8.1%
Zone 13 Middle Springs District	1	7.1%	11	12.4%	22	19.6%	24	23.1%	13	21.3%	3	6.8%	1	75	17.5%	64	18.6%
Zone 14 Cave District	0	0.0%	2	2.2%	9	8.0%	8	7.7%	1	1.6%	2	4.5%	0	22	5.1%	16	4.6%
Zone 2 Cougar District	1	7.1%	9	10.1%	11	9.8%	5	4.8%	8	13.1%	8	18.2%	1	43	10.0%	34	9.9%
Zone 3 Marten District	1	7.1%	17	19.1%	12	10.7%	6	5.8%	3	4.9%	3	6.8%	0	42	9.8%	28	8.1%
Zone 4 Downtown West District	3	21.4%	7	7.9%	9	8.0%	6	5.8%	4	6.6%	2	4.5%	0	31	7.2%	12	3.5%
Zone 5 Tunnel Mountain District	2	14.3%	3	3.4%	12	10.7%	8	7.7%	4	6.6%	3	6.8%	1	33	7.7%	37	10.7%
Zone 6 Muskrat District	3	21.4%	16	18.0%	13	11.6%	7	6.7%	8	13.1%	7	15.9%	1	55	12.8%	52	15.1%
Zone 7 Downtown District	0	0.0%	7	7.9%	5	4.5%	2	1.9%	4	6.6%	2	4.5%	0	20	4.7%	23	6.7%
Zone 8 Banff Centre District	0	0.0%	2	2.2%	1	0.9%	6	5.8%	1	1.6%	2	4.5%	0	12	2.8%	8	2.3%
Zone 9 Downtown East District	0	0.0%	4	4.5%	5	4.5%	11	10.6%	7	11.5%	3	6.8%	1	31	7.2%	25	7.2%
Not sure	1	7.1%	1	1.1%	1	0.9%	1	1.0%	0	0.0%	3	6.8%	0	7	1.6%	-	-
Total	14	100.0%	89	100.0%	112	100.0%	104	100.0%	61	100.0%	44	100.0%	5	429	100.0%	345	100.0%

63.1% (67.1% - 2004) per cent of respondents own their primary residence and 36.9% (32.9% - 2004) rent.

Do you rent or own your primary residence?

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%					
Own	7	50.0%	56	65.1%	70	62.5%	59	56.2%	41	67.2%	33	75.0%	8	274	63.1%	233	67.1%
Rent	7	50.0%	30	34.9%	42	37.5%	46	43.8%	20	32.8%	11	25.0%	4	160	36.9%	114	32.9%
Total	14	100.0%	86	100.0%	112	100.0%	105	100.0%	61	100.0%	44	100.0%	12	434	100.0%	347	100.0%

75.7% of respondents work full-time and 10.4% work part-time. In 2007 Banff Census data 70.7% (57% - 2000) of the population worked full-time and 4.74% (3.2% - 2004) worked part-time (note: this difference can be attributed to the population of children included in the Census).

Work status: Which of the following categories best applies?

	Q.22 Age Group												2007 Total		2004 Total			
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)		Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%						
Work full-time	13	92.9%	61	70.1%	91	82.0%	87	83.7%	41	68.3%	30	68.2%	11	334	77.3%	262	75.7%	
Work part-time	1	7.1%	14	16.1%	10	9.0%	6	5.8%	0	0.0%	7	15.9%	0	38	8.8%	36	10.4%	
Unemployed	0	0.0%	1	1.1%	0	0.0%	3	2.9%	1	1.7%	0	0.0%	0	5	1.2%	5	1.4%	
Retired	0	0.0%	10	11.5%	10	9.0%	8	7.7%	18	30.0%	7	15.9%	1	54	12.5%	43	12.4%	
Student - working	0	0.0%	1	1.1%	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	1	0.2%	-	-	
Total	14	100.0%	87	100.0%	111	100.0%	104	100.0%	60	100.0%	44	100.0%	12	432	100.0%	346	100.0%	

48% (56.8% - 2004) of respondents were between the ages of 35 and 54. This year we saw an increase in responses from the 25 – 34 age group (20% - 2007, 16.7% - 2004). It’s important to point out that only 14 respondents in the 18-24 category responded to the survey. For this reason, we considered weighting the data to reflect a stronger sample in this age group, but we opted not to do that. It is not atypical to receive such a low level of response from this particular age group, it’s just important to be aware of this when you’re looking at the data cross tabulated by age as this specific sample is very small.

Note: There is little correlation between the age breakdown in the 2007 Census and the results by age presented in this survey. For instance, Banff has a high population of 18 – 24 year-olds, yet just 3% of this population is represented here. The age grouping in the Census is also structured differently from the survey, in ranges of 4 rather than 6 years. The total is not equal to 100% as only data concurrent to the age demographics used in the survey is featured.

Age group (frequencies)

2007 Resident Satisfaction Survey

	2007 Age group		2004 Age group	
	Count	Col %	Count	Col %
18 - 24	14	3.1%	8	2.3%
25 - 34	90	20.0%	58	16.7%
35 - 44	114	25.4%	104	30.0%
45 - 54	105	23.4%	93	26.8%
55 - 64	64	14.3%	40	11.5%
65 and over	46	10.2%	44	12.7%
Unanswered	16	3.6%	-	-
Total	449	100.0%	347	100.0%

2007 Municipal Census

Age Group	Count	Col %
15 - 19	456	5.2%
20 - 24	1748	19.9%
25 - 29	1409	16.1%
30 - 34	950	10.8%
35 - 39	703	8.0%
40 - 44	578	6.6%
45 - 49	493	5.6%
50 - 54	410	4.7%
55 - 59	286	3.3%
60 - 64	212	2.4%
65 - 69	129	1.5%
70 - 105	276	3.2%
Unknown	331	3.8%
Total	7981	91.0%

Fortunately, our male/female split is very close. 45.3% (50.4% - 2004) were male, 54.7% of respondents were female (49.6% - 2004). This is slightly different from the 2007 Banff Municipal Census where 49.24% of residents were female, and 49.57% were male.

Your gender

	Q.22 Age Group													2007 Total		2004 Total	
	18 - 24		25 - 34		35 - 44		45 - 54		55 - 64		65 and over		(Blank)	Count	Col%	Count	Col%
	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%	Count	Col%					
Male	6	42.9%	40	48.8%	52	47.3%	47	46.5%	25	41.7%	18	40.9%	3	191	45.3%	191	45.3%
Female	8	57.1%	42	51.2%	58	52.7%	54	53.5%	35	58.3%	26	59.1%	8	231	54.7%	231	54.7%
Total	14	100.0%	82	100.0%	110	100.0%	101	100.0%	60	100.0%	44	100.0%	11	422	100.0%	422	100.0%

The final two questions on the survey gave respondents the opportunity to provide written comments. In question 24 they were asked to identify the **one** most pressing priority for the Town of Banff, 357 respondents provided written comments. The topics commented on the most were:

- 85 (23.8%) respondents to this question referenced financial impacts on their quality of life, this includes a desire to see reduced taxes and/or the issue of the cost of living and high housing addressed
- 72 (20.2%) respondents referenced the impacts of essential services (i.e. lack of focus on daycare, no car wash, limited housing options etc.) on their quality of life, which includes comments about implications of decision on residents' sense of community
- 43 (12.0%) respondents to this question referenced environmental priorities such as environment controls (i.e. more emphasis on waste reduction, vehicle emissions, and a need to focus on environmental leadership as a national park community), a sustainable community and/or recycling
- 43 (12%) respondents to this question mentioned a bridge, pedestrian or bike safety

It is also important to point out the issue of environment controls, sustainable community and recycling has emerged as a new theme in 2007. This theme is supported through responses throughout this survey.

Q24: What is the ONE most pressing priority for the Town of Banff to address?

	Yes - pay taxes		No - do not pay taxes		Total	
	Count	Col %	Count	Col %	Count	Col %
Downtown enhancement (incl. making it more people-friendly)	11	4.7%	4	3.2%	15	4.2%
Community centre/multi-use complex	14	6.0%			14	3.9%
Parking / more parking; change limits / bylaw; charge	16	6.9%	8	6.4%	24	6.7%
Reduce traffic - town / Banff Ave. (incl. intercept parking)	12	5.2%	7	5.6%	19	5.3%
New bridge; pedestrian and bike safety everywhere	30	12.9%	13	10.4%	43	12.0%
Environment / controls; sustainable community; recycling	24	10.3%	19	15.2%	43	12.0%
Seniors facilities / programs and care	1	.4%			1	.3%
Child & youth care / activities (incl. issues with hours / funds)	3	1.3%	2	1.6%	5	1.4%
Upgrades to infrastructure / water and sewer / street lighting	15	6.5%	3	2.4%	18	5.0%
Focus on maintenance (facilities, snow, removal, buses, etc.)	17	7.3%	9	7.2%	26	7.3%
Recreation facilities / opportunities (enhance and /or add)	28	12.1%	6	4.8%	34	9.5%
Land use / Design guidelines and controls (density, etc.)	12	5.2%	5	4.0%	17	4.8%
Controls for accommodations; enforce "need to reside"	5	2.2%			5	1.4%
Focus on tourism and making Banff a unique experience	23	9.9%	5	4.0%	28	7.8%
Reduce taxes; address cost of living / housing	47	20.3%	38	30.4%	85	23.8%
Town of Banff - work for the people; plan well; communicate	26	11.2%	7	5.6%	33	9.2%
Transit (new routes / more accessible, etc.)	7	3.0%	2	1.6%	9	2.5%
Driving violations & other crime; more policing / enforcement	10	4.3%	17	13.6%	27	7.6%
Noise control	11	4.7%	9	7.2%	20	5.6%
Quality of life; sense of community; essential services	31	13.4%	41	32.8%	72	20.2%
Other	4	1.7%	1	.8%	5	1.4%
Total	232	100.0%	125	100.0%	357	100.0%

When provided with space to add additional comments, three key themes emerged. Of the 202 respondents who added comments:

- 66 (32.7%) referenced taxation; the high cost of living/housing/rent; and/or the significance or importance of the need to reside (note: this is a new theme to emerge in 2007)
- 47 (23.3%) said the Town needs to focus on delivering services and infrastructure that citizens want; plan well; and/or communicate (i.e. internally, so all employees can respond to queries and externally, so residents understand decision making)
- 37 (18.3%) respondents referenced the impacts of essential services (i.e. lack of focus on daycare, no car wash, limited housing options etc.) on their quality of life, which includes comments about the implications municipal decisions can have on residents' sense of community

Q25: Please use this space for any final comments or feedback.

	18-24		25-34		35-44		45-54		55-64		65 and over		No Response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Downtown enhancement issues / ideas			5	13.5%	9	18.8%	5	8.6%	1	3.4%	2	9.5%	1	33.3%	23	11.4%
Community centre / multi-use complex issues/ideas					1	2.1%	1	1.7%							2	1.0%
Parking - more parking; change limits / bylaw; charge for			1	2.7%	3	6.3%	5	8.6%	4	13.8%	1	4.8%			14	6.9%
Trails - quality, location, maintenance, number					1	2.1%	4	6.9%	2	6.9%			1	33.3%	8	4.0%
Reduce / control traffic; more pedestrian and bike-friendly			3	8.1%	4	8.3%	3	5.2%	2	6.9%					12	5.9%
Pedestrian bridge issues / ideas; pedestrian / bike safety	1	16.7%	2	5.4%	3	6.3%	8	13.8%	8	27.6%	3	14.3%	1	33.3%	26	12.9%
Environment / controls; sustainable community; recycling	1	16.7%	7	18.9%	8	16.7%	5	8.6%	4	13.8%	1	4.8%			26	12.9%
Child / youth care issues / ideas			1	2.7%	2	4.2%									3	1.5%
Address street lighting, roads, sidewalks / curbs			3	8.1%	4	8.3%	11	19.0%	5	17.2%	2	9.5%	1	33.3%	26	12.9%
Focus on maintenance / services (facilities, snow, waste, etc.)			3	8.1%	4	8.3%	9	15.5%	5	17.2%	1	4.8%	1	33.3%	23	11.4%
Recreation facilities / opportunities issues/ideas	1	16.7%	3	8.1%	5	10.4%	6	10.3%	6	20.7%	3	14.3%			24	11.9%
Land use / design guidelines / controls; parks and green spaces			3	8.1%	9	18.8%	8	13.8%	3	10.3%	2	9.5%			25	12.4%
Focus on tourism and making Banff a unique experience			1	2.7%	3	6.3%	3	5.2%	3	10.3%	1	4.8%			11	5.4%
Taxation; cost of living / housing / rent; need to reside	2	33.3%	13	35.1%	19	39.6%	19	32.8%	9	31.0%	4	19.0%			66	32.7%
Town of Banff - work for the people; plan well; communicate	2	33.3%	8	21.6%	12	25.0%	17	29.3%	3	10.3%	5	23.8%			47	23.3%
Transit - new routes / more accessible, etc.	1	16.7%	4	10.8%	4	8.3%	1	1.7%	1	3.4%	2	9.5%			13	6.4%
Driving violations & other crime; more policing			3	8.1%	1	2.1%	2	3.4%	2	6.9%	2	9.5%			10	5.0%
Enforce bylaws; clarify bylaws and who's responsible			1	2.7%	2	4.2%	6	10.3%	2	6.9%	1	4.8%			12	5.9%
Bylaw / RCMP - other issues	1	16.7%	1	2.7%	1	2.1%	2	3.4%					1	33.3%	6	3.0%
Noise control (fines, bylaw / policing hours, etc.)			1	2.7%	2	4.2%	2	3.4%			1	4.8%			6	3.0%
Quality of life; sense of community; essential services			12	32.4%	13	27.1%	6	10.3%	2	6.9%	4	19.0%			37	18.3%
Great place to live; good job; keep up the good work	1	16.7%	8	21.6%	9	18.8%	6	10.3%	3	10.3%	4	19.0%	1	33.3%	32	15.8%
Thank you for the opportunity to input			5	13.5%	1	2.1%	2	3.4%	1	3.4%	1	4.8%			10	5.0%
Other	1	16.7%	1	2.7%	2	4.2%	1	1.7%			2	9.5%	1	33.3%	8	4.0%
Total	6	100.0%	37	100.0%	48	100.0%	58	100.0%	29	100.0%	21	100.0%	3	100.0%	202	100.0%