

# 2010 BANFF RESIDENT COMMUNITY SATISFACTION SURVEY

—Results—



*Prepared for:*  
**THE TOWN OF BANFF**



*Prepared by:*  
**RESEARCHWORKS INC.**



November 17, 2010

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## EXECUTIVE SUMMARY

### INTRODUCTION

The Town of Banff retained ResearchWorks Inc. to conduct the 2010 Citizen Satisfaction Survey. Four hundred and sixty-three surveys were completed from October 15 to October 31, 2010. Two hundred and four surveys were completed online, and 259 were completed on paper for a total of 463 surveys. Technically, a self-administered survey is not a probability sample and as such, a margin of error is not applicable.

As is often the case with self-administered general population surveys, the submitted surveys do not mirror the actual age and gender distribution. In response, researchers will “weight” the data to ensure overall results (total) reflect the population as closely as possible (in this case age and gender were chosen as the weight variables). The sample sizes in this report reflect the weighted results and may vary considerably from unweighted sample sizes. For example, the largest difference is for 18-24 years of age which has 12 respondents before weighting and 114 respondents after weighting.

### SUMMARY OF RESULTS

Key results are as follows:

#### Quality of Life

- The majority of respondents (94%) stated that their current quality of life was either “good” or “very good.”
- Respondents aged 18-24 and 65+ rated their average quality of life highest (3.65 and 3.68 out of 4 respectively).
- Just under one-half of respondents (48%) said their quality of life in Banff has remained the same over the last three years. Among the balance of respondents, somewhat more respondents reported their quality of life has improved than reported worsened (27% versus 17%).
- More affordable housing was listed by 22% of the respondents who gave a priority that the Town of Banff should address (open-ended question).

#### Quality of Service Delivered by the Town of Banff

- 60% of respondents rated overall quality of service “good” while 27% rated it “very good.”
- 18-24 year olds gave an overall quality of service rating of 2.99 out of 4, the lowest of the four age groups.

#### Importance of Services

- Public safety services received the highest average importance rating of 3.73 out of 4.
- Bylaw services received the lowest rating of 2.82 out of 4.
- 33% felt bylaw services were either “not very important” or “not at all important.”
- Recreation facilities were as important as public safety services to respondents aged 18-24.

**Cultural Services (4 services)**

- **Overall Rating:** Of the seven overall service areas, cultural services was ranked 1<sup>st</sup> at an average of 3.33 out of 4.
- **Highest Rating:** At 3.58 out of 4, the library received the highest average rating in the cultural services section and also among all 34 services surveyed.
- **Lowest Rating:** Red Serge, at an average of 3.18 was the lowest rated cultural service. Almost one-half (45%) said “don’t know or not applicable” when to asked to rate their satisfaction with the RCMP Red Serge.

**Family and Community Support (4 services)**

- **Overall Rating:** Of the seven overall service areas, family and community was ranked 2<sup>nd</sup> at an average of 3.18 out of 4.
- **Highest Rating:** Seniors’ programs and facilities was the highest rated service at an average of 3.21.
- **Lowest Rating:** At an average of 3.10, family school liaison was the lowest rated family and community service.

**Recreation and Leisure (7 services)**

- **Overall Rating:** Of the seven overall service areas, recreation and leisure was ranked 3<sup>rd</sup> at an average of 3.15 out of 4.
- **Highest Rating:** Trails, parks and open spaces was the highest rated service and received an average rating of 3.30 out of 4.
- **Lowest Rating:** Children / youth programs along with bike / skateboard park and bike racks was the lowest rated service and received an average rating of 3.03 out of 4.
- Almost one-half of respondents (47%) stated “don’t know or not applicable” for children / youth programs.

**Public Works and Transit (4 services)**

- **Overall Rating:** Of the seven overall service areas, public works and transit was ranked 4<sup>th</sup> at an average of 3.12 out of 4.
- **Highest Rating:** Three of the four services evaluated received similar average scores (ROAM public transit – 3.26, maintenance of public spaces – 3.25, water and wastewater – 3.25).
- **Lowest Rating:** Respondents gave an average satisfaction rating of 2.82 out of 4 for road and sidewalk maintenance.

**Environmental Management (2 services)**

- **Overall Rating:** Of the seven overall service areas, environmental management was ranked 5<sup>th</sup> at an average of 2.94 out of 4.
- **Highest Rating:** Recycling, organics / composting, and waste collection services had the highest average rating (3.07 out of 4).
- **Lowest Rating:** Environmental programs was the lowest rated on average (2.79 out of 4).

**Administration Services (1 service)**

- **Overall Rating:** Of the seven overall service areas, administration services was ranked 6<sup>th</sup> at an average of 2.88 out of 4 (public safety and bylaw was very close at an average of 2.78 out of 4).
- Respondents aged 45-64 were the least satisfied of all age groups with planning and development services (average of 2.59 out of 4).

**Public Safety and Bylaw (12 services)**

- **Overall Rating:** Of the seven overall service areas, public safety and bylaw was ranked 7<sup>th</sup> and received the lowest overall satisfaction score at an average of 2.78 out of 4 (administration services was very close at 2.88).
- **Highest Rating:** Fire response time received the highest average satisfaction out of the 12 public safety and bylaw services (3.47 out of 4).
- **Lowest Rating:** Enforcement and education of neighbourhood issues received the lowest average satisfaction (2.43 out of 4). This service was also the lowest rated service of all 34 services evaluated. In terms of percentages, 42% were either “not very satisfied” or “not at all satisfied” regarding enforcement and education of neighbourhood issues.

**Budget and Capital Priorities**

- All respondents aged 18-24 did not pay property taxes while 82% of those 45-64 and 87% of respondents 65+ were responsible for paying property taxes.
- Respondents' top two options for balancing taxation and services delivered were to increase user fees for expanded services (36%) or to maintain current service levels and only change tax rates with inflation (33%).
- Streets and roadways was the most important capital project that Banff should focus on according to 17% of the respondents who provided an open-ended response.
- Affordable housing was the most important capital project among 18-24 year olds (33% of the 18-24 year olds who provided an open-ended response).
- Two of the four options for dealing with illegal dumping of oversized items received similar amounts of support from respondents. These included 29% preference for picking up large items more often and 28% support for the Town of Banff educating the public on how to properly dispose of oversized items.

**General Satisfaction / Customer Service**

- 68% of respondents said they received good, or very good value for their municipal tax dollars.
- 85% of respondents stated that it is important, or very important to consider visitors' needs when delivering programs and services.
- In the last 6 months 75% of respondents had dealt with the Town of Banff or one of its employees.
- Most respondents communicated in person with the Town of Banff during their most recent contact (67%) followed by telephone (21%).
- Respondents rated the Town of Banff's staff's knowledge somewhat higher than its speed of service delivery (3.15 versus 2.99 out of 4).
- The number one suggestion to improve customer service at the Town of Banff was improving communication (12% of the respondents who left a comment).
- 20% of respondents who left a comment felt the current level of customer service was satisfactory.

**Communications**

- The top two sources of information about Town of Banff news were newspaper articles (44%) and the Town of Banff Public Information Page in the Banff Crag and Canyon (34%).
- More than one-half of respondents (52%) read the Town of Banff Public Information Page regularly.
- Just fewer than seven in ten respondents (69%) said they visit the Town of Banff website occasionally.
- 66% of respondents find the Town of Banff website either useful or very useful.
- Most respondents would prefer to receive Town of Banff information from the Town of Banff Public Information Page (82%) followed by the website (49%) and local newspaper articles (43%).
- 52% of 18-24 year olds would prefer to receive information about the Town of Banff through Facebook.

## 2010 BANFF CITIZEN SATISFACTION SURVEY

### I. INTRODUCTION

The Town of Banff is home to 8,770 residents as of the 2007 Banff Municipal Census.<sup>1</sup>

Continuing with its triennial citizen satisfaction surveys, the Town of Banff commissioned ResearchWorks Inc. to assist with implementing, analyzing and reporting on the 2010 survey results. Given the self-selecting nature of the sample, the results should not be viewed as being indicative of the overall population such as would be achieved with a random probability sample. Caution is advised when drawing conclusions regarding the overall population.

The balance of this report consists of the following sections:

- OBJECTIVES
- APPROACH
- RESULTS
  
- Appendices
  - Questionnaire
  - Data Tables

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<sup>1</sup> <http://www.banff.ca/Assets/PDFs/Business+PDF/2007+Banff+Census+Report.pdf>

## II. OBJECTIVES

The specific objectives for the study were to determine the following:

- Quality of life in Banff
- Change in quality of life in the last 3 years
- One most pressing priority for Town of Banff
- Overall satisfaction with quality of services provided to the Town of Banff
- Importance of services provided by the Town of Banff or affiliates
- Satisfaction with services provided by the Town of Banff or affiliates including:
  - Public safety and bylaw
  - Environmental management
  - Public works and transit
  - Family and community support
  - Recreation and leisure
  - Cultural services
  - Administration services
- Respondents responsible for paying property taxes
- How to balance taxation and service delivery levels
- Most important capital project
- How to deal with illegal dumping of oversized items
- Value received from residential property taxes
- Importance of visitors' needs when delivering programs and services
- Levels of contact between respondents and Town of Banff
- Method of contacting Town of Banff
- Town of Banff's response time to requests and concerns
- Town staff knowledge
- Main source of information about Town of Banff
- Frequency of reading Town of Banff Public Information Page
- Frequency of visitation to the Town of Banff website
- Usefulness of Town of Banff website
- Preferred ways to receive information about the Town of Banff
- Respondent demographics



### III. APPROACH

#### Sample

A survey package containing a survey, contest ballot and a link to complete an online survey was sent to all 3,073 residential post office boxes in Banff. A total of 463 usable surveys were submitted. Of these, 204 were completed online and 259 were paper surveys. The data collection period was October 15, 2010 to October 31, 2010.

There are two methods of looking at completion rate. Method 1 is dividing the completed surveys into the total population 18 years of age and over. The estimated the 18+ population is 7,707 using the Banff 2007 census. This estimate removes the unknown age count of 332 in the overall number / calculation.

- Method 1:  $473 / 7,372 = 6.42\%$  return rate based on 18+ population

The second method involves dividing the completed surveys in the total number of households (occupied dwellings from 2007 census).

- Method 2:  $473 / 3,394 = 13.94\%$  return rate based on households

The second method should be used if the assumption is one individual per household completed the survey and was reflecting the opinions of the household overall.

As is often the case with self-administered general population surveys, the submitted surveys do not mirror the actual age and gender distribution. In response, researchers will “weight” the data to ensure overall results (total) reflect the population as closely as possible (in this case age and gender were chosen as the weight variables).

The following age and gender table contains the most recent census information for Banff, the unweighted 2010 survey data, and the weights required to match the census data for age and gender.

**2007 Banff Census\*, 2010 Survey Results and Required Weights**

	<u>2007 Census 2010</u>		<u>Survey Requir</u>		<u>ed Weight</u>	
	<u>Male</u>	<u>Female</u>	<u>Male</u>	<u>Female</u>	<u>Male</u>	<u>Female</u>
18-24	11.83%	14.37%	1.15%	1.61%	10.314	8.947
25-34	16.24%	15.75%	4.59%	14.22%	3.540	1.107
35-44	9.32%	8.04%	11.01%	11.93%	0.846	0.674
45-64	6.65%	5.60%	11.70%	13.07%	0.568	0.429
55-64	3.80%	2.92%	10.55%	7.57%	0.360	0.385
65+	2.28%	3.21%	5.73%	6.88%	0.397	0.467

\*NOTE: the percentages were calculated on valid census data for individuals 18 years of age and over. As the census data only has 15-19 years of age, this result was adjusted to estimate the number of 18 and 19 year olds (15-19 frequency was multiplied by 0.4). In turn this result was added to the 20-24 year old census category to arrive at the required 18-24 age range.

The next table compares the unweighted 2010 survey data and the weighted 2010 survey data after using the above weights.

**Unweighted and Weighted 2010 Survey Data**

	Unweighted 2010 Survey Data			Weighted 2010 Survey Data		
	Male	Female	No Response	Male	Female	No Response
	#	#	#	#	#	#
18-24	5	7	--	52	63	--
25-34	20	62	1	71	69	1
35-44	48	52	--	41	35	--
45-54	51	57	2	29	24	2
55-64	46	33	4	17	13	4
65+	25	30	2	10	14	2
No response	--	--	18	--	--	18

All survey data in this report has been adjusted using the above weights unless otherwise specified.

See Appendix A for the questionnaire and Appendix B for the data tables organized by age.

**Reading this Report**

Please bear the following in mind when reading this report:

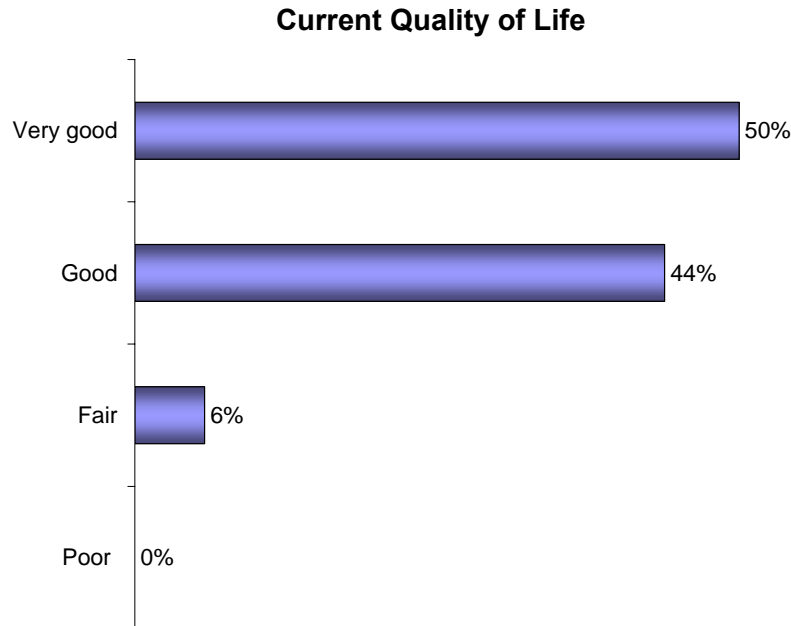
- Results are based on a self-selected sample. Caution is advised when drawing conclusions regarding the overall population as the results may or may not be reflective of the overall Banff 18+ population.
- As a result of rounding error, percentages for “single response only” questions may not equal 100%.
- Due to the nature of multiple responses, totals may exceed 100%.
- In a few cases, the survey was completed by both heads of the household. Where responses differed, a response was randomly selected.
- The sample sizes in this report reflect the weighted results and may vary considerably from unweighted sample sizes. For example, the largest difference is for 18-24 years of age which has 12 respondents before weighting and 114 respondents after weighting.
- Caution is required when considering the responses of the 18-24 year old age group due to the small sample size of 12 (before weighting).

## IV. RESULTS

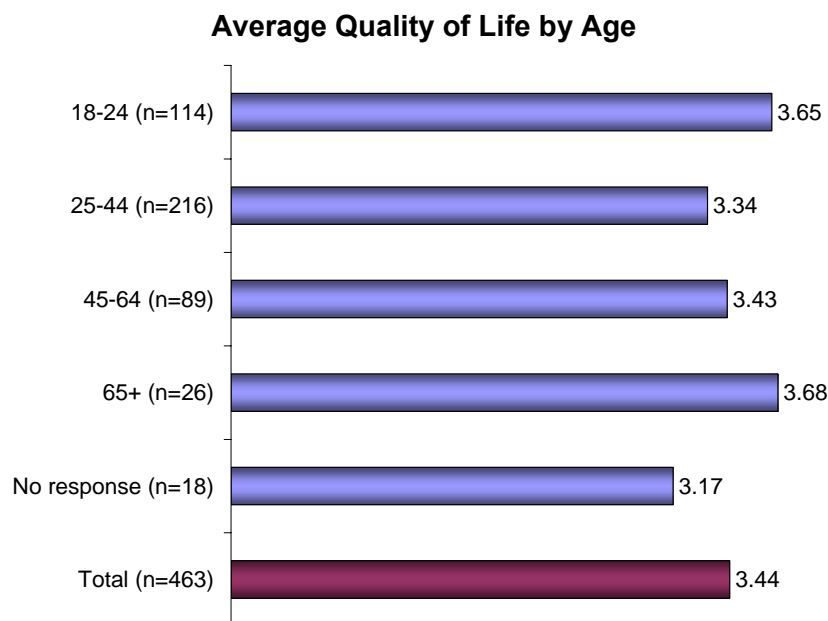
### PART A: QUALITY OF LIFE

#### Current Quality of Life

Over nine in ten respondents (94%) rated their quality of life as being good (“very good” and “good” combined). No respondents reported that their quality of life was “poor.”



1. In general, how would you rate your quality of life in Banff?  
BASE: 463



1. In general, how would you rate your quality of life in Banff? (1=Poor / 4=Very good)

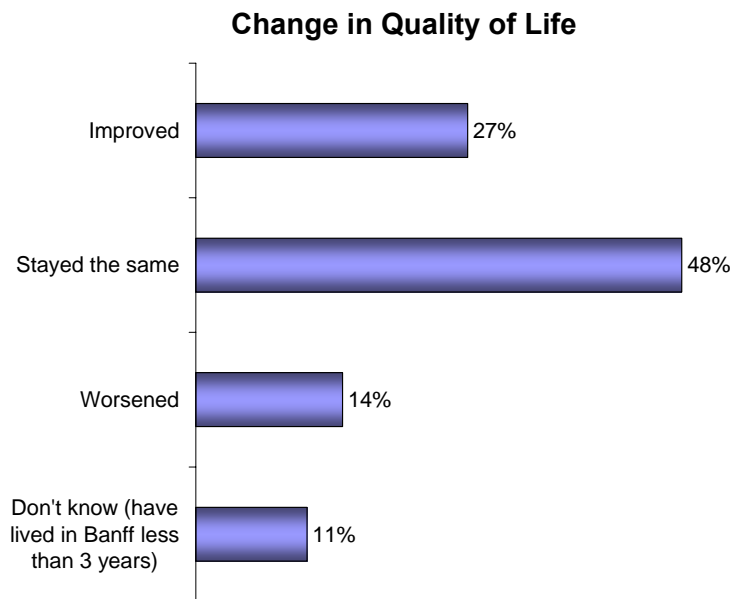
**Current Quality of Life Average Drilldown**

Comments		BASE	Average 1-4 Scale
	<b>Age</b>		
	18-24	114	3.65
	25-44	216	3.34
25-44 lowest, not including no response.	45-64	89	3.43
	65+	26	3.68
	No response	18	3.17
	<b>Gender</b>		
Females higher.	Male	218	3.40
	Female	218	3.51
	<b>Own / Rent</b>		
Similar.	Own	214	3.46
	Rent	233	3.44
	<b>Pays Property Taxes</b>		
Similar.	Yes	220	3.44
	No	233	3.48
	<b>Total</b>	<b>463</b>	<b>3.44</b>

1. In general, how would you rate your quality of life in Banff? (1=Poor / 4=Very good)

**Change in Quality of Life**

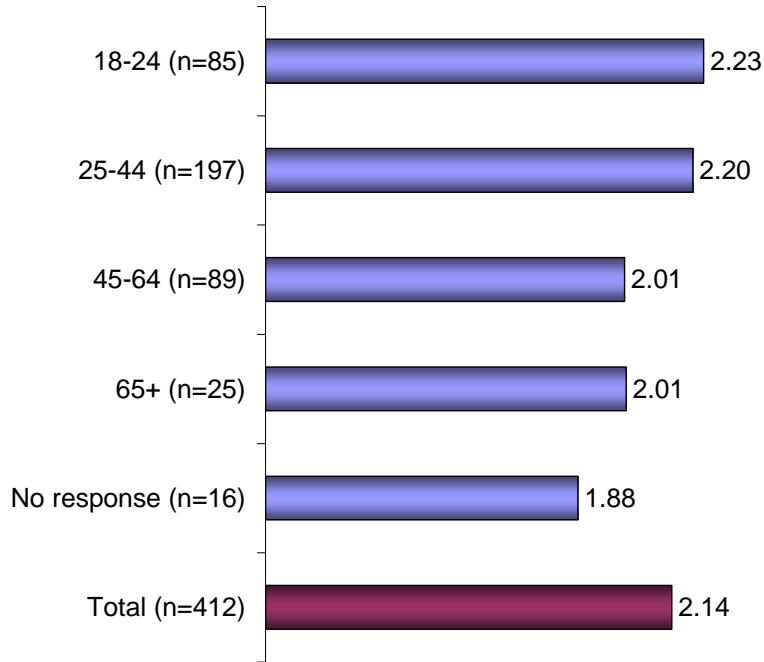
Almost one-half of respondents (48%) felt their quality of life in Banff had stayed the same in the past three years. More respondents (27%) reported their quality of life has improved versus 14% who said their quality of life has worsened.



2. Do you feel your quality of life in Banff in the last 3 years has...  
Base: 463

Using a scale where 1 is “worsened”, 2 is “stayed the same” and 3 is “improved” and removing those respondents who stated they have lived in Banff less than 3 years, respondents aged 18-24 years were more likely to say that the quality of life in Banff had improved (2.23 out of 3). As age increases, the likelihood to say the quality of life in Banff has stayed the same increases.

**Average Change in Quality of Life by Age**



2. Do you feel your quality of life in Banff in the last 3 years has... (1=Worsened / 3=Improved)

**Priority for Town of Banff to Address**

After reviewing all open-ended responses and developing codes, just over two in ten respondents (22%) stated that affordable housing was the one pressing priority for the Town of Banff to address. Priorities vary considerably depending on the age group. For those aged 45-64 reducing taxes and addressing the cost of living was the top priority. Respondents aged 65+ asked for the Town of Banff to be more fiscally responsible.

**Priority to be Addressed (5% or Greater Shown)**

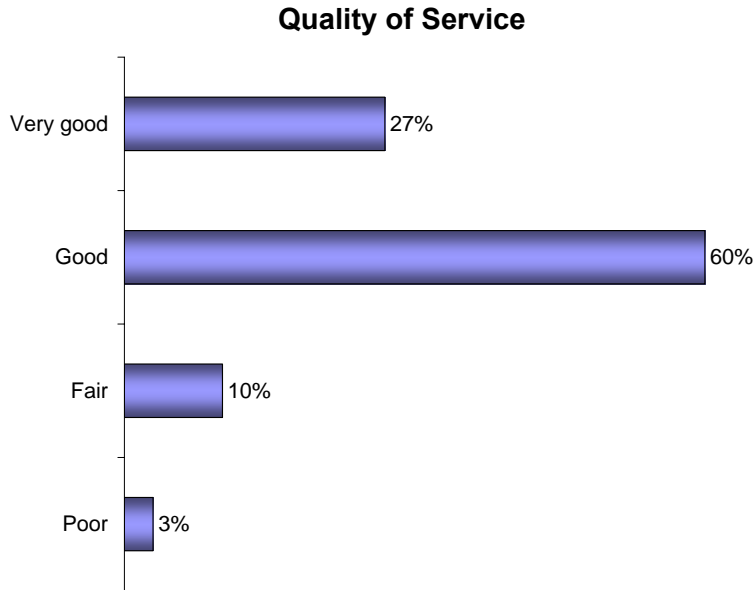
		18-24	25-44	45-64	65+	No Response	Total
	<b>BASE</b>	<b>105</b>	<b>194</b>	<b>76</b>	<b>23</b>	<b>11</b>	<b>409</b>
<b>Multiple Response</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
More affordable housing, rental opportunities	27	26	10	6	9	22	
Environment / controls; sustainable community; recycling	27	10	5	4	9	13	
Reduce taxes; address cost of living / housing here	--	15	22	9	18	12	
Transit (new routes / more accessible, etc.)	10	8	5	4	9	8	
Quality of life; sense of community; essential services	18	4	4	2	--	7	
"Parking" / more parking; change limits / bylaw; charge	9	4	8	16	18	7	
Garbage (i.e. litter, dumping of large garbage)	9	5	7	6	--	6	
Be more fiscally responsible	--	5	13	23	--	6	
Support local business and protect against monopolies	9	5	4	2	--	6	
Town of Banff - work for the people; plan well; communicate	--	7	10	--	--	5	
Child / youth care / activities (incl. issues with hours / funds)	10	4	1	--	--	5	

3. What is the ONE most pressing priority for the Town of Banff to address?

## PART B: PROGRAMS / FACILITIES AND SERVICES

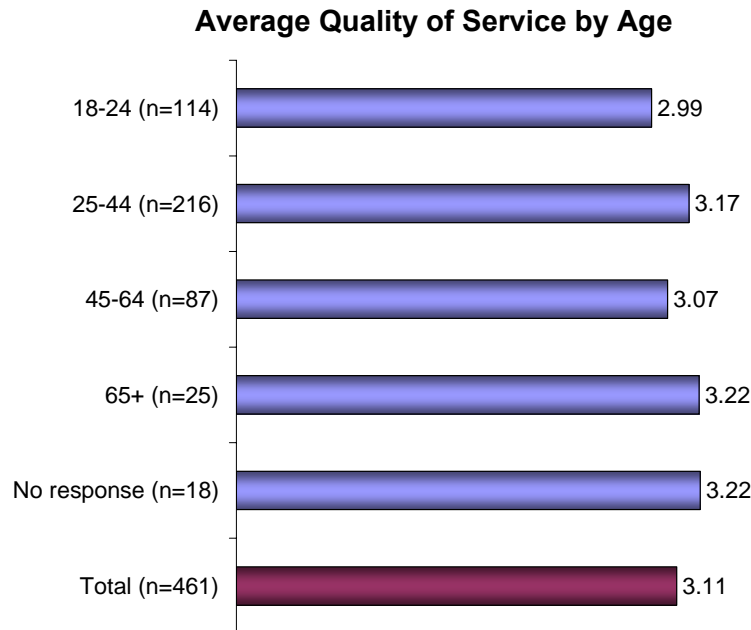
### Quality of Services Provided by Town of Banff

Almost nine in ten respondents (87%) rated the quality of services provided by Town of Banff as being good (“very good” and “good” combined).



4. Overall, thinking of all the services provided by the Town of Banff, would you say the quality of service is...  
BASE: 461

Respondents aged 18-24 rated the average quality of service somewhat lower than other age groups (2.99 out of 4).



4. Overall, thinking of all the services provided by the Town of Banff, would you say the quality of service is... (1=Poor / 4=Very good)

**Quality of Services Average Drilldown**

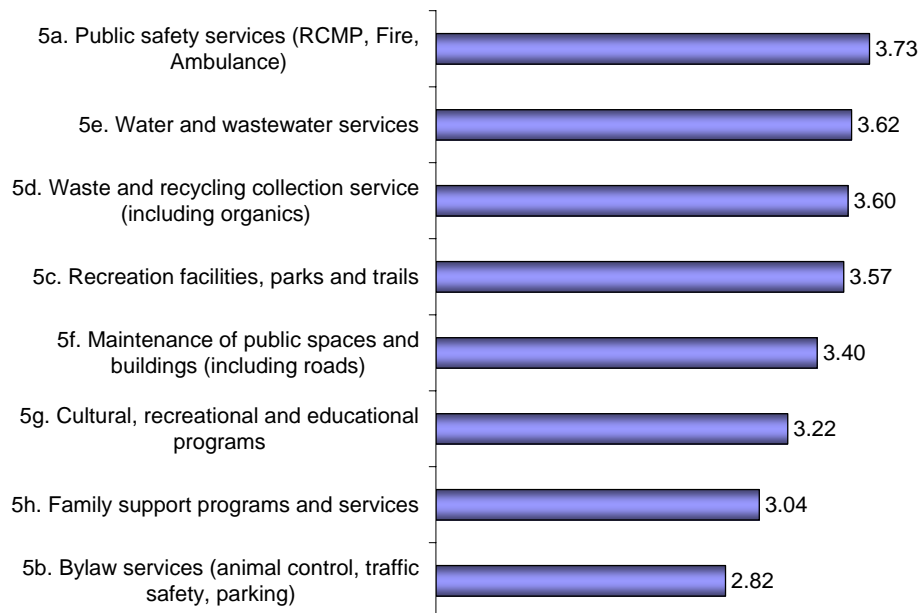
Comments		BASE	Average 1-4 Scale
	<b>Age</b>		
	18-24	114	2.99
Satisfaction with services higher among 25-44 year olds and 65+ year olds.	25-44	216	3.17
	45-64	87	3.07
	65+	25	3.22
	No response	18	3.22
		<b>Gender</b>	
Females somewhat higher.	Male	218	3.07
	Female	216	3.14
	<b>Own / Rent</b>		
Renters higher.	Own	212	2.99
	Rent	233	3.21
	<b>Pays Property Taxes</b>		
Pays property taxes somewhat higher.	Yes	219	3.17
	No	233	3.07
	<b>Total</b>	<b>461</b>	<b>3.11</b>

4. Overall, thinking of all the services provided by the Town of Banff, would you say the quality of service is... (1=Poor / 4=Very good).

**Importance of Services**

Respondents viewed public safety services as being the most important and bylaw services the least important service offered by the Town of Banff or its affiliates.

**Average Importance of Services**



5. How important are the following services provided by the Town of Banff or affiliate to you? (1=Not at all important / 4=Very important)  
BASES: 450 - 462



Public safety services was “very important” to 74% of respondents. Three in ten respondents (33%) felt bylaw services were not important (“not very important” and “not at all important” combined).

**Importance of Services (Sorted by “Very Important”)**

	<b>BASE</b>	<b>Very Important</b>	<b>Important</b>	<b>Not Very Important</b>	<b>Not at All Important</b>
		<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Public safety services (RCMP, Fire, Ambulance)	462	74	25	0.8	0.1
Water and wastewater services	450	64	34	2	0.1
Recreation facilities, parks and trails	460	61	36	3	0.2
Waste and recycling collection service (including organics)	461	61	37	1	0.1
Maintenance of public spaces and buildings (including roads)	460	45	51	5	--
Cultural, recreational and educational programs	462	43	37	20	0.7
Family support programs and services	461	33	40	24	3
Bylaw services (animal control, traffic safety, parking)	460	21	47	27	6

5. How important are the following services provided by the Town of Banff or affiliate to you?

For three of the eight services, a consistent age trend was evident. As age increases so does the importance of public safety services and bylaw services. Also, as age increases, the average importance of recreation facilities, parks, and trails decreases.

**Average Importance of Services by Age**

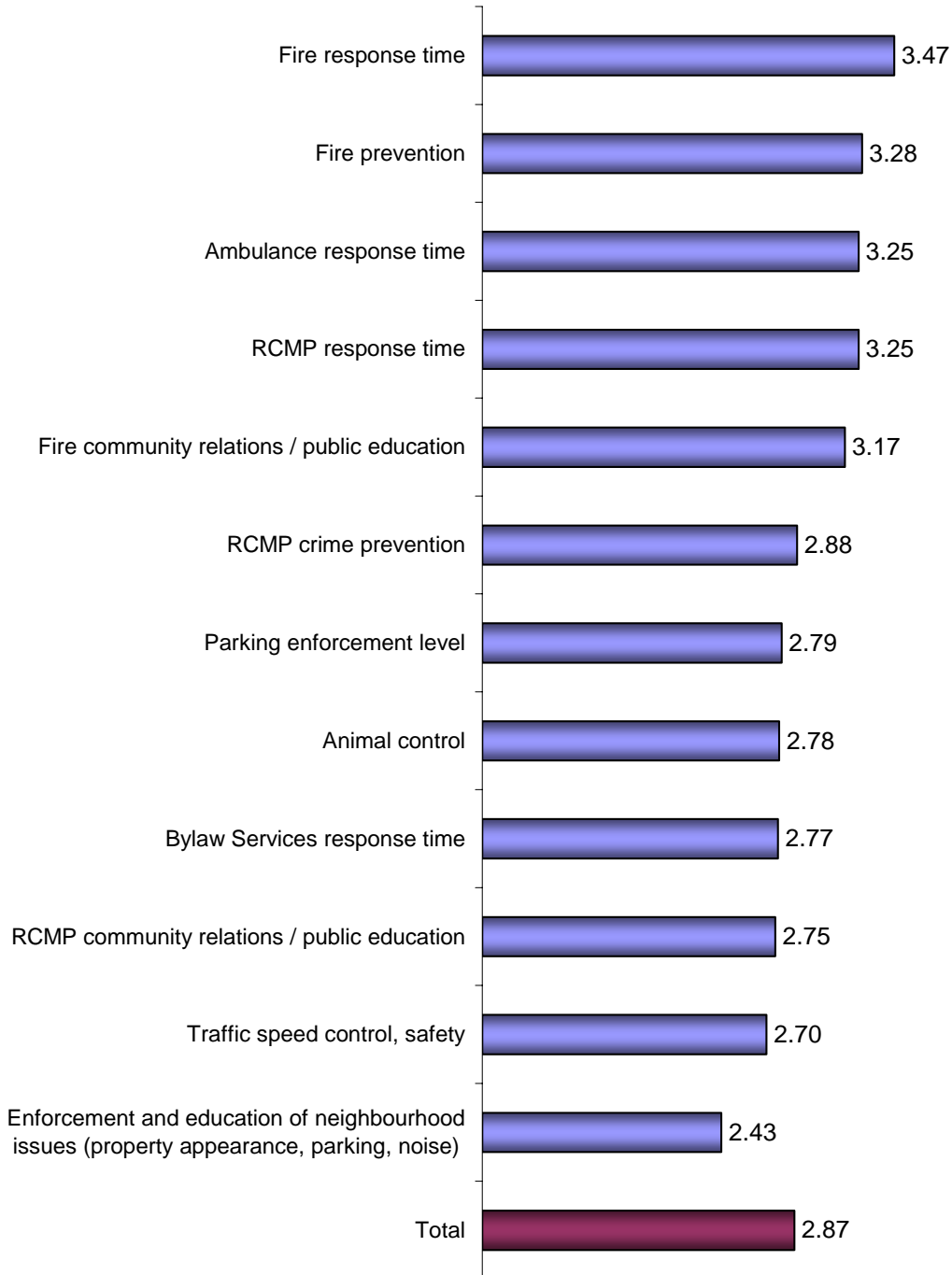
	<b>BASE</b>	<b>18-24</b>	<b>25-44</b>	<b>45-64</b>	<b>65+</b>	<b>No Response</b>
		<b>105-114</b>	<b>215-216</b>	<b>87-89</b>	<b>25-26</b>	<b>16-18</b>
		<b>Av.</b>	<b>Av.</b>	<b>Av.</b>	<b>Av.</b>	<b>Av.</b>
Public safety services (RCMP, Fire, Ambulance)		3.66	3.71	3.83	3.86	3.83
Bylaw services (animal control, traffic safety, parking)		2.60	2.82	3.06	3.22	2.65
Recreation facilities, parks and trails		3.67	3.63	3.43	3.22	3.35
Waste and recycling collection service (including organics)		3.51	3.67	3.58	3.42	3.59
Water and wastewater services		3.63	3.60	3.68	3.56	3.50
Maintenance of public spaces and buildings (including roads)		3.27	3.45	3.48	3.51	3.18
Cultural, recreational and educational programs		3.27	3.28	3.06	3.02	3.12
Family support programs and services		2.75	3.15	3.08	3.12	3.11

5. How important are the following services provided by the Town of Banff or affiliate to you? (1=Not at all important / 4=Very important)

**Satisfaction with Public Safety and Bylaw (12 Services)**

Respondents were the most satisfied with fire response time (3.47 out of 4) and least satisfied with enforcement and education of neighbourhood issues (2.43 out of 4). By averaging all twelve statements, respondents gave public safety and bylaw an overall rating of 2.87 out of 4.

**Average Satisfaction with Public Safety and Bylaw**



6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?  
(1=Not at all satisfied / 4=Very satisfied)  
BASES: 248 – 457

Almost seven in ten respondents (65%) were satisfied (“very satisfied” and “satisfied” combined) with fire prevention. Four in ten respondents (42%) were dissatisfied (“not very satisfied” and “not at all satisfied” combined) with enforcement and education of neighbourhood issues. Almost one-half (46%) of respondents answered “don’t know or not applicable” to ambulance response time.

**Satisfaction with Public Safety and Bylaw (Sorted by “Very Satisfied”)**

	<b>BASE</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Not Very Satisfied</b>	<b>Not at all Satisfied</b>	<b>Don't Know or N/A</b>
		<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Fire response time	462	27	30	0.3	--	43
Fire prevention	459	24	42	5	--	30
RCMP response time	462	22	37	3	1	36
Fire community relations / public education	460	21	41	8	0.1	29
Ambulance response time	459	19	32	0.6	2	46
Parking enforcement level	450	18	46	13	12	11
RCMP crime prevention	461	14	45	15	4	21
RCMP community relations / public education	460	12	36	20	5	27
Bylaw Services response time	459	12	25	13	6	44
Enforcement and education of neighbourhood issues (property appearance, parking, noise)	460	12	32	24	19	14
Traffic speed control, safety	462	11	51	24	8	7
Animal control	458	8	37	10	6	39

6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?

Fire response time was the highest rated service across each age group. With the exception of 18-24 year olds, ambulance response time was the second highest rated service across each age group.

**Average Satisfaction with Public Safety and Bylaw by Age**

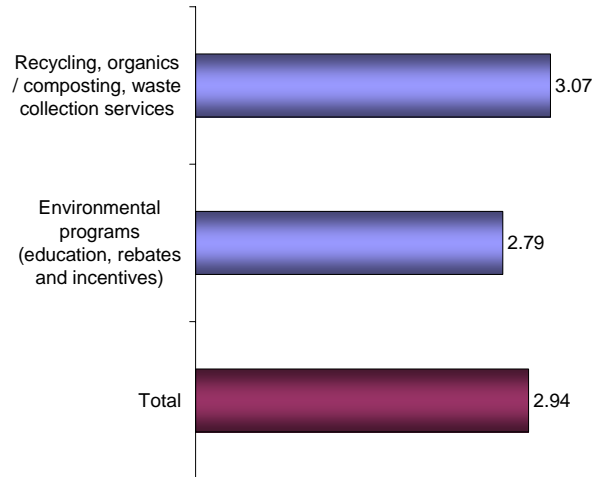
	<b>BASE</b>	<b>18-24</b>	<b>25-44</b>	<b>45-64</b>	<b>65+</b>	<b>No Response</b>
		<b>46-105</b>	<b>112-203</b>	<b>56-83</b>	<b>17-24</b>	<b>9-15</b>
		<b>Av.</b>	<b>Av.</b>	<b>Av.</b>	<b>Av.</b>	<b>Av.</b>
RCMP response time		3.29	3.29	3.15	3.26	3.11
RCMP crime prevention		2.80	2.91	2.91	2.93	3.00
RCMP community relations / public education		2.90	2.68	2.75	2.92	2.50
Fire response time		3.41	3.46	3.53	3.44	3.50
Fire prevention		3.17	3.30	3.31	3.26	3.33
Fire community relations / public education		2.81	3.24	3.23	3.19	3.17
Ambulance response time		2.55	3.37	3.52	3.48	3.25
Bylaw Services response time		2.59	2.92	2.67	2.75	2.50
Animal control		2.49	2.89	2.84	2.81	2.62
Traffic speed control, safety		2.79	2.72	2.59	2.63	2.57
Parking enforcement level		3.07	2.77	2.62	2.64	2.36
Enforcement and education of neighbourhood issues (property appearance, parking, noise)		2.66	2.43	2.17	2.23	2.67

6. How satisfied are you with the job the Town or affiliate is doing in providing the following services? (1=Not at all satisfied / 4=Very satisfied)

**Satisfaction with Environmental Management (2 Services)**

On average, respondents gave recycling, organics / composting, waste collection services 3.07 out of 4. Respondents were slightly less satisfied with environmental programs (average of 2.79).

**Average Satisfaction with Environmental Management**



6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?  
(1=Not at all satisfied / 4=Very satisfied)  
BASES: 399 - 461

Almost eight in ten respondents (79%) were satisfied (“very satisfied” and “satisfied” combined) with recycling, organics / composting, waste collection services. Just over one-half of respondents (56%) were satisfied (“very satisfied” and “satisfied” combined) with environmental programs. Just over one in ten respondents (13%) answered “don’t know or not applicable” to environmental programs.

**Satisfaction with Environmental Management (Sorted by “Very Satisfied”)**

	BASE	Very Satisfied	Satisfied	Not Very Satisfied	Not at all Satisfied	Don't Know or N/A
		%	%	%	%	%
Recycling, organics / composting, waste collection services	462	33	46	15	6	0.4
Environmental programs (education, rebates and incentives)	459	17	39	27	4	13

6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?

All age groups rated their satisfaction with recycling, organics / composting, and waste collection higher than that of environmental programs. As age increases so does satisfaction with environmental programs.

**Average Satisfaction with Environmental Management by Age**

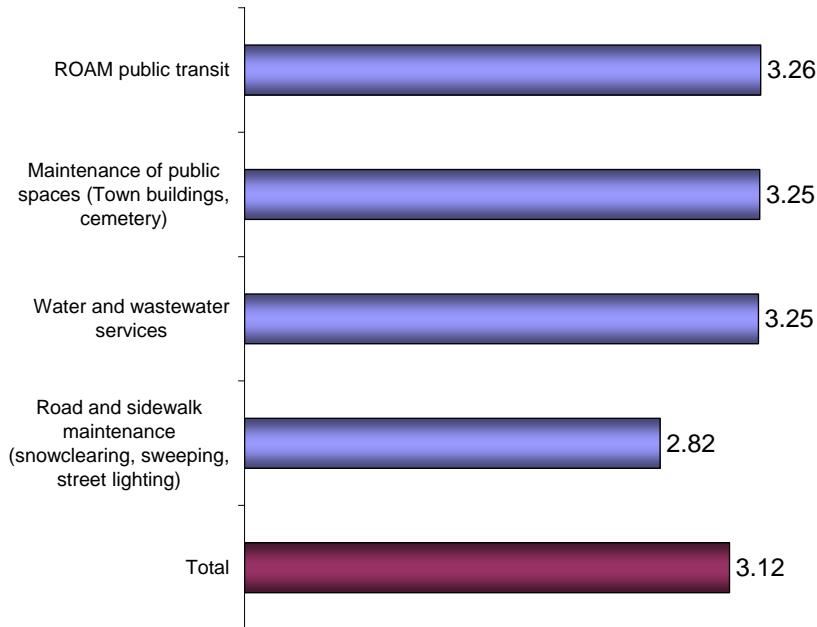
	BASE	18-24	25-44	45-64	65+	No Response
		105-114	180-216	78-87	21-25	15-18
		Av.	Av.	Av.	Av.	Av.
Recycling, organics / composting, waste collection services		3.08	3.02	3.16	3.06	3.11
Environmental programs (education, rebates and incentives)		2.46	2.89	2.92	3.01	2.87

6. How satisfied are you with the job the Town or affiliate is doing in providing the following services? (1=Not at all satisfied / 4=Very satisfied)

**Satisfaction with Public Works and Transit (4 Services)**

Among the four public works and transit services evaluated, respondents were the least satisfied with road and sidewalk maintenance, giving it an average rating of 2.82 out of 4.

**Average Satisfaction with Public Works and Transit**



6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?  
(1=Not at all satisfied / 4=Very satisfied)  
BASES: 410 - 462

Three in ten respondents (30%) were dissatisfied (“not very satisfied” and “not at all satisfied” combined) with road and sidewalk maintenance.

**Satisfaction with Public Works and Transit (Sorted by “Very Satisfied”)**

	BASE	Very Satisfied	Satisfied	Not Very Satisfied	Not at all Satisfied	Don't Know or N/A
		%	%	%	%	%
ROAM public transit	456	35	45	10	0.6	10
Water and wastewater services	451	26	62	3	--	9
Maintenance of public spaces (Town buildings, cemetery)	459	25	63	2	0.2	10
Road and sidewalk maintenance (snowclearing, sweeping, street lighting)	460	19	51	23	7	0.1

6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?

Road and sidewalk maintenance was given the lowest average satisfaction rating across all age groups. As age increases so does dissatisfaction with road and sidewalk maintenance.

**Average Satisfaction with Public Works and Transit by Age**

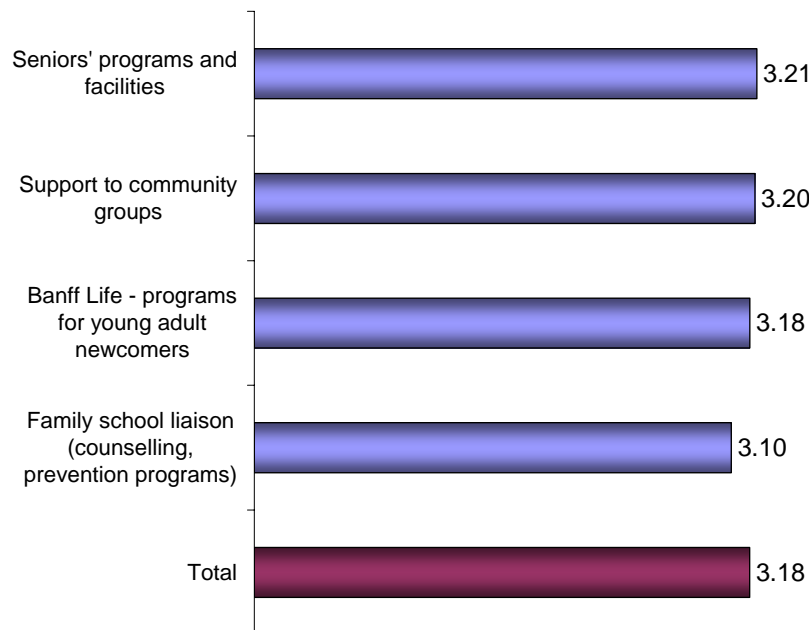
		18-24	25-44	45-64	65+	No Response
	BASE	85-114	194-215	74-88	19-25	14-17
		Av.	Av.	Av.	Av.	Av.
ROAM public transit		3.37	3.17	3.28	3.45	3.27
Maintenance of public spaces (Town buildings, cemetery)		3.24	3.30	3.18	3.19	3.07
Water and wastewater services		3.21	3.29	3.24	3.16	3.13
Road and sidewalk maintenance (snowclearing, sweeping, street lighting)		3.00	2.81	2.70	2.55	2.71

6. How satisfied are you with the job the Town or affiliate is doing in providing the following services? (1=Not at all satisfied / 4=Very satisfied)

**Satisfaction with Family and Community Support (4 Services)**

Respondents had similar levels of satisfaction with the four family and community support services.

**Average Satisfaction with Family and Community Support**



6. How satisfied are you with the job the Town or affiliate is doing in providing the following services? (1=Not at all satisfied / 4=Very satisfied)

BASES: 185 - 389

Just over six in ten respondents (66%) were satisfied (“very satisfied” and “satisfied” combined) with Banff Life programs. This program also had the lowest percentage of “don’t know or not applicable” (27%).

**Satisfaction with Family and Community Support (Sorted by “Very Satisfied”)**

	<b>BASE Ver</b>	<b>y</b>	<b>Satisfied</b>	<b>Not Very</b>	<b>Not at all</b>	<b>Don’t Know</b>
		<b>Satisfied</b>		<b>Satisfied</b>	<b>Satisfied</b>	<b>or N/A</b>
		<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Banff Life - programs for young adult newcomers	460	24	42	4	3	27
Support to community groups	458	16	41	3	0.4	39
Seniors' programs and facilities	461	12	25	2	0.6	60
Family school liaison (counselling, prevention programs)	459	11	26	2	2	58

6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?

Respondents aged 18-24 were the least satisfied with family school liaison services while those aged 65+ were the least satisfied with seniors’ programs and facilities. As age increases, satisfaction with seniors’ programs and facilities decreases.

**Average Satisfaction with Family and Community Support by Age**

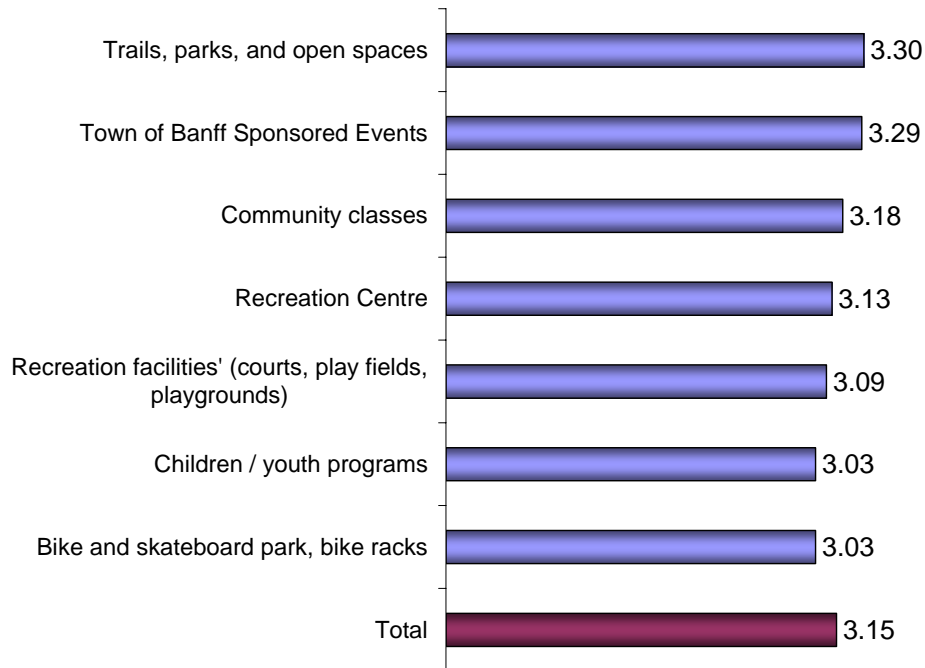
	<b>BASE</b>	<b>18-24</b>	<b>25-44</b>	<b>45-64</b>	<b>65+</b>	<b>No Response</b>
		<b>28-114</b>	<b>79-1</b>	<b>53</b>	<b>40-57</b>	<b>10-22</b>
		<b>Av.</b>	<b>Av.</b>	<b>Av.</b>	<b>Av.</b>	<b>Av.</b>
Family school liaison (counselling, prevention programs)		2.65	3.20	3.18	3.22	2.90
Seniors' programs and facilities		3.37	3.29	3.15	3.04	2.71
Support to community groups		3.43	3.16	3.14	3.18	2.70
Banff Life - programs for young adult newcomers		3.04	3.31	3.13	3.18	3.08

6. How satisfied are you with the job the Town or affiliate is doing in providing the following services? (1=Not at all satisfied / 4=Very satisfied)

**Satisfaction with Recreation and Leisure (7 Services)**

Respondents were the least satisfied, on average, with the bike / skateboard park and bike racks, and children / youth programs (both 3.03 out of 4).

**Average Satisfaction with Recreation and Leisure**



6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?  
(1=Not at all satisfied / 4=Very satisfied)  
BASES: 243 - 460

Just over nine in ten respondents (91%) were satisfied (“very satisfied” and “satisfied” combined) with trails, parks and open spaces. Less than one-half of respondents (46%) were satisfied (“very satisfied” and “satisfied” combined) with children and youth programs while 47% stated “don’t know or not applicable” (the highest of the seven recreation and leisure services).

**Satisfaction with Recreation and Leisure (Sorted by “Very Satisfied”)**

	<b>BASE</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Not Very Satisfied</b>	<b>Not at all Satisfied</b>	<b>Don't Know or N/A</b>
		<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Town of Banff Sponsored Events	461	41	48	7	3	2
Trails, parks, and open spaces	461	38	53	6	1	2
Recreation facilities' (courts, play fields, playgrounds)	459	24	56	13	1	6
Community classes	461	24	51	6	1	17
Recreation Centre	457	22	49	7	2	20
Bike and skateboard park, bike racks	460	20	52	11	3	13
Children / youth programs	459	12	34	4	3	47

6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?



Respondents aged 18-24 were the least satisfied with children / youth programs while the remaining three age groups were the least satisfied with the bike and skateboard park and bike racks. As age increases satisfaction with trails, parks, and open spaces, and open spaces, and community classes decreases.

**Average Satisfaction with Recreation and Leisure by Age**

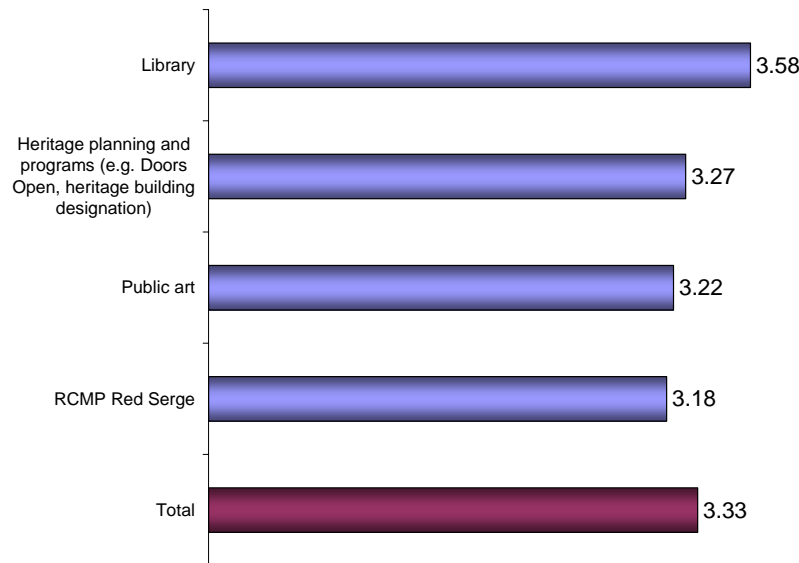
	18-24	25-4	4	45-64	65+	No Response
	BASE	47-114	127-211	49-87	9-25	10-18
	Av.	Av.	Av.	Av.	Av.	Av.
Recreation Centre	3.10	3.16	3.10	3.24	2.93	
Recreation facilities' (courts, play fields, playgrounds)	3.07	3.12	3.09	3.11	3.06	
Trails, parks, and open spaces	3.56	3.22	3.19	3.15	3.33	
Bike and skateboard park, bike racks	3.00	3.08	2.99	2.98	2.93	
Community classes	3.32	3.16	3.15	3.00	3.17	
Children / youth programs	2.57	3.17	3.21	3.04	2.70	
Town of Banff Sponsored Events	3.51	3.27	3.08	3.28	3.19	

6. How satisfied are you with the job the Town or affiliate is doing in providing the following services? (1=Not at all satisfied / 4=Very satisfied)

**Satisfaction with Cultural Services (4 Services)**

Respondents were the most satisfied with the library (average of 3.58 out of 4).

**Average Satisfaction with Cultural Services**



6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?  
(1=Not at all satisfied / 4=Very satisfied)  
BASES: 251 - 436

Nine in ten respondents (90%) were satisfied with the library (“very satisfied” and “satisfied” combined). Almost one-half of respondents (45%) chose “don’t know or not applicable” when asked about the RCMP Red Serge.

**Satisfaction with Cultural Services (Sorted by “Very Satisfied”)**

	<b>BASE</b>	<b>Very Satisfied</b>	<b>Satisfied</b>	<b>Not Very Satisfied</b>	<b>Not at all Satisfied</b>	<b>Don’t Know or N/A</b>
		<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Library	458	54	36	0.7	0.2	9
Public art	458	25	59	4	0.7	11
Heritage planning and programs (e.g. Doors Open, heritage building designation)	460	24	47	3	0.3	26
RCMP Red Serge	458	19	28	5	2	45

6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?

Respondents 25 years of age and over were the most satisfied with the library. As age increases satisfaction with public art and heritage planning and programs decreases.

**Average Satisfaction with Cultural Services by Age**

	<b>BASE</b>	<b>18-24</b>	<b>25-44</b>	<b>45-64</b>	<b>65+</b>	<b>No Response</b>
		<b>30-95</b>	<b>124-207</b>	<b>66-87</b>	<b>21-25</b>	<b>10-14</b>
		<b>Av.</b>	<b>Av.</b>	<b>Av.</b>	<b>Av.</b>	<b>Av.</b>
Library		3.58	3.59	3.57	3.64	3.42
Public art		3.41	3.18	3.14	3.09	3.00
Heritage planning and programs (e.g. Doors Open, heritage building designation)		3.36	3.31	3.19	3.15	3.10
RCMP Red Serge		3.70	3.11	3.16	3.07	2.90

6. How satisfied are you with the job the Town or affiliate is doing in providing the following services? (1=Not at all satisfied / 4=Very satisfied)

**Satisfaction with Administration Services (1 Service)**

On average respondents gave planning and development services 2.88 out of 4.

**Satisfaction with Administration Services**

BASE		Very Satisfied	Satisfied	Not Very Satisfied	Not at all Satisfied	Don't Know or N/A	
		%	%	%	%	%	
	Planning and development services (permits, building guidelines, construction quality control, etc.)	454	12	37	11	4	35

6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?

Respondents aged 45 and over were the least satisfied with planning and development services.

**Average Satisfaction with Administration Services by Age**

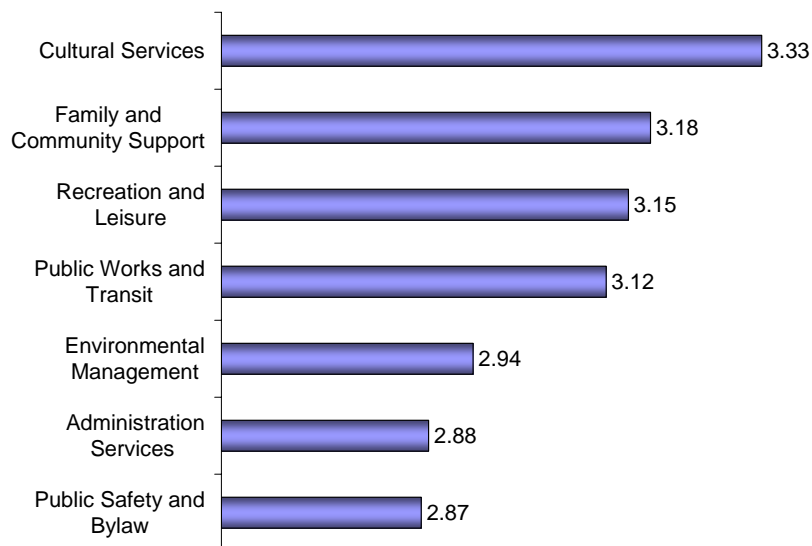
BASE	18-24	25-44	45-64	65+	No Response
	Av.	Av.	Av.	Av.	Av.
Planning and development services (permits, building guidelines, construction quality control, etc.)	39	158	70	19	10
	3.27	2.96	2.59	2.63	2.70

6. How satisfied are you with the job the Town or affiliate is doing in providing the following services? (1=Not at all satisfied / 4=Very satisfied)

**Summary of Pooled Averages for Each Service Delivery Area**

When results for each service delivery area are pooled and averaged using a 1 to 4 scale where one is not at all satisfied and 4 is very satisfied, results range from a high of 3.33 for cultural services to a low of 2.87 for public safety and bylaw (administration services at 2.88 was close).

**Summary of Pooled Averages for Each Service Delivery Area**



6. How satisfied are you with the job the Town or affiliate is doing in providing the following services? (1=Not at all satisfied / 4=Very satisfied)

BASES: 296 - 462

**Average Satisfaction for All Services**

Of all the services listed respondents were the most satisfied with the library (average of 3.58 out of 4) and least satisfied with the enforcement and education of neighbourhood issues (average of 2.43 out of 4).

**Satisfaction with All Services (Sorted by Average)**

	<b>BASE</b>	<b>Average</b>
6F.a. Library	416	3.58
6A.d. Fire response time	261	3.47
6E.c. Trails, parks, and open spaces	453	3.30
6E.g. Town of Banff Sponsored Events	452	3.29
6A.e. Fire prevention	322	3.28
6F.c. Heritage planning and programs (e.g. Doors Open, heritage building designation)	340	3.27
6C.a. ROAM public transit	410	3.26
6C.c. Water and wastewater services	411	3.25
6C.b. Maintenance of public spaces (Town buildings, cemetery)	413	3.25
6A.a. RCMP response time	294	3.25
6A.g. Ambulance response time	248	3.25
6F.b. Public art	406	3.22
6D.b. Seniors' programs and facilities	185	3.21
6D.c. Support to community groups	279	3.20
6F.d. RCMP Red Serge	251	3.18
6D.d. Banff Life - programs for young adult newcomers	338	3.18
6E.e. Community classes	383	3.18
6A.f. Fire community relations / public education	325	3.17
6E.a. Recreation Centre	368	3.13
6D.a. Family school liaison (counselling, prevention programs)	194	3.10
6E.b. Recreation facilities' (courts, play fields, playgrounds)	431	3.09
6B.a. Recycling, organics / composting, waste collection services	460	3.07
6E.d. Bike and skateboard park, bike racks	398	3.03
6E.f. Children / youth programs	243	3.03
6G.a. Planning and Development Services (permits, building guidelines, construction quality control, etc.)	296	2.88
6A.b. RCMP crime prevention	363	2.88
6C.d. Road and sidewalk maintenance (snowclearing, sweeping, street lighting)	460	2.82
6B.b. Environmental programs (education, rebates and incentives)	399	2.79
6A.k. Parking enforcement level	399	2.79
6A.i. Animal control	278	2.78
6A.h. Bylaw Services response time	258	2.77
6A.c. RCMP community relations / public education	336	2.75
6A.j. Traffic speed control, safety	430	2.70
6A.l. Enforcement and education of neighbourhood issues (property appearance, parking, noise)	395	2.43

6. How satisfied are you with the job the Town or affiliate is doing in providing the following services? (1=Not at all satisfied / 4=Very satisfied)

Respondents aged 25 and up were the most satisfied with the library and the least satisfied with enforcement and education of neighbourhood issues. Respondents aged 18-24 were the most satisfied with the RCMP Red Serge and the least satisfied with environmental programs.

**Average Satisfaction with All Services by Age**

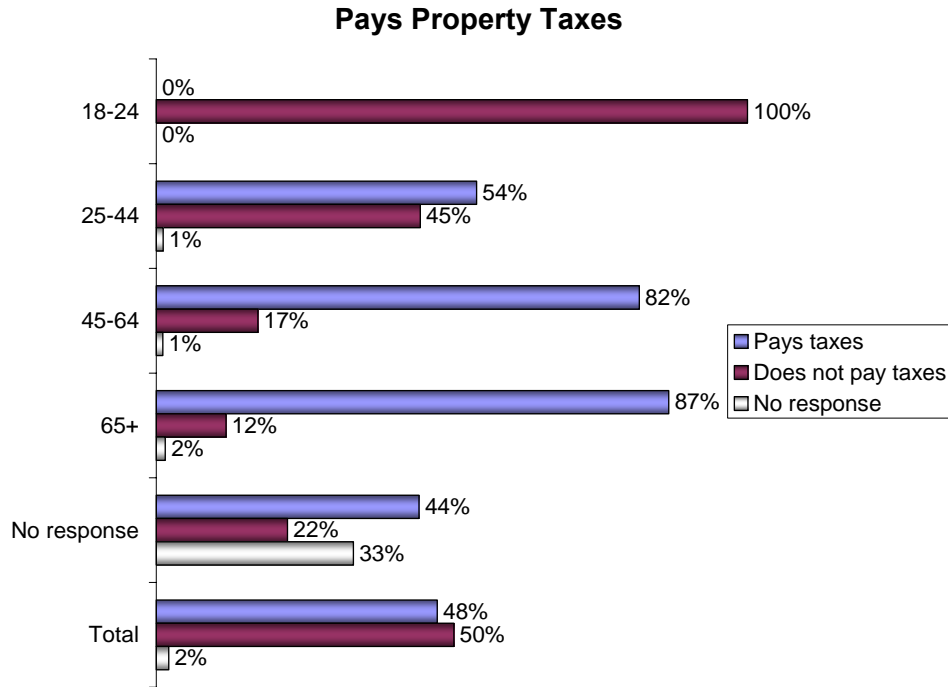
		18-24	25-4	4	45-64	65+	No	
		BASE	28-114	79-2	16	40-88	9-25	7-18
			Av.	Av		Av.	Av.	Av.
6A.a.	RCMP response time		3.29	3.29		3.15	3.26	3.11
6A.b.	RCMP crime prevention		2.80	2.91		2.91	2.93	3.00
6A.c.	RCMP community relations / public education		2.90	2.68		2.75	2.92	2.50
6A.d.	Fire response time		3.41	3.46		3.53	3.44	3.50
6A.e.	Fire prevention		3.17	3.30		3.31	3.26	3.33
6A.f.	Fire community relations / public education		2.81	3.24		3.23	3.19	3.17
6A.g.	Ambulance response time		2.55	3.37		3.52	3.48	3.25
6A.h.	Bylaw Services response time		2.59	2.92		2.67	2.75	2.50
6A.i.	Animal control		2.49	2.89		2.84	2.81	2.62
6A.j.	Traffic speed control, safety		2.79	2.72		2.59	2.63	2.57
6A.k.	Parking enforcement level		3.07	2.77		2.62	2.64	2.36
6A.l.	Enforcement and education of neighbourhood issues (property appearance, parking, noise)		2.66	2.43		2.17	2.23	2.67
6B.a.	Recycling, organics / composting, waste collection services		3.08	3.02		3.16	3.06	3.11
6B.b.	Environmental programs (education, rebates and incentives)		2.46	2.89		2.92	3.01	2.87
6C.a.	ROAM public transit		3.37	3.17		3.28	3.45	3.27
6C.b.	Maintenance of public spaces (Town buildings, cemetery)		3.24	3.30		3.18	3.19	3.07
6C.c.	Water and wastewater services		3.21	3.29		3.24	3.16	3.13
6C.d.	Road and sidewalk maintenance (snowclearing, sweeping, street lighting)		3.00	2.81		2.70	2.55	2.71
6D.a.	Family school liaison (counselling, prevention programs)		2.65	3.20		3.18	3.22	2.90
6D.b.	Seniors' programs and facilities		3.37	3.29		3.15	3.04	2.71
6D.c.	Support to community groups		3.43	3.16		3.14	3.18	2.70
6D.d.	Banff Life - programs for young adult newcomers		3.04	3.31		3.13	3.18	3.08
6E.a.	Recreation Centre		3.10	3.16		3.10	3.24	2.93
6E.b.	Recreation facilities' (courts, play fields, playgrounds)		3.07	3.12		3.09	3.11	3.06
6E.c.	Trails, parks, and open spaces		3.56	3.22		3.19	3.15	3.33
6E.d.	Bike and skateboard park, bike racks		3.00	3.08		2.99	2.98	2.93
6E.e.	Community classes		3.32	3.16		3.15	3.00	3.17
6E.f.	Children / youth programs		2.57	3.17		3.21	3.04	2.70
6E.g.	Town of Banff Sponsored Events		3.51	3.27		3.08	3.28	3.19
6F.a.	Library		3.58	3.59		3.57	3.64	3.42
6F.b.	Public art		3.41	3.18		3.14	3.09	3.00
6F.c.	Heritage planning and programs (e.g. Doors Open, heritage building designation)		3.36	3.31		3.19	3.15	3.10
6F.d.	RCMP Red Serge		3.70	3.11		3.16	3.07	2.90
6G.a.	Planning and Development Services (permits, building guidelines, construction quality control, etc.)		3.27	2.96		2.59	2.63	2.70

6. How satisfied are you with the job the Town or affiliate is doing in providing the following services? (1=Not at all satisfied / 4=Very satisfied)

## PART C: BUDGET AND CAPITAL PRIORITIES

### Party Responsible for Paying Property Taxes

All respondents between the ages of 18-24 did not pay property taxes. Eighty-two percent of 45-64 year olds and 87% of those aged 65+ were responsible for property taxes in their household.

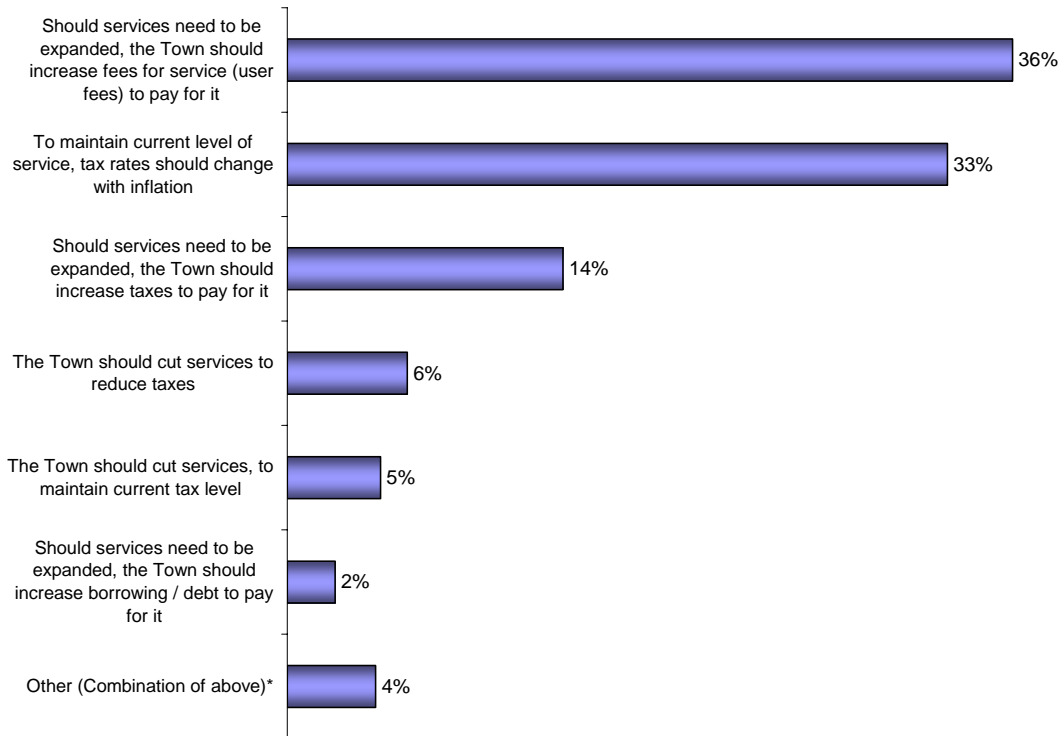


7. Are you one of the individuals in your home responsible for paying your property taxes?  
BASE: 463

**Use of Tax Revenue to Balance Taxation and Service Delivery**

There was limited appetite for cutting services to either maintain or reduce taxes. Almost four in ten respondents (36%) preferred an increase in user fees to pay for expanded services while 33% preferred Banff maintain current levels of service and change tax rates with inflation. Four percent of respondents chose more than one of the following six responses.

**Use of Tax Revenue to Balance Taxation and Service Delivery**



8. Municipal property taxes provide most of the funding for programs and services offered by the Town of Banff. The Town must balance taxation and service delivery levels. To do this, which ONE of the following options would you most like the Town to pursue?

\*NOTE: To see detailed data tables see Appendix B, page 17

BASE: 441

**Use of Tax Revenue to Balance Taxation and Service Delivery by Age**

	18-24	25-44	45-64	65+	No Response
<b>BASE</b>	<b>114</b>	<b>204</b>	<b>87</b>	<b>25</b>	<b>11</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Should services need to be expanded, the Town should increase fees for service (user fees) to pay for it	40	37	29	37	18
To maintain current level of service, tax rates should change with inflation	34	37	26	19	27
Should services need to be expanded, the Town should increase taxes to pay for it	18	11	15	10	18
The Town should cut services to reduce taxes	--	5	12	9	27
The Town should cut services, to maintain current tax level	--	3	11	13	9
Should services need to be expanded, the Town should increase borrowing / debt to pay for it	--	4	3	2	--
Other (Combination of above)	8	2	4	10	--

8. Municipal property taxes provide most of the funding for programs and services offered by the Town of Banff. The Town must balance taxation and service delivery levels. To do this, which ONE of the following options would you most like the Town to pursue?

\*NOTE: To see detailed data tables see Appendix B, page 17

**Most Important Capital Project**

After reviewing all open-ended responses and developing codes, just less than two in ten respondents (17%) stated that streets and roadways were the most important capital project they wanted the Town of Banff to address (especially among 65+ year olds). Affordable housing was the most important capital project cited by 18-24 year olds (33%).

**Most Important Capital Project (5% or Greater Shown)**

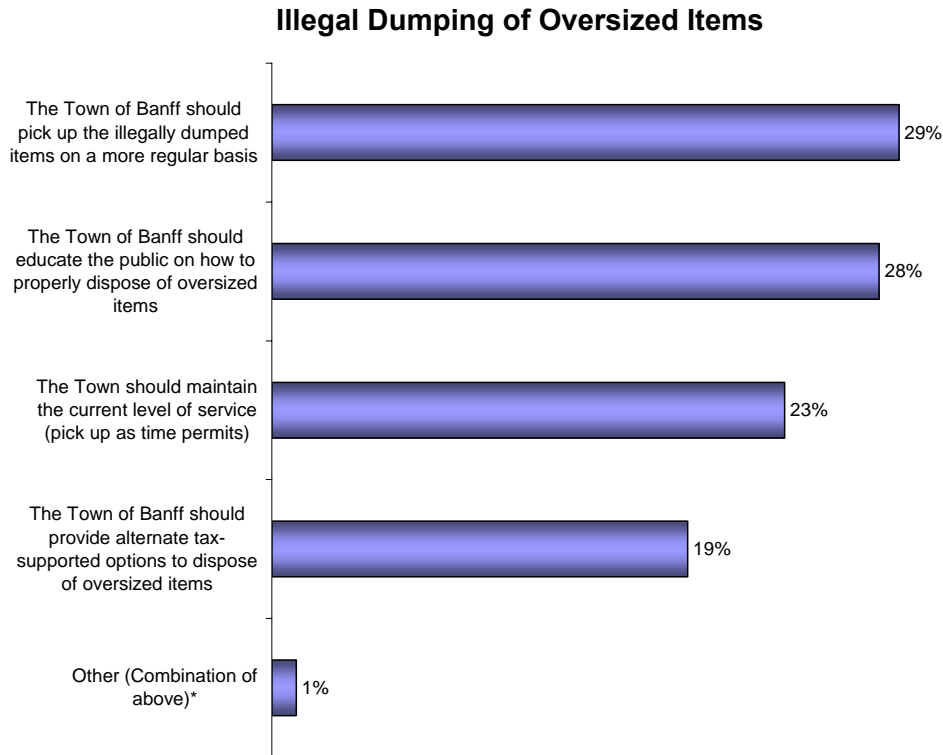
		18-24	25-44	45-64	65+	No Response	Total
	<b>BASE</b>	<b>58</b>	<b>156</b>	<b>66</b>	<b>19</b>	<b>4</b>	<b>303</b>
<b>Multiple Response</b>		<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Streets and Roadways		15	14	20	34	--	17
Update water infrastructure / Build sewage treatment plant		--	14	11	5	25	10
Emergency services / RCMP		18	10	7	4	--	10
Build pedestrian bridge over Bow River		--	12	9	7	25	9
Affordable housing		33	3	2	--	--	8
Recreation facilities and opportunities		--	12	8	--	--	8
Improve parking, create intercept parking lots		--	5	12	5	50	6
More / Improve street lighting		18	2	3	7	25	6
Don't build new things, focus on maintaining current infrastructure		--	5	14	7	--	6

9. What is the most important capital project (infrastructure, such as buildings, pipes, roads or front-line emergency services) for the Town of Banff to address?



**Illegal Dumping of Oversized Items**

Respondents were almost equally divided between two of the four possible solutions to illegal dumping of oversized items at community garbage bins. Almost three in ten respondents (29%) said Banff should pick up the illegally dumped items on a more regular basis, and another 28% thought Banff should educate the public on how to properly dispose of oversized items.



10. Illegal dumping of oversized items occurs on a regular basis at most community garbage bins. In your opinion, how should the Town of Banff deal with this situation?  
 \*NOTE: To see detailed data tables see Appendix B, page 20  
 BASE: 449

**Illegal Dumping of Oversized Items by Age**

	18-24	25-44	45-64	65+	No Response
<b>BASE</b>	<b>114</b>	<b>214</b>	<b>84</b>	<b>26</b>	<b>11</b>
	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
The Town should maintain the current level of service (pick up as time permits)	8	29	30	28	27
The Town of Banff should pick up the illegally dumped items on a more regular basis	26	26	33	43	45
The Town of Banff should educate the public on how to properly dispose of oversized items	33	28	22	22	27
The Town of Banff should provide alternate tax-supported options to dispose of oversized items	34	16	12	5	--
Other (Combination of above)	--	0.9	3	2	--

10. Illegal dumping of oversized items occurs on a regular basis at most community garbage bins. In your opinion, how should the Town of Banff deal with this situation?

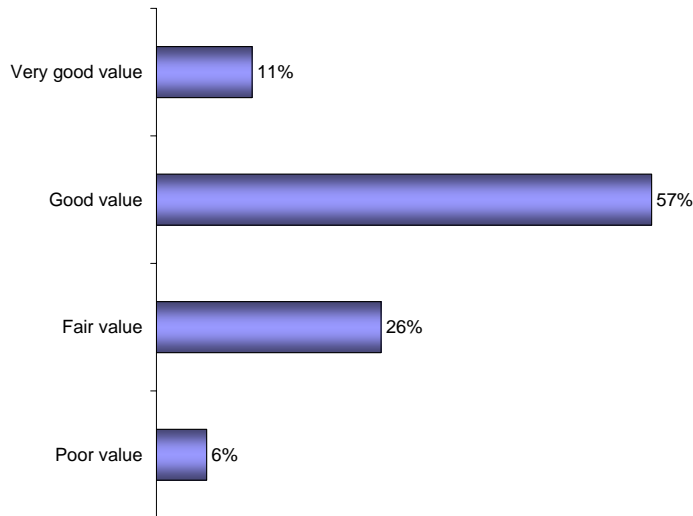
\*NOTE: To see detailed data tables see Appendix B, page 20

## PART D: GENERAL SATISFACTION / CUSTOMER SERVICE

### Satisfaction with Value Received for Municipal Tax Dollars

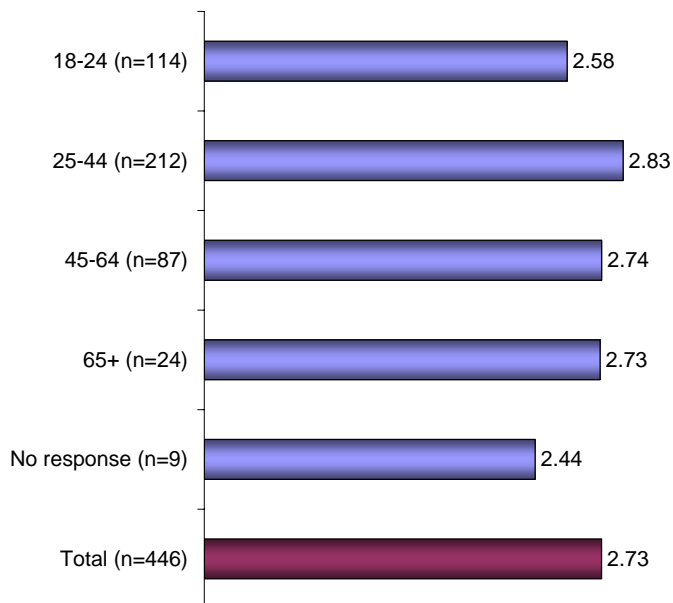
Almost seven in ten respondents (68%) said they receive good value for their municipal tax dollars (“very good value” and “good value” combined).

#### Value Received for Municipal Tax Dollars



11. In Banff, approximately 54 per cent of the total residential property taxes you pay goes to the Town of Banff. The other 46 per cent is collected for other government agencies. Considering the services you receive from the Town, please rate the value you feel you receive for your municipal tax dollars.  
BASE: 446

#### Average Value Received for Municipal Tax Dollars by Age



11. In Banff, approximately 54 per cent of the total residential property taxes you pay goes to the Town of Banff. The other 46 per cent is collected for other government agencies. Considering the services you receive from the Town, please rate the value you feel you receive for your municipal tax dollars. (1=Poor value / 4=Very good value).

**Average Value Received for Municipal Tax Dollars Drilldown**

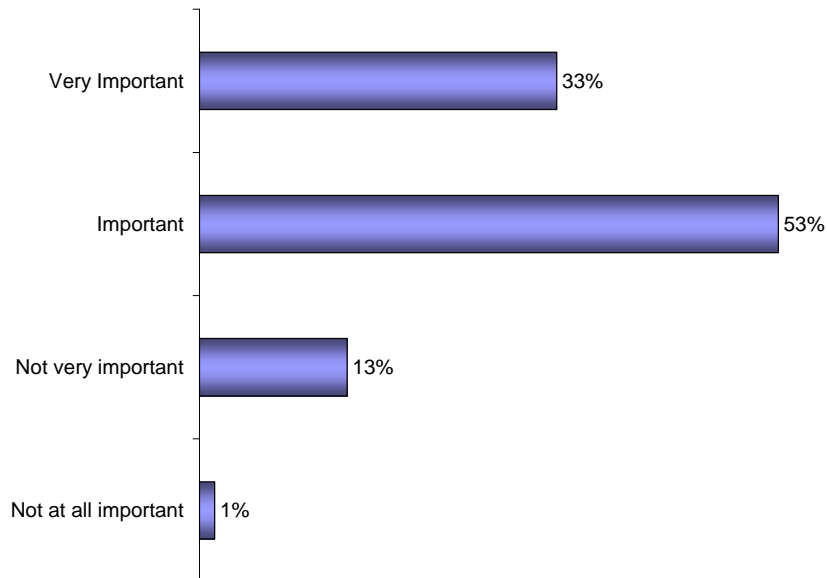
Comments		BASE	Average 1-4 Scale
	<b>Age</b>		
18-24 year olds lowest.	18-24	114	2.58
	25-44	212	2.83
	45-64	87	2.74
	65+	24	2.73
	No response	9	2.44
	<b>Gender</b>		
Similar.	Male	217	2.75
	Female	212	2.74
	<b>Own / Rent</b>		
Renters higher.	Own	211	2.60
	Rent	228	2.86
	<b>Pays Property Taxes</b>		
Similar.	Yes	216	2.73
	No	226	2.74
	<b>Total</b>	<b>446</b>	<b>2.73</b>

11. In Banff, approximately 54 per cent of the total residential property taxes you pay goes to the Town of Banff. The other 46 per cent is collected for other government agencies. Considering the services you receive from the Town, please rate the value you feel you receive for your municipal tax dollars. (1=Poor value / 4=Very good value).

**Importance of Considering Visitors' Needs**

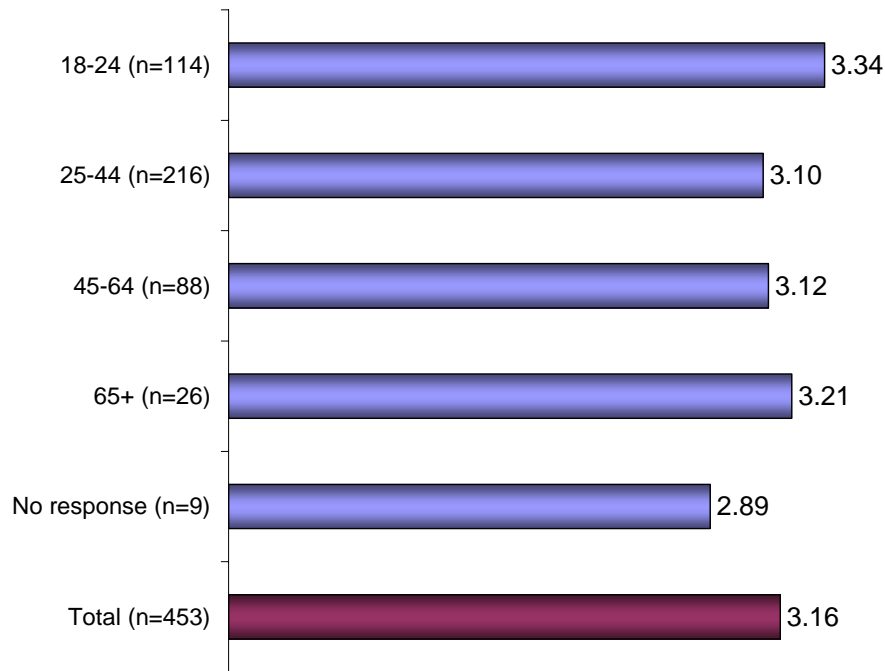
More than eight in ten respondents (85%) felt it was important (“very important” and “important” combined) for the Town of Banff to consider visitors’ needs when delivering programs and services.

**Importance of Considering Visitors' Needs**



12. How important is it to you that the Town of Banff considers visitors’ needs when delivering programs and services?  
BASE: 453

**Average Importance of Considering Visitors' Needs**



12. How important is it to you that the Town of Banff considers visitors' needs when delivering programs and services? (1=Not at all important / 4=Very important)

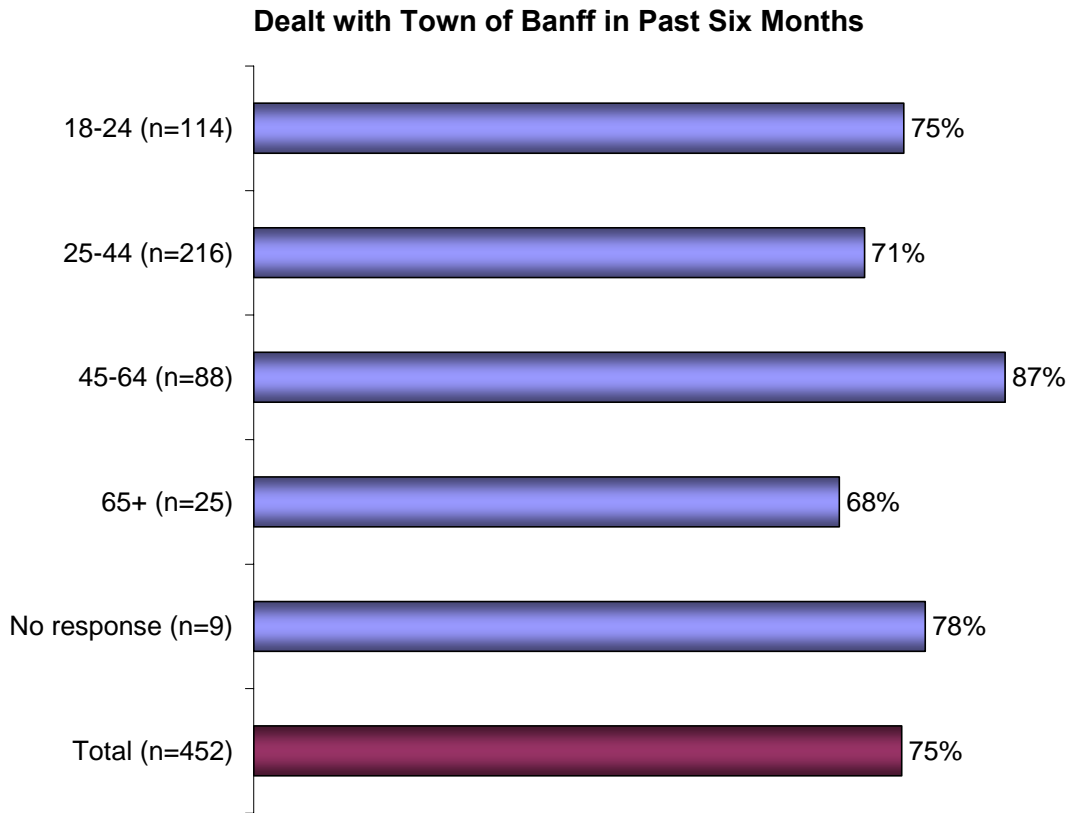
**Average Importance of Considering Visitors' Needs Drilldown**

Comments		BASE	Average 1-4 Scale
	<b>Age</b>		
	18-24	114	3.34
	25-44	216	3.10
18-24 year olds highest followed by 65+.	45-64	88	3.12
	65+	26	3.21
	No response	9	2.89
	<b>Gender</b>		
Males higher.	Male	218	3.21
	Female	217	3.14
	<b>Own / Rent</b>		
Renters higher.	Own	212	3.13
	Rent	233	3.20
	<b>Pays Property Taxes</b>		
Does not pay property tax higher.	Yes	218	3.12
	No	231	3.21
	<b>Total</b>	<b>453</b>	<b>3.16</b>

12. How important is it to you that the Town of Banff considers visitors' needs when delivering programs and services? (1=Not at all important / 4=Very important)

**Dealt with Town of Banff in Past Six Months**

Three-quarters of respondents (75%) had contacted or dealt with the Town of Banff or one of its employees in the last six months. More respondents aged 45-64 (87%) had dealt with the Town of Banff than other age groups.

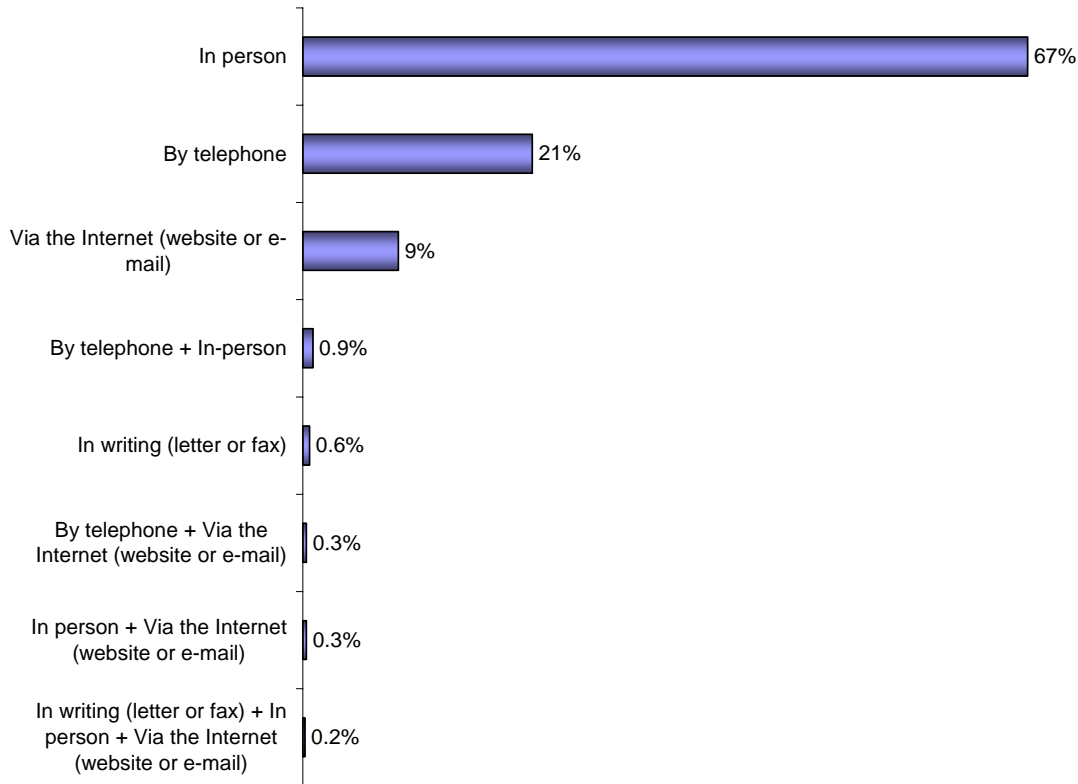


13. Have you contacted or dealt with the Town of Banff or one of its employees in the last six months?

**Method of Communication with Town of Banff**

Almost seven in ten respondents (67%) went in person to contact the Town of Banff during their most recent interaction while 21% used the telephone.

**Method of Communication during Most Recent Contact**



14. How did you contact the Town of Banff during your most recent request?  
BASE: 340

**Method of Communication during Most Recent Contact by Age**

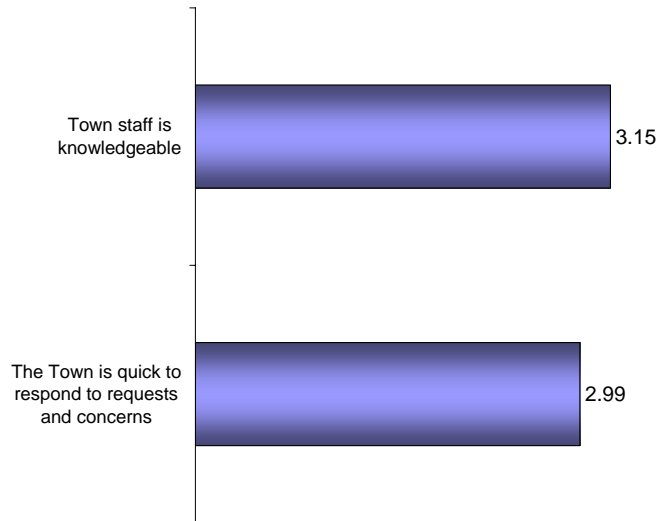
	18-24	25-44	45-64	65+	No Response
<b>BASE</b>	<b>86</b>	<b>153</b>	<b>77</b>	<b>17</b>	<b>7</b>
By telephone	10%	22%	34%	25%	--
In writing (letter or fax)	--	--	1	8	--
In person	90	63	50	65	100
Via the Internet (website or e-mail)	--	14	11	--	--
By telephone + In-person	--	--	4	2	--
In person + Via the Internet (website or e-mail)	--	0.4	0.6	--	--
In writing (letter or fax) + In person + Via the Internet (website or e-mail)	--	0.4	--	--	--
By telephone + Via the Internet (website or e-mail)	--	0.7	--	--	--

14. How did you contact the Town of Banff during your most recent request?

**Customer Service**

Respondents rated the Town staff 3.15 out of 4 for their amount of knowledge and 2.99 out of 4 for their speed in responding to requests and concerns.

**Average Agreement with Customer Service**



15. To what extent do you agree or disagree with the following? (1=Strongly disagree / 4=Strongly agree)  
BASES: 438 - 440

Just over nine in ten respondents (92%) agreed (“strongly agree” and “agree” combined) that Town staff was knowledgeable.

**Agreement with Customer Service (Sorted by “Very Satisfied”)**

	BASE	Strongly Agree	Agree	Disagree	Strongly Disagree
		%	%	%	%
Town staff is knowledgeable	440	27	65	5	3
The Town is quick to respond to requests and concerns	438	18	66	12	4

15. To what extent do you agree or disagree with the following?

**Average Agreement with Customer Service by Age**

	BASE	18-24	25-44	45-64	65+	No Response
		Av.	Av.	Av.	Av.	Av.
The Town is quick to respond to requests and concerns		2.82	3.11	2.98	2.91	2.89
Town staff is knowledgeable		3.05	3.25	3.10	2.96	3.22

15. To what extent do you agree or disagree with the following? (1=Strongly disagree / 4=Strongly agree)

**Suggestions to Improve Customer Service**

Among those respondents who provided a written comment, two in ten respondents (20%) indicated that the current level of customer service was satisfactory. Just over one in ten respondents (12%) wanted to see more communication between the Town of Banff and its residents while another 10% mentioned that the Town of Banff's hours of operation were insufficient.

**Suggestions to Improve Customer Service (5% or Greater Shown)**

		18-24	25-44	45-64	65+	No Response	Total
	<b>BASE</b>	<b>47</b>	<b>119</b>	<b>48</b>	<b>13</b>	<b>1</b>	<b>229</b>
<b>Multiple Response</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Customer service is fine; satisfied	41	15	15	14	--	20	
Communication with user groups / residents	22	8	11	23	--	12	
Hours of operation - increase / vary for better access	19	11	3	--	--	10	
Support Town of Banff residents and community first	19	8	4	4	--	9	
Improve services (garbage, snow removal, transit, etc.)	--	10	7	14	--	8	
Quicker response time to citizen requests and questions	--	9	7	--	--	6	
Training / Staff knowledge; internal communication	--	9	2	7	--	6	
Improve staffing levels; retain staff	19	--	3	6	--	5	
Bylaw - other issues (attitude / follow-up / priorities / tourism)	--	6	6	4	--	5	
Improve website (content, navigation); More on-line services	--	6	6	--	--	5	

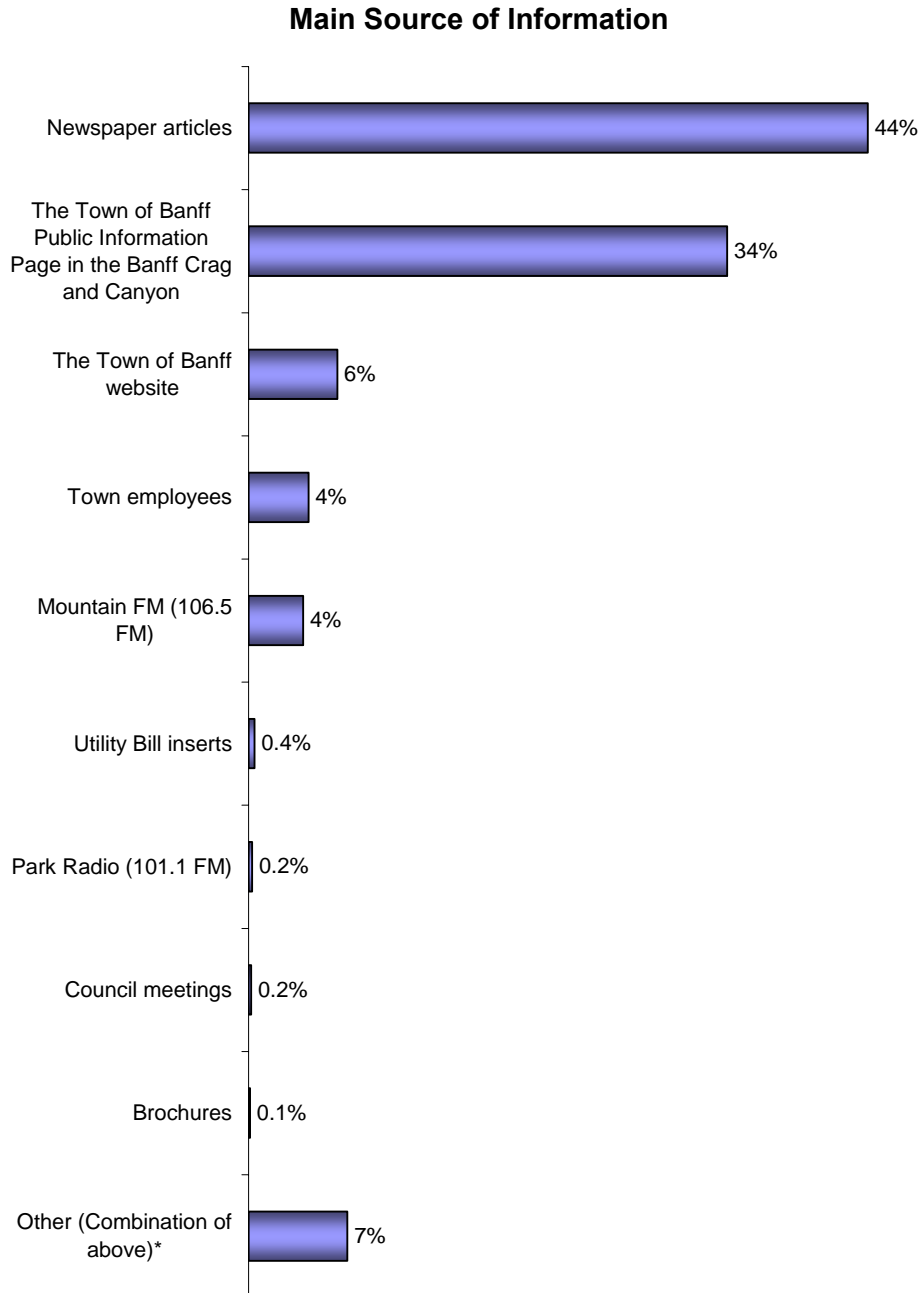
16. Where do you believe the Town of Banff can improve in providing customer service?



## PART E: COMMUNICATIONS

### Main Source of Town of Banff Information

Over four in ten respondents (44%) use newspaper articles while a further 34% use the Public Information Page in the Banff Crag and Canyon to get Town of Banff information.



17. Currently, what is your main source of information about Town of Banff news, programs, services and bylaws?

\*NOTE: To see detailed data tables see Appendix B, page 24

BASE: 448

**Main Source of Information by Age**

	18-24	25-44	45-64	65+	No Response
<b>BASE</b>	<b>114</b>	<b>214</b>	<b>89</b>	<b>24</b>	<b>6</b>
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
Newspaper articles	49	41	41	45	67
The Town of Banff website	--	9	9	2	--
The Town of Banff Public Information Page in the Banff Crag and Canyon	43	29	33	41	17
Utility Bill inserts	--	0.7	0.4	--	--
Brochures	--	--	0.5	--	--
Park Radio (101.1 FM)	--	0.5	--	--	--
Mountain FM (106.5 FM)	8	4	0.4	--	--
Council meetings	--	--	0.9	--	--
Town employees	--	7	3	--	17
Other (Combination of above)	--	9	11	12	--

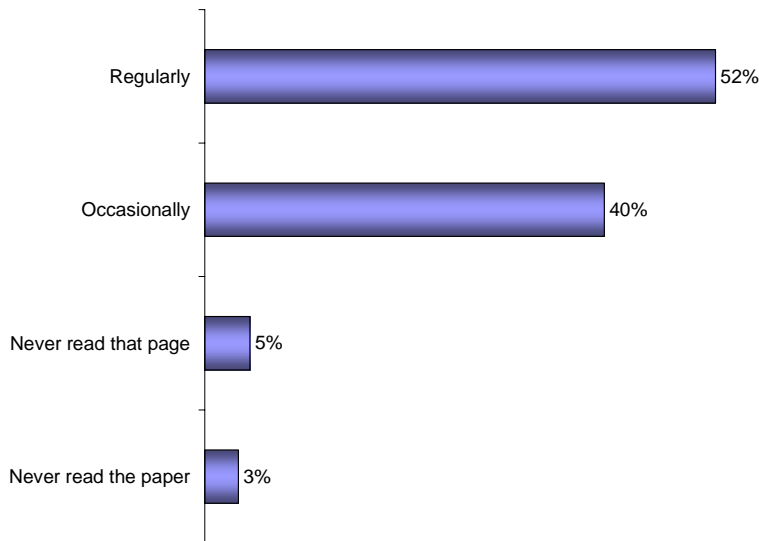
17. Currently, what is your main source of information about Town of Banff news, programs, services and bylaws?

\*NOTE: To see detailed data tables see Appendix B, page 24

**Frequency of Reading Banff Public Information Page**

Over nine in ten respondents (92%) read the Banff Public Information Page in the Banff Crag and Canyon (“regularly” and “occasionally” combined). Three percent of respondents reported not reading the Banff Crag and Canyon.

**Frequency of Reading Banff Public Information Page**



18. How often do you read the Town of Banff Public Information Page in the Banff Crag and Canyon?

BASE: 450

Respondents aged 25 and up read the Banff Public Information page more regularly than those aged 18-24.

**Frequency of Reading Banff Public Information Page by Age**

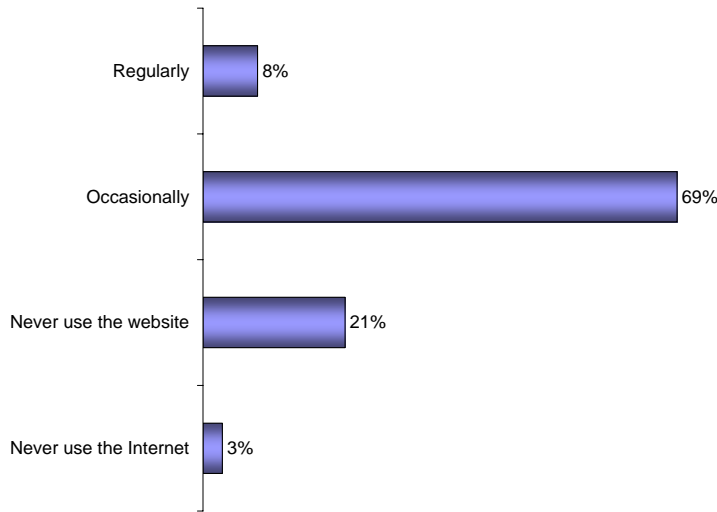
	18-24	25-44	45-64	65+	No Response
<b>BASE 114</b>		<b>216</b>	<b>88</b>	<b>25</b>	<b>6</b>
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
Regularly	17	62	64	78	50
Occasionally	66	34	29	21	33
Never read that page	8	3	5	2	17
Never read the paper	9	1	2	--	--

18. How often do you read the Town of Banff Public Information Page in the Banff Crag and Canyon?

**Frequency of Visitation to Town of Banff Website**

Almost eight in ten respondents (77%) visit the Town of Banff website (“regularly” and “occasionally” combined). Three percent of respondents do not use the Internet.

**Frequency of Visitation to Town of Banff Website**



19. How often do you visit the Town of Banff website (www.banff.ca)?  
BASE: 438

As age increases Internet usage decreases.

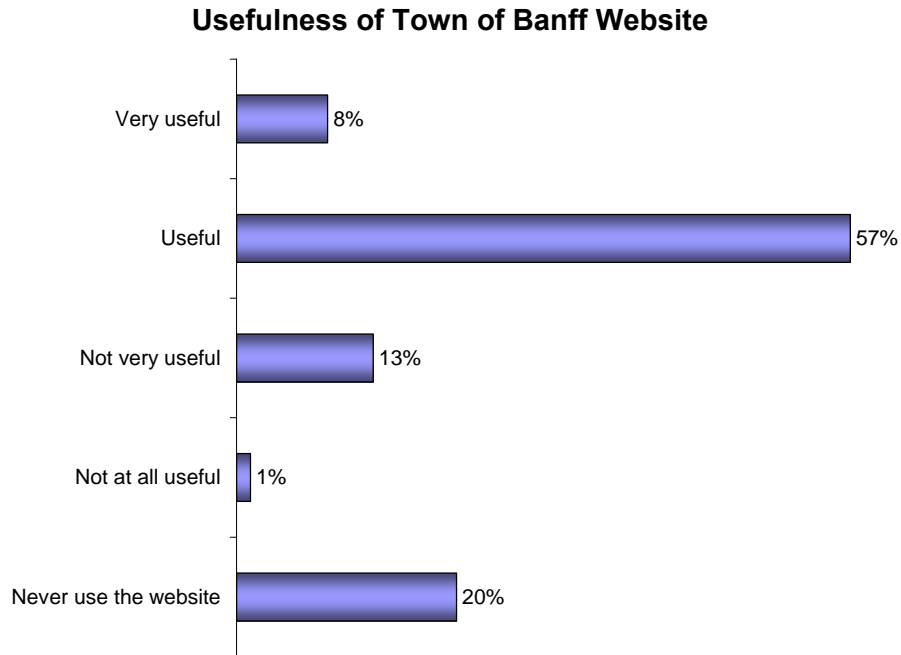
**Frequency of Visitation to Town of Banff Website by Age**

	18-24	25-44	45-64	65+	No Response
<b>BASE 104</b>		<b>215</b>	<b>88</b>	<b>25</b>	<b>6</b>
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
Regularly	--	10	12	4	17
Occasionally	72	72	68	34	50
Never use the website	28	16	17	45	17
Never use the Internet	--	2	4	18	17

19. How often do you visit the Town of Banff website (www.banff.ca)?

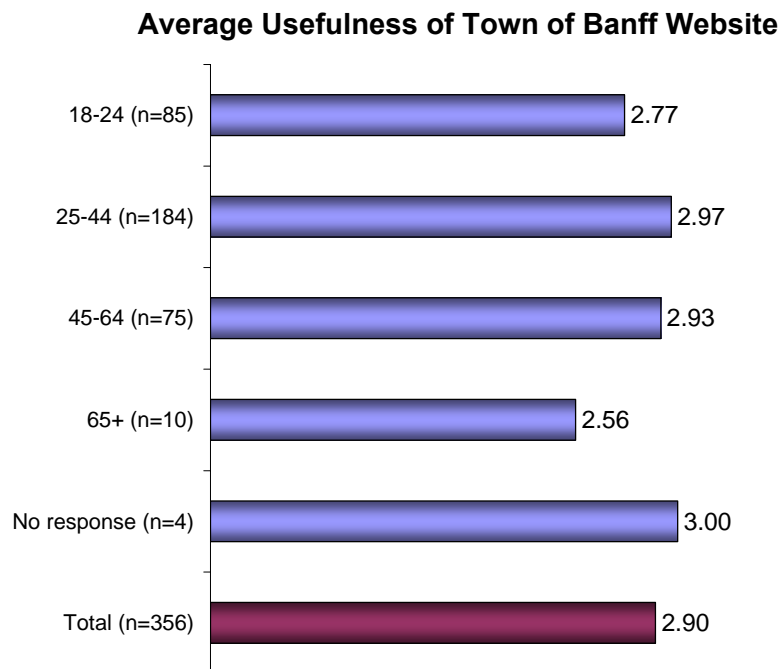
**Usefulness of Town of Banff Website**

Two-thirds of respondents (66%) found the Town of Banff website to be useful (“very useful” and “useful” combined). Twenty percent of respondents reported they don’t use the website.



20. How useful do you find the Town of Banff website (www.banff.ca)?  
BASE: 446

Removing those respondents who stated that they never use the website, respondents rated the usefulness of the Town of Banff website a 2.90 out of 4.



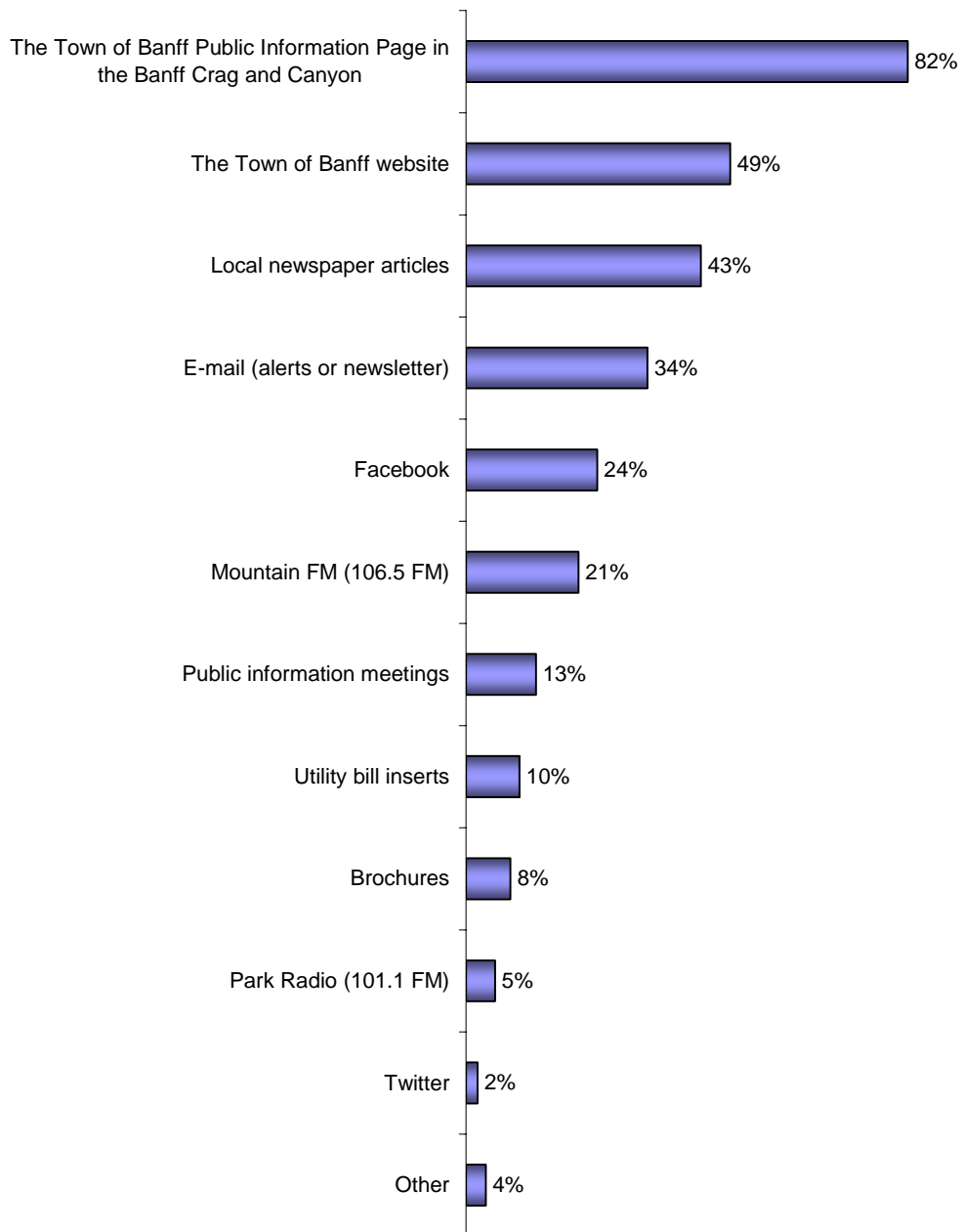
20. How useful do you find the Town of Banff website (www.banff.ca)? (1=Not at all useful / 4=Very useful)

**Preferred Sources of Town of Banff Information**

The majority of the paper surveys received from respondents did not rank their preferred sources of Town of Banff information, so this question was treated as a multiple response. To see the sources as they were ranked by respondents, please refer to Appendix B, page 26.

Just over eight in ten respondents (82%) would prefer to receive Town of Banff information through the Town of Banff Public Information Page in the Banff Crag and Canyon while a further 49% would prefer the Town of Banff website.

**Preferred Sources of Town of Banff Information**



21. Please rank your top three preferred ways you would like to receive Town of Banff information.  
 MULTIPLE RESPONSE: Totals may not add up to 100%  
 BASE: 449

All age groups would prefer to get their Town of Banff information from the Town of Banff Public Information Page. For respondents aged 18-24, 52% would prefer to get information from Facebook. This was the highest of all age groups.

**Preferred Sources of Town of Banff Information by Age**

	18-24	25-44	45-64	65+	No Response
<b>BASE</b>	<b>114</b>	<b>216</b>	<b>88</b>	<b>25</b>	<b>6</b>
	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>	<u>%</u>
The Town of Banff website	33	58	57	16	50
E-mail (alerts or newsletter)	27	40	29	23	50
The Town of Banff Public Information Page in the Banff Crag and Canyon	74	84	84	93	83
Public information meetings	9	9	18	40	33
Utility bill inserts	8	7	17	13	33
Brochures	8	7	12	10	17
Local newspaper articles	40	40	46	66	100
Park Radio (101.1 FM)	8	5	2	8	17
Mountain FM (106.5 FM)	34	20	9	5	33
Facebook	52	20	7	--	33
Twitter	--	4	0.4	--	17
Other	8	2	3	--	--

21. Please rank your top three preferred ways you would like to receive Town of Banff information. MULTIPLE RESPONSE: Totals may not add up to 100%

**Final Comments**

Almost two in ten respondents (19%) commented that the Town of Banff should work for the people, plan well and communicate, while a further 19% were concerned about taxation, cost of living / housing / rent and “need to reside.” The comment left the most by respondents aged 65+ was that Banff is a great place to live and the Town should keep up the good work.

**Final Comments (5% or Greater Shown)**

	18-24	25-44	45-64	65+	No Response	Total
<b>BASE</b>	<b>30</b>	<b>124</b>	<b>48</b>	<b>16</b>	<b>1</b>	<b>220</b>
<b>Multiple Response</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>	<b>%</b>
Town of Banff - work for the people; plan well; communicate	--	21	27	11	100	19
Taxation; cost of living / housing / rent; need to reside	65	13	10	--	--	19
Great place to live; good job; keep up the good work	--	17	15	17	--	14
Recreation facilities / opportunities issues / ideas	--	16	6	6	--	11
Environment / controls; sustainable community; recycling	--	14	10	--	--	10
Be more fiscally responsible and transparent	--	8	18	13	--	9
Survey related	30	5	8	5	--	9
Suggestions / comments regarding large garbage pick-up	--	9	13	13	--	9
Support local business, restrict chain stores / restaurants	--	12	4	2	--	8
Enforce bylaws; clarify bylaws and who's responsible	--	10	9	2	--	8
Focus on maintenance / services (facilities, snow, waste etc.)	--	7	6	11	--	6
Clean up Banff (i.e. litter, unsightly homes and rental properties)	--	8	6	9	--	6
Transit - new routes / more accessible, etc.	--	9	4		--	6
Reduce / Control traffic; more pedestrian- and bike-friendly	--	6	8	14	--	6
Parking - more parking; change limits / bylaw; charge for	--	5	6	14	--	5
Bylaw / RCMP - other issues	--	5	10	3	--	5

27. Please use this space for any final comments or feedback.

## PART F: DEMOGRAPHICS

### Zone of Residence

Zone of Residence			
Un		weighted	Weighted
	<b>BASE</b>	<b>443 444</b>	
		<b>%</b>	<b>%</b>
Zone 1 Industrial Compound District		0.2	0.2
Zone 2 Cougar District		11	15
Zone 3 Marten District		9	10
Zone 4 Downtown West District		5	5
Zone 5 Tunnel Mountain District		10	9
Zone 6 Muskrat District		16	13
Zone 7 Downtown District		7	12
Zone 8 Banff Centre District		1	0.6
Zone 9 Downtown East District		7	5
Zone 10 Banff Springs District		1	5
Zone 11 Glen District		4	2
Zone 12 Spray District		7	4
Zone 13 Middle Springs District		15	12
Zone 14 Cave District		6	5
Not sure		0.9	0.5

22. Using the following map, please indicate where you live by zone number.

### Rent or Own Primary Banff Residence

Rent or Own Primary Banff Residence			
Un		weighted	Weighted
	<b>BASE</b>	<b>447 447</b>	
		<b>%</b>	<b>%</b>
Own		67	48
Rent		33	52

23. Do you rent or own your primary Banff residence?

### Employment Status

Employment Status (Multiple Response)			
Un		weighted	Weighted
	<b>BASE</b>	<b>445 445</b>	
		<b>%</b>	<b>%</b>
<i>Multiple Response</i>			
Work full-time		74	81
Work part-time		10	9
Student - working		2	6
Unemployed		1	1
Retired		15	7
Student - not working		0.2	0.2
Seasonal worker		1	3

24. Which of the following categories best applies?



**Age**

<b>Age</b>			
<b>Un</b>		<b>weighted</b>	<b>Weighted</b>
	<b>BASE</b>	<b>445 445</b>	
		<b>%</b>	<b>%</b>
18-24		3	26
25-34		19	32
35-44		22	17
45-54		25	12
55-64		19	7
65 and over		13	6

25. Which age group are you in?

**Gender**

<b>Gender</b>			
<b>Un</b>		<b>weighted</b>	<b>Weighted</b>
	<b>BASE</b>	<b>436 436</b>	
		<b>%</b>	<b>%</b>
Male		45	50
Female		55	50

26. Your gender?

# APPENDIX A

## Questionnaire

Web Page 1:



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**BANFF RESIDENT COMMUNITY SATISFACTION SURVEY**

Powered by Aplan SurveyPro Survey Software

Web Page 2:



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Completed

**PART 1: QUALITY OF LIFE**

**DEFINITION OF QUALITY OF LIFE FOR THIS SURVEY:** your physical and material well-being; relationships with other people; participation in social, community, and civic activities; personal development and fulfillment; and recreation.

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

- Very good
- Good
- Fair
- Poor


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


- Improved
- Stayed the same
- Worsened
- Don't know (have lived in Banff less than 3 years)

**3. What is the ONE most pressing priority for the Town of Banff to address?**

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**PART 2: PROGRAMS / FACILITIES AND SERVICES**

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


Very good  
 Good  
 Fair  
 Poor


**5. How important are the following services provided by the Town of Banff or affiliate to you?**

	Very Important	Not very Important	Not at all Important
Public safety services (RCMP, Fire, Ambulance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bylaw services (animal control, traffic safety, parking)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation facilities, parks, and trails	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Waste and recycling collection service (including organics)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water and wastewater services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of public spaces and buildings (including roads)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Cultural, recreational and educational programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Family support programs and services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?**

**A. Public Safety & Bylaw**

	Very Satisfied	Satisfied	Not Very Satisfied	Not at All Satisfied	Don't Know or Not Applicable
RCMP response time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RCMP crime prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RCMP community relations / public education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire response time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire community relations / public education	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Ambulance response time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bylaw Services response time	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Animal control	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Traffic speed control, safety	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parking enforcement level	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Enforcement and education of neighbourhood issues (property appearance, parking, noise)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?**


**B. Environmental Management**


	Very Satisfied	Satisfied	Not Very Satisfied	Not at All Satisfied	Don't Know or Not Applicable
Recycling, organics / composting, waste collection services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Environmental programs (education, rebates and incentives)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?**

**C. Public Works & Transit**

	Very Satisfied	Satisfied	Not Very Satisfied	Not at All Satisfied	Don't Know or Not Applicable
ROAM public transit	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintenance of public spaces (Town buildings, cemetery)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Water and wastewater services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road and sidewalk maintenance (snowclearing, sweeping, street lighting)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?**

**D. Family & Community Support**


	Very Satisfied	Satisfied	Not Very Satisfied	Not at All Satisfied	Don't Know or Not Applicable
Family school liaison (counselling, prevention programs)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Seniors' programs and facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Support to community groups	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Banff Life - programs for young adult newcomers	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>


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**6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?**

**E. Recreation & Leisure**

	Very Satisfied	Satisfied	Not Very Satisfied	Not at All Satisfied	Don't Know or Not Applicable
Recreation Centre	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation facilities (courts, play fields, playgrounds)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Trails, parks, and open spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Bike and skateboard park, bike racks	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community classes	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Children / youth programs	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Town of Banff sponsored events (e.g. Halloween bonfire and fireworks, Louis Trono Big Band Concert, Mountain Madness, New Year's Eve fireworks)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?**


**F. Cultural Services**


	Very Satisfied	Satisfied	Not Very Satisfied	Not at All Satisfied	Don't Know or Not Applicable
Library	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public art	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Heritage planning and programs (e.g. Doors Open, heritage building designation)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
RCMP Red Serge	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

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**6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?**


**G. Administration Services**

	Very Satisfied	Satisfied	Not Very Satisfied	Not at All Satisfied	Don't Know or Not Applicable
Planning and Development Services (permits, building guidelines, construction quality control, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>


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**PART 3: BUDGET AND CAPITAL PRIORITIES**

**7. Are you one of the individuals in your home responsible for paying your property taxes?**

Yes  
 No

**8. Municipal property taxes provide most of the funding for programs and services offered by the Town of Banff. The Town must balance taxation and service delivery levels. To do this, which ONE of the following options would you most like the Town to pursue? (Choose one only)**

Should services need to be expanded, the Town should increase fees for service (user fees) to pay for it

Should services need to be expanded, the Town should increase taxes to pay for it

Should services need to be expanded, the Town should increase borrowing / debt to pay for it

To maintain current level of service, tax rates should change with inflation

The Town should cut services, to maintain current tax level

The Town should cut services to reduce taxes

**9. What is the most important capital project (infrastructure, such as buildings, pipes, roads or front-line emergency services) for the Town of Banff to address?**

**10. Illegal dumping of oversized items occurs on a regular basis at most community garbage bins. In your opinion, how should the Town of Banff deal with this situation? (Choose one only)**

The Town should maintain the current level of service (pick up as time permits)


The Town of Banff should pick up the illegally dumped items on a more regular basis


The Town of Banff should educate the public on how to properly dispose of oversized items

The Town of Banff should provide alternate tax-supported options to dispose of oversized items

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**PART 4: GENERAL SATISFACTION / CUSTOMER SERVICE**

**11. In Banff, approximately 54 per cent of the total residential property taxes you pay goes to the Town of Banff. The other 46 per cent is collected for other government agencies. Considering the services you receive from the Town, please rate the value you feel you receive for your municipal tax dollars.**

- Very good value
- Good value
- Fair Value
- Poor value

**12. How important is it to you that the Town of Banff considers visitors' needs when delivering programs and services?**


- Very Important
- Important
- Not very Important
- Not at all Important


**13. Have you contacted or dealt with the Town of Banff or one of its employees in the last six months? (Choose one only)**

- Yes
- No

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**14. How did you contact the Town of Banff during your most recent request? (Chose one only)**


- By telephone
- In writing (letter or fax)
- In person
- Via the Internet (website or e-mail)

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**15. To what extent do you agree or disagree with the following?**

	Strongly			Strongly
	Agree	Agree	Disagree	Disagree

The Town is quick to respond to requests and concerns 


Town staff is knowledgeable 


**16. Where do you believe the Town of Banff can improve in providing customer service?**

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**PART 5: COMMUNICATIONS**

**17. Currently, what is your main source of information about Town of Banff news, programs, services and bylaws? (Choose one only)**

- Newspaper articles
- The Town of Banff website
- The Town of Banff Public Information Page in the Banff Crag and Canyon
- Utility Bill inserts
- Brochures
- Park Radio (101.1 FM)
- Mountain FM (106.5 FM)
- Council meetings
- Town employees

**18. How often do you read the Town of Banff Public Information Page in the Banff Crag and Canyon?**

- Regularly
- Occasionally
- Never read that page
- Never read the paper

**19. How often do you visit the Town of Banff website (www.banff.ca)? (Choose one only)**

- Regularly
- Occasionally
- Never use the website
- Never use the Internet

**20. How useful do you find the Town of Banff website (www.banff.ca)? (Choose one only)**

- Very useful
- Useful
- Not very useful
- Not all useful
- Never use the website

**21. Please rank your top three preferred ways you would like to receive Town of Banff information. (You may select each ranking only once. Use N/A to clear any duplicate rankings.)**

	First	Second	Third	N/A
The Town of Banff website	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
E-mail (alerts or newsletter)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
The Town of Banff Public Information Page in the Banff Crag and Canyon	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public information meetings	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Utility bill inserts	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Brochures	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local newspaper articles	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Park Radio (101.1 FM)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Mountain FM (106.5 FM)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Facebook	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Twitter	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Other:	<input type="text"/>			

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**PART 6: PLEASE TELL US A BIT ABOUT YOURSELF**

(Rest assured your responses are entirely confidential and unidentifiable)

**22. Using the following map, please indicate where you live by zone number.**



- |  |  |
|--|--|
| <input type="checkbox"/> Zone 1 Industrial Compound District | <input type="checkbox"/> Zone 9 Downtown East District   |
| <input type="checkbox"/> Zone 2 Cougar District              | <input type="checkbox"/> Zone 10 Banff Springs District  |
| <input type="checkbox"/> Zone 3 Marten District              | <input type="checkbox"/> Zone 11 Glen District           |
| <input type="checkbox"/> Zone 4 Downtown West District       | <input type="checkbox"/> Zone 12 Spray District          |
| <input type="checkbox"/> Zone 5 Tunnel Mountain District     | <input type="checkbox"/> Zone 13 Middle Springs District |
| <input type="checkbox"/> Zone 6 Muskrat District             | <input type="checkbox"/> Zone 14 Cave District           |
| <input type="checkbox"/> Zone 7 Downtown District            | <input type="checkbox"/> Not sure                        |
| <input type="checkbox"/> Zone 8 Banff Centre District        |  |

**23. Do you rent or own your primary Banff residence?**

- Own  
 Rent

**24. Which of the following categories best applies? (Choose all that apply)**

- |  |  |
|--|--|
| <input type="checkbox"/> Work full-time    | <input type="checkbox"/> Retired               |
| <input type="checkbox"/> Work part-time    | <input type="checkbox"/> Student - not working |
| <input type="checkbox"/> Student - working | <input type="checkbox"/> Seasonal worker       |
| <input type="checkbox"/> Unemployed        |  |

**25. Which age group are you in?**

- 18-24  
 25-34  
 35-44  
 45-54  
 55-64  
 65 and over

**26. Your gender?**

- Male  
 Female

**27. Please use this space for any final comments or feedback.**

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# APPENDIX B

## Data Tables

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

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very good	74	65.1%	90	41.5%	44	50.1%	18	69.5%	6	33.3%	232	50.2%
Good	40	34.9%	109	50.5%	38	43.1%	7	28.9%	9	50.0%	204	44.0%
Fair			17	8.0%	6	6.9%	0	1.6%	3	16.7%	27	5.8%
Total	114	100.0%	216	100.0%	89	100.0%	26	100.0%	18	100.0%	463	100.0%

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

	re25. Which age group are you in?										Group Total	
	18-24		25-44		45-64		65+		No response		Mean	Valid N
	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N		
1. In general, how would you rate your quality of life in Banff?	3.65	N=114	3.34	N=216	3.43	N=89	3.68	N=26	3.17	N=18	3.44	N=463

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

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Improved	39	33.7%	63	29.1%	18	20.4%	4	16.6%			124	26.8%
Stayed the same	27	23.5%	111	51.1%	53	59.7%	17	66.2%	14	77.8%	221	47.8%
Worsened	19	16.9%	24	11.1%	18	19.8%	4	15.6%	2	11.1%	67	14.4%
Don't know (have lived in Banff less than 3 years)	30	25.9%	19	8.7%			0	1.6%	2	11.1%	51	11.0%
Total	114	100.0%	216	100.0%	89	100.0%	26	100.0%	18	100.0%	463	100.0%

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

	re25. Which age group are you in?										Group Total	
	18-24		25-44		45-64		65+		No response		Mean	Valid N
	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N		
2. Do you feel your quality of life in Banff in the last 3 years has...	2.23	N=85	2.20	N=197	2.01	N=89	2.01	N=25	1.88	N=16	2.14	N=412

3.What is the ONE most pressing priority for the Town of Banff to address?

	18-24		25-44		45-64		65+		No response		Total	
	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %
Downtown enhancement (incl. making it more people-friendly)			1	.7%	1	1.3%					2	.6%
Community Centre/multi-use complex					1	.7%					1	.1%
"Parking"/more parking; change limits/bylaw; charge	9	8.5%	8	3.9%	6	8.2%	4	16.2%	2	18.2%	28	6.9%
Reduce traffic - Town/Banff Ave. (incl. intercept parking)			9	4.4%	5	6.1%	2	8.0%			15	3.7%
New bridge; pedestrian and bike safety everywhere			11	5.7%	2	2.1%	1	3.8%			14	3.3%
Environment/controls; sustainable community; recycling	28	26.8%	20	10.5%	4	5.0%	1	3.5%	1	9.1%	54	13.2%
Seniors facilities/programs and care					1	.9%	1	4.1%			2	.4%
Child/youth care/activities (incl. issues with hours/funds)	10	9.8%	8	4.2%	1	1.1%					19	4.7%
Upgrades to infrastructure/water and sewer/street lighting			3	1.4%	4	5.0%	1	3.5%			7	1.8%
Focus on maintenance (facilities, snow removal, buses, etc.)			12	6.0%	2	3.3%	1	3.5%			15	3.7%
Recreation facilities/opportunities (enhance and/or add)			4	2.0%	3	3.5%					6	1.6%
Garbage (i.e. litter, dumping of large garbage)	9	8.5%	10	5.2%	5	7.2%	1	5.6%			26	6.3%
Land Use / Design guidelines and controls (density, etc.)					1	1.3%	0	1.8%			1	.3%
Controls for accommodation; Enforce "Need to Reside"			4	2.2%							4	1.0%
Focus on tourism and making Banff a unique experience			7	3.5%	3	3.6%	1	3.5%	1	9.1%	11	2.8%
More affordable housing, rental opportunities	28	26.8%	50	25.6%	8	10.4%	1	5.9%	1	9.1%	88	21.5%
Reduce taxes; address cost of living/ housing here			30	15.3%	16	21.6%	2	9.4%	2	18.2%	50	12.3%
Be more fiscally responsible			9	4.8%	10	13.1%	5	22.9%			24	6.0%
Town of Banff - work for the people; plan well; communicate			13	6.7%	7	9.6%					20	5.0%
Transit (new routes/more accessible, etc.)	10	9.8%	16	8.2%	4	5.1%	1	4.1%	1	9.1%	32	7.8%
Support local business and protect against monopolies	9	8.5%	10	5.0%	3	4.5%	0	2.1%			23	5.5%
Driving violations & other crime; more policing/enforcement			6	3.3%	3	3.7%	0	2.1%			10	2.4%
Noise control			3	1.4%	4	5.8%	1	3.8%			8	1.9%
Quality of life; sense of community; essential services	19	18.3%	7	3.7%	3	4.4%	0	1.8%			30	7.4%
Build off leash dog area			2	1.0%					1	9.1%	3	.7%
Nothing			1	.4%	0	.5%			1	9.1%	2	.5%
Other			3	1.4%	4	5.4%	1	3.8%	1	9.1%	9	2.1%
<b>Total</b>	<b>105</b>	<b>117.0%</b>	<b>194</b>	<b>126.3%</b>	<b>76</b>	<b>133.3%</b>	<b>23</b>	<b>109.4%</b>	<b>11</b>	<b>100.0%</b>	<b>409</b>	<b>123.6%</b>

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

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very good	28	24.7%	62	28.5%	20	23.1%	8	31.9%	6	33.3%	124	26.9%
Good	67	58.4%	131	60.7%	54	61.9%	15	58.0%	10	55.6%	277	60.0%
Fair	9	7.8%	21	9.9%	12	13.5%	3	10.2%	2	11.1%	47	10.1%
Poor	10	9.0%	2	.9%	1	1.6%					14	3.0%
Total	114	100.0%	216	100.0%	87	100.0%	25	100.0%	18	100.0%	461	100.0%

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

	re25. Which age group are you in?										Group Total	
	18-24		25-44		45-64		65+		No response		Mean	Valid N
	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N		
4. Overall, thinking of all the services provided by the Town of Banff, would you say the quality of services is...	2.99	N=114	3.17	N=216	3.07	N=87	3.22	N=25	3.22	N=18	3.11	N=461

**5a. Public safety services (RCMP, Fire, Ambulance)**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very important	76	66.3%	155	71.6%	75	84.9%	22	86.4%	15	83.3%	343	74.1%
Important	39	33.7%	59	27.4%	12	13.1%	4	13.6%	3	16.7%	116	25.0%
Not very important			2	1.0%	1	1.5%					4	.8%
Not at all important					0	.4%					0	.1%
Total	114	100.0%	216	100.0%	88	100.0%	26	100.0%	18	100.0%	462	100.0%

**5b. Bylaw services (animal control, traffic safety, parking)**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very important	19	16.9%	38	17.6%	27	30.6%	9	34.9%	2	11.8%	95	20.6%
Important	39	33.7%	113	52.5%	42	48.4%	13	52.1%	8	47.1%	215	46.8%
Not very important	47	41.6%	51	23.9%	15	17.2%	3	13.0%	6	35.3%	123	26.8%
Not at all important	9	7.8%	13	6.0%	3	3.8%			1	5.9%	26	5.7%
Total	114	100.0%	215	100.0%	88	100.0%	26	100.0%	17	100.0%	460	100.0%

**5c. Recreation facilities, parks, and trails**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very important	77	67.5%	140	65.2%	43	49.0%	10	40.8%	8	47.1%	279	60.6%
Important	37	32.5%	70	32.3%	40	45.9%	11	42.0%	7	41.2%	165	35.8%
Not very important			5	2.5%	4	4.6%	4	15.4%	2	11.8%	15	3.3%
Not at all important					0	.5%	0	1.8%			1	.2%
Total	114	100.0%	215	100.0%	88	100.0%	25	100.0%	17	100.0%	460	100.0%

**5d. Waste and recycling collection service (including organics)**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very important	58	50.6%	147	68.2%	54	61.5%	13	50.0%	10	58.8%	282	61.2%
Important	56	49.4%	66	30.7%	31	35.3%	11	43.3%	7	41.2%	172	37.3%
Not very important			2	1.1%	3	3.2%	1	4.9%			6	1.4%
Not at all important							0	1.8%			0	.1%
Total	114	100.0%	216	100.0%	88	100.0%	26	100.0%	17	100.0%	461	100.0%

**5e. Water and wastewater services**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very important	67	63.4%	135	62.6%	62	70.4%	16	63.5%	9	56.3%	288	64.1%
Important	39	36.6%	75	35.0%	24	27.2%	8	31.0%	6	37.5%	152	33.7%
Not very important			5	2.4%	2	2.4%	1	3.7%	1	6.3%	9	2.0%
Not at all important							0	1.8%			0	.1%
Total	105	100.0%	215	100.0%	88	100.0%	26	100.0%	16	100.0%	450	100.0%

**5g. Cultural, recreational and educational programs**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very important	68	59.6%	89	41.1%	28	31.2%	8	29.8%	5	29.4%	197	42.8%
Important	9	7.8%	101	46.6%	39	44.2%	12	45.2%	10	58.8%	170	36.9%
Not very important	37	32.5%	26	11.9%	21	23.7%	6	21.9%	1	5.9%	90	19.6%
Not at all important			1	.4%	1	.9%	1	3.1%	1	5.9%	3	.7%
Total	114	100.0%	216	100.0%	89	100.0%	25	100.0%	17	100.0%	462	100.0%

**5h. Family support programs and services**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very important	19	16.9%	91	41.9%	29	32.5%	9	37.9%	5	27.8%	153	33.1%
Important	47	41.6%	77	35.5%	41	46.1%	10	39.5%	10	55.6%	184	40.0%
Not very important	47	41.6%	41	18.8%	16	18.0%	5	19.2%	3	16.7%	112	24.2%
Not at all important			8	3.8%	3	3.4%	1	3.5%			12	2.6%
Total	114	100.0%	216	100.0%	88	100.0%	25	100.0%	18	100.0%	461	100.0%

**5. How important are the following services provided by the Town of Banff or affiliate to you**

	re25. Which age group are you in?										Group Total	
	18-24		25-44		45-64		65+		No response		Mean	Valid N
	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N		
5a. Public safety services (RCMP, Fire, Ambulance)	3.66	N=114	3.71	N=216	3.83	N=88	3.86	N=26	3.83	N=18	3.73	N=462
5b. Bylaw services (animal control, traffic safety, parking)	2.60	N=114	2.82	N=215	3.06	N=88	3.22	N=26	2.65	N=17	2.82	N=460
5c. Recreation facilities, parks and trails	3.67	N=114	3.63	N=215	3.43	N=88	3.22	N=25	3.35	N=17	3.57	N=460
5d. Waste and recycling collection service (including organics)	3.51	N=114	3.67	N=216	3.58	N=88	3.42	N=26	3.59	N=17	3.60	N=461
5e. Water and wastewater services	3.63	N=105	3.60	N=215	3.68	N=88	3.56	N=26	3.50	N=16	3.62	N=450
5f. Maintenance of public spaces and buildings (including roads)	3.27	N=114	3.45	N=216	3.48	N=87	3.51	N=26	3.18	N=17	3.40	N=460
5g. Cultural, recreational and educational programs	3.27	N=114	3.28	N=216	3.06	N=89	3.02	N=25	3.12	N=17	3.22	N=462
5h. Family support programs and services	2.75	N=114	3.15	N=216	3.08	N=88	3.12	N=25	3.11	N=18	3.04	N=461

**6Aa. Public Safety & Bylaw - RCMP response time**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	19	16.9%	54	25.1%	20	22.6%	6	23.4%	2	11.8%	102	22.0%
Satisfied	46	40.4%	77	35.8%	31	35.2%	11	43.5%	6	35.3%	172	37.2%
Not very satisfied			4	1.8%	10	11.2%	0	1.8%	1	5.9%	15	3.3%
Not at all satisfied			5	2.2%	1	.6%	0	1.6%			6	1.3%
Don't Know or Not Applicable	49	42.8%	76	35.0%	27	30.5%	8	29.7%	8	47.1%	167	36.2%
Total	114	100.0%	216	100.0%	89	100.0%	26	100.0%	17	100.0%	462	100.0%

**6Ab. Public Safety & Bylaw - RCMP crime prevention**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	19	16.9%	31	14.5%	11	12.6%	3	10.3%	1	5.9%	65	14.2%
Satisfied	49	42.8%	93	43.0%	41	46.4%	14	56.8%	11	64.7%	208	45.1%
Not very satisfied	18	15.7%	32	14.8%	16	18.2%	4	15.9%	1	5.9%	71	15.4%
Not at all satisfied	10	9.0%	7	3.3%	1	.6%					18	3.9%
Don't Know or Not Applicable	18	15.7%	53	24.4%	20	22.2%	4	17.0%	4	23.5%	99	21.4%
Total	114	100.0%	216	100.0%	89	100.0%	25	100.0%	17	100.0%	461	100.0%

**6Ac. Public Safety & Bylaw - RCMP community relations / public education**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	21	18.1%	21	9.9%	11	12.1%	3	12.3%	1	5.9%	57	12.3%
Satisfied	27	23.5%	84	39.2%	36	40.3%	13	51.7%	4	23.5%	164	35.6%
Not very satisfied	28	24.7%	37	17.5%	19	21.9%	2	9.1%	4	23.5%	91	19.9%
Not at all satisfied			17	8.1%	4	4.8%	1	4.7%	1	5.9%	24	5.2%
Don't Know or Not Applicable	39	33.7%	54	25.3%	19	20.9%	6	22.2%	7	41.2%	124	27.0%
Total	114	100.0%	214	100.0%	89	100.0%	25	100.0%	17	100.0%	460	100.0%

**6Ad. Public Safety & Bylaw - Fire response time**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	19	16.9%	59	27.4%	30	33.9%	9	33.8%	6	35.3%	123	26.7%
Satisfied	28	24.7%	65	30.2%	26	29.6%	11	42.3%	6	35.3%	137	29.6%
Not very satisfied			1	.6%							1	.3%
Don't Know or Not Applicable	67	58.4%	90	41.8%	32	36.5%	6	23.9%	5	29.4%	201	43.4%
Total	114	100.0%	216	100.0%	89	100.0%	26	100.0%	17	100.0%	462	100.0%

**6Ae. Public Safety & Bylaw - Fire prevention**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	21	18.1%	57	26.4%	23	25.5%	5	20.3%	4	25.0%	109	23.8%
Satisfied	28	24.7%	98	45.5%	43	48.8%	14	56.4%	8	50.0%	192	41.7%
Not very satisfied	10	9.0%	9	4.0%	2	2.1%					21	4.5%
Don't Know or Not Applicable	55	48.2%	52	24.2%	21	23.5%	6	23.3%	4	25.0%	138	30.0%
Total	114	100.0%	216	100.0%	88	100.0%	25	100.0%	16	100.0%	459	100.0%

**6Af. Public Safety & Bylaw - Fire community relations / public education**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	10	9.0%	55	25.3%	24	27.0%	4	14.4%	3	17.6%	95	20.7%
Satisfied	18	15.7%	108	50.2%	41	46.3%	15	61.1%	8	47.1%	190	41.4%
Not very satisfied	19	16.9%	12	5.7%	6	7.1%			1	5.9%	39	8.4%
Not at all satisfied					0	.5%					0	.1%
Don't Know or Not Applicable	67	58.4%	41	18.8%	17	19.1%	6	24.5%	5	29.4%	135	29.4%
Total	114	100.0%	216	100.0%	88	100.0%	25	100.0%	17	100.0%	460	100.0%

**6Ag. Public Safety & Bylaw - Ambulance response time**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied			43	19.9%	30	34.5%	10	38.2%	5	29.4%	88	19.1%
Satisfied	36	31.3%	67	31.3%	28	32.1%	11	41.8%	5	29.4%	147	32.0%
Not very satisfied			1	.3%					2	11.8%	3	.6%
Not at all satisfied	10	9.0%	1	.3%							11	2.4%
Don't Know or Not Applicable	68	59.6%	104	48.2%	29	33.4%	5	20.0%	5	29.4%	211	46.0%
Total	114	100.0%	215	100.0%	87	100.0%	26	100.0%	17	100.0%	459	100.0%

**6Ah. Public Safety & Bylaw - Bylaw Services response time**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	10	9.0%	31	14.4%	12	14.0%	2	7.6%	1	5.9%	56	12.3%
Satisfied	18	15.7%	55	25.5%	26	29.7%	10	42.7%	5	29.4%	114	24.9%
Not very satisfied	9	7.8%	30	13.7%	15	17.2%	3	14.5%	2	11.8%	59	12.9%
Not at all satisfied	10	9.0%	6	2.6%	9	10.1%	1	5.3%	2	11.8%	28	6.1%
Don't Know or Not Applicable	67	58.4%	94	43.8%	26	29.1%	7	29.9%	7	41.2%	201	43.8%
Total	114	100.0%	215	100.0%	88	100.0%	24	100.0%	17	100.0%	459	100.0%

**6Ai. Public Safety & Bylaw - Animal control**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied			22	10.2%	10	12.1%	2	9.3%	1	5.9%	36	7.8%
Satisfied	39	33.7%	85	39.3%	30	35.5%	10	39.0%	7	41.2%	171	37.2%
Not very satisfied	9	7.8%	18	8.2%	11	12.9%	4	15.4%	4	23.5%	46	10.0%
Not at all satisfied	10	9.0%	9	4.3%	4	5.0%	1	3.4%	1	5.9%	26	5.6%
Don't Know or Not Applicable	56	49.4%	82	37.9%	30	34.6%	8	32.9%	4	23.5%	180	39.4%
Total	114	100.0%	216	100.0%	85	100.0%	25	100.0%	17	100.0%	458	100.0%

**6Aj. Public Safety & Bylaw - Traffic speed control, safety**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	9	7.8%	28	13.1%	11	11.9%	1	4.9%	1	5.9%	50	10.9%
Satisfied	65	57.2%	108	50.1%	40	45.4%	14	54.4%	8	47.1%	236	51.1%
Not very satisfied	31	27.1%	48	22.1%	20	22.9%	7	25.6%	3	17.6%	109	23.5%
Not at all satisfied			19	8.7%	12	13.8%	2	6.7%	2	11.8%	35	7.5%
Don't Know or Not Applicable	9	7.8%	13	6.0%	5	5.9%	2	8.5%	3	17.6%	32	7.0%
Total	114	100.0%	216	100.0%	89	100.0%	26	100.0%	17	100.0%	462	100.0%



**6Ak. Public Safety & Bylaw - Parking enforcement level**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	36	31.3%	35	16.8%	8	9.2%	0	1.9%	1	5.9%	80	17.8%
Satisfied	40	34.9%	106	50.6%	42	49.9%	15	60.5%	6	35.3%	209	46.5%
Not very satisfied	9	7.8%	26	12.3%	14	16.4%	4	15.9%	4	23.5%	57	12.6%
Not at all satisfied	10	9.0%	27	12.7%	11	13.1%	2	8.5%	3	17.6%	53	11.8%
Don't Know or Not Applicable	19	16.9%	16	7.5%	10	11.5%	3	13.2%	3	17.6%	51	11.4%
Total	114	100.0%	209	100.0%	85	100.0%	25	100.0%	17	100.0%	450	100.0%

**6Al. Public Safety & Bylaw - Enforcement and education of neighbourhood issues (property appearance, parking, noise)**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	28	24.7%	24	10.9%	2	2.2%	0	1.8%	1	5.9%	55	12.0%
Satisfied	27	23.5%	70	32.4%	31	35.5%	9	35.6%	9	52.9%	146	31.7%
Not very satisfied	19	16.9%	51	23.7%	25	29.1%	9	33.9%	4	23.5%	108	23.6%
Not at all satisfied	21	18.1%	38	17.5%	21	24.3%	5	18.7%	1	5.9%	85	18.6%
Don't Know or Not Applicable	19	16.9%	33	15.5%	8	9.0%	3	10.0%	2	11.8%	65	14.2%
Total	114	100.0%	215	100.0%	87	100.0%	26	100.0%	17	100.0%	460	100.0%

**6Ba. Environmental Management - Recycling, organics / composting, waste collection services**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	47	41.6%	65	29.9%	26	29.7%	7	25.1%	7	38.9%	152	32.8%
Satisfied	39	33.7%	105	48.5%	49	55.8%	15	56.4%	7	38.9%	214	46.3%
Not very satisfied	18	15.7%	34	15.8%	11	12.1%	3	11.8%	3	16.7%	69	14.9%
Not at all satisfied	10	9.0%	13	5.8%	1	1.1%	1	3.6%	1	5.6%	26	5.6%
Don't Know or Not Applicable					1	1.3%	1	3.1%			2	.4%
Total	114	100.0%	216	100.0%	88	100.0%	26	100.0%	18	100.0%	462	100.0%

**6Bb. Environmental Management - Environmental programs (education, rebates and incentives)**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	10	9.0%	42	19.3%	16	17.8%	4	13.8%	6	37.5%	77	16.8%
Satisfied	39	33.7%	81	37.5%	42	48.2%	15	57.0%	3	18.8%	179	39.0%
Not very satisfied	46	40.4%	54	25.0%	18	20.4%	2	9.6%	4	25.0%	124	27.1%
Not at all satisfied	10	9.0%	3	1.3%	2	2.2%	0	1.8%	2	12.5%	18	3.8%
Don't Know or Not Applicable	9	7.8%	37	17.0%	10	11.5%	5	17.7%	1	6.3%	61	13.3%
Total	114	100.0%	215	100.0%	88	100.0%	26	100.0%	16	100.0%	459	100.0%

**6Ca. Public Works & Transit - ROAM public transit**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	49	42.8%	71	33.3%	25	28.0%	9	37.4%	5	29.4%	158	34.7%
Satisfied	46	40.4%	92	43.4%	46	52.1%	10	40.7%	9	52.9%	203	44.5%
Not very satisfied	10	9.0%	31	14.8%	2	2.6%	0	1.7%	1	5.9%	45	9.9%
Not at all satisfied			2	.9%	1	1.1%					3	.6%
Don't Know or Not Applicable	9	7.8%	16	7.7%	14	16.2%	5	20.2%	2	11.8%	46	10.2%
Total	114	100.0%	213	100.0%	89	100.0%	24	100.0%	17	100.0%	456	100.0%

**6Cb. Public Works & Transit - Maintenance of public spaces (Town buildings, cemetery)**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	21	18.1%	67	31.3%	20	22.8%	5	20.0%	2	11.8%	115	25.0%
Satisfied	64	56.0%	139	64.7%	57	65.0%	18	73.3%	11	64.7%	290	63.1%
Not very satisfied			1	.3%	5	6.0%	0	1.6%	1	5.9%	7	1.6%
Not at all satisfied			1	.4%							1	.2%
Don't Know or Not Applicable	30	25.9%	7	3.3%	5	6.2%	1	5.1%	3	17.6%	46	10.1%
Total	114	100.0%	215	100.0%	88	100.0%	25	100.0%	17	100.0%	459	100.0%

**6Cc. Public Works & Transit - Water and wastewater services**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	21	18.1%	64	30.7%	23	25.8%	5	19.5%	4	23.5%	116	25.7%
Satisfied	76	66.3%	122	58.7%	58	65.1%	17	72.6%	9	52.9%	282	62.4%
Not very satisfied			7	3.5%	3	3.4%	1	4.0%	2	11.8%	13	2.9%
Don't Know or Not Applicable	18	15.7%	15	7.1%	5	5.7%	1	4.0%	2	11.8%	41	9.0%
Total	114	100.0%	208	100.0%	89	100.0%	24	100.0%	17	100.0%	451	100.0%

**6Cd. Public Works & Transit - Road and sidewalk maintenance (snow-clearing, sweeping, street lighting)**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	39	33.7%	34	15.8%	11	12.1%	1	5.3%	2	11.8%	87	18.8%
Satisfied	47	41.6%	119	55.2%	47	53.0%	14	55.8%	8	47.1%	235	51.1%
Not very satisfied	18	15.7%	50	23.2%	24	26.8%	7	26.9%	7	41.2%	105	22.9%
Not at all satisfied	10	9.0%	13	5.9%	7	7.6%	3	12.0%			33	7.1%
Don't Know or Not Applicable					0	.5%					0	.1%
Total	114	100.0%	215	100.0%	89	100.0%	25	100.0%	17	100.0%	460	100.0%

**6Da. Family & Community Support - Family school liaison (counselling, prevention programs)**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	10	9.0%	28	12.9%	11	12.9%	2	9.3%	1	5.6%	53	11.5%
Satisfied	9	7.8%	71	33.1%	25	28.1%	8	33.5%	7	38.9%	120	26.1%
Not very satisfied			3	1.6%	4	4.6%			2	11.1%	10	2.1%
Not at all satisfied	10	9.0%	1	.4%							11	2.4%
Don't Know or Not Applicable	85	74.1%	112	52.0%	48	54.3%	14	57.2%	8	44.4%	266	57.9%
Total	114	100.0%	215	100.0%	88	100.0%	24	100.0%	18	100.0%	459	100.0%

**6Db. Family & Community Support - Seniors' programs and facilities**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	10	9.0%	26	12.2%	12	14.1%	5	21.3%	1	5.6%	55	12.0%
Satisfied	18	15.7%	49	23.0%	33	36.8%	13	52.1%	4	22.2%	117	25.4%
Not very satisfied			2	1.0%	3	3.8%	3	11.2%	1	5.6%	9	2.0%
Not at all satisfied					1	.9%	1	3.5%	1	5.6%	3	.6%
Don't Know or Not Applicable	86	75.3%	137	63.8%	39	44.5%	3	12.0%	11	61.1%	276	60.0%
Total	114	100.0%	215	100.0%	89	100.0%	25	100.0%	18	100.0%	461	100.0%

**6Dc. Family & Community Support - Support to community groups**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	28	24.7%	31	14.5%	11	12.7%	4	17.2%	1	5.6%	75	16.5%
Satisfied	37	32.5%	90	42.1%	42	47.8%	13	53.3%	5	27.8%	187	40.8%
Not very satisfied			7	3.5%	3	3.8%			4	22.2%	15	3.2%
Not at all satisfied			1	.6%			0	2.0%			2	.4%
Don't Know or Not Applicable	49	42.8%	84	39.3%	32	35.8%	7	27.5%	8	44.4%	179	39.1%
Total	114	100.0%	214	100.0%	88	100.0%	24	100.0%	18	100.0%	458	100.0%

**6Dd. Family & Community Support - Banff Life - programs for young adult newcomers**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	36	31.3%	60	27.6%	10	11.5%	3	13.5%	2	11.1%	111	24.1%
Satisfied	58	50.6%	85	39.6%	35	39.1%	7	29.2%	9	50.0%	194	42.1%
Not very satisfied	10	9.0%	4	1.7%	2	2.6%	0	1.7%	1	5.6%	18	3.9%
Not at all satisfied	10	9.0%	4	1.6%	1	.9%	0	1.7%			15	3.3%
Don't Know or Not Applicable			63	29.4%	41	45.9%	13	53.8%	6	33.3%	123	26.7%
Total	114	100.0%	215	100.0%	89	100.0%	23	100.0%	18	100.0%	460	100.0%

**6Ea. Recreation & Leisure - Recreation Centre**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	9	7.8%	62	28.9%	23	26.7%	5	20.1%	2	11.1%	101	22.1%
Satisfied	85	74.1%	79	37.0%	37	42.8%	11	45.5%	11	61.1%	223	48.8%
Not very satisfied			24	11.4%	7	8.2%	1	3.3%	1	5.6%	33	7.3%
Not at all satisfied			5	2.1%	5	5.2%			1	5.6%	10	2.2%
Don't Know or Not Applicable	21	18.1%	44	20.5%	15	17.1%	8	31.1%	3	16.7%	90	19.7%
Total	114	100.0%	213	100.0%	87	100.0%	24	100.0%	18	100.0%	457	100.0%

**6Eb. Recreation & Leisure - Recreation facilities (courts, play fields, playgrounds)**

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Count	Col %
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
Very satisfied	27	23.5%	57	26.6%	21	23.6%	3	12.1%	2	11.8%	110	23.9%
Satisfied	68	59.6%	112	51.9%	48	55.0%	16	65.3%	13	76.5%	257	56.0%
Not very satisfied	19	16.9%	28	13.1%	9	10.1%	1	3.5%	1	5.9%	58	12.7%
Not at all satisfied			3	1.4%	2	2.8%					6	1.2%
Don't Know or Not Applicable			15	7.1%	7	8.5%	5	19.1%	1	5.9%	28	6.2%
Total	114	100.0%	215	100.0%	88	100.0%	25	100.0%	17	100.0%	459	100.0%

**6Ec. Recreation & Leisure - Trails, parks, and open spaces**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very satisfied	64	56.0%	73	34.0%	26	29.7%	5	20.0%	7	38.9%	175	38.1%
Satisfied	50	44.0%	114	53.1%	53	59.6%	18	69.5%	10	55.6%	245	53.1%
Not very satisfied			17	8.0%	8	8.7%	1	5.4%	1	5.6%	27	5.9%
Not at all satisfied			5	2.4%	1	.9%					6	1.3%
Don't Know or Not Applicable			5	2.4%	1	1.1%	1	5.1%			7	1.6%
Total	114	100.0%	215	100.0%	88	100.0%	26	100.0%	18	100.0%	461	100.0%

**6Ed. Recreation & Leisure - Bike and skateboard park, bike racks**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very satisfied	28	24.7%	47	22.0%	13	14.8%	2	6.8%	2	11.1%	92	20.1%
Satisfied	58	50.6%	118	54.8%	42	48.5%	13	51.0%	10	55.6%	241	52.4%
Not very satisfied	28	24.7%	10	4.6%	9	10.1%	1	4.9%	3	16.7%	51	11.1%
Not at all satisfied			11	5.1%	2	2.7%	0	1.6%			14	3.0%
Don't Know or Not Applicable			29	13.6%	21	23.9%	9	35.8%	3	16.7%	62	13.5%
Total	114	100.0%	215	100.0%	87	100.0%	25	100.0%	18	100.0%	460	100.0%

**6Ee. Recreation & Leisure - Community classes**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very satisfied	27	23.5%	58	27.2%	20	22.2%	2	8.8%	5	27.8%	112	24.3%
Satisfied	58	50.6%	108	50.4%	50	56.8%	16	64.0%	4	22.2%	236	51.3%
Not very satisfied			20	9.3%	5	5.1%	0	1.6%	3	16.7%	28	6.1%
Not at all satisfied			4	1.9%	2	1.9%	1	3.7%			7	1.5%
Don't Know or Not Applicable	30	25.9%	24	11.1%	12	14.0%	6	22.0%	6	33.3%	77	16.8%
Total	114	100.0%	215	100.0%	89	100.0%	25	100.0%	18	100.0%	461	100.0%

**6Ef. Recreation & Leisure - Children / youth programs**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very satisfied			40	18.5%	13	15.0%	0	1.7%	2	11.1%	55	12.1%
Satisfied	37	32.5%	70	32.6%	34	38.4%	9	38.2%	5	27.8%	155	33.8%
Not very satisfied			15	7.0%	2	1.9%			1	5.6%	18	3.9%
Not at all satisfied	10	9.0%	2	.8%	1	.6%			2	11.1%	15	3.2%
Don't Know or Not Applicable	67	58.4%	89	41.1%	39	44.0%	14	60.1%	8	44.4%	216	47.1%
Total	114	100.0%	215	100.0%	88	100.0%	24	100.0%	18	100.0%	459	100.0%

**6Eg. Recreation & Leisure - Town of Banff sponsored events**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very satisfied	67	58.4%	80	37.0%	28	31.5%	9	33.4%	5	27.8%	188	40.7%
Satisfied	39	33.7%	113	52.6%	46	52.0%	14	55.2%	9	50.0%	221	47.9%
Not very satisfied	9	7.8%	13	6.1%	5	5.3%	2	6.5%	2	11.1%	30	6.6%
Not at all satisfied			5	2.3%	8	9.3%					13	2.9%
Don't Know or Not Applicable			4	1.9%	2	1.9%	1	4.9%	2	11.1%	9	2.0%
Total	114	100.0%	215	100.0%	88	100.0%	26	100.0%	18	100.0%	461	100.0%

**6Fa. Cultural Services - Library**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very satisfied	50	44.0%	125	58.0%	51	57.1%	16	62.4%	6	40.0%	248	54.0%
Satisfied	36	31.3%	79	36.7%	36	40.2%	9	34.5%	5	33.3%	164	35.8%
Not very satisfied			2	.8%	1	.8%			1	6.7%	3	.7%
Not at all satisfied			1	.5%							1	.2%
Don't Know or Not Applicable	28	24.7%	9	4.0%	2	1.9%	1	3.1%	3	20.0%	42	9.2%
Total	114	100.0%	215	100.0%	89	100.0%	25	100.0%	15	100.0%	458	100.0%

**6Fb. Cultural Services - Public Art**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very satisfied	39	33.7%	51	23.6%	19	21.8%	4	14.7%	2	12.5%	114	24.9%
Satisfied	56	49.4%	128	59.6%	56	64.0%	18	70.8%	10	62.5%	269	58.6%
Not very satisfied			12	5.6%	4	4.7%	2	6.6%	2	12.5%	20	4.3%
Not at all satisfied			2	.8%	2	2.0%					3	.7%
Don't Know or Not Applicable	19	16.9%	22	10.4%	7	7.6%	2	7.9%	2	12.5%	52	11.4%
Total	114	100.0%	215	100.0%	88	100.0%	25	100.0%	16	100.0%	458	100.0%

**6Fc. Cultural Services - Heritage planning and programs (e.g. Doors Open, heritage building designation)**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very satisfied	21	18.1%	62	28.8%	20	22.2%	5	21.2%	1	6.3%	109	23.7%
Satisfied	37	32.5%	103	47.9%	52	58.6%	15	60.6%	9	56.3%	217	47.1%
Not very satisfied			7	3.4%	4	4.3%	2	8.1%			13	2.9%
Not at all satisfied			1	.4%	1	.6%					1	.3%
Don't Know or Not Applicable	56	49.4%	42	19.6%	13	14.2%	3	10.2%	6	37.5%	120	26.1%
Total	114	100.0%	215	100.0%	89	100.0%	25	100.0%	16	100.0%	460	100.0%

**6Fd. Cultural Services - RCMP Red Serge**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very satisfied	21	18.1%	40	18.6%	20	22.3%	6	22.2%	2	12.5%	88	19.2%
Satisfied	9	7.8%	64	29.7%	39	44.3%	13	50.9%	5	31.3%	130	28.3%
Not very satisfied			14	6.3%	7	7.6%	1	3.1%	3	18.8%	24	5.2%
Not at all satisfied			6	2.9%	1	1.2%	2	6.5%			9	2.0%
Don't Know or Not Applicable	85	74.1%	91	42.4%	22	24.6%	4	17.2%	6	37.5%	208	45.3%
Total	114	100.0%	215	100.0%	88	100.0%	25	100.0%	16	100.0%	458	100.0%

**6Ga. Administration Services - Planning and Development Services (permits, building guidelines, construction quality control, etc.)**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very satisfied	10	9.0%	34	15.7%	8	9.4%	2	7.3%	1	6.3%	55	12.1%
Satisfied	28	24.7%	89	41.8%	35	40.2%	11	48.5%	6	37.5%	170	37.4%
Not very satisfied			30	13.9%	17	19.7%	4	14.9%	2	12.5%	52	11.5%
Not at all satisfied			5	2.6%	10	11.4%	3	11.3%	1	6.3%	19	4.2%
Don't Know or Not Applicable	76	66.3%	56	26.1%	17	19.3%	4	18.0%	6	37.5%	158	34.9%
Total	114	100.0%	214	100.0%	87	100.0%	24	100.0%	16	100.0%	454	100.0%

## 6. How satisfied are you with the job the Town or affiliate is doing in providing the following services?

	re25. Which age group are you in?										Group Total	
	18-24		25-44		45-64		65+		No response		Mean	Valid N
	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N		
6A.a. RCMP response time	3.29	N=65	3.29	N=140	3.15	N=62	3.26	N=18	3.11	N=9	3.25	N=294
6A.b. RCMP crime prevention	2.80	N=96	2.91	N=164	2.91	N=69	2.93	N=21	3.00	N=13	2.88	N=363
6A.c. RCMP community relations / public education	2.90	N=76	2.68	N=160	2.75	N=70	2.92	N=20	2.50	N=10	2.75	N=336
6A.d. Fire response time	3.41	N=47	3.46	N=126	3.53	N=56	3.44	N=20	3.50	N=12	3.47	N=261
6A.e. Fire prevention	3.17	N=59	3.30	N=164	3.31	N=68	3.26	N=19	3.33	N=12	3.28	N=322
6A.f. Fire community relations / public education	2.81	N=47	3.24	N=176	3.23	N=71	3.19	N=19	3.17	N=12	3.17	N=325
6A.g. Ambulance response time	2.55	N=46	3.37	N=112	3.52	N=58	3.48	N=21	3.25	N=12	3.25	N=248
6A.h. Bylaw Services response time	2.59	N=47	2.92	N=121	2.67	N=63	2.75	N=17	2.50	N=10	2.77	N=258
6A.i. Animal control	2.49	N=58	2.89	N=134	2.84	N=56	2.81	N=17	2.62	N=13	2.78	N=278
6A.j. Traffic speed control, safety	2.79	N=105	2.72	N=203	2.59	N=83	2.63	N=24	2.57	N=14	2.70	N=430
6A.k. Parking enforcement level	3.07	N=95	2.77	N=193	2.62	N=75	2.64	N=22	2.36	N=14	2.79	N=399
6A.l. Enforcement and education of neighbourhood issues (property appearance, parking, noise)	2.66	N=95	2.43	N=182	2.17	N=79	2.23	N=23	2.67	N=15	2.43	N=395
6B.a. Recycling, organics / composting, waste collection services	3.08	N=114	3.02	N=216	3.16	N=87	3.06	N=25	3.11	N=18	3.07	N=460
6B.b. Environmental programs (education, rebates and incentives)	2.46	N=105	2.89	N=180	2.92	N=78	3.01	N=21	2.87	N=15	2.79	N=399
6C.a. ROAM public transit	3.37	N=105	3.17	N=197	3.28	N=74	3.45	N=19	3.27	N=15	3.26	N=410
6C.b. Maintenance of public spaces (Town buildings, cemetery)	3.24	N=85	3.30	N=209	3.18	N=82	3.19	N=23	3.07	N=14	3.25	N=413
6C.c. Water and wastewater services	3.21	N=96	3.29	N=194	3.24	N=84	3.16	N=23	3.13	N=15	3.25	N=411
6C.d. Road and sidewalk maintenance (snowclearing, sweeping, street lighting)	3.00	N=114	2.81	N=215	2.70	N=88	2.55	N=25	2.71	N=17	2.82	N=460
6D.a. Family school liaison (counselling, prevention programs)	2.65	N=30	3.20	N=104	3.18	N=40	3.22	N=10	2.90	N=10	3.10	N=194
6D.b. Seniors' programs and facilities	3.37	N=28	3.29	N=79	3.15	N=49	3.04	N=22	2.71	N=7	3.21	N=185
6D.c. Support to community groups	3.43	N=65	3.16	N=130	3.14	N=57	3.18	N=17	2.70	N=10	3.20	N=279
6D.d. Banff Life - programs for young adult newcomers	3.04	N=114	3.31	N=153	3.13	N=48	3.18	N=11	3.08	N=12	3.18	N=338
6E.a. Recreation Centre	3.10	N=94	3.16	N=170	3.10	N=72	3.24	N=17	2.93	N=15	3.13	N=368
6E.b. Recreation facilities' (courts, play fields, playgrounds)	3.07	N=114	3.12	N=200	3.09	N=80	3.11	N=20	3.06	N=16	3.09	N=431
6E.c. Trails, parks, and open spaces	3.56	N=114	3.22	N=209	3.19	N=87	3.15	N=25	3.33	N=18	3.30	N=453
6E.d. Bike and skateboard park, bike racks	3.00	N=114	3.08	N=186	2.99	N=66	2.98	N=16	2.93	N=15	3.03	N=398
6E.e. Community classes	3.32	N=85	3.16	N=191	3.15	N=76	3.00	N=20	3.17	N=12	3.18	N=383
6E.f. Children / youth programs	2.57	N=47	3.17	N=127	3.21	N=49	3.04	N=9	2.70	N=10	3.03	N=243
6E.g. Town of Banff Sponsored Events	3.51	N=114	3.27	N=211	3.08	N=86	3.28	N=24	3.19	N=16	3.29	N=452
6F.a. Library	3.58	N=86	3.59	N=207	3.57	N=87	3.64	N=25	3.42	N=12	3.58	N=416
6F.b. Public art	3.41	N=95	3.18	N=193	3.14	N=81	3.09	N=23	3.00	N=14	3.22	N=406
6F.c. Heritage planning and programs (e.g. Doors Open, heritage building designation)	3.36	N=58	3.31	N=173	3.19	N=76	3.15	N=23	3.10	N=10	3.27	N=340
6F.d. RCMP Red Serge	3.70	N=30	3.11	N=124	3.16	N=66	3.07	N=21	2.90	N=10	3.18	N=251
6G.a. Planning and Development Services (permits, building guidelines, construction quality control, etc.)	3.27	N=39	2.96	N=158	2.59	N=70	2.63	N=19	2.70	N=10	2.88	N=296

**6. How satisfied are you with the job the Town or affiliate is doing in providing the following services? (AVERAGE OF SERVICES POOLED FOR EACH SERVICE AREA)**

	re25. Which age group are you in?										Group Total	
	18-24		25-44		45-64		65+		No response		Mean	Valid N
	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N		
6A. PUBLIC SAFETY & BYLAW (12 statements)	2.81	N=114	2.93	N=213	2.82	N=88	2.88	N=25	2.85	N=16	2.87	N=457
6B. ENVIRONMENTAL MANAGEMENT (2 statements)	2.79	N=114	2.96	N=216	3.05	N=88	3.02	N=26	3.00	N=18	2.94	N=461
6C. PUBLIC WORKS & TRANSIT (4 statements)	3.19	N=114	3.13	N=216	3.07	N=88	3.04	N=25	2.98	N=18	3.12	N=462
6D. FAMILY & COMMUNITY SUPPORT (4 statements)	3.18	N=114	3.25	N=175	3.13	N=63	3.05	N=23	2.85	N=13	3.18	N=389
6E. RECREATION & LEISURE (7 statements)	3.21	N=114	3.15	N=215	3.09	N=88	3.12	N=25	3.08	N=18	3.15	N=460
6F. CULTURAL SERVICES (4 statements)	3.46	N=95	3.32	N=213	3.28	N=88	3.29	N=25	3.12	N=15	3.33	N=436
6G. ADMINISTRATION SERVICES (1 statement)	3.27	N=39	2.96	N=158	2.59	N=70	2.63	N=19	2.70	N=10	2.88	N=296

**7. Are you one of the individuals in your home responsible for paying your property taxes?**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Pays taxes			117	54.2%	72	81.7%	22	86.7%	8	44.4%	220	47.5%
Does not pay taxes	114	100.0%	96	44.6%	15	17.2%	3	11.8%	4	22.2%	233	50.3%
No response			3	1.2%	1	1.1%	0	1.5%	6	33.3%	10	2.1%
Total	114	100.0%	216	100.0%	89	100.0%	26	100.0%	18	100.0%	463	100.0%



**8. Municipal property taxes provide most of the funding for programs and services offered by the Town of Banff. The Town must balance taxation and service delivery levels. To do this, which ONE of the following options would you like the Town to pursue?**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Should services need to be expanded, the Town should increase fees for service (user fees) to pay for it	46	40.4%	76	37.5%	25	29.1%	9	36.8%	2	18.2%	159	36.1%
Should services need to be expanded, the Town should increase taxes to pay for it	21	18.1%	22	10.9%	13	15.2%	3	10.2%	2	18.2%	61	13.7%
Should services need to be expanded, the Town should increase borrowing / debt to pay for it			8	3.8%	2	2.7%	0	1.6%			10	2.4%
To maintain current level of service, tax rates should change with inflation	39	33.7%	76	37.2%	23	26.1%	5	18.8%	3	27.3%	145	32.8%
The Town should cut services, to maintain current tax level			7	3.3%	9	10.7%	3	13.3%	1	9.1%	20	4.6%
The Town should cut services to reduce taxes			10	5.1%	10	12.1%	2	9.4%	3	27.3%	26	6.0%
Increase taxes to pay for expanded services + tax rates change with inflation to maintain current service					1	.9%	1	5.0%			2	.5%
Cut services to maintain current tax level + cut services to reduce taxes	9	7.8%	4	1.7%							12	2.8%
Increase fees for user fees for expanded services + tax rates change with inflation to maintain current service levels			1	.4%	2	2.3%	0	1.8%			3	.8%
Increase fees for user fees for expanded services + cut service levels to maintain current tax level							0	1.6%			0	.1%
Increase user fees for expanded services + tax rates change with inflation + cut services to maintain current tax level					0	.5%					0	.1%
Increase user fees for expanded services + cut services to maintain current tax level + cut services to reduce taxes							0	1.6%			0	.1%
Increase user fees + tax rates change with inflation + cut services to maintain tax level + cut services to reduce taxes					0	.4%					0	.1%
<b>Total</b>	<b>114</b>	<b>100.0%</b>	<b>204</b>	<b>100.0%</b>	<b>87</b>	<b>100.0%</b>	<b>25</b>	<b>100.0%</b>	<b>11</b>	<b>100.0%</b>	<b>441</b>	<b>100.0%</b>

**8. Municipal property taxes provide most of the funding for programs and services offered by the Town of Banff. The Town must balance taxation and service delivery levels. To do this, which ONE of the following options would you like the Town to pursue?**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Should services need to be expanded, the Town should increase fees for service (user fees) to pay for it	46	40.4%	76	37.5%	25	29.1%	9	36.8%	2	18.2%	159	36.1%
Should services need to be expanded, the Town should increase taxes to pay for it	21	18.1%	22	10.9%	13	15.2%	3	10.2%	2	18.2%	61	13.7%
Should services need to be expanded, the Town should increase borrowing / debt to pay for it			8	3.8%	2	2.7%	0	1.6%			10	2.4%
To maintain current level of service, tax rates should change with inflation	39	33.7%	76	37.2%	23	26.1%	5	18.8%	3	27.3%	145	32.8%
The Town should cut services, to maintain current tax level			7	3.3%	9	10.7%	3	13.3%	1	9.1%	20	4.6%
The Town should cut services to reduce taxes			10	5.1%	10	12.1%	2	9.4%	3	27.3%	26	6.0%
Other (Combination of above)	9	7.8%	4	2.2%	4	4.1%	3	9.9%			19	4.4%
<b>Total</b>	<b>114</b>	<b>100.0%</b>	<b>204</b>	<b>100.0%</b>	<b>87</b>	<b>100.0%</b>	<b>25</b>	<b>100.0%</b>	<b>11</b>	<b>100.0%</b>	<b>441</b>	<b>100.0%</b>

9. What is the most important capital project (infrastructure, such as buildings, pipes, roads or front-line emergency service) for the Town of Banff to address?

		re25. Which age group are you in?										Total	
		18-24		25-44		45-64		65+		No response		Cases	Col Response %
		Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %		
\$multq9	Infrastructure			6	3.9%	3	5.0%	3	14.5%			12	4.0%
	Streets and Roadways	9	15.5%	23	14.5%	13	20.3%	6	34.0%			51	17.0%
	Sidewalks			2	1.6%	3	5.3%	2	11.3%			8	2.7%
	Cave Avenue infrastructure			3	1.9%	2	2.8%	1	7.1%			6	2.0%
	Repair / improve capacity of existing bridge			7	4.5%	3	4.6%	1	4.6%			11	3.6%
	Build pedestrian bridge over Bow River			19	11.9%	6	9.3%	1	7.1%	1	25.0%	27	9.0%
	Improve parking, create intercept parking lots			8	5.4%	8	11.5%	1	4.6%	2	50.0%	19	6.2%
	Update water infrastructure / Build sewage treatment plant			22	13.8%	8	11.4%	1	4.6%	1	25.0%	31	10.2%
	Emergency services / RCMP	10	17.8%	15	9.5%	5	7.0%	1	4.2%			31	10.1%
	Recreation facilities and opportunities			19	11.9%	5	7.9%					24	7.9%
	Bicycle-friendly paths and roadways			9	5.7%	1	2.0%					10	3.4%
	Improve public transportation			4	2.8%	1	1.8%			1	25.0%	7	2.2%
	Don't build new things, focus on maintaining current infrastructure			7	4.5%	9	14.3%	1	7.1%			18	5.9%
	Clean up garbage and litter, especially large garbage			2	1.3%	3	4.7%	1	5.0%			6	2.0%
	More / Improve street lighting	10	17.8%	3	2.1%	2	2.9%	1	7.5%	1	25.0%	18	5.9%
	Bury power lines			1	.5%	2	3.0%	0	2.5%			3	1.1%
	Focus on buildings and their infrastructure			4	2.8%	1	2.1%	0	2.1%			6	2.1%
	Affordable housing	19	33.3%	5	3.0%	1	1.8%					25	8.3%
	Create centralized community centre / hub			4	2.8%	1	1.8%					6	1.8%
	Improve snow removal	9	15.5%	4	2.4%			0	2.5%			13	4.3%
	Improve traffic congestion and safety (i.e. speeding, access, new bridge)			2	1.1%	1	1.2%	1	4.2%			3	1.1%
	Environment/controls; sustainable community; recycling			8	5.1%	2	3.3%	0	2.1%	1	25.0%	11	3.8%
	Build community greenhouse / garden	9	15.5%	1	.7%	0	.5%					10	3.4%
	Do not build pedestrian bridge					1	1.2%	0	2.1%			1	.4%
	Comment / Question regarding question 8			1	.4%	1	1.2%	0	2.5%			2	.6%
	Not sure / Not applicable			7	4.5%	1	1.8%	0	2.5%			9	2.9%
	Other			4	2.4%	4	6.4%	2	8.8%			10	3.2%
Total		58	115.5%	156	121.1%	66	135.2%	19	141.1%	4	175.0%	303	125.1%

**10. Illegal dumping of oversized items occurs on a regular basis at most community garbage bins. In your opinion, how should the Town of Banff deal with this situation?**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
The Town should maintain the current level of service (pick up as time permits)	9	7.8%	61	28.6%	25	29.6%	7	27.6%	3	27.3%	105	23.4%
The Town of Banff should pick up the illegally dumped items on a more regular basis	30	25.9%	55	25.6%	28	33.5%	11	43.5%	5	45.5%	129	28.7%
The Town of Banff should educate the public on how to properly dispose of oversized items	37	32.5%	61	28.3%	18	21.6%	6	22.1%	3	27.3%	125	27.8%
The Town of Banff should provide alternate tax-supported options to dispose of oversized items	39	33.7%	35	16.5%	10	12.3%	1	4.9%			85	19.0%
Should pick up the illegally dumped items on a more regular basis + should educate the public			1	.4%	1	.9%	0	1.8%			2	.5%
Should educate the public + provide alternate tax supported options					1	1.2%					1	.2%
Should pick up the illegally dumped items on a more regular basis + should educate the public + tax supported options			1	.5%							1	.2%
Should maintain the current level of service (pick up as time permits) + educate public					1	.9%					1	.2%
<b>Total</b>	<b>114</b>	<b>100.0%</b>	<b>214</b>	<b>100.0%</b>	<b>84</b>	<b>100.0%</b>	<b>26</b>	<b>100.0%</b>	<b>11</b>	<b>100.0%</b>	<b>449</b>	<b>100.0%</b>

**10. Illegal dumping of oversized items occurs on a regular basis at most community garbage bins. In your opinion, how should the Town of Banff deal with this situation?**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
The Town should maintain the current level of service (pick up as time permits)	9	7.8%	61	28.6%	25	29.6%	7	27.6%	3	27.3%	105	23.4%
The Town of Banff should pick up the illegally dumped items on a more regular basis	30	25.9%	55	25.6%	28	33.5%	11	43.5%	5	45.5%	129	28.7%
The Town of Banff should educate the public on how to properly dispose of oversized items	37	32.5%	61	28.3%	18	21.6%	6	22.1%	3	27.3%	125	27.8%
The Town of Banff should provide alternate tax-supported options to dispose of oversized items	39	33.7%	35	16.5%	10	12.3%	1	4.9%			85	19.0%
Other (Combination of above)			2	.9%	3	3.1%	0	1.8%			5	1.1%
<b>Total</b>	<b>114</b>	<b>100.0%</b>	<b>214</b>	<b>100.0%</b>	<b>84</b>	<b>100.0%</b>	<b>26</b>	<b>100.0%</b>	<b>11</b>	<b>100.0%</b>	<b>449</b>	<b>100.0%</b>

**11. Considering the services you receive from the Town, please rate the value you feel you receive for your municipal tax dollars.**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very good value			32	15.2%	14	16.2%	3	12.3%			49	11.1%
Good value	77	67.5%	120	56.8%	40	46.4%	12	51.4%	5	55.6%	255	57.2%
Fair value	27	23.5%	50	23.7%	28	32.0%	8	33.0%	3	33.3%	116	25.9%
Poor value	10	9.0%	9	4.3%	5	5.4%	1	3.3%	1	11.1%	26	5.8%
Total	114	100.0%	212	100.0%	87	100.0%	24	100.0%	9	100.0%	446	100.0%

In Banff, approximately 54 per cent of the total residential property taxes you pay goes to the Town of Banff. The other 46 per cent is collected for other government agencies.

**11. Considering the services you receive from the Town, please rate the value you feel you receive for your municipal tax dollars.**

	re25. Which age group are you in?										Group Total	
	18-24		25-44		45-64		65+		No response		Mean	Valid N
	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N		
11. Please rate the value you feel you receive for your municipal tax dollars.	2.58	N=114	2.83	N=212	2.74	N=87	2.73	N=24	2.44	N=9	2.73	N=446

In Banff, approximately 54 per cent of the total residential property taxes you pay goes to the Town of Banff. The other 46 per cent is collected for other government agencies.

**12. How important is it to you that the Town of Banff considers visitors' needs when delivering programs and services?**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very Important	39	33.7%	67	31.1%	29	33.3%	10	39.6%	2	22.2%	147	32.5%
Important	76	66.3%	106	49.0%	42	47.6%	11	43.2%	4	44.4%	239	52.7%
Not very important			39	18.1%	15	16.8%	4	15.6%	3	33.3%	61	13.4%
Not at all important			4	1.7%	2	2.4%	0	1.6%			6	1.4%
Total	114	100.0%	216	100.0%	88	100.0%	26	100.0%	9	100.0%	453	100.0%

**12. How important is it that the Town of Banff considers visitors' needs when delivering programs and services?**

	re25. Which age group are you in?										Group Total	
	18-24		25-44		45-64		65+		No response		Mean	Valid N
	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N		
12. How important is it to you that the Town of Banff considers visitors' needs when delivering programs and services?	3.34	N=114	3.10	N=216	3.12	N=88	3.21	N=26	2.89	N=9	3.16	N=453

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

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Yes	86	75.3%	153	70.8%	77	87.0%	17	67.8%	7	77.8%	339	75.1%
No	28	24.7%	63	29.2%	11	13.0%	8	32.2%	2	22.2%	113	24.9%
Total	114	100.0%	216	100.0%	88	100.0%	25	100.0%	9	100.0%	452	100.0%

**14. How did you contact the Town of Banff during your most recent request?**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
By telephone	9	10.4%	33	21.6%	26	34.1%	4	24.7%			72	21.3%
In writing (letter or fax)					1	1.1%	1	7.6%			2	.6%
In person	77	89.6%	96	62.6%	38	49.7%	11	65.3%	7	100.0%	229	67.4%
Via the Internet (website or e-mail)			22	14.2%	8	10.9%					30	8.9%
By telephone + In-person					3	3.6%	0	2.4%			3	.9%
In person + Via the Internet (website or e-mail)			1	.4%	0	.6%					1	.3%
In writing (letter or fax) + In person + Via the Internet (website or e-mail)			1	.4%							1	.2%
By telephone + Via the Internet (website or e-mail)			1	.7%							1	.3%
<b>Total</b>	<b>86</b>	<b>100.0%</b>	<b>153</b>	<b>100.0%</b>	<b>77</b>	<b>100.0%</b>	<b>17</b>	<b>100.0%</b>	<b>7</b>	<b>100.0%</b>	<b>340</b>	<b>100.0%</b>

**15a. To what extent do you agree or disagree with the following? The Town is quick to respond to requests and concerns.**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Strongly agree	9	7.8%	51	24.8%	14	16.9%	4	14.9%	2	22.2%	80	18.3%
Agree	86	75.3%	129	62.5%	57	67.7%	15	62.9%	4	44.4%	291	66.5%
Disagree	9	7.8%	23	11.3%	10	12.3%	5	20.5%	3	33.3%	51	11.5%
Strongly disagree	10	9.0%	3	1.4%	3	3.1%	0	1.7%			16	3.7%
<b>Total</b>	<b>114</b>	<b>100.0%</b>	<b>207</b>	<b>100.0%</b>	<b>85</b>	<b>100.0%</b>	<b>24</b>	<b>100.0%</b>	<b>9</b>	<b>100.0%</b>	<b>438</b>	<b>100.0%</b>

**15b. To what extent do you agree or disagree with the following? Town staff is knowledgeable.**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Strongly agree	27	23.5%	67	32.4%	19	21.7%	3	14.3%	3	33.3%	119	27.0%
Agree	77	67.5%	127	61.7%	58	67.5%	17	69.4%	5	55.6%	284	64.6%
Disagree			9	4.1%	8	9.7%	3	14.3%	1	11.1%	21	4.9%
Strongly disagree	10	9.0%	4	1.8%	1	1.1%	0	1.9%			15	3.5%
<b>Total</b>	<b>114</b>	<b>100.0%</b>	<b>206</b>	<b>100.0%</b>	<b>86</b>	<b>100.0%</b>	<b>24</b>	<b>100.0%</b>	<b>9</b>	<b>100.0%</b>	<b>440</b>	<b>100.0%</b>

**15. To what extent do you agree or disagree with the following?**

	re25. Which age group are you in?										Group Total	
	18-24		25-44		45-64		65+		No response		Mean	Valid N
	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N		
The Town is quick to respond to requests and concerns	2.82	N=114	3.11	N=207	2.98	N=85	2.91	N=24	2.89	N=9	2.99	N=438
Town staff is knowledgeable	3.05	N=114	3.25	N=206	3.10	N=86	2.96	N=24	3.22	N=9	3.15	N=440

16. Where do you believe the Town of Banff can improve in providing customer service?

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Cases	Col Response %
	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %		
Be more customer-friendly (polite; helpful; flexible, etc.)			6	5.2%	3	5.8%					9	3.9%
Training / Staff knowledge; internal communication			11	9.0%	1	2.5%	1	6.6%			13	5.6%
Improve staffing levels; retain staff	9	18.8%			2	3.2%	1	6.0%			11	4.9%
Hours of operation - increase / vary for better access	9	18.8%	14	11.5%	1	2.6%					24	10.4%
Improve website (content, navigation); More on-line services			8	6.5%	3	6.4%					11	4.7%
Operation efficiency; spending			3	2.1%	3	5.7%	1	7.1%	1	100.0%	7	3.2%
Improve services (garbage, snow removal, transit, etc.)			12	10.2%	3	7.2%	2	14.2%			17	7.6%
Communication with user groups / residents	10	21.7%	10	8.4%	5	10.9%	3	23.2%			29	12.5%
Quicker response time to citizen requests and questions			11	8.8%	3	6.9%					14	6.1%
Concerns / questions about the Banff Housing Corporation			4	3.0%	3	5.7%					6	2.7%
Improve clean up of litter and large garbage					3	5.9%	1	9.6%			4	1.8%
Improve parking situation			1	.6%	2	3.9%	0	3.0%			3	1.3%
Reduce traffic and speeding within town site			1	.7%	0	.8%	1	6.6%			2	.9%
Concerns / questions regarding Planning Department			1	.7%	1	3.0%					2	1.0%
Environment / Controls; sustainable community; recycling			2	1.5%	1	2.5%	0	3.5%			3	1.5%
Support local business, limit big box stores and restaurants			2	1.6%	1	1.6%					3	1.2%
Support Town of Banff residents and community first	9	18.8%	9	7.6%	2	3.6%	0	3.5%			20	8.8%
Focus on tourism and making Banff a unique experience			1	.9%	1	1.7%	1	9.0%			3	1.4%
Recreation facilities / opportunities (enhance and / or add)			1	.9%	1	2.5%					2	1.0%
Enforce bylaws - hours / visibility / be more proactive					7	14.2%					7	3.0%
Bylaw - other issues (attitude / follow-up / priorities / tourism)			7	6.1%	3	6.5%	0	3.5%			11	4.7%
Customer service is fine; satisfied	19	40.6%	18	15.2%	7	15.3%	2	14.2%			47	20.4%
No response / no comment / Don't know			12	10.2%	2	4.0%	1	7.1%			15	6.5%
Other			3	2.6%	1	2.5%	0	3.5%			5	2.1%
<b>Total</b>	<b>47</b>	<b>118.8%</b>	<b>119</b>	<b>113.2%</b>	<b>48</b>	<b>124.8%</b>	<b>13</b>	<b>120.7%</b>	<b>1</b>	<b>100.0%</b>	<b>229</b>	<b>117.2%</b>

17. Currently, what is your main source of information about Town of Banff news, programs, services and bylaws?

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Newspaper articles	56	49.4%	89	41.3%	36	40.7%	11	45.5%	4	66.7%	196	43.8%
The Town of Banff website			19	9.1%	8	9.3%	0	1.9%			28	6.3%
The Town of Banff Public Information Page in the Banff Crag and Canyon	49	42.8%	62	29.0%	30	33.4%	10	40.6%	1	16.7%	152	33.9%
Utility Bill inserts			2	.7%	0	.4%					2	.4%
Brochures					0	.5%					0	.1%
Park Radio (101.1 FM)			1	.5%							1	.2%
Mountain FM (106.5 FM)	9	7.8%	8	3.7%	0	.4%					17	3.9%
Council meetings					1	.9%					1	.2%
Town employees			15	7.0%	3	3.4%			1	16.7%	19	4.2%
Newspaper articles + The Town of Banff Public Information Page			9	4.2%	2	2.7%	2	6.5%			13	2.9%
Newspaper articles + The Town of Banff website + The Town of Banff Public Information Page			1	.4%	1	1.4%					2	.5%
Newspaper articles + Town employees					1	1.3%					1	.3%
Newspaper articles + The Town of Banff Public Information Page + Mountain FM (106.5 FM)			4	1.7%							4	.8%
Newspaper articles + The Town of Banff website + Mountain FM (106.5 FM)					0	.4%					0	.1%
The Town of Banff Website + The Town Public Information Page + Town Employees			1	.3%							1	.2%
Newspaper articles + The Town of Banff website + Town Employees			1	.3%							1	.2%
Newspaper articles + The Town of Banff website + The Town of Banff Public Information Page + Town Employees			1	.5%							1	.2%
Mountain FM (106.5 FM) + Council Meetings					0	.4%					0	.1%
Newspaper articles + Brochures					0	.4%					0	.1%
Newspaper articles + The Town of Banff Public Information Page + Town Employees			1	.5%	1	1.1%	0	1.6%			3	.6%
Newspaper articles + Park Radio (101.FM)							0	1.9%			0	.1%
Newspaper articles + The Town of Banff website + The Town of Banff Public Information Page + Park Radio (101. FM)					1	1.1%					1	.2%
Newspaper articles + The Town of Banff Public Information Page + Utility Bill Inserts					1	1.1%					1	.2%
The Town of Banff website + Town employees			1	.5%							1	.2%
The Town of Banff Public Information Page + Utility Bill Inserts + Council Meetings							0	1.9%			0	.1%
The Town of Banff Public Information Page + Utility Bill Inserts			1	.3%							1	.2%
Newspaper articles + The Town of Banff Public Information Page + Utility Bill Inserts + Mountain FM (106.5 FM)					0	.4%					0	.1%
Utility Bill inserts + council meetings + town employees					0	.5%					0	.1%
<b>Total</b>	<b>114</b>	<b>100.0%</b>	<b>214</b>	<b>100.0%</b>	<b>89</b>	<b>100.0%</b>	<b>24</b>	<b>100.0%</b>	<b>6</b>	<b>100.0%</b>	<b>448</b>	<b>100.0%</b>



**17. Currently, what is your main source of information about Town of Banff news, programs, services and bylaws?**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Newspaper articles	56	49.4%	89	41.3%	36	40.7%	11	45.5%	4	66.7%	196	43.8%
The Town of Banff website			19	9.1%	8	9.3%	0	1.9%			28	6.3%
The Town of Banff Public Information Page in the Banff Crag and Canyon	49	42.8%	62	29.0%	30	33.4%	10	40.6%	1	16.7%	152	33.9%
Utility Bill inserts			2	.7%	0	.4%					2	.4%
Brochures					0	.5%					0	.1%
Park Radio (101.1 FM)			1	.5%							1	.2%
Mountain FM (106.5 FM)	9	7.8%	8	3.7%	0	.4%					17	3.9%
Council meetings					1	.9%					1	.2%
Town employees			15	7.0%	3	3.4%			1	16.7%	19	4.2%
Other (Combination of above)			19	8.7%	10	10.9%	3	12.0%			31	7.0%
<b>Total</b>	<b>114</b>	<b>100.0%</b>	<b>214</b>	<b>100.0%</b>	<b>89</b>	<b>100.0%</b>	<b>24</b>	<b>100.0%</b>	<b>6</b>	<b>100.0%</b>	<b>448</b>	<b>100.0%</b>

**18. How often do you read the Town of Banff Public Information Page in the Banff Crag and Canyon?**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Regularly	19	16.9%	134	62.0%	57	64.1%	20	77.8%	3	50.0%	232	51.6%
Occasionally	76	66.3%	73	33.9%	26	29.0%	5	20.6%	2	33.3%	182	40.4%
Never read that page	9	7.8%	6	2.9%	4	4.5%	0	1.6%	1	16.7%	21	4.6%
Never read the paper	10	9.0%	3	1.3%	2	2.5%					15	3.4%
<b>Total</b>	<b>114</b>	<b>100.0%</b>	<b>216</b>	<b>100.0%</b>	<b>88</b>	<b>100.0%</b>	<b>25</b>	<b>100.0%</b>	<b>6</b>	<b>100.0%</b>	<b>450</b>	<b>100.0%</b>

**19. How often do you visit the Town of Banff website (www.banff.ca)?**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Regularly			22	10.3%	11	11.9%	1	3.8%	1	16.7%	35	7.9%
Occasionally	74	71.5%	155	72.4%	60	67.5%	8	33.7%	3	50.0%	301	68.7%
Never use the website	30	28.5%	34	15.7%	15	16.6%	11	45.0%	1	16.7%	90	20.6%
Never use the Internet			4	1.6%	3	3.9%	4	17.5%	1	16.7%	12	2.8%
<b>Total</b>	<b>104</b>	<b>100.0%</b>	<b>215</b>	<b>100.0%</b>	<b>88</b>	<b>100.0%</b>	<b>25</b>	<b>100.0%</b>	<b>6</b>	<b>100.0%</b>	<b>438</b>	<b>100.0%</b>

**20. How useful do you find the Town of Banff website (www.banff.ca)?**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Very useful			25	11.5%	11	13.0%	0	2.1%	1	16.7%	38	8.5%
Useful	65	57.2%	132	61.5%	49	55.9%	5	24.2%	2	33.3%	254	57.1%
Not very useful	19	16.9%	23	10.6%	11	12.1%	3	13.3%	1	16.7%	57	12.7%
Not at all useful			2	1.0%	3	3.1%	1	3.9%			6	1.3%
Never use the website	30	25.9%	33	15.4%	14	15.9%	12	56.5%	2	33.3%	91	20.5%
<b>Total</b>	<b>114</b>	<b>100.0%</b>	<b>215</b>	<b>100.0%</b>	<b>88</b>	<b>100.0%</b>	<b>22</b>	<b>100.0%</b>	<b>6</b>	<b>100.0%</b>	<b>446</b>	<b>100.0%</b>

**20. How useful do you find the Town of Banff website (www.banff.ca)?**

	re25. Which age group are you in?										Group Total	
	18-24		25-44		45-64		65+		No response		Mean	Valid N
	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N	Mean	Valid N		
20. How useful do you find the Town of Banff website?	2.77	N=85	2.97	N=184	2.93	N=75	2.56	N=10	3.00	N=4	2.90	N=356

**21a. The Town of Banff website**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
First			24	29.0%	8	25.1%					32	21.9%
Second	9	33.3%	26	32.4%	13	41.3%	0	54.0%	2	66.7%	51	35.4%
Third	18	66.7%	31	38.6%	11	33.7%	0	46.0%	1	33.3%	62	42.7%
Total	27	100.0%	82	100.0%	32	100.0%	1	100.0%	3	100.0%	144	100.0%

ONLINE DATA ONLY: Top 3 preferred ways to receive Town of Banff information.

**21b. E-mail (alerts or newsletter)**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
First			33	66.8%	4	30.6%	1	48.1%	1	33.3%	40	39.6%
Second	10	33.3%	9	19.0%	5	33.0%			1	33.3%	26	25.6%
Third	21	66.7%	7	14.2%	5	36.5%	1	51.9%	1	33.3%	35	34.9%
Total	31	100.0%	50	100.0%	15	100.0%	2	100.0%	3	100.0%	100	100.0%

ONLINE DATA ONLY: Top 3 preferred ways to receive Town of Banff information.

**21c. The Town of Banff Public Information Page in the Banff Crag and Canyon**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
First	28	50.0%	44	45.6%	22	54.8%	2	62.3%	4	100.0%	100	50.0%
Second	19	34.1%	34	34.8%	13	32.8%	1	37.7%			67	33.6%
Third	9	15.9%	19	19.6%	5	12.4%					33	16.4%
Total	56	100.0%	97	100.0%	39	100.0%	4	100.0%	4	100.0%	200	100.0%

ONLINE DATA ONLY: Top 3 preferred ways to receive Town of Banff information.

**21d. Public information meetings**

	25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
First			0	4.8%					0	1.9%
Second	2	22.2%	3	41.5%	1	63.0%			6	31.3%
Third	8	77.8%	4	53.7%	0	37.0%	1	100.0%	13	66.8%
Total	10	100.0%	8	100.0%	1	100.0%	1	100.0%	20	100.0%

ONLINE DATA ONLY: Top 3 preferred ways to receive Town of Banff information.

**21e. Utility bill inserts**

	25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
First			0	5.5%					0	2.3%
Second	4	49.6%	1	12.0%	0	50.0%	1	50.0%	6	34.0%
Third	4	50.4%	6	82.5%	0	50.0%	1	50.0%	12	63.7%
Total	8	100.0%	8	100.0%	1	100.0%	2	100.0%	19	100.0%

ONLINE DATA ONLY: Top 3 preferred ways to receive Town of Banff information.

**21f. Brochures**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
First			1	13.2%							1	5.1%
Second	9	100.0%	2	23.3%	2	63.9%			1	100.0%	14	63.4%
Third			5	63.5%	1	36.1%	0	100.0%			7	31.5%
Total	9	100.0%	8	100.0%	3	100.0%	0	100.0%	1	100.0%	22	100.0%

ONLINE DATA ONLY: Top 3 preferred ways to receive Town of Banff information.

**21g. Local newspaper articles**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
First	18	66.7%	12	25.3%	10	39.8%	1	29.8%	4	80.0%	46	41.4%
Second	9	33.3%	24	48.9%	7	25.5%	1	29.8%			41	36.8%
Third			13	25.8%	9	34.6%	1	40.3%	1	20.0%	24	21.8%
Total	27	100.0%	49	100.0%	26	100.0%	3	100.0%	5	100.0%	111	100.0%

ONLINE DATA ONLY: Top 3 preferred ways to receive Town of Banff information.

**21h. Park Radio (101.1 FM)**

	18-24		25-44		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Second			1	10.9%	1	100.0%	2	10.5%
Third	9	100.0%	9	89.1%			18	89.5%
Total	9	100.0%	10	100.0%	1	100.0%	20	100.0%

ONLINE DATA ONLY: Top 3 preferred ways to receive Town of Banff information.

**21i. Mountain FM (106.5 FM)**

	18-24		25-44		45-64		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
First					0	14.4%			0	1.0%
Second	19	100.0%	6	29.4%	0	12.9%	1	50.0%	26	60.2%
Third			14	70.6%	2	72.7%	1	50.0%	17	38.8%
Total	19	100.0%	20	100.0%	3	100.0%	2	100.0%	44	100.0%

ONLINE DATA ONLY: Top 3 preferred ways to receive Town of Banff information.

**21j. Facebook**

	18-24		25-44		45-64		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
First	30	60.6%	4	13.7%	0	10.5%			34	40.9%
Second			12	43.6%	2	52.7%			14	17.2%
Third	19	39.4%	12	42.7%	1	36.8%	2	100.0%	35	41.9%
Total	49	100.0%	28	100.0%	4	100.0%	2	100.0%	83	100.0%

ONLINE DATA ONLY: Top 3 preferred ways to receive Town of Banff information.

**21k. Twitter**

	25-44		45-64		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %
First	4	76.2%					4	58.9%
Second	1	23.8%					1	18.4%
Third			0	100.0%	1	100.0%	1	22.6%
Total	5	100.0%	0	100.0%	1	100.0%	6	100.0%

ONLINE DATA ONLY: Top 3 preferred ways to receive Town of Banff information.

**21. Please rank your top three preferred ways you would like to receive Town of Banff information. (MULTIPLE RESPONSE)**

		re25. Which age group are you in?										Total	
		18-24		25-44		45-64		65+		No response		Count	Col %
		Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %		
\$m21	The Town of Banff website	37	32.5%	125	58.1%	50	57.2%	4	15.9%	3	50.0%	220	48.9%
	E-mail (alerts or newsletter)	31	27.1%	86	39.6%	26	29.2%	6	22.8%	3	50.0%	151	33.6%
	The Town of Banff Public Information Page in the Banff Crag and Canyon	85	74.1%	181	83.7%	73	83.6%	23	93.4%	5	83.3%	367	81.8%
	Public information meetings	10	9.0%	20	9.2%	16	18.0%	10	40.5%	2	33.3%	58	13.0%
	Utility bill inserts	9	7.8%	15	6.9%	15	17.5%	3	12.7%	2	33.3%	44	9.9%
	Brochures	9	7.8%	14	6.5%	10	11.7%	3	10.3%	1	16.7%	37	8.2%
	Local newspaper articles	46	40.4%	86	39.8%	41	46.5%	17	65.8%	6	100.0%	195	43.5%
	Park Radio (101.1 FM)	9	7.8%	10	4.7%	2	2.2%	2	8.5%	1	16.7%	24	5.4%
	Mountain FM (106.5 FM)	39	33.7%	44	20.2%	8	9.4%	1	5.0%	2	33.3%	94	20.9%
	Facebook	59	51.8%	42	19.6%	6	6.6%			2	33.3%	109	24.3%
	Twitter			8	3.8%	0	.4%			1	16.7%	10	2.1%
	Other	9	7.8%	5	2.3%	3	3.0%					17	3.7%
Total		114	100.0%	216	100.0%	88	100.0%	25	100.0%	6	100.0%	449	100.0%

**22. Using the following map, please indicate where you live by zone number.**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Zone 1 Industrial Compound District			1	.5%							1	.2%
Zone 2 Cougar District	19	16.9%	40	18.6%	6	7.2%	1	5.6%	1	50.0%	68	15.3%
Zone 3 Marten District	10	9.0%	29	13.3%	6	7.1%	1	3.4%			46	10.4%
Zone 4 Downtown West District			15	6.8%	5	5.8%	1	4.8%			21	4.7%
Zone 5 Tunnel Mountain District	10	9.0%	17	7.9%	7	8.0%	4	14.0%			38	8.5%
Zone 6 Muskrat District	10	9.0%	29	13.4%	14	16.0%	6	23.6%			59	13.3%
Zone 7 Downtown District	27	23.5%	20	9.4%	5	5.4%	2	8.2%			54	12.1%
Zone 8 Banff Centre District			1	.5%	0	.4%	1	5.0%			3	.6%
Zone 9 Downtown East District			13	6.2%	9	10.1%	0	1.9%			23	5.1%
Zone 10 Banff Springs District	19	16.9%	2	.8%	1	.6%					22	4.8%
Zone 11 Glen District			5	2.3%	4	4.1%	2	8.5%			11	2.4%
Zone 12 Spray District			11	5.2%	6	7.3%	2	9.0%			20	4.5%
Zone 13 Middle Springs District	18	15.7%	17	7.7%	18	20.9%	1	5.6%	1	50.0%	55	12.4%
Zone 14 Cave District			16	7.2%	5	5.3%	2	6.6%			22	4.9%
Not sure					1	1.6%	1	3.7%			2	.5%
<b>Total</b>	<b>114</b>	<b>100.0%</b>	<b>215</b>	<b>100.0%</b>	<b>88</b>	<b>100.0%</b>	<b>25</b>	<b>100.0%</b>	<b>2</b>	<b>100.0%</b>	<b>444</b>	<b>100.0%</b>

**23. Do you rent or own your primary Banff residence?**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Own	28	24.7%	92	42.4%	68	76.9%	23	90.3%	2	11.1%	214	46.1%
Rent	86	75.3%	124	57.6%	20	23.1%	3	9.7%			233	50.4%
No response									16	88.9%	16	3.5%
<b>Total</b>	<b>114</b>	<b>100.0%</b>	<b>216</b>	<b>100.0%</b>	<b>89</b>	<b>100.0%</b>	<b>26</b>	<b>100.0%</b>	<b>18</b>	<b>100.0%</b>	<b>463</b>	<b>100.0%</b>

**23. Do you rent or own your primary Banff residence?**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Own	28	24.7%	92	42.4%	68	76.9%	23	90.3%	2	100.0%	214	47.8%
Rent	86	75.3%	124	57.6%	20	23.1%	3	9.7%			233	52.2%
<b>Total</b>	<b>114</b>	<b>100.0%</b>	<b>216</b>	<b>100.0%</b>	<b>89</b>	<b>100.0%</b>	<b>26</b>	<b>100.0%</b>	<b>2</b>	<b>100.0%</b>	<b>447</b>	<b>100.0%</b>

**24. Which of the following categories best applies? (Choose all that apply)**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
\$m24 Work full-time	94	81.9%	195	90.6%	71	79.6%	2	8.7%	1	100.0%	362	81.4%
Work part-time	10	9.0%	17	7.8%	9	10.2%	3	13.3%			40	8.9%
Student - working	19	16.9%	5	2.5%							25	5.5%
Unemployed			4	2.1%	0	.5%					5	1.1%
Retired					8	8.9%	21	81.3%			29	6.5%
Student - not working			1	.3%							1	.2%
Seasonal worker	9	7.8%	2	.9%	1	1.1%					12	2.7%
<b>Total</b>	<b>114</b>	<b>100.0%</b>	<b>215</b>	<b>100.0%</b>	<b>89</b>	<b>100.0%</b>	<b>26</b>	<b>100.0%</b>	<b>1</b>	<b>100.0%</b>	<b>445</b>	<b>100.0%</b>

**25. Which age group are you in?**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
18-24	114	100.0%									114	24.7%
25-34			140	65.0%							140	30.3%
35-44			76	35.0%							76	16.4%
45-54					55	62.5%					55	12.0%
55-64					33	37.5%					33	7.2%
65 and over							26	100.0%			26	5.6%
No response									18	100.0%	18	3.9%
Total	114	100.0%	216	100.0%	89	100.0%	26	100.0%	18	100.0%	463	100.0%

**25. Which age group are you in?**

	18-24		25-44		45-64		65+		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
18-24	114	100.0%							114	25.7%
25-34			140	65.0%					140	31.6%
35-44			76	35.0%					76	17.0%
45-54					55	62.5%			55	12.5%
55-64					33	37.5%			33	7.5%
65 and over							26	100.0%	26	5.8%
Total	114	100.0%	216	100.0%	89	100.0%	26	100.0%	445	100.0%

**26. Your gender**

	18-24		25-44		45-64		65+		No response		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Male	52	45.2%	111	51.5%	46	51.4%	10	38.3%			218	47.2%
Female	63	54.8%	104	48.0%	37	41.9%	14	54.0%			218	47.0%
No response			1	.5%	6	6.8%	2	7.7%	18	100.0%	27	5.8%
Total	114	100.0%	216	100.0%	89	100.0%	26	100.0%	18	100.0%	463	100.0%

**26. Your gender**

	18-24		25-44		45-64		65+		Total	
	Count	Col %	Count	Col %	Count	Col %	Count	Col %	Count	Col %
Male	52	45.2%	111	51.8%	46	55.1%	10	41.5%	218	50.1%
Female	63	54.8%	104	48.2%	37	44.9%	14	58.5%	218	49.9%
Total	114	100.0%	215	100.0%	83	100.0%	24	100.0%	436	100.0%

27. Please use this space for any final comments or feedback

	re25. Which age group are you in?										Total	
	18-24		25-44		45-64		65+		No response		Cases	Col Response %
	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %	Cases	Col Response %		
\$multq27 Downtown enhancement issues / ideas			2	1.6%	2	3.8%	0	2.9%			4	2.0%
Parking - more parking; change limits / bylaw; charge for			6	4.9%	3	6.0%	2	14.5%			11	5.2%
Trails - quality; location, maintenance, number			2	1.6%	1	1.7%	0	2.9%			3	1.5%
Reduce / Control traffic; more pedestrian- and bike-friendly			7	5.6%	4	8.3%	2	14.5%			13	6.1%
Pedestrian bridge issues / ideas; pedestrian / bike safety			1	1.1%	0	.8%					2	.8%
Environment / controls; sustainable community; recycling			18	14.1%	5	9.8%					22	10.2%
Suggestions / comments regarding large garbage pick-up			11	9.1%	6	13.0%	2	13.2%			20	9.0%
Child / Youth care issues / ideas			8	6.7%	0	.9%					9	4.0%
Address street lighting, roads, sidewalks / curbs			4	3.0%	1	1.7%	2	11.6%			6	2.9%
Focus on maintenance / services (facilities, snow, waste etc.)			9	7.4%	3	6.5%	2	11.2%			14	6.4%
Recreation facilities / opportunities issues / ideas			20	16.1%	3	6.5%	1	5.8%			24	11.0%
Clean up Banff (i.e. litter, unsightly homes and rental properties)			10	7.8%	3	6.2%	1	8.7%			14	6.4%
Support local business, restrict chain stores / restaurants			14	11.5%	2	4.4%	0	2.5%			17	7.7%
Stop people from stealing from blue bins			5	4.3%	1	2.6%					7	3.0%
Improve arts / culture / events			4	3.5%	2	4.1%					6	2.9%
Read Leslie Taylor's blog for Banff information					1	1.6%	1	4.9%			2	.7%
Limit the use of fireworks			1	.7%	2	4.9%					3	1.5%
Land use / design guidelines / controls; parks and green spaces			1	.5%							1	.3%
Focus on tourism and making Banff a unique experience			4	2.8%	3	6.2%					7	3.0%
Taxation; cost of living / housing / rent; need to reside	19	65.1%	16	13.2%	5	10.1%					41	18.5%
Be more fiscally responsible and transparent			10	8.1%	9	17.8%	2	13.2%			21	9.5%
Town of Banff - work for the people; plan well; communicate			27	21.3%	13	27.3%	2	10.7%	1	100.0%	42	19.3%
Transit - new routes / more accessible, etc.			12	9.4%	2	4.5%					14	6.3%
Driving violations & other crime; more policing					1	2.4%					1	.5%
Enforce bylaws; clarify bylaws and who's responsible			12	9.5%	4	9.3%	0	2.5%			17	7.6%
Bylaw / RCMP - other issues			6	4.7%	5	10.0%	0	2.9%			11	5.1%
Noise control (fines, bylaw / policing hours, etc.)			1	.7%	2	4.5%					3	1.4%
Quality of life; sense of community; essential services			4	2.8%	1	1.8%					4	2.0%
Great place to live; good job; keep up the good work			21	17.0%	7	14.7%	3	17.0%			31	14.1%
Thank you for the opportunity to input			8	6.2%	1	2.9%					9	4.2%
Survey related	9	30.3%	6	5.2%	4	7.9%	1	5.4%			20	9.1%
Other	10	34.9%	14	11.1%	5	10.2%	1	8.3%			30	13.8%
<b>Total</b>	<b>30</b>	<b>130.3%</b>	<b>124</b>	<b>211.7%</b>	<b>48</b>	<b>212.1%</b>	<b>16</b>	<b>152.5%</b>	<b>1</b>	<b>100.0%</b>	<b>220</b>	<b>196.0%</b>