

The Town of Canmore 2021 Citizen Perspectives Survey

COVID-19 has touched everyone differently, and the past year has been difficult for many of our residents. While we know there has been differing levels of support for public health restrictions in the province, it's reassuring to know that 83% of Canmore residents are satisfied with the Town of Canmore's response to the pandemic. That is just one of the things that we heard in the 2021 Citizen Perspectives Survey.

This spring, we contracted Ipsos to conduct a random survey among a representative sample of 300 residents by telephone. The survey gives us a balanced snapshot of residents' perspectives and is considered an accurate representation with a margin of error of +/-7.2%, 19 times out of 20. This year's survey was done on the heels of the public hearing for the Three Sisters area structure plans, and so it is not surprising that the number one issue we're hearing from the public about is growth and development.

Regardless, 98% of residents continue to rate the overall quality of life in Canmore as good or very good, and this remains the same as at the last survey in 2017. However, more people this year (38%) noted their perceived change in quality of life has worsened. While this is a trend for municipalities in Alberta given the economic downturn and pandemic, in Canmore the most prominent reason is related to growth and development. Concerns were voiced suggesting that there are too many tourists and visitors, which results in the town being too busy at times. As well, population growth, development, and increased traffic were noted as a more common reason for a deterioration in quality of life than the pandemic.

It is good to know that 99% of residents continue to feel safe in Canmore, and 93% feel a sense of belonging in their own neighbourhood - although we need to continue to address racism and discrimination in our community.

I've always believed that we get good value for our tax dollars in Canmore, and 84% of residents agree with that sentiment. However, we heard that residents want us to budget to spend more to improve services such as parks, recreation centres, trails, snow removal, waste management, affordable housing, traffic congestion, and road maintenance.

While we've done more to communicate with the public during this pandemic than we've ever done before, we need to keep doing more. Our satisfaction ratings for how we communicate are lower (at 76%) than we've seen in the past. We heard that citizens want us to provide them with more information about planning/land use and development and want more community updates on roads and transportation, council meetings, community events, budget/taxes, and generally "what's new."

While 86% of respondents note their desire to provide input into decision-making about Town of Canmore projects and services, 64% indicate that they have enough opportunities to provide input. The majority agree that the Town of Canmore uses input from residents when making decisions.

Even though we have heard the criticism of our council and administration of late, 73% of residents indicate that they are satisfied with the way that we are going about running the community. However, it is clear that the public wants to be kept better informed about how the Town of Canmore will address growth, and fewer residents think we are doing a good job of managing the level of development and growth - especially in the Three Sisters area.

We appreciate residents' participation in this process, as it truly helps influence the long-term vision and service delivery for the Town of Canmore.

Mayor John Borrowman
May 18, 2021

The Town of Canmore 2021 Citizen Perspectives Survey



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Objectives and Methodology

Objectives

- The Town of Canmore and its municipal administration recognize the need to engage citizens as it relates to evaluating programs and services that The Town currently offers.
- The survey also assesses citizens' views on Canmore's quality of life, diversity and inclusion, Town communications and citizen engagement, performance of Council and Administration, value for taxes, environmental measures, community safety, and growth and development.
- Survey results will also be compared to 2017 and 2014 survey results where applicable to identify trends over time and notably differences are identified with arrows, as follows:

↑ Statistically higher than 2017
↓ Statistically lower than 2017

Methodology



A telephone survey was conducted among a representative sample of residents aged 18+ between March 22 and March 30. The average interview duration was 21 minutes. The survey was conducted using random digit dialing with both landline and cell phone numbers.



Sample size of n=300.



The margin of error for a sample of this size is +/-7.2%, 19 times out of 20. The data has been weighted to ensure the age/gender distribution reflects that of the actual population in Canmore according to the most recent Census data.

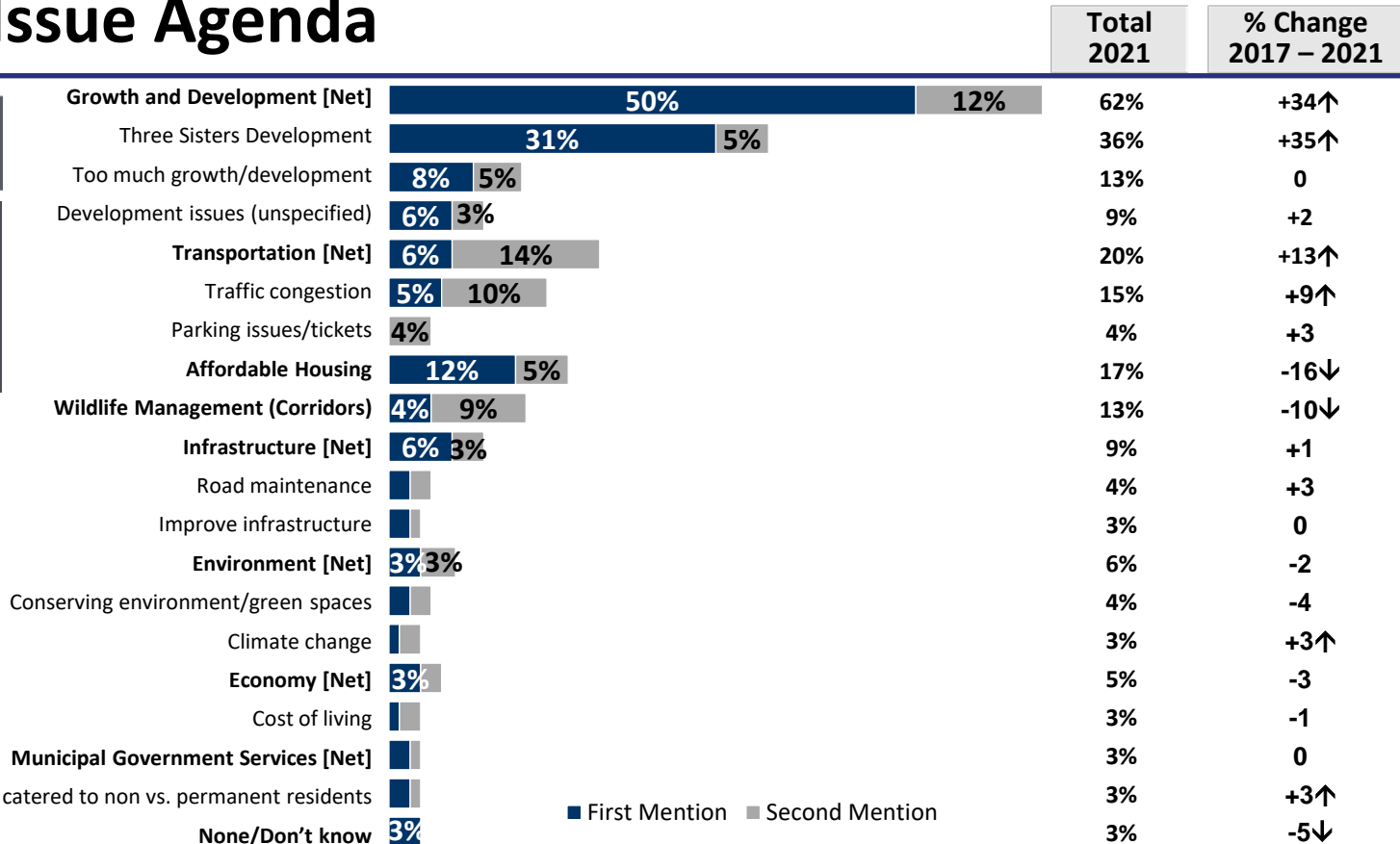
Municipal Issue Agenda



Municipal Issue Agenda

Multiple Responses Allowed

Note: A "NET" is a combination of 2 or more mentions that cover a specific theme. Main NET mentions are shown.



Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: All respondents 2021 (n=300); 2017 (n=302)

Data labels of <3% not shown

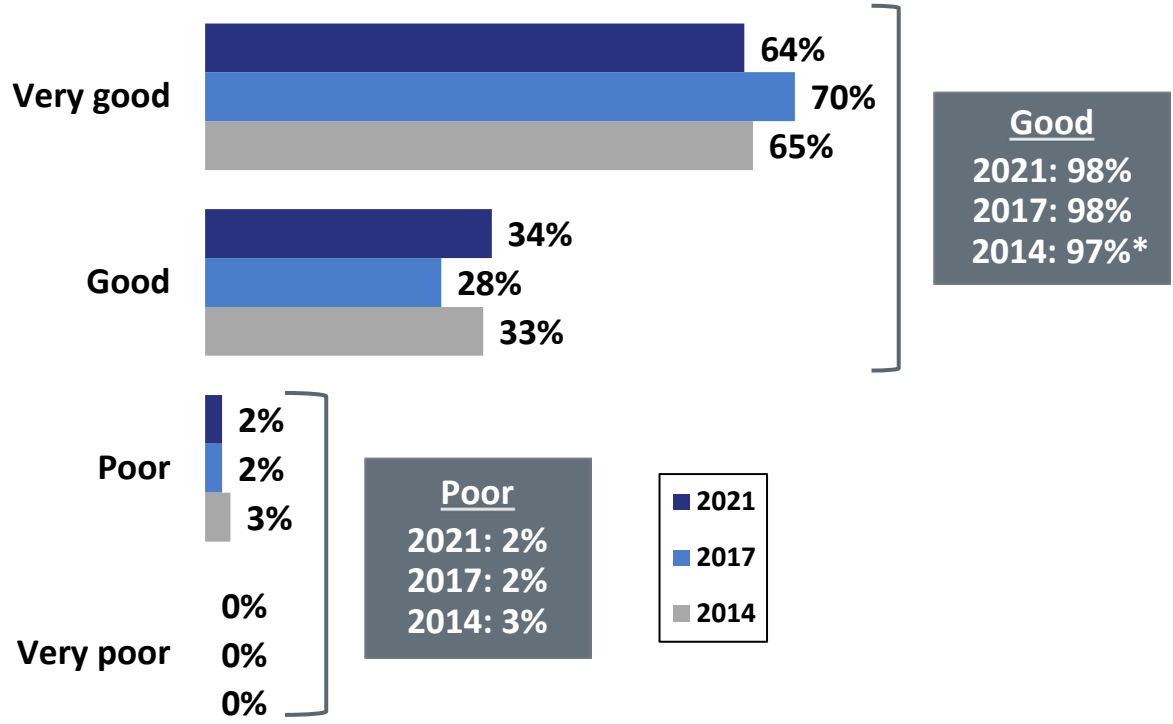
↑ Statistically higher than 2017
 ↓ Statistically lower than 2017



Quality of Life



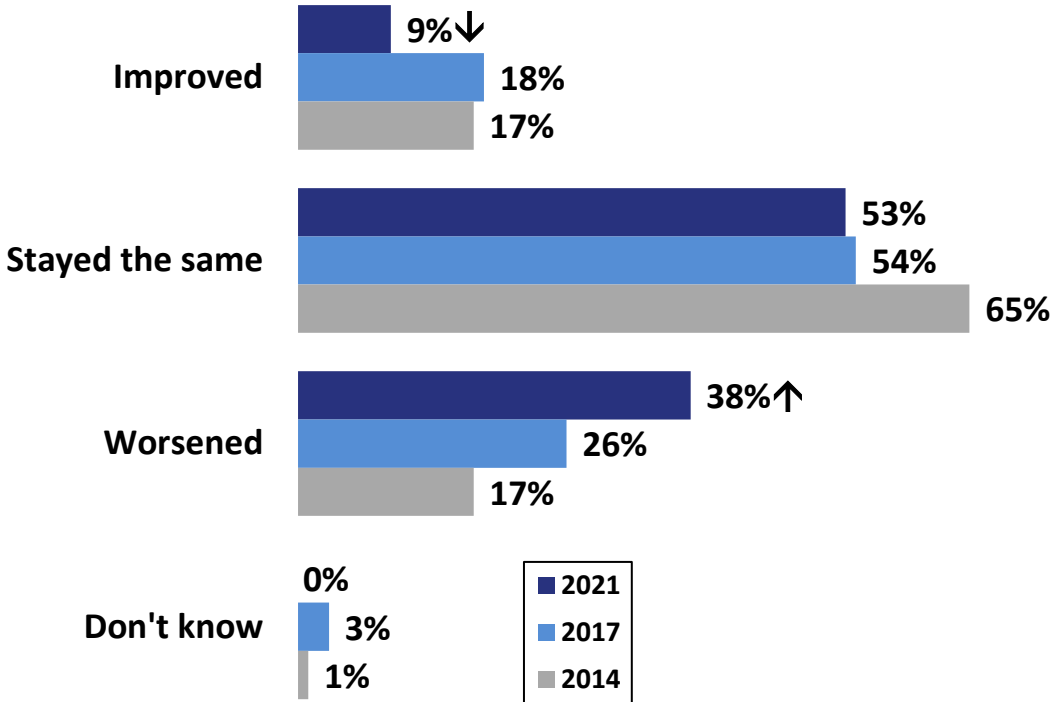
Overall Quality of Life in Canmore



Q2. How would you rate the overall quality of life in Canmore today? Would you say... ?
 Base: All respondents 2021 (n=300); 2017 (n=302); 2014 (n=300)

*Rounding

Perceived Change in the Quality of Life in Canmore in Past 3 Years



↑ Statistically higher than 2017
↓ Statistically lower than 2017

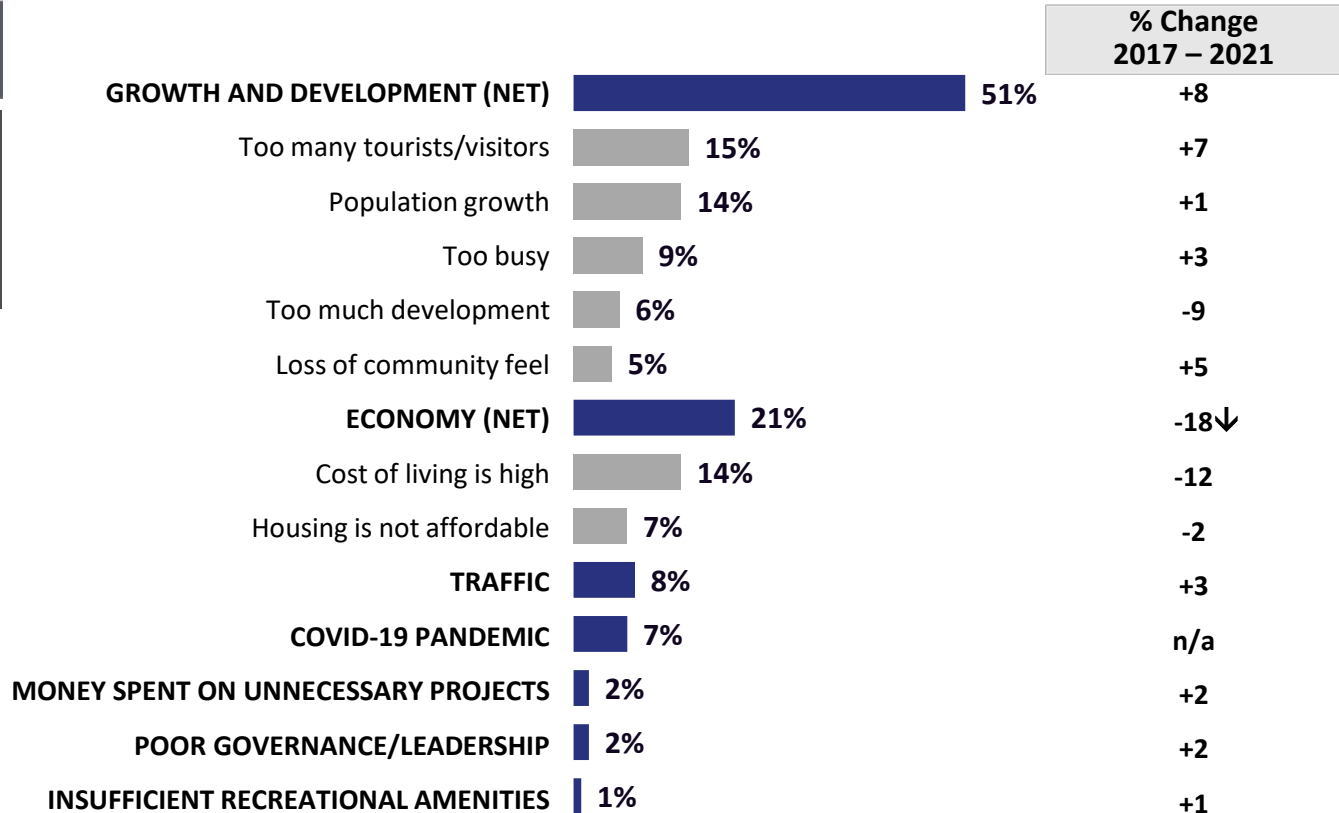
Q3. And, do you feel that the quality of life in Canmore in the past three years has ...?

Base: All respondents 2021 (n=300); 2017 (n=302); 2014 (n=300)

Reasons for Deteriorated Quality of Life

Multiple Responses Allowed

Note: A "NET" is a combination of 2 or more mentions that cover a specific theme. Main NET mentions are shown.



Q5. Why do you think the quality of life has worsened?

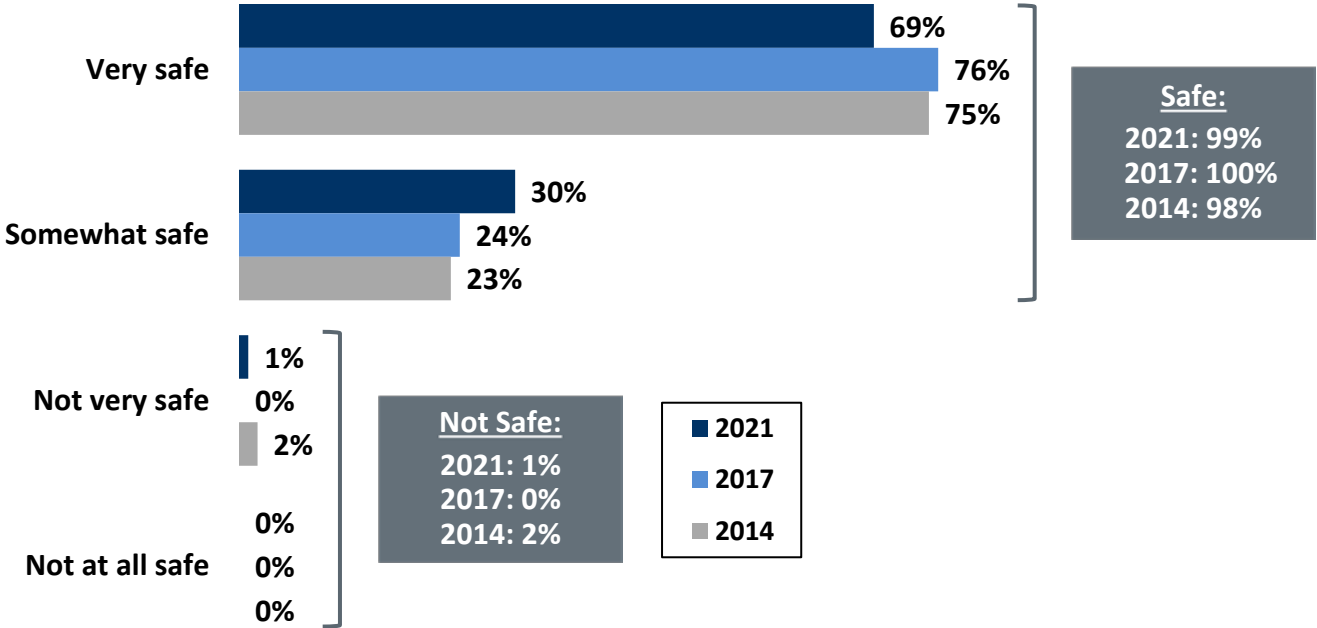
Base: Respondents who say that quality of life has worsened 2021 (n=132); 2017 (n=88)

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↑ Statistically higher than 2017
↓ Statistically lower than 2017



Safety of Canmore

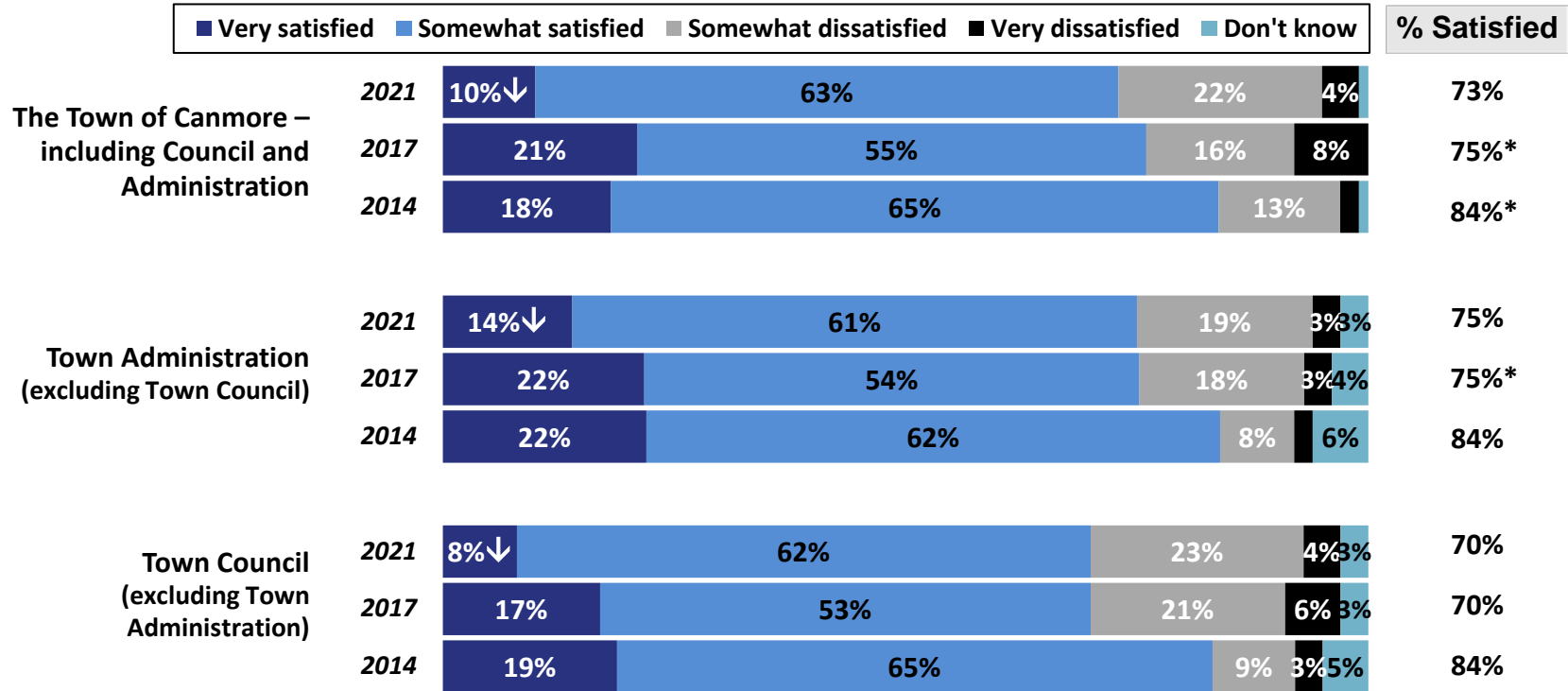


QCMS1. Overall, would you say that Canmore is safe?
 Base: All Respondents: 2021 (n=300); 2017 (n=302); 2014 (n=300)

Town Performance



Overall Satisfaction with The Town of Canmore's Council and Administration



Q6. Taking everything into account, how satisfied are you with the way The Town of Canmore's [INSERT ITEM] is going about running the community?

Base: All respondents 2021 (n=300); 2017 (n=302); 2014 (n=300)

↑ Statistically higher than 2017

↓ Statistically lower than 2017

*Rounding

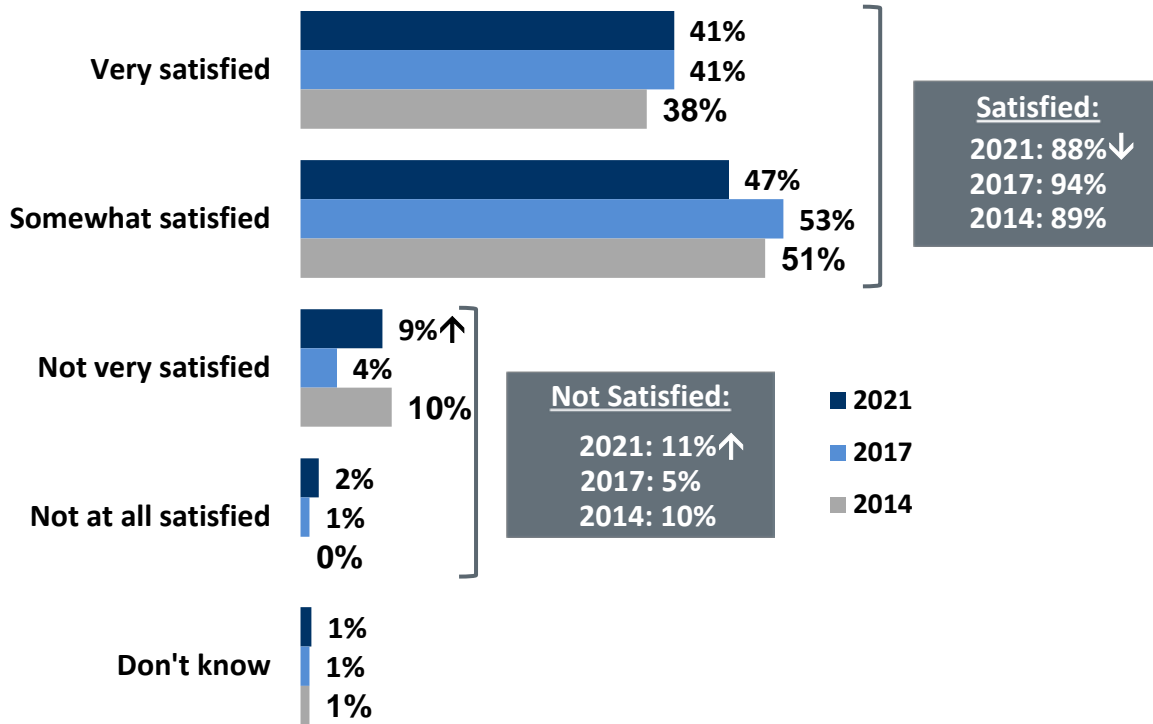
Data labels of <3% not shown



**Importance of
and Satisfaction
with Town
Services**



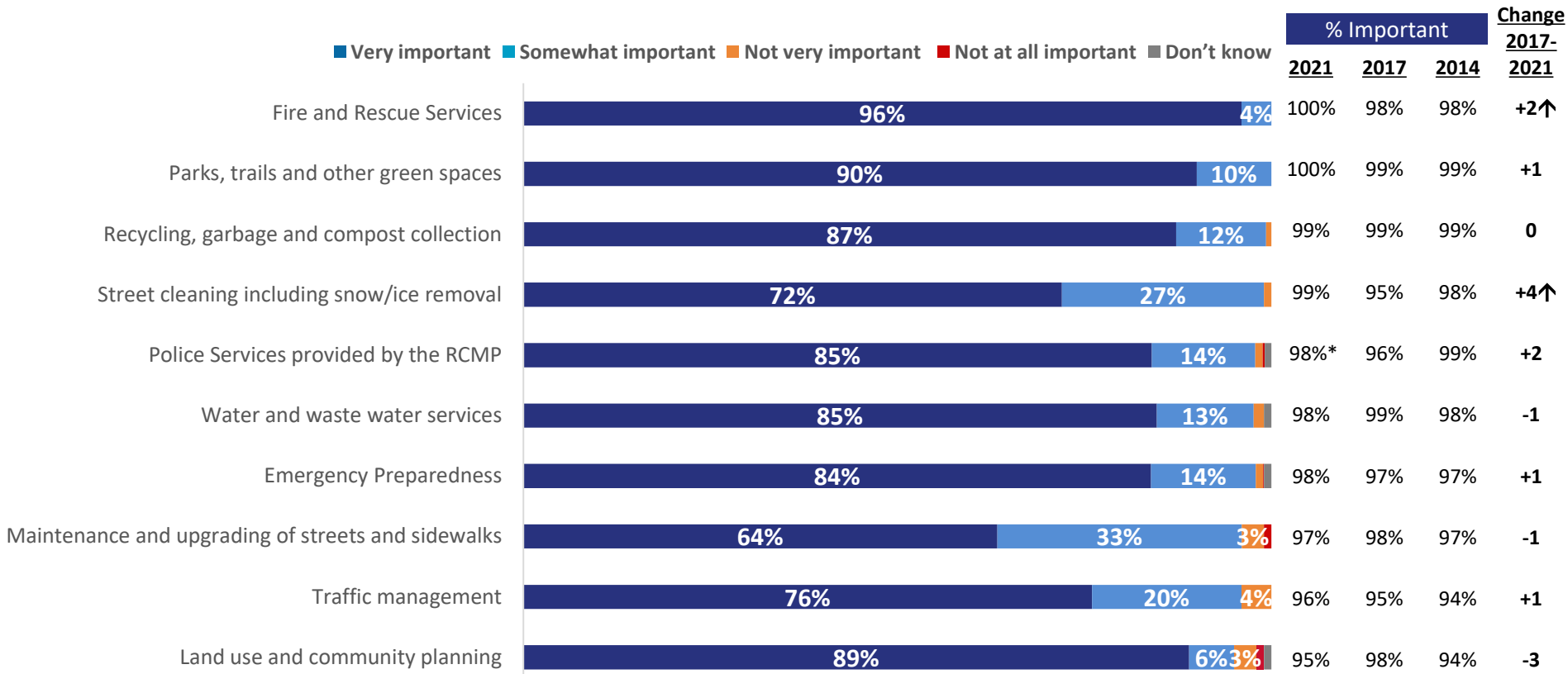
Overall Satisfaction with Town Programs and Services



Q7x. How satisfied you are with the overall level and quality of services and programs provided by The Town of Canmore? Are you...?

Base: All respondents 2021 (n=300); 2017 (n=302); 2014 (n=300)

Importance of Town Programs and Services



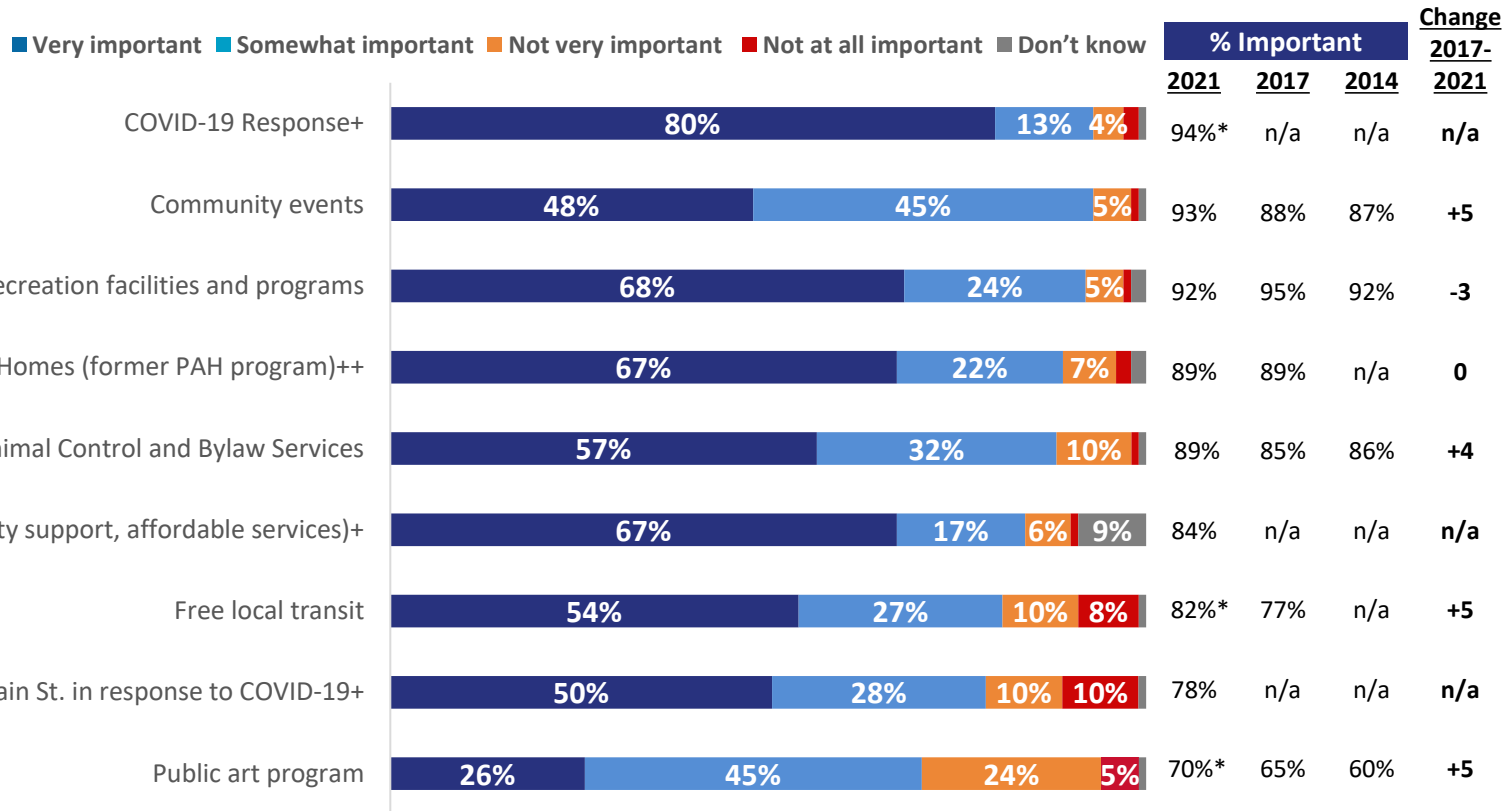
Q7. I am going to read a list of programs and services provided to you by the Town of Canmore. Please tell me how important each one is to you.
 Base: All respondents 2021 (n=300); 2017 (n=302); 2014 (n=300)

Data labels of <3% not shown

↑ Statistically higher than 2017
 ↓ Statistically lower than 2017

*Rounding

Importance of Town Programs and Services (continued)



Q7. I am going to read a list of programs and services provided to you by the Town of Canmore. Please tell me how important each one is to you. Base: All respondents 2021 (n=300); 2017 (n=302); 2014 (n=300)

+New item in 2021 / ++Name change in 2021

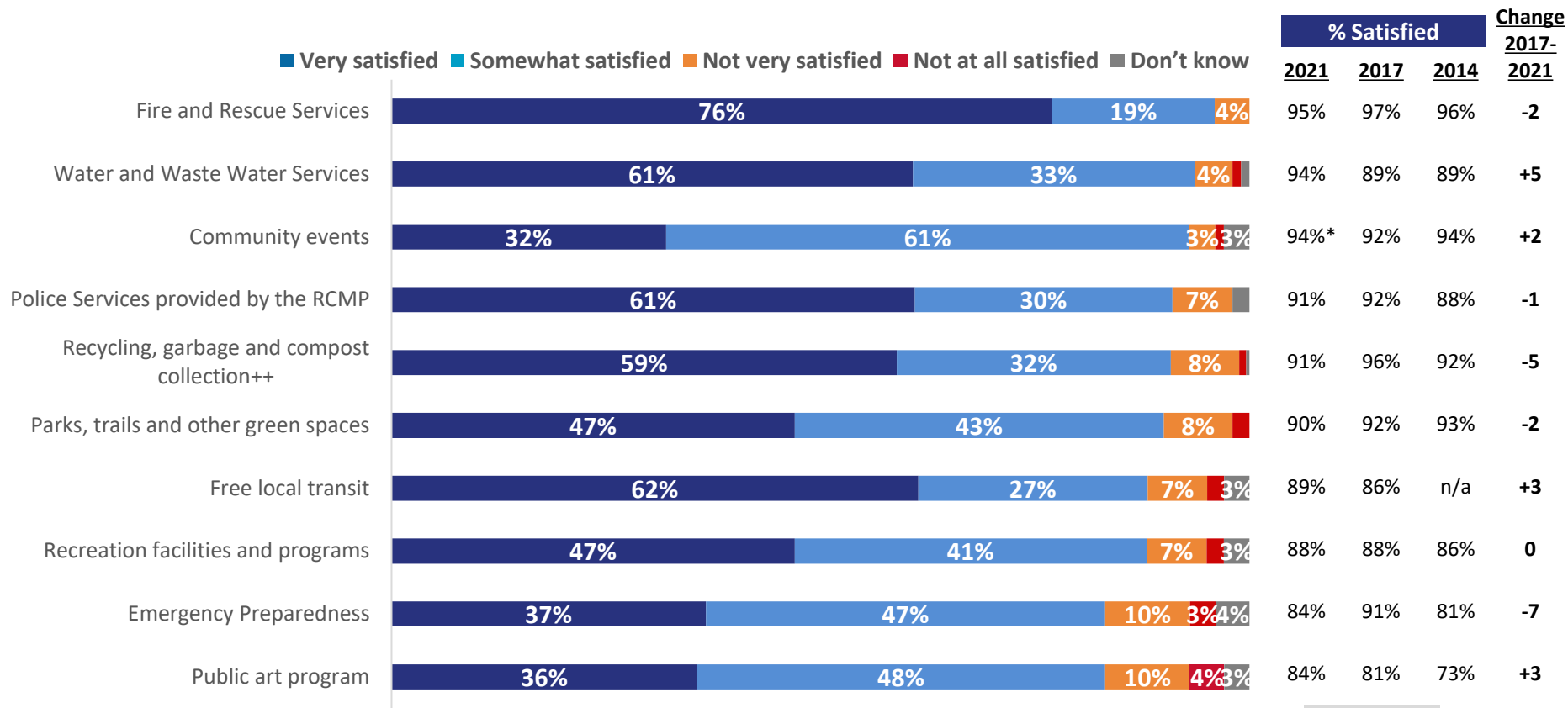
© 2021 Ipsos

*Rounding

Data labels of <3% not shown



Satisfaction with Town Programs and Services



Q7a. Please tell me how satisfied are you with the job The Town is doing in providing this program or service?
 Base: All respondents 2021 (n=300); 2017 (n=302); 2014 (n=300) / ++Compost collection added to this item in 2021

*Rounding

Data labels of <3% not shown



Satisfaction with Town Programs and Services

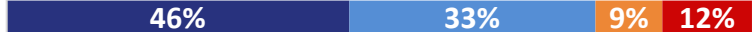
■ Very satisfied
 ■ Somewhat satisfied
 ■ Not very satisfied
 ■ Not at all satisfied
 ■ Don't know

% Satisfied			Change 2017- 2021
2021	2017	2014	
83%	n/a	n/a	n/a
79%	n/a	n/a	n/a
77%	76%	73%	+1
73%*	71%	81%	+2
70%	n/a	n/a	n/a
66%	76%	81%	-10↓
56%	49%	n/a	+7
44%*	54%	62%	-10
39%	59%	70%	-20↓

COVID-19 response+



Pedestrian-only Main St. in response to COVID-19+



Animal Control and Bylaw Services



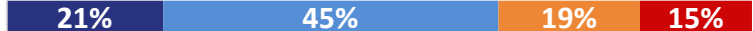
Street cleaning, including snow/ice removal



Social supports (family/community support/affordable services)+



Maintenance and upgrading of streets and sidewalks



Vital Homes (former Perpetual Affordable Housing program)++



Land use and community planning



Traffic management



Data labels of <3% not shown

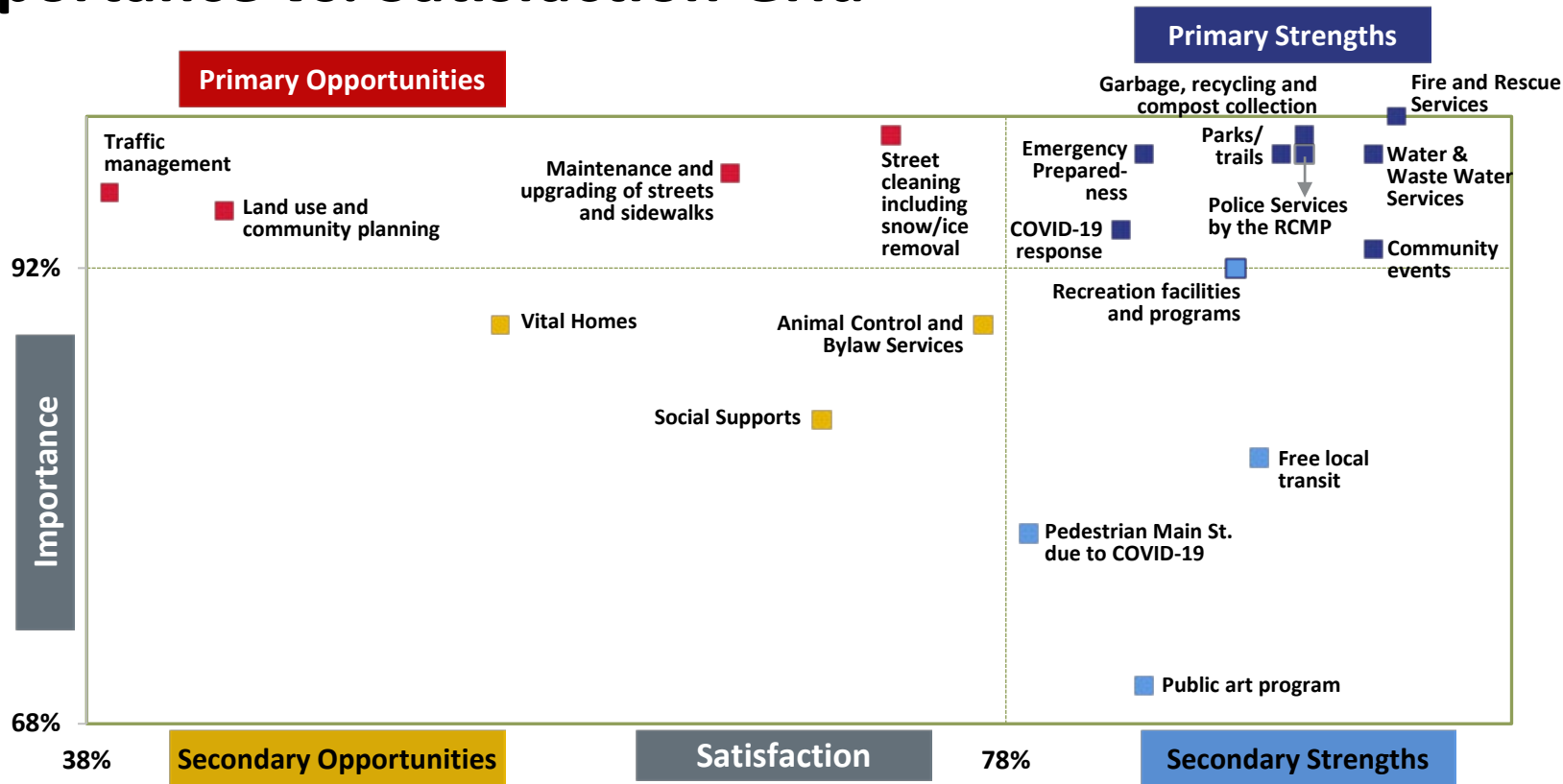
*Rounding

↑ Statistically higher than 2017
 ↓ Statistically lower than 2017



Q7a. Please tell me how satisfied are you with the job The Town is doing in providing this program or service?
 Base: All respondents 2021 (n=300); 2017 (n=302); 2014 (n=300) / ++New item in 2021; ++Name change in 2021

Importance vs. Satisfaction Grid

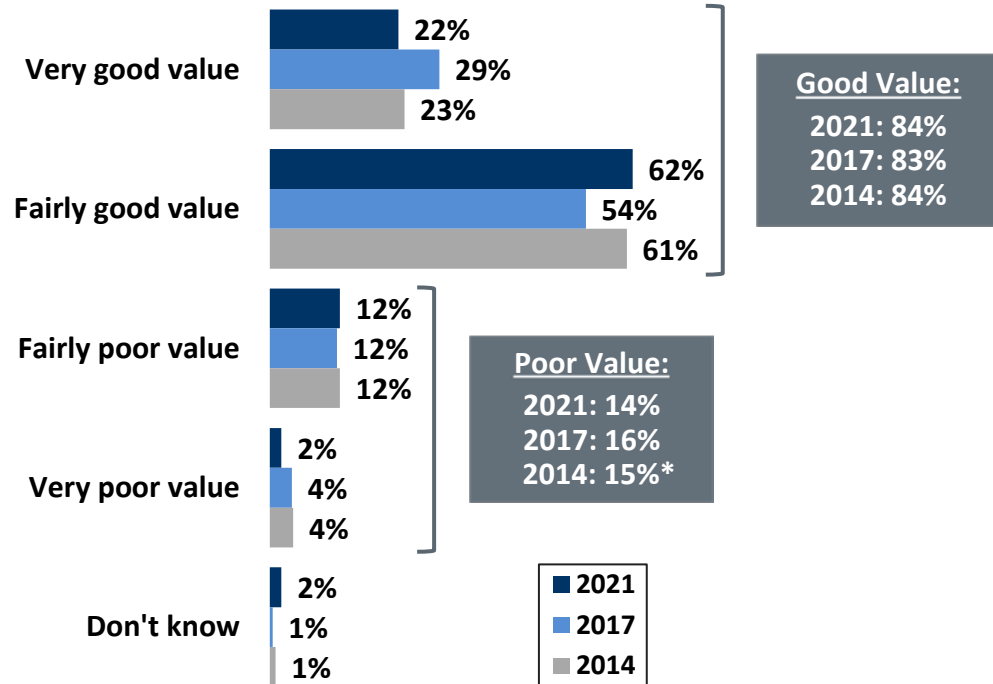


Q7. I am going to read a list of programs and services provided to you by the Town of Canmore. Please tell me how important each one is to you.
 Q7a. Please tell me how satisfied are you with the job The Town is doing in providing this program or service.
 Base: All respondents 2021 (n=300)

Financial Planning



Perceived Value for Taxes



Q8. Thinking about all the programs and services you receive from the Town of Canmore, would you say that overall, you get good value or poor value for your tax dollars?

Base: All respondents 2021 (n=300); 2017 (n=302); 2014 (n=300)

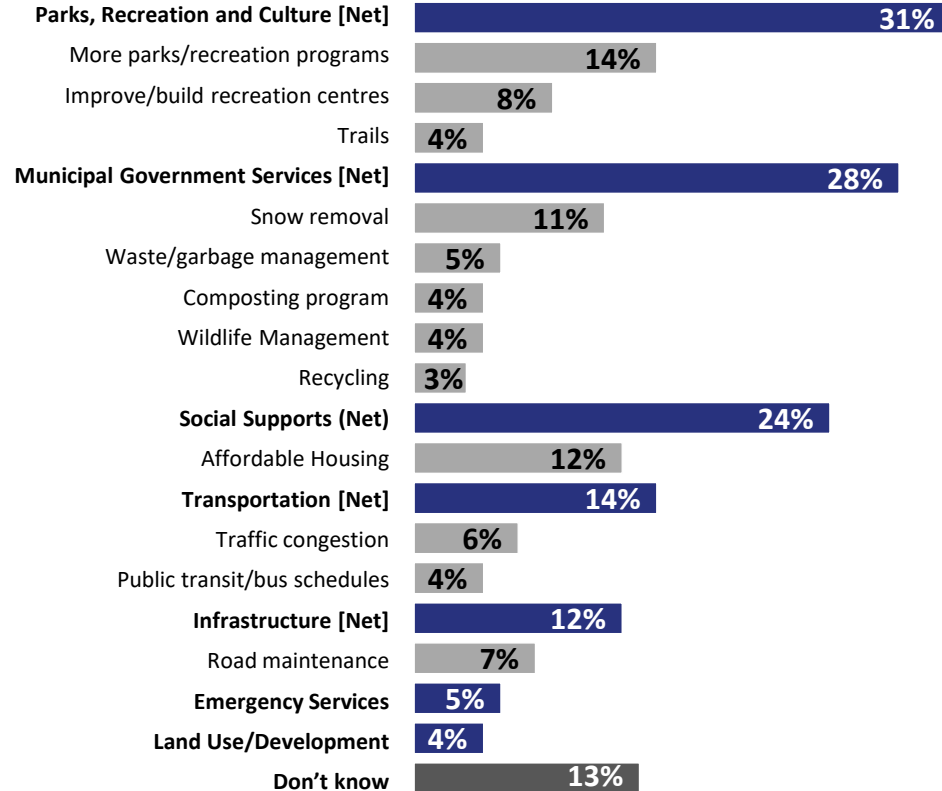
*Rounding

Desired Increased Spending for Increased Service Levels

Multiple Responses Allowed

Note: A "NET" is a combination of 2 or more mentions that cover a specific theme. Main NET mentions are shown.

New Question in 2021



Total mentions <2% are not shown

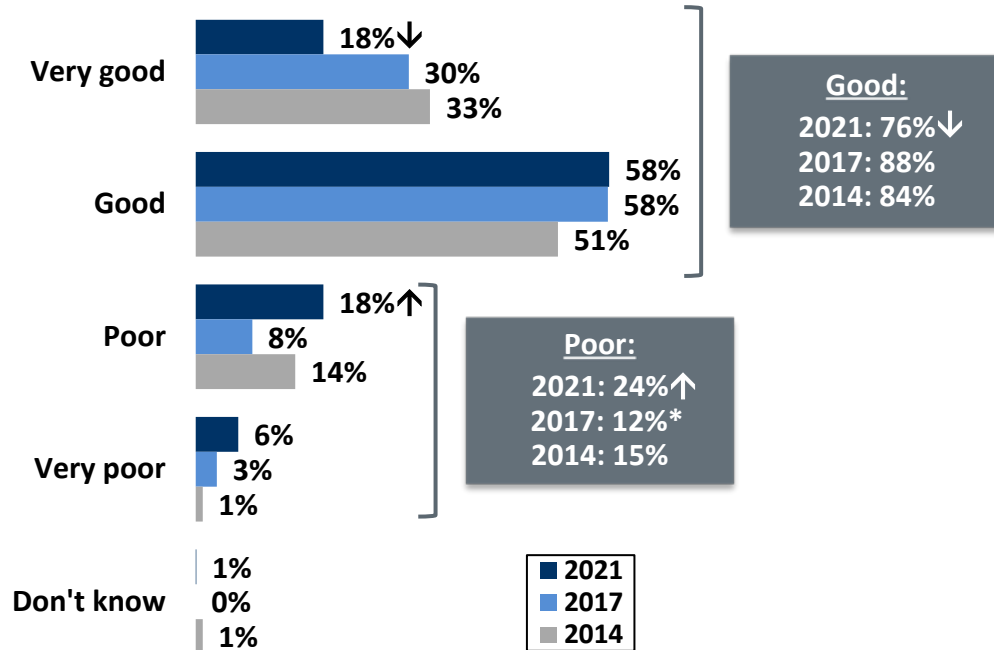
Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: All respondents 2021 (n=300)

Communications and Engagement



Overall Rating of Town Communications



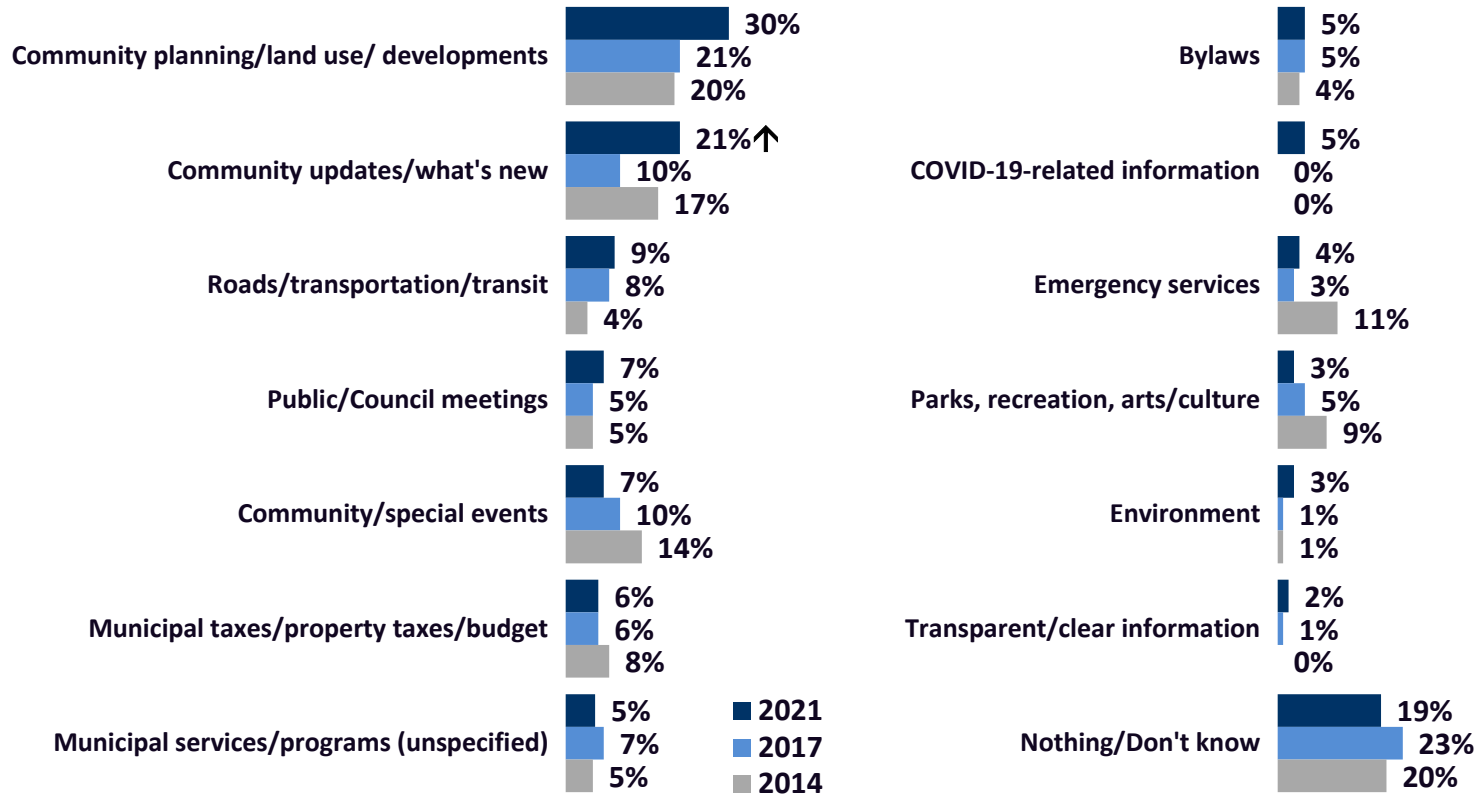
Q10. Overall, how would you rate The Town of Canmore in terms of how well it communicates with citizens about its services, programs, policies and plans?

Base: All respondents 2021 (n=300); 2017 (n=302); 2014 (n=300)

*Rounding

↑ Statistically higher than 2017
 ↓ Statistically lower than 2017

Information Needs



Total mentions ≤1% are not shown

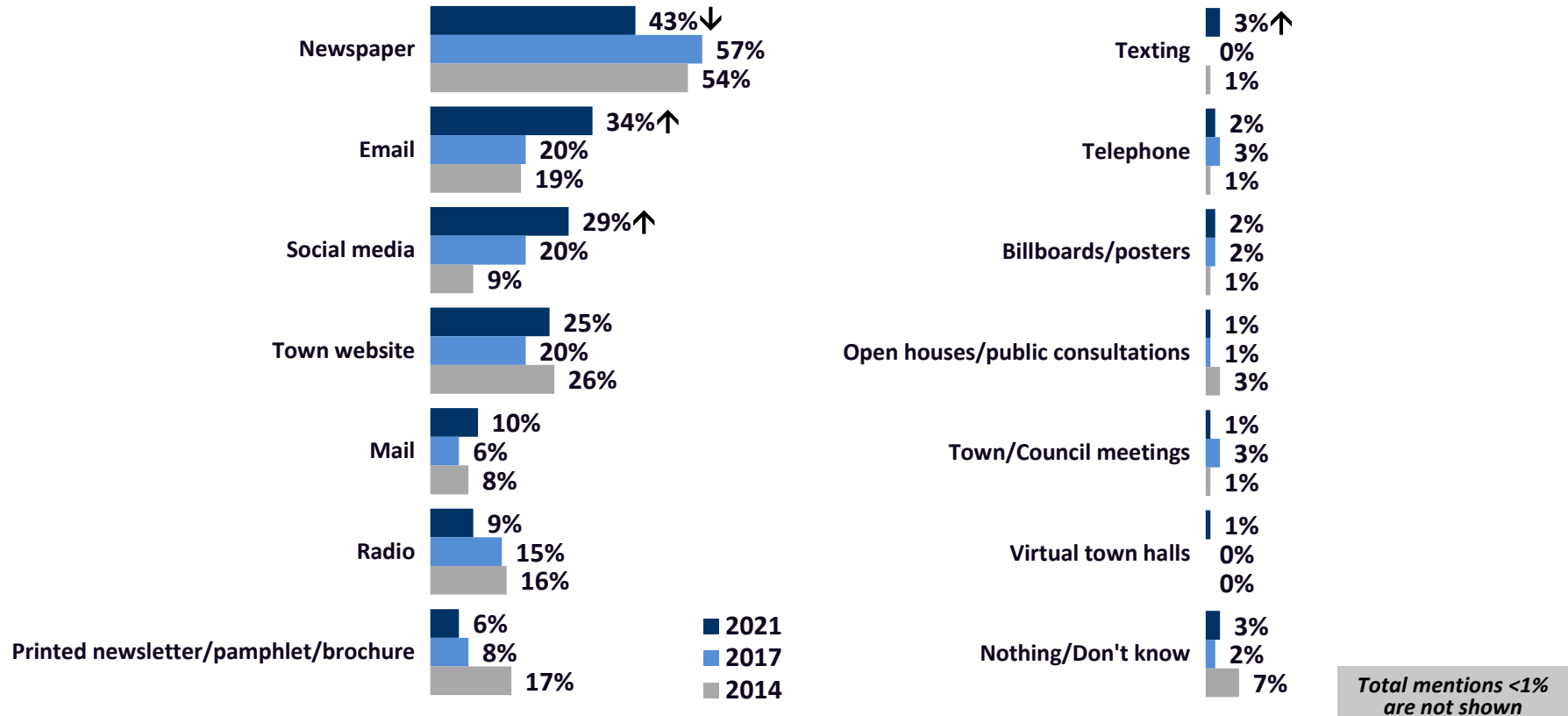
Q11. Thinking about your information needs, what kinds of information do you want The Town of Canmore to provide you with?
 Base: All respondents 2021 (n=300); 2017 (n=302); 2014 (n=300)

Multiple Responses

↑ Statistically higher than 2017
 ↓ Statistically lower than 2017



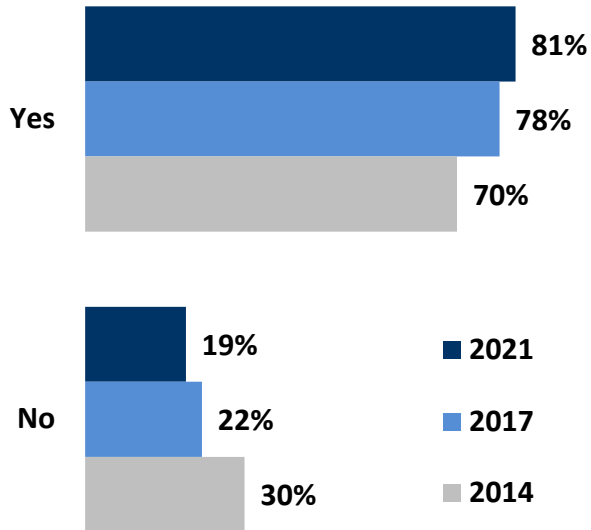
Preferred Communications Channels



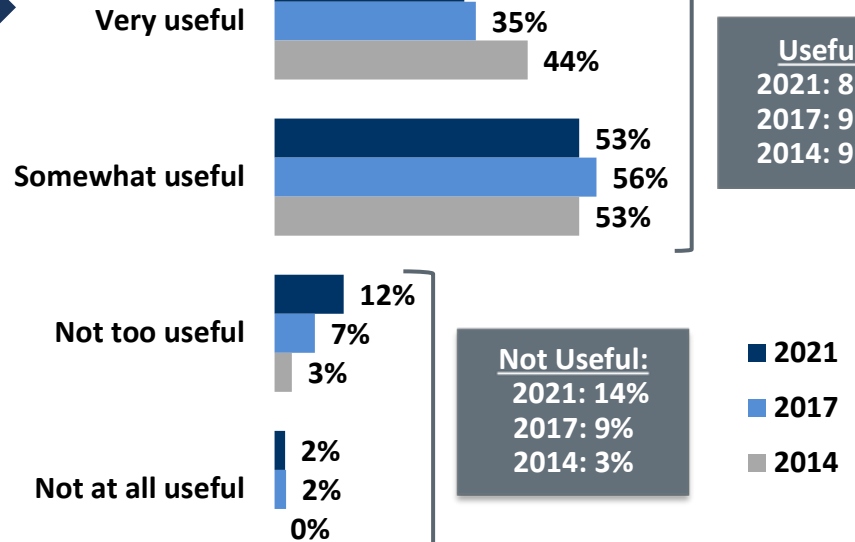
Q12. And what methods would be best for The Town of Canmore to communicate information to you?
 Base: All respondents 2021 (n=300); 2017 (n=302); 2014 (n=300)

Website Visitation

Have Visited Town Website



Usefulness of Content

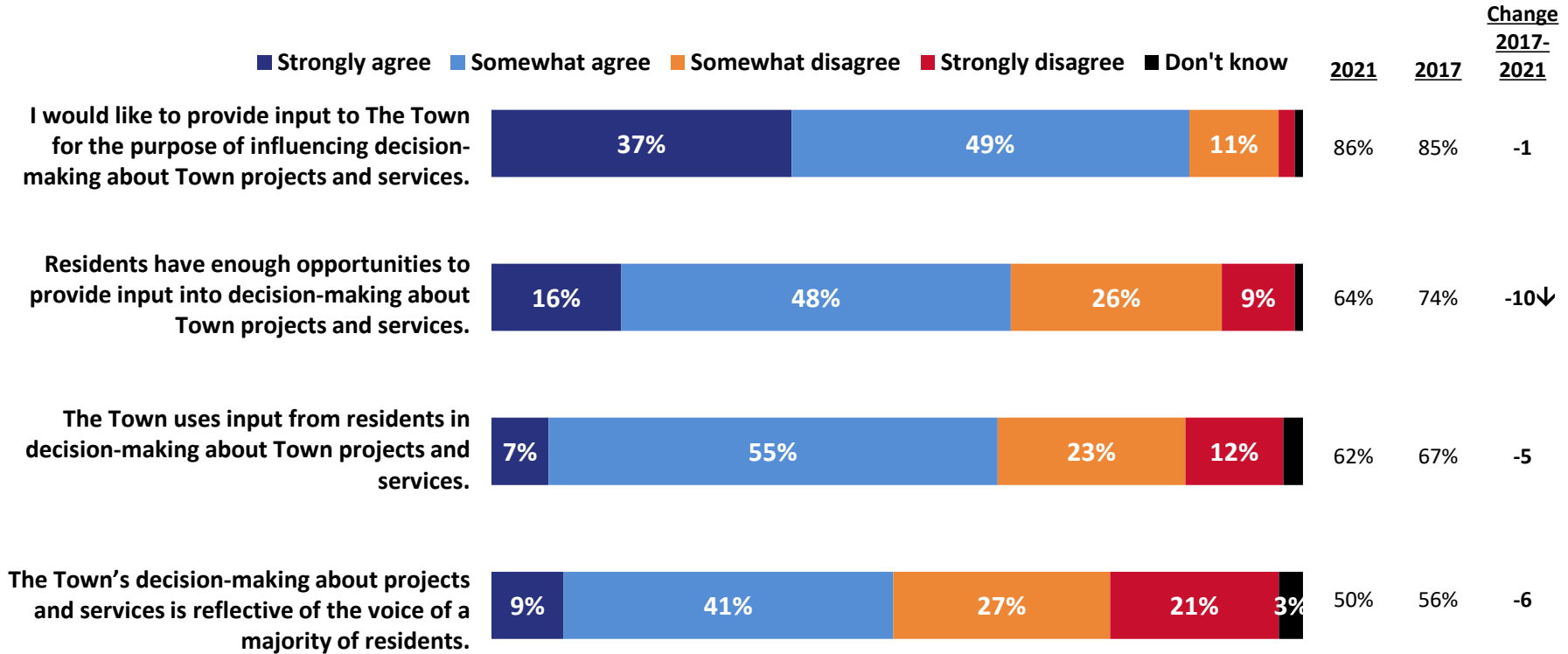


W1. Have you been to The Town of Canmore's website in the last twelve months? Base: All respondents 2021 (n=300); 2017 (n=302); 2014 (n=300)

W2. How useful was the content of information and online services available on the website?

Base: Respondents who visited the website 2021 (n=246); 2017 (n=224); 2014 (n=200)

Attitudes Regarding Engagement Opportunities



QA1. Please indicate your agreement or disagreement with the following statements.

Is that strongly or somewhat?

Base: All Respondents: 2021 (n=300); 2017 (n=302) / Not asked in 2014

Data labels <3% are not shown

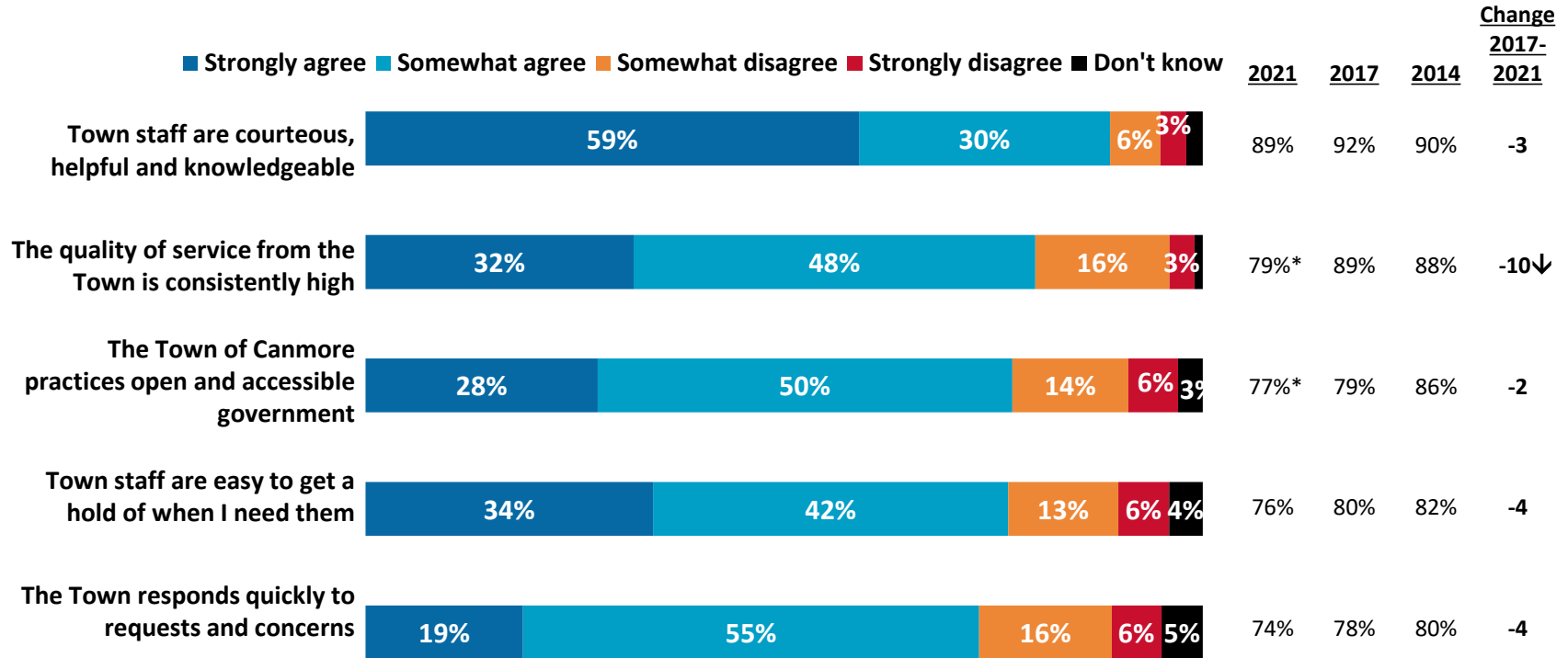
↑ Statistically higher than 2017

↓ Statistically lower than 2017

Perceptions of Town Customer Service



Attitudes Regarding Town Service Delivery and Transparency



QCS5. Please indicate your agreement or disagreement with the following statements. Is that strongly or somewhat?

Base: All Respondents: 2021 (n=300); 2017 (n=302); 2014 (n=300)

Data labels <3% are not shown

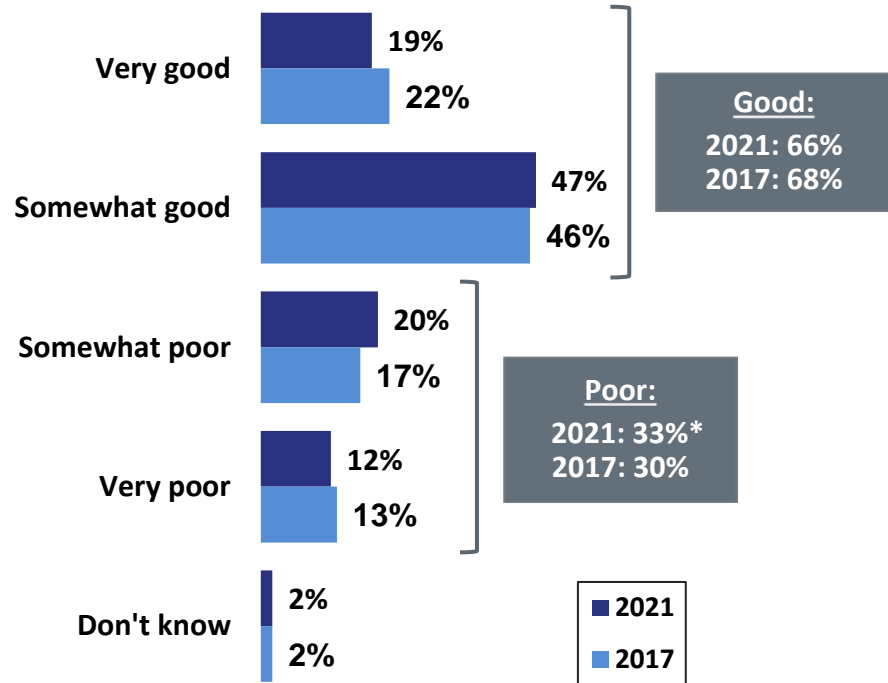
*Rounding

↑ Statistically higher than 2017
↓ Statistically lower than 2017

Environmental Sustainability



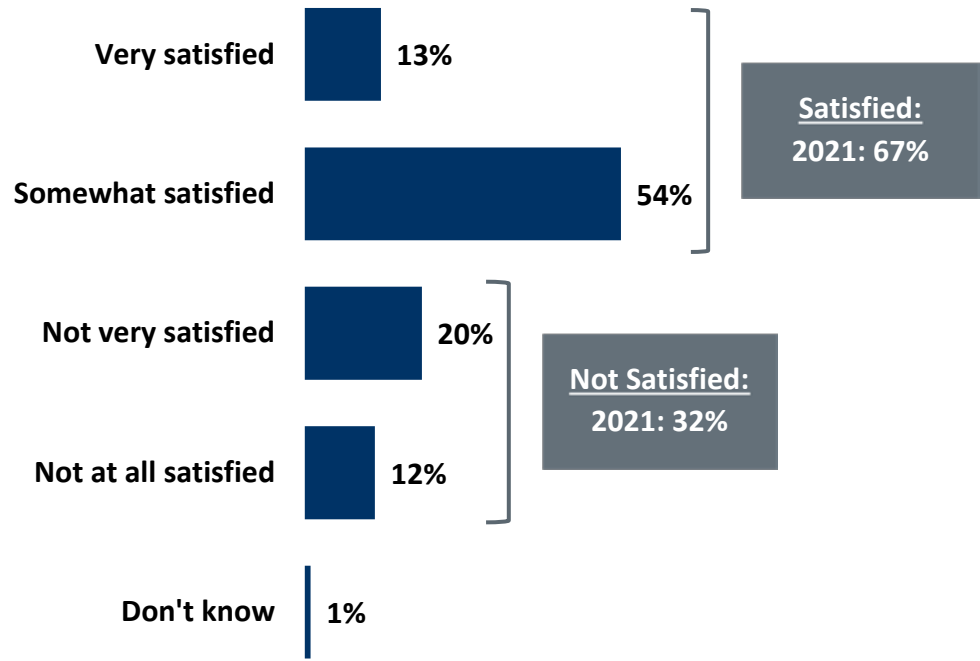
Managing Human and Wildlife Interaction



QE4. How is the Town of Canmore doing when it comes to addressing the issue of human-wildlife interaction in the Town?
Base: All Respondents: 2021 (n=300); 2017 (n=302) / Not asked in 2014

*Rounding

Satisfaction with Town's Efforts to Reduce Impact on Climate Change

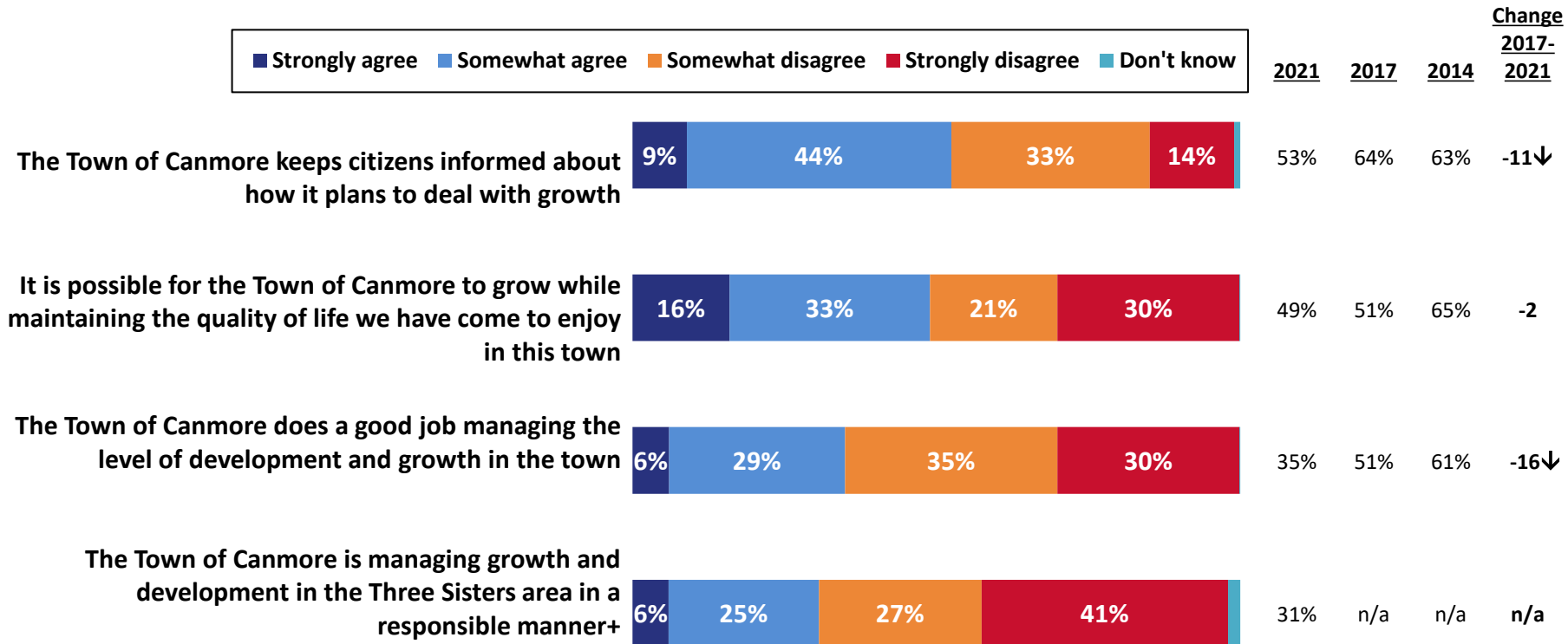


2021: QE3. How satisfied are you with the Town of Canmore's programs and services aimed at reducing our community impact on climate change?
Question differed in 2017 and 2014 and cannot be directly compared: QE3. How satisfied are you with the Town of Canmore's programs and services aimed at helping residents reduce their environmental impact?
Base: All Respondents: 2021 (n=300)

Growth and Development



Perceptions Regarding Growth and Development



G1. I'm going to read you a few statements about growth and development in the Town of Canmore. Please tell me whether you agree or disagree with each.

Base: All respondents 2021 (n=300); 2017 (n=302); 2014 (n=300)

+New question in 2021

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Data labels <3% are not shown

↑ Statistically higher than 2017

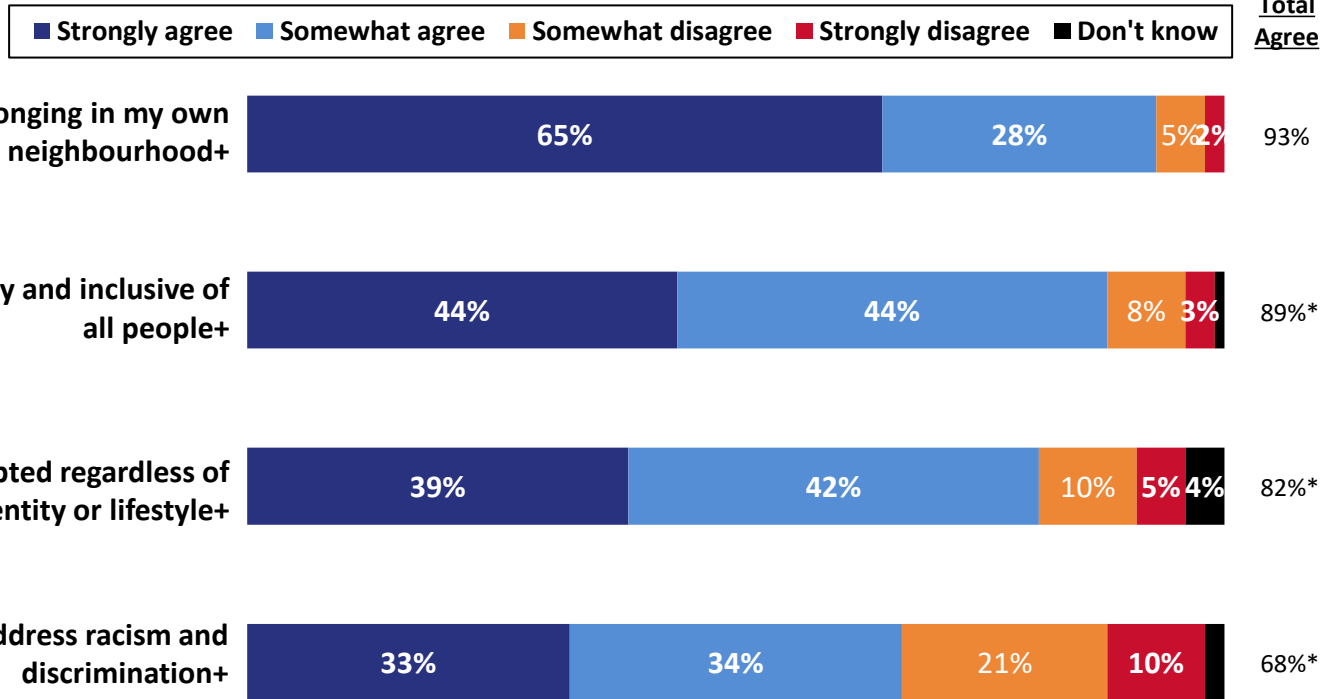
↓ Statistically lower than 2017



Diversity and Inclusion



Perceptions Regarding Diversity and Inclusion



EDI1. The next few statements are about how you personally feel about diversity and inclusion in Canmore. To what extent do you agree or disagree with the following statements?

Base: All respondents 2021 (n=300) / +New question in 2021

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*Rounding

Data labels <3% are not shown

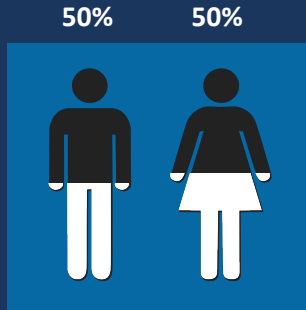




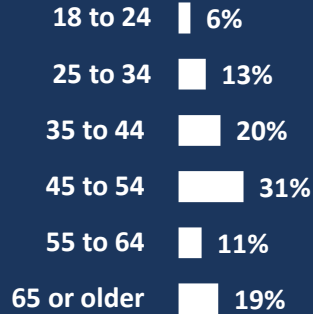
DEMOGRAPHICS

Demographics

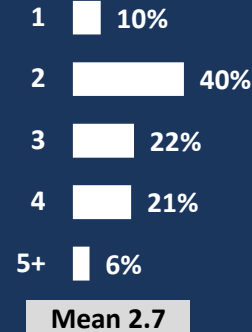
Gender



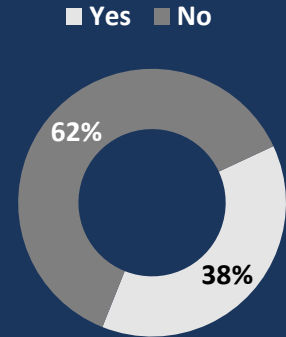
Age



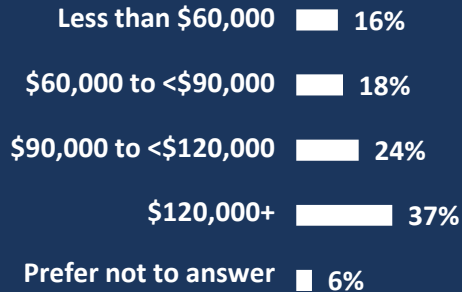
Household Size



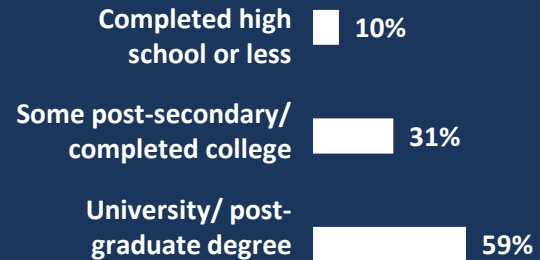
Children Under 18 in the Household



Income



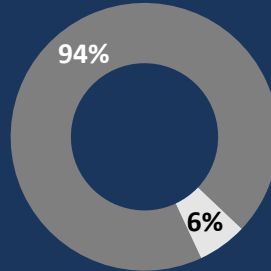
Education



Demographics

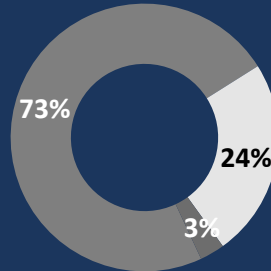
Residency Status

■ Full-time ■ Part-time



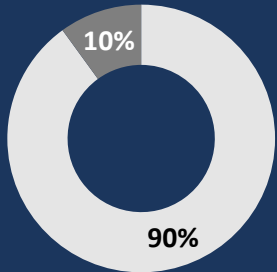
Own or Rent

■ Own ■ Rent ■ Don't know

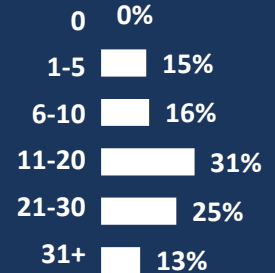


Responsible for Property Taxes or Rent

■ Yes ■ No



Years Lived in Canmore



ABOUT IPSOS

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GAME CHANGERS

At Ipsos we are passionately curious about people, markets, brands and society. We deliver information and analysis that makes our complex world easier and faster to navigate and inspires our clients to make smarter decisions.

We believe that our work is important. Security, simplicity, speed and substance applies to everything we do.

Through specialisation, we offer our clients a unique depth of knowledge and expertise. Learning from different experiences gives us perspective and inspires us to boldly call things into question, to be creative.

By nurturing a culture of collaboration and curiosity, we attract the highest calibre of people who have the ability and desire to influence and shape the future.

“GAME CHANGERS” – our tagline – summarises our ambition.

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Objectives and Methodology

Objectives

- The Town of Canmore and its municipal administration recognize the need to engage citizens as it relates to evaluating programs and services that The Town currently offers.
- The survey also assesses citizens' views on Canmore's quality of life, diversity and inclusion, Town communications and citizen engagement, performance of Council and Administration, value for taxes, environmental measures, community safety, and growth and development.
- **An online link to the survey was also posted on the Town of Canmore's website for anyone who wished to participate. This report compiles the feedback received online. Where possible, the report contains online feedback collected in 2017 to show trends over time.**

Methodology

The Town of Canmore provided a link on its website to an online survey hosted by Ipsos and communicated to residents through newspaper and social media that anyone could access the link and participate in offering feedback. This is a different sampling approach than for the telephone survey which involves a representative sample methodology in alignment with census data. As such, data cannot be directly compared.

The online link was available between March 25 and April 19, 2021.

A total of 332 responses were collected. As individuals could have potentially completed the online survey more than once, the results contained in this report may not represent 332 individuals' feedback, but rather 332 responses.

The online feedback survey sample was self-selected, and the data is not statistically representative of the Town of Canmore's overall population. The online feedback should be considered as valid qualitative feedback yet is only representative of those who chose to participate. Statistical weights to the data have not been applied.

Responses to open-ended questions in the online survey are presented as verbatim comments vs. statistically coded responses as a result of the qualitative nature of the data collected.

Municipal Issue Agenda



Municipal Issue Agenda – First Mention

- Too many visitors
- Growth/density
- For Canmore Council, administration to respect its own citizens
- Traffic congestion
- Affordable housing
- Lack of trust in Town Council and Administration
- Lack of meaningful consultation with residents
- Managing growth while keeping the environment/ecosystems intact and viable
- Environment (climate change, wildlife, etc.)
- New construction
- Wildlife, traffic, road maintenance, appropriate signage
- Ongoing proposed developments
- Maintenance of basic infrastructure such as roads, proper traffic manage and community maintenance. (Town has become strewn with garbage on streets and sidewalks)
- High taxes
- Roads/planning
- Need better leaders
- Development
- TSMV
- Affordability

Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Online responses 2021 (n=332)

Municipal Issue Agenda – First Mention (continued)

- 3 sisters development
- Low-income housing
- Affordable housing
- Off leash dogs running in the wildlife corridor
- Multi-year development strategy
- COVID recovery
- Road maintenance
- Over development eroding a genuine mountain town - both in residents and tourism attraction
- Affordable housing for people that live and work here full time.
- Better traffic management
- Development
- Maintaining the ecological needs of the valley
- Overdevelopment - TSMV
- TSMV
- Development
- Environment
- Affordable housing
- Visioning
- Too many tourists that are catered for while the people who live here are side lined with amenities.
- Liveability and authenticity

Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Online responses 2021 (n=332)

Municipal Issue Agenda – First Mention (continued)

- Future growth plan
- TSMV development
- Development
- Local development
- CCH Audit
- TSMV expansion is a threat to the financial, cultural and wildlife future in Canmore
- Exceeding Population Limits
- Tourism
- TSMV
- Traffic, but as long as people want to come here and Alberta's transit system stays as terrible as it is, there's no fixing it.
- Affordable housing
- New developments
- The Three Sisters development proposals/rate of growth in Canmore
- Overcrowding
- Preserving our wildlife and nature
- Over development
- Main Street – pretty it up
- Responsible development
- Stop TSMV from further development

Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Online responses 2021 (n=332)

Municipal Issue Agenda – First Mention (continued)

- Affordable Housing
- Wildlife-human interaction/safety
- Traffic congestion
- Roads
- Residential overdevelopment
- Sustainability
- Better planning and engineering of our roads and intersections. Less emphasis on bicycle infrastructure.
- Affordable housing
- Protecting the environment from developments
- Affordable housing
- The TSMV ASPs that pertain to undermined lands and that compromise the wildlife corridor.
- Affordability
- Small business
- Affordable housing
- Affordable housing for the working class that can actually be viable for those in minimum wage (or close to) jobs
- Affordable housing , but actually affordable
- Transportation/ supply chain
- Bylaw enforcement
- Loosing small town charm. One parking stall per bedroom is more reasonable than one parking stall per unit. Allowing too many buildings to build higher than previously allowed. Allowing box buildings closer to the road on BVT. Easing the architectural rules is all getting rid of the beauty of Canmore.

Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Online responses 2021 (n=332)

Municipal Issue Agenda – First Mention (continued)

- Environment
- Safety of wildlife
- Traffic
- Wildfire
- Affordable housing
- Downtown traffic
- Neglect of planning for traffic and pedestrian management
- The growth of Canmore and the risk to wildlife due to this growth. Most people come here to see the wildlife. Canmore was never meant to be a city and most remnants reminding us this was a mountain mining town are gone for the sake of development and the next 4plex that can be put up. Development for the sake of development. It needs to stop. Our infrastructure can not support the amount of people using the area.
- Actual affordable rentals based on income, not run-down crap houses like BVRH provides
- Over-development
- Stop trying to cater to tourists and out-of-towners, look after locals. Stop developing the town to the point of having it implode in a few years. Bigger isn't better. Downtown can't even cope with current traffic volumes as is. Please consider those who live in local communities but work in Canmore, they cannot "bike or walk" to work
- Public bathrooms
- Housing (affordability, 2nd homes, property taxes etc.)
- Traffic changes and access to downtown
- Pedestrianization of the downtown core
- Environmental and economic sustainability
- Sustainable development
- Wildlife Corridors and habitat protection
- Balance between development and protection for wildlife and the environment
- Development

Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Online responses 2021 (n=332)

Municipal Issue Agenda – First Mention (continued)

- Housing affordability
- Listen to the taxpayers
- Over-populated
- Development (i.e., TSMV)
- TSMV
- Too much growth
- Renting price
- Protecting the wildlife
- TSMV
- Development interest over community's
- Climate action
- Too much development
- TSMV
- Town development
- Housing costs
- Wildlife corridors
- Lack of daycare centres
- Affordable housing
- Overall cost of living (not just housing)
- Excessive development
- Environmental protection

Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Online responses 2021 (n=332)

Municipal Issue Agenda – First Mention (continued)

- TSMV approval
- Development
- Excess development
- Stop TSMV
- Future growth/development
- Over-development, in the face of local resident objection & to the detriment of our wildlife populations
- TSMV excessive expansion
- Population
- Conservation and environmental protection
- Growth
- Lack of true affordable rental homes
- Over-development
- Building development
- Three Sisters Mountain Village ASPs
- Development
- Stopping TSMV development
- Too much development
- Over-development
- Engagement
- Increasing difficult and cost to access QUIET, wild spaces
- Wildlife, environment, 6th extinction

Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Online responses 2021 (n=332)

Municipal Issue Agenda – First Mention (continued)

- Keep wildlife corridors
- TSMV
- Our house price is so high that taxes are unsustainable. House poor!
- Over-crowding
- Corruption
- Affordability
- TSMV
- Wildlife corridor
- TSMV
- Managed growth; deep concern re: TSMW too large
- Growth / development
- Stopping TSMV development
- Ensure ALL new development is inclusive housing for employees within the town
- Over-development
- Cumulative effects of development on ecosystems
- Stop TSMV expansion
- Stopping development that compromises wildlife and human quality of life by TSMV
- Over tourism
- Affordable housing
- Sustainable development
- Responsibility

Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Online responses 2021 (n=332)

Municipal Issue Agenda – First Mention (continued)

- Over-development TSMV
- Too many tourists for the existing infrastructure
- Parking
- Lack of transparency and action from Town administration
- Over-crowding
- TOO MUCH DEVELOPMENT! Lack of public parking spaces
- Liveability, economically and environmentally
- So many visitors, traffic jams, grocery stores not able to keep up with stocking shelves, parking is very hard to find during spring/summer months
- Balanced sustainable growth and development
- Sustainable growth and development without over tourism and destruction of the natural environment
- The reduction in scale of the TSMV ASPs
- Limit new developments
- Congestion during the summer
- High taxes
- Municipal development plan
- Concern for too much development
- Lack of coordinated planning for the growth and development of our community, considering more than just development but the impact on volume of people, tourists, visitors, cars, infrastructure needed; it feels that the town is looking at each proposal independent of others rather than looking at the entire picture
- Over-building in the downtown and surrounding areas of town.
- Balancing the economy with the small-town mountain feel of Canmore
- Lack of affordable housing
- Over-crowding of natural parks and trails

Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Online responses 2021 (n=332)

Municipal Issue Agenda – First Mention (continued)

- Over-crowding
- Over development/ too many people
- Over population. new developments
- Cap on developpments
- Affordability for locals
- Housing market - over inflated due to tourist / second homes, please cap and charge additional tax
- Over-development
- Too much tourism
- Over-crowding of the town
- Budget
- TSMV development
- The proposed development by TSMV and the ASPs from TSMV under consideration by the Town.
- Expansion
- Wildlife safety
- TSMV- as proposed is not in best interest of our community or wildlife
- Excessive development and growth
- Understanding who we are as a community & doing whatever we can to remain viable, relevant, inclusive & wholesome
- TSMV
- Cost of living with the outrageous taxes
- Over popular - tourists overrun us

Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Online responses 2021 (n=332)

Municipal Issue Agenda – First Mention (continued)

- Tourism and the lack of sustainability for residents
- Three Sisters development
- WAY too much development!!!
- Balance of growth and wildlife
- TSMV
- Tourism
- Infrastructure
- Bylaws resulting in a lack of community spirit
- Bylaw
- Affordable housing for service workers
- Over-development
- Right relations
- Roadways
- Over-development
- Management of growth
- Large developments going forward and wildlife issues/connectivity/maintaining our community values
- Low-income housing
- Rejecting the TSMV ASPs as they currently stand.
- Development
- Limits to growth
- Respect for wildlife / environment

Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Online responses 2021 (n=332)

Municipal Issue Agenda – First Mention (continued)

- The town growing too much
- Lack of parking, poor condition of roads,
- Keeping the “ Soul” of this caring, diverse, happy and abundant mountain community bordering genuine wilderness
- Development
- Three Sisters Mountain Village ASPs
- Coexistence with wildlife
- Development
- Restriction of further growth which is putting wildlife at risk, is putting too much pressure on the local resources and is taking away important carbon sinks by cutting down trees and ruining what originally drew me to Canmore- ex the 3 sisters golf course, planned expansion down to Deadman's flats. Everything is overcrowded and the Town is too interested in commercial interests. Residents who pay taxes should not have their streets overcrowded by visitors and the very places that they used to be able to visit swarmed by people flocking in from Calgary and elsewhere.
- Over taxation on residential properties
- Maintain its rural character
- Development
- Lower taxes and if not lower then looking at spending the money in a different way. Instead of spending millions on silly road signs fill in potholes
- TSMV's most recent development proposals will cement all of Canmore's biggest issues if passed. (Affordable housing, exclusivity, gates of wealth, wildfire, congestion, etc). We need a properly developed in Canmore solution.
- Mismanaged growth compounded by Council bias/inexperience
- Trails
- TSMV ASP
- Free youth activities
- Stop TSMV development
- Liberal fear based emotionally motivated choices
- Affordable housing

Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Online responses 2021 (n=332)

Municipal Issue Agenda – First Mention (continued)

- Better preparing for a wildfire, particularly in communities on the edges of town. Increasing firesmart activities
- Affordable housing
- Housing crisis
- Affordable living
- Too much development and buildings are getting higher and higher, and we are in a climate crisis!
- Affordability for young families
- Affordable housing
- Traffic congestion
- Too much development resulting in loss of small-town culture
- Affordability/housing
- How busy the town is
- Affordable housing
- Affordable housing.
- affordable housing
- Divisiveness
- Freedom
- TSMV
- TSMV
- Protection of the wildlife corridor
- Parking
- Tourism and development

Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Online responses 2021 (n=332)

Municipal Issue Agenda – First Mention (continued)

- Over-development
- Local leaders seems to do as they please with little regard for public opinion, community and wildlife safety
- Affordable housing and development
- Shutting down TSMV
- Accessibility
- Overpopulation and too many tourists
- Climate change
- Taxes and spending
- Sustainable development
- Build and act on a community consensus around what we want the future of Canmore to be. Use that for decisions on TSMV, train, recreation, parking, business development etc
- Community safety
- Infrastructure/roadways
- Too many tourists
- TSMV
- Affordability
- Expansion - TSMV. I am against.
- Infrastructure
- Lack of leadership in a crisis.
- Far more decisive COVID management
- Unaffordable rent for all residents is ridiculous considering what the average yearly wage is if you're not making above \$70,000 a year
- TSMV needs to be stopped

Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Online responses 2021 (n=332)

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Municipal Issue Agenda – First Mention (continued)

- Engagement with community
- Wildlife corridor
- Too much development
- Impacts of development on our community and wildlife
- Too much development
- Over tourism
- Housing - over development of developable land and the stress that will put on our community that is already over-taxed.
- Creating a sustainable and livable town
- Food sovereignty
- Provincial legislation that prevents municipalities from meaningfully influencing development (e.g. NRCB decision, MGA, taxation rules) in terms of Sustainable building and affordability
- Wildlife movement and protection
- TSMV's proposed ASPs
- Preserving nature
- Densification/development
- Employment- I have 2 degrees and many certifications. I have lived here full time for 7 years and I have been unable to find consistent, decent paying work. I know I am not the only person who has to piece together multiple jobs to stay afloat. Contracts come and go and it is a constant frenzy of mashing together jobs to pay the bills. I have gone back to school for more education and hopefully this time I will find sustainable employment (in my third career switch).
- Spending or more exactly overspending
- Over-development
- Poorly designed pedestrian/modal infrastructure

Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Online responses 2021 (n=332)

Municipal Issue Agenda – First Mention (continued)

- Sustainability
- Second Fire Hall
- Too much growth and tourism, we are losing our community of "locals". We are selling ourselves out and I don't feel like this is a home anymore and all the attention of the Town is focusing on overgrowing instead of living in the town that we have.
- Tourists
- Having an overall PLAN for development including visitor parking, road repair, stopping TSMV, limiting overuse of parks and other Town facilities, actually have an organized overall Town plan!
- Over-development
- Smart and limited development: make the town vibrant and a leader in sustainable tourism industry = NO TSMV development as it stands and risk turning Canmore into a mountain suburb.
- TSMV growth pattern
- We're both managers and can't afford to buy a house here, its very disappointing.
- New development such as TSMV that threaten wildlife corridors, town culture, town finances and make our Climate Action Targets unachievable.
- The environment
- Development
- Low-income housing
- Housing
- Control of community development by developers
- Affordable housing options
- Affordable housing
- Inappropriate and excessive
- Individual traffic
- New development
- Preserving wildlife safety
- Excessive cost to operate Town of Canmore

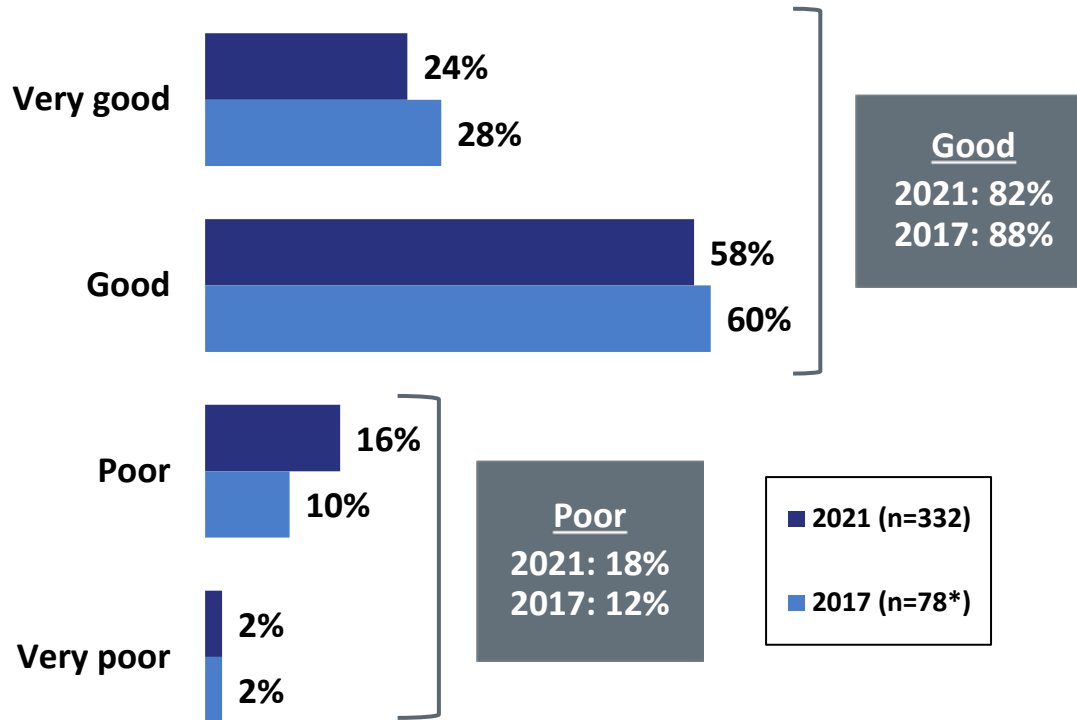
Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: Online responses 2021 (n=332)

Quality of Life

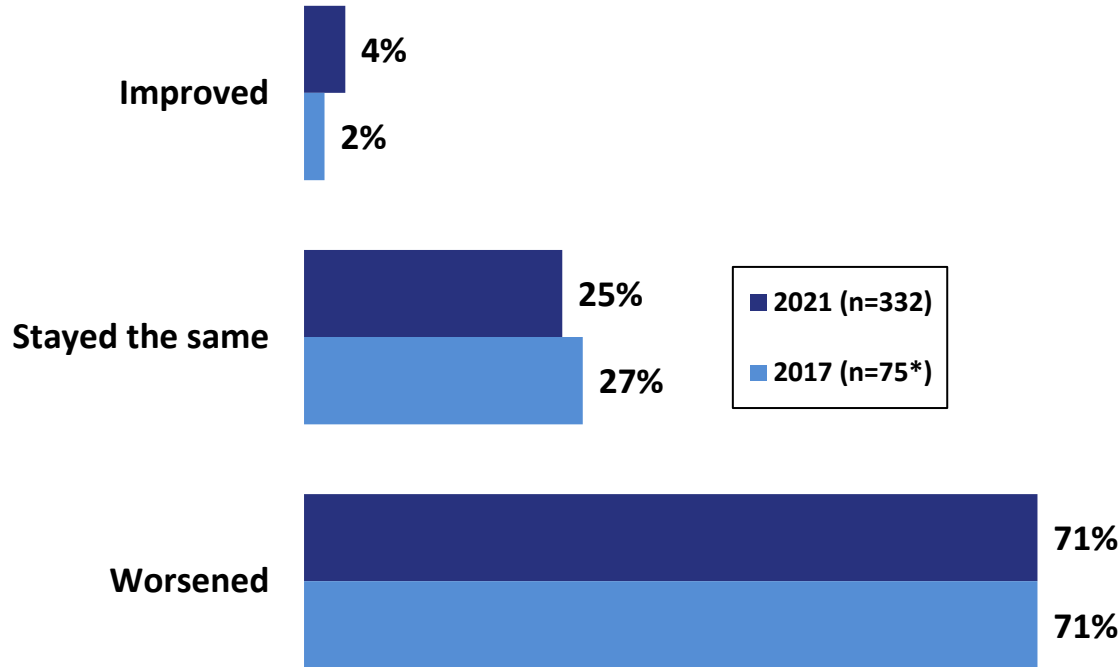


Overall Quality of Life in Canmore



Q2. How would you rate the overall quality of life in Canmore today? Would you say... ?
 Base: All online responses / *Caution n<100 small base size

Perceived Change in the Quality of Life in Canmore in Past 3 Years



Q3. And, do you feel that the quality of life in Canmore in the past three years has ...?

Base: All online responses / *Caution n=<100 small base size

Reasons for Deteriorated Quality of Life

- Poor traffic planning, no parking, no public washrooms, no recreational park improvements in last 30 years that I have lived here.
- Poor infrastructure, reckless use of taxpayers' dollars
- Lack of urgency & real action on affordable housing
- Lack of services and infrastructure to support increased population and tourism
- Unable to access all parts of the town in all seasons
- We have not managed the influx of visitation to the town. Canmore has become a place to escape avoid on weekends
- COVID & increase in visitors
- Too many visitors, too much traffic, town worsening the movement of all that traffic, influx of rich and white retirees who have changed the social fabric of the town
- Traffic has increased and little has been done to alleviate, in fact it has worsened up with the new traffic signals EVERYWHERE in town.
- Too much development. Over tourism
- The Town planning and engineering departments appear to be focused on fancy/pet projects (e.g. over engineered/ experimental intersections) rather than develop simple strategies to get people moving on foot, bikes and cars harmoniously.
- Lack of easy driving access in all areas of Canmore
- Traffic management
- As the number of visitors to our community continues to grow, it becomes challenging to navigate through town to do the things you need to do. Priority is focused on economics at the expense of community. I am not averse to economic development, but the balance seems to have become skewed.
- Being overrun by Calgary
- It is very busy here now
- Town hasn't done anything for the locals
- Lack of strategic insight on visitor management, development strategies, the Town of Canmore is very reactive in nature, instead of being proactive.
- Over tourism and over-development
- The new intersection by Shops of Canmore, awful
- Overcrowding

Reasons for Deteriorated Quality of Life (continued)

- Poor forward-looking planning
- Rising cost of living, overcrowding
- No proactive management of issues by incompetent Administration and lethargic Council.
- Growth
- More tourists and less place to get things (like clothing, food, necessities) without it being replaced for a high-end tourist shop.
- Developers out of control
- Inability of the town to manage the influx of visitors - traffic flow, parking
- Overcrowding
- Getting too expensive for a local to stay local
- ToC doesn't care about citizens; only developers
- Zero plans to accommodate vehicular traffic and unchecked development/population growth
- Influx of tourists during the warm months
- Because people are getting shittier. People are more stressed. And people hate each other a lot more than they used to.
- Cost of living
- Road redevelopment is taking too long, and all the medians being added around town seem wasteful
- The proposed developments in Three Sisters will change the nature of the town and there is a feeling that Town Council will not advocate for the best interests of full time Canmore residents. It creates a very negative feeling about living in the town.
- Pandemic impacts
- Over tourism has made the town unbearable to get around on a daily basis
- The town's core infrastructure is not suitable for the overdevelopment that is being forced into the area footprint.
- Too many people

Q5. Why do you think the quality of life has worsened?

Base: Responses stating that quality of life has worsened 2021 (n=237)

Reasons for Deteriorated Quality of Life (continued)

- Too much growth
- Lack of infrastructure to support increased tourism and lack of affordability
- Overbuilding
- Crowded with visitors
- Too many tourists... poor road conditions, benchlands intersection poor design, too many bikes taking over and not following road rules.... Canmore should not be allowed...
- NIMBYism
- Too busy, too many cars in small community. Canmore was not designed to have a large population
- Overcrowding
- Closing of small businesses due to COVID. Lockdowns and the over-reaching response from all forms of Government
- Town is not able to comfortably handle the number of visitors it is attracting.
- Cost of living in general such as rents, grocery prices, utilities, etc. Too busy catering to the wealthy and the tourists, and forgetting about those that serve them on a daily basis
- Because it only caters to tourists and the wealthy
- Cost of living, new development and sheer amounts of people
- The volume of people is unsustainable with our resources. Infrastructure is made for biking or walking and getting rid of parking for workers. Also.....pandemic
- Too many people, congestion on streets, pathways, public spaces.
- Too many people
- Traffic
- Too many visitors causing congestion
- Council is authorizing delusional programming that does nothing to improve citizens' quality of life.

Q5. Why do you think the quality of life has worsened?

Base: Responses stating that quality of life has worsened 2021 (n=237)

Reasons for Deteriorated Quality of Life (continued)

- Too many people on the roads. Significant increases of people on the trails. Litter left behind. Disregard for the environmental impact we are having
- Everything in this town is suited for the wealthy's quality of life, everyone else needs to work themselves to death to survive.
- Over-development
- Not catering to the needs of local community only catering to those of visiting from out of town. Visitors will still come, and stop trying to make Canmore a European town with the new traffic layout, it is Canadian. Embrace the miners' heritage
- Many reasons! the UCP government, COVID, real estate increases, number of tourists, number of people who own second homes
- Increased tourist development with corresponding sky-high real estate prices, changes to access to downtown shops, traffic flow pattern changes to access Three Sisters Parkway,
- Overcrowding, increased costs
- Council does not listen to its citizens and puts them in stressful situations with constant public hearings on issues that should not even reach Council.
- The town has gotten significantly busier with at times too many people trying to enjoy what makes Canmore special
- Increase in tourism leading to busy shops and traffic
- Over-development, poor infrastructure
- People's voices are not being heard
- COVID; too many tourists visiting and over-crowded facilities
- Over tourism and influx of out-of-town visitors
- Since the mayor was elected, it seems all he cares about is the image of the town and money. All the new road improvement around town are not practical at all.
- Development by developers anywhere they choose
- Anxiety of town doubling when it's already full
- Because of the major developments created in town in the last few years
- Divisiveness, lack of engagement
- Bad development and traffic
- Very poor planning with regards to roads, waste water system,. Constant over crowding/taxing the town with out-of-town visitors.

Q5. Why do you think the quality of life has worsened?

Reasons for Deteriorated Quality of Life (continued)

- COVID has brought in an influx of people, dogs in an uncontrolled way
- Housing cost increases
- Increased population straining roads, parks and general infrastructure
- Driving in Canmore is a nightmare
- Development is king
- The once cozy and charming town has become a growing non-sustainable urban town for tourists and rich people only
- Rampant development
- Excess population growth
- Traffic
- Increasing visitation to valley has made it more difficult to access recreational opportunities and to venture into downtown on weekends in off-season and at any time during summer.
- Influx of tourists & over development
- Large tax increases, poor traffic design, council not listening to voters
- Congestion
- Pollution, crowded, traffic jams, losing a sense of community, too many tourist homes
- Pressure for increased development particularly aimed at providing part time residency
- The atrocity of the development in the Peaks of Grassi despite the community opposition. The awful changes at Quarry lake. The easements for the eyesore development on Bow Trail. The greed and corruption of the current government in town.
- Developers rule the roost
- Rampant over-development and no real consultation by T of C
- Lack of residents' engagement in Town decisions
- QoL for me is: accessibility, affluence over, and memories with clean air, fresh water, and quiet wild space. My accessibility to, affluence over, and memories with all these things has decreased.
- Overdeveloping, loss of trees, high prices

Q5. Why do you think the quality of life has worsened?

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Reasons for Deteriorated Quality of Life (continued)

- Too much development
- Over-crowding
- Unfettered development, poor planning, overcrowding and a town run by Administration and Council who won't listen to the people of the community , appear to be in bed with some developers and all three groups, Town, Council and developers lack probity.
- Increasing housing costs & taxes
- Over-development
- Too much congestion and lack of access to services as a local
- Lack of municipal planning
- COVID-19 influx on "tourists" possible TSMV development looming
- Pandemic, overcrowding/tourism, UCP government
- Empty vacation homes and losing young families due to lack of attainable housing
- Becoming overcrowded, unaffordable and the result of these are affecting the sense of community I originally moved here for.
- Economic inequality, trouble finding affordable housing, empty mansions, human-wildlife coexistence problems
- Downtown too congested
- Over tourism with insufficient infrastructure to support the volume of people and lack of sufficient recreational space. Locals can no longer enjoy their own community. River paths are congested daily,, volume of traffic with insufficient parking
- A lack of actual action to address the financial inequality in Canmore, the lack of communication/understanding on the part of the town concerning the lack of public access to tennis courts in town - due to the MOU in place, the lack of a 'real' action on climate change, the lack of enforcement regarding COVID-19 public health protocols, abandoning paid parking downtown for out-of-town visitors
- Increased development without increasing or improving public facilities. Traffic and parking congestion. Lack of bylaw enforcement. Land taxes and pay parking increasing with little in return.
- Cost of living
- More tourists/more traffic
- Infrastructure can't handle over tourism

Q5. Why do you think the quality of life has worsened?

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Reasons for Deteriorated Quality of Life (continued)

- Everything is much busier
- Higher prices . Tourism priority. Accessibility
- TOO MUCH DEVELOPMENT, BARELY ANY GREEN SPACES LEFT IN TOWN. ALLOWING AMENDMENTS FORHEIGHT RESTRICTIONS IS TERRIBLE! THESE MONSTROUS BUILDINGS ARE AFFECTING THE VIEWS OF OUR MOUNTAINS!
- First, COVID. Second, low wages/high cost of living
- Increased levels of visitors to town are overwhelming the existing infrastructure and services.
- Development/over tourism
- Pandemic and crowds from Calgary have worsened
- Parking and too many people
- Rapid development without a plan to protect the beautiful environment we currently have
- Way too many people and not enough space to accommodate them...people parking on highways, our paths are over crowded - locals cannot eat at their favorite restaurants as they can't get in; locals avoid shopping except maybe on Tuesday and Wednesday when it is a bit less overrun - we are prisoners in our own town; the volume of traffic on the highways make it dangerous to even leave town - we can't enjoy Quarry Park or the river trails - I love that people come to Canmore but we need to figure out how to make it enjoyable for both residents and visitors - the fact that Council has approved money on tourism just does not make sense to me at all.
- Getting too busy and congested
- Too many visitors; traffic issues; ridiculous new intersection by A&W; businesses closing; too many construction projects approved
- Traffic congestion and overcrowding downtown.
- It is becoming very expensive for families to reside here
- High price of housing, COVID influx of tourists so locals want to avoid downtown on weekends, overuse of trail systems, lack of parking on weekends
- Over-development/TSMV
- Too many tourists- they are over-running the town and are acting disrespectfully toward our environment, financially-speaking, the town is getting too expensive to live in
- The Town keeps welcoming businesses that the town doesn't need

Q5. Why do you think the quality of life has worsened?

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Reasons for Deteriorated Quality of Life (continued)

- Lack of timely municipal activity
- There has been too much emphasis on tourism without the proper thought and regulations to deal with the impact of tourists. There has been no overall thought given to the overall impact of approved development as well. The Town needs to control how many people this valley can handle in a responsible way.
- Costs escalating
- Roads
- The high taxes making it unaffordable, and shutting down traffic lanes to accommodate biking hindering traffic flow.
- Town prioritizing tourists over the sustainability of locals.
- Too many tourists overrunning the town on weekends
- Too many visitors, can't even walk on our local trails, no concern for the wildlife here.
- Increased population and decreased sense of community
- Expensive to shop locally
- Tourism management failures and development
- Town of Canmore incompetent
- Too many tourists and congestion
- Road infrastructure changes , increase in visitors
- Affordability
- The Town is trying to accommodate more tourists instead of locals
- Too many visitors usually day use, don't contribute much to the town but occupy our recreation facilities and venues (Quarry Lake as only one example, there are many more), to the point where residents have to be selective when they can "go downtown". This predates COVID. The small-town feeling is being lost and replaced by "bigger and better" houses. Gone are the small miners' cottages, to be replaced by very large occasional use homes. The variances given to developers to build higher and bigger is blocking views that used to be for everyone.
- Overcrowding with no ability to manage the crowds
- Housing

Q5. Why do you think the quality of life has worsened?

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Reasons for Deteriorated Quality of Life (continued)

- Outside of COVID, quality of life has worsened due to increased number of people, traffic and tourists. The overcrowding and pollution of our town, roadways and parks is very distressing.
- Excess tourism
- Over-development - traffic density
- It is too busy and only getting worse as the years go by
- Too busy
- The expansion of large commercial developments on Bow Valley on the East side of town draws more heavy traffic and expansion of the Grassi Heights area has taken wildlife corridor acreage and threatens Quarry lake, and the “partnership” by developers with the local school will lead to more downtown congestion while giving away a publicly owned asset, i.e., the school area.
- The town has gotten busier and more congested. Feeling less and less like a small town
- Affordability has been a major issue
- The direction of the Town Council is all wrong. Too much development, this needs to be halted. Overcrowding, too much pressure on resources,
- Mayor and Council and their poor decisions and lack of leadership
- Over tourism and over-development with little to no checks and balances.
- Too many tourists and the town makes silly decisions on things that really don't make sense. Cutting out lanes for bike lanes when very few ride their bikes everywhere. I find the leaders of the Town lacking
- Lack of leadership from Town Council, lack of accountability for town admin with regards to their performance. A backseat reactive vs proactive approach to our town's issues.
- Unchecked/mismanaged growth
- Roads are designed poorly. Traffic is getting worse. The prices of houses are too high. There are too many second homes. Community feel is being lost.
- Expensive, become too touristy
- Cost, has gone through the roof. The town is over-crowded !! Its always packed like its in summer. Town rules design and regulations.
- overcrowding

Q5. Why do you think the quality of life has worsened?

© 2021 Ipsos *Base: Responses stating that quality of life has worsened 2021 (n=237)*

Reasons for Deteriorated Quality of Life (continued)

- An increase in development without the public infrastructure to support it
- Lack of leadership, understanding of community and visitor needs
- Overcrowding, over developing, non affordable housing
- Too many people
- The town is getting too busy and services are suffering
- More expensive- massive tax increase (over \$1000 this year for us) during a pandemic(!), daycare costs tripled for us, traffic is being handled poorly with terrible execution of construction geared towards bikers (in a town that has winter 6+ months a year- not acceptable for families), and parking/tourist are not being managed properly.
- Overcrowding
- Too much unbridled growth
- Living here has gotten more expensive, but my pay has stayed the same
- Cost of living vs income.
- Affordable housing is a joke
- Because in order to avoid the crowds, we no longer enjoy the amenities that made Canmore a nicer place to live than Banff. Our weekends are spent avoiding the tourist traps
- The only focus seems to be on money, not community
- Road infrastructure, housing, business , crawled
- More traffic congestion, not enough parking downtown, no clear plan for seasonal/permanent workers “camping” area, road maintenance, etc.
- More focus on development and less about local community. This town feels like it’s in the middle of a money grab and the Town Council is leading it
- Town has become too busy and more expensive
- The town has decided to destroy the majority of the town’s main access roads, at the same time. Palliser Trail has been under construction for two years and still isn’t complete. Instead of focusing on one projects at a time, it’s seems the Town would rather do it all in an attempt to distract locals from what’s really happening behind Council doors.
- Tourists, pandemic

Q5. Why do you think the quality of life has worsened?

© 2021 Ipsos *Base: Responses stating that quality of life has worsened 2021 (n=237)*

Reasons for Deteriorated Quality of Life (continued)

- COVID mostly. But the tourism feels out of control on weekends.
- Seems to be that influences from outside the community out-weighs the community's opinions
- Traffic congestion, disrespectful tourists, crowds, etc. The number of people in the valley during this pandemic period is a hard lesson on what it will be like here if TSMV/Stone Creek/Spring Creek all get built out as the developers wish.
- Drivers in town are dangerous
- Overuse of available resources
- Uncontrolled chaotic impact of excess visitors, lack of leadership from the Town on important issues. Too much wait and see, reactionary decisions during COVID. Things like solving traffic congestion by asking residents to stay home on busy weekends. That's not a solution. It's our town!!!!
- Costs, roads, travelers, frustration
- Over-populated, expensive and has lost its small-town vibe. It has pushed more locals out of town and more weekenders into town buying their million dollar plus vacation home.
- Town leadership is failing
- Decisions made at the Council level do not take into account the effect on the people in the community. We are not valued as residents of the town.
- Inflation and accommodating tourists too much forgetting who has to actually run the town for the tourists to even consider coming here
- Second homeowners are making it more difficult for lower income families to find a reasonably priced place to live
- Traffic congestion
- Too much congestion and overcrowded
- Over tourism, over development, council disconnect from residents
- Traffic and much increased level of visitors are crowding our most precious places
- Families are increasingly forced to move out of town. There is no stable secure housing for those who work in the Valley. Developers are tearing down houses that used to be affordable for renters and building multimillion dollar tourist homes.
- Municipal development policy has exacerbated the affordability crisis and made my housing increasingly precarious (e.g. by reassessing the property value of my rental and doubling it); major developers continue to hold my municipal government hostage, giving little time to tackle meaningful issues; I'm stressed out about TSMV; I need a bigger box and I feel like it's a metaphor for how the Town of Canmore wants to constrain me as a lower-middle class person :)

Q5. Why do you think the quality of life has worsened?

Base: Responses stating that quality of life has worsened 2021 (n=237)

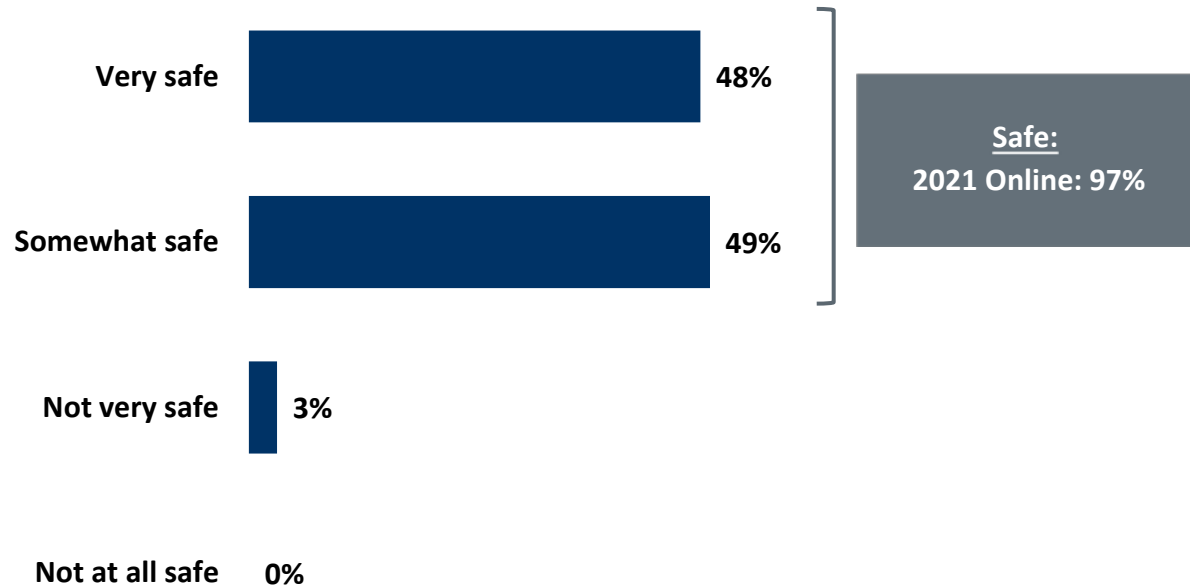
Reasons for Deteriorated Quality of Life (continued)

- Tourism and development without a plan
- Growing town into a city. Want to keep it a small town.
- Uncontrolled development
- The views of a few are being imposed on the many (i.e, spending huge amounts of money of bike lanes)
- Congestion of too many weekenders, tourists/visitors, line ups at the lights, grocery store (often no parking at the grocery store), no parking at the Nordic Centre or other rec sites like Quarry lake, the river, stressful making it through town on my bike or walking or in my car. No more quiet places to enjoy nature, it is so overcrowded with tourists/visitors. We are rapidly losing a place to call a community to overpriced condos and houses. Town focus has been only on making money, bringing more people in. WHY IS MORE BETTER?! We need to conserve our community, please.
- Excessive visitor use. It is difficult to access Town facilities such as Elevation Place, Quarry Lake, parking downtown due to excessive visitor use.
- Loss of sense of community, overrun by outsiders, lack of parking for locals anywhere in town limits, poorly designed/executed transportation ways,
- increased noise pollution, air pollution and congestion
- Groceries cost more than in Cochrane, Gas is always higher than the city, Town is allowing buildings to be built higher, taxes are too high
- More companies are paying lower wages due to COVID. COVID has brought more visitors, so we feel uncomfortable going out in our community. Feels like visitors get to break all the rules and enjoy the town while we work and isolate. So much out of our control, we miss swimming at Elevation Place
- Too many people crowding our streets and wildlife corridors. Too many absentee homeowners.
- Too much development allowed and proposed, wildlife corridors threatened, too many golf courses
- Overpriced housing and overrun by tourists
- Due to lack of community/sport options because of COVID
- Pandemic increasing weekenders/ tourists from surrounding cities using different areas than typical international tourists, more cars less buses increasing traffic plus flawed main intersection flow particularly around shops of Canmore. It's impossible to turn left out of. Quarry park is inundated. If TSMV actually expands, it will increase the already poor situation with these things and the fact it is even on the table again after being documented as only to be used for the golf course just increases community frustrations and breeds a toxic culture
- Overcrowding and overuse in many areas around town
- Excessive development, no regard for environment and high municipal tax

Q5. Why do you think the quality of life has worsened?

Base: Responses stating that quality of life has worsened 2021 (n=237)

Safety of Canmore

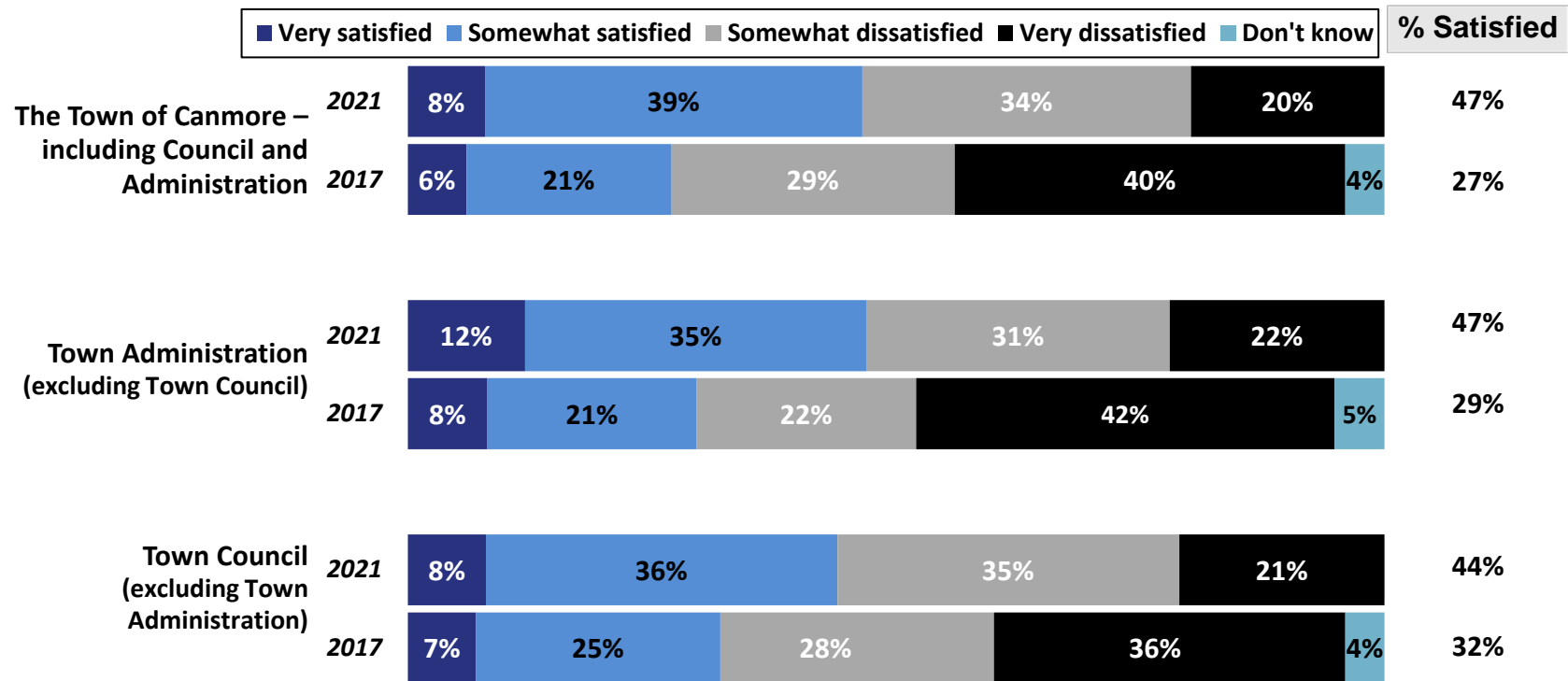


QCMS1. Overall, would you say that Canmore is safe?
Base: All online responses (n=332)

Town Performance



Overall Satisfaction with The Town of Canmore's Council and Administration



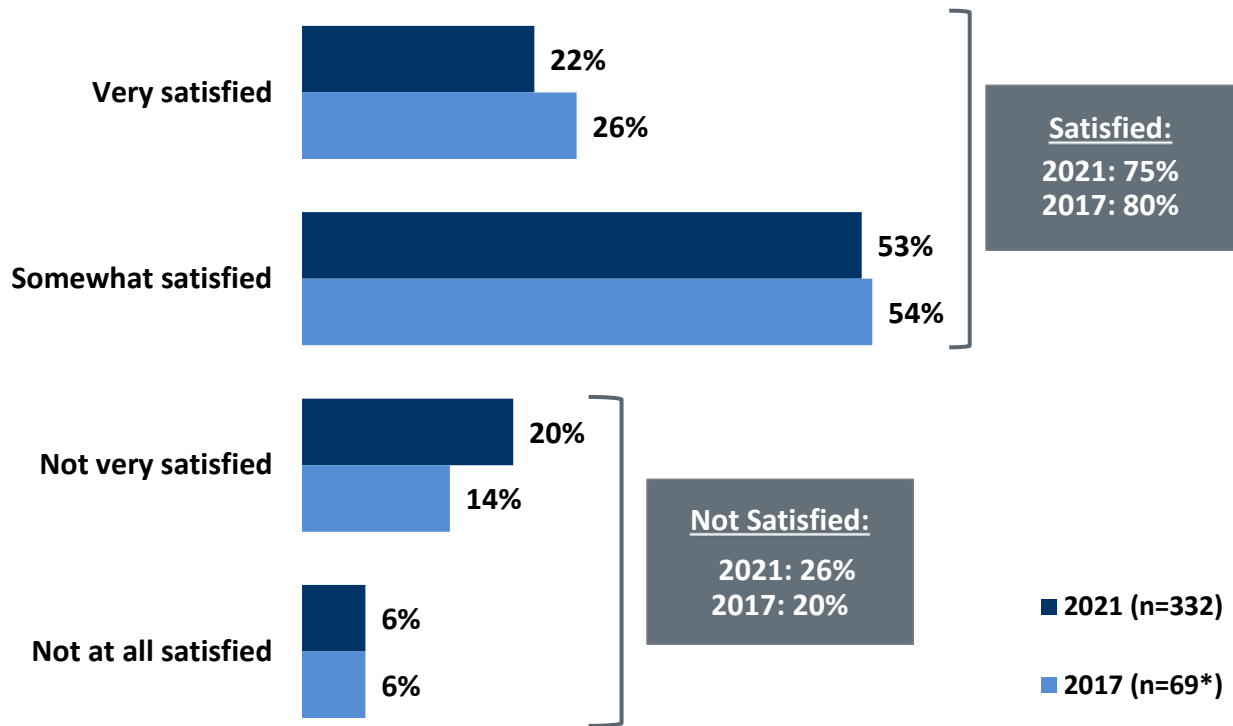
Q6. Taking everything into account, how satisfied are you with the way The Town of Canmore's [INSERT ITEM] is going about running the community?

Base: All online responses 2021 (n=332); 2017 (n=72 small base size)

**Importance of
and Satisfaction
with Town
Services**



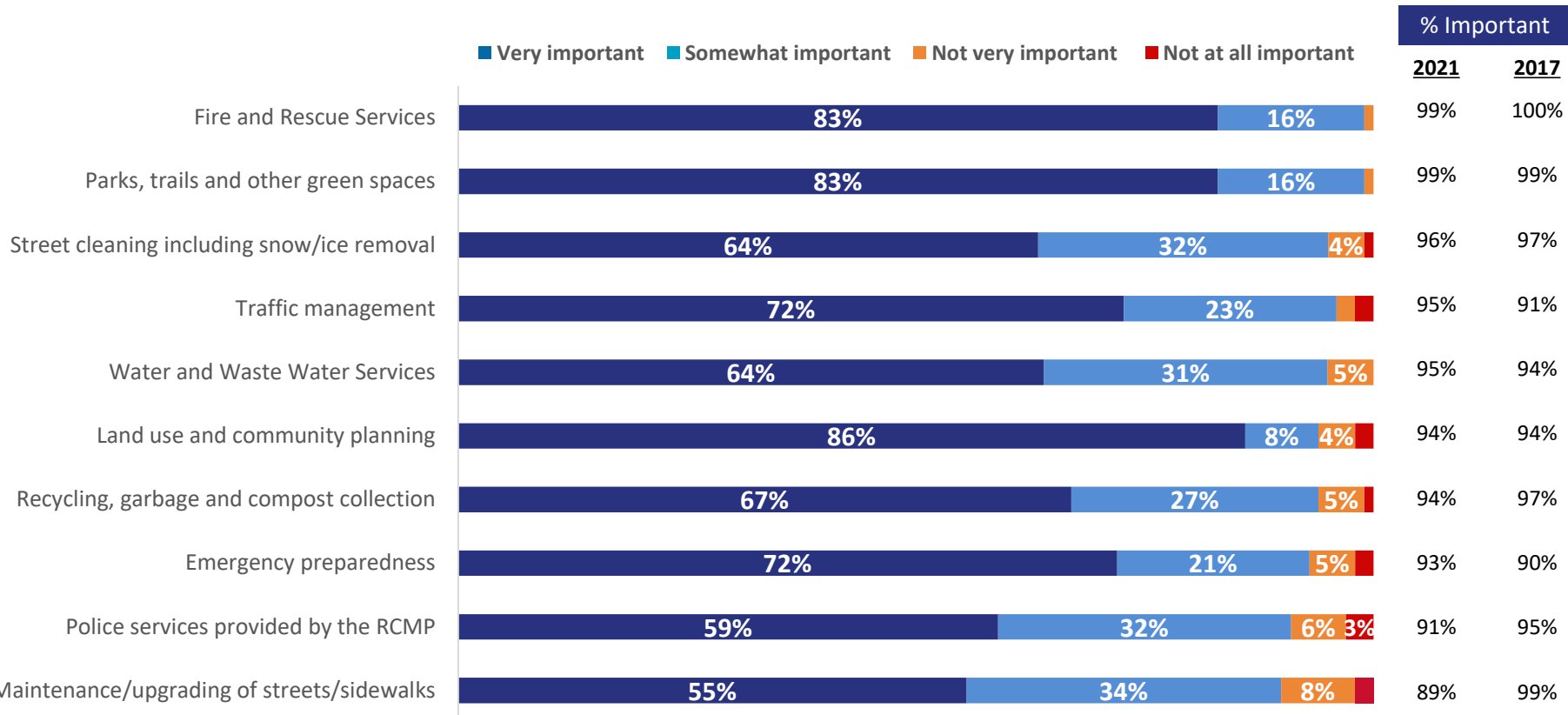
Overall Satisfaction with Town Programs and Services



Q7x. How satisfied you are with the overall level and quality of services and programs provided by The Town of Canmore? Are you...?

Base: All online responses / *Caution n=<100 small base size

Importance of Town Programs and Services

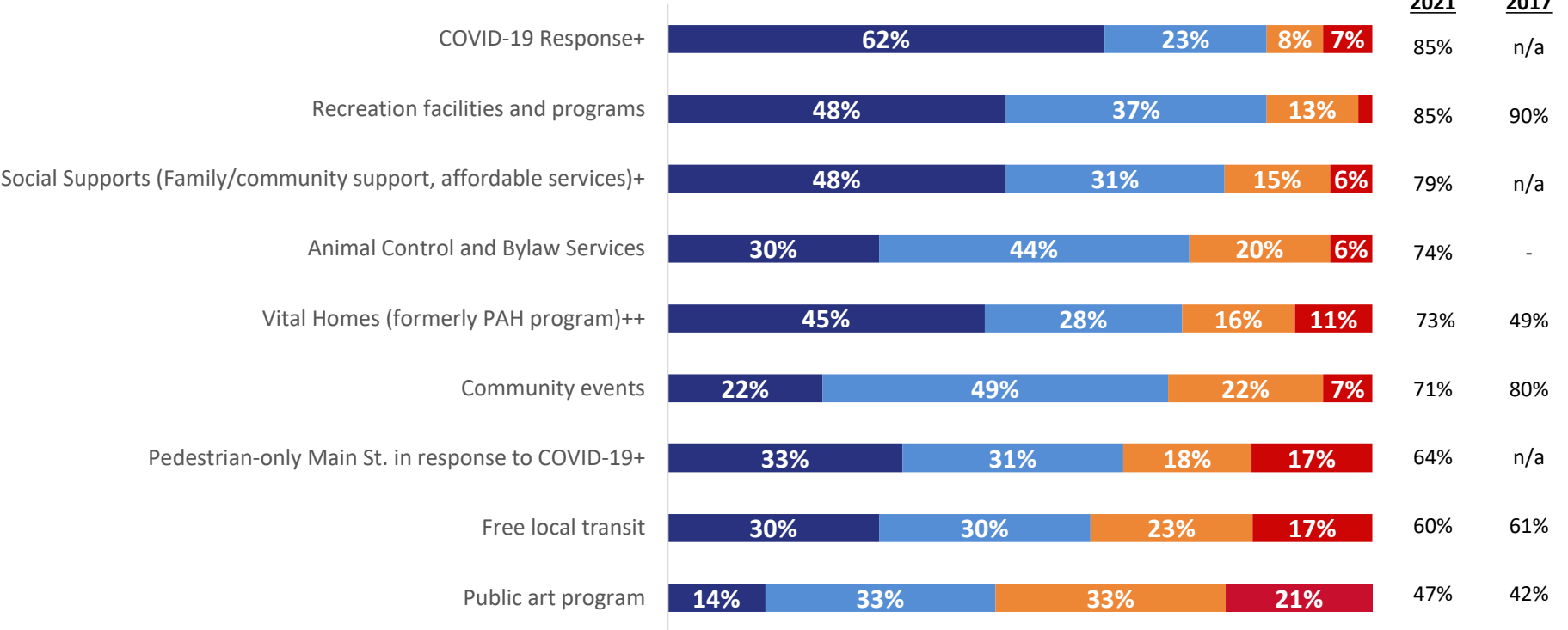


Q7. I am going to read a list of programs and services provided to you by the Town of Canmore. Please tell me how important each one is to you.
 Base: All online responses 2021 (n=332); 2017 (n=69 small base size)

Importance of Town Programs and Services (continued)

■ Very important ■ Somewhat important ■ Not very important ■ Not at all important

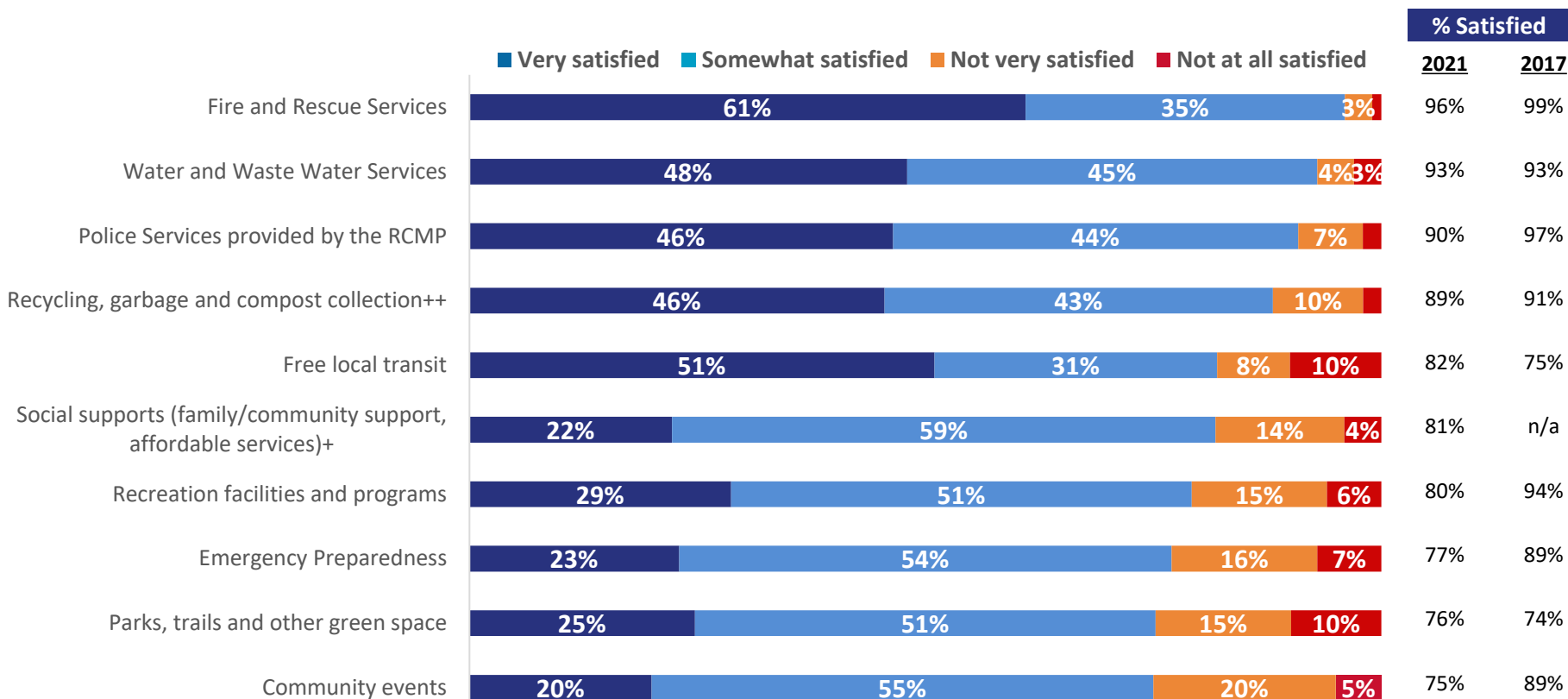
% Important
2021 2017



Q7. I am going to read a list of programs and services provided to you by the Town of Canmore. Please tell me how important each one is to you. Base: All online responses 2021 (n=332); 2017 (n=69 small base size)

+New item in 2021 / ++Name change in 2021

Satisfaction with Town Programs and Services



Q7a. Please tell me how satisfied are you with the job The Town is doing in providing this program or service?

Base: All online responses 2021 (n=332); 2017 (n=69 small sample size)

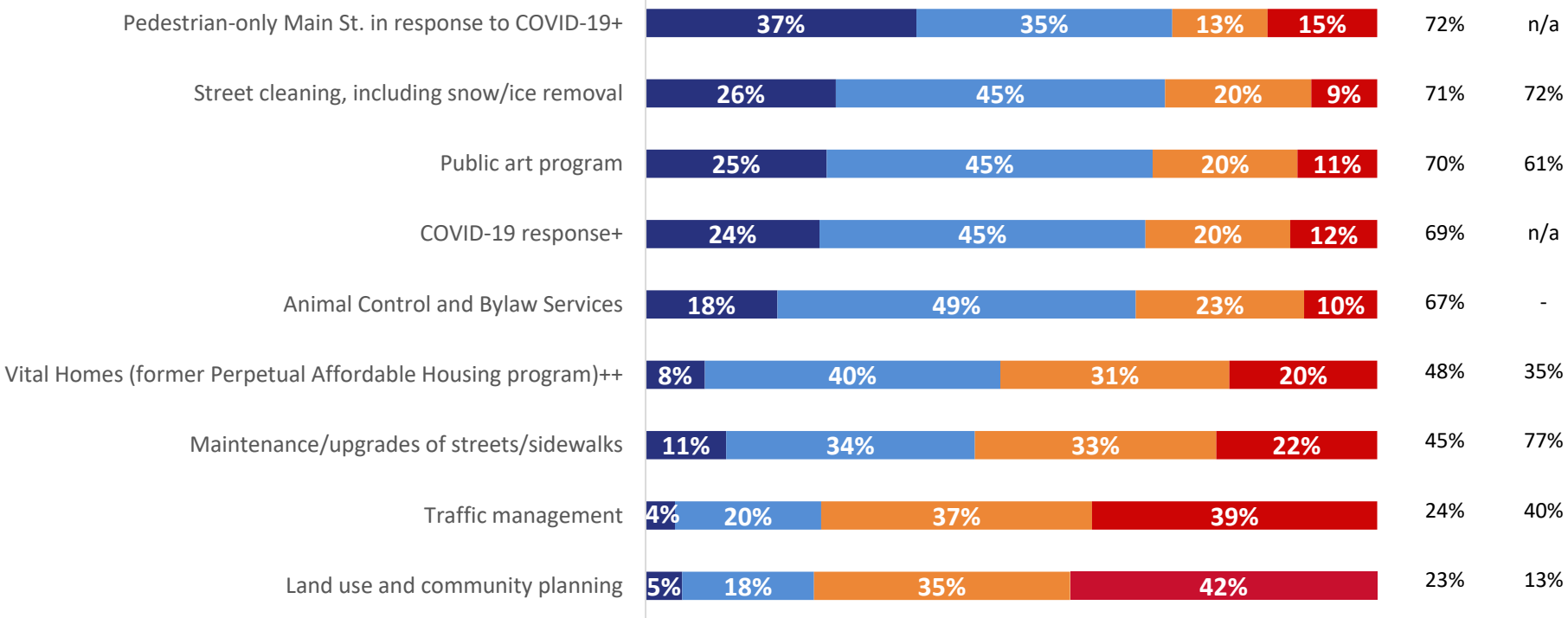
+New item in 2021 / ++Compost collection added to this item in 2021

Satisfaction with Town Programs and Services

■ Very satisfied ■ Somewhat satisfied ■ Not very satisfied ■ Not at all satisfied

% Satisfied

2021 **2017**

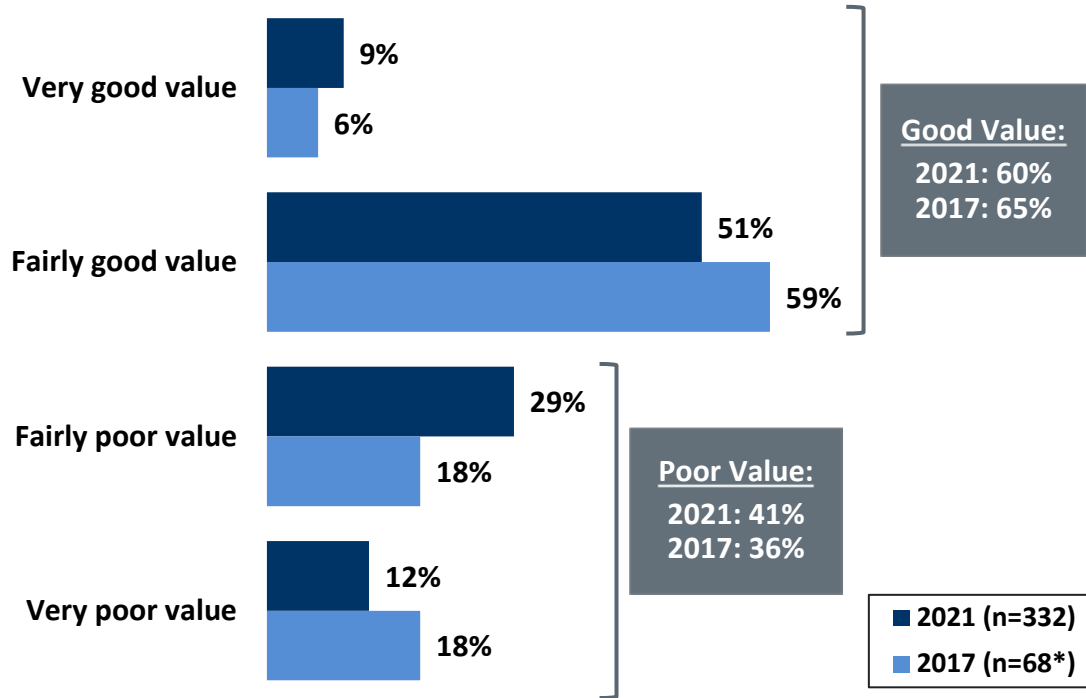


Q7a. Please tell me how satisfied are you with the job The Town is doing in providing this program or service?
 Base: All online responses 2021 (n=332); 2017 (n=69 small sample size) / +New item in 2021; ++Name change in 2021

Financial Planning



Perceived Value for Taxes



Q8. Thinking about all the programs and services you receive from the Town of Canmore, would you say that overall, you get good value or poor value for your tax dollars?

Base: All online responses / *Caution n=<100 small sample size)

Desired Increased Spending for Increased Services

- Traffic management enforcing bylaws
- Parks services and recreational programming
- Park improvements, recreation programming
- Access to recreation at reasonable prices & times especially the Arena. More general public access times to municipally-owned facilities like Canmore GC & curling at popular times! Realize clubs operate & members pay dues but reality is both are heavily subsidized assets by Canmore ratepayers & business tax revenue.
- Recreation services, parks, trail management
- It's too late unless you re-do all the European road design changes and route buses where a person can get on and off without breaking a leg or hip
- Emergency preparedness - wild fire specific social services FCSS
- Snow removal. Improving parks and trails
- Wildlife and traffic
- Green bin in Three sisters purchase of Three Sisters lands from TSMV
- PAH program- business need more of these units to survive. Traffic Management - basic traffic management seems to be out the grasp of the Town's engineering and planning departments. Fancy is not always better.
- Better traffic planning and parking for those who cannot, due to physical ability, ride a bike or easily access ROAM
- Recreation programming to lower cost or increase childcare options
- More bylaws are needed to control pet owners not picking up after their pets. The trails beside our house are disgusting and stink. It's all over town. Anywhere you look are poop bags or poop. It is so unsanitary for our kids to be playing outside beside our house.
- Traffic management. The new upgrades have made traffic worse.
- Composting, traffic management
- Policing, parks and facilities
- Given the number of tourists we are receiving, more trails and pathways are needed.

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- Recreational programs and facilities. Affordable housing
- Vital Homes (affordable housing) Sustainable tourism
- Bylaw - infractions. specifically, off leash dog offenders. Traffic - road repair
- Emergency Management Development - both land development and economic development
- FCSS speeding enforcement
- Road maintenance parks maintenance
- Protection of green space road maintenance
- Snow clearing/removal.
- Parks, trail building, traffic management
- Traffic management
- Road maintenance. Bylaw enforcement (esp. off-leash dogs)
- Affordable services, should be able to join the program on a case by case versus a set limit. Better road maintenance, in wanting to promote more people riding bikes the roads are littered with holes and dips that makes bike riding unsafe and unpleasant
- Don't want to spend more, want better value for the money I already spend.
- Traffic taxes
- More recycling locations. Spring Creek Gardens deserves a bin next to the Garbage Bin. Maintain public spaces under Town ownership including multi-use trails instead of selling them off for budgetary reasons and to develop large single family home lots. Example: Railway Crescent
- Road maintenance (including sidewalks). Care of the homeless and poor
- More sidewalks for pedestrians and better infrastructure for people who actually live here.
- Spend more time and resources understanding the spirit of Canmore and use that insight to develop plans. Read Mining the Future and absorb the concepts behind true community engagement.
- 1. Road maintenance and traffic flow, including parking 2. Bylaw enforcement

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- Traffic management. Sidewalk maintenance in winter
- Snow removal and road maintenance
- Affordable housing. Affordable living.
- More garbage cans and bylaws requiring businesses to keep their areas litter-free. A full audit of CCH/Vital Homes. Changing the name didn't do anything to improve the service.
- Recreation, public art
- Street upgrades to accommodate the current increase and forecast increase in vehicles. Pushing residents to bike and walk isn't realistic and isn't happening. Has anyone in the Planning Department actually tried commuting from outside the core via anything other than car/bus year-round? We can't afford to have everyone ride the bus, so start planning to accommodate cars. Stop approving proposed developments that will overpopulate the town and surpass the town's vehicular infrastructure limitations.
- Tourism and traffic management
- Municipal planning that listens to the desires and concerns of local residents. Supports for small and medium business to help survive the impact of the pandemic.
- Maintenance of roads/trails in winter. Public engagement.
- More food compost bins in more areas. It's a perfect program, just slightly difficult when the getting my bags to the bins is a mission of its own
- Affordable housing, realistic traffic management that understands that many people need to use vehicles.
- 1. Animal control and bylaw - off leash dogs all around the municipality's green spaces, paths, trails. 2. Redevelopment (roads & developers) should be closely monitored - road building the past year is atrocious and two developers (at least) not doing what they said they would. 3. Canmore should be more proactive in social media. Take an example from Banff where they provide updates about events in the community.
- Improvements to overall project management of large projects and planning that is more reflective of the actual needs rather than aspirational needs of Canmore citizens and visitors. An example of this is the intersection work that is being done at Bow Valley Trail and Benchlands. The project has taken an extended amount of time and the final outcome does not address the congestion created by the Shops of Canmore. This decreases perceived value for money spent.

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- Forest fire prevention, vehicle congestion, improved roadways, better flow for traffic. More affordable for the less rich
- There are a fair amount of sidewalks and roads in bad conditions. They need to be fixed. Focus more on protecting our green spaces instead of giving them areas that are protected by bylaw like the creek setbacks. Be firmer with them
- Winter road/sidewalk maintenance. Roads that are advertised as “Priority 1” are oftentimes not even plowed after it snows. Public sidewalks are in horrible shape the majority of the time. The road construction is completely unorganized and damages vehicles repeatedly.
- Add more composting (near three sisters exit). Traffic
- 1. Road and walking trail systems. I would support building a pedestrian bridge further east over the Bow to improve foot and bike traffic from the south side of the valley. 2 Maintaining green space.
- Road directions that make sense along with much better maintenance. Traffic lights that need to be installed and properly managed
- Family support . Waste, recycling and compost
- Affordable housing, recycling (more food waste bins, all food outlets to adhere to food waste composting, textile recycling bins). Low-income support program
- Affordable housing. Land use and planning (with wildlife and environmental conservation and sustainable infrastructure and population at the forefront)
- 1. ease of cycling around Canmore 2. traffic volumes in the summer and long weekends
- Roads in the town. Traffic flow
- Traffic control emergency planning – wildfire
- Increase infrastructure maintenance
- Better bylaw services, enforce road rule use by bicycle riders. Less emphasis on parking fees.
- Housing
- None, the high taxes here is enough.
- Parenting - family resources. Public transit

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- Traffic management. Snow removal
- Increase recreation opportunities. Pave the gravel walk/bike trail from downtown to Three Sisters so it can be snowplowed in the winter.
- Snow removal could always be better and road maintenance...especially when Main Street closed (which was awesome) caused issues in other locations. Would love to see more for FCSS/events for adults!
- Build our own Fibre Optic Network to owned and operated by the Town of Canmore. Build an indoor sports facility for indoor basketball, futsal and volleyball.
- Money is not the problem, management is.
- Affordable housing, transit & traffic control
- Public transit, childcare
- Roads - improvement and street maintenance
- Bylaw services COVID response
- Require more parking for new buildings residential and commercial
- Anti-idling law! Mandatory composting Mandatory proper waste disposal for every construction site (wood waste, metal waste, food waste, cardboard, etc.) General waste bins should be charged extra. Trail systems More round-abouts
- This is a weird question. How does the average citizen know what the current budgets are for the various service and departments? It isn't a given that more money is needed to improve service or output.
- Rather see less money spent, more money saved.
- Traffic management
- Better traffic control on 8th Avenue and Main Street. Better street snow clearing and sanding in residential areas and walking trails to prevent icy walking.
- Marking pedestrian crosswalks on Bow Valley Trail for SAFETY in an appropriate manner. RCMP

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- Traffic management. Keeping as much green space as possible
- FCSS (this is the gem of Canmore, but it could use more funding especially in this time and as we recover from COVID into the future) and roam transit having better ability to be on time and more busing being offered.
- Vital Homes. The Town needs to be more proactive in dealing with lack of affordable housing. Protecting wildlife - the Town needs to take a leadership role in protecting wildlife in the corridor
- Stop trying to force everyone to walk or bike around town, it's not always possible. Please provide more parking such as a multi-story
- Sidewalks and trail maintenance. More bylaw and police presence downtown and around the Quarry lake.
- More compost bins, cleaner areas around garbage /recycling bins (I recognize this isn't ToC's fault, the community needs to take better care, but it would be nice if we could get these areas cleaned up!) -with COVID, I've realized it would be nice to have more picnic/park shelters available in parks and green spaces
- Street and road maintenance. Recreation programs especially Elevation Place
- Downtown pedestrianization. Snow and ice removal
- Infrastructure planning; COVID-19 response
- I don't think it is about spending more- being more effective would be appreciated.
- Town maintained sidewalk snow removal has been dismal. My garbage bin is often icy and very dangerous. I fell on the ice on a street that had ice due to improper cleaning. The standards for the Town to clean sidewalks maintained by the Town are FAR BELOW the standards for the cleaning of sidewalks that are the responsibility of residents.
- Affordable housing, outdoor recreational services
- Water. Bylaw
- Community housing
- Infrastructure traffic maintenance
- Better road and traffic upgrades

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- Improvement in roads, pathways etc. Improvement in traffic control, flow, parking at trailheads
- Traffic enforcement - there is no traffic enforcement in this town. People speeding - distracted drivers looking at their phones while driving. Bylaw enforcement - there is no enforcement for off-leash dogs. People walk into the forest with dogs on leash - then immediately take their dog off leash. Fines should be 10x what they are because people feel like there is an acceptable level of risk to walk their dog off-leash as the fine is minimal.
- Affordable housing. More affordable activities. Most activities that I found interesting are way overpriced.
- Street construction time limits. Holding lawbreakers more accountable for actions
- 1) Updating community vision (Mining the future is 15 years old). Necessary to do this in light of development pressures. 2) Instill a conservation fund (levy) to help finance land purchases and other environmental initiatives
- Community planning and sustainability
- Citizen engagement in decision-making for the Town altering development proposals Wildlife corridor protection
- Development and traffic. More firesmarting
- 1. Snow and ice removal. 2. Water and waste water systems
- Maintaining wildlife corridors in town development. Controlling numbers of tourists coming into town every weekend as this relates to COVID and dogs
- Bylaw enforcement, trail improvements
- Palliser Trail is PAH but not bussing. Why bother having free busses if the PAH people can't use it?? We need to have a vacancy tax.
- Focus on families with young children and programs for them.
- Community planning
- Snow removal is horrendous. Whatever we spend on that service needs to be significantly higher. There is nothing more I would suggest we spend more on.
- De-icing sidewalks and parking lots. Better planning on traffic flow, at this time 1A and Railway Ave intersection and Main Street intersection are both nightmares to drive, walk or cycle.
- More Affordable housing (PAH and other) and less housing for tourists and wealthy second home folks. Maintain wildlife corridors and natural beauty.

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- 1. Bylaw enforcement: people don't do what is expected; they do what's inspected. It was a waste of money to spend over \$100K to create off-leash dog parks if there's no enforcement on people with their dogs off-leash in on-leash areas. And this is one example, as bylaw enforcement is close to non-existent in this town; 2. Hearing to the constituency when public hearings are in place: from the decision on Lawrence Grassi to the current issue on TSMV, the ToC doesn't listen to what the full-time residents talk about. Decisions are made to protect business's interest and individual agendas. A respectful and trusted leadership involves listening.
- Give us a real dog park now that Quarry is restricted. I would pay an increase in dog licencing, which now gets dog owners nothing. With more people frequenting the area, the parks are too limited and small.
- Community trail system
- Sidewalk maintenance and road maintenance
- Street improvements. Restricting vehicle access to downtown.
- Considering tax revenue has doubled in the last decade, front line services have not been maintained. I don't want to pay more, but we can stop the free transit (2 dollars a ride to offset empty busses would be nice), art projects we can't afford and stop giving contractor such a cheap escape for providing actual parking spots.
- Affordable housing
- Traffic and parking management
- Plow more streets. Build true affordable rentals, \$1700 per month for 2 bedrooms is not affordable.
- The Town seems to be wasting a lot of money to fix traffic problems and making traffic even more congested. What's up with the traffic lights at the A&W intersection. The position of the new lights is not going to work or be safe. Lights will be hidden from all lanes and even pedestrians.
- Street maintenance (repair, snow/ice removal) in residential areas. Active preservation and protection of green spaces and wildlife
- Traffic planning i.e., Main Street and the A&W interchange Bylaw services, too much attention to dog off-leash enforcement. I.e., \$100+ fines for "dog at large" ! So we can have elk freely roaming in our neighborhoods?
- Low-cost housing protection of green space - development in areas of animal grazing and travel

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- The spending here has been frivolous and given the times it would be better spent elsewhere.
- NOTHING. We cannot afford to SPEND MORE. We need to be more responsible and efficient with money. Huge waste: Those 2 girls who prune flower boxes on main street in the summer. I can do a whole yard in the time it takes them to do one box! But of course, I know that at least one of them has "connected" parents, so they get these ridiculous Town jobs.
- Traffic control & improved pedestrian access
- Climate, emergency, food security
- Natural green spaces = FREE recreation that also makes air cleaner and contributes to the overall sustainability of our community. Heated pool = VERY EXPENSIVE recreation that sucks up energy that could be used to heat homes. Why ask about spending more??? given our taxes, your debt, and your CAO's salary, you should be looking for things to spend LESS on
- * Enforcement of off-leash dog violations -- need 10x the number of bylaw enforcement officers and penalties, 7 days per week AND at night, to keep people out of wildlife corridors * Signage and co-operations with provincial government to keep people out of wildlife corridors
- Daycare supports. Communal green spaces for kids / dogs / everyone. Use companies who will actually get work done on time and efficiently when choosing for construction.
- Street and roads maintenance. Keeping tourism down during the pandemic. Stop massive developments and ACTUALLY build some affordable housing that is much needed.
- Debt deduction Less governance, less councillors
- Bylaw enforcement of leash requirements by wildlife corridors. Better traffic design with more crosswalks out of Rundlevue
- Develop a ToC Human resource termination fund program and get rid of most of the senior administrators. Provide training to Admin and Council on ethics and community development programs.
- Snow removal, real attempts at affordable housing
- Better land management and outdoor recreational activities. We need to be more aware of our land use. Am very unhappy with the way the Town gobbles up land for housing without a thought to the end result. Pay attention to your voters!

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- Parks and Rec as well as better water and waste water
- Managed development in best interest of total community
- Green spaces; bylaw enforcement
- Early intervention and quality childcare. Bike trail building. Traffic control - improved management of congestion
- Attainable housing within current town limits. Maintaining green spaces and not selling to private owners.
- Cumulative effects and land use planning — what is the vision for Canmore's future? How does it benefit full-time Canmore-ites (including renters, not rich second homeowners), how do we live up to our environmental and climate change responsibilities? Empty homes give the feeling of a ghost town. It's depressing, it's hard to meet people here.
- Build indoor sports facility for year-round indoor team sports such as basketball etc.
- Trails and roads, emergency response
- Money has been wasted on hiring consultants from Holland...the design and money spent on traffic calming that does not address the underlying issue of the volume of cars...I would not give any extra money until I see Administration decisions being more practical and cost effective.
- *The public tennis courts are a huge issue to me. Last season, I was left having to leave the courts at Lions Park 9/10 times because someone who is part of the Canmore Tennis Association had 'booked' them. I was told that I could pay for a membership or just show up when they aren't booked. The problem is, they can be booked by those paying members on short notice, leaving them unavailable to the tax paying public. When I spoke to members of the Town of Canmore on this issue, I was told in general, the Town likes to have 150% profit for all recreational facilities. When I asked what percentage of our property taxes pay for recreation, he couldn't answer. He didn't get back to me, and refused to consider the issue despite not having a new MOU in place at the time. This demonstrates a clear disregard for the citizens of Canmore, and forces us paying taxes to pay a private fee to an association for use of facilities we collectively pay for already. This is UNACCEPTABLE!
- Snow and ice removal and/or gravel in ALL neighbourhood streets. Enforcing bylaws
- Following through on contracts and making sure we are not taken advantage of and looking at the big picture. Being realistic and making informed decisions. The corner of shops of Canmore taken apart at least three times and not completed is proof of this

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- Common sense growth planning wildlife corridors
- Traffic management - improvement of streets, sidewalks, parking, etc. Main Street for pedestrians only the whole year around
- Parking
- The fire department, planning
- Prioritize local living, helping families stay in the Bow Valley
- The fact that I have to pay \$2000 a year in property taxes for a 600 square foot box is RIDICULOUS!! The fact that I have to drive around for 5-10 minutes to find a parking spot to get groceries is RIDICULOUS! THE fact that I pay high taxes and will soon have to pay to park on Main Street and surrounding areas is RIDICULOUS. The fact that this Town is taking out roadways/lanes is RIDICULOUS! We have winter for 6 months; I am NOT riding a bike in the winter...this is STUPID! This is the unsafest place in the country to drive in! Instead of making local transit free, how about making transit to Banff free instead! I would definitely support the Town spending money on a public parkade or something similar!
- Roads and sidewalks - maintenance and creation. Supports for low earners and vulnerable people.
- Clearing roads better. In winter, some roads are never touched. My children are disabled and even though I call, the road still never gets cleared. Routes that disabled busses drive on should be cleared. Regular bus routes are great. Parking is a big problem in Canmore. When you go to the grocery store, downtown, side streets. Downtown there really needs to be a parkade, like in Banff. With the amount of visitors growing every year, and Main Street closing for the past year and this year. It's awful. The new road designs, the new main 4-way intersection is an absolute mess. Not everyone can walk and bike downtown unless you live downtown. As even single people find it hard biking up Benchlands trail, three sisters area. Going downtown with children you have to use a vehicle. Especially when you grocery shop.
- Adequate administration/enforcement to aid in keeping neighbourhoods and public spaces safe for residents, visitors and wildlife. Ensure that infrastructure and services are built and maintained to accommodate growth in development and tourism.
- 1. road maintenance and repairs 2. bylaw services/laws acutally being enforced
- Affordable and accessible indoor recreation. Bylaw services to ensure pets are on leash.
- More space for dog parks/longer off leash dog walks. Better street clearing of snow and maintenance (too many holes etc.)

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- Policing of expired tags and on street parking,
- Land management - better public consult
- Transit traffic control
- Festivals for families-engagement of residents' protection of surrounding environment in light of climate change and protection of wildlife corridors
- 1. Recruitment for a new CAO who has better experience and knowledge in leading a Town that is being transformed into a city - a different, specific skill set is critical. 2. A made-in-Canada approach to change and fix the things that have been put in place re traffic calming - fix that intersection fiasco, get rid of the white sticks - put in flashing lights at cross walks like in Banff - build a parkade - cars are not going away and the way things have been designed is just creating congestion, frustration and adding to pollution
- Street repair and maintenance. Snow removal and management
- Traffic control. Parks and green spaces
- Traffic management
- Traffic control issues: more paid parking for visitors -more limits and fees imposed for non-local users at Quarry Lake
- Better street maintenance and cleaning. Better traffic control. Congestion has been steadily increasing and continues to get worse
- Improvements/ additions to Elevation Place. A parkade outside of the downtown core, perhaps with a shuttle service to main street
- Emergency planning & safety
- I would prefer free parking downtown for Canmore residents over free public transit. As a mother of two young children, I cannot feasibly transport my children to and from daycare and make it to work in time via public transit. For this I will be penalized financially by having to pay for parking close to my work downtown. My office has a dedicated lot; however, tourists usually park there illegally in the summer making it impossible to get a spot.
- I love the organics program and support greater investment to get restaurants onboard and more bins around town. Although I'm not sure it is within the Town's ability, I would like to see more childcare services (and greater affordability) - perhaps a requirement for all new development to have allocated space for. I wouldn't encourage greater investment, but I think the Bylaw team needs to get their butts out of their cars and walk the trails to better manage off-leash dogs.

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- Slow down the development, especially TSMV. Better control the over-tourist impact on local RESIDENTS.
- 1) Snow removal needs improvement- couldn't access my community mail box with my car all winter due to a huge ice bank directly in front of it- it was never removed (melted on its own after several months) 2) stop wasting money on the photo radar program- it costs too much to pay them and they don't patrol problem areas like school zones 3) institute more fees for tourists and less fees for residents for trails/parks/parking 4) more education for tourists around treatment of parking/parks/wildlife etc.
- Parking and control of tourists
- Trail maintenance and snow/ice clearance
- Cleaning snow
- Animal bylaw enforcement. Reasonable housing and commercial development
- More affordable housing rather than approving more land developed for large, unaffordable houses/second houses for non-residents
- No more spending!!-- cut some staff-- per capita we have too many workers!
- Wildlife corridor preservation. Traffic control
- Wildfire management
- Fix roads in poor conditions. Remove ice and snow on timely basis
- Affordable housing
- Bylaw enforcement. Affordable rentals
- Cut your spending, your operating costs are out of control!
- Elevation Place hopefully is soon to be fully open if we get this pandemic under control! Maybe a member only swim would be considerably because how can we fight against this virus if we constantly give it Nischen to sneak in ?
- Traffic management, sustainable community growth.

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- 1. Re-do the intersection Bow Valley Trail and Benchlands. It's not working as per your plan & I think it's actually more dangerous as it is 2. Deal with over population of tourists on weekends. I live downtown and I can't leave my house on weekends as there are SO many people. No social distancing, littering, people harassing the elk, traffic congestion & no parking. I can't enjoy the town amenities that my taxes pay for. Please do something about this
- 1. protecting our native wildlife 2. we have too many people working within Admin - reduce the number of people and save our tax dollars
- Green spaces and human powered transport
- Snow removal, affordable housing
- Planning and business license inequities
- Winter snow removal on the pathways, Elevation Place
- Bylaw
- You don't need to spend more money on Bylaw, stop telling people you like to educate, start fining people for breaking the law. I think the Town has spent enough money on tourists!
- Affordable housing
- Affordable housing road maintenance
- Climate change - right relations - affordable housing
- Road maintenance,
- Bylaw enforcement at the planning and development stages
- Pick up recycling This town has a lot of services/facilities. There is not a lot to improve on....
- Keep taxes low. We have enough services now
- Roads are dismal, Low-income housing
- Bus service in more parts of Canmore. Rundlevue for example has no transit. It is difficult to walk up the long hill carrying groceries, bags etc. Rundlevue pays for transit but does not receive any transit.

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- More parks
- Creating pedestrian-friendly spaces and trails
- Better co-ordination of traffic lights and turning signals. Better air quality monitoring
- Snow removals on residential streets
- Better enforcement of (or education about) by-laws related to on-leash dogs and vehicle idling. Faster rollout of compost bins throughout the town
- Affordable housing. Land use planning and consultation
- Elevation Place. Road repair
- Better enforcement of traffic and other rules for ex at public spaces where people are littering which is dangerous for wildlife or parking in neighbourhoods despite signs indicating local traffic only during high use times.
- Open the bloody pool! Fire volker Steven for doing a poor job on “snow removal”
- Traffic management
- Bylaw services and emergency preparedness.
- Street repair and cleaning is seriously lacking.
- I don't feel we need to spend more - we need to be more efficient and effective. There is so much failure with pulling important projects off such as the intersection by the Shops of Canmore and the Legacy Switchbacks rebuild. Staff need to be held accountable for this incredible mismanagement and failure to deliver.
- Managing overdevelopment Enforcing nuisance bylaws & regulations (e.g., helicopter noise and pollution)
- Trails and forest fire prevention
- Recreation, sports, mental health programming
- Youth free activities, no indoor courts other than school, because of COVID, there's no place to play.
- Snow and ice removal Quarry lake improvement or another big watering holes

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- Improve Parks and Rec. Stocked fishing - dig a hole in the pond so we can fish in winter. Clean Policeman's Creek it is plugged and full of garbage. Local parking pass for all of Canmore. Pay to park for out-of-towners. Battle air b and b. Stop illegal ones. Add more garden suite allowance in Canmore. It's very hard to build a garden suite as it is. Would help with young person growth within the community. Make more bike paths and trails and walkways separate from the road. Widen roads. For massive traffic increase. Improve garbage and outhouse facilities.
- Affordable housing
- Road repair and maintenance, more composting bins
- Emergency response, FireSmart
- Public restrooms. Beautification during the Main Street closure
- Affordable housing needs to be a top priority as the quality of life amongst the small population that work in Canmore is drastically decreasing. I've been in Canmore 8 years now and have seen first hand the struggles the housing crisis here can have on the working population. I've spent time in staff accommodation, shared a bed with a friend in one place and shared a room with another in the next. Luckily, I am one of the few who has finally secured an affordable location but at the cost of living with 3 other grown adults at 31. Like most we choose to stay for our love of the mountains but eventually like most we will be forced to leave the place we love in order to get ahead in life.
- Traffic management
- I don't want to keep paying higher taxes
- Traffic/parking management. Childcare programs and increase of opportunities to help young families - or at least help petition the government to recognize our unique (expensive) town situation.
- Crowd control/street traffic control. Affordable housing programs
- Bylaw, policing
- Long-range land use planning. Environmental management. Include a plan to manage over-tourism
- Affordable housing. Environment.
- Planning and development

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- FCSS and affordable housing.
- Housing traffic planning
- Focus on the priorities instead of trying to do a bit of everything. If you can't put full resources into projects, there is little point doing a half-baked job of it. I don't participate in most of the services because of lack of interest or scheduling conflicts.
- Affordable housing (should actually be affordable for low-income families). Community planning (consider wildlife and locals, not only investors)
- Traffic management and affordable housing
- Road infrastructure. Affordable programs
- Disabled and special needs support services and community inclusion (examples, several businesses and restaurants on main street are not wheelchair accessible. There are very few programs/services for individuals and families with disabilities/special needs, such as in-home support services, respite and day programs programs/services, inclusive community based social/recreational programs & activities). As well as early years programs (ages 2-5). Affordable housing
- Parking, traffic control
- Bylaw and police monitoring of tourist overnight parking/camping on the street. Snow removal and road paving. You don't necessarily need to spend more money - you need to spend it effectively. The main issue we are having with you is that you are elected and hired to work for us. And we feel increasingly like you are working against us/despise us/snaking issues through. Your economic planning is woeful.
- Bylaw enforcement
- Road maintenance (potholes, snow clearing) Using local companies as opposed to bringing in large companies from Calgary who do terrible work, waste time, and do not care about our town, which is evident when you drive by their worksites that are covered in garbage and coffee cups.
- Development of Canmore relative to the beauty, accessibility and liveliness of the downtown for Canmore residents and affordable housing.
- Enabling recreation (e.g., Elevation Place) for kids during COVID. Citizen consultation on development. The municipal government so massively misread citizen sentiment on that issue that there must be a path to a maintaining a better sense of the pulse of the town's collective values.

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- Land use - parts of the Council seem to be going in the direction of approving development all over town but with little thought about the impact it has on the ambience of the community and the thought that building these developments will serve a demographic of individuals who would use the space as secondary homes instead of the families that live in the valley in need of a start to get them in the real estate market. I've moved here from living in Banff for 17 years. My family lived here in the 1970's up until the mid 80's and I am ashamed to see how this so called "community" is being directed into the future. More diversity, equity, inclusion and access is needed. I would also like to see more compost bins in the community. No enough and not evenly dispersed. Residents should be able to walk a reasonable distance to drop off the compost and not have to drive to a location.
- Get a second look at the transportation plan. Expecting Albertans to mode shift is not going to happen. I ride and walk everywhere but that is never going to be the primary mode of transportation for anyone living outside of the core or the day-trippers
- Traffic management, PAH
- Compost collection / program community engagement to develop / update vision for Canmore
- We need significantly more perpetually affordable housing at many income levels. TSMV is going to build some, but the people living in TSMV will generate demand for more teachers, police, baristas, waiters etc. than what they are building More sensible Firehall. What is being built solves so few of the problems the consultants identified that it seems like an empire building waste of funds.
- Family programs, parks and outdoor space
- Roads
- Snow removal, tourist control
- Traffic. COVID enforcement, masks, capacity in retail etc.
- Roads. Traffic
- PAH housing. Recreation facility/programs. Example: a field house for sport and recreation would be great.
- Traffic management Low income hoisting aid

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- COVID response - this was poorly planned and managed throughout the crisis, which leads to the need for better health emergency planning. We need testing and vaccine facilities in town, we need clear direction and leadership in a crisis, and we need to make decisions that are a positive benefit to town residents (throughout the crisis we were two weeks behind Banff on every decision made).
- In general, I would like to see better thought behind the services already provided. This Town throws money at too many projects without proper project management such as the traffic control project at Cougar Creek and Benchlands from two years ago, for example. We all know that we need traffic lights there at that junction to resolve the issue, and yes that is expensive, but it's money well spent if it solves the issue. Instead, you spent how many thousands of dollars on a trial at the complete wrong time of year (summer holidays), using measures that made the situation worse by effectively closing off one lane, and was abandoned for all the reasons I pointed out to you in an email in the first week! The Town's COVID response has been abysmal to the point where I feel I should have just looked to Banff for guidance since they seemed to take this far more seriously. Canmore Council seemed to just wait and see what Banff did and then flip a coin whether they would follow suit.
- Try making life affordable for normal workers in this town
- More affordable housing. Road maintenance
- Improve the bike "active transport" pathways to lessen the traffic congestion. Planning development guidelines with engagement of community values
- Bylaw officers that know bylaws and ensures that everyone follows them, including her neighbours. Including enforcement of dogs on-leash and picking up dog excrement. Why is composting shipped to Calgary? That intensifies the GHGs.
- More parking. Better monitoring of guests who aren't respectful of rules, wildlife, picking up garbage, parking in residential areas.
- Mining the Future 2.0 revisit Traffic congestion
- Traffic diversion
- Community services- employ a food security staff member instead of putting all the work on volunteers to feed the food insecure. Road maintenance and planning. The street design/ system and conditions have been a joke for 27 years
- A pedestrian overpass for Palliser; A Planning Department committed to equity, justice, and sustainability.

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- Childcare support options for Town staff, meaningful community engagement and implementation of community vision when planning for developing Silvertip and Three Sisters
- Vital Homes supports for small local businesses during and immediately following the pandemic
- No mask mandates and not restricting our small businesses due to COVID.
- Bylaw enforcement, parking
- First of all, I think I am extremely lucky for the services we receive in this town given its size. I am fairly confident tourist dollars contribute to amazing facilities such as Elevation Place. I would like to see the reservation system continue on weekends after COVID, for local families to be able to access the recreation centre on busy weekends. It makes me sad to see local families unable to get into the swimming pool in a timely manner on a weekend due to visitor volume. Affordable food services. Already with food recovery barn, & food and friends, this is a help. It is so costly to live in Canmore, having more accessible healthy food programs and education to healthy food is an area of need. My husband and I spend 12,000/ year on food, and we do not buy organic or much processed food. Given I often am unable to earn more than \$30,000/year between several jobs, that is a high part of my income. I imagine many others are in the same situation.
- Parks and rec and streets and roads
- Snow clearing
- Social services programs. Parks
- Additional fire hall in newly developed housing/condo/duplex area. Improvement on traffic controls in newly developed areas.
- It would be nice that the Town offers a discount to locals for Elevation Place membership or drop-in rates vs visitors/tourists. Permit department: it is ridiculously slow in processing building permits for homeowners and having more staff would help.
- Sidewalks; snow removal
- Paid parking for visitors, NO visitor parking in residential areas. Road repaving and repair.... paid for by visitors.
- Parking enforcement in residential neighborhoods Widening Bow Valley Trail and including proper sidewalks to accommodate people volume
- Community future planning

Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Desired Increased Spending for Increased Services (continued)

- Our roads and lane ways. Everything else appears top-heavy
- We are very lucky to live here; I'm grateful for it! We need a bigger investment in affordable housing, and another solution to the overflow of visitor parking, if I had to pick two.
- More complete streets to get cars off our roads.
- Assistance in using electronic offerings of the library
- Community / culture development. Affordable Housing
- Affordability programs/discounts including more Vital Homes projects. Programming/rec options for youth 10-15 yrs.
- Housing
- Multi-lane snow plowing to curb of residential streets. Clarify downtown speed limits. Hard to tell what applies in which block. Add small repeater signs on light poles once in each block wherever limit deviates from 50km standard.
- COVID-19 response. Road and streets. Recreational services
- More robust recycling and composting; what about soft plastics for example. We make a lot of landfill for a small nature loving town. More bins for food diversion around town as well. Incentives or fines for NOT compost/recycling Perhaps free parking permits for all full-time Bow Valley residents when lots in Canmore and Banff will be charged. Not sure of the solution to a healthy balance of visitors versus quality of life for locals but COVID has definitely shifted the type of visiting and therefore quality of life. Also please put up fences along Highway to redirect ungulates and keep drivers safe
- Improved communication from the ToC. Print, radio, and electronic.
- Better access to parking for visitors and more road space. More bylaw services and regulations for the increased number of bikes on pathways and roads
- Alternative transportation planning and availability, i.e., traffic management, bicycle lanes and improved pedestrian mobility.
- More locations for recycling
- 1. Significantly upgrading downtown Canmore by repaving the streets, installing new sidewalks, and planting low-maintenance vegetation 2. Daily pick-up of litter throughout the Bow Valley and extensive enforcement of littering bylaw

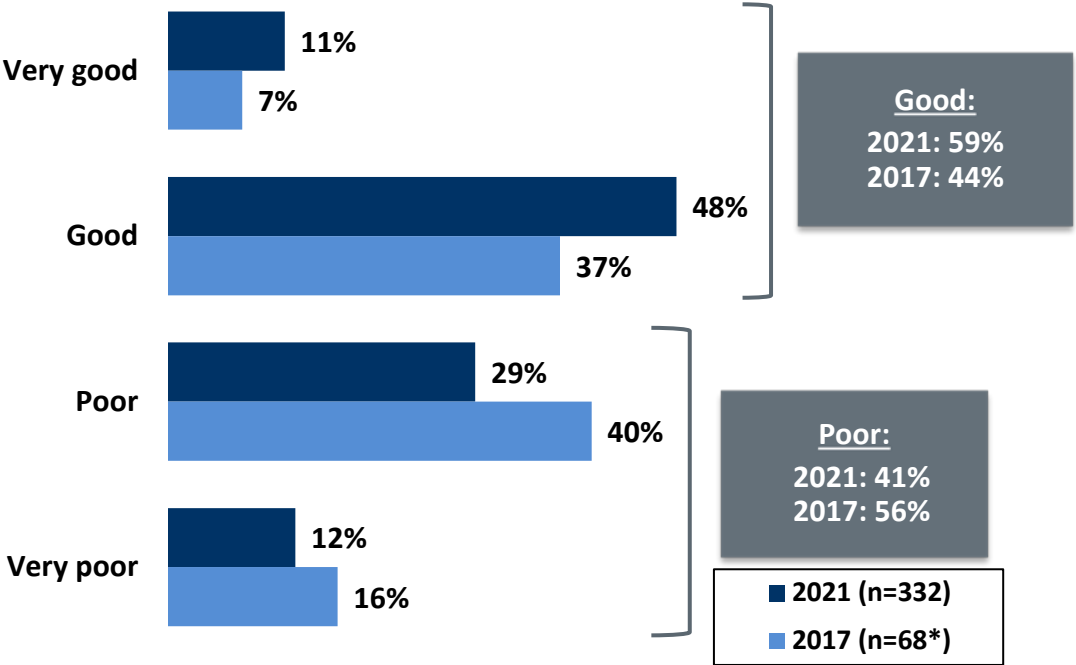
Q8b. Considering all the services that you know the Town of Canmore offers, name up to two services that you would propose to spend more on to receive an increase in service.

Base: Online responses 2021 (n=332)

Communications and Engagement



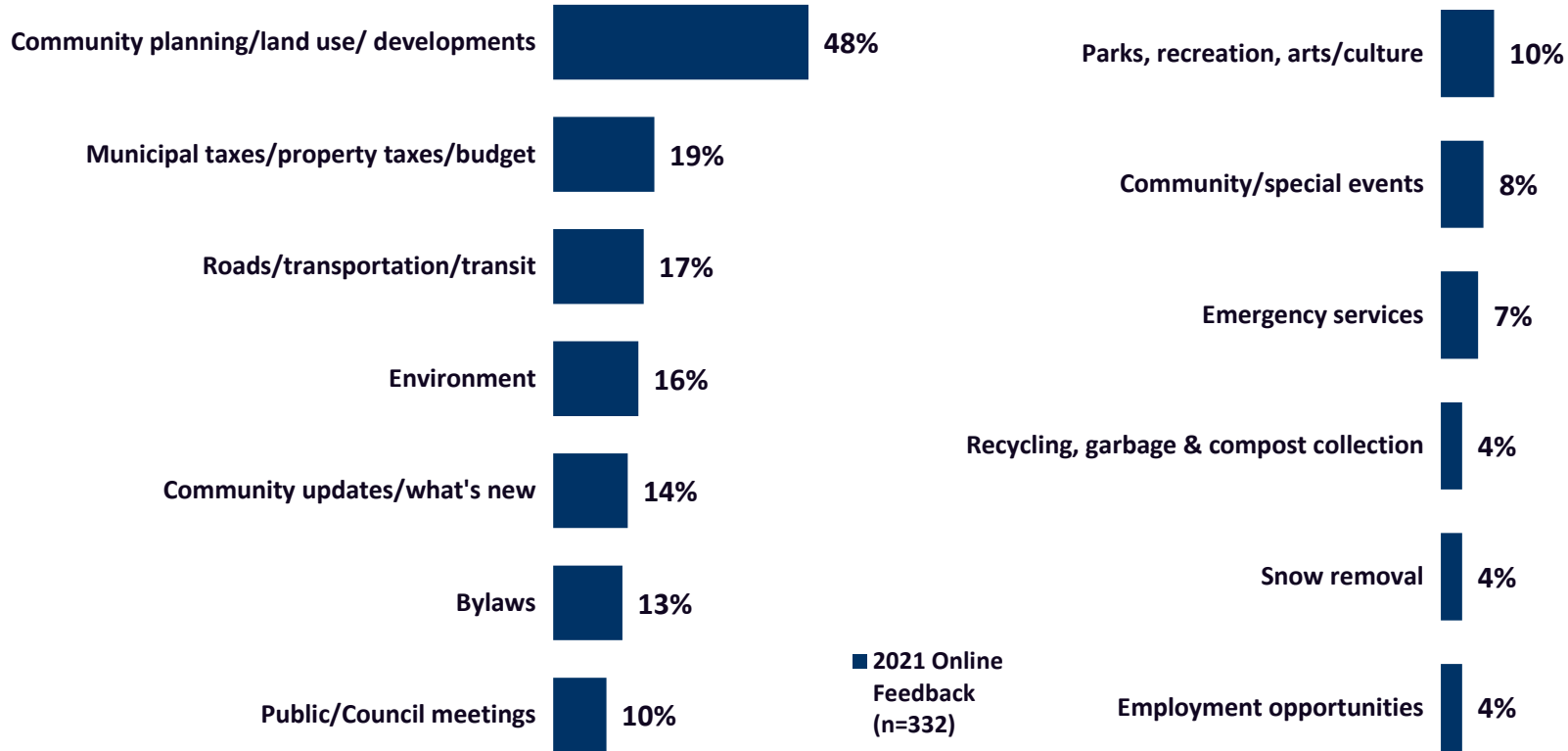
Overall Rating of Town Communications



Q10. Overall, how would you rate The Town of Canmore in terms of how well it communicates with citizens about its services, programs, policies and plans?

Base: All online responses / *Caution n=<100 small sample size

Information Needs



Q11. Thinking about your information needs, what kinds of information do you want The Town of Canmore to provide you with?

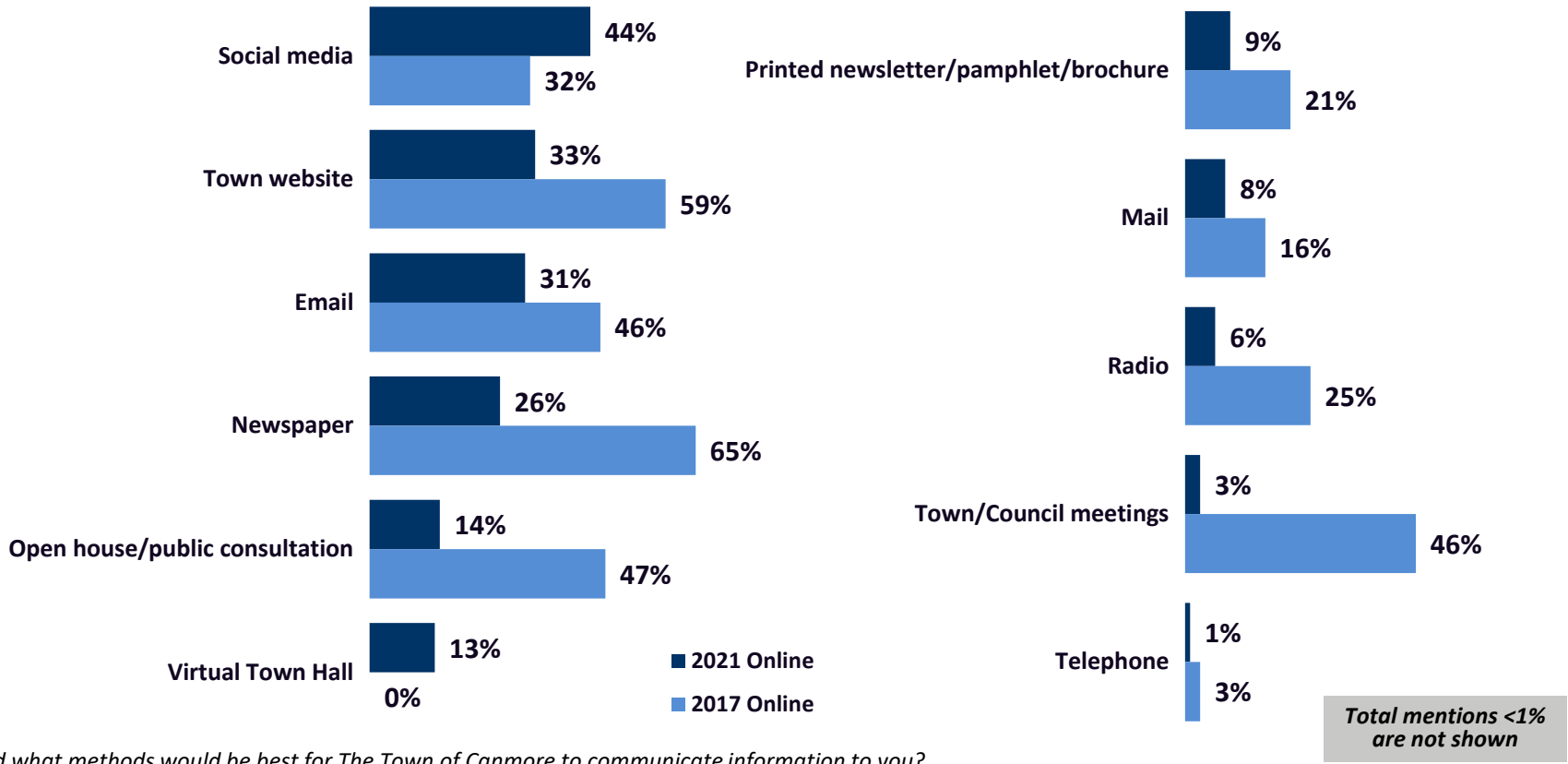
Base: Online responses

Multiple Responses

Total mentions <2% are not shown



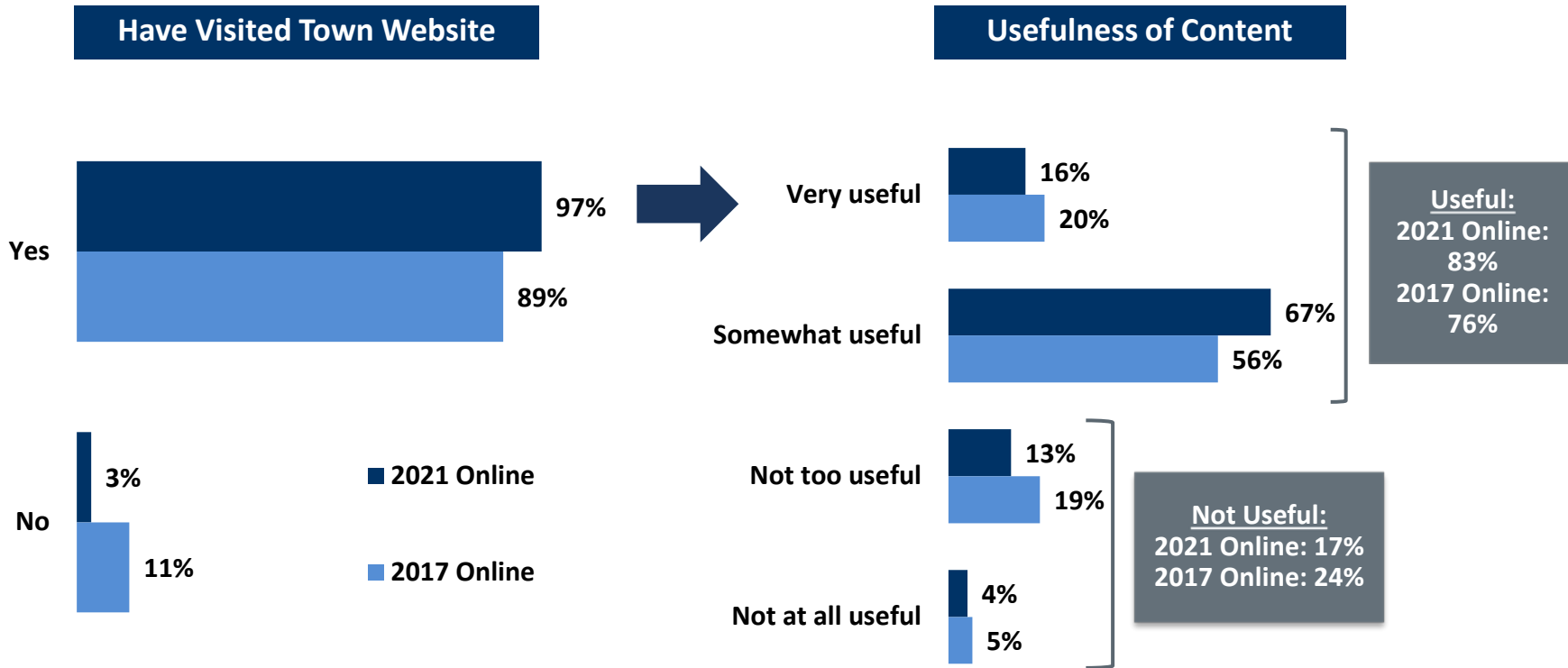
Preferred Communications Channels



Q12. And what methods would be best for The Town of Canmore to communicate information to you?

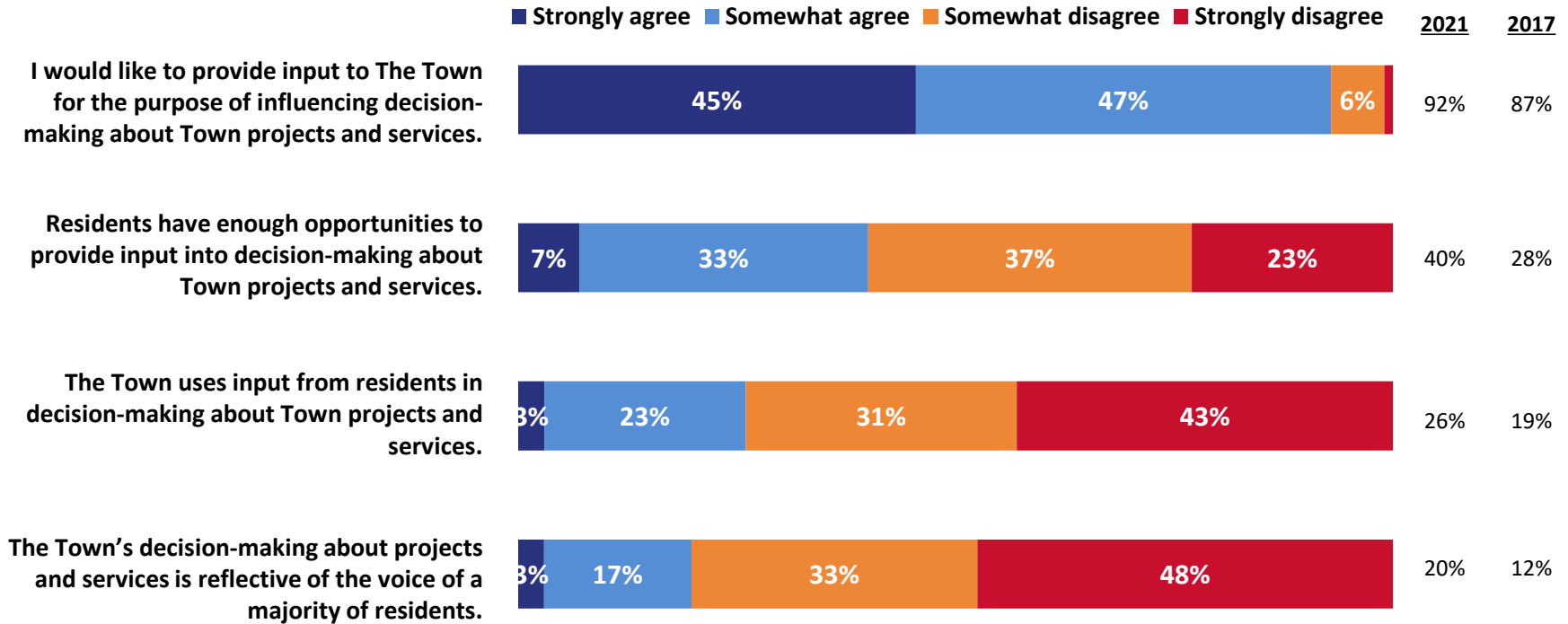
Base: Online responses 2021 (n=332); 2017 (n=68 n=<100 small sample size)

Website Visitation



W1. Have you been to The Town of Canmore’s website in the last twelve months? Base: Online responses 2021 (n=332); 2017 (n=68 small base size) /
 W2. How useful was the content of information and online services available on the website?
 Base: Online responses who stated they visited the website 2021 (n=323); 2017 (n=59 small base size)

Attitudes Regarding Engagement Opportunities



QA1. Please indicate your agreement or disagreement with the following statements.

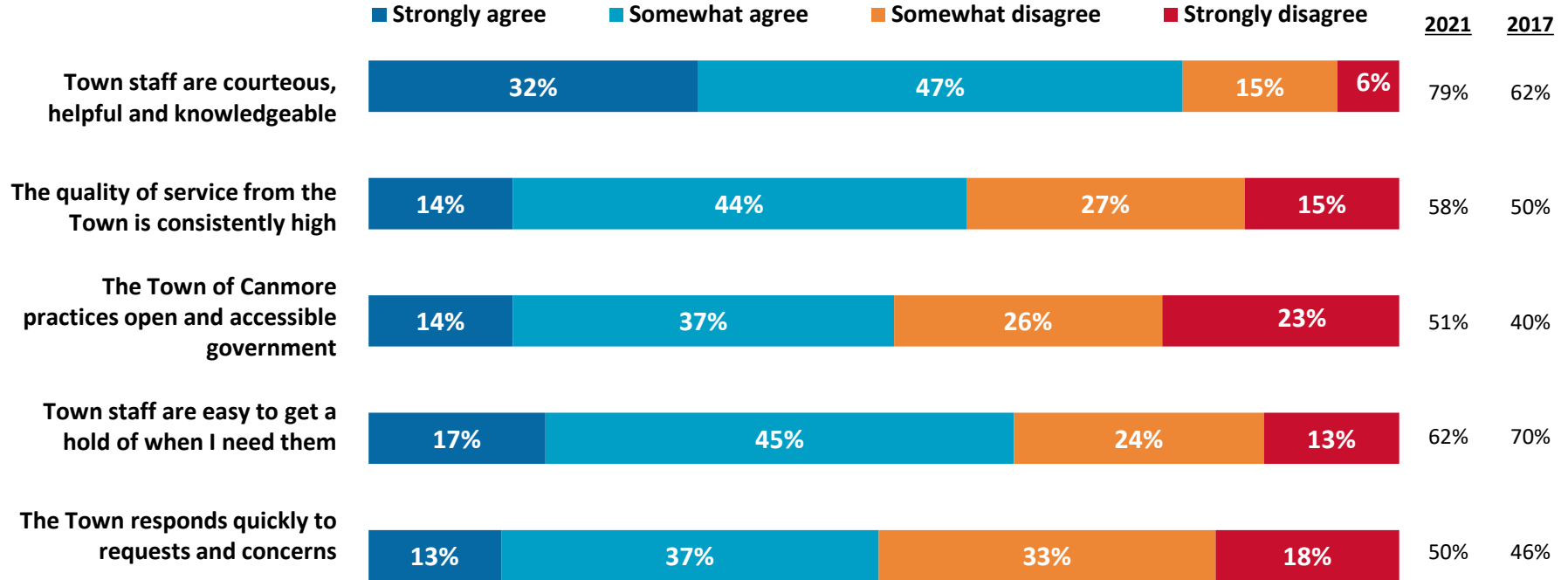
Is that strongly or somewhat?

Base: Online responses 2021 (n=332); 2017 (n=65 small sample size)

Perceptions of Town Customer Service



Attitudes Regarding Town Service Delivery and Transparency



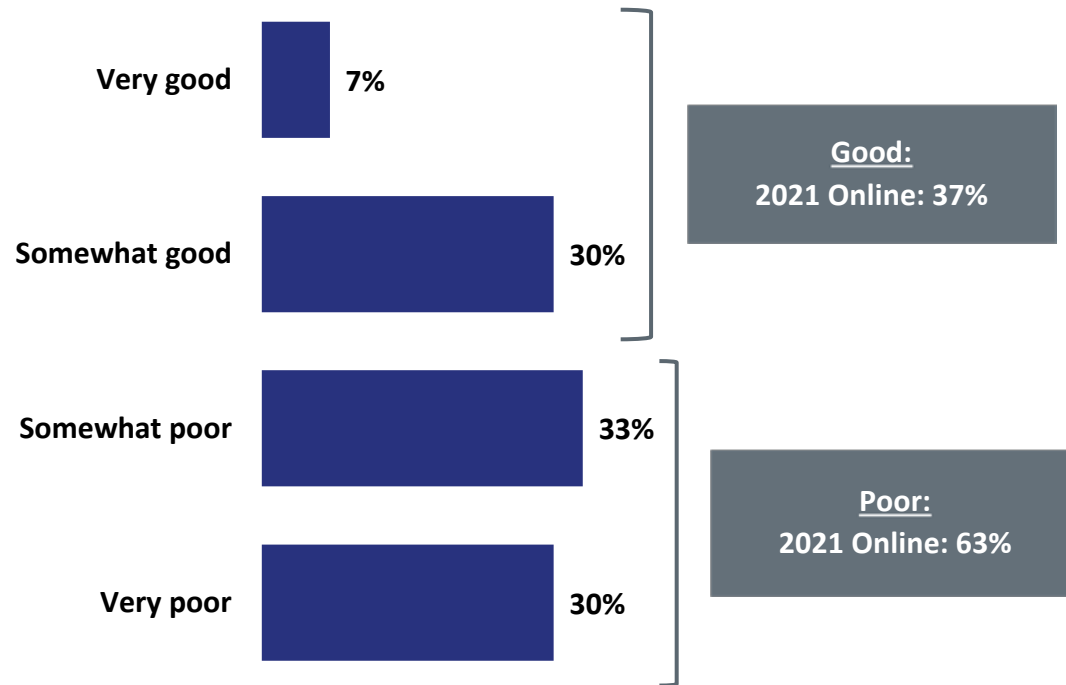
QCS5. Please indicate your agreement or disagreement with the following statements. Is that strongly or somewhat?

Base: Online responses: 2021 (n=332); 2017 (n=67 small base size)

Environmental Sustainability



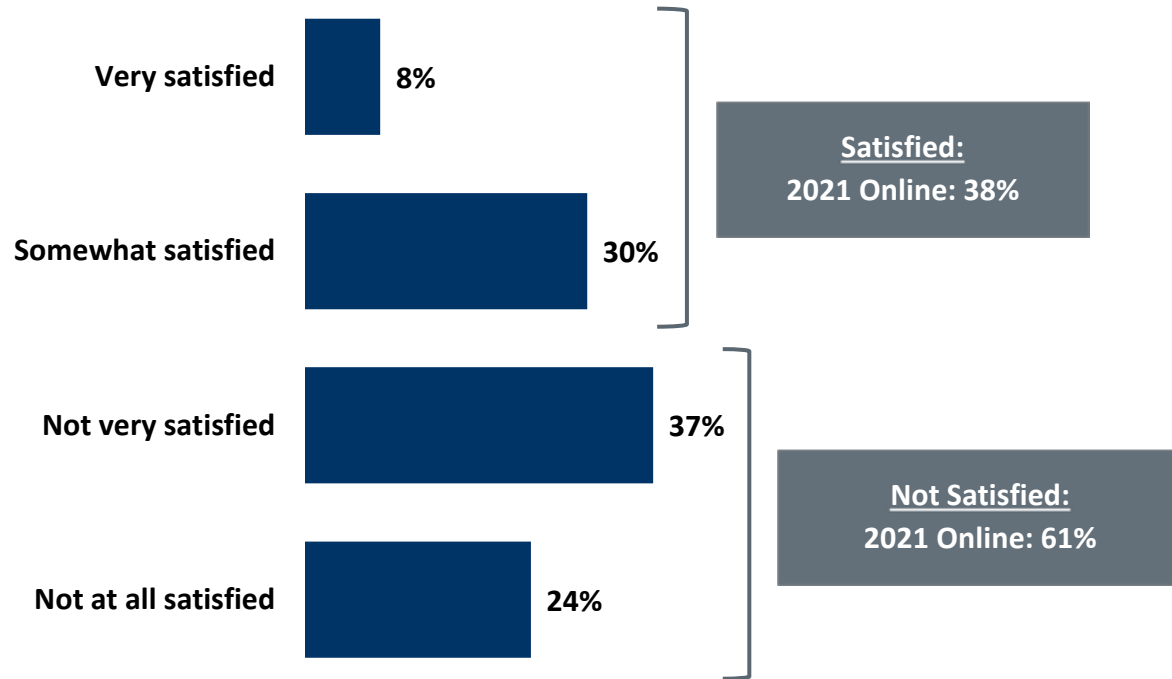
Managing Human and Wildlife Interaction



QE4. How is the Town of Canmore doing when it comes to addressing the issue of human-wildlife interaction in the Town?

Base: Online responses 2021 (n=332)

Satisfaction with Town's Efforts to Reduce Impact on Climate Change



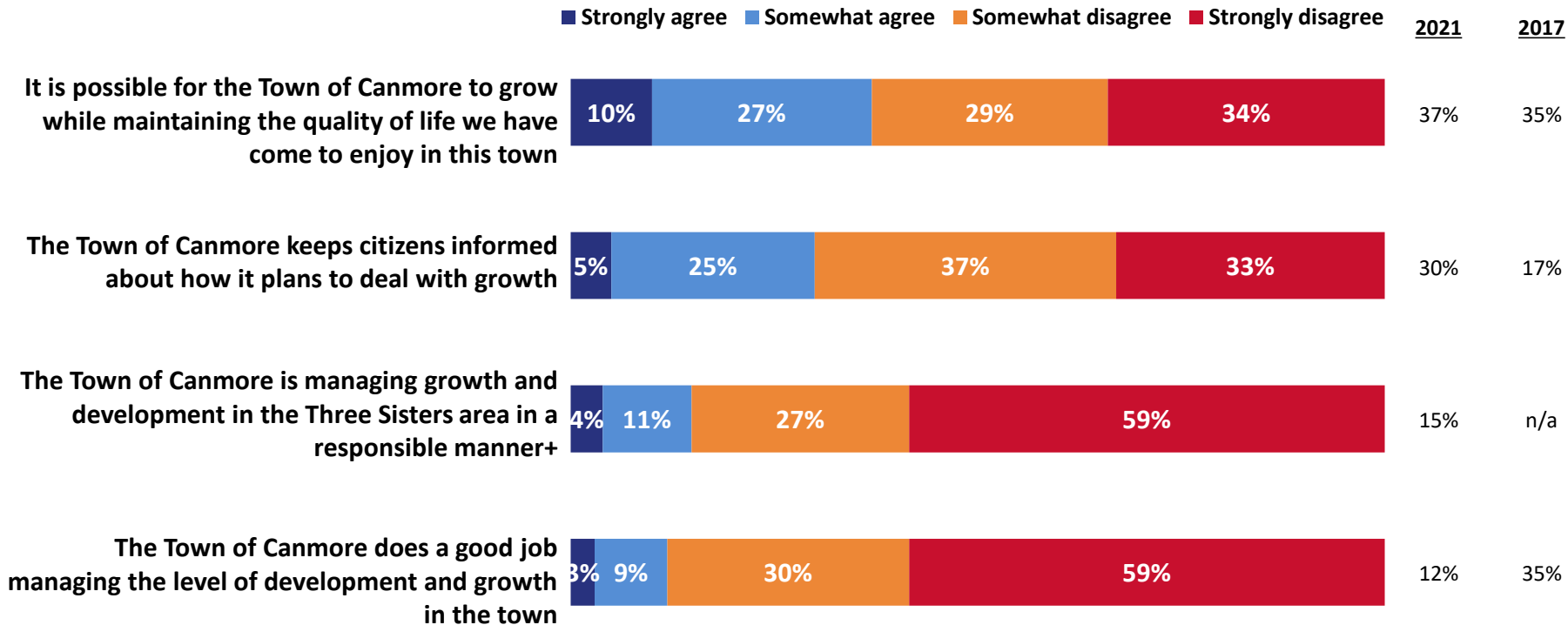
QE3. How satisfied are you with the Town of Canmore's programs and services aimed at reducing our community impact on climate change?

Base: Online responses: 2021 (n=332)

Growth and Development



Perceptions Regarding Growth and Development



G1. I'm going to read you a few statements about growth and development in the Town of Canmore.

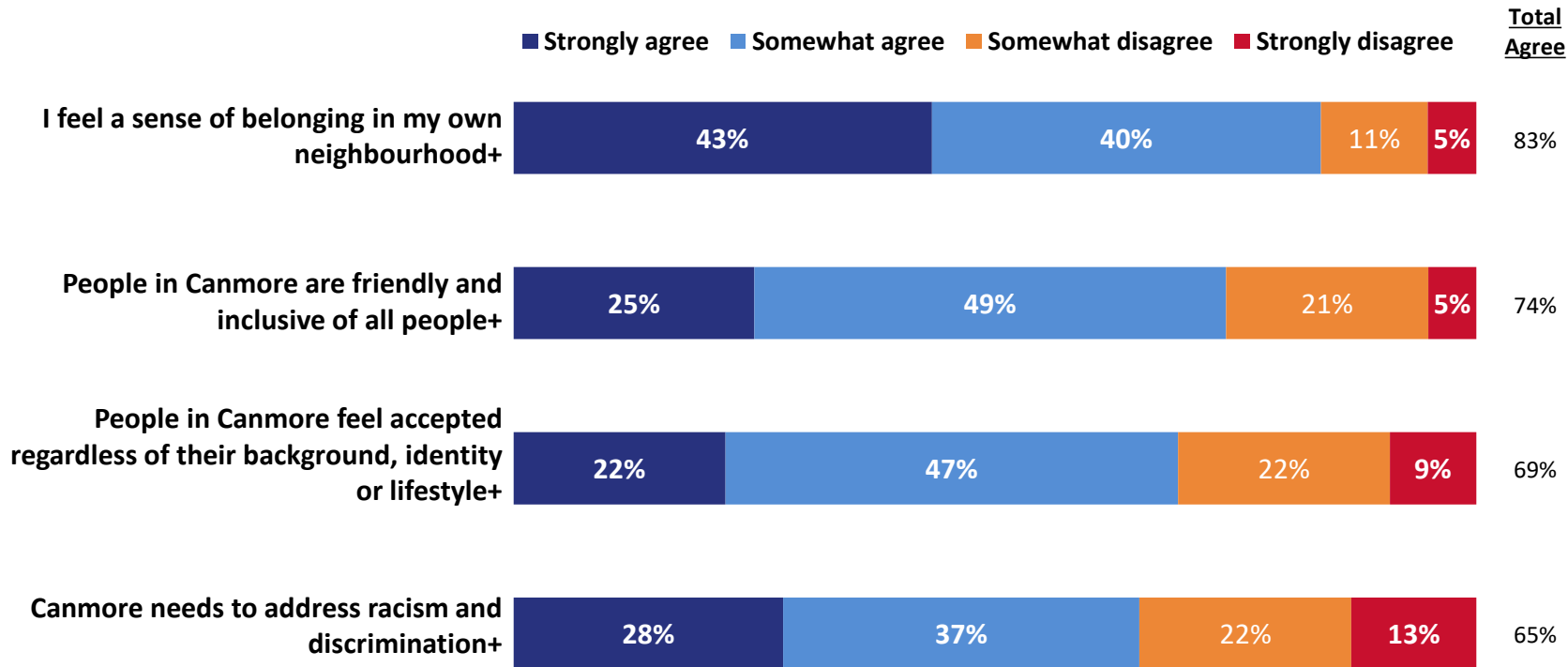
Please tell me whether you agree or disagree with each.

Base: Online responses 2021 (n=332); 2017 (n=66 small sample size) / +New question in 2021

Diversity and Inclusion



Perceptions Regarding Diversity and Inclusion



EDI1. The next few statements are about how you personally feel about diversity and inclusion in Canmore. To what extent do you agree or disagree with the following statements?

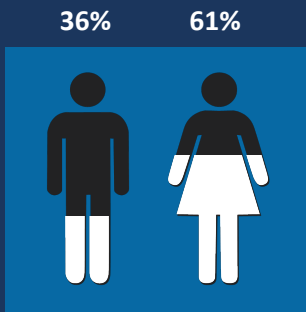
Base: Online responses 2021 (n=332) / +New question in 2021



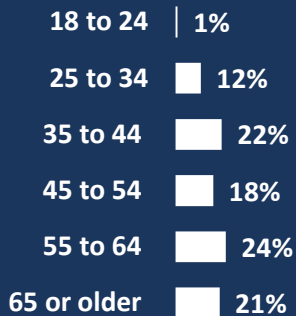
DEMOGRAPHICS

Demographics

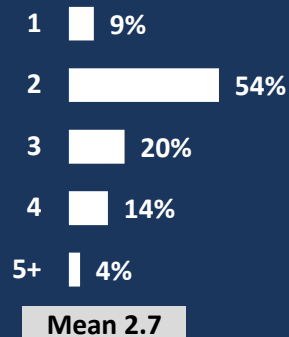
Gender



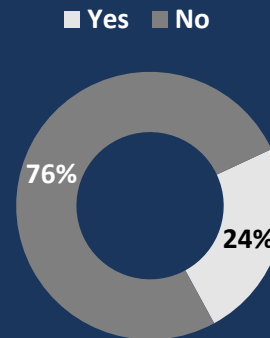
Age



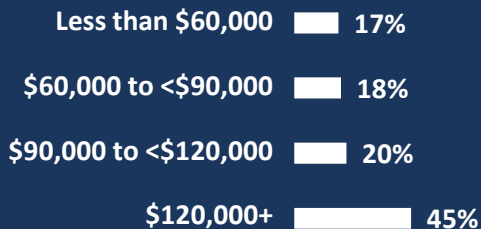
Household Size



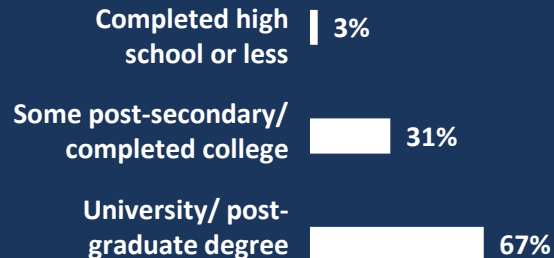
Children Under 18 in the Household



Income



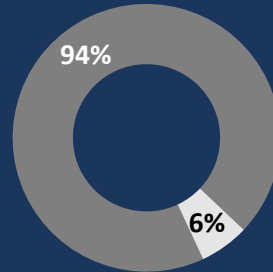
Education



Demographics

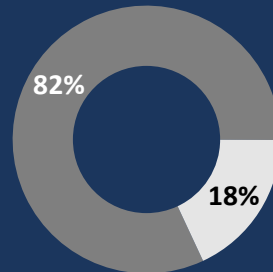
Residency Status

■ Full-time ■ Part-time



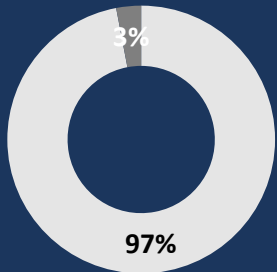
Own or Rent

■ Own ■ Rent

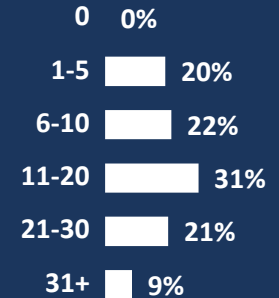


Responsible for Property Taxes or Rent

■ Yes ■ No



Years Lived in Canmore



ABOUT IPSOS

Ipsos ranks third in the global research industry. With a strong presence in 90 countries, Ipsos employs more than 16,000 people and has the ability to conduct research programs in more than 100 countries. Founded in France in 1975, Ipsos is controlled and managed by research professionals. They have built a solid Group around a multi-specialist positioning – Media and advertising research; Marketing research; Client and employee relationship management; Opinion & social research; Mobile, Online, Offline data collection and delivery.

Ipsos is listed on Eurolist – NYSE – Euronext. The company is part of the SBF 120 and the Mid-60 index and is eligible for the Deferred Settlement Service (SRD).

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GAME CHANGERS

At Ipsos we are passionately curious about people, markets, brands and society. We deliver information and analysis that makes our complex world easier and faster to navigate and inspires our clients to make smarter decisions.

We believe that our work is important. Security, simplicity, speed and substance applies to everything we do.

Through specialisation, we offer our clients a unique depth of knowledge and expertise. Learning from different experiences gives us perspective and inspires us to boldly call things into question, to be creative.

By nurturing a culture of collaboration and curiosity, we attract the highest calibre of people who have the ability and desire to influence and shape the future.

“GAME CHANGERS” – our tagline – summarises our ambition.