

Business Results by Question

**Q1.From the perspective of your business, what is the most important issue facing the CITY
at this time?**

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|---|-----------|---------|---------------|-----------------------|
| Valid | Don't know | 18 | 18.0 | 18.0 | 18.0 |
| | Taxes | 17 | 17.0 | 17.0 | 35.0 |
| | Roads / streets | 14 | 14.0 | 14.0 | 49.0 |
| | Health care | 6 | 6.0 | 6.0 | 55.0 |
| | Job creation | 5 | 5.0 | 5.0 | 60.0 |
| | Economy | 5 | 5.0 | 5.0 | 65.0 |
| | Amalgamation issues / in-out divide | 5 | 5.0 | 5.0 | 70.0 |
| | Expansion / maintenance of services / stop-reverse closures | 4 | 4.0 | 4.0 | 74.0 |
| | Attacting new businesses | 4 | 4.0 | 4.0 | 78.0 |
| | Services / service levels | 4 | 4.0 | 4.0 | 82.0 |
| | Other (specify) | 4 | 4.0 | 4.0 | 86.0 |
| | Smoking bylaw | 3 | 3.0 | 3.0 | 89.0 |
| | Store hours | 2 | 2.0 | 2.0 | 91.0 |
| | Bylaws | 2 | 2.0 | 2.0 | 93.0 |
| | Image | 2 | 2.0 | 2.0 | 95.0 |
| | Education / schools | 1 | 1.0 | 1.0 | 96.0 |
| | Budget / finances | 1 | 1.0 | 1.0 | 97.0 |
| | Crime / punishment / sentencing / policing | 1 | 1.0 | 1.0 | 98.0 |
| | Traffic | 1 | 1.0 | 1.0 | 99.0 |
| | Leadership | 1 | 1.0 | 1.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

I am now going to read a short statement that I would like you to respond to using a scale from 1-strongly disagree to 5-strongly agree.

Q2. I am confident about the economic future of our community

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------------|-----------|---------|---------------|--------------------|
| Valid Strongly disagree | 12 | 12.0 | 12.0 | 12.0 |
| Disagree | 15 | 15.0 | 15.0 | 27.0 |
| Neither disagree nor agree | 32 | 32.0 | 32.0 | 59.0 |
| Agree | 23 | 23.0 | 23.0 | 82.0 |
| Strongly agree | 18 | 18.0 | 18.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q3.Overall, would you say that the CITY is changing for the better, for the worse, or that there is no significant change at all?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---------------------|-----------|---------|---------------|--------------------|
| Valid For the worse | 21 | 21.0 | 21.0 | 21.0 |
| No change at all | 37 | 37.0 | 37.0 | 58.0 |
| For the better | 39 | 39.0 | 39.0 | 97.0 |
| Don't know | 3 | 3.0 | 3.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q4.When considering all aspects of the range of services that the CITY provides you with (as a citizen of the community), how would you rate your overall level of satisfaction with these services?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------------------------------|-----------|---------|---------------|--------------------|
| Valid Very dissatisfied | 11 | 11.0 | 11.0 | 11.0 |
| Dissatisfied | 22 | 22.0 | 22.0 | 33.0 |
| Neither satisfied nor dissatisfied | 33 | 33.0 | 33.0 | 66.0 |
| Satisfied | 21 | 21.0 | 21.0 | 87.0 |
| Very satisfied | 11 | 11.0 | 11.0 | 98.0 |
| Don't know | 2 | 2.0 | 2.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

I am now going to read a list of services that the CITY provides. Please rate the importance of each one to you, using a scale from 1- not at all important to 5-very important.

Q5. Providing quality of land development

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not at all important | 12 | 12.0 | 12.0 | 12.0 |
| Not important | 10 | 10.0 | 10.0 | 22.0 |
| Neither unimportant nor important | 32 | 32.0 | 32.0 | 54.0 |
| Important | 19 | 19.0 | 19.0 | 73.0 |
| Very important | 25 | 25.0 | 25.0 | 98.0 |
| Don't know | 2 | 2.0 | 2.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q6. Ensuring building safety

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not at all important | 2 | 2.0 | 2.0 | 2.0 |
| Not important | 8 | 8.0 | 8.0 | 10.0 |
| Neither unimportant nor important | 13 | 13.0 | 13.0 | 23.0 |
| Important | 22 | 22.0 | 22.0 | 45.0 |
| Very important | 54 | 54.0 | 54.0 | 99.0 |
| Don't know | 1 | 1.0 | 1.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q7. Economic diversification

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not important | 3 | 3.0 | 3.0 | 3.0 |
| Neither unimportant nor important | 10 | 10.0 | 10.0 | 13.0 |
| Important | 23 | 23.0 | 23.0 | 36.0 |
| Very important | 63 | 63.0 | 63.0 | 99.0 |
| Don't know | 1 | 1.0 | 1.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q8. Child care funding

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all important | 9 | 9.0 | 9.0 | 9.0 |
| | Not important | 17 | 17.0 | 17.0 | 26.0 |
| | Neither unimportant nor important | 19 | 19.0 | 19.0 | 45.0 |
| | Important | 17 | 17.0 | 17.0 | 62.0 |
| | Very important | 34 | 34.0 | 34.0 | 96.0 |
| | Don't know | 4 | 4.0 | 4.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q9. Providing welfare assistance

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all important | 19 | 19.0 | 19.0 | 19.0 |
| | Not important | 15 | 15.0 | 15.0 | 34.0 |
| | Neither unimportant nor important | 20 | 20.0 | 20.0 | 54.0 |
| | Important | 28 | 28.0 | 28.0 | 82.0 |
| | Very important | 15 | 15.0 | 15.0 | 97.0 |
| | Don't know | 3 | 3.0 | 3.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q10. Planning for the CITY's future

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not at all important | 2 | 2.0 | 2.0 | 2.0 |
| | Not important | 1 | 1.0 | 1.0 | 3.0 |
| | Neither unimportant nor important | 9 | 9.0 | 9.0 | 12.0 |
| | Important | 23 | 23.0 | 23.0 | 35.0 |
| | Very important | 64 | 64.0 | 64.0 | 99.0 |
| | Don't know | 1 | 1.0 | 1.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q11. Promoting tourism

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid | Not important | 3 | 3.0 | 3.0 | 3.0 |
| | Neither unimportant nor important | 18 | 18.0 | 18.0 | 21.0 |
| | Important | 38 | 38.0 | 38.0 | 59.0 |
| | Very important | 41 | 41.0 | 41.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q12. Promoting the reduction of waste (The 3 R's)

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not at all important | 4 | 4.0 | 4.0 | 4.0 |
| Not important | 5 | 5.0 | 5.0 | 9.0 |
| Neither unimportant nor important | 18 | 18.0 | 18.0 | 27.0 |
| Important | 28 | 28.0 | 28.0 | 55.0 |
| Very important | 42 | 42.0 | 42.0 | 97.0 |
| Don't know | 3 | 3.0 | 3.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q13. Developing Job creation initiatives

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not at all important | 3 | 3.0 | 3.0 | 3.0 |
| Not important | 3 | 3.0 | 3.0 | 6.0 |
| Neither unimportant nor important | 10 | 10.0 | 10.0 | 16.0 |
| Important | 24 | 24.0 | 24.0 | 40.0 |
| Very important | 59 | 59.0 | 59.0 | 99.0 |
| Don't know | 1 | 1.0 | 1.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q14. Re-greening of the CITY

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not at all important | 3 | 3.0 | 3.0 | 3.0 |
| Not important | 8 | 8.0 | 8.0 | 11.0 |
| Neither unimportant nor important | 26 | 26.0 | 26.0 | 37.0 |
| Important | 22 | 22.0 | 22.0 | 59.0 |
| Very important | 41 | 41.0 | 41.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q15. Pioneer Manor (long term care facility)

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not at all important | 3 | 3.0 | 3.0 | 3.0 |
| Not important | 8 | 8.0 | 8.0 | 11.0 |
| Neither unimportant nor important | 18 | 18.0 | 18.0 | 29.0 |
| Important | 33 | 33.0 | 33.0 | 62.0 |
| Very important | 34 | 34.0 | 34.0 | 96.0 |
| Don't know | 4 | 4.0 | 4.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q16. Landfill sites

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not at all important | 3 | 3.0 | 3.0 | 3.0 |
| Not important | 6 | 6.0 | 6.0 | 9.0 |
| Neither unimportant nor important | 21 | 21.0 | 21.0 | 30.0 |
| Important | 37 | 37.0 | 37.0 | 67.0 |
| Very important | 32 | 32.0 | 32.0 | 99.0 |
| Don't know | 1 | 1.0 | 1.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q17. Maintenance of main roads

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not important | 4 | 4.0 | 4.0 | 4.0 |
| Neither unimportant nor important | 8 | 8.0 | 8.0 | 12.0 |
| Important | 15 | 15.0 | 15.0 | 27.0 |
| Very important | 73 | 73.0 | 73.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q18. Winter Road maintenance including snow plowing, sanding and salting

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|---|-----------|---------|---------------|--------------------|
| Valid Neither unimportant nor important | 8 | 8.0 | 8.0 | 8.0 |
| Important | 22 | 22.0 | 22.0 | 30.0 |
| Very important | 70 | 70.0 | 70.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q19. Water & sewer services

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not important | 1 | 1.0 | 1.0 | 1.0 |
| Neither unimportant nor important | 13 | 13.0 | 13.0 | 14.0 |
| Important | 27 | 27.0 | 27.0 | 41.0 |
| Very important | 57 | 57.0 | 57.0 | 98.0 |
| Don't know | 2 | 2.0 | 2.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q20. Policing

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not important | 3 | 3.0 | 3.0 | 3.0 |
| Neither unimportant nor important | 14 | 14.0 | 14.0 | 17.0 |
| Important | 18 | 18.0 | 18.0 | 35.0 |
| Very important | 65 | 65.0 | 65.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q21. Providing affordable housing

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not at all important | 9 | 9.0 | 9.0 | 9.0 |
| Not important | 9 | 9.0 | 9.0 | 18.0 |
| Neither unimportant nor important | 22 | 22.0 | 22.0 | 40.0 |
| Important | 29 | 29.0 | 29.0 | 69.0 |
| Very important | 28 | 28.0 | 28.0 | 97.0 |
| Don't know | 3 | 3.0 | 3.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q22. Ambulance services

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not at all important | 1 | 1.0 | 1.0 | 1.0 |
| Neither unimportant nor important | 9 | 9.0 | 9.0 | 10.0 |
| Important | 23 | 23.0 | 23.0 | 33.0 |
| Very important | 67 | 67.0 | 67.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q23. Public health unit services

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not at all important | 5 | 5.0 | 5.0 | 5.0 |
| Not important | 3 | 3.0 | 3.0 | 8.0 |
| Neither unimportant nor important | 13 | 13.0 | 13.0 | 21.0 |
| Important | 35 | 35.0 | 35.0 | 56.0 |
| Very important | 43 | 43.0 | 43.0 | 99.0 |
| Don't know | 1 | 1.0 | 1.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q24. Public transit

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not at all important | 6 | 6.0 | 6.0 | 6.0 |
| Not important | 5 | 5.0 | 5.0 | 11.0 |
| Neither unimportant nor important | 22 | 22.0 | 22.0 | 33.0 |
| Important | 33 | 33.0 | 33.0 | 66.0 |
| Very important | 32 | 32.0 | 32.0 | 98.0 |
| Don't know | 2 | 2.0 | 2.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q25. Recreational facilities

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not at all important | 4 | 4.0 | 4.0 | 4.0 |
| Not important | 4 | 4.0 | 4.0 | 8.0 |
| Neither unimportant nor important | 24 | 24.0 | 24.0 | 32.0 |
| Important | 31 | 31.0 | 31.0 | 63.0 |
| Very important | 37 | 37.0 | 37.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q26. Leisure programs

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not at all important | 8 | 8.0 | 8.0 | 8.0 |
| Not important | 5 | 5.0 | 5.0 | 13.0 |
| Neither unimportant nor important | 29 | 29.0 | 29.0 | 42.0 |
| Important | 31 | 31.0 | 31.0 | 73.0 |
| Very important | 26 | 26.0 | 26.0 | 99.0 |
| Don't know | 1 | 1.0 | 1.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q27. Fire protection

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not at all important | 1 | 1.0 | 1.0 | 1.0 |
| Neither unimportant nor important | 7 | 7.0 | 7.0 | 8.0 |
| Important | 21 | 21.0 | 21.0 | 29.0 |
| Very important | 71 | 71.0 | 71.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q28. Libraries

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------------------|-----------|---------|---------------|--------------------|
| Valid Not at all important | 5 | 5.0 | 5.0 | 5.0 |
| Not important | 6 | 6.0 | 6.0 | 11.0 |
| Neither unimportant nor important | 30 | 30.0 | 30.0 | 41.0 |
| Important | 24 | 24.0 | 24.0 | 65.0 |
| Very important | 35 | 35.0 | 35.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

I am now going to, once again, read the list of services that the CITY provides. Please rate the level of service that is currently provided, using a scale from 1-very poor to 5-very good.

Q29. Providing quality of land development

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------|-----------|---------|---------------|--------------------|
| Valid Very poor | 12 | 12.0 | 12.0 | 12.0 |
| Poor | 7 | 7.0 | 7.0 | 19.0 |
| Neither poor nor good | 43 | 43.0 | 43.0 | 62.0 |
| Good | 13 | 13.0 | 13.0 | 75.0 |
| Very good | 3 | 3.0 | 3.0 | 78.0 |
| Don't know | 22 | 22.0 | 22.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q30. Ensuring building safety

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------|-----------|---------|---------------|--------------------|
| Valid Very poor | 1 | 1.0 | 1.0 | 1.0 |
| Poor | 4 | 4.0 | 4.0 | 5.0 |
| Neither poor nor good | 36 | 36.0 | 36.0 | 41.0 |
| Good | 28 | 28.0 | 28.0 | 69.0 |
| Very good | 15 | 15.0 | 15.0 | 84.0 |
| Don't know | 16 | 16.0 | 16.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q31. Economic diversification

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------|-----------|---------|---------------|--------------------|
| Valid Very poor | 10 | 10.0 | 10.0 | 10.0 |
| Poor | 15 | 15.0 | 15.0 | 25.0 |
| Neither poor nor good | 45 | 45.0 | 45.0 | 70.0 |
| Good | 15 | 15.0 | 15.0 | 85.0 |
| Very good | 5 | 5.0 | 5.0 | 90.0 |
| Don't know | 10 | 10.0 | 10.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q32. Child care funding

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Very poor | 7 | 7.0 | 7.0 | 7.0 |
| | Poor | 9 | 9.0 | 9.0 | 16.0 |
| | Neither poor nor good | 40 | 40.0 | 40.0 | 56.0 |
| | Good | 15 | 15.0 | 15.0 | 71.0 |
| | Very good | 3 | 3.0 | 3.0 | 74.0 |
| | Don't know | 26 | 26.0 | 26.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q33. Providing welfare assistance

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Very poor | 5 | 5.0 | 5.0 | 5.0 |
| | Poor | 4 | 4.0 | 4.0 | 9.0 |
| | Neither poor nor good | 37 | 37.0 | 37.0 | 46.0 |
| | Good | 20 | 20.0 | 20.0 | 66.0 |
| | Very good | 11 | 11.0 | 11.0 | 77.0 |
| | Don't know | 23 | 23.0 | 23.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q34. Planning for the CITY's future

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Very poor | 12 | 12.0 | 12.0 | 12.0 |
| | Poor | 10 | 10.0 | 10.0 | 22.0 |
| | Neither poor nor good | 34 | 34.0 | 34.0 | 56.0 |
| | Good | 25 | 25.0 | 25.0 | 81.0 |
| | Very good | 10 | 10.0 | 10.0 | 91.0 |
| | Don't know | 9 | 9.0 | 9.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q35. Promoting tourism

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Very poor | 4 | 4.0 | 4.0 | 4.0 |
| | Poor | 7 | 7.0 | 7.0 | 11.0 |
| | Neither poor nor good | 31 | 31.0 | 31.0 | 42.0 |
| | Good | 35 | 35.0 | 35.0 | 77.0 |
| | Very good | 17 | 17.0 | 17.0 | 94.0 |
| | Don't know | 6 | 6.0 | 6.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q36. Promoting the reduction of waste (The 3 R's)

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------|-----------|---------|---------------|--------------------|
| Valid Very poor | 3 | 3.0 | 3.0 | 3.0 |
| Poor | 9 | 9.0 | 9.0 | 12.0 |
| Neither poor nor good | 33 | 33.0 | 33.0 | 45.0 |
| Good | 33 | 33.0 | 33.0 | 78.0 |
| Very good | 16 | 16.0 | 16.0 | 94.0 |
| Don't know | 6 | 6.0 | 6.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q37. Developing Job creation initiative

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------|-----------|---------|---------------|--------------------|
| Valid Very poor | 13 | 13.0 | 13.0 | 13.0 |
| Poor | 25 | 25.0 | 25.0 | 38.0 |
| Neither poor nor good | 34 | 34.0 | 34.0 | 72.0 |
| Good | 19 | 19.0 | 19.0 | 91.0 |
| Very good | 4 | 4.0 | 4.0 | 95.0 |
| Don't know | 5 | 5.0 | 5.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q38. Re-greening of the CITY

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------|-----------|---------|---------------|--------------------|
| Valid Very poor | 1 | 1.0 | 1.0 | 1.0 |
| Poor | 10 | 10.0 | 10.0 | 11.0 |
| Neither poor nor good | 28 | 28.0 | 28.0 | 39.0 |
| Good | 39 | 39.0 | 39.0 | 78.0 |
| Very good | 19 | 19.0 | 19.0 | 97.0 |
| Don't know | 3 | 3.0 | 3.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q39. Pioneer Manor (long term care facility)

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------|-----------|---------|---------------|--------------------|
| Valid Poor | 2 | 2.0 | 2.0 | 2.0 |
| Neither poor nor good | 23 | 23.0 | 23.0 | 25.0 |
| Good | 36 | 36.0 | 36.0 | 61.0 |
| Very good | 20 | 20.0 | 20.0 | 81.0 |
| Don't know | 19 | 19.0 | 19.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q40. Landfill sites

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Very poor | 3 | 3.0 | 3.0 | 3.0 |
| | Poor | 13 | 13.0 | 13.0 | 16.0 |
| | Neither poor nor good | 33 | 33.0 | 33.0 | 49.0 |
| | Good | 28 | 28.0 | 28.0 | 77.0 |
| | Very good | 8 | 8.0 | 8.0 | 85.0 |
| | Don't know | 15 | 15.0 | 15.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q41. Maintenance of main roads

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Very poor | 25 | 25.0 | 25.0 | 25.0 |
| | Poor | 34 | 34.0 | 34.0 | 59.0 |
| | Neither poor nor good | 24 | 24.0 | 24.0 | 83.0 |
| | Good | 11 | 11.0 | 11.0 | 94.0 |
| | Very good | 6 | 6.0 | 6.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q42. Winter Road maintenance including snow plowing, sanding and salting

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Very poor | 9 | 9.0 | 9.0 | 9.0 |
| | Poor | 16 | 16.0 | 16.0 | 25.0 |
| | Neither poor nor good | 37 | 37.0 | 37.0 | 62.0 |
| | Good | 22 | 22.0 | 22.0 | 84.0 |
| | Very good | 16 | 16.0 | 16.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q43. Water & sewer services

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Very poor | 7 | 7.0 | 7.0 | 7.0 |
| | Poor | 6 | 6.0 | 6.0 | 13.0 |
| | Neither poor nor good | 36 | 36.0 | 36.0 | 49.0 |
| | Good | 31 | 31.0 | 31.0 | 80.0 |
| | Very good | 15 | 15.0 | 15.0 | 95.0 |
| | Don't know | 5 | 5.0 | 5.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q44. Policing

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Very poor | 2 | 2.0 | 2.0 | 2.0 |
| | Poor | 9 | 9.0 | 9.0 | 11.0 |
| | Neither poor nor good | 32 | 32.0 | 32.0 | 43.0 |
| | Good | 33 | 33.0 | 33.0 | 76.0 |
| | Very good | 23 | 23.0 | 23.0 | 99.0 |
| | Don't know | 1 | 1.0 | 1.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q45. Providing affordable housing

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Very poor | 4 | 4.0 | 4.0 | 4.0 |
| | Poor | 12 | 12.0 | 12.0 | 16.0 |
| | Neither poor nor good | 38 | 38.0 | 38.0 | 54.0 |
| | Good | 14 | 14.0 | 14.0 | 68.0 |
| | Very good | 11 | 11.0 | 11.0 | 79.0 |
| | Don't know | 21 | 21.0 | 21.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q46. Ambulance services

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Very poor | 1 | 1.0 | 1.0 | 1.0 |
| | Poor | 1 | 1.0 | 1.0 | 2.0 |
| | Neither poor nor good | 23 | 23.0 | 23.0 | 25.0 |
| | Good | 48 | 48.0 | 48.0 | 73.0 |
| | Very good | 24 | 24.0 | 24.0 | 97.0 |
| | Don't know | 3 | 3.0 | 3.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q47. Public health unit services

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Very poor | 3 | 3.0 | 3.0 | 3.0 |
| | Poor | 5 | 5.0 | 5.0 | 8.0 |
| | Neither poor nor good | 21 | 21.0 | 21.0 | 29.0 |
| | Good | 40 | 40.0 | 40.0 | 69.0 |
| | Very good | 24 | 24.0 | 24.0 | 93.0 |
| | Don't know | 7 | 7.0 | 7.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q48. Public transit

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Very poor | 2 | 2.0 | 2.0 | 2.0 |
| | Poor | 6 | 6.0 | 6.0 | 8.0 |
| | Neither poor nor good | 32 | 32.0 | 32.0 | 40.0 |
| | Good | 34 | 34.0 | 34.0 | 74.0 |
| | Very good | 17 | 17.0 | 17.0 | 91.0 |
| | Don't know | 9 | 9.0 | 9.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q49. Recreational facilities

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Very poor | 7 | 7.0 | 7.0 | 7.0 |
| | Poor | 24 | 24.0 | 24.0 | 31.0 |
| | Neither poor nor good | 30 | 30.0 | 30.0 | 61.0 |
| | Good | 27 | 27.0 | 27.0 | 88.0 |
| | Very good | 10 | 10.0 | 10.0 | 98.0 |
| | Don't know | 2 | 2.0 | 2.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q50. Leisure programs

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Very poor | 5 | 5.0 | 5.0 | 5.0 |
| | Poor | 17 | 17.0 | 17.0 | 22.0 |
| | Neither poor nor good | 37 | 37.0 | 37.0 | 59.0 |
| | Good | 22 | 22.0 | 22.0 | 81.0 |
| | Very good | 8 | 8.0 | 8.0 | 89.0 |
| | Don't know | 11 | 11.0 | 11.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q51. Fire protection

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|-----------------------|-----------|---------|---------------|--------------------|
| Valid | Poor | 3 | 3.0 | 3.0 | 3.0 |
| | Neither poor nor good | 18 | 18.0 | 18.0 | 21.0 |
| | Good | 47 | 47.0 | 47.0 | 68.0 |
| | Very good | 25 | 25.0 | 25.0 | 93.0 |
| | Don't know | 7 | 7.0 | 7.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q52. Libraries

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------------------|-----------|---------|---------------|--------------------|
| Valid Very poor | 2 | 2.0 | 2.0 | 2.0 |
| Poor | 9 | 9.0 | 9.0 | 11.0 |
| Neither poor nor good | 28 | 28.0 | 28.0 | 39.0 |
| Good | 37 | 37.0 | 37.0 | 76.0 |
| Very good | 18 | 18.0 | 18.0 | 94.0 |
| Don't know | 6 | 6.0 | 6.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q53. Have you had any contact with a Municipal staff member over the last 12 months (regarding municipal issues)?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|-----------|-----------|---------|---------------|--------------------|
| Valid Yes | 50 | 50.0 | 50.0 | 50.0 |
| No | 50 | 50.0 | 50.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

IF YES ASK Q54 / ALL OTHERS ASK Q55

Q54. Using a scale from 1-very dissatisfied to 5-very satisfied, how would you rate your overall satisfaction with this experience?

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|------------------------------------|-----------|---------|---------------|--------------------|
| Valid Very dissatisfied | 12 | 12.0 | 24.0 | 24.0 |
| Dissatisfied | 7 | 7.0 | 14.0 | 38.0 |
| Neither dissatisfied nor satisfied | 5 | 5.0 | 10.0 | 48.0 |
| Satisfied | 13 | 13.0 | 26.0 | 74.0 |
| Very satisfied | 13 | 13.0 | 26.0 | 100.0 |
| Total | 50 | 50.0 | 100.0 | |
| Missing -9998.00 | 50 | 50.0 | | |
| Total | 100 | 100.0 | | |

I am now going to read some short statements that I would like you to respond to using a scale from 1-strongly disagree to 5-strongly agree.

Q55. Store owners should be allowed to set their own hours of operation without the city regulating them.

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------------|-----------|---------|---------------|--------------------|
| Valid Strongly disagree | 18 | 18.0 | 18.0 | 18.0 |
| Disagree | 9 | 9.0 | 9.0 | 27.0 |
| Neither disagree nor agree | 13 | 13.0 | 13.0 | 40.0 |
| Agree | 9 | 9.0 | 9.0 | 49.0 |
| Strongly agree | 51 | 51.0 | 51.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q56. The CITY should reduce service levels by whatever is needed in order to hold the line on taxes

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------------|-----------|---------|---------------|--------------------|
| Valid Strongly disagree | 33 | 33.0 | 33.0 | 33.0 |
| Disagree | 19 | 19.0 | 19.0 | 52.0 |
| Neither disagree nor agree | 23 | 23.0 | 23.0 | 75.0 |
| Agree | 8 | 8.0 | 8.0 | 83.0 |
| Strongly agree | 16 | 16.0 | 16.0 | 99.0 |
| Don't know | 1 | 1.0 | 1.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q57. Where appropriate the direct users of Municipal services should pay for the cost of providing those services (IF NEEDED user fees should be instituted).

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------------|-----------|---------|---------------|--------------------|
| Valid Strongly disagree | 10 | 10.0 | 10.0 | 10.0 |
| Disagree | 17 | 17.0 | 17.0 | 27.0 |
| Neither disagree nor agree | 34 | 34.0 | 34.0 | 61.0 |
| Agree | 17 | 17.0 | 17.0 | 78.0 |
| Strongly agree | 21 | 21.0 | 21.0 | 99.0 |
| Don't know | 1 | 1.0 | 1.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q58.The CITY should maintain current levels of service and increase taxes.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly disagree | 28 | 28.0 | 28.0 | 28.0 |
| | Disagree | 15 | 15.0 | 15.0 | 43.0 |
| | Neither disagree nor agree | 27 | 27.0 | 27.0 | 70.0 |
| | Agree | 17 | 17.0 | 17.0 | 87.0 |
| | Strongly agree | 13 | 13.0 | 13.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q59.I would be willing pay more taxes in order to improve infrastructure such as roads, and to reopen facilities, etc.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly disagree | 17 | 17.0 | 17.0 | 17.0 |
| | Disagree | 12 | 12.0 | 12.0 | 29.0 |
| | Neither disagree nor agree | 31 | 31.0 | 31.0 | 60.0 |
| | Agree | 23 | 23.0 | 23.0 | 83.0 |
| | Strongly agree | 16 | 16.0 | 16.0 | 99.0 |
| | Don't know | 1 | 1.0 | 1.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q60.Rather than building new facilities or roads, the CITY should invest in maintaining and improving existing facilities and roads.

| | | Frequency | Percent | Valid Percent | Cumulative Percent |
|-------|----------------------------|-----------|---------|---------------|--------------------|
| Valid | Strongly disagree | 4 | 4.0 | 4.0 | 4.0 |
| | Disagree | 5 | 5.0 | 5.0 | 9.0 |
| | Neither disagree nor agree | 21 | 21.0 | 21.0 | 30.0 |
| | Agree | 32 | 32.0 | 32.0 | 62.0 |
| | Strongly agree | 37 | 37.0 | 37.0 | 99.0 |
| | Don't know | 1 | 1.0 | 1.0 | 100.0 |
| | Total | 100 | 100.0 | 100.0 | |

Q61.The City should borrow money to pay for needed infrastructure and maintenance (e.g., roads, buses, etc.)

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------------|-----------|---------|---------------|--------------------|
| Valid Strongly disagree | 23 | 23.0 | 23.0 | 23.0 |
| Disagree | 18 | 18.0 | 18.0 | 41.0 |
| Neither disagree nor agree | 28 | 28.0 | 28.0 | 69.0 |
| Agree | 15 | 15.0 | 15.0 | 84.0 |
| Strongly agree | 12 | 12.0 | 12.0 | 96.0 |
| Don't know | 4 | 4.0 | 4.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q62.I would support a specific tax levy for road maintenance (e.g., 3% of my property taxes paid above the level of my current property taxes).

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------------|-----------|---------|---------------|--------------------|
| Valid Strongly disagree | 22 | 22.0 | 22.0 | 22.0 |
| Disagree | 20 | 20.0 | 20.0 | 42.0 |
| Neither disagree nor agree | 19 | 19.0 | 19.0 | 61.0 |
| Agree | 21 | 21.0 | 21.0 | 82.0 |
| Strongly agree | 13 | 13.0 | 13.0 | 95.0 |
| Don't know | 5 | 5.0 | 5.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |

Q63.The City should pursue innovative means to deliver municipal services and to operate facilities (e.g., public-private partnerships, outsourcing, etc.).

| | Frequency | Percent | Valid Percent | Cumulative Percent |
|----------------------------|-----------|---------|---------------|--------------------|
| Valid Strongly disagree | 5 | 5.0 | 5.0 | 5.0 |
| Disagree | 6 | 6.0 | 6.0 | 11.0 |
| Neither disagree nor agree | 23 | 23.0 | 23.0 | 34.0 |
| Agree | 28 | 28.0 | 28.0 | 62.0 |
| Strongly agree | 35 | 35.0 | 35.0 | 97.0 |
| Don't know | 3 | 3.0 | 3.0 | 100.0 |
| Total | 100 | 100.0 | 100.0 | |