

2009 Citizen Survey Results



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1. Executive Summary

On September 14, 2009, the Town of Creston mailed an 8-page citizen satisfaction survey to 550 randomly selected Creston households. The purpose of the survey was to invite respondents to share their opinions, ideas and feedback about Creston as a community, and the Town of Creston as their municipal government.

Respondents had the option of filling out the paper survey and returning it by mail, or completing the survey online through the municipal web site. A total of 170 completed surveys were received by the response deadline of October 2nd, 2009, and 25 were returned to Town Hall as undeliverable, providing a response rate of 32.3%.

The survey, itself, was adapted from an instrument originally developed by the District of Saanich in 2003. Questions were arranged in three key sections – Quality of Life; Service Delivery; and Local Government. This report includes a discussion of the results in each of the key sections, followed by a series of more detailed appendices, including respondent characteristics, statistical tables, full-text responses to the open-ended questions and a copy of the survey instrument.

The most significant results from each of the key sections in the survey are briefly summarized here:

Quality of Life

- The majority (79%) of respondents describe the quality of life in Creston as good or very good;
- 75% of survey participants rated their sense of personal safety and security in their neighbourhoods as good or very good.
- The top three aspects of Creston that are most enjoyed by residents include the weather / mild climate; the small town atmosphere (safe, peaceful lifestyle); and the natural environment (scenery & surroundings).
- The three most disliked aspects of Creston include limited shopping and dining; limited recreational amenities and programming, particularly for youth; and the condition / maintenance of local roads and sidewalks (including snow removal).

Service Delivery

- Municipal garbage collection received the highest satisfaction rating of all municipal services offered, followed by the quality of drinking water, fire fighting and the spray park at Centennial Park.

- The services that ranked as most important include the quality of drinking water, firefighting, garbage collection, sewage treatment and snow removal.
- Respondents reported that the municipal services / activities they participate in the most include visits to municipal parks and trail systems, and attending Town-hosted events or festivals.

Local Government

- 43% of respondents reported they agree or strongly agree that they believe, overall, that the Town of Creston is doing a good job;
- Results indicate that respondents feel the Town should rely more on government grants as a revenue source, followed by user fees, reserves or savings, borrowing, and lastly from property taxes.
- 59% of survey respondents want Council to maintain the current levels of property taxation while offering the same or reduced levels of municipal services;
- When asked to divide \$100 amongst a list of capital projects in order of personal importance, the projects that received the most funds included streets & sidewalks; the water system; and sewer and storm sewer (drainage) systems.

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2. Introduction

In March of 2009, Council and senior staff of the Town of Creston participated in a facilitated strategic planning exercise¹ aimed at establishing key priorities and focus areas for 2009-2011.

Six strategic directions were established as follows:

1. Economic Viability
2. Health, Safety & Security
3. Infrastructure
4. Environmental Sustainability
5. Arts, Culture & Heritage
6. Customer Service

Each strategic direction contained a sub-set of related goals and action items. One of the goals related to **customer service** was to improve communications with the public, and the related action item was to administer a citizen survey based on the following objectives:

- a) To obtain a statistical assessment of citizen opinions regarding the quality of municipal services;
- b) To acquire citizen input for ongoing strategic and financial planning;
- c) To gather feedback and ideas on how to improve public involvement and communications initiatives;
- d) To obtain statistical data and feedback to help form the municipality's performance objectives for the purposes of the Annual Municipal report.

The intent is to administer the survey (or a portion thereof) on an annual or bi-annual basis. Trends that emerge over time will be examined using comparative analysis, and the data will be used to set and/or adjust priorities and performance objectives accordingly, over time.

¹ A copy of the 2009-2011 Corporate Strategic Plan is available on the Town of Creston web site at: http://www.creston.ca/index.php?page_id=37

3. Methodology

3.1 Survey Design

The survey design was based on a survey instrument originally developed by the District of Saanich in 2003, and re-administered in that municipality in both 2006 and 2009. In designing the survey, Saanich collaborated very closely with the University of Victoria's Centre for Public Sector Studies (CPSS) and followed the standards for local government citizen surveys established by the US-based International City/County/Management Association (ICMA) in their resource manual, *Citizen Surveys*.

Adapting Saanich's model enabled the Town of Creston to achieve a strong foundation in proven and effective citizen survey design methodology, while keeping research (survey design) costs to a minimum.

3.2 Distribution

The survey packages were mailed out to 550 Creston households on September 14, 2009. The surveys were accompanied by a cover letter signed by the Mayor and a postage-paid return envelope.

Households were selected through a company called SuperLists, using systematic random sampling (taking every *n*th name from the list). The method for determining the sample size took into account the number of households required to achieve statistically significant results based on the 2006 Census.

Superlists updates their mailing lists on a continuous basis, and, in contrast to telephone companies that offer mailing lists based exclusively on their own listings, SuperLists uses numerous data sources, including census data and listings from multiple telephone companies. The main benefit of using Superlists over the municipal property tax database was that it includes both renters and owners.

Survey packages were addressed to the Current Resident(s) for each randomly selected address. Each recipient household was asked to designate a respondent using the 'birthday method' sampling procedure, which requests that the survey respondent be the adult (18 years of age or older) who most recently had a birthday, regardless of the year of birth.

3.3 Response Rate / Sampling Error

Of the 550 surveys mailed out, 24 were returned as undeliverable and 1 was returned due to the fact that the lone member of the household had a physical disability that prevented completion of the survey. That total number of valid survey recipients is therefore 525. By the response deadline of October 2nd, 2009, 170 completed surveys had been returned, translating to a 32.3% response rate. According to research by the District of Saanich, response rates for municipal surveys of this kind are typically between 25% and 40%.

Based on a sample size of 170, the sampling error (the error caused by observing a sample instead of the whole population) is plus or minus 7.2%, 19 times out of 20. This means that 95% of the time, the survey results will vary $\pm 7.2\%$ from the results obtained if every citizen in the Town of Creston were surveyed.

3.4 Reporting of Results

Some of the questions (#4, #13, #15 and #16) that asked respondents to rate services or facilities on a 5-point scale (1 representing the worst possible rating and 5 representing the best possible rating) have been reported on a 0-100 point scale for simplicity and comparison purposes. The 100-point scale is not a percent. It is a conversion of responses to an average rating. Each response option is assigned a value that is used in calculating the average score. The following table shows how rankings on a 5-point scale are converted to a 100-point scale. If everyone reported “very good,” then the average rating would be 100 on the 100-point scale. Likewise, if all respondents reported “very poor”, the result would be 0 on the 100-point scale.

| | 5-point scale | 100-point scale |
|-----------|---------------|-----------------|
| Very Poor | 1 | 0 |
| Poor | 2 | 33 |
| Neutral | 3 | 50 |
| Good | 4 | 67 |
| Very Good | 5 | 100 |

No Opinion / Not Sure – “No opinion” or “not sure” responses have been removed from questions that are reported using the 100-point scale in the results section; however, these responses are reported in full in Appendix 2.

Demographic Differences – The analysis does not include weighted averages² to match the demographic characteristics of survey respondents with those of the population because the differences were not considered to be significant enough to justify the extra time and expense. Respondent characteristics are displayed in Appendix 1. The sample is underrepresented by respondents who are renters and respondents in the 18-24 age category.

² The weighted average is similar to an arithmetic mean (the most common type of average), where instead of each of the data points contributing equally to the final average, some data points (in this case, certain demographic characteristics) contribute more than others.

4. Results

This section includes a brief discussion of the results for each key section of the survey, along with a series of figures and tables showing the most relevant or interesting segments of the data.

4.1 Quality of Life

Quality of Life – Overall Ratings (Question 1)

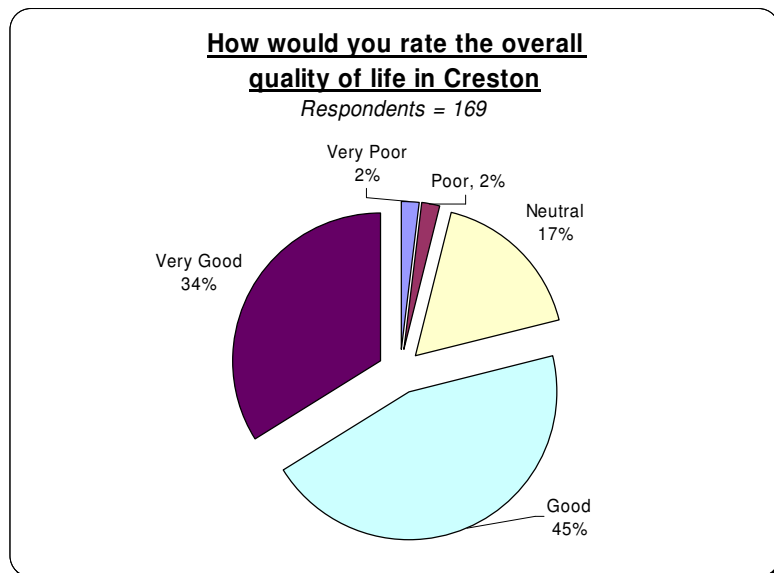
In order to gauge satisfaction with Quality of Life in Creston, respondents were asked a series of questions regarding their opinions about Creston as a place to live; neighbourhood safety and security; and likes and dislikes.

The results show the majority (79%) feel that Creston offers a good or very good quality of life, while only a small minority (4%) feel that the quality of life is poor or very poor.

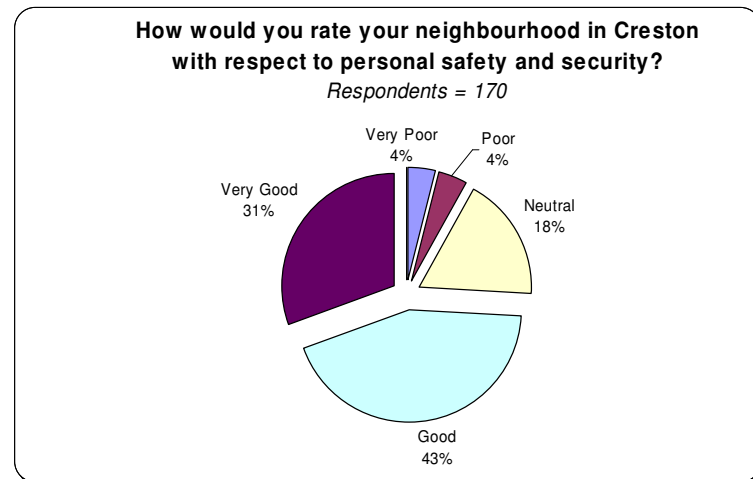
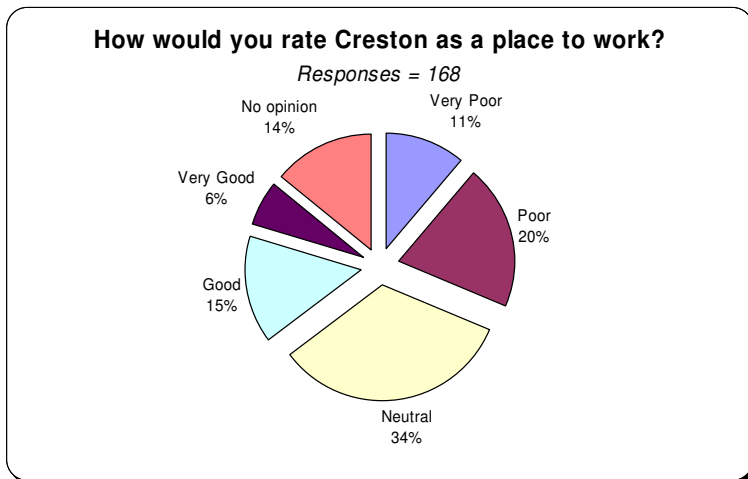
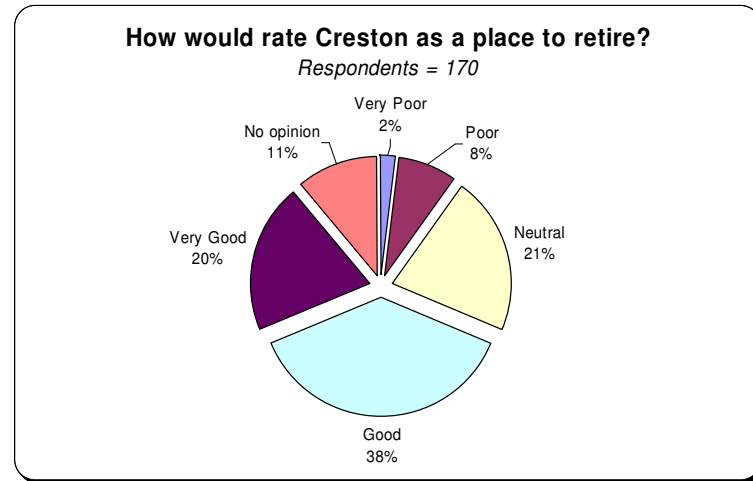
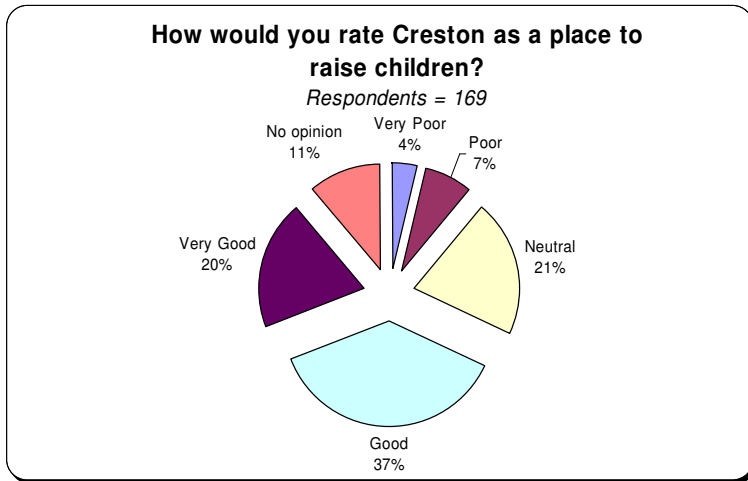
The figures on the following page show that a little over half (57%) feel Creston is a good or very good place to raise children, while 58% feel the community is a good or very good place to retire.

Employment opportunities appear to be more of an issue, with just over 20% ranking Creston as a good or very good place to work. Conversely, 31% of respondents ranked it as poor or very poor in this respect. Most respondents

(74%) reported feeling a good or very good sense of personal safety and security in their neighbourhoods, while only 8% ranked this aspect as poor or very poor.



Quality of Life Overall Ratings (Question 1) continued...



Quality of Life – Likes & Dislikes (Questions 2 & 3)

Respondents were asked to list their top three likes and dislikes about living in Creston. Responses were categorized into themes, and the top five for each question are reported in the table shown below. Verbatim responses are attached in Appendix 3.

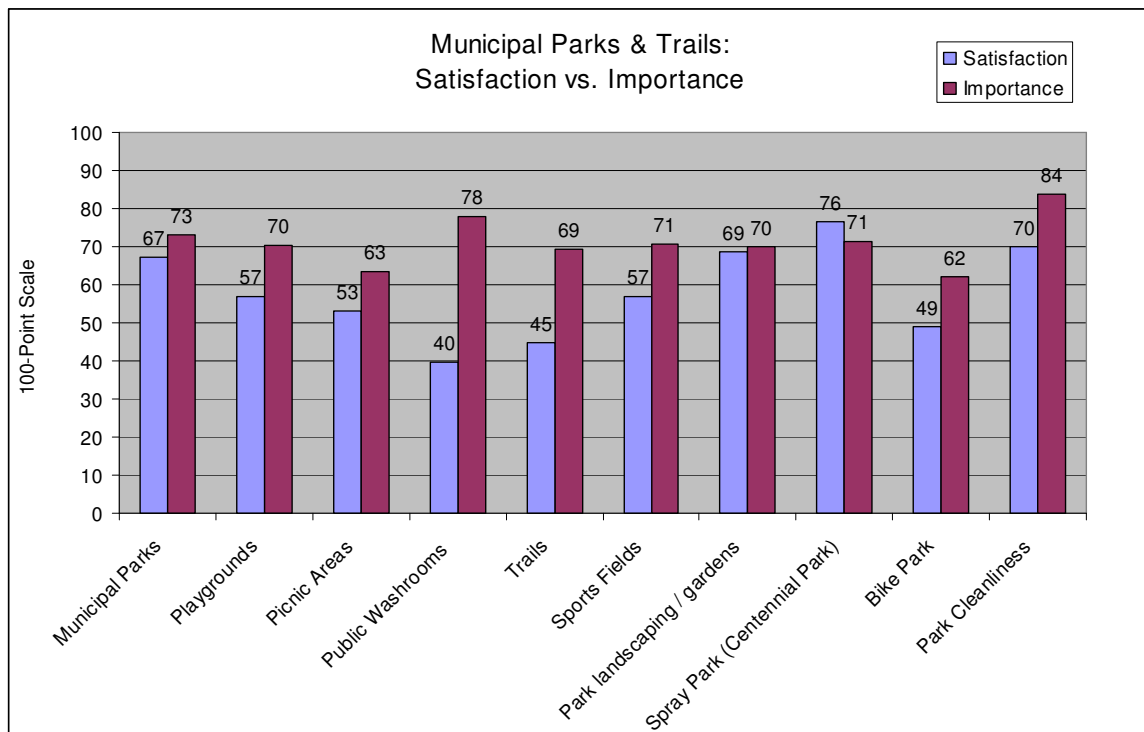
| Top 5 Likes | Top 5 Dislikes |
|---|--|
| 1. Mild climate / weather (105) | 1. Limited shopping & dining (87) |
| 2. Small town atmosphere / lifestyle (84) | 2. Lack of recreational opportunities, amenities and programs, particularly for youth (includes trails) (40) |
| 3. Natural environment / scenery (66) | 3. Condition of roads/sidewalks (including snow removal practices) (37) |
| 4. Friendliness of the People (57) | 4. Enforcement (Bylaw & RCMP) (35) AND Lack of medical services (35) |
| 5. Recreational opportunities, particularly outdoor recreation (36) | 5. Commercial Traffic in Downtown (28) |

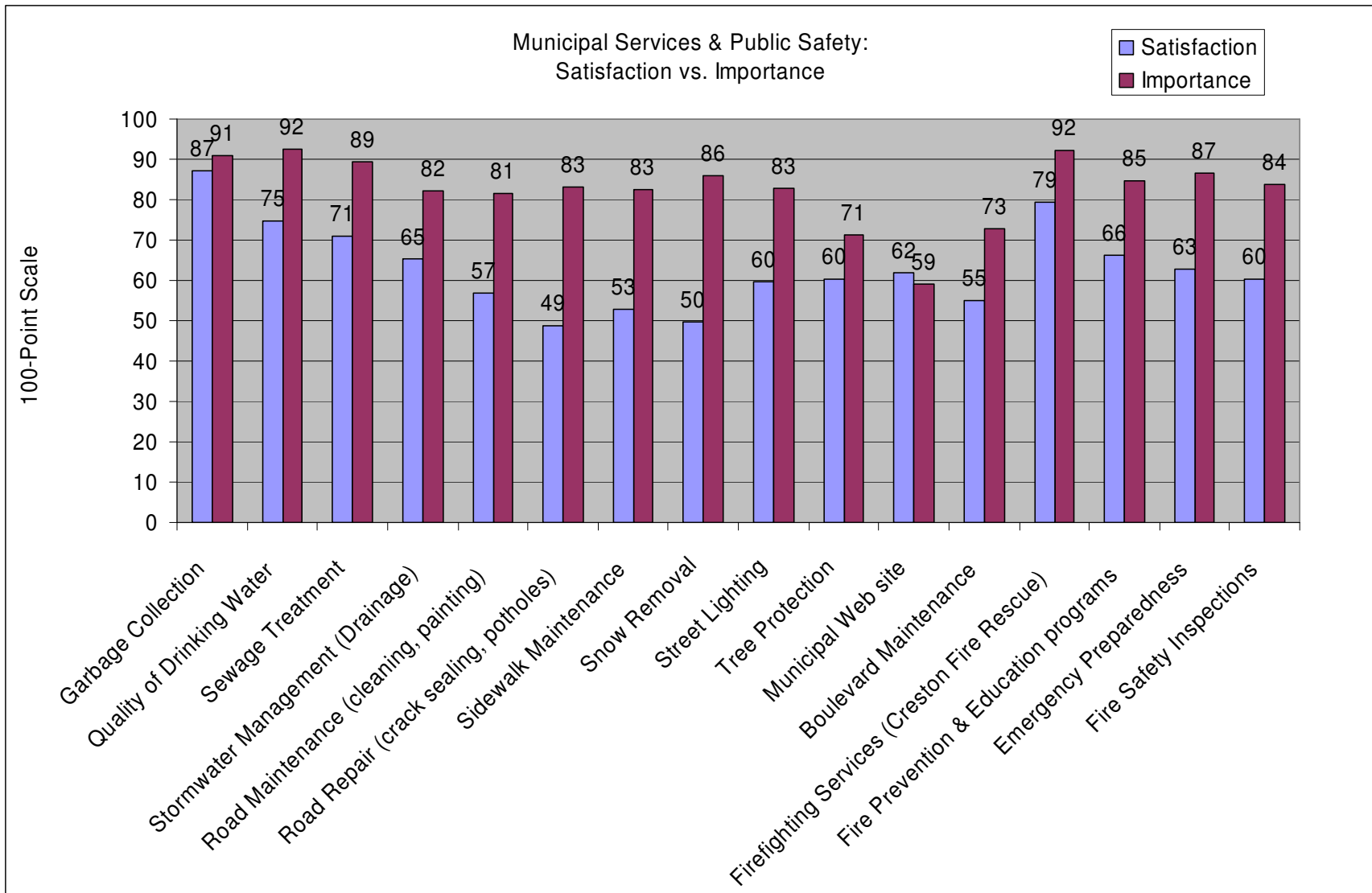
4.2 Service Delivery

Service Delivery - Quality vs. Importance (Question 4)

Respondents were asked to rate a series of municipal services on two aspects: first, how satisfied they are with the service, and second, how important they believe the service is. The responses have been grouped according to the service categories included in the survey instrument (Parks & Trails; Municipal Services & Public Safety; Development Services; and Transportation) and are reported using a 100-point scale (see Section 3.4 under Methodology). The data shown in the figures throughout this section has been rounded to the nearest point.

Overall satisfaction with **municipal parks and trails** is moderately positive (average of 58 on a 100-point scale), and importance ratings are high (average of 71 on a 100-point scale). For the most part, satisfaction and importance ratings are fairly closely matched for municipal parks and trails; however, the most significant differences are with respect to ratings for public washrooms (importance ranked 38 points higher than satisfaction) and trail systems (importance ranked 24 points higher than satisfaction).

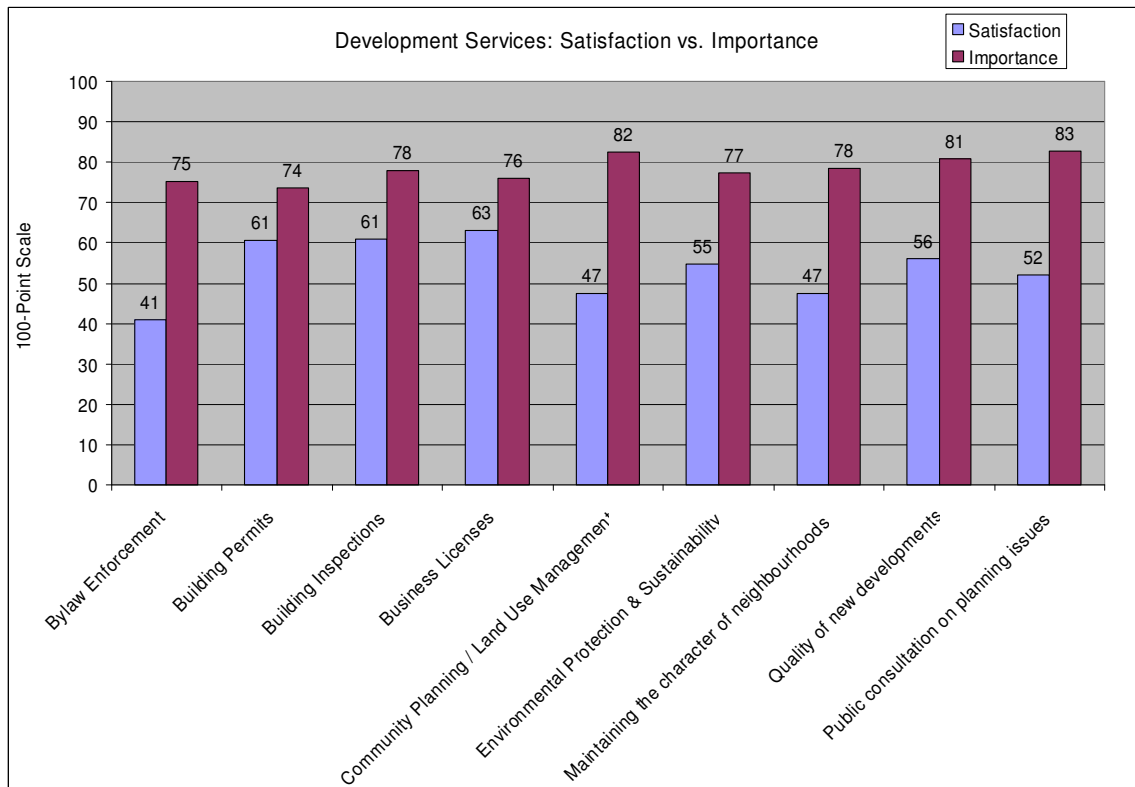




As shown in the figure on the previous page, overall satisfaction in the **Municipal Services and Public Safety** category is again fairly positive (average of 63 on a 100-point scale). Importance ratings are very high in this category (average of 82 on a 100-point scale). Satisfaction and importance ratings in this category are not as closely matched as with municipal parks and trails. The most significant differences occur with the following services:

- Snow Removal - Importance ranked **36** points higher than satisfaction
- Road Repair - Importance ranked **34** points higher than satisfaction
- Sidewalk Maintenance - Importance ranked **30** points higher than satisfaction
- Emergency Preparedness - Importance ranked **24** points higher than satisfaction
- Fire Inspections – Importance ranked **24** points higher than satisfaction

Satisfaction ratings for **Development Services** are a little more neutral, with an average rating of 54 points on a 100-point scale; however, importance ratings remain quite high at an average of 78 points. This category had the greatest number (4) of municipal services that showed a variance (satisfaction vs. importance) of 30 points or more on the 100-point scale.

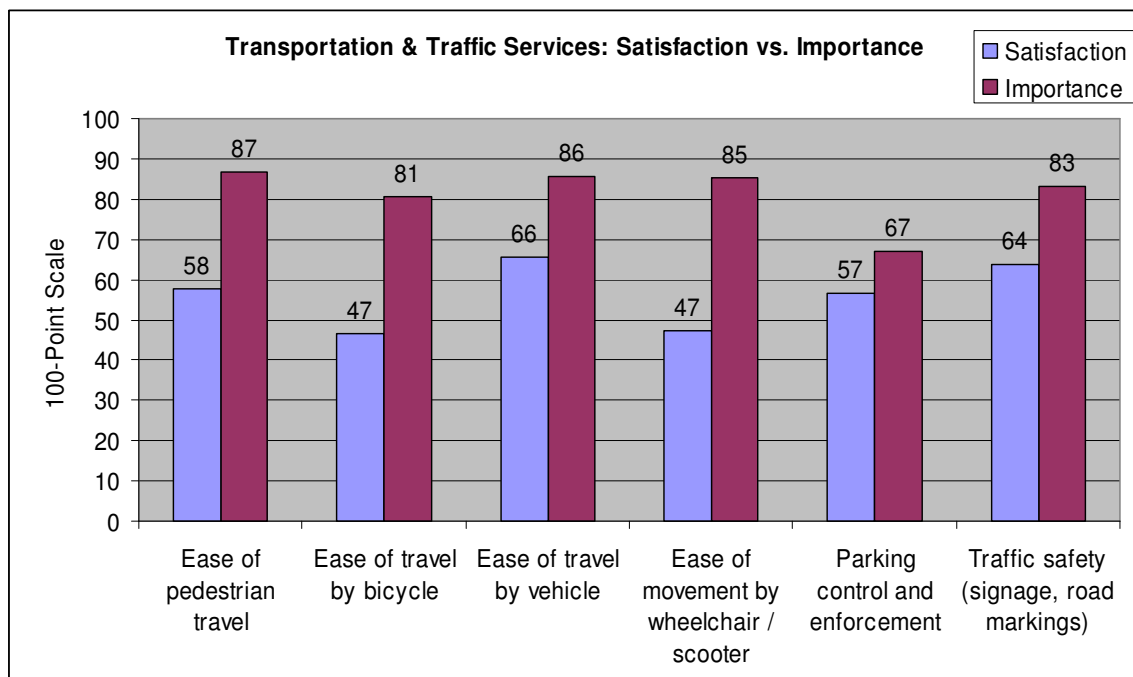


Development Services cont'd...

Services with Variances < 30 Points

- Community Planning / Land Use Management - Importance ranked **35** points higher than satisfaction.
- Bylaw Enforcement - Importance ranked **34** points higher than satisfaction.
- Maintaining Character of Neighbourhoods - Importance ranked **31** points higher than satisfaction.
- Public Consultation on Planning Issues - Importance ranked **31** points higher than satisfaction.

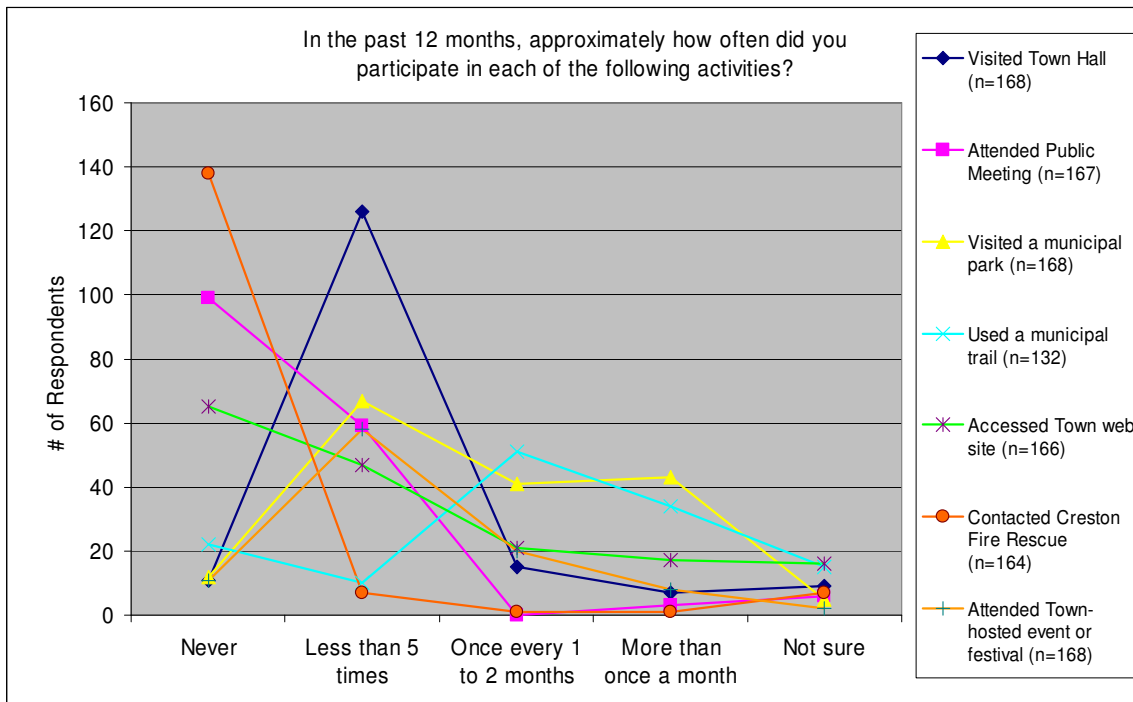
Satisfaction regarding **transportation and traffic services** ranked slightly higher than development services, with an average rating of 56 on the 100-point scale. Once again, respondents placed a high value on the importance of these services, with an average rating of 81 points. The greatest variances in this service category were with respect to ease of movement by wheelchair/scooter (importance ranked 38 points higher than satisfaction); ease of travel by bicycle (importance ranked 34 points higher than satisfaction); and ease of pedestrian travel (importance ranked 29 points higher than satisfaction).



Service Delivery – Participation Rates (Question 5)

Respondents were asked how often they had participated in a series of activities over the past 12 months. Participation rates, not surprisingly, were the highest for accessing municipal trail systems and parks. Activities and/or services that respondents participated in or accessed the least included contacting Creston Fire Rescue, attending a public meeting and visiting Town Hall.

Interestingly, results for the municipal web site were mixed – while a significant number of respondents (65) reported they have not accessed the site at all within the last 12 months, it was also one of the top three activities in each of the more frequent use categories (i.e. “once every 1 to 2 months” and “more than once a month”).

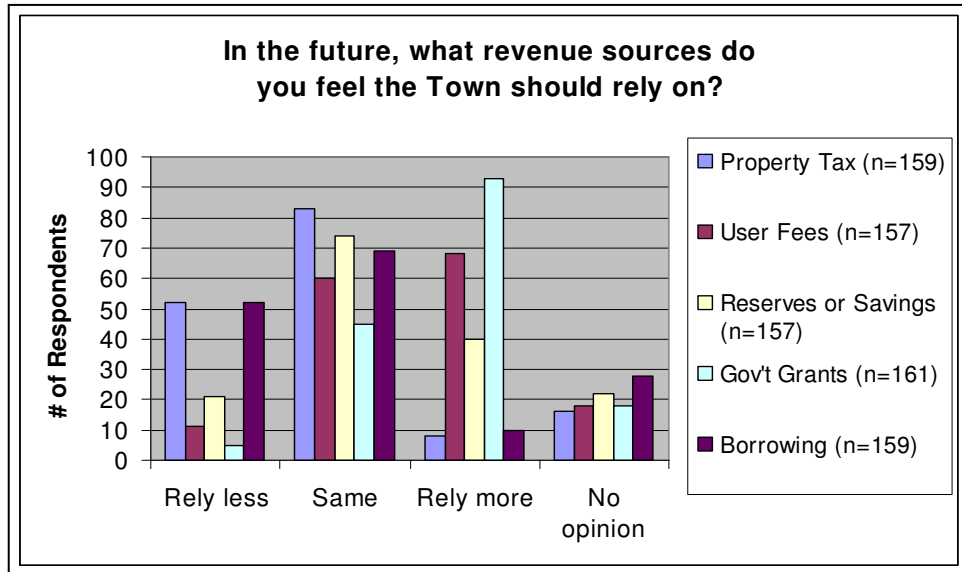


4.3 Local Government

Local Government - Town Finances (Questions 6 & 7)

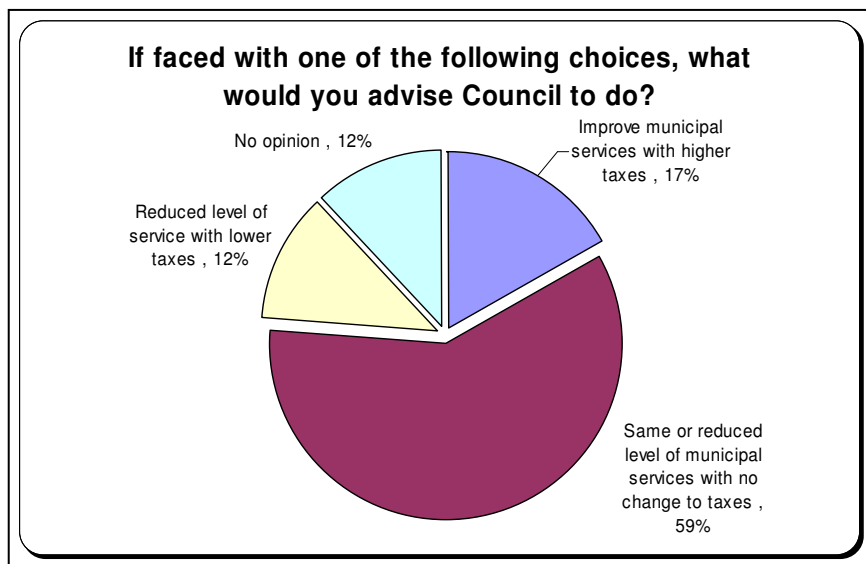
Respondents were provided with a breakdown of the key revenue sources on which the Town relies (on average) in the current 5-year Financial Plan. Respondents were then asked to indicate which of those sources they felt the Town should rely on in the future.

In general, the majority of respondents



felt the Town should rely the same or less on property taxes and borrowing, and the same or more on user fees and government grants. Results for the use of reserves and savings were a bit more mixed – most respondents (74 of 157) for this question indicated they would like to see the Town rely on reserves and savings to the same extent as they are currently, while 40 said they would like the Town to rely on them more, and 21 said less.

These results are fairly consistent with those of Question 7 (shown right) in which respondents favoured (59%) the same or a reduced level of municipal services with no change to property taxes.



Local Government - Future Projects (Questions 8 and 9)

Respondents were asked to list two important things they would like to see the Town pursue in the next 5 years. The top-five answers are listed below, and verbatim responses are attached in Appendix 3.

| Top 5 Priorities for 2010-2012 | |
|---|----|
| 1. Economic Development <i>(Business / Industry Recruitment, Expand Employment, Business Support Services)</i> | 48 |
| 2. Street & Sidewalk Repairs & Upgrades | 47 |
| 3. Recreation Facilities & Programming <i>(pool completion; park & trail development; improved activity programming, particularly for youth)</i> | 36 |
| 4. Re-route truck traffic from the Downtown (by-pass) | 32 |
| 5. Town cleanliness / beautification | 14 |

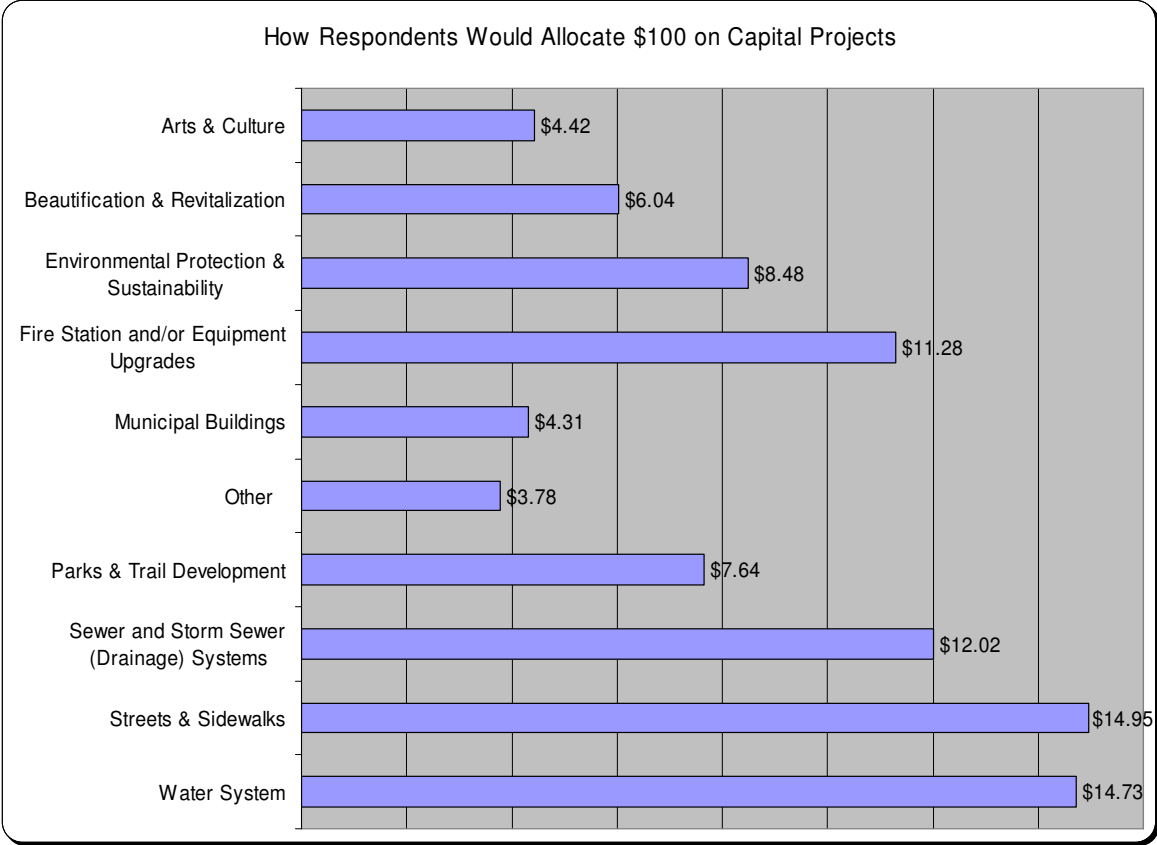
Respondents were also asked to allocate \$100 amongst a listing of capital projects, according to personal importance.

Respondents allocated the most to the following capital projects:

- Streets & Sidewalks (\$14.95)
- Water System (\$14.73)
- Sewer and Storm Sewer (Drainage) Systems (\$12.02)

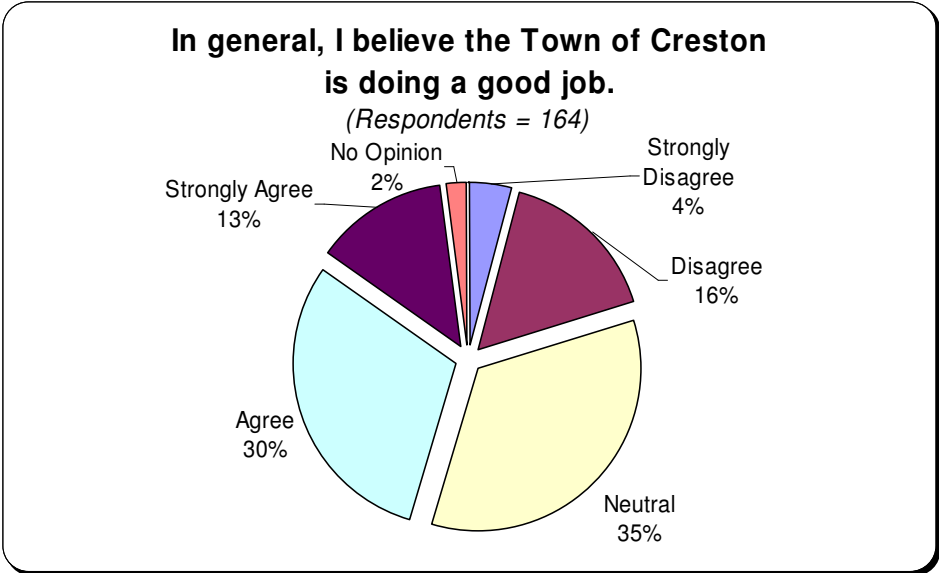
Projects noted under the “other” option included re-routing traffic from the downtown (by-pass); business recruitment; tourism promotion and attraction development; improved walking/cycling trails; better street lighting; improved medical services and crime prevention.

The figure on the following page shows how respondents allocated their funds. Please note that the total does not add up to \$100 because some respondents did not allocate the full amount allowed for in this question.



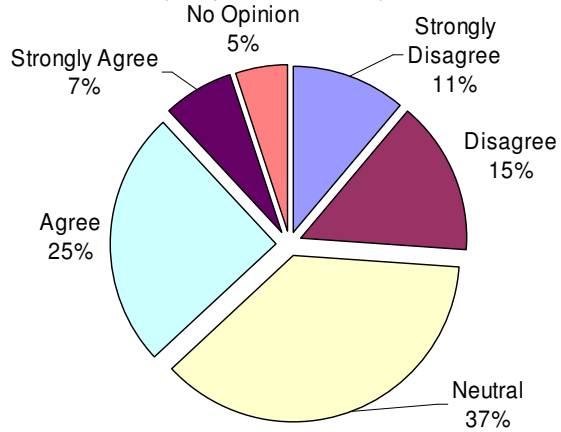
Local Government – Overall Service Satisfaction (Question 10)

Respondents were asked a series of questions regarding their opinions with respect to the overall service value and satisfaction with Town governance.



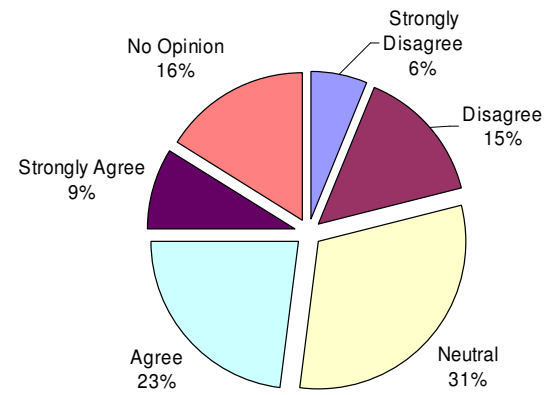
I receive good value for the municipal taxes I pay

(Respondents = 163)



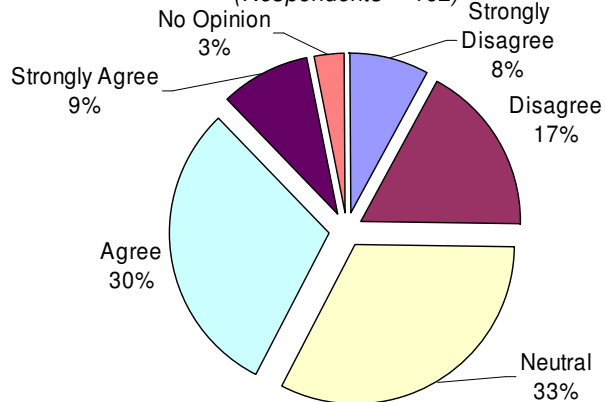
The Town of Creston welcomes citizen involvement.

(Respondents = 162)



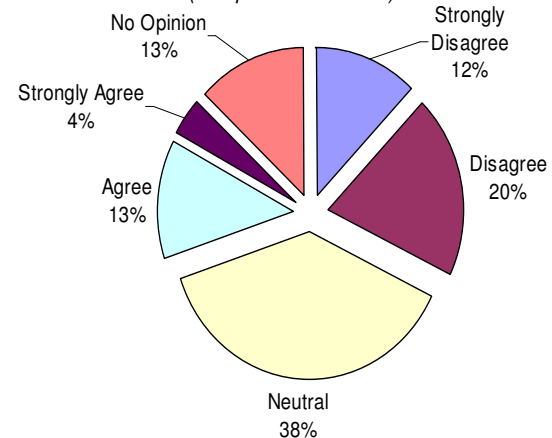
I am pleased with the overall direction that the Town of Creston is taking

(Respondents = 162)



The Town of Creston listens to citizens

(Respondents = 163)



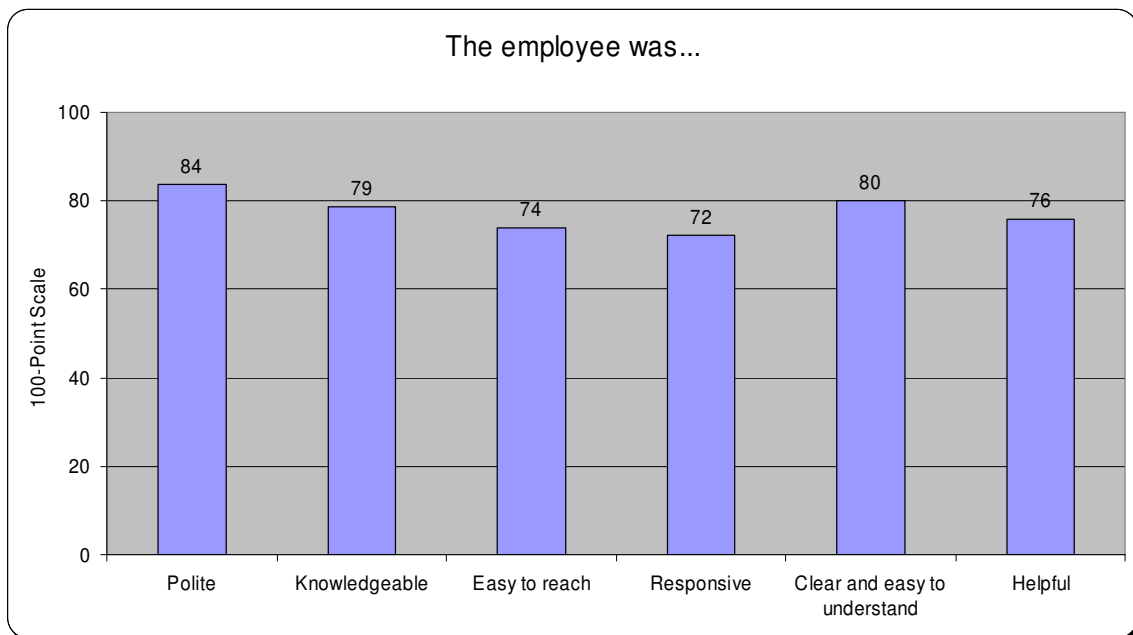
Local Government – Customer Service Satisfaction (Questions 11, 12 & 13)

The majority of respondents (122 or 74%) indicated they had personal contact with a municipal employee in the last 12 months. Of those respondents, 120 answered Question 12, which asked the respondents to indicate which method(s) they used to contact the employee. The results are shown in the table below:

| Method of Contact | % of respondents* |
|-----------------------------------|-------------------|
| In person at a municipal facility | 74% |
| In person in the community | 33% |
| Telephone | 60% |
| Mail | 7% |
| Fax | 2% |
| Email | 12% |

** Note – Percentage totals are more than 100% because respondents could choose more than one option.*

Respondents were then asked to rate their opinion of the service they received during their most recent contact with a municipal employee on a scale of 1 (Very Poor) to 5 (Very Good). Responses were converted to a 100-point scale. Overall, service quality by municipal employees ranked very high.

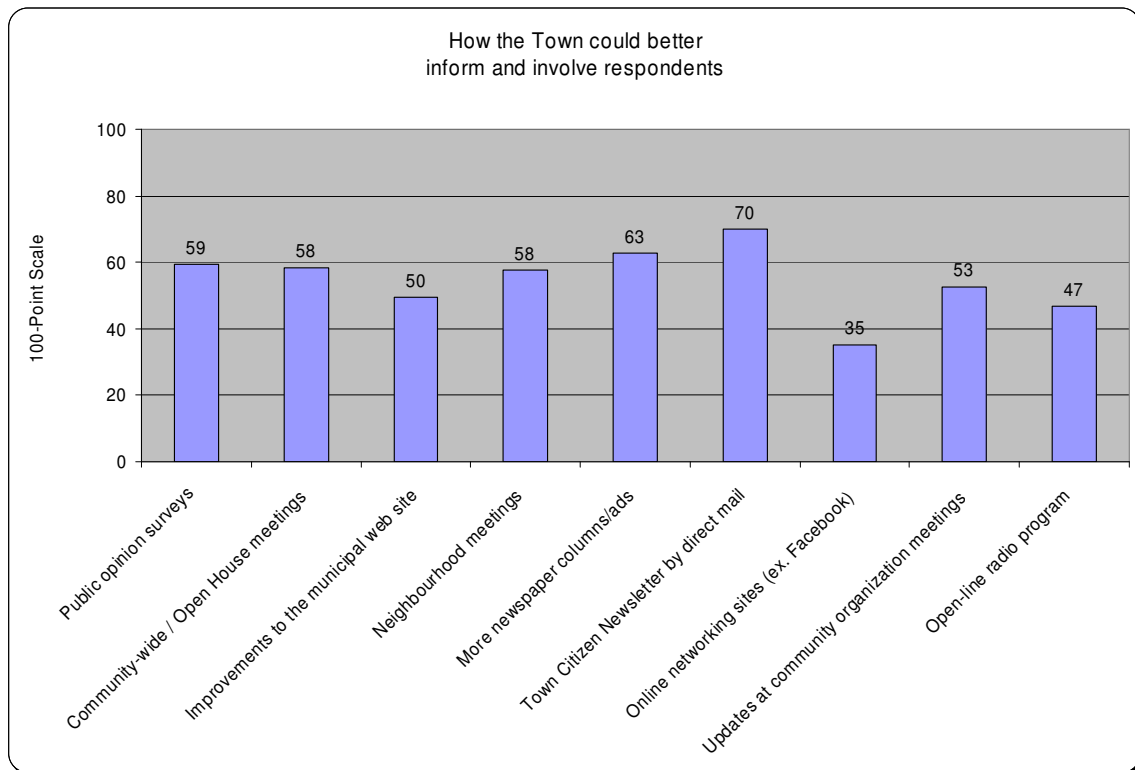


Local Government – Communications (Questions 14 and 15)

The last series of questions focused on communications. Question 14 asked respondents to list up to 3 of the most important ways they learn about municipal government issues. Full results are available in Appendix 2. The top three most commonly reported methods of learning included:

1. Creston Valley Advance
2. Word of mouth (neighbours, friends, etc)
3. Town Web site and the Town’s “Citizen Newsletter” (online)

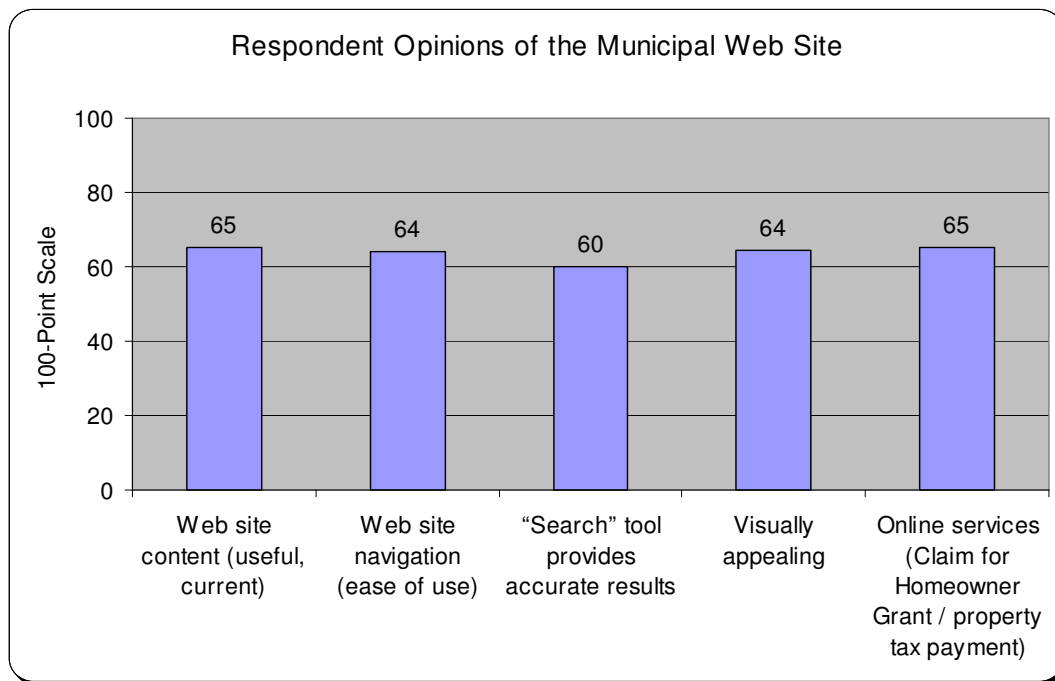
Respondents were then asked to rate a series of communication tools in terms of how effectively the respondents felt each tool would inform or involve them in municipal matters. The results are shown (on a 100-point scale) in the figure below. Of the 12 respondents who checked “Other”, 7 provided specific suggestions. They are attached verbatim in Appendix 3.



Local Government – Municipal Web site (Questions 16 and 17)

Respondents were asked to rate the Town's newly launched web site based on a series of design aspects and functionality. Respondents rated the various aspects fairly high; however, it is important to note that a significant number of respondents skipped one or more parts to this question, or indicated they had 'no opinion' (see Appendix 2 for details).

One reason for the higher-than-average non-response rate may be an administrative oversight in the survey instrument in which the rating scale was only shown on the top line of the response table. If it had been repeated on each line, as displayed in all of the other ranking questions, the response rate may have changed.



Question 17 asked respondents to list two types of information or improvements they would like to see added to the Town's web site. 57 responses were received, and are listed verbatim in Appendix 3. The most common suggestions included more regular municipal project/issue updates; an online service to receive & respond to complaints; more links to other local sites; better tourism promotion; a regularly-updated events calendar and more documents (i.e. bylaws). It is worth noting that several of the comments (19) did not actually provide suggestions, but instead noted that the respondent either didn't own a computer or rarely/never accessed the Town web site. This is consistent with the fact that only 4 respondents (out of 170) completed the survey online.

APPENDIX 1 – Respondent Characteristics

| | Survey Sample (#) | Survey Sample (%) | Population (2006 Census Figures) | Difference |
|-----------------------|----------------------|----------------------|--|------------|
| | | | | |
| Own Home | 156 | 91.7% | 76.5% | 15.2% |
| Rent Home | 11 | 6.5% | 23.5% | -17% |
| No Response | 3 | - | - | - |
| | | | | |
| Male | 78 | 45.9% | 46.6% | -0.7% |
| Female | 89 | 52.4% | 53.4% | -1.0% |
| No Response | 3 | - | - | - |
| | | | | |
| Age Group | | | | |
| 18-24 | 1 | 0.5% | 8.9%* | -8.4%* |
| 25-44 | 23 | 13.5% | 17.3% | -3.8% |
| 45-54 | 26 | 15.3% | 12.9% | 2.4% |
| 55-64 | 39 | 22.9% | 15.5% | 7.4% |
| 65-74 | 45 | 26.4% | 15.3% | 11.1% |
| 75 + older | 33 | 19.4% | 17.8% | 1.6% |
| No Response | 3 | - | | |
| | | | | |
| No children | 138 | 83% | ** | - |
| 1 Child | 7 | 4% | ** | - |
| 2 children | 17 | 10% | ** | - |
| 3 or more children | 5 | 3% | ** | - |
| No Response | 3 | - | - | - |

*Census Canada data is not directly comparable, the figure shown here is for the 15-24 age group.

** Comparable data not available from Census Canada.

Appendix 2 – Results Overview

Quality of Life Ratings (#1)

| | Very Poor | Poor | Neutral | Good | Very Good | No Opinion | Total Respondents |
|--|-----------|----------|----------|----------|-----------|------------|-------------------|
| How would you rate the overall quality of life in Creston? | 2% (3) | 2% (4) | 17% (29) | 45% (76) | 34% (57) | 0% (0) | 169 |
| How would you rate Creston as a place to raise children? | 4% (7) | 7% (12) | 21% (35) | 37% (63) | 20% (34) | 11% (18) | 169 |
| How would you rate Creston as a place to retire? | 2% (3) | 8% (13) | 16% (27) | 38% (64) | 35% (60) | 2% (3) | 170 |
| How would you rate Creston as a place to work? | 11% (19) | 20% (34) | 33% (56) | 15% (26) | 6% (10) | 14% (23) | 168 |
| How would you rate your neighbourhood in Creston with respect to personal safety and security? | 4% (6) | 4% (7) | 18% (30) | 44% (74) | 31% (53) | 0% (0) | 170 |

Appendix 2 – Results Overview

Satisfaction vs Importance – Municipal Parks & Trails (Question 4)

| | Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied | No Opinion | Total Respondents |
|------------------------------|-------------------|--------------|----------|-----------|----------------|------------|-------------------|
| Municipal Parks | 2% (3) | 4% (7) | 28% (45) | 36% (59) | 25% (40) | 6% (9) | 163 |
| Playgrounds | 2% (3) | 6% (9) | 21% (34) | 34% (56) | 12% (20) | 25% (41) | 163 |
| Picnic Areas | 2% (3) | 11% (18) | 41% (65) | 24% (38) | 6% (10) | 16% (26) | 160 |
| Public Washrooms | 17% (27) | 21% (35) | 26% (43) | 13% (22) | 6% (9) | 17% (27) | 163 |
| Trails | 12% (19) | 15% (25) | 27% (43) | 16% (26) | 8% (13) | 22% (36) | 162 |
| Sports Fields | 4% (7) | 7% (12) | 25% (40) | 30% (49) | 10% (16) | 23% (38) | 162 |
| Park landscaping / gardens | 1% (1) | 4% (6) | 27% (44) | 40% (65) | 23% (37) | 6% (10) | 163 |
| Spray Park (Centennial Park) | 1% (1) | 4% (6) | 12% (19) | 32% (52) | 37% (60) | 15% (25) | 163 |
| Bike Park | 0% (0) | 6% (10) | 22% (36) | 16% (26) | 10% (16) | 45% (72) | 160 |
| Park Cleanliness | 1% (1) | 2% (3) | 15% (25) | 45% (74) | 29% (47) | 9% (14) | 164 |

| | Not Important at All | Not very important | Neutral | Important | Very Important | No Opinion | Total Respondents |
|------------------------------|----------------------|--------------------|----------|-----------|----------------|------------|-------------------|
| Municipal Parks | 1% (2) | 4% (7) | 22% (36) | 31% (50) | 37% (59) | 4% (6) | 160 |
| Playgrounds | 5% (8) | 2% (4) | 18% (29) | 25% (40) | 32% (52) | 17% (27) | 160 |
| Picnic Areas | 5% (8) | 5% (8) | 24% (38) | 32% (51) | 20% (32) | 13% (20) | 157 |
| Public Washrooms | 3% (5) | 3% (5) | 10% (16) | 28% (44) | 43% (69) | 13% (21) | 160 |
| Trails | 4% (6) | 6% (9) | 18% (28) | 29% (46) | 27% (43) | 17% (27) | 159 |
| Sports Fields | 3% (5) | 4% (7) | 13% (20) | 33% (51) | 26% (41) | 21% (32) | 156 |
| Park landscaping / gardens | 2% (3) | 4% (7) | 17% (27) | 46% (72) | 25% (40) | 6% (9) | 158 |
| Spray Park (Centennial Park) | 1% (2) | 8% (12) | 18% (28) | 31% (49) | 29% (47) | 14% (22) | 160 |
| Bike Park | 8% (12) | 4% (6) | 13% (20) | 27% (42) | 17% (27) | 31% (49) | 156 |
| Park Cleanliness | 1% (1) | 2% (3) | 6% (10) | 31% (49) | 56% (89) | 4% (7) | 159 |

Appendix 2 – Results Overview

Satisfaction vs Importance – Municipal Services & Public Safety (Question 4)

| | Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied | No Opinion | Total Respondents |
|---|-------------------|--------------|----------|-----------|----------------|------------|-------------------|
| Garbage Collection | 1% (1) | 1% (2) | 6% (10) | 24% (41) | 66% (111) | 2% (3) | 168 |
| Quality of Drinking Water | 2% (4) | 6% (10) | 18% (30) | 33% (55) | 40% (67) | 2% (3) | 169 |
| Sewage Treatment | 2% (4) | 5% (9) | 13% (21) | 37% (61) | 28% (47) | 14% (23) | 165 |
| Stormwater Management (Drainage) | 5% (8) | 4% (6) | 22% (35) | 38% (62) | 21% (34) | 10% (17) | 162 |
| Road Maintenance (cleaning, painting) | 7% (12) | 10% (17) | 35% (58) | 35% (59) | 12% (20) | 1% (2) | 168 |
| Road Repair (crack sealing, potholes) | 11% (18) | 17% (29) | 36% (60) | 31% (51) | 4% (6) | 1% (2) | 166 |
| Sidewalk Maintenance | 11% (18) | 11% (19) | 35% (58) | 32% (53) | 8% (14) | 4% (6) | 168 |
| Snow Removal | 15% (26) | 18% (31) | 31% (52) | 20% (34) | 14% (23) | 2% (3) | 169 |
| Street Lighting | 5% (9) | 10% (17) | 30% (50) | 35% (59) | 16% (27) | 3% (5) | 167 |
| Tree Protection | 2% (4) | 6% (9) | 27% (43) | 35% (57) | 8% (13) | 22% (36) | 162 |
| Municipal Web site | 1% (2) | 4% (6) | 18% (29) | 23% (37) | 9% (15) | 44% (70) | 159 |
| Boulevard Maintenance | 6% (9) | 11% (18) | 34% (56) | 29% (47) | 9% (15) | 11% (18) | 163 |
| Firefighting Services (Creston Fire Rescue) | 0% (0) | 4% (6) | 5% (9) | 40% (66) | 40% (67) | 11% (19) | 167 |
| Fire Prevention & Education programs | 1% (1) | 4% (7) | 21% (35) | 30% (50) | 17% (28) | 26% (43) | 164 |
| Emergency Preparedness | 3% (5) | 5% (9) | 20% (32) | 28% (46) | 13% (21) | 31% (51) | 164 |
| Fire Safety Inspections | 5% (9) | 7% (12) | 20% (32) | 23% (37) | 12% (19) | 34% (55) | 164 |

Appendix 2 – Results Overview

Satisfaction vs Importance – Municipal Services & Public Safety cont'd...

| | Not Important at All | Not very important | Neutral | Important | Very Important | No Opinion | Total Respondents |
|---|----------------------|--------------------|----------|-----------|----------------|------------|-------------------|
| Garbage Collection | 0% (0) | 0% (0) | 5% (8) | 20% (32) | 74% (117) | 1% (2) | 159 |
| Quality of Drinking Water | 1% (1) | 0% (0) | 3% (5) | 15% (24) | 80% (127) | 1% (2) | 159 |
| Sewage Treatment | 1% (1) | 0% (0) | 1% (2) | 26% (40) | 66% (102) | 6% (10) | 155 |
| Stormwater Management (Drainage) | 0% (0) | 2% (3) | 10% (15) | 31% (48) | 50% (78) | 7% (11) | 155 |
| Road Maintenance (cleaning, painting) | 1% (1) | 1% (1) | 9% (14) | 42% (66) | 46% (73) | 3% (4) | 159 |
| Road Repair (crack sealing, potholes) | 2% (3) | 0% (0) | 6% (9) | 38% (60) | 53% (84) | 2% (3) | 159 |
| Sidewalk Maintenance | 1% (2) | 1% (2) | 8% (13) | 31% (49) | 55% (87) | 3% (5) | 158 |
| Snow Removal | 1% (2) | 0% (0) | 8% (12) | 27% (43) | 63% (99) | 1% (2) | 158 |
| Street Lighting | 0% (0) | 1% (1) | 11% (18) | 30% (48) | 56% (89) | 1% (2) | 158 |
| Tree Protection | 1% (2) | 5% (7) | 17% (26) | 30% (45) | 26% (40) | 21% (32) | 152 |
| Municipal Web site | 5% (7) | 5% (8) | 19% (28) | 25% (38) | 10% (15) | 36% (54) | 150 |
| Boulevard Maintenance | 1% (2) | 0% (0) | 23% (36) | 32% (50) | 31% (49) | 12% (19) | 156 |
| Firefighting Services (Creston Fire Rescue) | 1% (1) | 0% (0) | 3% (5) | 15% (24) | 75% (120) | 6% (9) | 159 |
| Fire Prevention & Education programs | 1% (1) | 3% (4) | 4% (7) | 25% (39) | 54% (85) | 13% (21) | 157 |
| Emergency Preparedness | 1% (1) | 1% (2) | 4% (6) | 24% (38) | 56% (87) | 14% (22) | 156 |
| Fire Safety Inspections | 1% (2) | 2% (3) | 7% (11) | 24% (37) | 50% (79) | 16% (25) | 157 |

Appendix 2 – Results Overview
 Satisfaction vs. Importance – Development Services (Question 4)

| | Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied | No Opinion | Total Respondents |
|---|-------------------|--------------|----------|-----------|----------------|------------|-------------------|
| Bylaw Enforcement | 15% (24) | 20% (32) | 20% (32) | 20% (32) | 10% (16) | 17% (28) | 164 |
| Building Permits | 2% (4) | 4% (6) | 17% (27) | 20% (32) | 9% (14) | 48% (78) | 161 |
| Building Inspections | 2% (4) | 3% (5) | 16% (25) | 17% (27) | 8% (12) | 54% (87) | 160 |
| Business Licenses | 2% (3) | 2% (4) | 14% (23) | 15% (24) | 10% (16) | 56% (90) | 160 |
| Community Planning / Land Use Management | 9% (14) | 10% (16) | 26% (42) | 18% (29) | 8% (13) | 29% (47) | 161 |
| Environmental Protection & Sustainability | 6% (10) | 6% (9) | 23% (36) | 26% (41) | 7% (11) | 33% (52) | 159 |
| Maintaining the character of neighbourhoods | 8% (12) | 14% (23) | 29% (46) | 22% (35) | 9% (15) | 18% (29) | 160 |
| Quality of new developments | 7% (11) | 7% (12) | 23% (37) | 35% (56) | 11% (18) | 17% (27) | 161 |
| Public consultation on planning issues | 6% (10) | 9% (15) | 28% (45) | 22% (35) | 9% (14) | 26% (42) | 161 |

Appendix 2 – Results Overview
 Satisfaction vs. Importance – Development Services cont'd...

| | Not Important at All | Not very important | Neutral | Important | Very Important | No Opinion | Total Respondents |
|---|----------------------|--------------------|----------|-----------|----------------|------------|-------------------|
| Bylaw Enforcement | 1% (2) | 7% (10) | 14% (21) | 31% (48) | 39% (59) | 8% (13) | 153 |
| Building Permits | 0% (0) | 1% (2) | 14% (22) | 25% (39) | 23% (35) | 36% (55) | 153 |
| Building Inspections | 0% (0) | 3% (4) | 11% (17) | 22% (33) | 27% (41) | 38% (57) | 152 |
| Business Licenses | 0% (0) | 1% (2) | 13% (19) | 21% (32) | 24% (36) | 41% (61) | 150 |
| Community Planning / Land Use Management | 0% (0) | 1% (2) | 9% (13) | 28% (43) | 44% (66) | 18% (27) | 151 |
| Environmental Protection & Sustainability | 1% (1) | 1% (2) | 11% (17) | 31% (46) | 36% (54) | 19% (28) | 148 |
| Maintaining the character of neighbourhoods | 1% (2) | 3% (4) | 10% (15) | 34% (51) | 41% (61) | 11% (16) | 149 |
| Quality of new developments | 0% (0) | 1% (1) | 10% (15) | 34% (52) | 43% (65) | 12% (19) | 152 |
| Public consultation on planning issues | 0% (0) | 1% (1) | 11% (16) | 27% (41) | 44% (66) | 18% (27) | 151 |

Appendix 2 – Results Overview

Satisfaction vs. Importance – Transportation & Traffic Services (Question 4)

| | Very Dissatisfied | Dissatisfied | Neutral | Satisfied | Very Satisfied | No Opinion | Total Respondents |
|--|-------------------|--------------|----------|-----------|----------------|------------|-------------------|
| Ease of pedestrian | 7% (12) | 12% (20) | 23% (38) | 37% (60) | 15% (25) | 4% (7) | 162 |
| Ease of travel by bicycle | 9% (15) | 15% (25) | 23% (37) | 14% (22) | 5% (8) | 34% (55) | 162 |
| Ease of travel by vehicle | 4% (6) | 3% (5) | 26% (43) | 44% (73) | 19% (31) | 5% (8) | 166 |
| Ease of movement by wheelchair / scooter | 8% (13) | 12% (20) | 16% (26) | 12% (19) | 5% (8) | 47% (77) | 163 |
| Parking control and enforcement | 9% (14) | 10% (17) | 27% (43) | 30% (49) | 14% (22) | 10% (17) | 162 |
| Traffic safety (signage, road markings) | 3% (5) | 7% (12) | 26% (44) | 40% (67) | 19% (32) | 4% (7) | 167 |

| | Not important at All | Not very important | Neutral | Important | Very Important | No Opinion | Total Respondents |
|--|----------------------|--------------------|----------|-----------|----------------|------------|-------------------|
| Ease of pedestrian | 0% (0) | 1% (1) | 6% (10) | 27% (42) | 61% (97) | 5% (8) | 158 |
| Ease of travel by bicycle | 1% (2) | 1% (1) | 11% (17) | 21% (33) | 39% (62) | 27% (43) | 158 |
| Ease of travel by vehicle | 0% (0) | 0% (0) | 12% (19) | 24% (38) | 60% (96) | 4% (7) | 160 |
| Ease of movement by wheelchair / scooter | 1% (1) | 1% (2) | 7% (11) | 17% (27) | 41% (64) | 34% (53) | 158 |
| Parking control and enforcement | 4% (6) | 5% (8) | 22% (35) | 32% (51) | 27% (43) | 9% (15) | 158 |
| Traffic safety (signage, road markings) | 0% (0) | 1% (1) | 10% (16) | 34% (54) | 51% (81) | 5% (8) | 160 |

Appendix 2 – Results Overview

Participation Rates (Question 5)

In the past 12 months, approximately how often did you participate in each of the following activities?

| | Never | Less than 5 times | Once every 1 to 2 months | More than once a month | Not sure | Response Total |
|--|-----------|-------------------|--------------------------|------------------------|----------|----------------|
| Visited Town Hall | 7% (11) | 75% (126) | 9% (15) | 4% (7) | 5% (9) | 168 |
| Attended a public meeting about municipal matters | 59% (99) | 35% (59) | 0% (0) | 2% (3) | 4% (6) | 167 |
| Visited a municipal park | 7% (12) | 40% (67) | 24% (41) | 26% (43) | 3% (5) | 168 |
| Used a municipal trail | 17% (22) | 8% (10) | 39% (51) | 26% (34) | 11% (15) | 132 |
| Accessed the Town web site | 39% (65) | 28% (47) | 13% (21) | 10% (17) | 10% (16) | 166 |
| Contacted Creston Fire Rescue | 84% (138) | 7% (12) | 1% (1) | 1% (1) | 7% (12) | 164 |
| Attended a Town-hosted community event or festival | 11% (18) | 58% (98) | 20% (34) | 8% (14) | 2% (4) | 168 |

Appendix 2 – Results Overview

Town Finances (Question 6)

In the future, what revenue sources do you feel the Town should rely on?

| | Rely Less | Same | Rely More | No Opinion | Response Total |
|---------------------|-----------|----------|-----------|------------|----------------|
| Property taxation | 33% (52) | 52% (83) | 5% (8) | 10% (16) | 159 |
| User fees | 7% (11) | 38% (60) | 43% (68) | 11% (18) | 157 |
| Reserves or savings | 13% (21) | 47% (74) | 25% (40) | 14% (22) | 157 |
| Government grants | 3% (5) | 28% (45) | 58% (93) | 11% (18) | 161 |
| Borrowing | 33% (52) | 43% (69) | 6% (10) | 18% (28) | 159 |

Town Finances (Question 7)

If faced with one of the following choices, what would you advise Council to do?

| | | |
|---|------------|-----|
| Improve municipal services with higher taxes | 27 | 17% |
| Same or reduced level of municipal services with no change to taxes | 95 | 59% |
| Reduced level of service with lower taxes | 20 | 12% |
| No opinion | 20 | 12% |
| Total Respondents | 162 | |

Appendix 2 – Results Overview

Capital Projects (Question 9)

Imagine you have \$100 to spend on the following capital projects, how would you spend it? Please note the total does not add up to \$100 because some respondents did not allocate the full amount allowed for in this question.

| | Avg. Amount Allocated |
|---|-----------------------|
| Arts & Culture | \$4.42 |
| Beautification & Revitalization | \$6.04 |
| Environmental Protection & Sustainability | \$8.48 |
| Fire Station and/or Equipment Upgrades | \$11.28 |
| Municipal Buildings | \$4.31 |
| Parks & Trail Development | \$7.64 |
| Sewer and Storm Sewer (Drainage) Systems | \$12.02 |
| Streets & Sidewalks | \$14.95 |
| Water System | \$14.73 |
| Other | \$3.78 |

Of those who assigned an amount under 'other', 32 offered specific suggestions:

- by-pass around Cook St.
- bypass
- move Hwy 3 to Cook Street
- by-pass
- more shopping
- business infrastructure
- business development
- dog park/walk
- bike and walking paths
- an outdoor gym at the Centennial Park... need physical fitness. Cranbrook and Nelson just put them in.
- sports fields
- crime prevention
- increase street lighting
- repair lights
- street lighting
- bury power lines
- tourism promotion
- promote as a tourist area
- advertise Creston for tourism
- attractions (something special to make Creston stand out)
- Signage
- good hospital that can look after Creston residents
- health and welfare
- emergency
- tax relief
- savings
- invest in a contingency fund
- grants & community projects
- jobs & careers
- remove Mayor & Council
- do not see a need for any new parks only additions & maintenance needed to the existing ones
- Misc

Appendix 2 – Results Overview
 Overall Service Satisfaction (Question 10)

| | Strong Disagree | Disagree | Neutral | Agree | Strongly Agree | No Opinion | Response Total |
|---|-----------------|----------|----------|----------|----------------|------------|----------------|
| I receive good value for the municipal taxes I pay. | 11% (18) | 15% (24) | 37% (60) | 25% (41) | 7% (12) | 5% (8) | 163 |
| The Town of Creston welcomes citizen involvement. | 6% (9) | 15% (25) | 31% (51) | 23% (37) | 9% (14) | 16% (26) | 162 |
| The Town of Creston listens to citizens. | 12% (20) | 20% (32) | 37% (61) | 13% (22) | 4% (6) | 13% (22) | 163 |
| I am pleased with the overall direction that the Town of Creston is taking. | 8% (13) | 17% (28) | 32% (52) | 30% (49) | 9% (15) | 3% (5) | 162 |
| In general, I believe the Town of Creston is doing a good job. | 4% (7) | 16% (27) | 34% (55) | 30% (50) | 13% (21) | 2% (4) | 164 |

Appendix 2 – Results Overview

Customer Service Satisfaction (Question 11)

Have you had any personal contact with a municipal employee over the last 12 months?

| | | |
|--------------------------|-----|------------|
| Yes | 122 | 74% |
| No | 43 | 26% |
| Total Respondents | | 162 |

Customer Service Satisfaction (Question 12)

What method(s) did you use to contact the municipal employee?

| | | |
|--|----|------------|
| In person at a municipal facility | 89 | 74% |
| In person in the community (at home, on the street, at a community meeting, etc) | 40 | 33% |
| Telephone | 72 | 60% |
| Mail | 8 | 7% |
| Fax | 2 | 2% |
| Email | 14 | 12% |
| Other ('dog catcher bylaw officer' & 'he came to my house') | 2 | 2% |
| Total Respondents | | 120 |

** Note – Percentage totals are more than 100% because respondents could choose more than one option.*

Customer Service Satisfaction (Question 13)

On a scale of 1 to 5, please rate the following statements regarding the service you received during your most recent contact with a Town employee:

| The employee was... | Very Poor | Poor | Neutral | Good | Very Good | No Opinion | Response Total |
|------------------------------|-----------|--------|----------|----------|-----------|------------|----------------|
| Polite | 2% (3) | 2% (3) | 7% (9) | 25% (30) | 61% (75) | 2% (2) | 122 |
| Knowledgeable | 3% (4) | 2% (3) | 10% (12) | 30% (37) | 49% (60) | 5% (6) | 122 |
| Easy to reach | 7% (8) | 3% (4) | 14% (17) | 27% (33) | 44% (54) | 5% (6) | 122 |
| Responsive | 9% (11) | 2% (3) | 9% (11) | 34% (41) | 40% (49) | 6% (7) | 122 |
| Clear and easy to understand | 4% (5) | 2% (2) | 8% (10) | 30% (36) | 52% (63) | 4% (5) | 121 |
| Helpful | 7% (9) | 4% (5) | 9% (11) | 24% (29) | 51% (62) | 4% (5) | 121 |

Appendix 2 – Results Overview

Communications (Question14)

Please identify up to 3 of the most important ways you learn about municipal government issues:

| | | |
|-------------------------------------|-----|-----|
| Contact a member of Town staff | 29 | 18% |
| Contact a member of Town Council | 12 | 7% |
| Community organization | 21 | 13% |
| Town web site | 40 | 25% |
| Mayor's Communiqués (online) | 18 | 11% |
| Town Citizen Newsletter (online) | 40 | 25% |
| Word of mouth (neighbours, friends) | 101 | 62% |
| From friends who work for the Town | 19 | 12% |
| Creston Valley Advance | 109 | 67% |
| Creston Radio (97.7 FM) | 17 | 10% |
| Other | 14 | 9% |

TOTAL RESPONDENTS

163

** Note – Percentage totals are more than 100% because respondents could choose more than one option.*

Appendix 2 – Results Overview

Communications (Question 15)

On a scale of 1 to 5, please rank the following ways in which the Town could better inform and involve you in municipal matters:

| | Not Effective at All | Not Very Effective | Neutral | Effective | Very Effective | No Opinion | Response Total |
|--|----------------------|--------------------|----------|-----------|----------------|------------|----------------|
| Public opinion surveys | 5% (8) | 11% (17) | 27% (41) | 36% (55) | 14% (21) | 7% (11) | 153 |
| Community-wide / Open House meetings | 2% (3) | 15% (22) | 31% (47) | 28% (43) | 12% (18) | 12% (18) | 151 |
| Improvements to the municipal web site | 8% (11) | 11% (16) | 29% (41) | 15% (22) | 6% (9) | 31% (44) | 143 |
| Neighbourhood meetings | 5% (7) | 15% (23) | 30% (45) | 25% (38) | 14% (21) | 12% (18) | 152 |
| More newspaper columns/ads | 3% (5) | 7% (10) | 28% (43) | 34% (52) | 18% (27) | 9% (14) | 151 |
| Town Citizen Newsletter by direct mail | 4% (6) | 8% (12) | 18% (27) | 28% (43) | 34% (51) | 8% (12) | 151 |
| Online networking sites (ex. Facebook) | 22% (33) | 17% (26) | 14% (21) | 7% (11) | 6% (9) | 34% (51) | 151 |
| Updates at community organization meetings | 7% (10) | 17% (25) | 31% (45) | 21% (31) | 9% (13) | 16% (23) | 147 |
| Open-line radio program | 12% (18) | 19% (28) | 26% (38) | 15% (22) | 9% (13) | 18% (27) | 146 |
| Other | 0% (0) | 0% (0) | 8% (1) | 8% (1) | 33% (4) | 50% (6) | 12 |

Of those who assigned a ranking under 'other', 7 offered specific suggestions and/or feedback:

- e-mail
- publish public opinion survey results
- (1) advertise radio program in paper first with station number and the times, etc (2) the Advance should be much more involved with important community events
- we can seek out info if we need it
- visiting work places - to have discussions - busy lives, unable to attend more meetings
- no computer (legally blind)
- direct, early communication with affected households (e.g. by flyer, letter)

Appendix 2 – Results Overview

Communications – Web Site (Question 16)

Please rate your opinion of the Town's web site services:

| | Very Poor | Poor | Neutral | Good | Very Good | No Opinion | Response Total |
|--|-----------|--------|----------|----------|-----------|------------|----------------|
| Web site content (useful, current) | 2% (3) | 1% (2) | 16% (25) | 17% (26) | 11% (16) | 53% (80) | 152 |
| Web site navigation (ease of use) | 2% (1) | 5% (3) | 18% (10) | 34% (19) | 12% (7) | 29% (16) | 56 |
| "Search" tool provides accurate results | 6% (3) | 0% (0) | 21% (11) | 30% (16) | 9% (5) | 34% (18) | 53 |
| Visually appealing | 2% (1) | 2% (1) | 23% (13) | 34% (19) | 12% (7) | 27% (15) | 56 |
| Online services (Claim for Homeowner Grant / property tax payment) | 2% (1) | 7% (4) | 20% (11) | 21% (12) | 18% (10) | 32% (18) | 56 |

Appendix 3 – Open-Ended Questions

Note - the answers provided in this section are as submitted by the survey respondent. Only perfectly identical responses have been summarized with a number (e.g. (3)) to indicate the total number of identical responses – only very minor editing and combining of individual responses has taken place.

Quality of Life – Likes (Question 2)

List three things you like MOST about living in Creston.

| Mild Climate / Weather (105) | Natural Environment / Scenery (66) | Small Town Atmosphere / Lifestyle (84) |
|--|---|---|
| <ul style="list-style-type: none"> - Weather (x46) - climate (x41) - climate & scenery - weather/climate - climate- moderate temperatures - the climate & natural environment - milder winters - warmer weather - good climate year round - nice climate - the moderate climate - climate - winter & summer - good weather in spring and summer - weather is good - sunshine - usually good weather - mild winters as well as 4 great seasons | <ul style="list-style-type: none"> - Scenery (x25) - beautiful environment - healthy living - the valley itself - beautiful views - nice valley - beautiful country - the view - natural resources - lake - mountains - landscape - its beautiful - its natural beauty - beauty of location - beautiful valley - its beauty - View - mountains - beauty of the valley & surrounding area - the beauty of the valley - beautiful setting - mountains, peaceful. - I love it here been here for 32 years - spectacular view - the view - mountains - geography (mountains - lakes - fruit - etc) - beauty of the surroundings - very pretty place. ie: mountains, lake, weather - scenery & location - nice nature - lovely setting - mtns/lakes etc - surrounding area - mountains - beauty | <ul style="list-style-type: none"> - small town (x9) - beautiful quiet town - the slower pace - not the rush of the big city - quiet - small town atmosphere - quiet neighbourhood - small town life - the fact that it is a smaller city - small intimate community - relaxed pace of life - small size - quietness - small town attitude - the slower pace of living - quiet - peaceful - size of town - relaxed pace of life - quiet town - lack of noise - laid back living - its small - I was looking for a small, quiet & friendly community - its quiet - small town atmosphere - quiet friendly town - safety in my home/neighborhood - the environment around town - small town living - safety |

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| | <ul style="list-style-type: none"> - landscape - excellent & beautiful - beauty of the valley - wonderful setting - lakes and creeks - bears in the mountains - wildlife (nature) - clean environment - it is really beautiful - natural beauty of surroundings - beauty | <ul style="list-style-type: none"> - Rural lifestyle - pace of life - life style - safe place to live - distance to shops & services - community - it's small enough that everything is close by - small town atmosphere - friendly small town atmosphere - slower pace - small town atmosphere - community spirit - peace - quiet - friendly town, slow pace - laid back small town - consistent "small town" atmosphere - not much boom & bust - small town attitude (friendly) - perfect size of town - most services close & satisfactory - safe & free - kids can be out and about safely - less major crime (compared to other cities) - local family run businesses - raise my children in comfort - the small town feel - small town feel - life style - Creston is a small town - the slower pace - size |
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| | | <ul style="list-style-type: none"> of the town - knowing so many people - small town charm - small town activities, fall fair, free events, art shows - the slower pace - small town living - over all safety - security - the relaxed pace of living - the tranquil atmosphere & pace of life - safe community for adults and children - size of town - the size - safety - small, close community - small town living - clean neat neighbourhood - laid back community attitude - small town atmosphere - small and quiet (except the odd train) |
| <p>Friendliness of the People (57)</p> <ul style="list-style-type: none"> - Friendly (x5) - friendly people (x14) - the people - friendliness - people talk to each other - friendliness of residents & businesses - friendly neighbours - closeness/friendly community - people | <p>Fresh, Local Agriculture (30)</p> <ul style="list-style-type: none"> - Fruit (x5) - a lot of fruit (x2) - ability to grow food - growing season for gardens - abundance of fresh fruit & vegetables - good growing season for fruit & veggies - availability of farm products - great growing season - the growing season - abundance of fruit and | <p>Recreation (36)</p> <ul style="list-style-type: none"> - Kootenay lake (x4) - golf course - aquatic centre - close to ski hills - entertainment - close proximity to recreation (lake) - golf - sporting facilities - opportunities for outdoor recreation - Creston golf course |

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| <ul style="list-style-type: none"> - you have a chance to know your neighbours - friendly people - the people, the community feel - everybody knows everybody - everyone is friendly - secure & quiet - awesome volunteers - most people friendly - people - friendly, small town atmosphere - people - friendly populace - the people - friendly people, lots of interesting groups - friendly town - friendliness of residents - People - friendly neighbours - friendliness - community spirit - people pull together in times of need - the friendliness of the people - whole community coming together to help - friendly people - attracts great people: talent, volunteers, etc - community minded people - people are friendly - nice people - people - nice people - fairly friendly | <p>vegetables</p> <ul style="list-style-type: none"> - excellent for growing plants of all varieties - availability of fresh produce - access to home grown food - agriculture - good growing vegetables, etc - fruit & vegetables - fresh produce - all produce available - availability of fresh fruit, vegetables (local) - availability of fresh fruit & vegetables - fresh fruits and veg - orchards - availability of fresh fruit - local foods and artisans - abundance of local food, arts, and outdoor activities | <ul style="list-style-type: none"> - many walking trails - Red Jade martial arts is here - outdoor activities - good fishing & camping close by - Millennium park - close to lakes - recreational opportunities - parks & walk days - recreation opportunities - outdoor activities - nearness to the outdoors - activities - RV'ing close by - rec centre - parks - the pool - golf - activities for seniors - outdoor recreation - lot to do - whatever your interests - all activities for all ages are offered - outdoor activities available - recreation facilities |
| <p>Border Proximity (19)</p> <ul style="list-style-type: none"> - close proximity to USA (x9) - close to the US border (x5) - proximity to Spokane - close to Idaho - border & to Alberta - close to US shopping | <p>Compact / Low Traffic Volumes (15)</p> <ul style="list-style-type: none"> - my commute to work takes 4 minutes - we can walk to town - ease of getting around - no traffic | <p>Medical Services (5)</p> <ul style="list-style-type: none"> - incredible medical services - super health care – Hospital - easy access to the hospital - close to hospital & doctors - health care good for small town |

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| <ul style="list-style-type: none"> - close to US border for shopping | <ul style="list-style-type: none"> - easy access to everything, not too much traffic, never takes too long to get anywhere - no traffic line ups - less traffic, noise and pollution - easy to get around - low traffic volumes - small town re: traffic and such - short distance walking and driving - not much traffic - easy to get around - easy to get around (traffic wise) - not too much traffic | |
| <p>Air Quality (8)</p> <ul style="list-style-type: none"> - clean fresh air - fresh air - clean air - plenty of fresh air - fresh air (most days) - lack of industrial pollution - lack of industry - fresh air - clean air | <p>Affordability (14)</p> <ul style="list-style-type: none"> - gas for the car is down - cheap to walk around - cost of living - less tax - housing - reasonable cost of living - reasonable property values - home affordability for working population - a lot of low cost/free programs for children - cost of living - its affordable - cost of living - affordable - affordability of joining the local curling & golf club | <p>Volunteerism (3)</p> <ul style="list-style-type: none"> - opportunities to volunteer - enthusiasm of various community groups to make positive changes - huge volunteer community make Creston a warmer welcoming town, volunteers have created a cultural life, support for seniors |
| <p>Location / Proximity to larger cities (12)</p> <ul style="list-style-type: none"> - location (x4) - close to larger centers - close proximity to most amenities - pleasant town, near several good communities - central location | <p>Water Quality (3)</p> <ul style="list-style-type: none"> - great water - good services: sewer, water, etc - good water | <p>Misc. Comments (25)</p> <ul style="list-style-type: none"> - treatment of seniors - close to family - 3/4 of family needs here - its home (I have most of my family living in the area) - garage sales - work is here - the only reason I'm here is |

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| <ul style="list-style-type: none"> - geographic locations - close to amenities - it centrally located between larger centers - geographical location | | <ul style="list-style-type: none"> because of my good job - the cultural, artistic, musical & other activities all through the year - congratulations on the new lighting - new subdivisions - taps program - Don't - no shopping Canadian Tire, Walmart, Zellers - could not think of one - good schools - I have lived here for 60 years - never time changes - that it seems to be improving - the "other side" - you have good stores - was a great place to live but very little police protection after dark - public school options i.e. homelinks - you get treated like a person not a number from the employees at the town hall & the government office - the potential to be a Canadian destination - downtown development - main street is looking good - college programs |
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Appendix 3 – Open Ended Questions

Quality of Life – Likes (Question 3)

List three things you like *LEAST* about living in Creston.

| Shopping & Dining (87) | Enforcement (Bylaw & RCMP) (35) | Commercial Trucks / Traffic (28) |
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| <p>lack of shopping (x 8) no shopping (x 5)</p> <ul style="list-style-type: none"> - lack of shopping choices - lack of shopping facilities - no shopping (WalMart & Clothing stores) - no stores to shop - selection of goods and services is poor - shopping (x 6) - shopping - Walmart - shopping (lack of) - shopping (prices) - shopping access - shopping deficit - shopping for quality clothes, shoes, etc - shopping or lack of it - shopping poor - shopping -poor & high prices - shopping recourses - shopping variety - shopping, will order for you - no stock - shops closing (no selection of goods) - aren't enough businesses to meet all our needs - besides extra foods, shopping is lacking - closed and empty stores downtown - clothes & shoes - downtown individual attitudes - empty store fronts - hard to get repairs, especially appliance repairs - have to go out of town for most things | <ul style="list-style-type: none"> - drug dealer across from my place makes me very nervous. - drug involvement - drugs - drugs - solution to feral cats - disinterest of police regarding drug trade - disinterest of town and bylaw & RCMP regarding squatters - do you want them in your town - disregard for noise bylaws, 24/7 - do not back bylaws - dogs - dogs and cats running lose - drugs, drinking in our young people - I live a block from someone who should be in jail - illegal suites - ineffective town bylaw officers - lack of police patrol - loud parties at night RCMP dive by but are afraid to get out of the car - no thought put into feral cats solution is only punishing the responsible cat owners - not dealing with the real problem - pet problem - cats using garden as a litter box police force appears lazy and don't investigate problems thoroughly | <ul style="list-style-type: none"> - #3 highway runs through middle of downtown - an accident involving one of these rigs could be very dangerous - big trucks going through main street - heavy commercial traffic through downtown area - heavy truck traffic - heavy truck traffic on main street - highway 3 center of town - Highway safety - Downtown @major highway - Hwy going through down town - lack of a bypass - downtown too dangerous traffic - no By Pass. - Main Street traffic - Main Street traffic & parking - Main Street traffic (By Pass please) - Main Street congestion - need the by pass – what's it to be in 10 years? - no bypass around town - no bypass for trucks - the huge trucks that drive down our main street - the main Hwy going right thru our main part of town - the Main Street being the highway - too much heavy trucks on canyon - too much traffic - trucks all night long |

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| <ul style="list-style-type: none"> - having to shop outside of Creston (for cost) - lack of a variety of stores for seniors - lack of all phases of shopping - lack of amenities - lack of amenities - need more shopping - lack of amenities - lack of clothing stores for seniors - lack of decent restaurants & motels - lack of good shopping - lack of large retailers (Walmart, Zellers, etc) - lack of late opening eating places - lack of restaurants open after 9 pm - limited restaurants/pubs, etc - limited retail outlets - limited retail outlets. i.e. no shoe store - limited services - limited shopping & tax costs - locals don't shop locally enough to support good local stores - many business failures - merchants have a No-Care attitude - poor attitude among business owners - apathetic business/property owners - need more fancy restaurants - no after hour services (eateries) - no Costco - no men's clothing stores - no major stores like Walmart or Canadian Tire - no Walmart or Canadian Tire - not enough quality clothing | <ul style="list-style-type: none"> - RCMP - RCMP not doing anything about the drug and crack house in Creston - RCMP - reluctance to RCMP to fight petty crime & drugs - safety from crime - stray animals - the lack of police control on speeding - the police aren't doing anything about problems either - the vandalism/graffiti - too many drug houses - too many drugs (street) are available - too much break and entry - unruly behaviour (drunks, fights, prop. damage) - vandalism - vandalism - waste of fruit - we have people living in a trailer in the back alley who are drug addicts | <ul style="list-style-type: none"> - traffic - traffic (Hwy 3) - traffic through town center - trucks on Main Street - bad road conditions on Main Street |
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| <p>stores for adults and children</p> <ul style="list-style-type: none"> - not good shopping - only place to go for a meal is Jimmy's Pub. - poor selection for major purchases - poor service in stores - poor shopping - poor shopping services - quality of shopping - sucks - no shopping Canadian Tire, Walmart, Zellers, Tim Hortons - the lack of good shopping facilities - the stores - the town seems to close at 5pm - the lack of shopping - treatment of customers by some businesses - unavailability of shopping - variety of shopping options - very few good restaurants - very limited shopping - very little shopping choice | | |
| <p>Recreation / Activities (32)</p> <ul style="list-style-type: none"> - after school programs, projects - dog park - lack of dog parks - no dog park - that there is no off leash dog park - there are no dog parks - few places for teens to hang out - I know, you're working on it... - lack of public access to Kootenay lake & Kootenay river (camping and lodging) - lack of funding for programming , fair - etc - lack of open public parks & restrictions for dogs | <p>Employment / Business (27)</p> <ul style="list-style-type: none"> - lack of employment (x 3) - opportunities - lack of employment opportunities - lack of employment opportunities for youth - availability of work - employment - employment opportunities (lack of) - lack of decent jobs - who can afford the housing and rents? - lack of industry - lack of job opportunities, especially for young people - lack of work | <p>Parking / Traffic (11)</p> <ul style="list-style-type: none"> - almost no parking lots or available parking - downtown traffic - lack of parking downtown - less and less parking - metered parking - paid parking meters/poorly designed intersections - parking - parking meters - parking, right turn blockage with "beautiful curb bumps" pretty - yes, practical -no! - paying for parking - trying to park downtown |

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| <ul style="list-style-type: none"> - lack of outdoor recreational areas e.g. bike paths - lack of things for teens to do - need more support for children who can't afford sports (hockey) - no indoor pool (but that's coming) - no lit outdoor sports (tennis, baseball, soccer) - no recreation centre & no indoor pool yet - no year-round swimming pool - not enough for kids to do - not enough things for children - nothing for kids - nothing for my age group to do - parks - rec. center would help - school - sports areas - see I B & D not much for teens to do - should have much more recreation available for children - sport fields - there hasn't been an indoor pool - there is nothing to do - there's not a lot of things for older kids to do - very little support for teens - we have 2 beautiful rivers on our doorsteps - yet not recreational facilities are made available, not even parking for families wanting to enjoy <p>Sub-category: Trails (Connectivity & Accessibility) (8)</p> <ul style="list-style-type: none"> - difficult to get around, no | <ul style="list-style-type: none"> - lack of work opportunities - limited work opportunities - little work - low employment - low pay - need to improve jobs to keep young adults here - no business opportunity - lack of support for home business - not enough industry to attract young families - not enough work that pays well - not many good paying jobs - not much work and low pay - poor pay <p>shortage of qualified workers</p> | |
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| <p>bike, scooter or walking paths</p> <ul style="list-style-type: none"> - lack of trails in and around town - need more bike/hike trails - need to develop more hiking trails (biking included) - need walking trails, take advantage of dykes, etc... more mountain biking trails x-country ski trail - no bike or walking paths - not enough development of walking or biking trails through and around town - not handicap town, very poor | | |
| <p>Roads/Sidewalks (37)</p> <ul style="list-style-type: none"> - always having to shovel out my driveway after the snow plow packs it shut after I've already shoveled it out - being boxed in or out of driveway after being away for a day or a week - better marked crosswalk @ canyon & 20th - over head - dust - dusty roads - dusty, dirty roads in winter & spring - too much dirt - not gravel dumped on the roads - getting snow plowed in after we shoveled - hills & getting around - Ice on side walk, January & February - instead of narrow streets, build sidewalks - Travel on Salmo/Creston Hwy in winter - lack of sidewalks - lack of sidewalks - lack of sidewalks on many residential roads - lack of sidewalks, some | <p>Medical Services (35)</p> <ul style="list-style-type: none"> - access to health care specialist - involves travel - access to medical & having to go out of town to access when needed - always have to travel for medical issues - availability of medical care - constantly changing medical staff - diminishing medical services - limited emergency room care - doctor shortage - have to travel to Cranbrook or trail for many medical procedures - having to go out of town for medical care - having to go out of town to get medical help - inadequate health care facilities - insufficient hospital facilities - isolation in regards to specialized health care - lack of health care - lack of hospital needs - | <p>Municipal Services (16)</p> <ul style="list-style-type: none"> - it takes the town forever to get things done - lack of communication - re: projects - lack of consultation on public works directly affecting me - the slowness of project completion - no blue box recycle - no attempt to support or show by example how to make a healthy green sustainable community. Town seems to be looking at the wrong models. - no input to what happens - side walk paving downtown - poor planning from town council - that there are way to few garbage cans about town - the new staffing that has happened in this town - there is minimal response or none at all from the bylaw enforcement - Town of Creston's choice of revitalization project(s) |

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| <ul style="list-style-type: none"> roads in need of repair - lack of snow removal (not just pushing it to the side) - lack of street lighting & overhead power lines - Main Street "bumps out" a hazard for drivers - Municipal services poor, street rarely plowed, roads have pot holes for over 4 yrs, No sidewalks, Crosswalks for school not visible, on blind hills - not enough sidewalks that accommodate double strollers - poor snow removal, plowing of driveways - poor street lighting - road conditions in winter - side streets that never get paved & lack of sand removal in the spring each year - side walk does not extend to Creston limits - slippery sidewalks - slippery, icy roads snow & gravel on my lawn from snow plows - snow removal (x 4) - the disaster that has happened on canyon street - the disjointed planning i.e.: streets etc - the horrible old sidewalks - too much dust from the sand in the winter - Town cares more about looks than anything else - our road is horrible - travel nuisance in town when winter roads - snow, ice... | <ul style="list-style-type: none"> surgeons- beds - specialist - lack of local medical services - lack of medical facilities - lack of medical facilities - lack of medical services - lack of services (hospital) - limited healthcare facilities - limited medical services - medical - medical services - no good hospital - need a surgeon here like years ago - not enough doctors - not enough doctors - poor health care for seniors - poor health care access for senior - quality of hospital is poor - restricted hospital services - shortage of family physicians - small # of hospital beds - the problem with traveling to specialist - travel nuisance to larger centers: medical, airlines etc - distance to major health facilities | <ul style="list-style-type: none"> - unfinished projects - waste of money to plant trees etc downtown - water restrictions - water restrictions - water restrictions - need to be looked into - fix leakage in pipes - do it - not just talk about it. |
| <p>Transportation (8)</p> <ul style="list-style-type: none"> - access to amenities – airport - distance to airport | <p>Unightly Property (8)</p> <ul style="list-style-type: none"> - bunker - needs to be taken over & finished | <p>People (6)</p> <ul style="list-style-type: none"> - cliques - small town gossip |

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| <ul style="list-style-type: none"> - distance to essential services (Calgary, Kelowna, Vancouver) - no commercial airport - lack of commercial airport - poor access to a major airport + "West Jet" - poor long distance transportation - the absence of a local airport for public use to commute to the coast or to Calgary | <ul style="list-style-type: none"> - empty lot next to the movie theatre - looks of some cluttered and untidy back and front yards - rundown unkempt properties - those ugly elevators - spruce them up a bit & test the bylaw officer's eye sight or does he need a complaint before he sees things? - ugly downtown, even with reno - vacant stores not made to keep street clean/free of snow - walking past big hole corner canyon/14th Ave & the "bunker" by elevator | <ul style="list-style-type: none"> - small town gossip - unfriendly people - established groups - unwillingness to welcome new comers - Not friendly |
| <p>Growth / Change (13)</p> <ul style="list-style-type: none"> - aspirations of a big city - attempts by some to "urbanize" town - closed minds to anything/body new - complete failure by the Town of Creston in understanding Creston needs to thrive and flourish not grow for the sake of growth - "old boys club" still having an extreme amount of control over the decisions made - locals too resistant to change - old time ethics - opinion of many of the aged in this town that change is not necessary - reluctance to advance the town (poor acceptance of progress/change) - small town mentality towards forward progress | <p>Taxes (13)</p> <ul style="list-style-type: none"> - condo units are taxed like residences but receive partial services, i.e.: no snow removal - constant increase in property taxes - high property taxes - high property taxes - high property taxes, compared to bigger cities - high taxes (x 3) - high taxes (due to RDCK excesses) - Property taxes up 40% this year - reduce taxes - taxes are way too high - taxes going up all the time | <p>Housing (4)</p> <ul style="list-style-type: none"> - availability of rental housing - housing prices - lack of senior housing (affordable) - more housing for seniors (elderly) |

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| <ul style="list-style-type: none"> - small town/short sightedness (not willing to change) - the absence of a younger adult population that are motivated to change - town attitude about change - slow | | |
| <p>Air Quality (13)</p> <ul style="list-style-type: none"> - air quality (smoke) I know - mostly not from here - air quality at times - burning of the fields in the fall - foul air - occasional bad air quality - pollution: weeds/grass, dust, wood smoke, chemical (orchard spray) - smell of brewery (only on certain days) - smell of plant - smoke from burning fields - smoke from burning on flat lands and from u.s. burning stubble - smoke from south due to burning - stench from sewer plant - wood smoke - can't open window for fresh air | <p>Tourism (unwelcoming) (4)</p> <ul style="list-style-type: none"> - general feeling that tourist are bothersome - not enough attention directed at tourism - not welcoming to visitors. i.e.: family and tourist... golf course not tourist friendly - fruit stands too expensive - tourism - not very accommodating to tourist- i.e.: business hours should be longer, especially the tourism building. | <p>Misc. Comments (24)</p> <ul style="list-style-type: none"> - champagne tastes on beer wages - clothes lines - cloudy winter days, fog, etc - feeling that everyone's property is fair game to walk across (lack of respect) - garage sale mentality - cheap - I can't think of any - isolation in regards to higher education - need a better college - not on the ocean, poor drivers (esp. some older folks) - TEXAS KETTLE from RDCK - Kids & rec centre staff - school teachers and brewery workers - this town appears to be in a coma - un-necessary words making the investigation a joke - lack of toilets downtown - no public toilets - no access to modern services - no facilities - no infrastructure - ALR properties in town - little government services - themselves in summer on the river edge - the paper (advance) write up |

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| | | of police reports - laid back community attitude |
| Cost of Living (8) - food cost - groceries are too high (priced) - high price of urban & rural real estate - high prices compared to cities for groceries, etc - high super market prices - lack of business competition resulting in inflated prices - price of food - prices (x 4) | Noise (7) - noise from traffic on main down town - noise from vehicles - no mufflers - noise re: mufflers on cars/trucks - boom box's - noisy vehicles & trucks going down the main street - noisy trucks starting at 4am - not quiet - many unnecessary noisy vehicles | |

Appendix 3 – Open Ended Questions

Town Finances – Likes (Question 8)

List 2 important things you would like the Town to pursue over the next 5 years.

| Bypass (32) | Economic Development (Business Retention, support, etc) (48) | Streets & Sidewalks (47) |
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| <ul style="list-style-type: none"> - a bypass around Creston (not Cook St) - aggressively push Provincial Gov't to build the mountain bypass - build a bypass route for highway traffic - by pass - By Pass - By Pass - where it originally is suppose to go - by pass for the Hwy - by pass of downtown area routing traffic around Cook St - bypass - bypass - bypass - Never thought I'd say it but I've had too many close encounters on downtown streets - bypass downtown - bypass highway - bypass Hwy 3 from Main Street - bypass of Canyon Street - divert large commercial traffic off Canyon Street - get the by pass - get the highway out of the center of town - get traffic off Canyon Street (truck route) - lobby province for by pass highway - make Canyon Street straight through with an underpass or over pass to by pass the tracks - move Hwy 3 to Cook Street | <ul style="list-style-type: none"> - attract larger businesses - attract more business/industry that create jobs to keep young people here - attract more industry to area - attract new business - attracting businesses - attracting more light industry and stores - better goods and services - better shopping - bigger & more shopping facilities - bring in more business - bring more industrial business - bring small industry (jobs) to town - business development - business development, - designate land and encourage light industry to come to our community - downtown business - employment opportunities - encourage & promote small scale projects in agriculture, make better use of what you already have - encourage environmentally friendly businesses - encourage industry & growth - encourage more businesses - encourage new business - encourage new business (that creates employment) - encourage residents to shop | <ul style="list-style-type: none"> - better road conditions - better sidewalk/more sidewalks - build sidewalks & make them wider - continue sidewalk from homelinks south to Erickson Street (safety) - crosswalks at Cedar + 16th and by the library - repave 14th Ave S so it does not melt in the summer - crosswalks on NW Blvd/ or lights - fix corner of 10th Street (3 way stop) - improve Railway Blvd & Main St access - improve roads & sidewalks - improve sidewalk availability - improve sidewalks - improve sidewalks - improve streets & sidewalks - improve town streets (potholes, etc) - improve traffic flow - improvement of side roads – e.g. Elm Street - instead finish paving residential streets & sidewalks - keeping roads clean - lights at Canyon (by the grain elevators) - Make streets wider (not narrower) like 16th street with side walks bad choice totally "not good" - more street sweeping in all areas |

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| <ul style="list-style-type: none"> - push for bypass - reduce heavy truck traffic on Canyon St. by making it one way - find new thru route east bound - removal of heavy truck traffic on main street - Re-route #3 Hwy truck traffic via north bypass - Re-route heavy traffic off main street - Re-route highway traffic away from main street. Important with new narrow streets from revitalization - re-route main Hwy from running thru our town - stop trucks on main street - traffic bypass - traffic diversion (bypass/Cook St) | <p>here</p> <ul style="list-style-type: none"> - encourage small business - encourage small downtown businesses - fill up store fronts - Fridays in most towns is late night shopping... why not here??? - Lets attract more businesses to town - get more retail stores here - helping new businesses open/start up - job creation (industry) - limit large business enterprises of all kinds to keep Creston a small town like it is and not mushroom in size like Kelowna did - make our town more attractive to industry - more business to keep people employed and staying in Creston - more employment - broader tax base - more industry - more jobs for our youth - more jobs to encourage people to live here - more opportunities/incentives for restaurants/pubs to open - more shopping - more small business - open up to and promote new private development - bring in more industry - push to improve shopping choices (Canadian Tire) - retail business to further jobs - shopping - stores (bigger retailers) - Stores that people can walk around town and shop. Tourist stopped and asked | <ul style="list-style-type: none"> - more side walks - more sidewalk in residential areas - one more street light at elevator crossing - pave every road in town - paving of the side streets - place speed limit signs on more streets - put in more parking - quit tearing up streets - repair 16th Ave S (canyon St - Erickson St) & extend sidewalk past library - repaving (not seal coating) side roads - Roads need a lot of TLC - sidewalk leading to NW Blvd (industrial area), create a rural municipality - sidewalk on NW Blvd - sidewalk or path along the back Erickson Road - sidewalks - sidewalks, affordable housing for low income families - stop building traffic obstruction like on Canyon St - street improvements in certain areas - street repair/upgrades (10 Ave between Regina & Vancouver Devon Road - Streets - maintenance & upgrades (Good Luck with North 10th/ Cavell) - traffic light Overwaitea/A & W - traffic circles, sidewalks - upgrade bad corner (3 way) on 10th Regina St - upgrade the street we live on - we live "below the tracks" and at times this area seems to get less attention - eliminate parking meters |
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| | "where's the shopping in Creston?" | - get rid of the parking meters |
| Recreation / Activities (36) <ul style="list-style-type: none"> - a dog park, typically fenced, where people and their dogs can play together. These places offer dogs off leash play and their owners can enjoy a park like setting and the chance to socialize with others. Dog parks are being established all over the country and offer a wealth of benefits to dogs - more municipal parks - Town run golf course - an exercise park same as in Cranbrook & Nelson - bike & walking trail jointly funded by provincial & federal government - Complete rec centre - completion of the pool - Maintenance/improvements to recreational fields, tennis courts, bike park etc... - Dog Park? - dog park - extensive development of hiking and biking trails - first class outdoor swimming pool - get the rec centre on budget and soon - improve bicycle passage and safety - make over the rec centre - to run efficiently - more activities for youth – i.e. build a rec centre & activities - more biking or walking trails in and around town - more for kids to do - year round - more outdoor recreational | Enforcement (Bylaw & RCMP) (12) <ul style="list-style-type: none"> - enforce bylaws i.e. keep property in town suitably groomed - enforce bylaws (property!) - get RCMP off of day shift and have a present around the drug and crack house's at night - get someone from proper ministry to lay down the law. re: proper observation of where you can smoke, in pubs and especially the legion and on a Saturday - have a greater police visible re: traffic - hire new bylaw officers - Life for the Town of Creston to enforce their bylaws - people living in a trailer in the back alley with no toilet facilities since May 21, 2009 - well past the 2 week stay. Do something about this now, we pay our taxes and play by the rules, do your job. - 24 hr RCMP coverage - plan to stop increase of drug usage and selling - policing - lack of visibility/manpower - putting a stop to drugs and the teen drinking - review & strengthen pet bylaws | Snow Removal (10) <ul style="list-style-type: none"> - better enforcement of sidewalk snow removal - better snow removal - better snow removal - better snow removal policies - get a better handle on snow removal - do not dump on private property - improved snow removal - more environmentally friendly snow/ice management on roadways - snow removal downtown - Snow removal for elderly. I can shovel my own snow but I feel badly for those that can't. The snow that a plow leaves at the end of a driveway is heavy - snow removal in winter, weed control in summer |

| | | |
|--|---|--|
| <p>facilities, i.e. tennis courts, & more shopping</p> <ul style="list-style-type: none"> - more participation in activities at rec centre - more public access to community forests - with in reason for respectable people - more things for middle age people to do - more things for teens - more things for youth - not just hockey - more walking and biking trails - more walking trails through town - pedestrian/bike trail: safe accessible path or bike lanes. Creston is a scary place to ride a bike - seasons pass for children at the Rec Centre - sports fields for everyone: Soccer/especially Football - swimming indoor pool - swimming pool - trails - trails for scooters, walkers, & bikes - try to get covered swimming pool done with budget that was voted on - upgrade soccer fields all around town - youth center | | |
| <p>Medical Services (12)</p> <ul style="list-style-type: none"> - attract more doctors - bring in more doctors - advertise - ensure hospital & health services remain same or increased - getting back hospital - getting more doctors | <p>Tourism (10)</p> <ul style="list-style-type: none"> - approval/support for convention centre - conference center & 4 or 5 accommodators, extend Chamber of Commerce hours for tourist - creating more interest in Creston with regard to | <p>Street Lighting (5)</p> <ul style="list-style-type: none"> - check town street lights, so many are out not lighting at night - lights on light standards - more street lighting - Lights - some are on all day long (these are town lights) - street lighting |

| | | |
|--|---|--|
| <ul style="list-style-type: none"> - improve medical services - improved hospital services - lobby for hospital services - long term care for seniors back in the public system - restore our medical services - Medical needs - bed, practitioners – specialist - more medical services available | <p>tourism, making the town more inviting to tourist, thus more money spent in the town</p> <ul style="list-style-type: none"> - develop downtown into a tourist friendly & welcoming place. Develop a plan & have all work toward the same goal i.e. downtown Nelson - develop "destination" aspects of Creston (would like to see more specialty shops) - encourage development of Selkirk loop/increase US visitors - encourage more outside money coming in. (tourism & promotion) - increased focus on tourism - tourism - work and develop Creston as a tourist destination - we are missing out | |
| <p>Beautification / Cleanliness (14)</p> <ul style="list-style-type: none"> - appearance of Creston needs improvement, business owners need to paint, pull weeds, and water plants. Remove signs for businesses that no longer exist - improvement to grain elevators, the bunker has to go - clean up Main Street from welcome to Creston to leaving at the other end - clean up residential properties (by law enforcement) - clean up unused properties (bunker, etc) | <p>Housing (8)</p> <ul style="list-style-type: none"> - affordable housing - housing for families (not just seniors) - low cost senior housing - more housing for elderly - more seniors housing - promote Creston as a good place for seniors to live - senior housing (bunker) - take over bunker & complete for seniors | <p>Water/Sewer (11)</p> <ul style="list-style-type: none"> - develop & implement plan for installing household water meters - improve water supply - Water services updated - more water supply - new sewer plant - remove water restrictions/improve systems - review adequacy of water, sewer & storm sewer systems to accommodate new development and act on review - services - always: sewer treatments, water lines, etc - Sewer infrastructure, several backups in my home due to plugged sewers/tree roots |

| | | |
|--|--|---|
| <ul style="list-style-type: none"> - Continued beautification of downtown/parks - deal with half built concrete structure on NW Blvd - developing & enhancing neighbourhoods - Do something with Rendezvous Hotel and old Owls Nest building (town beautification) - do something with the "eye sore" bunker - add benches everywhere - less town beautification - Raise standards of cleanliness & appearance of all properties & roadsides - enforce vigorously and collect fines or additional taxes for non-compliance - revitalize downtown area, possibly higher taxes on empty buildings to discourage using them as a tax write off | | <ul style="list-style-type: none"> - to find and implement an alternative method of treating water (no chlorine) - water sewage |
| <p>Misc. Comments (22)</p> <ul style="list-style-type: none"> - all transient pickers to register and employers to provide accommodations - be more open to change and/or progress - don't be afraid of change - maintain the character & uniqueness of our community - vision for the future - better facilities for handicap people - control of noisy vehicles (exhaust noise) - arrangement for art show - get all town properties out of the ALR - get bike rally out of town - get rid of time zone change - give serious thought to | <p>Municipal Spending / Organizational Improvements (13)</p> <ul style="list-style-type: none"> - cut down staff in Town Hall - develop a comprehensive 5 years development plan, publish it and stick to it - get spending under control, like public works - have a good look and do something about the over staffing e.g. how does it compare with Stan Salvador & Lula Irvine when they were mayors? - lower taxes - for the amount of taxes we pay here compared to other areas in BC , we should at least have sidewalks - make a bylaw forbidding the | <p>Environmental (8)</p> <ul style="list-style-type: none"> - better recycling program - blue boxes for all households to properly recycle (included in taxes) - Blue Box Recycle System (user fees) - environmental sustainability (fixing leaks in reservoir, or green incentives, tax credit for homes that switched to a cleaner burning wood stove) - keep greenescapes - park and greenspace development - reduce air pollution - supporting local food production |

| | | |
|--|---|--|
| <p>burying power lines rather than replacing poles</p> <ul style="list-style-type: none"> - infrastructure - less dogs & no cats - more attention to holidays - more bus services - more public washrooms - public restroom - where are public washrooms??? - to investigate contractors who do not fill obligations - upgrade services - use larger signs - easier to see - helping not-for-profit agencies that provide services that improve the town or assist local groups (i.e. School PAC), share cost for playgrounds – as used by community after school & weekends. | <p>owners of mobile home parks from displacing their tenants to build strata title properties</p> <ul style="list-style-type: none"> - more availability for the newsletters i.e. mail boxes - more council input - new fire hall - not in favor of long term borrowing - pay off complex & no more debt - pay your way without any more residential taxes - review efficiencies of administration costs | |
|--|---|--|

Appendix 3 – Open Ended Questions

Communications – Web Site (Question 17)

What kind of information or improvements would you like to see added to the Town's web site?

| | |
|---|--|
| <p>Online Services</p> <ul style="list-style-type: none"> - put in issues (complaints on line and get a response about them) - ability to pay online services - Blog/interaction/place for people to express opinions | <p>Documents</p> <ul style="list-style-type: none"> - the link to view the 2009/2011 corp strategic plan, make sure all links connect the user in the correct place - list of our by laws - Fees & Schedules, more contacts - bylaws |
| <p>Project / Issue Updates</p> <ul style="list-style-type: none"> - info updates, (recent appt of City Manager, background info - update on bunker situation - monthly report on monies spent/progress on swimming pool - regional police survey? not even found... - more info about what our police are doing in the community - More informative content - employee of the month profile - just keep it up to date - options on major programs/projects - Newsletter - more detailed info reviewed at open house mtg - future projects, diversification - easier access to info about water restrictions & would like to know who to complain to about fire bans, when we have problems | <p>General Comments</p> <ul style="list-style-type: none"> - I think it looks great and is very informative - seems fine as it is - 0 (zero) - good so far - don't know right now - its a good site - looks good - no opinion |
| <p>News / Events / Community Information</p> <ul style="list-style-type: none"> - easier use, obituaries - so you don't have to wait for the newspaper - more updated property sales - court news and opinion line - please check dates and events - better links to real estate, community events, rec centre, brewery, wild life centre, | <p>No Computer / Internet</p> <ul style="list-style-type: none"> - a lot of senior residents have no access to the web site - I don't have a computer - have no computer - no computer - don't have internet, too old & too poor - I have no computer |

| | |
|---|---|
| <ul style="list-style-type: none"> - candle factory - local news, local school events - where you can find off-leash dog friendly places in an area - let's promote recycling - links to other Creston websites & businesses... more info - links to other local features | <ul style="list-style-type: none"> - I spend next to no time online so I have no opinion - I'm a techno - peasant - not everyone can afford computer (money & time) - no computer - no computer |
| <p>Tourism</p> <ul style="list-style-type: none"> - keep us informed as necessary on changes & plans to improve the valley for tourism i.e.: more RV & Camping facilities - stronger promotion of local food processors & tourism | <p>Unaware of and/or do not visit Town's web site</p> <ul style="list-style-type: none"> - do not have time to go through towns web site regularly - haven't seen it - have not visited enough to form an opinion - rarely look at it - perhaps I should! - we haven't used it as yet - I don't use the web site - informing citizens of its existence - have not looked at it - not used or referenced - wasn't aware of it - never used it - I didn't know you had a web site |

Additional Misc. Comments:

1. "These are all aimed at getting approval for higher taxes, kind of a loaded question!" (regarding Question 7)
2. "Please note: although it is great to have services and recreation we must make sure that property taxes are still affordable, especially because we have a limited industrial base."
3. "Just a few lines – first off, thank you so much for the cat removal, I can sit on my deck. Next, love what you are doing in the downtown area, very nice, thank you for getting the rec centre going and also the new convention centre on its way, I have grandchildren in town so that's what we need is more industry for our kids and sport activities to keep people here. One beef that ugly cement thing by the elevators has to go, ha ha, otherwise I do think things are starting to look pretty good in our town."

Appendix 4 – Survey Instrument



TOWN OF CRESTON 2009 CITIZEN SURVEY

Please complete this survey if you are the adult (age 18 or older) who most recently had a birthday. The adult's year of birth does not matter. Your responses are anonymous and will be reported in group form only. If you have any questions, please contact James Thackray, Town Manager, at 250-428-2214.

Quality of Life in Creston:

1. On a scale of 1 (very poor) to 5 (very good), please circle the number that comes closest to your opinion for each of the following questions:

| | Very Poor | ←————→ | | | Very Good | No Opinion |
|---|-----------|--------|---|---|-----------|------------|
| a. How would you rate the overall quality of life in Creston? | 1 | 2 | 3 | 4 | 5 | N/A |
| b. How would you rate Creston as a place to raise children? | 1 | 2 | 3 | 4 | 5 | N/A |
| c. How would you rate Creston as a place to retire? | 1 | 2 | 3 | 4 | 5 | N/A |
| d. How would you rate Creston as a place to work? | 1 | 2 | 3 | 4 | 5 | N/A |
| e. How would you rate your neighbourhood in Creston with respect to personal safety and security? | 1 | 2 | 3 | 4 | 5 | N/A |

2. List three things you like MOST about living in Creston:

- i. _____
- ii. _____
- iii. _____

3. List three things you like LEAST about living in Creston:

- i. _____
- ii. _____
- iii. _____



Town of Creston Services

4. How would you rate each of the following Town services?
- √ First, please **circle** a number under “**Satisfaction**” to indicate how satisfied you are with each service, and then,
 - √ Circle a number under “**Importance**” to indicate how important that service is to you.

| | “Satisfaction” | | | | | | “Importance” | | | | | |
|---|---|---|---|---|---|-----|--|---|---|---|---|-----|
| | 1 = Very Dissatisfied 5 = Very Satisfied N/A = No opinion | | | | | | 1 = Not important at all 5 = Very Important N/A = No opinion | | | | | |
| PARKS & TRAILS | | | | | | | | | | | | |
| Municipal Parks | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Playgrounds | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Picnic Areas | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Public Washrooms | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Trails | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Sports Fields | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Park landscaping / gardens | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Spray Park (Centennial Park) | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Bike Park | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Park Cleanliness | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| MUNICIPAL SERVICES & PUBLIC SAFETY | | | | | | | | | | | | |
| Garbage Collection | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Quality of Drinking Water | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Sewage Treatment | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Stormwater Management (Drainage) | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Road Maintenance (cleaning, painting) | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Road Repair (crack sealing, potholes) | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Sidewalk Maintenance | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Snow Removal | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Street Lighting | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Tree Protection | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Municipal Web site | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Boulevard Maintenance | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Firefighting Services (Creston Fire Rescue) | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Fire Prevention & Education programs | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Emergency Preparedness | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Fire Safety Inspections | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |



| | “Satisfaction” | | | | | | “Importance” | | | | | |
|--|---|---|---|---|---|-----|--|---|---|---|---|-----|
| | 1 = Very Dissatisfied 5 = Very Satisfied N/A = No opinion | | | | | | 1 = Not important at all 5 = Very Important N/A = No opinion | | | | | |
| DEVELOPMENT SERVICES | | | | | | | | | | | | |
| Bylaw Enforcement | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Building Permits | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Building Inspections | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Business Licenses | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Community Planning / Land Use Management | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Environmental Protection & Sustainability | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Maintaining the character of neighbourhoods | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Quality of new developments | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Public consultation on planning issues | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| TRANSPORTATION & TRAFFIC SERVICES | | | | | | | | | | | | |
| Ease of pedestrian | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Ease of travel by bicycle | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Ease of travel by vehicle | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Ease of movement by wheelchair / scooter | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Parking control and enforcement | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |
| Traffic safety (signage, road markings) | 1 | 2 | 3 | 4 | 5 | N/A | 1 | 2 | 3 | 4 | 5 | N/A |

5. In the past 12 months, approximately how often did you participate in each of the following activities? *(Please circle the number that best describes your participation for each activity listed below.)*

| | Never | Less than 5 times | Once every 1 to 2 months | More than once a month | Not sure |
|---|-------|-------------------|--------------------------|------------------------|----------|
| a. Visited Town Hall | 1 | 2 | 3 | 4 | N/A |
| b. Attended a public meeting about municipal matters | 1 | 2 | 3 | 4 | N/A |
| c. Visited a municipal park | 1 | 2 | 3 | 4 | N/A |
| d. Used a municipal trail | | | 3 | 4 | |
| d. Accessed the Town web site | 1 | 2 | 3 | 4 | N/A |
| e. Contacted Creston Fire Rescue | 1 | 2 | 3 | 4 | N/A |
| f. Attended a Town-hosted community event or festival | 1 | 2 | 3 | 4 | N/A |



Town Finances

6. In the current 5-year Financial Plan, the Town of Creston relies (on average) on the following sources of revenue to fund municipal infrastructure and other financial obligations:

| | |
|--------------------------|-------------------------|
| Property taxation - 37% | Government Grants – 19% |
| User Fees - 30% | Borrowing - 7% |
| Reserves or Savings - 7% | |

In the **future**, what revenue sources do you feel the Town should rely on? (Please circle the number that comes closest to your opinion for each revenue source listed below.)

| | Rely less | Same | Rely more | No opinion |
|------------------------|-----------|------|-----------|------------|
| a. Property taxation | 1 | 2 | 3 | 4 |
| b. User fees | 1 | 2 | 3 | 4 |
| c. Reserves or savings | 1 | 2 | 3 | 4 |
| d. Government grants | 1 | 2 | 3 | 4 |
| e. Borrowing | 1 | 2 | 3 | 4 |

7. If faced with one of the following choices, what would you advise Council to do? (Please ✓ check only one box to indicate your choice).

| | |
|--|--------------------------|
| a. Improve municipal services with higher taxes | <input type="checkbox"/> |
| b. Same or reduced level of municipal services with no change to taxes | <input type="checkbox"/> |
| c. Reduced level of service with lower taxes | <input type="checkbox"/> |
| d. No opinion | <input type="checkbox"/> |

8. List 2 important things you would like the Town to pursue over the next 5 years:

i. _____

ii. _____



9. The Town of Creston spends a portion of its yearly budget on large projects, known as capital projects. Imagine that you have \$100 to spend on the following capital projects, how would you spend it?

Please divide \$100 among the capital projects listed below according to their importance to you. Please fill all spaces with dollar amounts ranging from \$0 to \$100.

| Capital Projects (in alphabetical order) | \$ |
|---|-----------------|
| Arts & Culture | \$ |
| Beautification & Revitalization | \$ |
| Environmental Protection & Sustainability | \$ |
| Fire Station and/or Equipment Upgrades | \$ |
| Municipal Buildings | \$ |
| Parks & Trail Development | \$ |
| Sewer and Storm Sewer (Drainage) Systems | \$ |
| Streets & Sidewalks | \$ |
| Water System | \$ |
| Other: _____ | \$ |
| TOTAL | \$100.00 |

| SAMPLE | |
|-------------------|--------------|
| Capital Project A | \$20 |
| Capital Project B | \$25 |
| Capital Project C | \$15 |
| Capital Project D | \$ 0 |
| Capital Project E | \$40 |
| | \$100 |

Service Satisfaction

10. On a scale of 1 (strongly disagree) to 5 (strongly agree), please rate the following statements by circling the number that comes closest to your opinion.

| | Strongly Disagree | | | | Strongly Agree | No Opinion |
|--|-------------------|---|---|---|----------------|------------|
| a. I receive good value for the municipal taxes I pay. | 1 | 2 | 3 | 4 | 5 | N/A |
| b. The Town of Creston welcomes citizen involvement. | 1 | 2 | 3 | 4 | 5 | N/A |
| c. The Town of Creston listens to citizens. | 1 | 2 | 3 | 4 | 5 | N/A |
| d. I am pleased with the overall direction that the Town of Creston is taking. | 1 | 2 | 3 | 4 | 5 | N/A |
| e. In general, I believe the Town of Creston is doing a good job. | 1 | 2 | 3 | 4 | 5 | N/A |



11. Have you had any personal contact (in-person, by telephone, mail, email or fax) with a municipal employee over the last 12 months?
(Please \checkmark check the box that applies).

YES

NO (please skip to question #13)

12. What method(s) did you use to contact the municipal employee?
(Please \checkmark check all the boxes that apply).

| | |
|---|--|
| a. In person at a municipal facility (Town Hall, Fire Hall) | |
| b. In person in the community (at home, on the street, at a community meeting, etc) | |
| c. Telephone | |
| d. Mail | |
| e. Fax | |
| f. Email | |
| g. Other: _____ | |

13. On a scale of 1 (very poor) to 5 (very good), please rate the following statements by circling the number that comes closest to your opinion of the service you received during your most recent contact with a Town employee:

The service I was seeking was: _____

| The employee was... | Very Poor \longleftrightarrow Very Good | | | | | No Opinion |
|---|---|---|---|---|---|------------|
| | 1 | 2 | 3 | 4 | 5 | |
| a. Polite | 1 | 2 | 3 | 4 | 5 | N/A |
| b. Knowledgeable | 1 | 2 | 3 | 4 | 5 | N/A |
| c. Easy to reach | 1 | 2 | 3 | 4 | 5 | N/A |
| d. Responsive (I was helped in a timely manner) | 1 | 2 | 3 | 4 | 5 | N/A |
| e. Clear and easy to understand | 1 | 2 | 3 | 4 | 5 | N/A |
| f. Helpful | 1 | 2 | 3 | 4 | 5 | N/A |

Communications:

14. Please identify up to 3 of the most important ways you learn about municipal government issues. (Please \checkmark check a maximum of 3 boxes)

| | | | |
|--------------------------|----------------------------------|--------------------------|-------------------------------------|
| <input type="checkbox"/> | Contact a member of Town staff | <input type="checkbox"/> | Word of mouth (neighbours, friends) |
| <input type="checkbox"/> | Contact a member of Town Council | <input type="checkbox"/> | From friends who work for the Town |
| <input type="checkbox"/> | Community organization | <input type="checkbox"/> | Creston Valley Advance |
| <input type="checkbox"/> | Town web site | <input type="checkbox"/> | Creston Radio (97.7 FM) |
| <input type="checkbox"/> | Mayor's Communiqués (online) | <input type="checkbox"/> | Town Citizen Newsletter (online) |
| <input type="checkbox"/> | Other: _____ | <input type="checkbox"/> | No opinion |



15. On a scale of 1 (not at all effective) to 5 (very effective), please rank the following ways in which the Town could better inform and involve you in municipal matters. *Please circle the number that comes closest to your opinion.*

| | Not at all Effective | ← | → | Very Effective | No Opinion | |
|--|----------------------|---|---|----------------|------------|-----|
| a. Public opinion surveys | 1 | 2 | 3 | 4 | 5 | N/A |
| b. Community-wide / Open House meetings | 1 | 2 | 3 | 4 | 5 | N/A |
| c. Improvements to the municipal web site (ex. podcasts) | 1 | 2 | 3 | 4 | 5 | N/A |
| d. Neighbourhood meetings | 1 | 2 | 3 | 4 | 5 | N/A |
| e. More newspaper columns/ads | 1 | 2 | 3 | 4 | 5 | N/A |
| f. Town Citizen Newsletter by direct mail | 1 | 2 | 3 | 4 | 5 | N/A |
| g. Online networking sites (ex. Facebook) | 1 | 2 | 3 | 4 | 5 | N/A |
| h. Updates at community organization meetings | 1 | 2 | 3 | 4 | 5 | N/A |
| i. Open-line radio program | 1 | 2 | 3 | 4 | 5 | N/A |
| j. Other(s): _____ | | | | | | |

16. The Town of Creston recently launched a new web site (www.creston.ca) On a scale of 1 (very poor) to 5 (very good), please rate your opinion of the Town's web site services:

| | Very Poor | ← | → | Very Good | No Opinion | |
|---|-----------|---|---|-----------|------------|-----|
| a. Web site content (useful, current) | 1 | 2 | 3 | 4 | 5 | N/A |
| b. Web site navigation (ease of use) | 1 | 2 | 3 | 4 | 5 | N/A |
| c. "Search" tool provides accurate results | 1 | 2 | 3 | 4 | 5 | N/A |
| d. Visually appealing | 1 | 2 | 3 | 4 | 5 | N/A |
| e. Online services (Claim for Homeowner Grant / property tax payment) | 1 | 2 | 3 | 4 | 5 | N/A |

17. What kind of information or improvements would you like to see added to the Town's web site?

- i. _____
- ii. _____



Demographic Information

Our last questions are about you and your household. As a reminder, your responses to this survey are **anonymous** – we have no way of identifying specific respondents.

18. Do you own or rent your residence?

OWN

RENT

19. Are you male or female?

MALE

FEMALE

20. In which age group are you?

18 to 24 years

25 to 44 years

45 to 54 years

55 to 64 years

65 to 74 years

75 years or older

21. How many children (under 18 years old) are living in the household?

none

1

2

3 or more

Thank you for completing this survey. Please detach the Mayor's letter and return the completed survey, along with the top portion of your draw ticket, to Town Hall in the self-addressed, stamped envelope by Friday, October 2nd, 2009.

We expect to publish the survey results on our web site at www.creston.ca by early November.

