

2025 CITIZEN PERSPECTIVES SURVEY

Final Report

May 2025



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Citizen Perspectives Survey | May
2025



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INTRODUCTION



Background and Objectives

Background

This report presents the findings of the Town of Canmore's 2025 Citizen Perspectives Survey. The Citizen Perspectives Survey is conducted every few years to understand the needs and perceptions of residents, determine satisfaction with municipal services, identify spending priorities, identify areas for improvement, and learn more about the overall quality of life in Canmore. The last survey was conducted in 2023.

Insights gained by this research inform future priorities and direction for Town of Canmore Council and administration.

Objectives

Key survey topics include:

- Important local issues
- Quality of life
- Perceptions of staff and Council
- Importance of and satisfaction with Town services and programs
- Financial planning
- Communications, engagement, and customer service
- Environmental sustainability
- Community safety
- Growth and development
- Diversity and inclusion



Methodology

Methodology

Ipsos conducted a total of 400 telephone interviews with a randomly selected representative sample of Canmore residents aged 18 years or older.

A screening question was included at the start of the survey to confirm residency (either full-time or part-time) in Canmore.

Fieldwork for the survey was completed between April 2 and 16, 2025.

The final data has been weighted to ensure that the gender/age distribution reflects that of the actual population in Canmore according to 2021 Census data.

Overall results based on a sample size of 400 are accurate to within $\pm 4.9\%$, 19 times out of 20. The margin of error will be larger for sample subgroups.

Interpreting and Viewing the Results

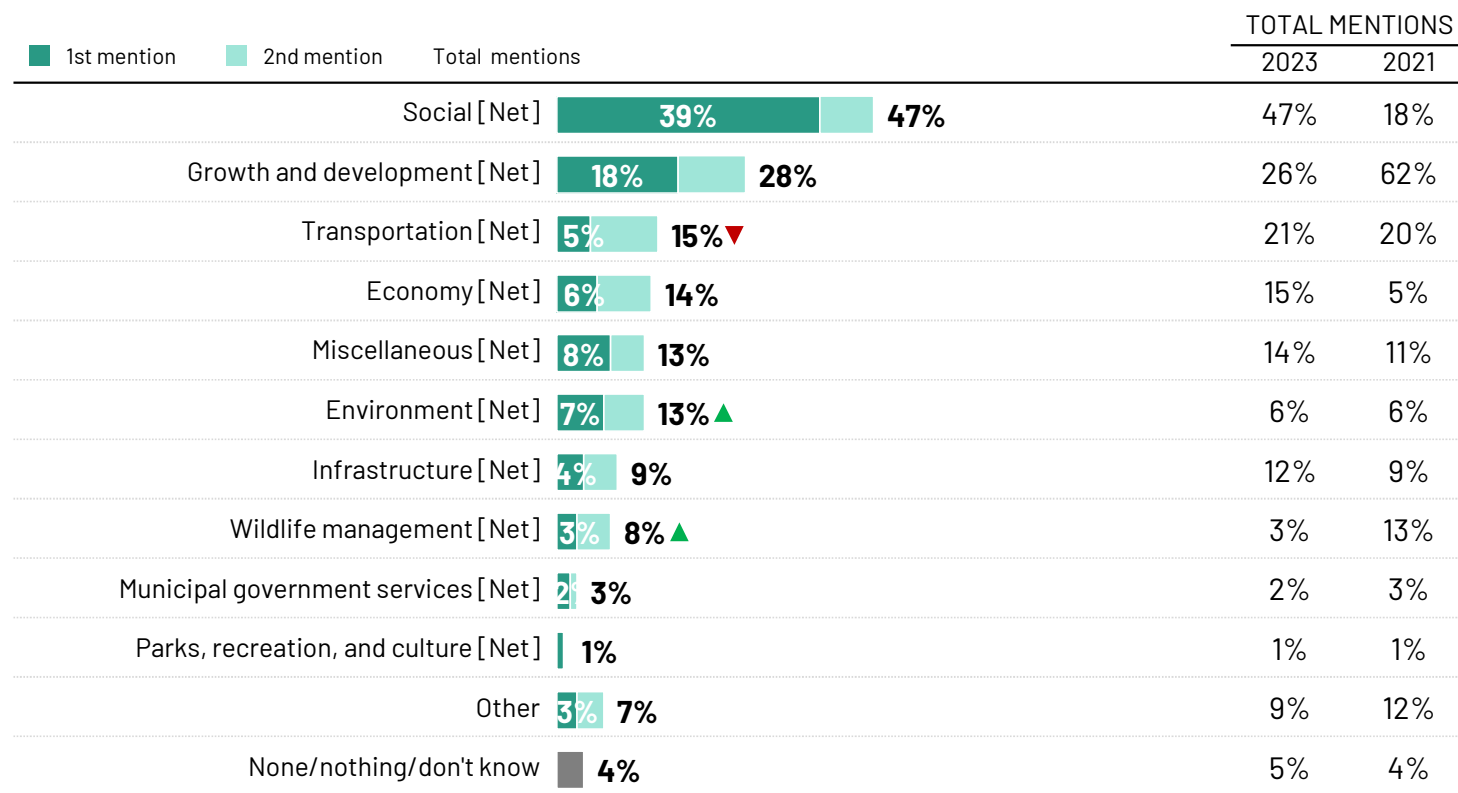
Some totals in the report may not add to 100%. Some summary statistics (e.g., total satisfied) may not match their component parts. The numbers are correct, and the apparent errors are due to rounding.

Where possible, this year's results have been compared to past Citizen Perspectives Surveys to understand how attitudes and priorities are changing, identify new or emerging issues, and monitor perceptions of the Town's performance. Arrows (▼▲) are used to denote statistically significant differences between 2025 and 2023.

DETAILED RESULTS

IMPORTANT LOCAL ISSUES

Important Local Issues (coded open-end, multiple responses allowed)



Note: A "NET" is a combination of two or more mentions that cover a specific theme.

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

Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

▼▲ significantly higher/lower than 2023.



Important Local Issues – Individual Responses Included in Each Net¹ (coded open-end, multiple responses allowed)

TOTAL MENTIONS

SOCIAL [NET]	47%
Affordable housing	30%
Housing (unspecified)	12%
Availability of housing	6%
GROWTH AND DEVELOPMENT [NET]	28%
Sustainable growth/development	8%
Too much growth/development	6%
Too many tourists/visitors	5%
Three Sisters development	4%
Population growth	3%
TRANSPORTATION [NET]	15%
Traffic congestion	8%
Parking issues/tickets	6%

TOTAL MENTIONS

ECONOMY [NET]	14%
Cost of living	10%
MISCELLANEOUS [NET]	13%
Taxes/high taxes	4%
Community involvement in decision making	4%
Budget control/appropriate spending of taxes	3%
ENVIRONMENT [NET]	13%
Conserving the environment/green spaces	11%

Note: A "NET" is a combination of two or more mentions that cover a specific theme.

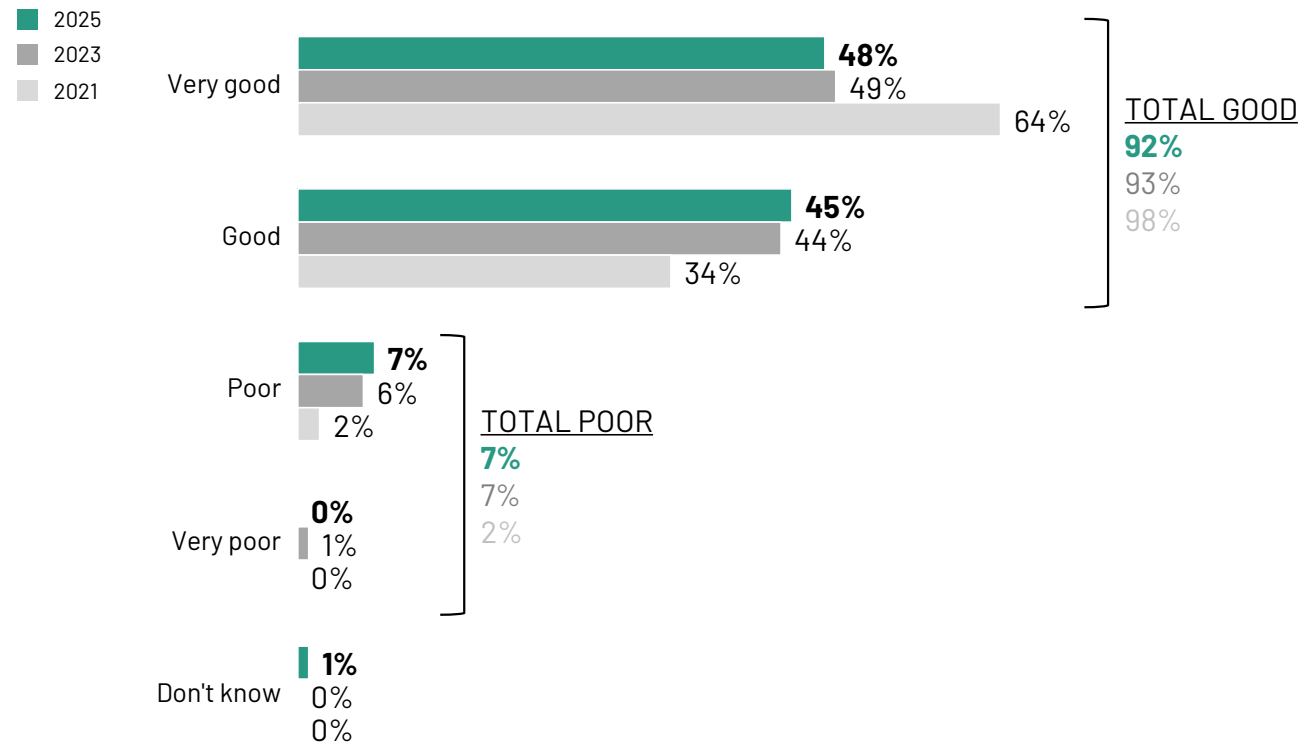
Q1. In your view, as a resident of Canmore, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Base: All respondents – 2025 (n=400)

¹Nets 10% or more total mentions. Individual responses 3% or more.

QUALITY OF LIFE

Overall Quality of Life in Canmore Today

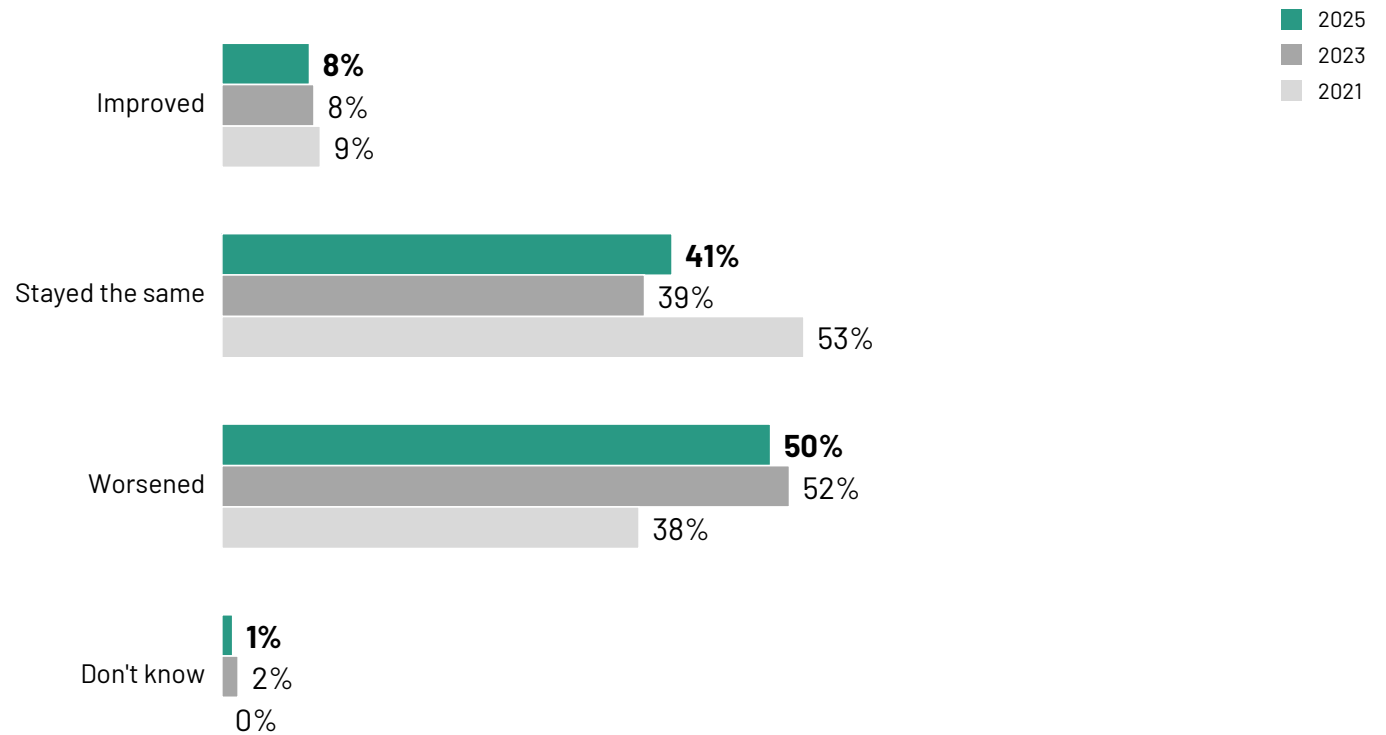


Q2. How would you rate the overall quality of life in Canmore today? Would you say ...?

Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

▼▲ significantly higher/lower than 2023.

Change in Quality of Life in Past 3 Years










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

Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

▲ ▼ significantly higher/lower than 2023.

Reasons Quality of Life has Worsened (coded open-end)

		2023	2021
Growth and development [Net]	 44% ▲	26%	51%
Cost of living	 20% ▼	36%	14%
Housing affordability/availability	 14%	10%	7%
Governance/leadership	 7%	8%	2%
Traffic	 4%	3%	8%
Taxes/increased taxes	 2%	0%	0%
Parking	 2%	4%	0%

Note: 2025 mentions <2% not shown.

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

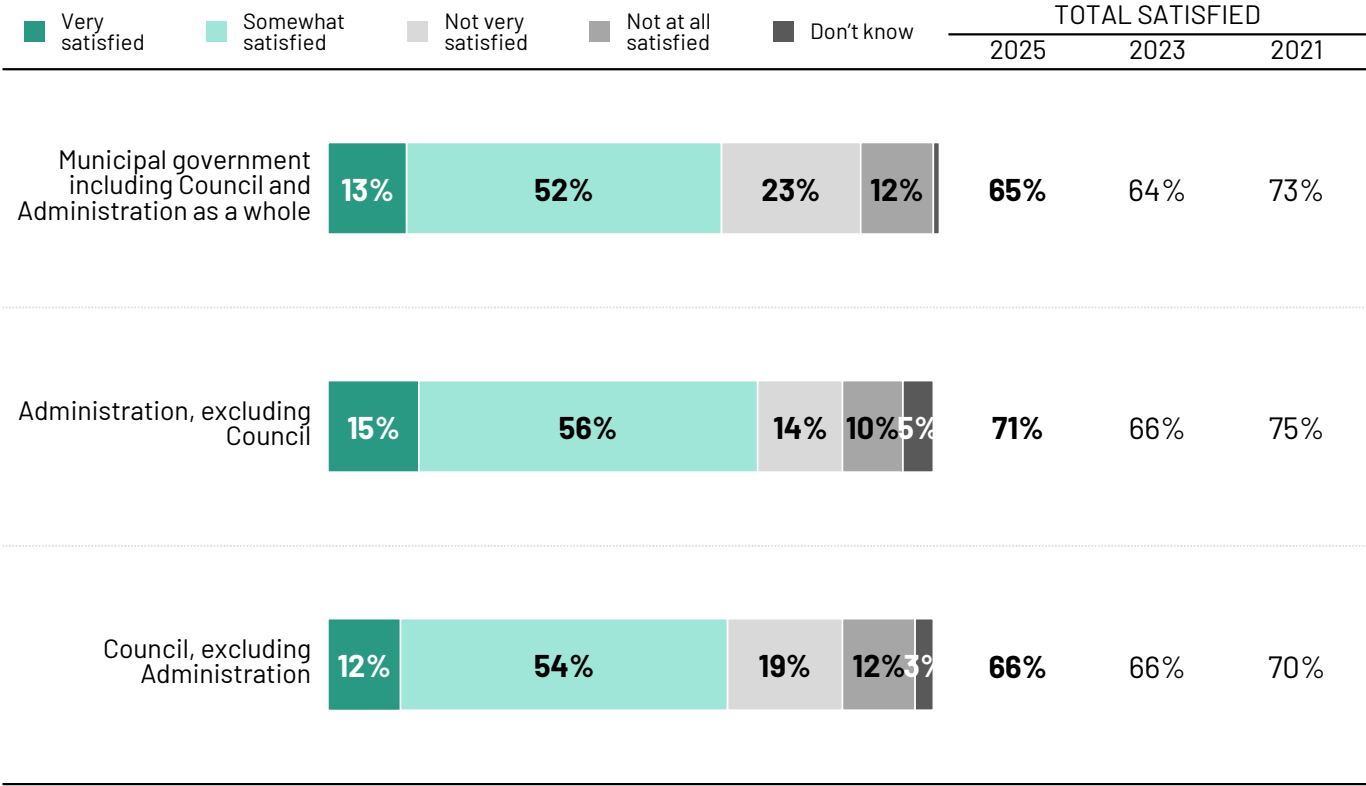
Base: Those saying the quality of life has worsened – 2025 (n=204); 2023 (n=210); 2021 (n=132)

▼▲ significantly higher/lower than 2023.



PERCEPTIONS OF STAFF AND COUNCIL

Satisfaction with Council and Administration



Note: Data labels <3% not shown.

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

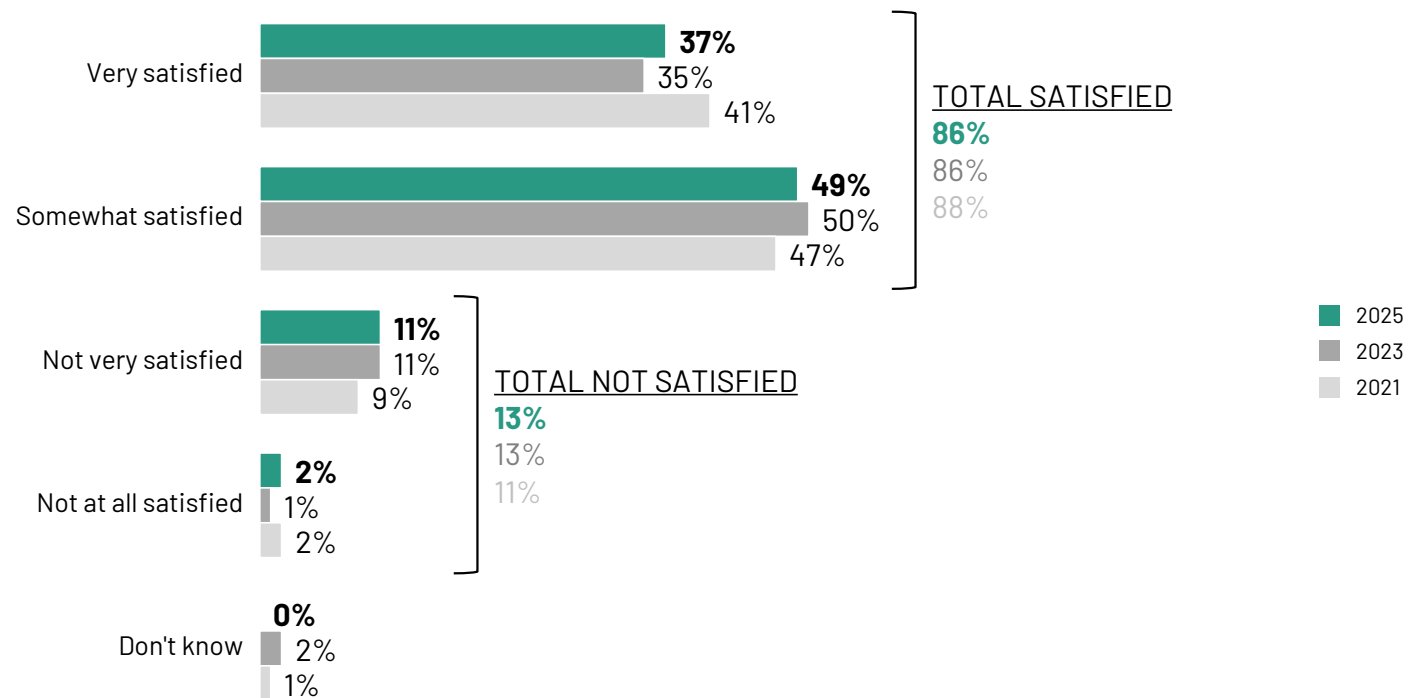
Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

▲ significantly higher/lower than 2023.



IMPORTANCE OF AND SATISFACTION WITH TOWN SERVICES AND PROGRAMS

Overall Satisfaction with Town Services and Programs

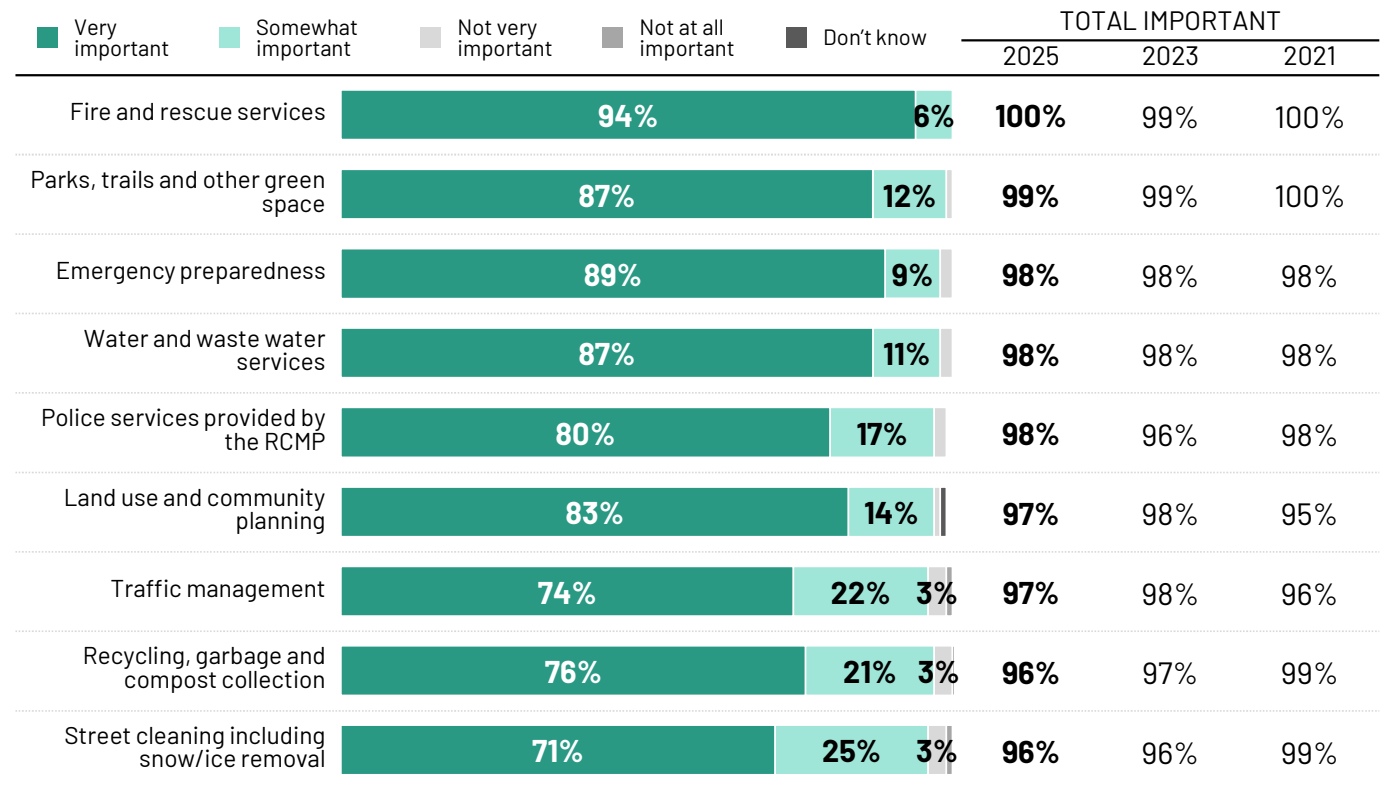


Q7x. How satisfied are you with the overall level and quality of services and programs provided by the Town of Canmore? Are you ...?

Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

▼▲ significantly higher/lower than 2023.

Importance of Town Services and Programs (1/2)



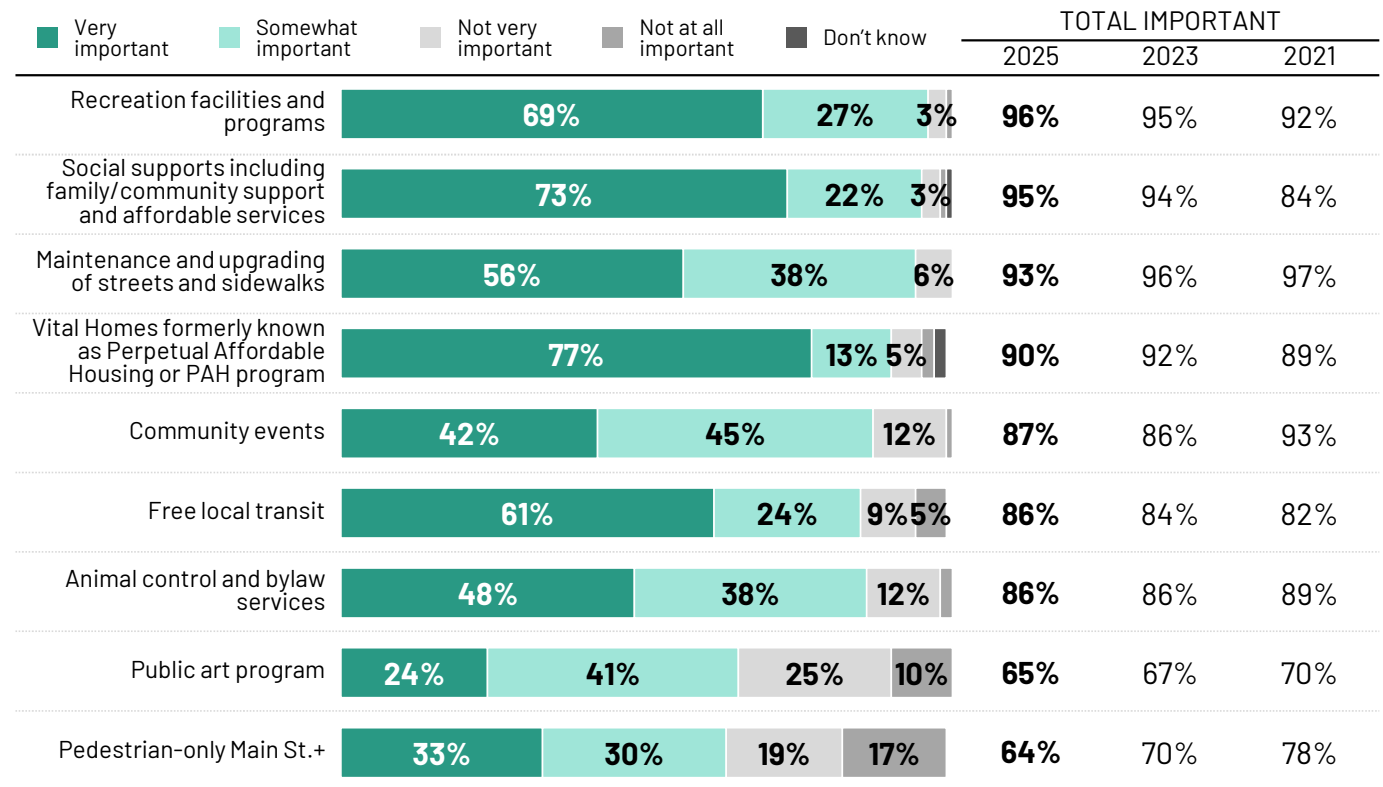
Note: Data labels <3% not shown.

Q7. I am going to read a list of programs and services provided to you by the Town of Canmore. Please tell me how important each one is to you.

Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

▲ significantly higher/lower than 2023.

Importance of Town Services and Programs (2/2)



Note: Data labels <3% not shown.

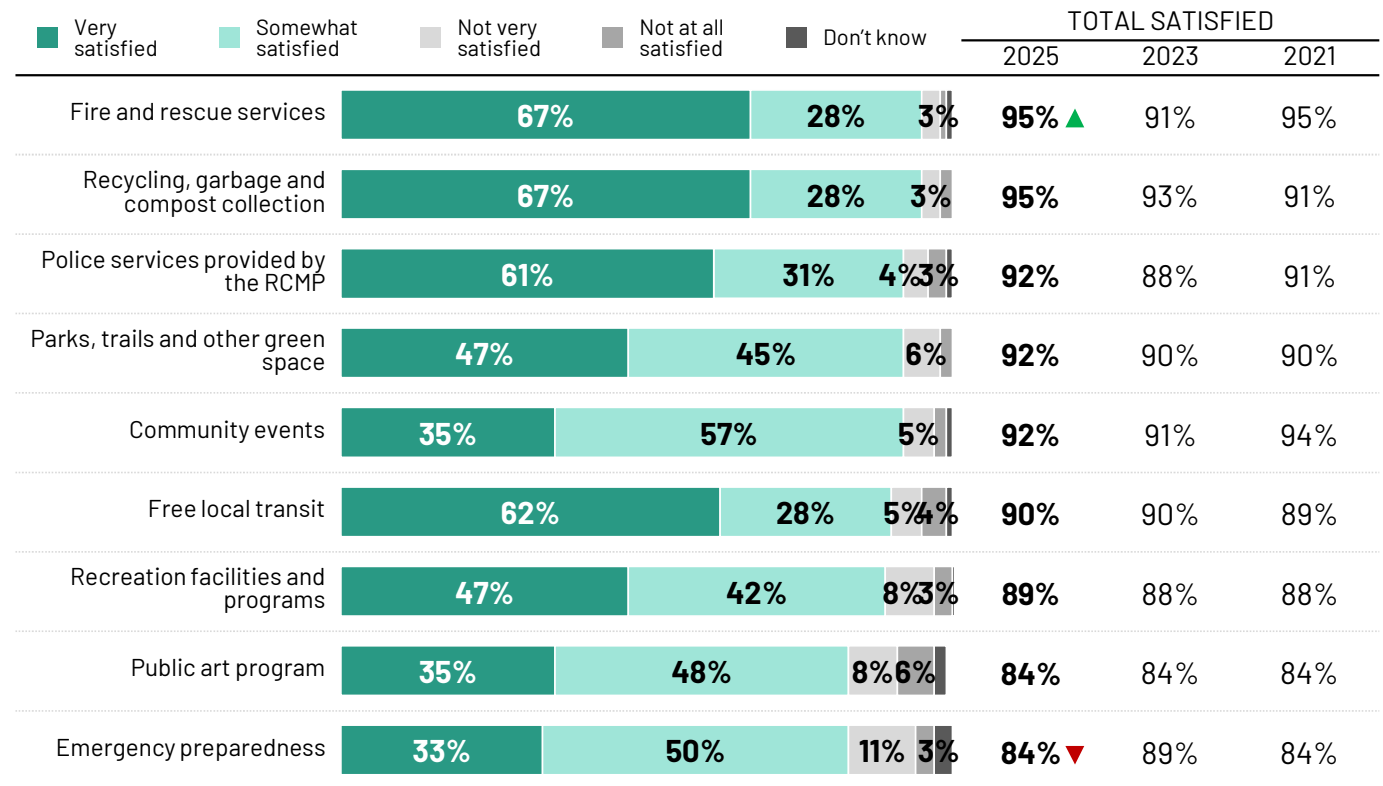
+ The words "in response to COVID-19" removed in 2023.

Q7. I am going to read a list of programs and services provided to you by the Town of Canmore. Please tell me how important each one is to you.

Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

▲ significantly higher/lower than 2023.

Satisfaction with Town Services and Programs (1/2)



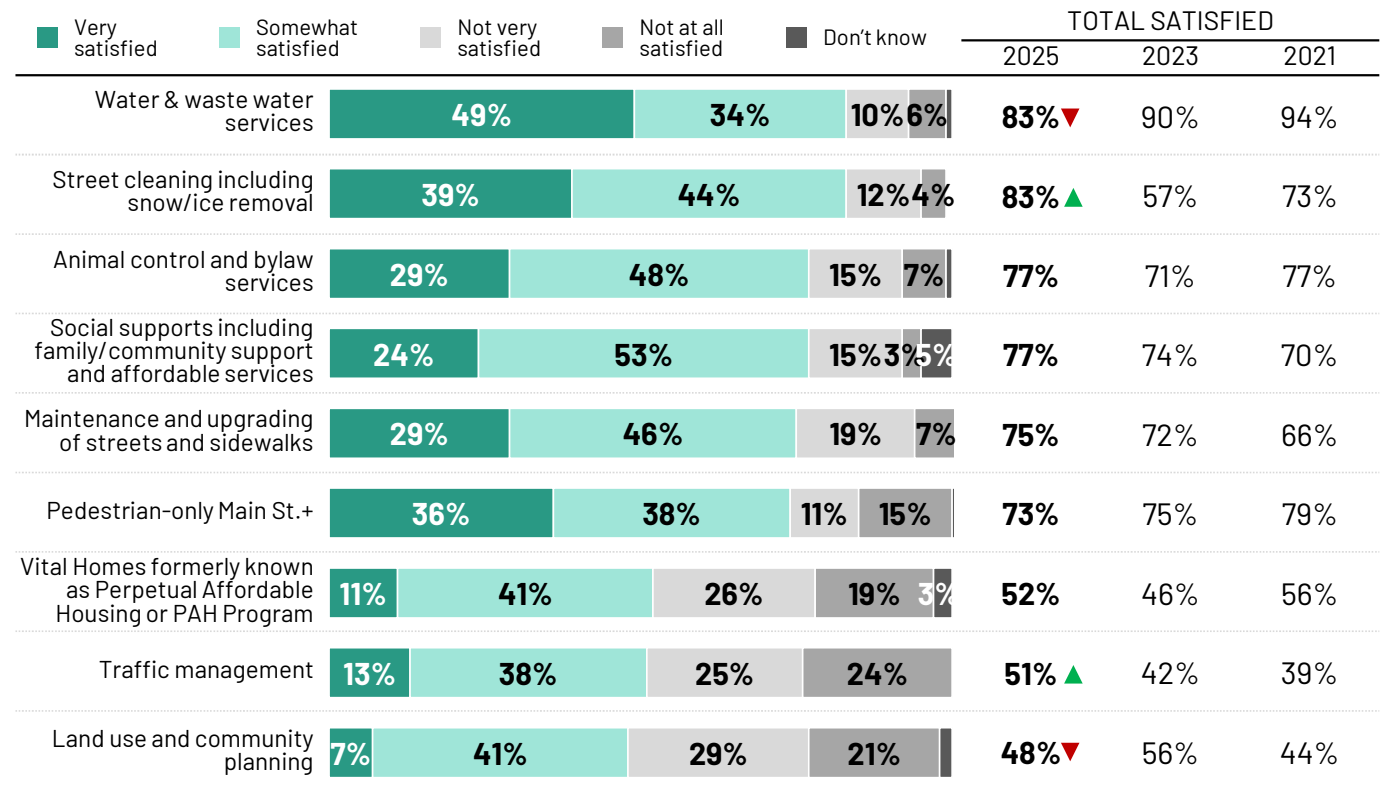
Note: Data labels <3% not shown.

Q7a. I am going to read a list of programs and services provided to you by the Town of Canmore. Please tell me how satisfied you are with the job the Town is doing in providing that program or service.

Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

▲ significantly higher/lower than 2023.

Satisfaction with Town Services and Programs (2/2)



Note: Data labels <3% not shown.
+ The words "in response to COVID-19" removed in 2023.

Q7a. I am going to read a list of programs and services provided to you by the Town of Canmore. Please tell me how satisfied you are with the job the Town is doing in providing that program or service.

Base: All respondents – 2025 (n=400); 2023 (n=400); 2021 (n=300)

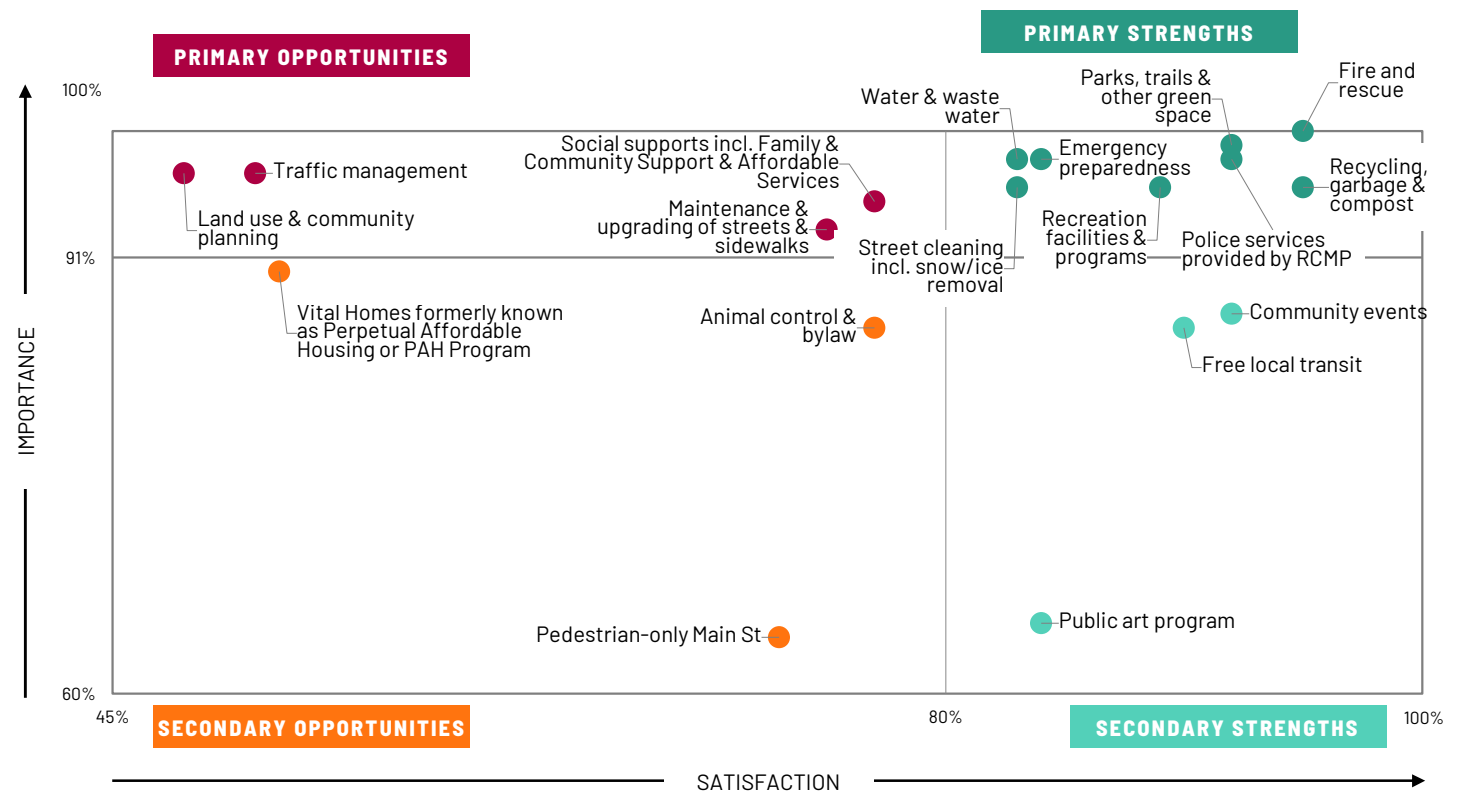
▼▲ significantly higher/lower than 2023.

Q7. I am going to read a list of programs and services provided to you by the Town of Canmore. Please tell me how important each one is to you.

Q7a. I am going to read a list of programs and services provided to you by the Town of Canmore. Please tell me how satisfied you are with the job the Town is doing in providing that program or service.

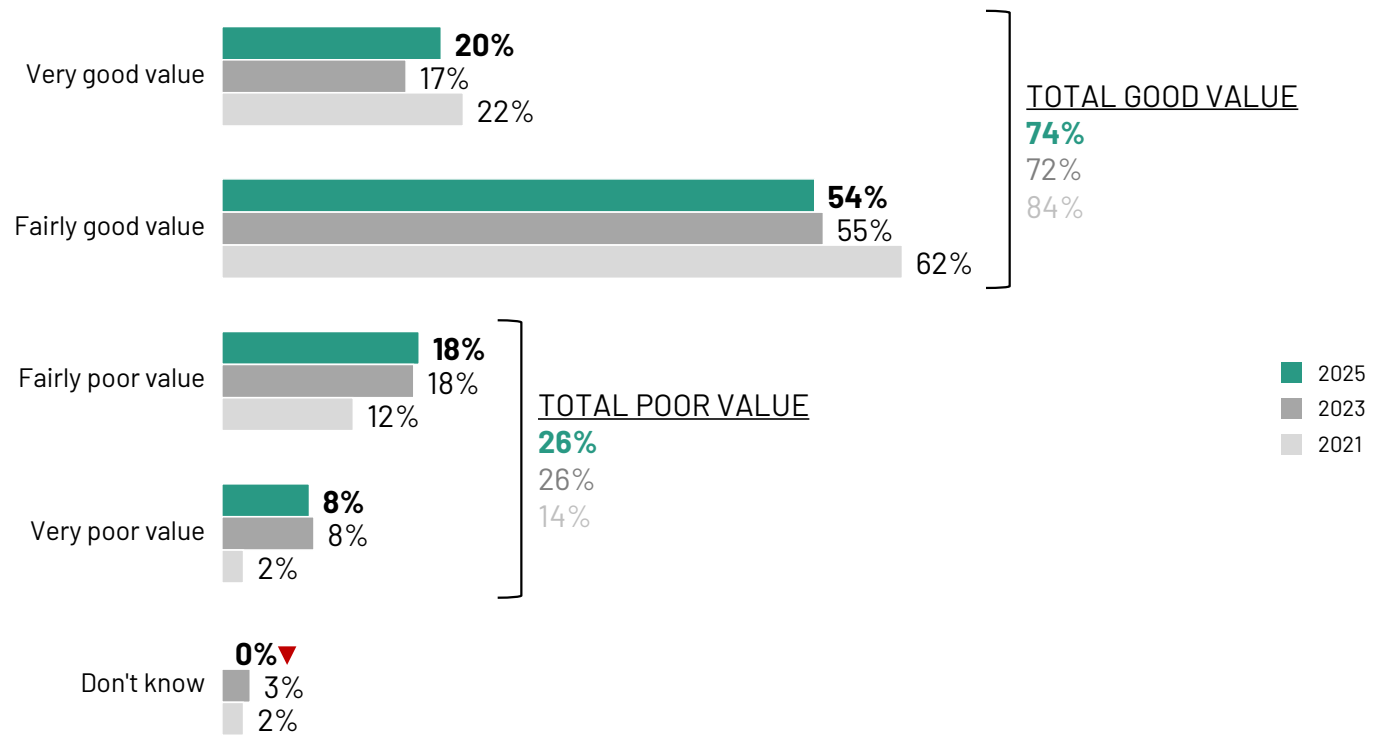
Base: All respondents – 2025 (n=400)

Importance vs. Satisfaction Action Grid



FINANCIAL PLANNING

Value for Taxes



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

Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

Suggestions for Services to Spend More On (coded open-end, multiple responses allowed)

	TOTAL MENTIONS	2023	2021
Housing	<div><div></div></div> 26%	24%	17%
Parks/recreation	<div><div></div></div> 19%	24%	30%
Public transit/bus service	<div><div></div></div> 9%	9%	4%
Traffic congestion	<div><div></div></div> 7%	7%	6%
Road maintenance	<div><div></div></div> 6%	9%	7%
Emergency services	<div><div></div></div> 5%	7%	5%
Community planning/land use/development	<div><div></div></div> 4%	3%	4%
Emergency preparedness	<div><div></div></div> 4% ▲	0%	0%
Snow removal	<div><div></div></div> 4% ▼	19%	11%
Child facilities/services	<div><div></div></div> 3%	1%	1%
Water treatment	<div><div></div></div> 3% ▲	0%	0%
Community events	<div><div></div></div> 3%	1%	2%
None/nothing/don't know	<div><div></div></div> 16%	13%	13%

Note: 2025 mentions <3% not shown.

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

Base: All respondents – 2025 (n=400); 2023 (n=400); 2021 (n=300)

▼▲ significantly higher/lower than 2023.

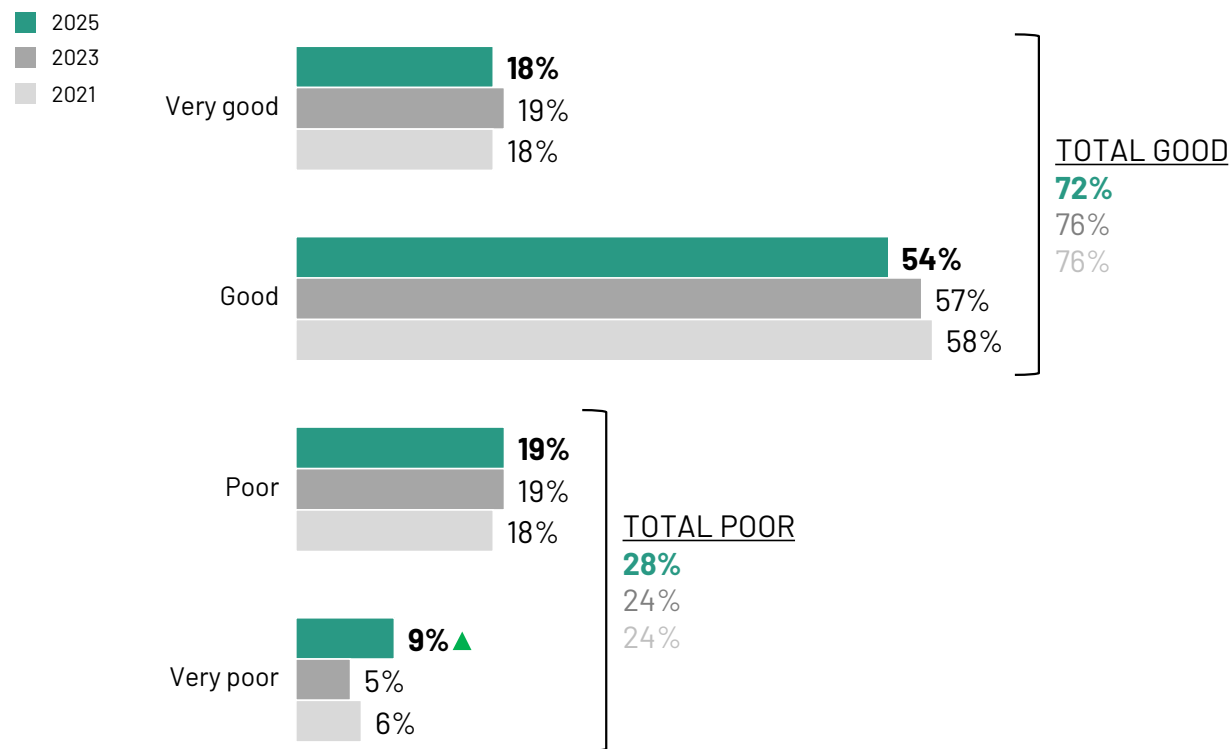


COMMUNICATIONS, ENGAGEMENT, AND CUSTOMER SERVICE

Q10. Overall, how would you rate the Town of Canmore in terms of how well it communicates with citizens about its services, programs, policies and plans? Would you say the communication has been ...?

Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

Overall Town Communications



▼▲ significantly higher/lower than 2023.

Information Needs (coded open-end, multiple responses allowed)

		2023	2021
Community planning/land use/new developments	<div><div></div></div> 27%	22%	30%
Emergency services	<div><div></div></div> 12%	9%	4%
Community/special events	<div><div></div></div> 12%	8%	7%
Community updates/what's new	<div><div></div></div> 9%	8%	21%
Municipal taxes/property taxes/budget	<div><div></div></div> 8%	8%	6%
Municipal services/programs (unspecified)	<div><div></div></div> 6%	5%	5%
Bylaws	<div><div></div></div> 6% ▲	3%	5%
Roads/transportation/transit	<div><div></div></div> 5% ▼	10%	9%
Public/Council meetings	<div><div></div></div> 4%	6%	7%
Parks/recreation/arts/culture	<div><div></div></div> 4%	4%	3%
Public engagement	<div><div></div></div> 3%	2%	1%
Housing	<div><div></div></div> 2%	1%	1%
Transparent/clear information	<div><div></div></div> 2%	1%	2%
Fire safety/proofing	<div><div></div></div> 2%	0%	0%
Cost of living/affordability	<div><div></div></div> 2%	2%	0%
None/nothing/don't know	<div><div></div></div> 20%	25%	19%

Note: 2025 mentions <2% not shown.

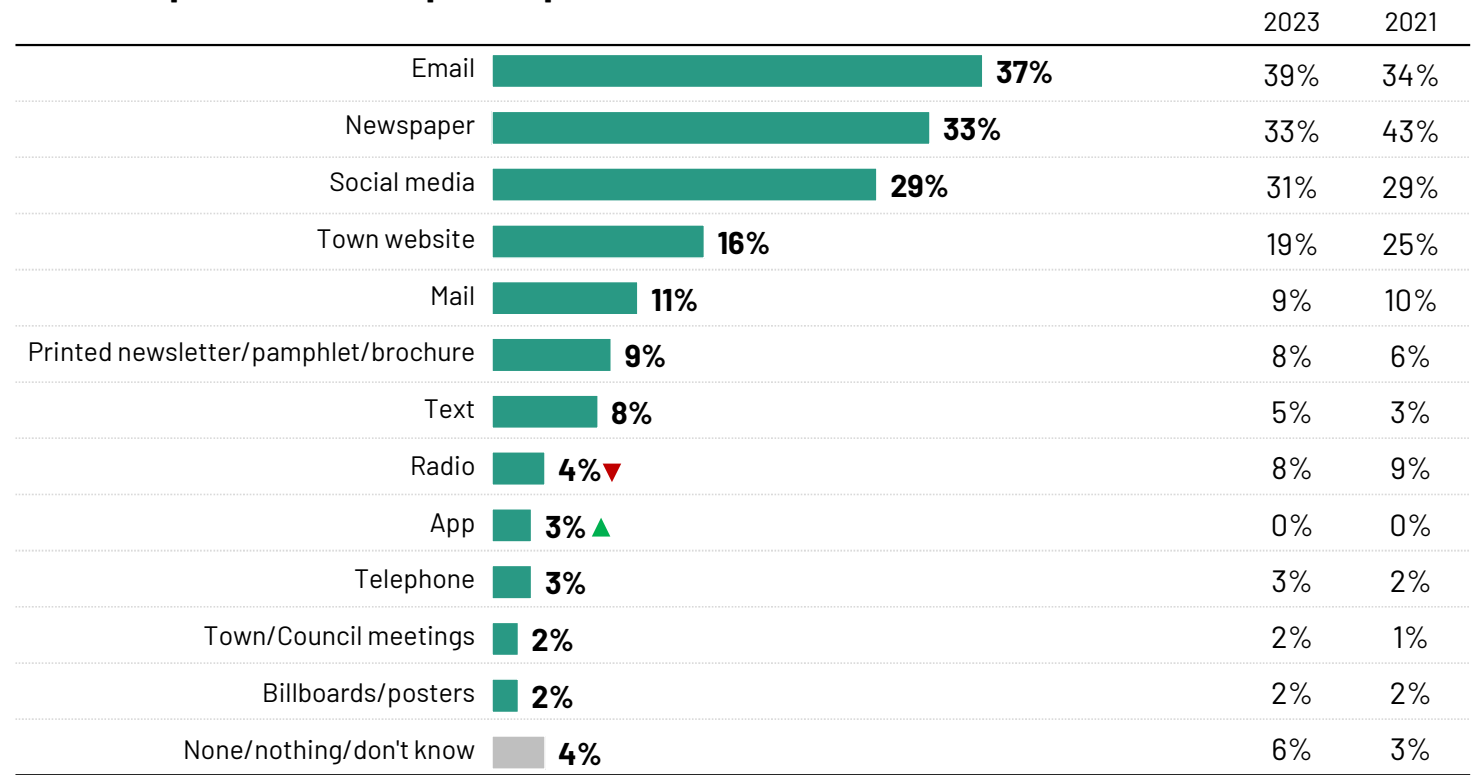
Q11. Thinking about your information needs, what kinds of information do you want the Town of Canmore to provide you with? Any others?

Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

▼▲ significantly higher/lower than 2023.



Preferred Communication Methods (coded open-end, multiple responses allowed)



Note: 2025 mentions <2% not shown.

Q12. What methods would be best for the Town of Canmore to communicate information to you? Any others?

Base: All respondents – 2025 (n=400); 2023 (n=400); 2021 (n=300)

▼▲ significantly higher/lower than 2023.



QW1. Have you been to the Town of Canmore's website in the last twelve months?

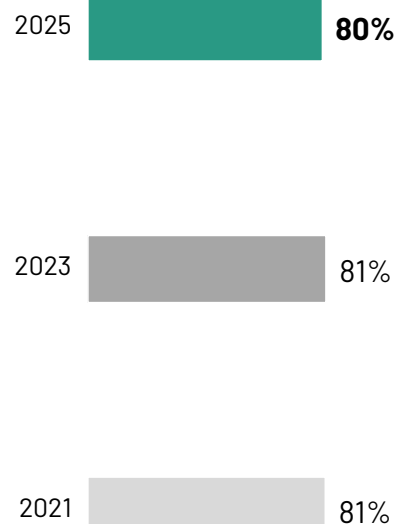
Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

QW2. How useful was the content of information and online services available on the website? Was it ...?

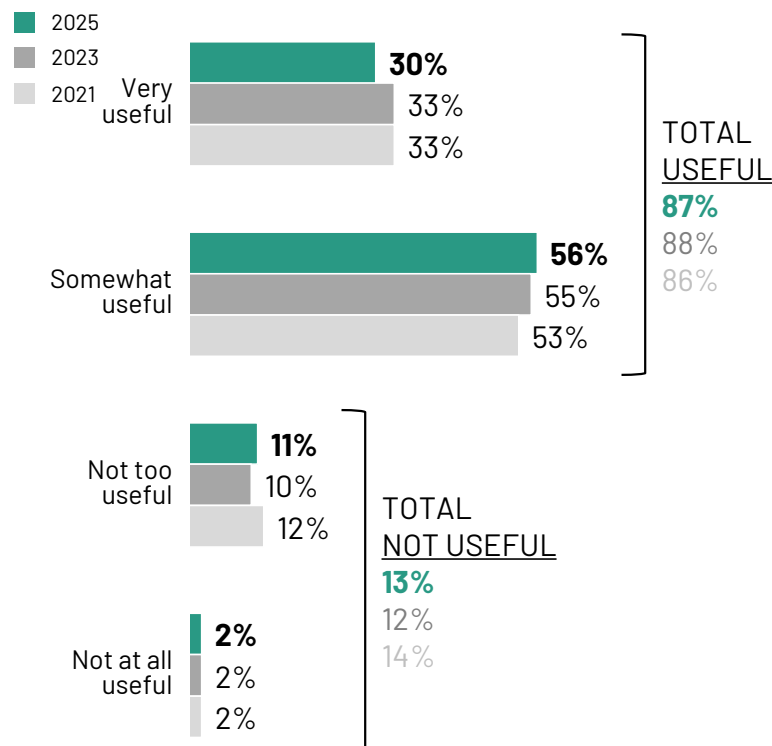
Base: Those who visited the website - 2025 (n=319); 2023 (n=323); 2021 (n=246)

Website Visitation and Usefulness

HAVE VISITED TOWN WEBSITE

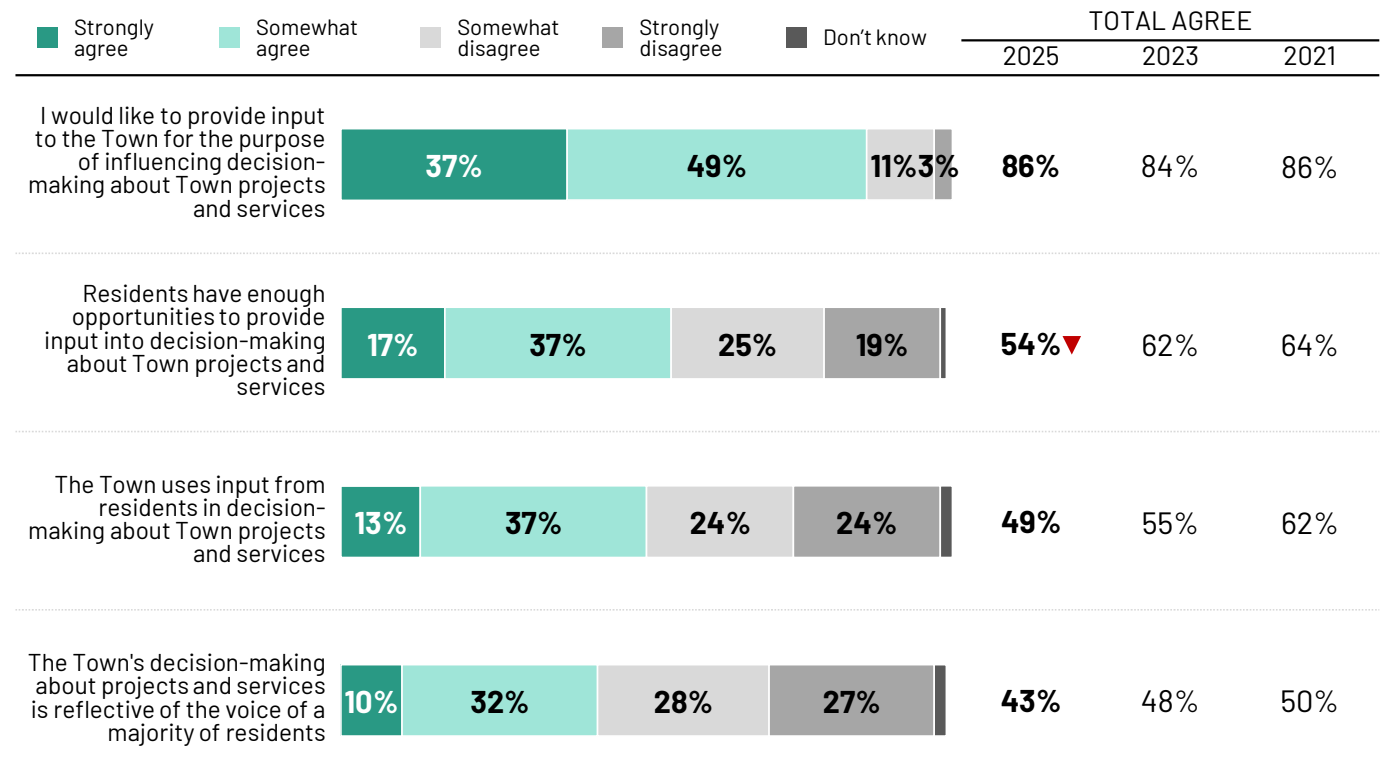


USEFULNESS OF CONTENT



▲ significantly higher/lower than 2023.

Attitudes towards Engagement Opportunities



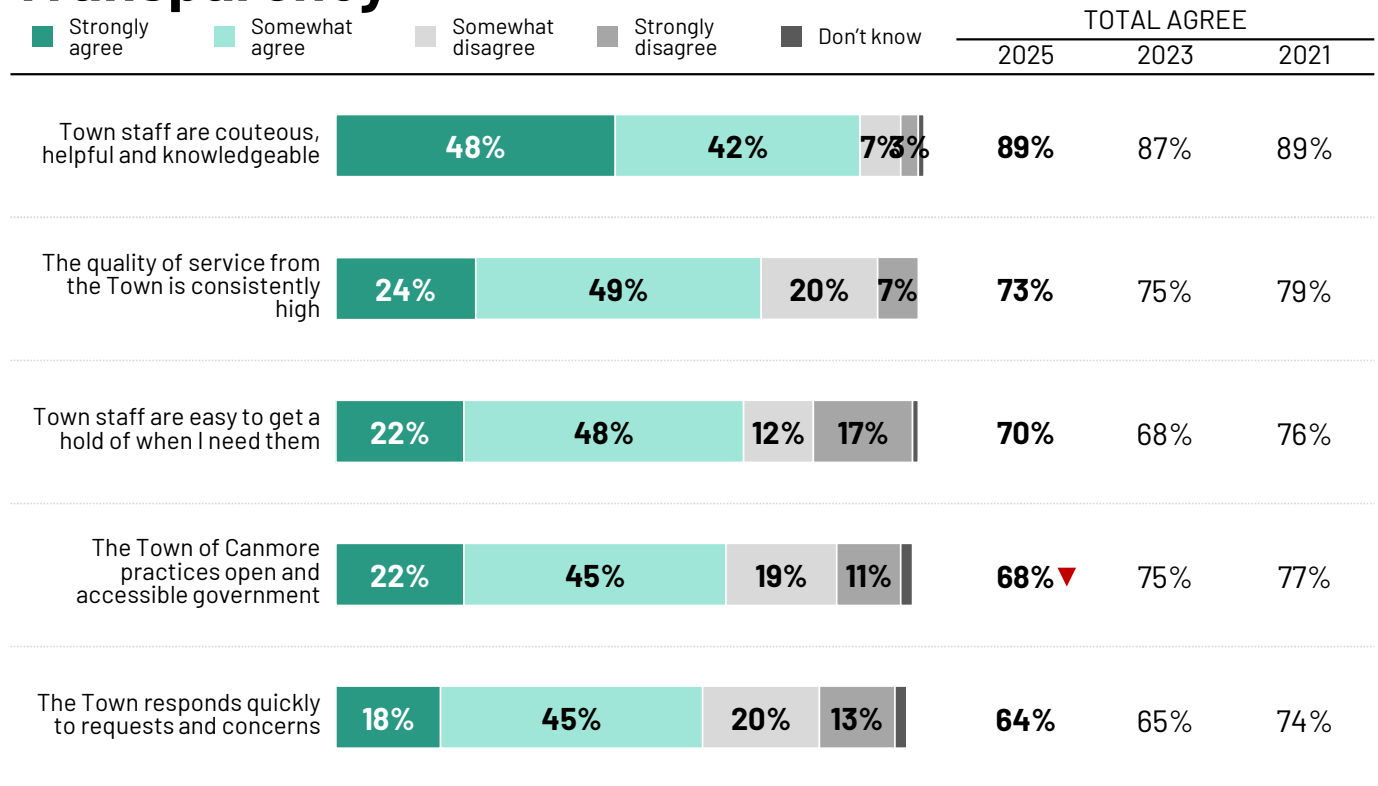
Note: Data labels <3% not shown.

QA1. Please indicate your agreement or disagreement with the following statements. Is that strongly or somewhat?

Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

▲ ▼ significantly higher/lower than 2023.

Attitudes towards Customer Service Delivery and Transparency



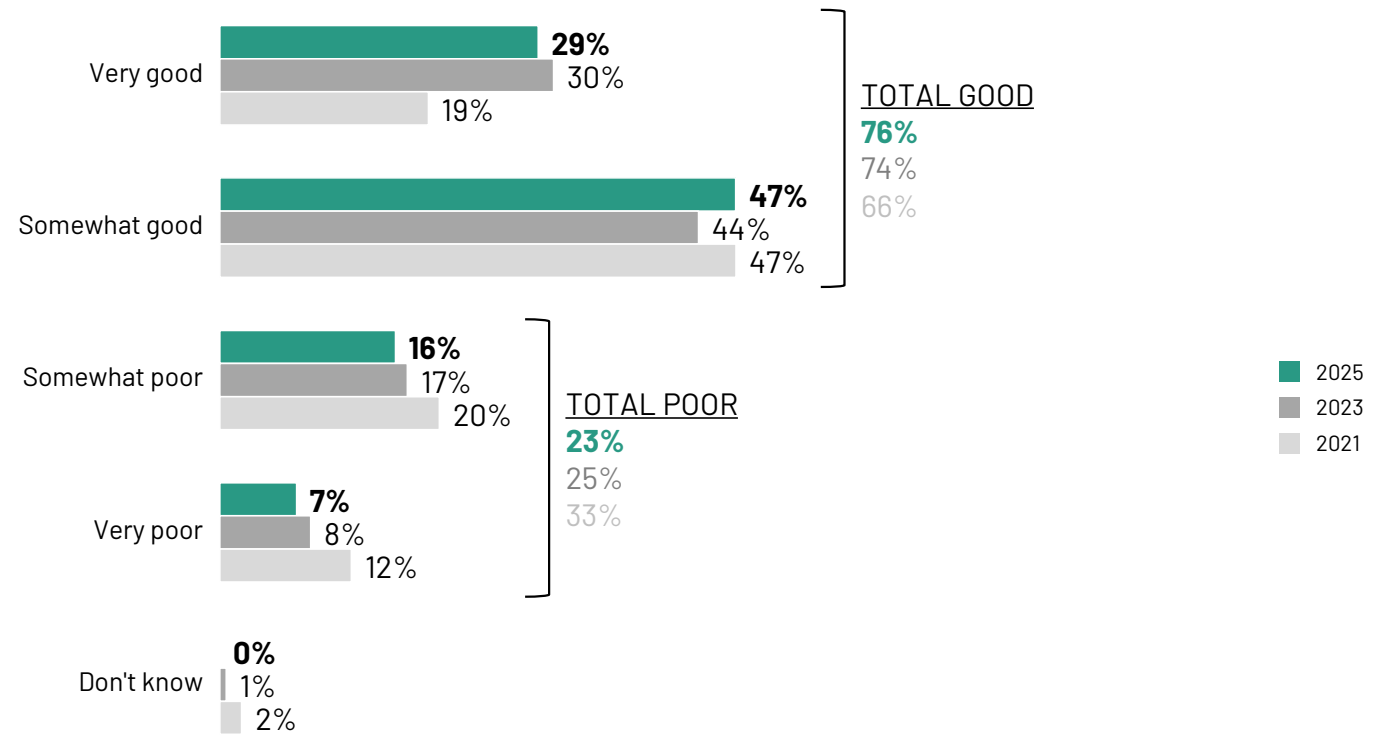
Note: Data labels <3% not shown.
QCS5. Thinking about your personal dealings with the Town of Canmore, your general impressions and anything you may have read, seen or heard, please tell me whether you agree or disagree with each of the following statements about the Town?

Base: All respondents – 2025 (n=400); 2023 (n=400); 2021 (n=300)

▼▲ significantly higher/lower than 2023.

ENVIRONMENTAL SUSTAINABILITY

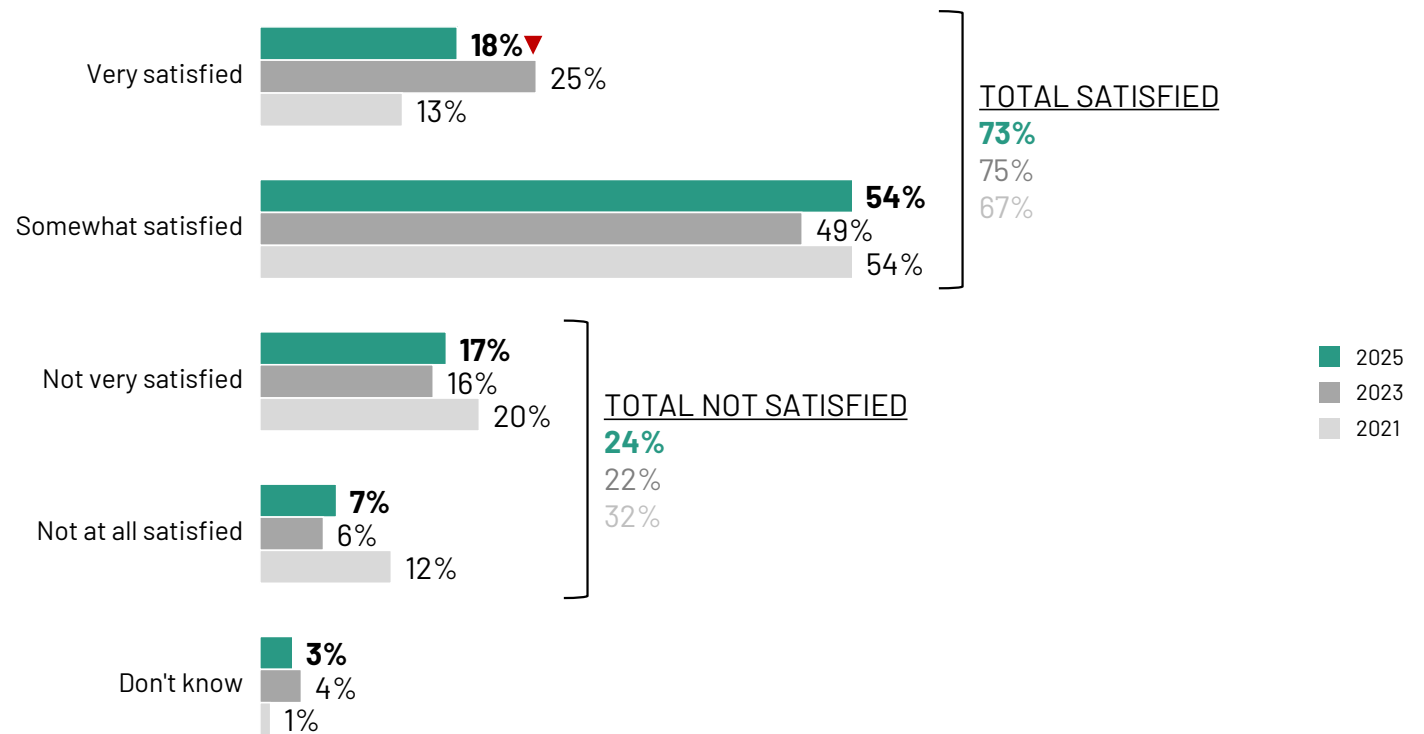
Managing Human and Wildlife Interaction



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

Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

Satisfaction with Programs and Services Aimed at Reducing Community Impact on Climate Change

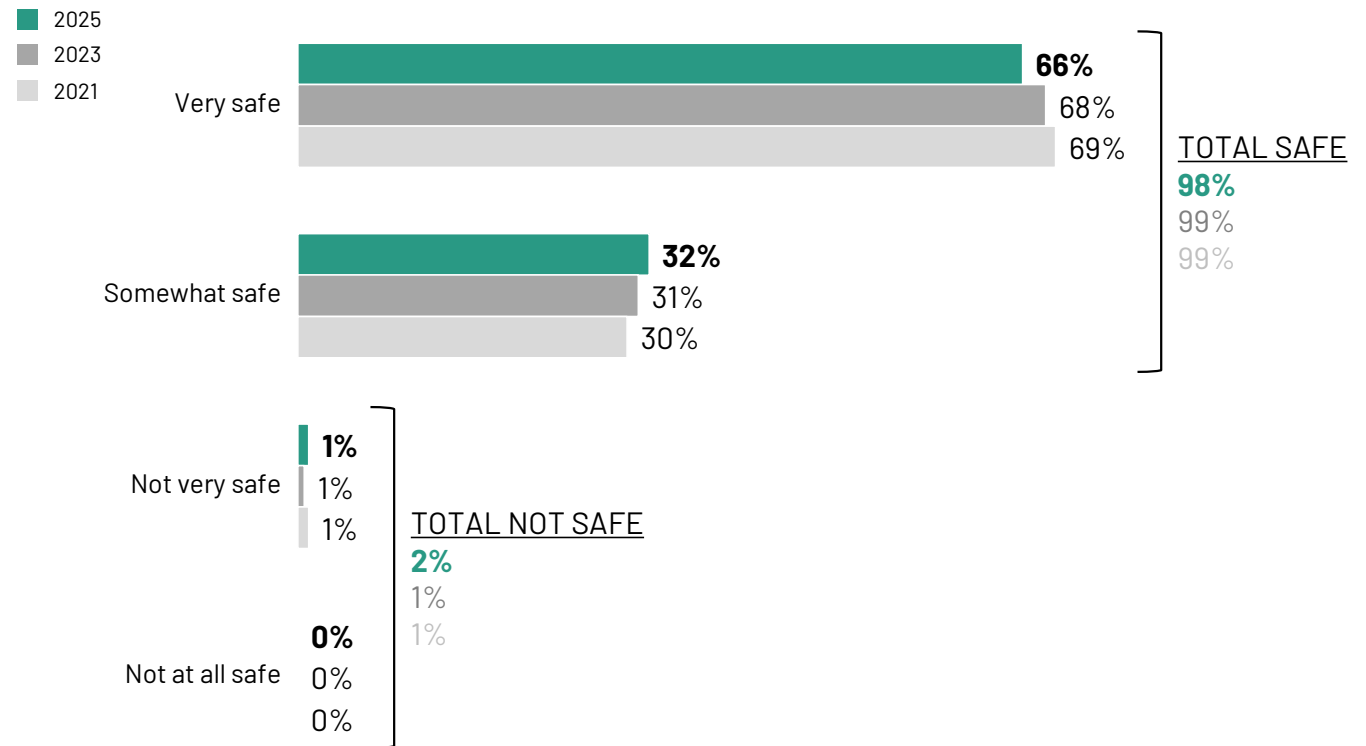


Q3. How satisfied are you with the Town of Canmore's programs and services aimed at reducing our community impact on climate change? Are you ...?

Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

COMMUNITY SAFETY

Overall Community Safety

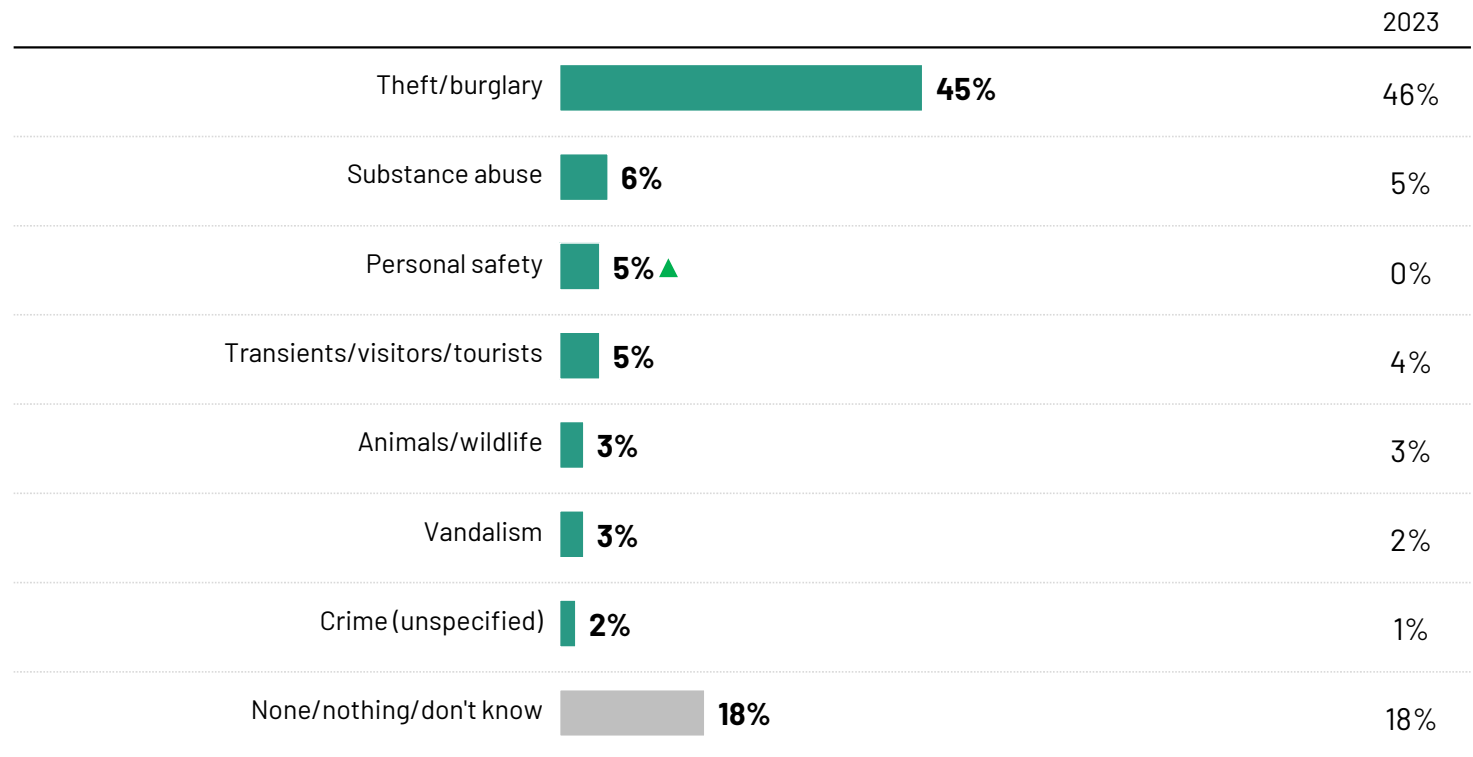


QCMS1. Overall, would you say that Canmore is ...?

Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

▼▲ significantly higher/lower than 2023.

Biggest Crime and Personal Safety Issue (coded open-end)



Not asked in 2021.

Note: 2025 mentions <2% not shown.

QCMS2. In your opinion, what is the biggest crime and personal safety issue currently facing Canmore?

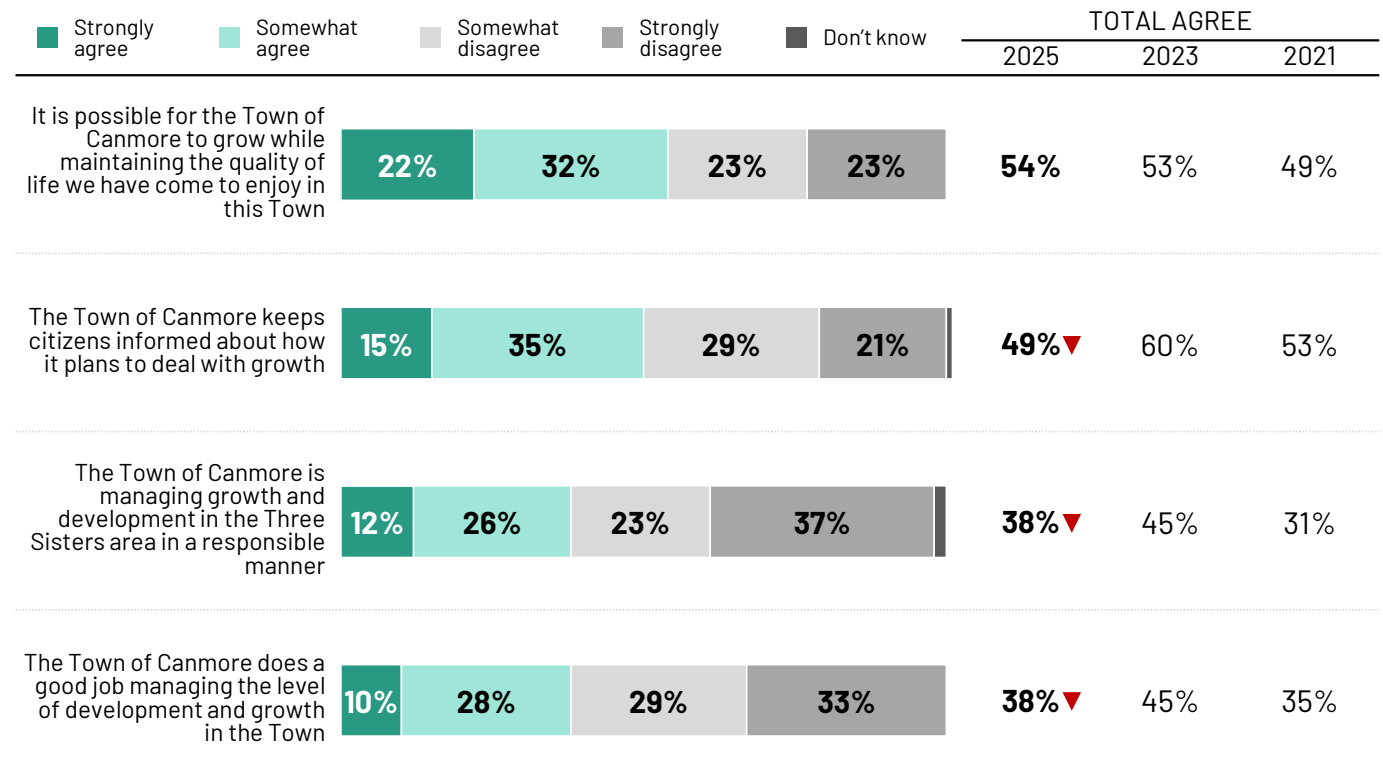
Base: All respondents – 2025 (n=400); 2023 (n=400)

▲ significantly higher/lower than 2023.



GROWTH AND DEVELOPMENT

Attitudes towards Growth and Development



Note: Data labels <3% not shown.

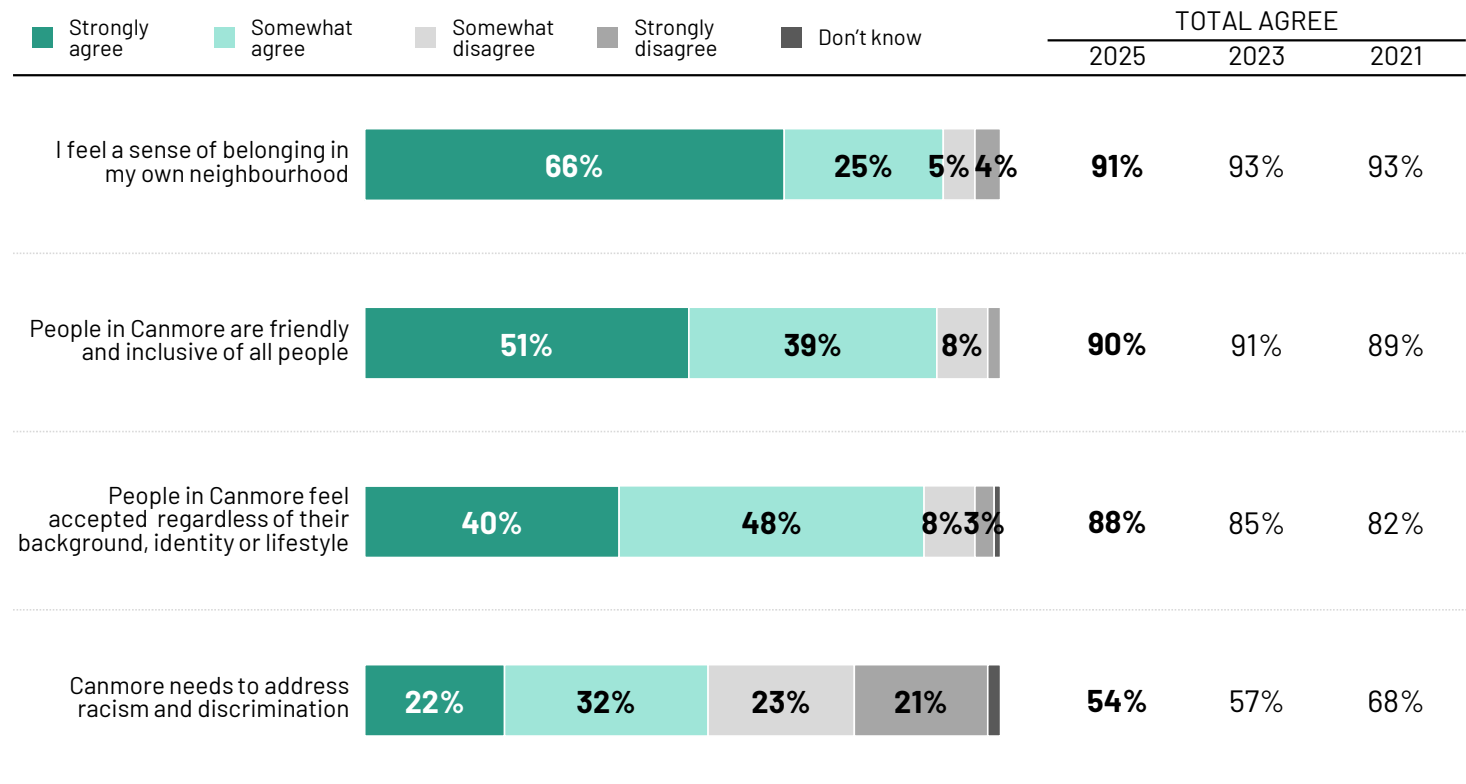
QG1. I'm going to read you a few statements about growth and development in the Town of Canmore. Please tell me whether you agree or disagree with each. Is that strongly or somewhat agree/disagree?

Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

▼▲ significantly higher/lower than 2023.

DIVERSITY AND INCLUSION

Attitudes towards Diversity and Inclusion



Note: Data labels <3% not shown.
QED11. The next few statements are about how you personally feel about diversity and inclusion in Canmore. To what extent do you agree or disagree with the following statements?

Base: All respondents - 2025 (n=400); 2023 (n=400); 2021 (n=300)

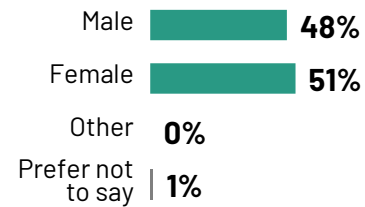
▲ significantly higher/lower than 2023.



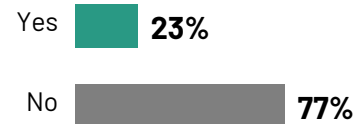
WEIGHTED SAMPLE CHARACTERISTICS

Weighted Sample Characteristics

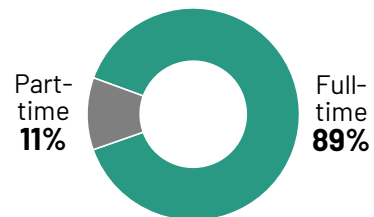
GENDER



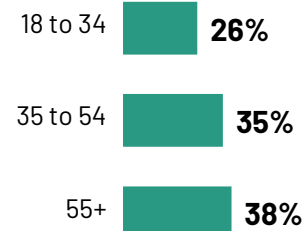
CHILDREN <18 IN HOUSEHOLD



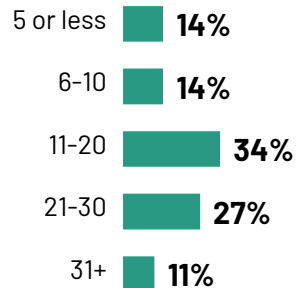
RESIDENCY STATUS



AGE

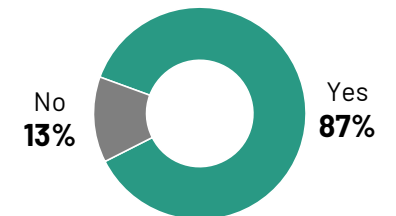


YEARS LIVED IN CANMORE

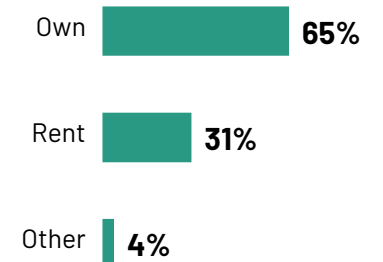


Mean **18.2 years**

PRIMARILY RESPONSIBLE PAY PROPERTY TAXES/RENT



HOUSING TENURE



Note: Some totals may not add to 100% due to rounding.

Base: All respondents – 2025 (n=400)