

**Annapolis Royal Community Survey - 2008**  
**Survey conducted on April 7 – April 30, 2008**  
**Results tabulated on April 14 – May1, 2008**

Number of surveys distributed 378 Number of completed surveys returned 114  
**30.15 % Return**

**GENERAL OPINION**

Please list **3** things that you **like** about the Town of Annapolis Royal.

Top Five Things	# of votes
1. Beautiful setting/view/waterfront	38
2. Friendly people	33
3. Sense of community/size/character	28
4. Historic preservation/history/commitment to the past	19
5. Historic Gardens	15
5. Clean/well maintained	15

Please list **3** things that you **do not like** about the Town of Annapolis Royal

Top Five Things	# of votes
1. Empty buildings and homes	9
1. Lack of sidewalks/condition of sidewalks/combinaton wood, pavement and concrete	9
2. Too quiet in winter/too many seasonal residents/businesses that close in winter	8
2. Very few families	8
2. Lack of recreational facilities for children and teens	8

Please list **3** things that you would **like to see improved** within the Town

Top Five Things	# of votes
1. More sidewalks – especially on St. Anthony and Prince Albert/ Babineau Heights	15
2. Skatepark/soccer field/ recreational facilities for young and old/basketball court/running track/more energy and dollars into recreation	14
3. More families with children	8
4. General purpose store, like the old V&S	6
5. More police presence and speeding enforcement	5

Please list **3** things that you **feel are lacking** in Annapolis Royal

Top Five Things	# of votes
1. Decent fine dining restaurant that is open year round with evening hours	25
2. Recreation – rink, gym, baseball diamond, skatepark	15
3. Young people and families	13
4. Employment opportunities/economic development/jobs	12
5. Tim Hortons	10

How do you feel the Town could better involve/engage its residents in programs, projects and events?

Top Three Things	# of votes
1. Doing fine	13
2. More Public Meetings	4
3. Work with all volunteers/encourage volunteers/value volunteers	3

## GOVERNANCE

1. Generally speaking, how much attention have you given to the work and decisions of the Annapolis Royal Town Council over the past twelve months?

Answer	Tally	Percentage
None at all	7	
<b>Some but not alot</b>	<b>72</b>	<b>63%</b>
Very much	29	
No answer	6	

2. Over the past twelve months, have you attended a Council or COW meeting?

Answer	Tally	Percentage
Yes	41	
<b>No</b>	<b>70</b>	<b>61%</b>
No answer	3	

3. How would you rate that meeting?

Answer	Tally
Not very good	2
<b>Somewhat good</b>	<b>23</b>
Very good	14

4. Over the past twelve months, have you personally contacted any member of Council to discuss Town business, projects or events?

Answer	Tally	Percentage
<b>Yes</b>	<b>81</b>	<b>71%</b>
No	33	
No answer	0	

If yes, did you feel that your concerns were important to Council?

Answer	Tally	Percentage
<b>Yes</b>	<b>61</b>	<b>53.5%</b>
No	17	
Sort off	3	
No answer	33	

5. The Town of Annapolis Royal established a non-motorized walking trail on its portion of the abandoned rail line in 2004 under a letter of authority from the Department of Natural Resources. Do you support the policy that this trail continues to be non-motorized?

Answer	Tally	Percentage
<b>Yes</b>	<b>94</b>	<b>82.4%</b>
No	13	
No answer	7	

## SERVICES

1. Over the past twelve months would you say the following services have improved, stayed the same or gotten worse?

Service	Improved	Same	Worse
Police Services	57%		
Fire Services		67%	
Recreation Facilities		54%	
Recreation Programs		47%	
Land use, planning and zoning services		63%	
Solid waste services		47%	
Street lighting		70%	
Economic development; Initiatives and programs		52%	
Unightly premises		51%	
Quality of the Town water service		63%	

## FIRE

1. How much confidence do you have in the capability of the Annapolis Royal Volunteer Fire Department in each of the following areas:

	1 – none at all	2 – some but not a lot	3 – a fair amount	4 - a great deal
Quickly respond to a fire emergency				68%
Save lives				64%
Preserve property				54%
Provide fire prevention education			38%	
Be well trained and able to handle any situation				61%
Assist other agencies in any type of emergency				62%

2. Have you used the services of the Annapolis Royal Volunteer Fire Department for any purpose during the past twelve months?

Answer	Tally	Percentage
Yes	12	
<b>No</b>	<b>100</b>	<b>87%</b>
No answer	2	

## POLICE

1. How much confidence do you have in the capability of the Annapolis Royal Police Department in each of the following areas?

	<b>1 –none at all</b>	<b>2 – some but not a lot</b>	<b>3 – a fair amount</b>	<b>4 – very much</b>
Quickly respond to an emergency			48%	
Save lives			43%	
Protect property			43%	
Crime prevention			45%	
Solving Crimes			41%	
Approachability				40%
School liaison			33%	

2. Have you contacted the ARPD for any purpose, including: an emergency, to report a crime, or for advice during the past year?

Answer	Tally	Percentage
Yes	39	
<b>No</b>	<b>72</b>	<b>63%</b>
No answer	3	

If yes, how would you rate the quality of service that you received?

Answer	Tally
Very poor	8
Average	12
Excellent	20

3. Please review the areas of policing priorities and rate them in importance to you from one to eight, 1 being the most important, 6 being the least important

Policing Priorities	Overall ranking – 1 = most important 6 = least important
Impaired Driving (20)	1
Damage to Property/Vandalism (18)	2
Speeding (17)	3
Break & Enter (17)	3
Youth Initiatives (13)	4
Drug Enforcement (11)	5
Use of All Terrain Vehicles	6

## PUBLIC WORKS

1. How much confidence do you have in the capability of the Annapolis Royal Public Works Department in each of the following areas?

	<b>1 – none at all</b>	<b>2 – some but not a lot</b>	<b>3 – a fair amount</b>	<b>4 – A great deal</b>
Snow Clearing – Streets & Sidewalks				80%
Composting – receptacle cleaning				51%
Maintaining water services				66%
Maintaining sewer services				64%
General safety				59%
Responding to complaints, questions and enquiries				60%
Approachability				69%

2. Have you contacted the Public Works Department for any purpose, during the past year?

Answer	Tally	Percentage
<b>Yes</b>	<b>75</b>	<b>66%</b>
No	36	
No answer	3	

If yes, how would you rate the quality of service that you received?

Answer	Tally
Very poor	3
Average	11
Excellent	65

## STREETS & STREET LIGHTING

1. On a scale of 1-5, 1 being very poor 5 being excellent, please rate the following items?

	Very poor 1	2	Average 3	4	Excellent 5
Condition of road surfaces				39%	
Traffic/pedestrian Safety				38%	
Winter snow & ice removal					43%
Condition of sidewalks			35%		
Street lighting (adequate)				45%	

Street lighting (outage reporting & repairs)				33%	
Other – Please Explain – Shoulders of the roads		1%			

2. Are you in favor of the Town exploring the possibility of installing LED street lights?

Answer	Tally	Percentage
<b>Yes</b>	<b>82</b>	<b>72%</b>
No	14	
If bright enough	2	
No answer	16	

3. Do you have any concerns regarding streets, street lighting or sidewalks that you feel should be addressed?

Answer	Tally	Percentage
Yes	46	
<b>No</b>	<b>58</b>	<b>51%</b>
No answer	10	

## RECREATION SERVICES

1. Please rate the following recreational areas on a scale of 1 - 5, 1 being very poor 5 being excellent. Please consider the following: cleanliness, maintenance of grounds and equipment and accessibility.

	Very poor 1	2	average 3	4	Excellent 5
Soccer Field Area (behind AWEC)				21%	
Children's Playground on Lower St. George					42%
Rail to Trail as a walking trail				28%	
French Basin Trail as a walking trail					46%
French Basin Trail as a skating area			25%		
Other Walking Trails			25%		
Other areas – Please Explain					
Market area					

2. Have you had the opportunity to participate in any of the seasonal recreational programs that are offered through the Annapolis Royal Recreation Department?

Answer	Tally	Percentage
Yes	44	
<b>No</b>	<b>63</b>	<b>55%</b>
No answer	5	

## SOLID WASTE MANAGEMENT

1. Please rate the following Waste Management Programs on a scale of 1 - 5, 1 being very poor, 5 being excellent.

	1	2	3	4	5
Clear Bag Program (April 1, 2008)					27%
Recycling				28%	
Collection of bulk items (Spring & Fall Cleanup)					49%
Waste management education				33%	
Town controlled composting				30%	
Knowledge of Town staff with respect to all waste management issues					24%

2. Do you currently use a backyard composter (earth maker) for disposal of your organic materials?

Answer	Tally	Percentage
<b>Yes</b>	<b>61</b>	<b>54%</b>
No	53	
No answer	1	

3. Do you currently use one or more green cones for disposal of table scraps?

Answer	Tally	Percentage
Yes	33	
<b>No</b>	<b>89</b>	<b>78%</b>
Doesn't work	2	

4. Do you currently use the green bins that are located in selected areas throughout Town for disposal of your organic materials?

Answer	Tally	Percentage
<b>Yes</b>	<b>63</b>	<b>55%</b>
No	51	

## WATER & WASTE WATER

1. Please rate the following water related services on a scale of 1 - 5, 1 being very poor 5 being excellent.

	1	2	3	4	5
Response to water service requests					25%
Quality of Water					42%

Cost of water service			31%		
Wastewater service				23%	

2. Do you have central wastewater services provided by the Town or do you have an on-site septic field to handle waste water?

Answer	Tally
central	98
On site septic	0
No answer	14
Not applicable	1

## ANNAPOLIS DIGBY ECONOMIC DEVELOPMENT

1. Are you familiar with the Annapolis Digby Economic Development Agency?

Answer	Tally	Percentage
Yes	46	
<b>No</b>	<b>67</b>	<b>59%</b>
No answer	1	

## PROPERTY ASSESSMENT

1. Do you review your Provincial Assessment Notice to determine whether it accurately reflects the value of your property?

Answer	Tally	Percentage
<b>Yes</b>	<b>93</b>	<b>82%</b>
No	11	

2. Do you understand the appeal process?

Answer	Tally	Percentage
<b>Yes</b>	<b>84</b>	<b>74%</b>
No	17	
No answer	12	
Not applicable	1	

3. Have you ever appealed the assessed value of your property?

Answer	Tally	Percentage
Yes	39	
<b>No</b>	<b>65</b>	<b>57%</b>
NO ANSWER	4	

## OTHER MUNICIPAL SERVICES

1. Have you contacted or attempted to contact the Town Hall with questions, comments or concerns during the past 12 months?

Answer	Tally	Percentage
<b>Yes</b>	<b>90</b>	<b>79%</b>
No	22	
No answer	2	

If yes, how would you rate the quality of service that you received?

Answer	Tally
Very poor	8
Average	24
<b>Excellent</b>	<b>50</b>
No answer	2

2. Have you personally visited the Town Hall during the past 12 months?

Answer	Tally	Percentage
<b>Yes</b>	<b>104</b>	<b>91%</b>
No	10	

If yes, how would you rate the quality of service that you received?

Answer	Tally	Percentage
Very poor	4	
Average	33	
Excellent	60	

5. Please rate the service you received in the following areas on a scale of 1 - 5, 1 being very poor, 5 being excellent.

	1	2	3	4	5
Time spent waiting					51%
Time to complete your business					48%
Friendliness of staff					48%
Helpfulness of staff					46%
Ability of staff to address your question or concern					35%
Knowledge of Town staff					33%
Other – Please Explain					

## LAND USE, PLANNING & INSPECTION

1. Have you used the services of ADPC in the past 5 years?

Answer	Tally	Percentage
Yes	45	
<b>No</b>	<b>65</b>	<b>57%</b>
No answer	4	

If yes, how would you rate the quality of service that you received?

Answer	Tally
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Very poor	
Average	20
Excellent	20

## BUDGETS, TAXES, PRIORITIES & PARTNERS

Statement	Your Views
Considering the services I receive and the property taxes that I pay, I am getting good value from the Town.	<b>Yes 35</b>
My tax inquiries are dealt with in a professional and courteous manner.	<b>Yes - 35</b>
I would be willing to pay more taxes to increase services and programs from the Town of Annapolis Royal.	<b>No 48</b>
I would support cuts to some services if property taxes were lowered.	<b>No 39</b>

3. Considering the Town budget, have you ever obtained a copy from the Town Hall and reviewed it?

Answer	Tally	Percentage
Yes	36	
<b>No</b>	<b>68</b>	<b>60%</b>
No answer	10	

4. Do you have any concerns relating particularly to the budget?

Answer	Tally	Percentage
Yes	37	
<b>No</b>	<b>52</b>	<b>46%</b>
No answer	26	

5. One of the biggest challenges facing the Town of Annapolis Royal is determining priorities for spending. Please rate the following items as priorities for spending from 1 – 10, 1 being the most important and 10 being the least important

Priorities	Overall Ranking
Police services	2
Fire services	1
Streets and street lighting	7
Parks and playgrounds	8
Recreation facilities	9
Recreation programs	10
Solid waste management	5

Water and wastewater	4
Economic development	3
Marketing, festivals and events	6

## MARKETING

1. Have you contacted the Town Hall regarding Marketing in the past 12 months?

Answer	Tally	Percentage
Yes	39	
No	73	64%
No answer	2	

If yes, how would you rate the quality of service that you received?

Answer	Tally
Very poor	1
Average	15
Excellent	23
No answer	

2. Do you agree that marketing is an important issue for the Town?

Answer	Tally	Percentage
<b>Yes</b>	<b>86</b>	<b>75%</b>
No	15	
No answer	1	
To a point	1	

3. Have you had the opportunity to attend any events that have been supported and/or organized by the Town in the past 12 months?

Answer	Tally	Percentage
<b>Yes</b>	<b>97</b>	<b>85%</b>
No	9	
No answer	8	

4. Do you intend to attend any Town supported or sponsored events in the next 12 months?

Answer	Tally	Percentage
<b>Yes</b>	<b>99</b>	<b>87%</b>
No	7	
No answer	7	

5. Have you had the opportunity to visit the Town website?

Answer	Tally	Percentage
<b>Yes</b>	<b>82</b>	<b>72%</b>
No	30	
No answer	2	

If yes, how often do you visit the site?

Answer	Tally	Percentage
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Not often	46	40%
Regularly	22	
At least once a week	10	
never	4	
Once a month	1	

6. Do you find the Town website to be informative and helpful?

Answer	Tally	Percentage
<b>Yes</b>	<b>69</b>	<b>61%</b>
No	7	
No answer	38	
Undecided	2	

7. Do you receive Town newsletters, bulletins and reminder notices by mail?

Answer	Tally	Percentage
<b>Yes</b>	<b>85</b>	<b>75%</b>
No	21	
No answer	8	

8. The Town uses many forms of advertisement to ensure that important information reaches all residents and business owners.

Form of Advertisement	Tally
Spectator	71
Town Website	47
Flyer Mail-out	83
Town Newsletter (The Town Crier)	82
Advertisement posters	56
None of the above	1

## TOWN SPONSORED AWARDS PROGRAMS

1. Are you aware of any of the awards programs that the Town offers to residents and businesses?

Answer	Tally	Percentage
<b>Yes</b>	<b>67</b>	<b>59%</b>
No	40	
No answer	7	

2. Have you ever participated in any of the Town sponsored award programs?

Answer	Tally	Percentage
Yes	21	
<b>No</b>	<b>83</b>	<b>73%</b>
No answer	10	



