

What residents told us

166 responses, September 17 to 29, 2026. Anonymous, open to anyone, English and French.

Over thirteen days, 166 people answered ten questions about Town services and priorities. Their answers point to three priorities, in this order: **the Town's finances and taxes, roads, and property crime**. Few are asking for new projects. Most want the basics fixed and want to see clearly where the money goes.

76%

chose Town finances, property taxes, or both in their top three issues

64%

chose roads and infrastructure, the most-picked single issue

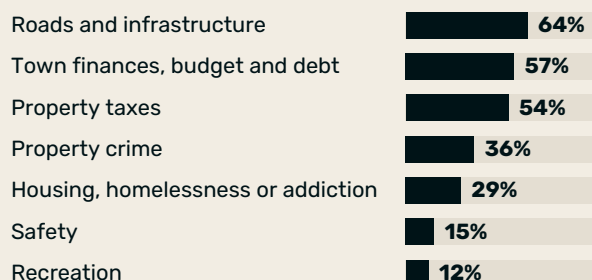
75%

rate Town financial transparency poorly; 43% very dissatisfied

57%

say keep what we have in good repair before adding anything new

Issues that matter most (up to three each)



Share of respondents who picked each issue. Money appears twice in the top three: finances and debt as one choice, property taxes as another. Housing, homelessness and addiction appeared on the form as separate boxes and are combined here.

How satisfied are residents?

Very dissatisfied Dissatisfied Neutral / no opinion Satisfied Very satisfied

Overall Town services



Roads in your neighbourhood



Snow removal and grass



Transparency of financial and infrastructure information

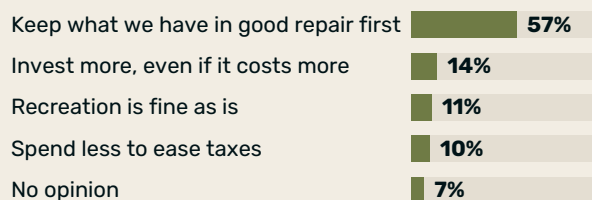


Snow and grass is the only service where more people are satisfied than dissatisfied. Transparency is the weakest result: 75% dissatisfied against 5% satisfied.

Who answered, and differences by age

90% of respondents own their home and 80% are 40 or older, so this reflects engaged homeowners more than renters or young adults. Dissatisfaction with overall services is highest among those 55 to 64 (62%) and 40 to 54 (52%), and lowest among those 65 and over (34%) and 25 to 39 (39%). On transparency every age group is in agreement: between 64% and 80% are dissatisfied in each. Groups smaller than five people are not reported.

Recreation: which view is closest to yours?



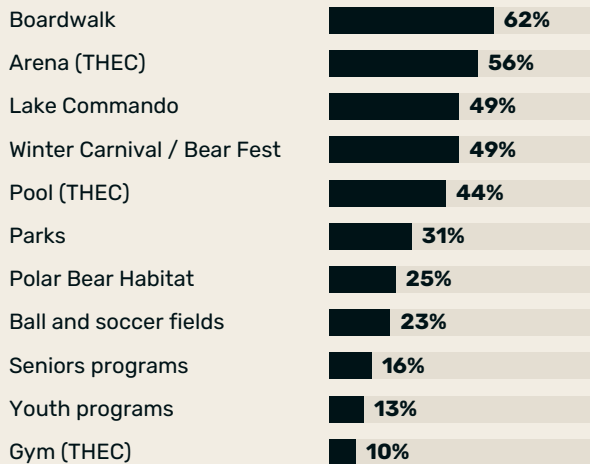
How this compares to Town consultations

166 responses in under two weeks is in line with the Town's own engagement. The Town's first budget survey (2023, for Budget 2024) drew 31 responses over seven weeks. The 2025 child care survey drew 52, the 2025 water and wastewater customer survey drew 156, and the 2021 Parks and Recreation Master Plan survey drew 301 against a staff target of 400. Figures are from staff reports on cochrane.civicweb.net.

In their own words

What residents wrote when asked in their own words, grouped by theme.

Facilities households use a few times a year



Share of respondents whose household uses each facility or event at least a few times a year.

What concerns you most, and what to fix first

165 people described their main concern and 144 named one thing for council to fix first. Grouping those answers by theme:

Debt, spending and taxes. The most common concern by a wide margin, in more than four in ten concern answers. People ask where the money goes, why taxes rise without visible improvement, and when financial statements will be up to date.

Roads. The most common answer when asked for one thing to fix first, about one in five. 5th Street, gravel roads inside town, and unreadable street signs come up by name.

Crime and police presence. About one in five concern answers, usually theft and wanting more patrols at night. It is named as a concern far more often than as the first fix.

How the Town is run. About one in ten. Strong mayor powers came up about a dozen times, every mention critical, along with conflict between council and administration, staff turnover, and restoring working relationships with Town employees.

Homelessness and addiction. About one in eight concern answers, often mentioned in the same breath as safety and crime.

Also raised by several people. Water rates and the water plant, downtown appearance and civic pride, the cost of housing incentives, doctor recruitment, local business, and the cost of the Polar Bear Habitat.

How to read this

Treat these as the most common things engaged residents said, not as a measurement of the whole town. The survey was not a random sample, anyone with the link could answer, and responses could not be limited to one per person. One apparent double submission (identical answers six seconds apart) was removed, leaving 166 of 167. The top-line results barely moved as responses came in, which suggests the ranking is reliable even though small differences of a few points are not. Comments naming individuals or businesses are not reproduced and will not be published.

An open offer

Any candidate is welcome to use these results, with the caveats above. Whoever is elected on October 26 will be dealing with the same priorities, and I'm happy to share the question wording or the aggregate counts with anyone who asks.

Questions asked: overall satisfaction; top three issues; facilities used; view on recreation; neighbourhood roads; snow and grass; transparency of financial and infrastructure information; main concern (open); one thing to fix first (open); and optional general area, age band, and own or rent. Hosted on Google Forms with email collection turned off.