

2021–2025 Budget Consultation Survey Results

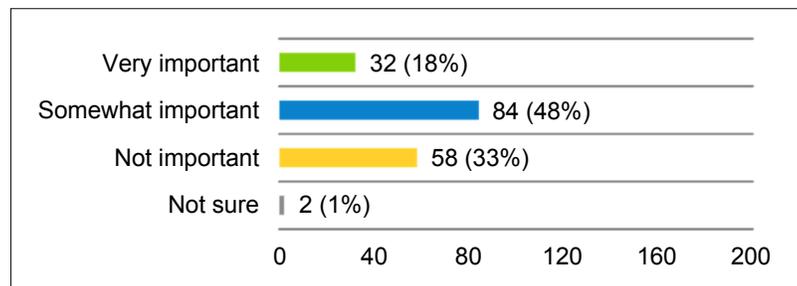
Survey respondents were asked a series of questions about the importance of City services and programs, and balancing service levels and tax rates. Some respondents did not answer all questions.

Importance of City Services

Notes: Respondents were asked about the importance of City services and programs.

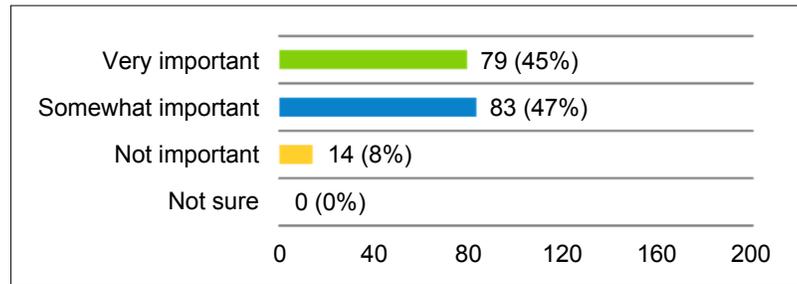
Arts and culture (e.g. artist grant program, community events, public art)

Very important	32
Somewhat important	84
Not important	58
Not sure	2



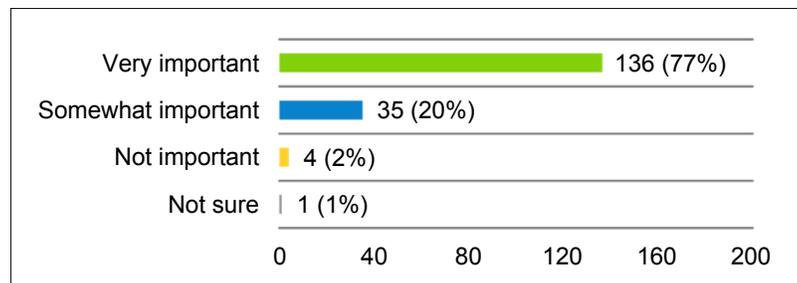
Building inspections, permits, licensing, and bylaw enforcement

Very important	79
Somewhat important	83
Not important	14
Not sure	0



Fire Rescue services

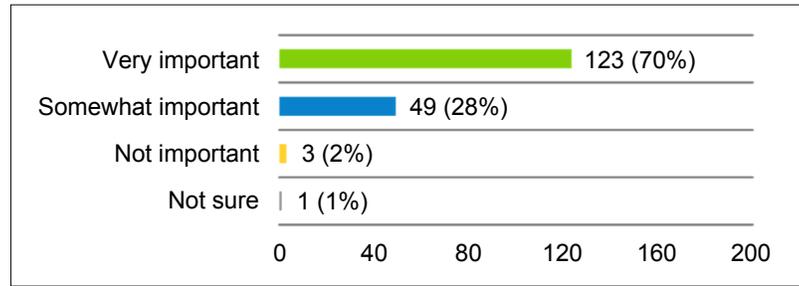
Very important	136
Somewhat important	35
Not important	4
Not sure	1



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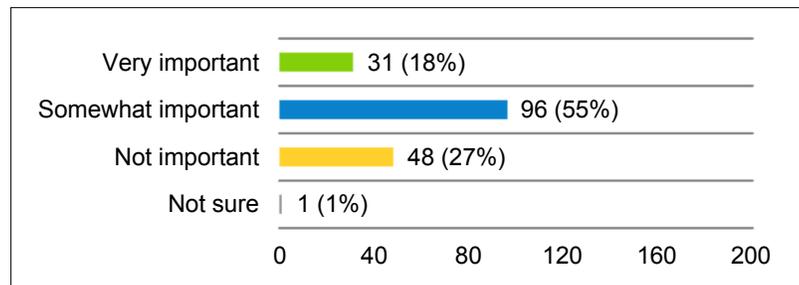
Garbage, green waste, recycling, and glass collection

Very important	123
Somewhat important	49
Not important	3
Not sure	1



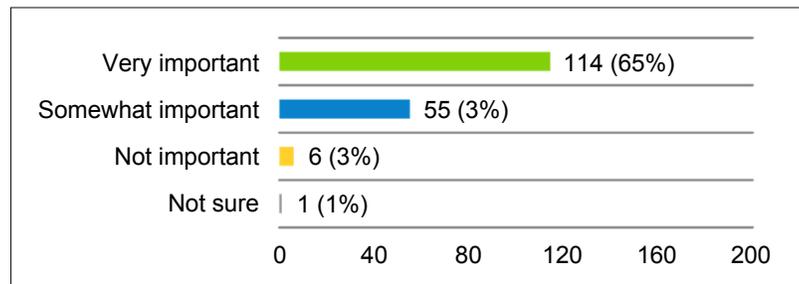
Heritage conservation

Very important	31
Somewhat important	96
Not important	48
Not sure	1



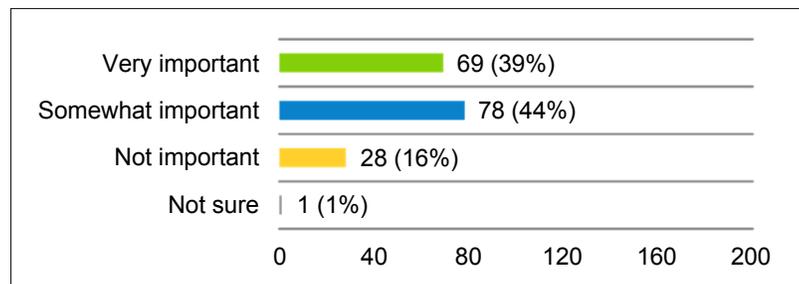
Land use and development planning

Very important	114
Somewhat important	55
Not important	6
Not sure	1



Library services

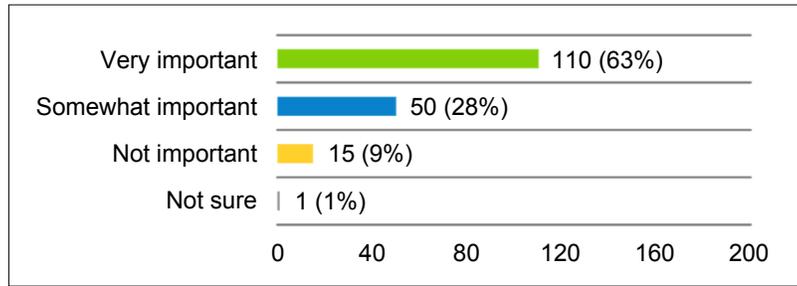
Very important	69
Somewhat important	78
Not important	28
Not sure	1



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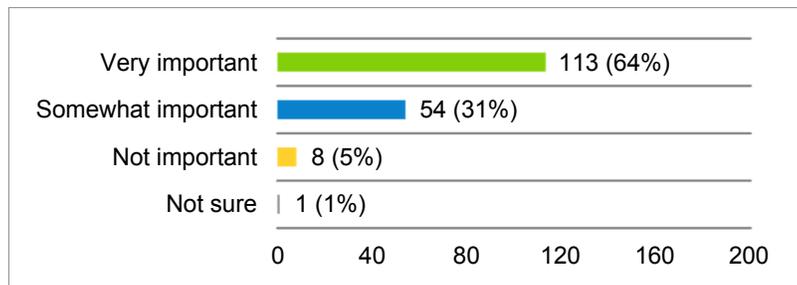
Natural environment (preservation, protection, and enhancement)

Very important	110
Somewhat important	50
Not important	15
Not sure	1



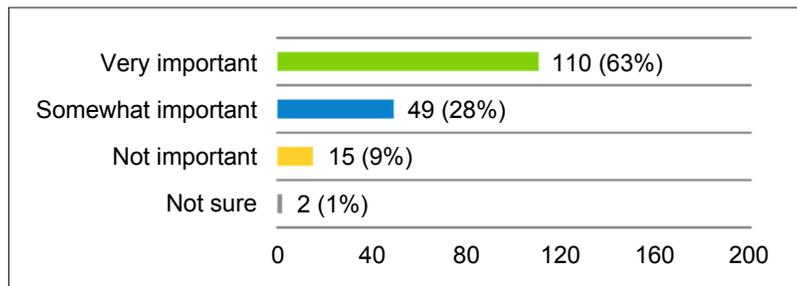
Parks, sports fields, and green spaces (development and maintenance)

Very important	113
Somewhat important	54
Not important	8
Not sure	1



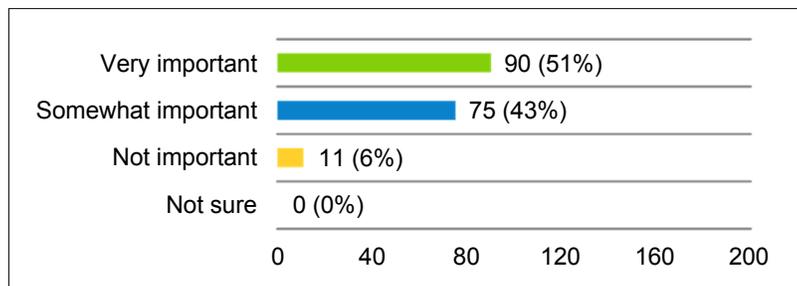
Police services

Very important	110
Somewhat important	49
Not important	15
Not sure	2



Recreation facilities (recreation centres, arenas, pools, curling rink)

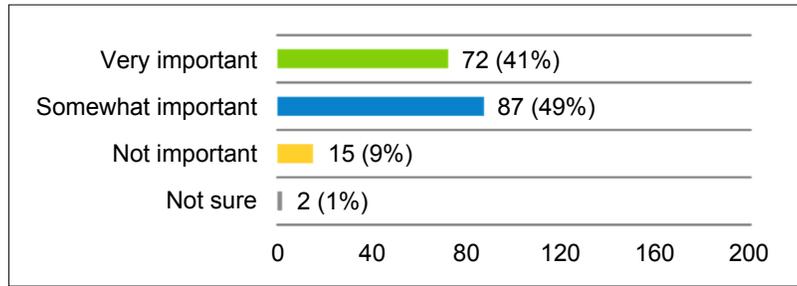
Very important	90
Somewhat important	75
Not important	11
Not sure	0



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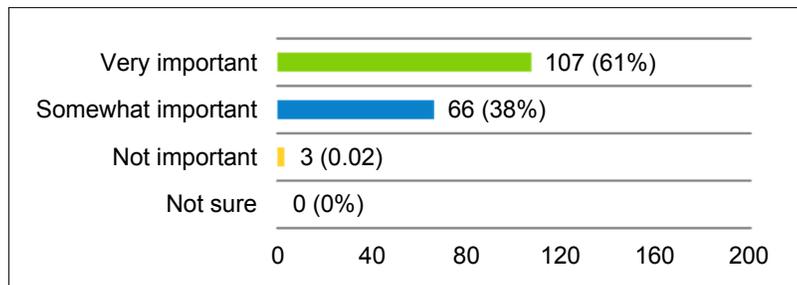
Recreation services (programs for children, youth, and seniors, and fitness programs)

Very important	72
Somewhat important	87
Not important	15
Not sure	2



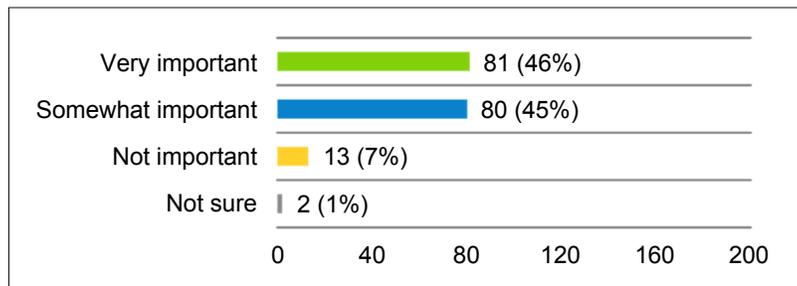
Road maintenance, upgrades, and safety improvements

Very important	107
Somewhat important	66
Not important	3
Not sure	0



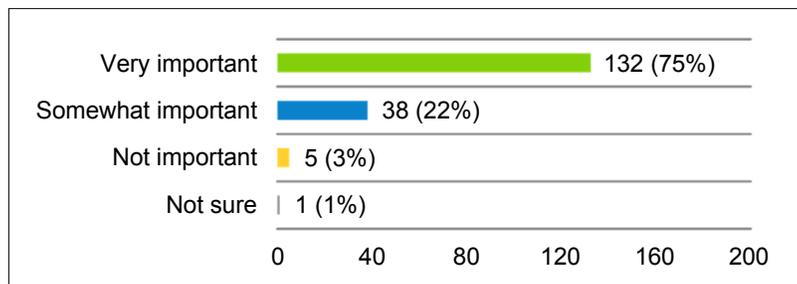
Snow and ice removal

Very important	81
Somewhat important	80
Not important	13
Not sure	2



Water distribution, drainage, and sewer systems (maintenance and upgrades)

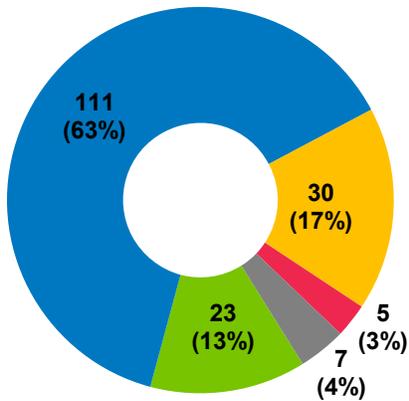
Very important	132
Somewhat important	38
Not important	5
Not sure	1



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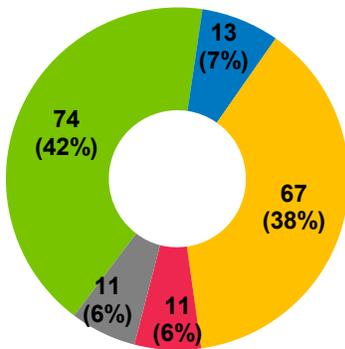
Service Levels and Taxation

Respondents were asked to rate the overall value of City services and programs listed above in relation to the taxes and utility fees that they pay.



23	said they received excellent value
111	said they received good value
30	said they received poor value
5	said they received poor value
7	were not sure

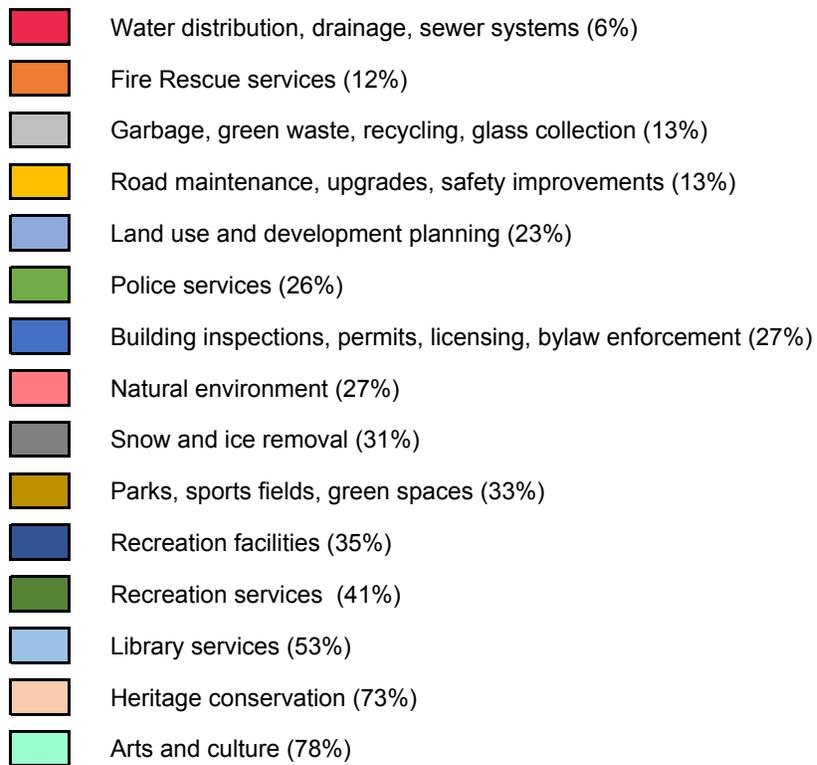
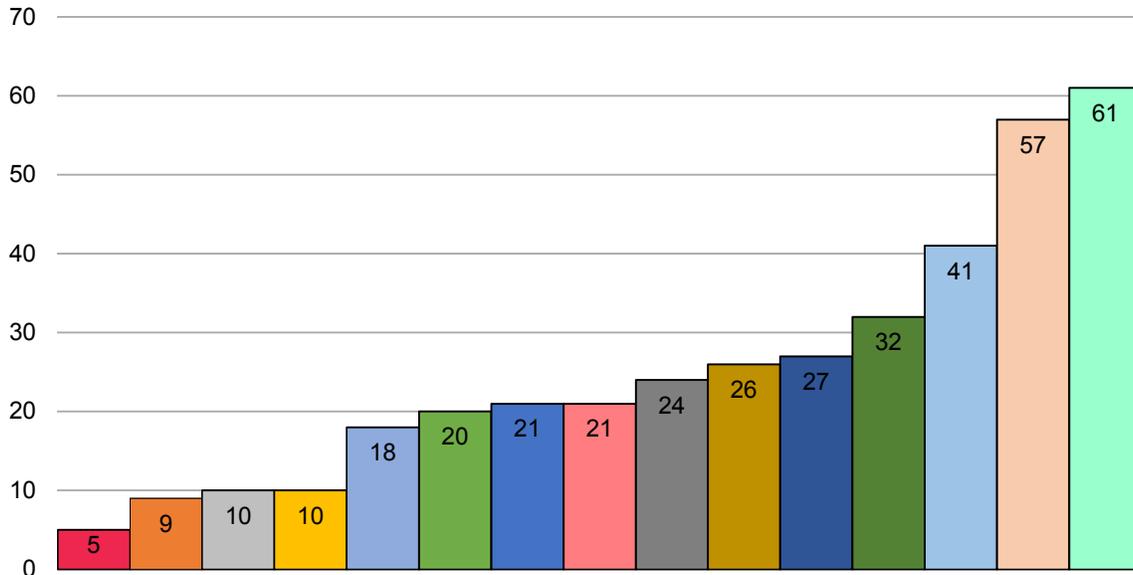
Respondents were asked how Council should balance service levels and tax rates in 2021



74	said maintain current service levels through a tax increase.
13	said enhance service levels through a larger tax increase.
67	said reduce service levels to keep the tax rate the same as last year.
11	said further reduce service levels to make the tax rate lower than last year.
11	were not sure

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Respondents who indicated that Council should *reduce service levels* were asked what program/service areas should be reduced



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Subsidies and User Fees

Respondents were asked how Council should subsidize City programs:

