

2017 Budget Planning Survey  
General Population Survey Results  
Final Report

June 30, 2016



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## 1.0 SUMMARY OF FINDINGS

In 2016, Banister Research and Consulting Inc. was contracted by the City of Leduc (“the City”; “the Client”) to conduct the 2017 City of Leduc General Population Budget Planning Survey. The primary purpose of this research was to assess the views of City of Leduc residents concerning the budgetary planning process. In total, 426 randomly selected City of Leduc residents, aged 18 and older, completed the survey.

The following summary outlines the key findings from the 2017 General Population Budget Planning Survey.

### City Council Budget Process

- Residents were asked what they considered to be the most important priorities facing the City of Leduc Council today, in terms of the budget process. Eighteen percent of respondents (18%) indicated that maintaining taxes was the most important priority, as well as improving or maintaining infrastructure (18%).
- Thinking about the portion of their municipal property tax bill that pays for City services, respondents were then asked whether they felt they received good value for their property taxes. Just under three-quarters of the respondents (73%) rated the value received for property taxes as “good” (34%), “very good” (30%), or “excellent” (9%). Twenty-seven percent (27%) rated the value as either “fair” (19%) or “poor” (8%).
  - Respondents who felt they received “good,” “very good,” or “excellent” value for their tax dollars (n=308) most often explained that snow removal and/or road/sidewalk maintenance was satisfactory (19%).
  - Respondents who felt they received “fair” or “poor” value for their tax dollars (n=117) most often believed that taxes are too high, in general (22%), followed by poor budget planning or over spending (14%) and the need for better road maintenance (12%).

### **Adjustments to Variable Spending**

- Respondents were asked whether they would increase, decrease, or keep spending the same for each of ten (10) program areas. Program areas for which respondents would most frequently **increase** spending included the following:
  - Family & Community Support Services (38% would increase spending);
  - Police Protection and Enforcement Services (30%); and
  - Public Services (25%).
- Areas in which respondents would most frequently **decrease** spending included:
  - Community Development & Service Planning (19% would decrease spending);
  - Leduc Recreation Centre Operations (17%);
  - Library Services (15%); and
  - Public Transit (15%).
- For all ten (10) program areas, the majority of respondents reported that they would keep variable spending the same.

### **Other Considerations for 2017 Budget Planning**

- When asked if they had any other comments they wished to provide regarding 2017 budget planning, 3% of all respondents City Council needs to stop over-spending and should be more fiscally responsible.
- Keeping in mind that any additional projects or initiatives may result in an increase in the overall budget, respondents were asked if there are any other projects or initiatives that the Leduc City Council and Administration should be thinking of when planning for the 2017 budget and beyond. Six percent (6%) of all respondents reported that the City should ensure an efficient traffic flow and reduce problems related to traffic congestion.

### **City of Leduc Services and Infrastructure**

- Respondents were asked which of four (4) tax strategies they would support to balance the City budget. Nearly one-quarter of the respondents (27%, comparable to 32% in 2015) would increase taxes to fund growth needs, maintain infrastructure, and enhance services.
  - Twenty-two percent (22%) supported increasing taxes to maintain all existing infrastructure and services (comparable to 21% in 2015);
  - Twenty percent (20%) supported cutting existing services to maintain current taxes (comparable to 16% in 2015); and
  - Seven (7%) supported cutting existing services to reduce taxes (comparable to 5% in 2015).
- Thirty-five percent (35%) of respondents were highly likely (ratings of 4 or 5 out of 5) to support a decrease in service levels to minimize tax increases in 2017, 32% were neutral/indifferent (ratings of 3), and 33% were unlikely (ratings of 1 or 2) to support a decrease in service levels.

## 2.0 PROJECT BACKGROUND

In 2016, Banister Research and Consulting Inc. was contracted by the City of Leduc (“the City”; “the Client”) to conduct the 2017 City of Leduc General Population Budget Planning Survey. The primary purpose of this research was to assess the views of City of Leduc residents concerning the budgetary planning process for the 2017 budget. In total, 426 randomly selected City of Leduc residents, aged 18 and older, completed the survey, available online from May 2<sup>nd</sup> to May 31<sup>st</sup>, 2016.

This report outlines the results for the 2017 General Population Budget Planning Survey. Where appropriate, comparisons to previous years’ survey data has been included to determine any shifts in the perceptions and opinions of Leduc residents.

## 3.0 METHODOLOGY

All components of the project were designed and executed in close consultation with the City of Leduc. A detailed description of each task of the project is outlined in the remainder of this section.

### 3.1 Project Initiation and Questionnaire Design

At the outset of the project, all background information relevant to the study was identified and subsequently reviewed by Banister Research. The consulting team familiarized itself with the objectives of the Client, ensuring a full understanding of the issues and concerns to be addressed in the project. The result of this task was an agreement on the research methodology, a detailed work plan and project initiation.

The 2016 survey instrument questionnaire was based on the 2016 Budget Planning Survey, conducted in Spring 2015. This maintained consistency between years and allowed data to be compared, where appropriate. The survey included a mixture of quantitative and qualitative questions to elicit a more in-depth investigation of the issues and concerns regarding the assignment. Once the Client vetted the draft survey instrument, revisions were made and the questionnaire was finalized. A copy of the final questionnaire is provided in Appendix A.

### 3.2 Survey Population and Data Collection

A general population telephone sample was purchased, from which potential participants were contacted and recruited to complete the survey. Participants recruited to the study were then directed to the web-based version of the survey. This methodology was recommended because of the visually-oriented nature of the concepts that were tested in the survey. In addition, a hardcopy version of the survey was available, upon request, for those who were unable to access the survey online. Due to the design and general population sample of this survey, results are statistically representative.

For the 2016 analysis, weights were assigned to the ages of respondents to ensure that their representation in the City-wide sample was proportionate to their representation in the City of Leduc population. The following outlines the weighting factors utilized in this research:

| Age            | Desired Percent (%) of Population | Number of Completed Interviews | Weighting Factor | Representative Number of Interviews |
|----------------|-----------------------------------|--------------------------------|------------------|-------------------------------------|
| 18 to 34 years | 32                                | 47                             | 2.87             | 135                                 |
| 35 to 54 years | 37                                | 175                            | 0.89             | 156                                 |
| 55 to 64 years | 16                                | 100                            | 0.65             | 65                                  |
| 65 years +     | 15                                | 95                             | 0.65             | 62                                  |

It is important to note that this report provides a detailed description of the survey findings based on City-wide *weighted* results, or all respondents.

Surveys were completed with City of Leduc residents from May 2<sup>nd</sup> to May 31<sup>st</sup>, 2016, during which time a total of 426 surveys were completed, providing a margin of error no greater than  $\pm 4.7\%$  at the 95% confidence level, or 19 times out of 20.

### 3.3 Data Analysis and Project Documentation

While data was being collected, Banister Research provided either a written or verbal progress report to the Client. After the questionnaires were completed and verified, all survey data was compiled and into a computerized database for analysis. A topline PowerPoint presentation of the findings for all closed-ended results was provided to the Client.

After the surveys were completed and verified, the lead consultant reviewed the list of responses to each open-ended or verbatim question; a code list was established, based on the previous 2015 code list. To ensure consistency of interpretation, the same team of coders was assigned to this project from start to finish. The coding supervisor verified at least 20% of each coder's work. Once the questionnaires were fully coded, computer programs were written to check the data for quality and consistency. All survey data was compiled into a computerized database for analysis. Utilizing SPSS analysis software, the survey data was reviewed to guarantee quality and consistency (e.g., proper range values and skip patterns).

Data analysis included cross-tabulation, whereby the frequency and percentage distribution of the results for each question were broken down based on respondent characteristics and responses (e.g. completion of degree, employment status, etc.). Statistical analysis included a Z-test to determine if there were significant differences in responses between respondent subgroups. Results were reported as statistically significant at the 95% confidence level.

The detailed data tables have been provided under a separate cover. It is important to note that any discrepancies between charts, graphs or tables are due to rounding of the numbers.

## 4.0 STUDY FINDINGS

Results of the survey are presented as they relate to the specific topic areas addressed. It is important to note that the data tables, under a separate cover, provide a detailed analysis of all survey findings. The reader should also note, when reading the report that the term *significant* refers to "statistical significance." Only those respondent subgroups which reveal statistically significant differences at the 95% confidence level (19 times out of 20) have been included. Respondent subgroups that are statistically similar have been omitted from the presentation of findings.

## 4.1 City Council Budget Process

To begin, residents were asked what they considered to be the most important priorities facing the City of Leduc Council today, in terms of the budget process. Just under two-fifths of the respondents indicated that maintaining taxes (18%) and improving infrastructure (18%) were the most important priorities.

Table 1

| What are the most important priorities facing the City of Leduc Council today?               |                         |                 |                 |                 |                 |
|--|-------------------------|-----------------|-----------------|-----------------|-----------------|
|  | Percent of Respondents* |                 |                 |                 |                 |
|  | 2016<br>(n=426)         | 2015<br>(n=452) | 2014<br>(n=445) | 2013<br>(n=461) | 2012<br>(n=401) |
| Maintaining taxes/keeping taxes the same/lowering taxes                                      | 18                      | 17              | 24              | 16              | 11              |
| Improving infrastructure (general)   | 18                      | 17              | 21              | 21              | 20              |
| Budget concerns/having a surplus/better budgeting  | 17                      | 12              | 11              | 17              | 13              |
| Road/sidewalk maintenance/snow removal/more sidewalks  | 13                      | 19              | 15              | 27              | 21              |
| Increasing drug problems/crime/police/safety/bylaw enforcement                               | 12                      | 7               | 6               | 11              | 8               |
| Traffic/traffic control/flow/improve flow through road developments                          | 11                      | 11              | 9               | 12              | 17              |
| Schools/education concerns   | 9                       | 16              | 12              | 19              | 11              |
| Controlling overcrowding/rapid growth/future growth  | 8                       | 13              | 21              | 6               | 13              |
| Maintenance/improvements of City facilities/recreation/facilities/library/outdoor facilities | 7                       | 1               | 4               | 9               | -               |
| Improve emergency services (e.g., fire/ambulance)  | 5                       | 3               | 7               | 10              | 10              |
| Public transit services/LATS needed/should be improved                                       | 5                       | 5               | 4               | 7               | 5               |
| Maintaining/adding parks/green space/pathways/water bodies                                   | 5                       | 2               | 6               | 10              | 9               |
| Other (4% of respondents or less in 2016)  | 41                      | -               | -               | -               | -               |
| Nothing  | <1                      | -               | -               | -               | -               |
| Don't Know/Not Stated  | 17                      | 13              | 14              | 10              | 14              |

\*Multiple responses



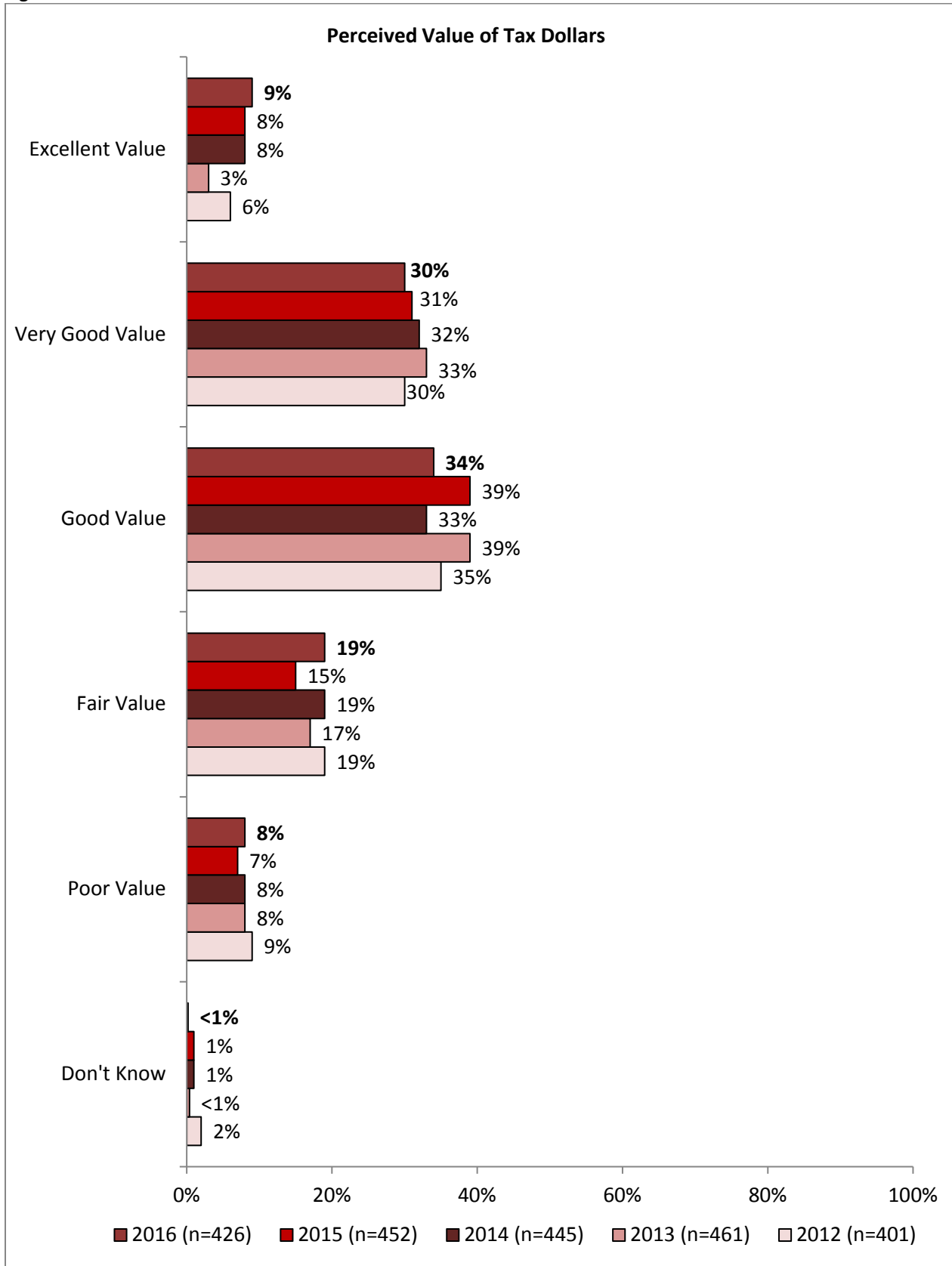
Next, respondents were provided with the following information:

*“In 2016, approximately 27% of your property tax bill is collected on behalf of the province to pay for education and schools. The remaining 73% of your property tax bill goes to the City of Leduc to fund municipal services.”*

Thinking about the portion of their municipal property tax bill that pays for City services, respondents were then asked whether they felt they received good value for their property taxes. As shown in Figure 1, on the following page, just under three-quarters of the respondents (73%) rated the value received for property taxes as “good” (34%), “very good” (30%), or “excellent” (9%). Twenty-seven percent (27%) rated the value as either “fair” (19%) or “poor” (8%).

**Please Note:** In 2015 (2016 budget planning), 26% of the tax bill was allocated to education and schools, while 74% was allocated to municipal services. In 2014 (2015 budget planning), 27% of the tax bill was allocated to education and schools, while 73% was allocated to municipal services. In 2013 (2014 budget planning), 28% of the tax bill was allocated to education and schools, while 72% was allocated to municipal services. In 2012 (2013 budget planning), 26% of the tax bill was allocated to education and schools, while 74% was allocated to municipal services.

Figure 1



Respondents who felt they received “good,” “very good,” or “excellent” value for their tax dollars (n=308) most often explained that snow removal and/or road/sidewalk maintenance was satisfactory (19%). See Table 2, below.

**Table 2**

| What is the main reason you feel that way?   |                         |                 |                 |                 |                 |
|--|-------------------------|-----------------|-----------------|-----------------|-----------------|
| Base: Respondents who felt they received “good,” “very good,” or “excellent” value for their tax dollars | Percent of Respondents* |                 |                 |                 |                 |
|  | 2016<br>(n=308)         | 2015<br>(n=347) | 2014<br>(n=332) | 2013<br>(n=345) | 2012<br>(n=282) |
| Good snow removal/road maintenance/sidewalk maintenance  | 19                      | 18              | 30              | 20              | 23              |
| Enjoy the parks/multi-way trails/green space   | 8                       | 6               | 8               | 15              | 16              |
| Very satisfied with everything/no complaints   | 8                       | 5               | 6               | 1               | 2               |
| Good level of services (in general)  | 7                       | 11              | 11              | 10              | 11              |
| The City is well maintained/looks nice/clean   | 7                       | 8               | 10              | 10              | 9               |
| Good education/schools provided  | 7                       | 1               | 3               | 2               | 3               |
| Good recycling program/garbage collection  | 6                       | 5               | 9               | 9               | 7               |
| Lots of recreational services/good recreational facilities   | 6                       | 4               | 11              | 8               | 12              |
| Need better road maintenance/snow removal/sidewalk maintenance/more paving                               | 5                       | 7               | 3               | -               | -               |
| Reasonable taxes/not too many tax increases/good value received  | 5                       | 2               | 4               | 3               | 2               |
| Taxes are too high for services received/do not raise taxes  | 4                       | 5               | 7               | 3               | 3               |
| Other (3% of respondents or less in 2016)  | 36                      | -               | -               | -               | -               |
| Don't Know/Not Stated  | 29                      | 32              | 21              | 25              | 24              |

\*Multiple responses

Respondents who felt they received “fair” or “poor” value for their tax dollars (n=117) most often believed that taxes are too high, in general (22%), followed by poor budget planning or over spending (14%). See Table 3, below.

**Table 3**

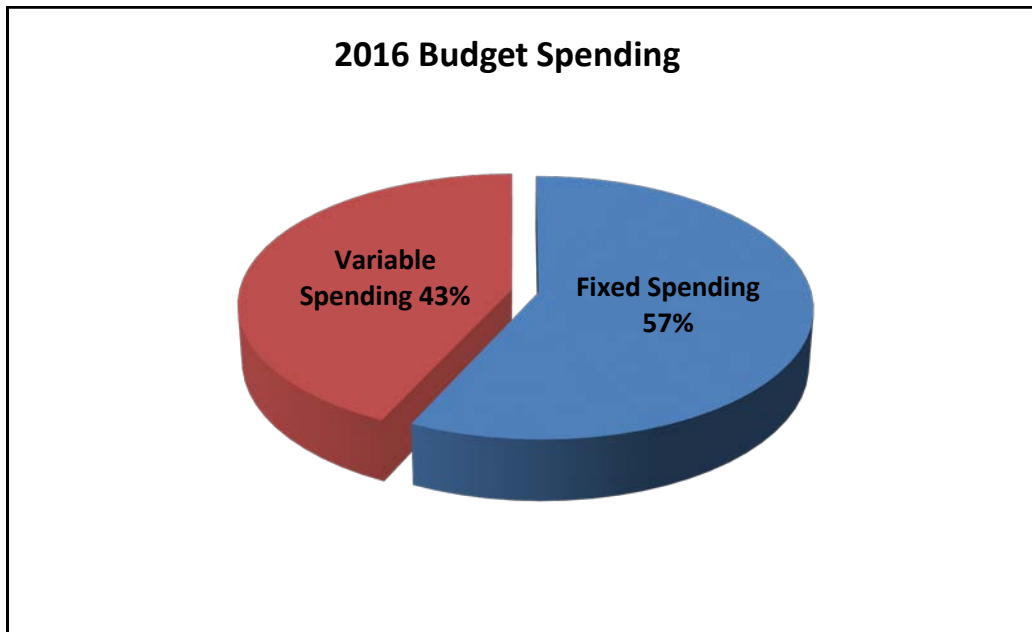
| <b>What is the main reason you feel that way?</b>  |                                |                         |                         |                         |                         |
|--|--------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| <b>Base: Respondents who felt they received “fair” or “poor” value for their tax dollars</b> | <b>Percent of Respondents*</b> |                         |                         |                         |                         |
|  | <b>2016<br/>(n=117)</b>        | <b>2015<br/>(n=102)</b> | <b>2014<br/>(n=110)</b> | <b>2013<br/>(n=114)</b> | <b>2012<br/>(n=113)</b> |
| Taxes are too high/always increasing   | <b>22</b>                      | 29                      | 14                      | 23                      | 11                      |
| Poor budget planning/over spending   | <b>14</b>                      | 13                      | 11                      | 6                       | 11                      |
| Need better road maintenance/snow removal/sidewalk maintenance                               | <b>12</b>                      | 13                      | 21                      | 18                      | 20                      |
| Schools are overcrowded/need more schools/too many school fees                               | <b>10</b>                      | 8                       | 12                      | 4                       | 4                       |
| Poor productivity from city workers/too many employees/high cost                             | <b>7</b>                       | 5                       | 2                       | 10                      | 2                       |
| Need more information about services/how taxes are spent                                     | <b>5</b>                       | -                       | 3                       | 1                       | -                       |
| Too many unnecessary projects/services   | <b>5</b>                       | 3                       | -                       | 5                       | 11                      |
| Poor garbage/organics services/too many fees   | <b>4</b>                       | 4                       | 5                       | 5                       | 2                       |
| Pay same taxes, receive less services  | <b>4</b>                       | 2                       | 4                       | 5                       | -                       |
| Lack of policing/bylaw enforcement/poor service  | <b>3</b>                       | 3                       | 2                       | 6                       | 4                       |
| Better municipal planning needed/planning for the future                                     | <b>3</b>                       | 2                       | 2                       | 1                       | 9                       |
| More amenities/services needed/lack of beneficial services                                   | <b>3</b>                       | -                       | 2                       | 5                       | 1                       |
| Other (2% of respondents or less in 2016)  | <b>18</b>                      | 14                      | -                       | -                       | -                       |
| Don't Know/Not Stated  | <b>16</b>                      | 21                      | 20                      | 13                      | 14                      |

**\*Multiple responses**

## 4.2 Adjustments to Variable Spending

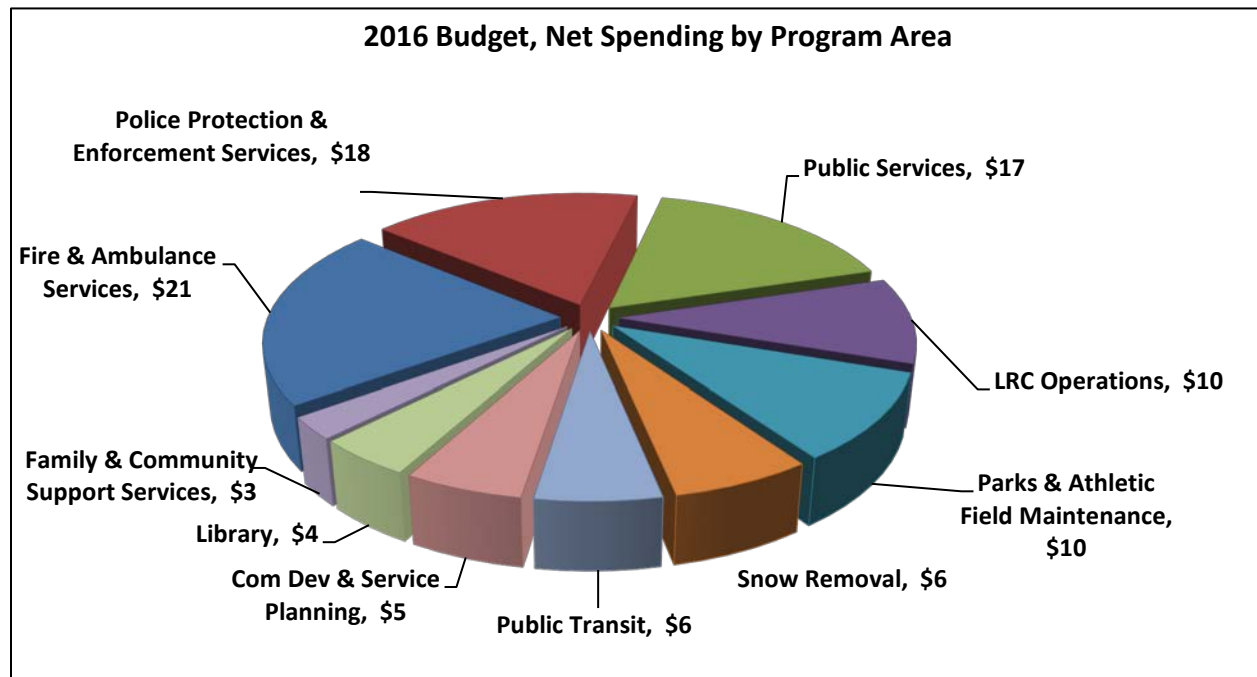
In the next section of the survey, respondents were provided with the following information, in terms of variable and fixed spending for the City of Leduc Budget:

*“The City of Leduc budget includes two (2) spending categories:*



- **Fixed Spending (57%)** include items that are necessary to govern, operate and maintain the City of Leduc and do not vary based on the level of service provided:
  - Mayor and City Council
  - City Manager’s Office, Legal Services & Intergovernmental Affairs
  - Corporate Services
  - Engineering Services
  - Planning Services
  - Facility Services
  - Debt Repayment
  - Capital Transfer
- **Variable Spending (43%)** include categories where spending can be increased or decreased depending on the level of service provided.

If the overall **Variable Spending** budget for the City of Leduc was \$100, this is how the \$100 was spent in the City of Leduc in 2016. Please see the graph below.”



#### 4.2.1 Summary of All Services

Respondents were then asked whether they would increase, decrease, or keep spending the same for each of the ten (10) program areas, identified above. Program areas for which respondents would most frequently **increase** spending included the following:

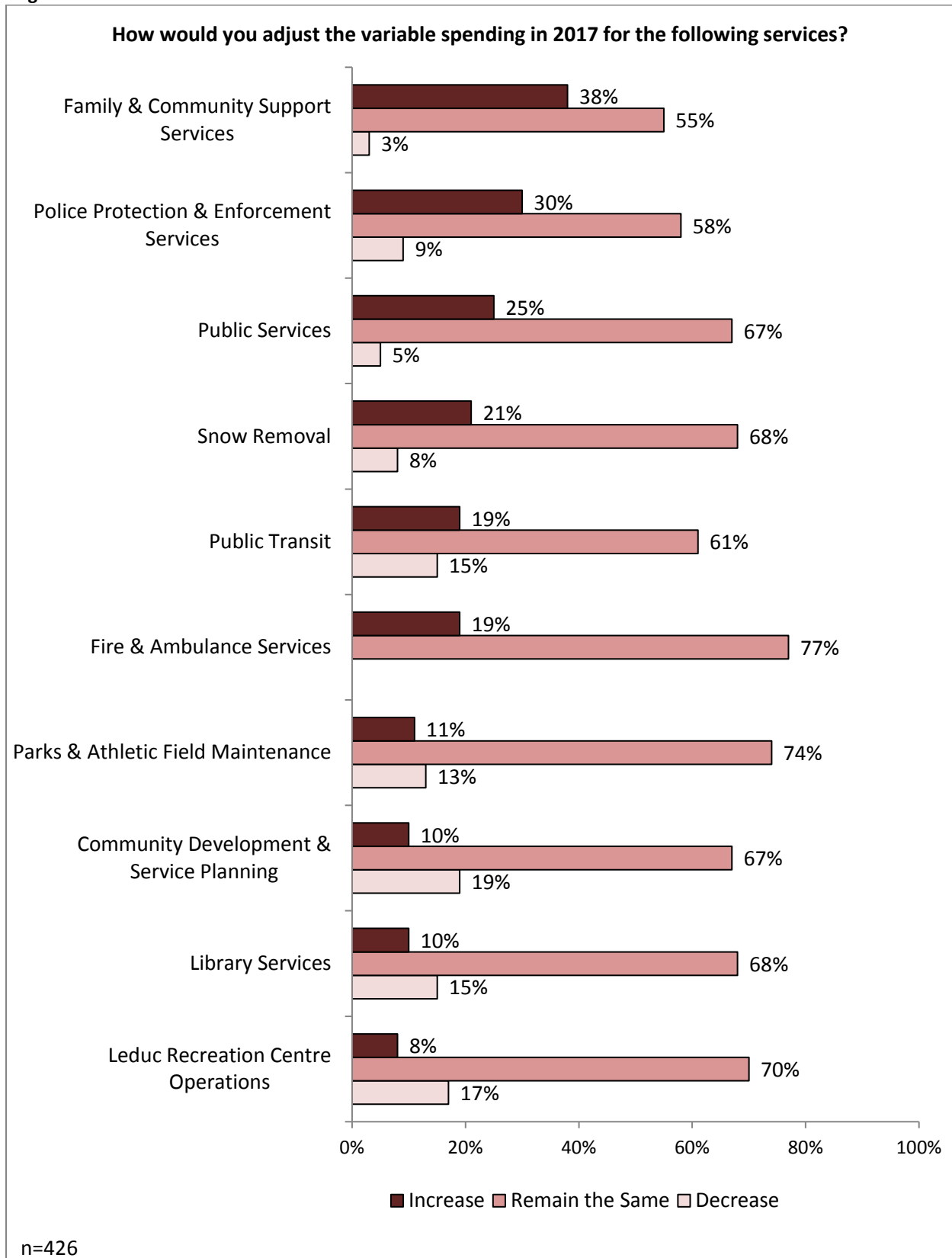
- Family & Community Support Services (38% would increase spending);
- Police Protection and Enforcement Services (30%); and
- Public Services (25%).

Areas in which respondents would most frequently **decrease** spending included:

- Community Development & Service Planning (19% would decrease spending);
- Leduc Recreation Centre Operations (17%);
- Library Services (15%); and
- Public Transit (15%).

For all ten (10) program areas, the majority of respondents reported that they would keep variable spending the same. See Figure 2, on the following page.

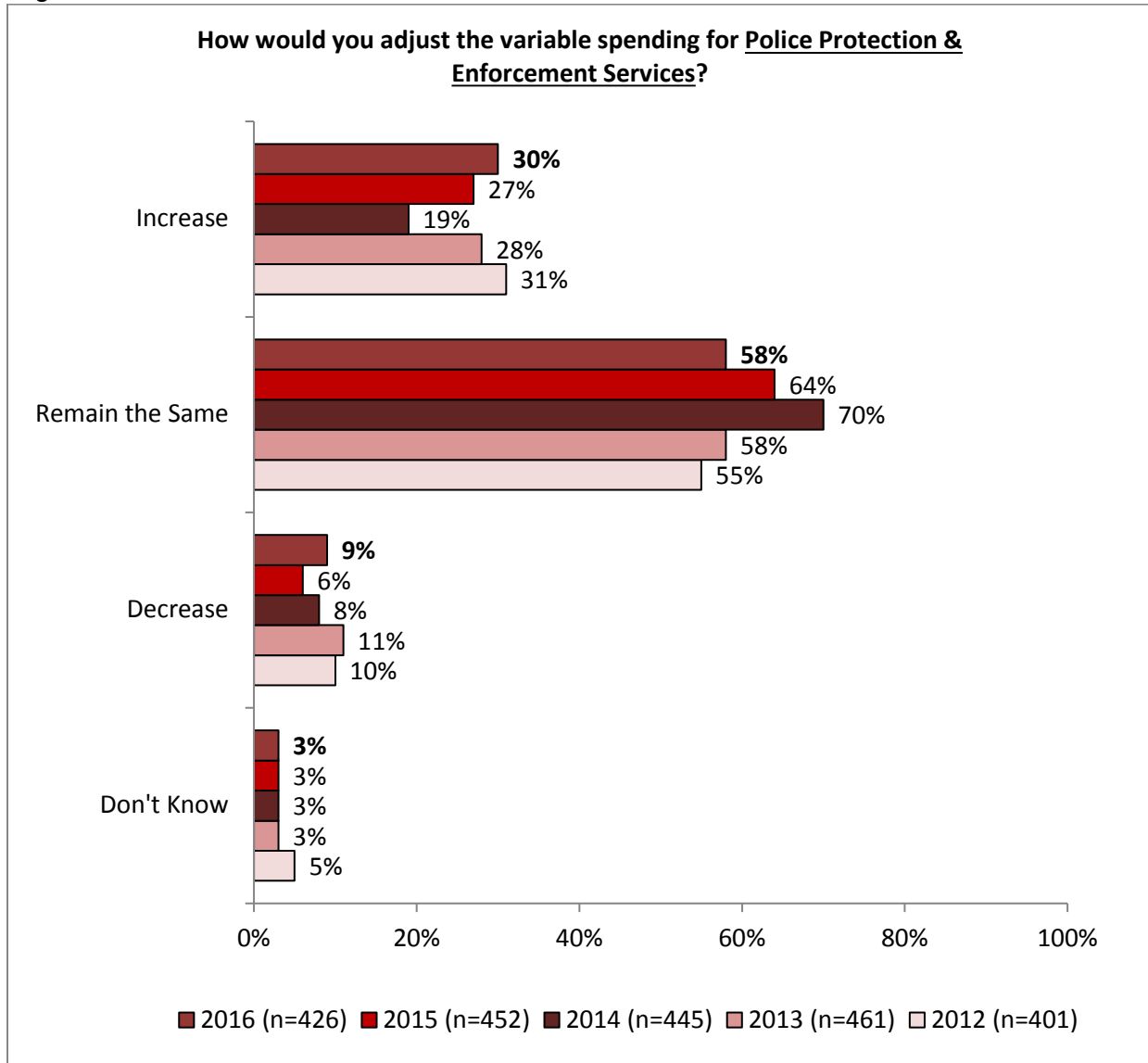
Figure 2



### 4.2.2 Police Protection & Enforcement Services

As shown in Figure 3, below, 30% (comparable to 27% in 2015) of the respondents would increase spending on *Police Protection and Enforcement Services*. Fifty-eight percent (58%, comparable to 64% in 2015) would keep funding the same. Nine percent (9%, comparable to 6% in 2015) would decrease spending.

Figure 3



#### **Selected Sub-Segment Findings**

Those who felt they received “fair” or “poor” value for their tax dollars (16%) were significantly more likely to have chosen to **decrease** spending on *Police Protection and Enforcement Services* versus those who felt they received “good,” “very good,” or “excellent” value (6%).



Respondents who would **increase** spending on *Police Protection and Enforcement Services* (n=133) most often explained that crime is increasing (22%). See Table 4, below.

**Table 4**

| <b>Why would you increase spending on Police Protection &amp; Enforcement Services?</b>   |                                |                         |                        |                         |                         |
|---|--------------------------------|-------------------------|------------------------|-------------------------|-------------------------|
| <b>Base: Respondents who would increase spending in this category for the 2017 budget</b> | <b>Percent of Respondents*</b> |                         |                        |                         |                         |
|   | <b>2016<br/>(n=133)</b>        | <b>2015<br/>(n=123)</b> | <b>2014<br/>(n=93)</b> | <b>2013<br/>(n=128)</b> | <b>2012<br/>(n=124)</b> |
| Crime is increasing/need to keep crime down   | <b>22</b>                      | 5                       | 7                      | 7                       | 7                       |
| More funding needed due to population growth  | <b>10</b>                      | 21                      | 26                     | 15                      | 7                       |
| Need more police presence/more officers needed  | <b>10</b>                      | 9                       | 16                     | 11                      | 16                      |
| Community safety is important/need to keep the community safe                             | <b>7</b>                       | 9                       | 14                     | 10                      | 11                      |
| Need more traffic enforcement/speeding enforcement  | <b>5</b>                       | 2                       | 6                      | 5                       | 4                       |
| Other (3% of respondents or less in 2016)   | <b>11</b>                      | -                       | -                      | -                       | -                       |
| Don't Know/Not Stated   | <b>44</b>                      | 44                      | 39                     | 43                      | 44                      |

\*Multiple responses

Respondents who would **decrease** spending on *Police Protection and Enforcement Services* (n=40) most often felt that bylaw enforcement officers are not doing their jobs and should focus on bylaw rules instead of police work (13%). See Table 5, below.

**Table 5**

| <b>Why would you <u>decrease</u> spending on Police Protection &amp; Enforcement Services?</b> |                                |                          |                        |                        |                        |
|--|--------------------------------|--------------------------|------------------------|------------------------|------------------------|
| <b>Base: Respondents who would decrease spending in this category for the 2017 budget</b>      | <b>Percent of Respondents*</b> |                          |                        |                        |                        |
|  | <b>2016<br/>(n=40)</b>         | <b>2015<br/>(n=27)**</b> | <b>2014<br/>(n=34)</b> | <b>2013<br/>(n=51)</b> | <b>2012<br/>(n=38)</b> |
| Bylaw enforcement are not doing their jobs/should focus on bylaw rules, not police work        | <b>13</b>                      | -                        | 2                      | 2                      | 13                     |
| Need less emphasis on collection money (e.g., speeding, photo radar)                           | <b>11</b>                      | 13                       | 10                     | 11                     | -                      |
| Already has too much funding /could be lower   | <b>8</b>                       | 23                       | 20                     | 10                     | 8                      |
| Need more police presence/more officers needed   | <b>6</b>                       | 7                        | 14                     | 13                     | 5                      |
| Do not need bylaw enforcement when we have RCMP/Should get rid of bylaw officers               | <b>4</b>                       | 2                        | 5                      | 7                      | 5                      |
| Other (single mentions in 2016)  | <b>17</b>                      | -                        | -                      | -                      | -                      |
| Don't Know/Not Stated  | <b>40</b>                      | 34                       | 34                     | 32                     | 37                     |

\*Multiple responses

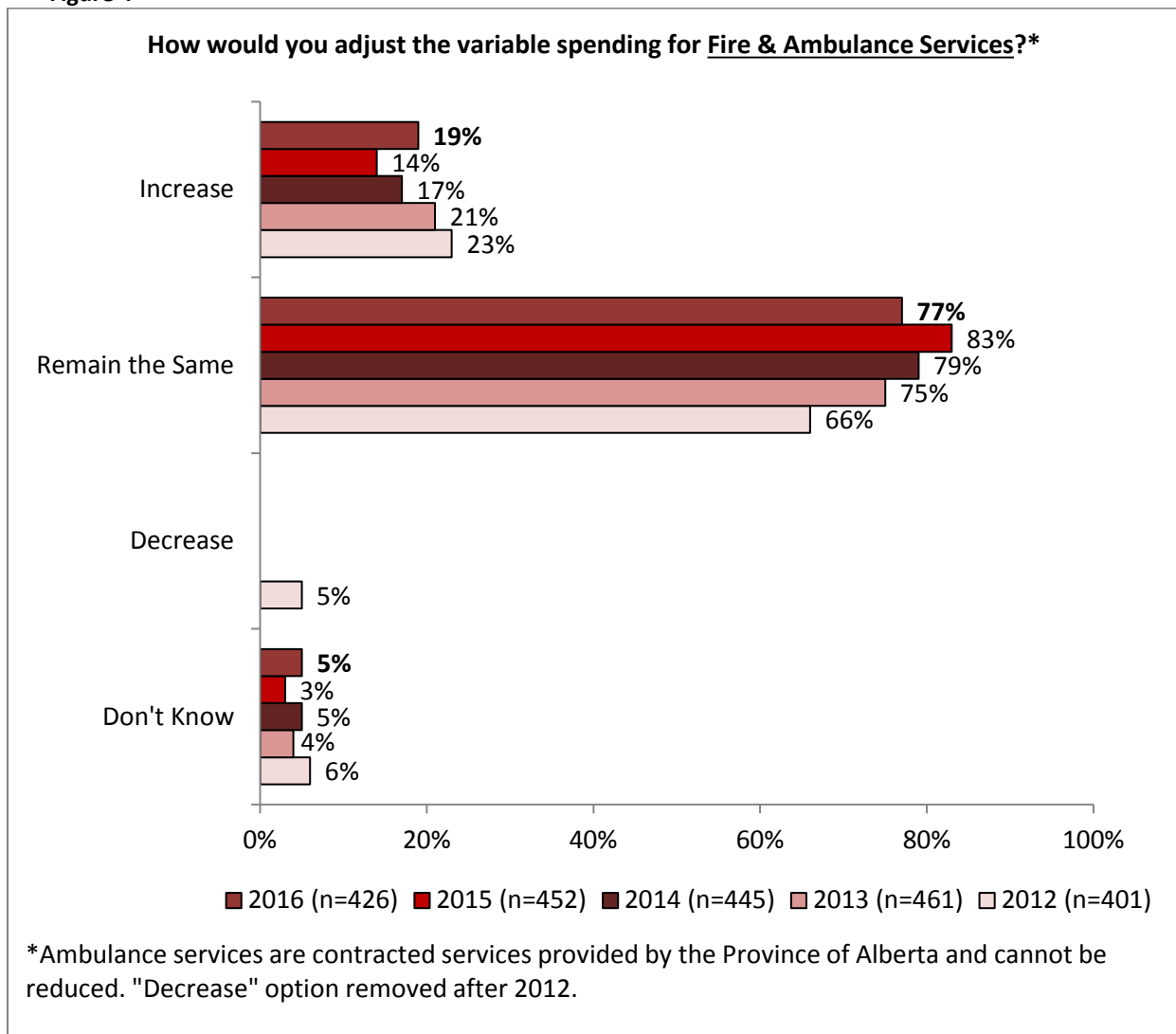
\*\*Use caution interpreting results when n<30

### 4.2.3 Fire & Ambulance Services

Nineteen percent (19%, a significant increase from 14% in 2015) of the respondents would increase spending on *Fire and Ambulance Services*. The majority of respondents (77%, a significant decrease from 83% in 2015) would keep funding the same. See Figure 4, below.

**Please Note:** Ambulance services are contracted services provided by the Province of Alberta and cannot be reduced. As the “decrease” option was removed for this program area in 2013, the 2012 survey results are not comparable to those of the 2013, 2014, 2015 or 2016 survey years.

Figure 4



**Selected Sub-Segment Findings**

Respondent subgroups significantly more likely to have chosen to **increase** spending on Fire and Ambulance Services included:

- Those who were working full-time or part-time (21%, versus 13% of those who were unemployed); and
- Those who did not own homes (31%, versus 17% of those who did).

Respondents who would **increase** spending on Fire and Ambulance Services (n=75) most often explained that additional funding is needed due to population growth (26%). Sixteen percent (16%) felt that fire and ambulance services are essential to the community. See Table 6, below.

**Table 6**

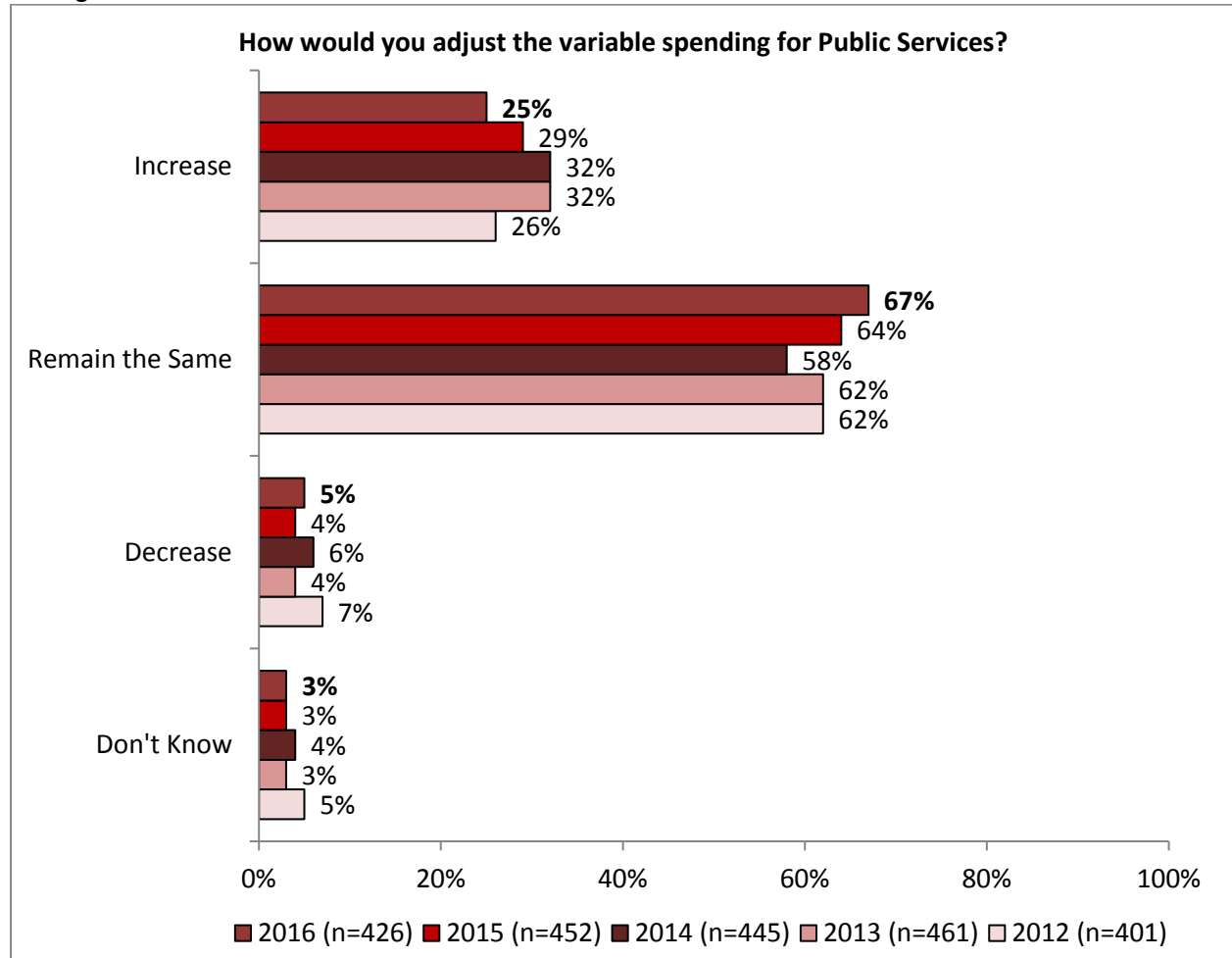
| Why would you <b>increase</b> spending on Fire & Ambulance Services?               |                         |                |                |                |                |
|--|-------------------------|----------------|----------------|----------------|----------------|
| Base: Respondents who would increase spending in this category for the 2017 budget | Percent of Respondents* |                |                |                |                |
|  | 2016<br>(n=75)          | 2015<br>(n=67) | 2014<br>(n=78) | 2013<br>(n=95) | 2012<br>(n=92) |
| Additional funding needed due to population growth                                 | 26                      | 31             | 20             | 22             | 10             |
| Essential service to the community   | 16                      | 20             | 15             | 9              | 4              |
| Safety of residents is priority  | 6                       | -              | 7              | 4              | 2              |
| Ambulance service is lacking   | 4                       | 1              | -              | -              | 2              |
| Need better hospital services/facilities   | 4                       | -              | 1              | -              | 1              |
| Other (single mentions in 2014)  | 4                       | 2              | 6              | -              | -              |
| Don't Know/Not Stated  | 43                      | 45             | 49             | 55             | 49             |

\*Multiple responses

### 4.2.4 Public Services

One-quarter of respondents (25%, comparable to 29% in 2015) would increase spending on *Public Services*, while 67% (comparable to 64% in 2015) would keep spending the same. Five percent (5%, comparable to 4% in 2015) would decrease spending. See Figure 5, below.

Figure 5



#### **Selected Sub-Segment Findings**

Those who were working full-time or part-time (28%) were significantly more likely to have chosen to **increase** spending on Public Services versus those who were unemployed (17%).

Those who felt they received “fair” or “poor” value for their tax dollars (9%) were significantly more likely to have chosen to **decrease** spending on Public Services versus those who felt they received “good,” “very good,” or “excellent” value (4%).

Those who were unemployed (77%) were significantly more likely to have chosen to **keep spending the same** on Public Services versus those who were working full-time or part-time (63%).

Respondents who would **increase** spending on *Public Services* (n=101) most often felt that road maintenance needs improvement (22%). See Table 7, below. Fifty-seven percent (57%) of respondents were unsure or did not provide a response.

Table 7

| Why would you <b>increase</b> spending on <b>Public Services</b> ?                 |                         |                 |                 |                 |                 |
|--|-------------------------|-----------------|-----------------|-----------------|-----------------|
| Base: Respondents who would increase spending in this category for the 2017 budget | Percent of Respondents* |                 |                 |                 |                 |
|  | 2016<br>(n=101)         | 2015<br>(n=126) | 2014<br>(n=135) | 2013<br>(n=146) | 2012<br>(n=105) |
| Road maintenance needs to improve  | 22                      | 15              | 26              | 14              | 13              |
| Need to increase roads/access roads/overpasses                                     | 8                       | 9               | -               | 2               | -               |
| Sidewalk maintenance needs improvement   | 5                       | 2               | 2               | 1               | 7               |
| Increase to keep up with development/growth  | 4                       | 11              | 6               | 6               | 4               |
| Traffic signals need to be synchronized/improve traffic controls/flow              | 4                       | 5               | 3               | 3               | 3               |
| Need more money spent on this area/spend to prevent overspending in the future     | 4                       | 1               | 5               | 4               | 5               |
| Other (1% of respondents or less in 2016)  | 5                       | -               | -               | -               | -               |
| Don't Know/Not Stated  | 57                      | 54              | 48              | 62              | 56              |

\*Multiple responses

Respondents who would **decrease** spending on *Public Services* (n=22) explained that the City needs to be efficient with spending (n=6). See Table 8, below.

Table 8

| Why would you <b>decrease</b> spending on <b>Public Services</b> ?                       |                        |                  |                  |                  |                  |
|--|------------------------|------------------|------------------|------------------|------------------|
| Base: Respondents who would decrease spending in this category for the 2017 budget       | Number of Respondents* |                  |                  |                  |                  |
|  | 2016<br>(n=22)**       | 2015<br>(n=18)** | 2014<br>(n=24)** | 2013<br>(n=19)** | 2012<br>(n=28)** |
| Need to be efficient with funds/spending   | 6                      | 2                | -                | 3                | -                |
| Too many unnecessary projects/should reduce projects                                     | 4                      | 4                | 5                | 5                | 50               |
| Dislikes that the same work is redone annually/should plan better so it is not necessary | 3                      | -                | -                | -                | -                |
| Poor worker productivity/too many staff  | 1                      | -                | 12               | 10               | 7                |
| Don't Know/Not Stated  | 9                      | 8                | 14               | 12               | 7                |

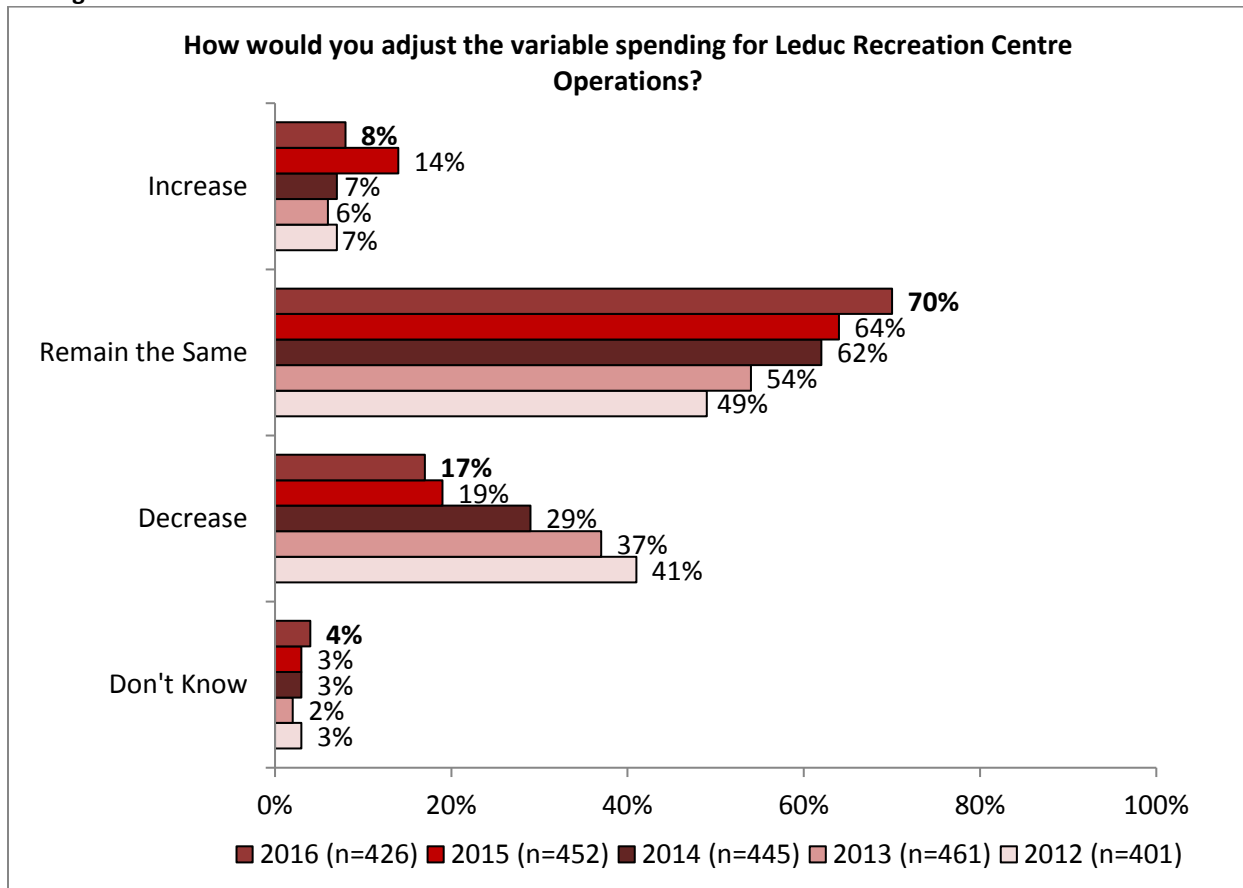
\*Multiple responses

\*\*Use caution interpreting results when n<30

### 4.2.5 Leduc Recreation Centre Operations

Eight percent (8%, a significant decrease from 14% in 2015) of the respondents would increase spending on *Leduc Recreation Centre Operations*. Seventy percent (70%, comparable to 64% in 2015) would keep funding the same, while 17% (comparable to 19% in 2015) would decrease funding. See Figure 6, below.

Figure 6



#### **Selected Sub-Segment Findings**

Respondent subgroups significantly more likely to have chosen to **increase** spending on *Leduc Recreation Centre Operations* included:

- Those aged 18 to 34 (11%) and 35 to 54 (11%) versus those aged 55 to 64 (1%); and
- Those who have children in their household (12%, versus 5% of those who do not).

Respondent subgroups significantly more likely to have chosen to **decrease** spending on *Leduc Recreation Centre Operations* included:

- Those felt they received “fair” or “poor” value for their tax dollars (27%, versus 13% of those who felt they received “excellent,” “good,” or “very good” value); and
- Those aged 55 to 64 (22%, versus 11% of those aged 18 to 34).

Respondents who would **increase** spending on *Leduc Recreation Centre Operations* (n=31) most often explained that the Leduc Recreation Centre promotes a healthy lifestyle (23%; n=8) followed by 21% (n=7) who indicated that more funding is needed due to population growth. See Table 9, below.

**Table 9**

| <b>Why would you increase spending on Leduc Recreation Centre Operations?</b>             |                               |                        |                        |                          |                          |
|---|-------------------------------|------------------------|------------------------|--------------------------|--------------------------|
| <b>Base: Respondents who would increase spending in this category for the 2017 budget</b> | <b>Number of Respondents*</b> |                        |                        |                          |                          |
|   | <b>2016<br/>(n=31)</b>        | <b>2015<br/>(n=43)</b> | <b>2014<br/>(n=30)</b> | <b>2013<br/>(n=29)**</b> | <b>2012<br/>(n=27)**</b> |
| Promotes a healthy lifestyle/active members of society are less of a burden               | <b>8</b>                      | -                      | 2                      | 9                        | 7                        |
| More funding needed due to population growth  | <b>7</b>                      | 4                      | -                      | -                        | -                        |
| Need better/more convenient hours of facility operation                                   | <b>3</b>                      | -                      | -                      | -                        | -                        |
| Makes Leduc a better community for residents/very important to the community              | <b>2</b>                      | 6                      | 2                      | 7                        | 2                        |
| Other (single mentions in 2016)   | <b>3</b>                      | -                      | -                      | -                        | -                        |
| Don't Know/Not Stated   | <b>13</b>                     | 27                     | 20                     | 10                       | 12                       |

\*Multiple responses

\*\*Use caution interpreting results when n<30



Respondents who would **decrease** spending on *Leduc Recreation Centre Operations* (n=81) most often felt that user fees should be increased to offset operating costs (21%). See Table 10, below.

**Table 10**

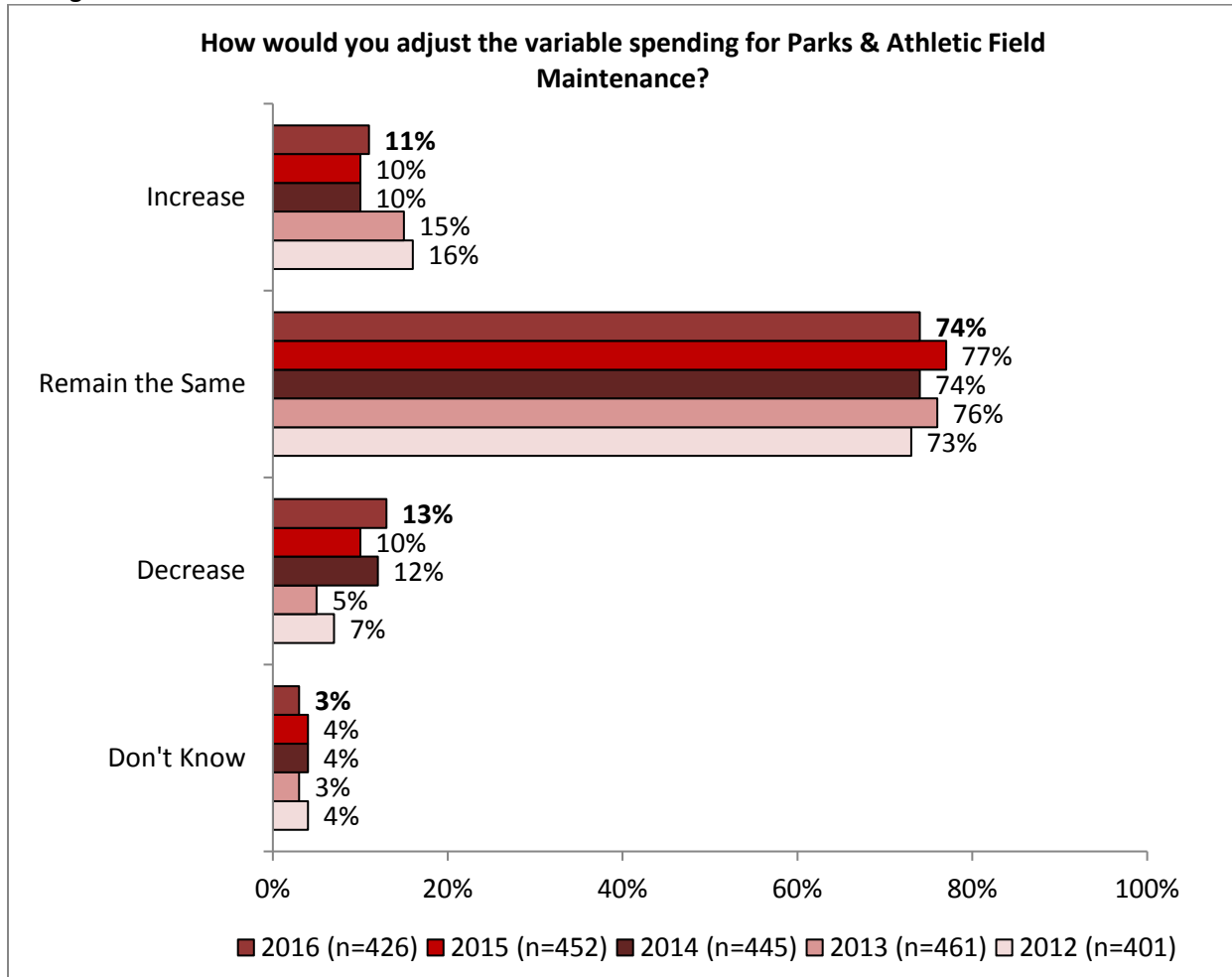
| <b>Why would you decrease spending on Leduc Recreation Centre Operations?</b>             |                                |                        |                         |                         |                         |
|---|--------------------------------|------------------------|-------------------------|-------------------------|-------------------------|
| <b>Base: Respondents who would decrease spending in this category for the 2017 budget</b> | <b>Percent of Respondents*</b> |                        |                         |                         |                         |
|   | <b>2016<br/>(n=81)</b>         | <b>2015<br/>(n=84)</b> | <b>2014<br/>(n=122)</b> | <b>2013<br/>(n=172)</b> | <b>2012<br/>(n=163)</b> |
| Fees should be increased to offset operating costs/users should pay for facility          | <b>21</b>                      | 22                     | 20                      | 21                      | 18                      |
| Facility should be more self-sustaining   | <b>12</b>                      | 5                      | 8                       | 3                       | 8                       |
| Other areas need the funding more (e.g., fire/police)/not an essential service            | <b>10</b>                      | 8                      | 8                       | 19                      | 16                      |
| Cost is too high for the amount of people who use the facility                            | <b>6</b>                       | 3                      | 6                       | 12                      | 6                       |
| Facility is too expensive to operate/too much debt to the City                            | <b>5</b>                       | 5                      | 2                       | -                       | 17                      |
| Other (2% of respondents or less in 2016)   | <b>10</b>                      | -                      | -                       | -                       | -                       |
| Don't Know/Not Stated   | <b>40</b>                      | 44                     | 38                      | 31                      | 31                      |

\*Multiple responses

### 4.2.6 Parks & Athletic Field Maintenance

Eleven percent (11%, comparable to 10% in 2015) of respondents would increase spending on *Parks and Athletic Field Maintenance*, while 74% (comparable to 77% in 2015) would keep spending the same. Thirteen percent (13%, comparable to 10% in 2015) would decrease spending. See Figure 7, below.

Figure 7



#### Selected Sub-Segment Findings

Those who felt they received “fair” or “poor” value for their tax dollars (21%) were significantly *more likely* to have chosen to **decrease** spending on Parks and Athletic Field Maintenance, versus those who felt they received “excellent,” “good,” or “very good” value (10%).

Respondents who would **increase** spending on *Parks and Athletic Field Maintenance* (n=43) most often explained that the City needs more weed control (10%). Fifty-eight percent (58%) of respondents were unsure or did not provide a response. See Table 11, below.

**Table 11**

| <b>Why would you <u>increase</u> spending on Parks &amp; Athletic Field Maintenance?</b>  |                                |                        |                        |                        |                        |
|---|--------------------------------|------------------------|------------------------|------------------------|------------------------|
| <b>Base: Respondents who would increase spending in this category for the 2017 budget</b> | <b>Percent of Respondents*</b> |                        |                        |                        |                        |
|   | <b>2016<br/>(n=43)</b>         | <b>2015<br/>(n=37)</b> | <b>2014<br/>(n=41)</b> | <b>2013<br/>(n=71)</b> | <b>2012<br/>(n=65)</b> |
| Need more weed control  | 10                             | 13                     | 14                     | -                      | 14                     |
| Need more attractions for the community/more parks/trails                                 | 8                              | 1                      | 2                      | 2                      | 2                      |
| Maintenance needs to increase/would need to increase if parks increase                    | 7                              | 7                      | 4                      | 18                     | 5                      |
| Grass/shrubs need to be maintained in parks/gardens/boulevards                            | 5                              | -                      | 1                      | 8                      | 15                     |
| An inexpensive form of recreation/no fees to access                                       | 5                              | 1                      | -                      | 7                      |                        |
| Need better pest control (e.g., mosquitoes)   | 3                              | 6                      | 4                      | 10                     | 3                      |
| Other (single mentions in 2016)   | 5                              | 8                      | -                      | -                      | -                      |
| Don't Know/Not Stated   | 58                             | 49                     | 55                     | 51                     | 45                     |

\*Multiple responses

Respondents who would **decrease** spending on *Parks and Athletic Field Maintenance* (n=52) most often felt that funding should be reduced, in general (14%). Sixty percent (60%) were unsure or did not provide a response. See Table 12, below.

**Table 12**

| <b>Why would you <u>decrease</u> spending on Parks &amp; Athletic Field Maintenance?</b>  |                                |                        |                        |                          |                          |
|---|--------------------------------|------------------------|------------------------|--------------------------|--------------------------|
| <b>Base: Respondents who would decrease spending in this category for the 2017 budget</b> | <b>Percent of Respondents*</b> |                        |                        |                          |                          |
|   | <b>2016<br/>(n=52)</b>         | <b>2015<br/>(n=48)</b> | <b>2014<br/>(n=58)</b> | <b>2013<br/>(n=24)**</b> | <b>2012<br/>(n=27)**</b> |
| Funding should be reduced (in general)  | 14                             | 5                      | 10                     | -                        | -                        |
| Funding should go to other departments  | 9                              | 12                     | 6                      | 20                       | 7                        |
| Poor worker productivity/poor work done   | 6                              | 1                      | 1                      | -                        | 19                       |
| Should be paid for through user fees, not taxes   | 4                              | -                      | 6                      | 27                       | -                        |
| Review staff wages  | 3                              | -                      | 2                      | -                        | -                        |
| Other (single mentions in 2016)   | 6                              | -                      | -                      | -                        | -                        |
| Don't Know/Not Stated   | 60                             | 69                     | 51                     | 44                       | 48                       |

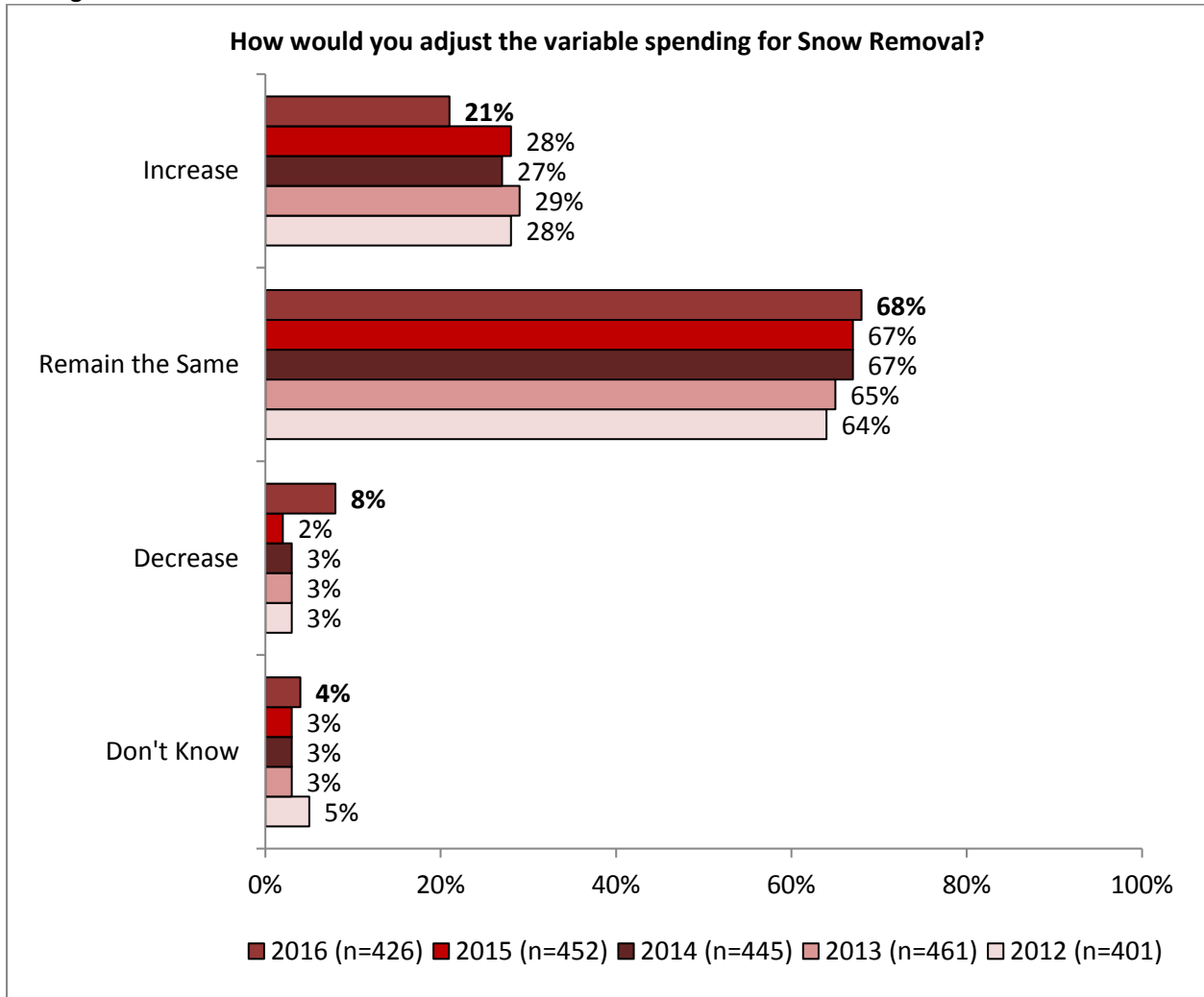
\*Multiple responses

\*\*Use caution interpreting results when n<30

### 4.2.7 Snow Removal

Twenty-one percent of respondents (21%, a significant decrease from 28% in 2015) would increase spending on *Snow Removal*, while 68% (comparable to 67% in 2015) would keep spending the same. Eight percent (8%, a significant increase from 2% in 2015) would decrease spending. See Figure 8, below.

Figure 8



#### **Selected Sub-Segment Findings**

Respondent subgroups significantly more likely to choose to **increase** spending on *Snow Removal* included:

- Those who felt they received “fair” or “poor” value for their tax dollars (33%, versus 17% of those who felt they received “excellent,” “good,” or “very good” value for their tax dollars); and
- Those aged 18 to 34 (30%, versus 13% of those aged 55 to 64 and 13% of those aged 65 or older).

Those who owned homes (71%) were significantly more likely to have chosen to **keep spending the same** on *Snow Removal* versus those who did not (48%).

Respondents who would **increase** spending on *Snow Removal* (n=76) most often explained that residential areas need to be done more often (16%). Fifty-two percent of respondents (52%) were unsure or did not provide a response. See Table 13, below.

**Table 13**

| <b>Why would you increase spending on Snow Removal?</b>                                   |                                |                         |                         |                         |                         |
|---|--------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
| <b>Base: Respondents who would increase spending in this category for the 2017 budget</b> | <b>Percent of Respondents*</b> |                         |                         |                         |                         |
|   | <b>2016<br/>(n=76)</b>         | <b>2015<br/>(n=110)</b> | <b>2014<br/>(n=115)</b> | <b>2013<br/>(n=133)</b> | <b>2012<br/>(n=111)</b> |
| Residential areas/side streets need to be done more often                                 | <b>16</b>                      | 11                      | 4                       | 1                       | -                       |
| Snow removal service needs improvement (in general)                                       | <b>11</b>                      | 9                       | 9                       | 10                      | 5                       |
| Snow removal needs to be done sooner/more frequently                                      | <b>6</b>                       | 27                      | 20                      | 9                       | 9                       |
| Important to have safe roads/too many accidents/concerned about safety                    | <b>6</b>                       | 2                       | -                       | 6                       | -                       |
| Due to location, should be more prepared for winters                                      | <b>4</b>                       | 3                       | -                       | 3                       | 3                       |
| Streets are narrow so need to be cleared more often                                       | <b>3</b>                       | 1                       | 1                       | -                       | 1                       |
| Sidewalks need to be cleared  | <b>3</b>                       | -                       | 1                       | -                       | 1                       |
| More funds are needed/increase funding (in general)                                       | <b>3</b>                       | -                       | 3                       | 4                       | -                       |
| Icy conditions/need more sanding  | <b>3</b>                       | 1                       | 1                       | 5                       | -                       |
| Other (2% of respondents or less in 2016)   | <b>3</b>                       | -                       | -                       | -                       | -                       |
| Don't Know/Not Stated   | <b>52</b>                      | 45                      | 52                      | 53                      | 42                      |

\*Multiple responses

Respondents who would **decrease** spending on *Snow Removal* (n=26) most often explained that there is too much snow removal and snow removal should be reduced in non-essential areas (n=7). Fifteen (n=15) of 26 (n=26) were unsure or did not provide a response. See Table 14, below.

**Table 14**

| <b>Why would you decrease spending on Snow Removal?</b>                                   |                               |                         |                          |                          |                          |
|---|-------------------------------|-------------------------|--------------------------|--------------------------|--------------------------|
| <b>Base: Respondents who would decrease spending in this category for the 2017 budget</b> | <b>Number of Respondents*</b> |                         |                          |                          |                          |
|   | <b>2016<br/>(n=26)**</b>      | <b>2015<br/>(n=9)**</b> | <b>2014<br/>(n=13)**</b> | <b>2013<br/>(n=15)**</b> | <b>2012<br/>(n=11)**</b> |
| Too much snow removal/reduce in non-essential areas                                       | 7                             | -                       | -                        | -                        | -                        |
| Better planning for snow removal is needed/better budgeting                               | 4                             | -                       | -                        | -                        | -                        |
| Need more staff/staff should do a better job  | 3                             | 1                       | -                        | -                        | -                        |
| Icy conditions/need more sanding  | 3                             | 1                       | -                        | -                        | -                        |
| Funding should be reduced (in general)  | 1                             | -                       | -                        | -                        | -                        |
| Don't Know/Not Stated   | 15                            | 1                       | 1                        | 6                        | 6                        |

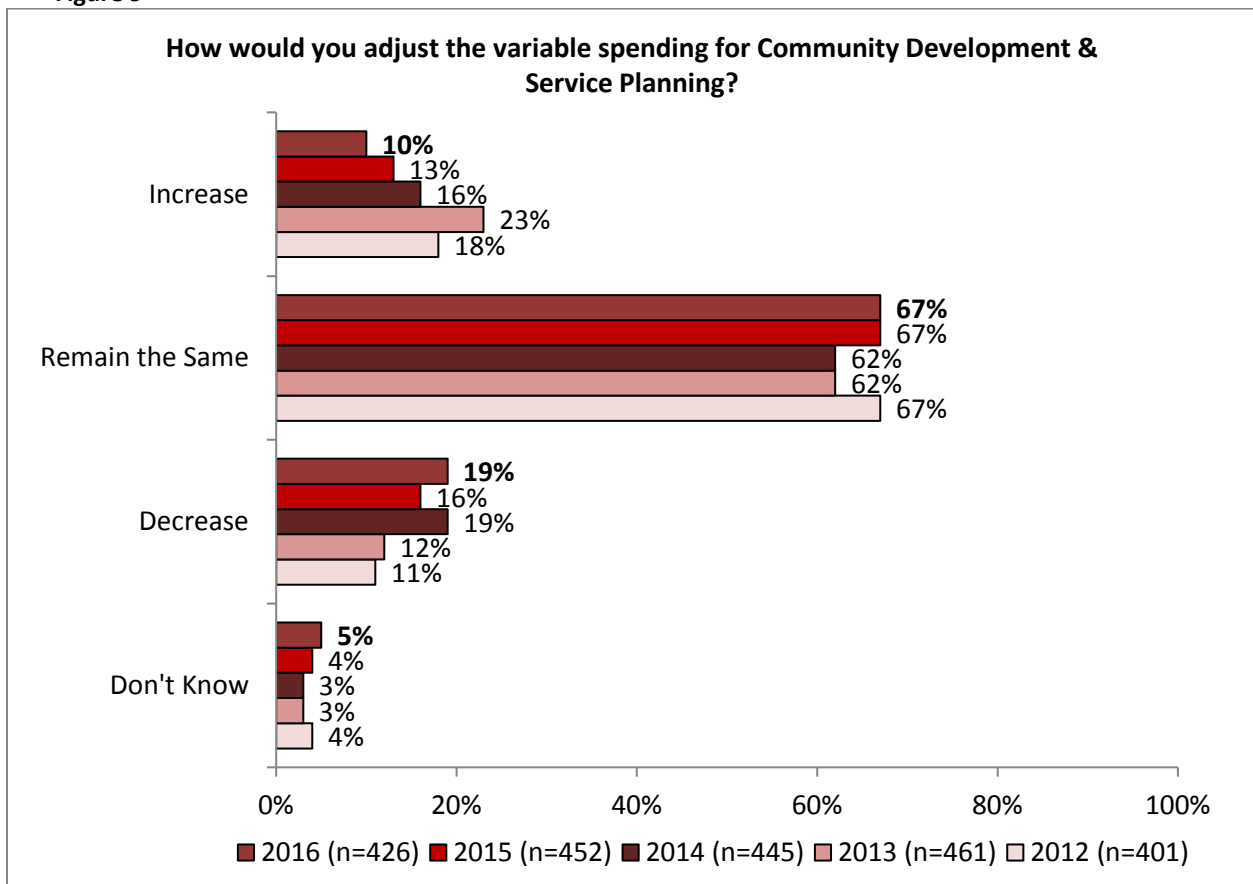
\*Multiple responses

\*\*Use caution interpreting results when n<30

### 4.2.8 Community Development & Service Planning

Ten percent (10%, comparable to 13% in 2015) of the respondents would increase spending on *Community Development and Service Planning*, while 67% (consistent with 67% in 2015) would keep spending the same. Nineteen percent (19%, comparable to 16% in 2015) would decrease spending. See Figure 9, below.

Figure 9



#### **Selected Sub-Segment Findings**

Respondent subgroups significantly *more likely* to have chosen to **decrease** spending on *Community Development and Service Planning* included:

- Those who felt they received “fair” or “poor” value for their tax dollars (33%, versus 14% of those who felt they received “excellent,” “good,” or “very good” value for their tax dollars);
- Those aged 35 to 54 (20%), 55 to 64 (26%) and 65 and older (24%) versus those aged 18 to 34 (11%);
- Those who had seniors in their household (28%, versus 17% of those who did not); and
- Those who owned homes (20%, versus 8% of those who did not).

Respondents who would **increase** spending on *Community Development and Service Planning* (n=38) most often indicated they would like to see an increase in the number of parks (15%). Fifty-nine percent (59%) were unsure or did not provide a response. See Table 15, below.

Table 15

| Why would you <u>increase</u> spending on <u>Community Development &amp; Service Planning</u> ? |                         |                |                |                 |                |
|---|-------------------------|----------------|----------------|-----------------|----------------|
| Base: Respondents who would increase spending in this category for the 2017 budget              | Percent of Respondents* |                |                |                 |                |
|   | 2016<br>(n=38)          | 2015<br>(n=40) | 2014<br>(n=52) | 2013<br>(n=105) | 2012<br>(n=72) |
| Increase the number of parks (e.g. spray parks, playgrounds, off-leash)                         | 15                      | 8              | 11             | 20              | 11             |
| Promotes a healthy lifestyle  | 7                       | 1              | 8              | 3               | 8              |
| Need to keep youth occupied/increase in child and youth programs                                | 6                       | 3              | -              | -               | -              |
| Other (single mentions in 2015)   | 14                      | 6              | -              | -               | -              |
| Don't Know/Not Stated   | 59                      | 50             | 60             | 45              | 36             |

\*Multiple responses

Respondents who would **decrease** spending on *Community Development and Service Planning* (n=72) most often felt that developers should build the playgrounds (36%). Fifty-four percent (54%) were unsure or did not provide a response. See Table 16, below.

Table 16

| Why would you <u>decrease</u> spending on <u>Community Development &amp; Service Planning</u> ? |                         |                |                |                |                |
|---|-------------------------|----------------|----------------|----------------|----------------|
| Base: Respondents who would decrease spending in this category for the 2017 budget              | Percent of Respondents* |                |                |                |                |
|   | 2016<br>(n=72)          | 2015<br>(n=80) | 2014<br>(n=90) | 2013<br>(n=56) | 2012<br>(n=44) |
| Developers should build the playgrounds/developers should pay for more                          | 36                      | 1              | 5              | 2              | 2              |
| Too much money spent on Canada Day/was poorly done/could be smaller                             | 8                       | -              | -              | 6              | 11             |
| Increase outdoor festivals  | 3                       | -              | -              | -              | -              |
| Should fund Communities in Bloom more   | 1                       | -              | -              | -              | -              |
| Don't Know/Not Stated   | 54                      | 64             | 61             | 51             | 52             |

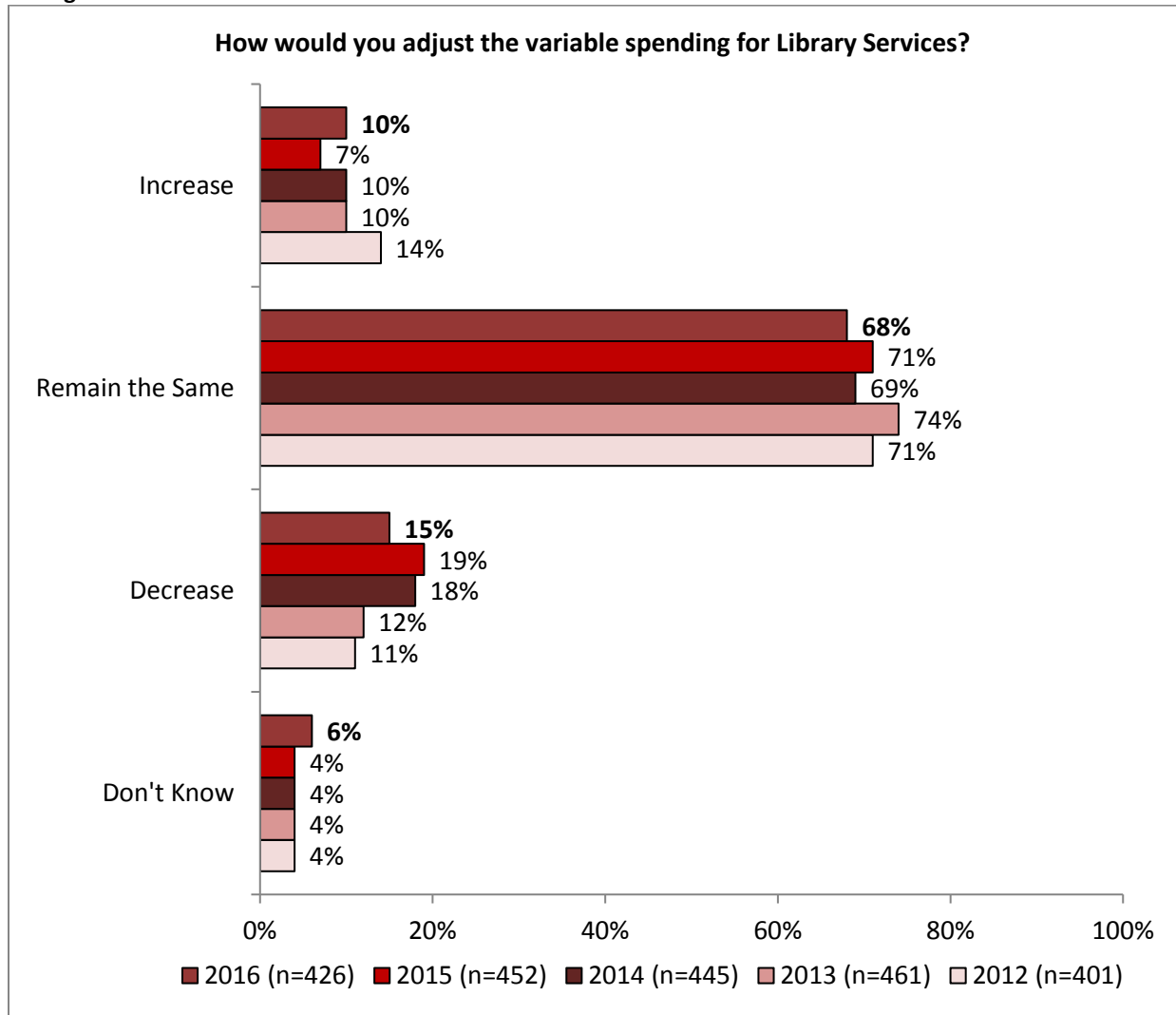
\*Multiple responses



### 4.2.9 Library Services

Ten percent (10%, comparable to 7% in 2015) of respondents would increase spending on *Library Services*. More than two-thirds of the respondents (68%, comparable to 71% in 2015) would keep spending the same. Fifteen percent (15%, comparable to 19% in 2015) would decrease spending. See Figure 10, below.

Figure 10



#### Selected Sub-Segment Findings

Those who were working full-time or part-time (19%) were significantly more likely than those who were unemployed (8%) to have chosen to **decrease** spending on *Library Services*.

Respondents who would **increase** spending on *Library Services* (n=42) most often explained that more funding is needed, in general (12%), followed by 11% who said that library services are important to the community. Fifty-two percent (52%) of respondents were unsure or did not provide a response. See Table 17, below.

Table 17

| Why would you <b>increase</b> spending on <b>Library Services</b> ?                |                         |                  |                |                |                |
|--|-------------------------|------------------|----------------|----------------|----------------|
| Base: Respondents who would increase spending in this category for the 2017 budget | Percent of Respondents* |                  |                |                |                |
|  | 2016<br>(n=42)          | 2015<br>(n=28)** | 2014<br>(n=38) | 2013<br>(n=45) | 2012<br>(n=57) |
| More funding is needed/not enough funding currently                                | 12                      | -                | -              | 14             | 7              |
| Library services are important to the community                                    | 11                      | 18               | 12             | -              | 11             |
| Good service for those who cannot afford new books/other recreation                | 10                      | 10               | -              | -              | 4              |
| More programs/resources are needed/increase services                               | 4                       | 12               | 9              | 13             | 5              |
| Need to expand the collection/more books   | 4                       | 10               | 4              | -              | 2              |
| Good educational resource/expands knowledge/learning                               | 4                       | 9                | 5              | 12             | 7              |
| City is growing/there will be an increase in demand in the future                  | 4                       | 2                | 3              | 3              | 7              |
| Other (single mentions in 2015)  | 5                       | 4                | -              | -              | -              |
| Don't Know/Not Stated  | 52                      | 35               | 69             | 58             | 47             |

\*Multiple responses

\*\*Use caution interpreting results when n<30

Respondents who would **decrease** spending on *Library Services* (n=65) most often felt that the library is not used and that online resources are becoming increasingly popular (26%). More than half of respondents (57%) were unsure or did not provide a response. See Table 18, below.

Table 18

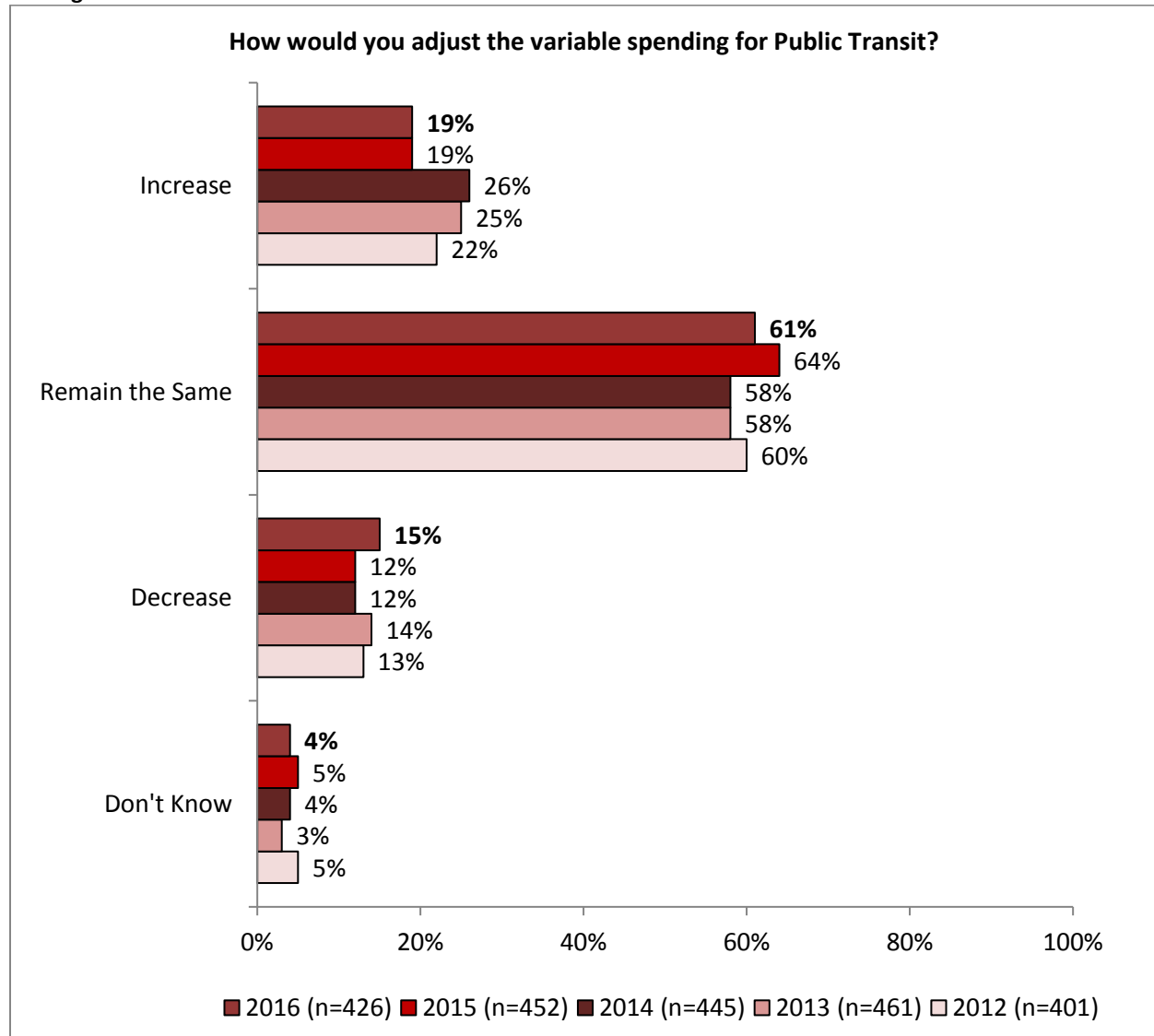
| Why would you <b>decrease</b> spending on <b>Library Services</b> ?                |                         |                |                |                |                |
|--|-------------------------|----------------|----------------|----------------|----------------|
| Base: Respondents who would decrease spending in this category for the 2017 budget | Percent of Respondents* |                |                |                |                |
|  | 2016<br>(n=65)          | 2015<br>(n=84) | 2014<br>(n=86) | 2013<br>(n=56) | 2012<br>(n=42) |
| Many people use online resources/library not used                                  | 26                      | 27             | 28             | 35             | 36             |
| Reduce spending/be efficient with funds  | 11                      | -              | 5              | 19             | -              |
| Should be user pay service/increase fees   | 3                       | 3              | 7              | 3              | 2              |
| Funding should be allocated to other areas/priorities                              | 1                       | 9              | 8              | -              | -              |
| Library expansion is unnecessary   | 1                       | 4              | 3              | -              | -              |
| Don't Know/Not Stated  | 57                      | 53             | 55             | 48             | 57             |

\*Multiple responses

### 4.2.10 Public Transit

Nineteen percent (19%, consistent with 19% in 2015) would increase spending on *Public Transit*. Sixty-one percent (61%, comparable to 64% in 2015) would keep spending the same, while 15% (comparable to 12% in 2015) would decrease spending. See Figure 11, below.

Figure 11



#### ***Selected Sub-Segment Findings***

Those aged 35 to 54 (20%) were significantly more likely to have chosen to **decrease** spending on Public Transit versus those aged 18 to 34 (9%).

Respondents who would **increase** spending on *Public Transit* (n=76) most often reported that Public Transit should include evening service, all day service, or expand their hours of operation (28%). See Table 19, below.

**Table 19**

| <b>Why would you increase spending on Public Transit?</b>                                 |                                |                        |                         |                         |                        |
|---|--------------------------------|------------------------|-------------------------|-------------------------|------------------------|
| <b>Base: Respondents who would increase spending in this category for the 2017 budget</b> | <b>Percent of Respondents*</b> |                        |                         |                         |                        |
|   | <b>2016<br/>(n=76)</b>         | <b>2015<br/>(n=86)</b> | <b>2014<br/>(n=118)</b> | <b>2013<br/>(n=115)</b> | <b>2012<br/>(n=90)</b> |
| Should include evening service/all day service/expand hours of operation                  | <b>28</b>                      | 11                     | 9                       | 8                       | 2                      |
| Current bus schedule is limited/should be expanded/more stops needed                      | <b>7</b>                       | 16                     | 6                       | 10                      | 11                     |
| Required for a growing population   | <b>5</b>                       | 5                      | 7                       | 3                       | 3                      |
| Need to encourage more people to use public transit/need to promote more                  | <b>4</b>                       | 1                      | 1                       | 4                       | 2                      |
| If it was expanded then more people would use it/it would pay for itself                  | <b>4</b>                       | -                      | -                       | -                       | -                      |
| City is inaccessible without a vehicle/not everyone has a vehicle/transportation          | <b>4</b>                       | 1                      | 2                       | 4                       | 6                      |
| Other (single mentions in 2016)   | <b>5</b>                       | -                      | -                       | -                       | -                      |
| Don't Know/Not Stated   | <b>46</b>                      | 48                     | 44                      | 41                      | 41                     |

**\*Multiple responses**

Respondents who would **decrease** spending on *Public Transit* (n=72) most often felt that ridership is not high enough to justify the service (36%). Fifty-four percent of respondents (54%) were unsure or did not provide a response. See Table 20, below.

**Table 20**

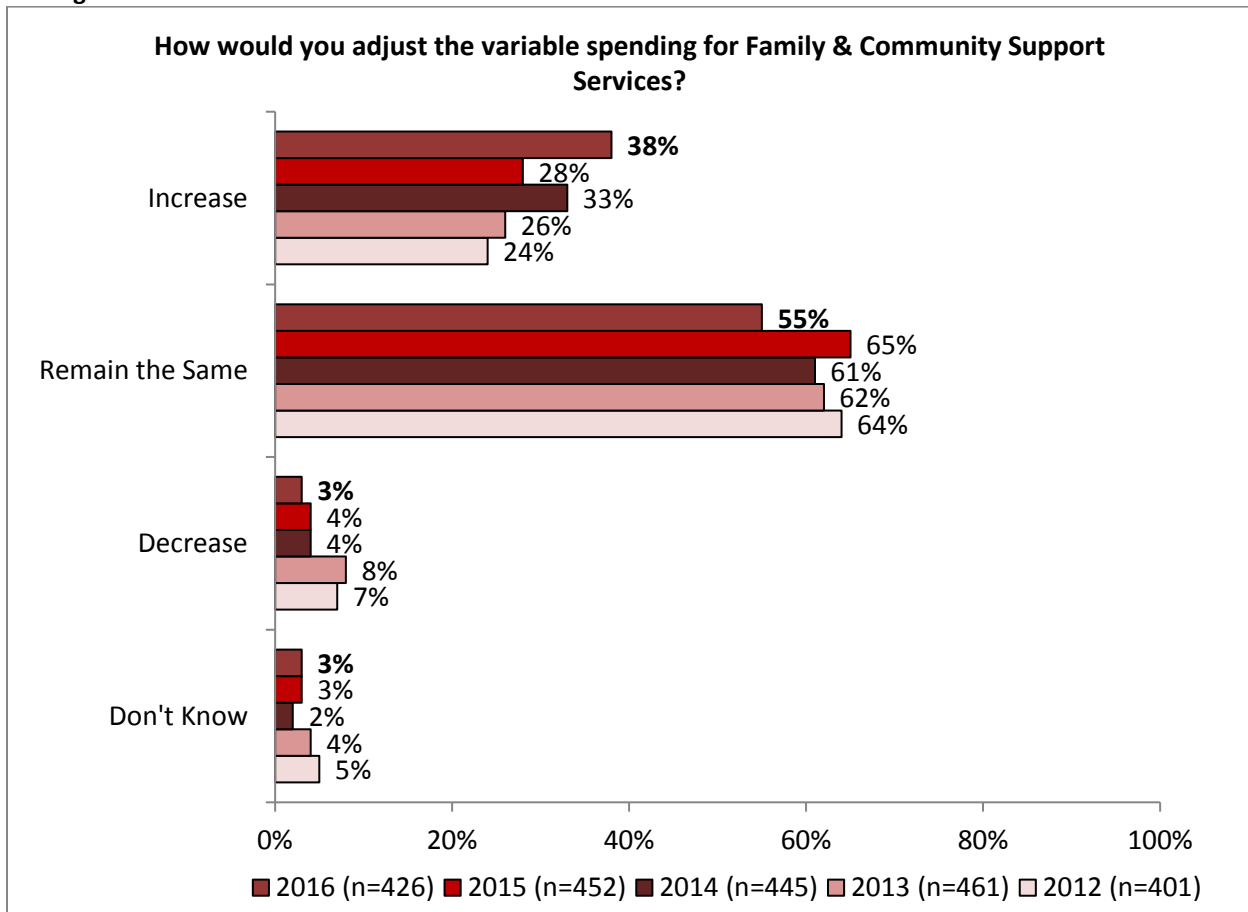
| <b>Why would you decrease spending on Public Transit?</b>                                 |                                |                        |                        |                        |                        |
|---|--------------------------------|------------------------|------------------------|------------------------|------------------------|
| <b>Base: Respondents who would decrease spending in this category for the 2017 budget</b> | <b>Percent of Respondents*</b> |                        |                        |                        |                        |
|   | <b>2016<br/>(n=72)</b>         | <b>2015<br/>(n=56)</b> | <b>2014<br/>(n=53)</b> | <b>2013<br/>(n=64)</b> | <b>2012<br/>(n=51)</b> |
| Not enough people use the service/not worth the cost for ridership                        | <b>36</b>                      | 19                     | 27                     | 23                     | 31                     |
| User fees should pay for the service/should pay for itself                                | <b>8</b>                       | 10                     | 14                     | 25                     | 4                      |
| Need to provide better senior/disabled public transit services/LATS is restrictive        | <b>3</b>                       | 1                      | -                      | -                      | -                      |
| Should decrease funding in special transportation services                                | <b>1</b>                       | -                      | -                      | -                      | -                      |
| Don't Know/Not Stated   | <b>54</b>                      | 56                     | 38                     | 36                     | 39                     |

\*Multiple responses

### 4.2.11 Family and Community Support Services

Thirty-eight percent (38%, a significant increase from 28%) of the respondents would increase spending on *Family and Community Support Services*. Fifty-five percent (55%, a significant decrease from 65% in 2015) would keep spending the same, while 3% (comparable to 4% in 2015) would decrease spending. See Figure 12, below.

Figure 12



#### Selected Sub-Segment Findings

Respondent subgroups significantly more likely to have chosen to **increase** spending on Family and Community Support Services included:

- Those who felt they received “good,” “very good,” or “excellent” value for their tax dollars (41%, versus 30% of those who felt they received “fair” or “poor” value); and
- Those aged 18 to 34 (49%, versus 34% of those aged 35 to 54, 32% of those aged 55 to 64, and 34% of those aged 65 or older).

Those aged 35 to 54 (59%) and those aged 55 to 64 (66%) were significantly more likely to have chosen to **keep spending the same** on Family and Community Support Services versus those aged 18 to 34 (45%).

Respondents who would **increase** spending on *Family and Community Support Services* (n=147) most often reported that programs help people in need (13%). See Table 21, below.

**Table 21**

| <b>Why would you increase spending on Family &amp; Community Support Services?</b>        |                                |                         |                         |                         |                        |
|---|--------------------------------|-------------------------|-------------------------|-------------------------|------------------------|
| <b>Base: Respondents who would increase spending in this category for the 2017 budget</b> | <b>Percent of Respondents*</b> |                         |                         |                         |                        |
|   | <b>2016<br/>(n=147)</b>        | <b>2015<br/>(n=124)</b> | <b>2014<br/>(n=152)</b> | <b>2013<br/>(n=122)</b> | <b>2012<br/>(n=95)</b> |
| Programs help people in need  | 13                             | 6                       | 7                       | 4                       | 4                      |
| Important to support families/families are important                                      | 12                             | 8                       | 4                       | 7                       | 5                      |
| There should be more senior services/support/more affordable services                     | 11                             | 16                      | 10                      | 21                      | 15                     |
| Not enough funding (in general)   | 5                              | 9                       | 12                      | 4                       | 2                      |
| Need more support services available (in general)   | 5                              | 1                       | -                       | 8                       | -                      |
| Need for services is increasing with population growth                                    | 4                              | 8                       | 4                       | 3                       | 8                      |
| Lack of available services for mentally ill population                                    | 3                              | -                       | 2                       | -                       | -                      |
| Other (2% of respondents or less in 2016)   | 5                              | 7                       | 13                      | -                       | -                      |
| Don't Know/Not Stated   | 48                             | 54                      | 52                      | 45                      | 52                     |

\*Multiple responses

Respondents who would **decrease** spending on *Family and Community Support Services* (n=16) most often believed that this should be funded by the government (n=2) or that user fees should pay for this service (n=2). Ten respondents (n=10) were unsure or did not provide a response. See Table 22, below.

**Table 22**

| <b>Why would you decrease spending on Family &amp; Community Support Services?</b>        |                               |                          |                          |                        |                          |
|---|-------------------------------|--------------------------|--------------------------|------------------------|--------------------------|
| <b>Base: Respondents who would decrease spending in this category for the 2017 budget</b> | <b>Number of Respondents*</b> |                          |                          |                        |                          |
|   | <b>2016<br/>(n=16)**</b>      | <b>2015<br/>(n=16)**</b> | <b>2014<br/>(n=13)**</b> | <b>2013<br/>(n=35)</b> | <b>2012<br/>(n=29)**</b> |
| User fees should pay for service  | 2                             | -                        | -                        | -                      | -                        |
| Should be funded by the government/get help from the government                           | 2                             | 1                        | 1                        | 1                      | 3                        |
| People need to help themselves/should not be responsibility of tax payers                 | 1                             | 2                        | 1                        | 4                      | 3                        |
| Should partner with non profit agencies   | 1                             | -                        | -                        | -                      | 7                        |
| Don't Know/Not Stated   | 10                            | 7                        | 13                       | 22                     | 13                       |

\*Multiple responses

\*\*Use caution interpreting results when n<30

#### 4.2.12 Additional Feedback

When asked if there was any additional feedback they wished to provide regarding their choices for variable spending, 3% of all respondents indicated that City Council needs to stop over-spending and should be more fiscally responsible. Eighty percent of respondents (80%) did not provide additional feedback.

See Table 23, below.

**Table 23**

| <b>Is there any additional feedback you would like to provide regarding your choices?</b> |                                |                         |                         |                         |                         |
|---|--------------------------------|-------------------------|-------------------------|-------------------------|-------------------------|
|   | <b>Percent of Respondents*</b> |                         |                         |                         |                         |
|   | <b>2016<br/>(n=426)</b>        | <b>2015<br/>(n=452)</b> | <b>2014<br/>(n=445)</b> | <b>2013<br/>(n=461)</b> | <b>2012<br/>(n=401)</b> |
| No additional feedback  | <b>80</b>                      | 81                      | 79                      | 80                      | 77                      |
| <b>Yes; specify:</b>  | <b>14</b>                      | 14                      | 15                      | 16                      | 17                      |
| City Council needs to stop over spending/be more financially responsible                  | <b>3</b>                       | 2                       | 2                       | 5                       | 2                       |
| Taxes are too high/keep increasing  | <b>2</b>                       | 1                       | 1                       | <1                      | 1                       |
| Budget looks well prioritized/the City is doing a good job with the budget                | <b>2</b>                       | 1                       | 1                       | 1                       | 2                       |
| Need to decrease City employee/Council salaries   | <b>1</b>                       | -                       | -                       | -                       | -                       |
| Received excellent services for taxes paid  | <b>1</b>                       | 1                       | -                       | <1                      | -                       |
| Need a hospital/health care service   | <b>1</b>                       | 1                       | <1                      | -                       | -                       |
| Review/modify garbage services  | <b>1</b>                       | 1                       | 1                       | <1                      | -                       |
| Should have more programs/activities for children/families                                | <b>1</b>                       | 1                       | <1                      | -                       | 1                       |
| Need to ensure budget can handle increases in services/funding matches growth             | <b>1</b>                       | <1                      | 1                       | <1                      | <1                      |
| Pie chart is over-simplified/misleading   | <b>1</b>                       | -                       | -                       | -                       | -                       |
| Need more social services/FCSS program available  | <b>1</b>                       | -                       | 1                       | <1                      | -                       |
| Increase bylaw enforcement  | <b>1</b>                       | -                       | <1                      | -                       | -                       |
| Should reduce fixed expenses/more towards variable expenses                               | <b>1</b>                       | 1                       | 1                       | 1                       | -                       |
| Other (less than 1% of respondents in 2016)   | <b>6</b>                       | -                       | -                       | -                       | -                       |
| Don't Know/Not Stated   | <b>5</b>                       | 5                       | 5                       | 4                       | 6                       |

\*Multiple responses



### 4.3 Other Considerations for 2017 Budget Planning

Keeping in mind that any additional projects or initiatives may result in an increase in the overall budget, respondents were asked if there are any other projects or initiatives that the Leduc City Council and Administration should be thinking of when planning for the 2017 budget and beyond. As shown in Table 24, below, 6% of all respondents reported that the City should ensure an efficient traffic flow and reduce problems related to traffic congestion.

Table 24

| Are there any other projects or initiatives that City Council and Administration should be thinking of when planning the budget for 2017 and beyond? |                         |                 |                 |                 |                 |
|--|-------------------------|-----------------|-----------------|-----------------|-----------------|
|  | Percent of Respondents* |                 |                 |                 |                 |
|  | 2016<br>(n=426)         | 2015<br>(n=452) | 2014<br>(n=445) | 2013<br>(n=461) | 2012<br>(n=401) |
| None   | 70                      | 66              | 64              | 60              | 58              |
| <b>Yes; specify:</b>   | <b>26</b>               | <b>31</b>       | <b>32</b>       | <b>36</b>       | <b>37</b>       |
| Better traffic flow/control/traffic congestion problems  | 6                       | 9               | 10              | 7               | 6               |
| Balance the budget/better spending   | 2                       | 3               | 2               | 4               | 2               |
| Need more social services (e.g., family violence prevention)   | 2                       | 1               | 1               | -               | -               |
| More parks/green space/paths (in general)  | 2                       | 1               | 3               | 1               | 3               |
| LRT service/public transit   | 2                       | 1               | 2               | 1               | 3               |
| More city cleanup is needed  | 2                       | -               | 1               | 1               | 1               |
| Other (1% of respondents or less in 2016)  | 17                      | -               | -               | -               | -               |
| Don't Know/Not Stated  | 4                       | 3               | 5               | 4               | 5               |

\*Multiple responses

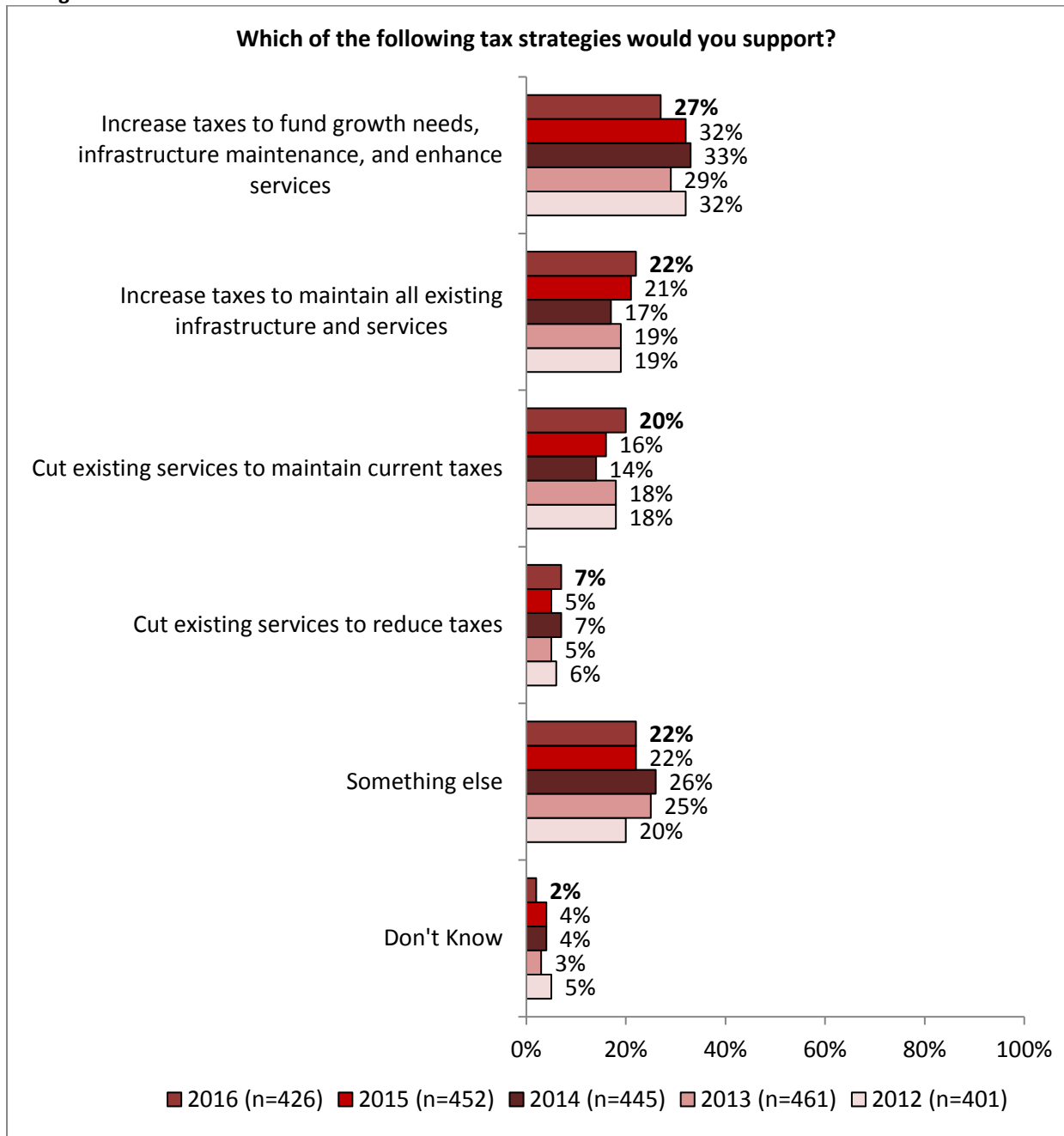
#### 4.4 City of Leduc Services and Infrastructure

In the next section of the survey, respondents were asked which of four (4) tax strategies they would support to balance the City budget. As shown in Figure 13, on the following page, twenty-seven percent (27%, comparable to 32% in 2015) of respondents would increase taxes to fund growth needs, maintain infrastructure, and enhance services, followed by 22% (comparable to 21% in 2015) of respondents who would increase taxes to maintain all existing infrastructure and services, and 20% (comparable to 16% in 2015) who would cut existing services to maintain current taxes.

Nearly one-quarter of the respondents (22%) indicated support for a different tax strategy; responses provided by at least 2% of all respondents included the following:

- Maintain tax levels/no increase (7%);
- Should budget better/spend wisely/better management (5%);
- Reduce administration/council salary/reduce amount of staff (4%);
- Maintain tax levels, keep existing services (3%); and
- Maintain tax levels, fund through growth (2%).

Figure 13



**Selected Sub-Segment Findings**

Respondent subgroups significantly more likely to have **increasing taxes to fund growth needs, maintain infrastructure, and enhance services** included:

- Those who felt they received “good,” “very good,” or “excellent” value for their tax dollars (31%, versus 15% of those who felt they received “fair” or “poor” value; and
- Those aged 18 to 34 (36%) and 35 to 54 (26%) versus those aged 55 to 64 (11%).

Respondent subgroups significantly more likely to have supported **increasing taxes to maintain all existing infrastructure and services** included:

- Those who felt they received “good,” “very good,” or “excellent” value for their tax dollars (25%, versus 10% of those who felt they received “fair” or “poor” value; and
- Those who did not own homes (37%, versus 19% of those who did).

Those who owned homes were significantly more likely to have supported **cutting existing services to maintain taxes** (22%) versus those who did not (8%).

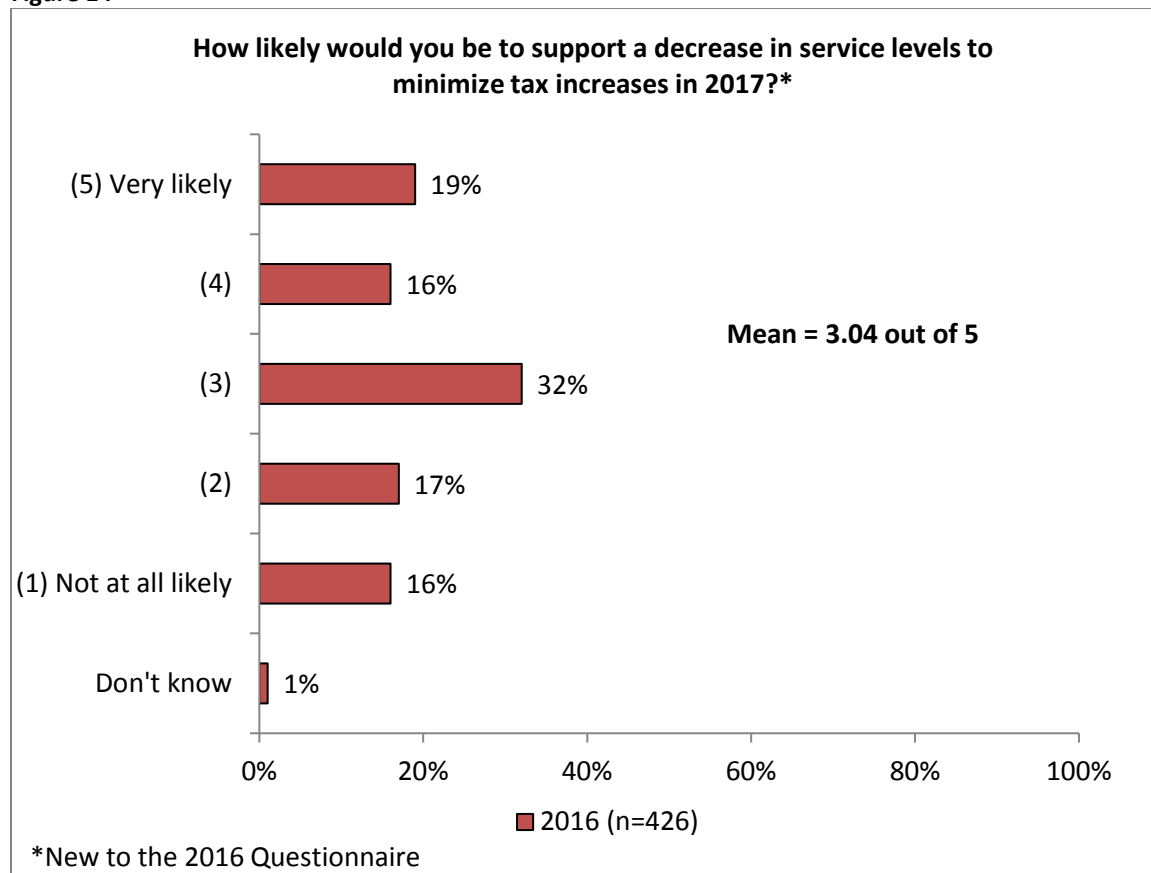
Those who felt they received “fair” or “poor” value for their tax dollars (20%) were significantly more likely to have supported **cutting existing services to reduce taxes** versus those who felt they received “good,” “very good,” or “excellent” value (3%).

New to the 2016 questionnaire, respondents were provided with the following information with regards to minimizing the impact of taxes on residents:

*“The City of Leduc is sensitive to the current economic downturn and residents’ desire to keep tax increases to a minimum, and as such the city may need to consider reducing current service levels in order to minimize the tax impact to the residents and businesses of Leduc.”*

Respondents were then asked to rate, using a scale of 1 to 5 where 1 means “not at all likely” and 5 means “very likely,” how likely they would be to support a decrease in service levels to minimize tax increases in 2017. Thirty-five percent (35%) of respondents were highly likely (ratings of 4 or 5 out of 5) to support a decrease in service levels to minimize tax increases in 2017, 32% were neutral/indifferent (ratings of 3 out of 5), and 33% were unlikely (ratings of 1 or 2 out of 5) to support a decrease in service levels. See Figure 14, below.

Figure 14



***Selected Sub-Segment Findings***

Respondent subgroups significantly *more likely* to be likely to support a **decrease in service levels to minimize tax increases** included:

- Those who felt they received “fair” or “poor” value for their tax dollars (46%, versus 30% of those who felt they received “good,” “very good,” or “excellent” value); and
- Those aged 35 to 54 (39%) and 55 to 64 (43%) versus those aged 18 to 34 (26%).

Those who were unlikely (ratings of 1 or 2 out of 5; n=141) to support a decrease in service levels to minimize tax increases in 2017 were asked if they had any comments in this regard. Most commonly, respondents indicated that they did not want services to decrease and that existing City service levels needed to be maintained (16%). Fifty-nine percent (59%) of respondents were unsure or did not provide a response. See Table 25, below.

**Table 25**

| <b>Do you have any comments in this regard?</b>   |                                |
|---|--------------------------------|
| <b>Base: Respondents that were unlikely (ratings of 1 or 2 out of 5) to support a decrease in service levels to minimize tax increase in 2017</b> | <b>Percent of Respondents*</b> |
|   | <b>2016<br/>(n=141)</b>        |
| Do not decrease services/need to maintain existing City service levels  | 16                             |
| City needs to improve spending/budgeting/be more fiscally responsible   | 7                              |
| City staff are paid too much/need to decrease/freeze City employee salaries   | 6                              |
| There are too many City employees/need to cut some City job positions   | 3                              |
| Service level reduction will lead to larger tax increases in the future   | 2                              |
| City needs to increase spending/service levels  | 2                              |
| City growth will help maintain tax/service levels   | 2                              |
| Only decrease service levels in areas that are low priority/not essential   | 2                              |
| Do not raise taxes/taxes are too high   | 2                              |
| City is rapidly growing/need to ensure City is keeping up with growth demands   | 2                              |
| Other (1% of respondents or less)   | 7                              |
| No comments/none  | 1                              |
| Don't Know/Not Stated   | 59                             |

\*Multiple responses

Those who were neutral/indifferent (i.e., neither likely nor unlikely) or likely (ratings of 3 to 5 out of 5; n=283) to support a decrease in service levels to minimize tax increases in 2017 were asked why they felt this way. Five percent (5%) of respondents either indicated that the economy is poor, or that the City needs to improve spending. Seventy-six percent (76%) did not were unsure or did not provide a response. See Table 26, below.

**Table 26**

| <b>Do you have any comments in this regard?</b>  |                                |
|--|--------------------------------|
| <b>Base: Respondents that were neutral/indifferent or likely (ratings of 3 to 5 out of 5) to support a decrease in service levels to minimize tax increase in 2017</b> | <b>Percent of Respondents*</b> |
|  | <b>2016<br/>(n=283)</b>        |
| Economy is poor/we are in a recession/many people are losing their jobs  | 5                              |
| City needs to improve spending/budgeting/be more fiscally responsible  | 5                              |
| City staff are paid too much/need to decrease/freeze City employee salaries  | 4                              |
| Do not raise taxes/taxes are too high  | 4                              |
| It depends on what service levels are decreased (in general)   | 3                              |
| Only decrease service levels in areas that are low priority/not essential  | 2                              |
| Other (1% of respondents or less)  | 5                              |
| No comments/none   | 3                              |
| Don't Know/Not Stated  | 76                             |

\*Multiple responses

## 4.5 Respondent Demographics

Tables 28 and 29, below and on the following page, demonstrate the demographic breakdown of residents surveyed for the 2017 City of Leduc Budget Planning Survey.

Table 27

|   | Percent of Respondents |                 |                 |                 |                 |
|---|------------------------|-----------------|-----------------|-----------------|-----------------|
|   | 2016<br>(n=426)        | 2015<br>(n=452) | 2014<br>(n=445) | 2013<br>(n=461) | 2012<br>(n=401) |
| <b>Age</b>  |                        |                 |                 |                 |                 |
| 18 to 24 years of age   | 6                      | 4               | 4               | 4               | 2               |
| 25 to 34 years of age   | 26                     | 31              | 32              | 32              | 14              |
| 35 to 44 years of age   | 18                     | 18              | 18              | 18              | 21              |
| 45 to 54 years of age   | 19                     | 18              | 17              | 17              | 22              |
| 55 to 64 years of age   | 15                     | 14              | 14              | 12              | 18              |
| 65 years of age and older   | 15                     | 13              | 14              | 16              | 22              |
| Not Stated  | 2                      | 3               | 2               | 1               | 2               |
| <b>Mean</b>   | <b>46.1</b><br>years   | 45.1<br>years   | 44.6<br>years   | 45.7<br>years   | 50.8<br>years   |
| <b>Percent of Households with at Least One (1) Person in Each Age Group</b> |                        |                 |                 |                 |                 |
| 7 years of age and younger  | 30                     | 31              | 37              | 38              | 22              |
| 8 to 12 years of age  | 19                     | 21              | 16              | 13              | 14              |
| 13 to 18 years of age   | 17                     | 13              | 16              | 14              | 16              |
| 19 to 44 years of age   | 62                     | 64              | 66              | 63              | 54              |
| 45 to 64 years of age   | 46                     | 42              | 43              | 38              | 52              |
| 65 years of age and older   | 20                     | 18              | 16              | 17              | 24              |
| Not Stated  | 1                      | 2               | 3               | 2               | 3               |
| <b>Mean Household Size</b>  | <b>3.16</b><br>people  | 3.16<br>people  | 3.22<br>people  | 3.04<br>people  | 2.86<br>people  |
| <b>Employment Status</b>  |                        |                 |                 |                 |                 |
| Working Full-Time (including self-employment; >30 hours /week)              | 53                     | 63              | 59              | 64              | 54              |
| Retired   | 15                     | 14              | 14              | 13              | 24              |
| Working Part-Time (including self-employment; ≤30 hours/week)               | 15                     | 8               | 11              | 10              | 12              |
| Homemaker   | 7                      | 9               | 8               | 9               | 7               |
| Not Employed  | 6                      | 3               | 4               | 3               | 2               |
| Student   | 3                      | 1               | 3               | 1               | 1               |
| Not Stated  | 1                      | 1               | 1               | <1              | 1               |



Table 28

|  | Percent of Respondents |                 |                 |                 |                 |
|--|------------------------|-----------------|-----------------|-----------------|-----------------|
|  | 2016<br>(n=426)        | 2015<br>(n=452) | 2014<br>(n=445) | 2013<br>(n=461) | 2012<br>(n=401) |
| <b>Neighbourhood</b>                     |                        |                 |                 |                 |                 |
| Alexandra Park                           | 2                      | 1               | 2               | 2               | 4               |
| Bridgeport                               | 7                      | 9               | 13              | 11              | 8               |
| Caledonia Park                           | 7                      | 4               | 6               | 6               | 7               |
| Corinthia Park                           | 8                      | 10              | 8               | 11              | 11              |
| Deer Valley                              | 4                      | 4               | 5               | 6               | 4               |
| Lakeside Estates                         | 3                      | 6               | 5               | 4               | 5               |
| Leduc Estates                            | 6                      | 7               | 4               | 6               | 6               |
| Linsford Park                            | 3                      | 2               | 4               | 2               | 3               |
| Meadowview Park                          | 6                      | 4               | 5               | 5               | 5               |
| North Telford                            | 1                      | <1              | <1              | <1              | 1               |
| Robinson                                 | 3                      | 2               | 1               | 1               | -               |
| South Fork                               | 7                      | 12              | 6               | 7               | 3               |
| South Park                               | 10                     | 8               | 11              | 10              | 12              |
| South Telford                            | 3                      | 4               | 3               | 3               | 3               |
| Suntree                                  | 7                      | 6               | 3               | 5               | 4               |
| Tribute                                  | 3                      | 4               | 6               | 4               | 4               |
| West Haven Estates                       | 3                      | 2               | 3               | 5               | 6               |
| West Haven Park                          | 1                      | 3               | 4               | -               | -               |
| Willow Park                              | 4                      | 3               | 4               | 4               | 6               |
| Windrose                                 | 10                     | 7               | 8               | 6               | 7               |
| Not Stated                               | 3                      | 3               | 2               | 2               | 4               |
| <b>Home Ownership</b>                    |                        |                 |                 |                 |                 |
| Own                                      | 89                     | 92              | 89              | 88              | 91              |
| Rent                                     | 11                     | 7               | 9               | 11              | 7               |
| Not Stated                               | 1                      | 1               | 2               | 1               | 2               |
| <b>Are you a City of Leduc Employee?</b> |                        |                 |                 |                 |                 |
| Yes                                      | 3                      | 4               | 5               | 7               | 4               |
| No                                       | 96                     | 95              | 94              | 93              | 94              |
| Not Stated                               | 1                      | 1               | 1               | <1              | 2               |

## **APPENDIX A – SURVEY INSTRUMENT**



## 2017 Budget Planning Survey

The City of Leduc is committed to gathering input from citizens regarding the planning for the future of the City, as demonstrated through the Community Visioning Workshops completed in 2007, 2009, 2011, 2013, and 2014. In 2016, the City is seeking input from citizens to assist in the 2017 budget planning process through this survey.

This survey contains questions designed to gather your high-level thoughts and opinions regarding your perceptions and opinions of how funding should be allocated in the City of Leduc. The length of the survey may vary from 10 to 12 minutes to complete.

Please note that paper copies of this survey can be returned to the Civic Centre, where they will be forwarded to Banister Research for data entry and analysis. Alternatively, you may fax your completed survey directly to Banister Research at (780) 451-2777 or complete the survey online at <https://banister.ab.ca/leducbudget17public/>

Banister Research & Consulting Inc. has been retained to assist with the administration of this survey and the analysis of the findings. All information you provide will be kept in strictest confidence and be used only for the purposes of this study.

The privacy of your responses has been protected in a number of ways:

1. Individual hard copy surveys submitted to the City of Leduc will be forwarded to Banister Research for data entry and analysis. External consultants, Banister Research & Consulting Inc., are the only party collecting and analyzing the results and with any direct access to the final data set.
2. Responses to closed ended questions will be grouped and verbatim responses to open ended questions will be released to the management team without any identifiable information and not linked to any other questions in the data sets provided.

Please try to answer all questions. However, if you do not have enough information or you feel that you cannot respond to a question, please skip it and go on to the next one. Unless otherwise indicated, please fill in only one response per question. The results of the survey will be used as one of the sources of information provided to Council and Administration to inform in the decision making process with regards to budgeting in 2017.

As a thank you for completing the survey, you **may enter a draw to win a Leduc Recreation Centre Family Flex Pass (10 admissions).**

Please read each question/statement carefully and select the number that best represents your point of view for each.

If you have any issues or concerns, you may contact Tracy With, Vice President, Banister Research & Consulting, 780-451-4444 or [twith@banister.ab.ca](mailto:twith@banister.ab.ca). Please respond before **May 31, 2016**.

| A. Please confirm                       | Yes                      | No                       |
|---|--------------------------|--------------------------|
| You are over the age of 17 years        | <input type="checkbox"/> | <input type="checkbox"/> |
| You are a resident of the City of Leduc | <input type="checkbox"/> | <input type="checkbox"/> |

Please note that throughout the survey, information will be provided to you so that you are able to reflect and provide an informed response to the questions. Should you have any questions about this information, please feel free to contact Valerie MacMillan, Manager, Budgeting Services (780-980-7161 or vmacmillan@leduc.ca) at the City of Leduc, for additional information.

1. What would you say are the most important priorities facing the City of Leduc Council today related to the budget process?

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2. In 2016, approximately 27% of your property tax bill is collected on behalf of the province to pay for education and schools. The remaining 73% of your property tax bill goes to the City of Leduc to fund municipal services. Thinking about the portion of your municipal property tax bill that pays for City services, would you say you receive? [SELECT ONE RESPONSE]

- Excellent value for your tax dollars
- Very good value
- Good value
- Fair value OR
- Poor value for your tax dollars

3. What is the main reason you feel that way?

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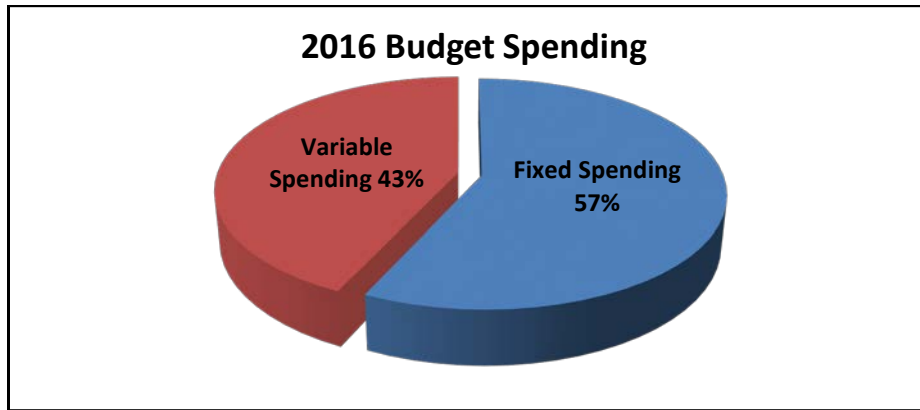


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4. The City of Leduc budget includes two spending categories:

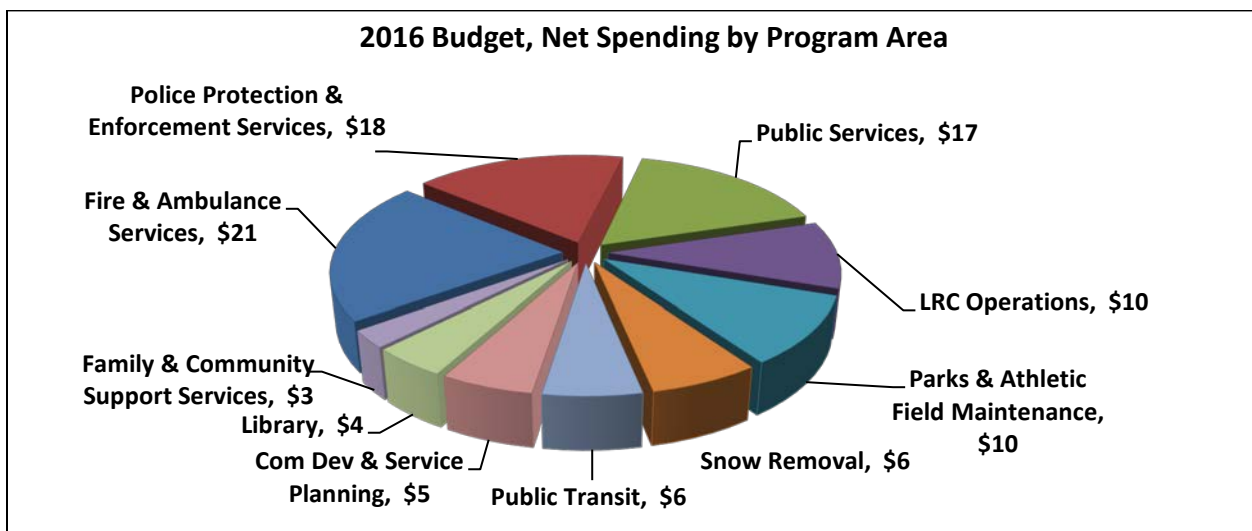


- **Fixed Spending (57%)** include items that are necessary to govern, operate and maintain the City of Leduc and do not vary based on the level of service provided:
  - Mayor and City Council
  - City Manager’s Office, Legal Services & Intergovernmental Affairs
  - Corporate Services
  - Engineering Services
  - Planning Services
  - Facility Services
  - Debt Repayment
  - Capital Transfer

1)

- **Variable Spending (43%)** include categories where spending can be increased or decreased depending on the level of service provided.

If the overall **Variable Spending** budget for the City of Leduc was \$100, this is how the \$100 was spent in the City of Leduc in 2016. Please see the graph below.



How would you adjust the variable spending for 2017?

| Variable Spending Category                          | Description of Services   | Dollars Spent in 2016 | Increase or Decrease Spending, Remain the same in 2017 (select one)  | Why would you make this change? (please record your answer below, and use the back of the page if needed) |
|---|---|-----------------------|--|---|
| <b>Fire and Ambulance Services*</b>                 | Fire and Ambulance response, rescue and patient treatment services, community prevention and inspection services and emergency preparedness.  | \$21.00               | <input type="checkbox"/> Increase<br><input type="checkbox"/> Remain the same                                      |   |
| <b>Police Protection &amp; Enforcement Services</b> | RCMP contract and detachment administrative support. Community safety, animal control and other bylaw enforcement.  | \$18.00               | <input type="checkbox"/> Increase<br><input type="checkbox"/> Decrease<br><input type="checkbox"/> Remain the same |   |
| <b>Public Services</b>                              | Maintenance of roadways, sidewalks, multi-ways, bridges, overpasses, traffic controls, including: pot hole patching, crack sealing, grading, guard repair, cleaning, dust control and pavement marking.                   | \$17.00               | <input type="checkbox"/> Increase<br><input type="checkbox"/> Decrease<br><input type="checkbox"/> Remain the same |   |
| <b>Leduc Recreation Centre Operations</b>           | Leduc Recreation facility maintenance and operations, sports & tourism, guest services, fitness centre and track, pool services, ice skating, field house and programmed services (i.e. child minding).                   | \$10.00               | <input type="checkbox"/> Increase<br><input type="checkbox"/> Decrease<br><input type="checkbox"/> Remain the same |   |
| <b>Parks &amp; Athletic Field Maintenance</b>       | Maintenance, grass cutting, cleaning and repairs to cemetery, sports fields, tennis courts, outdoor ice rinks, skateboard parks, lakes and storm ponds, garden plots and playgrounds. Parks landscaping and pest control. | \$10.00               | <input type="checkbox"/> Increase<br><input type="checkbox"/> Decrease<br><input type="checkbox"/> Remain the same |   |
| <b>Snow Removal</b>                                 | Street, parking lot and alleyway sanding, snow plowing and snow removal.  | \$6.00                | <input type="checkbox"/> Increase<br><input type="checkbox"/> Decrease<br><input type="checkbox"/> Remain the same |   |
| <b>Public Transportation</b>                        | Leduc Transit provides service locally in Leduc and a commuter service to Edmonton and Nisku; and a specialized transportation service (LATS).  | \$6.00                | <input type="checkbox"/> Increase<br><input type="checkbox"/> Decrease<br><input type="checkbox"/> Remain the same |   |
| <b>Community Development &amp; Service Planning</b> | Parks, recreation and culture planning and development: including building playgrounds, Communities in Bloom, Healthy Hearts, and Canada Day programs.  | \$5.00                | <input type="checkbox"/> Increase<br><input type="checkbox"/> Decrease<br><input type="checkbox"/> Remain the same |   |
| <b>Library Services</b>                             | Provision of children, teen and adult literary programs, exam proctoring, e-resources, e-books, internet access, audio books, DVD's, CD's, outreach services and access to resources from over 150 Alberta libraries.     | \$4.00                | <input type="checkbox"/> Increase<br><input type="checkbox"/> Decrease<br><input type="checkbox"/> Remain the same |   |
| <b>Family and Community Support Services</b>        | Family counseling and support; support, prevention and education regarding social issues; meals on wheels program; senior support; and homemaking services.   | \$3.00                | <input type="checkbox"/> Increase<br><input type="checkbox"/> Decrease<br><input type="checkbox"/> Remain the same |   |
| <b>TOTAL</b>  |   | <b>\$100.00</b>       |  |   |

\*Ambulance services are contracted services provided by the Province of Alberta and cannot be reduced.

5. Is there any additional feedback you would like to provide regarding your choices?

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6. Again, keeping in mind that any additional projects or initiatives may result in an increase in the overall budget, are there any other projects or initiatives that Leduc City Council and Administration should be thinking of when planning the budget for 2017 and beyond?

Yes; please specify

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No

7. Next, thinking about the City of Leduc infrastructure and services overall, which of the following tax strategies to balance the budget would you support? [SELECT ONE]

- Increase taxes to fund growth needs, infrastructure maintenance and enhance services
- Increase taxes to maintain all existing infrastructure and services
- Cut existing services to maintain current taxes, or
- Cut existing services to reduce taxes
- Something else: please specify:

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8. The City of Leduc is sensitive to the current economic downturn and residents' desire to keep tax increases to a minimum, and as such the city may need to consider reducing current service levels in order to minimize the tax impact to the residents and businesses of Leduc. Using a scale of 1 to 5 where 1 means "not at all likely" and 5 means "very likely", how likely would you be to support a **decrease in service levels to minimize tax increases in 2017?**

- 1 Not at all likely
- 2
- 3
- 4
- 5 Very likely

8A. Do you have any comments in this regard?

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**RESPONDENT CHARACTERISTICS**

In order for Banister Research to better understand the different views and needs of citizens, the next few questions allow us to analyze the data into sub-groups. Please be assured that nothing will be recorded to link your answers with you or your household.

D1. First, in what year were you born?

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D2. Including yourself, how many people in each of the following age groups live in your household? How many are \_\_\_\_\_? [ENTER # FOR ALL THAT APPLY]

- \_\_\_ 7 years of age and younger
- \_\_\_ Between 8 and 12 years old
- \_\_\_ Between 13 and 18 years old
- \_\_\_ Between 19 and 44 years old
- \_\_\_ Between 45 and 64 years old
- \_\_\_ 65 years of age or older
- \_\_\_ TOTAL



D3. What is your current employment status? [SELECT ONE]

- Working full time, including self-employment (more than 30 hours per week)
- Working part time, including self-employment (30 hours per week or less)
- Homemaker
- Student
- Not employed
- Retired

D4. Which neighbourhood do you live in? [SELECT ONE]

- Alexandra Park
- Bridgeport
- Caledonia Park
- Corinthia Park
- Deer Valley
- Lakeside  
Estates
- Leduc Estates
- Linsford Park
- Meadowview  
Park
- North Telford
- Robinson
- Southfork
- South Park
- South Telford
- Suntree
- Tawa Landings
- Tribute
- West Haven  
Estates
- West Haven  
Park
- Willow Park
- Windrose

D5. Do you own or rent your home in the City of Leduc?

- Own
- Rent

D6. And finally, do you work for the City of Leduc?

- Yes
- No

***Thank you very much for your participation in this important study, your time and feedback are greatly appreciated by the City of Leduc.***

***Please note that the results of this survey will be shared with City Council during the budget planning process for 2017. Should you have any additional questions, please contact: Valerie MacMillan, Manager, Budgeting Services (780-980-7161 or vmacmillan@leduc.ca) at the City of Leduc.***

**Contest Release Form**

***Thank you for completing the survey! You now have the option to enter a randomly selected prize draw for people who have taken part in the survey. The prize is a Leduc Recreation Centre Family Flex Pass (10 admissions). This prize would allow you and your family (includes 2 adults and all children) to visit the Leduc Recreation Centre for 10 admissions.***

***In order to enter – and let you know if you have won the prize – please provide your name and an e-mail address and/or telephone number where we can contact you.***

***Personal information will only be used to contact the individual who has won the prize. Your name, phone number and e-mail address will not be used for any other purpose and will remain confidential.***

***The personal information (name, phone number, and/or e-mail address) provided as part of the City of Leduc Budget Survey contest is collected under the authority of section 33(c) of the Freedom of Information and Protection of Privacy Act.***

***First Name:*** \_\_\_\_\_

***Last Name:*** \_\_\_\_\_

***E-mail Address:*** \_\_\_\_\_

***Phone Number:*** \_\_\_\_\_

***[MANDATORY] I allow Banister Research to provide the City of Leduc with my personal information above to use to contact me should I be the winner of this draw.***

- Yes
- No