



## City of Leduc Municipal 2019 Census Frequently Asked Questions

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➤ **Why does the city need to conduct a Census?**

Residents of all municipalities use services such as schools, roads, recreational facilities, emergency services, police services and libraries. We need your help to secure essential government funding to support these programs and services. Grant funding, to improve the municipality in various aspects, is awarded per capita. It is in the best interest of the City of Leduc to have accurate and up-to-date statistical information in order to help meet the demands of a growing city. Ensuring you are counted is an important step to help ensure maximum grant funds are received.

➤ **When does the Census start?**

The City of Leduc municipal Census starts on April 1, 2019 with the online option. Door-to-door collection of information from households that did not complete the Census online begins April 23, 2019 – May 31, 2019. The online option, however, will also remain open until May 31, 2019.

➤ **What is the benefit to completing the Census online?**

Completing the census online gives citizens the convenience of a time and location that works best for them. It will also help reduce the number of households our Census Workers have to visit. This year, we will also have a random prize draw for any households that complete their census online before April 22, 2019.

➤ **I can't find my Census letter with the PIN number.**

Call the Census Office at the City of Leduc at 780-980-7177, Monday – Friday (8:30 am – 4:30 pm), or email [Census-Support@leduc.ca](mailto:Census-Support@leduc.ca) and a Customer Services Representative will assist you.

➤ **What kind of computer could be used to do the Census online?**

Census can be completed online with a smart phone, tablet or PC.

➤ **Count all Usual Residents. What is a Usual Resident?**

A person's usual residence is the place where the person lives and sleeps and to which, when the person is absent from it, the person intends to return. This includes:

- all persons who usually live in the dwelling even if they are temporarily away, including college/university students\*, and have not established a usual residence elsewhere
- any persons staying at or visiting the dwelling if they have no other usual home
- persons in the Armed Forces even if away on tour/rotation
- infants born on or before April 1, 2019
- deceased persons who were alive on April 1, 2019
- any persons who usually live in the dwelling, but are currently in an institution (such as a hospital or correctional institution). However, if they have been in the institution for more than six months, do not include them as a usual resident of the dwelling.

*\*Students are included as usual residents at their home (i.e. parents' home) if they have not established a usual residence elsewhere. If the student rents accommodation for the purposes of attending an educational institution but usually resides with other family members who are usual residents in Alberta, the student is still deemed to reside with those family members.*



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**Note:** A person can have only one place of usual residence. If a person has more than one residence in Alberta, that person shall designate one place of residence as the person's usual residence.

A person shall designate the person's usual residence in accordance with the following factors in the following order of priority:

- the address shown on the person's driver's licence or on an identification card issued by or on behalf of the Government of Alberta
- the address to which the person's income tax correspondence is addressed and delivered
- the address to which the person's mail is addressed and delivered

➤ **Will the information collected be secure?**

All information from the Census is held in a secure, Alberta-based server.

➤ **What if I get an error message on the online Census?**

If you receive an error message while completing the online Census, call the Census Office at the City of Leduc at 780-980-7177, Monday – Friday (8:30 am – 4:30 pm), or email [Census-Support@leduc.ca](mailto:Census-Support@leduc.ca)

➤ **Where can I find current Census results?**

For access to the most recent Census results visit <https://www.leduc.ca/city-clerk/leduc-census>

➤ **Is the Leduc Public Library only available on the three dates indicated on the letter?**

You may use the Library's dedicated computers during their business hours from April 1 to May 31, 2019, bring your census letter. If a resident would like assistance completing their Census online, City of Leduc staff will be in attendance at the library on the following dates:

- April 5 & 9, 2019 (10 a.m. – 12 p.m.)
- April 11, 2019 (1 – 3 p.m.)

➤ Or, visit, the City of Leduc booth at the Business Expo on April 13 and 14 at the Leduc Recreation Centre.

➤ **Do you need my full name on the Census?**

We are not collecting names.

➤ **How will I know it is a City of Leduc Census Worker at my door?**

All Census Workers will present identification issued by the City of Leduc. We encourage you to confirm their identification before you answer questions. In addition, all Census Workers have completed an RCMP security check.

➤ **What if we are not home when the Census Worker comes?**

When a Census Worker comes to a residence and finds no one home, the Census Worker will leave a Call-Back Notice on the door that lists the city's website address and phone number to contact if you have any questions.

➤ **If I provide information to a Census Worker at the door, how can I be sure my information is safe?**

All Census Workers are trained and instructed on the importance of ensuring the information collected is protected and not shared with anyone. Each Census Worker signed a *Statement of Census Worker* to reinforce confidentiality expectations. All Census Workers will have a tablet (electronic device) that they



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will use to enter your information. Once the census questionnaire is complete and closed, the information is secure and no longer accessible to the Census Worker.

➤ **What happens if I don't receive a letter from the City of Leduc?**

Call the Census Office at the City of Leduc at 780-980-7177, Monday – Friday (8:30 am – 4:30 pm) or email [Census-Support@leduc.ca](mailto:Census-Support@leduc.ca)

➤ **What do I do if my PIN does not work?**

You must ensure that the PIN is typed in exactly as it appears in the letter from the City of Leduc. The PIN is case-sensitive. If you continue to have problems, call the Census Office at the City of Leduc at 780-980-7177, Monday – Friday (8:30 am – 4:30 pm), or email [Census-Support@leduc.ca](mailto:Census-Support@leduc.ca)

➤ **What happens if the address associated with my PIN is not my address?**

Call the Census Office at the City of Leduc at 780-980-7177, Monday – Friday (8:30 am – 4:30 pm), or email [Census-Support@leduc.ca](mailto:Census-Support@leduc.ca).

➤ **What if someone doesn't complete the Census online between April 1 and May 31?**

The online Census is open until May 31; however, Census Workers will be going door-to-door beginning April 23 to collect data for the households that have not completed their Census online.

➤ **Why do you need a PIN ("Personal Identification Number")?**

The PIN helps ensure that the information received is legitimate and submitted by residents of Leduc.

➤ **How long has the City of Leduc collected census information online?**

The City's Census has been completed online since 2012, with the introduction of tablet-based collection in 2016.