

THE WAY WE FINANCE

Online Questionnaire on Services, Budget and Taxes June 2012

TRANSFORMING | EDMONTON

BRINGING OUR CITY VISION TO LIFE



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1. Overview

The City of Edmonton invited members of a recently created online community panel and other Edmontonians to complete an online questionnaire from June 8 to June 18, 2012.

The City used the online consultation to:

- 1) provide key information about budget services and programs,
- 2) identify fiscal limitations and sources of revenue to pay for civic services, and
- 3) gather input on specific issues about the budget.

This consultation engaged 1,571 unique responses.

The results of this public consultation help identify perceptions about what services Edmontonians believe are critical to maintain or grow, what strategies are preferred to balance the City budget and the order of priorities for Edmonton's long-term goals.

The questionnaire also identified key attributes Edmontonians are proud of and their overall satisfaction with living and working in Edmonton.

The results compiled in this report present valuable opinions and perceptions of Edmontonians that supplement other forms of public input, including the September 2011 budget consultation, annual non-statutory public hearings on the budget, ongoing operational surveys and market research, issue-specific consultation, and feedback on a range of programs through email and 311.

The online nature of consultation means participation was self-selected, not random and not representative of Edmonton's full demographics.

However, participants provided demographics information which was used to scale the results to reflect Edmonton's representation by age, gender, income and ward. These scaled results (also called "weighted results") are provided in the summary section along with un-scaled results.

The consultation produced valid input from Edmontonians, in the same way as approximately 70 to 100 speakers provide input every year in public hearings on the City budget.

The results of this public opinion research is useful in identifying areas where further information campaigns may be required to increase awareness for civic issues, as well as to modify delivery of services.

2. Results highlights

The results below reflect direct responses, aggregated. The scaled results (also called “weighted results”) to reflect Edmonton’s demographics are provided in the Summary Results section with un-scaled results.

Pride in Edmonton

- 83.8% of respondents said they definitely or probably would recommend Edmonton as a place to live, work and visit.
- This is a Corporate Performance Measure.
- 1,247 distinct responses were provided on what attributes made people proud of Edmonton, with the city’s river valley as the most popular comment, followed by festivals, parks, people, community, and arts.
- This information can assist in the community-led task force on image and reputation work.

Satisfaction and service changes

- 75.6% of respondents said they were very satisfied or moderately satisfied with the overall quality of services provided by the City.
- Increases: 1,030 distinct suggestions were provided for services that respondents believe it is critical to grow or increase.
- The most popular comments were about public transit, LRT, the transportation system and roads maintenance, police, infrastructure, urban planning, and neighbourhood renewal.
- Improvements: 844 distinct comments provided suggested improvements for City services, programs or governance.

- This information is provided to relevant departments as part of ongoing operational efficiency and effectiveness reviews and potential service or resource reallocations.

Perception of tax distribution

Participants were asked about the distribution of taxes their household pays to the three orders of government. They were also shown the actual distribution of income and education taxes and property taxes.

On average, respondents believed the City received 23.5% of a household’s total tax payments, 30.7% went to the Province and 46% went to the federal government.

After the actual distribution was provided, respondents indicated the ideal tax balance would allocate 26.9% to the City, 30.5% to the Province and 42.9% to the federal government.

This information provides useful insight into awareness of distribution for education campaigns, and may assist with the development of The Way We Finance strategic plan.

Priorities for City Goals

Participants were informed about the development of the City’s vision, 10-year goals and the strategic plan and were asked about their awareness of the goals:

- 24.5% said they were aware of the goals
- 18.1% said they had some awareness
- 57.4% said they did not know about the goals
- These results helps plan communications efforts.

Respondents placed the 10-year Goals in order of importance. The aggregate ranking is as follows:

1. Improve Edmonton's Livability
2. Ensure Edmonton's Financial Sustainability
3. Shift Edmonton's Transportation Modes
4. Preserve and Sustain Edmonton's Environment
5. Diversify Edmonton's Economy
6. Transform Edmonton's Urban Form

Prioritization of goals by citizens can be used to gauge perceptions about potential trade-offs for planning future resource allocations.

Affordability of taxes

Participants were informed about the distribution of property taxes to service areas, and that the municipal portion of the property tax bill in 2012 for the typical house based valued at \$357,000 is \$150 per month.

Participants were asked about affordability of monthly property taxes using Van Westendorp's Price Sensitivity Meter. Four questions help plot a perception of the acceptable range for the average monthly municipal tax bill, based on the perceived value of services provided.

- The perceived acceptable range among all respondents was \$127 to \$167 per month.
- When respondents were weighted to reflect Edmonton's demographics, the range was \$86 to \$100 per month.

Balancing the Budget

Participants were informed about sources of revenue and asked for suggestions about services to assist departments in ongoing efforts to make services more effective or efficient.

Participants were informed about the distribution of taxes to service areas, and the efforts to reduce net operating cost in recent years.

Then respondents identified how to balance the budget, based on most preferred and least supported strategy:

<i>Favour MOST</i>	<i>Strategy</i>	<i>Favour LEAST</i>
27.60%	Combination of property tax and user fee increase	6.30%
19.30%	Combination of cutting service levels and small increase in taxes and user fees	5%
19.10%	Increase user fees on programs and services	4.50%
10.50%	Increase property taxes	36.70%
10%	Cut existing services to reduce taxes	35.10%
8.40%	Cut existing service levels to maintain current taxes	10%
5%	Combination of cutting service levels and small increase in taxes	2.30%

3. Objectives

At the May 23, 2012, City Council meeting, the following was received for information from Financial Services report 2012FS3606:

- The 2013 budget process will include the use of the City website and an online community panel to:
- 4) provide key information about budget services and programs,
 - 5) identify fiscal limitations and sources of revenue to pay for civic services, and
 - 6) gather input on specific issues about the budget.

The June 2012 online questionnaire asked for opinions and perceptions about:

- overall satisfaction with the Edmonton community
- most valued Edmonton attributes
- satisfaction with the quality of civic services for the taxes paid
- what services Edmontonians believe are critical to maintain or grow
- how could any civic services be improved
- how a household's total taxes are distributed
- where the money comes from to pay for civic services
- range of acceptable monthly taxes to pay for civic services
- what strategies are preferred to support any increases in costs for services and programs
- prioritization of City goals
- prioritization of City services

Public input continues to be used by departments each year to evaluate a range of City services over varying operational cycles, to help inform decisions about service levels and methods for delivering services.

Questionnaire topics that compiled perceptions about how household taxes are distributed among different orders of government, and questions about the sources of revenue to fund City operations help the City review information campaigns about budgeting and may inform development of the Way We Finance strategic plan.

Input on City goals and program areas help identify participants' priorities, which may assist Council in reviewing resource allocation decisions.

An additional objective of the online survey was to continue to recruit Edmontonians to a special online community panel for ongoing public input on a range of city programs and policies throughout the year. About half of the survey participants in a September 2011 survey agreed to participate in an ongoing consultation, which was considered extremely high by the Angus Reid Public Opinion firm. This second poll has increased the size of the community panel. Over the next year, the aim is to grow the panel to 5,000 people.

An ongoing online community panel will be evaluated for its effectiveness as a public engagement tool on a 3-year budget planning horizon, in partnership with the Centre for Public Involvement.

4. Approach

An online questionnaire was conducted June 8 to 18. Participants recruited in the 2011 survey were invited to participate along with newly invited participants. Although personal information was collected for the purpose of scaling results to reflect Edmonton's demographics, all personal information is removed when aggregating results.

Since the online community panel was used to answer the questionnaire, paid promotions and advertising was not used to solicit input. The total budget for the consultation was \$75 per month for the 4 months the online tool was used to host the survey and results.

No-cost promotions included earned media coverage on TV, radio and print. The City Twitter account was used extensively to promote the online survey, with up to three posts per day leading up to and during the public consultation period.

Complementary promotions linked to related budget information at

www.edmonton.ca/Budget2013.

The online questionnaire used interactive methods to increase understanding of topics and to facilitate easy participation.

For example, to determine order of importance for 10-year goals, the online tool employed a drag-and-drop method. This educated participants about all civic services in one view, while allowing ranking and reordering as participants contemplated relative importance among service areas.

Education tool

In addition to compiling input, the consultation project had an objective to inform participants.

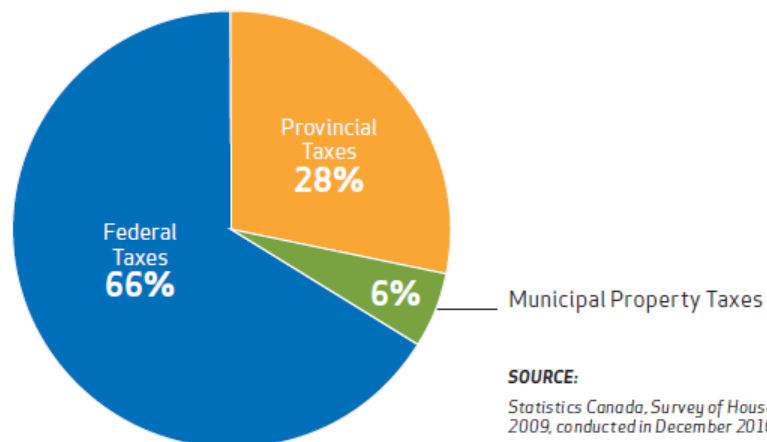
Key sources of information provided through the questionnaire or linked from the online tool included:

- City services Edmontonians receive every day (where your tax dollars go)
- Distribution of typical household's taxation to City/Province/Federal governments

The average Edmonton household paid approximately \$17,000 for taxes to all orders of government (income and education taxes, and property tax). The federal and provincial governments also collect additional taxes on good and services, fuel and other consumables.

DISTRIBUTION OF TAXES

Federal, Provincial and Municipal Taxes



SOURCE:

Statistics Canada, Survey of Household Spending in 2009, conducted in December 2010

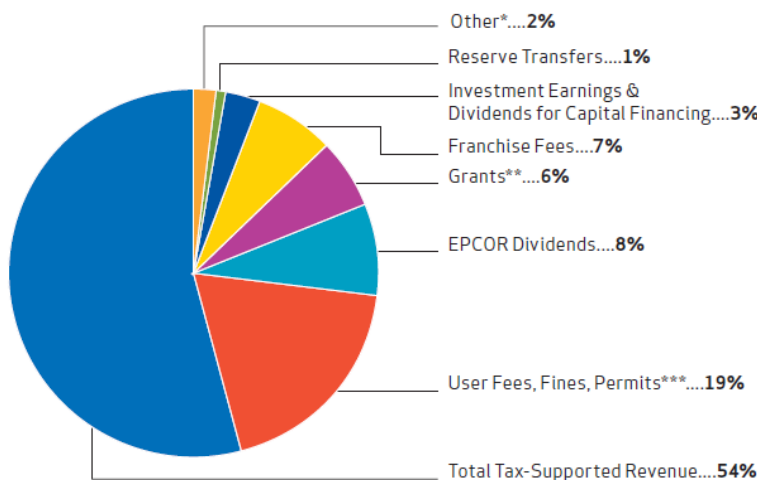
- Edmonton's Strategic Plan, Council's 10-year goals
- 2012 budget revenue sources (includes user fees and utility fees)
- Finding savings and opportunities in Budget Review – cost-cutting, revenue opportunities

The survey can identify areas of public misunderstanding on issues, areas that would benefit from new approaches to explaining information, or areas of unexpected perceptions.

Findings about perceptions can help modify how information is provided.

WHERE THE MONEY COMES FROM

Revenue Sources



NOTES:

* Other Revenue includes Sanitary Drainage Franchise Fees, tax penalties, local improvement levies, etc.

** Grants received for Housing, South LRT, Police, FCSS, Library

*** Excludes user fees for Drainage and Waste Management Utilities

Ways to balance the budget

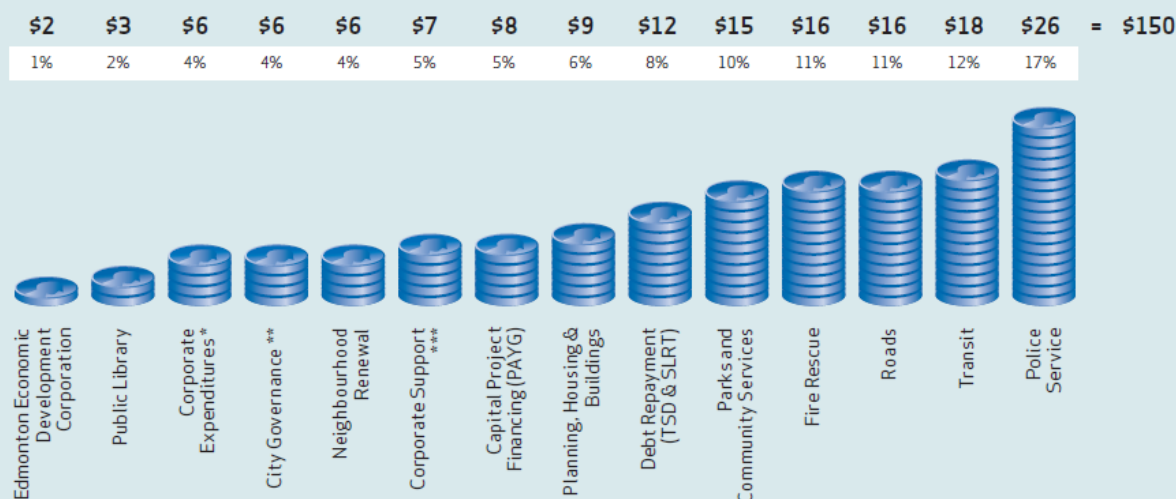
The services provided by the City of Edmonton are funded through several revenue sources, but the City can only control property taxes and fees.

The cost of delivering City services has increased due to the need to expand services to a growing population and growing area, and due to inflation (mainly for labour and materials). The inflation of costs to the City is different than the rate of inflation on consumer goods, as measured by the Consumer Price Index (CPI).

The City has also reduced expenditures by about \$50 million each year for the past 3 years through efficiency reviews.

WHERE YOUR TAXES ARE DISTRIBUTED

Every \$1 of municipal taxes is shared among these civic services



5. Participation

The online nature of consultation means participation was self-selected, not random and not representative of Edmonton's full demographics.

However, the participants provided demographic information such as age, gender and income level to allow weighting of answers from the self-selected group to reflect the city's actual demographic composition.

Participation:

- Analyzed results from 1,571 responses.
- Average time on survey was 12 minutes, reflecting the complexity of the information and questions.
- Several questions were of quantitative nature, while others were open-ended to provide qualitative information. The quantitative data provides an overview as a reasonable and reliable gauge of general public perceptions about City services, taxes and priorities.
- The qualitative data is equally valuable, but far more difficult to summarize, mainly because they represent the range of opinions of Edmontonians. Often the comments of one participant directly conflicts with the opinions of another participant, however all comments are reviewed by relevant departments for effectiveness and efficiency considerations.
- The results are presented in "raw" format based on respondents' direct input, and then weighted or scaled to speculate on Edmonton's current demographics.

6. Sample Profile

The panelists provide demographic information such as age, gender, ward and income level to allow weighting of answers to reflect the city's actual demographic composition. The following are the breakdown of results provided.

Gender:

- 46.6% female
- 53.4% male

Age:

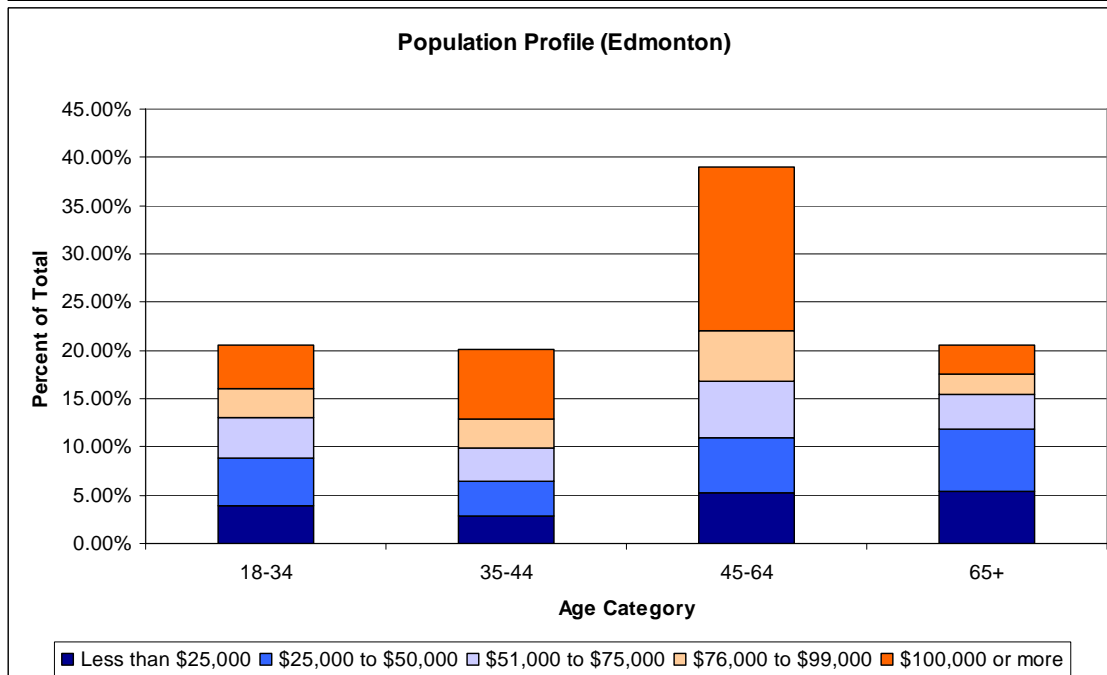
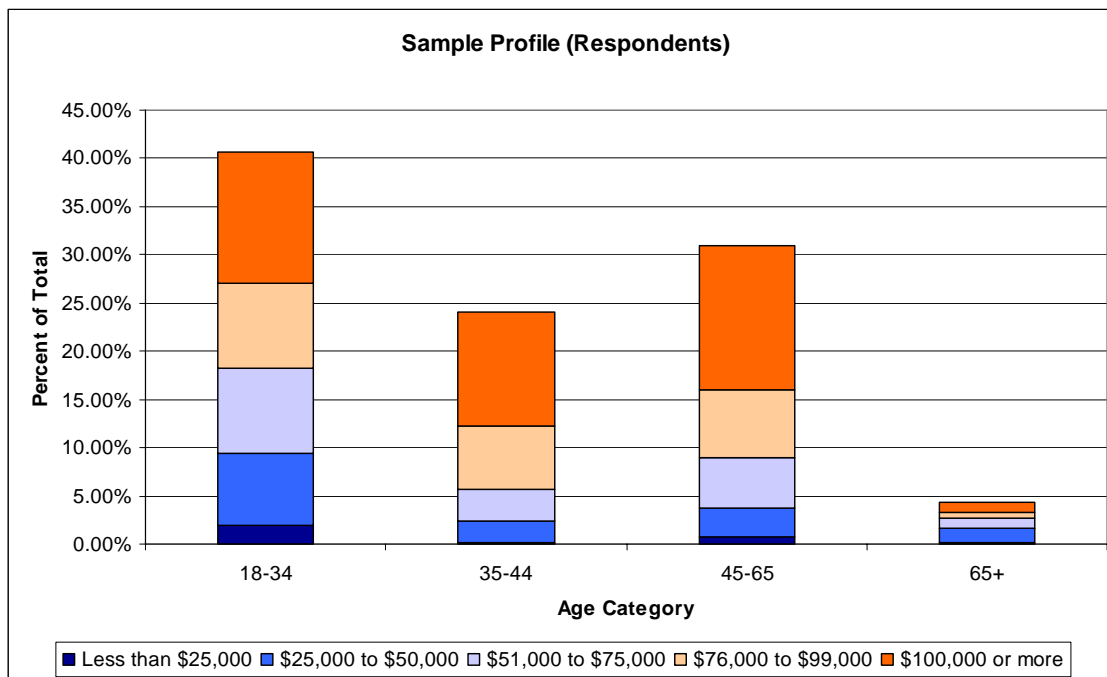
- 0.1% age under 18
- 39.5% age 18-34
- 24.7% age 35-44
- 31.6% age 45-65
- 4.2% age 65+

Household Income:

- 3.1% Less than \$25,000
- 14.2% \$25,000 to \$50,000
- 18.3% \$51,000 to \$75,000
- 23.1% \$76,000 to \$99,000
- 41.3% \$100,000 or more

Ward, identified by postal code:

- Ward 1 - 5.79%
- Ward 2 - 6.54%
- Ward 3 - 3.94%
- Ward 4 - 8.02%
- Ward 5 - 5.42%
- Ward 6 - 18.35%
- Ward 7 - 12.48%
- Ward 8 - 14.64%
- Ward 9 - 3.86%
- Ward 10 - 8.40%
- Ward 11 - 8.17%
- Ward 12 - 4.38%



Family income was used as proxy for “household income” according to Statistics Canada, with a household family including these types:

- a couple family consisting of a couple living together (married or common-law, including same-sex couples) living at the same address with or without children.
- A lone-parent family with only one parent, male or female, and with at least one child.

- A person not in census families is an individual who is not part of a census family, couple family or lone-parent family. Persons not in census families may live with their married children or with their children who have children of their own. They may be living with a family to whom they are related or unrelated. They may also be living alone or with other non-family persons.

7. Other Public Consultation

The results compiled in this report present valuable opinions and perceptions of Edmontonians that supplement other forms of public input, including the September 2011 budget consultation, ongoing operational surveys and market research, and issue-specific consultation.

This questionnaire is intended to supplement other forms of public input, including but not limited to:

- the non-statutory public hearings on City budgets and other matters such as zoning or special initiatives;
- personal representations, phone calls, mail and email directly to the offices of the Mayor and City Councillors;
- the Citizen Perception Survey;
- citizen input at the thousands of Council meetings through the year;
- issue-related dialogue provided in letters to the media and online social media; and
- some of the 45,000 calls per week to 311 through the year.

Non-statutory public hearings to obtain input on budgets began in the 1990s, usually over three days. Supplemental activity throughout the year was seen as reducing the need for multiple days of public hearings in some years. Other opportunities for input in different years that have affected participation rates at the budget public hearings have included Town Halls, election campaigns, and public media forums.

Public input from previous consultation activities remains valuable to the 2013 budget process and service delivery in 2012. For example, the Citizen Panel in 2009 (www.edmonton.ca/CitizenPanel)

conducted in-depth consultation on City spending priorities. A panel of 49 randomly selected Edmontonians met over six Saturdays, set the agenda and identified all the information they wanted from the City, including budget documents and presentations, growth plans and infrastructure issues.

After intensive discussion and analysis not possible in other methods of public involvement, the panel provided two new directions and four recommendations for City Council to consider in setting budgets.

- Recommendation 1: Continue to increase the density of our city through long-term planning.
- Recommendation 2: Ensure that our transportation system emphasizes the convenience of users and the uniqueness of Edmonton's climate.
- Recommendation 3: Use environmental and economic sustainability as the basis for policy decisions aimed at livability.
- Recommendation 4: Use proactive and preventative methods to reduce crime and increase safety.

Other consultation activity that continues to provide useful public perception information for Administration's delivery of services includes previous Citizen Satisfaction Surveys (http://www.edmonton.ca/city_government/city_wide_initiatives/citizen-satisfaction-survey.aspx) and supplemental Public Perception Survey research associated with the City's new Corporate Measures.

8. Questionnaire Results

The results from the questionnaire compiled quantitative data that provides a reasonable and reliable gauge of general public perceptions about City services, taxes and priorities for the City's long-term goals.

The qualitative data is equally valuable, but far more difficult to summarize, mainly because they represent the range of opinions of Edmontonians. That means the comments of one participant may directly conflict with the opinions of another participant. Both opinions are valid but cannot be summarized as a singular recommendation. The approach for readers of the range of raw qualitative comments is to find "common ground" values among the respondents expressed through comments on key issues.

Some results below also include scaled results to reflect Edmonton's actual demographic makeup for quantitative questions, and comparisons to 2011 results from an online poll and public meetings.

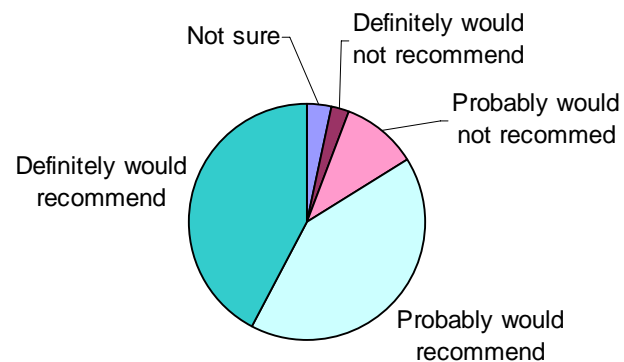
2012 results – Pride in Edmonton

The pride Edmontonians have in our community is a Corporate Performance Measure. This is a high-level indicator of the City's role in preserving, supporting and enhancing the attributes of the community that Edmontonians value most. Although there is not a causal relationship between the City's

activities and all the combined positive attributes of our community, there is a correlation between civic programs and the ability for Edmontonians to succeed and enjoy the community.

The question of pride is measured through an indirect opinion question about whether people would recommend Edmonton, and therefore expressing their overall value of the quality of life here.

- 83.8% of respondents said they definitely or probably would recommend Edmonton as a place to live, work and visit.
- 10.4% said they would probably not recommend Edmonton, 3.3% said they were not sure and 2.5% said they would definitely not recommend Edmonton.



Sources of Pride: The questionnaire asked for participants to identify the attributes that made people most proud of Edmonton.

This information can assist in the community-led task force on image and reputation work, in terms of leveraging

Participants provided 1,247 distinct responses about points of pride, with the city's river valley as the most popular comment, followed by festivals, parks, people, community, and arts.

The visualization on this page shows the common themes for Edmontonians' points of pride with the size of words and phrases showing relative frequency among 13,502 words from all responses.



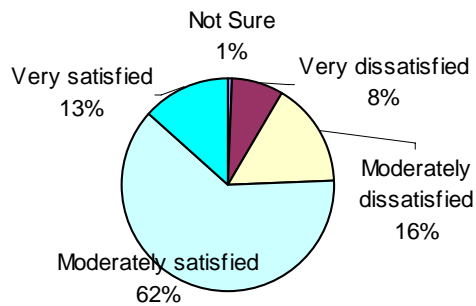
2011 Results – Pride in Edmonton

The online survey results show only 59% of respondents would recommend Edmonton as a place to live and work.

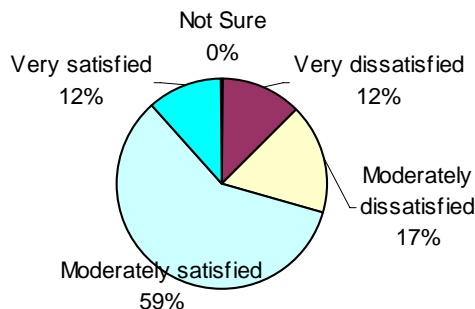
2012 Results – Satisfaction and Civic Services

Participants were asked if they were satisfied or dissatisfied with the overall quality of services provided by the City of Edmonton. Almost 76% of respondents said they were very satisfied or moderately satisfied with the overall quality of services provided by the City.

Raw data:



Scaled data:



Programs to grow or increase

Participants provided 1,030 distinct suggestions for services that respondents believe it is critical for the City of Edmonton to grow or increase.

The most popular suggestions for program increases were about:

- public transit
- LRT
- the transportation system and roads maintenance
- police
- infrastructure
- urban planning
- neighbourhood renewal

Departments have been provided the open-ended comments as part of ongoing processes to review services and programs. The distribution of comments are as follows:

- Active Transportation (84 comments)
- City Centre Airport (2 comments)
- Community & Neighbourhood Development (101 comments)
- Community Standards (16 comments)
- Corporate Support (9 comments)
- Drainage Services (5 comments)
- Economic Development (40 comments)
- Environmental Initiatives (37 comments)
- Fire Rescue (47 comments)
- Infrastructure renewal (56 comments)
- Neighbourhood Renewal (74 comments)
- Parks (71 comments)
- Planning, Housing, Building (133 comments)
- Police Services (137 comments)
- Public Library (31 comments)

- The visualization below shows the programs that more participants said should be increased in larger font size, based on frequency of mention among 15,648 words in all comments combined.



The visualization on this page shows the relative frequency of topics or terms from all 22,013 words used in the comments.

Comments about improvements often included more than one service area. The topics are as follows:

- Planning, Housing and Buildings (93 comments)
- Police (55 comments)
- Public Library (4 comments)
- Public Transit including LRT (141 comments)
- Recreation facilities and programming and attractions (38 comments)
- Roads - summer maintenance (99 comments)
- Roads - winter maintenance (37 comments)
- Roadway Planning and Traffic management (43 comments)
- Sports (downtown arena), arts and culture (60 comments)
- Waste Management Services (34 comments)
- Taxes, user fees, budget, financial strategies (85 comments)
- Services generally, efficiencies and administration (100 comments)



2011 Results – City services

In the 2011 public meetings, participants were asked to review the descriptions of all service areas. Online participants had links to descriptions.

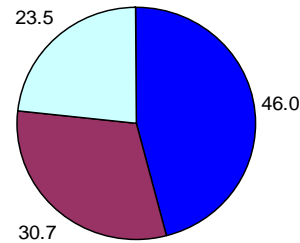
Unlike the 2012 consultation, the 2011 online survey and public meetings asked participants to identify levels of satisfaction with service areas. Participants identified the same service areas as the six top areas of satisfaction: Fire Rescue, Waste Management, Public Library, Parks, Drainage Services and Community & Neighbourhood Services.

The online survey and public meetings both gave the lowest satisfaction ratings to Roads; City Governance; EEDC; and Planning, Housing & Buildings.

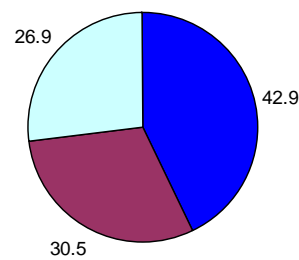
Participants in 2011 were asked to provide comments about “what would make you happier about each service.” The comments generated suggestions for changing the way services are delivered, including some suggestions for making the City more efficient, saving costs or increasing revenue. They are being compared with the recent comments from 2012.



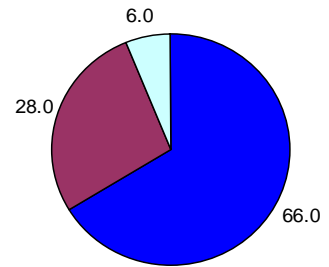
Perceived Tax Balance
(Average)



Ideal Tax Balance
(Average)



Actual Tax Balance
(Average)



2012 Results – Perception of tax distribution

Participants were asked about the distribution of taxes their household pays to the three orders of government.

They were told to consider combined taxes paid by all members of a household, including income and education taxes, and property tax, but excluding additional taxes on goods and services, fuel and other consumables collected by the federal and provincial governments.

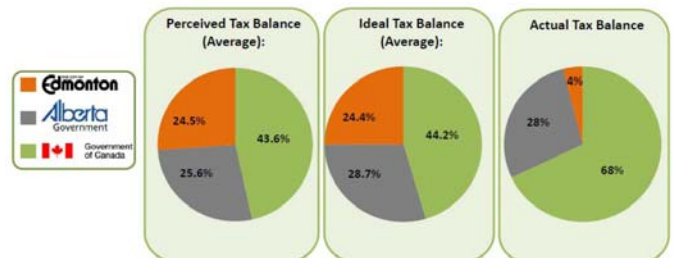
On average, respondents believed the City received the smallest portion of a household's taxes, but the amount was generally 20% higher than the actual amount.

Participants were then shown the actual distribution of income, education taxes and property taxes for an Edmonton household.

After the actual distribution was provided, respondents indicated what they thought should be the ideal tax balance.

This information provides useful insight into awareness of distribution for education campaigns, and may assist with the Way We Finance development and intergovernmental relations.

2011 Results – Perception of tax distribution



2012 Results – Perceived sources of revenue

Participants were asked about the sources of revenue the City relies on to pay for civic operations. Then respondents were provided actual information:

<i>Perceived</i>	<i>Revenue source</i>	<i>Actual</i>
36.2%	Property taxes – residential and non-residential	54%
17.3%	Grants from other orders of government	6%
10.8%	User fees, fines and permits	19%
9.0%	EPCOR Dividend	8%
7.7%	Franchise fees	7%
7.4%	Investment earnings and dividends	3%
6.3%	Other - i.e tax penalties, local improvement levies	2%
5.3%	Transfers from Reserves	1%

This question helps gauge understanding about sources of revenue, which may have an impact on communications programs. The question also helps inform residents about limited revenue sources to fund civic programs, and puts the information in context. The results may assist in the Way We Finance development.

2011 Results – household spending

In the September 2011 public meetings and online survey, the question was asked from a different perspective. Rather than focusing on sources of City revenue, of which taxes and fees are one source, participants were asked about their spending, of which one expenditure is taxes and fees.

They were told the average expenditures recorded by Statistics Canada, with specific reference to areas such as:

- Housing
- Groceries
- Utilities
- Children's sporting activities
- Cell phone and cable charges
- Transportation and insurance
- City taxes and user fees

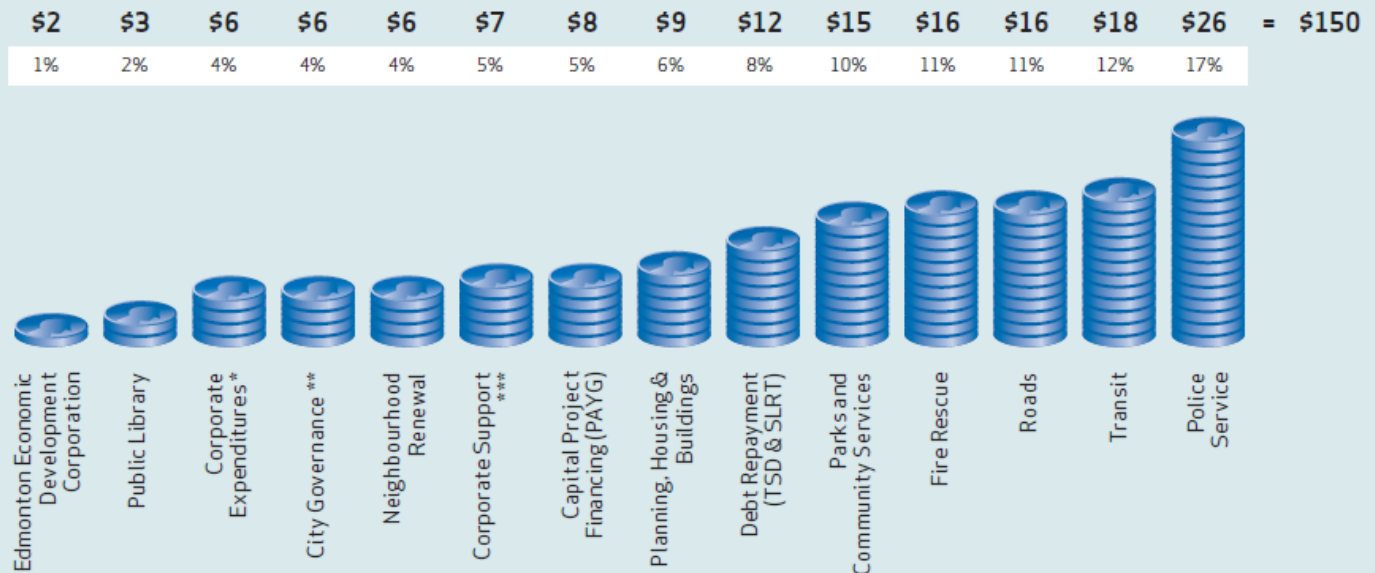
Online respondents said on average income taxes and housing costs were the top items in household spending, at 20% in each case, with groceries, utilities-TV-phone and transportation coming next.

In both the online survey and public meetings, respondents estimated their relative contribution to municipal property taxes at higher than the actual average. On average, online respondents said 6% of all household spending (including groceries, transportation, etc.) was for municipal taxes, versus the actual average for Edmonton at 1.9%.

After reviewing average actual spending on civic taxes and fees, many respondents indicated that although municipal costs may comprise a small portion of the total household spending, the increasing cost pressures of other areas in our growing Edmonton economy make the non-discretionary costs such as taxes and utilities challenging.

WHERE YOUR TAXES ARE DISTRIBUTED

Every \$1 of municipal taxes is shared among these civic services



2012 Results – Fair municipal taxes

Participants were informed about the distribution of property taxes to service areas, and that the municipal portion of the property tax bill in 2012 for the typical house based valued at \$357,000 is \$150 per month.

Participants were asked about affordability of monthly property taxes using a market research method called Van Westendorp's Price Sensitivity Meter. The purpose is to determine a perceived fair cost range, through a series of questions.

The validity of the method depends on the participants' awareness of the expected service or goods in return for the expenditure. With a product like a vehicle or a soft drink or a service such as a movie or house painting, the model can generate a range quickly. With more complex goods and services such as insurance or civic services, the range of services should be illustrated to help the

participant gauge value. The 2012 survey asked the following questions after reviewing City services for suggested improvements, suggested increases in programs and ranking of importance. The diagram above was also provided and participants were told several times the average monthly tax a typical Edmonton household pays.

The following questions were asked about the household's monthly municipal taxes:

- What amount would be too low; not enough to support all the services and programs Edmonton needs?
- What would be much too high – and make you seriously think about moving or selling your property?
- What do you think is a fair monthly tax for this typical home that gives you a bargain for services you expect?
- What do you think would be beginning to be too expensive to afford?

Due to the complex nature of the series of questions and the added time to review all questions in this method, this model generally requires up to 20% of responses being discarded for failing validation tests. This was consistent for results in the City questionnaire.

Modeling of the results identifies a perception of the acceptable range for the average monthly municipal tax bill, based on the perceived value of services provided.

The perceived acceptable range for fair municipal taxes among all respondents was \$127 to \$167 per month.

When responses were scaled to reflect Edmonton's demographic makeup and the data was again validated, the range of perceived fair value for municipal taxes was reduced to \$86 to \$100 per month.

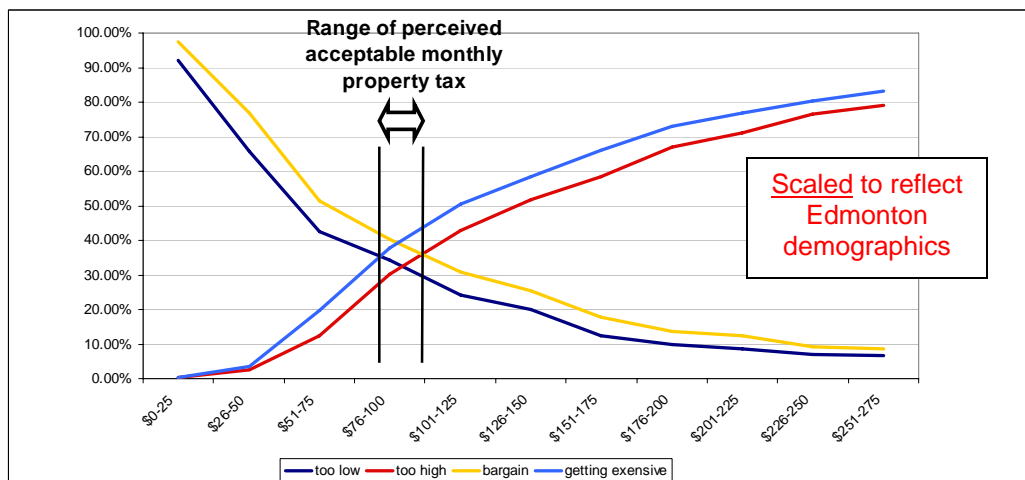
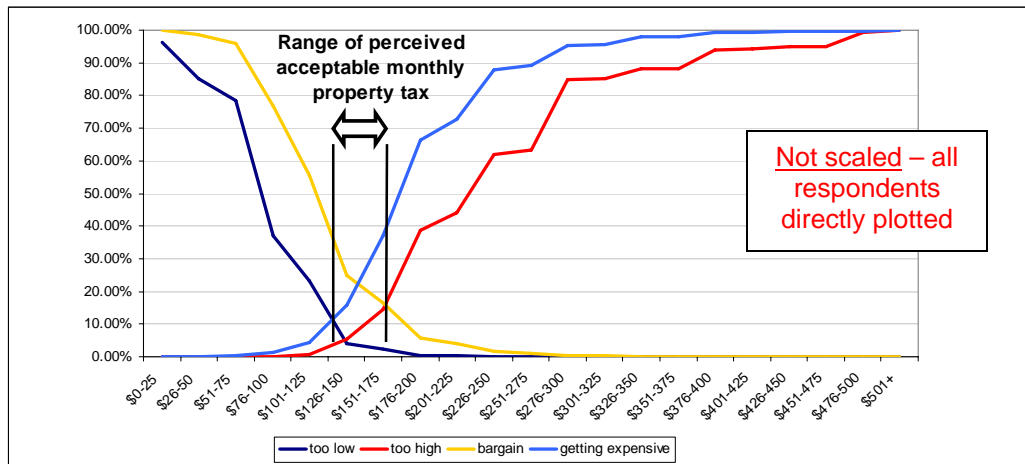
2011 Results – Fair municipal taxes

Discussion at 2011 public meetings indicated participants believed the average monthly municipal tax (\$135 for 2010) was in the range they experienced. A majority of participants said the amount would be fair, IF they received high-quality service for the civic programs that are most important.

Many participants said the average municipal amount was fair as long as taxes were not used for projects they called extravagant or unnecessary.

Discussions revealed many participants believed tax increases were high over the past few years, but when average dollar increases were compared to other household cost increases, the tax increases were perceived as less significant.

The amount perceived as fair municipal taxes from an average of all respondents to the 2011 online survey was \$139 per month.







2012 Results – Balancing the budget

Participants were informed about the efforts to reduce the net operating budget with cost savings and revenue changes in the last three years, amounting to about \$50 million each year. Participants were also informed about sources of revenue and asked for suggestions about ways departments could make services more effective or efficient.

The Appendix includes suggestions about improving effectiveness and efficiency in the open-ended comments about improving City services.

Then respondents identified how to balance the operating budget, based on most preferred and least supported strategies.

	<i>2012 Results of all participants not scaled</i>	
Favour MOST	Strategy	Favour LEAST
28.2%	Combination of property tax and user fee increase	6.5%
19.2%	Combination of cutting service levels and small increase in taxes and user fees	5.1%
19.0%	Increase user fees on programs and services	4.4%
10.3%	Increase property taxes	36.7%
10%	Cut existing services to reduce taxes	35.3%
8.3%	Cut existing service levels to maintain current taxes	9.8%
4.9%	Combination of cutting service levels and small increase in taxes	2.3%

	<i>2012 Results scaled to reflect Edmonton demographics</i>	
Favour MOST	Strategy	Favour LEAST
24.1%	Combination of property tax and user fee increase	7.7%
17.4%	Combination of cutting service levels and small increase in taxes and user fees	5.4%
16.4%	Increase user fees on programs and services	4.2%
13.4%	Cut existing services to reduce taxes	31.1%
12.1%	Cut existing service levels to maintain current taxes	10.1%
9.7%	Increase property taxes	39.9%
6.9%	Combination of cutting service levels and small increase in taxes	1.4%

2011 Results – Balancing the budget

From the 2011 online survey, a combination of a property tax increase and user fee increases was favoured most by 26% of respondents and was least supported by only 3%.

A combination of cutting service levels and a small tax and user fee increase was favoured by 20%. An approach that increases only user fees was favoured by 19%.

Increasing property taxes was also previously identified as the least desirable approach with 37% of respondents, and most desirable for only 14%. A cut to existing services to reduce taxes was the least favoured option for 31% of respondents, but was supported as most preferred by 10%.

2012 Results - Most important Goals

The City has created a strategic roadmap, called The Way Ahead, to help guide long-term decisions. This plan has a 30-year vision and 10-year Goals. Council approved these elements after considerable public input into the vision in 2007-08 and the core plans over 2007-10 for the Municipal Development Plan/Way We Grow, Transportation Master Plan/Way We Move, People Plan/Way We Live and Environmental Strategic Plan/Way We Green. The remaining directional plans, The Way We Finance and The Way We Prosper are being developed in 2012 and further consultation will follow.

Council developed Corporate Outcomes to describe what success would look like for each Goal, and thereby helping guide the approach to achieving the results. In addition, Council developed corporate performance measures to track progress on goals and are setting targets for each corporate performance measure, to assist in subsequent resource allocation processes and service delivery management.

The questions on the 10-year Goals was an opportunity to reconnect with citizens on the direction setting process started in 2006 and continued through 2011 with The Ways plans.

This work helps validate the long-term priorities for our community are aligned with citizens' values.

Awareness: Participants were informed about the development of the City's vision, 10-year goals and the strategic plan and were asked about their awareness of the goals:

- 24.5% said they were aware of the goals
- 18.1% said they had some awareness
- 57.4% said they did not know about the goals

These results helps plan communications efforts.

Priorities: After providing information and options to read more background on the Strategic Plan and all Goals, respondents ranked the Goals in order of their perceived importance:

1. Improve Edmonton's Livability
2. Ensure Edmonton's Financial Sustainability
3. Shift Edmonton's Transportation Modes
4. Preserve and Sustain Edmonton's Environment
5. Diversify Edmonton's Economy
6. Transform Edmonton's Urban Form

Prioritization of goals by citizens can be used to gauge perceptions about potential trade-offs for planning future resource allocations.

Taken together with ratings about services (below), the comments can inform Council's long-term planning decisions where trade-offs are considered.

2011 Results – Most important Goals

Participants were asked about their values and to prioritize the City's 10-year goals, by ranking the 23 corporate outcomes.

The top three choices for outcomes that describe successful achievement of Goals in the online survey were:

- Safe and Clean City
- The City of Edmonton delivers valued, quality, cost-effective services to its citizens
- The transportation system is integrated, safe and gives citizens choice

Participants were asked to identify their 10 most important outcomes. This 2011 survey included the outcomes that describes an internal seventh Goal on the Way Employees work.

By aggregating the online input on all outcomes, the results suggest a prioritization of the Goals in this order:

1. Ensure Financial Sustainability
2. Transform Urban Form
3. Shift Transportation Mode
4. Improve Livability
5. Transform through Organizational Excellence
6. Preserve and Sustain Edmonton's Environment
7. Diversify the Economy

Participants were also asked to suggest outcomes the City should consider adding, or refinement of Outcomes.

Feedback in 2011 on outcome statements and new outcomes that participants believed were overlooked may assist the review of the Strategic Plan and the "check-in" with Council in 2013.

2012 Results - City Services

The questionnaire asked participants to identify services that are most important by placing them in order of priority.

City services were grouped into 19 program areas that reflect a citizen-perspective of services. More information was linked to the website.

The average order of priorities for all respondents follows:

1. **Police services** (community policing, crime prevention, victim support, traffic & vehicles, special crime units and initiatives)
2. **Fire Rescue** (fire suppression, medical response, hazardous material response, public safety and investigations, fire prevention & education, environmental emergency response, training and dispatch)
3. **Public Transit** (Buses, LRT, DATS, LRT expansion, security, transit stations/centres)
4. **Parks** (playgrounds, sports fields, river valley trails, forestry, pest management, parks maintenance, horticulture, parks planning, natural areas acquisition and preservation)
5. **Roads winter maintenance** (snow clearing and ice control)
6. **Waste Management Services** – utility (garbage collection, litter management, eco stations and recycling operations, composting, Waste Management Centre, biofuels partnership)
7. **City recreation facilities and attractions** (community facilities/recreation centres, pools, arenas, golf courses, recreation programming, Zoo, Muttart)
8. **Roads summer maintenance** (pothole repair, design & construction, transportation planning)
9. **Environment** (preservation and sustainability strategy, natural areas protection, biodiversity)
10. **Neighbourhood Renewal** (Reconstruction or upgrades of roads, sidewalks and street lights in mature communities, and other infrastructure revitalization in older neighbourhoods)
11. **Traffic management** (traffic safety, traffic operations, signals & street lighting)
12. **Community & Neighbourhood Services** (family & community support services, graffiti management, grant management, partnerships and boards & commissions – homelessness, Telus Space & Science, REACH, Great Neighbourhoods)
13. **Drainage Services** – utility (sanitary sewer systems, land drainage and stormwater management, tunneling, lot grading, design & construction, emergency repairs, environmental planning)
14. **Active Transportation** (strategic improvement, expansion, and maintenance of the infrastructure and facilities that support Active Transportation, including sidewalks, curb ramps, shared pathways, marked bicycle and shared use lanes, and end-of-trip facilities)
15. **Planning, Housing and Buildings** (urban planning, housing services, Environment Office, buildings & landscape services, City properties, land management, zoning, building permits and licensing, safety codes, assessment and site servicing)
16. **Public Library** (digital and physical collections, 17 community locations, inter-library loans, reference services and public computers)
17. **EEDC** (Edmonton Economic Development, Edmonton Tourism, Shaw Conference Centre, Edmonton Film Commission, Edmonton Research Park, workforce/labour strategy, TEC Edmonton partnership)
18. **Community Standards** (animal care, bylaw complaints & investigation)
19. **Corporate Support** (Customer info services – 311 and website, Information Technology, Human Resources, Legal Branch, Fleet Services)

This provides a snapshot of importance and, when combined with priorities for City Goals, these results can inform Council decisions about long-term planning and potential trade-offs for allocating limited resources.

2011 Results - City Services

Participants at the 2011 meetings were asked to identify their ratings of importance for each service area.

On average, the respondents said the most important service areas are:

- Police
- Fire Rescue
- Roads
- Waste Management

Respondents to the 2011 online survey were not asked to rate the service areas by importance, but a regression analysis across different answers identified services areas that had greatest impact on satisfaction:

- Roads
- Infrastructure renewal and development, a
- City Governance
- Public Transit

Improving satisfaction with the delivery of these service areas is perceived to have the greatest impact on overall satisfaction with the City.

Appendix – 2012 Citizen Consultation

1. Feedback and Comments
 - **Suggestions for City Service/Program Improvements**
2. Online Survey Questions

Appendix 1. Feedback and Comments

A. Suggestions for City Service/Program Improvements

Responses to the question: What would make you happier about City services?

Responses with multiple topics may be included in more than one category.

Active Transportation

(37 comments)

- Safe bicycle path access to and from every corner of city, in particular downtown.
- More bike lanes.
- Spend more time on getting traffic flowing properly, rather than over-accommodating the needs of cyclists and pedestrians. Yes, walking and cycling is healthy but Edmonton is not designed like European cities. As a commuter it's quite frustrating to see increased road dieting (this includes bike sharrows) and imposing ridiculously low speed limits.
- Better bike lanes - you take your life in your hands on the new ones at 106 St. & 76 Ave.
- Less value placed on driving and suburban development especially when it is at the expense of public or active transit and mature neighbourhoods.
- equal funding provided to active transportation/transit and arterial road construction
- If I could ride my bike to work (or around) and not being afraid to get hit by cars
- Walk-able communities. Safe crossings at above or below grade are a necessity in dense city regions and new areas which will grow in time. The city centre redevelopment will need safe crossings at kingsway ave. The current crossing at the corner of kingsway and Princess Elizabeth is dangerous for pedestrians. (this goes along with parkland connectivity. Airway park and the New city centre airport park)
- better Bike Routes,
- I'd like to see Edmonton embrace its winter city location by maintaining a cross country ski trail across the city through the river valley. I used to commute to work by ski to downtown and it was amazing.
- More cycling friendly roads
- I am very frustrated with the Transportation department. In recent months, it has felt as though someone (or several someones) within Transportation has been intentionally making our active transportation system worse - for example, timing on pedestrian lights that change every few months, from being quickly responsive to having to wait almost 2 minutes (late at night when there is no traffic) - in one place, this has changed several times in recent months (the timing changes are so extreme that it doesn't seem likely that it's an automated change); posts and concrete barriers being placed on multi-use trails making them hazardous; no parking signs being removed from areas near multi-use trails, resulting in cars parking too near the entrance/exit of the path, again creating a hazard.
- Better awareness of active transportations options and public transport
- Reduce the focus on cars getting around, increase the focus on walkability, bikability.
- Increase frequency and dependability of public transit, creating more designated bike lanes with some separation from traffic
- More support for active transportation! (bike lanes & public transit).
- Would like to see better planned bicycle routes. Some major roadways have been ruined to create this privilege for cyclists.

- My primary form of recreation is cycling, for which I love our river valley. The new Fort Edmonton foot bridge is fantastic. I would love to see the "Ribbon of Green" trails built out to Devon and Fort Saskatchewan. I love the LRT.
- Improved pavement quality for roads with high amounts of bike traffic.
- Better bike lanes through downtown
- Having a designated bicycle car on the LRT even in Eskimos game days would make my life easier as well. I understand that there is greater use on big event days but allowing bikes on, say the last car, would make my commute a lot easier. As it is right now I have to arrange other transportation to get to work just because there is a football game our other big event.
- I'm really happy we are working to make the city good for cyclist, car drivers, and walkers. More should be done to not only educate the cyclists on the rules but drivers need to be educated too. They just don't seem to know how to treat a cyclist who is on the road and following the rules of the road.
- stop prioritizing cars, start prioritizing transit, pedestrians, cyclists, etc
- Overall I am very satisfied with city services. More bike lock stations and bike lanes would be very welcomed though!
- Making Edmonton more walkable/accessable to transit. Transit not always available where administrative/entry level jobs are, especially in industrial areas, and planning for construction often does not adequately take pedestrians/transit users into consideration when blocking off or working on sidewalks.
- Put less emphasis on public transportation and more on allowing personal modes of transportation.
- Have cyclists travel on sidewalks. It is much safer. When walking on multi-purpose trails, cyclists coming up behind me always ring the bell.

We are able to share the trails effectively. I am concerned with bicycle safety on the streets.

- Creating vibrant and walkable centres connected by effective public transit (LRT, etc).
- Build more bike lanes
- Encourage people not to drive or actively discourage them. More bike lanes/paths
- We need sidewalks, bike paths in all neighborhoods. It is tragic that children can no longer walk around the block or cycle around the block because we don't have sidewalks. Seniors too could be more active if they could walk around a block and not have to cross the street.
- Build more bike lanes.
- Eliminate bike lane project.
- More concentration on interior road/transportation plans. Public transit is fine, but it appears to be at the expense of roadways. Winter cities need effective Active transportation plans - with public transportation as a supplement.
- Bike lanes
- More dedicated bicycle lanes and signposted bike routes; faster street sweeping to make cycling on the right safer;
- Stop doing stupid things like removing no parking signs from bike routes, only to promise to put them up "before fall." That's absurd.

Community & Neighbourhood Services

(34 comments)

- Less crime, more affordable homes that are NOT in crime ridden communities.
- Basically the cost of living in Edmonton needs to drop significantly for most people to be successful. It costs too much to live here and when the market jacked up the prices of homes and rentals, it created more poverty and there are more crummy neighborhoods as a result. There are very few

- neighborhoods that are safe and affordable.
- Cutting grass more often. Cleaning up streets and garbage.
 - Housing for the homeless to get out of our river valley. I love the new pieces of art with every new city project - the price of them is a little tough to swallow, but they are great to see everywhere.
 - Less "fluff" like anti-racism activities (why is this the city's responsibility?), other social engineering initiatives.
 - Homeless citizens are wandering the streets near whyte ave at night .. it would be wonderful to have surveillance and keep them out of the back alleys. Most people like to sleep at night and not get woken up by some drunk men fighting. Need to stand on their words and make Safety a priority
 - more attention/money spent on things that affect people directly. Street cleaning, pothole repair, older neighbourhood renewal rather than a focus on the new suburbs being built outside the city. All of that would make the inner city feel more liveable and walk-able that having a brand new shiny exterior and a crumbling and dirty interior.
 - It sounds small but please continue to focus on city aesthetics: clean streets/sidewalks; boulevard flowers; infrastructure repairs; graffiti removal; neighbourhood lighting; painting; and, architectural design.
 - I wish we could take better care of youth, have more culture, recreation mental health care and jobs for them, who are committing suicide and crimes at an alarming rate. The city ought to take a stand to make elder housing publically available and to assure no elders live in poverty. Their municipal taxes ought to be much reduced.
 - Greater support to community leagues Community planning that involves greater input of citizens before decisions are made
 - actually have 'revitalizations' and such things based on evidence and outcomes as opposed to the personal opinions of single persons.
 - more affordable public transit, increased support and services (e.g detox facilities, addictions counselling, harm reduction programs) for those struggling with addictions,
 - Getting rid of capital city clean ups anti graffiti and street art policies
 - I would really like to see the city find a way to allow urban laying hens.
 - we should pay more on daily operations such as recreation centres and road etc. rather than spend huge money on boasting projects.
 - More beautification dollars.
 - More urban gardening centre in each community giving everyone access to food
 - Community Services has changed it name, and how services are provided too many times and projects and needs are falling by the wayside.
 - Stop pandering to vagrants and the professional jobless.
 - Litter cleanup
 - clean the city and fix the roads make home builder and business pay a service tax for driving huge loads to build their building
 - I ask that the city increase its focus on social programs that preemptively improve the lives of those citizens that are most at risk for getting into drug abuse, crime, prostitution, homelessness, etc... I believe that law enforcement is never going to be enough to combat the ills of society, let alone prevent those ills from happening in the first place.
 - Increase direct service and decrease focus on business model of attaching a dollar sign to soft services
 - My perception is that the shelters/soup kitchens in the city are primarily run by churches and NGO organizations...I'd like to see more government services to support marginalized people (ie. affected by poverty, new immigrants, etc.) A

- community that can sustain and support all it's members on it's own, is a truly strong, vibrant and loving community.
- services for homeless people, people with low income, feeling safe taking public transportation and being out at night.
 - City should focus more on social issues
 - Keep it clean.
 - Less money to beautification and the arts until we get the basics fixed.
 - This city suffers from a chronic short-sightedness that has released a cultural cancer that is rotting the soul of this town. This isn't plots on a grid, this is a place where people live. Quality over quantity. Sustainability. Holistic design. Wellness before profit.
 - More attention to community programs and revitalization.
 - clean up and help development the older neighbourhoods
 - Focus on community support services for growing and young families; as well focus on the homelessness and poverty in core areas of the city.
 - This is the Capital of Alberta not a garbage strewn, poor roadway, dirty weed infested excuse for a big city - consider contracting out some city services - eliminate '311' service - improve waste/recycling household service - consider having libraries open on holidays when many people could utilize the service
 - The city administration is clearly putting in an effort to improve Edmonton, but the roads are often dirty and there is garbage around the downtown. Things need to look cleaner to inspire citizens to care about their city.
 - I would really like to see the city find a way to allow urban laying hens.
 - more and easier by-law enforcement of neighbourhood complaints
 - Have the city patrol neighborhoods and business districts and actually enforce bylaws without citizens having to complain about their neighbors.
 - I want chickens and bees in the city
 - I hate paying for parking tickets. We pay title on our parking stalls, then pay property taxes on our parking stalls, then pay registration and more taxes on keeping the car going, then on top of all that we have to pay for parking meter fees, and if I can't get that right, I have to pay parking tickets! Its expensive enough living downtown, those of us with cars pay and pay and pay and pay..... And in my neighbourhood people can come in and park for free all day, it's not even zoned. This is CRAZY! If you're going to penalize me for parking outside of my neighbourhood insofar as I have to pay to park elsewhere and any associated tickets, at least make it fair and zone all parking in the city to a standardized level. Seems to me the gov't workers get to come into my neighbourhood and park for free then go to their semi-suburbs, where I go to university, and where I have to pay and arm and a leg to park and associated fines. Silly.
 - more urban agriculture such as raising chickens
 - Legalize urban hens. Put more gardens in unused land/concrete spaces.
 - a better way of handling bylaw infractions. It just does not make sense to pit neighbours against neighbours when bylaws are being ignored. Less ByLaws it is getting way out of hand
 - Fix the downtown parking meters.
 - Encourage people to compost and to grow their own food. Allow beekeeping and chickens.
 - Stop the money grab on parking tickets

Community Standards

(32 comments)

- More police in neighbourhoods and more bylaw officers patrolling parks, etc.

- consistent enforcement of bylaws, laws, statutes - no point having rules if they're not going to be enforced - the COE is as bad as the rest - best example is winter - city walks are snow, ice covered, sporadically maintained yet residents have to have spotless sidewalks - lets just have one set of standards for all
- reduce the amount of duplication of services. Example is the enforcement services to send two or three officers to the same neighbourhood to enforce the bylaws when one officer could do the investigations for all the bylaws to much waste since the officers issue warning via the mail.
- We used to live in the stadium parking area and were constantly harassed by parking bylaw officers during stadium events. for example if stickers were late in the mail, but we provided proof of residence and car registration to them, a ticket was still given, and often in a very rude manner, considering this is a service that is provided to residents to protect THEIR parking spots, they shouldn't be harassed by bylaw officers.. we were not allowed visitor passes and our visitors we often treated very rudely by bylaw as well. I would be happier if the bylaw officers were more respectful to residents of that area, and their visitors. Pet licensing: I feel harassed and threatened by the city when I am delivered a warning ticket for renewal in the mail. For example, when my car registration lapses I do not receive a threat ticket in the mail saying I have to register my car or I will get a ticket. They allow you to be responsible on your own warrant. I would be pleased to not feel threatened with a ticket or fine on an annual basis, because I haven't paid the licensing fee with in 30 days of my expiry. If I had of known that I would be harassed annually for the life of my pets, all for a \$35 a year fee I may have reconsidered licensing them in the first place and just risked the fine.
- Increased police presence through larger force, and increased bylaw enforcement officers.
- Focus more on the people and less on the businesses. Get the businesses to front the money themselves for their own upgrades. On 170th street the road is constantly covered in mud and gravel from the dump there, the roads are falling apart, but I don't believe they are being held accountable for it. I believe there are even laws about having vehicles bring those amounts of dirt and mud onto Edmonton streets.
- No backyard fires and noise bylaws for all vehicles and construction
- Weed eradication strategies, and a significantly better clean up strategy. A clean up crew out all the time, would help make this city a nicer place to live and visit. There is so much garbage on the streets and I think this would help cut down on littering.
- Actually explain in question three what "Community Standards" means. (If it means re-educating people on generally community-excepted behavior, such as educating and/or penalizing people who insist on frequently yelling epithets out their car windows at pedestrians, I would be all for that.)
- Hire park police, parks are out of control on weekends and by-law does not have the authority to deal with the situations occurring
- Yes, I firmly believe that developers should be charged costs to cover the necessary 'clean-up' of City roads & sideways when they are building in a particular area. There should be large fines for trucks used by these company's which do not use the proper tarps & other covers to stop huge chunks off 'earth', stones, rocks, mud fillings from falling from their 'loads'. For sure there should be a greater appearance off City ByLaw Officers, Inspectors etc on all new developments no matter where in the City they are taking place.

- These costs should be on a 'charge-back' basis for all developers no matter how many.
- More enforcement on people who don't comply with city bylaws
- Better response to bylaw infractions. A lot of bigger problems could be nipped in the bud.
- Bylaws should be enforced by bylaw officers. It should not be the responsibility of the citizens to deal with bylaws. If a citizen does call about a bylaw, it should be addressed immediately, not in a few hours when the bylaw infraction has been completed and the person at fault is long gone.
- Yes, faster response and stronger enforcement of standards
- Enforce barking dog laws!
- I resent cat licenses for indoor cats.
- Better response from bylaw enforcement.
- city bylaw enforcement on dogs needs more attention
- some segments could use some cutting back. I have neighbours who use Bylaw services like it is their own personal method of admonishing fellow residents based on personal opinions rather than transgressions.
- More control over Community Standards such as Firepits which are harmful to the environment and personal safety of any living in close proximity.

Corporate Support, including 311 (65 comments)

- more public opinion on what things are needed/could be done.
- Less catering to the public
- Real community consultation. It wouldn't hurt to have Transportation attend neighbourhood planning meetings and to actually listen.
- streamline services, duplication of services and better coordination between departments
- Plebiscites so taxpayers can have input on major issues
- More public consultation and less corporate consultation.
- More "meaningful, transparent and genuine" citizen input in planning at earlier stages - not just here's the plan and we're now going to Council for their approval
- Yes, if the city actually listened to the people that attend their open forums, instead of ignoring how residents feel. I have attended 3 different forums (as have many of my neighbors), and it's always the same nonsense. These forums are done for show, not because the city really cares.
- Continue to listen to the citizens Keep up the beautification projects.
- More accountability and transparency to the citizens of Edmonton on what the City is doing
- More awareness of what the City is doing and what it has to offer.
- One website cannot reasonably express the depth of information that the city provides. There are really only two options: divide the website into component parts AND/OR improve the search. Using focus groups to dictate the design and the browsing categories has not worked. I am comfortable using the internet. In fact, my business is building webpages, and I don't bother with the webpage, I just call the city line. Generally more openness. What's the traffic infrastructure plan for my area? When will my sidewalks be replaced? My sewage and water services? PS the ordering question was unfair. Many of those options I would have put equally last. The tax question is also unfair. Ask me about the % tax that I pay. Your question requires me to estimate the average incomes of others and to compare a %-based system with a property value based system.
- Continue with online services and expanding this service
- I do not know, just listen, show that you are caring, I know you do but sometimes in areas its hard to see city services at work.

- Allocate Budget to areas that are important to Citizens instead of the City Organization.
- Advertise about what the city has to offer.
- Stronger messaging to the public that increased services leads to increased taxation.
- More user-friendly website for the city
- better communication of city events
- Do a better job of communicating what the city is responsible for providing
- More transparency. There is a lot of information on the City's website, but it's confusing and difficult to use (I work in social media, so I'm not new to the Internet).
- Improve the website
- More information Profiles on the people who actually work on the portfolios available on the website Something that shows the big picture and how all of these services work together to create a better Edmonton
- Open up data for web developers to make use of it, with the goal of improving quality of life for residents. Giving Google transit data is one example.

311

- stop the 311... I find it is much more difficult to get correct/detailed information from 311. They usually have to contact the city dept I am asking about so in the end there was an unnecessary middle-man and I still end up talking to the 311 rep who gives me the info 2nd hand.
- love 311
- I find 311 to be a waste of taxpayers money. All of the information that I get from 311 is already available on line, I call hoping that they are able to provide more info but they don't.
- I am happy with city services, I don't like that 311 is how we access them as it is impossible for them to be experts on very many things and usually just end up reading to me from the website what I have already read.

- 311 is a blessing! My spouse and I are first gen Canadians - our friends and family who are not living in Alberta are impressed by the fact that ALL civic services can be reached with dialing just ONE number. Thank goodness for that!
- I would also really like better access to City departments. When I call 311, usually I have to create a ticket then wait for someone to call me back - which doesn't always happen. It seems that there is no longer a way to contact some departments directly, and this is very frustrating.
- Better access to the particular department to get things fixed/repaired
- please get rid of 311. it is a terrible service; i can't believe we continue to pay for this. super frustrating for anyone who is less than 80 years old.
- I would like City departments to work together. i.e. When I call 3-1-1 to speak to "The City" I don't want to end up talking to Bylaw for 10 minutes only to have them say "please contact Planning instead" and then speak with Planning only to have them say "please contact Transportation" you are ONE city, start serving your citizens as ONE entity.
- Streamline the process for requesting (or commenting on) city services online. The 311 is a good example of a streamlined service that helps citizens.
- do away with 311 and get back to talking with real people in real jobs to answer questions syphoned off to 311
- better 311 service,
- Improved response times to citizen concerns.
- Being able to speak to someone in a more timely fashion. 311 just passes your inquiry on.
- 311 is horrible. They never know what they are talking about. I repeatedly get wrong information from them.

- Dump the idiotic 311 service which is so bureaucratic and process enabled. For example sometimes I just want to inform of something like graffiti, I don't want to file a report.
- Decrease wait times on 311 and give you knowledgeable people who care.
- Eliminate 311. What a waste!
- Being able to speak to person rather than a recording when calling City Service numbers
- eliminate '311' service
- Some accountability in dealing with 311 calls would be nice. For example, I had to call 4 times over 6 months to get trees that were overgrowing the street cut back. If there is no accountability, then just cut the whole program.
- Having to deal with less people to get a problem resolved
- I would prefer a de-centralized service for rec centres so I can contact them directly.
- I was upset to discover that texting 31100 was a premium text message that cost me. I disliked how "standard message rates" do not equal what I pay for a standard message.
- An expansion on the ideas that created 311; more/easier access to City services, such as incorporating mobile phones by creating a City of Edmonton App that can be used to both find City services, as well as report things that need attention: potholes, etc.
- I would be happier if I could talk to another City of Edmonton employee when I have a problem who has expertise in the area of concern rather than having to go thru 311 and not have my concern dealt with.
- calling 311 is very frustrating
- Acknowledgement to written and/or phoned in concerns by phone or email
- 311 seems to have proven to be cumbersome.
- Being able to contact facilities vs going through 311 to get the run around.
- Review 311. They hardly ever have the answer. It would be easier for them to give me a number to the department and I can phone direct.
- tell us who is in charge of each service so we know who to direct complaints or commendations
- remove 311,
- More knowledgeable 311 staff
- Eliminate 311 service
- They have been very responsive any time I have had to call. Keep stressing customer service
- Dump 311.
- More accessible - 311 isn't always the easiest way - although it has been improved.
- The ability to be directed to City department managers and not be hostage to the 311 service.
- Get rid of the one call phone no. for the city
- the ability to request city services via web form on the city website, so i dont have to call 311

Drainage Services

(4 comments)

- Simplify things, like water drainage fees, to reduce the overall costs of Edmonton's services.
- The City needs to prioritise services better and set better long term goals wrt services. Rates are on a seemingly endless cycle of increase (much above the rate of inflation). Making up new "services" like drainage just seems like a tax grab by a different name.
- Don't try to break out different services and charge fees instead of taxes. The water drainage fee based on lot size is a good example of something that just should be part of the regular tax base.
- The City of Edmonton Management needs to create clearly defined asset management roles. Drainage, Roadways, and Parks continue to disagree on their roles when it comes to Overland

Drainage Management. Roadways and Parks support the idea that water on the road or in a green space is a Drainage Issue. Drainage holds the idea that water only near a catchbasin or manhole is a drainage issue. Roadways reports that ditches in rural areas area a drainage issue. Drainage Design and Construction reports that this as a Roadways Issue as they have the budget to fix and maintain roadway ditches. These examples of very unclear asset management roles leaves citizens stuck in the middle. These examples have created numerous Council Inquiries and Claims through Risk Management.

Economic Development (9 comments)

- Give small businesses a boost,
- Stop wasting money on "selling Edmonton to the world" – every time you do it costs us more than we get back and only a few reap any of the benefit!
- Continued investment in diversifying our city's economy.
- Quit wasting money on crap like fairs and trade missions, if the city has good streets and facilities, people will come you don't have to beg them.
- Allowing more independent businesses.
- Supporting and working to develop a strategy to support small local businesses. A strong buy- local campaign at civic level.
- Business Licensing should not be too cumbersome.
- Restaurants should have more flexibility in opening up patios for our too brief summer.
- Modernize services which will grow the economy.

Environment (5 comments)

- New commercial builds should be required to have at least silver LEED standing; teach some planning principles to Sustainable Development; Do it right the first time - brick sidewalk outside place of work downtown gets replaced EVERY year by 4 or 5 guys over 2 - 3 days;
- Becoming a WORLD leader in developing and implementing environmental technologies.
- Renewable energy options/subsidies
- more eco rebates.
- more support for solar power and green energy programs for homeowners

Fire Rescue (4 comments)

- Increase our safety with police and fire emergency services!!!!!!!!!!!!!!
- Response of Emergency Services could greatly improve! Not just response times.. but also improvement is needed on Victim's needs - incident- both Police & Ambulance respond to an incident & both do almost nothing & while others from on the site help the victim! No 1st aid, warm blanket, nothing!
- Ambulances shouldn't cost.
- Greater presence and responsiveness of police and fire.

Neighbourhood Renewal (16 comments)

- Appropriate city renewal, too many projects going at the same time.
- DO MORE (increase taxes if you have to)! The city seems to be falling behind in services especially Police, Neighbourhood Renewal, and Roads Summer Maintenance.

- Better maintenance of older neighborhoods to encourage revitalization rather than disposal of old neighborhoods.
- Better communication from the city about when they do work in my neighbourhood . I had my hot tub almost full and somebody did something to the water supply and I wound up with rusty water in my tub so I had to repeat the whole process. Not impressed at all
- Sidewalks in older neighbors need better repair or replacement schedules
- Neighbourhood renewal way overdue--too much emphasis on new developments and not enough on older neighbourhoods.
- appropriate city renewal, too many projects going at the same time.
- Better support for revitalizing older neighbourhoods.
- neighbour hood roads being re done... lots of bad neighbourhood roads
- Have City Departments talk to each other more the road outside my work was graded and all re-paved this spring and is not being all ripped up and the sewer pipes being replaced - surely this department knew these pipes needed replacing and should have communicated more to a city wide services or interdepartmental activity. I know this by just calling 311!
- Increase the various neighborhood renewal programs. Improvement over the tree removal/replacement services.
- More information on the neighborhood renewal program.
- spend more funds on better the neighbourhoods. Keep street cleaner...too much funds going somewhere else.
- Revitalization of established & existing neighborhoods rather than providing top notch recreation facilities in new areas.
- more attention/money spent on things that affect people directly. older neighbourhood renewal

rather than a focus on the new suburbs being built outside the city. All of that would make the inner city feel more liveable and walk-able that having a brand new shiny exterior and a crumbling and dirty interior

- Spending more on maintaining and improving existing infrastructure; tying capital investment to the purported goals of increasing population downtown and in mature areas.

Parks

(32 comments)

- Simplify the bureaucracy that goes with booking picnic shelters etc.
- More parkland/greenspace in the downtown core. More/greater access to the river valley from the downtown core.
- weeds and chemicals used more, bug spraying
- More money for public schools and parks.
- Fix up the river valley, keep it natural, and put restaurants and cafe's along the paths
- More maintenance on trail system
- How about a little more attention to park maintenance e.g. cutting grass, weed control, and park maintenance.
- block traffic in Hawrelak Park - to stop vehicles and loud motor bikes from going round and round showing off their cars - the roadway is congested with constant traffic and a family can't bike or rollerblade on the road anymore. it is unsafe - please do not make a beach at the lake in Hawrelak - it will become filled with garbage and will disturb the nesting wildlife who migrate there every year
- get rid of the traffic congestion in Hawrelak park - it has become a mobile car show on weekends with cars and motorcycles just cruising to show off their vehicles. It's the most beautiful park in Edmonton and we do not attend it anymore because

- the road cannot be used for rollerblading or biking anymore - it's a PARK and this should be seriously looked at in terms of user friendly - now it's noisy and no longer a getaway from all the traffic noise from other parts of the city - and please keep the lake as a lake for the wildlife - please do not make it into a beach - it will become a slough - if people want to go to a beach head out to one of the many sloughs surrounding Edmonton
- Maintaining weed free parks and rec areas without using harmful herbicides
 - Better value for our money. We don't need park development / planning. Why can't we have natural parks without food vendors, concessions, Edmonton Corporate Challenge activities etc. Don't "develop " the parks.
 - preservation and creation of river valley atmosphere (cafes, etc...)
 - Better effort to deal with the dandelion explosion. - Better effort to control mosquitos in parks and baseball diamonds
 - Would love to see more winter support of the river valley trails/parks. Things such as lighting on park trails (eg. the commuter trail through Laurier park-Hawrelak park) along with regular clearing of such routes.
 - More care of parks (grass & weeds)
 - Parks and fields maintenance, please cut the weed fields and pathways more often than every 2 weeks. The 1 foot long grass gets left on the sidewalk and looks like a slum.
 - More funding for park development and maintenance
 - better utilization of the river valley (as precious as Edmontonians are about it, most of them cherish it more in theory than practice: a metropolis can't grow with a ""wild"" forest in its midst) & increased use of the river (more quays, ferries, boats, activities).
 - better maintenance of parks and playing fields
 - if the city would purchase and preserve the Frank Oliver Memorial park in front of the Hotel MacDonald that is currently privately owned.
 - Dog friendly picnic and fire areas (on leash)
 - Listen to all the community residents not just those with the money. Realize that green spaces are important to seniors and people with mobility issues. People don't have to be playing frisbee to enjoy green spaces.
 - Increased park maintenance and growth, additional investment in neighbourhood parks
 - Cleaner Parks, More Parks for families to enjoy without animal/alcohol/smoking interference.
 - ON LEASH parks for people and their pets that have little ponds or lakes to splash around... there is no public place to take the family and on-leash pets to relax and play in the water.
 - Parks programming would be a good investment.
 - Maintain parks
 - Allow citizens to use public spaces more freely for their own commercial ventures. Travelling to various other countries has opened my eyes to just how many restrictions we have. Culture begins with people, not policy.
 - Off Leash Dog Areas. Dog owners are the largest group of parks users. Every community should have a pedestrian accessible off leash area. Busy roadways near offleash areas (such as 127 avenue next to grand trunk) should be fenced and have adequate signage warning drivers that it is an off leash park.
 - Parkland connectivity, and accessibility. When the LRT is expanded NW of the Airport lands, there should be pedestrian access built into the LRT bridge over the CN rail yard, so that people can access the grand trunk dog park and grand trunk park system from the new city centre airport park.

- Plant trees... lots of them. Everywhere. Invest money in landscaping, not just paint and art.
- more support to neighbourhood parks - these are what have most impact on daily quality of life; less seeking big-name events

Planning, Housing and Buildings (93 comments)

- Lower rent
- Better development planning and transit to support density near the core
- A city beautification initiative. More focus on creative design to create warm outdoor spaces in the winter.
- A higher level of priority for the downtown, whyte avenue and major attractions/city entrances
- Reopen City Centre Airport for health reasons.
- Less value placed on driving and suburban development especially when it is at the expense of public or active transit and mature neighborhoods.
- Stop urban sprawl. Zone for more high density house long the LRT corridors. More public transit.
- Some info services would be helpful. For example, help with navigating subdivision by laws (specific example that I am experiencing.) it would help to have systems or employees that could help me understand renovation and building bylaws in plain language.
- Stop suburban expansion I think putting high rises in older housing areas should stop.
- Speed up approval process, keep people well informed during permit applications, if they are in need of completeing something in order to get approval, please try to inform the applicate asap.
- Quit running services to new unsustainable communities developed on the city edge
- Build something that would make Edmonton stand out to visitors. The city is too generic, especially

downtown. The suburbs continue to grow and each one looks the same as the other. Why does Calgary do better than us? Just compare their Mackenzie Town with our Terwilligar Town.

- The services and bylaws could encourage people to live more central. For instance, people who live downtown and share more services should pay a smaller percentage of property tax compared to suburban dwellers.
- there is no place for general comments - here is my main frustration with the city - we're growing too damn big! Neither developers nor new residents of sprawl are paying the true cost of maintaining all of those new road, need for new schools, libraries, police, fire etc etc.
- Employ people who look to the future and not at the current state. Plan ahead...not just for what our current needs are.
- Better planning, better use of taxpayer's money, no expensive by-laws just to make a statement, traffic noise mitigation
- Overall, fairly satisfied. I would like to see more urban planning to get the urban sprawl under control - the growth of the city in terms of land space creates greater demand for roads and services, in suburb neighbourhoods.
- Planning where parkland is preserved in older areas - i.e. no increased density
- Please stop the URBAN SPRAWL. its a lose-lose scenario. Build UP, not OUT.
- The services and bylaws could encourage people to live more central. For instance, people who live downtown and share more services should pay a smaller percentage of property tax compared to suburban dwellers.
- Better inspection and enforcement on the buildings especially condominium construction with the results being made accessible to the public. Currently a number of

- inspectors are not doing their job and developers and their contractors get away with too much.
- City govt is getting too big - work with what you have - look at Greece and their forced cuts - live within your means - I have to - I don't have tax payers to give me more money
 - Better urban planning
 - more progressive landscape architects. Ones that were more in tune with community engagement and better environmental practices
 - Work done quicker and under budget but still high quality results. We shouldn't have to suffer the consequences for those who budget way too low for certain projects and way too high for others.
 - Maintenance of neighbourhood small-medium commercial areas not just malls (including free available parking, just like a mall).
 - A moratorium on sprawl and new neighbourhoods, and more incentives to redevelop mature neighbourhoods.
 - Some info services would be helpful. For example, help with navigating subdivision by laws (specific example that I am experiencing.) it would help to have systems or employees that could help me understand renovation and building bylaws in plain language.
 - Services are great; endless politicians suck-holing to land developers is a bit over done.
 - Planning and Development needs to stop approving projects that have poor street interaction and are poorly designed.
 - I would like 99th St. to be more pedestrian-friendly, with more shops and less of a thoroughfare.
 - Better transit schedules, better policing, better planning and explanations. Don't make changes, no matter how small, and be shocked and surprised when the people directly affected by it are not pleased
 - not seeing 6 workers standing around a project smoking...and city planners not wasting more monies
- on the arts and whatever Mandel wants... Better maintenance of our city! It is so lovely but sometimes starts to look a bit shabby
- Halt the costly sprawl. Roads and extended infrastructure will be a long term drain on the city's financial health.
 - limit suburban development
 - Make infill easier and reduce the red tape and costs associated with applying for new permits. Modernize the mature neighborhood overlay and make it easier to build secondary suites.
 - Would LOVE to see 109th Street redevelopment get off the ground this year;
 - MAKE developers PAY more for the cost of services in their profitable new neighborhoods.
 - more open funding of public buildings.
 - Limit growth on the city extremities. Our growth cannot be sustainable the way development is currently going. Premiums should be placed on those developments to pay for long term servicing.
 - Restaurants should have more flexibility in opening up patios for our too brief summer.
 - More "meaningful, transparent and genuine" citizen input in planning at earlier stages - not just here's the plan and we're now going to Council for their approval
 - Enforcement of community planning and standards to develop neighbourhoods.
 - Comprehensive, meaningful public involvement
 - proper public consultation, actually LISTEN to the citizens
 - More orientation towards young people in your planning and zoning.
 - Stop dragging your feet on the arena and build it. A better planning department is a must for a growing city.
 - Stop ripping down heritage buildings. When planning, think about people who use public transit instead of assuming everyone has a car.

- Get competent planners to efficiently plan new neighbourhoods and not have a taste of the South Edmonton Common or the "Windermere" neighbourhood/area
 - Downtown development
 - Less expansion to the suburbs
 - Less bureaucracy with development permits, very confusing and overwhelming
 - More support for in-fill housing and reduced suburbanization.
 - Better planning!
 - Better control of urban sprawl and land use, especially protecting our best farm lands.
 - Better communication with citizens
 - reduce the bureaucratic structure, open more consultation, not like city makes decision and only for face saving do consultation,
 - I'd feel better about Planning, Housing, and Buildings if the public were better educated about Neighbourhood Planning. And if the developers had less power and the City had more clout. I think it's wrong for developers to be big buddies with the Mayor and City Council.
 - A reversal of the car-culture prioritizing policies that's had the city in its grip since the Fifties (when the streetcars were abandoned); a curbing of the sprawl;
 - Planning and development seems disjointed. Have any of the planners actually been to the neighborhoods they oversee?
 - a less bureaucratic, more service-oriented approach development directed by the city rather than private developers a simpler, more efficient land use planning system
 - Build up the core of the city, continue to make it as vibrant as possible
 - Limiting the size of the city and discouraging urban sprawl as a means of limiting the future cost of the associated infrastructure.
 - Make it a safe place to live and easy to get around.
 - more attention/money spent on things that affect people directly.
- older neighbourhood renewal rather than a focus on the new suburbs being built outside the city. All of that would make the inner city feel more liveable and walk-able than having a brand new shiny exterior and a crumbling and dirty interior.
- In general, services provided are good. It is a bit late but I would have preferred greater design flexibility when building our new house. We were limited with the Mature Neighborhood Overlay restrictions.
 - streamline services, duplication of services and better coordination between departments
 - Overhaul City Of Edmonton Planning & Development Department, they are absolutely terrible to deal with and for the most part are not entirely aware of the rules & regulations they are trying to manage.
 - More public consultation with Urban Development- specifically with those in the neighbourhood.
 - stricter design standards for all new buildings more green space / public gardens
 - Getting things done quicker in general (downtown arena, LRT expansion - just make a decision and move forward, don't drag on for years)
 - Decreasing urban sprawl and refocusing on Edmonton inside the Henday.
 - Proper planning to consider all the areas that could be impacted by a project. It is the failure to anticipate quite obvious issues that has cost the city money and good will from the people.
 - Open up the City Centre Airport before it is too late. Any real major city in the world would give their eye teeth for that facility
 - Limit the spread of suburban sprawl and encourage redevelopment of existing neighbourhoods....basically stop the focus on growth projects (once we catch up first).

- Better housing so that communities don't need to be mixed with houses, condos and duplexes.
- Better transparency with City Council. Too many decisions were made without consulting the public and those choices affect us, even the poorest of us because it's our money that is funding all city projects. I currently live in a basement suite with my parents because even though i earn a good income I can't afford to live on my own. Housing, make more affordable housing or make it possible for people to build tiny houses. There is a movement out there that are building tiny homes for couples or single people so that they have the chance to own their own home. Edmonton is full of big housing, more small houses would give everyone the opportunity to have a home.
- Continue to listen to the citizens Keep up the beautification projects.
- Remove any element of social engineering. Leave planning to developers and private interests.
- Re Establish Full Commuter Air Service at the City Center Airport
- More efficient use of my tax dollars by reducing urban sprawl and the resulting strain on city services. City planners should be considering tax revenue per acre rather than absolute tax revenue per project. Using tax revenue per acre would show that suburban sprawl requires 30 - 40 years to break even from an infrastructure standpoint while denser older neighborhoods and high-rises downtown bring in sustainable tax basis after only a few years.
- Stop subsidizing development on the fringes of the city! It isn't enough to say no new infrastructure for new developments, an outright ban is needed since commuters cause damage to roads in existing areas, for which the city can't keep up with maintenance
- better urban planning. Suburbs just wont work.
- Become more unique and artistic with architecture, buildings
- Planning and development (planning for expansion rather than dealing with expansion after the fact).
- Employees and managers at planning and development being accountable for complaints, poor service, and indifference toward the plight of homeowners. The permit process is excessively expensive and the P&D employees are rude, unhelpful, completely uninterested in providing service, and ultimately abusers of their powers (which are, again, excessive). There should be an ombudsman for this department, or at least some attempt at ensuring these "services" are satisfactory for home owners doing their own renovations.
- small business licence is inflexible and arbitrary. I always pay but last year was reported because I was one day late. Am a senior, disability with small business, has grown exponentially. I don't think the city is good about small businesses.
- Better planning to curb urban sprawl.
- Yes, if the city actually listened to the people that attend their open forums, instead of ignoring how residents feel. I have attended 3 different forums (as have many of my neighbors), and it's always the same nonsense. These forums are done for show, not because the city really cares.
- Cheaper housing.
- Promotion and implementation of walkable spaces, better stewardship of heritage buildings
- I wish the city would make illegal all substandard construction and that it would mandate union only construction labour. Then our housing stock would be robust and capable of hundreds of years of use rather than 50.
- Evaluate bylaws that create too many barriers for businesses to create patios.

Police

(55 comments)

- More street presence from EPS
- Make our roads friendlier - can we do anything about drivers of Cars & Motorcycles and Cyclists learn the rules of the road & speed limits - maybe our bad roads can help keep the speed down! stronger police presence in the north end!
- I would be happier with city services if the police acted more appropriately and actually - really, truly - worked with the marginal communities in the city - from trans sex workers to First Nations people. Behaviour of the city police is frequently shameful in this respect and makes me ashamed to live here.
- I would like to see more community policing in my neighbourhood. I love what the police are doing on Alberta Avenue, and I think it would benefit other communities as well.
- More Police enforcement, especially in construction areas
- Better fiscal management, I'd like to see a review of everything that needs money from the city and have everything made more productive or efficient to save money
- eliminate \$1,500,000 wasted by police for 14 staffers Money would be better used for 40 new rookies, for foot patrols
- A greater presence of the police in marginalized neighborhoods in positive ways--not just there to bust people.
- more police protection
- More police monitoring downtown for traffic, bylaw enforcement such as noise control, bicycles on sidewalks, vagrancy, drugs and enforcement of motorcycle noise bylaws and making areas safer for walking and using LRT and buses
- More police presence to reduce speeding on major freeways and more police visible right in the communities
- Put more money into making neighborhoods safer,
- Increased police presence through larger force, and increased bylaw enforcement officers.
- Keep crime rates low.
- More police in neighbourhoods and more bylaw officers patrolling parks, etc.
- Better transit schedules, better policing, better planning and explanations. Don't make changes, no matter how small, and be shocked and surprised when the people directly affected by it are not pleased
- Police doing police work instead of traffic stops. Public transit that can get you anywhere in the city in a reasonable time period. More options available to prevent drinking and driving.
- Traffic safety enforcement
- Increased traffic safety at some key points in the city that I feel are ridiculously ignored, 109 St & 82 Ave being my primary example.
- Having more police regarding the bad habits of people driving
- stop wasting money on photo radar and its gadgets
- more police presence in communities on foot/bike. Maybe community police officers funded through individual neighborhoods who could become familiar with each other on a more personal level. these police officers could be accessible by people in their communities
- Policing - more enforcement of construction zone speed limits.
- Crime seems to be increasing in the city so some focus on crime control and police services would be great.
- Emotional & Mental support for Police Services - with specific regard to empathy and compassion - I fear Police workers can become quickly jaded when doing thankless tasks such as traffic violations, and can lose touch with the human they are handing a ticket over to, treating them more like an inanimate object. Police officers could benefit from

- compassion training or reminders in some way.
- Better safety in the downtown core -
- I feel unsafe at all times of the day and night in my neighborhood due to large bar crowds and rampant homelessness.
 - More police to help decrease crimes and drugs.
 - I feel like if I call the police, they might not come.
 - Increase our safety with police and fire emergency services!!!!!!!!!!!!
 - Police program where the public can report cell phone users and speeders
 - spend more money on police and fire services; less on cleaning up small amounts of snow
 - Less police
 - Response of Emergency Services could greatly improve! Not just response times.. but also improvement is needed on Victim's needs - incident- both Police & Ambulance respond to an incident & both do almost nothing & while others from on the site help the victim! No 1st aid, warm blanket, nothing!
 - we need more police officers and more traffic law enforcement,
 - It would also make me happier if the city acted on it's own reports that indicate that more policing does not necessarily reduce crime, and accordingly stop excessively increasing the police budget.
 - Police: Availability when they are needed more pro-activeness when seeing something happens - even when they are not dispatched to it Improvement of customer service skills. A victim is not the person who committed the crime! I feel that the EPS is not providing any service to the 'regular' Citizen. In fact they make him/her feel like they need to apologize when they approach them or take the risk that one is joked about. I do not think that we need to spend any more money on them. I see a lot of money wasted in this service.
 - Employ police that actually take pride in their job, and are not interested in power.
 - More neighbourhood police presence as opposed to only going into an area when there is a call to.
 - DO MORE (increase taxes if you have to)! The city seems to be falling behind in services especially Police, Neighbourhood Renewal, and Roads Summer Maintenance.
 - Increased traffic enforcement.
 - stop cash grab red light & speed on green cameras. implement more check stops if u want to change behavior of drunks.
 - police budget too big do they really need new plice stations and new gas guzzling cars every few years. The OT costs are insane.
 - Less money on police, take up huge amount of budget, and really, it's crime prevention that makes city safer.
 - More police monitoring downtown for traffic, bylaw enforcement such as noise control, bicycles on sidewalks, vagrancy, drugs and enforcement of motorcycle noise bylaws and making areas safer for walking and using LRT and buses greater presence and responsiveness of police and fir
 - more police
 - Most employees of the City that I have encountered are not always very helpful. Bus drivers when asking about connections between buses. Police officers or peace officers somehow annoyed when asking a question.
 - No more photo radar! Boooo.
 - Decrease police funding for cars and choppers to get more beat cops and parks rangers.
 - Stop using Police Officers for Traffic Control. It would cost way less to use Community Peace Officer's and is a more efficient use of Police Time.
 - Reduce the money spent on 100 different kinds of peace officers
 - reduce criminal rate, make the city safer

- I would like to see more community policing; officers getting to know the people in the community, and have a positive presence. I remember having that when I was a child. I hear about how it still exists in Edmonton (although on a smaller scale, depending on the neighborhood), but in all the various places I have lived and worked (very active with community organizations), I have never experienced positive community policing.
- Police. Specifically patrol. We need more police on the street level, and on public transit to deter crime and harassment from panhandlers.
- MORE POLICE in troubled areas
- I hope Edmonton (of the future) has the lowest crime incidence. I hope illegal drugs and criminal activity is low and manageable. I hope the city is a safe and peaceful city to live in.

Public Library (4 comments)

- Overall, I think they (services) are pretty good. I am really impressed with the Bus system and Edmonton Public Libraries
- No fee for library membership.
- more money for the public libraries
- ensure the public library has the funding to maintain/increase its level of service.

Public Transit (141 comments)

- Build LRT
- Free transit for 18 And below
- Update some of the original LRT stations - especially Coliesum - it's dark, old and a hangout for drunks. Not very safe.
- LRT. We need this. The city is rapidly growing. We need public transit, 24hr public transit. Transit is the only means of personal transport for many shift workers.

Also this will reduce drunk driving and bad behaviour on the streets when the bars close, by getting people home. many cities around the world have 24 hour transit. transit, bus service that ran according to schedule, a transparent planning phase for the S-E LRT line

- I see increases in the cost to the public for public transportation, but I do not see any vast improvements to the transportation system itself save for an investment in new buses. While this is admirable (yay green buses) we really need to look at improving routes, especially since construction ties up traffic. The more cars we can get off the road, the better. Hey, how about a train to the airport? Seems like a no brainer to me.
- More frequent and extensive public transit.
- Overall, I think they (services) are pretty good. I am really impressed with the Bus system and Edmonton Public Libraries
- Public transportation timeliness & capacity.
- Most of my issues with Edmonton services are the result of sprawl-based pressures. efficient transit system. better urban planning, less reliance on cars for travel and shopping. Shuttle services between big box stores.
- Overhaul/improvement of City bus system, recruiting proven and talented world-class executives to run ETS, better traffic flow planning for construction sites
- Don't build a streetcar system that won't be much better than a bus line. Build a high capacity, express trunk line system going from Lewis Estates/WEM to University to Downtown (merging with the existing LRT line at Health Sciences). \$3.5 billion for a slow streetcar system is a waste of \$2.5 billion.
- 24/7 transit services
- Better bus routes - straight on grids not winding; fewer cops in cars and

- more beat cops, cheaper rec centre fees.
- Better transit, continued investment in innovative social services, continued investment in redeveloping our downtown, Better transit services to neighbourhoods, especially in the late afternoons, early evenings. Peak times do not end at 4:30.
 - Public Transit - more options to the airport, later hours.
 - Traffic and transit planning is quite frankly a disaster. Planning our City to have a major Tram expansion and poor road development is another example of decision by committee. Look at what other Canadian cities have done (Van or Calgary) not what Vienna is doing to get people moving.
 - I would really like to see improved ETS service in the downtown/Oliver area. This area is growing at a considerable rate, and I feel that ETS has not kept up.
 - Build the LRT expansions that are in the planning/design phases to make transit an actual alternative to driving in the City.
 - Let's look after needs not wants. We need mass transportation, but want LRT when BRT is a better solution. Let's stop throwing away money on an arena and indy as well as cut funding to culture groups.
 - Having some transit planners that have an "outside" perspective (ie- have used and study transit strategies and infrastructure in other parts of the world).
 - Transit: add late night service, more frequent service on major routes.
 - It is time to demand substantially greater efficiency from our City Employees. The statement recently that only 10% of over 800 complaints in one month concerning City Transit is a joke.
 - LRT running more frequently.
 - increase frequency and dependability of public transit, creating more designated bike lanes with some separation from traffic
 - keep on working on the ETS.
 - Better bang for buck. No more \$ on pet projects like Arena and LRT
 - More efficient public transit; that is, more frequent transit on major routes (Jasper, Whyte, 118 Avenue, 75 Street, 99 Street, etc) including 24-hour options, and a zone fare option for outlying Edmonton neighbourhoods (especially beyond the Henday) and the Capital Region.
 - a more accessible transit system and a livelier (and more safe) downtown!
 - Better transit schedules, better policing, better planning and explanations. Don't make changes, no matter how small, and be shocked and surprised when the people directly affected by it are not pleased
 - Better transit service (more frequent 7 days a week)
 - better public transport for downtown commuters
 - Better public transit;
 - Quicker transit times. It shouldn't take longer to get somewhere on the train/lrt than it does to drive.
 - LRT lines extended, and better bus routes. not have every bus leave the transit station at the same time. Have a bus running down whyte every 5 minutes not 6 every 15.
 - Just (improve) public transit.
 - More public transit, LRT,
 - Make public transportation more accessible. More parking at LRT.
 - finish quicker Antony Henday, and move LRT expansion north and south of the city to unload the roads.
 - i would appreciate the emphasis and some funds be placed in the northern part of the city to increase schools and bus service plus a recreation facility that is farther north
 - Public transit is too expensive. If you want people to use it, you must make it affordable. Right now it is so much cheaper to drive
 - Better public transit system. More LRT lines in particular. Reduce fares to encourage more riders.
 - More reliable public transportation later into the evening, particularly in

winter, when it is often more difficult to make connections.

- Edmonton Transit Services is reasonably priced, given the cost of transit in other Canadian cities, but it is not convenient, reliable, or efficient enough. If a person cannot get to work on time or arrive on time for appointments because the bus is frequently running late, it eventually becomes a matter of (expensive) necessity to buy a vehicle. Better planning of transit routes and ensuring that buses are running on time as much as possible would help make ETS a better alternative for Edmontonians.
- a more frequent and efficient transit system would be wonderful.
- More affordable city services- public transportation being more affordable!!! (AND ON TIME!)
- More buses, more bus stops, and such...you know. Edmonton gets a bad rap for its public transportation system.
- lower cost of bus passes
- Stop running empty 5 car LRT trains during the day time off peak
- More signs at older LRT stations which detail how many minutes away the next trains are.
- Activate bus 302 earlier. Its ridiculous that it starts at 9am and goes to 3 pm and then starts at 6 pm and goes to 10pm. Why can't it run all day. We have to walk 2 blocks to catch the 10 past four 302 bus stops.
- As mentioned earlier, public transportation and LRT expansion to more areas is key. I realize that plans are in the works but it must go faster and expand further.
- It would be nice to see city employees, like bus drivers, garbage truck drivers, etc. being more courteous to other traffic, pedestrians.
- Why is there a 100 super-express bus on Sundays? It skips entire neighbourhoods that have lousy weekend service and yet we get to watch a mostly empty express bus zooming right by. As a general note, perhaps we need to think more

about what we want to achieve with public transportation and make that message clear - and politicians need to stick to their vision even if it's initially unpopular.

- Better decision-making from ETS.
- Stop wasting money on marketing/"improving" ETS, especially stop raising the prices, particularly for monthly passes. Transit improves with ridership. Ridership increases naturally with population density. You can't force it by just increasing service. Look it up. We are WAY out of line with our pricing based on the service provided. Part of this (I assume) is that we're trying to provide more service than we can really justify with our current ridership. Change the focus of the traffic division from "traffic control" to "traffic flow". This mandate is clear to drivers and they don't appreciate it. If it's a hackneyed attempt to increase transit ridership, it's especially ridiculous.
- Affordability and accessibility of public transport and rec centres
- Buses that are on time
- Better bus service
- Stop ground level LRT
- Less delays on LRT routes, which seem to happen more often, yet the price of transit passes continue to increase
- More bus times, more efficient public transportation, more bike paths.
- stop putting money toward professional sports teams and if borrowing is required, put it toward actual services - roads, transit, etc.
- Transit buses need to be cleaner.
- Stop urban sprawl. Zone for more high density house long the LRT corridors. More public transit.
- Easier transit access to more city of Edmonton parks.
- public transit - bus routes need a thorough rethink and revamp, too many meandering routes with inefficient stops. Express buses to LRT stations would be better than more park & ride lots.

- I would be happier about our Public Transit service if the LRT went to the airport and if people could get to more places in our city more frequently.
 - Don't spend all the money on LRT and arena, everyone does not use those
 - stop the mass waste on useless ideas pay for roads forget about the hybrid buses they don't work and cost millions there are so many areas where there are supposed good ideas in theory but are not feasible or practical in this climate \
 - Need to stop building massive and costly new roads. Money would be better spent improving transit, LRT, and cycling infrastructure.
 - better public transport.. there is no requirement for increase in rate then as more poeple will use it. Europe is 30\$/m and would get you to all the local cities as well and in a quarter the time
 - LRT construction - huge supporter of the need, not happy with the planned new phases. I think that ...
 1. The new SE - west line should be the same technology of the existing line
 2. The existing line should have a few stations added (Quarters, Harry Ainlay, Kinsmen Park)
 3. New above ground trains - more like tram style - should be added to the downtown core with stops every block - perhaps a couple of large concentric circles connecting downtown, Oliver and eventually whyte avenue
 4. New SE-west line could avoid Glenora (preserve one nice old neighbourhood already hugely impacted by surburban commuting) and have the west line branch off from NAIT
 - A more efficient and frequent transit service.
 - improve transportation;
 - Fund public transit more from taxes to lower access barrier;
 - Making Edmonton more accessible to transit. Transit not always available where administrative/entry level jobs are, especially in industrial areas, and planning for construction
- often does not adequately take pedestrians/transit users into consideration when blocking off or working on sidewalks.
- Personally I think it was very short-sighted of City Council and ETS to not expect the current level of park-and-ride patronage for the LRT (as indicated on CBC Morning Radio earlier this week). Bus service in Edmonton is poor outside of major high-traffic areas (i.e. City Centre, University, Whyte Ave). Outside of these areas, riding the bus is inconvenient. Busses do not show up on time (sometimes if at all), in most areas the bus is restricted to the same flow of traffic as passenger vehicles, making it slower than a car. If you want people to ride the bus, either make it easier or more cost effective than driving for people who already own cars, otherwise they are going to drive. Edmonton's current bus system is not user-friendly to customers who do not use it on a daily basis, which further deters people from using it. While comparing ETS to public transportation in larger centers where I have gotten around exclusively on public transit (London, New York, Paris), the ease of using public transit in those centers is what deters people from driving. Little things, like a map of the route that a bus-stop is on, announcements (or something) when a bus changes route numbers, and better communication of detours. There also needs to be a better way to refer to bus stops on the website - for instance location in reference to an intersection instead of just the bus stop number, which is not readable from any kind of distance. There are so many little things that ETS could do to improve ridership and service, but they do not seem to be listening.
 - improved bus systems.
 - Efficient and frequent ETS, LRT. Reachable to every corner of city
 - Extend LRT peak hour times, once every 15 minutes after 6 is

- ridiculous, and service ending at 1:30 is ridiculous as well, should be 24/7
- The bus system is atrocious. Why do you have all these major buses that weave through neighbourhoods? We should have major buses that run down a central line, and then minor bus routes that weave through the suburbs - look at Vancouver as an example.
 - Longer bus service after 5pm in the new southern communities (well in all new communities).
 - make public transportation a higher priority
 - Include transit fares as part of basic city services paid for 100% by property tax base. Just like streetlights are paid for that way.
 - LRT Expansion, reliable/timely bus service. The violation fines of \$250 for bus/LRT use is outrageous. To reduce violations the city should invest in more LRT security/bylaw officers. It would increase the security presence and allow officers to ticket more frequently.
 - I would be happier if the city realized that pouring money into snow clearing and pothole fixing is a money pit and a band-aid solution for the problems of a lack of adequate public transit and excessive deference to car use, as well as lack of complete communities (i.e. people have to drive too far to get to work, groceries, kids schools, etc). We live in a northern city, and this has an impact on our roads and ability to get around. It's part of the choice we make by deciding to live in Edmonton.
 - faster expansion of LRT,
 - A new arena is a great start to revitalizing downtown. Now we need the LRT on the west end and north side
 - Expand the LRT and other public transportation even more than what is being done now. It may be expensive, but it always pays off in the long run!
 - Yes, LRT to all corners of the city. We do not need an arena. That is not infrastructure.
 - More reliable public transit.
 - Public transit that has dedicated lanes/roads so that there is a benefit to taking it.
 - better city transit
 - updates about Lrt and bus delays as they happen.
 - 24 hr bus and LRT service.
 - If the buses would run on schedule, or if the city were to have real-time tracking of buses and their route progress to make it easier to catch your bus.
 - Bus service to ACT lower cost for larger families (per member)
 - better bus /Lrt services
 - LRT needs to go to West Edmonton Mall. It's utterly absurd that tourists have no simple way to get there and it's completely antithetical to the way every other major city I've visited treats their tourist attractions.
 - Bus service. I have to drive to work because it would take me 1 to 1.5 hrs to get to work. i can drive it in 30 min.
 - Expansion of the LRT.
 - LRT expansion. Speed it up.
 - LRT out to the west end where my family lives.
 - less spending on streets/cars/driving through residential road maintenance/snow plowing and more focus on public transit and public use facilities.
 - Make public transit more affordable.
 - I would like to see continued expansion of LRT less parking lots everywhere
 - the transit system is improving but is still embarrassing in comparison to other cities. I live in Oliver and work at UofA and I often find that busses are late, or very inconvenient due to early ending routes
 - restrooms at Lrt stations
 - Better development planning and transit to support density near the core
 - If money was no object access to LRT in every corner of city.

- Transport system and especially our LRT must be of international standard one.
- I'm very pleased with the progress of the LRT expansion. Rather than only focusing on things like potholes and roads, I'm happy to see money being spent on large projects to build the city and provide better services to us as Edmontonians.
- Public transportation is too expensive.
- Public Transit - more employees, more frequent buses!
- More affordable public transit
- Most employees of the City that I have encountered are not always very helpful. Bus drivers when asking about connections between buses. Police officers or peace officers somehow annoyed when asking a question.
- More emphasis on public transit rather than private vehicle.
- Bus routes that better served the riders - I have 3 options for buses to downtown Edmonton, but they run 1 min. apart and then I wait 27 min. for the next bus. Plus, I often have to wait 29 min for my transfer downtown.
- More park and ride for ETS
- Public transit available from everywhere to everywhere
- Public transit that can get you anywhere in the city in a reasonable time period. More options available to prevent drinking and driving.
- We have a lot of problems with DATS blocking alley access, particularly if multiple busses are picking up/dropping off. The drivers do not permit vehicles to pass between each bus unloading, so you can be trapped between the DATS bus and another vehicle for over 30 minutes with no way out. Speaking with the drivers does not work.
- All LRT should be underground. There is not enough park n ride spaces, the lines disrupt traffic being above ground, and people would use it more if the stations were underground, especially in the winter.
- I think a more frequent public transit system - specifically an LRT system that covers most parts of the city at most parts of the 24 hour day
- Dats needs to be improved. Buses would have to stay on time, and not leave early.
- Shift bus transportation system from circuitous routes to main east-west and north-south routes, and add a circular route that serves light industrial ring in city - along yellow head, argyll, etc - that connects with core east-west and north-south service.
- Improvements to frequency of transit service.
- South LRT
- I hope that sooner than later the north LRT service will be available.
- Improved public transportation would also be a huge bonus.
- Overnight ETS service. At least the LRT and some major routes
- 24 hour LRT Service
- provide cheap access to transit and recreation for more low-income and marginalized folks
- seeing a serious vision for transportation with timelines. The current project (nait) has good timelines, but what of the west and southeast lines?
- Public transportation needs to be more accessible. I recognize it is expanding, particularly the LRT, however, the cost to ride is too high.
- Better public transit
- continue to expand LRT system
- I would be happier if transit was more efficient to get to the LRT line in my neighbourhood.
- I would be happier if there were more buses- route #130 in particular doesn't have enough. Plus have more bus benches to sit on or glass enclosed bus shelters as well so people have a place to stay warm and dry.
- scrap the rest of the LRT - the mess created along 111St is a nightmare for car traffic and the lack of park and ride shortsighted and

- ridiculous - also restore direct bus services to downtown, shopping centres instead of lengthening travel times
- Higher frequency buses, more bus routes and buses going late into the night, better transit

Recreation facilities and programming and attractions

(38 comments)

- Provide cheap access to transit and recreation for more low-income and marginalized folks
- if the MIS money was spent on infrastructure for all citizens like roads or sewers. The MIS grant is actually tax money coming back to the city and should benefit all of us not just a select few who can afford to enjoy the Oilers or make a profit from them. If the city would stop providing tax dollars to bring athletic events here, ie. Qualifying water polo matches cost the tax payer of Edmonton \$25,000 but did not provide a reduction in my taxes but did make money for others
- Lower costs with facility membership
- I just hope they continue to get the support they need for upkeep. (parks and recreation)
- More effective and efficient use of money. Better designing of infrastructure and of recreation facilities. (for example- advice of lifeguards in the designing of a pool or of fitness staff in the designing of a fitness center)
- Bringing more festivals
- Indoor public sport facilities - i.e. tennis
- Parking at new city facilities is woefully inadequate.
- Please let Lucy be sent to the elephant sanctuary - my family will not attend the zoo in protest because she is obviously distressed and it is hard to watch her rocking back and forth trying to soothe herself.
- Funding the Lewis Farms Community Recreation Centre and making it a priority within the next 3 years.
- More concern by city financial planners and city councillors to use funds on facilities that are affordable rather than attempting to make it into a place of 'renown' and building things that only a very few of its citizens can afford.
- make more of them free (the rec centres, kids camps). also the rec centres could be more family oriented instead of offering classes for individual adults and children.
- i would appreciate the emphasis and some funds be placed in the northern part of the city to increase schools and bus service plus a recreation facility that is farther north
- Equip playgrounds with more adult exercise machines (i.e. benches for sit up, spin thing to work on abs)
- We need more accessible recreation services in our own community. I don't want to drive to Terwillegar for recreation programming. Right now, many Edmontonians in our neighborhood drive to Sherwood Park for recreation facilities and programming. I would prefer to stay in my own community.
- Build the playground before or during the new subdivision is being built. If you want to expand the city boundary, make sure all the necessary facilities are there. If you can't afford to do it, then don't approve any new subdivisions.
- If the pricing for the recreation centers were cheaper (especially memberships), it would increase my happiness.
- Affordability and accessibility of public transport and rec centres
- The cost to use recreation facilities is becoming ridiculous. Terwillegar was marketed as the premier fitness facility in the city, and yet now Commonwealth has the same moniker. Specifically about

- Terwillegar Rec Centre, I wish that the fact that you can see from the wave pool {deep/lane area} into the family change room showers would be dealt with. I've submitted more than one comment form requesting to be contacted about the fact that more than once I've watched people {with their children} shower. So very, very wrong; a violation of the guests who are showering's privacy at the very least.
- Improve the zoo; a fitness centre in Bonnie Doon Pool ; a teach pool in Bonnie Doon pool
 - Reduce charges for recreational activities to promote physical activity;
 - Why do we do the indie? Is that what Edmonton wants to be known for?
 - We need more small lakes that we can swim in during the summer, like Summerside Lake.
 - More things for younger people to do
 - More information online regarding what type of activity in the parks require permits; Another day of free admission in the winter time; Better search feature on the event calendar
 - City of Edmonton employee discounts for Edmonton attractions like the Valley Zoo & Fort Edmonton Park
 - I believe the LAP program provided to Edmonton citizens should only be available to low income children under 18 and disabled patrons. There are way too many people that are abusing this system
 - remove chlorine from water treatment.
 - More public swimming times during the day for city of Edmonton facilities. Most only have evening swims for families.
 - No pool closures
 - Reduce the rates. Most rec centers charge too much for annual memberships which put it out of the reach for most citizens. The cost should be significantly lower.
 - Public spaces which are just plain free during the winter.
 - Enhancing maintenance programs
 - look at getting more fitness classes in REC centers between the hours of 4-6 for adults. the class times right now don't seem to accommodate working adults.
 - incorporate additional indoor tennis court facilities in ALL new sporting facilities.
 - Bonnie Doon pool needs a FAMILY change room. Children's tennis program at the Kinsmen. Maintaining swimming lessons at the Kinsmen pool. Better swimming lessons at Bonnie Doon pool. A fitness centre at the Bonnie Doon pool.
 - Golf courses and pools open later.
 - I would like to see more rec facilities, zoo improvements, things that I can do with my family. Even in the winter.

Roads - summer maintenance (99 comments)

- Our roads are a disaster. Is it not possible to spend more on higher quality materials that will last longer?
- We need to cut the wasteful spending. Those vacuum vehicles that drive around downtown are ridiculous and a slap in the face to my tax dollars.
- make some kind of product that makes roads last!!!!
- pothole maintenance
- stronger "bad driver" enforcement (in road construction zones)
- Better road maintenance planning.
- Better planned roadwork. You cannot escape it.
- Don't waste money renewing roads like Hardisty Drive
- To fix dips like in front of my place where water doesn't drain off.
- Better road maint, and better scheduling of road closures etc.
- More active street maintenance
- Fixing the roads.

- Roads built so that they don't need so much repair. Is there something different here that so many of the roads form potholes so frequently?
- Less support for the car culture: Snow clearing and pothole repair is getting too much support.
- Streets should be swept and kept litter free.
- I would be really happy to see our roads improved, less potholes, it is not only an eye sore but deadly on cars.
- I think our alleys should be maintained with tax money seeing as it's the garbage trucks that require them.
- The roads in my neighbourhood get worse and worse every year due to poor winter snow removal. The pothole fixes are weak at best.
- Better roads and traffic control, reduce travel times
- better road repair
- Traffic is my number one issue. Spend more money on roads and transportation services and less money on art galleries and arenas.
- gravel clean up lacked quality. was done quickly but not completely
- summer road construction - way too much & too many roads closed all at once in the same area.
- I would appreciate if the city would fix any of the access routes to the new Trumpeter neighbourhood they charge city taxes for.
- city road workers - more accountability by the city, making sure that delays do not happen
- The road maintenance in Edmonton is deplorable. The patchwork road repairs and constant construction delays make travel a nightmare.
- Effective planning and very minimal monetary waste. It drives me nuts when I see a road repaved in April only to have it torn up so the sewage pipes can be replaced in June. Things like this need to be thought out.
- Fix my neighbourhood road
- Better road maintenance (too many potholes).
- it would be great if we could avoid having construction on the same stretch of road 2 years in a row.
- Better pothole repair
- Obviously better pothole repair but it's understandable that that's extremely difficult to keep up with.
- Better roads and side walks.
- Fix the potholes
- better pothole and road repairs and snow removal - world class cities do not have third world roads in any season.
- keeping the city look clean and well kept. The roads are horrible and make the city look bad in my opinion
- better maintenance of roads, more visible officers on the road catching speeders, etc. better management of traffic lights and planning.
- Less pot holes/better roads
- better road maintenance
- Potholes need fixing, construction needs to be planned out better
- Ensure control signage is taken down once road workers are no longer present.
- More roadwork done at night instead of during rush hour am/pm on weekdays
- Fix our roads and sewers!!!!!!!!!!!!!!
- re-pave main roads rather than side roads first.
- More effective communication on summer road and bridge work. Significant delays are part of summer construction but if people are provided better information on the timeframe for disruption it lets them plan better.
- Improve road conditions; there are better roads in 3rd world countries;
- How road maintenance is done.
- Road maintenance
- The roads are a mess downtown Oliver area. Fix them!
- If more road work could occur in the residential areas where pot holes are a hazard
- Stagger road construction projects so that we are not displaced all at once.
- Less time\money being spent on summer road cleaning - a single

- sweep after snow melt should be sufficient.
- get things done in a timely manner. does the report a pot hole form even get looked at!?
 - the roads while improving in this city were neglected for so long that it feels like a constant game of catchup. I would feel much happier if there was more put into road upgrades
 - Better planning-coordination of road repairs,
 - When maintenance workers such as water works completes a job they should have expert road maintenance people complete the road repairs to ensure that the road is smooth and not washboarded.
 - Add funding to maintain our roadways. The roads are in terrible shape and as a tourist I would be disappointed.
 - Roadway maintenance also needs to be improved: projects should be coordinated to minimize disruption and cost.
 - i know the people who work at the city try their best to make this city a better place but this city feels like a workers camp. fix the roads faster. get more people working harder and more efficient on roads, work nights please. get that traffic stuff done.
 - We have been waiting since Jan Reimer was Mayor, promised by Roadways at that time, that our roads would be repaved within 2 years. Gee, how long has it been since she was Mayor now and we are maybe in the works for getting our sidewalks and roads done next year.....always, next year. Oh and if it would have been done 20 years ago we wouldn't be paying the high costs that we will have to pay when it does get done!
 - FIX the potholes!!
 - work attitude of city workers, reality: one is working, 3 are watching.
 - When road work is going to be done there are often barriers set up for days before the work begins which hampers traffic unnecessarily
 - fewer pot holes.
 - Maintenance of road/sidewalk infrastructure. Investing in proper roads for new communities before the population is in place. Doing things twice is not acceptable.
 - Having projects completed quickly instead of them taking forever to complete which disrupts traffic.
 - Better strategic road maintenance plans.
 - Stop putting traffic barriers up where there is no construction. Plan construction so at least some major arteries are construction-free at any given time.
 - Faster response time for road repairs in older neighborhoods
 - Spend more money on repairing older roads and major intersection roads.
 - keeping promise of less traffic disruption (roadworks from road renewals, especially in downtown area, taking too long)
 - More organized construction and traffic management.
 - FIX the potholes
 - I think the pothole management form should be a mobile app where you can tag the location on a map.
 - pot hole repair
 - Road repairs
 - Appropriate detour signage and consideration for bikes and pedestrians around construction projects. The detours are rarely marked and are my biggest complaint about the city.
 - Fix the deep potholes that cover my streets and alleys!
 - more timely road maintenance during the summer
 - Road maintenance needs to be managed more effectively. Crippling the city for 4 months of the year is simply not acceptable. The city needs more sidewalks! There are too many areas where pedestrians/cyclists have no sidewalks to use.
 - Transportation does an appallingly bad job of taking disruption of its projects into account and then responsibly mitigating that disruption. The value of lost time in

- this city can be measured in the billions of dollars, and much of that is avoidable if competent project planning was used.
- Vastly improved year-round road maintenance and repair, including residential streets and alleys.
 - Fix potholes better.
 - Fix more potholes more quickly
 - More pot holes filled
 - Faster turnover on road maintenance.
 - better organize road construction. Stop spending money on useless projects.
 - The never ending road construction, if you have to keep doing it every year you are clearly not doing it right.
 - Better summer road construction planning
 - I feel that considering the amount we pay in taxes the quality of the work done on our roads leaves a bit to the imagination.
 - snow removal and pothole repair
 - faster roads projects
 - Better thought process behind the construction season Better planning into roads and connecting them to arteries; help the driver get where they need to go without so many impediments and barriers Smaller gravel on the roads in winter or the city should start their own rock chip service
 - I'd love to see road repair done overnight, but I know that's nigh unto impossible.
 - DO MORE (increase taxes if you have to)! The city seems to be falling behind in services especially Police, Neighbourhood Renewal, and Roads Summer Maintenance.
 - Better maintenance of roadways,
 - more road maintenance,
 - Road construction happening at night, or as double shifts to take advantage of long summer days.
 - Regular maintainence of roads
 - prompt response to hazardous winter storms
 - snow removal and pothole repair
 - I think the city offers reasonable services. Don't bow to pressure to spend inordinate amount of money on snow removal - encourage snow tires
 - Hiring contractors to remove snow drifts from the sides of city streets using bobcats - utilize areas between the sidewalks and roads to store the snow. Being a winter city, I would like to see an increased focus on snow removal via a city-controlled fleet (long-term) similar to Winnipeg.
 - better pothole and road repairs and snow removal - world class cites do not have third world roads in any season.
 - I live downtown, and don't enjoy hearing plows at all hours of the night or construction on weekends, but I understand that's when these things need to be done.
 - have snow removed from main street and neighbourhood in a timely manner; and have mowing and maintaining public greens timely and more frequently; reduce the jails located in edmonton, and have a more safer city. why we cannot reduce the cost and improve the service?
 - Winter sidewalk enforcement
 - Clean the roads in the winter better.
 - On bus routes make it no parking at all and enforce it.
 - Less support for the car culture: Snow clearing and pothole repair is getting too much support.
 - faster snow removal in the winter.
 - Better road clearing in the winter
 - It is a mystery why the city is caught off guard by the first snowfall every year. This is Alberta; it will snow.
 - The road system, particularly in winter, is a large issues. With more attention to snow and ice removal, our winters would become more bearable. Winter driving is the biggest reason I do not like living in Edmonton.
- Roads - winter maintenance**
(37 comments)
- Better snow removal

- please discuss with the people who plow city sidewalks that the point is to enable pedestrians to use them - it's not OK to leave huge snow banks at corners; we aren't all mountain climbers.
- Timely snow removal in residential area Removal of Snow banks.
- Dumping water on city roads in the spring doesn't seem to make sense when rain will inevitably come. There are times when snow removal is engaged when snow's not a problem as a driver, and other times when snow's a problem and nothing is sent out.
- Not plowing or sanding streets when there is only a small amount of snow. Not dumping sand on streets in the spring after they've been swept
- removing snow rather than giving out tickets
- Snow removal, while significantly improved from a few years ago, still leaves a lot to be desired. We are a northern city and having proper equipment and plans for effective and prompt snow removal are necessities.
- Require residential neighbourhood and roadway designs to have areas for shoveling snow.
- I don't like when the snow clearing leaves snow meridians that narrow the roads. They don't do that in Winnipeg and I feel it makes for dangerous driving conditions.
- Better snow removal on side streets
- winter snow removal policy,
- get the snow off the roads faster, especially the main roads like 97 st. I know the North side does not get the snow removal as quickly as the south side!!!! Especially the main streets
- We have improved snow removal, it must continue to improve
- My sidewalk floods every spring melt, because in a crescent, the road is not cleared of snow because I'm told the blade can't reach the ground. It then freezes and is treacherous, no matter how many

times I clear it. Find a way to properly clear snow from crescents.

- Better snow removal,
- Residential street snow removal.
- Remove snow!
- Less money spent on snow removal downtown, and more spent on snow removal in the other districts.
- Not seeing sanding on a day after 3 inches of snow when it is 5 above and snow melts by noon anyway. I don't like seeing a sanding truck spreading sand and then a grader plowing it off 10 minutes later.
- The plan to plow residential streets based on an accumulation of moderate snowfall should be re-examined as it's likely unnecessary and a waste of taxpayers dollars.
- Stop trying to be Calgary V2.0 we need better snow removal and less city managers and more ground level workers
- I hope the city continues to improve its good work in maintaining roads during winter time.

Roadway Planning and Traffic management

(43 comments)

- Better road planning.
- Make the Yellowhead a actual freeway
- More sidewalks, more crosswalk
- Increase the crossing of the N. Sask for easier N-S access
- Too many studies and not enough action...City council has never had a future vision for this city! I knew 30 years ago when the building of the Whitemud began two lanes was stupid! A big redneck mentality at city hall!
- Continue to spend money to rehabilitate roadways and neighbourhoods
- Better roadways
- spend the money being earmarked for the arena on streets and neighbourhood renewal
- Make our roads friendlier - can we do anything about Drivers of Cars & Motorcycles and Cyclists learn the

- rules of the road & speed limits - maybe our bad roads can help keep the speed down!
- More night road construction to help avoid impeding traffic.
 - get rid of crosswalks that don't have flashing lights.
 - Better traffic signage for short term road projects. Signage is good for long term disruptions but often too little warning for disruptions of a week or less
 - Smarter traffic management during construction season.
 - Spend more time on getting traffic flowing properly, rather than over-accommodating the needs of cyclists and pedestrians. Yes, walking and cycling is healthy but Edmonton is not designed like European cities. As a commuter it's quite frustrating to see increased road dieting (this includes bike sharrows) and imposing ridiculously low speed limits. As for construction, why are major roadways shut down for months at a time, with little daily progress? Ex: 17 Street and 23 Ave area. I now have to make a major detour to get to my home, and am not seeing a lot of work getting done. Having a May-Oct shutdown is too much.
 - Transportation-- I have traveled extensively and pity any driver in Edmonton who is not local. No 2 intersections in Edmonton are the same, signs are not standardized and roadways are confusing.
 - If we want to have a world class city, then the visitors should be able to drive without causing damage to their vehicles or whip lash from the nasty roads. I can't see the new traffic lights in many instances, e.g. kingsway and 105 st. You have to be on top of it to see it, because of the new design and the angle at which it is situated. You could stop lights that count down from staying green, it is the cause of many near accidents and endless frustration when drivers who stay observant slow to stop, the the countdown
- reverts to 20 and starts all over again.
- Transportation department provide better consultation with neighbourhoods before changes
 - Transportation Department should get serious about consulting communities BEFORE it makes its planning/design decisions. We don't want information sessions that tell us what can't be changed (e.g. 99th street rebuild); we want meaningful consultation and responsiveness.
 - Better construction planning so that you do not close down entire interchanges on Anthony Henday Drive for a week. Better signal light timing so that you can drive with less starting and stopping, which would reduce gas usage and pollution.
 - I like the city's services. But the traffic lately is too congested.
 - On bus routes make it no parking at all and enforce it.
 - Less traffic lights, and better use of yield signs, and roundabouts.
 - Better roads and traffic control, reduce travel times
 - Currently the city is trying to force people to take public transit by making it more difficult to commute. Also when construction occurs there is no attempt to change traffic management (lights) to accommodate the construction.
 - reduce the amount spent on maintaining free and cheap parking in the core.
 - Traffic management is good, but I'd like to see a greater focus on left-turn filters where it is clearly lacking (23rd ave and 50th street is a fantastic example. You can only turn left across 50th street on yellows in peak time and weekends, but there is no filter.
 - hire some 'real' civil engineers that can plan a road system better (along with public transportation).
 - It would be nice if high-traffic roads and interchanges could be wider and safer.
 - If in-house staff aren't up to the task of transportation planning, contract

- out. Hire traffic management consultants, implement their recommendations. The lack of efficiency of the transportation network is mind boggling. Red light timing is a joke. I'm not trying to be rude, however, I am fairly sure that the red light timing is set on a random-time generator. Traffic is atrocious. We need more north-south corridors. Get the barricades off the street unless they need to be there at the time. Don't set up barricades and close the roads on Friday then start work on Monday. Keep contractors accountable for roadway closures. Start an hourly charge for traffic lane closures (perhaps bill hourly by the lane-metre).
- Get someone who knows how's to program traffic lights- worst flow in world
 - Traffic management. Better coordination of lights.
 - More resources devoted to traffic management, particularly intelligent signal systems, better interface with LRT signals, etc.
 - If there were some way to halt the speeding of non-resident drivers cutting through our neighbourhood by two schools and a playground, that would make me happier. Now that Saville centre is open, there are endless drivers speeding through. I've almost been hit a few times by drivers that could care less.
 - provide better and cheaper parking in downtown
 - actually seeing a positive improvement of services, rather than what appears to be feel-good political decisions that don't address the root cause of the problem, for example, city streets seem to be congested, as development has not kept up with recent growth, and there doesn't appear to be a plan to effectively deal with the problem, rather, it appears to be covered over in hopes that the problem goes away. Traffic is a good example; gridlock downtown during rushhour is something that would most likely be avoided if proper controls were put in place on the traffic lights to sequence them effectively, and the sequencing with the lights on the south LRT did not come close to the efficiency that was demonstrated during the public consultation process simulations.
 - More turning lights
 - Traffic Management/Transportation Planning: Traffic lights on major routes should be coordinated to minimize stops. This causes traffic congestion, frustration, and drivers to make unsafe choices such as speeding or running yellow lights to try and avoid stopping repeatedly. Also, more work needs to be done to minimize traffic congestion such as widening single lane roads, having pull outs for transit (particularly on single lane roads), and making transit more accessible and appealing to reduce traffic volumes. Traffic safety could also be improved by adding more turning lights, having more traffic enforcement, and reasonable speed limits that aren't unnecessarily restrictive.
 - more alternative transportation modes. they traffic lighst are not always synced
 - Doing something to avoid making 83 avenue between 99st and 96 st an alternate rout for whyte ave traffic, esppeciall 83 ave between 98st and 99st
 - I would like to see visual cues to help people understand what speed they should be traveling. (smaller tighter roads for slower speed highways, and more open space for faster highways.
 - Traffic signal coordination could be much better. If you can't effectively move around the city without driving defensively from the poor road conditions, how can you grow and encourage people to move to Edmonton.
 - Need more turning lights longer lasting lights, lights that don't change instantly.
 - sync. the lights on 91st street going north south.

Sports (downtown arena), arts and culture

(60 comments)

- Don't spend our money on the arena
- Take that idiotic "Public Art" fence down from the Talus Dome. Perhaps public art should also be, well, aesthetically pleasing, too.
- YES, DO NOT support an arena for the Oilers
- Spend taxes on things we need, not art, or arenas
- Lower Support for special interest projects (i.e. reject new arena), and lower taxes.
- Ensuring good communication on the rationale for making decisions, ie the arena.
- This long saga regarding the New Arena, it is about time taxpayers know where the 100 million dollars is coming from, and what will be suffering as a result.
- Stop Building the White Elephant Arena.
- don't build the downtown arena. Don't increase taxes and try to say it isn't because of the downtown arena. don't waste money on stupid art projects like the talus dome.
- City Council and the Mayor need to focus on basic city services and less on arenas and art projects like the Talus balls.
- Stop wasting taxpayer money on building a new arena for a loser team and a billionaire owner. If it's such a good idea, let Katz build it or sell shares in it. The City has enough on its plate to provide the infrastructure for the arena.
- There seems to be a large amount of waste on pet projects of the mayor for arts and other related things that need to be cut. The level of tax increase that we're faced with over the past few years is too high.
- saying NO to Katz
- More funding for arts.
- Cut off giving money to special interest groups, i.e. the new rink,

apartment builders for 3 bedroom apartments and bicycle lanes (they are stupid in this city) and if we need them make the cyclists pay like the car owners do.

- No public money to downtown arena project!
- spend more on essential services and less on luxury and services that are for special interest groups
- What would make me happier? If city council could find a way to stop raising our taxes every year. As a citizen, it makes me angry to see \$600,000 spent on a pile of shiny metal balls by the Quesnell Bridge, or \$100,000,000(!) being promised for an arena we don't need, and then to be told each year that we must pay more in taxes to fund essential services. Clearly, better fiscal management is necessary. As for the Arena, there is absolutely no way it will be built for \$450 million. Not when other cities are paying twice as much. I am a huge Oilers fan, and I support them financially - I go to games, I have an Oilers themed bar in my basement, I buy merchandise - but they should not have their hands in the public purse. \$0 of public money should be spent on an arena. If Katz wants one, let him build one. The real shameful part is that, once our 100 million runs out, we all know council will raise our taxes again and offer more. I don't wish to have an ever increasing tax burden placed on my family (on which I may already be getting screwed - see above) so a billionaire can get even richer. Why are the wealthy's projects always funded by us poor working stiffs? What would make me happier about city services? I would be happier if huge portions of the budget weren't spent on things we didn't need - that would eliminate the need to continually raise our taxes in order to pay for the services. Don't give \$100 million (at least) to an arena project that a billionaire could easily fund, and then offer up "raise property taxes" as almost every

option to fund city services. Focus on what matters first.

- Oh and if the city of Edmonton tells Daryl Katz that he has to come up with the dollars for the new Oilers arena, not us taxpayers. How about city of Edmonton sells off that ugly sculpture by the Whyte Mud to pay a chunk of the new arena.
- don't divert money from infrastructure to pay for the new arena.
- Re-negotiate the deal with the Oilers so that the City does not pay them advertising - \$3.5 million a year.
- Don't waste tax money on the arena!!! Tell Darrell Katz to cough up some more dough! I don't disagree with a contribution, but we have crime, pot holes, homelessness.... And we've had fairly decent tax increases over the past few years, which I'm not opposed to as long as the money is serving us well (aka, not all put into an arena).
- Let's look after needs not wants. Let's stop throwing away money on an arena and indy as well as cut funding to culture groups.
- Focus on schools, less on a stupid arena
- Better bang for buck. No more \$ on pet projects like Arena and LRT
- Increased availability of arts programs and resources
- Stop dragging your feet on the arena and build it. A better planning department is a must for a growing city.
- Spend more money on roads and transportation services and less money on art galleries and arenas. Traffic is my number one issue.
- Less money spent on the arts and focused more on critical services and infrastructure
- Stop giving handouts for stupid things like the Arena...
- I would be happier if funds were spent on infrastructure and not on the downtown arena.
- We should not build a commercial arena with tax payer dollars....It is such a flagrant disregard for the

people of edmonton to fund a made for profit arena. A conflict of interest that another company will make profits from tax payer dollars.

- No Arena
- Don't spend all the money on LRT and arena, everyone does not use those
- Not putting artwork out on projects for ridiculous prices
- The 1% for Art program while worthwhile in that I enjoy public art seems to be out of control
- Move the metallic balls downtown near city hall. Everyone is giving them a hard time but they are just a fish out of water. They could be like the big lima bean in Chicago and attract positive attention if place in the right spot. I know 1% of building projects have to go into art and this is GREAT, but maybe monitor what the builders are doing with it and ask "does this represent what Edmonton wants to be?"
- No new arena
- Quit spending on useless Arts projects
- I also think that if road art is bought, that it should be cost effective and "blend" into the area - not stand out and cost a fortune (referring to the shinny balls near Fort Edmonton). To am a strong believer in the arts and this city does a good job in hosting cultural events and festivals; however, we are a growing city, and just like a "family household", sometimes you need to trim the "extras" in the budget to balance.
- get out of developments of professional sporting attractions and facilities.
- New downtown arena,
- Am not in favor of new arena in the downtown area, and certainly not at the expense of taxpayers. I believe as long as the city borrows to purchase land etc, taxpayers are paying indirectly, including payment of interest on borrowed funds.
- No funding a downtown arena for a rich guy who can pay for his own.
- The mayor and the councillors in favor of giving Katz a 1/2 billion

- dollar gift as represented by the contemplated downtown arena. It should be put to a plebiscite before waste any more taxpayers funds on this white elephant.
- Get rid of all the change, stay consistent. Don't waste our money and the money we do have don't spend on ridiculous projects that do not need to be done ie... art that makes no sense - silver ball by quenelle bridge.
 - Quit spending moneys on useless art and crap no one cares about
 - While appreciate change and growth in a city, the City Council has to start looking at what is best for most residents and not a few. i.e. the new arena
 - Making Darrel Katz pay for the damn arena instead of us paying for it. He's the one who wants it.
 - Not happy my money is being spent on an Arena I don't think we need. KATZ should pay for it himself. HE IS RICHER THAN WE ARE.
 - Build downtown arena, make it connected to pedestrian walkways.
 - Any art purchased in the future to "decorate" the city should be from LOCAL artists.
 - Spend smarter!! Whitemud balls with safety fence around it. Wow ugly. Southgate boot, useless expenses. But let's still raise taxes and go forward on approving excess costs while avoiding important ones - Hospitals, gas prices, general cost of living.
 - Smarter overall fiscal management. In a city that pays some of the highest tax rates of any in Canada, we should see more from our tax dollars. ex. expensive (and tacky) 'art' exhibits that have or will be undertaken. ie. hideous and monstrous sports sculptures along 118 ave, expensive artwork planned for city bridges. There are 1000 better uses for our money, use your heads!
 - Less spending on stupid ideas. E.G. steel balls as art. Trying to build multi million dollar arenas. Use the money to upgrade existing neighbourhoods. Roads. hire more police.etc.
 - Getting things done quicker in general (downtown arena, LRT expansion - just make a decision and move forward, don't drag on for years)
 - Plant trees... lots of them. Everywhere. Invest money in landscaping, not just paint and art.
 - spending less money on things not necessary like the museum. the one we have is fine.
 - Try spending some money on services instead of spending it all on shrines to Stephen Mandel. \$600,000 would have fixed a lot of potholes instead of a really ugly sculpture on Whitemud.
 - Don't waste tax money on the arena!!! Tell Darrell Katz to cough up some more dough! I don't disagree with a contribution, but we have crime, pot holes, homelessness.... And we've had fairly decent tax increases over the past few years, which I'm not opposed to as long as the money is serving us well (aka, not all put into an arena).

Waste Management Services

(34 comments)

- As a single person household, I pay the same price for garbage pickup as the five-member family next door, even though my output is much smaller than theirs.
- Thank you for switching garbage pickup throughout the winter to weekly! This was my biggest complaint.
- Garbage fees should be based on using and not a flat rate
- More garbage collection in the winter
- Fees at the recycling centre are astronomical. You do a good deed by taking in old mattresses etc. and then are charged too much. Is it not enough that these things are brought in. A once a year freebie is

ridiculous. I am tired of seeing mattresses and dumped items on the side of the road near the eco centres.

- Hire more people to clean up all the garbage.
- Fee per use garbage collection system
- Garbage going to the right place benefits everyone.
- I do not think a user-pay system for garbage pick up is a good idea - it will just encourage dumping.
- Incent city departments to cut their operating cost and give the staff a bonus, more information on costs for example why does it cost so much to get rid of my garbage
- Monitor contracts more vigilantly (ie. garbage pickup, etc is sometimes unreliable).
- Spend less money on Waste Management and expanding Waste Services and focus more on core services.
- I think our alleys should be maintained with tax money seeing as it's the garbage trucks that require them.
- would be happy if limits were placed on garbage bags/household.
- STOP CHARGING SO MUCH !!!!!
- Waste collection is a rip-off.
- Stop wasting money on ridiculous things. IE: The Waste Management Branch, which is continuing to grow into the private sector where, there are plenty of private business that already take care of this need. Such As the Big Bin event. It would cost less to clean up after lazy people who dump there items in random places vs. the \$400,000-\$500,000 that it costs to run this event. It may only be a few dollars per household, but that's a lot of money that could be put towards something like some new police officers, or fixing roads. Also building the new facility and also the false advertising about the recycling going on there as a way to justify the branching out into roll off dumpster services. The city should not be a profit seeking business, but a municipality to provide basic

services to residents - commercial sector should be hiring to take care of their needs through the commercial sector.. It seems the city continually is crossing over to the public sector, instead of focusing money on fixing the streets and cleaning up the city, and reducing crime. Each year it becomes less and less a desirable place to live.

- Pay for garbage by the weight. Each homeowner should have barcoded tags, no tag, no take, which are weighed as they go into the truck, and owners billed accordingly. Water should be charged at at least double then triple for heavy residential use: why should heavy users get the same rate as average users? Over the average? your rate just doubled. Commercial rates may be the inverse (higher use = lower cost).
- I would love to see waste disposal be done on a per unit basis rather than fixed charge as it does not provide incentive to anyone to reduce their garbage when you pay the same for 12 bags of garbage a week as you do for 1 bag.
- Better service, have vision get away from nanny state bylaws, silly co2 Eco waste programs
- Lower waste collection fees
- Waste management simplification. Burn all the garbage and generate electricity with the heat generated. It's simple and the most effective way to recycle
- Come up with a more effective residential garbage pickup system.
- Infrastructure - There are a number of areas downtown that you can hardly stand to drive through never mind live in because of the odor. Do something about the sewage system. Please!
- Rebates for producing less waste. People who produce less garbage are subsidising people who produce more. Household garbage pick-up cost the same for all, and that is not fair.
- I am very unhappy with how the charge system for garbage is

evolving. As a single person who actively reduces and reuses, not to mention recycling, composting, etc, I should not be paying the same as the families with several kids that live on all sides of me. So far, none of the options I have read you are considering seem fair to my situation.

- Pay as you go for waste removal as there is no incentive for reductions through management of household, composting etc.
- weekly garbage pickup
- Include composting in garbage services.
- It would be great if services like waste collection was not an extra fee as it hides the true cost of our taxes
- end user fees and use taxes the way they were intended.....not for pet projects
- reuse and recycle what city departments use
- automated garbage collection would cut down on litter in neighborhoods and injuries
- fees for waste removal that reflect amount of waste produced

Taxes, user fees, budget, financial strategies

(85 comments)

- I'd be happier if the City stuck to the essentials - roads, police, fire and pare back the rest.
- I guess the benefit I get is based on the money I pay on taxes.
- Be honest! An increase in user fees (library, garbage etc.) Is a tax increase. I need value for my taxes and the actual rate is moot; up to a point of course.
- Keep the prices reasonable for every type of family
- I think there needs to be a good hard look at salaries and compensation if taxes are going to continue to be increased. Not all the good people of Edmonton work in the trades. My salary is not going up with cost of living at all. It is

costing me more and more and more all the time, with no benefit really. My standard of living has not increased, it's decreased.

- fair assessment of property taxes
- Lower taxes
- Use-based taxes for streets and infrastructure
- There really only seems to be this space where I can articulate a concern that is not covered throughout this survey. It is understandable that you ask about dollars spent per average family household, but it does not show the whole picture. There are some who are being held "more" accountable for services than others. What I mean specifically is that I live in a high income, highly sought neighbourhood. When I moved to my current house 17 years ago, it was worth less than half of the value of today's 'average' family home in Edmonton. Now, it is worth double that average home...even though I live in a small bungalow. My property taxes increase far more dramatically than the average homeowner year after year. How long should I continue to be penalized? In addition, perhaps I subsidize those who 'need' 3000+ square foot houses in suburbs who also get equal (at least) city resources. As a small business owner who chose to open and run my business in this city, I have struggled greatly in economic slumps and my retirement savings are extremely limited. I chose to stay and keep others employed through economic downturns. Those people also pay property taxes. If property taxes continue to rise before and after my retirement, I foresee that I may be forced to never retire, or leave my home and social base or even Edmonton itself due to a lack of funds to pay my property taxes. The short answer to this question is that I would be happier about city services if increased property tax associated with my neighbourhood was low

- enough to allow me to stay in my house and in the city in old age.
- Transparent budgeting and expenditure
 - Not to raise my property taxes yet again and saying NO to being bullied by Katz
 - Stop raising your wages more than the inflation rate. Do not Kill senior citizens by raising their Property Taxes every year because their pension to do increase with that ratio
 - Less spending
 - lower property taxes, we are getting priced out of our own neighbourhood and do not want to be forced into the suburbs
 - I am still furious over the ... sale of Epcor and the resulting criminally high electricity and water rates;
 - Spending less money on things like the commonwealth field house and more money on things that matter - like affordable transportation, neighbourhood recreation facilities (like Scona pool), crime prevention and safety in Old Strathcona, and restoring roads and sidewalks in older neighbourhoods.
 - There is nowhere to add comments on this survey, so I have to do it here: On the property taxes page it says "For the typical Edmonton home, valued at \$357,000, the 2012 property tax that goes to the City is about \$1,790 per year or \$150 per month." That leaves me curious as to why I pay over \$2000 per year for a home assessed at \$277,000. Am I getting screwed? Even if this is an average, it should be higher than mine, shouldn't it? (ed tax?)
 - More cost effective services, why not put goals to the citizens on how we can reduce to save you costs to lower our taxes. Incent city departments to cut their operating cost and give the staff a bonus, more information on costs for example why does it cost so much to get rid of my garbage
 - cut wasteful spending
 - control the costs of the services being provided
 - income and/or consumption (user)-based service funding (e.g., if I use a city service I should pay for it)
 - Don't try to break out different services and charge fees instead of taxes. The water drainage fee based on lot size is a good example of something that just should be part of the regular tax base.
 - Increase revenue by having commuters pay a toll to travel to the city of edmonton to work.
 - Add a consumption charge for outlying neighbourhoods for water, sewage, waste, transit, and reduce the amount spent on maintaining free and cheap parking in the core.
 - Stop user fee based utilities. It's a rip-off. I have no other provider to turn to.
 - Lower Taxes. I understand that this will mean services will remain status quo and/or be reduced. I think a city should learn to live within it's means and know when to say no.
 - Lower property taxes.
 - Stop contracting services out.
 - Increase Taxes as homes get further from the core of the city.
 - Reduce the cost of services - I can't afford any of the City's services or programs - I am not low income either.
 - Lowering the cost to tax payers.
 - Keep the annual property tax increase to inflation level
 - Pay too much for taxes. - Pay too much for garbage pick up. - Pay too much for drainage.
 - Less Taxes!!
 - lower taxes
 - COST CONTROL! I don't see the benefits of our annual property tax increases. Quit shifting the cost of service taxes...garbage collection for example and the inane radio commercials on picking up garbage bags! EPCOR should be regulated so the citizens can pay lower fees for electricity, water and garbage. The CEO @ EPCOR earns over too much for us to endure annual increases in our cost of living!, not in the same league as CEOs like CNR, CP Rail, GVRD and the banks

- I am satisfied with the services provided by the city. It is the cost of services or the way city spends our tax dollars is the issue.
- Less taxes!!!!!!!
- The City's deal with Epcor has to change - their brand new highrise downtown indicates that they are making way too much off the citizens of Edmonton.
- Too much wasted money is spent on unnecessary studies and increases in taxes that are the direct result of the poor planning of this administration.
- cut taxes back
- Same as what everyone wants: improved, expanded services for limited/no increases in user fees or taxes. Continued improvement in value-for-money equation.
- Less taxes
- focusing efforts to increase transfers from the federal government to the city would be a worthwhile investment, in my opinion.
- As a resident of an older neighborhood I am not happy that taxes are uniform across all neighborhoods. New, developing neighborhood residents should bear the cost of delivering infrastructure to those outlying suburbs.
- reduce cost of house utilities & tax
- like to add my opinion that there should be a ceiling for residential property taxes. At 150.00 per month, the average household is getting value for services received. Personally, my household taxes are over 800.00 per month. We do not use anything close to 800.00 per month of services. A tax ceiling would also allow more seniors or people on fixed income to stay in their homes.
- Improved services and reduced taxes - I know, an impossible combination but there needs to be a review of priorities - hopefully that is what this is part of.
- Better rates!
- Lower house/property taxes, Retirees should not have to pay school taxes
- If my tax dollar went strictly to services not to studies (which can cost the same as actual services).
- Lower taxes.
- Less waste in spending. Too much money going to specific small-interest groups. Zero-based budgeting.
- SPEND LESS
- Cheaper utility service charges for seniors.
- Service for taxes rendered. Taxes continually increase, numerous services are pared out and come with an additional cost which used to be covered by taxes, and overall services to residents decreases or are cut back. Unacceptable.
- If they controlled their spending. I was born in Edmonton and lived here my whole life. Now that I am on a fixed income I may not be able to continue to do so as they have risen the costs of taxes and basic services so much it is no longer affordable to me.
- Quit downloading services from taxes onto utility bills Keep taxes down to inflation rate
- Smaller government -- lower property taxes
- Privatization
- more transparency of the processes that take place.
- Less taxes or spend then correctly. le we are paying our a new hockey arena because it will make our city nice. I just did major renos to my house and it is brought up my property value as well as the neighborhoods and now others are doing the same. so why did the city not pay for them. Because I am not rich and told if not the team leaves well pay for my house or I go to another city to live prices are on par here as other places. STOP WASTING MY MONEY on if I ran my house as you do a city I would not have what I have
- virtually every service the city offers has additional costs over and above the high and ever increasing amount of the property taxes. these were what the property taxes originally

- covered but now you charge additional fees (ripoff). adult/seniors should not have to pay school taxes.
- less administration fees on our bills
 - The city must balance fiscal responsibility with growth. The only thing that would make me happy is if this city would prioritize the needs of the city against the wants.
 - Cut the unnecessary and concentrate on REAL priorities.
 - Reduction of taxes
 - Lower taxes
 - Decreased tax burden
 - reduce taxation and get city out of the way of businesses
 - DO MORE (increase taxes if you have to)! The city seems to be falling behind in services especially Police, Neighbourhood Renewal, and Roads Summer Maintenance.
 - Just tax us, and get rid of the so-called "user fees" which are just taxes by another name!
 - lower tax rates
 - Have each department use zero budgeting. All services have built ivory towers and are doing everything to maintain and expand their departments
 - Just as you have done with this survey, set up regular online citizen surveys on major expenditures.
 - Taking off school taxes for those houses that don't have children in school; what benefit is it to me to pay school taxes when I don't use the school or have children in school??? make a flat rate for families with kids
 - Smarter overall fiscal management. In a city that pays some of the highest tax rates of any in Canada, we should see more from our tax dollars. ex. expensive (and tacky) 'art' exhibits that have or will be undertaken. ie. hideous and monstrous sports sculptures along 118 ave, expensive artwork planned for city bridges. There are 1000 better uses for our money, use your heads!
 - City should stay out of spending in areas of Provincial responsibility.
 - Better prioritization of funding for essential services, ahead of funding for non-essential services - such as public subsidization of private business ventures such as sports facilities.
 - Prioritize the projects according to public safety. Reduce budget creep (unexpected expense) and balance the budget.
 - cut the user fees - just tax!
 - Don't spend our money on the arena
 - You have to get spending under control in order to provide these services at a sustainable cost to tax payers....its getting out of control
 - Contract to private sector as much as possible to avoid the kind of bureaucratic burden that is bankrupting US and European governments
 - Would like the city to regulate utilities and use money more wisely as taxes are outrageous.

Services generally, efficiencies and administration

(100 comments)

- Overall, I am satisfied with the City services that I use. The level of waste in City spending, or lack of priority planning is a concern. Timely delivery of services.
- Make them more efficient
- More benchmarks to ensure it's delivered well and for an affordable cost.
- Better service. Better planning
- Try stopping to be all things to all people. Choose key services and do it well.
- More efficient.
- Not really. I'm pretty darned satisfied with the way things are.
- To be honest, I feel like I'm getting increasingly less value for the money I pay in taxes and user fees (things like garbage collection). I get the sense that City Council is less than interested in the opinions of Edmontonians, preferring to do their

- own thing regardless of public opinion.
- The city should provide core services. water, sewer, roads. protective services, roads, parks. Stop building Arenas for Billionaires and closing airports.
 - Concentrate of basic services first, extras only when can be afforded
 - That city services actually get done.
 - Repair it right the first time
 - Increase services and avoid cuts to services
 - Maintaining of our existing services rather than continuing to expand and having services stretched. Misuse of taxpayer money
 - More service options!
 - start using money to provide services to the people of the community and not to pad the pockets of private organizations and developers. They have money to spend on their own projects and don't need help from the city who seems to be struggling with the simple job of filling pot holes on main roads in the city that are used by thousands of residents each day. Need cost efficient services
 - Hire old people like me, who are stable and reliable
 - More consistent levels of service on the frontline.
 - Training city employees to do a better job.
 - less wasteful expenditures and lower taxes
 - Less pandering to complainers.
 - better bang for the buck, too much waste and empire buildin
 - Less red tape
 - Using tax dollars for what the citizens want from city council
 - Get ride of our current council and mgmnt.
 - flexibility
 - To have better informed staff & have them accountable to get their duties done faster which will result in savings of money, as time is money. i.e. digging a hole does not require 6 City Staff to watch 2 City Staff dig the hole.
 - citizens being more willing to chip in to keeping the city beautiful instead of only expecting the city to do it for them.
 - Not informed enough to answer.
 - Knowing we were getting value for tax dollars where possible.
 - get rid of the feel good services to make all departments cost effective
 - Start listening to your employees and work with the men in the streets to make our job easier and faster.
 - more efficient use of manpower streamline departments
 - Employee and contractor work crews with 2 or 3 people instead of 5 or 6 (3 of whom are invariably leaning on a shovel a la Ken Dryden four decades ago
 - City departments are too bloated and inefficient! I think we can spend the same as we do now, and get way more out of each dollar.
 - keeping the costs reasonable
 - Promote trust that things are being dealt with efficiently
 - none that i could think of, all good
 - I'm not happy how our tax money is spent and the monster management involved. You're asking the wrong questions. [Fox balls/\$\$\$ spent on committees are a waste]
 - more private enterprise control and less government nanny/welfare statism
 - Do not think any layperson could logically answer this. I do think that the quality of police services is woefully low. The awareness of many of the younger members is terribly lacking (too busy texting and cell phone yakking).
 - Choices and attention to detail
 - Everyone that works for the city should be educated in Customer Service - generally speaking, from the top down, there is a lack of respect for those who ultimately are paying their salaries.
 - don't really use the city services that much
 - more honesty. I've been repeatedly lied to

- Yes, please consult minorities when making decisions. And increase the number of minority staff.
- Having supervisors who spend money as if it was their own. Waste less time on meetings, and actually accomplish tasks.
- Better response times from departments
- Make city managers accountable for the results expected rather than allowing all kinds of excuses for work not done. I would like to see management positions cut by 25% - starting with those that do not meet their goals. My sense is that there is little personnel control of management. The biggest example is the Quesnell bridge - managers are responsible for managing contracts - no excuses - that's what you are paid for.
- Better trained employees
- Less personal initiatives.
- When I pass a job site with city workers would like to see all the workers doing something not just standing around while 1 or 2 do the work.
- less red tape
- focus on functional infrastructure
- better resource management
- more responsive, consistent and flexible
- I would like to know more about where our tax dollars go, and why
- I have no issues
- better quality and efficient service; it's a common site to see construction sites over-staffed so that people are standing around; it is also common for construction projects to take longer than normal
- I think people do their best and the workers at the City are doing the best they can with the resources provided to them.
- Continue doing what you are doing.
- Hire people who can think.
- Keep the focus of importance on the citizens who live and work in the city of edmonton.
- More support for city employees
- Reorganize City departments accordingly to trim waste and not just for the sake of reorganizing.
- Stop Wasteful spending of city employees eating at places like Ruth Chris on our tax dollars for meetings.
- More services and spend for north edmonton. Too many "only on the southside" instances.
- How about not being rude and actually caring about the job you have in out community
- City staff should be nicer. They should want to help citizens. I find the people at sustainable development very rude and not knowledgeable and they don't seem to care about why the people are there.
- I think you guys are doing a great job! I like the direction the city is headed.
- A Council that knows how to budget, but we won't have that for awhile.
- Less political involvement
- Increase the already positive attitude.
- If the efficiency could be improved, and if city administration was given the power and budgets to properly plan and manage their sections. It seems the trend is expecting more services but cutting operating budgets.
- The city of Edmonton has excessive staff in roles that can be done by 1 person. I had 3 years of studying the roles when I was volunteer for my community and frankly it's shameful the amount of employees that are ineffective or results oriented. I offered to come in and clean house, restructuring every department for production with 100% communication between departments. At present the city system is flawed so cumbersome in progress and results giving too many reason's employees can use for not being effective. It's hurtful to hear my opinions I know, in the reactions I've gotten from various staff associated with the city but it's important that the city continue

showing us they are TOUGH on being proactive in strengthening weaknesses in structure. please no more excuses fix it head on.

- I would say that if the City as a whole would be more of a transparent organization. That would make me more happier.
- make them (services) cheaper so that property taxes do not continue to increase at a rate greater than inflation
- less administration and more workers
- quicker results, more production.
- more timely delivery of services
- If there was a bit more accountability from our elected politicians and they took the time to focus a lot more on the things that matter and a lot less on all of the bells and whistles and their pathetic pet projects.
- Fire the lazy city workers that give the rest a bad name.
- Better transparency on handling of city contracts and money used in it's affairs. If going digital a way for citizens to access records better and ensure fiscally responsible use of funds.
- More accountability and transparency on each city service. To be able to see / understand how they are managed and run. An example would be the tour held on law days to see how the courts and jails. This furthered my understanding on the courts and jail system.
- Become more efficient. It's time for the City of Edmonton to go through an efficiency audit and trim the fat from the organization.
- -proactive thinking from city employees, trying to get employees who have a vested interest in the

edmonton as a community (ie - citizens rather than residents of surrounding communities)

- An attempt to improve instead of making excuses for poor service
- All dealings with COE departments have been favourable.
- More accountability
- Get an entirely new staff working for the city of edmonton from the top down
- less bureaucracy and more front line workers - actually doing the work vs planning.
- Improve them all
- effectively cooperate between city departments and with other levels of government on the model of "one taxpayer, one service provider"
- I would like to know 'why' some decisions are made. I think that if I knew why, I would better be able to understand the decisions and direction the government takes with my money.
- Not really, more awareness of resources available online and where to access information
- If the mayor and area councillor actually listened to the residents and not the social service agencies
- Allocate Budget to areas that are important to Citizens instead of the City Organization.
- Advertise about what the city has to offer.
- Stronger messaging to the public that increased services leads to increased taxation.
- Do a better job of communicating what the city is responsible for providing

City of Edmonton Services and Budget Consultation

About you

Hello and welcome to the City of Edmonton's services and budget survey. We appreciate you taking a few minutes of your time to share with us what you think the city's priorities should be and what are best strategies to pay for services and programs.

Your answers will be treated with the strictest of confidence. Neither the City of Edmonton nor independent administrators of this survey will publish, share or otherwise distribute any individual responses or any personal information collected in this online forum.

The survey is quite detailed because we value your input on a range of complex issues. It should take less than 15 minutes to complete.

First, please tell us a little bit about yourself.

This information is used to help us reflect Edmonton's overall demographics.

Are you...

- ☐ Female
- ☐ Male

Again, this helps us reflect Edmonton's overall demographics.

How old are you?

- ☐ Under 18
- ☐ 18-34
- ☐ 35-44
- ☐ 45-65
- ☐ 65+

Which area of the City of Edmonton do you live in?

Please provide your postal code:

Overall satisfaction with Edmonton

1. Would you recommend Edmonton as a place to live, work and visit?

- ☐ Definitely would recommend
- ☐ Probably would recommend
- ☐ Probably would not recommend
- ☐ Definitely would not recommend
- ☐ Not sure

2. What attributes make you most proud of Edmonton?

City services and programs

3. Below is a list of services provided by the City of Edmonton. Please re-order these services based on your ranking of importance to you, with the top service being most important. Drag and sort order on the right side.

Drag items from the left-hand list into the right-hand list to order them.

City recreation facilities and programming, and attractions (community facilities/recreation centres, pools, arenas, golf courses, recreation courses and camps, Zoo, Muttart, Fort Edmonton...)
Planning, Housing and Buildings (urban planning, housing services, land management, zoning, building permits and licensing, safety codes, assessment and site

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servicing)

Active Transportation

(strategic improvement, expansion, and maintenance of the infrastructure and facilities that support Active Transportation, including sidewalks, curb ramps, shared pathways, marked bicycle and shared use lanes, and end-of-trip facilities)

Neighbourhood

Renewal (Reconstruction or upgrades of roads, sidewalks and street lights in mature communities, and other infrastructure revitalization in older neighbourhoods)

Environment

(preservation and sustainability strategy, natural areas protection, biodiversity)

Public Transit (Buses, LRT, DARTS, LRT expansion, security, transit stations/centres)

Economic

Development (Economic diversification strategy, EEDC, Edmonton Tourism, Shaw Conference Centre, Edmonton Film Commission, Edmonton Research Park, workforce/labour strategy, TEC Edmonton partnership)

Corporate Support

(Customer info services – 311 and website, Information Technology, Human Resources, Legal Branch, Fleet Services, Communications)

Drainage Services –

utility (sanitary sewer systems, land drainage and stormwater management, tunneling, lot grading, design & construction, emergency repairs, environmental planning)

Traffic management

(traffic safety, traffic operations, signals & street lighting)

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Community & Neighbourhood Services (family & community support services, graffiti management, grant management, partnerships and boards & commissions – homelessness, Telus Space & Science, REACH, Great Neighbourhoods)

Public Library (digital and physical collections, 17 community locations, inter-library loans, reference services and public computers)

Roads - winter maintenance (snow clearing and ice control)

Parks (playgrounds, sports fields, river valley trails, forestry, pest management, parks maintenance, horticulture, parks planning, natural areas acquisition)

Roads - summer maintenance (pothole repair, design & construction, transportation planning)

Police services (community policing, crime prevention, victim support, traffic & vehicles, special crime units and initiatives)

Waste Management Services – utility (garbage collection, litter management, eco stations and recycling operations, composting, Waste Management Centre, biofuels partnership)

Fire Rescue (fire suppression, medical response, hazardous material response, public safety and investigations, fire prevention & education, environmental emergency response, training and dispatch)

Community Standards (animal care, bylaw complaints & investigation)

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Services and taxes

4. Generally speaking, would you say you are satisfied or dissatisfied with the overall quality of services provided by the City of Edmonton?

- ☐ Very satisfied
 - ☐ Moderately satisfied
 - ☐ Moderately dissatisfied
 - ☐ Very dissatisfied
 - ☐ Not sure
-

5. What specific City services (if any) do you think it is critical to grow or increase?

6. Is there anything you can suggest that would make you happier about any city services?

This section is on **taxes** that go to 3 orders of government.

Every year, Edmonton households pay income taxes, property taxes to the City and property taxes to the Province for education.

7. Please tell us what do you think is the current share (percent) of where a typical Edmonton household's total tax dollars go (income tax, education and city property taxes). This excludes GST and other consumption taxes.

Must add up to 100%.

<input type="text"/>	Government of Canada
<input type="text"/>	Government of Alberta
<input type="text"/>	City of Edmonton

Total : 0

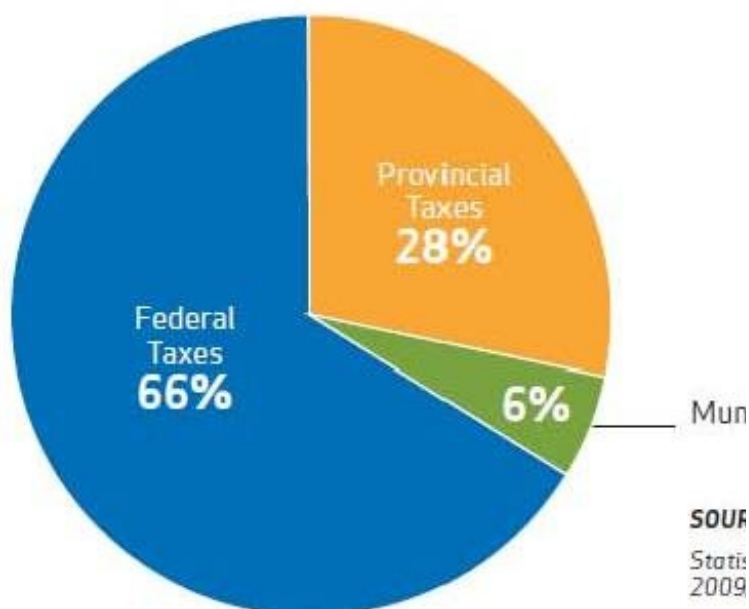
Taxes and other revenue

Below is the actual allocation of where a typical Edmonton household's taxes go.

The average Edmonton household paid approximately \$17,000 for taxes to all orders of government (income and education taxes, and property tax). The federal and provincial governments also collect additional taxes on good and services, fuel and other consumables.

DISTRIBUTION OF TAXES

Federal, Provincial and Municipal Taxes



8. Based on this information, indicate **what you think should be** the ideal balance of where your total tax dollars go.

Make sure to add up to 100%.

<input type="text"/>	Government of Canada
<input type="text"/>	Government of Alberta
<input type="text"/>	City of Edmonton

Total : 0

9. This question helps us understand perceptions about revenue sources.

Below are the only available sources of revenue the City of Edmonton can use to pay for all operations. In 2012, these sources will fund \$1.8 billion in expenditures for all City programs and services. This excludes infrastructure funding.

Thinking about these sources of funding, please indicate how much (what percent) you think come from each source. Again – this is for operations of all programs, services and facilities, but not to build infrastructure.

Please make sure to add up to 100%.

Property taxes to the City (residential and commercial)

User fees, fines and permits

EPCOR Dividend

Grants from other governments for Housing, Police, Library, Community programs

Franchise Fees – from utilities for use of City land

Investment earnings and dividends

Transfers from Reserves

Other – i.e. tax penalties, local improvement levies

Total :0

Actual distribution displayed after submit.

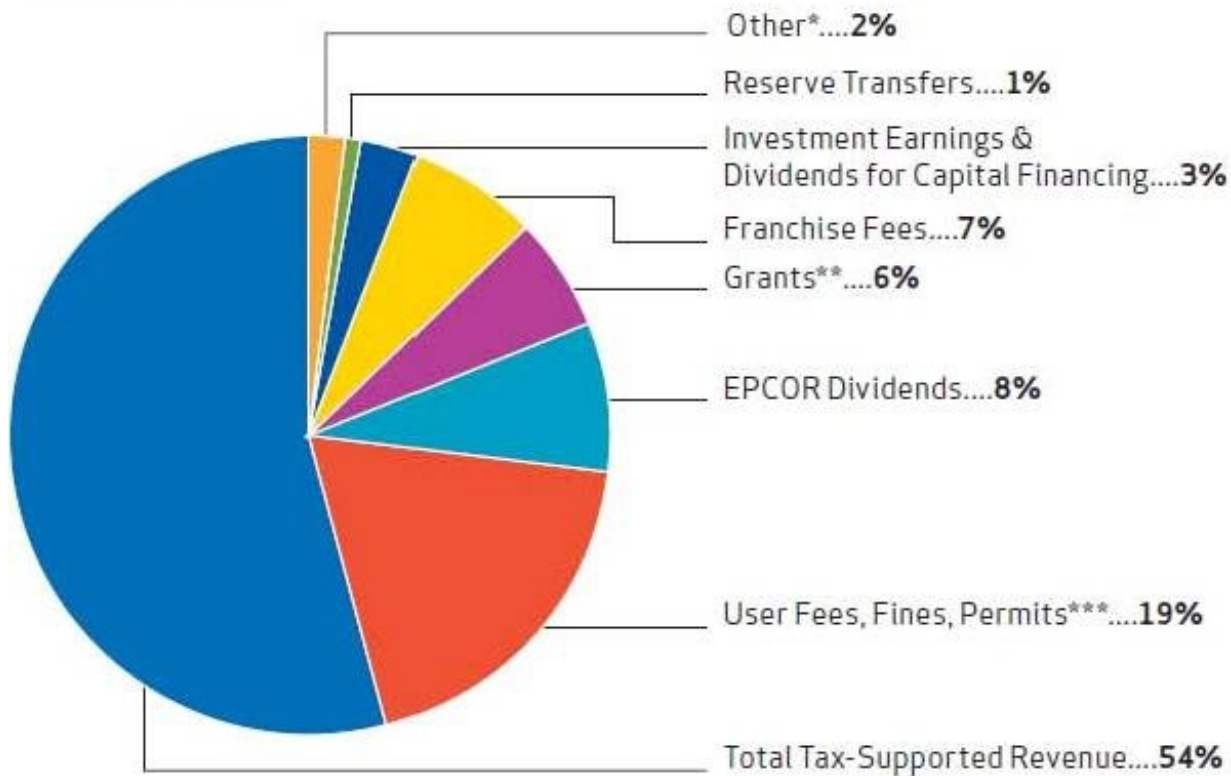
Revenue Sources

Below is the actual allocation of the only sources of revenue to pay for City services and operations. The City is allowed to use only certain methods to fund services.

After factoring in all other sources, the City collects the remainder needed to pay for the budget through property taxes. The City is not allowed to collect more taxes than needed to cover the remainder.

WHERE THE MONEY COMES FROM

Revenue Sources



NOTES:

* Other Revenue includes Sanitary Drainage Franchise Fees, tax penalties, local improvement levies, etc.

** Grants received for Housing, South LRT, Police, FCSS, Library

*** Excludes user fees for Drainage and Waste Management Utilities

How much taxes is fair?

For the typical Edmonton home, valued at \$357,000, the 2012 property tax that goes to the City is about \$1,790 per year or **\$150 per month**.

WHERE YOUR TAXES ARE DISTRIBUTED

Every \$1 of municipal taxes is shared among these civic services

Average
= \$150/month



10. Thinking about the need to pay for all the City services that are important to you – at what point would the monthly tax be too low for a typical Edmonton home (valued at \$357,000)?

What amount would be considered not enough to adequately support all the services and programs Edmonton needs, and would make you doubt the value of services?

Thinking about City services and the cost pressures you face every month – at what point do you think the monthly tax for a typical Edmonton home (valued at \$357,000) would be much too high – and make you seriously think about moving or selling your property?

Thinking about all City services and the cost pressures you face every month - what do you think would be a good deal for monthly property taxes on a typical Edmonton home (valued at \$357,000)? What would you consider a bargain for paying for all the services you expect from the

City?

\$ per month

Thinking about all City services you expect and the cost pressures you face every month - what do you think would be a monthly tax for a typical Edmonton home (valued at \$357,000) that is beginning to seem too expensive to afford?

\$ per month

Ways to balance the budget

The services provided by the City of Edmonton are funded through several revenue sources, but the City can only control property taxes and fees.

The cost of delivering City services has increased due to the need to expand services to a growing population and growing area, and due to inflation (mainly for labour and materials). The inflation of costs to the City is different than the rate of inflation on consumer goods, as measured by the Consumer Price Index (CPI).

The City has also reduced expenditures by about \$50 million each year for the past 3 years through efficiency reviews.

11. Given the following options to deal with increased costs to pay for City services, which would you support the most to balance the budget?

- ☐ Increase property taxes
 - ☐ Increase user fees on programs and services
 - ☐ Combination of property tax and user fee increase
 - ☐ Cut existing service levels to maintain current taxes
 - ☐ Cut existing services to reduce taxes
 - ☐ Combination of cutting service levels and small increase in taxes
 - ☐ Combination of cutting service levels and small increase in taxes and user fees
-

Given the following options to deal with increased costs to pay for City services, which would you support the least to balance the budget?

- ☐ Increase property taxes
- ☐ Increase user fees on programs and services
- ☐ Combination of property tax and user fee increase
- ☐ Cut existing service levels to maintain current taxes
- ☐ Cut existing services to reduce taxes
- ☐ Combination of cutting service levels and small increase in taxes
- ☐ Combination of cutting service levels and small increase in taxes and user fees

12. Since 2008, the City has worked with thousands of Edmontonians to set a long-term vision for the City in 2040 and 10-year goals for the city to move towards the vision. From that input, City Council embedded the goals in a strategic plan ([this is a web link to the plans](#)) to guide all decisions.

Are you aware of the six 10-year goals for the City?

- ☐ Yes
- ☐ No
- ☐ Some awareness

13. Which of the six 10-year goals are most important to you? Please rank in order of importance.

Drag items from the left-hand list into the right-hand list to order them.

Diversify Edmonton's Economy
Ensure Edmonton's Financial Sustainability
Improve Edmonton's Livability
Preserve and Sustain Edmonton's Environment
Shift Edmonton's Transportation Modes
Transform Edmonton's Urban Form

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About You

This final question is to help us ensure this survey can reflect Edmonton's demographics when we report results. This information will be kept completely confidential.

Which of the following best describes your total annual household income?

- ☐ Less than \$25,000
 - ☐ \$25,000 to \$50,000
 - ☐ \$51,000 to \$75,000
 - ☐ \$76,000 to \$99,000
 - ☐ \$100,000 or more
-

If you are interested in joining a special Citizen Panel to share your views with the City of Edmonton in future surveys like this or on other topics relating to the City, please let us know by providing the information below.

Please note – the City of Edmonton will not use your email address for any other purpose other than for contacting you for future studies. You may choose not to participate in any future studies at any time. The City of Edmonton will not share your email address with 3rd parties.

Please provide your contact information:

First Name

Last Name.

Please provide your email address:

Thank You!

Thank you for taking the time to answer these many questions! Your input will be helpful in allowing the City to best meet the needs of Edmontonians.

The aggregated results of this survey will be posted in July on the City website ([here](#)) in the section for the **2013 Budget**.

Thanks!
