

2016 Budget Public Engagement

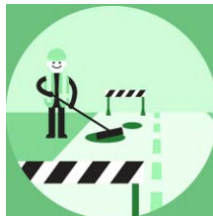
November 2015

TRANSFORMING | **EDMONTON**

BRINGING OUR CITY VISION TO LIFE



OPEN CITY



2016 Budget – Public Engagement

The City of Edmonton engaged members of the public in the summer and fall of 2015 on the proposed 2016-18 Operating Budgets and 2016 Utilities Budgets.

Contents

- Overview 2
- Strategies – Building Awareness 3
- Strategies – Increasing Understanding 4
- Strategies – Public Input 7
- Civic Budget Survey – Methodology 9
- Civic Budget Survey – Responses 10
- Survey – Priorities for City Council 11
- Survey – Overall Satisfaction 12
- Survey – Adjusting Spending 13
- Survey – City Services 15
- Survey – Best and Worst Ways to Balance Budget 34
- Survey – Perceived Change in Quality of Service 35
- Survey – Perceived Value for Taxes 35
- Survey Demographics 36



Overview

The City of Edmonton engaged members of the public in the summer and fall of 2015 on the proposed 2016-18 Operating Budgets and 2016 Utilities Budgets.

The public engagement consisted of an education and awareness component and a feedback component.

The communications objectives were to:

- Improve public access to budget information
- Improve transparency & understanding about budget decisions relating to all civic services
- Create opportunities for people to learn more, if desired
- Add opportunities for public input

Key information provided to citizens evolved in two main phases:

- **Phase 1** – Summer and early fall:
 - Edmonton is moving to a multi-year operating budget structure (2016-18) which will:
 - Improve Financial Stability and Sustainability
 - Improve Transparency and Accountability
 - Improve Flexibility
 - Allow the City to better plan for the future
 - Edmontonians get a high value for their tax dollars
- **Phase 2** – Fall and early winter:
 - As part of our commitment to Open City, Edmontonians have several convenient ways to learn more about civic services and the budgets:
 - YEGcityBudget.ca
 - Open Budget – open budget data portal
 - Civic Budget – sliders to learn how much taxes go to each service area and opportunity to provide input
 - Ask us About Budget – live blog Q&A sessions with General Managers
 - Public Hearing
 - Themes conveyed in this phase with the release of the Proposed Budgets include:
 - *The City will maintain the wide range of services and programs that Edmontonians have come to rely on every day, and we will support growth, all within a balanced budget.*
 - *We are absorbing a large portion of inflationary costs through innovation and internal improvements.*
 - *Due to economic uncertainty, we are being prudent financial managers and showing restraint.*
 - *The City is delivering on previous commitments; We are implementing programs and delivering infrastructure that helps us catch up on the rapid growth of last number of years, and continued modest growth in our population and the area we service.*

Building Awareness

Phase 1

Through August and September of 2015, Financial Services conducted an extensive public outreach campaign. A small team successfully engaged approximately **3,600** citizens at 16 events, with at least one event in each ward.

The approach embraced a recommendation from Phase 1 of the Council Initiative on Public Engagement: *go to where people are, rather than asking them to come to you*. A second recommendation – *engage early* – was also embraced as this activity was the earliest-ever outreach specifically on the budget.

This phase of the Budget Public Engagement Campaign aimed to fulfill the expectations laid out in the Report to Council on the Multi-year Budgeting Policy that the public be provided with a deeper understanding of the City's programs, services, cost drivers and performance while increasing accountability and transparency in the budget process.

To this end, Administration:

- developed a full-fledged direct engagement campaign, setting up a 'budget booth' at summer events across Edmonton where residents could learn about and discuss budget issues, provide feedback, and generally engage with City employees one-on-one
- employed an Insight Community survey to learn about levels of awareness, misinformation and understanding related to civic services and the move to multi-year budgeting

It is important to note that this outreach through the summer on basic budget concepts, and the promotion of the Edmonton Insight Community survey, resulted in a spike in members joining the online panel. On November 20, 2015, the **Insight Community recruited its 4,000th member**.

The summary of the summer events and feedback is included in the **Public Outreach Appendix** to this report.

This phase of the Public Outreach was supported by the release of three YouTube videos, an information campaign on Facebook and an ongoing series of Twitter posts. The City currently has more than 24,800 Twitter followers and more than 51,000 Facebook page likes.



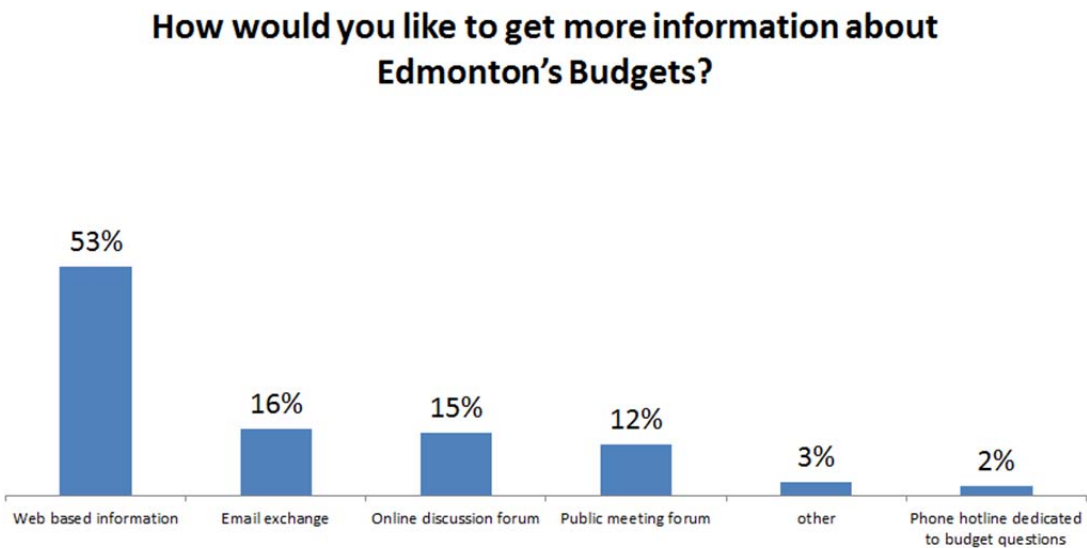
Increasing Understanding

Phase 2

Budget engagement focused on increasing understanding through four main vehicles:

- YEGcityBudget.ca interactive site
- Open Budget data portal
- Online “Ask Me about the Budget” live blog sessions
- Civic Budget survey

The increase in web-based information was implemented as a result of the **2014 budget survey**:



The full documentation of the 2016-18 Proposed Budget launched this phase with the early release published online at www.edmonton.ca on October 30, 2015. This release of the documentation that will be used by City Council in deliberations helps ensure a completely transparent process. The release was supported by a news conference to give media the information and tools they use to help Edmontonians understand the budget process and the City’s financial position before deliberations begin.

YEGcityBudget

The City re-launched and refreshed a dedicated website – <http://yegcitybudget.ca> – to focus public attention on the budget and the services Edmontonians receive for taxes and fees. A new landing page helped provide an interactive way Edmontonians could quickly see the average homeowner’s taxes or utility fees used to support key service areas. Additional data and supporting documentation is quickly available from the landing screen.

This citizen-facing budget website helps show proportions of spending in visually dynamic ways, and it allows people to drill deeper into any area to learn about the service, key stats and even how much a typical Edmonton homeowner spends on that service.

This website continued to evolve as deliberations progress, with a focus on topics and key questions about the budget and easy to understand answers. Through social media, this website will be promoted as new phases of budget deliberations occur.

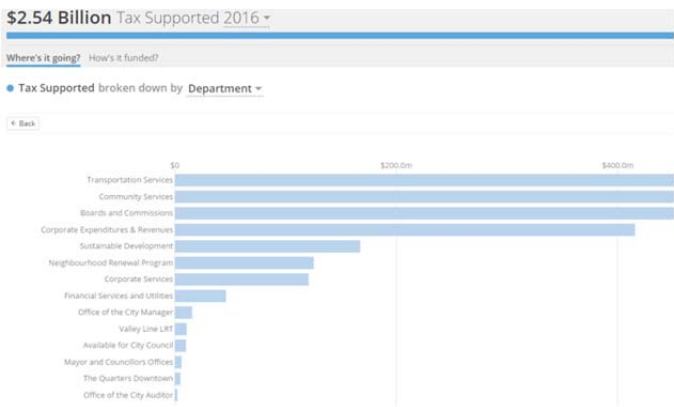
The website was supported by a primer document called “[2016-18 YEG City Budget](#) – Understanding Edmonton’s Budget.”



Open Budget

New in 2015, the City launched the Open Budget portal as part of the Open City Initiative. The interactive online tool at [budget.edmonton.ca](#) provides Edmontonians with an easy way to learn more about the City's proposed 2016-2018 Operating Budget.

With Open Budget citizens have the ability to explore revenue and expenditures at the department, branch and program levels through a series of user friendly functions. Open Budget uses easy-to-understand charts and graphs to illustrate the cost of City programs and services.



The City created the Open Budget application to display all the data from the proposed budget, which has been loaded into Edmonton’s [Open Data Catalogue](#). Individuals and organizations also have the ability to quickly and easily download the data in a machine-readable format from the catalogue for their own analysis. The multi-year Capital Budget, which was approved by City Council last year, will be made available later this year.



Ask Me About the Budget

In 2014, the City of Edmonton initiated a new outreach tactic with the Chief Financial Officer hosting an “Ask Me Anything” session on the popular online forum Reddit. The 2014 experience proved the majority of questions were about civic service areas rather than financial information. In 2015, the City added sessions in order to allow Edmontonians to ask questions about specific department services. Therefore, the live online question-and-answer sessions moved to the City’s “owned” online forum, TransformingEdmonton.ca to allow multiple events. This year, a General Manager from each department participated in a noon-hour live blog session. Major agencies also participated in the sessions:

- November 18, 2015. Ask Me about the Budget: Session 1 with **Financial Services & Utilities** and **Edmonton Public Library**
- November 19, 2015. Ask Me about the Budget: Session 2 with **Community Services**
- November 20, 2015. Ask Me about the Budget: Session 3 with **Sustainable Development** and **EEDC**
- November 23, 2015. Ask Me about the Budget: Session 4 with **Transportation Services** and **Corporate Services**
- November 25, 2015. Ask Me About the Budget: Session 5 with **Edmonton Police Service**





Public Input

When it comes to public input, the proposed Budget is essentially a consolidation of City Council's work over the past 12 months. Therefore, the vast bulk of input that goes into the budget comes from Edmontonians throughout the year on programs, projects and initiatives discussed at Council Committees, through email and calls to Councillors and the Mayor, through calls to the 311 call centre, and the hundreds of hours of public meetings and online consultation on individual projects.

The public outreach campaign also compiled feedback from some of the 3,600 Edmontonians who visited the budget booth at 16 events this 2015 summer. The feedback is compiled in the Appendix.

In addition, a comprehensive survey on satisfaction with Civic Services was deployed in the spring to the Edmonton Insight Community – an online panel of Edmonton residents who regularly complete surveys from all departments.

City Council held a non-statutory public hearing on the 2016-18 Budget on November 23, 2015.

Online Survey

The City invited Edmontonians to learn and provide feedback on the wide range of City of Edmonton services their taxes and utilities support, the tradeoffs in the budget process, and budget balancing options. The City of Edmonton was one of the first municipalities to partner with Canadian firm Open North in the development of a civic budget tool. In 2015, the City continued the use of a tool - <http://www.edmontonbudget.com/> - it helped refine over the past two years, and which is now deployed by governments across the country.

The Civic Budget online tool:

- helps participants understand City Council's process to balance the budget
- helps Edmontonians see the average or their own monthly property tax contributions to each of the service areas, based on their home's assessed value
- helps the City understand how Edmontonians feel about the range of civic services, what services do they feel should receive more investment and which services less, and what are their overall priorities

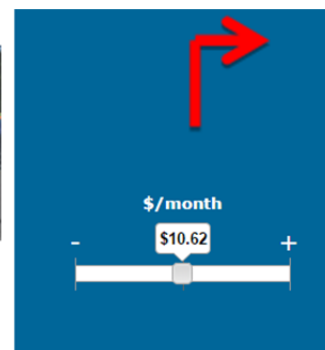
Neighbourhood Renewal

The **Neighbourhood Renewal** program provides funding for:

- reconstruction or upgrades of roads, sidewalks and street lights in mature communities, and
- other infrastructure revitalization in older neighbourhoods.

This program is funded through a dedicated portion of property taxes, the Provincial Municipal Sustainability Initiative (MSI) and local improvement levies.

More than 150 Edmonton neighbourhoods require renewal. Of these, 100 need to be reconstructed. This program aims to undertake improvements (either overlay, preventive maintenance or total reconstruction) in all aging neighbourhoods within 30 years.



This feedback will continue to be used by Administration in 2016 to continue to evaluate objectives in all department business plans and operating standards. The feedback is extremely beneficial to gauging awareness and understanding of the range of services and programs, which helps the City improve communications efforts.

The online tool is still available at <http://www.edmontonbudget.com> to allow citizens to continue to use the interactive features to learn about the budget and the distribution of their tax dollars. The feedback submission feature was disabled on November 14, 2015, in order to complete gathering of input.

The online tools were promoted through public outreach events, social media and media relations.





Civic Budget Survey

Methodology

The online interactive tool was available October 8 to November 14, 2015. The tool was promoted in a media release and several social media posts. During the four week period, 4,267 individuals manipulated the interactive elements. A total of **1,409 individuals** submitted feedback. The participation is up from 840 participants who completed submissions in 2014.

The average time participants spent on the site and completing the survey was 15 minutes. Therefore, the feedback from all participants would be roughly equivalent to 352 hours and 15 minutes of input.

The survey tool showed participants about budget revenue sources, distribution of expenditures, and amount of household spending used for taxes. The tool allowed users to simulate adding or decreasing funding to a list of 17 tax-supported areas and the two utilities. Participants could access hyperlinked information, web content and even videos on the service areas.

The tool displayed the amount of their taxes per month going to each service area, based on the actual assessed value of their property, if the participant inserted the value, or the default value for a typical Edmonton home.

Full wording of questions and context are available at www.edmontonbudget.com.

Online Budget Consultation Report

For the period October 8 to November 16, 2015

Prepared by Open North for: City of Edmonton

4,267

Visitors

1,409

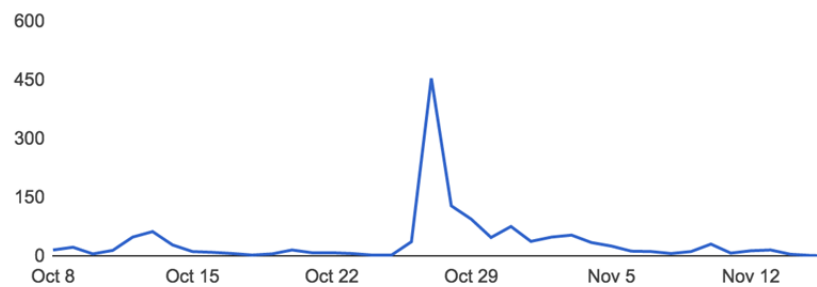
Responses

33% participation

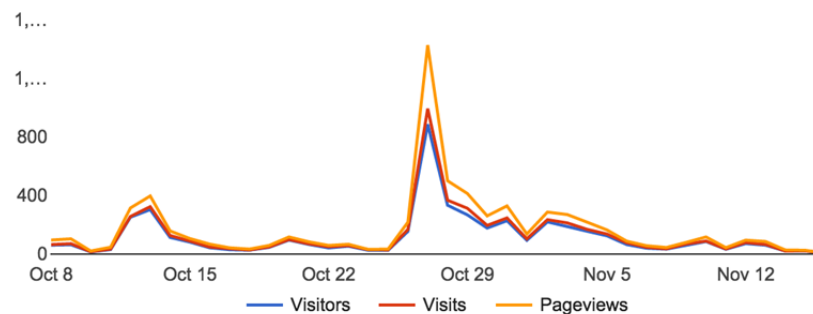
15 minutes

Median time to complete

Responses per day



Web visits per day



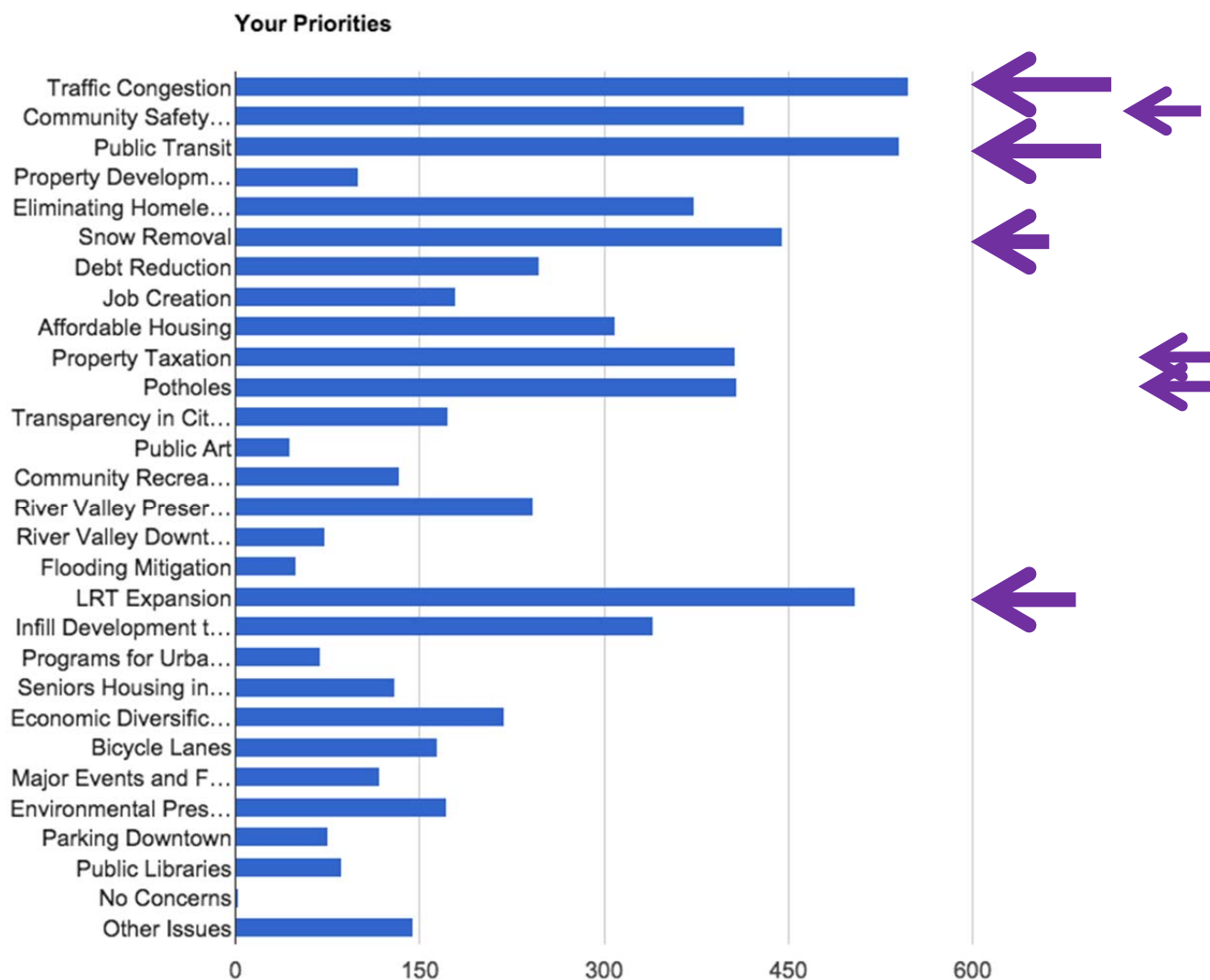
Web traffic sources





Priorities for City Council

In the first question, participants were asked: What are the most important issues facing our community that should also receive the greatest attention from City Council? Participants were provided a list based on input from previous surveys. Full listing is available at www.edmontonbudget.com.



In 2014, the survey results showed priorities were slightly different:

- | | | |
|-------------------------|-----------------------|-------------------|
| 1. LRT Expansion | 2. Public Transit | 3. Snow Removal |
| 4. Homelessness/Poverty | 5. Traffic Congestion | 6. Infill/Density |

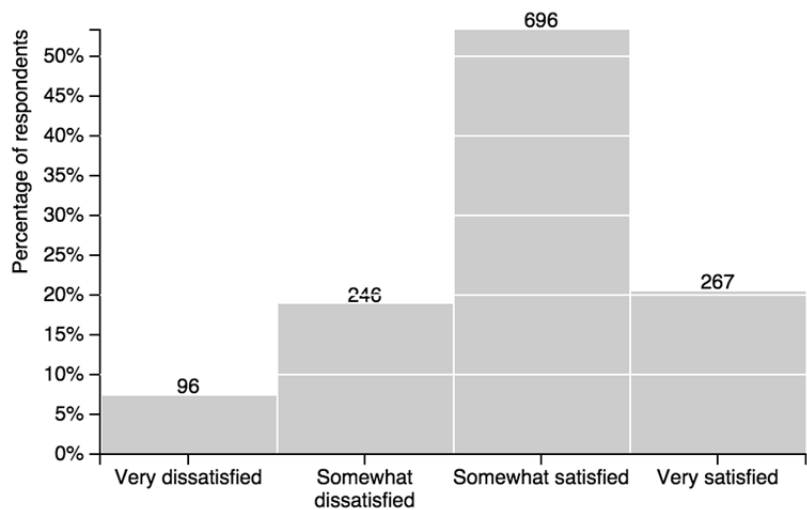
Overall Perception of Civic Services

After participants identified their spending priorities and adjusted the budgets in service categories, they were asked to provide an overall rating of city services.

Of those who responded with a rating, about 74% of participants reported they were satisfied or very satisfied with the quality of City services.

Satisfaction with City Services

42 Generally speaking, how would you rate your overall level of satisfaction with the quality of services provided by the City of Edmonton?





Adjusting spending in Service Categories

Participants were provided information about the programs in 17 tax-supported “service areas” or categories, and 2 utilities. The categories were named for clarity rather than the City’s organizational structure.

Tax-supported services:

- City Governance
- Community Services
- Community Standards
- Corporate Support
- Economic Development
- Fire Rescue
- Neighbourhoods and Parks
- Neighbourhood Renewal
- Operational Support
- Planning and Housing
- Police
- Public Library
- Public Transit
- Recreation Facilities and Attractions
- Summer Road Maintenance
- Traffic Management
- Winter Road Maintenance

Utilities:

- Drainage Services
- Waste Management

Participants were encouraged to read the descriptions, click on links to access more web-based information. Participants were asked to insert their home’s assessed value. If they did so, the values change from the default for the typical Edmonton home and display the monthly property taxes distributed to each area.

After reading about each service area, participants are asked to move a “slider” tool to either increase the amount of spending or decrease the amount of monthly contribution. The survey implies that this adjustment is a rating of greater or less importance, but participants also consider their ability to pay.

As participants adjusted the amounts in each service category, the display showed the Operating Budget balance increase with a surplus or decrease with a deficit. Through this experience, it was intended for participants to better understand Edmonton’s taxes and services, and how their municipal tax dollars should be spent.



Participants were also asked to indicate if they believe they had used the service in the past 12 months. Finally, for each service area, participants were asked to provide any suggestions for improvements. This feedback is contained in a separate Appendix document and will be reviewed by all departments in their continuing pursuit of improving operations.

Question: Thinking about the operations for civic services provided by the City of Edmonton, would you increase funding of the service, decrease funding of the service or keep the funding the same?

The following display of results uses a green or red arrow to convey the average of all responses. The centre of each chart (100%) represents the current spending in the service area.

The grey line represents the average of all respondents. These colours emphasize the average:

A **green** arrow pointing left suggests the average of all respondents is to decrease spending on the category, thereby producing a savings.

A **red** arrow pointing right suggests the average of all respondents is to increase spending on the category, producing a deficit.

A **blue** check in the centre represents an average of maintaining planned spending.

Police Services

The [Edmonton Police Service](#) provides community policing, crime prevention, victim support, traffic and vehicles, special crime units and initiatives. Under the governance of the Edmonton Police Commission (EPC), the Edmonton Police Service (EPS) focuses its efforts on a four-part policing mandate to prevent crime, enforce the laws, address matters of public safety, and maintain social order – all within a city that continues to experience tremendous growth but still requires the same levels of service for all its citizens. In 2013, EPS answered over 820,000 calls through its 911 line and non-emergency complaint line. EPS reports that as a result of City Council's investment in policing in 2012-13, Edmonton experienced a 13% reduction in violent crime and 38% reduction in property crime. [Learn more](#) about the EPS' mission and values.

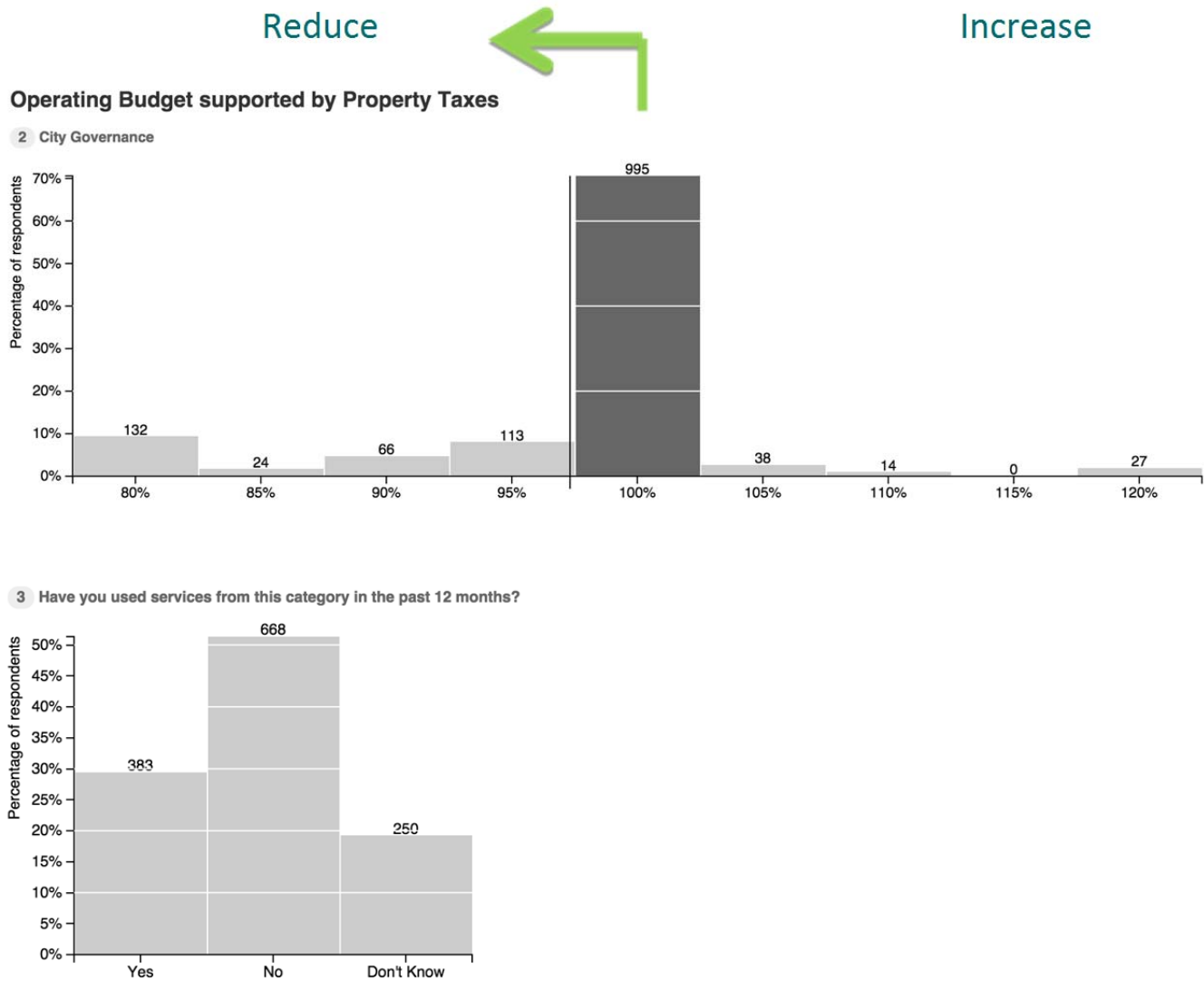


In your opinion, what could be done to improve these services provided by Police?

Use the space provided to specify.

City Governance

Includes the Mayor and 12 Councillors, their support staff, the Office of the City Auditor, the Office of the City Manager, Communications services, the Office of Public Engagement, and the Office of the City Clerk.



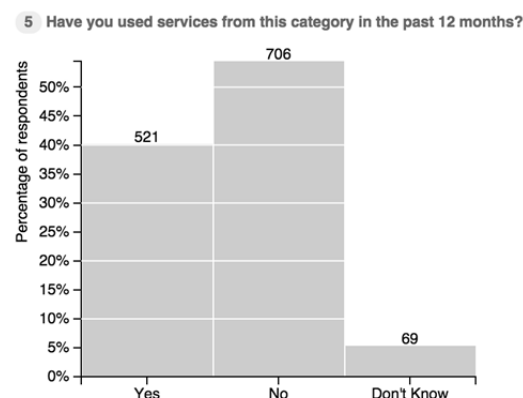
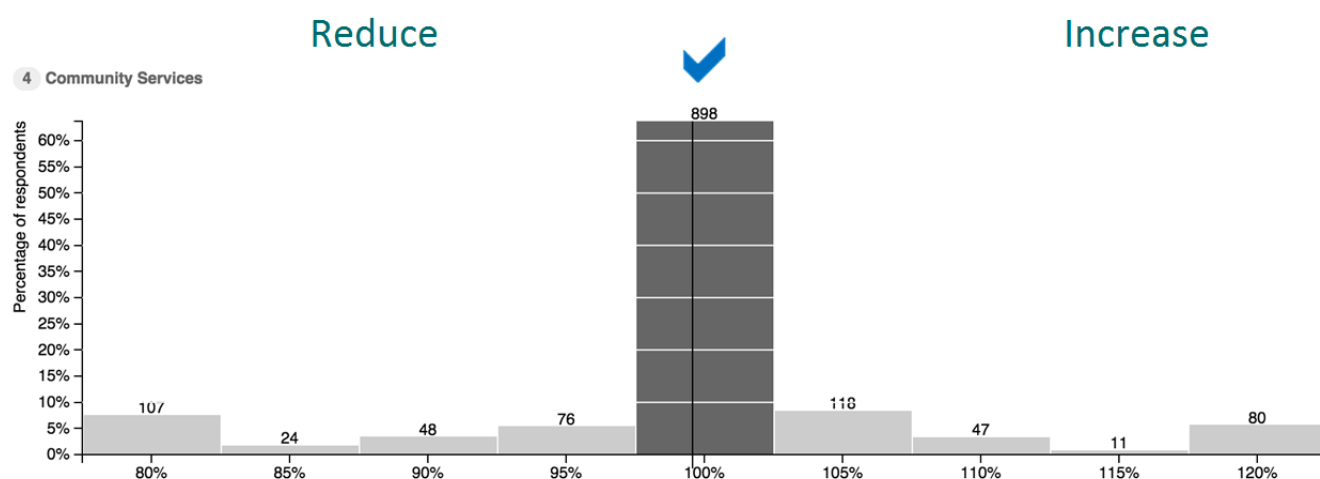


Community Services

This category provides a wide range of family and community support services. This service area delivers programs directly such as seniors services, Aboriginal relations and initiatives for the homeless. This area also supports community-led initiatives and agencies such as REACH, Edmonton Federation of Community Leagues, partnerships, boards, commissions, and support to attractions like the Space and Science Centre and Fort Edmonton Park.

The Aging in Place pilot projects funded through this category, for example, benefited more than 4,000 seniors and worked with 100+ partners to coordinate 36 community initiatives.

The Street Outreach project helped make contact with more than 940 people who are homeless and helped to successfully house nearly 50 individuals.

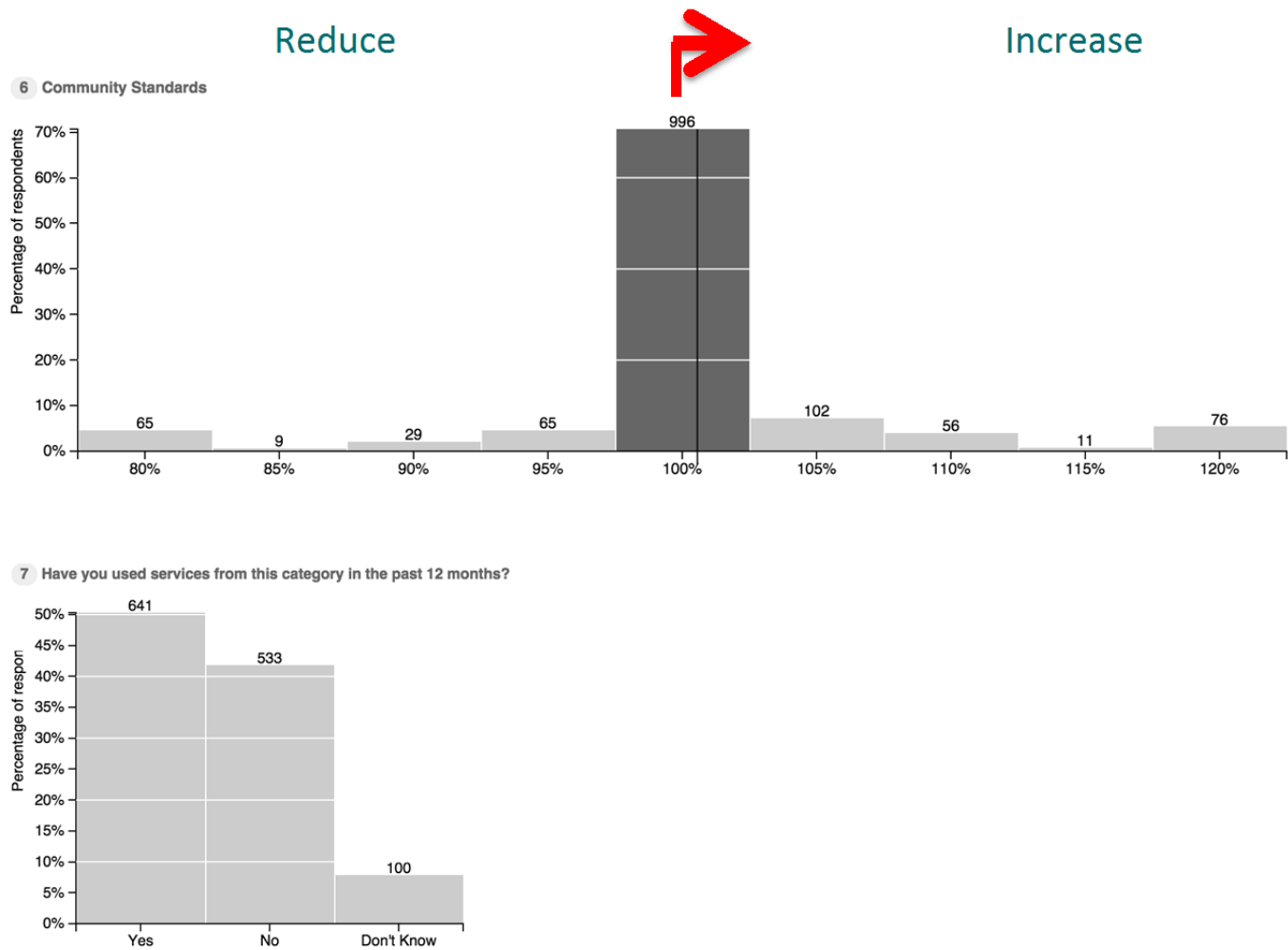


Community Standards

The Community Standards category includes the work of peace officers, park rangers, municipal enforcement officers, parking enforcement and animal care & control, which includes mosquito and other pest management.

These teams protect the health, safety and welfare of Edmontonians by promoting compliance with our community standards and bylaws. They investigate and address bylaw complaints about parking violations, animals, weeds, nuisance properties, sidewalk snow clearing, lawn signs and garbage storage.

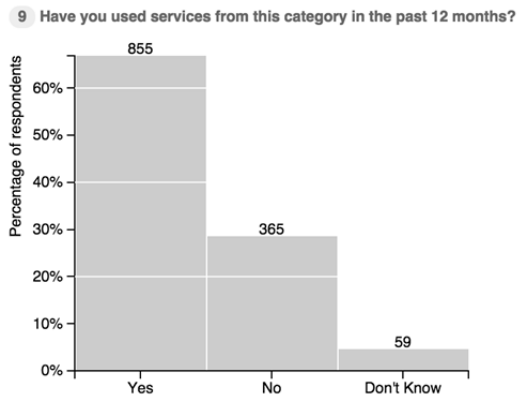
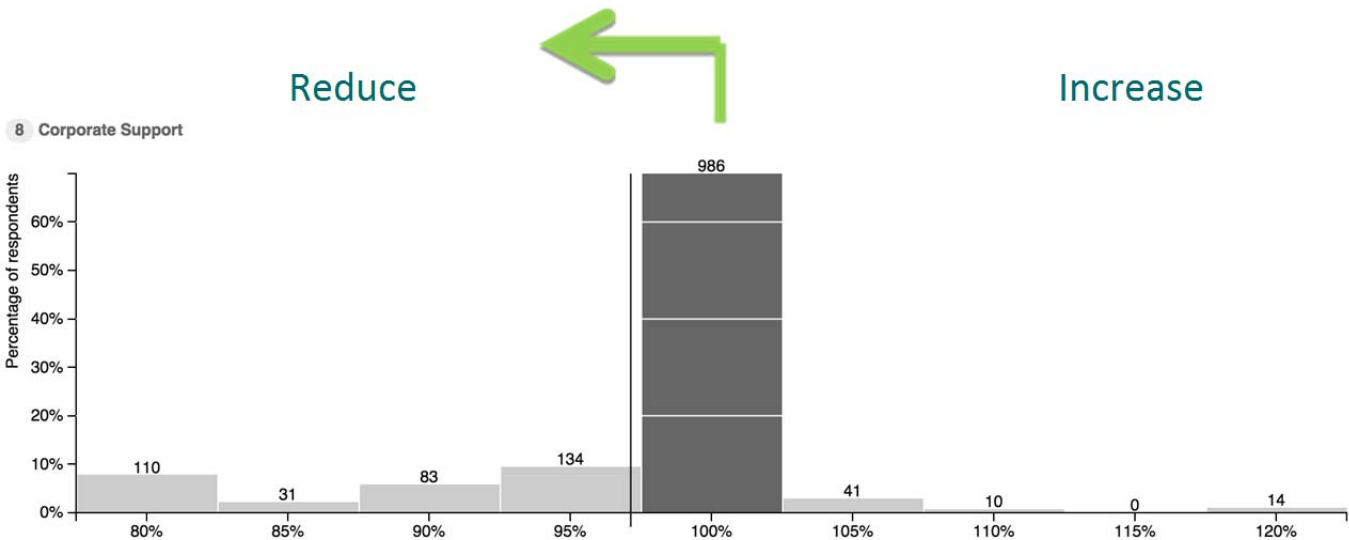
This category also includes funding for the Capital City Clean-up Program to combat litter and graffiti.



Corporate Support

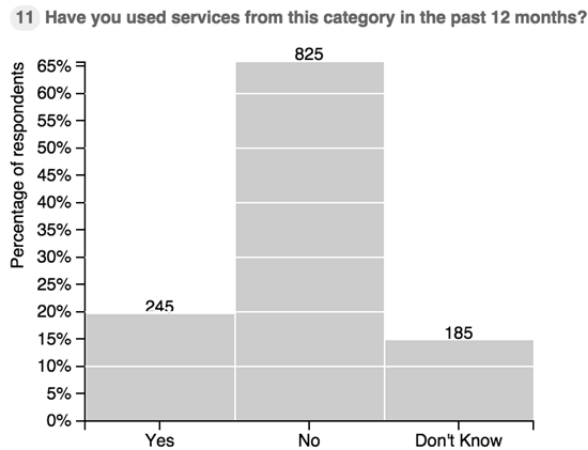
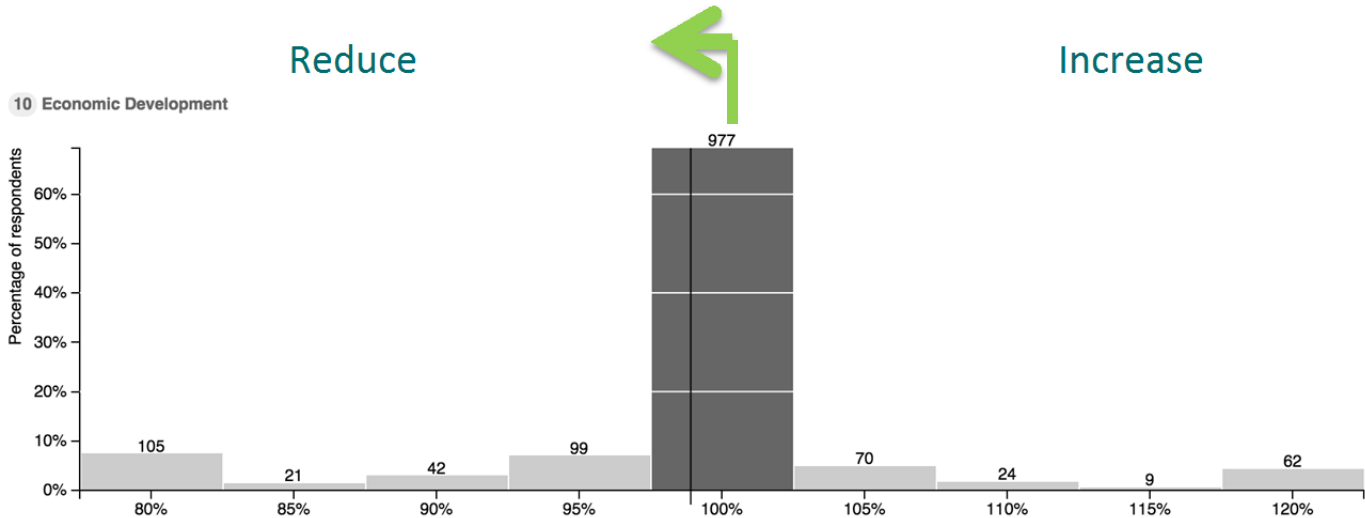
The Corporate Support category provides services that the City relies on to sustain itself as an organization, including: Information Technology, Human Resources, Law, Financial Services, and Procurement and Supply Services. This category also includes customer-facing services like 311 and the City of Edmonton website (edmonton.ca). Examples of activities funded through this category include:

- 6,000 phone calls and emails answered by 311 every day, 24 hours a day;
- 30,000 visits per day to the City of Edmonton website
- Support and maintenance for 1,100 desktop and 130 line-of-business applications, 8,000 computers, and 12,000 telecommunications devices used by City staff



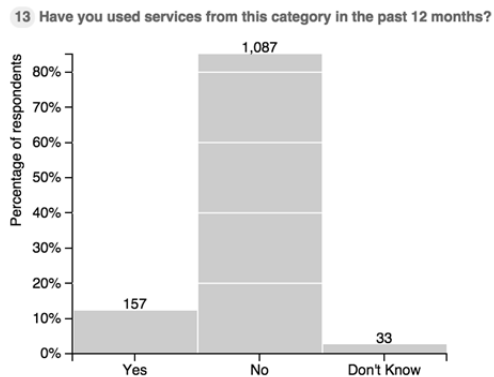
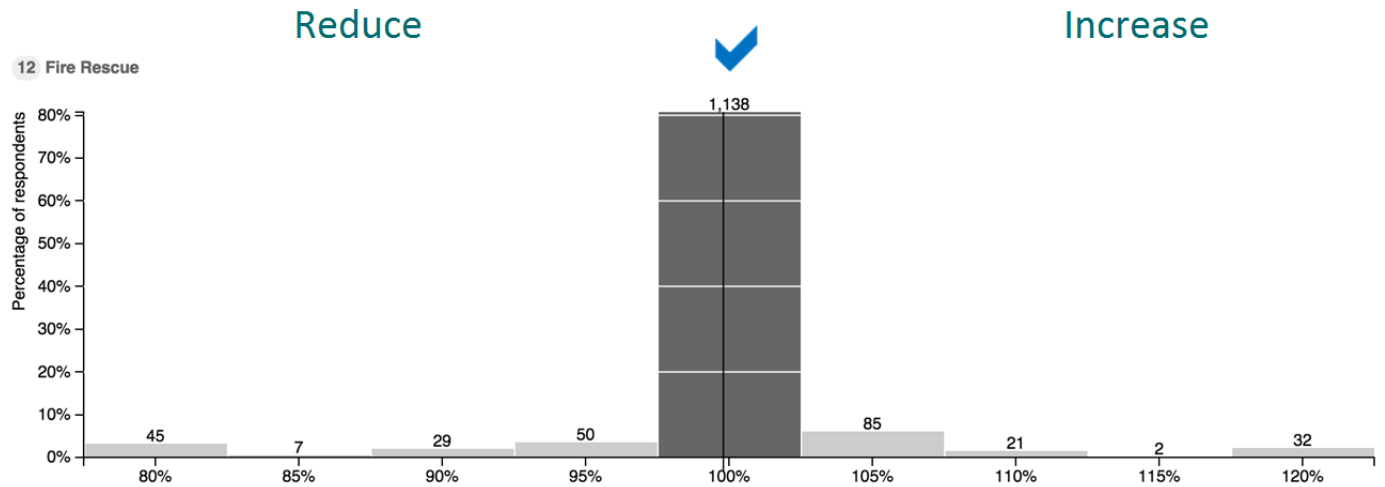
Economic Development

Services in this category include the City's economic diversification strategy (The Way We Prosper), Edmonton Economic Development Corporation (EEDC), Edmonton Film Commission and the TEC Edmonton partnership. EEDC implements the economic growth strategy for Edmonton and Edmonton Metro through its Enterprise Edmonton, Edmonton Tourism, Shaw Conference Centre and Edmonton Research Park divisions.



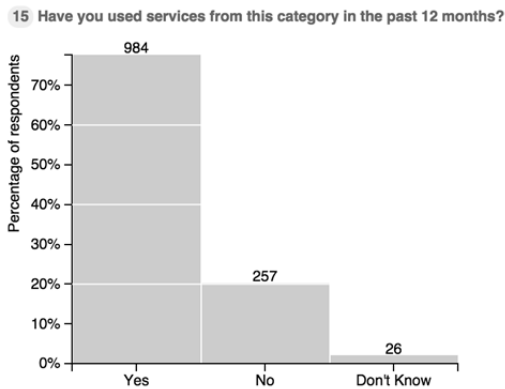
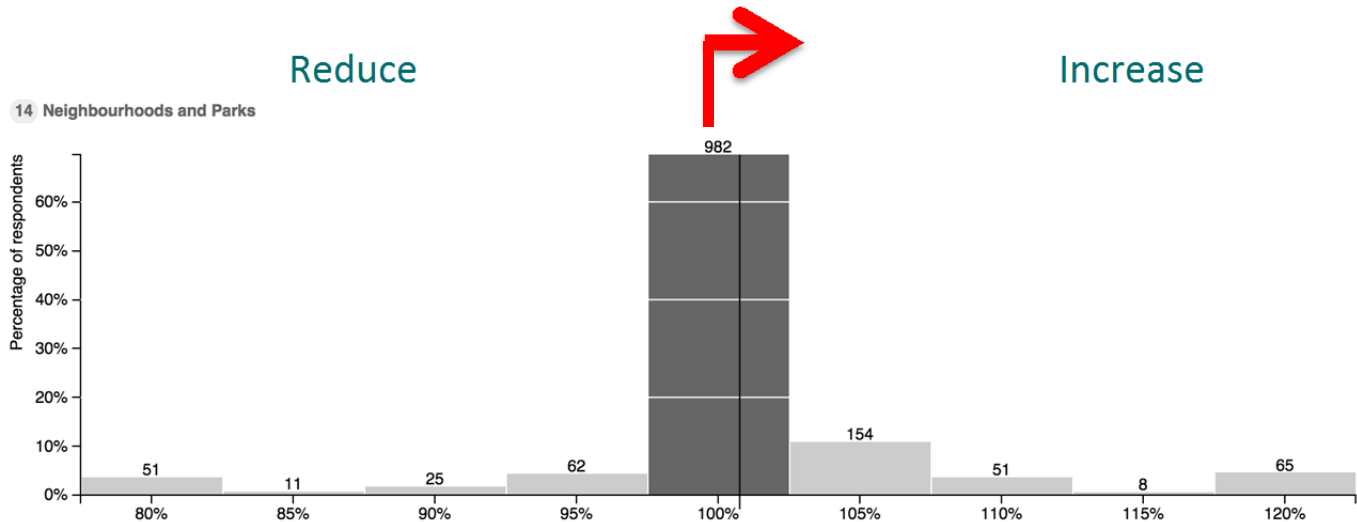
Fire Rescue Services

Edmonton's Fire Rescue Services provide fire suppression services, medical response, public safety and investigations, fire prevention and education, environmental emergency response, training and dispatch.



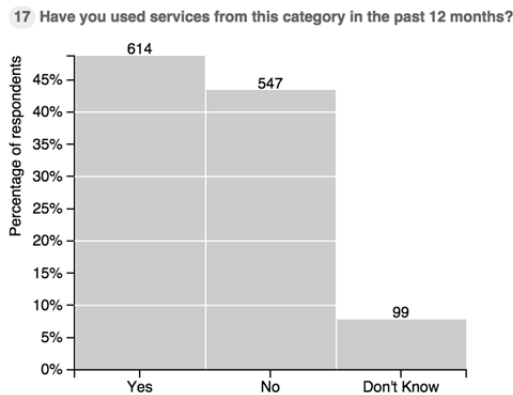
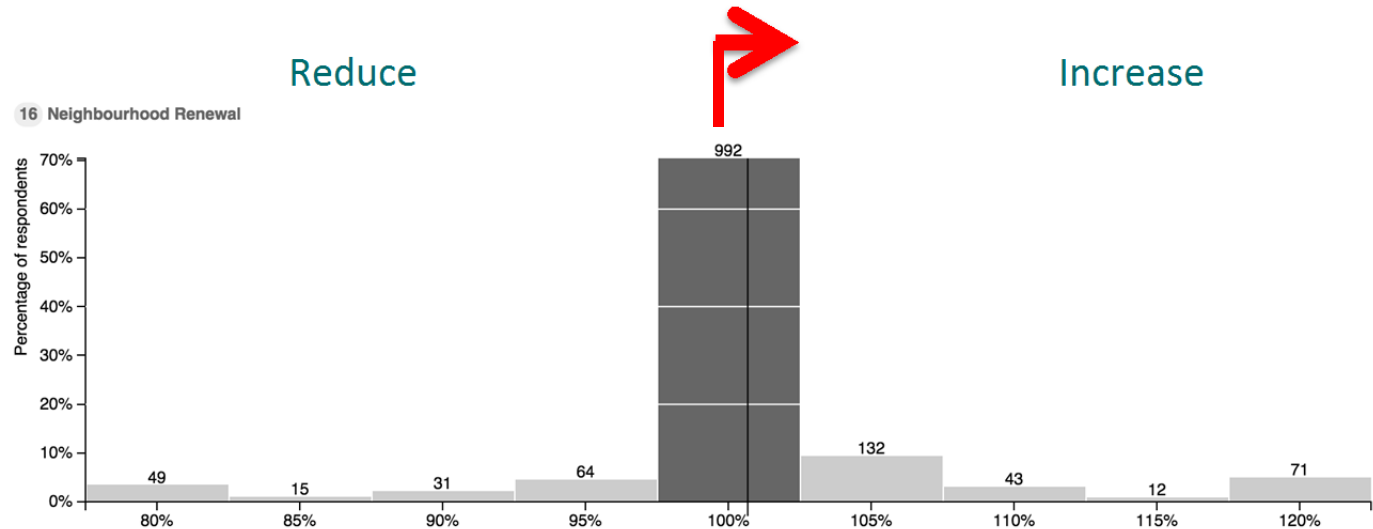
Neighbourhoods and Parks

The Neighbourhoods and Parks category delivers community level recreation programs, and support to neighbourhood revitalization. Community and family programs include and Short Term Counselling, Community Building Social Work, Family Violence Prevention and Intervention, community safety initiatives. Parks services include: parks and park maintenance; forestry and horticulture planning and maintenance; acquisition of natural areas; management of playgrounds, sports fields, and river valley trails.



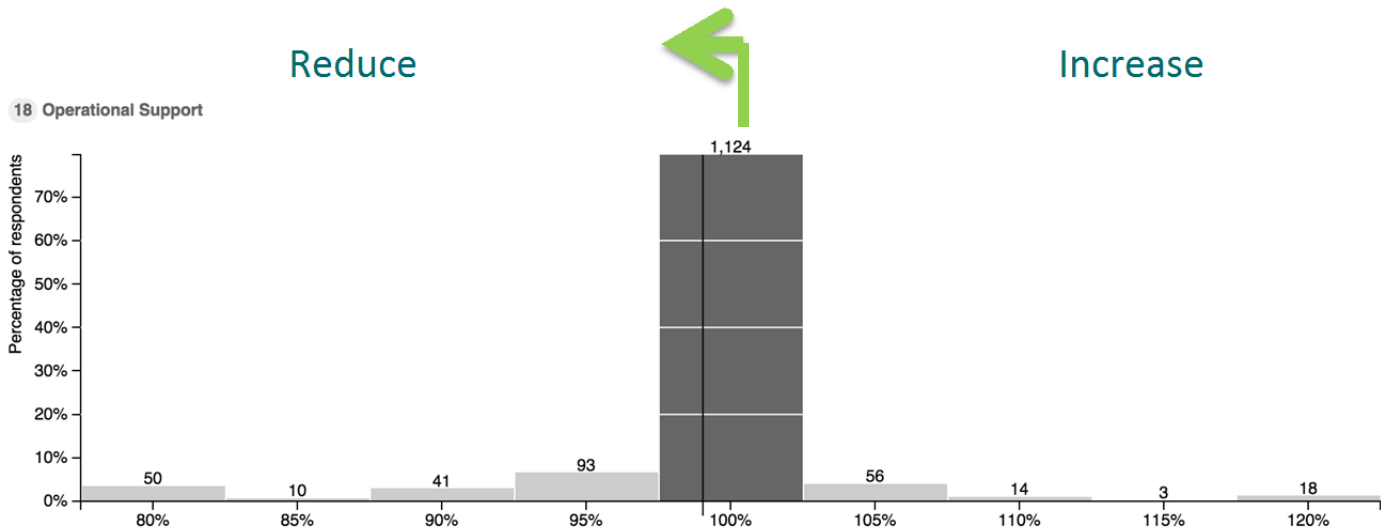
Neighbourhood Renewal

The Neighbourhood Renewal program includes reconstruction or upgrades of roads, sidewalks and street lights in mature communities, and other infrastructure revitalization in older neighbourhoods. This program is funded through a dedicated portion of property taxes, the Provincial Municipal Sustainability Initiative (MSI) and local improvement levies.

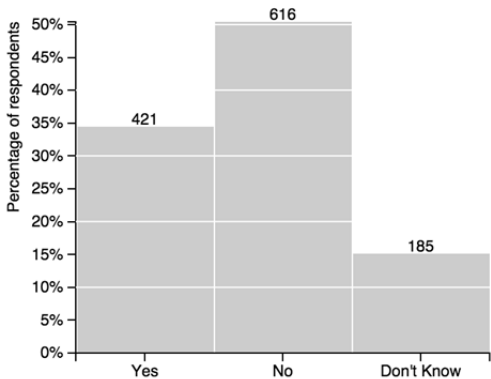


Operational Support

The Operational Support category supports Fleet Services and the management of Facilities and Landscape Infrastructure. In Fleet Services, a team of mechanics, engineers and technicians maintain a fleet of 5,000+ City vehicles in 15 garages. Facilities and Landscape teams look after 900+ civic facilities like LRT stations, libraries, foot bridges, police stations, transit stops and drainage infrastructure. They also take care of 100 servicing agreements; 75,000 building, plumbing and gas, HVAC (heating, ventilation and air-conditioning) systems and electrical inspections; 3,000+ affordable housing units; and 75 heritage designations.

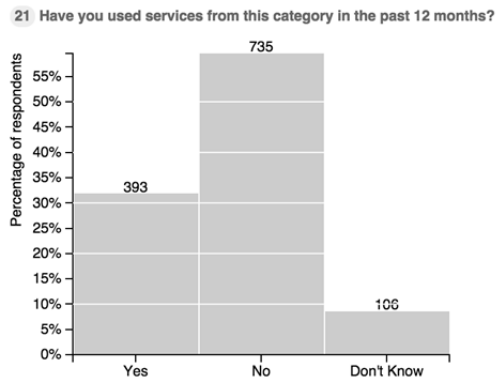
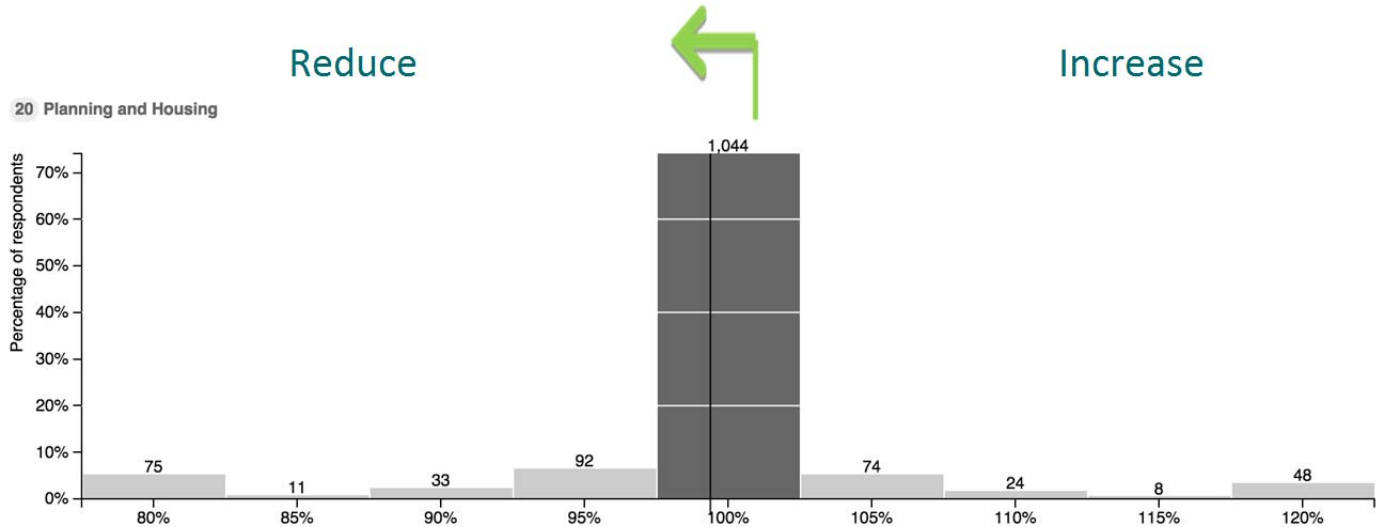


19 Have you used services from this category in the past 12 months?



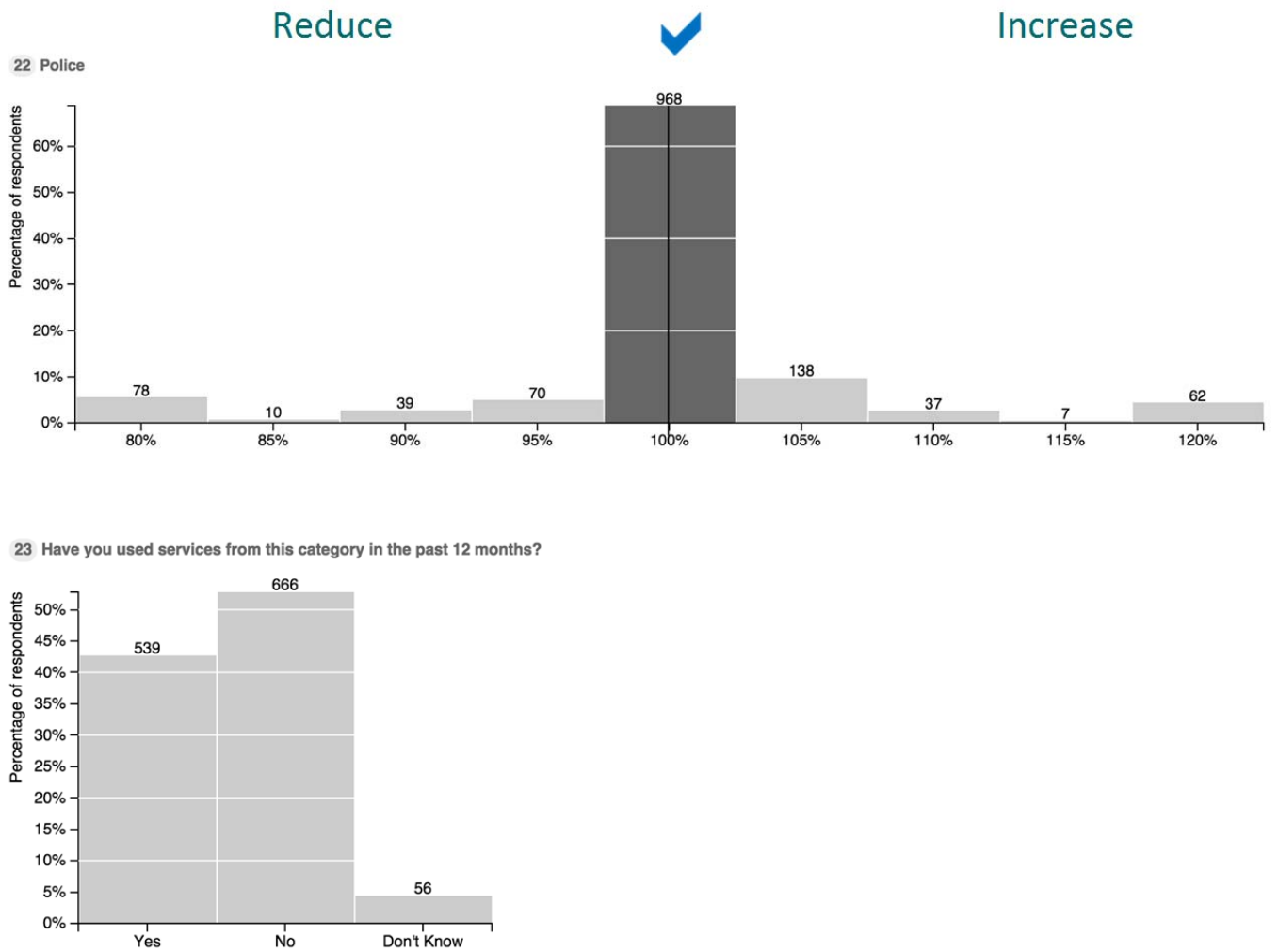
Planning and Housing

The Planning and Housing category provides urban planning, housing services, the Environment Office, land management, zoning, building permits and licensing, enforcement of safety codes and site servicing. Every year, City teams funded in this category process 30,000+ applications for development permits, zoning and compliance. They also manage the planning, design and construction of more than \$190 million of new buildings, facilities and attractions and the rehabilitation of existing infrastructure.



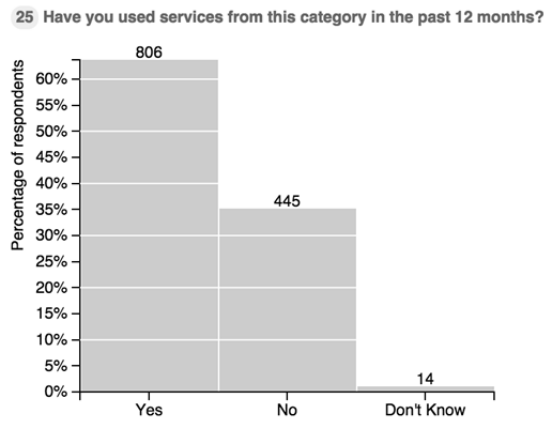
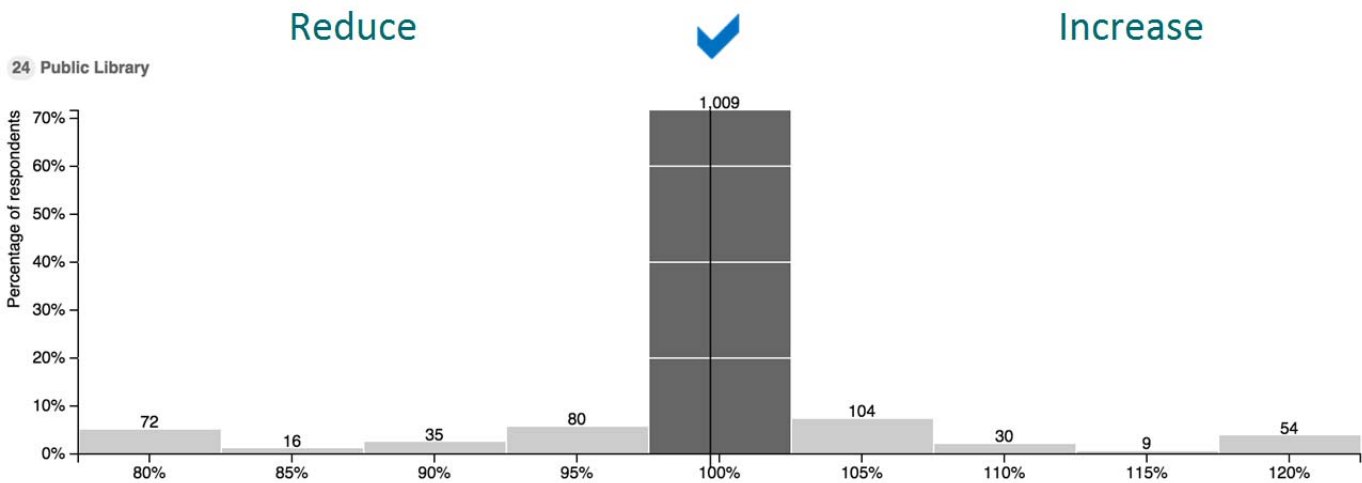
Edmonton Police Service

The Edmonton Police Service (EPS), under the governance of the Edmonton Police Commission (EPC), focuses its efforts on a four-part policing mandate to: prevent crime; enforce laws; address matters of public safety; and maintain social order – all within a city that continues to experience tremendous growth but still requires the same levels of service for all its citizens. Last year, EPS received more than 923,144 calls through its 911 line and non-emergency complaint line.



Edmonton Public Library

The Edmonton Public Library (EPL) advocates literacy and learning for all Edmontonians. Each year, Edmontonians visit EPL virtually and physically more than 14 million times and borrow more than 16 million items. EPL provides digital and physical collections in 19 locations, inter-library loans, reference services and public computers.

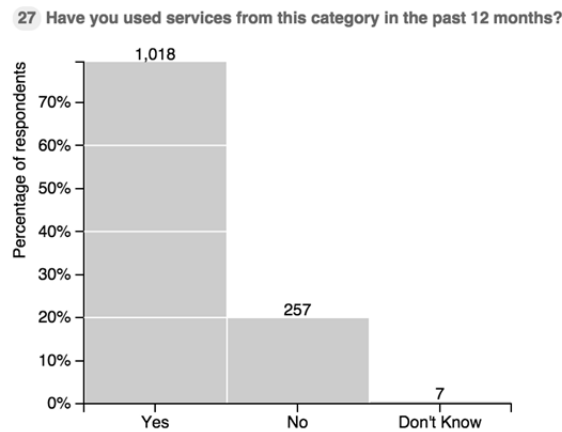
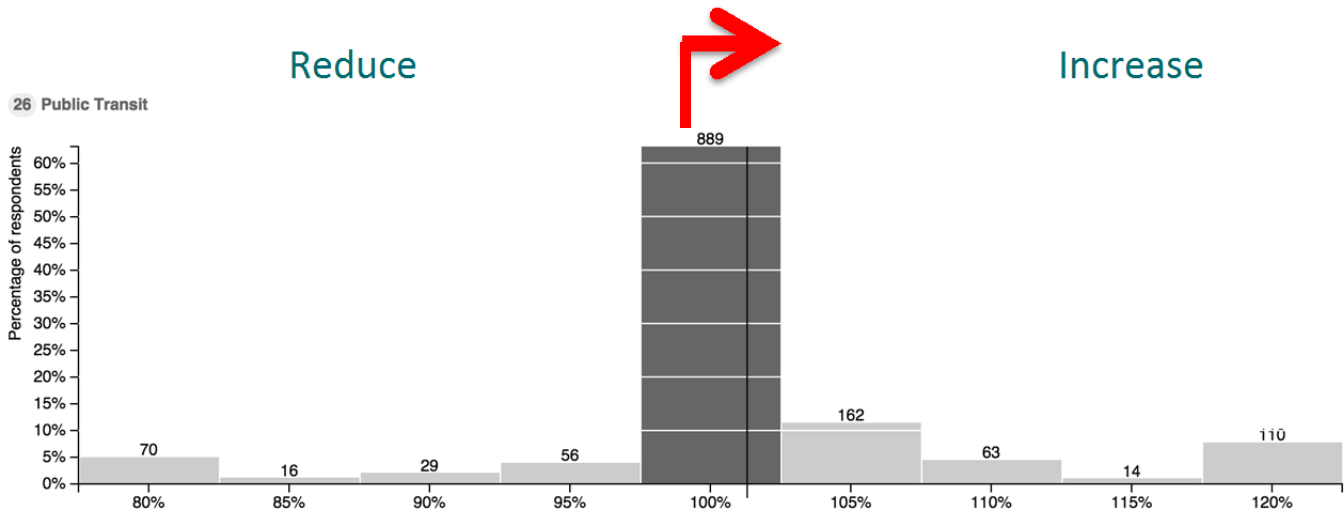


Public Transit

The Edmonton Transit System (ETS) moves people by providing customer-focused, safe, reliable and affordable public transit services. It is also responsible for the operations and maintenance of:

- 25 transit centres,
- 15 LRT stations,
- 900+ conventional buses,
- 45 community buses,
- 290+ routes,
- 100+ DATS vehicles and
- 75+ LRT vehicles

Every weekday, people in Edmonton take more than 400,000 trips on buses and the LRT. Over 25% of the City’s employees (excluding Police and Utilities) are dedicated to direct provision of transit service.

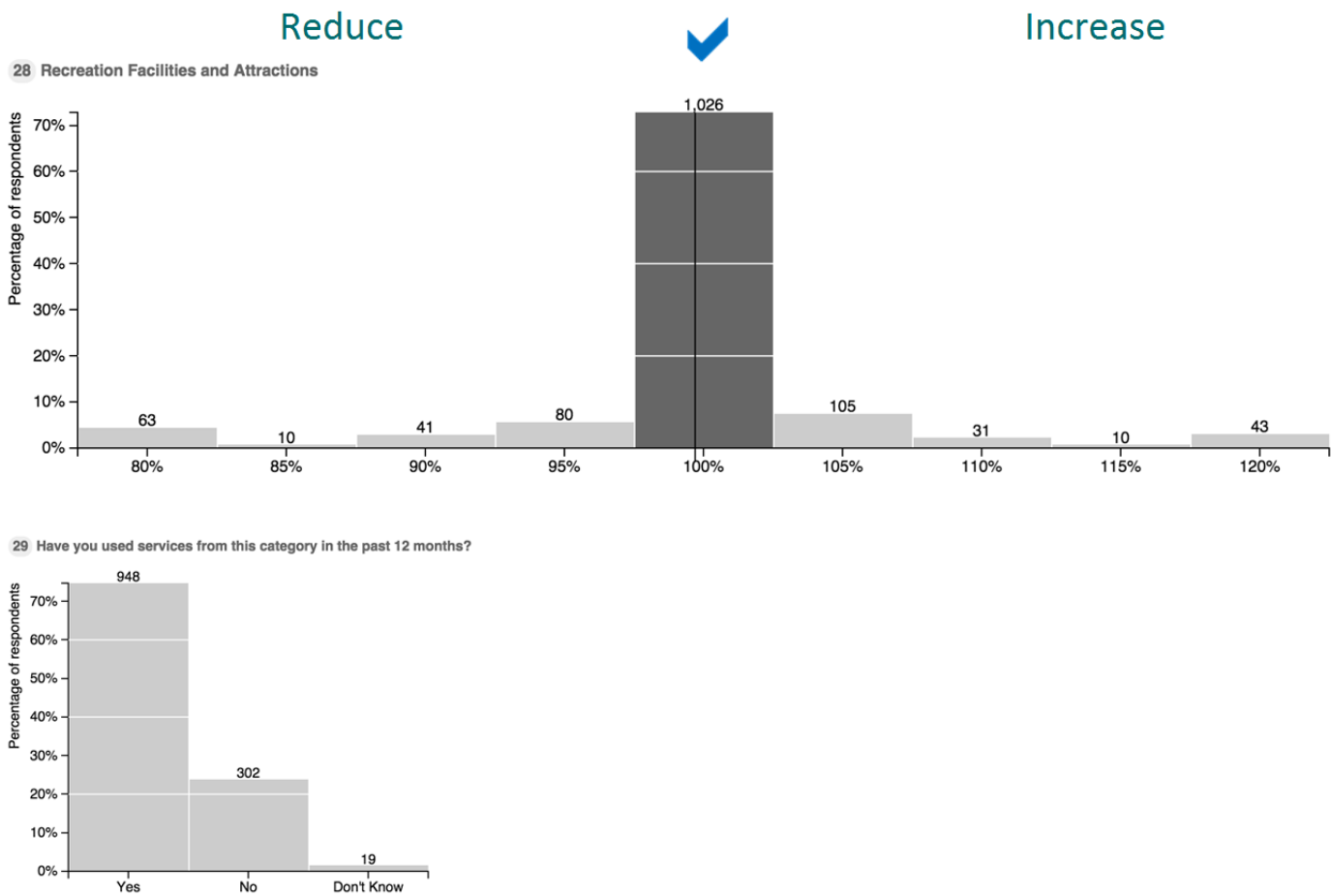


Recreation Facilities and Attractions

The Recreation Facilities category provides funding for the programming and staff in

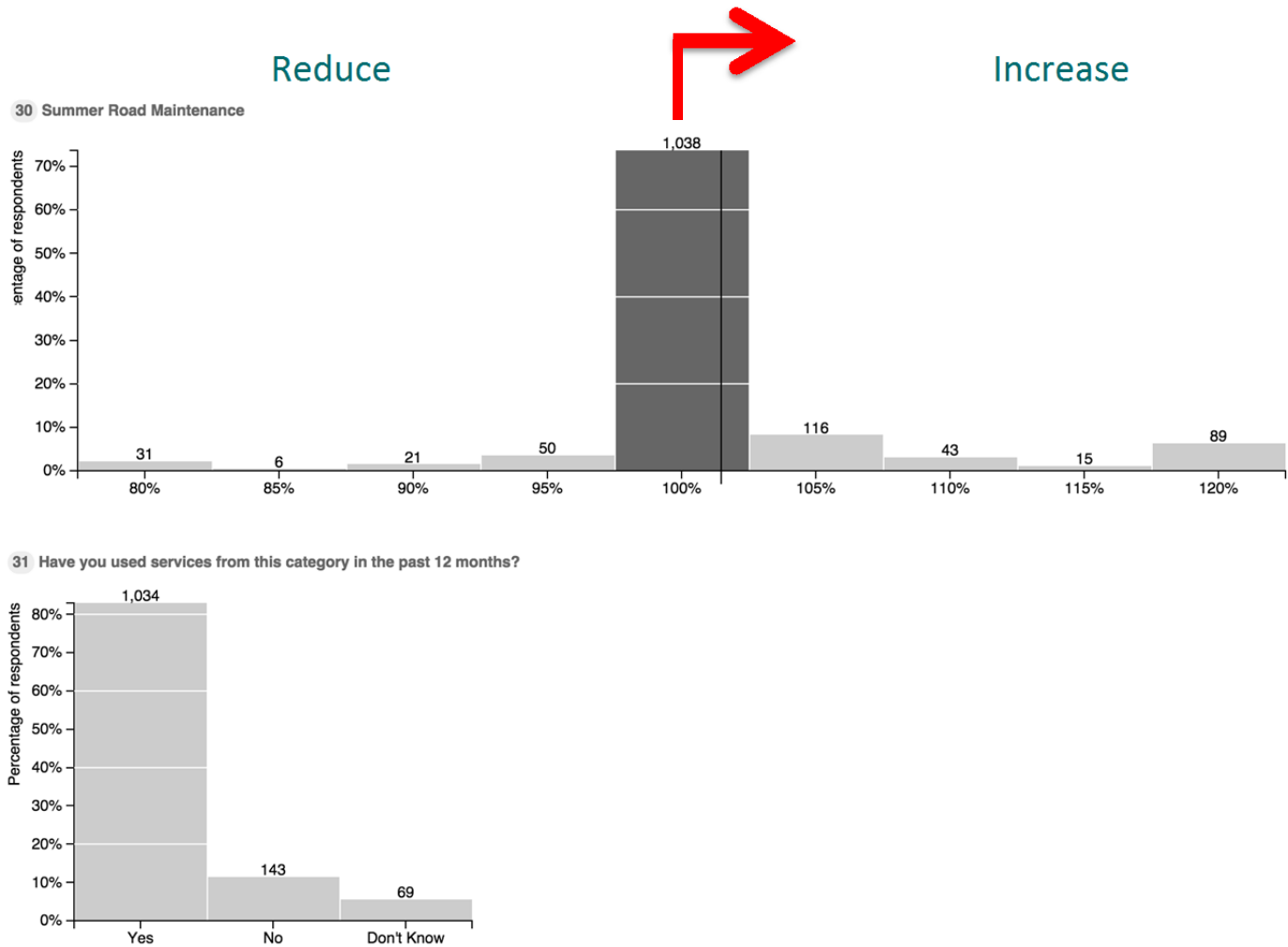
- 60+ community facilities and recreation centres,
- 6 outdoor pools,
- 20 community arenas,
- 8 cemeteries,
- 3 golf courses,
- 22 partner-operated facilities and
- attractions like the Valley Zoo and the Muttart Conservatory.

Last year, the City of Edmonton hosted 790 festivals and events and welcomed close to 400,000 visitors to its leisure centers every month.



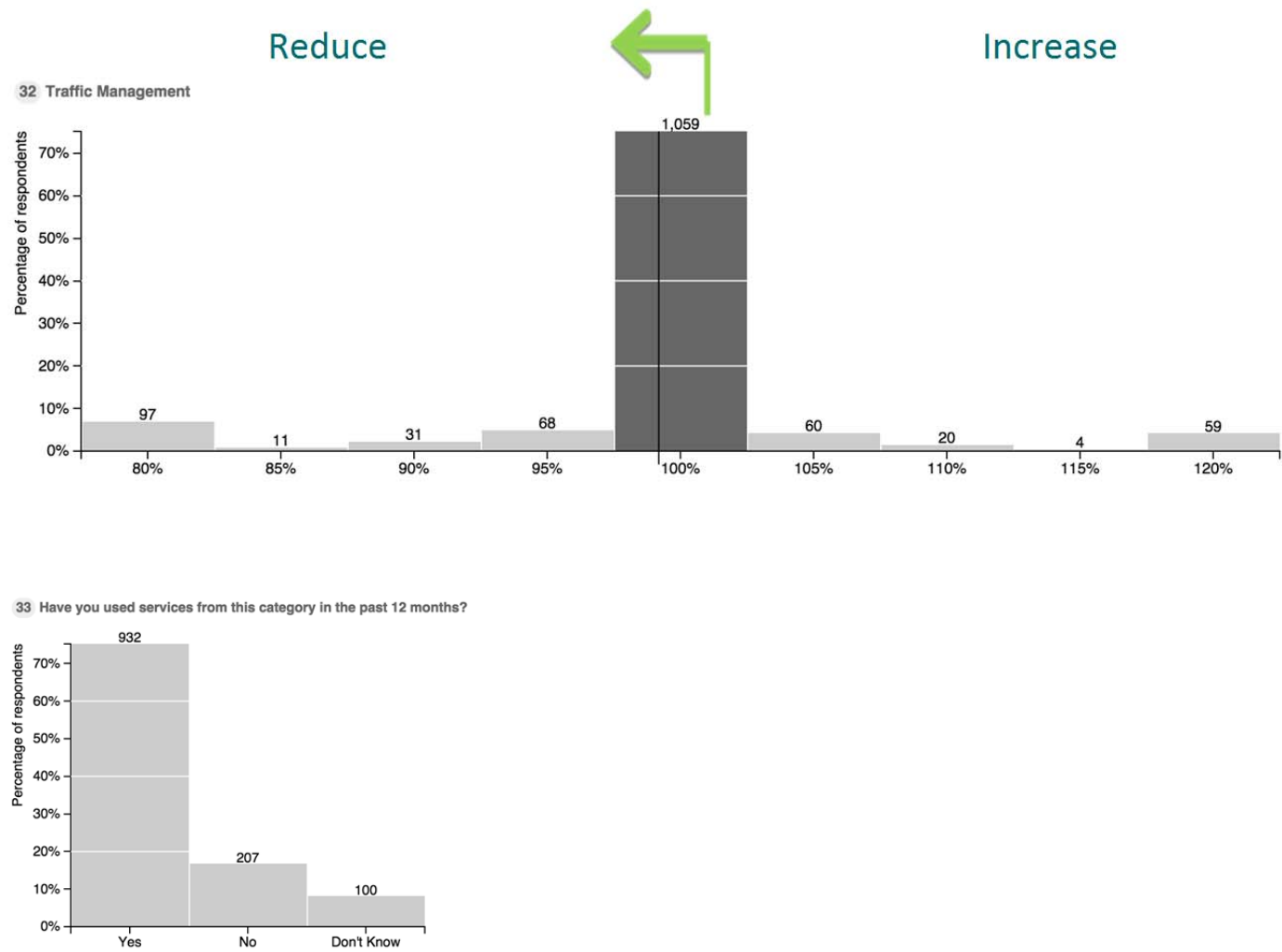
Summer Road Maintenance

Summer road maintenance includes work on pothole repair, street sweeping, design and construction of new roads in the expanding city, and renewal of roads, arterial routes and bridges in established communities. In 2014, crews filled 485,700 potholes. This year, the City is paving 180 kilometres of road, which is more than the distance from Edmonton to Red Deer. In spring 2015, the City removed 150,000+ tonnes of sand from 4,700+ km of city roadways as part of street cleaning efforts, with 80% of it collected and recycled. The City’s sand recycling program is the largest and most successful of its kind in North America.



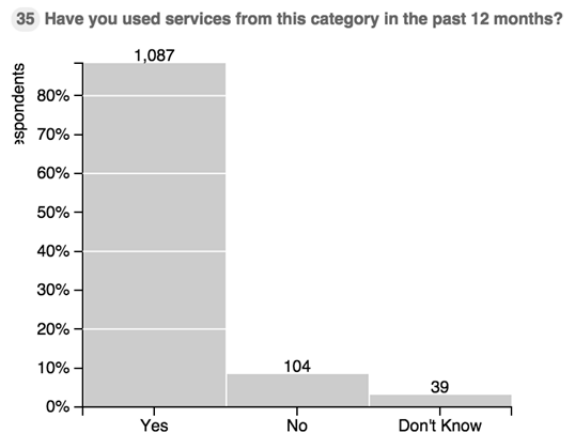
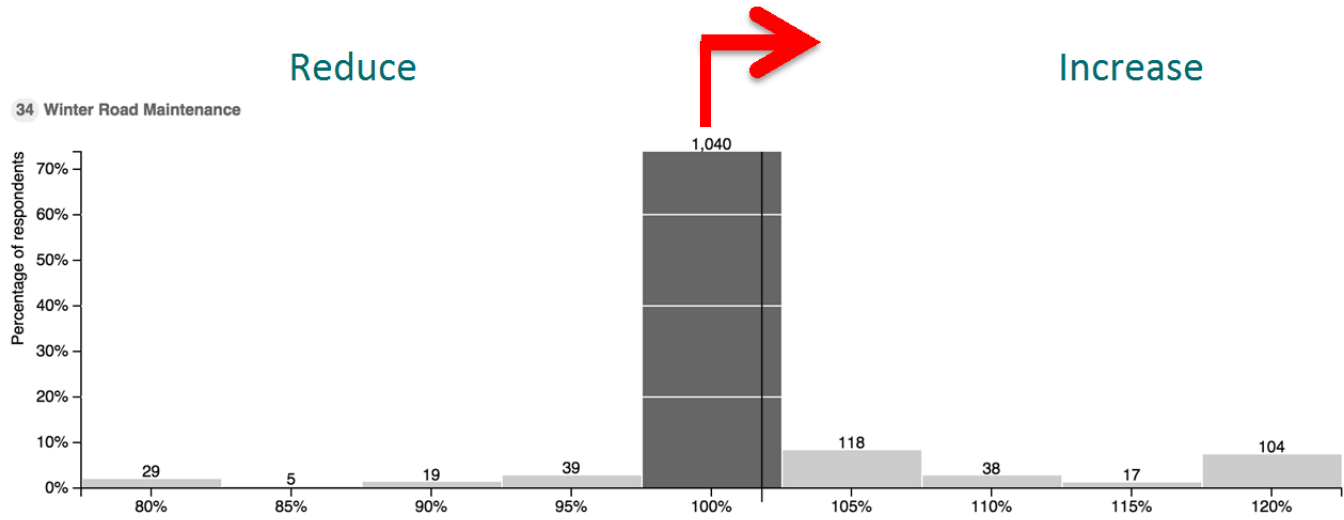
Traffic Management

The City’s Traffic Management service includes traffic safety, traffic operations, signals and street lighting in Edmonton. All revenue from photo radar funds safety initiatives of the Office of Traffic Safety. These funds also helped convert street lighting to LEDs to save approximately \$4,300 per neighbourhood per year in energy costs and to reduce greenhouse gas emissions by 243 tons per year for every thousand lights replaced.



Winter road Maintenance

The Winter Road Maintenance category funds the City’s commitment to providing snow and ice control that makes it possible for commuters, transit users and those moving commercial goods to travel more safely in the winter. During winter 2014-2015, the City removed 2.4 million cubic metres of snow. In an average year, crews remove 1.2 million cubic metres of snow. If you piled up this snow covering the entire field in Commonwealth Stadium, the resulting giant cube of snow would be taller than the EPCOR tower.

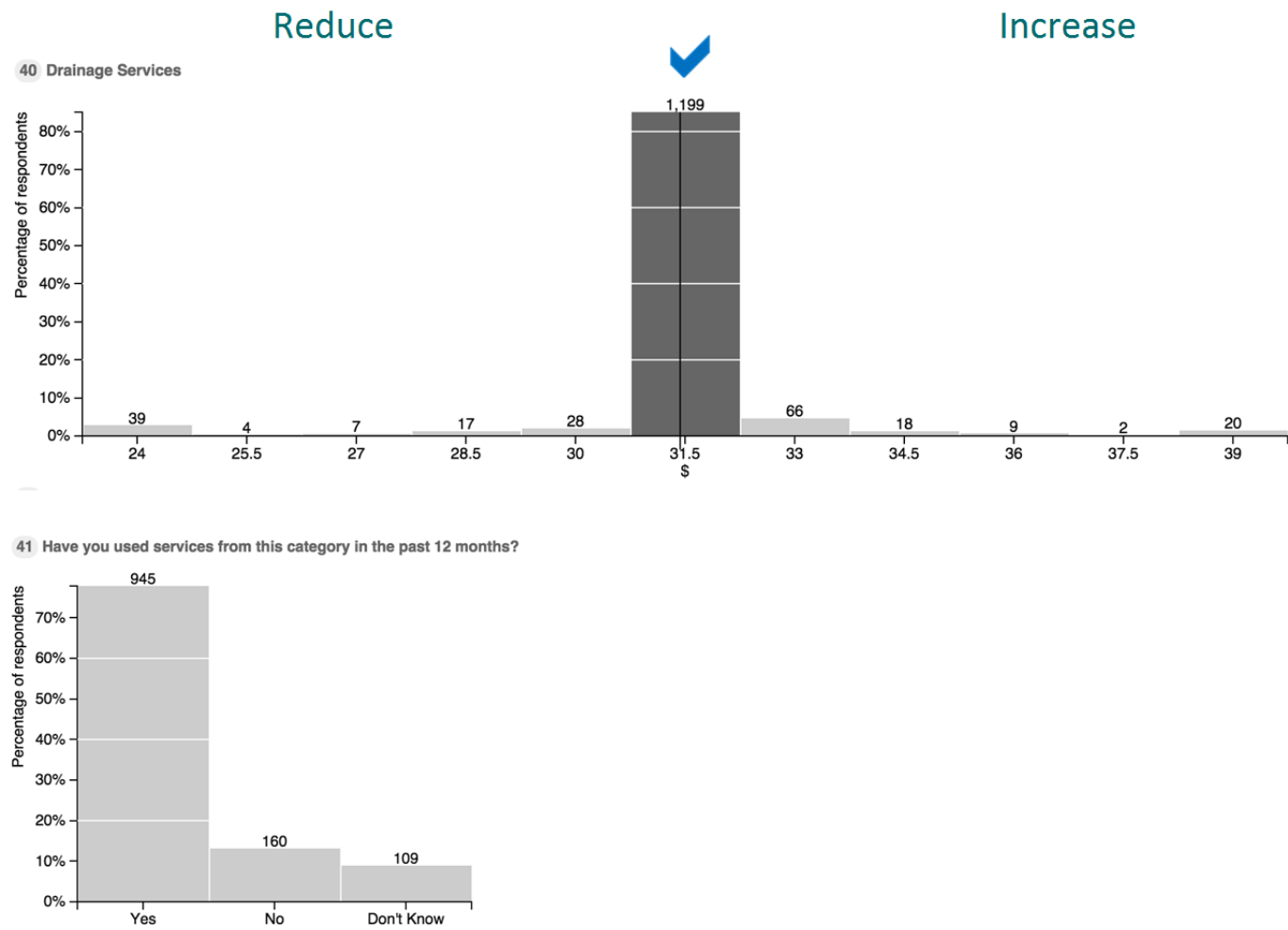


Utilities

Drainage Services

Drainage Services provides sanitary and stormwater drainage services to Edmonton residents by planning, building, operating and maintaining pipes, tunnels, pump stations, and stormwater management facilities that make up the City’s drainage network. This category includes strategic and environmental planning, storm ponds, and work to mitigate the flooding issues with changing environmental conditions and aging infrastructure upgrades to support a growing population.

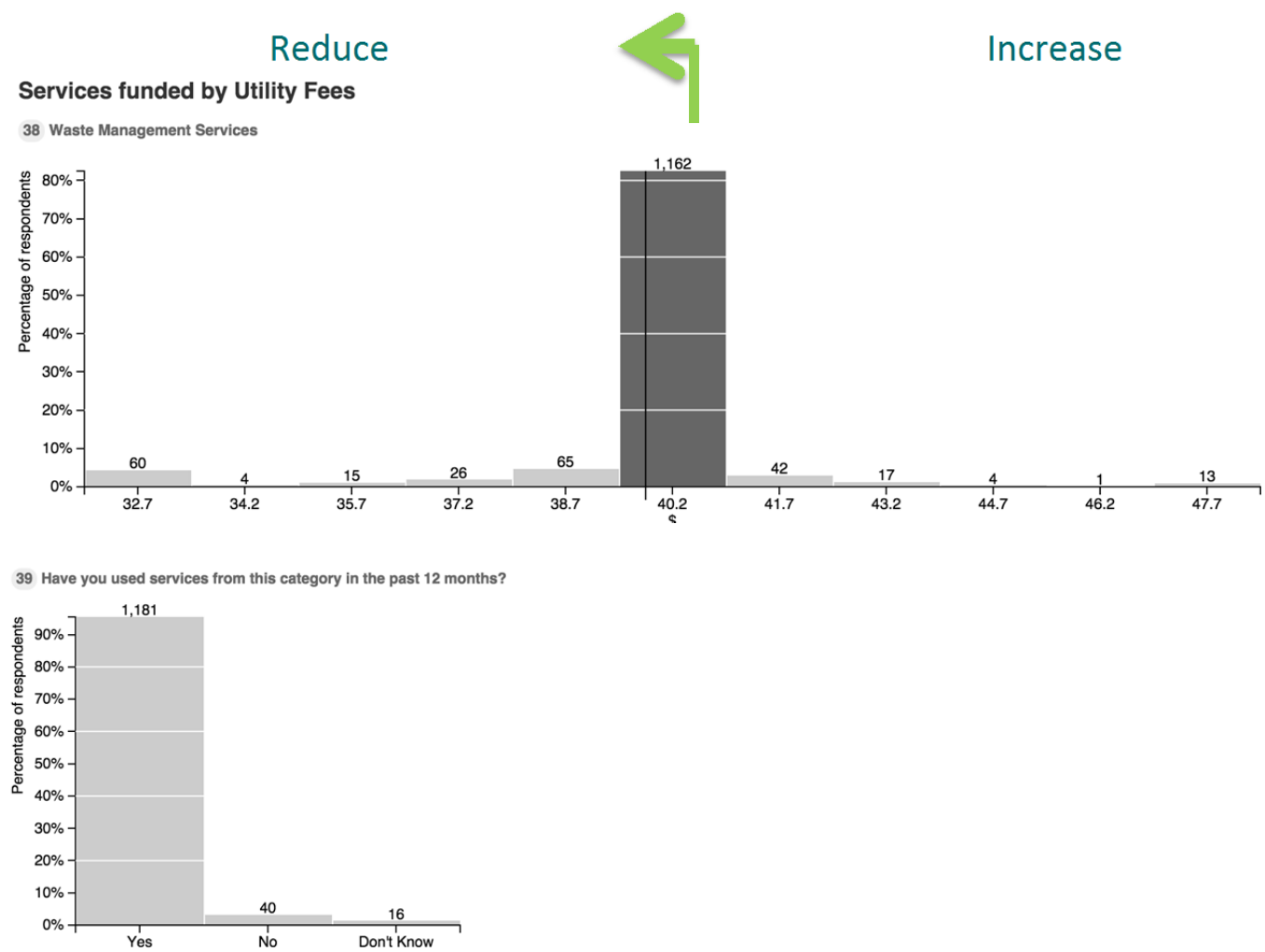
This group repairs, maintains and upgrades 5,500 km of sanitary and storm sewer pipes. Every day, 240 million litres of wastewater drain from Edmonton homes, into the sanitary system underground.



Waste Management Services

The Waste Management Service includes garbage and recyclables collection, Eco Stations, neighbourhood recycling depots, Big Bin Events, the Composting Facility, the Reuse Centre, and waste recycling and processing at the world famous Waste Management Centre.

Every week, the City collects garbage and recycling from more than 350,000 households in Edmonton. In 2014, this totalled 247,380 tonnes of waste and 46,670 tonnes of recyclables. Waste Management Services’ various waste, recycling and composting operations, combined with backyard composting, grasscycling and reuse practiced by residents, resulted in a diversion of 51 per cent of residential waste from landfill in 2014. Edmonton is among the *global leaders in diverting waste from landfills*, and its 3-year target is to increase that diversion rate to 90%.

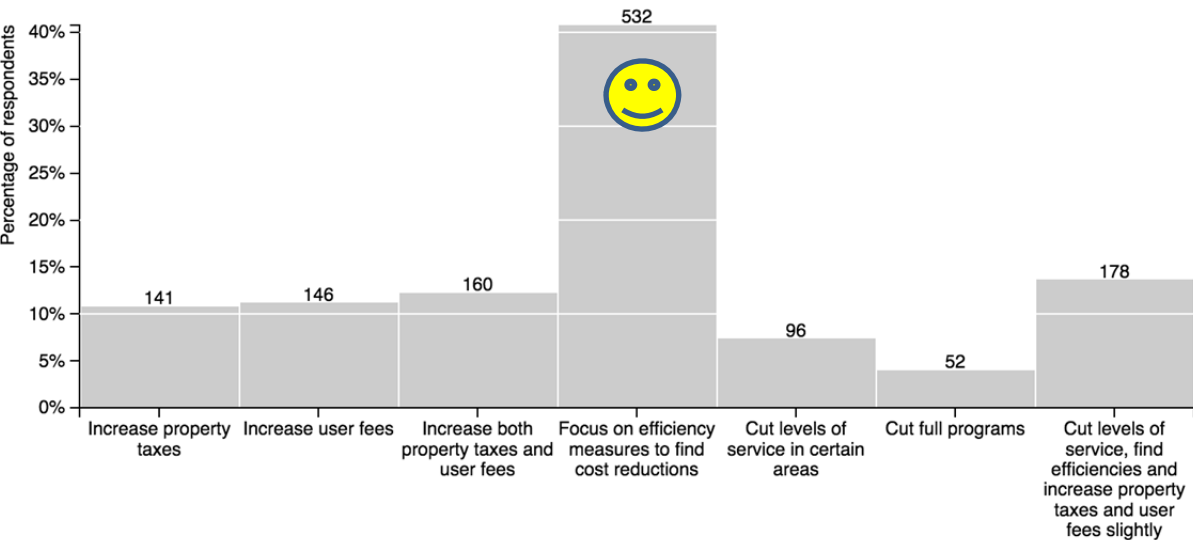


Best and Worst Perceived Ways to Balance the Budget

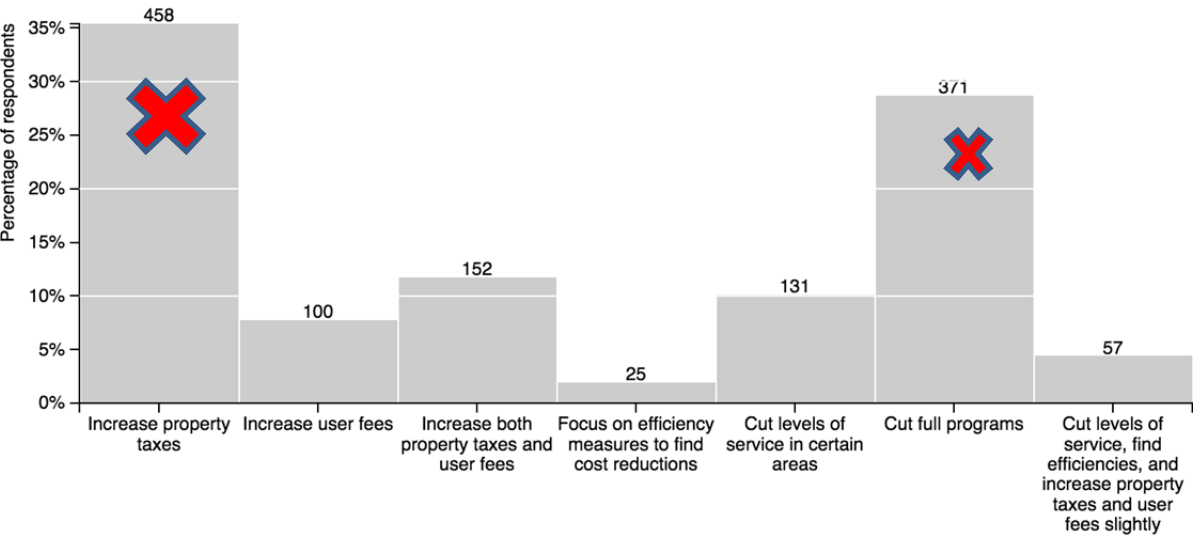
After participants completed the adjustments for the tax-supported operations, the interactive tool displayed whether the individual’s budget was in a deficit or surplus position. Participants were provided information on the 2% program and past efficiency and cost savings. Individuals were then asked to identify their **most preferred** and **least preferred** methods to balance the budget.

Finding Efficiencies and Balancing the Budget

36 Which do you prefer the *most*?

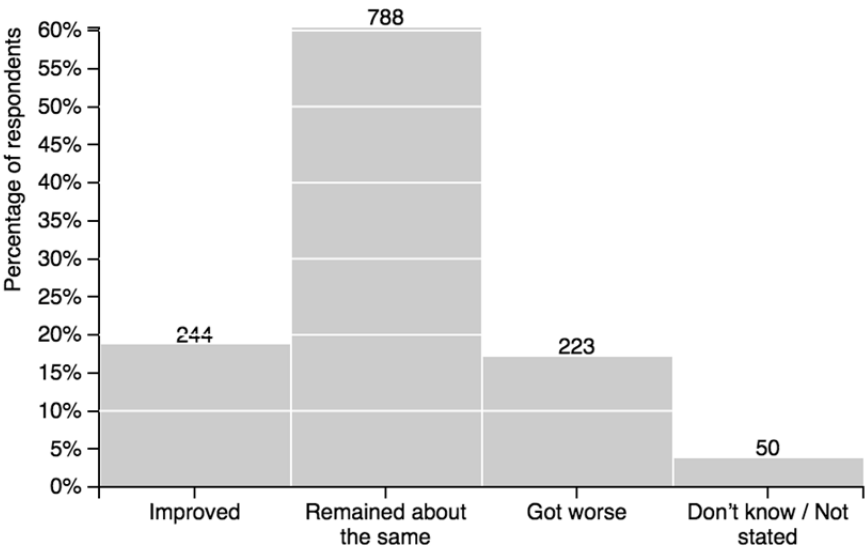


37 Which of the options would you support the *least*?



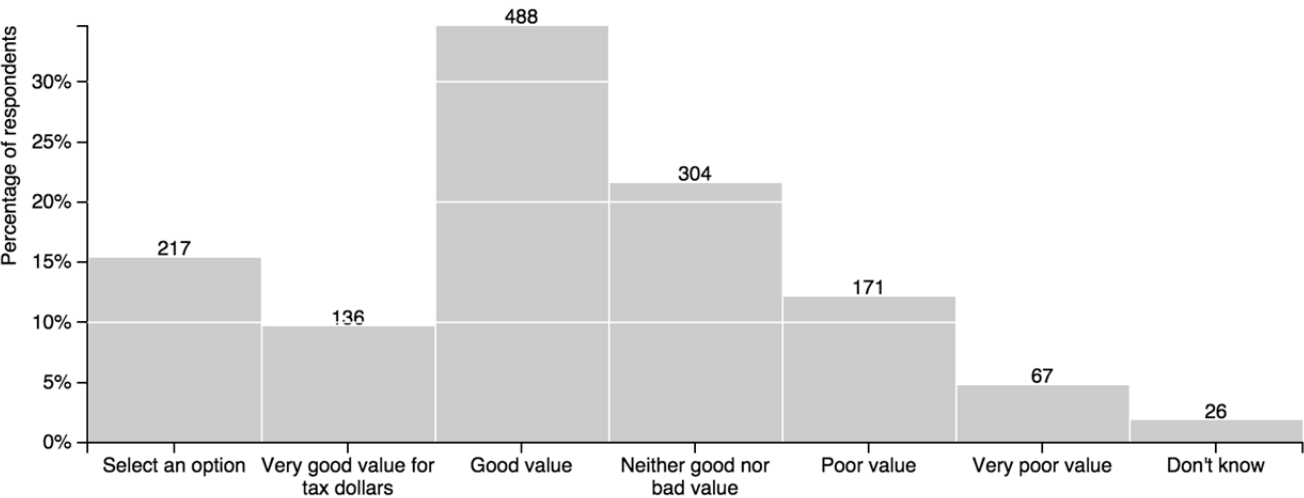
Perceived Change in Quality of City Services and Value for Taxes

43 Thinking back over the last 12 months, would you say that the quality of service provided by the City of Edmonton has ...?



Household Costs and Taxes

44 Thinking about the portion of municipal services that property taxes pay for, would you say you receive...?



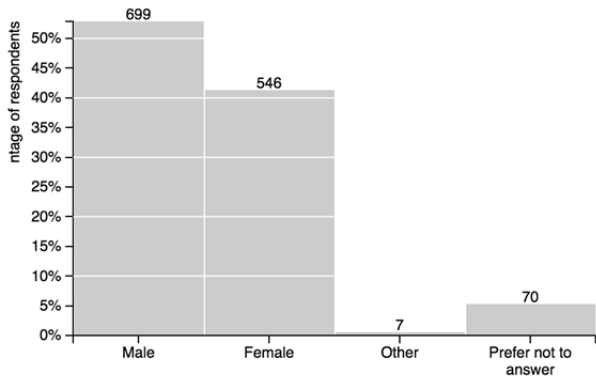
Of those who responded with a rating,

- 54% said they believe they receive good or very good value for their taxes.
- 26% said they believed they receive neither good nor bad value.
- 20% said they believed they received poor or very poor value.

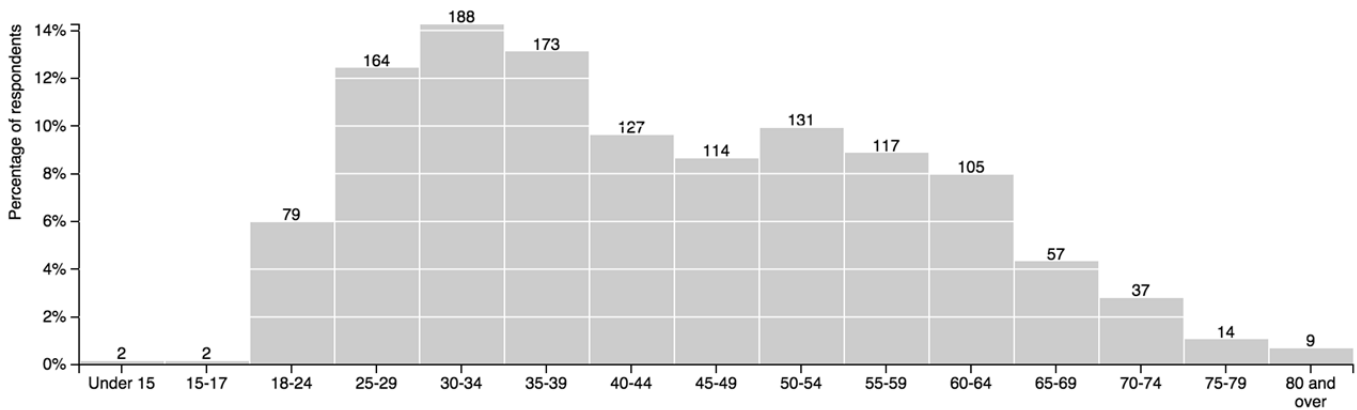
Gender, Age, Income

Demographic questions

45 Gender



47 Age



46 Which of the following categories best describes your total household income in 2015 before taxes?

