



P.O. Box 1749  
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**Item No. 3**  
**Halifax Regional Council**  
**January 26, 2021**

**TO:** Mayor Savage and Members of Halifax Regional Council

**SUBMITTED BY:** Original Signed  
Jane Fraser, CFO, Executive Director, Finance & Asset Management and ICT

Original Signed by   
Jacques Dubé, Chief Administrative Officer

**DATE:** January 26, 2021

**SUBJECT:** 2020 Municipal Budget Survey

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**INFORMATION REPORT**

**ORIGIN**

May 27, 2019 meeting of the Executive Standing Committee, Item 12.2. (Approved by Regional Council, June 4, 2019, Item 15.2.1)

**LEGISLATIVE AUTHORITY**

**Council and Chief Administrative Officer relationship 34**

(1) The Chief Administrative Officer is the head of the administrative branch of the government of the Municipality and is responsible to the Council for the proper administration of the affairs of the Municipality in accordance with the by-laws of the Municipality and the policies adopted by the Council.

**BACKGROUND**

At their June 4, 2019 meeting, Regional Council approved the staff report dated May 16, 2019, regarding proposed changes to the HRM's Strategic Multi-Year Business Planning and Budget Process. Specifically, Regional Council approved a pilot Citizen Engagement plan, including the use of pop-ups and a survey to inform the 2020/21 budget and business planning process.

In keeping with this approach staff proceeded with an online survey to help inform the 2021/22 business planning and budgeting process. This survey asked the same questions as the 2019 Shape Your Budget Survey, and the 2018 Citizen Survey (with some minor changes from both to reflect the proposed new Council Priority Areas). The objectives for this public engagement were to:

- Gain understanding of citizen priorities, expectations, and satisfaction with services;

- Determine the impact of COVID-19 on resident priorities and service funding;
- Engage and build trust with residents across the municipality; and
- Identify the mix of programs and services to best meet the expectations of HRM residents and taxpayers.

For further information on the background of this item, refer to the staff report date June 4, 2019.

[https://www.halifax.ca/sites/default/files/documents/city-hall/regional-council/190604rc1521\\_0.pdf](https://www.halifax.ca/sites/default/files/documents/city-hall/regional-council/190604rc1521_0.pdf)

## **DISCUSSION**

This marks the second year in a row that the municipality has conducted a survey to inform budget and business planning. In 2019 a series of pop-up public engagements were conducted at various locations across the municipality, and participants and all residents of HRM were encouraged to complete the 2019 Shape Your Budget Survey.

To inform the 2021/22 planning process, the municipality asked residents to participate in the 2020 Municipal Budget Survey, an online-only survey that was available to all residents. Pop-up engagements were not conducted due to Covid-19 and public health guideline adherence.

The survey asked participants about their priorities and expectations, their experiences with the municipality, and their satisfaction with the services provided. The survey was hosted online from November 5<sup>th</sup> to December 14<sup>th</sup>.

A copy of the survey questions is found in Attachment 1.

An extensive media and social media advertising campaign helped to build awareness of the survey, encourage participation, and inform residents of the opportunity to complete the survey. In total, **the municipality received 4,312 responses to the Survey**. This is a 300% increase in responses compared with the 2019 Shape Your Budget Survey (1,078 responses), over 400% more responses than the 2019 Budget Allocator (854 responses), and a 170% difference in responses compared to the Open version of the 2018 Citizen Survey (1,597 responses. Open being the version available to all residents, as compared to the Invitation-based citizen survey, which had 1,097 respondents).

## **Respondent Profile**

<b>Table 1: Profile of respondents</b>	<b>2019 SYB Survey</b>	<b>2020 Survey</b>
	<b>(n = 1,078)</b>	<b>(n = 4,312)</b>
<b>Gender</b>		
Man	43.5%	45.4%
Woman	49%	52.4%
Non-Binary	0.7%	2.2%
<b>Age</b>		
18-34 years old	22.6%	26.9%
35-54 years old	39.8%	37.2%
55 and older	37.6%	35.9%
<b>Total Household Income (2019)</b>		
Less than \$30,000	10.6%	10%
\$30,000 to less than \$50,000	15.4%	15.1%
\$50,000 to less than \$75,000	21.3%	19.3%
\$75,000 to less than \$100,000	16.8%	16.8%
\$100,000 to less than \$125,000	14.2%	14.8%
\$125,000 to less than \$150,000	10.5%	10.1%
Over \$150,000	11.2%	13.9%

<b>Employment Status</b>		
Employed full time	56.1%	54.8%
Employed part time	6.2%	6.5%
Unemployed and currently looking for work	2.0%	2.8%
Unemployed and not currently looking for work	0.6%	0.3%
Student	2.5%	3.8%
Retired	22.2%	22%
Homemaker	1.4%	1.4%
Self-employed	7.0%	6.5%
Unable to work	2.0%	1.8%
<b>Most Recent Annual Property Tax Bill</b>		
Less than \$1,000	-	2.5%
Between \$1,000 and \$2,000	-	17.8%
Between \$2,000 and \$3,000	-	32%
Between \$3,000 and \$4,000	-	25.4%
Between \$4,000 and \$5,000	-	12.4%
Over \$5,000	-	10%
<b>Identify as a person with disabilities</b>		
Yes	14.4%	13.9%
No	85.6%	86.1%
<b>Identify as Acadian or Francophone</b>		
Acadian	7.1%	5.9%
Francophone	3.1%	2.2%
No	89.8%	92%
<b>Ethnicity*</b>		
Caucasian	87.5%	90.9%
Black (African Nova Scotian)	3.4%	1.9%
Mixed (indicated 2 or more ethnicity categories)	2.7%	
First Nations (e.g. North American Indian; includes Status and Non-Status Indians)	1.2%	2.3%
South Asian (e.g. East Indian, Pakistani, Sri Lankan, etc.)	1.2%	1.7%
Black (African Canadian)	1%	1.8%
Chinese	0.8%	0.9%
Métis	0.7%	1.7%
Arab	0.3%	1.0%
Latin American	0.3%	0.6%
Korean	0.2%	0.2%
Filipino	0.1%	0.4%
Inuk	0.1%	0.4%
Southeast Asian	0.1%	0.3%
West Asian	0.1%	0.3%
Note: Totals may not equal 100% due to rounding.		
*Note: Respondents could provide more than one answer; totals may sum to more than 100%.		

### **Interpreting the Results**

Throughout this report, only those who have provided a response to a question are included in the results. No Opinion / Don't Know responses have been removed from the calculations.

In standard survey methodologies used by the municipality in the 2010, 2012, 2014, and 2018 Citizen Surveys, a random sample of households were selected to participate. In the case of this engagement, the survey was open to all respondents of the municipality. This inability to control the sample and ensure that there were not multiple entries by one participant means that no margin of error has been assigned to this survey. Typically, for a survey with 4,312 responses from a population of 440,308 (per Statistics Canada estimate for 2019), the margin of error would be  $\pm 1.0\%$  (19 times out of 20 or at the 95% confidence level). This same margin of error should not be applied to this data, it is for reference purposes only.

Results from the 2019 Shape Your Budget and 2018 Open version of the Citizen Survey are also subject to this same disclaimer.

### **Results Analysis**

**NOTE:** For comparison purposes, the results of the 2019 Shape Your Budget Survey and the 2018 Citizen Survey are shown where available. If only one number is shown, this will be the 2020 Municipal Budget Survey result.

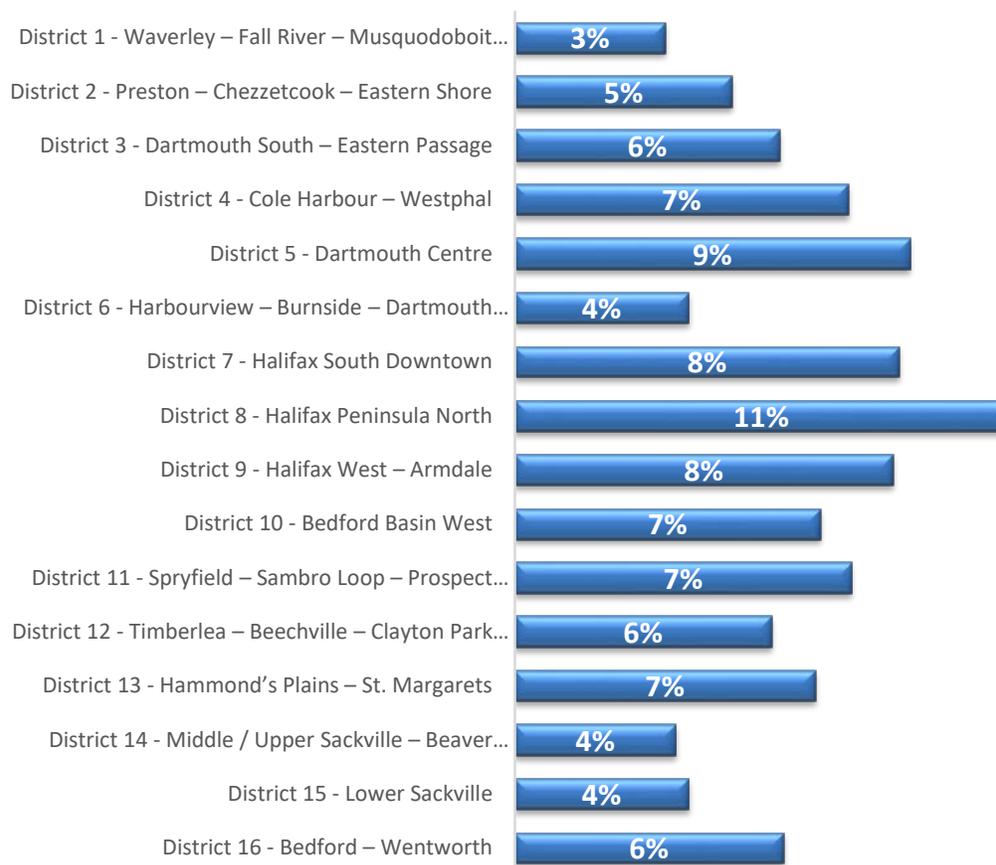
Data is reported at the Regional level only in this report, unless otherwise noted. Respondents were asked to indicate their District of residence, so data is available for District-level results. Caution should be exercised in interpreting results as there was no controlling the population sample and how many surveys a respondent could complete, or where they were from. Additionally, the number of responses by District could result in a high margin of error (if it were applicable) and may not be representative of the population.

In terms of proportion of responses by HRM District, results were fairly evenly spread, with the more population dense areas providing a greater number of responses. In a standard scientific survey, some of this spread could be managed by controlling the number of invites to each district to ensure they represent a proportional percentage of total households. With that said, the number of responses by district are approximate to the proportion of households per district relative to the entirety of HRM.

Numbers have been rounded in this information report, so may vary slightly from the reported figures in the raw data.

Full survey results, including responses by demographic group and District are available at:  
<https://www.halifax.ca/city-hall/accountability-transparency/citizen-survey>

## % of RESPONSES BY HRM DISTRICT



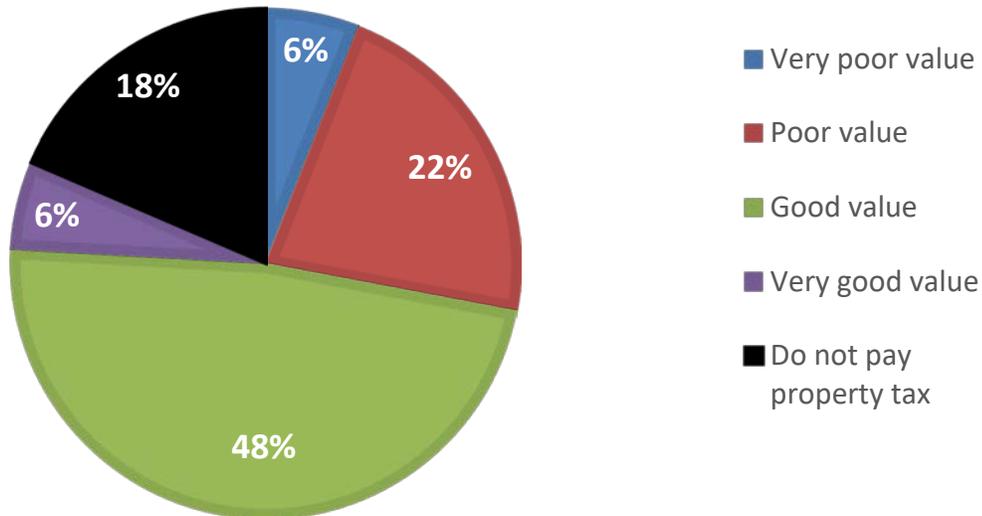
Results are grouped under the following topics:

- Value for Taxes / Tax-Service Balance
- Community Priorities
- Satisfaction with Services
- Preference for Service Levels
- Comparing Service Satisfaction to Service Level Preferences

### Value for Taxes / Tax-Service Balance

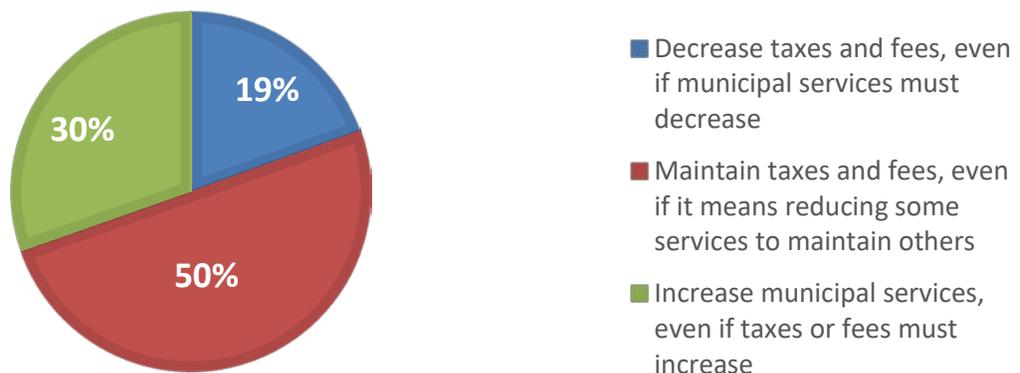
- About 54% of respondents feel that they receive either **very good** (6.0%) or **good** (48%) value for their property taxes, compared to 55.7% in the 2019 Shape Your Budget Survey, 73% in the 2018 Citizen Survey, and 65% in the 2014 Citizen Survey.

## VALUE OF MUNICIPAL PROGRAMS AND SERVICES



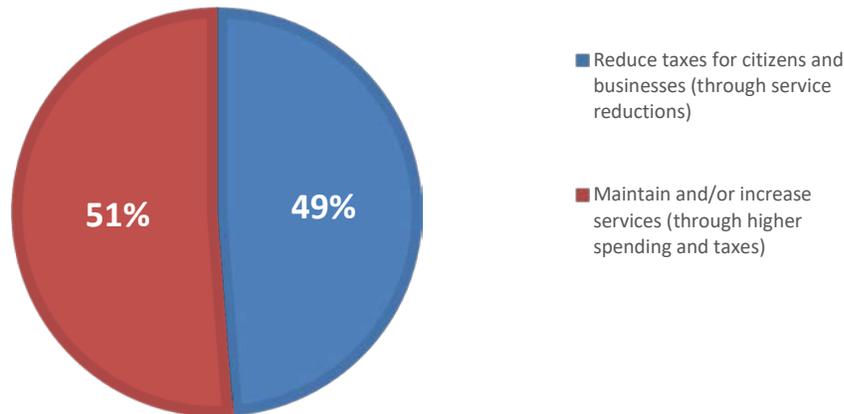
- In terms of budgeting, a very slight majority (50.1%) say they would ***maintain taxes and fees, even if it means reducing some services to maintain others***, followed by 30.4% who say they would ***increase municipal services, even if taxes or fees must increase***. Only 19.5% of residents were in favour of ***decreasing taxes and fees, even if municipal services must decrease***. This is a slight change compared to the 2019 Shape Your Budget Survey (34.1% increase, 45.7% maintain, 20.2% decrease), and the 2018 Citizen Survey (30% increase, 53% maintain, 17% decrease).

## OPINIONS ON MUNICIPAL BUDGET CREATION



- When respondents were asked if they felt that, based on the current economic situation, it was more important that the municipality reduce taxes for citizens and businesses (through service reductions), or to focus on maintaining and increasing services to support the economy (through higher spending and taxes), respondents were split fairly evenly, with 51% favouring maintaining or increasing services versus reducing taxes (49%).

## OPINIONS BETWEEN REDUCING TAXES OR MAINTAINING SERVICES



### Community Priorities<sup>1</sup>

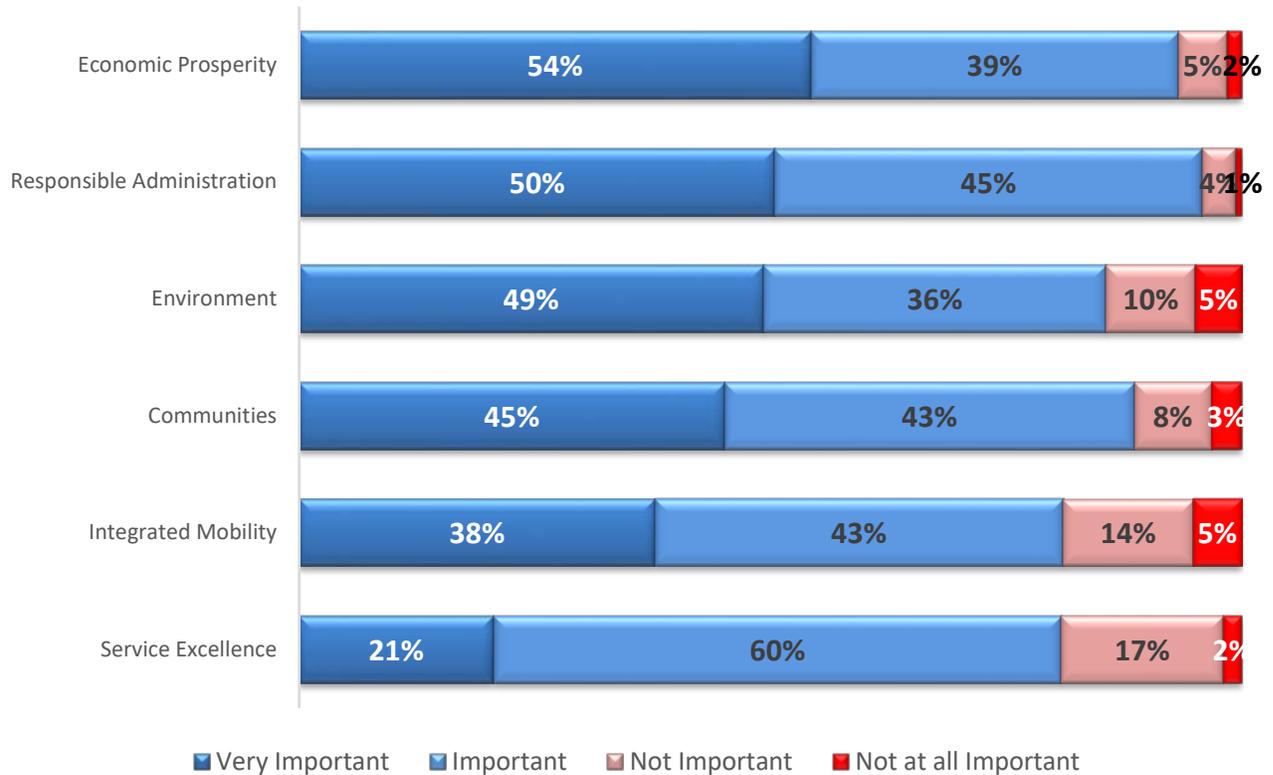
It should be noted that at the time this survey was tendered the 2021-2025 Strategic Priority Framework had not been determined, therefore an early version of the proposed Council Priority Areas was used. Although not completely aligned, it does translate well to the approved Framework.

- When asked about their priorities, residents rated Governance and Engagement (now the Administrative Priority area of Responsible Administration) as their most important, with 50.5% saying it was very important, and 45.4% important. Responsible Administration includes the Administrative Priority Outcomes: Well Managed, Financially Prepared, and Community-Focused.
- Economy and Planning (now Economic Prosperity) was ranked second most important, with 54.3% saying it was very important, and 39% saying it was important.
- “Planning to make Halifax and housing more affordable and inclusive” was included in the description for Economy and Planning, and many comments received on social media noted that respondents would have liked to see this as its own priority rather than bundled under economy – potentially leading to a greater proportion of respondents noting Economy and Planning as important or very important than it otherwise would be. Regional Council made the decision to make Affordable Communities a Priority Outcome under the Communities priority area which did capture this sentiment.
- More than 80% of respondents rated each of the Priorities as at least Important, however Service Excellence (21%) and Integrated Mobility (38%) both had significantly lower Very Important ratings than the other Priorities, and the lowest combined Very Important / Important totals.

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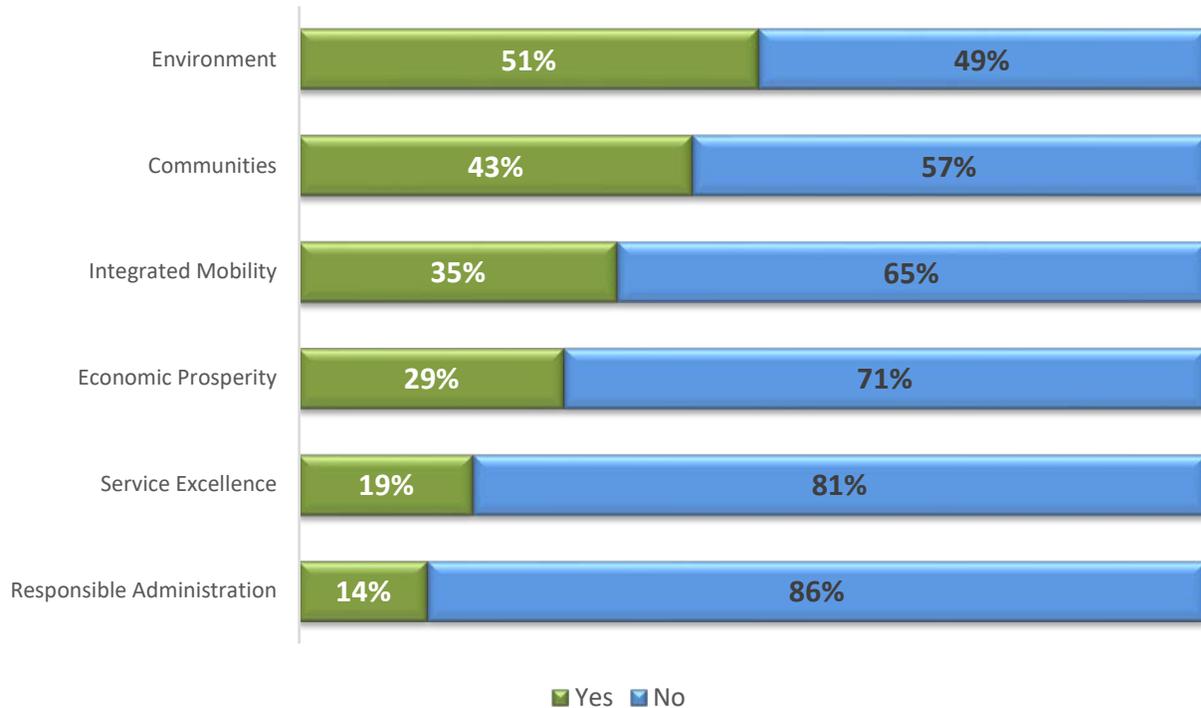
<sup>1</sup> Council Priority names have been changed in the charts to reflect the Regional Council approved Outcome Areas. Economic Prosperity was Economy and Planning in the survey, and Responsible Administration was Governance and Engagement.

### COUNCIL PRIORITIES IMPORTANCE RATINGS



- Due to the differences (approved by Regional Council on December 5, 2020) in the Council Priority Areas, it is not possible to compare results from this question with 2019 Shape Your Budget or 2018 Citizen Survey results. These new Priority Areas will be used for future surveys.
- Respondents were also asked if, given the challenges of the current economic environment posed by COVID-19, they would be willing to support a tax increase in support of any of these strategic themes. With the exception of Environment, the majority of respondents were not in favour of an increase. Even though respondents indicated that Governance and Engagement (Responsible Administration) was their top Priority, they were decidedly opposed to a tax increase for this area (86%). Service Excellence was also a low priority for increased spending, with only 19% in favour.

## WILLINGNESS FOR TAX INCREASE ON SERVICES DUE TO COVID-19

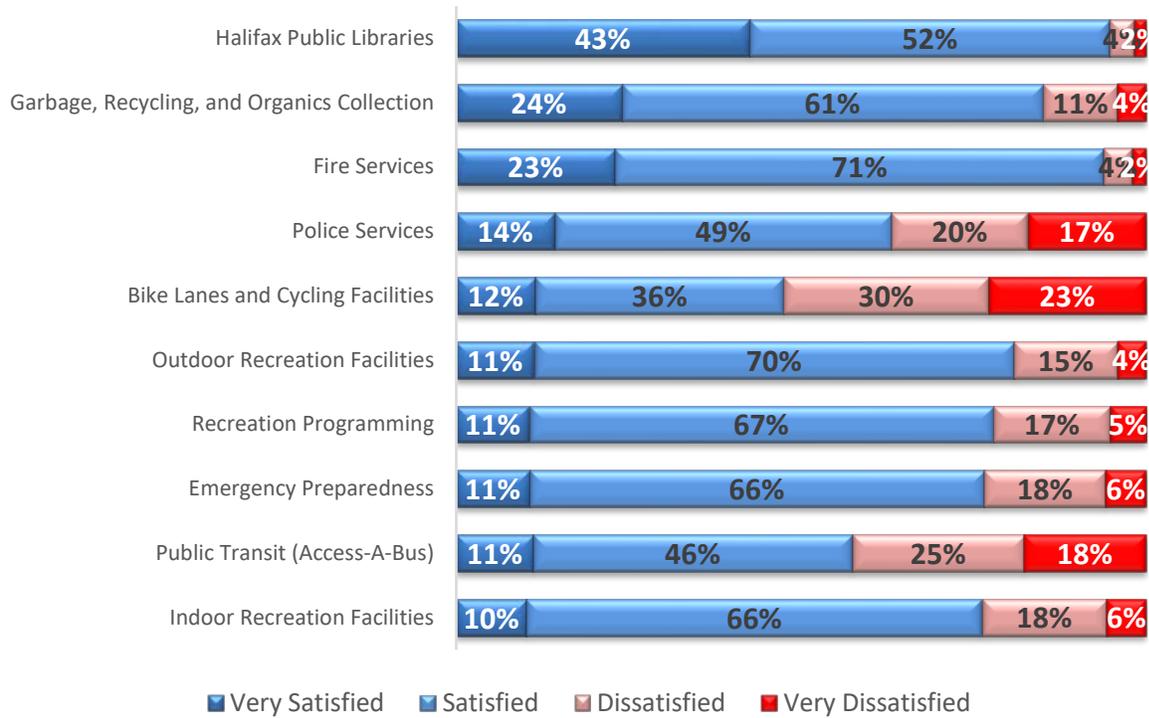


### **Satisfaction with Services**

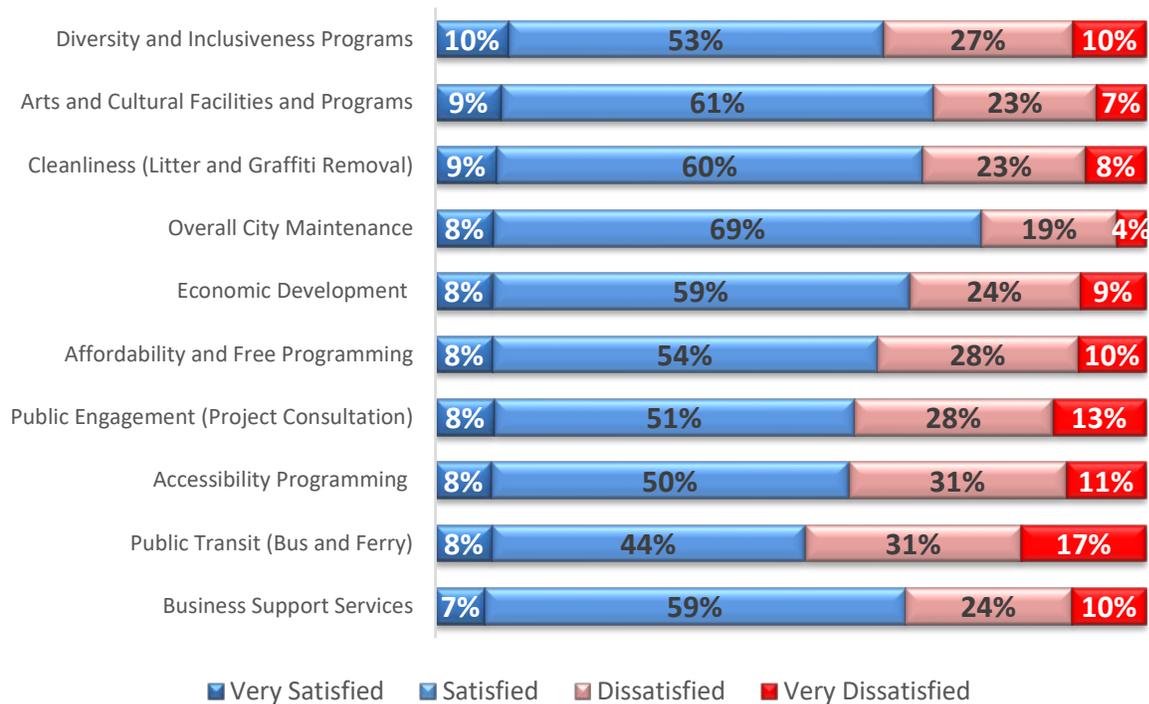
Overall, 72% of respondents said that they were **very satisfied** (4%) or **satisfied** (68%) with municipal service delivery, with 4% **very dissatisfied**. This is up from 65% (3% very satisfied) in the 2019 Shape Your Budget Survey, but down from 81% (4% very satisfied) in the 2018 Citizen Survey.

Respondents were asked to rate their satisfaction with 30 municipal services. Respondents appear to be the most satisfied with Halifax Public Libraries (95% very satisfied or satisfied), Fire Services (94%), and Garbage, Recycling, and Organics Collection (85%). They were least satisfied with Community Planning and Land Use Planning (39%), and Bike Lanes and Cycling Facilities (48%).

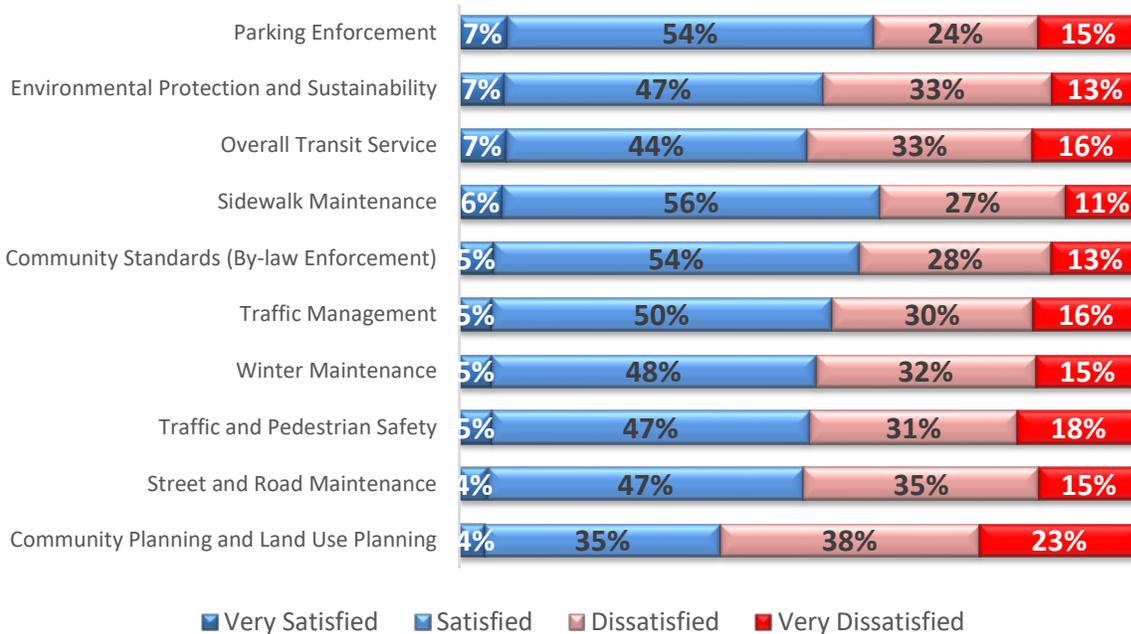
### SATISFACTION WITH MUNICIPAL SERVICES (CHART 1 OF 3)



### SATISFACTION WITH MUNICIPAL SERVICES (CHART 2 OF 3)



## SATISFACTION WITH MUNICIPAL SERVICES (CHART 3 OF 3)



When comparing results of the 2020 Municipal Budget Survey with the 2019 Shape Your Budget and 2018 and 2014 Citizen Surveys, there is a general positive trend, with 20 of 30 services showing an increase in satisfaction compared to 2019. Compared to 2018, 21 of 24 services showed a decrease from the invitation-based survey, however, compared with the 2018 Open survey, 16 services showed improved satisfaction.

In isolation, it appears that the high scores received in the 2018 Invitation-based survey remain the benchmark for satisfaction, but that there is a positive trend upward over the past few years in resident satisfaction on non-controlled sample surveys available to all residents.

In terms of changes in service satisfaction scores compared with the 2019 Shape Your Budget Survey:

- The greatest risers in satisfaction include Streets & Road Maintenance (51%, up from 37%), Overall City Maintenance (77%, up from 68%), Bike Lane & Cycling Facilities (48%, up from 39%), Winter Maintenance (53% up from 45%), and Cleanliness (69% up from 61%).
- The largest declines in satisfaction were for Police (63%, down from 81%), Accessibility Programming (58%, down from 69%), Affordability / Free Programming (62%, down from 71%), and Diversity and Inclusiveness Programs (63%, down from 71%).

	2014 Citizen Survey	2018 Open Survey	2018 Citizen Survey	2019 Shape Your Budget Survey	2020 Municipal Budget Survey
Accessibility programming				69%	58%
Affordability / free programming				71%	62%
Arts and cultural facilities and programs	86%	75%	88%	66%	70%
Bike lanes / cycling facilities	30%	33%	41%	39%	48%
Business support services (e.g. permits)		71%	80%	60%	66%
Cleanliness (e.g. litter & graffiti removal) (Community Beautification)	62%	58%	64%	61%	69%
Community planning / land use planning and approvals		35%	52%	36%	39%
Community standards		62%	72%	56%	59%
Diversity and inclusiveness programs				71%	63%
Economic development		59%	72%	61%	67%
Emergency preparedness		76%	85%	74%	77%
Environmental protection and sustainability		56%	73%	50%	54%
Fire services		97%	98%	93%	94%
Garbage, recycling, and organics collection		82%	88%	85%	85%
Halifax Public Libraries		96%	99%	95%	95%
Overall city maintenance	75%	67%	73%	68%	77%
Parking enforcement		65%	71%	63%	61%
Police services				81%	63%
Public engagement		58%	68%	63%	59%
Public Transit - Conventional bus & ferry		46%	62%	49%	52%
Public Transit - Access-a-bus	88%	45%	72%	58%	57%
Overall transit service	72%	45%	62%	49%	51%
Indoor recreation facilities				74%	76%
Outdoor recreation facilities				76%	81%
Recreation programming		76%	85%	74%	78%
Sidewalk maintenance	67%	61%	72%	57%	62%
Street / road maintenance	45%	45%	52%	37%	51%
Traffic management		53%	63%	58%	55%
Traffic / pedestrian safety		50%	65%	50%	52%
Winter maintenance	63%	67%	63%	45%	53%

### Preference for Service Levels

For each municipal service, respondents were asked to indicate whether they wanted service levels to increase, remain the same, or decrease, even if there was a tax implication associated with the service level change. Of the 31 services<sup>2</sup> listed, only one (Environmental Protection and Sustainability) had a plurality (meaning less than a majority, but the largest proportion of responses) seeking an increase in service levels. Twenty-nine had a majority (28), or plurality (1) wanting the municipality to maintain service levels. Only one service, Bike Lanes / Cycling Facilities had a plurality preferring a decrease.

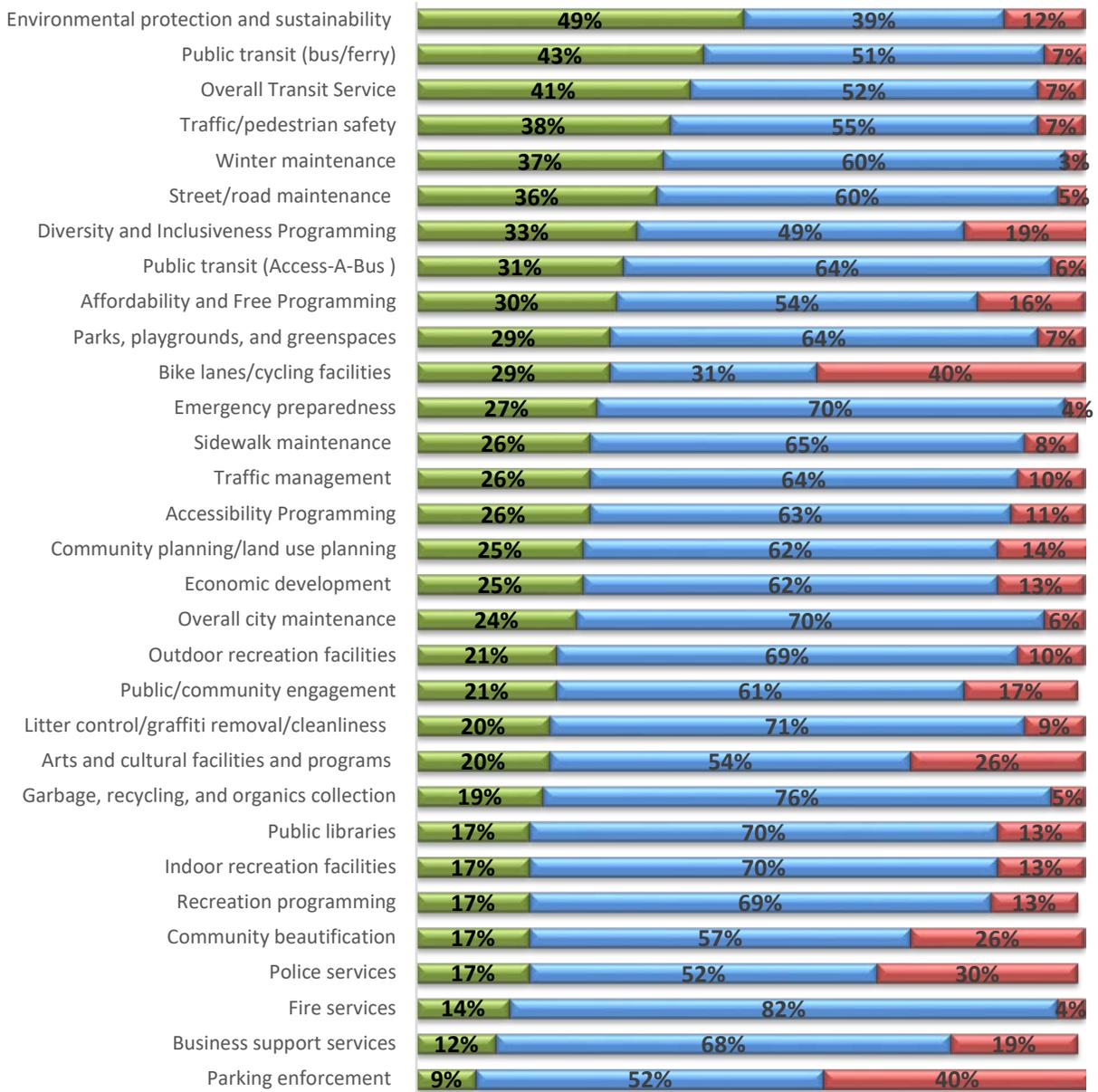
Of the 31 services, only 9 (29%) of them had 30% or greater proportion of respondents looking for increased service levels, compared to 20 of 31 services in the 2019 Shape Your Budget Survey, and 9 of the 26 services on the 2018 Citizen Survey.

- The top priorities for increased service delivery remain fairly consistent with the 2019 Shape Your Budget survey, apart from Environmental Protection and Sustainability, which jumps to the top of the list (49% increase / 39% maintain, up from 14% / 83% in 2019, and 39% / 57% in 2018 Citizen Survey).
- The top priorities for increased service levels on the 2020 Municipal Budget Survey remain fairly consistent, with Bus / Ferry Public Transit (43% increase / 51% maintain), Overall Transit Service (41% / 52%), Traffic / Pedestrian Safety (38% / 55%) and Winter Maintenance (36% / 60%) and Street / Road Maintenance (36% / 60%) leading the list.
- Bike Lanes / Cycling Facilities remain polarizing, as 29% voted in favour of an increase, 31% maintain, and 40% decrease, compared to 43% / 28% / 29% in 2019 and 38% / 41% / 22% in the 2018 Citizen Survey.
- More notable were some of the areas respondents wanted to see reduced service levels / funding. Community Beautification experienced the greatest change in preference for reduced service levels, rising from 2% in 2019 to 26% in 2020. Police jumped to 30% wanting reduced service levels compared to 10% in 2019, and Parking Enforcement jumped to 40% reduce vs. 22% in 2019. Other areas seeing a rise in preference for reduced services levels compared to 2019 included Public Libraries (13% from 3%), Public / Community Engagement (17% from 7%), Bike Lanes (40% from 29%), and several others seeing a 6% or 7% increase.

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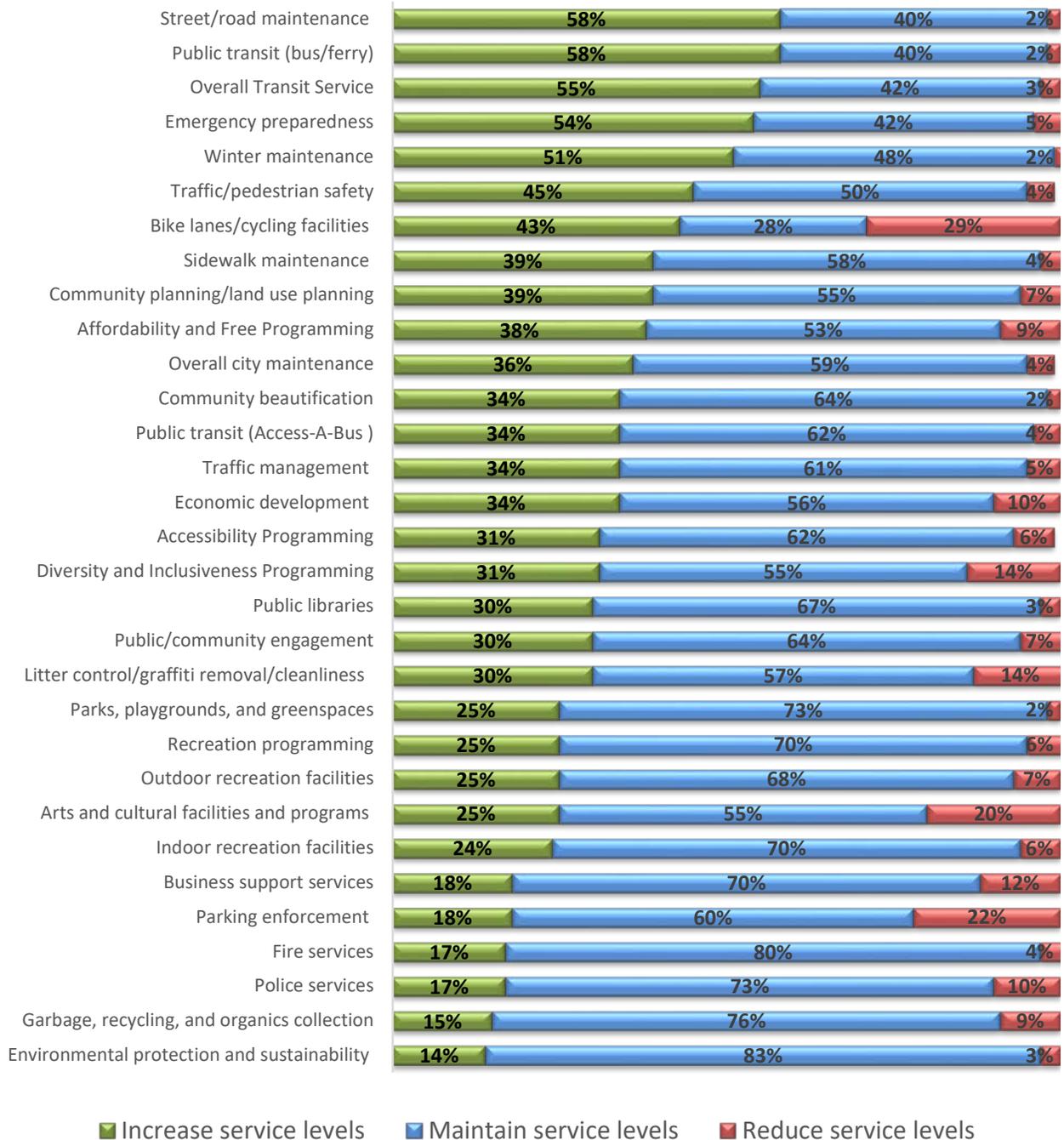
<sup>2</sup> Parks, Playgrounds, and Greenspaces were not included in the Satisfaction with Services question, which explains the variance between 30 and 31 services in the Satisfaction and Service Level Preferences questions.

## SERVICE LEVEL PREFERENCES - ALL SERVICES (2020 MUNICIPAL BUDGET SURVEY)



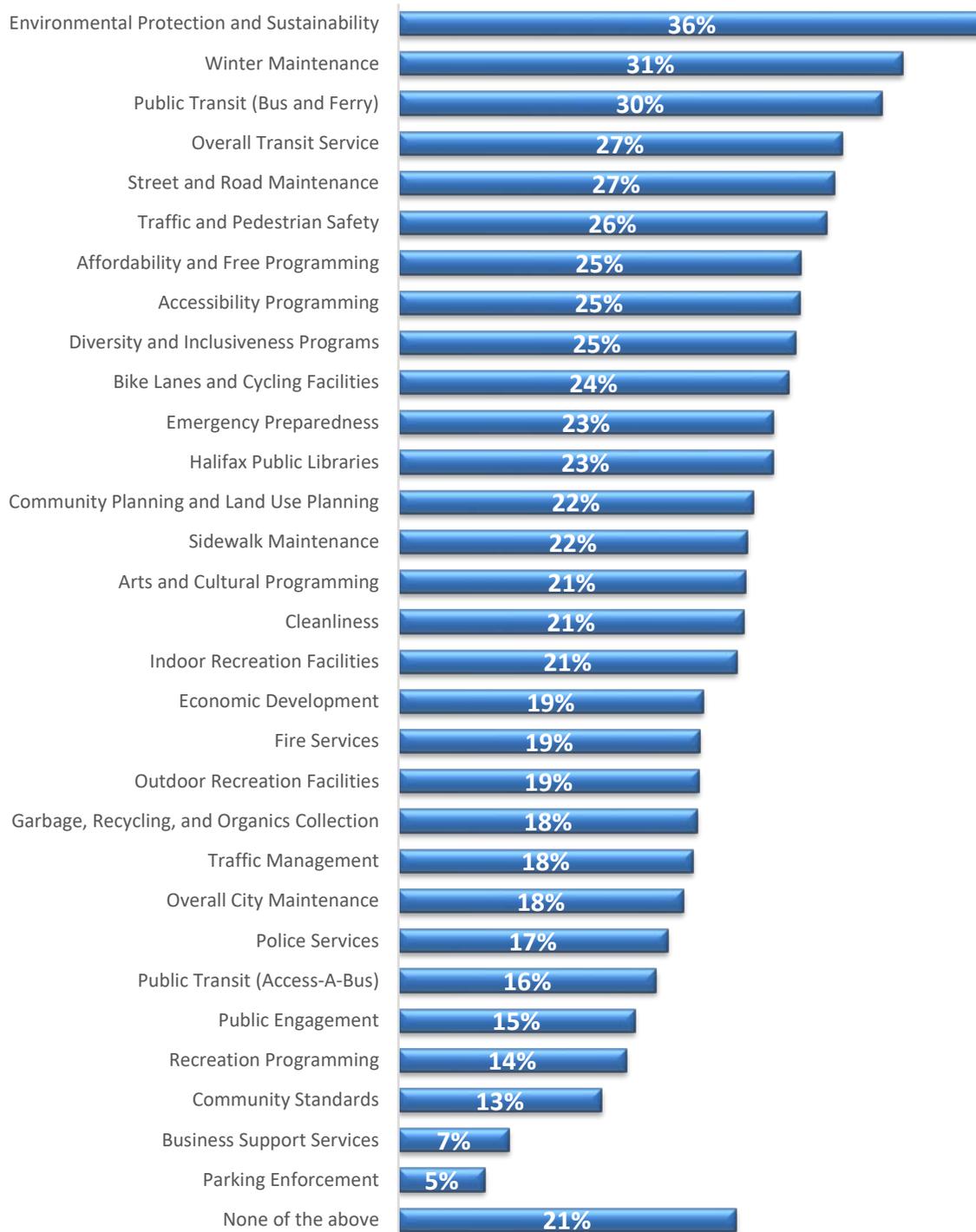
■ Increase service levels    
 ■ Maintain service levels    
 ■ Reduce service levels

## SERVICE LEVEL PREFERENCES - ALL SERVICES (2019 SHAPE YOUR BUDGET SURVEY)



Respondents were asked a new question in 2020, about their willingness to pay additional tax to improve services. This question was bundled in with the satisfaction rating. There were no services where a majority of respondents were willing to pay more to improve services. As could be expected, results for this question for the most part mirror the responses for the Increase / Maintain / Decrease service levels question.

## WILLINGNESS TO PAY ADDITIONAL TAX TO IMPROVE SERVICES



### **Comparing Service Satisfaction to Service Level Preferences**

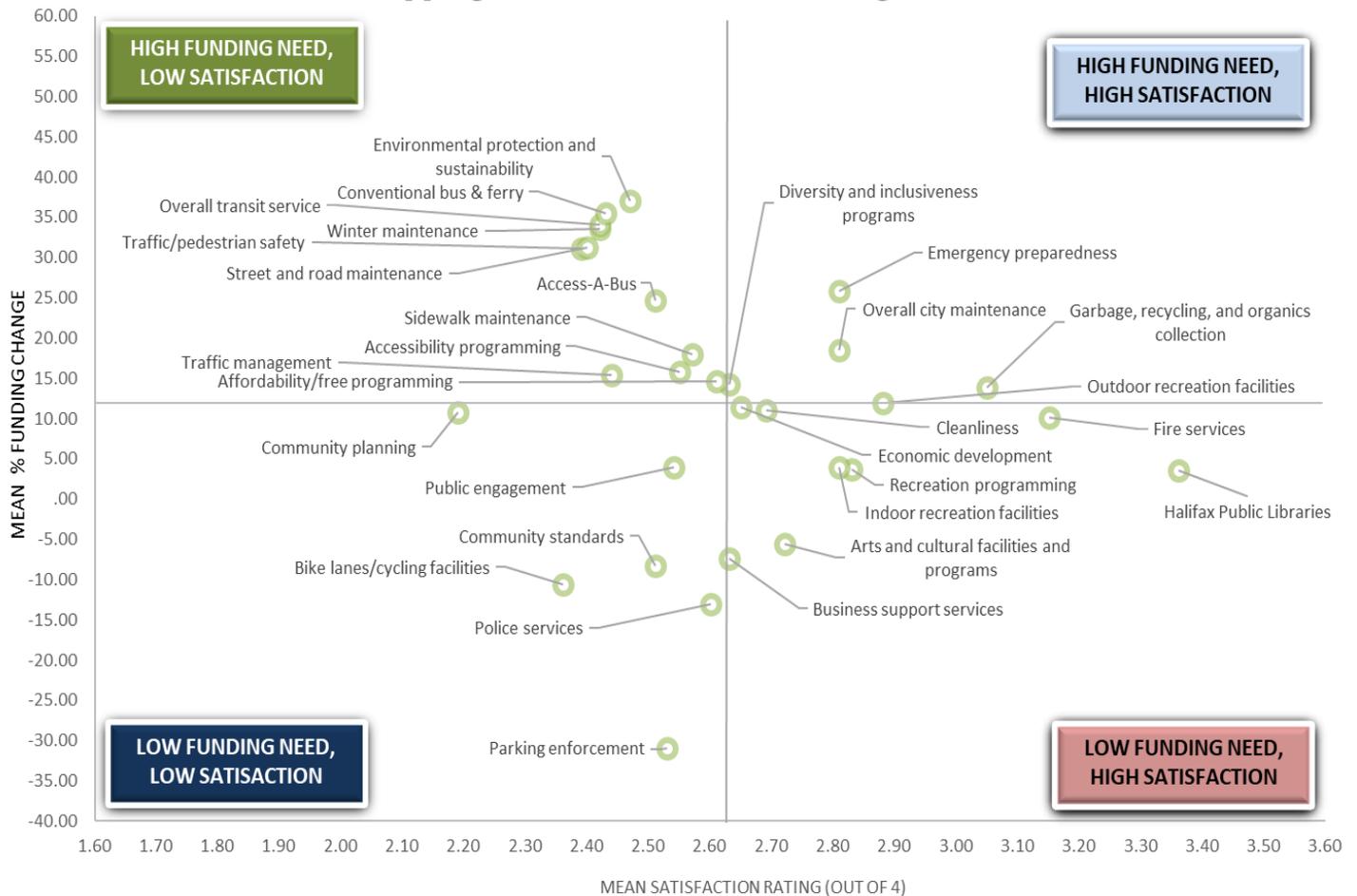
To understand the relationship between satisfaction with services, and preferences for service levels (funding), results for each of these questions were plotted on a 4-quadrant map. The intent was to determine which services should receive the most attention and funding, relative to other services. Services with high satisfaction, but low funding needs, and services with low satisfaction, but also low funding needs could be deemed as lower priority for decision-makers, compared to services with low satisfaction and high funding needs, and those with high satisfaction and high funding need. See Chart on following page.

Satisfaction scores were converted to a 4-point scale, with Very Dissatisfied rating a 1, and Very Satisfied rating a 4 (the x-axis). The Mean % Funding Need score was determined by subtracting the % saying they wanted to decrease service levels from those who wanted it increased. For example, Bike Lanes / Cycling Facilities had 29% preferring an increase in service levels/funding, and 40% a decrease, resulting in a net Mean % Funding Need score of -11% (29% less 40%).

Services were then plotted on the chart based on their average Satisfaction score and Mean % Funding Score. It should be noted that residents would prefer the municipality maintain funding levels for the majority of services.

- There were several services with respondents least satisfied and wanting more funding applied / increased service. These were Environmental Protection and Sustainability, Winter maintenance, Overall Transit Service, Conventional Bus & Ferry Service, Traffic / Pedestrian Safety, and Street and Road Maintenance. Access-A-Bus service and Community Planning were also higher priority, showing a mix of lower satisfaction, and increased desire for service.
- Emergency Preparedness and Overall City Maintenance fell into the High Satisfaction / High Funding Need quadrant, and Diversity and Inclusiveness Programs, Sidewalk Maintenance, Accessibility Programming, Affordability / Free Programming, and Traffic Management were all clustered above the mean for increased funding, but below average satisfaction.
- Bike Lanes / Cycling Facilities was the standout service in the Low Funding, Low Satisfaction quadrant.
- Services which appear to be meeting resident expectations for service and funding levels tend to cluster in the Low Funding Need / High Satisfaction quadrant, and include Halifax Public Libraries, Garbage, Recycling, and Organics Collection, Economic Development, Fire Services, and Indoor and Outdoor Recreation Facilities.
- While just below the mean for satisfaction, Police fell into the low funding need quadrant, and Parking Services was the least attractive option for increased funding.

### Mapping satisfaction versus funding levels



### FINANCIAL IMPLICATIONS

Results from public engagements inform the budget and business planning process. Regional Council may choose to make tax policy decisions based on this information, and the information may be reflected in adjustments to budget and business planning and delivery in 2021/22 and beyond.

The total cost for the Shape Your Budget public engagement is approximately \$6,842.50 (net HST included), Funding for this expenditure has been provided for in Finance and Asset Management and ICT cost centre M351.

There are no immediate financial implications resulting from this report.

### COMMUNITY ENGAGEMENT

Citizen Surveys are a common way that the municipality engages the community. This approach helps to inform Regional Council and the organization of citizen satisfaction with services and priorities and is intended to build resident trust and confidence in the municipality, leading to increased engagement going forward.

**ATTACHMENTS**

Attachment 1 – 2020 Municipal Budget Survey

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A copy of this report can be obtained online at [halifax.ca](http://halifax.ca) or by contacting the Office of the Municipal Clerk at 902.490.4210.

Report Prepared by: Michael Pappas, Corporate Planning and Performance Coordinator, FAM&ICT,  
902.476.4696

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# Attachment 1

## 2020 Municipal Budget Survey

Welcome to the **2020 Municipal Budget Survey**. The municipality recognizes that citizens' priorities may have shifted during the COVID-19 pandemic. Our goal with this survey is to understand where residents would like to see investments in municipal programs and services. Your responses will help guide the Halifax Regional Municipality with its immediate and long-term business and budget planning.

Thank you in advance for taking the time to participate in this survey. The results from this survey will be available on the municipality's website at [www.halifax.ca/citizensurvey](http://www.halifax.ca/citizensurvey).

The survey should take approximately 10 minutes to complete.

The deadline for completing this survey is **Monday December 14<sup>th</sup>**

Responses will be kept strictly confidential and the results of the survey will not be used in any way that will allow anyone to identify you or your responses. Your participation is voluntary, and you can discontinue your participation at any time.

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Q1. What area of HRM do you live in?

- District 1 - Waverley – Fall River - Musquodoboit Valley
- District 2 - Preston – Chezzetcook - Eastern Shore
- District 3 – Dartmouth South – Eastern Passage
- District 4 - Cole Harbour - Westphal
- District 5 - Dartmouth Centre
- District 6 – Harbourview – Burnside – Dartmouth East
- District 7 - Halifax South Downtown
- District 8 - Halifax Peninsula North
- District 9 - Halifax West - Armdale
- District 10 – Bedford Basin West
- District 11 – Spryfield – Sambro Loop – Prospect Road
- District 12 – Timberlea – Beechville – Clayton Park - Wedgwood
- District 13 – Hammond's Plains – St. Margarets
- District 14 - Middle / Upper Sackville – Beaver Bank - Lucasville
- District 15 - Lower Sackville
- District 16 – Bedford - Wentworth
- Don't know
- NOT a resident of HRM

If you don't know which District you reside in, you can find out by visiting the Municipality's website at: <https://www.halifax.ca/city-hall/districts-councillors/district-look> and inputting your address. This information will remain anonymous and will be used for analytical purposes only.

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- Q2. The municipality provides a wide range of services, including police and fire protection, garbage collection and disposal, recreation facilities and programming, transit, road and street maintenance, etc.

Thinking about all the programs and services you receive from the municipality, please indicate the degree to which you believe you receive good or poor value for the level of property taxes that you currently pay?

*Please check only one*

- Very good value
  - Good value
  - Poor value
  - Very poor value
  - No opinion / Don't know
  - Do Not Pay Property Tax (example: rent, live with parents)
- 

- Q3. When the municipality is creating the municipal budget, please indicate which of the statements comes closest to your point of view. The municipality should:

*Please check only one*

- Decrease taxes and fees, even if municipal services must decrease
  - Maintain taxes and fees, even if it means reducing some services to maintain others
  - Increase municipal services, even if taxes or fees must increase
- 

- Q4. Based on the current economic situation do you think it's more important that the municipality reduce taxes for citizens and business (through service reductions) or focus on maintaining and increasing services (through higher spending and taxes) to support the economy?

*Please check only one*

- Reduce taxes for citizens and businesses (through service reductions)





Q6. Overall, how satisfied are you with the delivery of all the services provided by the municipality?

- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Don't know/No opinion

Q7. Below are six strategic Themes. Please rate them in terms of their importance to you. Included are some examples of the focus for each Theme.

Theme	Very Important	Important	Not Important	Not at all Important
<b>Environment</b> <ul style="list-style-type: none"> <li>• Reducing emissions from municipal operations and partnering to reduce community-wide emissions</li> <li>• Preparing communities, infrastructure, and natural systems to withstand and recover quickly from climate impacts</li> <li>• Protecting and sustaining our environment and natural systems</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Governance and Engagement</b> <ul style="list-style-type: none"> <li>• Making good decisions about how to run the municipality</li> <li>• Planning and managing finances and spending on services and programs</li> <li>• Communicating about city affairs</li> <li>• Engaging with the public on local and regional issues and projects</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Economy and Planning</b> <ul style="list-style-type: none"> <li>• Reducing red tape / making it easier to do business with the municipality</li> <li>• Keeping and attracting businesses and talent</li> <li>• Planning to make Halifax and housing more affordable and inclusive</li> <li>• Supporting the rural economy</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Communities</b> <ul style="list-style-type: none"> <li>Ensuring the public’s safety</li> <li>Providing recreation, leisure, social, and learning programming and facilities</li> <li>Removing systemic barriers and building social equity</li> <li>Supporting community well-being and supporting vulnerable and marginalized populations</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Integrated Mobility</b> <ul style="list-style-type: none"> <li>An integrated mobility network that connects communities and supports all modes of transportation including walking, rolling, cycling, taking transit, and driving</li> <li>Safe, well-maintained, complete streets that are barrier-free</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
<b>Service Excellence</b> <ul style="list-style-type: none"> <li>Improvements focused on making service to people and businesses better.</li> </ul>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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## A NOTE ON MUNICIPAL BUDGETING

The cost of delivering municipal services is rising, and even the cost of *maintaining* some service levels is increasing. Maintaining or increasing some service levels without additional revenues may require reducing other services.

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Q8. For each of the following **Governance & Engagement services**, please indicate whether you believe the municipality should increase the level of service, maintain the level of service, or reduce the level of service.

*Please check the box that corresponds with your response*

<b>Governance &amp; Engagement</b>	<b>Increase service levels</b>	<b>Maintain service levels</b>	<b>Reduce service levels</b>
Public engagement (example: consultation on projects like Cogswell District, citizen surveys, etc.)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall city maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

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Q9. For each of the following **Economy and Planning services**, please indicate whether you believe the municipality should increase the level of service, maintain the level of service, or reduce the level of service.

*Please check the box that corresponds with your response*

<b>Economy and Planning</b>	<b>Increase service levels</b>	<b>Maintain service levels</b>	<b>Reduce service levels</b>
Business support services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community planning / Development Approvals	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q10. For each of the following **Environmental services**, please indicate whether you believe the municipality should increase the level of service, maintain the level of service, or reduce the level of service.

<b>Environmental Services</b>	<b>Increase service levels</b>	<b>Maintain service levels</b>	<b>Reduce service levels</b>
Environmental protection and sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Garbage, recycling, and organics collection	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q11. For each of the following **Integrated Mobility services**, please indicate whether you believe the municipality should increase the level of service, maintain the level of service, or reduce the level of service.

*Please check the box that corresponds with your response*

<b>Integrated Mobility Services</b>	<b>Increase service levels</b>	<b>Maintain service levels</b>	<b>Reduce service levels</b>
Bike lanes / Cycling facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

<b>Integrated Mobility Services</b>	<b>Increase service levels</b>	<b>Maintain service levels</b>	<b>Reduce service levels</b>
Parking enforcement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transit – conventional bus / ferry	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public transit - Access-A-Bus	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Overall transit service	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sidewalk maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Street / Road maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Traffic / Pedestrian safety	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Winter maintenance	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q12. For each of the following **Communities services**, please indicate whether you believe the municipality should increase the level of service, maintain the level of service, or reduce the level of service.

*Please check the box that corresponds with your response*

<b>Communities Services</b>	<b>Increase service levels</b>	<b>Maintain service levels</b>	<b>Reduce service levels</b>
Accessibility programming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordability / Free programming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arts and cultural facilities and programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cleanliness (litter and graffiti removal)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community beautification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Diversity and inclusiveness programs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency preparedness	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Halifax Public Libraries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks, playgrounds, and green spaces	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Police services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Indoor Recreation facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Outdoor Recreation facilities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Recreation programming	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q13. Given the challenges of the current economic environment posed by the COVID-19 pandemic would you be willing to support a tax increase in support of any of these strategic themes?

Theme	Yes	No	Don't Know / No Opinion
Environment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Governance and Engagement	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economy and Planning	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communities	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Integrated Mobility	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Service Excellence	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Q14. Are there any additional things you can think of that have not been addressed in the survey that you think the municipality should consider when attempting to balance the expectations of residents with the need to deliver critical programs and services?

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## ABOUT YOU

Our last questions are about you and your household. As a reminder, your responses to this survey are anonymous, and the results of the survey will be reported in aggregate only. The municipality is collecting this data to better understand the overall priorities and expectations of residents, and to determine where there are differences and how we can best service our diverse communities.

D1. What gender identity do you most associate with?

- Man
  - Woman
  - Non-binary
  - Prefer not to say
- 

D2. How old are you?

- 18 – 34 years old
  - 35 – 54 years old
  - 55 and older
  - Prefer not to say
- 

D3. What was your 2019 total household income, before taxes?

*Your best estimate is fine.*

- Less than \$30,000
  - \$30,000 to less than \$50,000
  - \$50,000 to less than \$75,000
  - \$75,000 to less than \$100,000
  - \$100,000 to less than \$125,000
  - \$125,000 to less than \$150,000
  - Over \$150,000
  - Prefer not to say
-

D4. What is your current employment status?

- Employed full time
  - Employed part time
  - Unemployed and currently looking for work
  - Unemployed and not currently looking for work
  - Student
  - Retired
  - Homemaker
  - Self-employed
  - Unable to work
  - Prefer not to say
- 

D5. How much was your most recent annual property tax bill?

- Less than \$1,000
  - Between \$1,000 and \$2,000
  - Between \$2,000 and \$3,000
  - Between \$3,000 and \$4,000
  - Between \$4,000 and \$5,000
  - Over \$5,000
  - Don't Know / Don't pay property tax
  - Prefer not to say
- 

D6. Do you identify as a person with disabilities?

- Yes
  - No
  - Prefer not to say
- 

D7. Do you identify as Acadian or Francophone?

- Yes - Acadian
- Yes – Francophone
- No
- Prefer not to say

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D8. The Halifax Regional Municipality has identified valuing diversity and inclusion as a corporate priority. To support this, we are asking you to please self-identify based on the ethnicity categories of the Canadian Census.

What is your ethnic identity?

Check all that apply

- Caucasian (White)
- South Asian (e.g. East Indian, Pakistani, Sri Lankan, etc.)
- Chinese
- Black (African Nova Scotian)
- Black (African Canadian)
- Filipino
- Latin American
- Arab
- Southeast Asian (e.g. Vietnamese, Cambodian, Laotian, Thai, etc.)
- West Asian (e.g. Iranian, Afghan, etc.)
- Korean
- Japanese
- First Nations (includes Status and Non-Status)
- Métis
- Inuk (Inuit)
- Other
- Prefer not to say