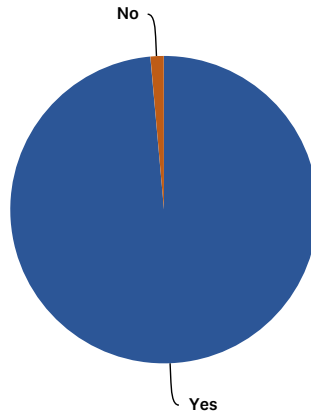


### Q1 Is your home or business in the City of Peterborough?

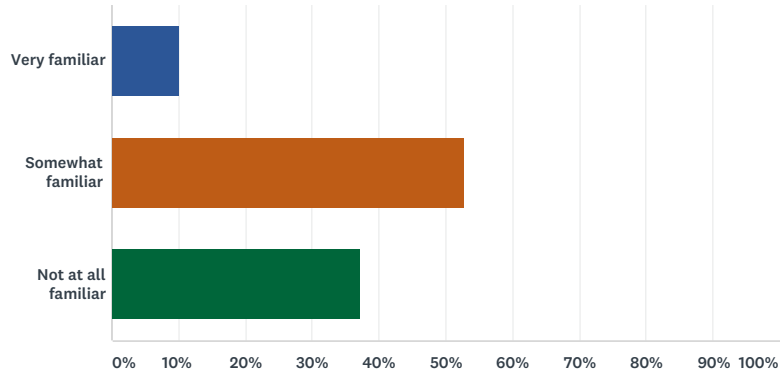
Answered: 994 Skipped: 2



ANSWER CHOICES	RESPONSES	
Yes	98.59%	980
No	1.41%	14
TOTAL		994

Q2 You don't need to be familiar with the City's budget to take part in this survey. But we would like to understand how familiar the community is with the budget, this way we can work to provide the information people want and need. How familiar are you with how the City develops the annual budget?

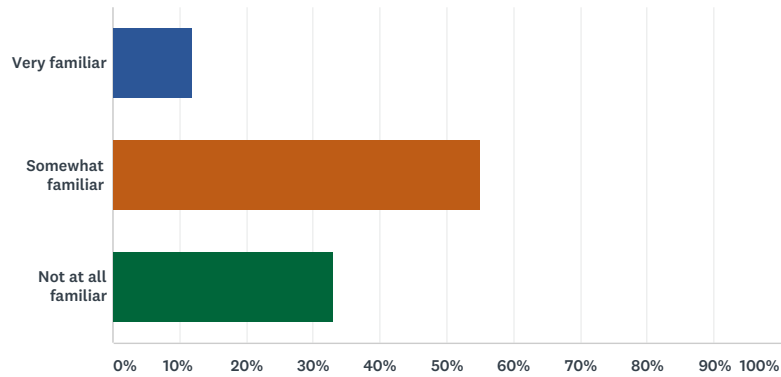
Answered: 993 Skipped: 3



ANSWER CHOICES	RESPONSES	
Very familiar	10.07%	100
Somewhat familiar	52.67%	523
Not at all familiar	37.26%	370
TOTAL		993

### Q3 How familiar are you with how the City makes decisions about spending on programs and infrastructure each year?

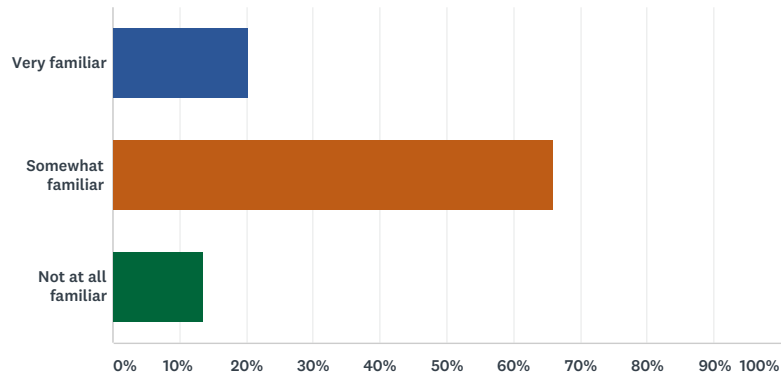
Answered: 989 Skipped: 7



ANSWER CHOICES	RESPONSES	
Very familiar	11.93%	118
Somewhat familiar	55.01%	544
Not at all familiar	33.06%	327
TOTAL		989

### Q4 How familiar are you with the services and programs funded by the City of Peterborough annual budget?

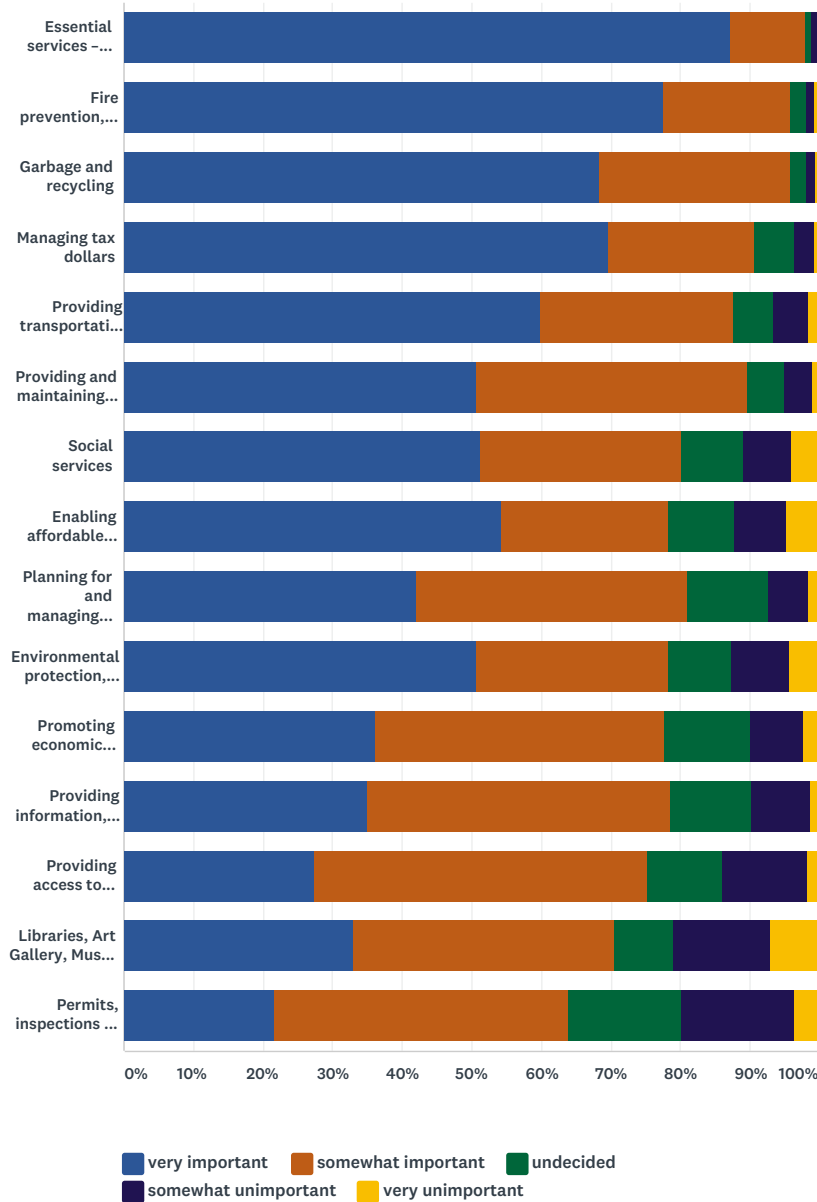
Answered: 991 Skipped: 5



ANSWER CHOICES	RESPONSES	
Very familiar	20.38%	202
Somewhat familiar	65.99%	654
Not at all familiar	13.62%	135
TOTAL		991

Q5 This next set of questions focus on your priorities for spending at the City, and your thoughts on how the City manages its finances. This will help to inform the 2020 Budget. How important do you think the following services/programs are to the community?

Answered: 995 Skipped: 1



	VERY IMPORTANT	SOMEWHAT IMPORTANT	UNDECIDED	SOMEWHAT UNIMPORTANT	VERY UNIMPORTANT	TOTAL	WEIGHTED AVERAGE
Essential services – sewers, water, stormwater management	87.22% 867	10.76% 107	0.80% 8	0.80% 8	0.40% 4	994	4.84
Fire prevention, police, paramedics	77.45% 766	18.40% 182	2.22% 22	1.11% 11	0.81% 8	989	4.71
Garbage and recycling	68.26% 673	27.48% 271	2.33% 23	1.32% 13	0.61% 6	986	4.61
Managing tax dollars	69.73% 675	20.76% 201	5.89% 57	2.79% 27	0.83% 8	968	4.56

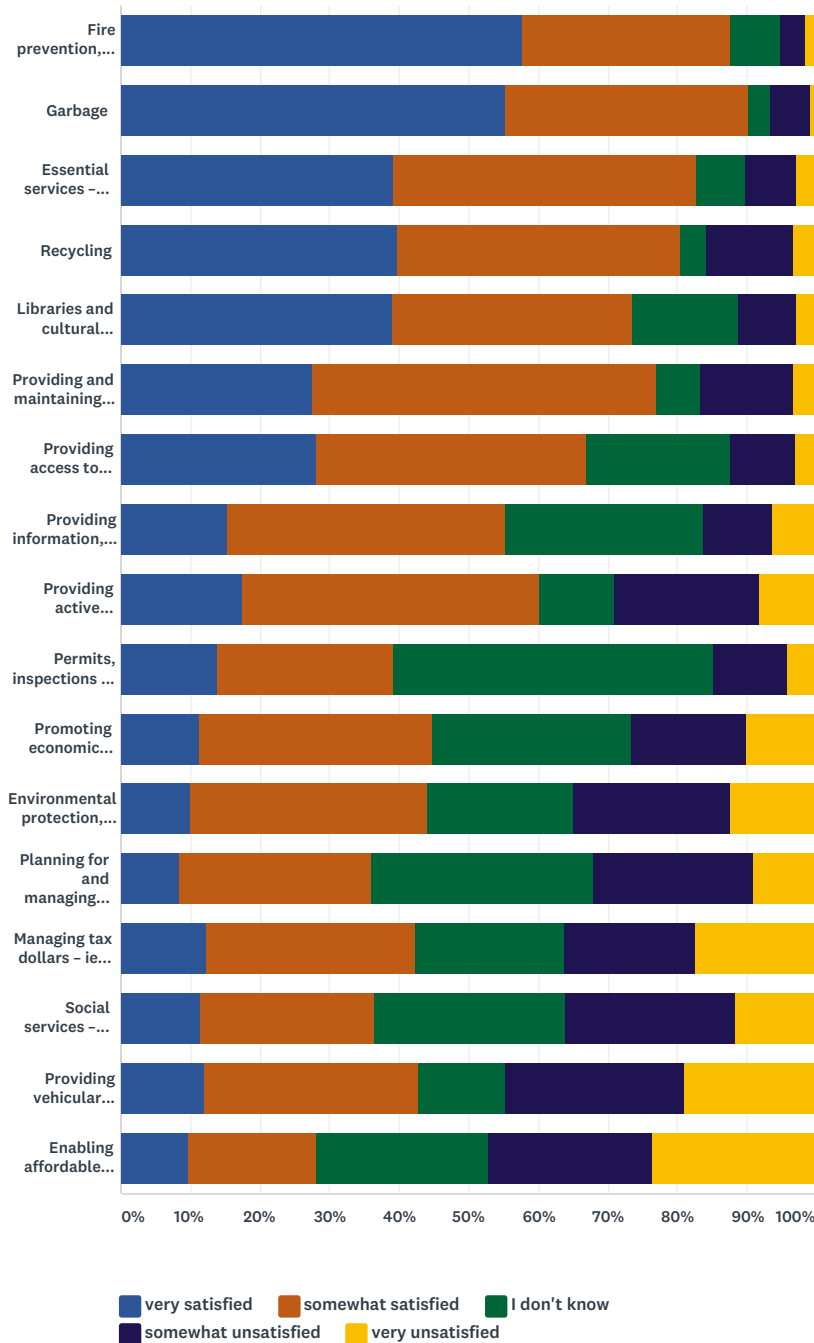
Providing transportation infrastructure for walking, bikes, transit and vehicles	59.90% 593	27.68% 274	5.86% 58	5.05% 50	1.52% 15	990	4.39
Providing and maintaining parks and green spaces	50.55% 502	38.97% 387	5.54% 55	3.93% 39	1.01% 10	993	4.34
Social services	51.28% 500	28.82% 281	8.92% 87	6.97% 68	4.00% 39	975	4.16
Enabling affordable housing	54.25% 536	23.99% 237	9.41% 93	7.49% 74	4.86% 48	988	4.15
Planning for and managing residential, commercial and industrial development	42.00% 415	38.97% 385	11.64% 115	5.77% 57	1.62% 16	988	4.14
Environmental protection, support for green projects (e.g. grants, waste reduction programs, low-impact development, energy efficiency)	50.50% 501	27.82% 276	8.97% 89	8.37% 83	4.33% 43	992	4.12
Promoting economic development – ie. Public, business and non-governmental sector partners work collectively to create better conditions for economic growth and employment generation	36.24% 357	41.52% 409	12.18% 120	7.61% 75	2.44% 24	985	4.02
Providing information, customer service and public engagement. (e.g. responding to phone calls and emails, holding public meetings, sharing information on website)	34.88% 346	43.55% 432	11.79% 117	8.37% 83	1.41% 14	992	4.02
Providing access to recreation facilities and delivering recreational programming	27.35% 271	47.93% 475	10.70% 106	12.31% 122	1.72% 17	991	3.87
Libraries, Art Gallery, Museum and their programs	33.00% 327	37.54% 372	8.48% 84	14.03% 139	6.96% 69	991	3.76

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Permits, inspections and enforcement (including building, renovation, business licences, etc.)	21.77% 216	42.04% 417	16.23% 161	16.33% 162	3.63% 36	992	3.62
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**Q6 Please rate the following municipal services based on how well you think the municipally funded services are being delivered in our community.**

Answered: 993 Skipped: 3



	VERY SATISFIED	SOMEWHAT SATISFIED	I DON'T KNOW	SOMEWHAT UNSATISFIED	VERY UNSATISFIED	TOTAL	WEIGHTED AVERAGE
Fire prevention, police, paramedics	57.58% 570	29.90% 296	7.37% 73	3.64% 36	1.52% 15	990	4.38
Garbage	55.23% 544	35.03% 345	3.05% 30	5.79% 57	0.91% 9	985	4.38
Essential services – sewers, water, stormwater management	39.21% 387	43.47% 429	7.09% 70	7.29% 72	2.94% 29	987	4.09



Recycling	39.67% 384	40.70% 394	3.72% 36	12.40% 120	3.51% 34	988	4.01
Libraries and cultural facilities and programs	38.86% 382	34.59% 340	15.36% 151	8.14% 80	3.05% 30	983	3.98
Providing and maintaining parks and green spaces	27.50% 272	49.34% 488	6.57% 65	13.14% 130	3.44% 34	989	3.84
Providing access to recreation facilities and delivering recreational programming	28.21% 279	38.73% 383	20.53% 203	9.61% 95	2.93% 29	989	3.80
Providing information, customer service and public engagement. (e.g. responding to phone calls and emails, holding public meetings, sharing information on website)	15.20% 150	40.12% 396	28.37% 280	9.83% 97	6.48% 64	987	3.48
Providing active transportation infrastructure for walking and cycling	17.51% 173	42.51% 420	10.93% 108	20.85% 206	8.20% 81	988	3.40
Permits, inspections and enforcement (including building, renovation, business licences, etc.)	13.77% 136	25.40% 251	46.05% 455	10.63% 105	4.15% 41	988	3.34
Promoting economic development	11.17% 109	33.71% 329	28.48% 278	16.60% 162	10.04% 98	976	3.19
Environmental protection, support for green projects (e.g. incentives, waste reduction programs, low-impact development, energy efficiency)	9.95% 98	34.11% 336	21.02% 207	22.54% 222	12.39% 122	985	3.07
Planning for and managing residential, commercial and industrial development	8.53% 84	27.51% 271	31.88% 314	23.05% 227	9.04% 89	985	3.03
Managing tax dollars – ie. Keep tax rate low and spending in check	12.16% 120	30.29% 299	21.18% 209	18.84% 186	17.53% 173	987	3.01
Social services – client program and support costs to deliver financial assistance, employment and addictions services, homelessness and housing and children's services	11.39% 112	24.92% 245	27.47% 270	24.52% 241	11.70% 115	983	3.00
Providing vehicular transportation infrastructure for transit and vehicles	12.12% 119	30.65% 301	12.42% 122	25.66% 252	19.14% 188	982	2.91
Enabling affordable housing	9.65% 95	18.39% 181	24.80% 244	23.37% 230	23.78% 234	984	2.67

**Q7 From your perspective, and recognizing that not everything is within City control, what are the most important local issues facing the City at the present time (1 - most important, 12 - least important)**

Answered: 987 Skipped: 9

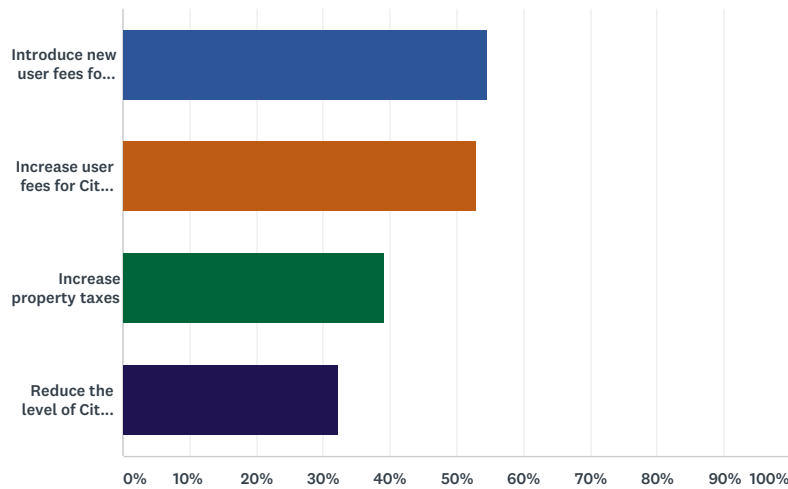
	1	2	3	4	5	6	7	8	9	10	11	12
Housing/accommodations	16.31% 144	17.10% 151	11.89% 105	9.74% 86	7.59% 67	7.59% 67	6.34% 56	6.46% 57	4.08% 36	5.55% 49	4.87% 43	2.49% 22
Infrastructure/transportation	13.10% 118	11.43% 103	11.32% 102	13.87% 125	9.99% 90	8.44% 76	7.66% 69	8.66% 78	6.55% 59	4.66% 42	2.33% 21	2.00% 18
Cost of living	15.03% 130	12.60% 109	11.21% 97	10.17% 88	9.36% 81	8.32% 72	6.36% 55	6.24% 54	6.24% 54	4.97% 43	4.62% 40	4.86% 42
Social issues (e.g. poverty, social services and resources, childcare)	7.61% 68	13.98% 125	11.97% 107	10.07% 90	10.29% 92	9.96% 89	7.83% 70	7.94% 71	6.82% 61	5.59% 50	5.26% 47	2.68% 24
Economy/Jobs/economic issues	13.07% 120	10.24% 94	9.48% 87	7.73% 71	7.63% 70	8.50% 78	10.24% 94	6.32% 58	6.43% 59	7.08% 65	10.89% 100	2.40% 22
Health/public health	4.90% 44	8.13% 73	8.91% 80	11.80% 106	13.59% 122	12.25% 110	8.57% 77	8.46% 76	11.92% 107	6.35% 57	3.56% 32	1.56% 14
Environment/environmental issues/sustainability	12.13% 110	7.28% 66	6.73% 61	7.17% 65	8.82% 80	9.81% 89	12.57% 114	9.48% 86	6.17% 56	8.49% 77	6.39% 58	4.96% 45
Addiction and overdoses	4.97% 44	7.57% 67	11.41% 101	8.70% 77	6.67% 59	8.02% 71	6.33% 56	8.14% 72	8.70% 77	7.01% 62	8.14% 72	14.35% 127
Crime/criminal activity	3.83% 34	5.18% 46	7.32% 65	8.00% 71	8.78% 78	8.00% 71	8.22% 73	12.73% 113	11.94% 106	9.57% 85	9.68% 86	6.76% 60
Property taxes	13.20% 123	6.87% 64	5.90% 55	5.79% 54	5.26% 49	4.40% 41	4.40% 41	4.18% 39	4.61% 43	6.55% 61	10.94% 102	27.90% 260
Provision of recreation facilities	2.26% 20	2.15% 19	3.96% 35	4.64% 41	7.81% 69	8.82% 78	9.95% 88	11.43% 101	12.90% 114	11.54% 102	10.63% 94	13.91% 123
Governance and transparency (e.g. bylaws, resident-government relations, community engagement activities)	1.66% 15	3.31% 30	5.08% 46	3.53% 32	5.74% 52	5.52% 50	8.06% 73	8.06% 73	10.49% 95	19.98% 181	17.00% 154	11.59% 105

**Q8 If the most important local issue facing the City at the present time was not listed above, please tell us what it is.**

Answered: 328 Skipped: 668

Q9 To balance the 2020 budget as required by law, the City of Peterborough has a number of options to consider. Which of the following options would you prefer the City use to balance its budget? Note: User fees are monies you would pay to the City to access specific services, facilities and utilities, such as licences, permits, using City-owned facilities such as arenas and recreation centres, and utilities such as stormwater management. You can select one option or a mix of up to three options.

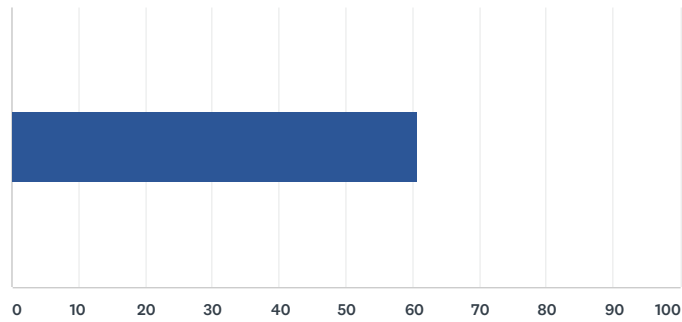
Answered: 890 Skipped: 106



ANSWER CHOICES	RESPONSES	
Introduce new user fees for some City services that currently have no fees	54.61%	486
Increase user fees for City services that currently have fees	52.92%	471
Increase property taxes	39.10%	348
Reduce the level of City services (e.g. hours, frequency)	32.25%	287
Total Respondents: 890		

### Q10 Would you say that you are generally satisfied or dissatisfied with the overall quality of services provided to residents/businesses by the City of Peterborough?

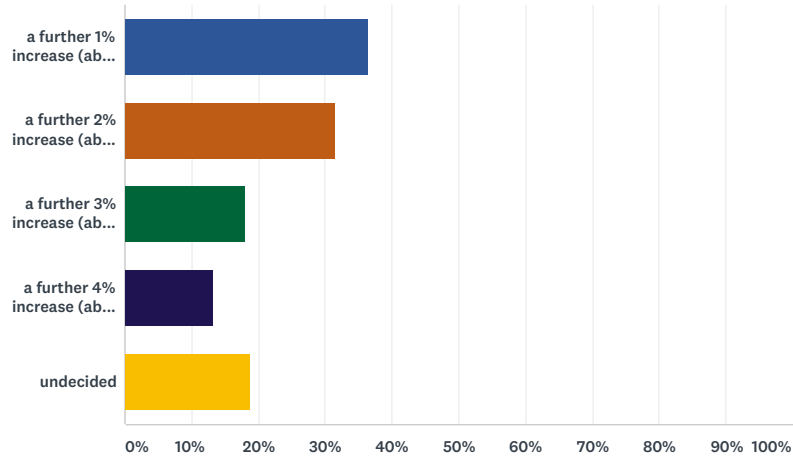
Answered: 977 Skipped: 19



ANSWER CHOICES	AVERAGE NUMBER	TOTAL NUMBER	RESPONSES
	61	59,338	977
Total Respondents: 977			

Q11 To maintain levels of service, the City has historically increased taxes in the range of 2% annually. Would you be willing to pay a further increase in your property taxes to increase levels of service? Please select as many as the following options as you wish.

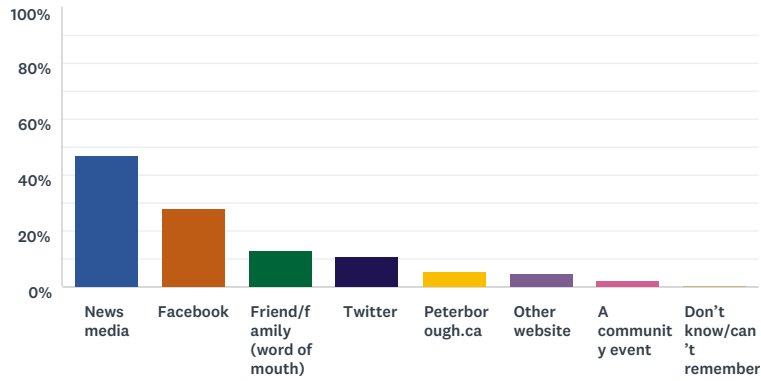
Answered: 762 Skipped: 234



ANSWER CHOICES	RESPONSES
a further 1% increase (about \$3.37 a month)	36.35% 277
a further 2% increase (about \$6.75 a month)	31.50% 240
a further 3% increase (about \$10.10 a month)	17.98% 137
a further 4% increase (about \$13.48 a month)	13.12% 100
undecided	18.77% 143
Total Respondents: 762	

Q12 The following responses are optional, but your responses would help us understand how the results from this survey reflect the makeup of our community and inform how we communicate with you in the future. How did you find out about the 2020 Budget questionnaire?

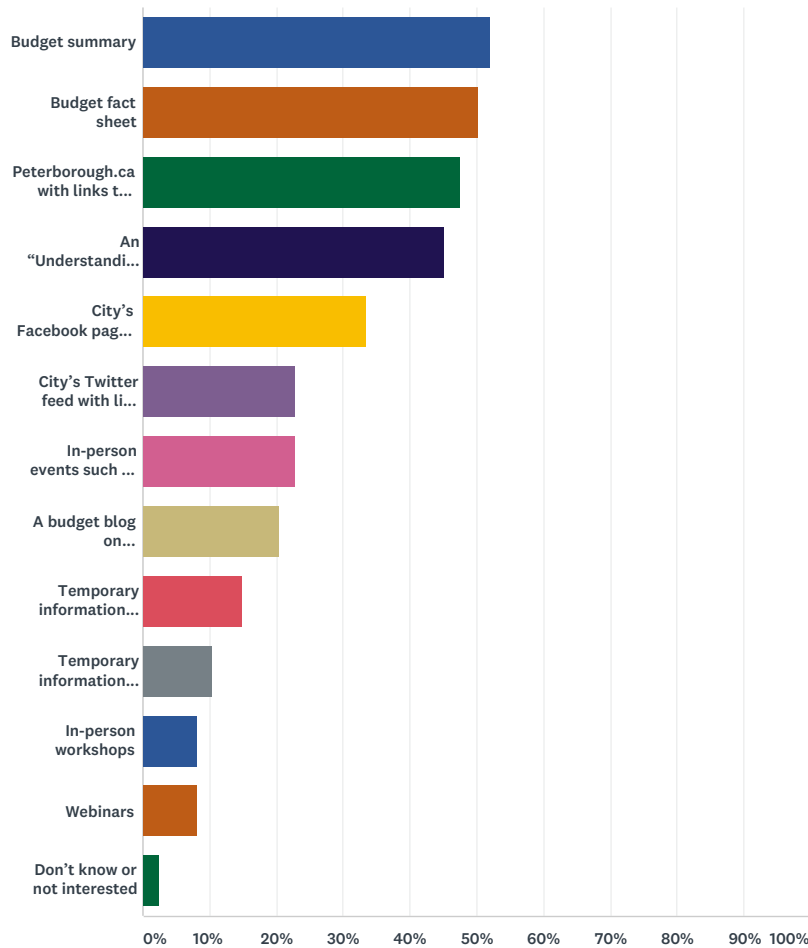
Answered: 927 Skipped: 69



ANSWER CHOICES	RESPONSES	
News media	46.82%	434
Facebook	27.94%	259
Friend/family (word of mouth)	12.94%	120
Twitter	11.22%	104
Peterborough.ca	5.29%	49
Other website	4.85%	45
A community event	2.70%	25
Don't know/can't remember	0.32%	3
Total Respondents: 927		

**Q13 Here's a list of types of information and ways of sharing information about the budget. What are the best ways to help you get more informed about the City's annual budget? (select your top 5)**

Answered: 952 Skipped: 44

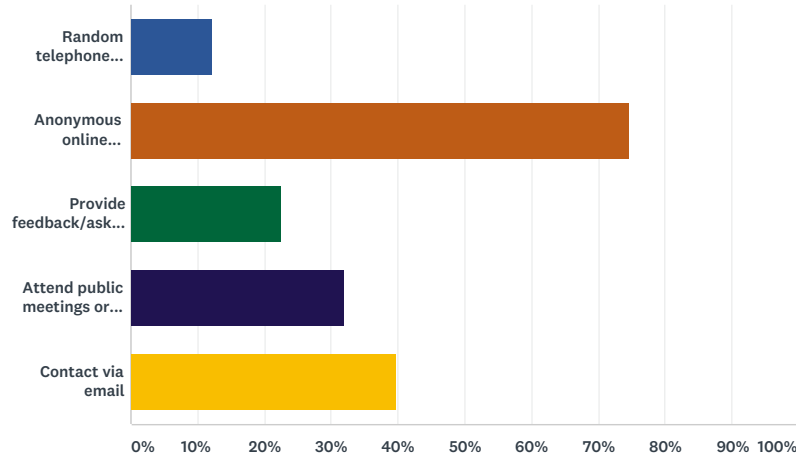


ANSWER CHOICES	RESPONSES
Budget summary	52.00% 495
Budget fact sheet	50.21% 478
Peterborough.ca with links to more information	47.58% 453
An "Understanding the Budget" Guide	45.27% 431
City's Facebook page with links to more information	33.51% 319
City's Twitter feed with links to more information	22.79% 217
In-person events such as open houses with City staff	22.79% 217
A budget blog on peterborough.ca	20.48% 195
Temporary information displays at community locations (unstaffed)	14.92% 142
Temporary information kiosks with staff at community locations	10.50% 100
In-person workshops	8.19% 78
Webinars	8.09% 77
Don't know or not interested	2.42% 23
Total Respondents: 952	



Q14 Thanks for sharing your experience with the City. We'd like to check in on how you would prefer to interact with us. From the list below, please tell us which channels you are most likely to participate in. Please select up to three.

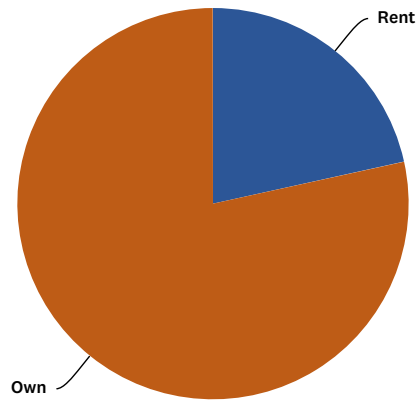
Answered: 932 Skipped: 64



ANSWER CHOICES	RESPONSES	
Random telephone survey	12.12%	113
Anonymous online questionnaires on peterborough.ca	74.68%	696
Provide feedback/ask questions on a web-based discussion forum or blog	22.64%	211
Attend public meetings or open houses	32.08%	299
Contact via email	39.81%	371
Total Respondents: 932		

### Q15 Do you own or rent your current place of residence?

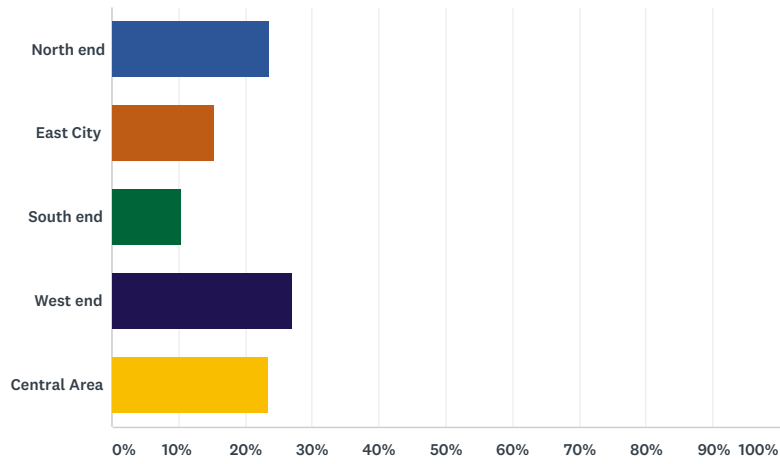
Answered: 974 Skipped: 22



ANSWER CHOICES	RESPONSES	
Rent	21.56%	210
Own	78.44%	764
TOTAL		974

**Q16 In which area of the City is your home address located? (It's about how you identify, not any formal boundaries – just choose how you identify the area where you home is located)**

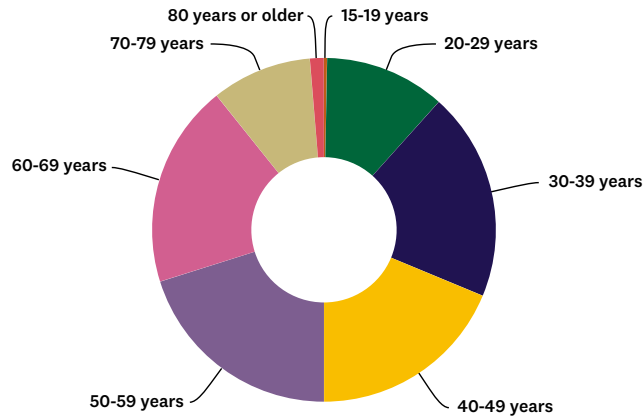
Answered: 986 Skipped: 10



ANSWER CHOICES	RESPONSES	
North end	23.63%	233
East City	15.31%	151
South end	10.55%	104
West end	27.08%	267
Central Area	23.43%	231
<b>TOTAL</b>		<b>986</b>

### Q17 In which age category to you fall?

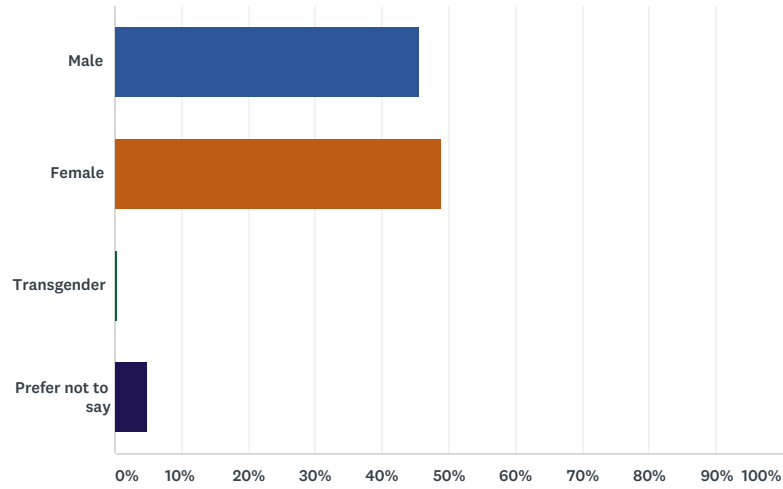
Answered: 988 Skipped: 8



ANSWER CHOICES	RESPONSES	
Under 15 years	0.00%	0
15-19 years	0.30%	3
20-29 years	11.34%	112
30-39 years	19.64%	194
40-49 years	18.72%	185
50-59 years	20.14%	199
60-69 years	19.13%	189
70-79 years	9.41%	93
80 years or older	1.32%	13
<b>TOTAL</b>		<b>988</b>

### Q18 Do you identify as

Answered: 977 Skipped: 19



ANSWER CHOICES	RESPONSES	
Male	45.65%	446
Female	49.03%	479
Transgender	0.51%	5
Prefer not to say	4.81%	47
TOTAL		977

Q19 And, finally, the City of Peterborough wants to know if you have any further comments or suggestions to add about any of the topics covered in this questionnaire. Please type your comments in the space provided.

Answered: 441 Skipped: 555