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DATE: September 9, 2015
TO: Mayor and Council
FROM: Michael Boronowski, Manager, Civic Engagement & Corporate Initiatives
SUBJECT: **Mini-Budget Questionnaires**
ATTACHMENT(S): **Appendix A - 2016 Budget – Summer Mini-Questionnaires, September 2015 Results**

This report provides Council with the results of the mini-questionnaires that were delivered on-line and through the local newspaper over the summer months. No staff recommendation accompanies this report as this is for Council's information only.

PURPOSE:

The purpose of this report is to provide Council with the results of the four weekly mini-questionnaires that were posed to the public starting on July 17, 2015.

BACKGROUND:

Staff have in previous years provided some sort of survey/questionnaire in advance of Council's budget discussions. This year staff posted four different mini-questionnaires related to the budget on the District's website.

DISCUSSION AND ANALYSIS:

The results of the four mini-questionnaires have been tabulated and are provided in the attached Appendix A for Council's information in advance of the 2016 budget discussions. There were a total of 825 responses provided by Mission residents, and each mini-questionnaire was also used to build our contact database for future email engagement with the public.

COUNCIL GOALS/OBJECTIVES:

The four questions posed could be related to Council's goals by:

- Community Health – supporting excellent quality of life for citizens
- Communication – clearly communicating with citizens
- Saving for Infrastructure – financial sustainability through diversified and optimized revenue
- Parks, Recreation & Culture – increased and enhanced recreation and lifestyle opportunities

FINANCIAL IMPLICATIONS:

There are no financial implications associated with this report.

COMMUNICATION:

No communication action is required.

SUMMARY AND CONCLUSION:

This year staff posted four different mini-questionnaires related to the budget on the District's website, in print through the Mission City Record, and by email and social media. The results of the four mini-questionnaires have been tabulated and are provided for Council's information in advance of the 2016 budget discussions.

SIGN-OFFS:



Michael Boronowski, Manager of Civic Engagement and Corporate Initiatives



Kerri Onken, Deputy Treasurer/Collector

Comment from the Chief Administrative Officer:
Reviewed

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2016 Budget

Summer Mini-Questionnaires – September, 2015 Results

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Introduction

Over the 2015 summer a series of mini-questionnaires were posted online, and delivered in print through the city page in the Record. The results below are a summary for each questionnaire. Preliminary results were provided to department heads in mid-August to assist in planning.

Capital Infrastructure

This question asked respondents to chart, out of 10, their support for establishing and maintaining healthy reserves for capital infrastructure.

Respondents generally agreed that saving for capital infrastructure was important, however many comments noted a strong opposition to increased taxation to fund reserves.

Response	Chart	Percentage
Support Saving for Capital Infrastructure		36.4%
Neutral		40.0%
Do not Support Saving for Capital Infrastructure		23.6%
Net Promoter Score		12.9

Select Comments

2.	Mission, along with other municipal governments, should press the provincial government (maybe via the Union of BC Municipalities - UBCM among other possible bodies) to negotiate other supports for capital goods building, renewal, innovation and so on. Current formulae imposed on municipal governments often prevent long-term planning and funding due to provincial controls, proportional funding, tax arrangements, etc.
3.	using the forest fires as an example, you never know when an emergency may arise in the form of a fire, flood, snow fall, or electrical problems, that the district will have to partially, or wholly fund . as much as we need basic infrastructure kept up, we also need the "rainy day fund". Therefore we need a healthy reserve, but not to the point that everything else is neglected
4.	Well it is important to save for a "rainy day" many of our parks are in need of repair and playground equipment needs replacing. The mission sports park need a play structure for children to play on while sibling are participating in sports. Hatzic and Nelson park have no play structures.
5.	As long as it doesn't further raise taxes
6.	Yes saving for future capital expenditures is necessary. That said, we believe that Mission is in need of a robust plan and appropriate funding to deal with some issues in the here and now. There are issues with current infrastructure capacity (water,

sewer) due to new construction in the north side of town. Steps should be undertaken to lessen the degree of loss when the full impact of a failure finally reveals itself.

7. I am a resident of Cherry Ave and was grateful for the new road we received last summer. The work was done fast, respectfully and well

8. Amen.

10. What kind of survey question is that!! We pay property taxes so the city can set budgets to maintain our city in a good state. "Healthy reserve"--- means you want to raise taxes!! No!! Do your job! Set a budget, stick to it.

11. It is imperative to ensure there is adequate funds for future infrastructure needs, however, only once an assessment has been completed on what the projects would cost currently and then with a 5-10% cost increase.

16. Maintain strong reserves but not at the expense of the immediate needs of the community including infrastructure badly needed to make mission more pedestrian friendly

17. I agree you need reserves but I do not agree with increasing property taxes as a means of creating this reserve.

24. Develop a communication program to educate and create understanding of the importance in maintaining our infrastructure. This will identify the importance, convenience, safety and value that so often is taken for granted. Often ratepayers are caught unaware of the need until the Mayor and Councillors seek increases to the tax rate. While we assign responsibility to govern oft times we, as voters, do not seek information in a timely manner with which to contribute in a constructive manner.

Parks, Recreation & Culture

Priorities for Parks, Recreation and Cultural Activities

Respondents indicated which areas would have the highest impact on their quality of life in Mission.

- Increased or improved equipment and infrastructure in parks along with improving the paths and trails network were the top selections.
- Seniors activity and programming was the lowest selection, however this could be due to respondents skewing younger.

	Little impact	Moderate impact	High impact	N/A
Increased or improved equipment and infrastructure in parks	12.1%	29.7%	57.7%	0.5%
More programming and activities in neighbourhood parks	18.1%	39.6%	41.8%	0.5%
A better paths and trails network	9.3%	32.2%	57.4%	1.1%
More activities and programming specifically for seniors	40.7%	25.8%	17.0%	16.5%
More public art and performances around the community	20.4%	42.5%	34.8%	2.2%

Select Comments

Recreation Dept. needs to cooperate with other groups providing programs to adults 55+ and not compete against these groups. Recreation Dept. needs to build relationships with groups and better understanding of programming for adults 55+. They need to seek input and learn from groups currently doing programming.

Benches & bathrooms in the parks!

Would love to see programming in and around schools!

We need a turf field for soccer - most communities have them and we don't so we end up travelling in inclement weather to play in other cities. Please!!!

centennial park needs more equipment fir a variety of ages, and big fun stuff like a climbing rock (see maple ridge park) and a spin tower. maple ridge park is where we go due to their huge variety of equipment. i overheard kids saying they liked the old park better because this new equipment is to small, for much younger kids. my kid agrees, he's 9

every play ground should have accessible washrooms! I can understand the vandalism and drug use concern, but even if they had a sign stating the hours it would be unlocked (ie. open 8am - 8pm) would be better than nothing at all. or even a permanent outhouse like they have at the park entrances ie. cascade.

I'm not sure if you are referring to trails in the mountains but we use those a lot. And we use the leisure centre a lot.

More Adult Events, we have more than enough for families and kids. Better exposure for Aboriginal Days should be done they need the support of the people. Maybe actually getting the local paper to show up would be a great start.

As a family with 3 children under 10 yrs, we would like more programs geared to this age. The timing of these programs are also very important. Why have a park play date at dinner hour? We did not and will not be participating.

Perhaps looking at other municipalities parks & rec programs where they offer daytime park groups for kids during the work week. Calgary, Alberta has a budget that provides this to children free of charge. Stratford, Ontario does not so they offer the program at a nominal fee to families. Both are offered on a first come basis. Both programs are led by trained adults with support by teens (training received) providing valuable work experience for the future.

Art of any kind in public spaces add so much beauty, thought, and feeling to all who experience it. Mission needs more of it and a higher diversity in type and location of art.

I would love a dog park for small dogs. It would have benches for the doggy parents to sit on and socialize and an area that's wide open for the dogs to play in. Also it would need to be fully enclosed so the dogs can't escape. Thanks.

There are limited places for people who have medium to large size dogs to walk their dogs and socialize them safely.

Mission also really needs a proper seniors centre, and more activities for seniors

We primarily use Heritage Park and the Leisure Center. We don't feel safe at other parks in Mission (Centennial, one by the lawn bowling club, etc.).

Parks and trails have had a good amount of work and updates. Which is great. I do see lacking events/groups/ leisure activities for adults 18+. It would be a good way to connect with the community and possibly stay local rather than leaving Mission.

More neighbourhood participation is choosing and creating the amenities in local parks. Also, more parks for walkable neighbourhoods. Better use of existing parks. More dog parks, including some agility equipment. Natural playground equipment please, something different so we have choices. More outdoor exercise equipment. More fruit trees and edible landscaping. Thanks.

I am particularly interested in improvements to the number of dog parks available in Mission, and to their quality (appropriate fencing, access to water, benches, etc.) Thank you.

Community Health

Priorities for Supporting a Healthy Community

Respondents indicated where they would volunteer their time and expertise in support of fostering a healthy community.

This question was intended to surface where investment of funds and staff time might best match with a high volunteer participation rate.

- Respondents were most likely to volunteer time and expertise in efforts focused on families, housing and homelessness, and public spaces.
- Respondents indicated they would be least likely to volunteer on efforts focused specifically on seniors.

	Not at all likely	Somewhat likely	Very likely
Services, resources, or activities with a special focus on youth	19.1%	58.5%	22.3%
Services, resources, or activities with a special focus on seniors	44.1%	43.0%	12.9%
Services, resources, or activities with a special focus on families	22.1%	52.6%	25.3%
Services, resources, or activities with a special focus on housing and homelessness	35.1%	40.4%	24.5%
Services, resources, or activities with a special focus on addictions and/or mental health	50.5%	30.5%	18.9%
Services, resources, or activities with a special focus public spaces like parks, playing fields, and pathways	25.3%	50.5%	24.2%
Services, resources, or activities with a special focus on education and literacy	28.4%	52.6%	18.9%

Respondents also indicated which channel would be best for further communication.

Response	Chart	Percentage
Email information and dialogue		72.7%
Telephone information and dialogue		14.8%
An in-person meeting and dialogue		22.7%
Printed information		33.0%
Other, please specify...		20.5%

Select Comments

also I would like to see more opportunities for children and teenagers to volunteer.

I am interested in improving the local dog park by providing better parking and easier access for seniors with disabilities. I am also interested in improving our play grounds by providing more park benches and easy and safe areas for children 5yrs and under and more wheel chair friendly.

i would love to volunteer for things but i can't volunteer if my children are not able to be onsite. I already don't see them when I work a regular full time job. I am not going to ditch them to volunteer.

I would like to be involved in some kind of volunteer work. However, I cannot seem to locate anything that I believe to be viable or necessary. We already have lots of people working with youth, with families, homeless and addicted.

Would love to see (and would be willing to help in creating and bringing together) some advisory communittees to make recommendations.

Council and Staff need to find a way to quantify the dollar value of the services and work done in the community through the monies spent supporting organizations and programs via it's Grant processes. These funds leverage massive amounts of good in the community but local government doesn't get enough credit for value created through those expenditures.

I am already heavily involved in volunteer activities so my ability to commit to additional activities is limited.

I already volunteer as a coach and exec member for mission minor softball. No other time.

Communication

What's the best way to provide you with information?

Respondents indicated their preferred communication channels for official DOM information in the future.

Response	Chart	Percentage
Newspaper		38.8%
Mail-outs (flyers, newsletters, cards)		23.3%
Email newsletters		47.6%
The District website (mission.ca)		45.4%
Facebook		86.8%
Twitter		14.1%
Posters in public locations		18.5%
Other, please specify...		6.2%

*In response to this question and the question specific to communication and community health / volunteering the Manager, Civic Engagement & Corporate Initiatives has completed implementation of an email marketing platform and contact database.