

2023 Budget Survey Executive Summary

The recent budget survey was made available on line and to be manually filled out at the town office. There were a total of 66 respondents who were largely in the 26 to 59 age range and lived in the New Town area. While the sample size was small, most supported a survey as the best way to have input into the budget process.

There is a general discontent with the value for dollar for taxes with the suggestion being predominantly to maintain tax levels even if it meant a reduction in services. Respondents were most satisfied with Ambulance and Fire, Trucked Water Delivery and Garbage pickup and least satisfied with Fire and Flood Preparedness, Roads and Sidewalks, Snow Removal, Landfill Management as well as Economic Development and Land Planning.

There was moderate support to increase taxes and services for Fire and Flood Preparedness and support to decrease services and taxes in Bylaw and Garbage Pickup.

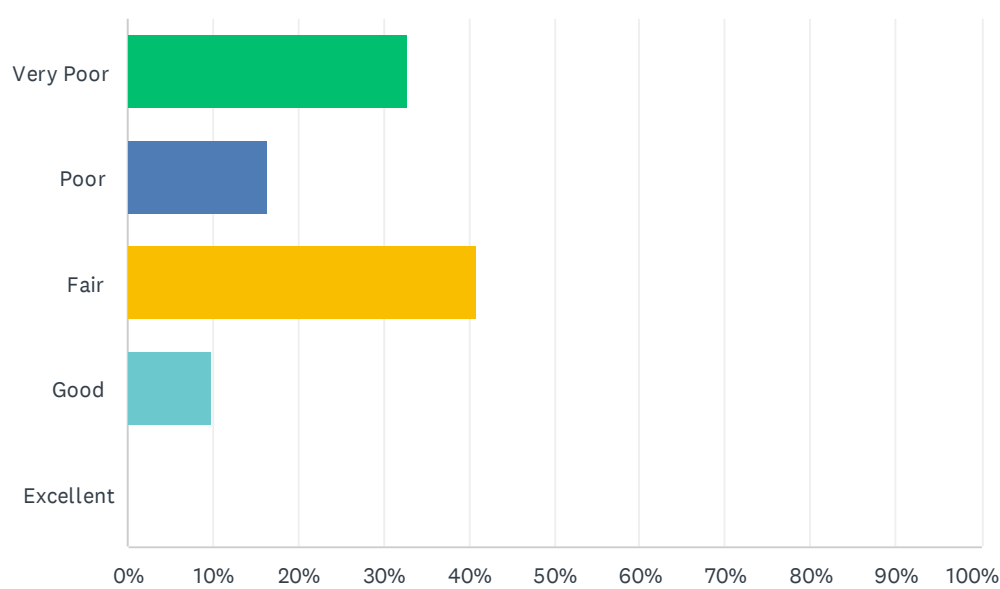
There was support to increase cash reserves for infrastructure replacement with the method being split between reducing services or increasing taxes. There was great support in general for the town maintaining its cash reserves.

Respondents rated Housing, as the largest issue followed by Cost of Living and Governance and Transparency. Roads and infrastructure were also concerns.

There were three new questions on the survey this year that conveyed that there was strong support for a new Biomass District Heating System as long as it didn't raise taxes. The same sentiment prevailed for Flood Mitigation where there was strong support as long as it did not increase taxes. Respondents also strongly supported the closure of the Landfill on Mondays and additionally Sundays for the winter.

Q1 With your property taxes paid to the Town of Hay River in mind, how would you rate the overall value you receive for your tax dollars?

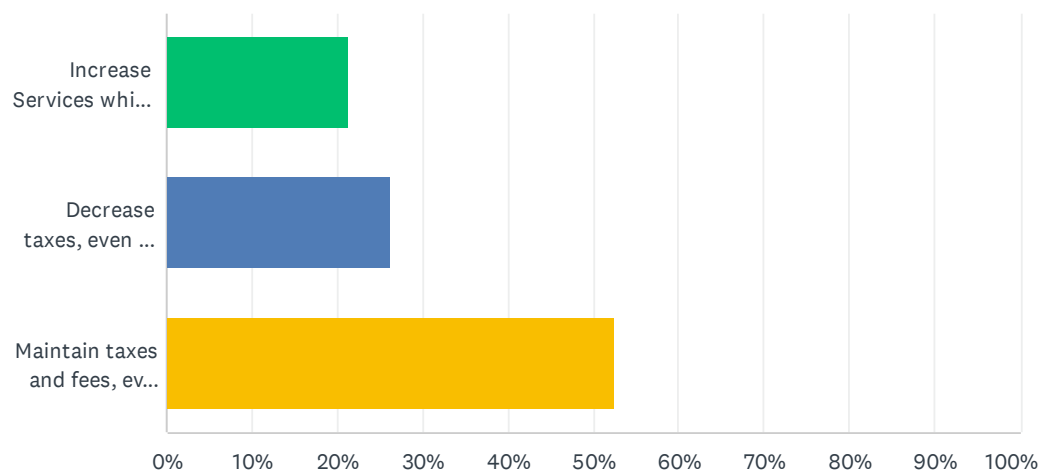
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ANSWER CHOICES	RESPONSES	
Very Poor	32.79%	20
Poor	16.39%	10
Fair	40.98%	25
Good	9.84%	6
Excellent	0.00%	0
TOTAL		61

Q2 When creating the municipal budget and knowing that the budget must balance, which statement comes closest to your viewpoint. The Town should:

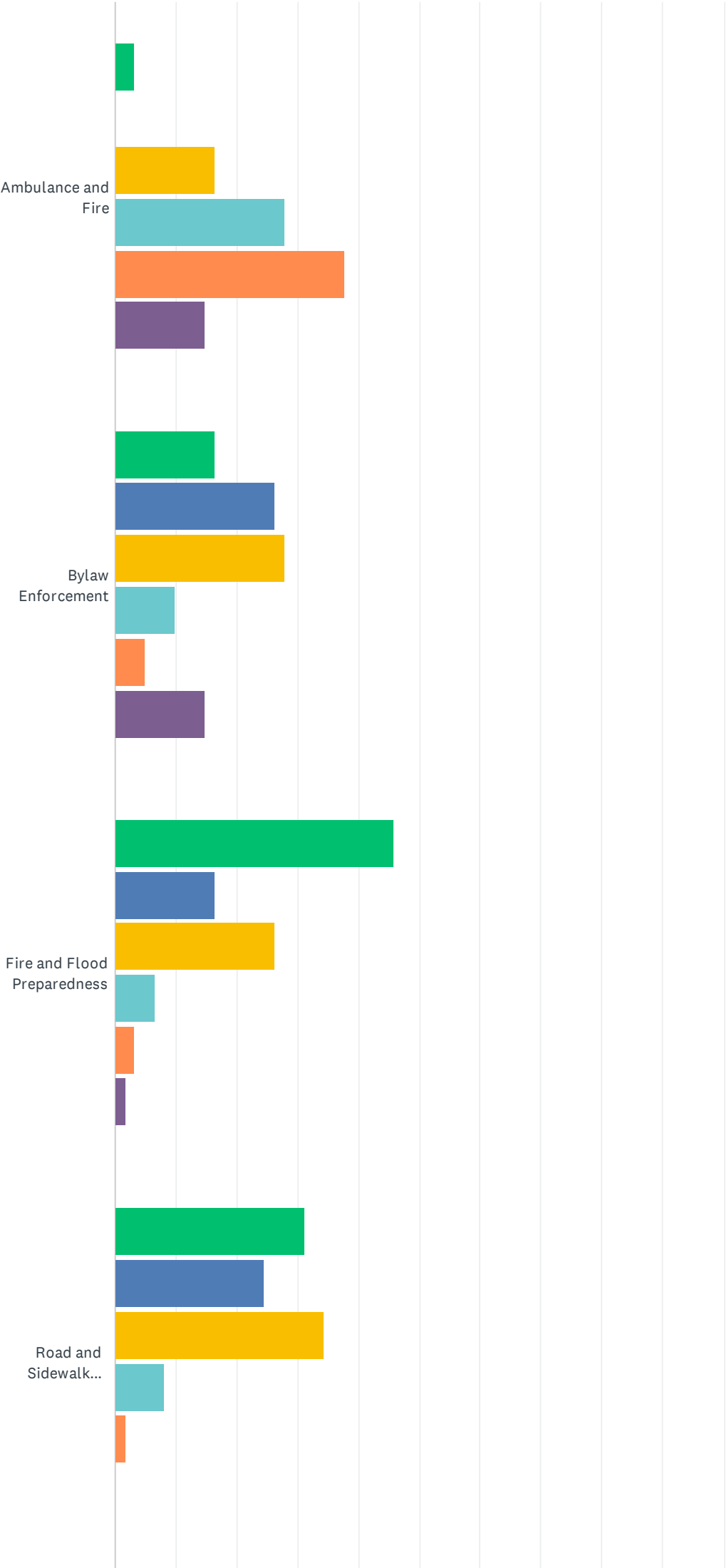
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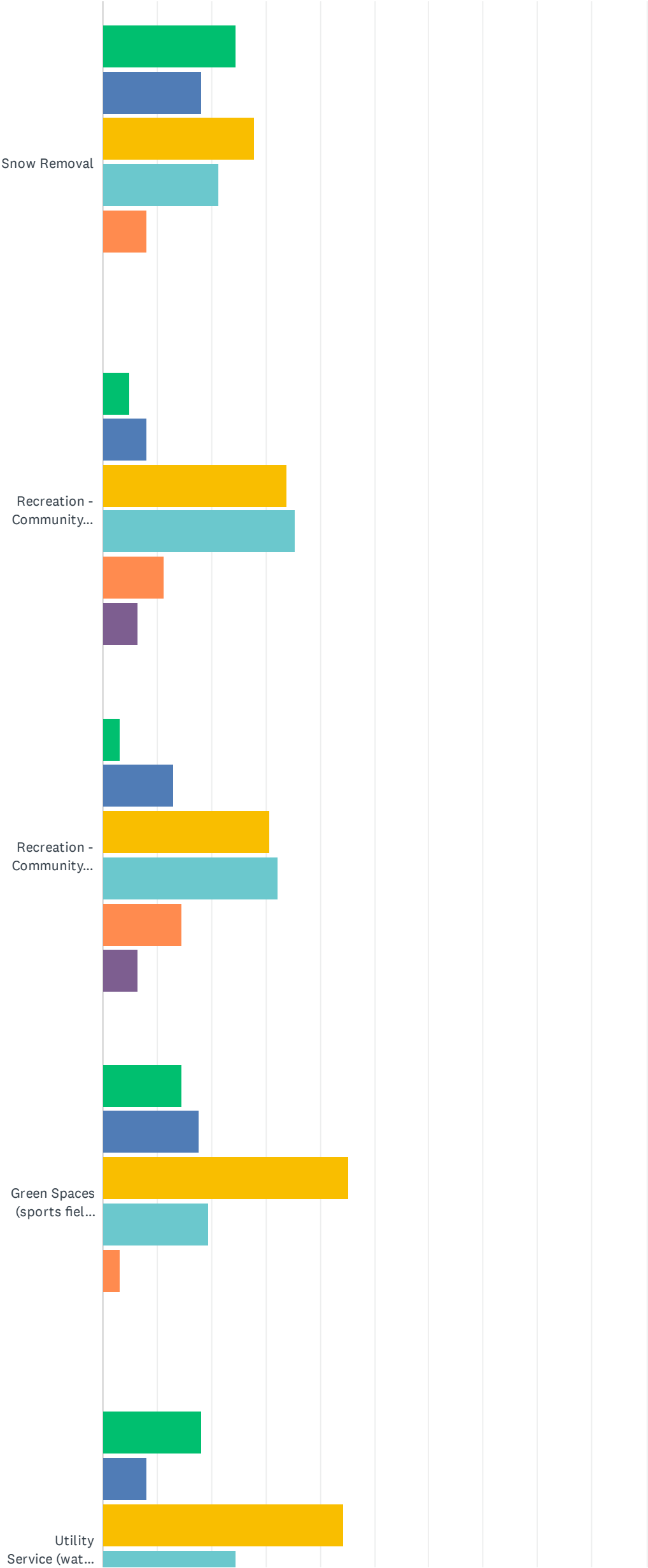
ANSWER CHOICES	RESPONSES	
Increase Services while increase taxes and charges	21.31%	13
Decrease taxes, even if services must be decreased	26.23%	16
Maintain taxes and fees, even if some services reduce to maintain others	52.46%	32
TOTAL		61

Q3 How satisfied were you with the following specific department's service level:

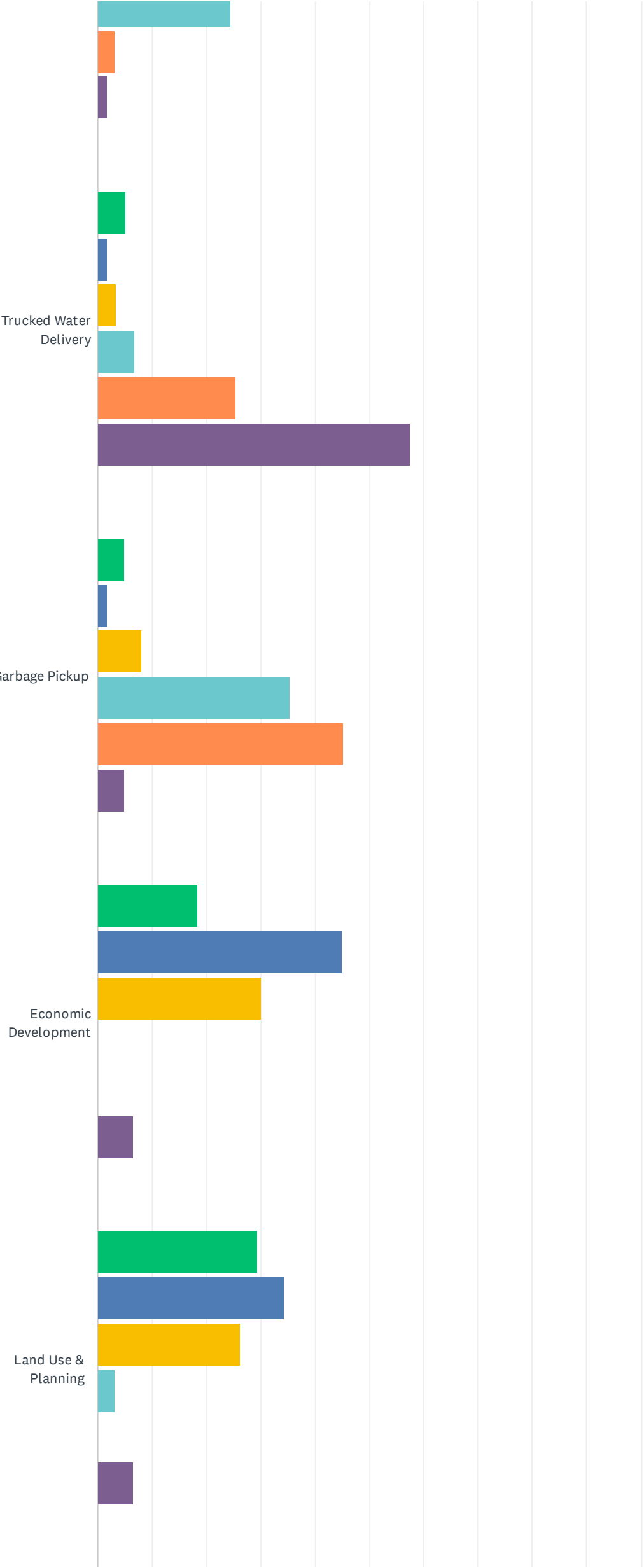
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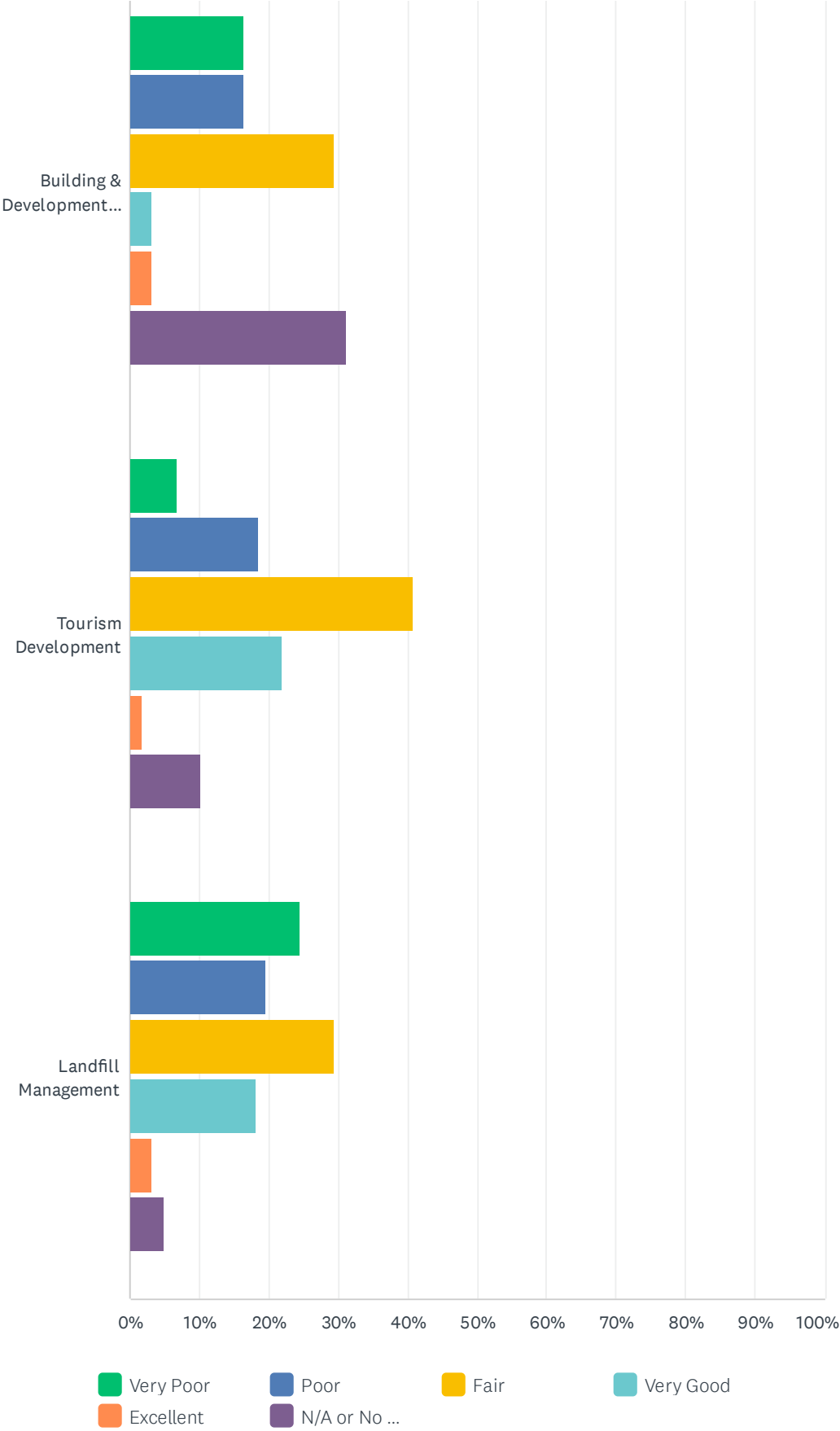
2023 Public Budget Survey



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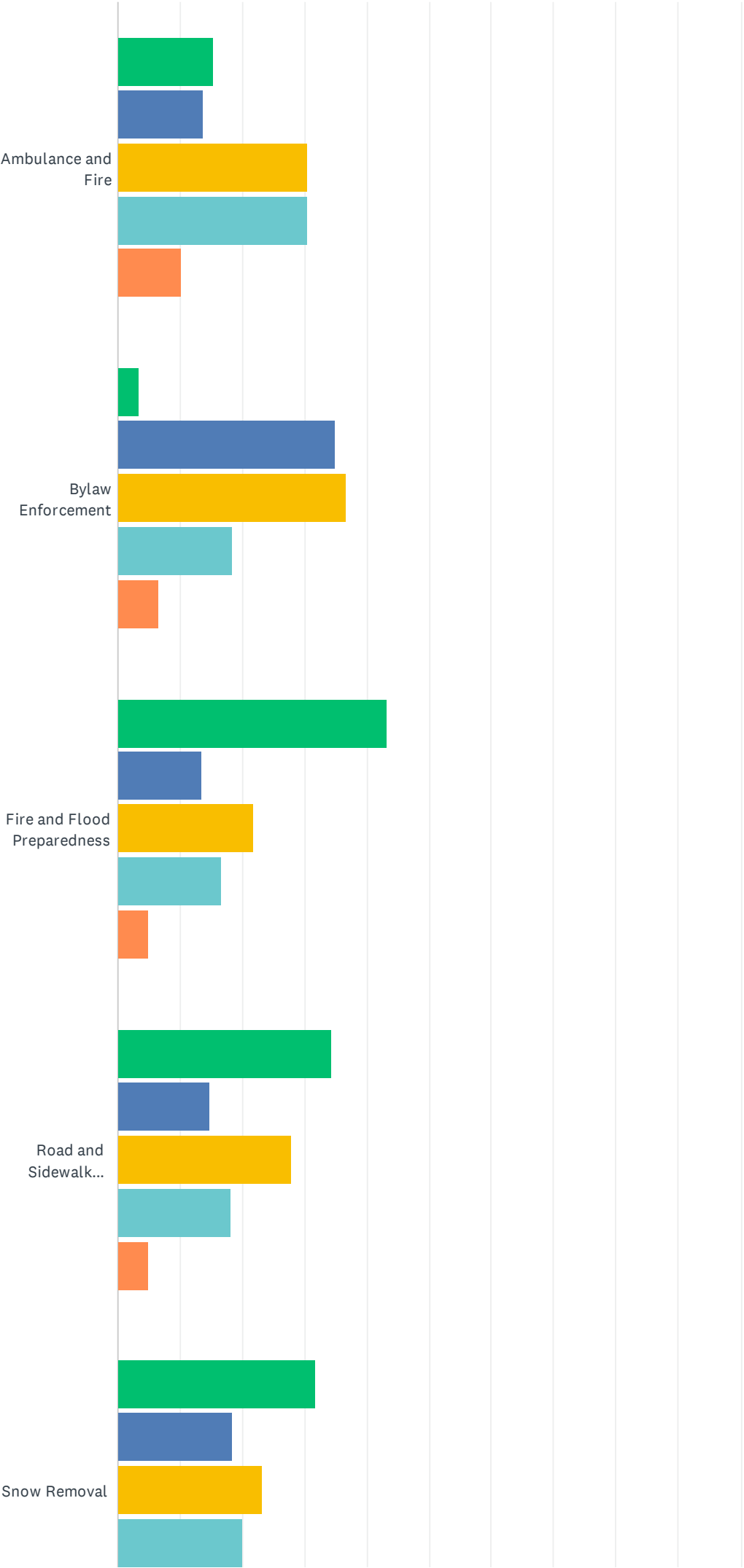
2023 Public Budget Survey



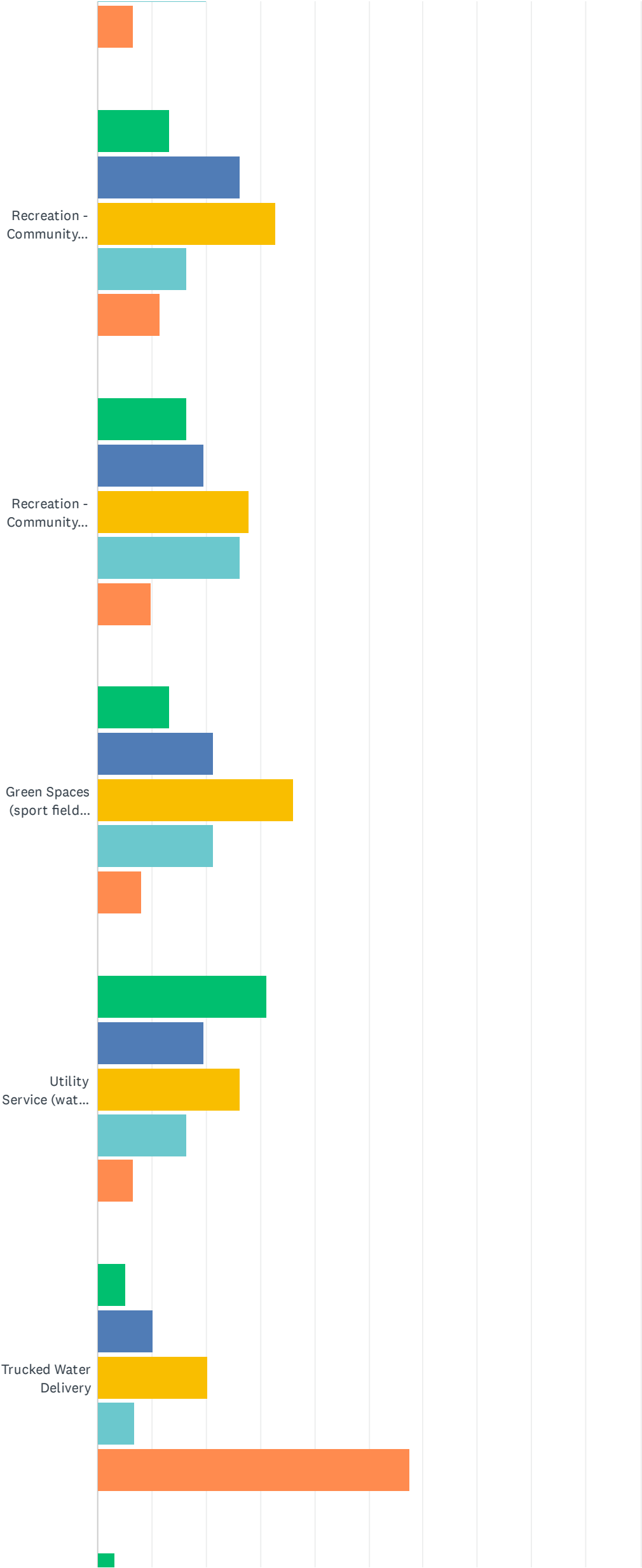
2023 Public Budget Survey							
	VERY POOR	POOR	FAIR	VERY GOOD	EXCELLENT	N/A OR NO OPINION	TOTAL
Ambulance and Fire	3.28% 2	0.00% 0	16.39% 10	27.87% 17	37.70% 23	14.75% 9	61
Bylaw Enforcement	16.39% 10	26.23% 16	27.87% 17	9.84% 6	4.92% 3	14.75% 9	61
Fire and Flood Preparedness	45.90% 28	16.39% 10	26.23% 16	6.56% 4	3.28% 2	1.64% 1	61
Road and Sidewalk Maintenance	31.15% 19	24.59% 15	34.43% 21	8.20% 5	1.64% 1	0.00% 0	61
Snow Removal	24.59% 15	18.03% 11	27.87% 17	21.31% 13	8.20% 5	0.00% 0	61
Recreation - Community Centre (programming)	4.84% 3	8.06% 5	33.87% 21	35.48% 22	11.29% 7	6.45% 4	62
Recreation - Community Centre (availability and condition)	3.23% 2	12.90% 8	30.65% 19	32.26% 20	14.52% 9	6.45% 4	62
Green Spaces (sports fields and parks)	14.52% 9	17.74% 11	45.16% 28	19.35% 12	3.23% 2	0.00% 0	62
Utility Service (water & sewer quality)	18.03% 11	8.20% 5	44.26% 27	24.59% 15	3.28% 2	1.64% 1	61
Trucked Water Delivery	5.08% 3	1.69% 1	3.39% 2	6.78% 4	25.42% 15	57.63% 34	59
Garbage Pickup	4.84% 3	1.61% 1	8.06% 5	35.48% 22	45.16% 28	4.84% 3	62
Economic Development	18.33% 11	45.00% 27	30.00% 18	0.00% 0	0.00% 0	6.67% 4	60
Land Use & Planning	29.51% 18	34.43% 21	26.23% 16	3.28% 2	0.00% 0	6.56% 4	61
Building & Development Permits	16.39% 10	16.39% 10	29.51% 18	3.28% 2	3.28% 2	31.15% 19	61
Tourism Development	6.78% 4	18.64% 11	40.68% 24	22.03% 13	1.69% 1	10.17% 6	59
Landfill Management	24.59% 15	19.67% 12	29.51% 18	18.03% 11	3.28% 2	4.92% 3	61

Q4 For each of the following departments and with the knowledge the Town must balance it's budget, do you feel the service level for each department should:

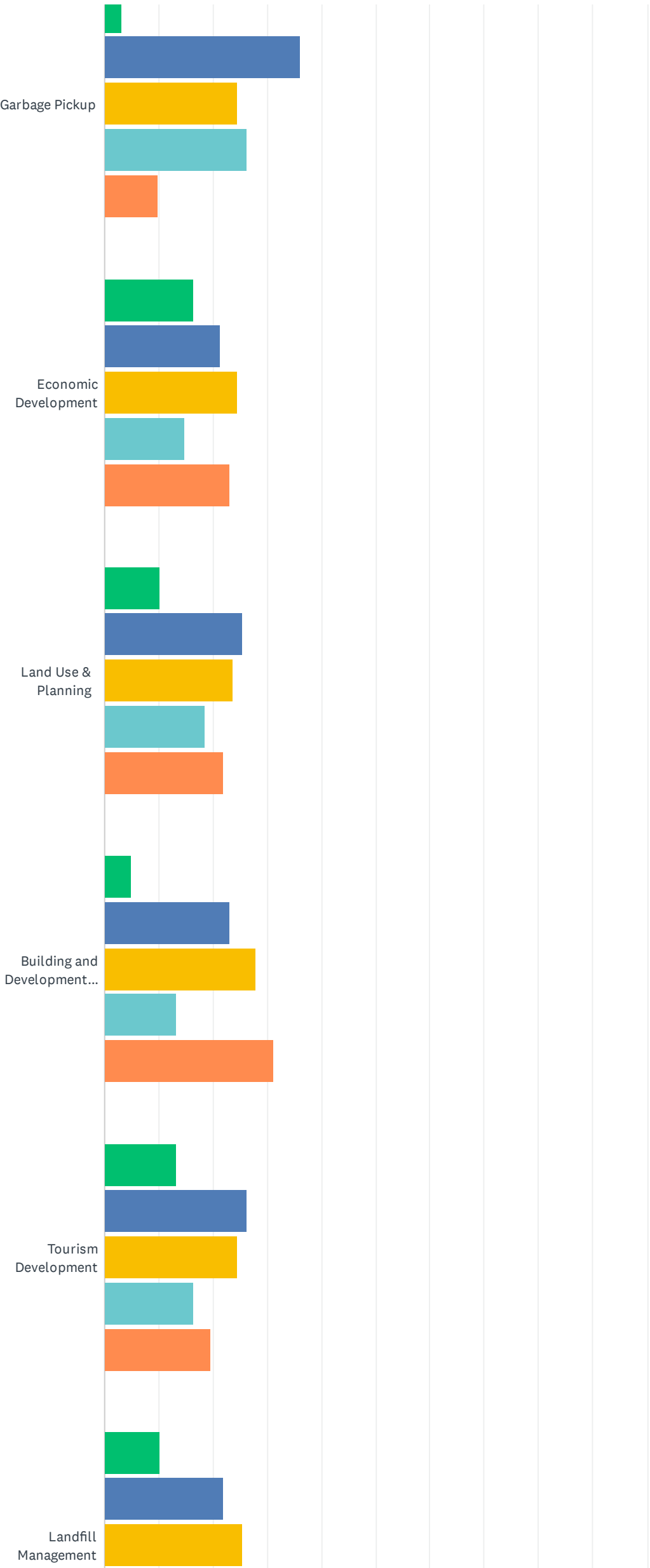
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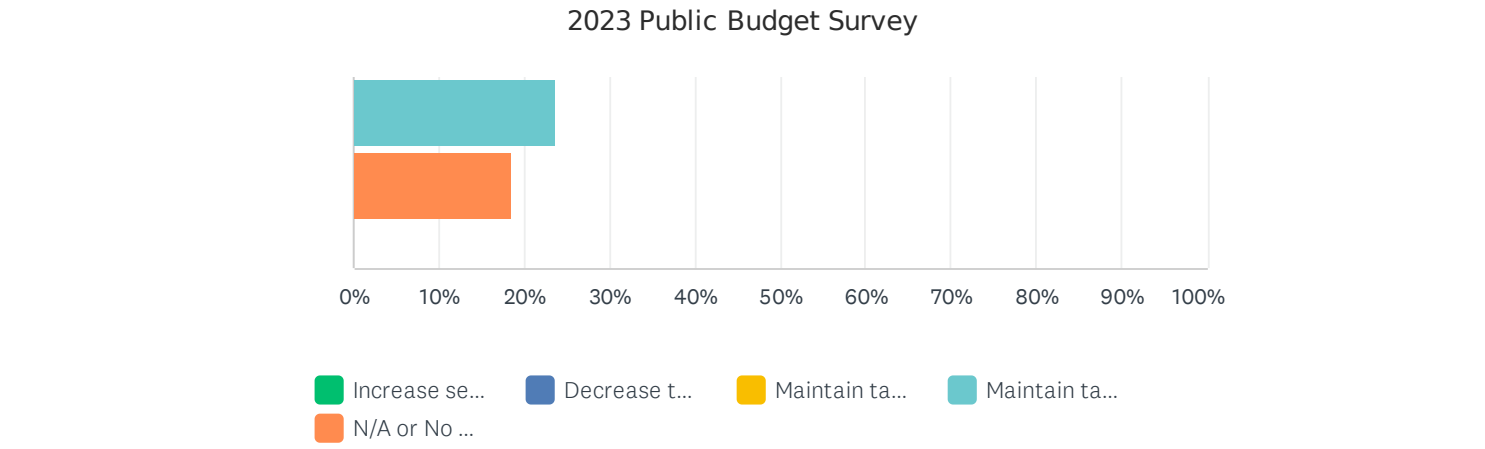


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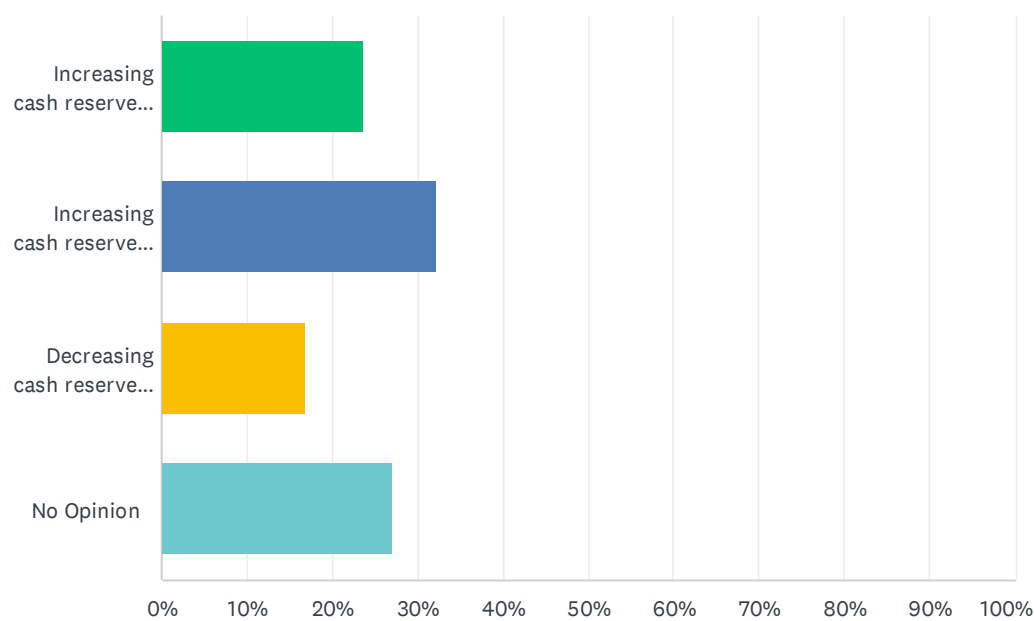




	INCREASE SERVICES WHILE INCREASE TAXES AND CHARGES	DECREASE TAXES AND FEES, EVEN IF SERVICES MUST DECREASE	MAINTAIN TAXES AND FEES, EVEN IF SERVICES MUST DECREASE	MAINTAIN TAXES AND FEES, EVEN IF SOME SERVICES REDUCE TO MAINTAIN	N/A OR NO OPINION	TOTAL
Ambulance and Fire	15.25% 9	13.56% 8	30.51% 18	30.51% 18	10.17% 6	59
Bylaw Enforcement	3.33% 2	35.00% 21	36.67% 22	18.33% 11	6.67% 4	60
Fire and Flood Preparedness	43.33% 26	13.33% 8	21.67% 13	16.67% 10	5.00% 3	60
Road and Sidewalk Maintenance	34.43% 21	14.75% 9	27.87% 17	18.03% 11	4.92% 3	61
Snow Removal	31.67% 19	18.33% 11	23.33% 14	20.00% 12	6.67% 4	60
Recreation - Community Centre (programming)	13.11% 8	26.23% 16	32.79% 20	16.39% 10	11.48% 7	61
Recreation - Community Centre (availability and condition)	16.39% 10	19.67% 12	27.87% 17	26.23% 16	9.84% 6	61
Green Spaces (sport fields and parks)	13.11% 8	21.31% 13	36.07% 22	21.31% 13	8.20% 5	61
Utility Service (water quality)	31.15% 19	19.67% 12	26.23% 16	16.39% 10	6.56% 4	61
Trucked Water Delivery	5.08% 3	10.17% 6	20.34% 12	6.78% 4	57.63% 34	59
Garbage Pickup	3.28% 2	36.07% 22	24.59% 15	26.23% 16	9.84% 6	61
Economic Development	16.39% 10	21.31% 13	24.59% 15	14.75% 9	22.95% 14	61
Land Use & Planning	10.17% 6	25.42% 15	23.73% 14	18.64% 11	22.03% 13	59
Building and Development Permits	4.92% 3	22.95% 14	27.87% 17	13.11% 8	31.15% 19	61
Tourism Development	13.11% 8	26.23% 16	24.59% 15	16.39% 10	19.67% 12	61
Landfill Management	10.17% 6	22.03% 13	25.42% 15	23.73% 14	18.64% 11	59

Q5 The Town of Hay River pays for the portion of cost infrastructure replacement, with the rest funded through grants and programs Administration applies for. By having cash reserves, the Town is able to pursue funding which often covers 75% of the cost of the infrastructure. This contribution to cash reserves is targeted at \$2M per year based on the most recent 10-year plan. I agree with the following statement:

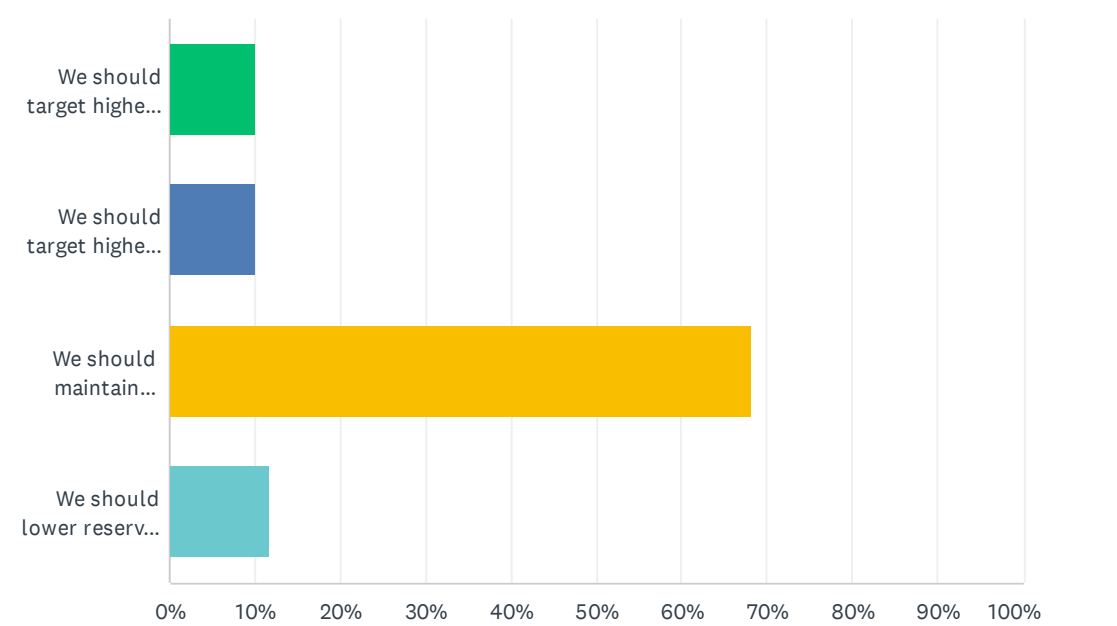
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ANSWER CHOICES	RESPONSES	
Increasing cash reserve targets, while increasing taxes and charges.	23.73%	14
Increasing cash reserve targets, while decreasing services. decreasing cash reserve target.	32.20%	19
Decreasing cash reserve target, even if infrastructure will suffer.	16.95%	10
No Opinion	27.12%	16
TOTAL		59

Q6 Please select the following statement which best represents your opinion

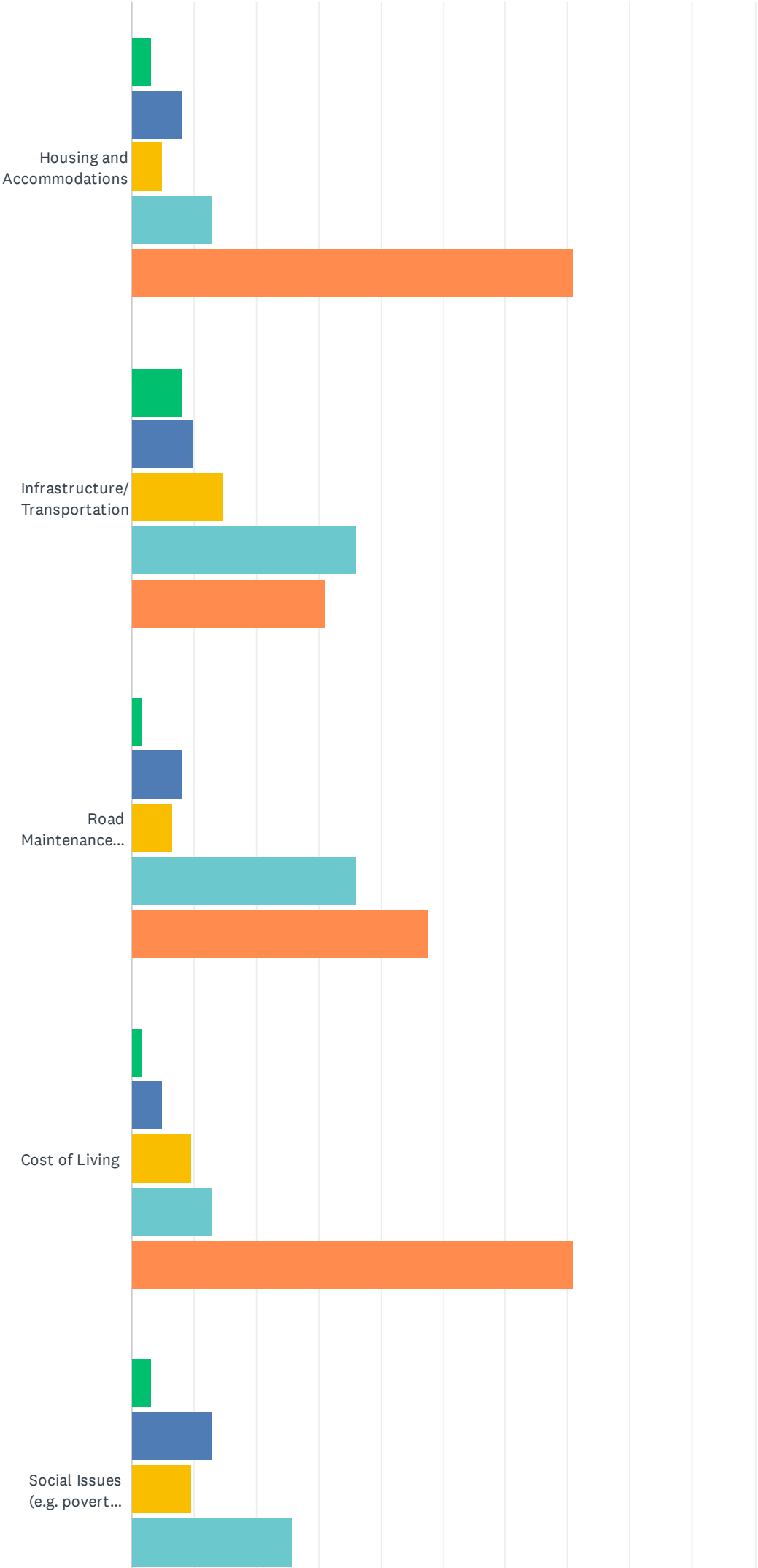
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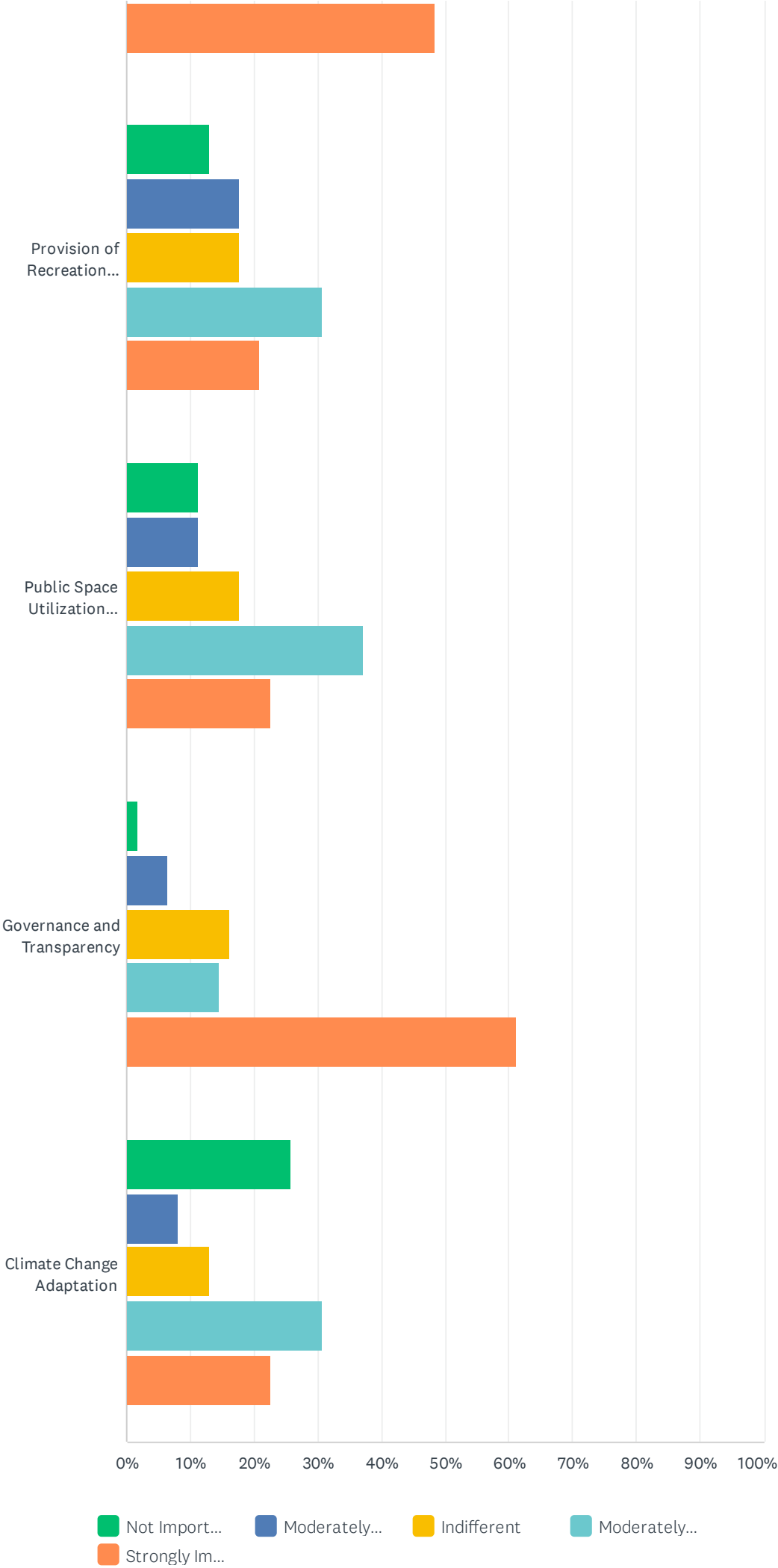
ANSWER CHOICES	RESPONSES	
We should target higher contributions to reserves by decreasing services	10.00%	6
We should target higher contributions to reserves by increasing taxes and fees	10.00%	6
We should maintain current reserve targets	68.33%	41
We should lower reserve targets, even if this means higher service costs/lower quality infrastructure	11.67%	7
TOTAL		60

Q7 From your perspective, and recognizing that not everything is within Town control, rate the importance of the following issues facing the Town at the present:

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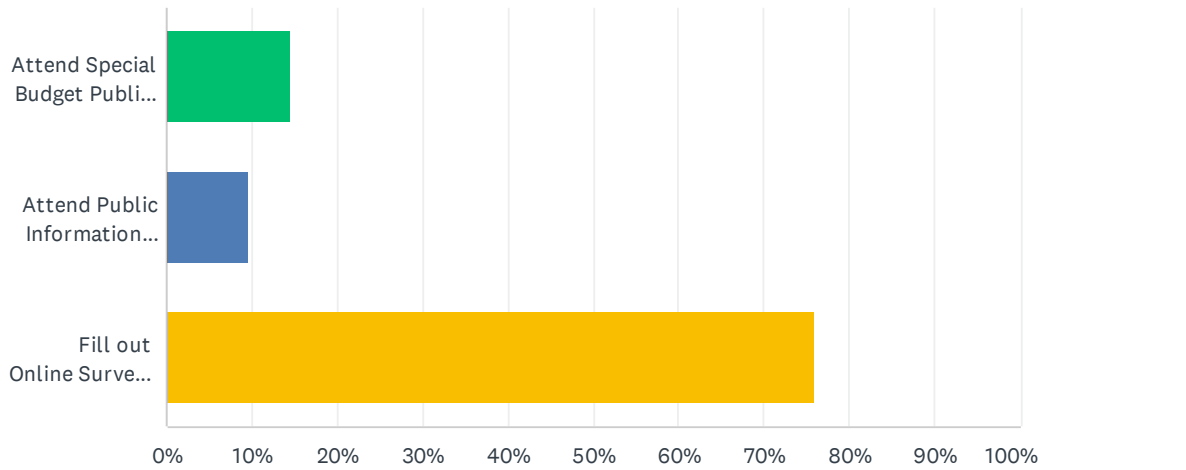
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	NOT IMPORTANT	MODERATELY UNIMPORTANT	INDIFFERENT	MODERATELY IMPORTANT	STRONGLY IMPORTANT	TOTAL
Housing and Accommodations	3.23% 2	8.06% 5	4.84% 3	12.90% 8	70.97% 44	62
Infrastructure/Transportation	8.20% 5	9.84% 6	14.75% 9	36.07% 22	31.15% 19	61
Road Maintenance (road patching, street cleaning, drainage) and Snow Removal	1.64% 1	8.20% 5	6.56% 4	36.07% 22	47.54% 29	61
Cost of Living	1.61% 1	4.84% 3	9.68% 6	12.90% 8	70.97% 44	62
Social Issues (e.g. poverty, social service & resources, childcare)	3.23% 2	12.90% 8	9.68% 6	25.81% 16	48.39% 30	62
Provision of Recreation Facilities	12.90% 8	17.74% 11	17.74% 11	30.65% 19	20.97% 13	62
Public Space Utilization (green space, playground, walking trails)	11.29% 7	11.29% 7	17.74% 11	37.10% 23	22.58% 14	62
Governance and Transparency	1.61% 1	6.45% 4	16.13% 10	14.52% 9	61.29% 38	62
Climate Change Adaptation	25.81% 16	8.06% 5	12.90% 8	30.65% 19	22.58% 14	62

Q8 How would you like to be involved in the next budget process?

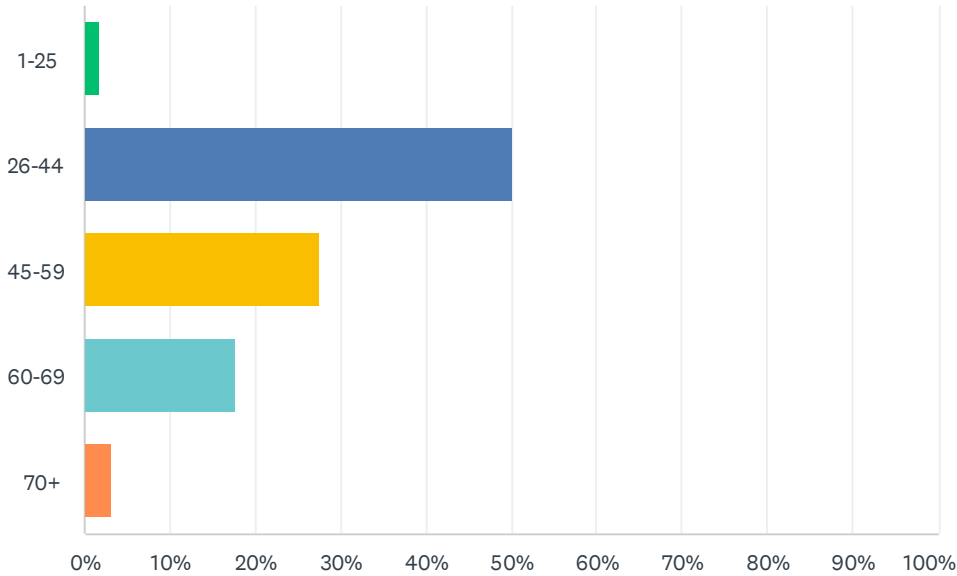
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ANSWER CHOICES	RESPONSES	
Attend Special Budget Public Meeting	14.52%	9
Attend Public Information Session	9.68%	6
Fill out Online Surveys, Questionnaires or Budget Tools	75.81%	47
TOTAL		62

Q9 What is your age demographic?

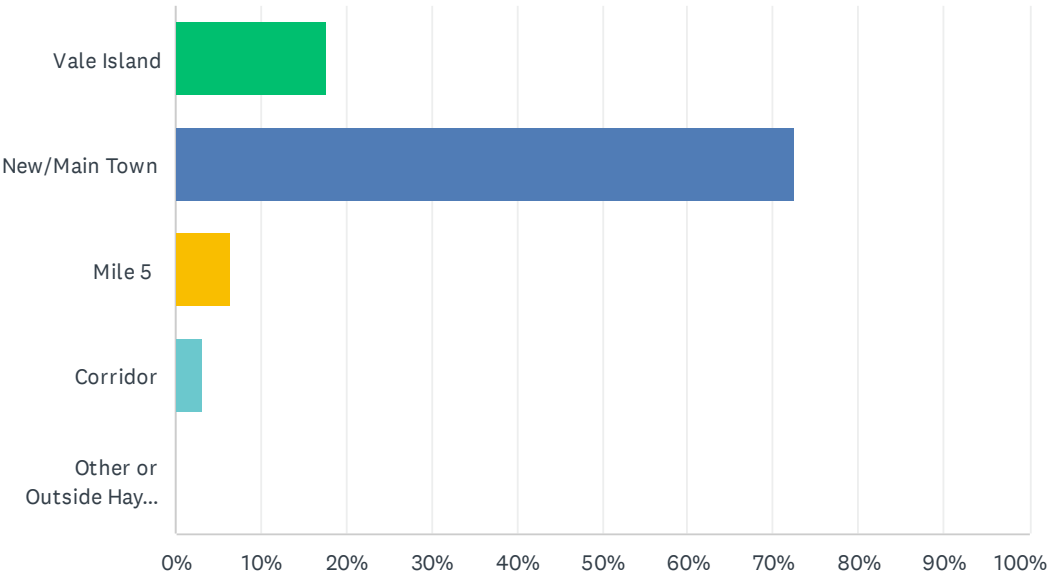
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ANSWER CHOICES	RESPONSES	
1-25	1.61%	1
26-44	50.00%	31
45-59	27.42%	17
60-69	17.74%	11
70+	3.23%	2
TOTAL		62

Q10 Where is your primary residence located?

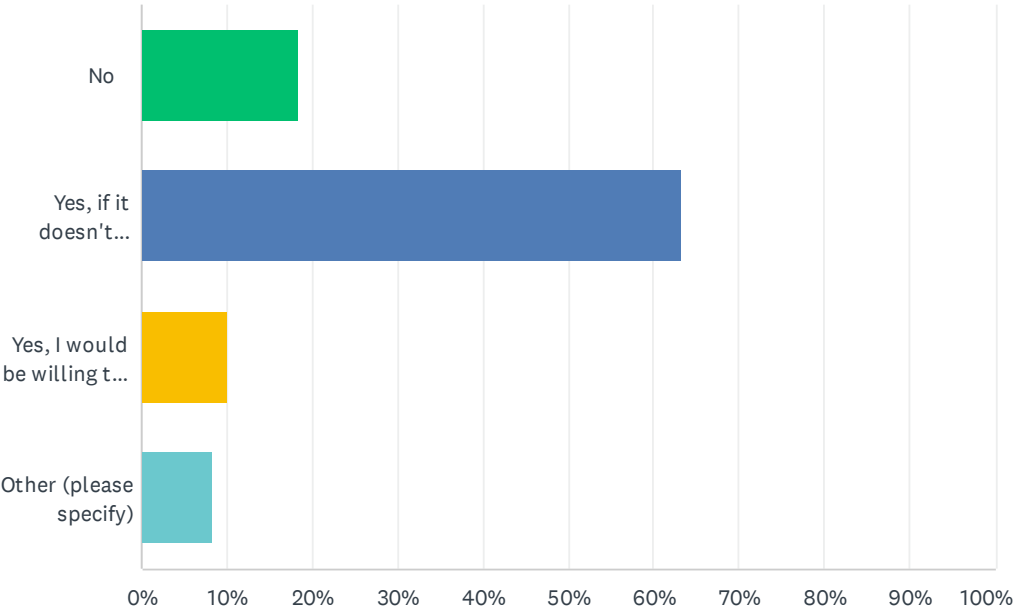
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ANSWER CHOICES	RESPONSES	
Vale Island	17.74%	11
New/Main Town	72.58%	45
Mile 5	6.45%	4
Corridor	3.23%	2
Other or Outside Hay River	0.00%	0
TOTAL		62

Q11 The Town of Hay River is considering a BioMass District Heating for the Fire Hall, Community Centre, Aquatics Centre and for a potential new Town Hall which will provide a green option for heating. Do you support the town putting in this kind of system?

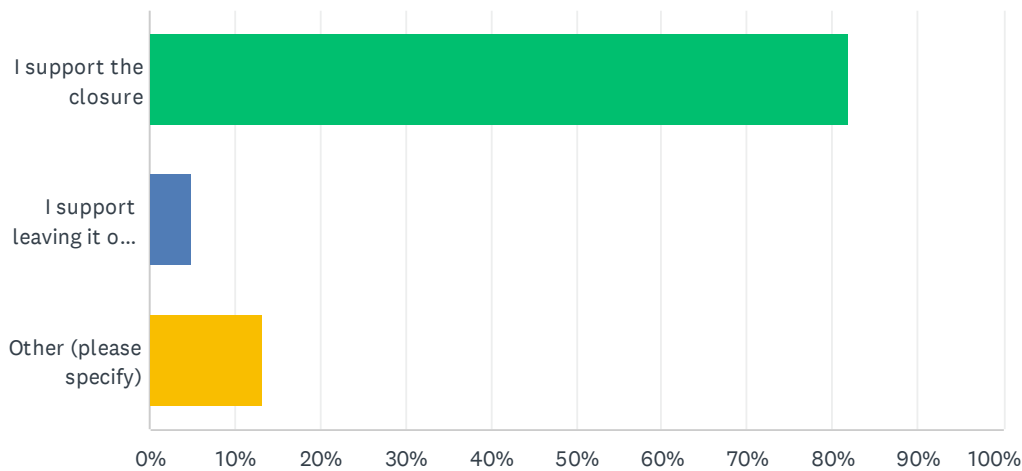
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ANSWER CHOICES	RESPONSES	
No	18.33%	11
Yes, if it doesn't increase my taxes	63.33%	38
Yes, I would be willing to have up to a 3% increase in taxes to support it	10.00%	6
Other (please specify)	8.33%	5
TOTAL		60

Q12 The Town of Hay River recently reduced the landfill hours by closing Mondays to reduce costs and is considering closing on Sundays during the winter. This is similar to other communities in the Northwest Territories.

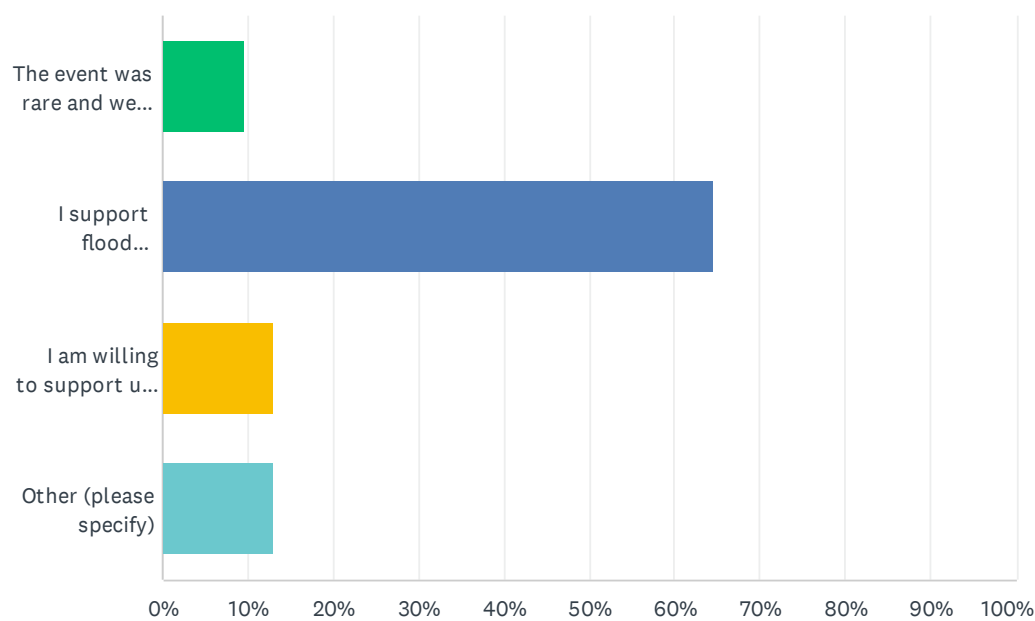
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ANSWER CHOICES	RESPONSES	
I support the closure	81.97%	50
I support leaving it open but raising the rates to offset the cost	4.92%	3
Other (please specify)	13.11%	8
TOTAL		61

Q13 The 2022 flood damaged many homes, businesses and Town property & infrastructure. Understanding that each \$70,000 increase in expenses is a 1% tax increase, what is your opinion on funding of flood mitigation not covered by the Northwest Territories or Canada?

Answered: 62 Skipped: 0



ANSWER CHOICES	RESPONSES	
The event was rare and we don't need to spend money on flood mitigation	9.68%	6
I support flood mitigation measures but only as money becomes available	64.52%	40
I am willing to support up to a 5% tax increase to increase flood mitigation	12.90%	8
Other (please specify)	12.90%	8
TOTAL		62