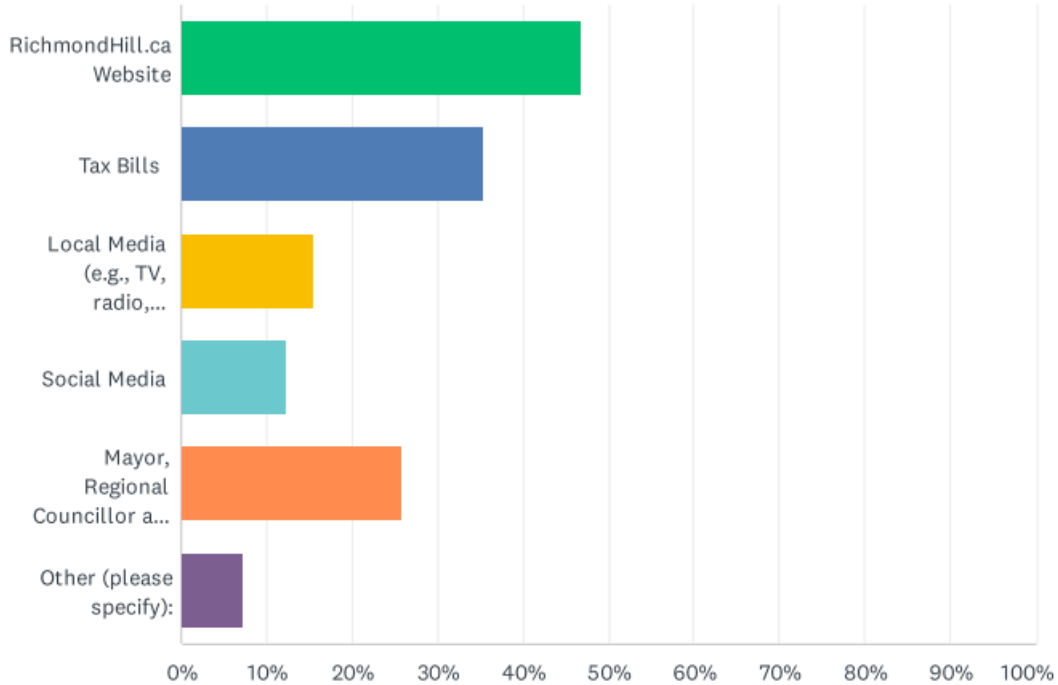


Appendix A - Richmond Hill Budget Survey

Q1 What is your primary source for information regarding the City's budget?

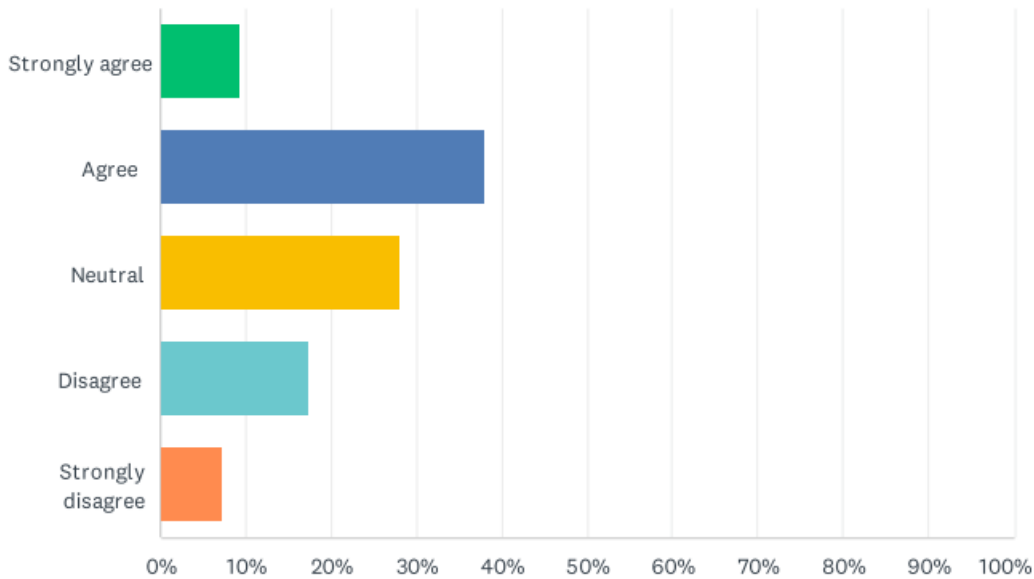
Answered: 391 Skipped: 0



ANSWER CHOICES	RESPONSES	
RichmondHill.ca Website	46.80%	183
Tax Bills	35.29%	138
Local Media (e.g., TV, radio, Yorkregion.com, etc.)	15.60%	61
Social Media	12.28%	48
Mayor, Regional Councillor and Councillor updates	25.83%	101
Other (please specify):	7.16%	28
Total Respondents: 391		

Q2 In 2024, a home assessed at the average \$1,146,000 value paid property taxes in the amount of \$2,296.42 to Richmond Hill, with the remainder of the bill going to York Region and school boards. Based on your experience, do services provided by the City of Richmond Hill represent good value for the property taxes that you pay?

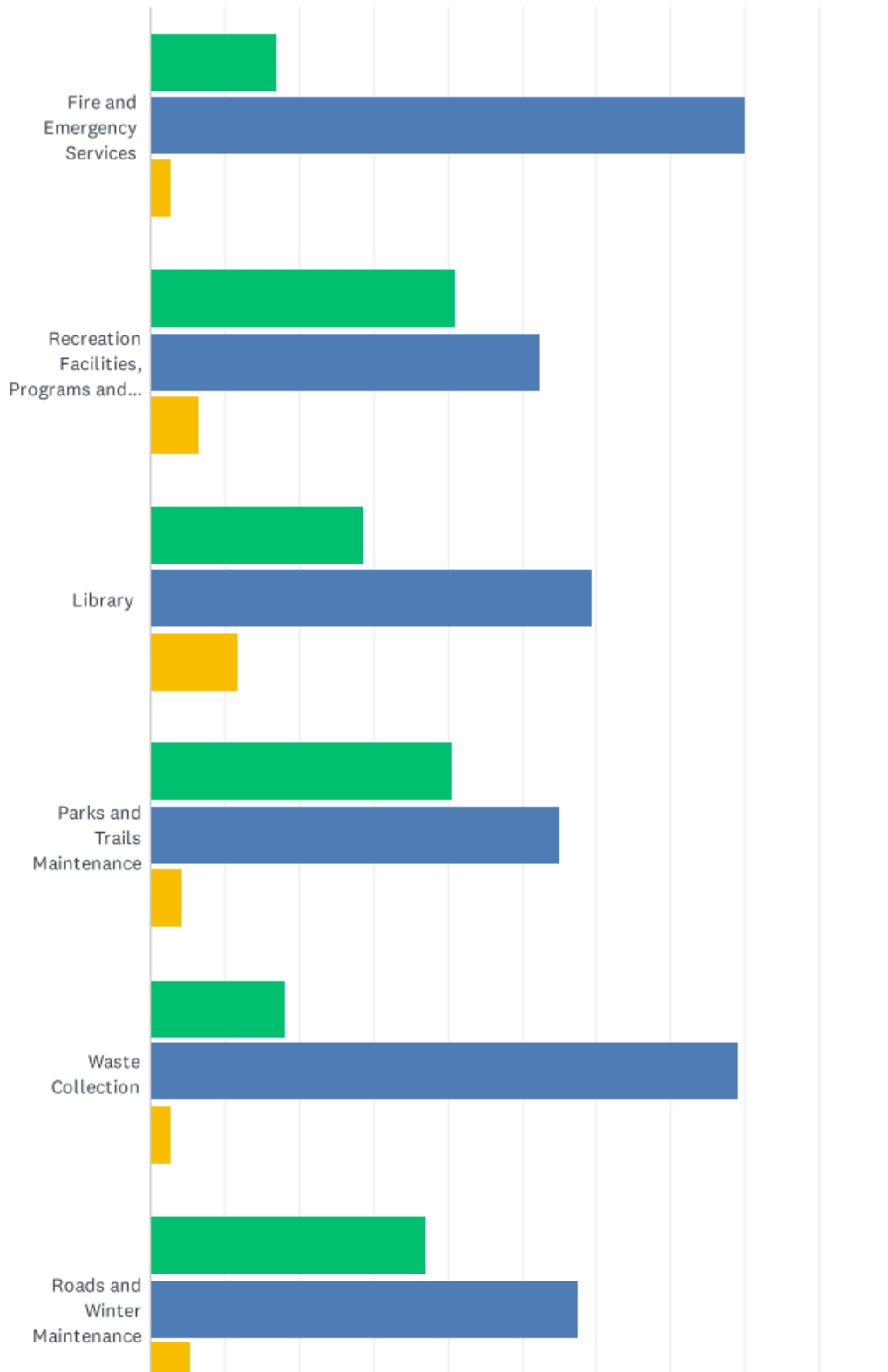
Answered: 391 Skipped: 0

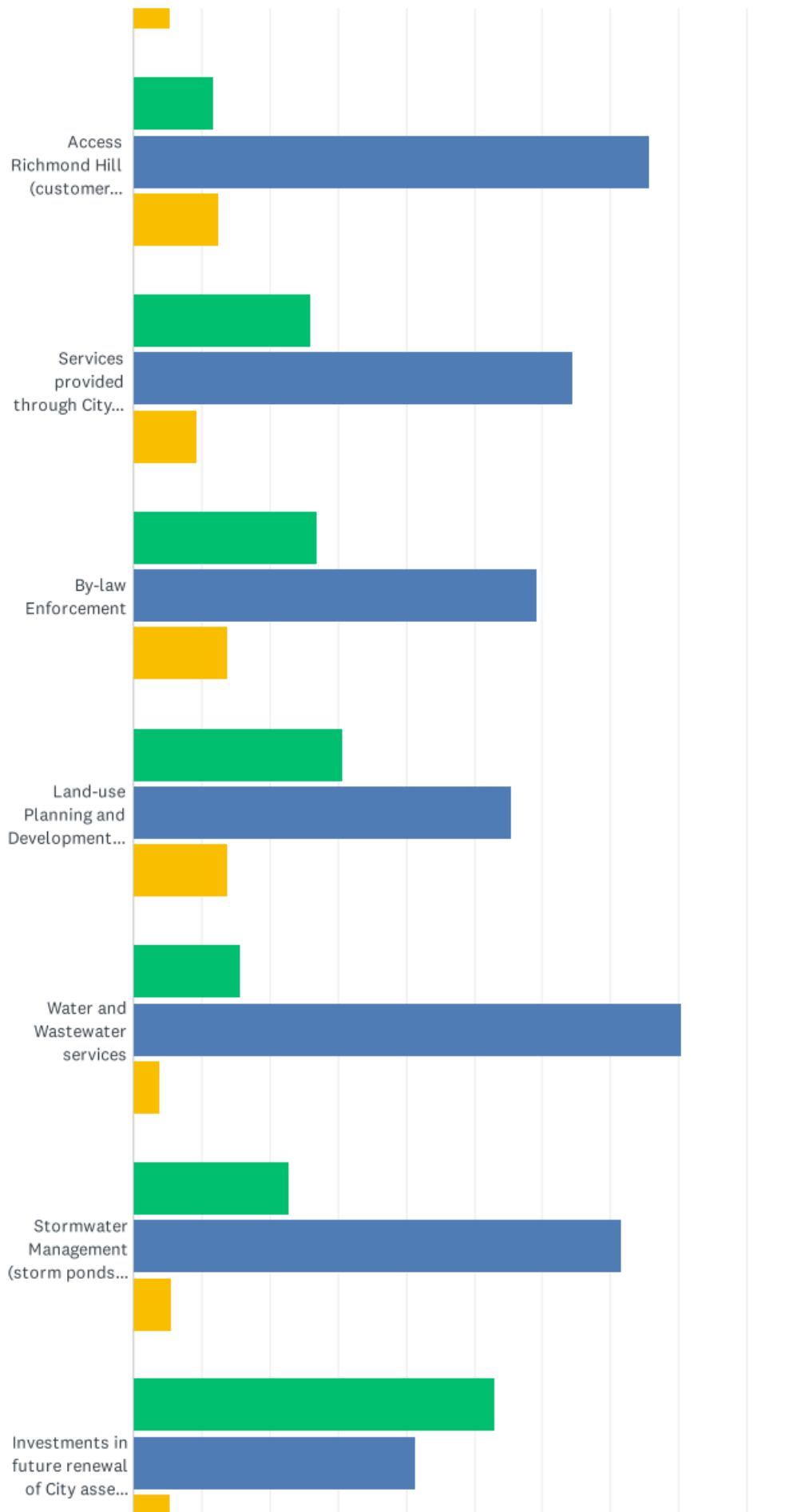


ANSWER CHOICES	RESPONSES	
Strongly agree	9.46%	37
Agree	37.85%	148
Neutral	28.13%	110
Disagree	17.39%	68
Strongly disagree	7.16%	28
TOTAL		391

Q3 Below is a list of services provided by the City of Richmond Hill. Please indicate if you feel the service levels should be enhanced, maintained or reduced.

Answered: 391 Skipped: 0





Appendix A - Richmond Hill Budget Survey



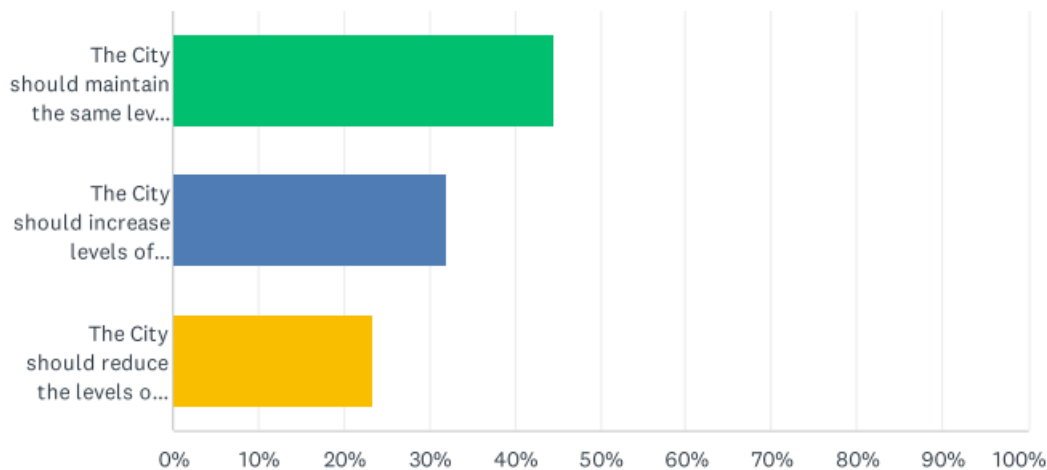
■ Enhance
 ■ Maintain
 ■ Reduce

	ENHANCE	MAINTAIN	REDUCE	TOTAL
Fire and Emergency Services	17.14% 67	80.05% 313	2.81% 11	391
Recreation Facilities, Programs and Events	40.92% 160	52.43% 205	6.65% 26	391
Library	28.64% 112	59.59% 233	11.76% 46	391
Parks and Trails Maintenance	40.66% 159	54.99% 215	4.35% 17	391
Waste Collection	18.16% 71	79.03% 309	2.81% 11	391
Roads and Winter Maintenance	37.08% 145	57.54% 225	5.37% 21	391
Access Richmond Hill (customer service centre)	11.76% 46	75.70% 296	12.53% 49	391
Services provided through City's investments in information technology (e.g. website, payment portals, online forms)	26.09% 102	64.45% 252	9.46% 37	391
By-law Enforcement	26.85% 105	59.34% 232	13.81% 54	391
Land-use Planning and Development Services (e.g., review zoning and development applications, building permits, and parks planning)	30.69% 120	55.50% 217	13.81% 54	391
Water and Wastewater services	15.86% 62	80.31% 314	3.84% 15	391
Stormwater Management (storm ponds and storm sewers)	22.76% 89	71.61% 280	5.63% 22	391
Investments in future renewal of City assets (e.g. road infrastructure, parks and playgrounds, and buildings)	53.20% 208	41.43% 162	5.37% 21	391

Q4 The City strives to find efficiencies in our business operations and find additional avenues to generate new revenue. As a last resort, the property tax rate may have to increase to maintain the same service levels. The alternative is to lower service levels to maintain the same property tax rate.

To pay for new or expanded services, additional property tax rate increases or new user fees may be needed. Based on your experience, please choose one of the following options:

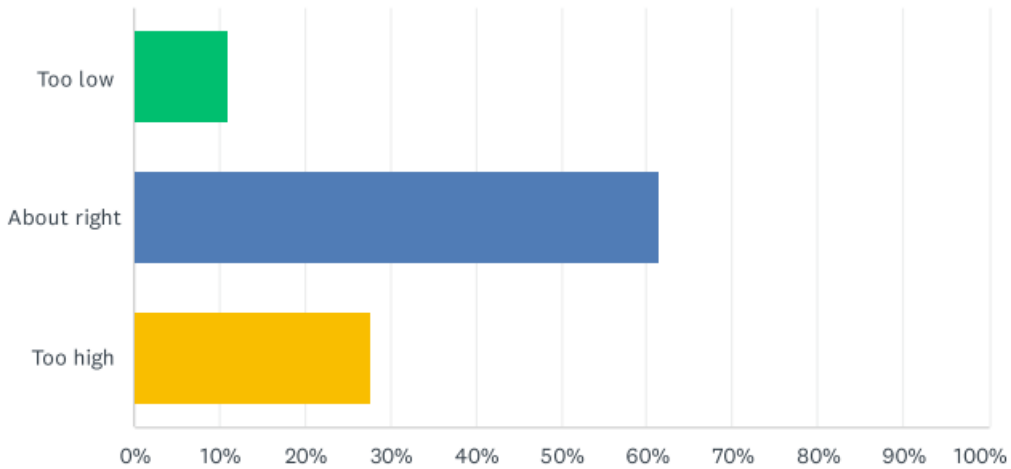
Answered: 391 Skipped: 0



ANSWER CHOICES	RESPONSES
The City should maintain the same levels of services with a reasonable increase in property tax rate to account for inflationary pressures.	44.50% 174
The City should increase levels of services and I understand this comes at a cost, either through additional user fees or property tax rate increases.	31.97% 125
The City should reduce the levels of services to keep the property tax increase at zero or close to zero.	23.53% 92
TOTAL	391

Q5 The property tax increase in 2024 on the City’s portion of the tax bill was \$95.28 (equal to \$7.94 per month) for the average single-detached residential property assessed at \$1,146,000. Would you agree this is:

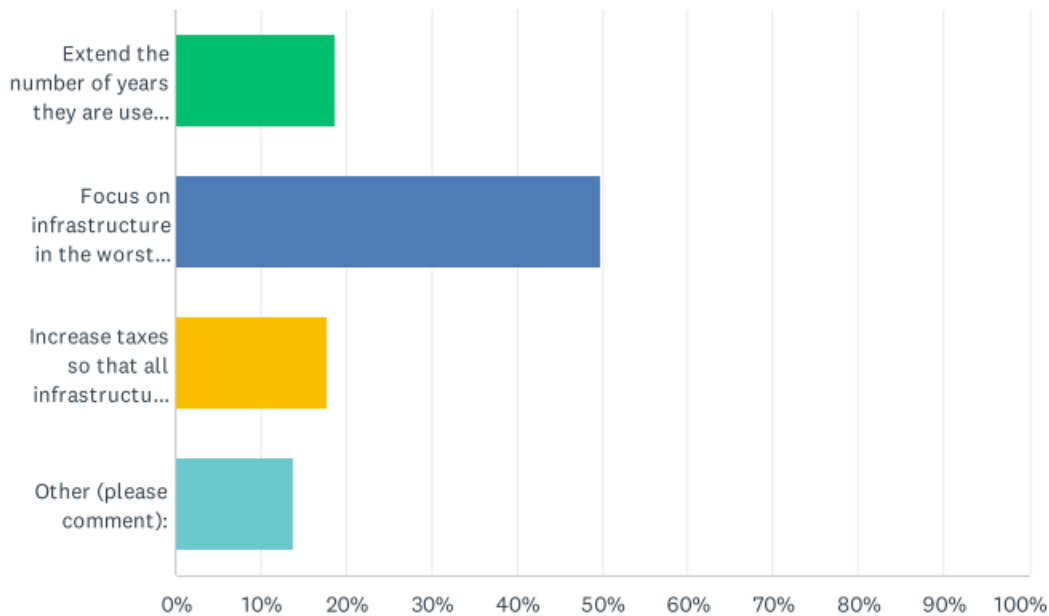
Answered: 391 Skipped: 0



ANSWER CHOICES	RESPONSES	
Too low	11.00%	43
About right	61.38%	240
Too high	27.62%	108
TOTAL		391

Q6 Although the City’s infrastructure such as parks, buildings and watermains are currently in good or very good condition, with the cost of repairs and materials increasing, Richmond Hill will face significant costs to maintain them in the same condition over the next ten years. What approach should the City take for their eventual repair or replacement:

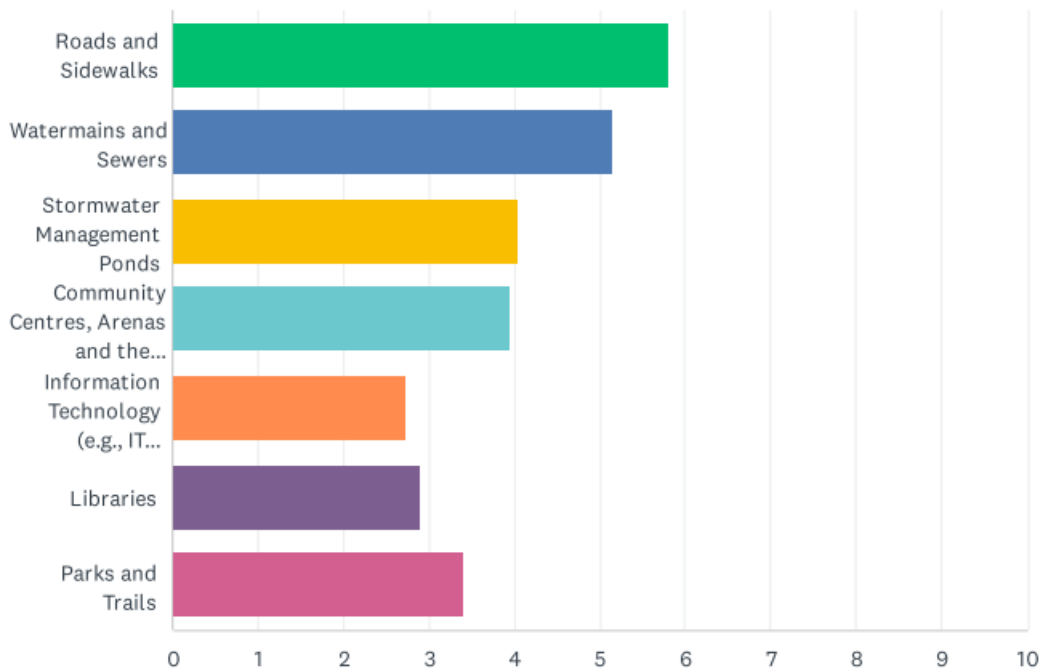
Answered: 391 Skipped: 0



ANSWER CHOICES	RESPONSES	
Extend the number of years they are used before they are replaced (e.g. replace windows in 25 years instead of 20).	18.67%	73
Focus on infrastructure in the worst condition first and not repair or replace the rest until funds are available.	49.87%	195
Increase taxes so that all infrastructure can be maintained in good and very good condition all the time.	17.65%	69
Other (please comment):	13.81%	54
TOTAL		391

Q7 To continue to provide services, Richmond Hill needs to invest in infrastructure to support these services. Below is a list of City assets and infrastructure. Please rank the following in order of your priority:

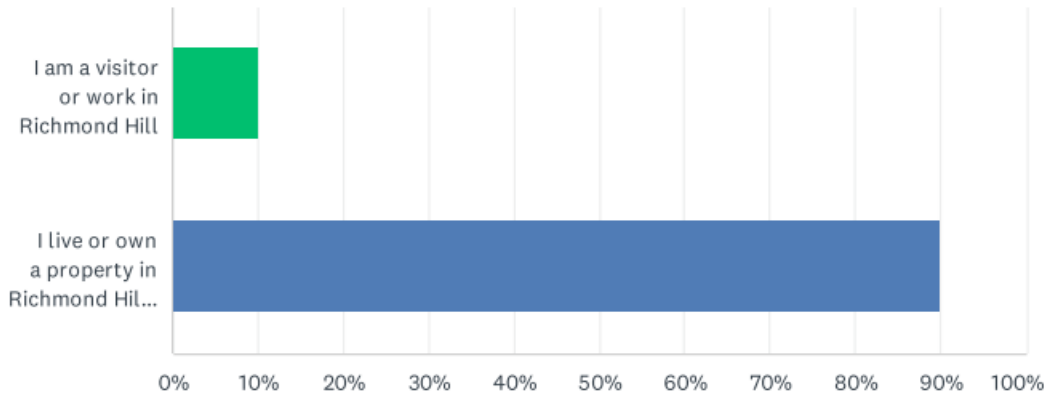
Answered: 375 Skipped: 16



	1	2	3	4	5	6	7	TOTAL	SCORE
Roads and Sidewalks	42.93% 161	23.73% 89	16.00% 60	8.53% 32	5.07% 19	2.67% 10	1.07% 4	375	5.79
Watermains and Sewers	23.20% 87	28.27% 106	18.93% 71	12.00% 45	7.47% 28	8.80% 33	1.33% 5	375	5.16
Stormwater Management Ponds	6.67% 25	14.93% 56	24.00% 90	17.07% 64	15.47% 58	12.00% 45	9.87% 37	375	4.05
Community Centres, Arenas and the Richmond Hill Centre for Performing Arts	10.40% 39	10.40% 39	13.60% 51	22.40% 84	22.40% 84	13.60% 51	7.20% 27	375	3.94
Information Technology (e.g., IT security, website, online payment portals, software/hardware, etc.)	4.27% 16	5.60% 21	5.87% 22	13.07% 49	17.60% 66	21.87% 82	31.73% 119	375	2.73
Libraries	5.60% 21	5.60% 21	8.00% 30	13.60% 51	16.27% 61	23.73% 89	27.20% 102	375	2.91
Parks and Trails	6.93% 26	11.47% 43	13.60% 51	13.33% 50	15.73% 59	17.33% 65	21.60% 81	375	3.42

Q8 Please select one of the options below:

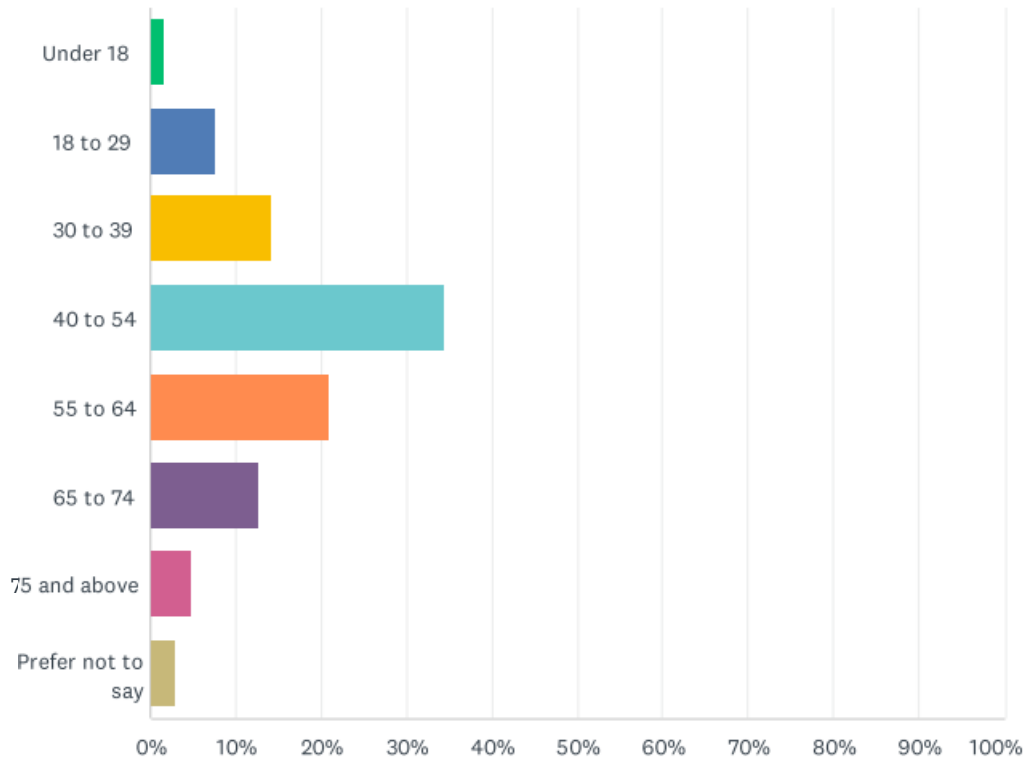
Answered: 391 Skipped: 0



ANSWER CHOICES	RESPONSES	
I am a visitor or work in Richmond Hill	9.97%	39
I live or own a property in Richmond Hill. Please enter your postal code:	90.03%	352
TOTAL		391

Q9 What is the age of the person completing the survey?

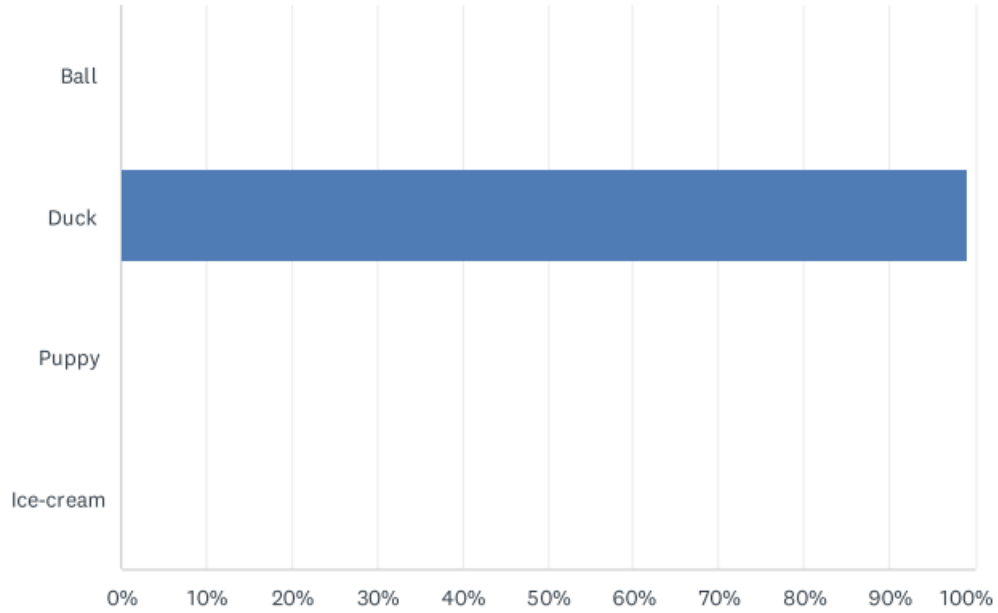
Answered: 391 Skipped: 0







ANSWER CHOICES	RESPONSES
Under 18	1.79% 7
18 to 29	7.67% 30
30 to 39	14.32% 56
40 to 54	34.53% 135
55 to 64	20.97% 82
65 to 74	12.79% 50
75 and above	4.86% 19
Prefer not to say	3.07% 12
TOTAL	391

Q10 To show you are a real person and not a robot, please select the duck from the images below:

Answered: 391 Skipped: 0



ANSWER CHOICES	RESPONSES
 Ball	0.26% 1
 Duck	99.23% 388
 Puppy	0.26% 1
 Ice-cream	0.26% 1
TOTAL	391