

2025 Budget Engagement Survey

SURVEY RESPONSE REPORT

15 August 2018 - 03 August 2024

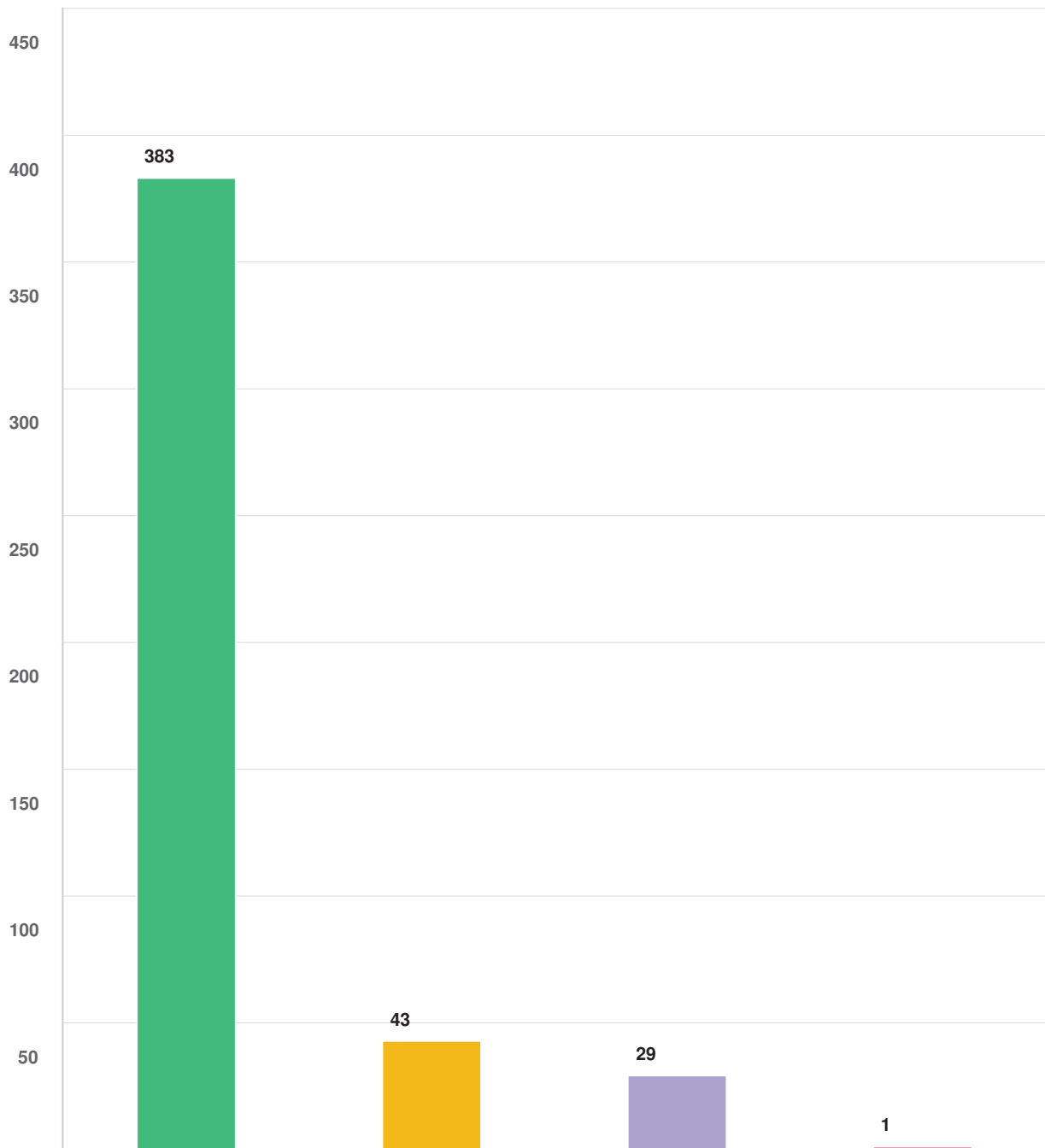
PROJECT NAME:

2025 Budget & Business Plan



SURVEY QUESTIONS

Q1 Which of the following statements describes your relationship to the City of Cambridge?
Please select all that apply.

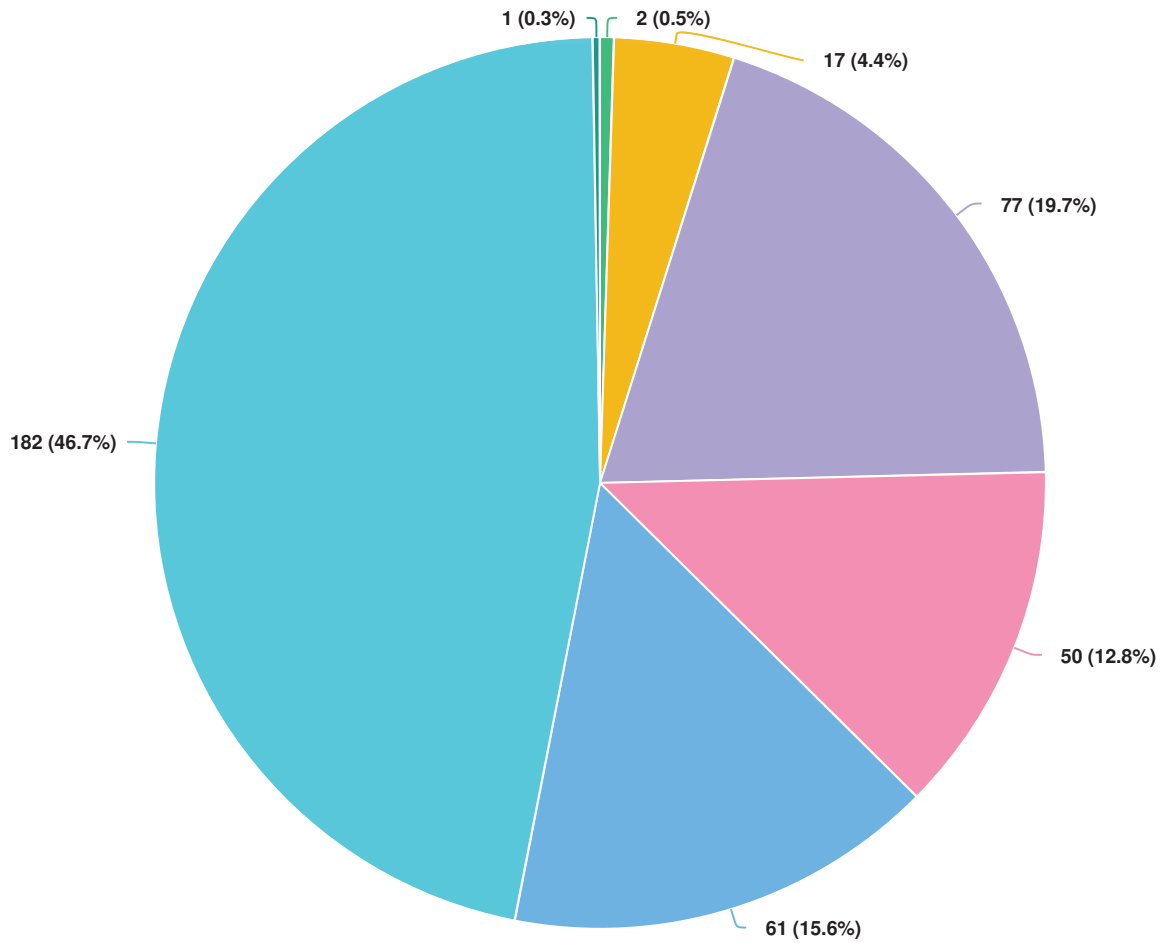


Question options

- Resident
- Operate a business
- Live nearby and use municipal services (e.g., recreation facilities)
- None of the above

Mandatory Question (390 response(s))
Question type: Checkbox Question

Q2 | How many years have you either lived in or operated a business in the City of Cambridge?

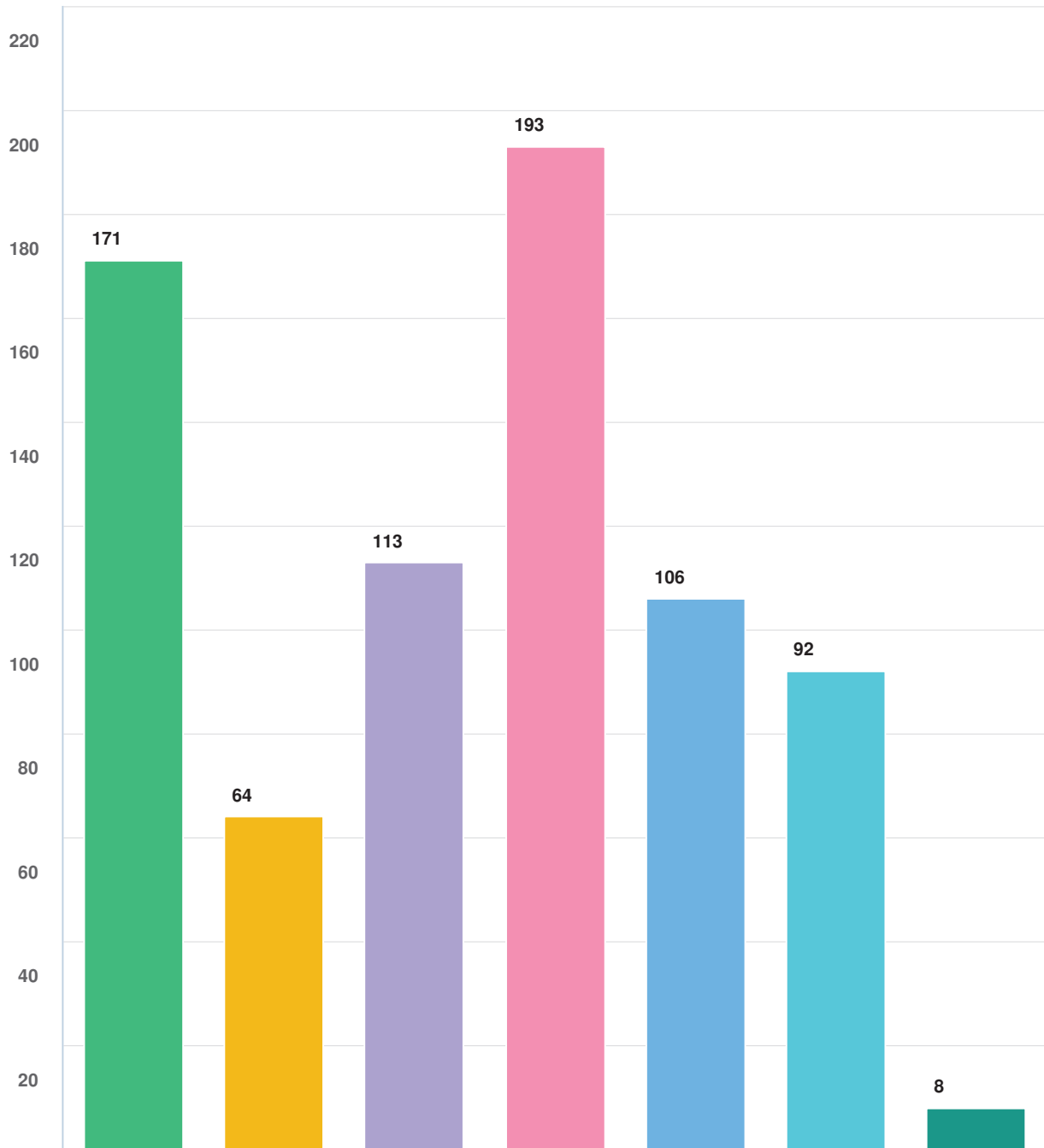


Question options

- Not a resident
- Less than two years
- 2-5 years
- 6-10 years
- 11-20 years
- More than 20 years
- Prefer not to say

Mandatory Question (390 response(s))
Question type: Dropdown Question

Q3 The City provides programs and services to all ages. Please indicate what age categories are within your household? Please select all that apply.

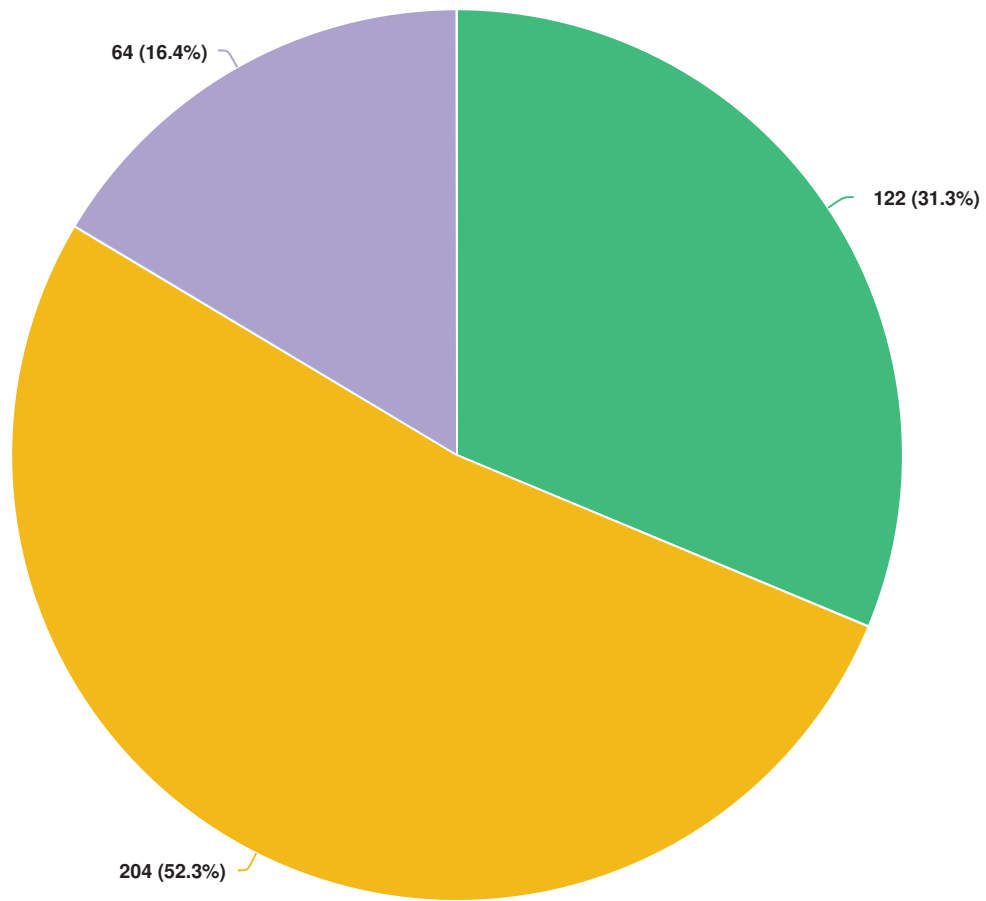


Question options

- Under 12 years of age
- 13-19 years of age
- 20-34 years of age
- 35-49 years of age
- 50-64 years of age
- 65+ years of age
- Prefer not to say

Mandatory Question (390 response(s))
Question type: Checkbox Question

Q4 Do you feel that you understand how your tax dollars are used?



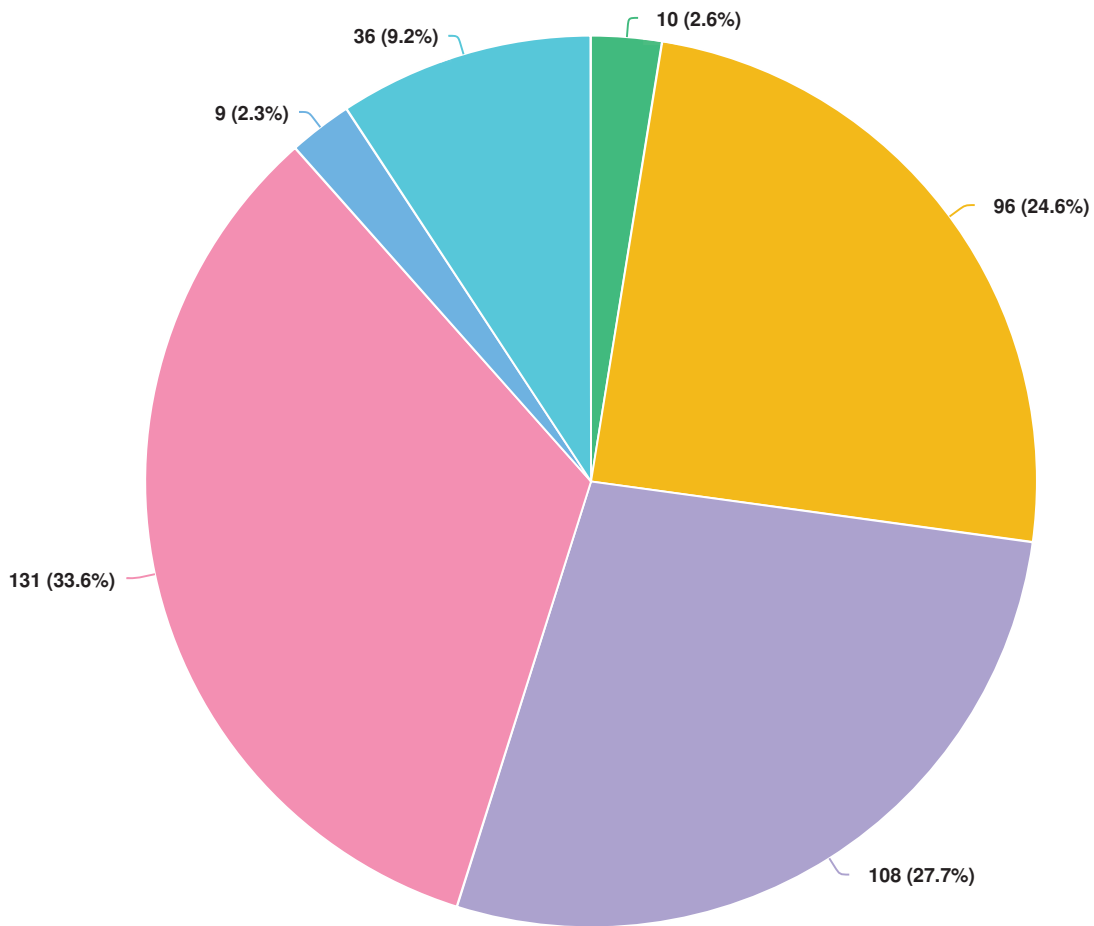
Question options

- Good understanding
- Somewhat understand
- Do not understand

Mandatory Question (390 response(s))

Question type: Radio Button Question

Q5 In 2024, the City's share of your annual municipal taxes for every \$100,000 in property assessment value is \$502. For an average residential property, with an assessment value of \$333,200, this is \$139 per month or \$4.65 per day for more than 140 s...

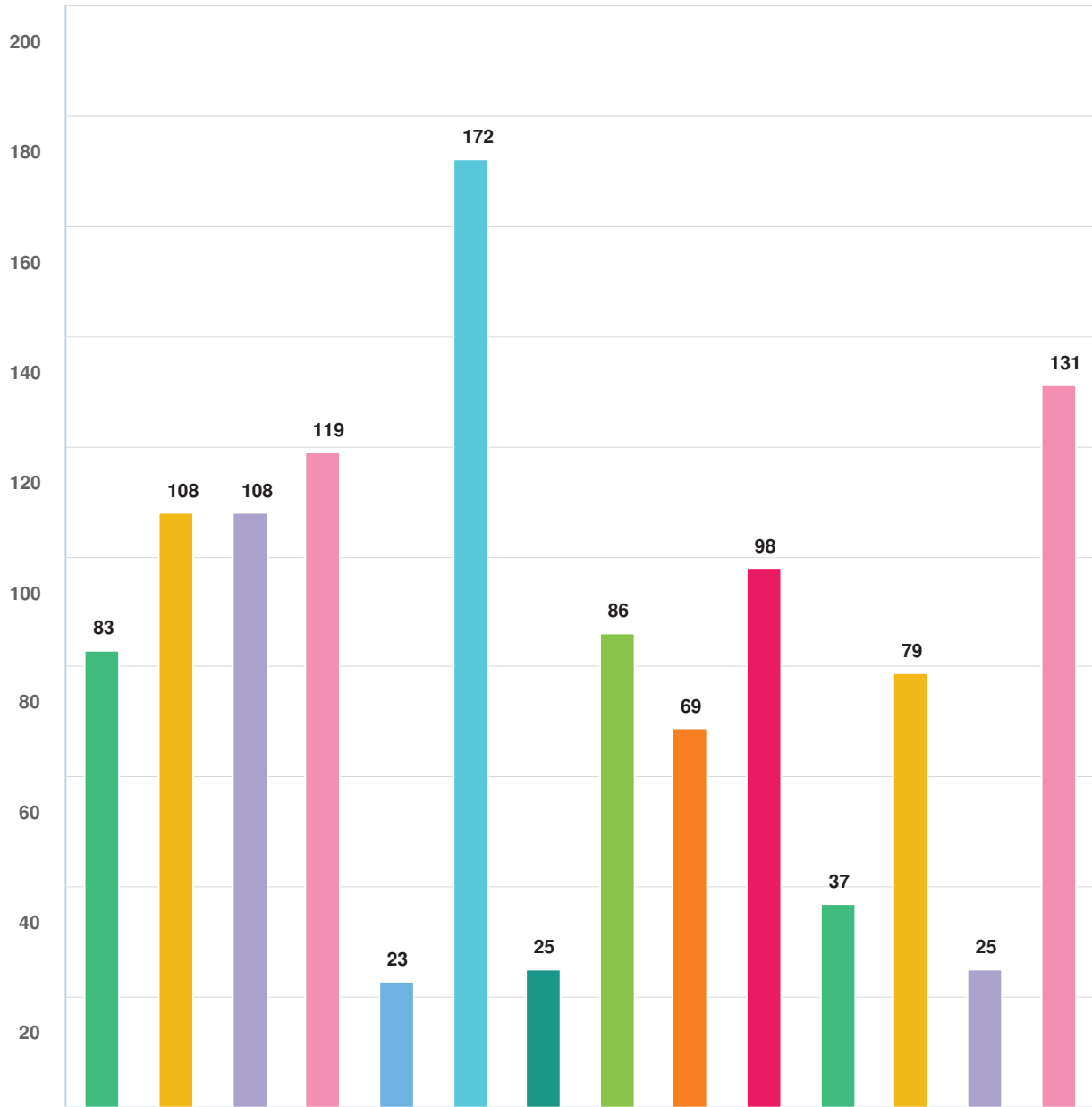


Question options

- Excellent
- Good
- Neutral
- Poor
- Fair
- Not sure / need more information

Mandatory Question (390 response(s))
Question type: Radio Button Question

Q6 From the following list, what would you say are the top 3 priority services?



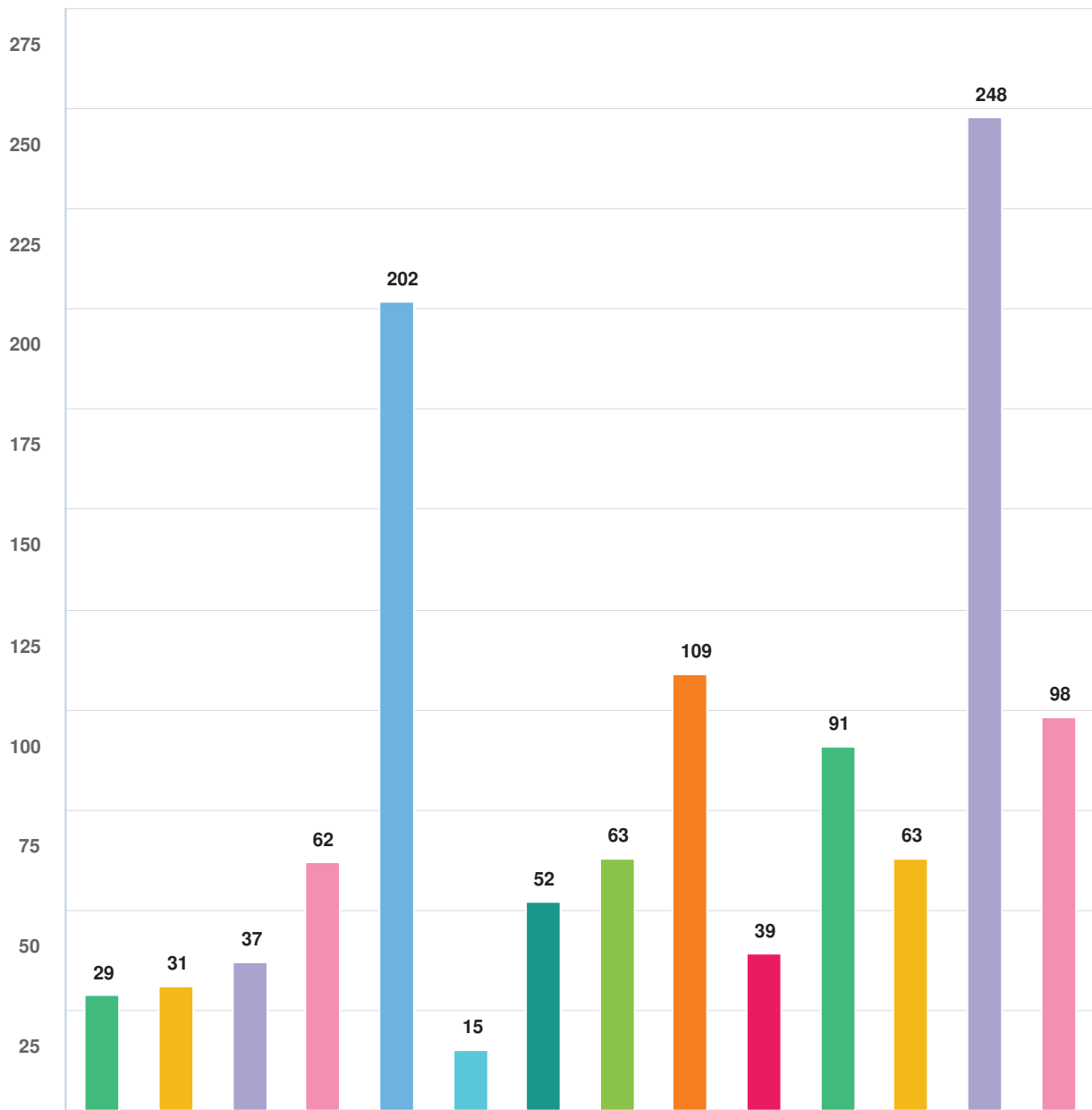
Question options

- Fire Services ● Financial sustainability ● Parks & Trails
- Recreation Programming (i.e., swimming, summer camps, sports, etc.) ● Art & Culture ● Roads & Winter Maintenance
- Stormwater Management ● Traffic, Transportation & Parking ● Idea Exchange (Libraries)
- Asset Management (i.e., maintaining all the City's assets in a good state of repair) ● Planning/Zoning
- Economic Development ● By-law & Parking Compliance ● Affordable housing

Mandatory Question (390 response(s))

Question type: Checkbox Question

Q7 From the following list, what would you say are the lowest 3 priority services?



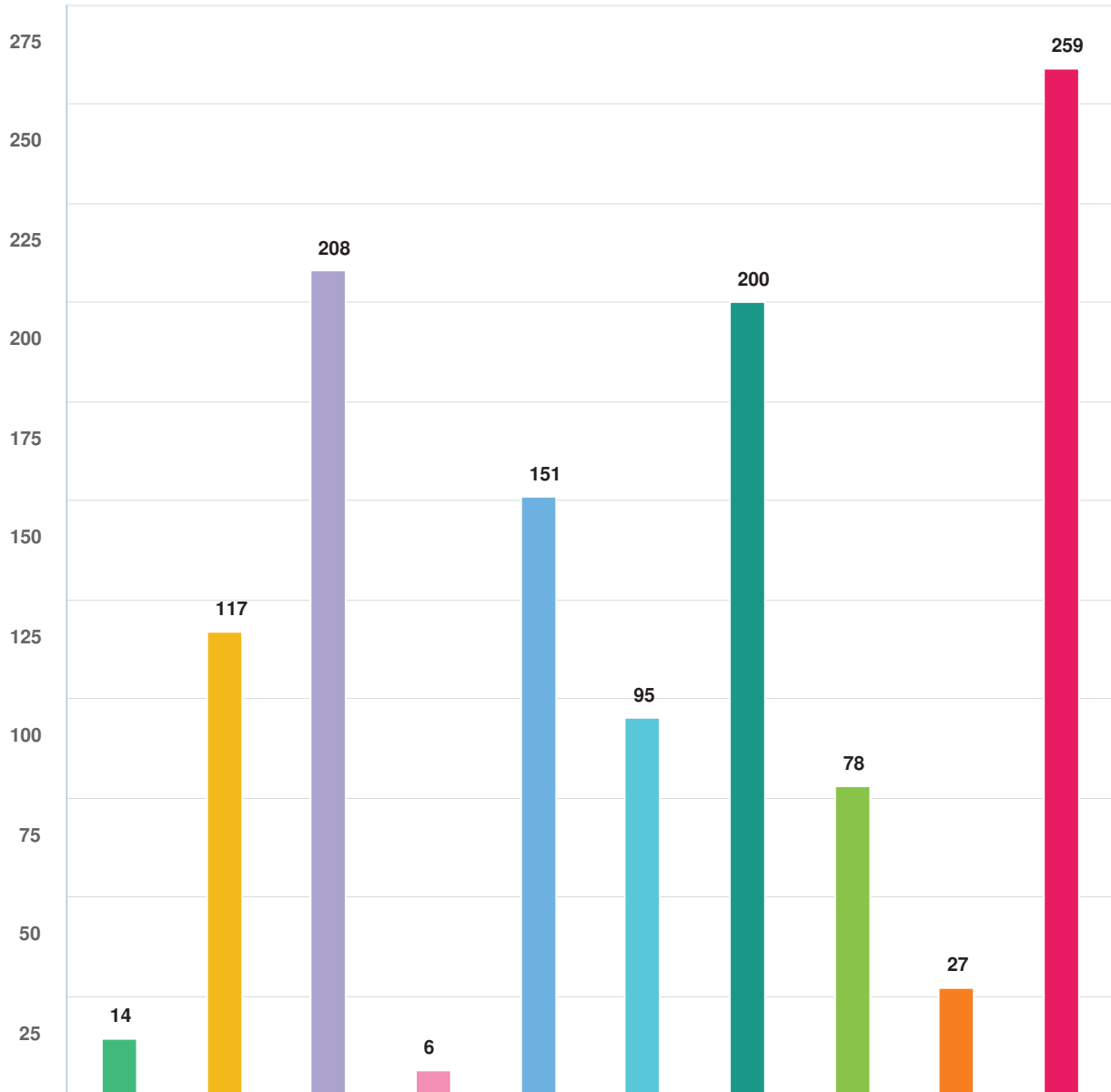
Question options

- Fire Services ● Financial sustainability ● Parks & Trails
- Recreation Programming (i.e., swimming, summer camps, sports, etc.) ● Art & Culture ● Roads & Winter Maintenance
- Stormwater Management ● Traffic, Transportation & Parking ● Idea Exchange (Libraries)
- Asset Management (i.e., maintaining all the City's assets in a good state of repair) ● Planning/Zoning
- Economic Development ● By-law & Parking Compliance ● Affordable housing

Mandatory Question (390 response(s))

Question type: Checkbox Question

Q8 With the 2024 budget, Council approved a dedicated Infrastructure Levy to maintain the City’s assets. From the list below, please select your top 3 assets/other priorities to repair, replace, and/or improve:



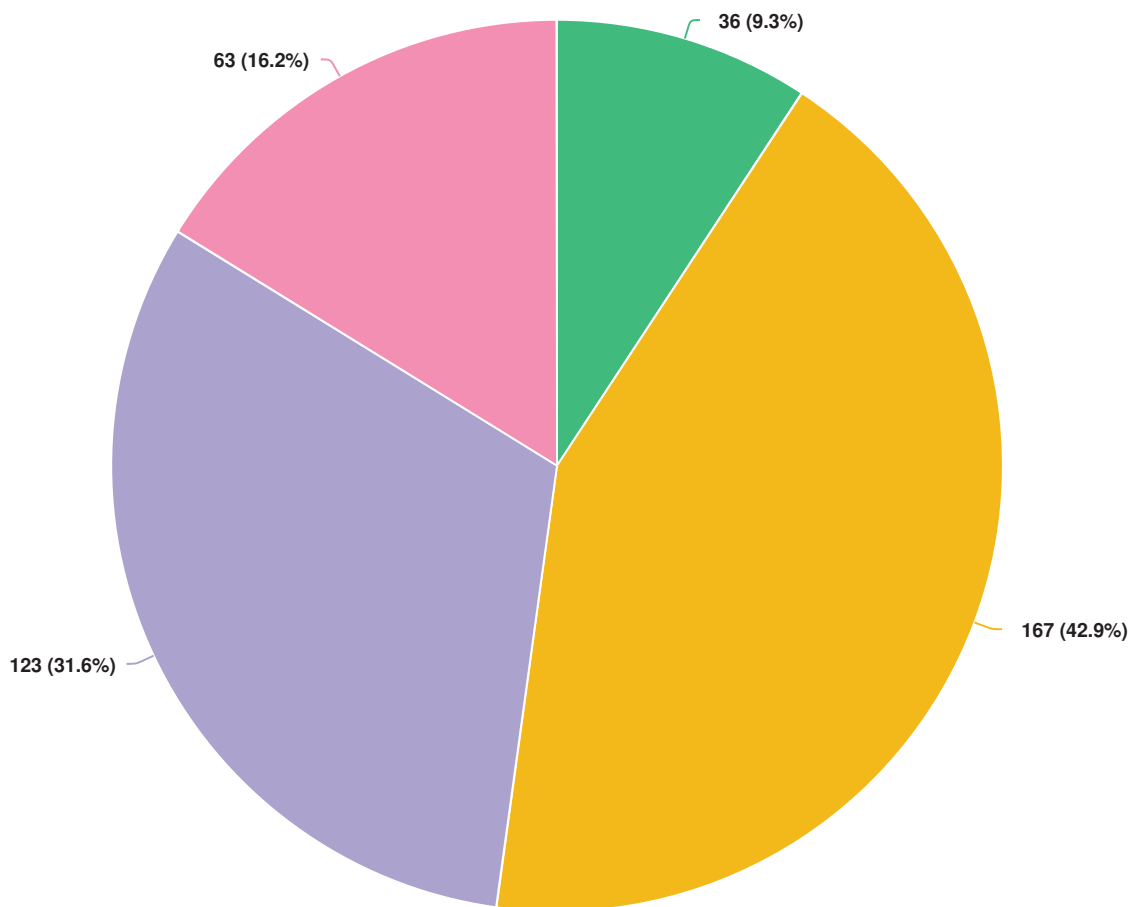
Question options

- Cemeteries ● Stormwater Management ● Recreation facilities (e.g., arenas, pools)
- Corporate facilities (e.g., City Hall)
- Community Planning (e.g., Recreation Master Plan, Transportation Plans, Asset Management Plan)
- Idea Exchange (Library facilities) ● Emergency Services (e.g., Fire trucks, fire equipment)
- Technology Upgrades (e.g., improvements to access services online) ● Fleet & Equipment
- Linear Assets (e.g., Roads & Bridges)

Optional question (387 response(s), 3 skipped)

Question type: Checkbox Question

Q9 | What cost should the user pay for these types of services and what portion should be subsidized through property taxes? Select the option you agree with the most.

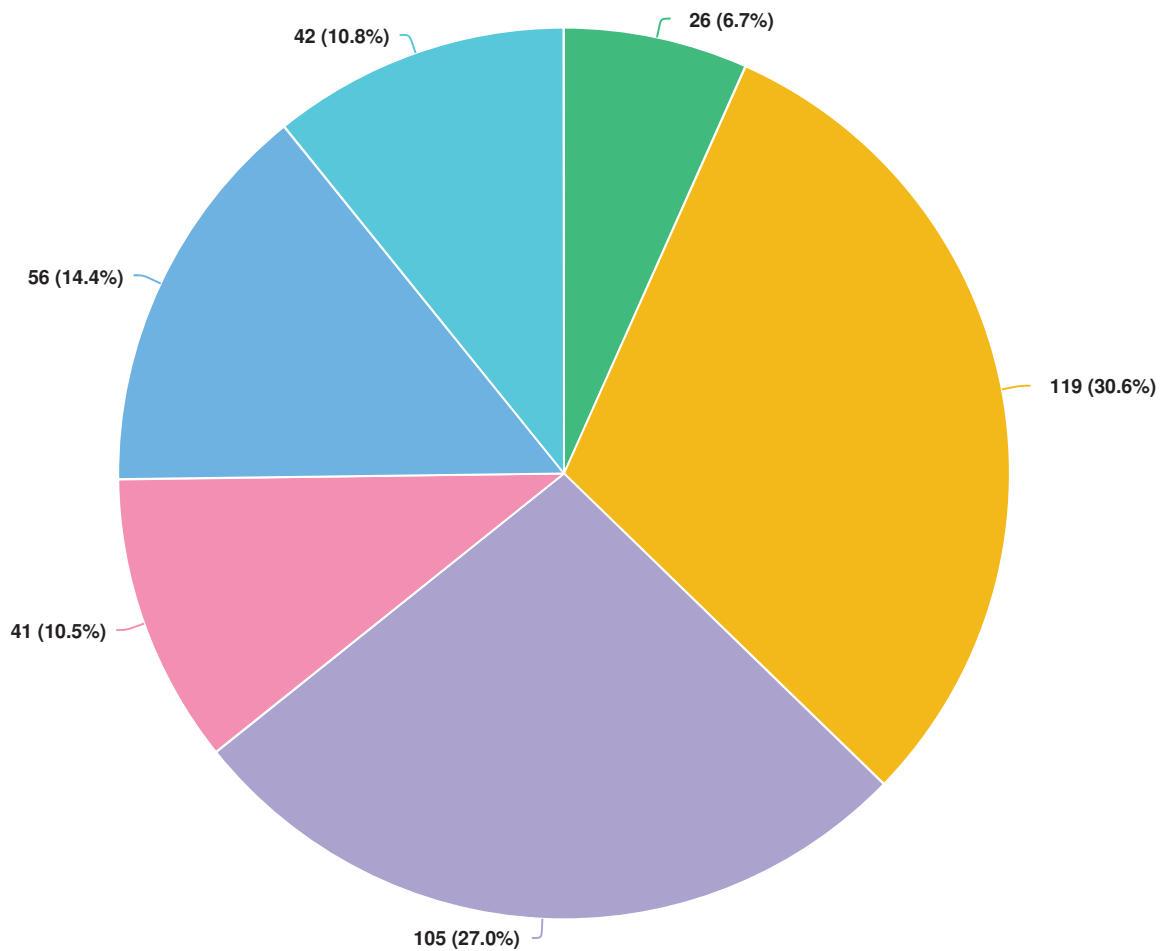


Question options

- There should be no user fees. These are all valuable services and should be free of charge, with the general taxpayer absorbing 100% of the cost.
- The cost of the service should be shared equally between the user and the taxpayer (50% each).
- The user of the service should pay most of the cost of the service they are using.
- The user should pay the full cost of the service they are using.

*Mandatory Question (389 response(s))
Question type: Radio Button Question*

Q10 | Water and wastewater services are fully paid for by user fees as determined by the Water Utility budget. In 2024, the average annual cost per household totals \$1,137. How would you rate the overall quality of service received for the fees charged?



Question options

- Excellent
- Good
- Neutral
- Fair
- Poor
- Not sure / need more information

Mandatory Question (389 response(s))
Question type: Radio Button Question

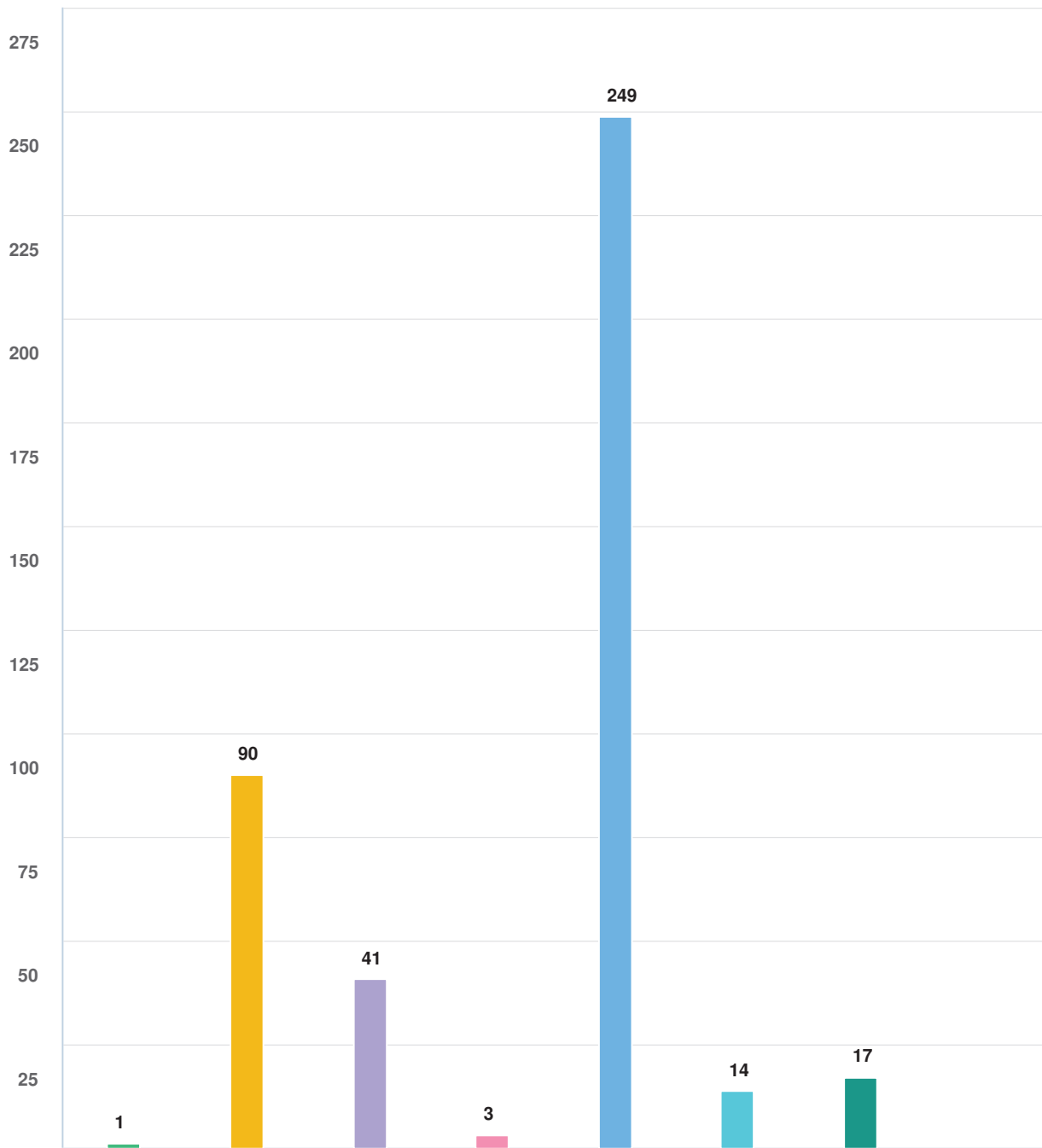
Q11 | How should the City of Cambridge set its annual tax rate for 2025? Rank the following statements from 1 to 3 (1 being the statement you agree with most, and 3 being the statement you agree with least).

OPTIONS	AVG. RANK
Set a tax rate increase to maintain current City assets and services	1.86
Limit a tax rate increase, even if this means reducing service levels	1.94
Set a tax rate increase to maintain current City assets and services, AND also invest in new assets and expand services	2.20

Mandatory Question (390 response(s))

Question type: Ranking Question

Q12 How did you hear about this survey? Please check all that apply.



Question options

- Flyer, bill insert
- Social media
- News media (newspaper, radio, etc.)
- Council meetings or updates
- E-mail
- Website or web ad
- From someone else (word-of-mouth)
- Facility poster

Mandatory Question (390 response(s))

Question type: Checkbox Question