



City of Port Alberni – Public Input Meeting 2009 – 2013 Financial Plan

Your perspectives on Local Government and Administration

On the following statements about quality of service please rate each item on a scale of 1 to 4 where 4 means “strongly agree” and 1 means “strongly disagree”

| | | Strongly Disagree | Disagree | Agree | Strongly Agree | Don't Know |
|-------------------------|---|-------------------|----------|-------|----------------|------------|
| Local Government | | | | | | |
| A. | I receive good value for the municipal taxes I pay. | 1 | 2 | 3 | 4 | NA |
| B. | The City of Port Alberni government welcomes citizen involvement. | 1 | 2 | 3 | 4 | NA |
| C. | The City of Port Alberni government listens to citizens. | 1 | 2 | 3 | 4 | NA |
| D. | I am pleased with the overall direction that the City of Port Alberni is taking. | 1 | 2 | 3 | 4 | NA |
| E. | In general, I believe the City of Port Alberni government is doing a good job. | 1 | 2 | 3 | 4 | NA |
| F. | City staff are courteous and polite | 1 | 2 | 3 | 4 | NA |
| G. | City staff gave, prompt, accurate, and complete answers to questions | 1 | 2 | 3 | 4 | NA |
| H. | There was a timely follow-up to your inquiry | 1 | 2 | 3 | 4 | NA |
| I. | My elected representative is easily accessible | 1 | 2 | 3 | 4 | NA |
| J. | I feel the public has ample opportunity to provide input on municipal direction | 1 | 2 | 3 | 4 | NA |
| K. | The municipal website provides useful information/resources | 1 | 2 | 3 | 4 | NA |
| L. | I find the online services provided by the municipality to be helpful (registration, etc) | 1 | 2 | 3 | 4 | NA |

Comments:

Your perspectives on municipal services

a) The major categories of services provided by the City of Port Alberni are listed below. Please rate each item on a scale of 1 to 4 where 4 means "very satisfied" and 1 means "very dissatisfied."

b) Rank, in order of importance, **FIVE** of the items listed below that you think should receive the most emphasis from city leaders over the next five years? (place a 1 next to the most important, a 2 next to the second most important and so on)

| <i>How Satisfied are you with:</i> | | Very Dissatisfied | Dissatisfied | Satisfied | Very Satisfied | Don't Know | Priority Ranking |
|------------------------------------|---|-------------------|--------------|-----------|----------------|------------|------------------|
| A. | Overall quality of services offered by the City of Port Alberni | 1 | 2 | 3 | 4 | NA | |
| B. | Overall quality of getting around the City of Port Alberni | 1 | 2 | 3 | 4 | NA | |
| C. | Overall quality of public safety in the City of Port Alberni | 1 | 2 | 3 | 4 | NA | |
| D. | Overall quality of parks and recreation services | 1 | 2 | 3 | 4 | NA | |
| E. | Overall quality of culture resources (ie. Museum) | 1 | 2 | 3 | 4 | NA | |
| F. | Overall quality of administration | 1 | 2 | 3 | 4 | NA | |
| G. | Overall quality of customer service you receive from city employees | 1 | 2 | 3 | 4 | NA | |
| H. | Overall quality of local planning and development | 1 | 2 | 3 | 4 | NA | |
| I. | Overall quality of public works and engineering | 1 | 2 | 3 | 4 | NA | |
| J. | Overall quality of municipal infrastructure and services | 1 | 2 | 3 | 4 | NA | |
| K. | Overall quality of local waste collection | 1 | 2 | 3 | 4 | NA | |

Comments:

Your perspectives on Finance

Municipal property taxes are a way to pay for services provided by the City. Due to the increased cost of maintaining current service levels and infrastructure, the City must balance taxation and service delivery levels. **In general, how would you prefer the City of Port Alberni to pay for service improvements?** Rank each of the following options from 1 -5 (1 – highest priority, 5 – lowest)

- Reduce other services
- Increase property taxes
- Increase user fees and charges
- Increase borrowing
- Reduce spending on capital projects or facilities

Comments:

There are situations where the costs to provide services are greater than the overall budget of the City. **In the case of such a budget shortfall, how would you prefer that the City of Port Alberni address the issue?** Rank EACH of the following five options in order of preference (1 – highest preference, 5- lowest)

- Reduce services
- Property tax increases
- Increased user fees and charges
- Increased borrowing
- Reduce spending on capital projects or facilities

Comments:

Thinking about sustainability, what SOCIAL, ECONOMIC and ENVIRONMENTAL priorities does the City need to address in the near future? Please provide details in the space provided or attach additional paper with your survey.

| | |
|--------------------------|--|
| Social priorities | |
| Economic priorities | |
| Environmental priorities | |

Your perspectives on Direction for the Five Year Budget

In regards to delivery of services and programs and meeting budget requirements what should the City of Port Alberni

Continue doing...

Stop doing...

Start doing...

Thank you for your input into the City of Port Alberni 5 Year Budget Planning process.

Name: _____ Telephone: _____

E-mail: _____