



TOWN OF AURORA
ADDITIONAL ITEMS
FOR FINANCE ADVISORY COMMITTEE

Tuesday, May 26, 2015
5:30 p.m.
Holland Room

- **Item 3 – Memorandum from Chief Administrative Officer**
Re: Citizen Budget Survey – Original Script

RECOMMENDED:

THAT the memorandum regarding Citizen Budget Survey – Original Script be received for information.



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Town of Aurora
Office of the CAO

MEMORANDUM

DATE: May 26, 2015
TO: Finance Advisory Committee
FROM: Neil Garbe, Chief Administrative Officer
RE: Citizen Budget Survey – Original Script

RECOMMENDATIONS

THAT the memorandum regarding Citizen Budget Survey – Original Script be received for information.

BACKGROUND

Attached for additional information is the Citizen Budget Survey original script.

ATTACHMENT

Attachment No. 1 – Citizen Budget Survey original script

Attachment No. 1

Community Planning:

How would you adjust your property tax funding to Community Planning?

Community Planning is delivered by the Planning & Development Services (PDS) department, which is responsible for long-range strategic planning, land use, heritage planning, economic development, digital mapping and environmental initiatives.

Increased spending could result in: quicker application processing, improved community consultation processes.

Decreased spending could result in higher application fees, longer application processing times and fewer community consultations.

By-law Services:

Bylaw Services are delivered by Building and By-law Services (BBS) department. This department is responsible for administration and enforcement of the Ontario Building Code and Municipal Bylaws. It is also responsible for oversight of Animal Control, a contracted service and provides customer service through the Town's Access Aurora Customer Service unit.

The BBS mandate is to promote healthy, safe and harmonious communities with Access Aurora serving the community as a hub for information and connection to services.

Increased spending could result in: increased hours of patrol/enforcement, increased presence in the community and at Town events, improved response times, availability of services after normal business hours, additional on-line services.

Decreased spending could result in fewer patrols, less convictions, less presence in the community and at Town events, longer wait times and response times.

How would you adjust your property tax funding to Enforcement and Licensing?

How would you adjust your property tax funding to Animal Control?

Infrastructure and Environmental Services:

How would you adjust your property tax funding to Road Network Operations?

Road and Network Operations are delivered by the Infrastructure and Environmental Services (IES) department, which is responsible for the planning, construction, operation and maintenance of all Town owned assets related to buildings and facilities, transportation networks, water and sewer supplies, solid waste management and fleet.

IES provides fleet management services for Town owned equipment, including management, procurement and maintenance of equipment. IES also manages the construction, operation and maintenance of all buildings and facilities owned or leased by the Town.

Increased spending could result in: more street sweeping, quicker pothole repair, additional street banners, flags and seasonal decorations.

Decreased spending could result in fewer rounds of street sweeping, longer waits for pothole repair, fewer changes of street banners, flags and seasonal decorations.

How would you adjust your property tax funding to Snow Management & Plowing Operations?

Snow Management/Plowing Operations are delivered by IES.

Increased spending could result in: more snow plowing on streets and sidewalks, quicker completion of snow plowing cycles, real-time plow tracking available online, windrow clearing.

Decreased spending could result in fewer rounds of snow plowing or longer times to complete snow plowing cycles.

How would you adjust your property tax funding to Solid Waste Management?

Solid Waste Management is administered by IES.

Increased spending could result in more frequent collections, curbside small battery collections and more frequent e-waste events.

Decreased spending could result in less frequent collections, fewer e-waste events and other limitations on size and quantity of materials picked-up curbside.

How would you adjust your property tax funding to Municipal Facilities?

Municipal Facilities are administered by the IES.

Increased spending could result in: earlier minor repairs, earlier replacement of worn or damaged components, more frequent cleanings, longer hours of operations, lower room rental rates or additional operational staff on location.

Decreased spending could result in delays to minor repairs of worn or damaged components, fewer cleanings, fewer hours of operation or higher room rental rates.

Parks and Recreation Services:

How would you adjust your property tax funding to Community Programs?

Community Programs are provided by the [Parks and Recreation Services \(PRS\) department](#), which is responsible for construction and maintenance of parks, development and delivery of community and heritage programs and facilitation of sports, fitness, creative and social programs in recreational facilities and green spaces.

Increased spending could result in additional programs, reduced fees, additional community events, enhancements to community events, additional support for those with special needs, or more frequent replacement of equipment and supplies.

Decreased spending could result in fewer programs, higher fees, fewer community events and less frequent replacement of equipment and supplies.

How would you adjust your property tax funding to Parks, Trails and Open Spaces?

[Parks Trails and Open Spaces](#) are administered by PRS.

Increased spending could result in additional sports field maintenance, additional tree and shrub planting, additional planters and baskets along roadways, more benches and picnic tables, increased weed removal, increased litter pick-up in parks and on trails.

Decreased spending could result in less sports field maintenance, less frequent grass cutting, less tree and shrub planting, fewer planter and baskets, fewer benches and picnic tables and less weed removal and litter pick-up in parks and on trails.

How would you adjust your property tax funding to Cultural Services?

[Cultural Services](#) are administered by PRS.

Increased spending could result in: more programs at the Aurora Museum, increased marketing and promotion of cultural resources within the community.

Decreased spending could result in fewer programs at the Aurora Museum or less marketing and promotion of cultural resources in the community.

Fire and Emergency Services:

How would you adjust your property tax funding to Fire & Emergency Services?

Fire & Emergency Services are delivered to the Town of Aurora and Town of Newmarket by [Central York Fire Services \(CYFS\)](#). CYFS is a consolidated fire service that provides excellence in fire protection, prevention, fire education and emergency services to both communities.

Increased spending could result in more training resources for first responders, more prevention programs to the community and schools, increased door-to-door education, increased assistance to seniors' homes.

Decreased spending could result in less specialized equipment to use in emergencies, fewer training opportunities, fewer prevention programs or fewer door-to-door campaigns.

Infrastructure Rehabilitation and Replacement:

How would you adjust your property tax funding to Infrastructure Rehabilitation and Replacement Contributions?

Infrastructure Rehabilitation and Replacement Contributions are administered by IES.

Increased spending could result in: earlier repair & replacement of town infrastructure such as recreation & other facilities, roads, sidewalks, street lights and playground equipment; earlier replacement of fleet and equipment, more utility vehicles, minimization / stabilization of future annual required tax increases, reduction of the Town's infrastructure deficit.

Decreased spending could result in delayed repair & replacement of town infrastructure, fleet and equipment or fewer utility vehicles, greater volatility in annual required tax increases, requirement for town to accept a greater infrastructure deficit.

Aurora Public Library:

How would you adjust your property tax funding to Aurora Public Library?

[Aurora Public Library](#) supports the cultural and educational life of Aurora by providing a wide variety of information in print, electronic and digital formats, programming for all ages and access to current technologies. In 2013, 654,033 items were borrowed and 13,424 people of all ages attended 764 programs. Staff responded to 17,420 reference and reader's advisory questions and 6,136 technology, software and social media support requests.

Increased spending could result in: expanded hours of operation, increased programs, more choice and better availability of ebooks, streaming/downloadable content and research resources, improved

access to emerging digital technologies and enhanced support and service for students and lifelong learners.

Decreased spending could result in fewer hours of operations, fewer programs, fewer ebooks available and fewer resources for students and lifelong learning programs.