



**Conception Bay South
Municipal Budget Report
November 2024**

Prepared by
Ethelo Decisions

Table of Contents

Introduction and Summary.....	2
Participation.....	2
Budget Results.....	3
Service Budgets Overview.....	4
Road Maintenance & Snow Clearing.....	4
Water & Sewer.....	6
Garbage and Recycling.....	8
Planning and Growth.....	10
Protective Services.....	12
Maintenance of Facilities (Parks, Playgrounds and Buildings).....	16
Recreation and Leisure Services.....	20
Satisfaction Levels.....	22
Road Maintenance & Snow Clearing.....	22
Protective Services.....	23
Maintenance of Facilities (Parks, Playgrounds & Buildings).....	24
Water and Sewer.....	25
Planning and Growth.....	26
Garbage and Recycling.....	27
Recreation and Leisure Services.....	28
Community Insights.....	29
Quality of Life.....	29
Value for Tax Dollars.....	30
Top Priority for Taxpayer Investment.....	31
Public Transportation.....	32
Willingness to Pay More Taxes for Enhanced Services.....	33
Demographics.....	34
Age Distribution.....	34
Children Distribution.....	35
Residency Status and Duration.....	35
Work Status.....	36
Education Status.....	36
Homeownership Status.....	37
Conclusion.....	38

Introduction and Summary

From October 1 to October 25, 2024, the Town of Conception Bay South conducted a public engagement survey using Ethelo's Citizen Budget tool to gather residents' input on the 2025 budget. The initiative aimed to actively involve the community in the budgetary process, ensuring that spending priorities align with the needs and preferences of Conception Bay South residents.

The survey invited residents to share satisfaction levels and funding preferences across various service areas, including Road Maintenance & Snow Clearing, Water and Sewer, Garbage and Recycling, Planning and Growth, Protective Services, Maintenance of Facilities, and Recreation and Leisure Services. It also captured community insights on a range of categories, including: Quality of Life, Value for Tax Dollars, Top Priority for Taxpayer Investment, Public Transportation, and Willingness to pay more taxes for enhanced services.

Key findings from the Conception Bay South 2025 budget survey reveal strong resident support for maintaining current funding levels, alongside satisfaction with the town's quality of life and services. The preferred budget scenario showed no overall changes, achieving **89%** consensus. **Road Maintenance and Snow Clearing, Fire Department, Water and Sewer, and Recreation and Leisure Services** were prioritized for stable or slightly increased funding. High satisfaction ratings were noted for **Garbage and Recycling** and **Water and Sewer** services. Community insights highlighted **Quality of Life** as largely "Good" or "Excellent," with top priorities for future investment being **road improvements, community safety, and recreational facilities**. Public transportation received limited support if tied to a tax increase, and a plurality of residents prefer stable taxes with current service levels over enhanced services with an increase to taxes. Respondents were mostly long-term residents, homeowners, and middle-aged adults.

Participation

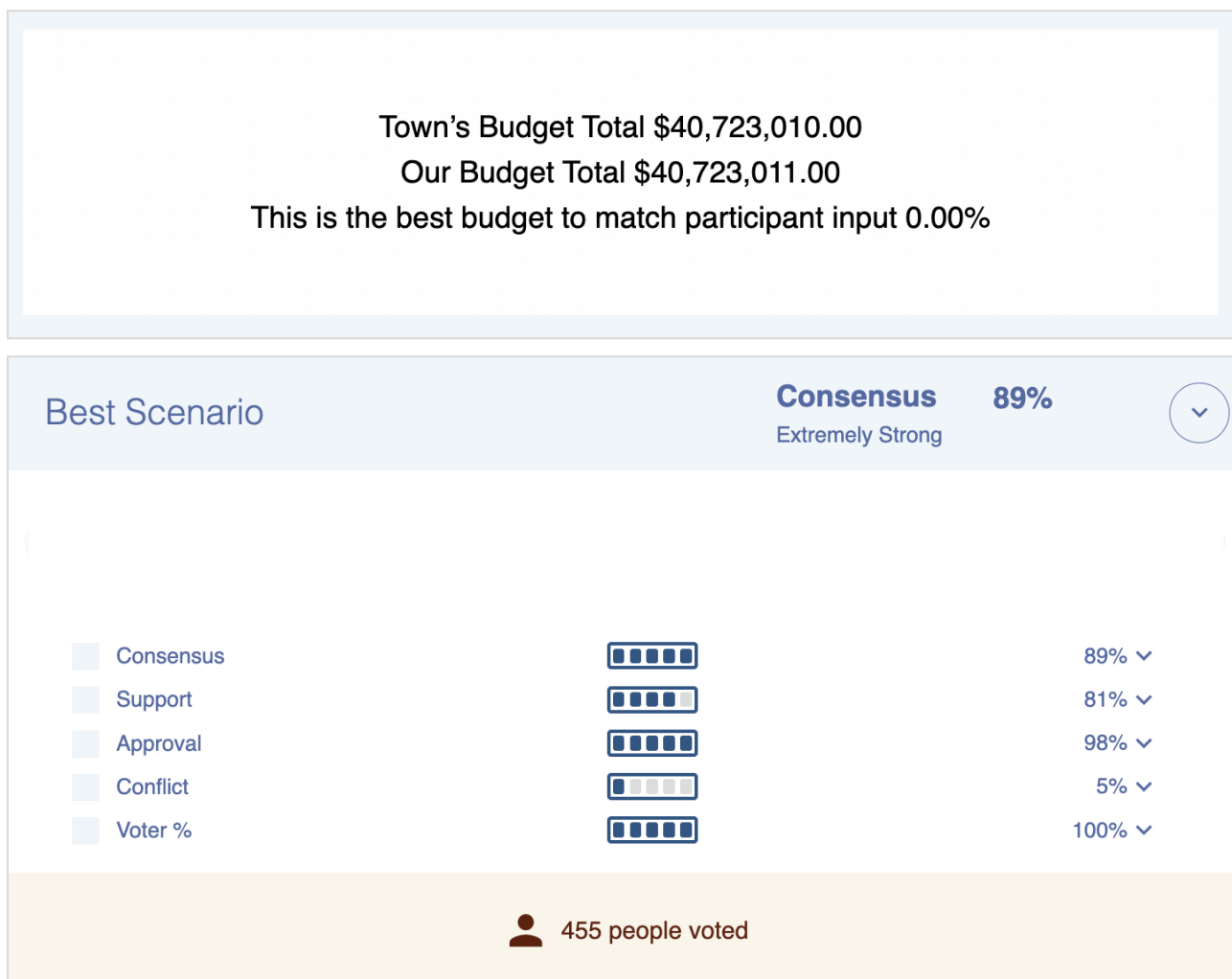
There were a total of **553** participants in the engagement. Of these participants, **93%** (513) completed at least 25% of the survey, **75%** (414) completed at least 50% of the survey, **68%** (375) completed at least 75% of the survey, and **28%** (156) completed the entire survey (65%, 307 participants - completed 90% or more of the survey).¹

Completion Level	Percentage	Participants
Completed at least 25%	93%	513
Completed at least 50%	75%	414
Completed at least 75%	68%	375
Completed 90% or more	65%	307
Completed 100% (entire survey)	28%	156

¹ 307 participants completed 90% or more of the survey.

Budget Results

Overall, there is **broad consensus** amongst participants to **maintain current budgetary levels**. The solution provided below represents the budget case that would be most widely supported by the most participants.



The scenario with the widest support shows a net average tax increase/decrease of **\$0**. Overall, participants indicated **budgets for all service areas should be maintained**. **Consensus** on this budget is **extremely strong at 89%**, with high levels of **support (81%)** and **approval (98%)**, and minimal **conflict (5%)**. Among specific service areas, **Parks and Playground Maintenance** garnered the highest consensus (85.8%) and support (72.5%), in contrast, **Municipal Enforcement** received the lowest levels of consensus (74.38%) and support (52.32%).

Service Budgets Overview

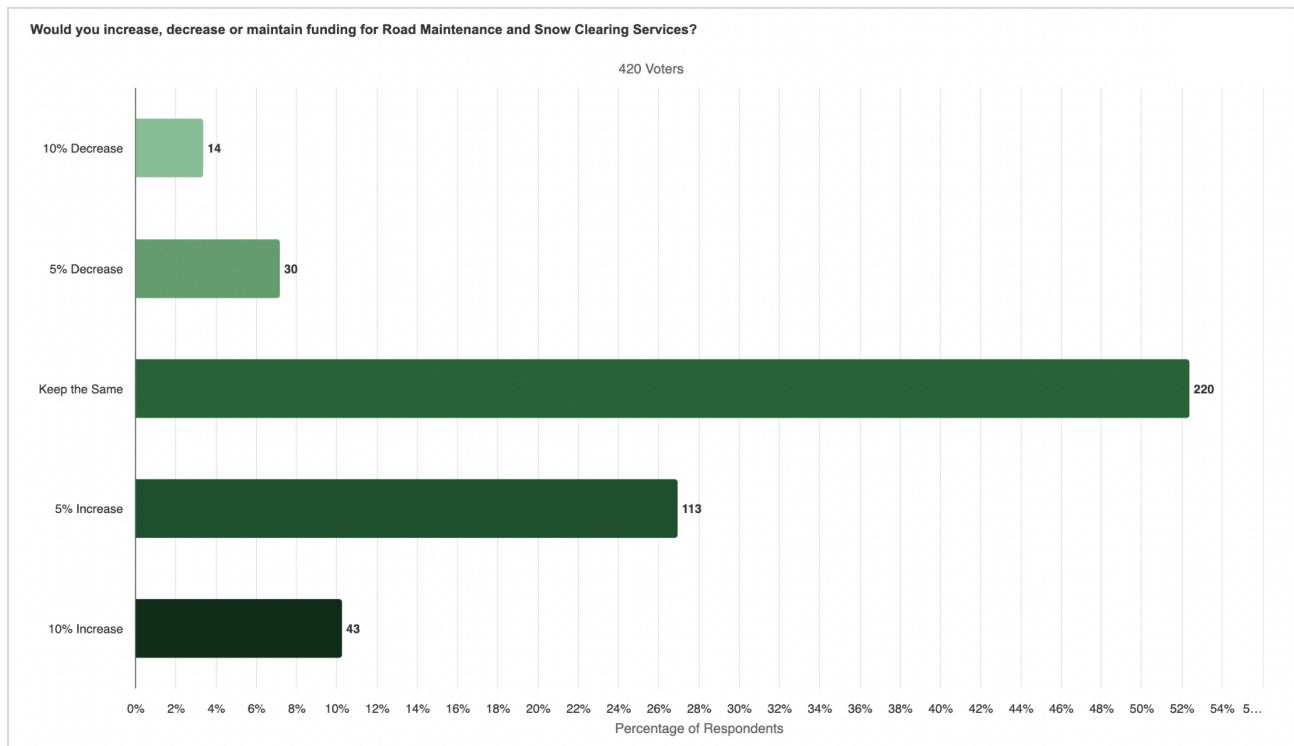
Overall, there is a strong preference among participants to **maintain current funding levels** across all service areas. Areas such as the Fire Department, Road Maintenance, and Recreation saw notable support for increases. Support for funding decreases was minimal; however, of all service areas, decreased support was most pronounced in Municipal Enforcement.

Road Maintenance & Snow Clearing

Participants were asked to indicate their satisfaction with Road Maintenance & Snow Clearing and to suggest adjustments to property tax funding for this area.

- **52% (220 respondents)** opted to **keep the funding the same**, indicating that the majority are satisfied with the current level of investment in road maintenance and snow clearing.
- **7% (30 respondents)** suggested a **5% decrease**, and **3% (14 respondents)** favored a **10% decrease**, resulting in **10%** of respondents supporting a reduction in funding.
- **27% (113 respondents)** were in favor of a **5% increase** in funding, while **10% (43 respondents)** advocated for a **10% increase**, totaling **37%** who would like to see additional resources allocated to these services.

This distribution reflects significant support for maintaining the current funding level, with over one-third of participants expressing a preference for increased investment



Overview of Comments on Road Maintenance and Snow Clearing

The comments (69 total) on **Road Maintenance and Snow Clearing** reveal a range of opinions about road quality, snow removal practices, and traffic safety in Conception Bay South. Several residents voiced frustration over the condition of certain main roads, particularly **Route 60** and the **Foxtrap Access Road**, citing issues with potholes, inadequate lighting, and speeding vehicles. One resident described Foxtrap Access Road as a "Deathtrap," emphasizing the safety risks posed by excessive speeding on this route. Many respondents feel that additional **speed calming measures** such as speed humps and traffic lights are necessary to improve safety, especially on roads frequented by families and near school zones.

Another common theme was the **perceived inefficiency of snow clearing practices**. Some residents noted instances of excessive plowing, with snowplows clearing roads that were already clear, leading to wasted resources. One resident remarked, "When sparks are flying off the snowplow blade, we are overdoing it at the taxpayers' expense." There were also calls for **enhanced snow clearing schedules** to better accommodate residents who work non-traditional hours and rely on safe roads to commute during nighttime and early morning hours.

Beyond snow removal, there were specific requests for **improvements to street lighting and sidewalk infrastructure**. Some residents expressed concerns that older neighborhoods are inadequately lit, creating hazards for pedestrians. Comments also highlighted a desire for more sidewalks on busy roads and near schools, which would improve pedestrian safety and accessibility.

Lastly, a few comments addressed the **financial aspects** of road and snow maintenance, suggesting that the town should focus on essential road repairs and avoid excessive spending on new amenities until the basic infrastructure is up to standard. For example, one resident argued, "I don't see why the community of CBS needed new turf on the soccer field while the road you have to drive on to get there is falling apart."

Top 3 Most Liked Comments

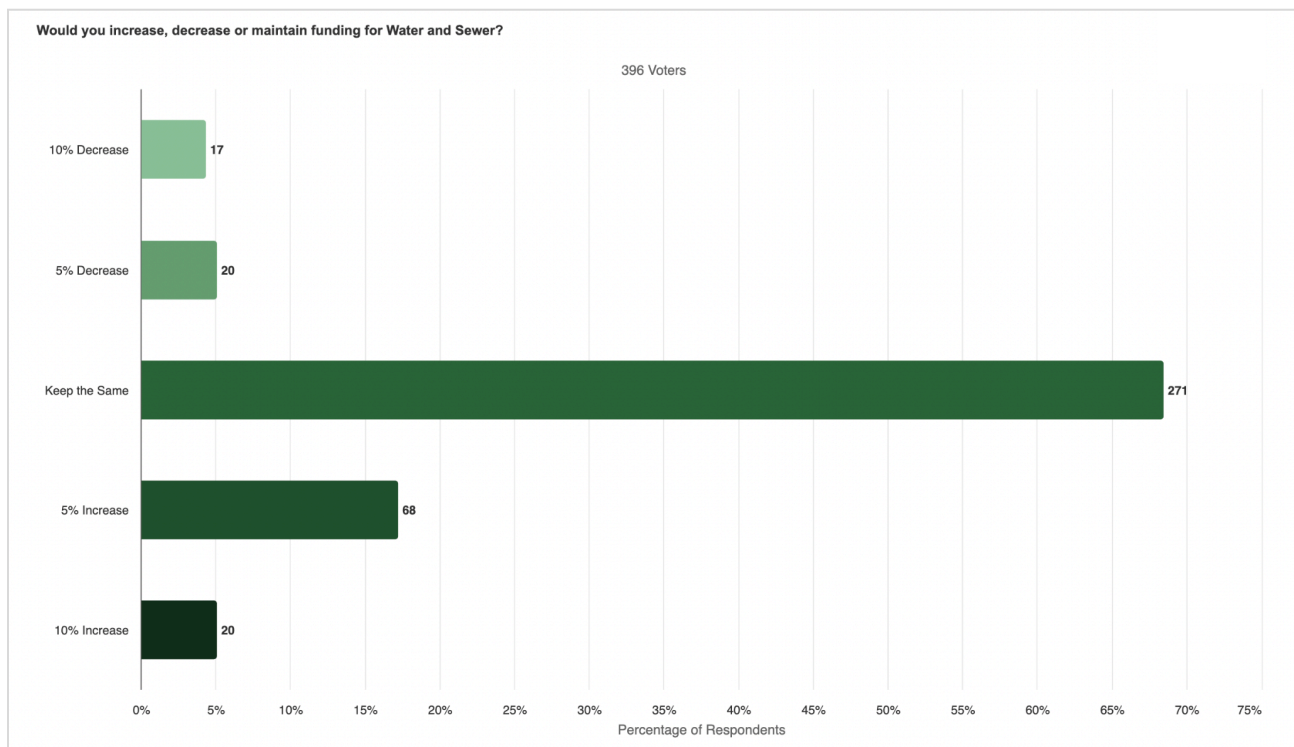
1. "I have seen on multiple occasions just complete waste of tax dollars by snow clearing! During clean-ups, multiple trucks of guys sitting around waiting for a single plow or blower operator to do the job." (5 likes)
2. "The town needs to remember that CBS does not end in Long Pond/Manuals. The west end of town, Upper Gullies and Seal Cove are woefully neglected in terms of road maintenance and business development." (4 likes)
3. "Would like to see more permanent speed humps (like those on Minerals Road/Fowlers Road) installed on residential streets that are commonly used as 'short cuts' by those who do not live on the streets." (3 likes)

Water & Sewer

Participants were asked to indicate their satisfaction with Water and Sewer Services and to suggest adjustments to property tax funding.

- **68% (271 respondents)** opted to **keep the funding the same**, showing a strong preference for maintaining the current investment level in water and sewer infrastructure.
- **5% (20 respondents)** suggested a **5% decrease**, and **4% (17 respondents)** favored a **10% decrease**, resulting in **9%** of respondents supporting a reduction in funding.
- **17% (68 respondents)** were in favor of a **5% increase** in funding, while **5% (20 respondents)** advocated for a **10% increase**, totaling **22%** who would like to see additional resources allocated to water and sewer services.

This distribution reflects a predominant preference for maintaining the current funding level, with nearly one-quarter of participants expressing support for an increase



Analysis of Comments on Water and Sewer

The comments on **Water and Sewer** services reflect a range of concerns, primarily related to **water quality**, **pressure issues**, and infrastructure limitations. Residents frequently raised issues with the **chlorine levels** in the water, with some describing it as too strong, making the water unpleasant to drink. One resident, a professional in water quality, mentioned installing their own filtration system to manage the fluctuating chlorine levels, suggesting that “the levels of chlorine are too strong at times to be considered potable” and recommending independent testing for a more accurate assessment.

Water pressure challenges were noted, especially in elevated areas like **Legion Road**, where residents reported inconsistent pressure. One commenter emphasized that “some areas of town in higher elevations have poor water pressure,” calling for additional pumps to stabilize supply.

Odor issues from the **Cronns Head treatment facility** were also mentioned, with residents near the plant describing it as “disgusting.” Several respondents advocated for an investigation into **aging infrastructure**, including the frequent water main breaks in CBS, with one person suggesting a detailed study to determine the root causes of these ongoing issues.

Among those without town water and sewer services, there were calls to prioritize extending access to these areas over projects like recreation complexes. One resident stated, “Many residents do not have town water and sewer. I feel this needs to be addressed before moving forward with any more sidewalks or recreation complexes.” Another raised concerns about expanding a system that is “under strain,” expressing an interest in learning more about what is being processed at **Cronins Head** before new homes are added.

Top 3 Most Liked Comments

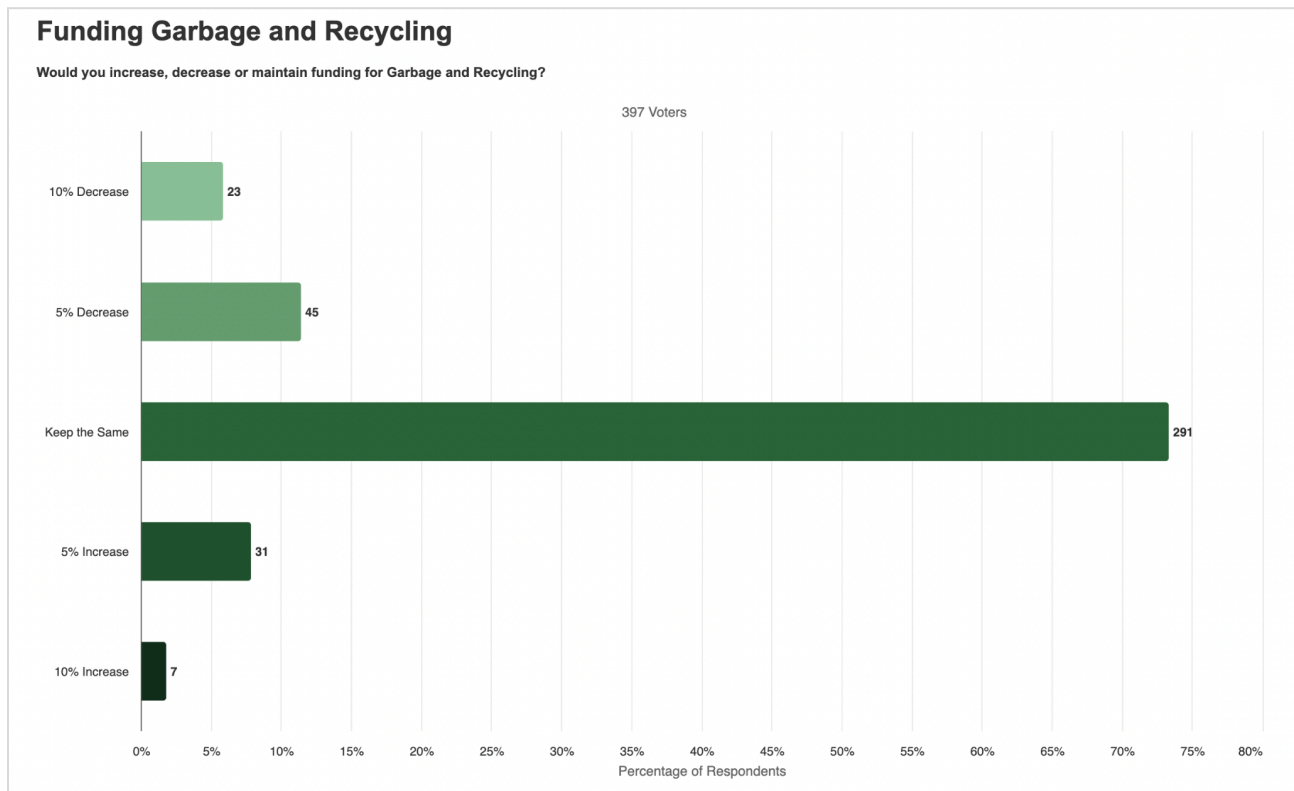
1. "The general public likely doesn't have sufficient knowledge of this issue to provide well-informed input. Is our water utility operated following least cost principles, like other utilities?" (2 likes)
2. "The water that comes into my house stinks. Council wouldn't come to my house. Hoping it's been fit to drink." (1 like)
3. "Why don't the city install UV filters on the main water supply for the taxes we pay. The water is hard and turns everything brown." (1 like)

Garbage and Recycling

Participants provided feedback on Garbage and Recycling services, sharing their satisfaction and suggesting adjustments to funding.

- **73% (291 respondents)** preferred to **keep the funding the same**, showing strong support for maintaining the current budget.
- **11% (45 respondents)** suggested a **5% decrease**, and **6% (23 respondents)** indicated a preference for a **10% decrease**. Together, these responses indicate that **17% of respondents** favored a reduction in funding, albeit with a preference for a smaller decrease.
- **8% (31 respondents)** recommended a **5% increase** in funding, and a smaller **2% (7 respondents)** were in favor of a **10% increase**.

This distribution suggests that the majority of participants are content with the existing funding level for Garbage and Recycling services, with a smaller segment expressing interest in either slight increases or decreases.



Overview of Community Comments on Garbage and Recycling Funding:

Comments (45 total) on Garbage and Recycling Funding highlight a demand for improved waste management practices, with comments reflecting widespread interest in **mandatory recycling** and **bulk garbage collection**. Numerous respondents stressed the need for **weekly recycling pickups** to increase participation, with one participant noting, "Recycled material is usually bulky and hard to store" due to the current biweekly collection schedule. Additionally, many expressed frustration over the absence of **composting services**, urging the town to implement a program to better support environmental goals.

A recurring suggestion was the **three-bin system** (garbage, recycling, and compost) and **clear garbage bags** to encourage recycling compliance. Comments also pointed to the need for **mandatory composting** and the enforcement of recycling measures, with one resident remarking, "Truly embarrassing you don't have mandatory recycling yet you preach you care about the environment... as a municipal government, it is up to you to enforce policies to make the world a better place."

The call for **bulk garbage collection** was another dominant theme. Many participants requested **monthly or bi-monthly bulk pickups** to support residents without personal vehicles, with one comment asserting, "Definitely need a bulk garbage service. Not everyone can travel to RHB dump or to drop off locations." Residents also sought transparency, questioning the actual recycling rates of collected materials, with one asking, "I would like to know how much of our recycling actually gets recycled."

Top 3 Most Liked Comments:

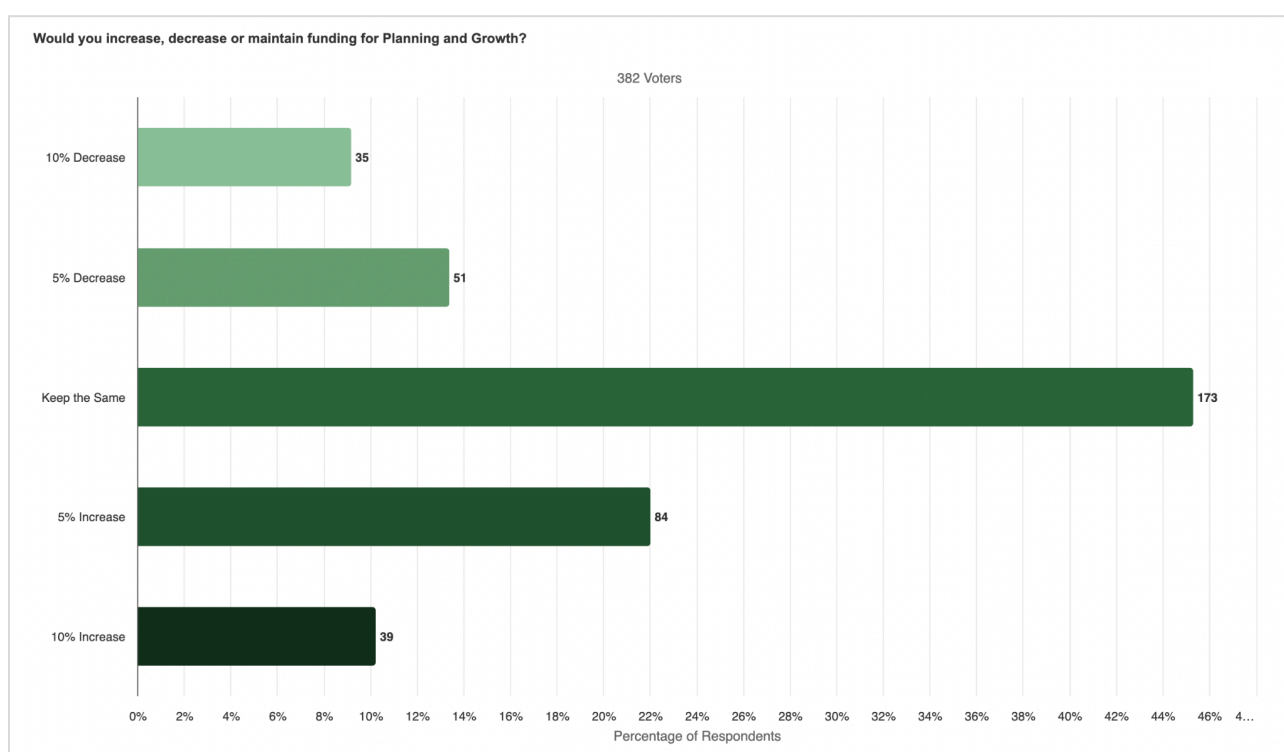
1. "Bring back bulk garbage dates and drop all the rules on how to have it stacked, cut, etc. We pay high enough taxes to not have to pay a fee and wait months to get a garbage date... Right now, 7 key management are benefitting from \$966,050 of the budget, if they put in the work to earn the salary that's fine, but take a look around the town, all the break-ins, theft, drugs, there is lots of work to be done." (4 likes)
2. "Definitely need a bulk garbage service. Not everyone can travel to RHB dump or to drop off locations. It would be a great enhancement for maintaining properties and cleanliness." (3 likes)
3. "Garbage collection every two weeks like most other Canadian municipalities with recycling. Recycling should be mandatory. Houses in my neighbourhood never put out a blue bag." (2 likes)

Planning and Growth

Participants were asked to evaluate their satisfaction with Planning and Growth services and suggest any changes in funding.

- **45% (173 respondents)** opted to **keep the funding the same**, indicating a strong preference to maintain the current budget level.
- **13% (51 respondents)** suggested a **5% decrease** in funding, and **9% (35 respondents)** preferred a **10% decrease**. Together, **22%** of respondents showed interest in reducing funding for Planning and Growth.
- **22% (84 respondents)** supported a **5% increase**, while **10% (39 respondents)** favored a **10% increase**, resulting in **32%** of participants indicating support for increased investment in Planning and Growth.

This distribution shows that while a significant portion of respondents prefer to keep the funding unchanged, there is a substantial group advocating for increased investment, with 32% seeking a boost in funding.



Overview of Community Comments on Planning and Growth Funding

The comments (52 total) regarding **Planning and Growth** funding reflect concerns about the town's infrastructure, development approach, and the balance between residential growth and commercial investment. Many residents emphasized the need for **improved planning processes and increased staffing** to handle the town's rapid expansion, with specific suggestions for faster permit processing and more streamlined services. One resident noted, "Additional Planning & Development staff are needed to reduce turnaround time."

There were calls for **better recreational facilities** and **walkable community spaces**. Suggestions included the development of a **new recreation complex** at Gateway and more **youth sports facilities** to support community engagement and attract visitors. Another commonly mentioned need was **business attraction and commercial**

development in areas like the Gateway, with residents expressing frustration over the lack of businesses such as grocery stores and dining options within CBS. As one participant stated, "The Town's revenue in taxes should not be mostly paid by its residents; it should be covered by commercial businesses."

Several comments also highlighted concerns about **environmental sustainability** and preserving the town's natural aesthetics. Some respondents called for more stringent regulations on developers to maintain green spaces, with one resident expressing disappointment over "the moonscape created by new subdivisions." Additionally, **traffic congestion and infrastructure challenges** were frequently cited, especially regarding the need for better road connectivity and updates to support the increased population.

Top 3 Most Liked Comments:

1. "With the firm hired to increase Gateway, there are still no new developments nor updates provided." (5 likes)
2. "This town would benefit from planned community that promotes sidewalks and playgrounds. It has a broken and disconnected vibe to it. Developers should commit and deliver on residential planning requirements." (3 likes)
3. "Stop giving yourselves raises and the people will come. Tourists do not benefit from all the \$20,000+ salary bumps in the last few years. They would benefit from not having their car broken into when they stay a night though! Increase municipal 'police' traffic after dark on all side roads to deter crime." (3 likes)

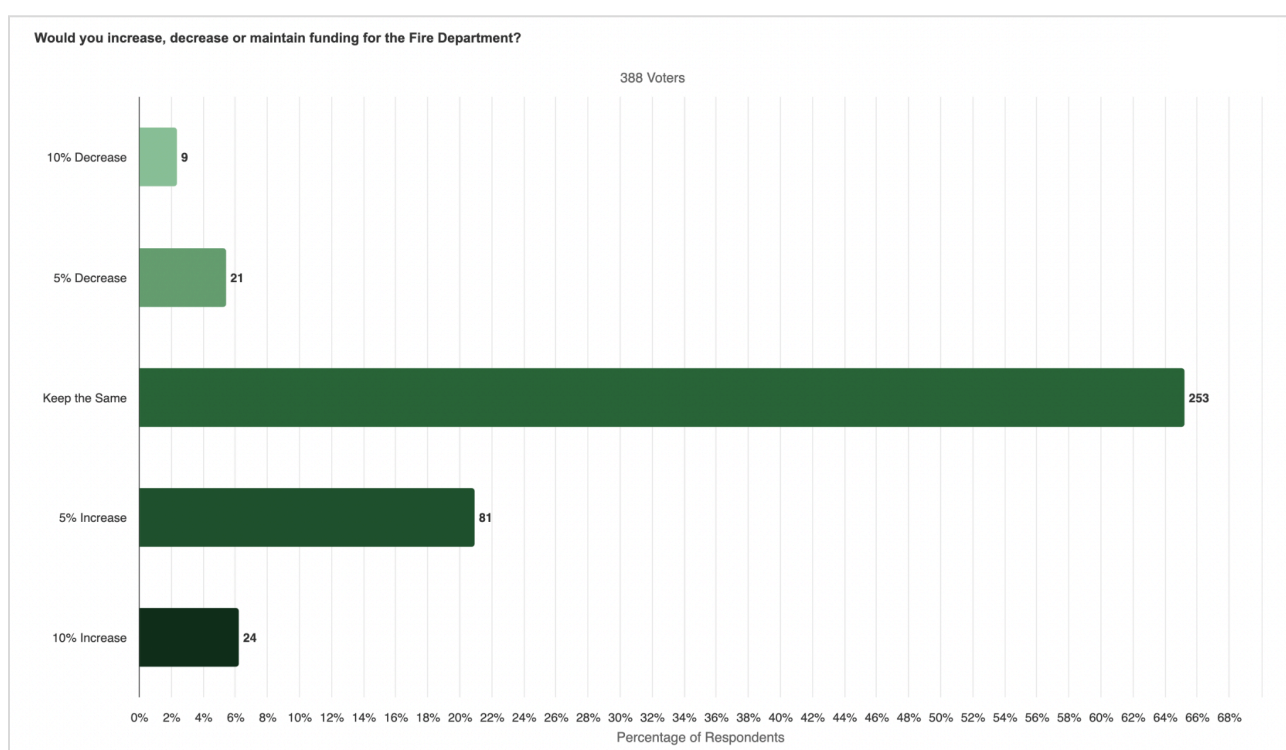
Protective Services

Participants provided feedback on Protective Services, including fire and municipal enforcement, sharing their satisfaction levels and funding preferences.

Part A: Fire Department

- **65% (253 respondents)** preferred to **keep the funding the same**, indicating a majority support for maintaining the current budget for fire services.
- **5% (21 respondents)** recommended a **5% decrease**, and **2% (9 respondents)** suggested a **10% decrease**, totaling **7%** who favored a reduction in funding.
- **21% (81 respondents)** were in favor of a **5% increase** in funding, while **6% (24 respondents)** advocated for a **10% increase**, bringing the total support for increased funding to **27%**.

This response distribution shows a strong preference for maintaining the existing budget, with over a quarter of respondents favoring an increase.



Overview of Comments on Funding for the Fire Department

Comments (18 total) on **Fire Department funding** highlight both support for current services and some calls for reallocation or improved efficiency. Several respondents praised the department, describing it as “doing a great job,” and expressed a preference for maintaining current funding levels. However, many comments centered on **law enforcement needs**, indicating a perceived gap in **RNC presence and enforcement** in Conception Bay South. One commenter explicitly noted, “CBS fire department seems to be doing a good job. RNC response

seems like it could be improved," reflecting a broader sentiment that **police services** may need more focus than fire services.

Some respondents questioned the necessity of **current spending practices** in emergency services, with a few expressing concerns about the **allocation of budgets toward salaries and facilities**. One individual cited the cost of the fire department's building in Kelligrews, referring to it as a "Cadillac building," and questioned whether the expense was justified. Another raised concerns about the **salary of Municipal Enforcement management**, suggesting it might be disproportionately high in comparison to other staff roles.

While a few respondents proposed a decrease in funding, there was a noticeable emphasis on **cost management and efficiency improvements** rather than outright budget cuts. This is seen in comments like, "No spending increases, please. Focus on cost management and efficiencies."

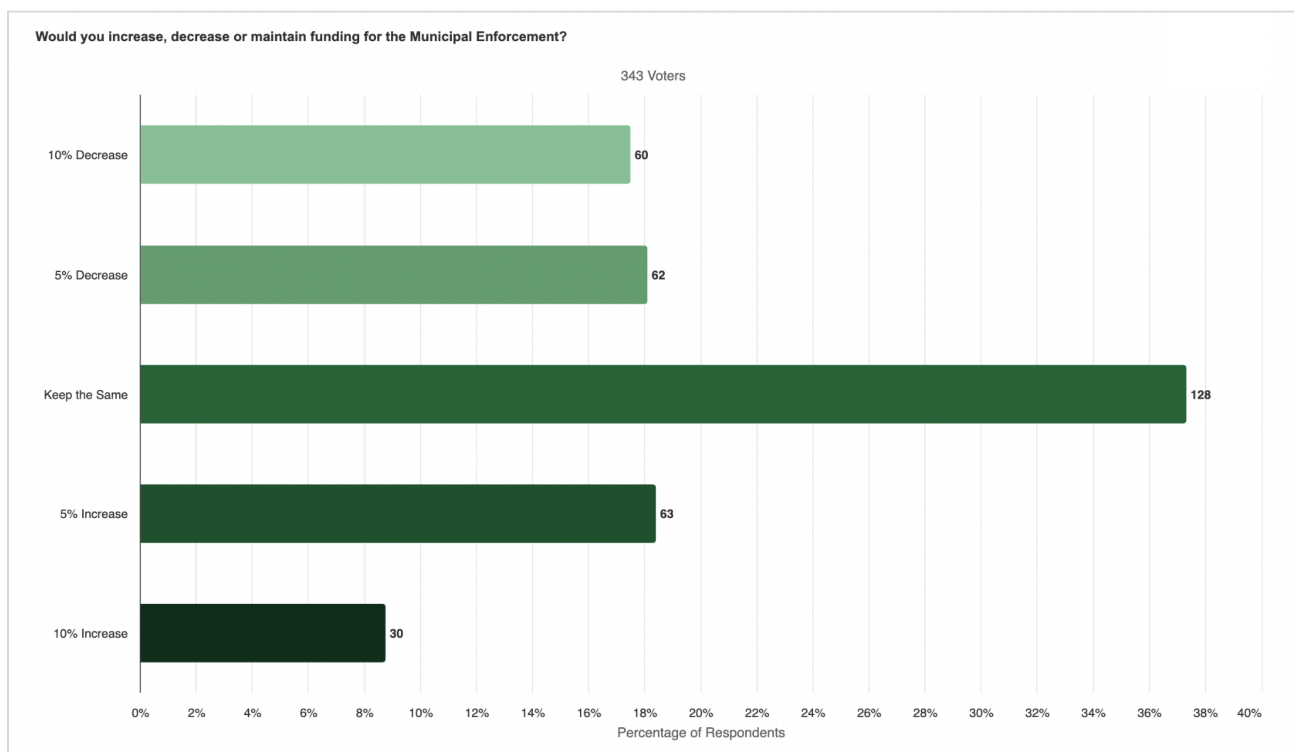
Top 3 Most Liked Comments

1. "Increase the protection and services for the community." (5 likes)
2. "Keep up the good work (CBS Fire Dept). I often question what the Manager of Municipal enforcement does? This position as of 2023 is paid \$90,460 - \$104,906." (4 likes)
3. "No spending increases, please. Focus on cost management and efficiencies." (3 likes)

Part B: Municipal Enforcement

- **37% (128 respondents)** preferred to **keep the funding the same**, indicating a moderate preference for maintaining the current budget level.
- **18% (62 respondents)** suggested a **5% decrease** in funding, while **17% (60 respondents)** supported a **10% decrease**, totaling **35%** of respondents who favored a reduction.
- **18% (63 respondents)** indicated support for a **5% increase**, and **9% (30 respondents)** favored a **10% increase**, with a combined **27%** showing a preference for increased funding.

This distribution reflects a fairly balanced set of opinions, with a slightly larger group leaning toward either reducing or maintaining the budget. In comparison to the Fire Department, which had a more substantial majority preferring to maintain funding, Municipal Enforcement exhibited a more divided response, with a significant proportion advocating for both increases and decreases in the budget.



Overview of Comments on Funding for Municipal Enforcement

Comments (35 total) on **Municipal Enforcement** funding reflects some skepticism about the effectiveness of this service. Many respondents question the value of the department, frequently describing it as a **"waste of money"** and suggesting the funding could be redirected to **enhanced RNC (Royal Newfoundland Constabulary) presence**. Specific complaints include a lack of visible enforcement on issues like **speeding, ATV usage on public roads, and noise from loud vehicles**. One commenter noted, "Waste of taxpayers' money - brings absolutely no value," capturing the sentiment of several respondents.

Concerns about **enforcement actions and accountability** were also common, with multiple comments calling for **better communication and transparency** around the activities and impact of municipal enforcement officers. As one participant remarked, "Provide residents with proof of actions taken by municipal enforcement officers. How is that money being used?" Several respondents mentioned issues with ATVs, citing concerns about **safety on roads and trails** due to reckless driving, noise, and underage users. One respondent described a personal incident: "I have been rear-ended by a high-speed ATV with an underage driver."

Another key theme is the preference for **more RNC officers** over municipal enforcement staff, with some comments indicating that the latter lacks authority to effectively manage the town's public safety concerns. In line with this, a few respondents mentioned the **high salaries within municipal enforcement** and suggested reallocating funds or restructuring positions to ensure the budget aligns more closely with visible outcomes.

Top 3 Most Liked Comments

1. "Increase protection and services for the community." (5 likes)
2. "Waste of taxpayers' money - brings absolutely no value." (3 likes)
3. "Provide residents with proof of actions taken by municipal enforcement officers. How is that money being used?" (3 likes)

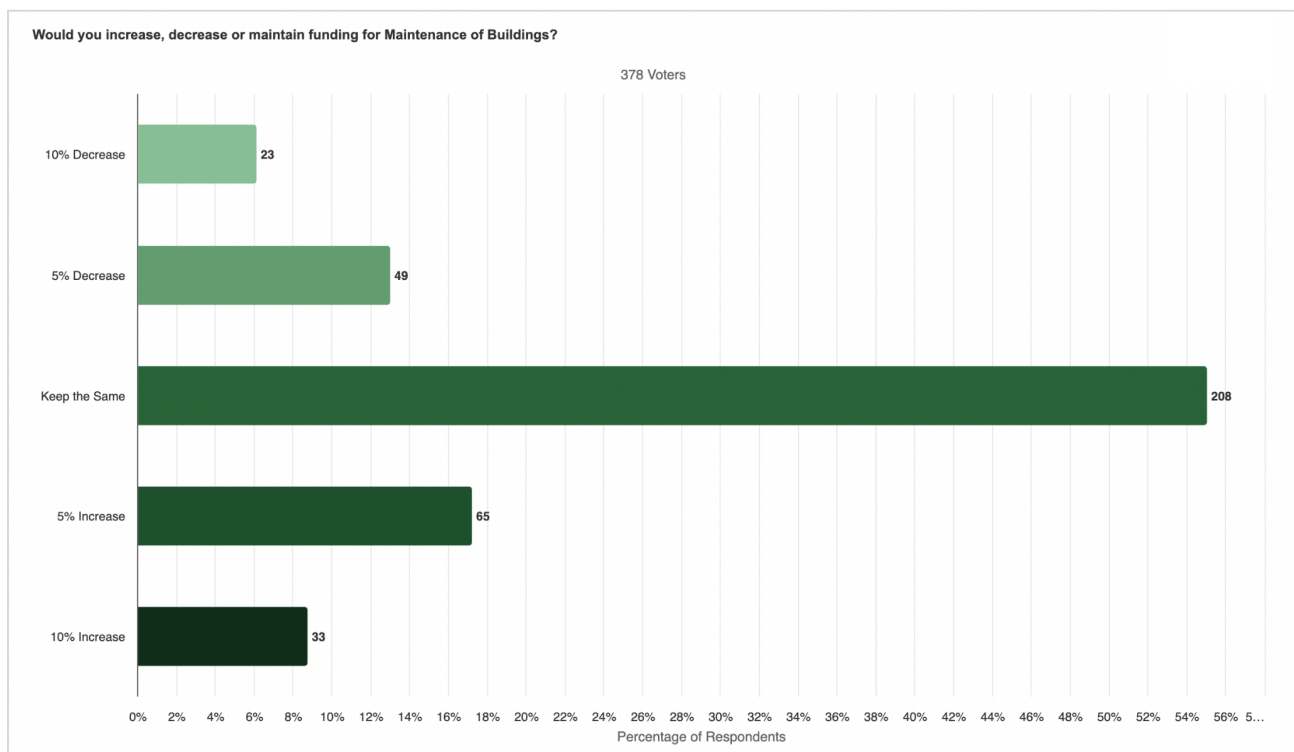
Maintenance of Facilities (Parks, Playgrounds and Buildings)

Participants were asked to share their satisfaction with the maintenance of parks, playgrounds, and buildings and to suggest funding adjustments for these areas.

Part A: Maintenance of Buildings

- **55% (208 respondents)** preferred to **keep the funding the same**, indicating majority support for maintaining the current budget for building maintenance.
- **13% (49 respondents)** recommended a **5% decrease**, and **6% (23 respondents)** suggested a **10% decrease**, totaling **19%** who favored a reduction in funding.
- **17% (65 respondents)** were in favor of a **5% increase** in funding, while **9% (33 respondents)** advocated for a **10% increase**, bringing the total support for increased funding to **26%**.

This response distribution shows a clear preference for maintaining the existing budget, with over a quarter of respondents supporting an increase.



Overview of Comments on Funding for Maintenance of Buildings

The comments (42 total) on **Maintenance of Buildings** indicate a desire for enhanced recreational facilities, particularly **expanded swimming and recreation complexes**. Many respondents highlight the need for a **larger, updated pool**, with some suggesting a new recreation center similar to facilities in nearby towns. For instance, one commenter noted, “A new recreation complex similar to St. John's Paul Reynolds Centre would be a huge asset to the town,” emphasizing its potential to attract more young families. Another echoed the sentiment, calling the existing pool facilities “tragic” and describing difficulties in using the **family change room** due to limited amenities.

Additionally, there is some frustration regarding **resource allocation and management practices**. Many participants question the **value of current expenditures**, particularly the lease for a parking lot at the splash pad, which is reportedly underused. This expenditure was criticized as a “huge waste of taxpayer money” due to the location's poor accessibility.

Other concerns center on **management and staffing costs**. Several comments call for better **cost management and efficient use of funds** rather than increased budgets. As one participant observed, “Better management is what the town needs, not an increase to budget,” while another questioned the high salaries for multiple management roles, suggesting the roles could be streamlined to reduce expenses.

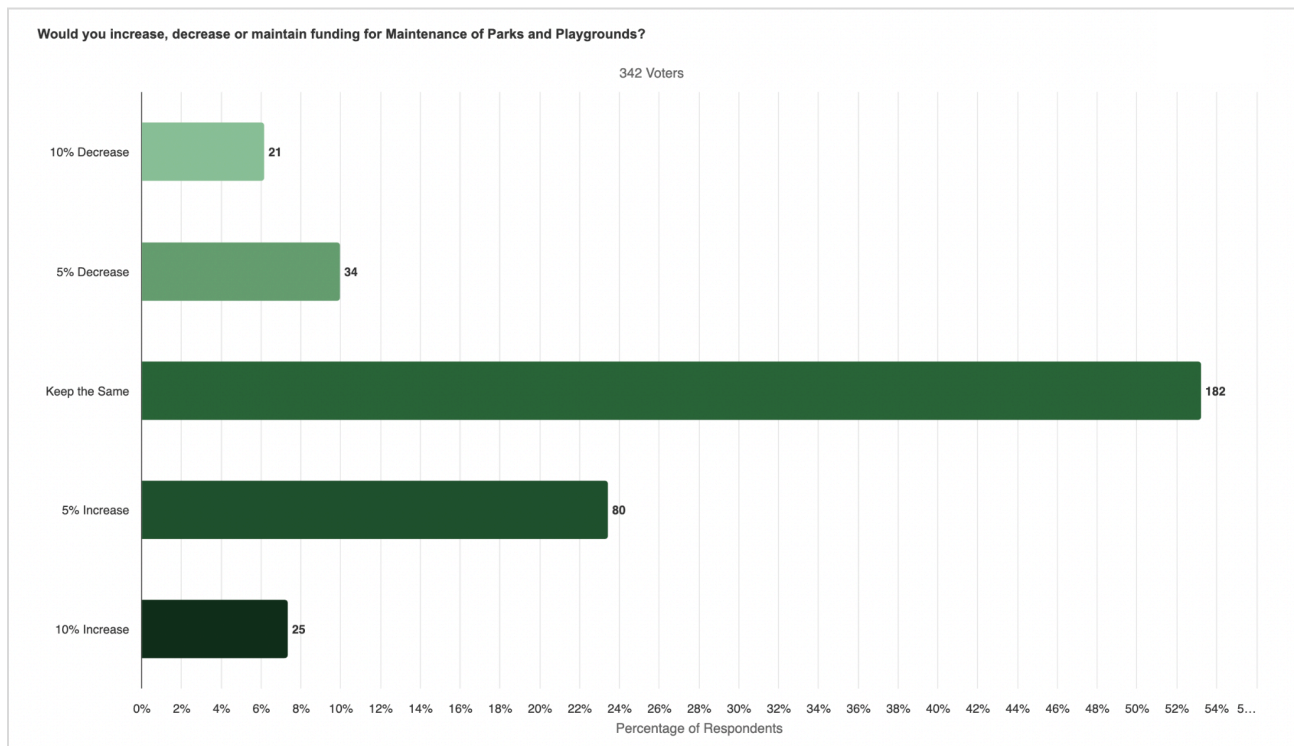
Top 3 Most Liked Comments

1. "Why do we have two stadium managers? There should be a coordinator and a manager. The coordinator should have some overlap with the manager, but work evenings and weekends and the events. I also wonder why we have two program supervisors? Where are the programs?? They are making roughly \$85,000." (6 likes)
2. "A new recreation complex similar to St. John's Paul Reynolds Centre would be a huge asset to the town and a huge draw for more young families to move to CBS." (5 likes)
3. "Again, inefficiency and mismanagement is the problem, not money." (3 likes)

Part B: Maintenance of Parks and Playgrounds

- **53% (182 respondents)** preferred to **keep the funding the same**, indicating a majority support for maintaining the current budget for parks and playgrounds.
- **10% (34 respondents)** recommended a **5% decrease**, and **6% (21 respondents)** suggested a **10% decrease**, totaling **16%** who favored a reduction in funding.
- **23% (80 respondents)** were in favor of a **5% increase** in funding, while **7% (25 respondents)** advocated for a **10% increase**, bringing the total support for increased funding to **30%**.

This distribution shows a clear preference for maintaining the current funding levels, with a notable portion of respondents supporting an increase



Overview of Comments on Funding for Maintenance of Parks and Playgrounds

The comments (27 total) on **Funding for Maintenance of Parks and Playgrounds** emphasize the **need for better upkeep and upgrades to existing facilities**, with several contributors specifically highlighting **Topsail Beach** as an area needing more attention. As one commenter noted, "Topsail Beach has been neglected for years. Playground equipment is old and outdated and is not inclusive to children with disabilities," suggesting that improvements here could enhance both local enjoyment and tourism appeal. Another comment echoed this by lamenting the lack of maintenance at Topsail Beach, describing it as an "embarrassment" and suggesting practical improvements like adding **parking, updating playground equipment, and attracting vendors**.

There is also some frustration with **resource allocation** and **management efficiency**. Several commenters criticized the **lease for an underutilized parking lot** near the splash pad, pointing to it as a perceived misuse of

taxpayer funds. One commenter suggested, "Lose the parking lot. Never used," while another commented on decision-makers, questioning the strategic thinking behind choosing such a location without adequate parking.

Moreover, some respondents expressed concerns about the town's overall approach to parks, suggesting a **broader focus** beyond just playgrounds. For instance, a participant mentioned, "Can we stop building TOT lots and think about parks for all ages...we are a growing town with an aging population yet we keep building playgrounds," calling for more inclusive designs that cater to a wider demographic.

Top 3 Most Liked Comments

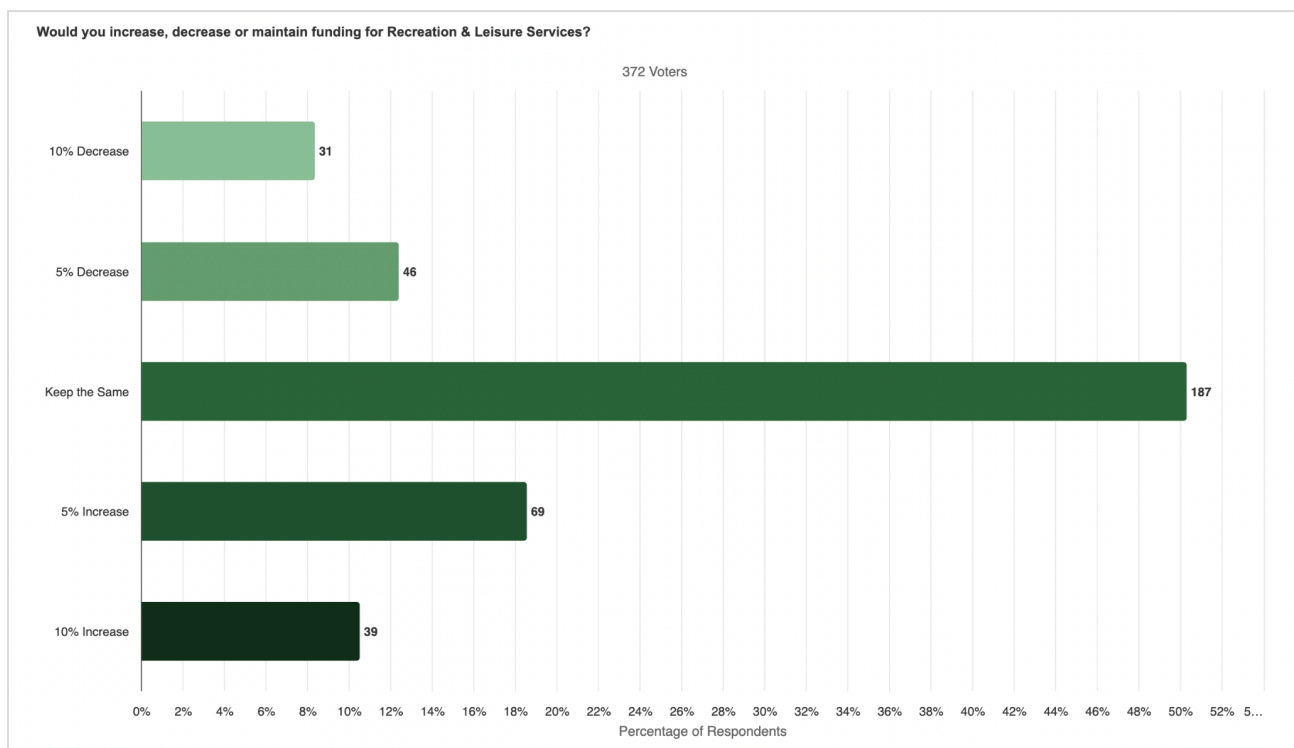
1. "I've seen investments in infrastructure go down the drain when this town doesn't maintain parks and playgrounds. Topsail Beach is one prime example." (4 likes)
2. "I want to know why we are leasing a parking space for the splash pad that literally NEVER gets used. Even on the hottest days this summer when the splash pad was blocked with people, not one vehicle on that lot. Total waste of taxpayer money." (4 likes)
3. "Agreed 100%. Topsail Beach is a huge attraction for residents and tourists alike yet they can't even bother to paint lines on the lot. What was once a gem for the town is now an embarrassment." (3 likes)

Recreation and Leisure Services

Participants provided feedback on Recreation and Leisure Services, including satisfaction levels and funding preferences.

- **50% (187 respondents)** chose to **keep the funding the same**, indicating a preference to maintain the current level of investment in recreation and leisure activities.
- **12% (46 respondents)** suggested a **5% decrease**, and **8% (31 respondents)** favored a **10% decrease**, resulting in **20%** of respondents advocating for a reduction in funding.
- **19% (69 respondents)** supported a **5% increase** in funding, while **10% (39 respondents)** preferred a **10% increase**, totaling **29%** in favor of increased funding for these services.

This distribution shows that while half of the respondents are satisfied with the current funding level, nearly one-third see value in expanding investment in recreation and leisure services.



Overview of Comments on Recreation and Leisure Services Funding

The comments (55 total) on **Recreation and Leisure Services** funding indicate a desire among residents for more inclusive, accessible, and diverse recreational facilities in Conception Bay South. Many residents expressed frustration with the current emphasis on sports like soccer and hockey, which often require significant financial investment to participate. This perceived focus on traditional sports has led to calls for facilities that serve a broader demographic, including youth, adults, and families who may not be able to afford high-cost programs. For example, one commenter noted that the Town's recreation facilities are often "inaccessible unless you want to pay \$\$\$\$ for programs like hockey or soccer."

There is also a significant demand for a **modern recreational center**, with several comments suggesting that the community would benefit from a facility similar to the Summit Center in Mount Pearl. Residents highlighted the

need for a larger pool, with an 8-10 lane option to accommodate swimming lessons, competitive swimming teams, and rehabilitation programs. One resident explained, "We have a top-notch Swim Team and artistic swim club that don't have proper facilities to host meets."

In addition to sports facilities, residents voiced interest in **new programs for seniors and non-traditional activities**. Some comments suggested that current senior events are limited and could be more diverse. Additionally, there were calls for other recreational spaces, such as community theaters, pickleball courts, and more general-use fields for varied sports. One commenter suggested that the town could benefit from a "theatre for live performances," citing smaller towns that have successfully invested in such community assets.

Environmental concerns were also raised regarding **ATV trails** and their impact on community safety and noise levels. While some residents supported more ATV trails, others called for less investment in this area, suggesting it detracts from the town's natural environment.

Top 3 Most Liked Comments:

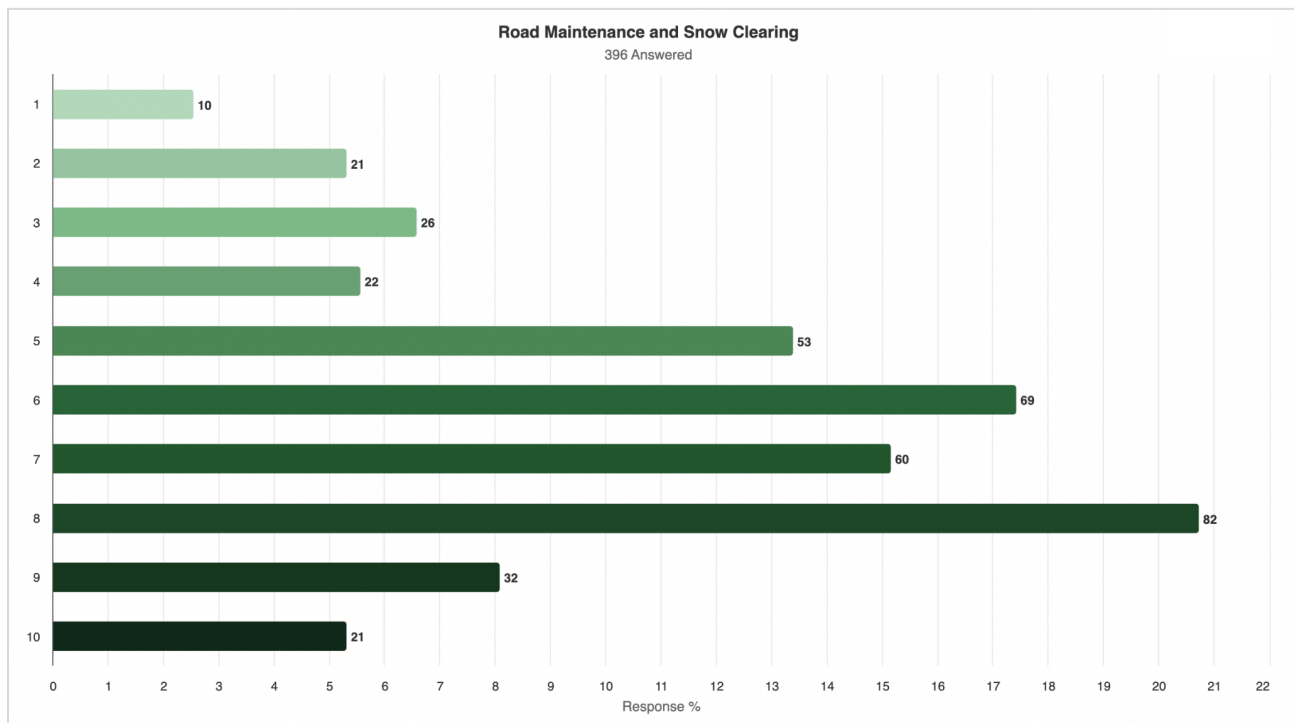
1. "Stop focusing on soccer and hockey. CBS has at least 5 soccer fields, 2 stadiums, and 5 baseball fields. Now they're building an indoor soccer facility and another turf field? We have 1 pool... a 4 lane pool... Bigger pool = more lessons, fitness, rehab programs etc. plus \$\$ to businesses." (6 likes)
2. "The Town puts way too much energy into events and activities that have little uptake." (4 likes)
3. "Unfortunately, this town is run by councilors who have been put into office by the people behind sports programs... You have to pay big money just to use a facility your tax dollars helped to build." (4 likes)

Satisfaction Levels

Participants were asked to rate their overall satisfaction with each of the Town's primary service areas on a scale from 1 to 10. These ratings provide insight into the general perception of service quality and resident contentment across the following categories: Road Maintenance and Snow Clearing, Protective Services, Maintenance of Facilities, Water and Sewer, Planning and Growth, Garbage and Recycling, and Recreation and Leisure Services,

Overall, satisfaction levels across all services indicate **general approval**, with higher ratings (7-10) consistently receiving the most responses. Services such as Water and Sewer, Garbage and Recycling, and Road Maintenance and Snow Clearing scored particularly well, with a significant proportion of participants selecting ratings between 8 and 10. Maintenance of Facilities (Parks, Playgrounds, and Buildings) also received relatively high satisfaction, though it had slightly more moderate ratings compared to essential services like Water and Sewer. Lower satisfaction ratings were present but minimal across all areas, suggesting that while there is room for improvement, most respondents are reasonably satisfied with the services provided.

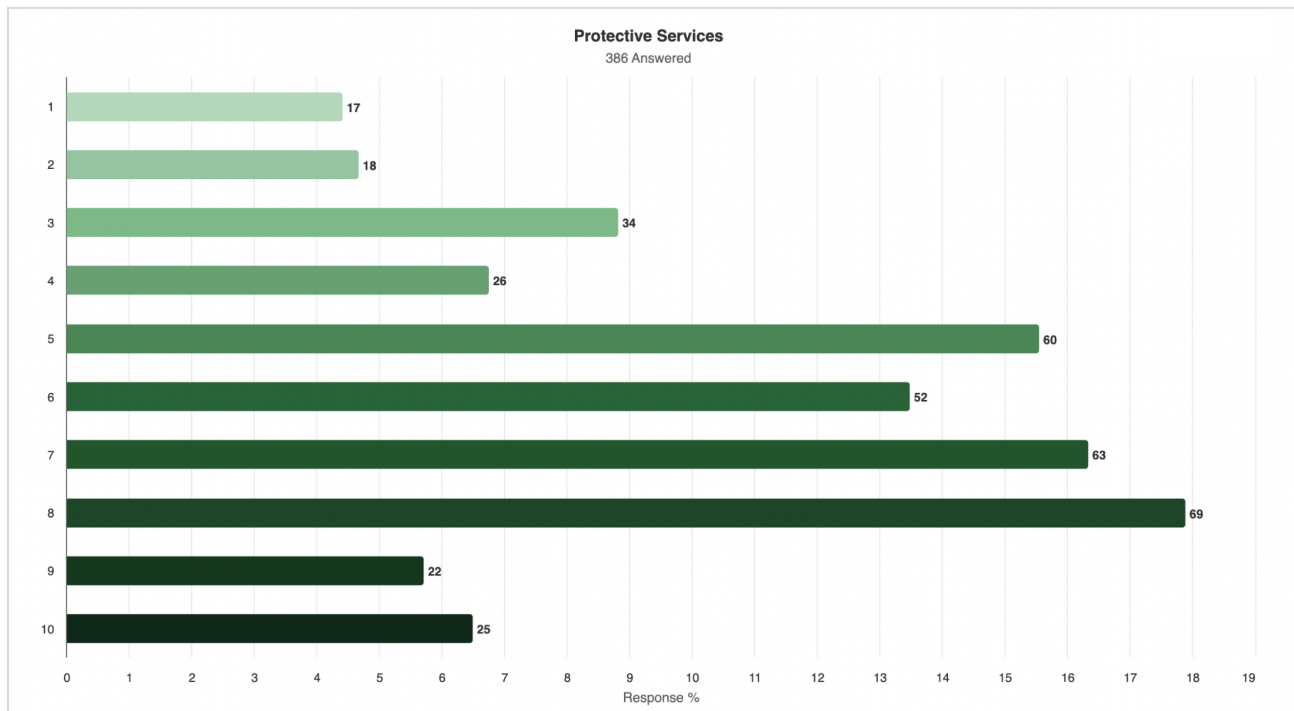
Road Maintenance & Snow Clearing



- The most common rating was 8, selected by **21% (82 respondents)**, reflecting a positive assessment of these services.
- A significant number also rated satisfaction as 6 and 7, with **15% (60 respondents)** and **17% (69 respondents)** respectively, indicating moderate satisfaction.
- Lower ratings were present but less frequent, with **3% (10 respondents)** rating it as 1 and **5% (21 respondents)** rating it as 2.

Overall, satisfaction for Road Maintenance and Snow Clearing trends toward moderate to high levels, with a considerable portion of respondents indicating satisfaction with these services.

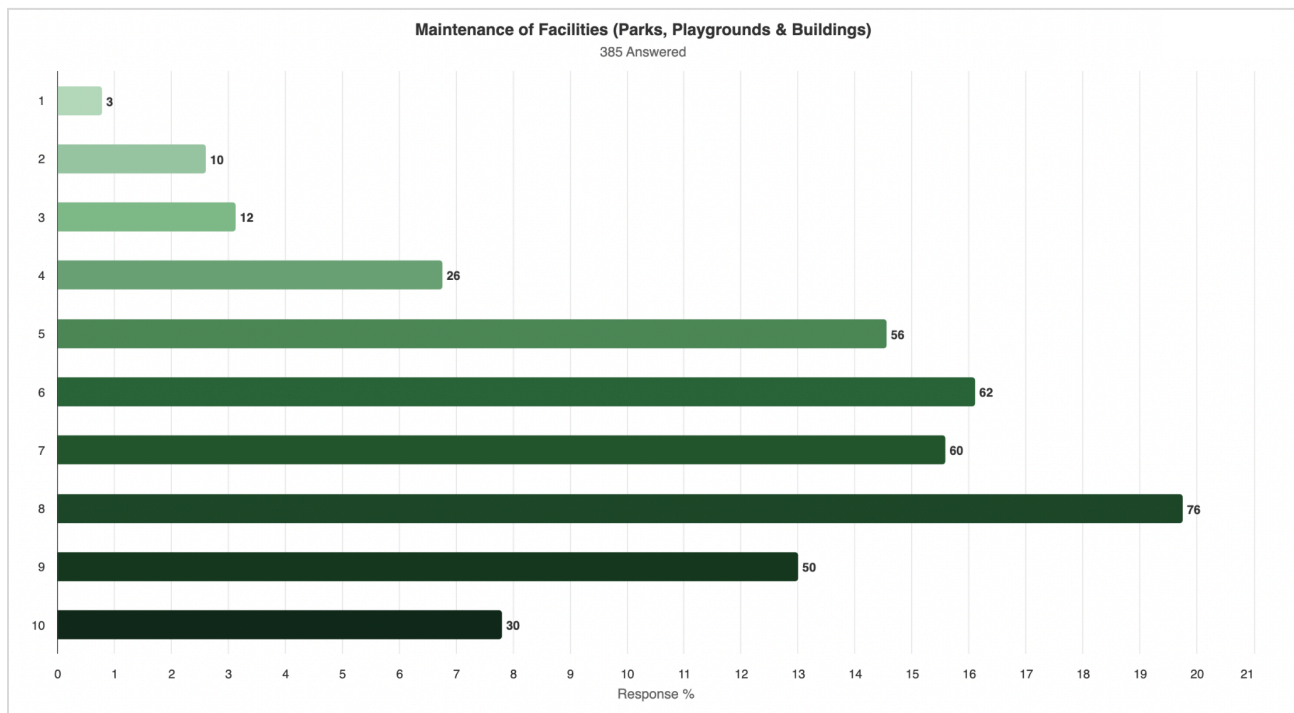
Protective Services



- The highest level of satisfaction was indicated by **18% (69 respondents)** who rated their satisfaction as 8, followed by **16% (63 respondents)** who rated it 7, and **15% (60 respondents)** who rated it 5.
- A smaller proportion of participants expressed lower satisfaction, with **9% (34 respondents)** rating it 3 and **7% (26 respondents)** rating it 4.

Overall, responses are spread across the satisfaction scale, with moderate-to-high satisfaction levels most common, indicating generally positive but varied perspectives on Protective Services.

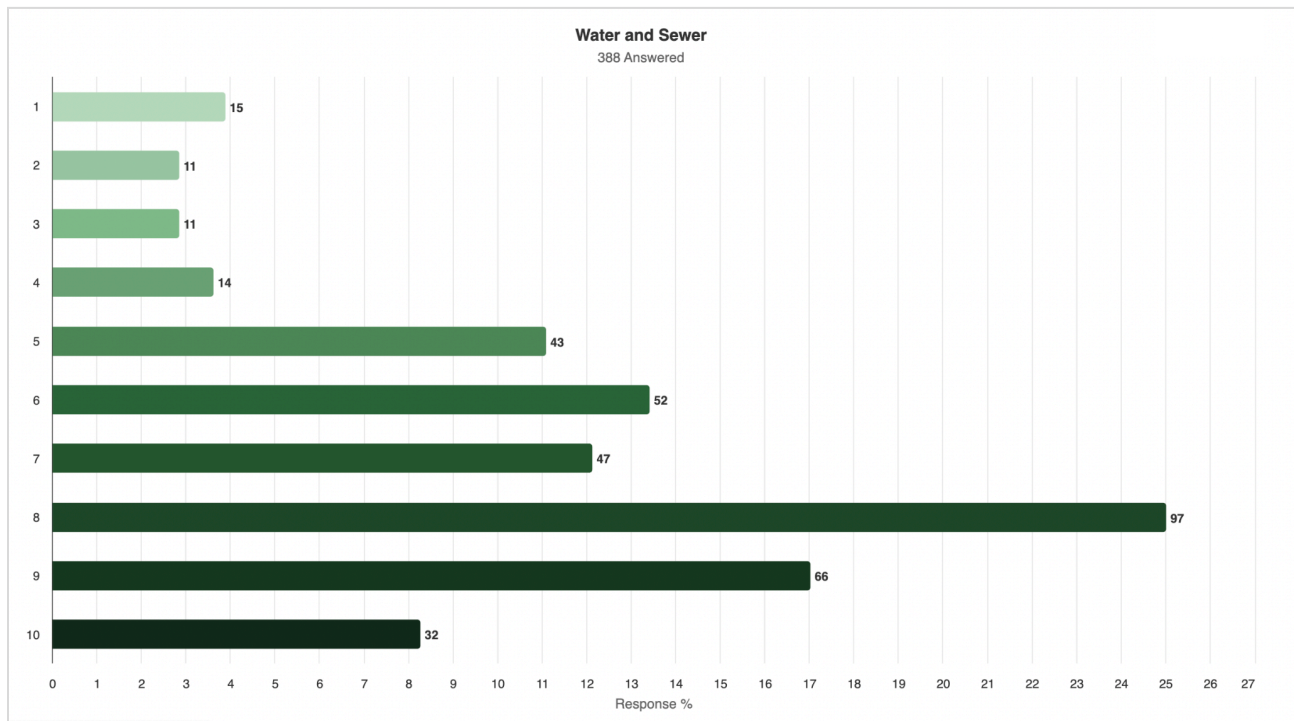
Maintenance of Facilities (Parks, Playgrounds & Buildings)



- **19% (76 respondents)** rated their satisfaction at 8, showing a high level of contentment with facility maintenance.
- Scores of **6, 7, and 5** were also popular, with **16% (62 respondents)**, **15% (60 respondents)**, and **15% (56 respondents)**, respectively.
- Lower ratings (1 to 4) accounted for only a small portion of responses, collectively making up about **13% of responses**.

Overall, the satisfaction levels for maintenance of facilities lean towards the higher end, indicating general approval, with a significant number of respondents showing moderate to high satisfaction.

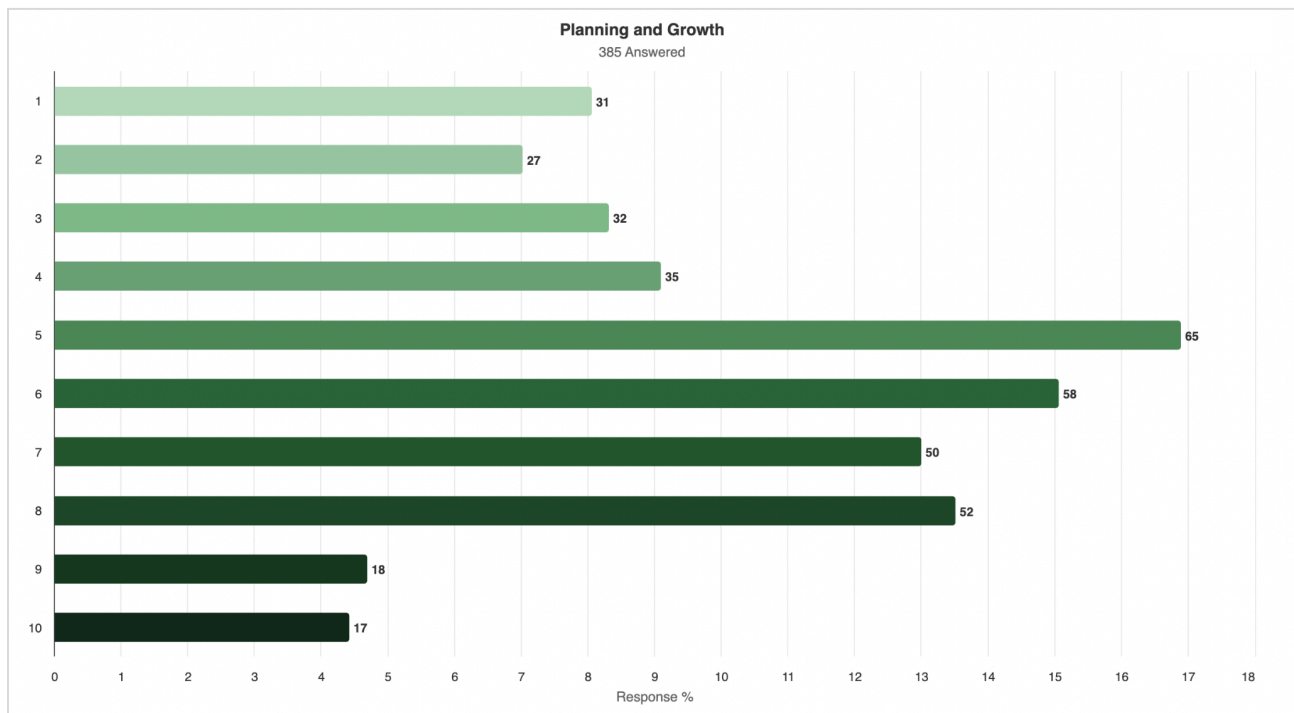
Water and Sewer



- The majority of respondents rated their satisfaction as 8, chosen by **25% (97 respondents)**, followed closely by a rating of 9, selected by **17% (66 respondents)**.
- Moderate satisfaction ratings (5 to 7) were also common, with **11% (43 respondents)** rating it as 5, **13% (52 respondents)** as 6, and **12% (47 respondents)** as 7.
- Lower satisfaction ratings were less frequent but present, with **4% (15 respondents)** rating it as 1 and **3% (11 respondents)** rating it as 2.

Overall, satisfaction for Water and Sewer services is fairly high, with a majority of participants rating it between 7 and 10, suggesting general satisfaction and contentment with these services among residents.

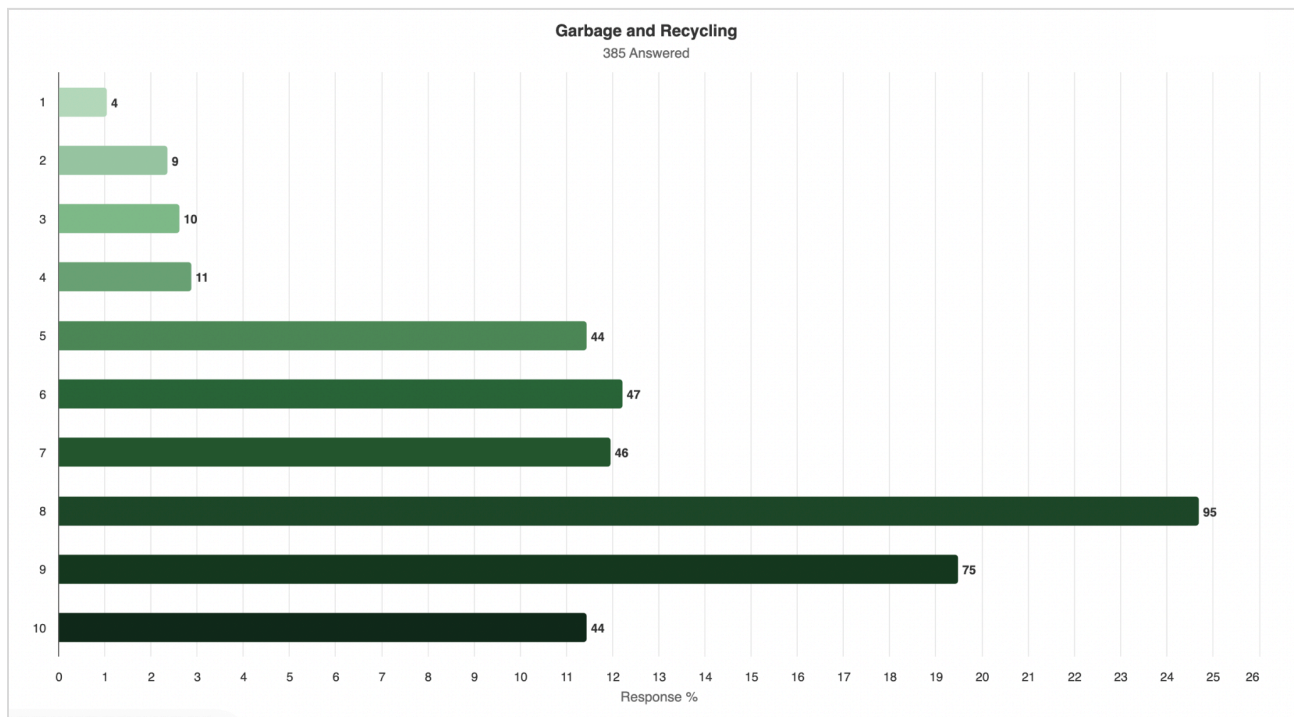
Planning and Growth



- The majority of respondents gave moderate ratings, with **17% (65 respondents)** rating their satisfaction at 5, indicating a balanced view toward Planning and Growth services.
- Higher satisfaction levels were seen among **13% (50 respondents)** who rated it 7 and **14% (52 respondents)** who rated it 8.
- Lower satisfaction levels (ratings of 1 to 4) were relatively dispersed, totaling approximately **32% of responses**, suggesting some varied perspectives but no strong leaning towards dissatisfaction.

Overall, satisfaction with Planning and Growth services is moderate, with a distribution across various satisfaction levels, reflecting mixed views within the community.

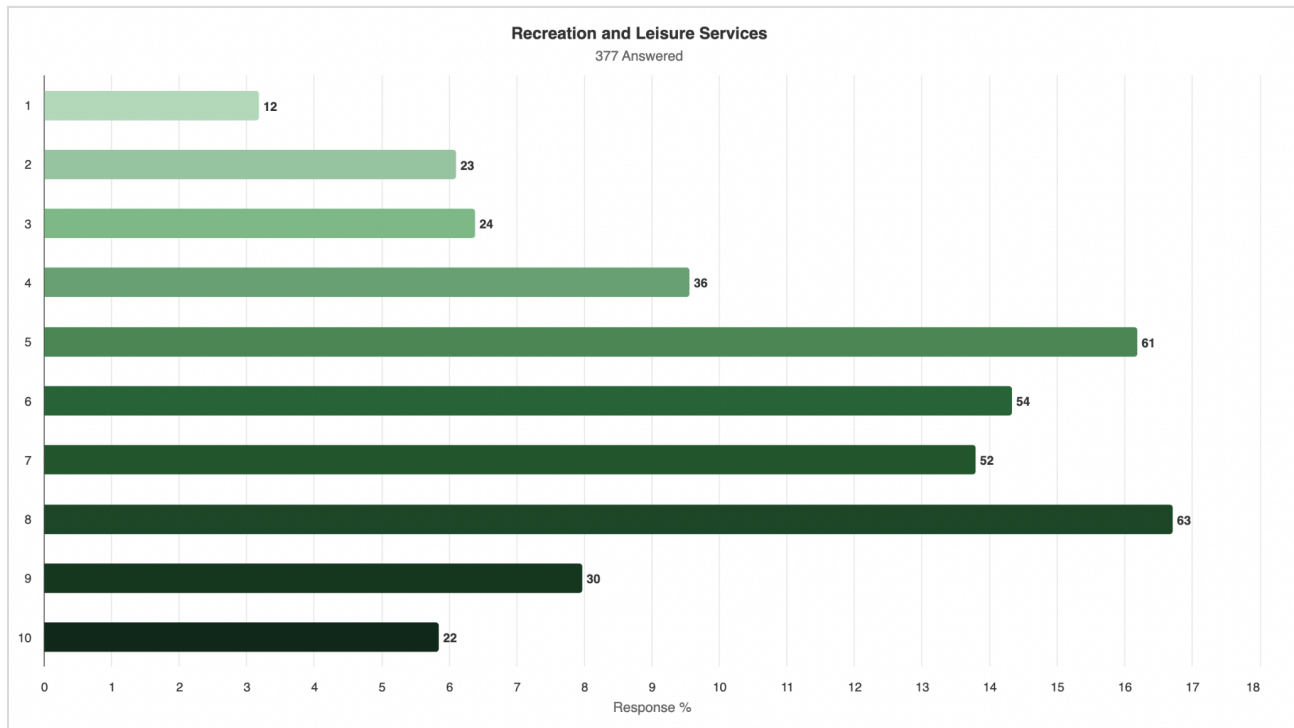
Garbage and Recycling



- The majority of responses were in the higher range, with **25% (95 respondents)** rating their satisfaction at 8 and **19% (75 respondents)** at 9.
- Satisfaction scores of **6 and 7** were also common, with **12% (47 respondents)** and **12% (46 respondents)**, respectively.
- Lower satisfaction levels (1 to 4) received minimal responses, collectively making up less than **9% of responses**.

Overall, these results indicate a relatively high level of satisfaction with Garbage and Recycling services in Conception Bay South, with a significant concentration of ratings between 6 and 10.

Recreation and Leisure Services



- The most common rating was 8, chosen by **17% (63 respondents)**, indicating a positive view of Recreation and Leisure Services.
- A significant portion rated their satisfaction as 5, accounting for **16% (61 respondents)**, suggesting moderate satisfaction levels.
- Lower satisfaction ratings were less frequent, with **6% (23 respondents)** rating it 2 and **3% (12 respondents)** rating it 1.

Overall, satisfaction with Recreation and Leisure Services tends toward the moderate to high range, with many respondents indicating positive satisfaction.

Community Insights

In this section, we summarize the community's feedback on key aspects of life and services in Conception Bay South. This feedback, gathered through targeted questions on quality of life, value for tax dollars, taxpayer priorities, public transportation, and willingness to pay more for improved services.

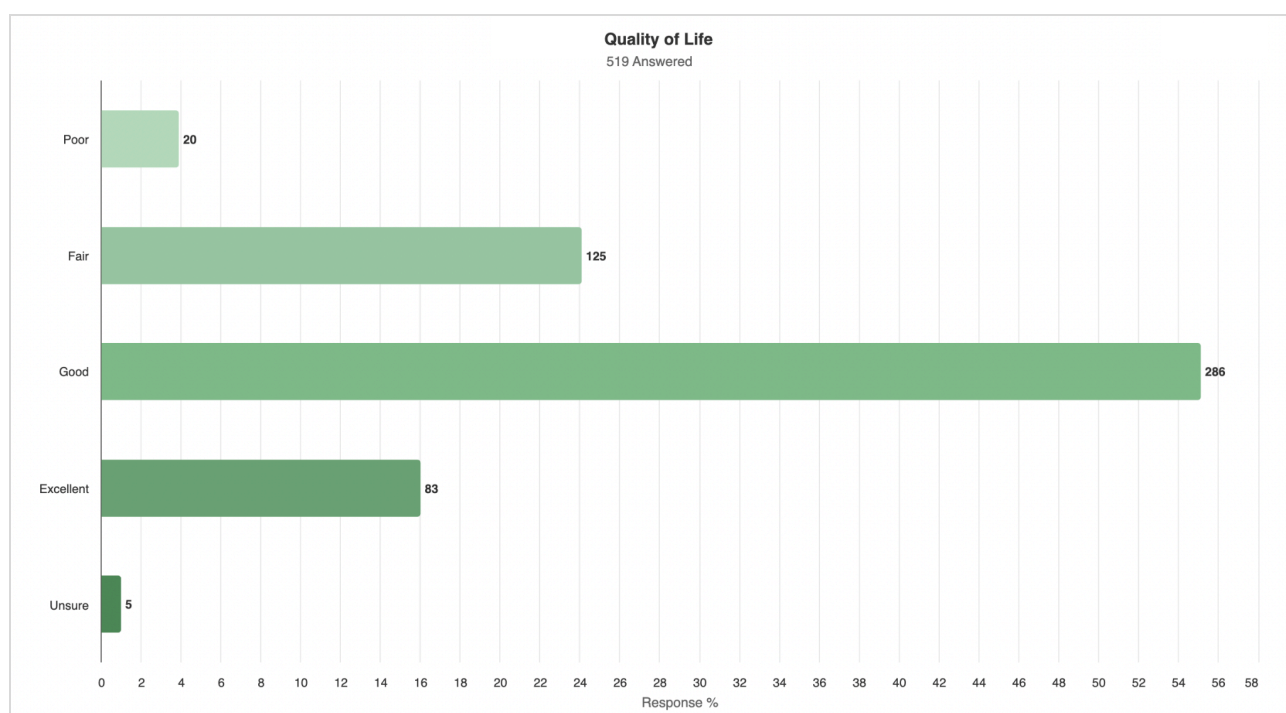
The **Community Insights** indicate a positive view on **quality of life**, with most respondents rating it **"Good"** (55%) or **"Excellent"** (16%). On **tax dollar value**, responses were mixed but leaned toward **moderate satisfaction** in the **5–8** range. Top funding priorities were **road improvements (64%)**, **community safety (41%)**, **recreational facilities (41%)**, and **parks and green spaces (33%)**. **Public transportation** saw limited support for tax increases, with **50% opposed** and **36% wanting more information**. Opinions on higher taxes for better services were split, with **33% preferring to maintain** current levels.

Quality of Life

This question aimed to assess residents' perceptions of the overall quality of life in Conception Bay South.

- **55% (286 respondents)** rated the quality of life as **Good**, suggesting general satisfaction among residents.
- **16% (83 respondents)** rated it as **Excellent**, indicating a significant portion who feel very positively about living in CBS.
- **24% (125 respondents)** selected **Fair**, showing that a quarter of residents feel there is room for improvement.
- **4% (20 respondents)** rated the quality of life as **Poor**, highlighting a small group with concerns.
- **1% (5 respondents)** were **Unsure**.

This distribution shows a strong trend toward positive perceptions, with most residents considering the quality of life to be either Good or Excellent, although a notable percentage feel it could be improved.

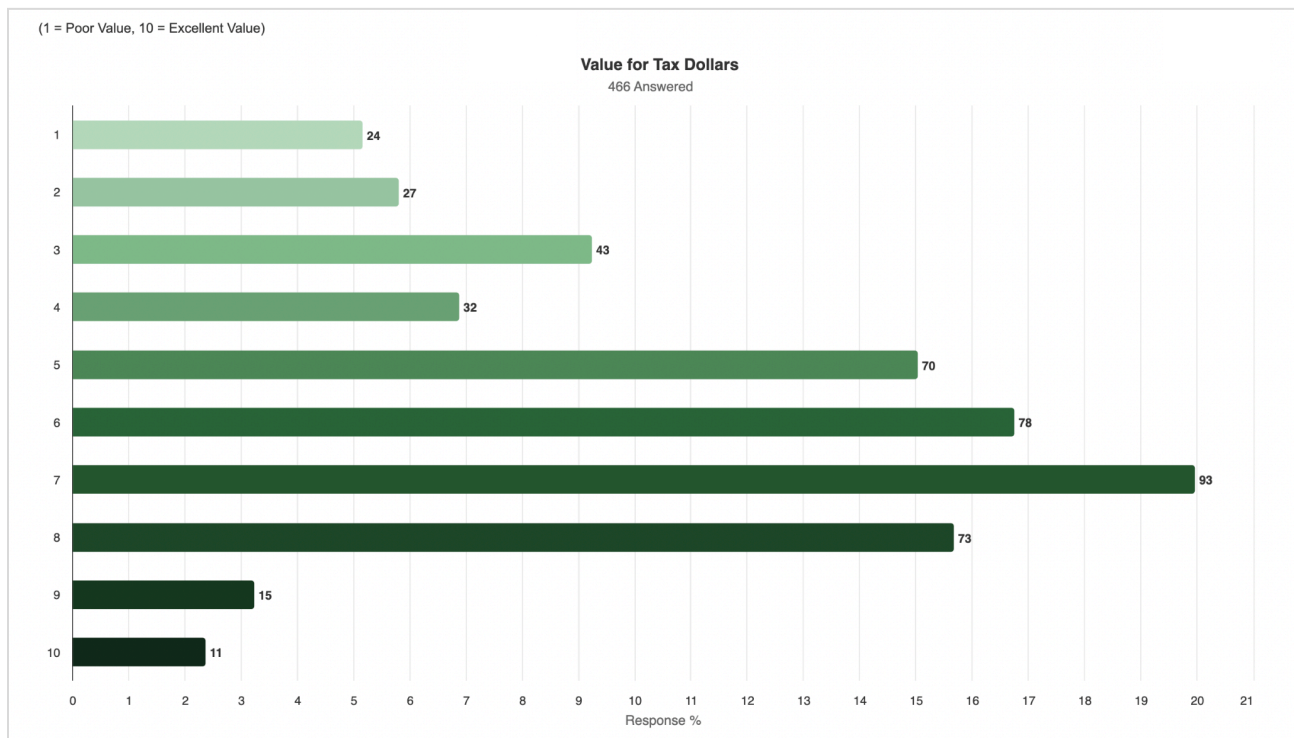


Value for Tax Dollars

Residents were asked to rate the value they feel they receive for the services provided by the Town in relation to their tax contributions.

- The largest group, **20% (93 respondents)**, rated the value as **8**, showing a high level of satisfaction with the town's services.
- **17% (78 respondents)** rated it **7**, and **16% (70 respondents)** rated it **5**, indicating a moderate level of satisfaction.
- A smaller portion, **6% (27 respondents)** and **5% (24 respondents)**, gave lower ratings of **2** and **1**, respectively, suggesting dissatisfaction among a minority.
- At the higher end, **3% (15 respondents)** rated the value as **9**, and **2% (11 respondents)** rated it as **10**, indicating excellent perceived value for tax dollars.

The overall distribution skews positive, with the majority of respondents rating the value of services between 5 and 8, indicating general satisfaction in perceived value, with some room for improvement.

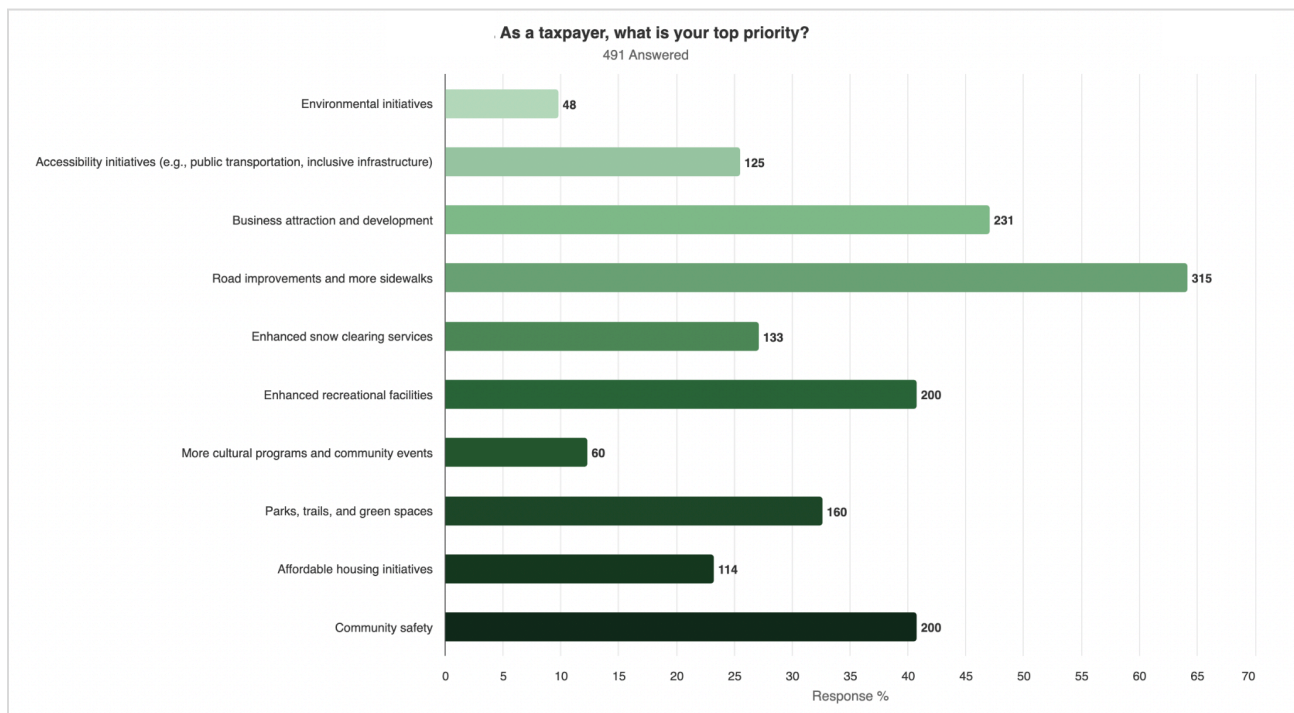


Top Priority for Taxpayer Investment

This question provided residents with various areas for potential investment and asked them to identify their top priority.

- **Road improvements and more sidewalks** were the top priority, with **315 respondents** highlighting this as a focus area.
- **Business attraction and development** came next, preferred by **231 respondents**, suggesting a strong interest in economic growth and job opportunities.
- **Community safety** and **enhanced recreational facilities** were each prioritized by **200 respondents**, reflecting a desire for secure and well-maintained public spaces.
- Other notable priorities included **parks, trails, and green spaces** (160 respondents), **enhanced snow clearing services** (133 respondents), and **accessibility initiatives** (125 respondents).
- Lower-priority areas included **affordable housing initiatives** (114 respondents), **more cultural programs and community events** (60 respondents), and **environmental initiatives** (48 respondents).

This distribution indicates a focus on infrastructure improvements and safety, with a balanced interest in recreational and economic development.

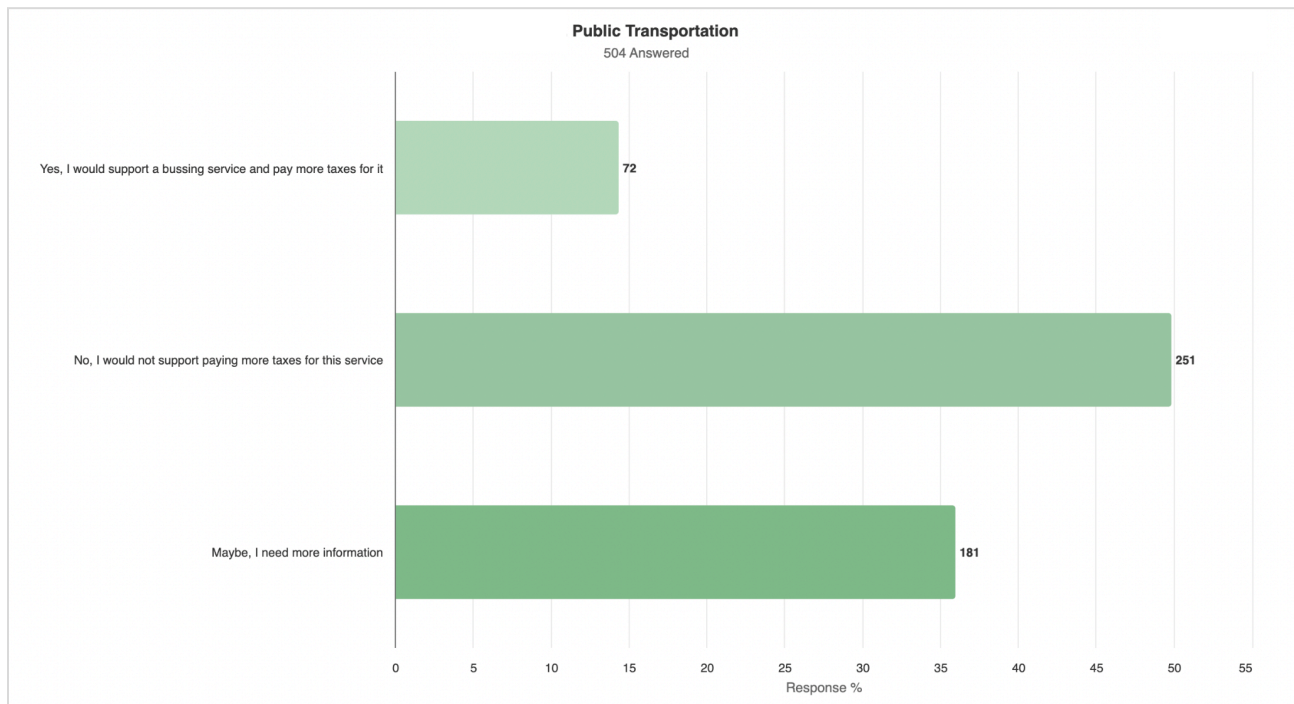


Public Transportation

Residents were asked if they would support the introduction of a municipal bus service in CBS, including routes to neighboring municipalities, even if it meant an increase in taxes.

- A majority, **251 respondents** (about 50%) indicated that they would not support a municipal bussing service if it required an increase in taxes.
- **181 respondents** (approximately 36%) selected "Maybe," expressing a need for more information before deciding.
- Only **72 respondents** (around 14%) expressed outright support for the service, along with a willingness to pay higher taxes for it.

This data suggests that while there is some interest in exploring public transportation options, a significant portion of residents are either opposed to or uncertain about supporting this service through increased taxation.

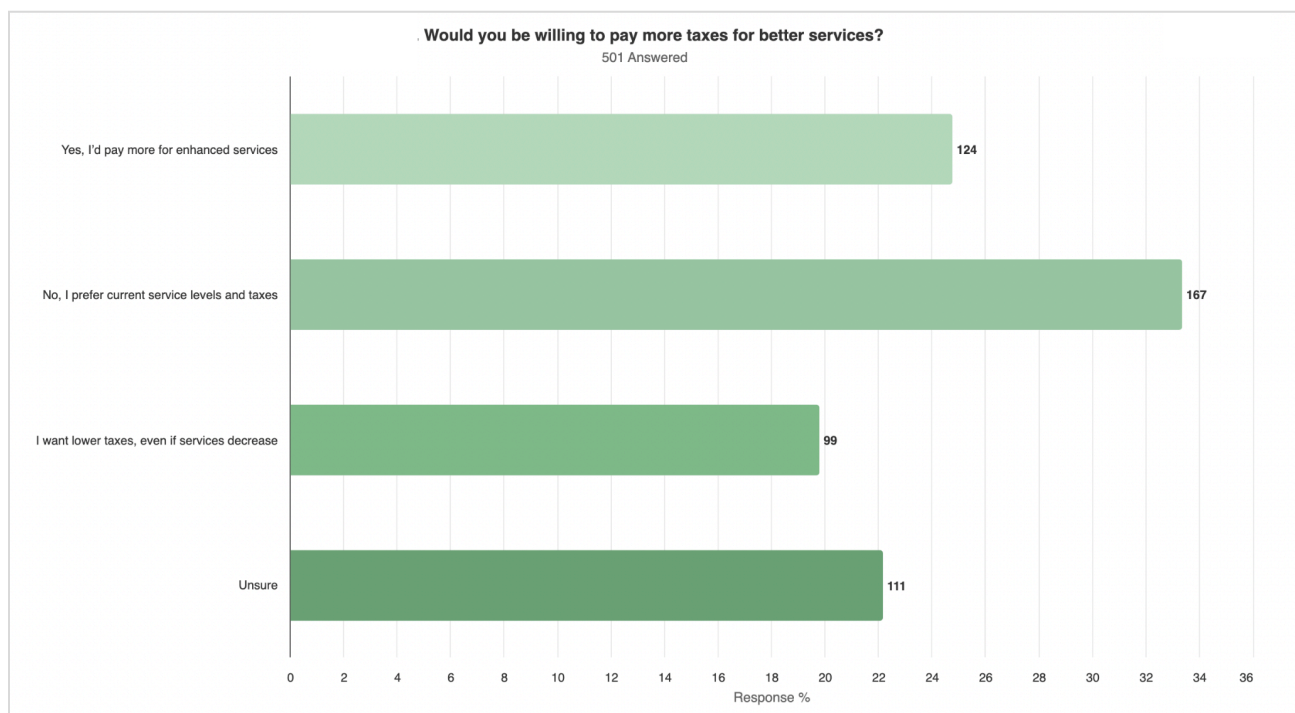


Willingness to Pay More Taxes for Enhanced Services

This question assessed whether residents would be open to paying higher taxes for improved services or if they prefer to maintain current levels.

- **167 respondents** (about 33%) preferred to keep current service levels and taxes, indicating a strong inclination towards maintaining the status quo.
- **124 respondents** (approximately 25%) were open to paying more taxes for improved services, showing a significant minority willing to support enhanced public services.
- **99 respondents** (nearly 20%) expressed a desire for lower taxes, even if it meant reduced services.
- **111 respondents** (about 22%) were unsure, highlighting some uncertainty or indecision on this matter.

This distribution suggests a diverse range of opinions, with the largest group preferring no change, yet with notable segments willing to support increased or decreased taxes depending on service impacts.



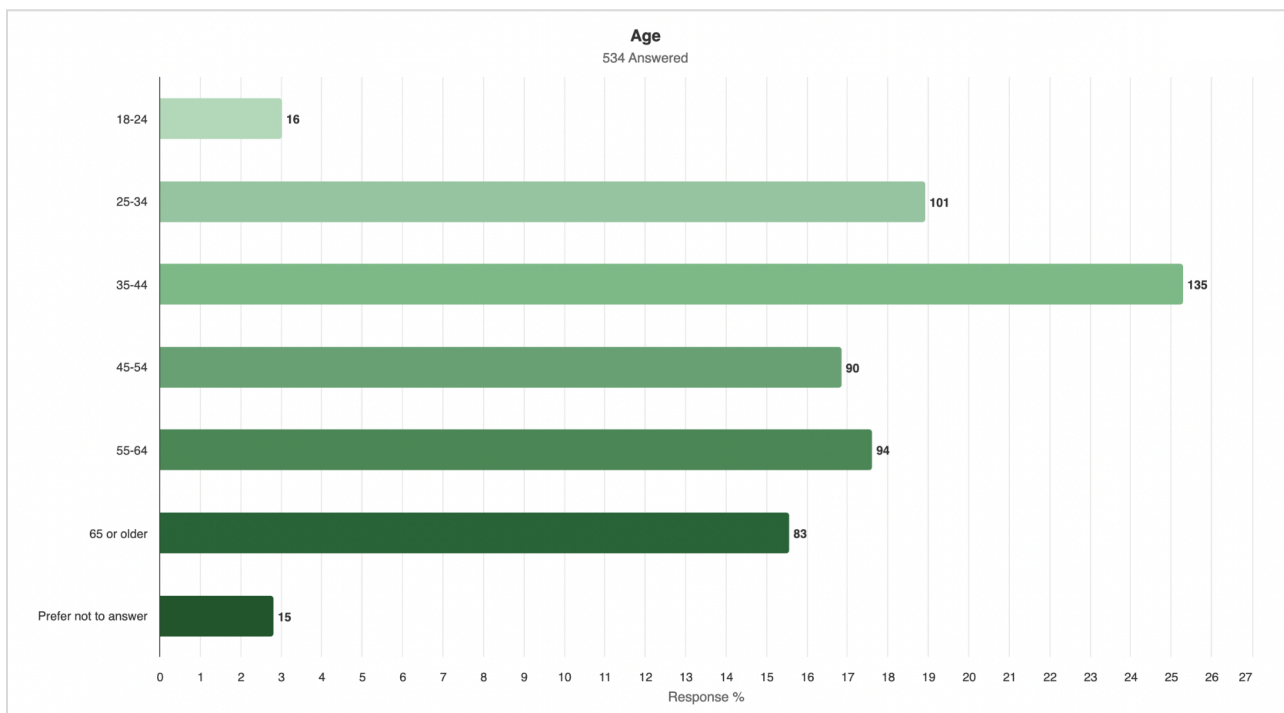
Demographics

This section will summarize the key demographics of participants, including: Age Distribution, Children Distribution, Residency Status and Duration, Education Levels and Homeowner Status.

Respondents to the survey primarily consist of long-term residents, with **70% having lived in Conception Bay South for over 10 years**. Most respondents are homeowners (**90%**), with a strong representation across age groups, though **35-44 years old** was the largest single group, and **18-24 years old** the least represented. Educational attainment is high, with **33% holding a college certificate or diploma** and **25% a bachelor's degree**. While **19% work within CBS**, the majority commute elsewhere. Households without children under 18 predominate at **60%**, suggesting a mature, established community profile.

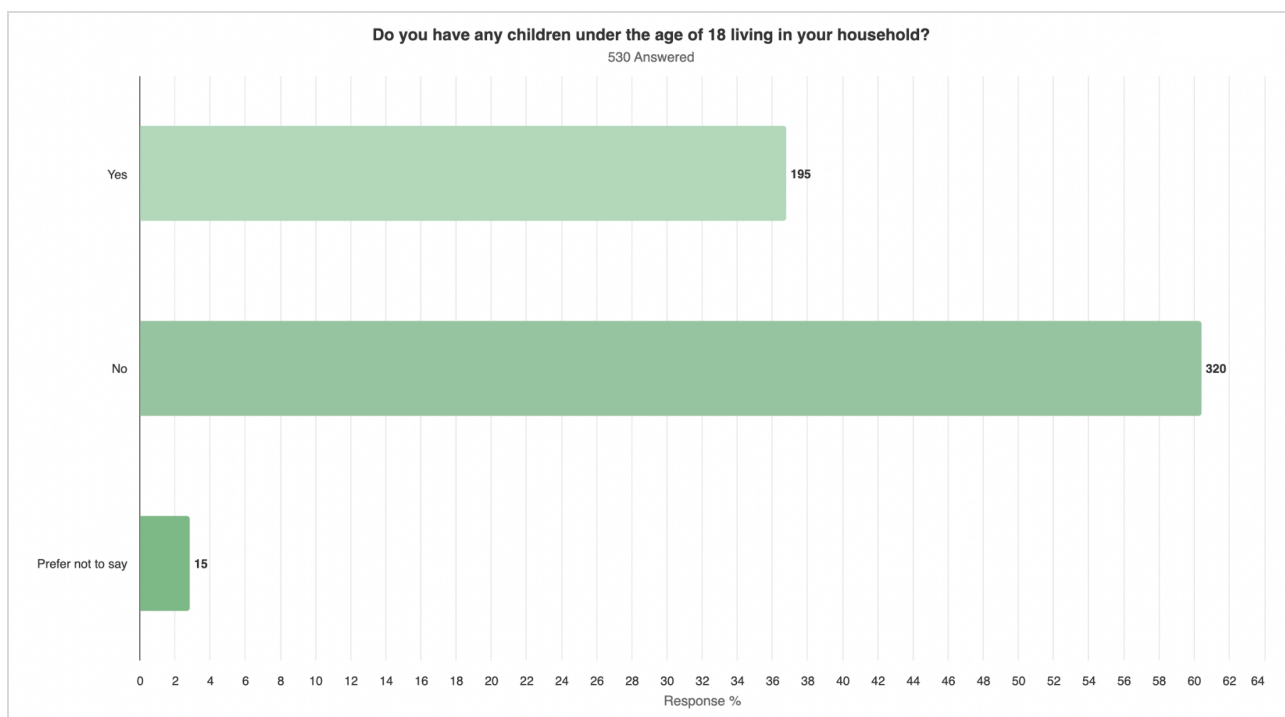
Age Distribution

The age distribution of respondents shows that the **35-44** age group had the highest participation, with **135 respondents (25%)**. This was followed by the **25-34** age group with **101 respondents (19%)** and the **55-64** group with **94 respondents (18%)**. The **45-54** and **65 or older** groups were fairly close, with **90 respondents (17%)** and **83 respondents (16%)** respectively. Younger participants aged **18-24** had the lowest engagement, with only **16 respondents (3%)**, while **15 respondents (3%)** preferred not to disclose their age. This demographic spread highlights a strong representation among middle-aged adults, particularly those in the 35-44 range.



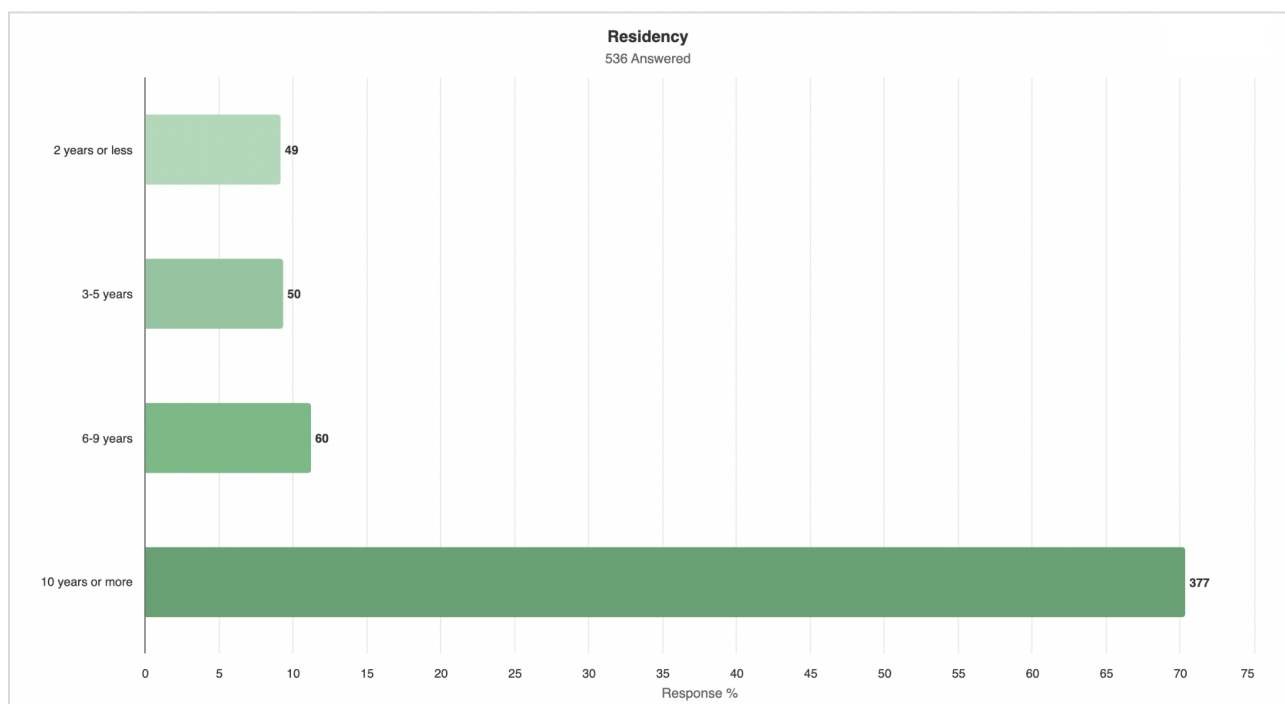
Children Distribution

A majority of respondents, **60% (320)**, do not have children under the age of 18 in their household. **37% (195)** indicated they do have children, while **3% (15)** preferred not to disclose this information.



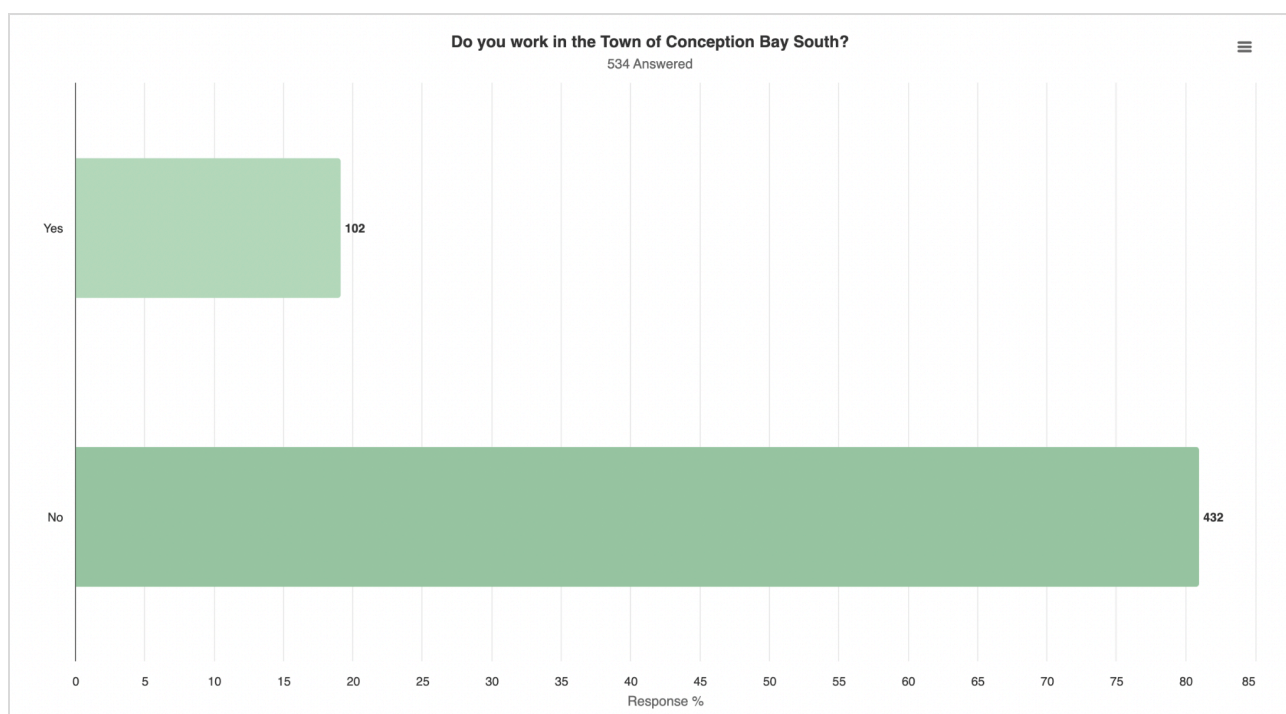
Residency Status and Duration

An overwhelming majority, **99% (531 respondents)**, reside in the Town of Conception Bay South, while only **1% (6 respondents)** indicated they do not live in the town. A significant majority, **70% (377 respondents)**, have lived in Conception Bay South for **10 years or more**. Shorter residency durations are much less common, with **11% (60 respondents)** residing for **6-9 years**, **9% (50 respondents)** for **3-5 years**, and **9% (49 respondents)** for **2 years or less**.



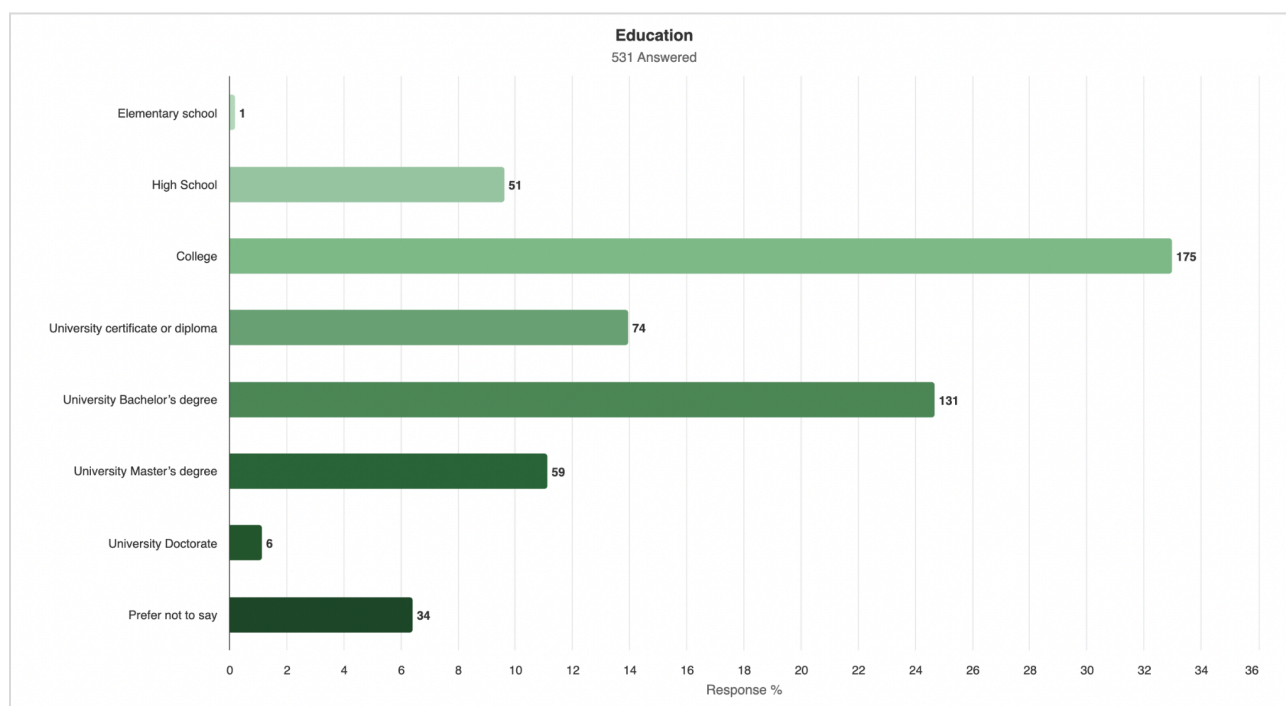
Work Status

The data shows that **81% (432 respondents)** of participants do not work in Conception Bay South, while only **19% (102 respondents)** are employed within the town.



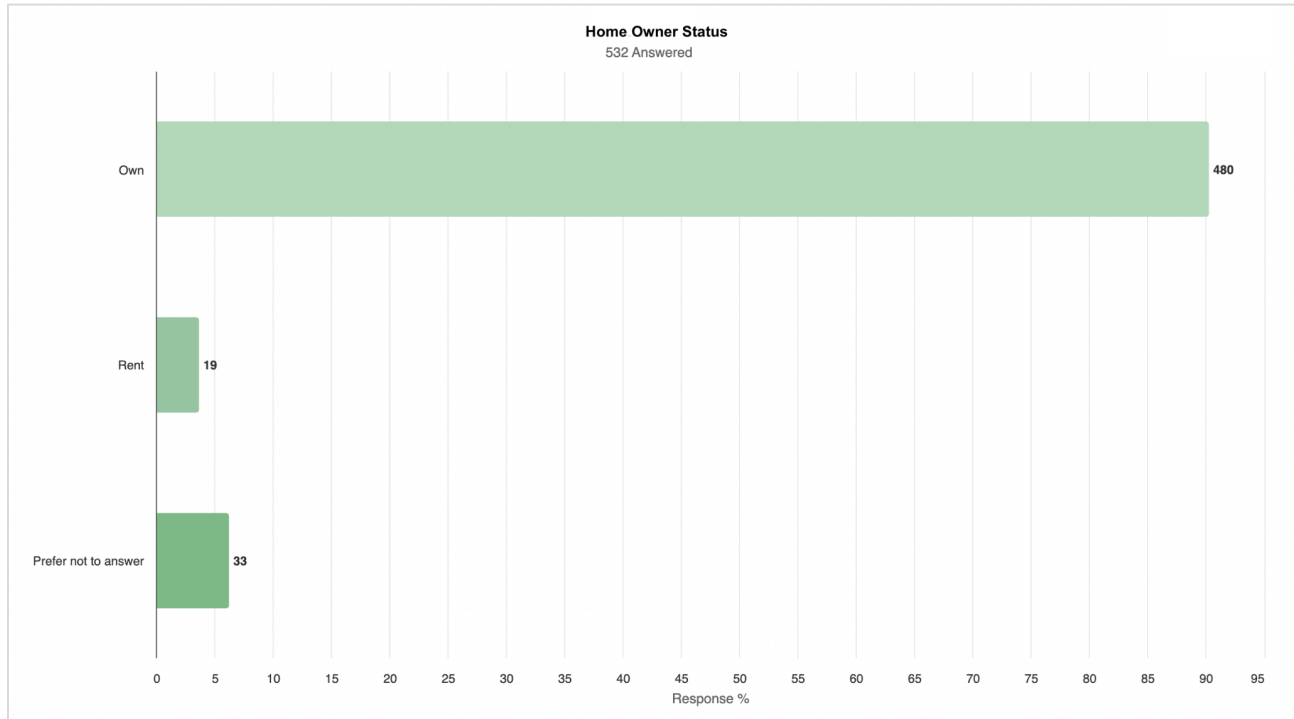
Education Status

The data reveals that **33% (175 respondents)** of participants have a college education, while **25% (131 respondents)** hold a university bachelor's degree. Additionally, **14% (74 respondents)** have a university certificate or diploma, **11% (59 respondents)** possess a master's degree, and **1% (6 respondents)** have a doctorate. A smaller proportion, **10% (51 respondents)**, have a high school education, and **6% (34 respondents)** preferred not to disclose their education level.



Homeownership Status

The data indicates that **90% (480 respondents)** of participants own their homes, while **4% (19 respondents)** rent, and **6% (33 respondents)** prefer not to disclose their homeownership status. This shows a strong majority of homeowners among the respondents.



Conclusion

The public engagement survey for Conception Bay South's 2025 budget revealed a strong preference among residents to maintain current funding levels across most service areas, with notable support for increases in key areas. Overall, participants expressed satisfaction with the quality of life and services provided by the Town, while highlighting specific priorities for future investment.

Key Findings Include:

- **Overall Budget Assessment:** There is broad consensus to maintain existing budget levels. The scenario with the widest support shows no budget changes, with **89%** consensus among participants.
- **Road Maintenance and Snow Clearing:** A majority of respondents (**52%**) preferred to keep funding the same, while **37%** supported an increase.
- **Fire Department:** Strong support for maintaining funding (**65%**), with **27%** favoring an increase.
- **Water and Sewer:** Majority (**68%**) opted to maintain current funding, with **22%** supporting an increase.
- **Recreation and Leisure Services:** Half of the respondents (**50%**) preferred to keep funding the same, and **29%** supported an increase.
- **Municipal Enforcement:** Opinions were more divided, with **37%** wanting to maintain funding, **35%** favoring a decrease, and **27%** supporting an increase.
- **Satisfaction Levels:** High satisfaction was reported for services like Garbage and Recycling, Water and Sewer, and Road Maintenance, with most participants rating these services between **7 and 10** out of 10.
- **Community Insights:** The majority of residents rated the overall quality of life as "**Good**" (**55%**) or "**Excellent**" (**16%**). Top priorities for investment included **road improvements and more sidewalks (64%)**, **community safety (41%)**, and **enhanced recreational facilities (41%)**.
 - **Public Transportation:** Limited support for introducing a municipal bussing service if it required a tax increase, with **50% opposed** and **36% needing more information**.
 - **Willingness to Pay More Taxes:** A plurality (**33%**) preferred to keep current service levels and taxes, while **25%** were willing to pay more for enhanced services.
- **Demographics:** The respondent base primarily consists of long-term residents (**70%** have lived in CBS for over 10 years), homeowners (**90%**), and middle-aged adults (**25%** aged 35-44).