

Everything Is Local

A Probe Research Analysis of Municipal Issues in Manitoba

December 23rd, 2013



RESEARCH INC.

...for what you need to know.

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1.0 RESEARCH BACKGROUND AND METHODOLOGY

Everything is Local: A Probe Research Study of Municipal Issues in Manitoba provides critical insights regarding public opinions on important issues facing cities, towns, villages and rural municipalities throughout this province.

Initiated in 2013 by Probe Research Inc., *Everything is Local* was developed in close consultation with stakeholders involved in public policy issues regarding municipal governments. Public views on the key challenges facing municipalities, including the condition of infrastructure and community amenities, fiscal capacity and municipal governance are examined in this unique research initiative.

This survey was conducted via telephone among a random and representative sampling of 1,510 Manitoba households (age 18 years and over) between November 15th and December 5th, 2013. This included disproportionate regional sampling (506 adult residents of the City of Winnipeg and 1,004 adult residents of the cities, towns, villages and rural municipalities outside the provincial capital) that was undertaken in order to allow for a more detailed examination of research results among relevant sub-populations. The final results have been statistically weighted in order to produce results that conform to the actual population distributions based to the most recent Canadian census data.

The margin of error for this telephone survey of 1,510 Manitoba adults is +/- 2.53%, 19 times out of 20.

Data analysis was conducted in-house with SPSS 13 and other packaged and custom software. The survey instrument used to collect the data and detailed tables showing results by question are appended to this report.

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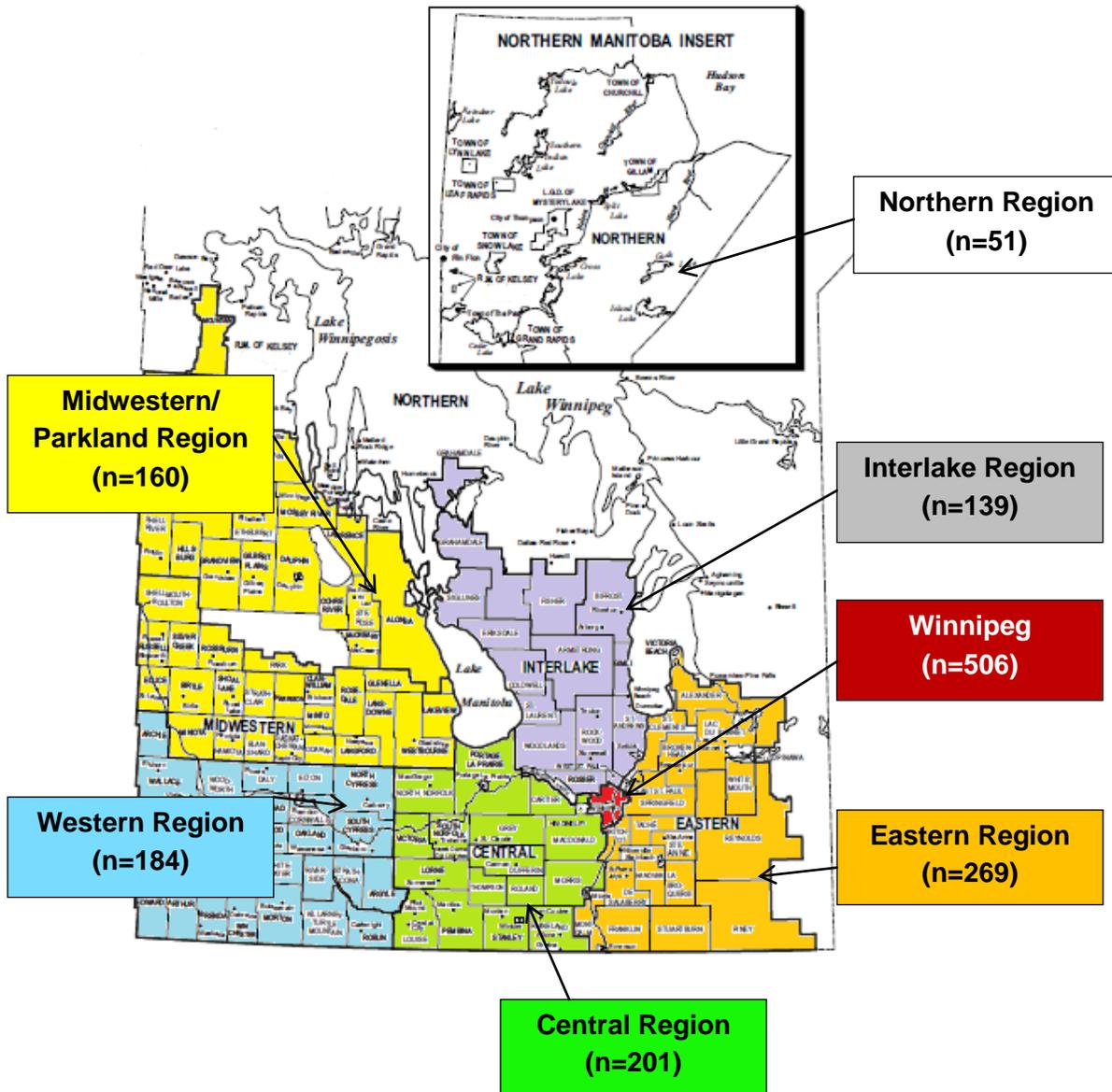
2.0 PROFILE OF RESPONDENTS

The following table provides an overview of the socio-demographic characteristics of those who responded to this survey:

PROFILE OF RESPONDENTS			
	Total Manitoba (n=1,510)	Winnipeg (n=506)	Rural Manitoba (n=1,004)
	(<i>%</i>)		
Gender			
Men	48	48	49
Women	52	52	51
Age			
18-34 years	33	31	37
35-54 years	38	41	33
55+ years	29	28	30
Income			
<\$30,000/Year	15	16	14
\$30,000-\$59,999/Year	26	24	29
\$60,000-\$99,999/Year	34	35	32
\$100,000/Year Or More	25	25	25
Education			
High school or less	26	21	35
Some post-secondary	24	25	25
University or college graduate	50	55	40
Municipality Type			
City of Winnipeg	-	100	-
Other Manitoba cities ¹	-	-	17
Town/village/Local Government District	-	-	15
Rural Municipality	-	-	68
Length of Time in Community			
<5 Years	16	15	16
5-9 Years	15	14	16
10-19 Years	21	21	23
20+ Years	48	49	45
Home Ownership			
Own	80	77	84
Rent/Other	20	23	16
<i>Don't Know/Not Stated removed</i>			

¹ Includes the cities of Brandon, Thompson, Portage la Prairie, Steinbach, Morden, Winkler, Selkirk, Flin Flon, The Pas and Dauphin

The following map provides a depiction of the geographic distribution of the sampling used to identify respondents from different regions within the province. The regions used for this study are based on the regional districts of the Association of Manitoba Municipalities (AMM):



3.0 RESEARCH RESULTS

3.1 Community Outlook

The following section provides an overview of “top-of-mind” public concerns among Manitoba adults, as well as citizens’ views regarding expected economic and demographic trends for their respective municipalities.

3.1.1 Top-of-Mind Issues in Manitoba Municipalities

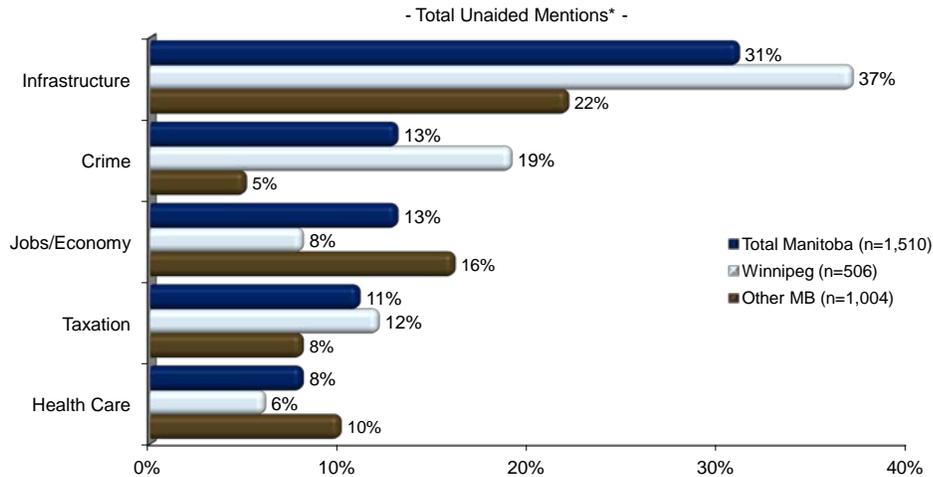
Manitobans were asked, on an unaided basis, to identify what they perceive to be the most significant public policy issues currently facing their municipalities. The results of this question clearly illustrate the dominance of infrastructure as the most critical top-of-mind issue for Manitoba adults.

As the graph below illustrates, Manitobans are most likely to be preoccupied with the condition of infrastructure in their communities (31%). Slightly more than one-in-ten believe that crime and public safety and jobs and the economy are significant public concerns (13% each). Slightly smaller proportions of Manitobans point to taxation (11%), health care (8%), poverty (7%) and government spending (5%) as the most important issues facing their communities. Other public policy areas mentioned by smaller numbers of respondents included housing, education, public transit, and general federal government and civic government issues (4% each). More than one-in-five Manitobans (22%) were unable or unwilling to identify a particular issue of concern.



Most Important Community Concerns

CG1. “I would like to begin by having you tell me what you consider to be the most important issue or concern facing [Winnipeg/your municipality] today. And what other issues or concerns do you think are important for your municipality today?”



* Multiple mentions were accepted, thus totals may exceed 100%

Those who were most likely to be concerned about infrastructure included:

- Winnipeg residents (37%, versus 22% among citizens living outside the provincial capital).
- Those living in rural municipalities (27%, versus 17% among those who live in urban centres outside Winnipeg).
- Those living in Central Manitoba (33%, versus 22% among all areas outside Winnipeg).
- Men (35%, versus 28% among women).
- Older and middle-aged adults (37% among those aged 35-54 years and 35% among those aged 55+ years, versus 21% among those aged 18-34 years).
- Individuals with higher household incomes (40% among those earning \$60,000-\$99,999/year, versus just 20% among those earning less than \$30,000 annually).

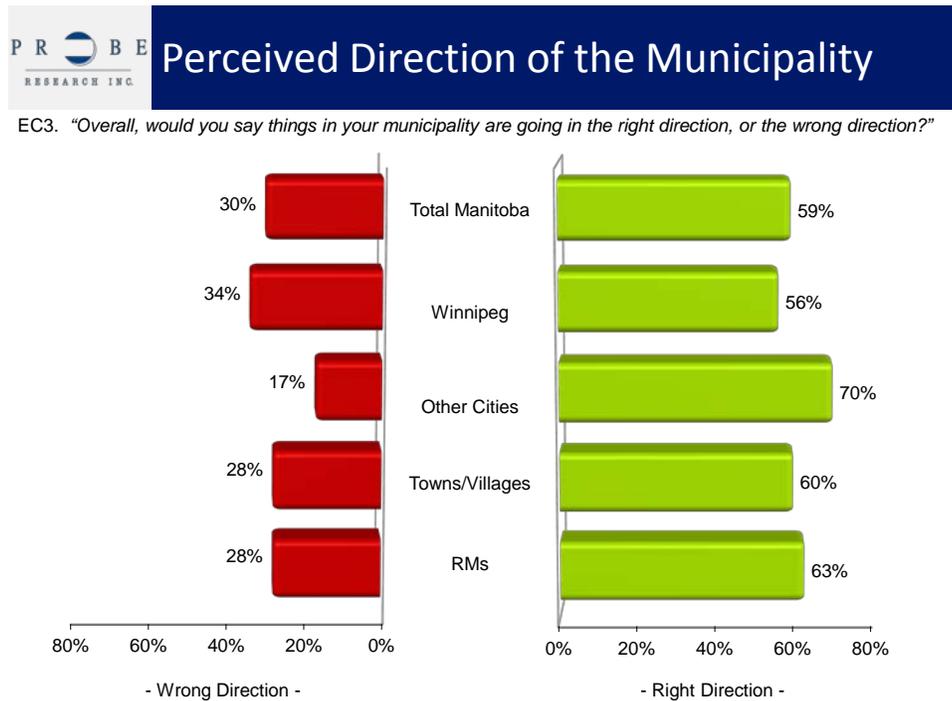
Other notable variations among the sub-populations included:

- Those living in Winnipeg were more likely than other Manitobans to volunteer crime as their No. 1 concern (19%, versus only 5% among those from other parts of the province)
- Those living in towns or villages were more likely than other Manitobans to believe that jobs and the economy is the main issue facing their municipality (24%, versus 13% among Manitobans living in cities outside Winnipeg and only 8% among Winnipeggers).
- Those who believe their municipality is headed in the *wrong direction* were twice as likely to identify taxation as a significant issue (16%, versus 8% among those who think it is headed in the right direction).
- Younger Manitobans were also significantly less likely than their older counterparts to identify taxation as a major worry for them (3% among those aged 18-34 years, versus 14% among those age 35-45 years and 15% among those age 55 years and over).

3.1.2 Municipal Outlook

Manitobans were asked a series of questions regarding the current and expected state of their communities. The results show that most Manitobans are generally satisfied with how things are currently progressing in their communities and expect to witness both population and economic growth in the coming years.

Manitobans were asked to indicate if things in their respective municipalities are generally going in the “right” or “wrong” direction. Nearly six-in-ten Manitobans (59%) believe that their municipality is headed in the right direction, while three-in-ten (30%) believe that their community is headed down the wrong path. One-in-ten respondents were unable or unwilling to decide if their municipality is headed in either the right or wrong direction (11%).

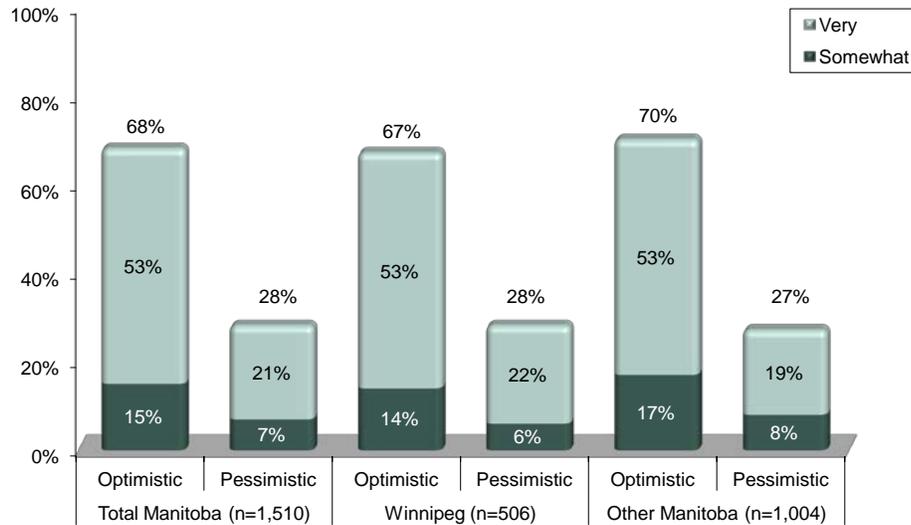


- Those living in urban centres outside Winnipeg were most likely to believe that things are going well in their respective communities (70%, versus 56% among Winnipeg adults and 60% among those living in towns and villages).
- Adults aged 55 years and over (53%, versus 62% among those under the age of 55 years) and those who have lived in their community for more than 20 years (52%, versus 75% among those who moved to their community in the last five years) were significantly *less* likely to say that their municipality is headed in the right direction.

Manitobans were also asked if they are optimistic or pessimistic about the economic future of their communities. Nearly seven-in-ten Manitobans believe their municipality will be better off (68% optimistic, including 15% very optimistic and 53% somewhat optimistic) in five years, while nearly three-in-ten are pessimistic (28%, including 21% somewhat pessimistic and 7% very pessimistic).

PRBE **RESEARCH INC.** **Municipal Economic Outlook**

EC2. "How optimistic are you that your community will be economically better off five years from now? Are you..."

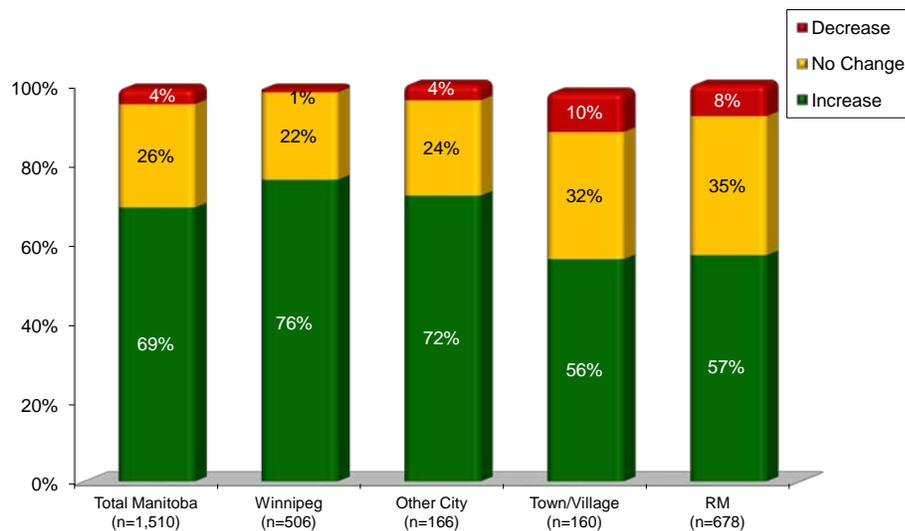


- Those living in the Midwestern/Parkland regions and the North were much less likely to be optimistic about the economic future of their municipalities (54% and 48%, respectively, compared to 79% among those living in Western Manitoba).
- Those with higher household incomes were more likely to be confident about their community's economic future (72% among those earning more than \$100,000/year, versus 59% among those earning less than \$30,000 annually).
- Not surprisingly, those who believe their community is headed in the wrong direction are significantly more likely to be pessimistic about their area's economic future (60%, versus 9% among those who think their community is headed in the right direction).

When asked if they believe their community’s population will grow in the next five years, nearly seven-in-ten Manitoba adults (69%) indicated that they expect their municipality’s population to increase, whereas 26 percent expect the population to remain the same and four percent expect a population decrease. Those living in Winnipeg and other urban centres were most inclined to expect their city’s populations to grow (76% and 72%, respectively). Those living in towns/villages and rural municipalities, meanwhile, were relatively less confident that their municipalities would increase in population (56% and 57% increase, respectively).

PRBE RESEARCH INC. **Five Year Population Growth Outlook**

EC1. “Thinking about the next five years ... do you expect the population of your municipality to increase, decrease or stay about the same?”



- Those living in the Midwestern/Parkland region were among those least likely to expect population growth (28%, compared to 71% in Eastern Manitoba and 67% in Western Manitoba).

3.2 Community Conditions

Residents of Manitoba municipalities were asked to assess the current quality and condition of ten key municipal amenities and services. Respondents rated each item on a 1-10 scale where a ‘1’ meant that the respondent was “very dissatisfied” with this service and a “10” meant he or she was “very satisfied.”

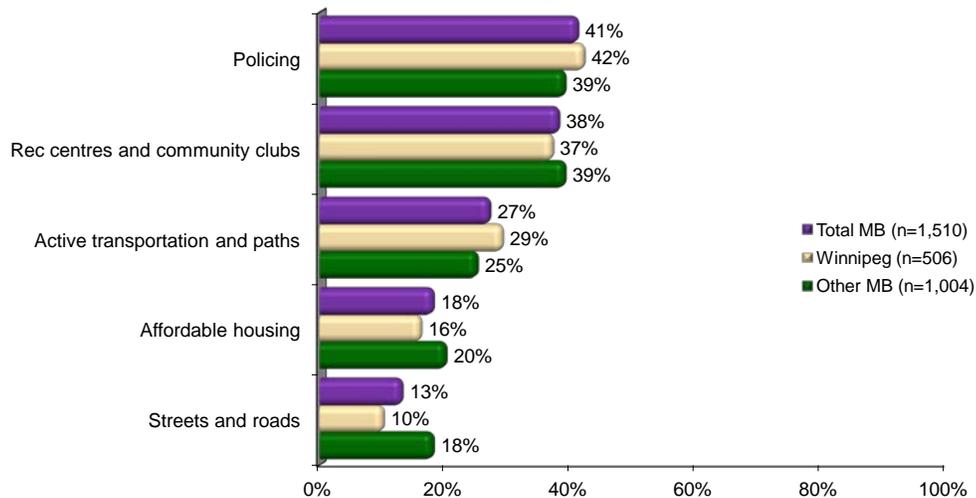
Manitobans express the highest level of satisfaction with *fire protection* (62% satisfied). Nearly one-half of Manitoba adults were happy with *recycling and garbage collection* (49% satisfied), with slightly smaller proportions expressing satisfaction with the condition of their community’s *libraries* and *household drinking water* (46% satisfied for each). More than four-in-ten citizens were satisfied with *local parks and playgrounds* (44%) and *policing* (41%) in their municipalities, while fewer than four-in-ten were satisfied with the state of *local recreation facilities and community clubs* (38%).

Only about one-quarter of Manitoba adults were satisfied with *active transportation* routes (such as walking/bike paths) in their communities (27%). Fewer than one-in-five Manitobans, meanwhile, were satisfied with *affordable housing* in their municipalities (18% satisfied, versus 23% dissatisfied). Manitobans were most likely to be upset with the condition of *local streets and roads* (13% satisfied, versus 31% dissatisfied).

PRBE RESEARCH INC. **Citizens Assessment of Selected Municipal Services and Amenities (cont’d)**

CC1. “Now I’d like to ask you about the current quality and condition of some amenities and services in your municipality. I would like you to tell me how satisfied you are with the current condition of each of the following services in your municipality. Let’s use a 1-10 scale where a “1” means you are “very dissatisfied” and a “10” means you are “very satisfied”. OK, the first one is...”

- % Indicating Very Satisfied “8”, “9”, “10” -

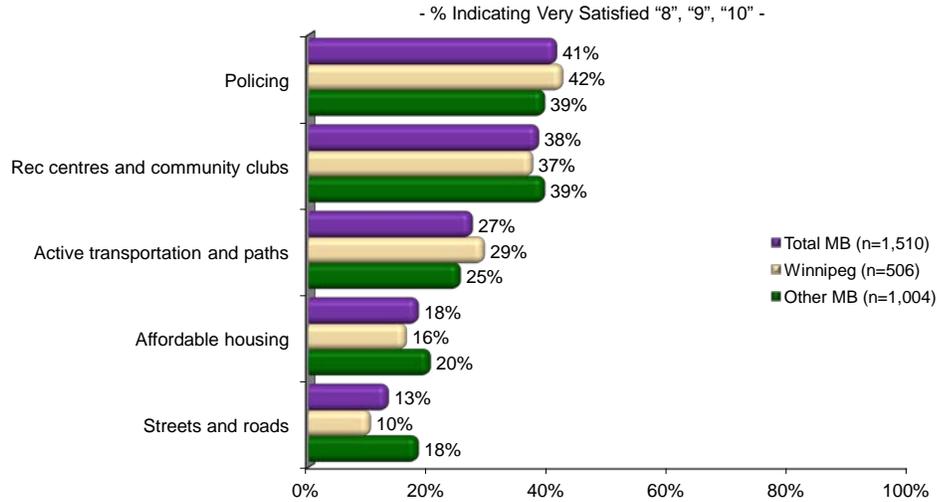


The graph above and on the following page illustrate that there is very little difference between Winnipeggers and those living outside the provincial capital on these key measures of municipal satisfaction. However, those living outside Winnipeg were significantly more likely to be satisfied with the condition of their household drinking water (55% satisfied, versus 39% among Winnipeg respondents) and slightly more likely to be satisfied with the condition of streets and roads (18% satisfied, versus 10% respectively).

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Citizens Assessment of Selected Municipal Services and Amenities (cont'd)

CC1. "Now I'd like to ask you about the current quality and condition of some amenities and services in your municipality. I would like you to tell me how satisfied you are with the current condition of each of the following services in your municipality. Let's use a 1-10 scale where a "1" means you are "very dissatisfied" and a "10" means you are "very satisfied". OK, the first one is..."



The following table shows that those living in urban centres *outside Winnipeg* were significantly more likely to be satisfied with many of these municipal services than their rural counterparts. Indeed, those living in rural municipalities tended to be among those least satisfied with the condition of local *libraries* (29%, versus 61% among those in small cities) and *policing* (32%, versus 49% among those in small cities):

	Small Cities (%) (n=166)	Towns/Villages (%) (n=160)	Rural Municipalities (%) (n=678)
Fire protection	68	58	55
Waste management	61	49	48
Libraries	61	53	29
Household drinking water	62	56	22
Policing	49	41	32
Active transportation	40	28	16

Other notable variations include:

- Women tended to be more satisfied than men with the level of *fire protection* (69%, versus 55% respectively).
- Women also tended to be more satisfied with the condition of different types of social infrastructure, including *libraries* (53%, versus 39% among men), *parks and playgrounds* (48%, versus 39%) and *local recreation facilities* (41%, versus 34%).
- Those living in the core area of Winnipeg tended to be less satisfied with the condition of local recreation facilities (27%, versus 44% in southeast Winnipeg).
- Those living in northeast Winnipeg stood out as being more likely to be satisfied with active transportation options in their area (43%, versus 29% city-wide).
- Those with lower household incomes tended to express more satisfaction with the condition of *local libraries* (57% among those earning less than \$30,000 annually, versus 38% among those earning more than \$100,000/year).
- Older adults aged 55 years and older were more satisfied with the degree of *fire protection* in their community (68%, versus 59% among those aged 18-34 years).

3.3 Taxation and Fiscal Issues

The following section provides key insights regarding citizens' spending priorities and their views on selected infrastructure financing models.

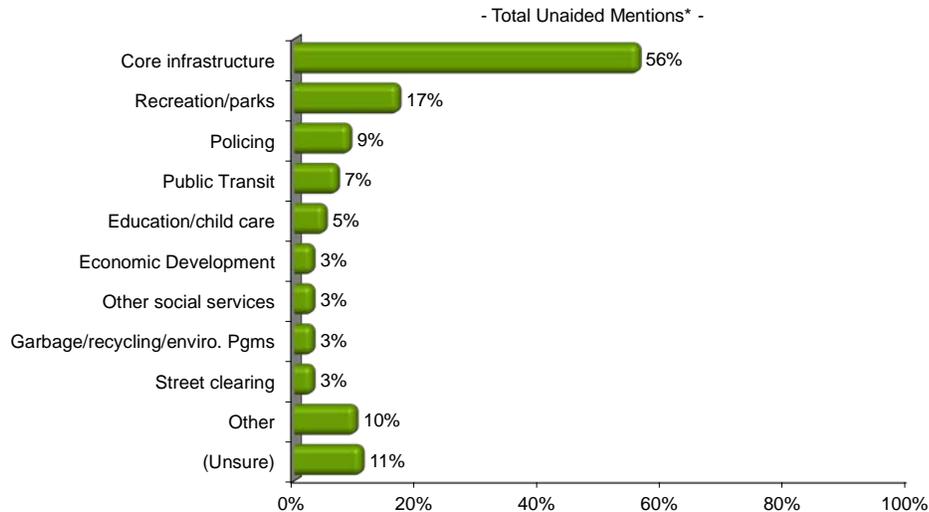
3.3.1 Municipal Spending Priorities and Proposed Cuts

Manitobans were asked to provide a list of proposed areas requiring additional municipal investments, along with a list of areas where citizens feel municipalities could spend less. This analysis reveals that core infrastructure, including streets, roads and water/sewer infrastructure, is by far the biggest area for proposed additional municipal investment.

As the graph below illustrates, more than one-half of Manitobans (56%) believe that local governments should spend more money addressing core infrastructure, which includes streets, roads, bridges and water and wastewater-related assets. The proportion of Manitobans who wish to see "bread and butter" public works efforts dwarfs the proportion who feel more money should be spent in areas such as parks and recreation facilities (17%), policing (9%) and public transit (7%). Smaller proportions of citizens advocated for increased municipal investment in areas including education/child care (5%), economic development (4%), waste management and environmental programs, street clearing and other social services (3% each). Eleven percent of those surveyed were unsure or did not respond.



FIG. 11. "What services would you say your municipality needs to spend more money on?" (ACCEPT UP TO THREE MENTIONS) (n=1,510)



* Multiple mentions were accepted, thus totals may exceed 100%

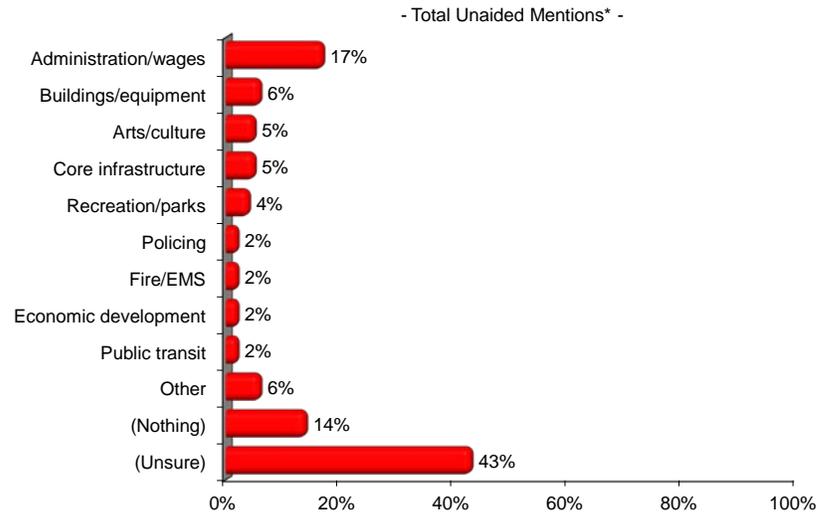
Notable variations included:

- Winnipeggers were more inclined to encourage more funding for public transit (11%, versus 2% among those outside Winnipeg).
- Older Manitobans are more likely to advocate for additional resources being used to improve core infrastructure (62% among those aged 55 years and over, versus 49% among those aged 18-34 years).

When asked to identify areas where their municipalities are currently overspending, more than half of Manitoba adults were unable to offer any area where local governments could reduce expenditures (57%, including 14% who said there are no areas where spending can be eliminated and an additional 43% who were unsure or did not respond). However, those who were inclined to identify areas for municipal belt-tightening were most likely to point to administration costs, including wages and salaries for civic workers (17%), followed by spending less on building and equipment (6%), arts and cultural programs, core infrastructure (5% each) and recreation/parks (4%).

PRB E RESEARCH INC. Top-of-Mind Suggested Municipal Cutbacks

FIG. 2. "And what services would you say your municipality spends too much money on?" (ACCEPT UP TO THREE MENTIONS) (n=1,510)



* Multiple mentions were accepted, thus totals may exceed 100%

- Those who believe their municipality is headed in the wrong direction were most likely to believe that local governments should cut administration costs (29%, versus 12% among those who believe things are headed in the right direction).
- Men were also more likely than women to argue for reduced administration costs (21%, versus 13% respectively).

3.3.2 Support for Dedicated Tax Increases

Manitobans were presented with the concept of dedicating revenue raised from future municipal tax increases to specific purposes, including infrastructure projects. This idea is clearly popular among Manitoba citizens, as more than two-thirds of those surveyed expressed support (68%, including 31% who strongly support this idea and an additional 37% who moderately support it). One-quarter, meanwhile, are opposed to assigning additional revenue to specific projects (26%, including 12% moderately opposed and 14% strongly opposed). Six percent were unsure or did not respond.



F13. “In some places in the world, money raised from tax increases must be specifically dedicated to certain items or activities – for example, an increase in property taxes must be spent fixing city streets. In principle, do you support or oppose the idea of having all future municipal tax increases dedicated to specific projects?” (n=1,510)

Manitobans who were more inclined to support this concept of transparent tax-linked project funding included:

- Citizens who also support public-private partnerships (74%, versus 65% of P3 opponents).

3.3.3 Support for Municipal Referenda on Dedicated Tax Increases

In addition to examining Manitobans' views on the principle of devoting revenue from tax increases to specific projects, citizens were also asked if they would be in favour of using municipal referenda to determine whether or not taxes should be increased.

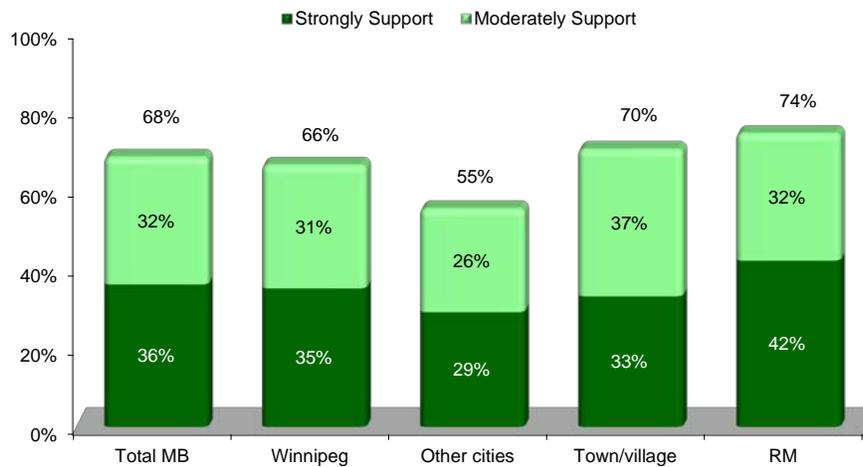
Here, about two-thirds of Manitobans support formally consulting with citizens prior to raising municipal taxes for a specific purpose (68%, including 36% strongly support and 32% moderately support). Slightly fewer than three-in-ten, meanwhile, are against this idea (28%, including 15% moderately opposed and 13% strongly opposed). Four percent were unsure or did not respond.

As the graph below illustrates, using a referendum to determine if taxes should be devoted to specific projects is an idea that has significantly more support in smaller communities throughout the province (74% among those living in RMs, compared to 55% among those living in urban centres outside Winnipeg) although majorities everywhere area warm to this concept.



Support for Tax Referenda

FI4. "Sometimes, dedicated tax increases can only pass if they are approved by voters in a referendum. In principle, do you support or oppose having these kinds of dedicated tax increases in your municipality determined by referendum?" (n=1,510)



Other notable variations include:

- Those living in northwest Winnipeg were among those most likely in the provincial capital to be in favour of using a municipal referendum to decide if taxes should increase to pay for specific projects (79%, versus 66% city-wide).

3.3.4 Municipal Control Over PST Revenue

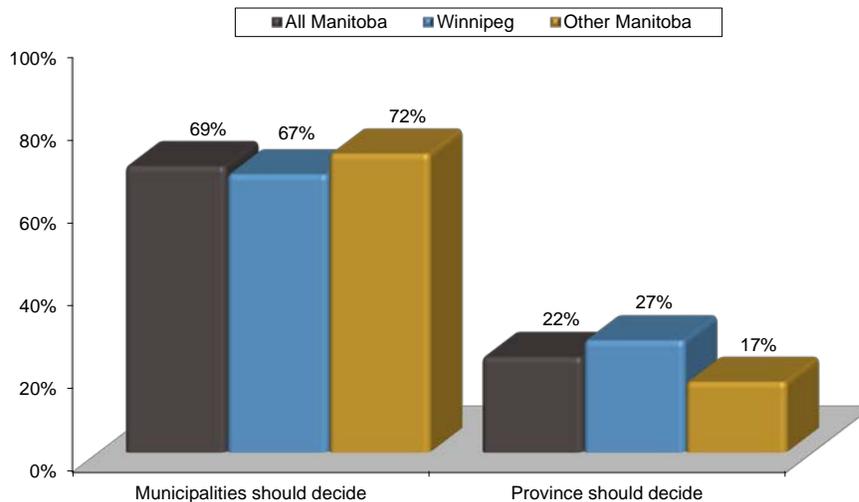
In March 2013, the Manitoba government increased the Provincial Sales Tax (PST) from seven to eight percent. Other Probe Research surveys have shown that this was an unpopular measure among Manitobans. In this sounding, however, citizens were asked to indicate whether they think the funds raised by increasing the PST should be controlled by the provincial government, or, rather, should these funds be provided directly to municipal governments so that they can use this money to invest in local infrastructure.

Manitobans are overwhelmingly disposed to having new tax-generated revenues put in the hands of local governments, with 69 percent of those surveyed expressing the view that the money raised from the PST increase should flow directly to municipalities. Slightly less than one-quarter, on the other hand, argue that the provincial government should determine how this money is spent (23%). (Two percent of Manitobans say “both” governments should have a say on how these funds are allocated; four percent said “neither” government should receive this money; three percent were unsure or did not respond).

The following graph illustrates direct tax transfers to municipalities are popular across the province.



FIG. 16. “As you probably know, the provincial government recently increased the PST by one percentage point to fund infrastructure. Regardless of how you feel about the provincial government’s decision to increase the PST and assuming this increase is here to stay for the time being, which of the following two statements comes closest to reflecting your own view?” (n=1,510)



- Those living in the Midwestern/Parkland region are among those most in favour of providing new PST revenue directly to municipalities (81%, compared to 59% among those in northern Manitoba).
- Those living in the northeast and northwest portions of Winnipeg are more inclined than other Winnipeggers to have the province decide how to spend new PST revenue (37% and 35%, respectively, compared to just 16% among those living in southeast Winnipeg).
- Older adults aged 55 years and over were slightly less likely than other Manitobans to want municipalities to have direct access to these funds (62%, versus 75% among those aged 18-34 years and 71% among those aged 35-54 years).

3.3.5 Preferred Allocation For New PST Revenues

Manitobans were asked to indicate whether they would be more supportive of paying an additional one percentage point in PST if the money raised from this tax increase was dedicated to one of four specific purposes: municipal core infrastructure (streets, roads, bridges and water/sewer infrastructure); provincial highways; hospitals and schools; and recreation facilities.

The following table shows that Manitobans are more likely to accept the PST increase if the funds were deployed to improve either municipal core infrastructure or hospitals and schools (70% and 69%, respectively). More than one-half of those surveyed said they would become more accepting of this tax increase if the money is allocated to provincial highways (57% more likely, versus 16% who say they are less likely to support it and 24% for whom it makes no difference). Four-in-ten, meanwhile, indicated that dedicating PST funds to recreation facilities makes them more inclined to support this tax increase (42%, versus 32% less likely and 24% no difference).

There is also a regional aspect to the different types of public goods or services funded by additional revenue from the Provincial Sales Tax. Those in rural Manitoba were more likely to be in favour of spending this money on provincial highways (64%, versus 53% among Winnipeggers). Winnipeg residents, meanwhile, were more likely to want to see this money spent improving streets, roads and other core infrastructure (76%, versus 62% respectively).



Impact of Selected Funding Earmarks on Support for Recent PST Increases

FIG. "Regardless of how you personally feel about the decision to increase the PST, I'd like to ask you how you would feel about increasing the PST if the money is invested in one of the following areas. For each one, please tell me if this makes you more likely to support the PST increase, less likely to support it, or if it makes no difference to you?" (n=1,510)

	All Manitoba (n=1,510)	Winnipeg (n=506)	Other Manitoba (n=1,004)
Core Infrastructure			
More likely	70%	76%	62%
Less likely	11%	8%	16%
No difference	17%	14%	20%
Hospitals and schools			
More likely	69%	70%	68%
Less likely	13%	12%	14%
No difference	17%	17%	16%
Provincial Highways			
More likely	57%	53%	64%
Less likely	16%	18%	14%
No difference	24%	27%	21%
Community Rec Centres			
More likely	42%	44%	39%
Less likely	32%	30%	35%
No difference	24%	24%	24%

Other notable variations included:

- Those in Western Manitoba were slightly more likely to want to see PST revenue used to improve provincial highways (73%, compared to 57% province-wide).
- Residents of Northern Manitoba were more supportive of using PST revenue to improve municipal core infrastructure (84%, versus 70% province-wide).

- Women were more likely to want to see PST revenue used to fund hospitals and schools (76%, versus 62% among men) or infrastructure (75%, versus 66%) and recreation facilities (45%, versus 38%)
- Similarly, younger adults aged 18-34 years were more inclined assigning the additional point of PST to hospitals and schools (77%, versus 65% among those aged 55 years and over) and recreation facilities (49%, versus 35% respectively).
- Wealthier Manitobans were more likely to be in favour of using PST revenue to pay for improvements to recreation facilities (53% among those earning more than \$100,000/year, versus just 34% among those earning \$30,000 - \$59,999/year).
- Supporters of dedicated tax increases were more likely to support investing PST revenue in core infrastructure (73%, versus 64% among those who do not prefer dedicated tax increases) and provincial highways (61%, versus 51% respectively).

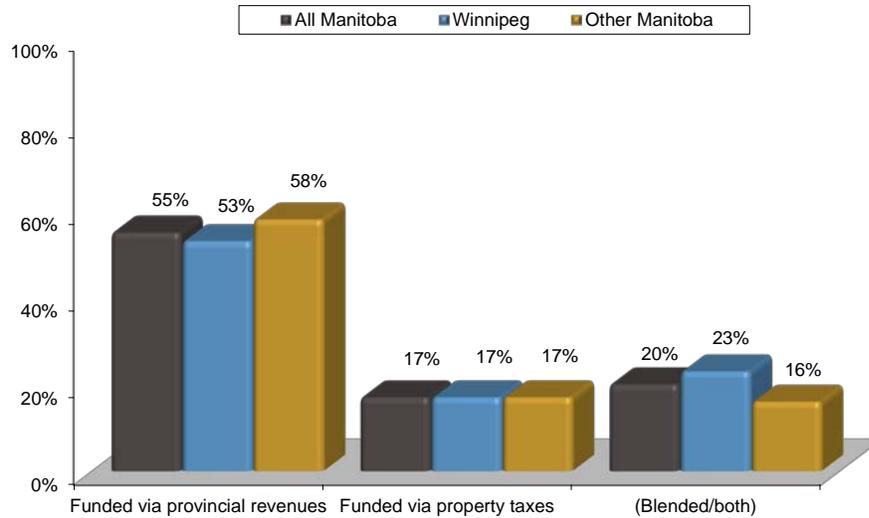
3.3.6 Support For Eliminating Education Tax From Property

Manitobans were asked whether local education taxes should be removed from property tax bills, with an understanding that education should rather be funded directly from provincial revenues. As the graph below shows, more than one-half of those surveyed (55%) concur that education should be supported directly via provincial revenues, while only 17 percent believe that local school taxes should continue to be supported via residential property taxes. One-in-five (20%) believe education should be funded by a combination of local property taxes and provincial revenue.



Public Views on Education Funding Source

F15. "Right now, approximately one-half of the property taxes Manitoban's pay each year goes to local school divisions to pay for education. Do you think our education should be funded through property taxes or by provincial revenues?" (n=1,510)



- Men (60%, versus 51% among women) and older adults aged 55 years and over (61%, versus 50% among those aged 18-34 years) are more likely to support using provincial revenue to pay for education
- Residents of Winnipeg's Core area are less inclined to rely solely on provincial revenue to pay for education (35%, versus 53% city-wide).
 - Indeed, those living in this area were more likely to support a blended system (41%, versus 20% respectively).

3.4 Infrastructure

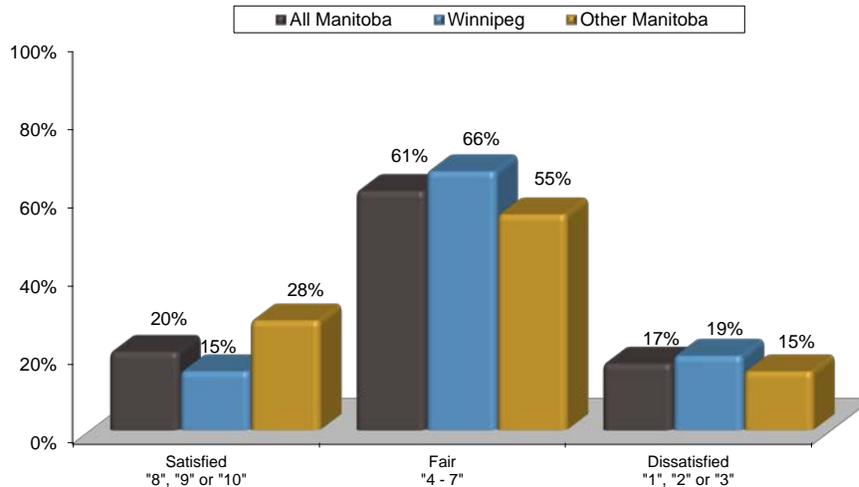
The following section provides details regarding citizens' views on community infrastructure. Specifically the condition of core infrastructure and the capacity of local governments to fund improvements to streets, roads and water-related infrastructure is examined. This section of the report also includes an assessment of various funding approaches that might be implemented to fund infrastructure improvements, including tax increases, user fees and a municipal exemption from the provincial sales tax (PST).

3.4.1 Assessment of the Condition of Core Infrastructure

Manitobans were asked to rate the overall quality of the core infrastructure – streets, roads, bridges, sidewalks and water/sewer infrastructure – in their communities.

The results show that relatively few Manitobans are satisfied with the quality of these public works (20% satisfied, as expressed by a score of 8, 9, or 10 on a 10-point scale). A similar proportion of Manitobans were extremely dissatisfied with the condition of core infrastructure in their area (17% gave a score of 1-3 on the 10-point scale). A majority of those surveyed, meanwhile, offered a neutral rating between four and seven out of 10 (61%). As the graph below reveals, those living outside Winnipeg were more likely to be satisfied with the condition of core infrastructure in their communities than those living in Winnipeg (28% versus 15%, respectively).

INF1. "How would you rate the quality of the core municipal infrastructure in your community? By core infrastructure I'm referring to major public works like streets, bridges, sidewalks, water treatment and sewage treatment. Let's use a 1-10 scale where a 1 means you are 'not at all satisfied' and a 10 means you are 'very satisfied.'" (n=1,510)



Those who were more likely to be satisfied with the condition of their core infrastructure included:

- Residents of Central Manitoba (39%, versus 20% province-wide).
- Citizens with lower levels of educational attainment (29% of those with Grade 12 or less, versus 15% among university/college graduates) and citizens with lower household incomes (30% among those earning less than \$30,000 annually, versus 16% among those earning more than \$100,000/year).
- Those who believe their municipality is headed in the right direction (26%, versus only 10% among those who think things are on the wrong track).

3.4.2 Perceived Adequacy of Investment in Core Infrastructure

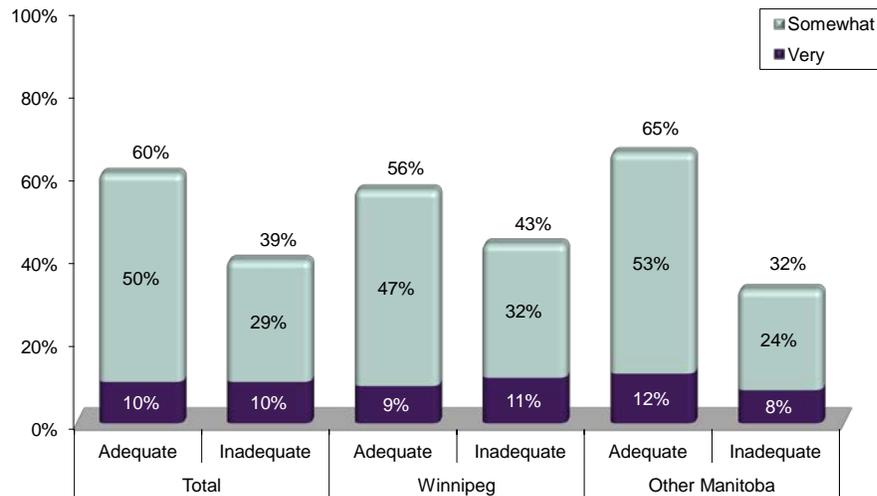
Citizens were also asked if they feel their municipality spends enough money maintaining core infrastructure. Although a majority of Manitobans feel that their communities are keeping up with the cost of maintaining key infrastructure, a significant proportion of citizens believe their communities are falling behind in making these important investments.

Throughout Manitoba, six-in-ten citizens feel that their community is spending an adequate amount on infrastructure maintenance and replacement (60%, including 10% who say their municipality spends a very adequate amount and 50% who say it spends a somewhat adequate amount). There is a key difference between Winnipeg and the rest of the province, however: as the following graph shows, slightly more than one-half of Winnipeg adults feel the City of Winnipeg spends adequately on infrastructure (56%, including 9% very adequate and 47% somewhat adequate, compared to 43% who say the City is insufficiently funding core infrastructure renewal). Outside Winnipeg, nearly two-thirds of citizens feel their local municipality allocates sufficient resources to maintaining core infrastructure (65%, including 12% very adequate and 53% somewhat adequate). One-third of those in cities, towns and RMs outside Winnipeg feel their local municipality does not spend enough fixing streets and other core infrastructure (32%).



Perceived Adequacy of Current Core Infrastructure Investment

INF2. "Generally speaking, would you say that investment in core municipal infrastructure in your community is...?" (n=1,510)



Those who were more likely to believe their community spends enough maintaining and replacing core infrastructure included:

- Younger adults aged 18-34 years (67%, versus 55% among those aged 55 years and over).
- Those who believe their community is on the right track (70%, versus 39% among those who think their community is on the wrong track).

Those more inclined to feel their community does *not* spend enough on infrastructure renewal included:

- Those who feel their communities are on the wrong track (61%).
- Older adults (44% among those aged 55 years and over, versus 31% among those aged 18-34 years).

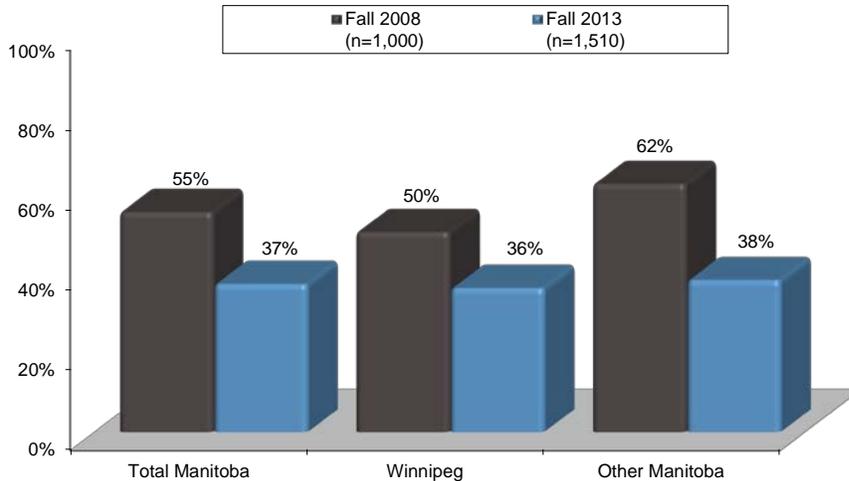
3.4.3 Views Regarding Municipal Capacity To Pay For Infrastructure

Manitobans were asked if they believe their own municipality could afford to address its core infrastructure needs without requiring a tax increase or financial assistance from other levels of government. This question was also asked for a survey conducted on behalf of the Association of Manitoba Municipalities in 2008. The current results show that diminishing numbers of Manitobans believe their municipality has the fiscal capacity to meet its present infrastructure needs.

As the graph below shows, only slightly more than one-in-three Manitoba adults now believe that their municipality can renew its core infrastructure without either a tax increase or assistance from senior levels of government (37%, down significantly from 55% in 2008). Fully one-half of Manitobans (50%), on the other hand, do not believe their local government can afford to pay for infrastructure upgrades from its current own-source revenue. (Nine percent were unsure or did not respond). The proportion of citizens who believe that their municipality cannot afford to fix infrastructure without raising taxes or appealing to the provincial or federal governments is relatively consistent between urban and rural Manitoba, as 36 percent of Winnipeg adults (-14% versus 2008) and 38 percent of those outside Winnipeg (-24% versus 2008) feel their local government can replace aging infrastructure from its existing revenue.

Public Views Regarding Affordability of Core Infrastructure Upgrades

INF3. "Thinking about the upgrades to core infrastructure that might be needed in your municipality, do you think your own municipality could afford to address its core infrastructure needs without raising taxes or securing these funds from another level of government?"



- Men are more likely than women to believe their municipality has sufficient fiscal capacity to invest in infrastructure upgrades (41% versus 33% respectively).
- Older adults aged 55 and over are more likely than others to believe that municipalities cannot meet these needs using existing revenues (57%, versus 48% among those aged 35-54 years and 47% among those aged 18-34 years).

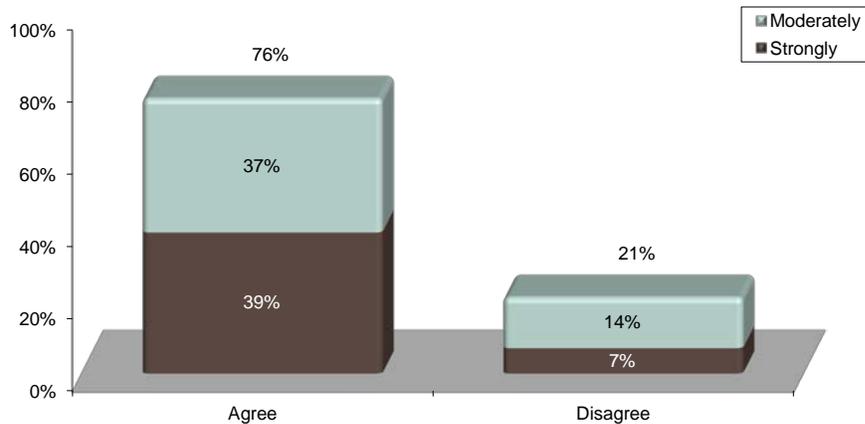
Further to this, Manitobans were presented with the breakdown of all tax revenue collected by federal, provincial and municipal governments in Manitoba.² Based on this, citizens were asked if they agreed or disagreed with the notion that “the cost of replacing and improving core municipal infrastructure should be shared fairly between the three levels of government based on their access to taxation revenues.”

The following graph shows that more than three-quarters of Manitoba adults agree that the cost of replacing core infrastructure should be borne by governments based on their proportional share of taxation revenue (76%, including 39% who strongly agree and 37% who somewhat agree). One-in-five, on the other hand, disagree with this principle (21%, including 14% who moderately disagree and 7% who strongly disagree). Three percent were unsure or did not respond. The proportion of citizens who agreed with this principle was relatively consistent throughout Manitoba (75% and 76% agree, respectively, among Winnipeggers and non-Winnipeggers) and across different types of municipalities (77% among those living in RMs, 76% among those in towns/villages, and 75% among those living in cities outside Winnipeg).

Public Views on Proportional Allocation of Tax Burden for Infrastructure

INF4. “Of all of the taxes collected in Manitoba, right now approximately 27 cents out of every dollar are collected by the federal government, 65 cents are collected by the provincial governments and eight cents are collected by municipal governments. Given this situation, do you agree or disagree with the following statement:

The cost of replacing and improving core municipal infrastructure should be shared fairly between the three levels of government based on their access to taxation revenues?” (n=1,510)



Other notable variations included:

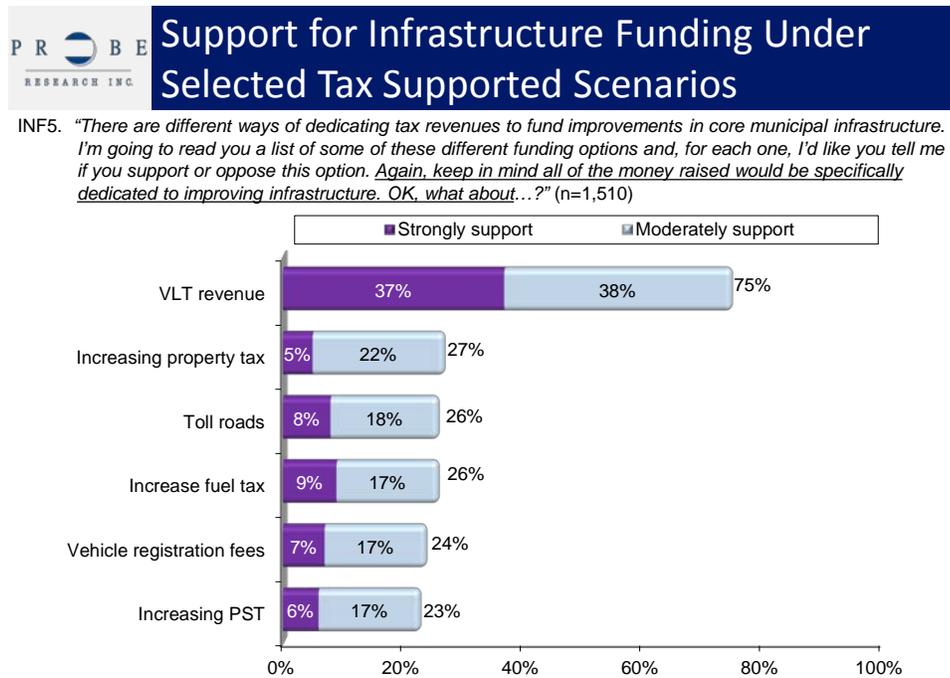
- Older and middle-aged adults were significantly more likely to agree with the principle of governments financing core infrastructure renewal based on their ability to pay (82% agree among those aged 55 years and over and 79% among those aged 35-54 years, versus just 67% among those aged 18-34 years).
- Those in favour of dedicated tax increases were more likely to back this notion of proportional funding for infrastructure (78%, versus 71% of dedicated tax opponents).

² An analysis conducted by the City of Winnipeg estimated that the federal government collects 27% of all tax revenue in Manitoba, the provincial government collects 65% and municipal governments collect 8%.

3.4.4 Assessment of Methods Used to Fund Infrastructure

Manitobans were provided with a list of potential methods that governments could use to fund infrastructure improvements. These ideas were presented in the abstract, with no specific dollar figures attached. The results show that Manitobans overwhelmingly reject many of these infrastructure renewal funding approaches.

As the graph below shows, the only idea that a majority of Manitobans would support is to devote additional VLT revenue to infrastructure renewal (75%, including 37% who strongly support this idea and 38% who moderately support this). Only slightly more than one-quarter of Manitobans would back a property tax increase (27%, 5% strongly support), charging a toll to drive on major roadways (26%, 8% strongly support) or increasing the fuel tax (26%, 9% strongly support) each to pay for critical core infrastructure. Slightly smaller proportions of Manitobans were in favour of charging a special infrastructure levy on vehicle registrations (24%, 7% strongly support) or increasing the provincial sales tax (23%, 6% strongly support).



As the following table shows, opposition to many of these fiscal tools was noticeably higher in rural areas of the province, particularly in towns/villages and rural municipalities. Those living in Winnipeg, meanwhile, were slightly warmer to some ideas, including increasing the provincial fuel tax (32% support), charging tolls for driving on major roads/bridges (30% support) and introducing a new levy on registering vehicles (28% support).

SUPPORT FOR/OPPOSITION TO VARIOUS FISCAL MEASURES USED TO FUND INFRASTRUCTURE					
Fiscal Measure		Winnipeg	Other City	Town/Village	RM
		(%)	(%)	(%)	(%)
Implement vehicle registration levy	Support	28	21	18	15
	Oppose	69	76	80	83
Charge tolls for driving on major roads/bridges	Support	30	17	21	17
	Oppose	67	77	75	80
Increase the provincial fuel tax	Support	32	18	18	14
	Oppose	67	80	81	83
Increase municipal property taxes	Support	30	31	25	19
	Oppose	68	68	74	78

Other notable variations include:

- Those living in the Core area of Winnipeg were more likely to support a vehicle registration levy (44%, compared to just 18% in northwest Winnipeg) and increasing the provincial fuel tax (40%, compared to 24% in northwest Winnipeg).
- Higher-income Manitobans were more supportive of the notion of increasing municipal property taxes to pay for infrastructure (37% among those earning more than \$100,000/year, versus 21% among those earning less than \$30,000/year).
- Younger adults were more likely to oppose charging an additional vehicle registration fee (80% among those aged 18-34 years, versus 71% among those aged 35-54 years and 70% among those aged 55 years and over).
- Older adults aged 55 years and over were slightly more likely to oppose increasing the PST to pay for infrastructure renewal (79%, versus 71% among those aged 18-34 years).
- Those who support dedicated tax increases were also more likely to support increasing municipal property taxes (31%, versus 22% among dedicated tax increase opponents) as well as raising the PST (27%, versus 16% among dedicated tax increase opponents).

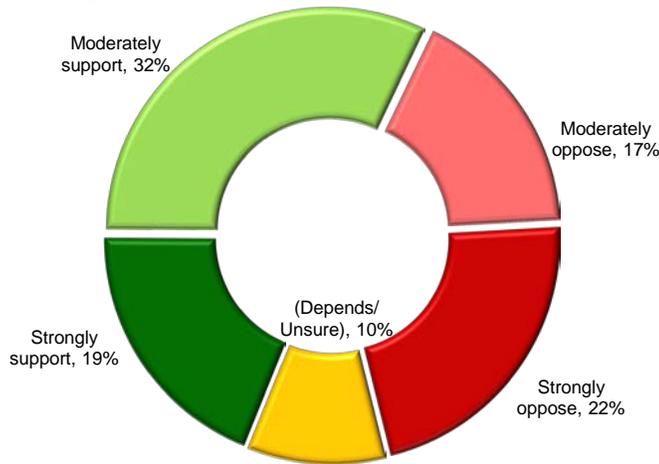
3.4.5 Support for Public-Private Partnerships

Manitobans were presented with an overview of how Public Private Partnerships (P3s) work in the context of building strategic municipal infrastructure, such as bridges and water treatment plants. The graph below shows that about one-half of Manitobans are supportive of P3s in principle (51%, including 19% who strongly support the P3 model and 32% who moderately support this approach). Four-in-ten citizens, on the other hand, oppose P3s (39%, including 22% strongly opposed and 17% moderately opposed). One-in-ten of those surveyed (10%) indicated that their support for P3s depended on certain conditions, or they were unsure.



Public Support for Increased Use of Public-Private Partnerships (P3s)

INF7. "Many municipalities across North America use different methods to pay for core infrastructure projects like bridges and water treatment plants. One method is known as a public-private partnership, or "P3". This is when a municipality enters into an agreement with a private company to design, build, operate and maintain infrastructure. Based on what you know about P3s, do you generally support or oppose your municipality entering into more public-private partnerships?" (n=1,510)



Notable variations included:

- Higher-income Manitobans were more likely to be in favour of the P3 model (60% among those earning more than \$100,000/year, versus 42% among those earning less than \$30,000/year).
- Younger adults were also more likely to advocate using P3s to build municipal infrastructure (56% among those aged 18-34 years, versus 51% among those aged 35-54 years and 47% among those aged 35-54 years).

3.4.6 Support For A Municipal Exemption on PST

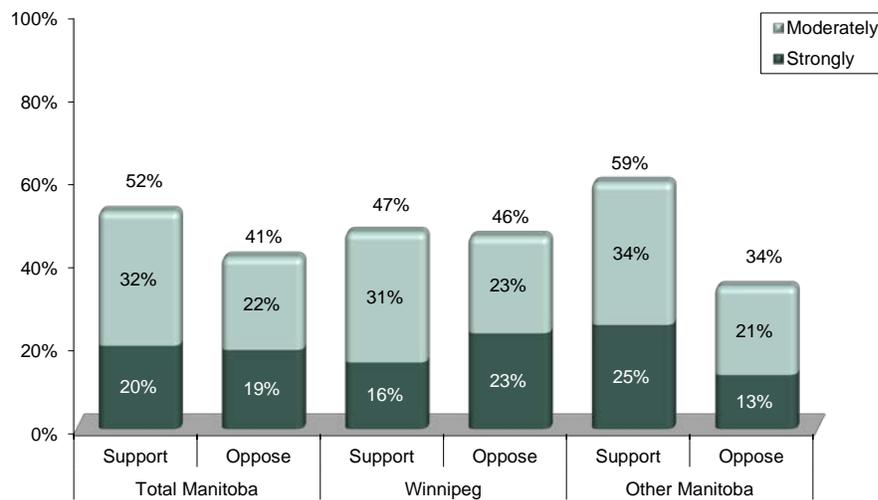
Citizens were asked if they were in favour of exempting municipalities from paying Provincial Sales Tax on the goods and services they purchase and dedicating these savings to funding infrastructure. The graph below illustrates that one-half of Manitobans support this idea (52%, with 20% who strongly support it and 32% who moderately support it), compared to four-in-ten who are opposed (41%, including 19% strongly opposed and 22% moderately opposed).

There was slightly more support for this notion of exempting municipalities from paying the PST among those living in communities outside Winnipeg (59% support, versus 47% among those in Winnipeg). This was particularly the case among those from rural municipalities (64% support, compared to 57% among those residing in towns/villages and 53% among those residing in urban centres outside Winnipeg).



Views on Municipal PST Tax Exemption

INF6. "Another idea to pay for infrastructure is to exempt municipalities from paying Provincial Sales Tax, or PST. In general, do you support or oppose this idea?" (n=1,510)



Other sub-groups of Manitobans more likely to be in favour of this tax exemption included:

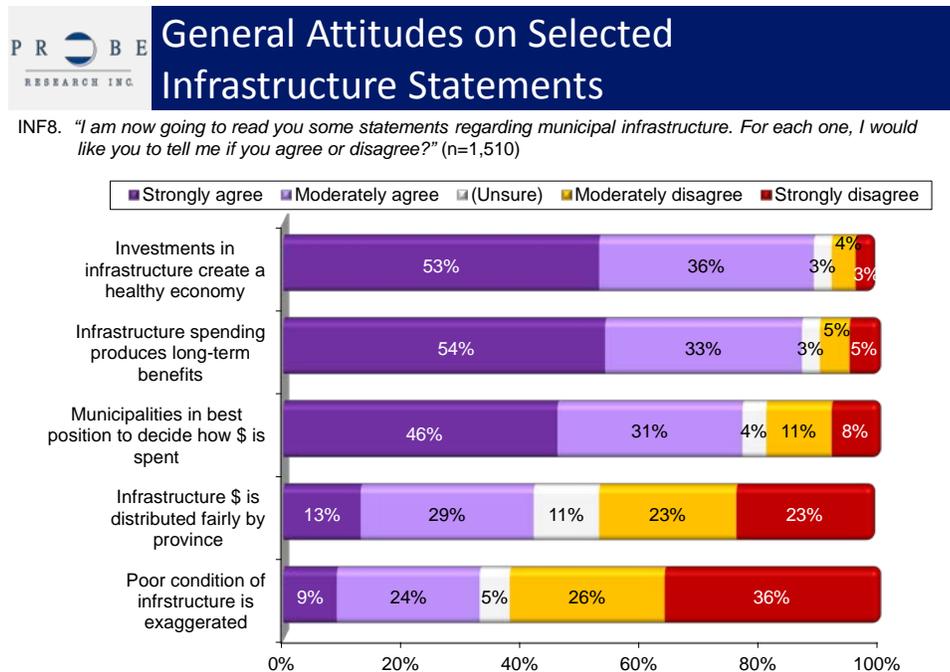
- Men (58%, versus 46% among women)
- University and college graduates (56%, versus 45% among those with Grade 12 or less).
- Those who are in favour of using P3s to build municipal infrastructure (57%, versus 47% among P3 opponents).

3.4.7 Views Regarding Importance of Infrastructure

Manitobans were asked to indicate if they agreed or disagreed with a series of statements regarding municipal infrastructure.

An overwhelming majority of Manitoba adults agree that “investments in infrastructure create a healthier economy” (89%, including 53% who strongly agree and 36% who somewhat agree with this statement). Just seven percent of those surveyed expressed some degree of disagreement with this statement. Similarly, nearly nine-in-ten Manitobans agree that capital invested in infrastructure provides long-term socio-economic benefits (87%, 54% strongly agree).

More than three-quarters of Manitobans, meanwhile, believe that municipalities are in the best position to determine how infrastructure money should be spent (77%, including 46% who strongly agree). One-in-five, on the other hand, do not believe that this is true (19%, including 8% who strongly disagree).



Fewer than half of all Manitobans agree that infrastructure funding is delivered fairly by the provincial government (42%, including just 13% who strongly agree). More than one-half of citizens in the province are inclined to disagree that the province delivers this funding equitably to all regions (56%, including 23% who strongly disagree).

Citizens were most likely to *disagree* with the idea that the poor condition of provincial infrastructure is exaggerated (62%, 9% strongly agree). Indeed, these results suggest more than six-in-ten believe that there is no amount of exaggeration taking place when the “infrastructure deficit” is described by policy-makers (62%, including 36% who strongly disagree with the idea that the poor condition of infrastructure is being exaggerated).

Notable variations among sub-populations for these statements included:

- Those in the North were particularly not inclined to agree that infrastructure funding is distributed fairly (67% disagree, compared to 46% province wide).

- Those residing in RMs and towns/villages were among those most likely to agree that municipalities should be the ones to decide how infrastructure dollars are spent (83% each, versus 75% among those living in Winnipeg and 74% among those living in other cities).
- Those who are in favour of dedicating money from tax increases to fixing infrastructure are more likely to share the belief that money invested in infrastructure today will pay long-term dividends (91%, versus 78% among those who oppose this idea) and that municipal governments are best-suited to decide how infrastructure funding will be spent (82%, versus 69% respectively).
- Men were slightly more likely to believe that the size of the infrastructure deficit is being exaggerated (36%, versus 29% among women).
- Those with lower levels of educational attainment (40% of those with Grade 12 or less) and lower household incomes (42% of those earning less than \$30,000/year) were also more likely to be sceptical of claims that infrastructure is in very bad shape.
- Younger adults aged 18-34 years were also slightly more likely to believe the poor state of municipal infrastructure is being exaggerated (38%, versus 28% among those aged 55 years and over).
- Those who oppose dedicated tax increases are also more likely to believe the infrastructure deficit is overblown (43%, versus 28% among those who support this fiscal measure).

3.5 Amalgamation and Regional Coordination

The following section provides an overview of Manitobans’ views regarding municipal amalgamation, as well as regional partnerships among municipal governments.

3.5.1 Views Regarding Municipal Amalgamation

Manitobans were asked to provide their opinions regarding the provincial government’s stated plans to require communities of less than 1,000 residents to amalgamate. Although many Manitobans support the idea of amalgamation in principle, this analysis shows that there are concerns about the manner in which the government has proceeded with this issue.

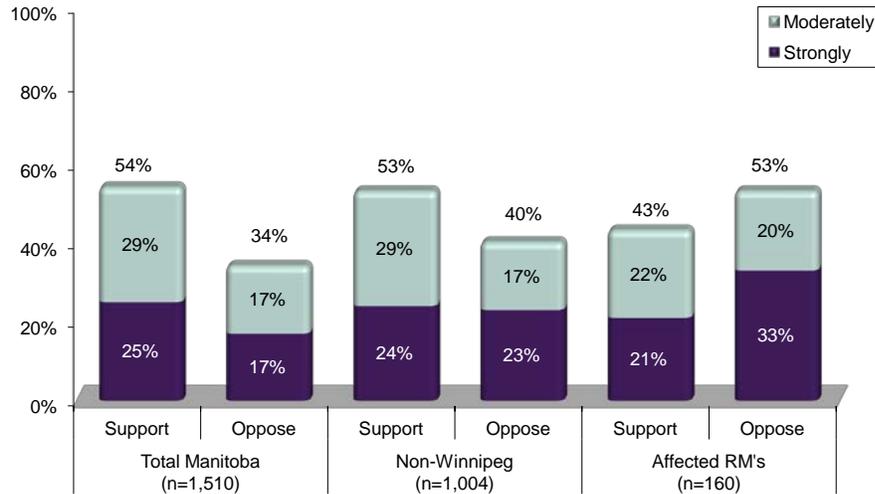
Overall, one-half of Manitoba adults expressed *support* for the government’s plan to require communities of fewer than 1,000 people to merge (54%, including 25% who *strongly support* this and an additional 29% who *moderately support* forced amalgamation). One-third *oppose* the province’s municipal amalgamation plans (34%, including 17% each who either *strongly or moderately oppose* this idea). One-in-ten (11%) were *unsure* or did not provide a response.

As the following graph illustrates, Manitobans who live in municipalities that may be required to amalgamate are more likely to *oppose* this plan (53%, including 33% *strongly opposed* and 20% *moderately opposed*, versus 43% who *strongly or moderately support* forced amalgamation). In rural and northern Manitoba generally, the majority of those surveyed back the government’s plans to force municipalities to merge (53% *support*, versus 40% *oppose*).



Public Support and Opposition to Municipal Amalgamation

AM2. “Overall, do you support or oppose this decision to amalgamate Manitoba municipalities that have less than 1,000 people?” (n=1,510)



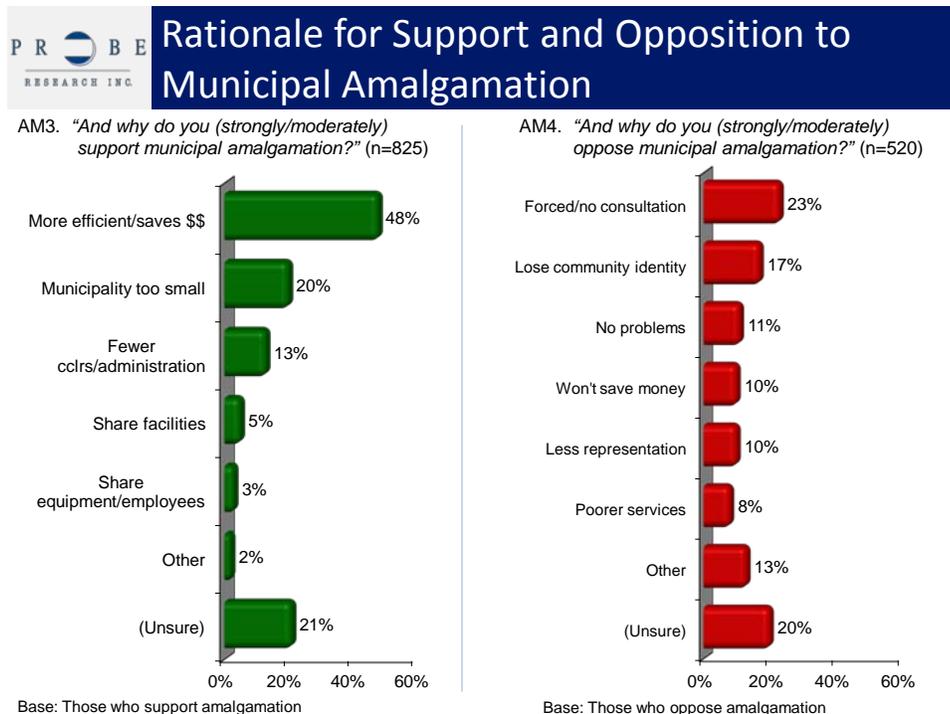
The following table highlights support for/opposition to forced amalgamation throughout Manitoba's regions. It highlights that support for amalgamation is highest in eastern and central Manitoba, while those living in northern Manitoba and the Midwestern/Parkland region were more likely to oppose forced municipal mergers although in those two regions, opinion was largely split on this issue.

	Interlake (%)	Eastern (%)	Western (%)	Central (%)	Northern (%)	Midwestern/Parkland (%)
	(n=139)	(n=269)	(n=184)	(n=201)	(n=51)	(n=160)
Strongly/moderately support	63	57	52	46	46	44
Strongly/moderately oppose	34	31	39	46	49	47
(Unsure)	3	12	9	8	5	9

Other notable variations included:

- Residents with higher levels of education were among those most likely to support forced amalgamation (63% among those with university or college degrees, versus 43% among those with a high school diploma or less).
- Support for forced amalgamation was higher among those earning higher household incomes (62% among those earning more than \$100,000/year, versus only 46% among those earning less than \$30,000/year).

When asked to explain why they support the government's amalgamation plans, citizens were most likely to share the view that amalgamation will make their municipality "*more efficient*" with tax dollars (48%). Other more precise efficiency-related arguments in favour of amalgamation included "*reducing the number of councillors and administrators*" (13%), "*sharing of municipal facilities*" (5%) and "*sharing of municipal employees and equipment*" (3%). Another key argument cited by one-in-five Manitobans is that many municipalities are simply "*too small*" on their own (20%). One-in-five respondents, meanwhile, were unsure or could not articulate reasons for their endorsement of municipal amalgamation (21%).



Those who oppose forced amalgamation, meanwhile, were most likely to take issue with the process undertaken by the provincial government, with these citizens indicating that *"municipalities should be able to decide for themselves"* if they should amalgamate or that the province did not consult (23%). Around one-in-five indicated that amalgamation will lead to a *"loss of community identity"* (17%). About one-in-ten indicated that forced amalgamation was unnecessary because municipalities were *"currently functioning adequately"* (11%), that amalgamation *"will not save money"* or that there will be *"less local representation"* (10% each). One-in-five of those who oppose amalgamation could not articulate why they are opposed to this policy (20%).

Statistically significant differences among those who support amalgamation include:

- Those living outside Winnipeg were more inclined to agree that many municipalities are too small and should therefore be amalgamated (25%, versus 16% among residents of Winnipeg).
- Women (52%, versus 43% among men); university and college graduates (59%, versus 33% among those with high school or less); homeowners (51%, versus 32% among renters) and those with household incomes greater than \$100,000/year (60%) were more likely to be convinced that amalgamation will lead to greater municipal efficiency.
- Younger adults, meanwhile, were less likely to be convinced that amalgamation will provide significant savings for municipal governments (only 30% among those aged 18-34 years shared this view, versus 58% among those aged 55 years and over and 55% among those aged 35-54 years).

Statistically significant differences among those who oppose amalgamation include:

- University and college graduates were more inclined to say that municipalities should have made this decision themselves or that the government did not consult widely enough (32%, versus 17% among those with Grade 12 or less).
- Those living outside Winnipeg were more included to agree that amalgamation will not save money (15%, versus 6% among those living in Winnipeg).

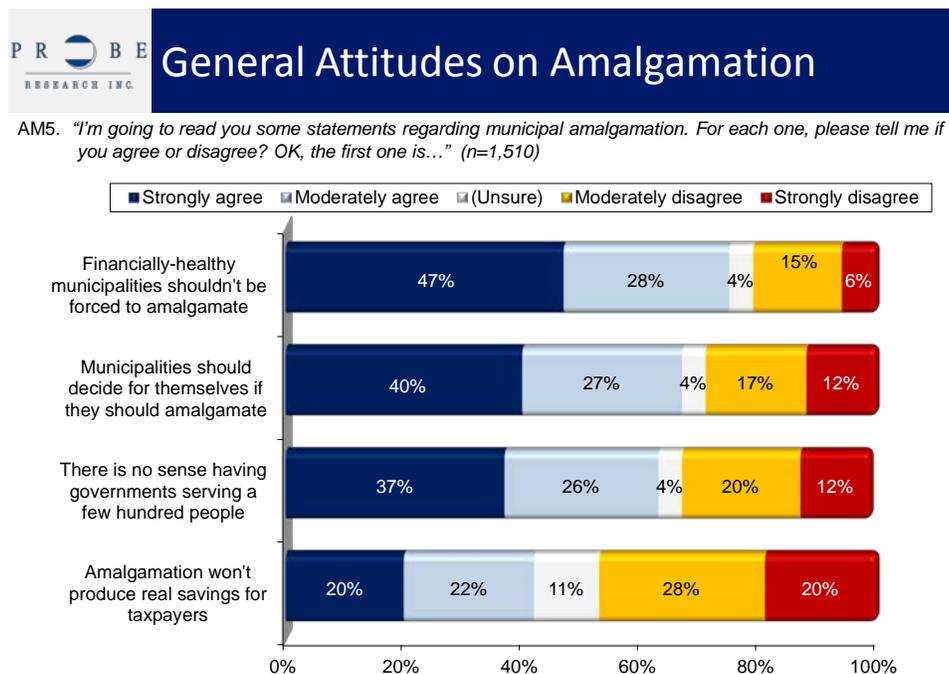
3.5.2 Agreement with Selected Statements Regarding Amalgamation

Respondents were asked to agree or disagree with a series of statements regarding forced amalgamation. These results suggest that, although Manitobans are not necessarily opposed to the principle of amalgamation, they are likely to concur that decisions regarding municipal mergers should be left in local hands and not arbitrarily dictated to local governments.

Three-quarters of Manitobans surveyed agreed that municipalities which are financially viable should not be forced by the government to amalgamate with their neighbours (75% agree, including 47% who *strongly agree* and 28% who *moderately agree*, compared to 21% who *disagree* either strongly or moderately). Two-thirds of those surveyed agree that decisions regarding amalgamation should only be made at the local level (67% agree, including 40% who *strongly agree* and 27% who *moderately disagree*, compared to 29% who *disagree* either strongly or moderately).

More than one-half of those surveyed, meanwhile, agree with the notion that it does not make sense to have governments which only serve a few hundred people (63% agree, including 37% *strongly agree* and 26% *moderately agree*, versus 32% who *disagree*).

Manitobans are evenly split on the notion that municipal amalgamation will not produce savings for local taxpayers: although four-in-ten agree with this statement (42%), 48 percent of those surveyed disagree and believe that amalgamation will actually lead to a reduction of local taxes. Eleven percent of those surveyed were undecided or did not respond to this question.



Notable variations include:

- Those who live in communities that are required to amalgamate were most likely to agree that amalgamation will not save taxpayers money (69% agree, versus 42% overall).
 - Those from affected municipalities were also more likely to *disagree* with the assertion that it makes no sense to have governments which only serve a few hundred people exist as independent municipalities (55%, versus 33% overall).

- Those who oppose municipal amalgamation were significantly more likely to agree that financially healthy municipalities should not be required to amalgamate (94%, versus 64% among amalgamation supporters); that municipalities should be able to decide for themselves if they should amalgamate (89%, versus 54% respectively); and that amalgamation will not save money (70%, versus 27% respectively).
 - Conversely, supporters of municipal amalgamation were more inclined to agree that it does not make sense to have governments serving very small populations (84% agree, versus 33% among those who oppose forced amalgamation).
- Those living in rural municipalities were significantly more likely to agree that financially healthy communities should not be required to amalgamate (85%, versus 75% overall).
- Urban residents were more likely to agree that it does not make sense to have municipal governments for communities of just a few hundred people (68% among Winnipeg adults and 62% among those living in other cities outside Winnipeg, versus 50% among those living in RMs).
- Those with a high school diploma or less (51%, versus 35% among university and college graduates) and those with lower household income (51% among those earning less than \$30,000 annually, versus 35% among those earning more than \$100,000/year) were more likely to agree that amalgamation will not produce real savings for taxpayers.
- Those with lower levels of formal education (77% among those with Grade 12 or less, versus 58% among those with a university or college degree) and household incomes of less than \$30,000/year (82%, versus 55% among those earning more than \$100,000/year) were also more inclined to agree with the idea that municipalities should be able to decide for themselves if they should amalgamate.

3.5.3 Views Regarding Regional Partnerships

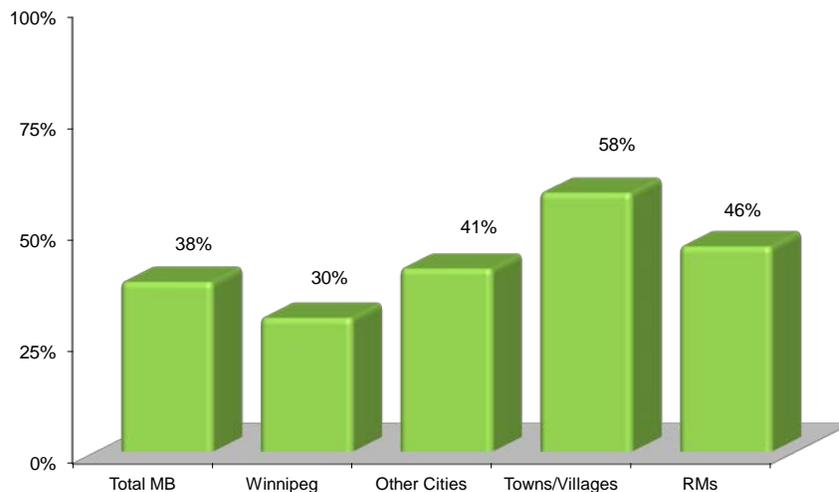
Manitobans were asked to indicate if, to the best of their knowledge, they live in a municipality that delivers services with another neighbouring municipality under a service sharing agreement, as well as if they support these types of regional service delivery arrangements in principle.

The following graph shows that four-in-ten Manitobans (38%) believe that their municipality delivers at least some programs and services through a regional partnership model. Not surprisingly, those in smaller towns and villages are more likely to be certain that their municipality delivers programs this way (58%). However, even three-in-ten Winnipeg adults (30%) believe that their City delivers services in partnership with neighbouring municipalities.



Reported Incidence of Regional Municipal Partnerships

AM7. "In many places, one or more municipalities come together to provide services such as fire protection, libraries, recreation facilities, etc. To the best of your knowledge, does your municipality currently provide any services as part of a regional partnership with other municipalities?" (n=1,510)

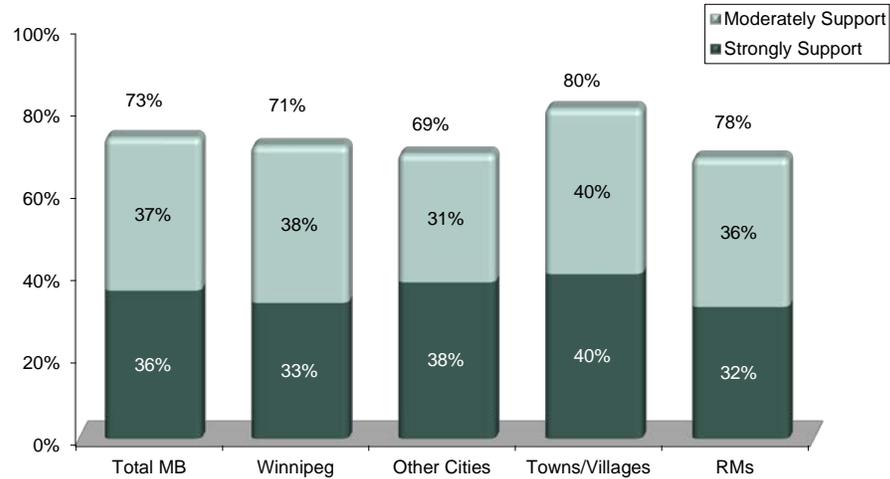


When asked if they support or oppose the idea of regional partnerships as a model for delivering services to more than one municipality, fully three-quarters of those surveyed indicated that they are in favour of this (73%, including 36% who *strongly support* and 37% who *moderately support* this idea. One-in-five are opposed to regional partnerships for delivering services (21%, including 7% *strongly opposed* and 12% *moderately opposed*). Six percent were *unsure* or did not respond.

Those living in towns and villages and rural municipalities were among those more inclined to support the idea of creating more regional partnerships among municipalities (80% and 78% respectively, versus 69% among those living in cities outside Winnipeg and 71% among Winnipeg residents).

Public Support for Regional Municipal Service Partnerships

AM8. "In principle, do you support or oppose the idea of having your municipality deliver services as part of a regional partnership with other municipalities?" (n=1,510)



Others who were more likely to be in favour of regional partnerships included:

- Those who support forced amalgamation (82%, versus 64% among opponents).
- Residents earning higher household incomes (85% among those earning more than \$100,000/year, versus just 59% among those earning less than \$30,000/year).
- Homeowners (77%, versus 60% among renters).

3.6 Government Performance on Municipal Affairs

In the following section, we describe citizens' views regarding the overall performance of their elected municipal officials and municipal employees in addressing citizen concerns. Perceptions of Manitobans regarding government performance with respect to municipal issues are also examined here.

3.6.1 Citizen Contact With Municipal Officials

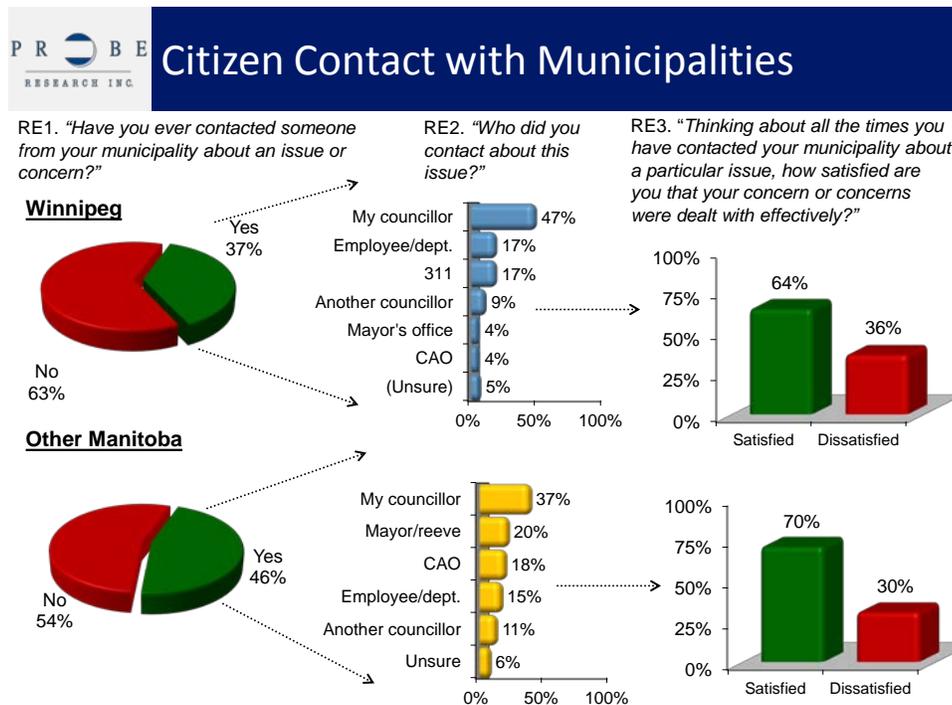
It is often said that municipal governments are closer than any other level of government to the people they serve. The results of this survey would seem to confirm this, as a significant proportion of Manitoba adults have dealt recently with their municipality regarding an issue or concern. Moreover, a large proportion of citizens are satisfied with the level of service they received from elected officials and municipal employees.

Overall, 41 percent of Manitoba adults have contacted someone in their municipality about an issue or concern, with a higher proportion of those living in rural and northern areas of the province reporting that they have made contact with someone from their municipality at some point (46%, versus 37% among those living in Winnipeg). This contact is particularly apparent in rural municipalities, where a majority of adult citizens have reached out to a municipal official to discuss a concern (54%, versus just 42% among those residing in towns/villages and 35% among those living in cities other than Winnipeg).

Other Manitobans who were more inclined to have contacted a municipal official about an issue included:

- Older adults (51% among those aged 55 years and over and 47% among those aged 35-54 years, versus just 23% among those aged 18-34 years).
- Homeowners (45%, versus 20% among renters).
- Citizens with higher household incomes (48% among those earning more than \$100,000/year, versus 36% among those earning \$30,000-\$59,999/year and just 34% among those earning less than \$30,000/year).
- Those who believe their municipality is headed in the wrong direction (53%, versus 33% among those who believe things are on the right path).
- Long-term community residents (51% of those who have lived in their municipality for more than 20 years, versus 22% among those living in a municipality for less than five years).

As the following graph shows, citizens living in Winnipeg are most inclined to have contacted their ward councillor about an issue or concern (47%), with smaller proportions opting to call 311 or to get in touch directly with a specific municipal employee or department (17% each). Outside Winnipeg, citizens are likely to contact either their ward councillor (37%) or their community's mayor/reeve (20%) to discuss a concern. However, individuals in these areas are also widely inclined to contact the municipality's chief administrative officer (18%) or a specific employee/department (15%) to address their concern.



When asked to rate their overall satisfaction with municipal officials after these experiences, approximately two-thirds of all Manitoba respondents indicated that they were satisfied that their concern was dealt with effectively (67% *satisfied*, including 26% *very satisfied* and 41% *somewhat satisfied*). As the graph above shows, citizens living outside Winnipeg tended to be slightly more satisfied with the outcomes resulting from dealing with municipal officials (70% *satisfied*, versus 64% among those living in Winnipeg).

Other notable variations among the sub-populations included:

- Citizens with lower household incomes tended to be among those least satisfied with the service offered to them by municipal officials (52% *satisfied* among those earning less than \$30,000/year, versus 77% among those earning \$60,000-\$99,999/year).
- Those who believe their municipality is headed in the right direction tended to be more satisfied with their experiences contacting municipal officials (77% *satisfied*, versus 54% among those who believe their municipality is headed in the wrong direction).

3.6.2 Views Regarding Government Performance

Citizens were asked to assess the federal government, the Manitoba government and their local municipal government in terms of how each of these three orders of government “acts in the best interest of your municipality.” The results below show that although none of these three levels of government received a resounding endorsement from citizens, municipal governments tend to be viewed in the most favourable light.

Nearly four-in-ten Manitobans said that their municipal government was doing an ‘excellent’ or ‘good’ job in terms of looking out for the interests of their community (37%, including 5% who said their municipality is doing an *excellent* job and 32% who said it is merely doing a *good* job). A slightly smaller proportion of respondents (36%) agreed that their local municipality is doing only a *fair* job of looking out for their community’s best interests, and 23 percent indicated that it is doing a *poor* job. Four percent were *unsure* or did not respond. As the table below reveals, there is a significant urban-rural difference in terms of how the municipal government is perceived – 50 percent of those living outside Winnipeg feel their municipality does an *excellent* or *good* job of looking out for their community’s best interests, compared to just 26 percent among Winnipeg adults.



Citizen Satisfaction with Government Performance on Municipal Issues

GP1. “Overall, how satisfied are you with the performance of the following levels of government in terms of acting in the best interests of your municipality? For each, I would like you to tell me if they are doing an excellent job, a good job, only a fair job or a poor job...”

	Total Manitoba (n=1,510)	Winnipeg (n=506)	Other Manitoba (n=1,004)
Federal Government			
Excellent	4%	3%	5%
Good	28%	25%	31%
Fair	37%	39%	35%
Poor	29%	30%	27%
Provincial Government			
Excellent	3%	3%	3%
Good	28%	30%	25%
Fair	38%	40%	35%
Poor	29%	24%	35%
Municipal Government			
Excellent	5%	2%	8%
Good	32%	24%	42%
Fair	36%	39%	33%
Poor	23%	30%	14%

The federal and provincial governments, meanwhile, posted very similar scores on this issue. Slightly more than three-in-ten Manitobans feel the federal government does an adequate job of looking out for the best interests of municipalities (32%, including 4% *excellent* and 28% *good*), while 37 percent said the federal government does a *fair* job and 29 percent said Ottawa’s performance was *poor*. (Two percent of those surveyed were undecided or did not respond).

A slightly smaller proportion, meanwhile, felt that the Manitoba government does an acceptable job of accommodating municipal interests (31%, including 3% *excellent* and 28% *good*). Thirty-eight percent of respondents said the provincial government does only a *fair* job of representing the concerns of municipalities, while 29 percent reported that it does a *poor* job (2% were *unsure* or did not respond).

A higher proportion of rural Manitobans believe the province does a poor job of addressing municipal concerns (35%, versus 24% among Winnipeg residents).

Notable variations included:

- Men were more inclined to believe that the provincial government does a *poor* job of looking out for municipal interests (38%, versus 20% among women).
- Older adults aged 55 years and over tended to be slightly more cynical than other Manitobans about how well each level of government is representing municipal concerns. Indeed, the proportion of Manitobans over the age of 55 years who believed these levels of government are doing a *poor* job in this regard was as follows:
 - The federal government (33%, versus 23% among those aged 18-34 years).
 - The provincial government (34%, versus 24% among those aged 18-34 years).
 - Local governments (29%, versus 14 among those aged 18-34 years)
- Those who believe their municipality is on the wrong track were more inclined to report that all of these levels of government do a *poor* job of representing municipal concerns. This included the following scores:
 - The federal government (47% *poor*, versus 18% among those who believe their municipality is on the right track).
 - The provincial government (51% *poor*, versus 18% respectively).
 - Their local government (50% *poor*, versus 9% respectively).