



August 27, 2018

2018 KID Budget & Taxation Survey

REPORT BACK TO STAKEHOLDERS

On May 1st 2018, Kananaskis Improvement District (KID) Council passed the 2018 KID Operational Budget and KID Amortization policy. With a keen interest to determine the level of awareness and acceptance for the proposed budget and taxation, KID Administration was directed to elicit feedback from KID stakeholders. While demonstrating effective local governance in accordance with the Municipal Government Act the KID has now completed the engagement process. The main objective of the stakeholder engagement delivered from June 26 to July 26, 2018 was to determine the level of stakeholder awareness and acceptance of a 31.8% increase in the taxation rate compared to 2017.

Results indicate an overall awareness and support for the proposed 2018 KID budget and taxation by respondents. This report back to stakeholders outlines the key emergent themes from an analysis of the results, lessons learned, and recommendations for future stakeholder engagement.

With the consideration for the limitations of the engagement process and analysis, the following emergent themes were drawn from the consolidated results, comments, and recorded civic participation.

Increase taxes to sustain or enhance services

Approximately 63% respondents indicated they would prefer to increase taxation for enhanced services or increase taxation to sustain services opposed to cut services to maintain taxes or cut services to reduce taxes.

Limited knowledge and awareness of programs and services

Respondents are unfamiliar with municipal programs and services currently provided by the KID. As such, the perceived value of programs and services are moderately low with a moderate satisfaction of an unfamiliar suite of municipal services.

Receiving Taxation Notice within expected timelines

Approximately 54% respondents indicated they expect to receive their taxation notices prior to August and 77% respondents expect to receive their taxation notices prior to September, 2018.

Full-time residents and seasonal residents

Approximately 60% of respondents indicated they spend 90 days or less within the KID. Only 11% of respondents are full-time year-round residents of the KID.

Undemonstrated interest by stakeholders to provide input and civically engage with KID



There appears to be an interest to be informed in this process but limited interest to actively participate in the civic opportunities provided when KID Council are discussing KID budget and taxation at scheduled council and committee meetings.

Large increase in taxation is difficult to understand

Concerns were raised over both the abrupt increase to cover the current level of municipal programs and service and the historical decisions to maintain or lower taxation rates.

Contingency reserve fund used as an offset to reduce taxes

Desire was expressed to use the contingency fund to reduce taxation.

Municipal Services and Programs supporting year round residents and visitors

Respondents identified that they are paying for year round services which are being heavily used by visitors and KID rate payers alike.

LESSONS LEARNED

There were many areas of the stakeholder engagement process that worked well, including the ability to determine the level of awareness for the taxation increase, how KID stakeholders preferred to be engaged, and how stakeholders perceived programs and services. Some areas in which improvements would be considered for future engagement include wider reach of engagement opportunity, developing stakeholder engagement prior to drafting final and/or interim budgets, clarifying definitions within the engagement tools, and year-round engagement with stakeholders to help understand and familiarise with the programs and services provided by KID.

RECOMMENDATIONS

The following are the key recommendations suggested by KID Administration following the 2018 KID Budget and Taxation Stakeholder Engagement process.

- Establish a consistent and sustainable Budget and Taxation that supports ongoing municipal programs and service delivery and investment in capital assets for the municipality.
- Initiating stakeholder engagement following interim budget process with KID Council, in which an online tool such as an interactive educational platform (i.e. Citizen Budget) could be utilised to build awareness and improve engagement for municipal budgeting.
- Develop civic engagement opportunities for stakeholders to better familiarise themselves with the programs and services provided by KID.