

# 2023 City Budget Engagement Report: Part 2

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## Taxpayer Receipt

Beginning Thursday, December 15, 2022, Oshawa residents and property owners could compare their estimated proposed 2023 Taxpayer Receipt to their estimated 2022 Taxpayer Receipt.

The tool allows residents and property owners to easily view the differences between their 2022 residential property taxes and proposed 2023 residential property taxes, if the City Budget were to be approved as presented.

**Figure 1: 2022 Taxpayer Receipt**

### Want a receipt for your 2022 City of Oshawa residential property taxes?

**This estimate tells you where the City invested your 2022 taxes.**

**What is the assessed value of your Oshawa property? Please do not include a comma. **

Own More Than One?


Add Another

**View Your Tax Receipt**

**Figure 2: Proposed 2023 Taxpayer Receipt**

### How could the proposed 2023 City Budget impact you?

**This estimate tells you where the City is proposing your 2023 taxes be invested.**

**What is the assessed value of your Oshawa property? Please do not include a comma. **

Own More Than One?

Add Another

**View Your Proposed 2023 Tax Receipt**

The Taxpayer Receipt generates only the City's portion of an Oshawa resident's or property owner's tax bill.

This knowledge-sharing tool educated residents and property owners as to:

- how much City services cost them individually in 2022 and could cost them in 2023 should the proposed 2023 City Budget be approved as presented (value for dollar);
- how their property taxes are divided (City vs. Region vs. Province for education); and,
- the roles and responsibilities of different levels of government.

An approved 2023 Taxpayer Receipt will launch in early 2023 to continue educating Oshawa taxpayers on the above points.

## **Uptake**

Between December 15, 2022 and January 12, 2023 the two available Taxpayer Receipts received a combined 746 visits, bringing total views (including Part 1) to 3,224 visits.

## **Telephone Open House**

The 2023 City Budget Telephone Open House was held between 6:30 p.m. and 7:30 p.m. on Wednesday, January 11, 2023.

This information-sharing tool educated residents and property owners on:

- the proposed 2023 Budget and budget process;
- how property taxes are divided (City vs. Region vs. Province for education);
- the roles and responsibilities of different levels of government; and,
- City programs and services.

## **Process**

Oshawa landlines and registered mobile numbers received a call on Monday, January 9 advising of the Telephone Open House. They received a second call on Wednesday, January 11 inviting them to stay on the line to participate in the Open House.

Following opening remarks from Mayor Carter and Councillor Giberson, and a brief overview of the proposed 2023 City Budget from the Commissioner of Corporate and Finance Services, participants were invited to enter a queue to ask questions. Those on the line were also asked polling questions throughout the event.

Calls that went to voice mail were left a pre-recorded message advising of the toll-free number that could be used to access the call before 7:30 p.m.

## **Results & Feedback**

The one-hour Telephone Open House hosted 3,542 listeners throughout the duration of the call, with as many as 1,402 at one time, and an average listen time of 21 minutes.

There was a high amount of engagement from respondents, as evidenced by:

- 23 questions were answered during the Telephone Open House;
  - 18 were asked live by listeners on the call; and,
  - 5 were submitted in advance; and,
- 38 community members registered their preferred contact number to ensure they received a call.

A recording of the Telephone Open House is available on the [City's YouTube Channel](#).

Responses to this year's Telephone Open House polling questions indicated that the majority of respondents:

- felt that they understood how the tax dollars were used; and,
- could correctly identified the portion of the residential property tax bill that the City has control over.

Respondents indicated that their preferred methods to balance the budget were:

1. combination of an increase in property taxes and user fees to maintain services (31.1%); and,
2. increase user fees to maintain services (30.3%).

See [Appendix 1](#) for a full breakdown of results from the Telephone Open House polling questions.

## Other Feedback

Four emails were received with general feedback:

- Freeze salaries for municipal and city workers in all services. Restructure government spending and stop the leakage of tax incentives to builders.
- Decrease taxes and send some of it back to the residents
- I think home owners should get a property tax break
- Noticed Harman Arena \$1.5mm. Suggest you get estimate from Bothwell-Accurate and Semple Gooder. We found them the best match for our needs at General Motors.

## Appendix: Telephone Open House Polling Questions

Participants were asked three polling questions during the Telephone Open House. Below are the results of the polling questions from the:

Label	Data Source
2023 Budget Engagement (B.E.)	2023 City Budget Telephone Open House held January 11, 2023
2022 B.E.	2022 City Budget feedback form on Connect Oshawa, available between August 25 and September 29, 2021, and polling questions following the virtual Budget Open House
2021 B.E.	2021 City Budget feedback form on Connect Oshawa, available between August 18 and September 30, 2020, and polling questions following each virtual Budget Open House
2020 B.E.	2020 City Budget online and paper feedback forms available between August 15 and September 20, 2019
2019 B.E.	2019 City Budget Telephone town hall held November 15, 2018
2018 B.E.	2018 City Budget Telephone town hall held November 1, 2017

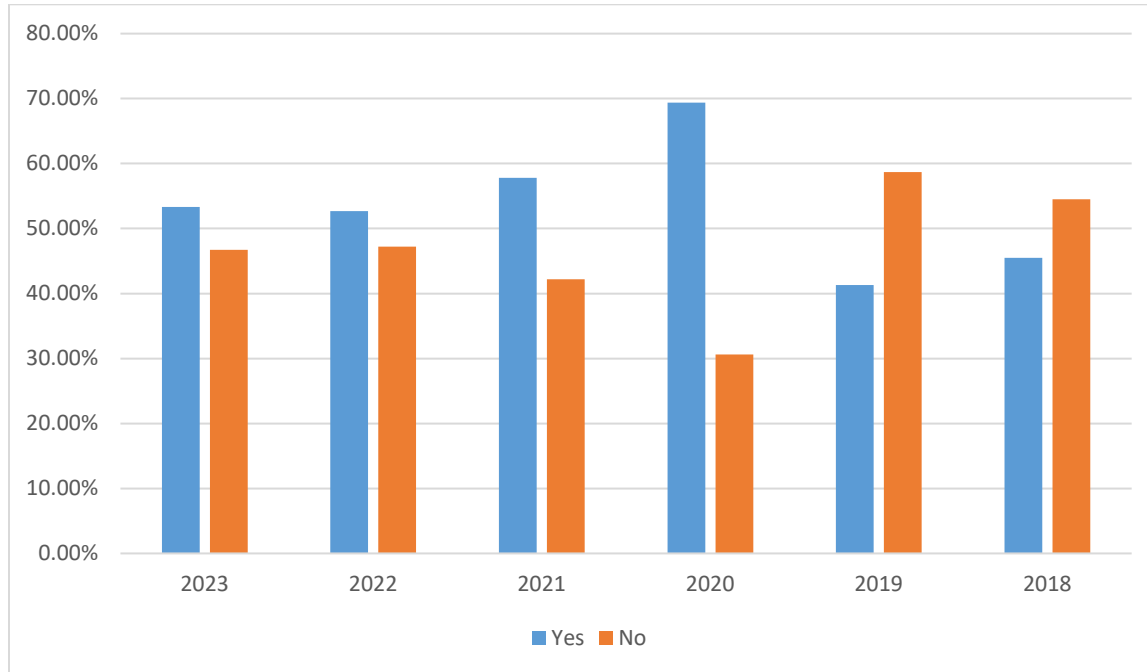
Please note:

- Bar charts are representations of the percentages for each response/year.
- 2021 and 2020 Poll results include responses from both the feedback form and virtual Budget Open House post-event polls.

## Poll Question 1

**Question:** Do you feel that you understand how your tax dollars are used within the City budget?

- Since 2020, the majority of respondents have indicated that they feel they do understand how their tax dollars are being used within the City budget.

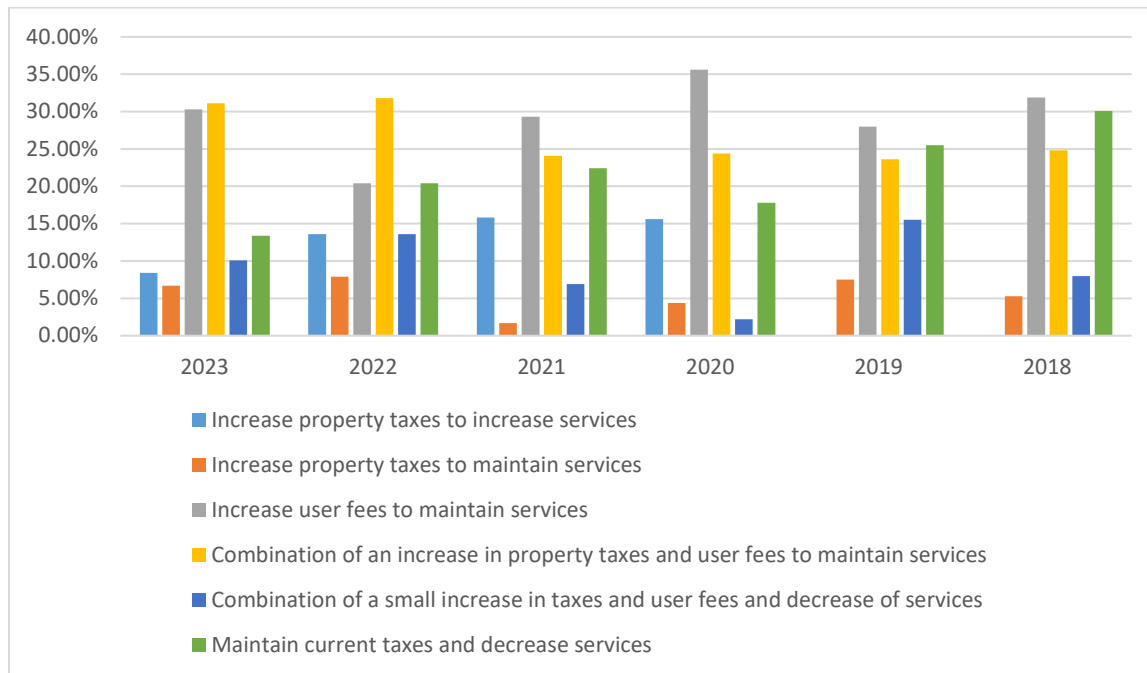


Option	2023 B.E.	2022 B.E.	2021 B.E.	2020 B.E.	2019 B.E.	2018 B.E.
Yes	90 responses 53.3%	48 responses 52.7%	37 responses 57.8%	34 responses 69.4%	85 responses 41.3%	85 responses 45.5%
No	79 responses 46.7%	43 responses 47.2%	27 responses 42.2%	15 responses 30.6%	121 responses 58.7%	102 responses 54.5%
Totals	169	91	64	49	206	187

## Poll Question 2

**Question:** What option do you prefer the most to balance the budget?

- Respondents prefer to balance the budget through a combination of an increase in property taxes and user fees to maintain services.
- However, it should be noted that the preferred selection only received one more vote than the runner-up, increase user fees to maintain services.



Please note, “Increase property taxes to increase services” was added as an option during the 2020 budget engagement.

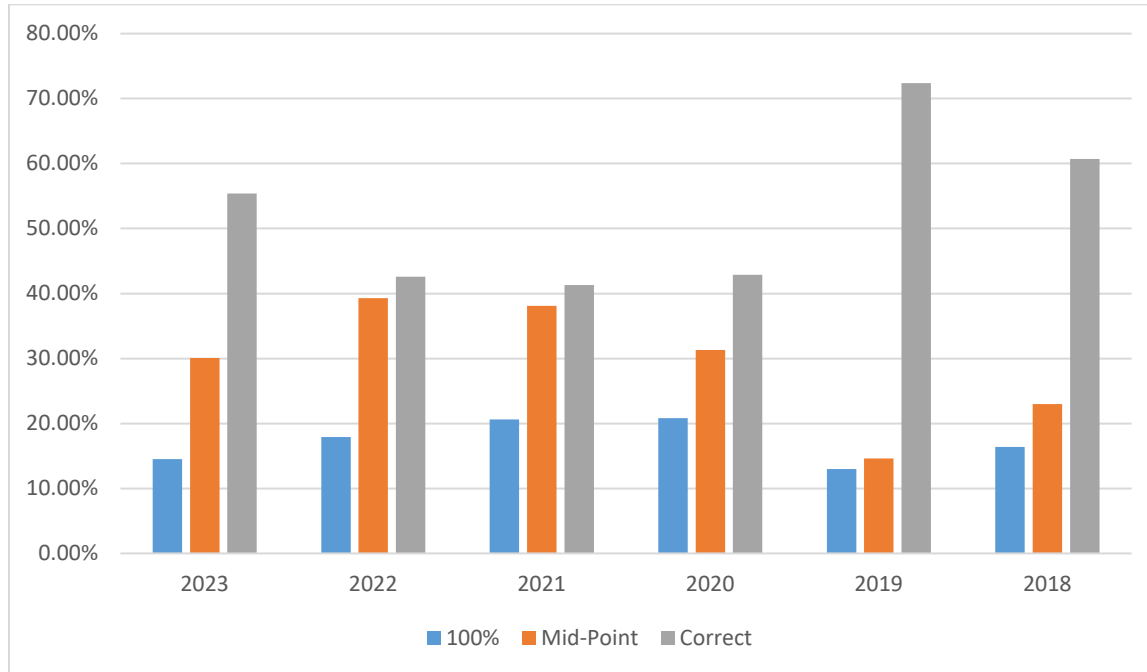
<b>Option</b>	<b>2023 B.E.</b>	<b>2022 B.E.</b>	<b>2021 B.E.</b>	<b>2020 B.E.</b>	<b>2019 B.E.</b>	<b>2018 B.E.</b>
Increase property taxes to increase services	10 (8.4%)	12 (13.6%)	9 (15.8%)	7 (15.6%)	n/a	n/a
Increase property taxes to maintain services	8 (6.7%)	1 (7.9%)	1 (1.7%)	2 (4.4%)	12 (7.5%)	6 (5.3%)
Increase user fees to maintain services	36 (30.3%)	7 (20.4%)	17 (29.3%)	16 (35.6%)	45 (28.0%)	36 (31.9%)
Combination of an increase in property taxes and user fees to maintain services	37 (31.1%)	28 (31.8%)	14 (24.1%)	11 (24.4%)	38 (23.6%)	28 (24.8%)
Combination of a small increase in taxes and user fees and decrease of services	12 (10.1%)	5 (13.6%)	4 (6.9%)	1 (2.2%)	25 (15.5%)	9 (8%)
Maintain current taxes and decrease services	16 (13.4%)	18 (20.4%)	13 (22.4%)	8 (17.8%)	41 (25.5%)	34 (30.1%)
<b>Totals</b>	<b>119</b>	<b>88</b>	<b>58</b>	<b>45</b>	<b>161</b>	<b>113</b>



### Poll Question 3

**Question:** What portion of your total property tax bill do you believe the City has direct control over?

- Correct responses to this question have been rising since the 2020 B.E., with this year's responses the highest since then.



Option	2023 B.E.	2022 B.E.	2021 B.E.	2020 B.E.	2019 B.E.	2018 B.E.
100%	12 (14.5%)	16 (17.9%)	13 (20.6%)	10 (20.8%)	16 (13.0%)	30 (16.4%)
Mid-point (2017: 55%, 2018-2022: 61%)	25 30.1%)	35 (39.3%)	24 (38.1%)	15 (31.3%)	18 (14.6%)	42 (23.0%)
Correct (2017: 41%, 2018, 44%, 2019-2022: 41%)	46 (55.4%)	38 (42.6%)	26 (41.3%)	23 (47.9%)	89 (72.4%)	111 (60.7%)
Totals	83	89	63	48	123	183

**From:** Valerie Burghout <M.F.I.P.P.A. Sec 14(1)>  
**Sent:** Tuesday, January 17, 2023 11:41 PM  
**To:** \* Council <[council@oshawa.ca](mailto:council@oshawa.ca)>; clerks <[clerks@oshawa.ca](mailto:clerks@oshawa.ca)>  
**Subject:** Canadian Automotive Museum

To whom it may concern,

I would like to submit my request of continued funding for the CAM.

Not only is it of historical importance to downtown Oshawa but also for the city as a whole. We will lose a vital piece of our local history if funding is dropped & the museum is closed. I've been to the museum several times over the years and am constantly amazed by the cars on display. The amphibious being my favourite.

Often times, when speaking to a visitor to Oshawa or a college/university student who is from out of town, I recommend a visit to the museum. It's interesting & informative, especially to a car enthusiast.

Please continue funding of this establishment, otherwise I fear Oshawa will lose an important piece of history.

Thank you for your consideration,  
Valerie Burghout  
<M.F.I.P.P.A. Sec 14(1)>

## **CNCL-23-20 - Greater Oshawa Chamber of Commerce Student Orientation Event Debrief (All Wards)**

Whereas, the Greater Oshawa Chamber of Commerce submitted correspondence to Oshawa City Council at the June 20, 2022 meeting of Council requesting support from the City that included event partnership, in-kind services and partial road or lane closures; and,

Whereas, Oshawa City Council directed staff to support the inaugural Post-Secondary Student Orientation Launch Event proposal by the Greater Oshawa Chamber of Commerce for the first weekend after Labour Day in September 2022 and report back to the Economic and Development Services Committee on the inaugural Post-Secondary Student Orientation Launch Event in the 4th quarter of 2022; and,

Whereas, the inaugural Post-Secondary Student event was held on September 10, 2022 and achieved the following outcomes:

- Nearly 500 attendee wristbands were distributed onsite with school student identifications validated by each institution;
- 113 student users registered with the Goose Chase application that acted as a connection to participating businesses in the Downtown;
- 240 validated interactions were performed with downtown businesses within the Goose Chase application;
- Post-event survey to student participants received an overall score of 62. It is understood that detractor feedback (12.5% of surveys collected) centred on soft employer presence for the job fair area and cancellation of onsite food trucks; and,

Whereas, the Greater Oshawa Chamber of Commerce has confirmed the intention to host the event for post-secondary students again in 2023; and,

Whereas, the offering of the Post-Secondary Student Orientation event complements the efforts to extend Convocation ceremonies for the entire student experience in both entering, and finishing, post-secondary education in the City of Oshawa;

Therefore be it resolved that an ongoing investment of \$25,000 from the City of Oshawa to support the continuation of the Post-Secondary Student Orientation event be referred to the 2023 Operating Budget.