

## Attachment D – Survey Results

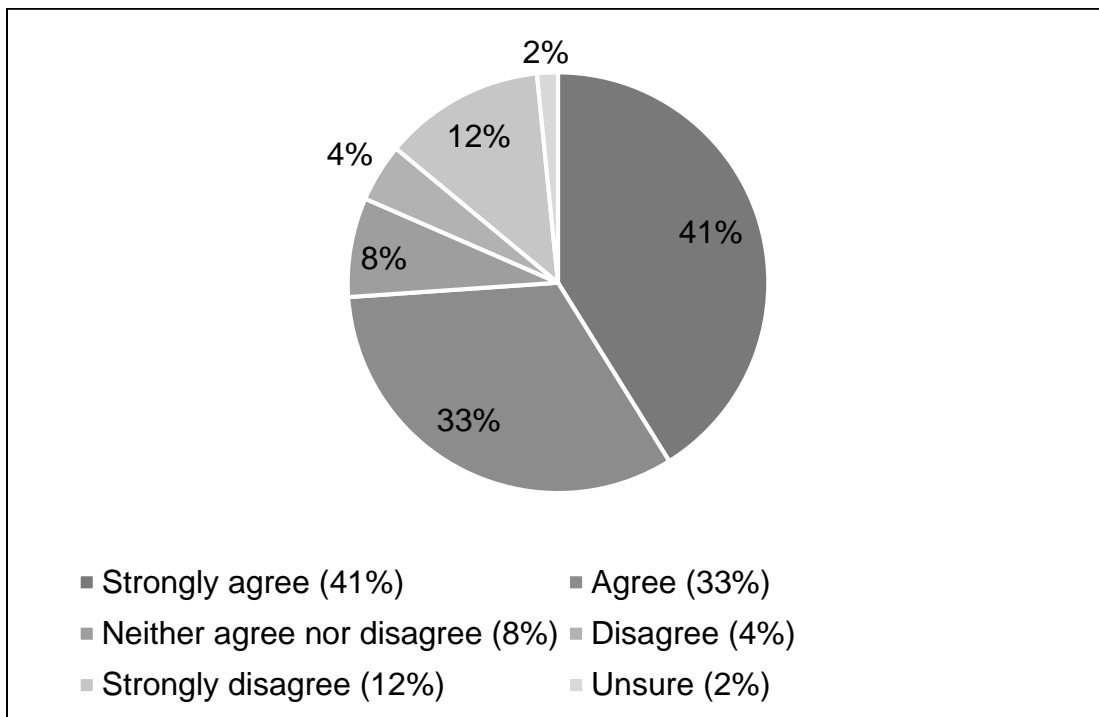
Throughout the stormwater charge public consultation campaign, the public was invited to complete a short, four-question survey, which was linked from the project website ([toronto.ca/stormwatercharge](http://toronto.ca/stormwatercharge)). This attachment contains the full survey results.

The survey resulted in **1834** unique responses, including 14 hardcopy submissions.

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**Question 1. Please rate your level of agreement or disagreement with the following statement: "Upgrading our stormwater infrastructure is an important investment for the City of Toronto to be making."**

- Strongly agree
- Agree
- Neither agree nor disagree
- Disagree
- Strongly disagree
- Unsure



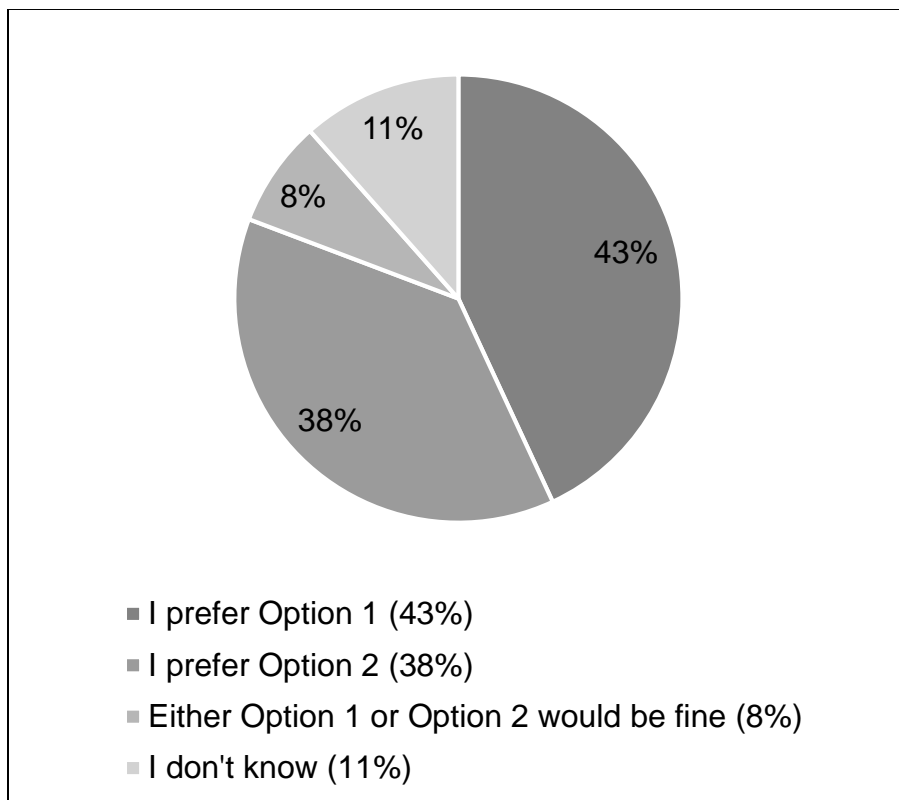
**Figure D 1: Results for survey question 1 (n = 1809)**

**Question 2. Consider the following options to pay for all of your water services, including stormwater management:**

**Option 1:** pay based only on how much water I use

**Option 2:** pay less for how much water I use and charge me separately for stormwater based on the average amount of hard space on properties of my size

- I prefer Option 1
- I prefer Option 2
- Either Option 1 or Option 2 would be fine
- I don't know



**Figure D2.** Results for survey question 2 (n = 1778)

**Question 3. If the water rate were to be lowered, and the stormwater charge calculated and shown separately on your water bill, how would you feel? Choose all that apply.**

- This is fair
- This is unfair
- This is transparent
- This is confusing
- This is the right way to bill me for all my water services
- This is an unnecessary change; things are fine the way they are
- This is an important change that should be made
- This is just another way for the City to increase my water bill
- I am in favour of this
- I am not in favour of this

**Table D 1: Results for survey question 3, ordered from most to least frequent (n = 1834)**

<b>Response</b>	<b>Frequency</b>
This is just another way for the City to increase my water bill	33%
This is transparent	32%
This is fair	28%
I am not in favour of this	25%
I am in favour of this	21%
This is the right way to bill me for all my water services	20%
This is an unnecessary change; things are fine the way they are	17%
This is an important change that should be made	15%
This is unfair	14%
This is confusing	12%

#### Question 4. Do you have anything else to add?

**Note:** this was an open-ended question. Results were analyzed by determining and counting the issue(s) related to each of the 1076 submissions for this question. The results listed simply show the frequency of each issue. Staff's responses to the issues are listed in Attachment E – Consultation – Issues & Responses.

**Table D 2: Results for survey question 4, ordered from most to least frequent (n = 1076)**

Issue	Frequency
1. Demand for more individualized stormwater charges (e.g., individualized hard surface analysis for each property)	25%
2. The stormwater charge is a cash grab	19%
3. Incentives should be provided to residential properties for onsite stormwater management (e.g., rain barrels, rain gardens, etc.)	16%
4. The City should be better managed	8%
5. Development concerns (e.g., "building permits routinely allow excessive lot coverage")	8%
6. The stormwater charge would result in new administrative costs	4%
7. Stormwater management should be paid for out of property taxes	3%
8. The City should better enforce downspout disconnections	3%
9. The stormwater charge proposal is too complex	3%
10. Most residents who conserve water will likely see a net increase on their water bills as a result of the stormwater charge	2%
11. There should be more public education about stormwater management issues and ways for the public to get involved	2%
12. The City should improve its stormwater management infrastructure	1%
13. The survey is poorly designed	1%
14. Staff should develop a tool for customers to estimate their stormwater charge	0.4%