



# City of Port Moody

## Report to Finance Committee

Date: March 1, 2022  
Submitted by: Finance and Technology Department – Financial Services Division  
Subject: 2022 Budget Consultation Summary

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### Purpose

To provide the Finance Committee with a summary of the results from the public consultation undertaken for the 2022-2026 Five-Year Financial Plan.

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### Recommended Resolution(s)

**THAT the report dated March 1, 2022 from the Finance and Technology Department – Financial Services Division regarding 2022 Budget Consultation Summary be received for information.**

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### Executive Summary

The 2022 Budget Consultation was facilitated through [engage.portmoody.ca](http://engage.portmoody.ca), the City's online engagement hub where participants register to learn about the City's financial plans and projects, share ideas, and provide feedback. Between February 8 and February 28, 2022, participants had access to the annual budget survey, budget resource information, FAQs, and could pose questions and comments to staff.

288 individuals completed the online survey and 146 (51%) individuals provided feedback or comments for Council members.

More than 70% of respondents identified the following City services as very important:

1. Parks, sports fields, and green spaces (development and maintenance) (77%);
2. Fire Rescue services (75%);
3. Garbage, green waste, recycling, and glass collection (72%) and;
4. Land use and development planning (70%).

73% of survey respondents indicated that they received good (63%) or excellent (10%) value in relation to the taxes and utility fees that they pay. 49% of survey respondents wanted to maintain current service levels through a tax increase. 27% of respondents wanted to keep tax rate the same as last year through reduced services levels; in contrast, 12% wanted enhanced service levels through a larger tax increase.

## Background

Due to the ongoing COVID-19 pandemic, the City utilized its digital public engagement platform again this year for the 2022 budget consultation to minimize the need for in person public gatherings and allow members of the community to access information and engage with City staff on their own terms.

The annual budget survey, budget resource information, and FAQs were posted on the project page, and staff answered questions from community members. The Engage Port Moody hub allowed Council to see questions and comments from the community as they were posted.

Staff introduced the 2022 Financial Plan to the Finance Committee on February 1, 2022, where the following resolution was passed:

*FC22/008* THAT the report dated January 20, 2022 from the Finance and Technology Department – Financial Services Division regarding the Draft 2022-2026 Financial Plan – Operating Budget be received for information;

AND THAT a draft proposed budget increase of \$2,756,000, which represents an estimated 5.97% tax rate increase, be used for the City's 2022 Public Budget Consultation.

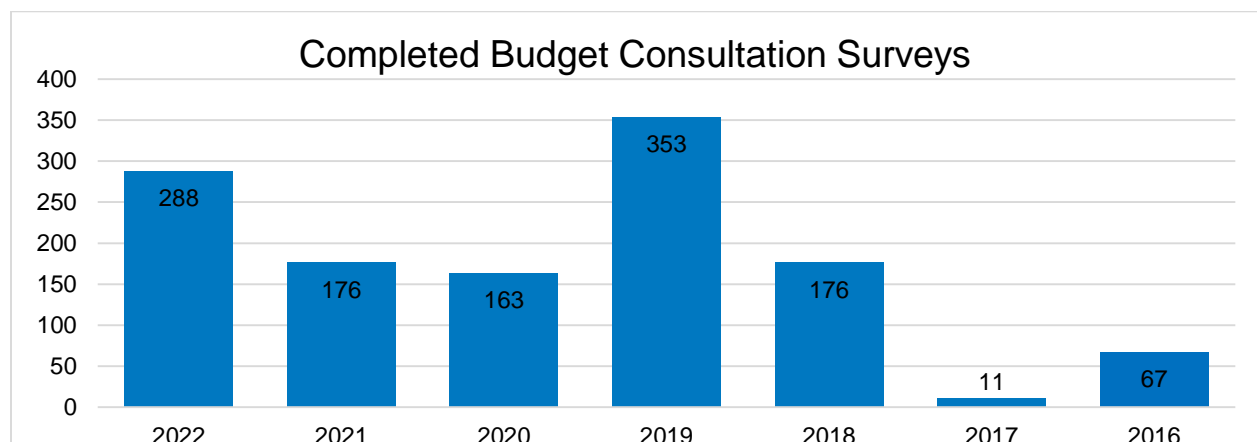
## Discussion

### 2022 Budget Resources

The opportunity to participate in the public engagement was promoted through a variety of communication channels including emails, social media updates (Facebook, Twitter, and Instagram); a media release (**Attachment 1**); the Let's Talk Taxes budget booklet (**Attachment 2**); a budget breakdown infographic (**Attachment 3**), the full 2022-2026 Draft Financial Plan; and frequently asked questions were posted to the project page on the engage Port Moody website.

### 2022 Budget Survey

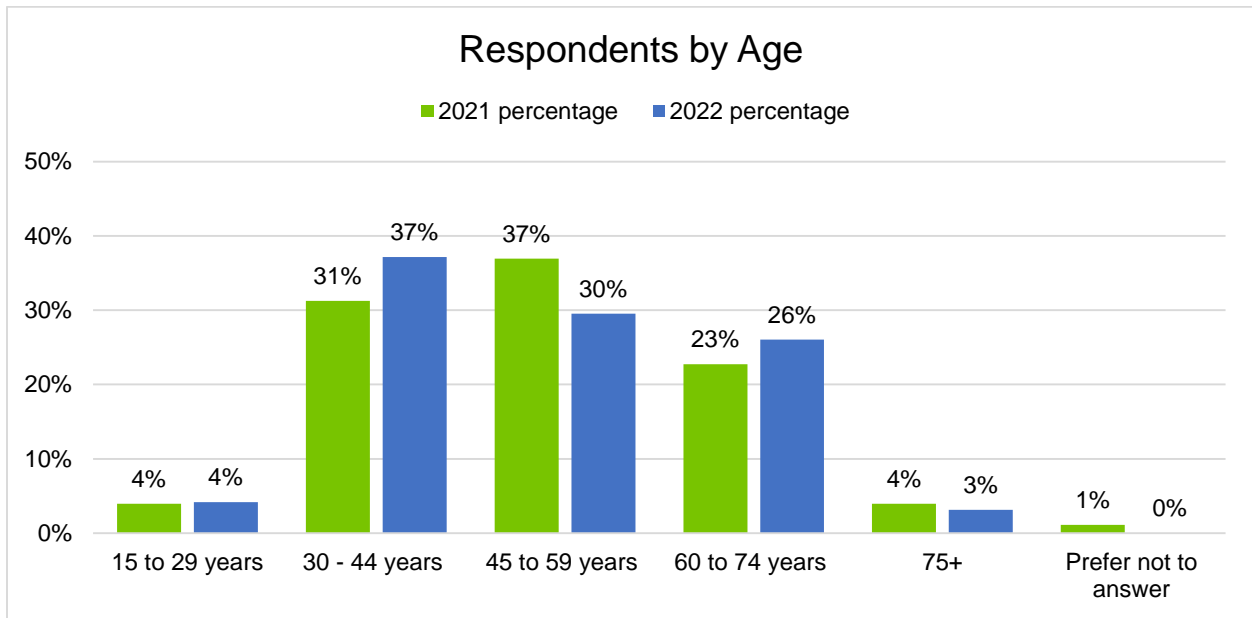
In 2022, the City received 288 completed budget surveys (**Attachment 4**), which was a significant increase over the 176 completed surveys in 2021.



The survey contained 22 questions. Responses are attached to this report as part of the Public Consultation Summary (**Attachment 4** and **Attachment 5**). The City has used consistent questions with previous consultations to allow for year-over-year comparison and tracking.

### Respondents by age

The age of respondents was fairly consistent with 2021. However, 2022 saw an increase in respondents aged 30-44 years and a decrease in respondents aged 45-59 years.



### Respondents by neighbourhood

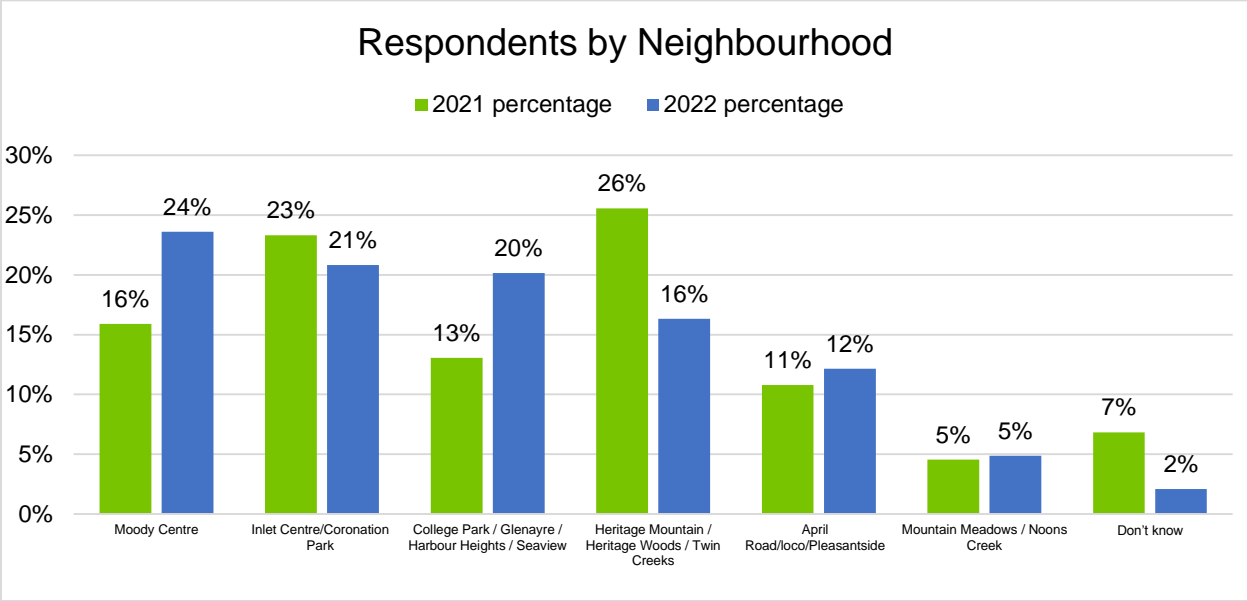
In 2022, the City received a decreases in respondents (as a percentage) from:

- Heritage Mountain/Woods/Twin Creeks; and
- Inlet Centre/Coronation Park.

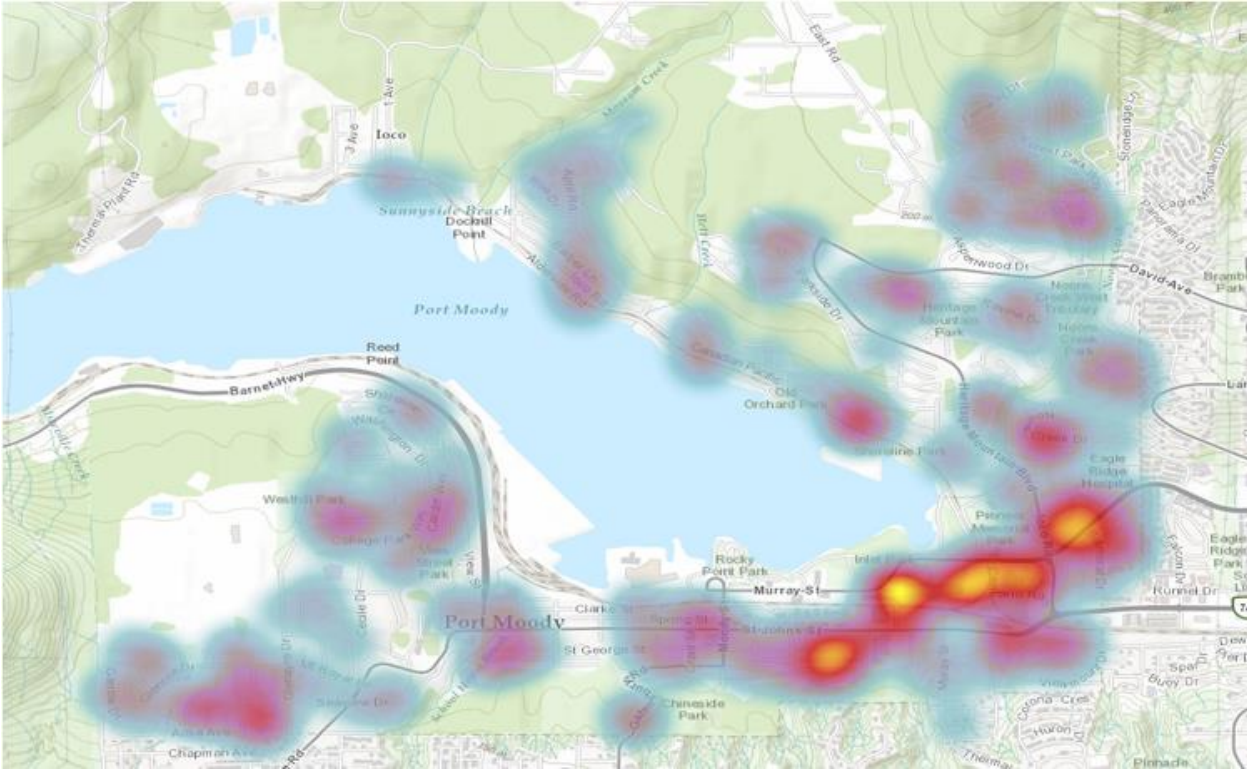
The City received an increase in respondents (as a percentage) from:

- Moody Centre;
- College Park / Glenayre / Harbour Heights / Seaview; and
- April Road/loco/Pleasant side.

Respondents from the Mountain Meadows/Noons Creek neighbourhood remained consistent from 2021 to 2022.



The heatmap below highlights the 288 residents who participated in the 2022 budget consultation survey; yellow, red and blue shows the highest to lowest number of responses respectively.



## Key Findings:

### Importance of City Services and Programs

More than 70% of survey respondents identified the following City services as very important:

1. Parks, sports fields, and green spaces (development and maintenance) (77%);
2. Fire Rescue services (75%);
3. Garbage, green waste, recycling, and glass collection (72%) and;
4. Land use and development planning (70%).

The Water distribution, drainage, and sewer systems (maintenance and upgrades) services did not make the top 70% as it fell from 75% in 2021 to 63% in 2022.

The complete list of survey responses is included in **Attachment 4**.

### Overall value of City services and programs relative to tax and utility fees paid

73% indicated that they receive excellent (10%) or good (63%) value for City services and programs. This finding is slightly down from 2021 survey findings which 76% felt they received excellent (13%) or good (63%) value.

### How to balance service levels and tax rates

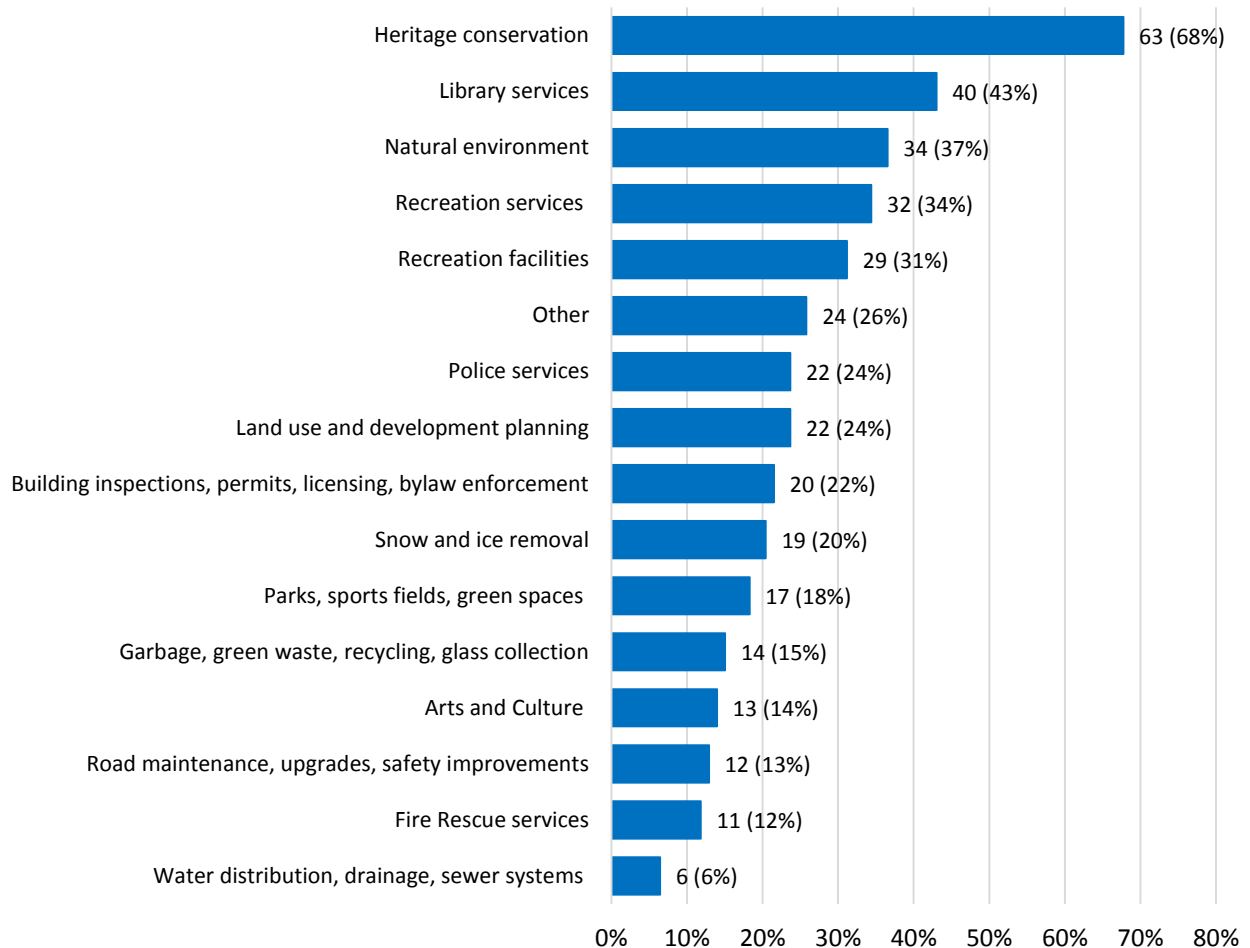
49% of respondents wanted to maintain current service levels through a tax increase, and 12% wanted to enhance service levels through a larger tax increase. These percentages were higher from 2021, which found only 42% of respondents wanting to maintain current service levels through a tax increase, and only 7% wanting to enhance service levels through a larger tax increase.

27% of respondents wanted to reduce service levels to keep the tax level the same as last year, which is a drop from 38% in 2021. Consistent with 2021, only 6% wanted service level reduced further to achieve a reduction in the tax rate.

Also consistent with 2021, respondents who are not sure how Council should balance service levels and tax rates remained unchanged at 6%.

If respondents selected reduction in service levels to keep the tax rate the same as last year, or to further reduce service levels to make the tax rate lower than last year, they were asked where should the City look at reducing service levels.

77 respondents who selected *reduction in service levels keep tax rate the same as last year* and 16 respondents who wanted a *further reduction in service levels to bring tax rate lower than last year* ranked the following services to be reduced:



### Subsidies and User Fees

48% of respondents wanted the City to leave subsidies and user fees the way they are. 4% said to increase subsidies so users pay less than they do now, while 35% said to decrease subsidies so users pay more than they do now. 8% said to remove subsidies entirely so users pay the full cost, and 5% were not sure how Council should subsidize City programs.

### Qualitative Comments

Survey respondents were given an opportunity to provide additional comments about the 2022-2026 Budget (**Attachment 5**). Comments are presented verbatim, including typos and grammatical errors. Specific addresses have been removed to protect the privacy of individuals.

Respondents shared their ideas on development in the community with varying perspectives on the following:

- Role of developers in contributing amenities and infrastructure to support population growth
- What collaboration and a proactive approach looks like between Council and developers
- Impacts on the City from increased growth
- Potential opportunities from development including economic growth, walkability, and transit oriented growth

Respondents shared their ideas on how to make the City more livable:

- Putting a focus on parks, environment, and other outdoor assets
- Improving walkability including adding sidewalks in residential areas such as College Park
- Increasing services for families and recreation amenities such as pickleball courts
- Expanding library services and locations
- Long range planning for critical infrastructure

Some respondents provided their perspective on how to reduce City costs:

- Increasing bylaw enforcement
- Introducing pay parking in high demand areas
- Generating revenue/contributions from development
- Focussing on core services and eliminating special interest projects or work that is outside municipal jurisdiction
- Providing needs-based subsidies rather than a flat subsidy
- Reducing the police budget and performing a value audit on City services
- Developing more public private partnerships

This year, respondents spoke more about the need to take action on climate change and the environment in general, including the following:

- Action to address climate change and extreme weather events such as heat waves and torrential floods
- Climate change mitigation for vulnerable infrastructure
- Expanding active transportation infrastructure including protected bike lanes
- Protecting green space and the environment
- Introducing water metering
- Reducing bear attractants

### Citizen Satisfaction Survey

Regardless of the number of survey respondents, staff feel it is also useful to reference the most recent Ipsos Public Affairs Citizen Satisfaction Survey (2018). Between April 25, 2018 and May 7, 2018 feedback was received from 400 randomly-selected Port Moody residents (**Attachment 6**).

Key findings from the 2018 Ipsos Public Affairs Survey – Financial Planning section include:

- overall, 89% of citizens say they receive "very good value" (26%) or "fairly good value" (62%) for the taxes they pay to the City of Port Moody. The 2018 results are consistent with 2016, higher than the municipal norm (81%), and consistent across all key demographic subgroups;
- when asked about balancing taxation and service delivery levels, 55% of citizens said they would prefer increased taxes, while 35% would opt for cutting services. Specifically, 30% of citizens said they would prefer that the City increase taxes to maintain current service levels, while 25% of citizens wanted enhanced or expanded services through a tax increase. The preference for tax increases was higher among younger residents and those who have lived in Port Moody for 10 years or fewer. The 2018 results are consistent with 2016;

- overall, 60% of citizens declined to provide any suggestions for non-taxation revenue generating ideas they would like Council to consider. Of the open-ended suggestions, no single item is mentioned by more than 6% of respondents. Top suggestions included: paid parking (6%), paid community events (5%), an increase in user fees (4%), and an increase in development fees and charges (4%); and
- overall, 51 % of citizens said they would support the City going into debt to help finance new amenities (12% "support strongly", 39% "support somewhat"). Half (50%) were opposed to debt financing, including 24% who "oppose strongly", 25% who "oppose somewhat", and 1% who "don't know". Support was higher among younger residents and those who have lived in Port Moody for 20 years or fewer. Opposition was higher among older residents and those who have lived in Port Moody for more than 20 years.

## Other Option(s)

If directed, staff could conduct further consultation with the public regarding the 2022 Financial Plan; however, the Five-Year Financial Plan and corresponding Tax Rates Bylaw must be adopted by Council by May 14, 2022.

## Financial Implications

There are no financial implications associated with the receipt of this report for information. However, the consultation could be used to increase or reduce the proposed tax rate increase

## Communications and Civic Engagement Initiatives

The 2022 Budget Consultation was facilitated through [engage.portmoody.ca](https://engage.portmoody.ca), the City's online public engagement platform. Paper copies of the survey were also available at City Hall. Between February 8 and February 28, 2022, participants could learn about the budget, take a survey, and pose questions to staff.

288 participants filled out a survey and 48 participants downloaded the Budget Guide. 99% of respondents are residents, and 8% own or operate a business in Port Moody.

Participants heard about the Budget Consultation through a variety of channels, including email (174), social media (54), and the Tri-City News (35). Engage Port Moody registrants and Citizen Advisory Group members were sent an invitation to participate in the Budget Consultation.

## Council Strategic Plan Objectives

State how your recommendation(s) align with the Council Strategic Plan Objectives. Please turn on Track Changes when you are ready to begin the approvals workflow.

## Attachment(s)

1. 2022 Budget - Media Release
2. Let's Talk Taxes budget booklet
3. 2022 budget breakdown infographic
4. 2022 Budget Survey Results
5. 2022 Budget Survey Comments
6. 2018 Ipsos Reid



## Report Author

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## Report Approval Details

Document Title:	2022 Budget Consultation.docx
Attachments:	<ul style="list-style-type: none"><li>- Attachment 1 - 2022 Budget - Media Release.pdf</li><li>- Attachment 2 - Let's Tax Taxes budget booklet.pdf</li><li>- Attachment 3 - Budget Breakdown Infographic.pdf</li><li>- Attachment 4 - 2022 Budget Survey Results.pdf</li><li>- Attachment 5 - 2022 Budget Survey Comments.pdf</li><li>- Attachment 6 - 2018 Ipsos Public Affairs Survey - Financial Planning section.pdf</li></ul>
Final Approval Date:	Mar 7, 2022

This report and all of its attachments were approved and signed as outlined below:

Paul Rockwood, General Manager of Finance and Technology - Mar 4, 2022 - 4:26 PM

Rosemary Lodge, Manager of Communications and Engagement - Mar 7, 2022 - 9:10 AM

Tim Savoie, City Manager - Mar 7, 2022 - 2:24 PM