



# City of Port Moody

## Report/Recommendation to Council

Date: April 28, 2026  
Submitted by: Corporate Services Department – Communications and Engagement Division  
Subject: Community Satisfaction Survey Timing Update

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### Purpose

To provide Council with an update on the Community Satisfaction Survey timing in consideration of the pre-election quiet period and propose an adjustment to the two-year survey cycle to align with years one and three of Council's term.

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### Recommended Resolution(s)

**THAT staff be directed to realign the two-year survey cycle with years one and three of Council's term as recommended in the report dated April 28, 2026, from the Corporate Services Department – Communications and Engagement Division regarding Community Satisfaction Survey Timing Update;**

**AND THAT the 2026 Community Satisfaction Survey be postponed to early 2027 to commence the updated biennial cycle.**

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### Background

In 2006, the City first engaged a consultant to conduct a citizen survey as part of the Interactive Government initiative. In addition to providing benchmarks, the consultant recommended that the City repeat the survey every three years in order to adjust budget allocations and service levels accordingly.

In 2012, Council approved funding for the City to participate in a syndicated study by Ipsos, which would provide the City with a statistically accurate survey tailored to City needs. Council also approved the recommendation to repeat the survey every two years along with the funding to do so. Consequently, the City conducted citizen surveys in 2012, 2014, 2016, 2018, 2022, and 2024. The City did not conduct a citizen survey in 2020 due to the COVID-19 pandemic.

### Discussion

The Community Satisfaction Survey results provide Council and staff with statistically valid community perspectives on such topics as important local issues, quality of life, satisfaction with governance and service levels, and perceptions of value for taxes. Insight gained by this research helps to guide the City's strategic planning, budgeting, and decision making.

When the biennial survey cadence was established in 2012, Council terms were three years in length, meaning that over time, the survey would have been conducted in varying years within a Council's term. In 2014, provincial legislation extended the Council term to four years, which resulted in the two-year survey cycle aligning with years two and four of Council's term.

As part of early preparations for the 2026 survey, and with awareness of the municipal election this year, staff considered the overall timing of the two-year survey cycle and its alignment within the current four-year Council term. To provide Council with valuable statistically significant community input at times when it's of greatest benefit to setting strategic priorities and overall decision-making, staff recommend that the two-year survey cycle be shifted to occur in years one and three of Council's term. Conducting the survey in years one and three of Council's term, instead of years two and four, would provide Council with two opportunities to consider and respond to the community's input within their term. Having survey results available in year one would provide Council with timely data for strategic business planning early in their term. Receiving results again in year three would provide Council an opportunity to review progress on their priorities and align decision-making accordingly for the final year of their Council term.

Additionally, shifting the two-year cycle to conduct surveys in years one and three of Council terms avoids conducting the survey in a municipal election year, when input has potential to be influenced by the heightened political environment. Conducting the survey consistently in non-election years may provide for more balanced tracking of results from survey to survey.

#### Next steps

Should Council support the recommendation to postpone the 2026 survey to realign the two-year survey cycle with years one and three of Council's term, staff would conduct the next Community Satisfaction Survey in early 2027.

Should Council prefer that the Community Satisfaction Survey continue to be conducted in 2026, it would be run in June/July prior to the pre-election quiet period described in the following section. The results would then be reported back to Council in November/December, following the election.

In either scenario, no changes to methodology are proposed from how the survey was conducted in 2024. This means that the survey would continue to be conducted online by an independent research company. Letters will be mailed to 8,000 randomly selected households, ensuring a minimum sample size of 400 at the conservative response rate of 5%. In 2024, this minimum was surpassed, with 1,118 residents, or 14% of invited households, completing the survey. The survey would be open for about four weeks and results reported back to Council by the contractor.

#### Pre-election quiet period

Per the *Local Elections Campaign Financing Act (LECFA)*, the pre-election quiet period begins on July 20, 2026, in advance of the October 17, 2026, Local General Election. During the quiet period, *LECFA* election advertising rules prohibit governments from publishing communications or conducting engagement that may be perceived as "election advertising."

In general, municipalities must not publish any communications that may be perceived to directly or indirectly promote or oppose a candidate or elector organization, or an issue with which they associated. This means that starting July 20, the City will pause the following communications and engagement initiatives: funding or partnership announcements, or project ribbon cuttings or opening events, including those with other levels of government; all formal public engagement projects, including reporting results to Council; Council participation in pop-up City tents; and amplifying non-essential non-City news on social media channels. In this period, the City's official spokesperson (the Mayor) does not comment on the election process or election related matters – this is the responsibility of the Chief Election Officer.

The City will continue to publish communications around operational, service-based, or informational messaging (i.e., watering restrictions, public notices, road closures, recreation programming, etc.); advertising and promotions related to elections procedures and voter registration; and emergency communications.

### Other Option(s)

THAT the 2026 Community Satisfaction Survey proceed in June/July 2026 and the next survey be conducted in 2029 to realign the two-year cycle with years one and three of Council's term.

### Financial Implications

The online survey is anticipated to cost about \$35,000 pending final postage rates and can be covered within the current operating budget allocated for the survey.

### Communications and Public Engagement Initiatives

Should Council endorse the staff recommendation, updated information on timing of the next community satisfaction survey will be provided on the City website. In alignment with the timing endorsed by Council, the City will promote awareness of the community satisfaction survey to be conducted by the independent market research company and encourage those who receive mailed invitations to actively participate. Typical communications tactics such as media release, news item with email to subscribers, website, and social media will be used.

### Council Strategic Plan Goals

The recommendations in this report align with the following Council Strategic Plan Goal(s):

- Strategic Goal 1.1 – prioritize core services; and
- Strategic Goal 1.3 – lead with good governance.

### Report Author

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**Report Approval Details**

Document Title:	Community Satisfaction Survey Timing Update 2026.docx
Attachments:	
Final Approval Date:	Apr 15, 2026

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

Kate Zanon, General Manager of Corporate Services - Apr 10, 2026

Paul Rockwood, General Manager of Finance and Technology - Apr 13, 2026

Anna Mathewson, City Manager - Apr 15, 2026