Public Consultation Summary

2020–2024 Port Moody Budget

Lead Division: Finance  January–February 2020  portmoody.ca/budget

Scope of the Consultation:

On January 7, 2020, Council directed staff to hold a public consultation on the 2020–2024 Five Year Financial Plan.

Key Findings:

Over 70% of respondents identified these six City services as very important:

1. Fire Rescue services (85%)
2. Water distribution, drainage, and sewer systems (maintenance and upgrades) (77%)
3. Garbage, green waste, recycling, and glass collection (77%)
4. Police services (75%)
5. Road maintenance, upgrades, and safety improvements (73%)
6. Land use and development planning (72%)

Respondents by neighbourhood:

- 26% Heritage Mountain/Woods
- 20% College Park/Glenayre/Seaview
- 19% Inlet Centre/Coronation Park
- 17% April Road/Ioco/Pleasantside
- 13% Moody Centre
- 4% Mountain Meadows/Noons Creek
- 4% Don’t know

Respondents by age:

- 75+ years: 36%
- 60 to 74 years: 20%
- 45 to 59 years: 4%
- 30 to 44 years: 30%
- 15 to 29 years: 4%
- prefer not to answer: 6%

Respondents who provided general comments had equally strong, but opposing views on the following issues:

- Introduction of new revenue streams like casinos and pay parking
- The pace of development to increase tax base
- Whether to reduce services to decrease taxes (specifically regarding emergency services)

Read all comments at portmoody.ca/budget
2020–2024 Budget Consultation Survey Results:

Survey respondents were asked a series of questions about the importance of City services and programs, and balancing service levels and tax rates. Some respondents did not answer all questions.

**Importance of City Services**

**Notes:** Respondents were asked about the importance of City services and programs.

- **Very important**
- **Somewhat important**
- **Not important**
- **Not sure**

<table>
<thead>
<tr>
<th>Service</th>
<th>Very important</th>
<th>Somewhat important</th>
<th>Not important</th>
<th>Not sure</th>
</tr>
</thead>
<tbody>
<tr>
<td>Arts and culture (e.g. artist grant program, community events, public art)</td>
<td>21%</td>
<td>61%</td>
<td>17%</td>
<td>n/c</td>
</tr>
<tr>
<td>Building inspections, permits, licensing, and bylaw enforcement</td>
<td>55%</td>
<td>41%</td>
<td>3%</td>
<td>n/c</td>
</tr>
<tr>
<td>Fire Rescue services</td>
<td>85%</td>
<td>14%</td>
<td>n/c</td>
<td>n/c</td>
</tr>
<tr>
<td>Garbage, green waste, recycling, and glass collection</td>
<td>77%</td>
<td>23%</td>
<td>n/c</td>
<td>n/c</td>
</tr>
<tr>
<td>Heritage conservation</td>
<td>23%</td>
<td>54%</td>
<td>20%</td>
<td>3%</td>
</tr>
<tr>
<td>Land use and development planning</td>
<td>73%</td>
<td>26%</td>
<td>n/c</td>
<td>1%</td>
</tr>
</tbody>
</table>

▲ ▼ indicates change from 2019 responses.
Library services

- 38% ▼ 1% ▲ 1%
- 46% ▲ 1%
- 15% n/c n/c

Natural environment (preservation, protection, and enhancement)

- 65% ▲ 4%
- 28% ▼ 6%
- 6% ▲ 1% ▲ 1%

Parks, sports fields, and green spaces (development and maintenance)

- 66% ▲ 8%
- 32% ▼ 8%
- 2% n/c n/c

Police services

- 75% ▲ 1%
- 23% ▼ 1%
- 2% n/c n/c

Recreation facilities (recreation centres, arenas, pools, curling rink)

- 57% ▲ 3%
- 39% ▼ 1% ▼ 1%
- 4% n/c n/c

Recreation services (programs for children, youth, and seniors, and fitness programs)

- 53% ▲ 3%
- 43% ▲ 2%
- 4% ▼ 4%

Road maintenance, upgrades, and safety improvements

- 73% ▲ 4%
- 25% ▼ 5% ▲ 1%

Snow and ice removal

- 56% n/c
- 40% ▲ 1%
- 3% ▲ 1% ▲ 1%

Water distribution, drainage, and sewer systems (maintenance and upgrades)

- 77% ▲ 1%
- 22% ▼ 1%
- 1% n/c n/c
### Service Levels and Taxation

Respondents were asked to rate the overall value of City services and programs listed on the previous pages in relation to the taxes and utility fees that they pay.

- **22 (13%)** said they received excellent value
- **112 (69%)** said they received good value
- **18 (11%)** said they received poor value
- **1 (1%)** said they received very poor value
- **10 (6%)** were not sure

### Subsidies and User Fees

Respondents were asked how Council should subsidize City programs*:

- **78 (48%)** said to leave subsidies and user fees the way they are (no change)
- **10 (6%)** said to increase subsidies so users pay less than they do now
- **52 (32%)** said to decrease subsidies so users pay more than they do now
- **12 (7%)** said to remove subsidies entirely so users pay the full cost
- **11 (7%)** were not sure

### Additional consultation notes

While public consultation and survey results provide the City with valuable information, please note the views expressed do not necessarily reflect the views of all Port Moody residents.

### Communication tactics

- Ad in the local newspaper
- Poster in City facilities
- Media release
- Budget booklet
- Budget breakdown infographic
- Project webpage
- Live stream of event
- E-notifications and targeted emails
- Social media

* 2020 wording has been modified to allow respondents to choose only one answer