

Appendix A
Resident Survey Results

2025 BUDGET SURVEY

City of New Westminster

Final Report – Residents

October 10, 2024



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2025 Budget Survey | October 2024



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01 INTRODUCTION

Background and Objectives

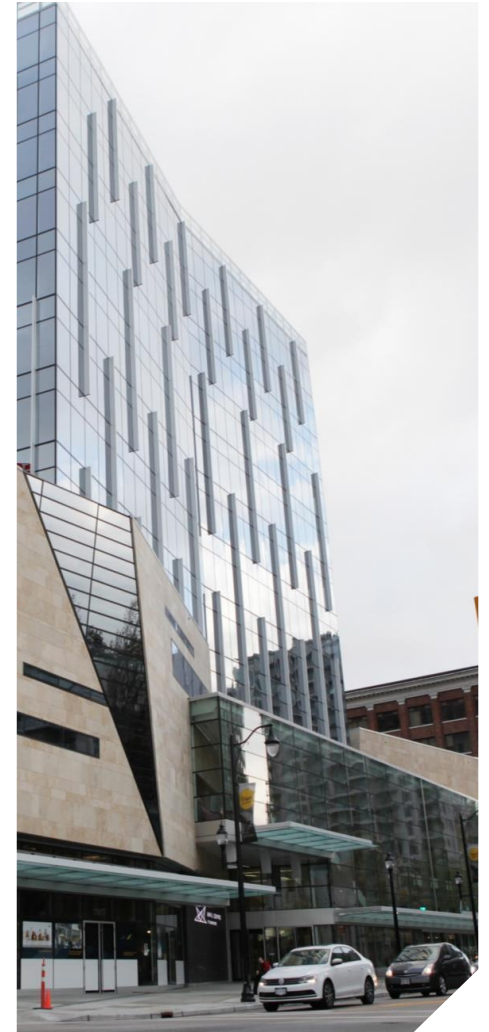
Each year, the City of New Westminster conducts public engagement to hear community opinions on priorities for the annual budget. All residents and business owners/operators are encouraged to participate in the budget process.

As part of the budget development process for 2025, the City commissioned Ipsos to conduct a survey of New Westminster residents and businesses. The main purpose of this survey is to obtain input on important community issues, City services, and priorities for investment. The results of the survey will be considered in the preparation of future City budgets.

A total of three online surveys were conducted as part of the 2025 Budget Survey:

- Resident survey (random)
- Resident survey (open invitation)
- Business survey

This report presents the results of the Resident Survey (random and open invitation). The results of the Business Survey are reported under a separate cover.



Methodology – Random Survey

The random survey provides a representative sampling of residents' opinions.

Invitations to an online survey were mailed to 10,000 randomly selected New Westminster residential addresses.

Each invitation included a link to an online survey and a unique password that residents could use to answer the survey securely and anonymously online. To ensure the integrity of the data, each password could only be used to complete the survey a single time. Residents also had the option of requesting a paper copy of the survey.

All respondents were screened to confirm they are 18 years of age or older and live in New Westminster. Those employed by the City of New Westminster (either as staff or an elected official) were excluded from the survey.

All fieldwork was completed between August 15 and September 2, 2024.

As an incentive for completing the survey, residents were offered the opportunity to be entered into a prize draw for one of three \$100 gift cards to a local business of their choice.

A total of 721 residents completed the survey, for an overall response rate of 7.2%.

The final data has been weighted to ensure that the gender/age and neighbourhood distribution reflects that of the actual population in New Westminster according to 2021 Census data.

Overall results based on a sample size of 721 are accurate to within $\pm 3.6\%$, 19 times out of 20. The margin of error will be larger for sample subgroups.

Methodology – Open Invitation Survey

The open invitation survey provided all residents an opportunity to provide feedback.

It was conducted online via an open survey link that was available to all interested residents. The City was responsible for promoting the survey to the community.

The focus on inclusiveness means that residents self-selected whether to take part or not, and the results should not be considered as representative of the population.

The survey asked the same upfront screening questions as the random survey but allowed everyone through regardless of their responses.

A maximum of three surveys per IP address were accepted and no surveys were excluded for being over

this limit. More than three surveys did come from one IP address, but the City confirmed that these surveys were completed at a City facility where staff were promoting the survey to residents.

All fieldwork was completed between August 20 and September 2, 2024.

No incentive was offered for the open invitation survey.

A total of 178 surveys were completed. Of these:

- 163 meet the same qualifying criteria as the random survey
- The remaining 15 would have been screened out of the random survey for one or more of the following reasons: employed by the City either as staff or an elected official (9), do not live in New Westminster (5), or under the age of 18 (1).

The results shown in this report are based on the 163 respondents who meet the same qualifying criteria as the random survey. Results for those employed by the City, non-residents, and under 18 years of age can be found in the detailed tables for the open invitation survey under a separate cover.

No weighting is applied, and no margin of error is applicable.



Notes to Reader

Due to the described methodological differences, the results of the random survey and the open invitation survey are reported separately. The random survey results are presented first, followed by the open invitation survey results in the Appendix.

Some totals in the report may not add to 100%. Some summary statistics (e.g., total satisfied) may not match their component parts. The numbers are correct, and the apparent errors are due to rounding.

Analysis of some of the statistically significant demographic results for the random survey is included where applicable. While a number of significant differences may appear in the cross-tabulation output, not all differences warrant discussion.

For the purposes of this study, New Westminster has been divided into five broad neighbourhood areas, defined as follows:

- West End (west of Twelfth Street)
- Queensborough
- Uptown (north of Royal Avenue, between McBride Boulevard and Twelfth Street)
- East End (east of McBride Boulevard)
- Downtown, including Quayside (south of Royal Avenue, west of McBride Boulevard)

02 RANDOM SURVEY

EXECUTIVE SUMMARY

2.1

Executive Summary



QUALITY OF LIFE

- Perceptions of the overall quality of life in New Westminster today are positive, with nearly nine-in-ten rating this as ‘very good’ or ‘good’.
- Just over two-fifths feel that the quality of life in New Westminster has ‘stayed the same’ over the past three years. However, a nearly equal proportion feel that it has ‘worsened’, led by concerns over homelessness/ poverty and crime/safety.
- Perceptions of the City’s performance on Council’s five strategic priorities are mixed.
 - The area scoring the highest is *working to create a community where everyone belongs and has the opportunity to connect and contribute*.
 - This is followed by *working to ensure infrastructure are resilient to meet the community’s needs today and into the future*.
 - Relatively fewer but still a majority agree the City is doing a good job *working to maintain a local, nimble, resilient, and competitive economy that serves our local community and working to make streets safer for the movement of people on foot, cycle, and transit*.
 - The overall lowest score goes to *working to ensure New Westminster has all types of homes needed by people today and tomorrow, prioritizing homes for those with the greatest need*, with less than half agreeing the City is doing a good job in this regard.



IMPORTANT LOCAL ISSUES

- Social issues are identified as the most important issue facing the community on an unprompted basis.
- Transportation sits in second.
- Crime/public safety, municipal government services, and the economy round out the top five.



CITY SERVICES

- More than three-quarters say they are satisfied with City services overall.
- Residents are also largely satisfied with specific services provided by the City. Of the 19 evaluated services:
 - The services receiving the overall highest satisfaction ratings are *fire and rescue services, clean water supply and waste water treatment services, library services, and electrical services*.
 - The three least satisfactory services overall are *connecting vulnerable residents to services and supports (e.g., unhoused, seniors, newcomers), road maintenance, and traffic calming and traffic management*.
- All the evaluated services are important to residents.

Executive Summary



FINANCING CITY SERVICES

- Perceptions of value for money are positive, with nearly four-in-five saying they receive good value for the money they pay for the utility services they receive from the City.
- Overall, residents prefer tax increases over service reductions. Of the nearly two-thirds opting for a tax increase, just less than half say they would prefer 'tax increases in line with inflation – to sustain current service levels'. There is much less appetite for 'higher than inflation tax increases – to enhance or expand services'.
- Support for other revenue generating ideas varies. In an effort to bring in more revenues and reduce tax increases:
 - Residents are the most supportive of *advertising in City facilities*, followed by *higher permit, licensing, and inspection fees*.
 - Residents are divided on *higher user fees to recover more of the cost of City subsidized programs and services, such as recreation programs and facilities*.
 - Initiatives targeting parking garner the least support, with less than half saying they would support *more parking meters or higher parking rates and pay parking at City facilities*.



CAPITAL INVESTMENT

- Residents have mixed opinions on the City borrowing funds to deal with the backlog of capital replacement and upgrade projects on a more frequent basis.
- Overall, opposition slightly outweighs support, but neither option secures a majority.



PROPERTY TAXES AND TAX BURDEN

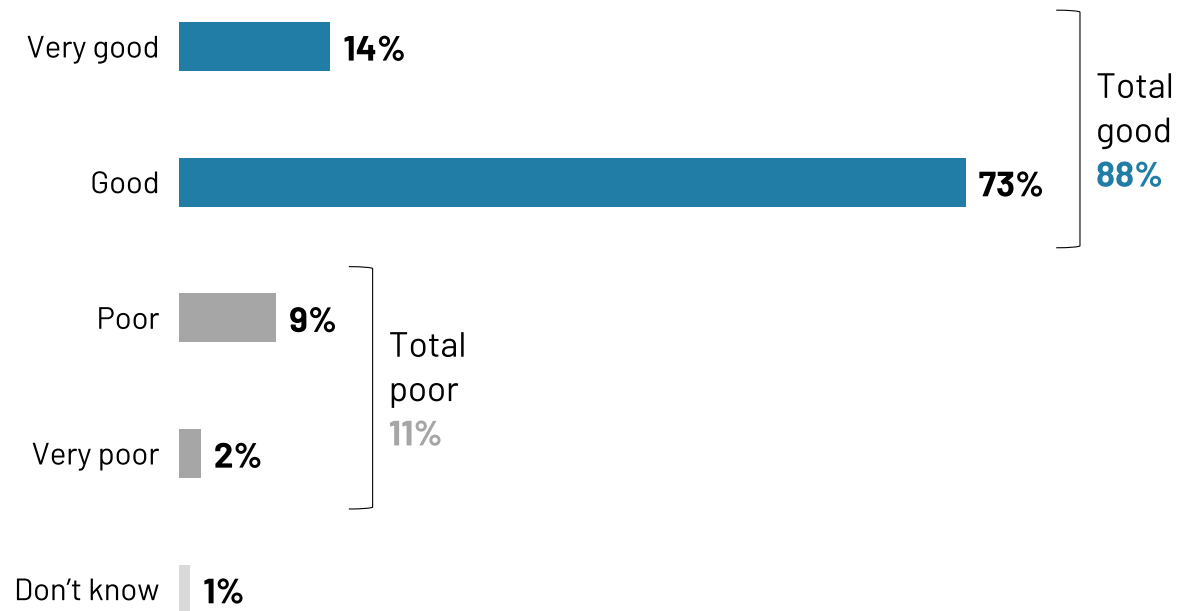
- Residents are generally supportive of the City adjusting the property tax allocation between residents and businesses if a review finds that businesses in New Westminster pay a higher or lower percentage of the property tax levy compared to businesses in neighbouring municipalities.
- In total, more than two-thirds say this is something they would support.

QUALITY OF LIFE

2.2

Overall Quality of Life in New Westminster Today

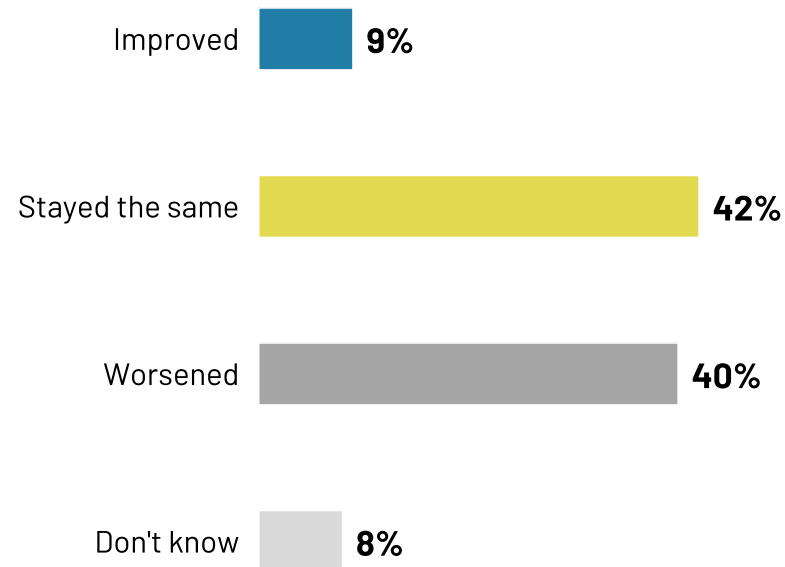
- Perceptions of the overall quality of life in New Westminster today are positive.
- In total, 88% of residents rate the quality of life as either 'very good' (14%) or 'good' (73%).
- Total good is higher among those in Uptown (94% versus 83% of West End, 83% of Downtown, 86% of East End, 88% of Queensborough).



Base: All respondents (n=721)
Q2. How would you rate the overall quality of life in New Westminster today?

Change in Quality of Life in Past Three Years

- Just over two-fifths (42%) feel that the quality of life in New Westminster has 'stayed the same' over the past three years.
- However, a nearly equal proportion (40%) feel that the quality of life has 'worsened'. Only 9% feel it has 'improved'.
- Perceptions of a 'worsened' quality of life are higher among:
 - Those who are 55+ years of age (45% versus 35% of 18-34 years, 37% of 35-54 years)
 - Those living Downtown (49% versus 34% of Queensborough, 36% of Uptown, 40% of West End, 42% of East End)

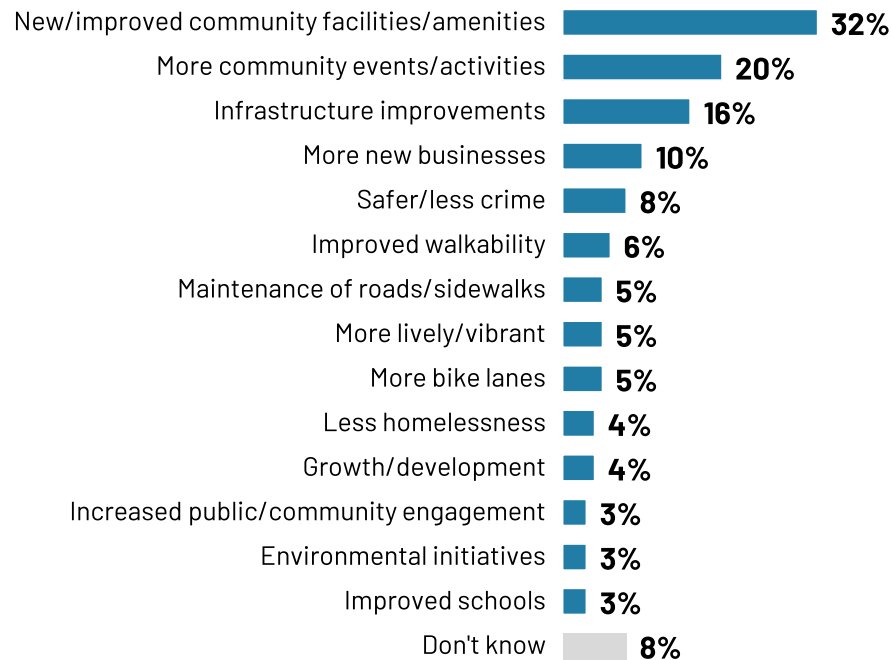


Base: All respondents (n=721)
Q3. Do you feel that the overall quality of life in New Westminster in the past three years has...?

Reasons Quality of Life has Improved

(among those saying improved)(coded open-ends)

- On an unprompted basis, nearly one-third (32%) of those saying the quality of life has 'improved' attribute this to "new/improved community facilities/amenities".
- Other frequently mentioned reasons include:
 - "More community events/activities" (20%)
 - "Infrastructure improvements" (16%)
 - "More new businesses" (10%)
- However, these results should be interpreted with caution due to small sample sizes.



Mentions <3% not shown.

*Small base size (<100), interpret with caution.

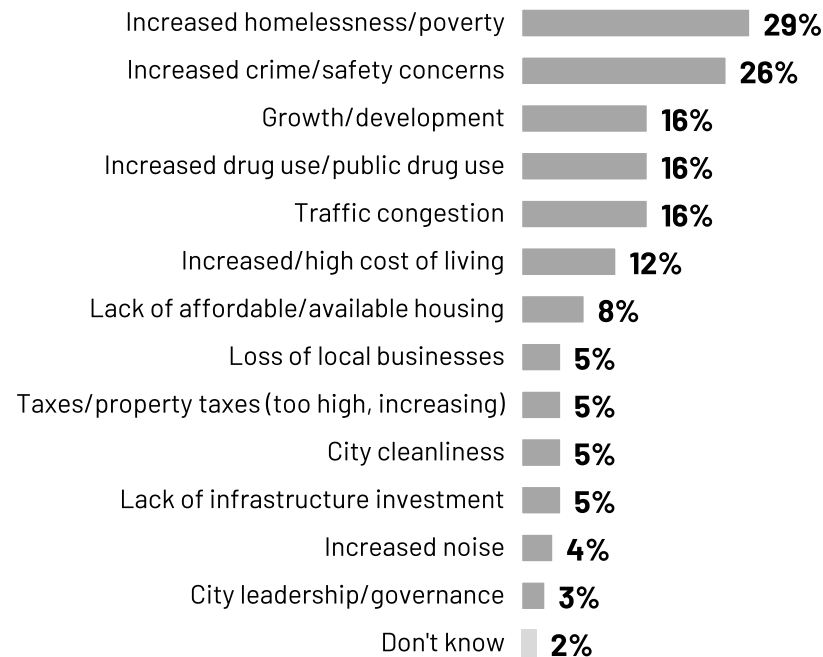
Base: Those saying the quality of life has improved (n=64)*

Q4. Why do you think the quality of life in New Westminster has improved?

Reasons Quality of Life has Worsened

(among those saying worsened)(coded open-ends)

- The two main reasons (coded open-ends) for saying the quality of life has 'worsened' are "increased homelessness/poverty" (29%) and "increased crime/safety concerns" (26%).
- Other reasons include:
 - "Growth/development" (16%)
 - "Increased drug use/public drug use" (16%)
 - "Traffic congestion" (16%)
 - "Increased/high cost of living" (12%)



Mentions <3% not shown.

Base: Those saying the quality of life has worsened (n=305)

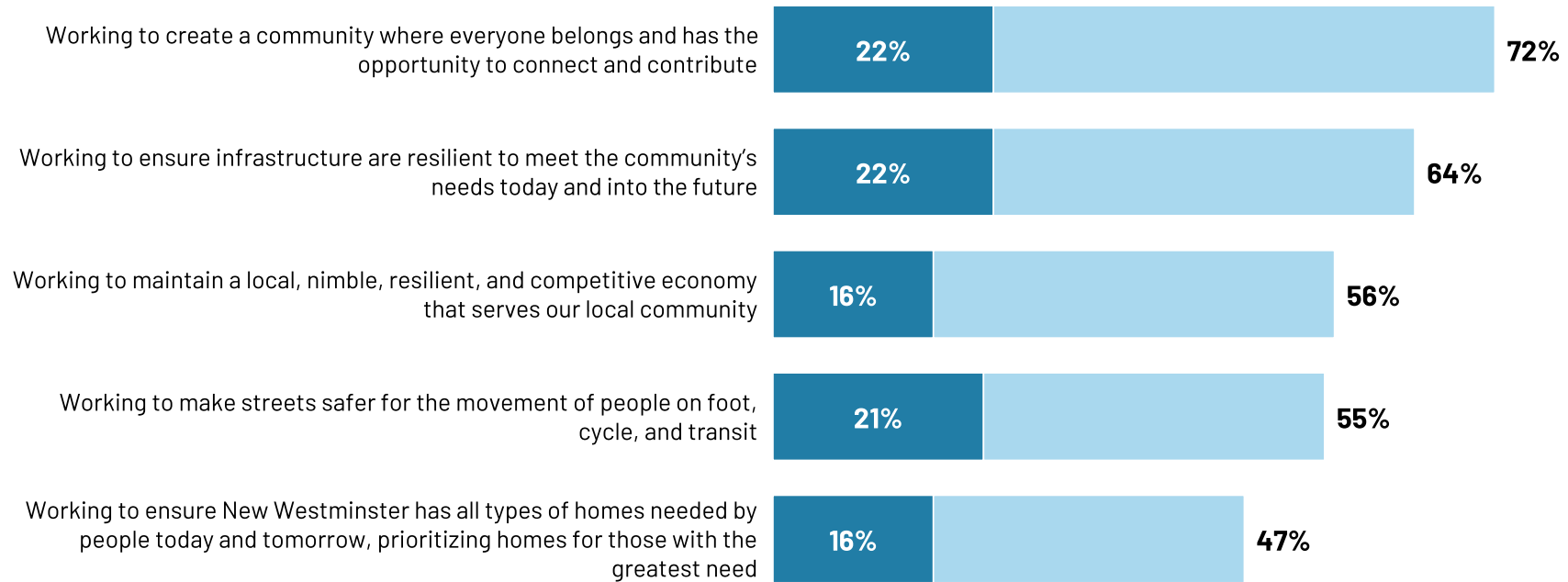
Q5. Why do you think the quality of life in New Westminster has worsened?

Performance on Council Strategic Priorities

- Perceptions of the City's performance on Council's five strategic priorities are mixed.
 - The area scoring the highest is *working to create a community where everyone belongs and has the opportunity to connect and contribute*, with 72% of residents agreeing the City is doing a good job in this regard.
 - This is followed by *working to ensure infrastructure are resilient to meet the community's needs today and into the future* (64% agree).
 - Relatively fewer but still a majority agree the City is doing a good job *working to maintain a local, nimble, resilient, and competitive economy that serves our local community* (56%) and *working to make streets safer for the movement of people on foot, cycle, and transit* (55%).
 - The overall lowest score goes to *working to ensure New Westminster has all types of homes needed by people today and tomorrow, prioritizing homes for those with the greatest need*, with less than half (47%) agreeing the City is doing a good job in this regard.
- Perceptions of the City's performance on Council's strategic priorities vary by neighbourhood. Significant differences include:
 - Those living Downtown are the *least* likely to agree the City is doing a good job *working to maintain a local, nimble, resilient, and competitive economy that serves our local community* (47% versus 61% of Uptown, 59% of East End, 58% of Queensborough, 54% of West End).
 - Agreement with *working to make streets safer for the movement of people on foot, cycle, and transit* is higher in the West End (68% versus 47% of Queensborough, 48% of Downtown, 56% of East End, 59% of Uptown).
 - Agreement with *working to ensure New Westminster has all types of homes needed by people today and tomorrow, prioritizing homes for those with the greatest need* is higher in Uptown and Queensborough (52% and 51% versus 30% of West End, 44% of Downtown, 49% of East End).

Performance on Council Strategic Priorities

■ Strongly agree
 ■ Somewhat agree
 ■ Total agree



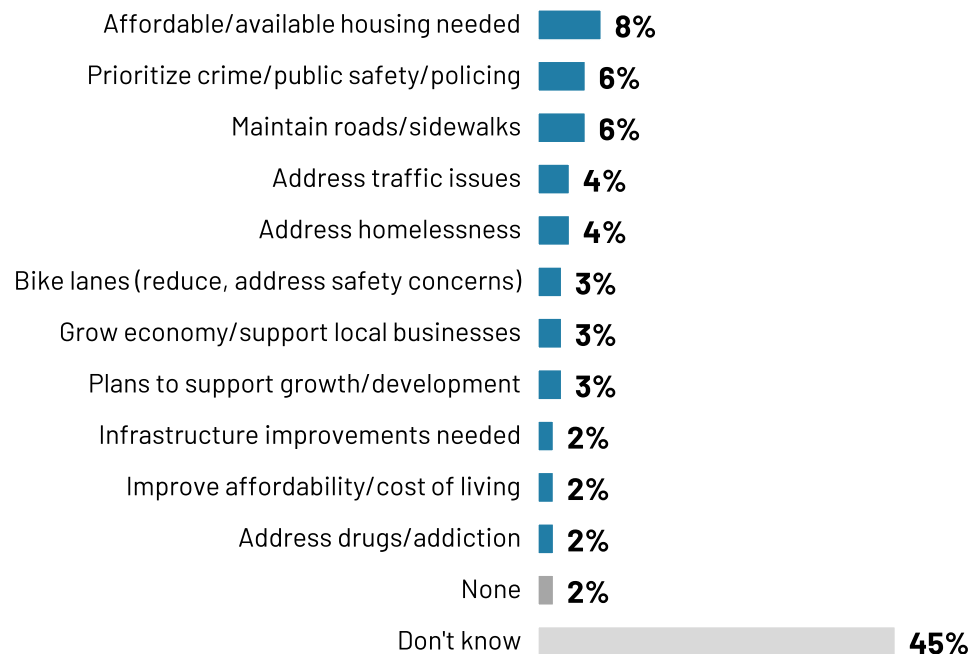
Base: All respondents (n=721)

Q6. New Westminster City Council has five strategic priorities that guide Council and staff decisions. To what extent do you agree or disagree that the City is doing a good job at each of the following?

Comments/Feedback on Council Strategic Priorities

(coded open-ends)

- Nearly half (47%) of residents decline to provide any specific comments or feedback about the strategic priorities identified by Council (includes 2% “none”, 45% “don’t know”).
- Of the comments and feedback that are provided, the three most frequently mentioned coded open-ends are:
 - “Affordable/available housing needed” (8%)
 - “Prioritize crime/public safety/policing” (6%)
 - “Maintain roads/sidewalks” (6%)



Mentions <2% not shown.
Base: All respondents (n=721)

Q7. Are there any specific comments or feedback you would like to add about the strategic priorities identified by Council? Enter one response.

IMPORTANT LOCAL ISSUES

2.3

Important Local Issues

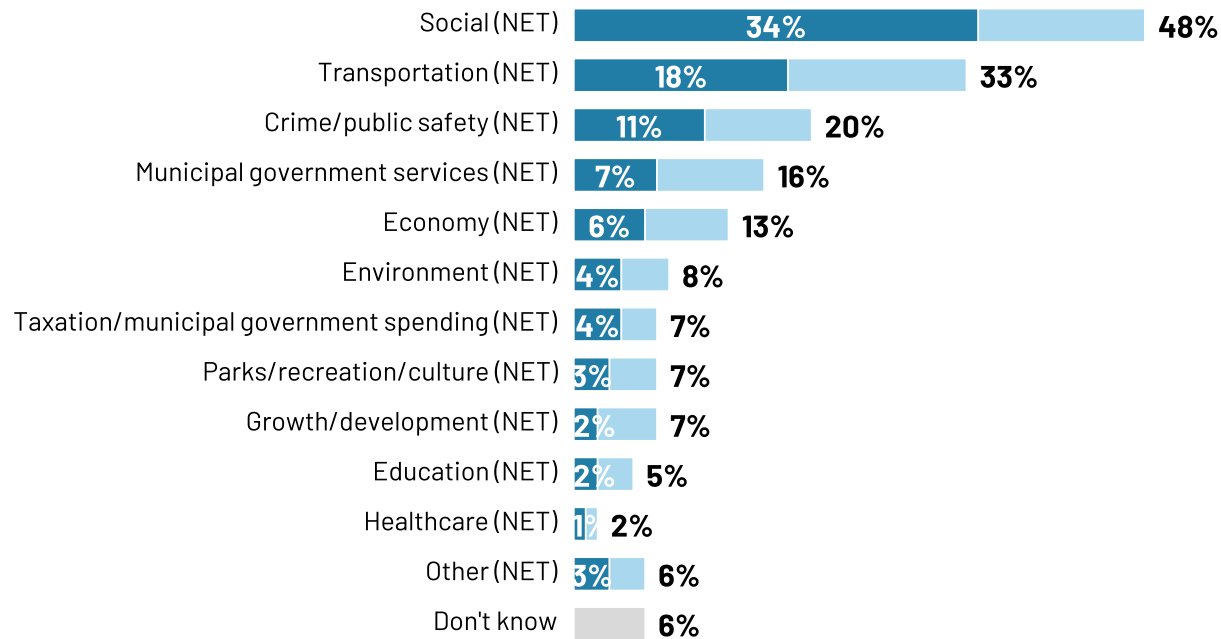
(coded open-ends, multiple mentions allowed)

- On an unprompted basis, nearly half (48%) of residents identify **social issues** as the most important issue facing the community.
 - Social issues includes mentions of “poverty/homelessness” (22%), “housing (affordability, availability)” (21%), “drugs/addiction” (10%), “mental health support” (2%), “childcare availability/costs” (2%), “support for vulnerable residents” (1%), and “other social mentions” (1%).
- **Transportation** sits in second, garnering 33% of mentions.
 - Specific transportation-related issues are “traffic congestion” (17%), “condition of roads/sidewalks” (10%), “transportation (general)” (6%), “parking” (3%), and “cycling infrastructure” (2%).
- Rounding out the top five are **crime/public safety** (20%), **municipal government services** (16%), and the **economy** (13%).
 - Crime/public safety includes mentions of “public safety” (12%), “crime” (8%), and “policing” (2%).
 - Municipal government services includes mentions of “infrastructure” (8%), “city cleanliness” (6%), “community/public amenities” (1%), and “other municipal government services mentions” (1%).
 - Economy includes mentions of “cost of living” (7%), “supporting small/local businesses” (4%), “better/more variety of stores/restaurants” (1%), and “economic growth” (1%).
- Demographic differences include:
 - Mentions of **social issues** are higher among younger residents (55% of 18-34 years versus 43% of 55+ years, 49% of 35-54 years), those living Downtown (73% versus 31% of Queensborough, 36% of East End, 46% of West End, 49% of Uptown), and renters (62% versus 41% of homeowners).
 - **Transportation** mentions are higher among older residents (45% of 55+ years versus 20% of 18-34 years, 33% of 35-54 years), those in Queensborough (55% versus 17% of Downtown, 28% of Uptown, 40% of West End, 41% of East End), and homeowners (40% versus 21% of renters).
 - **Crime/public safety** mentions are higher among those aged 35-54 years (25% versus 14% of 18-34 years, 18% of 55+ years) and those in Downtown, Uptown, and East End (25%, 21%, and 21% versus 9% of Queensborough, 19% of West End).
 - **Municipal government services** mentions are higher among women (19% versus 12% of men).
 - **Economy** mentions are higher among those <55 years of age (includes 20% of 18-34 years and 14% of 35-54 years versus 8% of 55+ years).

Important Local Issues

(coded open-ends, multiple mentions allowed)

■ First mention ■ Second mention □ Total mentions



A "NET" is a combination of two or more mentions that cover a specific theme.

Base: All respondents (n=721)

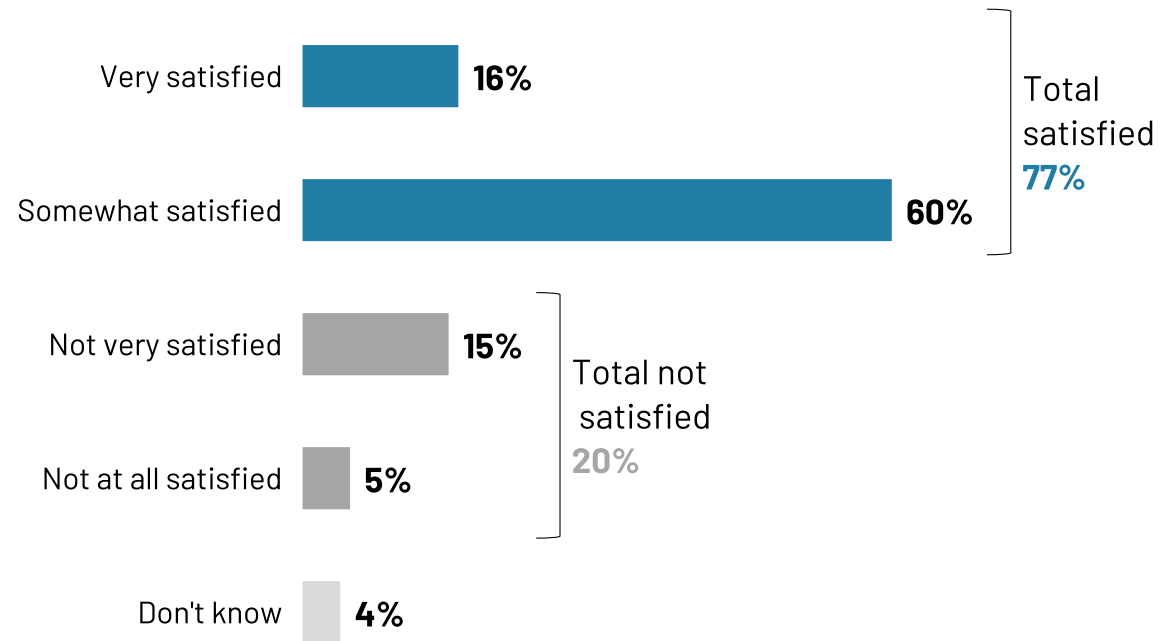
Q1. In your view, as a resident of New Westminster, what are the most important issues facing your community today, that are the issues you feel should receive the greatest attention from your local leaders?

CITY SERVICES

2.4

Overall Satisfaction with City Services

- More than three-quarters (77%) of residents say they are satisfied with the overall level and quality of services provided by the City (16% 'very satisfied', 60% 'somewhat satisfied').
- Total satisfied is higher among those in Uptown (82% versus 67% of Queensborough, 75% of Downtown, 76% of West End, 76% of East End).

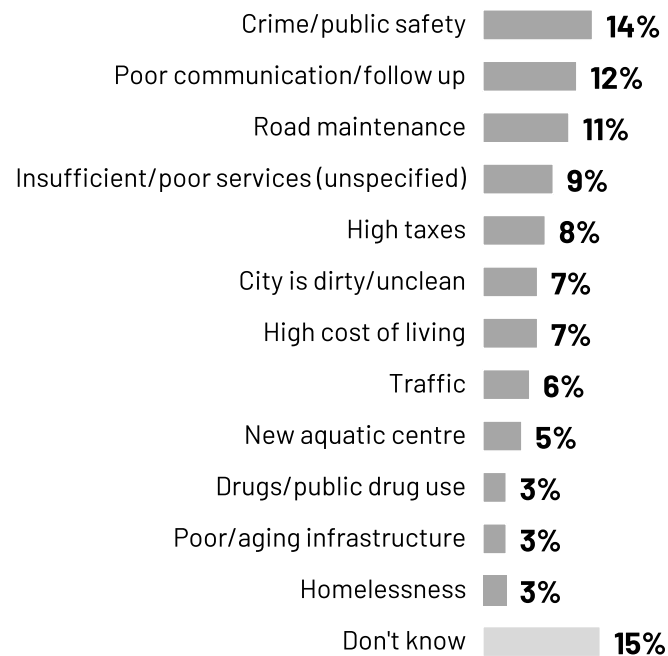


Base: All respondents (n=721)
Q8. How satisfied are you with the overall level and quality of services provided by the City of New Westminster?

Reasons why Not Satisfied with City Services

(among those saying not satisfied)(coded open-ends)

- Those saying they are not satisfied with the City's overall services attribute this to a variety of reasons.
- The three most frequently mentioned responses (coded open-ends) include concerns around:
 - "Crime/public safety"(14%)
 - "Poor communication/follow up"(12%)
 - "Road maintenance"(11%)



Mentions <3% not shown.

Base: Those saying they are not satisfied with the overall level and quality of City services (n=136)

Q9. Why are you not satisfied with the overall level and quality of services provided by the City of New Westminster?

Satisfaction with Specific Services

(excludes those saying don't know)¹

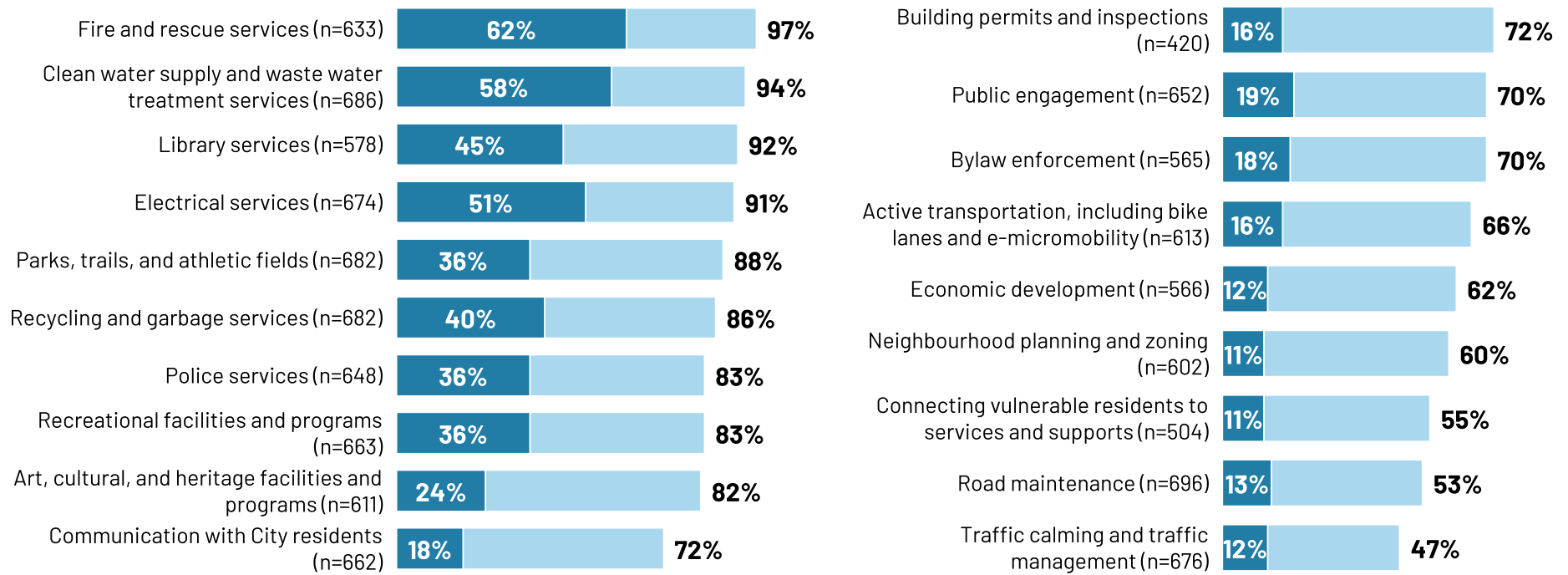
- Residents are also largely satisfied (combined 'very/somewhat satisfied' responses) with the delivery of specific City services.
- Services receiving the overall highest satisfaction ratings (90% or more) are:
 - *Fire and rescue services* (97%)
 - *Clean water supply and waste water treatment services* (94%)
 - *Library services* (92%)
 - *Electrical services* (91%)
- Strong satisfaction ratings (80% or more) are also seen for:
 - *Parks, trails, and athletic fields* (88%)
 - *Recycling and garbage services* (86%)
 - *Police services* (83%)
 - *Recreational facilities and programs (includes pools, arenas, community centres, etc.)* (83%)
 - *Art, cultural, and heritage facilities and programs* (82%)
- Services that are rated relatively lower but still deemed satisfactory by 60% or more of residents include:
 - *Communication with City residents* (72%)
 - *Building permits and inspections* (72%)
 - *Public engagement (seeking community input to inform decision making)* (70%)
 - *Bylaw enforcement* (70%)
 - *Active transportation, including bike lanes and e-micromobility* (66%)
 - *Economic development* (62%)
 - *Neighbourhood planning and zoning* (60%)
- The three least satisfactory services overall are:
 - *Connecting vulnerable residents to services and supports (e.g., unhoused, seniors, newcomers)* (55%)
 - *Road maintenance* (53%)
 - *Traffic calming and traffic management* (47%)

¹While residents are generally able to evaluate their satisfaction with most services, there are some services where a relatively large proportion of residents say 'don't know' (for example, 40% say they 'don't know' how to evaluate building permits and inspections, likely due to a lack of experience with this service). To provide the most accurate understanding of satisfaction and comparisons between services, these 'don't know' responses are excluded from the analysis.

Satisfaction with Specific Services

(excludes those saying don't know)

Very satisfied Somewhat satisfied Total satisfied



Base: Excludes those saying don't know (n=varies)
 Q11. Below is a list of services provided to you by the City of New Westminster. How satisfied are you with each of these services?.



Satisfaction with Specific Services by Age, Neighbourhood, and Housing Tenure

(page 1 of 2)(excludes those saying don't know)

- Satisfaction with specific services varies by age, neighbourhood, and housing tenure. Examples are highlighted below. No significant differences are seen by gender.

TOTAL SATISFIED											
Base:	TOTAL varies	AGE			NEIGHBOURHOOD					HOUSING TENURE	
		18-34 varies	35-54 varies	55+ varies	West End varies	Queens-borough varies	Uptown varies	East End varies	Downtown varies	Own varies	Rent varies
Fire and rescue services	97%	95%	97%	99%	98%	95%	98%	96%	97%	99%	95%
Clean water supply and waste water treatment services	94%	95%	93%	96%	95%	98%	94%	94%	92%	95%	94%
Library services	92%	86%	94%	96%	89%	89%	96%	92%	91%	95%	86%
Electrical services	91%	86%	90%	97%	96%	93%	95%	89%	83%	91%	91%
Parks, trails, and athletic fields	88%	84%	87%	93%	98%	81%	90%	87%	85%	89%	87%
Recycling and garbage services	86%	84%	86%	89%	84%	84%	88%	88%	83%	85%	90%
Police services	83%	74%	84%	88%	80%	83%	88%	85%	70%	84%	85%
Recreational facilities and programs	83%	75%	83%	89%	89%	74%	84%	85%	80%	82%	85%
Art, cultural, and heritage facilities and programs	82%	70%	86%	88%	90%	72%	85%	84%	75%	83%	79%
Communication with City residents	72%	73%	75%	69%	69%	60%	79%	69%	74%	71%	76%

Base: Excludes those saying don't know (n=varies)
 Q11. Below is a list of services provided to you by the City of New Westminster. How satisfied are you with each of these services?.

Satisfaction with Specific Services by Age, Neighbourhood, and Housing Tenure

(page 2 of 2)(excludes those saying don't know)

- Satisfaction with specific services varies by age, neighbourhood, and housing tenure. Examples are highlighted below. No significant differences are seen by gender.

TOTAL SATISFIED											
Base:	TOTAL varies	AGE			NEIGHBOURHOOD					HOUSING TENURE	
		18-34 varies	35-54 varies	55+ varies	West End varies	Queens-borough varies	Uptown varies	East End varies	Downtown varies	Own varies	Rent varies
Building permits and inspections	72%	70%	80%	66%	71%	75%	78%	63%	70%	68%	77%
Public engagement	70%	70%	77%	65%	64%	66%	77%	66%	70%	68%	74%
Bylaw enforcement	70%	69%	72%	69%	60%	70%	71%	73%	69%	70%	71%
Active transportation, including bike lanes and e-micromobility	66%	64%	73%	62%	64%	73%	67%	60%	67%	64%	71%
Economic development	62%	56%	64%	67%	74%	49%	74%	57%	48%	59%	69%
Neighbourhood planning and zoning	60%	60%	66%	56%	50%	54%	69%	62%	54%	56%	68%
Connecting vulnerable residents to services and supports	55%	38%	69%	59%	71%	53%	63%	49%	41%	58%	50%
Road maintenance	53%	48%	57%	55%	46%	47%	57%	55%	55%	50%	62%
Traffic calming and traffic management	47%	40%	52%	49%	44%	43%	53%	40%	51%	45%	54%

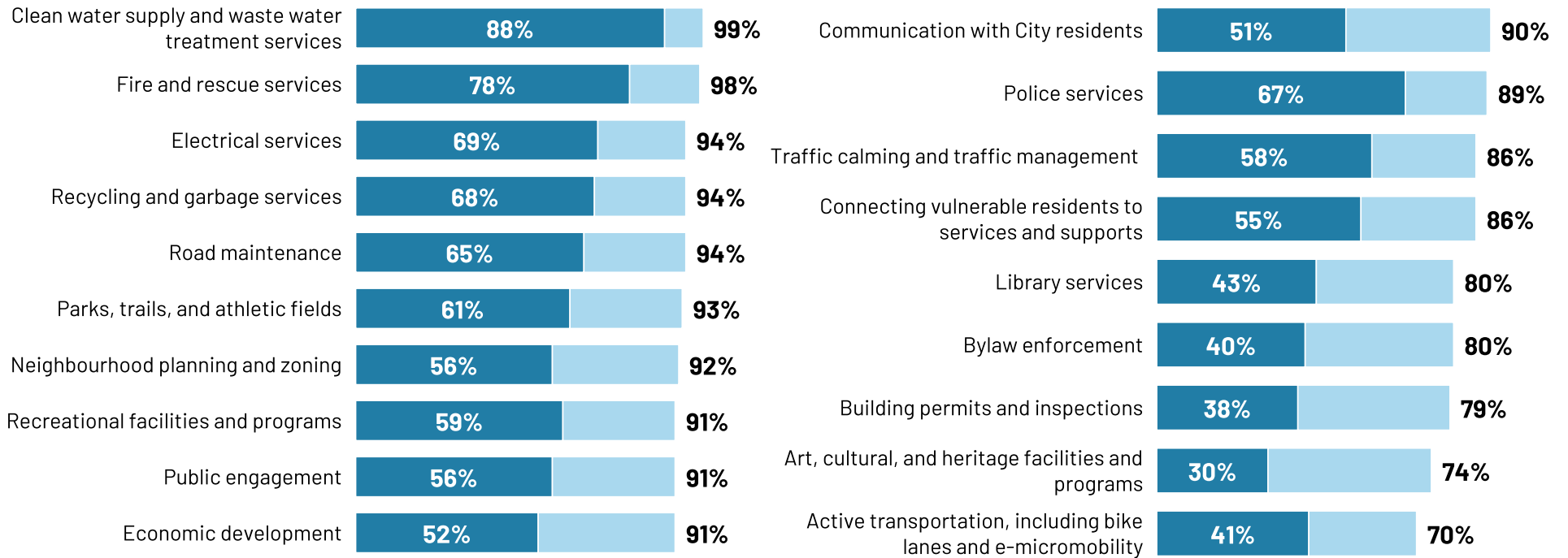
Base: Excludes those saying don't know (n=varies)
 Q11. Below is a list of services provided to you by the City of New Westminster. How satisfied are you with each of these services?.

Importance of Specific Services

- All the evaluated services are important to residents.
- Of the 19 evaluated services, 11 receive an overall importance score (combined 'very/somewhat important' responses) of 90% or higher, with many describing these as 'very important'. These services include:
 - *Clean water supply and waste water treatment services* (99%)
 - *Fire and rescue services* (98%)
 - *Electrical services* (94%)
 - *Recycling and garbage services* (94%)
 - *Road maintenance* (94%)
 - *Parks, trails, and athletic fields* (93%)
 - *Neighbourhood planning and zoning* (92%)
 - *Recreational facilities and programs (includes pools, arenas, community centres, etc.)* (91%)
 - *Public engagement (seeking community input to inform decision making)* (91%)
 - *Economic development* (91%)
 - *Communication with City residents* (90%)
- Other important services (rating of 80% or more) include:
 - *Police services* (89%)
 - *Traffic calming and traffic management* (86%)
 - *Connecting vulnerable residents to services and supports (e.g., unhoused, seniors, newcomers)* (86%)
 - *Library services* (80%)
 - *Bylaw enforcement* (80%)
- The following three services are rated relatively lower but still deemed important by 70% or more of residents:
 - *Building permits and inspections* (79%)
 - *Art, cultural, and heritage facilities and programs* (74%)
 - *Active transportation, including bike lanes and e-micromobility* (70%)

Importance of Specific Services

Very important Somewhat important Total important



Base: All respondents (n=721)
 Q10. Below is a list of services provided to you by the City of New Westminster. How important is each service to you personally?

Importance of Specific Services by Age, Gender, Neighbourhood, and Housing Tenure

(page 1 of 2)(excludes those saying don't know)

- The importance of specific services varies by age, gender, neighbourhood, and housing tenure. Examples are highlighted below.

TOTAL IMPORTANT													
	TOTAL	AGE			GENDER		NEIGHBOURHOOD					HOUSING TENURE	
		18-34	34-54	55+	Male	Female	West End	Queens-borough	Uptown	East End	Downtown	Own	Rent
Base:	721	114	282	303	358	308	58	67	221	149	203	493	195
Clean water supply and waste water treatment services	99%	99%	99%	98%	98%	99%	98%	99%	98%	99%	100%	98%	99%
Fire and rescue services	98%	97%	98%	99%	98%	98%	98%	97%	99%	98%	98%	99%	98%
Electrical services	94%	91%	94%	96%	93%	94%	87%	95%	99%	91%	91%	95%	91%
Recycling and garbage services	94%	92%	94%	96%	92%	96%	96%	100%	93%	91%	95%	95%	93%
Road maintenance	94%	91%	95%	96%	93%	95%	92%	100%	94%	99%	88%	95%	93%
Parks, trails, and athletic fields	93%	94%	93%	91%	92%	93%	92%	93%	93%	90%	93%	93%	93%
Neighbourhood planning and zoning	92%	93%	91%	92%	91%	93%	86%	100%	91%	92%	91%	94%	88%
Recreational facilities and programs	91%	92%	92%	89%	90%	92%	93%	93%	90%	90%	91%	92%	90%
Public engagement	91%	87%	92%	94%	89%	93%	85%	99%	91%	91%	89%	93%	86%
Economic development	91%	96%	92%	87%	90%	94%	81%	93%	91%	92%	92%	90%	96%

Base: All respondents (n=721)
 Q10. Below is a list of services provided to you by the City of New Westminster. How important is each service to you personally?


Importance of Specific Services by Age, Gender, Neighbourhood, and Housing Tenure

(page 2 of 2)(excludes those saying don't know)

- The importance of specific services varies by age, gender, neighbourhood, and housing tenure. Examples are highlighted below.

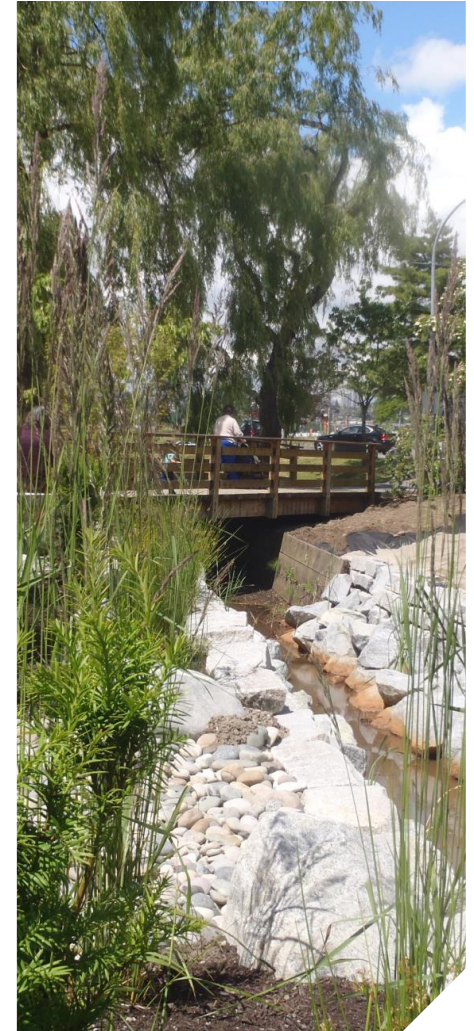
TOTAL IMPORTANT													
	TOTAL	AGE			GENDER		NEIGHBOURHOOD					HOUSING TENURE	
		18-34	34-54	55+	Male	Female	West End	Queens-borough	Uptown	East End	Downtown	Own	Rent
Base:	721	114	282	303	358	308	58	67	221	149	203	493	195
Communication with City residents	90%	89%	89%	93%	87%	93%	87%	91%	88%	92%	91%	91%	88%
Police services	89%	81%	90%	96%	88%	91%	88%	91%	92%	92%	81%	90%	91%
Traffic calming and traffic management	86%	83%	89%	86%	85%	88%	85%	93%	85%	85%	83%	85%	86%
Connecting vulnerable residents to services and supports	86%	93%	83%	87%	84%	92%	79%	90%	90%	86%	88%	84%	94%
Library services	80%	76%	82%	82%	73%	86%	89%	83%	85%	73%	75%	80%	81%
Bylaw enforcement	80%	77%	83%	80%	78%	83%	76%	90%	80%	79%	78%	80%	82%
Building permits and inspections	79%	80%	78%	78%	74%	84%	83%	85%	73%	80%	79%	80%	75%
Art, cultural, and heritage facilities and programs	74%	76%	73%	73%	64%	83%	75%	66%	76%	70%	80%	72%	77%
Active transportation, including bike lanes and e-micromobility	70%	81%	67%	66%	72%	71%	72%	71%	68%	63%	81%	68%	78%

Base: All respondents (n=721)
Q10. Below is a list of services provided to you by the City of New Westminster. How important is each service to you personally?

Higher Lower 

Action Grid

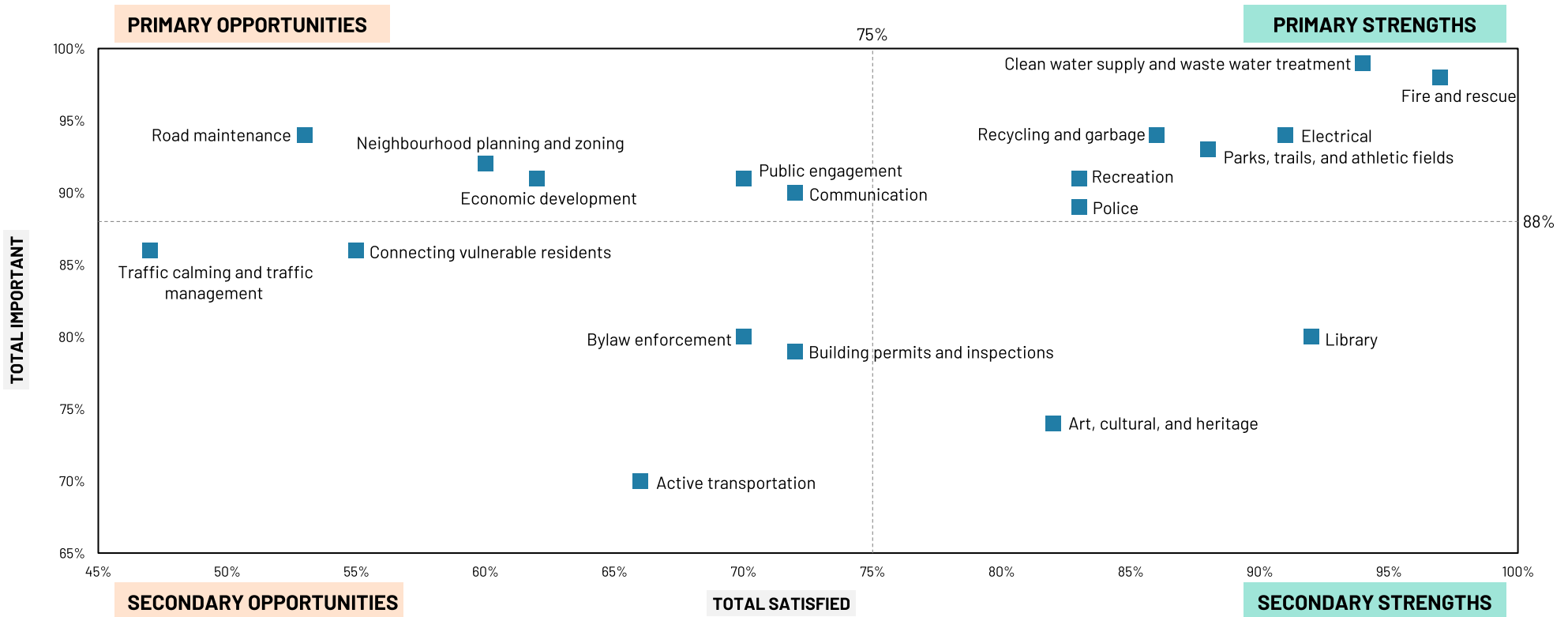
- An Importance versus Satisfaction **Action Grid** was plotted to better understand the City of New Westminster's perceived strengths and opportunities.
 - This analysis simultaneously displays the perceived value (e.g., importance) of the City's services and how well the City is seen to be performing (e.g., satisfaction) in each area.
 - Action Grids are a relative type of analysis, meaning that services are scored relative to one another. As such, there will always be areas of strength and opportunity.
- Individual services would fall into one of four categories:
 - **Primary Strengths** represent services where both importance and satisfaction are relatively high.
 - **Secondary Strengths** represent services that have relatively high satisfaction scores but lower importance ratings.
 - **Primary Opportunities** represent key areas for improvement. These areas are regarded as relatively high in importance but relatively low in satisfaction.
 - **Secondary Opportunities** are areas relatively low in satisfaction but are also generally less important.



Action Grid

- Seven **Primary Strengths** have been identified. These are:
 - *Fire and rescue services*
 - *Clean water supply and waste water treatment services*
 - *Electrical services*
 - *Parks, trails, and athletic fields*
 - *Recycling and garbage services*
 - *Recreational facilities and programs (includes pools, arenas, community centres, etc.)*
 - *Police services*
- There are also two **Secondary Strengths**, including:
 - *Library services*
 - *Art, cultural, and heritage facilities and programs*
- Five **Primary Opportunities** have been identified. These are:
 - *Communication with City residents*
 - *Public engagement (seeking community input to inform decision making)*
 - *Economic development*
 - *Neighbourhood planning and zoning*
 - *Road maintenance*
- There are also five **Secondary Opportunities**, including:
 - *Building permits and inspections*
 - *Bylaw enforcement*
 - *Active transportation, including bike lanes and e-micromobility*
 - *Connecting vulnerable residents to services and supports (e.g., unhoused, seniors, newcomers)*
 - *Traffic calming and traffic management*

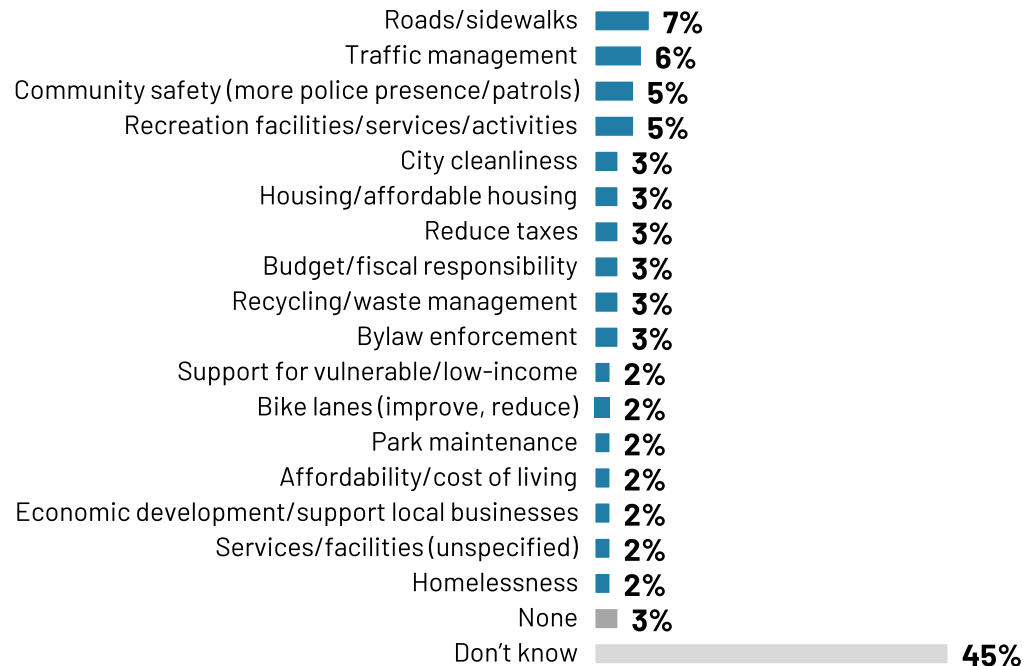
Action Grid



Suggestions for New Services or Enhancements to Existing Services

(coded open-ends, multiple mentions allowed)

- Residents offer a variety of suggestions for new services or enhancements to existing services.
- On an unprompted basis, the most frequently mentioned suggestions are:
 - “Roads/sidewalks” (7%)
 - “Traffic management” (6%)
 - “Community safety (more police presence/patrols)” (5%)
 - “Recreation facilities/ services/activities” (5%)
- Nearly half (48%) are unable to think of any specific suggestions (3% “none”, 45% “don’t know”).



Mentions <2% not shown.

Base: All respondents (n=721)

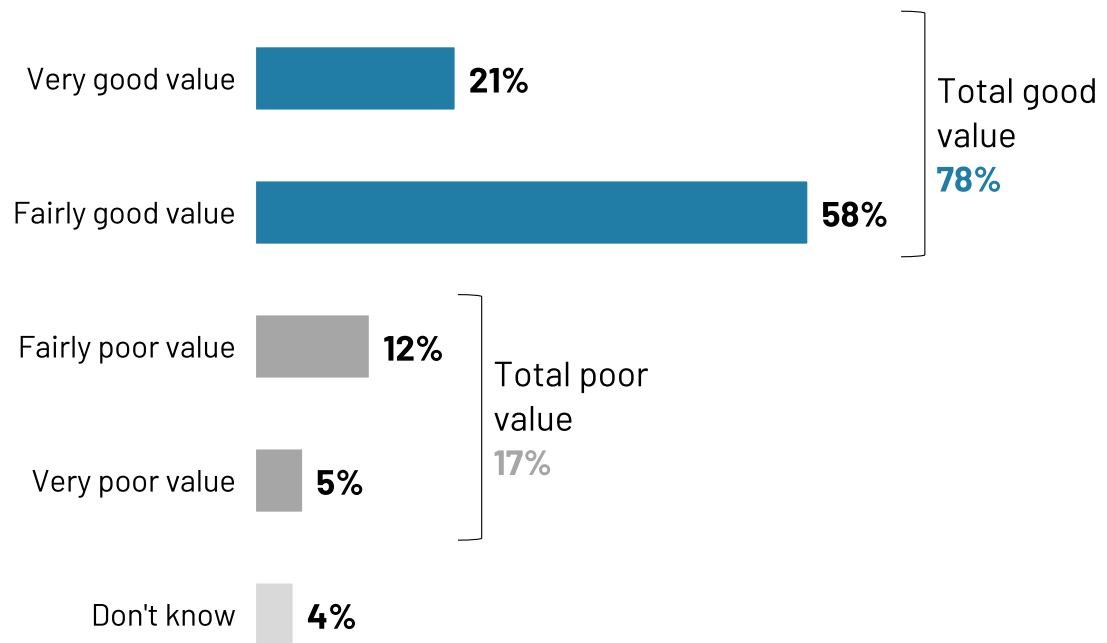
Q12. Adding new services or enhancing existing ones requires additional funding beyond inflationary property tax/user fee rate increases needed to maintain existing service levels. Are there any new services or specific enhancements to existing services that you would like the City to consider?

FINANCING CITY SERVICES

2.5

Value for Money

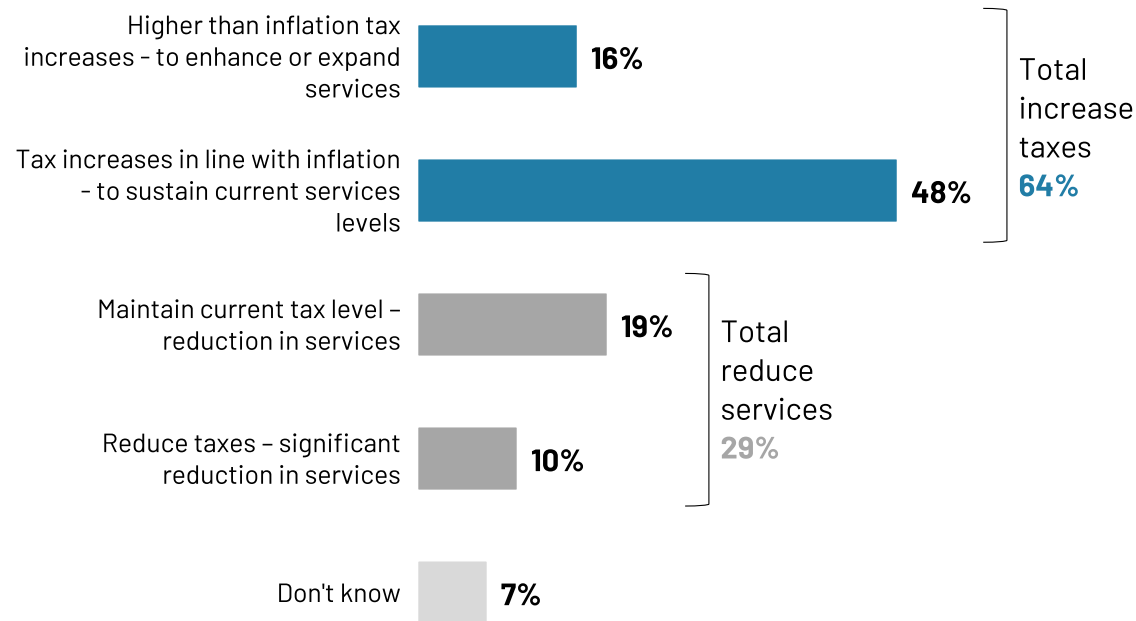
- Perceptions of value for money are positive.
- In total, 78% residents say they receive good value for the money they pay for the utility services they receive from the City (21% 'very good value', 58% 'fairly good value').
- Total good value is higher among:
 - Those who are 55+ years of age (85% versus 70% of 18-34 years, 79% of 35-54 years)
 - Those in the West End and Uptown (both 83% versus 73% of Queensborough, 73% of Downtown, 77% of East End)



Base: All respondents (n=721)
Q13. Thinking about all the utility services you receive from the City of New Westminster, such as electrical, water/sewer, garbage collections and recycling, would you say that overall you get good value or poor value for your money?

Balancing Taxation and Service Delivery Levels

- Residents prefer tax increases over service reductions.
- In total, 64% say they would prefer tax increases, with nearly half (48%) of these saying 'tax increases in line with inflation – to sustain current service levels'. There is much less appetite for 'higher than inflation tax increases – to enhance or expand services' (16%).
- Just less than three-in-ten (29%) opt for service reductions, including 19% saying 'maintain current tax level – reduction in services' and 10% saying 'reduce taxes – significant reduction in services'.



Base: All respondents (n=721)

Q14. Property taxes are the primary way to pay for services such as police, fire, transportation, planning, library, bylaw enforcement, parks and recreation services provided by the City of New Westminster. Due to the increased cost of maintaining current service levels and infrastructure, the City of New Westminster must balance taxation and service delivery levels. To deal with this situation, which one of the following four options would you most like the City to pursue?

Balancing Taxation and Service Delivery Levels by Age, Neighbourhood, and Housing Tenure

- A preference for tax increases is higher among older residents.
- Those in the West End and the East End are more likely to say they would prefer to see a reduction in services.
- Attitudes towards balancing taxation and service delivery levels are statistically similar among homeowners and renters.

	TOTAL	AGE			NEIGHBOURHOOD					HOUSING TENURE	
		18-34	35-54	55+	West End	Queens-borough	Uptown	East End	Downtown	Own	Rent
Base:	721	114	282	303	58	67	221	149	203	493	195
Total increase taxes	64%	64%	60%	70%	63%	65%	66%	63%	67%	65%	63%
Total reduce services	29%	29%	32%	26%	33%	26%	27%	34%	24%	31%	25%

Base: All respondents (n=721)

Q14. Property taxes are the primary way to pay for services such as police, fire, transportation, planning, library, bylaw enforcement, parks and recreation services provided by the City of New Westminster. Due to the increased cost of maintaining current service levels and infrastructure, the City of New Westminster must balance taxation and service delivery levels. To deal with this situation, which one of the following four options would you most like the City to pursue?

Higher Lower

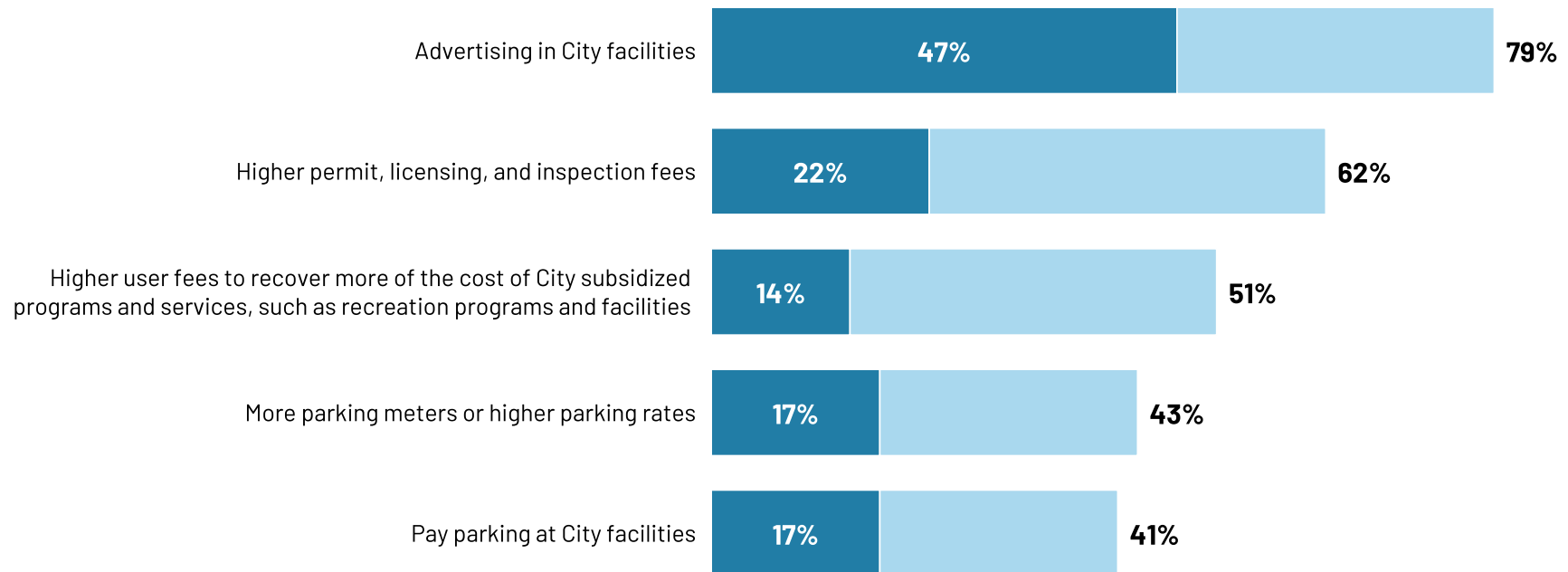


Support for Other Revenue Generating Ideas

- Support for other revenue generating ideas varies.
 - Overall, residents are the most supportive of *advertising in City facilities*, with 79% saying they would support this in an effort to bring in more revenues and reduce tax increases.
 - A majority (62%) also say they would support *higher permit, licensing, and inspection fees*.
 - Residents are divided on *higher user fees to recover more of the cost of City subsidized programs and services, such as recreation programs and facilities*, with only half (51%) saying this is something they would support.
 - Initiatives targeting parking garner the least support, with less than half saying they would support *more parking meters or higher parking rates* (43%) and *pay parking at City facilities* (41%).
- Demographic differences include:
 - Support for *advertising in City facilities* is higher among those who are <55 years of age (includes 82% of 35-54 years and 81% of 18-34 years versus 75% of 55+ years) and those in Queensborough, East End, and Downtown (85%, 84%, and 81% versus 67% of West End, 76% of Uptown).
 - Support for *higher user fees to recover more of the cost of City subsidized programs and services* is higher among those who are 35-54 years of age (58% versus 44% of 18-34 years, 51% of 55+ years).
 - Support for *pay parking at City facilities* is higher among those living Downtown (53% versus 29% of West End, 38% of East End, 40% of Queensborough, 41% of Uptown).

Support for Other Revenue Generating Ideas

■ Support strongly ■ Support somewhat □ Total support



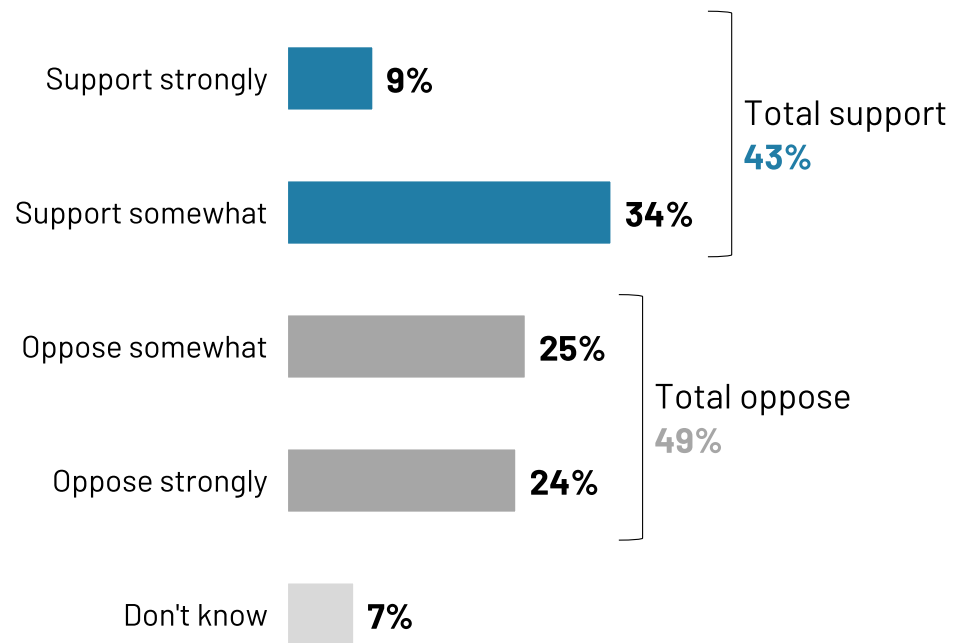
Base: All respondents (n=721)
 Q15. In an effort to bring in more revenues and reduce tax increases, to what extent would you support or oppose each of the following?

CAPITAL INVESTMENT

2.6

Support for City Borrowing Funds

- Residents have mixed opinions on the City borrowing funds to deal with the backlog of capital replacement and upgrade projects on a more frequent basis.
- In total, 43% of residents say this is something they would support. Nearly half (49%) are opposed.
- Total oppose is higher among:
 - Those who are 35+ years of age (53% versus 41% of 18-34 years)
 - Those in the West End and the East End (61% and 57% versus 43% of Uptown, 45% of Downtown, 48% of Queensborough)
 - Homeowners (54% versus 38% of renters)



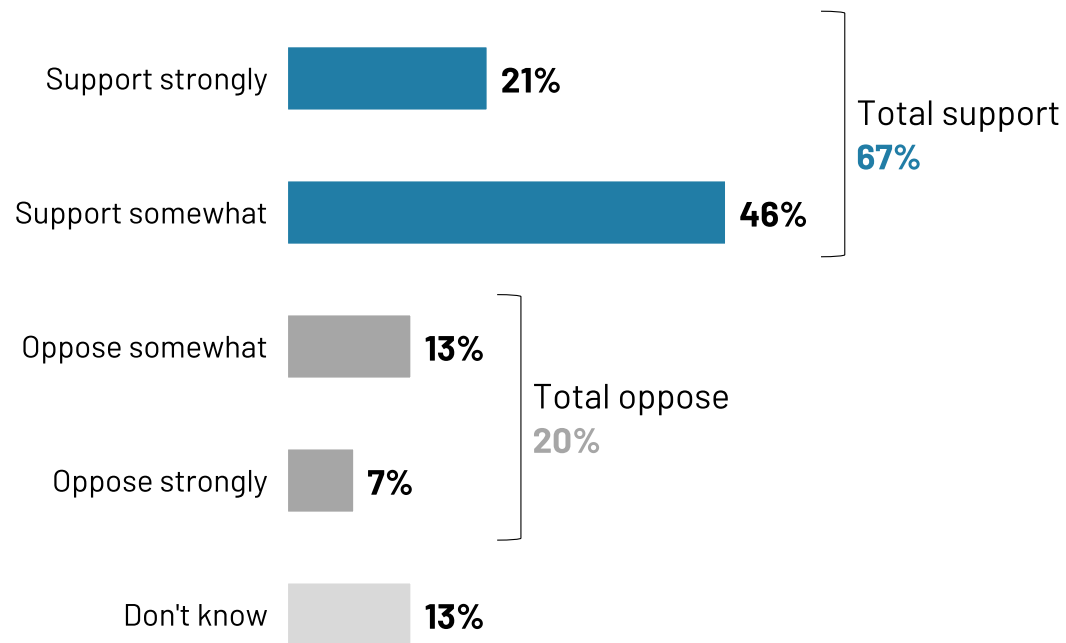
Base: All respondents (n=721)
 Q16. To what extent would you support or oppose the City borrowing funds to deal with the backlog of capital replacement and upgrade projects on a more frequent basis? Borrowing would enable the City to deal with the backlog of capital replacement and upgrade projects, but would lead to increased overall project costs due to interest charges. Increases to property taxes and/or utility user fees may be necessary to service the debt.

PROPERTY TAXES AND TAX BURDEN

2.7

Support for Adjusting Property Tax Allocation between Residents and Businesses

- Residents are generally supportive of the City adjusting the property tax allocation between residents and businesses if a review finds that businesses in New Westminster pay a higher or lower percentage of the property tax levy compared to businesses in neighbouring municipalities.
- In total, 67% say this is something they would support.
- Total support is higher among those in Uptown (72% versus 63% of East End, 63% of Downtown, 69% of Queensborough, 70% of West End).



Base: All respondents (n=721)
Q17. As you may know, the City collects property taxes from New Westminster residents and businesses. Currently, residents pay 65% of the City's property taxes, businesses pay 30% of the City's property taxes, and the remainder is from other property classes. If a review finds that businesses in New Westminster pay a higher or lower percentage of the property tax levy compared to businesses in neighbouring municipalities, would you support or oppose the City adjusting the property tax allocation between residents and businesses?

03 APPENDIX: OPEN INVITATION SURVEY



EXECUTIVE SUMMARY

3.1

Executive Summary

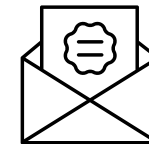
Comparison of Open Invitation Survey to Random Survey

- Overall, the results of the open invitation survey generally align with the random survey in terms of direction, with respondents in both surveys echoing many similar sentiments and themes.
- However, those participating in the open invitation survey provide slightly lower ratings in several areas, including quality of life, performance on Council strategic priorities, and value for money.
- While overall satisfaction with services is similar in both surveys, those participating in the open invitation survey are less likely to say they are satisfied with public engagement, active transportation, and road maintenance. However, they are more likely to be satisfied with art, cultural, and heritage facilities and programs.
- The top three most important local issues are the same in both surveys: social issues, transportation, and crime/public safety. However, those participating in the open invitation survey place a slightly higher emphasis on crime/public safety overall.



Open Invitation Survey

vs.



Random Survey

Comparison of Open Invitation Survey to Random Survey

	OPEN INVITATION SURVEY	RANDOM SURVEY
Overall Quality of Life	81% total good	88% total good
Change in Quality of Life Past Three Years	6% improved 34% stayed the same 55% worsened	9% improved 42% stayed the same 40% worsened
Performance on Council Strategic Priorities		
Working to create a community where everyone belongs and has the opportunity to connect and contribute	69% total agree	72% total agree
Working to ensure infrastructure are resilient to meet the community's needs today and into the future	53% total agree	64% total agree
Working to make streets safer for the movement of people on foot, cycle, and transit	47% total agree	55% total agree
Working to ensure New Westminster has all types of homes needed by people today and tomorrow, prioritizing homes for those with the greatest need	47% total agree	47% total agree
Working to maintain a local, nimble, resilient, and competitive economy that serves our local community	46% total agree	56% total agree
Important Local Issues (Top 3)	Social issues (53%) Transportation (29%) Crime/public safety (29%)	Social issues (48%) Transportation (33%) Crime/public safety (20%)

Comparison of Open Invitation Survey to Random Survey

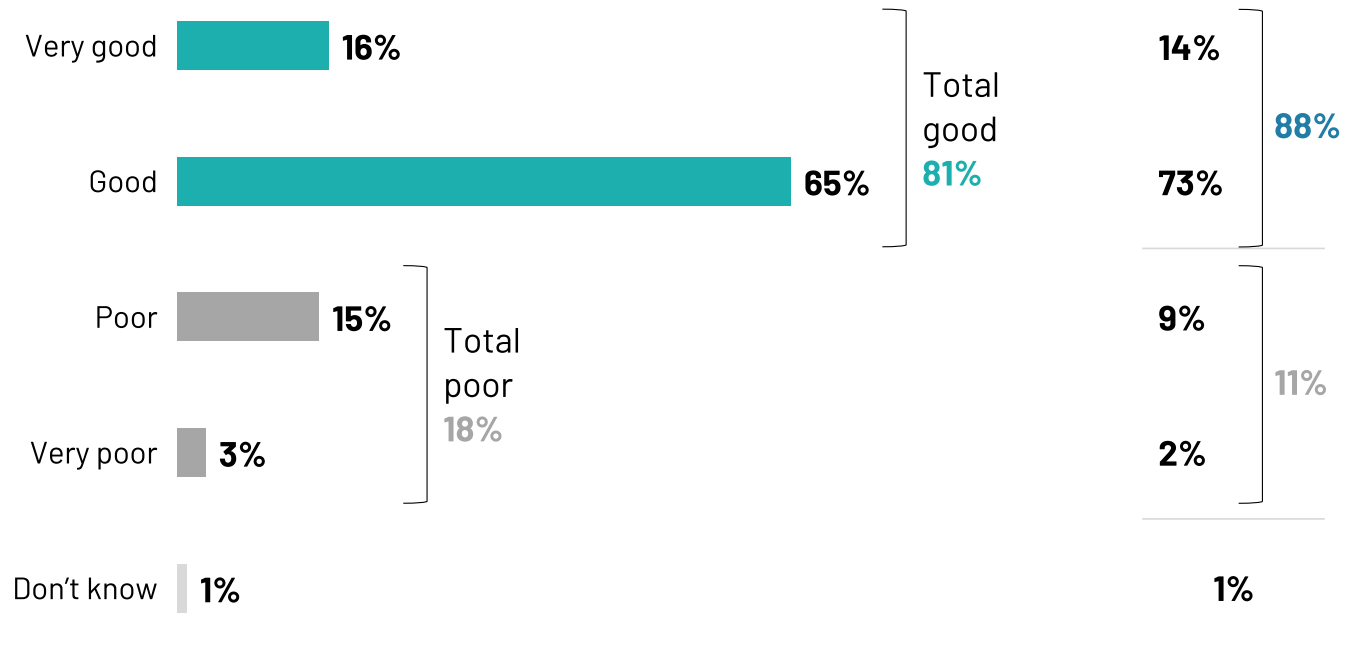
	OPEN INVITATION SURVEY	RANDOM SURVEY
Overall Satisfaction with City Services	77% total satisfied	77% total satisfied
Value for Money	72% total good value	78% total good value
Balancing Taxation and Service Delivery Levels	65% total increase taxes 30% total reduce services	64% total increase taxes 29% total reduce services
Support for Other Revenue Generating Ideas		
Advertising in City facilities	78% total support	79% total support
Higher permit, licensing, and inspection fees	60% total support	62% total support
Higher user fees to recover more of the cost of City subsidized programs and services	53% total support	51% total support
More parking meters or higher parking rates	47% total support	43% total support
Pay parking at City facilities	43% total support	41% total support
Support for City Borrowing Funds	43% total support	43% total support
Support for Adjusting Property Tax Allocation between Residents and Businesses	70% total support	67% total support

QUALITY OF LIFE

3.2

Overall Quality of Life in New Westminster Today

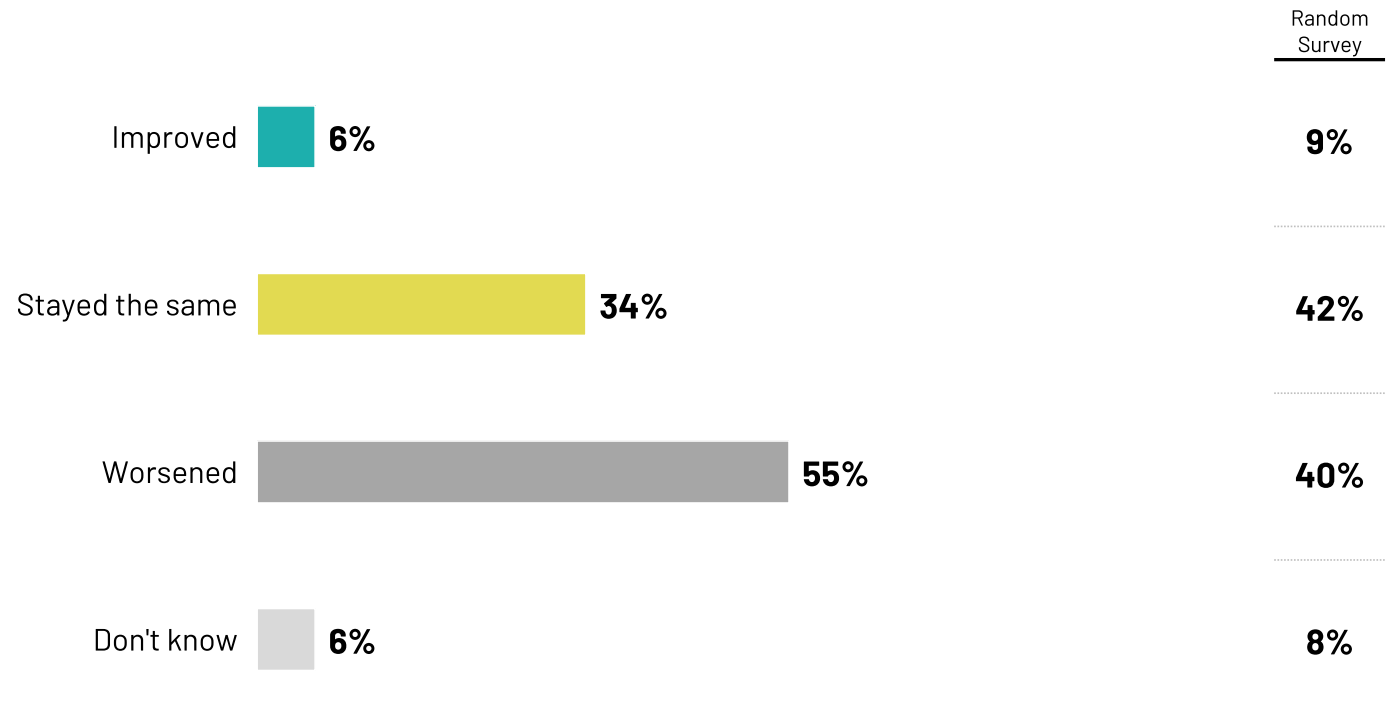
- Overall perceptions of quality of life among those participating in the open invitation survey are positive (81% total good) but slightly lower than the random survey (88%).



Base: All respondents (n=163)
 Q2. How would you rate the overall quality of life in New Westminster today?

Change in Quality of Life in Past Three Years

- Those participating in the open invitation survey are more likely to say the quality of life in New Westminster has 'worsened' in the past three years (55% versus 40% in the random survey).
- Another 34% say the quality of life has 'stayed the same'. Only 6% say 'improved'.



Base: All respondents (n=163)
 Q3. Do you feel that the overall quality of life in New Westminster in the past three years has...?

Reasons Quality of Life has Improved

(among those saying improved)(verbatim responses)

- Only 9 respondents participating in the open invitation survey say the quality of life has 'improved' in the past three years.
- As this sample size is too small for coding, the verbatim comments explaining why they feel the quality of life has 'improved' have been included instead.



- City came out of COVID strong.
- Economic development, TACC.
- More bike lanes, more green spaces, better Queensborough school bus service.
- More citizen involvement offered on City plans.
- More options for transportation/more pedestrian oriented infrastructure.
- Positive progress has been made in all areas related to the quality of life.
- Public activities are very good.
- The last three years have been marked by the COVID-19 pandemic and its impact on the economic and social scale.
- The new community centre is finally open.

Random Survey Top 3 Mentions

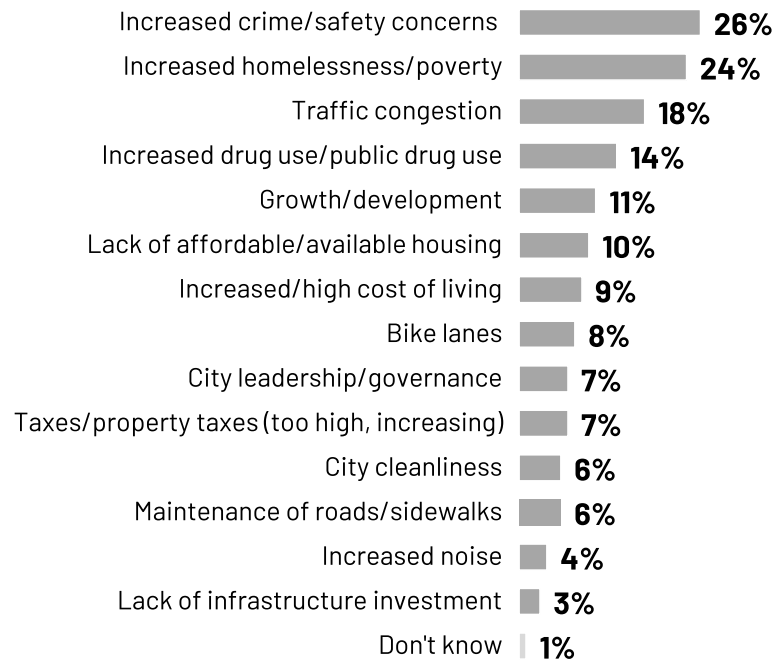
New/improved community facilities/amenities	32%
More community events/activities	20%
Infrastructure improvements	16%

* Very small sample size (<10), interpret with extreme caution.
 Base: Those saying the quality of life has improved (n=9)*
 Q4. Why do you think the quality of life in New Westminster has improved?

Reasons Quality of Life has Worsened

(among those saying worsened)(coded open-ends)

- The two main reasons (coded open-ends) for saying the quality of life has 'worsened' are "increased crime/safety concerns" (26%) and "increased homelessness/poverty" (24%).
- Other frequently mentioned reasons include:
 - "Traffic congestion" (18%)
 - "Increased drug use/public drug use" (14%)
 - "Growth/development" (11%)
 - Lack of affordable/available housing" (10%)
- These are similar to the reasons mentioned in the random survey.



Random Survey

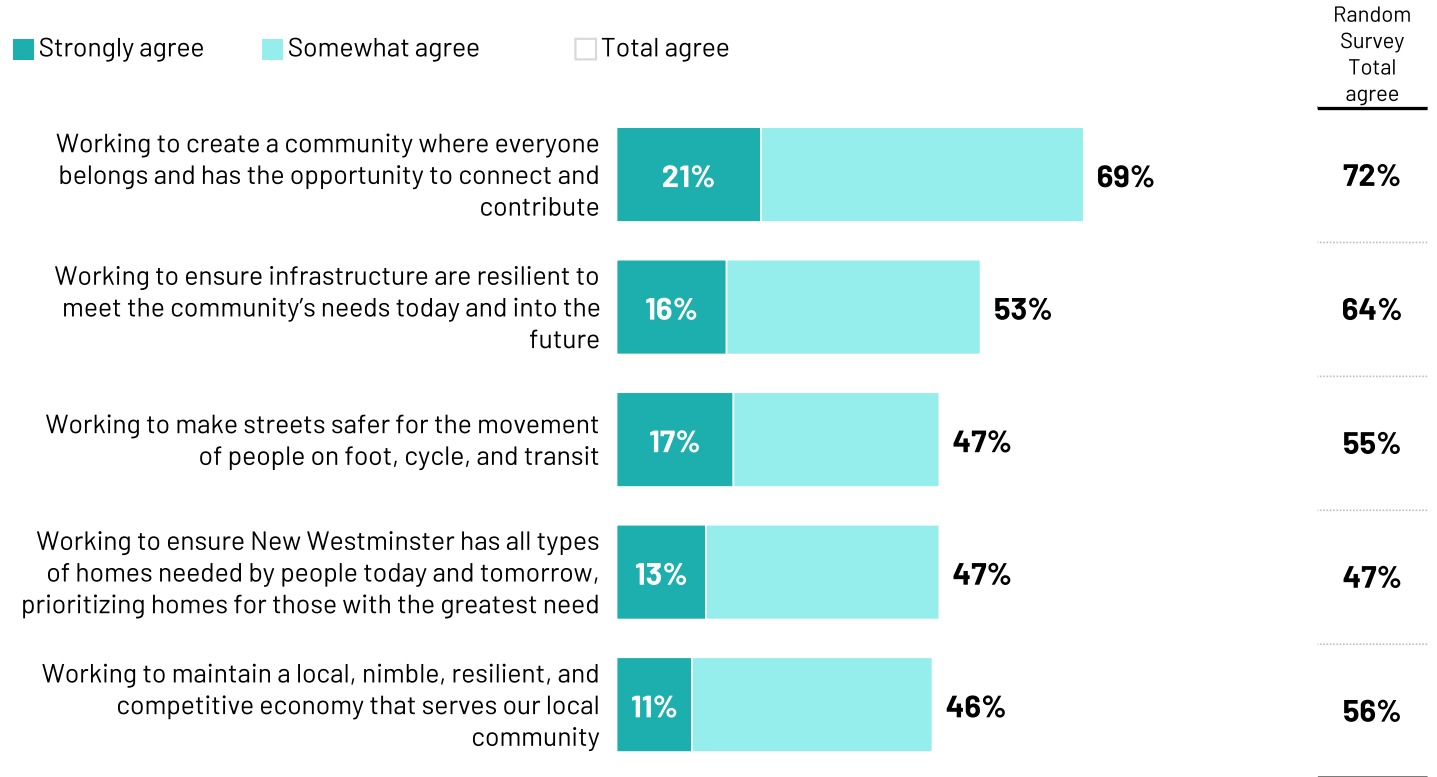


Open invitation mentions <3% not shown.
 * Small base size (<100), interpret with caution.
 Base: Those saying the quality of life has worsened (n=90)*
 Q5. Why do you think the quality of life in New Westminster has worsened?



Performance on Council Strategic Priorities

- Those participating in the open invitation survey are generally less likely to agree the City is doing a good job on Council's strategic priorities.
- The overall highest score goes to *working to create a community where everyone belongs and has the opportunity to connect and contribute* (69% agree).
- Opinion is divided on *working to ensure infrastructure are resilient to meet the community's needs today and into the future* (53% agree).
- Less than half agree the City is doing a good job in the three remaining strategic priorities.



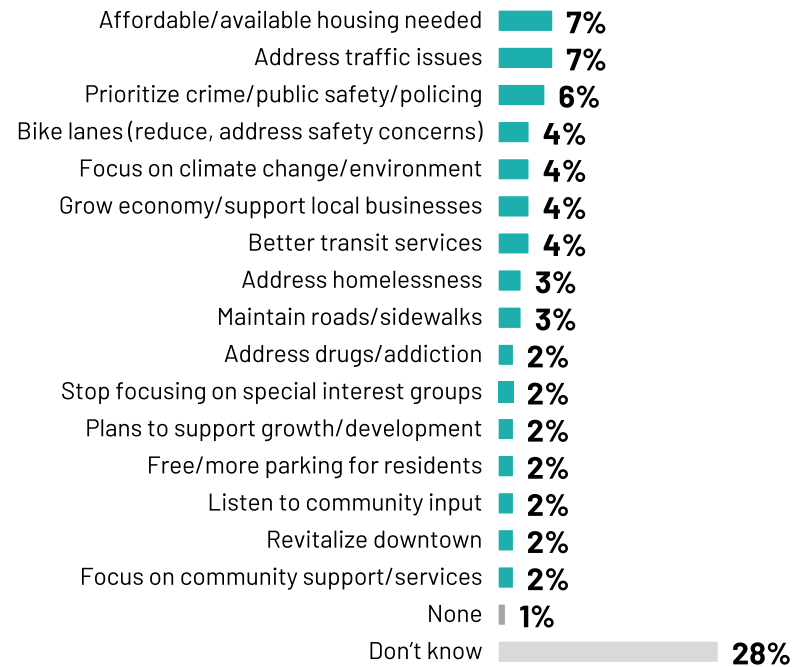
Base: All respondents (n=163)

Q6. New Westminster City Council has five strategic priorities that guide Council and staff decisions. To what extent do you agree or disagree that the City is doing a good job at each of the following?

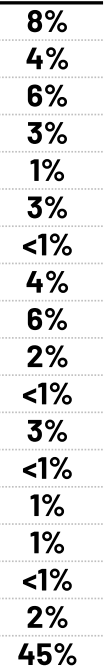
Comments/Feedback on Council Strategic Priorities

(coded open-ends)

- Those participating in the open invitation survey provide a variety of comments and feedback about the strategic priorities identified by Council.
- The three most frequently mentioned coded open-ends are:
 - “Affordable/available housing needed” (7%)
 - “Address traffic issues” (7%)
 - “Prioritize crime/public safety/policing” (6%)
- These are generally similar to the themes reported in the random survey.



Random Survey



Open invitation mentions <2% not shown.

Base: All respondents (n=163)

Q7. Are there any specific comments or feedback you would like to add about the strategic priorities identified by Council?

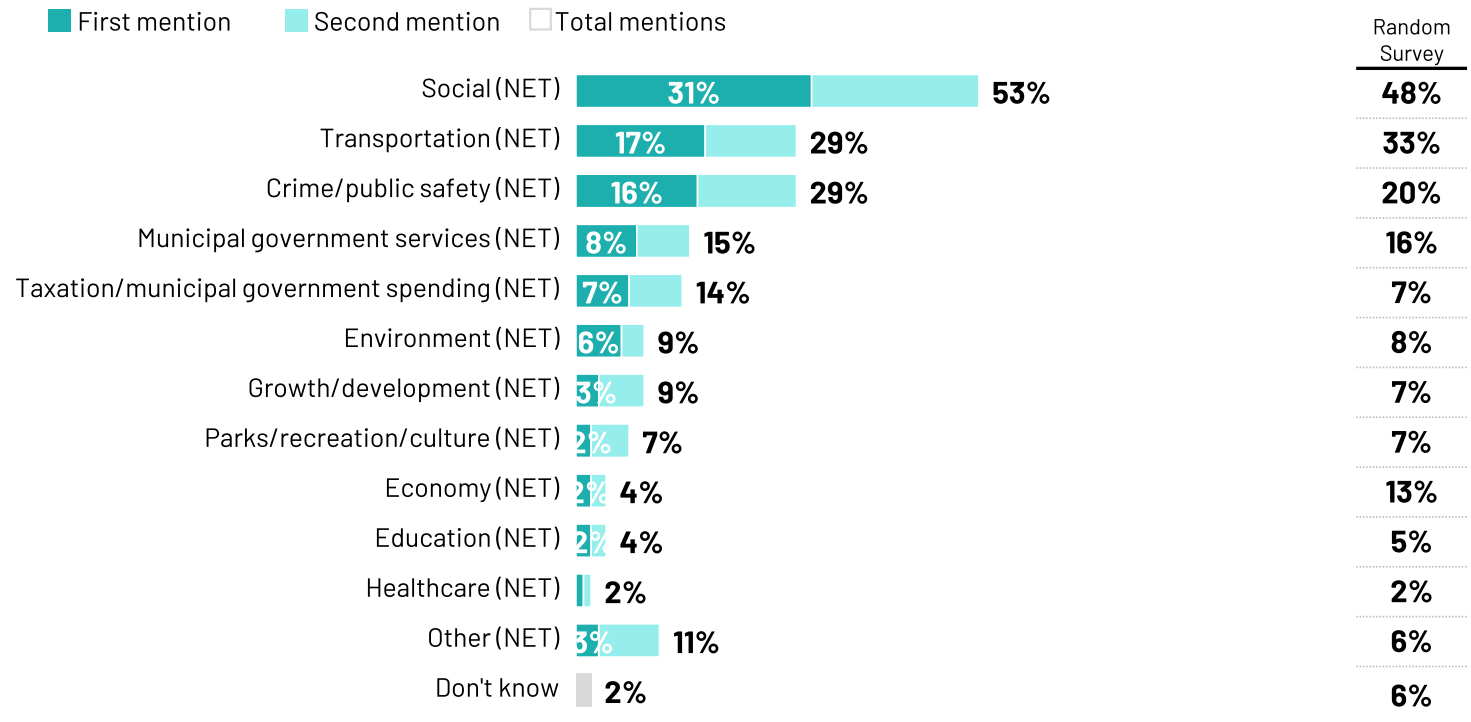
IMPORTANT LOCAL ISSUES

3.3

Important Local Issues

(coded open-ends, multiple mentions allowed)

- More than half (53%) of those participating in the open invitation survey identify social issues as the most important community issue.
- Transportation and crime/public safety are tied for second (29%).
- These are also the top three issues in the random survey, although those participating in the open invitation survey place a slightly higher emphasis on crime/public safety (29% versus 20%).
- Mentions of taxation/municipal government spending are also higher in the open invitation survey (14% versus 7%).
- Conversely, those participating in the open invitation survey are less likely to mention the economy (4% versus 13%).



Base: All respondents (n=163)
 Q1. In your view, what are the most important issues facing New Westminster today, that are the issues you feel should receive the greatest attention from local leaders?

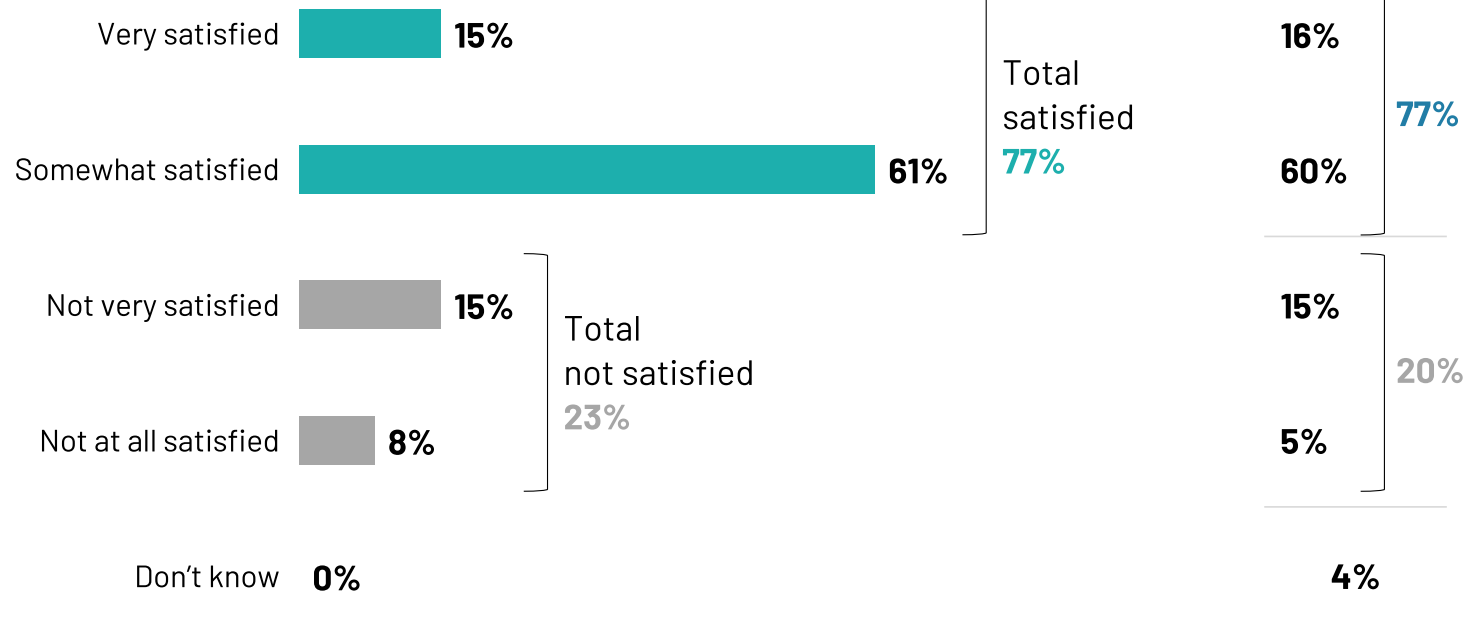


CITY SERVICES

3.4

Overall Satisfaction with City Services

- In total, 77% of those participating in the open invitation survey say they are satisfied with the overall level and quality of City services.
- This is consistent with the random survey (also 77%).

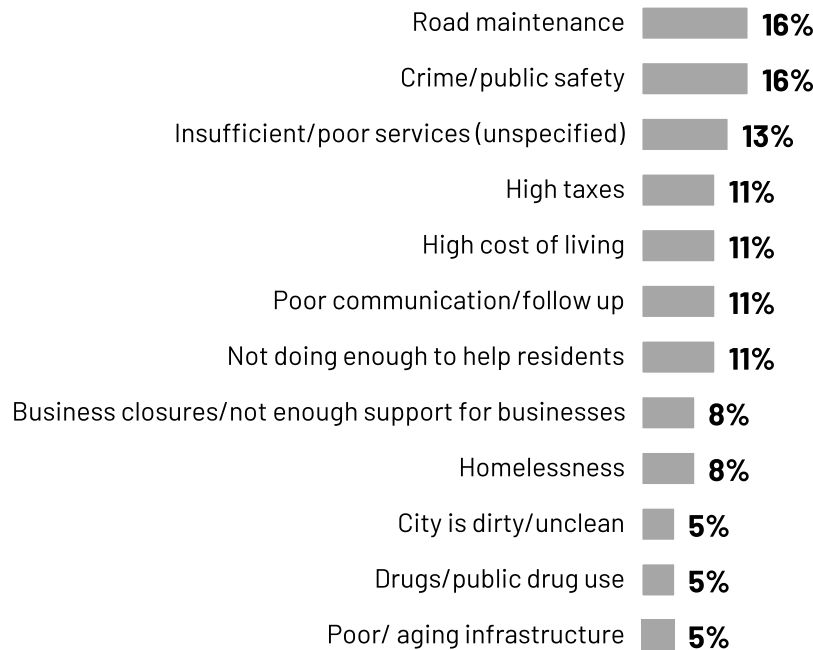


Base: All respondents (n=163)
 Q8. How satisfied are you with the overall level and quality of services provided by the City of New Westminster?

Reasons why Not Satisfied with Overall City Services

(among those saying not satisfied)(coded open-ends)

- Those saying they are not satisfied with the City's overall services attribute this to a variety of reasons.
- The three most frequently mentioned responses (coded open-ends) include concerns around:
 - "Road maintenance" (16%)
 - "Crime/public safety" (16%)
 - "Insufficient/poor services (unspecified)" (13%)
- These are generally similar to the themes seen in the random survey.
- Results should be interpreted with caution due to the small sample size.



Random Survey



Open invitation mentions <5% not shown.
 * Very small base size (<50), interpret with caution.
 Base: Those saying they are not satisfied with the overall level and quality of City services (n=38)*
 Q9. Why are you not satisfied with the overall level and quality of services provided by the City of New Westminster?



Satisfaction with Specific Services

(excludes those saying don't know)¹

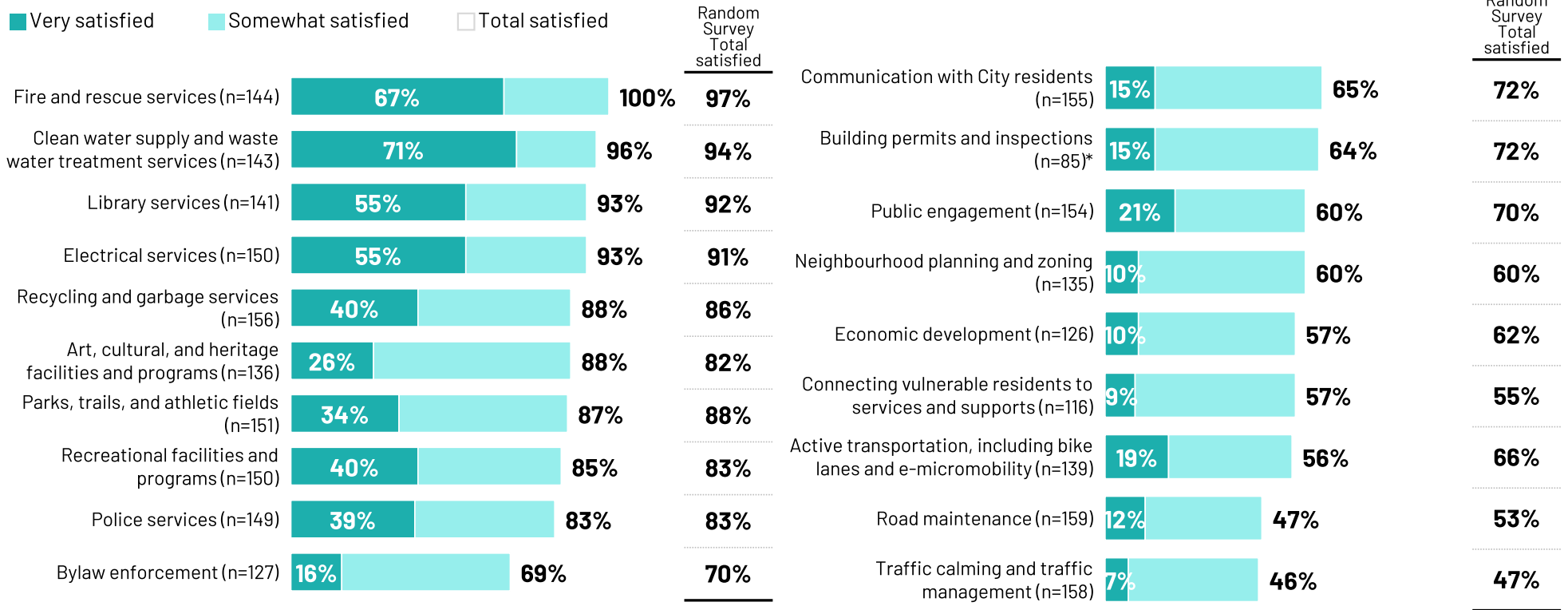
- Those participating in the open invitation survey are also largely satisfied (combined 'very/somewhat satisfied' responses) with the delivery of specific City services.
 - Of the 19 evaluated services, 9 receive a satisfaction rating higher than 80%, with *fire and rescue services* being the most satisfactory service overall, achieving a perfect score of 100% satisfied.
 - More modest satisfaction ratings are seen for the remaining services. The two lowest rated services overall are *road maintenance* (47%) and *traffic calming and traffic management* (46%), with less than half saying they are satisfied in each of these areas.
- Overall, those participating in the open invitation survey generally provide similar satisfaction ratings to those in the random survey. Notable exceptions include:
 - Those participating in the open invitation survey are more likely to say they are satisfied with *art, cultural, and heritage facilities and programs* (88% versus 82%).
 - However, they are less likely to say they are satisfied with *public engagement* (60% versus 70%) and *active transportation, including bike lanes and e-micromobility* (56% versus 66%).
 - While *road maintenance* generally receives mixed reviews in both surveys, it is rated as satisfactory by a majority (53%) of those in the random survey but only 47% of those in the open invitation survey.

¹While residents are generally able to evaluate their satisfaction with most services, there are some services where a relatively large proportion of residents say 'don't know' (for example, 48% say they 'don't know' how to evaluate building permits and inspections, likely due to a lack of experience with this service). To provide the most accurate understanding of satisfaction and comparisons between services, these 'don't know' responses are excluded from the analysis.

Satisfaction with Specific Services

(excludes those saying don't know)

Very satisfied Somewhat satisfied Total satisfied



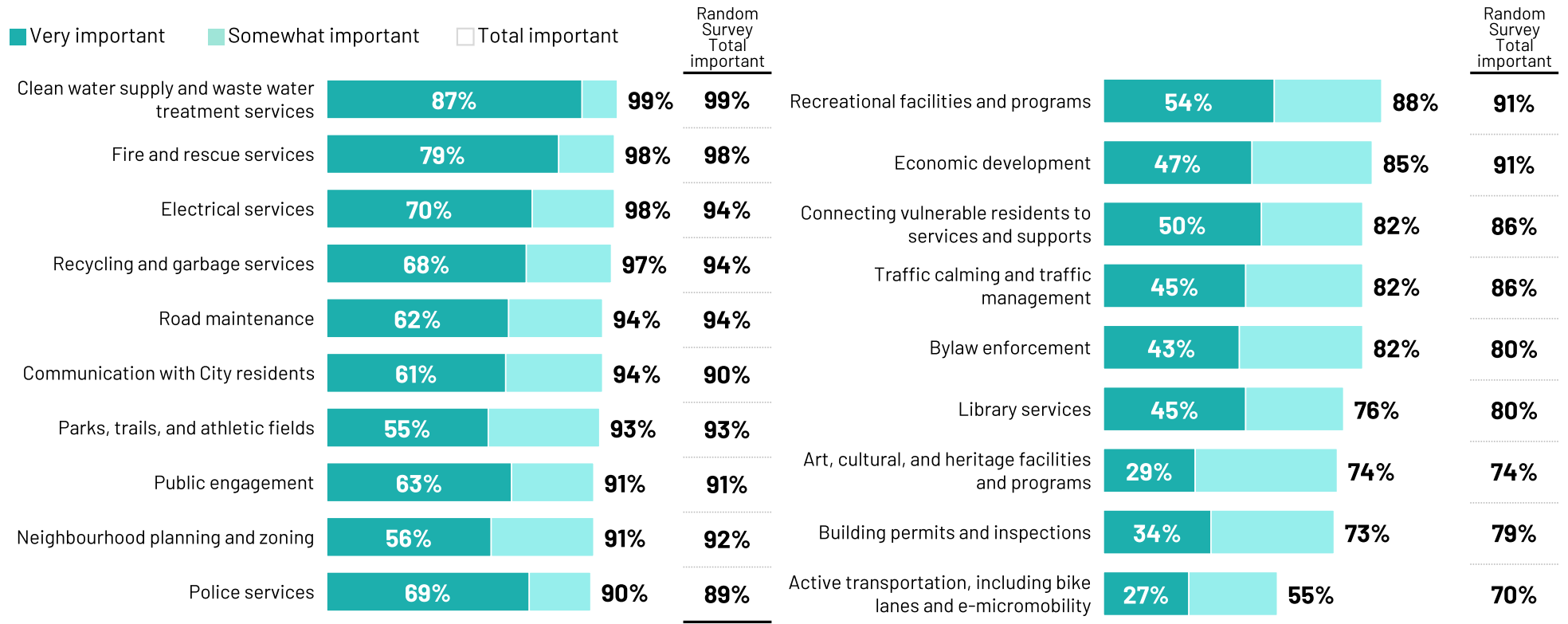
* Small base size (<100), interpret with caution.
 Base: Excludes those saying don't know (n=varies)
 Q11. Below is a list of services provided to you by the City of New Westminster. How satisfied are you with each of these services?



Importance of Specific Services

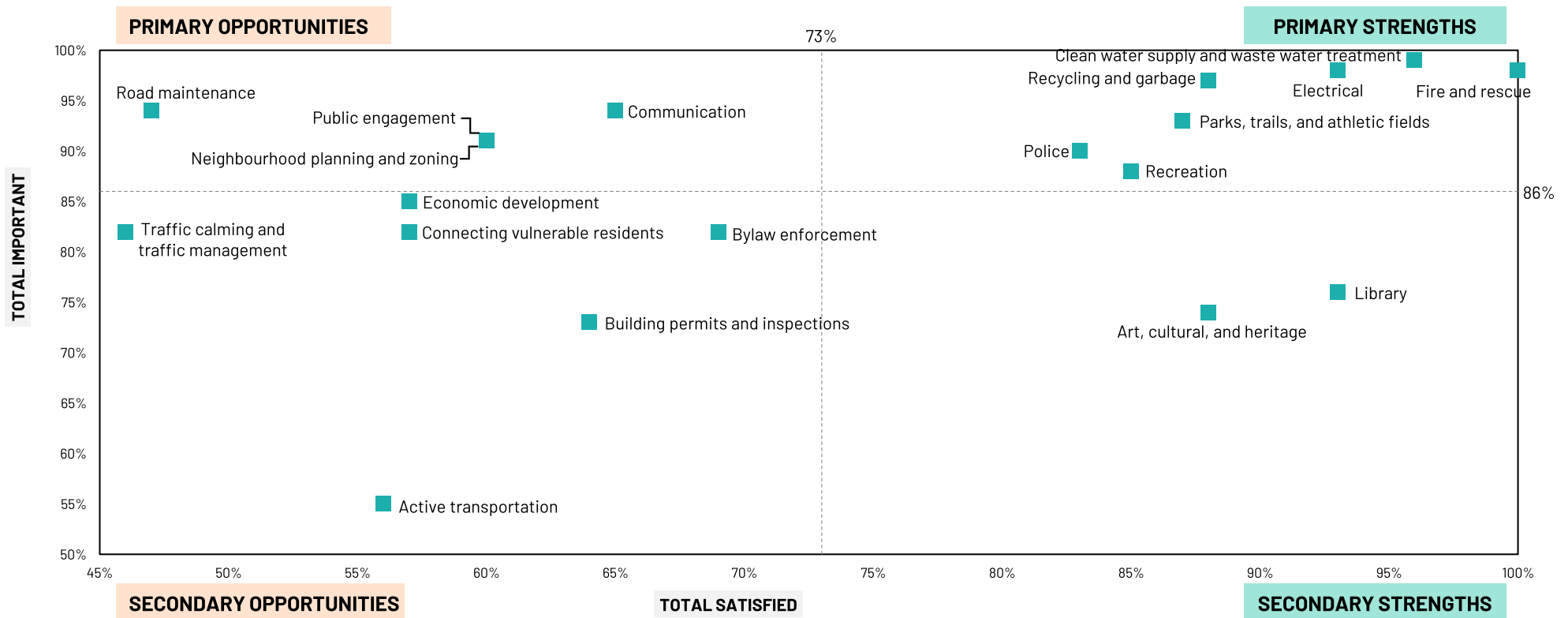
- Of the 19 evaluated services, 10 receive an overall importance score (combined 'very/somewhat important' responses) of 90% or more and another five receive an overall importance score of 80% or more.
- Services that are rated relatively lower in importance include *library services* (76%), *art, cultural, and heritage facilities and programs* (74%), and *building permits and inspections* (73%).
- The overall lowest score goes to *active transportation, including bike lanes and e-micromobility*, with just 55% of those participating in the open invitation survey saying this is important.
- Overall, those participating in the open invitation survey generally provide similar importance ratings to those in the random survey.
- One notable exception is *active transportation, including bike lanes and e-micromobility*, which is rated lower by those participating in the open invitation survey (55% versus 70%).

Importance of Specific Services



Base: All respondents (n=163)
 Q10. Below is a list of services provided to you by the City of New Westminster. How important is each service to you personally?

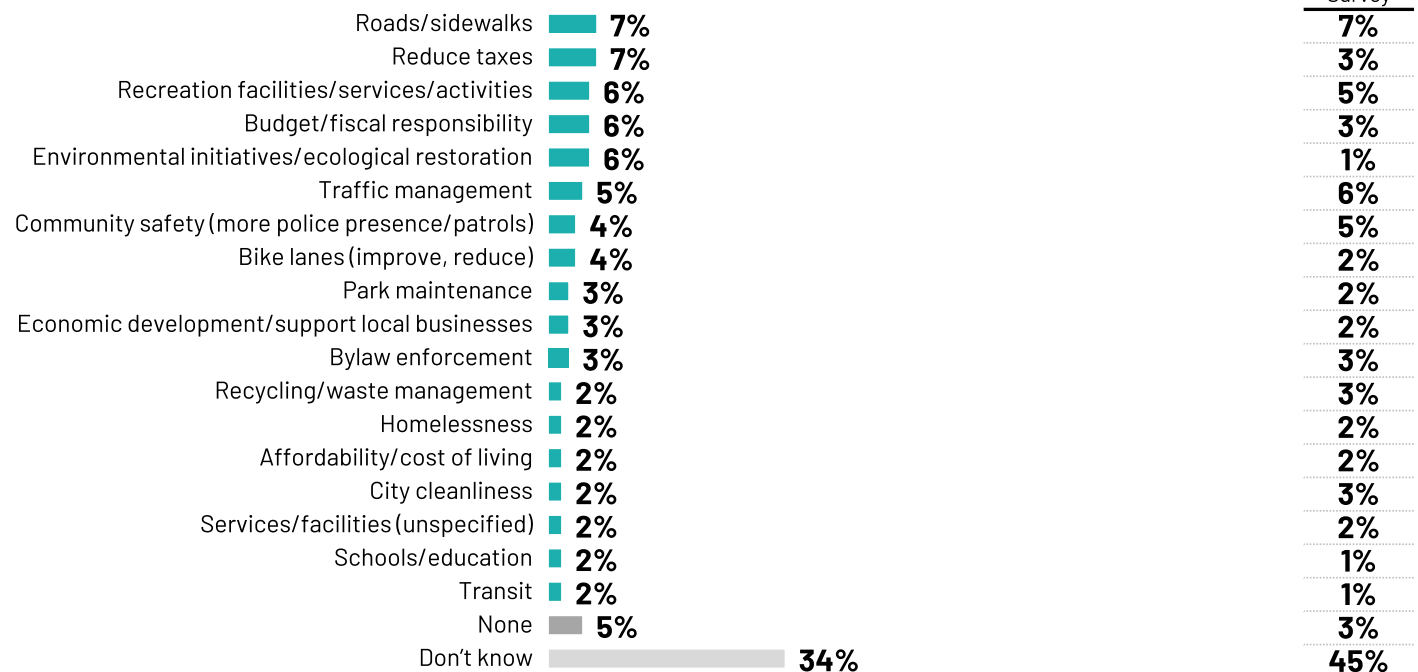
- The **Action Grid** for those participating in the open invitation survey is very similar to the random survey. The only difference is that *economic development* is a Secondary Opportunity in the open invitation survey and a Primary Opportunity in the random survey



Suggestions for New Services or Enhancements to Existing Services

(coded open-ends, multiple mentions allowed)

- Similar to the random survey, those participating in the open invitation survey offer a variety of suggestions for new services or enhancements to existing services.
- The two most frequently mentioned responses (coded open-ends) are “roads/sidewalks” (7%) and “reduce taxes” (7%).



Open invitation mentions <2% not shown.

Base: All respondents (n=163)

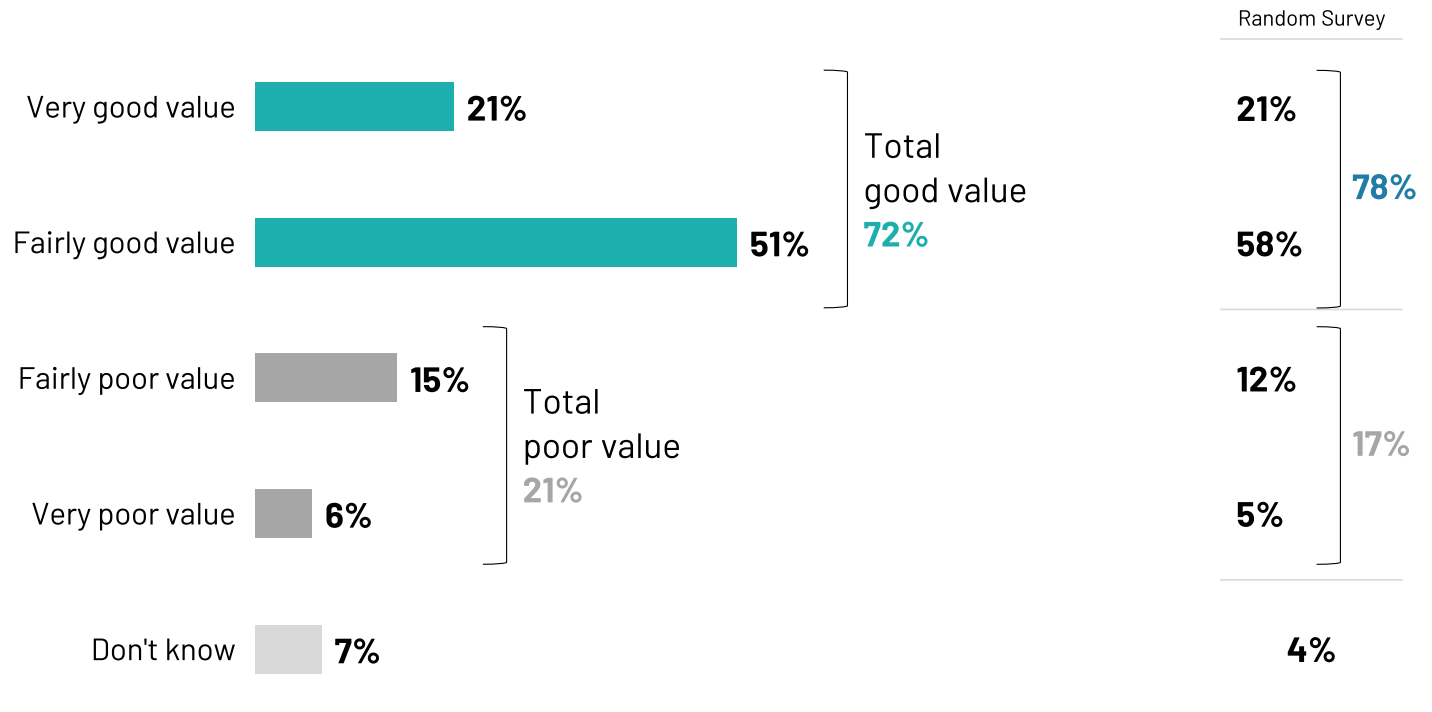
Q12. Adding new services or enhancing existing ones requires additional funding beyond inflationary property tax/user fee rate increases needed to maintain existing service levels. Are there any new services or specific enhancements to existing services that you would like the City to consider?

FINANCING CITY SERVICES

3.5

Value for Money

- Overall perceptions of value for money among those participating in the open invitation survey are positive (72% total good value) but slightly lower than the random survey (78%).

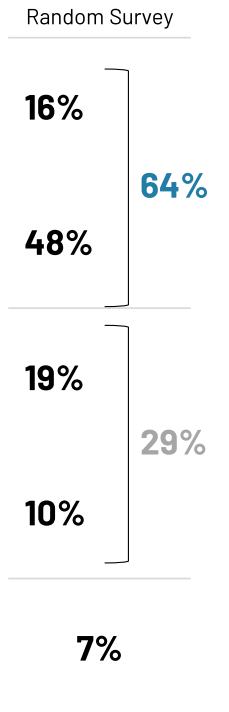
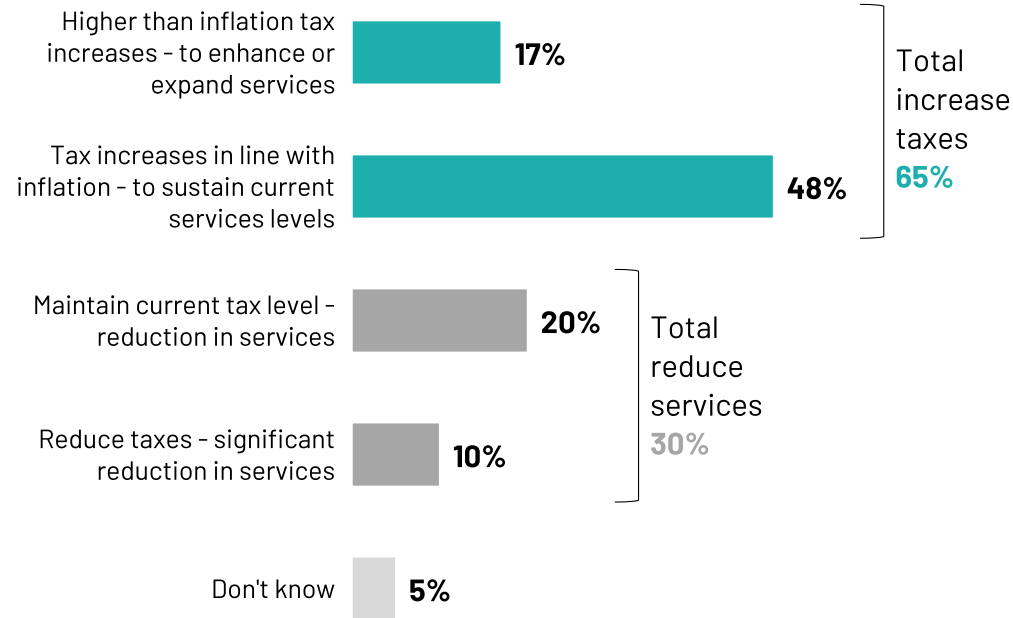


Base: All respondents (n=163)

Q13. Thinking about all the utility services you receive from the City of New Westminster, such as electrical, water/sewer, garbage collections and recycling, would you say that overall you get good value or poor value for your money?

Balancing Taxation and Service Delivery Levels

- When it comes to balancing taxation and service delivery levels, 65% of those participating in the open invitation survey say they would prefer the City increase taxes while 30% opt for service reductions.
- These results are almost identical to the random survey.

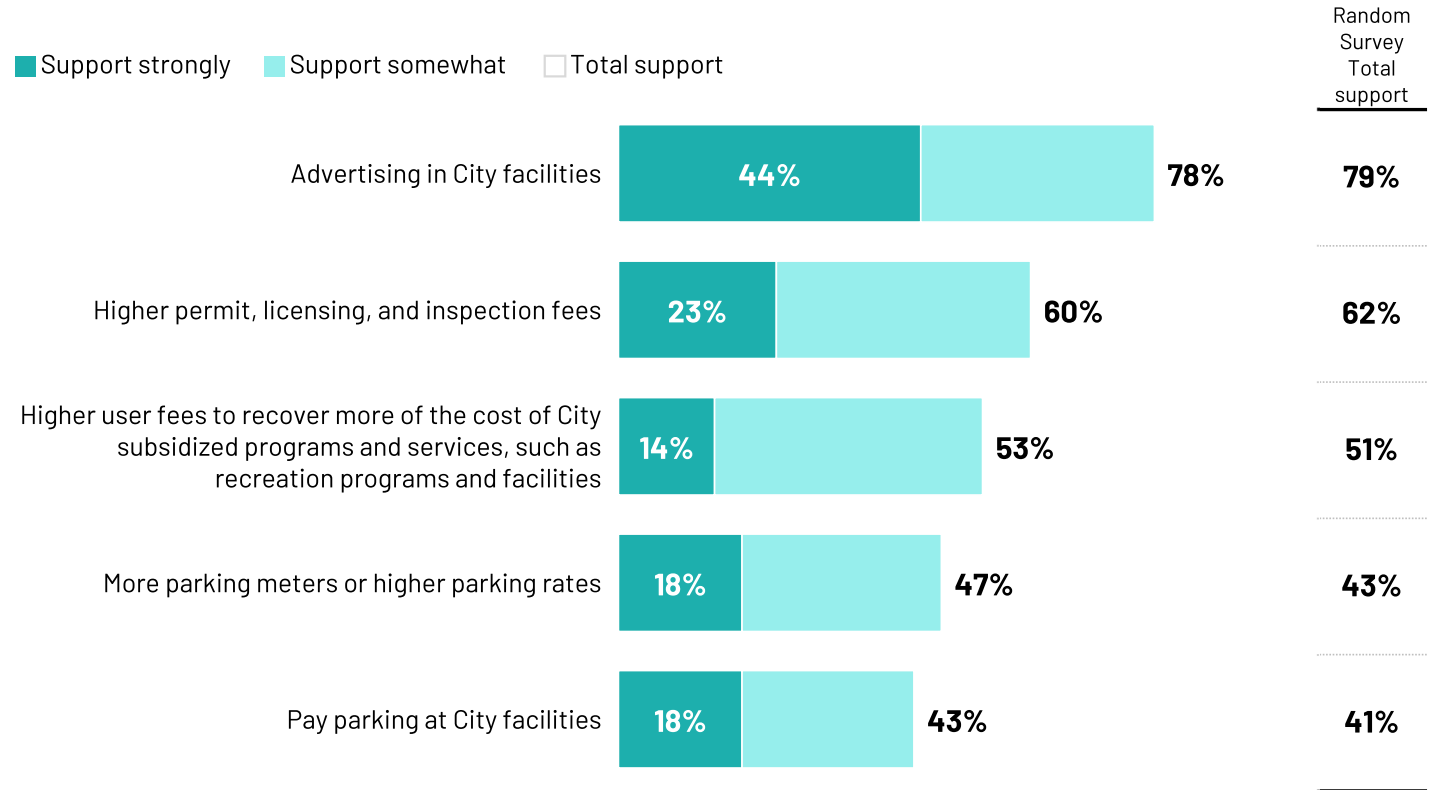


Base: All respondents (n=163)

Q14. Property taxes are the primary way to pay for services such as police, fire, transportation, planning, library, bylaw enforcement, parks and recreation services provided by the City of New Westminster. Due to the increased cost of maintaining current service levels and infrastructure, the City of New Westminster must balance taxation and service delivery levels. To deal with this situation, which one of the following four options would you most like the City to pursue?

Support for Other Revenue Generating Ideas

- Those participating in the open invitation survey are aligned with the random survey in their support for other revenue generating ideas.
- *Advertising in City facilities* sees the greatest support (78%), followed by *higher permit, licensing, and inspection fees* (60%).
- Opinion is mixed on *higher user fees to recover more of the cost of City subsidized programs and services, such as recreation programs and facilities* (53%).
- Less than half support *more parking meters or higher parking rates* (47%) and *pay parking at City facilities* (43%).



Base: All respondents (n=163)
 Q15. In an effort to bring in more revenues and reduce tax increases, to what extent would you support or oppose each of the following?

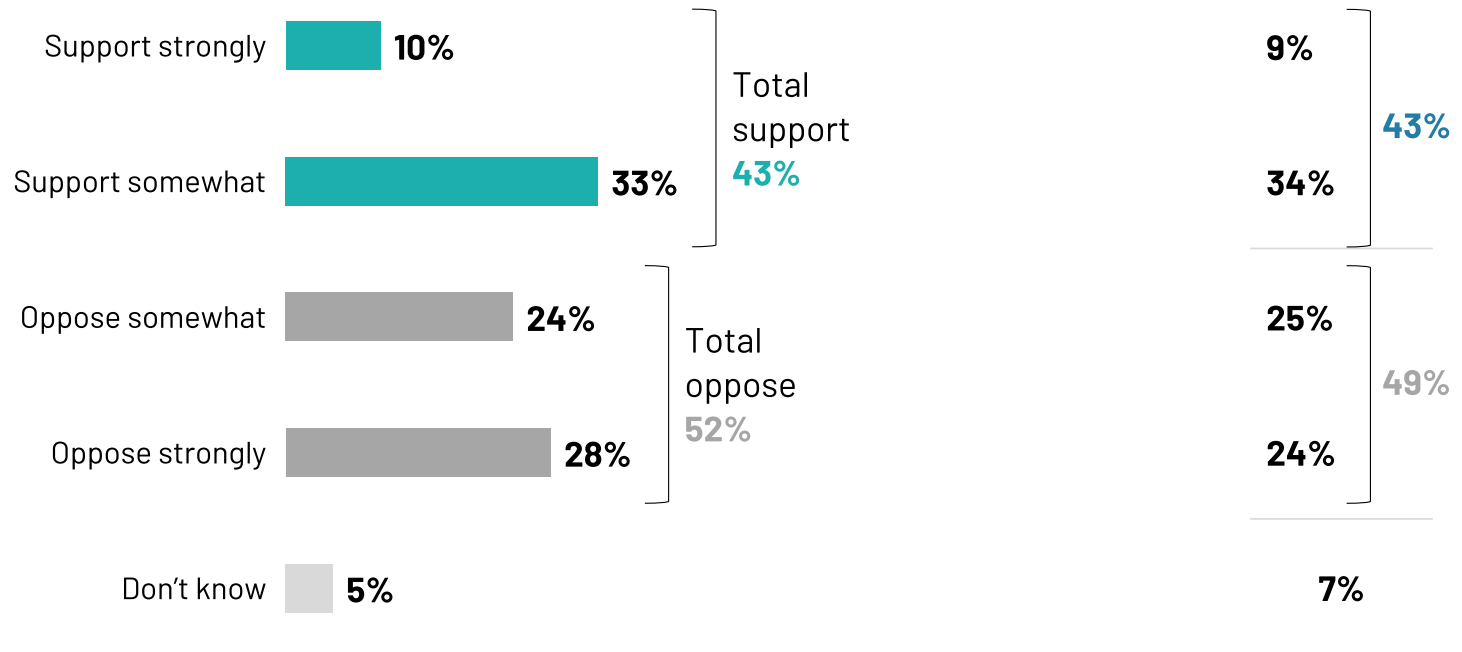


CAPITAL INVESTMENT

3.6

Support for City Borrowing Funds

- The majority (52%) of those participating in the open invitation survey say they would oppose the City borrowing funds to deal with the backlog of capital replacement and upgrade projects on a more frequent basis.
- A total of 43% say they would support this, consistent with the random survey.



Base: All respondents (n=163)

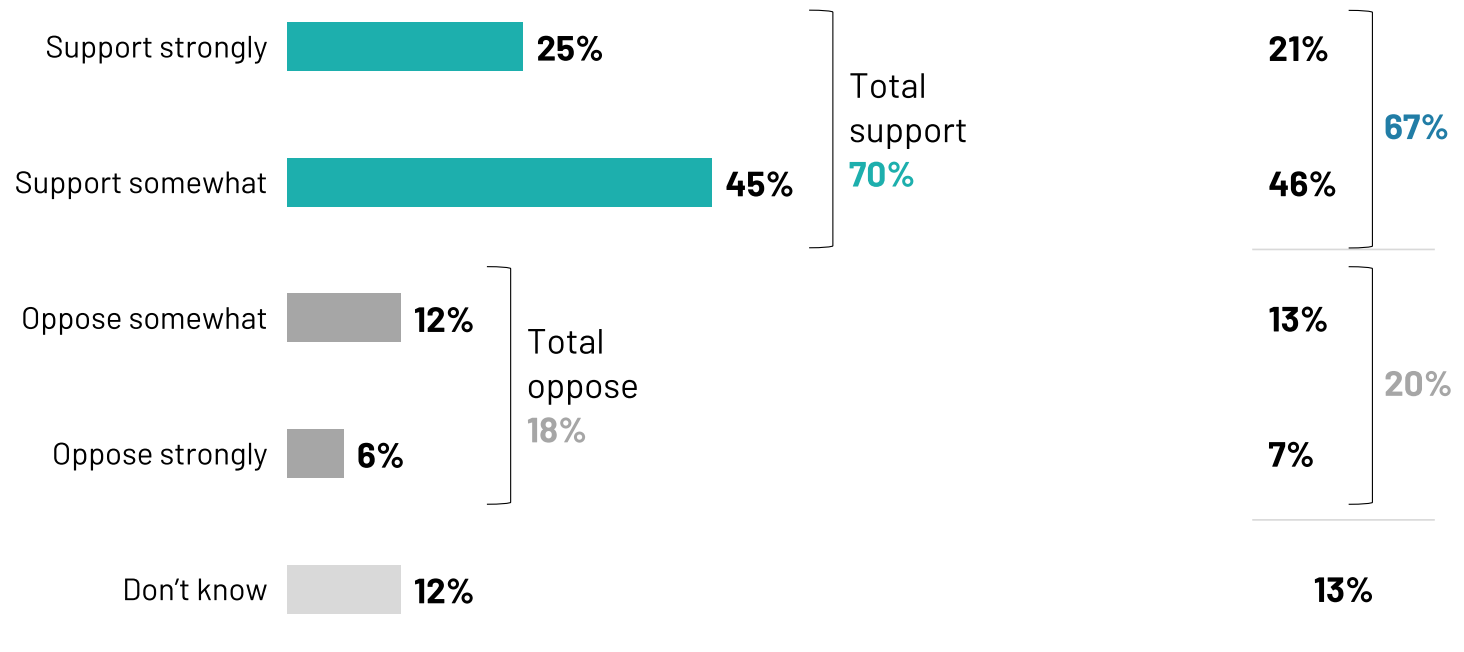
Q16. To what extent would you support or oppose the City borrowing funds to deal with the backlog of capital replacement and upgrade projects on a more frequent basis? Borrowing would enable the City to deal with the backlog of capital replacement and upgrade projects, but would lead to increased overall project costs due to interest charges. Increases to property taxes and/or utility user fees may be necessary to service the debt.

PROPERTY TAXES AND TAX BURDEN

3.7

Support for Adjusting Property Tax Allocation between Residents and Businesses

- Seven-in-ten (70%) of those participating in the open invitation survey say they would support the City adjusting the property tax allocation between residents and businesses if a review finds that businesses in New Westminster pay a higher or lower percentage of the property tax levy compared to businesses in neighbouring municipalities.
- This is consistent with the random survey (67%).



Base: All respondents (n=163)
 Q17. As you may know, the City collects property taxes from New Westminster residents and businesses. Currently, residents pay 65% of the City's property taxes, businesses pay 30% of the City's property taxes, and the remainder is from other property classes. If a review finds that businesses in New Westminster pay a higher or lower percentage of the property tax levy compared to businesses in neighbouring municipalities, would you support or oppose the City adjusting the property tax allocation between residents and businesses?

04 APPENDIX: SAMPLE CHARACTERISTICS



Sample Characteristics

	Random Unweighted (n=721)	Random Weighted (n=721)	Open Invitation Unweighted (n=163)
AGE			
18-34	16%	28%	9%
35-54	39%	35%	30%
55+	42%	34%	55%
Prefer not to answer	3%	3%	6%
GENDER IDENTITY			
Male	50%	45%	42%
Female	43%	48%	48%
Non-binary	1%	1%	2%
Prefer not to answer	7%	7%	9%
AREA OF CITY LIVE IN			
West End	8%	10%	9%
Queensborough	9%	13%	4%
Uptown	31%	34%	36%
East End	21%	21%	25%
Downtown	28%	19%	26%
Prefer not to answer	3%	3%	1%
HOUSING TENURE			
Own	68%	64%	79%
Rent	27%	30%	17%
Prefer not to answer	5%	6%	4%

	Random Unweighted (n=721)	Random Weighted (n=721)	Open Invitation Unweighted (n=163)
OWN/OPERATE BUSINESS			
Yes	5%	5%	9%
No	91%	91%	87%
Prefer not to answer	3%	4%	4%
IDENTIFY INDIGENOUS			
Yes – First Nations	1%	1%	1%
Yes – Métis	1%	1%	2%
Yes – Inuit	0%	0%	0%
No	90%	90%	88%
Prefer not to answer	8%	8%	9%
IDENTIFY AS RACIALIZED			
Yes	26%	30%	15%
No	59%	55%	72%
Prefer to self-describe	2%	1%	3%
Prefer not to answer	13%	14%	10%