

2025 BUDGET SURVEY

PRESENTED BY:

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OBJECTIVE

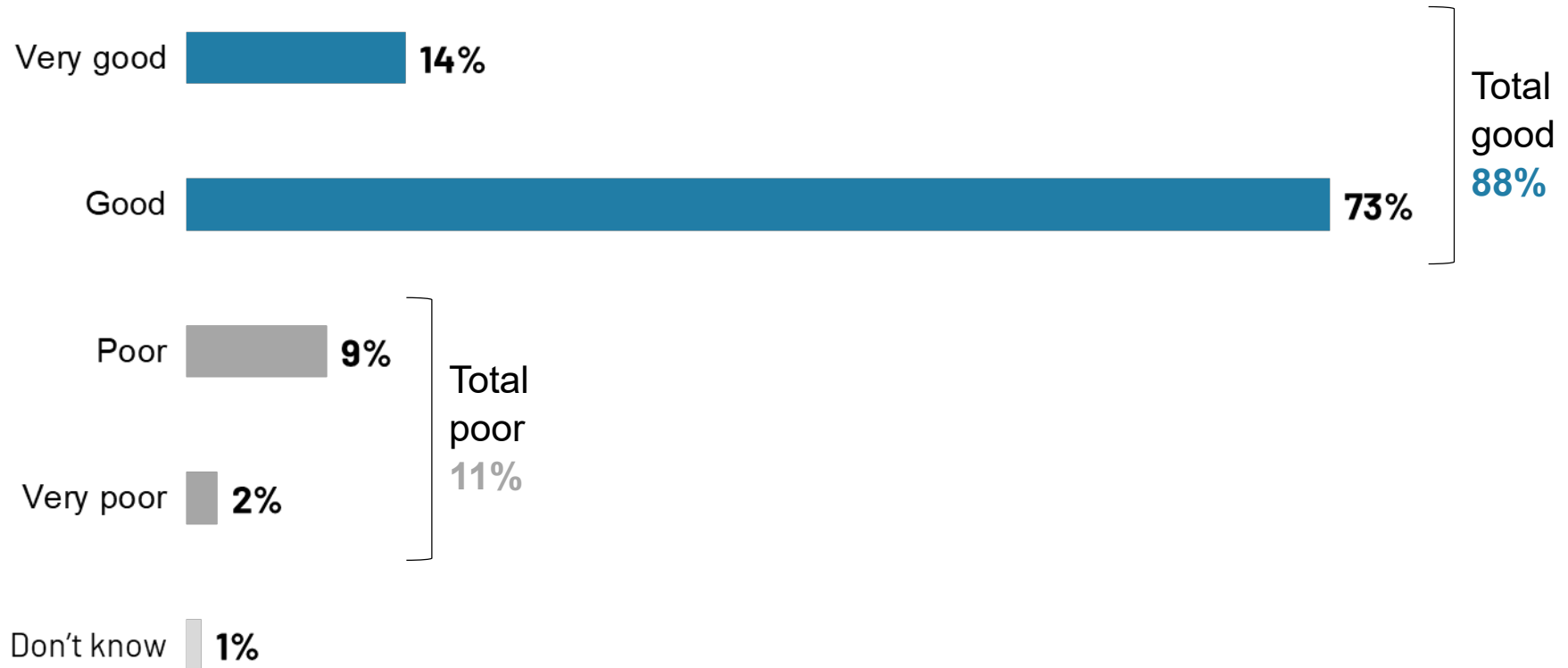
- Obtain public input on important community issues, City services, and priorities for investment

METHODOLOGY

- A total of three online surveys were conducted
 - Resident survey (random)
 - Resident survey (open invitation)
 - Business survey
- Fielded August 15 to September 2, 2024
- Results of each survey are reported separately

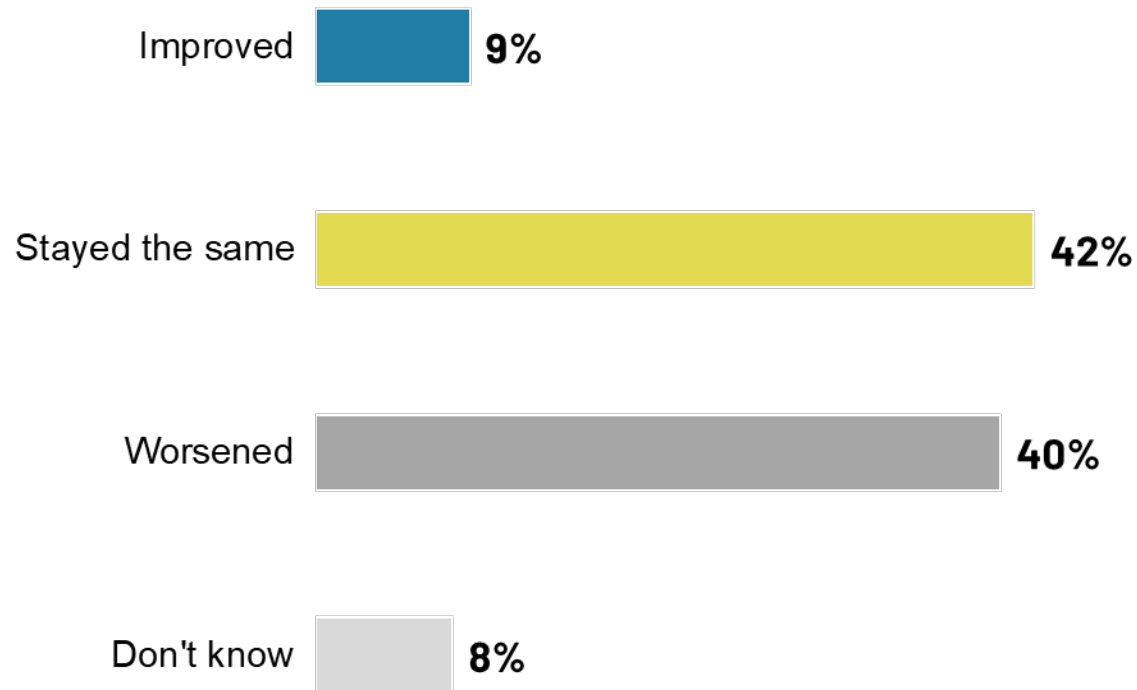
RESIDENT SURVEY (RANDOM)

Perceptions of the overall quality of life in New Westminster today are positive.



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

However, residents have differing views of how the quality of life has changed over the past three years.



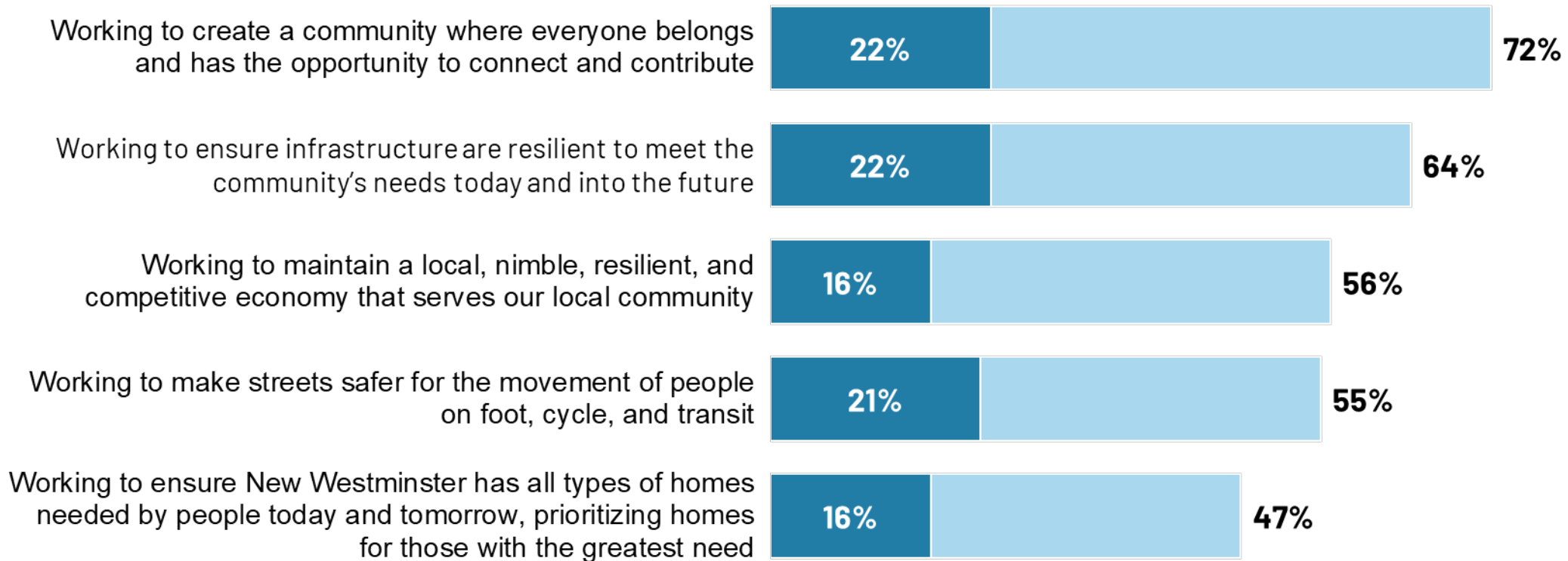
MAIN REASONS FOR SAYING THE QUALITY OF LIFE HAS WORSENERD

- Homelessness/poverty (29%)
- Crime/safety (26%)

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

Perceptions of the City's performance on Council's five strategic priorities are mixed.

■ Strongly agree
 ■ Somewhat agree
 ■ Total agree

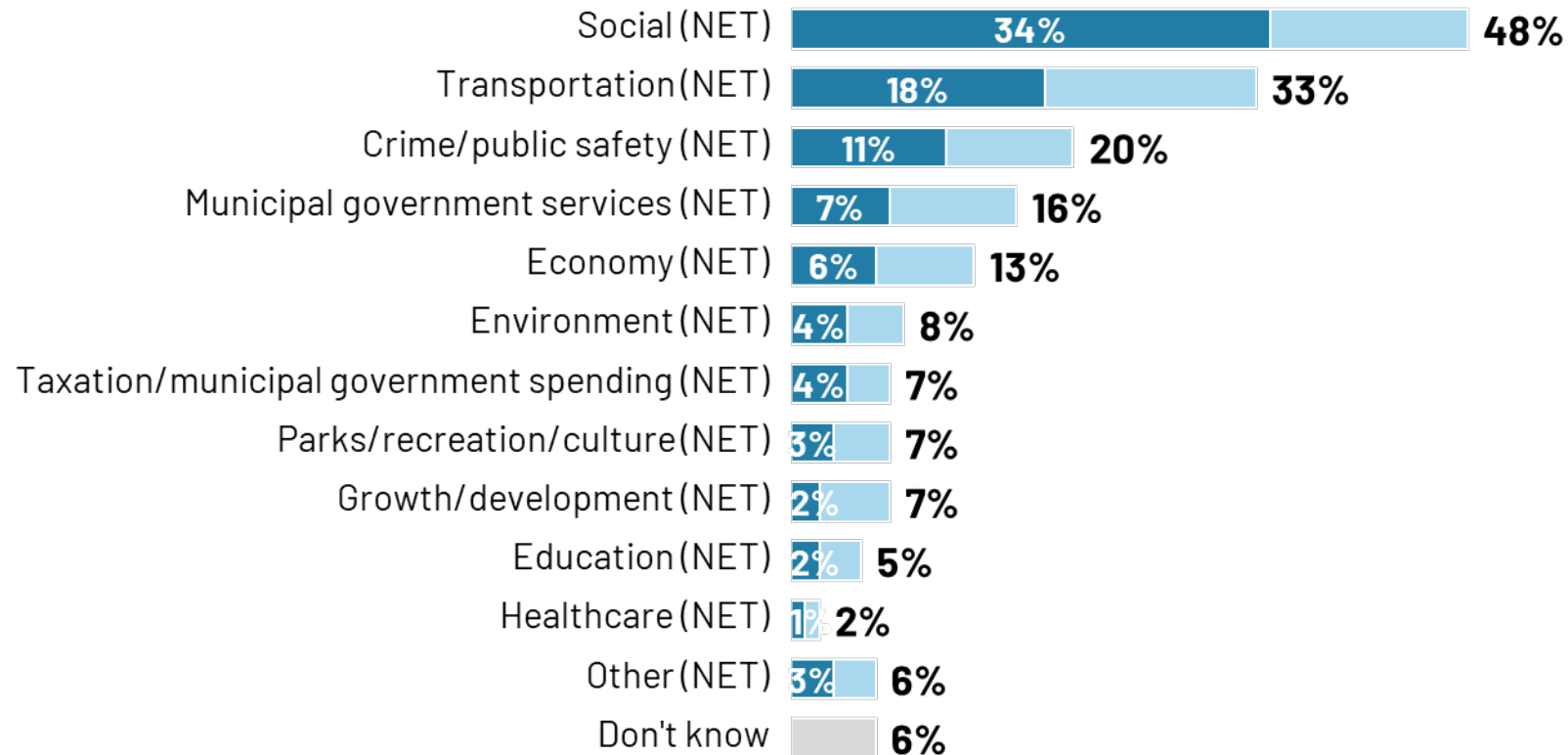


Base: All respondents (n=721)

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?

Social issues are identified as the most important community issue.

■ First mention ■ Second mention □ Total mentions

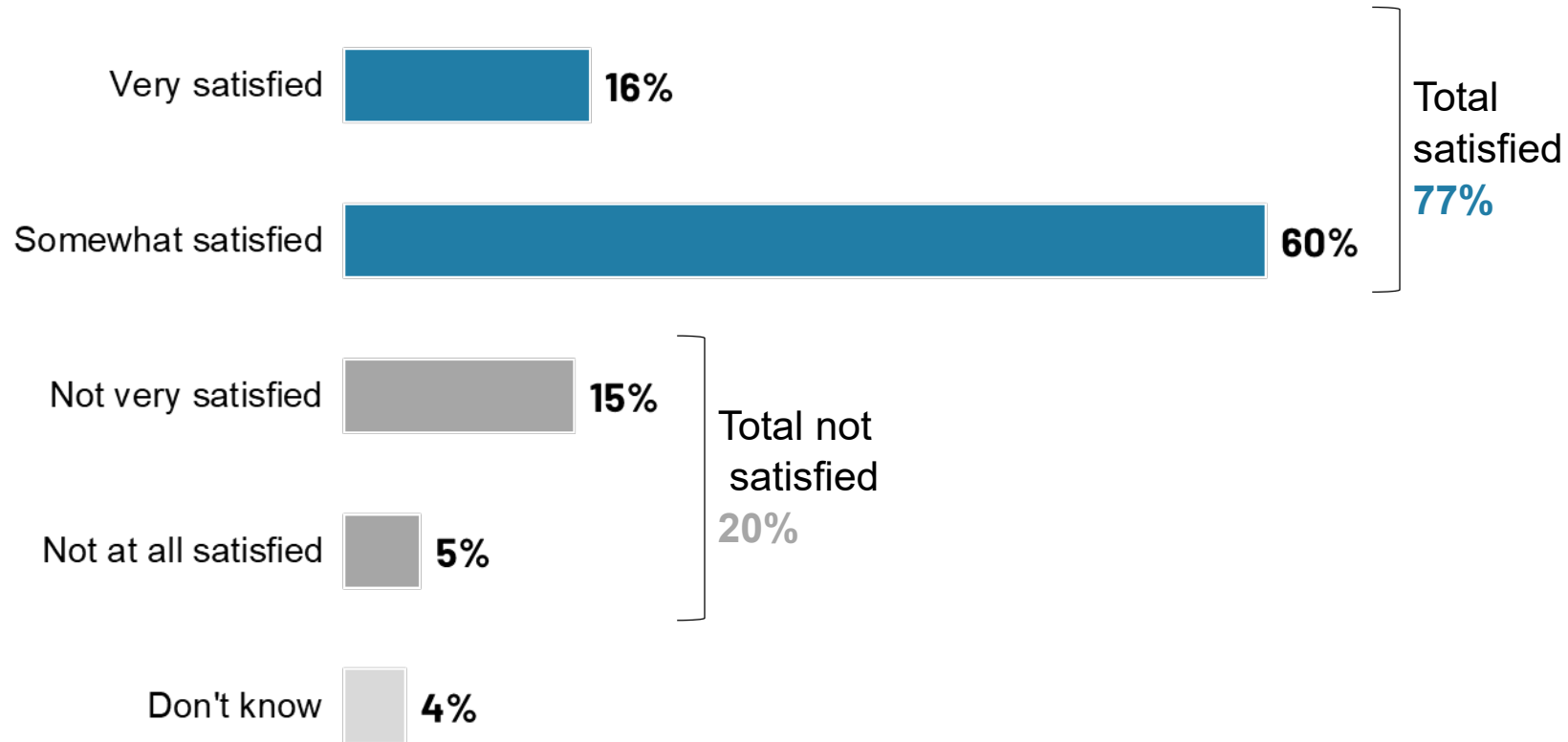


A "NET" is a combination of two or more mentions that cover a specific theme.

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?

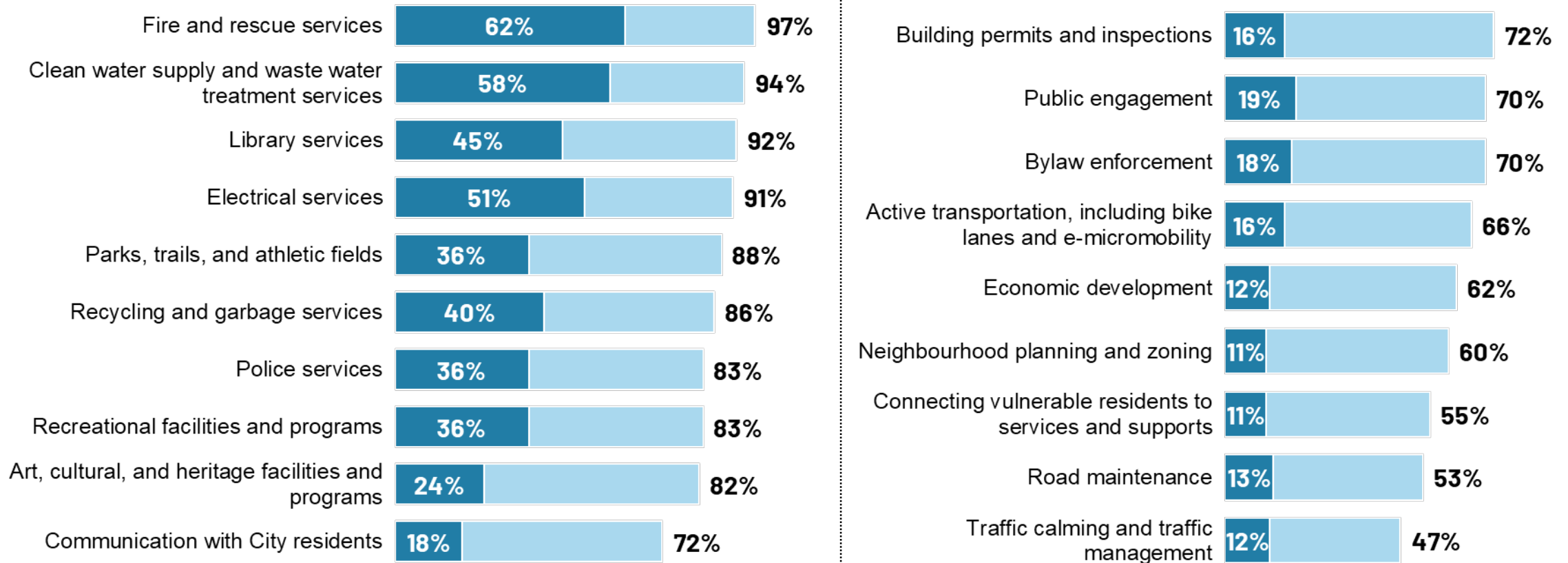
More than three-quarters of residents say they are satisfied with City services overall.



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?

Residents are largely satisfied with the delivery of specific services.

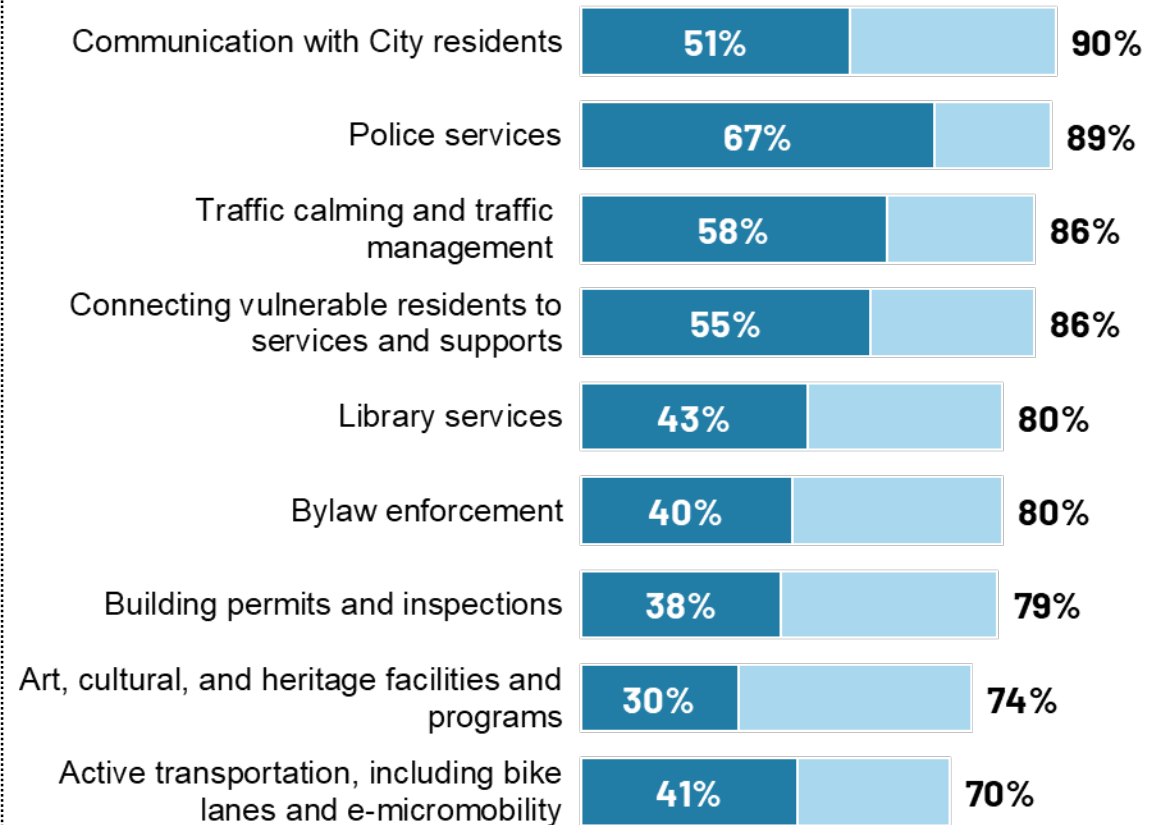
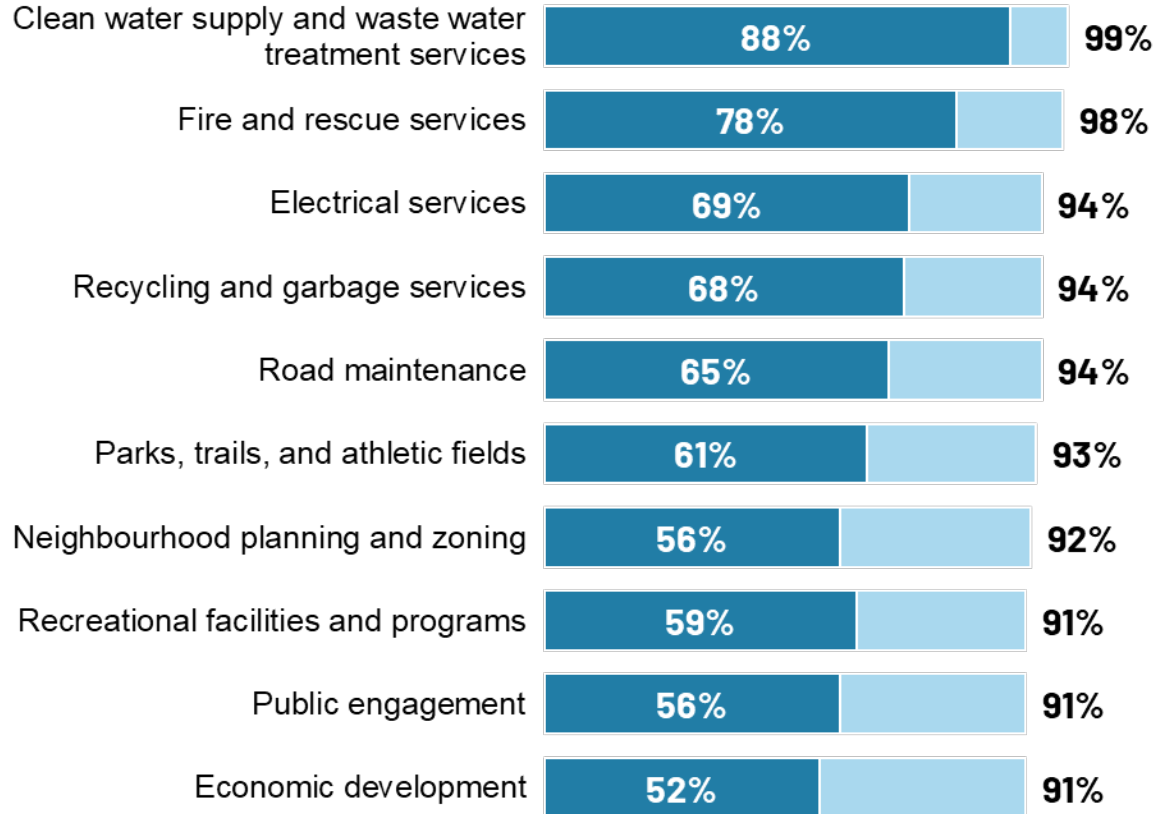
■ Very satisfied ■ Somewhat satisfied □ Total satisfied



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?.

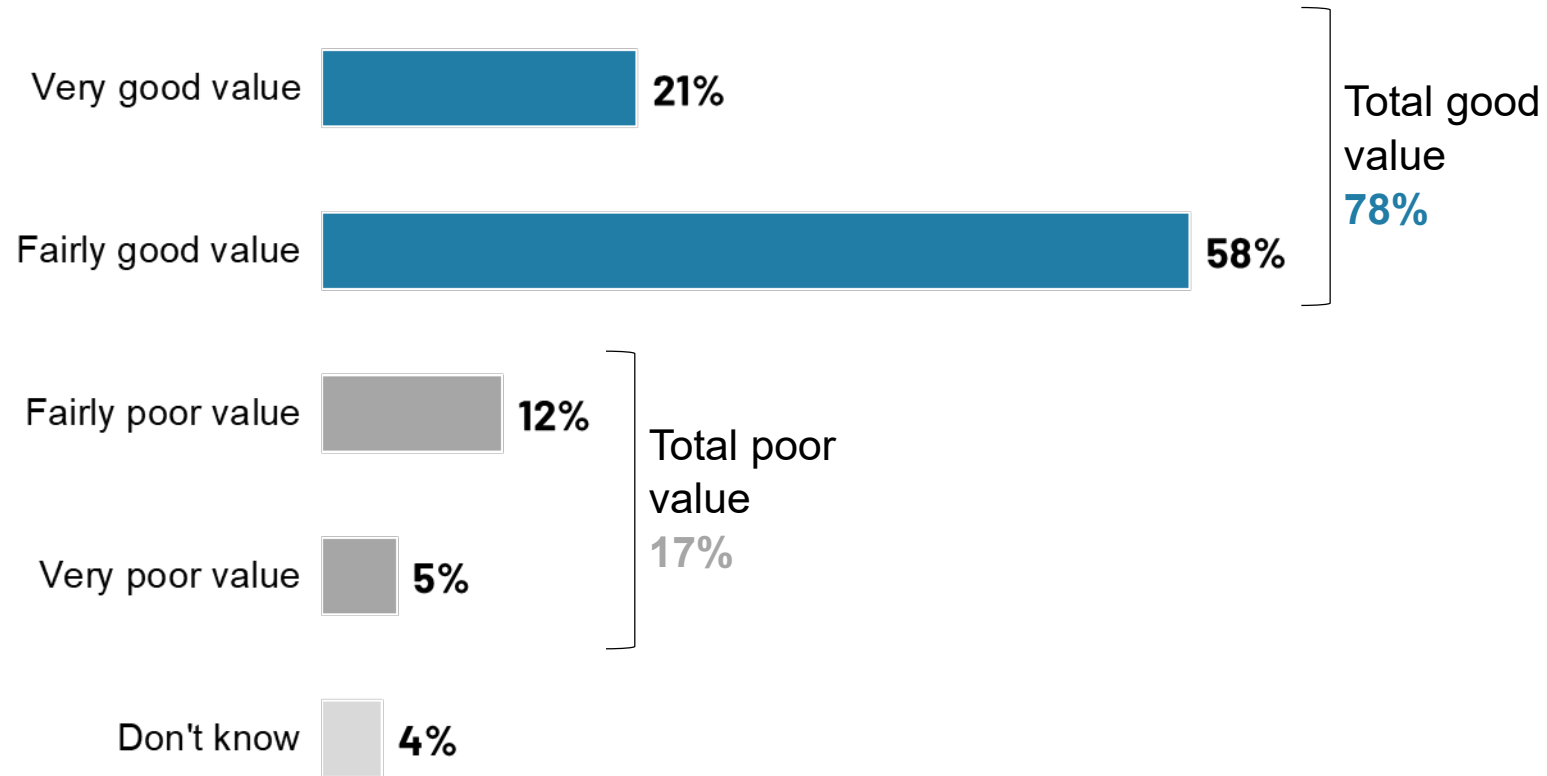
All the evaluated services are important to residents.

■ 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?

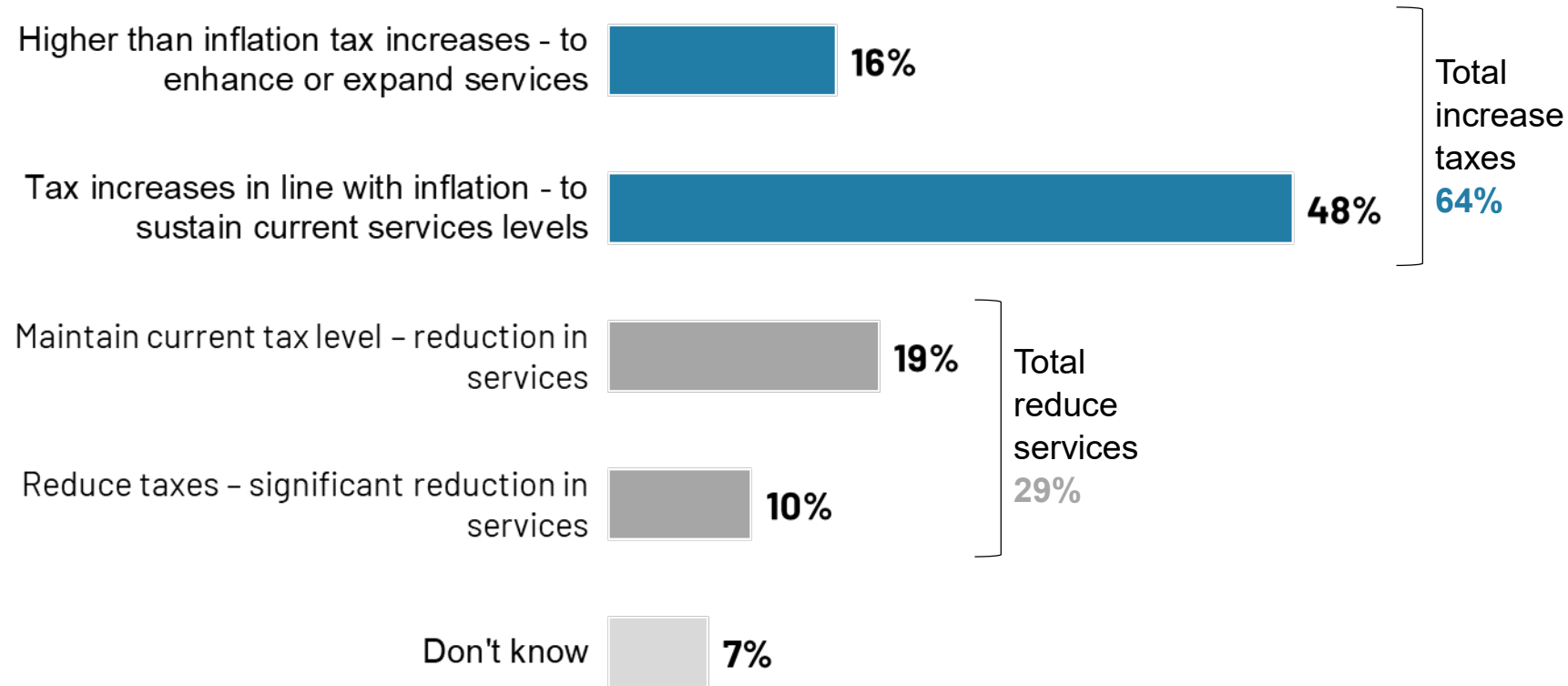
Perceptions of value for money are positive.



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?

Residents prefer tax increases over service reductions.

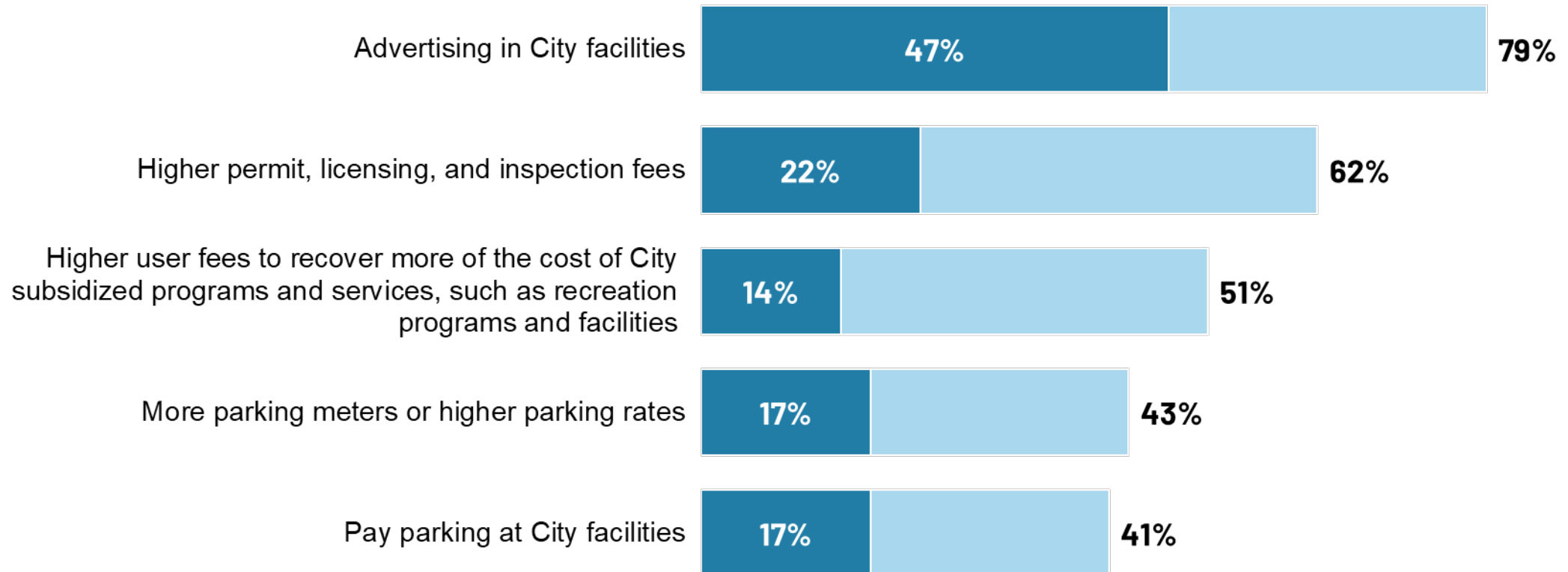


Base: All respondents (n=721)

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?

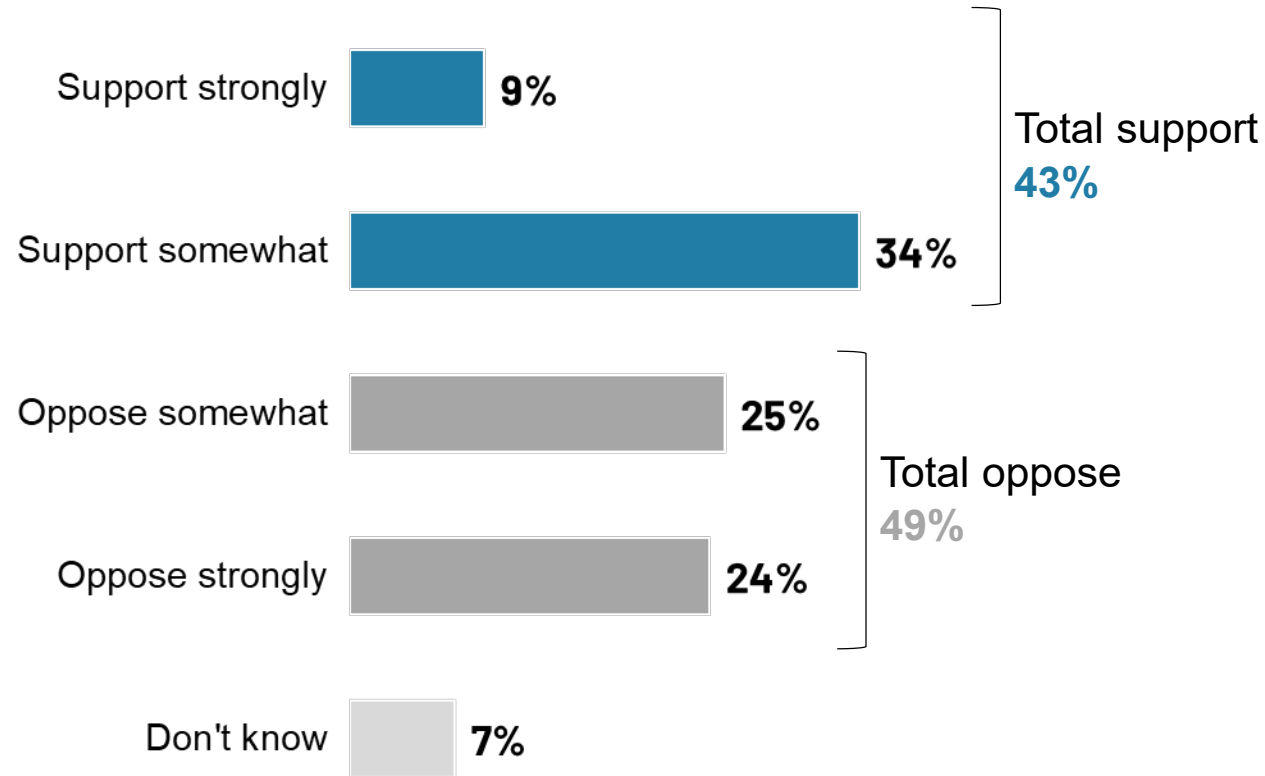
Support for other revenue generating ideas varies.

■ 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?

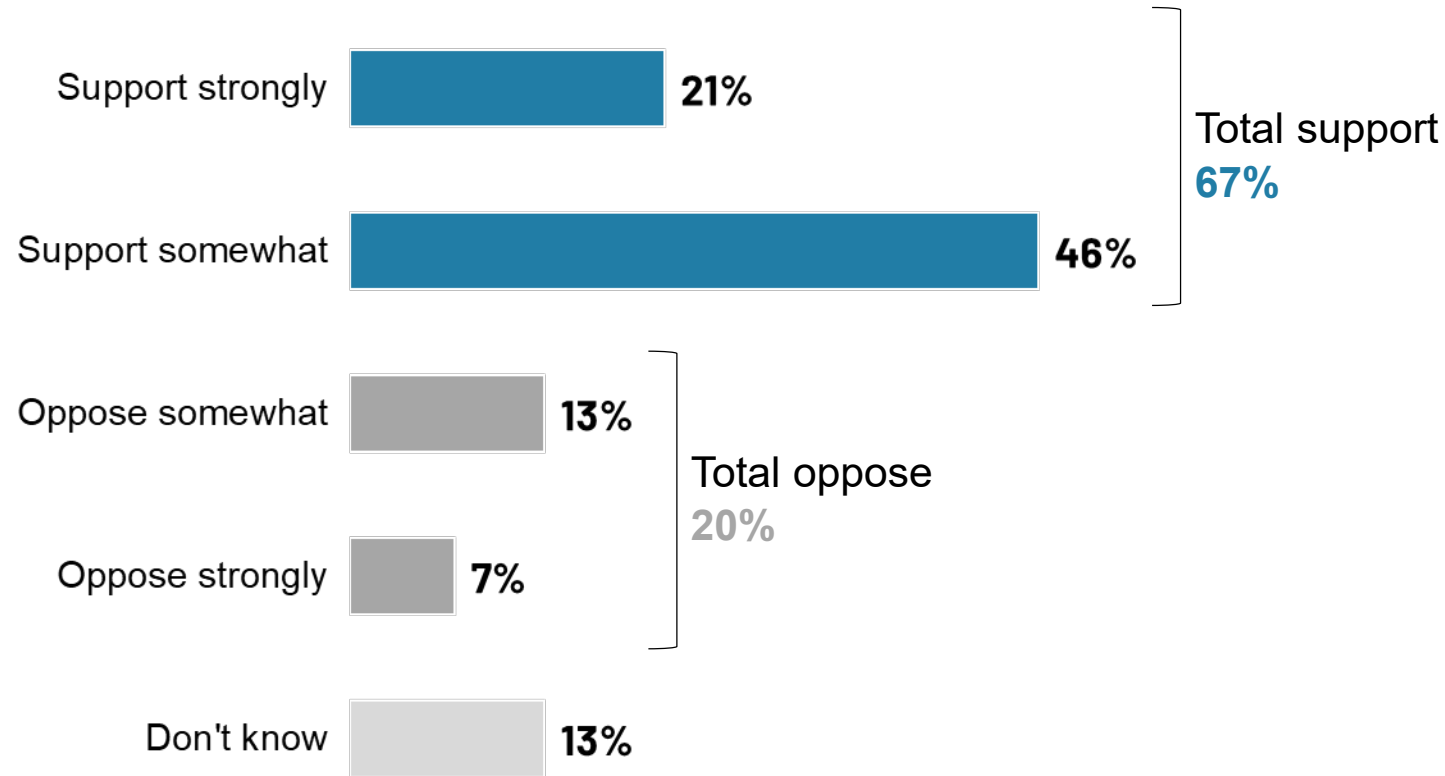
Residents have mixed opinions on the City borrowing funds.



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.

Residents would support the City adjusting the property tax allocation depending on the outcome of a review.



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?

RESIDENT SURVEY (OPEN INVITATION)



Comparison of Open Invitation Survey to Random Survey

1

Overall, the results of the two surveys generally align in terms of direction.

2

However, those participating in the open invitation survey provide slightly lower ratings in several areas.

3

Satisfaction with services is largely similar in both surveys, with some exceptions.

4

The top three most important issues are the same in both surveys. However, those participating in the open invitation survey place a slightly higher emphasis on crime/public safety.

Overall Quality of Life

OPEN INVITATION

81%

Total Good
(Very Good + Good)

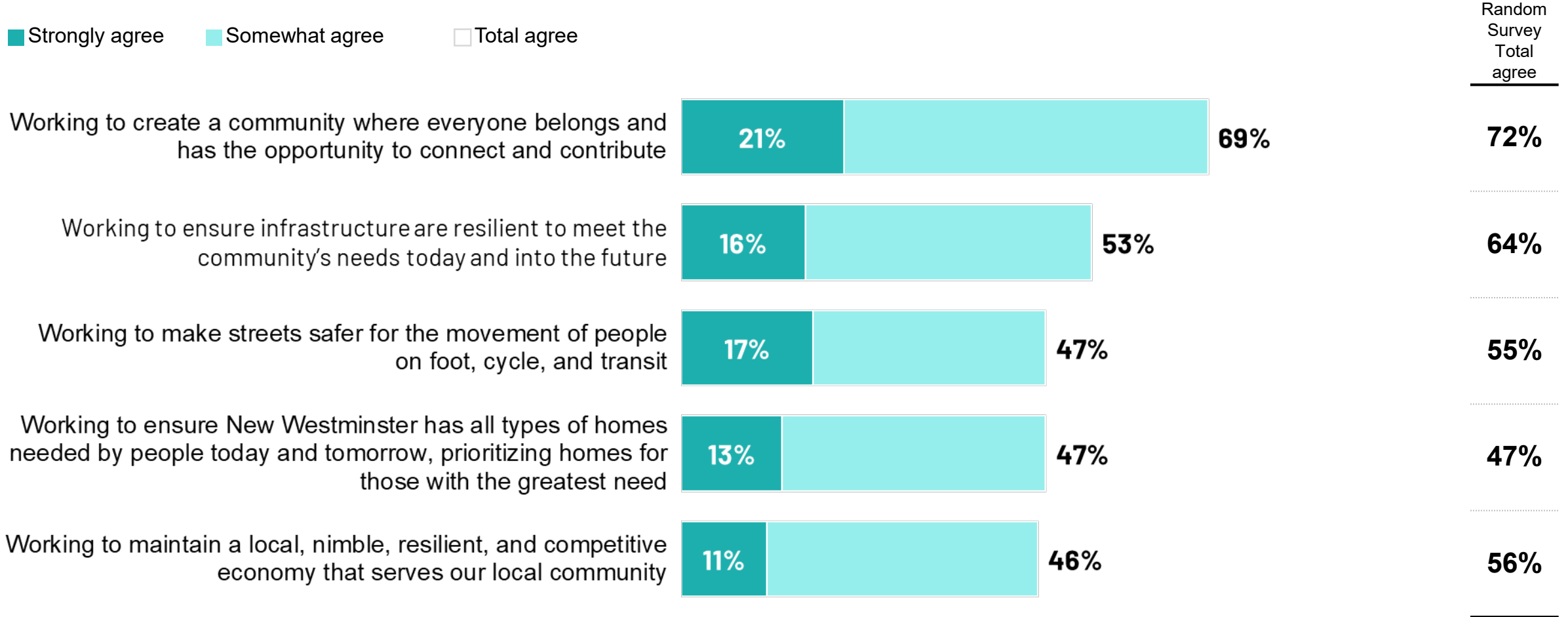
RANDOM

88%

Total Good
(Very Good + Good)

Performance on Council Strategic Priorities

■ Strongly agree
 ■ Somewhat agree
 ■ Total agree



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?

Important Local Issues (Top 3)

OPEN INVITATION

1. **Social (53%)**
2. **Transportation (29%)**
3. **Crime/public safety (29%)**

RANDOM

1. **Social (48%)**
2. **Transportation (33%)**
3. **Crime/public safety (20%)**

Overall Satisfaction with City Services

OPEN INVITATION

77%

Total Satisfied

(Very Satisfied + Somewhat Satisfied)

RANDOM

77%

Total Satisfied

(Very Satisfied + Somewhat Satisfied)

Value for Money

OPEN INVITATION

72%

Total Good Value

(Very Good Value + Fairly Good Value)

RANDOM

78%

Total Good Value

(Very Good Value + Fairly Good Value)

Balancing Taxation and Service Delivery Levels

OPEN INVITATION

65% Total Increase
Taxes

30% Total Reduce
Services

RANDOM

64% Total Increase
Taxes

29% Total Reduce
Services

BUSINESS SURVEY



Survey Highlights

1

Key survey measures are positive.

- Good quality of life
- Satisfied with services
- Good value for money

2

However, many feel the quality of life has worsened over the past three years.

3

Perceptions of the City's performance on Council's five strategic priorities are mixed.

4

Services scoring lower in satisfaction are road maintenance, active transportation, connecting vulnerable residents to services and supports, traffic calming and traffic management, and economic development.

5

Tax increases are preferred over service reductions. Support for other revenue generating ideas varies.

6

Most would support the City borrowing funds. Half would support adjusting the property tax allocation between residents and businesses.

QUESTIONS?