



COUNCIL REPORT

Report Date: February 14, 2023
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Meeting Date: February 28, 2023
[Submit comments to Council](#)

TO: Vancouver City Council
FROM: Director of Finance
SUBJECT: 2023 Draft Operating Budget

RECOMMENDATIONS:

- A. THAT Council approve the following increases to the Vancouver Police Board (VPB) Operating Budget, as outlined in the 2023 Draft Operating Budget section of Appendix A of this report:
- a) \$8.0 million additional funding for enabling the requisitioning and hiring new police officers, implementing Council's direction to hire 100 new police officers;
 - b) \$7.8 million additional funding driven by estimated increases in fixed costs such as compensation and benefit expenses, fleet expenses and increases in recoverable overtime and other expenditures;
 - c) \$7.3 million increase over the 2022 budget for permanent funding of 2021 VPD budget appeal, approved by the Province of BC, as well as new requirements from the Justice Institute of British Columbia (JIBC) recruit training; and
 - d) \$5.1 million increase for third party costs related to non-emergency call taking services provided by E Comm 9-1-1;

AND THAT the above constitutes Council's approval of the Vancouver Police Board 2023 Operating Budget of \$398,242,456 in expenditures and transfers and \$28,272,123 in revenues as outlined in the operating budget section of Appendix A of this report.

- B. THAT Council approve the Vancouver Board of Parks and Recreation 2023 Draft Operating Budget of \$154,841,143 in expenditures and transfers and \$71,094,900 in fee and program revenues as outlined in the operating budget section of Appendix A of this report.
- C. THAT Council approve the Vancouver Public Library Board 2023 Operating Budget of \$58,655,739 in expenditures and transfers and \$4,310,300 in fee and program revenues

as outlined in the operating budget section of the operating budget section of Appendix A of this report.

- D. THAT Council approve the 2023 Property Endowment Fund (PEF) Operating Budget of \$57,471,717 in revenues and \$57,471,717 in expenses (including transfers) as outlined in Appendix A of this report.
- E. THAT Council approve the 2023 VAHEF Operating Budget of \$12,821,399 in revenues and \$12,821,399 in expenses (including transfers) as outlined in Appendix A of this report.
- F. THAT, subject to approval of recommendations A to E, or as amended, Council approve the 2023 Draft Operating Budget of \$1,961,363,868 outlined in Appendix A, resulting in an overall property tax increase of 9.7%, and direct staff to bring forward for adoption by Council a resolution consistent with the above approval to authorize the 2023 General Purposes Tax Levy in accordance with the Vancouver Charter.
- G. THAT Council direct Staff to develop strategies to address cost pressures in the multi-year financial plan through new revenue opportunities, process improvements to reduce costs or increase capacity, senior government funding and partnerships that will inform the multi-year property tax increases for Council's consideration as part of future Budget processes.

Purpose and Executive Summary

The purpose of this report is to present the City's Draft 2023 Operating Budget for Council approval. On November 29, 2022, Council received for information the 2023 Draft Current State Operating Budget. This report summarizes the adjustments to the Draft Current State Operating Budget initially presented in November 2022, specifically, increases to reflect recent Council-directed investments, revised fixed costs and revenue estimates, and realignments for reorganizations. The updated Draft 2023 Operating Budget will maintain the delivery of current City services, enhance public safety through the requisitioning of new police officers and enhanced mental health services, renew and maintain infrastructure and public amenities, and strengthen the City's financial sustainability.

The City continues to implement a range of financial restraints and measures to offset the ongoing impact of the pandemic and recent global economic volatility. In response to the pandemic, the City has applied mitigating strategies that resulted in significant cost reductions and efficiencies. These include a comprehensive review of external leases resulting in reduced lease costs, continuing to hold vacancies (at the 0.5%-2.0% core business level) with associated service level impacts, deferral of discretionary expenditures, and deferral of capital projects. The 2023 Draft Budget is the first full year that reflects much needed investments and initiatives that were deferred due to the pandemic, as well as adjustments to fixed costs and contingency assumptions that reflect the significant impacts of inflation on the City's costs. As part of the annual budget process, City departments continue reprioritizing resources and transforming operations to deliver on key priorities and service requirements. Considering the financial challenges in current market conditions and the increased efforts and costs involved in responding to the pandemic, the City is continuing to take measures to reduce costs while balancing this with the need to provide core services.

This report proposes a \$1.96 billion 2023 Draft Operating Budget supported by a property tax

increase of 9.7%. This tax increase is driven by 1% for additional infrastructure renewal, 1% for reserve replenishment for financial sustainability, 2.7% for Vancouver Police Department (VPD) services including funding for VPD's 2021 budget appeal, and 5.0% for funding across City services as well as risks around uncertain costs across the city, inclusive of VPD. The property tax increase reflects the significant financial repercussions of the pandemic that included deferred investments as well as substantial use of reserve funds in order to manage revenue shortfalls and overall cost pressure. The 2023 Draft Budget looks to strengthen the City's overall financial sustainability by replenishing the General Stabilization Reserve Fund, equivalent to a 1% property tax rate increase. This replenishment will help build back the reserve in the next decade and up to the target balance of 16% of non-utility revenues.

The City continues to focus on the multi-year financial planning to more strategically address ongoing cost pressures and service needs. The City has achieved a balanced position for 2023 and will continue to look for opportunities to balance the multi-year picture. The City will explore new revenue streams, process improvements to reduce costs or increase capacity, and additional senior government funding and partnerships, reinforced through strategic investments to reduce the level of property tax increases required to balance the budgets in future years.

Council Authority/Previous Decisions

The Vancouver Charter, the Library Act, the Police Act, and the City's Operating and Capital Budget policies govern the requirements for the City budget. The Director of Finance is to present the estimates of revenues and expenditures to Council no later than April 30 of each fiscal year and Council must adopt a resolution approving the budget and a rating by-law establishing general purpose tax rates as soon thereafter as possible.

Under the Police Act, the Vancouver Police Board must prepare and submit a provisional budget to Council before November 30 each year, for the following year. The Vancouver Police Board has approved a provisional net budget of \$383,138,062. Appendix A includes a recommended draft Vancouver Police Department net budget of \$369,970,333, which does not include all Board approved investments. Under the Police Act, should Council not approve the Police Board's provisional budget, the Police Board may appeal the decision to the Provincial Director of Police Services for a final determination. In 2022, the Director of Police Services determined in favour of the Police Board with respect to Council's decision on the 2021 Operating Budget. The reinstatement of the VPD budget has been reflected in the 2023 Draft Operating Budget.

On November 29, 2022, Council received for information the 2023 Draft Current State Operating Budget of \$1.9 billion with proposed property tax increase of 5% and the 5-year financial plan. Of the proposed property tax increase of 5%, a 1% property tax increase was approved by Council for infrastructure renewal in line with the 2023-2027 Capital Plan. Council approved the 2023 Capital Budget on December 6, 2023. The 2023 Draft Current State Operating Budget formed the basis for staff to proceed in Q1 2023 until Council approval of the 2023 Budget.

City Manager's Comments

The City Manager concurs with the foregoing recommendations.

Context and Background

The current environment of rising inflation has placed growing pressures and significant challenges on the City's operational costs. Municipalities across Canada are also experiencing similar pressures and are implementing higher increases in property tax rates for 2023 than historical levels. The property tax rate increase in the 2023 Operating Budget is reflective of a need for investments that had been deferred due to the financial pressures from the pandemic, and continued challenges from current market conditions including inflationary pressures on City and third party costs.

As part of the annual budget process, the City continues reprioritizing resources and transforming operations to deliver on key priorities and service requirements. Considering the financial challenges in current market conditions and the increased efforts and costs involved in responding to the pandemic, the City is continuing to take measures to reduce costs while balancing this with the need to provide core services.

The Draft Consolidated Budget, which summarizes the City's full financial budget including all funds and entities, is also included in this report for information. The Draft Consolidated Budget is aligned to the City's consolidated financial statements which are reported annually. This best practice has been incorporated into the City's budget process since the 2015 Budget.

Discussion

The 2023 Draft Operating Budget has increased by a total of \$47.7 million or 2.5% relative to the Draft Current State Operating Budget presented to Council on November 28, 2022. The details of the 2023 Draft Current State Budget are available [here](#).

In response to Council direction, the 2023 Draft Budget has been adjusted to reflect Council-directed investments to enhance service levels, including the following:

- Initial funding for the hiring of 100 new police officers to enhance and expand mental health initiatives and partnerships between VPD and Vancouver Coastal Health (VCH), such as the Car 87/88 program, Assertive Community Treatment (ACT) Teams and Assertive Outreach Team (AOT).
- A grant to Vancouver Coastal Health to enhance and expand mental health initiatives and partnerships between VCH and the Vancouver Police Department (VPD).
- Funding outlined in the Uplifting Chinatown Action Plan to support improved perception of cleanliness, level of graffiti and safety levels.

In addition to the foregoing Council-directed initiatives, revenue estimates and contingencies have been revised to reflect 2022's year end results and current information on the impacts of inflation on projected costs in 2023. The City has seen increased WorkSafe BC premiums due to higher claim rates and significant increases in the cost of dispatch services provided by ECOMM. General labour market trends and collective agreements in other jurisdictions have included compensation increases well above historical trends based on the current inflation environment. Costs for materials, construction and third party services have also continued to increase at above previously forecasted levels. These pressures have resulted in a need for increased contingencies in the 2023 Draft Budget to mitigate potential risks and ensure service levels are not disrupted. For ongoing financial stability, the budget includes funding for

replenishment of the General Stabilization Reserve to replace capacity utilized to offset revenue losses associated with the pandemic.

The multi-year financial plan considers projected expenditures reflective of inflationary pressures, ongoing replenishment of the General Stabilization Reserve, continuation of infrastructure renewal funding and public safety growth plans, based on existing service levels and revenue streams. Balancing the multi-year financial plan represents a significant challenge for the City. While the multi-year plan includes projected expenses based on current service levels, there continue to be many unfunded initiatives based on priorities identified in previous Council and Board motions. There are also opportunities that are not yet reflected in the multi-year financial plan which could reduce the projected level of property tax and fee increases and provide capacity to advance additional priorities. These opportunities include adjustments to services levels or cost per service, new or incremental revenues, and process improvements which have not been reflected in the financial plan and which will be initiated over the next few years. Staff will also be working with senior levels of government to advance partnerships and identify potential new revenue and funding opportunities.

Appendix A provides details on the updated 2023 Draft Operating Budget recommended in this report. The table below summarises the adjustments made to the Current State Budget that was presented to council in December 2022.

Summary of Adjustments	Revenues	Expenditures	Net budget	Initiatives Highlights
2023 Current State Budget (Dec 2022)	\$ 1,913.7	\$ 1,913.7	-	
Council directed Investments		\$ 18.2	\$ (18.2)	<ul style="list-style-type: none"> Enhance public safety through the requisitioning of new police officers and enhance and expand mental health initiatives and partnerships through additional nurses Uplifting Chinatown Action Plan for cleaning and sanitation services including graffiti abatement strategies and community support
Park Board Investments	\$ 2.8	\$ 2.8	-	<ul style="list-style-type: none"> Higher program fees and parking revenues to support Park Board Approved additional expenditures Initiatives include Park Rangers, Janitorial, Accessibility, and Recreation Building Maintenance
Realignments & Other Adjustments	\$ 1.3	\$ 1.3	-	<ul style="list-style-type: none"> New Local Government Climate Action Program (LGCAP) Provincial recovery which replaced CARIP (Climate Action Revenue Incentive Program) that ended in 2021 Internal reorganization of safety staff into the Workplace Safety team within the Office of the Chief Safety Officer (OCSO)
Financial Sustainability		\$ 9.5	\$ (9.5)	<ul style="list-style-type: none"> Replenishment of General Stabilization Reserve for ongoing financial sustainability
Revised revenues and cost estimates	\$ (5.0)	\$ 15.9	\$ (20.9)	<ul style="list-style-type: none"> Revised parking revenues, gaming revenues and traffic fines to reflect return to historical trends Revised estimate of one-time capacity funding to allow the First Nations to assist in the implementation of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) and estimates of contingencies in response to inflationary pressures and unknown risks around certain costs for the whole city
Property Tax	\$ 48.6		\$ 48.6	<ul style="list-style-type: none"> Increase in general levy to reflect property tax increase of 9.7%
2023 Draft Budget (March 2023)	\$ 1,961.4	\$ 1,961.4	-	

2023 Capital Budget

The 2023 Capital Budget was approved by Council on December 6, 2022. The 2023 Draft Operating Budget includes funding equivalent to 1% of property tax increase for infrastructure renewal in line with the 2023-2026 Capital Plan, which has been incorporated into the approved 2023 Capital Budget. Any adjustment by Council to the proposed operating budget funding for capital would require amendment of the Capital Budget.

The 2023 Capital Budget is the first step in implementing the 2023-2026 Capital Plan. It provides detailed information and outcomes on one-time projects and ongoing programs that will be starting in 2023, as well as their associated funding and spending for the year. In December 2022, the Council approved the 2023 Capital Budget including new Multi-Year

Capital Budget Allocations of \$581 million and Annual Expenditure Budget of \$730 million. Some of the key capital initiatives included in the 2023 capital budget are:

- Procurement for design and/or construction phases for a few of the major projects included in the 2023-2026 Capital Plan, such as rehabilitation of and seismic upgrades to the Granville and Cambie bridges, the Vancouver Landfill Phase 5 closure, and renewal and expansion of Vancouver Aquatic Centre (including childcare portion).
- Planning/scoping and/or detailed design of most of the one-time projects included in the 2023-2026 Capital Plan, such as renewal and expansion of Downtown South Firehall No. 8, renewal and expansion of Firehall Arts Centre and interim rehabilitation/renovation of Vancouver Archive facilities.
- Ongoing annual programs such as sewer main renewal, Active Transportation Corridors program, capital maintenance and renovations of infrastructure, and capital granting programs.

2023-2027 Five Year Financial Plan

The City of Vancouver 2023 Draft Current State budget includes a five year financial plan. Consideration of multi-year cost and revenue projections allows for more informed planning and decision-making, guiding decisions around service levels, as well as planning for new revenues, longer-term efficiencies and partnerships with senior governments to enable a sustainable budget for future years.

Based on updated information reflected in this report, including increased impacts of inflation on the City's projected expenditures, and updated revenue projections, the City's Five Year Financial Plan has also been updated.

Operating revenue and expenditures are projected to increase by an average of 7% annually from 2023 to 2027:

- **Estimated average property tax increases of ~8.6% per year would be needed to maintain current state service levels**, mainly driven by:
 - high inflationary pressures which are expected to continue until 2024 and projected to moderate by 2025
 - higher fixed costs estimates and incremental funding for renewal and maintenance of infrastructure and public amenities, and increases in regional utility charges assessed by Metro Vancouver
- **Not included in this multi-year plan are strategies for new revenue streams, process improvements to reduce costs or increase capacity, Senior Government funding and partnerships, as well as any additional strategic operational investments.**

Staff will provide an update to Council on the Five Year Financial Plan as part of the 2024 Budget Outlook in July 2023.

Public Engagement

Between January 4 and 24, members of the public could provide feedback on their priorities for City spending, using our Shape Your City (SYC) engagement platform. 3-1-1 callers were also invited to comment on their priorities for the 2023 Budget priorities over the phone. Comments reflect the opinions of those who chose to take part.

In parallel with budget engagement, the City contracted market research company, Ipsos, to conduct a randomly selected, representative survey of Vancouver residents and businesses to track satisfaction with City services and provide insight into spending priorities. This is the fourth Civic Satisfaction Survey conducted by Ipsos for the City, following previous surveys conducted in 2018, 2019 and 2021. In 2021, the City moved to a bi-annual cadence, given the cost of market research and other considerations.

Appendix B provides more information on the Engagement Summary and **Appendix C** includes the Civic Satisfaction Survey Results.

Financial Implications

This report summarizes a \$1.96 billion Draft Budget with an increase of \$213 million or 12.2% from the 2022 Budget, after accounting for the change in reporting for EHT, the year over year change is 9.7%. The 2023 Draft Operating budget includes a proposed property tax rate increase of 9.7%.

The 2023 Draft Operating Budget has increased by a total of \$47.7 million or 2.5% from the Draft Current State Operating Budget presented to Council in November 2022.

Legal Implications

There are no legal implications associated with this report's recommendations. The report complies with the relevant statutory framework.

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Appendix A

2023 Draft Operating Budget tables including adjustments to Draft Current State Budget¹

City of Vancouver Operating Budget (\$000)									
Published on December 6th, 2022					Published on March 7th, 2023				
Revenue (\$000)	2022 Restated Budget	2023 Current State Draft Budget	Net Change (\$)	Net Change (%)	Adjustments to Draft Current State Budget	2023 Draft Budget	Net YoY Change (\$)	Net YoY Change (%)	Adjustment Details
Property taxes									
General Levy	954,277	1,007,135	52,857	5.5%	48,559	1,055,694	101,416	10.6%	▲ Increase in general levy to reflect property tax increase of 9.7% to fund Council directed investments and revised estimates
Empty Homes Tax	-	44,000	44,000	-		44,000	44,000	-	
Business Improvement Association levies	15,255	16,580	1,325	8.7%		16,580	1,325	8.7%	
Other property tax related	38,553	39,907	1,354	3.5%		39,907	1,354	3.5%	
Total Property taxes	1,008,085	1,107,622	99,536	9.9%	48,559	1,156,181	148,095	14.7%	
Utility fees									
Water revenue									
Metered water charges	81,972	84,070	2,098	2.6%		84,070	2,098	2.6%	
Flat-rate water charges	59,811	60,755	943	1.6%		60,755	943	1.6%	
Meter charges	4,787	4,887	101	2.1%		4,887	101	2.1%	
Fire line charges	3,548	3,622	75	2.1%		3,622	75	2.1%	
Other water revenue	542	552	10	1.8%		552	10	1.8%	
Total Water revenue	150,659	153,886	3,226	2.1%		153,886	3,226	2.1%	
Sewer revenue									
Metered sewer charges	68,129	77,620	9,491	13.9%		77,620	9,491	13.9%	
Flat-rate sewer charges	48,488	54,636	6,148	12.7%		54,636	6,148	12.7%	
Industrial waste water fees	1,125	1,199	74	6.6%		1,199	74	6.6%	
Other sewer revenue	881	885	4	0.4%		885	4	0.4%	
Total Sewer revenue	118,623	134,339	15,716	13.2%		134,339	15,716	13.2%	
Solid Waste revenue									
Collection revenue									
Collection revenue	37,815	41,421	3,606	9.5%		41,421	3,606	9.5%	
Disposal revenue									
Tipping fees	26,934	42,847	15,913	59.1%		42,847	15,913	59.1%	
Metro & Delta's revenue sharing	12,556	7,615	(4,941)	-39.3%		7,615	(4,941)	-39.3%	
Other disposal revenue	2,315	2,889	574	24.8%		2,889	574	24.8%	
Subtotal Disposal revenue	41,804	53,351	11,547	27.6%		53,351	11,547	27.6%	
Total Solid Waste revenue	79,619	94,771	15,152	19.0%		94,771	15,152	19.0%	
Neighbourhood Energy revenue									
NEU fixed levy	4,385	4,649	265	6.0%		4,649	265	6.0%	
NEU energy charge	3,235	3,487	252	7.8%		3,487	252	7.8%	
NEU connection charge	-	-	-	-		-	-	-	
Total Neighbourhood Energy revenue	7,620	8,137	516	6.8%		8,137	516	6.8%	
Total Utility fees	356,522	391,133	34,611	9.7%		391,133	34,611	9.7%	

Note: Totals may not add due to rounding

¹ Refer to 2023 Draft Current State Budget [here](#)

Appendix A

2023 Draft Operating Budget tables including adjustments to Draft Current State Budget (Contd.)

City of Vancouver

Operating Budget (continued)

Published on December 6th, 2022

Published on March 7th, 2023

Revenue (\$000)	2022 Restated Budget	2023 Current State Draft Budget	Net Change (\$)	Net Change (%)	Adjustments to Draft Current State Budget	2023 Draft Budget	Net YoY Change (\$)	Net YoY Change (%)	Adjustment Details
Program Fees									
Parks & Recreation program fees									
Recreation revenue									
Admissions	11,446	11,672	226	2.0%		11,672	226	2.0%	
Programming	4,825	5,224	399	8.3%		5,224	399	8.3%	
Recreation facility rentals	4,488	4,851	364	8.1%	115	4,966	478	10.7%	
Other recreation revenue	194	52	(142)	-73.3%	146	197	4	1.9%	
Subtotal Recreation revenue	20,952	21,798	847	4.0%	260	22,059	1,107	5.3%	
Golf revenue	11,594	12,048	453	3.9%	1,031	13,079	1,484	12.8%	
VanDusen Botanical Gardens	4,461	4,625	164	3.7%		4,625	164	3.7%	
Concession revenue	3,422	3,591	169	4.9%		3,591	169	4.9%	
Stanley Park Train	2,154	1,885	(269)	-12.5%		1,885	(269)	-12.5%	
Bloedel Conservatory	1,066	1,108	42	4.0%		1,108	42	4.0%	
Event permits & other revenue	990	1,459	470	47.4%	10	1,470	480	48.5%	
Total Parks & Recreation program fees	44,638	46,514	1,876	4.2%	1,302	47,816	3,178		▲ Program fee increase from 3% to 5.65% to support Park Board aproved additional expenditures
Civic Theatres program fees									
Theatre facility rentals	7,609	7,837	228	3.0%		7,837	228	3.0%	
Concession revenue	2,743	2,825	82	3.0%		2,825	82	3.0%	
Ticket surcharges	1,889	1,946	57	3.0%		1,946	57	3.0%	
Other Civic Theatres revenue	173	178	5	3.0%		178	5	3.0%	
Total Civic Theatres program fees	12,414	12,786	372	3.0%		12,786	372	3.0%	
Community Services program fees									
Mountain View Cemetery revenue	2,861	2,861	-	0.0%		2,861	-	0.0%	
Community Kitchen revenue	1,690	1,690	-	0.0%		1,690	-	0.0%	
Total Community Services program fees	4,551	4,551	-	0.0%		4,551	-	0.0%	
Library program fees									
Fines & penalties	371	169	(202)	-54.4%		169	(202)	-54.4%	
Other library revenue	455	455	-	0.0%		455	-	0.0%	
Total Library program fees	826	624	(202)	-24.4%		624	(202)	-24.4%	
Britannia program fees	1,058	1,090	32	3.0%		1,090	32	3.0%	
Other Department program fees	1,747	2,034	286	16.4%		2,034	286	16.4%	
Total Program fees	65,234	67,599	2,365	3.6%	1,302	68,901	3,667	5.6%	

Note: Totals may not add due to rounding

Appendix A

2023 Draft Operating Budget tables including adjustments to Draft Current State Budget (contd.)

City of Vancouver

Operating Budget (continued)

Published on December 6th, 2022

Published on March 7th, 2023

Revenue (\$000)	2022 Restated Budget	2023 Current State Draft Budget	Net Change (\$)	Net Change (%)	Adjustments to Draft Current State Budget	2023 Draft Budget	Net YoY Change (\$)	Net YoY Change (%)	Adjustment Details
Licence and development fees									
Trade permit fees									
Electrical inspection fees	6,857	7,592	735	10.7%		7,592	735	10.7%	
Plumbing inspection fees	5,738	6,224	486	8.5%		6,224	486	8.5%	
Mechanical Permit Fees	-	1,184	1,184	-		1,184	1,184	-	
Gas permit fees	896	973	77	8.6%		973	77	8.6%	
Other trade permit fees	935	1,256	320	34.2%		1,256	320	34.2%	
Total Trade permit fees	14,426	17,229	2,803	19.4%		17,229	2,803	19.4%	
Licence fees									
Business licence fees	19,952	20,989	1,037	5.2%		20,989	1,037	5.2%	
Dog and other licence fees	943	1,229	286	30.3%		1,229	286	30.3%	
Total Licence fees	20,895	22,218	1,323	6.3%		22,218	1,323	6.3%	
Development permit fees									
Building permit fees	18,225	22,171	3,946	21.6%		22,171	3,946	21.6%	
Development permit fees	14,960	14,157	(803)	-5.4%		14,157	(803)	-5.4%	
Rezoning fees	5,914	6,167	253	4.3%		6,167	253	4.3%	
Subdivision fees	1,273	1,365	91	7.2%		1,365	91	7.2%	
Other development fees	26	27	1	3.3%		27	1	3.3%	
Total Development permit fees	40,399	43,887	3,488	8.6%		43,887	3,488	8.6%	
Engineering fees & charges									
Anchor rod fees	4,790	3,500	(1,290)	-26.9%		3,500	(1,290)	-26.9%	
Street furniture fees	2,497	2,516	19	0.8%		2,516	19	0.8%	
Sidewalk café fees	1,480	1,480	-	0.0%		1,480	-	0.0%	
Encroachment fees	901	1,000	99	11.0%		1,000	99	11.0%	
Garbage container fees	889	934	45	5.1%		934	45	5.1%	
Films/festival fees	137	845	708	518.4%		845	708	518.4%	
Other engineering fees	2,762	3,809	1,047	37.9%		3,809	1,047	37.9%	
Total Engineering fees & charges	13,455	14,084	629	4.7%		14,084	629	4.7%	
Misc. and other fees	2,010	2,212	202	10.1%		2,212	202	10.1%	
Ride Sharing IMBL	500	750	250	50.0%		750	250	50.0%	
Total Licence and development fees	91,685	100,380	8,696	9.5%	-	100,380	8,696	9.5%	
Parking revenue									
On street parking revenue	62,508	62,508	-	0.0%	(8,000)	54,508	(8,000)	-12.8%	▼ Revised parking revenue in line with recent parking trends and levels
Parks parking revenue	8,429	8,829	400	4.7%	1,487	10,317	1,887	22.4%	▲ Revised estimates of \$2.8M increase to fund Board approved initiatives including Park Rangers, Janitorial, Accessibility, and Recreation Building Maintenance, fully offset by higher fees
Parking permit fees	1,589	1,589	-	0.0%		1,589	-	0.0%	
Civic Theatres parking revenue	971	971	-	0.0%		971	-	0.0%	
Other parking revenue	1,634	1,661	26	1.6%		1,661	26	1.6%	
Total Parking revenue	75,132	75,558	426	0.6%	(6,513)	69,046	(6,086)	-8.1%	

Note: Totals may not add due to rounding

Appendix A

2023 Draft Operating Budget tables including adjustments to Draft Current State Budget (contd.)

City of Vancouver

Operating Budget (continued)

Revenue (\$000)	Published on December 6th, 2022				Published on March 7th, 2023				Adjustment Details
	2022 Restated Budget	2023 Current State Draft Budget	Net Change (\$)	Net Change (%)	Adjustments to Draft Current State Budget	2023 Draft Budget	Net YoY Change (\$)	Net YoY Change (%)	
Cost recoveries, grants and donations									
Police Services recoveries, grants & donations	22,933	25,723	2,790	12.2%		25,723	2,790	12.2%	
Fire & Rescue Services recoveries	9,112	9,112	-	0.0%		9,112	-	0.0%	
Engineering recoveries	6,950	7,916	966	13.9%		7,916	966	13.9%	
Parks & Recreation recoveries, grants & donations	4,864	5,012	148	3.0%		5,012	148	3.0%	
Community Services recoveries	4,057	4,057	-	0.0%		4,057	-	0.0%	
Library recoveries, grants & donations	2,488	2,488	-	0.0%		2,488	-	0.0%	
General Government recoveries	1,802	1,302	(500)	-27.7%		1,302	(500)	-27.7%	
Planning, Urban Design & Sustainability recoveries	100	100	-	0.0%	1,323	1,423	1,323	1323.1%	▲ Revised estimate increase of \$1.3M for new Local Government Climate Action Program (LGCAP) Provincial recovery which replaced CARIP (Climate Action Revenue Incentive Program) that ended in 2021. LGCAP is a three-year program with committed annual funding of \$1.3M till 2024. Recoveries are fully offset by transfer to Sustainability Reserve.
Other department recoveries	10,712	11,156	444	4.1%		11,156	444	4.1%	
Total Cost recoveries, grants and donations	63,020	66,868	3,847	6.1%	1,323	68,191	5,171	8.2%	
Revenue sharing									
Traffic fine revenue sharing	12,000	12,000	-	0.0%	1,500	13,500	1,500	12.5%	▲ Revised estimates to reflect return to
Gaming revenue sharing	4,644	6,744	2,100	45.2%	1,500	8,244	3,600	77.5%	historical trends
Total Revenue sharing	16,644	18,744	2,100	12.6%	3,000	21,744	5,100	30.6%	
Investment income	15,880	26,309	10,429	65.7%	2,540	28,849	12,969	81.7%	▲ Realignment from other department revenue to investment income
Rental, lease and other									
Civic property rental revenue	11,614	11,614	0	0.0%		11,614	0	0.0%	
Engineering revenue									
Street Use revenue	3,314	3,659	345	10.4%		3,659	345	10.4%	
Parking Operations revenue	1,851	1,851	-	0.0%		1,851	-	0.0%	
Street Maintenance revenue	655	1,344	689	105.2%		1,344	689	105.2%	
Other Engineering revenue	113	113	-	0.0%		113	-	0.0%	
Total Engineering revenue	5,934	6,968	1,034	17.4%		6,968	1,034	17.4%	
Parks and Recreation Revenue	7,818	7,950	132	1.7%		7,950	132	1.7%	
Lease income	1,195	1,195	-	0.0%		1,195	-	0.0%	
Police Services revenue	207	207	-	0.0%		207	-	0.0%	
Other department revenue	3,859	6,500	2,641	68.4%	(2,540)	3,960	101	2.6%	▲ Realignment from other department revenue to investment income
Miscellaneous Citywide revenue	3,585	3,645	60	1.7%		3,645	60	1.7%	
Total Rental, lease and other	34,212	38,079	3,867	11.3%	(2,540)	35,539	1,327	3.9%	
Bylaw fines									
Parking fine revenue	21,604	21,604	-	0.0%		21,604	-	0.0%	
Other Bylaw fines	(27)	(203)	(176)	652.6%		(203)	(176)	652.6%	
Total Bylaw fines	21,577	21,401	(176)	-0.8%		21,401	(176)	-0.8%	
Total Revenues	\$ 1,747,990	\$ 1,913,692	\$ 165,702	9.5%	\$ 47,672	\$ 1,961,364	\$ 213,373	12.2%	

Note: Totals may not add due to rounding

Appendix A

2023 Draft Operating Budget tables including adjustments to Draft Current State Budget (contd.)

City of Vancouver

Operating Budget (continued)

Expenditures & Transfers (\$000)	2022 Restated Budget	Published on December 6th, 2022				Published on March 7th, 2023			
		2023 Current State Draft Budget	Net Change (\$)	Net Change (%)	Adjustments to Draft Current State Budget	2023 Draft Budget	Net YoY Change (\$)	Net YoY Change (%)	Adjustment Details
Utilities									
Water									
Water purchases (Metro)	93,780	95,753	1,972	2.1%		95,753	1,972	2.1%	
Water operations	13,322	14,214	892	6.7%		14,214	892	6.7%	
Capital program & other transfers									
Debt service charges	7,454	5,084	(2,370)	-31.8%		5,084	(2,370)	-31.8%	
Pay-as-you-go funding	26,128	31,509	5,381	20.6%		31,509	5,381	20.6%	
Rate stabilization & other reserve transfer	7,927	5,172	(2,755)	-34.8%		5,172	(2,755)	-34.8%	
Subtotal Capital program & other transfers	41,509	41,765	256	0.6%		41,765	256	0.6%	
Shared support services	2,229	2,335	106	4.8%		2,335	106	4.8%	
Total Water	150,840	154,067	3,226	2.1%		154,067	3,226	2.1%	
Sewer									
GVS&DD levy (Metro)	86,819	90,983	4,164	4.8%		90,983	4,164	4.8%	
Sewer operations	10,497	10,078	(419)	-4.0%		10,078	(419)	-4.0%	
Capital program & other transfers									
Debt service charges	47,398	43,769	(3,629)	-7.7%		43,769	(3,629)	-7.7%	
Pay-as-you-go funding	19,105	30,000	10,895	57.0%		30,000	10,895	57.0%	
Rate stabilization & other reserve transfer	2,908	8,278	5,369	184.6%		8,278	5,369	184.6%	
Subtotal Capital program & other transfers	69,412	82,047	12,635	18.2%		82,047	12,635	18.2%	
Shared support services	1,809	1,916	107	5.9%		1,916	107	5.9%	
Total Sewer	168,537	185,024	16,487	9.8%		185,024	16,487	9.8%	
Solid Waste									
Collections	27,569	29,457	1,889	6.9%		29,457	1,889	6.9%	
Landfill	25,547	23,662	(1,885)	-7.4%		23,662	(1,885)	-7.4%	
Transfer station	9,364	8,887	(476)	-5.1%		8,887	(476)	-5.1%	
Capital program & other transfers									
Capital Financing Fund loan payments	1,354	1,140	(214)	-15.8%		1,140	(214)	-15.8%	
Pay-as-you-go funding	8,967	17,722	8,755	97.6%		17,722	8,755	97.6%	
Solid Waste Reserve & other transfer	5,177	12,298	7,121	137.5%		12,298	7,121	137.5%	
Subtotal Capital program & other transfers	15,497	31,159	15,662	101.1%		31,159	15,662	101.1%	
Shared support services	2,072	2,170	98	4.7%		2,170	98	4.7%	
Total Solid Waste	80,049	95,336	15,287	19.1%		95,336	15,287	19.1%	
Neighbourhood Energy									
NEU operations	4,034	3,917	(117)	-2.9%		3,917	(117)	-2.9%	
Capital program & other transfers									
Debt service charges	2,860	2,727	(133)	-4.6%		2,727	(133)	-4.6%	
Rate stabilization & other reserve transfer	726	1,492	767	105.6%		1,492	767	105.6%	
Subtotal Capital program & other transfers	3,586	4,220	634	17.7%		4,220	634	17.7%	
Total Neighbourhood Energy	7,620	8,137	516	6.8%		8,137	516	6.8%	
Total Utility	407,046	442,563	35,517	8.7%		442,563	35,517	8.7%	

Note: Totals may not add due to rounding

Appendix A

2023 Draft Operating Budget tables including adjustments to Draft Current State Budget (contd.)

City of Vancouver Operating Budget (continued)									
Published on December 6th, 2022					Published on March 7th, 2023				
Expenditures & Transfers (\$000)	2022 Restated Budget	2023 Current State Draft Budget	Net Change (\$)	Net Change (%)	Adjustments to Draft Current State Budget	2023 Draft Budget	Net YoY Change (\$)	Net YoY Change (%)	Adjustment Details
Department									
Engineering									
Public Works									
Street Maintenance	28,162	27,836	(327)	-1.2%		27,836	(327)	-1.2%	
Parking Operations	17,251	15,999	(1,252)	-7.3%		15,999	(1,252)	-7.3%	
Street Use	17,804	18,327	523	2.9%	430	18,757	953	5.4%	▲ Council directed investment of \$2.16M for Uplifting Chinatown Action Plan for cleaning and sanitation services
Street Cleaning	11,314	11,714	400	3.5%	1,060	12,774	1,460	12.9%	
Street Lighting	6,534	6,627	92	1.4%		6,627	92	1.4%	
Transportation	4,284	5,645	1,361	31.8%		5,645	1,361	31.8%	
General Public Works	7,983	8,027	44	0.6%	(11)	8,016	34	0.4%	▼ Realignment of internal reorganization of safety staff into the Workplace Safety team within the Office of the Chief Safety Officer (OCSO). This is to support more consistent, effective and accountable approach to safety across the organization.
Shared support services	10,566	10,791	225	2.1%		10,791	225	2.1%	
Transfers to / (from) reserves & other funds	(18,275)	(18,962)	(687)	3.8%	(5)	(18,967)	(692)	3.8%	
Subtotal Public Works	85,623	86,003	380	0.4%	1,475	87,477	1,854	2.2%	
Department Services									
Equipment Service Operations	(4,503)	(3,910)	593	-13.2%		(3,910)	593	-13.2%	
Construction Supplies & Services	(1,021)	(740)	281	-27.5%		(740)	281	-27.5%	
Operations Safety & Support	568	2,074	1,507	265.5%	(1,098)	977	409	72.1%	▼ Realignment of the internal reorganization of safety staff into the Workplace Safety team within the Office of the Chief Safety Officer (OCSO). This is to support more consistent, effective and accountable approach to safety across the organization.
Equipment Management Group	1,859	1,658	(201)	-10.8%		1,658	(201)	-10.8%	
Shared support services	89	-	(89)	-100.0%		-	(89)	-100.0%	
Transfers to / (from) reserves & other funds	27,019	30,408	3,388	12.5%		30,408	3,388	12.5%	
Subtotal Department Services	24,011	29,490	5,479	22.8%	(1,098)	28,392	4,382	18.2%	
Total Engineering	109,634	115,493	5,859	5.3%	377	115,870	6,236	5.7%	
Police Services									
Support Services	139,299	153,383	14,084	10.1%	7,732	161,115	21,816	15.7%	▲ Council directed investment of \$8M for initial funding for hiring of 100 new police officers to enhance and expand mental health initiatives and partnerships between VPD and Vancouver Coastal Health (VCH).
Operations	131,752	132,382	629	0.5%		132,382	629	0.5%	
Investigations	64,620	65,564	944	1.5%		65,564	944	1.5%	
Office Of Chief Constable	1,866	1,847	(19)	-1.0%		1,847	(19)	-1.0%	
Vancouver Police Board	296	318	22	7.3%		318	22	7.3%	
E-Comm allocation	20,805	25,687	4,881	23.5%	190	25,876	5,071	24.4%	▲ Revised estimates based on actuals rates
Shared support services	7,442	7,543	101	1.4%		7,543	101	1.4%	
Transfers to / (from) reserves & other funds	3,987	3,329	(658)	-16.5%	268	3,597	(390)	-9.8%	▲ Council directed investment of \$8M for initial funding for hiring of 100 new police officers to enhance and expand mental health initiatives and partnerships between VPD and Vancouver Coastal Health (VCH).
Total Police Services	370,069	390,053	19,984	5.4%	8,190	398,242	28,174	7.6%	
Fire & Rescue Services									
Fire & Rescue Services									
Fire Suppression & Medical	129,031	134,708	5,677	4.4%		134,708	5,677	4.4%	
Training & Administration	5,641	5,727	86	1.5%		5,727	86	1.5%	
Prevention	4,068	4,075	7	0.2%		4,075	7	0.2%	
E-Comm allocation	5,564	6,288	724	13.0%	(230)	6,058	494	8.9%	▼ Revised estimates based on actuals rates
Shared support services	2,794	2,908	114	4.1%		2,908	114	4.1%	
Transfers to / (from) reserves & other funds	6,818	6,763	(55)	-0.8%		6,763	(55)	-0.8%	
Total Fire & Rescue Services	153,916	160,470	6,553	4.3%	(230)	160,240	6,323	4.1%	

Note: Totals may not add due to rounding

Appendix A

2023 Draft Operating Budget tables including adjustments to Draft Current State Budget (contd.)

City of Vancouver Operating Budget (continued)									
Published on December 6th, 2022					Published on March 7th, 2023				
Expenditures & Transfers (\$000)	2022 Restated Budget	2023 Current State Draft Budget	Net Change (\$)	Net Change (%)	Adjustments to Draft Current State Budget	2023 Draft Budget	Net YoY Change (\$)	Net YoY Change (%)	Adjustment Details
Department (continued)									
Parks & Recreation									
Recreation	54,730	56,635	1,905	3.5%	910	57,546	2,815	5.1%	
Park maintenance & operations	41,890	45,157	3,267	7.8%	1,300	46,457	4,567	10.9%	
Golf	7,444	7,664	220	3.0%	41	7,705	261	3.5%	
Strategic Operations & Board Relations	6,542	7,224	681	10.4%		7,224	681	10.4%	
VanDusen Botanical Gardens	4,207	4,373	166	4.0%		4,373	166	4.0%	
Business Services Support	3,705	4,011	306	8.3%		4,012	306	8.3%	▲ Revised estimates of \$2.8M increase to fund Board approved initiatives including Park Rangers, Janitorial, Accessibility, and Recreation Building Maintenance, fully funded by higher fees
Concessions	2,521	2,683	162	6.4%		2,683	162	6.4%	
Marinas	1,997	1,999	1	0.1%		1,999	1	0.1%	
Parking	1,697	1,943	245	14.5%	437	2,380	683	40.2%	
Stanley Park Train	1,462	1,425	(37)	-2.5%		1,425	(37)	-2.5%	
Decolonization, Arts & Culture	1,281	1,511	231	18.0%		1,511	231	18.0%	
Bloedel Conservatory	1,132	1,172	40	3.5%		1,172	40	3.5%	
Planning & Park Development	1,052	1,088	36	3.4%	100	1,188	136	12.9%	
Shared support services	10,630	11,017	387	3.6%		11,017	387	3.6%	
Transfers to / (from) reserves & other funds	3,551	4,150	600	16.9%		4,150	600	16.9%	
Total Parks & Recreation	143,840	152,052	8,212	5.7%	2,789	154,841	11,001	7.6%	
Library									
Public Services	46,657	47,434	777	1.7%		47,434	777	1.7%	
Administrative Services	8,303	8,504	200	2.4%		8,504	200	2.4%	
Shared support services	2,502	2,591	88	3.5%		2,591	88	3.5%	
Transfers to / (from) reserves & other funds	112	127	14	12.7%		127	14	12.7%	
Total Library	57,576	58,656	1,080	1.9%		58,656	1,080	1.9%	
Britannia Community Services Centre	5,969	6,076	108	1.8%		6,076	108	1.8%	
Civic Theatres									
Civic Theatre operations	10,404	10,578	174	1.7%		10,578	174	1.7%	
Shared support services	3,214	3,317	103	3.2%		3,317	103	3.2%	
Transfers to / (from) reserves & other funds	1,256	1,256	-	0.0%		1,256	-	0.0%	
Total Civic Theatres	14,874	15,151	277	1.9%		15,151	277	1.9%	
Community Services									
Social Support	15,953	16,064	110	0.7%		16,064	110	0.7%	
Housing	6,343	7,256	913	14.4%		7,256	913	14.4%	
Social Policy	5,315	5,394	79	1.5%		5,394	79	1.5%	
Culture	4,562	4,589	27	0.6%		4,589	27	0.6%	
Mountain View Cemetery	2,316	2,354	37	1.6%		2,354	37	1.6%	
General & Projects	1,409	1,480	70	5.0%		1,480	70	5.0%	
Shared support services	3,507	3,512	5	0.1%		3,512	5	0.1%	
Transfers to / (from) reserves & other funds	2,765	2,871	106	3.8%		2,871	106	3.8%	
Total Community Services	42,171	43,519	1,349	3.2%		43,519	1,349	3.2%	
Grants									
Cultural	13,658	13,931	273	2.0%		13,931	273	2.0%	
Social Policy	7,664	7,818	153	2.0%	8,000	15,818	8,153	106.4%	▲ Council directed investment to enable hiring of additional nurses to enhance and expand mental health initiatives and partnerships between VCH and the Vancouver Police Department (VPD)
Childcare	1,669	1,703	33	2.0%	582	2,285	615	36.9%	▲ Realignment of operating impacts of capital from REFM to Grants for childcare centers
Other grants	320	329	8	2.6%		329	8	2.6%	
Total Grants	23,311	23,780	468	2.0%	8,582	32,362	9,050	38.8%	

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2023 Draft Operating Budget tables including adjustments to Draft Current State Budget (contd.)

City of Vancouver

Operating Budget (continued)

Operating Budget (continued)		Published on December 6th, 2022				Published on March 7th, 2023			
Expenditures & Transfers (\$000)	2022 Restated Budget	2023 Current State Draft Budget	Net Change (\$)	Net Change (%)	Adjustments to Draft Current State Budget	2023 Draft Budget	Net YoY Change (\$)	Net YoY Change (%)	Adjustment Details
Department (continued)									
Planning, Urban Design & Sustainability									
Long Range & Strategic Planning	13,464	13,718	254	1.9%		13,718	254	1.9%	
Current Planning	10,635	11,168	534	5.0%		11,168	534	5.0%	
General	5,365	6,252	887	16.5%		6,252	887	16.5%	
Shared support services	1,372	1,684	311	22.7%		1,684	311	22.7%	
Transfers to / (from) reserves & other funds	(675)	(955)	(281)	41.6%	1,323	368	1,042	-154.5%	▲ Revised estimate of \$1.3M for new Local Government Climate Action Program (LGCAP) Provincial recovery which replaced CARIP (Climate Action Revenue Incentive Program) that ended in 2021. LGCAP is a three-year program with committed annual funding of \$1.3M till 2024. Recoveries are fully offset by transfer to Sustainability Reserve.
Total Planning, Urban Design & Sustainability	30,161	31,866	1,705	5.7%	1,323	33,189	3,028	10.0%	
Development, Buildings & Licensing									
Permitting Services	17,993	18,649	656	3.6%		18,649	656	3.6%	
Inspections & Bylaw Services	17,743	18,422	678	3.8%		18,422	678	3.8%	
Licensing & Policy	2,733	2,843	111	4.1%		2,843	111	4.1%	
Digital Business Services	1,598	1,646	48	3.0%		1,646	48	3.0%	
General & Projects	524	548	24	4.5%		548	24	4.5%	
Shared support services	2,735	2,841	106	3.9%		2,841	106	3.9%	
Transfers to / (from) reserves & other funds	14	25	10	71.5%		25	10	71.5%	
Total Development, Buildings & Licensing	43,341	44,973	1,632	3.8%		44,973	1,632	3.8%	
Mayor & Council	3,611	3,670	59	1.6%	84	3,754	143	4.0%	▲ Revised estimates to align to 2023 remuneration bylaw
Office of the Auditor General	1,400	2,005	605	43.2%		2,005	605	43.2%	
Corporate Support Service									
Real Estate & Facilities Management									
Facility operations	55,819	57,152	1,333	2.4%	(222)	56,930	1,111	2.0%	▼ Realignment of operating impacts of capital from REFM to Grants for childcare centers, offset by revised estimates for security costs for Regent & Balmoral
Real Estate & Facility planning & development	3,280	4,418	1,137	34.7%		4,418	1,137	34.7%	
Strategic Operations	3,201	2,930	(271)	-8.5%		2,930	(271)	-8.5%	
Shared support services	(32,102)	(32,820)	(719)	2.2%		(32,820)	(719)	2.2%	
Transfers to / (from) reserves & other funds	3,006	3,622	616	20.5%	(360)	3,262	256	8.5%	▲ Revised estimates of reserve funding for security costs for Regent & Balmoral
Subtotal Real Estate & Facilities Management	33,205	35,301	2,097	6.3%	(582)	34,719	1,515	4.6%	
Finance, Risk & Supply Chain Management									
Finance & Supply Chain Management	33,607	34,695	1,087	3.2%		34,695	1,087	3.2%	
Training & Administration	786	862	76	9.6%		862	76	9.6%	
Shared support services	(10,608)	(11,148)	(540)	5.1%		(11,148)	(540)	5.1%	
Transfers to / (from) reserves & other funds	(2,955)	(3,368)	(412)	14.0%		(3,368)	(412)	14.0%	
Subtotal Finance, Risk & Supply Chain Management	20,830	21,041	210	1.0%		21,041	210	1.0%	
Technology Services									
Information Technology	41,381	42,020	639	1.5%		42,020	639	1.5%	
3-1-1 Contact Centre	8,049	8,151	102	1.3%		8,151	102	1.3%	
Digital Services	2,326	2,823	498	21.4%		2,823	498	21.4%	
Shared support services	(9,432)	(9,797)	(365)	3.9%		(9,797)	(365)	3.9%	
Transfers to / (from) reserves & other funds	(193)	(193)	-	0.0%		(193)	-	0.0%	
Subtotal Technology Services	42,130	43,004	874	2.1%		43,004	874	2.1%	

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Appendix A

2023 Draft Operating Budget tables including adjustments to Draft Current State Budget (contd.)

City of Vancouver

Operating Budget (continued)

Published on December 6th, 2022

Published on March 7th, 2023

Expenditures & Transfers (\$000)	2022 Restated Budget	2023 Current State Draft Budget	Net Change (\$)	Net Change (%)	Adjustments to Draft Current State Budget	2023 Draft Budget	Net YoY Change (\$)	Net YoY Change (%)	Adjustment Details
Department (continued)									
Other support services									
Human Resources	11,663	13,161	1,497	12.8%	(1,296)	11,865	201		▲ Realignment of internal reorganization of safety staff into the Workplace Safety team 1.7% within the Office of the Chief Safety Officer (OCSO). This is to support more consistent, effective and accountable approach to safety
Office of Chief Safety Officer	10,474	9,171	(1,302)	-12.4%	2,000	11,171	698		6.7% across the organization.
Legal Services	6,834	7,098	264	3.9%		7,098	264		3.9%
City Clerk	6,234	5,952	(282)	-4.5%		5,952	(282)		-4.5%
Communications & Engagement	3,302	3,731	429	13.0%		3,731	429		13.0%
City Manager's Office	2,698	2,792	94	3.5%	800	3,592	894		▲ Revised estimate of one-time capacity funding to allow the First Nations to assist in the 33.1% implementation of the United Nations Declaration on the Rights of Indigenous Peoples (UNDRIP) at the City
Internal Audit	832	824	(8)	-0.9%		824	(8)		-0.9%
Equity and Diversity Office	699	678	(21)	-3.1%		678	(21)		-3.1%
Sport Hosting	507	907	400	78.8%		907	400		78.8%
Shared support services	(6,308)	(7,386)	(1,078)	17.1%	404	(6,981)	(674)		▲ Realignment of internal reorganization of safety staff into the Workplace Safety team 10.7% within the Office of the Chief Safety Officer (OCSO). This is to support more consistent, effective and accountable approach to safety
Transfers to / (from) reserves & other funds	12	207	195	1572.2%	5	212	199		1610.0% across the organization.
Subtotal Other support services	36,948	37,136	187	0.5%	1,913	39,048	2,100		5.7%
Total Corporate Support Service	133,113	136,482	3,368	2.5%	1,331	137,813	4,699		3.5%
General Government									
General Government expenses	63,131	65,786	2,656	4.2%	15,176	80,962	17,832		▲ Revised estimates of contingencies in response to inflationary pressures and unknown risks around certain costs for the whole city
Empty Homes Tax Transfer to EHT	-	44,000	44,000	-		44,000	44,000		-
Business Improvement Association grants	15,255	16,580	1,325	8.7%	550	17,130	1,875		▲ Council directed investment of \$2.16M for 12.3% Uplifting Chinatown Action Plan for graffiti abatement strategies and community support
Vancouver Economic Commission	3,100	3,100	-	0.0%		3,100			0.0%
Shared support services	762	762	(0)	0.0%		762			0.0%
Transfers to / (from) reserves & other funds	(2,430)	2,860	5,290	-217.7%	9,500	12,360	14,790		▲ Replenishment of General Stabilization Reserve for ongoing financial sustainability
Total General Government	79,818	133,088	53,271	66.7%	25,226	158,314	78,497		98.3%
Total Department	1,212,803	1,317,334	104,530	8.6%	47,671	1,365,005	152,202		12.5%
General debt & Transfers to Capital Fund									
Debt charges (non-utility)	72,241	63,796	(8,445)	-11.7%		63,796	(8,445)		-11.7%
Transfers to Capital Fund	55,900	90,000	34,100	61.0%		90,000	34,100		61.0%
Total General debt & Transfers to Capital Fund	128,141	153,796	25,655	20.0%	-	153,796	25,655		20.0%
Total Expenditures & Transfers	\$ 1,747,990	\$ 1,913,692	\$ 165,702	9.5%	\$ 47,672	\$ 1,961,364	\$ 213,373		12.2%

Net Operating Budget

Note: Totals may not add due to rounding

2023 CIVIC SATISFACTION SURVEY

City of Vancouver

Draft Report

February 17, 2023

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INTRODUCTION

1

Objectives and Methodology



This report presents the findings of the City of Vancouver’s 2023 Civic Satisfaction Survey. The main purpose of this survey is to determine resident and business satisfaction with municipal services and to provide insight into service priorities. This is the fourth Civic Satisfaction Survey that Ipsos has conducted for the City (past surveys were conducted in 2021, 2019, and 2018; no surveys were conducted in 2022 or 2020).



Ipsos conducted a telephone survey with a randomly selected representative sample of Vancouver residents and businesses between January 4 and 20, 2023. Households with members who work for the City, belong to a City advisory committee, or are elected officials of the City were excluded from the survey via an upfront screening question.

RESIDENTS

- 600 interviews with Vancouver residents aged 18 years or older
 - n=95 Downtown/West End
 - n=96 Northwest
 - n=101 Northeast
 - n=116 Southwest
 - n=192 Southeast
- Conducted on cellphones and landlines (55/45 split) in English, Cantonese, and Mandarin
- Final data weighted by gender/age and neighbourhood according to 2021 Census data
- Overall results accurate to within $\pm 4.0\%$, 19 times out of 20 (margin of error will be larger for sample subgroups)

BUSINESSES

- 200 interviews with Vancouver businesses, conducted with the person responsible for the overall management and direction of their company at that location
 - n=130 small (<25 employees)
 - n=51 medium (25-99 employees)
 - n=19 large (100+ employees)
- Conducted on landlines in English
- Final data weighted by business size according to 2021 BC Stats data
- Overall results accurate to within $\pm 6.9\%$, 19 times out of 20 (margin of error will be larger for sample subgroups)

NOTE ON THE NEIGHBOURHOODS REFERRED TO IN THIS REPORT:
16th Avenue is the North-South boundary.
Main Street is the West-East boundary.



Interpreting and Viewing the Results



INTERPRETING AND VIEWING RESULTS

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 differences among residents is included where applicable. While a number of significant differences may appear in the cross-tabulation output, not all differences warrant discussion. Smaller sample sizes limit any meaningful demographic analysis among businesses.

TRACKING TO PREVIOUS SURVEYS

Where possible, this year's results have been compared to past Civic Satisfaction Surveys conducted by the City. Comparing the year-over-year results allows the City to understand how attitudes and priorities are changing, identify new or emerging issues facing the community, and monitor perceptions of the City's performance in key areas.

Arrows (▲ ▼) are used to denote any significant differences between 2023 and 2021.

NORMATIVE COMPARISONS

Where possible, the City of Vancouver's results have been compared to Ipsos' municipal norms to provide a benchmark against which the City can evaluate its performance. These norms are based on research Ipsos has conducted in other Canadian municipalities within the past five years and include a mix of pre-pandemic and pandemic data. Normative comparisons are available for residents only.



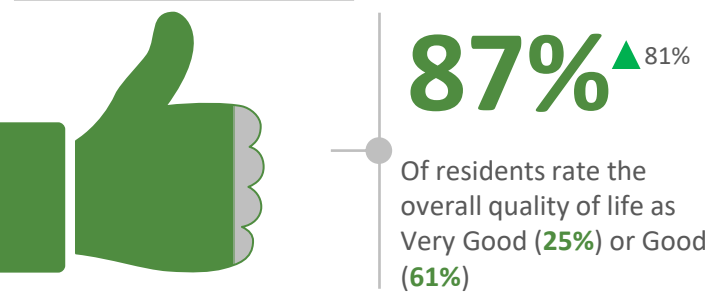
EXECUTIVE SUMMARY

2

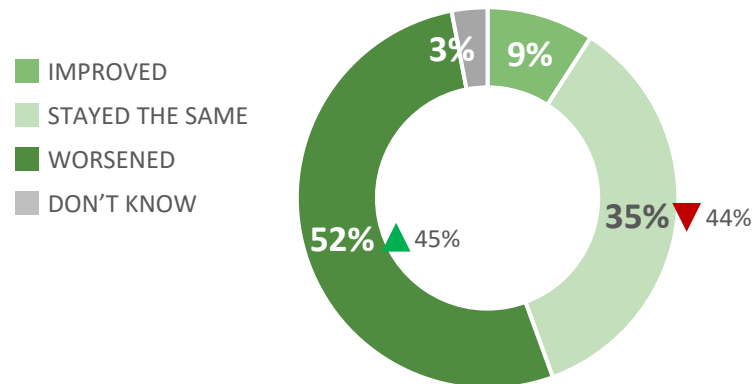
Dashboard – Residents

QUALITY OF LIFE

OVERALL QUALITY OF LIFE



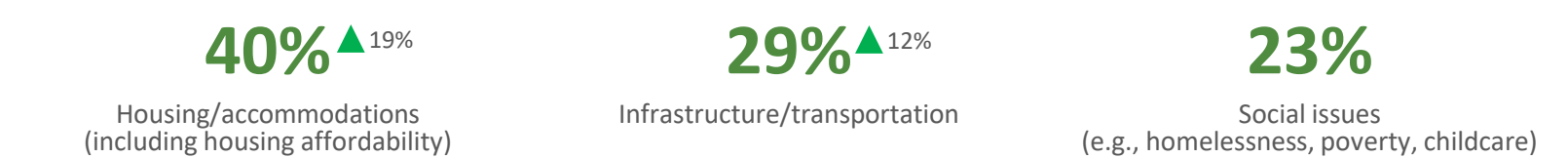
CHANGE IN QUALITY OF LIFE



Base: All residents (n=600)
Quality of Life – Q2, Q3
Important Local Issues – Q1
Financial Planning – Q13, Q13a, Q13b, Q13d
Base: Own current place of residence (n=338)
Willingness to Pay Additional Property Taxes– Q16a

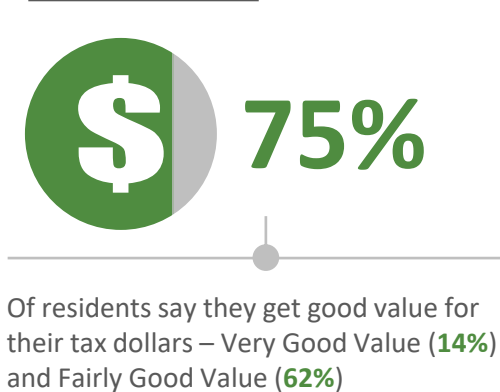
IMPORTANT LOCAL ISSUES

TOP 3 ISSUES

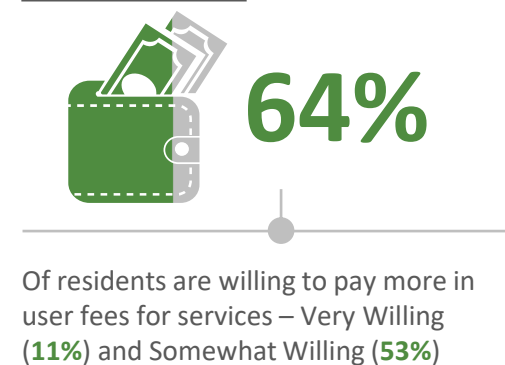


FINANCIAL PLANNING

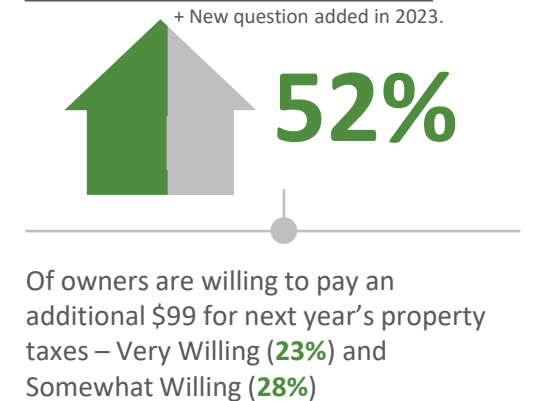
VALUE FOR TAXES



WILLINGNESS TO PAY MORE USER FEES



WILLINGNESS TO PAY ADDITIONAL PROPERTY TAXES+



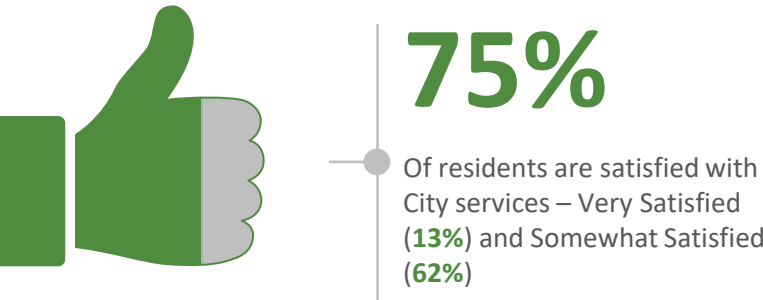
TOP 3 PREFERRED OPTIONS TO BALANCE BUDGET



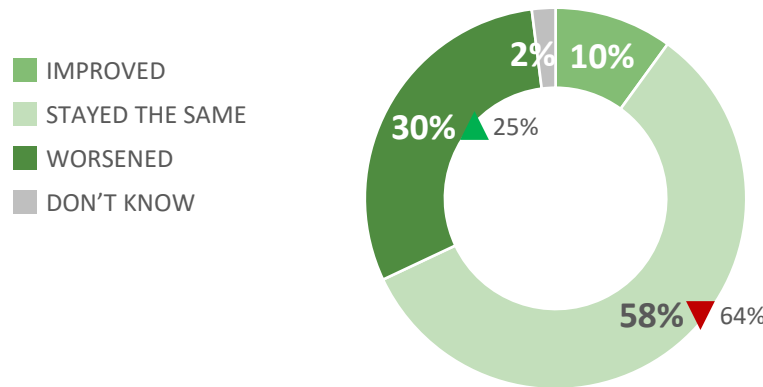
Dashboard – Residents (cont.)

CITY SERVICES

OVERALL SATISFACTION WITH CITY SERVICES

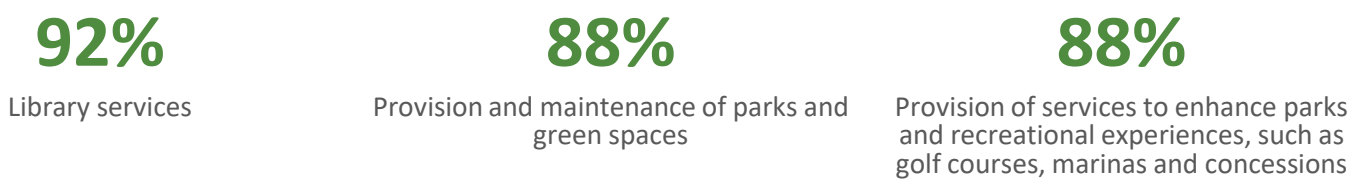


CHANGE IN LEVEL AND QUALITY OF SERVICES



Base: All residents (n=600)
City Services – Q6, Q7, Q10, Q11

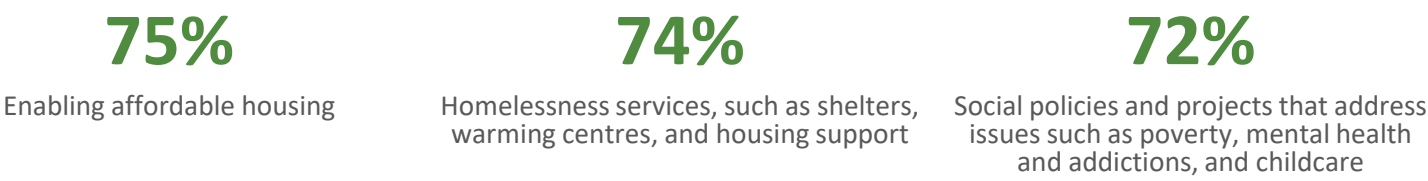
TOP 3 SERVICES WITH HIGHEST SATISFACTION RATINGS – TOTAL SATISFIED



BOTTOM 3 SERVICES WITH LOWEST SATISFACTION RATINGS – TOTAL SATISFIED



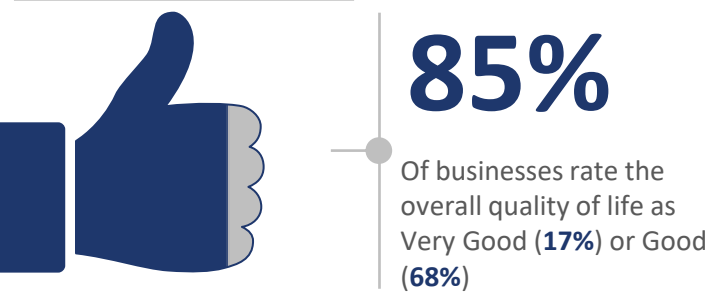
TOP 3 SERVICES WHERE RESIDENTS FEEL THE CITY SHOULD INVEST MORE



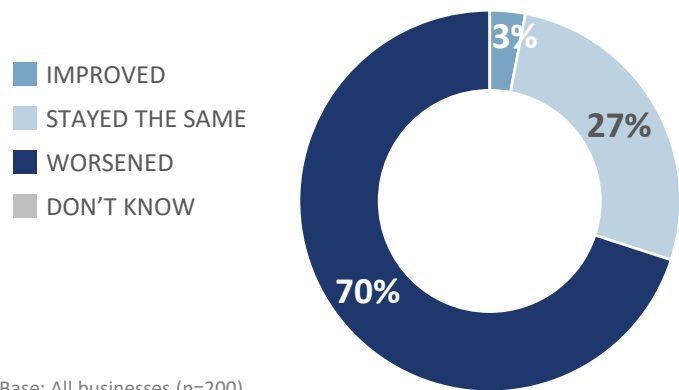
Dashboard – Businesses

QUALITY OF LIFE

OVERALL QUALITY OF LIFE



CHANGE IN QUALITY OF LIFE



Base: All businesses (n=200)
Quality of Life – Q2, Q3
Important Local Issues – Q1
Financial Planning – Q13, Q13a, Q13b, Q13d
*Small base size (<100), interpret with caution.
Base: Own the space their business is in (n=60)*
Willingness to Pay Additional Property Taxes – Q16a

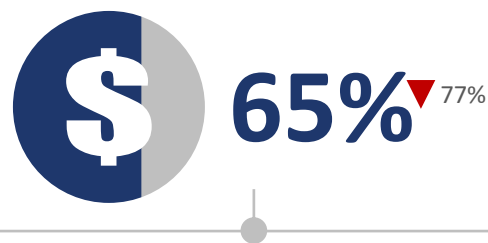
IMPORTANT LOCAL ISSUES

TOP 3 ISSUES



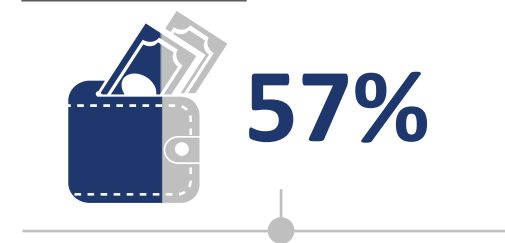
FINANCIAL PLANNING

VALUE FOR TAXES



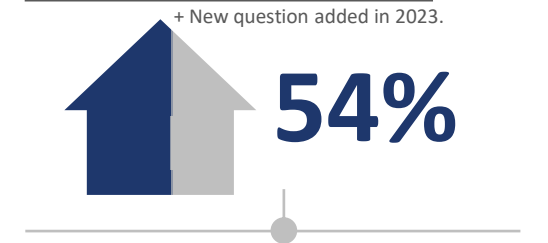
Of businesses say they get good value for their tax dollars – Very Good Value (8%) and Fairly Good Value (58%)

WILLINGNESS TO PAY MORE USER FEES



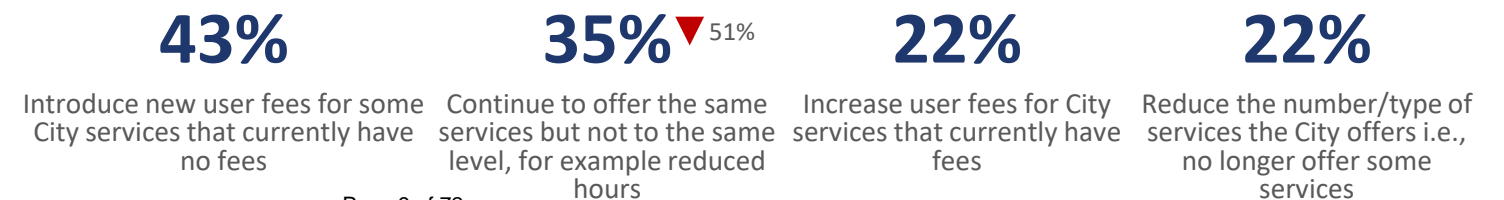
Of businesses are willing to pay more in user fees for services – Very Willing (6%) and Somewhat Willing (51%)

WILLINGNESS TO PAY ADDITIONAL PROPERTY TAXES+



Of owners are willing to pay an additional \$256 for next year's property taxes – Very Willing (17%) and Somewhat Willing (37%)

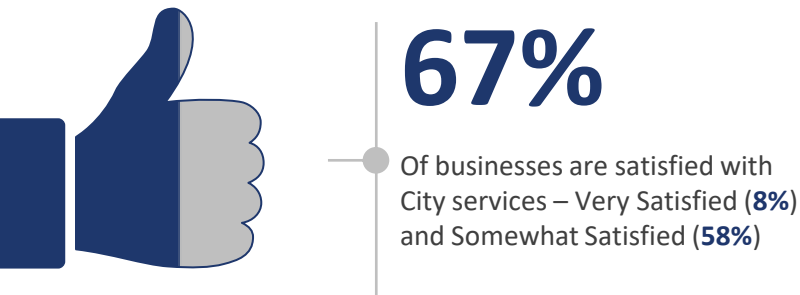
TOP 3 PREFERRED OPTIONS TO BALANCE BUDGET



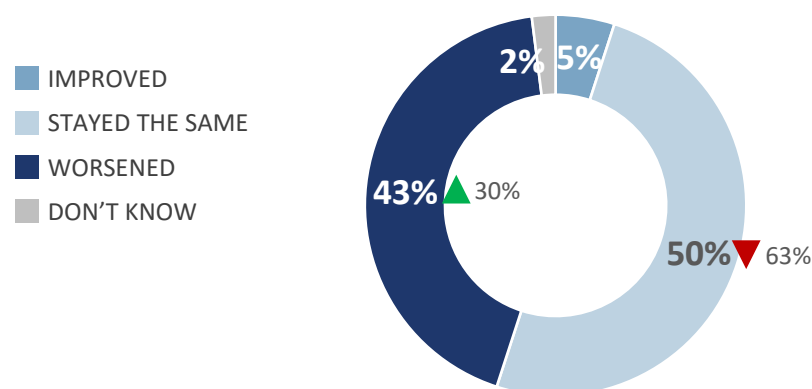
Dashboard – Businesses (cont.)

CITY SERVICES

OVERALL SATISFACTION WITH CITY SERVICES



CHANGE IN LEVEL AND QUALITY OF SERVICES

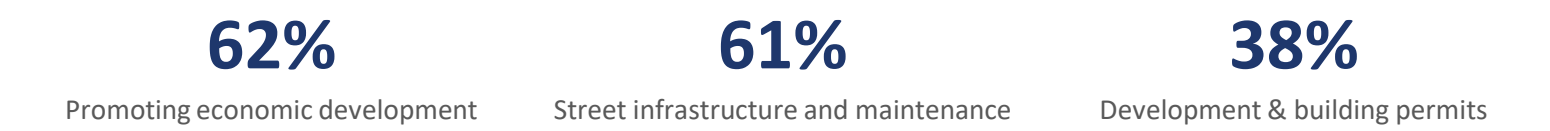


Base: All businesses (n=200)
City Services – Q6, Q7, Q10, Q11

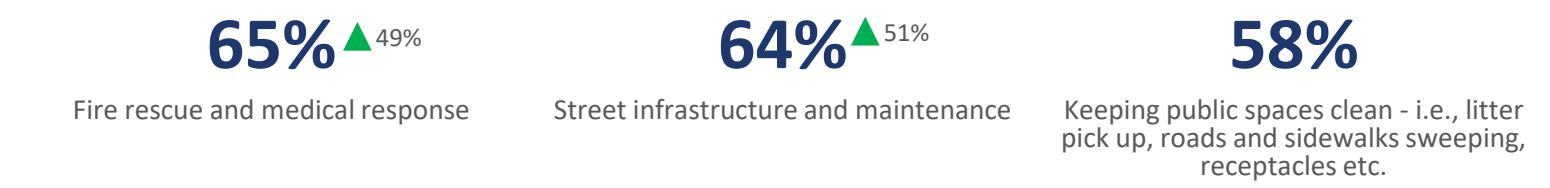
TOP 3 SERVICES WITH HIGHEST SATISFACTION RATINGS – TOTAL SATISFIED



BOTTOM 3 SERVICES WITH LOWEST SATISFACTION RATINGS – TOTAL SATISFIED



TOP 3 SERVICES WHERE BUSINESSES FEEL THE CITY SHOULD INVEST MORE



Key Takeaways



QUALITY OF LIFE

- Overall perceptions of quality of life have rebounded from a pandemic low.
- However, perceptions of the direction quality of life is taking continue to deteriorate, with the majority saying this has worsened over the past three years. Businesses demonstrate a particularly negative outlook.



CITY SERVICES

- Overall satisfaction with City services is positive but lower than pre-pandemic years. Satisfaction is higher among residents than businesses.
- Perceptions of worsening City services have intensified.
- Compared to previous years (either 2021 or pre-pandemic), satisfaction with fire rescue and medical response and police services is down among both residents and businesses. Residents are also less satisfied with garbage and green bin collection and homelessness services; businesses with multi-channel service access and keeping public spaces clean.
- Residents prioritize investment in affordable housing, homelessness, and social policies most of all. However, there is growing desire for more investment in fire rescue and medical response, keeping public spaces clean, development and building permits, and garbage and green bin collection.
- Businesses' top priorities for investment are fire rescue and medical response and street infrastructure (both up from 2021). Development and building permits has also increased in priority.



IMPORTANT LOCAL ISSUES

- The public issue agenda is evolving. While COVID-19 was the top issue in 2021, it barely registers this year. Housing/accommodations, infrastructure/transportation, and social issues are this year's top three issues.
- Compared to pre-pandemic years, the emerging issues are social issues and crime/criminal activity.



FINANCIAL PLANNING

- Residents' overall perceptions of value for taxes hold steady with 2021 but are lower than pre-pandemic years. Perceptions have declined among businesses this year.
- Residents and businesses have different ideas around how to best balance the budget. Residents prefer continuing to offer the same services but at a reduced level, while businesses opt for introducing new user fees for some City services. However, residents and businesses agree that increasing residential property taxes is the least preferred option.
- Willingness to pay more user fees is higher than willingness to pay additional property taxes.

DETAILED RESULTS

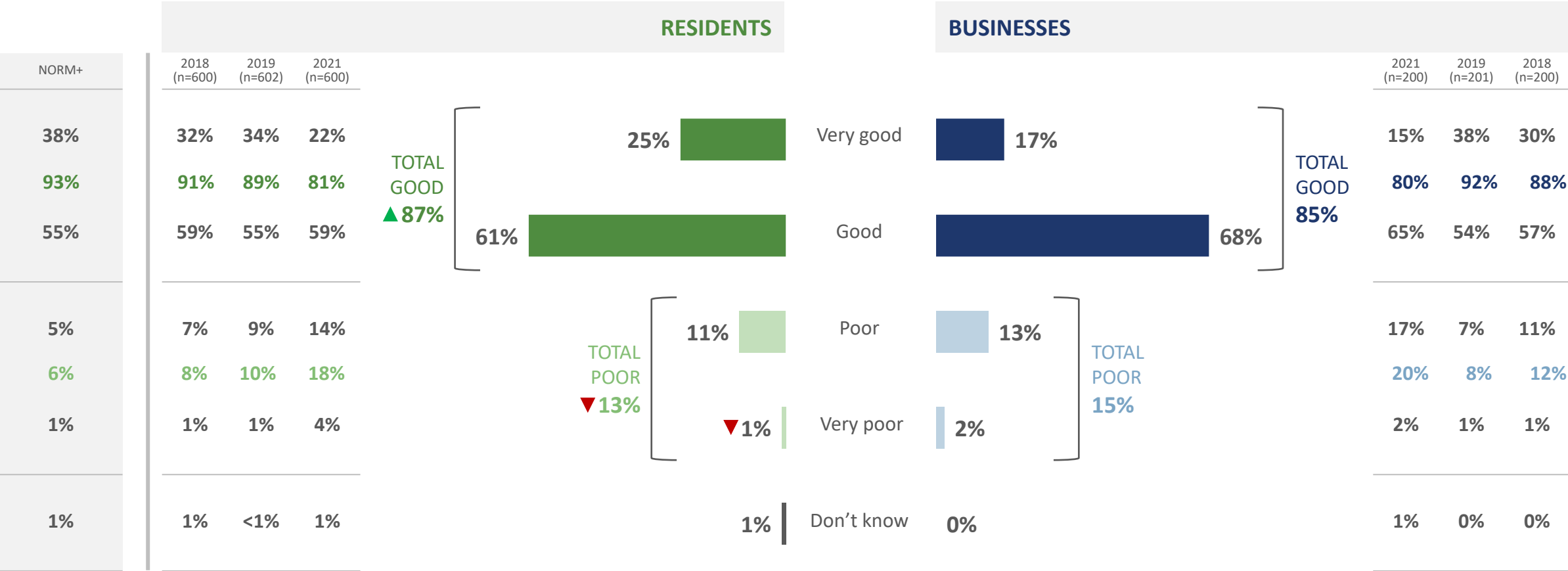
3

QUALITY OF LIFE

3.1

Overall Quality of Life

Overall perceptions of quality of life have rebounded from a pandemic low. In total, 87% of residents rate Vancouver’s overall quality of life as ‘very good’ or ‘good’, up 6 points from 2021. Perceptions are similar among businesses, with 85% rating the overall quality of life as ‘very good’ or ‘good’. While not statistically significant, this is a directional increase of 5 points. Despite these bumps, perceptions among both residents and businesses (particularly those saying ‘very good’) remain below pre-COVID levels.



+ The norm is the average rating from Canadian municipalities surveyed by Ipsos in the past five years.
Base: All residents (n=600); All businesses (n=200)
Q2. How would you rate the overall quality of life in the City of Vancouver today?

Overall Quality of Life (Residents)

(by Gender, Age, and Neighbourhood)

Overall perceptions of quality of life (combined ‘very good/good’ responses) are higher among those living in the Southwest and Northwest and lower among those living in the Southeast and Northeast.

	TOTAL	GENDER		AGE			NEIGHBOURHOOD				
		MALE [B]	FEMALE [C]	18-34 [D]	35-54 [E]	55+ [F]	DT [G]	NW [H]	NE [I]	SW [J]	SE [K]
Very good	25%	29%	23%	24%	29%	23%	33% K	28%	28%	24%	19%
Good	61%	60%	62%	65%	57%	63%	53%	64%	55%	68% G	64%
Poor	11%	9%	13%	11%	11%	11%	12%	8%	14%	7%	14%
Very Poor	1%	2%	1%	0%	3% D	1%	2%	0%	3%	0%	2%
Don't know	1%	1%	1%	0%	0%	2% E	0%	1%	1%	1%	1%
TOTAL GOOD	87%	88%	86%	89%	86%	86%	87%	92%	83%	92% K	83%
TOTAL POOR	13%	11%	14%	11%	14%	13%	13%	8%	16%	7%	16% J

Base: All residents (n=600)
 Q2. How would you rate the overall quality of life in the City of Vancouver today?

Overall Quality of Life (Residents)

(by Own/Rent and Household Income)

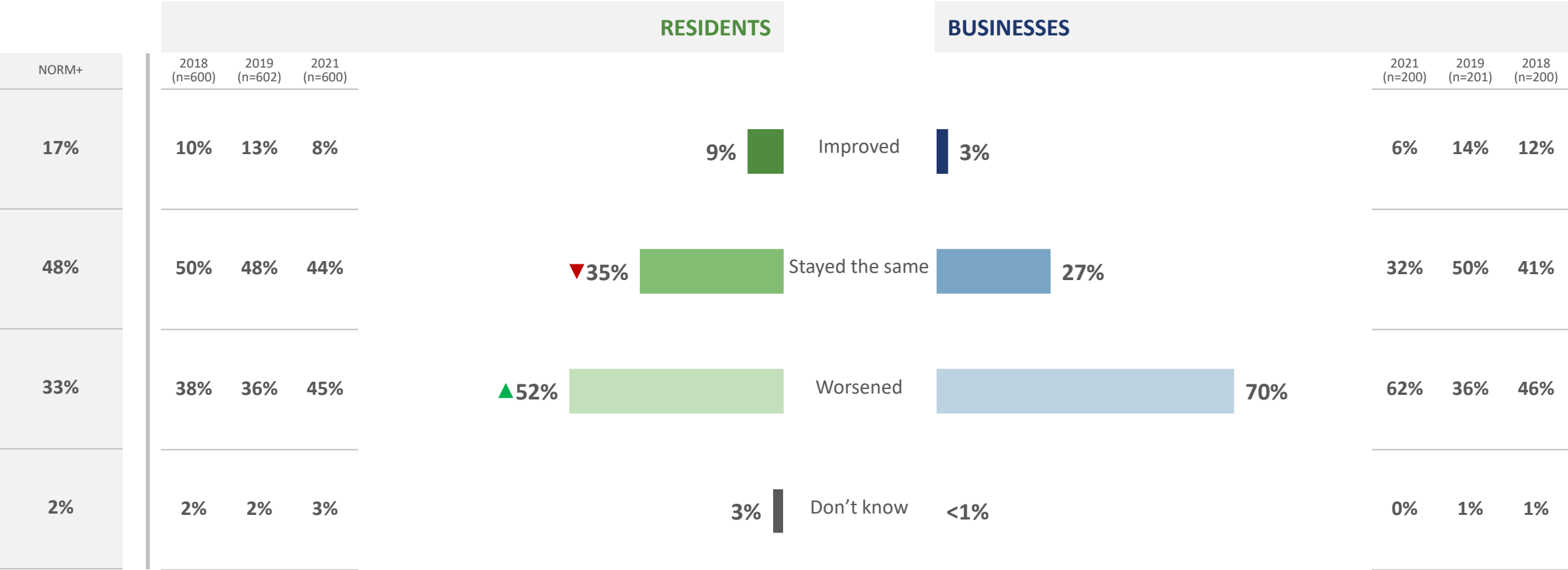
Overall perceptions of quality of life (combined ‘very good/good’ responses) are also higher among those with household incomes of \$100K+.

	TOTAL	OWN/RENT		HH INCOME		
		OWN [B]	RENT [C]	<\$60K [D]	\$60K-<\$100K [E]	\$100K+ [F]
Very good	25%	25%	26%	16%	26% D	34% D
Good	61%	63%	60%	66%	58%	57%
Poor	11%	9%	12%	15% F	13%	8%
Very Poor	1%	1%	2%	2%	2%	1%
Don't know	1%	1%	<1%	1%	1%	0%
TOTAL GOOD	87%	88%	86%	83%	85%	92% D
TOTAL POOR	13%	11%	14%	17% F	14%	8%

Base: All residents (n=600)
 Q2. How would you rate the overall quality of life in the City of Vancouver today?

Change in Quality of Life

Perceptions of the direction quality of life is taking continue to deteriorate, with a majority of residents (52%) and businesses (70%) saying this has ‘worsened’ over the past three years. Worsened perceptions are up 7 points among residents and a directional 8 points among businesses.



+ The norm is the average rating from Canadian municipalities surveyed by Ipsos in the past five years.
Base: All residents (n=600); All businesses (n=200)
Q3. And, do you feel that the quality of life in the City of Vancouver in the past three years has improved, stayed the same, or worsened?



Change in Quality of Life (Residents)

(by Gender, Age, and Neighbourhood)

Perceptions of a worsening quality of life are higher among those who are 35+ years of age.

	TOTAL	GENDER		AGE			NEIGHBOURHOOD				
		MALE [B]	FEMALE [C]	18-34 [D]	35-54 [E]	55+ [F]	DT [G]	NW [H]	NE [I]	SW [J]	SE [K]
Improved	9%	11%	8%	13% F	8%	6%	10%	7%	7%	4%	14% J
Stayed the same	35%	36%	35%	42%	31%	34%	32%	33%	39%	47% GK	30%
Worsened	52%	50%	55%	39%	59% D	58% D	52%	59%	50%	48%	54%
Don't know	3%	3%	3%	6% E	1%	2%	6%	1%	4%	1%	2%

Base: All residents (n=600)
 Q3. And, do you feel that the quality of life in the City of Vancouver in the past three years has improved, stayed the same, or worsened?

Change in Quality of Life (Residents)

(by Own/Rent and Household Income)

Owners are more likely than renters to say the quality of life has worsened over the past three years.

	TOTAL	OWN/RENT		HH INCOME		
		OWN [B]	RENT [C]	<\$60K [D]	\$60K-<\$100K [E]	\$100K+ [F]
Improved	9%	6%	14% B	13%	11%	7%
Stayed the same	35%	35%	34%	31%	37%	35%
Worsened	52%	58% C	47%	52%	50%	54%
Don't know	3%	1%	5% B	4%	2%	3%

Base: All residents (n=600)
 Q3. And, do you feel that the quality of life in the City of Vancouver in the past three years has improved, stayed the same, or worsened?

IMPORTANT LOCAL ISSUES

3.2

Important Local Issues (Residents)

(coded open-ends, multiple responses allowed)

The public issue agenda is evolving. While COVID-19 was residents' top issue in 2021, it barely registers this year (1%, down 31 points). Housing/accommodations is the most frequently mentioned issue (40%, up 21 points), followed by infrastructure/transportation (29%, up 17 points) and social issues (23%, no significant change). Compared to pre-pandemic years, the emerging issues are social issues and crime/criminal activity.

RESIDENTS (With the exception of COVID-19, only mentions of 3% or more in current year shown)

		2021 (n=600)	2019 (n=602)	2018 (n=600)			2021 (n=600)	2019 (n=602)	2018 (n=600)
Housing/accommodations (including housing affordability)	40%▲	19%	48%	49%	Health/healthcare	6%	6%	3%	4%
Infrastructure/transportation	29%▲	12%	40%	44%	Weather response+	6%▲	n/a	n/a	n/a
Social issues (e.g., homelessness, poverty, childcare)	23%	20%	11%	13%	Economy/economic issues	4%▼	8%	3%	2%
Affordability/cost of living (excluding housing affordability)	18%▲	13%	15%	16%	Development (e.g., densification, impact on green space)	3%	5%	8%	9%
Crime/criminal activity	15%▲	7%	9%	3%	Parks and recreation	3%	2%	n/a	n/a
Addiction and overdoses	11%	11%	9%	7%	Public cleanliness+	3%▲	n/a	n/a	n/a
Environment/environmental issues/sustainability	6%	5%	8%	10%	COVID-19 (NET)	1%▼	32%	n/a	n/a
Garbage disposal	6%▲	1%	4%	4%	Nothing/don't know	6%▼	10%	10%	7%

+ New this year.

Base: All residents (n=600)

Q1. From your perspective as a resident of the City of Vancouver, what are the most important local issues facing the City at the present time? Anything else?

Top Ten Important Local Issues (Residents)

(by Gender, Age, and Neighbourhood)

There are some noteworthy gender, age, and neighbourhood differences in the issues that are important to residents. For example, men and older residents are more likely to mention infrastructure/transportation. Mentions of social issues are higher among women and those living in the Downtown/West End and the Northeast. Downtown/West End residents, along with those who are 35+ years of age, are also more likely to identify crime/criminal activity as an important local issue.

	TOTAL	GENDER		AGE			NEIGHBOURHOOD				
		MALE [B]	FEMALE [C]	18-34 [D]	35-54 [E]	55+ [F]	DT [G]	NW [H]	NE [I]	SW [J]	SE [K]
Housing/accommodations	40%	38%	41%	34%	41%	44%	38%	43%	40%	37%	40%
Infrastructure/transportation	29%	34% C	23%	29%	24%	34% E	27%	24%	23%	34%	32%
Social issues	23%	18%	27% B	21%	23%	25%	32% JK	22%	30% K	18%	17%
Affordability/cost of living	18%	17%	18%	20%	19%	14%	17%	19%	16%	16%	19%
Crime/criminal activity	15%	14%	15%	9%	17% D	17% D	24% JK	16%	17%	10%	10%
Addiction and overdoses	11%	10%	13%	13%	9%	12%	10%	11%	15%	12%	10%
Environment	6%	6%	7%	4%	7%	8%	5%	10%	5%	7%	5%
Garbage disposal	6%	9% C	4%	2%	9% D	8% D	3%	2%	7%	6%	10% GH
Health/healthcare	6%	5%	7%	4%	4%	10% DE	6%	3%	6%	6%	9%
Weather response	6%	4%	8% B	12% EF	4%	2%	5%	7%	2%	9% I	6%

Base: All residents (n=600)
 Q1. From your perspective as a resident of the City of Vancouver, what are the most important local issues facing the City at the present time? Anything else?

Top Ten Important Local Issues (Residents)

(by Own/Rent and Household Income)

Those with household incomes of \$100K+ are more likely to mention all of this year’s top three issues (housing/accommodations, infrastructure/transportation, and social issues). Affordability/cost of living is mentioned more often by renters.

	TOTAL	OWN/RENT		HH INCOME		
		OWN [B]	RENT [C]	<\$60K [D]	\$60K-<\$100K [E]	\$100K+ [F]
Housing/accommodations	40%	43%	36%	30%	40%	44% D
Infrastructure/transportation	29%	33%	26%	28%	21%	35% E
Social issues	23%	23%	23%	17%	26%	27% D
Affordability/cost of living	18%	14%	22% B	21%	18%	17%
Crime/criminal activity	15%	17%	13%	16%	14%	15%
Addiction and overdoses	11%	10%	13%	12%	14%	8%
Environment	6%	8% C	4%	5%	4%	9%
Garbage disposal	6%	8%	5%	8%	6%	6%
Health/healthcare	6%	8%	4%	6%	7%	6%
Weather response	6%	4%	9% B	8%	6%	3%

Base: All residents (n=600)
 Q1. From your perspective as a resident of the City of Vancouver, what are the most important local issues facing the City at the present time? Anything else?

Important Local Issues (Businesses)

(coded open-ends, multiple responses allowed)

The results are similar among businesses. Mentions of COVID-19 are now practically non-existent (1%, down 37 points), replaced by concerns around infrastructure/transportation (29%, up 22 points), housing/accommodations (23%, up 15 points), and social issues (21%, no significant change). Compared to pre-pandemic years, the emerging issues are social issues and crime/criminal activity.

BUSINESSES (With the exception of COVID-19, only mentions of 3% or more in current year shown)

			2021 (n=200)	2019 (n=201)	2018 (n=200)			2021 (n=200)	2019 (n=201)	2018 (n=200)
Infrastructure/transportation	<div><div></div></div> 29%▲		7%	39%	44%	Garbage disposal	<div><div></div></div> 5%▲	0%	2%	3%
Housing/accommodations (including affordability)	<div><div></div></div> 23%▲		8%	19%	38%	Development (e.g., densification, impact on green space)	<div><div></div></div> 4%	4%	4%	12%
Social issues (e.g., homelessness, poverty, childcare)	<div><div></div></div> 21%		24%	13%	8%	Environment/environmental issues/sustainability	<div><div></div></div> 4%	1%	4%	6%
Crime/criminal activity	<div><div></div></div> 19%▲		7%	6%	6%	Governance and transparency (e.g., bylaws and enforcement)	<div><div></div></div> 3%	6%	7%	4%
Affordability/cost of living (excluding housing affordability)	<div><div></div></div> 15%		11%	22%	28%	Small/local business (unrelated to post-pandemic economic recovery of businesses)	<div><div></div></div> 3%	6%	n/a	n/a
Addiction and overdoses	<div><div></div></div> 7%		8%	3%	10%	Weather response+	<div><div></div></div> 3%▲	n/a	n/a	n/a
Economy/economic issues	<div><div></div></div> 7%		6%	12%	8%	COVID-19 (NET)	<div><div></div></div> 1%▼	38%	n/a	n/a
City finances (e.g., debt, spending)	<div><div></div></div> 5%		3%	3%	2%	Nothing/don't know	<div><div></div></div> 6%	9%	9%	8%

+ New this year.

Base: All businesses (n=200)

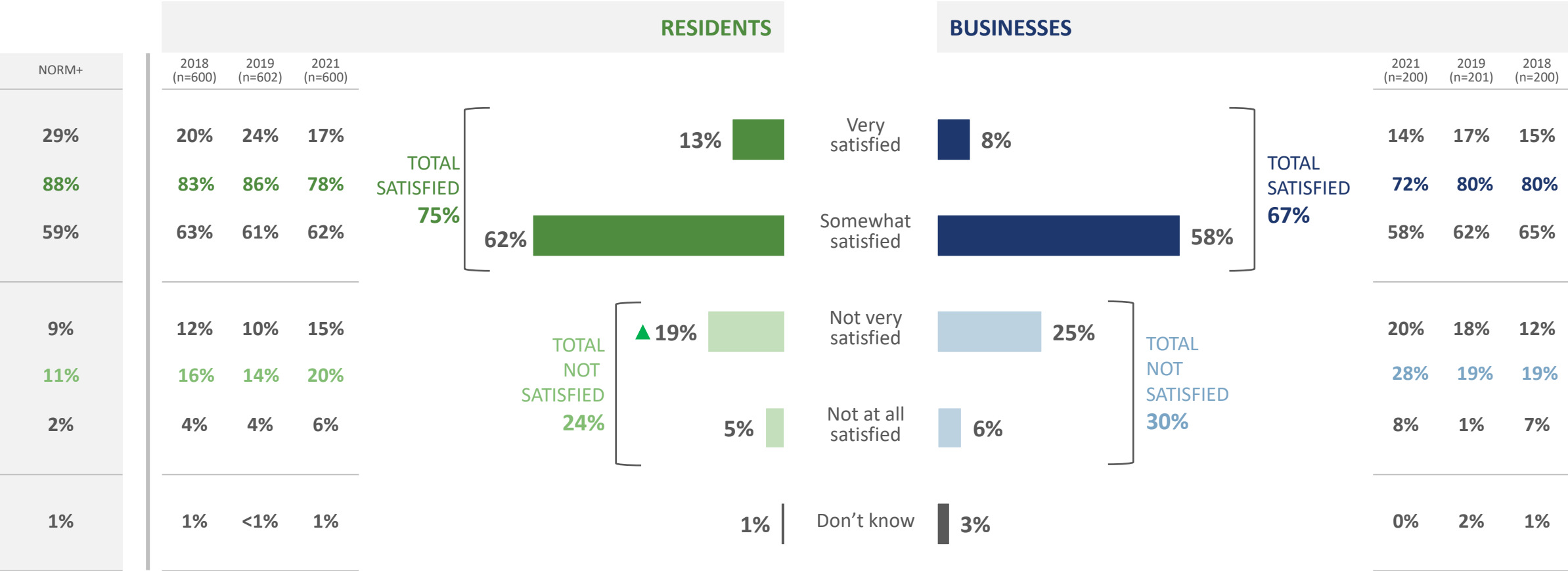
Q1. From your perspective as a business owner, manager, or operator in the City of Vancouver, what are the most important local issues facing the City at the present time? Anything else?

CITY SERVICES

3.3

Overall Satisfaction with City Services

Overall satisfaction with City services is positive but lower than pre-pandemic years. In total, 75% of residents say they are satisfied (combined ‘very/somewhat satisfied’ responses) with the overall level and quality of City services, on par with 78% in 2021 but lower than 86% in 2019 and 83% in 2021. Two-thirds (67%) of businesses say they are satisfied, again on par with 2021 but down from 80% in both 2019 and 2018.



+ The norm is the average rating from Canadian municipalities surveyed by Ipsos in the past five years.
Base: All residents (n=600); All businesses (n=200)
Q6. How satisfied are you with the overall level and quality of services provided by the City of Vancouver?

Overall Satisfaction with City Services (Residents)

(by Gender, Age, and Neighbourhood)

Overall satisfaction (combined ‘very/somewhat satisfied’ responses) with City services is higher among younger residents and those living in the Downtown/West End, Northwest, and Southwest. One-third of those living in the Southeast say they are not satisfied with the City’s overall level and quality of services.

	TOTAL	GENDER		AGE			NEIGHBOURHOOD				
		MALE [B]	FEMALE [C]	18-34 [D]	35-54 [E]	55+ [F]	DT [G]	NW [H]	NE [I]	SW [J]	SE [K]
Very satisfied	13%	15%	12%	15%	14%	12%	22% JK	17%	15%	9%	9%
Somewhat satisfied	62%	58%	67% B	74% EF	57%	56%	61%	67%	58%	72% K	56%
Not very satisfied	19%	20%	18%	10%	25% D	22% D	12%	13%	20%	16%	28% GHJ
Not at all satisfied	5%	6%	4%	2%	4%	8% D	4%	3%	7%	4%	6%
Don't know	1%	1%	0%	0%	1%	1%	0%	0%	1%	0%	1%
TOTAL SATISFIED	75%	73%	79%	88% EF	70%	69%	84% K	84% K	73%	80% K	65%
TOTAL NOT SATISFIED	24%	26%	21%	12%	29% D	31% D	16%	16%	26%	20%	34% GHJ

Base: All residents (n=600)
 Q6. How satisfied are you with the overall level and quality of services provided by the City of Vancouver?

Overall Satisfaction with City Services (Residents)

(by Own/Rent and Household Income)

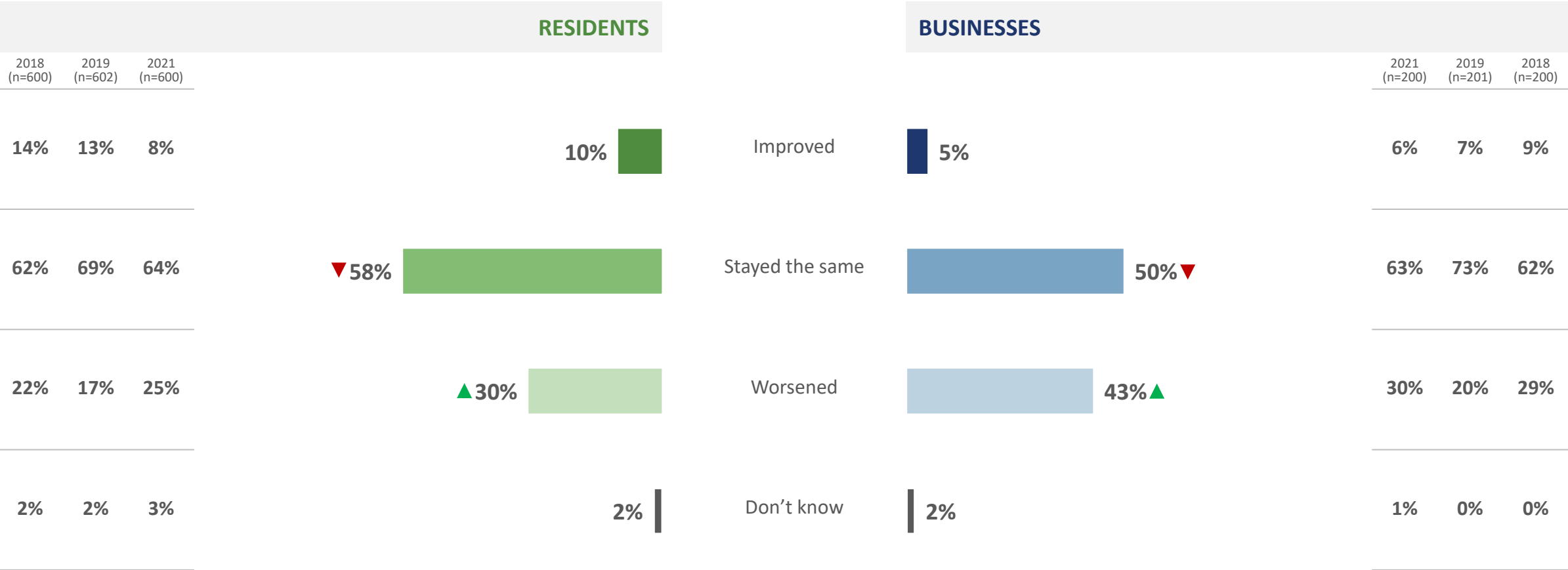
Renters are more likely than owners to say they are satisfied (combined ‘very/somewhat satisfied’ responses) with the overall level and quality of City services.

	TOTAL	OWN/RENT		HH INCOME		
		OWN [B]	RENT [C]	<\$60K [D]	\$60K-<\$100K [E]	\$100K+ [F]
Very satisfied	13%	11%	17%	14%	13%	15%
Somewhat satisfied	62%	59%	66%	64%	65%	59%
Not very satisfied	19%	23% C	14%	18%	18%	20%
Not at all satisfied	5%	6%	3%	3%	3%	6%
Don't know	1%	<1%	1%	1%	1%	<1%
TOTAL SATISFIED	75%	70%	83% B	78%	78%	74%
TOTAL NOT SATISFIED	24%	30% C	17%	21%	21%	26%

Base: All residents (n=600)
 Q6. How satisfied are you with the overall level and quality of services provided by the City of Vancouver?

Change in City Services

Perceptions of worsening City services have intensified. While most (58%) residents say the level and quality of City services has ‘stayed the same’ over the past three years, this is down 6 points from 2021. Three-in-ten (30%) say services have ‘worsened’ (up 5 points) and one-in-ten (10%) say services have ‘improved’ (no significant change). Results are similar among businesses, with 50% saying ‘stayed the same’ (down 13 points), 43% saying ‘worsened’ (up 13 points), and 5% saying ‘improved’ (no significant change).



Base: All residents (n=600); All businesses (n=200)
Q7. And, do you feel that the overall level and quality of services provided by the City of Vancouver in the past three years has improved, stayed the same, or worsened?



Change in City Services (Residents)

(by Gender, Age, and Neighbourhood)

Older residents, particularly those who are 55+ years of age, are more likely to say City services have worsened over the past three years. Perceptions of worsening services are also more pronounced among those living in the Southeast and Southwest.

	TOTAL	GENDER		AGE			NEIGHBOURHOOD				
		MALE [B]	FEMALE [C]	18-34 [D]	35-54 [E]	55+ [F]	DT [G]	NW [H]	NE [I]	SW [J]	SE [K]
Improved	10%	13% C	7%	10%	11%	7%	11%	7%	10%	8%	12%
Stayed the same	58%	54%	61%	75% EF	54% F	45%	58%	72% IJK	57%	58%	50%
Worsened	30%	31%	30%	11%	33% D	46% DE	25%	20%	33%	34% H	35% H
Don't know	2%	3%	2%	4%	1%	2%	6% J	1%	1%	1%	3%

Base: All residents (n=600)
 Q7. And, do you feel that the overall level and quality of services provided by the City of Vancouver in the past three years has improved, stayed the same, or worsened?

BCDEFGHIJK
 A percentage with a letter beside it is significantly higher than the subgroup in the column labelled with that letter (at 95% confidence level).



Change in City Services (Residents)

(by Own/Rent and Household Income)

Owners are more likely than renters to say City services have worsened over the past three years.

	TOTAL	OWN/RENT		HH INCOME		
		OWN [B]	RENT [C]	<\$60K [D]	\$60K-<\$100K [E]	\$100K+ [F]
Improved	10%	6%	14% B	15% F	8%	8%
Stayed the same	58%	54%	62%	54%	63%	56%
Worsened	30%	40% C	19%	27%	28%	34%
Don't know	2%	<1%	5% B	4%	1%	2%

Base: All residents (n=600)
 Q7. And, do you feel that the overall level and quality of services provided by the City of Vancouver in the past three years has improved, stayed the same, or worsened?

Satisfaction with Specific Services (Residents)

Of the 23 services evaluated by residents, 19 are rated satisfactory (combined ‘very/somewhat satisfied’ responses) by more than two-thirds of residents.

The overall highest score goes to **library services**, with 92% of residents saying they are satisfied. Library services has consistently been the number one rated service among residents.

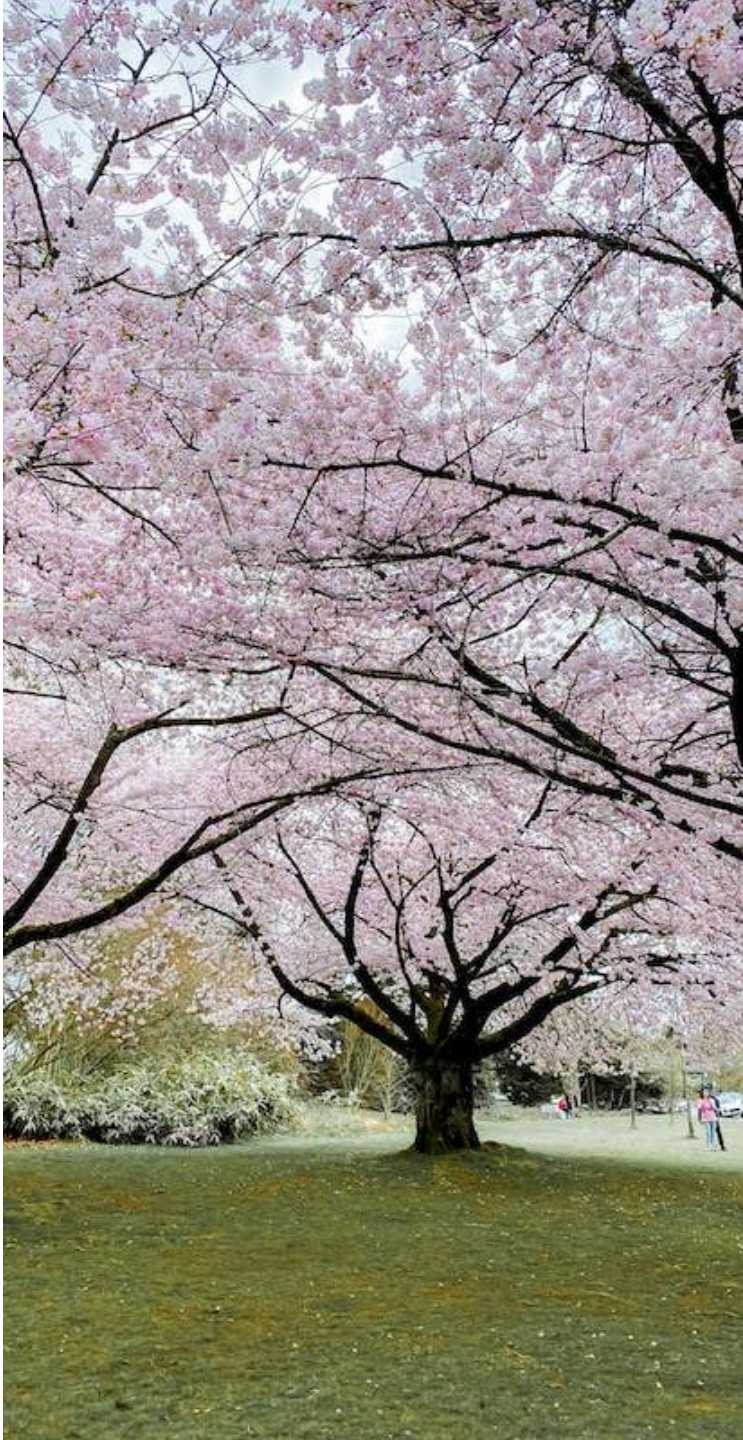
There are four services this year that are rated satisfactory by only a minority of residents. These are **development and building permits** (48%), **social policies and projects** (46%), **homelessness services** (36%), and **enabling affordable housing** (31%).

Compared to 2021, residents this year are notably less satisfied with **fire rescue and medical response** (76%, down 13 points) and **garbage and green bin collection** (70%, down 18 points).

Satisfaction with **police services** and **homelessness services** also remain below pre-pandemic levels.

- Police services: 75% in 2023 and 78% in 2021 versus 89% in 2019 and 88% in 2018
- Homelessness services: 36% in 2023 and 34% in 2021 versus 51% in 2019 and 50% in 2018

NOTE ON THE SERVICES EVALUATED BY RESIDENTS:
Due to the number of services requiring feedback, each resident was randomly asked about 20 different services, resulting in an average base size of 522 respondents per service (actual base sizes range from 509 to 530).
Service wording has been abbreviated for reporting purposes. Please see the Appendix for the full service wording.



Satisfaction with Specific Services (Residents)

RESIDENTS (Service wording has been abbreviated to fit within the space provided. Please see the Appendix for the full service wording.)

VERY SATISFIED		SOMEWHAT SATISFIED		2021	T2B 2019	2018			2021	T2B 2019	2018	
Library services (n=519)	59% ▲ (51%)	92%	92%	92%	93%		By-law enforcement (n=514)	22%	73%	73%	78%	76%
Parks/green spaces+ (n=521)	37%	88%	87%	91%	91%		Emergency preparedness (n=530)	23%	72%	71%	79%	74%
Services to enhance parks (n=515)	29%	88%	87%	90%	85%		Keeping public spaces clean+ (n=522)	22% ▼ (33%)	71%	76%	80%	76%
Online payment services (n=528)	48%	87%	87%	81%	86%		Garbage & green bin collection (n=522)	34% ▼ (50%)	70% ▼	88%	84%	87%
Making streets vibrant+ (n=530)	30%	86%	82%	88%	81%		Economic development (n=527)	15%	70%	67%	66%	67%
Recreation (n=516)	30% ▲ (24%)	85%	83%	91%	86%		Parking (n=528)	18%	68%	65%	59%	58%
Transportation infrastructure++ (n=522)	38% ▲ (31%)	84%	78%	76%	67%		Street infrastructure (n=529)	17%	68%	71%	72%	71%
Water conservation+ (n=524)	33%	84%	85%	83%	81%		Development & building permits (n=516)	10%	48%	52%	55%	50%
Arts & culture (n=520)	24%	83%	80%	83%	83%		Social policies & projects+ (n=530)	9%	46%	44%	52%	51%
Fire rescue & medical response (n=524)	34% ▼ (46%)	76% ▼	89%	90%	92%		Homelessness services (n=516)	6%	36%	34%	51%	50%
Multi-channel service access (n=526)	28%	76%	74%	70%	73%		Enabling affordable housing (n=509)	7%	31%	30%	30%	28%
Police services (n=512)	24%	75%	78%	89%	88%	++ Transportation infrastructure uses different question wording from previous years, interpret year-over-year changes with caution. 2023: Providing transportation infrastructure for walking, cycling, and rolling 2021, 2019, 2018: Providing transportation infrastructure for walking, bikes, transit and vehicles						

+ Slight wording change this year.

Base: Residents asked about a particular service (n varies, with each resident being randomly asked about 20 services)

Q10. I'm now going to read a list of services provided to you by the City of Vancouver. Please tell me how satisfied you are with the job the City is doing overall in providing each service, and if you think the City should invest more, less, or the same amount on this service.

Satisfaction with Specific Services (Residents)

(by Gender, Age, and Neighbourhood)

Satisfaction (combined ‘very/somewhat satisfied’ responses) with specific services tends to be higher among those under 55 years of age.

TOTAL SATISFIED (service wording has been abbreviated to fit within the space provided)											
	TOTAL	GENDER		AGE			NEIGHBOURHOOD				
		MALE [B]	FEMALE [C]	18-34 [D]	35-54 [E]	55+ [F]	DT [G]	NW [H]	NE [I]	SW [J]	SE [K]
Library services	92%	93%	90%	89%	97% DF	89%	90%	92%	93%	92%	92%
Parks/green spaces	88%	88%	88%	93% F	93% F	79%	96% K	88%	90%	90%	82%
Services to enhance parks	88%	92% C	85%	93% F	92% F	79%	91%	85%	89%	92%	84%
Online payment services	87%	85%	88%	87%	92% F	82%	86%	90%	90%	87%	82%
Making streets vibrant	86%	84%	88%	94% F	89% F	76%	90%	87%	85%	84%	85%
Recreation	85%	86%	85%	87%	85%	83%	88%	87%	85%	86%	83%
Transportation infrastructure	84%	84%	83%	89% F	84%	78%	81%	86%	85%	88%	81%
Water conservation	84%	86%	81%	84%	89% F	78%	89%	88%	82%	81%	82%
Arts & culture	83%	84%	82%	85%	82%	82%	84%	80%	83%	88%	82%
Fire rescue & medical response	76%	80%	73%	76%	78%	74%	79%	75%	74%	74%	78%
Multi-channel service access	76%	75%	75%	79%	79% F	69%	79%	67%	78%	72%	79%
Police services	75%	77%	75%	71%	77%	78%	72%	78%	71%	81%	74%

Base: Residents asked about a particular service (n varies, with each resident being randomly asked about 20 services)
 Q10. I’m now going to read a list of services provided to you by the City of Vancouver. Please tell me how satisfied you are with the job the City is doing overall in providing each service, and if you think the City should invest more, less, or the same amount on this service.

Satisfaction with Specific Services (Residents)

(by Gender, Age, and Neighbourhood) (cont.)

Satisfaction (combined ‘very/somewhat satisfied’ responses) with specific services tends to be higher among those under 55 years of age.

TOTAL SATISFIED (service wording has been abbreviated to fit within the space provided)											
	TOTAL	GENDER		AGE			NEIGHBOURHOOD				
		MALE [B]	FEMALE [C]	18-34 [D]	35-54 [E]	55+ [F]	DT [G]	NW [H]	NE [I]	SW [J]	SE [K]
By-law enforcement	73%	72%	75%	79% F	76% F	66%	71%	82%	70%	69%	75%
Emergency preparedness	72%	76%	69%	69%	76%	72%	76%	78%	76%	67%	69%
Keeping public spaces clean	71%	73%	67%	78% F	71%	64%	71%	77%	70%	73%	67%
Garbage & green bin collection	70%	67%	72%	84% EF	66%	60%	80% IK	72%	61%	74%	64%
Economic development	70%	75%	67%	77% F	69%	66%	75%	70%	68%	68%	72%
Parking	68%	72%	65%	74% F	73% F	59%	68%	70%	74%	71%	63%
Street infrastructure	68%	68%	69%	81% F	73% F	52%	82% JK	71%	70%	64%	61%
Development & building permits	48%	47%	50%	63% EF	47% F	36%	59% K	52%	44%	49%	42%
Social policies & projects	46%	50%	42%	51%	44%	41%	45%	39%	43%	45%	52%
Homelessness services	36%	41% C	31%	29%	44% D	36%	28%	41%	26%	42% I	39%
Enabling affordable housing	31%	34%	28%	25%	32%	35%	31%	26%	29%	30%	35%

Base: Residents asked about a particular service (n varies, with each resident being randomly asked about 20 services)
 Q10. I'm now going to read a list of services provided to you by the City of Vancouver. Please tell me how satisfied you are with the job the City is doing overall in providing each service, and if you think the City should invest more, less, or the same amount on this service.

Satisfaction with Specific Services (Residents)

(by Own/Rent and Household Income)

Renters are more satisfied (combined ‘very/somewhat satisfied’ responses) than owners with a number of services, including parks/green spaces, recreation, by-law enforcement, keeping public spaces clean, garbage and green bin collection, street infrastructure, and development and building permits. Owners are more satisfied than renters with police services and enabling affordable housing.

TOTAL SATISFIED (service wording has been abbreviated to fit within the space provided)						
	TOTAL	OWN/RENT		HH INCOME		
		OWN [B]	RENT [C]	<\$60K [D]	\$60K-<\$100K [E]	\$100K+ [F]
Library services	92%	91%	93%	90%	93%	93%
Parks/green spaces	88%	84%	93% B	88%	92%	86%
Services to enhance parks	88%	86%	90%	83%	90%	94% D
Online payment services	87%	86%	88%	81%	89%	91% D
Making streets vibrant	86%	84%	88%	84%	92% F	84%
Recreation	85%	81%	90% B	85%	88%	85%
Transportation infrastructure	84%	83%	83%	82%	82%	87%
Water conservation	84%	82%	86%	85%	81%	87%
Arts & culture	83%	83%	83%	81%	82%	86%
Fire rescue & medical response	76%	75%	76%	73%	75%	78%
Multi-channel service access	76%	74%	76%	74%	78%	79%
Police services	75%	81% C	71%	72%	71%	83% DE

Base: Residents asked about a particular service (n varies, with each resident being randomly asked about 20 services)
 Q10. I’m now going to read a list of services provided to you by the City of Vancouver. Please tell me how satisfied you are with the job the City is doing overall in providing each service, and if you think the City should invest more, less, or the same amount on this service.

Satisfaction with Specific Services (Residents)

(by Own/Rent and Household Income) (cont.)

Renters are more satisfied (combined ‘very/somewhat satisfied’ responses) than owners with a number of services, including parks/green spaces, recreation, by-law enforcement, keeping public spaces clean, garbage and green bin collection, street infrastructure, and development and building permits. Owners are more satisfied than renters with police services and enabling affordable housing.

TOTAL SATISFIED (service wording has been abbreviated to fit within the space provided)						
	TOTAL	OWN/RENT		HH INCOME		
		OWN [B]	RENT [C]	<\$60K [D]	\$60K-<\$100K [E]	\$100K+ [F]
By-law enforcement	73%	69%	79% B	77%	73%	73%
Emergency preparedness	72%	75%	69%	71%	75%	74%
Keeping public spaces clean	71%	62%	82% B	71%	68%	72%
Garbage & green bin collection	70%	58%	82% B	69%	78%	67%
Economic development	70%	68%	73%	66%	76%	73%
Parking	68%	67%	69%	64%	70%	76% D
Street infrastructure	68%	60%	79% B	71%	71%	67%
Development & building permits	48%	42%	56% B	49%	59% F	45%
Social policies & projects	46%	42%	50%	55% F	43%	39%
Homelessness services	36%	40%	31%	36%	30%	37%
Enabling affordable housing	31%	39% C	22%	31%	28%	31%

Base: Residents asked about a particular service (n varies, with each resident being randomly asked about 20 services)
 Q10. I’m now going to read a list of services provided to you by the City of Vancouver. Please tell me how satisfied you are with the job the City is doing overall in providing each service, and if you think the City should invest more, less, or the same amount on this service.

Satisfaction with Specific Services (Businesses)

Of the 16 services evaluated by businesses, 15 are rated satisfactory (combined 'very/somewhat satisfied' responses) by more than six-in-ten businesses.

The overall highest score goes to **online payment services**, with 94% of businesses saying they are satisfied.

The service scoring the lowest is **development and building permits** (38%).

Compared to 2021, businesses this year are notably less satisfied with **fire rescue and medical response** (70%, down 22 points) and **multi-channel service access** (66%, down 13 points).

Satisfaction with **police services** and **keeping public spaces clean** also remain below pre-pandemic levels.

- Police services: 70% in 2023 and 79% in 2021 versus 94% in 2019 and 90% in 2018
- Keeping public spaces clean: 63% in 2023 and 69% in 2021 versus 79% in 2019 and 79% in 2018

NOTE ON THE SERVICES EVALUATED BY BUSINESSES:
Businesses were asked about fewer services than residents, allowing all businesses to provide feedback on all the evaluated services.
Service wording has been abbreviated for reporting purposes. Please see the Appendix for the full service wording.



Satisfaction with Specific Services (Businesses)

BUSINESSES (Service wording has been abbreviated to fit within the space provided. Please see the Appendix for the full service wording.)

	VERY SATISFIED	SOMEWHAT SATISFIED		2021 (n=200)	T2B 2019 (n=201)	2018 (n=200)		2021 (n=200)	T2B 2019 (n=201)	2018 (n=200)
Online payment services	57%	94%		95%	91%	93%	Emergency preparedness	20%	69%	73% 78% 78%
Library services	55%	87%		89%	91%	93%	Multi-channel service access	25%	66%▼	79% 76% 79%
Transportation infrastructure++	31%	79%		72%	74%	66%	Parking	17%	65%	56% 62% 59%
By-law enforcement	23%▲ (10%)	78%		74%	81%	78%	Long-range planning	14%	65%	62% 65% 64%
Making streets vibrant+	33%▲ (22%)	77%		80%	86%	83%	Keeping public spaces clean+	19%▼ (31%)	63%	69% 79% 79%
Licensing & support	29%	76%		76%	82%	82%	Economic development	10%	62%	67% 68% 69%
Fire rescue & medical response	34%▼ (53%)	70%▼		92%	95%	92%	Street infrastructure	15%	61%	69% 70% 67%
Police services	29%	70%		79%	94%	90%	Development & building permits	7%	38%	40% 53% 42%

+ Slight wording change this year.
 Base: All businesses (n=200)
 Q10. I'm now going to read a list of services provided to you by the City of Vancouver. Please tell me how satisfied you are with the job the City is doing overall in providing each service, and if you think the City should invest more, less, or the same amount on this service.

++ Transportation infrastructure uses different question wording from previous years, interpret year-over-year changes with caution.
 2023: Providing transportation infrastructure for walking, cycling, and rolling
 2021, 2019, 2018: Providing transportation infrastructure for walking, bikes, transit and vehicles

Summary of satisfaction for services asked of both residents and businesses

RESIDENTS / BUSINESSES (Service wording has been abbreviated to fit within the space provided. Please see the Appendix for the full service wording.)

++ Transportation infrastructure uses different question wording from previous years, interpret year-over-year changes with caution.
2023: Providing transportation infrastructure for walking, cycling, and rolling
2021, 2019, 2018: Providing transportation infrastructure for walking, bikes, transit and vehicles

▲ / ▼ Significantly higher/lower than 2021.

Investment in Specific Services (Residents)

Residents think the City should invest ‘more’ or ‘the same’ in all the evaluated services. There are no services where a majority thinks the City should reduce investment. However, there are clearly some services that are a greater spending priority. While many of residents’ top investment priorities align with the services with which they are less satisfied, this is not always the case. In other words, satisfaction is not always a predictor of how much residents would like the City to invest in a specific service, suggesting that other factors (such as the priority attached to a service) likely also play a role.

Overall, residents continue to prioritize investment in affordable housing, homelessness, and social policies most of all. The percentage saying the City should invest ‘more’ in each of these services is 75% for **enabling affordable housing**, 74% for **homelessness services**, and 72% for **social policies and projects**.

While these are residents’ top investment priorities overall, there is also growing desire for increased investment in a number of other services. Four particularly noteworthy examples are **fire rescue and medical response** (56%, up 12 points), **keeping public spaces clean** (54%, up 13 points), **development and building permits** (41%, up 9 points), and **garbage and green bin collection** (33%, up 9 points).

- While overall less of a priority, there has also been an increase in the percentage saying the City should invest ‘more’ in **by-law enforcement** (27%, up 8 points) and **multi-channel service access** (21%, up 6 points).

Conversely, the percentage of residents saying the City should invest ‘more’ in **transportation infrastructure** is down 10 points to currently sit at 35%. However, year-over-year comparisons for this service should be interpreted with caution due to differences in question wording.

NOTE ON THE SERVICES EVALUATED BY RESIDENTS:

Due to the number of services requiring feedback, each resident was randomly asked about 20 different services, resulting in an average base size of 522 respondents per service (actual base sizes range from 509 to 530).

Service wording has been abbreviated for reporting purposes. Please see the Appendix for the full service wording.



Investment in Specific Services (Residents)

RESIDENTS

(Service wording has been abbreviated to fit within the space provided. Please see the Appendix for the full service wording.)
Note: Items are listed in order of net investment (Net = invest more *minus* invest less). Don't know percentages are not labelled.

	INVEST MORE	INVEST THE SAME	INVEST LESS	DON'T KNOW	INVEST MORE				INVEST MORE	INVEST THE SAME	INVEST LESS	DON'T KNOW	INVEST MORE		
					2021	2019	2018						2021	2019	2018
Enabling affordable housing (n=509)	75%	17%	7%		73%	73%	73%	Economic development (n=527)	36%	49%	10%		40%	45%	42%
Homelessness services (n=516)	74%	19%	6%		75%	69%	66%	Library services (n=519)	28%	67%	3%		31%	30%	30%
Social policies & projects+ (n=530)	72%	20%	6%		71%	69%	71%	Water conservation+ (n=524)	27%	65%	3%		32%	39%	36%
Fire rescue & medical response (n=524)	56% ▲	40%	2%		44%	40%	38%	Police services (n=512)	38%	45%	15%		34%	38%	36%
Keeping public spaces clean+ (n=522)	54% ▲	45%	1%		41%	42%	45%	Transportation infrastructure++ (n=522)	35% ▼	50%	14%		45%	47%	53%
Street infrastructure (n=529)	51%	45%	3%		45%	48%	47%	By-law enforcement (n=514)	27% ▲	62%	7%		19%	26%	28%
Emergency preparedness (n=530)	42%	53%	3%		39%	41%	45%	Making streets vibrant+ (n=530)	30%	53%	17%		32%	28%	25%
Recreation (n=516)	41%	53%	4%		39%	39%	36%	Multi-channel service access (n=526)	21% ▲	62%	8%		15%	18%	17%
Parks/green spaces+ (n=521)	36%	60%	3%		39%	34%	35%	Services to enhance parks (n=515)	23%	58%	17%		21%	22%	24%
Development & building permits (n=516)	41% ▲	41%	9%		32%	35%	38%	Online payment services (n=528)	13%	75%	9%		13%	13%	12%
Garbage & green bin collection (n=522)	33% ▲	62%	3%		24%	32%	30%	Parking (n=528)	23%	53%	20%		21%	28%	31%
Arts & culture (n=520)	38%	51%	9%		36%	35%	39%	++ Transportation infrastructure uses different question wording from previous years, interpret year-over-year changes with caution. 2023: Providing transportation infrastructure for walking, cycling, and rolling 2021, 2019, 2018: Providing transportation infrastructure for walking, bikes, transit and vehicles							

+ Slight wording change this year.

Base: Residents asked about a particular service (n varies, with each resident being randomly asked about 20 services)

Q11. And, should the City invest more, less, or the same amount on this service?

Investment in Specific Services (Residents)

(by Gender, Age, and Neighbourhood)

Women, those under the age of 55, and renters are generally more likely to say they would like the City to invest more in this year’s top three priorities (affordable housing, homelessness, and social policies). Other demographic differences are highlighted in the table below.

INVEST MORE (service wording has been abbreviated to fit within the space provided)											
	TOTAL	GENDER		AGE			NEIGHBOURHOOD				
		MALE [B]	FEMALE [C]	18-34 [D]	35-54 [E]	55+ [F]	DT [G]	NW [H]	NE [I]	SW [J]	SE [K]
Enabling affordable housing	75%	70%	79% B	85% F	76% F	63%	79%	77%	81%	70%	70%
Homelessness services	74%	71%	76%	85% EF	71%	65%	79%	74%	76%	76%	68%
Social policies & projects	72%	67%	76% B	76% F	75% F	65%	75% K	76% K	81% K	74% K	61%
Fire rescue & medical response	56%	49%	64% B	52%	59%	58%	54%	53%	63%	52%	59%
Keeping public spaces clean	54%	52%	57%	53%	56%	51%	62% H	42%	50%	56%	54%
Street infrastructure	51%	52%	49%	42%	49%	61% DE	47%	44%	49%	53%	56%
Emergency preparedness	42%	37%	47% B	54% EF	33%	38%	41%	43%	33%	46%	43%
Recreation	41%	40%	42%	41%	46%	37%	40%	39%	54% J	32%	42%
Development & building permits	41%	45%	37%	37%	41%	44%	39%	41%	43%	38%	43%
Arts & culture	38%	36%	40%	37%	46% F	32%	45% J	45% J	43%	29%	34%
Police services	38%	40%	37%	30%	38%	48% DE	45%	35%	31%	43%	37%
Economic development	36%	38%	34%	43% F	34%	31%	48% H	31%	35%	33%	35%

Base: Residents asked about a particular service (n varies, with each resident being randomly asked about 20 services)
 Q11. And, should the City invest more, less, or the same amount on this service?

Investment in Specific Services (Residents)

(by Gender, Age, and Neighbourhood) (cont.)

Women, those under the age of 55, and renters are generally more likely to say they would like the City to invest more in this year’s top three priorities (affordable housing, homelessness, and social policies). Other demographic differences are highlighted in the table below.

INVEST MORE (service wording has been abbreviated to fit within the space provided)											
	TOTAL	GENDER		AGE			NEIGHBOURHOOD				
		MALE [B]	FEMALE [C]	18-34 [D]	35-54 [E]	55+ [F]	DT [G]	NW [H]	NE [I]	SW [J]	SE [K]
Parks/green spaces	36%	33%	39%	31%	35%	43% D	40%	43% J	42% J	26%	33%
Transportation infrastructure	35%	34%	36%	38%	38%	30%	44%	32%	43%	29%	31%
Garbage & green bin collection	33%	36%	29%	26%	38% D	35%	40%	26%	39%	29%	31%
Making streets vibrant	30%	33%	27%	31%	31%	29%	33%	34%	33%	30%	24%
Library services	28%	27%	28%	27%	28%	28%	29%	26%	36% J	20%	28%
Water conservation	27%	25%	28%	29%	24%	29%	34%	25%	26%	24%	27%
By-law enforcement	27%	26%	28%	28%	27%	26%	39% HI	19%	23%	26%	27%
Parking	23%	23%	23%	26%	22%	21%	29%	17%	17%	21%	27%
Services to enhance parks	23%	24%	22%	19%	21%	29%	21%	23%	19%	19%	28%
Multi-channel service access	21%	25% C	17%	22%	22%	20%	25%	21%	19%	20%	21%
Online payment services	13%	16%	10%	21% EF	9%	8%	9%	5%	10%	17% H	17% H

Base: Residents asked about a particular service (n varies, with each resident being randomly asked about 20 services)
 Q11. And, should the City invest more, less, or the same amount on this service?

Investment in Specific Services (Residents)

(by Own/Rent and Household Income)

Women, those under the age of 55, and renters are generally more likely to say they would like the City to invest more in this year’s top three priorities (affordable housing, homelessness, and social policies). Other demographic differences are highlighted in the table below.

INVEST MORE (service wording has been abbreviated to fit within the space provided)						
	TOTAL	OWN/RENT		HH INCOME		
		OWN [B]	RENT [C]	<\$60K [D]	\$60K-<\$100K [E]	\$100K+ [F]
Enabling affordable housing	75%	64%	87% B	77%	79%	75%
Homelessness services	74%	68%	82% B	70%	85% DF	73%
Social policies & projects	72%	65%	79% B	71%	85% DF	73%
Fire rescue & medical response	56%	57%	55%	64% F	63% F	48%
Keeping public spaces clean	54%	56%	51%	56%	60%	50%
Street infrastructure	51%	54%	48%	53%	57% F	45%
Emergency preparedness	42%	33%	52% B	49% F	45%	36%
Recreation	41%	42%	42%	41%	43%	44%
Development & building permits	41%	43%	38%	40%	42%	47%
Arts & culture	38%	32%	46% B	45%	40%	35%
Police services	38%	40%	38%	40%	42%	35%
Economic development	36%	28%	45% B	40%	37%	37%

Base: Residents asked about a particular service (n varies, with each resident being randomly asked about 20 services)
 Q11. And, should the City invest more, less, or the same amount on this service?

Investment in Specific Services (Residents)

(by Own/Rent and Household Income) (cont.)

Women, those under the age of 55, and renters are generally more likely to say they would like the City to invest more in this year’s top three priorities (affordable housing, homelessness, and social policies). Other demographic differences are highlighted in the table below.

INVEST MORE (service wording has been abbreviated to fit within the space provided)						
	TOTAL	OWN/RENT		HH INCOME		
		OWN [B]	RENT [C]	<\$60K [D]	\$60K-<\$100K [E]	\$100K+ [F]
Parks/green spaces	36%	39%	35%	35%	41%	38%
Transportation infrastructure	35%	33%	40%	38%	31%	38%
Garbage & green bin collection	33%	34%	33%	35%	32%	33%
Making streets vibrant	30%	25%	36% B	34%	28%	32%
Library services	28%	22%	36% B	32%	29%	26%
Water conservation	27%	22%	35% B	33% F	37% F	18%
By-law enforcement	27%	24%	32%	29%	27%	25%
Parking	23%	21%	27%	26% F	31% F	14%
Services to enhance parks	23%	23%	23%	29% F	23%	18%
Multi-channel service access	21%	19%	25%	24%	27%	18%
Online payment services	13%	10%	15%	18% F	15%	8%

Base: Residents asked about a particular service (n varies, with each resident being randomly asked about 20 services)
 Q11. And, should the City invest more, less, or the same amount on this service?

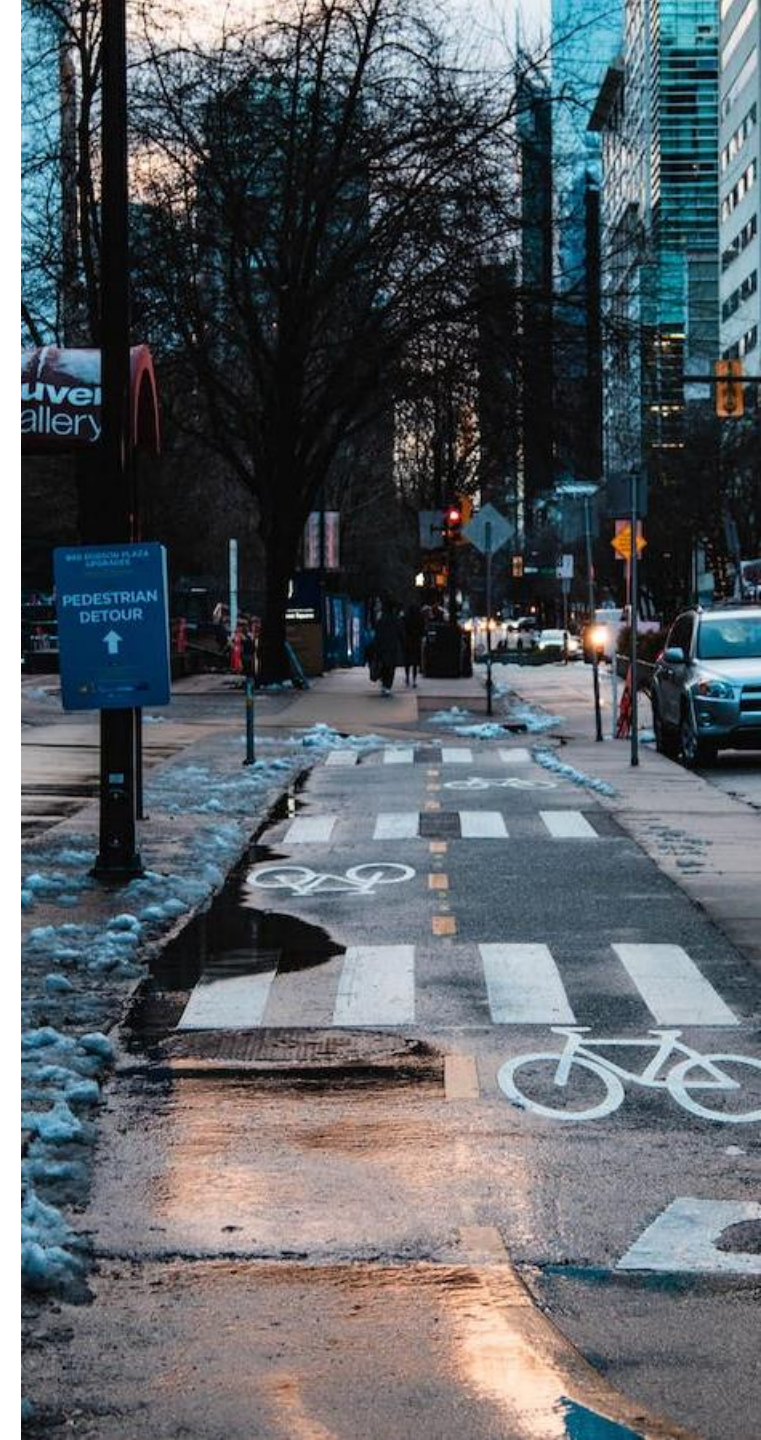
Investment in Specific Services (Businesses)

Businesses' top priorities for investment are **fire rescue and medical response** (65% invest 'more', up 16 points) and **street infrastructure** (64% invest 'more', up 13 points).

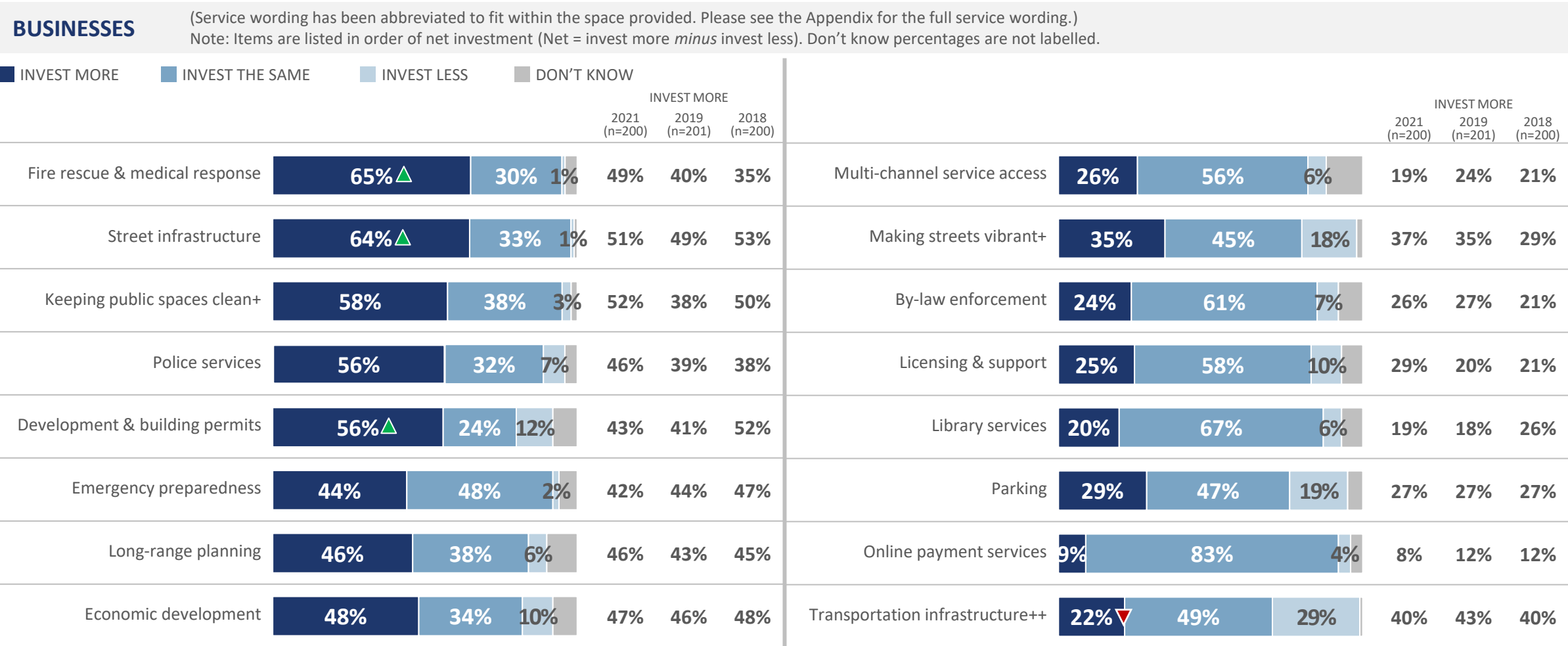
A majority of businesses also say the City should invest 'more' in **keeping public spaces clean** (58%), **police services** (56%), and **development and building permits** (56%). The percentage prioritizing investment in development and building permits is up 13 points from 2021.

Similar to residents, there is only one service this year that has dropped in investment priority, and that is **transportation infrastructure** (22% invest 'more', down 18 points from 2021). Again, however, year-over-year comparisons for this service should be interpreted with caution due to differences in question wording.

NOTE ON THE SERVICES EVALUATED BY BUSINESSES:
Businesses were asked about fewer services than residents, allowing all businesses to provide feedback on all the evaluated services.
Service wording has been abbreviated for reporting purposes. Please see the Appendix for the full service wording.



Investment in Specific Services (Businesses)



+ Slight wording change this year.
Base: All businesses (n=200)
Q11. And, should the City invest more, less, or the same amount on this service?

++ Transportation infrastructure uses different question wording from previous years, interpret year-over-year changes with caution.
2023: Providing transportation infrastructure for walking, cycling, and rolling
2021, 2019, 2018: Providing transportation infrastructure for walking, bikes, transit and vehicles

Only significant differences for invest more are shown.

▲ / ▼ Significantly higher/lower than 2021.



Summary of investment in services asked of both residents and businesses

RESIDENTS / BUSINESSES

(Service wording has been abbreviated to fit within the space provided. Please see the Appendix for the full service wording.)
Note: Items are listed in order of net investment (Net = invest more *minus* invest less). Don't know percentages are not labelled.

++ Transportation infrastructure uses different question wording from previous years, interpret year-over-year changes with caution.
2023: Providing transportation infrastructure for walking, cycling, and rolling
2021, 2019, 2018: Providing transportation infrastructure for walking, bikes, transit and vehicles

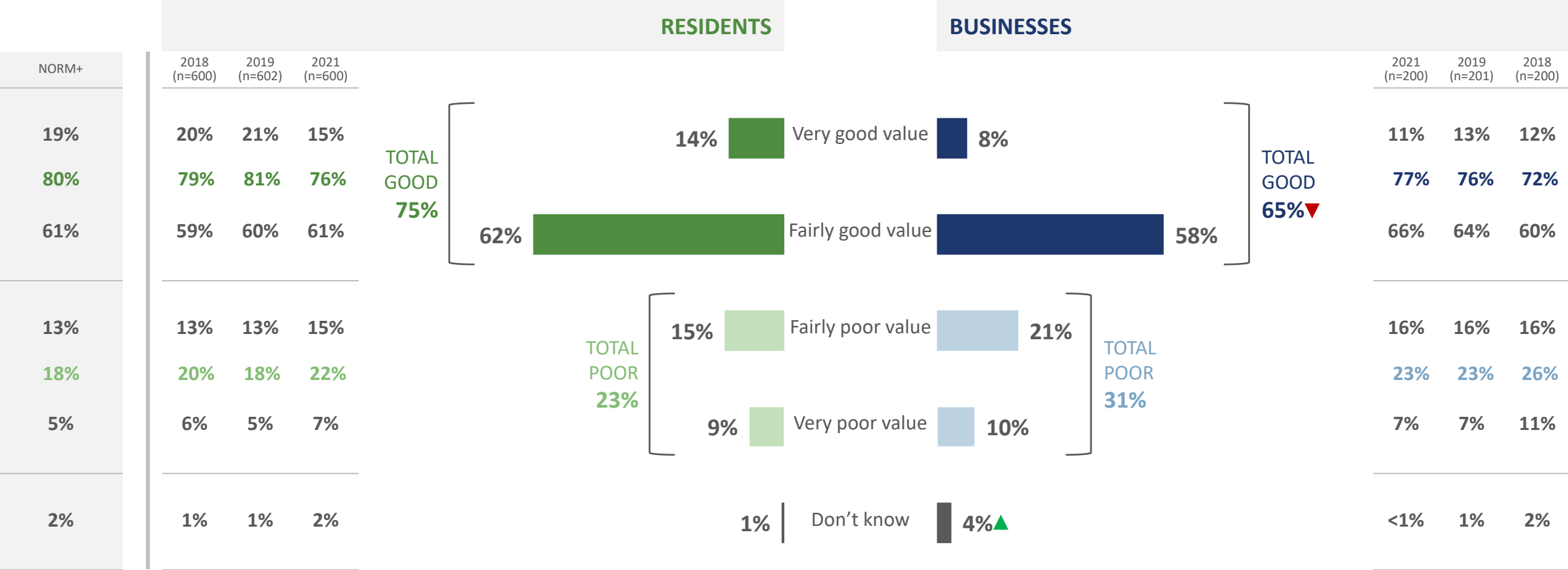


FINANCIAL PLANNING

3.4

Value for Taxes

Residents’ overall perceptions of value for taxes hold steady with 2021 but are lower than pre-pandemic years. Overall, 75% of residents say they receive ‘very’ or ‘fairly’ good value for their tax dollars, on par with 2021 but lower than the high of 81% reported in 2019. Perceptions have declined among businesses this year (65%, down 12 points from 2021).



+ The norm is the average rating from Canadian municipalities surveyed by Ipsos in the past five years.
Base: All residents (n=600); All businesses (n=200)
Q13. Thinking about all the programs and services you receive from the City of Vancouver, would you say that overall you get good value or poor value for your tax dollars? (Is that very or fairly good/poor value?)

Value for Taxes (Residents)

(by Gender, Age, and Neighbourhood)

Overall perceptions of value for taxes (combined ‘very/fairly good value’ responses) are statistically consistent across gender, age, and neighbourhood.

	TOTAL	GENDER		AGE			NEIGHBOURHOOD				
		MALE [B]	FEMALE [C]	18-34 [D]	35-54 [E]	55+ [F]	DT [G]	NW [H]	NE [I]	SW [J]	SE [K]
Very good value	14%	16%	12%	10%	15%	17%	22% JK	16% J	21% JK	5%	10%
Fairly good value	62%	61%	63%	69% F	60%	57%	57%	65%	54%	72% GI	60%
Fairly poor value	15%	11%	17% B	15%	15%	14%	13%	13%	18%	13%	17%
Very poor value	9%	10%	7%	6%	9%	10%	9%	6%	8%	7%	12%
Don't know	1%	1%	1%	1%	1%	2%	0%	1%	0%	2%	2%
TOTAL GOOD VALUE	75%	77%	74%	78%	75%	74%	79%	81%	75%	77%	70%
TOTAL POOR VALUE	23%	22%	24%	21%	24%	24%	21%	18%	25%	21%	28%

Base: All residents (n=600)
 Q13. Thinking about all the programs and services you receive from the City of Vancouver, would you say that overall you get good value or poor value for your tax dollars? (Is that very or fairly good/poor value?)

Value for Taxes (Residents)

(by Own/Rent and Household Income)

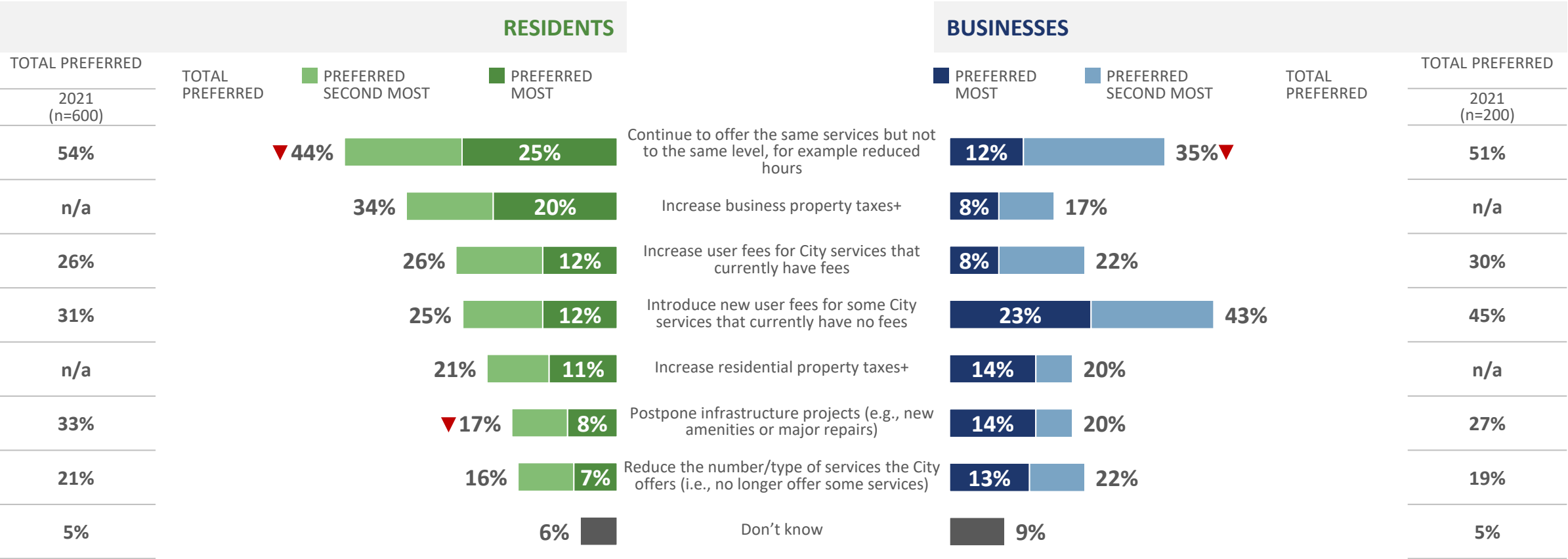
Overall perceptions of value for taxes (combined ‘very/fairly good value’ responses) are also statistically consistent by own/rent and household income.

	TOTAL	OWN/RENT		HH INCOME		
		OWN [B]	RENT [C]	<\$60K [D]	\$60K-<\$100K [E]	\$100K+ [F]
Very good value	14%	13%	12%	16%	13%	14%
Fairly good value	62%	59%	67%	63%	64%	62%
Fairly poor value	15%	16%	14%	12%	17%	15%
Very poor value	9%	11%	6%	8%	5%	10%
Don't know	1%	2%	1%	2%	1%	0%
TOTAL GOOD VALUE	75%	72%	79%	79%	77%	76%
TOTAL POOR VALUE	23%	27%	20%	20%	22%	24%

Base: All residents (n=600)
 Q13. Thinking about all the programs and services you receive from the City of Vancouver, would you say that overall you get good value or poor value for your tax dollars? (Is that very or fairly good/poor value?)

Preferred Options to Balance Budget

Residents and businesses have different ideas around how to best balance the budget. Residents prefer ‘continue to offer the same services but not to the same level, for example reduced hours’ (44%), while businesses opt for ‘introduce new user fees for some City services that currently have no fees’ (43%). The preference for continuing to offer the same services but at a reduced level is down 10 points among residents and 16 points among businesses although year-over-year comparisons should be interpreted with caution due to differences in question wording.



+ Cannot be directly compared to 2021 due to differences in question wording (in 2021, residential and business property taxes were asked as a single item - increase residential and business property taxes). A total of 23% of residents and 17% of businesses selected this as their preferred option in 2021.
Base: All residents (n=600); All businesses (n=200)
Q13a. Now, to balance the 2023 budget as required by law, the City of Vancouver has a number of options to consider. Which of the following options would you most prefer the City use to balance its budget? (IF NECESSARY: User fees are monies paid to the City by the public to access specific services, facilities, and utilities. These include things like: the cost of licences, permits, use of City-owned facilities, and utilities.)
Q13b. Which one would you second most prefer?

Preferred Options to Balance Budget (Residents)

(by Gender, Age, and Neighbourhood)

Preferred options to balance the budget are largely consistent across gender, age, and neighbourhood, with some exceptions highlighted below. For example, younger residents are more likely to opt for an increase in business property taxes.

TOTAL PREFERRED											
	TOTAL	GENDER		AGE			NEIGHBOURHOOD				
		MALE [B]	FEMALE [C]	18-34 [D]	35-54 [E]	55+ [F]	DT [G]	NW [H]	NE [I]	SW [J]	SE [K]
Continue to offer the same services but not to the same level, for example reduced hours	44%	42%	48%	48%	41%	44%	43%	49%	38%	45%	45%
Increase business property taxes	34%	35%	33%	43% F	32%	28%	38%	33%	39%	31%	32%
Increase user fees for City services that currently have fees	26%	26%	26%	30%	26%	21%	33% K	25%	24%	28%	21%
Introduce new user fees for some City services that currently have no fees	25%	27%	24%	22%	30%	24%	30%	24%	18%	32% I	23%
Increase residential property taxes	21%	23%	18%	24%	22%	18%	12%	26% G	30% G	20%	20%
Postpone infrastructure projects (e.g., new amenities or major repairs)	17%	14%	18%	17%	17%	17%	13%	20%	19%	14%	18%
Reduce the number/type of services the City offers (i.e., no longer offer some services)	16%	19%	14%	13%	18%	18%	19%	11%	13%	18%	19%
Don't know	6%	5%	7%	2%	4%	11% DE	5%	4%	7%	5%	6%

Base: All residents (n=600)
 Q13a. Now, to balance the 2023 budget as required by law, the City of Vancouver has a number of options to consider. Which of the following options would you most prefer the City use to balance its budget? (IF NECESSARY: User fees are monies paid to the City by the public to access specific services, facilities, and utilities. These include things like: the cost of licences, permits, use of City-owned facilities, and utilities.)
 Q13b. Which one would you second most prefer?

Preferred Options to Balance Budget (Residents)

(by Own/Rent and Household Income)

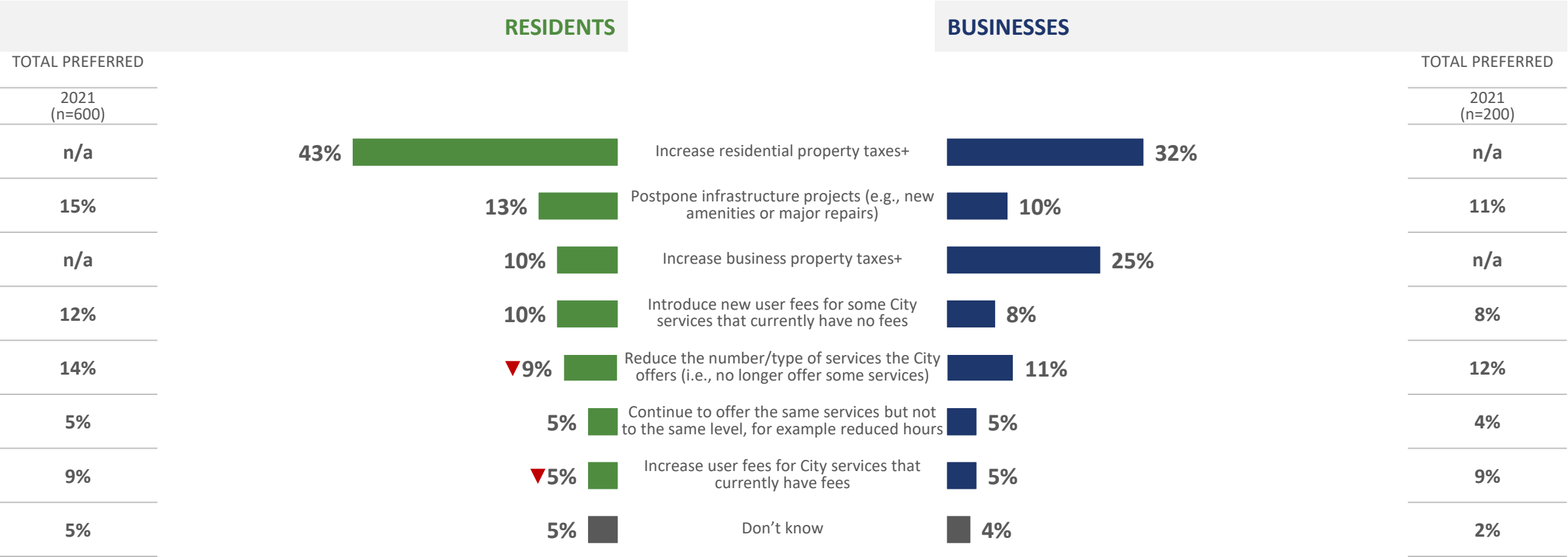
Renters are more likely than owners to opt for an increase in taxes (both business property taxes and residential property taxes).

TOTAL PREFERRED						
	TOTAL	OWN/RENT		HH INCOME		
		OWN [B]	RENT [C]	<\$60K [D]	\$60K-<\$100K [E]	\$100K+ [F]
Continue to offer the same services but not to the same level, for example reduced hours	44%	48%	43%	44%	46%	40%
Increase business property taxes	34%	29%	41% B	33%	43%	35%
Increase user fees for City services that currently have fees	26%	26%	27%	23%	27%	30%
Introduce new user fees for some City services that currently have no fees	25%	28%	23%	21%	28%	28%
Increase residential property taxes	21%	17%	26% B	20%	21%	25%
Postpone infrastructure projects (e.g., new amenities or major repairs)	17%	15%	16%	19%	11%	19%
Reduce the number/type of services the City offers (i.e., no longer offer some services)	16%	17%	14%	21% E	10%	14%
Don't know	6%	7%	4%	7%	4%	4%

Base: All residents (n=600)
 Q13a. Now, to balance the 2023 budget as required by law, the City of Vancouver has a number of options to consider. Which of the following options would you most prefer the City use to balance its budget? (IF NECESSARY: User fees are monies paid to the City by the public to access specific services, facilities, and utilities. These include things like: the cost of licences, permits, use of City-owned facilities, and utilities.)
 Q13b. Which one would you second most prefer?

Least Preferred Options to Balance Budget

Residents and businesses agree that increasing residential property taxes is the least preferred option overall (includes 43% of residents and 32% of businesses).



+ Cannot be directly compared to 2021 due to differences in question wording (in 2021, residential and business property taxes were asked as a single item - increase residential and business property taxes). A total of 40% of residents and 53% of businesses selected this as their least preferred option in 2021.
Base: All residents (n=600); All businesses (n=200)
Q13c. And which one would you least prefer?



Least Preferred Options to Balance Budget (Residents)

(by Gender, Age, and Neighbourhood)

Push back against an increase in residential property taxes is lower among those living in the Northeast.

	TOTAL	GENDER		AGE			NEIGHBOURHOOD				
		MALE [B]	FEMALE [C]	18-34 [D]	35-54 [E]	55+ [F]	DT [G]	NW [H]	NE [I]	SW [J]	SE [K]
Increase residential property taxes	43%	40%	46%	45%	40%	43%	45% I	45% I	28%	46% I	46% I
Postpone infrastructure projects (e.g., new amenities or major repairs)	13%	15%	12%	15%	12%	12%	9%	10%	17%	10%	17%
Increase business property taxes	10%	12%	8%	9%	9%	11%	13%	11%	10%	9%	8%
Introduce new user fees for some City services that currently have no fees	10%	9%	12%	11%	12%	8%	9%	11%	13%	14%	7%
Reduce the number/type of services the City offers (i.e., no longer offer some services)	9%	9%	9%	7%	13% F	8%	11%	13%	12%	5%	7%
Continue to offer the same services but not to the same level, for example reduced hours	5%	5%	4%	5%	8% F	3%	6%	2%	7%	6%	5%
Increase user fees for City services that currently have fees	5%	4%	5%	6%	3%	5%	3%	4%	8%	4%	4%
Don't know	5%	5%	5%	2%	4%	9% DE	3%	3%	6%	6%	7%

Base: All residents (n=600)
Q13c. And which one would you least prefer?

Least Preferred Options to Balance Budget (Residents)

(by Own/Rent and Household Income)

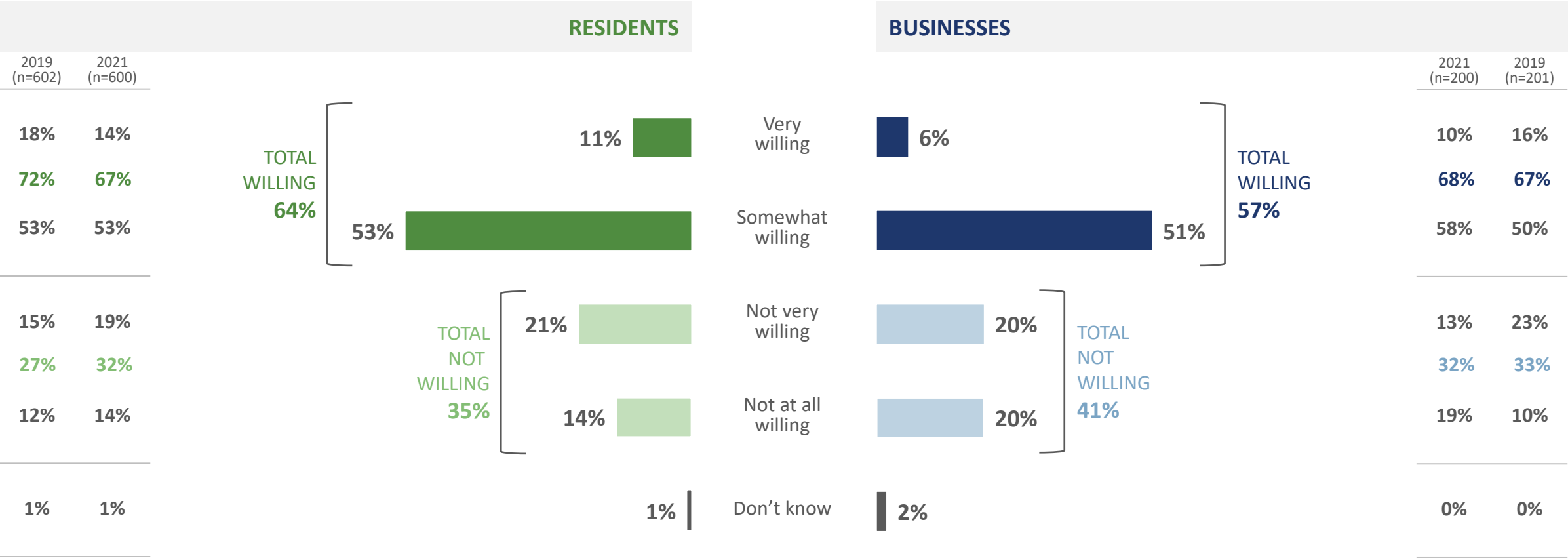
Owners are more opposed than renters to an increase in residential property taxes.

	TOTAL	OWN/RENT		HH INCOME		
		OWN [B]	RENT [C]	<\$60K [D]	\$60K-<\$100K [E]	\$100K+ [F]
Increase residential property taxes	43%	49% C	34%	43%	40%	44%
Postpone infrastructure projects (e.g., new amenities or major repairs)	13%	12%	15%	8%	18% D	16% D
Increase business property taxes	10%	9%	10%	12%	8%	10%
Introduce new user fees for some City services that currently have no fees	10%	8%	13%	12%	7%	10%
Reduce the number/type of services the City offers (i.e., no longer offer some services)	9%	9%	10%	8%	10%	9%
Continue to offer the same services but not to the same level, for example reduced hours	5%	4%	7%	6%	7%	5%
Increase user fees for City services that currently have fees	5%	4%	6%	5%	5%	4%
Don't know	5%	5%	5%	5%	5%	2%

Base: All residents (n=600)
Q13c. And which one would you least prefer?

Willingness to Pay More User Fees for Services

Overall, 64% of residents and 57% of businesses say they would be willing (combined 'very/somewhat willing' responses) to pay more in user fees for the services they use, on par with 2021. However, residents' overall willingness to pay is lower than what was reported pre-pandemic (in 2019, 72% said they would be willing to pay more user fees).



Base: All residents (n=600); All businesses (n=200)
Q13d. Now think about the City services that [RESIDENTS: you use] [BUSINESSES: your business uses]. How willing would you be to pay more in user fees for the services [RESIDENTS: you use] [BUSINESSES: your business uses] in order to maintain or improve them?

Willingness to Pay More User Fees for Services (Residents)

(by Gender, Age, and Neighbourhood)

Overall willingness to pay more user fees (combined ‘very/somewhat willing’ responses) is highest among those living in the Southwest and lowest in the Southeast.

	TOTAL	GENDER		AGE			NEIGHBOURHOOD				
		MALE [B]	FEMALE [C]	18-34 [D]	35-54 [E]	55+ [F]	DT [G]	NW [H]	NE [I]	SW [J]	SE [K]
Very willing	11%	14% C	8%	10%	14%	10%	17% J	12% J	13% J	3%	12% J
Somewhat willing	53%	52%	54%	59%	47%	52%	52%	49%	51%	70% GHIK	44%
Not very willing	21%	18%	22%	21%	23%	19%	19%	25%	22%	17%	22%
Not at all willing	14%	16%	14%	10%	15%	18% D	12%	13%	12%	7%	22% IJ
Don't know	1%	1%	1%	0%	1%	2%	0%	1%	1%	2%	0%
TOTAL WILLING	64%	66%	62%	69%	61%	62%	69% K	61%	64%	74% K	56%
TOTAL NOT WILLING	35%	34%	37%	31%	38%	36%	31%	38% J	34%	24%	44% GJ

Base: All residents (n=600)
 Q13d. Now think about the City services that you use. How willing would you be to pay more in user fees for the services you use in order to maintain or improve them?

Willingness to Pay More User Fees for Services (Residents)

(by Own/Rent and Household Income)

Overall willingness to pay more user fees (combined ‘very/somewhat willing’ responses) does not significantly vary by own/rent and household income.

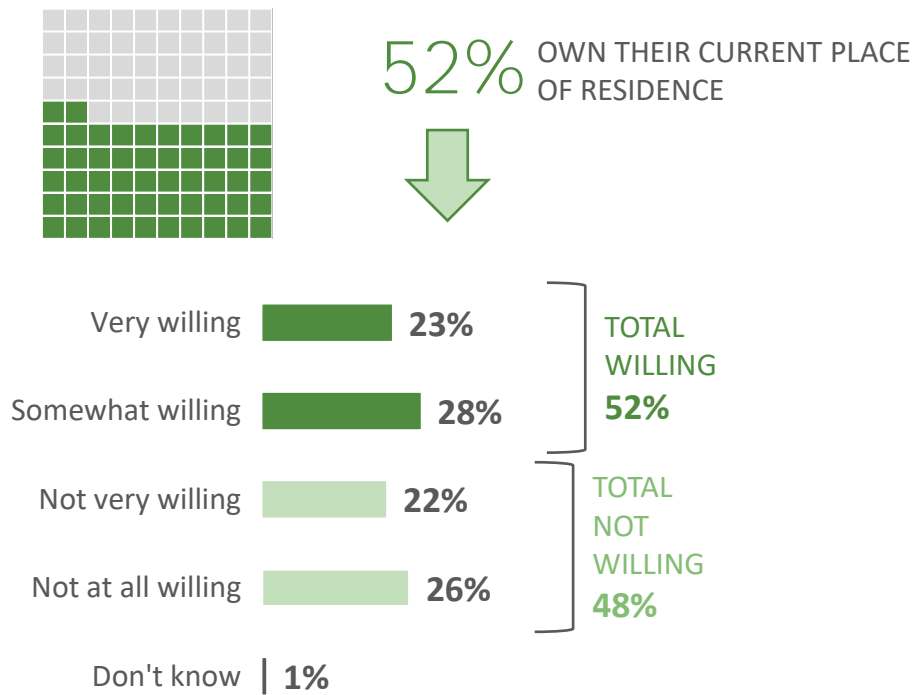
	TOTAL	OWN/RENT		HH INCOME		
		OWN [B]	RENT [C]	<\$60K [D]	\$60K-<\$100K [E]	\$100K+ [F]
Very willing	11%	10%	13%	7%	12%	17% D
Somewhat willing	53%	52%	53%	53%	58%	51%
Not very willing	21%	21%	20%	23%	20%	19%
Not at all willing	14%	15%	14%	16%	10%	12%
Don't know	1%	1%	<1%	1%	0%	1%
TOTAL WILLING	64%	63%	66%	60%	70%	68%
TOTAL NOT WILLING	35%	36%	34%	39%	30%	31%

Base: All residents (n=600)
 Q13d. Now think about the City services that you use. How willing would you be to pay more in user fees for the services you use in order to maintain or improve them?

Willingness to Pay Additional Property Taxes

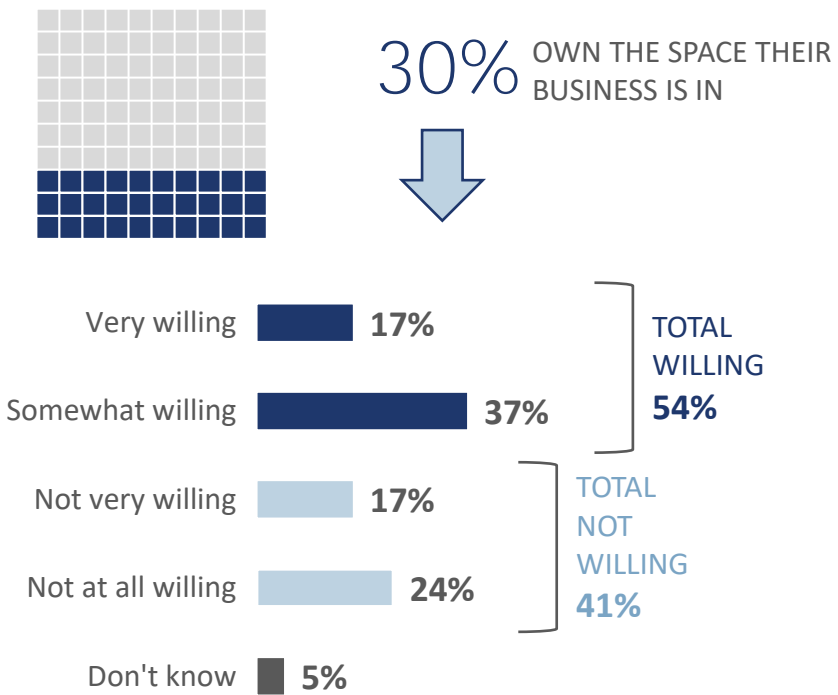
Just over half (52%) of residential owners say they would be willing (combined ‘very/somewhat willing’ responses) to pay an additional \$99 for next year’s property taxes to maintain existing programs and services as costs rise. Willingness to pay is similar among business owners, with 54% saying they would be willing to pay an additional \$256 for next year’s property taxes.

RESIDENTS



Base: All residents (n=600)
Q16. Do you own or rent your current place of residence?
Base: Those who own their current place of residence (n=338)
Q16a. Increasing property taxes and fees are often needed to maintain existing programs and services as costs rise. For example, based on a median residential unit valued at \$1.3M, a 5% tax increase would be approximately \$99 more in taxes for 2023. In this example, how willing would you be to pay an additional \$99 for next year’s property taxes?

BUSINESSES



Base: All businesses (n=200)
Q19. Do you own or rent the space your business is in?
*Small base size (<100), interpret with caution.
Base: Those who own the space their business is in (n=60)*
Q16a. Increasing property taxes and fees are often needed to maintain existing programs and services as costs rise. For example, based on a median business property valued at \$1.1M, a 5% tax increase would be approximately \$256 more in taxes for 2023. In this example, how willing would you be to pay an additional \$256 for next year’s property taxes?

Willingness to Pay Additional Property Taxes (Residents)

(by Gender, Age, and Neighbourhood)

Overall willingness to pay (combined ‘very/somewhat willing’ responses) is statistically similar across gender, age, and neighbourhood.

	TOTAL	GENDER		AGE			NEIGHBOURHOOD				
		MALE [B]	FEMALE [C]	18-34 [D]	35-54 [E]	55+ [F]	DT [G]	NW [H]	NE [I]	SW [J]	SE [K]
Very willing	23%	25%	21%	13%	19%	28%	25%	34% JK	37% JK	17%	13%
Somewhat willing	28%	29%	28%	26%	30%	28%	32%	17%	24%	34% H	32% H
Not very willing	22%	19%	25%	33%	27% F	16%	26%	21%	18%	24%	23%
Not at all willing	26%	26%	25%	27%	24%	26%	18%	26%	21%	24%	32%
Don't know	1%	1%	1%	0%	0%	1%	0%	3%	0%	1%	0%
TOTAL WILLING	52%	55%	49%	39%	50%	56%	57%	50%	61%	51%	45%
TOTAL NOT WILLING	48%	45%	50%	61%	50%	42%	43%	47%	39%	48%	55%

Base: Those who own their current place of residence (n=338)
 Q16a. Increasing property taxes and fees are often needed to maintain existing programs and services as costs rise. For example, based on a median residential unit valued at \$1.3M, a 5% tax increase would be approximately \$99 more in taxes for 2023. In this example, how willing would you be to pay an additional \$99 for next year’s property taxes?

Willingness to Pay Additional Property Taxes (Residents)

(by Household Income)

Overall willingness to pay (combined ‘very/somewhat willing’ responses) is higher among those with household incomes of \$100K+.

	TOTAL	HH INCOME		
		<\$60K [D]	\$60K-<\$100K [E]	\$100K+ [F]
Very willing	23%	15%	26%	27% D
Somewhat willing	28%	28%	26%	33%
Not very willing	22%	18%	28%	18%
Not at all willing	26%	39% EF	19%	21%
Don't know	1%	0%	0%	1%
TOTAL WILLING	52%	43%	52%	61% D
TOTAL NOT WILLING	48%	57% F	48%	39%

Base: Those who own their current place of residence (n=338)
 Q16a. Increasing property taxes and fees are often needed to maintain existing programs and services as costs rise. For example, based on a median residential unit valued at \$1.3M, a 5% tax increase would be approximately \$99 more in taxes for 2023. In this example, how willing would you be to pay an additional \$99 for next year’s property taxes?

WEIGHTED SAMPLE CHARACTERISTICS

4

Weighted Sample Characteristics

(weighted by gender/age and neighbourhood)

RESIDENTS

	2022 (n=600)	2021 (n=600)	2019 (n=602)	2018 (n=600)
Neighbourhood				
Downtown/West End	18%	17%	17%	17%
Northwest	16%	16%	16%	16%
Northeast	17%	17%	17%	17%
Southwest	19%	19%	19%	19%
Southeast	30%	31%	31%	31%
Gender				
Male	48%	47%	46%	48%
Female	50%	51%	51%	50%
Other	1%	<1%	1%	1%
Refused	1%	2%	1%	1%
Age				
18 to 34 years	33%	33%	33%	33%
35 to 54 years	33%	34%	34%	34%
55+ years	34%	32%	32%	32%

	2022 (n=600)	2021 (n=600)	2019 (n=602)	2018 (n=600)
Own/Rent				
Own	52%	53%	53%	54%
Rent	43%	39%	42%	41%
Other	4%	7%	5%	6%
Income				
<\$60K	32%	32%	37%	35%
\$60K to <\$100K	24%	28%	26%	21%
\$100K+	34%	32%	27%	33%
Refused	10%	9%	10%	11%
Ethnicity				
European	40%	42%	42%	46%
Asian	36%	38%	31%	31%
North American	22%	19%	23%	22%
Latin/South American	5%	4%	6%	2%
African	2%	1%	1%	1%
Other regions	5%▲	2%	3%	5%
Refused	3%	3%	5%	3%

Weighted Sample Characteristics

(weighted by business size)

BUSINESSES

	2022 (n=200)	2021 (n=200)	2019 (n=201)	2018 (n=200)
Neighbourhood				
Downtown/West End	36%	37%	34%	46%
Northwest	16%	13%	23%	13%
Northeast	18%	14%	14%	18%
Southwest	14%	16%	19%	9%
Southeast	14%	14%	6%	12%
Business Size				
<25 employees	89%	88%	88%	88%
25 to 99 employees	9%	10%	9%	9%
100+ employees	2%	2%	2%	2%
Own/Rent				
Own	30%	24%	23%	25%
Rent	68%	74%	76%	74%

APPENDIX

Full Service Wording

5

Full Service Wording

CHART WORDING	FULL SERVICE WORDING
Parks/green spaces	Provision and maintenance of parks and green spaces
Recreation	Provision and support of recreation facilities and programs
Services to enhance parks	Provision of services to enhance parks and recreational experiences, such as golf courses, marinas and concessions
Arts & culture	Support for arts and cultural services, programs, and organizations
Social policies & projects	Social policies and projects that address issues such as poverty, mental health and addictions, and childcare
Homelessness services	Homelessness services, such as shelters, warming centres, and housing support
Licensing & support	Business licensing and support
Development & building permits	Development and building permits
By-law enforcement	By-law enforcement for buildings, property use and animal services
Transportation infrastructure	Providing transportation infrastructure for walking, cycling, and rolling
Parking	Parking and enforcement
Street infrastructure	Street infrastructure and maintenance
Making streets vibrant	Making streets vibrant through landscaping, art, furniture, patios and temporary installations
Keeping public spaces clean	Keeping public spaces clean - i.e., litter pick up, roads and sidewalks sweeping, receptacles etc.
Water conservation	Water conservation and management
Garbage & green bin collection	Providing garbage and green bin collection
Online payment services	Online services for paying taxes, tickets, utility bills, etc.

Full Service Wording

CHART WORDING	FULL SERVICE WORDING
Multi-channel service access	Providing multi-channel access to City services through the VanConnect mobile app and the 3-1-1 contact centre
Enabling affordable housing	Enabling affordable housing
Economic development	Promoting economic development
Long-range planning	City-wide and community long-range planning
Fire rescue & medical response	Fire rescue and medical response
Emergency preparedness	Providing emergency preparedness information and support
Police services	Police services
Library services	Library services



About Ipsos

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So that our clients can act faster, smarter and bolder.
Ultimately, success comes down to a simple truth:
You act better when you are sure.

Appendix C

Public Engagement Summary

Between January 4 and 24, 2023, members of the public could provide feedback on their priorities for City spending, using the City's Shape Your City (SYC) engagement platform. 3-1-1 callers were also invited to comment on their priorities for the 2023 Budget priorities over the phone. Comments reflect the opinions of those who chose to take part.

In parallel with budget engagement, the City had Ipsos conduct a randomly selected representative survey of Vancouver residents and businesses to track satisfaction with City services and provide insight into spending priorities. This is the fourth Civic Satisfaction Survey conducted by Ipsos for the City, following previous surveys conducted in 2018, 2019 and 2021. In 2021, the City moved to a bi-annual cadence, given the cost of market research and other considerations.

Who participated in Budget engagement?

More than 3,200 responses were received during the three-week engagement period, via SYC and 3-1-1. There were also approximately 9,400 visits to the SYC page (as of February 10). Participation reflected a broad cross-section of Vancouver demographics:

- 15% of respondents said they lived downtown or in the West End, 24% lived in the northeast, 18% in the northwest, 17% in the southeast, 12% in the southwest, 10% worked in the City but lived elsewhere, 1% did not live or work in the City, and 4% preferred not to say.
- Half of respondents (52%) were under the age of 40, 45% were 40 and above, and 3% preferred not to say.
- Half of respondents (49%) identified as women, 36% as men, 7% as "non-binary/gender diverse" and 8% as "other" or preferred not to say.

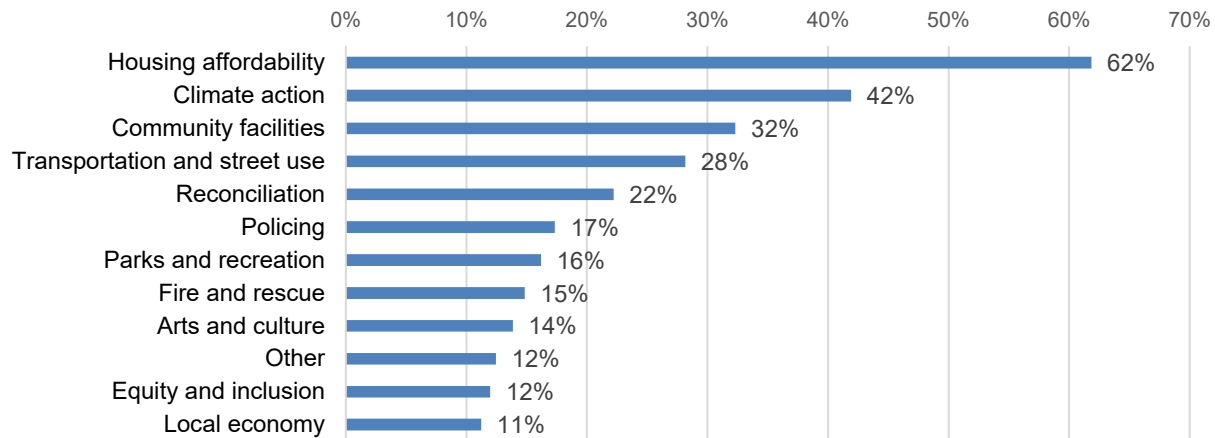
Budget engagement findings

A streamlined comment form asked three questions about the budget.

1. The first question was, "What are your top priorities for the City's 2023 Budget? Select up to three." Respondents' top priorities included:
 - Housing affordability
 - Climate action
 - Community facilities (e.g. community centres, libraries)

The chart on the following page shows the full list of options that respondents could select.

"What are your top priorities for the 2023 Budget?" (n = 3,200)



2. A follow-up question asked respondents to explain why the priorities they selected were important to them. Responses were reviewed by staff and coded thematically. Top themes, which reiterated respondents' priorities, included the following:

Frequency of comments (n = 2,682)	
Housing is not affordable	28%
Address climate change (e.g. sense of urgency)	22%
Invest in more community amenities (e.g. community centres, libraries)	14%
Invest in sustainable transportation infrastructure (e.g. walking, cycling, transit)	11%
Prioritize Reconciliation	9%
Cost of living is too high	7%
Support arts and culture (e.g. programming, cultural spaces)	7%
Crime is increasing / too much crime	6%
Address homelessness	5%
Everyone should have housing (e.g. housing as a human right)	4%
Spend more on policing	4%
Support local businesses and economy	4%
More housing is needed (e.g. more density)	4%
Spend more on fire and rescue	4%
Reallocate funds from policing to other services	4%
Invest more in parks and green space	3%
Take action on food security (e.g. access to affordable food)	3%
Focus on core municipal services (e.g. streets, parks and recreation, waste collection, fire and rescue, and policing)	3%
Address overdose crisis (e.g. opioid drug toxicity, access to treatment)	3%
Personal safety is a concern	3%
Spend less on policing	2%
Vancouver is changing for the worse	2%
Address social inequities (e.g. poverty, discrimination)	2%
Address traffic / congestion	2%

Note: Results are not mutually exclusive (i.e. comments may have more than one theme/code).

3. The final question asked respondents to share their ideas for balancing the budget in 2023. While respondents provided a broad range of suggestions, the top themes included the following:

Frequency of comments (<i>n</i> = 1,957)	
Decrease police budget	28%
Reallocate funding from policing to other services	12%
Increase property taxes (e.g. higher-value properties, investment and empty properties)	12%
Focus on core municipal services (e.g. streets, parks and recreation, waste collection, fire and rescue and policing)	3%
Do not increase police funding	3%
Spend more cautiously (e.g. avoid unnecessary expenses)	3%
Increase parking fees (e.g. expand metered and permit parking coverage)	2%
Decrease funding for drug/addiction services (e.g. reduce grants)	2%
Decrease City staffing	2%
Focus on preventative measures to minimize future spending (e.g. resilient infrastructure)	2%
Seek more funding opportunities from senior levels of government	2%
Decrease funding for housing/homelessness	2%

Note: Results are not mutually exclusive.

Civic Satisfaction Survey

In parallel with budget engagement, the City had Ipsos conduct a randomly selected representative sample of Vancouver residents and businesses to track satisfaction with City services and provide insight into service priorities. In brief:

- Residents prioritize investment in affordable housing, homelessness, and social policies most of all. However, there is growing desire for more investment in fire rescue and medical response, keeping public spaces clean, development and building permits, and garbage and green bin collection. Businesses' top priorities for investment are fire rescue and medical response and street infrastructure.
- Residents and businesses have different ideas around how to best balance the budget. Residents prefer continuing to offer the same services but at a reduced level, while businesses opt for introducing new user fees for some City services. However, residents and businesses agree that increasing residential property taxes is the least preferred option.
- Of those who own their current place of residence, 52% of residential respondents said they would be "very willing" or "somewhat willing" to pay a \$99 tax increase (which equates to a 5% tax increase, based on a median residential unit valued at \$1.3M). This was a new question added in 2023.

See **Appendix D** for top-line Civic Satisfaction Survey findings.