



FINANCE COMMITTEE

NO: Foo3

COUNCIL DATE: January 30, 2023

FINANCE COMMITTEE

TO: Mayor & Council

DATE: January 26, 2023

FROM: General Manager, Parks, Recreation & Culture
General Manager, Finance

FILE: 0250-07

SUBJECT: 2023 Budget – Outcome of Budget Engagement

RECOMMENDATION

It is recommended that the Finance Committee recommend Council receive this report for information.

INTENT

The intent of this report is to provide Council with information related to the budget engagement process undertaken regarding the City's 2023 budget. The purpose of the engagement process was to receive input from the community on their needs and priorities and to provide information to residents on the annual budget process.

BACKGROUND

In undertaking its 2023 budget process, the City completed a budget engagement process prior to the preparation of the draft 2023 operating and capital budgets.

Following the 2022 municipal election, the new Surrey City Council was sworn in during an Inauguration Ceremony on November 7, 2022. One of Council's identified priorities was to seek community input on the City of Surrey's Financial Plan. This included consideration of opportunities for residents and stakeholders across city communities to provide input and feedback.

DISCUSSION

The 2023 budget process provides enhanced opportunities to engage with the community and solicit feedback on budget priorities, as desired by Council. During engagement, it was communicated that the City's budget process is still underway and decisions on the final budget would take into consideration information received from community insights gathered during public consultation will help inform the budget process. The engagement process provided an early opportunity to listen and learn from residents about their priorities for the City, as well as learn about their preferred funding methods. A comprehensive summary report is attached as Appendix "I" (2023 Budget Engagement Report).

Engagement Process

The budget engagement program implemented was a multi-faceted engagement plan and aligned with the City's Public Engagement Strategy adopted in June 2021 modeled after the International Association for Public Participation ("IAP2") guidelines and best practice. Engagement opportunities included an online survey and five open houses, held in recreation centres across the city along with extensive digital engagement. Locations included, Guildford Recreation Centre, South Surrey Recreation Centre, Newton Community Centre, North Surrey Sport & Ice Complex and the Cloverdale Recreation Centre.

In-Person Open House Events – January 14 to January 21

The open houses displayed information boards which introduced the project, provided an overview of the public engagement timeline, and key budget information and context. A kiosk was also activated at City Hall offering a budget information overview and an opportunity to take the survey.

Online Survey – January 12 to January 22

The online survey provided an opportunity for residents to provide individual, anonymous input into the budgeting process. The survey asked participants a series of questions regarding:

- Relationship to Surrey (e.g., live in Surrey, work in Surrey, own property in Surrey, etc.);
- Awareness of how and where budget dollars are spent;
- Awareness of the City's annual budget development and approval process;
- Prioritization of core City services and programs;
- Prioritization of emerging City issues;
- Perceived value for tax dollars;
- Funding options to balance the budget;
- Prioritization of capital investment projects; and
- Additional comments through open text response.

Digital promotion included social media, e-news stories, digital billboards, digital ads and engagement through the CitySpeaks community portal. The launch was supported by media releases, community newspaper advertising, QR code-based survey cards, facility-based promotion, and internal communications to City staff.

Engagement Results

The summary data showed that the five open house sessions included 681 participants and the survey saw 3,304 respondents (2,594 fully completed). 43,843 community members were informed on the budget engagement process through:

- 34,393 email newsletter subscribers;
- 5,100 project page and web visits;
- 3,893 CitySpeaks panel members;
- 457 direct social media engagements through clicks, reactions, comments and shares;
- 16 digital billboard advertisements throughout the City; and
- 6 community newspaper ads and 1 media release.

The survey respondents were self-selected and not a random sample, and therefore the results are not considered statistically representative; however, the results do effectively represent the opinions of those who responded to the survey.

The data highlights that 94% of the survey respondents reported that they lived in Surrey while 32% were noted to work in Surrey, 18% owned property in Surrey, and 7% owned a business in Surrey. A full demographic profile is attached in the 2023 Budget Engagement Report (Appendix “I”).

Key Findings of the Survey Data

Key findings of the survey results revealed the following:

- The majority of respondents reported they felt they received very good or fairly good value for their tax dollars currently.
- The majority of respondents support a moderate property tax and user fee increase. (See Figure 1)

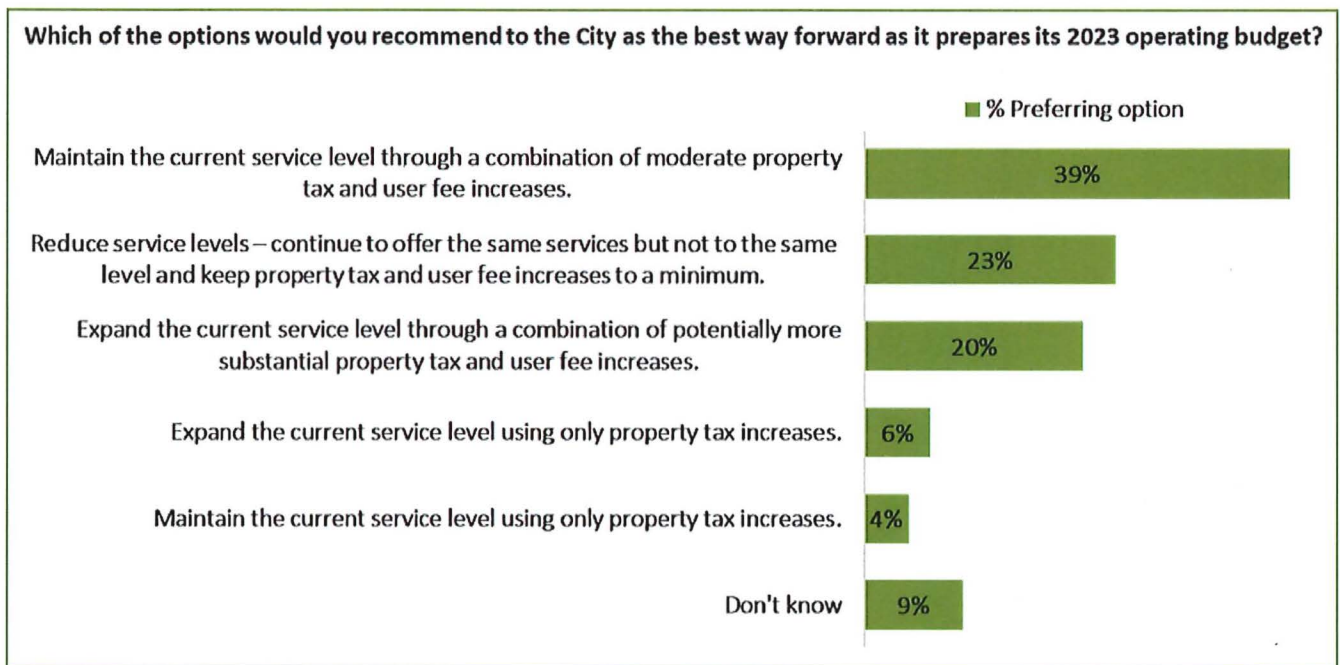


Figure 1

- Top 3 Core Services and Program Priorities: Public safety and emergency services, transportation infrastructure, and parks and open space.
- Top 3 Emerging Issue Priorities: Crime prevention, housing supply and affordability and sustainable transportation. (See Figure 2)

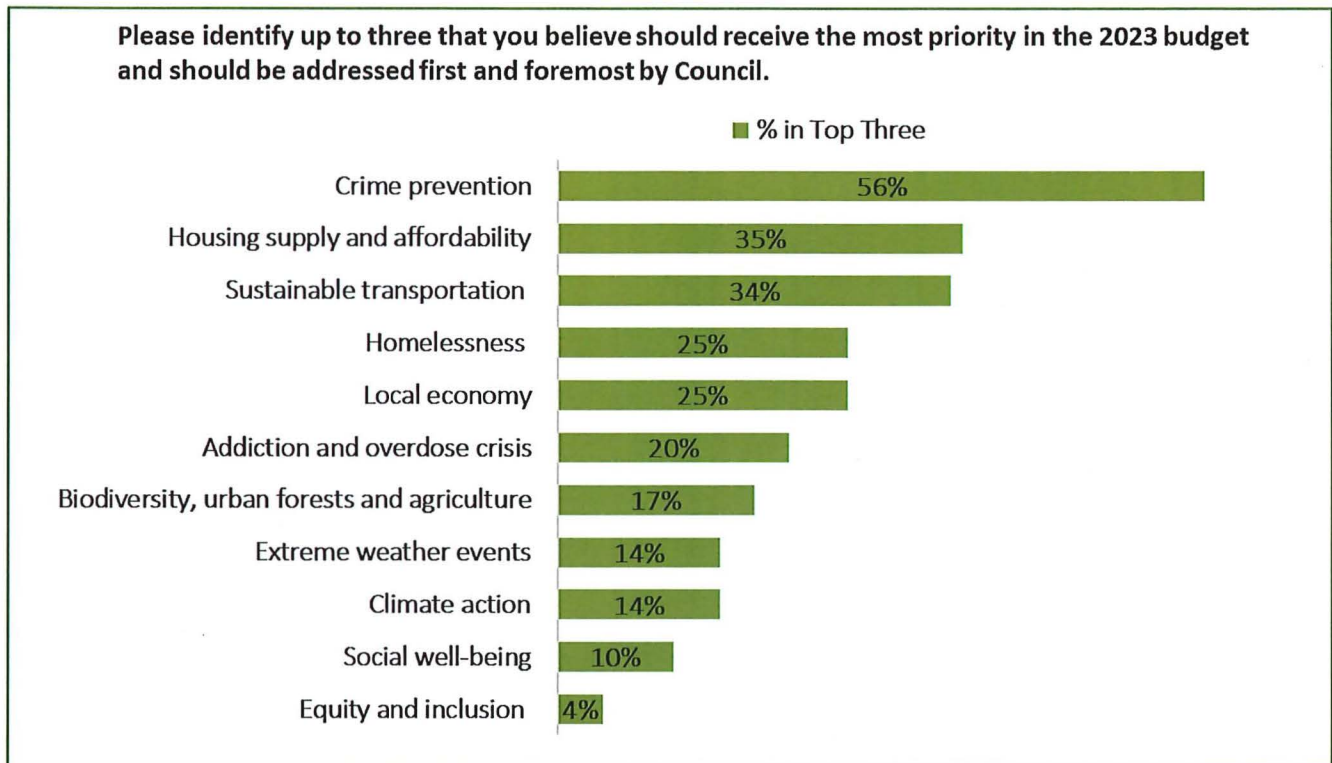


Figure 2

- Top 3 Capital Investment Priorities: Roads and engineering infrastructure, parks and open spaces and recreation facilities.
- 58% want more information on how tax dollars are allocated.
- 97% indicated that future engagement feedback was desired with the majority of interest preferring online or digital engagement (online surveys, virtual event or social media), secondary to in-person sessions (open houses, focus groups or public hearings).
- 1,478 open ended comments were submitted during the engagement period and grouped into discussion themes.

All of the information provided during the engagement period has been compiled and summarized in the 2023 Budget Engagement Report, attached as Appendix “I”.

SUSTAINABILITY CONSIDERATIONS

This initiative supports the objectives of the City’s Sustainability Charter 2.0. In particular, the initiative relates to the Sustainability Charter 2.0 theme of Inclusion. Specifically, this initiative supports the following Desired Outcomes (“DO”):

- Community Pride & Engagement DO20: Surrey residents are proud of their community;
- Community Pride & Engagement DO21: All residents have opportunities to be meaningfully engaged in civic issues and to contribute to community life; and
- Community Pride & Engagement DO23: Numerous active local clubs, groups and agencies contribute to the community’s well-being.

CONCLUSION

The findings of this budget engagement process will help to inform the City's 2023 budget. Findings regarding how participants would like to be included in future budget engagement processes will be utilized to inform subsequent public engagement initiatives. A budget engagement process will be implemented later this year in advance of the 2024 Budget.



Laurie Cavan
General Manager,
Parks, Recreation & Culture



Kam Grewal, CPA, CMA
General Manager,
Finance

Appendix "I": 2023 Budget Engagement Report

[https://surreybc.sharepoint.com/sites/pradministration/corporate reports regular/2023/2023 budget - outcome of community engagement.docx](https://surreybc.sharepoint.com/sites/pradministration/corporate%20reports%20regular/2023/2023%20budget%20-%20outcome%20of%20community%20engagement.docx)
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City of Surrey

2023 Budget Engagement Report



January 25, 2023

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Context and Background

The City of Surrey's 2022 municipal election resulted in a new City Council being elected and sworn in during an Inauguration Ceremony on November 7, 2022. One of Council's identified priorities was to solicit and receive community input into the City's Financial Plan. Based on this commitment, the City initiated a process to involve the community in its 2023 budget planning process. The engagement process provided an opportunity for the City not only to listen and learn about the Surrey community's needs, priorities, and preferred funding mechanisms, but also to build organizational capacity for future engagement initiatives related to financial planning and budgeting.

From an engagement perspective, a decision statement clearly articulates the nature of what is being decided and why stakeholders may want to engage in the process. The decision statement is the guiding light in terms of what project or initiative the engagement is supporting.



For this project, the decision statement is:

City of Surrey Council will adopt the 2023 – 2027 Financial Plan.

The budget engagement featured an online survey and five community open houses, resulting in a total of 3,985 interactions on the budget engagement process. Input and feedback received through the online survey and open houses has been summarized in this report and will be utilized to help inform Council on community needs and preferences as they adopt the 2023 budget.

Project Milestones

Event	Date
Online Survey Launch	January 12
Media Release	January 12
Guildford Open House	January 14
South Surrey Open House	January 17
Newton Open House	January 19
North Surrey Open House	January 21
Cloverdale Open House	January 21
Online Survey Close	January 22

Engagement Phases

The project’s public engagement plan includes three phases as follows:

Engagement Phase 1: Planning (December 2022/January 2023)

This engagement phase included planning for implementation, including the development of an engagement and communications plan, project scheduling, and creation of engagement and communications materials (including but not limited to an online survey, project webpage, project FAQs, and open house storyboards).

Engagement Phase 2: Implementation (January 2023)

Implementation of the engagement process included promoting the engagement process and gathering information from the residents of Surrey on the 2023 Budget. A media release was issued on January 12 to mark the launch of the project webpage and online survey and a robust multi-channel communications campaign. Participants were asked to provide feedback on the following:

- Priorities for the 2023 budget;
- Preferred funding mechanisms for the 2023 budget; and
- How they would like to be involved in future engagements on City budgeting processes.

Engagement Phase 3: Analysis and Reporting (January 2023)

Analysis and reporting on the engagement process and results was completed in late January once the open houses were completed and the online survey had closed. Qualitative and quantitative data was analyzed and has been compiled into a final report, attached as Appendix “I” to this report. Results will be shared through release of this corporate report, digital channels, a media release, and direct follow-up to CitySpeaks participants, eNews subscribers and the engagement hub.

How we engaged and informed the community

By The Numbers



Engagement Interactions

Engagement interactions is defined as an individual that has participated in the 2023 budget engagement process by attending an open house event or completing the survey.

3,304 survey respondents
681 participants at five open houses



Informed Community Members

Informed is defined as an individual that has made at least one visit to the project website, received a direct email, or engaged in the project through social media.

34,393
 email newsletter subscribers

5,100
 project page and web visits

3,893
 CitySpeaks panel members

457
 direct social media engagements through clicks, reactions, comments, and shares

16
 digital billboard advertisements throughout Surrey

6
 community newspaper ads and a media release

Communications Goal and Objectives

Clear, accessible, and fact-based communications supported engagement participants in providing informed input on the City's 2023 Budget. We can inform without engaging, but we cannot engage without informing, so having clear communications goals and objectives are critical to the overall success of the engagement process.

Communications Goal

For this engagement the communications goal was:

To share information with the Surrey community about how the City budget is developed, funding mechanisms available, and how participants' feedback will help to inform Council's decision making regarding the 2023 Budget.

Communications Objectives

The communications objectives detail what information needs to be shared with whom and for what result.

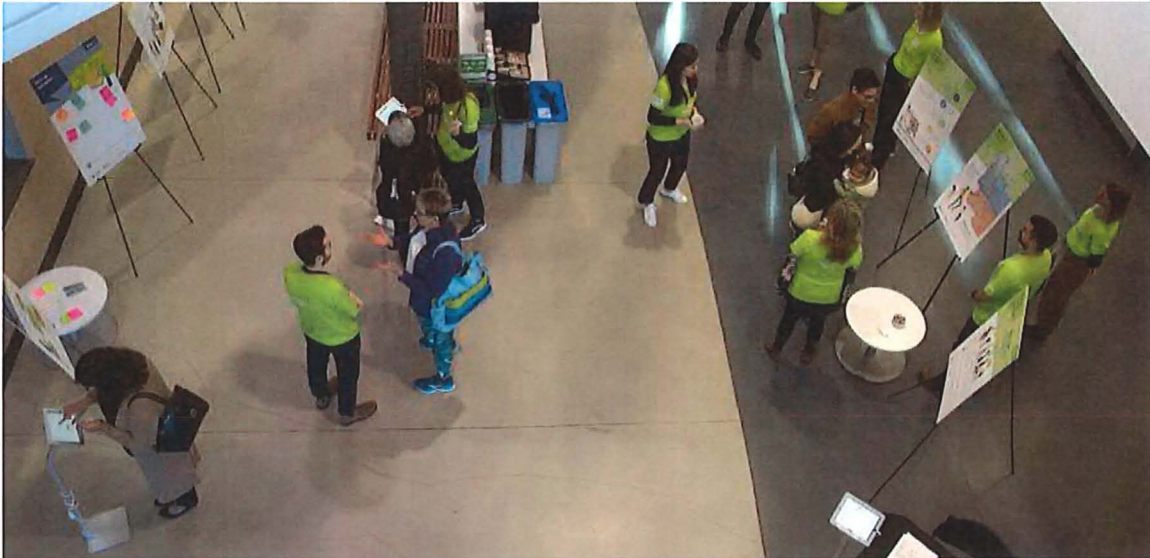
1. To share information and promote the engagement opportunities (specifically, open houses and an online survey) so that community members and key interested parties are motivated to learn more and engage in the 2023 budget process.
2. To build common understanding about the City's budget process, what the constraints and opportunities are within that process, and the funding mechanisms available..
3. To communicate how and when the budget will be adopted and how community feedback will help to inform the 2023 Budget.
4. (Following the engagement) To report back on what was learned in the engagement process and next steps for the 2023 budget process.

Communications Techniques

To achieve the outlined communications goal and objectives, a number of techniques were utilized. In addition to facility-based promotion and internal communications to City of Surrey staff, the project team promoted the process across multiple channels including:

Project Webpage

A [project webpage](#) on the Engage Surrey website was created to share information about the engagement process as well as the budgeting process itself. The webpage outlined the multiple opportunities to take part in the process and included a question-and-answer section with prepared responses to common questions. Background documents such as the 2022-2026 Financial Plan were made available to provide context and further reading. Additionally, a "submit a question" section was included to provide participants with the opportunity to post questions and comments about the 2023 budget and budgeting process.

**Digital Promotion**

A social media campaign was launched on the City's platforms, including Instagram and Facebook. Additionally, the engagement process was promoted using eNews stories, digital billboards, postings in community centres, digital ads, as well as the CitySpeaks member panel.

Media Release

A media release was shared to announce the budget engagement process and was posted to the City's website.

Paid Promotion

The engagement process was also promoted using paid advertising, including newspaper and digital advertising [directing to the engagement project page](#).

Open House Information

The public open houses included a series of storyboards which shared information about the budget engagement process, the budgeting process, and budgeting considerations. Additionally, the QR code and vanity URL for the online survey were added to "survey cards" that were handed out throughout the open houses.

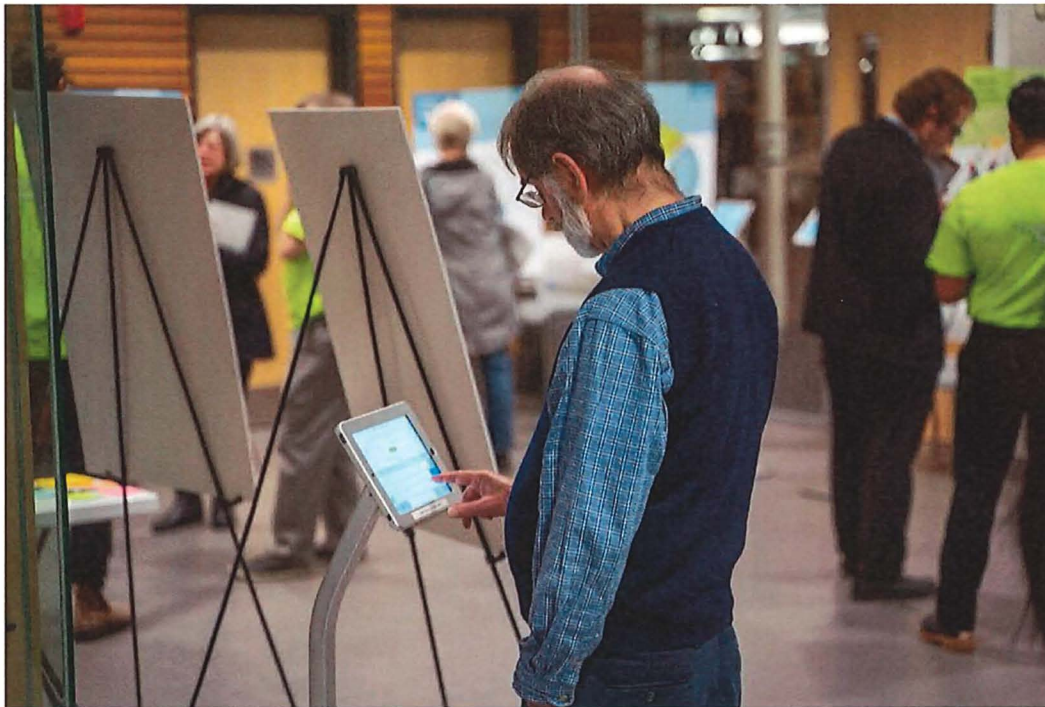
Furthermore, copies of the information storyboards were also posted at City Hall throughout the active engagement period.

Communication Results

There were a combined 5,100 web and project page visits in addition to the open house visits. The City's newsletter program reached close to 34,393 *eNews* emails which converted to a 58% open rate.

Throughout the project, there were 554 people who subscribed to receive future *eNews* updates related to ongoing budget engagement, which is a new extended email service added as part of the engagement project. The City's organic social media posts reached 27,795 people and achieved 457 direct engagements through clicks, reactions, comments, and shares. Paid digital ads were displayed 280,911 times and generated 2,736 link clicks to the engagement project page to learn more and take the survey.

In addition to survey and open house responses, 28 comments were shared collectively through City of Surrey email accounts and the question submission tool provided on the engagement project webpage. These comments are not addressed in this report and will be analyzed separately.



Engagement Goal and Objectives

The engagement process aligned with the City of Surrey [Public Engagement Strategy](#), and which uses refers to IAP2 to ensure engagement follows international best practices.

Engagement Goal

The engagement goal is an overarching statement about the purpose for the entire engagement program.

The engagement goal was:

To received input and feedback from community members on their key priorities and preferred, high-level approach to budget planning for 2023.

Engagement Objectives

The engagement objectives detail who will be engaged (group/individual), at what level of the engagement spectrum, for what result (outcome/output), and by when (time). The City of Surrey's Engagement Spectrum is available in [Appendix A](#).

The following were the engagement objectives for this project:

1. (CONSULT) To receive feedback on funding priorities so that Council can better understand what is most important to the community when adopting the 2023 Budget.
2. (CONSULT) To receive feedback on the funding mechanisms the community believes are most equitable and manageable.
3. (INVOLVE) To receive input on how the community would like to be engaged on future budget planning processes, including engagement and communications techniques, and topics of most interest.

Engagement Techniques

Open Houses

A series of five open houses were hosted at community centres across the city. Each open house included:

- Storyboards sharing information on the budget and budget process as well as the engagement process;
- Survey cards with the survey QR code and URL, which were handed out to participants;
- A map onto which participants could identify where in Surrey they live;
- A comment board was available for participants to post sticky notes with their budget comments and questions;
- City staff and volunteers who greeted participants, encouraged them to take the survey and review the storyboards, helped those who required assistance with completing the survey, and responded to questions as they were raised;
- Kiosks and iPads that participants could use to complete the online survey;
- Paper surveys that participants could complete if they preferred;
- Refreshments for participants; and
- Staff with language skills were arranged at key centres to support translation needs if required.

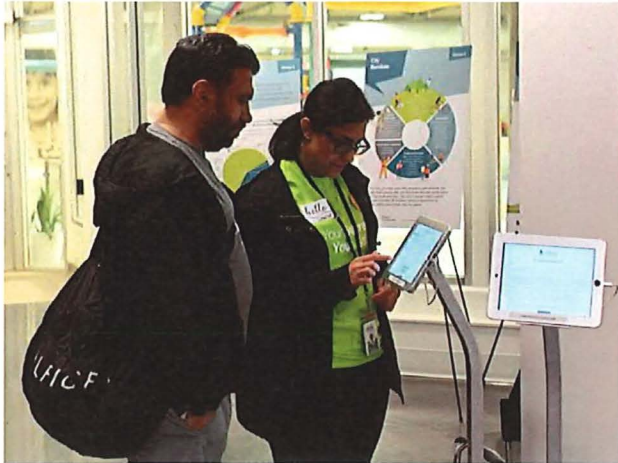
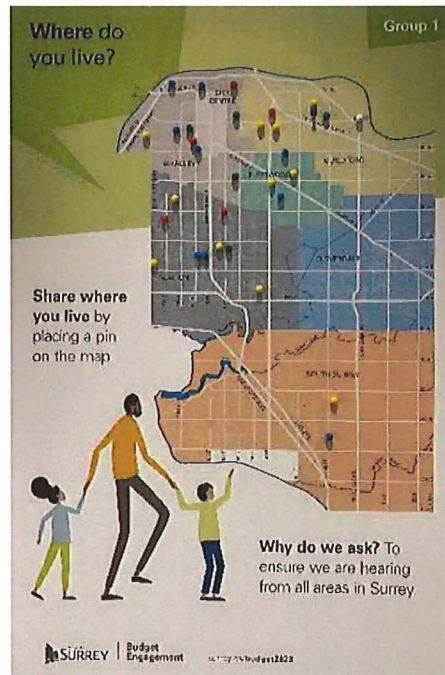


Image and Comment board from the North Surrey Sport and Ice Complex Open House.



Open House Location	Date	Time	Participated
Guildford Recreation Centre	January 14	10:00 a.m. – 3:00 p.m.	250
South Surrey Recreation Centre	January 17	4:00 p.m. – 7:00 p.m.	106
Newton Recreation Centre	January 19	4:00 p.m. – 7:00 p.m.	67
North Surrey Sport and Ice Complex	January 21	10:00 a.m. – 3:00 p.m.	143
Cloverdale Recreation Centre	January 21	10:00 a.m. – 1:00 p.m.	115
Total Attendees			681



Maps with pins indicating where participants live. Sample: Guildford Community

Online Survey

An online survey was hosted on the *SimpleSurvey* platform from January 12 to 22 and included a series of multiple choice and rating questions to gather feedback from participants, as well as one open-ended question that provided an opportunity for final comments, feedback, and input from survey respondents. See [Appendix B](#) for the survey questionnaire.

This survey was conducted using an open link. The survey respondents were self-selected and not a random sample; therefore, the results are not considered statistically representative. The results in this report do effectively represent the opinions of those who responded to the survey.

A total of 3,304 participants responded to the survey. Of these respondents, 2,594 completed the entire survey, while 710 partially completed it. Partial completes include those who responded to three or more questions. Many participants were CitySpeaks panel members, who received a direct invitation to participate. The secondary source for participants entering the survey was through the City’s engagement site. The average time to complete the survey was 16 minutes.

Source	# of respondents
CitySpeaks panel	1193
City Website (includes 8 paper surveys entered manually and survey card referrals)	1063
eNews	508
Open House kiosks	115
Facebook	22
Twitter	21
City Hall kiosk	12
Other/referrals	370
Total	3304

Who We Engaged - Participant Demographics

Online Survey and Open House Interactions

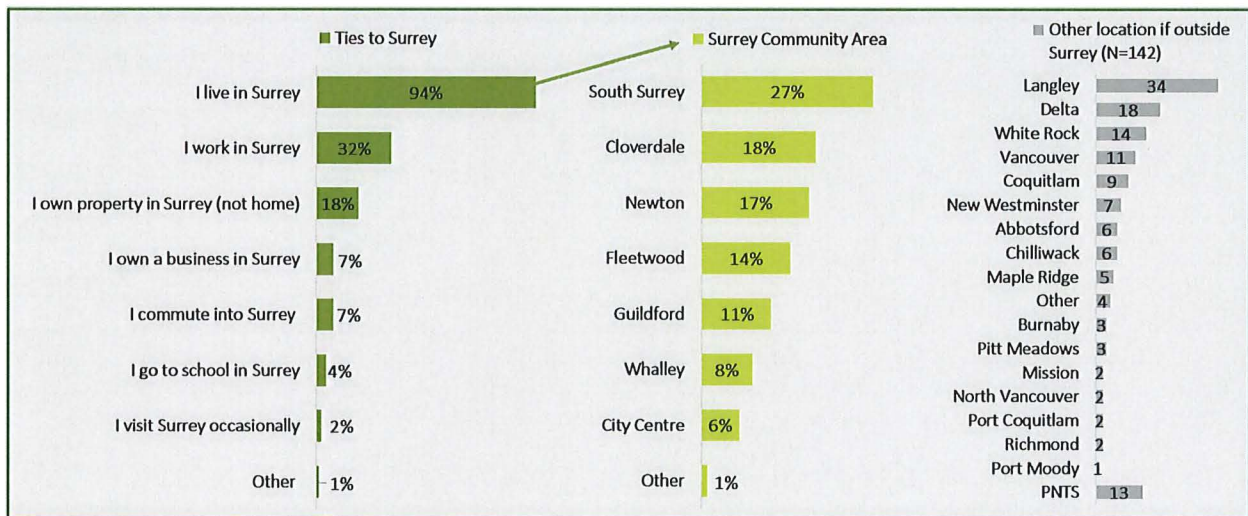
Between the online survey and the open houses, there were a total of 3,985 interactions in the budget engagement process.

Activity	Interactions
Open Houses	681
Online Survey	3,304
Total	3,985

Location

Most survey respondents (94%) reported that they lived in Surrey while 32% (also) work in Surrey, 18% owned property in Surrey other than their principal residence, 7% owned a business in Surrey and another 7% commute into Surrey. Fewer go to school in Surrey or were visitors.

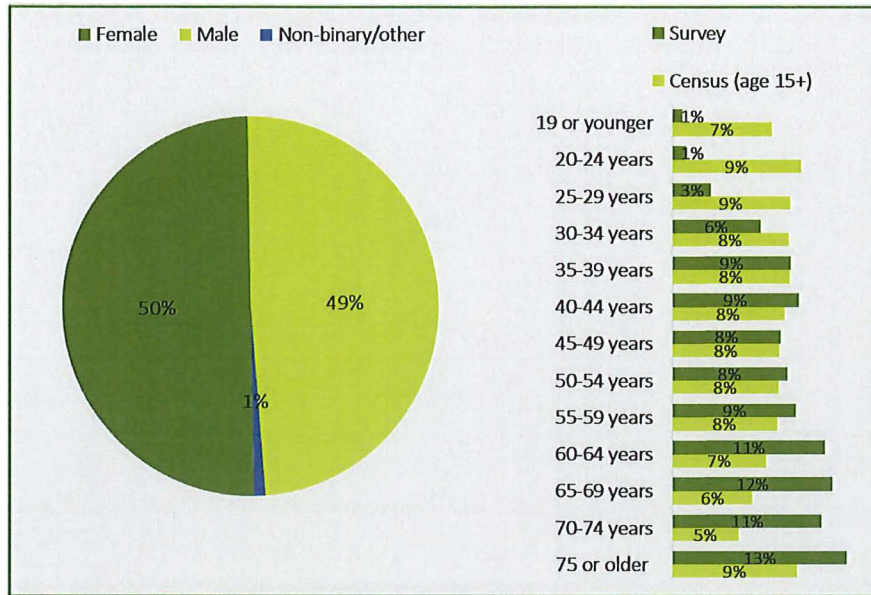
All Surrey community areas were represented, with the largest number of respondents living in South Surrey. Those who did not live in Surrey were from surrounding areas, mainly Langley, Delta, White Rock and Vancouver.



Gender and Age

The demographics reflected a gender balance of 50% female, 49% male and 1% non-binary/other.

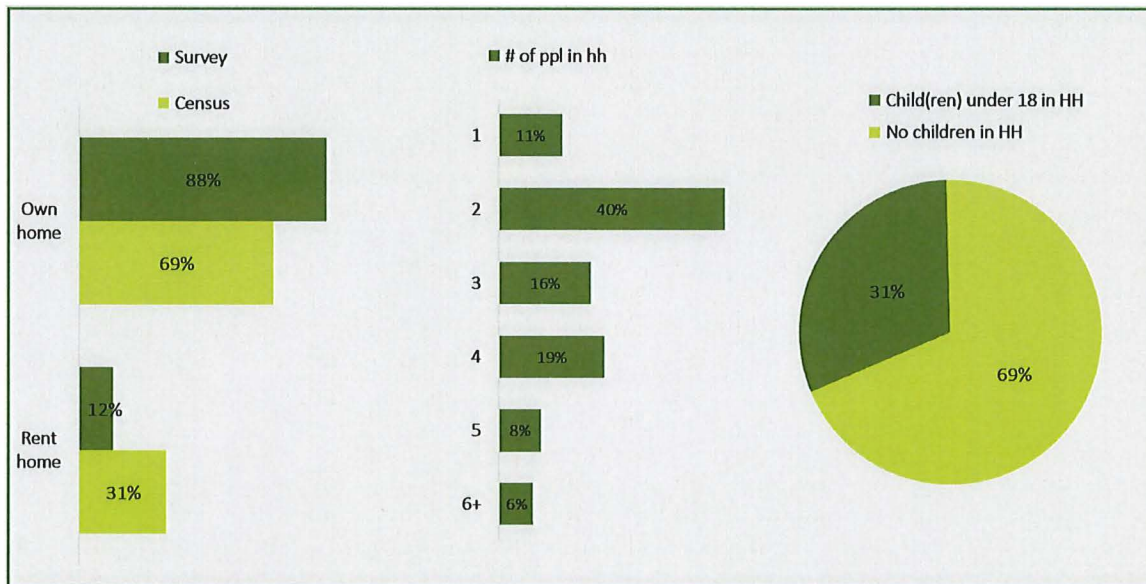
One in 10 respondents (11%) were under the age of 35, which is a smaller proportion than Surrey's overall population of that age according to the 2021 Census, which indicates that 28% of those between 15 and 34 in Surrey are in this age category. A third (34%) were between 35 and 54, which is comparable to the Census (32%). The majority of respondents (56%) were 55 and over, indicating an over-representation compared to Census data (34%).



Household Demographics

The majority (88%) of respondents owned a home, which is proportionally higher in comparison to 2021 Census rates of 69%. The remaining 12% were renters (proportionally lower than the 31% Census comparison).

In terms of household makeup, half (51%) lived in households with one or two people. As well, three in 10 respondents (31%) had children under the age of 18 in their household.



For languages spoken at home, the majority (86%) noted English as the language spoken most often at home while 5% reported Punjabi, 2% Mandarin, 1% Hindi, 1% Tagalog, 1% Cantonese alongside eight other languages (Urdu, Korean, Arabic, Spanish, French, Vietnamese, German and Farsi) reporting under 1% representation and a total of 2% in the "other language" category. This is proportionally lower than the Census comparison.

Respondents were also asked to self-identify whether they belonged to other groups, with the following results:

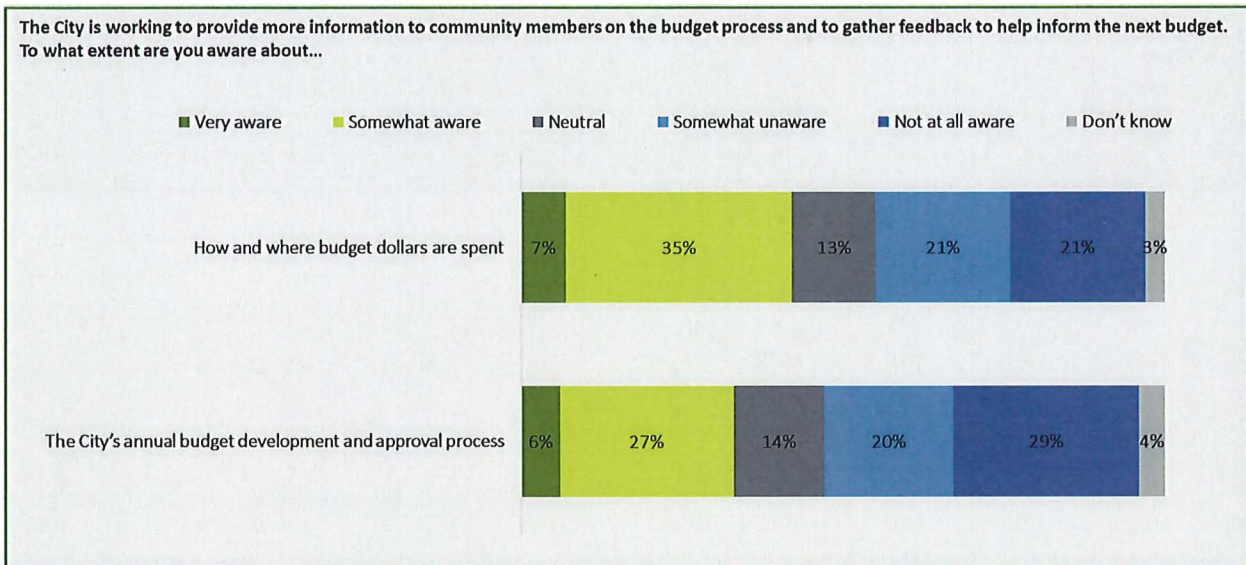
Self-Identification	# (%) of respondents
Visible minority	379 (11%)
Immigrant	299 (9%)
Low income	216 (7%)
Person with a disability	187 (6%)
LGBTQ2S+	63 (2%)
Indigenous	45 (1%)
Refugee	4 (0.1%)



Engagement Results

Awareness of Budget and Budget Process

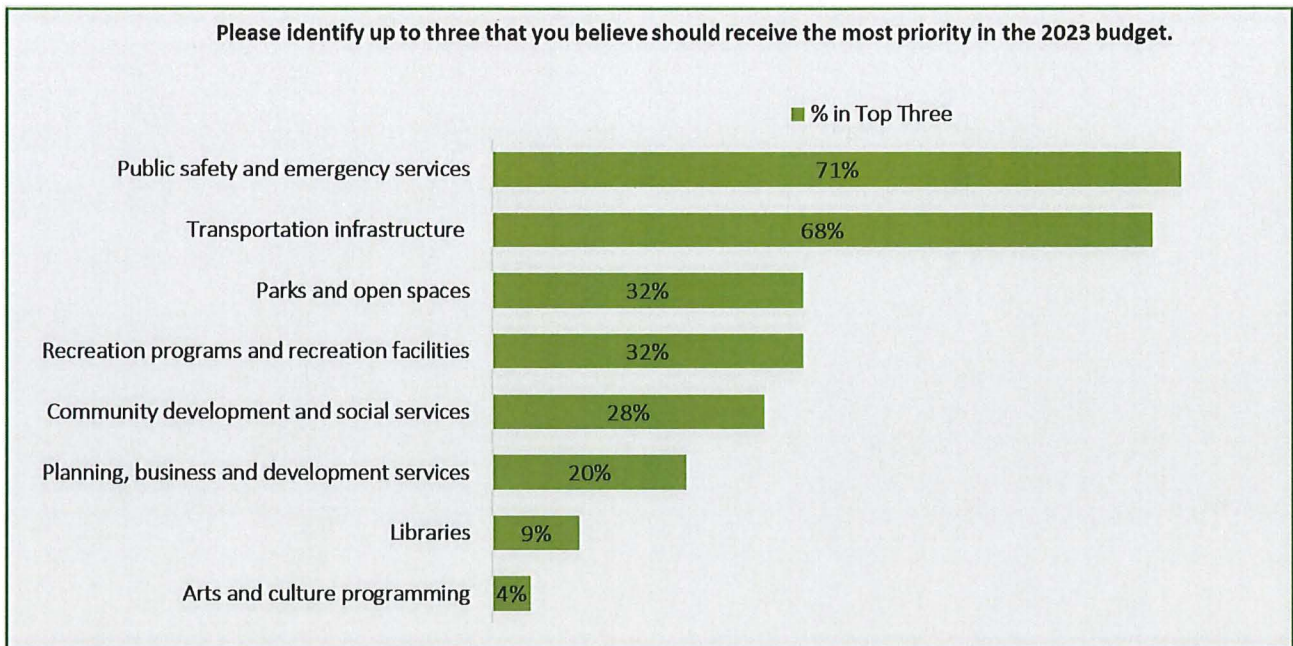
Awareness of how and where budget dollars are spent was split, with 42% somewhat or very aware and 42% somewhat unaware or not aware at all. As well, a third (33%) reported they were either somewhat or very aware of the City’s annual budget development and approval process, while a larger proportion (49%) were somewhat unaware or not aware at all.



Core Services and Program Priorities

In terms of core services and programs the City is responsible for funding and operating that compete for funding dollars, respondents clearly identified that public safety and emergency services, and transportation and infrastructure should be prioritized in the 2023 City Budget.

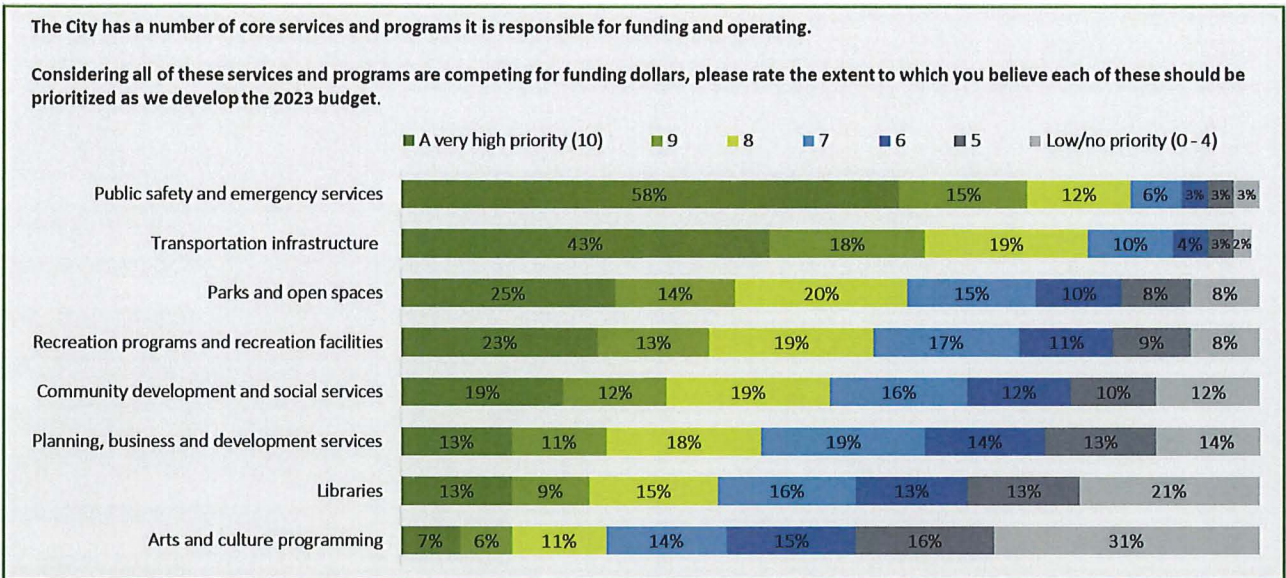
When asked to identify their top three priorities from a list of eight, seven in 10 (71%) chose public safety and emergency services, and almost that same proportion (68%) chose transportation and infrastructure in their top three. Secondary priorities were parks and open spaces (32%), recreation programs and facilities (32%) and community development and social services (28%). The three areas chosen least as top-three priorities were planning, business and development services (20%), libraries (9%) and arts and culture programming (4%).



When asked to rate the priority of each of the core services and programs on a scale from zero to 10, with zero meaning not at all a priority and 10 meaning a very high priority for the City’s 2023 budget, a similar hierarchy was revealed. Moreover, results showed that all core services were seen as priorities to a certain extent, with majorities rating them all between six and 10.

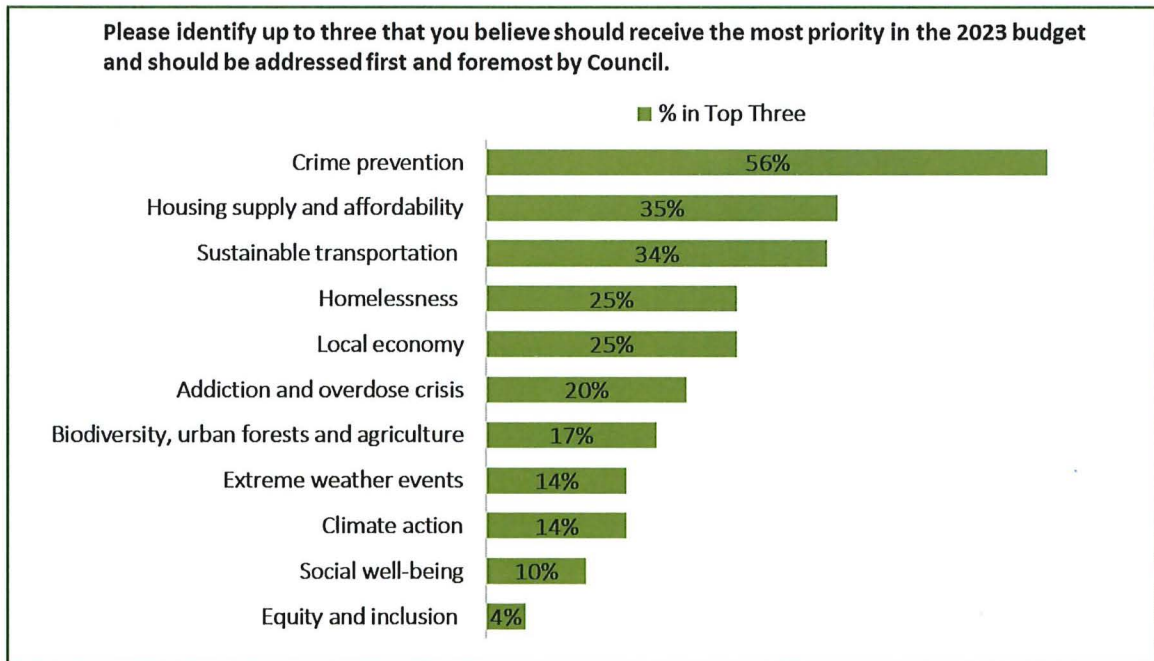
When looking at the highest priority ratings (eight, nine and 10) as well as lowest priority ratings (five and lower - in brackets) results show:

- Public safety and emergency services: 85% (6%)
- Transportation infrastructure: 80% (5%)
- Parks and open spaces: 59% (16%)
- Recreation programs and recreation facilities: 55% (17%)
- Community development and social services: 50% (22%)
- Planning, business and development services: 42% (27%)
- Libraries: 37% (34%)
- Arts and culture programming: 24% (47%)



Emerging Priorities

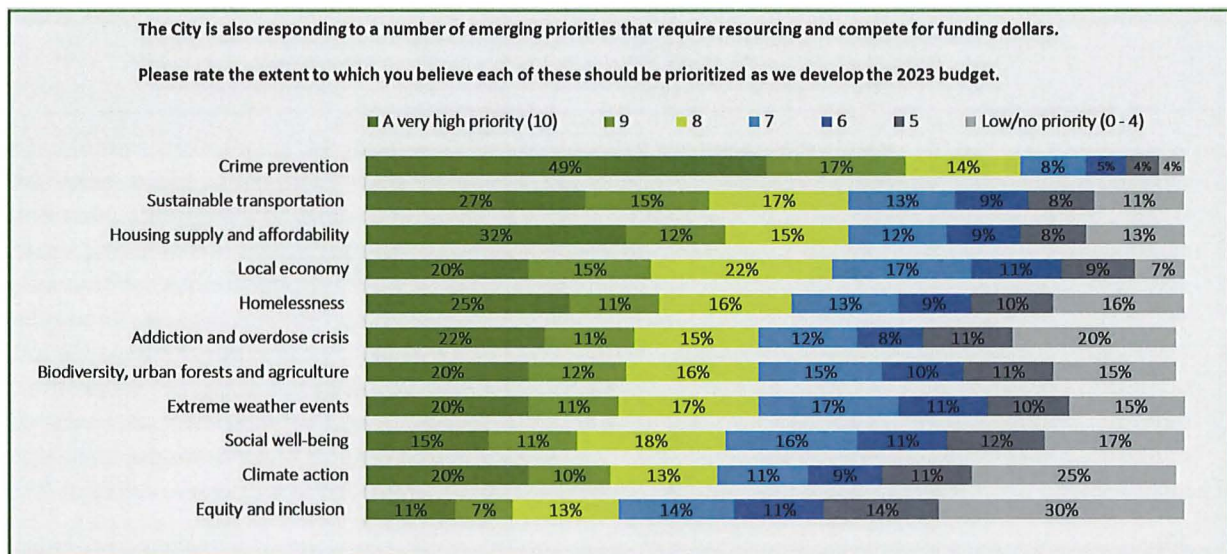
Respondents were asked a similar series of questions about 11 emerging priorities. In this case, crime prevention was identified as a clear top priority, with more than half of respondents (56%) choosing this in their top three issues they felt should have priority in the 2023 budget and should be addressed first and foremost by Council. Secondary priorities were housing and affordability (35%) and sustainable transportation (34%). These were followed by homelessness and the local economy (25% respectively) and the addiction and overdose crisis (20%). Fewer than one in five chose biodiversity (17%), extreme weather events (14%), climate action (14%), social well-being (10%) and equity and inclusion (4%) in their top three emerging priorities.



Results from a priority rating exercise once again showed that respondents felt that all emerging issues should be prioritized to a certain extent, with majorities giving each a rating of between six and 10.

When looking at the highest priority ratings (eight, nine and 10) as well as lowest priority ratings (five and lower - in brackets) results show:

- Crime prevention: 80% (8%)
- Sustainable transportation: 59% (19%)
- Housing supply and affordability: 59% (21%)
- Local economy: 57% (16%)
- Homelessness: 52% (26%)
- Addiction and overdose crisis: 48% (31%)
- Biodiversity, urban forests and agriculture: 48% (26%)
- Extreme weather events: 48% (25%)
- Social well-being: 44% (29%)
- Climate action: 43% (36%)
- Equity and inclusion: 31% (44%)



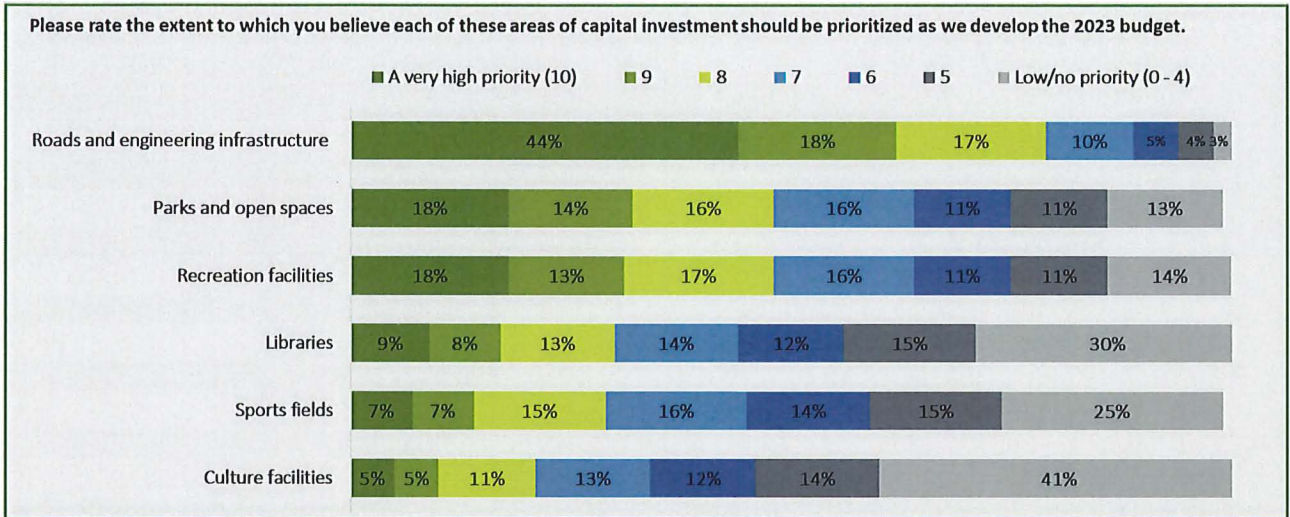
Capital Investment Priorities

Participants were also asked to rate the level of priority of six areas of capital investments for the 2023 budget.

A clear top priority emerged in roads and engineering infrastructure. Secondary priorities were parks and open spaces and recreation facilities, while libraries, sports fields and culture facilities received the lowest ratings.

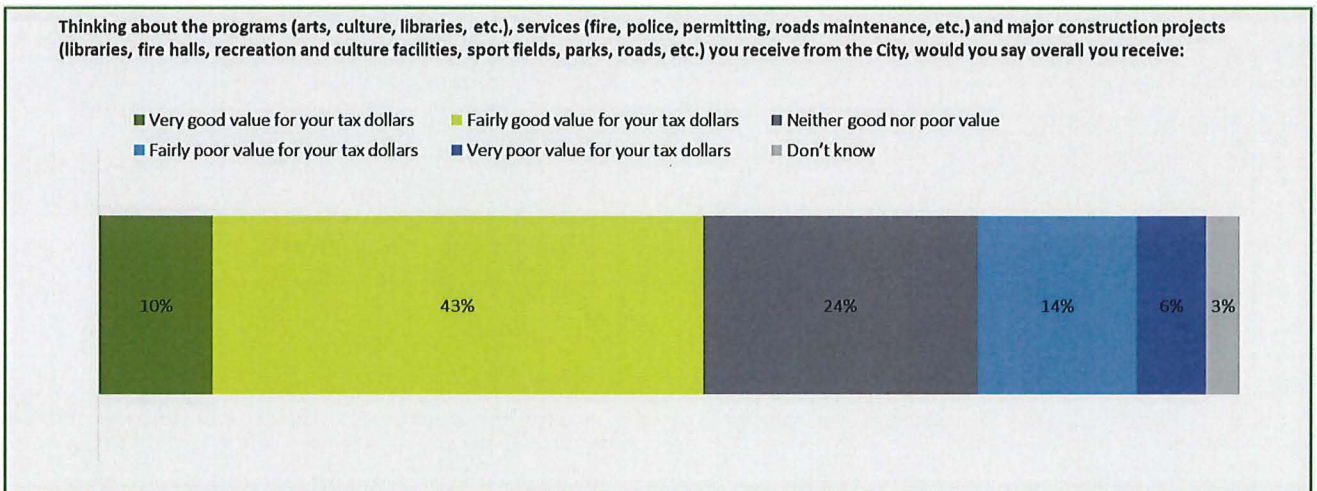
When looking at the highest priority ratings (eight, nine and 10) as well as lowest priority ratings (five and lower - in brackets) results show:

- Roads and engineering infrastructure: 79% (7%)
- Parks and open spaces: 48% (24%)
- Recreation facilities: 48% (25%)
- Libraries: 30% (45%)
- Sports fields: 29% (40%)
- Culture facilities: 21% (55%)



Taxes – Value for Money

When questioned on value for money when thinking about the programs, services, and major construction projects you receive from the City, just over half of respondents (53%) reported they felt they received very good (10%) or fairly good (43%) value for their tax dollars. On the other hand, 20% said they receive fairly poor (14%) or very poor (6%) value.



Balancing the Budget

The survey asked respondents to comment on five options for balancing the 2023 budget, as follows:

Reduce service levels – continue to offer the same services but not to the same level and keep property tax and user fee increases to a minimum.

Maintain the current service level through a combination of moderate property tax and user fee increases.

Maintain the current service level using only property tax increases.

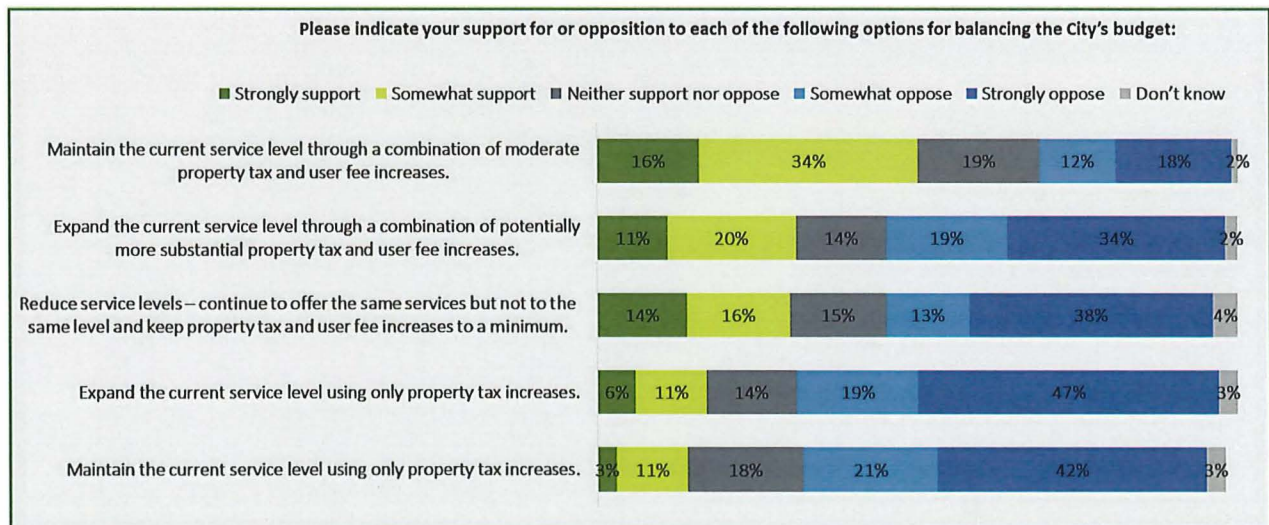
Expand the current service level through a combination of potentially more substantial property tax and user fee increases.

Expand the current service level using only property tax increases.

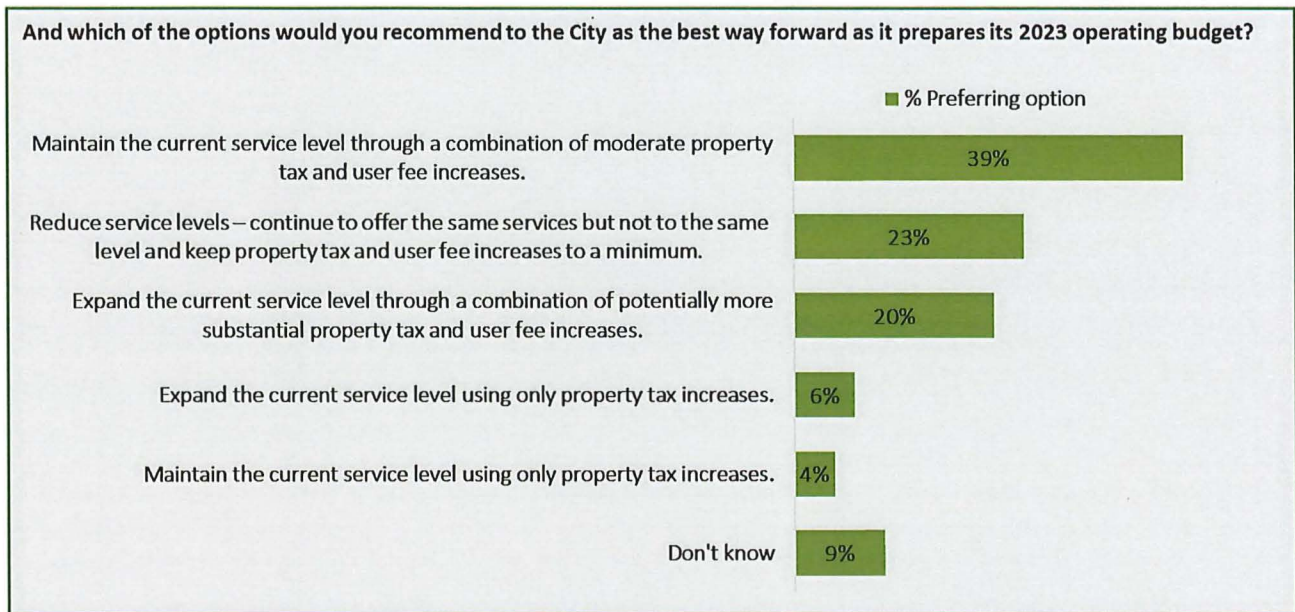
Support was highest for maintaining the current level through a combination of funding sources, with half supportive (16% strongly and 34% somewhat) and three in 10 opposed (12% somewhat and 18% opposed). Another one in five (19%) were neutral (thereby lending tacit support for this option). This was the only option that received a net positive score, meaning support was higher than opposition.

Secondary options were expanding the current level through a combination of funding sources and reducing service levels. Three in 10 were supportive of these options (31% and 30% respectively) and half were opposed (53% and 51% respectively).

Respondents were far less supportive of the options that relied only on property tax increases, with 17% supportive of expanding service levels through these means – and 66% opposed, while 14% were supportive of maintaining current levels this way – with 63% opposed.



Finally, respondents were asked for their preferred option. Four in 10 (39%) would recommend the City balance its budget by maintaining the current service level through a combination of funding sources. Again, similar proportions would prefer to see reductions (23%) or expansions (20%) of services using multiple funding sources, while fewer respondents would prefer to balance the budget using only property tax increases, whether while expanding services (6%) or maintaining current levels (4%).



Other Comments

After the specific, quantitative questions about the 2023 budget, respondents were invited to share additional comments they had on this topic via open text. Nearly 1,500 comments were received. Furthermore, participants who attended the open houses were invited to provide their comments on the budget, which they wrote onto sticky notes.

Through the responses to the survey and comments provided at the open houses, a number of themes emerged.

1) Police and Public Safety

The most mentioned theme relates to policing and public safety. For example, respondents voiced their concerns about feelings of lack of safety and increased crime, particularly in the city centre. A number of participants expressed their desire for a bolstered fire service, including more firefighters and fire stations.

With respect to policing specifically, respondents often mentioned the ongoing police transition. There were comments made both in support of the maintaining the RCMP or the Surrey Police Service. While some expressed a willingness to pay more for policing and public safety, others stated they would rather their tax dollars be used to fund other services and programs. Other responses expressed a desire for more transparency with respect to policing, with requests for comprehensive and accurate numbers and impacts to be shared with the public. Respondents who provided a comment related to this, regardless of their support for either the RCMP or the Surrey Police Service, communicated frustration at the lack of transparency around the financial impacts, as well dissatisfaction about how decisions regarding policing have been made. Respondents communicated to a large extent their concern about this issue and its

impacts on their property taxes. One respondent's statement echoes the sentiments of many participants, saying, *"I am hoping that Council will be able to come up with the most reasonable cost solution going forward that does not compromise public safety."*

2) Taxes and Affordability

The second-most frequently mentioned topic was with regards to general affordability and the impact of property taxes on affordability. Overall, participants expressed distress over recent increases in cost of living due to pandemic recovery as well as rising interest rates, inflation, and cost of goods. Respondents shared that these financial pressures are contributing to a lack of affordability with real impacts on their daily lives.

With respect to taxes, and in particular, property taxes, overwhelmingly respondents requested that they not be raised, as it would add to the overall lack of affordability citizens are experiencing. However, it should be noted that there were some participants who felt property taxes are low in comparison to other municipalities, and that they would be willing to pay more for increased services and programs. A number of respondents raised the importance of considering people on fixed income, specifically seniors, who may find increases in property tax insurmountable. Others voiced their desired revenue generation to be increased user fees, or for alternative avenues for revenue to be explored, including finding ways to ensure property owners are not solely bearing the burden of paying for City services and programs. Related to this, some mentioned that significant increases in taxes have the potential to encourage more people to rent (as there is a provincial cap on rent increases) or even to move away from the city.

Some commented on other forms of taxes, i.e., parcel taxes and levies. There were conflicting views on these, with some stating they would like revenue to be collected in these ways, and others stating their preference for the capital parcel tax to be reduced.

3) Internal and External City Processes

Responses regarding internal and external City processes varied in nature, but overall conveyed a desire for the City to work in the best interest of its residents.

Transparency was raised as an important consideration and action for the City to take, including sharing clear and digestible information about the budget, spending, and budgeting process, and engaging with the community early regarding the budget.

A number of respondents suggested that the City look internally to review its own processes, staffing, scope, and expenditures to ensure internal efficiencies. Instead of raising property taxes and user fees, participants recommended instead that the City conduct an audit of internal operations. Some suggestions included: cutting or capping salaries; increasing productivity; capping legal fees for elected officials; investing in high-performing staff; and focussing only on projects that are necessary for the City to function. Additionally, a number of comments shared a desire for the City to stay within its jurisdiction, and to leave issues such as affordable housing, homelessness, and mental health supports and programming to the provincial and federal governments.

Beyond finding efficiencies internally, participants shared suggestions for alternative revenue sources, which included: tapping into reserves; exploring philanthropy options and partnering with organizations to fund projects; advocating for more funding from the provincial and federal governments; implementing

bicycle licenses or parking meters; and ensuring bylaw officers are enforcing bylaws and collecting charges when applicable.

4) Roads and Transportation

Respondents who raised roads and transportation in their comments spoke mostly of the need to ensure these services are meeting the needs of its citizens. A lack of street and sidewalk maintenance was raised as a concern and an area requiring improvement, especially with respect to accessibility and snow removal.

Beyond solely maintenance, others spoke of the need to ensure transportation methods and infrastructure are keeping up with population growth. For some, this meant addressing traffic and bottlenecks, creating practical and innovative solutions to problem areas such as building overpasses, or widening roads and sidewalks themselves. For others, this meant bolstering active transportation, establishing a walkable community, and reducing car-centric methods by strengthening or building bike lanes and bike paths/greenways, scenic walking paths, transit (Skytrain and busses, including school busses), and electric vehicle charging stations.

Safety with respect to transportation was also raised as a concern, with respondents primarily expressing a desire for safe cycling options, and some stating a preference for no bike lane curbs.

Related to the following theme, Parks and Recreation, there were comments about refraining from building roads and transportation avenues through parks and green spaces.

5) Parks and Recreation

With regards to parks and recreation, participants shared varying views. While some expressed appreciation for the access currently available to recreation programs, others stated there are already enough recreation options, and this is not something that should be prioritized in the budget. However, the majority of comments relayed a desire for increased services (a number of people expressed frustration about being unable to register for at capacity classes and programs) and for additional capital projects, particularly pools, arenas, walking tracks, and gyms.

While some comments supported increasing user fees and even prioritizing this over increasing property taxes, others stated a preference for keeping user fees manageable to promote equity and accessibility for lower income people and families.

Comments regarding parks largely expressed a desire for them to be well maintained. Comments shared that parks, including tree canopies, should not be impacted by building new roads and infrastructure. There were a few comments requesting new parks and dog parks.

Related to this theme, there were suggestions to explore other forms of entertainment and culture, including arts centres. However, there were again diverging perspectives here, with some stating that arts and culture should not be prioritized over maintaining city infrastructure and roads.

6) Homelessness, Affordable Housing, and Community Wellness

Homelessness, affordable housing, and overall community wellness were noted as a priorities for some survey respondents. Contributors to this theme shared their desire for the City to address homelessness and support those experiencing homelessness and people who use substances. Others commented on the

importance of addressing and providing affordable housing, especially given the economic pressures being faced today.

Overall, participants expressed their desire for a healthy community in general, with emphasis put on the following aspects:

- Safety;
- Livability and affordability;
- Ample housing options;
- Walkability;
- Local food supply and food security;
- Inclusion;
- Physical accessibility;
- Supporting mental health;
- Supporting children, young people, and seniors;
- Sufficient education options and schools;
- Equitable access to services and public facilities;
- Arts and culture; and
- Community shopping and restaurant districts.

7) Infrastructure, Development, and the Economy

There were a number of comments related to infrastructure, development, and the economy.

With regards to infrastructure, responses spoke of the importance of prioritizing maintenance and improvements over new projects and concentrating on basic services.

The topic of population growth surfaced with respect to the economy and development, with a number of respondents sharing their desire for the City to put an emphasis on increasing development and exploring this as an additional avenue for revenue. In contrast, others recommended focussing more on building neighbourhoods, detached homes, and affordable housing, as opposed to sizable commercial projects. While some suggested bringing in business to bolster the economy and bring in additional property tax (versus focusing on residential property taxes), others spoke of the added strain increasing property taxes puts on businesses.

Further comments included ensuring that neighbourhood planning occurs as development increases, and that roads, transportation, and access to parks and recreation are considered and planned for. Some participants highlighted their priority of ensuring illegal suites and construction are curbed and addressed.

8) Climate Change and Sustainability

The last theme, which was mentioned less than other themes but was nonetheless prevalent, was climate change and sustainability. Participants who raised this topic shared their desire for the City to plan for extreme weather responses, address climate change, and build climate resiliency. Specific suggestions with regards to this theme include:

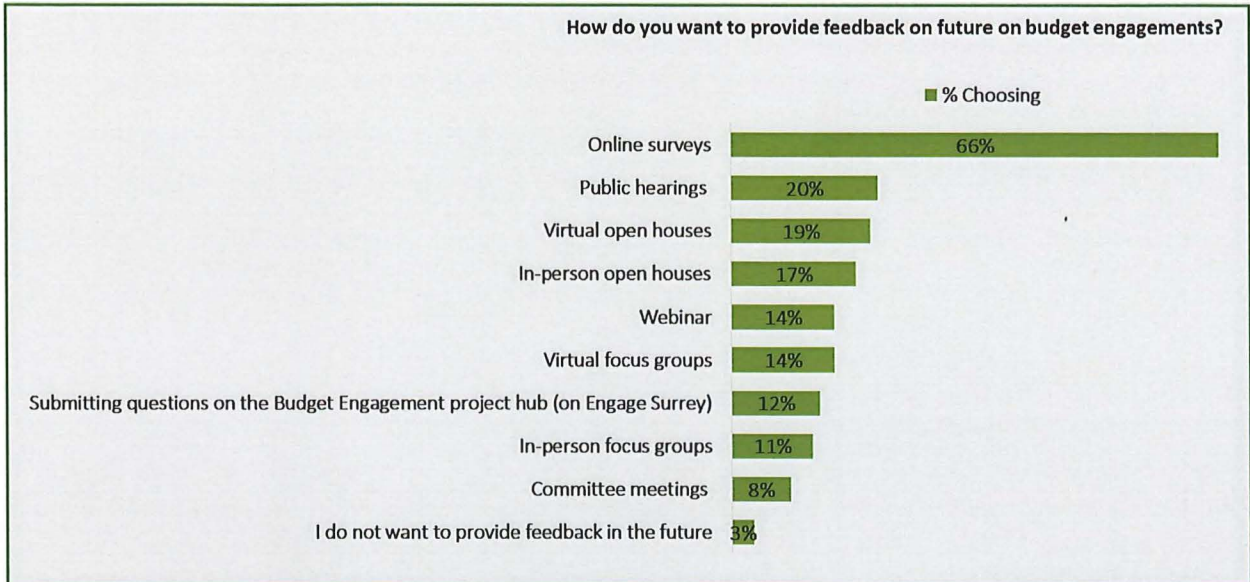
- Exploring clean energy sources;
- Improve recycling for plastic and glass;
- Provide grants for recycling organizations, homeowners using green solutions;
- Encourage public transit and active transportation; and
- Maintaining important ecosystems and tree canopies.

Future Engagement

The final two questions related to future engagement processes related to the budget and budget planning process. For future engagements about the City budget and the budget planning process, respondents first and foremost wanted more information about how tax dollars are allocated across departments and services, with the majority (58%) indicating they would like to get more information about this topic. Four in 10 (40%) would appreciate information on the different sources of revenue for the City, while about a third would like more information about the range of City services, programs and capital investments and why they are important (36%) and the budget process and how Council decisions are made (35%). Fewer were interested in how they can provide personal input on the budget (24%) or the difference between operating and capital budget budgets (20%).



The majority of respondents preferred to provide feedback on future budget engagements through online surveys, with two-thirds (66%) indicating they would like to have this option. One in five or fewer would be interested in other avenues to provide feedback: though public hearings (20%), virtual open houses (19%), in-person open houses (17%), webinars (14%), virtual focus groups (14%), engagement project hub submissions (12%), in-person focus groups (11%) and committee meetings (8%).



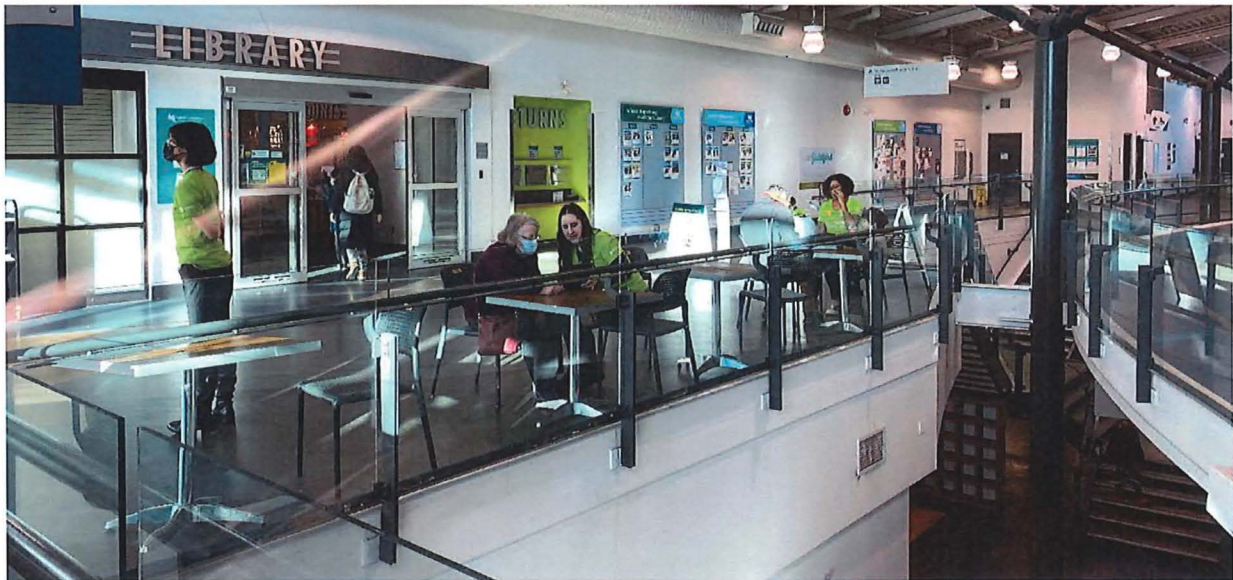
Summary and Next Steps

This report describes in detail all the engagement and communications efforts planned and implemented to inform the City of Surrey's 2023 Budget, along with what was learned from participants. With over 3,000 survey responses and more than 600 visitors to in-person engagement opportunities, this engagement had strong turnout from the Surrey community and demonstrates a high, and ongoing interest in the City budget process.

Policing, public safety and crime prevention, as well as infrastructure (roads, transportation and sustainable transportation) and housing and affordability were key themes that emerged as priorities identified by respondents for the City to consider as part of the upcoming budget.

To balance the budget, the preference was to do so by maintaining current services through a combination of moderate property tax and user fee increases. It must be noted, however, that open-ended comments revealed that there was also some general opposition to any tax increases.

The next step in this process is for City staff and Council to review these results and to utilize input where possible as it develops the 2023 budget in the next few months.



APPENDIX “A”

City of Surrey Public Engagement Strategy Spectrum

ENGAGEMENT SPECTRUM

The International Association of Public Participation (IAP2) is a non-profit organization committed to advancing the practice of public engagement. Municipalities across Canada and around the world use IAP2 guidance. The City of Surrey uses IAP2 to ensure engagement follows international best practices.

The City has adopted a modified version of the IAP2 Spectrum of Public Participation. This approach assumes that all engagement serves to ‘inform’ and that meaningful engagement aims to consult, involve, collaborate and/or empower, depending on the specific engagement objectives.

	Consult	Involve	Collaborate	Empower
Public Participation Goal	To obtain public feedback on analysis alternatives and/or decision.	To work directly with the public throughout the process to ensure that public concerns and aspirations are consistently understood and considered.	To place final decision making in the hands of the public.	To place final decision making in the hands of the public.
Promise to the Public	We will keep you informed, listen to and acknowledge concerns and aspirations, and provide feedback on how public input influenced the decision.	We will work with you to ensure that your concerns and aspirations are directly reflected in the alternatives developed and provide feedback on how public input influenced the direction.	We will look to you for advice and innovation in formulating solutions and incorporate your advice and recommendations into the decisions to the maximum extent possible.	We will implement what you decide.



APPENDIX "B"**Survey Questionnaire**

Welcome!

Thank you for participating in this survey about the City of Surrey's 2023 budget. The budget is guided by Council's strategic priorities in relation to property tax increases and general fiscal prudence. The City of Surrey continues to have one of the lowest property tax rates in the Metro Vancouver Region.

In preparing for the 2023 budget, Council must carefully consider emerging issues and community priorities as well as the need to fund City services, facilities and infrastructure. There are also a number of economic challenges and influencing factors (pandemic recovery, continued inflation, elevated construction costs, climate change and extreme weather events, ongoing transitions related to public safety) that must be considered. These factors must be balanced with the desire to keep property taxes and fees at a manageable level. Resource allocation decisions will have to be made in order to draft a budget by our 2023 budget deadline.

Feedback from this engagement will help inform Council on community priorities and budgeting options for this year.

Your participation in this survey is completely voluntary. If you decide to take part, you can stop the survey at any time. Your answers will be kept anonymous and confidential. The responses you provide will be combined with the responses of other survey participants and individual responses will not be identified. Your survey responses will be analyzed by a neutral, external engagement consulting firm on behalf of the City. Due to the volume of responses, we are unable to follow up with any individual for any comments or questions received within a survey response. This survey will take approximately 10 minutes to complete.

The City wants to gather feedback from as many Surrey residents as possible, so we are promoting this survey in a number of different ways. You may receive a City eNewsletter referring to the survey or hear about it on social media, however, we ask that you only complete the survey once.

Which of the following describe your ties to Surrey? (Please select all that apply)

- I live in Surrey
- I own property in Surrey (other than my home)
- I work in Surrey
- I own a business in Surrey
- I go to school in Surrey
- I commute into Surrey (for work, school, etc.)
- I visit Surrey occasionally
- Other
- None of the above
- Prefer not to answer

If Other, please specify:

Budget Process

The City is working to provide more information to community members on the budget process and to gather feedback to help inform the next budget. To what extent are you aware about...

	Very aware	Somewhat aware	Neutral	Somewhat unaware	Not at all aware	Don't know
The City's annual budget development and approval process?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
How and where budget dollars are spent?	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Budget Priorities

The City has a number of core services and programs it is responsible for funding and operating. Considering all of these services and programs are competing for funding dollars, please rate the extent to which you believe each of these should be prioritized as we develop the 2023 budget.

	A very high priority 10	9	8	7	6	5	4	3	2	1	Not at all a priority 0	Don't know
Arts and culture programming	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Transportation infrastructure (e.g., road and sidewalk maintenance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Community development and social services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Public safety and emergency services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Planning, business and development services	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation programs and recreation facilities	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks and open spaces	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Of this same list of core services and programs, please identify up to three that you believe should receive the most priority in the 2023 budget.

- Parks and open spaces
- Community development and social services
- Planning, business and development services
- Recreation programs and recreation facilities
- Libraries
- Transportation infrastructure (e.g., road and sidewalk maintenance)
- Public safety and emergency services
- Arts and culture programming
- None of the above

Budget Priorities

The City is also responding to a number of emerging priorities that require resourcing and compete for funding dollars. Please rate the extent to which you believe each of these should be prioritized as we develop the 2023 budget.

	A very high priority 10	9	8	7	6	5	4	3	2	1	Not at all a priority 0	Don't know
Housing supply and affordability	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Social well-being	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Biodiversity, urban forests and agriculture	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Extreme weather events	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sustainable transportation (such as greenways, bikeways, sidewalks, transit improvements, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Climate action	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Homelessness	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Local economy	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Equity and inclusion	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Crime prevention	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Addiction and overdose crisis	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Of this same list of emerging issues, please identify up to three that you believe should receive the most priority in the 2023 budget and should be addressed first and foremost by Council.

- Housing supply and affordability
- Social well-being
- Biodiversity, urban forests and agriculture
- Extreme weather events
- Sustainable transportation (such as greenways, bikeways, sidewalks, transit improvements, etc.)
- Climate action
- Homelessness
- Local economy
- Equity and inclusion
- Crime prevention
- Addiction and overdose crisis
- None of the above

Value for Dollar

Thinking about the programs (arts, culture, libraries, etc.), services (fire, police, permitting, roads maintenance, etc.) and major construction projects (libraries, fire halls, recreation and culture facilities, sport fields, parks, roads, etc.) you receive from the City, would you say overall you receive:

- Very good value for your tax dollars
- Fairly good value for your tax dollars
- Neither good nor poor value
- Fairly poor value for your tax dollars
- Very poor value for your tax dollars
- Don't know
- Not applicable

Funding Sources

There are a number of revenue sources cities use to fund operations, services, infrastructure and amenities:

- **Property tax:** Property taxation is the main source of revenue for most cities. Property taxation includes property value taxes, parcel taxes, and local area service taxes.
 - Property value tax is a tax levied on the value of land and improvements. The amount you pay is based on the funds Surrey needs to provide City services each year, and your property assessment. In Surrey this includes a Roads and Traffic Safety levy that appears on the annual property tax notice (tax bill) that is used to help fund the City's roads and traffic network.

- Parcels taxes are local government taxes levied on the unit, frontage or area of a property. Parcel taxes are distinct and separate from the property value taxes, which are levied on the assessed value of a property. Surrey has parcel taxes that appear on the annual property tax notice (tax bill). The Capital Parcel Tax supports recreation and culture while the Drainage Parcel Tax supports drainage infrastructure.
- Local area service taxes provide funding for services to only a portion of the municipality (i.e. a local service area).
- **User fees:** A charge that an individual pays when using City services to partially recover the costs of those services. Examples include recreation and culture facility admissions, parking fees, development fees, and dog licences. User fees are also a funding mechanism for the water, sewer, and energy utilities that are billed separately along with the solid waste (garbage and recycling) utility that appears on your tax bill.
- **Borrowing:** The City has access to long-term external borrowing through the Municipal Finance Authority of British Columbia (MFA) to provide additional funding options for major capital projects. The City carefully monitors its borrowing capacity and debt levels when considering this option. The City strives to use pay-as-you-go financing with borrowing utilized only when necessary.

Balance Budget Options – Operating Budget

Cities are legislated to have Council adopt a balanced budget each year. The operating budget is the money the City uses to deliver every day programs and services, like:

- Police, bylaw and fire services to keep people safe
- Attractions, recreation activities, parks and social programs that make Surrey a great place to live, work and visit
- Maintaining the roads, water/utility services and garbage collection

In order to present a balanced budget while maintaining current service levels and address new funding priorities, the City needs to consider a combination of the funding mechanisms discussed above.

Balance Budget Options – Operating Budget

Please indicate your support for or opposition to each of the following options for balancing the City’s budget:

	Strongly support	Somewhat support	Neither support nor oppose	Somewhat oppose	Strongly oppose	Don’t know
Expand the current service level through a combination of potentially more substantial property tax and user fee increases.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Expand the current service level using only property tax increases.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintain the current service level through a combination of moderate property tax and user fee increases.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Maintain the current service level using only property tax increases.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Reduce service levels – continue to offer the same services but not to the same level (e.g., reduced hours or programming in facilities) and keep property tax and user fee increases to a minimum.	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

And which of the options would you recommend to the City as the best way forward as it prepares its 2023 operating budget?

- Expand the current service level through a combination of potentially more substantial property tax and user fee increases.
- Expand the current service level using only property tax increases.
- Maintain the current service level through a combination of moderate property tax and user fee increases.
- Maintain the current service level using only property tax increases.
- Reduce service levels – continue to offer the same services but not to the same level (e.g., reduced hours or programming in facilities) and keep property tax and user fee increases to a minimum.
- Don't know

Capital Budget Priorities

The capital budget pays for all the things the City builds, from new structures to maintaining what we've already got, including: roads, recreation centres, city vehicles, fire halls, pools, arenas and libraries.

The City's current major capital budget includes 28 projects totalling investment of \$204 million committed over five years. Major capital is funded through community amenity contributions, external borrowing,

contributions from general operating, City reserves, provincial gaming revenue and external contributions (grants).

Please rate the extent to which you believe each of these areas of capital investment should be prioritized as we develop the 2023 budget.

	A very high priority 10	9	8	7	6	5	4	3	2	1	Not at all a priority 0	Don't know
Culture facilities (arts/heritage facilities, museums, theatres, Indigenous spaces, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Roads and engineering infrastructure (road improvements, water, sewer, drainage, climate adaptation, sustainable transportation, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks and open space	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sports fields	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Recreation facilities (pools, arenas, fitness, gyms, etc.)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Libraries	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

Comments

Please briefly provide any comments you might have about this budget and future operating or capital budgets.

Future Engagement

The City is committed to doing ongoing budget engagement year after year. When it comes to future budget engagement and the City’s budget planning process, what would you like to have more information about? (Please select all that apply)

- Range of City services, programs and capital investments and why they are important
- How tax dollars are allocated across different departments / services
- How I can personally provide input on the budget
- The difference between the operating and capital budgets
- The budget development process and how Council decisions are made
- The different sources of revenue for the City
- Other
- None of the above

If Other, please specify:

How do you want to provide feedback on future on budget engagements? (Please select all that apply)

- Public hearings
- Online surveys
- Webinar
- In-person focus groups
- Committee meetings
- Submitting questions on the Budget Engagement project hub
- Virtual focus groups
- In-person open houses
- Virtual open houses
- I do not want to provide feedback in the future

Tell Us About Yourself

Why do we ask? Knowing who we've heard from helps our efforts to make sure we are hearing from our diverse Surrey community.

In which Surrey community area do you currently live?

- City Centre
- Cloverdale
- Fleetwood
- Guildford
- Newton
- South Surrey
- Whalley
- I am unsure which Surrey Community I live in
- Other

If "Other", please specify

Where do you live?

- Abbotsford
- Burnaby
- Chilliwack
- Coquitlam
- Delta
- Langley
- Maple Ridge
- Mission
- New Westminster
- North Vancouver
- Pitt Meadows
- Port Coquitlam

- Port Moody
- Richmond
- Vancouver
- West Vancouver
- White Rock
- Other
- Prefer not to answer

If "Other", please specify

Do you own or rent the home in which you live?

- Own
- Rent
- Other
- Prefer not to answer

If "Other", please describe.

What is your age group?

- 19 or younger
- 20-24 years
- 25-29 years
- 30-34 years
- 35-39 years
- 40-44 years
- 45-49 years
- 50-54 years
- 55-59 years
- 60-64 years
- 65-69 years
- 70-74 years
- 75 or older
- Prefer not to answer

How do you describe yourself?

- Female
- Male
- Non-binary
- Other
- Prefer not to answer

Other - please specify:

Do you self-identify as belonging to any of the following groups? (Select All That Apply)

- Person with a disability
- LGBTQ2S+
- Low income
- Indigenous
- Visible Minority
- Immigrant
- Refugee
- None
- Prefer not to answer

How many people live in your household?

- 1
- 2
- 3
- 4
- 5
- 6+
- Prefer not to answer

Do you have children who live with you (18 years and younger)?

- Yes
- No
- Prefer not to answer

How many children in each age group live with you?

	0	1	2	3	4	5+
2 years and under	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
3 - 5 year olds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
6 - 10 year olds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
11 - 13 year olds	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
14 years and older	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

What language do you speak most often at home?

- English
- French

- Punjabi
- Arabic
- Cantonese
- Farsi
- German
- Hindi
- Korean
- Mandarin
- Spanish
- Tagalog
- Urdu
- Vietnamese
- Other
- Prefer not to answer

If Other, please describe.

What other languages do you read and/or speak? (Please select all that apply)

- I do not speak/read a second language
- English
- French
- Punjabi
- Arabic
- Cantonese
- Farsi
- German
- Hindi
- Korean
- Mandarin
- Spanish
- Tagalog
- Urdu
- Vietnamese
- Other
- Prefer not to answer

If Other, please describe.