

City of Victoria
Updated 2026–2030 Draft Financial Plan
Business Feedback Package

Prepared by the Downtown Victoria Business Association
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Introduction

This brief provides the City of Victoria Council and Staff with input from businesses on the 2026 draft Financial Plan. The goal is to capture real operational experience and provide insights that support informed decision-making under fiscal constraints.

Municipal budgets are complex and organized by departments, which can make participation challenging for time-pressed business operators. The DVBA designed this feedback tool to lower barriers to participation while maintaining the nuance and trade-offs inherent in budget decisions. Businesses were also encouraged to share input directly with the City through its engagement channels.

Note: The 59 business representatives that responded are listed alongside their full responses on pages 5–22. Each owner or operator took the time to share their unique perspectives on the City's draft budget through this tool.

The feedback emphasizes business outcomes rather than departmental structures, focusing on factors such as safety, cleanliness, accessibility, predictability, and operational efficiency. All questions relate to existing City services and programs, ensuring that input is actionable and relevant to decisions Council can make in 2026.

This input is directional and experience-based, not a line-item prescription. It is intended to help Council and Staff understand where trade-offs matter most and to ground budget decisions in the realities of downtown business operations.

Methodology

Feedback was collected from 59 business representatives using a survey designed to be quick, accessible, and actionable. 62 Responses were collected in total, responses from those not affiliated with a business were removed.

The survey combined brief quantitative questions with open-ended prompts to capture operational experience and business priorities. Respondents were asked to select top concerns to highlight where trade-offs matter most, with questions framed around impact on business operations rather than satisfaction ratings or complaints.

Responses were aggregated to identify trends, while full survey comments were included to provide context and transparency. This approach ensures that findings are credible, actionable, and representative of respondents priorities, helping City Council and Staff evaluate cumulative impacts across services and programs.

Key Takeaways

Safety and Cleanliness

Respondents consistently prioritized visible safety, enforcement, and clean public spaces. This reflects a shared desire for a downtown environment that feels stable, welcoming, and supportive of customers, staff, and investment.

Function Before Transformation

Respondents emphasized improving how existing systems work before introducing further changes. This includes transportation networks, streets, and public spaces that operate reliably day to day

Predictable and Reliable City Systems

Clarity, consistency, and timely processes were repeatedly identified as critical to business operations. Businesses are seeking dependable City systems that reduce uncertainty and support long-term planning.

Foundational Services First

Across all categories, priorities clustered around the core conditions that allow a downtown to function. Interest in activation, events, and placemaking is strongest when these foundational needs are already being met.

Little Support For Tax Increase

Only 14% of respondents support protecting essential services if it results in a higher tax increase. The majority of respondents were divided between prioritizing lower tax increases and supporting a balanced approach based on the specific services affected. Qualitative comments providing context for the balanced approach are included in the Appendix (page 23).

The respondents to this survey are aligned in asking that the City's budget first strengthen the foundational conditions of safety, cleanliness, access, and reliability that allow all other investments to succeed.

Aggregate Response Data

Public Safety & Enforcement: Which public safety and enforcement services are most important to the day-to-day operation of your business? (Select up to 2)	Responses (%)
Police presence and visibility	41.90%
Police response to reported issues	27.40%
Active Bylaw enforcement	16.10%
Bylaw response to reported issues	9.70%
Coordination between police and bylaw services	9.70%
Addressing repeat or chronic criminal activity	54.80%
Outreach and social supports in public spaces	22.60%

Public Realm, Cleanliness & Downtown Conditions: Which public realm and cleanliness services are most important to your business, staff, or customers? (Select up to 2)	Responses (%)
Street and sidewalk cleaning (routine sweeping and surface cleaning)	35.50%
Waste, litter, and sharps removal	40.30%
Street lighting and visibility	6.50%
Condition of sidewalks, streets, and curbs (payment condition, repairs, etc.)	9.70%
Maintenance of City-owned public spaces and facilities (plazas, parks, washrooms, public buildings)	17.70%
Accessibility of sidewalks, crossings, public spaces (curb ramps, crossings, sidewalk standards)	11.30%
General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)	71.00%

Transportation & Parking: Which transportation and parking topics are most important to your business? (Select up to 2)	Responses (%)
Pausing or slowing policy-led street and traffic changes	50.00%
Improving how the existing street network functions	62.90%
Parking management and enforcement	24.20%
Loading zones and commercial delivery access	12.90%
City-funded transit services and programs (e.g. youth and student transit programs)	24.20%

Business Operations, Permitting & Licensing: Which City processes are most important to operating your business efficiently downtown? (Select up to 2)	Responses (%)
Timelines and clarity for permits and approvals	40.30%
Business licensing and renewal processes	17.70%
Support for patios, outdoor retail, or flexible use of space	38.70%
Consistency and predictability of City requirements	46.80%
Coordination across City departments	24.20%

Aggregate Response Data

City Communication, Engagement & Issue Response: Which aspects of City communication or engagement are most important to the operation of your business? (Select up to 2)	Responses (%)
Advance notice of construction or service disruptions	35.50%
Clear communication about policy or bylaw changes	16.10%
Timely updates on issues affecting downtown operations	37.10%
Knowing who to contact at the City when issues arise	17.70%
Opportunities to provide input before decisions are finalized	59.70%
Coordination of messaging across City departments	12.90%

Downtown Activation & Vibrancy: Which downtown activation or vibrancy investments are most important to your business? (Select up to 2)	Responses (%)
Events and festivals	40.30%
Public space programming (plazas, streets, evenings)	30.70%
Marketing and promotion of downtown	43.60%
Support for business-led events and activations	43.60%
Seasonal activation (winter, evenings, shoulder seasons)	19.40%

Overall Budget Priorities: Thinking across all the areas above, which three areas are most important to the operation of your business today? (Select 3)	Responses (%)
Public safety & enforcement	79
Public realm, cleanliness & downtown conditions	80.7
Transportation, parking & access	43.6
Business operations, permitting & licensing	16.1
City communication & engagement	12.9
Downtown activation & vibrancy	67.7

Property Tax Impacts: City budgets require trade-offs between service levels and property taxes. Based on the priorities you identified above, which statement best reflects your perspective on the 2026 property tax increase? (Select 1)	Responses (%)
The City should prioritize limiting the tax increase, even if some services are reduced	38.7
The City should protect essential services, even if this results in a higher tax increase	14.5
A balanced approach is needed, depending on which services are affected	38.7
Unsure / need more information	8.1

Full Survey Responses

Company	Public Safety & Enforcement: Which public safety and enforcement services are most important to the day-to-day operation of your business? (Select up to 2)
Pacific Pilotage Authority	Police presence and visibility, Addressing repeat or chronic criminal activity
Jawl Properties Ltd	Police presence and visibility, Addressing repeat or chronic criminal activity
West Coast College of Massage Therapy	Addressing repeat or chronic criminal activity, Outreach and social supports in public spaces
Oscar & Libby's	Police presence and visibility, Bylaw response to reported issues
South Bay Properties Ltd.	Police presence and visibility, Active Bylaw enforcement
BWG	Coordination between police and bylaw services
Proper Poke Piercing and Tattoo	Addressing repeat or chronic criminal activity
Colliers	Police presence and visibility, Addressing repeat or chronic criminal activity
Victoria Bead Town Designs	Coordination between police and bylaw services, Addressing repeat or chronic criminal activity
Beehive Wool Shop	Police response to reported issues, Outreach and social supports in public spaces
Capital Unitarian Universalist Congregation of Victoria	Outreach and social supports in public spaces
Greater Victoria Festival Society	Coordination between police and bylaw services, Addressing repeat or chronic criminal activity
Breakwater Pediatrics	Police response to reported issues, Addressing repeat or chronic criminal activity
The Other Guise Theatre Society	Bylaw response to reported issues, Outreach and social supports in public spaces
Reliance Properties	Police response to reported issues, Addressing repeat or chronic criminal activity
Invictus Commercial Investment Corp	Police presence and visibility, Addressing repeat or chronic criminal activity
Theatre SKAM	Outreach and social supports in public spaces
Cox Taylor	Police presence and visibility, Police response to reported issues
Guitars Plus	Active Bylaw enforcement, Addressing repeat or chronic criminal activity
Kia Victoria	Active Bylaw enforcement, Addressing repeat or chronic criminal activity
Luna Collective	Addressing repeat or chronic criminal activity, Outreach and social supports in public spaces
Rifflandia	Police response to reported issues, Outreach and social supports in public spaces
Inn at Laurel Point	Police presence and visibility, Outreach and social supports in public spaces
JC Scott eco Design Associates Inc	Addressing repeat or chronic criminal activity
Bows Coffee Roasters	Addressing repeat or chronic criminal activity, Outreach and social supports in public spaces
Pacific Beach Investments Ltd.	Active Bylaw enforcement, Addressing repeat or chronic criminal activity
Vintage Spirits	Police presence and visibility, Active Bylaw enforcement
Hartwig industries	Police presence and visibility, Coordination between police and bylaw services
Bernstein &Gold	Police presence and visibility, Addressing repeat or chronic criminal activity

Full Survey Responses

Company	Public Safety & Enforcement: Which public safety and enforcement services are most important to the day-to-day operation of your business? (Select up to 2)
Puzzle Lab	Police response to reported issues, Outreach and social supports in public spaces
Downtown Victoria Massage Clinic	Addressing repeat or chronic criminal activity
Colliers	Addressing repeat or chronic criminal activity
Parkdale Enterprises	Addressing repeat or chronic criminal activity
Great Pacific Mortgage & Investments Ltd	Police presence and visibility, Addressing repeat or chronic criminal activity
Off The Eaten Track	Police presence and visibility, Addressing repeat or chronic criminal activity
Colliers	Police presence and visibility, Police response to reported issues
Chocolats Favoris Victoria	Police presence and visibility, Addressing repeat or chronic criminal activity
Kwusen Research & Media	Bylaw response to reported issues, Addressing repeat or chronic criminal activity
Cyclebeat Club Inc.	Police presence and visibility, Police response to reported issues
Staerk Hair	Police presence and visibility, Police response to reported issues
Sorensen Books	Police response to reported issues, Addressing repeat or chronic criminal activity
Dr. Lisa Polinsky	Police presence and visibility, Active Bylaw enforcement
Fat sisters	Outreach and social supports in public spaces
Artemis	Addressing repeat or chronic criminal activity
Rifflandia Entertainment Co	Outreach and social supports in public spaces
MOES HOME VICTORIA	Active Bylaw enforcement
Art Ink Print	Active Bylaw enforcement, Bylaw response to reported issues
Robbins Parking	Police presence and visibility, Police response to reported issues
Frontrunners/New Balance Victoria	Police presence and visibility, Coordination between police and bylaw services
Oh Sugar	Police presence and visibility, Addressing repeat or chronic criminal activity
Springtide Whale Watching	Police presence and visibility, Police response to reported issues
InDro Robotics	Active Bylaw enforcement, Addressing repeat or chronic criminal activity
Gala Fabrics	Police response to reported issues, Addressing repeat or chronic criminal activity
The Ginger Group Hair Salon	Police presence and visibility, Bylaw response to reported issues
Vangenne & Company Law Corporation	Active Bylaw enforcement, Addressing repeat or chronic criminal activity
The Good Planet Company	Outreach and social supports in public spaces
Catawampus Fudge and Funk	Police response to reported issues, Addressing repeat or chronic criminal activity
De Mode En Vogue	Police presence and visibility, Addressing repeat or chronic criminal activity
Family Eyecare Centre	Police presence and visibility, Police response to reported issues

Full Survey Responses

Company	Public Realm, Cleanliness & Downtown Conditions: Which public realm and cleanliness services are most important to your business, staff, or customers? (Select up to 2)
Pacific Pilotage Authority	Maintenance of City-owned public spaces and facilities (plazas, parks, washrooms, public buildings) , General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Jawl Properties Ltd	Street and sidewalk cleaning (routine sweeping and surface cleaning), General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
West Coast College of Massage Therapy	Waste, litter, and sharps removal, Accessibility of sidewalks, crossings, public spaces (curb ramps, crossings, sidewalk standards)
Oscar & Libby's	Street and sidewalk cleaning (routine sweeping and surface cleaning), General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
South Bay Properties Ltd.	Street and sidewalk cleaning (routine sweeping and surface cleaning), General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
BWG	Street and sidewalk cleaning (routine sweeping and surface cleaning), Waste, litter, and sharps removal
Proper Poke Piercing and Tattoo	Street and sidewalk cleaning (routine sweeping and surface cleaning), General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Colliers	Maintenance of City-owned public spaces and facilities (plazas, parks, washrooms, public buildings) , General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Victoria Bead Town Designs	Waste, litter, and sharps removal, Condition of sidewalks, streets, and curbs (payment condition, repairs, etc.)
Beehive Wool Shop	Waste, litter, and sharps removal, General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Capital Unitarian Universalist Congregation of Victoria	Street lighting and visibility, Accessibility of sidewalks, crossings, public spaces (curb ramps, crossings, sidewalk standards)
Greater Victoria Festival Society	Maintenance of City-owned public spaces and facilities (plazas, parks, washrooms, public buildings) , General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Breakwater Pediatrics	Accessibility of sidewalks, crossings, public spaces (curb ramps, crossings, sidewalk standards), General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
The Other Guise Theatre Society	Street and sidewalk cleaning (routine sweeping and surface cleaning), Accessibility of sidewalks, crossings, public spaces (curb ramps, crossings, sidewalk standards)
Reliance Properties	Maintenance of City-owned public spaces and facilities (plazas, parks, washrooms, public buildings) , General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Invictus Commercial Investment Corp	Street and sidewalk cleaning (routine sweeping and surface cleaning), General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Theatre SKAM	Condition of sidewalks, streets, and curbs (payment condition, repairs, etc.), Accessibility of sidewalks, crossings, public spaces (curb ramps, crossings, sidewalk standards)
Cox Taylor	Street and sidewalk cleaning (routine sweeping and surface cleaning), General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Guitars Plus	Maintenance of City-owned public spaces and facilities (plazas, parks, washrooms, public buildings) , General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Kia Victoria	Waste, litter, and sharps removal, General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Luna Collective	Waste, litter, and sharps removal, Street lighting and visibility
Rifflandia	Maintenance of City-owned public spaces and facilities (plazas, parks, washrooms, public buildings) , General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Inn at Laurel Point	Condition of sidewalks, streets, and curbs (payment condition, repairs, etc.), General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
JC Scott eco Design Associates Inc	General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Bows Coffee Roasters	Waste, litter, and sharps removal, General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Pacific Beach Investments Ltd.	Maintenance of City-owned public spaces and facilities (plazas, parks, washrooms, public buildings) , General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Vintage Spirits	Street and sidewalk cleaning (routine sweeping and surface cleaning), General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Hartwig industries	Waste, litter, and sharps removal, General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Bernstein &Gold	Street and sidewalk cleaning (routine sweeping and surface cleaning), Street lighting and visibility

Full Survey Responses

Company	Public Realm, Cleanliness & Downtown Conditions: Which public realm and cleanliness services are most important to your business, staff, or customers? (Select up to 2)
Puzzle Lab	Street and sidewalk cleaning (routine sweeping and surface cleaning), Waste, litter, and sharps removal
Downtown Victoria Massage Clinic	Waste, litter, and sharps removal, General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Colliers	General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Parkdale Enterprises	General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Great Pacific Mortgage & Investments Ltd	Waste, litter, and sharps removal, General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Off The Eaten Track	Waste, litter, and sharps removal, General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Colliers	Condition of sidewalks, streets, and curbs (payment condition, repairs, etc.), General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Chocolats Favoris Victoria	Maintenance of City-owned public spaces and facilities (plazas, parks, washrooms, public buildings) , General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Kwusen Research & Media	Waste, litter, and sharps removal, General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Cyclebeat Club Inc.	Street and sidewalk cleaning (routine sweeping and surface cleaning), Waste, litter, and sharps removal
Staerk Hair	Street and sidewalk cleaning (routine sweeping and surface cleaning), Waste, litter, and sharps removal
Sorensen Books	Accessibility of sidewalks, crossings, public spaces (curb ramps, crossings, sidewalk standards), General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Dr. Lisa Polinsky	Street and sidewalk cleaning (routine sweeping and surface cleaning), General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Fat sisters	Waste, litter, and sharps removal, General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Artemis	Street and sidewalk cleaning (routine sweeping and surface cleaning)
Rifflandia Entertainment Co	Street and sidewalk cleaning (routine sweeping and surface cleaning), Maintenance of City-owned public spaces and facilities (plazas, parks, washrooms, public buildings)
MOES HOME VICTORIA	General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Art Ink Print	Street and sidewalk cleaning (routine sweeping and surface cleaning), Condition of sidewalks, streets, and curbs (payment condition, repairs, etc.)
Robbins Parking	Street and sidewalk cleaning (routine sweeping and surface cleaning), General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Frontrunners/New Balance Victoria	Street and sidewalk cleaning (routine sweeping and surface cleaning), Waste, litter, and sharps removal
Oh Sugar	Waste, litter, and sharps removal, General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Springtide Whale Watching	Waste, litter, and sharps removal, General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
InDro Robotics	Waste, litter, and sharps removal, General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Gala Fabrics	Waste, litter, and sharps removal, General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
The Ginger Group Hair Salon	Street and sidewalk cleaning (routine sweeping and surface cleaning), General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Vangenne & Company Law Corporation	Maintenance of City-owned public spaces and facilities (plazas, parks, washrooms, public buildings) , General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
The Good Planet Company	Waste, litter, and sharps removal, Accessibility of sidewalks, crossings, public spaces (curb ramps, crossings, sidewalk standards)
Catawampus Fudge and Funk	Waste, litter, and sharps removal, General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
De Mode En Vogue	Waste, litter, and sharps removal, General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)
Family Eyecare Centre	Street and sidewalk cleaning (routine sweeping and surface cleaning), General upkeep of public spaces (graffiti removal, broken fixtures, visible deterioration)

Full Survey Responses

Company	Transportation & Parking: Which transportation and parking topics are most important to your business? (Select up to 2)
Pacific Pilotage Authority	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions
Jawl Properties Ltd	Pausing or slowing policy-led street and traffic changes
West Coast College of Massage Therapy	Parking management and enforcement
Oscar & Libby's	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions
South Bay Properties Ltd.	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions
BWG	Parking management and enforcement
Proper Poke Piercing and Tattoo	Pausing or slowing policy-led street and traffic changes, Parking management and enforcement
Colliers	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions
Victoria Bead Town Designs	Improving how the existing street network functions, Loading zones and commercial delivery access
Beehive Wool Shop	Parking management and enforcement
Capital Unitarian Universalist Congregation of Victoria	City-funded transit services and programs (e.g. youth and student transit programs)
Greater Victoria Festival Society	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions
Breakwater Pediatrics	Pausing or slowing policy-led street and traffic changes, City-funded transit services and programs (e.g. youth and student transit programs)
The Other Guise Theatre Society	City-funded transit services and programs (e.g. youth and student transit programs)
Reliance Properties	Improving how the existing street network functions, Parking management and enforcement
Invictus Commercial Investment Corp	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions
Theatre SKAM	Pausing or slowing policy-led street and traffic changes, Loading zones and commercial delivery access
Cox Taylor	Improving how the existing street network functions, Loading zones and commercial delivery access
Guitars Plus	Pausing or slowing policy-led street and traffic changes, Loading zones and commercial delivery access
Kia Victoria	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions
Luna Collective	Improving how the existing street network functions, Parking management and enforcement
Rifflandia	Improving how the existing street network functions, City-funded transit services and programs (e.g. youth and student transit programs)
Inn at Laurel Point	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions
JC Scott eco Design Associates Inc	Improving how the existing street network functions
Bows Coffee Roasters	Improving how the existing street network functions, City-funded transit services and programs (e.g. youth and student transit programs)
Pacific Beach Investments Ltd.	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions
Vintage Spirits	Parking management and enforcement, Loading zones and commercial delivery access
Hartwig industries	Improving how the existing street network functions, Parking management and enforcement
Bernstein &Gold	Improving how the existing street network functions, Loading zones and commercial delivery access

Full Survey Responses

Company	Transportation & Parking: Which transportation and parking topics are most important to your business? (Select up to 2)
Puzzle Lab	Improving how the existing street network functions
Downtown Victoria Massage Clinic	Parking management and enforcement, City-funded transit services and programs (e.g. youth and student transit programs)
Colliers	Pausing or slowing policy-led street and traffic changes
Parkdale Enterprises	Improving how the existing street network functions
Great Pacific Mortgage & Investments Ltd	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions
Off The Eaten Track	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions
Colliers	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions
Chocolats Favoris Victoria	Improving how the existing street network functions, City-funded transit services and programs (e.g. youth and student transit programs)
Kwusen Research & Media	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions
Cyclebeat Club Inc.	Pausing or slowing policy-led street and traffic changes
Staerk Hair	Improving how the existing street network functions, Parking management and enforcement
Sorensen Books	Improving how the existing street network functions, Parking management and enforcement
Dr. Lisa Polinsky	City-funded transit services and programs (e.g. youth and student transit programs)
Fat sisters	City-funded transit services and programs (e.g. youth and student transit programs)
Artemis	Pausing or slowing policy-led street and traffic changes
Rifflandia Entertainment Co	Improving how the existing street network functions
MOES HOME VICTORIA	Pausing or slowing policy-led street and traffic changes
Art Ink Print	Pausing or slowing policy-led street and traffic changes, Loading zones and commercial delivery access
Robbins Parking	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions
Frontrunners/New Balance Victoria	Improving how the existing street network functions, Parking management and enforcement
Oh Sugar	Parking management and enforcement, City-funded transit services and programs (e.g. youth and student transit programs)
Springtide Whale Watching	Improving how the existing street network functions
InDro Robotics	Improving how the existing street network functions, City-funded transit services and programs (e.g. youth and student transit programs)
Gala Fabrics	Improving how the existing street network functions, City-funded transit services and programs (e.g. youth and student transit programs)
The Ginger Group Hair Salon	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions
Vangenne & Company Law Corporation	Parking management and enforcement, Loading zones and commercial delivery access
The Good Planet Company	Pausing or slowing policy-led street and traffic changes, City-funded transit services and programs (e.g. youth and student transit programs)
Catawampus Fudge and Funk	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions
De Mode En Vogue	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions
Family Eyecare Centre	Pausing or slowing policy-led street and traffic changes, Improving how the existing street network functions

Full Survey Responses

Company	Business Operations, Permitting & Licensing: Which City processes are most important to operating your business efficiently downtown? (Select up to 2)
Pacific Pilotage Authority	Support for patios, outdoor retail, or flexible use of space, Consistency and predictability of City requirements
Jawl Properties Ltd	Timelines and clarity for permits and approvals, Consistency and predictability of City requirements
West Coast College of Massage Therapy	Business licensing and renewal processes, Consistency and predictability of City requirements
Oscar & Libby's	Timelines and clarity for permits and approvals, Coordination across City departments
South Bay Properties Ltd.	Support for patios, outdoor retail, or flexible use of space
BWG	Consistency and predictability of City requirements
Proper Poke Piercing and Tattoo	Timelines and clarity for permits and approvals, Business licensing and renewal processes
Colliers	Timelines and clarity for permits and approvals, Coordination across City departments
Victoria Bead Town Designs	Consistency and predictability of City requirements, Coordination across City departments
Beehive Wool Shop	Timelines and clarity for permits and approvals, Consistency and predictability of City requirements
Capital Unitarian Universalist Congregation of Victoria	Support for patios, outdoor retail, or flexible use of space
Greater Victoria Festival Society	Timelines and clarity for permits and approvals, Consistency and predictability of City requirements
Breakwater Pediatrics	Timelines and clarity for permits and approvals, Business licensing and renewal processes
The Other Guise Theatre Society	Support for patios, outdoor retail, or flexible use of space, Consistency and predictability of City requirements
Reliance Properties	Timelines and clarity for permits and approvals, Consistency and predictability of City requirements
Invictus Commercial Investment Corp	Timelines and clarity for permits and approvals, Consistency and predictability of City requirements
Theatre SKAM	Timelines and clarity for permits and approvals, Consistency and predictability of City requirements
Cox Taylor	Support for patios, outdoor retail, or flexible use of space, Consistency and predictability of City requirements
Guitars Plus	Support for patios, outdoor retail, or flexible use of space, Consistency and predictability of City requirements
Kia Victoria	Timelines and clarity for permits and approvals, Consistency and predictability of City requirements
Luna Collective	Business licensing and renewal processes, Support for patios, outdoor retail, or flexible use of space
Rifflandia	Timelines and clarity for permits and approvals, Support for patios, outdoor retail, or flexible use of space
Inn at Laurel Point	Timelines and clarity for permits and approvals, Business licensing and renewal processes
JC Scott eco Design Associates Inc	Support for patios, outdoor retail, or flexible use of space
Bows Coffee Roasters	Timelines and clarity for permits and approvals, Support for patios, outdoor retail, or flexible use of space
Pacific Beach Investments Ltd.	Timelines and clarity for permits and approvals, Consistency and predictability of City requirements
Vintage Spirits	Timelines and clarity for permits and approvals, Business licensing and renewal processes
Hartwig industries	Timelines and clarity for permits and approvals, Business licensing and renewal processes
Bernstein &Gold	Support for patios, outdoor retail, or flexible use of space

Full Survey Responses

Company	Business Operations, Permitting & Licensing: Which City processes are most important to operating your business efficiently downtown? (Select up to 2)
Puzzle Lab	Support for patios, outdoor retail, or flexible use of space
Downtown Victoria Massage Clinic	Coordination across City departments
Colliers	Support for patios, outdoor retail, or flexible use of space
Parkdale Enterprises	Timelines and clarity for permits and approvals
Great Pacific Mortgage & Investments Ltd	Coordination across City departments
Off The Eaten Track	Support for patios, outdoor retail, or flexible use of space
Colliers	Timelines and clarity for permits and approvals, Consistency and predictability of City requirements
Chocolats Favoris Victoria	Support for patios, outdoor retail, or flexible use of space
Kwusen Research & Media	Timelines and clarity for permits and approvals, Consistency and predictability of City requirements
Cyclebeat Club Inc.	Consistency and predictability of City requirements
Staerk Hair	Business licensing and renewal processes
Sorensen Books	Business licensing and renewal processes, Consistency and predictability of City requirements
Dr. Lisa Polinsky	Consistency and predictability of City requirements
Fat sisters	Business licensing and renewal processes
Artemis	Timelines and clarity for permits and approvals
Rifflandia Entertainment Co	Timelines and clarity for permits and approvals, Support for patios, outdoor retail, or flexible use of space
MOES HOME VICTORIA	Support for patios, outdoor retail, or flexible use of space
Art Ink Print	Consistency and predictability of City requirements
Robbins Parking	Timelines and clarity for permits and approvals, Support for patios, outdoor retail, or flexible use of space
Frontrunners/New Balance Victoria	Support for patios, outdoor retail, or flexible use of space, Coordination across City departments
Oh Sugar	Support for patios, outdoor retail, or flexible use of space, Coordination across City departments
Springtide Whale Watching	Support for patios, outdoor retail, or flexible use of space
InDro Robotics	Support for patios, outdoor retail, or flexible use of space, Coordination across City departments
Gala Fabrics	Consistency and predictability of City requirements, Coordination across City departments
The Ginger Group Hair Salon	Consistency and predictability of City requirements, Coordination across City departments
Vangenne & Company Law Corporation	Consistency and predictability of City requirements, Coordination across City departments
The Good Planet Company	Consistency and predictability of City requirements
Catawampus Fudge and Funk	Support for patios, outdoor retail, or flexible use of space, Consistency and predictability of City requirements
De Mode En Vogue	Timelines and clarity for permits and approvals, Coordination across City departments
Family Eyecare Centre	Consistency and predictability of City requirements, Coordination across City departments

Full Survey Responses

Company	City Communication, Engagement & Issue Response: Which aspects of City communication or engagement are most important to the operation of your business? (Select up to 2)
Pacific Pilotage Authority	Timely updates on issues affecting downtown operations, Opportunities to provide input before decisions are finalized
Jawl Properties Ltd	Opportunities to provide input before decisions are finalized
West Coast College of Massage Therapy	Advance notice of construction or service disruptions, Opportunities to provide input before decisions are finalized
Oscar & Libby's	Advance notice of construction or service disruptions, Timely updates on issues affecting downtown operations
South Bay Properties Ltd.	Timely updates on issues affecting downtown operations
BWG	Clear communication about policy or bylaw changes
Proper Poke Piercing and Tattoo	Advance notice of construction or service disruptions, Timely updates on issues affecting downtown operations
Colliers	Opportunities to provide input before decisions are finalized, Coordination of messaging across City departments
Victoria Bead Town Designs	Opportunities to provide input before decisions are finalized, Coordination of messaging across City departments
Beehive Wool Shop	Clear communication about policy or bylaw changes, Opportunities to provide input before decisions are finalized
Capital Unitarian Universalist Congregation of Victoria	Advance notice of construction or service disruptions, Knowing who to contact at the City when issues arise
Greater Victoria Festival Society	Opportunities to provide input before decisions are finalized, Coordination of messaging across City departments
Breakwater Pediatrics	Advance notice of construction or service disruptions, Timely updates on issues affecting downtown operations
The Other Guise Theatre Society	Timely updates on issues affecting downtown operations, Opportunities to provide input before decisions are finalized
Reliance Properties	Advance notice of construction or service disruptions, Opportunities to provide input before decisions are finalized
Invictus Commercial Investment Corp	Knowing who to contact at the City when issues arise, Opportunities to provide input before decisions are finalized
Theatre SKAM	Opportunities to provide input before decisions are finalized
Cox Taylor	Timely updates on issues affecting downtown operations, Knowing who to contact at the City when issues arise
Guitars Plus	Advance notice of construction or service disruptions, Opportunities to provide input before decisions are finalized
Kia Victoria	Knowing who to contact at the City when issues arise, Opportunities to provide input before decisions are finalized
Luna Collective	Advance notice of construction or service disruptions, Opportunities to provide input before decisions are finalized
Rifflandia	Clear communication about policy or bylaw changes, Opportunities to provide input before decisions are finalized
Inn at Laurel Point	Timely updates on issues affecting downtown operations, Opportunities to provide input before decisions are finalized
JC Scott eco Design Associates Inc	Opportunities to provide input before decisions are finalized
Bows Coffee Roasters	Advance notice of construction or service disruptions, Timely updates on issues affecting downtown operations
Pacific Beach Investments Ltd.	Clear communication about policy or bylaw changes, Timely updates on issues affecting downtown operations
Vintage Spirits	Clear communication about policy or bylaw changes, Timely updates on issues affecting downtown operations
Hartwig industries	Advance notice of construction or service disruptions, Coordination of messaging across City departments
Bernstein &Gold	Timely updates on issues affecting downtown operations, Opportunities to provide input before decisions are finalized

Full Survey Responses

Company	City Communication, Engagement & Issue Response: Which aspects of City communication or engagement are most important to the operation of your business? (Select up to 2)
Puzzle Lab	Advance notice of construction or service disruptions, Knowing who to contact at the City when issues arise
Downtown Victoria Massage Clinic	Opportunities to provide input before decisions are finalized
Colliers	Timely updates on issues affecting downtown operations
Parkdale Enterprises	Opportunities to provide input before decisions are finalized
Great Pacific Mortgage & Investments Ltd	Advance notice of construction or service disruptions
Off The Eaten Track	Timely updates on issues affecting downtown operations, Opportunities to provide input before decisions are finalized
Colliers	Clear communication about policy or bylaw changes, Opportunities to provide input before decisions are finalized
Chocolats Favoris Victoria	Clear communication about policy or bylaw changes, Opportunities to provide input before decisions are finalized
Kwusen Research & Media	Knowing who to contact at the City when issues arise
Cyclebeat Club Inc.	Advance notice of construction or service disruptions, Clear communication about policy or bylaw changes
Staerk Hair	Advance notice of construction or service disruptions, Opportunities to provide input before decisions are finalized
Sorensen Books	Advance notice of construction or service disruptions, Coordination of messaging across City departments
Dr. Lisa Polinsky	Advance notice of construction or service disruptions, Opportunities to provide input before decisions are finalized
Fat sisters	Knowing who to contact at the City when issues arise
Artemis	Opportunities to provide input before decisions are finalized
Rifflandia Entertainment Co	Clear communication about policy or bylaw changes, Opportunities to provide input before decisions are finalized
MOES HOME VICTORIA	Knowing who to contact at the City when issues arise
Art Ink Print	Knowing who to contact at the City when issues arise, Opportunities to provide input before decisions are finalized
Robbins Parking	Opportunities to provide input before decisions are finalized, Coordination of messaging across City departments
Frontrunners/New Balance Victoria	Timely updates on issues affecting downtown operations, Coordination of messaging across City departments
Oh Sugar	Timely updates on issues affecting downtown operations, Opportunities to provide input before decisions are finalized
Springtide Whale Watching	Advance notice of construction or service disruptions, Opportunities to provide input before decisions are finalized
InDro Robotics	Clear communication about policy or bylaw changes, Timely updates on issues affecting downtown operations
Gala Fabrics	Knowing who to contact at the City when issues arise, Opportunities to provide input before decisions are finalized
The Ginger Group Hair Salon	Timely updates on issues affecting downtown operations, Opportunities to provide input before decisions are finalized
Vangenne & Company Law Corporation	Advance notice of construction or service disruptions, Timely updates on issues affecting downtown operations
The Good Planet Company	Timely updates on issues affecting downtown operations, Knowing who to contact at the City when issues arise
Catawampus Fudge and Funk	Advance notice of construction or service disruptions, Timely updates on issues affecting downtown operations
De Mode En Vogue	Opportunities to provide input before decisions are finalized, Coordination of messaging across City departments
Family Eyecare Centre	Advance notice of construction or service disruptions, Opportunities to provide input before decisions are finalized

Full Survey Responses

Company	Downtown Activation & Vibrancy: Which downtown activation or vibrancy investments are most important to your business? (Select up to 2)
Pacific Pilotage Authority	Marketing and promotion of downtown, Seasonal activation (winter, evenings, shoulder seasons)
Jawl Properties Ltd	Public space programming (plazas, streets, evenings), Support for business-led events and activations
West Coast College of Massage Therapy	Public space programming (plazas, streets, evenings), Support for business-led events and activations
Oscar & Libby's	Events and festivals, Marketing and promotion of downtown
South Bay Properties Ltd.	Events and festivals, Seasonal activation (winter, evenings, shoulder seasons)
BWG	Marketing and promotion of downtown
Proper Poke Piercing and Tattoo	Marketing and promotion of downtown, Support for business-led events and activations
Colliers	Events and festivals, Support for business-led events and activations
Victoria Bead Town Designs	Support for business-led events and activations, Seasonal activation (winter, evenings, shoulder seasons)
Beehive Wool Shop	Public space programming (plazas, streets, evenings), Marketing and promotion of downtown
Capital Unitarian Universalist Congregation of Victoria	Public space programming (plazas, streets, evenings), Support for business-led events and activations
Greater Victoria Festival Society	Events and festivals, Seasonal activation (winter, evenings, shoulder seasons)
Breakwater Pediatrics	Events and festivals, Public space programming (plazas, streets, evenings)
The Other Guise Theatre Society	Events and festivals, Seasonal activation (winter, evenings, shoulder seasons)
Reliance Properties	Events and festivals, Public space programming (plazas, streets, evenings)
Invictus Commercial Investment Corp	Events and festivals, Public space programming (plazas, streets, evenings)
Theatre SKAM	Events and festivals, Seasonal activation (winter, evenings, shoulder seasons)
Cox Taylor	Events and festivals, Public space programming (plazas, streets, evenings)
Guitars Plus	Marketing and promotion of downtown, Support for business-led events and activations
Kia Victoria	Marketing and promotion of downtown, Support for business-led events and activations
Luna Collective	Events and festivals, Support for business-led events and activations
Rifflandia	Events and festivals, Seasonal activation (winter, evenings, shoulder seasons)
Inn at Laurel Point	Events and festivals, Support for business-led events and activations
JC Scott eco Design Associates Inc	Support for business-led events and activations
Bows Coffee Roasters	Events and festivals, Support for business-led events and activations
Pacific Beach Investments Ltd.	Marketing and promotion of downtown, Support for business-led events and activations
Vintage Spirits	Events and festivals, Marketing and promotion of downtown
Hartwig industries	Marketing and promotion of downtown, Support for business-led events and activations
Bernstein &Gold	Events and festivals

Full Survey Responses

Company	Downtown Activation & Vibrancy: Which downtown activation or vibrancy investments are most important to your business? (Select up to 2)
Puzzle Lab	Public space programming (plazas, streets, evenings), Support for business-led events and activations
Downtown Victoria Massage Clinic	Events and festivals
Colliers	Support for business-led events and activations
Parkdale Enterprises	Public space programming (plazas, streets, evenings)
Great Pacific Mortgage & Investments Ltd	Support for business-led events and activations
Off The Eaten Track	Public space programming (plazas, streets, evenings), Support for business-led events and activations
Colliers	Public space programming (plazas, streets, evenings), Support for business-led events and activations
Chocolats Favoris Victoria	Events and festivals, Marketing and promotion of downtown
Kwusen Research & Media	Public space programming (plazas, streets, evenings)
Cyclebeat Club Inc.	Support for business-led events and activations
Staerk Hair	Marketing and promotion of downtown, Seasonal activation (winter, evenings, shoulder seasons)
Sorensen Books	Support for business-led events and activations, Seasonal activation (winter, evenings, shoulder seasons)
Dr. Lisa Polinsky	Events and festivals, Marketing and promotion of downtown
Fat sisters	Marketing and promotion of downtown, Support for business-led events and activations
Artemis	Marketing and promotion of downtown, Support for business-led events and activations
Rifflandia Entertainment Co	Events and festivals, Public space programming (plazas, streets, evenings)
MOES HOME VICTORIA	Marketing and promotion of downtown
Art Ink Print	Marketing and promotion of downtown
Robbins Parking	Support for business-led events and activations, Seasonal activation (winter, evenings, shoulder seasons)
Frontrunners/New Balance Victoria	Events and festivals, Marketing and promotion of downtown
Oh Sugar	Events and festivals, Marketing and promotion of downtown
Springtide Whale Watching	Marketing and promotion of downtown
InDro Robotics	Public space programming (plazas, streets, evenings), Seasonal activation (winter, evenings, shoulder seasons)
Gala Fabrics	Marketing and promotion of downtown, Support for business-led events and activations
The Ginger Group Hair Salon	Marketing and promotion of downtown
Vangenne & Company Law Corporation	Public space programming (plazas, streets, evenings), Marketing and promotion of downtown
The Good Planet Company	Public space programming (plazas, streets, evenings), Support for business-led events and activations
Catawampus Fudge and Funk	Events and festivals, Marketing and promotion of downtown
De Mode En Vogue	Marketing and promotion of downtown, Support for business-led events and activations
Family Eyecare Centre	Marketing and promotion of downtown, Seasonal activation (winter, evenings, shoulder seasons)

Full Survey Responses

Company	Overall Budget Priorities: Thinking across all the areas above, which three areas are most important to the operation of your business today? (Select 3)
Pacific Pilotage Authority	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
Jawl Properties Ltd	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
West Coast College of Massage Therapy	Public realm, cleanliness & downtown conditions, Transportation, parking & access, Downtown activation & vibrancy
Oscar & Libby's	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Business operations, permitting & licensing
South Bay Properties Ltd.	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
BWG	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Transportation, parking & access
Proper Poke Piercing and Tattoo	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Transportation, parking & access
Colliers	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Business operations, permitting & licensing
Victoria Bead Town Designs	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Transportation, parking & access
Beehive Wool Shop	Public realm, cleanliness & downtown conditions, Transportation, parking & access, Downtown activation & vibrancy
Capital Unitarian Universalist Congregation of Victoria	Public safety & enforcement, Transportation, parking & access, Downtown activation & vibrancy
Greater Victoria Festival Society	Public safety & enforcement, City communication & engagement, Downtown activation & vibrancy
Breakwater Pediatrics	Public safety & enforcement, Transportation, parking & access, Downtown activation & vibrancy
The Other Guise Theatre Society	Public realm, cleanliness & downtown conditions, City communication & engagement, Downtown activation & vibrancy
Reliance Properties	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Transportation, parking & access
Invictus Commercial Investment Corp	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Transportation, parking & access
Theatre SKAM	Transportation, parking & access, Business operations, permitting & licensing, Downtown activation & vibrancy
Cox Taylor	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Transportation, parking & access
Guitars Plus	Public safety & enforcement, Transportation, parking & access, Downtown activation & vibrancy
Kia Victoria	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Business operations, permitting & licensing
Luna Collective	Public realm, cleanliness & downtown conditions, Transportation, parking & access, Downtown activation & vibrancy
Rifflandia	Business operations, permitting & licensing, City communication & engagement, Downtown activation & vibrancy
Inn at Laurel Point	Public safety & enforcement, Business operations, permitting & licensing, Downtown activation & vibrancy
JC Scott eco Design Associates Inc	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
Bows Coffee Roasters	Public realm, cleanliness & downtown conditions, Transportation, parking & access, Downtown activation & vibrancy
Pacific Beach Investments Ltd.	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
Vintage Spirits	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Transportation, parking & access
Hartwig industries	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Business operations, permitting & licensing
Bernstein &Gold	Public safety & enforcement, Transportation, parking & access, Downtown activation & vibrancy

Full Survey Responses

Company	Overall Budget Priorities: Thinking across all the areas above, which three areas are most important to the operation of your business today? (Select 3)
Puzzle Lab	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
Downtown Victoria Massage Clinic	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
Colliers	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
Parkdale Enterprises	Public safety & enforcement, Transportation, parking & access, Downtown activation & vibrancy
Great Pacific Mortgage & Investments Ltd	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
Off The Eaten Track	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Transportation, parking & access
Colliers	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Business operations, permitting & licensing
Chocolats Favoris Victoria	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
Kwusen Research & Media	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
Cyclebeat Club Inc.	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Transportation, parking & access
Staerk Hair	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Transportation, parking & access
Sorensen Books	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Transportation, parking & access
Dr. Lisa Polinsky	Public safety & enforcement, Public realm, cleanliness & downtown conditions, City communication & engagement
Fat sisters	Public realm, cleanliness & downtown conditions, City communication & engagement, Transportation, parking & access
Artemis	Public realm, cleanliness & downtown conditions, Transportation, parking & access, Business operations, permitting & licensing
Rifflandia Entertainment Co	Public realm, cleanliness & downtown conditions, City communication & engagement, Downtown activation & vibrancy
MOES HOME VICTORIA	Public realm, cleanliness & downtown conditions, Transportation, parking & access, Downtown activation & vibrancy
Art Ink Print	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Transportation, parking & access
Robbins Parking	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
Fronrunners/New Balance Victoria	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
Oh Sugar	Public safety & enforcement, Transportation, parking & access, Downtown activation & vibrancy
Springtide Whale Watching	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
InDro Robotics	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
Gala Fabrics	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
The Ginger Group Hair Salon	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Transportation, parking & access
Vangenne & Company Law Corporation	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
The Good Planet Company	Business operations, permitting & licensing, City communication & engagement, Downtown activation & vibrancy
Catawampus Fudge and Funk	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy
De Mode En Vogue	Public safety & enforcement, Transportation, parking & access, Downtown activation & vibrancy
Family Eyecare Centre	Public safety & enforcement, Public realm, cleanliness & downtown conditions, Downtown activation & vibrancy

Full Survey Responses

Company	City budgets require trade-offs between service levels and property taxes. Based on the priorities you identified above, which statement best reflects your perspective on the 2026 property tax increase? (Select 1)
Pacific Pilotage Authority	A balanced approach is needed, depending on which services are affected
Jawl Properties Ltd	A balanced approach is needed, depending on which services are affected
West Coast College of Massage Therapy	The City should prioritize limiting the tax increase, even if some services are reduced
Oscar & Libby's	A balanced approach is needed, depending on which services are affected
South Bay Properties Ltd.	Unsure / need more information
BWG	The City should prioritize limiting the tax increase, even if some services are reduced
Proper Poke Piercing and Tattoo	A balanced approach is needed, depending on which services are affected
Colliers	A balanced approach is needed, depending on which services are affected
Victoria Bead Town Designs	The City should protect essential services, even if this results in a higher tax increase
Beehive Wool Shop	A balanced approach is needed, depending on which services are affected
Capital Unitarian Universalist Congregation of Victoria	Unsure / need more information
Greater Victoria Festival Society	A balanced approach is needed, depending on which services are affected
Breakwater Pediatrics	The City should prioritize limiting the tax increase, even if some services are reduced
The Other Guise Theatre Society	A balanced approach is needed, depending on which services are affected
Reliance Properties	The City should prioritize limiting the tax increase, even if some services are reduced
Invictus Commercial Investment Corp	A balanced approach is needed, depending on which services are affected
Theatre SKAM	Unsure / need more information
Cox Taylor	A balanced approach is needed, depending on which services are affected
Guitars Plus	The City should prioritize limiting the tax increase, even if some services are reduced
Kia Victoria	The City should prioritize limiting the tax increase, even if some services are reduced
Luna Collective	A balanced approach is needed, depending on which services are affected
Rifflandia	A balanced approach is needed, depending on which services are affected
Inn at Laurel Point	The City should prioritize limiting the tax increase, even if some services are reduced
JC Scott eco Design Associates Inc	A balanced approach is needed, depending on which services are affected
Bows Coffee Roasters	A balanced approach is needed, depending on which services are affected
Pacific Beach Investments Ltd.	The City should prioritize limiting the tax increase, even if some services are reduced
Vintage Spirits	The City should protect essential services, even if this results in a higher tax increase
Hartwig industries	The City should prioritize limiting the tax increase, even if some services are reduced
Bernstein &Gold	The City should prioritize limiting the tax increase, even if some services are reduced

Full Survey Responses

Company	City budgets require trade-offs between service levels and property taxes. Based on the priorities you identified above, which statement best reflects your perspective on the 2026 property tax increase? (Select 1)
Puzzle Lab	A balanced approach is needed, depending on which services are affected
Downtown Victoria Massage Clinic	The City should protect essential services, even if this results in a higher tax increase
Colliers	The City should protect essential services, even if this results in a higher tax increase
Parkdale Enterprises	The City should prioritize limiting the tax increase, even if some services are reduced
Great Pacific Mortgage & Investments Ltd	The City should prioritize limiting the tax increase, even if some services are reduced
Off The Eaten Track	The City should prioritize limiting the tax increase, even if some services are reduced
Colliers	The City should prioritize limiting the tax increase, even if some services are reduced
Chocolats Favoris Victoria	A balanced approach is needed, depending on which services are affected
Kwusen Research & Media	The City should prioritize limiting the tax increase, even if some services are reduced
Cyclebeat Club Inc.	Unsure / need more information
Staerk Hair	A balanced approach is needed, depending on which services are affected
Sorensen Books	The City should prioritize limiting the tax increase, even if some services are reduced
Dr. Lisa Polinsky	A balanced approach is needed, depending on which services are affected
Fat sisters	A balanced approach is needed, depending on which services are affected
Artemis	The City should prioritize limiting the tax increase, even if some services are reduced
Rifflandia Entertainment Co	The City should protect essential services, even if this results in a higher tax increase
MOES HOME VICTORIA	A balanced approach is needed, depending on which services are affected
Art Ink Print	The City should prioritize limiting the tax increase, even if some services are reduced
Robbins Parking	The City should prioritize limiting the tax increase, even if some services are reduced
Frontrunners/New Balance Victoria	A balanced approach is needed, depending on which services are affected
Oh Sugar	The City should protect essential services, even if this results in a higher tax increase
Springtide Whale Watching	The City should protect essential services, even if this results in a higher tax increase
InDro Robotics	The City should protect essential services, even if this results in a higher tax increase
Gala Fabrics	A balanced approach is needed, depending on which services are affected
The Ginger Group Hair Salon	The City should prioritize limiting the tax increase, even if some services are reduced
Vangenne & Company Law Corporation	The City should prioritize limiting the tax increase, even if some services are reduced
The Good Planet Company	The City should prioritize limiting the tax increase, even if some services are reduced
Catawampus Fudge and Funk	A balanced approach is needed, depending on which services are affected
De Mode En Vogue	The City should prioritize limiting the tax increase, even if some services are reduced
Family Eyecare Centre	The City should protect essential services, even if this results in a higher tax increase

Full Survey Responses

Company	Is there anything else you'd like to share about your perspective on the City of Victoria's 2026 budget?
Pacific Pilotage Authority	People still drive cars. Put more thought into bike lanes. Every street doesn't need a protected lane.
Jawl Properties Ltd	There may be a need to review productivity and impact of City Staff to manage property tax increases given the size of the budget allocated to compensation -how do we do the same or more by working smarter, not cutting services. Would the City consider a return to office for staff to support productivity, keep inline with private sector businesses and lead by example in terms of bringing people downtown?
West Coast College of Massage Therapy	Reassign VicPD and enforcement budget dollars elsewhere. Defund the police. Increase social supports and outreach program funding.
Oscar & Libby's	Reduce the staffing levels at city hall/ require all municipal staff to come back to their offices/ look at the processes for building permits & change of use permits / streamline this process to encourage new investment in the downtown / what exactly is the business / build into city construction contracts clauses that relate to surrounding businesses / better communication from the city in general!!!!
South Bay Properties Ltd.	City should reduce administration/management costs.
BWG	Businesses have Ben moving from downtown for the last 10 years judging from the vacancy rate. Increasing property tax at this time will make it worse. Without the businesses downtown will continue to go downhill. Will the situation on Pandora continue and expand slowly toward downtown?
Proper Poke Piercing and Tattoo	
Colliers	Addressing downtown vagrancy, drug use and crime is the single most effective strategy to support business, get people back downtown and restore vibrancy. Budgeting for anything else before addressing that is a band-aid solution that does address the core problem.
Victoria Bead Town Designs	Keep Downtown Victoria SAFE and CLEAN
Beehive Wool Shop	
Capital Unitarian Universalist Congregation of Victoria	carry on
Greater Victoria Festival Society	
Breakwater Pediatrics	there are expenses paid by Victoria that should be shared cost with other municipalities like Saanich and Oakbay. You should real look into this. Lots of money is being spent to support downtown Victoria but it is not a "Victoria" only problem.
The Other Guise Theatre Society	Do not cut Arts programming. The arts brings people downtown and are clearly part of the solution. Do not fund a police budget increase if it means cutting arts funding.
Reliance Properties	The Crystal Pool construction project is the biggest problem for the City's budget for the next 10 years. The cost will definitely double and majority of the taxpayers of Victoria will suffer the consequences. VicPD is almost non-existent when you need them desperately. The conditions of the roads and sidewalks in downtown are worse than 3rd world standards. The drug dealers rule downtown with impunity. All the services of the City of Victoria have gone down, but the taxes just keep increasing. This is called absolute mismanagement. There is no parking left in downtown and it is driving people away from visiting downtown. The City should start charging fees for those who use the Bike Lanes to cover the cost of their construction.
Invictus Commercial Investment Corp	
Theatre SKAM	
Cox Taylor	The amount of money spent in the last 5 years on unimportant road changes such as eliminating feeder right turns at Blanshard and Hillside and, yes, bicycle lanes could have solved the homeless problem.
Guitars Plus	I will be leaving the downtown core despite the city's best efforts to cripple parking on Blanchard st. My staff have to tolerate mentally ill junkies every day who feel entitled to harass staff and damage inventory and I'm actively pursuing a different location because of the city's inability or lack of will to clean up Pandora. Stop passing the buck to the feds or province; cut non essential services and revitalize the core.
Kia Victoria	In order to have more money to spend the city needs to reduce expenses. Stop looking at tax increases as a perpetual revenue stream. Taxes have doubled in 7 years! Revenue has plateaued. Business cannot afford to be in Victoria.
Luna Collective	I would rather see funding dispersed across other areas of the city vs a high percentage going towards police. Police presence is not helpful if other services are not supported first.
Rifflandia	
Inn at Laurel Point	reduce or freeze prop tax increases
JC Scott eco Design Associates Inc	Get a council who listens to the citizens and businesses?
Bows Coffee Roasters	Keep the tax increase as low as possible, make tax dollars effective.
Pacific Beach Investments Ltd.	Stop the tax increases , it is not sustainable and make budgets cuts!!!!!!
Vintage Spirits	
Hartwig industries	the city should figure out how much the social providers cost them on for cleaning and bylaw infractions and bill them accordingly.Their is NO reson the social providers should not follow the rules like everyone else has to
Bernstein &Gold	clean up dt victoria - it's reputation has been permanently tainted

Company	Is there anything else you'd like to share about your perspective on the City of Victoria's 2026 budget?
Puzzle Lab	
Downtown Victoria Massage Clinic	
Colliers	Stronger laws and consistent enforcement for repeat offenders can significantly improve public safety by removing habitual criminals from the streets, thereby reducing the long-term need for expanded police presence. When individuals who repeatedly commit crimes face meaningful consequences, the cycle of arrest and immediate release is interrupted. This not only protects communities but also allows law enforcement resources to be focused on prevention rather than constant re-arrest. By contrast, prolonged "catch and release" policies create a revolving door in the justice system. Offenders are repeatedly detained, processed, and released, often within days or hours, only to commit new crimes. Each cycle demands additional patrols, court time, and enforcement costs, ultimately requiring more officers on the street just to maintain the same level of safety. In the long run, accountability for repeat offenders is not just a matter of public safety, it is a more efficient and sustainable use of limited law enforcement resources.
Parkdale Enterprises	Please focus on peace, order, and good governance without spending more money
Great Pacific Mortgage & Investments Ltd	
Off The Eaten Track	
Colliers	How can the city justify another double digit tax increase when general inflation is less than 3%?
Chocolats Favoris Victoria	
Kwusen Research & Media	The property tax rate for commercial properties is too high in relation to residential.
Cyclebeat Club Inc.	
Staerk Hair	Above 10% is too high! But we desperately need more police
Sorensen Books	The city of Victoria by raising property taxes raises the rent of every commercial lease. At some point small businesses can not afford to pay for these increases with nothing in return. Half the time access to businesses is blocked via construction. A 10+% increase to small businesses bottom
Dr. Lisa Polinsky	I get the sense input is not heeded, nor listened to by and large... please prove me wrong, thanks
Fat sisters	Policing is not an answer to the issue facing downtown. I hope to see a radical shift in how we're tackling issues that don't tie to increase police presence. The media around the vibrancy of downtown is bad. And perception becomes reality. Business owners are the ones impacted by increases in property taxes (not landlords), in a stressed economy the vibrancy of downtown should be a priority
Artemis	
Rifflandia Entertainment Co	
MOES HOME VICTORIA	
Art Ink Print	Last year my business absorbed a 21 percent increase in property taxes, driven entirely by rising assessments and City tax decisions. The building I lease was reassessed from \$3 million to \$4.5 million, not because the business improved, but because of new development on our block. Under a triple-net lease, those increases flow directly to tenants. A \$600 per month increase is not incremental. It is destabilizing. For small, independent businesses, costs of that magnitude are the difference between staying open and shutting down. When tax policy treats small businesses as if they can absorb unlimited increases, it ignores operational reality. We do not have the margins of developers or national chains. These increases are not abstract numbers. They translate directly into layoffs, closures, or forced exits from the city.
Robbins Parking	
Frontrunners/New Balance Victoria	The hanging flower baskets are a red herring so cut some jobs?
Oh Sugar	
Springtide Whale Watching	The negative impact on Tourism created by homelessness, drug and alcohol users greatly affects our business.
InDro Robotics	We have closed one office and removed 8 high paid engineering positions from the city to Saanich, due to on going crime and repeat offenders.
Gala Fabrics	
The Ginger Group Hair Salon	
Vangenne & Company Law Corporation	
The Good Planet Company	Decrease the police budget, as their presence is a bandaid on a complex systemic issue (homelessness/drug crisis) facing many people in Victoria, caused by the cost of living crisis. Funding needs to be put toward social assistance programming and outreach such as Cool Aid, SOLID, AVI and more.
Catawampus Fudge and Funk	They should not be taking money out of the areas that make tourist return to the city year after year. (Flower baskets, downtown vibrancy, cleanliness, no open drug use, safety) Focus needs to be on areas that citizens don't want changed to put money into the budget. (Centennial Square, no more road and parking destruction for bike lanes, strong police presence in the downtown for safety, repeat offenders made accountable). Work on clean up of areas,(downtown streets, open drug use, graffiti.) reasons why tourists may not come back to our city. Continue to host events and yearly celebrations that not only bring locals downtown but encourage tourists to come as well.
De Mode En Vogue	Spend our money on important things: safety, cleaning not on art installations and bike lanes
Family Eyecare Centre	Invest in your police

Appendix: Subset of Open-Ended Responses

Comments from respondents who answered "A balanced approach is needed, depending on which services are affected" to Question 9: Property Tax Impacts.

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People still drive cars. Put more thought into bike lanes. Every street doesn't need a protected lane.

There may be a need to review productivity and impact of City Staff to manage property tax increases given the size of the budget allocated to compensation -how do we do the same or more by working smarter, not cutting services. Would the City consider a return to office for staff to support productivity, keep inline with private sector businesses and lead by example in terms of bringing people

Reduce the staffing levels at city hall/ require all municipal staff to come back to their offices/ look at the processes for building permits & change of use permits / streamline this process to encourage new investment in the downtown / what exactly is the business / build into city construction contracts clauses that relate to surrounding businesses / better communication from the city in general!!!

Addressing downtown vagrancy, drug use and crime is the single most effective strategy to support business, get people back downtown and restore vibrancy. Budgeting for anything else before addressing that is a band-aid solution that does address the core problem

Do not cut Arts programming. The arts brings people downtown and are clearly part of the solution. Do not fund a police budget increase

The amount of money spent in the last 5 years on unimportant road changes such as eliminating feeder right turns at Blanshard and Hillside and, yes, bicycle lanes could have solved the homeless problem.

The 'beat team' approach to downtown policing will be a great benefit to crime reduction. This service must be expanded to weekends

I would rather see funding dispersed across other areas of the city vs a high percentage going towards police. Police presence is not

Get a council who listens to the citizens and businesses

Keep the tax increase as low as possible, make tax dollars effective.

Above 10% is too high! But we desperately need more police

I get the sense input is not heeded, nor listened to by and large... please prove me wrong, thanks

Policing is not an answer to the issue facing downtown. I hope to see a radical shift in how we're tackling issues that don't tie to increase police presence. The media around the vibrancy of downtown is bad. And perception becomes reality. Business owners are the ones impacted by increases in property taxes (not landlords), in a stressed economy the vibrancy of downtown should be a priority

The hanging flower baskets are a red herring so cut some jobs?