

2024

ATTACHMENT A

Draft Budget Public Engagement Summary





ATTACHMENT A: 2024 Draft Budget Public Engagement Summary

PURPOSE

To provide Council with public and stakeholder input received during the engagement period of July 31 to September 27, 2023 to help inform the City's 2024 Draft Budget.

BACKGROUND

The City's 2024 Budget engagement took a different approach from previous years', combining a random statistically valid Ipsos telephone interview survey with 700 City of Victoria residents, with a series of focused, budget community conversations, co-hosted with eight, equity-seeking organizations and close to 80 community members they serve.

Key findings from this two-prong approach were shared with City staff to help inform their draft department budgets that are presented to Council in the City's 2024 Draft Budget. Engagement results are also designed to help inform Council's budget discussions.

The Ipsos survey was conducted between July 31 and August 17, 2023, with the eight co-hosted budget community conversations taking place in September.

Ipsos Budget Survey

The City of Victoria contracted Ipsos to conduct the 2024 Budget Survey. A total of 700 telephone interviews were held with a randomly selected representative sample of Victoria residents aged 18 years or older. The survey was approximately 12 minutes in length.

Ipsos recommended a statistically valid telephone survey. With extensive experience conducting community-based research, they find the telephone continues to be the best means of obtaining a random and representative sample as well as accurate and reliable results. While there have been some recent criticisms of telephone surveys' ability to achieve representative samples due to the declining proportion of landline households, the inclusion of cellphones into the sample frame addresses these concerns.

Cellphone sample is particularly important in ensuring appropriate representation from younger residents who are overall less likely to own landlines. Interviewing for the City's 2024 budget polling survey was conducted on both cellphones and landlines. Best practice recommends conducting between 65% and 75% of interviews on cellphones.

All telephone survey interviews were conducted between July 31 and August 17, 2023. A series of upfront screening questions was used to ensure that respondents met these criteria. A screening question was included at the start of the survey to confirm residency in Victoria.

To avoid bias, City of Victoria employees did not participate.

Ipsos worked to achieve equal representation in the random sampling through the use of postal code walks in each of the City's 12 neighbourhoods.

To ensure the data was gathered from **a representative group of residents across the city**, neighbourhood quotas were set roughly proportionate to the population in each of Victoria's 12 neighbourhoods. The final sample was weighted according to the most recent Census data available for Victoria neighbourhoods (Census 2016) to ensure the demographics of the sample matched those of the actual population in Victoria in terms of age/gender and neighbourhood.

The final data was weighted to ensure that the gender/age and neighbourhood distribution reflects that of the actual population in Victoria according to the 2016 Census data. Overall results based on a sample size of 700 are accurate to within $\pm 3.7\%$, 19 times out of 20. The margin of error will be larger for sample subgroups.

The City's 12 neighbourhoods were grouped into four broad areas for analytical purposes. Neighbourhood groupings were based on geographical proximity and ensure a statistically robust sample size in each area. Of the 700 Victoria participants, their neighbourhood groupings were as follows:

- Gonzales/Rockland/Fairfield (n=162)
- James Bay/Downtown/Victoria West (n=216)
- Jubilee/Fernwood/Oaklands (n=174)
- Hillside Quadra/North Park/Burnside Gorge (n=148)

Community Conversation Series with Equity-Seeking Groups

The City partnered with eight local organizations that represent local equity-seeking groups to co-host a series of budget community conversations in September.

The role of each organization as co-host was to invite approximately 10 members of the community they serve to participate in a casual budget discussion that would be approximately 1.5 to 2 hours in length. The table below outlines the co-hosting budget community conversation series.

The budget community conversations were held with urban Indigenous peoples, youth, seniors, persons with disabilities, immigrants and vulnerable populations – those who are currently unhoused and living rough on the streets, sheltering in City parks and/or overnight shelters, residing in a range of supportive housing in the community or in their own independent housing.

Co-Hosting Organizations	Community Participants	Date/Time/Location
Silver Threads Society Tracy Ryan, Executive Director	10	Monday, September 11, 2023 10:30 a.m.-12:30 p.m. Silver Threads, 1911 Quadra Street
Victoria Native Friendship Centre Karryn Hall, Manager of Indigenous Reaching Home (IRH) Community Entity Program Katherin Cooper, Indigenous Reaching Home (IRH) Community Engagement Coordinator	11	Wednesday, September 13, 2023 9:30-11:45 a.m. Victoria Native Friendship Centre 231 Regina Avenue
Inter-Cultural Association of Greater Victoria (ICA) Florentien Verhage, Immigration Integration Research & Planning Manager	11	Friday, September 22, 2023 10-11:30 a.m. Inter-cultural Association of Greater Victoria, 808 Douglas Street Suite #102
City of Victoria Youth Council/Community Youth Brady Champagne Youth Engagement Coordinator Volunteer Victoria	9	Monday, September 25, 2023 Victoria City Hall, Antechamber 1 Centennial Square (5 Youth Council; 2 Youth 2020; 2 community youth)
Action Committee of People with Disabilities Joanne Neubauer, President	8	Tuesday, September 26, 2023 Victoria City Hall, Antechamber 1 Centennial Square (6 in person; 2 online)
Aboriginal Coalition to End Homelessness Shannon Campbell, Independent Housing Transitions Manager	11	Wednesday, September 30, 2023 Victoria City Hall, Antechamber 1 Centennial Square

Co-Hosting Organizations	Community Participants	Date/Time/Location
Our Place Society Julian Daly, CEO and Salome Waters, Seniors Support and Inclusion Worker	11	Wednesday, September 30, 2023 Victoria City Hall, Antechamber 1 Centennial Square
Peers Victoria Resources Centre Leigh Elliott, Executive Director	6	Wednesday, September 30, 2023 Victoria City Hall, Antechamber 1 Centennial Square
TOTAL PARTICIPANTS	77	

The City's Engagement Framework and Equity Framework identify the importance of supporting equity-seeking groups and individuals by compensating them for their time and expertise to reduce financial barriers to participation. Therefore, each organization received an honorarium of \$250 for their support in co-hosting the community conversation and selecting/inviting the attendees. Participants received an honorarium of \$100 and a preloaded \$5 Umo card for sharing their lived experience and input to help inform the City's 2024 Draft Budget.

The budget community conversations with the Victoria Native Friendship Centre and the Aboriginal Coalition to End Homelessness each included a guest from the community to conduct a land acknowledgement, for which they were compensated \$150 by the City.

Each community conversation consisted of an introduction, followed by two, hands-on, interactive activities. The first activity invited participants to write down their ideas (one idea per post-it note) or call out an idea to be written down by staff about **what they would like City Council to fund next year to help them, their neighbourhood or community.**

Ideas could fit within one or more Council priorities but didn't have to. The facilitator collected the post-it note ideas and worked through each aloud, inviting more context and group discussion. Themes were agreed upon and posted on a display panel.

The second activity invited participants to rank Council's eight priorities for investment. Each person was given a set of three sticky dots. The green dot was to identify what was the most important Council priority **to them**; the yellow dot was to identify the second most important Council priority to them, and the red dot was to identify the least important Council priority to them. All community conversations went over the time allotted due to the strong generation of ideas and group discussion.



Two information sheets developed by the City, one providing information about the annual budget, and the other summarizing Council's eight priorities and associated actions, were shared by the co-hosting organizations with participants in advance of each event to provide context for each discussion. In addition, each participant was provided a print copy of the information sheets at the session.

To help create a safe, inviting space to share ideas, complimentary food and beverages were made available at each conversation. Acknowledging that some people like to have busy hands when thinking and talking, an assortment of fidgets were made available at some conversations, including pencil crayons, markers and colouring sheets, which proved to be popular with participants. Indigenous artwork colouring sheets were provided by the Victoria Native Friendship Centre during their community conversation.

Accessibility Accommodations

A number of accommodations were made available to community members served by the Action Committee of People with Disabilities (ACPD) to remove any barriers to participating.

- Upon request, the in-person event transitioned to being hybrid, requiring the use of Microsoft Teams and staff assigned specifically to the Teams meeting to liaise with the virtual captionist and two online participants. (This required the use of the Antechamber's sound system and holding the microphone to the laptop's microphone/speaker.)
- Two information sheets in addition to their accessible Word versions for screen readers were emailed to ACPD to share with participants in advance. The same files were attached to the Teams meeting invitation.
- Large font versions of the information sheets were available at the event.
- An ASL interpreter was made available in-person from the Island Deaf and Hard of Hearing Centre.

- A virtual captionist, also from the Island Deaf and Hard of Hearing Centre, participated in the Teams meeting; their TypeWell url was projected on a screen in the room for those hard of hearing to read the live captioning.
- The sticky-note ideas interactive activity was designed to be written and read out aloud, so that input could be shared orally and in live captioning on screen for all to participate in the discussion.
- The Antechamber hearing loop was accessed by one participant.
- A City staff member was assigned to hold a wireless microphone and roam the room when anyone spoke.
- The room was both scent and nut-free.
- As requested, taxi vouchers were made available to one participant.
- When speaking to a person with low visibility, the facilitator announced their name to make it clear who was speaking.
- The facilitator made sure to be inclusive when speaking to and inviting input from both in-person and online participants.
- All participants were greeted in person in the City Hall foyer and accompanied to and from the Antechamber.
- Those requiring assistance were assisted with accessing the complimentary food and beverages.

Ipsos Telephone Survey – Key Findings

1. Overall perceptions of quality of life are positive but many feel this has worsened over the past three years.
2. Social issues, particularly **housing/affordable housing** and **poverty/homelessness**, dominate the public issue agenda. Transportation and public safety/crime round out residents' top three local issues on an open-ended basis.
3. Nearly three-quarters of residents are satisfied with the overall level and quality of City services. Just over half say services have stayed the same over the past three years. However, among those noticing a change, more say services have worsened than improved.
4. **Housing** is consistently identified as the **number one priority** for investment. **Community safety and well-being places second.**
5. Corporate sponsorships and naming rights are residents' preferred way of balancing the City budget. An increase in property taxes is the least preferred option overall.

Important Local Issues – Top of Mind

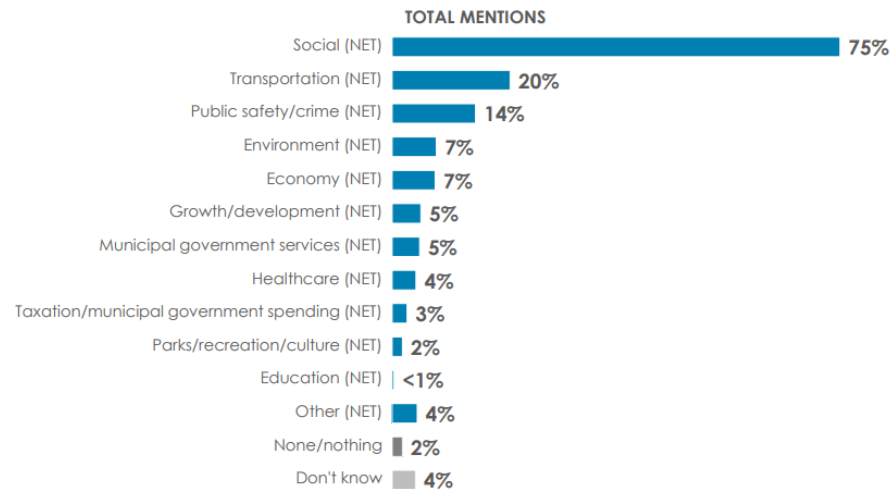
The Ipsos Survey identified that social issues dominate the public issue agenda (in open-ended questions).

- 1) **Social** at 75% (housing/affordable housing, poverty/homelessness, substance use/drugs/addiction)
- 2) **Transportation** at 20% (cycling infrastructure, public transportation, traffic congestion)
- 3) **Public safety/crime** at 14% (public safety, crime, policing/law enforcement)

Important Local Issues

- Social issues dominate the public issue agenda, mentioned by 75% of residents on an open-ended basis. Social issues is primarily comprised of mentions related to "housing/affordable housing" (42%) and "poverty/homelessness" (38%).
- Transportation sits in distant second, garnering 20% of mentions.
- Public safety/crime rounds out the top three (14%).
- All other issues are mentioned by fewer than one-in-ten residents.

TOP-OF-MIND LOCAL ISSUES (CODED OPEN-ENDS, MULTIPLE MENTIONS ALLOWED)



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

Base: All respondents (n=700)

Q1: In your view, as a resident of the City of Victoria, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

TOP-OF-MIND LOCAL ISSUES (CODED OPEN-ENDS, MULTIPLE MENTIONS ALLOWED)

	TOTAL MENTIONS
Social [Net]	75%
Housing/affordable housing	42%
Poverty/homelessness	38%
Substance use/drugs/addiction	8%
Mental health	3%
Seniors issues	1%
Food security	1%
Childcare	1%
Other social mentions	1%

Social mentions are higher among those living in Hillside Quadra/North Park/Burnside Gorge (82% versus 68% of Gonzales/Rockland/Fairfield, 73% of James Bay/Downtown/Victoria West, 79% of Jubilee/Fernwood/Oaklands).

	TOTAL MENTIONS
Transportation [Net]	20%
Cycling infrastructure	6%
Public transportation	3%
Traffic congestion	3%
Transportation (general)	3%
Condition of roads	2%
Road safety (incl. speeding)	1%
Parking	1%
Other transportation mentions	1%

Transportation mentions are higher among those who are 55+ years of age (25% versus 15% of 35-54 years, 18% of 18-34 years) and homeowners (23% versus 16% of renters).

	TOTAL MENTIONS
Public safety/crime [Net]	14%
Public safety	5%
Crime (general)	5%
Policing/law enforcement	2%
Downtown safety/crime	2%
Other public safety/crime mentions	<1%

Public safety/crime mentions are higher among those who have lived in Victoria for 20+ years (17% versus 11% of <20 years) and those with household incomes of \$60K+ (17% of \$60K-<\$100K and 16% of \$100K+ versus 9% of <\$60K).

A "NET" is a combination of two or more mentions that cover a specific theme. Only NETS of 10% or higher are shown.

Base: All respondents (n=700)

Q1: In your view, as a resident of the City of Victoria, what is the most important issue facing your community, that is the one issue you feel should receive the greatest attention from your local leaders? Are there any other important local issues?

Core City Service Needing Most Attention and Investment

Housing stands out from all other core City services perceived as most in need of attention and investment next year (50%).

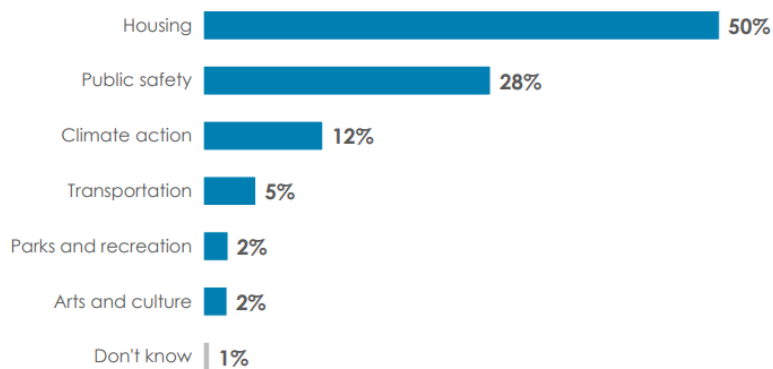
Public safety places second (28%), followed by **Climate action** (12%).

Very few identify transportation (5%), parks and recreation (2%), and arts and culture (2%) as the areas most in need of attention and investment next year.

Core City Service Needing Most Attention and Investment

- *Housing* stands out from all other core City services perceived as most in need of attention and investment next year (50%).
- *Public safety* places second (28%), followed by *climate action* (12%).
- Very few identify *transportation* (5%), *parks and recreation* (2%), and *arts and culture* (2%) as the areas most in need of attention and investment.

CORE CITY SERVICE MOST IN NEED OF ATTENTION AND INVESTMENT NEXT YEAR



Base: All respondents (n=700)
Q9. Of the following six core City services, which one do you think needs the most attention and investment next year?

Ipsos: Investment in City Services and Programs

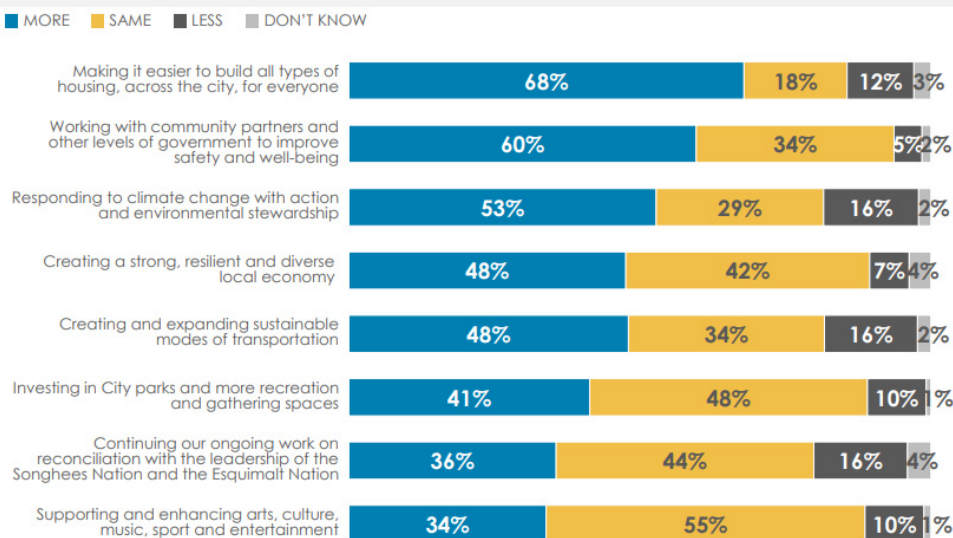
Ipsos survey participants were asked if the City should spend more, the same, less or don't know for a range of City services and programs.

- 68% support **more investment** for the City to make it easier to **build all types of housing** across the city, for everyone.
- 60% support **more investment** for the City to **work with community partners and other levels of government to improve safety and well-being**.
- 53% support **more investment** for the City to **respond to climate change with action and environmental stewardship**.
- 48% support **more investment** for both **creating a strong, resilient and diverse local economy**; and **creating and expanding sustainable modes of transportation**.

Investment in City Services and Programs

- Residents think the City should invest 'more' or 'the same' in all the evaluated services and programs. There are no services and programs where a majority thinks the City should reduce investment.
- However, some services and programs are clearly more of a priority than others.
- The overall greatest emphasis is put on *making it easier to build all types of housing, across the city, for everyone* (68% invest more).
- This is followed by *working with community partners and other levels of government to improve safety and well-being* (60% invest more).
- Just over half (53%) think the City should invest more in *responding to climate change with action and environmental stewardship*.
- *Creating a strong, resilient and diverse local economy* (48%) and *creating and expanding sustainable modes of transportation* (48%) also place in the top five areas where residents would like the City to invest more.

LEVEL OF INVESTMENT IN CITY SERVICES AND PROGRAMS



Base: All respondents (n=700)

Q6: The City of Victoria has started planning for its 2024 Draft Budget. To help inform this process, the City is interested in learning residents' priorities for investment next year. Considering all the services and programs competing for funding dollars, please tell me whether you think the City should invest more, less, or about the same as this year in each of the following.

Ipsos Budget Survey – Top Investment Choices

If the City only had the ability to **increase investment in one** of eight areas, just over half (52%) identified **Housing**. Another 20% identified it as their second choice, for a total of 72%.

Improving safety and well-being placed second with 58% total mentions.

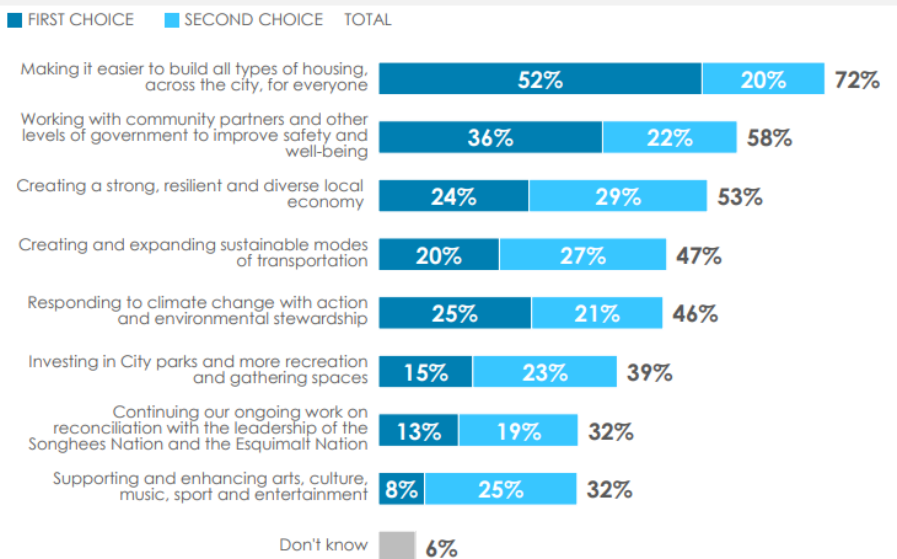
Creating a strong, resilient and diverse local economy was third at 53% total mentions.

Transportation (47%) and **Climate Action and Environmental Stewardship** (46) followed.

Top Investment Choice(s)

- If the City only had the ability to increase investment in one of these areas, just over half (52%) say it should be *making it easier to build all types of housing, across the city, for everyone*. Another 20% select this as their second choice, for a total of 72% identifying this as one of their top two investment priorities. This is notably higher than what is reported for any other item.
- *Working with community partners and other levels of government to improve safety and well-being* places second, garnering 58% total mentions.
- This is followed by *creating a strong, resilient and diverse local economy* (53% total), *creating and expanding sustainable modes of transportation* (47% total) and *responding to climate change with action and environmental stewardship* (46% total).

FIRST/SECOND CHOICE TO INCREASE INVESTMENT IN



Each respondent was shown two sets of four items. For each set, respondents were asked to select their first choice and second choice, resulting in two first choices and two second choices per respondent. Base: All respondents (n=700) Q7/Q8. If the City only had the ability to increase investment in one of the following areas, which would be your first choice? Which would be your second choice?

Overall Quality of Life

Overall perceptions of the current quality of life in Victoria are positive, with more than four-in-five (84%) residents considering this to be 'very good' (32%) or 'good' (52%). Less than one-in-five (15%) rate the quality of life poorly.

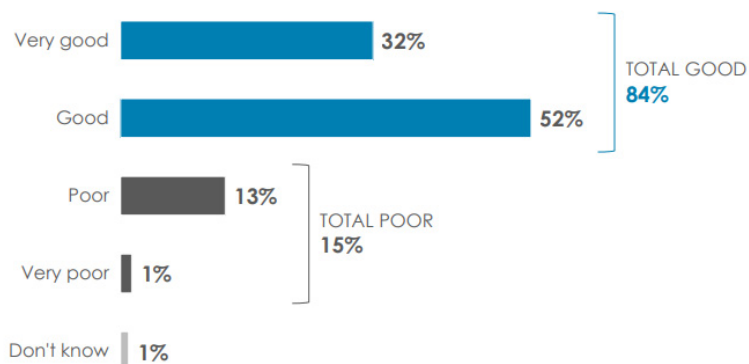
'Total good' is higher among:

- Those who are 35+ years of age (87% of 55+ years and 86% of 35-54 years versus 79% of 18-34 years).
- Those who have lived in Victoria for less than 20 years (88%) versus those who have lived here for 20+ years (81%)
- University graduates (90% versus 74% of high school or less, 78% of some post secondary)
- Those with household incomes of \$60K+
- Those without household disabilities (87% versus 74% of those with household disabilities)

Overall Quality of Life

- Overall perceptions of the current quality of life in Victoria are positive, with more than four-in-five (84%) residents considering this to be 'very good' (32%) or 'good' (52%).
- Less than one-in-five (15%) rate the quality of life poorly.

OVERALL QUALITY OF LIFE IN VICTORIA TODAY



Total good is higher among:

- Those who are 35+ years of age (87% of 55+ years and 86% of 35-54 years versus 79% of 18-34 years)
- Those who have lived in Victoria for <20 years (88% versus 81% of 20+ years)
- University graduates (90% versus 74% of high school or less, 78% of some post secondary)
- Those with household incomes of \$60K+ (87% of \$100K+ and 86% of \$60K-<\$100K versus 79% of <\$60K)
- Those without household disabilities¹ (87% versus 74% with household disabilities)

¹Defined as those saying they or a member of their household do not identify as having or living with a disability.

Base: All respondents (n=700)
Q2. How would you rate the overall quality of life in Victoria today?

Change in Quality of Life

However, most (63%) residents believe that the quality of life in Victoria has ‘worsened’ over the past three years.

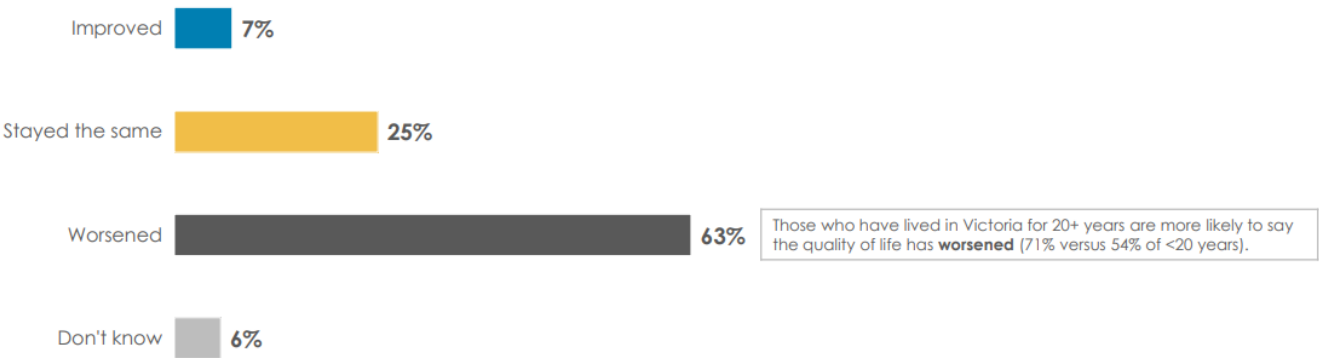
One-quarter (25%) feel the quality of life has ‘stayed the same’ while 7% say ‘improved’.

Those who have lived in Victoria for 20+ years are more likely to say the quality of life has worsened (71% versus 54% of those who have lived here for less than 20 years).

Change in Quality of Life

- However, most (63%) residents believe that the quality of life in Victoria has 'worsened' over the past three years.
- One-quarter (25%) feel the quality of life has 'stayed the same' while 7% say 'improved'.

CHANGE IN QUALITY OF LIFE IN VICTORIA PAST THREE YEARS



Base: All respondents (n=700)
Q3. And, do you feel that the quality of life in Victoria in the past three years has improved, stayed the same, or worsened?

Budget Community Conversations – Key Findings

Using three different colour sticky dots, budget community conversation participants were asked to identify the **most important**, **second most important** and **least important** Council priority **to them** for Council to invest in next year. The table below summarizes the results across all eight groups. Detailed results for this activity are located in **Attachment C**.

NOTE: Each participant was provided a set of three sticky dots: green was to identify the most important priority to them; yellow for the second most important; and red for the least important to them. For this reason, it's possible for the same priority to appear in more than one column selection.

Ranking of Council's Priorities by Equity-Seeking Group Participants (bullets indicate a tie)			
Equity-Seeking Participant Group	Most Important	Second Most Important	Least Important
Silver Threads Service	Community Well-Being and Safety	<ul style="list-style-type: none"> Community Well-Being and Safety Economic Health and Community Vitality 	Arts, Culture, Music, Sport and Entertainment
Victoria Native Friendship Centre	Housing	Community Well-Being and Safety	Arts, Culture, Music, Sport and Entertainment
Inter-cultural Association of Greater Victoria	Housing	<ul style="list-style-type: none"> Community Well-Being and Safety Parks, Recreation/ Gathering Spaces 	<ul style="list-style-type: none"> Community Well-Being and Safety Arts, Culture, Music, Sport and Entertainment
City of Victoria Youth Council and Youth	Housing	Housing	Arts, Culture, Music, Sport and Entertainment
Action Committee of People with Disabilities	Housing	Community Well-Being and Safety	Truth and Reconciliation
Aboriginal Coalition to End Homelessness	Housing	<ul style="list-style-type: none"> Community Well-Being and Safety Truth and Reconciliation Climate Action and Environmental Stewardship Arts, Culture, Music, Sport and 	<ul style="list-style-type: none"> Truth and Reconciliation Climate Action and Environmental Stewardship

Ranking of Council's Priorities by Equity-Seeking Group Participants (bullets indicate a tie)			
Equity-Seeking Participant Group	Most Important	Second Most Important	Least Important
		Entertainment	
Peers Victoria Resources Society	Community Well-Being and Safety	Housing	Parks, Recreation and Gathering Spaces
Our Place Society	Climate Action and Environmental Stewardship	Housing	Arts, Culture, Music, Sport and Entertainment

Analysis - Ranking of Council Priorities

- **Housing** was ranked as the **most important priority** most often by groups, or second most important. Youth ranked housing as both the most and second most important to them (i.e., four green dots and four yellow dots – see image on right).
- **Community Well-Being and Safety** was ranked second most important and most important by most groups.
- **Climate Action and Environmental Stewardship** was ranked important by two groups.
- **Arts, Culture, Music, Sports and Entertainment** was ranked as the least important at this time. However, support for Indigenous arts, crafts and culture was a major topic of discussion.
- While **Transportation** did not rank highly it was a topic of discussion in the post-it-note ideas activity among all groups.



WHAT WE HEARD: Key Themes and Ideas

The post-it note activity was successful in generating ideas and discussion within each of the eight, equity-seeking groups. A range of ideas and topics were discussed and categorized under key themes.

Upon analysis, it is apparent that the City is not necessarily financially able or responsible for funding some actions, but it can play an important role in advocating for change among external agencies and other local governments in the Capital Region, as well as the provincial and federal governments.

City Council could consider supporting the following:

- Budget for more Indigenous cultural safety training for City staff to help create better understanding when working with Indigenous peoples.
- Look at installing community bulletin boards for local agencies to post helpful information about their programs and services (i.e., at Pandora Avenue and Quadra Street).
- Look into improving communications with those sheltering on how to retrieve belongings that have been removed (i.e., print information to be distributed, left behind or posted in spaces where sheltering takes place).
- Create a public education campaign to educate the broader community about who is unhoused, how they got there and their struggles, to increase understanding, destigmatize and note opportunities on ways to help.
- Make storage a key focus for funding and partnerships for the unhoused, who need quality, secure and accessible storage to safely leave their belongings during the day so that they can work.
- Create and fund a free seniors' bus pass and a free bus pass for the unhoused. Consider creating a free downtown shuttle; one that can travel to and from the Victoria Native Friendship Centre.
- Have City staff connect Silver Threads members with ICA members to share knowledge and increase social interactions.
- Provide incentives for developers to build affordable housing units.
- Partner with local agencies to help fund Indigenous arts and cultural programs.
- Partner with local agencies to consider developing an Adopt a Street Family Member.

Advocacy

City Council could consider an advocacy role in the following areas:

- Advocate to provincial government to increase PWD payments (currently \$1,400 a month) for persons with disabilities.
- Advocate to BC Transit and other local governments in the Capital Region to provide free bus passes to students, seniors and the unhoused across all municipal boundaries. Advocate for more funding for Hand Dart program.
- Advocate to the Greater Victoria School District and private schools to deliver local Indigenous curriculum for Grade 12 (i.e., bring in local Indigenous speakers, writers, artists, etc.).
- Advocate for increased funding for more outreach workers to support the unhoused in the areas of health and wellness checks, hygiene delivery and justice court system support.
- Advocate to Island Health for improved after-care support/information for the unhoused when released from hospital.
- Advocate to the provincial government to implement rental caps in Victoria and for disabled tenants' rights to arbitration. It was suggested that another branch is needed to assist with residential tenancy disputes.

Key Themes and Ideas Shared

Key themes and ideas shared by community conversation participants are summarized in the table below. Please see **Attachment C** for full notes taken during each conversation.

KEY THEMES	DETAILS
Accessibility/Advocacy	<ul style="list-style-type: none">• The City's Accessibility Advisory Committee members need to connect more with the disability community• City needs to hear from more people on accessibility and inclusion• More funding needed for accessibility advocacy (i.e., only two non-profits help with residential tenancy issues)
Arts and Culture	<ul style="list-style-type: none">• Need for Indigenous special gatherings, storytelling and activities in neighbourhood green spaces• Events need to be free and affordable for families• More downtown programs for free Indigenous arts and crafts• More funding to Aboriginal Coalition to End Homelessness to support cultural activities (i.e., large space needed, drum making, large smoker for meat, beading and sewing machine)• Use storefronts to showcase art made by the street

KEY THEMES	DETAILS
	<p>community; offer free art courses and supplies</p> <ul style="list-style-type: none"> • Art helps with mental health
Climate Action/ Environment	<ul style="list-style-type: none"> • Need better recycling program (i.e., include soft plastic pick-up) • More free e-charging centres downtown • More recycling education in schools • A festival or parade to promote becoming a greener city • During drought – close the pool for one week to show action • Free bus passes are good for the environment
Clean Streets	<ul style="list-style-type: none"> • Clean Victoria's streets – all neighbourhoods – of refuse and litter • Get rid of urine smell downtown • Remove seagull droppings • Clean up sanitation and pest control issues on Pandora Avenue from Cook to Quadra and in Rock Bay (requested by housed and unhoused) – but not a homeless sweep of the area • More clean-up of streets and alleys • More porta-potties downtown and public washrooms
Communications	<ul style="list-style-type: none"> • Community-led bulletin board for social service organizations to communicate programs and services to the unhoused • City community bulletin board in Centennial Square to communicate City services and programs to residents and visitors • City education campaign to de-stigmatize and decriminalize the unhoused to create understanding and opportunities to help • One service phone number for all City of Victoria services • Unhoused need support to FIND support
Community/Social Connections	<ul style="list-style-type: none"> • Tap into professional seniors in the community to participate in municipal governance (i.e., Leamington Municipal Seniors' Advisory Committee) – Seniors Advisory Committees is a United Nations goal • Staff to connect Silver Threads Society with ICA to discuss shared programs that would benefit both their patrons (connecting seniors with newcomers) • Create a culture where we take care of each other and care by destigmatizing drug users
Economy/Downtown	<ul style="list-style-type: none"> • A strong and vibrant economy will create a budget for the rest of Council's eight priorities • Revitalize downtown with new ideas • More affordable childcare for families • Micro-loans for cottage industry in marginalized populations, with training and mentorship opportunities • Improved lighting downtown • Downtown feels unclean and unsafe (i.e., Pandora Avenue) • Support and promote local businesses • Change permits to allow selling of Indigenous arts and crafts

KEY THEMES	DETAILS
	<p>downtown</p> <ul style="list-style-type: none"> • Need a market space for Indigenous art for carvers • DVBA Clean Team is doing a great job
Education/Training	<ul style="list-style-type: none"> • More training for Bylaw staff re: colonialism, trauma, PTSD, understanding folks are unwell and may miss deadlines to take down tents – they lose everything • More alternative education for young adults and children • More books at library in different languages for children/adults • Free programs at library for immigrants (not just in summer) • Groups and clubs for immigrants (i.e., book club where they all read the same book to discuss) • More teacher supports for teaching Indigenous studies in Grade 12 to create a level playing field among schools (not just English but performing arts curriculum) • Required mental health and inclusivity training for all government workers and teachers • Need to teach what it is to respect accessibility • Free training for use of Naloxone • Need to train Indigenous young people to do something
Facilities	<ul style="list-style-type: none"> • Request for review of a grant in lieu or other solution by Silver Threads Society. (Since 2014, STS has received an annual grant to cover lease expenses, which has not increased in nine years and they pay back \$25,000 annually to the City in property tax. They are the only one of 11 centres that is not in a City-owned facility.) • Keep Crystal Pool and Central Library locations walkable • Crystal Pool's showers are lukewarm by 11 a.m. Looking forward to new boilers in a new facility. • Investing in Crystal Pool now would be helpful in the interim • Public washroom needed on Pandora Avenue • More washrooms access for the unhoused • Mandatory scent-free facilities/environments
Food Security	<ul style="list-style-type: none"> • More rooftop solar gardens • Food libraries/free fridge (deposits and withdrawals) such as in Nanaimo, Alberta and Yellowknife • More community gardens • Clean and safe land to grow Indigenous medicines • Create a community farm that feeds folks and provides volunteer opportunities + community hours • City-run grocery store with different prices depending on income, feature local farm food

KEY THEMES	DETAILS
Healthcare	<ul style="list-style-type: none"> • More detox services (waiting 3-4 weeks is not good enough) • Need drug rehabilitation centres for the unhoused • Supportive housing for unhoused exiting detox (currently people go back to living on the streets with no follow-up care) • Need addiction treatment beds for young people • People who are prescribed pain medication can't get their prescription renewed and end up on heroin for pain relief. Need more medical help with weaning off prescription drugs. • Systemic racism in treatment of Indigenous people in healthcare settings • More doctors and clinics; another hospital • More safe injection sites are needed and more safe supply • Navigation of health system supports for street community • More healthcare outreach on the streets. PAC team isn't around.
Homelessness	<ul style="list-style-type: none"> • Support funding for Indigenous Elder Health Liaisons (outreach check-in and life skills for the Indigenous unhoused) • Find a way to help the homeless to do away with camping in City parks. Both the housed and the unhoused don't feel safe. • When moving from one location to another, belongings/possessions are lost. Supporting agencies are spending valuable dollars replenishing tents, etc. Unhoused do not know where to pick up their belongings or unable to get there. Belief is they are thrown in the trash. "Homeless are losing tons of items." • Pandora Avenue – is this the best we can do for the unhoused? People need help. • Many critically disabled people are becoming homeless and totally destitute. Rent in Victoria has reached \$2,100 a month. People with disabilities (\$1,400 PWD and \$935 of income assistance) -- don't have enough income to apply for an apartment.
Homelessness Supports	<ul style="list-style-type: none"> • Where are the homeless to go during the day? • People hear things on the radio and are scared; general feeling of invisibility and lack of sympathy for homeless population and those with addiction • More benches for people unhoused to sit on, rather than on the ground • Outreach staff for encampment sites to be community liaisons and provide health/wellness supplies • Van for people who need a ride to a sobering centre or home (i.e., as in Calgary) • Outreach needed for unhoused struggling with transportation to get to appointments • More outreach staff on the weekends, especially at night • Free shuttle bus for the unhoused • More clothes in supportive housing to help stay dry and warm • Create an "Adopt a Street Person"/"Adopt a Street Family"

KEY THEMES	DETAILS
	<p>Member” to help provide food, clothes, do laundry, rides to hospital, hygiene products and a place to store their belongs (i.e., in a backyard)</p> <ul style="list-style-type: none"> • Billeting of Indigenous people coordinated by an agency with funding from the City of Victoria • People need to be educated and maybe then they will help • Stop judging - start helping • Cold weather protocols are late and disorganized. Non-profits to facilitate. Hard to figure out what’s open and when • Our Place can only do so much for people in desperate condition • There are generations of people using Our Place services
Housing	<ul style="list-style-type: none"> • All forms of housing needed • More supportive housing for the unhoused and for couples • More co-op housing; more low-come housing • More affordable/safe housing for youth, families and seniors • Invest in low-barrier housing to accommodate those with drug use • Supportive housing needs pest control, better quality food (not expired) and bigger units • Need police to help with property theft in shelters and supportive housing units • Sex work supportive housing for safety where guests are allowed (i.e., successful pilot program in Vancouver) • Consider “MURBs” housing model of the 70s (multi-unit residential buildings) • Repurpose unused office space; Amica frees up space for seniors housing • Housing costs exceed the poverty level • Immigrant family of seven is living in a one-bedroom apartment • Disabled tenants’ housing rights and arbitration - need more advocacy • Rent control is desperately needed and should be tied to the unit and not end when the tenant leaves so that rent is not increased • Mental health, addiction and housing are all linked • Where you’re creating housing, you need transit • Affordable housing links to a lot of Council’s priorities • There must be something the City can do
Indigenous Supports	<ul style="list-style-type: none"> • City Hall to show more leadership regarding Indigenous peoples’ supports • Is there any City support for Indigenous housing on and off reserve? • Help Songhees build and expand housing for band members • Funding for Indigenous-led drop-in space downtown. Victoria Native Friendship Centre is too far away. • Housing for Indigenous youth with cultural supports with gathering space, food support and smudging allowed • Indigenous day programs for those with developmental delays

KEY THEMES	DETAILS
	<ul style="list-style-type: none"> • Outreach workers to check on Indigenous street family until they get housing – an Indigenous Housing Advocate • Invest in Indigenous housing project using “House of Courage” model in Victoria at 865 Catherine Street. (It offers a safe, supported home for Indigenous Peoples experiencing homelessness. Staff are on site 24/7. Family members access daily meals, employment and life-skills programming, and health and wellness services. House of Courage also has a dedicated alcohol detox and recovery room.) • Halfway house needed for Indigenous women who have been incarcerated • Supportive housing needed for Indigenous Elders • Supportive housing needed for Indigenous people with brain injuries • Funding for personal hygiene products • Housing for those released from hospital with no where to go and no supports • Invest in Indigenous-led programming for our Indigenous street community
Immigrant Supports	<ul style="list-style-type: none"> • Workshops for newcomer drivers to better understand driving rules in Victoria • More affordable housing for immigrants • Supports for them to re-start their education – they don’t have money for education and are stuck in low-paying jobs • Immigration aid – so many move here without any help • Inclusion for neglected communities such as North African and Middle Eastern immigrants • It’s not easy and very expensive to get permanent residency. Going to school here does not ensure it. • Newcomers need help filling out forms and finding information about health and mental health services
Mental Health	<ul style="list-style-type: none"> • More mental health outreach workers on the streets checking in on people and providing information and supports • More mental health counselling and affordable for adults and youth (i.e., The Foundry for youth has a wait list.) • More mental health support for survivors of residential schools • More mental health and drug addiction services and follow-up • More support and follow-up after a mental health call. Currently there is nothing. • More mental health support for youth who are transitioning • Mental health resources with a young adult/homelessness focus • Mobile mental health teams are a huge answer to the homeless problem but the dollars to treat and house aren’t there • Psychiatric and autism assessments are not covered – costs are very high

KEY THEMES	DETAILS
	<ul style="list-style-type: none"> • Need residential mental health facilities for the unhoused
Parking	<ul style="list-style-type: none"> • Reduce parking fees • Remove parking from waterfront • Parking is needed for the invisible homeless living in their cars, vans and campers
Parks and Recreation	<ul style="list-style-type: none"> • More outdoor recreation tables (i.e., chess) • People could donate their time (i.e., teach guitar lessons) • Access to leisure places like Crystal Pool for unhoused • Recreation needs to be affordable for everyone • Safer park walking trails (i.e., less loitering, more lighting)
Roles	<ul style="list-style-type: none"> • Confusion on roles regarding housing, shelters, sheltering in parks, supportive housing, mental health workers (which government or agency is responsible for what)
Safety and Well-Being	<ul style="list-style-type: none"> • Safety for the housed and the unhoused • Prevent loitering in public spaces (feels intimidating) • Safe walks home from clubs and bars • More policing downtown re: drug and alcohol abuse around children and youth • Street patrols (non-violent presence in neighbourhoods to help communicate resources, services and programs) • City to speak up against racism and advocate for improvements in healthcare settings • More policing and serious penalty for the drug seller and buyer • Pandora Avenue is not safe for anyone • More mental health workers alongside Police • Need less aggressive response from Bylaw and Police when it comes to Indigenous peoples • Need more drug testing sites (to make sure drugs are safe) • Community safety and well-being should include housing <p>Note: Mental Health category also relates to community well-being and safety.</p>
Shelters/Sheltering	<ul style="list-style-type: none"> • More shelters that allow couples (currently only male or female) • More supportive housing for couples • More shelters for youth • Designated camping/sheltering sites for the unhoused with full services for long-term tenting/sheltering • More tiny towns • Temporary pop-up Habitat dwellings • Unhoused should have 24/7 access to tents in parks • Sheltering needed for those with severe and critical disabilities; a safe place they can be discharged to after having surgeries • The wait list for BC Housing is at least 10 years for those with

KEY THEMES	DETAILS
	<p>disabilities; BC Housing is hard to navigate</p> <ul style="list-style-type: none"> • Places for people to shelter with their pets • Warming tents needed near Pandora and Peers
Sidewalks	<ul style="list-style-type: none"> • Wider, level sidewalks, clear of encroaching shrubs • Walkable neighbourhoods with amenities
Storage	<ul style="list-style-type: none"> • Need for safe and secure storage for the unhoused – how to find work when no where to store belongings during the day • At provincial hotels, can parking lots be used for storage? • Concerns of losing possessions to theft
Transportation	<ul style="list-style-type: none"> • Make Government Street more pedestrian-friendly (walkable) • More car-free zones downtown • Safe crosswalks for blind people • LRT – Light Rail Transit for green transit • More bike lanes (i.e., on View Street) • Need education and (free) licensing for cyclists • Cyclists having right of way at red lights encourages vehicle idling • Bike lanes pose safety issues for pedestrians • Accessible transportation for people with disabilities – Handy Dart must be booked 14 days in advance, you are grouped with others, which lengthens the trip. Handy Dart is not handy. • Taxi saver program needs to increase number of trips per month; a very complicated program; one taxi company already opted out • Transit is great downtown
Truth and Reconciliation	<ul style="list-style-type: none"> • More City engagement with Indigenous people (First Nations and don't forget the Metis) “ask us” • Landlords need to know about Indigenous culture (i.e., to be allowed to smudge outside a building)
Youth	<ul style="list-style-type: none"> • Youth need to age out of care at 25 instead of 18 • More supports for youth in care • Indigenous youth aging out of care with no family to support them • Youth support around drug abuse • Youth designated times at safe injection and inhalation sites • More youth services and not just downtown • Youth app needed re: services available in Victoria (i.e., like in Vancouver) and better signage for locations of youth services • Drug testing sites are positive and welcoming for youth • More teen/youth-focused public events • Support youth-led initiatives • More promotion of Youth Council in the community • Encourage youth leadership programs in high schools • Instagram is a great way to reach youth online • More prevention education for Indigenous youth

KEY THEMES	DETAILS
Waste	<ul style="list-style-type: none"> When personal belongings are removed and discarded, Bylaw staff are creating more waste for the landfill (i.e., tents, clothes). Is anyone looking at that?

Ipsos Budget Survey – Overall Satisfaction with City Services

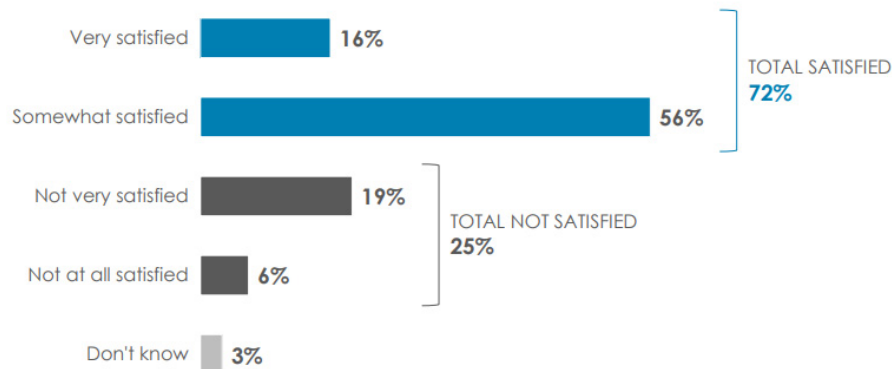
The Ipsos Budget Survey asked “How satisfied are you with the overall level and quality of services provided by the City of Victoria?”

- Nearly three-quarters (72%) of residents are satisfied with the overall level and quality of services provided by the City with 16% saying “very satisfied” and 56% saying “somewhat satisfied”
- Total satisfied is higher among those living in Jubilee/Fernwood/Oaklands 83% versus 66% of James Bay/Downtown/Victoria West, 70% of Hillside Quadra/North Park/Burnside Gorge, 72% of Gonzales/ Rockland/Fairfield
- Total satisfied is higher among those who have lived in Victoria for less than 20 years (81%) versus 65% for those 20+ years

Overall Satisfaction with City Services

- Nearly three-quarters (72%) of residents are satisfied with the overall level and quality of services provided by the City, including 16% saying 'very satisfied' and 56% saying 'somewhat satisfied'.
- One-quarter (25%) are not satisfied.

SATISFACTION WITH OVERALL LEVEL AND QUALITY OF CITY SERVICES



Total satisfied is higher among:

- Those living in Jubilee/Fernwood/Oaklands (83% versus 66% of James Bay/Downtown/Victoria West, 70% of Hillside Quadra/North Park/Burnside Gorge, 72% of Gonzales/ Rockland/Fairfield)
- Those who have lived in Victoria for <20 years (81% versus 65% of 20+ years)

Preferred Options to Balance City Budget – Ipsos Budget Survey

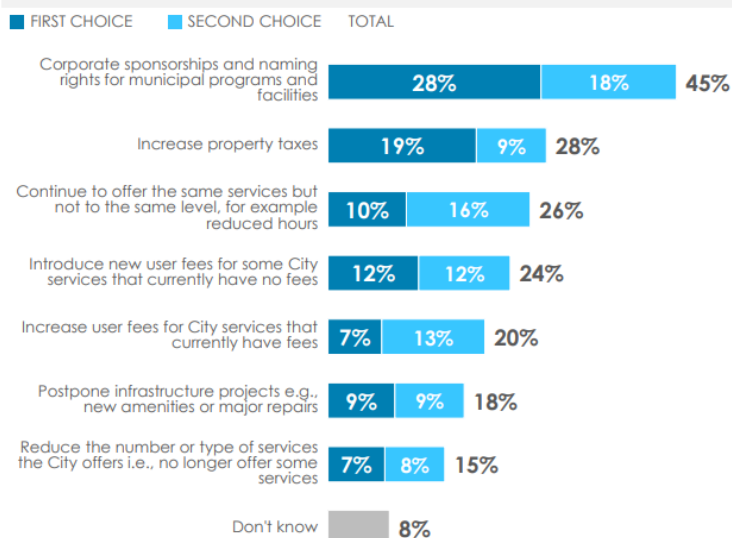
The Ipsos Budget Survey asked participants for their first and second choice of financial tools for the City to balance its budget.

- More than two-in-five (45%) of Victoria residents would prefer the City to use corporate sponsorships and naming rights for municipal programs and facilities to balance the budget
- Of the remaining tools, there is little agreement on which is best, with no single option standing out above the others
- Those less than 55 years of age are more likely to prefer corporate sponsorships (53% of 35-54 years and 51% of 18-34 years versus 36% of 55+ years)

Preferred Options to Balance City Budget

- More than two-in-five (45%) residents would prefer the City use *corporate sponsorships and naming rights for municipal programs and facilities* to balance the budget.
- Of the remaining financial tools, there is generally little agreement on which approach is best, with no single option standing out above the others.

PREFERRED FINANCIAL TOOLS FOR CITY TO BALANCE ITS BUDGET



Those <55 years of age are more likely to prefer **corporate sponsorships** (53% of 35-54 years and 51% of 18-34 years versus 36% of 55+ years).

Base: All respondents (n=700)
 Q10. The City has a number of financial tools that can be used to balance the budget. Which one of the following would you most prefer the City use to balance its budget?
 Q11. Which one would you next most prefer?

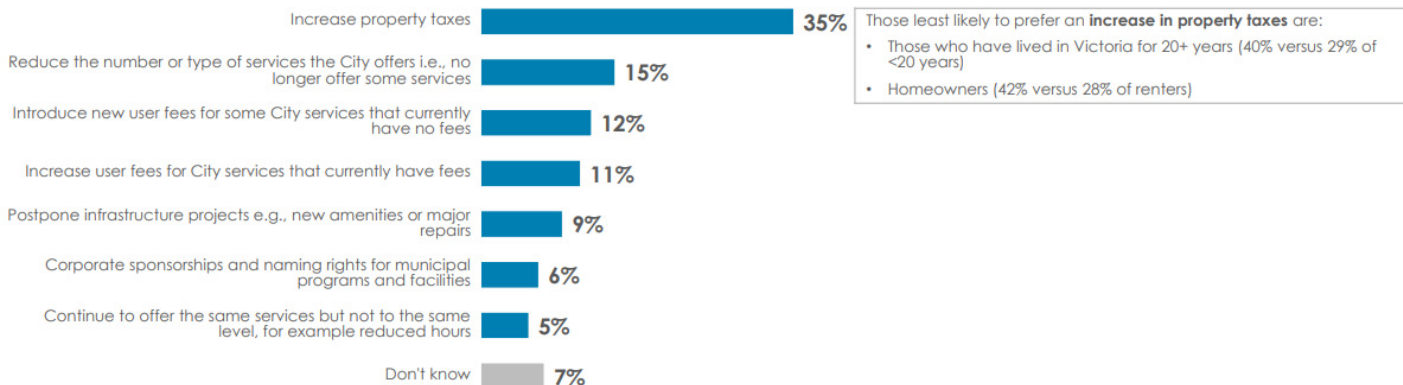
Least Preferred Option to Balance the City Budget

- Increasing property taxes is the **least preferred option** overall at 35% to balance the City's budget. This is more than double than what is reported on any other financial tool.
- Those least likely to prefer an increase in property taxes are those who have lived in Victoria for 20+ years at 40% versus 29% of those who have lived here for less than 20 years.
- Homeowners are least likely to prefer an increase in property taxes at 42% versus renters at 28%.

Least Preferred Option to Balance City Budget

- An increase in property taxes is the least preferred option overall (35%).
- This is more than double than what is reported for any other financial tool.

LEAST PREFERRED FINANCIAL TOOL FOR CITY TO BALANCE ITS BUDGET



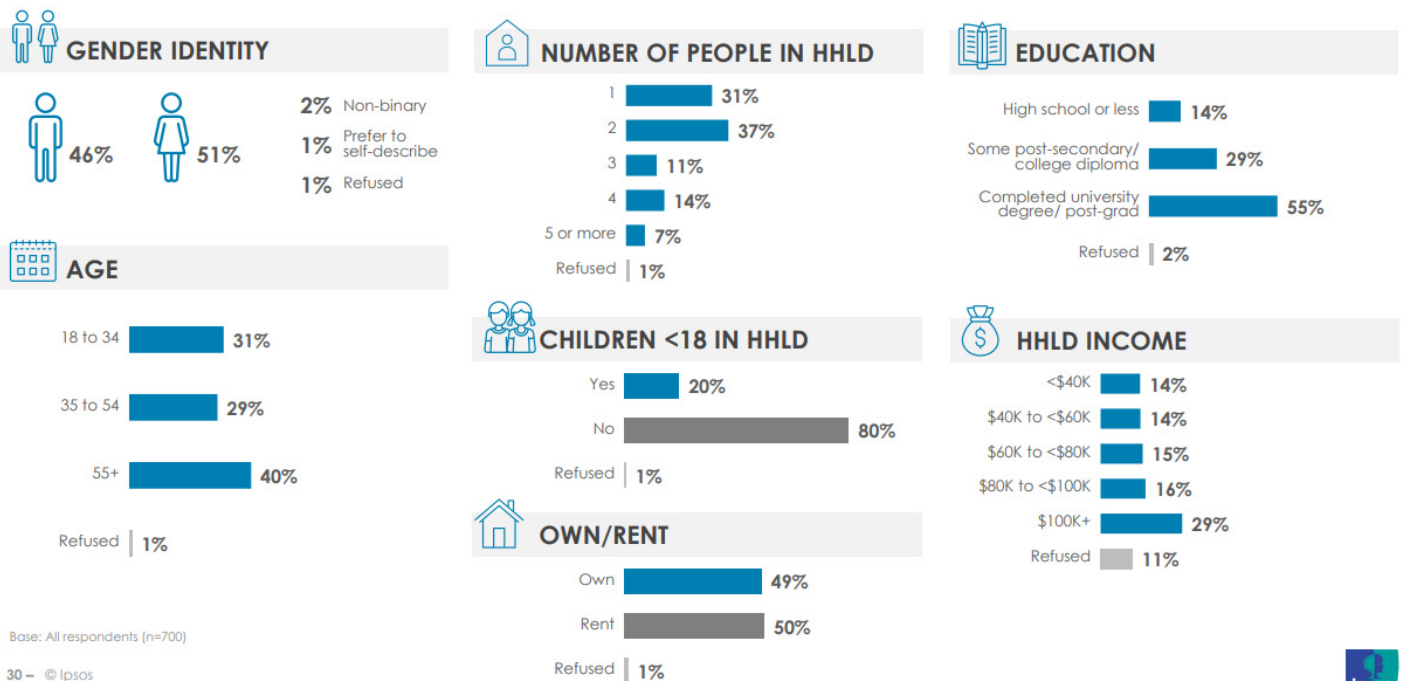
Base: All respondents (n=700)
Q12. And which one would you least prefer?

Who We Heard From – Ipsos Budget Survey

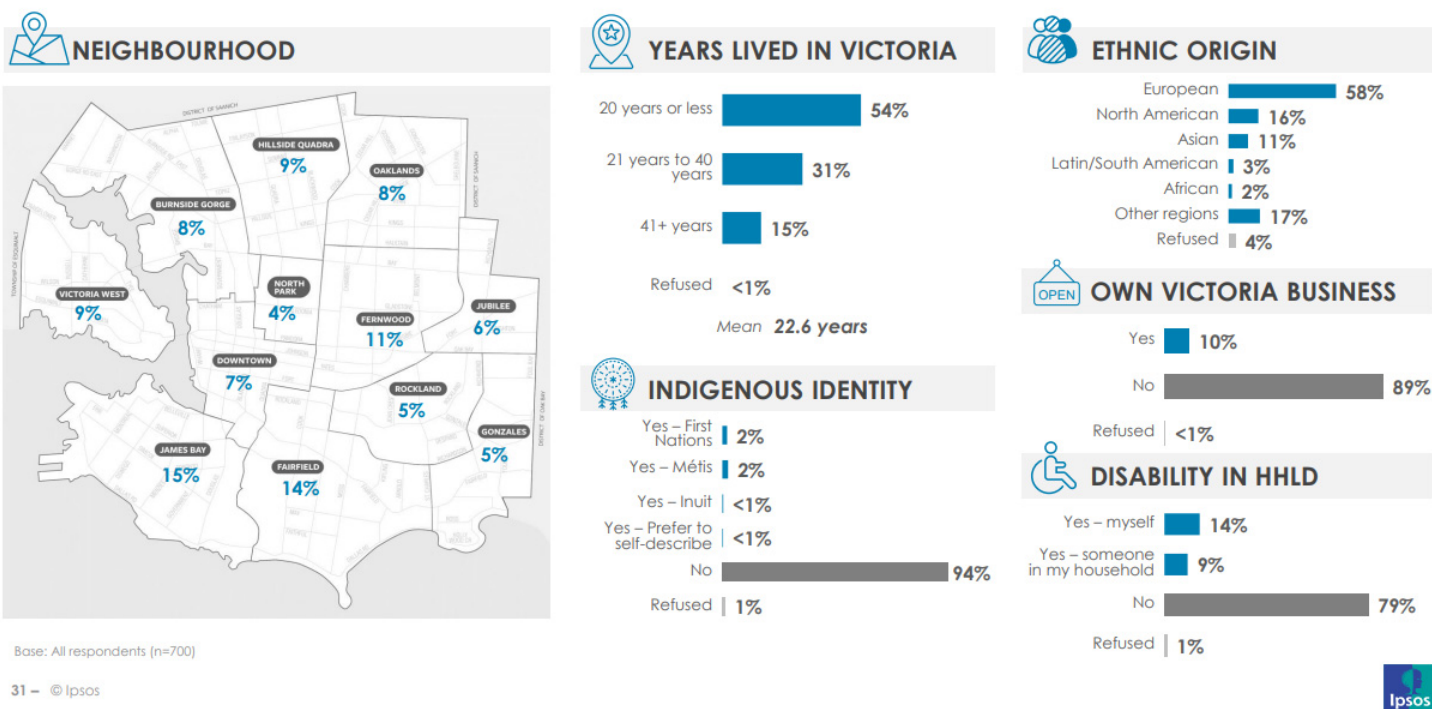
Ipsos provided the following breakdown of who we heard from in the budget survey.

- Slightly more women than men participated in the survey (51% versus 46%); 2% were non-binary
- 40% were 55 years or older; followed by 31% 18 to 34 years old, and 29% 35 to 54 years old
- 37% identified as being two-person households, followed by 31% in one-person households
- 55% completed university or post-graduate studies, followed by 29% of those with some post-secondary and college diploma education
- 20% identified having children under 18 years of age in their household
- 49% identified as homeowners versus 50% who rent their homes (*This is the highest number of renters who have participated in a City budget survey.*)
- 59% have a household income of under \$100,000; 29% have a household income of \$100,000+

Weighted Sample Characteristics (1/2)



Weighted Sample Characteristics (2/2)



Of the 700 Ipsos budget survey participants, their neighbourhood groupings were as follows:

- Gonzales/Rockland/Fairfield (n=162)
- James Bay/Downtown/Victoria West (n=216)
- Jubilee/Fernwood/Oaklands (n=174)
- Hillside Quadra/North Park/Burnside Gorge (n=148)

NOTE: The Ipsos survey's weighted neighbourhood percentages in the map above mirror the Census 2016 neighbourhood population percentages.

Ethnic Origin | Indigenous Identity

Over half of Ipsos survey respondents (58%) identified as European followed by 16% identifying as North American, 11% as Asian, 3% as Latin/South American, 2% as African and 17% from other regions.

Of those who identified as Indigenous, 2% were First Nations; 2% were Métis and 1% were Inuit.

Victoria Business Owners

Of the 700 Ipsos survey participants, 10% identified as being Victoria business owners; 89% identified as Victoria residents.

Disability in Households

Of the 700 Ipsos respondents, 14% identified as having a disability in their household, while 9% identified having a member of their household other than themselves having a disability.