



Special Committee of the Whole Meeting Report For the Meeting of November 27, 2023

To: Special Committee of the Whole **Date:** November 15, 2023

From: Susanne Thompson, Chief Financial Officer/Deputy City Manager
Sheldon Johnson, Director of Communications and Engagement

Subject: 2024 Draft Budget Public Engagement Summary Report

RECOMMENDATION

That Council:

1. Receive this report for information, and
2. Direct staff to use a similar consultation approach for the 2025 and future financial planning processes to satisfy the consultation provision in section 166 of the Community Charter

EXECUTIVE SUMMARY

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

The organizations were selected to provide diverse and varied perspectives from across the city and included Silver Threads Society, Victoria Native Friendship Centre, Inter-cultural Association of Greater Victoria, City of Victoria Youth Council, Action Committee of People with Disabilities, Aboriginal Coalition to End Homelessness, Peers Victoria Resources Society and Our Place Society.

Budget engagement took place from July 31 to September 27, 2023. 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. Public input will also include an in-person Opportunity for Public Input on the draft financial plan, pursuant to section 166 of the Community Charter, to be scheduled at a later date.

Engaging with equity-seeking groups in-person supplemented the results of the Ipsos telephone survey and ensured that the approach aligned with the City's Engagement Framework. Marginalized individuals and those with English as a second language do not often participate in phone or online surveys. This engagement strategy was also a way to help build reciprocal relationships with the participating organizations and their community members moving forward. Each budget community conversation involved approximately 10 community participants and a representative(s) from the local co-hosting organization. The conversations consisted of two hands-on, interactive activities which asked participants

what they felt was important to them for Council to fund in the City's 2024 Budget and to rank Council's eight priorities for investment.

The small group, conversation format was designed to create a safe space in which to connect with people who we don't often hear from.

This focused engagement provided the unique opportunity for equity-seeking members of the community to be heard and to have their ideas and input noted. The eight-part series of conversations encompassed 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.

In addition to the ranking of Council's eight priorities, the budget community conversations revealed a range of actions for Council to consider investing in, some of which may be funded in the 2024 Budget or planned and budgeted for by City staff in future years upon Council's direction.

Some suggested actions by equity-seeking groups fell outside the traditional responsibilities of local government. For these actions, Council may wish to consider their role as an advocate for change among agencies, institutions and other local and levels of government to help improve the lives of all Victoria residents.

Results from the Ipsos telephone survey and the input from the eight-part series of budget community conversations often aligned. Both forms of engagement identified housing, affordable housing and poverty/homelessness as being top of mind for *local social issues* in open-ended questions.

Community conversations also supported the Ipsos survey results, which ranked Housing as the number one priority for *investment*. Community Safety and Well-Being placed second.

While Transportation was noted as top of mind and in need of investment, Climate Action and Environmental Stewardship was ultimately ranked the third highest core service needing the most attention and investment next year.

While many felt all eight Council priorities were important, among most equity-seeking groups, the least important Council priority was Arts, Culture, Music, Sports and Entertainment for investment *next year*. These results also mirror the Ipsos survey (only 8% identified it as their first choice to fund, followed by 25% as their second choice to fund.)

Engagement with Indigenous peoples in the community conversations identified that while having Truth and Reconciliation as its own Council priority is a good thing, truth and reconciliation should be interwoven into all seven other Council priorities and all the work of the City.

Nearly three-quarters (72%) of Ipsos survey respondents are satisfied with the overall level and quality of services provided by the City with 16% saying “very satisfied” and 56% saying “somewhat satisfied”.

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.

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).

In the Ipsos Budget Survey, 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. More than two-thirds (45%) of Victoria residents would prefer the City to use corporate sponsorships and naming rights for municipal programs and facilities to balance the budget.

The 2024 Draft Budget Public Engagement Summary is located in **Attachment A**. The full Ipsos 2024 Budget Survey Report is available in **Attachment B**. Detailed notes taken during budget community conversations with the eight, equity-seeking groups are located in **Attachment C**.

CONCLUSIONS

Through the City’s budget engagement, which included statistically valid polling by nationally recognized firm Ipsos and focused conversations with equity seeking groups, there is clear support for Council’s priorities in their Strategic Plan, with the top priority for nearly all groups being Housing, Community Well-Being and Safety, and Climate Action and Environmental Stewardship.

This approach provides valuable feedback for the City’s 2024 and future-year budget planning, in addition to meeting the statutory requirement for consultation.

Respectfully submitted,

Susanne Thompson
Deputy City Manager/Chief Financial Officer

Sheldon Johnson
Director of Communications & Engagement

Report accepted and recommended by City Manager.

List of Attachments:

Attachment A: 2024 Draft Budget Public Engagement Summary

Attachment B: 2024 Ipsos Budget Survey Report for City of Victoria

Attachment C: 2024 Budget Community Conversation Series Notes

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

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.



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

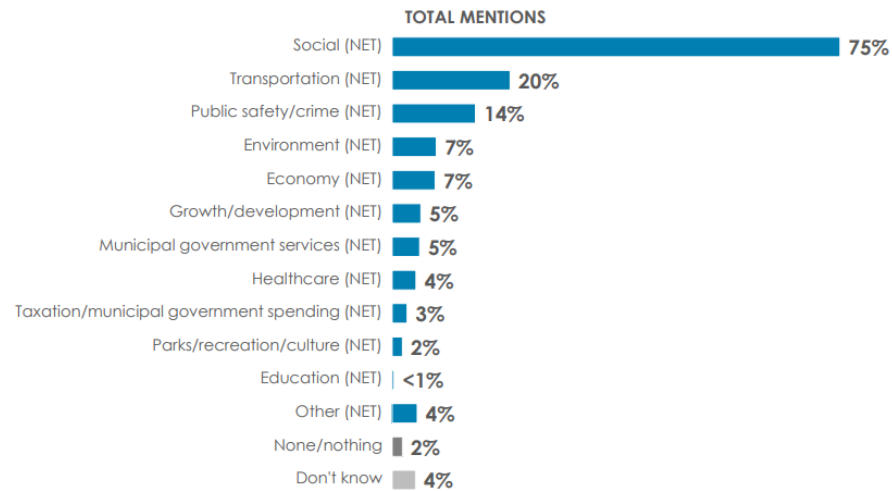
The Ipsos Survey identified that social issues dominate the public issue agenda (in open-ended questions).

- 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%).

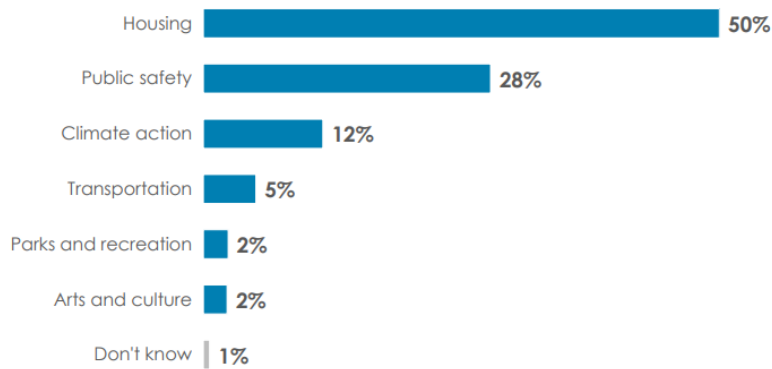
Public safety places second (28%), followed by **Climate action** (12%).

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

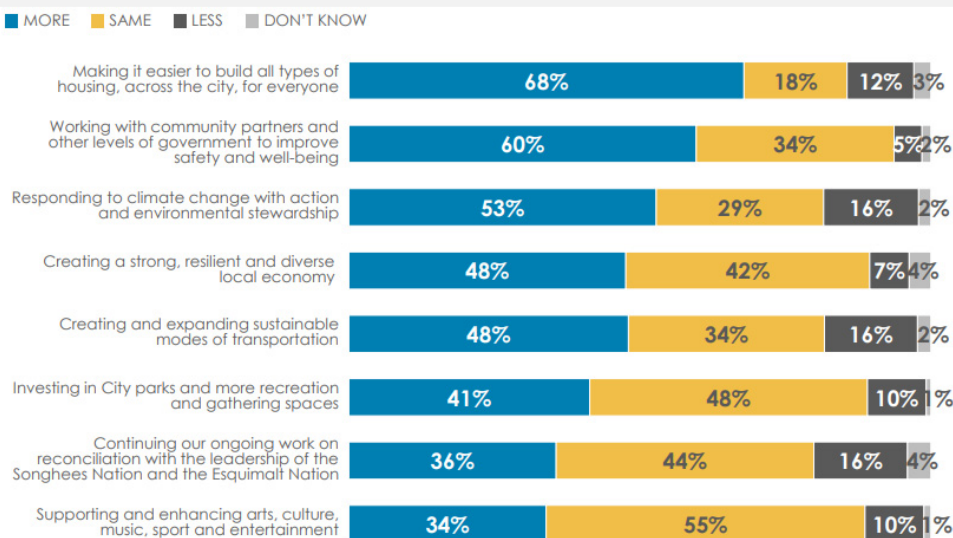
Ipsos survey participants were asked if the City should spend more, the same, less or don't know for a range of City services and programs.

- 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.

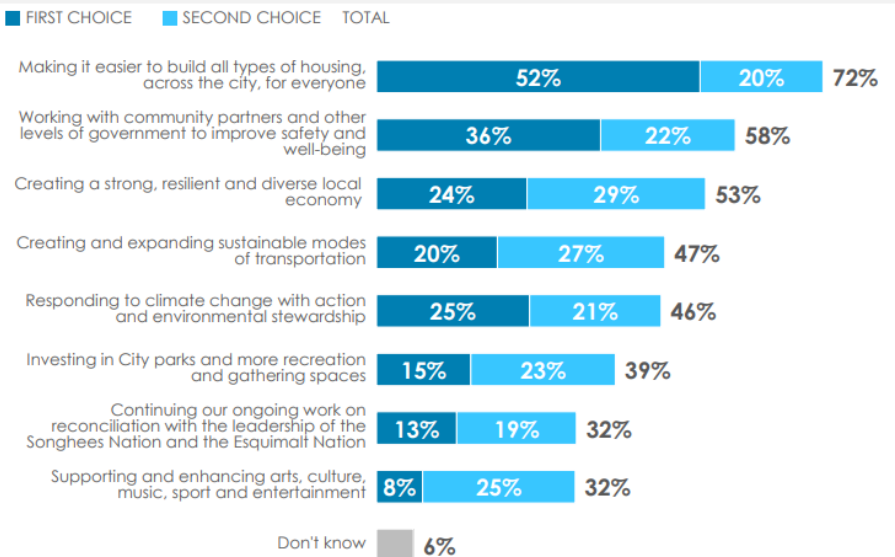
Creating a strong, resilient and diverse local economy was third at 53% total mentions.

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.

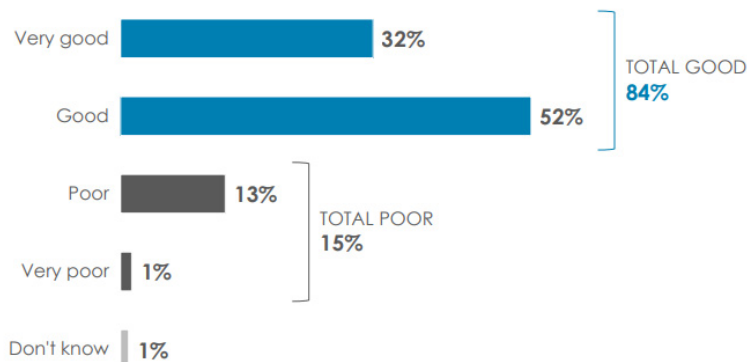
'Total good' is higher among:

- 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.

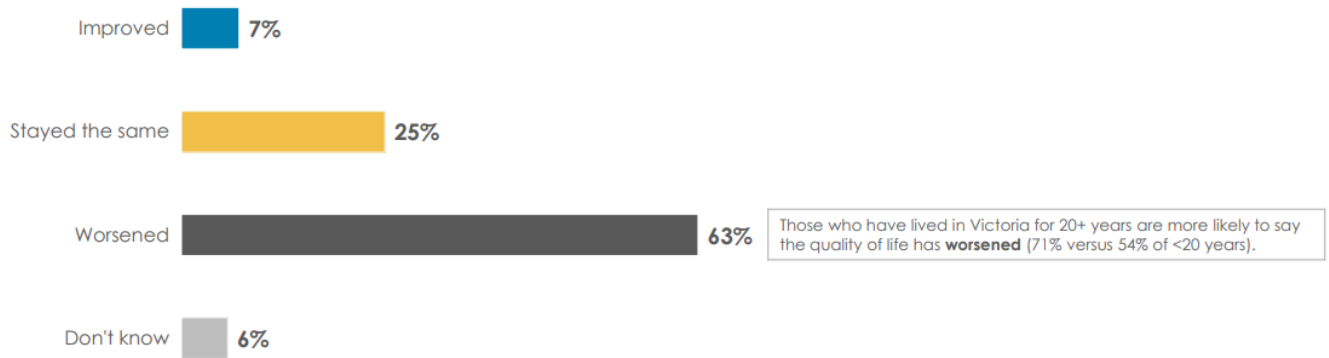
One-quarter (25%) feel the quality of life has 'stayed the same' while 7% say 'improved'.

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

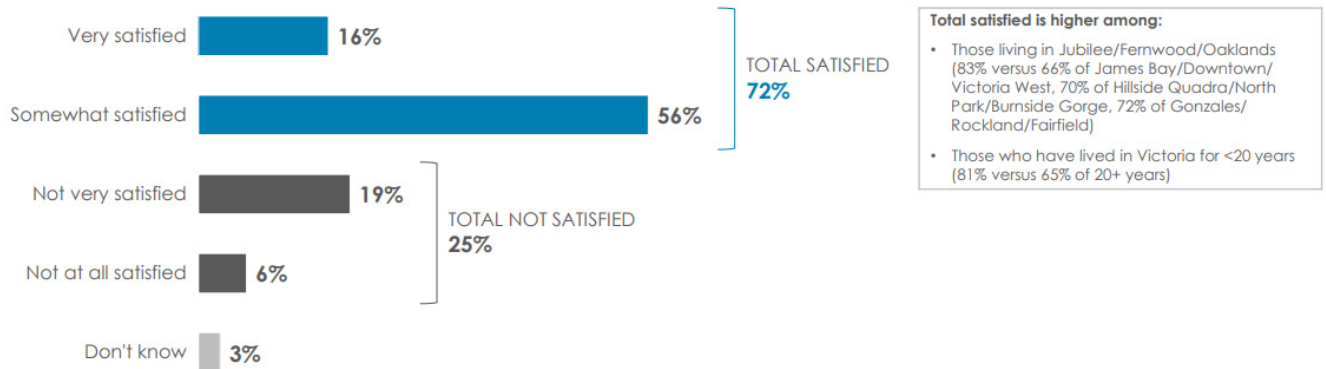
The Ipsos Budget Survey asked “How satisfied are you with the overall level and quality of services provided by the City of Victoria?”

- 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



Preferred Options to Balance City Budget – Ipsos Budget Survey

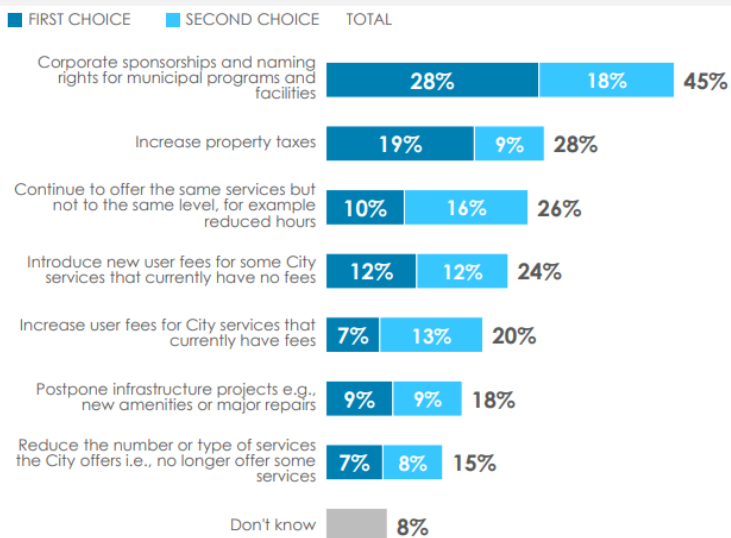
The Ipsos Budget Survey asked participants for their first and second choice of financial tools for the City to balance its budget.

- 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?

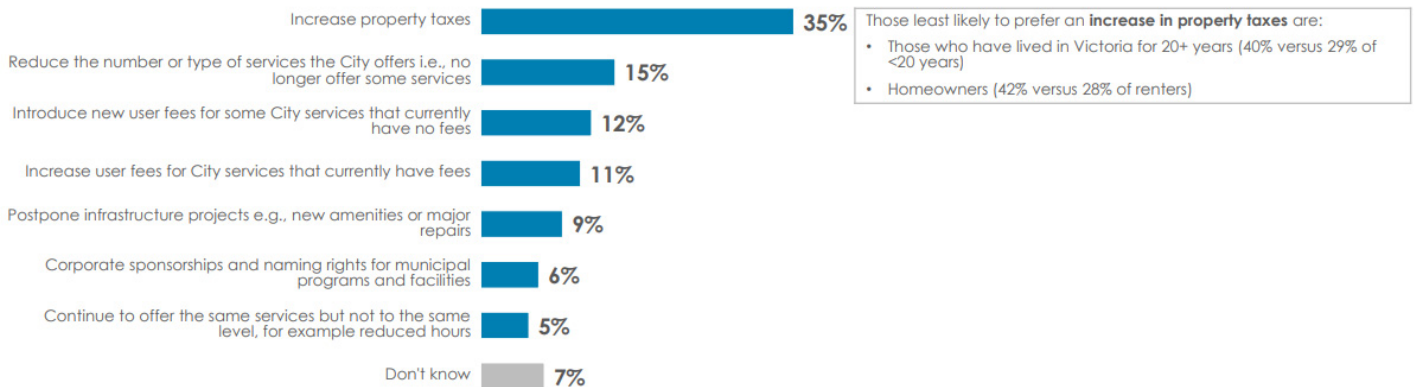
Least Preferred Option to Balance the City Budget

- 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



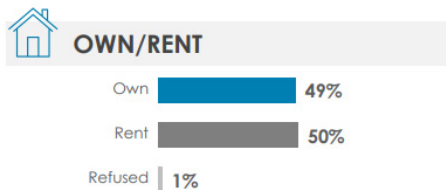
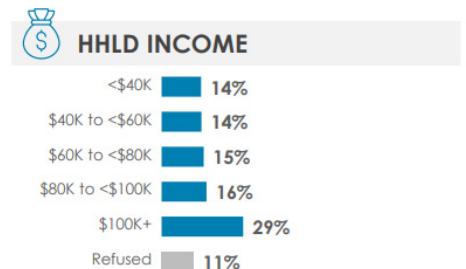
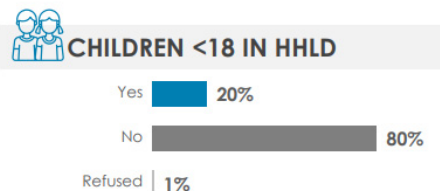
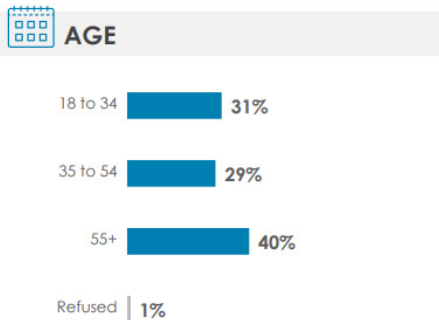
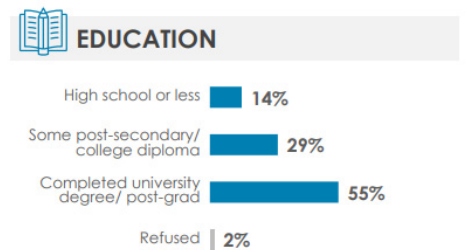
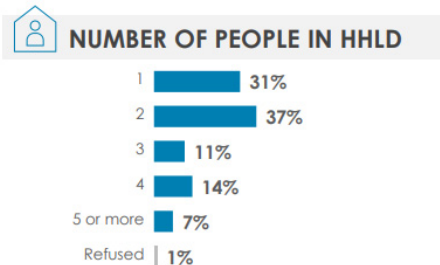
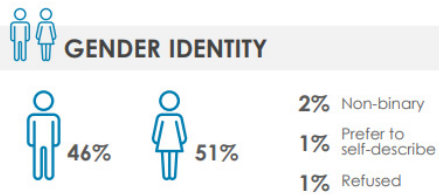
Base: All respondents (n=700)
Q12. And which one would you least prefer?

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)

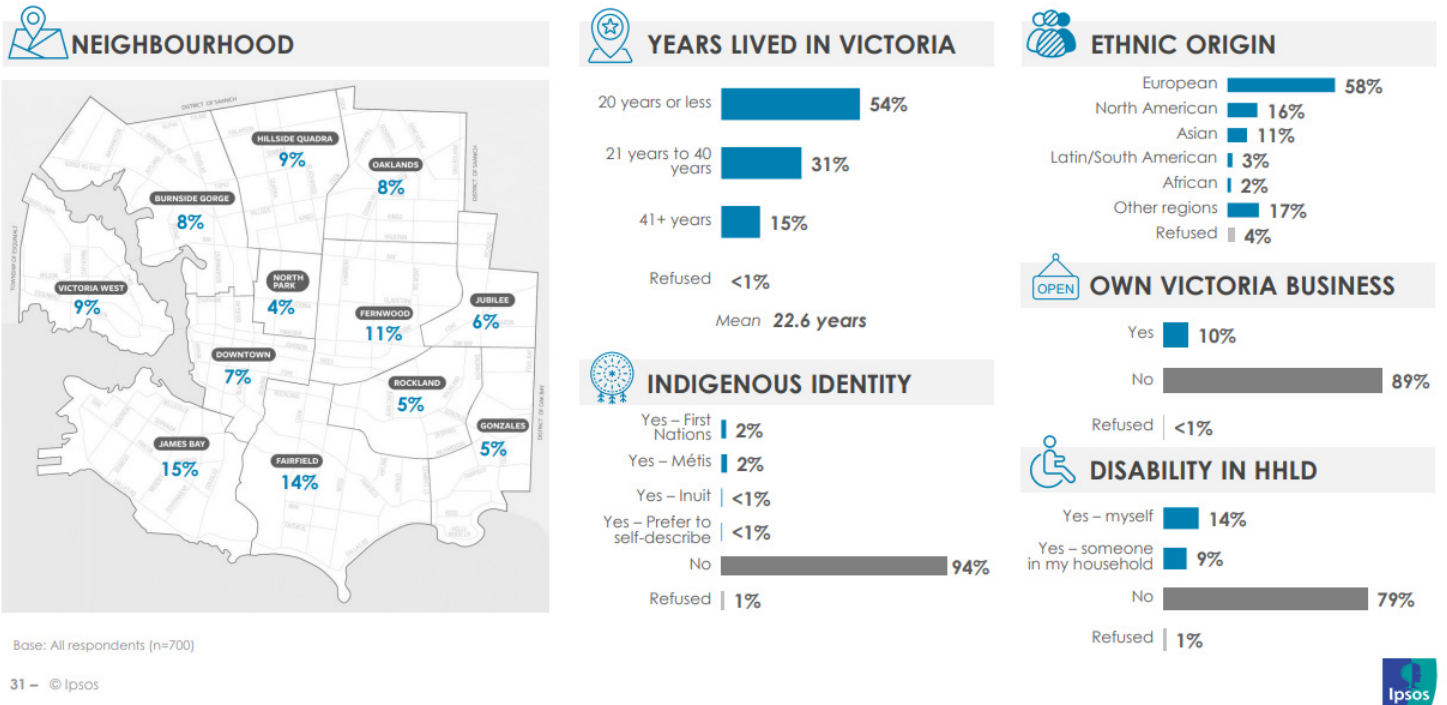


Base: All respondents (n=700)

30 – © Ipsos



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.

2024 BUDGET SURVEY

City of Victoria

Final Report

September 15, 2023

© 2023 Ipsos. All rights reserved. Contains Ipsos' Confidential and Proprietary information and may not be disclosed or reproduced without the prior written consent of Ipsos.



Contents

01 INTRODUCTION

02 KEY FINDINGS

03 DETAILED RESULTS

3.1 QUALITY OF LIFE

3.2 IMPORTANT LOCAL ISSUES

3.3 SATISFACTION WITH SERVICES

3.4 PRIORITIES FOR INVESTMENT

3.5 CORE SERVICES

3.6 FINANCIAL PLANNING

04 WEIGHTED SAMPLE CHARACTERISTICS



INTRODUCTION 01



Objectives and Methodology



This report presents the findings of the City of Victoria's 2024 Budget Survey. The main purpose of this survey is to obtain residents' input on City services, programs, and spending priorities to help guide the development of the City's 2024 Budget.



Ipsos conducted a total of 700 telephone interviews with a randomly selected representative sample of Victoria residents aged 18 years or older.

Interviewing was conducted using numbers from both cellphones and landlines. A screening question was included at the start of the survey to confirm residency in Victoria.

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.

All interviews were conducted between July 31 and August 17, 2023.

The final data has been weighted to ensure that the gender/age and neighbourhood distribution reflects that of the actual population in Victoria based on most recent 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.



Notes to Reader



Some totals in the report may not add to 100%. Some summary statistics (e.g., total satisfied) may not match their component parts. The numbers are correct, and the apparent errors are due to rounding.

Analysis of some of the statistically significant demographic results is included where applicable. While a number of significant differences may appear in the cross-tabulation output, not all differences warrant discussion.

The City's 12 neighbourhoods have been grouped into four broad areas for analytical purposes. Neighbourhood groupings are based on geographical proximity and ensure a statistically robust sample size in each area.

- 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)



KEY FINDINGS

02



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.

DETAILED RESULTS

03

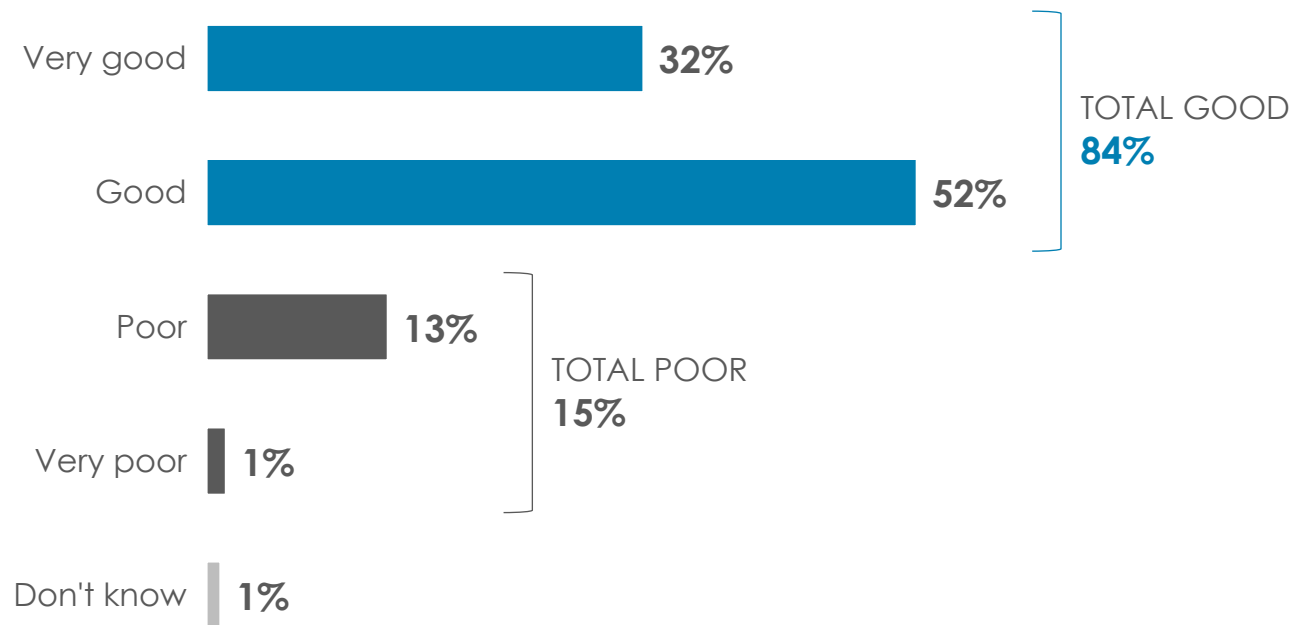
**QUALITY
OF LIFE**

3.1

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)

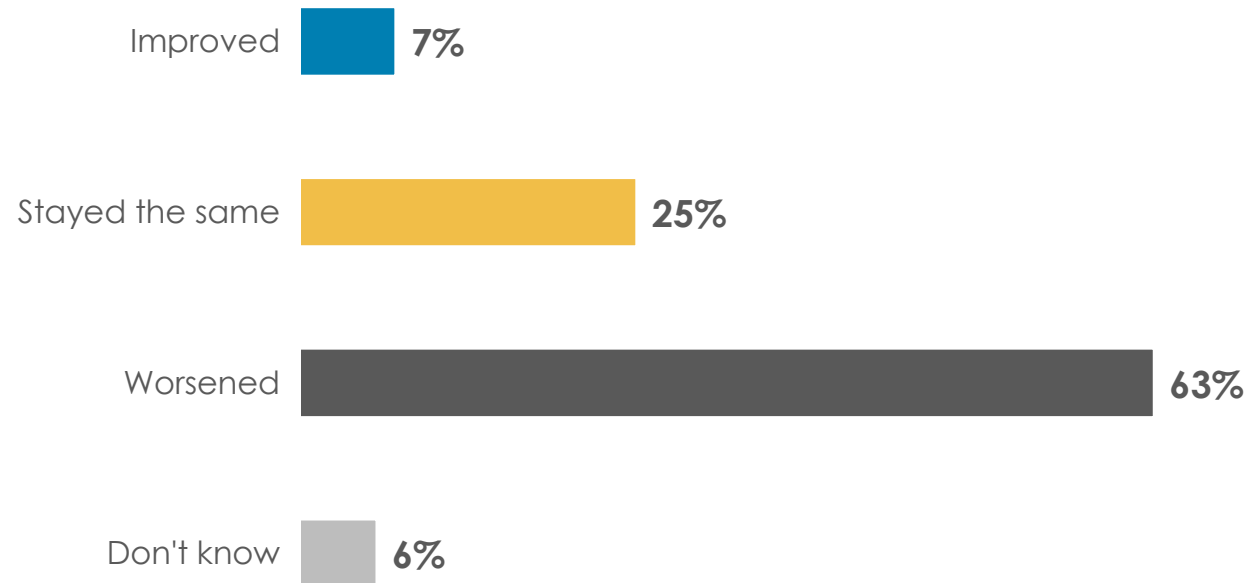
¹Defined as those saying they or a member of their household do not identify as having or living with a disability.

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'.

CHANGE IN QUALITY OF LIFE IN VICTORIA PAST THREE YEARS



Those who have lived in Victoria for 20+ years are more likely to say the quality of life has **worsened** (71% versus 54% of <20 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?

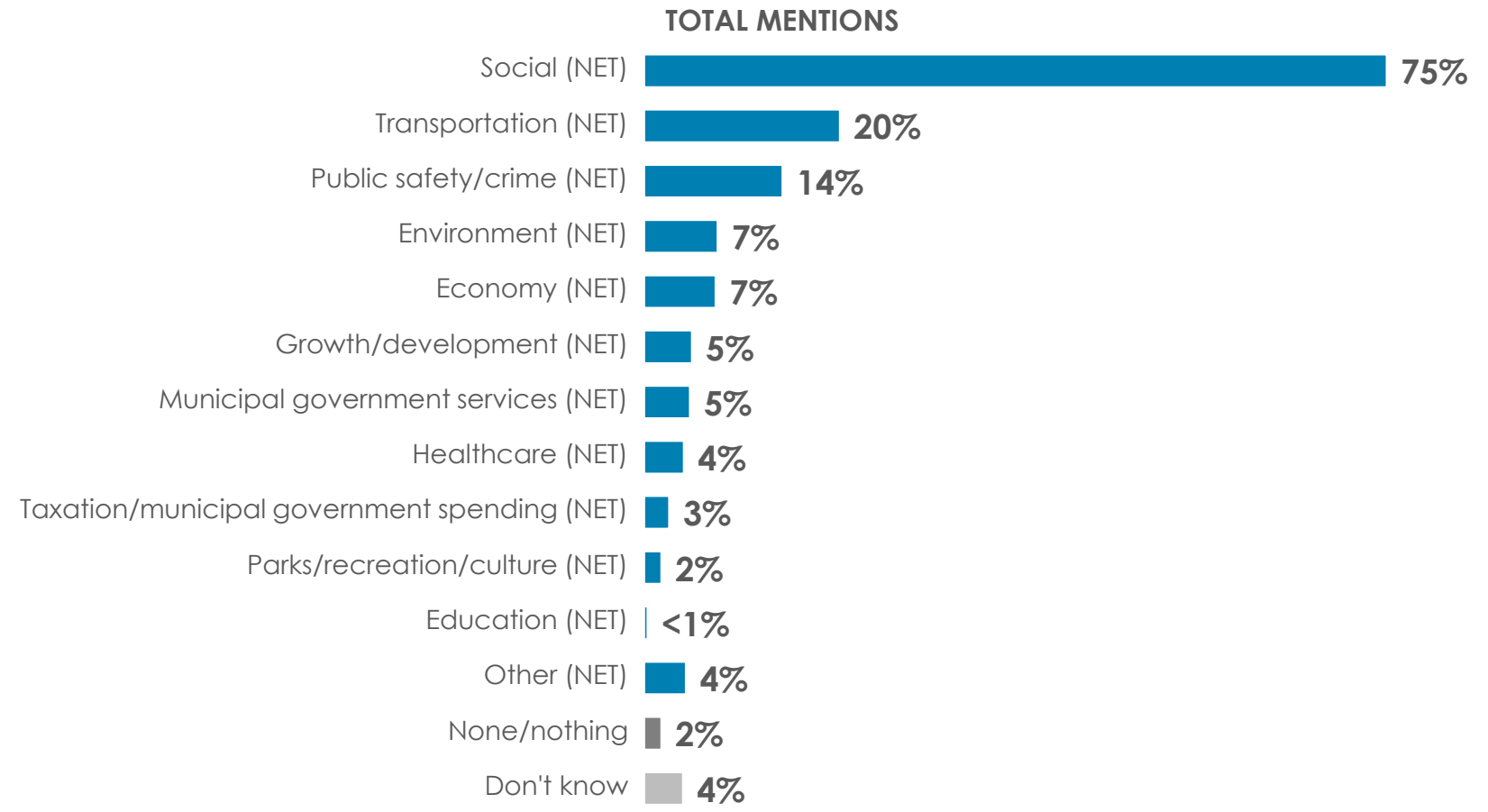
IMPORTANT LOCAL ISSUES

3.2

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?



Important Local Issues – Individual Responses Included in Each Net

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?

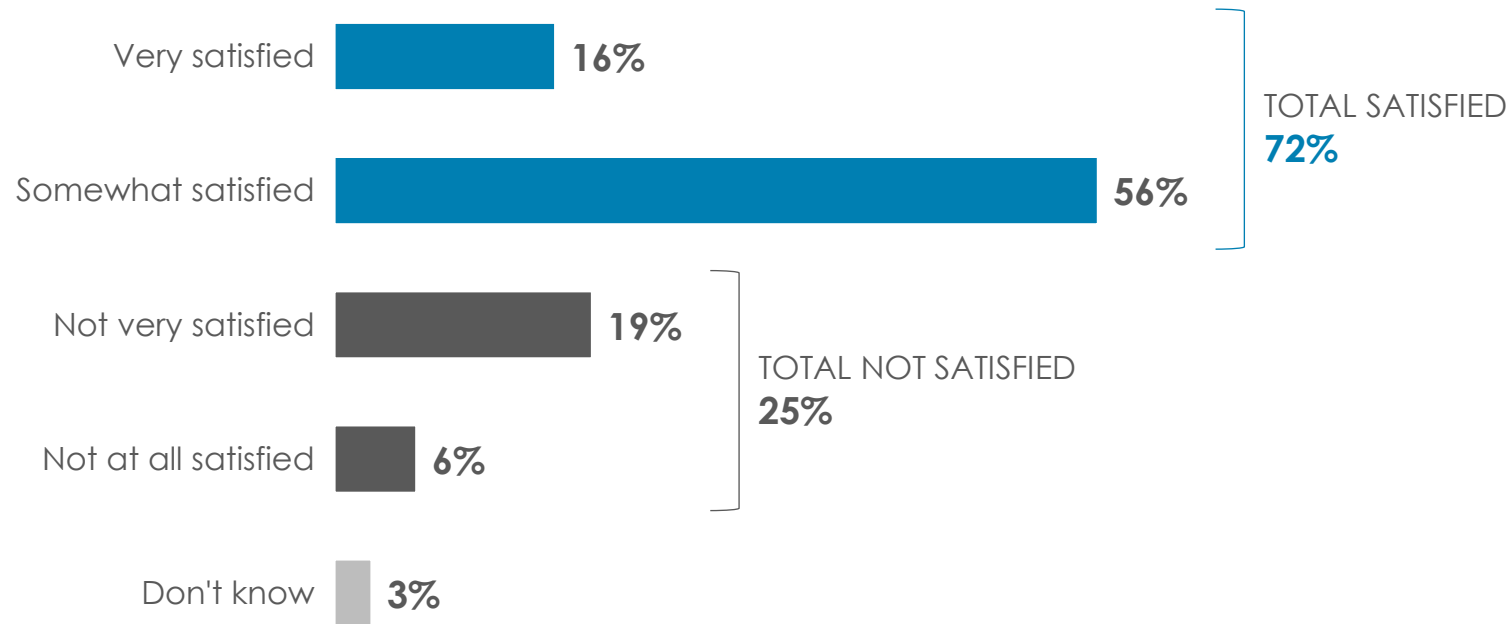
SATISFACTION WITH SERVICES

3.3

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:

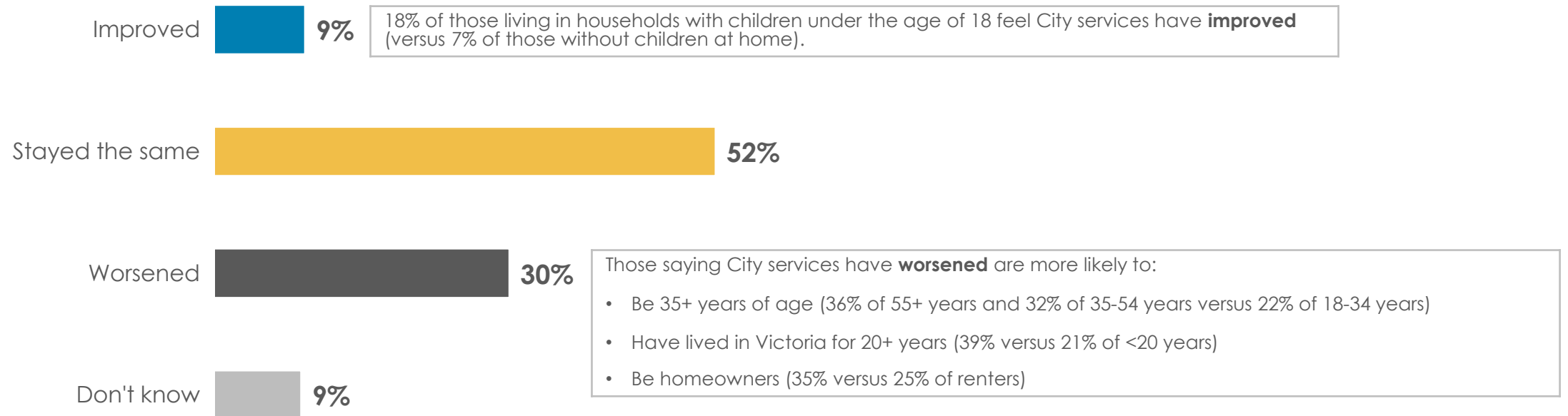
- Those living in Jubilee/Fernwood/Oaklands (83% versus 66% of James Bay/Downtown/Victoria West, 70% of Hillside Quadra/North Park/Burnside Gorge, 72% of Gonzales/Rockland/Fairfield)
- Those who have lived in Victoria for <20 years (81% versus 65% of 20+ years)

Base: All respondents (n=700)
Q4. How satisfied are you with the overall level and quality of services provided by the City of Victoria?

Change in Satisfaction with City Services

- Just over half (52%) feel the overall level and quality of City services has 'stayed the same' over the past three years.
- Among those noticing a change, more feel services have 'worsened' (30%) than 'improved' (9%).

CHANGE IN SATISFACTION WITH LEVEL AND QUALITY OF CITY SERVICES PAST THREE YEARS



Base: All respondents (n=700)

Q5. And, do you feel that the overall level and quality of services provided by the City over the past three years has improved, stayed the same, or worsened?

PRIORITIES FOR INVESTMENT

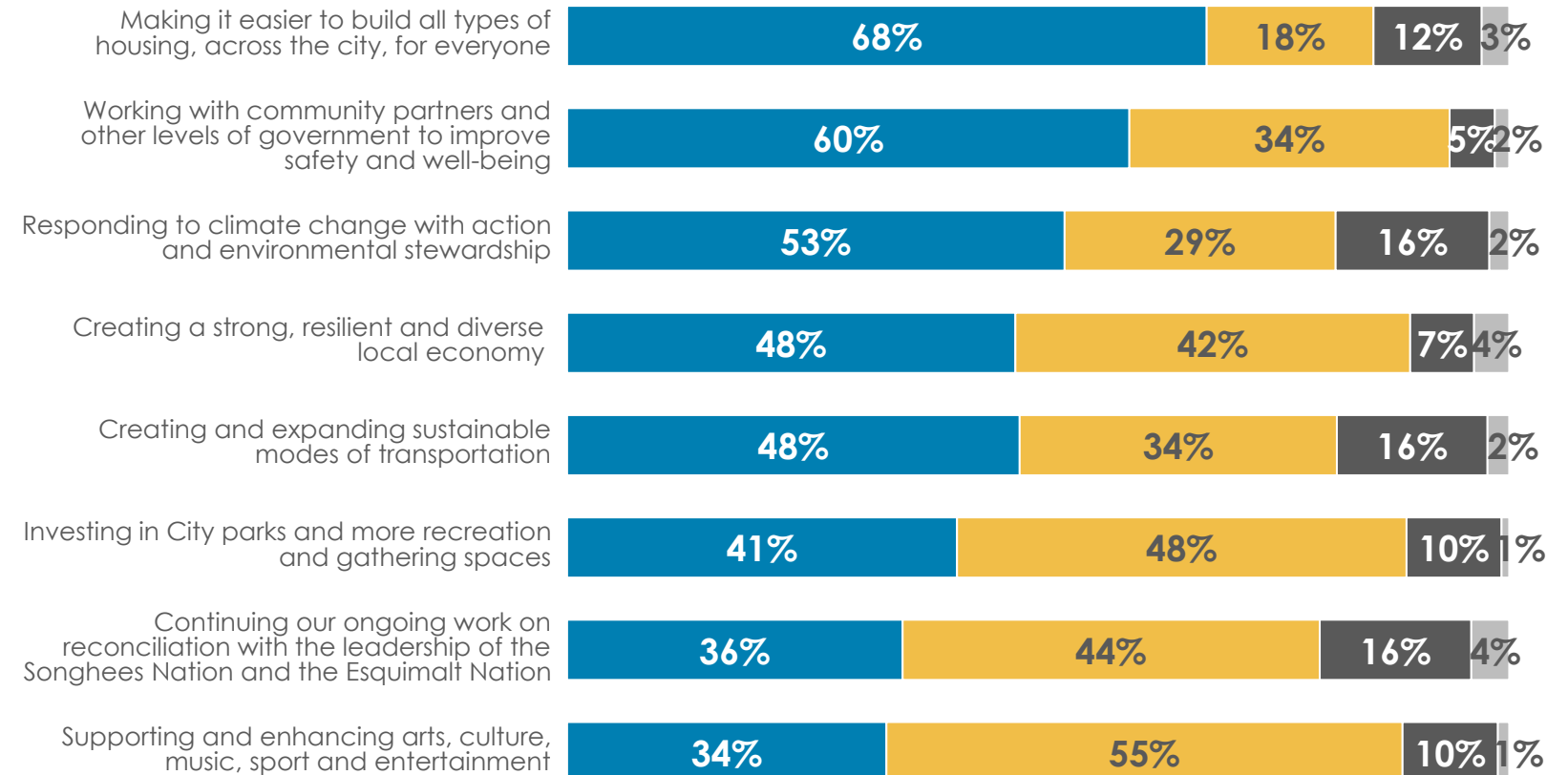
3.4

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

■ MORE ■ SAME ■ LESS ■ DON'T KNOW



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.

Investment in City Services and Programs

(by Gender, Age, Neighbourhood, and Own/Rent)

INVEST MORE												
	TOTAL (n=700)	GENDER		AGE			NEIGHBOURHOOD				OWN/RENT	
		MALE	FEMALE	18-34	35-54	55+	GONZALES/ ROCKLAND/ FAIRFIELD	JAMES BAY/ DOWNTOWN / VICTORIA WEST	JUBILEE/ FERNWOOD/ OAKLANDS	HILLSIDE QUADRA/ NORTH PARK/ BURNSIDE GORGE	OWN	RENT
		(n=330)	(n=347)	(n=125)	(n=187)	(n=382)	(n=162)	(n=216)	(n=174)	(n=148)	(n=391)	(n=301)
Making it easier to build all types of housing, across the city, for everyone	68%	67%	69%	85%	73%	52%	48%	69%	78%	76%	56%	79%
Working with community partners and other levels of government to improve safety and well-being	60%	58%	63%	59%	60%	61%	59%	59%	58%	64%	62%	58%
Responding to climate change with action and environmental stewardship	53%	44%	61%	63%	45%	51%	55%	49%	54%	56%	49%	57%
Creating a strong, resilient and diverse local economy	48%	49%	48%	52%	50%	43%	42%	49%	53%	45%	44%	52%
Creating and expanding sustainable modes of transportation	48%	47%	48%	57%	46%	42%	42%	48%	48%	54%	42%	53%
Investing in City parks and more recreation and gathering spaces	41%	42%	40%	40%	41%	43%	45%	46%	39%	34%	45%	38%
Continuing our ongoing work on reconciliation with the leadership of the Songhees Nation and the Esquimalt Nation	36%	32%	37%	51%	38%	23%	27%	33%	40%	44%	28%	43%
Supporting and enhancing arts, culture, music, sport and entertainment	34%	34%	33%	44%	30%	29%	31%	33%	37%	34%	28%	40%

Base: All respondents (n=700)

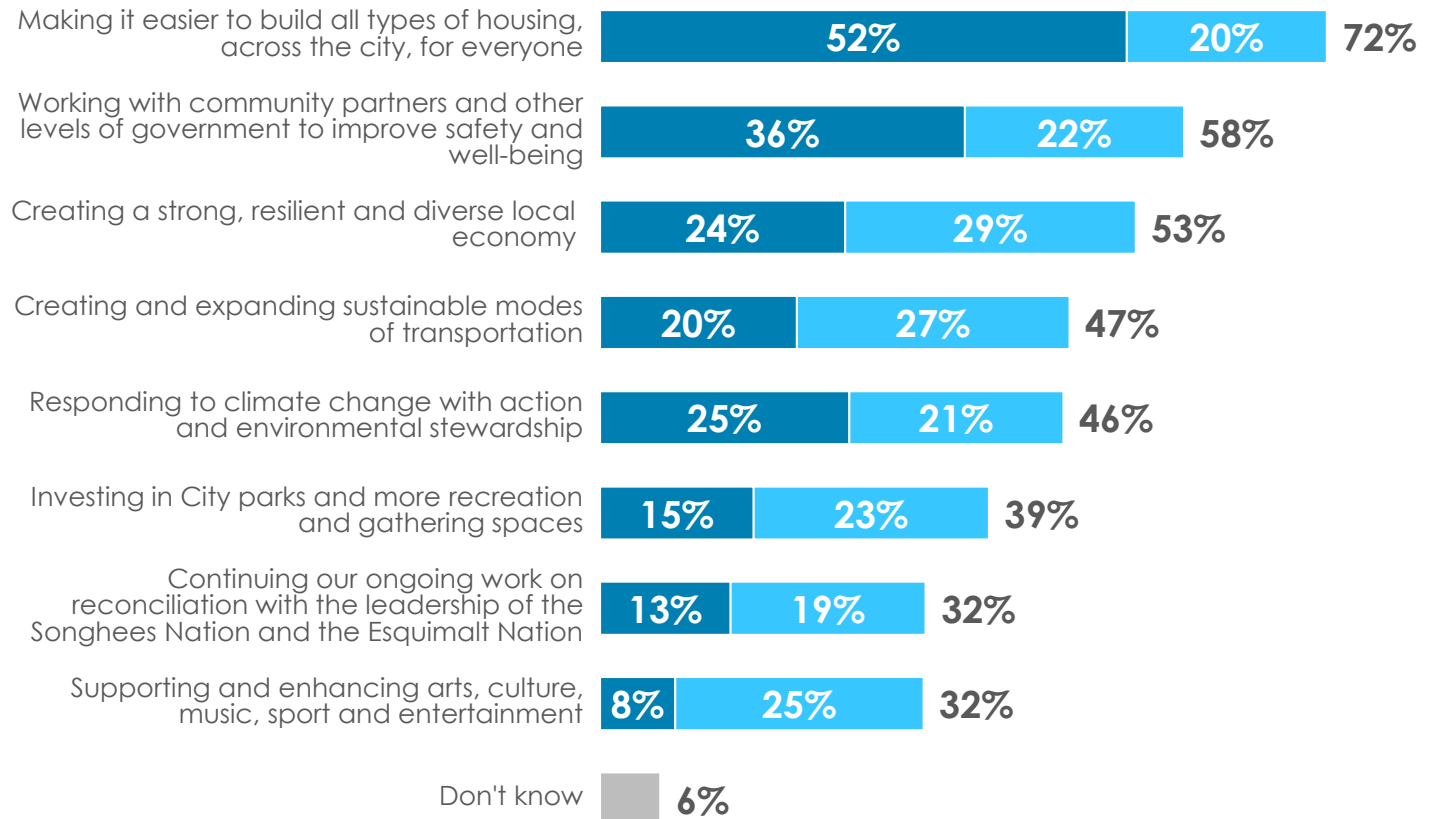
Q6. The City of Victoria has started planning for its 2024 Draft Budget. To help inform this process, the City is interested in learning residents' priorities for investment next year. Considering all the services and programs competing for funding dollars, please tell me whether you think the City should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

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

■ FIRST CHOICE ■ SECOND CHOICE ■ TOTAL



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?

Top Investment Choice(s)

(by Gender, Age, Neighbourhood, and Own/Rent)

	TOTAL											
	TOTAL (n=700)	GENDER		AGE			NEIGHBOURHOOD				OWN/RENT	
		MALE (n=330)	FEMALE (n=347)	18-34 (n=125)	35-54 (n=187)	55+ (n=382)	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)	OWN (n=391)	RENT (n=301)
Making it easier to build all types of housing, across the city, for everyone	72%	74%	72%	86%	75%	61%	59%	67%	81%	84%	64%	81%
Working with community partners and other levels of government to improve safety and well-being	58%	57%	61%	49%	58%	66%	67%	58%	54%	54%	63%	53%
Creating a strong, resilient and diverse local economy	53%	56%	52%	50%	55%	54%	55%	56%	49%	53%	60%	47%
Creating and expanding sustainable modes of transportation	47%	47%	47%	55%	44%	42%	41%	48%	48%	50%	48%	45%
Responding to climate change with action and environmental stewardship	46%	38%	53%	44%	42%	50%	48%	47%	48%	42%	45%	47%
Investing in City parks and more recreation and gathering spaces	39%	43%	35%	32%	39%	44%	44%	38%	37%	36%	45%	33%
Continuing our ongoing work on reconciliation with the leadership of the Songhees Nation and the Esquimalt Nation	32%	30%	33%	42%	34%	24%	30%	31%	34%	35%	24%	41%
Supporting and enhancing arts, culture, music, sport and entertainment	32%	32%	32%	33%	33%	30%	32%	31%	35%	31%	30%	34%

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?

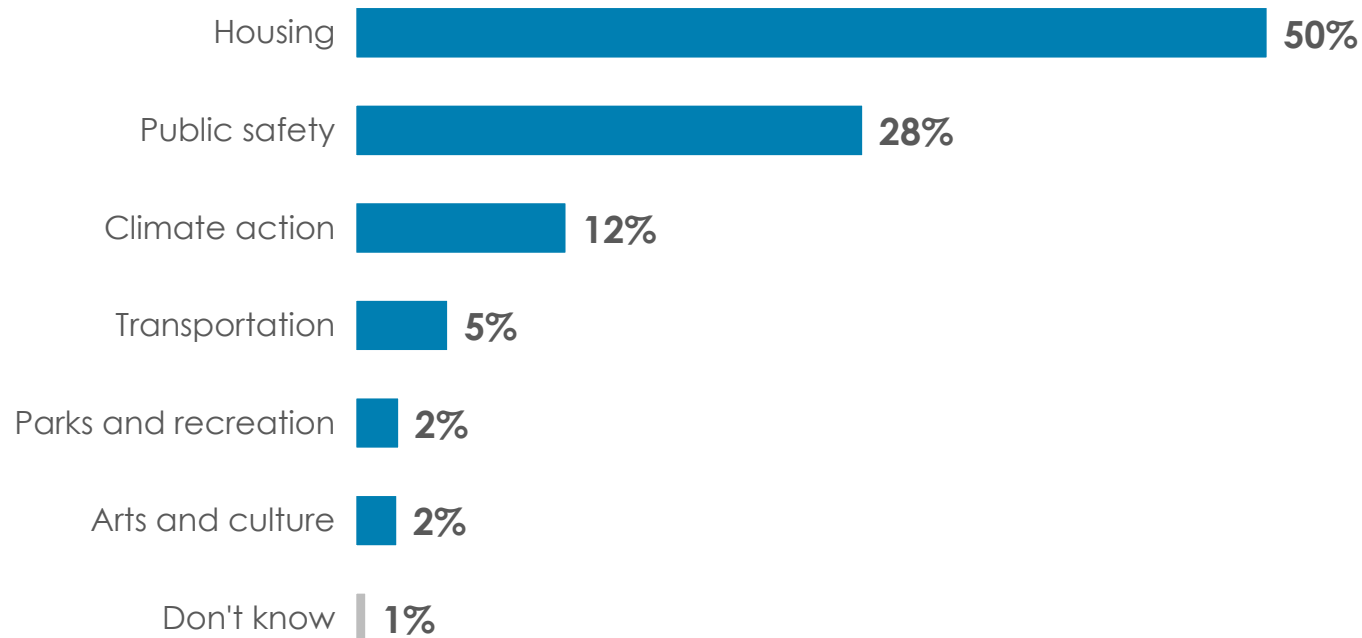
CORE SERVICES

3.5

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?

Core City Service Needing Most Attention and Investment

(by Gender, Age, Neighbourhood, and Own/Rent)

CORE CITY SERVICE MOST IN NEED OF ATTENTION AND INVESTMENT NEXT YEAR												
	TOTAL (n=700)	GENDER		AGE			NEIGHBOURHOOD				OWN/RENT	
		MALE	FEMALE	18-34	35-54	55+	GONZALES/ ROCKLAND/ FAIRFIELD	JAMES BAY/ DOWNTOWN / VICTORIA WEST	JUBILEE/ FERNWOOD/ OAKLANDS	HILLSIDE QUADRA/ NORTH PARK/ BURNSIDE GORGE	OWN	RENT
		(n=330)	(n=347)	(n=125)	(n=187)	(n=382)	(n=162)	(n=216)	(n=174)	(n=148)	(n=391)	(n=301)
Housing	50%	45%	54%	68%	56%	33%	39%	46%	62%	55%	38%	63%
Public safety	28%	29%	27%	14%	25%	41%	36%	31%	19%	25%	39%	18%
Climate action	12%	11%	12%	11%	10%	14%	16%	9%	11%	11%	11%	12%
Transportation	5%	9%	2%	5%	3%	6%	4%	7%	5%	4%	7%	3%
Parks and recreation	2%	4%	2%	1%	2%	4%	2%	3%	2%	3%	4%	2%
Arts and culture	2%	2%	2%	2%	3%	2%	3%	3%	2%	2%	3%	2%

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?

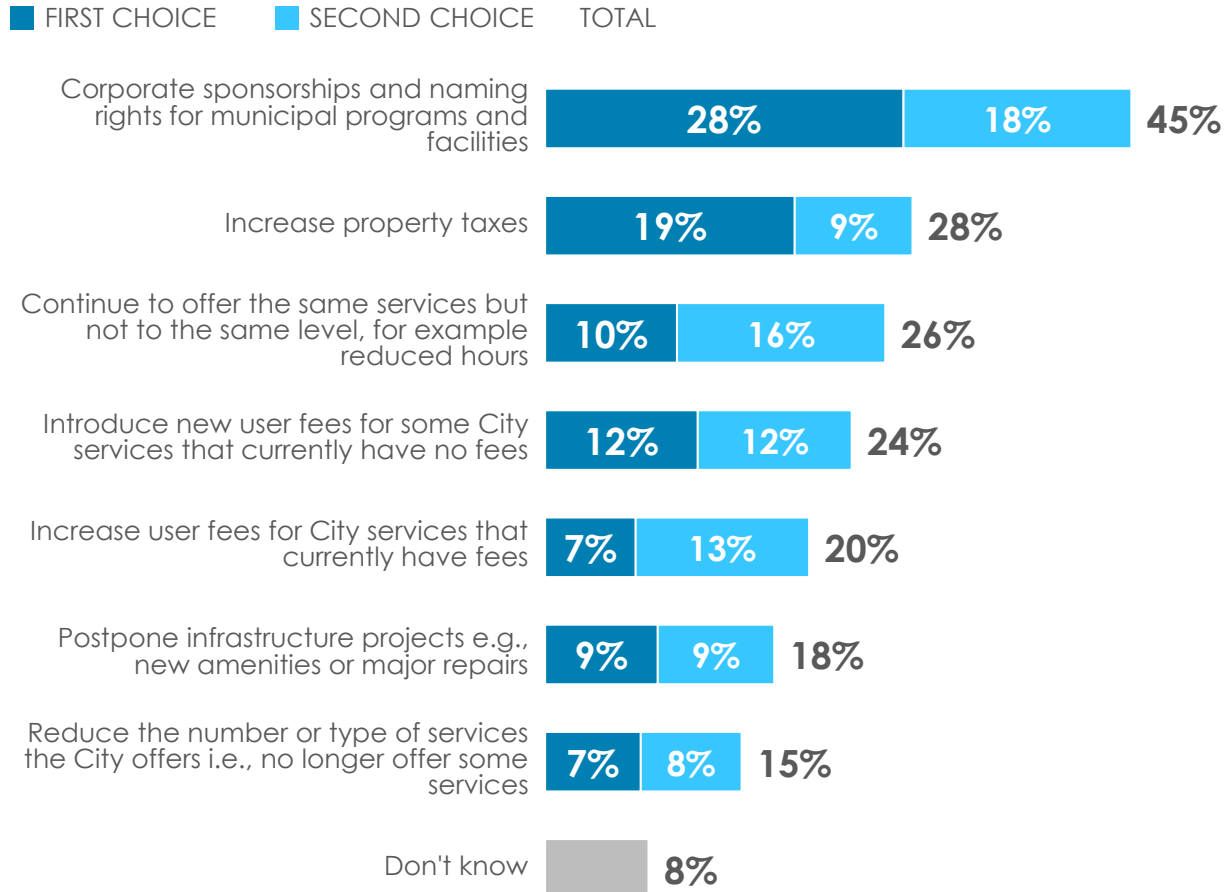
FINANCIAL PLANNING

3.6

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)

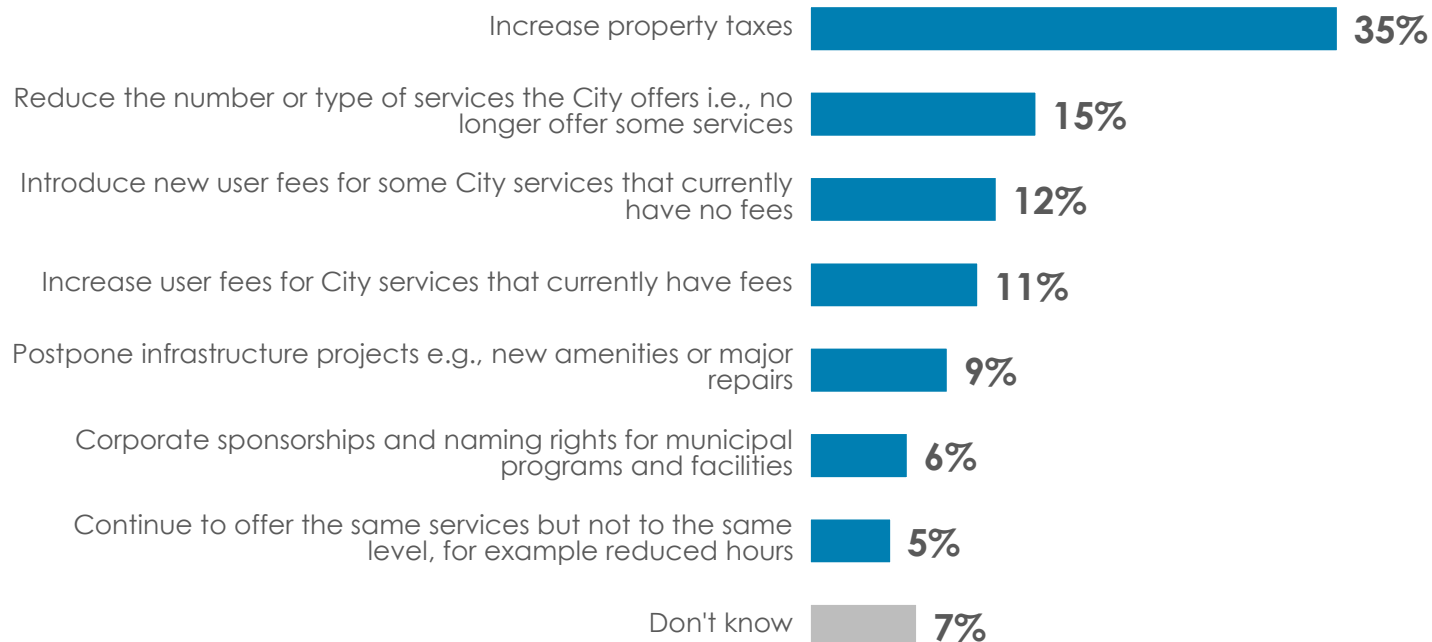
Q10. The City has a number of financial tools that can be used to balance the budget. Which one of the following would you most prefer the City use to balance its budget?

Q11. Which one would you next most prefer?

Least Preferred Option to Balance 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



Those least likely to prefer an **increase in property taxes** are:

- Those who have lived in Victoria for 20+ years (40% versus 29% of <20 years)
- Homeowners (42% versus 28% of renters)

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

A diverse group of people, including men and women of various ethnicities, are seated in an audience. They are all smiling and clapping their hands, suggesting they are at a presentation or event. The background is slightly blurred, focusing attention on the audience members in the foreground.

WEIGHTED SAMPLE CHARACTERISTICS

04

Weighted Sample Characteristics (1/2)



GENDER IDENTITY



46%

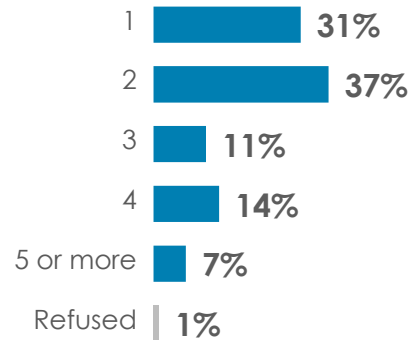


51%

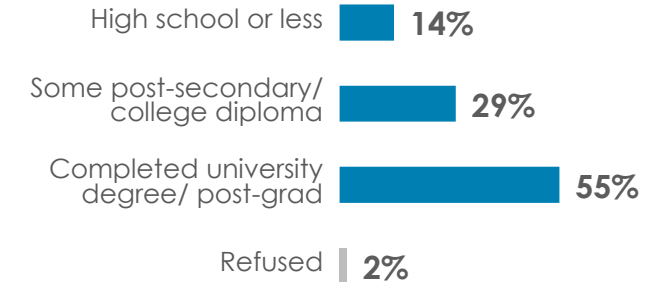
- 2% Non-binary
- 1% Prefer to self-describe
- 1% Refused



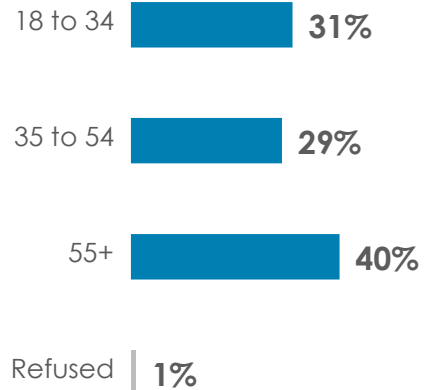
NUMBER OF PEOPLE IN HHLD



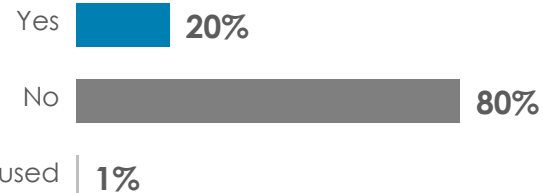
EDUCATION



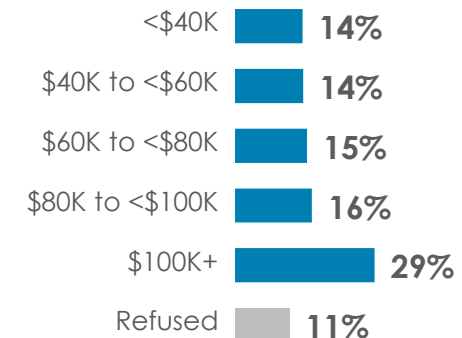
AGE



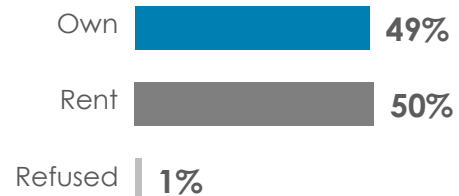
CHILDREN <18 IN HHLD



HHLD INCOME



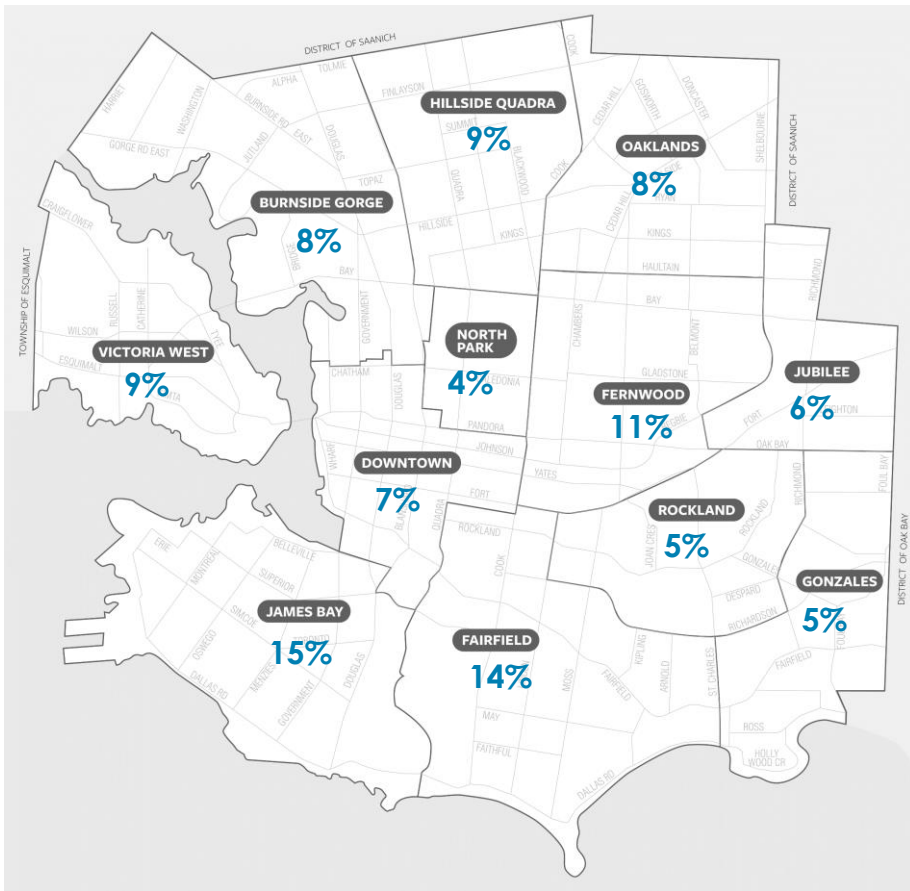
OWN/RENT



Base: All respondents (n=700)

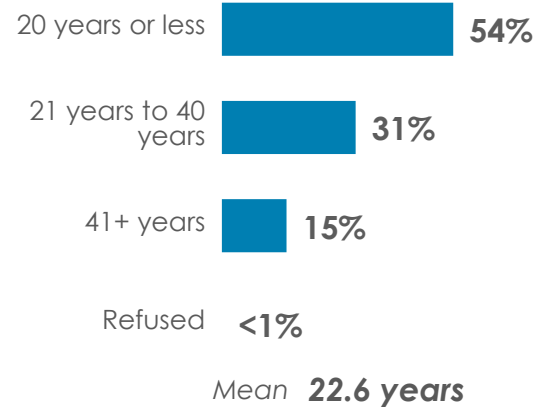
Weighted Sample Characteristics (2/2)

NEIGHBOURHOOD

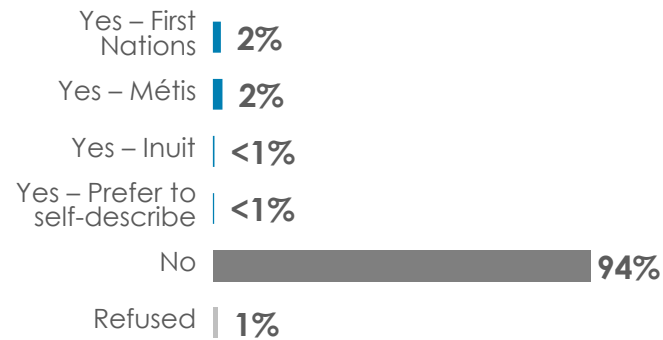


Base: All respondents (n=700)

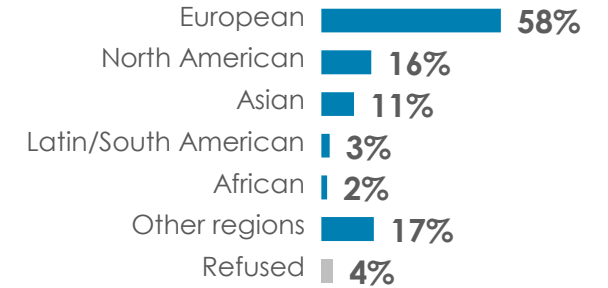
YEARS LIVED IN VICTORIA



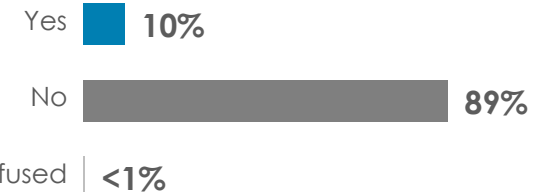
INDIGENOUS IDENTITY



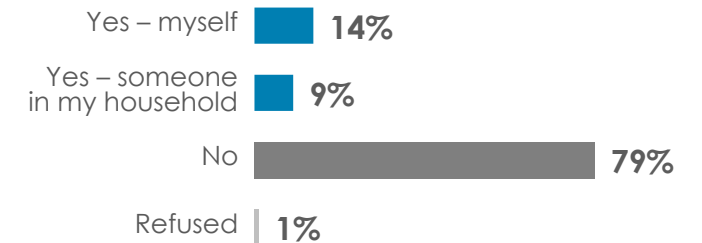
ETHNIC ORIGIN



OWN VICTORIA BUSINESS



DISABILITY IN HHLID



About Ipsos

Ipsos is the third largest market research company in the world, present in 90 markets and employing more than 18,000 people.

Our research professionals, analysts and scientists have built unique multi-specialist capabilities that provide powerful insights into the actions, opinions and motivations of citizens, consumers, patients, customers or employees. Our 75 business solutions are based on primary data coming from our surveys, social media monitoring, and qualitative or observational techniques.

“Game Changers” – our tagline – summarises our ambition to help our 5,000 clients to navigate more easily our deeply changing world.

Founded in France in 1975, Ipsos is listed on the Euronext Paris since July 1, 1999. The company is part of the SBF 120 and the Mid-60 index and is eligible for the Deferred Settlement Service (SRD).

ISIN code FR0000073298, Reuters ISOS.PA, Bloomberg IPS:FP
www.ipsos.com

Game Changers

In our world of rapid change, the need for reliable information to make confident decisions has never been greater.

At Ipsos we believe our clients need more than a data supplier, they need a partner who can produce accurate and relevant information and turn it into actionable truth.

This is why our passionately curious experts not only provide the most precise measurement, but shape it to provide True Understanding of Society, Markets and People.

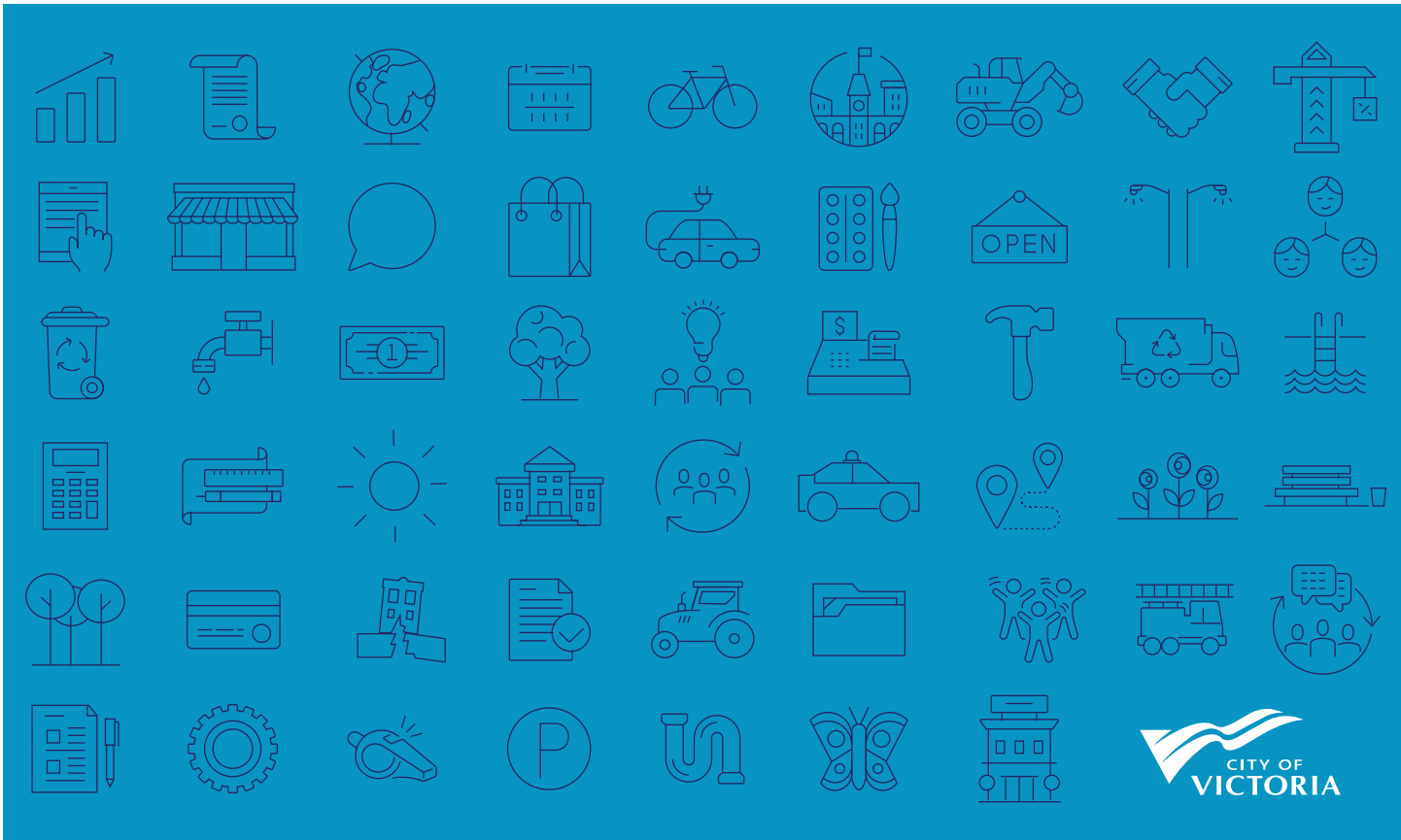
To do this we use the best of science, technology and know-how and apply the principles of security, simplicity, speed and substance to everything we do.

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

2024

ATTACHMENT C

Budget Community Conversation Series Notes



Budget Community Conversation #1: Silver Threads Service
Monday, September 11, 2023, 11:30 a.m. – 1 p.m.
Silver Threads Service, 1911 Quadra Street
(10 Participants)

ACTIVITY 1 – Share Your Ideas (30:00)

The following notes depict the agreed upon themes, the content of each sticky-note and the associated comments captured during the community conversation, when applicable.

NEW DEVELOPMENT / HOUSING

- Make life easier on builders, still include parking
- Avoid tacky boxy look for new construction
- Housing
- Remove profit motive from housing
- More supportive housing for the unhoused

Comments:

- MURBS model for housing like what was used in 70's and 80's for rich people to invest in and to increase the rental supply.
- Does Victoria have any input on the rental cap?
- I see the City's just approved a unit for the service sector... why only for the service sector?
- Council houses ... for a housing solution
- Co-op housing... apparently, it's been very successful in Ontario for seniors.
- New need more affordable housing for the unhoused.
- Designated senior housing i.e., Amica frees up housing
- Roof-top solar gardens

SIDEWALKS

- Sidewalks wider, clear of growth and not slanted
- Level sidewalks

Comments:

- Growth over the sidewalks, from the yards, cuts down on sidewalk space.
- When you call to tell them vegetation is in the way of sidewalks... who comes to fix that?

WALKABLE COMMUNITIES

- Safer parks and walking trails
- Walkable neighborhoods with amenities

Comments:

- With respect to walkability in North Park... I also mean safety ... particularly as it relates to motor vehicles speeding in front of you at a crosswalk.
- The crosswalk was long enough... it was just arrogant drivers.
- For accessibility, I have a couple of blind friends... is that being worked on?
- Make Government Street nicer and more walkable

SAFETY

- Safer parks and walking trails
- Mental health and addiction
- Mental health coordinators
- Loitering safety concern in parks
- Clear tenting

Comments:

- I feel unsafe in almost all parks at this particular time. I definitely used to feel safe... but now I don't visit parks, in and around North Park because it doesn't feel safe.
- Are the bylaws being enforced, I am still seeing a lot of tents?'
- Obviously we need to have some understanding of who is tenting... not everyone is a drug dealer.
- Is there a mechanism for people to understand who exactly is living in the parks?
- You don't want to jump to conclusions that all unhoused are dangerous.
- Don't make eye contact, don't engage with respect to safety... I had an incident on Cook Street where someone wanted to fight me.
- There was a stick guy, a screamer, who used terrible language, and he came right up even with me, and he said mornin' But it's the random attacks which we here about that is concerning.
- When we're talking about safety... I think it goes beyond whether people are sheltering, and bleeds over into when people are loitering from a safety perspective.

WORLD-CLASS CITY, SMALL TOWN CHARM

- Revitalize downtown with new ideas... boutique village?
- Clear tenting

Comments:

- For any type of budget, you have to be realistic and pragmatic ... Based on that... See notes.... **See provided notes (attachment 1 and 2).**

CLEAN STREETS

- Clean streets
- Seagull droppings
- Smell (downtown core)

Comments:

- I said clean streets, because I walk in North Park and I see lots of refuse on the streets from homelessness... often times on the sidewalk itself
- With respect to street cleanliness, often times the smell closer to the downtown core smells like a urinal. Douglas in the main stretch, from the Bay Centre, right down to Yates, and then down to Broad... has a particular bad smell.
- Also, there is a tremendous amount of bird droppings.

COMMUNICATION AND GOVERNANCE

- Mental health coordinators
- Lower parking fees

Comments:

- Obviously we need to have some understanding of who is tenting... not everyone is a drug dealer.
- Is there a mechanism for people to understand who exactly is living in the parks?
- The 1-hour free parking... when I went for a doctor's appointment... I didn't know if I could stay longer and pay?... you won't get towed away either will you?
- Is BC Housing involved with mental health and addiction?
- mental health issues, and it's hard to understand which organization is best served to help?
- Would be helpful to have a one stop shop for mental health services.
- Merge services like police and fire

REFRESH DOWNTOWN

- Clean streets
- Seagull droppings
- Smell (downtown core)
- Revitalize downtown with new ideas... boutique village?

Comments:

- Make Government Street nicer and more walkable
- I said clean streets, because I walk in North Park and I see lots of refuse on the streets from homelessness... often times on the sidewalk itself
- With respect to street cleanliness, often times the smell closer to the downtown core smells like a urinal. Douglas in the main stretch, from the Bay Centre, right down to Yates, and then down to Broad... has a particular bad smell.

- Also, there is a tremendous amount of bird droppings.

TRANSPORTATION

- Light rail commuter train
- Partner with BC transit to free up parking
- Barriers to driving

Comments:

- Maybe you can partner with BC Transit for special events to offer free transportation... that will cut down on the mess of parking.
- Driving barriers set up by Engineering Department.
- Light rail commuter train
- Add View Street bike lane
- Move Pandora bike lane to the other side of the street

ECONOMIC DEVELOPMENT

- Revitalize downtown with new ideas... boutique village?

Comments:

- Make Government Street nicer and more walkable

PARKS AND RECREATION

- Funding for Silver Threads service, exemption for property tax (grant in lieu)
- Crystal pool and library (remain central for walkability)

Comments:

- Long term plan for Silver Threads is to eventually exist in the new Crystal Pool facility... but in order to get us to that time, when the new facility is built, we need funding to bridge that gap.
- Two years ago, I joined Crystal Pool, and what's happening is at 11 am the showers are lukewarm because the boilers are 50 years old.... I am hoping they get new boilers when they build the new facility.
- Crystal Pool is very nice as it is, but maybe spending a smaller amount of money in the meantime, could get us over until we build a new one.

12:35 p.m. **ACTIVITY 2 – Rank Council’s 8 Priorities (20:00)**

Activity Results:

Most important: Community Well-Being and Safety (3), Housing (2), Transportation (2), Economic Health and Community Vitality (2), Parks, Recreation and Gathering Spaces (1)

Second most important TIE: Community Well-Being and Safety (3), Economic Health and Community Vitality (3), Housing (2), Parks, Recreation and Gathering Spaces (2)

Least important: Arts, Culture, Music, Sport and Entertainment (6), Housing (2), Climate Action and Environmental Stewardship (1)



Dialogue:

- These all look important.
- Maybe the fact that there are no stickers on Reconciliation means that people are okay with how it's going.
- Centennial Square is a waste of time and money... is that really supposed to be a shower for the unhouse? No one is bringing their kids downtown.
- With respect to the arts and culture piece.... The reason it's low is because it's sort of outside of the City's immediate purview.
- The one thing we hear a lot at Silver Threads is bike lanes... and it hasn't come up here.
- I thought there was no sense in complaining about bike lanes since it seems like they are here to stay.
- What do we have left to do on the bike lanes?
- Would the City consider licensing cyclists?

- Bikes are not supposed to be driven on sidewalks or crosswalks.... Someone should be policing this behavior.
- Two-way bike lanes on one-way streets are unsafe and don't make sense.
- Why do cyclists have priority at intersections when you're turning right... because then you are encouraging more idling.

12:55 p.m. WRAP UP (5:00)

Questions:

- It appears to me that Victoria is landlocked... where are we going to get all this land?

1p.m. City team remains for any one-on-one discussions. Wrap up.

Additional Comments:

- Do timed off-leash dog areas... create a schedule to have a better park balance.
- Repurpose office buildings and cruise ships for housing... we need to be more out-of-the-box.
- The Mayor should ask the police to come and clear out Douglas and Pandora of homeless sheltering because the status quo gives the wrong idea to visitors... because of this there will be a decrease in tourism which will negatively impact Victoria's economy.
- The Mayor should take a salary cut.
- Here are some extra notes I took down. **(See attachment)**

Tracy Ryan, CEO, Silver Threads Service, Submission:

The City delivers community recreation programming in partnership with neighbourhood associations at seven community centres and three seniors centres.

Silver Threads Service (STS) is one of the three senior centres and the only one of the 11 that is not in a City-owned facility.

The City moved STS out of a City-owned facility in Centennial Square for the CRD Building. Currently, STS is the lease holder for a site at 1911 Quadra.

Since 2014, STS has received \$122,389 annually from the City of Victoria to cover the lease expenses. This has not increased.

As the organization is not the Building Owner, they pay approximately **\$25,000 annually back to City for property tax**. This makes leasing a community centre for under \$100K impossible.

REQUEST: Review of a grant in lieu or other solution is requested.

Community Forum on the City Budget Process Meeting

11:30am – 1:00pm 11 September at Silver Threads

Philosophy: Community (City Hall) is family. Family is community.

Aim: Victoria as a world class city, but keep its small town charm (Bouchard Garden) → long term process → now to future → set up several objectives to achieve it

2024 objectives: prioritize council's priorities

Prioritize 2024 council's priorities based on the needs assessment

1. Guiding principles of prioritizing
 - Family needs (basic short term 2024), e.g., what I must eat to keep me going
 - City Hall community needs (Future, long term) e.g., what I like to eat
2. **Prioritize Economic Health & Community Vitality + Transportation**
 - A strong and vibrant economy will create the budget for the rest of the eight priorities.

Transportation

- An LRT (Light-Rail Transit) providing frequent, reliable, and green energy transit in the downtown core

Economic Vitality

- Create a safe, affordable environment for small, unique, one of a kind , high end business
- Designate Government St for pedestrian only street
- A one stop center to set up small business including legal and financial resources, mentorship & networking, as well as licensing and permits
- **Tap into the professional senior community as a volunteer resource for some City and community projects that would otherwise be carried out by a paid contractor (See below - Active Senior Participation)**
- Create a more accessible City Hall with a community bulletin board in the Centennial Square to communicate with residents and visitors
- Clean up Pandora St from Cook St to Quadra

Active Senior Participation

Senior involvement in city leadership should be much more impactful. This is of high importance in the world stage. The United Nations has identified this to be a goal for all developed nations, and so there is plenty of justification for this to be a goal of your municipality.

One of the prominent initiatives set forward by United Nations' Sustainable Development Goals is 'Mainstreaming Ageing'.

The initiative's guidelines make clear the long- and short-term importance of including senior participation in policy making in the introduction,

"By 2050 about one in every four persons in the UNECE region will be over the age of 65. Population ageing affects almost all aspects of society. The transformative change required to adapt societies to the implications of population ageing and individual longevity cannot be achieved without a whole-of-government and whole-of-society effort."

Given the high demographic representation of seniors in our municipality, it's time to make active senior participation in our municipal governance not only a priority, but a reality.

Active senior participation can take many forms. A current example is: Leamington Municipal Seniors' Advisory Committee

<https://www.leamington.ca/en/municipal-services/seniors-advisory-committee.aspx#Purpose>

This is the UN website for the initiative: <https://unece.org/population/ageing/mainstreaming-ageing>

Resources for active senior participation

Mainstreaming Ageing by UNECE: <https://unece.org/population/ageing/mainstreaming-ageing>

Seniors' Advisory Committee: <https://www.leamington.ca/en/municipal-services/seniors-advisory-committee.aspx#Purpose>

Meaningful participation of older persons and civils society in policymaking by UNECE: <https://mail.google.com/mail/u/0/#inbox/WhctKKZGdHZDjwbSHmlTQtwMCNkbzNCrWhzDfqkKnRTjWQJMjXkBbCqFstnZFvjmFXtrTKB?projector=1&messagePartId=0.1>

Council's Priorities

City Council has identified **eight priorities** in their 2023-2026 Strategic Plan for investment.

Climate Action and Environmental Stewardship

(e.g., create and lead bold climate adaptation and mitigation strategies and actions; reduce greenhouse gas emissions from new and existing buildings, transportation and waste; set and track reduction targets)

Housing

(e.g., enable more market, non-market and rental housing; simplify City processes to accelerate housing development, affordable housing and mixed-use residential/commercial/community service developments; increase tenant protections, work with community partners to create innovative forms of interim housing in the region; explore land acquisition to achieve City housing goals)

Transportation

(e.g., accelerate work to create complete, compact communities, continue to expand AAA bike and roll network including quick solutions to improve safety for all users; work with partners to accelerate rapid transit, more frequent transit and transit-oriented mixed-used development; install new amenities to improve the "moving experience" of pedestrians and all modes of transportation, explore future parking norms and opportunities)

Parks, Recreation and Gathering Spaces

(e.g., begin major projects to support parks, recreation and public experiences such as a new Crystal Pool, revitalized Centennial Square, re-imagined Ship Point, new central library and a refreshed Royal Athletic Park; increase water access to Gorge and Inner Harbour; protect our urban forest, create more experiential public gathering spaces, invest in community and seniors' centres) and seniors' centres)

Community Well-Being and Safety

(e.g., support a range of civilian, bylaw and policing crisis response and prevention services; beautify and enhance downtown and our urban villages; advance City policies to support accessibility, diversity and inclusion through a social justice lens; develop a community safety plan; support innovative solutions to reduce harm for housed and unhoused people living in neighbourhoods near shelters; work with partner agencies to create life opportunities for unhoused people)

Economic Health and Community Vitality

(e.g., accelerate Victoria 3.0 economic action plan; support small business and visitor economy downtown; activate streets, patios and public spaces downtown; streamline permitting and business processes; investigate partnerships to generate City revenue to fund new services and amenities; expand supports for urban agriculture, gardening and food security initiatives; continue exploring governance reforms and citizen assembly process)

Truth and Reconciliation

(e.g., implement the City's own 32 Calls to Action to Reconciliation and the Truth and Reconciliation Commission's Calls to Action that are directed to governments; develop new ways to partner on economic development opportunities with the Songhees Nation and Esquimalt Nation; embrace an ongoing process to decolonize Victoria's culture and governance)

Arts, Culture, Music, Sport and Entertainment

(e.g., build the Victoria Arts and Innovation District to create more spaces for performance venues, rehearsal spaces, street activations and artists residences; support and invest in Create Victoria, the City's Arts and Culture Master Plan and the Victoria Music Strategy to support artistic, theatrical and music programming, murals, festivals and public art; enhance support and amenities for recreational, youth and professional supports)

root-top solar & gardens

make a nicer Govt.

street promenade & more of st. for walking

repurpose unused office space

Senior housing i.e. Amica flats up housing

Light Rail!

move Pandora lane to other side of street

View St. Bike Lane

merge services fire, SAR like police.

remove parking from waterfront

YOUR CITY BUDGET.

Tell us what matters most.



Budget Conversation #2: Victoria Native Friendship Centre

Wednesday, September 13, 2023, 10-11:30 a.m.

Victoria Native Friendship Centre

231 Regina Street

(11 Participants)

ACTIVITY #1

The following notes depict the agreed upon themes, the content of each sticky-note and the associated comments captured during the community conversation, where applicable.

INDIGENOUS

- Help Songhees build/expand housing for band members (also Housing)
- Support funding for Indigenous Elder Health Liaisons (that check in/life skills)
- Indigenous elders and youth health and wellness – food hampers, wellness packages created by indigenous community
- Truth and Reconciliation – more involvement as an Indigenous person “ask us”
- Youth housing for Indigenous people with cultural needs met (gathering space/food support). (also Housing)
- _____ included in the conversation. Metis _____ are usually forgotten in the “First Nation” conversation whether it be at local level or other government.

Comments:

- Support for Indigenous-led drop-in space downtown

TRUTH AND RECONCILIATION

- To have more input as a first nations

SAFETY AND WELL-BEING

- Safe walks home from bars
- Stopping Police sweeps of encampments
- Need more policing in Downtown area regarding the drugs/alcohol use on street and around children.
- How do we bring back the city our children grew up in? Will our children today ever know what it is like to feel safe and enjoy being a child here in this new reality? Enjoy downtown or going to a park or walking to school?
- The city starting an advertising initiative to “de-stigmatize” and de-criminalize the unhoused.
- Need to find a way for the city to help homeless so we can do away with camping in City Parks. People don't feel safe using our parks.
- How can you help seniors feel safe downtown anymore? Our residents should not have to step around people using or passed out on our downtown sidewalks.
- Develop Street Patrols – non-violent presence in neighbourhoods.
- CRD - More clean ups on streets and back alleys.

- Organizing green spaces in neighbourhoods for special gathering, storytelling and free activities
- Speak up to Racism!
- Detox/Incarceration

Comments:

- Safety goes both ways, not just people walking down the street, but it is often not safe to live on the street.
- There is a senior's building in Vic West which is right near the park where encampments have sprung up. This is causing stress among the seniors as this park has a short cut to their grocery store – they don't feel safe in their neighborhoods.
- Substances are so much more dangerous, our people are so unsafe on their own territories – abstinence is a colonial concept (also Youth/Harm Reduction/Indigenous)

HOUSING

- Housing for low income
- Low-income housing
- Youth Housing
- More support for abused/domestic violence survivors with transition housing
- Help Songhees build and expand housing for their band members (also indigenous)
- Youth Housing for Indigenous peoples with cultural needs met (gathering space, food support)
- Housing is or can be difficult for single senior women. Often, they took care of children and have no CPP/pensions and even with supplement, they find it hard to find or get housing they can afford.
- Affordable family housing in **safe** neighbourhoods
- Camping/shelter sites for unhoused to live in
- Help with funding for housing
- Housing seems to be the high priority in BC and cost is way too high for poverty level families living on social assistance.
- Supportive housing for folks to enter into after detox/treatment.
- Temporary pop-up Habitat dwellings
- With the hotel made into housing for unhoused, can the parking lot be used for **storage**?
- Housing for Indigenous people with cultural needs
- Second stage housing for folks to enter into after detox/treatment
- Cost of housing, needs to be more affordable

Comments:

- facing homelessness due to eviction – went everywhere but there is no emergency housing UNTIL you are homeless.
- We need some type of support for in between – it wears a person down doing all the things needed to secure housing
- It is a chicken and egg scenario – you can't access funding until you have a place/you can't get a place without funding.

SHELTERING

- Campsites for houseless folks to live in.
- Homeless having to move from one site to another – losing their possessions and rebuilding tent city at a new location.
- Removal of personal belongings – increased waste when Bylaw is removing and throwing tents in the garbage.
- Where do the homeless go?
- Have Bylaw take extensive training regarding colonialism, trauma, informed care and understanding poverty politics and reconsider ways regarding removal of folks' belongings (1 of 2)
Disrupt the cycle that non-profits/unhoused and Bylaw have entered into. Outreach support folks (with their limited funding) with basic needs. Folks struggle, are unwell, etc. and miss deadlines for taking tents/encampments down, they lose everything and the cycle starts again (2 of 2)
- Bylaw staff decide what belongings to keep and what to throw away
- Taking care of homeless
- Staff for encampment sites to provide community liaison and health/wellness supplies
- Funding for tiny town
- Family Shelter spaces (x 2 notations)
- Homeless persons losing tons of items. Bylaw confiscating – where are these tons of items going? Landfill?!
- More drop-ins for homeless

Comments:

- Essentially the City is throwing away federal funding when Bylaw confiscates belongings.
- What about the waste? Environmental impact? Zero Waste Policy?
- It is inhumane.
- These are fellow humans – it is our responsibility to look after these people.
- They shouldn't have taken those containers down – they should build them higher and more of them.
- Why are we closing tiny town? What happens to those people?

ALTERNATIVE EDUCATION

- More schooling for young adults with children

Comments:

- I like the movement in the 70's with pop-up universities with volunteer teachers and help figuring out where they want to go.

DIFFERENTLY ABLED

- Free bus passes for disabled and Elders – not only for those with physical disabilities, but people with PTSD, paying for transportation is challenging.

CLIMATE ACTION/ENVIRONMENT

- Better recycling system in the city!
- Soft plastic recycling pick-up
- Ocean cleaning and eliminate greenhouse gas emissions, Gorge and rivers
- We like to promote electric cars and bikes. What about more free charging centers?

Comments:

- What is the point of the city encouraging though we aren't making any money on recycling?

YOUTH

- Youth aging out of care
- Youth support around drug abuse (sheltering)
- More support around children in care
- Youth times at safe injection and inhalation sites
- Youth services not just downtown
- Youth app re: services

Comments:

- Vancouver has apps for Youth, telling them where everything is.
- Keep youth out of the core.
- The street community is a community so many youth are drawn to it since that is lacking in their own lives.
- Substances our youth are using are so much more dangerous than they used to be – landing youth on the street. Our people are so unsafe on their own territories.
- Abstinence is a colonial concept.
- Would like to see awareness/harm reduction ads at high schools (or sooner).
- Better communication around the resources that **are** available – there aren't even signs around locations i.e., YES (Youth Empowerment Society) and the other one that is in a church – no signs identifying it.

COUNSELLING/ MENTAL HEALTH & ADDICTION

- More support for survivors
- Mental Health Facilities with access to everyone
- Treatment Centres with Care Facilities
- More Mental Health/Drug Addiction Resources

TRANSPORTATION

- Free Downtown shuttle
- More slow signs around school and playgrounds or in back alleys – speed is the factor!
- Bike lanes – More driver education
- Free transport for youth and elders
- Need more transit service to reduce car traffic
- More car-free zones
- Cyclist education and licensing
- Rapid Transit!!!! – sky train

- Protected bike lanes – more with concrete barriers scary to get on the Goose

Comments:

- Run a shuttle up and down Douglas or Blanshard so people can avoid the ‘unpleasant’ areas and don’t have to park.
- Many more car-free zones in the downtown and around. I am anti-car, seeing most of downtown car free would make me feel safe and change the feel of the city.
RESPONSE to comment: Thank you for mentioning that, as I avoid downtown, that would change the dynamic
- More cyclist and driver education, as a driver I don’t know where to go

ECONOMIC HEALTH

- Childcare
- More childcare for families
- Developing new micro-loans for cottage industry in marginalized populations as with mentoring and training opportunities.

FOOD SECURITY

- More community gardens!! More land to grow food to share
- Clean and safe land to grow medicines
- Food support deposit and withdrawal
- More community gardens – donate extra food to food pantries/banks

PARKS

- Dog friendly parks
- Need a new pool for Quadra area

FACILITIES

- Bathrooms/toilet on Pandora
- Recreation venues need to be affordable for everyone
- Park bathrooms need to be cleaned more due to drug use – especially at kiddie parks, bike, etc. Safety!
- Support for Indigenous-led drop-in space in the downtown core, for Indigenous street family. A space that would provide safe and low barrier access: cultural healing, basic needs, housing and health referrals and advocacy, etc.

ARTS AND CULTURE

- Affordable cost for events for families

ACTIVITY #2: Ranking of Council's 8 Priorities

Results:

- **Most important:** Housing (8), Community Well-Being and Safety (2), Climate Action and Environmental Stewardship (1),
- **Second most important:** Community Well-Being and Safety (4), Climate Action and Environmental Stewardship (3) Housing (2) Truth and Reconciliation (2)
- **Least Important:** Arts, Culture, Music, Sports and Entertainment (5), Transportation (3), Parks, Recreation and Gathering Spaces (2))

Note: An Elder placed his green sticky dot in the centre to show that all priorities are equally important.



Report back to Victoria Native Friendship Centre:

- Information on e-bike charging and charging areas/costs in parkades

Budget Community Conversation #3
Inter-cultural Association of Greater Victoria
Friday, September 22, 2023, 10-11:30 a.m.
808 Douglas Street, Suite 102
11 participants
(2 participants have been in Victoria 5+ years)

ACTIVITY #1

The following notes depict the agreed upon themes, the content of each sticky-note and the associated comments captured during the community conversation, where applicable.

HOUSING

- Affordable housing – co-ops
- Housing cost is getting high, it doesn't match the salary rise
- Increasing the number of co-ops
- Provide incentive for developers to build affordable housing units
- Affordable housing x 2
- More affordable housing and rent

Comments:

- Families with 3 or 4 children are forced into two-bedroom apartment and are paying so high rent
- Co-ops are needed.

HOMELESSNESS & SHELTERING

- Make better support for homeless people
- Care for homeless people – many tents set up on the grass of some parks affect the appearance of the city; increase the social unrest factors. Remove the tents to keep the homeless with their fixed homes open.

Comments:

- Wondering how government is thinking about this – seeing Pandora Street is sad and disappointing. People need help.

SAFETY

- Fraud telephone safety? Miss some important call
- Handle the homeless problem well (also homelessness)
- Make a serious penalty for both drug seller and buyer – more police

EMERGENCY MANAGEMENT SYSTEM

- Wildfire alert system

Comments:

- Vic-Alert was discussed.

SOCIAL CONNECTIONS

- ICA connected with Silver Threads (City staff to follow up)

Comments:

- There are programs (perhaps library or coffee shops) where you can go in and have a card on the table indicating your willingness to chat – connecting newcomers with people in their community.
- Connecting seniors with newcomers would be beneficial to both.

LIBRARY SERVICES

- More books and other at GVPL – for both children and adult
- Free programs for immigrants (i.e., not just in summer but for adults not just children)
- Group, club, etc, for immigrants (i.e., a book club, that is accessible)

Comments:

- There are only 180 books in Chinese in the library none of them are for children and the adult books are old and of little interest.
- I went to a book club that had a theme, and so everyone was discussing different books, with my English this made it very difficult to participate – I wanted to hear discussion on the same book to help my understanding.

PUBLIC WORKS

- Clean water – water pipe renewal
- Upgrade power grid

Comments:

- I live in Oak Bay and my water filter is full of mucky substance when I clean it
- The power goes out so much, every time the wind comes up

HEALTH CARE

- More doctors – we have to wait too much time to see doctor. I think we need another hospital.

MENTAL HEALTH

- Mental health programs for newcomers for all ages
- Consider funding mental health programs for those in need
- Programs are needed before severe state is reached – preventative

EDUCATION FOR IMMIGRANTS

- To offer affordable education for immigrants – like programs in healthcare, nurse, child-care (where the needs are)
- Free education courses – equivalency courses to bring skills we have to a point where we can use them in Canada.

RECREATION AND ARTS

- For children – I think we need more sports and training in each recreation centre
- For children – more places for teaching art and other skills (and not just in summer, in the fall and winter too)
- Indoor playground/space for kids to use on rainy days (low-cost or free)
- Spaces to make new friends and do things together in person - like a chat room
- Entertainment performance venues art

ECONOMY/DOWNTOWN

- Bright downtown (improve lighting) – extend business hours

DOWNTOWN

- Make downtown better
- More long park time in downtown
- Parking on a Sunday now costs to park

Comments:

- Downtown is not a happy place – it feels unsafe and unclean and is not available to me to visit or look. This is connected to the homeless and everything is expensive.
- Whenever I come downtown, I feel disappointed.
- Downtown should be a symbol of the city.

LOCAL GOVERNMENT ACCESS

- Easy way to know one service phone number for municipal government services

TRANSPORTATION

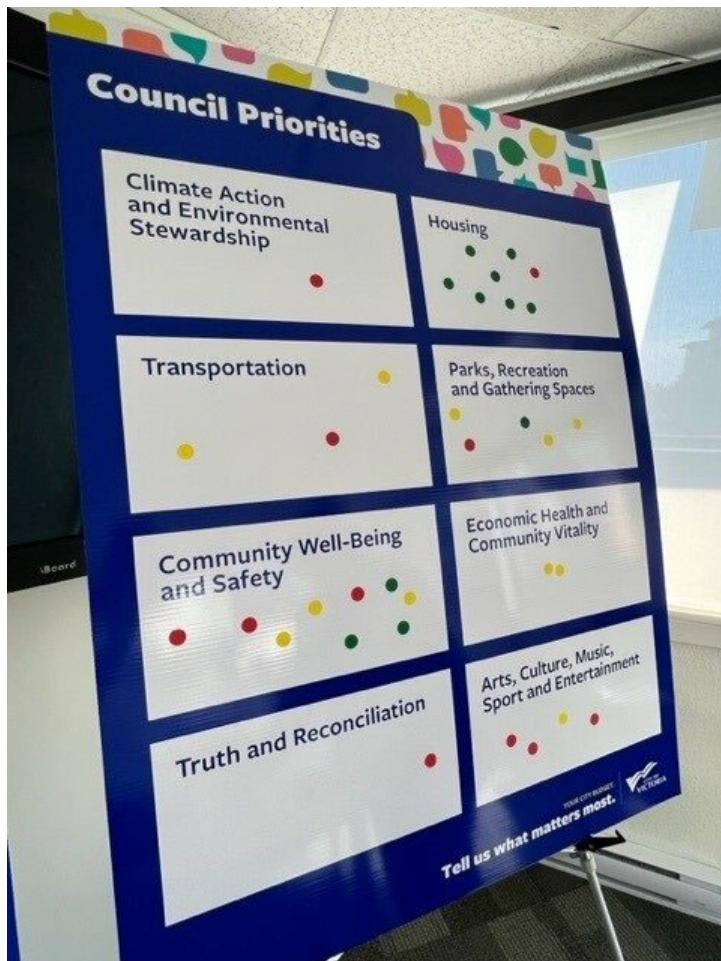
- Transportation systems need to be upgraded. Part of the problem is parking spaces are finite in quantity.
- Paid parking is higher than before and parking lots are limited. Reduce the pay or make free after 6pm daily.
- Free transit pass should be available for those under 18 for all areas of (Greater) Victoria for low-income individuals.
- Workshops for how to drive in Victoria are necessary for newcomer drivers in their first few months (possibly through ICA + VIRC).
- More buses
- Traffic signs – for limited vision (due to geography) e.g., Cedar Hill Cross Road and both Cadborra Bay and Henderson

ACTIVITY #2

Results:

- **Most important:** Housing (7); Community Well-Being and Safety (3), Parks, Recreation and Gathering Spaces (1)
- **Second most important: TIE** Community Well-Being and Safety (3) and Parks, Recreation/Gathering Spaces (3), Transportation (2), Economic Health and Community Vitality (2), Arts, Culture, Music and Community Vitality (1)
- **Least Important: TIE** Community Well-Being and Safety (3); Arts Culture Music and Entertainment (3), Climate Action and Environmental Stewardship (1), Transportation (1), Truth and Reconciliation (1); Parks, Recreation and Gathering Spaces (1)

NOTE: Community Well-Being and Safety had 3 green, 3 yellow and 3 red dots.



Budget Community Conversation #4: City of Victoria Youth Council/Youth
Monday, September 25, 2023, 6-8 p.m.
Victoria City Hall, Antechamber
9 participants (5 Youth Council; 2 Youth 2020, 2 community youth)

ACTIVITY #1: Share Your Ideas

The following notes depict the agreed upon themes, the content of each sticky-note and the associated comments captured during the community conversation, where applicable.

HOUSING

- Affordable housing for everyone
- Housing laws to help the prices flatten; increase in prices instead of building new projects for years in the future – more short-term solutions with what already exists
- Affordable housing and programs to reduce homelessness
- Pandora Street isn't safe for anyone
- Affordable housing links to a lot of the other priorities

Comments:

- My family has friends that are refugees and can't afford any housing so the family of SEVEN live in a small apartment.
- More turning existing housing into lower cost housing until the new builds are complete.
- Homelessness has gotten so much worse, there must be something we can do to increase the number of occupants to help lower the cost of housing.
- There must be something the city can do.

POLICING

- Changing the way we fund the police force – mental health services including mental health trained staff working with police or attending calls instead of police.
- Less aggressive response.
- Better funding for police – as that could help with the amount of incidents especially in the downtown area.

Comments:

- There appears to be systemic racism and aggression with the Police. During climate action protests, I witnessed Indigenous protestors often being arrested and forcibly removed when those who were white were left alone – saw this again when the Indigenous protest was at the legislature.
- There needs to be proper training and understanding on how to deal with all types of people. A lot of times there is no talking, it immediately goes to aggression.
- More mental health workers alongside police.
- If you are a woman, trans or non-binary, there is a reaction to the aggressive personality that is typically attracted to police work.
- More follow up and support after a call (mental health) often these people are left to fend for themselves and don't have the capacity to heal. (also Mental Health)

SAFETY

- Confronting racism in schools in Victoria
- Drug testing sites – we need more of them

Comments:

- Seminars for teachers – their racism isn't always out of hatred, more from ignorance
- Racism coming from teachers towards students
- Some teachers are culturally-insensitive and some are too sensitive and afraid
- Drug testing sites have been so positive and welcoming, especially for youth

SCHOOLS/TEACHERS/EDUCATION

- Students should have the ability to do teacher evaluations
- Funding for schools and educations – specifically arts/music
- Guest experts – there is a lack of these due to funding and teachers aren't always comfortable/qualified to cover topic i.e., Indigenous studies class
- Performing arts and entertainment education

Comments:

- Programs like music and clubs get cut when funding is tight. So many in school clubs don't get funding. This tells students these things aren't valued so students get discouraged and don't sign up, so it looks like no one is interested so the funding continues to be cut.
- With music and art cuts, they are removing an outlet for many students that count on that to get them through other subjects – the creative area could also be their future.

YOUTH

- More teen/youth focused public events
- Youth-led missions and goals, youth related stuff, youth led initiatives
- More promotion of Youth Council – on the website, in schools, on Instagram
- Youth Council input on City decisions
- Encourage youth in leadership at their schools – high school leadership programs

Comments:

- We need more funding for youth-led initiatives
- Reach youth with promotion that is initiated BY students
- Youth know what youth want and how to grab their peers' attention
- Sometimes its hard to find out about things
- How should we reach you? "Instagram"
- It would be nice to have things like the Youth Laureate program to get youth involved

MENTAL HEALTH

- Mental health support for LGBTQIA+ community – specifically transitioning youth
- Mental health resources – young adult/homelessness focus
- Required mental health and inclusivity training for all government workers and teachers

Comments:

- More mental health workers with police (also police)
- More support as well as follow up after an incident (also police)

HEALTHCARE

- There are no doctors
- If young people leave the province for school, they won't be treated by their doctor even online which is ridiculous especially if they have complex health needs

CLEAN DOWNTOWN

- More funding for cleaning and maintaining the downtown area as it tends to be the dirtiest area in town
- More funding for clean up around the city.

FACILITIES

- Add more public bathrooms

TRANSPORTATION

- Bus pass free for 18 and under for Victoria (Saanich and Esquimalt included)
- Lower rates for bus pass
- Free bus passes – good for climate action and transportation

INDIGENOUS

- What can we do to help Indigenous people NOW?
- Working with the Songhees and Esquimalt Nations to improve our city.
- Systemic police racism and aggression – Cultural sensitivity training (also police)
- Follow up support after an incident with police response (also police)

IMMIGRANT SUPPORT

- Housing for immigrants
- They have to completely restart their education once they arrive and don't have the required funds as they are stuck in low-paying jobs
- Immigration aid/cost of living - so many immigrants are moving with no help whatsoever.
- inclusion for neglected communities such as North African and Middle Eastern immigrants
- Jobs available are often minimum wage

Comments:

- I'm an immigrant and the costs are so high. When you're an immigrant, you start work at the very low minimum wage jobs. Housing is expensive, renewing work permits and applying for permanent residency is extremely expensive on top of all the other expenses. There are families of SEVEN living in studio apartments because of cost. (also housing)
- Canada wants to bring them over but then they are on their own.
- It is not easy to get permanent residency. Just because you are going to school here, doesn't mean you will get your permanent residency.

ECONOMY

- Local business support – promote rent support
- Cost of living – housing, transport

CLIMATE ACTION:

- Cheap and green alternatives developed i.e., materials
- Recycling – more education and awareness about it needed in schools, etc.
- More green spaces and community gardens
- Festival/parade to promote becoming a greener city
- React to environment – for example drought – close the pool once a week
- Free bus passes to any extent is good for environment (also Transportation)

Comments:

- Everyone does recycling differently which is concerning

ACTIVITY #2

Results:

- **Most important:** Housing (4) Climate Action and Environmental Stewardship (3), Economic Health and Community Vitality (2), Community Well-Being and Safety (1)
- **Second most important:** Housing (4) Economic Health (3), Community Well-Being and Safety (2)
- **Least important:** Arts, Culture, Music, Sport and Entertainment (4) Community Well-Being and Safety (3), Climate Action and Environmental Stewardship (1), Transportation (1), Parks, Recreation and Gathering Spaces (1)

Council Priorities

<p>Climate Action and Environmental Stewardship</p> 	<p>Housing</p> 
<p>Transportation</p> 	<p>Parks, Recreation and Gathering Spaces</p> 
<p>Community Well-Being and Safety</p> 	<p>Economic Health and Community Vitality</p> 
<p>Truth and Reconciliation</p> 	<p>Arts, Culture, Music, Sport and Entertainment</p> 

YOUR CITY BUDGET. **Tell us what matters most.** 

City Budget Conversation #5: Action Committee of People with Disabilities
Tuesday, September 26, 2023, 6:30-8 p.m.
Victoria City Hall, Antechamber
8 participants (6 in-person/2 online)

ACTIVITY 1 – Share Your Ideas (30:00)

The following notes depict the agreed upon themes, the content of each sticky-note and the associated comments captured during the community conversation, where applicable.

TENANTS RIGHTS & ADVOCACY

- Tenant rights and advocacy and arbitrations

Comments:

- Residential Tenancy Dispute system is so complicated, since COVID everything changed to online.
- There should be another branch to assist with residential tenancy disputes.

HOUSING

- Affordable Housing
- Housing Solutions
- Housing
- Subsidized Housing
- Homelessness, Sheltering, Respect
- Rent control
- Increase to PWD benefits

Comments:

- Community based housing for low-income folks, particularly folks that are on provincial benefits. Community based partners would be in control of those buildings. There needs to be more of this type of housing.
- What they consider “affordable” is far too high, especially for folks with disabilities and those on provincial assistance.
- People don’t know what “affordable” housing means. Most people require a “deep subsidy”. Most people on disability only make \$1,400, which is less than most rental places in Victoria.
- People should be allowed to choose where they’re allowed to live.
- The more we can build choice into programs, the better they are.
- Density funding doesn’t result in the price going down, the developer just gets more money... people with disabilities would like to access some of that money.
- Landlords even want to allow renters that they like to stay so a subsidy there would be win-win.
- The issue of subsidized housing is a good route for getting people off the streets.
- There is more need for shelter support for PWD benefits

SAFETY

- Going home late night in the dark actually felt very safe on Quadra
- Unsafe for the unhoused
- Parking for the invisible homeless living in cars, vans and campers
- Increased public washrooms access for the unhoused

Comments:

- We must actually have adequate services because I felt safe walking home last night on Quadra
- Unhoused people's safety needs to be considered as well
- Unhoused should have 24-hour access to tents in parks

TRANSPORTATION

- Accessible transportation for people with disabilities
- Transportation
- Bikes vs accessible mobility
- Bring the services where the people are
- Subsidies to taxi companies
- Handy Dart – have to share a ride, needs lift, needs interpreter
- Taxi saver program – need to increase number of trips per month

Comments:

- Transportation is multi-faceted because Handy Dart is not handy
- We need more choices to make it more accessible for people
- Taxi saver program has been positive and is accessible
- COV bike lanes are accessible but bike behaviour makes it unsafe
- There are also some real issues with crosswalks re: safety
- The door-to-door bus system would be ideal, but they often come with far too many limitations around schedules.
- For Handy Dart you have to book the ride 14 days in advance in order to be guaranteed a ride, otherwise you get put on standby. Who can always plan their lives 14 days in advance? This is a huge barrier. Handy Dart services needs to be improved. They pack you in with other people so it takes even longer for you to reach your destination. It's not direct like a taxi.
- Taxi saver program needs to see a considerable increase in how much people with disabilities can purchase in a month.
- The process for the taxi company for getting reimbursed is very frustrating and as a result some companies boycott them. One taxi company has already stopped using the program.
- Bring the service to a target population when it's possible
- Subsidies to taxi companies are exploited and the drivers used the vans to drive out to the airport.

INCLUSION

- Inclusion – needs to be more than just a word
- Simplify forms for accessing supports
- What comes to the City's Accessibility Advisory Committee?
- Observe + the internal

- More thoughts need to go into City projects about inclusion
- Advisory Committee doesn't connect with the community
- Hear more from people on inclusion

Comments:

- All Council meetings should be as accessible as this evening has been. (*Staff explained accessible options; how to participate in a Public Meeting, etc.*)
- Accessible Advisory Committee has major failures, in particular around bike lanes and how they affect getting off a bus for those with disabilities.
- If you really want input, you have to prepare for it properly – provide accessible accommodations.
- People often use words around accessibility without knowing what it really means
- Those advising need to be connected to the communities they claim to represent
- Form committees where people with disabilities are actively matched with the professional who is designing the infrastructure.

ADVOCACY

- Advocacy
- Funding for advocacy
- Greater funding for advocacy

Comments:

- Only two non-profits that help with residential tenancy issues. Need more advocacy.

WELL-BEING

- Community well-being

Comments:

- Remember that inclusiveness begins in childhood with anti-bullying programs in schools.
- We need to teach what it is to respect accessibility.

ENVIRONMENT

- No AstroTurf
- Happy with landscape gardening in public areas, in particularly around the Queens area
- Loved the portable water tanks at Cook Street Village
- Mandatory scent-free environments

Comments:

- I heard a rumor that AstroTurf was being put into the Inner Harbor and that doesn't sound environmentally friendly
- Happy to see boulevards used as community gardens
- The downtown clean-up has been great and it's giving people employment – The clean team... they do a wonderful job.
- Also, an additional comment in clarification around stronger language regarding scent free, often the wording on signage etc. is a request to avoid wearing scents, rather than wording prohibits no scents. A comparison is we don't use signage that asks people to avoid

smoking, rather we use wording that no smoking is permitted. And there needs to be education around what's scent free means, it's beyond not wearing perfume or cologne, it includes scent free deodorant, skin and hair products, and scent free laundry soap and dryer sheets.

CONSTRUCTION NOISE

- Construction noise - Fairfield

Comments:

- View Street has constant banging.
- The TELUS construction in Fairfield is so intrusive from a noise perspective.
- *Staff explained process for inquiring with Permits or Bylaw staff on construction noise.*

CLEAN DOWNTOWN

- Clean team

Comments:

- I enjoyed seeing the clean-up Victoria folks; they're doing a great job and it's a wonderful idea.

HOMELESS & SHELTERING + RESPECT

- See *Attachment 1* submitted and read aloud by participant

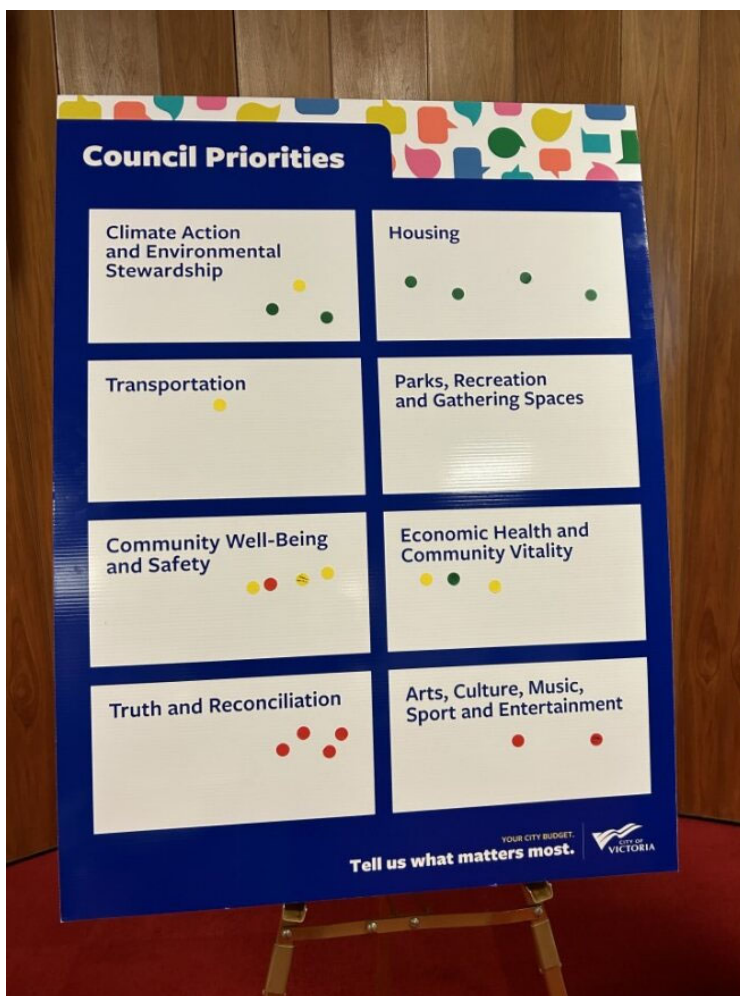
LIVABLE INCOME

- Increase to PWD so it's livable income

ACTIVITY 2 – Rank Council’s 8 Priorities (20:00)

Activity Results: (Missing one online participant’s rankings.)

- **Most important:** Housing (4), Climate Action and Environmental Stewardship (2), Economic Health and Community Vitality (1)
- **Second most important:** Community Well-Being and Safety (3), Economic Health and Community Vitality (2), Climate Action and Environmental Stewardship (1), Transportation (1)
- **Least important:** Truth and Reconciliation (4), Arts, Culture, Music, Sport and Entertainment (2), Community Well-Being and Safety (1)



I feel very passionate about the housing situation. I wanted to express my support and concern about the rising rental crisis. I greatly appreciate your work on this serious issue.

I never thought that I would say this, but I think that you should seriously consider re opening 7 Oaks Hospital. The majority of homeless people are mentally ill and in desperate need of health care. This would take many off the streets. It would ease the critical demand on health care workers, the emergency, food banks, kitchens and shelters. The mentally ill are living in soaking wet sleeping bags and blankets. Now they are not allowed to sleep on sidewalks or in our parks.

Maybe something similar to the dorms that were built last year at UVIC? UVIC rose to fight the housing crisis they built 783 student spaces and 398 beds for the new Cheko'nien lodge last summer. It is the latest in green technology. They did it in less than 1 year.

<https://www.uvic.ca/campusplanning/current-projects/new-student-housing/index.php>

For those living with a disability the provincial rate of disability (PWD) is about \$1,400 per month and the rate of income assistance is \$935 per month. Many critically disabled people are becoming homeless and totally destitute. Many people are visually impaired, in power chairs, scooters and walkers. People who cannot walk. Rent in Victoria has reached \$2,100 per month. People with disabilities and people on income assistance do not have enough income to even apply for an apartment. There is very little that an experienced ACPD advocate can do to help.

I was deeply concerned that the unhoused are no longer allowed to shelter in our parks such as Stadacona Park. I volunteered meeting and baking for the campers last year. I met all of them and I was at no time concerned about my safety. The park was full of regular people and the tennis courts were always full. Where are people expected to sleep now? This is a critical component to basic human health rights. **Overnight bathrooms in parks and around town are needed desperately for those without a home.** At least 1,665 people are unhoused in Victoria.

To make matters worse, the By Law Officers with the Victoria Police would come every morning at 7 am. Oftentimes, they take everything that they owned, like everything. Wallets, phones, keys, food, tents, tarps, winter coats, winter boots, wheelchairs, prosthetics', everything. This is police brutality. What a brutal response to those shivering and drenched in the winter months.

One situation I will never forget.
the officers. They are simply merciless.

prosthetic leg take by

Another winter is on its way. Mother Nature is merciless and unstoppable. As the weather turns colder and rain and wind storms become more powerful it is essential that we find solutions that allow people to either leave their tents up or, if the tents must come down, to provide them with clean, dry, secure storage for their things during the day. They are worried that their things may be stolen by police. If this was in place people would be able to more easily get themselves fed, washed, and maybe even do laundry or visit with friends or enjoy a takeout coffee - things that you and I take for granted each and every day. Why can't they respond with kindness and humanity? Can you imagine living out there?

Can we please have a special shelter for those with severe and critical disabilities? There are also many unhoused people who cannot access desperately needed surgeries like amputations. How would you feel? They cannot have their surgeries done because they are homeless and have nowhere to be discharged to. Can we please make a shelter bed available for them in these extreme situations? It's fundamental.

witnessed many people in chairs become homeless to live at least a decade on the streets with no hope of finding a home. The waitlist for BC Housing is at least 10 years long. That is the minimum length of time that they will be homeless. I have heard of people who have been on the BC Housing waiting list for 20 years. BC Housing is hard to navigate. Many could not do it and will lose their place in line entirely.

Can you please make the landlords reduce the rent? We desperately need rent control? **We are all being held hostage by these landlords. The government must pay more and more for income, benefits, and subsidies and build more and more housing.** The rate of disability, income assistance, minimum wage, and financial support for seniors must be increased again and again to keep up with the skyrocketing rents. We have to fight so hard to see any increase in our benefits. It takes decades for our benefits to increase at all. It is very hard. It's impossible to convince them to increase our benefits.

Rent control – rent control must be tied to the unit that doesn't end when a tenant leaves, this is very important. That way, landlords will not force tenants to leave in order to raise rents. British Columbia had real rent control for a number of years back in the 1970s brought in by the provincial government.

I want to thank you all from the bottom of my heart for taking homelessness so seriously. Thank you for your efforts to help people with diverse abilities this year and in the future. I cannot tell you how much it helps and thank you for listening and for your efforts and for all that you do.

Budget Community Conversation #6: Aboriginal Coalition to End Homelessness
Wednesday, September 27, 2023, noon-2 p.m.
Victoria City Hall, Antechamber
11 Participants (5 Female, 4 Male)

ACTIVITY #1

The following notes depict the agreed upon themes, the content of each sticky-note and the associated comments captured during the community conversation, where applicable.

TRANSPORTATION

- Van for people who need a ride to a sobering centre or a ride home
- Bus passes for street family
- Have someone to check on the situation of people struggling with transportation
- Free shuttle around downtown
- Free transit passes for all
- More bike lanes

Comments:

- Not bus tickets – they get lost
- Have outreach such as PEERS + Aids Vancouver Island (AVI)
- Help to get to appointments
- Offer free education / bike licences
- Shuttle is better than a bus pass – hop on/hop off
- People need bike/scooter education – bike licences – both should be free
- Calgary has van to sobering centres

YOUTH SAFETY

- How to keep our youth on the street safe – mental health and prevention
- Talk to Ministry of Children and Family Services to continue supporting foster children aging out of homes – they need continued support to age of 25

Comments:

- A lot of youth aging out do not have family to support them
- Overdose crisis means more support is needed
- More prevention education to keep youth safe

SUPPORTING FACILITIES and INDIVIDUALS

- Free training for Naloxone
- Indigenous day programs for people with developmental delays

- As outreach workers we get to know our street family until they get into housing
- Invest in housing project using the 'House of Courage' model
- Adopt a street person
- Move the VNFC back downtown
- More facilities downtown to open up for arts and crafts
- More outside washrooms

Comments:

- More people need training – outreach workers need training re/training on Naloxone
- Naloxone training for whomever wants it
- House of Courage in Vic West has health supports and other supports that are culturally based (good model)
- More outreach workers needed for unhoused
- More people to check in on street family - outreach workers
- Volunteers to help be a liaison at the hospital
- Volunteers helping with transportation
- Arts and crafts are very culturally grounding for people
- Transportation is an issue
- Cultural healing changes people's lives
- Need to have the ability to conduct smudging where we live

HOUSING

- More housing for homeless (x2)
- Housing for couples (shelters and affordable)
- Halfway house for women who have been incarcerated (x2)
- Supportive housing for elderly Indigenous people
- More information for people looking for housing
- Affordable housing for all – especially the unhoused

Comments:

- Indigenously-culturally supported (all types of housing)
- When one of the couple gets into housing it is usually for single people and the partner sneaks in then, when they are caught, they both get kicked out
- No housing for someone with mental health – brain injury
- There needs to be more transitional housing – help for people going from the street to being housed
- Pay for a housing advocate for continuity

OUTDOOR FURNITURE

- More benches to sit down at

Comments:

- City is taking benches away and people have to sit on the ground
- No where to sit/rest

HEALTHCARE

- More doctors and clinics needed
- More money for hygiene
- More outreach workers for hospital visits
- Overdose crisis
- A place for street family to go to after released from hospital to recover

Comments:

- People banned from Our Place have nowhere to shower
- Pop-up shower facilities – need to be safe with supplies (soap, shampoo)
- Example: Soap for Hope
- Island Health is not doing what they should do – more education needed
- Need pop-up shower facilities with supplies (shampoo/soap)
- Some people leave the hospital because they are being abused verbally by staff
- 3-4 weeks to get into detox – not good enough
- Hospitals are kicking people out with nowhere to go and no supports
- People released from hospital have no where to go
- One person said they were on a suicide watch, asked a few questions, and then let go with no follow-up supports discussed or connections

COURT SUPPORT

- Street support around court system

Comments:

- Someone to go with people to court
- More people or justice team outreach
- Advocates needed so that justice is served
-

ECONOMY

- Change permitting to allow selling of arts/crafts downtown
- A market space downtown for Aboriginal art for carvers

EDUCATION

- Education for the little ones – mentorship – for Indigenous youth
- Stop judging. Start helping.

ARTS + CULTURE

- If VNFC gets moved downtown, use the current space for arts and crafts
- More funding to ACEH to support cultural activities

Comments:

- Supplies needed: drum making, large smoker for meat, beading, sewing machine
- Large space needed

COMMUNICATION

- Bulletin board for info on programs available for street family

Comments:

- Not everybody has access to online information
- Let different organizations have access to the Bulletin Board to share program information with street family
- Have a big screen with information (like SOFMA)
- Location: Pandora and Quadra

FOOD SECURITY

- Have a free fridge (access to food for all street family)
- Food places besides food banks (accessibility)

Comments:

- Other communities already have free fridges (Food Libraries) – Nanamio, Alberta, Yellowknife

RECREATION

- More outdoor recreation tables
- People could donate their time to teach guitar lessons for example
- Access to leisure places like Crystal Pool etc.

STORAGE

- A place for those who need a place for stuff while they go to work
- Storage facility (safe and secure for all)

Comments:

- Bylaw throws out belongings

SAFETY & WELL-BEING

- Adopt a (street) family member
- Outreach workers on the weekend (especially at night)

Comments:

- Help with laundry
- Rides to the hospital
- People could be billeted – coordinated by an agency with funding from the city
- People need to be educated and then maybe they would help

MENTAL HEALTH

- Someone to talk to young ones about stability in life
- Mental health facility other than the hospital (for long term)
- Housing support for people with brain damage suffering from addictions
- More info on mental wellness

Comments:

- No support – people can't get the help they need
- Treatment needed for specifically for brain injured – they end up in a vicious circle of jail and addiction
- People get kicked out of psych ward before they are ready with no support and no referrals
- There is no safety net
- The mental health spaces for treatment are all filled
- More long-term support is needed

TRUTH & RECONCILIATION

- Less problems around landlords being strict with our traditional rights

Comments:

- Was not allowed to smudge outside of apartment building
- Landlords need to know about Indigenous rights
- Where is the information available?

INDIGENOUS FUNDING / SUPPORT

- More outreach workers
- Support ACEH – once a month or every four months with funding for food to feed homeless and cultural activities

SHELTERS / SHELTERING

- More monies for tents or more people helping with providing these
- Places to shelter people with their pets
- Building more shelters having more staffing for these shelters
- Do not tear down homeless people's tents so early in the morning – especially with winter coming
- Have better systems in place regarding places to place tents
- People opening up around the city to help – maybe having people in their backyards
- Affordable housing
- Designated park for long term tenting for people who don't have shelter or housing to keep stuff safe
- Set up pop-up tents during winter season for those who have no place to go – to stay warm and get out of the rain

Comments:

- There needs to be more than two shelters
- More consistency is needed surrounding rules
- Have warming tents near Pandora, PEERS
- People like to complain but why not help
- Allow people to sleep/store stuff in backyards
- More different types of shelters needed
- Where does bylaw take impounded belongings?
- Information needed on how to get belongings returned
- Only one shelter allows pets and only in cold weather

ACTIVITY 2 – Rank Council’s 8 Priorities

Activity Results:

- **Most important:** Housing (6), Transportation (2), Parks, Recreation and Gathering Spaces (1), Truth and Reconciliation (1), Community Well-Being and Safety (1)
- **Second most important TIED:** Community Well-Being and Safety (2), Truth and Reconciliation (2), Climate Action and Environmental Stewardship (2), Transportation (2), Arts, Culture, Music, Sport and Entertainment (2), Housing (1)
- **Least important:** Climate Action and Environmental Stewardship (4), Truth and Reconciliation (4), Transportation (3)



Budget Conversation #7: Peers Resource Centre

Wednesday, September 27, 2023, noon-2 p.m.

Victoria City Hall, Antechamber

6 Participants (2 male, 4 female)

ACTIVITY #1

The following notes depict the agreed upon themes, the content of each sticky-note and the associated comments captured during the community conversation, where applicable.

HOUSING

- Better housing – more complete
- Housing
- Housing – loft beds per room. No one wants to be in bed all day it's depressing. Loft beds can be made with stairs w/ storage for elders.
- House and safety
- Investing in low-barrier housing supports (shelters/supportive housing/housing subsidies)
- Housing
- Rent control when people move out
- Sex-worker specific housing (supportive housing) in Victoria. Where guests are allowed.
- Better informed staff at housing places.
- Supportive Housing – WTF is a program fee because to me it sounds like a loophole to make sure the deplorable conditions even the hundreds of rats and mice and thousands of cockroaches are not impressed with the living arrangement. We have serious mold and asbestos from the basement to the top floor. The basic food groups are not even close to being met. Milk once a week on the exp. Date breakfast items such as buns, yogurt etc. The dinners are absolutely OFFENSIVE & my partner and myself have been food poisoned as well as other people SEVERAL TIMES. We have no voice because if we rock the boat we're booted out!

Comments:

- Stove, fridge, laundry (so it doesn't get stolen), a more complete unit per person
- Bigger unit for each person (loft bed to create a living space...maximize space in unit), full fridges, storage space) food that we get is terrible. Portion of rent goes to food, but we don't eat it. (laundry, food are included in program fee) No say in what food we get. No nutritional value, milk once a week.
- Pest control for cockroaches, rats
- Basic needs addressed within supportive housing
- Supportive housing sites don't allow guests, so sex workers need to work on the street in unsafe conditions. A program to address this was piloted in Vancouver and it's quite successful.
- Piece of land that is dedicated to people who don't want to stay in shelters (due to drug use, etc.). Many older folks are in this category. The fact that this is a federal issue was discussed...not necessarily known among vulnerable populations. Are there mechanisms that give Council more power over these issues? What are the limitations of the provincial/federal government that make these things so difficult?
- People should be able to smoke in their own place.

BASIC NEEDS WITHIN SUPPORTIVE HOUSING (HOUSING/FOOD)

- More control over food choice
- Loft beds to create a “living space” + storage
- Better Food. Rats won’t eat some of what we get
- Housing. Food. It’s terrible. Many don’t eat it and it’s definitely not worth what we are paying for
- Food → get a bun & that’s it until dinner
- More groups providing food and shelter and clothes

Comments:

- I’d like the ability to choose my own food.
- Everything is on rice. Not enough food, everything smushed in a bowl. Housing program fee encompasses more than housing. Depends on where you live. Some locations offer good food. Breakfast: 9-10:30 a.m.: stale bun, drink (maybe) needs to hold you over until dinner at 6 p.m.
- More clothing for the street people - Stuff to keep warm. You need to keep your feet dry to be healthy (if you get street feet, you won’t be able to walk)

INDIGENOUS

- Invest in Indigenous-led programming for our Indigenous street community

Comments:

- Invest in Indigenous

FOOD

- Community farm that feeds folks + volunteer opportunities + community hours
- Food security better support around food access for low-income folks
- City-run grocery store
- Different prices depending on income
- Grocery stores featuring local farms

Comments:

- We don't like eating cardboard, it's getting worse and worse. Grocery stores could have a tiered payment system. You pay what you can afford. The class system is unfair. A rich person pays the same as a poor person. Subsidies haven't kept up with the times (disability payment for example).
- Venue for local farmers (micro-farms).
- Farm run by the people (a community farm that produces). Volunteer for a few hours and get food in return or those who must do community service can complete their hours at the farm. People would enjoy the work.
- Grocery grants are nice but not sustainable and are more like band-aid solutions.
- Do something that eventually becomes self-sustainable. It needs to make sense in the long run. So much need, but not enough money for everything. All cities have the same problems. Victoria is not unique.

ARTS/CULTURE

- Supplies + courses
- A showcase for art
- Use storefronts to showcase art

Comments:

- I'd like to see more done post-Covid with arts and culture. Users are an artistic bunch...
- Offer supplies and courses for free.
- Venues to show art. Use empty stores along Government Street. Currently it looks bad to tourists, like a ghost town. Merchants are unhappy. Fill empty stores to showcase the culture of users.
- Funding for spray paint to beautify spaces with art.
- Arts will also help with mental health.
- More arts, culture, cafés and playgrounds.

HEALTH & SAFETY

- Pest control
- More clothing for the street people
- Provide more resources towards the development of safer supply initiatives.
- Invest in Peer-led initiatives to address the overdose crisis and GBV (gender-based violence).
- Investing in community-based non-profits addressing the overdose crisis
- More awareness
- More outreach
- Safe injection sites should have outside spaces (smoking)
- More injection sites
- Mental health outreach
- I would like to see more done for mental health – more outreach and safety.
- Safe disposal of used drug materials
- Harm reduction
- Greater investment in navigation supports for people in crisis/in shelters/supportive housing
- More awareness in community about drug checks
- Drug checks
- Washroom on Pandora
- Safe supply – more places to consume.
- More safe supply places
- Community safety
- Security – why do we have it? It's so the public feels safer themselves because they do nothing.
- People prescribed opioids for pain and then it's taken away without warning forcing street drugs.
- Pest control in encampments
- Safe supply disposal

Comments:

- More training on Narcan, bigger outreach programs, build awareness in broader community.
- Mental health outreach: We need more people who walk the streets and aren't far away if there's a crisis. PAC team isn't around.
- If people can't smoke at injection/inhalation sites, they won't come.
- Injection sites are important to keep people safe, (drug checking and monitoring) so supplies are disposed of safely (not in public areas).
- People are dying because of cross contamination. There needs to be more awareness about getting a safe supply, and access to resources. (Substance is a drug checking location.)
- Users care a lot about safety.
- Street outreach. There are a couple spots on Pandora and in Rock Bay where sanitization is terrible (rat infestations, garbage).
- Porta-potties, garbage collection would do a lot of good. Conditions are sad. Hesitant to ask for this, because a sweep of area to get people out is not what's wanted.
- Legalize hard drugs.

COLD WEATHER PROTOCOL

- Cold weather protocols are late and clunky.
- Have the cold weather protocols come through the existing non-profits who are tapped in. Fire Department is not always dialed in or sensitive.

Comments:

- Cold weather protocols are called late and disorganized.
- There is a need for shelters, tents, etc. Needs to be better thought out in advance.
- Downtown community centres and churches open up, but it's hard to figure out which locations are open.
- Other organizations would be better suited to hand out supplies, as they are more aware of the communities' needs and better able to reach community members and reduce stigma.
- PEERS pulls money out of donations to buy supplies like tents and additional comforts for cold weather (Advil/Tylenol, hot pads). It's important to provide not just the bare necessities, but something to make it more comfortable for folks. Ideally, they would receive funding for this rather than having to use donations.

COMMUNITY

- Create a culture where we take care of each other
- Don't litter. Care.
- Build community.
- Housing – more group togetherness. If we're living here, let's love being here.

Comments:

- How can we create a culture that takes care of itself? Community takes care of itself, older users set examples for younger users. Education to help keep the community clean, avoiding extra costs.
- The using community are stigmatized (all levels of society) Users can destigmatize themselves. Needs to be a sense of community to take care of issues. Community will care about each other and take care of each other.

TRANSPORTATION

- No left turns on major arteries (only right)
- Close downtown to cars (create a plaza)
- Bottle neck traffic
- Make Government Street more closed

Comments:

- Infrastructure: bottle necks, driving is challenging. Shut the whole city centre down to cars like in Europe. Just a main artery that goes around the city. All right turns to decrease blocking traffic. Roundabouts also work.

MENTAL HEALTH

- MENTAL HEALTH RESCUE – So many undiagnosed, falsely diagnosed untreated/mistreated and hugely unmedicated, whether it's natural or pharmaceutical. I am truly of the belief that if medicine and/or rehab to a reputable program, people that are wandering the streets screaming at walls with a simple diagnosis and pill w/ongoing care can become an important/integral part of our community and workforce again, rather than continuously rolling through the revolving door of jail, institutions, shelters, etc. and repeat. Mobile mental health teams are a huge answer to the homeless problem, but the \$ to treat and house isn't there.
- Mental health crisis support
- (can't make out writing)

Comments:

- Touch base with a mentally ill person without the money for treatment or follow up support isn't useful.
- People in supportive housing are kicked out for poor behaviour and end up on streets again. Other tenants who offered to pay double rent and take in these people were denied the opportunity.
- Psychiatric assessments/autism spectrum assessments are not covered. Costs are very high (\$2,500).
- Services are overloaded.
- People who are prescribed pain meds and then their prescription is not renewed, end up on opiates (heroin) for pain relief. There needs to be more medical help with weaning.

ACTIVITY #2: Ranking Council's 8 Priorities

Most important: Community Well-Being and Safety (5); Housing (2)

Second most important: Housing (4); Arts, Culture, Music, Sport and Entertainment (2); Community Well-Being and Safety (1), Housing/Parks, Recreation and Gathering Spaces (1)

Least important: Parks, Recreation and Gathering Spaces (4); Climate Action and Environmental Stewardship (1); Transportation (1); Housing (1)



DISCUSSION:

- Community safety and well-being should include housing.
- Housing is my first, second and third priority. (one person put all three dots under housing)
- Everyone needs to be housed for community safety and vice versa.

Budget Community Conversation #8 - Our Place Society
Wednesday, September 27, 2023, noon-2 p.m.
Victoria City Hall, Antechamber
(11 Participants)

ACTIVITY #1: Share Your Ideas

The following notes depict the agreed upon themes, the content of each sticky-note and the associated comments captured during the community conversation, where applicable.

HOUSING

- Need affordable and low-income housing
- Need housing options

Comments:

- Need additional housing including shelters and hotel housing.
- UVic is on Oak Bay and Saanich land, which gives Saanich a good opportunity to increase housing for students.
- Victoria has high-tech opportunity - build satellite city. Build out in Saanich where they have more room.
- Don't have enough supportive housing that has enough mental health and other living supports.
- Need for privacy and space and security in housing.
- Items are often stolen, like work boots and other important belongings preventing people from going to work.
- Some people don't feel safe in supportive housing units and shelters.

SHELTERS

- Hours should not be interrupted by closing at morning for a few hours and evening to be on street in wet and cold...
- Need shelters for women not necessarily who are victims of crime
- Need better place for campers to put up tents that is not in parks
- Need useable lockers at shelters that people can access all day
- No notice on shelter closures

Comments:

- Shelter mats are full every night and there is a waiting list.
- People are worried about the colder months.
- Housing and shelter specifically for women and housing and shelter specifically for men.
- Some people feel like they have to sleep with one eye open, in shelters, etc. Staff can't tell you who stole your stuff. And police don't come to help people. Work boots are stolen and then people can't go to work. Theft is a huge issue.
- Need more staff support to help with lockers and security. Facility won't let them use locker due to staff shortages. So, the lockers are unused. You can't go to work if you don't have a locker. You have to take all your belongings with you. People need

individualized lockers that they can access throughout the day. Key lockers are better than number code. Give human beings dignity by giving them a key to their own locker.

- Our Place shelter often has long line ups for showers.
- No notice about shelters closing, etc. No communication. Need more notice given for shelter and moving and storage.
- Shelters are overwhelmed in colder months. Maybe larger shelters where you can have less staff for larger areas.

MENTAL HEALTH AND ADDICTION

- Demand for residential mental health facility
- Need treatment centres and drug rehabilitation centres
- More funding for counsellors
- There is a lack of access for mental health support
- Separate the “drug issue” into multiple actionable items, for example, 1) prevent spread of drug use, 2) deal with those currently addicted.

Comments:

- Lack of access to mental health support.
- Need support to FIND support.
- Need drug rehabilitation centres and residential mental health facilities
- “Mental health support is pitiful. We have counsellors/therapy once a week in residential hotels, for 50-60 people. Half a day, and you have to make an appointment. People need more help; many are suicidal and need help for survival. Our Place is not trained to deal with that.
- One way to get mental support, start educating and incentivizing people (putting people through school system).
- More First Nations education and incentives for training for mental health support.
- Clinical psychologists are hard to come by and very expensive.
- Mental health, addiction and housing are all interlinked.
- Need treatment beds for young people.
- Our Place has a lot of people on street outside who have desperate condition. There is nothing Our Place can do unless people find hope and support.
- Child abuse and violence leads to addiction. And vice versa. There is generational trauma.
- There have been generations of people using Our Place services.

BYLAW, POLICE & SAFETY

- Start by reining in bylaw aggressiveness
- Have on-site services and security in areas of high incidence
- Need more police liaison officers stationed full time in areas of high incidence
- Need police to deal with property theft in shelters

Comments:

- Need to have the same person who is the police liaison officer who was in the downtown core.
- Police should be in schools educating.
- Bylaw officers think they have so much power. They come in once a day, they take everything and police slow them down. City needs to reign in their bylaw officers and let police department guide them. Bylaw are far too aggressive. More aggressive than police.
- Need on-site or nearby services in areas of high incidence.
- Need police to help with property theft in shelters and supportive housing units.
- Underhoused people feel they can't go to police.

PHYSICAL HEALTH

- The medical system is complex
- Customer service is poor
- Make it easier to go to the clinic and get flu shots
- Hard to find a doctor
- Need homecare for when sick or hurt
- Need to simplify forms and processes

Comments:

- Health care is under-funded.
- People need help getting to a clinic and get a flu shot.
- Need private homecare and home assistance (used to exist) for cooking, cleaning. Lots of people use it. Exists in Esquimalt but they can't find staff. Individuals in homecare, they charge them \$65 an hour for service.
- Many people don't have doctors. Urgent care you get different doctor every time.
- Newcomers need help in filling out forms.

CULTURE AND COMMUNITY

- People feel they do not have access to politicians
- Desire for more leadership
- No sympathy for the unhoused

Comments:

- Need creative outlets, there are barriers to contribute for new immigrants, new immigrants want to know how they can contribute.
- Newcomers need support finding services like health services.
- If you take care of young people, you will foster a healthier community.

- There is a big loss of communication.
- Need to train more young people to do something.
- Need more access to talk to leaders and politicians.
- Desire for better leadership.

TRANSPORTATION

- Transit and housing need to be hand in hand
- Bus system is great up until Saanich and then it gets bad

Comments:

- The bus system is great in Victoria, especially downtown. Bus downtown core is great up to Saanich, where Royal Oak exchange is.
- Langford and Sooke areas need more transit.
- If you are making a housing area, you need transportation/transit.

INDIGENOUS

- Treatment beds for young people

Comments:

- Kids are still suffering from residential school systems — now called Foster Care. Generations of kids still experiencing intergenerational trauma. Language and culture coming back is important.
- People hear things on the radio and are scared, general feeling of invisibility and lack of sympathy for homeless population and those with addiction.
- Need more leadership. City Hall does not show leadership.
- Even on reserve, many folks have to move off reserve to receive housing support.
- Langford is coming up with facilities for native housing.

ECONOMIC/BUSINESS

- Involve business organizations in community issues/solutions

Comments:

- Involve businesses in downtown support.
- Similar to the Clean Team. More programs like the Clean Team.

Questions that came from the group:

- Who is responsible for housing in terms of transitional housing, tiny town, etc.?
- What can the City do when it comes to asking funding for province to support housing?
- Are there any more hotels for BC Housing to take over?
- Is there any opportunity for Indigenous housing?
- What is the City's/Council's ability to advocate to the CRHC?

ACTIVITY #2

Results:

- **Most important:** Climate Action and Environmental Stewardship (3), Housing (2), Community Well-Being and Safety (2), Economic Health and Community Vitality (2), Truth and Reconciliation (1)
- **Second most important:** Housing (4), Transportation (2), Community Well-Being and Safety (1), Economic Health and Community Vitality (1), Truth and Reconciliation (1)
- **Least Important:** Arts, Culture, Music, Sport and Entertainment (3), Community Well-Being and Safety (2), Parks, Recreation and Gathering Spaces (2), Economic Health and Community Vitality (1), Transportation (1)

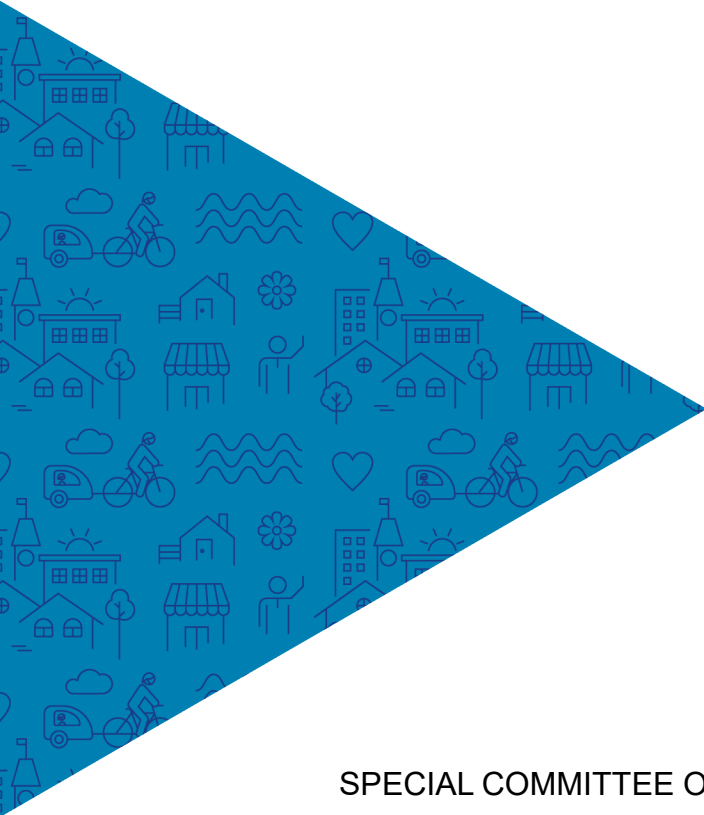


2024

CITY OF VICTORIA

2024 Draft Budget

Public Engagement Summary



SPECIAL COMMITTEE OF THE WHOLE | November 27, 2023



Engagement Summary

New, two-prong engagement approach, inviting input on Council's eight priorities for investment to help inform City department budgets and Council's 2024 budget decisions

- **Ipsos Budget Survey**
 - July 31 to August 17
 - Scientific random sampling of Victoria residents 18 years+
 - Aligned with 12 Victoria neighbourhood populations (Census 2016 data)
 - Cell phones and land lines
- **Budget Community Conversation Series**
 - September 11-27
 - Co-hosted focused conversations with eight equity-seeking local organizations
 - Connected with close to 80 members of the community

2024 BUDGET SURVEY

City of Victoria

PRESENTED BY:

Catherine Knaus, Director, Ipsos

November 27, 2023

© 2023 Ipsos. All rights reserved. Contains Ipsos' Confidential and Proprietary information and may not be disclosed or reproduced without the prior written consent of Ipsos.





OBJECTIVES

- Obtain residents' input on City services, programs and spending priorities to help guide the development of the City's 2024 Budget

METHODOLOGY

- Random and representative telephone survey of adult (18+) Victoria residents
- n=700
- Fielded July 31 to August 17, 2023
- Final data weighted by gender/age and neighbourhood
- Overall margin of error: $\pm 3.7\%$, 19 times out of 20

Quality of Life

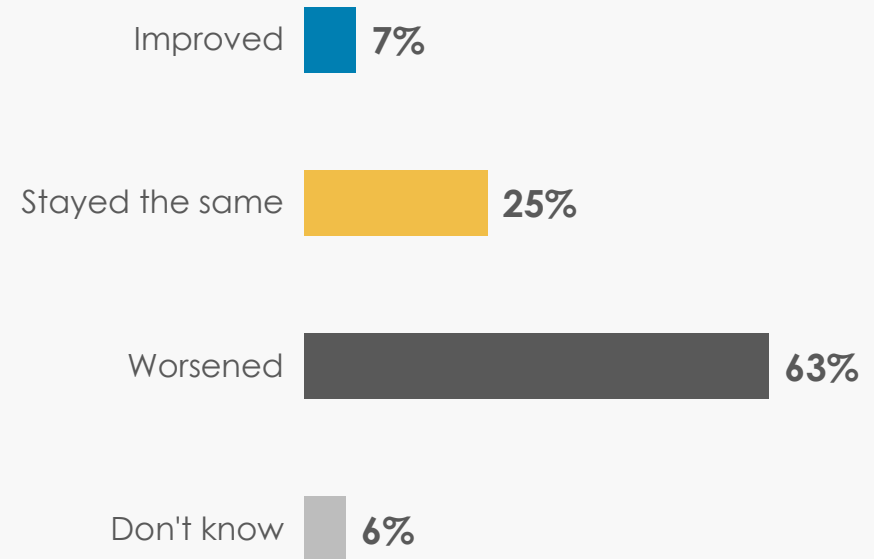
OVERALL PERCEPTIONS OF
QUALITY OF LIFE ARE POSITIVE

84%

Total Good
(Very Good + Good)

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

...BUT MANY FEEL THIS HAS
WORSENERD OVER THE PAST THREE
YEARS

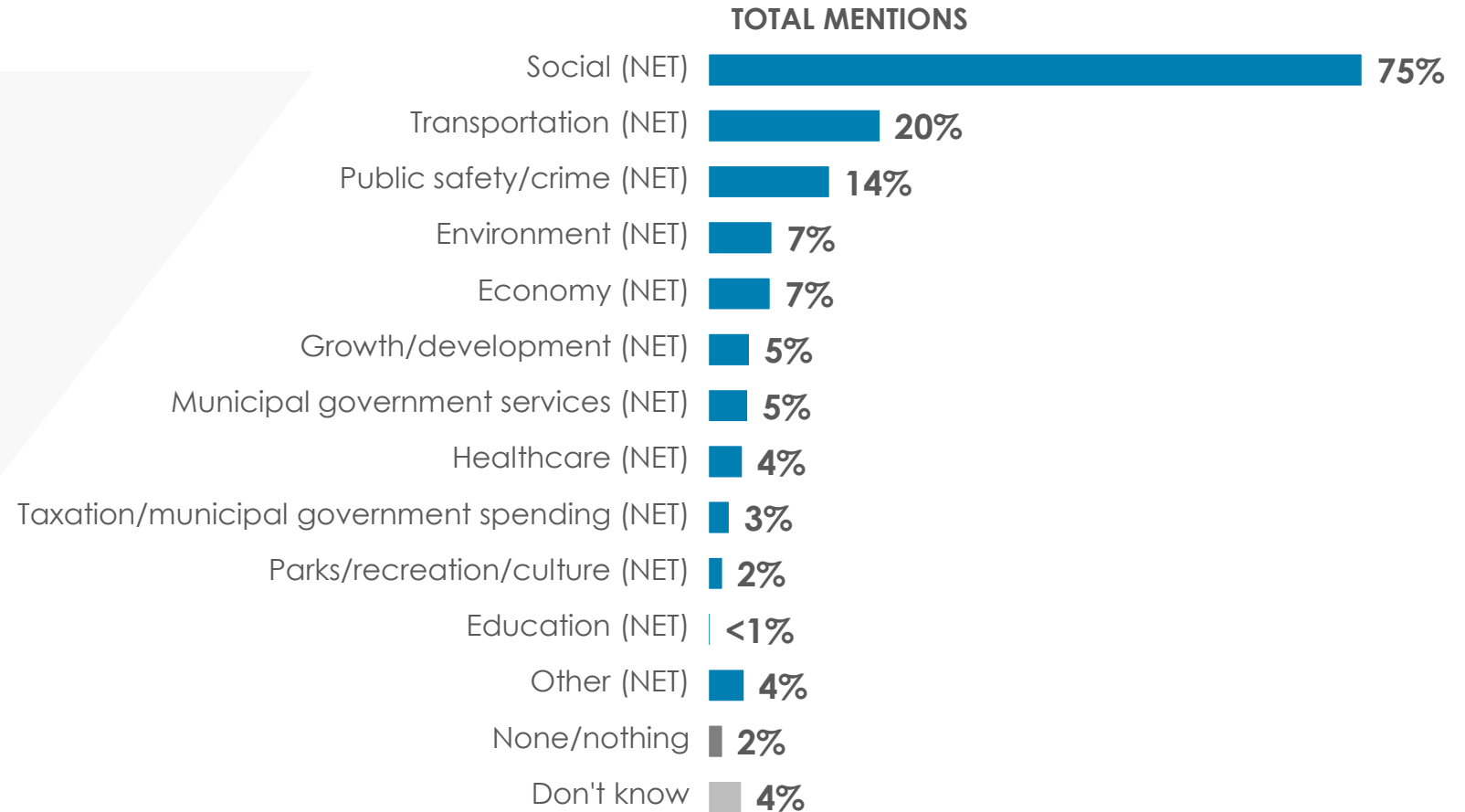


Base: All respondents (n=700)
Q3. And, do you feel that the quality of life in Victoria in the past three years has improved, stayed the same, or worsened?

Important Local Issues

(coded open-ends, multiple mentions allowed)

SOCIAL ISSUES
DOMINATE THE
PUBLIC ISSUE
AGENDA



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?

Satisfaction with City Services

MOST ARE SATISFIED WITH CITY SERVICES OVERALL

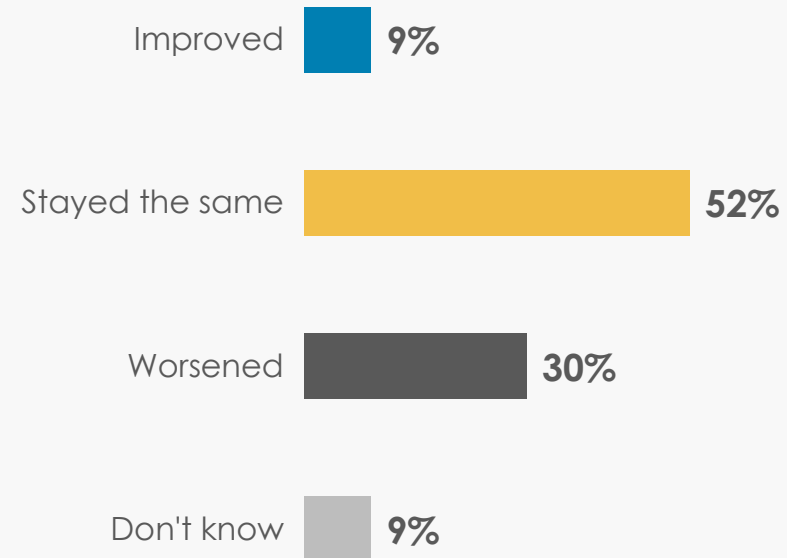
72%

Total Satisfied

(Very Satisfied + Somewhat Satisfied)

Base: All respondents (n=700)
Q4. How satisfied are you with the overall level and quality of services provided by the City of Victoria?

JUST OVER HALF SAY SERVICES HAVE STAYED THE SAME OVER THE PAST THREE YEARS



Base: All respondents (n=700)
Q5. And, do you feel that the overall level and quality of services provided by the City over the past three years has improved, stayed the same, or worsened?

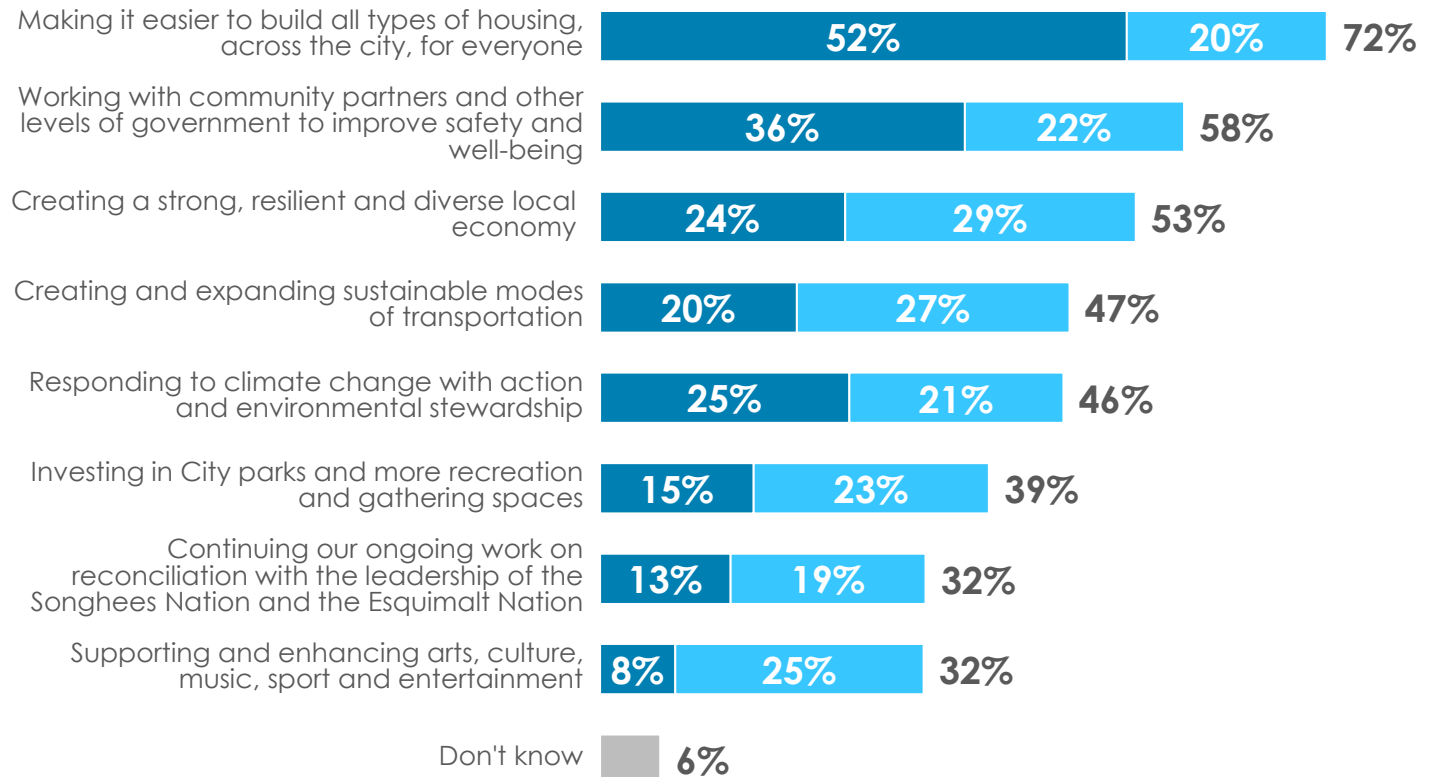
Priorities for Investment

HOUSING IS THE
TOP PRIORITY FOR
INVESTMENT

COMMUNITY
SAFETY AND
WELL-BEING
PLACES SECOND

FIRST/SECOND CHOICE TO INCREASE INVESTMENT IN

■ FIRST CHOICE ■ SECOND CHOICE TOTAL



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?

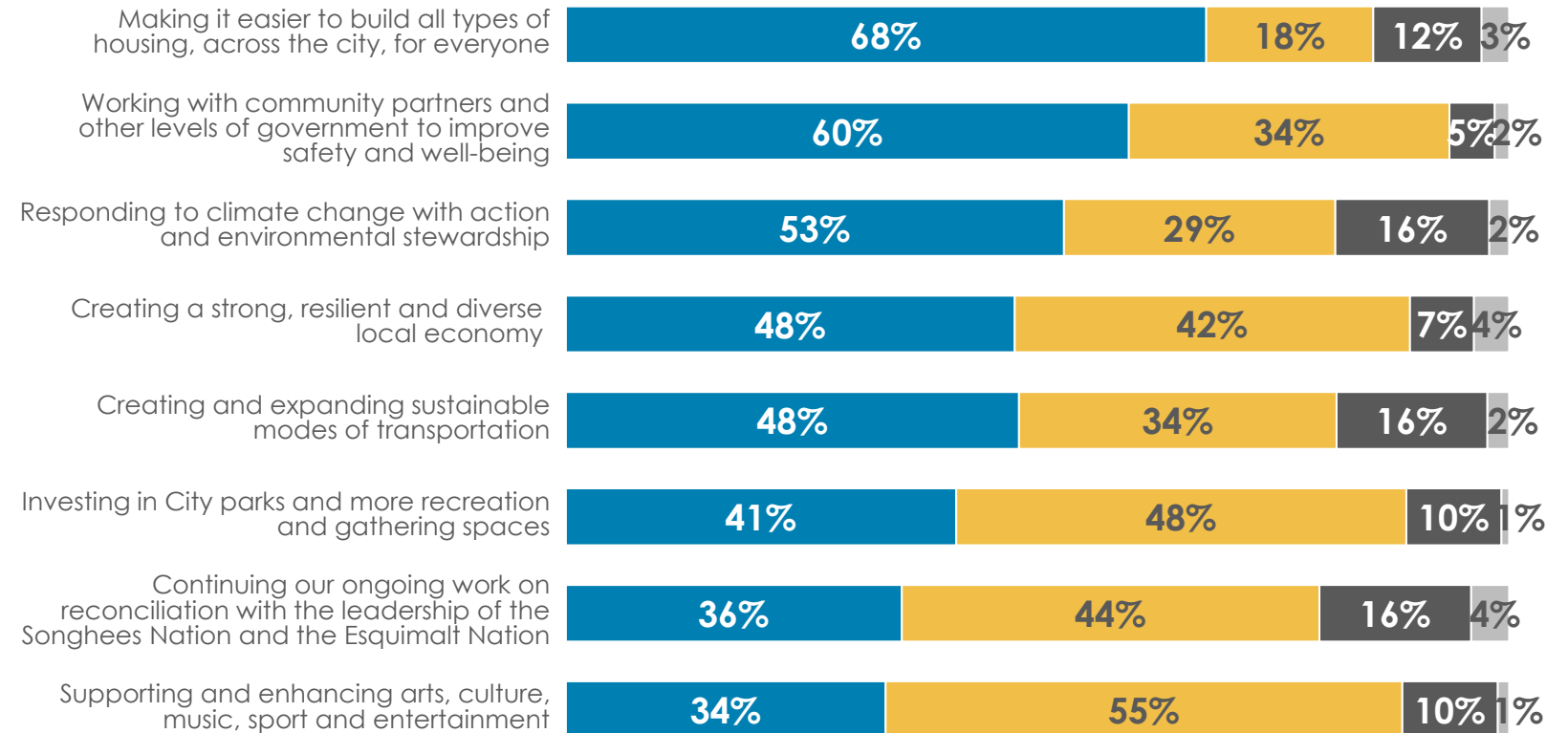
Priorities for Investment

HOUSING IS THE TOP PRIORITY FOR INVESTMENT

COMMUNITY SAFETY AND WELL-BEING PLACES SECOND

LEVEL OF INVESTMENT IN CITY SERVICES AND PROGRAMS

■ MORE ■ SAME ■ LESS ■ DON'T KNOW



Base: All respondents (n=700)

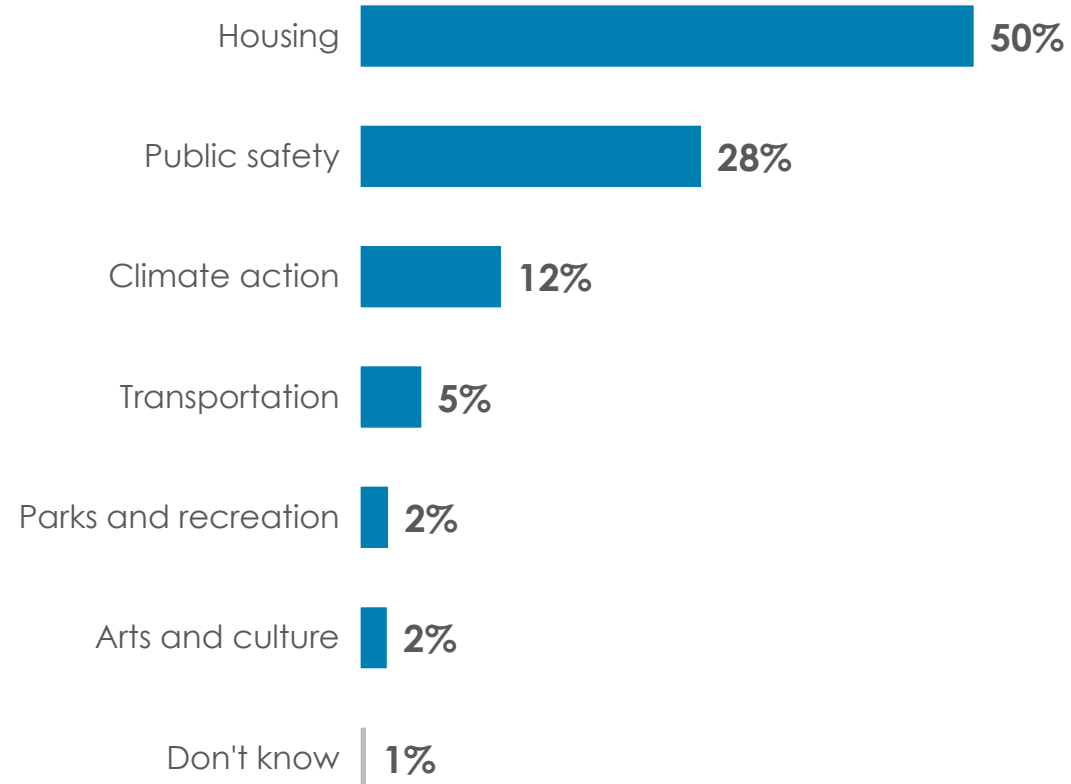
Q6. The City of Victoria has started planning for its 2024 Draft Budget. To help inform this process, the City is interested in learning residents' priorities for investment next year. Considering all the services and programs competing for funding dollars, please tell me whether you think the City should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

Priorities for Investment

HOUSING IS THE
TOP PRIORITY FOR
INVESTMENT

COMMUNITY
SAFETY AND
WELL-BEING
PLACES SECOND

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

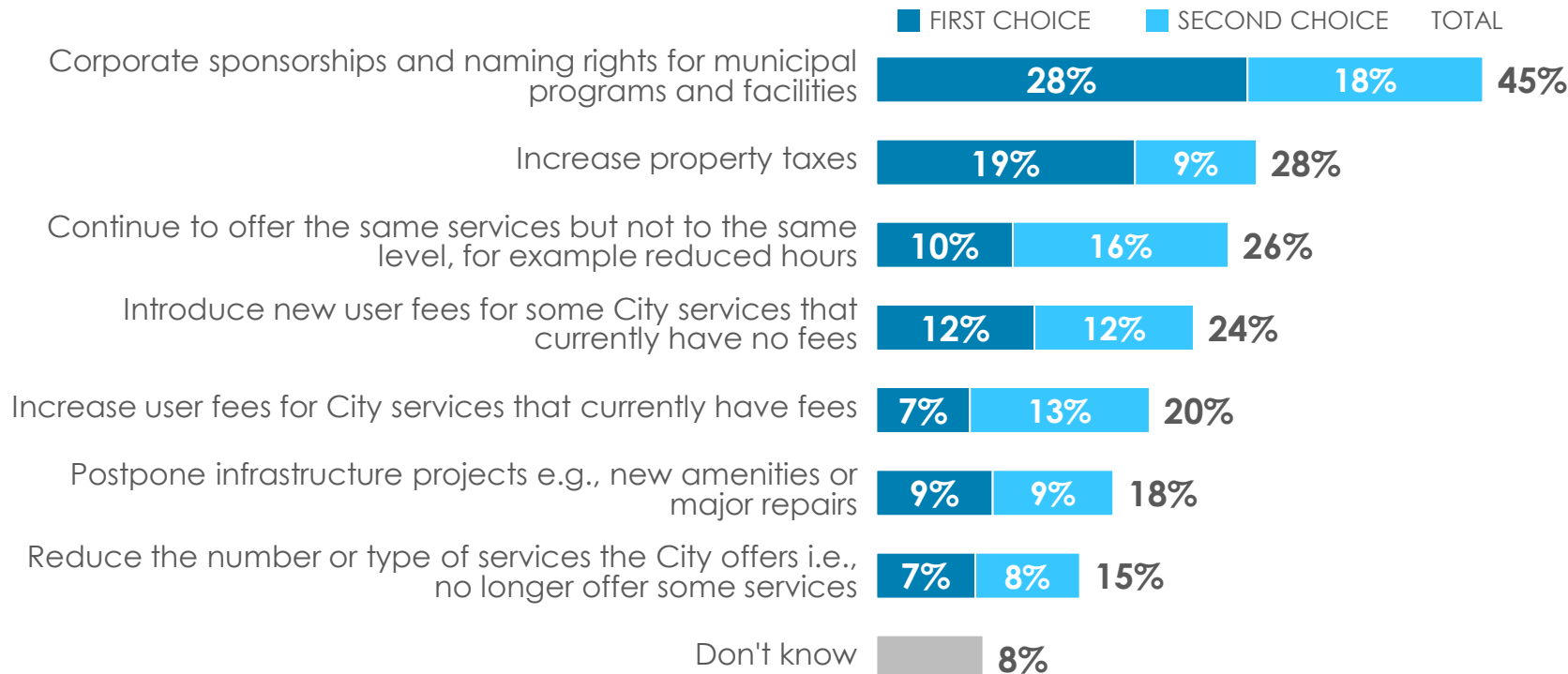


Base: All respondents (n=700)
Q9. Of the following six core City services, which one do you think needs the most attention and investment next year?

Financial Planning



TO BALANCE THE BUDGET, RESIDENTS PREFER **CORPORATE SPONSORSHIPS AND NAMING RIGHTS** MOST OF ALL



Base: All respondents (n=700)

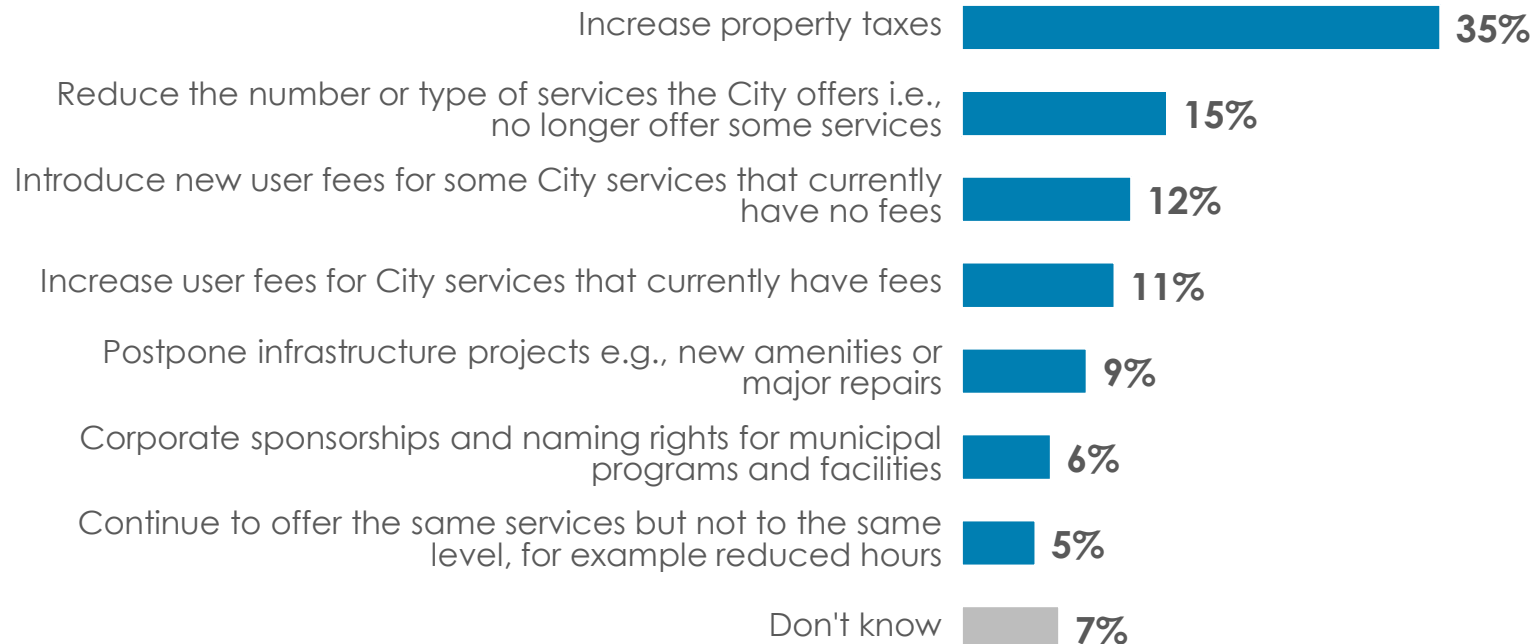
Q10. The City has a number of financial tools that can be used to balance the budget. Which one of the following would you most prefer the City use to balance its budget?

Q11. Which one would you next most prefer?

Financial Planning



AN INCREASE IN PROPERTY TAXES IS THE LEAST PREFERRED OPTION



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

Weighted Sample Characteristics (1/2)



GENDER IDENTITY



46%



51%

2% Non-binary

1% Prefer to self-describe

1% Refused



NUMBER OF PEOPLE IN HHLD

1 31%

2 37%

3 11%

4 14%

5 or more 7%

Refused 1%



EDUCATION

High school or less 14%

Some post-secondary/
college diploma 29%

Completed university
degree/ post-grad 55%

Refused 2%



AGE

18 to 34 31%

35 to 54 29%

55+ 40%

Refused 1%



CHILDREN <18 IN HHLD

Yes 20%

No 80%

Refused 1%



OWN/RENT

Own 49%

Rent 50%

Refused 1%



HHLD INCOME

<\$40K 14%

\$40K to <\$60K 14%

\$60K to <\$80K 15%

\$80K to <\$100K 16%

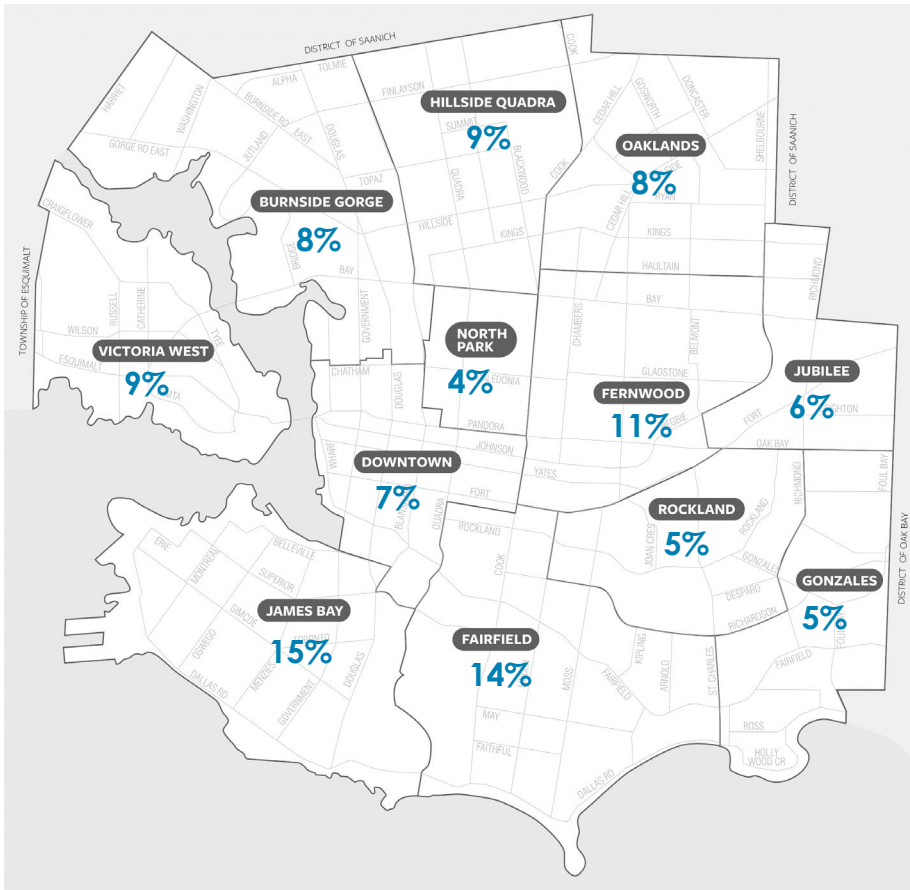
\$100K+ 29%

Refused 11%

Base: All respondents (n=700)

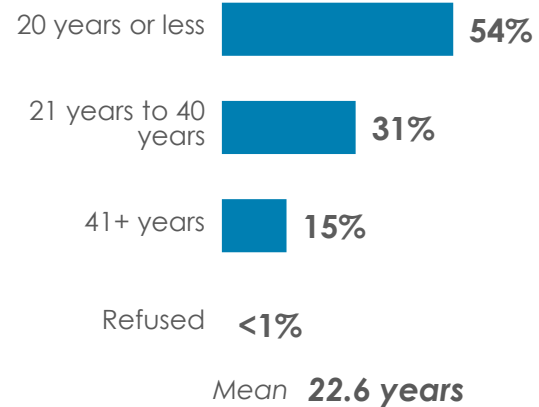
Weighted Sample Characteristics (2/2)

NEIGHBOURHOOD

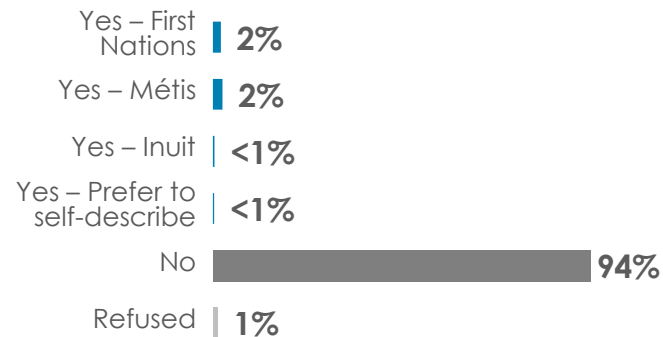


Base: All respondents (n=700)

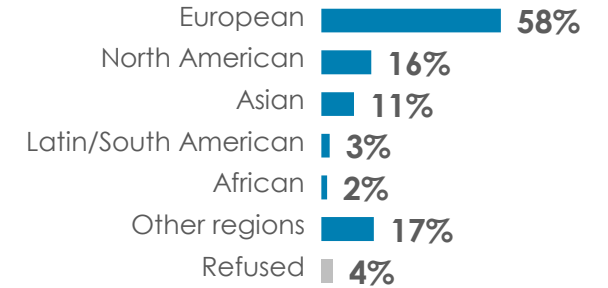
YEARS LIVED IN VICTORIA



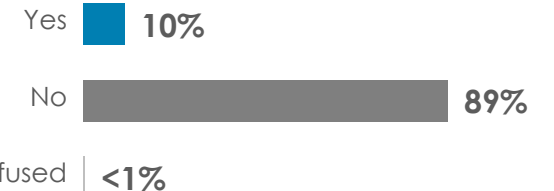
INDIGENOUS IDENTITY



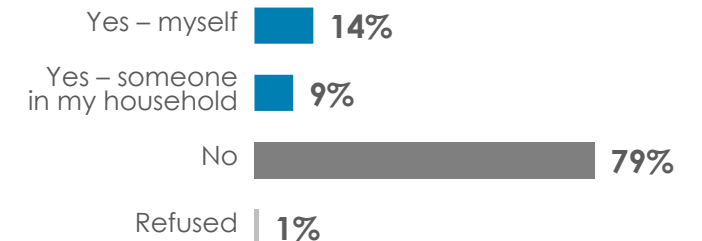
ETHNIC ORIGIN



OWN VICTORIA BUSINESS



DISABILITY IN HHL D



Budget Community Conversation Series with Equity-Seeking Groups

Goals

- To supplement the Ipsos Budget Survey and hear from **diverse and varied perspectives** from across the city
- To provide a **safe and respectful space** to hear from those in our community who we don't often hear from
- For all participants to feel **heard and respected**
- To **build reciprocal relationships** with equity-seeking organizations and the community members they serve; aligned with City's Engagement Framework
- To hear from **8-10 community members** per budget conversation in September



Budget Community Conversation Series

We partnered with:

- Aboriginal Coalition to End Homelessness
- Action Committee of People with Disabilities
- City of Victoria Youth Council
- Inter-cultural Association of Greater Victoria (ICA)
- Our Place Society
- Peers Victoria Resources Society
- Silver Threads Service for Seniors
- Victoria Native Friendship Centre

Victoria Native
Friendship Centre



aceh society



Inter-Cultural
Association
of Greater Victoria

ACPD



ourplace



peers

Silver
Threads
service
for seniors

Budget Community Conversation Series

Format

- 1.5 to 2-hour conversations | information sheets provided in advance
- 2 engagement activities | Boardroom setting or semi-circle
- A facilitator, recorder + EDI staff support
- Privacy and confidentiality were key
- 8-11 community participants
- 1-2 co-hosting organization representatives
- Indigenous land acknowledgement
- Co-hosted at organization's venues and City Hall Antechamber
- Compensation for each organization's and participant's involvement; complimentary food and beverage

Budget Community Conversation Series

Accommodations

To be inclusive and remove any barriers to participating:

- Hybrid meeting upon request (in-person and Microsoft Teams)
- ASL Interpreter in the room
- Virtual live captionist with projection of conversation on screen in the room
- Antechamber's hearing loop was used
- Additional City staff to liaise with virtual participants and roam the room with a microphone to amplify people's input
- Information sheets and accessible Word versions provided in advance (large font print copies available in person)
- Room was scent and nut free
- Taxi vouchers available

Budget Community Conversation Series

We Heard From

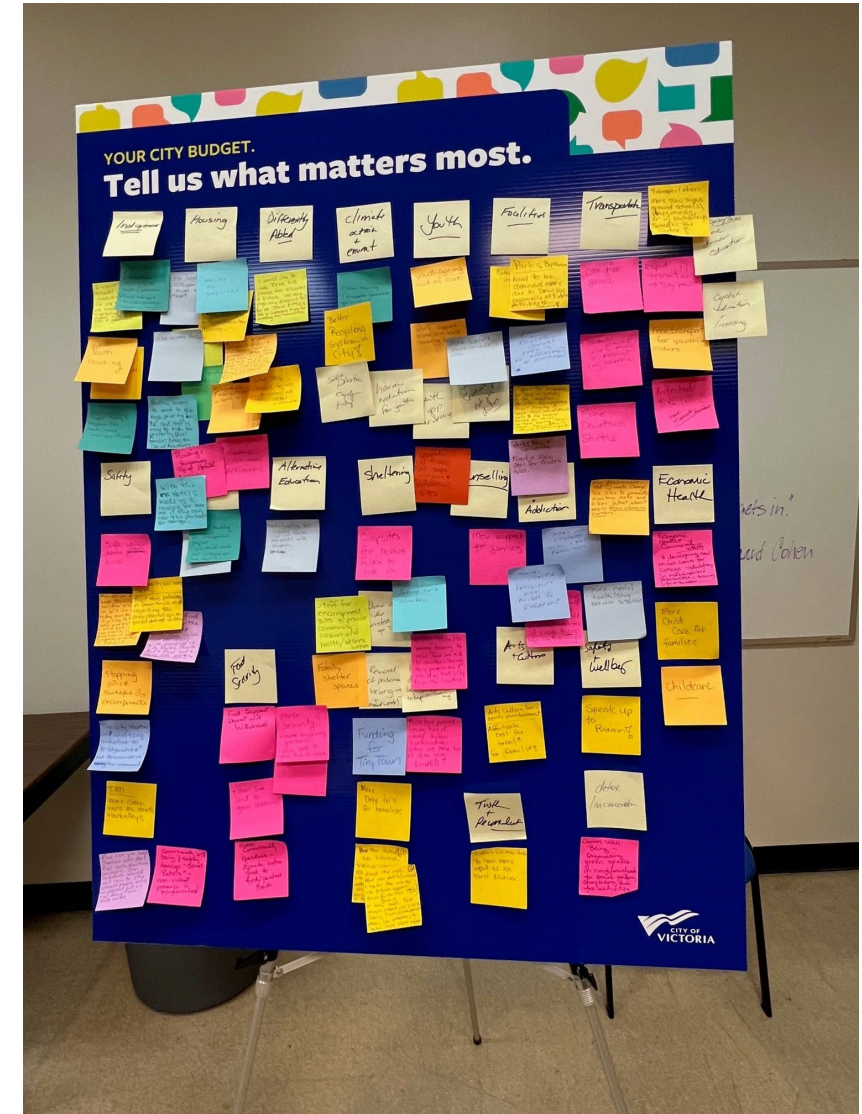
- Urban Indigenous people
- Seniors
- Youth
- Immigrants
- People with disabilities
- Sex trade workers
- People who are currently unhoused/sheltering
- Those living in supportive housing or transitioned to independent housing

Budget Community Conversation Series

Ideas Activity 1:

What would you like City Council to fund next year to help you and your community?

Positive response, resulting in a range of ideas discussed and categorized under agreed upon themes.



Activity 1 – Categories

- Accessibility and Advocacy
- Arts and Culture
- City Facilities
- Climate Action and the Environment | Waste
- Clean Streets | Sidewalks | Transportation
- Communication
- Community and Social Connections
- Economy and Downtown
- Education and Training
- Food Security
- Healthcare and Supports | Mental Health | Addiction
- Housing | Shelters | Sheltering | Storage of Belongings
- Indigenous Supports
- Immigrant Supports
- Parking
- Roles of levels of government and agencies
- Safety and Well-Being
- Truth and Reconciliation
- Youth

Budget Community Conversations

Ranking Activity 2:

Each participant received a set of **three sticky dots** to rank their priorities for *funding next year*.

Green = most important priority to them

Yellow = second most important priority

Red = least important priority



Budget Community Conversations

Ranking Key Findings

- **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 on right)
- **Community Well-Being and Safety** was ranked second most important and as most important by most groups
- **Climate Action and Environmental Stewardship** was ranked most important by two groups



Budget Community Conversations

- **Arts, Culture, Music, Sport and Entertainment** was ranked as the least important at this time. However, support for Indigenous arts, crafts and culture was a topic of discussion in the first activity.
- While **Transportation** did not rank highly, it was a topic of discussion in the post-it-note Ideas Activity among all groups.
- Although **Truth and Reconciliation** was not ranked highly as its own strategic priority, in the first activity, there was an expectation shared that it would be play a role in all of Council's strategic priorities.



Ranking of Council's Priorities by Equity-Seeking Group Participants (Multiple entries indicate a tie)

Equity-Seeking Participant Group	Most Important	Second Most Important	Least Important
Silver Threads Service	Community Well-Being and Safety	Community Well-Being and Safety	Arts, Culture, Music, Sport and Entertainment
		Economic Health and Community Vitality	
Victoria Native Friendship Centre	Housing	Community Well-Being and Safety	Arts, Culture, Music, Sport and Entertainment
Inter-cultural Association of Greater Victoria	Housing	Community Well-Being and Safety	Community Well-Being and Safety
		Parks, Recreation/Gathering Spaces	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	Community Well-Being and Safety	Truth and Reconciliation
		Truth and Reconciliation	
		Climate Action and Environmental Stewardship	Climate Action and Environmental Stewardship
		Arts, Culture, Music, Sport and 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

Budget Engagement Results

Personal Reflection



Budget Engagement Results

Community Input for Consideration:

- Engagement results demonstrate support for Council's eight strategic priorities, and in particular **Housing; Community Well-Being and Safety;** and **Climate Action and Environmental Stewardship**
- Community input is designed to help inform:
 - Council's 2024 budget decisions
 - Council's advocacy role for change among agencies and other levels of government

Future Budget Engagement

Direct staff to use a similar consultation approach for 2025 and future financial planning processes to satisfy the consultation provision in section 166 of the Community Charter.

Questions?