

Budget 2026 Public Engagement Report

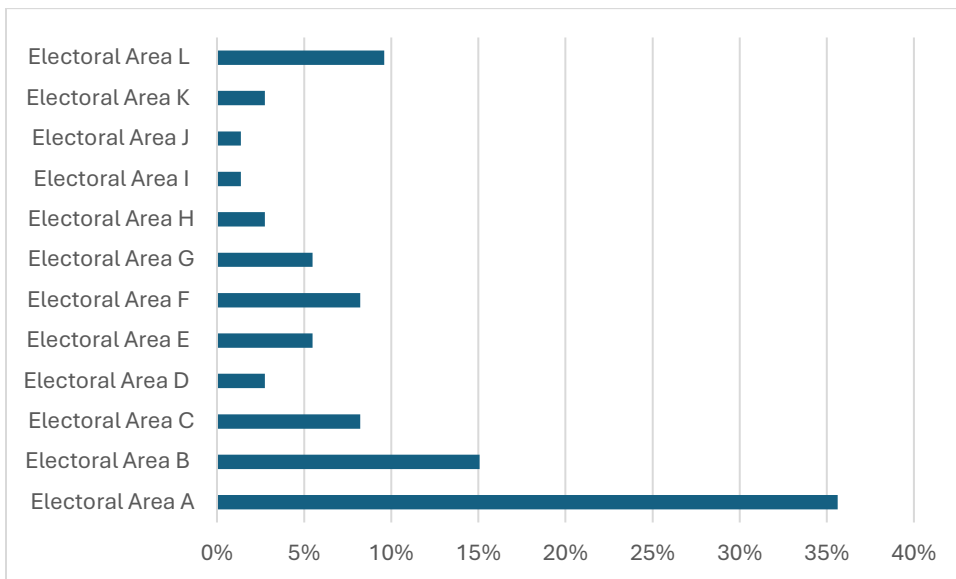
Public Input Summary

To support the 2026 budget process, the CRD collected resident feedback through a public survey available online or by contacting communication by phone or email.

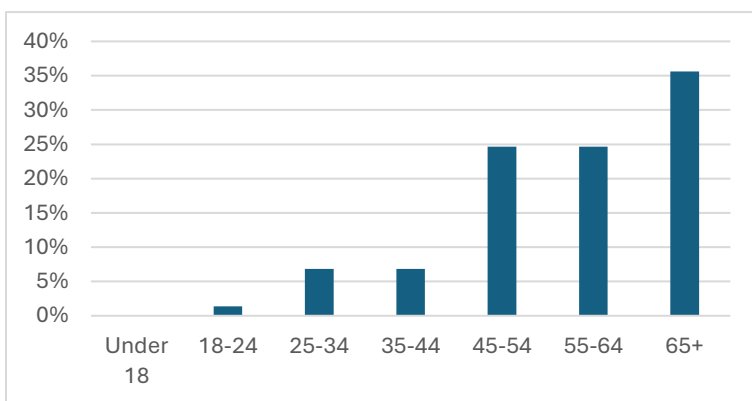
To broaden participation and increase awareness, the survey was promoted through multiple channels, including three features in the full-page *Regional Round Up* in all newspapers, increased Facebook promotion, inclusion in the annual budget mailouts, and announcements on local radio. These efforts were intended to expand the survey's reach and make participation accessible across the region.

We received 162 completed survey responses. Although this is fewer than last year, the decrease is due to fewer responses from outside the CRD. As always, responses from outside the region were excluded to ensure the results reflect local resident input.

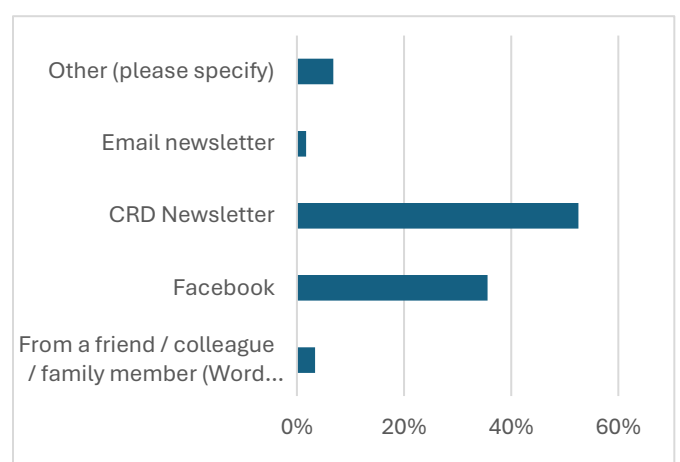
Question 1 Which Electoral Area do you live in?



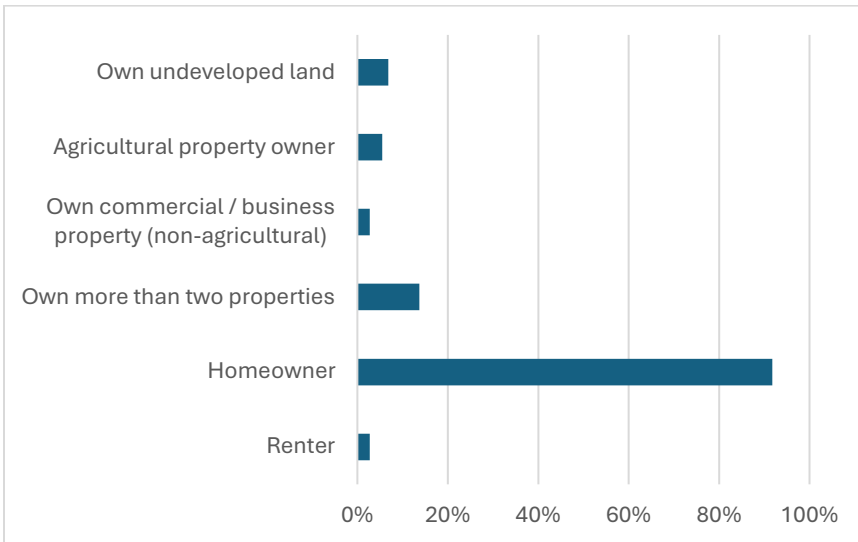
Question 2 What is your age?



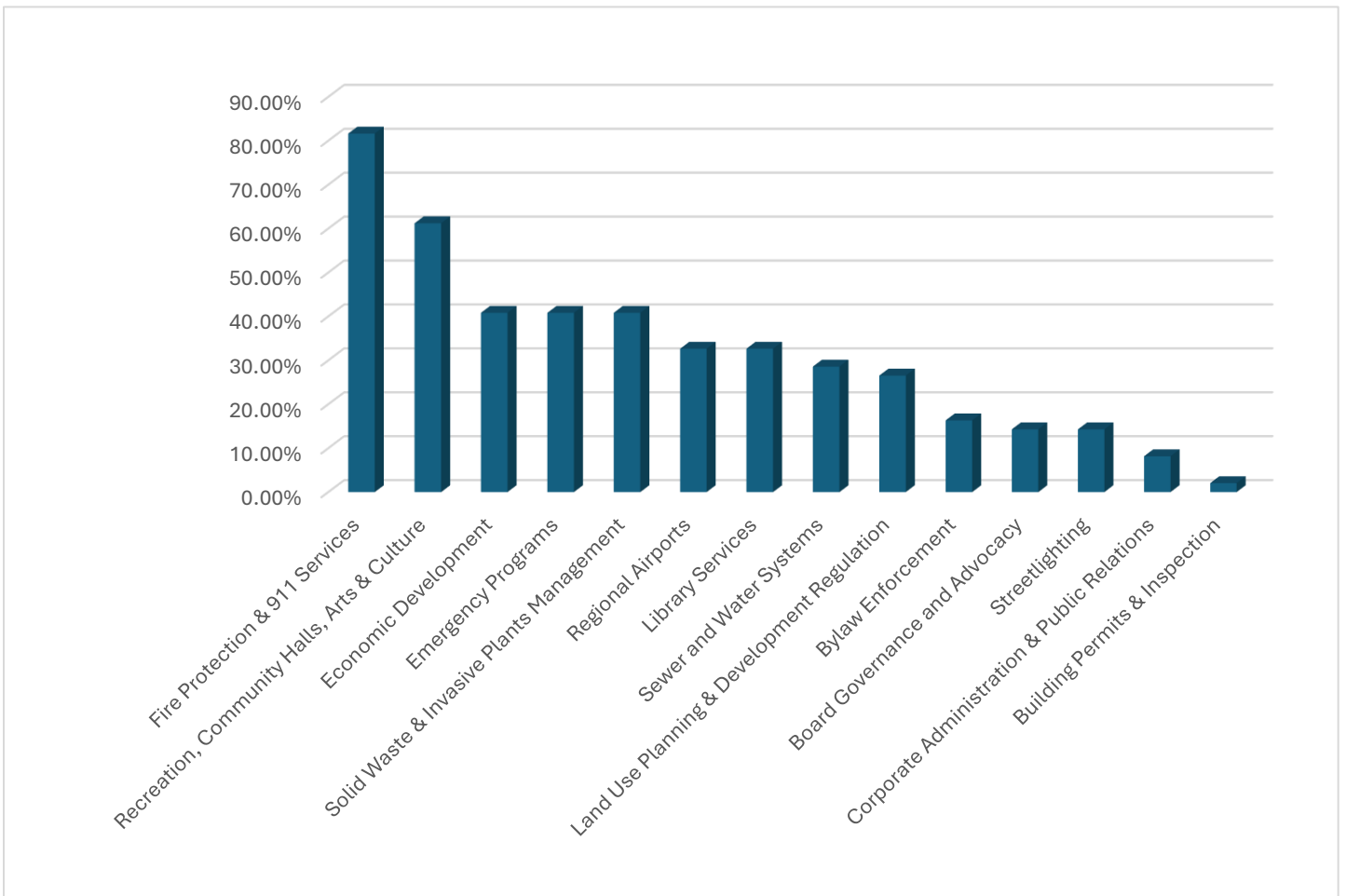
Question 3 How did you find out about this survey?



Question 4 What is your property ownership status?



Question 5 Please select the five most important regional district services for you.

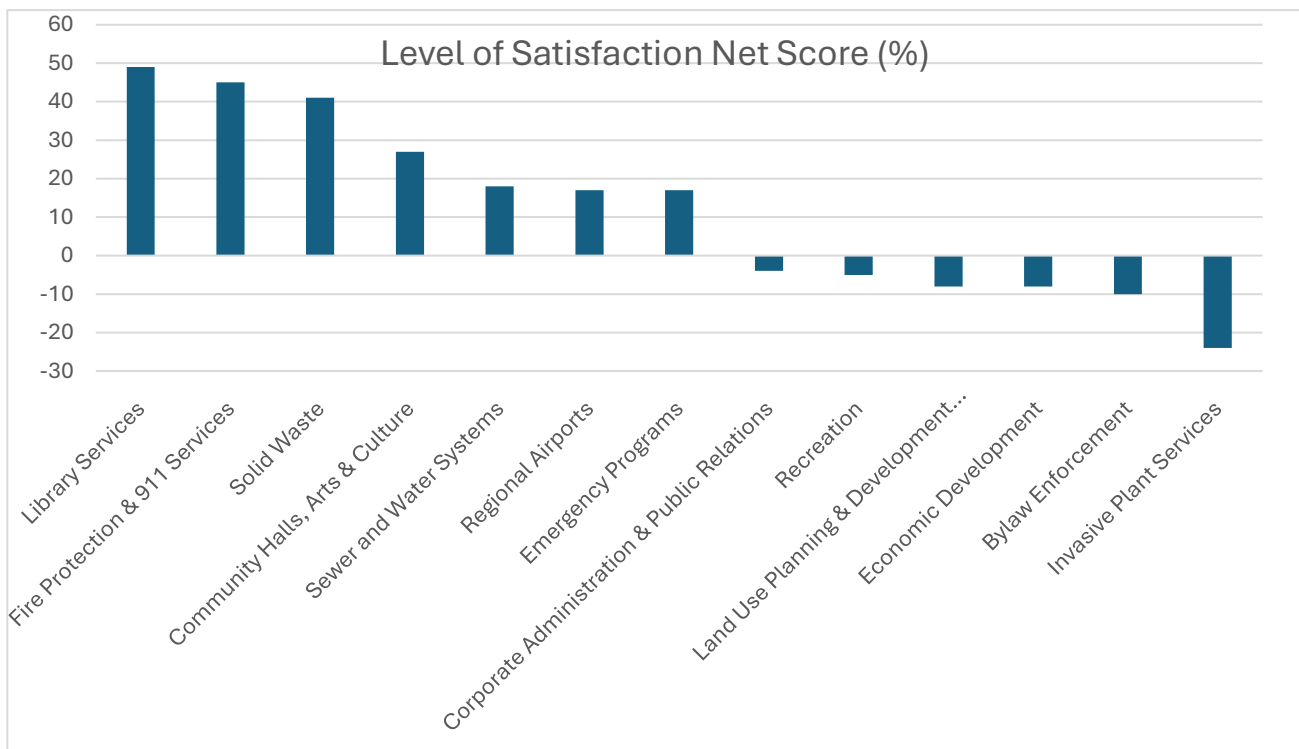


Understanding Net Scores

To make the results easier to compare across services and between years, we have included net scores as a summary measure. A net score is calculated by subtracting negative responses (Very Dissatisfied + Dissatisfied) from positive responses (Satisfied + Very Satisfied).

This gives us a clear number that shows whether a service is trending more positive or more negative. This helps identify where services are performing well, where pressure may be building, and where notable shifts have occurred over time.

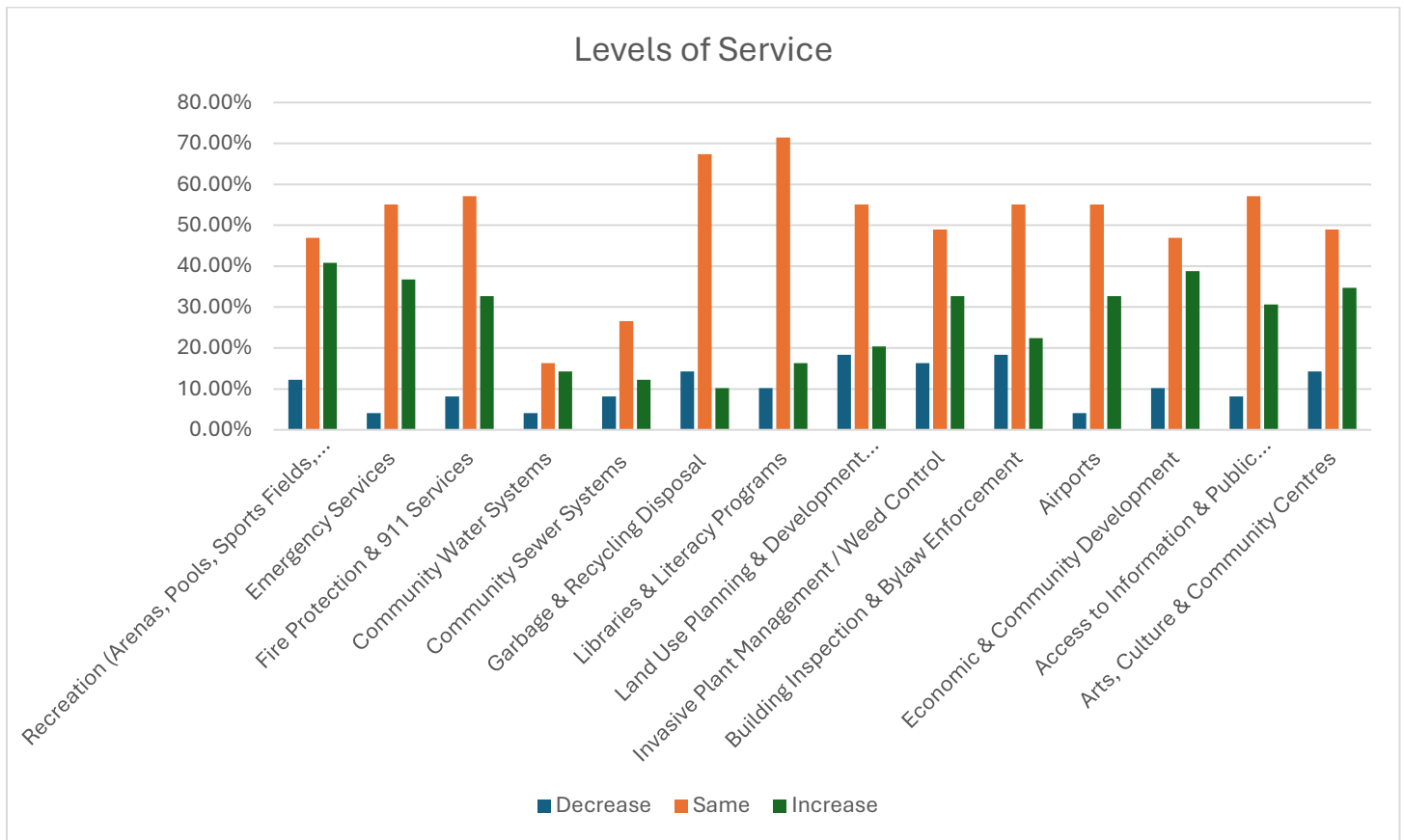
Question 6 Please rate your level of satisfaction with the level of service available in your area



Year over year the following is notable:

- Economic Development moved from strongly negative (-22) to moderately negative (-8).
- Arts & Culture doubled its positive net strength.
- Invasive Plants shifted from moderate negative (-9) to strong negative (-24).
- Core operational services (Fire, Solid Waste, Libraries) remain stable and strongly positive.

Question 7 Should the CRD increase, decrease, or maintain the existing levels of service for the following functions?



“Maintain the same level of service” was the leading response in the majority of service categories.

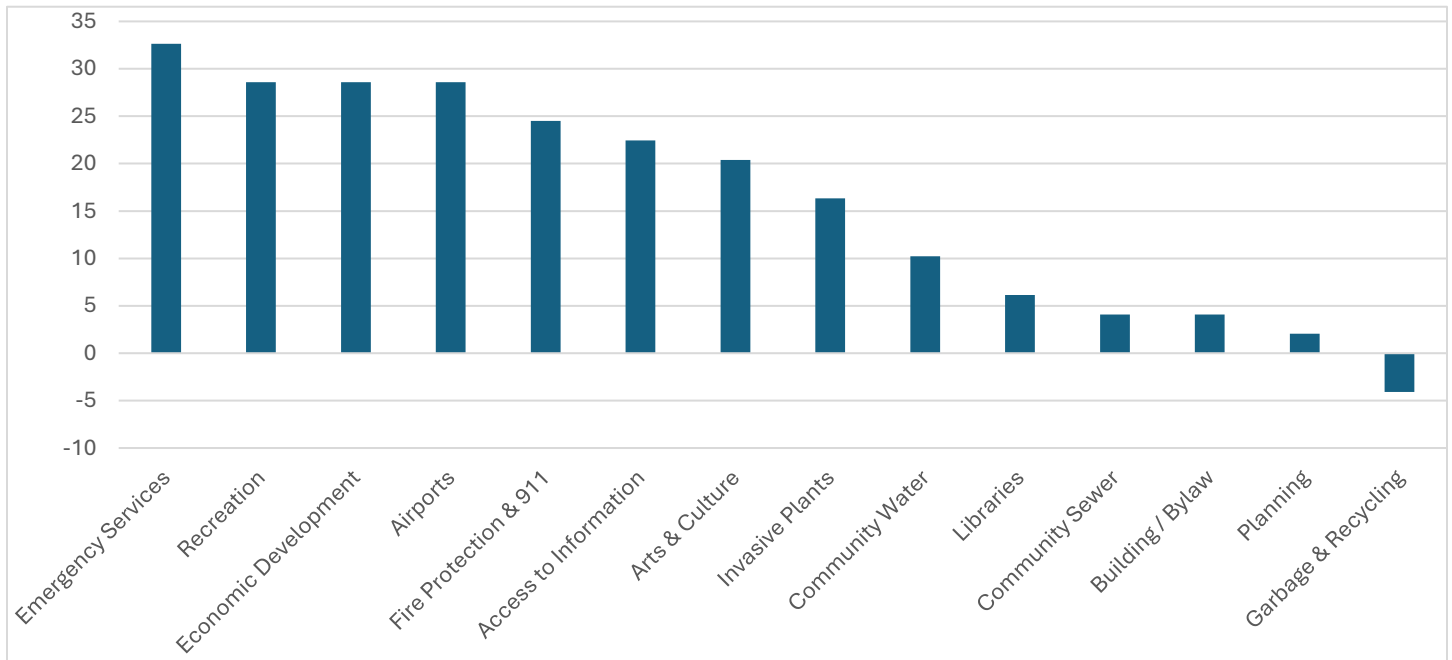
The highest support for **increased funding** was seen in:

- Recreation (40.82%)
- Economic & Community Development (38.78%)
- Emergency Services (36.73%)
- Arts & Culture (34.69%)
- Fire Protection & 911 and Airports (32.65%)
- Public Engagement (30.61%)

Support for **decreasing services** was limited, with the highest decrease responses in:

- Planning (18.37%)
- Building Inspection & Bylaw (18.37%)
- Invasive Plant Management (16.33%)
- Garbage & Recycling and Arts & Culture (14.29%)

A Net Funding Direction Score was calculated by subtracting the percentage of respondents selecting “Decrease” from those selecting “Increase”. This makes it easier to see where pressure is building, without losing the bigger picture of how residents responded.



Themes Identified in Written Comments

Written comments were reviewed and grouped to reflect common themes and recurring areas of concern. Where appropriate, comments have been lightly edited for clarity and length while preserving the intent of the feedback.

Overall, three primary themes emerged:

1. Service Delivery, Communication & Responsiveness

Residents expressed concerns about service responsiveness and communication, particularly in areas such as bylaw enforcement and invasive plant management. Some respondents noted delays in follow-up or a perceived lack of presence in their communities. At the same time, others acknowledged positive experiences with services such as waste management and street lighting.

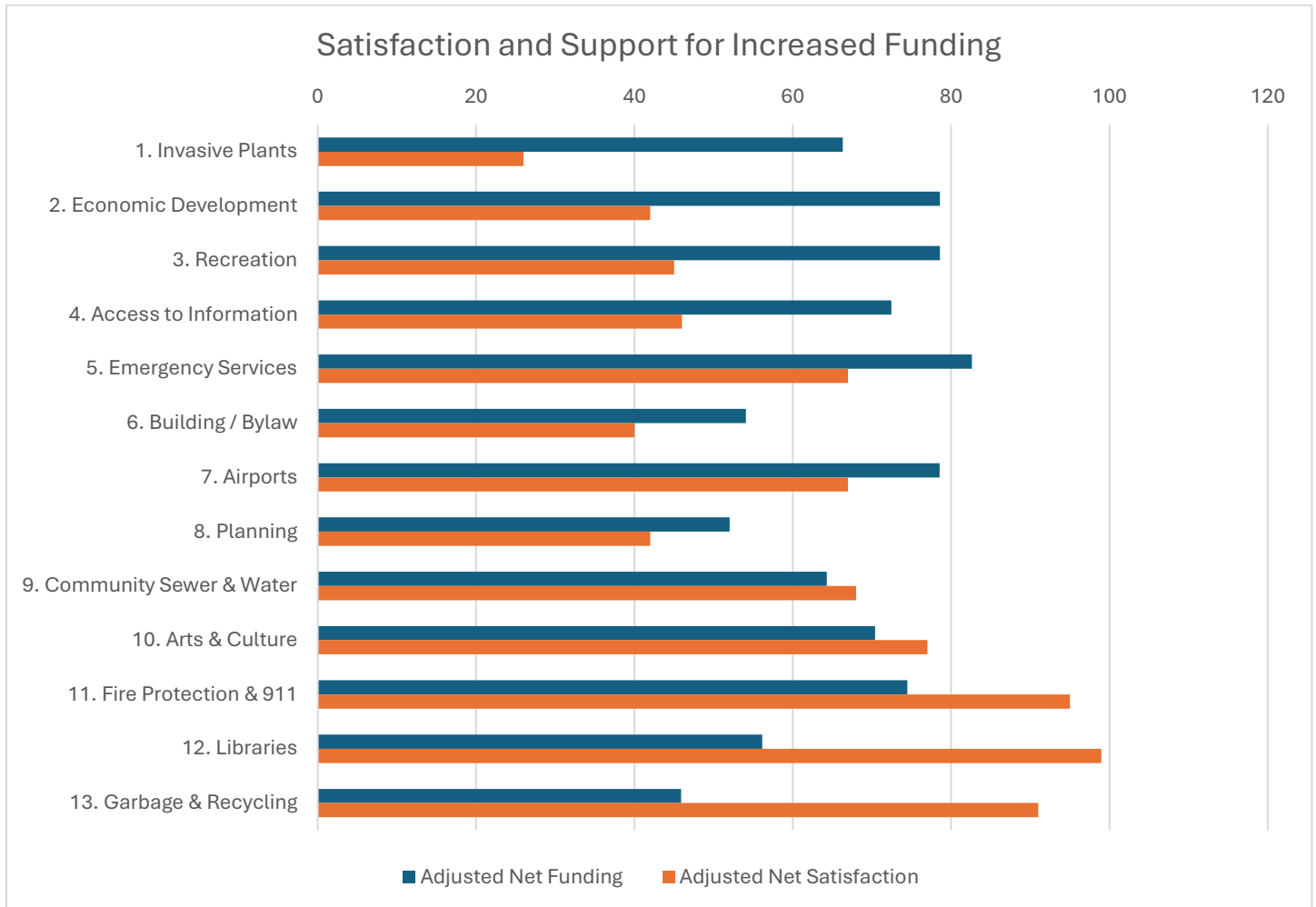
2. Infrastructure & Community Investment

Several comments focused on infrastructure and long-term community development. These included requests for water and sewer expansion, modern recreation and arts facilities, commuter trails, and investments that support economic attraction and retention.

3. Affordability & Value for Money

A recurring theme was concern about rising taxes and overall service costs. Some respondents questioned administrative spending or the cost of specific services, while others emphasized the importance of maintaining affordability, particularly for fixed-income households.

The comments back up the data. In several areas, satisfaction is lower — but support for investment remains positive, signalling a desire to improve rather than reduce services.



****Adjusted net scores are shifted to a 0–100 scale for visualization purposes.***

The top four services reflect the strongest “fix it” signal from residents. In these areas, satisfaction is lower, but support for increased funding is still strong. That tells us something important: people are not asking for cuts — they are asking for improvement.

The services are ranked in order of how strong that signal is, starting with the biggest gap between satisfaction and funding support. The larger the gap, the clearer the message that residents want to see better results.

As you move down the chart, satisfaction and funding direction start to line up more closely. In those areas, there is less pressure for change. Strong satisfaction paired with lower funding appetite suggests services are performing well and considered stable. Where both measures are moderate, it points to steady performance without urgent concern.