

Budget 2024 Public Survey

From September 5 – October 1, 2023, the City engaged the public in an online survey to inform the 2024 budget. The goals of this engagement are to educate residents about the City’s budget planning process, and to allow community members to indicate their preferences for how Council might make budget choices on their behalf.

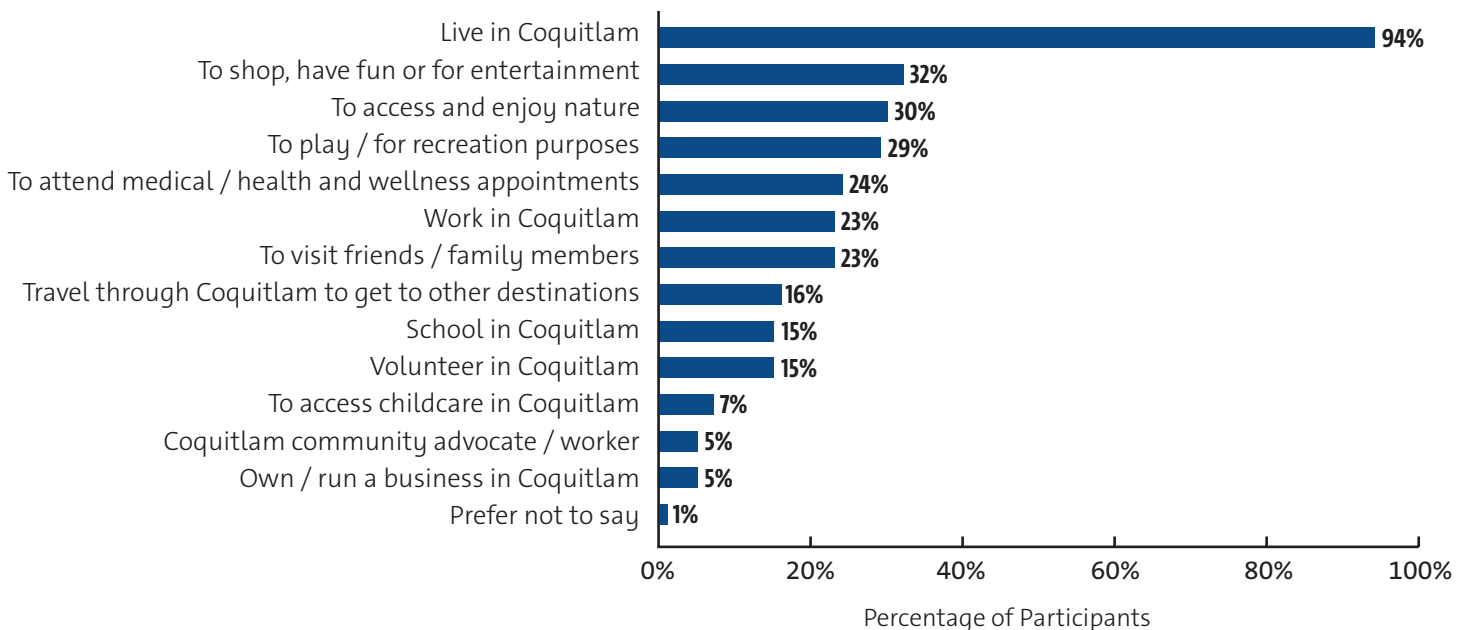
What We Heard

Who Participated

For the Budget 2024 public survey, we heard from a wide variety of participants (482 total):

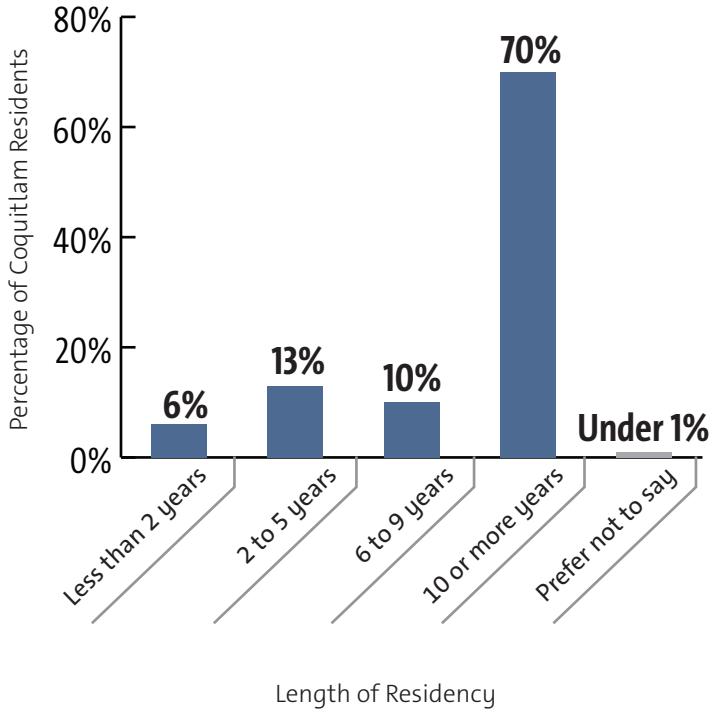
- » **94%** Coquitlam residents and **23%** who work in Coquitlam.
- » From residents who are new to Coquitlam as well as those who have lived here for many years. The majority of residents who engaged (**70%**) have lived in Coquitlam for 10 or more years.
- » From residents all over Coquitlam. The five most represented neighbourhoods were: Central Coquitlam (**17%**), City Centre (**13%**), Westwood Plateau (**13%**), Burquitlam Lougheed (**11%**), and Northeast Coquitlam / Burke Mountain (**8%**).
- » Representation from men (**46%**), women (**43%**), and non-binary people (**1%**).
- » Representation from all age categories (from those under 18 to those 75+) with the highest representation from those 55+ (**38%**).
- » Representation from all income brackets, with the highest representation from those reporting a gross annual household income of \$125,000 or more (**33%**).

2024 Participants: Connection to Coquitlam

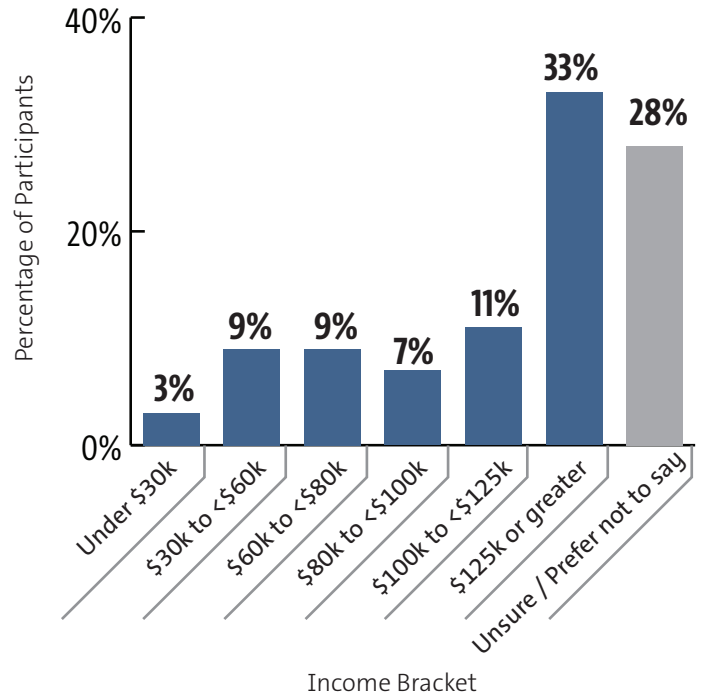


Demographic Overview (2024 Survey Participants)

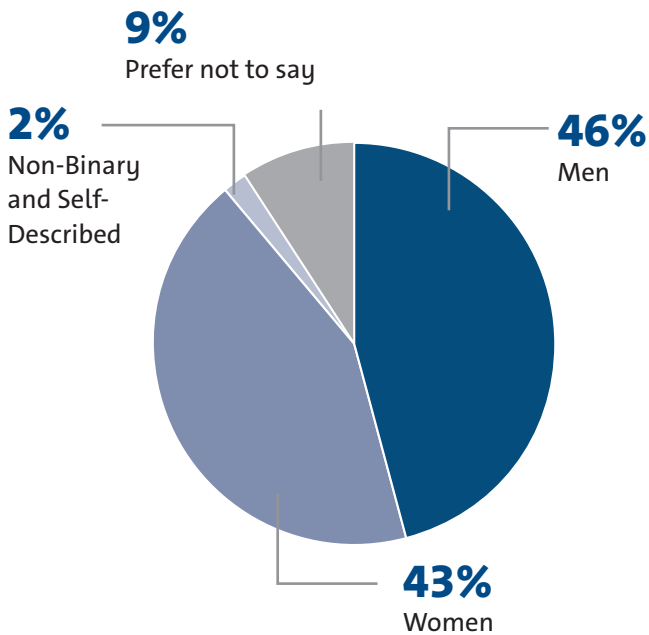
Length of Residency (Coquitlam Residents)



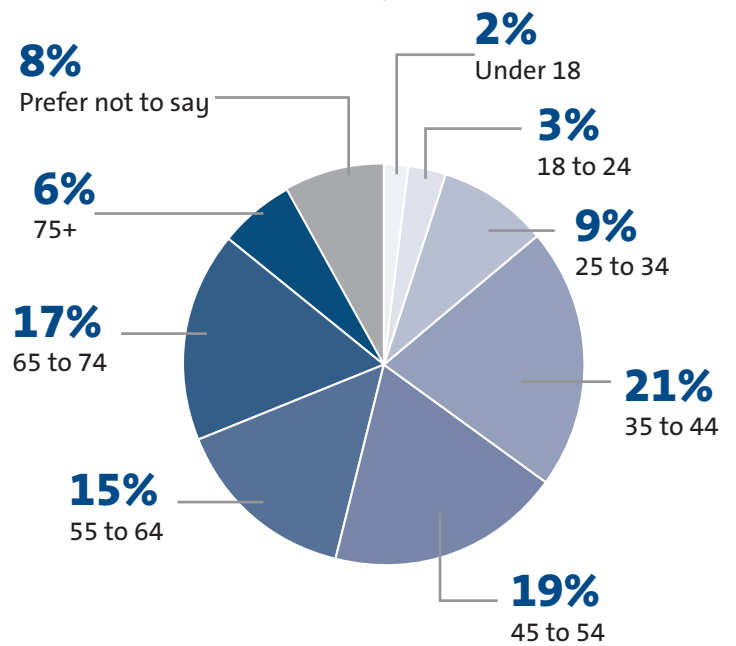
Gross Annual Household Income



Gender Identity



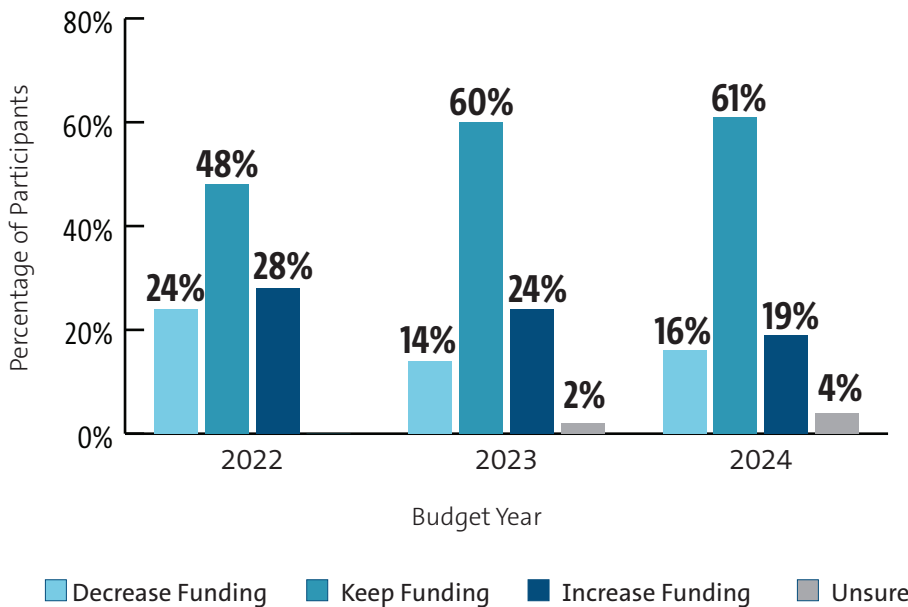
Age



Budget Feedback Overview

For each service area, participants were provided a summary of scope and the average cost per household. When asked to vote on how they would adjust this funding, participants were asked to consider the importance for the community as well as for their household and recognize that a change in funding will impact the level of service.

Averages
Year Over Year Comparison (2022, 2023, 2024)



Across all five service areas, the leading opinion was to keep funding as is. On average, the majority of participants (61%) wanted to keep funding as is, 19% wanted funding increased, and 16% wanted funding decreased. This year, like last, all questions were required and the category of 'unsure' was offered.



Top three service area where participants want to keep funding as is:

- 1 Garbage and Solid Waste Services (76%)
- 2 Water, Sewage and Drainage Services (71%)
- 3 Fire and Rescue Services (68%)



Top three service areas where participants want funding to increase:

- 1 Parks, Recreation, Culture and Facilities Services (29%)
- 2 Roads and Transportation Services (28%)
- 3 Police Services (22%)



Top three service areas where participants want funding to decrease:

- 1 Capital Construction Services (24%)
- 2 Parks, Recreation, Culture and Facilities Services (23%)
- 3 Planning and Development Services (20%)

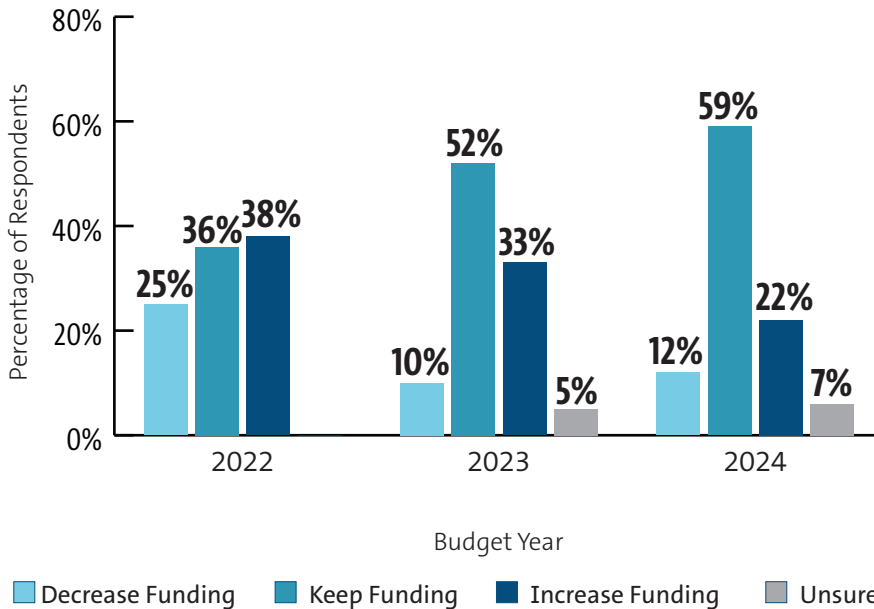
Funding Breakdown by Service Area

Here is how survey participants indicated their preferences for funding levels on each of the different City service areas:



Police Services

An average \$572 per household



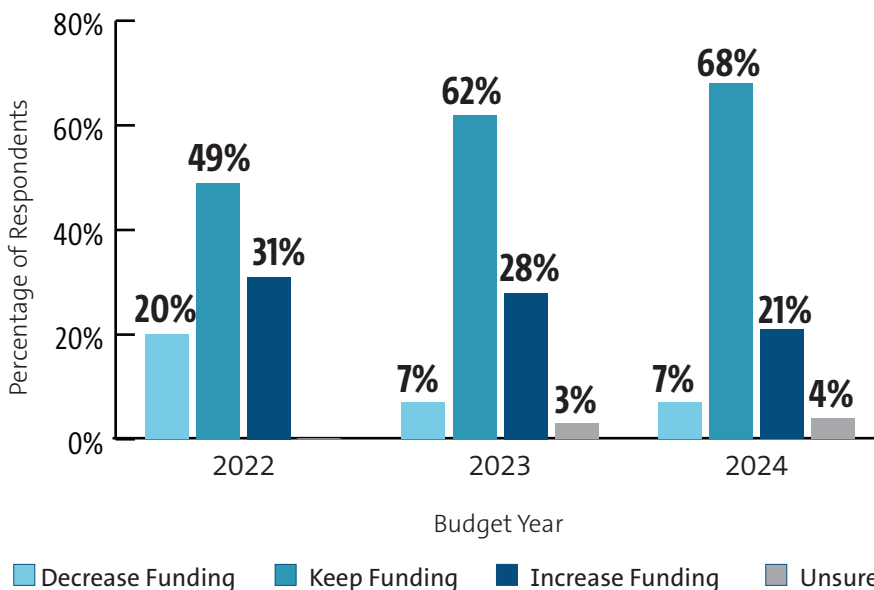
Police Services was the third most frequently selected service area where participants wanted an increase in funding. The majority of participants (59%) wanted to keep funding as is. 22% think funding should be increased. 12% think funding allocated should be decreased. 7% were unsure.

Related feedback focused on public safety and keeping pace with population growth, including concerns over crime, gun violence and gang activity. There were calls for prevention and crime reduction programs and trauma / mental health training.



Fire and Rescue Services

An average \$465 per household



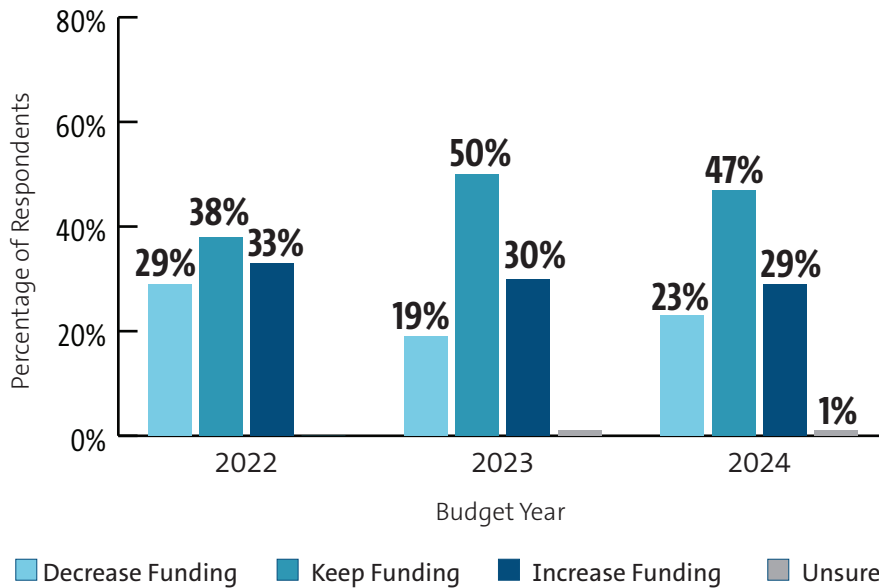
Fire and Rescue Services was the third most frequently selected service area where participants wanted funding kept as is and the least frequently selected service area that should have its funding decreased. The majority of participants (68%) wanted to keep funding as is. 21% think funding should be increased. 7% think funding should be decreased. 4% were unsure.

Related feedback was centered on first response calls, the need to keep pace with growth in Coquitlam, and concerns over climate change / extreme weather especially wildfires. With the increased risk, there were calls for urban park rangers and for more specialized training for crews.



Parks, Recreation, Culture and Facilities Services (PRCF)

An average \$635 per household



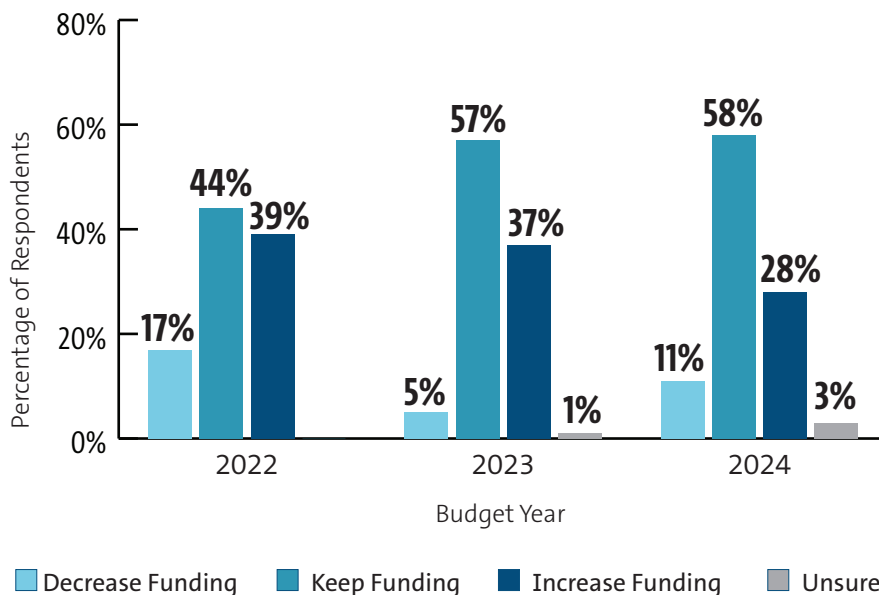
Participants were divided when it comes to the funding of Parks, Recreation, Culture and Facilities Services; PRCF Services was the most frequently selected category where participants wanted funding increased as well as the second most frequently selected service area where participants wanted funding decreased. Almost half of the participants (47%) wanted to keep funding as is. 29% think funding should be increased. 23% think funding should be decreased. 1% were unsure.

Related feedback highlighted the need for parks / green spaces and how much residents appreciate the recreation, sports, and arts and culture programming. There were calls to add more facilities and park amenities, expand programming, and address capacity limits of recreation facilities / programs including giving current residents priority when registering.



Roads and Transportation Services

An average \$208 per household



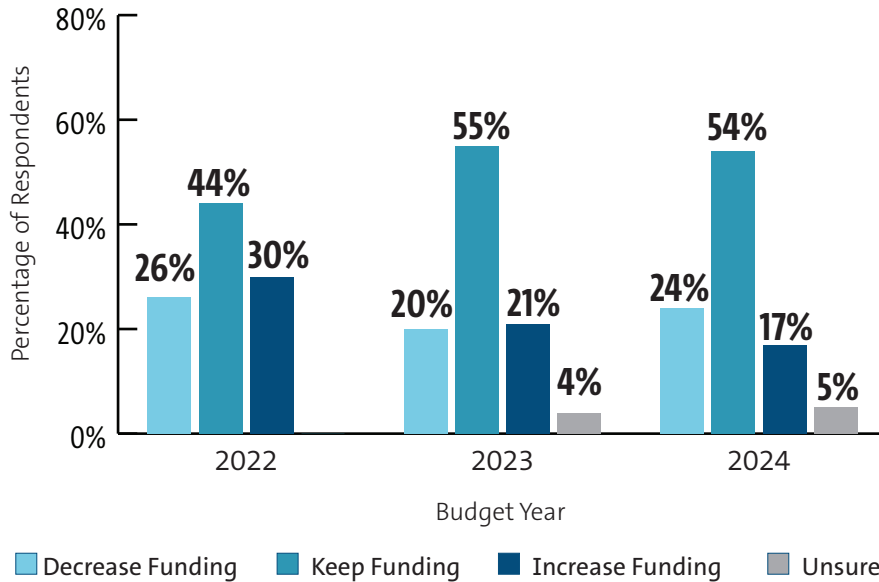
Roads and Transportation Services was the second most frequently selected service area where funding should be increased. The majority of participants (58%) wanted to keep funding as is. 28% think funding should be increased. 11% think funding should be decreased. 3% were unsure.

Related feedback focused on the growing need for infrastructure improvements, road repairs and maintenance, snow removal, and calls to improve traffic and commuter safety as the city grows.



Capital Construction Services

An average \$438 per household



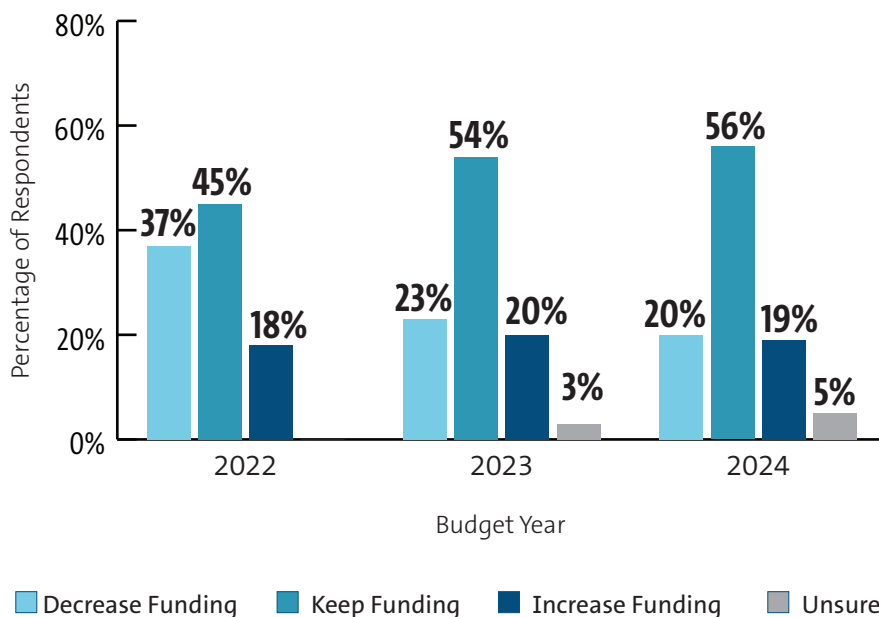
Capital Construction Services was the most frequently selected service area where funding should be decreased. The majority of participants (54%) wanted to keep funding as is. The rest were divided: 17% think funding should be increased and 24% think funding should be decreased. 5% were unsure.

Related feedback centered on the need for capital infrastructure maintenance and improvements to keep pace with growth, including more sports, recreation, arts and culture facilities.



Planning and Development Services

An average \$36 per household



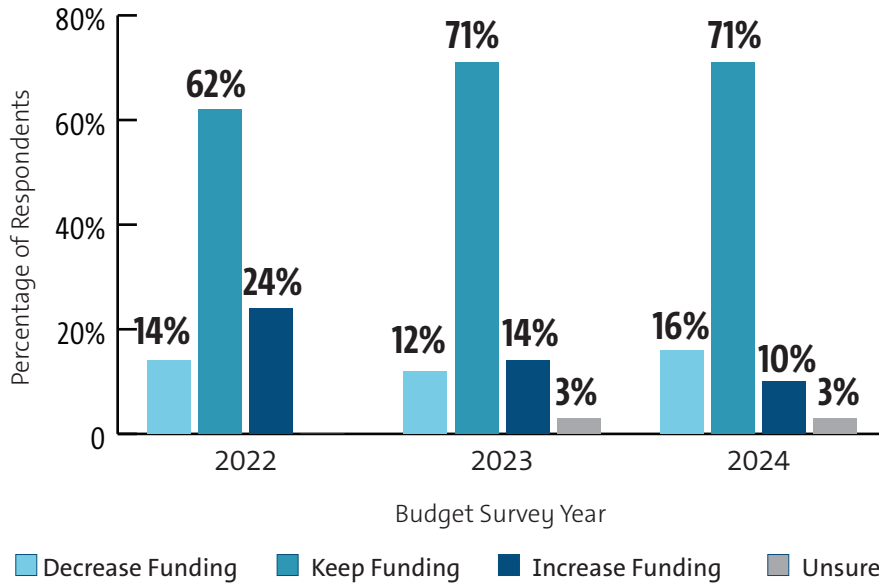
Planning and Development Services was third most frequently selected service area where funding should be decreased. The majority of participants (56%) wanted to keep funding as is. The rest were divided: 19% think funding should be increased and 20% think funding should be decreased. 5% were unsure.

Related feedback centered on the pace of development and population growth, and concerns around the current housing climate / cost of housing. Calls were made for developers to fund the cost of infrastructure and the expansion of services required to keep pace with growth, and to address the “missing middle” and increasing need for affordable housing.



Water, Sewage and Drainage Services

An average \$1,110 per household



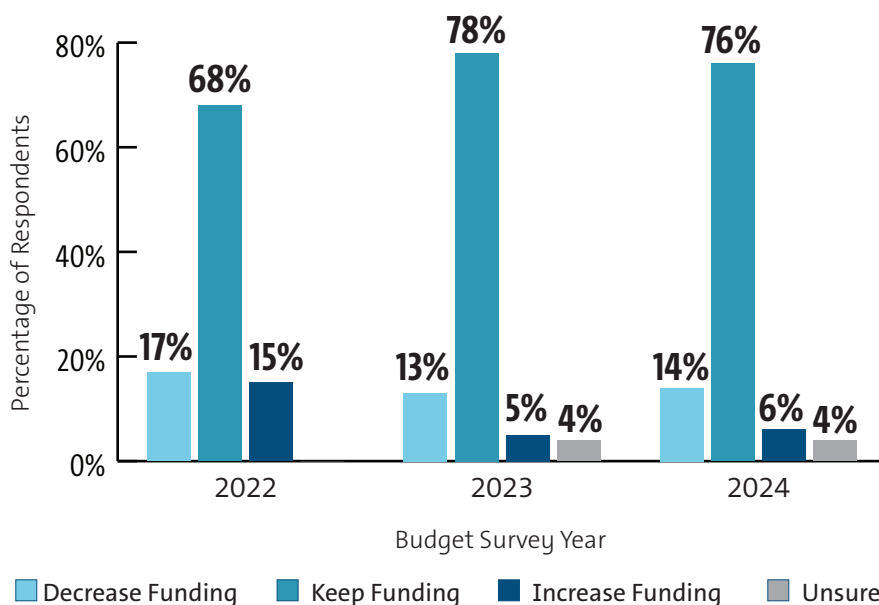
Water, Sewage and Drainage Services was the second most frequently selected service area where funding should be kept as is. The majority of participants (71%) wanted to keep funding as is. The rest were divided: 10% think funding should be increased and 16% think funding should be decreased. 3% were unsure.

Related feedback centred on concerns of impact of the growing population on existing infrastructure as well as climate change concerns. There were also calls to keep pace with growth and to plan for extreme weather events such as droughts and floods.



Garbage and Solid Waste Services

An average \$363 per household



Garbage and Solid Waste Services was the most frequently selected service area where funding should be kept as is. The majority of participants (76%) wanted to keep funding as is. 6% think funding should be increased. 14% think funding should be decreased. 4% were unsure.

Related feedback focused on the quality and frequency of service. There were also calls to bring garbage and solid waste services in-house.

Engagement Summary

Over 480 total survey participants

57% of participants included additional comments (over **800**) with feedback focused on:



Roads and Transportation Services (**23%**)



Parks, Recreation, Culture and Facilities (**22%**)



City spending and budget allocation (**18%**)



Planning and Development (**17%**)



Capital Construction (**16%**)



Population growth, development and densification (**15%**) including the need for infrastructure and services to catch up / keep pace (**10%**)



Police Services including crime (**12%**)



Concerns over inflation and affordability (**10%**)



3,926 page views on the LetsTalkCoquitlam 'Budget 2024' Project page during the month of September from over **2,900** visitors.



During the campaign, there were five Budget 2024 related social media posts across the City's social media channels (Facebook, Instagram, Twitter / X).

- Over **27,700** unique people saw the posts on Facebook and Instagram alone.
- The posts appears on users' feeds almost **61,000** times.