

Delta

2025 BUDGET



Community Engagement Report – Phase 2

November 6, 2024

The City of Delta
acknowledges that we are
on the shared, traditional,
ancestral, and unceded
territories of the scəw'aθən
(Tsawwassen), xʷməθkʷəy̓əm
(Musqueam), and other Coast
Salish Peoples. We extend our
appreciation to these First
Nations for the opportunity
to enjoy this land together.

Table of Contents

	Engagement Snapshot	4
	1. Introduction	6
	2. Our Approach	7
	3. What We Heard	12
	• Open Houses • Feedback Form • Other Events • Delta Chamber of Commerce • Online • Staff • Civic Engagement Bootcamp Participants	
	Attachments	22
	Attachment A: Communications and Engagement Timeline	

ENGAGEMENT SNAPSHOT

(as of November 4, 2024)

PHASE 2

How We Informed



3
Newspaper Ads

25
Social Media
Posts





60,000
Impressions

80,000
Social Media
Ad Reach





6,010
Eblast Registrants

2
Newspaper
Articles



How We Engaged



500
Participants

223
Feedback Forms





3
Public Events

WHAT WE ASKED

In the first phase, residents were invited to review the City's progress on its goals and priorities and share any suggestions. In the second phase, covered in this report, residents were invited to confirm the direction of the draft budget.

WHO WE HEARD FROM

- The City had approximately 500 interactions in the second phase (feedback forms, event attendees etc.). When combined with interactions in the first phase, there were almost 1,000 interactions with residents on the budget.
- Participation was fairly evenly distributed with response as follows: North Delta (36%), Ladner (27%) and Tsawwassen (35%).
- Participation by age groups was more heavily weighted towards older demographics with 55% of participants belonging to the 60 and above age groups.

WHAT WE HEARD

- Staff conducted a wide range of communication and engagement activities for this first expanded engagement program to ensure residents are aware of what is proposed and reduce the obstacles to participation.
- Participation during the second phase was fairly low. Participation in civic budget processes is typically low unless residents have concerns. Future opportunities to enhance participation include bundling with other topics and selecting locations that offer greater foot traffic.
- While some participants expressed their concerns about rising costs and other current issues, most were generally pleased with the services they are receiving and the direction the City is heading.
- Participants have varied opinions on the budget's direction. There are those who are on a fixed or lower income and are concerned about the proposed increase and overall affordability in the city. Others understand the environment the City is in and want to see the services and investments in recreation continue. The business community has concerns about housing and transit and would like to see continued support for small business.

1. INTRODUCTION

Every year, the City plans for how tax dollars and other funding will be invested to provide the services and infrastructure Delta participants count on and enjoy. In 2025, the City expanded the process and structured it into two phases to allow for more participation by interested participants.

Phase 1: Gather Input (September 2024)

The budget engagement process began much earlier than in prior years in order to gather input that can be considered in the preparation of the budget. Beginning in September, the community was invited to consider the City's progress on its Goals and Priorities and complete a feedback form at letstalkdelta.ca and at City Hall to share their ideas. The results were provided to staff, made available to the community and shared with Council at a public meeting to introduce the draft 2025 Financial Plan. Phase 1 results are available at letstalk.delta.ca/2025-Budget.

Phase 2: Confirm Direction (October - November 2024)

The second phase was completed in October and early November. As part of this phase, the draft financial plan was shared with the community for feedback. Participants had several opportunities to attend meetings with staff and learn more about what is being considered as well as provide comments.

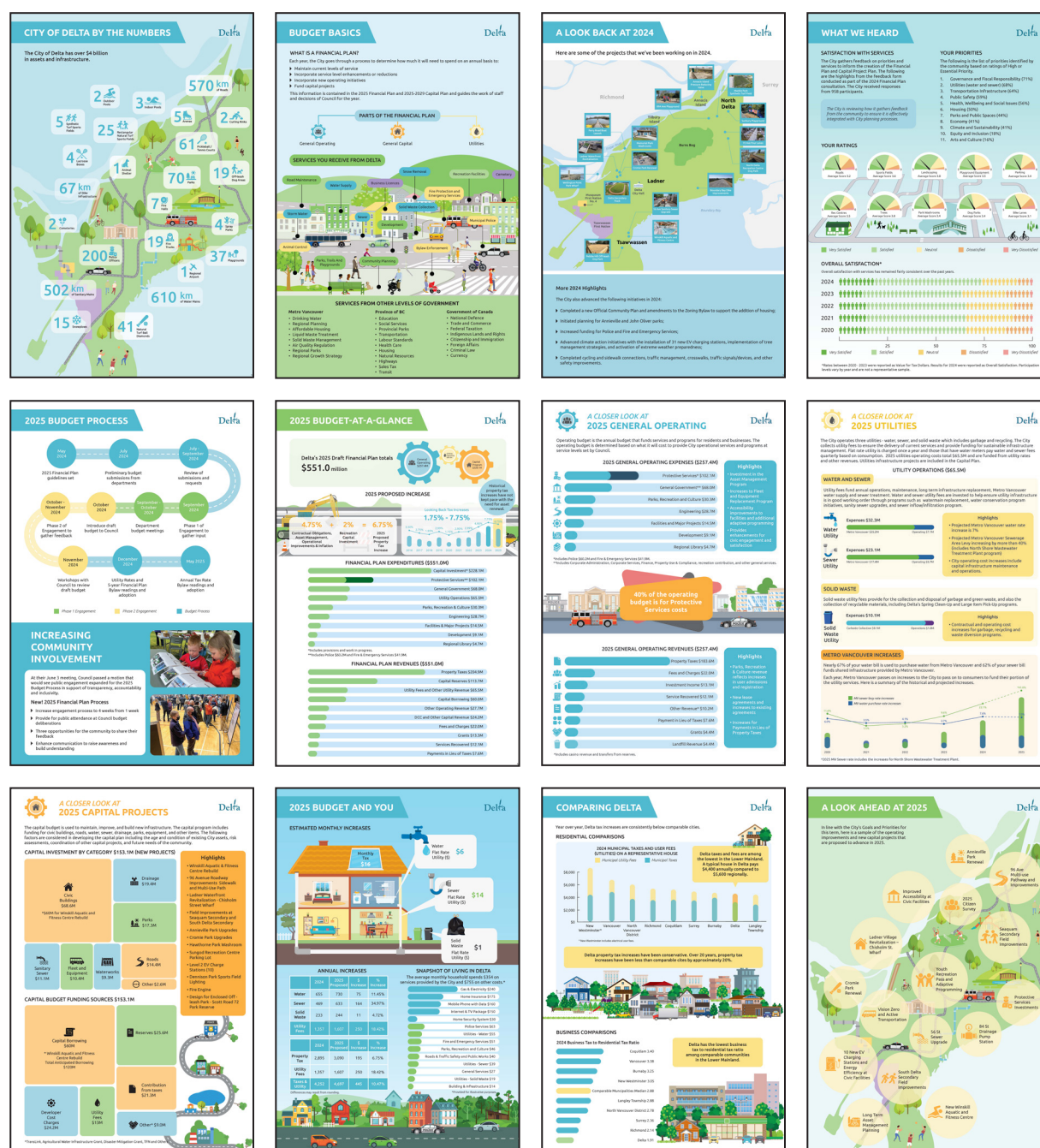
This report summarizes the findings of the second phase of the budget engagement process.

2. OUR APPROACH – Phase 2

The following is a description of the key activities undertaken to support awareness and participation in the engagement program.

Display Materials

The budget is a challenging topic to communicate and staff prepared a robust set of easy-to-understand materials that could be used as display boards, social media ads, newspaper ads and presentation material got underway immediately following Council's direction to expand the engagement program. Thumbnail images of the materials are provided below and can be repurposed to support budgets for the next several years.



Hold the Date! Ads

Recognizing that there would not be much time between the release of the draft financial plan and the engagement activities, newspaper and social media ads were placed advising residents to Hold the Date! for the engagement program.

2025 BUDGET

Hold the Date!

October 24
North Delta Centre For the Arts
6 pm - 8 pm

October 26
South Delta Rec Centre
10 am - 12 pm

October 28
Online Session*
6 pm - 7:30 pm

*Register at letstalk.delta.ca/2025-Budget

City of Delta - Local Government
published by incollu

October 12 at 9:45 AM

The City of Delta's draft financial plan is coming on October 21! Find out what the City is working on and what it means for you. We have few events planned where you can speak directly with staff, learn more, and provide feedback.

Attend our in-person & online events:

- Oct 24 | North Delta Centre for the Arts from 6-8 pm
- Oct 26 | South Delta Rec Centre from 10 am-12 pm
- Oct 28 | Online Information Session* from 6-7:30 pm

*To... See more

Edit

4

Most relevant

Phyllis Ruthven
They do not listen to anything the average citizen says, unless they are not average citizens. Eviction of longstanding businesses to "maybe" build a hotel and ignoring the community that wants to save their historic innery. See more

2025 Budget

Hold the date!

The City is getting ready to release its draft financial plan on October 21. This plan will tell you what the City is working on and what it means to you.

You will have the opportunity to provide feedback at **letstalk.delta.ca/2025-Budget** between October 22 – November 3. A few events are planned where you can learn more, speak with staff, and share your feedback.

Open House #1

Thursday, October 24, 2024

6 - 8 pm

North Delta Centre for the Arts

Open House #2

Saturday, October 26, 2024

10 am - 12 pm

South Delta Recreation Centre

Online Information Session*

Monday, October 28, 2024

6 - 7:30 pm

*Register at **letstalk.delta.ca/2025-Budget** to receive the Zoom link.



Delta



2025 Budget and You! Ads

Once the draft financial plan was made available on Oct. 17 as part of the Council Agenda, information about the proposed increase, what it means to residents and the opportunities to get involved were shared immediately through advertising on social media and in the Delta Optimist and North Delta Reporter newspapers. A priority for communication activities is to ensure residents are aware of proposed increases before Council reviews the plan and makes a decision.

2025 BUDGET-AT-A-GLANCE

This fall, the City of Delta invited residents to review its progress on its goals and priorities and share ideas for the 2025 Budget. The draft budget has now been released and the City would like to hear the views of the community. Here is an overview of what the 2025 Budget will deliver, what it means to you, and how you can get involved.

2025 PROPOSED INCREASE

The proposed budget includes an increase of 4.75% to continue to deliver a high level of service plus a 2% Recreation Capital Levy to fund investments in amenities.

4.75% + 2% = 6.75%

Contractual Obligations, Asset Management, Operational Improvements & Inflation

Recreation Capital Investment

2025 Proposed Property Tax Increase

2025 BUDGET AND YOU

The following chart highlights the increases for a typical home valued at \$13.1M. Total flat utility fees will increase by about \$21 per month. The sewer flat rate increase is mostly due to Metro Vancouver cost sharing of the North Shore Wastewater Treatment Plant project.

ESTIMATED MONTHLY INCREASES

Utility	Estimated Monthly Increase
Water Flat Rate Utility	\$5
Sewer Flat Rate Utility	\$14
Solid Waste Flat Rate Utility	\$1
Stormwater Flat Rate Utility	\$1

HOW DO I PARTICIPATE?

1. Complete a [Feedback Form](#) on the website before Nov. 3.
2. Attend an [Open House](#):
 - Oct. 24 – North Delta Centre for the Arts from 6 – 8 pm
 - Oct. 26 – South Delta Recreation Centre from 10 am – 12 pm
3. Register to attend an [Online Info Session](#): Oct. 28 from 6 – 7:30 pm
4. Watch [Council Workshops](#) at Delta.ca: Nov. 13, 14 and 20

2025 BUDGET-AT-A-GLANCE

This fall, the City of Delta invited residents to review its progress on its goals and priorities and share ideas for the 2025 Budget. The draft budget has now been released and the City would like to hear the views of the community. Here is an overview of what the 2025 Budget will deliver, what it means to you, and how you can get involved.

2025 PROPOSED INCREASE

The proposed budget includes an increase of 4.75% to continue to deliver a high level of service plus a 2% Recreation Capital Levy to fund investments in amenities.

4.75% + 2% = 6.75%

Contractual Obligations, Asset Management, Operational Improvements & Inflation

Recreation Capital Investment

2025 Proposed Property Tax Increase

2025 BUDGET AND YOU

The following chart highlights the increases for a typical home valued at \$13.1M. Total flat utility fees will increase by about \$21 per month. The sewer flat rate increase is mostly due to Metro Vancouver cost sharing of the North Shore Wastewater Treatment Plant project.

ESTIMATED MONTHLY INCREASES

Utility	Estimated Monthly Increase
Water Flat Rate Utility	\$5
Sewer Flat Rate Utility	\$14
Solid Waste Flat Rate Utility	\$1
Stormwater Flat Rate Utility	\$1

HOW DO I PARTICIPATE?

1. Complete a [Feedback Form](#) on the website before Nov. 3.
2. Attend an [Open House](#):
 - Oct. 24 – North Delta Centre for the Arts from 6 – 8 pm
 - Oct. 26 – South Delta Recreation Centre from 10 am – 12 pm
3. Register to attend an [Online Info Session](#): Oct. 28 from 6 – 7:30 pm
4. Watch [Council Workshops](#) at Delta.ca: Nov. 13, 14 and 20

2025 BUDGET-AT-A-GLANCE

This fall, the City of Delta invited residents to review its progress on its goals and priorities and share ideas for the 2025 Budget. The draft budget has now been released and the City would like to hear the views of the community. Here is an overview of what the 2025 Budget will deliver, what it means to you, and how you can get involved.

2025 PROPOSED INCREASE

The proposed budget includes an increase of 4.75% to continue to deliver a high level of service plus a 2% Recreation Capital Levy to fund investments in amenities.

4.75% + 2% = 6.75%

Contractual Obligations, Asset Management, Operational Improvements & Inflation

Recreation Capital Investment

2025 Proposed Property Tax Increase

2025 BUDGET AND YOU

The following chart highlights the increases for a typical home valued at \$13.1M. Total flat utility fees will increase by about \$21 per month. The sewer flat rate increase is mostly due to Metro Vancouver cost sharing of the North Shore Wastewater Treatment Plant project.

ESTIMATED MONTHLY INCREASES

Utility	Estimated Monthly Increase
Water Flat Rate Utility	\$5
Sewer Flat Rate Utility	\$14
Solid Waste Flat Rate Utility	\$1
Stormwater Flat Rate Utility	\$1

HOW DO I PARTICIPATE?

1. Complete a [Feedback Form](#) on the website before Nov. 3.
2. Attend an [Open House](#):
 - Oct. 24 – North Delta Centre for the Arts from 6 – 8 pm
 - Oct. 26 – South Delta Recreation Centre from 10 am – 12 pm
3. Register to attend an [Online Info Session](#): Oct. 28 from 6 – 7:30 pm
4. Watch [Council Workshops](#) at Delta.ca: Nov. 13, 14 and 20

2025 BUDGET-AT-A-GLANCE

This fall, the City of Delta invited residents to review its progress on its goals and priorities and share ideas for the 2025 Budget. The draft budget has now been released and the City would like to hear the views of the community. Here is an overview of what the 2025 Budget will deliver, what it means to you, and how you can get involved.

2025 PROPOSED INCREASE

The proposed budget includes an increase of 4.75% to continue to deliver a high level of service plus a 2% Recreation Capital Levy to fund investments in amenities.

4.75% + 2% = 6.75%

Contractual Obligations, Asset Management, Operational Improvements & Inflation

Recreation Capital Investment

2025 Proposed Property Tax Increase

2025 BUDGET AND YOU

The following chart highlights the increases for a typical home valued at \$13.1M. Total flat utility fees will increase by about \$21 per month. The sewer flat rate increase is mostly due to Metro Vancouver cost sharing of the North Shore Wastewater Treatment Plant project.

ESTIMATED MONTHLY INCREASES

Utility	Estimated Monthly Increase
Water Flat Rate Utility	\$5
Sewer Flat Rate Utility	\$14
Solid Waste Flat Rate Utility	\$1
Stormwater Flat Rate Utility	\$1

HOW DO I PARTICIPATE?

1. Complete a [Feedback Form](#) on the website before Nov. 3.
2. Attend an [Open House](#):
 - Oct. 24 – North Delta Centre for the Arts from 6 – 8 pm
 - Oct. 26 – South Delta Recreation Centre from 10 am – 12 pm
3. Register to attend an [Online Info Session](#): Oct. 28 from 6 – 7:30 pm
4. Watch [Council Workshops](#) at Delta.ca: Nov. 13, 14 and 20

2025 BUDGET-AT-A-GLANCE

This fall, the City of Delta invited residents to review its progress on its goals and priorities and share ideas for the 2025 Budget. The draft budget has now been released and the City would like to hear the views of the community. Here is an overview of what the 2025 Budget will deliver, what it means to you, and how you can get involved.

2025 PROPOSED INCREASE

The proposed budget includes an increase of 4.75% to continue to deliver a high level of service plus a 2% Recreation Capital Levy to fund investments in amenities.

4.75% + 2% = 6.75%

Contractual Obligations, Asset Management, Operational Improvements & Inflation

Recreation Capital Investment

2025 Proposed Property Tax Increase

2025 BUDGET AND YOU

The following chart highlights the increases for a typical home valued at \$13.1M. Total flat utility fees will increase by about \$21 per month. The sewer flat rate increase is mostly due to Metro Vancouver cost sharing of the North Shore Wastewater Treatment Plant project.

ESTIMATED MONTHLY INCREASES

Utility	Estimated Monthly Increase
Water Flat Rate Utility	\$5
Sewer Flat Rate Utility	\$14
Solid Waste Flat Rate Utility	\$1
Stormwater Flat Rate Utility	\$1

HOW DO I PARTICIPATE?

1. Complete a [Feedback Form](#) on the website before Nov. 3.
2. Attend an [Open House](#):
 - Oct. 24 – North Delta Centre for the Arts from 6 – 8 pm
 - Oct. 26 – South Delta Recreation Centre from 10 am – 12 pm
3. Register to attend an [Online Info Session](#): Oct. 28 from 6 – 7:30 pm
4. Watch [Council Workshops](#) at Delta.ca: Nov. 13, 14 and 20

2025

2025 BUDGET AND YOU

ESTIMATED MONTHLY INCREASES

Monthly Tax \$16

Water Flat Rate Utility (\$) \$6

Sewer Flat Rate Utility (\$) \$14

Solid Waste Flat Rate Utility (\$) \$1

2025 PROPOSED INCREASE

4.75% + 2% = 6.75%

Contractual Obligations, Asset Management, Operational Improvements & Inflation

Recreation Capital Investment

2025 Proposed Property Tax Increase

Post Cards

The City produced postcards that were translated in Punjabi, Simplified Chinese, and Arabic and were distributed through the City recreation centres. Residents requiring translation support were invited to email talk@delta.ca to be contacted by a staff member fluent in the language of their preference.

GET INVOLVED IN THE 2025 BUDGET Delta

Every year, the City of Delta plans for how tax dollars will be invested to provide the services and infrastructure residents count on and enjoy. Residents are invited to get involved in this important process. Visit letstalk.delta.ca/2025-Budget and attend one of the following events to learn more and provide your feedback.

Open House #1
Thursday, October 24, 2024
6 – 8 pm
North Delta Centre for the Arts

Open House #2
Saturday, October 26, 2024
10 am – 12 pm
South Delta Recreation Centre

Zoom Information Session*
Monday, October 28, 2024
6 – 7:30 pm
*Register at letstalk.delta.ca/2025-Budget



Do you need translation support to participate?
Email talk@delta.ca with your contact information and language of preference and to share your feedback.

شارك في ميزانية عام 2025 Delta

في كل عام، تخطط مدينة دلتا لكيفية استثمار أموال الضرائب لتوفير الخدمات والبنية التحتية التي يعتمد عليها السكان ويستمتعون بها. ندعو السكان للمشاركة في هذه العملية المهمة. بادر بزيارة letstalk.delta.ca/2025-Budget وشارك في واحدة من المناسبات التالية لتعلم المزيد وتقديم آرائك.

1# حفل المنزل المفتوح
الخميس، 24 تشرين الأول/أكتوبر 2024
من 6 مساءً إلى 8 مساءً
مركز نورث دلتا للفنون

2# حفل المنزل المفتوح
السبت، 26 تشرين الأول/أكتوبر 2024
من 10 صباحاً إلى 12 ظهراً
مركز الترفيه في ساوث دلتا

جلسة معلومات عبر تطبيق زووم*
الاثنين، 28 تشرين الأول/أكتوبر 2024
من 6:30 مساءً إلى 7:30 مساءً
بادر بالتسجيل على letstalk.delta.ca/2025-Budget



قم بإرسال بريد إلكتروني إلى talk@delta.ca بحيث يحتوي على معلومات الاتصال بك ولغتك المفضلة وقر صيادك آرائك.

2025 ਦੇ ਬਜਟ ਵਿੱਚ ਸ਼ਾਮਲ ਹੋਵੋ Delta

ਹਰ ਸਾਲ, ਡੈਲਟਾ ਸ਼ਹਿਰ ਇਸ ਗੱਲ ਦੀ ਯੋਜਨਾ ਬਣਾਉਂਦਾ ਹੈ ਕਿ ਟੈਕਸ ਡਾਲਰਾਂ ਦਾ ਨਿਵੇਸ਼ ਕਿਵੇਂ ਕੀਤਾ ਜਾਵੇਗਾ ਉਹ ਸੇਵਾਵਾਂ ਅਤੇ ਬੁਨਿਆਦੀ ਢਾਂਚੇ ਸਥਾਪਤ ਕਰਨ ਲਈ ਜਿਸ ਦੀ ਸ਼ਹਿਰ ਦੇ ਵਾਸੀ ਆਸ ਰੱਖਦੇ ਹਨ ਅਤੇ ਆਨੰਦ ਮਾਣਦੇ ਹਨ। ਸ਼ਹਿਰ ਨਿਵਾਸੀਆਂ ਨੂੰ ਇਸ ਮਹੱਤਵਪੂਰਨ ਪ੍ਰਕਿਰਿਆ ਵਿੱਚ ਸ਼ਾਮਲ ਹੋਣ ਲਈ ਸੱਦਾ ਦਿੱਤਾ ਜਾਂਦਾ ਹੈ। letstalk.delta.ca/2025-Budget 'ਤੇ ਜਾਓ ਅਤੇ ਹੋਰ ਜਾਣਨ ਅਤੇ ਆਪਣੀ ਗੋਪਨੀਯਤਾ ਦੇਣ ਲਈ ਹੋਰਾ ਦਿੱਤੇ ਵਿਵੇਕਾਂ ਵਿੱਚੋਂ ਕਿਸੇ ਇੱਕ ਵਿੱਚ ਸ਼ਾਮਲ ਹੋਵੋ।

ਉਪਨ ਰਾਉਸ ਨੰਬਰ 1
ਵੀਰਵਾਰ, ਅਕਤੂਬਰ 24, 2024
ਸ਼ਾਮ 6 - 8 ਵਜੇ ਤੱਕ
ਨਾਰਥ ਡੈਲਟਾ ਸੈਂਟਰ ਫਾਰ ਦੀ ਆਰਟਸ

ਉਪਨ ਰਾਉਸ ਨੰਬਰ 2
ਸ਼ਨਿਚਰਵਾਰ, ਅਕਤੂਬਰ 26, 2024
ਸਵੇਰੇ 10 - 12 ਵਜੇ ਦੁਪਹਿਰ ਤੱਕ
ਸਾਊਥ ਡੈਲਟਾ ਰੀਕਰੀਸ਼ਨ ਸੈਂਟਰ

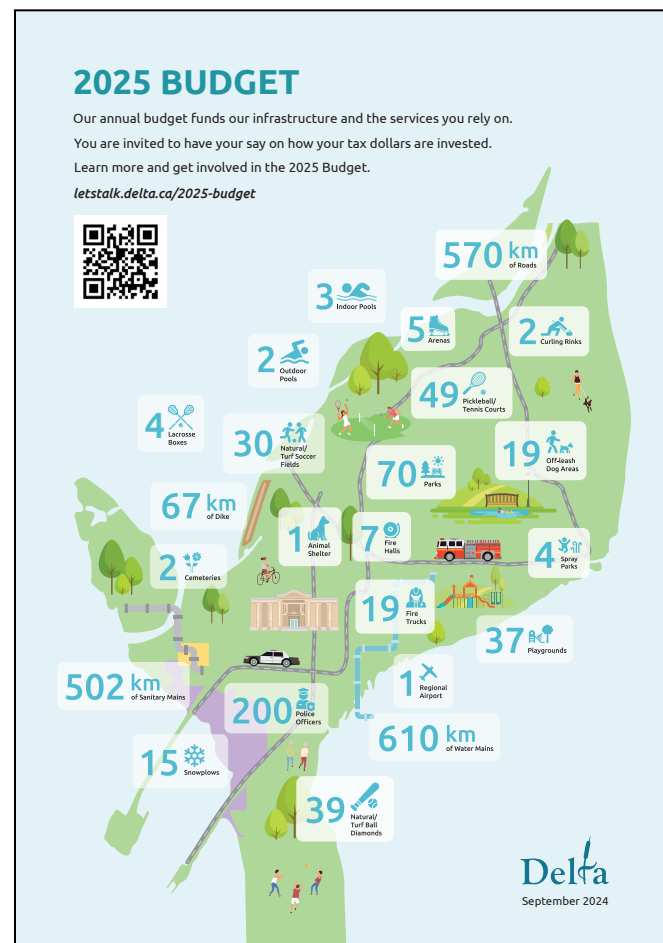
ਜੂਮ ਜਾਣਕਾਰੀ ਸੈਸ਼ਨ*
ਸੋਮਵਾਰ, ਅਕਤੂਬਰ 28, 2024
ਸ਼ਾਮ 6 - 7:30 ਵਜੇ
*letstalk.delta.ca/2025-Budget 'ਤੇ ਰਜਿਸਟਰ ਹੋਵੋ



ਕੀ ਤੁਹਾਨੂੰ ਹਿੰਸਾ ਲੈਣ ਲਈ ਦੋ-ਭਾਸ਼ੀਏ ਦੀ ਲੋੜ ਹੈ?
ਆਪਣੀ ਸੰਪਰਕ ਜਾਣਕਾਰੀ ਅਤੇ ਚੋਣ ਦੀ ਭਾਸ਼ਾ ਦੱਸਣ ਲਈ ਅਤੇ ਫੀਡਬੈਕ ਸਾਂਝੀ ਕਰਨ ਲਈ talk@delta.ca 'ਤੇ ਈਮੇਲ ਕਰੋ

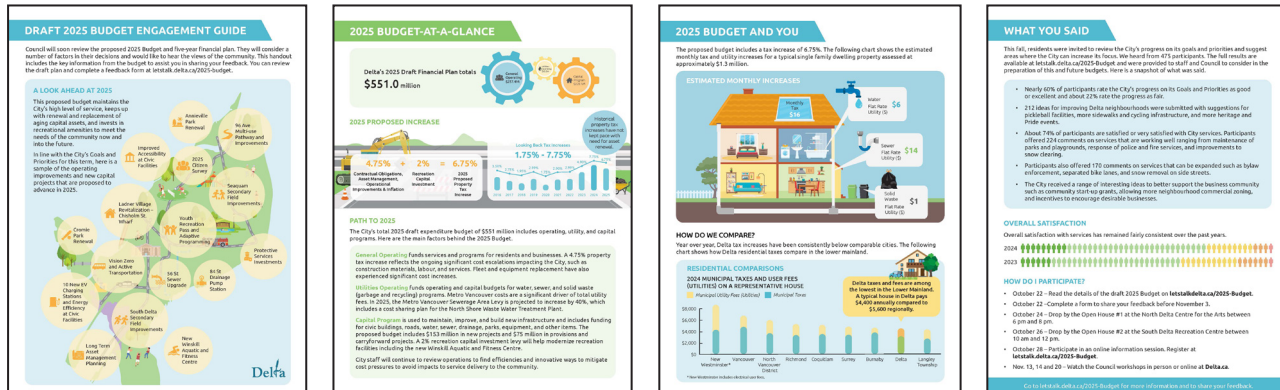
Bus Shelter Ads

Bus Shelter Ads were installed in October letting residents know the budget process was underway.



Engagement Guide

An Engagement Guide was developed to explain to residents what is proposed in the budget, what it means to them and how to participate.



Open Houses

The City hosted two open houses – one in North Delta and a second in South Delta. The open houses provided residents with the opportunity to learn more about the budget, discuss their questions with staff and share their feedback. The open houses were attended by 33 and 77 residents respectively.



Staff Event

As part of the regularly scheduled staff meeting, the Finance team presented the draft budget to 120 attendees and hosted engagement activities including Get to Know the 2025 Budget information scavenger hunt and Invest in City Services activity.



Delta Chamber of Commerce Event

The City collaborated with the Chamber to host an event for businesses. The Chamber invited their membership as well as local business associations. Representatives from eight businesses attended.

Online Info Session

Anyone unable to attend an in-person open house also had the opportunity to attend an online information session and receive a presentation. The session was attended by 16 participants.

Civic Engagement Bootcamp Participant Info Session

The City is hosting a several week program to help diverse populations advocate for themselves and participate in government processes. The City invited participants registered in the program to attend a focus group to learn more about the budget and share their views. Seventeen residents representing diverse backgrounds and incomes participated.

Feedback Form

Between October 17 and November 3, community members had the opportunity to complete a feedback form online to share their views on the direction of the 2025 Budget. The City received formal feedback from 223 residents.

3. WHAT WE HEARD

The following is a summary of the discussions and comments received through the various engagement activities.

3.1 Open Houses

The City planned one open house in each of the North and South areas of the City to remove barriers to participation. A description of the opportunities at the open houses are provided by below.

- The new budget display boards were available to support conversation about key elements of the budget. A 'Get to Know the 2025 Budget' information scavenger hunt encouraged attendees to scour the boards for key facts and figures and complete a form to enter a draw for a prize. The scavenger hunt was well received by participants and gave them purpose in attending the event.
- An 'Invest in City Services' activity invited participants to wear the hat of Council and with a limited budget of educational currency, decide whether to increase taxes to increase service levels or keep service levels the same or lower to save or reduce taxes. This activity was well received by all ages and participants appreciated the intent of the activity to help residents understand the tradeoffs and implications Council considers during budget process.



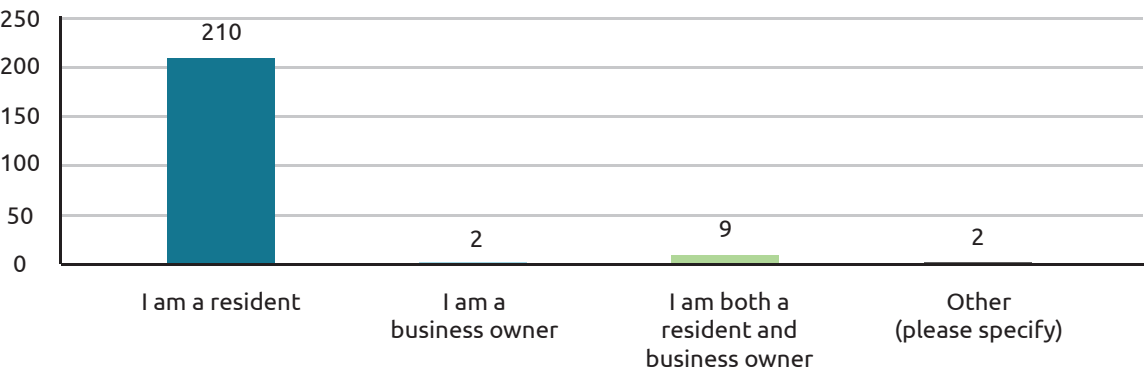
Open House Discussions

- Most discussions involved raising awareness of what was included in the budget and the need for the increase. Some participants had specific interests that brought them to the event such as:
 - A participant was upset that trail access was removed between the North Delta Greenway at the Delta Nature Reserve adjacent to Burns Bog and would like to see the City advocate for new access.
 - A participant indicated they are happy with many of the services the City offers, especially Police, Fire, and recreation centres. The same resident shared their traffic concerns resulting from 72 Avenue Roadway Improvements.
 - Several participants object to the costs of Metro Vancouver's wastewater facility being passed on to Delta residents.
 - Trees are an important topic for one resident who asked about standardizing a tree policy for new developments.
 - A resident shared that they don't feel negatively towards increased taxes. When they first came to Canada, they had to rely on the government for income support and now that he's able to work he feels that he's giving back.
 - One of the participants was a 5-year-old and in conducting the money activity, placed a lot of their funds under the climate & sustainability box and had many ideas to share that promote sustainable practices.
 - A participant asked why the City is paying for upgrades to the Seaquam Track and not Delta School Board. The City received funding through grants for this project.
 - A participant was very interested in learning more about the tourist accommodation proposed for Ladner Village.
 - Support was expressed for reducing the Municipal Assist Factor on DCCs. Advised that the DCC bylaw changed in Jan 2024 and after one year of grandfathering, it will decrease to 1% (Jan 2025).
 - Participant expressed concerns that she might not be able to afford the tax increase. Information about the deferment program was shared as well as information on how assessments can impact tax increases.
 - Participant expressed concerns about weeds at McKittrick Park.
 - One resident thanked the Fire Chief for the great protection services City of Delta provides.
 - Participant indicated that it was high back-to-back increases. He noted that City's past no debt policy was not a good way to manage infrastructure.
 - One board member from the Delta Pickleball Association mentioned she was very happy to see the channels to voice their needs for more Pickleball courts and she feels positive that their voice was heard.
 - A few residents with their kids in hockey asked if there will be a new ice rink built in Tsawwassen and the ice time allocation equally with North Delta in the summer.
 - A couple were concerned if the tax rate increases will be high in the next few years.
 - A resident commented that he really liked the information boards, and he learned a lot of information about the City.

3.2 Feedback Form

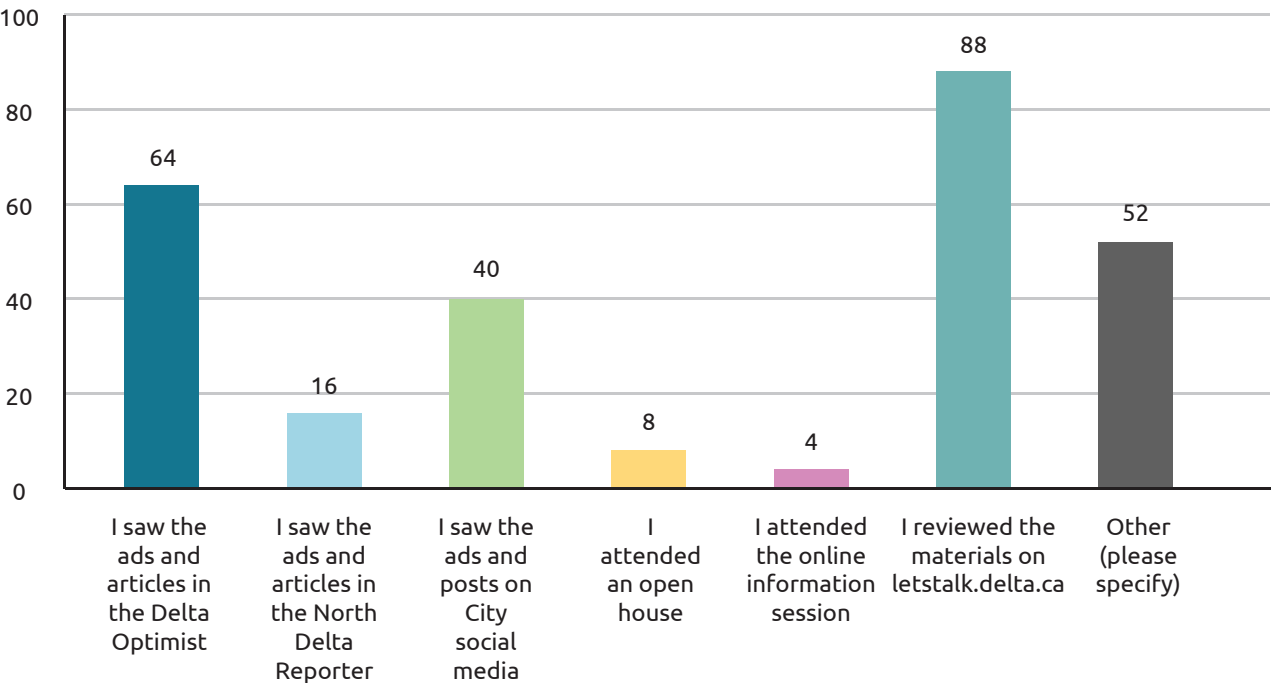
Residents were invited to complete a feedback form to share their views on the direction of the budget. The form was available between Oct. 17 and Nov. 3. The methodology conducted is a convenience sample and is not to be considered representative of all residents. The City received 223 responses. The findings are summarized below.

Q1: Which best describes your interest in the 2025 Budget?



Nearly all form submissions were provided by residents with a few who also own a business. Those that selected other are non-resident landlords.

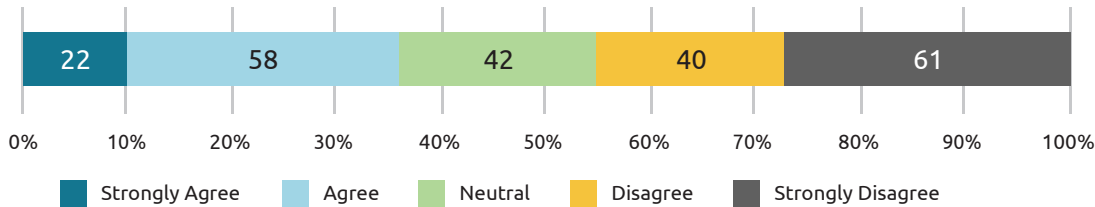
Q2: How did you learn about the proposed budget? Please select those that apply.



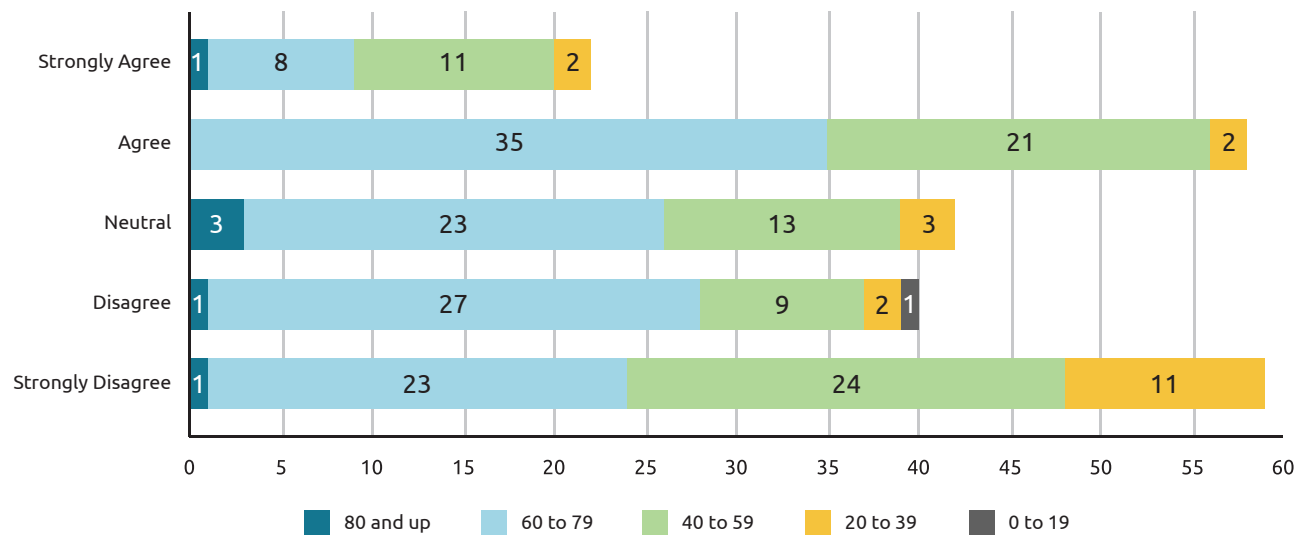
Content on the letstalk.delta.ca website is the primary source of information on the budget for residents followed by local newspapers. The majority of those that selected Other received information through an email from the City.

Q3: The budget proposes an increase of 4.75% to fund city services and operations and 2% to fund investments in recreation amenities. Do you agree or disagree with the direction of the 2025 Budget?

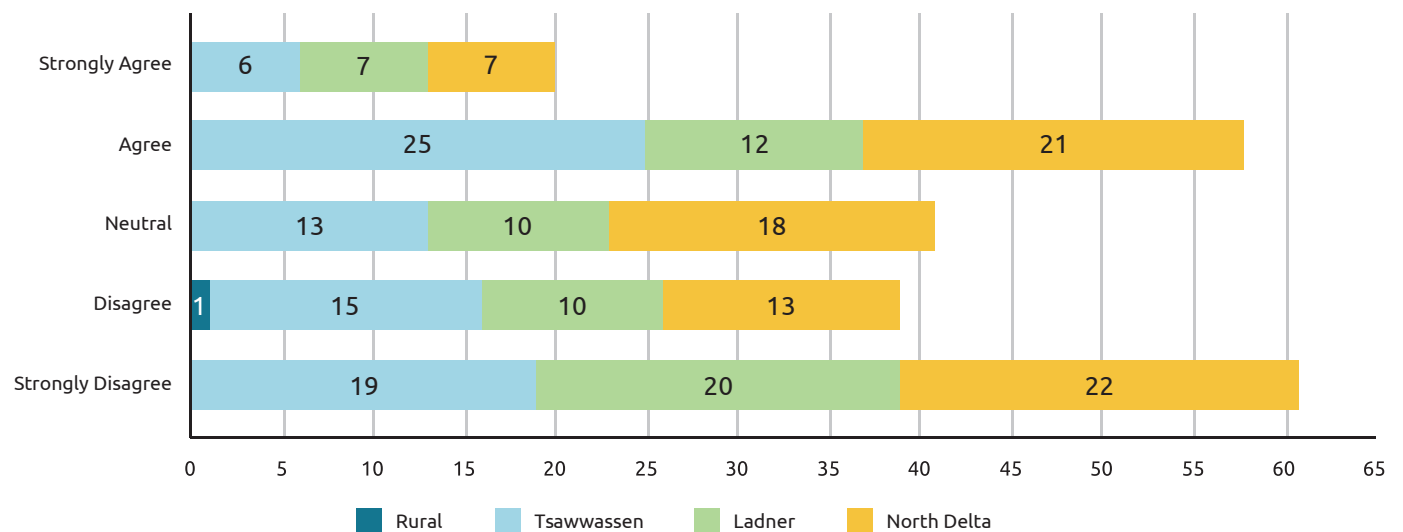
Combined Results



Results by Age Group



Results by Location



Results were fairly split across the options. Participants who disagree or strongly disagree with the direction of the budget is slightly higher than those who agree. More participants strongly disagree than those who strongly agree. Further analysis of the responses by Age Group and Location were also completed but did not indicate any trends in the results based on the demographics. Participants are invited to explain their responses in the next question and indicate that those that strongly disagree may be on a fixed or lower income and are concerned about affordability in the community.

Q4: Please explain your response.

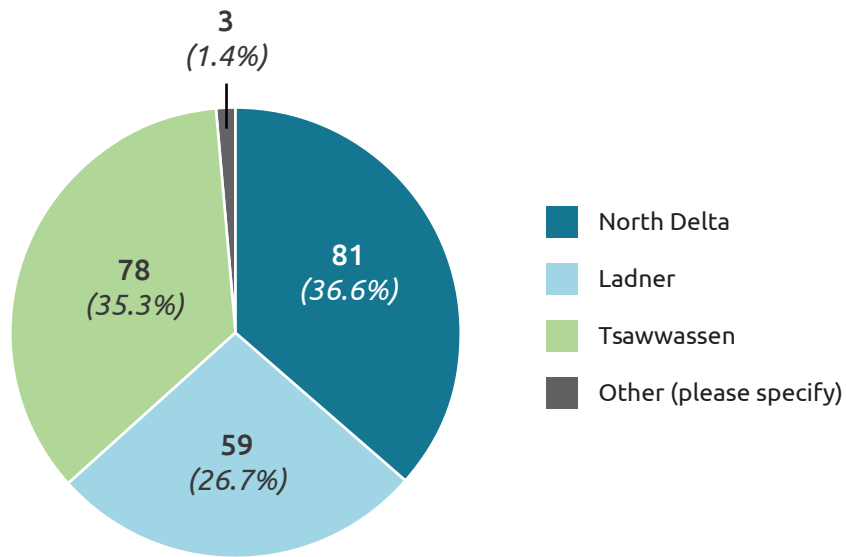
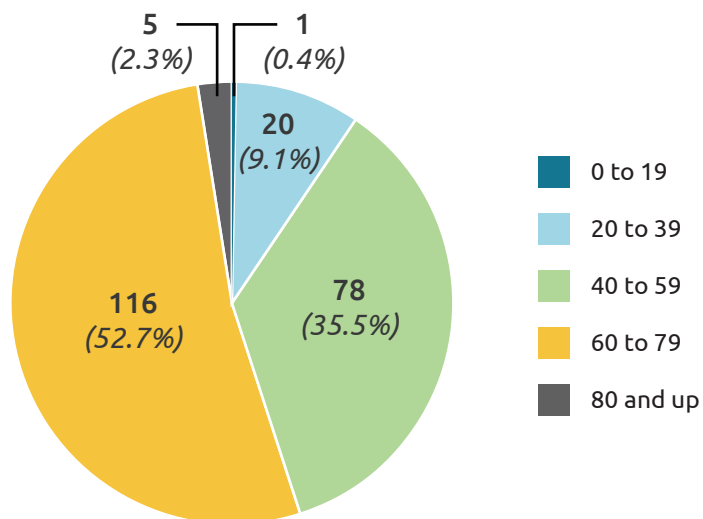
A summary of the comments received are provided below:

Agree or Strongly Agree (43 comments)

- **Support for Recreation and Community Amenities:** Some participants agree with the budget's focus on enhancing recreational facilities, especially for popular sports like pickleball. They feel the budget supports the growing demand for inclusive sports facilities and meets the fitness and health needs of residents across all ages.
- **Need for Long-Term Investment in Community Infrastructure:** Supporters appreciate the budget's approach to invest in community infrastructure, emphasizing that as Delta grows, maintaining and expanding parks and recreational amenities is essential to preserve community quality and character.
- **Recognition of Good Fiscal Management:** Some commenters expressed appreciation for the City's financial management, noting that services around their areas are well-maintained. They commend the Finance Department for balancing priorities to support community amenities.
- **Desire for Enhanced Parks and Open Spaces:** There is specific support for property acquisition to expand parklands and green spaces, reflecting a long-term vision for accessible recreational areas that can accommodate Delta's growing population.

Disagree or Strongly Disagree (98 comments)

- **Affordability and Cost of Living Concerns:** Some respondents feel that property tax and utility increases are making it unaffordable to live in Delta, particularly for residents on fixed incomes, like seniors and retirees. There is a sentiment that these increases are too high in relation to inflation and real wage growth, adding financial strain on families and homeowners.
- **Call for Fiscal Restraint and Spending Cuts:** Several comments urge the City to reduce expenses by cutting or delaying non-essential projects. A few participants express a desire for a "tightened purse," advocating for "zero-based budgeting" and prioritization of essential services over new recreational or capital projects, especially during financially challenging times.
- **Skepticism Over Spending Priorities:** There was concern about allocations for recreational projects and amenities, with some suggesting these should be funded through user fees or alternative sources, not general tax increases. Projects like the Winskill upgrades and the Metro Vancouver sewer levy were examples.
- **Desire for Equity and Transparency:** Some respondents feel the budget disproportionately benefits specific areas, such as Tsawwassen, at the expense of North Delta. There are also a few comments expressing frustration regarding the transparency of budget communications, especially around specific line items like the recreation capital investment levy with calls for a clearer explanation of expenditures.
- **Interest in Alternative Revenue and Cost-Cutting Measures:** A few participants suggest exploring alternative revenue sources, such as fines or developer contributions, to fund budget items rather than increasing taxes. Suggestions include reducing administrative overhead, enforcing traffic laws to generate fines, and trimming "frivolous" spending within city hall.
- **Increased Support for Sports and Recreation Specificity:** While some oppose general recreational spending, there is notable support for more funding in specific areas, particularly pickleball, with advocates suggesting that funds be allocated towards this rapidly growing sport rather than broad recreational upgrades.

Q5: Which community do you live in?**Q6: Please select your age group.**

3.3 Other Events

The following are findings from the other events conducted to support involvement in the 2025 Budget.

Delta Chamber of Commerce Business Event

The City has not traditionally hosted targeted conversations with the business community regarding the budget. As a trial, the City collaborated with the Delta Chamber of Commerce to host an event for Chamber members as well as members of the local business associations. Interest was fairly low with representatives from eight businesses attending. A selection of the comments and questions from participants include:

- It can be difficult for local businesses to recruit and keep staff due to cost of housing.
- Indicated that budget does not reflect cumulative impact of costs from all levels of government plus inflation.
- Transit is also lacking especially in the industrial area, making it difficult for businesses to consider longer days/second shifts.
- Happy with the bus shelters that have been added in the industrial areas like Annacis and would like 10-times more.
- Businesses would like to see Council apply more pressure on TransLink and to avoid reducing transit service in Tilbury and Annacis.
- Generally would like to see the City apply pressure to improve services that are the responsibility of the Province.
- Compliments were given to the City's quick response to requests made on the Delta Connect App.
- Participant would like the City's zoning policies to encourage mixed-use development to provide more opportunities for businesses.
- Participant asked for a pedestrian overpass near Tsawwassen Mills for safety of workers and shoppers.
- Participant mentioned that small landlords are being pushed out because of the rising gap between tax increases vs. allowable rental increases.
- Participant complimented the City for keeping taxes lower than peer cities.
- Participant indicated that response to DeltaConnect app is excellent.
- Participant was concerned about low engagement numbers influencing decisions about projects such as Ladner Village.
- Suggestions that Cliveden Avenue and Progress Way needs more frequent maintenance due to heavy use of trucks.

Online Information Session

Anyone unable to attend an in-person open house also had the opportunity to attend an online information session and receive a presentation and ask staff questions. The session was attended by 16 participants. Staff answered 23 questions from a small selection of participants. Some of the questions include:

- What are the results of the field use study conducted by a consultant on behalf of Delta Parks? When will the study be presented to Council and subsequently posted on the City of Delta website?
- What is the actual cost increase in dollar units due to inflation?
- At what point in the process is the public consulted about the budget? or is the public shown a plan after staff has decided where to use the budget?
- What is the reason the property taxes go up every year which is a compounded tax because it is tax over the new tax from last year?
- Is the tax increase equal to the wages increases that municipality employees will get next year?
- How is the municipality going to balance its employees wage increases with the gap that exists when the staff wages are compared to average wages in Vancouver?
- Can we get access to the study that defined that the winskill aquatic fitness center needs rebuild?
- Is Delta going to try to reach the almost \$10K a year that people is paying in Vancouver? how can Delta decrease its tax burden on people and businesses?
- Please indicate whether the city's budget is spent proportionally among the 3 main areas based on their population and tax base/revenue?
- Did you discuss Master plan for John Oliver park?
- Is there a non profit organization or some related organization that is able to participate in the budgeting process before it reaches the 250 pages and it is too late to have the public's input?
- Is there a detailed version of the budget available for review?
- What's the breakeven point between rising taxes and decreasing community growth? So far we have seen how so many businesses are closing their doors in Vancouver due to increasing rental costs and City taxes.
- How much did it cost to tear up an entire parking lot at Sungod arena this summer just to repave it again?
- When is the plan to expand 64th Ave, between Hwy 91 and 120th St?

Staff Event

At the City's regular leadership team meeting, the Finance team hosted an event for City staff that was attended by approximately 120 participants. It was an important activity to ensure all staff understand what is being proposed in the budget and have the opportunity to ask questions. This event equips staff to respond to inquiries at work and in their community.



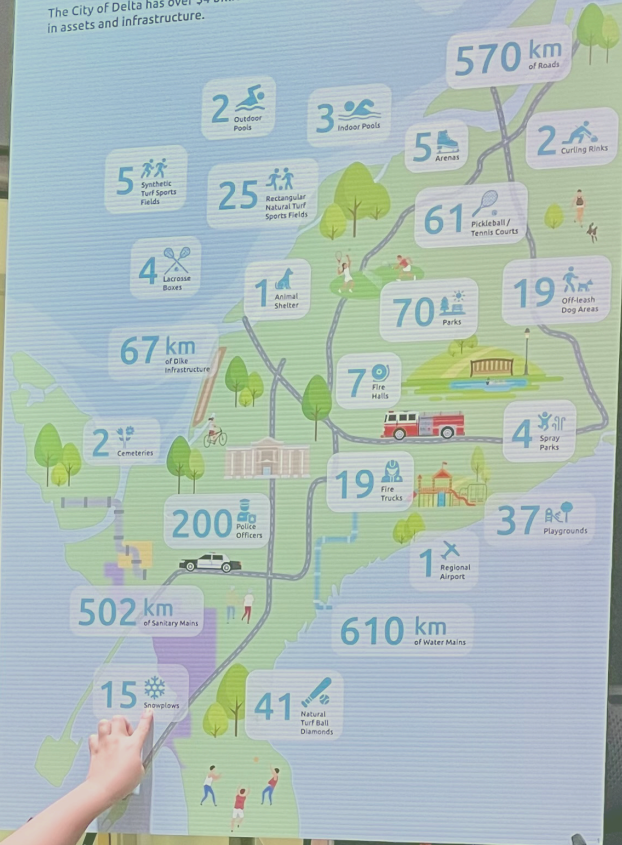
Civic Engagement Bootcamp Participant Info Session

The City is hosting a several week program to help diverse populations advocate for themselves and participate in government processes. The City invited participants registered in the program to attend a focus group to learn more about the budget and share their views. Seventeen residents representing diverse backgrounds and incomes participated. Participants mainly asked about how to surface concerns about specific roads and intersections such as accessibility for pedestrians on 120th and safety of Dunlop. Participants were advised to sign up for the DeltaConnect app to report concerns. These concerns were also recorded and sent to staff immediately to respond or address.

CITY OF DELTA BY THE NUMBERS

Delta

The City of Delta has over \$4 billion in assets and infrastructure.



Attachment A: Communications and Engagement Timeline

Date	Activity	Description
Phase 1: Budget Engagement (Gather Input)		
Sept. 9	Council Presentation	Announce process and engagement opportunities
Sept. 10	News Release	Announce process and engagement opportunities
Sept. 10	Let's Talk Delta Page	Publish webpage
Sept. 10	What's New!	Web announcement
Sept. 10 – 28	Phase 1 Feedback Form	Budget Input / Council Priorities
Sept. 10 – 28	Social Media	
Sept. 19	Newspaper Ad #1	- ND Reporter - Delta Optimist
Sept. 26	Newspaper Ad #2	- ND Reporter - Delta Optimist
Phase 2: Budget Engagement (Confirm Direction)		
Oct. 7	Council Primer	Review key information of proposed budget and opportunities for involvement.
Oct. 10	Newspaper Ad #1 Hold the date!	- ND Reporter - Delta Optimist
Oct. 17	Newspaper Ad #2 Hold the date!	- ND Reporter - Delta Optimist
Oct. 17	Media Briefing / Media Release	Announce proposed tax increase, draft plan and engagement
Oct. 17	Let's Talk Delta Page	Announce proposed tax increase, draft plan and engagement
Oct. 17	Engagement Guide	Announce proposed tax increase, draft plan and engagement
Oct. 17 – Nov. 3	Feedback Form	Gather feedback on draft plan
Oct. 21	Council Meeting Budget Presentation	Announce proposed tax increase, draft plan and engagement
Oct. 22	Staff Budget Event	Presentation to City exempt staff
Oct. 22	Chamber Budget Event	Chamber event with invitations to business associations
Oct. 24	Newspaper Ad	Announce proposed tax increase and what it means to residents

Date	Activity	Description
Oct. 24	Open House #1	• North Delta Centre for the Arts • 6 pm to 8 pm
Oct. 26	Open House #2	• South Delta Recreation Centre • 10 am to 12 pm
Oct. 28	Online Info Session	• Zoom • 6 pm to 7 pm
Oct. 30	Civic Engagement Boot Camp Info Session	• Zoom • 6 pm to 7 pm
Nov. 3	Engagement Ends	
Nov. 13	Council Workshop #1	• Engagement Report
Nov. 14	Council Workshop #2	
Nov. 20	Council Workshop #3	

Delta

 Facebook
CityofDeltaBC

 X
CityofDeltaBC

 Instagram
CityofDeltaBC