



2025 COMMUNITY SATISFACTION SURVEY RESULTS REPORT

Prepared by The W Group
April 2025



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1 Executive Summary

1.1 Introduction

The City of Delta invited the W Group to conduct a Community Satisfaction Survey to gather resident feedback on City services and operations and to help guide future priorities.

1.2 Survey Framework

The survey was open from February 13 to March 16, 2025. Approximately 38,000 households in Delta were mailed a postcard promoting the survey. Respondents were encouraged to answer the questions from their own perspectives and those of their households.

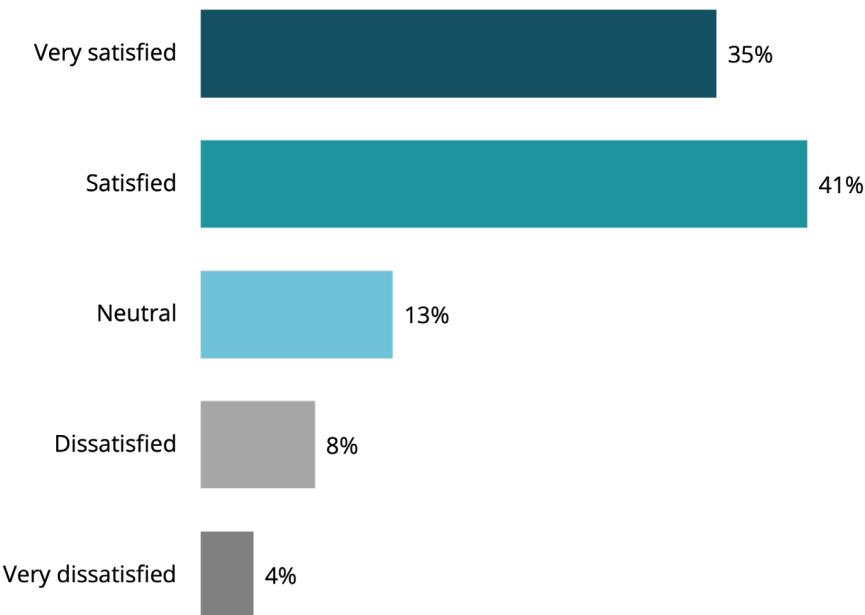
The survey received 2,082 responses and the results are weighted to the City of Delta's population (based on age, gender and geography). With a probability sample of 2,082 residents of Delta, the margin of error for this survey is expected to be +/- 2.1%, 19 times out of 20. The results of this survey can be said to represent those of the residents of the City of Delta.

1.3 Survey Highlights

Community Living

Satisfaction with Delta as a place to live is high with 76% of residents indicating they are Satisfied (41%) or Very satisfied (35%) with Delta as a place to live. At 85%, satisfaction with Delta as a place to live was highest in Tsawwassen followed by 83% in Ladner and 69% in North Delta.

The top three comments about Delta as a place to live from residents who are satisfied include: good place to live because it is clean, safe and quiet (52%), small town feel (27%) and natural environment and outdoor spaces (21%). The top three comments from residents who are not satisfied include: increasing traffic congestion (47%), population growth and density (29%), and lack of recreational amenities and services (22%).

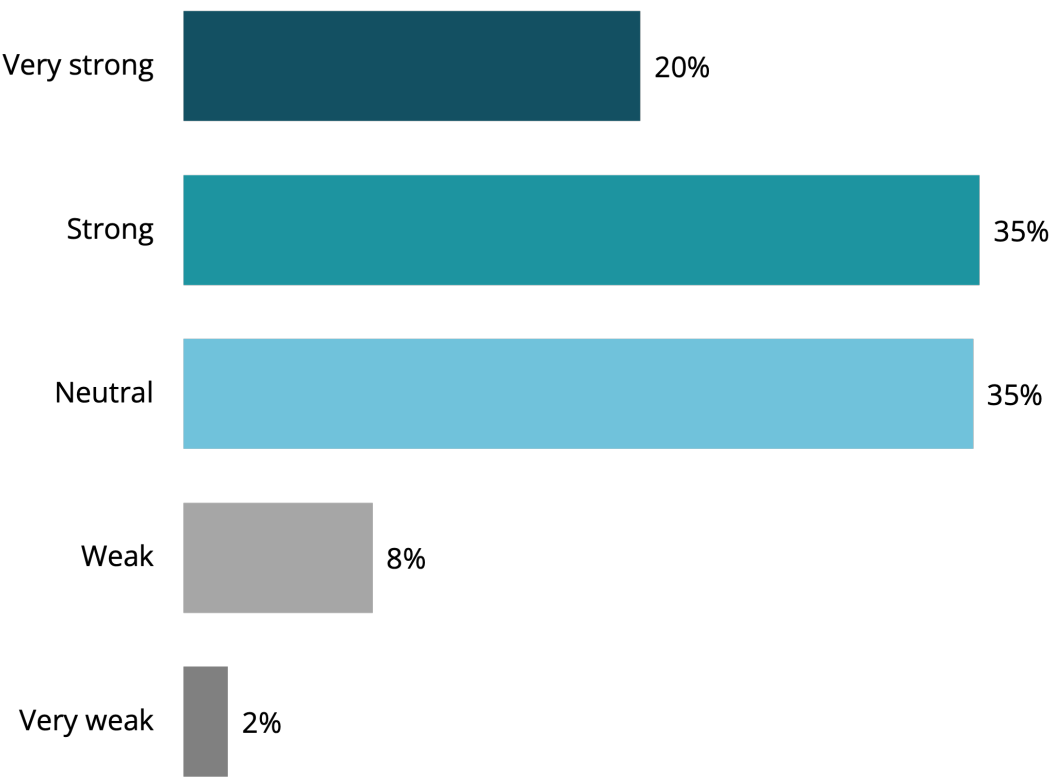


Q: How satisfied are you with the community of Delta as a place to live?

Total Respondents: 2078. Excludes those who selected No opinion (4 respondents).

Feeling of Belonging

More than half of the respondents indicated a Strong or Very strong feeling of belonging to the overall Delta Community.

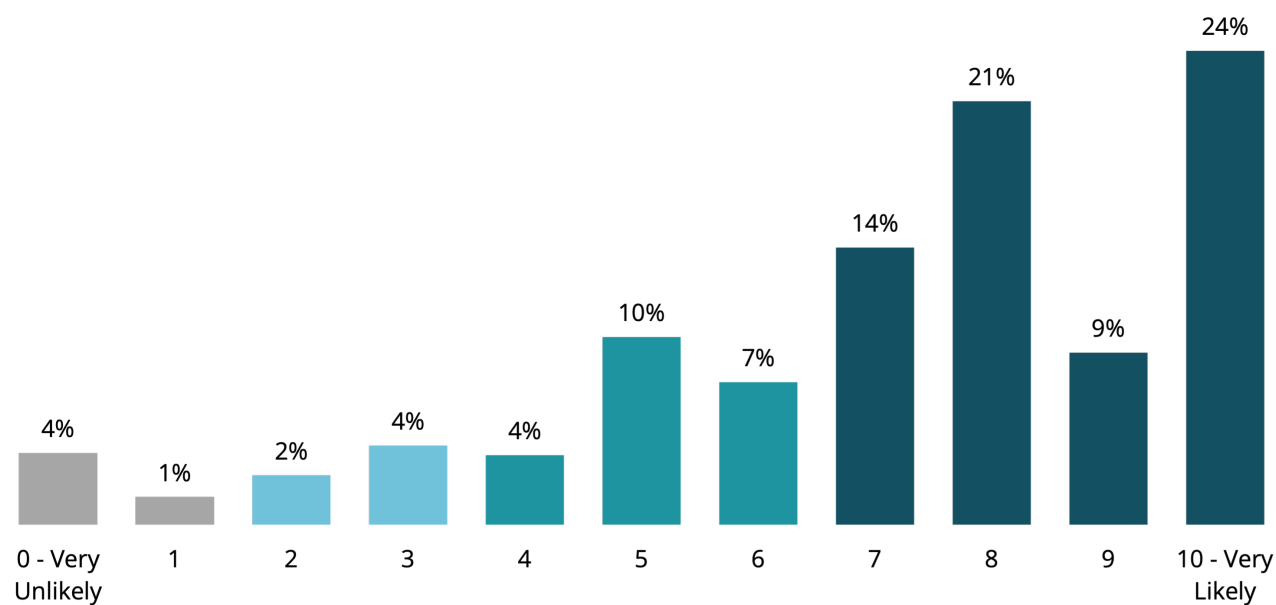


Q: How would you describe your feeling of belonging to the Delta community?

Total Respondents: 2059. Excludes those who selected No opinion (23 respondents).

Moving to Delta

Another indicator of resident opinion of the City of Delta is whether they would recommend it to friends or co-workers as a place to live. This question goes beyond personal satisfaction—it also reflects pride in the community, a sense of loyalty, and confidence in the City’s overall direction. It can also offer insight into how residents perceive Delta’s broader reputation. In this survey, 69% of residents said they are Likely or Very likely to promote living in the community (score of 7 or above).

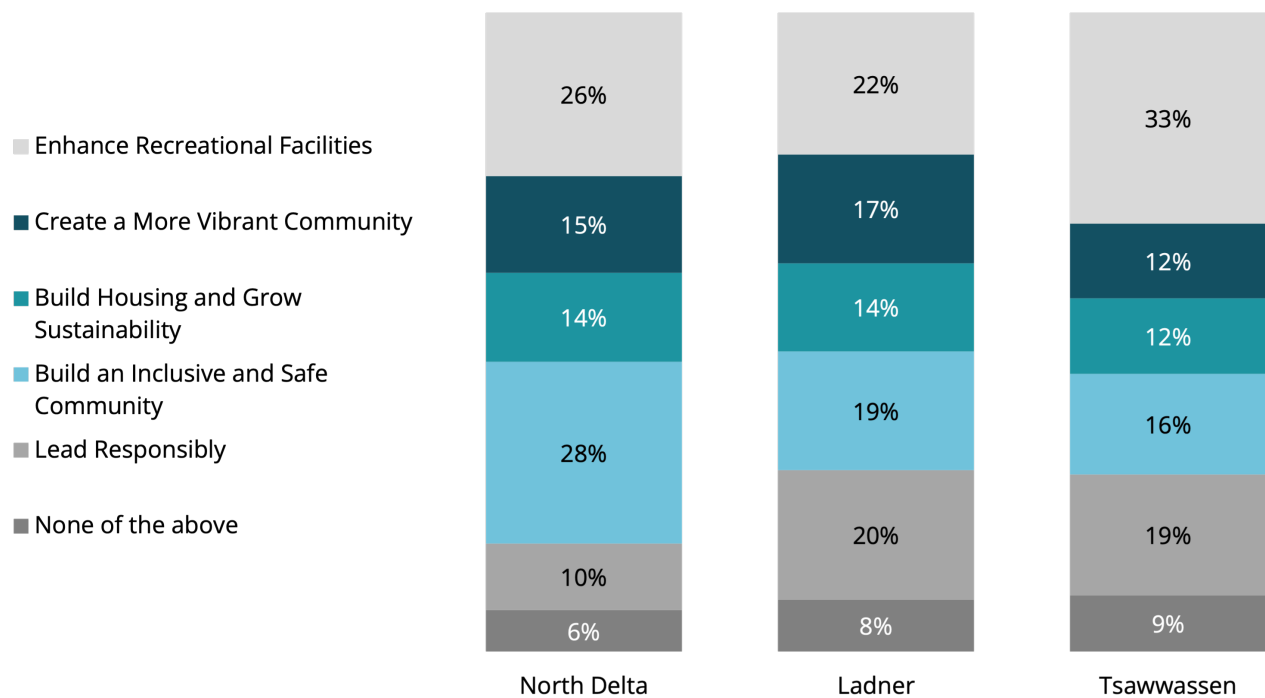


Q: If you had friends or co-workers who were looking for a place to move to, how likely are you to recommend them moving to Delta?

Total Respondents: 2082

City Priorities

Across the City of Delta, residents identified enhancing recreational facilities (27%) and building an inclusive and safe community (23%) as the City's priorities that would have the greatest impact on them and their households.



*Enhance Recreational Facilities - **Statistically significant difference between those aged 39 yrs or younger and the two older age groups.*

*Build Housing and Grow Sustainability - **Statistically significant difference between those aged 39 yrs or younger and those aged 65 yrs or greater.*

*Lead Responsibly - **Statistically significant difference between those aged 65 yrs or greater and those in the younger age groups.*

Residents were invited to identify other current or emerging priorities or goals that the City should consider.

Key Themes	% Responses
Improve road/ tunnel infrastructure, traffic management & parking availability	32%
Opposition to development, densification & loss of community feeling/ limit building height	23%
Invest in recreational facilities & community events / reduce recreational fees	16%
Environmental protection, sustainability & green spaces	14%
Invest in medical & healthcare services e.g. doctors, hospitals, urgent care	11%
Improve public & active transportation e.g. transit, cycling network, walkability	11%
Invest in fire services, policing & community safety	11%
Support local businesses & economic development	7%
Conduct meaningful community engagement/ listen to residents	6%
Build more schools & invest in education	5%
Increase variety of available housing/ supply of affordable housing	5%
Improve municipal services e.g. garbage collection, street maintenance & bylaw enforcement	4%
Better fiscal management e.g. reduce spending/ lower taxes/ more transparency	3%
Miscellaneous	2%

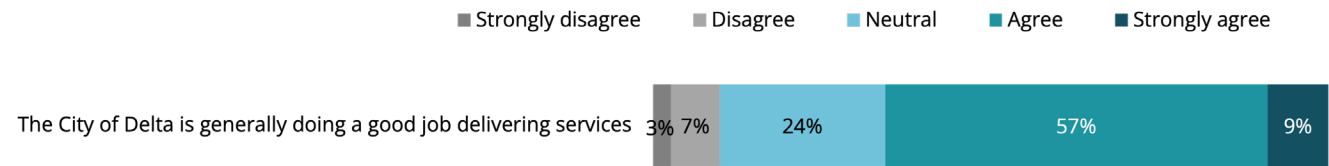
Q: Are there other current or emerging priorities or goals the City should consider?

Q: If yes, please describe what they are:

Total Respondents: 1319

City Services

Residents were invited to rate whether they believe the City is generally doing a good job of delivering City services. The majority of residents (66%), Agree (57%) or Strongly agree (9%) that the City is doing a good job, 24% are Neutral, and only 10% believe the City is not doing a good job.

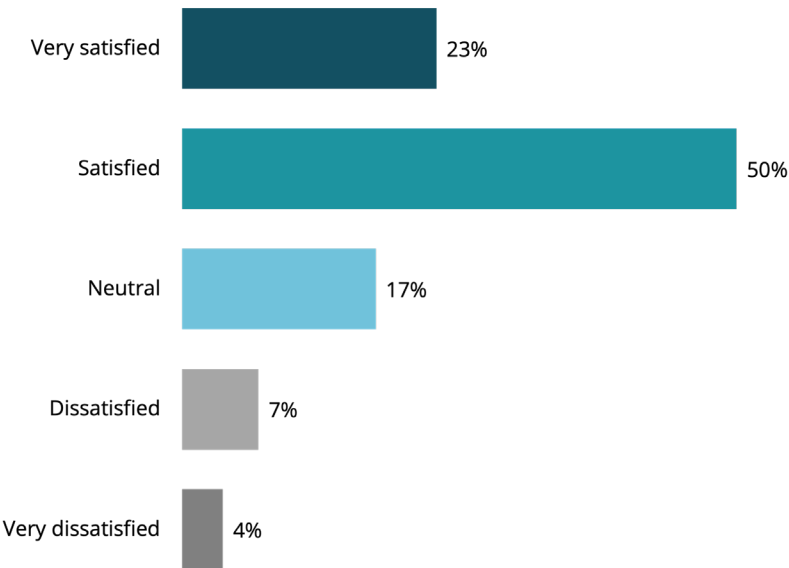


Q: Thinking about your experience with City services, to what extent do you agree or disagree with the following statements:

Total Respondents: 1833-2014. Excludes those who selected I don't know (68-249 respondents).

Customer Service

Nearly three-quarters (73%) of respondents who interacted with City of Delta staff in the past year reported being Satisfied or Very satisfied with the service they received. This level of satisfaction was consistent across all three communities, age groups, length of residency and self-identified groups.



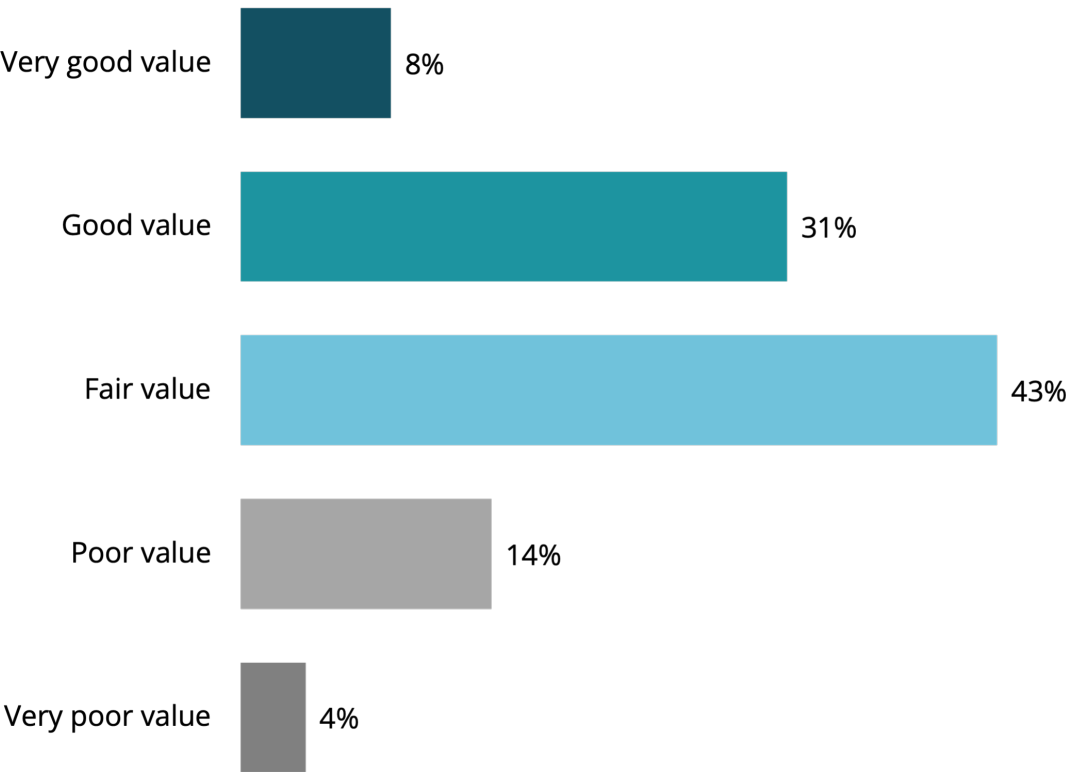
Q: Based on your most recent experience with a City employee (In-Person, Telephone, Email, Mail or Social Media Messaging) please indicate your level of satisfaction with the service provided?

Total Respondents: 1398

Value for Residents

Providing the services that residents rely on comes at a cost which is funded through a combination of property taxes, user fees, and grants. In Delta, the owner of a typical house pays approximately \$4,400 per year in property taxes and user fees—lower than the regional average of \$5,600.

Four out of five (82%) residents indicate they receive Fair (43%), Good (31%) or Very good (8%) value for the tax dollars the City collects. The top three reasons for those who feel they receive good value include: praise for recreation facilities and programs (27%), taxes are reasonable compared to other municipalities (23%) and the City is clean, safe and well-maintained (20%). The top three reasons for those who do not feel they receive good value include: fears of government inefficiencies (38%), tax increases and services remain the same or decline (32%), and a preference to see more investment in infrastructure such as roads, hospitals and schools (20%).

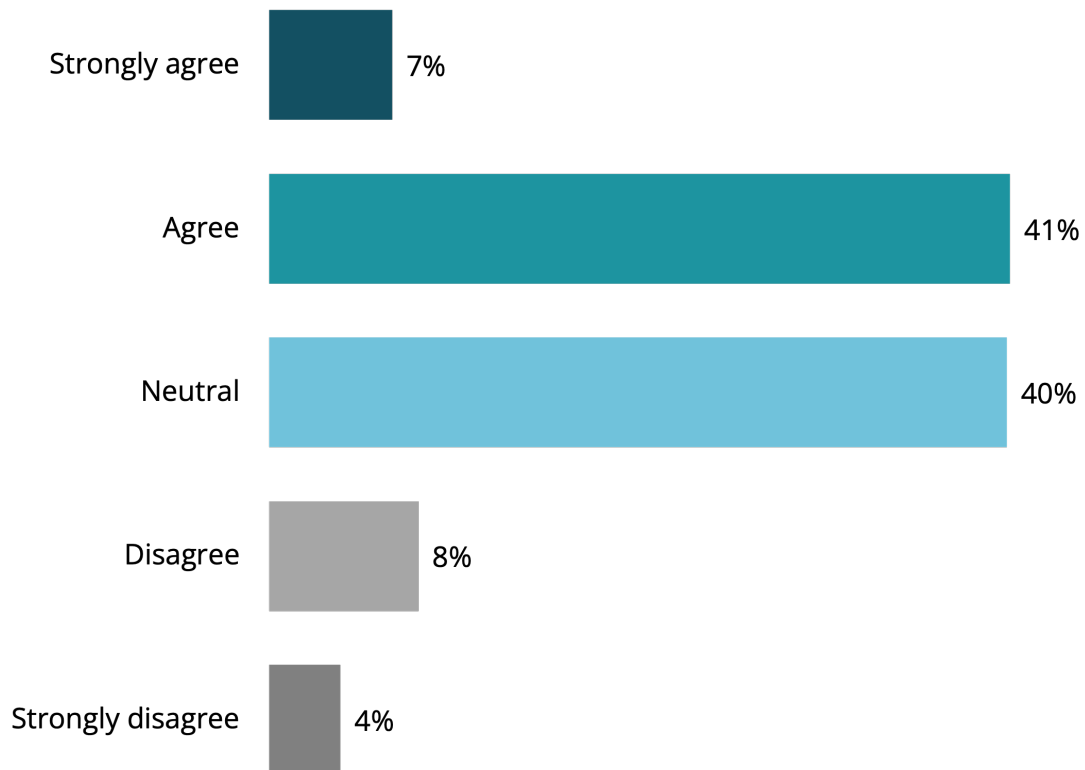


Q: Given the range of services the City provides, please rate the value that you feel you get for your tax dollars with the City of Delta:

Total Respondents: 1934. Excludes those who selected I don't know (148 respondents).

Involvement in City Projects and Initiatives

Nearly half (48%) of the respondents indicated they feel they have enough opportunities to be involved in City projects and initiatives that matter to them. Only 12% Disagree or Strongly disagree and 40% are Neutral. About 47% Agree or Strongly agree that the City is responsive to the needs of residents and acts in the best interest of the community as a whole.



Q: I feel I have enough opportunity to be involved in City projects and initiatives that matter to me.

Total Respondents: 1872. Excludes those who selected No opinion (210 respondents).

2 Survey Results

2.1 Respondent Profile

Delta Community

Given the survey data is weighted to the City of Delta population, the distribution of respondents according to sub-community is in line with the 2021 Census Data:

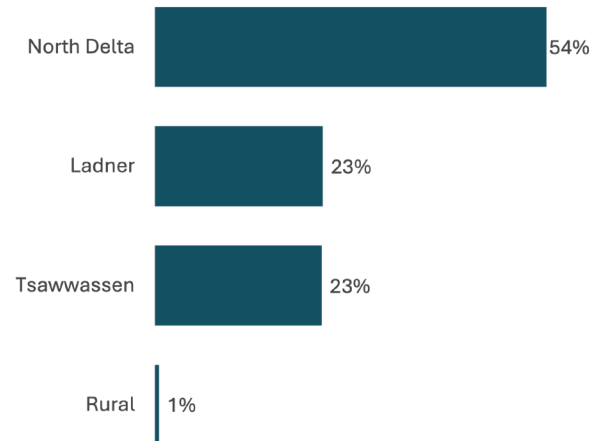
56% North Delta

21% Ladner

22% Tsawwassen

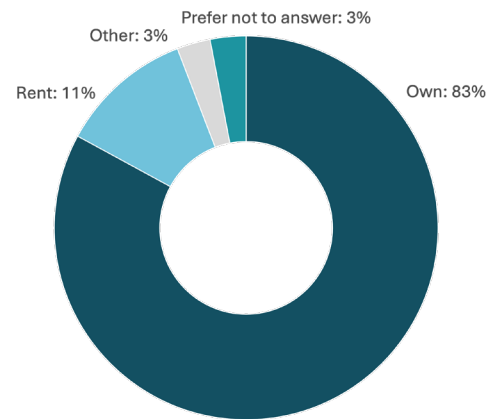
Q: Which area of Delta do you live in?

Total Respondents: 2082



Tenure

The percentage of respondents who rent versus own the homes in which they live varies from the 2021 Census Data. Overall, within the community, 24% of residents rent.

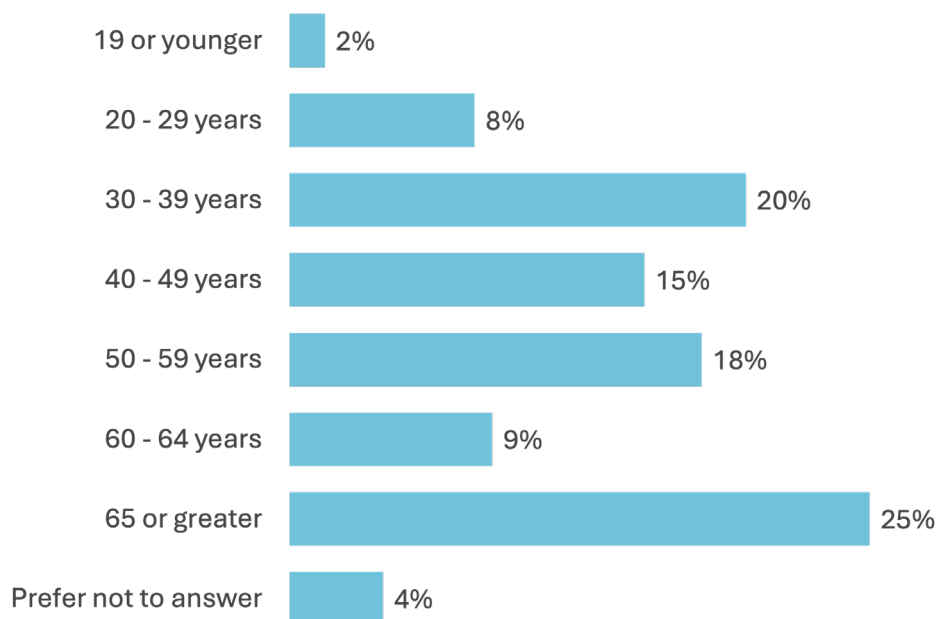


Q: Do you own or rent the home in which you live?

Total Respondents: 2082

Age Group

Given the survey data is weighted to the City of Delta population, the distribution of respondents according to their age is in line with the 2021 Census Data (for adult residents).



Q: What is your age group?

Total Respondents: 2082

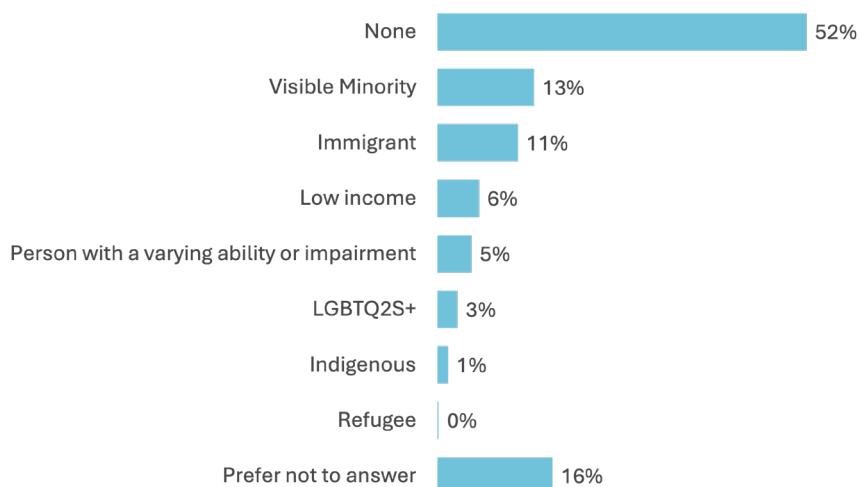
Self-identified groups

A third of the respondents self-described as belonging to one or more groups.

Q: Do you self-identify as belonging to any of the following groups?

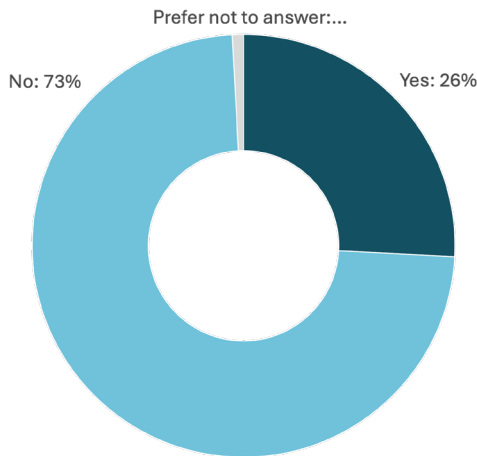
Select all that apply.

Total Respondents: 2082



Newcomer to Canada

Twenty-six percent of the respondents indicated that they are newcomers to Canada, in comparison to the City of Delta population (based on 2021 Census Data) of 33%.

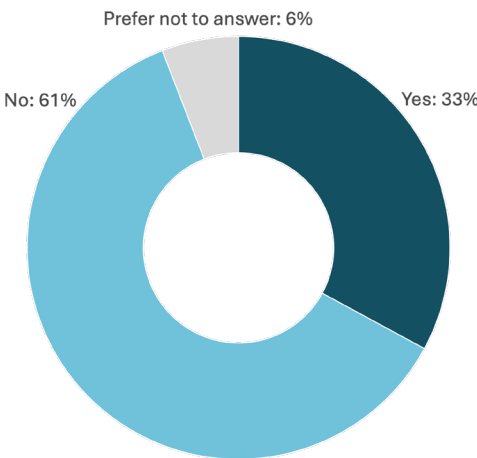


Q: Would you consider yourself to be a newcomer to Canada?

Total Respondents: 2082

Children Living in Household

A third of respondents indicated they have children (18 years of age or younger) living within their household.



Q: Do you have children that live with you (18 years and younger)?

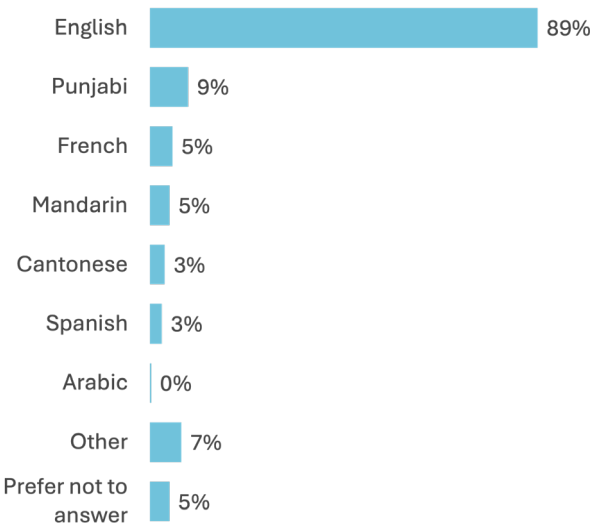
Total Respondents: 2082

Languages spoken at home

Based on 2021 Census Data, 72% of residents speak English at home as compared to the survey respondents at 89% and 11% of residents speak Punjabi at home as compared to the survey respondents at 9%. 2021 Census Data indicates 3% speak Mandarin and 2% speak Cantonese versus the 5% and 3%, respectively for survey respondents.

Q: What language(s) do you speak at home? Select all that apply.

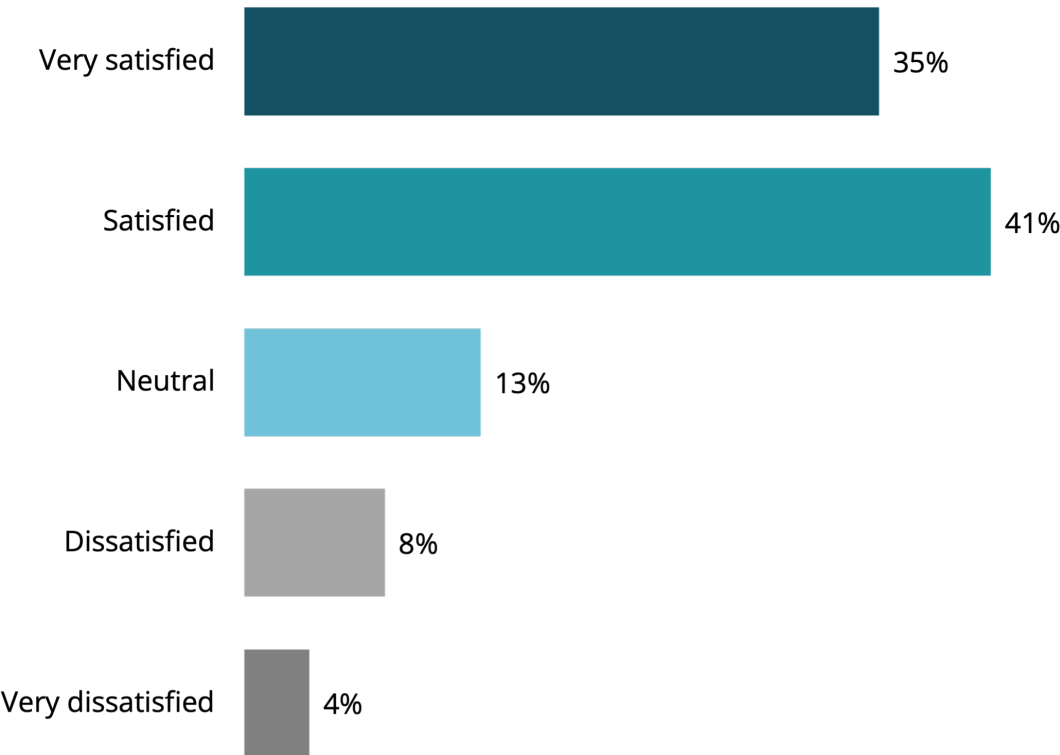
Total Respondents: 2082



2.2 Community Life

2.2.1 Satisfaction with Delta as a place to live

Three out of four respondents are Satisfied or Very satisfied with living in the City of Delta. The next chart shows how satisfaction changes with location.

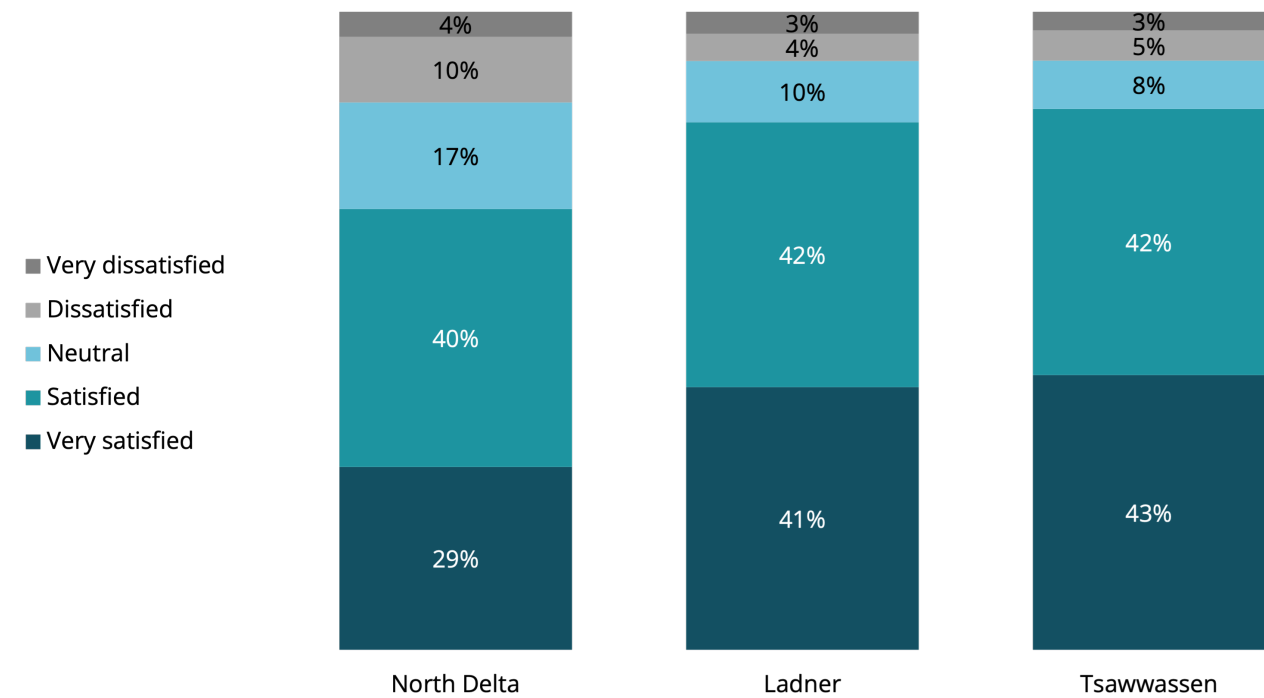


Q: How satisfied are you with the community of Delta as a place to live?

Total Respondents: 2078. Excludes those who selected No opinion (4 respondents).

2.2.1 Comments re: Satisfaction with Delta as a place to live by community

There is a notable difference in the satisfaction with Delta as a place to live according to the respondents' respective home communities. While Ladner and Tsawwassen respondents had comparably high levels of satisfaction (83% and 85%, respectively, North Delta respondents had a combined rating (Satisfied and Very satisfied) of 69%. Worth noting is that a large percentage of Delta's residents who indicate they consider themselves newcomers (26%) to Canada live in North Delta, and that newcomers often have a lower sense of satisfaction with a community due to a lessened sense of belonging in the first few years of their residency.

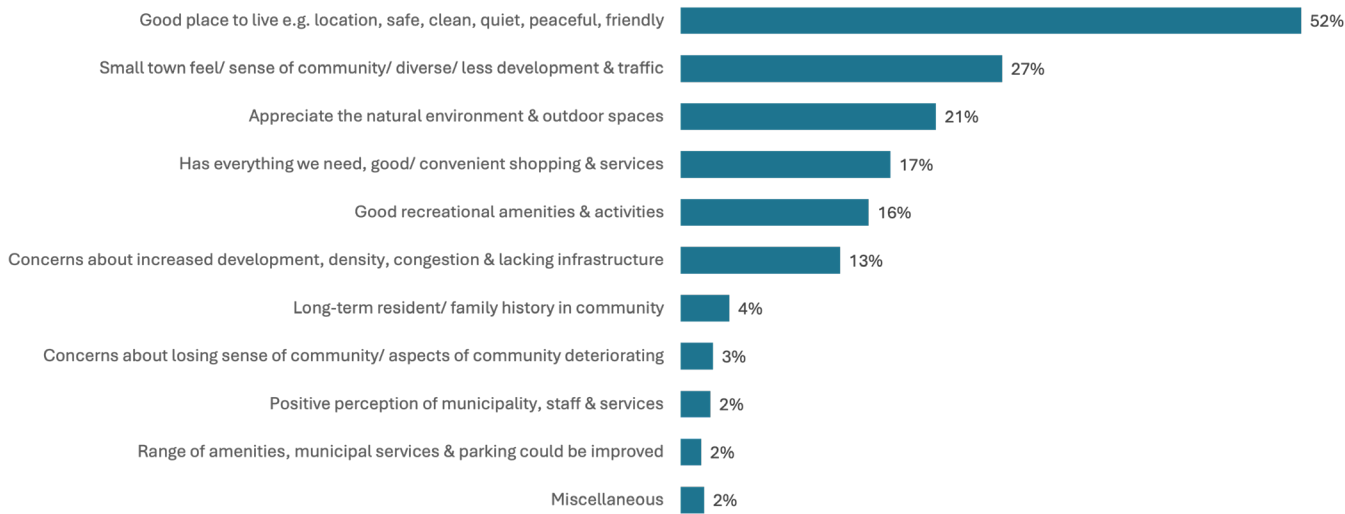


*Very satisfied - **Statistically significant difference between those living in Ladner and Tsawwassen, compared to those in North Delta.*

2.2.1 Comments re: Satisfaction with Delta as a place to live (Satisfied/ Very satisfied)

With three-quarters of residents saying they are satisfied with Delta as a place to live, the top comments related to their satisfaction are:

- That Delta is a good place to live due to its location, its safety/cleanliness, and that it's quiet, peaceful and friendly.
- Secondly, residents mentioned that Delta has a small-town feel and a sense of community with diversity and less development and traffic than other communities.
- Followed by residents' appreciation for Delta's natural environment and outdoor spaces was also mentioned as a reason for their satisfaction.

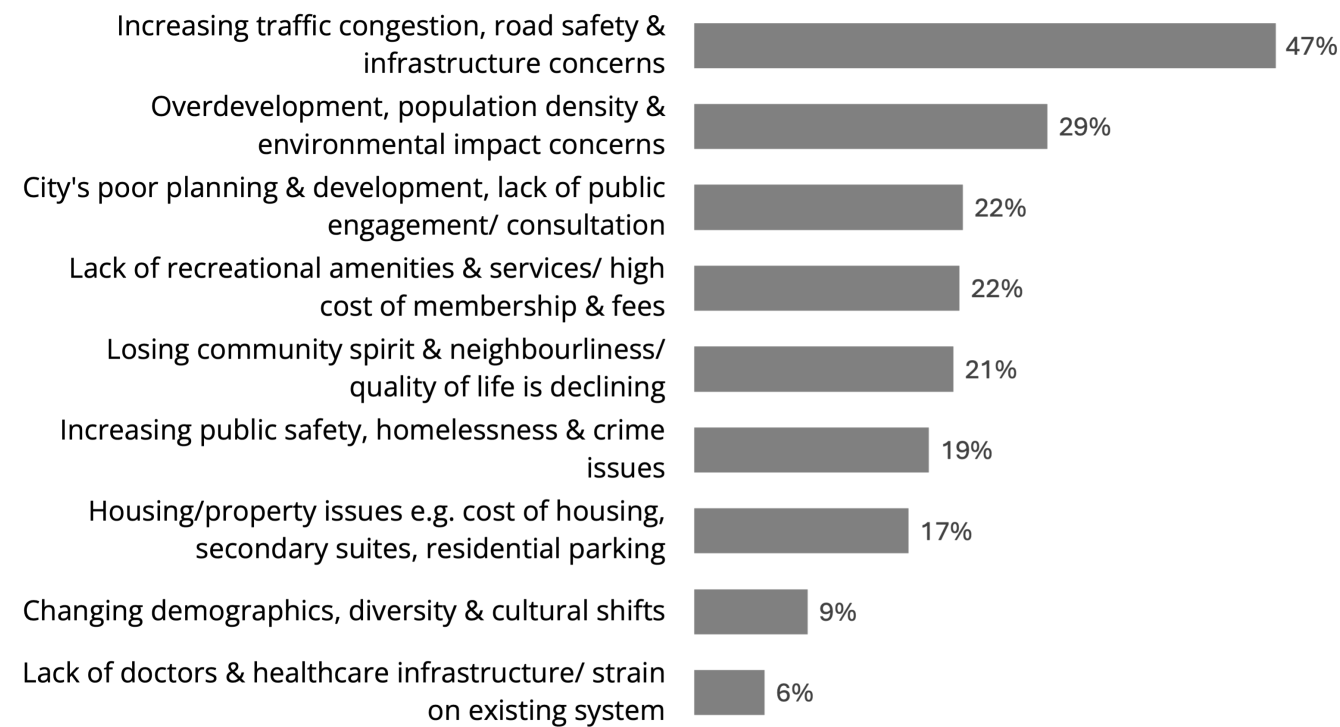


Q: You have indicated that you are Satisfied/Very satisfied with the community of Delta as a place to live, please tell us why.

Total Respondents: 1251

2.2.1 Comments re: Satisfaction with Delta as a place to live (Dissatisfied/Very dissatisfied)

As with many Lower Mainland communities, concerns regarding increased traffic congestion along with road safety and infrastructure are noted by residents dissatisfied with Delta as place to live. As a secondary theme, the issue of overdevelopment, population density and related environmental impacts are concerns expressed by residents.

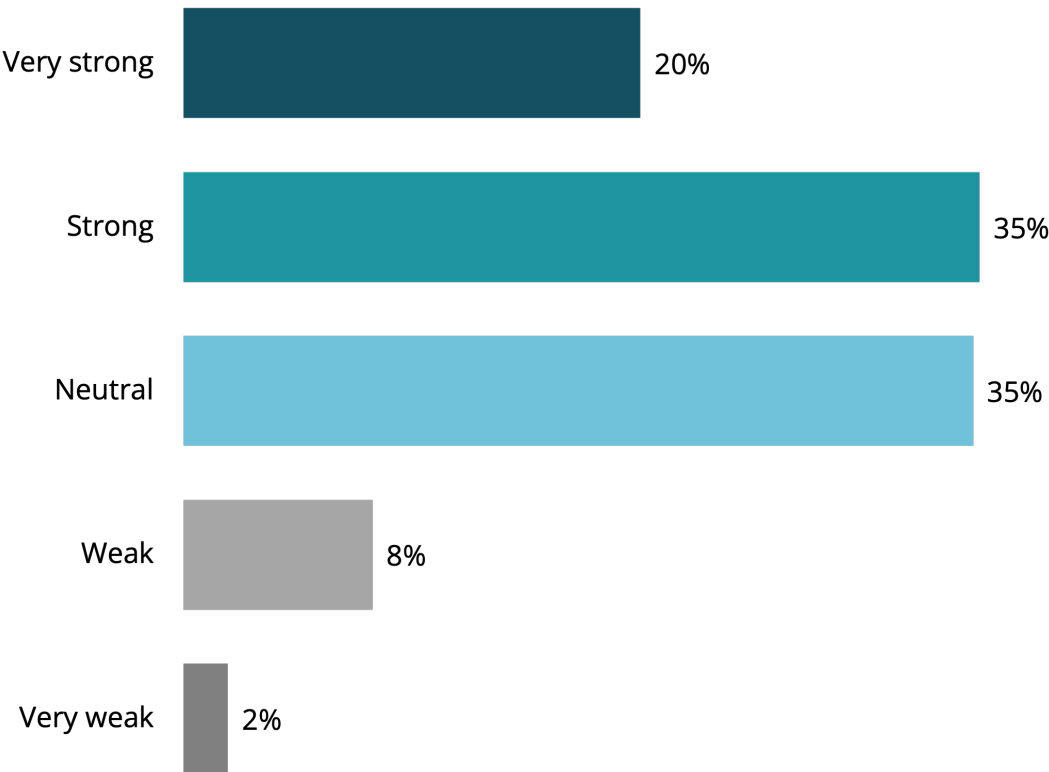


Q: You have indicated that you are Dissatisfied/Very dissatisfied with the community of Delta as a place to live, please tell us why.

Total Respondents: 175

2.2.2 Feeling of belonging to the Delta community

More than half of the respondents indicated a Strong or Very Strong feeling of belonging to the overall Delta Community. The next charts show how this feeling of belonging changes when respondents are asked the same about their immediate community, age group and tenure.



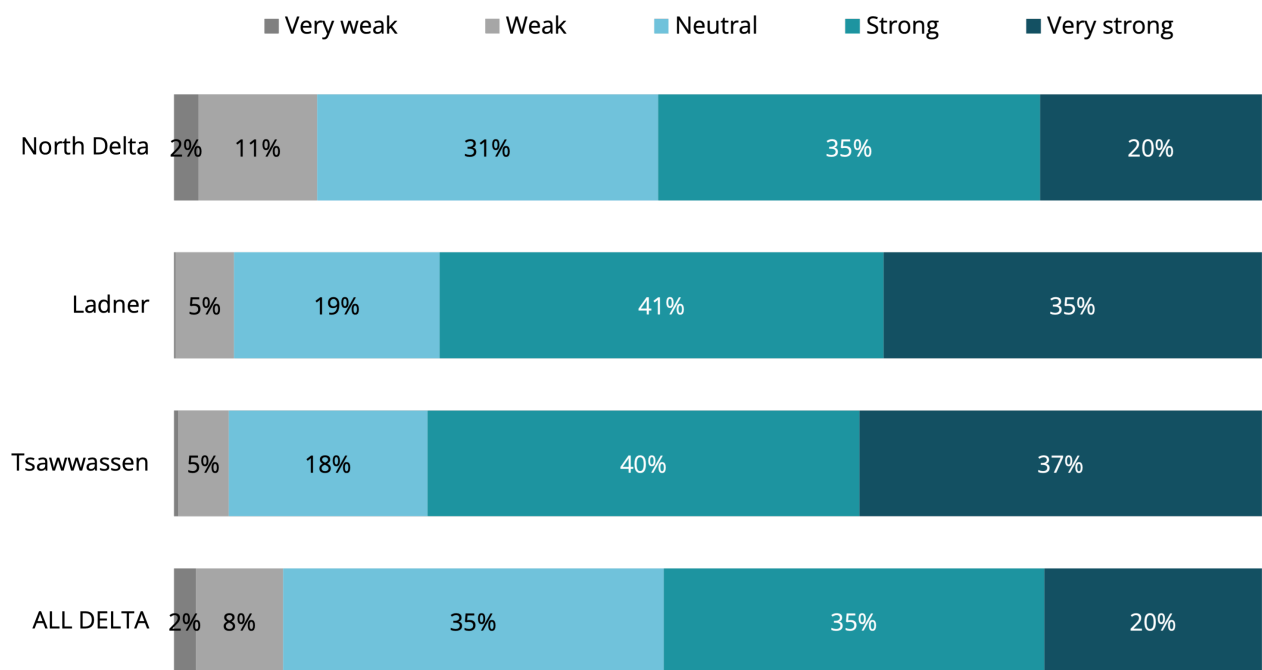
Q: How would you describe your feeling of belonging to the Delta community?

Total Respondents: 2059. Excludes those who selected No opinion (23 respondents).

2.2.2 Feeling of belonging to each community

More than half of the respondents indicated a Strong or Very Strong feeling of belonging to the overall Delta community. North Delta community respondents indicate the same feeling of belonging (55% - Strong and Very Strong) to North Delta as they do to the overall Delta community (55% - Strong and Very Strong). On the other hand, the feelings of belonging for both Ladner and Tsawwassen residents are dramatically higher, with combined (Strong or Very Strong) ratings of 76% and 77%, respectively.

There are significantly higher levels of feeling of belonging among longer-term Ladner and Tsawwassen residents than those living in North Delta. In fact, there is no discernable difference in North Delta respondents' feeling of belonging to the community by the number of years they have lived in the community.



Q: How would you describe your feeling of belonging to the {{Community}} community?

Total Respondents 2049. Excludes those who selected No opinion (23 respondents) and Rural residents (10 respondents).

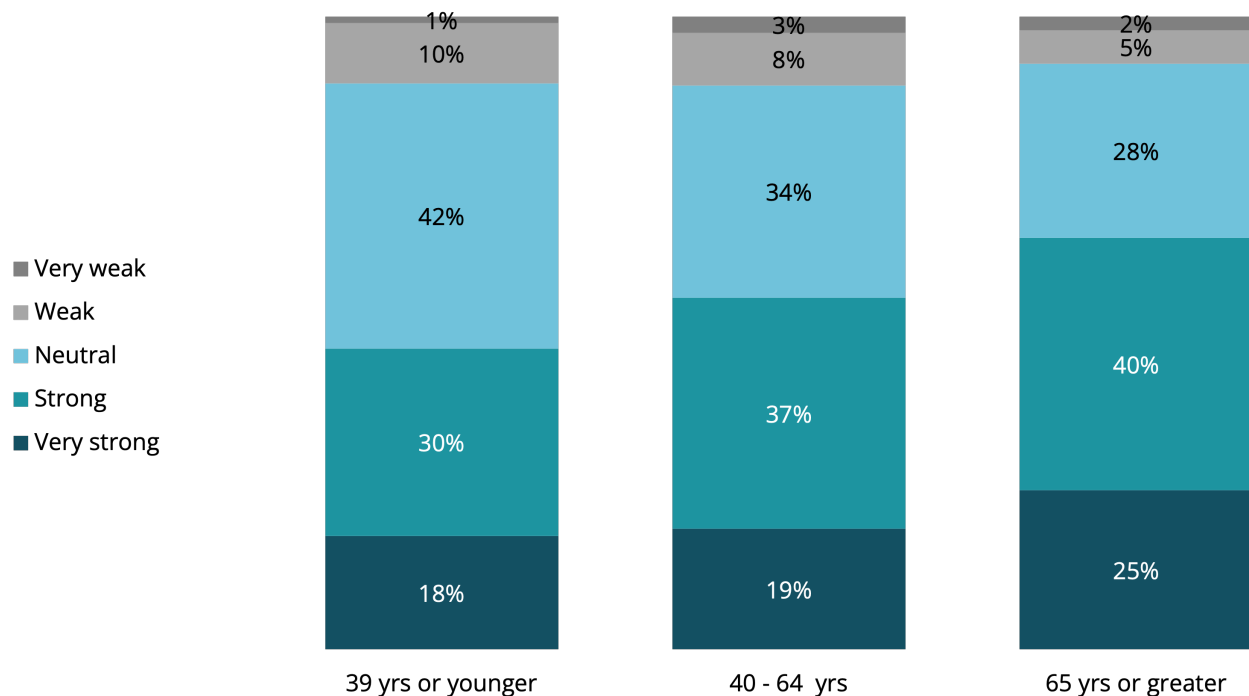
Very strong - *Statistically significant difference between those living in Ladner compared to those in North Delta.

Very strong - **Statistically significant difference between those living in Tsawwassen compared to those in North Delta.

Neutral - **Statistically significant difference between North Delta residents and those living in Tsawwassen.

2.2.2 Feeling of belonging to the community by age groups

There is a significant difference in residents' sense of belonging to the Delta community based on their length of residency, with those aged 65 years or greater indicating the strongest sense of belonging



*Very strong - *Statistically significant difference between those aged 65 yrs or greater and those aged 39 yrs or younger.*

*Very strong - **Statistically significant difference between those aged 65 yrs or greater and those in the 40-64 yrs age group.*

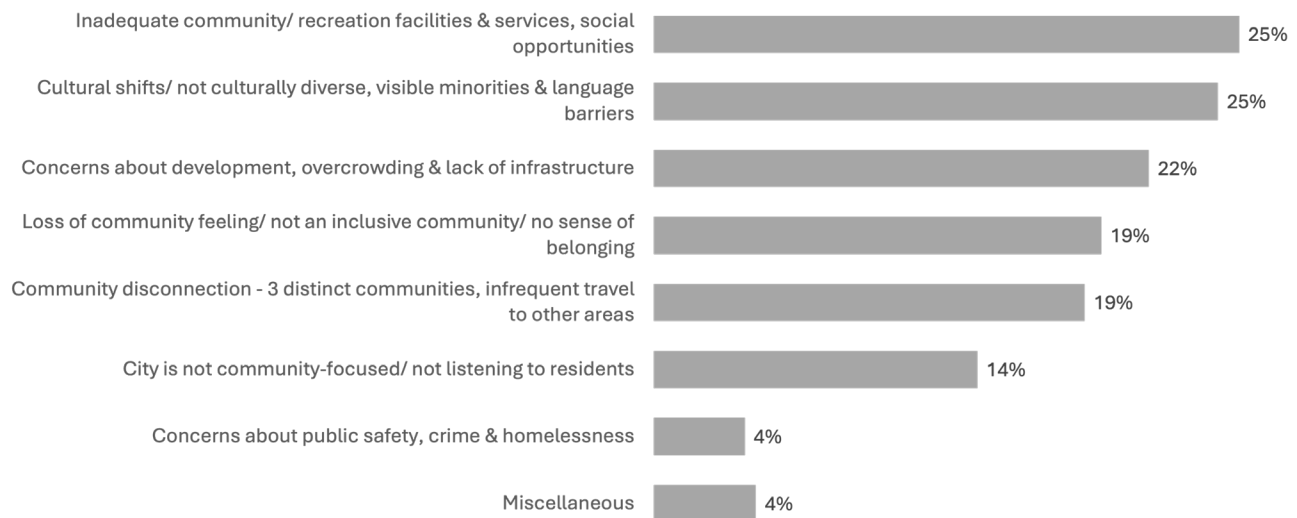
2.2.3 Feeling of belonging to each community by years of residency

	North Delta	Ladner	Tsawwassen
Less than 5 years	53%	56%	72%
5 to less than 20 years	58%	78%	79%
More than 20 years	54%	81%	77%

There are significantly higher levels of feeling of belonging among longer-term Ladner and Tsawwassen residents than those living in North Delta. In fact, there is no discernable difference in North Delta respondents' feeling of belonging to the community by the number of years they have lived in the community.

2.2.2 Comments re: Feeling of belonging to the Delta community (Weak/ Very Weak)

City of Delta residents feel that their sense of belonging to the community has been impacted by inadequate community/recreation facilities and services, including social opportunities. Additionally, cultural diversity is impacting residents' sense of belonging to the community. As with many Lower Mainland municipalities, concerns about development, overcrowding and lack of infrastructure and a loss of community feeling/inclusivity are impacting residents' feelings of belonging.

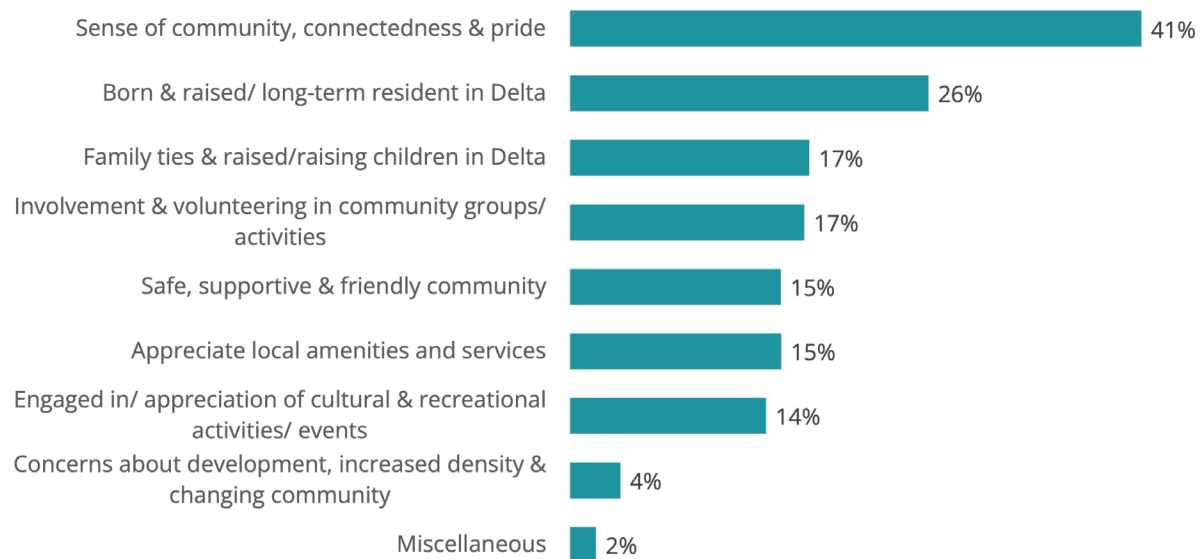


Q: You have indicated that your sense of belonging is [Weak/Very Weak] with the Delta community, please tell us why..

Total Respondents: 144

2.2.2 Comments re: Feeling of belonging to the Delta community (Strong/Very Strong)

On a positive note, many residents feel a strong sense of community (and connectedness/pride) with Delta, with a large percentage indicating this feeling based on the length of time they have lived in the community.

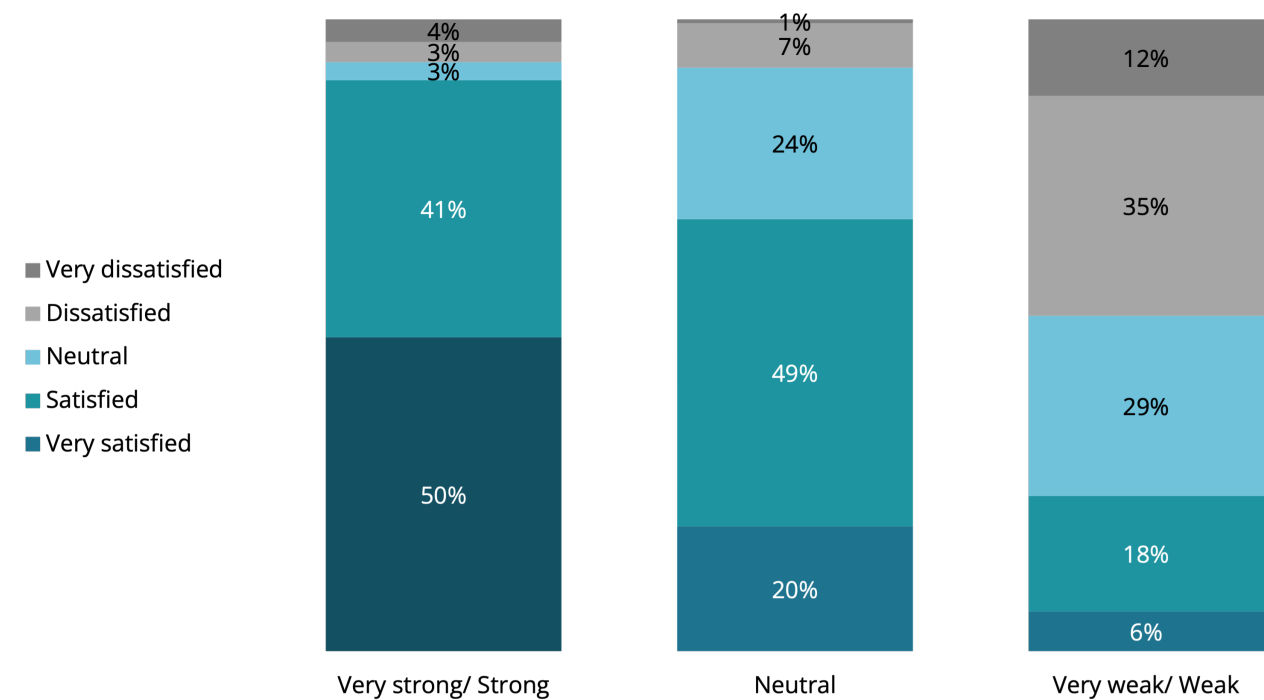


Q: You have indicated that your sense of belonging is [Strong/Very Strong] with the Delta community, please tell us why.

Total Respondents: 783

2.2.2 Satisfaction with Delta as a place to live by Feeling of belonging to the Delta Community

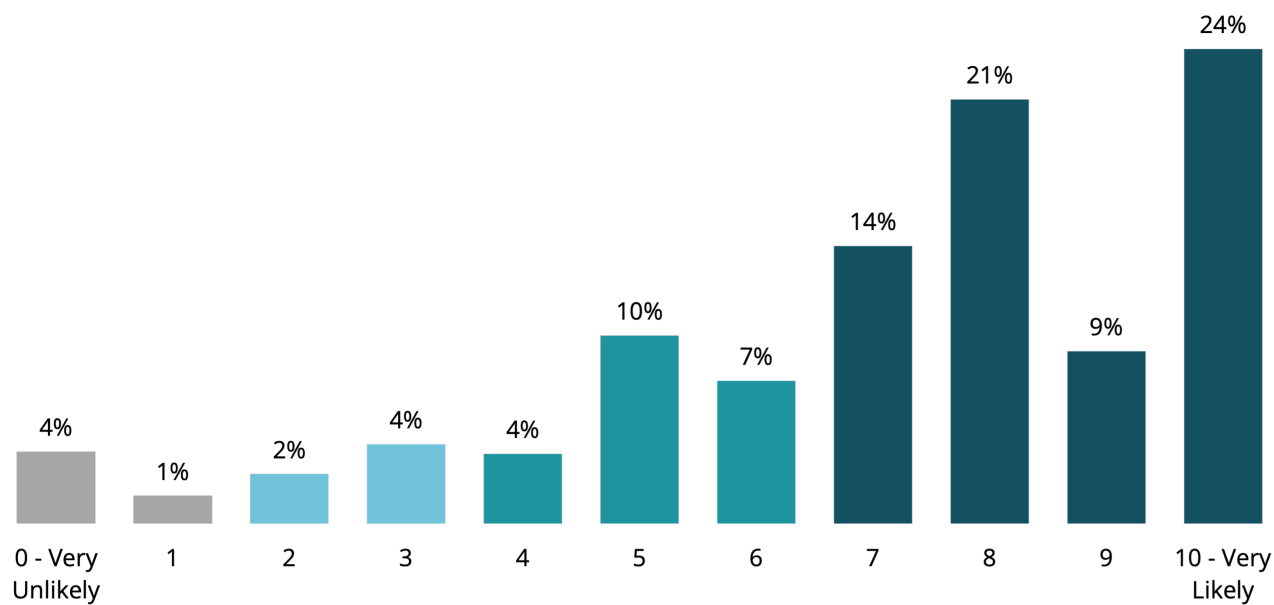
As can be seen by this chart, the stronger the feeling of belonging a resident has with living in the Delta community, the higher their level of satisfaction with the community and vice versa.



*Very satisfied - **Statistically significant difference between those with a Very strong/ Strong feeling of belonging and those with a Very weak/ Weak feeling of belonging to the Delta community.*

2.2.3 Likelihood to recommend moving to Delta

Another indicator of resident opinion of the City of Delta is whether they would recommend it to friends or co-workers as a place to live. This question goes beyond personal satisfaction—it also reflects pride in the community, a sense of loyalty, and confidence in the City’s overall direction. It can also offer insight into how residents perceive Delta’s broader reputation. In this survey, 69% of residents said they are Likely or Very likely to promote living in the community (score of 7 or above).



Q: If you had friends or co-workers who were looking for a place to move to, how likely are you to recommend them moving to Delta?

Total Respondents: 2082

2.3 City of Delta Goals & Priorities

The City of Delta has created the following Goals and Priorities to capture the direction of Council this term and focus the investments and plans in the annual budget:

Build Housing & Grow Sustainably

- Increase building permits for net new housing units to meet Delta's Provincial housing target.
- Align infrastructure upgrades and plans with new housing growth areas.
- Provide diverse housing options to ensure housing for everyone in Delta.

Enhance Recreational Facilities

- Modernize and upgrade outdoor and indoor facilities to offer world-class recreational opportunities:
 - Rebuild Winskill Aquatic Centre
 - Advance the Cromie Park Master Plan
 - Invest in updated track and fields at Mackie Park, Seaquam Secondary School, Delta Secondary School, and South Delta Secondary School
 - Explore a cover for the North Delta Recreation Centre outdoor pool
 - Prepare a Master Plan for John Oliver Park

Lead Responsibly

- Invest sustainably in the maintenance of City infrastructure and facilities.
- Reduce unnecessary regulations and processes to make City operations more

efficient and effective.

Build an Inclusive & Safe Community

- Continue to strengthen our connections with Tsawwassen First Nation and Musqueam Indian Band through meaningful collaboration.
- Develop initiatives to further support diversity, equity, and inclusion.
- Continue to build upon Delta's world-class public safety services, such as police and fire.

Create a More Vibrant Community

- Improve active transportation options.
- Implement Delta's Vision Zero Strategy by expanding the safe neighbourhood road and sidewalk improvement programs.
- Develop initiatives to enliven our city, like pop-up parks, concerts, and community events as well as pursuing the revitalization of Ladner Village.

2.3.1 Priority impact on households

Of the five Goals and Priorities identified by the City in 2024, the two selected as making the greatest impact are Enhance Recreational Facilities (27%) and Build an Inclusive and Safe Community (23%).

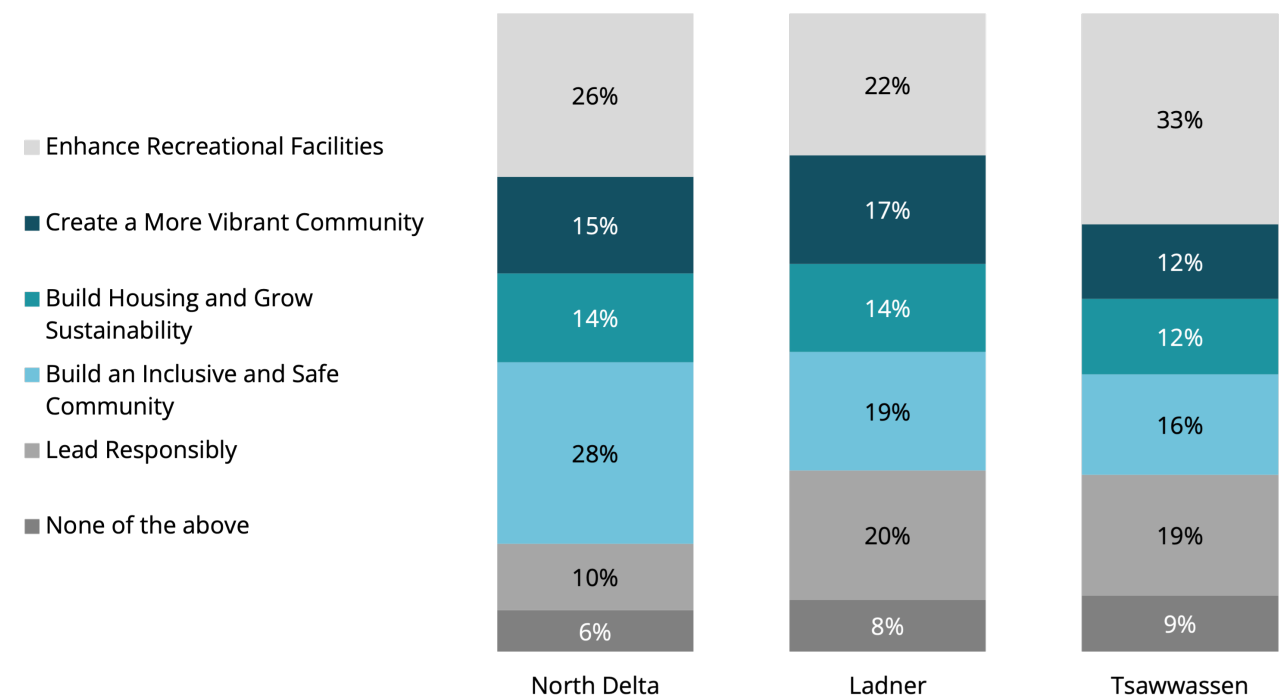


Q: Which ONE of these priorities, if done successfully, would have the greatest impact on you and/or your household? Select one.

Total Respondents: 2018. Excludes those who selected I don't know (64 respondents).

2.3.1 Priority impact on households by community

This chart certainly shows a difference in priority by community. North Delta is evenly split on two priorities: Enhance Recreational Facilities and Building an Inclusive and Safe Community. Ladner is more evenly split across four priorities. Tsawwassen prioritized Enhance Recreational Facilities.



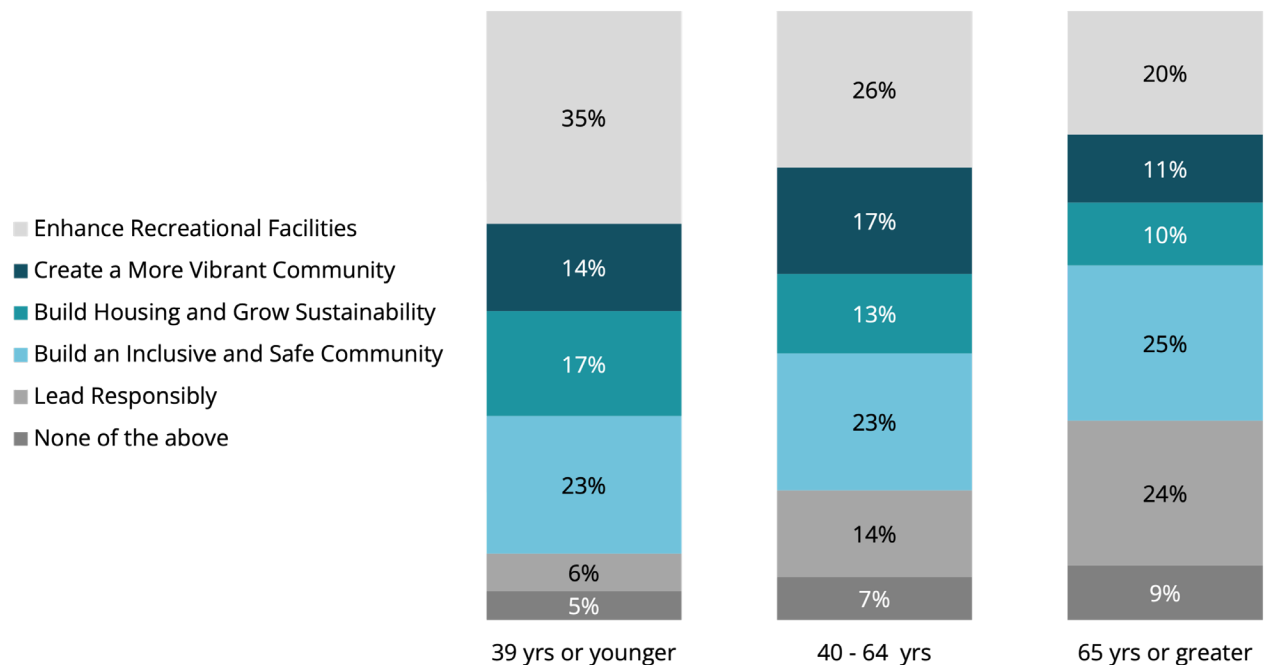
*Enhance Recreational Facilities - **Statistically significant difference between those living in Tsawwassen, compared to those living in Ladner and North Delta.*

*Build an Inclusive and Safe Community - **Statistically significant difference between North Delta residents and those living in Ladner and Tsawwassen.*

*Lead Responsibly - **Statistically significant difference between those living in Ladner and Tsawwassen, compared to those in North Delta.*

2.3.1 Priority impact on households by age group

Notable differences exist between which City priorities will have the greatest impact based on age groups. As noted, 35% of respondents aged 39 years or younger indicated Enhance Recreational Facilities versus only 20% of respondents aged 65 years or greater. As noted in the chart, the other City priority that shows a significant difference based on age groups is that of Lead Responsibly.

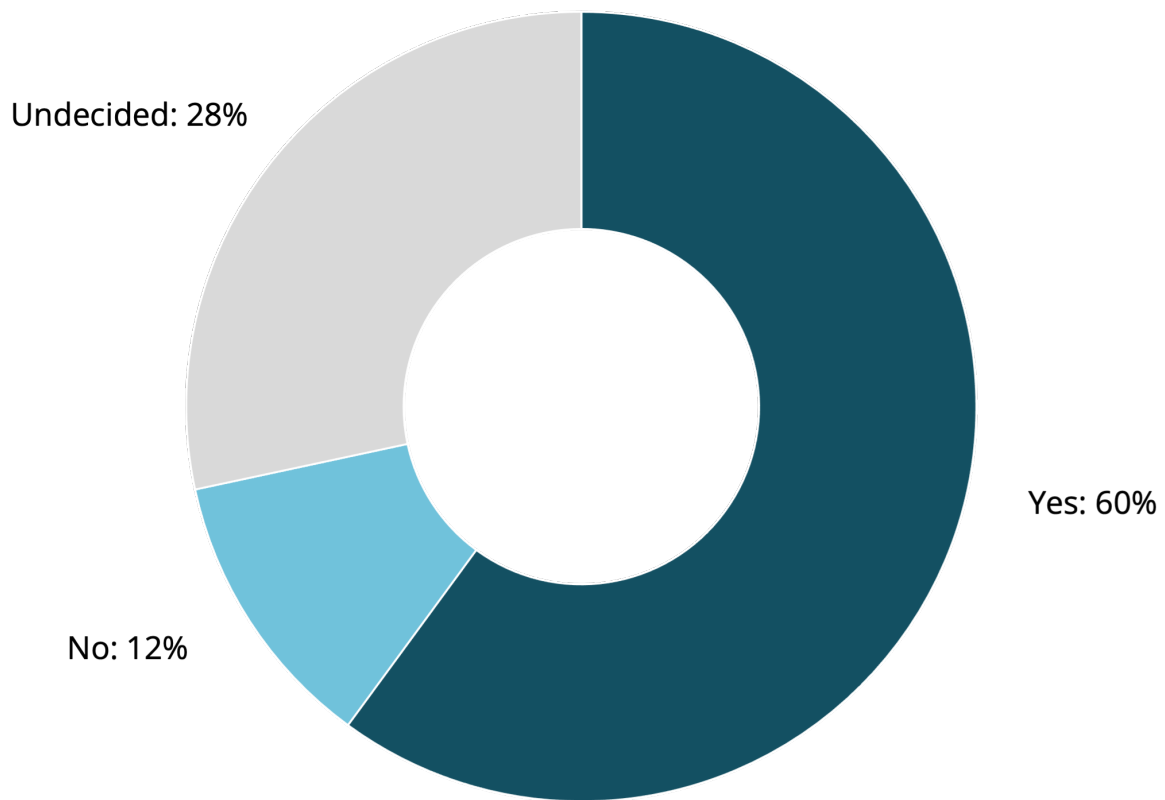


*Enhance Recreational Facilities - **Statistically significant difference between those aged 39 yrs or younger and the two older age groups.*

*Build Housing and Grow Sustainability - **Statistically significant difference between those aged 39 yrs or younger and those aged 65 yrs or greater.*

*Lead Responsibly - **Statistically significant difference between those aged 65 yrs or greater and those in the younger age groups.*

2.3.2 Other current or emerging priorities/ goals that City should consider



Q: Are there other current or emerging priorities or goals the City should consider?

Total Respondents: 2082

2.3.2 Comments re: Other current or emerging priorities/ goals that City should consider

Residents were invited to identify other current or emerging priorities or goals that the City should consider.

Key Themes	% Responses
Improve road/ tunnel infrastructure, traffic management & parking availability	32%
Opposition to development, densification & loss of community feeling/ limit building height	23%
Invest in recreational facilities & community events / reduce recreational fees	16%
Environmental protection, sustainability & green spaces	14%
Invest in medical & healthcare services e.g. doctors, hospitals, urgent care	11%
Improve public & active transportation e.g. transit, cycling network, walkability	11%
Invest in fire services, policing & community safety	11%
Support local businesses & economic development	7%
Conduct meaningful community engagement/ listen to residents	6%
Build more schools & invest in education	5%
Increase variety of available housing/ supply of affordable housing	5%
Improve municipal services e.g. garbage collection, street maintenance & bylaw enforcement	4%
Better fiscal management e.g. reduce spending/ lower taxes/ more transparency	3%
Miscellaneous	2%

Q: Are there other current or emerging priorities or goals the City should consider?

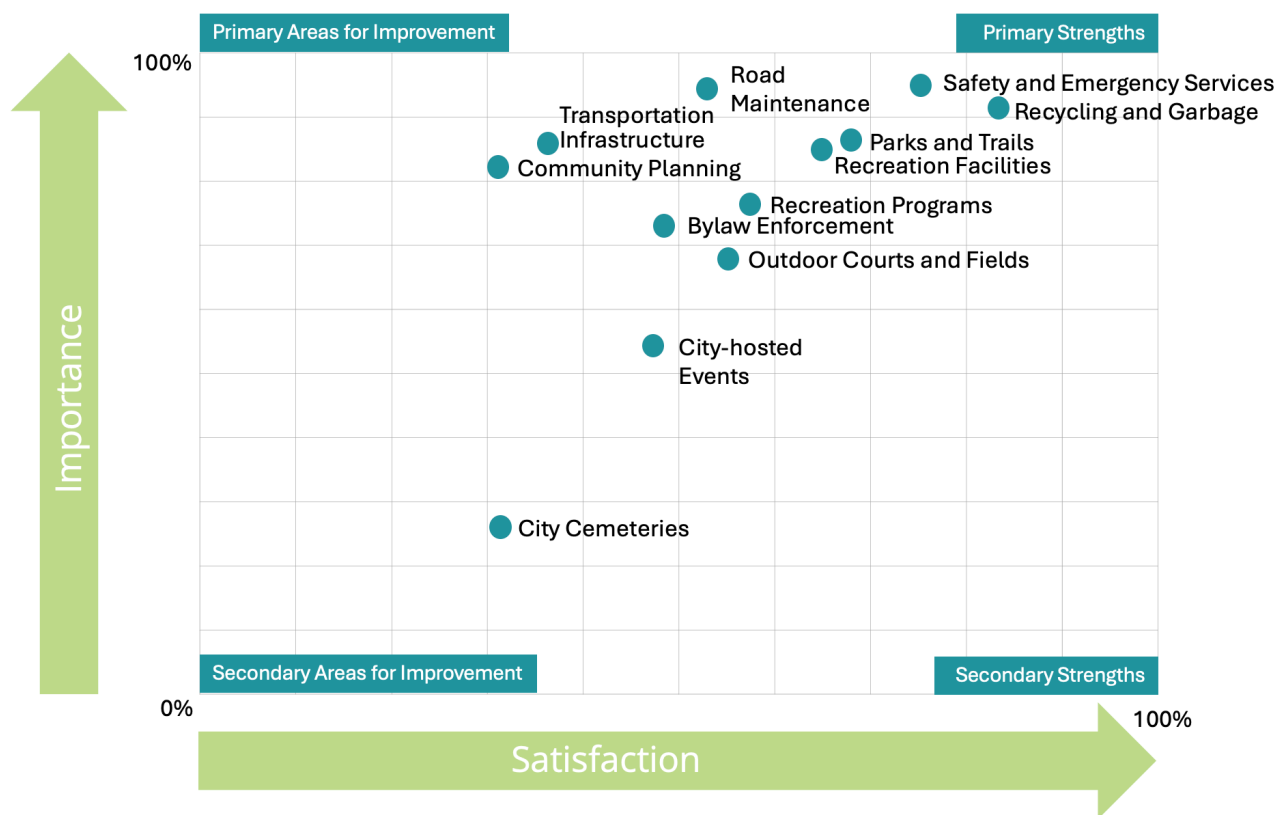
Q: If yes, please describe what they are:

Total Respondents: 1319

2.4 City Services

2.4.1 Importance of services & satisfaction with City services

Residents were invited to rate the importance of a selection of City services and their satisfaction with the services provided. The following chart shows that most services fall within the top-quartile of performance, with satisfaction levels more closely aligning with the importance of the service to residents. The next charts provide an analysis of the gaps between the ratings of importance and satisfaction.



Q: The City provides a wide range of services. Below is a selection of some of the most frequently used services for you to consider.

In general, how important are the following services to you and/or your household?

Q: And, in general, how satisfied are you with the following City of Delta services:

Total Respondents: 527-1983 (those who selected Important or Very important)/ 371-1631 (those who selected Satisfied or Very satisfied)

2.4.1 Gap Analysis: Importance of services & satisfaction with City services by Delta community

This gap analysis measures the difference between levels of importance and satisfaction with City services. The most notable differences is seen in the following services.

Transportation Infrastructure – all three communities

Community Planning – all three communities

Road Maintenance – North Delta only

Please refer to the verbatim comments provided by respondents when they provided a rating of either Dissatisfied or Very dissatisfied as they provide insight into the basis for their dissatisfaction.

	Combined	North Delta	Ladner	Tsawwassen
Road Maintenance	41%	45%	35%	39%
Safety and Emergency Services	21%	20%	17%	28%
Recycling and Garbage	9%	13%	4%	5%
Transportation Infrastructure	50%	46%	52%	59%
Community Planning	50%	46%	49%	57%
City-hosted Events	7%	10%	1%	7%
Parks and Trails	21%	19%	19%	26%
Recreation Program	21%	24%	14%	20%
Recreation Facilities	22%	21%	16%	30%
Outdoor Courts and Fields	13%	18%	2%	13%
Bylaw Enforcement	23%	29%	12%	15%
City Cemeteries	-5%	0%	-4%	-13%

2.4.1 Gap Analysis: Importance of services & satisfaction with City services by length of residency

There were notable gaps in respondents rating specific City services the level of importance versus the level of satisfaction based on the number of years they lived in Delta. The longer respondents lived in Delta the more likely they are to provide ratings indicating increased gaps.

Road Maintenance

Safety and Emergency Services

Transportation Infrastructure

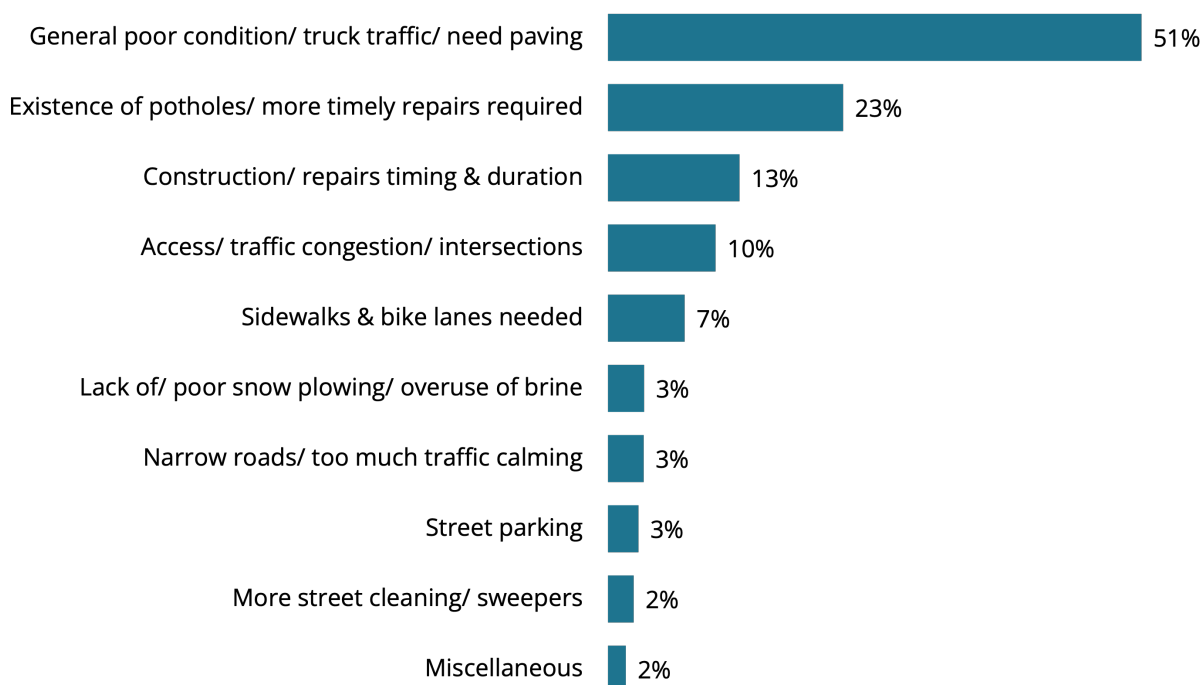
Community Planning

Bylaw Enforcement

	Combined	Less than 5 years	5 to less than 20 years	More than 20 years
Road Maintenance	41%	25%	30%	48%
Safety and Emergency Services	21%	15%	11%	28%
Recycling and Garbage	9%	8%	5%	9%
Transportation Infrastructure	50%	38%	53%	68%
Community Planning	50%	29%	38%	67%
City-hosted Events	7%	9%	-4%	9%
Parks and Trails	21%	20%	18%	25%
Recreation Program	21%	20%	20%	24%
Recreation Facilities	22%	20%	24%	30%
Outdoor Courts and Fields	13%	10%	-4%	9%
Bylaw Enforcement	23%	5%	11%	18%
City Cemeteries	-5%	-16%	-3%	-12%

2.4.2 Comments re: Dissatisfaction with Road Maintenance

The key issues driving resident dissatisfaction with road maintenance related to the general poor condition of roads due to truck traffic and roads which require updated paving and/or repair.

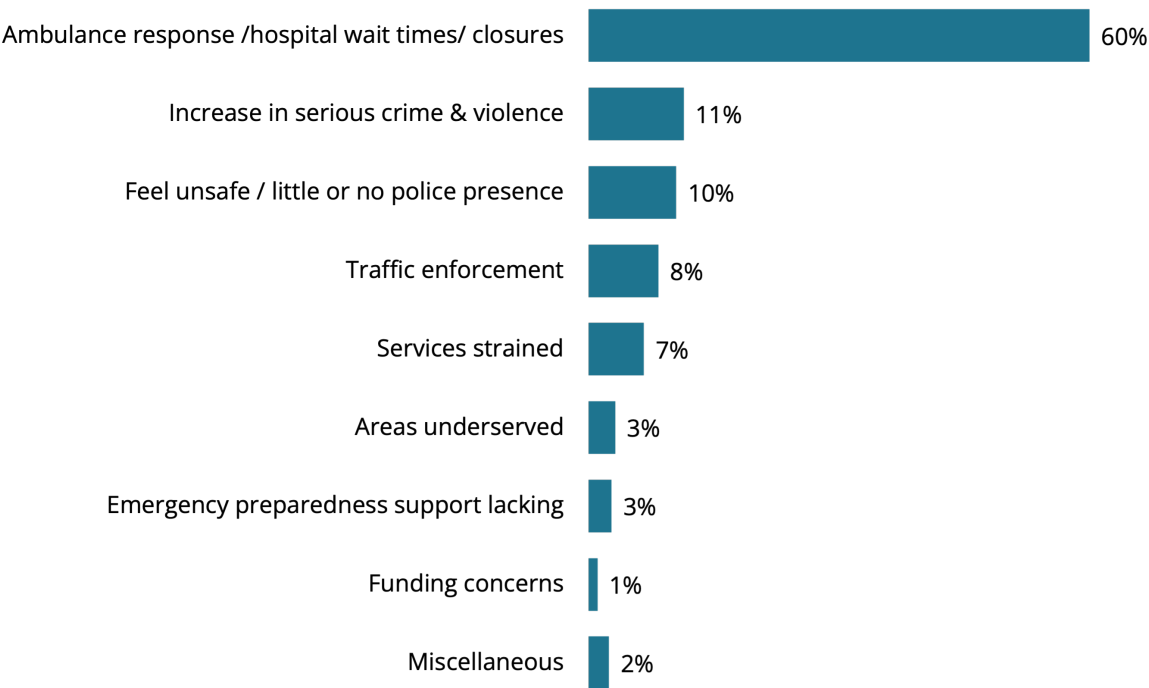


Q: Please tell us the reason for your dissatisfaction with Road Maintenance:

Total Respondents: 363

2.4.2 Comments re: Dissatisfaction with Safety and Emergency Services

The key issues driving resident dissatisfaction with safety and emergency services relate directly to services under the province’s authority, those being: ambulance response, hospital wait times, and hospital closures.

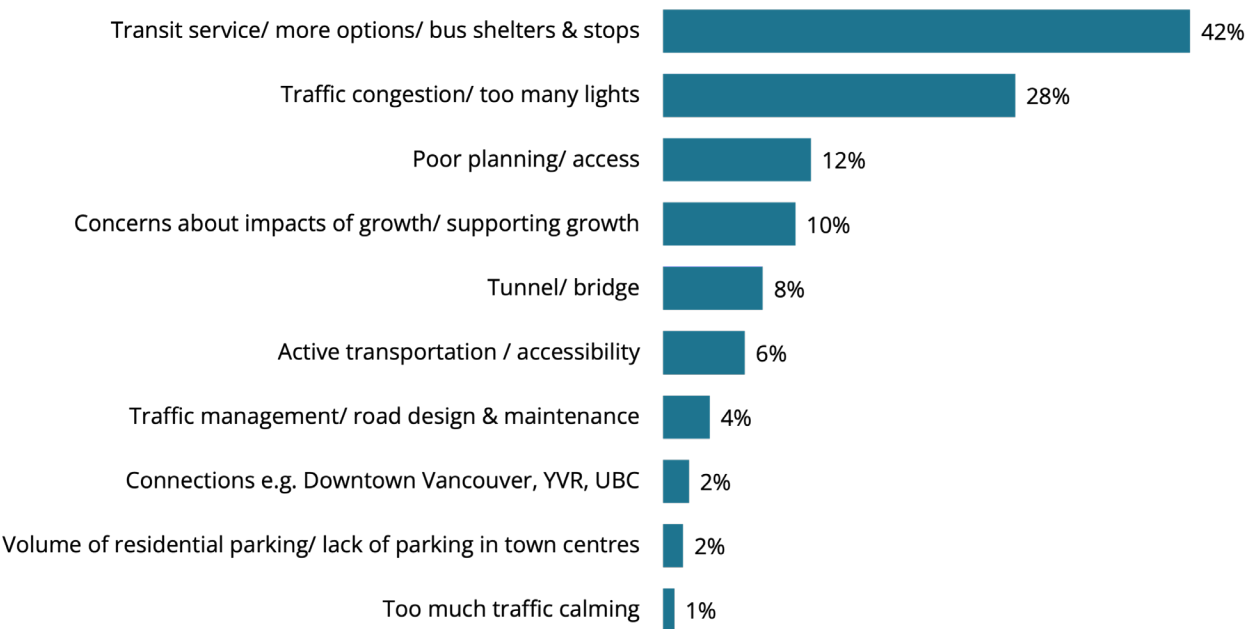


Q: Please tell us the reason for your dissatisfaction with Safety and Emergency Services:

Total Respondents: 152

2.4.2 Comments re: Dissatisfaction with Transportation Infrastructure

The key issues driving resident dissatisfaction with the City's Transportation Infrastructure are the desire for more transit service and traffic congestion.

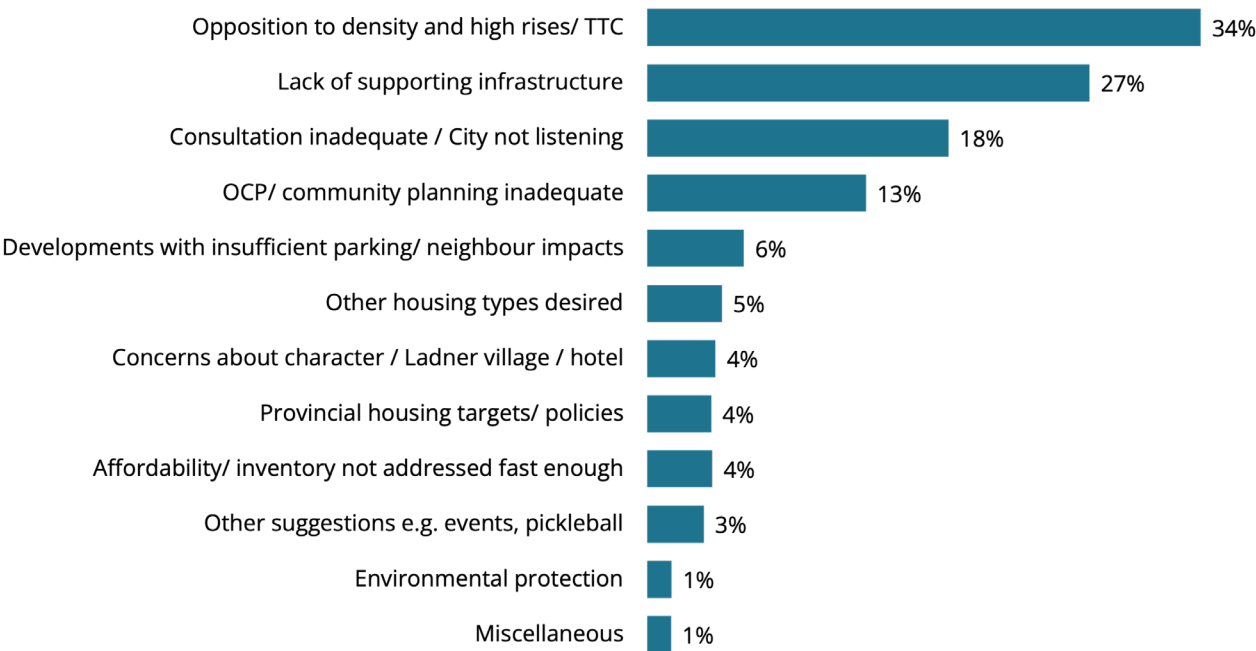


Q: Please tell us the reason for your dissatisfaction with Transportation Infrastructure:

Total Respondents: 590

2.4.2 Comments re: Dissatisfaction with Community Planning

Concerns about community planning were related to provincial policies, additional housing and opposition to specific development proposals.

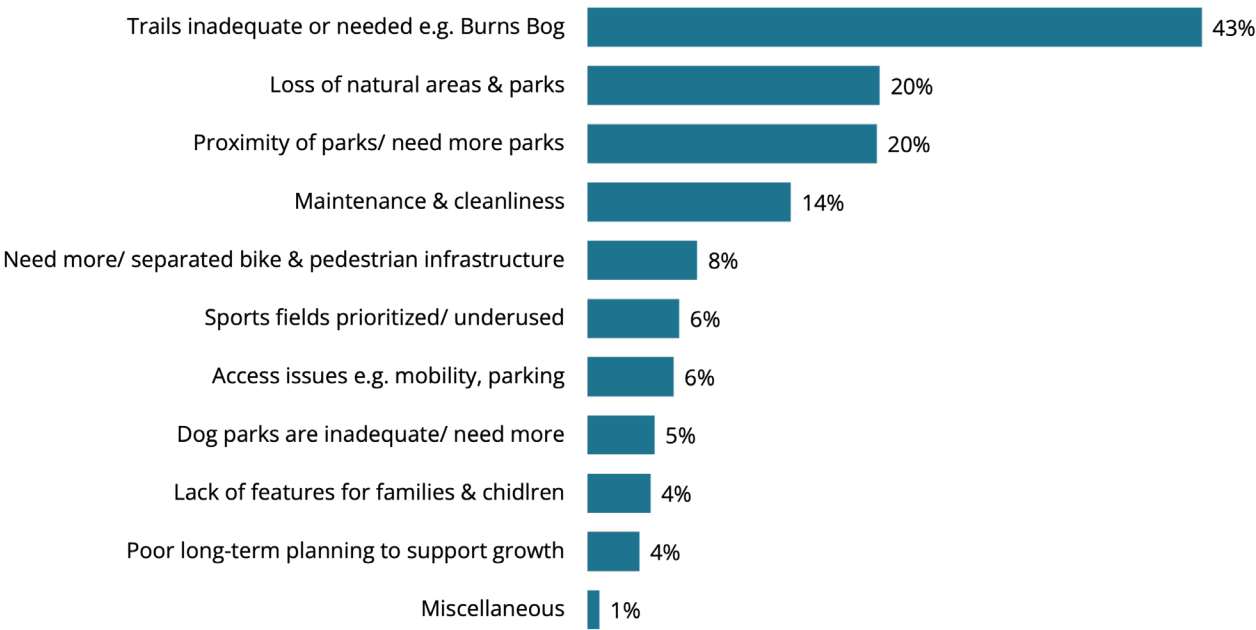


Q: Please tell us the reason for your dissatisfaction with Community Planning:

Total Respondents: 644

2.4.2 Comments re: Dissatisfaction with Parks and Trails

The key drivers of dissatisfaction with the City of Delta parks and trails relate to them being inadequate or the City requiring more of them.

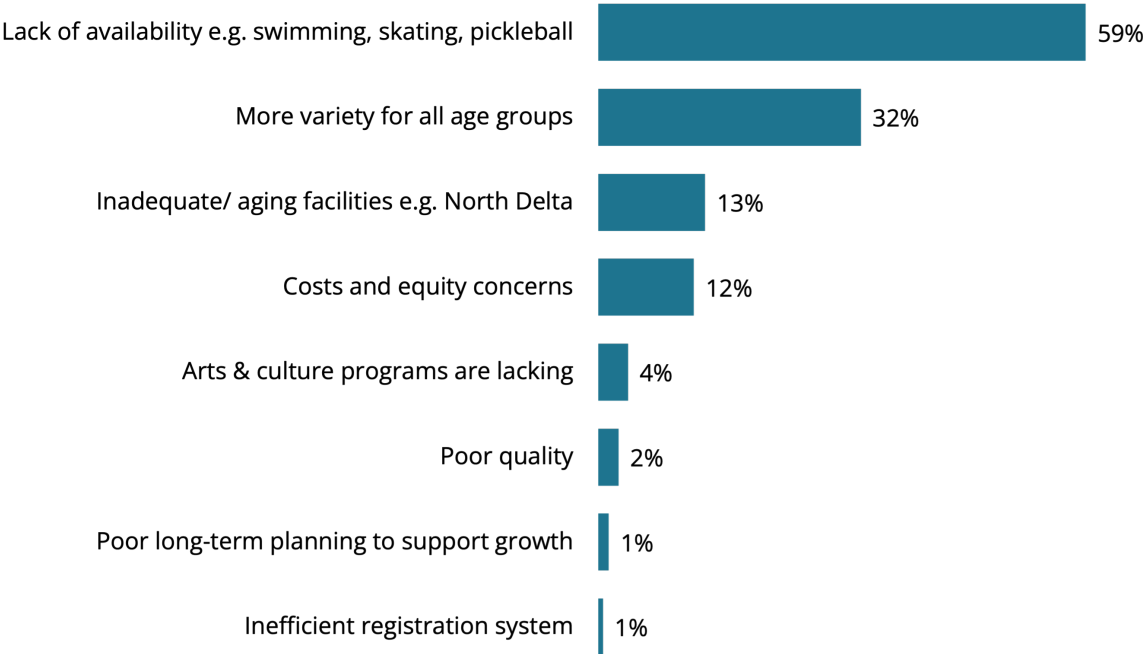


Q: Please tell us the reason for your dissatisfaction with Parks and Trails:

Total Respondents: 158

2.4.2 Comments re: Dissatisfaction with Recreation Programs

The availability of sufficient opportunities to participate in certain activities such as swimming, skating and pickleball is driving a level of dissatisfaction among residents.

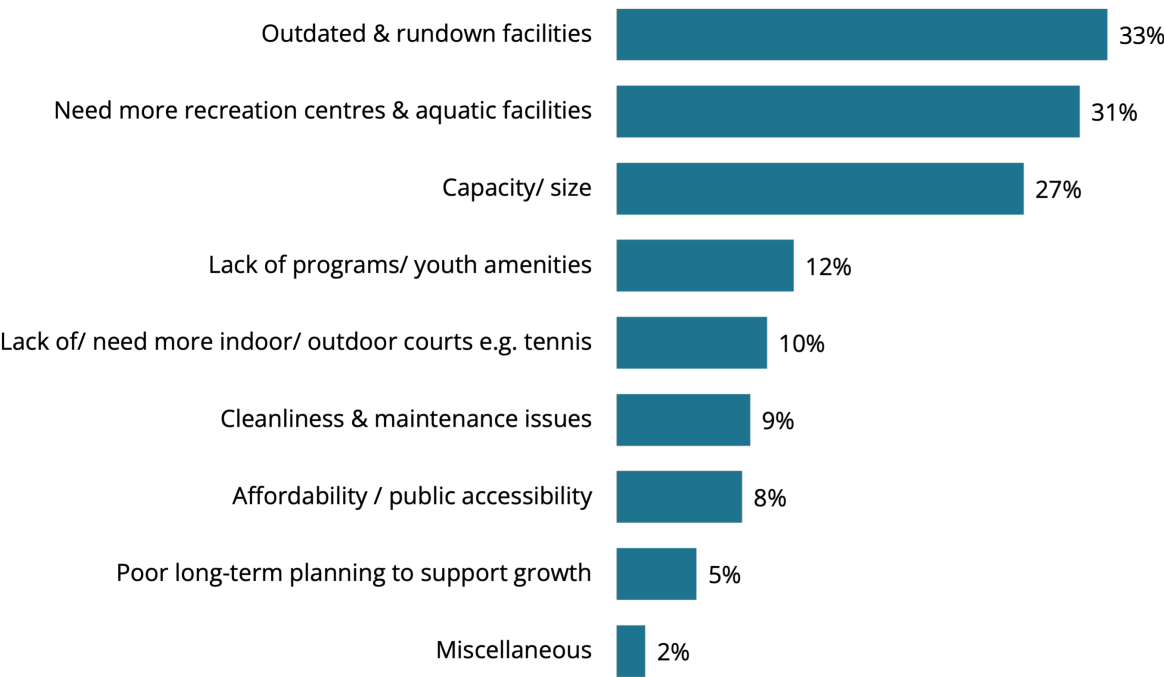


Q: Please tell us the reason for your dissatisfaction with Recreation Programs:

Total Respondents: 143

2.4.2 Comments re: Dissatisfaction with Recreation Facilities

Dissatisfaction with recreational facilities is driven by the availability, quality and capacity of the facilities currently available.

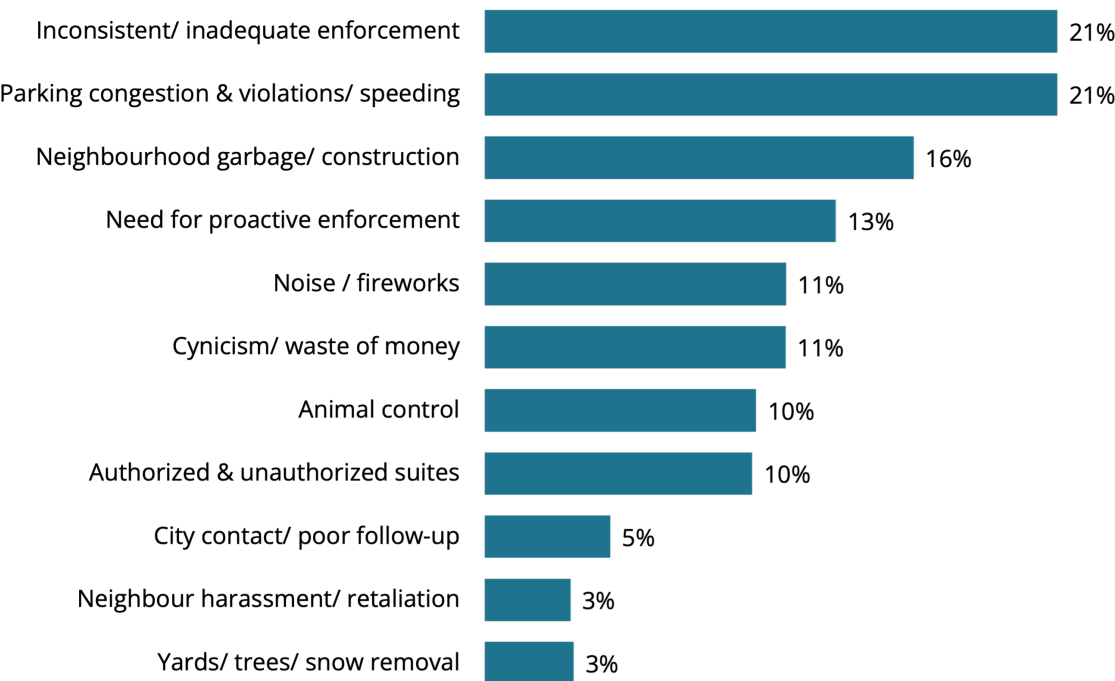


Q: Please tell us the reason for your dissatisfaction with Recreation Facilities:

Total Respondents: 190

2.4.2 Comments re: Dissatisfaction with Bylaw Enforcement

There are a variety of reasons mentioned by residents as to their level of dissatisfaction with bylaw enforcement services including a perception of inconsistent or inadequate enforcement.



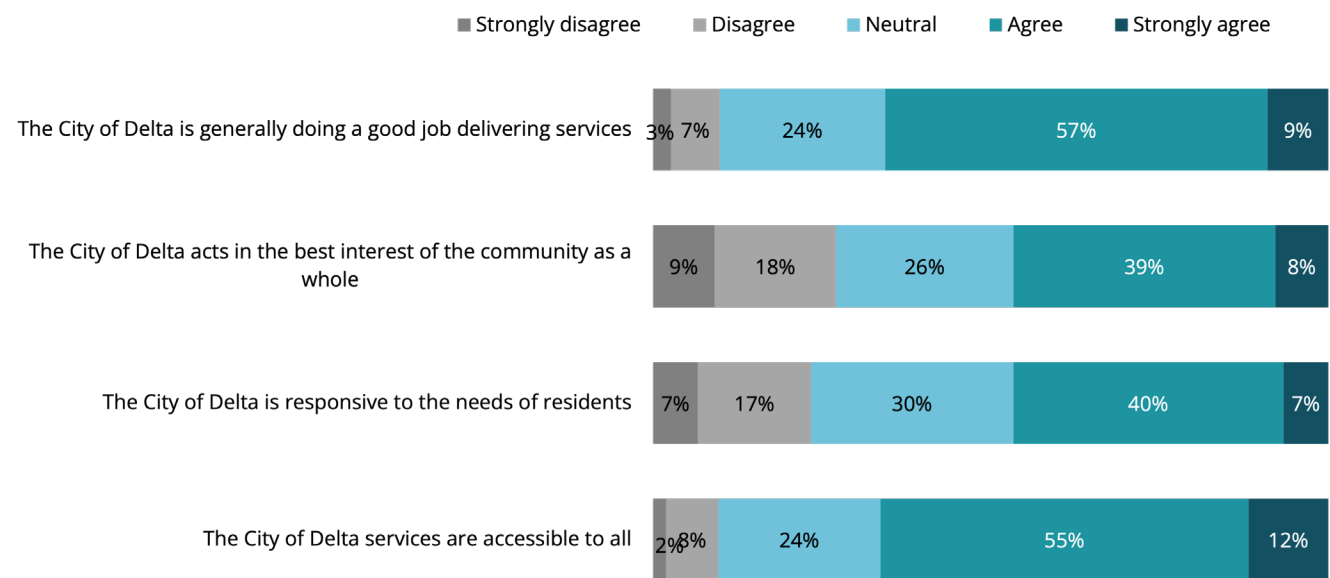
Q: Please tell us the reason for your dissatisfaction with Bylaw Enforcement:

Total Respondents: 214

2.5 City Responsiveness

2.5.1 City of Delta and its services

The City of Delta has fairly positive ratings on how well it is delivering services to the community.



Q: Thinking about your experience with City services, to what extent do you agree or disagree with the following statements:

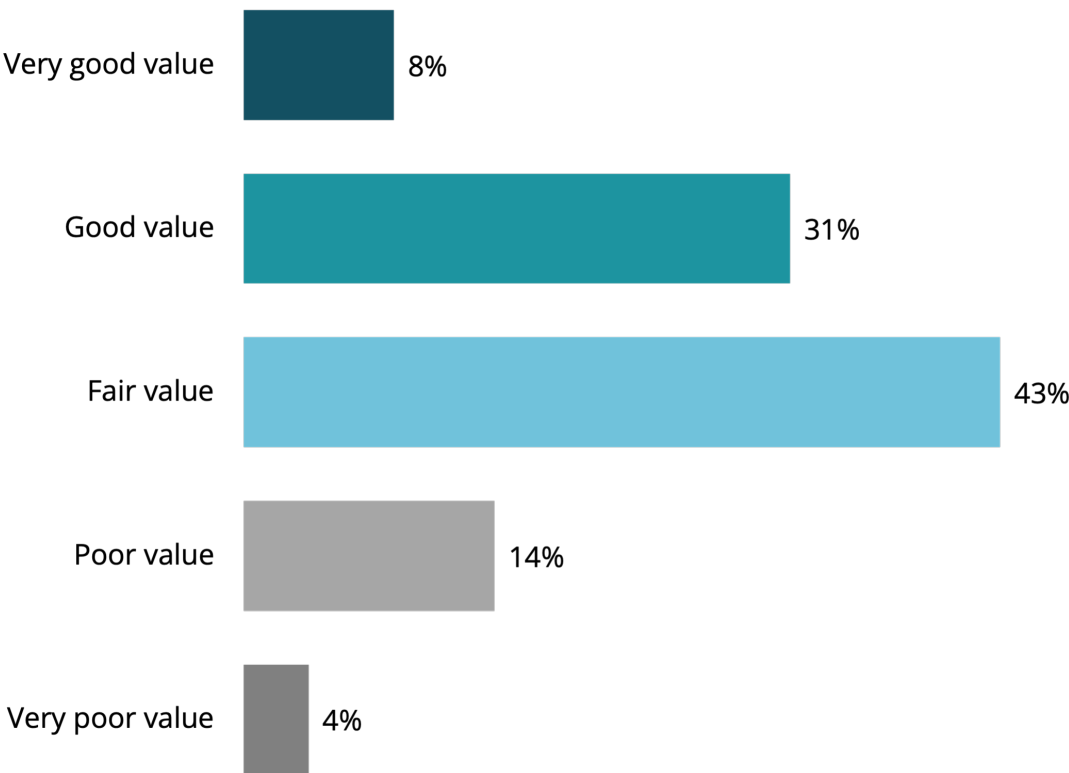
Total Respondents: 1833-2014. Excludes those who selected I don't know (68-249 respondents).

2.6 Value for Residents

2.6.1 Value for tax dollars

Providing the services that residents rely on comes at a cost which is funded through a combination of property taxes, user fees, and grants. In Delta, the owner of a typical house pays approximately \$4,400 per year in property taxes and user fees—lower than the regional average of \$5,600.

Four out of five (82%) respondents indicate they receive Fair, Good or Very good value for the tax dollars the City collects. Other than the differences noted in the next chart by age groups, these results are consistent across all Delta communities and by length of residency.

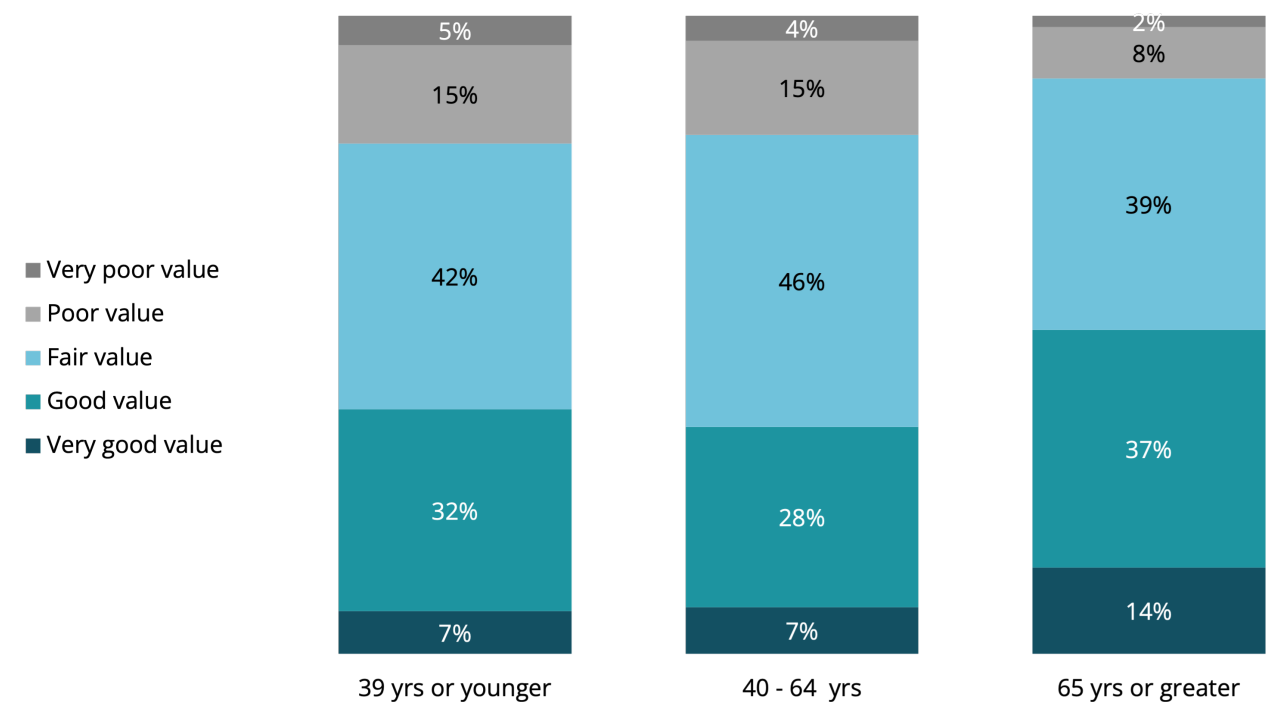


Q: Given the range of services the City provides, please rate the value that you feel you get for your tax dollars with the City of Delta:

Total Respondents: 1934. Excludes those who selected I don't know (148 respondents).

2.6.1 Value for tax dollars by age group

There is a significantly higher percentage of residents aged 65 years or older who feel they are receiving very good value for their tax dollars.



Very good value - **Statistically significant difference between those aged 65 yrs or greater and those in the two younger age groups.

2.6.1 Comments re: Value for tax dollars (Good Value for tax dollars)

Numerous reasons were provided by respondents as to why they believed they were receiving good value for their tax dollars. Overall, there was high praise for the recreational facilities and programs as well as notes related to Delta taxes as compared to other Lower Mainland municipalities along with how clean and well-maintained the City is.

Key Themes	% Responses
Praise for recreational facilities & programs	27%
Taxes are reasonable/ lower than other municipalities	23%
City is clean, safe & well-maintained	20%
Good services provided/ needs & expectations are met	17%
Praise for waste collection services/ programs	13%
Praise for City's responsiveness & effective management	13%
Good quality of life in Delta/ general positive sentiment	7%
Need more investment in infrastructure e.g. roads/ road safety, housing, schools	6%
Praise for police, fire & bylaw services	6%
Need more investment in recreation facilities/ amenities	3%
Concerns about growth, over development & City not listening to residents	2%
Need more investment in hospitals & emergency services	2%
Miscellaneous	4%

Q: Given the range of services the City provides, please rate the value that you feel you get for your tax dollars with the City of Delta. Please tell us why:

Total Respondents: 281

2.6.1 Comments re: Value for tax dollars (Poor Value for tax dollars)

The respondents noted a variety of reasons for why they believe they receive poor value for their tax dollars.

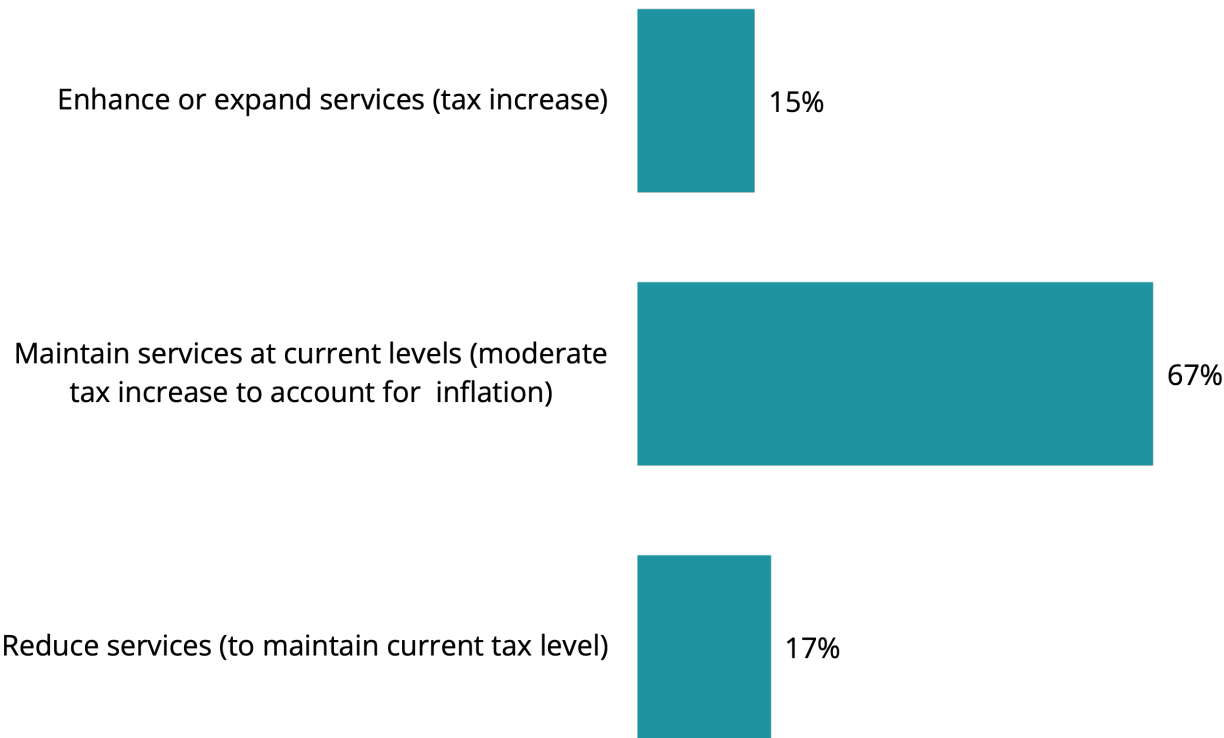
Key Themes	% responses
Gov inefficiencies/ need to focus on core services/ reduce wasteful spending	38%
Rising taxes, services/ amenities not improving/ declining quality of life	32%
Need more investment in infrastructure e.g. roads, schools, hospitals	20%
Recreational amenities are deficient/ need more investment	17%
Geographical disparities in services/ spending	10%
Need to improve garbage collection, street maintenance, snow removal services	9%
Getting little value/ paying for services not using/ high cost of living	9%
Opposition to development, increased congestion & density/ increase developer fees	7%
Recreational programs are full/ services are too costly	7%
City is not listening to residents	4%
Miscellaneous	3%

Q: Given the range of services the City provides, please rate the value that you feel you get for your tax dollars with the City of Delta. Please tell us why:

Total Respondents: 211

2.6.2 Tax strategy options

Overall, there is support for moderate tax increases to account for inflation in order to maintaining services at current levels.

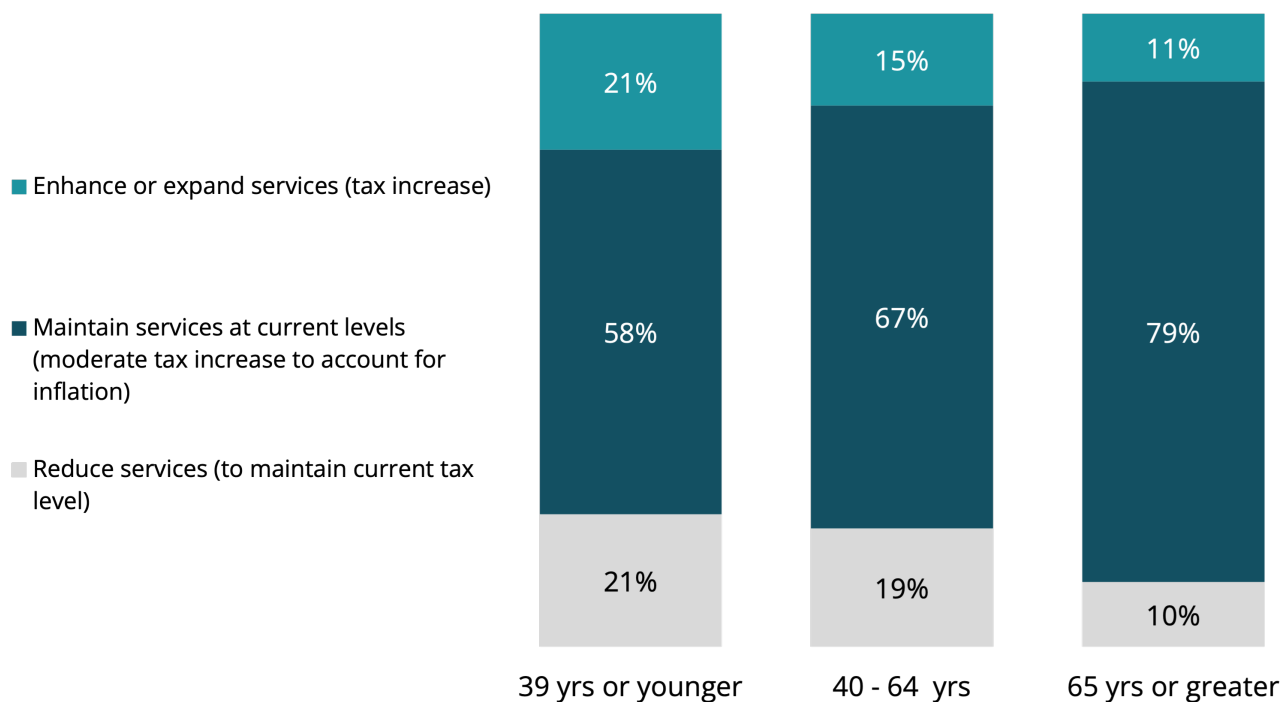


Q: In order to balance taxation levels and service delivery, which of the following options would you like to see the City of Delta pursue?

Total Respondents: 1807. Excludes those who selected None/ I don't know (275 respondents).

2.6.2 Tax strategy options by age group

As often the case, older residents support more conservative approaches to financial plans. Interestingly, residents aged 39 or younger, while less inclined to maintain services at current levels, were split on whether to enhance services versus reduce services.

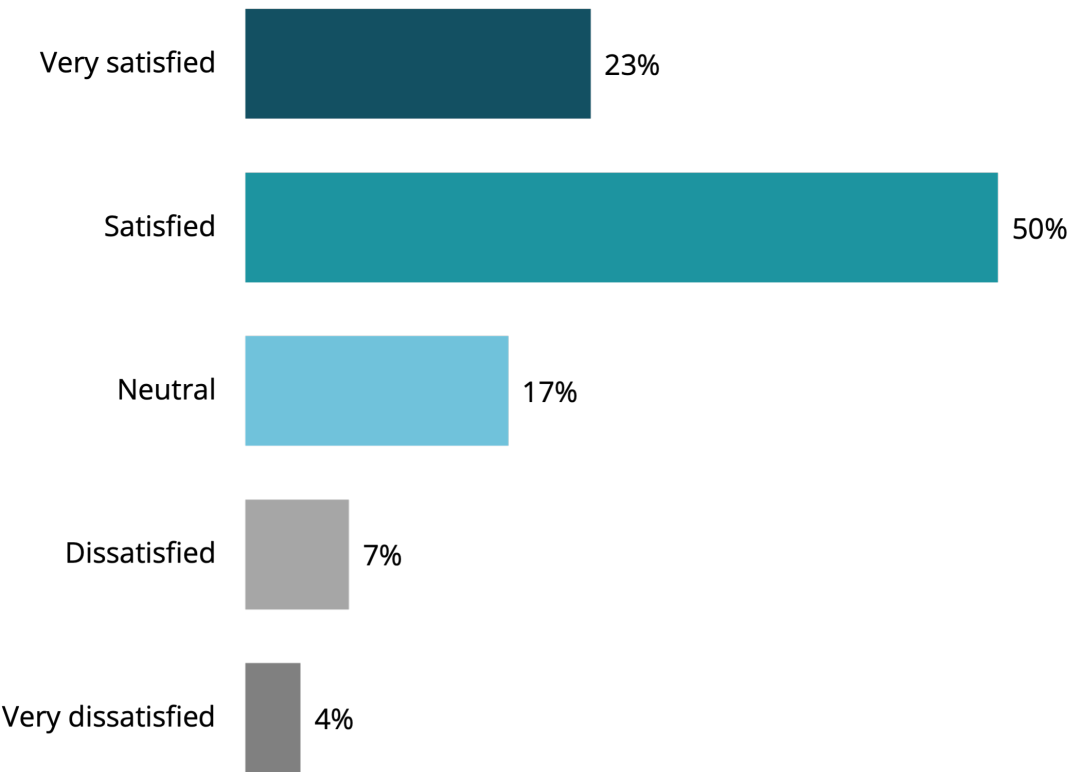


*Maintain services at current levels - **Statistically significant difference between those aged 65 yrs or greater and those in the two younger age groups.*

*Reduce services - **Statistically significant difference between those aged 64 yrs or younger and those in the oldest age group.*

2.7.1 Satisfaction with the service from City employees

Nearly three-quarters of respondents who interacted with City of Delta staff in the past year reported being either Satisfied or Very satisfied with the service they received. This high level of satisfaction was consistent across all three communities, age groups, length of residency and self-identified groups.

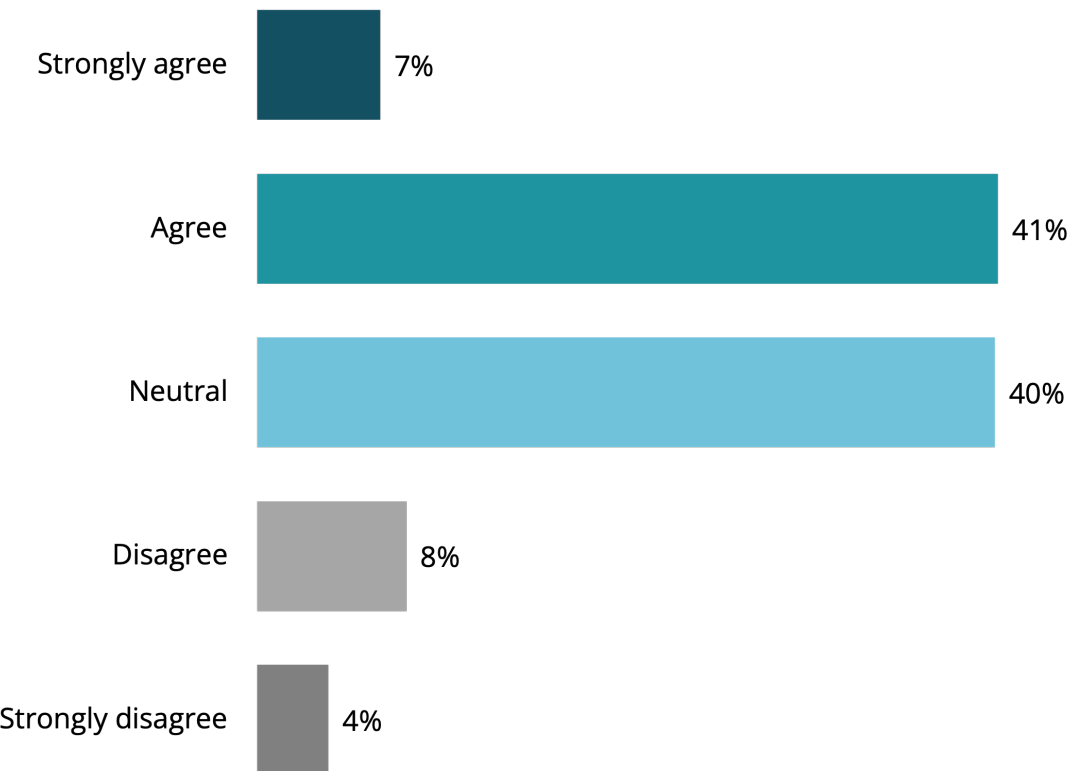


Q: Based on your most recent experience with a City employee (In-Person, Telephone, Email, Mail or Social Media Messaging) please indicate your level of satisfaction with the service provided?

Total Respondents: 1398

2.7.2 Involvement in City projects and initiatives

Nearly half of the respondents indicated that they feel they have enough opportunities to be involved in City projects and initiatives that matter to them. Important to note this is for initiatives important to them, and a full 40% of respondents responded Neutral to this question.

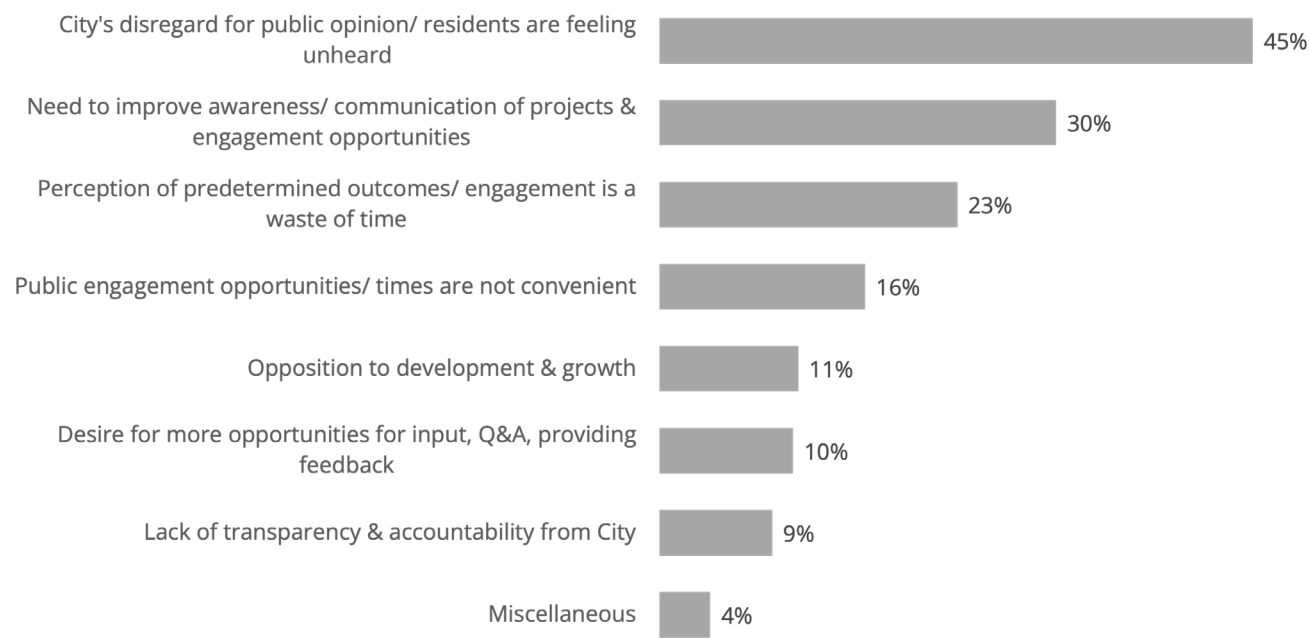


Q: I feel I have enough opportunity to be involved in City projects and initiatives that matter to me.

Total Respondents: 1872. Excludes those who selected No opinion (210 respondents).

2.7.2 Comments re: Involvement in City projects and initiatives

12% of the respondents who indicated they disagreed with having enough opportunity to be involved in City projects and initiatives that matter to them, 45% stated they believe the City has a disregard for residents opinions and 30% indicated that improvements need to made to how the City builds awareness of/communicates the engagement opportunities.



Q: I feel I have enough opportunity to be involved in City projects and initiatives that matter to me. Please tell us why:

Total Respondents: 228

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