

# WHAT WE HEARD

## 2026 Annual Budget



Learn more at:  
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**city**  
of north  
vancouver



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## About the 2026 Annual Budget

Each year, the City of North Vancouver develops a balanced budget that guides how much it will spend to provide services and how much revenue it has to fund those services.

The Annual Budget is part of the City's 5-year Financial Plan. The plan considers external economic opportunities and pressures, the long-term vision for the city, and balances it with the need to provide the essential services that residents rely on every day.

This What We Heard report explores the results of engagement conducted to support the formation of the 2026 Annual Budget.

## How We Engaged

Between October 15 and October 29, 2025, the City of North Vancouver invited the community to share their opinions to help inform the 2026 Annual Budget.

During the engagement process, the City aimed to:

- **Inform** the community of the upcoming Annual Budget process.
- **Strengthen** public understanding of the budget and the services and infrastructure the City funds.
- **Identify** community priorities and preferences for different revenue tools used to balance the budget.

# What did we do?

The 2026 Annual Budget engagement invited people to participate in a survey available online, in print, and by phone, to attend one of the pop-up events, and to visit the project engagement page.

ENGAGEMENT ACTIVITIES	DESCRIPTION	PARTICIPATION
<b>Survey</b>	A survey was available online on the City's Let's Talk platform, by phone, and in print at City Hall, the North Vancouver City Library, Silver Harbour Seniors' Centre and Impact North Shore, between October 15 and 29, 2025.	299 survey responses
<b>Pop-up events</b>	Finance and Engagement staff conducted two in-person pop-ups at John Braithwaite Community Centre and the North Vancouver City Library on October 21 and 24, 2025.	Staff interacted with 180+ people.
<b>Project engagement page</b>	The project engagement web page provided project information, including timelines, key dates and background information.	Over 1500 project page visits
<b>Digital media campaign</b>	A digital media campaign shared information about the project and invited the community to participate in the engagement.	29,434 impressions across Facebook, Instagram, LinkedIn, and X (formerly Twitter).

To complement the engagement survey, participants were also invited to review the draft Budget and provide feedback directly to the City's Finance team. Feedback could be provided by email or phone call to the Finance team, or by participating in the public input period at City Council's Finance Committee meeting.

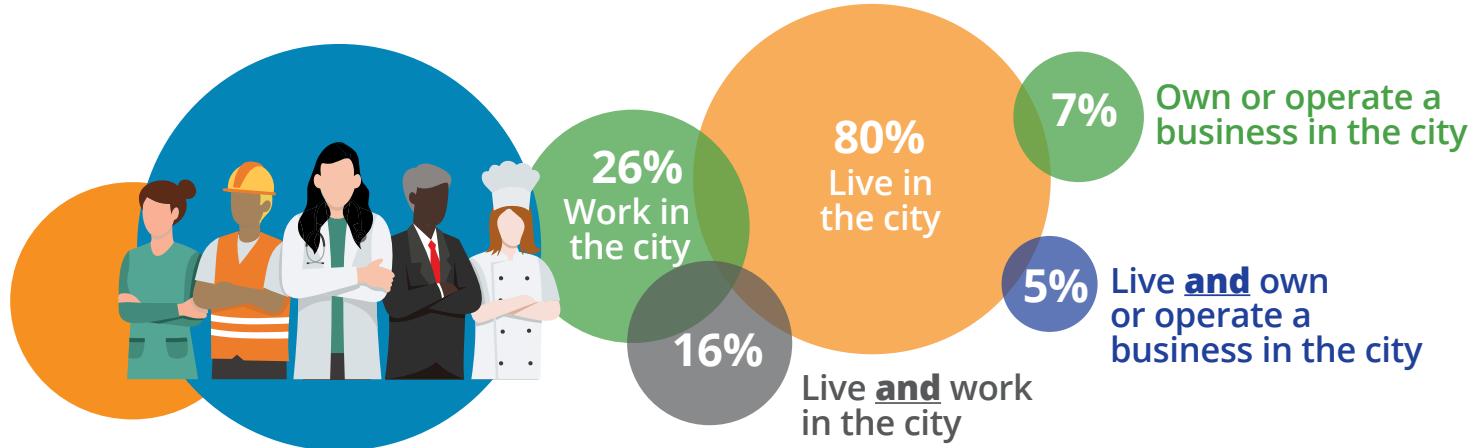
<b>Email feedback or messages</b>	Individuals could email or leave a message with the City's Finance team before October 30, 2025.	104 email submissions were received.
<b>Public input period at City Council</b>	The formal public input period at City Council's Finance Committee meeting provided opportunity to give feedback directly to Council on November 3, 2025.	A total of 6 individuals participated in the public input period.

This What We Heard report focuses on the findings of the 2026 Annual Budget survey. However, a summary of the feedback received through emails is summarized in Appendix A.

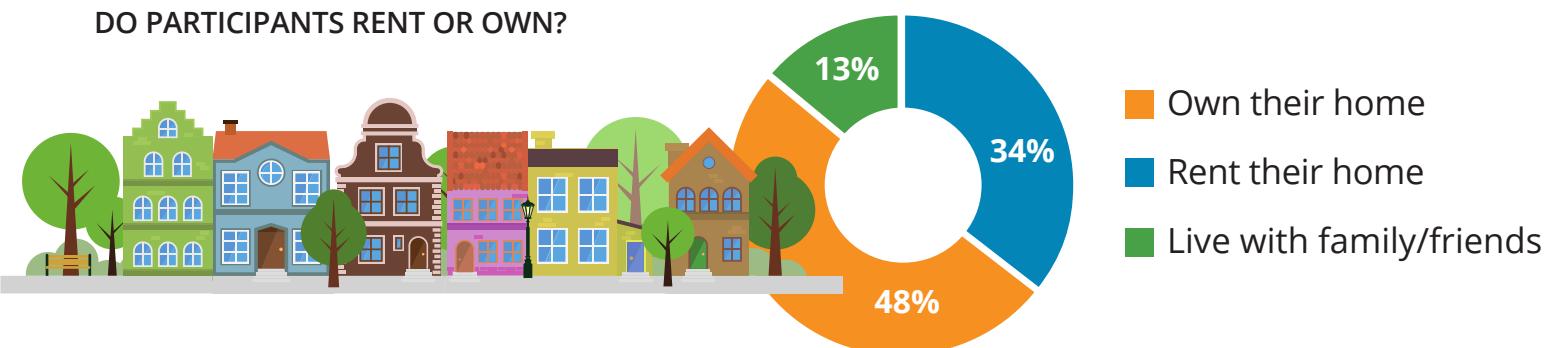
# Who Participated in the Survey

In total, 299 people responded to the digital and print surveys. The following are condensed demographic statistics of survey respondents.

## WHAT ARE PARTICIPANTS' RELATIONSHIP TO THE CITY?



## DO PARTICIPANTS RENT OR OWN?



## WHERE DO RESIDENTS LIVE?



# Who Participated in the Survey

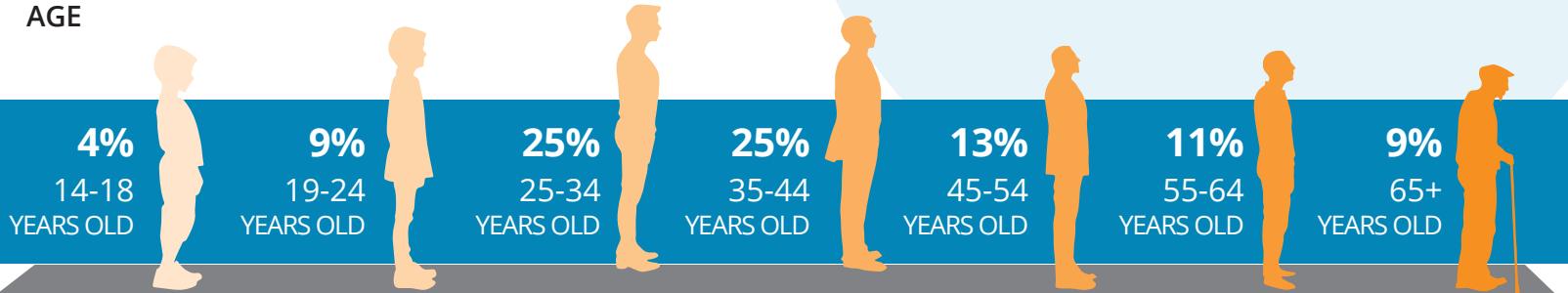
Of the 299 people who participated in the survey:



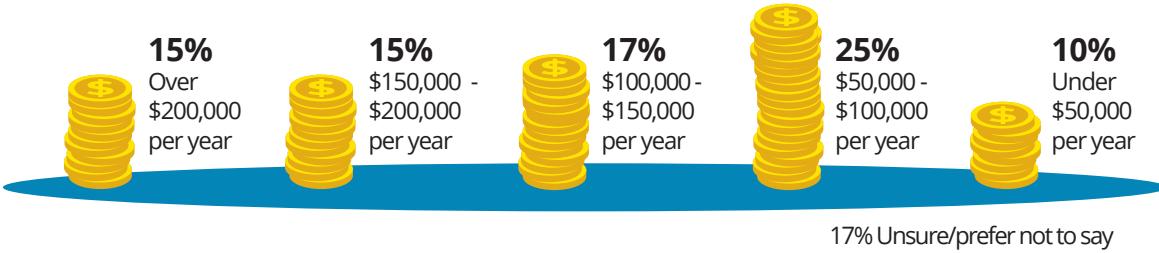
## GENDER

- 51%** identify as a man
- 44%** identify as a woman
- 4%** unsure/prefer not to say
- 1%** identify as non-binary or gender non-conforming
- 1%** identify as two-spirit

## AGE



## HOUSEHOLD INCOME



## HOW SURVEY RESPONDENTS IDENTIFY



**22%**  
Single-income household



**22%**  
Have children or teens at home



**18%**  
Are/have someone in their home living with a mental or intellectual disability and/or are neurodivergent



**13%**  
Are/have someone living in their home who is from a racialized community or person of colour



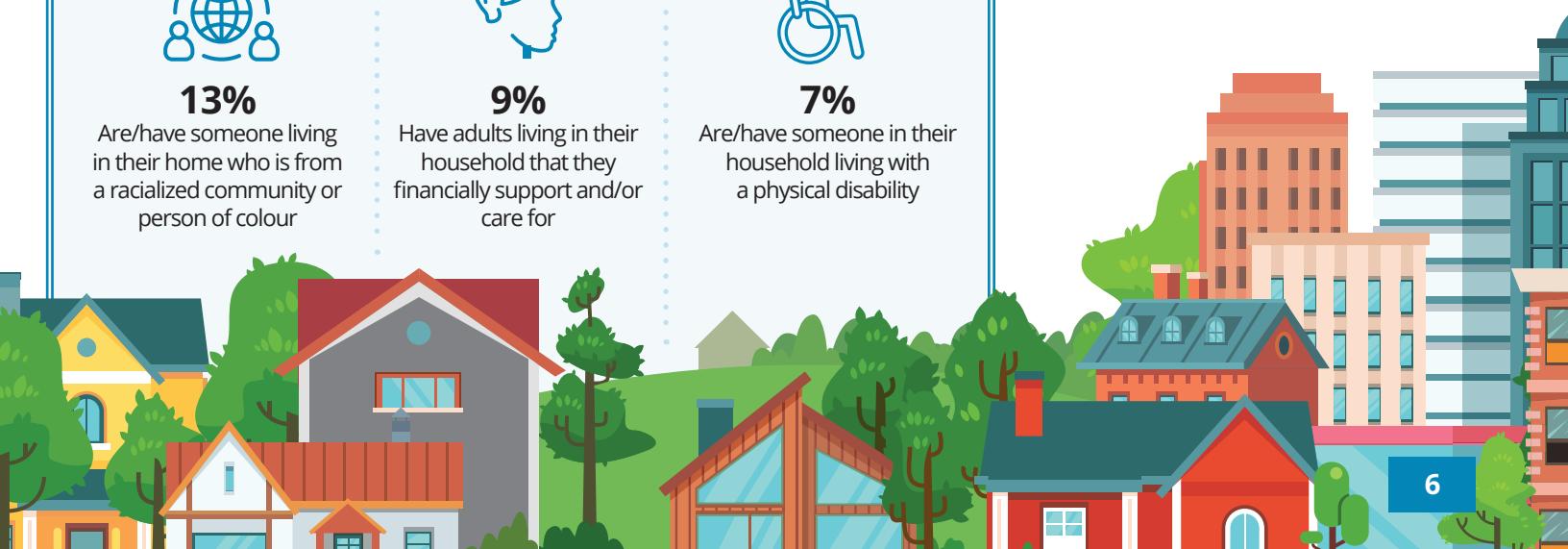
**9%**  
Have adults living in their household that they financially support and/or care for



**7%**  
Are/have someone in their household living with a physical disability

## HAVE YOU PARTICIPATED IN AN ENGAGEMENT PROCESS BEFORE?

- 51%** Have participated before
- 34%** Have not participated before
- 15%** Unsure/prefer not to say



# What We Heard

The following sections outline select results from the 2026 Annual Budget survey, conducted online and in-person in October 2025.

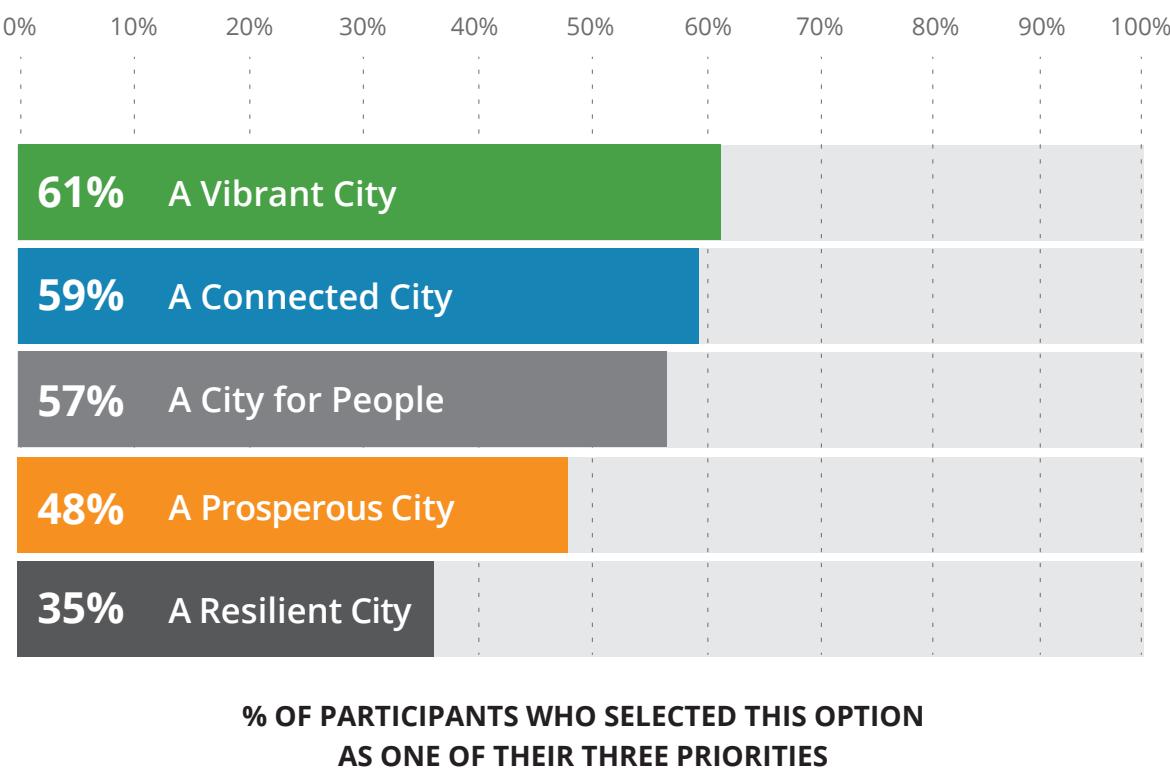
## City of North Vancouver's Strategic Priorities

The City of North Vancouver aims to be the “Healthiest Small City in the World.” This vision is reflected in the City’s five strategic priorities:

- **A City for People** – Building an inclusive, safe, and equitable community.
- **A Resilient City** – Leading climate action and environmental stewardship.
- **A Connected City** – Creating sustainable and efficient mobility networks.
- **A Prosperous City** – Supporting a thriving, diverse economy.
- **A Vibrant City** – Celebrating culture, history, and community through dynamic spaces.

Survey respondents were asked to indicate which of Council’s strategic priorities they would prioritize, with the option to select up to three priorities. Overall, respondents most often selected “A Vibrant City” as one of their top three strategic priorities, with 61% of respondents selecting this option. This priority was closely followed by “A Connected City” (59%) and “A City for People” (57%).

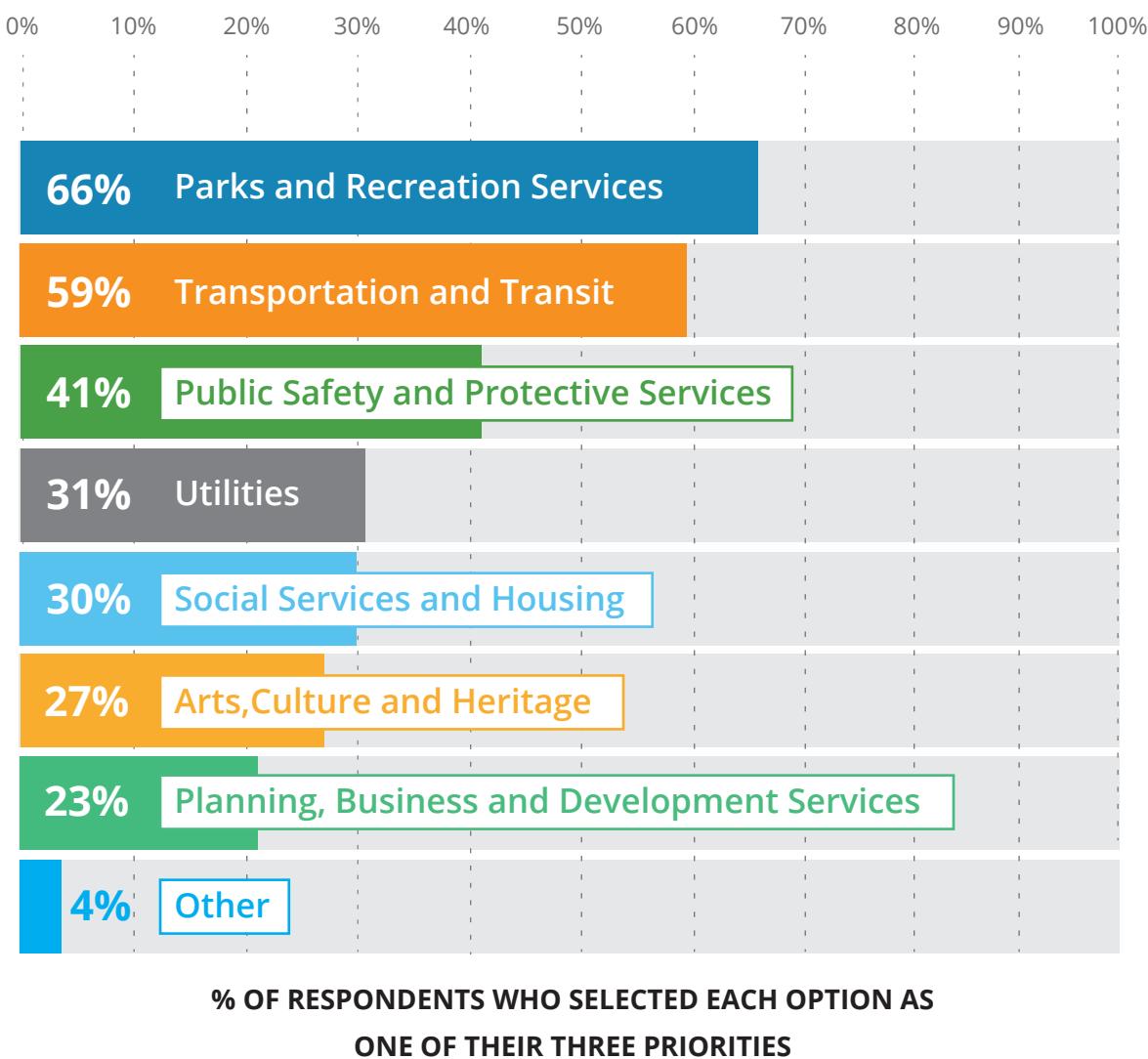
### WHICH THREE PRIORITIES ARE MOST IMPORTANT TO YOU?



# What City Services are Most Important to Participants?

To better understand what matters most to those who live and work in the city, the survey invited respondents to choose their three top priorities from eight key services. Consistent with results from last year's 2025 Annual Budget survey, participants indicated strong support for parks and recreation services, with 66% of participants selecting this as one of their top three priorities. This priority was closely followed by transportation and transit, which was selected by 59% of respondents.

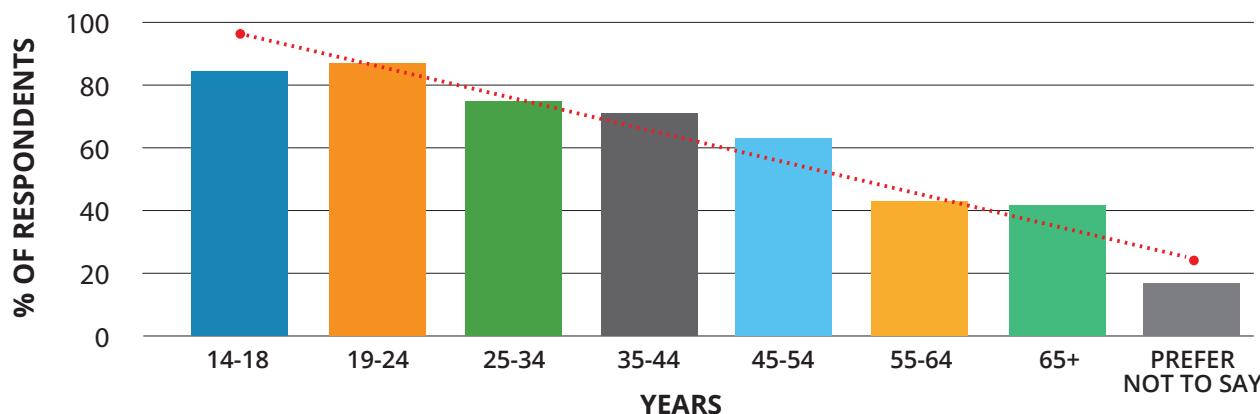
## WHICH SERVICES AND AMENITIES ARE MOST IMPORTANT?



## Differences by Age Group

When results were compared by age, trends emerged in how different generations prioritize City services. Parks and recreation, and transportation and transit consistently ranked as high priorities across all age groups. However, younger respondents were more likely to prioritize parks and recreation compared with older age groups. For example, 86% of those aged 19-24 selected parks as a top priority compared to 41% of those aged 65+.

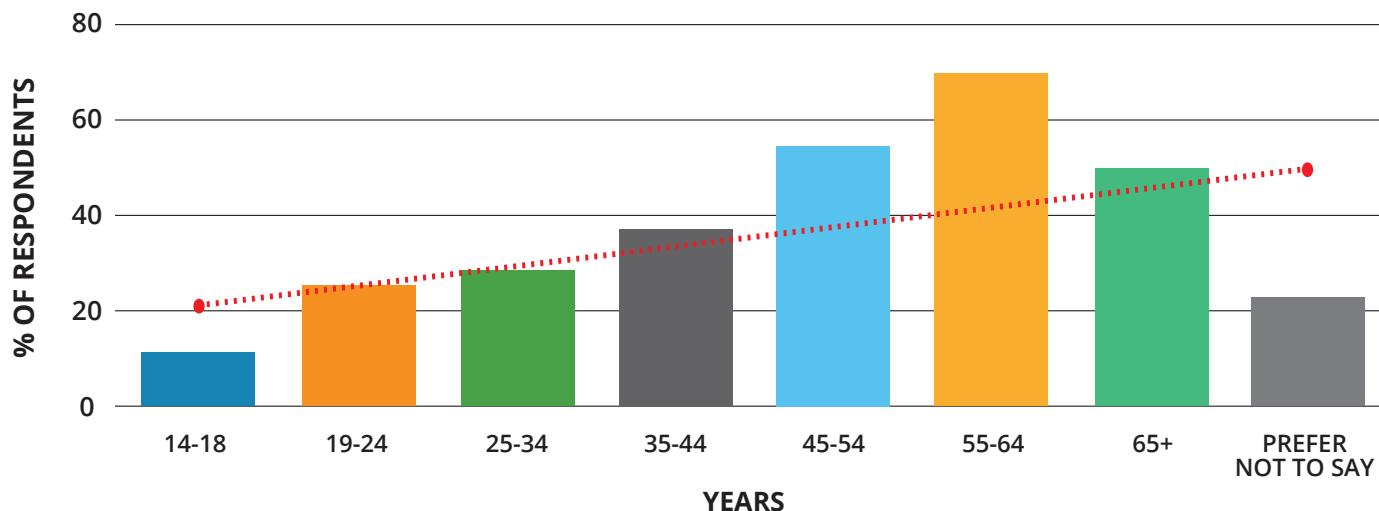
### PRIORITIZATION OF PARKS AND RECREATION



### % OF RESPONDENTS WHO PRIORITIZED PARKS AND RECREATION, BY AGE GROUP

The opposite relationship exists when looking at the prioritization of public safety and protective services, where support increased with age. For example, 25% of those aged 19-24 selected public safety as a priority, compared to 70% for those aged 55-64.

### PRIORITIZATION OF PUBLIC SAFETY



### % OF RESPONDENTS WHO PRIORITIZED PUBLIC SAFETY, BY AGE GROUP



## Differences by Gender

There are also noteworthy differences between the priorities selected by gender. While too few respondents identified as two-spirit, non-binary, other or unsure to be able to identify trends, differences between those who identify as men and women exist.

Both men and women prioritized parks and transportation, with 72% of men and 63% of women selecting parks and 62% of men and 56% of women selecting transportation. However, notable differences emerged for the third-ranked priority. Public safety was selected by 54% of women, compared to only 28% of men. Beyond parks and transportation, men's responses were more evenly distributed across the remaining service areas, with each receiving between 24% and 29% support.

## Service Levels and Taxes: How Should the City Balance the Budget?

A municipal budget must be balanced, meaning that the costs of projects and services must be equal to the income the City generates through sources like property tax and user fees. The 2026 Annual Budget survey included a question to explore participants' views about the way in which they feel the City should balance the budget. The survey gathered feedback about different possible trade-offs between property tax rates and the services the City is able to provide.

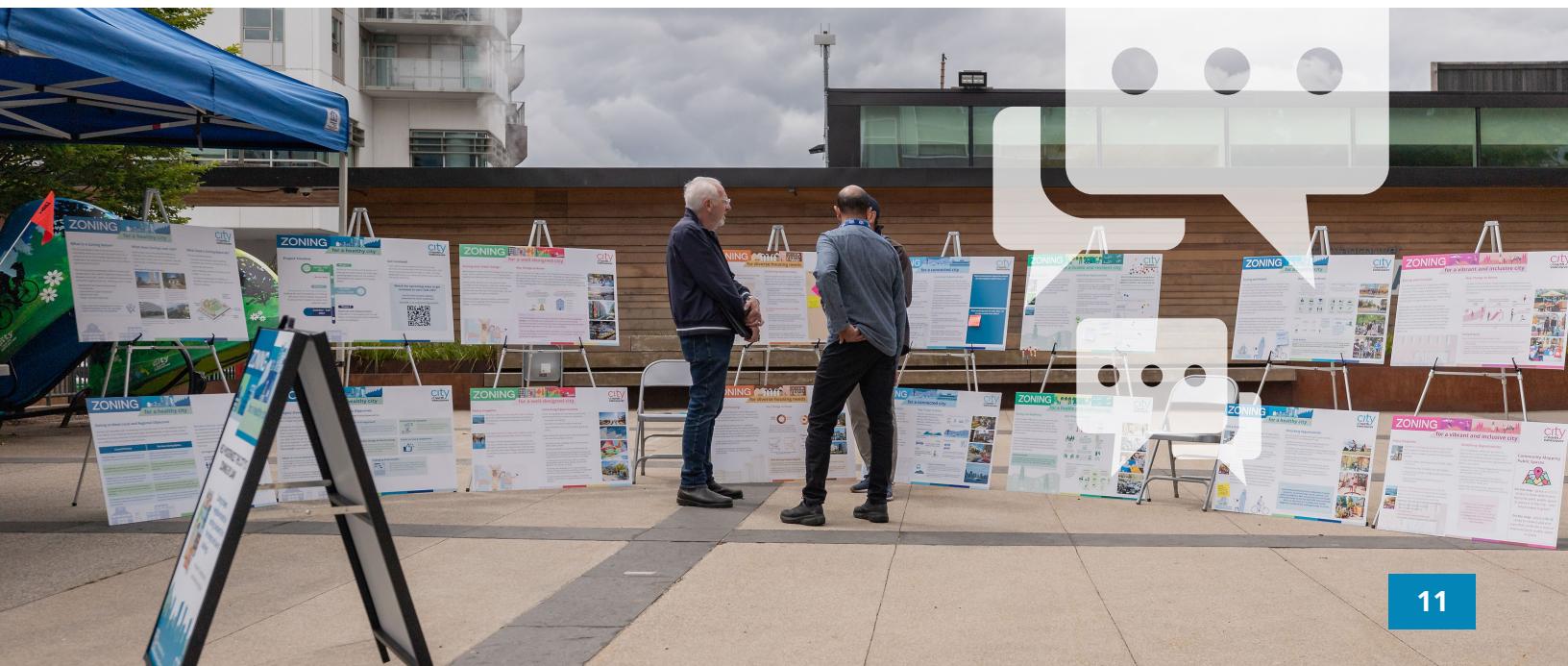
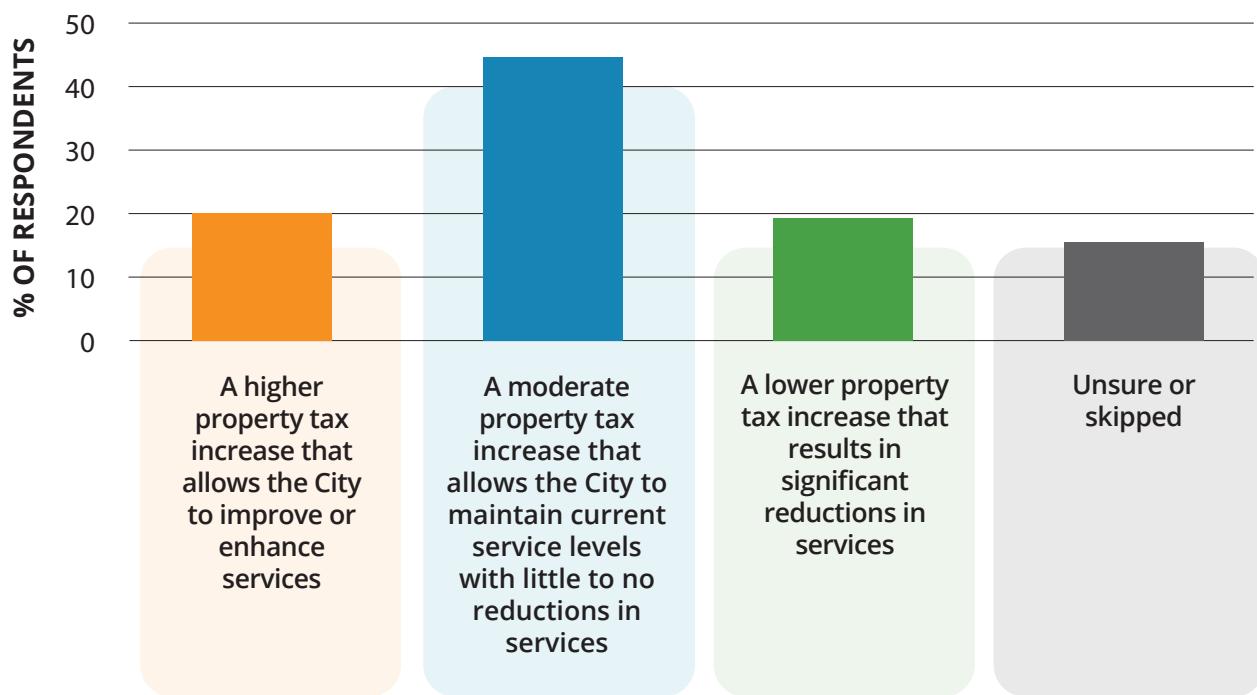


User fees refer to the collection of revenue by charging fees for things like permits, garbage collection or paid parking.

# Service Levels and Taxes: How Should the City Balance the Budget?

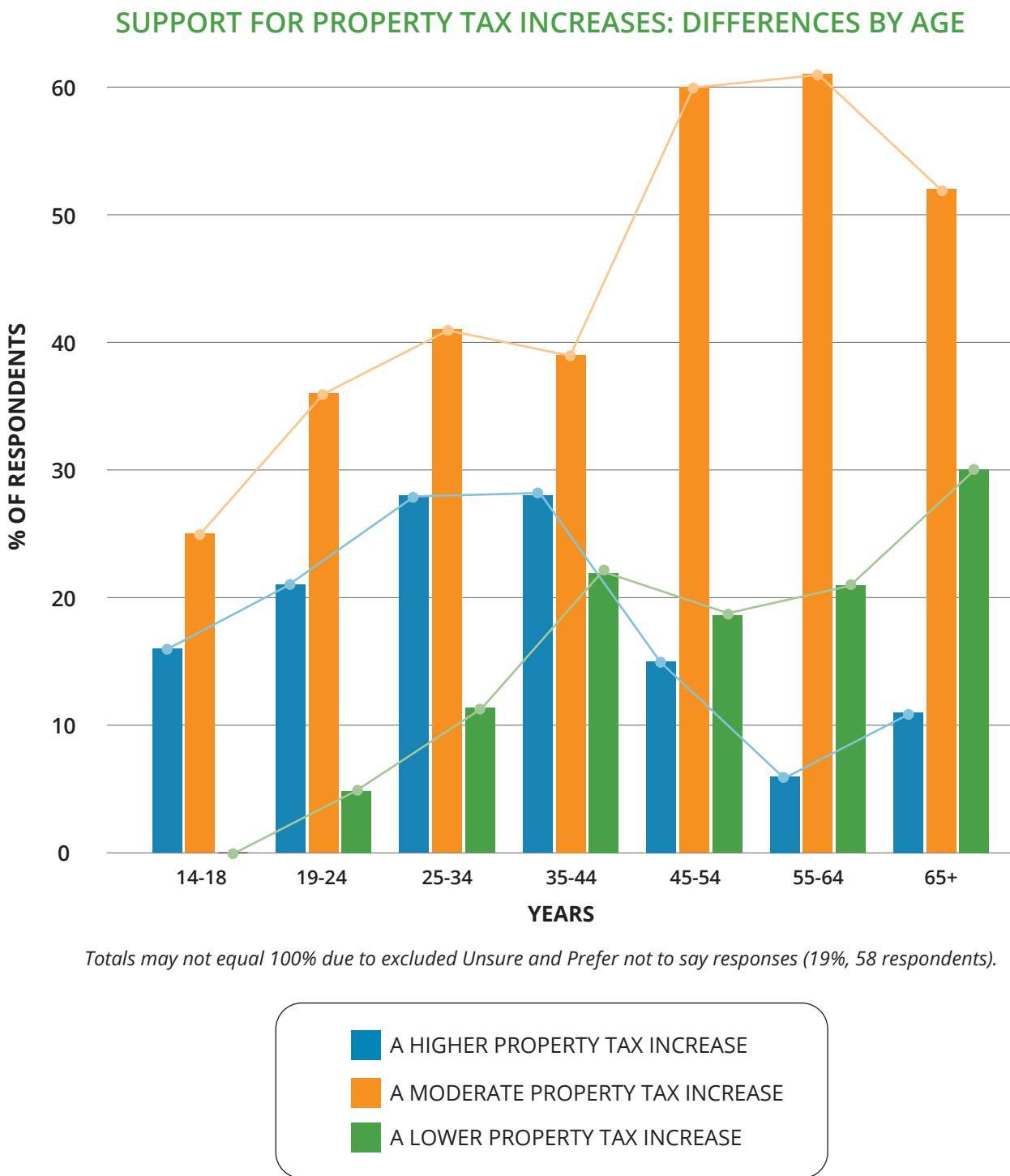
Respondents most often selected that the City should implement a moderate property tax increase, allowing current service levels to be maintained (44%). The remaining responses were more evenly divided between those who preferred a higher property tax increase to enhance services (20%) and those who supported a lower increase that would result in service reductions (19%).

## PREFERENCE FOR PROPERTY TAX INCREASES



# Service Levels and Taxes: How Should the City Balance the Budget?

When examining results by age, some patterns emerge in how respondents view property tax changes. Amongst survey data, support for higher property taxes to improve services is at its highest among younger working-age adults (25 – 44 years). Conversely, older age was correlated with more fiscal caution and a preference for maintaining or lowering taxes. For example, 28% of respondents aged 25-34 supported a higher property tax rate to enhance services, compared to only 6% of those aged 55-64.



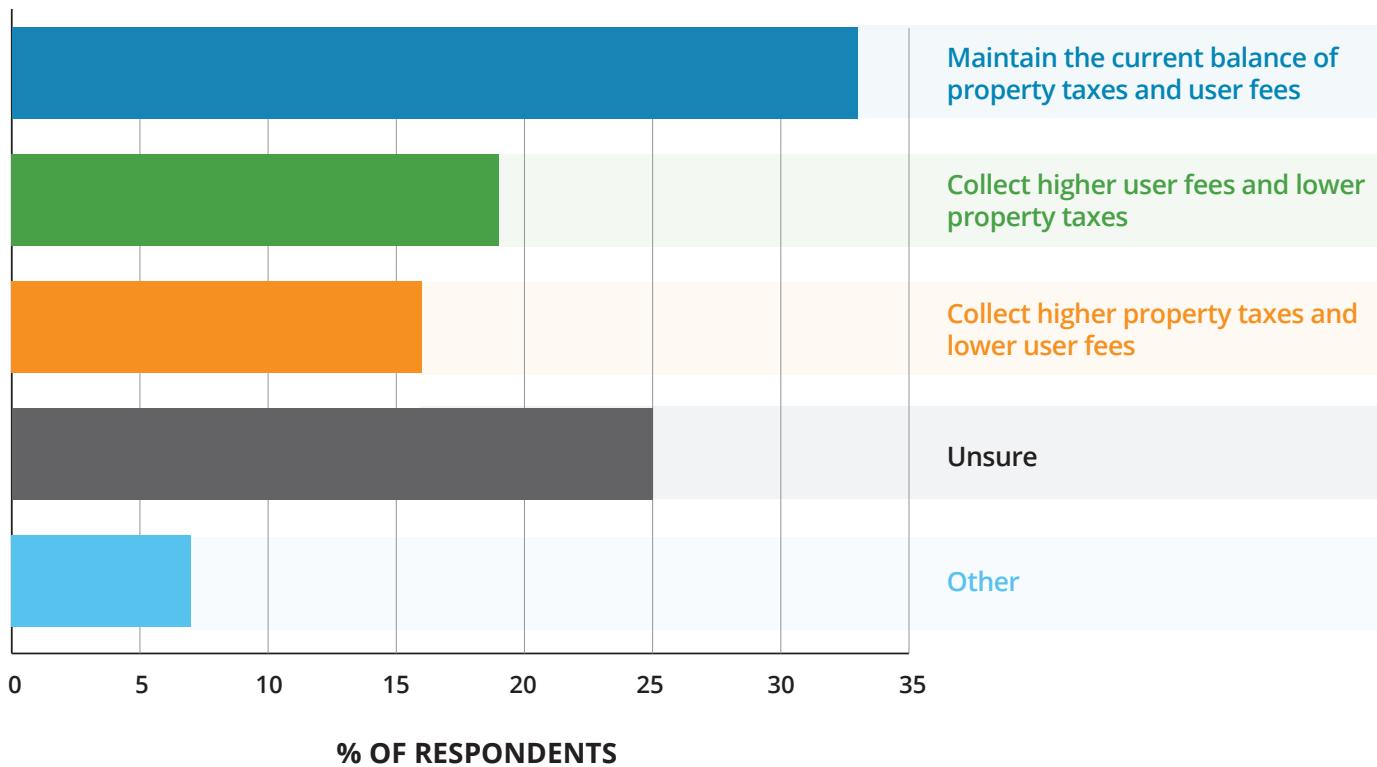
# Income Generation: Should the City Prioritize Taxes or User Fees?

Respondents were asked to consider how the City could best generate revenue through a combination of property taxes and user fees. The largest proportion of respondents (33%) indicated that they preferred maintaining the current balance of property taxes and user fees. An additional 19% of participants said they would choose to collect higher user fees and lower property taxes, while 16% preferred the opposite, with higher property taxes and lower user fees.



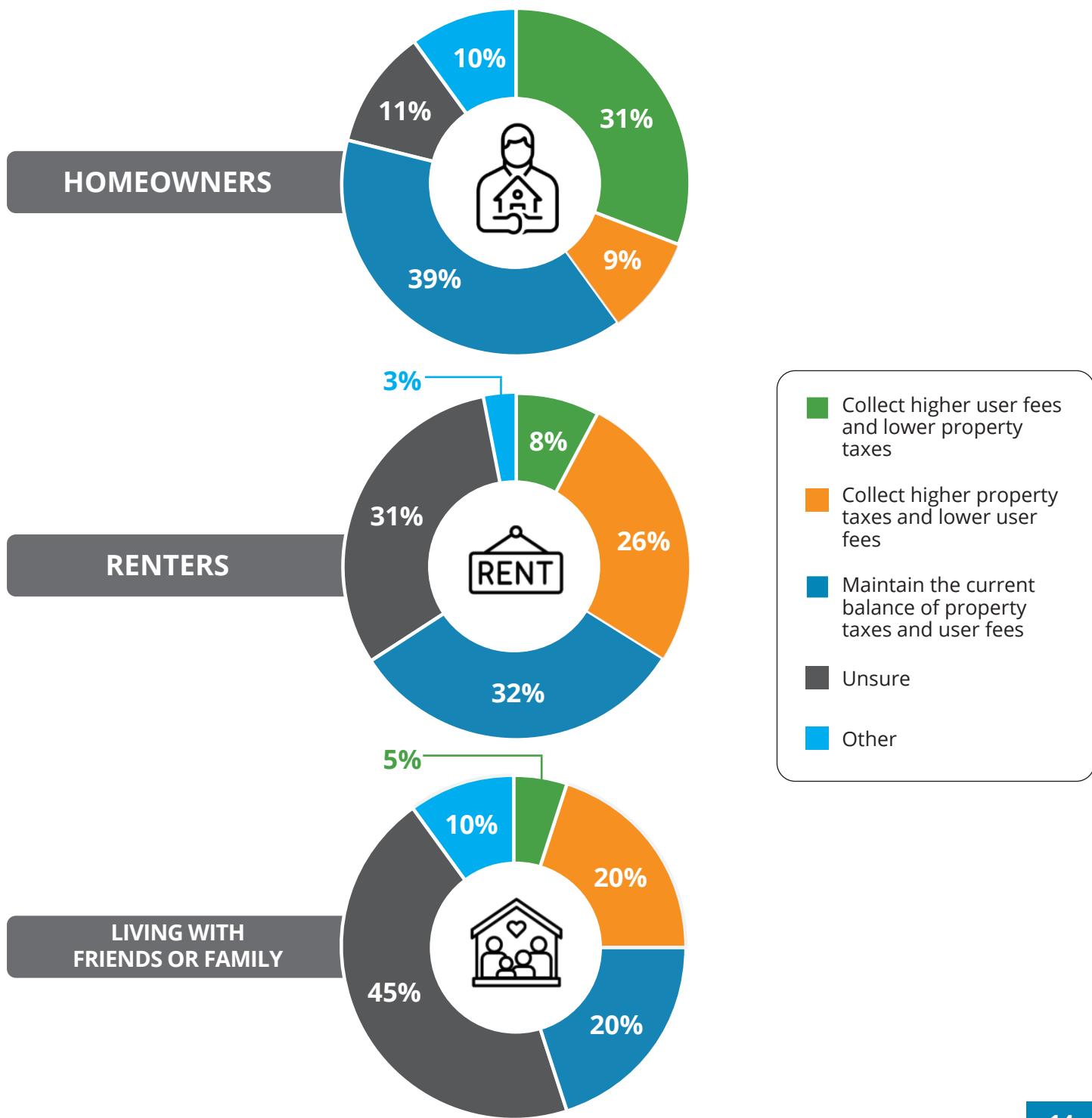
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## PREFERENCES FOR USER FEES AND PROPERTY TAX



# Income Generation: Should the City Prioritize Taxes or User Fees?

There are some noteworthy differences in how respondents' living situations and income correlate to their views on taxation and user fees. In general, homeowners tended to have more defined views on taxation preferences and leaned toward higher user fees than participants who rent or live with friends and family. For example, 31% of homeowners supported collecting higher user fees and lower property taxes, compared to only 8% of renters. Renters expressed the opposite trend: 26% supported lower user fees and higher property taxes, compared to just 9% of homeowners.



# Income Generation: Should the City Prioritize Taxes or User Fees?

This trend may also be influenced by the annual income of participants in different living situations. In general, renters reported a lower annual household income than homeowners. Homeowners most often reported a household income of over \$200,000 (26%), in contrast to renters, who were most likely to indicate that their household income fell between \$50,000 and \$100,000 (44%).

Combined, survey participants who rent tended to have lower household incomes. Renters' responses demonstrated more sensitivity to changes in user fees and had a higher tolerance for increases in property tax. Participants who are homeowners, who generally reported higher incomes, demonstrated a higher sensitivity to increases in property tax and more appetite for increases in user fees. These relationships suggest that living situation and/or income shape how respondents perceive the fairness and impact of different funding tools.



## Other Suggestions for Prioritizing User Fees or Property Taxes

Respondents also provided alternative suggestions for balancing user fees and property taxes in the “Other” section of this question. Three themes emerged from the comments and are summarized below.

### Reduce Spending

Nine (9) comments mentioned the importance of improving efficiency in City spending before considering any tax or fee increases. Respondents called for stronger oversight, reviews of current spending and a focus on delivering core services. In the words of two respondents:

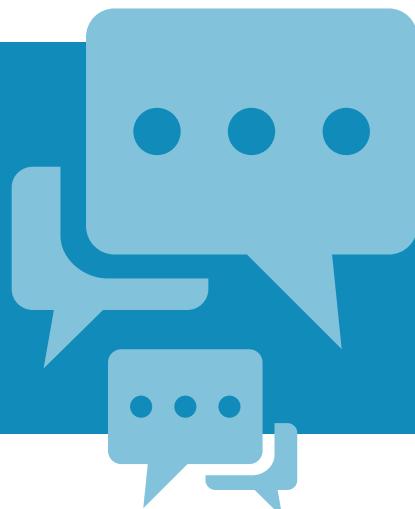


*“Do not increase taxes, do a thorough review of what waste there is in the city of North Vancouver and reduce that waste. Treat it like a business and review where the City itself can save money.”*

*“Spend money more efficiently. Reduce waste.”*

### Diversify Revenue

Eight (8) comments mentioned alternative ways to generate or balance revenue beyond user fees and taxes, including increasing bylaw fines and requiring developers pay a greater amount for new projects. In the words of two respondents:



*“Utilize Bylaw Enforcement more effectively. Collect the money from Bylaw fines. Issue more fines.”*

*“Higher user fees for non-North Shore residents using North Shore facilities.”*



## Other Suggestions for Balancing User Fees and Property Taxes

### Affordability and Lower Taxes

Five (5) comments mentioned concern about rising property taxes and the impact on affordability. Respondents expressed a preference for maintaining or limiting tax growth, for example by keeping increases in line with inflation, and urged the City to prioritize existing funds rather than raising new revenue. In the words of one respondent:



***"Maintain increases with CPI [Consumer Price Index]. Current inflation rate in Canada is 2.4%, but taxes went up in CNV 5.95% for 2025. Our wages aren't increasing, but the cost to live in a property we own (by way of paying taxes) continues to increase disproportionately."***

## General Comments

Respondents were also invited to provide their general comments about how to balance the budget in an open-ended question. The top three themes are explored in more detail on the following page.

MAIN THEMES	SUBTHEMES	# OF RESPONSES THAT INCLUDE (SUB)THEME
<b>Parks and recreation</b>	Have a covered skate park General	60 7
	<b>TOTAL</b>	<b>67</b>
<b>Affordability and cost of living</b>	Freeze/lower property taxes Prioritize core services Reduce the size of government General affordability concerns	19 17 11 5
	<b>TOTAL</b>	<b>52</b>
<b>Paid parking</b>	New revenue stream to offset property taxes/pay for services Negative impacts to business Accessibility concerns General negative sentiment	6 5 3 8
	<b>TOTAL</b>	<b>22</b>
<b>Infrastructure and capital projects</b>	Services/infrastructure need to keep pace with development and growth Concern with rising cost of the wastewater treatment plant General	5 4 7
	<b>TOTAL</b>	<b>16</b>
<b>Diversify revenue</b>	<b>TOTAL</b>	<b>15</b>
<b>Increase spending on important priorities</b>	Increase housing affordability supports Improve mental health and homelessness supports General	5 4 5
	<b>TOTAL</b>	<b>14</b>
<b>User fees</b>	Increase permit costs for developers General	3 6
	<b>TOTAL</b>	<b>9</b>
<b>Public safety</b>	<b>TOTAL</b>	<b>8</b>

## Parks and Recreation: Covered Skate Park

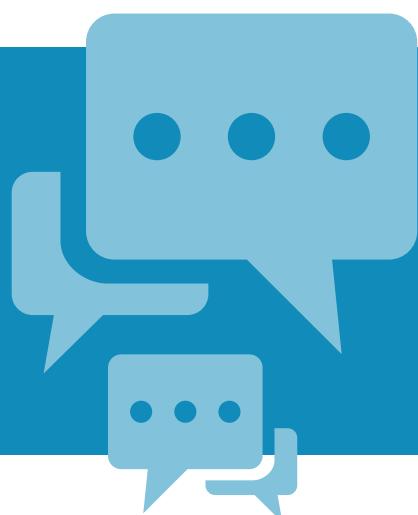
A concentrated series of responses were submitted by respondents with respect to a covered skate park. Responses used consistent wording, repeating the specific request to move forward the feasibility study for a roof over the new Harry Jerome Community Recreation Centre skate park from 2027 to 2026. Respondents noted that a covered facility would ensure year-round use in North Vancouver's rainy climate and provide valuable recreational space that promotes mental and physical well-being, particularly for youth. In the words of one respondent:



*"Move the feasibility study for a roof over the new Harry Jerome skatepark from 2027 to 2026. Safe covered skate spaces are seriously lacking in all of Metro Vancouver. It would be amazing for CNV to pave the way for this to change"*

## Affordability and Cost of Living

A very common theme – shared by a wide variety of respondents – spoke to challenges around affordability and the cost of living. Residents emphasized the need to control or reduce municipal spending and avoid further tax and cost increases, citing rising living costs and financial pressures on households. Many urged the City to prioritize core services such as infrastructure maintenance, public safety, transportation and utilities, while suggesting reductions to non-essential programs, staffing levels, and administrative costs rather than increasing taxes. In the words of two respondents:



*"Just like the federal government, in this economic downturn we need to find ways to make cuts to unnecessary spending including municipal spending. I think the City needs to look in house to streamline and reorganize to be more efficient."*

*"Tough times call for tough choices, the taxpayer is tapped out."*



## Paid Parking

Residents shared mixed views on the City's new paid parking program. Some expressed frustration with reduced accessibility, longer enforcement hours, and negative effects on local businesses and residents, particularly seniors and low-income individuals. Others saw opportunity in the new revenue stream, noting that parking fees improve availability and could help offset property taxes or fund community services.

In the words of two respondents:



***"The new parking fees are hopefully a big new income stream."***

***"We need proper infrastructure to handle the increasing population, access to emergency services, and accessibility to local businesses - not barriers such as paid parking that many are unable to use..."***

# How Will These Results be Used?

The results of this engagement were carefully reviewed by the City's Finance Department and shared with the Mayor and City Council. With this information, the Mayor and Councilors provided feedback to City staff on the draft 2026-2030 Financial Plan.

The final 2026-2030 Financial Plan will then be reviewed and accepted by City Council in early 2026.

**Thank you to everyone who participated in the community engagement for the 2026 Budget. Your feedback is invaluable in helping us refine the budget and prioritize funding for the services and projects that matter most to your community.**



# APPENDIX A: Email Feedback

In addition to the engagement survey, feedback could be provided to City Finance staff by email or phone. A total of 104 emails were submitted; a summary of this feedback is provided below.

MAIN THEMES	# OF EMAIL SUBMISSIONS
Additional tennis courts	103
Other	1
<b>TOTAL</b>	<b>104</b>

Email submissions pointed to the recent loss of tennis courts in the city and requested that additional facilities be constructed. Other respondents highlighted the positive impacts of tennis on physical and mental health across diverse demographics. In the words of one participant:



*"Over the past few years, the loss of public courts has had a significant impact on local players, families, and programs. The City has previously recognized the importance of replacing these facilities, and I urge Council to uphold that commitment by ensuring that funding for new tennis courts is included in the 2026 Budget."*

This feedback was summarized and was presented to City Council along with findings from the engagement survey.