

2022 Financial Plan

Public Engagement Report



This report provides a summary of public engagement activities conducted following provisional approval of the 2022 Financial Plan.

Under the *Local Government Act*, regional districts must annually adopt, by bylaw, a five-year financial plan by March 31. Section 374 stipulates that a board must undertake a process of public consultation regarding the proposed financial plan before it is adopted. Various CRD commissions and committees receive input leading up to the preparation of budgets in the form of user statistics, surveys, advisory body reports, annual operational reports and from a wide variety of public engagement activities. Local and sub-regional commissions may also include rate payer representatives. This input is augmented by a public feedback period from October – January, focused on the following objectives:

- Inform residents about the financial planning process and outcomes through digital channels (website, social media) and media coverage.
- Collect public feedback about the provisional financial plan ahead of final budget review and approval.
- Correct misconceptions about the service and financial planning process or details of the financial plan.

Engagement Methods

“Get Involved” Website

This year, the CRD used a new digital engagement site [GetInvolved.crd.bc.ca](https://getinvolved.crd.bc.ca) to share details of the provisional plan, invite feedback, and answer questions. Comments were collected using an online form then forwarded to the Board via the correspondence portal upon receipt. Provisional plan information remains available online at: <https://getinvolved.crd.bc.ca/2022-financial-plan>

During the feedback period, approximately 276 visits resulted in three levels of participation:

- Aware (visited at least one page): 216 participants
- Informed (downloaded documents, visited multiple pages): 100 participants
- Engaged (shared comments or asked questions): 5 participants

The most popular documents viewed were the consolidated budget overview, COW presentation and the provisional financial plan summary.

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Media & Stakeholder Information

An information bulletin was sent to media following provisional plan approval October 28, 2021. The bulletin highlighted the preliminary financial plan, next steps and how to share feedback.

Agenda items from the October 28 Committee of the Whole meeting and links for more information were included in the Board Highlights e-newsletter sent to subscribers in November. The Chair also highlighted the preliminary financial plan and next steps in his monthly CFA updates and memos.

- [CRD and CRHD 2022 provisional financial plans approved](#) October 28, 2021
- [CRD Board Highlights](#) November 10, 2021

Local media coverage:

- [Times Colonist](#) October 29, 2021
- [Victoria News/Black Press](#) October 29, 2021
- CFA Interviews: [October 29, 2021](#) & [January 12, 2022](#)

Social Media

Staff scheduled social media posts that gave an overview of Board priorities, community needs and related initiatives that form the basis of the service planning process and financial plan. Each post included an invite to visit the website and provide feedback. In total, Facebook posts reached 12,000 users with a 3.64% engagement rate (percentage of people who clicked, liked, shared or commented) and Twitter posts resulted in 4,800 impressions (number of times people saw a tweet) with a 1.03% engagement rate.



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Capital Regional District
Published by Hootsuite · November 9, 2021 · Public

The CRD's provisional budget for 2022 reflects the resources needed to advance initiatives and respond to emerging trends and changes. You are invited to ask questions and share feedback at <http://ow.ly/m5be50GHrjV>

DID YOU KNOW?

The proposed consolidated operating portion, \$371 million, will pay for a range of regional, sub-regional, and local services to over 425,000 people. The proposed consolidated capital portion targets \$240 million in projects which will generate an ... See more

Capital Regional District
Published by Hootsuite · November 29, 2021 · Public

We want to hear from you about our 2022 provisional budget! You are invited to ask questions and share feedback at <http://ow.ly/hFFQ50GTSW5>. The CRD plans to encourage and implement bold action on climate change by enhancing both natural and built assets to achieve environmental resilience, food security and continued wellbeing of our current and future residents.

DID YOU KNOW?

The CRD Board has identified Climate Action & Environmental Stewardship as a priority and approve... See more

CRD @crd_bc · Nov 22, 2021

Our provisional Financial Plan supports community needs including Parks and Natural Resource Protection. Learn more and provide feedback at ow.ly/FG9950GTHvu #crdBudget

CRD @crd_bc · Nov 29, 2021

Our provisional Financial Plan supports community needs including Climate Action and Adaptation. Learn more and provide feedback at ow.ly/8XQe50GYFLk #crdBudget

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Capital Regional District
Published by Hootsuite · November 23, 2021 · Public

We want to hear from you about our 2022 provisional budget! You are invited to ask questions and share feedback at <http://ow.ly/Pg4n50GSqeG>. The provisional plan for 2022 reflects a new approach for parks land acquisition that would leverage borrowing capacity unlocking the ability to purchase land that would otherwise be unattainable. The plan also includes funding to respond to service demands and regional growth.

DID YOU KNOW?
Visits to regional parks and trails have inc... [See more](#)



PARKS & NATURAL RESOURCE PROTECTION
Additional land acquisitions and increased access to parks and recreational trails

Capital Regional District
Published by Hootsuite · December 13, 2021 · Public

Our 2022 Provisional Budget comment form is open until January 31, and we want to hear from you! You are invited to ask questions and share feedback at <http://ow.ly/nH2S50GFG99>.

The plan reflects an increasing level of effort deployed by the organization to advance initiatives and respond to emerging trends and changes. These activities deliver on approved priorities included in the 2019-2022 CRD Corporate Plan. You can learn more at <http://ow.ly/7jyC50GFG98> #crdBudget



CRD @crd_bc · Dec 6, 2021

Our provisional Financial Plan supports organizational accountability through corporate best practices and effective financial and audit reporting. Learn more and provide feedback at ow.ly/YWeJ50GFHba #crdBudget



ACCOUNTABILITY
Transparency, organizational performance and service delivery

CRD @crd_bc · Dec 13, 2021

We want to hear from you about our 2022 provisional budget! Learn more, ask questions and share your feedback at ow.ly/vi9k50GFH94 #crdBudget



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Capital Regional District
Published by Hootsuite · January 3 · Public

We want to hear from you about our 2022 provisional budget! You are invited to ask questions and share feedback at <http://ow.ly/a9jL50GFGbB>. The CRD is taking measurable steps toward strengthening government-to-government relationships with First Nations to foster shared prosperity for all.

DID YOU KNOW?

The First Nations Relations Service supports the CRD and its Board to build strong and enduring relationships with neighbouring First Nations governments. We are committed... [See more](#)



FIRST NATIONS RELATIONS
Strong relationships with First Nations based on trust, and mutual respect, partnerships and working together on shared goals

CRD

Capital Regional District
Published by Hootsuite · January 10 at 9:01 AM · Public

We want to hear from you about our 2022 provisional budget! You are invited to ask questions and share feedback at <http://ow.ly/rcab50GFGeW>. The CRD advocates, collaborates and forms partnerships to address the affordable housing and transportation needs of the region's diverse and growing population.

DID YOU KNOW?

Affordable housing is key to a strong economy and healthy region. The regional population has increased by 15% since 2011 and continues to drive the local economy... [See more](#)



AFFORDABLE HOUSING
Access to affordable housing that enhances wellbeing and reduces homelessness

CRD

CRD @crd_bc · Jan 3

Building collaborative relationships with neighbouring First Nations is one of our top priorities. Next steps are reflected in our 2022 community need summaries and provisional budget, now available online. Review and share your feedback at ow.ly/8xKw50GFH1G #crdbudget



FIRST NATIONS RELATIONS
Strong relationships with First Nations based on trust, and mutual respect, partnerships and working together on shared goals

CRD

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CRD @crd_bc · Jan 10

Our provisional Financial Plan supports community needs including Affordable Housing. Learn more and provide feedback at ow.ly/9vPr50GFGTW #crdbudget



AFFORDABLE HOUSING
Access to affordable housing that enhances wellbeing and reduces homelessness

CRD

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Capital Regional District
Published by Hootsuite · January 17 at 9:01 AM · Public

We want to hear from you about our 2022 provisional budget! You are invited to ask questions and share feedback at <http://ow.ly/co0650GFGi9>. The CRD supports local governments and partner agencies to implement a multi-modal transportation system, enabling residents to access activities and the natural wonders of our region.

DID YOU KNOW?

Our Regional Information and Planning Service coordinates with regional and provincial stakeholders, collects and analyzes data, conducts ... [See more](#)



TRANSPORTATION
Access to convenient, green and affordable multimodal transportation systems that enhance community wellbeing

Capital Regional District
Published by Hootsuite · January 24 at 9:01 AM · Public

Our online comment form is open for one more week! You are invited to ask questions and share feedback at <http://ow.ly/kMcJ50GFGjl>. The proposed consolidated operating portion, \$371 million, will pay for a range of regional, sub-regional, and local services to over 425,000 people. The proposed consolidated capital portion targets \$240 million in projects which will generate an estimated 1,394 new jobs in the region. [#crdBudget](#)



WE WANT YOUR FEEDBACK

Last Week!
Provisional Budget
consultation is open
until January 31

CRD @crd_bc · Jan 17

Our provisional Financial Plan supports community needs including Transportation. Learn more and provide feedback at ow.ly/SUuQ50GFGGRb [#crdBudget](#)



TRANSPORTATION
Access to convenient, green and affordable multimodal transportation systems that enhance community wellbeing

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CRD @crd_bc · Jan 24

Our 2022 provisional Financial Plan comment form closes in one week! Learn more and provide feedback at ow.ly/9gn450GFGoJ [#crdBudget](#)



WE WANT YOUR FEEDBACK

Last Week!
Provisional Budget
consultation is open
until January 31

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Responses

1 question was responded to publicly via the website, 4 comments were submitted using the comment form and 2 related pieces of correspondence were received directly via email. Comments and emails were uploaded to the Board portal for review upon receipt.

Question & Answer

Q: "How does the Climate Action Strategy protect the interests of people with disabilities? Often, such strategies make it more difficult for people who rely on private vehicles and who have low incomes. TDM and Complete Streets initiatives assume that people can change their transportation modes (walk and bike and use transit more) but it's not true for everyone. I don't see anything to require avoiding unintended negative impacts on vulnerable populations. What will prevent these negative consequences?"

A: Thanks for the question. One of the guiding principles of the CRD's new Climate Action Strategy is equity. More specifically, that all actions within the plan are inclusive and accessible to residents across the region—particularly to support those most vulnerable to the impacts of climate change. This principle will continue to guide how CRD staff refine and implement this plan in collaboration with all levels of government, including municipalities, who are responsible for the infrastructure within their boundaries. For more information about the strategy, please visit www.crd.bc.ca/climate

Comments

The following comments were received by the CRD via an online comment form and are provided to the Board as part of the annual final budget review and approval process.

Date received	Please provide your feedback on the CRD's provisional financial plan.
2021-10-29	I've already had 5% taxes added to my bill when victoria decided we needed to help small business stay alive during the pandemic. I oppose a further 1.9 being added for the regional district. Tax payers are suffering and some of us are only barely hanging on to our homes. The CRD needs to tighten it's belt and hold off on increases until the pandemic is over and we've recovered from the mess it's caused. I want to see zero percent increase for the next couple of years at least. Stop bleeding us dry.

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2021-10-29	<p>Please do NOT increase your budget. We will face an increased property tax due to property appraisals rising in the gulf islands. People on Saturna Island are facing a 12% increase from the Islands Trust!!! Also people in the Lyall Harbour-Boot Cove Water System that is run by the CRD are facing yet another tax increase & user fee!!! Income has taken a negative trajectory since the pandemic started while anyone who shops for groceries knows that the inflation level is much higher than the 4% that the Government of Canada posted. There is only so much money that people can pay and I say things are reaching the tipping point. The CRD would be better off making some cuts to their budget, not increasing it.</p>
2021-11-02	<p>Wondering which if my services would be affected by no increase in taxes . Water is an important service but I already pay a usage fee and oh yes almost 700 bucks in extra tax there. Would my garbage or snowplowing services be reduced ? No because I pay some of the highest garbage fees in Canada with no pickup or subsidy. Snow clearing ? It only took 8 days snowed in on the North end last time . Fire protection? Response time of approx 20 minutes at Southy pointhouse in the basement by then. Schools? As a senior I have easily paid off my use of them decades ago. Road maintenance ? Almost non existent . It might be better to ask which services could be reduced to folks that actually have them as well as another tax increase. Have not seen fixed incomes go up by 3 or 4 percent . Inflation has recently soared to record highs so another property tax increase ? Have decided to sell and leave Salt Spring due to high cost of property ownership and ferry costs and consumer goods locally . Best if luck to the new home owners .Cheers.</p>
2022-01-10	<p>CRD subsidised housing needs to be provided for lower income levels so that people existing on PWD (disability income support from the Province) can access it. The greatest need is at the bottom of the income ladder. I understand it is difficult to fill the accessible suites. That would be due to affordability.</p>

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The following comments were received by the CRD via an email and are provided to the Board as part of the annual final budget review and approval process.

Date received	Email content (responses were provided directly)
2021-10-29	<p>Dear CRD Board and Chair, I am writing as a property tax paying member of the Salt Spring Island area to disagree with item 22-12 that is proposed for the Capital Plan under the category of Community Transportation. This item reads as follows: 'Construct an asphalt sidewalk along the south side of Rainbow Road from Lower Ganges Road to 100-167 Rainbow Road'.</p> <p>The cost is estimated to be \$200,000. The same information is repeated in a separate line with the cost estimated to be an additional \$20,000.</p> <p>I do not believe that paving an area that is already walkable will provide any safety improvements for this small stretch of road.</p> <p>It is not a proper use of funds as funds should be applied to the most urgent safety issues. I accept that sometimes these issues are outside of the hands of the CRD as the most dangerous issues on Salt Spring Island are connected to a lack of crosswalks and do not have anything to do with the area to be paved along 100-167 Rainbow Road. And I have learned that crosswalks are under MoTI, so it may be frustrating for the CRD manager on Salt Spring Island to not be able to make progress with issues that are not under her management. However, it still adds up to a waste of taxpayer money to pave this section of Rainbow Road. In 2007 when the James report and the JE Anderson report were created, the concept was to run a pathway up the south side of Rainbow Road. However, that idea was rejected because it is difficult to go up further as there are problems with the parking from Murakami Gardens housing complex that would make the idea impossible. The plan was changed to the north side of Rainbow Road with the full agreement of the commissioners at the transportation commission at the time. Later when the new commissioners deployed the North Ganges Transportation Plan phase 2 they put the path from Ganges up to the Gulf Islands Secondary School and the pool on the north side of Rainbow Road.</p>

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This made sense as the students need to walk along the north side as it is the side that the schools are on.

To then decide to use more money to allow the students to walk on the south side does not make any sense. Particularly as the students can already walk safely on the south side and there have been no accidents so far with this current system. What would be the statistics or the ICBC information to support the proposed \$220,000 expenditure?

As far as dangers with the area, the area will never be safe until the intersection of Rainbow Road and Lower Ganges Road is corrected. There are many problems with that intersection and a person was struck there just over two years ago and she still has some health problems from that accident. The flashing crossing light was placed in this intersection and the Lions Club of Salt Spring provided some money toward the light and a crosswalk was added to be on the same side as the flashing crossing light. However, this did not mean that there was an engineered agreement to have the pedestrian crosswalk on the south side of Lower Ganges Road. In fact, the crosswalk should have been on the north side so that the students could cross directly onto the school side of Rainbow Road.

It has been difficult to see the mess made of the area from Baker to Booth Canal Road and this came about because of a lack of consultation from the Salt Spring Island CRD manager (not the director) with the Transportation Commission. The project was done without much ability of the Salt Spring Island public or the residents of Baker Road to know of any of it. Now there are mistakes that have to be a Capital Plan budget item to pay more money to fix.

Now, we see another item on the Capital Plan that should not be there which is item 22-12. I sincerely ask the CRD Board to strike item 22-12 off of the Capital Plan or at least to delay it until more urgent problems are funded.

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2022-01-18

I'm a taxpayer everything end's up on my dollar. Every tax increase from federal to local government reduces my ability to feed and house the people I'm responsible for. Your board need to trim your scope of responsibility and stop taking interest in other government roles. Federal and Provincial government handles climate issues, housing, mental health, taxpayer can't afford your pet projects. CRD mandate, water, sewer, parks. CRD can't maintain current parks, so logic dictates stop buying park land. Can anyone on the board tell me what is my return on transit investment? 100.00 gives me return of 75% 55,000.00 upwards will get you into electric vehicle, what's my return of public funded charging stations/ 100% plus I wait your reply [NAME REDACTED] PS Victoria counsellor has the landlord tax increase backwards - crd plus municipal tax increase should equal rent increase 1.5%