

APPENDIX A

BUDGET 2025 SURVEY COMMENTS

The responses below have been assigned to different groupings depending upon what area of City amenities or services the comment(s) relate to. Many respondents commented on more than one area. In those cases, the comments were broken up and the specific comment related to an area was assigned to the related group.

*Please note that the public comments listed below are exact replicas of the actual comments received. No grammar or spelling has been edited in these comments.

TABLE 2.2 (IN THE CORPORATE REPORT)

QUESTION TO RESPONDENTS: Please rate how satisfied you are with each of the following amenities and services that the City provides - *If you selected dissatisfied with an amenity or service, please comment why.*

Unedited Comments

Development, Permits and Planning

- Permits & licensing, while improved of late, has been abominable over the past few years. Any recent fixes need to be sustained. City Council is also TERRIBLE at following its Official Community Plan and being open to development applications that clearly fall outside the guidelines. The OCP should be sacrosanct once approved and until the next formal review! Get processing development applications.
- permitting takes too long, ridiculous variance requires council approval, why have a board of variance
- Lots of new infrastructure but no traffic and parking management.
- Way too congested, lack of advance planning
- I feel that the city puts far greater priority on building high rises in order to obtain tax monies. White Rock is becoming more like central Surrey, and is no longer a "seaside" community. The density of the population does not appear to be taken into account with regard to the necessary infrastructure to support the the high-rise building that has been taking place over the past decade.
- permitting takes way too long

- Getting permits through City Hall is very time consuming.
- There was extensive investment and engagement in planning and this is not honoured. This does not require more money but rather accountability. The high rise on Oxford has many concerns that were disregarded. I am not confident that we have the infrastructure (eg water and sewage) to support such development.
- We are losing many trees to development, despite efforts by our Arbourists to fence off trees for protection. Developers just bulldoze the fences and trees away.
- New builds need to consider green space, it's so important to our health. We're losing a lot of green space at Stayte and Thrift area to 20 or so townhomes with no consideration to the wildlife that live there and or keeping any of the old trees. Green space is happy space.
- 2 requests sent over a year ago about a built in deck which is not allowed based on zoning and nothing done nor did I receive a response to why this has been allowed so I am going to build one on my home
- Takes too long to get permits or inspections done
- The residential development appears to be moving so fast that it outpacing the capacity of infrastructure.
- Planning and development - very slow in proceeding with plans originally started 5 years ago.
- Permits for homes and businesses are ridiculously slow. I've seen the Fieldstones store, "Coming soon", for well over a year, same with some businesses at East and West beaches.
- Length of getting permits
- White Rock needs to slow down development. The roads are crowded. Schools are full. the new high rises are not affordable housing. New developments heights South of North Bluff should be strictly regulated as in the height of the entire new builds cannot exceed the previous height. I paid a hefty price for My condo and if new buildings are allowed to go higher than the previous building I lose both my view and value. Perhaps those building should dig down.
- The permitting process seems to take an extraordinarily long time. (Will Fieldstone Bakery ever open on Russell?)

- We must improve our permitting process despite the revolving door of employment at the City Hall. The way Thrifty's and others are made to wait months or even years to open businesses bringing jobs to our City is downright embarrassing. Sending some very bad signals to others wanting to bring jobs here
- Planning, permits for businesses seem to take years to come to fruition. Also I love curry, but really, do we need sooooo many Indian restaurants.
- And YES. WE NEED AN EXTENSION one to five years to think carefully about this multi-unit housing quandary. If Richmond and Coquitlam can do it, so can we. Show some strength.
- I am not satisfied with how long it takes the city to provide approval for new businesses to move into the area, such as fieldstones.
- Planning, business and development (e.g., bylaws, licensing, permitting, city planning): Family and I appreciated White Rock for two reasons: (i) it is removed from Lower Mainland urban sprawl, and (ii) once upon a time, White Rock had no high rises or high density population. Both of these have been changing for the worse, with no end in sight. Giving in to developer\$ and high density population will ultimately ruin what makes White Rock special and attractive. You can't pack people into any place and expect that place to remain pristine...
- Building permits take too long and new houses being built are ruining white rock. Too much house for the lots and too many trees removed.
- Time taken to deal with permits & city planning is abysmal. Amount of assistance and direction provided for small business awful
- I have a hard time understanding why the Engineering department and city halls planning departments make it so difficult for people and Contractors to build in our city? We have a very low tax base and we require much more, so the question is why are we making it difficult for people to build here!!!!
- Takes too long for businesses to get permits. Lots of potential untapped eg 5 corners space.
- Building permits take too long.
- The development in White Rock is very poorly planned. No consideration to residents and businesses, only concerned with getting money from developers

- licensing and permitting have been slow in recent years; please disregard the above negative rating if this is on course to being remedied
- Planning etc. - we need to keep to the official community plan, review the need to have large houses being built in older established neighbourhoods and protect city owned and private trees from large home development.
- Business need a break in terms of permits and bylaws, and they need to be issued faster.
- Planning processes need a more local focus and to be more flexible to the needs to the vicinity of the building. Bylaw(s)

Bylaws (and Enforcement)

- The led cold lights at Foster Tower buildings are way to bright. Stargazing is limited with this light pollution. Turn off the lights, dim significantly or change to warm lights could be options.
- White Rock has a number of open spaces that purport to be parks - the one on the west side of Miramar is an example of useless park space. Doggie poop park would be more appropriate.
- I live right across the street from a new bar that is noise. They leave the entrance door open and are loud. This was a pleasant area to live before they all came in. The people come outside and stand near the door and talk loudly. I am also disappointed that a daycare was put in the same area. We have noise all day and now at night. Please do not allow the bar's on Russell Ave open any later than 11pm
- Transportation:.. too much traffic and speeding
- They also noticed the many very loud motorcycles & cars with enhanced mufflers & wondered why we do have a noise bylaw like most other cities or at least ticket all the speeders along lower Johnston in the evenings.
- Bylaws is a joke. I counted 8 dogs on the promenade today June 21. Too busy giving parking tickets.
- Tax payable by a property owner go higher with any increase in ocean view, and go lower with any decrease in ocean view. White Rock should have a bylaw to protect ocean views and property access, and prevent damage from trees planted by residents.
- bylaws, what's the point in having bylaws if they are not enforced; i.e. parking violations in residential areas. dog bylaws; property trespass violations (by people walking their dogs they expect to be able to snoop on

neighbour while using the property for a dog toilet) , allowing dogs to be on the loose, not on a leash

- I have heard excuse there isn't enough bylaw officers; hire more if needed
- There's abandoned vehicles parked and lots throat. White Rock byelaw does nothing about it. There's garbage over some houses that are in terrible condition and byelaw does nothing about it.
- Numerous dog owners do not pick up after their dogs. Additional signs and garbage with poop bags might assist. None in most parks. Alot of dog are not registered.
- White Rock is too noisy and little is being done to alleviate the situation. Bylaws are not enforced for speed of traffic and noise.
- Too little bylaw enforcement related to building and things like watering are totally not enforced. Parking at the beach is too expensive or should be free for white rock residents
- There is no animal control anymore. Where did our pound go?
- There's also an increase in loud cars and motorcycles which is very annoying. I can literally hear them from two blocks away. White Rock use to be a peaceful neighborhood/community, but the introduction of condo towers it's bring in younger people. Some of them blaring music out of their homes until 11pm. Though we're more concerned about giving out parking tickets to resident vehicles parked on streets for more than 3 days.
- would be great if bylaw staff were actually helpful to residents versus being a nuisance
- The level of services and infrastructure that White Rock can provide depends on City tax revenues, which are based on property values. It would therefore seem vitally important to have bylaws that protect property values. It is a well known fact that ocean views add a lot of value to a property. It is also a fact that some trees are planted to purposely block a neighbor's ocean view and/or impair access and/or cause damage to someone's property.
- I would respectfully ask the City to enact a by law that requires residents to get a permit to plant any tree or shrub that will reduce ocean views for anyone, and/or block, impair, or impede access to or damage any property, and provide a mechanism for existing trees planted by residents to be removed or trimmed to meet requirements of this bylaw.

Arts and Cultural Programming

- Cultural programming such as festivals and public art are fine when there is sufficient space in the budget that hasn't been used for essential services. Organizations that want the festivals need to come up with more money for them. Public Art at this time is not necessary nor affordable.
- transportation and parking inadequate for festivals
- the city does not offer enough opportunity in the area of arts, recreation and culture. The City of White Rock has made progress in this area; but there is room for improvement--I would like to see White Rock as more of a center of arts and culture for the area. We need to attract more small business investment; additional arts and culture tourism can only help in that regard.
- Arts & Culture: I applaud much of the activities that happen in White Rock, but I would love to see more diversity. Although I am a boomer, I have little interest in 70's rock. I would much prefer to see an assortment of types of music and culture related to the diversity of our community. I love the Pop-up Landmark Gallery - kudos to the people who make that happen.
- The arts need to be featured more, white rock is filled with talented artists, galleries and art shops, so putting on more events showcasing them, instead of just having multiple music nights would be helpful. (Possibly quarterly instead of annually for the Art Walk)
- There is a need for more music and arts available thruout the year. Especially free and/or subsidized events. I miss the 5 corners concerts - not everything has to take place at the pier. Although its great to have more frequent events there as well. Art exhibits - street theatre - busking days - they need promotion, scheduling and variety.

Recreation Programs

- Recreation programs are limited in scope, outdated and often require extended periods of commitments.
- Recreation Programs offered by the City for seniors are far too expensive for the majority of senior single women.
- The prices for recreation programs at the White Rock Rec centres is noticeably higher than that of Surrey and is thus off putting. The price of Yoga, Zumba, and Pilates is more than double that at Surrey. By reducing the prices, more people would enroll, more programs would fill, more

programs could be offered, more people hired, ... and the more likely the programs would be to start to self-sustain (economically).

Civic Facilities

- A community hub - again not necessary. Civic Theatre across from an existing, a bigger underused community centre. City Hall - serves its purpose. It may not be the biggest, the brightest or most efficient, but for a "city" the size of White Rock with its lack of tax base, it is more than sufficient.
- City Hall needs revamping. Community Hub should be priority.
- City hall does NOT need to be moved to the annex. \$500000 is an insane amount of money that will be spent to benefit only a small group of people. That money needs to be spent to benefit the entire white rock population.

General Infrastructure/Planning

- Infrastructure plans are slow to keep up with the number of highrises in Downtown White Rock.
- Our transportation infrastructure is behind a lot of the rest of our region, especially regarding active transportation and public transportation. We have some projects (like at Five Corners) working to improve this. But there must be more money allocated to similar projects identified in the ITIMP document.
- Poor infrastructure planning spending money on unnecessary uptown upgrades and not spending on local primary and secondary road upgrades.
- I am not sure the infrastructure (sanitary sewers, water supply etc) are able to cope with all the building mandated. I find it strange that there are so many streets in the city that lack a sidewalk on even one side!
- Drains on Oxford have been full for years, Oxford is in rough shape as are many streets. The list is long and as citizens, paving project priorities are mystifying.
- I don't think the housing situation should be increased as the road system can't keep up now. Also we live on a street with one street lamp, no sidewalks and limited roadway. My main concern is the hanging wires over the street where multiple times trucks have dragged them down because they are too low. What happened to the plan to bury the wires that one council suggested a few years ago...start at Marine drive and every 5 years, go up the hill one

street at a time (it is starting to look like Thailand in some areas due to the unsightliness of this lovely seaside town) Forget new highrises, just clean up what we have or used to have.

- Transportation infrastructure lags behind residential developments that will mean an even greater population using what infrastructure exists.
- City sewers have backed up and drainage is poor for our neighbourhood
- water is not up to par at all, injection site should not be in a residential area
- infrastructure planning must improve. use more private businesses for civil and park maintenance
- Transportation infrastructure isn't going to get most residents out of personal vehicles and on bicycles and public transport. Too few bike lanes even on relatively flat terrains. Those that do exist are not built to protect cyclists adequately! Marine Drive Visitors with cars should use all that extra space
- The population is growing faster than the roads and infrastructure can handle.
- Transportation infrastructure has been completely neglected when it comes to traffic calming on Fir Street! With an Elementary School there and zero signage on the actual school block! Cars drive like it's a freeway. Have seen children and adults almost hit by cats and big trucks! It is a shame how there are no speed bumps like in other communities. Like Jesse Lee Elementary on the Surrey side not far from White Rock Elementary. There you will see signs and speed bumps. Go to Delta they have speed bumps when entering any school zone. Foster and Martin Streets are also speedways for people returning from the Beach or Commuting. Foster and Martin is a well known crash zone, yet nothing is being done. I am so fearful for people in my community and the children at this school, who by the way are playing year round on the basketball courts and playground. Council approves all these towers and welcomes thousands more into the community without doing any upgrades to road safety. Please wake up before something bad happens!!!
- Social services and community infrastructure go hand in hand and should be the foundation of all infrastructure planning.
- Infrastructure not sustainable with the growth
- More bike-friendliness, more park space
- Too many high-rises and not enough infrastructure to compensate for additional people.

General Operations

- I walk everywhere. City benches are terrible. NONE are covered from the sun. This city was supposed to be made pedestrian and is far from it. Perhaps we don't need new city cars and trucks as often. PS..... I think one of the busiest walkways in town is the dirt path between 'Blackwood & Martin' where the crosswalk USED to be until "Landmark" demanded it be moved for their benefit.
- Boulevard parking is an issue, especially locations where large rocks are located. Again, if an address is not provided it is again disregarded. I don't understand why there is no proactive management.
- I understand that the city wants to turn five corners into a park in order to attract more people to the area and make it a destination, thinking it will support the businesses. However, the problem with that area is that there simply is no parking for customers so if you want to support the businesses, increase parking - etc. The idea of taking space away to create a park and adding a bathroom is not going to attract customers, it will attract the homeless. I live four blocks away from that area and would love to frequent it more, however, there is no parking to allow me to stop to drop off dry cleaning, pick up a drink or sushi.
- My experience contacting the Operations department has been very poor. Also, it seems that if I don't report something it is not attended to.
- Repair parking lots on Marine Drive they are in terrible condition. City is tired looking and dirty green spaces need to be kept up. Clean and paint garbage receptacles, paint sidewalk handrails and benches on promenade and clean up white archive building. Upgrade and update public restrooms along Marine Dr. Provide snow removal on the roads if inadequate staff and vehicles exist then contract out for resident safety. Spend less \$ on fireworks. City needs tidying up and should be refreshed. More picnic areas near water Do something with the pier to increase city ambience right now it is nothing but a glorified walkway. Make it boater friendly.
- The beach front is very busy so hard to keep up but definitely many times I feel it is messy and boardwalk isn't cleaned and just looks terrible for a tourist destination.
- For all the property tax dollars collected in White Rock, the service level is far inferior to that provided in Surrey and Vancouver. The water quality is

poor and damages piping and appliances, the garbage collection is insufficient, property crime, b & e's are ridiculous.

- Our city is lacking aesthetic cohesiveness. From street to street, the city looks run down and not visually appealing. The roads are bumpy and patchy with many potholes. It is hard on our cars and not safe for kids to be scootering or biking. The non existence of sidewalks is also a safety concern as a parent and as someone who likes to walk and run outdoors. The corner of Blackburn and Chestnut is an example of uneven pavement and bumpy/patchy roadwork. The hard water is ruining plumbing fixtures throughout my house and causing appliances to be serviced more frequently and replaced much earlier and these appliances are big ticket items. The other dissatisfaction I have is on building permit requirements surrounding deposits. I feel that the requirements are illogical and some of the reasons for not receiving a deposit back should be up for discussion as an owner may not have recourse from the builder on errors made. We pay significant property taxes and I just don't feel that the city does what it could to value and listen to its residents.
- Our sanitation services are outdated.
- Dirty and unlandscaped stairs entrance areas to the promenade from east beach to west beach.

Solid Waste

- The city requires more garbage bins at all the parks and more near the promenade to deal with the increasing amounts of garbage,
- Requiring privatized garbage collection for condos is illogical, inefficient and further deteriorates our roads.
- Garbage issues easily corrected by outsourcing to decrease costs improve service and take the tax payer out of the accountability
- As per garbage. green waste, recycling-why are we not benefiting from economy of scale and joining Surrey in their excellent single stream recycling. Our program is not as cost effective and not as encouraging of recycling. Also during inclement weather the papers and plastic get blown all over and pollute the local environment. Birds have access as well where the closed containers are far more sensible.
- Garbage pickup for general waste should be weekly too.
- Lack of city pickup of waste at MRUs is very wasteful.

- Upgrade garbage/recycling.
- Garbage disposal is significantly worse than Surrey next door, please upgrade to wheeled bins.
- Also, if you want to support businesses, reduce the taxes for pick up of garbage for instance, as that will help them rather than building a park near their area.
- Engineering infrastructure: It would be nice if the recycling programs are clearer. I appreciate that there is a link to show what can be recycled, especially for plastic items with triangles.
- I see that plastic is categorized by what they are (i.e. plastic lids, bags), but would be better if they were categorized using the triangle marks as well.
- Engineering Infrastructure: I am particularly dissatisfied with our garbage pick up and recycling. I live in a strata and we need to work with private companies for these services, knowing that the regionally approved recycling is not happening.

Parks and Open Spaces

- The service provided by Operations with respect to road maintenance and specifically landscaping is not equally focused. Stayte Street, specifically the boulevards are a mess. The grass at the parks needs to be mowed (Victoria & fir)
- Dissatisfied with parks as many need access barriers removed and washroom facilities aren't clean enough.
- In regards to parks, there could never be too many.
- Would like to see more park space.
- It concerns me that there is only one park left in West White Rock, now that Coldicutt Ravine is closed.
- Our pathways are no longer mowed & visitors notice the many dead trees & unkept yards on our walks.
- The green spaces need a bit attention. More green team sessions and a volunteer program to help remove invasive species from Ruth Johnston Park and the beach. Volunteers could also help with garbage pickup in our parks and the beach. This could be done alongside the staff. More trees planted in our city and protection of our green spaces.
- Not enough park-like or resting areas for pedestrians

- Installation of rain gardens as areas are redeveloped
- Parks are not kept clean and maintained
- Green spaces by the waterfront receive priority versus green spaces above Marine Drive. Cypress street green spaces along the pathway from Marine to Pacific look terrible. Green space stairs area at Marine and Cypress are overgrown and sporadically maintained.
- White Rock is lacking in parks and open areas in some parts of the city.
- Too little is invested in services such as Parks and too much in approving bars.....
- I feel the overall gardens and planters aren't very tended or designed well (hanging baskets are beautiful but other garden spaces aren't kept up or planted to be a feature of White Rock For the last ten years utility wire poles and bundles of wires are being constantly added to and left hanging etc - this to me is what most of my guests mention as totally unsightly.
- We are losing greenspace to concrete and pavement. Ruth Johnson Park is in desperate need of caretaking.
- We live next door to a green pathway and it is not maintained. Neighbours must complain to the fire dept and city hall before a crew is sent to cut the grass/knee high dry hay. It invites rodents, garbage and feces. It's also a fire hazard and we regularly see cigarette butts next to the dry grass, and people smoke weed on the benches. Calling it a pollinating meadow does not reduce the city's liability should a fire start and engulf our home.
- Parks and open spaces are not well maintained, are, therefore, underused and are consequently taken over by those living rough and vandals.
- Vegetation overgrowth, especially blackberry bushes, is reaching epic proportions. Both sides of the Promenade, the slope over the Promenade, the unkempt boulevards (e.g. Cypress, Dolphin, Centre St.) are an embarasment and a safety hazzard - both physical and fire related.
- I like to see more open spaces.
- Parks and open spaces - we need to keep and maintain our parks and open spaces better.
- Parks & Open Spaces: I have lived here for 8 years and over that time, the waterfront area, boulevards and other open areas are decreasing cared for and tended. The White Rock claim to fame is its beauty. We should be preserving it and ensuring that all open spaces look well-tended. That would

have a positive impact on businesses in the area and help all residents feel motivated to keep their streets, parks and open areas clean and tidy.

- Parks and green spaces need to be taken care of properly by the city, instead of forcing the locals and business owners to take care of them. More bike-friendliness, more park space

Roads, Sidewalks and Street Lights

- Many sidewalks have bumps in the adjoining sections of it putting people at risk for falling. I have a scooter and sidewalk bumps cause me a pain in the bum.
- Roadwork and engineering of projects slow to start and finish, permitting very slow
- I see money being spent on 'updating' council Chambers when so many of our roads have no sidewalks for children going to school, dog walkers, pedestrians; and intersections with no crosswalks (particularly Buena Vista at the top of Cliff - where there are bus stops on either side). We are encouraged to walk for health and climate action, but in order to make walking an all season, go to work, living mindset, there must be safe avenues to do this.
- I am dissatisfied with the multicolored roadway at 5 corners. The law states that everyone is equal under the law and public spaces are to be neutral. This painted roadway is offensive to many in our seaside community. Please make this roadway neutral.
- Many roads in White Rock seem to be in a bad state of repair. Sidewalks and curbs are rare.
- Transportation infrastructure takes too long. For example the Johnston street work is taking too long. Even though detour traffic is supposed to go up Martin street, a majority is coming up Foster.
- Sidewalk work needs to be improved for access (let downs on curb ends etc.)
- Roads have too many patches and are rough
- All these condos being built zero road widening thought put into traffic management
- road surfaces are very poor
- With the expected population influx, I see little done about expanding single-lane roads to double lanes to accommodate this.

- the sidewalks need repair (specifically the sidewalk at Dolphin at Columbia and Royal),
- Sidewalks need better maintenance given number of elderly in our community.
- Pave the roads.
- Our sidewalks & roads are a mess mostly due to the construction trucks & many patchworks. the disrepair is evident and in some cases even dangerous ie winter management
- Side walk improvement inconsistent by streets road not properly maintained ie pacific street
- Too many potholes on roads not enough curbs and sidewalks. Roads and sidewalks are falling apart, potholes everywhere, garbage everywhere, nothing is getting done and we have no idea where the money is going.
- I have watched Johnston ripped up every time there is a new building disrupting businesses and traffic. It seems that so many of these types of infrastructure projects are piecemeal.
- More traffic lights for pedestrians needed, especially best/thrift ave. There are so many cars and some drive insanely fast and do not look out or stop for pedestrians crossing the road.
- Need proper sidewalks. Wires need to go under ground. Hard water is terrible.
- Engineering: drainage on road (Blackburn Crescent)
- Road: road maintenance not upgraded; keeps getting passed over (Blackburn Crescent)
- Roads and back lanes are a mess. Overhead wires are an eye sore. For the taxes we pay, we need these remedied.
- The Roads in White Rock are in a pathetic state. They need to be addressed. Example, Martin Str and Prospect Ave, Intersection Thrift and Martin, Prospect Ave from Martin going East to Johnston Road are in a sad of affair.
- The roads are also in significantly worse shape than in Surrey. There are many neighbourhood roads with pot holes, no sidewalks and crumbling curbs.
- Roads with very uneven surfaces ie. 1000 block Lee St and the whole block in front of the Superfluity Thrift store are so sunken in spots it is hard to drive on them. Also, the sidewalks of Columbia Ave and the big hill on

Pacific have sidewalks overgrown with weeds and blackberry bushes narrowing the sidewalk to almost nothing in spots.

- I would like to see a 4 way traffic sign at the intersection of Thrift and Foster Street
- Sidewalks around where I live need cleaning and person hole covers need to be level, not tilted.
- Broken cement in Sidewalks that I can cause you to trip and fall. Some roads require widening.
- Lack of sidewalks and poor road surface maintenance (Pacific Ave). Lack of signage to direct "lost" traffic on its way to the beach and out of slow neighbourhoods (East hillside Balsam-Centre St) causing racing traffic up Columbia lane.
- Some of our roads are in disrepair....pot holes are dangerous.
- Storm drainage has been an issue for decades and ignored for decades.
- We also have no sidewalks and a single street light. It isn't safe to walk along our street.
- Very poor road and sidewalk conditions - wheel chair access - ie. East end of Whit Rock -Pacific ave and north . No designated sidewalks on east end of Pacific ave.
- Some sidewalks are in very rough shape (eg. Columbia between Johnston & Foster, Johnston between Beachview & Columbia, Brick sidewalk beside Little Footprints Academy/Daycare on Russell Ave.)
- As I drive a car, roads improvements are important to me.
- Some Roads, and sidewalks not maintained properly. Tripping hazards.
- I noticed that this year in particular the landscaping maintenance around sidewalks and roadways has been terrible. Stayte st corridor from n. Bluff to Buena.vista was not tended to at all and looked disastrous. In years past the sidewalk weeds in front of my house would get weedwacked but it was not done this year. Over grown grass and weeds in numerous places around the city at a point to which I had not seen in years past.
- Low priority for sidewalks and roads to be maintained or repaired or built. Most of the stair sets are unkept and need some repair.

Community and Social Services

- Cannot walk a couple of blocks without seeing someone struggling with addiction and without shelter. Children play in our parks and the elderly are vulnerable. There is constantly human feces, drug paraphernalia, clothing, mattresses and flammable cans left in our parks.
- Protection of our lowrise buildings to ensure those residents have access to lower rents.
- Housing (options and affordable for all) need drastic improvement please. don't want any social services for the unhoused (I walk in the morning and the scary men at Centennial due to the warming shelter was not safe),
- I was happy to see the warming centre this past winter, but was concerned that it wasn't open at night. Where do all these people go on long winter nights?
- Finland has zero homelessness; why don't we?
- There needs to be more social support for unhoused people.
- Safe injection site near peace arch hospital is an eyesore (garbage and items left everywhere), individuals coming and going are sketchy and make me uneasy while walking around with my young daughter.
- Too much homelessness
- There is demonstrated need for supportive housing and health services for the unhoused
- Poverty, homelessness and drug problems appear to be getting worse.
- Community development and social services more homeless people present that was not so apparent even 18 months ago. No planning to help this group within community
- terrible how many unhoused addicts have made WR home and are constantly hassling residents. The free drug center at PAH on the corner of Russell and Findlay is appalling. Vagrants hanging out at all hours even when it is not drug Christmas. Deals happening, garbage left behind. Very unsafe for local families who spend a lot of money to live here. I know neighbours who carry a golf club when they walk in case they are harassed. Sad truth. Don't set up programs to support people who contribute nothing to our community and encourage more to come here.
- Community development/ social services, What are we doing to help the unfortunate people living on the streets.

- drugs crime and homelessness getting worse with the current approach. Hospital safe consumption site a big mistake. Treatment centres needed. Not public places like this.
- This is a lovely city. Housing for drug addicts, needle exchanges sites and safe injection sites are not going to enhance White Rock. I am sympathetic to people who are being priced out of living in this city but have no desire to build facilities that would encourage the homeless to move here.
- The number of drug addicted people sleeping wherever they like, doping up and passing out, as well as haranguing the public and causing disturbances is growing and nothing is being done about it.
- Whiterock has become too lenient towards bleeding hearts, you're sacrificing the safety and comfort of the residents and property owners of Whiterock in order to cater to small self destructive parts of the population. We don't need social services whatsoever, people pay large amounts of money to live somewhere like whiterock where they can feel safe and increasing social services will negatively impact that. Homeless people should not be made to feel welcome in whiterock, they will ruin our community it's already destroyed uptown with people freely smoking meth on corners and leaving needles everywhere.
- We need year-round support and shelter for white rock's homeless population instead of just during the cold months.

Public Safety

- With the recent occurrence occurring at the pier perhaps some volunteer security could be initiated.
- Safety on our overcrowded, dangerous roads are a MAJOR concern. Five Corners in particular remains a tragedy waiting to happen. Lower Johnston from Buena Vista needs to be closed off to the endless speeding traffic going through the stop sign at Beachview - accelerating up to 100 km downhill to Columbia and then to the beach. WE DONT NEED A PARK as is proposed costing a ridiculous sum of taxpayers money. WE NEED SAFETY AT THIS CORNER NOW!!!!!! Guaranteed a child will be critically hurt or killed at this corner eventually. I am not kidding - I live at the Oceanridge and watch speeders, skateboarders, wheelchairs, dogs, seniors and kids of all ages try to safely navigate crossing the insane intersections at this corner. Block off the

entrance to Lower Johnston immediately before the big summer rush to party at the beach - for Gods sake!!!! Please do this now.

- People walk across the street whenever they please on Marine Drive. The placement of stairs or pathways from the water park to a crosswalk do not match up. Watch the White Rock Pier Camera and this danger becomes evident. The corner of Thrift and Fir is hazardous... the cars at the stop sign cannot see right or left which results in honking, screeching and accidents.
- Many cars parked on FIR st make turning left from Royal a hazard as limited visibility.
- The city needs to make certain intersections safer: Martin Drive & North Bluff Road; North Bluff Road and Oxford Street (148 st). These intersections are dangerous for pedestrians because drivers are frustrated and inattentive due to the problems turning and going straight south into White Rock. As the population grows (new constructions, eg Foster Martin), the city needs to manage the traffic flow better. I have already mentioned this in a consultation meeting several years ago with the City of Surrey. Please work with them to resolve this. People should not need to be injured or killed for you to react.
- poor RCMP response especially to traffic enforcement and safety as evidenced by knife attacks at beach The White Rock/South Surrey area has been hit with multiple shootings we need the Mayor and council to stand up to the Provincial government and crack down on the gang wars
- White Rock has become a lawless place in the past few years with the safe injection site causing crime and creating a captive drug market which is being filled. It is no surprise what the east side is now riddled with shootings and automatic weapons. Mayor and council need to stand up to Fraser Health and the Province And say enough already. There is no treatment offered it's the biggest farce of our time and everyone I know is disgusted that this was allowed to happen. Sure Altus buyers enjoy that view. It's ruined the neighbourhood. I have lived here 30 years and like to walk. I never walk without pepper spray now and never at night.
- The concerns about crime and personal safety in the community appear to be increasing.
- Need CCTV cameras on Marine Drive and Promenade.
- Public safety

- As per efficiency, having one fire hall that frequently requires Surrey support at a high financial cost makes no sense. We have grown considerably and they need help. Perhaps they too should be a part of the Surrey/White Rock fire dept and save taxpayers a lot of money.
- Security wise we need more security cameras especially along Marine Drive and Pier/Promenade.
- Not sure if this qualifies as an amenity, but as a resident who lives close to West Beach, the lack of police presence late at night in the West or East Beach areas has led to a significant increase in drunken behaviour, particularly since Covid times. While I have noticed an increased police presence on West Beach since the unfortunate stabbings at East Beach, this anti social behaviour had been building for the past three years. I sincerely hope that the improved police presence will be a deterrence, especially on weekends and holidays.
- crime and violence are higher
- Multiple stabbing and a murder near the pier.
- I've had to call the non emergency line several times this year, once for being harassed by a strange women and another time a homeless man/Addict had set up his little camp in front of one of our complex gates blocking the exit. There's graffiti and all sorts of junk always left in front of the Rexall on Russell. It doesn't feel safe to walk down many streets, cars drive way too fast down Russell, Thrift, and Roper. Crossing an intersection feels like a gamble every time, we need pedestrian controlled intersections on more highly used corners and crosswalk lines at every crossing.
- Crime - death on marine Drive.
- Speeding - not attended to
- Need a better police presence at the beach. Vehicles speeding and with excessive noise should be fined and ticketed. It should be safe and welcoming to families and children. Gangsters and jerks in muscle cars and loud motor bikes should not be intimidating and driving away other people.
- I do not feel secure walking around White Rock anymore including the promenade and pier.
Security needs to be drastically improved. An increase in bylaw officers may not work as I rarely see them on the promenade currently.

- We moved from ocean Park and since moving into our house in 2021 we have been victim to 4 property crimes or attempts (3 b and E's, vehicle damage and B & e) and we have a crowd of homeless living in our ravine. We have a similarly valued home but pay more in property tax than we did down the road in Ocean Park and we had better security and service there.

Property Taxes

- We are wasteful with tax dollars. Mine are up 12% this year which is mind boggling when a raise of 4.8% was forecast. We are also becoming a vertical city which means a lot more taxes are paid on the same plot of land, yet taxes continue to rise beyond inflation. You are pricing life long residents out of their own community.
- Please stop raising our taxes! I have lived in the same house since 2001 and cannot believe how fast you are raising our property taxes each year. I do. It want to see our taxes increased faster than inflation. In other words if you cannot balance the budget stop investing in new infrastructure/programs/policing etc.

Climate Change

- There's more to life than just sports and arts. We are not adapting sufficiently to climate change: it's not coming - it's here now.
- Sinking money into climate adaptation is NOT a priority of mine as a tax-paying citizen. Municipal infrastructure I would like to see improved with my tax dollars does not include the climate change agenda.
- I think we can always do better when it comes to the environment and energy efficiencies. Plus we need to keep our water / ocean clean.

General City

- a lot of talk, little substance
- Roads are a disgrace and permits take an unacceptable time to obtain plus there is a lack of encouragement for self employment.
- The city of white rock seems to be so focused on making the town look pretty as opposed to actually fixing our roads, creating safe spaces for homeless and creating affordable housing.
- White Rock looks like an absolute mess now.
- Seems the City of WR has lost focus on priorities. Roads, sidewalks and service maintenance, policing, bylaw enforcement should be priorities, not HUB project and big development. We only have so many dollars to go around yet the basics are being ignored.
- The work on Johnson is such a detriment to the local businesses and the traffic including buses has been rerouted to Martin where I live. Such heavy, noisy traffic!
- Engineering and City planning are atrocious. Work at snail pace.
- Council is living in the past when bars and fish shops predominated. White Rock has changed and is more wealthy, sophisticated and residential. We do not need to attract from the around the Lower Mainland. We need better options for our residents.
- traffic noise is absolutely elevated Also incredibly noisy motorcycles
- Relying on South Surrey too much
- City needs to solve the problem of all the empty businesses at the beach. Ridiculously high rent should be illegal.
- Too many vacant store fronts and office spaces.
- Businesses have leased space a put up signs and have not been able to open in over 2 years. This is a travesty and a major failure of City Hall.
- The City is doing a fine job!
- Planning/permitting/bylaws all seem to favour developers not residents.
- Amalgamate with Surrey — our growing population needs a larger tax base

Health Care

- Emergency services , last year waited 3 hours for an ambulance after my husband fractured his arm .non available ,while we watched him go into shock .he later died .

- Called 911 for an ambulance and ambulance could not attend and had to find my own way to the hospital albeit losing alot of blood.
- Last year I called an ambulance and waited over an hour
- ambulance service is hopeless
- Social Services (mother waited 3 years for senior support, but passed away before any help).

Other

- The indoor pool is yet to be fully opened
- South Surrey pool was closed for almost 3 years?? Not acceptable!
- Too many businesses the same culture. eg East Indian restaurants and Chinese tea houses.
- This section of the budget survey would be much more effectively handled through a finance and audit committee that could hold public hearings about the amenities and services offered to our community byt the City. Each of the amenity areas listed could be a topic of significant discussion and public input if facilitated by City Council.
- too many staff at city yet poor services and horrible attitudes. If you have any issues or challenges they do not want to assist you unless you are a well known person or big developer. Employees act as lords and forget they are there to facilitate the citizens.
- WR has trouble retaining businesses

TABLE 4.2 (IN THE CORPORATE REPORT)

QUESTION TO RESPONDENTS: For those participants who selected *Expand City* programs and services, respondents were further asked how the expansion of services should be funded. 50% of those respondents selected ‘*Other*’. The Survey then asked them to provide comments on what ‘*Other*’ meant to them. Below are their unedited comments.

Unedited Comments

Balance Budget

- Balance your budget by spending more wisely
- Balance against other expenditures
- You need to balance the budget to the expansion projects.
- Services, Programs, Staff, Other Expenses
- Spend less on parks, more on police and bylaw enforcement. PLEASE do NOT raise property taxes.
- Reduce the levels of employees / levels of administration.
- Cut the fat: find places where wasteful spending, overspending, as well as inefficiencies occur.
- Maintain the programs and services, not expand.
- By reducing services... the population in whiterock is constantly growing and we barley have any new amenities to show for it yet you're collecting more tax revenue than ever before.
- According to the city of whiterock It takes 3 paid city employees to man a cooling tent with a mister hooked up to it..
- Spend less on parks, recreation and cultural events. Or budget these events more efficiently.
- Reduce the police budget and implement social service and support workers who deal with issues that they are trained in.
- Cut frivolous spending on consultations and projects that are being developed without the communities input. (how much was spent so far on the Five Corners Improvement Project when it was clear that the developers hadn't spent much time in Five Corners and the city didn't ask for input)
- Cut city councils salary. They have 2 meetings a month and are allocated 17% of the budget

- Investing more in a collaborative approach across municipal services and an elimination of inefficiency's in bureaucracy, as well as vehicle's and equipment overlap.
- Quit expanding programs and services. Taxes already are too high.
- Don't expand programs, especially not "woke" programs

Sell, Privatize, or Commercialize City Amenities and/or Services

- Sell of our excess water to other districts since we aren't using the GVRD system.
- Privatize services such as garbage collection try to attract corporate sponsorship for funding of public projects
- Allow facilities to be named by cooperate entities for a 5-10 year contract.

Additional Business in the City

- Allow more Cannabis stores to open generate taxes from them.
- Given that technology is always changing and innovating perhaps more business thought should look at bringing in new businesses who could add to the Business taxes payable to the city and not just maintaining status quo service (massages, hairdressing, food) business.
- Expand the Tourism industry to bring in more capital.

Fees and Taxes

- Perhaps increase property tax on vacant lots on Marine Drive.
- A combination of increasing utilities and property taxes and continuing to visit grant availability from the provincial and federal government.
- White Rock's property taxes are the highest around. Ridiculous.
- I would advocate for higher property taxes, which in my view are absurdly low. A comparison of property taxes across the country shows that White Rock and other Lower Mainland cities rank amongst some of the lowest taxes in the country. Many of the people who live in WR can well afford to pay more taxes.
- I would also suggest raising the fees on water and parking.
- Increase taxes on the wealthy
- Increase taxes on second homes
- Increase taxes in luxury vehicles

- Im interested to know where all of the new build property taxes are being spent.
- Increase taxes for empty homes.
- Increase taxes for houses worth 2mil.
- Money can be reallocated more efficiently without lazily having a tax grab.
- Fines for illegal activities with businesses should be watched and increased
- From the development fees and additional taxes that the city continues to collect
- obviously the city uses incredibly inefficient processes for approving building and business permits.

Bylaw Enforcement/Fines

- Increasing bylaw and violation fees
- Ticket cars and drivers on marine drive who are driving illegally loud cars with illegally tinted windows.
- Bylaw enforcement (parking and other violations by the beach, ticket people as much as possible 7 days a week) and police ticketing of road violations on marine (speeding, car noise, etc). Plenty of visitors come to Marine just to drive around and don't contribute a penny to our local economy. They just flex their cars and leave. Let's ticket their bad behaviors.
An annual membership for visitors to park on Marine drive lots. Make it a bit expensive (250+) so it attracts serious beach goers and shoppers and provide them all a small discount at all vendors on the strip. Will support small businesses and give people a bit of a vip status feeling. Call it the White Rock VIP pass.

Merge with the City of Surrey

- Better yet, merge the City of White Rock with Surrey and eliminate the redundancies of city staff/costs.
- Join surrey

General

- change the way they are implemented
- Engaging with other government agencies to provide IT, telecom, small manufacturing industry.

- Unless there is less reliance on property owners to provide the majority of the income needed to effectively run the city minimal changes to community is likely to happen.
- Yes, there is limited physical space to achieve this but council and city staff need to "think outside the box".
- Research to see how similar cities around the world accomplish this. Use other model cities to learn how to do it.
- It's ridiculous that increasing fees is even up for debate, stop wasting our money and you won't have to charge us more.
- We have so many new people here and our infrastructure is not keeping up.
- Increasing expectations on planners and developers to include community and civic infrastructure at cost.
- Big business and the wealthiest need to pay their fair share.

TABLE 4.3 (IN THE CORPORATE REPORT)

QUESTION TO RESPONDENTS: For those participants who selected *Maintain* City programs and services, respondents were further asked how the expansion of services should be funded. 39% of those respondents selected ‘*Other*’. The Survey then asked them to provide comments on what ‘*Other*’ meant to them. Below are their unedited comments.

Unedited Comments

Balance Budget

- Balance budget more wisely
- Balance against other expenditures
- Manage funds more effectively.
- Only spend what you have.

Services, Programs, Staff, Other Expenses

- cut the useless parts
- Reduce spending on certain areas. Such as culture,
- Cut the fat: find places where wasteful spending, overspending, as well as inefficiencies occur.
- Take a look at admin costs and see if there are any opportunities for cost saving measures. For example, pull IT budget is there a way to outsource some of that to reduce costs.
- Reduce the levels of employees / levels of administration.
- don't address the "new priorities" mentioned

Development Permits and Fees

- You are joking, right? The City is growing so we need more money while maintaining the status quo? Tax the developers and new people coming in.
- Charging developers more in fees in order to develop high rises in the City.
- Increase densification with new high rises that pay a proportionate tax base and fees for development privilege. Ensure create fund for future generations. Do not put in high rises below thrift. Will support businesses and area. More speed restrictions in white rock.
- Encourage development of the Upper Town Core so that businesses are attracted there. Resulting in more commercial operations and taxation. The

single family homeowner cannot continue to be the major source of revenue for the city.

- Maintain density at existing levels; i.e., stop growth and deal with existing "priorities". The city has done a poor job with what we have. "Growth" is not an option!
- where is the millions captured from CAC's and DCC's ???? historical increase in condo residences in uptown have certainly padded the city coffers with funds extracted from those developers who are adding to the housing supply in white rock by the hundreds of homes annually
- Issue building permits in a timely manner and use the additional taxes generated. Also cut waste.
- Seems with all the large scale apartment and retail building that your overall intake must be much higher than it was- no main new facilities have been added or roads etc so it then makes sense that you could increase some spending without higher taxes or fees.
- Continue with high-rises or multi-family to increase the tax base without increasing individual taxes
- Charge rental owners a service fee/tax when multiple living area in one home or duplex etc The more units the more the fee. If a house is built as a 3 bedroom and upstairs/downstairs is rented. More people to deal with when it comes to roads, hospitals, services. They should pay

Sell, Privatize, or Commercialize City Amenities and/or Services

- Sell of our excess water to other districts since we arent using the GVRD system
- Allow facilities to be named by cooperate entities for a 5-10 year contract.

Additional Business in the City

- Allow more Cannabis stores to open generate taxes from them.
- Make it easier for local businesses

Fees and Taxes

- Property taxes are already too high and if possible should be frozen for at least 2 years.
- "I cannot afford to keep paying more and more. From 2021 to 2024 my yearly taxes have risen by \$1400. I am on a pension. I suggest that developers have not been paying enough to cover long reaching overall costs

- The fantasy of bringing in more people ie. taxpayers and our taxes would be lower, hahaha, don't see it."
- Whatever cost of inflation is, so should be the tax increase. A lot of White Rock residents are fixed income seniors. Excessive municipal tax increases will turn us into paupers.
- A combination of utilities and property tax along with reviewing what is available through grants from provincial and federal resources.
- Better usage of the tax base
- In addition to increasing utility fees, user fees and property taxes, apply and utilize federal and provincial grant funding.
- Property taxes are incredibly high, I don't think we need to be taxed more I think we need to support people without housing and steady incomes.
- A combination of increasing utility fees, user fees and prop taxes is acceptable and expected IF there is also increasing budget vs. actual transparency, care with accounting
- Increase charges to foreign business's and homeowners
- Reduce the police budget and implement social service and support workers who deal with issues that they are trained in.
- Big Business and the wealthy need to pay their fair share
- White Rock's property taxes are the highest around. Ridiculous.

Bylaw Enforcement/Fines

- Increase user and parking fees only.
- Increase parking fees for out of towners. Every, legal, resident of the City receives a discount.
- Stricter fines and breaks for locals.
- Bylaw offense and violations can be increased (i.e. parking violation, bylaw fees from owners), as well as increasing interest from developers and investors
- Increase bylaw fines

Fundraising

- 50/50 draw? fund raising auction?
- Have residential fund raisers every quarter

Public Safety

- keep Surrey gangs out of here

Government Grants/Support

- Have the Federal govt and Provincial govt help fund services for increased population. They are adding to increased populations through immigration. The provincial govt is adding to population growth also. They are also forcing changes to our community through increased housing regulations, adding to the population by requiring all strata properties to be eligible for rent. Why should tax payers of White Rock fund Federal and Provincial immigration and housing requirements.
- Be strong . Do not let the province dictate this multi unit housing mandate.
- Don't waste \$ on immigrants, losers and social programs that perpetrate the problems.

Merge with the City of Surrey

- Privatize join Surrey police privatize sanitation decrease city employees To many based on size of community versus Surrey let's start being more proactive in sourcing out and decrease tax payer accountability for pensions and salaries
- White Rock should consider partnering with Surrey where possible. Surrey has a huge and growing Industrial and commercial tax base while White Rock has little opportunity to grow. White Rock should lever the unique features it has to get financial support from Surrey. Merge with Surrey. The cost to maintain the City of White Rock has become too high and is unsustainable. We get no real benefit for the extra costs to be in our own municipality.
- Join surrey

General

- already completed this in previous entry
- We need more time to evaluate the situation.

- You have thousands of new people moving into white rock and there's no money? Charge people on the number of people that live in 1 house
- comprehensive accountability within departments, especially when hiring contractors (i.e. pay for completed work, not time to do the work).
- Forget spending money on Council chambers
- Use the 180 million available to the city in the city coffers. Infrastructure repair, water conservation and green spaces should be prioritized. This city is ranked as the tenth most densely populated in Canada. We can't pack more people into this tiny city. It's become unliveable for many residents. Let me count the ways. Argh.
- Hire experts who know how to achieve this.
- The population density of white rock is more than double that of Surrey. Why is everything that is controlled by the municipal hall so much poorer in white rock.
- Re-establish a Finance and Audit committee of City Council that includes members of the community. Encourage dialogue that addresses things like why does the City of White Rock have 160 million more dollars in cash in the bank than it did 10 years ago!!
- Clearly define the requirements of the "contingency reserve" funds so that the tax payers know how much is really necessary to be "immediate cash on hand" to replace our infrastructure over the next 30 years.
- Maintain the existing City Hall and offices and not invest in not needed expansion or building new facilities.
- Propose how you're going to do this before asking for money, the currently state of whiterock is pathetic.

TABLE 4.4 (IN THE CORPORATE REPORT)

QUESTION TO RESPONDENTS: Respondents were asked in what areas they would like to see funding reduced. 5% of those respondents selected *Other*. The Survey then asked them to provide comments on what ‘*Other*’ meant to them. Below are their unedited comments.

Unedited Comments

Efficiencies

- Reduce spending through a closer look at establishing administrative efficiencies.
- Efficiency of personnel. At 180+ employees for a small city is far too high. Why don't governments ever mention becoming more efficient
- What is not on this list is staff. That is the first place I would look to reduce spending. I don't know how many people are needed to run the services we have in the city, but given the growth in staff at the Federal and Provincial levels, I suspect the same growth in staff for the same service levels exists at the Municipal level as well. Do we have the right mix of staff and contracted services? How many captains at \$200,000 per year does a one unit fire department need? Etc.
- A detailed analysis of the Staffing Requirements necessary to maintain City operations is required. The tax payers of White Rock have provided funding for a number of positions that have not been filled over the past few years. Examples include: A Grant Writer, A Freedom of Information officer, A Project Manager for the "Community Hub" project.
- Reallocate inefficiencies across depts to redistribute funds over the course of a plan rather than year to year. Funnelling money, fundraising and donations into priority services year to year.

Services, Programs, Staff, Other Expenses

- stop raising salaries of city council members
- why the high salaries? we are a small city.
- Too much is being spent on general government. Salaries for high level administrators should be addressed as well as looking at efficiency options for other areas of government.
- Governmental Spending

- Money spent on painting roadways and supporting target groups like the LGBTQ above other groups, must be reduced to ZERO!

Bylaw Enforcement/Fines

- STOP spending on two parking enforcement people per car, it's nuts. They don't need to have dual custody anymore as most payment is with credit cards.

Government Grants/Support

- I'm not sure what is exactly meant by social services and programs, but I feel that other levels of government should primarily bear that expense and not city taxes.

Merge with the City of Surrey

- Are there areas where we could combine with Surrey to reduce staff expenses?
- Merge with Surrey and spread the costs of all the above over the larger municipality, especially including police.

General

- Same answer as previous. So many more tax payers live here than years ago so tax dollars must be much higher than they use to be even though of course things cost more. May at least balance out the cost increases
- In addition, the tax payers are being asked to pay more than 500,000 dollars for a renovation to the old annex building so that the existing City Hall Council Chamber can be renovated into "office space" until a new "Community Hub" is constructed sometime in the next 6 to 10 years! There have been no studies or project review released to the community that validates this expenditure and the necessity to relegate our Council Chambers to a sub-par facility with inadequate heating and air conditioning.
- Climate Adaptation” give me a break..
- Do not improve five corners. It is not a destination hub. It absolutely is not the “social, cultural and commercial heart of the community. It is a gross waste of tax dollars to make it an improvement project.

TABLE 6.1 (IN THE CORPORATE REPORT)

QUESTION TO RESPONDENTS: Respondents were asked, when it comes to future budgets, what would they like more information about. For those participants who selected *Other* City programs and services, respondents were further asked how the expansion of services should be funded. Below are their unedited comments.

Unedited Comments

- I'd like to know more about future plans for the city
- Timely and meaningful public input process. Yes, engaging your populace is work.
- Why not get public opinion on things that matter to us citizens like the \$500,000 chambers move or the multi-unit housing issue.
- Whose voice is weighed most and least substantively when it comes to the final budget and spending decisions, and what criteria those voices follow to make those decisions.
- You need to be specific rather than general in terms of the buckets where spending occurs. Also, you need to break it down by stating something like 'we cannot have festivals if we want to have trash picked up weekly.'
- More specifics as to the intent of additional investment. Eg infrastructure-solid waste seems adequate but water perhaps not.
- Provide financial data to the public on a quarterly basis. Provide greater opportunity for increased community input into the allocation of funding for capital projects, surplus revenues, reserves and staffing. Provide an opportunity for providing more input into Economic Development and Community Planning including City Council being held accountable for adherence to the Official Community Plan.

GENERAL COMMENTS FROM RESPONDENTS

Unedited Comments

State of the City

- Stop the stupidity and start thinking about how to save this town from becoming a s***hole. It's time to act..
- White Rock, as it is today, is not a sustainable community. Being near the ocean is a nice perk; however, we need to look at the fact that most of the building facing it are near the end of their lives, too many are vacant now and it all looks shabby. Nothing much to bring in enough tourist dollars when all you are offering is a walk on the pier and a choice of places to get an ice cream. Accommodations for visitors are lacking, consequently when they have finished the walk on the pier, marveled at the location, eaten and had an ice cream they leave. If we are really fortunate, they will buy an item at an overpriced boutique style store. A plan for the future of White Rock is needed as much, if not more than, a plan for the budget.
- I do not have confidence that Council has a clear vision of what the City should be and that the bureaucracy is capable of delivering the services that are needed.

Community and Social Services

- We need more preparations set in place for emergency warming or cooling stations for unhoused people in winter and summer, including places for them to stay overnight.
- Tell FH to move consumption site to another community
- I don't believe and trust that the community hub will have housing options (hence rated hub low). Please focus on sustainable and affordable (ie bot onky affordable for rich and international buyers) housing and health care...help to attract physicians to the community.
- I believe more shelter for the homeless should be increased in order to help those in need
- Please continue to deter the unhoused population from making themselves at home around the beach areas. Allowing them there will not solve any homelessness. Only encourage more to go there & destroy the gem of White Rock.

- please consider adding more outreach & services for residents experiencing homelessness (secure storage for belongings, overnight shelter spaces, connections to health care workers & treatment facilities)
- Unhoused people making a home of our community is a very high priority to solve. We cannot afford to become the next Abbotsford or Langley and more resources need to be spend on bylaw enforcement and prevention.
- I want to indicate how highly prioritized I support enhancing current commitments to warming centre and cooling centre. Ideally permanent supportive housing would enhance quality of life for citizens and businesses.

General

- We are an anachronism.
- In regards to licensing, there are too many Indian restaurants in White Rock. I feel like there is no diversity with the ratio of restaurants opening being mostly Indian. Are the "non Indo Canadians" being pushed out of White Rock? The comments I hear are "not another Indian restaurant" and "too many in the area".
- I know we can't do it all, so it is very difficult to lower priority on items I really consider High Priority.
- And stop burying your head in the sand and hiding behind polically correct language. Everyone with eyes who walks knows exactly what is happening. And it's heartbreaking to go from loving our community to fearing for its future.
- Under recreational facilities, you failed to mention the peace arch curling club, which I understand has asked the city for help on a number of occasions.
- Everything is connected - the ratings above may change depending on what else is needed - eg - the new community hub sounds great but rather than make it luxurious and posh or ultra-modern - make it user friendly, make it artist friendly, spend wisely.
- This statement is biased: Transportation infrastructure (e.g., road improvements, sustainable transportation)
- We do not need more cars, you need to get cars off the road by emphasizing transit
- Scrap plan for plaza at 5 Corners! Ust that 2 million elsewhere! 2.

- Thank you for doing the incredible challenging job you have you other been hired or voted in to do. You will not please everyone but safety and well being come first for you and all the people of White Rock. Keep up the hard work you do and remember you are appreciated.
- Obviously lots has changed (so it should) since I moved here in 1990. I know everyone misses the 'old' White Rock when it was quaint and quiet.. I do too. I get that we need money to improve, and I get that we need affordable housing for families and individuals. And I trust our council will make the right decisions for our community and the experience folks have being a part of "White Rock".
- Thank you for giving us the opportunity to vent.
- I think there is too much focus on on making white rock look pretty with parks and open spaces but I think there needs to be more focus on fixing roads, building affordable housing, revitalizing the beach by renting out the dozen of closed business. White rock has so much potential and I find it's lacking in many areas. we have parks, community centres, meeting areas for council, fire and police have a budget. Creating a space where the people that live here feel proud of it as opposed to feeling like this town is just being bought up and sold away.
- help support local business' that help keep this town running.
- Thanks to Council members and to City employees for their efforts. The world is increasingly complex to manage. There are few easy answers and solutions, so I feel grateful to Council and City employees for their efforts.
- Reduce administrative top heavy numbers and more emphasis on services to residents not developers
- Cybersecurity, Digitization, Online services all fall under Information Technologies!
- Be more friendly to business, a lot of them are struggling and they are what attract people to the area.

City Budget

- It seems the City generates it's operating budgets from a limited stream of sources--fees, permits, taxes--paid by the residents and businesses operating in the City. It would be good to see the city exploring the means to generate additional income in a more creative manner; particularly in the area of tourism.

- Unclear on the introduction of IT related issues above. The city should already have this integrated into admin with a plan. If not done investment may be needed.
- I continue to find it troubling that open forum public engagement associated with the budgetary process is so challenging to provide. In addition, it is very difficult to understand why the budget process takes so long to complete. The final approved budget was not submitted to City Council until June of 2024 that is 6 months into the fiscal year. Hopefully the over 3 million dollars that has been allocated to the upgrade of the financial reporting technology and staff training will result in a more timely, meaningful, accountable, engaging and inclusive budget planning process in future years.
- Reduce waste please.

Merge with City of Surrey

- Again, White Rock should be part of Surrey, including getting rid of the RCMP.
- You need to merge fire with Surrey.
- We don't have enough access to specific numbers to be able to provide much more than cursory thoughts, but I think the City should create a task force to create an operating vision for the City which includes Surrey, where it makes sense in areas of duplicated spending on the residents who live in South Surrey and White Rock. There are other examples of this duplicated spending in Langley and North Vancouver. Government services need to become

Public Safety

- Currently I understand WR RCMP use partial night coverage by the Surrey RCMP. With a new Surrey Police force who will fill this need
- We are now less safe than Newton. Please add more police and mandate a crackdown on drug dealers. We will need more police presence for increased crime, and enforcing illegal car mufflers laws.
- Also we need control over visitors behavior increasing amount of trash and inappropriate actions on marine walk.
- Make this city safer by blocking off lower Johnston Road at Five Corners immediately. Improve safety at Johnston at Thrift where buses block traffic

at the new Thrifty's parkade and deal with the horrible bus and traffic congestion at 16th Ave. At Martin Drive entrance to Save On Foods people are struck by drivers.

Multi-Unit Provincial Housing Regulations

- There's been a lot of comments on the multi-unit housing issue. Why are you not pushing back to the govt on this? WR is a small city, the infrastructure is not in place for more development. Can't wait for the next city election to vote in someone with "balls" who will stick up for our little city and fight back instead of being a bunch of "wimps" and giving in to Ebby.
- Mayor Knight needs to stand up to the province's mandate to increase housing in White Rock with no public hearings allowed - this is NOT HOW DEMOCRACY WORKS.

Civic Facilities

- RCMP building looks like it's about to fall apart- hopefully the ongoing repairs won't take much longer
- I can't believe under new community hub you listed improvements to council chambers with additional low income housing. These are the polar opposites of what should be funded.
- City Council should temper aspirations for new 'nice to have' capital projects (i.e., new library, city hall, theater, etc.) and enhancement of operational programs (especially social programs that are more properly the responsibility of senior levels of government) in order to avoid large tax increases going forward.

Property Taxes and Fees

- Consider the needs of us seniors who are on a budget. Consider the affects your decisions make on our future. Consider the possibility of slowing down development and take time to assess the City's accomplishments.
- Be more focused and efficient as I believe we have hit a cumulative tax limit in BC/Canada. The city has spent millions enough creating what we have . It's wonderful , just maintain from here on . Quit the crazy constant WAY ABOVE INFLATION tax increases , please .

- Without a broader tax base the wants and needs of the community cannot be met. Higher residential taxes and user fees will drive people out of the City into areas with a more affordable community. You can't keep raising taxes. Reduce property taxes!
- Stop increasing taxes!!!!
- Again, stop raising taxes. Live within our means

Development

- Whatever you decide, you're making decisions that will affect many many people for years and years to come. Meanwhile, once you remove green space, you'll never ever get it back.
- Do not approve more highrise applications - our finite resources are stretched to the limit in so many ways. Sustainability and conservation of what's here now should be number one priority - not ever increasing population growth. Enough is enough.
- There is more than enough housing being provided surrounding us in south Surrey. Stop selling us out to developers, most who have brought nothing good to our community We need more affordable housing not these ultra expensive high rise condos. Also single family lots should have duplexes, triplexes
- Fewer high rises
- Don't grow to fast! Stop approving large residential towers if the City cannot afford it. Developers should be paying more for infrastructure instead of everyone just getting rich at the expense of the citizens of White Rock. Traffic calming is urgently needed.
- Some sidewalks need major work. 3. Greater attention to clogged drains, especially at corner of Fir & Pacific Avenue (southwest corner) Sludge clogs it badly.

Bylaw

- We need to control the noise caused by young visitors on Marine Drive, especially from car engines and loud music.
- Bylaw officers/ snow removal: seems sidewalk on Pacific between Ocean Ridge (15210 Pacific) and Fir is not cleared outside Parish Hall, house on corner until I call the Church Office & complain. Is this something that

Bylaw officers could look afer?And I would like to see the restrictions about dogs on the promenade removed.

- Hire a few more bylaw and start ticketing the people who aren't following the rules but as a resident who can't use the promenade for half the year because of a "rule" it makes me feel like White Rock is more concerned with visitors than residents.

Parks and Public Spaces

- The green spaces and stairs are a disaster, especially Centre St. More thought needs to go into what a pollinator meadow is and it's not just grass. There need to be areas to take your dog that is not covered in foxtail grass which seems to be planted all over. BlackBerry is out of control in many areas as well. More budget needs to go to these areas as they are something used by many people every day and are an embarrassment with how unkempt they are.
- Thank you for watering the plants and trees in the city! And I appreciate that the roads are always clean.
- Trees were planted then removed outside Foster Martin complex which is being built - the 3rd tower near Russell - seems like a waste of money. 7. Hanging baskets along Johnston, Thrift and Pacific Ave are beautiful - well done!
- Keep the beach areas, the promenade & the pier as it is. It is what makes White Rock special.
- I would like to see White Rock invest in a funicular down to the pier. This would be well used, and a major tourist attraction...