



## 2023 Budget: Public Consultation What We Heard Report

### Project Overview

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Under the *Community Charter*, every municipality is required to adopt a five-year financial plan, by law, before May 15 of each year. Every year, the Town of Golden releases its annual Budget Book describing how the Town will use tax dollars and other funding sources to deliver programs, services and infrastructure needs to the community of Golden. In preparing the document, Council and staff consider the needs and expectations of the community and corporation against current corporate Strategic Priorities. This sets direction on projects, levels of service, and overall direction to staff.

As part of this process, Council must also consult the public before the plan is adopted.

### Engagement Overview

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For the 2023 Budget, the Town took a ‘Consult’ based approach to public engagement. The IAP2 Public Participation Spectrum level defines ‘Consult’ level of engagement as a goal “to obtain public feedback on analysis, alternatives and/or decisions.” This includes a commitment to “inform, listen to and acknowledge concerns, aspirations, and provide feedback on how public input influenced decisions.”

Public engagement took place from January 25 to February 21, 2023 and worked to achieve the following objective:

- By February 21, 2023 obtain input from at least 60 residents on the 2023 Budget and Town of Golden programs and services.

The information collected is intended to help inform Council’s decisions in moving forward with the proposed 2023 Budget and 2023-2027 Financial Plan.

#### **Engagement Activities:**

For the third year in a row, the Town used an online survey as part of the public consultation process in addition to traditional methods:

- An online survey was available from January 25 to February 21 receiving 90 responses (18 more responses than in 2022).
- Members of the public were invited to attend two Council meetings in person or virtually. No one spoke to the budget at either Council meeting.

Written submissions were also accepted by email and mail. One written submission was received on January 26, 2023 and included on the February 7, 2023 Council agenda for Council’s information and consideration.

## Communications Overview

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The communications approach was to reach people through both traditional and digital mediums to inform residents about the highlights of the proposed budget as well as creating awareness of all of the public engagement opportunities.

Ongoing tactics throughout the engagement period included:

- **Website:** updates were provided on the Town of Golden budget webpage at [golden.ca/budget](https://golden.ca/budget) and on the homepage. Information on the website includes the Budget Book, background information, links to news releases and a list of opportunities for residents to provide input. This information is still available on the website and will be updated with the What We Heard Report.
- **Newspaper:** the Town placed ads in the January 26 and February 2 editions of the Golden Star. A news release was also published on January 25 on the Town of Golden website and shared with local media. The Golden Star published an article based on the news release in the February 2 newspaper. The article was also shared on the Golden Star social media channels.
- **Radio:** a radio advertisement ran on Golden's BOUNCE 106.3 from January 23 to February 21 as part of our regular primetime radio advertising package.
- **Town of Golden Newsletter:** the budget process and public input opportunities was included in the January newsletter as a main feature. The January newsletter was opened by 247 people and there was 23 clicks to link to the budget website or survey from the newsletter.
- **Town of Golden Facebook communications campaign:** five Facebook posts were published in relation to the public consultation period, with one post being boosted as an advertisement. The top post had reached over 4K people and engaged over 1.3K engagements (likes, clicks, comments, shares, etc.) with 281 click on the link to the budget website for more information or to the survey. On average each post reached over 1.3K people with had almost 300 engagements. There was a total of 304 clicks on links to the budget website for more information to the survey.
- **Town of Golden Instagram communications campaign:** two posts, one Instagram Reel and 6 stories were posted to Instagram in relation to the public process. The posts reached an average of 1K people per post and saw over 140 engagements (likes/comments/shares/saves/etc.). The Instagram Reel had 2.4K views, reached 1.5K people and had 108 engagements. There were 37 clicks to the link to the budget website or survey from Instagram.

## What We Heard

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There was a total of 90 unique responses to the online survey, 19 of the 90 respondents identified that they live in Area A. Those 19 responses have been removed from the survey results leaving a total of 71 survey responses (note that 1 respondent identified as living in Alberta but owns a home

and lives in Golden seasonally/part-time and has been included in the results). The Area A results have been included as an Appendix.

The following provides highlights and an overview of some of the key questions asked in the survey. Full survey results and verbatim comments can be found at the end of this report.

### **Survey Highlights:**

- Themes from the verbatim comments included:
  - Concerns with affordable housing and housing prices in Golden continue to be top of mind for residents a third year in a row and one of the top themes of verbatim comments. Added to this is general affordability, cost of living and inflation for the second year in a row.
  - People understand the importance of roads and water/sewer infrastructure projects as well as maintaining current infrastructure.
  - People highlighted the importance of parks, trails and green spaces.
  - Comments and concerns related to managing growth and development, bylaws (noise, off-leash dogs, illegal camping, STRs), derelict/empty buildings, wildfire risk and emergency preparedness were also mentioned throughout the survey.

### **Demographics:**

- The majority of respondents are full-time, permanent residents of Golden (96%) and own their home (90% own, 10% rent).
- We had respondents from every age category. The top age category by far was 35-44 year olds (41%) with other age groups relatively even across the board with the exception of 18-24 year old with zero. 55-64 years (18%), 45-54 (16%), 25-34 (14%), 65+ (11%).
- The majority of respondents live in a household of 2 people (45%) or 3-4 people (42%). This year there were more respondents without children (65%, up 13 percentage points from 2022) than those with children (35%).
- Only four respondents own business properties in the Town of Golden.

### **Programs and services:**

- The top 5 services that respondents selected that they think should be Council's top priorities in 2023 was interesting with ties for second and third place providing a top 6:
  1. Roads and sidewalk maintenance and improvements
  2. Tied in second place:
    - Parks, playgrounds, freeride parks, green spaces and trails (maintenance and improvements)
    - Water services (supply, distribution and water quality management)
  3. Tied in third place:
    - Community planning, development services, urban design, building inspection
    - Sewer services (collection, sewage treatment plant and lift stations)

The top five for 2023 are similar to the top five for 2022. "Sewer services" bumped "Municipal facilities (including recreation and cultural facilities) maintenance and improvements" from it's top five spot in 2022.

- When asked respondents to rate overall satisfaction with services, the top 5 rated services were:
  1. Garbage and recycling collection – 96% of respondents are satisfied (up from 90% in 2022)
  2. Snow removal – 93% of respondents are satisfied (up from 88% in 2022)
  3. Parks, playgrounds, freeride parks, green spaces and trails – 83% of respondents are satisfied (no change from 83% in 2022)
  4. Water services (supply, distribution and water quality management) – 84% of respondents are satisfied (up from 81% in 2022)
  5. Road and sidewalk maintenance and improvements – 79% of respondents satisfied (up from 60% in 2022)

Year over year the responses to this question are similar although we see a slight increase in satisfaction across many services in 2023.
- When asked to choose to invest more, less or the same on programs and services, the majority of programs and services fell into the “invest the same” category. There were two areas identified as an area to invest more:
  1. Road and sidewalk maintenance improvements – 44% answered “invest more” (down from 47% in 2022)
  2. Parks, playgrounds, freeride parks, green spaces and trails – 39% answered “invest more” (down from 45% in 2022), equal to the number of respondents that answered “invest the same.”

These are the same two areas that were identified in 2022.

### **Council meetings**

We introduced three new questions related to Council meetings and how people get their information or would prefer to get their information.

- When asked how often respondents attend Council meetings in person or virtually, 41% answered never, 27% said sometimes and 31% said they did not know meetings were live streamed.
- When asked what some of the reasons or barriers are for not attending, the top answer at 46% was that people stay up-to-date on Town news and updates through other channels (ex. social media, newsletter, website, etc.).
- When asked how respondents would like to receive updates and information from Council and Committee meetings, the top three answers were:
  1. Social media (Facebook/Instagram) – 83%
  2. Town of Golden website – 56%
  3. Email newsletter – 44%

### **Communications and engagement:**

- Respondents gave the Town a 3 star rating out of 4 (down slightly from 3.2 in 2021) when asked to rate how well the Town has communicated with residents about services and programs over the last year.
- When asked how respondents would like the Town to communicate with them, the top 3 responses were:
  1. Social media (79%, down from 82% in 2022)
  2. Town of Golden website (65%, up from 55% in 2022)
  3. Email newsletters (58%, up from 39% in 2022)

These are the same top three communications channels that were highlighted in 2022 and 2021.

The majority of respondents heard about the survey through social media (77%).

## Next Steps

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Council should review and discuss the public input received and revisions to the budget and financial plan can be made in preparation for third reading of the bylaw on March 7. Final adoption of the bylaw must take place before May 15.

Following adoption, comes setting tax rates for the various tax classes in the community, this determines who pays how much in order to fund the budget.

## What We Asked

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Respondents were asked the following questions regarding the budget and Town programs and services:

1. Are you a resident of Golden?
  - a. Yes
  - b. No
  
2. Where do you live?
  - a. Golden
  - b. Area A (Nicholson/Habart/Parson/Blaeberry/etc.)
  - c. Other (please specify)
  
3. Do you currently live in Golden...?
  - a. Full-time, permanent year –round
  - b. Full-time, just for a season or two
  - c. Live full-time elsewhere
  - d. Predominantly in Golden and part of the year elsewhere
  
4. Do you rent or own your residence?
  - a. Rent
  - b. Own
  
5. How many people live in your household?
  - a. 1 person
  - b. 2 people
  - c. 3-4 people
  - d. 5-6 people
  - e. 7 or more people
  
6. Are there children living in your household?
  - a. Yes

- b. No
7. What is your age group:
- a. 18-24 years old
  - b. 25-34 years old
  - c. 35-44 years old
  - d. 45-54 years old
  - e. 55-64 years old
  - f. 65 years or older
8. Do you own a business property in the Town of Golden?
- a. Yes
  - b. No
9. Have you reviewed the 2023 Budget Book available at [golden.ca/budget/](https://golden.ca/budget/)
- a. Yes
  - b. No
10. In reviewing the 2023 Budget Book, do you have any comments, concerns or suggestions on the proposed annual budget and proposed financial plan?
11. Of the services listed below, please identify five (5) services that you think should be Council's top priorities in 2023.
- a. Road and sidewalk maintenance and improvements
  - b. Snow removal
  - c. Bylaw enforcement services
  - d. Fire protection services
  - e. Garbage and recycling collection
  - f. Parks, playgrounds, freeride parks, green spaces and trails (maintenance and improvements)
  - g. Recreation programs and services (ex. drop-in programs at Rec Plex, arena and pool)
  - h. Cultural services (ex. funding for Summer Kicks and Kicking Horse Culture)
  - i. Municipal facilities (including recreation and cultural facilities) maintenance and improvements
  - j. Sewer services (collection, sewage treatment plant and lift stations)
  - k. Water services (supply, distribution and water quality management)
  - l. Golden Municipal Airport
  - m. Community planning, development services, urban design, building inspection
  - n. Communications and engagement with residents
  - o. Corporate services (legislative services, Golden and Area Emergency Management Program and Golden Community Cemetery).
12. Can you tell us some of the reasons for your choices above?
13. How would you rate the overall importance of the following services provided by the Town of Golden (scale of 1 not important at all to 5 very important):
- a. Road and sidewalk maintenance and improvements
  - b. Snow removal
  - c. Bylaw enforcement services

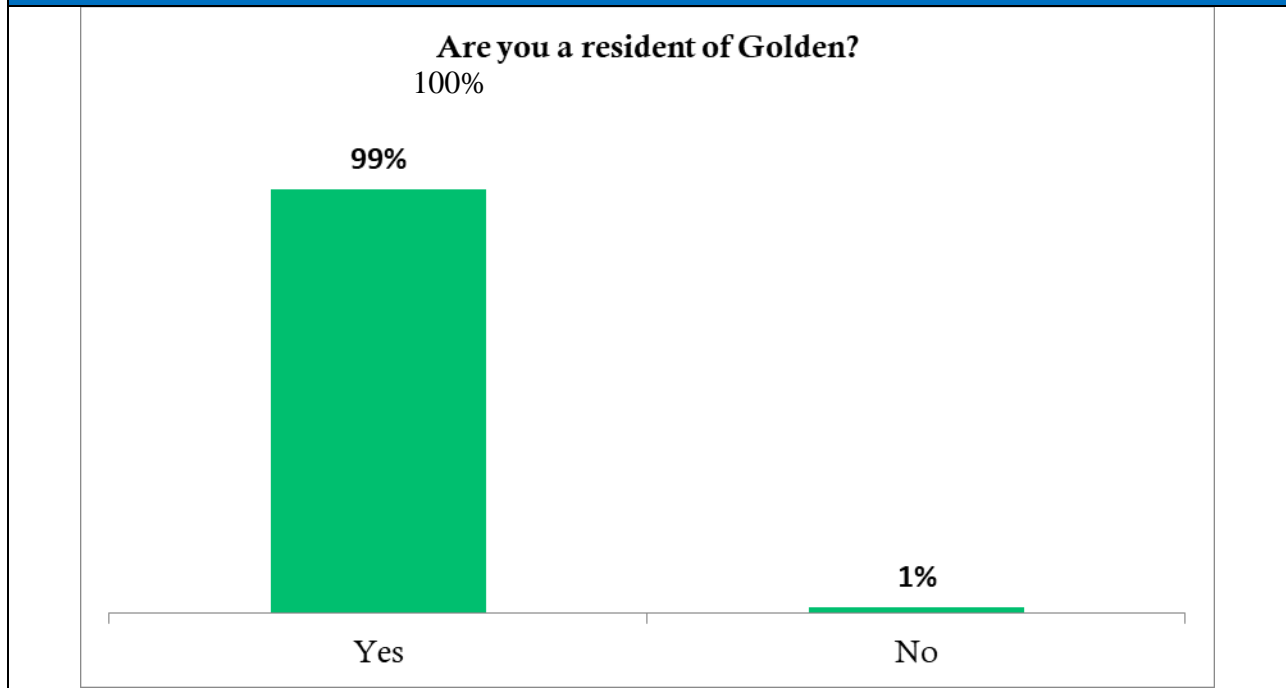
- d. Fire protection services
  - e. Garbage and recycling collection
  - f. Parks, playgrounds, freeride parks, green spaces and trails (maintenance and improvements)
  - g. Recreation programs and services (ex. drop-in programs at Rec Plex, arena and pool)
  - h. Cultural services (ex. funding for Summer Kicks and Kicking Horse Culture)
  - i. Municipal facilities (including recreation and cultural facilities) maintenance and improvements
  - j. Sewer services (collection, sewage treatment plant and lift stations)
  - k. Water services (supply, distribution and water quality management)
  - l. Golden Municipal Airport
  - m. Community planning, development services, urban design, building inspection
  - n. Communications and engagement with residents
  - o. Corporate services (legislative services, Golden and Area Emergency Management Program and Golden Community Cemetery).
14. How would you rate your overall level of satisfaction with the following services provided by the Town of Golden (scale of 1 very dissatisfied to 5 very satisfied):
- a. Road and sidewalk maintenance and improvements
  - b. Snow removal
  - c. Bylaw enforcement services
  - d. Fire protection services
  - e. Garbage and recycling collection
  - f. Parks, playgrounds, freeride parks, green spaces and trails (maintenance and improvements)
  - g. Recreation programs and services (ex. drop-in programs at Rec Plex, arena and pool)
  - h. Cultural services (ex. funding for Summer Kicks and Kicking Horse Culture)
  - i. Municipal facilities (including recreation and cultural facilities) maintenance and improvements
  - j. Sewer services (collection, sewage treatment plant and lift stations)
  - k. Water services (supply, distribution and water quality management)
  - l. Golden Municipal Airport
  - m. Community planning, development services, urban design, building inspection
  - n. Communications and engagement with residents
  - o. Corporate services (legislative services, Golden and Area Emergency Management Program and Golden Community Cemetery).
15. For each service below, would you choose to invest more, less or the same amount on the program or service?
- a. Road and sidewalk maintenance and improvements
  - b. Snow removal
  - c. Bylaw enforcement services
  - d. Fire protection services
  - e. Garbage and recycling collection
  - f. Parks, playgrounds, freeride parks, green spaces and trails (maintenance and improvements)
  - g. Recreation programs and services (ex. drop-in programs at Rec Plex, arena and pool)
  - h. Cultural services (ex. funding for Summer Kicks and Kicking Horse Culture)

- i. Municipal facilities (including recreation and cultural facilities) maintenance and improvements
  - j. Sewer services (collection, sewage treatment plant and lift stations)
  - k. Water services (supply, distribution and water quality management)
  - l. Golden Municipal Airport
  - m. Community planning, development services, urban design, building inspection
  - n. Communications and engagement with residents
  - o. Corporate services (legislative services, Golden and Area Emergency Management Program and Golden Community Cemetery).
16. What do you think is the most important issue facing the Golden community?
17. Do you have any other comments for Town Council to consider when making decisions on the 2023 budget?
18. Communicating with residents is a priority for the Town of Golden. How would you prefer the Town communicate with you? (rank 1<sup>st</sup> 2<sup>nd</sup> and 3<sup>rd</sup> preferences):
- a. Social media (Facebook/Instagram)
  - b. Town of Golden website
  - c. Local radio station (Bounce FM 106.3)
  - d. Local newspaper (The Golden Star)
  - e. Email newsletters
  - f. Print materials in the mail (brochures/pamphlets/etc.)
  - g. Other (please specify):
19. How would you rate the Town in terms of how well it has communicated with residents about services and programs over the last year:
- a. Very poor
  - b. Poor
  - c. Good
  - d. Very good
  - e. Don't know
20. All Regular Open Council meetings and Standing Committee on Finance meetings are open to the public to attend in-person and live streamed via Zoom. How often do you watch the live stream or attend a meeting in person?
- a. Regularly
  - b. Sometimes
  - c. Never
  - d. I didn't know that meetings were live streamed
21. All Regular Open Council meetings and Standing Committee on Finance meetings are open to the public to attend in-person and live streamed via Zoom. How often do you watch the live stream or attend a meeting in person?
- a. Lack of interest
  - b. Meeting times don't work with my schedule
  - c. I stay up-to-date on Town news and updates through other channels (ex. social media, newsletter, website, etc.)
  - d. Other (please specify)

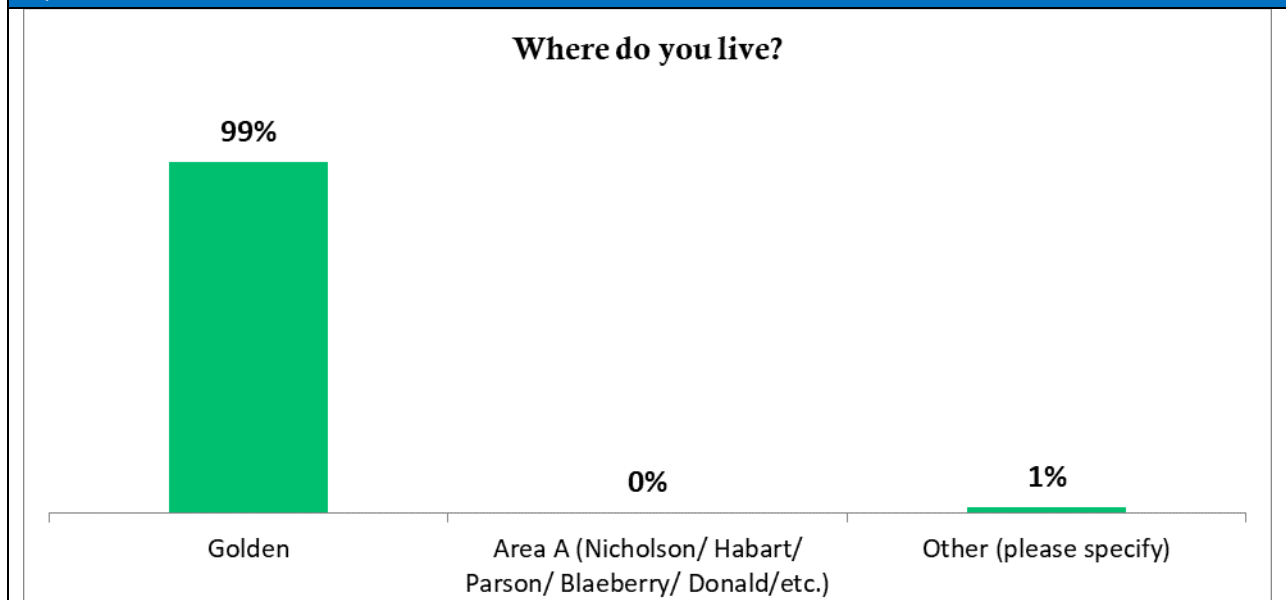


22. Other than attending a meeting, how would you like to receive updates and information from Council and Committee meetings?
- a. Council and Committee meeting minutes
  - b. Social media (Facebook/Instagram)
  - c. Town of Golden website
  - d. Local newspaper (The Golden Star)
  - e. Email newsletters
  - f. Print materials in the mail (brochures/pamphlets/etc.)
  - g. Watching a recording of previous Council and Committee meetings
  - h. Other (please specify)
23. How did you hear about this survey? Please select any that apply:
- a. Facebook
  - b. Instagram
  - c. Town of Golden website
  - d. Town of Golden newsletter
  - e. From local news media
  - f. Council Meeting or a Town Councillor
  - g. Word of Mouth
  - h. Other (please specify)
24. If you would like to receive our monthly e-newsletter and stay up-to-date on Town of Golden projects, programs and services, visit [golden.ca/newsletter](http://golden.ca/newsletter) or enter your email below:

**Question 1:**

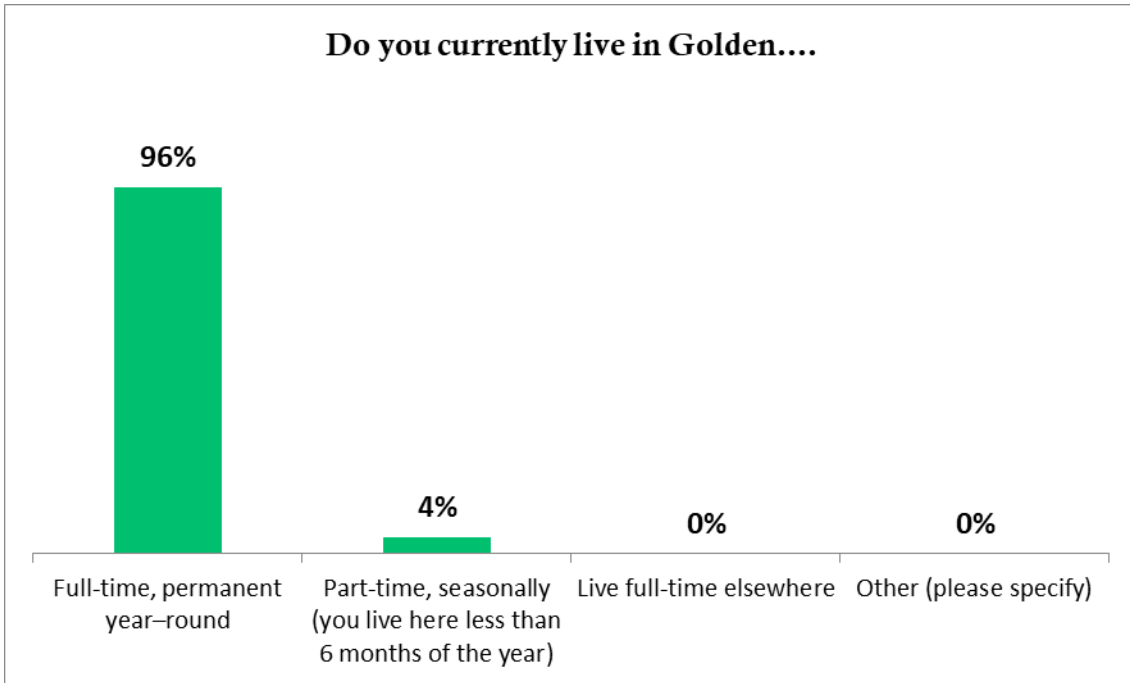


**Question 2:**

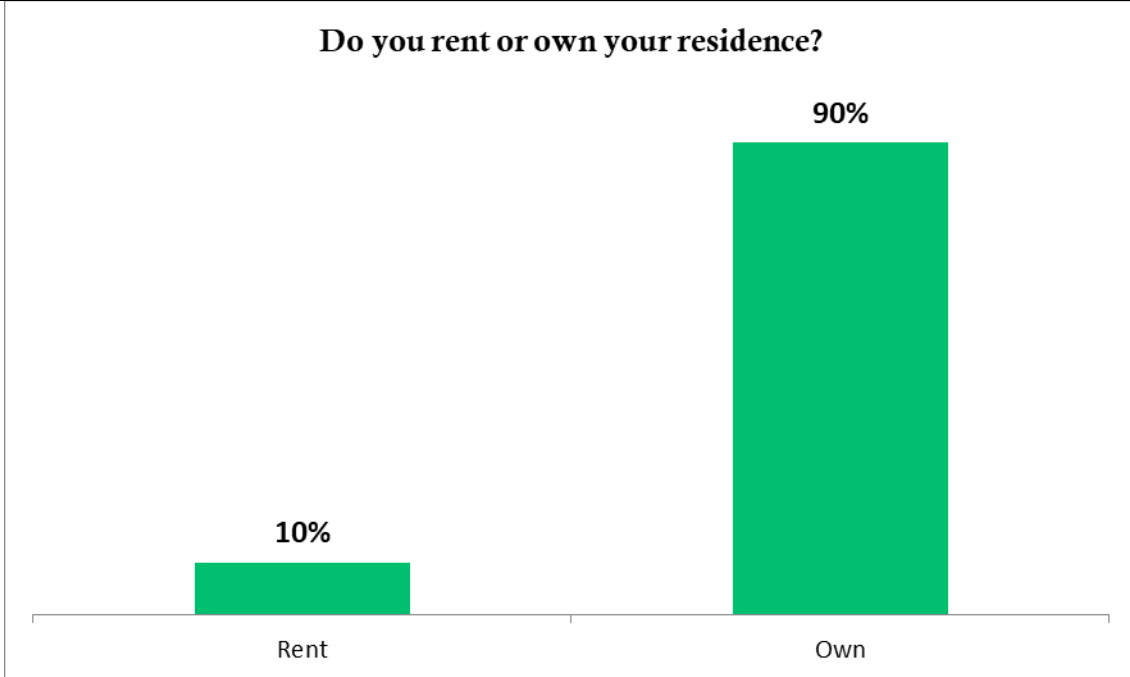


**\*\*Note: 19 people responded that they live in Area A they have been removed from the survey results. Area results can be referenced as an Appendix.**

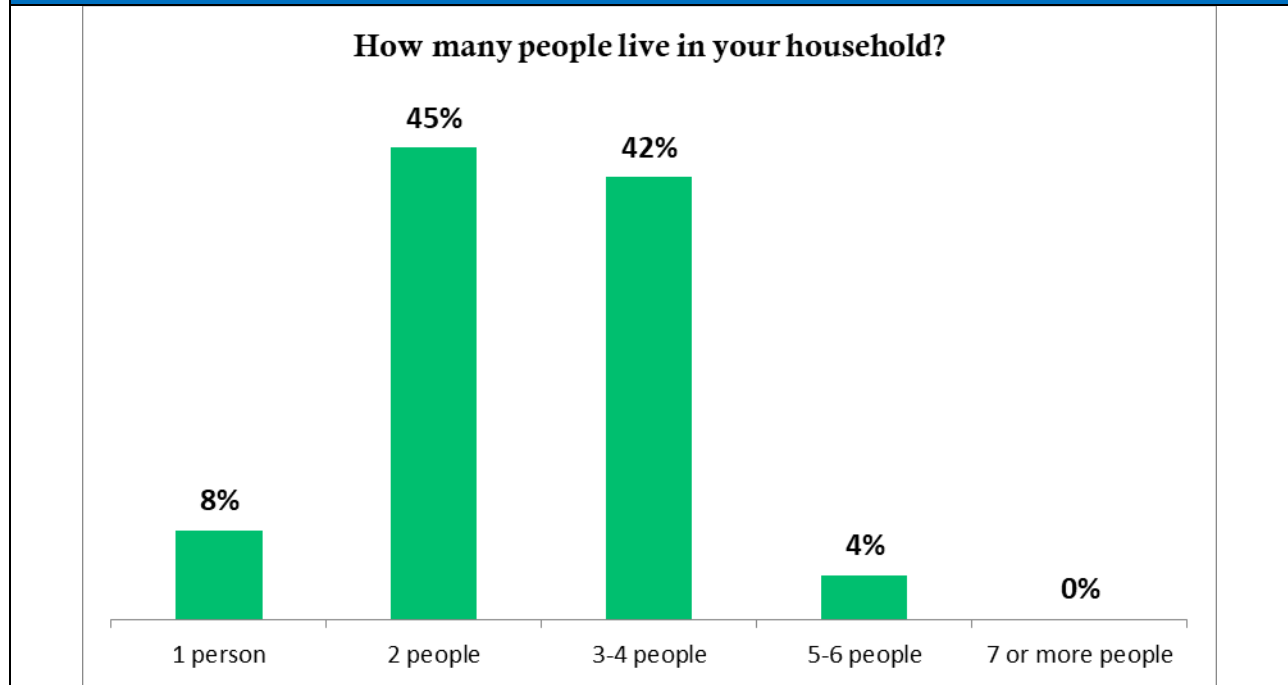
**Question 3:**



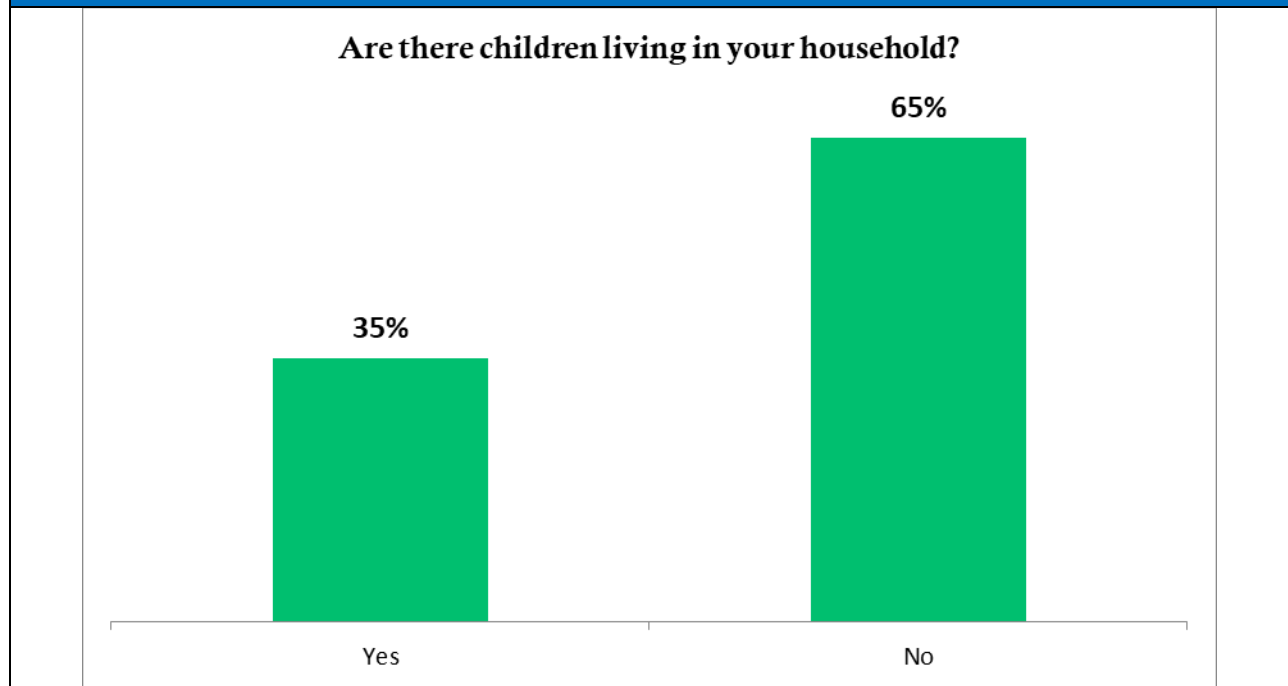
**Question 4:**



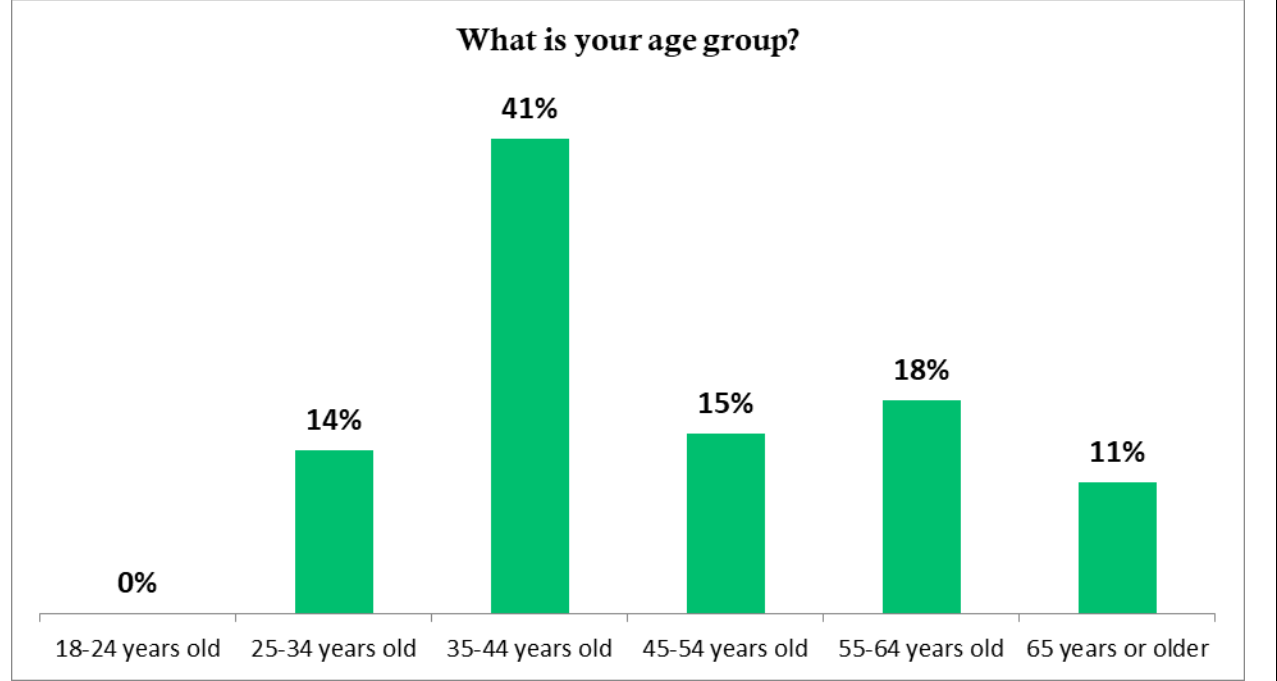
**Question 5:**



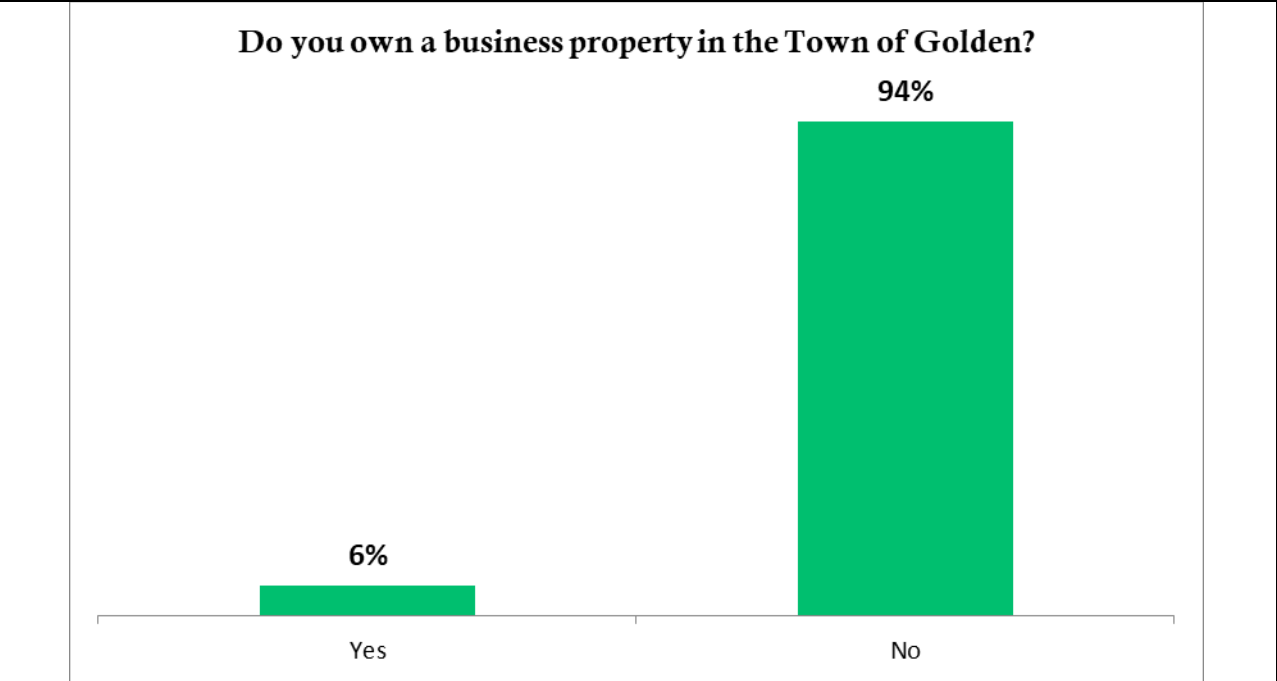
**Question 6:**



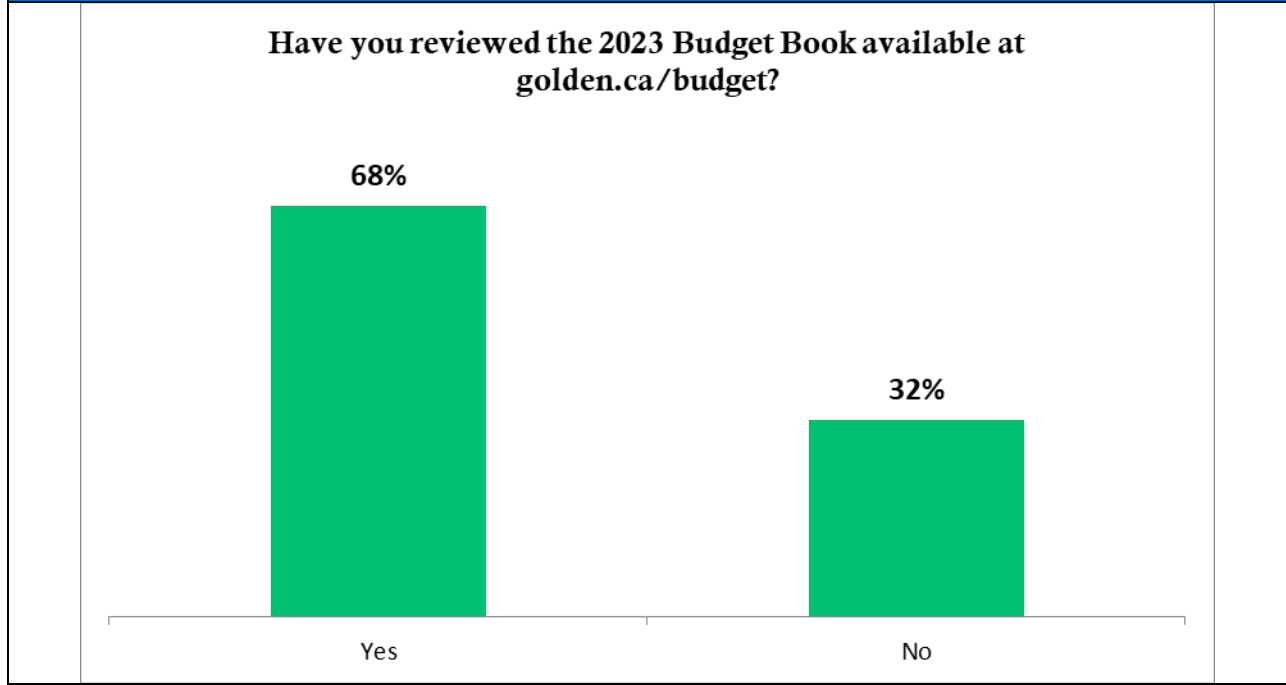
**Question 7:**



**Question 8:**



**Question 9:**



**Question 10: In reviewing the 2023 Budget Book, do you have any comments, concerns or suggestions on the proposed annual budget and proposed financial plan?**

**Verbatim Responses:**

We need to find a better solution each year on increasing revenue's. It's seems the only solution you have is to increase property taxes

Too much money budget for downtown area and not enough for the main strip on highway which is the first impression of town when tourist come to town

are we paying wages to fire fighting volunteers?

Have not read the budget book, might after the survey!

Money needs to be put forth for replacing residential areas roads in the flats. le older section of town behind the hospital instead of beautifying the strip

The way the information is structured does not allow a simple view of how much each project costs from taxes and how much from grant money.

I'm concerned with general affordability given the 6% mill rate increase on top of 20% increase in housing assessed value. Times are hard. Money is tight, its hard to afford to live here.

I'm not sure that optional projects should be proceeding - I don't see high value in beautification on the strip when it can only really be seen at all for the summer months.

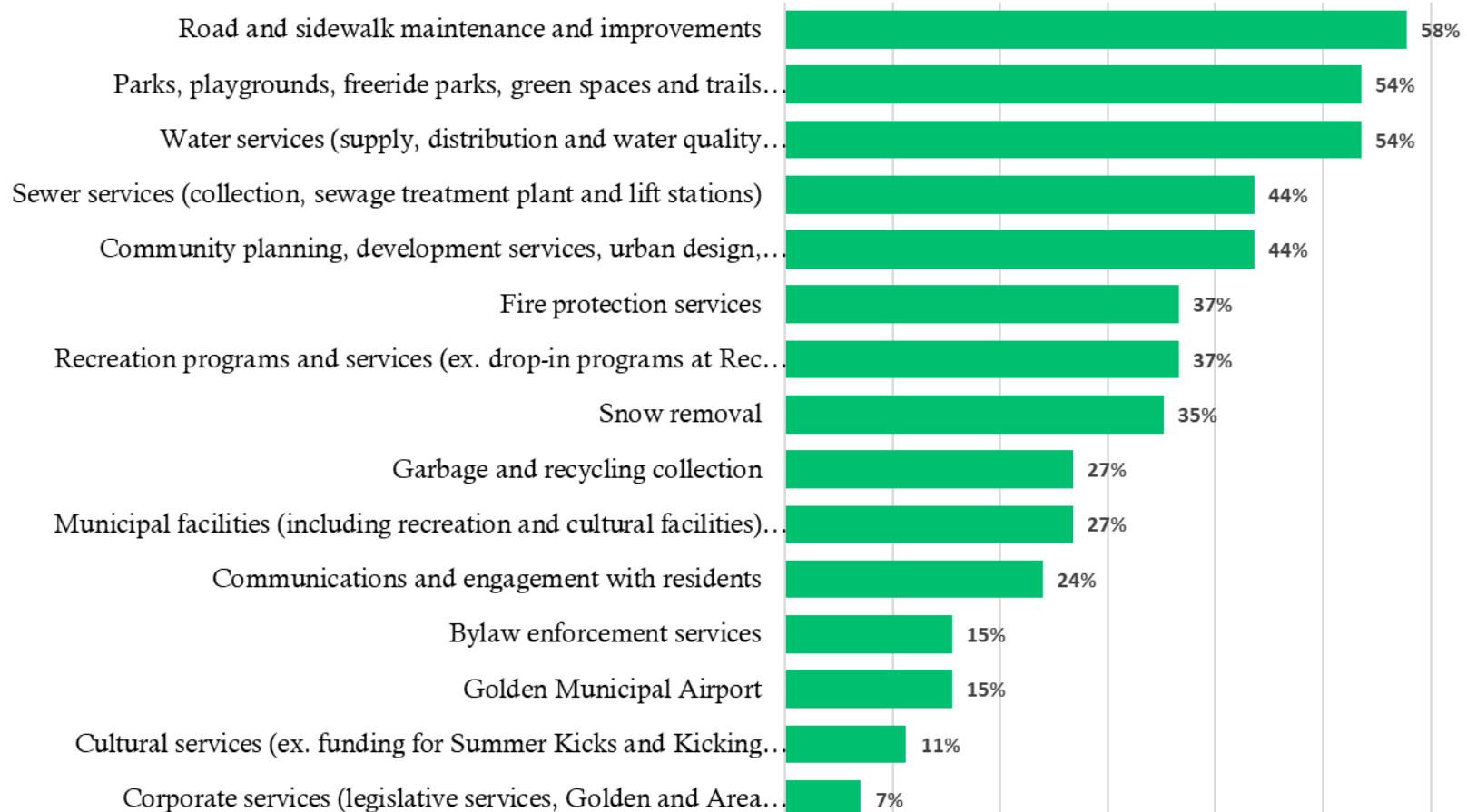
<p>Notice a lot of improvements north of the bridge, but what about improvements of derelict real estate to the north -- specifically from Lordco through to abandoned hotel. Seems like a lot could be done to beautify the town by focusing on the ugliest parts, and be extension support business owners on north side of the river.</p>
<p>Why is the salary of corporate services increasing by \$200,000 but general labor is minimal even though they are the majority of staff? I probably missed it but how much money is going to be spend on affordable RENTAL units and when are construction starting? Million dollar homes are growing like mushrooms but nothing has been done for renters!</p>
<p>Town administration should be ashamed of themselves putting this forward as a budget.</p> <p>Families are struggling to put groceries on the table, Golden has an incredibly high cost of living, this budget would cripple many households and add to the very high cost of housing in the town.</p> <p>Staff should be tasked to go back and rework the budget with a view to saving 10% from each department budget.</p> <p>Only the most pressing capital projects should be progressed whilst central government policy tries to bring inflation down over the next 12 months or so.</p> <p>Bylaw services should be looking to collect the fees due from short term rentals within the town approx \$50k for business licenses and then approx the same again for utility surcharges.</p>
<p>In the current economic climate, a 6% increase is way too high. My mortgage is going up, gas prices &amp; grocery store prices are crazy. My income is not going up by anything like 6%!</p>
<p>Do better!</p>
<p>Probably should have read it before starting the survey</p>
<p>Mosquito control and add a washroom at each park.</p>
<p>With rising costs, the focus should be on essential services &amp; the health and safety aspects of the community. Perhaps spending on cultural events could be cut back.</p>
<p>-1.2M seems like too much for 6th st N when the majority of work is complete.</p> <p>-1.5M for more beautification on hgy1? Irrigation should not be necessary, plant the correct species.</p> <p>- something wrong with the current 2004 Freightliner?</p> <p>-are salaries in line with other towns our size?</p>
<p>It is quite hard to read and understand for those not "in the know" or that commonly read these sort of documents. But I can't see any increased spending on bylaw services. Illegal airbnbs are a massive problem for housing and renters in golden area. Right next door to me is a full house for rent on Airbnb, even though we sit in zone R2 (I believe is the correct term) in which you must have long term tenants or the owners living there. There are many houses like this in golden and no one is doing anything about it. So many people want to move here and they get jobs conditional only to them finding housing. We are so short on staff in tourism and hospitality, the things that will cater to those who come and stay in airbnbs. We will have no one to serve this influx. We are constantly building housing and apartments (for example across from IGA, that is advertising to potential buyers as Airbnb income property) that is not intended for long term residents, or workers, of golden. And more needs to be done about this.</p>
<p>It is hard to fully understand the budget when you see it once a year but there is no breakdown</p>

as to exactly the meaning of every part of it. No
It seems reasonable and balanced. I would rather see money spent on downtown beautification than boulevard beautification. Most people just drive through anyway and couldn't care less. I don't want to attract mass tourism, so I think it's great if the boulevard looks like trash. But it'd be great if town was prettier for us, the residents who actually live here.
I think our community should move to trash removal every two weeks and recycling removal weekly.
Also curious whether a compost program has ever been considered.
Funds allocated toward murals and Town Hall renovations are outrageous. Flood protection should be a priority.
It seems like there are quite a few unnecessary "beautification" projects that require a ridiculous amount of funding; whereas important projects necessary for maintaining infrastructure are overlooked (bridge replacement, flood protection, road repairs, etc).
I think a 6% increase on taxes in the current fiscal climate is crass and really doesn't help the people of Golden. In fact it's going to hurt a lot of towns folk already struggling with increased interest rates and high inflation. We pay through the nose for vital commodities such as gas. How many people in Golden have had pay raises in line with inflation? How many have even had raises at 6% in line with your preposterous increase proposal? Why don't you try to make lives easier for town folks. There must be efficiencies you can deliver in order to actually reduce taxes. In the current climate that is the right thing to do!
Yes, I do. I would like to suggest that a sound absorbant wall (that are usually built on highways in Europe) is built on Highway 1 just on the slope where the trucks are going up from Golden towards Alberta. The exorbitant engine/exhaust noise from trucks climbing the hill leaves residents with non-restorative sleep. It is impossible to have the windows opened at night when the town is silent, the loud truck noise will protrude into every roomspace possible and cause a buzz all night.



### Question 11:

Of the services listed below, please select five (5) services that you think should be Council's top priorities in 2023. Responses



## Question 12: Can you tell us some of the reasons for your choices above?

### Verbatim Responses:

I think we need to be prepared for what is going to be happening in Golden over the next few years. I think we are going to see our population grow exponentially

Golden is a town that promotes activity and a healthy lifestyle. As such, streets and sidewalks should be safe (promotes year-round walking, cycling, etc).

Any activity that enhances community involvement (kids and adults alike) enhances the quality of Golden life, whether it be recreational or cultural. Kids/youth benefit from inexpensive options to keep busy. The kid's skatepark, pump track, new MTB park and basketball court, etc. are awesome. The summer Kicks program is also excellent.

Less garbage pick up but more recycling weekly.

Town to assist in the public indoor pool. Fire management is a must.

These are the core things that we need, the rest are optional.

Need those five things to function, others are extras. Still necessary, but extras

Dogs running around off leash is becoming problematic. Cleaning up and enforcing marijuana use is paramount. My dog has gotten poisoned twice from the disc golf course. People aren't using responsibly and shouldn't be allowed to use in public spaces (which needs enforcement)

Fire and Development of the town is critical

Snow removal and keeping recreation site in good condition also critical for public safety and health

I suggest that more attention paid to Development as my own example is that we have an application in for a year for a big development on the highway and the town is very lacklustre in responses and not easy to work with

Fibre internet services

Because those things affect my quality of life in Golden, and are the 5 things that will directly benefit the town and its residents. Regarding bylaw enforcement, the town does a good job of responding to complaints. And while on that topic, I think Golden should consider shorter allowed construction project hours. Building in a residential area should not go on until 9 at night. And it should not be allowed at all on Sundays. We live in Bear Paw Heights and our quality of life has been severely impacted by the constant building noise of the past 4 years. We realize that new builds happen; we built up here, too. But building noise allowed until 9 pm is outdated and very unnecessary. And it would be good to have none at all on Sunday. And these hours are what is allowed - certain out of town contractors ignore them, repeatedly. And the By laws folks are great at responding to our complaints, but are there repercussions for repeat violations by the same contractor?

And only Asset Builders works on Sundays-the local contractors do not, and they don't work on Saturdays, typically. I think revisiting construction hours/ noise should be revisited.

Sewers should be obvious...its pretty important infrastructure and if its not working properly, it can make things unpleasant for everyone. Water services are pretty key to human survival...if they are not maintained properly, could have very serious outcomes for many people. Clean drinking water and disposing of our waste are pretty fundamental to our health and safety. Lastly, the community planning

<p>in this town needs more foresight and consistency. It seems that big developments are pushed forward with very little consultation with the folks nearby that may be affected. Lands bordering wetlands should be protected rather than developed...every inch of habitable space seems to be gobbled up by development...preservation of some green spaces should be a priority for future generations to enjoy too...keep Golden beautiful. Mountain views should be protected by height restrictions on new developments...it seems there is a desire to build higher to make more money at whose expense??</p>
<p>With the fire seasons lately, I think wildfire preparedness is important. I also value having access to recreation facilities and classes as well as outdoor recreation opportunities. As Golden grows I think city planning and design for that growth is also of high importance. It was hard to not select things like sewer and water which are of foundational importance - hopefully these stay good!</p>
<p>The roads in town are in terrible shape, in some areas there are no sidewalks which deters people from walking rather driving.</p> <p>There are many bylaws in our town that exist but are not enforced, i.e too many structures on a private property-noone seems to look after the removal of extra structures once on a property.</p> <p>Water is a most valuable resource and needs to protected.</p>
<p>Town needs to be in touch with residents so they know what is happening and why. Town also needs to review and repair roadways and put in sidewalks. Sewer systems must be upgraded</p>
<p>Infrastructure is important to maintain as well as being able to enjoy recreation activities</p>
<p>Water and sewer is a given, need both to survive, road maintenance same thing. Gotta have some recreational things to do, and need to be told what's going on - communication is the key!!</p>
<p>Infrastructure and maintenance are generally good. I don't see an impact from our current bylaw officer so why expand that. Fire services are very well equipped and funded. So spend money engaging the community and getting us where everyone wants to be. And spend more on community health activities and facilities</p>
<p>Make sure the basics are working before beautifying downtown. We pay the taxes and need to ensure our needs are met first</p>
<p>General planning, keeping recreation current for our young people, airport needs help and continue doing a fabulous job with snow removal</p>
<p>There needs to be some beauty and accessible play/art/culture areas for children and adults. I think maintaining the existing services is key without spending money on expansion.</p> <p>I think the swimming pool is high value and the arena very low value considering the relative cost vs user base.</p> <p>I think water and sewer are essential for basic human health.</p> <p>Same for fire and road rescue services.</p> <p>If i could add a sixth choice it would be sidewalks to allow for better access to the places in Golden that are already in place - sidewalks where children walk to school for example, or to cross the highway. I'm not in favor of building more new pathways for tourism. Essential functional foot transportation. Make it easy and safe to get to school and to shops, and to dentist/doctor.</p>
<p>Low cost, big impact to maintain current standards. Other items are set to transform Golden into an even bigger tourist town, and come with excessive costs in terms of capital improvements and expanded</p>

town workforce. Time to exercise some fiscal restraint, especially in times of high interest and increased cost of living for Golden residents.
there is such a lack of trails to connect town with outlying areas, and no safe way to bike through downtown over the Kicking Horse bridge which I do regularly, i think this should be a priority
Lots of illegal campers in town that park everywhere, often due to a lack of affordable housing. Lots of bylaws are not enforced such as short term rentals, which again affect affordable housing for renters. Not seen ANY affordable housing apartments being build.
We have aging infrastructure within the town and basic needs of the residents need to be met, some of the unseen services are the most important.
Concentrate on the basics at a time of economic stress
The streets are just pretty bad in general haha I wish it were more accessible to resurface them, especially with kids learning to ride bikes. All my answers are for my kids really, since becoming a parent it's ridiculous how little there is available to us activity wise (under 3) I'm thankful for things like parent and tot and the early years centre but I'm really hoping we get the indoor pool, and I wish we had a little bit better/bigger playgrounds that weren't just the schools.
Need the basics taken care of first.
Health & safety of the community should always be the top priority
Off leash dogs are out of control in the town. Increase bylaw enforcement in the downtown core - the dogs are not controlled, not friendly and not trained.
More adult drop in recreational sports. Fund the new aquatic centre and upgrades to the pool.
Recycling program for all residents for all types of recycling. The recycling depot isn't practical or feasible for many residents = extra landfill.
Basic and most important services
I know you have a very hard job to do, and overall I think you are creating g a great town, so much so that many people want to move here an be part of the community and workforce. But as stated before more needs to be done for affordable housing, bylaw officers enforcing rules, building and land designations to disallow Airbnb services. Until we can effectively serve the amount of tourists and visitors we already have through staff and amenities, we should be allowing more accommodation for an extra influx.
As our community grows it is essential that we plan to grow in sustainable ways and that our infrastructure (sewer, water, community services) can keep up with the growth.
Those are what seem to be a necessity in a small town. The rest is superficial . Extras
We live in a forest and are prone to flooding, so being prepared us important. While I want all services, the boring basics are crucial. I think including air quality management/improvement should be on top of councils agenda too. Without clean air and water, why would we live here. The air is terrible.
Community planning for me includes things like - how do we not get overrun by tourists, make Bob Wingate and the burnt hotel a museum or tear it down, stay a living town where people actually live here, more safe rentals (can't control property prices, but can deal with planning), diversify economy, become more sustainable as the forestry winds down, have a community forest, plan for better local postsecondary education, these kinds of future oriented things.
Services that should be high priority are not even listed above! Bridge maintenance! Flood protection! Mosquito control!
My choices are based on needs rather than wants.

With the current living standards in the community, the ridiculous cost of living and the lack of accessing medical treatment. My partner and I are considering moving. He can get paid to be a firefighter elsewhere, we would also be able to get snow removal services and I would be able to get faster and better medical attention.

Managing growth and maintaining a small town feel is exceptionally important during this time

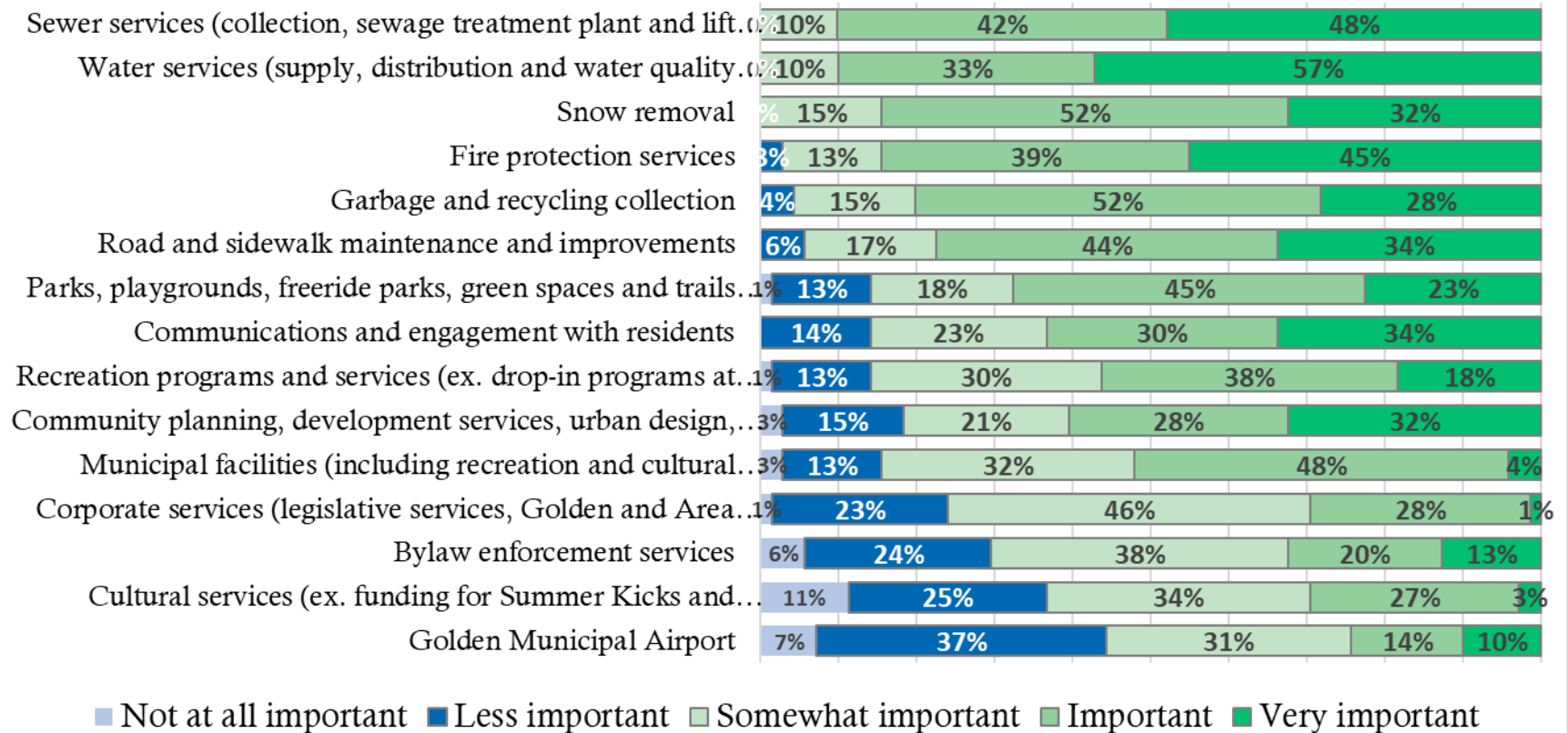
Let's try and maintain/replace the infrastructure that we currently have rather than adding new infrastructure and ignoring the existing. Some older existing sidewalks need work before we build new sidewalks.

I am overall satisfied with the roads except for Highway 1. A design for sound reduction towards the town is a must.

Utilizing better the space (Urban design) is an important aspect as well.

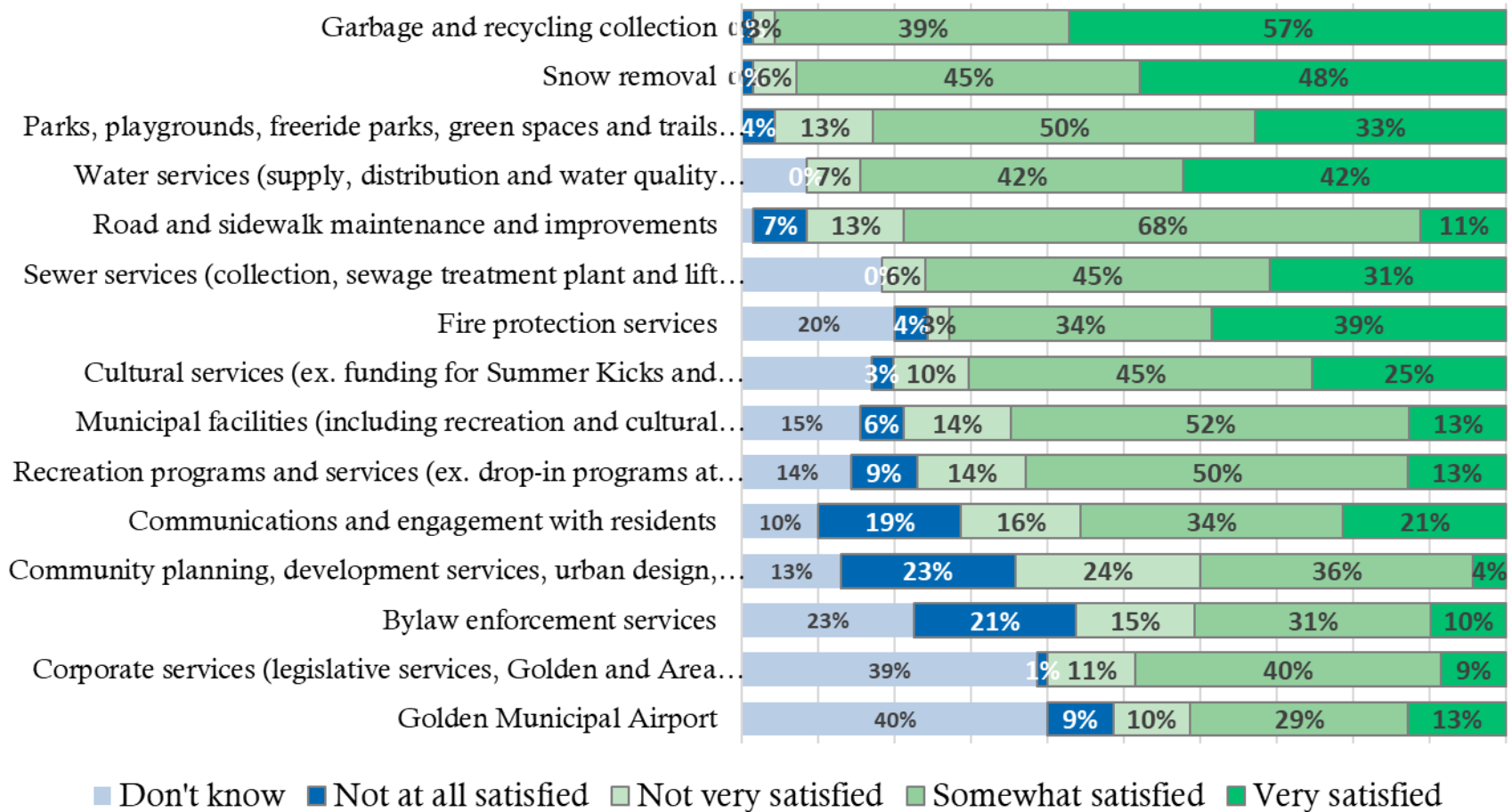
**Question 13:**

**How would you rate the overall importance of the following services provided by the Town of Golden:**



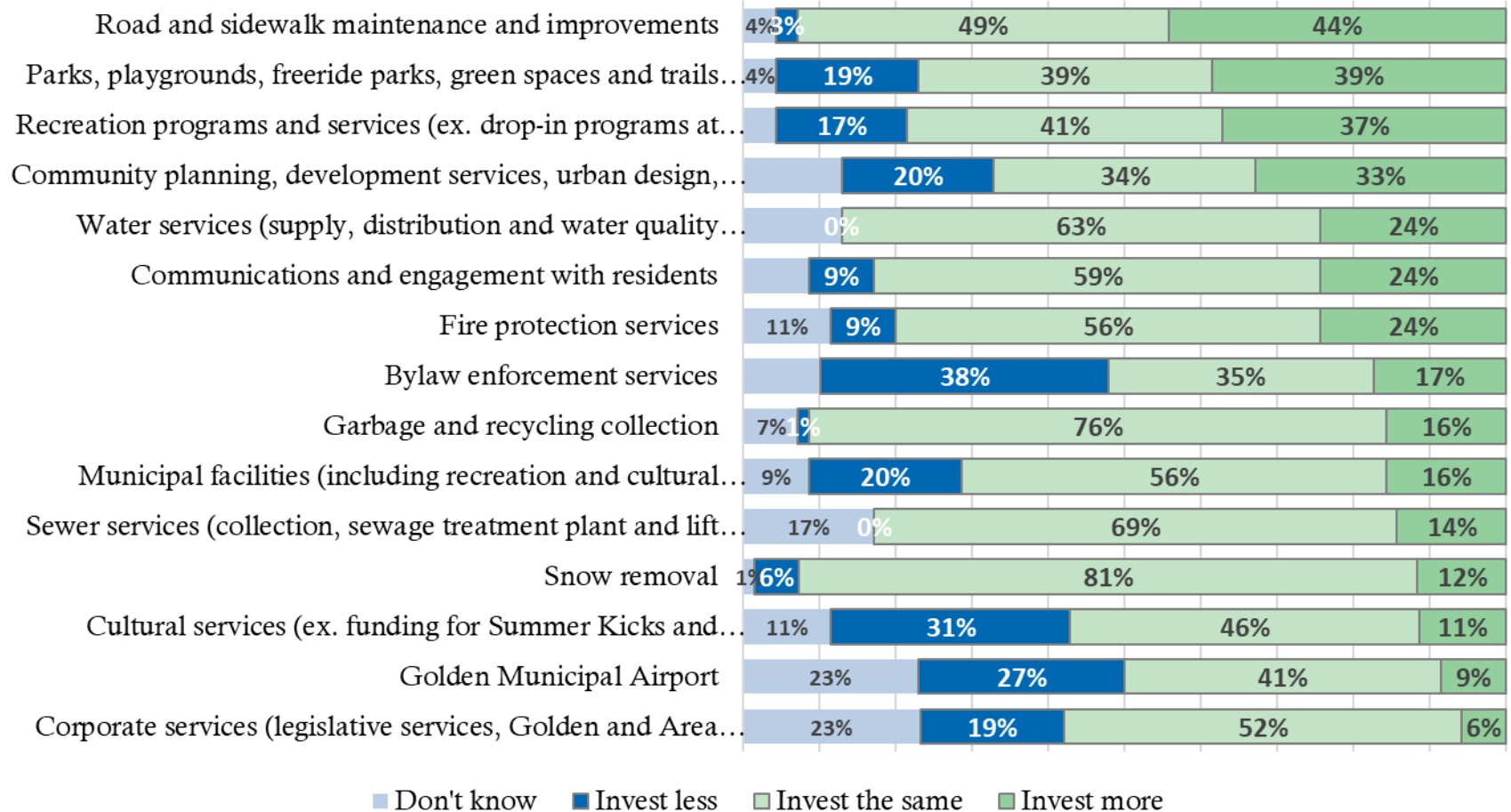
**Question 14:**

**How would you rate your overall level of satisfaction with the following services provided by the Town of Golden:**



## Question 15:

For each service below, would you choose to invest more, less or the same amount on the program or service?





**Question 16: What do you think is the most important issue facing the Golden community?**

**Verbatim Responses:**

affordability, unsustainable development and growth, turning into the next canmore

Abandoned buildings and houses.. makes the community look terrible.

The ever increasing amount of property taxes. Find a better way to make money without taxing us to death

Taxes have gone up significantly over the past number of years. I would like to see dollars going towards marked cycling lanes in town, keeping sidewalks ice free in winter so people will choose to walk and cycle more rather than drive (for local errands).

I'm not sure how but it would be nice to improve the entry/esthetics of the drive into Golden from the TransCanada. This will help remind commuters that there's more to Golden than just the upper highway.

Public pool

Paving road by new development on mt 7 down to rodeo grounds.

10th ave. bridge.

Adequate appropriate housing

Affordable housing

Affordable Housing shortage

Affordable housing for minimum wage workers and lack of enforcement of cannabis use in public spaces ( disc golf course)

Development

Not very efficient in dealing with developers

Replacing the kicking horse bridge with 4 lanes of traffic and no bike lanes, bikes can use the woodbridge.

Fibre internet for all residents

Growth. Golden will grow no matter what, but too much growth and we lose the small town atmosphere that makes it a special place. It will get more congested, services will be more compromised, trails and recreation opportunities more crowded.

I just spent a week in Revelstoke and was so thankful that that growth has not happened in Golden. Busy, noisy, crowded, and a place catering to visitors and not residents. Be careful what you wish for, Golden Chamber of Commerce. I have lived in many small towns and Golden is the best.

Lack of low cost housing...it feels like we have sold out to Alberta and locals cannot even afford to live and work here. The dramatic rise in housing costs driven by the increased demand for holiday/recreational property here by non locals is driving the property values into unaffordable ranges for locals and property taxes are going through the roof for many of us who can barely afford to live here. Housing sales are completely skewed by the post Covid boom and it feels like the TOG is taking advantage of this fact to collect more revenues. Our town seems to be bursting at the seams due to this exponential growth and the locals are bearing the brunt. Second most important issue would be preservation of green spaces and trail networks. It feels like every bit of useable space is being developed rather than some of it set aside as green space, esp. areas bordering wetlands.

Access to affordable housing

Shortage of affordable housing and the lack of a workable/fair arrangement with all these Air BnBs
Managing the rapid development of the community without losing the heart of the community. At the moment I give the Town a failing grade.
There are multiple, of equal need and importance.
Development needs to happen in many areas, infrastructure needs to be put in place for much of that to happen.
The areas that we face challenges should be priority over cultural/recreation facilities.
Attractants like good accessibility (sidewalks added that connect the basic routes, the lack of handicapped accessibility into 90% of the businesses). Should be a pretty simple and top priority task compared to most.
*Parking and recreation greenspaces/park for children/picnic tables/dogs in the unused industrial areas on the strip. Would be amazing for road closures. Encouraging people to stop and giving trucks and vehicles places to park appropriately and not clogging up residential or roadways.
Ruling for all homes and businesses, that they cannot be vacant/in unusable disrepair for longer than... should become taxed/penalized/auctioned/ eminent domain. There is an unbelievable amount of homes and businesses sitting and rotting in the core areas that could otherwise be town run properties or private. Many towns/cities have forced owners to act and that is crucial to our community to be dealt with. This is guaranteed to be a number 1 issue that most residents agree upon.
Funding for the pool. More funding should be on roadway Improvement as well as keeping our water/sewer systems current
Too large of a transient (seasonal) population
Affordable housing
Housing
Infrastructure maintenance and climate change preparedness
Affordable housing and community sustainability
Lack of affordable housing and over taxing property owners
Housing
Airport
Side walks and road maintenance
A vision for planned and managed growth
Affordability
Bridge replace
It's become too expensive for the children that grew up here. The more we become a destination and lifestyle community, the only people who can afford to live here are those who predate the expensive real estate and those from elsewhere in Canada where real estate is even more expensive. I'm sure it's great for realtors, contractors, and business that cater to tourist, but it's not home for those who have been here for decades.
Too many people driving, producing too much vehicle exhaust.
sustainable growth
Not understanding the demographic changes Golden is going through and heading in the wrong direction e.g. illegal campers, no rental housing for permanent/temporary workers. Large individual houses are

wasteful e.g. space/use of resources. Golden looks like an industrial community, not livable with vibrant shops and restaurants.
affordability in general, housing options for locals and seasonal workers
Housing affordability
Times are tough, don't raise the economic burden of taxes on people who are already under pressure
The highway detour hahaha. I don't think our community is facing a lot of "issues" I think what we do have is great I just think with the way the town is booming we could have a little bit more for the young people in our community, not just a couple things a couple hours A week only available in specific time slots. I frequently drive to Canmore with my kids for their recreational centre because it's open 9-6 almost 7 days a week. I would say rather invest that time and money bsck into our community.
Air quality, noise pollution and derelict buildings, mosquitoes
Not being able to enjoy the outdoor activities as much in the summer months because the mosquitos are so horrendous!
Road & sidewalks are in disrepair throughout the town.
Lack of housing
Lack of recycling accessibility. Off leash untrained dogs within town.
Not sure it's the most important:
Business development and filling or demolishing old, derelict buildings.
Housing and worker shortage. From my perspective as a hospitality and tourism worker I can see this sector struggling with the I flux of visitors, yet a severe lack of affordable housing. Keeping track of airbnbs, making sure we are not allowing the illegal short term rentals, new buildings not designated as short term, and investing more in affordable housing are the issues that I see.
I understand I have a biased view, I don't own here (I am one of the many struggling renters and have been for 3 years), I don't know what goes into water, sanitation, community services etc. But the issues I see I can see are effecting a lot of people and businesses in town.
Sustainable growth
The people that have been living in golden for years cannot afford living in golden anymore. Many people from all around town are forced out of town from unavailable affordable rental, through the roof property tax following hc assesment. These are real life story we hear every week here.
Big picture: Climate change impacts
Small picture: overrun by tourism
Health picture: terrible air quality
Poverty and affordable housing
Housing
Community growing in size.
Growth. We need a larger grocery store! Also a fire protection plan. ( maybe there is already one I'm unaware if? )
Housing, buildings empty in prime locations,
Making Golden more attractive for residents/tourist.
Empty store front and buildings
Mosquito control. Bridge improvement. Flood protection.

The bigger picture! Inflation has hit Golden very hard and you don't seem to recognize this or you are just ignoring it. It's surely time we got bang for our buck for our taxes. You need to find efficiencies. You work for town and you get paid real well but you need to deliver more for that privilege.
Possible job losses at Pacific Woodtech, Cost of New Indoor Pool, Lack of affordable housing
Poor planning in growth. Look at Canmore (what a mess). Golden is bound to have the same influx that Canmore is having at some point. Many residents of Golden grew up in Canmore and moved to Golden as it resembled what Canmore used to be. Development NEEDS to be in line with the values and beliefs of the community. Do not approve residential buildings that aren't functional and look like they belong in downtown Calgary. Ensure reliable materials are used in those developments - set a standard!
We need more social/affordable housing as part of the developments.
Housing. There are no workers to run the businesses and services for the tourist. We need to take care of our own before we can host others. Stop approving Air BnBs and stop approving buildings like the Oso. A whole building being built for air BNB while you have homeless locals.....
Managing growth and options for housing that satisfy local income levels while still protecting and allowing for home values to increase and create wealth.
Managing growth. Not becoming Canmore
Affordable housing
Maintenance of existing aging infrastructure. We can't keep adding a whole bunch of "new stuff" we need to take care of what we already have.
Living expenses. It is much more expensive to not just rent a room (let alone a house) in Golden than in Calgary or Vancouver, the food (I suppose because of the transport) costs more as well. I can't foresee myself being able to afford to buy a house in the next decade and the high rent costs won't let me save money.
All the run down buildings, and the fact the new buildings are going up with no thought for parking. I'm also less than thrilled with condo developments being planned for residential, single family dwelling areas (ie canyon ridge), there isn't the infrastructure for all those extra vehicles and it's going to drop everyone's home values.
Housing availability

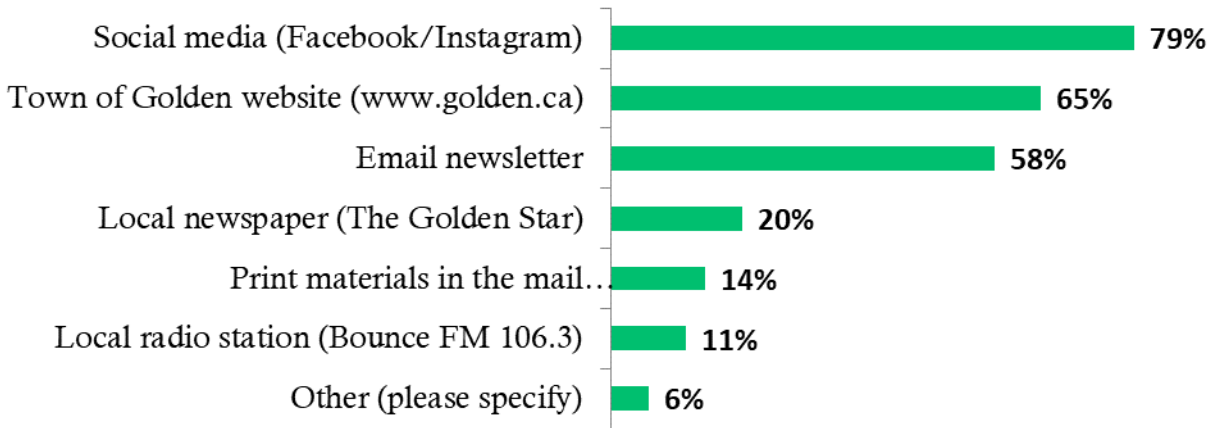
<b>Question 17: Do you have any other comments for Town Council to consider when making decisions on the 2023 budget?</b>
<b>Verbatim Responses:</b>
Stop unnecessary spending and stop raising taxes!!
Overall, Golden is a lovely place to live and there are limited dollars to go around. Any decision that maintains and adds to this quality of life is positive.
If you continue to allow huge condos etc all over please provide appropriate parking and roadways as there is a ton of congestion. Also the town definitely should have advocated for highway number one going through much better for safety, dust, congestion.
Thank you and good luck
Sharpen your pencils and get it done. There is no way everyone is gonna be happy, but the budgets gotta balance
By law enforcement to protect our kids and animals. Too many poisoning of dogs happening from public cannabis use ( especially in the disc golf course)
Be fair to the highway strip and downtown area beautification budgets. Spend or get people that will get

the development permits moving and don't distract developers
Hold back on certain capital upgrades to reduce tax increases. We the residents don't have the money, every other government has taken all we have.
Keep adequate funding for Mtn. bike trail maintenance. Does not make sense to built new trails when maintenance seems to be slipping on the current trails. Once trail lose tread and get rutted, it is almost mandatory to re-route the trail which is way more costly.
And I think we need a leash law for dogs. It's getting to the point where on almost every walk I take, an unleashed dog (or three) is running towards me, and I have a few seconds to decide " is it friendly or about to tear into my leg?"
I am not sure where the whole indoor pool development is in the budget process but i would say that the rising interest rates which is putting an economic squeeze on many folks...this project should be put on hold to a time when things are more prosperous. I would also hope after the 3 day winter power outage that some attention to emergency services if such an event were to occur again are being considered and planned for.
Think long term - 30,40 years ahead.
Also, on another note:  When you ask the Community for Input regarding changing/upgrading etc please honour the collective opinion. To my knowledge a higher percentage of people voted in favour of keeping the lovely fountain in front of the post office. Yet I know, that the Town is still going ahead with the plan to remove said fountain. If a majority voices one opinion, the town should honour that opinion. This is a democratic approach, so for the 2023 budget I would ask the town to honour what the majority of the people ask for. Otherwise, there's no need in asking people, and if people feel unheard, they will not come out to vote on other issues.
Taxpayers first- freeloaders second
Taxes are going to go up, can't get away from it. Make the dollars count and invest them wisely.
I support the need for bylaw services, but would appreciate bylaws being used as a tool to tackle *major* issues in the community. Allowing vacant buildings to rot while we struggle with a major housing crisis is extremely frustrating, whilst residents are being ticketed for where there vehicles are parked. Focus on the biggest issues, not the low hanging fruit.
Give seniors more tax breaks so they can afford to live in their homes and don't have to leave this overpriced community
No. I'll complain in a few months when the budget is passed
Just what I said in my comments. I'm hoping that financial restraint is practiced to avoid unintended consequences to the culture of the town and the lives of our residents.
Needs more laborers hired to actually be on top of things like garbage collection, weeds ... the highway is full of litter and things don't get done. Golden could be more beautiful with more staff taking care of things rather doing the bare minimum.
Look for savings
Collect revenue that is due
Speed up the planning process
Stop finding peoples entertainment thru kicking horse culture- if a minority of people want to be

entertained,let them pay for it
Think of the children hahaha I don't know I'm just here to advocate for how little there is for young families to do in town, especially in winter, really puts a damper on mental health.
Consider moving golden Yeti out of town. It's the most unpeaceful noise pollution. Combine that with trucks using jake breaks, CP rail, and we sound like a huge noisy city.
Mosquito control
Add a washroom at each playground- kids always have to go once we get there.
Add some safety rails along the sidewalk going across the first bridge by the island, it's scary when kids walk along there if one tripped or something they would literally get hit instantly. Makes me nervous to let my kids ever walk to 7-11.
With the rising cost facing all in the community, I believe council should priority spending on the health & safety of the community
Cut some of the unnecessary staff in the recreation dept
Watch spending on unnecessary beautification projects:
Please don't let us become the next unaffordable tourist town that forces long time residents out
Golden is at heart a small blue collar mountain town. This is not canmore, this is golden. Keep the essence alive. Every people's story that move in golden is the same. This is smaller, more local oriented, people are friendly and it is not too busy. Come the good inside golden. Kick the luxury building investor out and invest in your people. Your locals.
Keep up the good work. I don't mind paying taxes if they're used thoughtfully and prudently for us, the residents.
A side walk along upper Donald if much needed. Someone is going to get hit on the road on the section from the round about to the sky bridge turn off .
Fix the infrastructure before trying to appeal to tourism.
People do not want a 6% increase on their taxes. They want you to deliver effective and efficient services and find savings, rather than increase financial pressures on the people you serve!
Does the fire department need such new equipment? How many fires do they actually attend? It seems like they don't need to go to ambulance visits in town and they help with accidents out of town due to the rescue vehicle. Just seems like a lot of money being spent....
Indoor climbing gym!
You will not have a workforce if you don't invest in housing
Please consider whether the current roads and infrastructure can handle the proposed multi unit housing being built

**Question 18:**

**Communicating with residents is a priority for the Town of Golden.  
How would you prefer the Town communicate with you? Please  
select your top 3 preferences.**



**Other (please specify):**

Print materials accompanying other correspondence ie tax notices and water and sewer bills.

I do not do FB or any other social media...internet is pretty shoddy in this town at times too!

It's a small town, be more proactive then the above. Not everyone is on social media or listening to the local radio and who reads the 3page newspaper anymore? Use signage like on the civic centre and digital signs to encourage people to show up to a venue like the civic centre or recplex and hold meetings regularly there. Let townspeople have a place to communicate their concerns or vote on local matters. Do a better version of the candidate forum monthly for community input and decisions. Encourage people to be active in the decision making process and know they have a voice and that you actually are willing to hear them.

The new community radio station

**Question 19: How would you rate the Town in terms of how well it has  
communicated with residents about services and programs over  
the last year**

3★

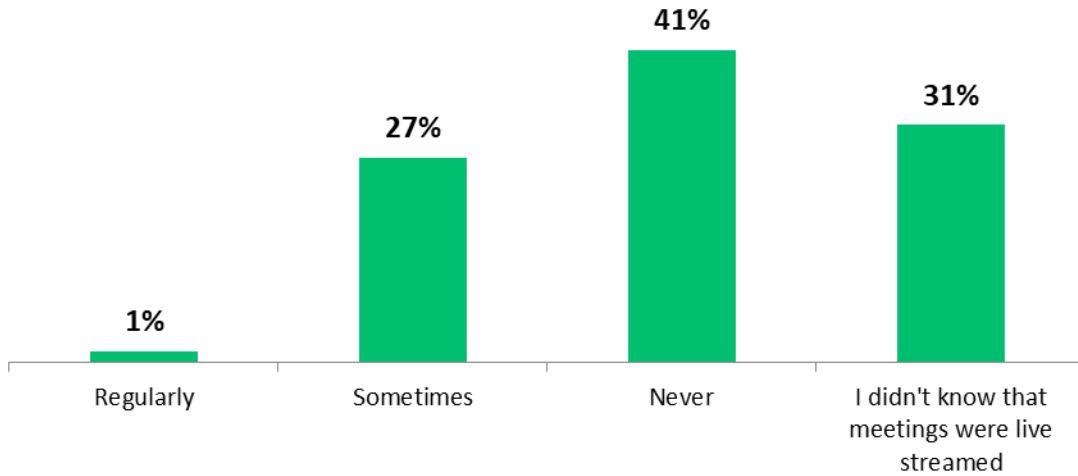
average rating



**3/4 stars**

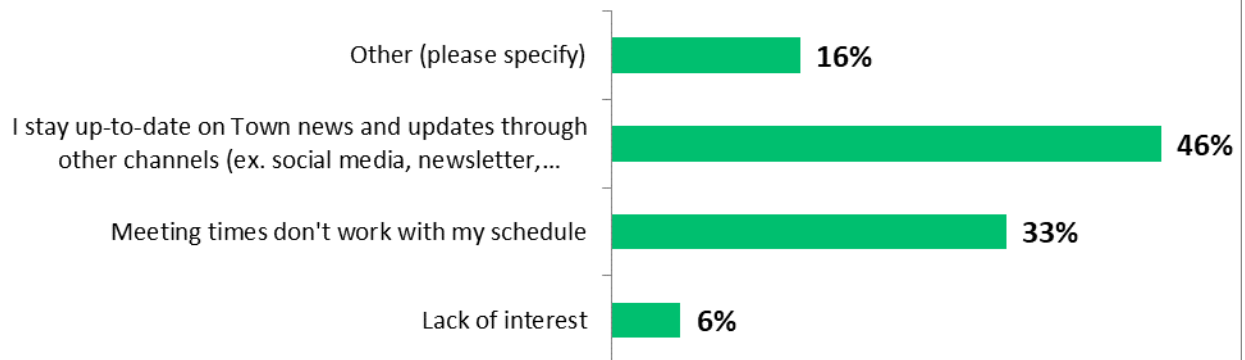
**Question 20:**

**All Regular Open Council meetings and Standing Committee on Finance meetings are open to the public to attend in-person and live streamed via Zoom. How often do you watch the live stream or attend a meeting in person?**



**Question 21:**

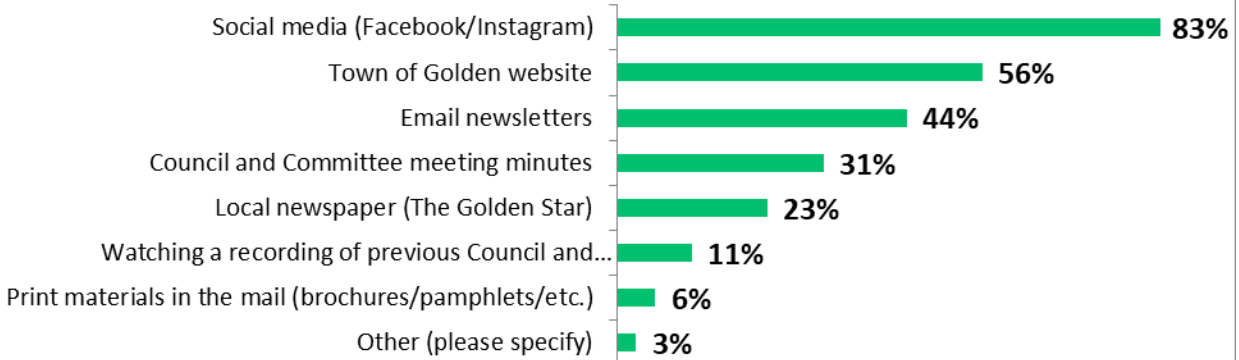
**If you don't attend meetings regularly or never, what are some reasons or barriers that prevent you from attending:**





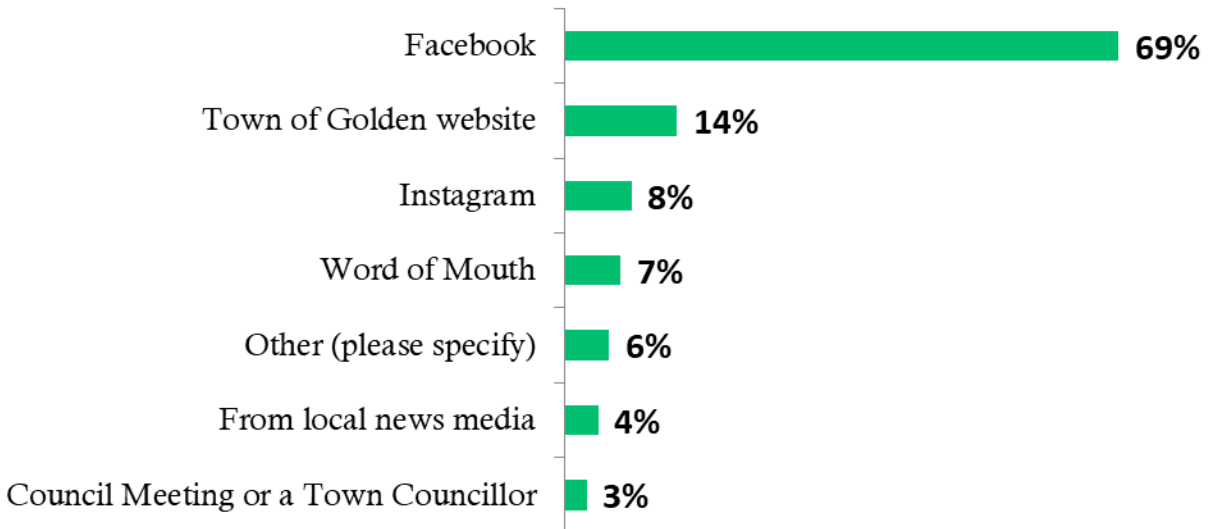
**Question 22:**

**Other than attending a meeting, how would you like to receive updates and information from Council and Committee meetings?**



**Question 23:**

**How did you hear about this survey? Please select any that apply:**



**Question 24:** If you would like to receive our monthly e-newsletter and stay up-to-date on Town of Golden projects, programs and services, visit [golden.ca/newsletter](http://golden.ca/newsletter) or enter your email below

24 email address were provided.