



2024 Budget: Public Consultation What We Heard Report

Project Overview

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

For the 2024 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 March 20 – April 3. Based on the condensed budget schedule for 2024, staff hoped to achieve the same objective from 2023 as follows:

- By April 3, 2024 obtain input from at least 60 residents on the 2024 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 2024 Budget and 2024-2028 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 March 20 to April 3 receiving 69 responses. While this is down from the last two years (90 in 2023 and 72 in 2022), this is likely due to the condensed timeframe allowing for only two weeks of engagement, whereas in 2023 the survey was open for almost four weeks.
- Members of the public were invited to attend one Council meetings in person or virtually. No one spoke to the budget at the Council meeting.
- Written submissions were also accepted by email and mail. One written submission was received on March 22, 2024 and included on the April 2, 2024 Council agenda for Council’s information and consideration.

Communications Overview

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 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 an ad in the March 28 edition of the Golden Star. A news release was also published on March 21 on the Town of Golden website and shared with local media. The Golden Star published an article based on the news release in the March 21 newspaper.
- **Radio:** due to the condensed nature of the budget process, we were unable to run a radio ad in 2024.
- **Town of Golden Newsletter:** the budget process and public input opportunities were included in the March newsletter as a main feature. The March newsletter was opened by 241 people and there were 25 clicks to link to the budget website or survey from the newsletter.
- **Town of Golden Facebook communications campaign:** three 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 2.7K people and had 425 engagements (likes, clicks, comments, shares, etc.) with 199 clicks on the link to the budget website for more information or to the survey. On average each post reached over 1.8K people with had over 540 engagements. There was a total of 211 clicks on links to the budget website for more information to the survey.
- **Town of Golden Instagram communications campaign:** one post, one Instagram Reel and three stories were posted to Instagram in relation to the public process. The posts reached an average of 478 people per post and saw 100 engagements (likes/comments/shares/saves/etc.). The Instagram Reel had almost 1.6K views, and reached 825 people. There were 17 clicks to the link to the budget website or survey from Instagram.

What We Heard

There was a total of 69 unique responses to the online survey, 5 of the 69 respondents identified that they live in Area A. Those 5 responses have been removed from the survey results leaving a total of 64 survey responses. 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 inflation, cost of living and affordable housing and housing prices in Golden continue to be top of mind for residents a fourth year in a row and one of the top themes of verbatim comments.
 - People understand the importance of roads and water/sewer infrastructure projects as well as maintaining current infrastructure, emphasizing the importance of focusing on core/essential services.
 - People provided comments and questions related to future plans and costs for the current pool or an indoor pool.
 - People highlighted the importance of parks, trails and green spaces.
 - Comments and concerns related to tax increases, finding cost savings in the budget, managing growth and development, CSRD contributions to the Town, bylaws (off-leash dogs, STRs), wildfire risk and emergency preparedness were also mentioned throughout the survey.

Demographics:

- The majority of respondents are full-time, permanent residents of Golden (97%) and own their home (91% own, 9% rent).
- We had respondents from every age category. The top age category by far was 35-44 year olds (34%) with other age groups relatively even across the board, this year we had 2 respondents in the 18-24 age group, up from zero in 2023. 45-54 (22%), 55-64 years (20%), 25-34 (8%), 65+ (13%).
- The majority of respondents live in a household of 2 people (44%) or 3-4 people (38%). Again this year there were more respondents without children (58%) than those with children (42%).
- Eight respondents own business properties in the Town of Golden (up from just 4 in 2023).

Programs and services:

- The top 5 services that respondents selected that they think should be Council's top priorities in 2024:
 1. Water services (supply, distribution and water quality management)
 2. Roads and sidewalk maintenance and improvements
 3. Sewer services (collection, sewage treatment plant and lift stations)
 4. Community planning, development services, urban design, building inspection
 5. Tied in fifth place:
 - Municipal facilities (including recreation and cultural facilities) maintenance and improvements
 - Fire protection services

The top five for 2024 saw a couple of shifts with municipal facilities back in the top five after dropping to 10th place in 2023 (it was previously in the top 5 in 2022) and "Parks, playgrounds, freeride parks, green spaces and trails (maintenance and improvements)" falling off the top 5 into 6th place.
- Respondents were asked to rate the overall importance of services, core services continue to rank as most important.

- Respondents were asked to rate overall satisfaction with services, the top 5 rated services were:
 1. Water services (supply, distribution and water quality management) – 94% of respondents are satisfied (up from 84% in 2023)
 2. Garbage and recycling collection – 92% of respondents are satisfied (down from 96% in 2023)
 3. Snow removal – 91% of respondents are satisfied (down from 93% in 2023)
 4. Sewer services (collection, sewage treatment plant and lift stations) – 86% of respondents are satisfied (up from 76% in 2023)
 5. Fire protection services – 82% of respondents are satisfied (up from 73% in 2023)

Year over year the responses to this question are similar although we see a slight decrease in satisfaction across many services in 2024, but still up from satisfaction rates in 2022.

- 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.

Communications and engagement:

- Respondents gave the Town a 3 star rating out of 4 (the same rating as 2023) 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 (72%, down from 79% in 2023)
 2. Town of Golden website (52%, down from 65% in 2023)
 3. Email newsletters (45%, up from 58% in 2023)

These are the same top three communications channels that were highlighted between 2021-2023. It should be noted that new this year in the other section, two respondents replied with Golden Co-op Radio, Communications staff has been in contact with the Co-op Radio to look for potential opportunities in the future.

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

Next Steps

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 April 16. 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

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

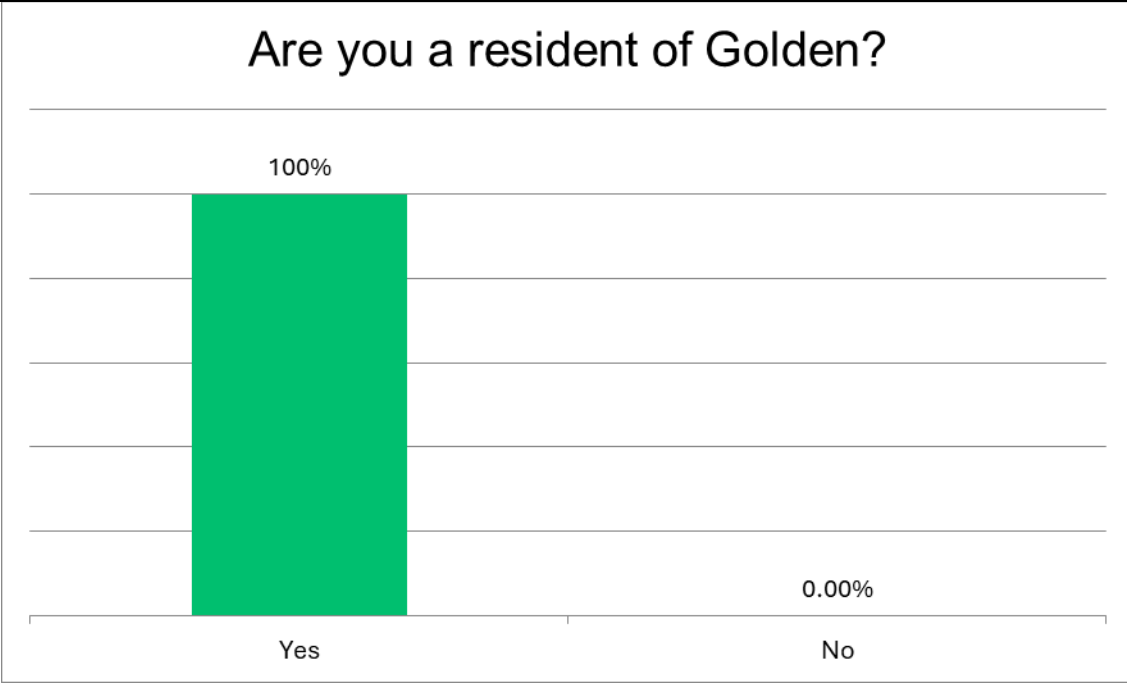
9. Have you reviewed the 2024 Budget Book available at golden.ca/budget/?
 - a. Yes
 - b. No

10. In reviewing the 2024 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 2024.
- 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)
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 - 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).

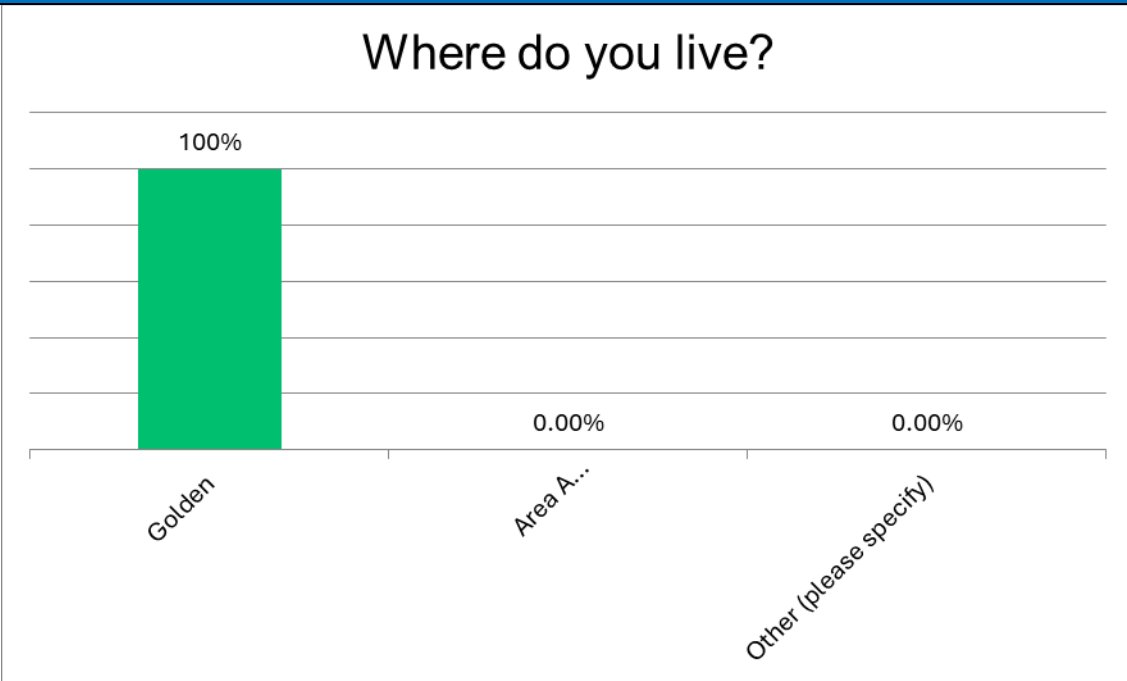
14. How would you rate your overall level of satisfaction with the following services provided by the Town of Golden (scale of 1 very dissatisfied to 5 very satisfied):
- a. Road and sidewalk maintenance and improvements
 - b. Snow removal
 - c. Bylaw enforcement services
 - d. Fire protection services
 - 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 2024 budget?

18. Communicating with residents is a priority for the Town of Golden. How would you prefer the Town communicate with you? (rank 1st 2nd and 3rd preferences):
- Social media (Facebook/Instagram)
 - Town of Golden website
 - Local radio station (Bounce FM 106.3)
 - Local newspaper (The Golden Star)
 - Email newsletters
 - Print materials in the mail (brochures/pamphlets/etc.)
 - 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:
- Very poor
 - Poor
 - Good
 - Very good
 - Don't know
20. How did you hear about this survey? Please select any that apply:
- Facebook
 - Instagram
 - Town of Golden website
 - Town of Golden newsletter
 - From local news media
 - Council Meeting or a Town Councillor
 - Word of Mouth
 - Other (please specify)
21. 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 or enter your email below:

Question 1:

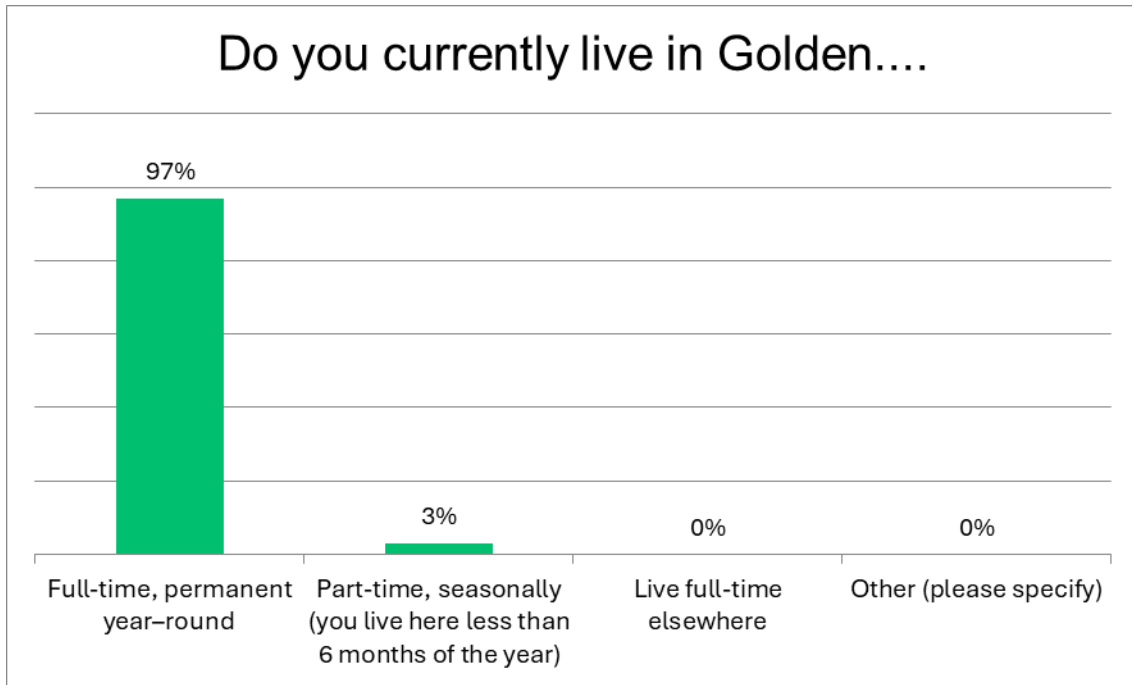


Question 2:

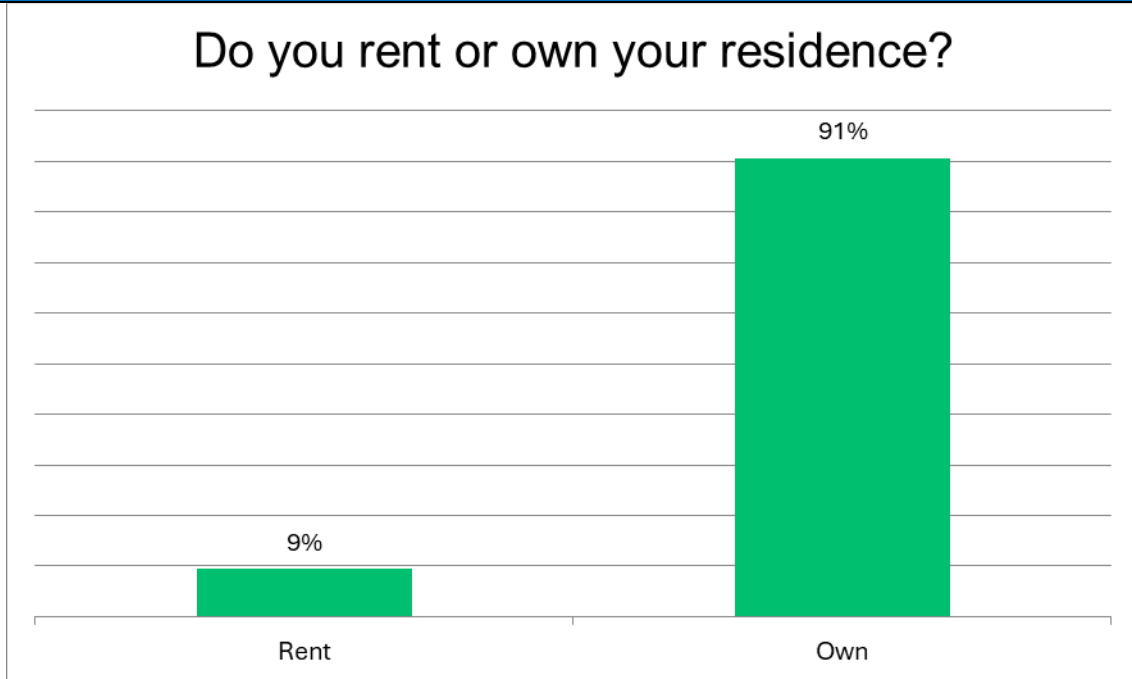


****Note: 5 people responded that they live in Area A they have been removed from the survey results. Area A results can be referenced as an Appendix.**

Question 3:

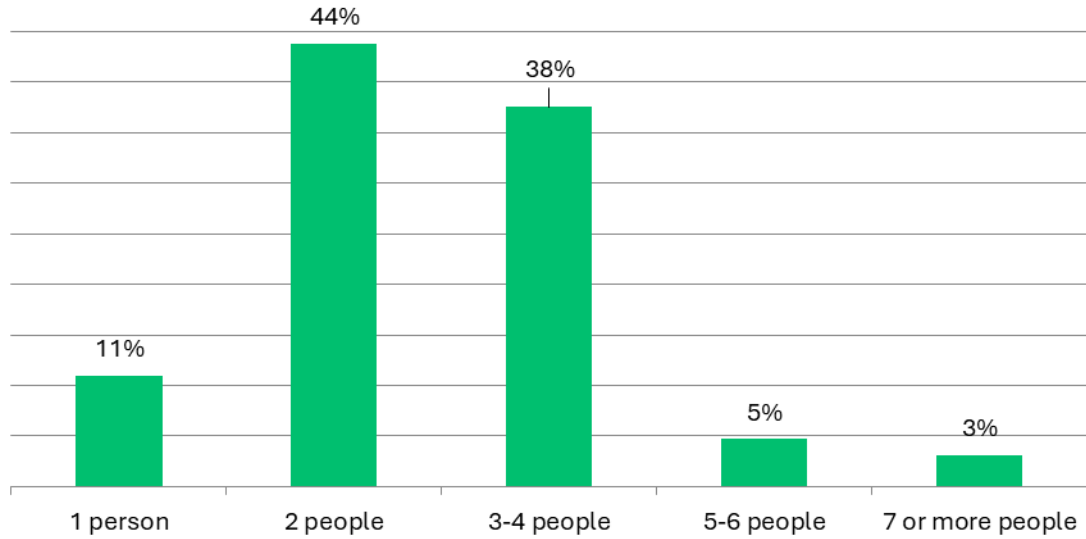


Question 4:



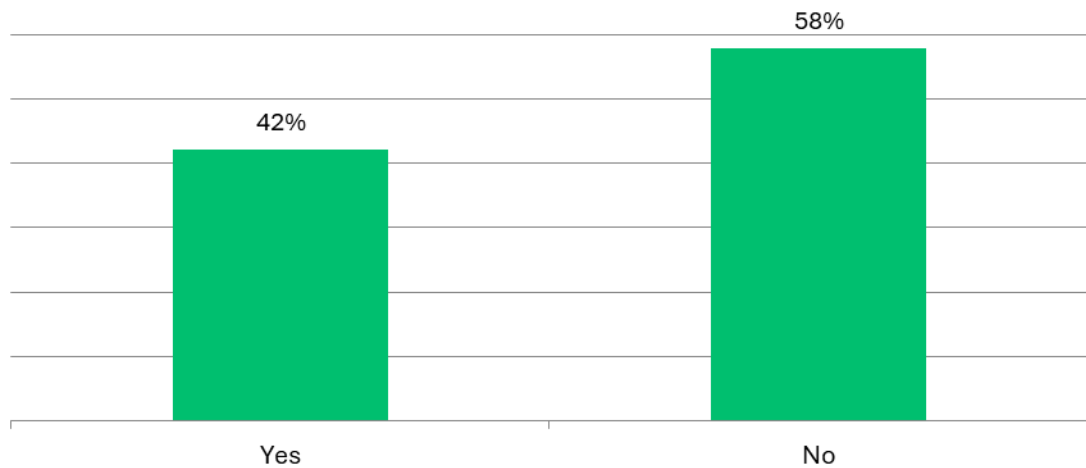
Question 5:

How many people live in your household?



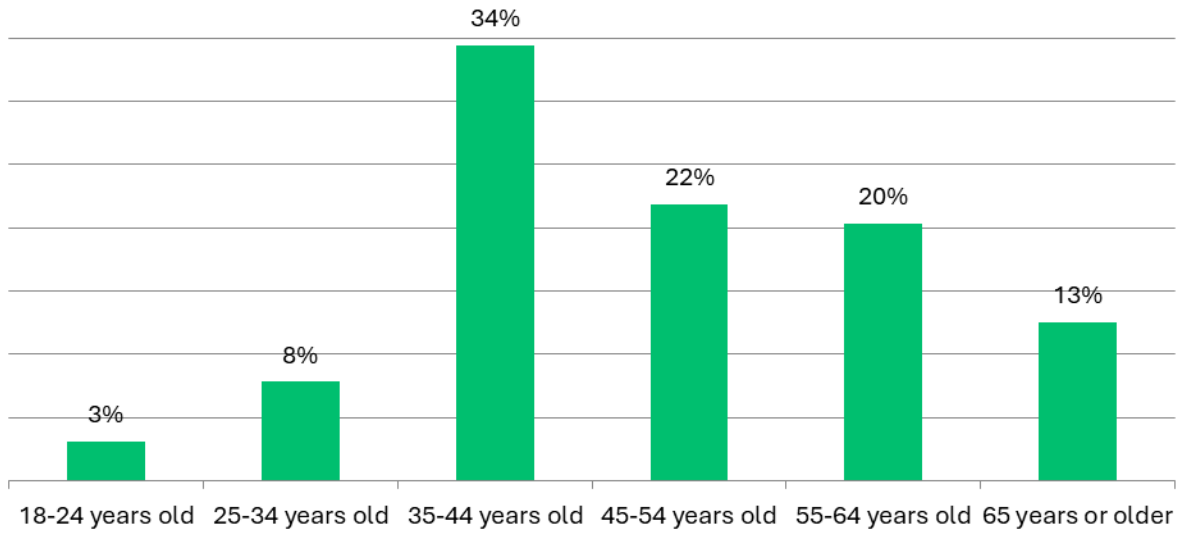
Question 6:

Are there children living in your household?



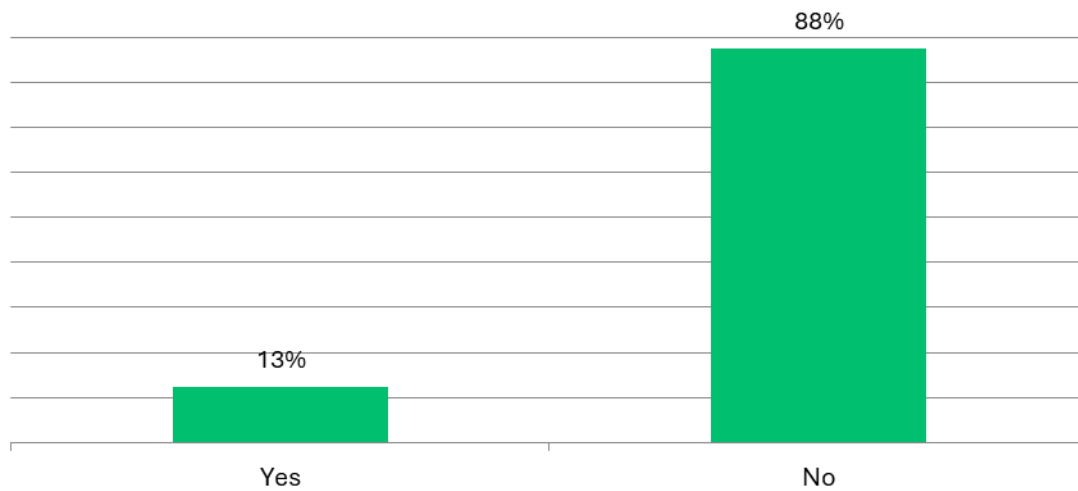
Question 7:

What is your age group?



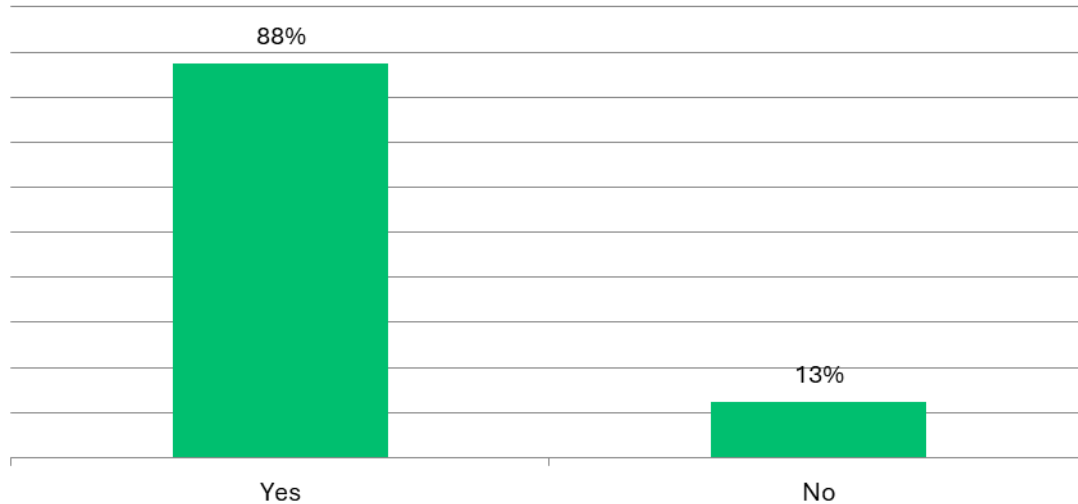
Question 8:

Do you own a business property in the Town of Golden?



Question 9:

Have you reviewed the 2024 Budget Book available at golden.ca/budget?



Question 10: In reviewing the 2024 Budget Book, do you have any comments, concerns or suggestions on the proposed annual budget and proposed financial plan?

Verbatim Responses:

The Town of Golden needs to develop additional sources of revenue on top of property taxes. You can't keep relying on Town of Golden homeowners to pay for the bulk of the costs. We are being squeezed so hard with soaring property taxes on top of high inflation, high interest, and high costs of living. Here's some ideas for increasing revenue:

- vacant property tax. Charge the Calgarians and Americans who are taking up valuable properties as second homes. I know this is provincial, but the Town Council needs to lobby the province for this. We need a vacant property tax.
- Paid parking. Implement paid parking throughout the town of Golden and at all public facilities to further increase revenue.
- Charge a toll to all Area A residents who come into Golden to use services but don't contribute equally to the tax base.

The homeowners of Golden can't keep subsidizing the groovy lifestyles of Area A homeowners who cart their kids in to town every day to use the community facilities and roads.

CSRD needs to provide more money to the Town of Golden. Or increase fees for those living in Area A, ie higher recreational fees like Trail BC did, higher business license fees if your office isn't located in Golden but you provide services in Golden.

Work with the province to have a vacant home tax. There are 4 "vacation homes" on my block that sit empty 8 months of the year.

There doesn't appear to be any projected capital spending or savings for the renewal/replacement of the outdoor pool. Why?

Is there any reserve set aside for the current pool as we won't be getting an indoor one? And is there any plan to secure or create park and river access following losing the park for the new bridge?
I'd like to see more money for the indoor pool as not everyone is a winter sports person
We need to put money aside for an indoor pool.
What's the plan for indoor swimming in Golden?
Now that the "on deck" project is done, what is the plan to facilitate access to swimming in Golden:
<p>? Are any funds being put away to repair the current outdoor pool?</p> <p>? If there are funds, will they be adequate to cover the anticipated costs?</p> <p>? If the outdoor pool becomes unrepairable, are any funds available to replace it?</p>
I suppose my main concern is that I won't be able to pay my taxes this year as the cost of living is egregiously high and I'm out of money. I don't know a single community member that isn't struggling. With more new housing in our community our taxes should remain the same or go down
The town spends too much on putting gravel on every street in town even though it's mostly flat roads. Then we spend more money cleaning up the gravel from the roads and boulevards in the spring. Big waste of money and leaves the boulevards dirty. On flat streets, skip the gravel and just plow.
When does tourism stand on its own?
How many millions of taxpayer money (grants) will be enough?
Aspects of downtown revitalization and highway "improvements" are unnecessary and expensive
Generally, Expense concerns while not having enough funding. We should aim to keep taxes low.
In these economic conditions focus should be on reducing costs to taxpayers. Not taxing millions more in the next few years
I will email
How about having regulations applied to manufactured home parks? Some of them park owners use intimidation and their powers to use, manipulate or scare their renters into doing their bidding, not always legal. Some park owners have influence on other town businesses that looks a lot like mob power.
I can't see any planning for repairs to the current pool now that the aquatic center has been scrapped
Stop catering to tourism and start catering to home owners that pay the taxes
I would like to see staff wages/raises that people have got this year
The layout is much easier to read and understand this year - much more detail than in the past. Both revenues and expenses for 2024 are considerably higher than the projected numbers for 2024 in the 2023 - 2027 budget - not sure if this normal? The cost of living has increased - so expenses are expected to rise for the town as well. I am sure each department trimmed their expenses as much as possible to provide their numbers - hopefully our taxes don't have to go up to much to cover them.
Cut back capital projects, especially in the transportation services. This is a small town and

quite frankly there isn't a lot of high paying jobs, the amount that rent, mortgage borrowing and food prices is enough to sink a family. Don't increase taxes at the rate you are. Find ways to cut funding, pickleball can wait, public works fleet can wait. Interest rates are very high, you shouldn't be borrowing money in this high rates environment and wait to borrow. This town needs to be more fiscally responsible. Slow down the enhancements, catch your breath and let's enjoy this wonderful town.

We need someone to provide checks and balances on the CAO. Making that much money, residents expect a way better value than we are getting with the current dated CAO.

Slightly concerned that the firehall budget is increasing again. Members of the firehall openly joke about how much money the town gives them. I would love to know how the full review went for the fire that happened of the old courthouse building. Why does the budget keep going up? Realistically are they actually going on firecalls or are the majority of the calls BCEHS related and medical calls. I recently watched them stand around in a parking lot for 20 minutes after the ambulance had left. Lights on both trucks blocking an entire parking lot to "chat". Seems like we should really evaluate what is done before we continue to give them more money. Do their training grounds really need to be updated? I am concerned that a girl broke her back on their fire call but did a final report come out of that accident? The major fire call they had, had a huge accident involved. Should we focus them on actually being prepared to fight fires? Seems like they just put a huge renovation into their "lounge"? Who paid for that? The firehall does a lot of good in smaller projects, but I would be concerned of all the harm they do. Have heard from several community members that they feel the same way.

6.6% increase in taxes is above the already high rate of inflation. Unacceptable.

Show some leadership & get these costs down!

Yes, I didn't find any information or budget for road improvements, such as replacing the bridge to go to the ski hill or paving the gravel road by Reflection Lake leading to Mt 7.

I would like more information on the 2027 \$690K for corporate and accounting software.

I think we don't spend enough on mosquito control - it was bad in town last year.

For waste and recycling - I would love to see an assessment on if we switched to recycling every week, and garbage collection every other. Recycling pick-up is not often enough.

I'm curious about the doubling of the Keith King Budget - what does this cover?

Now that the pool project is not going forward - is additional spending required to extend the life of our current pool?

Will the \$300K for the annual paving program include fixing the 9th Avenue South road along Clown Park/Kinsman park - it's almost undrivable at this point.

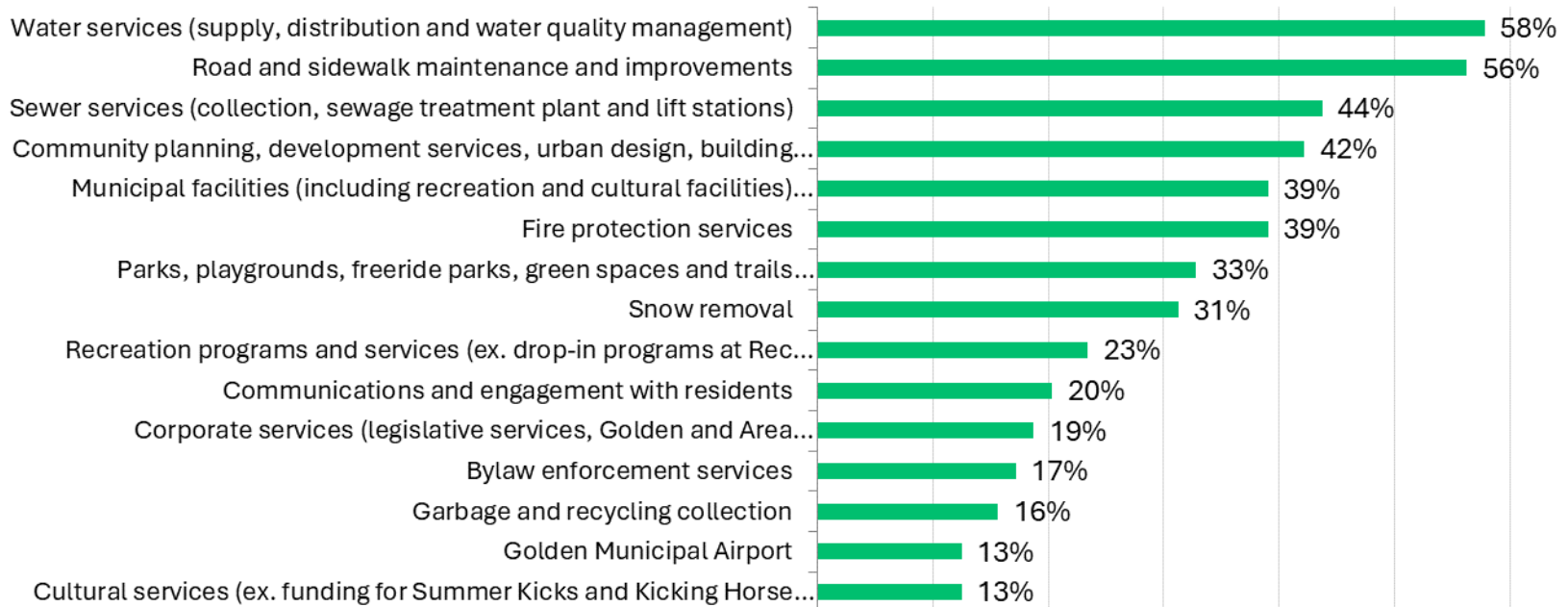
Would like to see Selkirk hill pedestrian walkway safety improvements on the budget. At the very least installing guard rails

Can you show the percentage of taxes each class of taxpayer will be paying - Residential, Business, Commercial?

It would be informative to have personnel/employees costs separately.

Question 11:

Of the services listed below, please select five (5) services that you think should be Council's top priorities in 2024.



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

Verbatim Responses:

I think we do well on all of the options I didn't click. Parks and rec services are excellent. Snow removal is fine. I think Town should put more money into community planning. The staff are run ragged and are under capacity. Add more (good!) people to the team. Start thinking long term. Planning ahead. Think of what Town should look like and be like in 25 years and plan for that. So much of what we do now is reactionary. The Town can use Canmore, Whistler, Revelstoke, and Squamish as good examples and as cautionary tales. Revelstoke invests a lot into the arts, which we don't. Canmore, Whistler and Squamish can offer cautionary tales for letting investment run rampant. Smart and thoughtful approaches are needed. We just keep seeing the same people building the same ugly buildings for profit, rather than seeing anything unique or special come to town. Stop letting airbnb hotels go in. Help some of the industrial rezone to commercial. Build a vibrant business and service industry in Golden with multiple hot spot areas. We don't need more hotels in town. No to BaseCamp, no to more ugly condos unless they will for sure be used as primary dwellings and rental units. Please start planning ahead to build a town for locals.

Although it was more Karen and the CSRD, the Golden Pool fiasco shows what happens when communication is poor. Although the airport is expensive and niche, it's a major source of pride for Golden and needed for emergency.

Stop supporting the building of large scale STR buildings and vacation homes. Oso and Riverstone should be for long term housing. If a house or condo sits empty for 6+ months or more, triple the property tax.

I would like to see short term rental bylaws enforced. Water/Sewer are basic necessities so should be given highest priority

I believe in the basics of water & sewers, but also want to keep the town livable and growing with recreational services and development. I would have liked to also choose Fire services, but decided to click legislative services as I can't imagine how a town can run without that.

focuses on core services as well as community planning

Infrastructure and safety of the town are far more important than recreation, we need to hire a bylaw officer I see a new truck parked at the town hall 24/7 when will there be an officer hired to implement the bylaws

We need a community to call home we definitely need more information about emergency management. The threat of forest fire is real and not having a clear plan that people know about is going to be put people in danger.

Airport a vital link.

All other choices I feel are very important to maintain.

We need a pool!! Also it's going to be a bad fire year according to various sources so we need indoor recreation facilities and good fire protection.

I believe programs and services available low barrier to all community members will create an engaged and healthy community

Bylaw needs more funding, dogs off leash and huge trucks (eg logging or tow) parked in town , most occur after business hours, we need more bylaw officers.

Street parking whether it's a home or business is bad, roads can't be plowed or swept if people are parked.

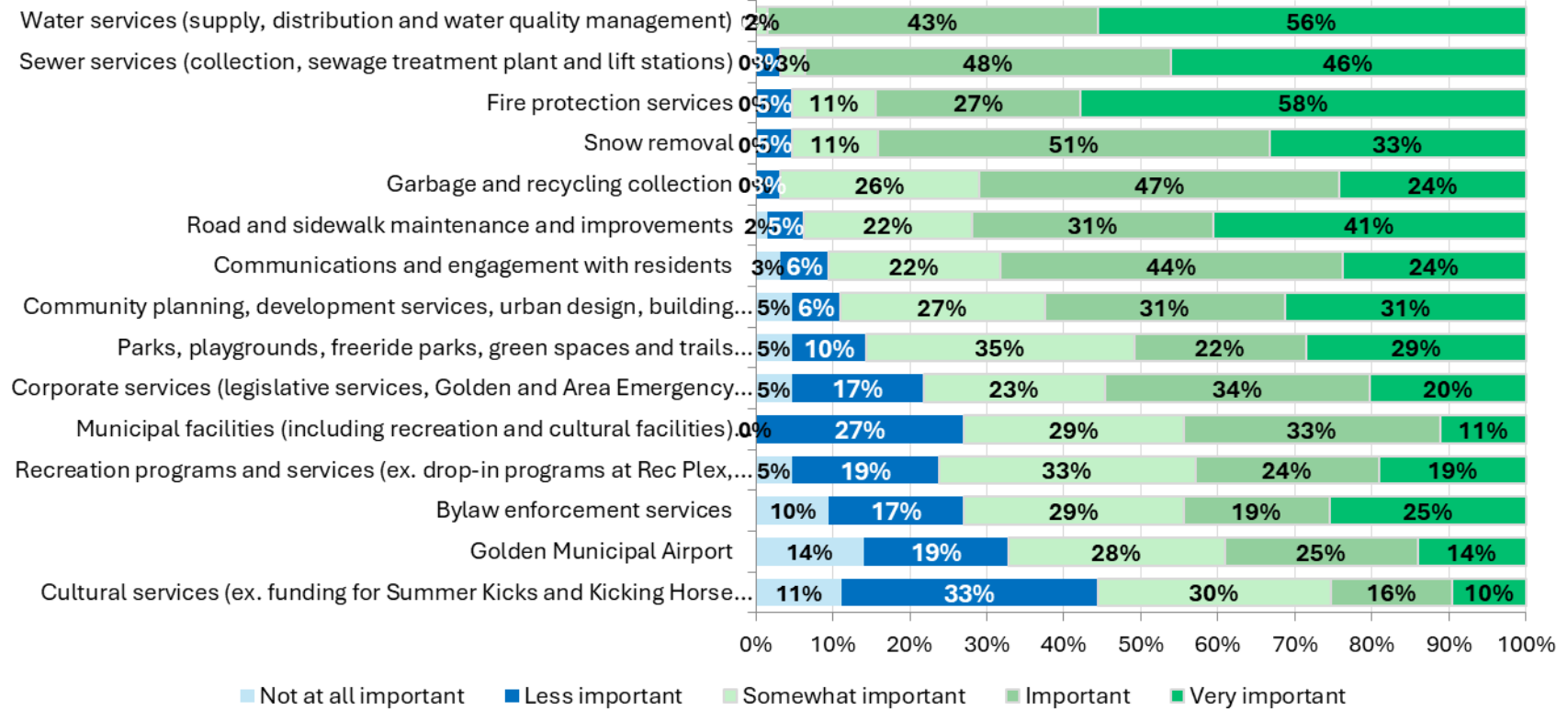
<p>Most churches and businesses don't have enough off street parking eg new dental office and trinity Lutheran church has none at all.</p>
<p>We really need a pool in Golden.</p>
<p>Water, sewer, and snow removal are top basic services that must be kept going smoothly (you're doing a great job!)</p>
<p>Emergency management needs to be kept at the top of radar due to climate change and related emergencies.</p>
<p>I am also very concerned about the plan for year-round swimming!</p>
<p>They put community first</p>
<p>actually they all are important</p>
<p>I think Golden should have nice curb appeal, which means looking after the roads and sidewalks.</p>
<p>Winter's are long so clean sidewalks and pathways (including the rotary trail) go a long way to making winter safer and more enjoyable.</p>
<p>Parks, recreation and cultural activities are things residents and visitors use on a daily basis and get direct enjoyment from. Good programming makes for a vibrant community .</p>
<p>something should be done about all the off leash dogs in town</p>
<p>Clean water and things for my child to do.</p>
<p>Self explanatory</p>
<p>Investing in recreation programming is important</p>
<p>Top four because there are necessities in life, I dont spend money on frivolous. As far as recreational for youth and others skate parks and the like require little money upkeep unlike pools and arenas. And for sixth garbage collection is good!</p>
<p>Benefits to community-recreation opportunities for youth and all ages</p>
<p>I have no interest in any of the programs i have not chosen</p>
<p>Focusing on these choices can help shape Golden's development for years to come and attract people/businesses that will help grow the local economy.</p>
<p>I think town council and staff need to take action on licensing for STR. Continuing to beautify the community (common areas) while maintaining essential services like water (new well) and sewage accounts for my other choices.</p>
<p>Basic needs of the community</p>
<p>Money should be set aside for infrastructure aging and maintenance to truly balance the budget</p>
<p>The sewer smell in the town last summer was horrendous and needs focus. We need to manage our water resources in town and not include giant business line Sky Bridge to be included into our municipal water systems as they are not even within the municipality.</p>
<p>Fire risk is important in times like this with low snow pack and high chance for fire to engulf our town this summer.</p>
<p>Emergency Action Plan needs to be solid for our municipality to head into future, given the amount of train traffic with risk of train accidents and chemicals in the air or river or land, climate change impacts such as floods and droughts and wildfires and limited exit points out of our town with bridge limiting our flow of traffic in case of full town evacuation.</p>

<p>Bylaw enforcement so we can get a better handle on the horrendous air quality in our town. This is third world conditions that should be managed by having bylaws enforced for smoky chimneys, business pollution (such as LP, CPR).</p>
<p>The essentials seems to be taken care of so far.</p>
<p>Hard to just picking 5!!</p> <p>Our community is growing!!</p> <p>Industry is also changing for full time citizens of Golden.</p> <p>The times are changing from what was once a small town, most were employed by CP or the mill, which is now changing to a tourism industry, in order to keep our community growing we need to upgrade, focus on what we have to offer to those who live here full time/in town/ tax payers/ as well as our tourists who live here part time/visitors etc.</p> <p>Everyone should appreciate what we have to offer for 'all of us' who have made this town GOLDEN..not just the TCH..driving through on the strip, but those who understand and can appreciate our town..mountains, rivers, lakes, enjoy our adventures, authenticity and community for opportunity, what Golden has to offer to anyone of any age!</p> <p>Where we chose to live 'it takes a village' to raise a family, friends and community! Work hard play hard!</p> <p>If you build it they will come!!</p> <p>Thank you to all working hard to make this happen... Town Council, Corporate Services, Public Works, Emergency Sevices!! Thank you!!</p> <p>Growing together for our community, for all of us, anyone who would like to visit, stay, play and enjoy!</p>
<p>I chose these above because they have been lacking in the funding, appreciation and attention. The other get lots of attention because they are in the forefront of what we see and want to do on a daily basis. The buildings, property and programs are lacking and looking sad after some years of neglect.</p>
<p>We need to invest In the basics that everybody takes for granted. If not we will end up taking a big tax hit in the future when our core infrastructure breaks down</p>
<p>I want us tax payers to get something back other paying to beautify downtown when there is no parking as stupid patios are now taking apace</p>
<p>I think that these are the most important things for the town to focus on</p>
<p>Because golden needs these</p>
<p>Bylaw officer does not respond or deal with complaints. Not visible in the community and does not engage with them either.</p>
<p>Without these five core services the residents would have to deal with navigating unmaintained sidewalks and roadways, haul their own water, find a place to dump their own waste products of various types, and fight their own fires. We have to have these five at a minimum. The others are also important - but the limit given was five.</p>
<p>Those are arguably the most important parts</p>
<p>Keep it simple.</p>
<p>These are important to the community.</p>

These are BASIC municipal responsibilities.
The roads around Golden are desperately needing updated to make it more safe to travel via non motorized transportation. The parks are very important to are area and will need to be updated for further growth of the community. Urban planning is essential for growth of a community.
<ul style="list-style-type: none"> - Our roads need work (9th ave South) - Communication with residents is good so doesn't need enhanced focus - Water and Sewer etc. seem good (unless I'm not aware of issues there) - The recent changes with rec plex offering day camps / spring break / summer camps has been a game changer and so appreciated! (love the 15 minute early / end time). Childcare = Economy Improvements
Selkirk hill side walk is dangerous. Would like to see improved playground area at Keith king . Pool re-design.
I chose critical services as they are the most important elements to living and dying.
Focusing on essential services to keep increasing costs in check. Municipal tax increase far in excess of my salary increases.

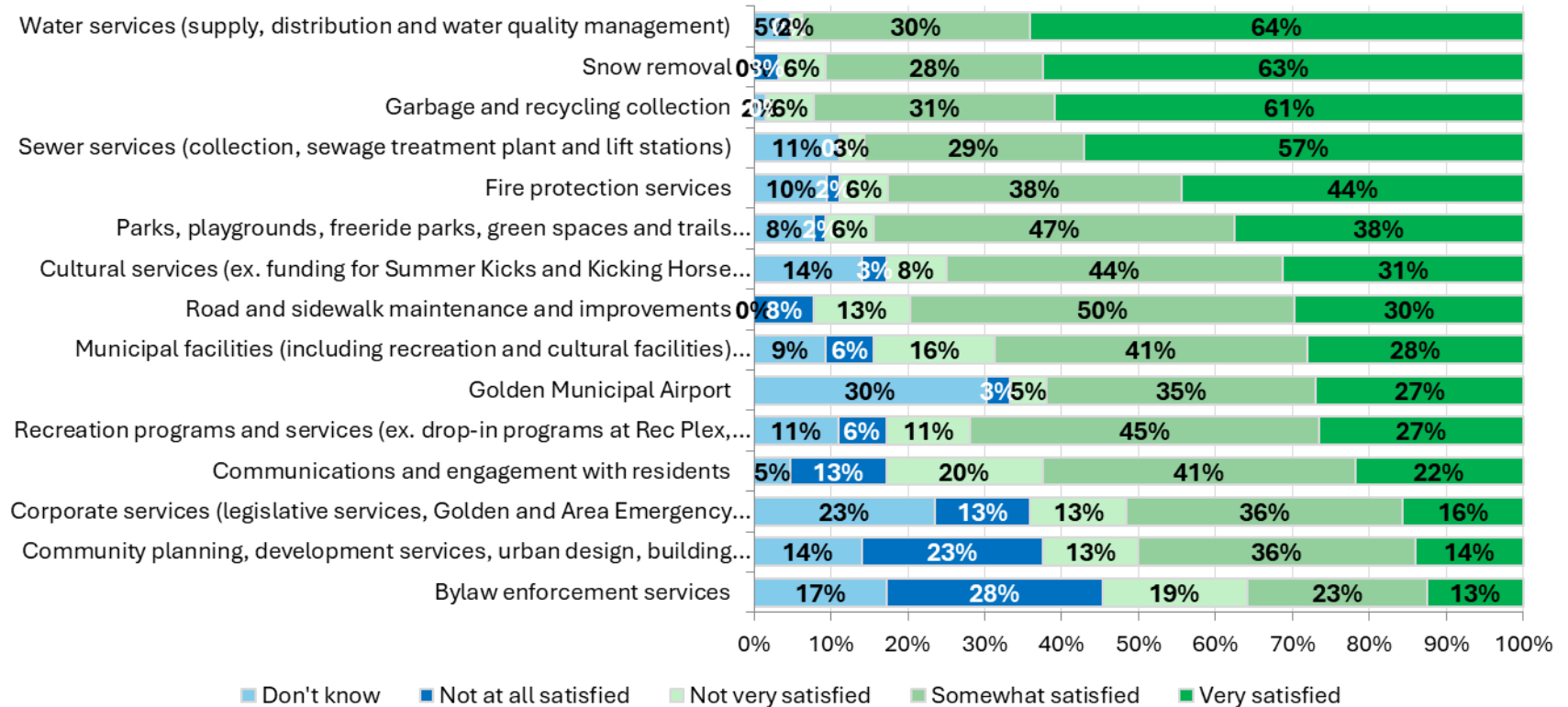
Question 13:

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



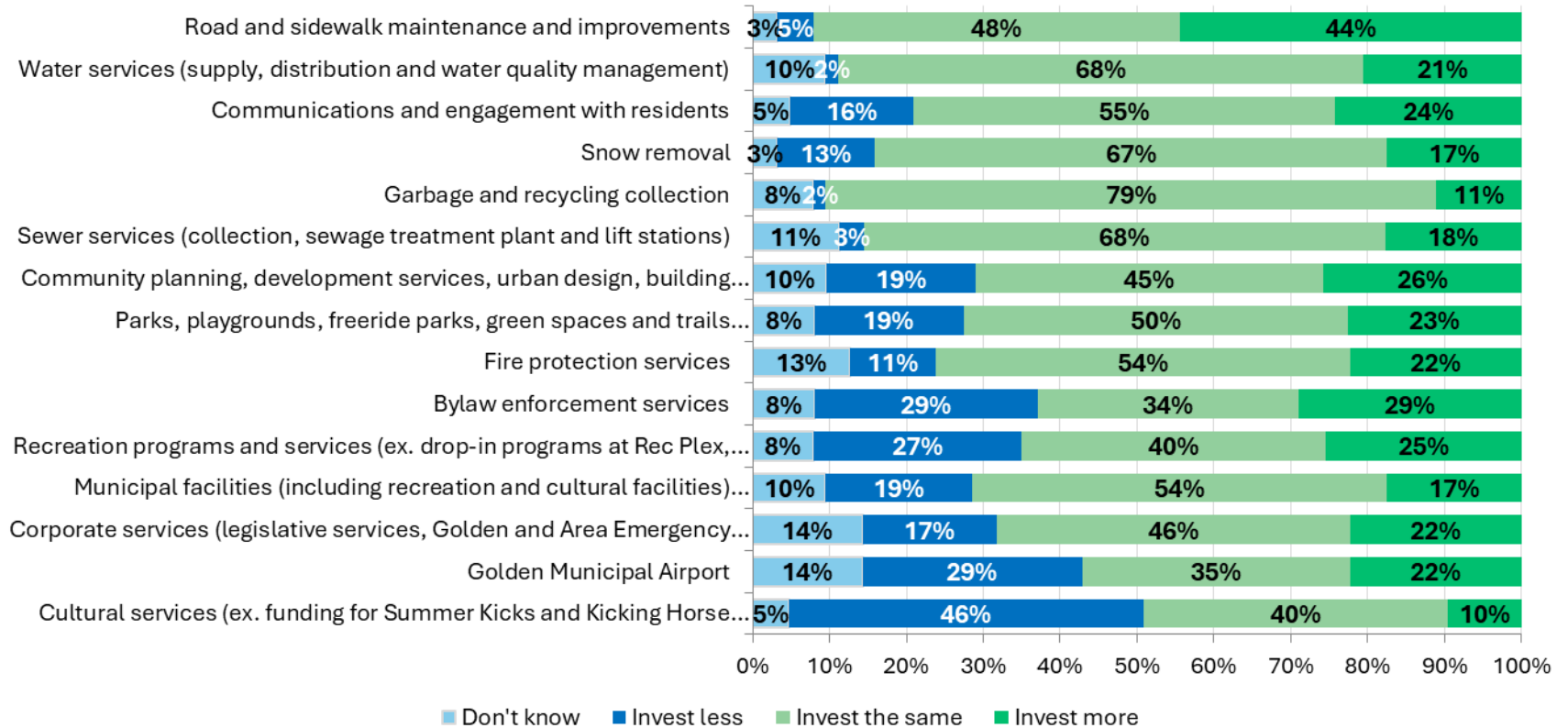
Question 14:

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:

- long term planning

- emergency management

- skewed tax base

Buildings like Oso an Riverstone. The potential Basecamp new building, Jack Wongs empty buildings, the terrible shape of all commercial spaces in town. Empty vacation homes in town. Create a vacancy tax for both residential and commercial buildings. If a house isn't a primary residence or sits empty for 6 months, tax it more. If a commercial space has a company running out of it and isn't open 60% of the time tax the hell out of it. ie Bob Wingate.

Housing for people who want to WORK here but cannot find a place to live. More housing stock for residents...not investment properties and STR's.

Balancing affordability with smart growth and development, alongside continuing the level of service residents already enjoy.

affordability

Emergencies such as wildfire and storms, avalanches preparedness. What do we do in an emergency such as a wildfire no one knows. We need to hire a bylaw officer to enforce all bylaws especially the parking and boondocking problems

Threat of Wild Fire

Climate change

Fire season.

Food security and affordable housing

Bylaw issues.

No indoor pool or indoor winter activities.

Too much street parking and vehicles that are not allowed to be parked in town.

Dogs off leash.

Not enough parking or no parking off main street for trinity Lutheran church, dentist, and home owners should park vehicles on their own private driveways.

We need an indoor pool. There has been no communication on moving forward.

Increase in climate related emergencies

Water and food security

Excavating gravel out of the Kicking Horse River from the walking bridge to the railway bridge.

Rising costs that are/will force community members to move.

By building a pool most can't afford.

Affordable housing for the folks that work in the service sector and are the lifeblood of the community.

Transportation and access to medical care

meeting the demands of a growing population. infrastructure and planning.

With in towns control, Short term rentals removing housing for long term residents.
Improve communication with community I am proud that you are representing us, you do good work!
Need a pool
A push for \$18 an hour jobs thinking daytripper tourism is going to save the town. It needs a rethink. Mainstreet business is not making more money but their taxes and costs are going up. 200 part time/temporary employees from the hill and bridge challenge everyone for accommodation.
Affordable housing, cost of living,
Piss poor management of the Fire Department, Town operations, and catering far too much to Tourism culture
Proper planning and structuring of the town. It seems to just be thrown together with multiple industrial parks, residential thrown in here and there and recreation fields and buildings not being well used
Cost of living, lack of housing, old buildings
Move bilaw from complaint driven to actively do things. Some people are scared to say anything for fear of property damage
Future economic stability and self reliance
STR -- ensuring that people are complying with the intention of legislation (room or suite within an owner occupied home) and bylaws are in place to ensure licensing and oversight.
It's outdoor recreational Beauty
Cost of living. We need a balanced budget including infrastructure aging and maintenance and lower taxes. Bylaw enforcement is not a priority
Air quality is very bad most days of the winter. This needs to get addressed and dealt with as it's unacceptable to not look after our airshed. Bad air quality affects everyone's health and well-being. There's hardly a day with clean, fresh air in Golden BC ever. Please take a strong approach to have zero tolerance for air pollution and have consistent and effective consequences for those who contribute to the air polluting.
Still affordable housing for permanent residents.
Lack of a fast, easy way to get around on a day-to-day basis without owning a personal vehicle.
Housing/Cost of Living
Housing, livable wages
Lack of affordable housing
Taking care of the taxpayers that pay for the town of gold and all the services
I think that right now Golden needs to make sure water is top of mind. With water shortages already happening in Alberta we need to ensure the town has a good water supply
Control of runaway town costs. Over payed employees
Lack of affordable rental housing. Nobody should be offered a 3x3 garden shack for \$700 per month, because the owner is taking advantage of the housing crisis. ENFORCEMENT of air bnb to make rentals available.
HOUSING
growth and how this town will accommodate it
Housing
Housing/cost of living, by a very long shot
Keep Golden an affordable small town, keep out the urban influence and maintain what we have without borrowing at high rates and getting less return.
Overpaid admin staff at town hall sucking all of our funds.

That the council is very outdated and new people should join. That it feels like from a developers stand point that the town doesn't want new business as they try and slow everything down.
Grow the community, we need more people.
Poor roads that make it difficult to get around. Housing for seasonal workers, and no composting with poor recycling
Attraction of permanent residents (due to housing, childcare, high speed internet, shops being closed)
Long term affordable housing and pool woes
Making sure that people can afford to live and work in Golden. It is very expensive - tax increases should be large for residents as they cannot write off taxes like a business or commercial property owner could. Residents (both owners and renters) are being squeezed out of Golden or are having to live in unsafe conditions due to homeowners building illegal suites (or renting on a short term basis...)
Lack of AFFORDABLE 1-2 bedroom units FOR PURCHASE BY year round RESIDENTS, not as rental investments.

Question 17: Do you have any other comments for Town Council to consider when making decisions on the 2023 budget?
Verbatim Responses:
Please think of ways to raise revenue on top of the overwhelming reliance on homeowners.
Please invest in your community planning team and start thinking longterm. Develop an engagement strategy to get input on what locals want to see the town turn into. It could be so vibrant and cultural, but we are dealing with decrepit commercial infrastructure, too much industrial zoning, and too many airbnb condo buildings. Develop planning streams that investors and developers must abide by. No more housing for profit.
Instead of raising taxes on normal home owners in Golden, go after Area A for using all our services. Go after the vacation home owners, go after the bad building owners and developers.
hopefully developers of new properties are being held fiscally responsible for their impacts on our infrastructure :ie sewer, roads, parking, lighting, garbage collection etc...vrs. the rest of us taxpayers who are not profiting off their developments.
The outdoor pool and its renewal or replacement must be accounted for somewhere.
Hire a bylaw officer, rather than buy a new truck to sit unused get a bicycle so the person would actually be out on trails as well
If street cleaning is a set program, signage needs to be displayed so that the workers can do a good job without people parking on the main roads/streets
We need to think of more indoor recreation for our community. With more fires in the summer and the expense of winter sports we need an alternative.
Please provide a plan for year round swimming in Golden and communicate with the community on this
No, I think everything is being run just fine.
A discounted tax rate depending on income (same as the seniors). Council should implement a 1000% tax increase on abandoned properties - or more.
keep up the good work
The Town needs to recognize the existence of the large population of seniors in our community and the need to put funding in place to address their lack of a centralized source of information regarding the services available to them.

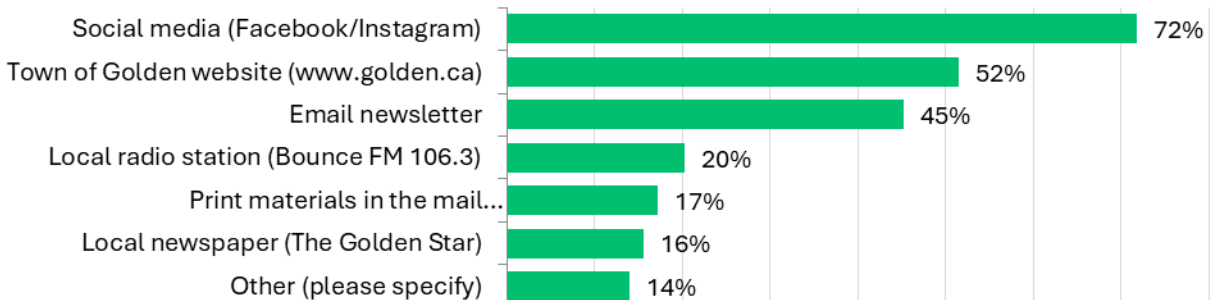
I think putting a roof and lights over the skate park would be an option excellent investment into what is surely Golden's highest use park.
Stop wasting money spreading rocks all over town each winter. Needless and costly mess
Former councillor told me Golden is growing, we have 50 less people on the latest census than we had in 2001 yet we have hundreds? more units to live. Is the plan to become a motel/airbnb community?
People say the high school has increased enrolment, apparently 330 students. I took out my 1982 year book and counted. 430. Again 500-600 more housing units in the area but 100 less students. Again what is the real plan? Signed Tracy Williams. Very uneducated and ill informed at best but I live here.
I no longer enjoy residing in Golden
Not sure the municipal government should be involved with golden culture - funding could be used in other areas like forest fire prevention surrounding the town
The new pool being debated is very costly and should not warrant a significant property tax increase. What will happen in the future when other amenities are contemplated?
Invest in more to keep our community beautiful and clean
Good job. Keep it up
Rent out the airport for events and racing to offset costs
Will email. Thanks!
Keep us more informed in newsletters and in social media.
Yes, not all citizens. Want this town to be a tourist destination let's stop this and let's look after the people that live here.
I know this is not budget related but I am wondering why the police do not do enforcement along 9th St S in Golden near the schools and skate park. I walk in the area all the time and in the posted 30 km/ph zone the speed board will show speeds of 50-60 km/ph. I never see the police in the area doing enforcement. This is normal in the summer with all the campers going to the camp ground and they will be doing double the speed limit.
You creat all the gardens and boulevards but nobody is maintaining them. What a waste of money and faulty design.
Good luck deciding what services are more important than others - not a fun task I imaging.
plan for forest fire mitigation
Base the deductions for those who cannot afford a wack for expenses, and expect to keep going on minimal money
Town council needs to push off capital projects until inflation and interest rates come down. The residents are already bleeding and don't need increased costs. Thank fully the indoor pool is not in the cards and should continue to be only a dream. There are not enough residents to support a big facility like the pool proposed.
Can we hire a new CAO? On that is an asset to our community. Rather than continuing on the downward trend with our current CAO.
Tax increases over inflation are UNACCEPTABLE.
Be part of the solution, don't keep bleeding the taxpayers!
1. See above re tax increases for the residential owners of properties in Golden. We want to be welcoming to businesses but if local people can't afford to buy anything then it all depends on tourism (and how many tourists buy shovels, toilet paper, school supplies, etc.)
2. The fire department should not respond to every motor vehicle incident that occurs on the highway.

They should only be responding if BC Ambulance can't make it due to dealing with another event. I hate to imagine how much money is paid for the fire fighters rushing to attend an event and then being called off before they get there. A definite duplication of services that waste's taxpayers hard earned \$\$.

It's okay for council to be common sense stewards of the taxes they collect from residents, which means it's necessary to say no to the endless requests for public money to support "projects" that benefit a limited number of stakeholders. Examples -- food bank request to pay for two paid positions, bike club request to subsidize their impact report, downtown beautification while ignoring south Golden which is an eyesore, etc. There is a finite amount of money and it should be focused on essential services that benefit all residents.

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):

Golden Co-op Radio

Golden Co-op Radio.

not everyone does social media, esp. the older generations, myself included! i do read your email newsletters and take all the corresponding surveys etc.

Signage eg street sweeping or plowing no parking allowed followed by bylaw fines if ignored

it would be nice, as a business owner to see councilors out and about. i see john. i see wes. i see phil. rarely see the others

Coffee shop

Some people still don't do socials so mail outs would be good to request folks

Use one of the useless kiosks around town to convey info.

I'm adding the Golden Star here as many seniors purchase this and do not have access to the internet...

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

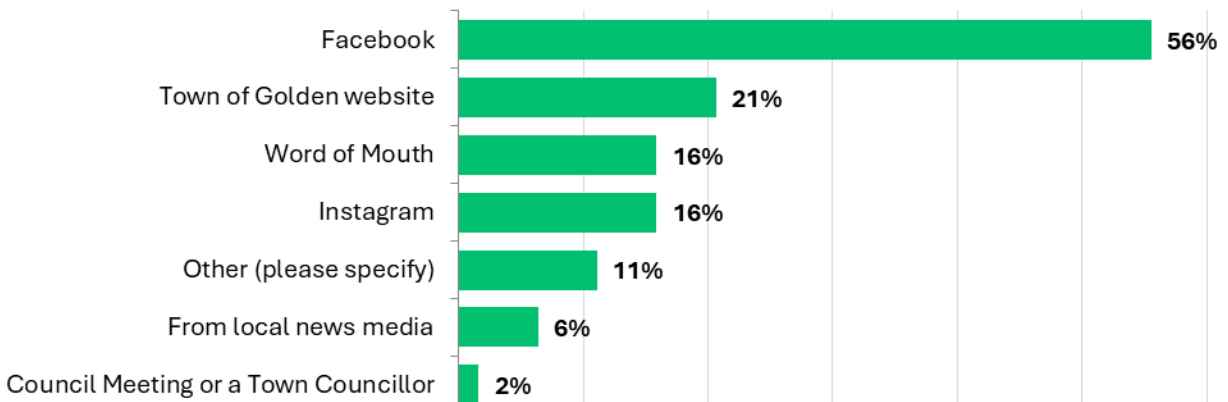
3.0★
average rating



3/4 stars

Question 20:

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



Question 21: 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 or enter your email below

10 email address were provided.