



2025 Budget: Public Consultation What We Heard Report

Project Overview

As per 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 2025 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 21 – April 9. Based on the budget schedule for 2025, staff hoped to achieve the same objective from 2024 as follows:

- By April 9, 2025, obtain input from at least 60 residents on the 2025 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 2025 Budget and 2025-2029 Financial Plan.

Engagement Activities:

For the fourth 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 21 to April 9, receiving 42 responses. This is down from the last two years (69 in 2024 and 90 in 2023), this is likely a result of time constraints and limited communications due to the budget schedule, whereas, in 2024 and 2023 we had a more robust communications campaign throughout the budget process.
- 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 April 2, 2024, and is included on the April 15, 2025, 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:** A news release was 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 27 newspaper. The Town also placed an ad in the April 3 edition of the Golden Star.
- **Radio:** No radio ads were used in 2025.
- **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 307 people and there were 27 link clicks to the budget website or survey from the newsletter.
- **Town of Golden Facebook communications campaign:** Two Facebook posts were published in relation to the public consultation period, with one post being boosted as an advertisement. The boosted post reached 5,401 people within the geographic area of Golden and had 329 engagements (likes, clicks, comments, shares, etc.) with 303 link clicks to the budget website for more information on the survey. The organic post reached 537 people and had 30 engagements (likes, clicks, comments, shares, etc.) with 22 link clicks.
- **Town of Golden Instagram communications campaign:** One post, one Instagram Reel and two stories were posted to Instagram in relation to the public input process. The posts reached an average of 1,830 people per post and saw 176 engagements (likes/comments/shares/saves/etc.).

What We Heard

There was a total of 42 unique responses to the online survey, 10 of the 42 respondents identified that they live in Area A. Those 10 responses have been removed from the survey results leaving a total of 32 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 infrastructure needs, affordable housing, cost of living, tax increases, and planning for the future and growth were top of mind for residents, in line with similar topics (inflation, cost of living affordable housing) over the last five years.
 - Respondents continue to 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.
 - Respondents provided comments and questions related to future plans and costs for the current pool or an indoor pool.
 - Respondents seem to be aware of the current Development Cost Charges (DCC) process, the need for critical infrastructure upgrades and the pressures on current infrastructure.
 - Comments and concerns related to finding cost savings in the budget, managing growth and development, Development Cost Charges (DCC) , CSRD contributions to the Town, and “abandoned” buildings were also mentioned throughout the survey.

Demographics:

- For the first time, 100% of all respondents are full-time, permanent residents of Golden and own their home (88% own, 13% rent).
- The top age category was 35-44 year olds (28%). This year we had 0 respondents in the 18-24 age group, however, we saw considerable growth in the 25-34 age group (25% up from 8% in 2024). The remaining age groups: 45-54 (22%), 55-64 years (13%, a decrease from 20% in 2024), and 65+ (13%).
- The majority of respondents live in a household of 3-4 people (47%) or 2 people (41%). Again this year there were more respondents without children (59%) than those with children (41%).
- Six respondents own business properties in the Town of Golden (down from 8 in 2024).

Programs and services:

- The top 5 services that respondents selected that they think should be Council’s top priorities in 2025:
 1. Water services (supply, distribution and water quality management) – 69%
 2. Sewer services (collection, sewage treatment plant and lift stations) – 66%
 3. Roads and sidewalk maintenance and improvements – 59%
 4. Fire protection services – 41%
 5. Community planning, development services, urban design, building inspection – 38%
 6. Tied in fifth place:
 - Municipal facilities (including recreation and cultural facilities) maintenance and improvements
 - Fire protection services

This is similar to the top five services identified in 2024 with no major shifts.

- Respondents were asked to rate the overall importance of services, with core services continuing to rank as most important.
- Respondents were asked to rate overall satisfaction with services, the top 5 rated services were:
 1. Snow removal – 100% of respondents are satisfied (up from 91% in 2024)
 2. Garbage and recycling collection – 94% of respondents are satisfied (up from 92% in 2024)
 3. Fire protection services – 82% of respondents are satisfied (the same as 2024)
 4. Parks, playgrounds, freeride parks, green spaces and trails (maintenance and improvements) – 78% of respondents are satisfied (down from 84% in 2024)
 5. And tied for fifth place at 74% satisfied:
 - Water services (supply, distribution and water quality management) – down from 94% in 2024.
 - Road and sidewalk maintenance and improvements – down from 80% in 2024.
 - Recreation programs and services (ex. drop-in programs at Rec Plex, arena and pool) – up from 72% in 2024.

In 2025 we saw similar responses in comparison with year over year results, with one significant shift with sewer services (55%, down from 86% in 2024)

- 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, except for water and sewer, where over 50% of respondents chose to invest more.

Communications and engagement:

- Respondents gave the Town a 3 star rating out of 4 (the same rating as 2024 and 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 (84%, up from 72% in 2024)
 2. Town of Golden website (66%, up from 52% in 2024)
 3. Email newsletters (56%, up from 45% in 2024)

These are the same top three communications channels that were highlighted between 2021-2024.

The majority of respondents heard about the survey through social media (57%) and the newsletter (31%).

Next Steps

Council may review and discuss the public input received, and revisions to the budget and financial plan can be made in preparation for the proposed third reading of the bylaw at the April 22 Special Open Council meeting at 7 p.m. 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:

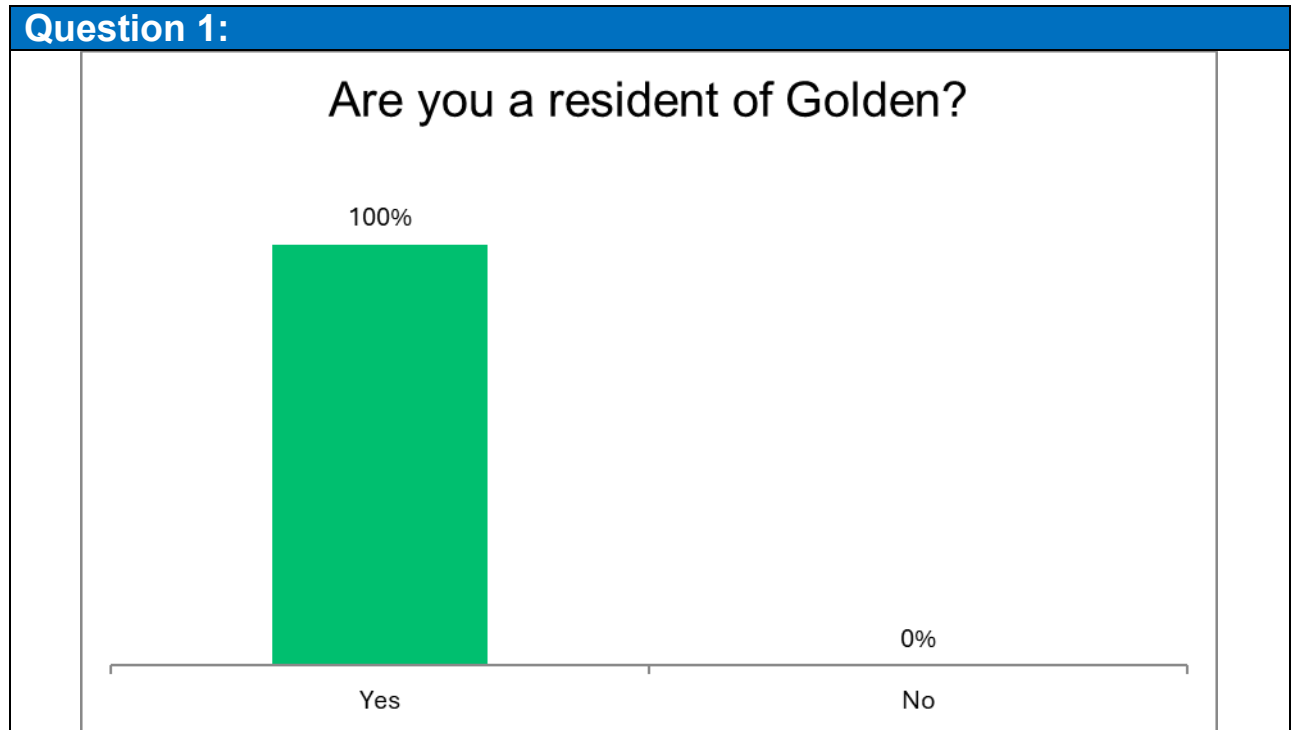
1. Are you a resident of Golden?
 - a. Yes
 - b. No
2. Where do you live?
 - a. Golden
 - b. Area A (Nicholson/Habart/Parson/Blaeberry/etc.)
 - c. Other (please specify)
3. Do you currently live in Golden...?
 - a. Full-time, permanent year –round
 - b. Full-time, just for a season or two
 - c. Live 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 2025 Budget Book available at golden.ca/budget/

- a. Yes
 - b. No
10. In reviewing the 2025 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 2025.
- 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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 - o. Corporate services (legislative services, Golden and Area Emergency Management Program and Golden Community Cemetery).

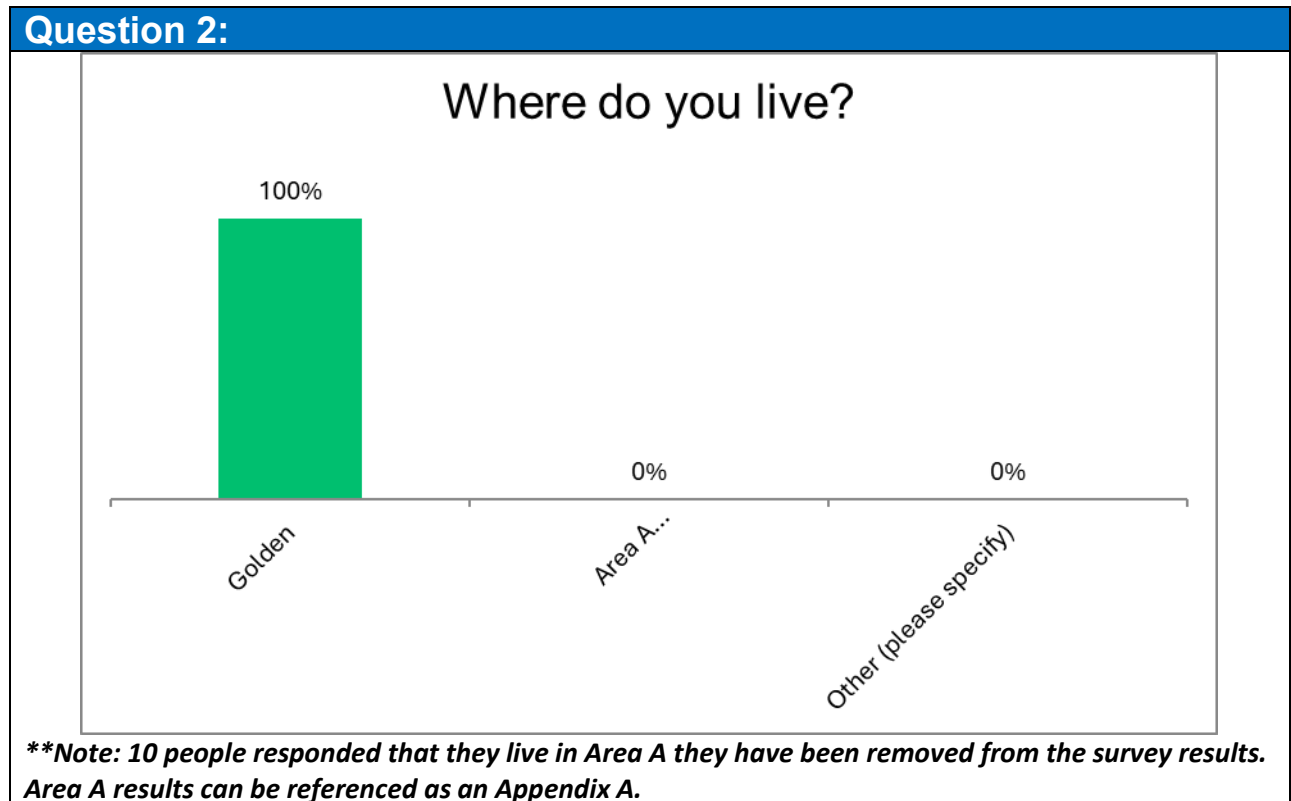
14. How would you rate your overall level of satisfaction with the following services provided by the Town of Golden (scale of 1 very dissatisfied to 5 very satisfied):
- a. Road and sidewalk maintenance and improvements
 - b. Snow removal
 - c. Bylaw enforcement services
 - d. Fire protection services
 - 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 2025 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:

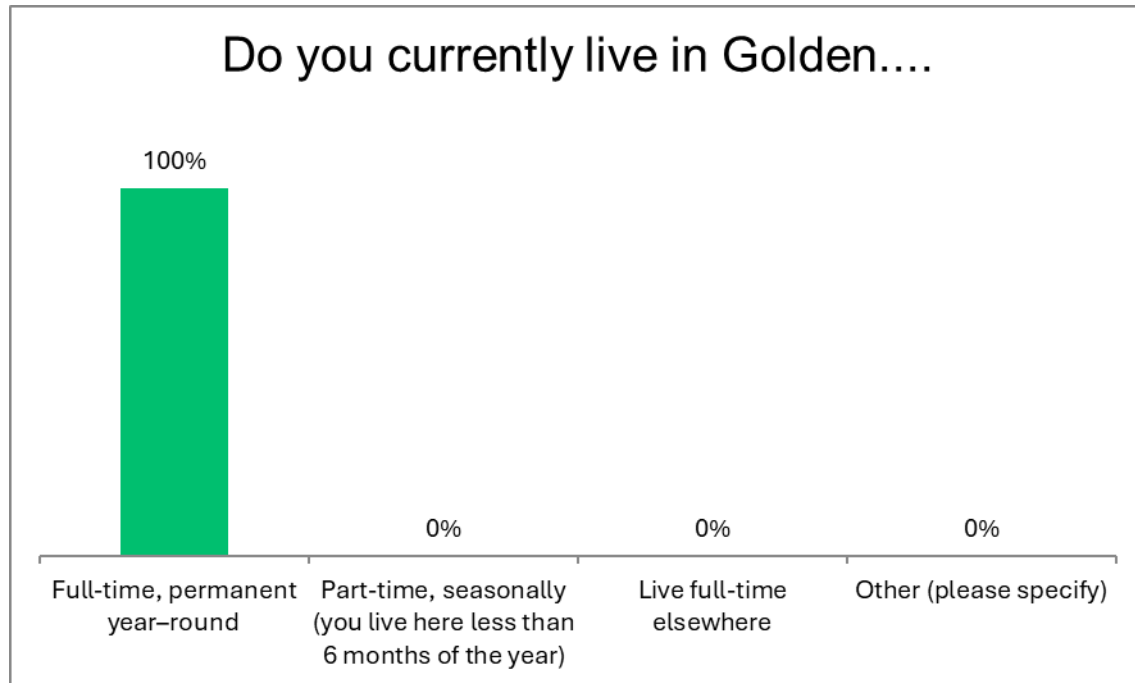
Question 1:



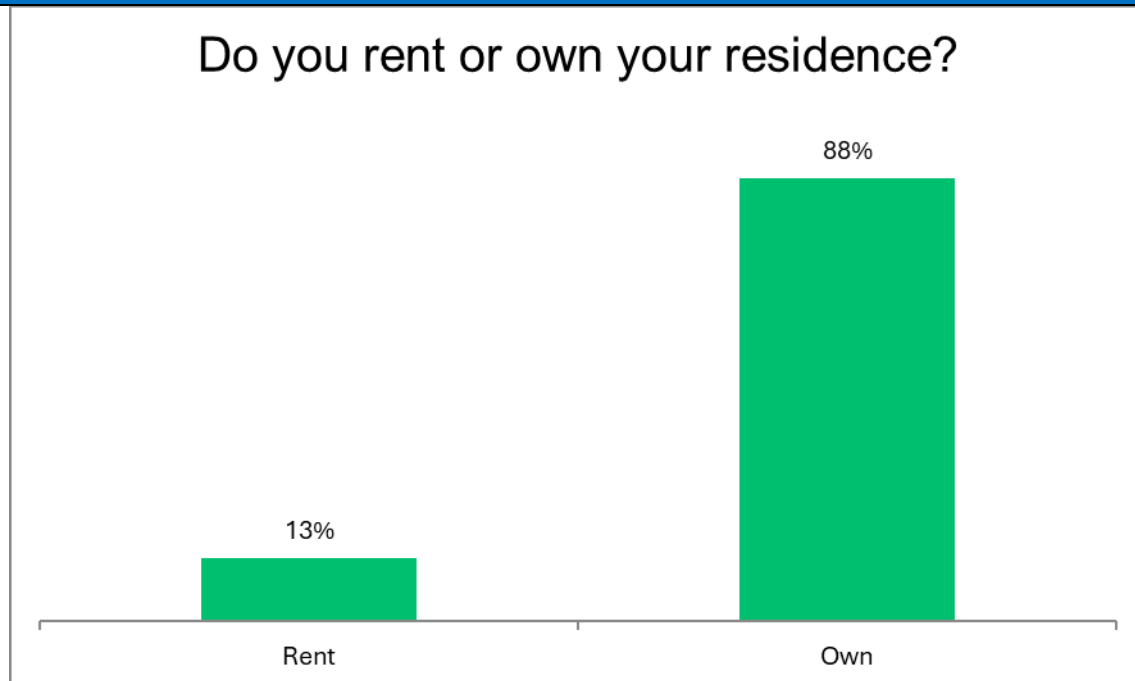
Question 2:



Question 3:

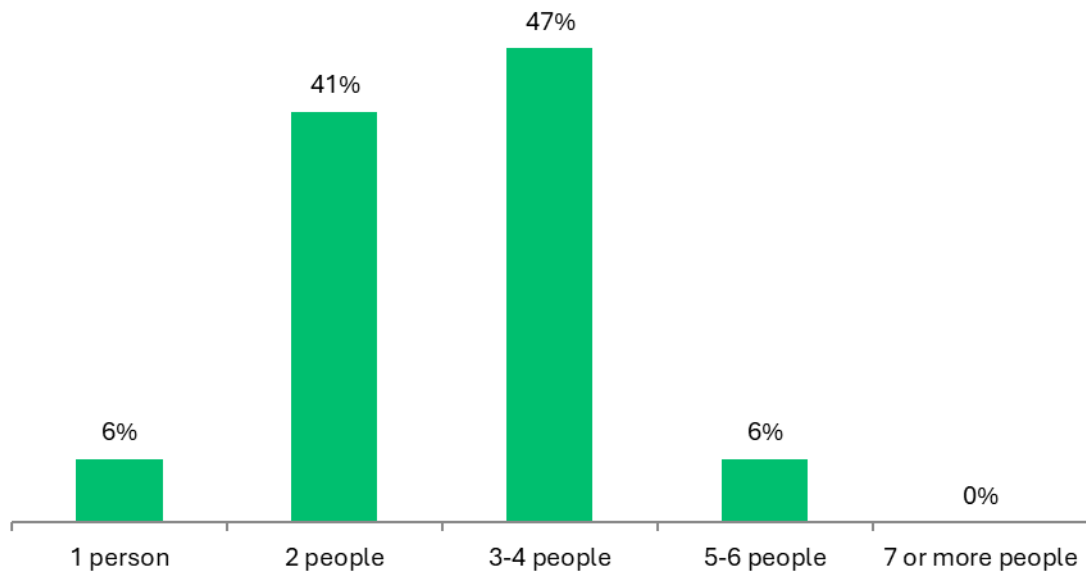


Question 4:



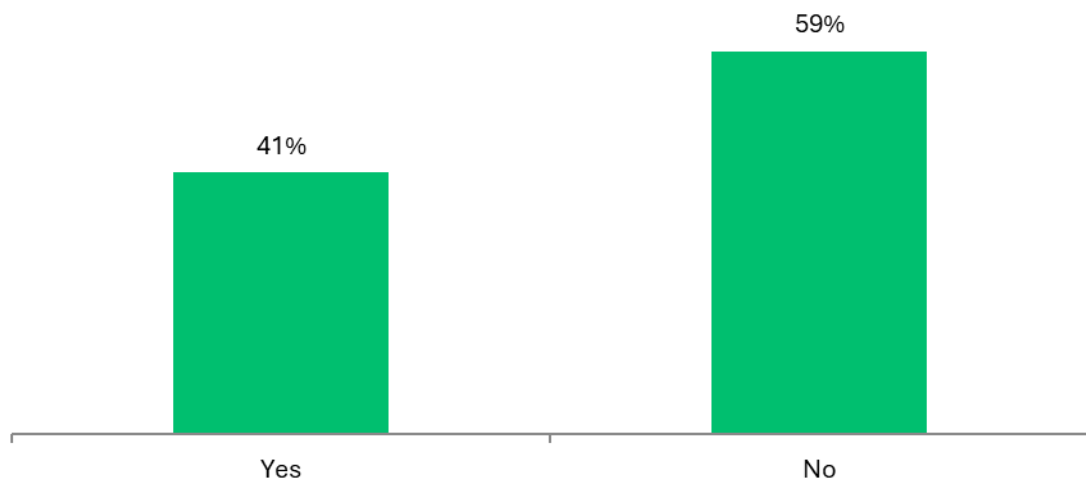
Question 5:

How many people live in your household?



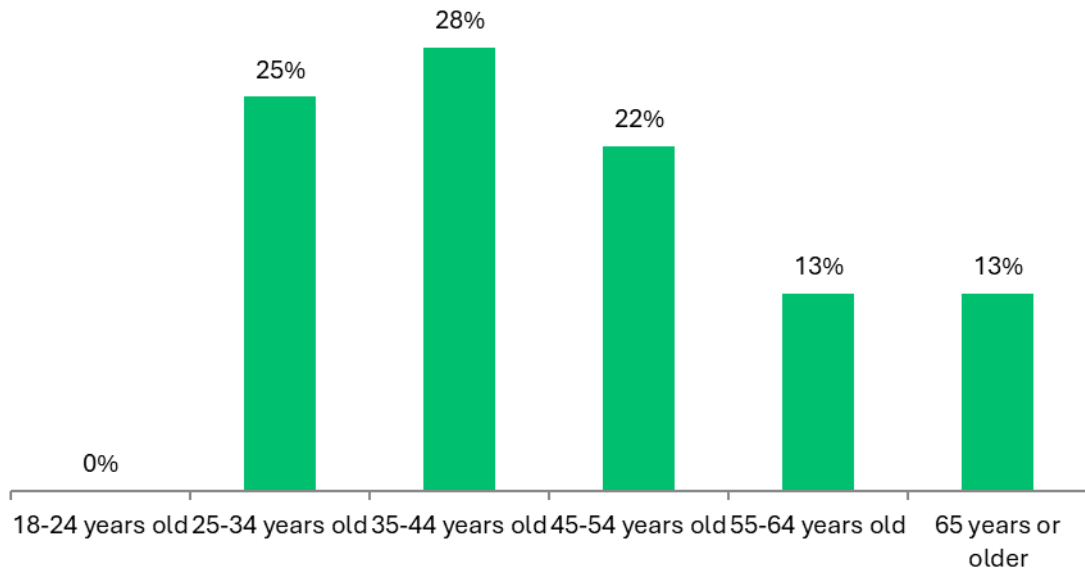
Question 6:

Are there children living in your household?



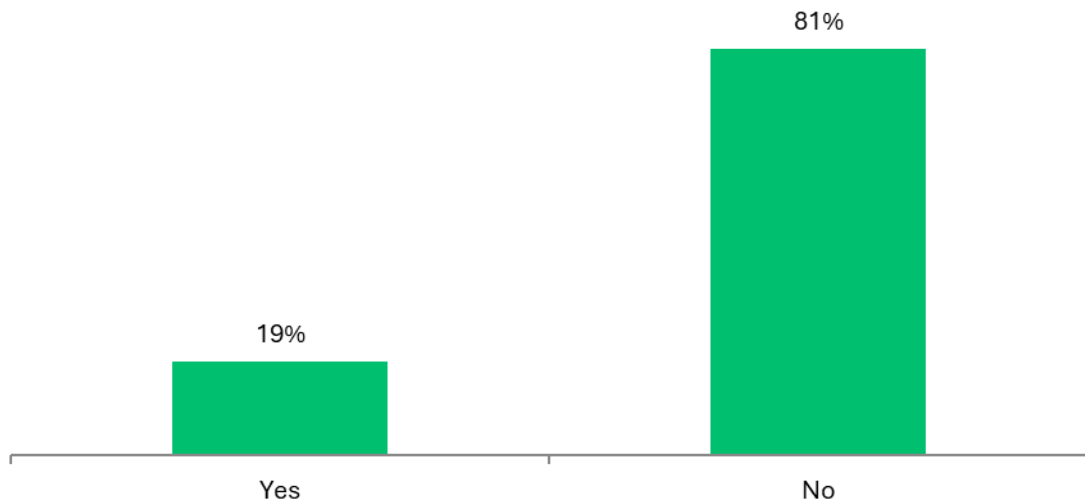
Question 7:

What is your age group?



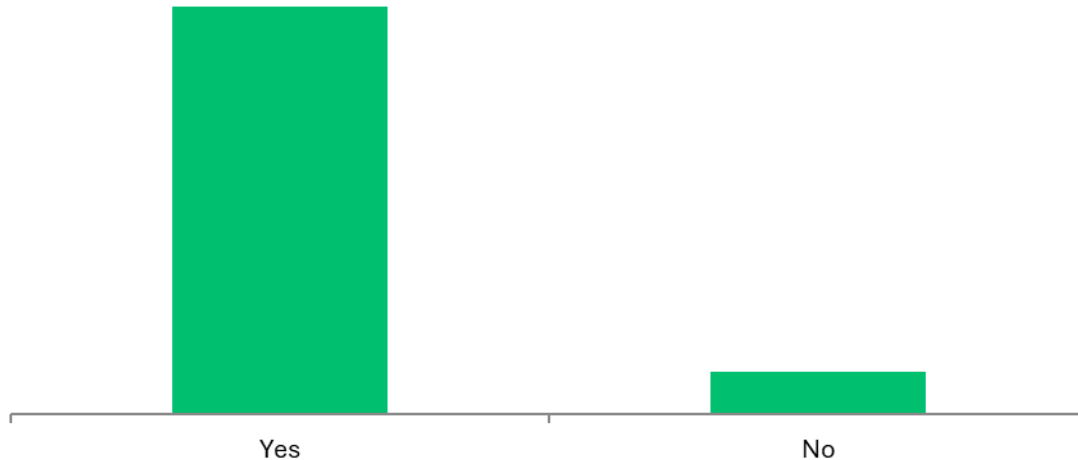
Question 8:

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



Question 9:

Have you reviewed the 2025 Budget Book available at golden.ca/budget?

**Question 10: In reviewing the 2025 Budget Book, do you have any comments, concerns or suggestions on the proposed annual budget and proposed financial plan?****Verbatim Responses:**

More funds should be allocated to the transportation plan - more multi use trails and public transport

1. Budgets don't always have to go up, I would like to see all departments tasked with saving 10% from their budgets. The savings to be put to critical water infrastructure.

2. An urgent review of the spending on new pickleball courts, this should be stopped and the eligible grants diverted to water infrastructure, we already have courts why build more when we need fresh clean water.

3. A review of all staff functions, do we need current staffing levels, all organizations government included should be looking their org structure, could departments be merged and senior management reduced producing significant savings.

4. An urgent review of procurement policy, Canada first sourcing.

Property taxes have gotten crazy in comparison to other towns. Budget always increases, never reduces

I'm concerned that the road along the clown park is not part of the 2025 plan for repair.

Is there a plan to maintain the existing pool?

no

Always concerned that our maintenance of public facilities is scheduled and budgeted enough to keep our facilities operational.

no

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| None at this moment |
| I would like to have the budget explained in detail. Is it possible to have a video that would be like a course explaining all the budget elements? Or have a public meeting with the finance officer where we can ask all questions? |
| More money needs to be put away for water and sewer issues the TOG is having so future growth is not suffering |
| No |
| It would be great to see a sidewalk from the entrance of Granite Drive, down to the round about at Banner. It's great that a path has been put in all the way along the highway to access the town, but it doesn't actually connect to the houses and requires the residents to walk in the ditch alongside of Golden Donald Upper. Please take a serious look at this as there are a lot of people living up here that walk or bike into town. Thanks |
| Where is Golden with the new Recreation/Aquatic Facility that was voted on in previous years. I understand the grant was unsuccessful however is the town or CSRD pursuing other options of funding? |
| It's a 5 year budget, but if you look back in years, the projected amounts never line up as the years go on. Why is that? Why project if you don't follow the projection. Also the format changes, so it is hard to compare apples and apples? |
| Do something about the many abandoned buildings in town. Allow for economically growth and new businesses to come to Golden |
| The government is too large. We went years with no full time bylaw officer. The bylaw states that things will be on a complaint driven basis, so there is no need to have someone full time. |
| How is it we project another 2 million in tax revenue in 2029? A 20+ percent increase. Certainly there won't be 20% more buildings? So it must be by tax increases. Which I do not support |
| Concerns over infrastructure improvements |
| Given the finding of the 2024 pool condition assessment, Why is there no dedicated capital plan for pool replacement or conversion to an indoor facility, especially given its importance for families, seniors, and tourists? Would Council consider creating a Pool Replacement Reserve or pursuing infrastructure grants for indoor recreation? |
| How will you ensure the updated DCCs don't discourage small or mid-sized developers from building rental units or more affordable housing? |
| Homeowners cannot afford another increase in property taxes. You are forcing people out of our community by making it unaffordable. Also the amount for by law services is insane as they do nothing! Pickleball courts should not even be considered with the financial crisis the town seems to be in! |
| We need to heavily focus on core infrastructure, the ocp should have been updated long ago and the DCC blyaw is also a priority. Developers should shoulder the burden of their development not the tax payers as a whole. |

Question 11:

Of the services listed below, please select five (5) services that you think should be Council's top priorities in 2025.



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

Safety of the town should be top priority, creating a safe and pleasant community for all is second

Interested in sustainable compost programs as part of our collection services. We also have plenty of unused buildings with great potential for new businesses or nonprofits to operate from. Interested in possibility of social service representative for Emergency Management program. Arts & Culture brings our community together!

Local government was developed to provide rate payers basic services. When these services have decayed and are in danger of failing then the nice to haves need to be placed on the back burner. Council need to be bold leaders and perhaps recommend a higher tax increase with more money diverted to critical services. This should have been happening for the past 20 years, if it had then our reserves would have been able to cope with issues we are now faced with.

We need to prioritize ensuring our infrastructure can handle growth over the next 0-50 years.

Recreation is important for the health of a community. We want to have as many options as possible to appeal to a wide variety of residents.

More investment in common goods and things that bring our community together.

The town should do more to promote use of recreation areas for everyone (both motorized and non motorized) and focus more on our teen youth to keep them engaged with outdoor recreation. More bylaw enforcement to keep drug use out of the skatepark/ pump track areas of town and drug use on the recreation trail on top of the gravel pit. Take advise from Utah where the trails are for use for everyone and our shared for all users. The system works very well. Our teen youth are very vulnerable and need areas to recreate to give them an appropriate outlet.

We can't lose sight of the very basics which those 5 are but I would add Water & Sewer services to that grouping.

arts and culture are important to me. As well as a waste management - a composting facility is a top priority for me

Sewer and water are paramount...if those are not meeting current needs of the town, we got a big problem! I think the new DCC bylaw should help put the onus on developers who are creating more demand on our current infrastructure. As a taxpayer, i don't want my taxes supporting big developers profit margins... they are profiting off the demand they are creating on the existing infrastructure. Sometimes less is more...more development is not necessarily better for a small community like ours.

Of course essential services should not be neglected. On top of that, my choices are for the good of the town and people. One priority should be affordable housing and find ways to reduce the current flaring of the housing evaluations. The rise is not normal and render what was affordable, unaffordable. Also, prevent land owners from raising rents of treating home owners-land renters like they own their homes. More money going to rich land owners or building owners that rent means less money flowing around in the local economy. There should be a goal to reduce rents all over the board. Numbers of temporary lodging like air b&b should be kept to a minimum.

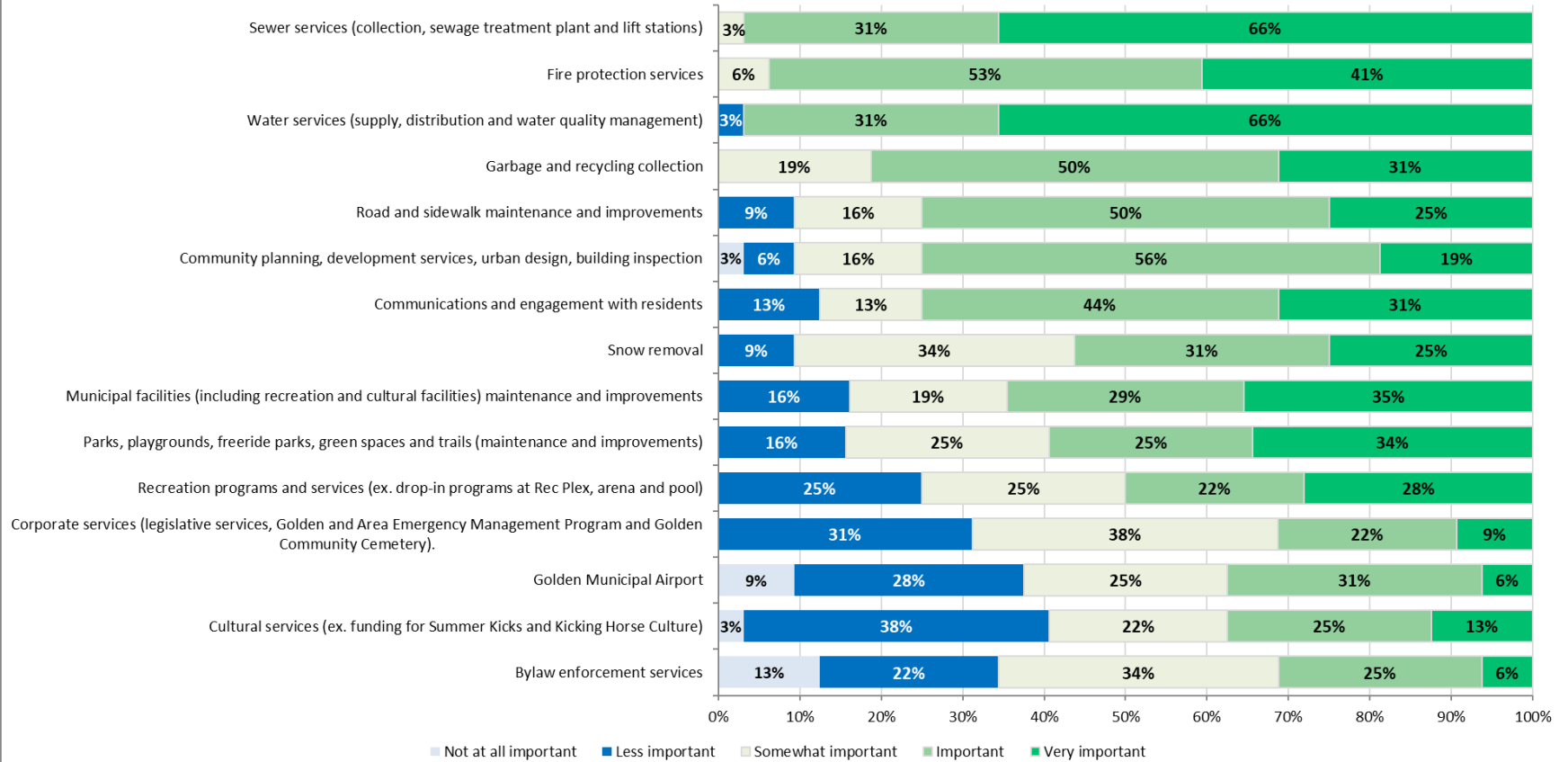
Town has lacked in maintaining the sewer and water problem for decades which is now haunting the business and development community. This needs to be addressed every year

All I f the choices were important. I just felt that the ones I chose were more important.

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| No |
| I have a young child so recreation services are a must. It always smells bad outside of pine drive my neighbors tell me it's cause our sewers can't handle the load. |
| These are essential amenities for quality of life. Green space that is easily accessible is important for people. Especially when there are more people living in condos and apartments now. They need the green space. |
| I have 3 young children and Golden needs year round indoor facilities for our community |
| Those 5 are mandatory to keep us healthy, keep the roads drivable, the water, Sewer and garbage are the top 3 of the 5 |
| Sewer system needs to be upgraded in order to allow for new businesses to buy abandoned buildings in town to create jobs and stimulate the economy of Golden |
| This will allow us to focus on tax savings |
| I think it's important to continue to thoughtful and reasonable growth/build out/build up |
| The junction on the south side of town by the town hall is very dangerous for pedestrians. |
| Few people stop at the intersection driving up 9th street to 5th ave s. |
| The roads and ramps to the hospital are very bumpy for ambulance rides. |
| The road to the airport 50km/hr is not followed and terrifying for kids and pets. |
| I'm curious how much the fire department costs per year and whether the lawsuits and fees associated with them are coming out of our taxes. |
| Not to be a downer but golden needs to clean up. With so many outdated, vacant and falling apart buildings around town its embarrassing. We make a joke to find the new yellow tape around town. The fact that there is not any updates on the building that was supposed to be built beside djs which also needs a fave lift is sad for people who need affordable housing and i pray its not on hold because the bakery folks can't park outside there building and don't want to park at home and walk. Also the rodeo grounds road can really be paved and maybe someone should count cars utilizing this road as Selkirk hill becomes way busier. Unfortunately I have read every town council meeting on your website and nothing seems overwhelming. One more thing that really needs updating is the town office. Its in the middle of town, quite visible from all directions and the 1980's yellow tin is so bad. You would never see this stuff in banff or Canmore. It could seriously use an upgrade with some of our financial planning for 2025. Even the ford tidied up there once upon a time orange tin. Bless them. The council photo really needs an upgrade of current members and i think more communication with the pressure that tog is putting on these buildings and tax payers of the buildings standing unkept and vacant should be a priority for golden. Tax payers deserve to live in a community that shares the same values in keeping our town clean and looking good. |
| Critical infostructure, but also upgrades/maintenance for recreational facilities that are aging and support the health of the residence |
| The town is terrible at communicating with its residents. When residents are given the opportunity to give feedback, it is usually dismissed. |
| As stated previously core infrastructure and maintenance of existing amenities is key before adding more or new things. |

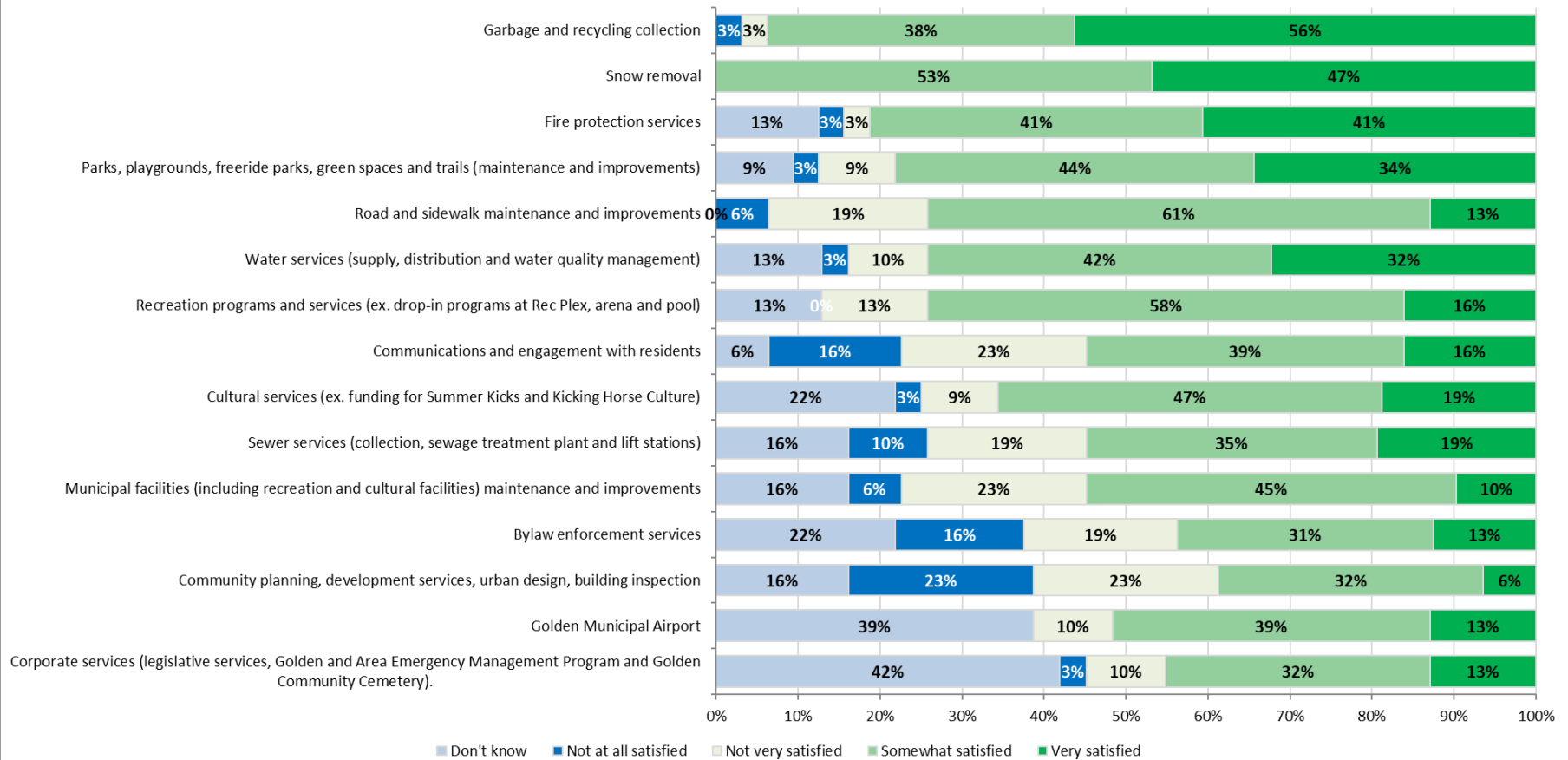
Question 13:

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



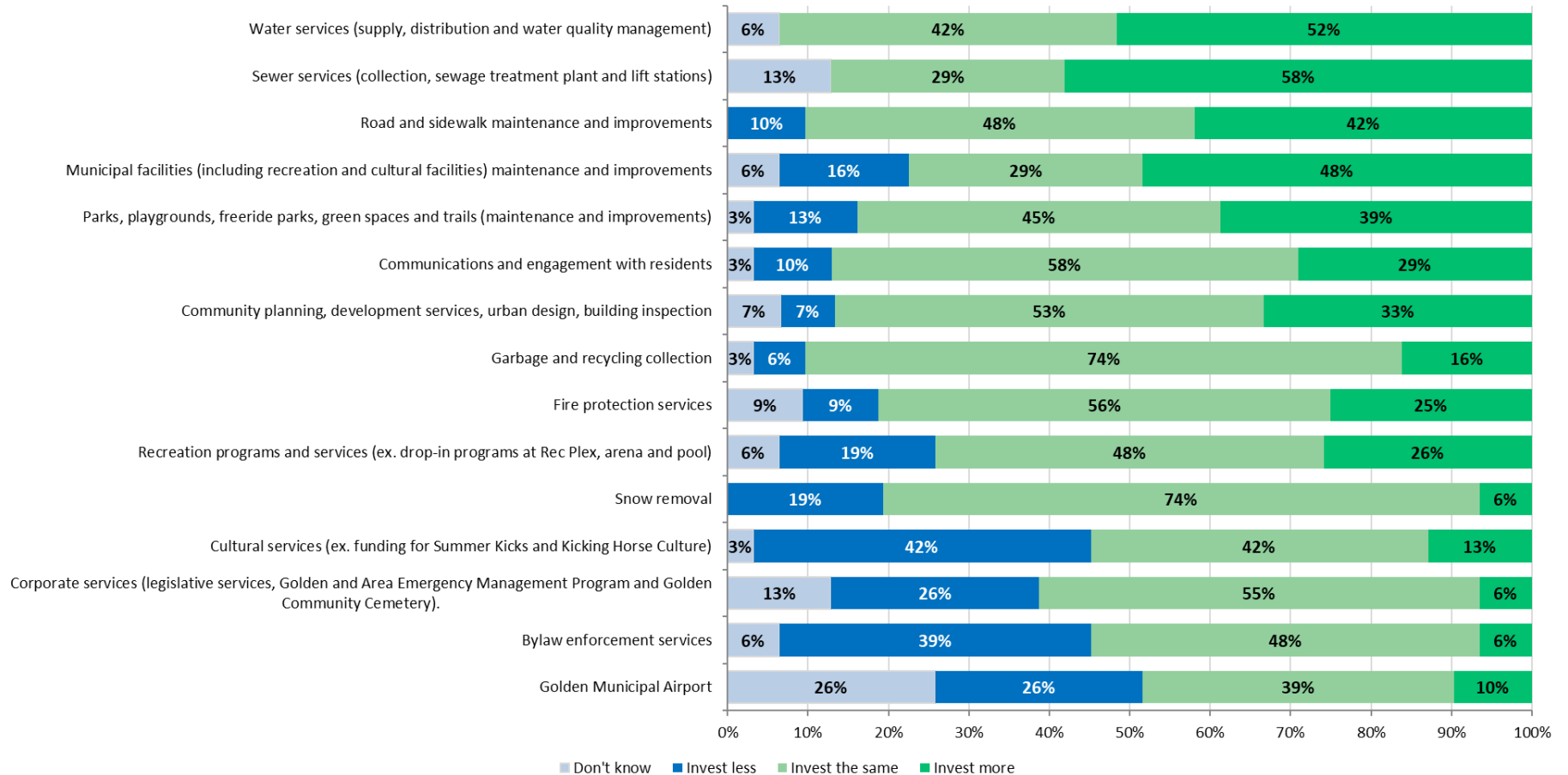
Question 14:

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:

Lack of long-term investments. Half of the buildings in town are on the verge of collapsing or vacant.

Everyone wants more funding to do what they feel is important. More collaborative efforts working towards similar goals.

1. Critical infrastructure upgrades

2. Housing affordability

3. Back to basics decision making

Cost of living. Lack of community gardens. Vacant properties/buildings

Speed of development - I hear rumours that developers aren't able to progress projects due to infrastructure gaps

Community planning, drinking water (safety and accessibility), and maintaining existing recreational facilities.

wildfire threat and housing inaccessibility

Too much focus on the tourism industry instead of protecting and serving those who live here everyday of the year.

Town growth - i.e. housing and affects of more people out and about

climate resilience and not becoming a ghost town (personal and commercial spaces are inaccessible due to high prices).

Infrastructure for the future

transportation infrastructure

Solving this flaring of property value that makes everything less affordable. Homes are getting impossible to own and this facilitates abuses by land owners.

New development cannot happen due to negligence by TOG staff in the past.

Need to keep up our sewer and water issues else we will have no future development

The cost of housing

Population growth, Investment for business in town is too expensive

Cost of living

The lack of experience in the town office. Hiring more staff isn't the solution.

Maintaining and upgrading recreation facilities for our growing community

Inflation!!! Cost of living!!! Affordable rental housing for workers who can't afford to buy a place (because the price of housing is outrageous). Living wage for people trying to make ends meet in their community. Double edged sword. Higher wages means higher prices for things we need, and higher taxes to pay those wages. Don't know how to fix it, but something's gotta give!

affordability, infrastructure, core services

Limitations to economic growth due to abandoned buildings owned by one person and sewer system at capacity

Affordability

Affordable housing

Housing prices, overall cost of living and the Golden Eagle Express Gondola malfunctioning and KHMR not bringing as many tourists to Golden.

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| The property taxes we pay and transparency in what they are spent on. |
| Beautifying the town |
| Taking care of unkept and vacant property |
| Affordable housing |
| A pool |
| Lac le poo upgraded |
| Affordability, housing, improving recreation access, supporting development and growth. |
| The cost of living. |
| No year round aquatics centre. Not enough stores. Like a London drugs would do great here or some kinda electronics store |
| Development versus core infrastructure upgrades or maintenance of the existing infrastructure. We need to pump the brakes on development or make developers pay for required upgrades. |

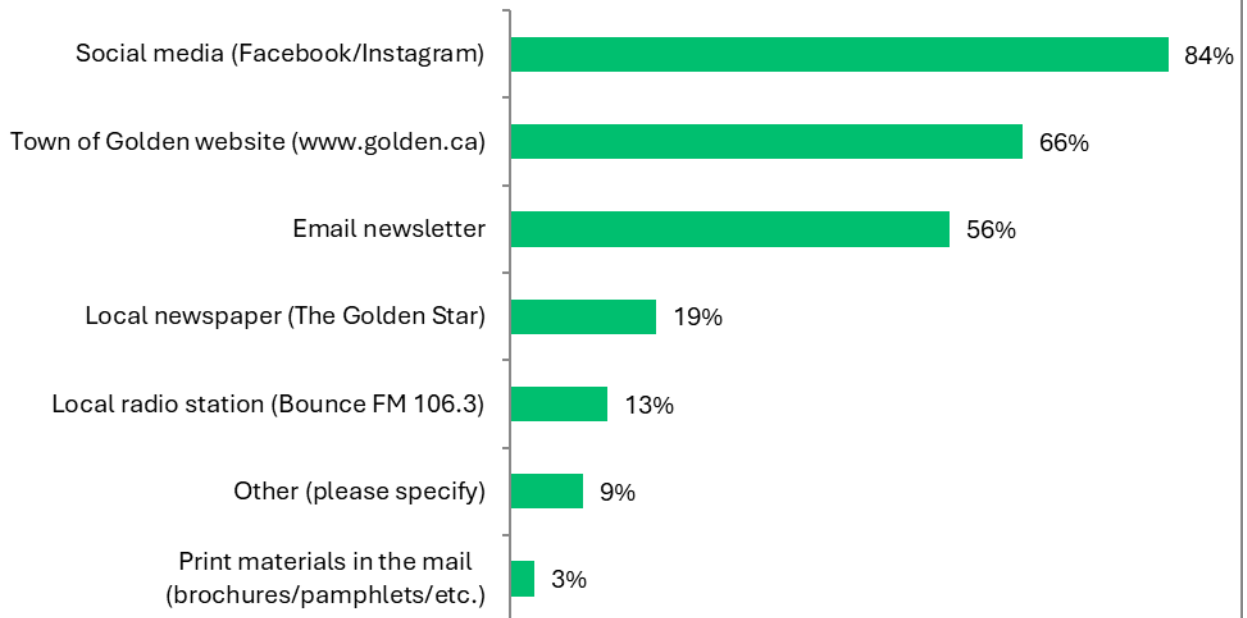
Question 17: Do you have any other comments for Town Council to consider when making decisions on the 2025 budget?

| |
|---|
| Verbatim Responses: |
| Consider the pool idea again please |
| Creating more opportunities to collaborate with organizations who are already doing some of the great work |
| Public engagement should not be a regulatory box ticking exercise. More thought needs to be put into getting rate payer feed back i.e |
| 1. Pop up information and feed back sessions, maybe at the grocery stores, outside the post office etc. Get out and talk directly to residents at times when they are available. |
| 2. Better timing of the public session at council meetings, perhaps at the start of the meeting not at 8.30 pm at the end of the meeting |
| Please fund the pool! |
| Invest in our youth, they are our future |
| Forward looking to the environmental issues. Our poor air quality, lack of natural gas in the valley, potential to use waste sources to create energy. Specifically burning wood generates pollution, it is not a green solution. |
| no |
| Perhaps more waste bins around the community |
| get the DCC bylaw passes asap |
| Manufactured home park owners that abuses their pad renters should be checked for criminal connections and either removed or told/forced to behave like service providers rather than royalty. |
| Invest more in water sewer problems the TOG is having so properties csn be developed. |
| No |
| Try charging per use for services like sewage and water. There will be some upfront costs for installing a |

| |
|--|
| metering system, but it will inherently cause people to use those items more conservatively. This will hopefully reduce the strain on our current infrastructure and allow more time to build and fund a larger system. Also, you will be able to put more people on said new system as people would more careful of their use because of the metering. |
| More money should be spent and with CSRD in trying to secure federal and provincial grants to support development of new recreational facilities. Golden is falling behind many other communities in BC and needs to figure out better options to secure funding. |
| Keep the eye on the ball. To keep the town going, every department needs a piece of the pie, but every department can't have ice cream and whipped cream too. We all have to tighten our belts. Taxpayers can't expect the same level of service when the cost to provide those services outway the amount council is willing to increase taxation. Damned if you do, damned if you don't. Not a fun decision to have to make. |
| Please do something about the abandoned buildings and have a plan for sewer system upgrade to allow for more businesses to come to golden and promote economic growth |
| No more pet projects such as extravagant pools or bridge to bridge. Dredge the river, lower the taxes |
| I think it's important to focus on building more high density housing that hopefully will be more affordable than single family homes, and bring more tax revenue to the town. |
| Transparency of costs could be improved |
| Much more community engagement and honesty regarding the state of the way the yellow tape affects the sightlyness of our community. 6-7 k taxes for living on Selkirk please invest in cleaning the town up |
| none at this time |
| It is absolutely insane to shut down new developments and continue to raise taxes on residents! In addition, we MUST do something about forcing the owners of the many horrible abandoned looking properties in town to either develop them or sell them. Our town looks terrible! |
| consider the little people trying to make ends meet like the lower and middle class if possible. Residential tax payers should not be on the hook for development. |

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):

no social media for me!

Go out and talk to people

Cbc radio

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

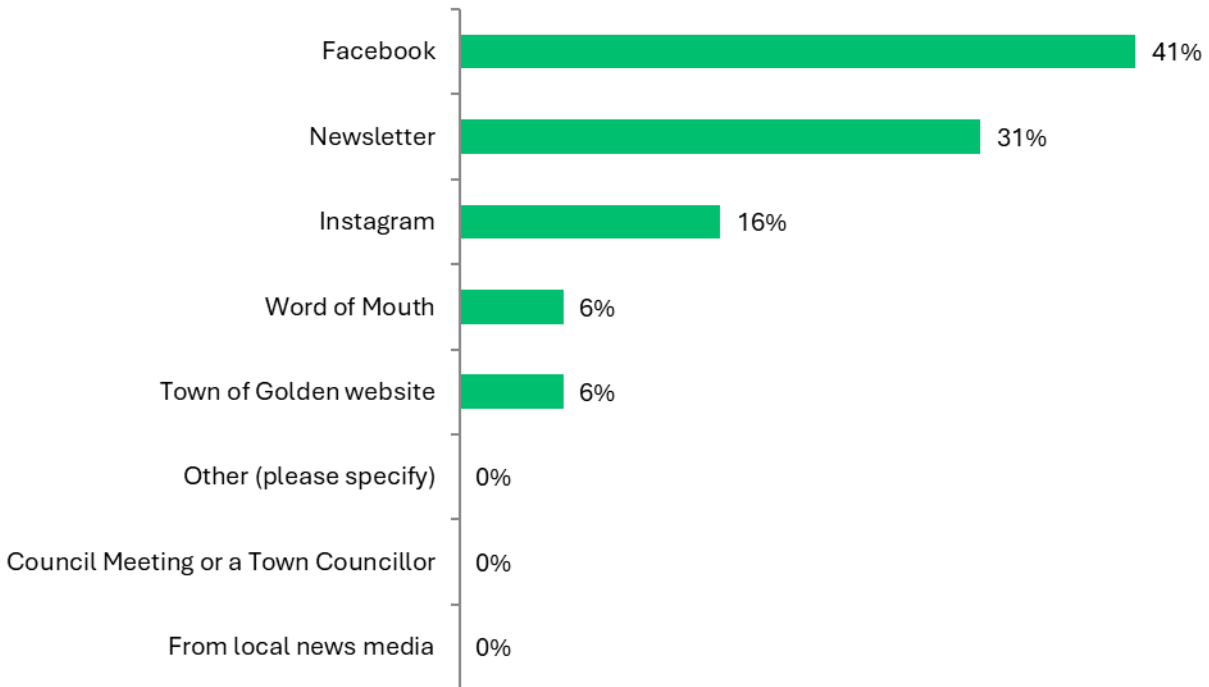
3.0★
average rating



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.