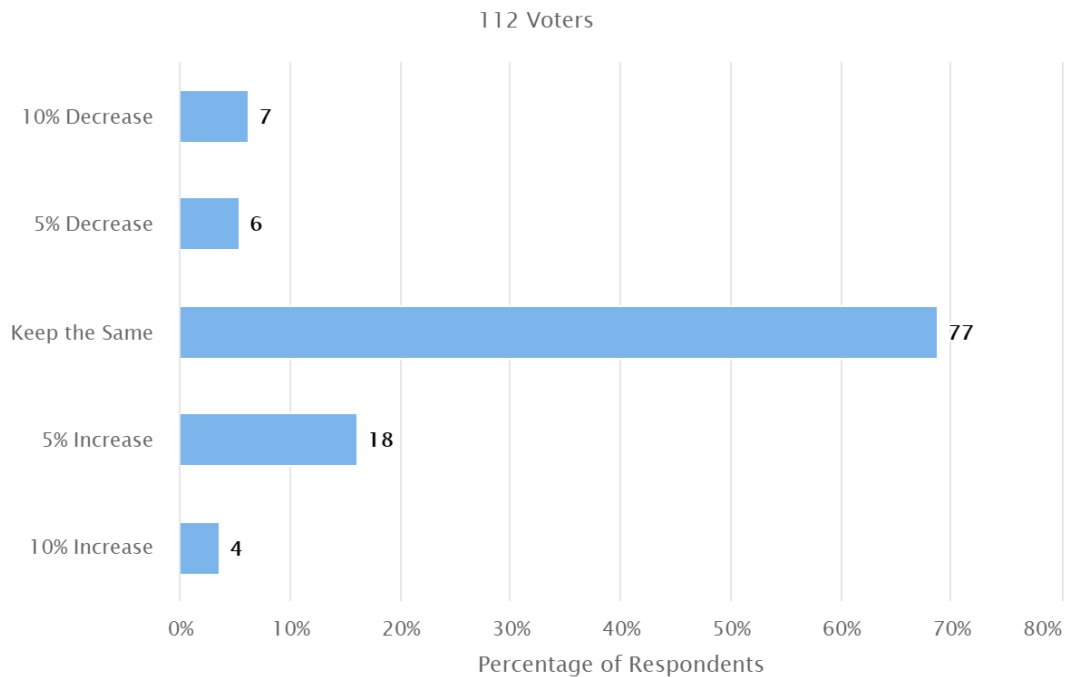


## 2021 Citizen Budget Engagement Results

### Protective Services

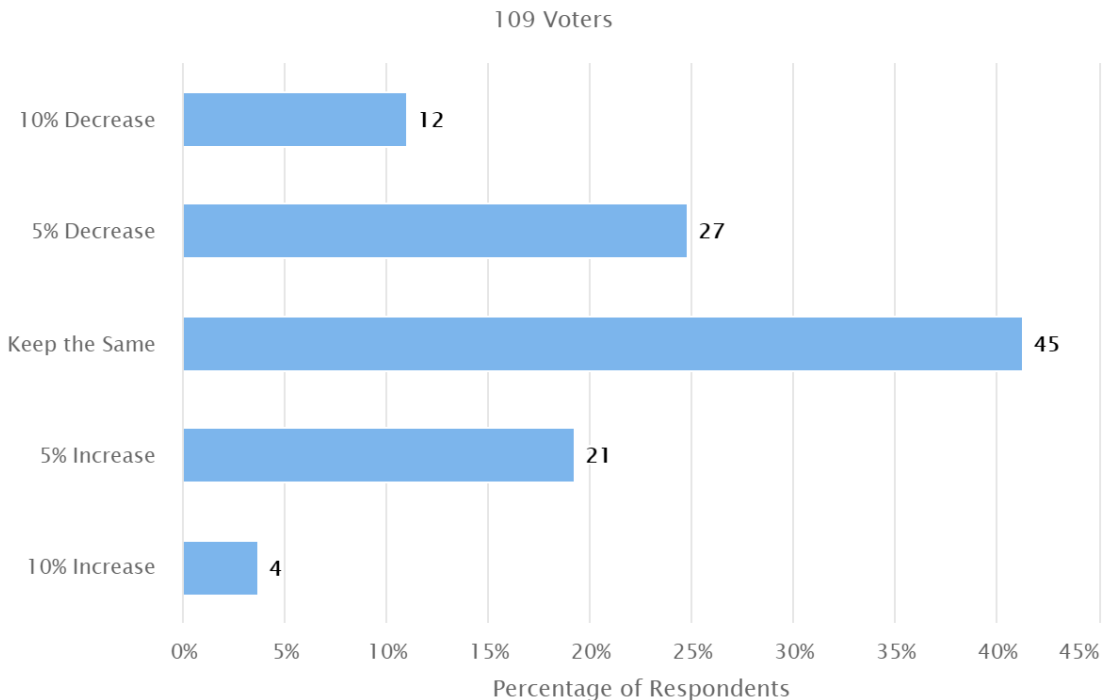
#### Fire Department



- If the fire department is doing medical calls, what is EMS doing? If EMS is understaffed why isn't their budget discussed. Because similar sized centers are providing EMS without fires help. If taxes pay for EMS but users are still charged why is fire doing it for free, as a burden to town tax payers? If volunteer fire fighters are so cost effective, maybe they can help with police and enforcement calls, and nursing help at hospitals and FCSS, and utilities issues as well. Then those departments can be cut back and tax dollars saved. And those volunteers employers really don't mind if their staff members are away from work, for Any call because small businesses can run fine with short staff. Think about what your tax dollars are for.
- Better working relationship with YCFD
- Consider looking at joining back with YWD county if the service levels are maintained or increased, for the same or lower price.
- Work with better with the county services
- I think that we could benefit from a better service if town and county joined forces and were all one team.
- Better coordination with YCFD. Agreements need to be mutually beneficial.
- Town & County firefighters both respond to accidents and fires when needed in overlapping jurisdictions. Hope we can continue to foster that partnership. 1♥

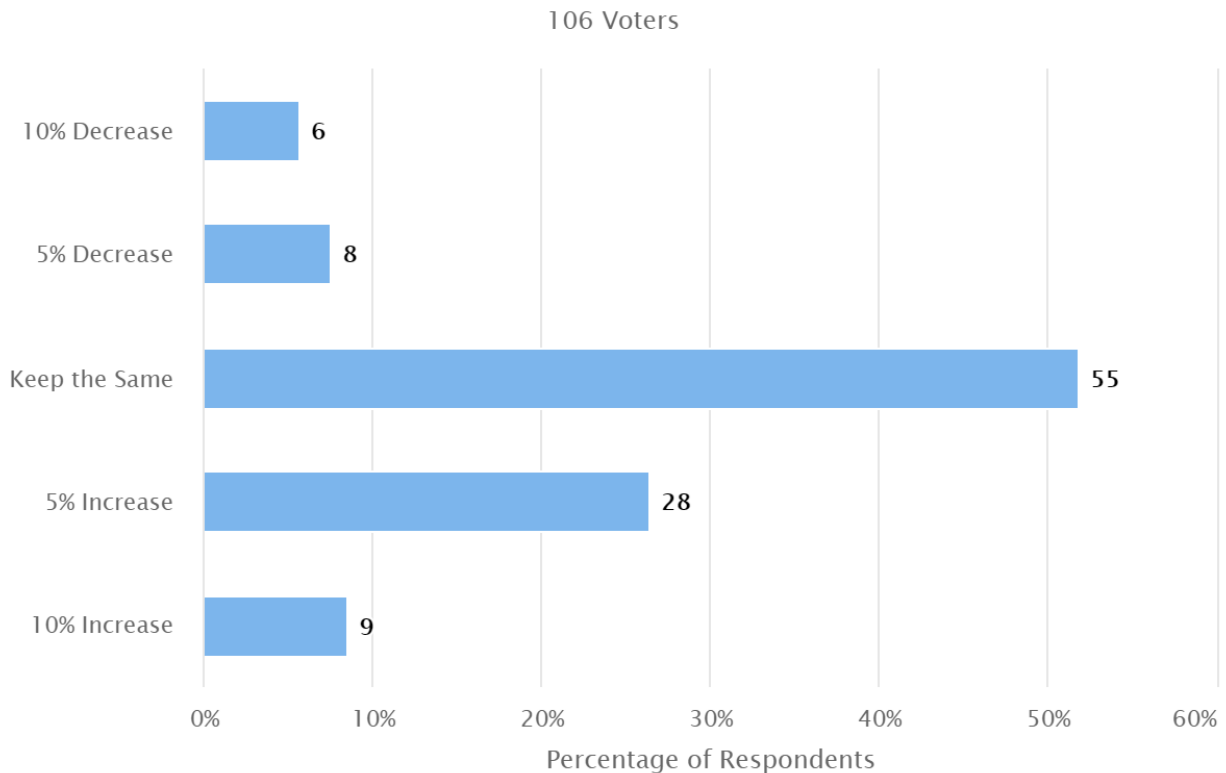
- Fire dept is a lot of help with medical calls. YCFD didn't do medical calls through covid. This leaves our community vulnerable to fires due to response times because yellowhead county is so large and leaves our EMS and citizens vulnerable if they need medical care. Also would YCFD not charge Edson for response? House insurance would increase. I don't see any positives in combining them. Lives and livelihoods mean more to me than a couple hundred bucks. I'd rather pay less for garbage removal and water.
- Combining town and county depts would be an awful idea. Yellowhead county is huge and they would not be able to service both Edson and the all of yellowhead county in a timely manner. County would charge for their service calls, just because the town of Edson taxes aren't paying for it doesn't mean you wouldn't get a personal bill for services if they attended to you or your property. Also, I think people forget how many medical calls firefighters attend. Getting rid of our fire service would not only make property vulnerable to complete loss if on fire, it would also come at a high cost to our EMTs in town who need help. Response time would be way down. County didn't attend any medical during COVID. Edson did. Plus house insurance would rise
- County has pulled their trucks out of the Edson area to attend emergency else where, amalgamating the two departments could leave Edson unattended for long periods at a time. The area is growing for both department and both seem to be busy. I don't mind paying extra to have to protect in town
- Amalgamate with county. No need for 2 fire departments 1♥
- Amalgamation of both departments is not a good idea. With the town of edson and county growing the demands of both departments are growing. This will not save money for the town taxpayers because they will still have to pay the county to provide the services which could end up costing more. Plus having the county out of town fighting fire or vehicle accidents this leaves the town vulnerable. 2♥
- I don't think changing the departments or amalgamating is in the best interest for the tax payers. the Edson volunteer fire department has been here since 1911 and have dedicated themselves to this town and the people for over 100 years. The least we can do is stand behind them 1♥
- Why are 2 fire departments in the same town? I think Yellowhead county and town of Edson should be shared services. I believe that would save tax payers probably millions of dollars. Wages, equipment, maintenance, and more. 1♥
- We should amalgamate our fire department with the Yellowhead County fire department. There is a duplication of service here and a great deal of money could be saved by combine the department's. 2♥
  - └ Wasn't Edson taking care of Edson and the county in this area already? Edson had all the trucks and the equipment to still cover this area. Why would county council approve them to open a hall 2kms away. I could be wrong but Edson was already taking care of that area for many years.
- The fire department is very good value. We are fortunate to have devoted firefighters that only get paid for on call work. Spending for training and equipment has to happen. 1♥

## Community Enforcement (Bylaw)



- Bi-law seems to be seen a lot, but never around when they are needed. 1♥
- Not sure why we have bylaw officers. Watched one slow down for a loose dog someone's property, they then quickly drove away. Good use of Taxpayers dollars there.
- The traffic enforcement addition was an odd choice, leave that to police and do a better job looking after by-laws.
- Anytime I have heard of citizens needing help from bylaw, the feedback is generally negative. I don't feel putting more money into the program without more accountability and transparency is beneficial to taxpayers.
- Vast improvement over previous years, and taking some traffic enforcement on was a great idea. 1♥
- Please patrol the walking paths more often so kids can utilize them while feeling safe 1♥
- More preventative programs
- More actual tickets issued by the bylaw officers could result in actual resolution of complaints. 3♥
- I am not really happy with bylaw with respect to property owners states of their yards. Also more tickets should be given out for littering 2♥
- This program seems to be more of a moneymaking tool for traffic enforcement. I appreciate the attempts at noise disturbance. As far as what my neighbor does, or has in his/her backyard, unless it makes my yard unusable, maybe we should mind our own business more. Since COVID hit, people in our neighborhood have discussed less nuisance concerns related to bylaw enforcement.

## RCMP Services



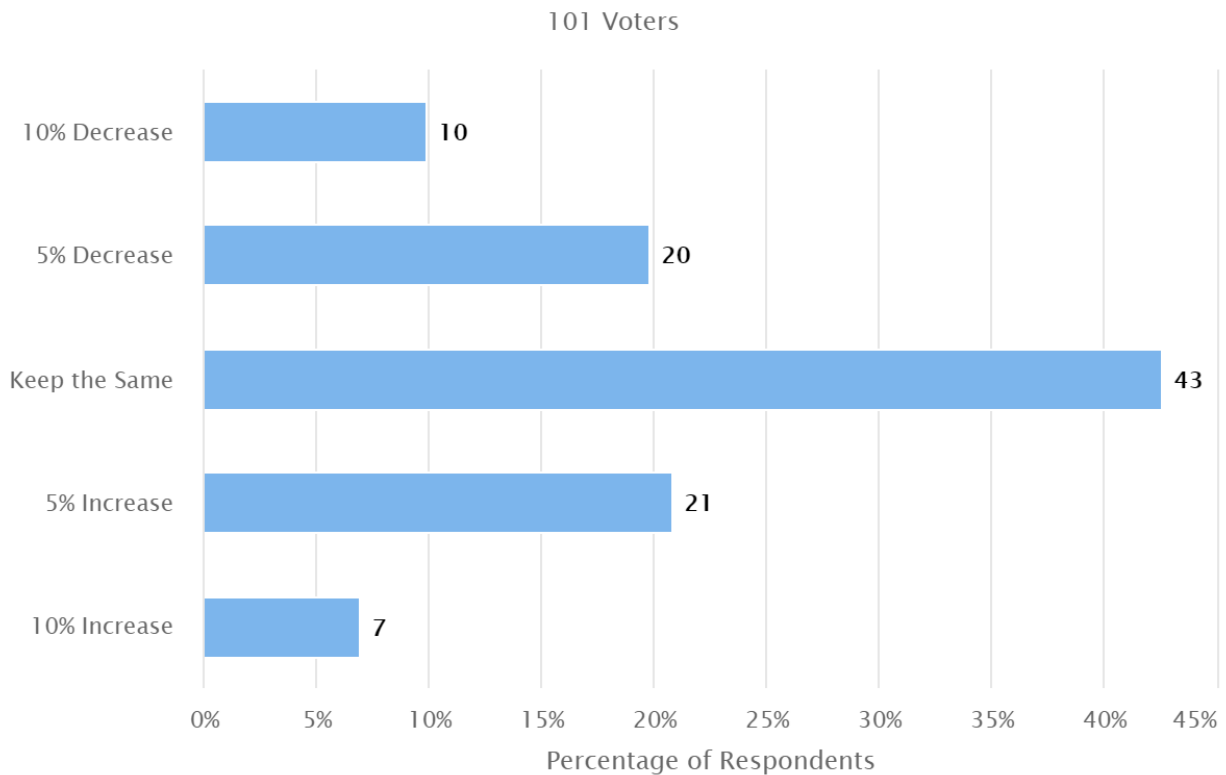
- RCMP are doing a great job, but maybe fire could respond to all their calls as well, so they can help too. Works 'great' for EMS so the model should hold true.
- Doing a great job, more emphasis could be on preventative or proactive policing.
- Give us a faster LOCAL 24hrs reporting line for non emergency calls. Any I have called the operator had no idea of the location I was gave them.
- Policing is a challenge - overall pleased with the service, but would like to see more emphasis put on de escalation and mental health training & awareness. 1♥
- RCMP need more resources to do the job we want them to do for us. 1♥
- RCMP are doing a great job

## Protective Services General Comments

- Less photo radar enforcement as this is just a cash cow, and more boots on the ground doing this job instead.
- This is not a place to scrimp. Maybe setting up neighborhood watch programs could help with community safety, and vandalism. We need these services to be ready to go when help when we are at our worst. They need to be well trained and equipped. Body cams should be used by all enforcement officers.
- Use the service vehicles. for new trucks every few years.
- Fire could definitely be combined with the county it would save alot of money in infrastructure just by combining the fire halls (extra trucks, vans, buildings etc) Even if you don't lose any fire fighters or fire engines. Also why are they always out everytime an ambulance is...seems like a waste of fuel.
- Actually ticketing people for not clearing snow would help people get around on foot.
- I guess we'll see what happens with the RCMP provincially. I guess we're stuck with the devil we know.
- Why do we have traffic enforcement when we already pay for the RCMP
- Fire Department is super active and does a great job. Always out in the community.
- Bylaw has improved a lot in recent years!
- Do not lose the fire dept. this could be a huge deal. Look at their call logs. People think firefighters just fight fire. They're very wrong.
- Bylaw should be out more patrolling and giving tickets where warranted (sidewalks not shoveled, full of ice, dogs on the loose, no leash, vehicles parked in handicapped parking stalls (at Shoppers, Sobeys, Walmart, Independent Grocers, etc.) that have no handicapped placard.
- Not too much comment as I feel like I rarely see them in town except for the occasional day i see multiple. Would like to see less activity around 711. Sometimes i don't feel safe leaving my vehicle or the store.
- None
- Fire dept is doing a great job. I was pleased to hear they continued health calls during the pandemic. Police are doing great too. I like the proactive policing and Checks around town.
- We need more rcmp. You can't expect them to control the drug problem in town if they are short staffed.
- I want a cost effective fire department that is properly equipped, trained, and shows up when called. I don't care who provides this service just that it's there. The peace officers need a bit better direction, I'm not sure exactly what they do. Being visible in the community and on the paths would be good. The admin services at the RCMP are fine. I would gladly pay more in taxes if a more local police service was available (maybe joint with Yellowhead and Hinton). Something actually responsive to community needs.

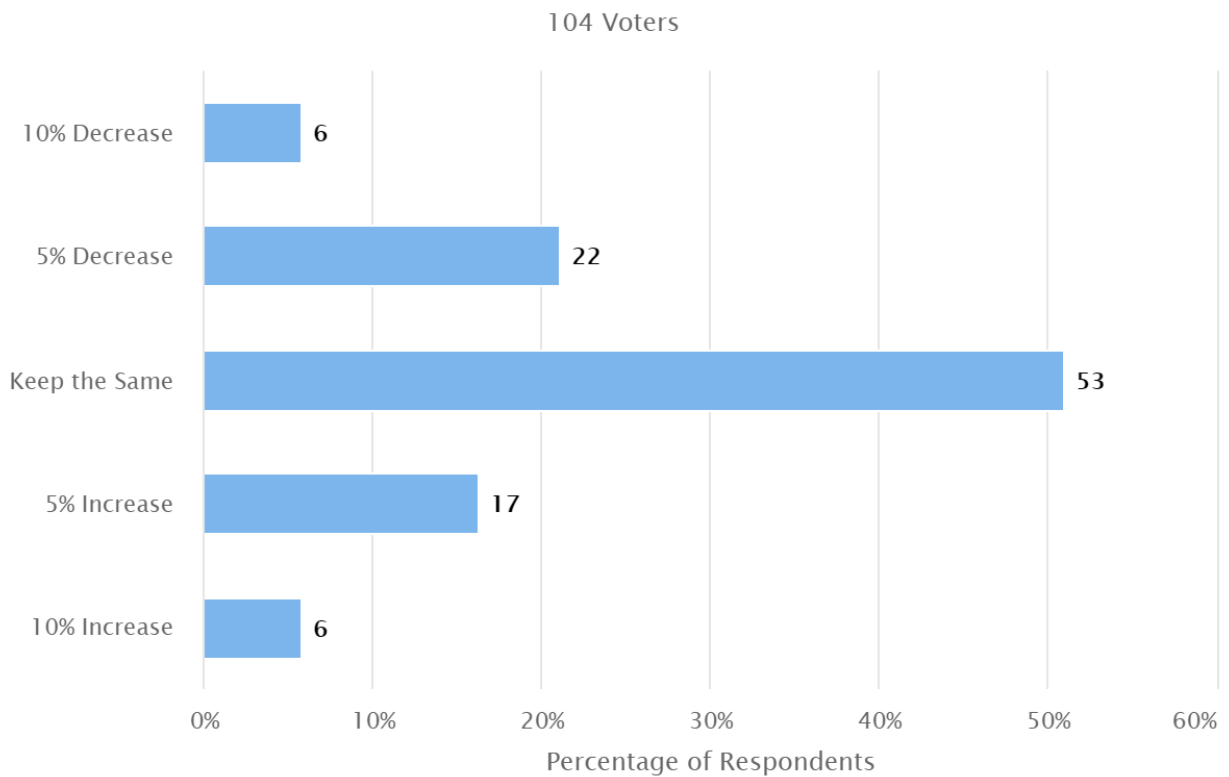
## Community Services

### Family and Community Support Services



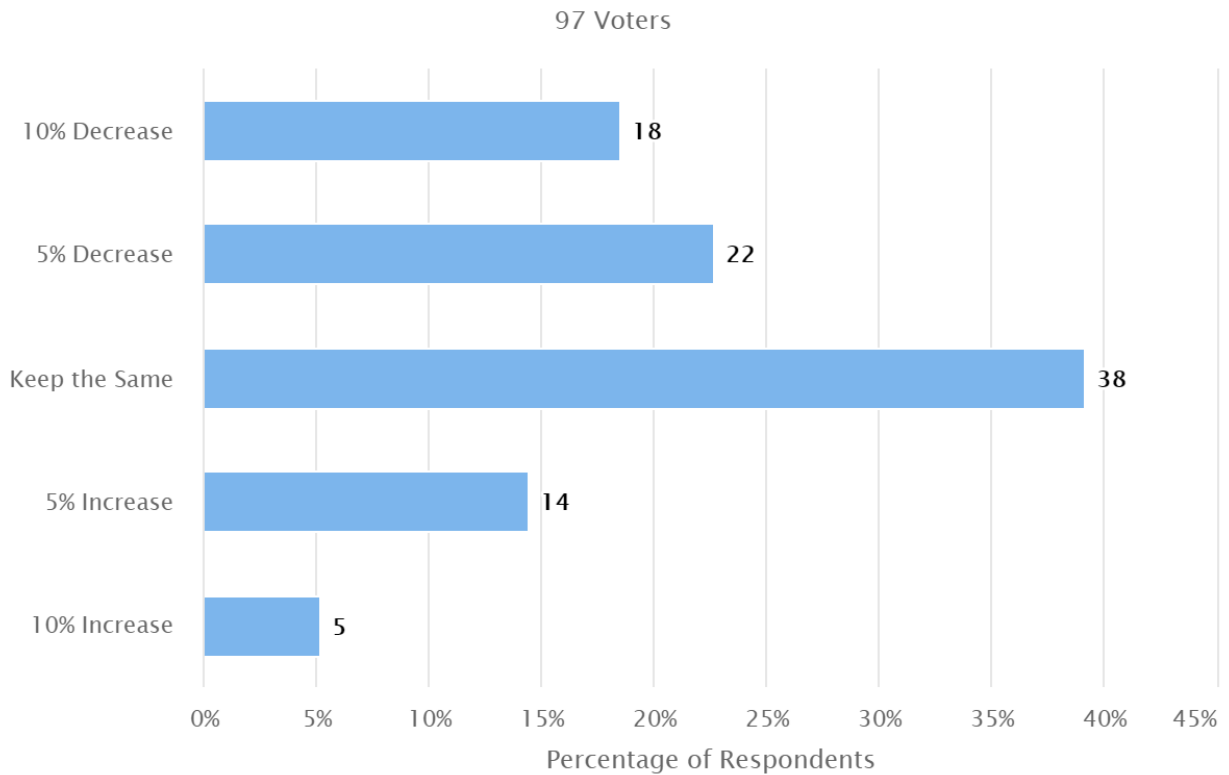
- It's sad that the Prov govt cut the program for young families at the red brick. It was vital for our family to meet other families since we are not 'from' Edson. How can we get that program back?
- Fcss should continue offering community events. Could prob replace some of those park events that hardly happen now.
- Everyone connects to their community in a different way. FCSS is helping to recreate neighbourhoods.
- Wow, it's a big chunk of budget. Maybe it could be streamlined.
  - └ I have to edit this. The FCSS is very important and can reduce law enforcement costs in the long term. I fully support raising the budget for more family support services these are vital to help people who are struggling. Money spent funding a run could be diverted and used for these programs instead. 1♥
- FCSS does a great job

## Parks



- Work to better utilize grants for simple for equipment. Like swings and merry go rounds .
- Maintaining the parks must be ongoing and training summer students about how to do it and what to do is essential to efficient and proper upkeep of our beautiful parks.
- I really enjoy our parks and I do like that they are maintained, however when you see two employees cutting grass and three standing around I wonder if this is the best use of tax payer dollars? 2♥
- Less mowing 1♥
- We can reduce some costs by reducing the frequency of mowing and maintaining parks
- Please stop weed spraying green areas. It makes mushrooms unsafe to eat, and the chemicals give me headaches so that I can't use the areas for an extended period of time. Spot spray only noxious weeds. 3♥

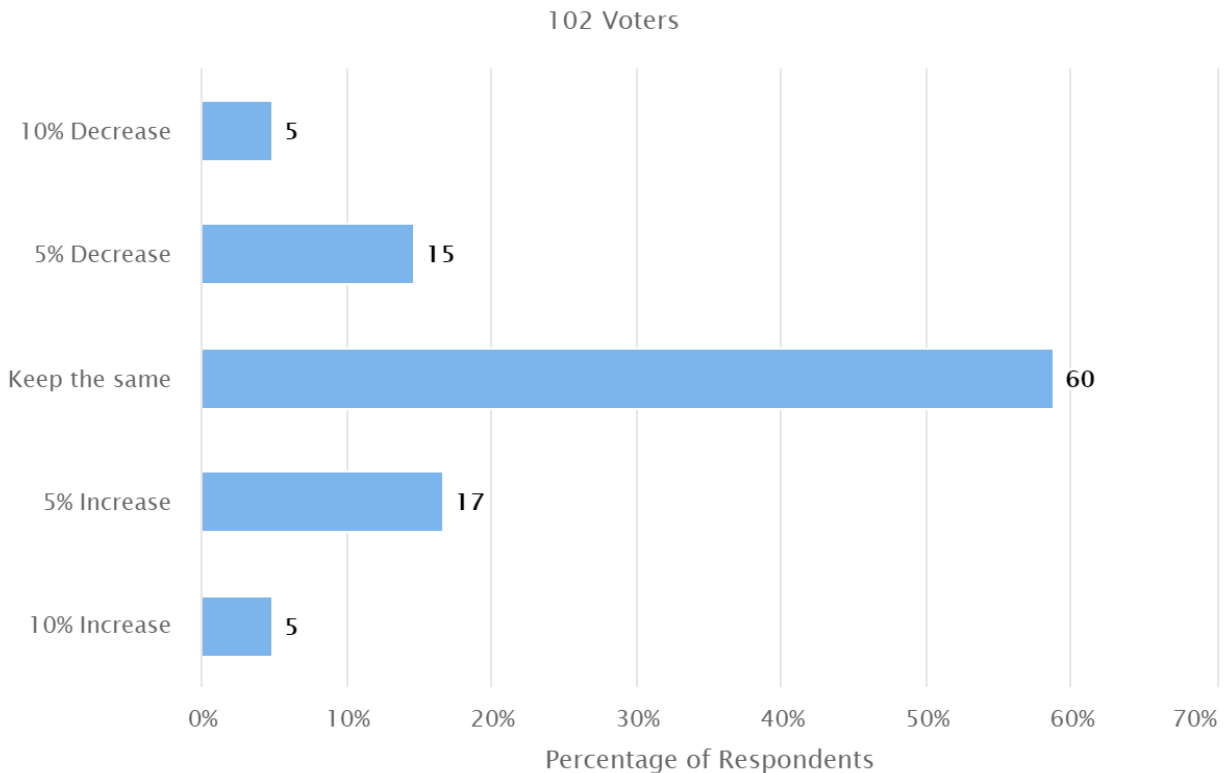
## Community Development



- The town should not be doing these things with tax dollars. Maybe some non profits can use them as fundraisers.
- Fcss can do these things, this is redundant.
- Perhaps a part of the FCCS budget can go towards these activities? 1♥
- I definitely think activities like eddies run could b community run. Save money there and increase fcss/senior and support services
- I don't think the Town needs to fund breakfasts, runs, etc.
- Runs can be run by runners. The town need not fund these activities.



## Repsol Place



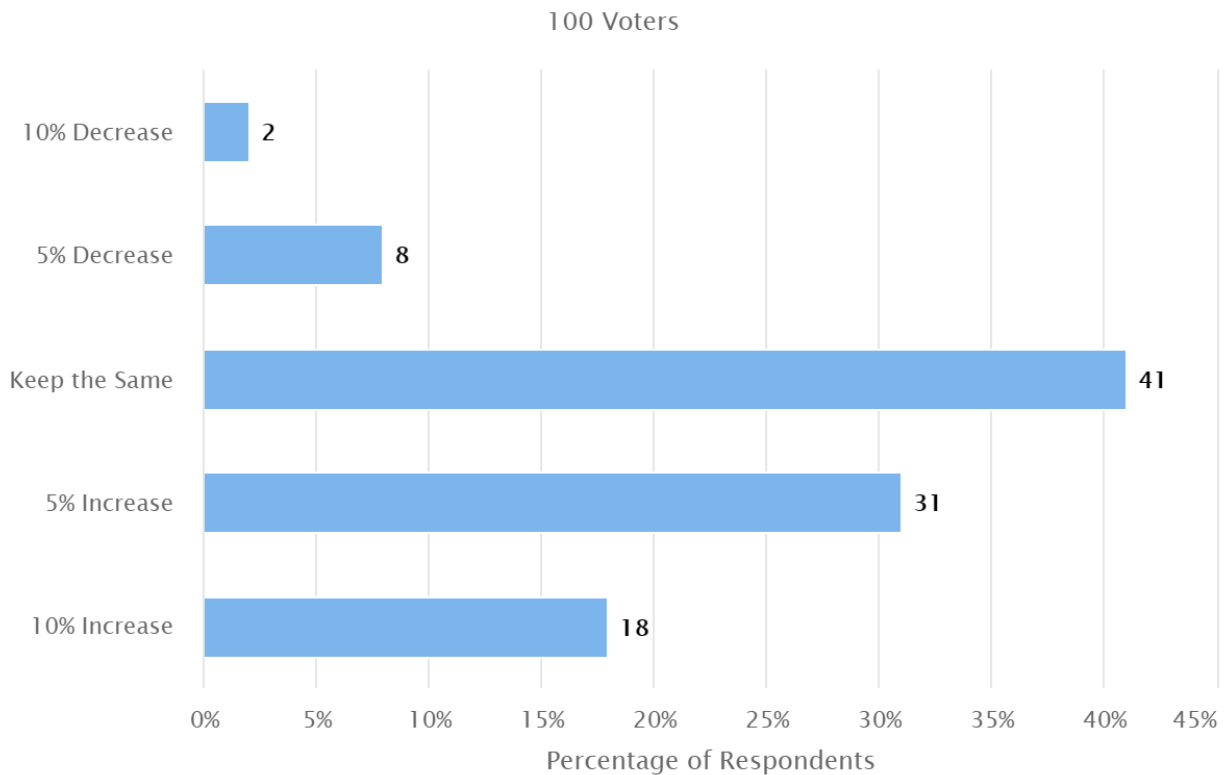
- How is the new multiplex coming along? Let's move that forward and stop putting money into the current money pit at repsol.
- I believe this place could generate revenue with different management and maybe an events organizer.
- The frustrations in private swimming lessons being available while group swimming lessons (the more affordable optio) have not been in almost 15 months is extreme. I also think the field house, while it would be a lovely upgrade may be a bit over the top for what we need.
- Repsol place has done a great job during Covid and since we have opened up more. They should put more money into fixing and repairing it as is used by many.
- New multiplex needs to be built soon! 1♥
- Well done over the course of the pandemic.
- The pool needs upgrades but other then that it's great, I don't feel we need an new one
- Day to day operations should be funded by user fees. Upgrades and repairs will have to come from tax dollars, though. 1♥

## Community Services General Comments

- Kids need spaces to play. Playgrounds are important, Seasonal outdoor rinks are great. Walking trail and sidewalks are also important. They are low cost solutions to keep everyone active. Less money should be spent on trying to coordinate amusements. Kids need to play close to home.
- I don't see any where to decide on funding for groups not wholly by the Town. The Library and Museum are two examples.
- That budget is huge.
- Youth programming is great.
- I think a lot of money was wasted in repairing the Boys & Girls Club to make offices for them. They were housed in Town offices for years and it worked.
- Quit footing the bill. Charge a small fee to do runs, outdoor movies, people will pay a couple bucks
- More after school care options would be welcome. Before COVID the Boys and Girls club was a great and affordable option. Without affordable and quality after school care we limit the ability for parents to earn a decent income. This limits people ability to lift themselves out of poverty. As well, having after school care helps attract people to the area.
- More activities for teens in town
- FCSS is vital for the community- they have great programs for families and mental health resources and more.in
- I wish we had more kid friendly activities! I love whitecourts rotary park and the pool
- I wish the FCSS was still going at the red brick. But they still continue to do so much for us outside of the actual building. Maybe having another community garden but gear that towards kids like teaching them how to plant and take care?
- None
- N
- I feel we may have too many different departments with their own budgets that could combine together
- Although i understand it is a proactive dept, it is very expensive.
- We've enjoyed a lot of the parks programs this past year with our daughter. We value the parks and trails.
- I do not feel the new rec centre development is needed or affordable for our town right now.

## Infrastructure Services

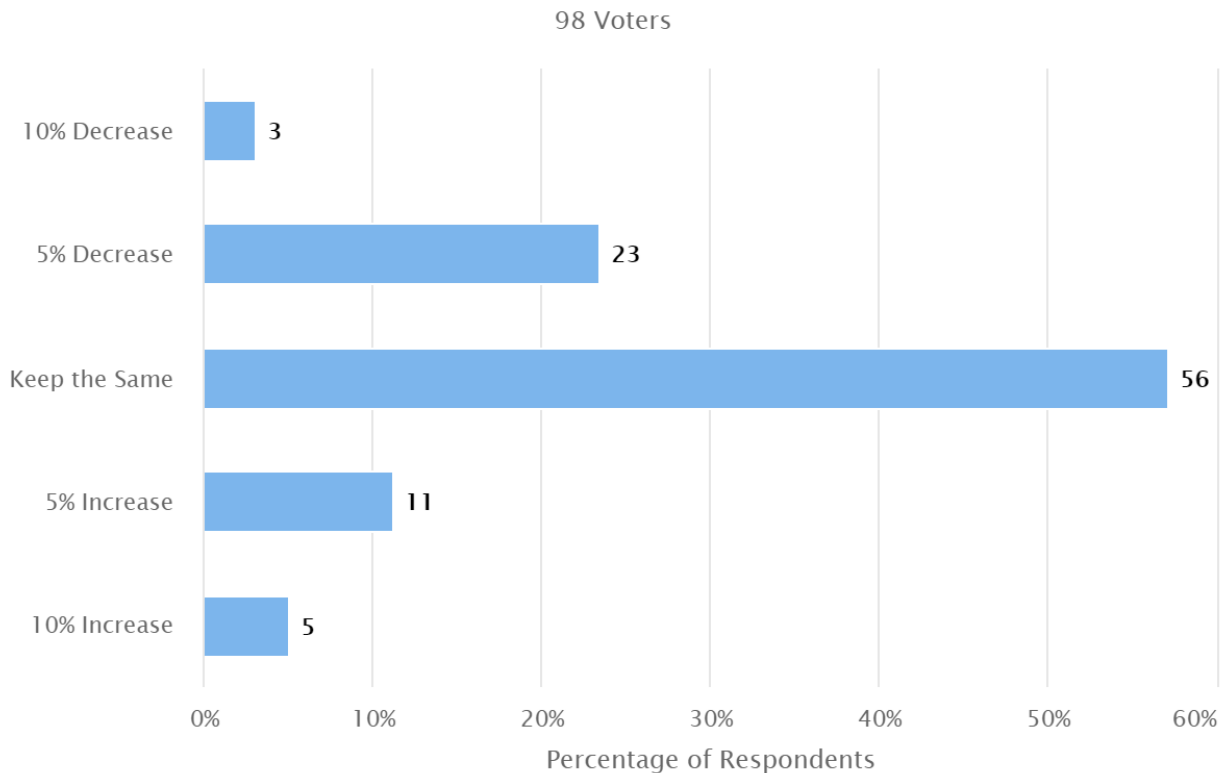
### Roads and Sidewalks/Snow Removal



- Perhaps consider doing less snow removal in residential areas and do wind rows instead of the extra expense of hauling. Maybe try it for a year as a pilot. Keep hauling snow in downtown and commercial areas though.
- Do some follow up on repairs. The road patch crew looked like they had zero knowledge of what they needed to do. Sidewalk repairs are terrible. Real enforcement on business snow removal.
- Perhaps an increase will remove the copious amounts of gravel they laid on the roads in an attempt to “repair” will get cleaned up with a budget increase? Or how about saving some money by simply lowing snow to the side or in windrows like so many other towns and cities to prevent removal costs? 1♥
- Please fix 1st Ave past the overpass!
  - └ And get the Province to fix the big dip in the overpass too. It's a hazard. 1♥
- The streets seem to be in a continual state of disrepair. Many of the patch jobs seem to have ended up in a worse state. It's hard on vehicles and an eye sore.
- Agree with a more efficient snow removal system. Seems like the only people getting their bang for their buck are the ones on the emergency routes. We had no snow removed on our street last year.

- A more efficient snow removal would be nice. Whitecourt has an awesome system. Please reach out to them and see how we can do better
- Roads are an issue because we live in Muskeg.
- Snow removal should be minimized in favor of strategic investment in maintenance.
- We need some serious investment into our roads program, finding problems, strategizing the most efficient way to fix them, actually fixing them, and coming up with a budget that allows maintenance without having to start back at square one all the time. 1♥
- I would like to see bylaw enforce sidewalk snow removal in residential areas. The state of some sidewalks are terrible when owners do not remove snow from the walls. 3♥
- I was happy with last year's level of service, but it all depends on the amount and timing of snowfalls. Roads and sidewalks that I use seem to be in generally good repair.

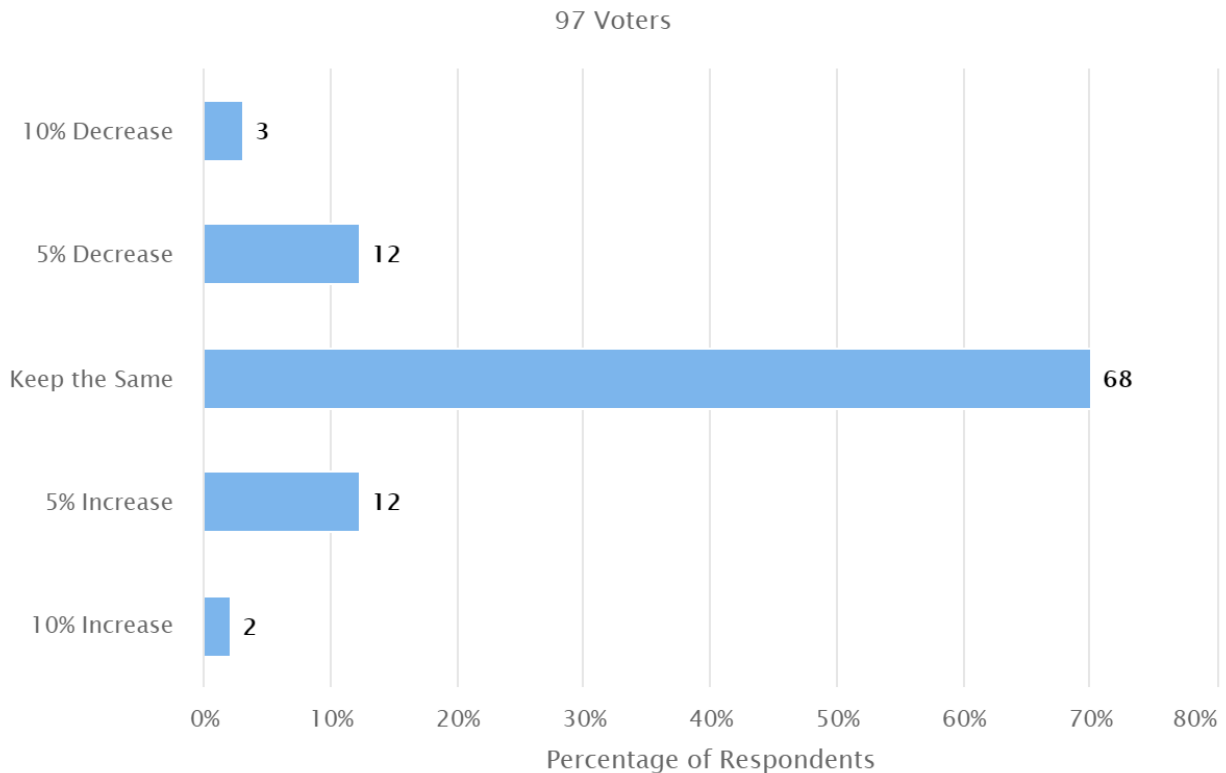
## Waste Collection



- I am really happy with our waste collection. We can always do more to reduce waste and I would love to have curbside recycling.
- I would like to see options for an extra temporary bins at an added cost. If time with family gatherings, BBQ's, spring yard cleanup
- during winter months green bins could go monthly rather than every 2 weeks
- Renters should have separate bins as they can fill quite quickly when you only have one garbage bin for two separate households. 1♥
- For the amount we are charged, I feel that garbage (grey bin) should be picked up weekly. Since this is not the case, I vote for decrease in the budget. Negotiations with GFL should be done. All through the past 18 months, I am sure they never had a decrease in revenue due to Covid. 3
- GFL does a great job of the waste removal and compost bin service. I think the garbage pickup should be weekly (for larger families), compost bin weekly in summer and bi-weekly in winter. 1♥
- Impressed that the level of composting has increased with the newer system 1♥
- Our garbage fees for the service we get is out to lunch.
- The cost of garbage pickup and recycling is atrocious. Garbage used to be picked up weekly, and still should be. Green bins should be picked up every two weeks, not every week or do away with completely. So disappointed in how this has turned out. What a waste of tax payers money. Should have stayed with weekly garbage pickup!
- Very happy with waste management

- I could go once every two weeks for organics as if it is more the recycle center has a trailer that can be used. Providing the Town keeps it clean and maintained on a regular basis as the most time it is a mess.
- Unlike other commenters, we rely heavily on our green bin. Discouraging use of the garbage bin is a good move, in my opinion - landfills are expensive and take up a lot of land and don't create a lot of jobs. The less opportunity to just throw something away COMBINED WITH real opportunities to reduce, reuse, recycle, and compost, the better IMHO. Between organics and recycling, we don't generate a lot of waste. I would like to see curbside recycling, preferably single-stream, and if a MERF is a viable option to create some economic opportunity and jobs. 1♥
- We should have a bin for recycling instead of having to take it to the recycling center...also that place seems very inefficient a bit of a waste of money. I just read the comment below mine. If a Merf is one of those big centers that recycles everything you put in a blue recycling bin we should have one of those instead of what we have now. Maybe we could recycle everything in the area, Hinton, Whitecourt, that kinda thing.
- I am totally disappointed with the garbage and waste pickup pricing. It has gone up and up and we get less and less. We used to have garbage picked up every week for far less. Go to knew and improved supposedly and less pickup and double the costs. 1♥
- Green bins are hardly used - very ineffective use of taxpayer dollars - organics should be taken to recycle by owner and not picked up by truck 1♥
- We don't use the green bin. We compost almost all of our own waste for our flower beds. Our community has the best recycling program. This keeps our garbage to a minimum, every two weeks is more than enough.
- Curb side recycling - green bin every two weeks and waste bin every week instead of vice versa
- Curb side Recycling added

## Landfill



- Needs to be 7 days a week. Very frustrating to take things there with it closed Sunday and Monday.
- I look at the land fill as an essential service. Open 7 days a week 8am-6pm. I'm seeing more illegal dumping due to cost and it just simply being closed.
- Needs to be open on Monday's
- We should be increasing the cost of dumping at landfills but providing a credit on recycled materials.
- Would like to see landfill open both days of the weekend.
- Love it!
- I heard that the landfill is super cheap for people from outside of town to use. That fee should be increased to be in alignment with secure or tervita. 1♥
- I don't see the landfill. I do know that scavenging is prohibited. We need to encourage people to reuse refuse. Make people sign a waiver if you must, but let people pick!

## Infrastructure Services

- Widen sidewalks, better snow removal - perhaps overnight work, it has been stated in the past that it is a safety issue but there are many municipalities that do this and it is not an issue at all.
- Roads need to be taken care of better and need
- Fixing the sewer system would be a good start. So many homes have been flooded over the past few years.
- Fix the rough roads.
- We need to look at the roads and how to improve rideability better. Look at 48 streets, so many settlements makes it unreasonable to travel. Street spot repairs need to be focused on
- Would love to see 11th ave fixed and repaired. There are people who or damaging vehicles by bottoming out on heaves in the road and flat tires have been caused due to the holes.
- Our town looks totally run down. I hate to think people drive through here and turn their noses up.
- Residential streets should be snow plowed.
- I feel this is the area thats the most attention
- Need to fix infrastructure not just put a patch on it hoping it will work.
- The roads need repaired.the heck with a bike park or electric car charging statuon fix rhe roads.48th street is horrible, 1st ave is worse...FIX THE ROADS
- Some of the roads in town are terrible. I honestly won't drive up from 51st on 7th Ave or 8th Ave.
- None
- I do agree that some snow removal is a waste of money..ban parking on 1 side of the roadd pile snow up
- Everyone this areasus
- Need to continue being proactive about maintaining roads, water and sewer.
- The multiplex needs to be rethought. We could add a rink andreplace the pool at
- I would rather see the capital and operating costs from the Rec centre development go into our aging infrastructure. Better tasting water isn't flashy but it's used every day.



## Feedback Questions on the Process

### Where can it improve?

- Nothing!
- 1
- It's not the fault of the organizers but disappointing to see so many people responding
- No options for addressing administrative expenses such as office hours, online services rather than in person, streamlining applications, etc.1♥
- How will these results be used? So far &lt;90 people have completed it. Is this a good representation of our community? Is the town collecting data in other ways to reach more community members?
- like us to keep and perhaps
- More information on departments
- Difficult to put in comments.
- more information. not everyone knows shorthand
- Read and follow the comments by the people who live in the community. Take these comments seriously and into consideration.
- I may have missed it but allocations from the previous year's budget would have been great to be used as a comparison. I also don't understand how assessment values drop on land.
- None
- None
- It would be nice to include some information about how the tax rates work when home values drop.
- Not sure
- The comments boxes are very flakey. Correcting spelling causes all kinds of cursor bouncing around.

### What did you like?

- How about a question that asks what we think town council should be paid?
- Good idea. Perhaps more explanation about mil rates and the impact of increases on individual property owners.
- A more complete picture of expenditure categories. Include administration and capital categories. 1♥
- Easy to navigate and not too time consuming.
- Good to have your opinion heard and user friendly, but a very simplistic approach to deciding how citizens want their tax money spent. Should include decisions on town projects as well, i.e. the new multi-use facility, infrastructure upgrades, etc.
- like us to keep and perhaps
- Better breakdown of departments.
- More specific questions.
- kinda interesting. but in the grand scheme of things, it's not going to change anything. the town of edson doesn't actually care about its residents.
- Read the comments about what people are saying.

- Having a survey is great but is the Town really going to adjust the budget based on what the public wants?
  - └ And the problem with that is very few participants, I only saw this on Facebook, can you comment anywhere else,
- None
- None
- N/A
- This last page is odd. There is no finish button. I'm navigating away. 1♥
- All was good
- I like to know that my voice has been heard. Community involvement is always best! The more people that use this, the more in tune council can be with their citizens. 1♥