

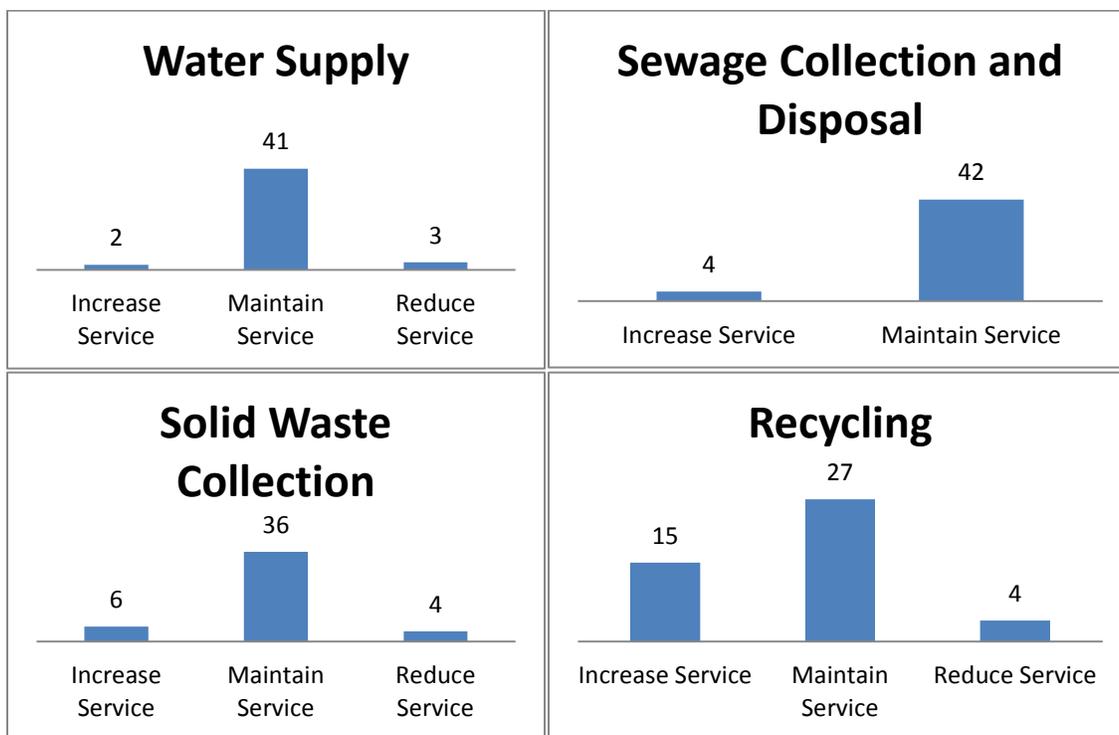
Financial Survey Results_2011

14 responses were received before the survey was changed. In order to simplify the results, the responses to the original survey have been amended as follows:

- Fair – Increase/Reduce/Maintain Service *
- Average – Increase/Reduce/Maintain Service *
- Good – Maintain Service
- Very Good – Maintain Service
- Excellent – Maintain Service

*Comments were used to decide whether a response of Increase or Decrease was warranted. If no comment then it was categorized as Maintain Service.

UTILITIES



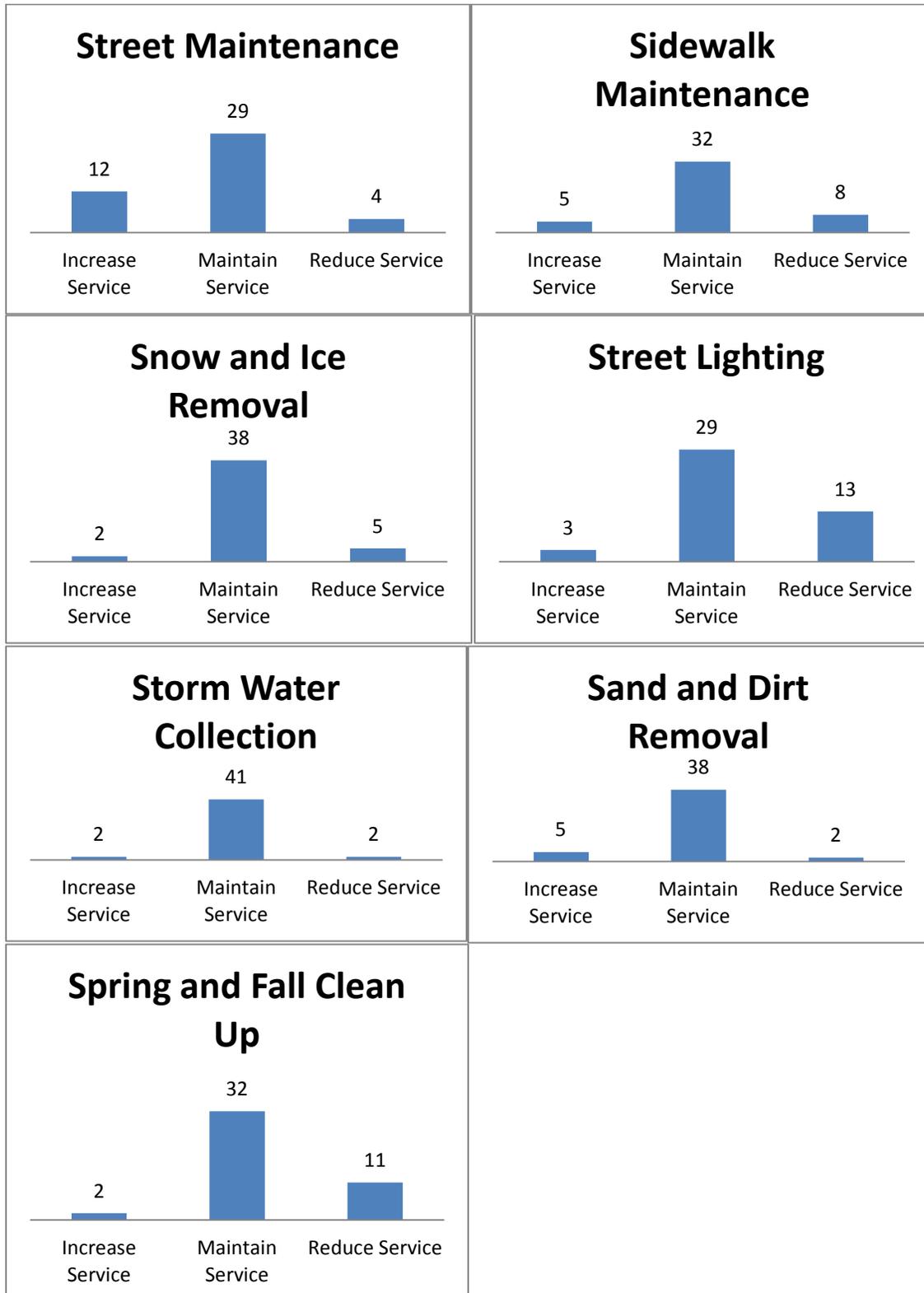
Comments:

- I would like to see some sort of compost/organic pick along with recycling. Recycling should be every week, garbage p/u once a week
- Recycling sometimes doesn't take all items they are supposed to take and often leave items on the ground when they leave. Putting garbage stickers on our own bags is waste of money. At least when we buy the blue bags we get something. If we have to buy stickers and supply our own bags, it is just another useless expense.
- Water meters are a fantastic way to reduce overconsumption.

- Poor water supply at the top of Spokane Street. Volume of water available is very limited. Can't do two water things at once. Flushing the toilet causes the shower to almost stop (not just get hotter).
- Chlorine content in water is very strong in upper Rossland compared to lower Rossland. Have sensitive residents which mean that water must be degassed before consumption. This is done by leaving water jugs on bench for many hours (which makes water stale in taste).
- Found out through my daughter after her fieldtrip that sewage treatment is only preliminary would like to see it fully treated. Collection part is fine.
- I think water metres were unnecessary.
- It would be nice to have a depot somewhere in town to dump things in categories beyond the usual recyclables. I'm thinking of batteries, lightbulbs, old propane tanks, refundable non-alcohol containers, scrap metal, useable stuff destined for the ""free store"" and so on. Then this could be shuttled in one load down to the Trail dump, rather than have multiple Rossland treks down to the dump.
- Along the same lines, it would be nice to have such a recycling depot in town to dump the usual recyclables when the 2 weeks between pick-ups is too long or the pick-up day is inconvenient or conflicts with a personal schedule. Then at any time people could go and dump their plastic, metal, and paper.
- Maybe it's just me but I could easily get along with garbage pickup every two weeks instead of every week.
- I feel that the amount I pay for garbage pick up is high for the service I receive. Pick up is great but if I miss it for some reason. I pay the tax I buy the blue bag.... Then I have to hold it for another week??? There should be another way for me to dispose of it. A dumpster somewhere in town to put blue bags that didn't get picked up??? Obviously this isn't perfect but I feel that I pay a lot for a garbage removal service that has a very narrow window of pick up.
- Do not agree that we needed meters. That was wasted expense.
- Recycling is great, but any way we can increase amount of stuff that can be recycled?
- It has been brought to my attention that glass faithfully recycled by residents is not recycled, but ends up in our landfill...perhaps there is an opportunity for another recycler to collect and actually recycle glass.
- Recycling pickup could probably be reduced to once a month. Garbage could be picked up every other week as it is done in many other communities.
- Sewage treatment is a priority to me.
- Our household could have solid waste pick up only twice a month as we freeze all bear attractants before putting it out on the day of trash pick up and put out one bag every two weeks or less.
- No more blue bags, this is bs.
- It would be nice if recycling came once a week like other cities.
- Go back to a 100% user pay system for garbage!
- I would love to see recycling bins back up here if that were possible. Leaving recycling out when it is snowing and having to make all sorts of inventive arrangements is a little ridiculous - especially when throwing in the bear and raccoon factors.
- I would like to see weekly recycling and bi-weekly garbage pickup instead of the existing reverse schedule. I think it would encourage more recycling and thought about household waste production. I would also like to see a regional composting program / facility.

- Where are we at with the water meters? DOES ANYONE HAVE A TRUE TALLY OF WHATS GOING ON?

PUBLIC WORKS



Comments:

- While I understand snow plowing is based on priority, when the plow does come on my street, 5th, the job is terrible, they go one way and make it impossible to turn into 5th coming down spokane
- I am aware that improvements to utilities and public service come at a cost, and I am generally happy with the balance.
- Please do not cut corners on plowing and sanding. Taxes look cheap compared to body shop costs.
- There are potholes in the roads all over town. How hard can it be to throw some asphalt in the holes. Please take the speed bumps out of Thompson Ave. Why should every car that travels that road have to go over a speed bump just because a few people drive too fast? If some people drive too fast, then call the police and give them speeding tickets. Don't punish all the people who are driving under the speed limit.
- Taking all (literally) summer to pave a couple of blocks (Victoria Ave. a few years ago, Nevada St. this year) demonstrates that the City should not be in the business of paving, since they appear to be extremely inefficient.
- Snow removal is Maintain Service. Should force homeowners to have and use off street parking in the winter, even if small chunks of city property need to be made into parking spaces. This will simplify snow removal and save time and money.
- With snow build up drainage on main street is horrible
- I have lived in several communities, and people don't understand how good our snow clearing service is. Occasionally, however, a little more gravel could be used, especially around the schools. It gets terribly slick after it's plowed.
- There seems to be a lot of streets that are very deteriorated but understand the budget issues. Also feel that for snow removal the city staff doesn't take advantage of the weather and clear more when it is soft and wet and not leave it until it is frozen and hard to remove.
- Less street lighting would be nice, too much light pollution.
- Maintain street lighting on Columbia Ave. only. Besides this highway, it is far too expensive to burn the midnight oil for no benefit. Many would argue the excessive street lighting detracts from the night-time experience: we can hardly see stars in this supposedly rural town! I have yet to see a study that substantiates any safety benefits. Arguments for lighting are based in a primal but irrational fear of the dark.
- Spring and fall clean up should be dealt with by homeowners in their own compost piles. If the city must collect, it should be chipped into a big pile on city land and left to compost at no cost and no effort rather than trucked down the hill to Trail.
- The one thing I would love to see is to maintain or even further decrease the amount of light given off around Rossland from light standards, lighting sidewalks, streets and commercial areas etc...
- A restrictive light bylaw for those that have large bright lights outside of their homes would be nice as well.
- More environmentally friendly light options
- I think sidewalks are more important than road maintenance, especially if you want to encourage people to walk instead of drive. I'd like to see a lot MORE sidewalks throughout town.
- Really it's just main st and Washington that need help and I understand it's in the works. yay.

- The spring fall cleanup service I am referring to, is the city pickup. We should all deposit in one place in town, then city takes away, if anything. Door to door not necessary.
- Strongly feel that the Spring and Fall Clean up are not good use of tax payers money and that there are private businesses that can do this already.
- Spring and Fall clean up should be user pays.
- A lot of streets around town need extensive repair work done!
- Davis and Cliff streets above and below Columbia need storm water mitigation. This could include an assessment of snow dumping and changing of trail grades which is contributing to runoff and washout onto streets in spring and fall.
- I think one cleanup per yr. should suffice and the citizens can say which one they prefer. I would also allow one to two days of burning in the fall despite the Burning Bylaw. Two cleanups is too expensive, one is reasonable. I am concerned about the increased time and workload due to revitalization plan. Keep sand and dirt removal to a minimum, also.
- Spring-awesome service; Street maintenance-wrecked two of my steel rims so minimally please fill potholes so they are not tire eaters this is terrible and legal action individually is not feasible but a lawyer may take the case on as a class action; snow removal is good but the remaining sheet of ice left with long time lapse before sanding could be improved, all and all thanks for your hard work city workers
- Street lighting should be reduce to focus light on street only not adjacent property. This would be similar to the bylaw that just got put into effect that says land owners must have lights that don't let light leave their property. I don't want any street light on my property. Snow removal should be reduced because it seems everyone has snow tires and 4wd so we can deal with it but just plow the bus routes often. Sand and dirt should be removed as often as possible to reduce air pollutants so people walking up and down Washington Ave don't have suck it in on the way up.
- The city does a good job of plowing etc, so would like to see that maintained. The roads and sidewalks around here are pretty shoddy, so I wouldn't want to see that level reduced. The more maintenance projects that can be combined (water, sewer, paving all at once in the same area) to save \$, the better.
- We need a sidewalk and better lighting on the stretch of LeRoi below City Hall. It is an extremely well used pedestrian route and quite unsafe in the dark / winter conditions. A speed bump would also be appreciated as people drive way too fast on that residential and pedestrian stretch.
- The streets in this city are in bad need of repairs . Is there a 5 year plan to try and address this issue. If not , there should be . A little at a time is better than nothing , and I'm not talking about 2 bit patches

RECREATION

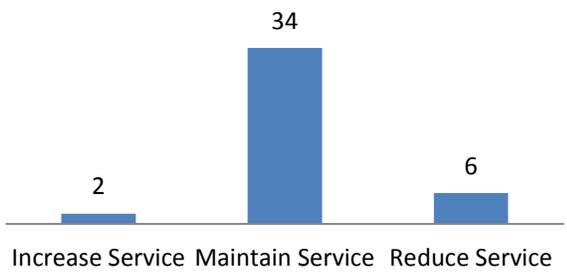
Swimming Pool



Recreation Programs



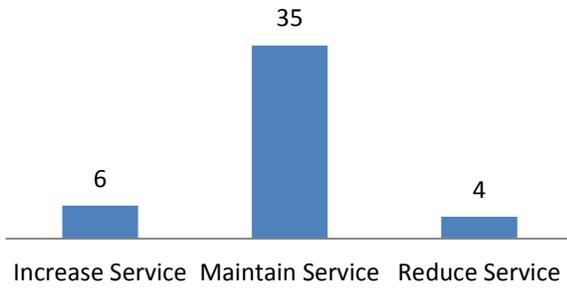
Arena



Curling Rink



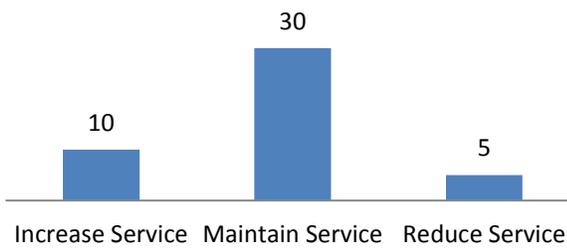
Miners Hall



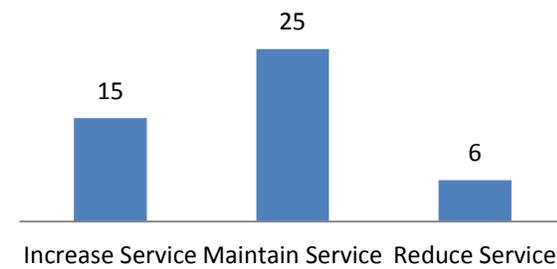
Flowers and Hanging baskets



Parks and Playgrounds



Trails and Pathways

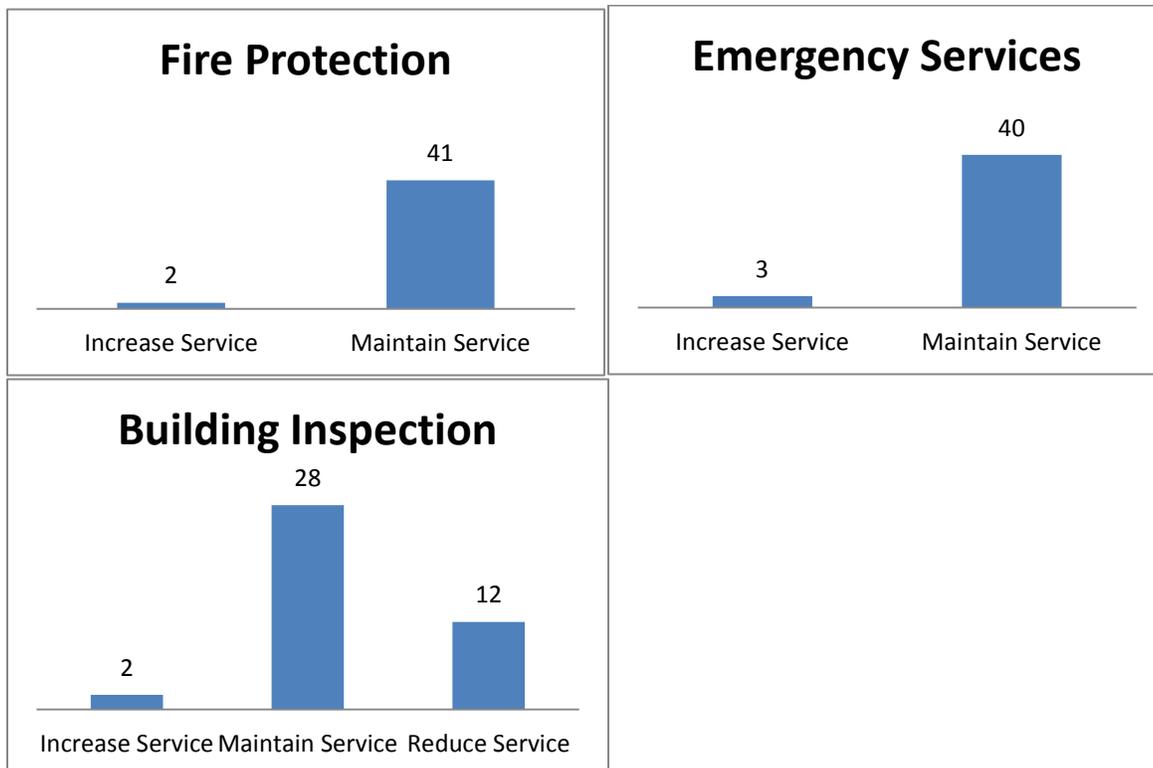


Comments:

- While Rossland is a very dog friendly town, it would be great to have an actual dog park
- No comment on the other aspects as I do not use them.
- Playgrounds are essential as young families are stretched enough and need help with facilities.
- There has been a lot of improvement in the trails in recent years. I would like to see more bike trails in the area that are of the easy to intermediate level. Most new trails are downhill screamers. I like to ride the trails, but don't want to be sitting on my brakes the whole time. The development of old roads makes great trails that are suitable for the whole family to ride.
- Need to settle the Aquatic Centre issue.
- Our flowers and baskets are well taken care of, but it would be great if we could pay someone like Bill Garnet to help design them. Trail's plantings are exceptional because of him. Harry Lefevre square's planting especially could be designed better.
- As for our Parks, they're okay. We really could use a community park/gathering place - the Emcon lot would be the perfect place for this. Forget development on that block.
- Good work on the inter-urban trails.
- Didn't comment on Ice arena and curling rink as we don't use them very much. Would love to see a breakdown on how much it costs to keep the arena running for how many people use it. I feel the city should be spending way more on trails and pathways and money to the trail society. The work that is done on these brings in tourists and therefore money to the city and businesses. The 7 summits has brought in so many people and now they are starting to bike and hike other trails.
- Immaculate lawn care on so many parks is more than Rossland can afford. What's wrong with a mixture of wild grasses that don't require mowing? Two ball fields when so few people play ball?
- Plant hardy perennials with beautiful foliage and flowers in the city planters rather than hanging baskets and planting annuals at great expense.
- Reduce the amount of land being zoned for new residential construction etc... as it is taking away from what people come to Rossland for, which are the pathways accessible right from town.
- Okotoks AB at one time had to decide whether they would have a population cap or bring in water piping from the city as they are using water from the ""Sheep river"". They chose the population cap and have a great community that is not over populated.
- User pay service is more appropriate in these hard times - I don't use the pool, the rec programs, the arena or the rink - why should i have to pay to support other families activities??
- Sure would be nice if I could go to the trail pool again one day... If we got rid of our pool could we put that money towards Trail's facilities??
- Assuming this means Rossland swimming pool. It closes too early in the season.
- Can the shop owners not water the baskets in front of their stores?
- Funding should be based on current and projected use, not historical use.
- I feel that trails and pathways should be user maintained not a taxpayer expense.
- Should be 'users pay' for all recreational services.
- More perennial plantings instead of annuals in sidewalk islands and parks. Please stop the city works from topping our street trees. A very ugly practice which will reduce the health and longevity of these trees as well as the shade they give buildings and sidewalks/streets. I would support a trained greens person on the staff.

- I think we can reduce the costs of flowers and baskets and the watering required for that. I have seen watering on a weekend with rain coming down, not efficient. Go heat tolerant species and have a few baskets and planters. Streetscape changes will/ should change this line up or down??? I think we spend too much on parks overall. I don't see the usage on a regular, year round basis. Needs to be looked at.
- Lets get the Rossland Trail deal done!
- WE DO NOT NEED AN INDOOR POOL!!
- Miner's hall should be free to all who need to use it for events that enrich our community.
- With huge influx of people with kids in this town we should increase parks and playground. The swings should be re-installed where they once were next to the present community garden. I would buy a sickle-bar mower to mow that grass around the community garden rather than there people to weed wack for days on end. Better yet just LET IT GROW .
- Better flow and connectivity to our trail system with some being plowed and others being groomed in winter.
- I think all these services are great and we have exceptional facilities for a town of this population. With other looming bills, I'd say we are lucky if we can maintain all these facilities. I would say that levels may have to be reduced if/ when we have large bills coming our way.
- Your pool idea is absolutely ridiculous. Kumar and staff should be ashamed of themselves. Kumar should resign.

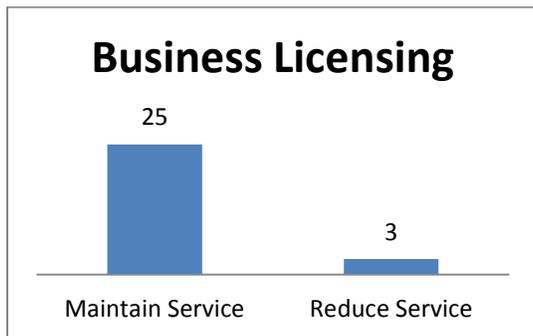
PROTECTIVE SERVICES



Comments:

- Performance over the past 25 years has been hit and miss. You must know the difficulties and I have no magic potion.
- Building inspection services leave quite a bit to be desired. For the extravagant cost of a permit, one would expect far better processing times. Jason Ward was had dubious personal practices and was too lax with the rules, while Parry Lafond appears to be unqualified for the role. Both Jason and Parry, and the entire planning department do not appear to be efficient in their work.
- Haven't really used any of these things, so I can't really comment.
- Just curious as to why the ambulance has to have its sirens going at 2 am in the morning, it's not like there is lots of traffic at that time of night to get through!
- I hear that building inspection is not very efficient or expert.
- It is very useful to have a knowledgeable, local building inspector who is available at short notice.
- Do we have an emergency services manager? is there a emergency social services director?
- Building inspection is appalling! Jason was unreachable and appeared to have huge conflicts of interest practices which to me means his supervision was non-existent. Perry appears to be unqualified so home owners now need to spend more on engineering services. Planning department overall is not geared to assist home owners.
- I know very little about the level of service in these areas.
- Rossland Fire Rescue Services should be separated from the Kootenay Boundary. Rosslanders could do the job without Trail taking all the funding.
- I believe that a full time building inspector is an extravagance we cannot afford. I thought that the previous process was adequate.
- Unless, of course, it is full 'user pays' on building inspection (as it should be).
- I expect the B. Insp. position to fluctuate with the time of year and duties to be performed. If not doing that I want to see an increase in Bylaw officer time allotment downtown. Not sold on an in-house b. inspector.
- Please let's maintain building inspection in-house at the city so he can be easily contacted and respond to a call for inspections.
- Cancel this . Go back to regional inspection!!!!!!

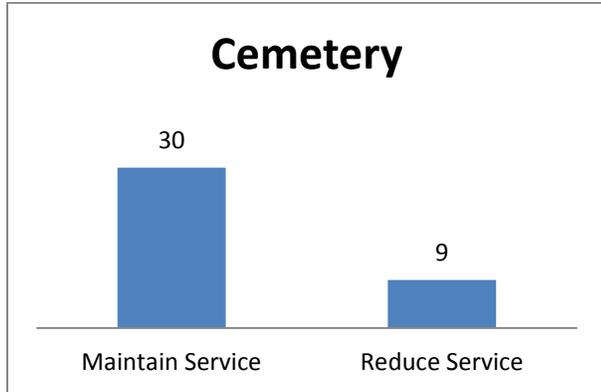
CORPORATE SERVICES



Comments:

- Never have had any problems.
- Don't know.
- User should pay.
- I'm not sure what "services" are offered for business?

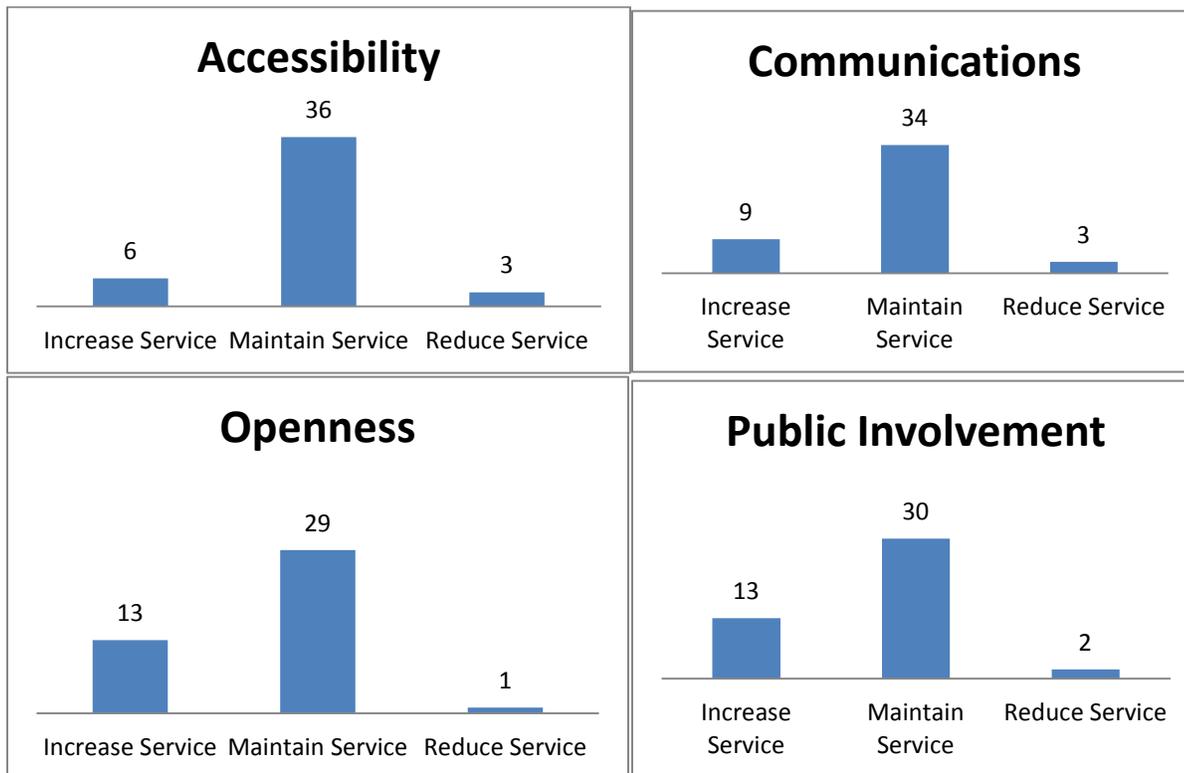
CEMETERY



Comments:

- This is a tough cultural issue, but again, beautiful wild grasses and perennials can do a better job than expensive lawn care and annuals.
- Is this Mountain View Cemetery? If so, I do know that vast expanses of lawn is unattractive, environmentally unsupportable and I assume requires a lot of upkeep. Of course, it's a sensitive subject but I would think a whole lot of trees, ground cover, pathways, etc. would be a big improvement. So I guess I think increase service in order to replan, with an eye to eventually reducing service.
- 'User pays' is the correct model.
- Could we reduce the amount of water used on the cemetery turf? Timing of irrigation and less often. It sticks out like a sore thumb in the summer landscape.
- Do what is necessary and no more.

LOCAL GOVERNMENT

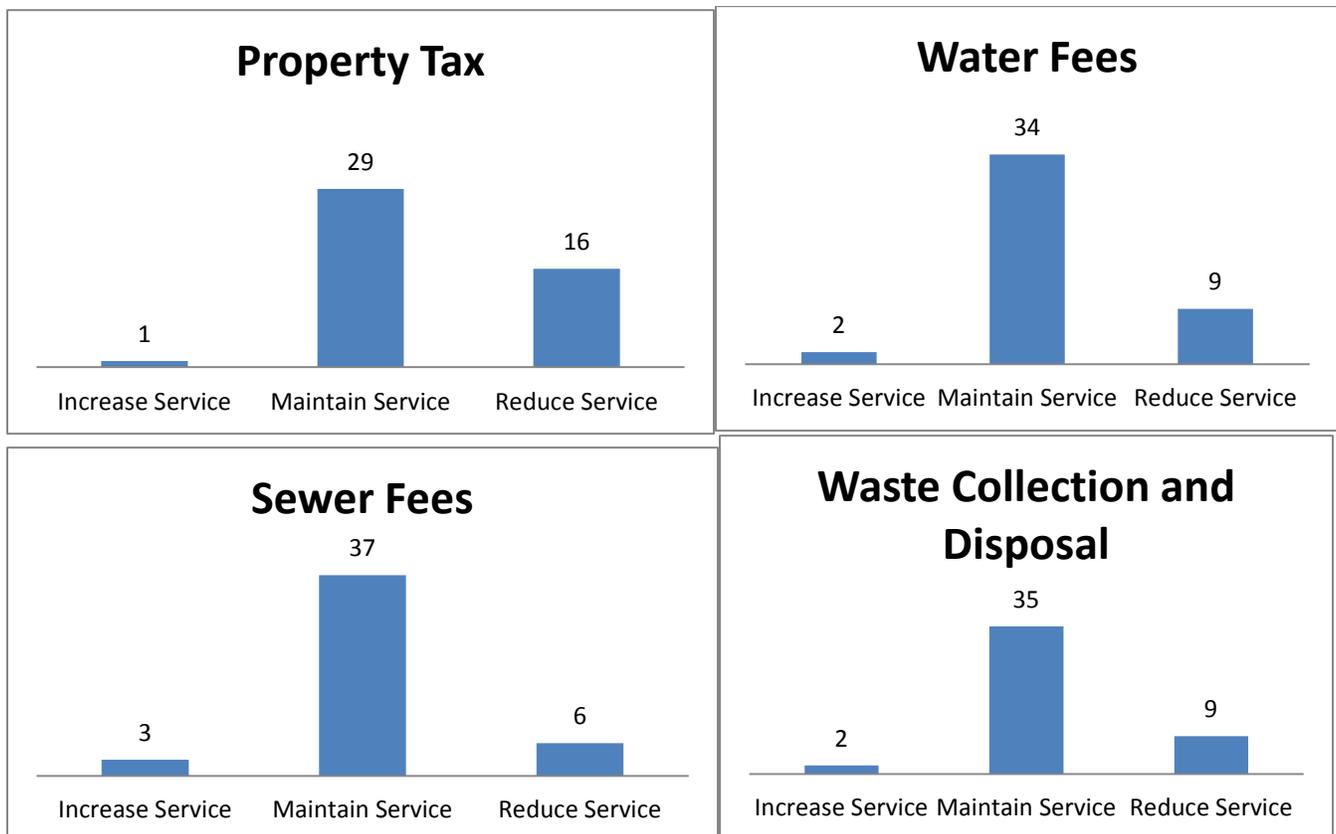


Comments:

- A summary of the council meeting/agenda would be more useful than sending 250 pages of material that no one has time to read that comes in the current newsletter.
- Too much public consultation. Most people are not informed enough to consult on most decisions.
- Love receiving email notifications instead of through the mail. I would suggest you encourage people to go that route and reduce the cost of mail-outs and paper used.
- Hard to find info sometimes.
- Notices for public meetings should come out at least one month ahead of the event, and then be re-advertised two weeks before the event. People are swamped by info, it's tough to penetrate, but the effort is necessary. It is the role of the local media to report on what they deem to be news, it is not their responsibility to ensure that the public is aware of upcoming city events and decisions—the city needs to take more responsibility on this front.
- More information. Less pandering to ignorance.
- Accessibility is tough. Want reasonable amount but it can just become people riding their hobby-horse in front of a captive audience.
- But, for example, I appreciate this effort to actually hear what people have to say.
- There's apparently a newsletter but I can't find the signup online and was recently told that I had to go into City to sign up for...for an e-newsletter?
- Further, accessing City info for meetings (minutes, agendas) is very difficult and not very prompt.
- Communications can be done through the newspaper and online instead of sending out newsletters to each household. They could also be posted on a board by the post office.

- Get a new CAO that is helpful and not a hinders when it comes to issue he doesn't care for.
- I think that generally, there has been a lot more public input in the past few years for various projects, so I'd like to see this maintained. Any more opportunity for public input would bog down the process. A bit more communication - even online would be helpful.
- Pool idea for example!!!

TAXATION, FEES and CHARGES



Comments:

- Its unfortunate that the city is forcing water meters on residents, I understand the importance of conservation, but the expense of installation is crazy, Why is it that Castlegar is able to provide and install the meters for free? Yet council decided not to take advantage of grants that would help ease the cost for residents...the older the home the more \$\$
- The water and sewer bill still states the wrong time period. Our property taxes are way too high. We pay the same amount of tax as a property that is worth twice as much in Calgary. No stickers for garbage bags.
- I am not one who is complaining about high taxes in Rossland. Of course it's important for council to be fiscally responsible, but I understand that I am choosing to live in a resort community with little industrial/corporate taxation. That's my choice, and I think it's entirely worth it.
- Jury is out on water fees until the whole water meter thing is finished and we have a final payment scheme for residents.

- I don't agree that we needed meters, the extra costs for bags/stickers seems double-dipping. why do we need these?
- Don't raise taxes, but I don't think they're outrageous right now either. The city does a lot of jobs! Thanks for your hard work.
- If you need it, tax me. i want to live here and i believe in paying for what i use.
- Of course I would like to pay less property tax, but I know money for running the city has to come from somewhere. Compared to so many communities around us though, we pay a LOT of taxes and it hurts people who have lived here their whole lives and have not come in off the lucrative sale of a house in Alberta or the Lower Mainland.
- See question #1
- Why do we need the blue bags and/or stickers? Then we pay for the garbage twice.
- Taxes are fine. Spending should be more rational, and based less on what well connected old timers want.
- Before the Rossland Credit Union merged with Nelson & District Credit Union, the current building, which encompasses the retail and office spaces from the credit union to the liquor store, was built. Regarding the construction of the liquor store, the city demanded that 23 parking spaces be financed by the credit union at \$1,500 per space and that this money \$34,500 be put into a "parking fund" for future development. Is this fund still active? I will be in touch with the Mayor in the near future.
- I assume this is 'reduce maintain or increase costs' not services.
- Water fees are outrageous. No greater population than thirty years ago but vastly increased cost and social engineering programs like 'water meters' imposed to further a broad political agenda.
- I also greatly fear the vast increase in taxes that must come to pay for the ridiculous municipal improvements contemplated.
- I don't think property taxes are high here.
- Property taxes are high, while it would be wonderful to see them decrease that is probably not realistic. We should be working at ways to maintain the current taxation without adding significant extra costs.
- After having been on water meter for just over a year now it seems that the base rate is higher than it should be as we have only once actually met the base amount of water useage for a month.
- Water fees should have a rebate for people with active gardens in summer.
- I of course do not want to see my tax levels go up. I think the city really has to get on increasing DCC's! I also firmly believe there should be a 'no DCC zone' in the city proper. This would encourage a lot more development in the easy to service area of town.
- I am hoping this whole meter thing will not increase water fees and that the use of water won't become punitive for families.
- Sewer fees should be increased by say \$100/ year to start saving now for our future project! We'll have at least a little more for a down payment. Anything to knock a few years off this massive future mortgage!
- We would like to see a simpler approach for monthly water / sewer fees. It would be nice to be able to sign up for automatic payments instead of having to remember to pay the bill monthly.
- Water meters?? Why??? Dumb idea