

# City of Dawson 2023 Municipal Review Results and Response

City of Dawson Staff

November 2023

## Introduction

### Objectives

In 2013, a comprehensive municipal services review took place at the request of Mayor and Council. The objective of such review was to determine how the community observed the quality of the services delivered by the Municipality.

City of Dawson staff thought it would be useful to release the same survey ten years later in order to get an update on community feedback. There were only minor changes made to the survey as municipal services have changed over the last ten years.

The following report is a collection of the respondents answers and comments – with City of Dawson answers to comments. Comments that were deemed accusatory, harmful or unnecessarily rude were removed from the report.

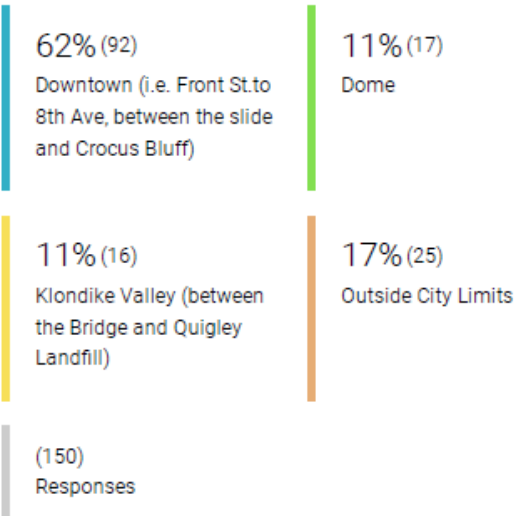
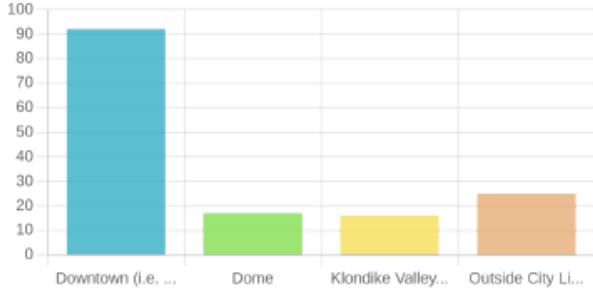
A total of 108 people started the survey and 101 completed the survey (excluding the respondent characteristics), a 94% response rate. Including the respondent characteristics numbers (150), the response rate is 67%. Based on calculator.net's method of survey analysis criteria – the response has the following accuracy: 95% confidence level with a 10% margin of error.

The City of Dawson has a response section below the comments that clarifies or answers the main comment topics.

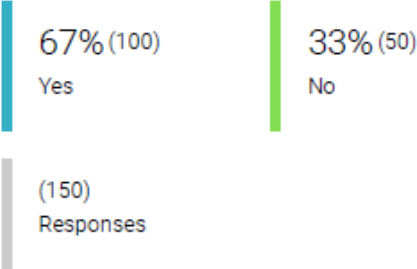
# Respondent Characteristic

The Survey starts on the next page

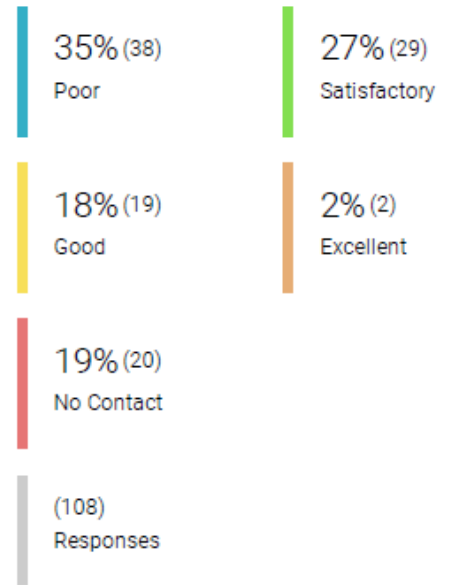
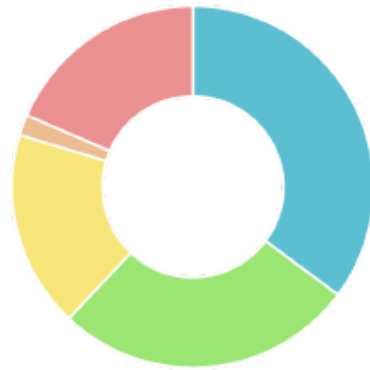
## 1 Where do you live?



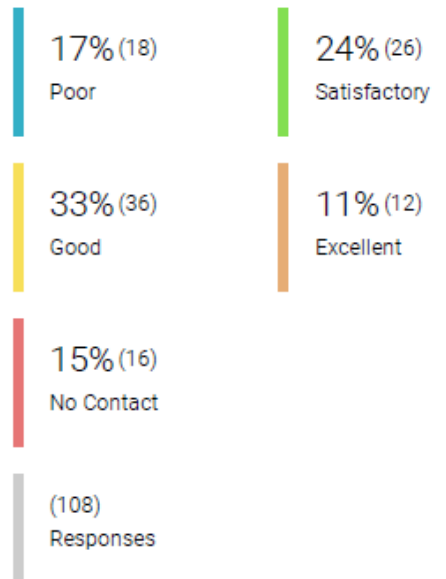
## 2 Are you a property owner?



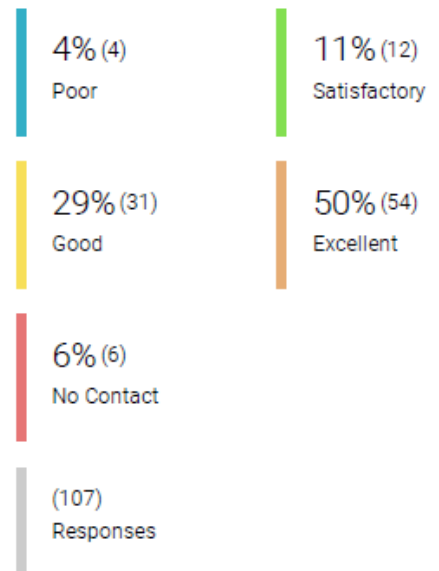
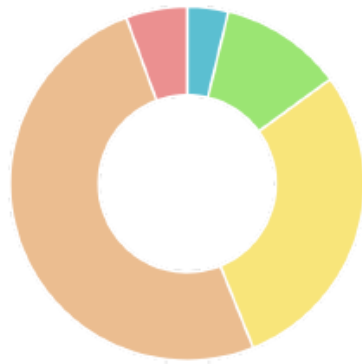
### 3 Finance Communication



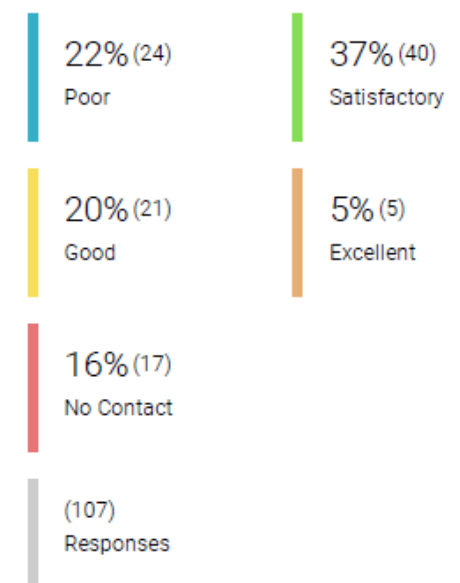
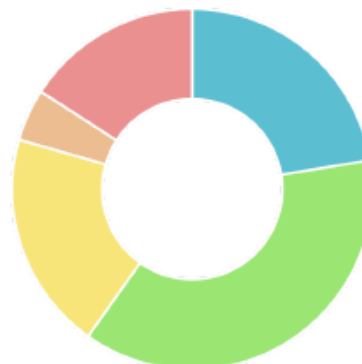
### 4 Fire Communication



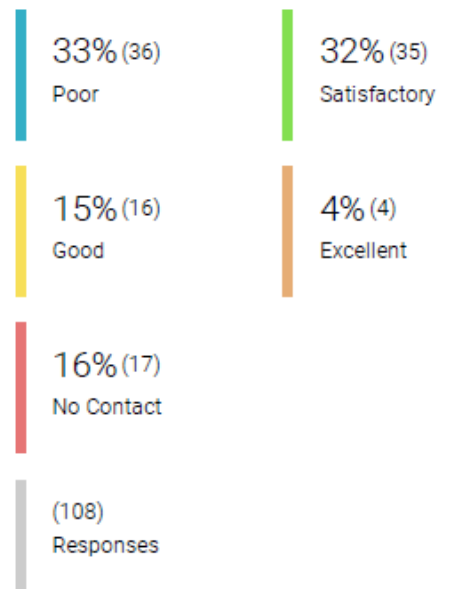
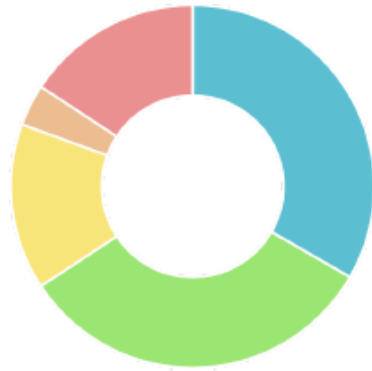
## 5 Recreation Communication



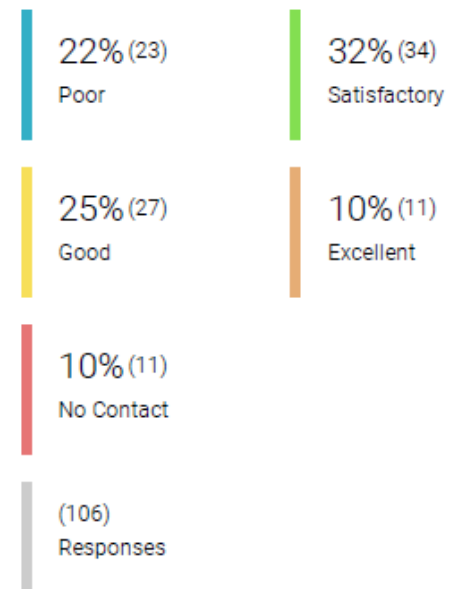
## 6 Administration Communication



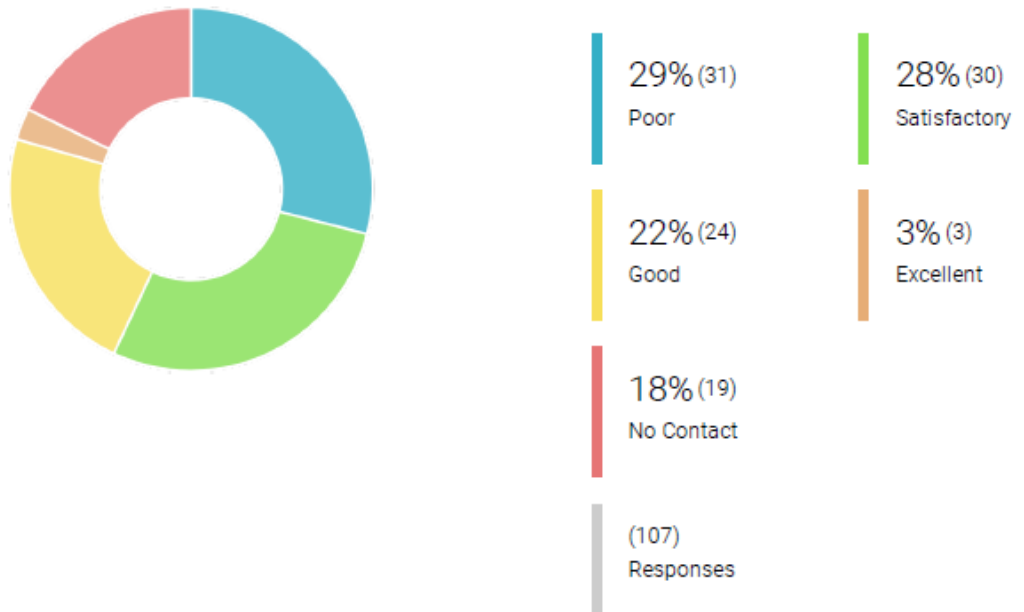
## 7 Planning and Development Communication



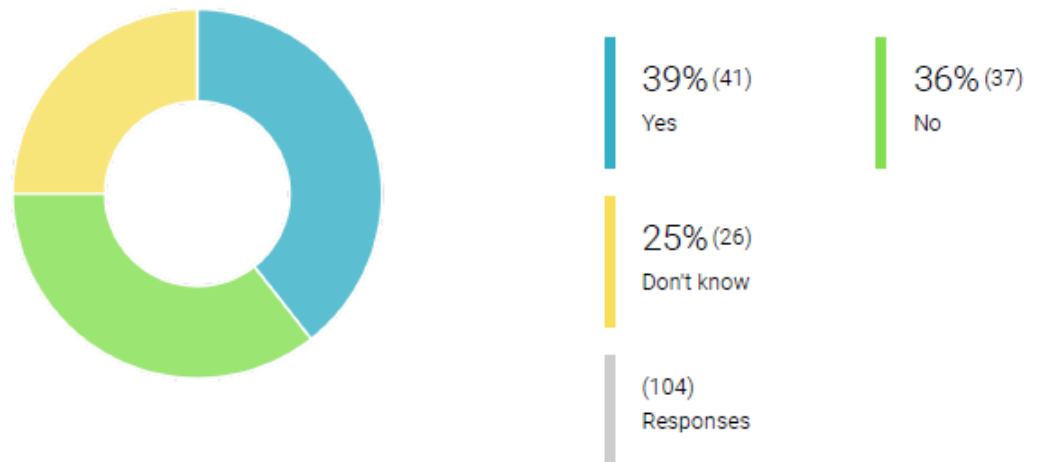
## 8 Public Works Communication



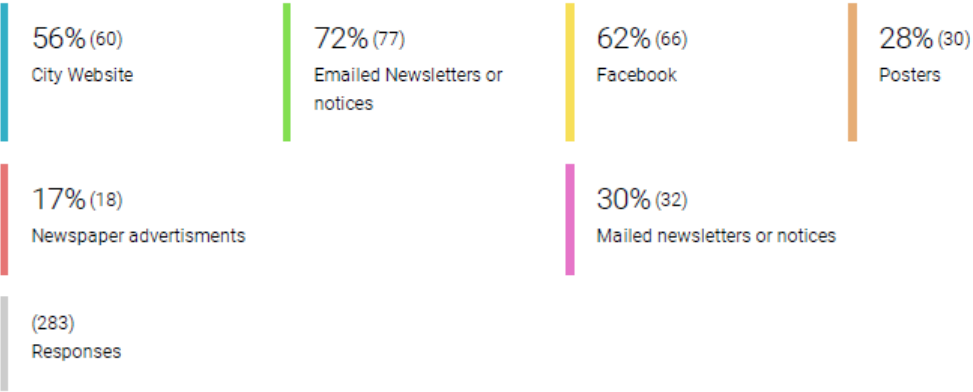
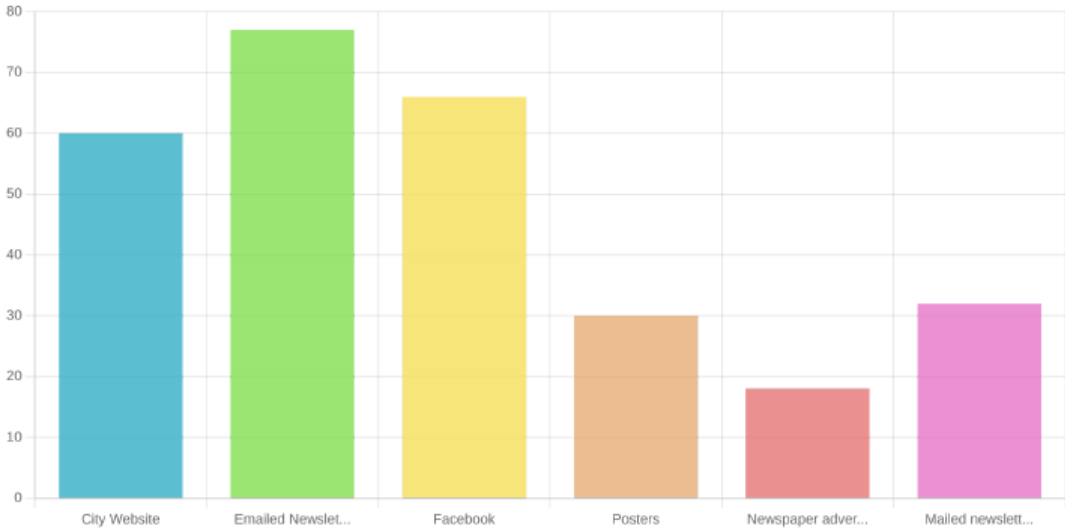
## 9 Bylaw Enforcement Communication



## 10 Do we communicate information adequately?

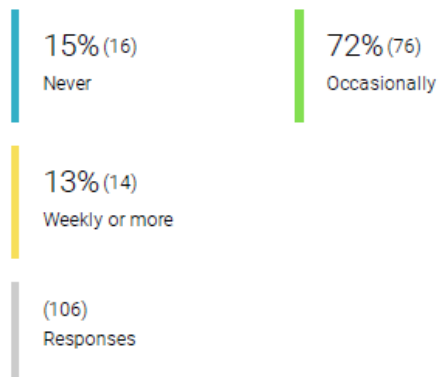


**11** How would you prefer to find information about our programs and services? (you may select more than one answer)

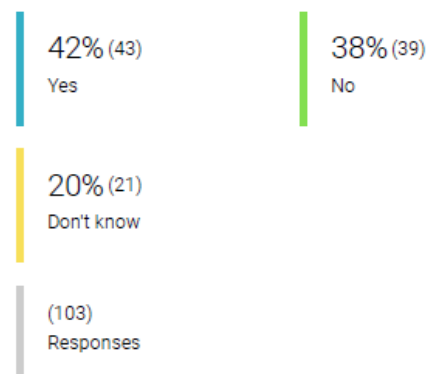
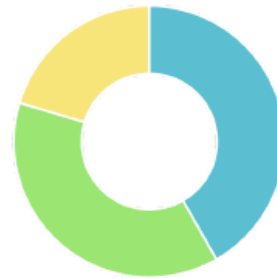




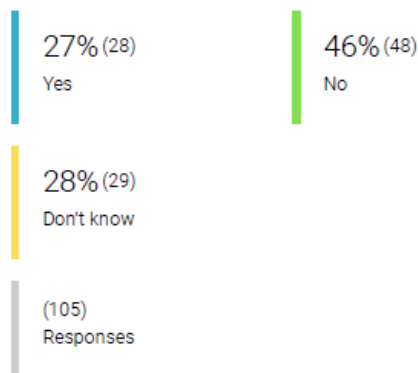
**12** How often do you use our website?



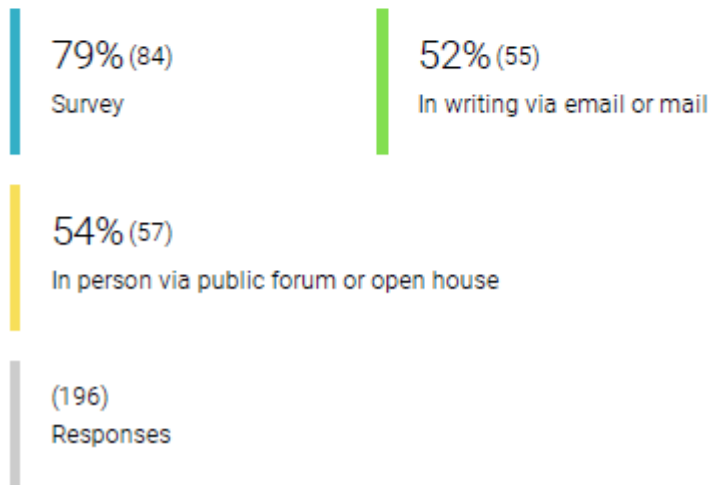
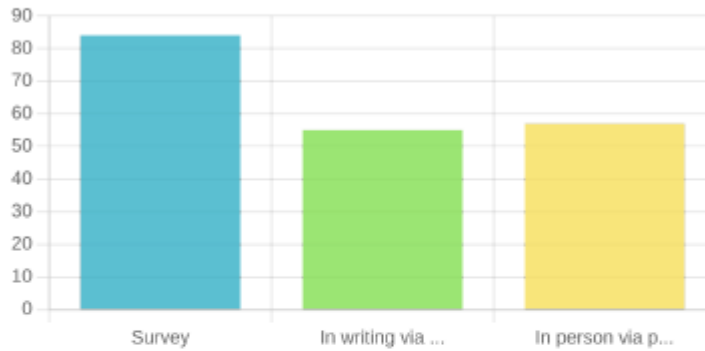
**13** Do you feel our website provides adequate information and services?



**14** Are there sufficient opportunities for public input into our decisions?



**15** How would you like to provide input into our decisions? (You may select more than one answer)



## 16 Communications – Respondent Comments

There should be more info provided about grants and discounts. It should be on bills consistently, for example the discount for seniors should be printed on utility bills. The HOG and Power grant should be mailed out and not left to the senior to remember.

No Facebook for communication

Facebook should not be the main source of communication

I selected "poor" on several questions and that doesn't necessarily reflect the efforts of the staff, more that I feel a truly effective communication strategy hasn't presented itself yet. I'm sure everyone is trying to make things better.

There is too much reliance on Facebook to deliver information. While it is a useful tool it shouldn't be the primary tool. The city's website is impossible to navigate and doesn't contain useful, timely or relevant information when it comes to current events. It needs to be updated to improve accessibility and content for current events needs to be added to the website in a timely manner.

The Rec Department communication is great. Every department should follow suit on their communications system! They send regular emails, have Facebook posts and get posters all around town!

Recreation communication has made significant positive change. Clear, up to date info. Getting out in front of questions before they have to. Public Works is slowly improving too. I appreciate the Bylaw dog catching facebook posts. Its made it more friendly and engaging. Seems like people are more interested in keeping dogs "safe" now by calling the bylaw officer.

What happened to having a dedicated Communications position? Someone who can centralize and prioritize outgoing comms -- not to mention be the front-facing contact person for incoming comms.

Hours for recycling and dump facilities need to be consistent everywhere online (check all search engines) and updated regularly.

Not enough notice for recreation programs and changes, website not updated frequently enough, not enough notice if meeting changes or cancellations

I was disappointed there was no follow up after the (IMO) very poorly managed and communicated spring flooding, but hopefully that did happen at the municipal level and changes were made for the next time we are dealing with a climate crisis. I would love to have those changes communicated with the public. What worked, what didn't and what will happen differently.

I wish the website was more user friendly and not overwhelming to try to find information

Regarding new infrastructure decisions, a lot of planning seem to be happen before I've even heard the decision was made to move forward with next-steps (ie. new rec centre). It may be that not enough (or not the right form of) advertising/communication is getting to all citizens. Those who not around town every day seem to be out of the loop on the decisions where we ask "Do we take this to the next level where it starts to cost sizable investment to get answers we need to decide further". I hope that makes sense.

There might be too many fb pages. Some are quite active, some are dormant. I'd rather see one for all departments kept up to date.

The planning dept's notices with the maps are difficult to recognize or orientate.

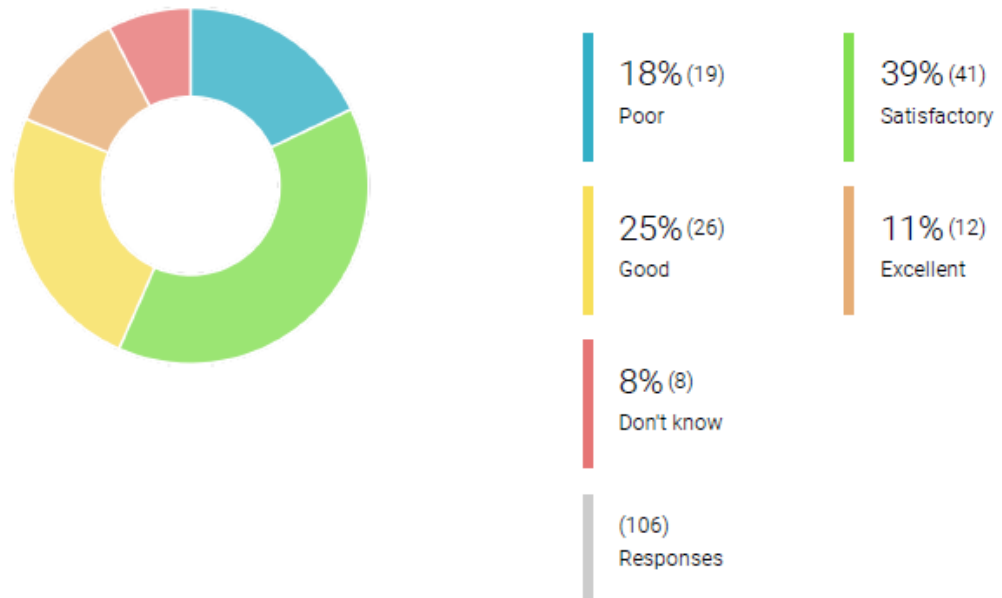
I would like to see a public debrief on how this year's floods were handled. Public experiences would benefit the response in future flooding preparedness.

Easier navigation of the City of Dawson Website

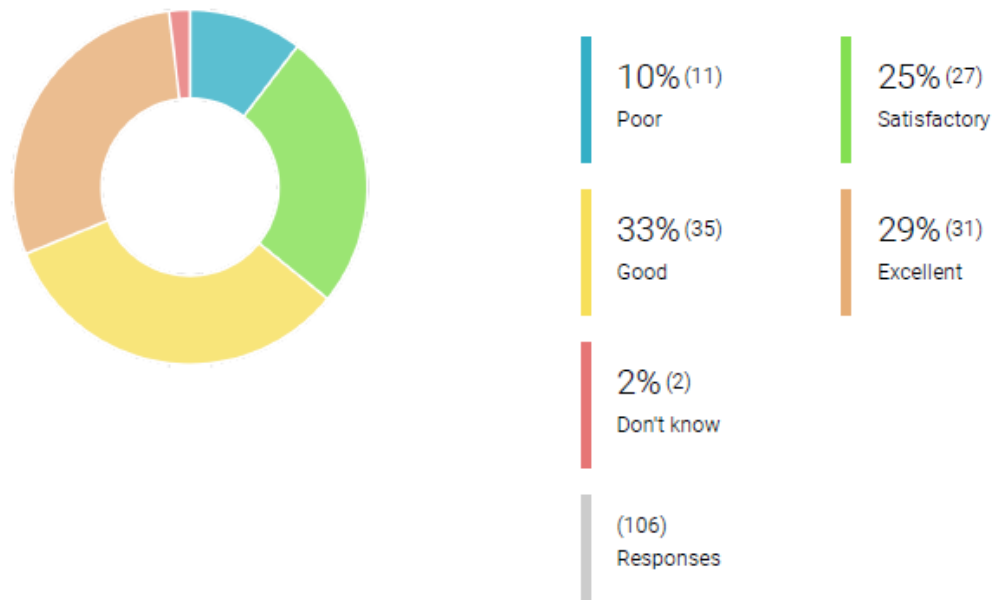
Waste diversion and dump need a page - their comms get lost in the city fb page

More information on the Facebook pages

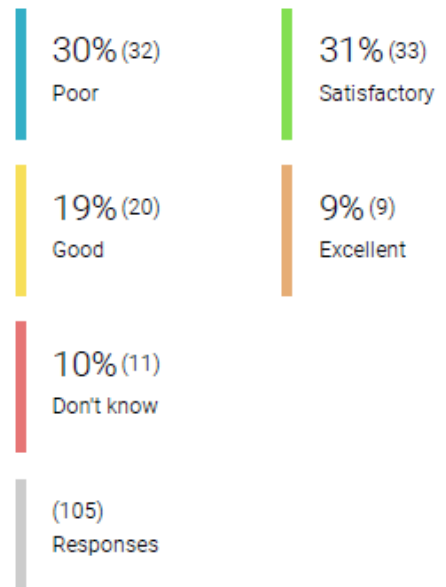
**17** How do you rate our garbage collection services?



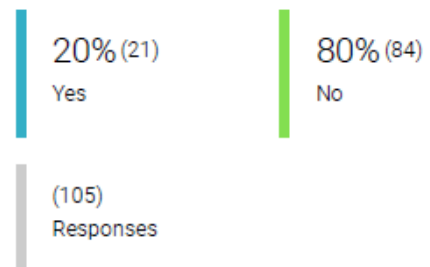
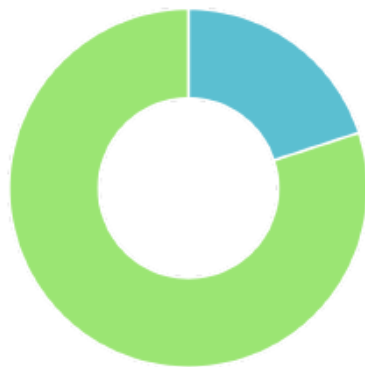
**18** How do you rate our operation at the dump?



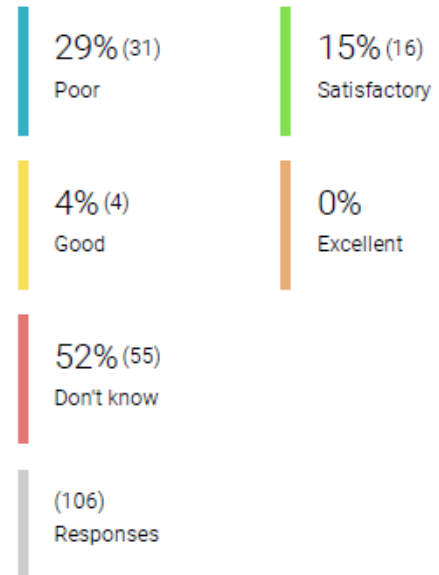
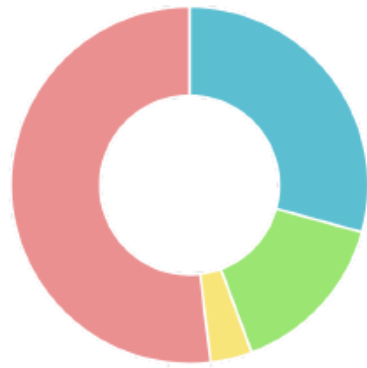
**19** How do you rate our recycling operations?



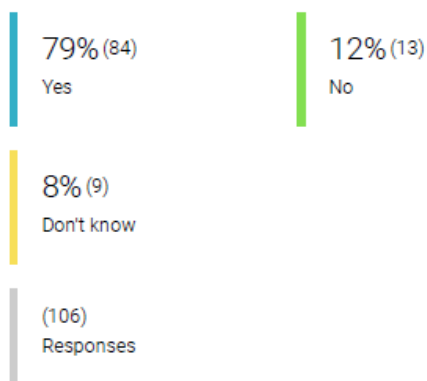
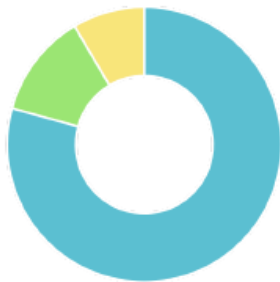
**20** Do you use our compost bins?



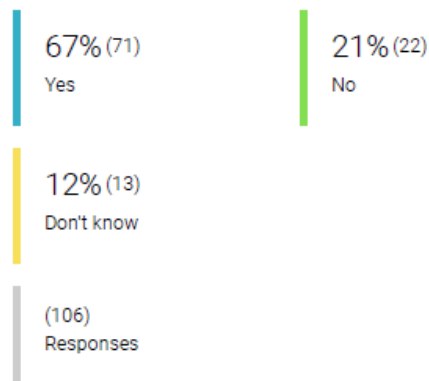
**21** How do you rate our composting program?



**22** Would you support the introduction of roadside recycling collection?



**23** Would you support alternating weekly collection of garbage and compost and/or recycling?



## 24 Waste Management – Respondent Comments

There needs to be some way to recycle without having to drive.

I use the compost bins. I have no idea as to where the compost material goes and where the broken down compost is used. I really like the access to dog bags and drop off bins

There should be further education, of staff as well as public on how to prevent contamination of a batch of recycling. A careless action can make the actions of those that recycle carefully worthless. I see contamination in pretty much each and every bag at the recycling depot. I have heard depot staff give wrong advice. Paper recycling has been left out in the rain. People are so eager to recycle that they include inappropriate things, in the hope that it's better than putting it in the garbage. I would like to see an information campaign to make all our individual and community efforts worthwhile. It's so demoralizing when i've put in the effort to recycle correctly to see that it's immediately contaminated as soon as I hand it over. The majority of people want to do the right thing. Public education is key. Newspaper articles, signage and staff training would all have an impact.

No recycling bins for tourists to use lots of garbage overflowing out of bins. Specially, on long weekends or large events.

Not allow large quantities of recycling or types of garbage accumulation on properties.

I would like to see an established working composting system at the quigley dump and wood chipping station to provide usable compost for the community

Would strongly appreciate city pickup of recycling and compost in addition to garbage

We need to be able to recycle without having to drive outdoors callison. There also need to be more public recycling bins and trash cans in town.

Since the dump hours are so limited it would be great to see collection bins more available for everyone to use. Even if they were located outside of the dump gates, specifically for everyday household garbage. Having garbage pick up every other week would be an animal attractant and harder for people to store. If you are going to start charging for garbage disposal I hope to see more hours of operation and community dumpsters. It is so important to keep our community clean!

Compost and recycling collection should be curb side. The compost should be better managed to produce an end product. Recycling services should increase in how customers are dealt with ie attendants counting and sorting refundables for customers. Commercial businesses should be a part of the curb side collection of compost and recycling with a commercial fee, Ideally compost would be a weekly pick up and recycling and garbage alternating Garbage being limited to two bags and bag tags being sold through the city for additional bags

Yes to alternating week pickup! Most things I can recycle. Having our recycling picked up and the garbage self driven to the dump should be the norm. Not the other way around.

Small towns of our size in New Zealand have a system that might be worth researching. From what I saw, they provide each household with four bins of different colours - one for garbage and three others, each for a different type of recyclable. They have a calendar schedule for each of the four different pickups.

Recycling depot hours need to be extended. More clarity on how to recycle- it's a lot of work! Recycling pick up would be great. More compost bins would be good

Such a great team! Keep up the good work. I am fully onboard with having recycle pick up. Since the private contractor service stopped I do notice I'm recycling less. The location of the recycle depot is not an issue for me - this is purely me not wanting to take it further than my garbage shed.

I'm very impressed with Public Works for taking on waste diversion and running it so successfully after CKS abruptly passed the baton a couple of years ago. I'm extremely interested in having roadside recycling pickup, alternating with domestic garbage pickup or otherwise.

I don't use or support the City's so-called composting program because it's essentially non-existent. As far as I can tell, it's just a big pile of unsupervised (read: low quality) kitchen and yard waste (and who knows what else) being piled up at the dump... and maybe used as domestic landfill cover? Seems counter-productive to drive my stinky little bags of compost to the arena parking lot to have them end up there.

If Dawson is too small for an effective compost program via the landfill, I would love to see the City support residents who want to set up a closed-loop of composting on their own properties. e.g. incentivizing kitchen bins indoors and compost bins outdoors. This could massively reduce the amount of domestic waste being produced & going into roadside garbage huts -- thus allowing for alternating garbage/recycling pickups.

We need to ask ourselves how much do these options cost. As I'm a tax payer who is fed up with higher taxes how ever they are pushed up.

I don't use garbage pickup. I take my garbage to the dump as the garbage truck will not go down the lane behind my house and I certainly don't want to put garbage on the street anytime I have. It's been ripped open even if it was in a can

Please please please introduce downtown collection of recycling ASAP. The COD need to prioritize this and work on improving other services later. It makes no sense environmentally to have the downtown core driving recyclables to the facility.

Maybe consider metal bear-proof community garbage bins in town (I.e instead of the plywood one at 6th & Albert). Saw a bear not 15 feet away from it a few weeks ago Also budget permitting it would be very cute to make them fit the historic look somehow Raw plywood is kindof an eyesore... thx!

Big recycling bins like dumpsters should be put around specific locations for people to sort and easier for you to pick up

Waste management & recycling already costs me too much.....the tax/fee has increased but all I'm seeing is more employe positions created! No change in services I use.

More compost bins, or pick up. I would support a limit on garbage to encourage proper recycling. I would love to see compost regulated more so that we could use it.

There is compost?!



I think having more community bins would be great because this is less cost intensive for the town compared with door-to-door collection. Community bins where residents have to dispose of their own waste has been consistently shown to reduce the amount of household waste overall.

No additional comments.

I would like to see free (!) recycling pick up. My recycling ends in the landfill right now. I don't see any sense in driving out to Rabbit Creek. Recycling is questionable in the first place living so far away from everything. Driving it myself just adds to the nonsense.

I would like the recycling depot open more days

I'd use a transfer station if it was within the town limits rather than home pickup.

I don't have a garbage bin although I live in city limits. The convenient bins have been moved to hard to access locations. I produce very little waste and yet the city wants me to pay an extra 200 plus dollars for my monthly small bag of garbage. My small garbage bag costs me \$17.90 a month. Ridiculous. Why did the city of Dawson put electricity into the landfill if there is no weigh scale?

Downtown recycling

The relocation of the recycling depot is not convenient for me. I do not drive or have a vehicle, due to a medical condition. I must rely on friends to remove my recycling or pay someone to pick it up curbside. I would prefer to see a recycling program that picks up curbside and pays city employees to collect and sort recyclables. Disposing of cardboard is another issue; I would like to see a waste management program that collects cardboard curbside on a regular basis.

I didn't even know you have a compost bin site.

Alternating compost / garbage

The city definitely need a method for collecting residential recycling in town. Even if it's just some big bins where (non-refundable) recycling is sorted into by the depositor. These bins would then be trucked to the depot for processing. Requiring individuals to bring recycling to the presently located depot during operating hours reduces willingness to recycle and increases carbon emissions. Spending all this money on a facility and then not putting in a system to mitigate the ways in which the new location dissuades people from recycling is unacceptable.

I would also support compost pick up

Too small of a community for any garbage or recycling pick up. It's absurd and a huge waste of funds that could be more prudently allocated.

Compost?! Lol. Where does/would compost go? There is no compost section at the dump.

More public recycling bins around town please with clear signage of what is and isn't recyclable (not spray painted black garbage rubbermaid bins for cans).

Please do alternating weeks Garbage&Compost one week & Recycling the other

Would love to see a weight scale at the dump to determine cost

Would love to see the dump and recycling depot open on Sundays

Bins outside of the main downtown core are not being taken care of regularly. They are often overflowing and unable to put any more into them. So garbage is left out as attractants for wild animals or local dogs

## **City of Dawson Response**

### Changes to Solid Waste:

Multiple changes are currently being proposed. The changes include adding a weight scale at the landfill, implementing tipping fees, removing commercial/institutional/multi-residential collection services, increasing the existing collection route to include subdivisions outside of Dawson proper, and adding curbside recycling collection services alternating refuse and recycling weekly. These changes are still in the planning process and will not take place prior to fall 2024.

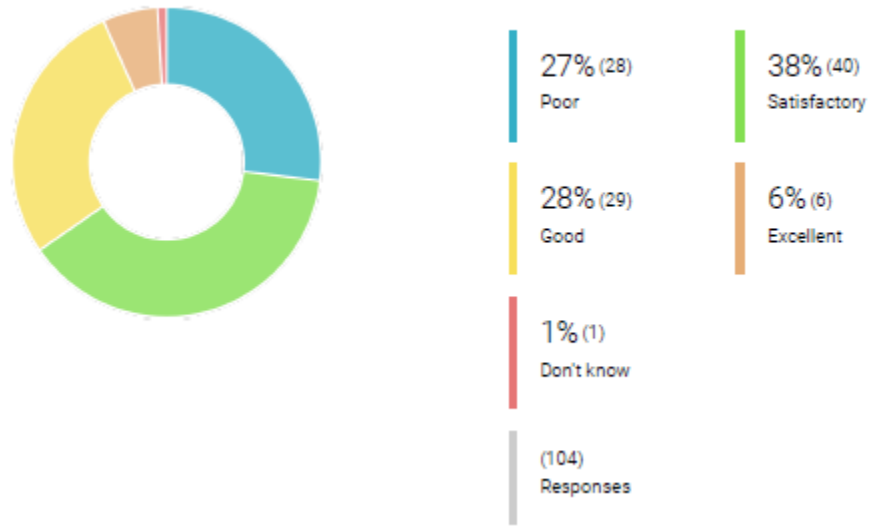
### Compost:

There were many comments regarding composting in Dawson City. Current composting operations include 3 large bins located at the AMFRC parking lot, the bottom of the Dome Road, and the dredge pond subdivision. The compost is collected on an as-needed basis and disposed of at the dump. Stream contamination is of major concern in this operation resulting in Category B compost quality – this means it has restricted uses unless tested prior to being used in desired applications. The compost at the landfill is currently being stored and is good material for infill post cell closures to promote reclamation efforts,

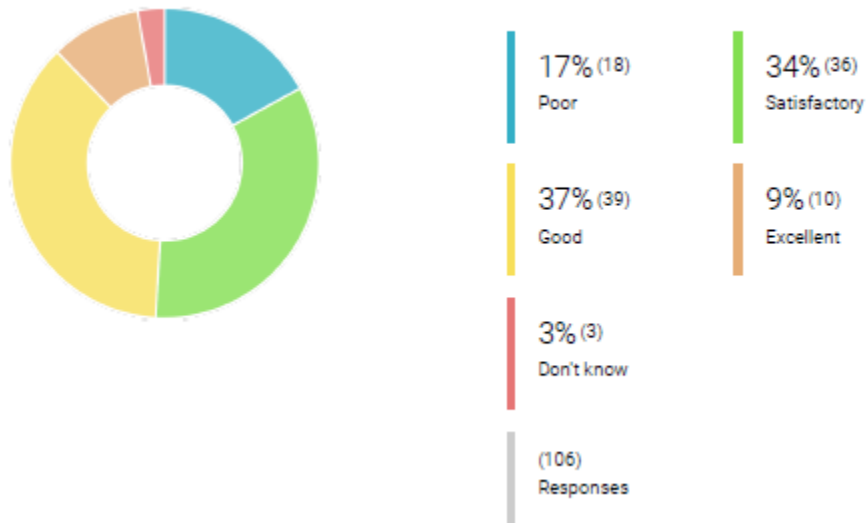
The City of Dawson staff would like to introduce the following composting initiatives and has been presented to Mayor and Council:

- Adding a large compost location at the community gardens. Where community members can dispose or collect compost material.
- Adding a compost bin at the diversion center.
- Introducing a compost drop-off at the farmers market for local farmers to collect for their personal use or commercial use.
- Purchasing composting containers for residences to use. Community members may register and purchase a composting unit at a discounted price.

## 25 How do you rate the roads maintenance levels in summer?



## 26 How do you rate the roads maintenance levels in winter?



## 27 Roads – Respondent Comments

The road going into the hospital is extremely dangerous for pedestrians. The fence around the cenotaph should be moved into the park, road expansion on that side, and pedestrians can walk next to McDonald Lodge. Not enough room for 2 way traffic, some drivers anxious or distracted

I think the roads need to be plowed sooner after a snow fall. Sometimes my road doesn't get plowed until well after a storm.

Thank you for all the work that goes into maintaining our roads under difficult circumstances

Please pave some residential roads

Snow berms blocking access to intersections for pedestrians, as well as dyke access in winter. Very poor accessibility. Some roads become only passable by one car due to so much road parking combined with snow clearing.

Summer issues with potholes and dust abatement, as well as so much road parking vs use of driveways in residential area. Too much parking by stop signs downtown. Lots more to say....

In the summer roads are scraped down too much is steep drop foam board block to road needs to be built up also very dusty on front Street in the winter. There are too many snow banks hard to see traffic could be removed.

Not leave piles on snow at people's driveways.

Physically blocking in vehicles, with disability I was unable to access my home and had to hire someone to shovel

would appreciate more grading in alleyways, and in winter, would appreciate snow burms NOT left in front of driveways or at the ends of boardwalks.

Q25 improper grading in some areas (not the contractors fault)

There is no service on my road at all in Henderson and I need to drive often enough just to get out. The easements should be cleared of snow everywhere

The roads are constantly under construction, either blocked off completely or reduced to one lane.

The dome road was in a serious state of disrepair for nearly three years before it was repaired. This type of maintenance shouldn't take so long. Road signage on the dome is not complete (no sign for Jack London road) and there are likely other examples of unmarked roads in the town.

Please put some much needed attention to the neglected and wrought alleyways in town !

I appreciate the work that it takes to keep the Dome clear and Mary McLeod smooth. The roads on the Dome are changing as is the hillsides and ditches. More attention and an action plan for the effects of climate change/ run off etc needs to be made.

Town gets serviced well. Dredgepond seems to get forgotten about. The washboard will turn your truck sideways and chipping the ice up and burying everyone's driveways it's unnecessary. These things could be thought through a little better.

The roads are currently in terrible condition in many areas of town, including where alleys/back lanes meet the roads. I would have expected grading of roads to have happened by now, given the damage done in the spring by high water. In the winter, I think Grenon does an excellent job, but their work appears to be hampered by vehicles parked on the streets. I think residents should be expected to have/find off-street parking for vehicles and be charged and towed when they do not.

Having wider roads in winter would be good

Would like to see Mary McLeod Road shut down permanently. It is a dangerous road as the speed limit is not policed. The road needs constant maintenance due to how locals drive and speed up it.

Road maintenance is generally good but potholes seem worse than usual for this time of year.

Grade them when they get rough not a month after

Some downtown alleys and lanes are plowed, others are not. Our family loved using the Dome Road recreationally this winter, we would support winter closure of this road to reduce service costs longterm.

The roads are so narrow in some places because the plow is going around vehicles, some of which are there for weeks. Bylaw ought to enforce something to keep derelict/unusable vehicles off road parking in the winter. Not sure what the answer is but it's frustrating to have a nice wide road turn into a single lane corridor due to broken down/seasonal vehicles.

Also - the road at 6th & Albert up to the new houses could use a culvert. Every time it rains there is a massive cut through the road due to all the hillside water coming down, and it tends to be low on the priority list of streets to grade (understandably). Sometimes the road is chopped up for weeks... culvert under the road seems like it would solve that issue.

In relation to question 51 and not feeling satisfied, this is due solely to the fact that city snowplowing doesn't work around driveways. Having a foot high bank of packed snow that takes hours to manually shovel out is inconvenient at best. Definitely heard stories about ambulances unable to pull up to houses because the snowplow blocked a driveway. There are snowplows with blades that lift for this exact purpose. If I didn't have to shovel out an ice bank just to use my driveway (over and over again) then my response to #51 would be satisfied.

This is a really difficult job, I appreciate what the workers do.

So much appreciation for our highways crew!

Although I do wish that there we would better protect our boardwalks from snow removal during the winter months - like putting out pole markers so the boardwalks do not take such a significant beating each winter and nothing is done about it each summer. This is a poor look for our community and has become a significant hazard to those walking along the boardwalk. I am always concerned that a visitor or one of our own elders is going to be taken out by the extremely poor conditions of the boardwalks. For a town that should be putting effort into our pedestrian safety, this seems to be a MAJOR issue that is continuously overlooked. We can do better.

Taxes going up, Services are going down

Summer is ok, except for all the tore up sections and detours required. Winter season is extremely narrow, severely reducing everyone's parking capabilities (by either windrows across entrances or 6' wide berms along the side of the street. Although the town seems somewhat used to this, it's not a common thing and creates added risk to drivers and especially pedestrians. Traffic control doesn't change, streets are still considered two-way even when the width only allows for one vehicle for the entire block. Obviously the budget doesn't allow for more hauling (without change orders I guess) but maybe if we spent less on frivolous things (ie. changing the playground "flooring" material several times, or inefficient planning in water&sewer work) we could afford a little more for that operation.

I have to say that the Dome road is always plowed first thing. That's wonderful. Road clean up of the Dome road is neglected though. No sweeper for the past two summers.

Too many rvs parked illegally and camping overnight

Grade more in summer. So many potholes I should be sending you car maintenance bills.

The grader operator does a fabulous job.

My in city limit road, gets plowed last or not at all. Again it was a slushy unmaintained mess until it melted. These past few years, when they do plow, all the snow goes down my driveway. This is a new thing. The road is naturally sloped for snow to be pushed to the other side of the road. In the summer, the road gets graded twice. I don't understand what the problem is but clearly there is a problem.

I think it's very difficult to grade roads when vehicles are parked in the way

Overall, I feel the maintenance crews do a good job for vehicular travel, but the city streets can be dangerous for pedestrians. Unplowed roads or roads with tire ruts in snow make it difficult/dangerous to walk. Removing snow down to the ice level makes it precarious for pedestrians, and especially so for those with mobility issues. Snow removal needs to include ice/snow removal from boardwalk edges (where boardwalk meets street) so that pedestrians can safely step up or down from streets/boardwalks without wearing climbing (and landing) gear!

The banks that are created in the winter are too extreme for even a shovel to clear that are built up in driveways.

Dangerous with snow piles

so many road closures happen in the summer that make it very hard to get around (and quite dangerous since there placed often in the middle of the busiest roads in town). Also inadequate solutions are given to residents to access their properties when road closures exist outside of homes. \

Bylaw needs to enforce the boardwalk clearing laws, it is embarrassing how poor they get.

the dirt never seems to be added to - the roads appear to be sinking lower and lower each year. see old pictures of town - the road used to be level with the boardwalk!

Too dusty, no parking enforcement for tourists

Should clear snow in downtown core in evenings after hours rather than around parked cars

## **City of Dawson Response**

### Winter Roads:

Winter roads are prioritized into categories of importance. Category 1 roads include 5<sup>th</sup> avenue, school bus routes, and transport routes. Please review our policy for more information. Similar categories are set for alleys. Clearing snow can be time consuming and may not reach your street in a timely manner after a snowfall.

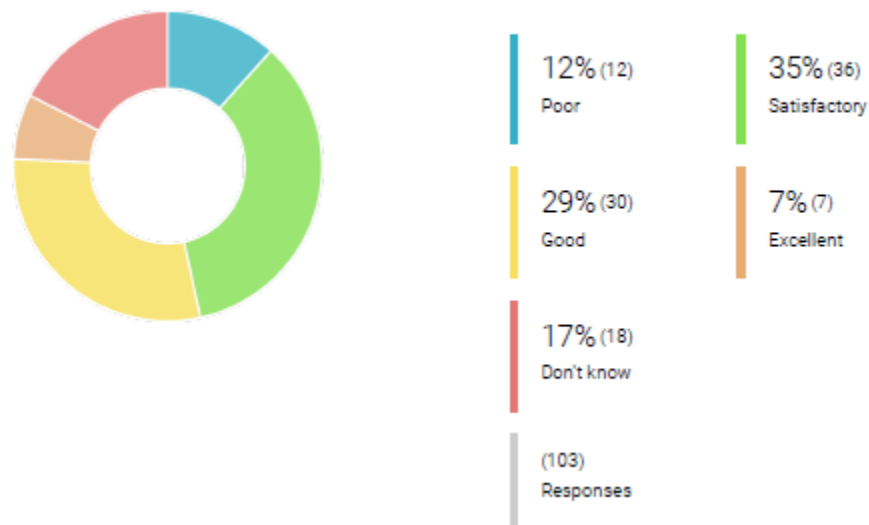
Some comments mention Front St., the Dyke, and the Dome road. These roads are maintained and operated by the Yukon Government.

There is an ongoing amendment to the snow clearing policy taking place. The changes will be posted publicly once they are adopted by Mayor and Council. This will include priority roads, windrows (accumulated snow on the side of the roads) etc.

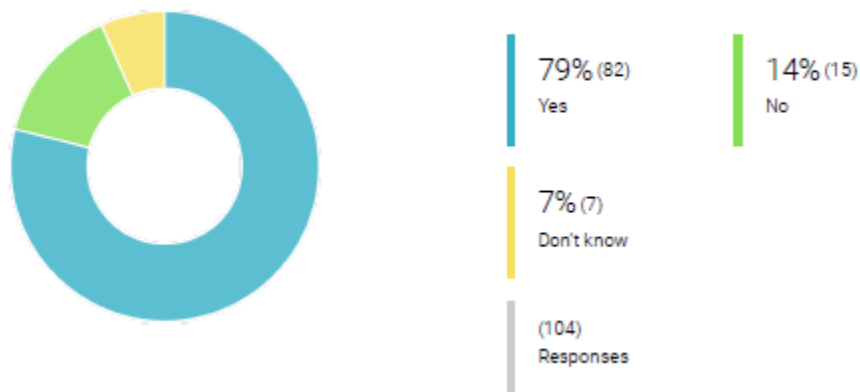
Summer roads:

Dust, potholes and road grading are all a question of allocated funds towards maintaining our roads. The roads policy that is currently being amended will create clear criteria for the community and contractors to refer to in the event of a grievance.

**28** How do you rate our water and sewer systems?



**29** Are you satisfied with the quality of our drinking water?



**30** Water and Sewer – Respondent Comments

Are drinking water is down stream from our landfill. I personally use a water purifier. It would be interesting to see water testing information

I always boil the water before drinking

The sewer gas smells along Craig St are still noxious over the spring and summer. We so look forward to a solution for this!

On water delivery, good service

Sometimes my water smells very chlorinated. The water fountain at minto park side building is undrinkable. The water turns cloudy when it settles and tastes horrible.

Drinking water has lots of sediment in it very hard on dishwashers and equipment

The water is too hard with excessive minerals.

Water smells like bleach, tastes terrible even after filtering, leaves white calcium residue on dishes.

There are many new, improved and healthier ways to clean water than to dump chemicals in it. Those chemicals, no matter what, end up in our bodies and overtime accumulate. The chemicals are there to kill pathogens, not clean water, no matter how long it sits, there are still chemicals (chlorine) in the water. This is the health of our community members and the city can do better!

Most water sources (taps, fountains) at RSS have warning signs of non-potable water. Majority of staff and students have been frustrated with this situation for 5 years now.

We need to look into salvaging our waste water treatment plant and looking into models that incorporate a greenhouse attached of wetland plants and fish, that the water gets filtered through, Like models that have worked in bear creek Nova Scotia and they were testing it in the north.

Not everyone has a water and sewer line, even properties that should have a line to them. I'm worried that properties without a legitimate hookup will eventually disappear and Dawson with it. If we can't provide this basic service, it won't be long before people find other towns to live in where they do.

I don't have water and sewer. The Water is good but on occasion it taste very strong of chlorine.

Dawson drinking water is delicious! And I fully support a sewage lagoon to replace our expensive lemon of a treatment plant.

Good if you have access to it. Still parts of town core that don't have piped service. That's terrible and a sign of a withering town.

Water can be "tinny" in places. School is exceptionally bad, same with arena

Expensive.

Water meter setup is a waste of money. Never going to recover the cost of that

People hear rumors regarding the capacity of the water & sewer lines, that they're spec'ed out too small for the capacity, and that it's the cause of the majority of issues experienced (whether high-usage rates cause back up, or distance of flow creates lags, I'm not sure). But more information regarding the major repairs being made around town would help avoid these rumors, or at least explain to people size of the challenge we're facing and what we can expect. When roads are tore up every summer, for the majority of the summer, with little or no vision for the future, it's very frustrating for all.



Never had any issues with quality.

Water fill station getting expensive

Although I live in city limits. I use neither of these resources, yet my property taxes are high because I live in city limits.

Do yard maintenance on the plant across from minto park

The corner of 8th Ave and Craig Street is often flooded into a lake in winter, and removal seems to be challenging for city crews. I understand this has been an ongoing issue for years. The water becomes so deep that a passing vehicle will create waves that hit Debbie White's house. A long-term drainage solution needs to be addressed. I also recommend that the heavy Holland America tour buses be restricted from driving through this intersection, and from driving on 8th Ave from Front Street to Harper Street due to our drainage maintenance issues.

The smell that is at Crocus Bluff is disgusting

Water Taste ok — lost of bleach

it tastes too chlorinated

## **City of Dawson Response**

### Water:

The Federal Government have very clear and strict regulations and standards with regards to drinking water quality. Specifically, residual chlorine – if you'd like to reduce the chlorine taste, a good tip is to leave the water sit in a jug in your fridge or on your counter for a couple of hours, the chlorine taste will be significantly reduced.

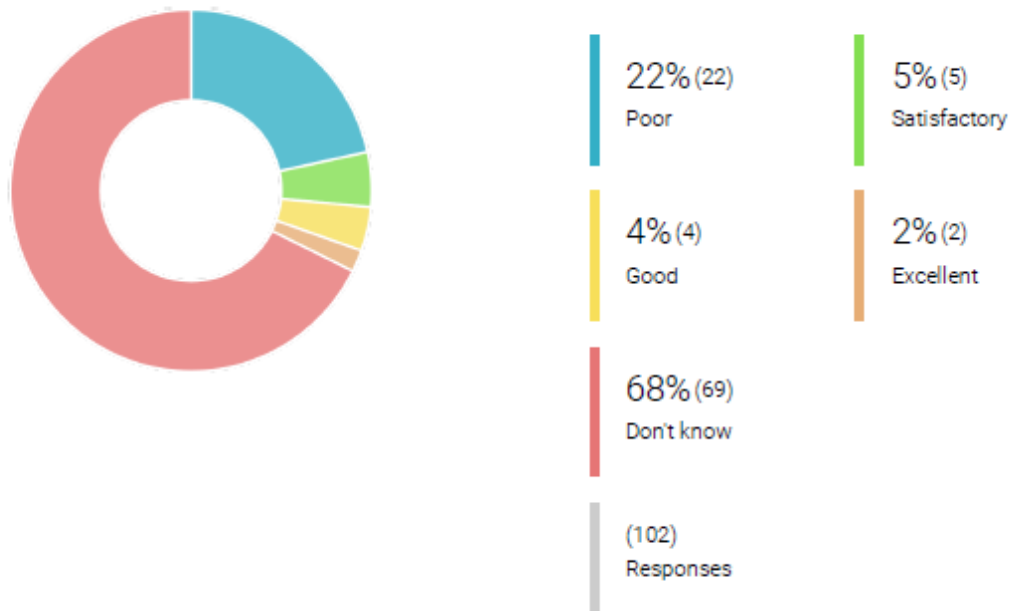
Regarding the comments about RSS, the water quality issues there are a result of aged water pipe infrastructure within the building. Please contact the appropriate government to seek answers or solutions.

The water metering program has already seen positive results with regards to reducing water consumption in the community. Once fully integrated, it will allow for a fairer pay structure for all residents, businesses, and institutions. Below is a preliminary results post made September of this year.

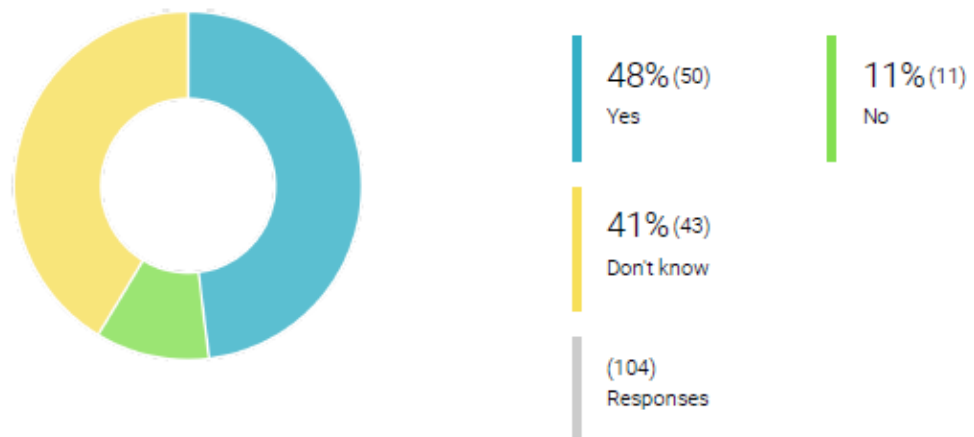
### Sewer:

The wastewater treatment plant is owned and operated by the Yukon Government.

**31** How do you rate our cable TV services?



**32** Should we reconsider whether we should be providing TV services?



### 33 Cable TV – Respondent Comments

Recent upgrades in quality and selection are fantastic. Hopefully technical glitches smooth out soon as it's been a frustrating with channels disappearing, breaking up, moving around etc etc. Also...need an updated guide.

The City can ill afford to be in a TV cable business. It costs the city money to provide a substandard service, which very few people subscribe to. There are now other options available to people. I can't see why taxpayers should subsidize this.

Not needed - let others provide this service; but keep broadcasting meetings

I disconnected several years ago but I miss the rolling ads and the mountain camera and some of the channels.

Get rid of it

I think it's outdated technology that the city could free up a ton of money if they got rid of

Instead of providing TV service, we should maybe make a Dawson a Place that has free Wi-Fi everywhere within downtown

Get rid of cable.

Not related but as a side point. Tv and radio would be a great way to communicate emergency flooding/fire information for people that don't access Facebook, social media.

Provide more affordable internet and get rid of cable.

TV service slowly getting better. I am sure many will enjoy the added channels as soon as our channels aren't cutting out in the middle of what we are watching.

Get out of the cable business.

I don't think cable needs to be provided by the municipality. There are other options and I would like to see our municipal capacity used elsewhere

I am not interested in cable or satellite tv.

Since NwTel TV Plus is less expensive and offers more choices than cable, I think residents now have a viable alternative to cable and the City should save money by stop this service.

Let Northwestel introduce fibre TV in Dawson. Municipal cable is poor quality and the last time I checked it was barely a break-even service that would need massive investment to continue long-term. Also sucks up limited Admin resources at City offices. Scrap it!

Why on earth does the city provide a service that's hard to maintain, takes up hours of admin time and doesn't pay for itself?

Get rid of cable services. Many other options available now.

Not providing service leaves vulnerable population out

I want to be able to watch the NWTL channel and more Yukon Indigenous programming.

Stay out of it...if the city gets involved, eventually it will be too expensive!

If the cable TV is costing the City money and is not self covering, yes it should be considered to be discontinued

I'm not sure how many people use cable tv in town nor am I familiar with the value of cable tv for those who consume it However many are choosing to forgo cable in favour of streaming services so I have to question how much the town is spending on cable tv and whether this service makes sense.

I don't use cable tv. I use online resources (ie. Amazon Prime, Netflix). On that note though, I do miss having the local channel (not sure if it still exists) with the rolling ads, or the tower-cams, and local events that used to be televised.

I think it's out dated.

Drop he tv, spend the money elsewhere.

It's old and archaic. The town doesn't need to subsidize this.

It does seem ridiculous in this day and age to be offering cable services when we live in a land of unlimited fiber internet. Drop it and save some taxpayers money.

Inconsistent service. We cannot rely on digital services here in town so what would we have if you didn't? Could there be 1 analog community station still used for emergencies/notices

N/a

Cable infrastructure and services should not be a municipal responsibility

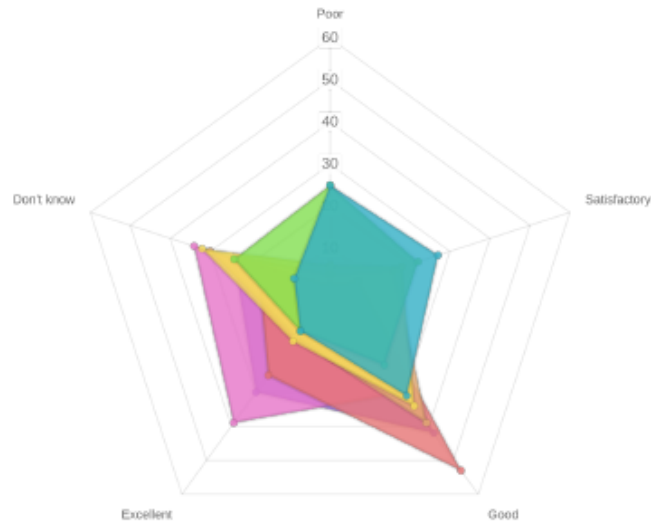
Not May towns have their own services anymore.

it seems crazy that the city provide cable. if it isn't profitable then it should be dropped.

Privatize it or just drop it. Better alternatives than upgrading aged out equipment and poor service

Didn't know we had a tv service beyond the community channel. More info on this would be great

### 34 How do you rate our recreation facilities?



	Poor	Satisfactory	Good	Excellent	Don't know	Responses	Weighted Average
Recreation Center	25 (24%)	27 (26%)	31 (30%)	12 (12%)	9 (9%)	104	2.32 / 4
Pool	25 (24%)	22 (21%)	22 (21%)	12 (11%)	24 (23%)	105	2.26 / 4
Fitness Center	6 (6%)	18 (17%)	34 (32%)	15 (14%)	32 (30%)	105	2.79 / 4
Curling Rink	4 (4%)	16 (16%)	39 (38%)	14 (14%)	30 (29%)	103	2.86 / 4
Ball Fields	1 (1%)	7 (7%)	53 (51%)	25 (24%)	18 (17%)	104	3.19 / 4
Soccer Field	1 (1%)	0 (0%)	30 (29%)	39 (38%)	34 (33%)	104	3.53 / 4
Playgrounds	1 (1%)	7 (7%)	42 (40%)	30 (29%)	24 (23%)	104	3.26 / 4

2.89 / 4

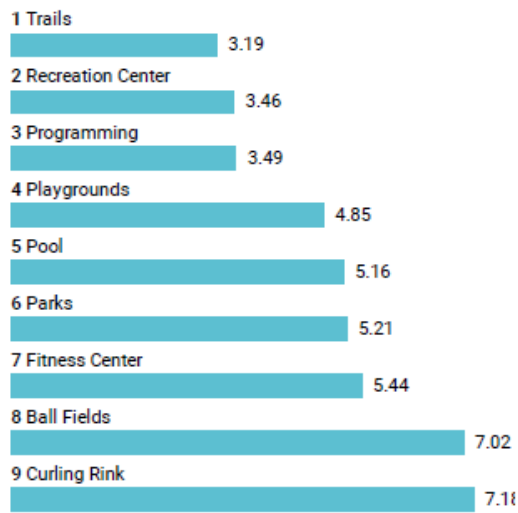




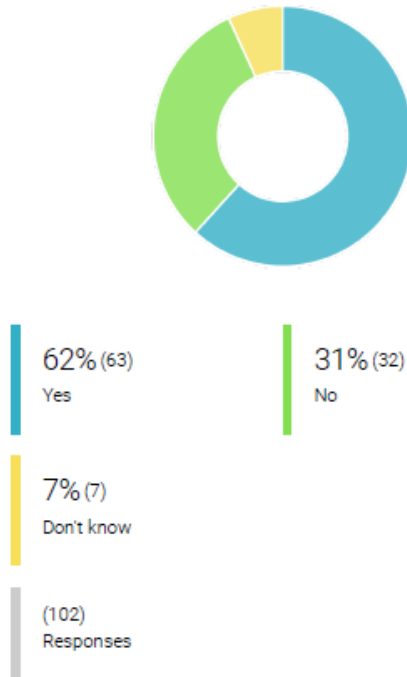




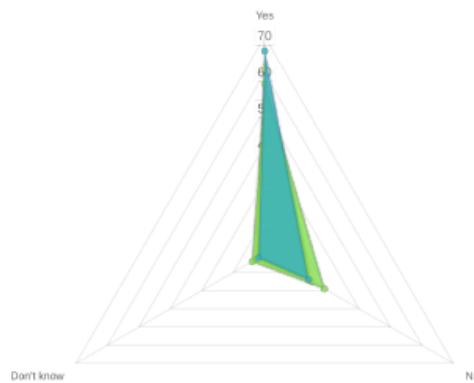
**38** Please rank the following recreation elements by order of importance



**39** Do you believe we should try to offer an extended season at the pool?



**40** Would you be willing to pay increased user fees in order to:



	Yes	No	Don't know	Responses	Weighted Average
Improve our facilities?	66 (65%)	24 (24%)	12 (12%)	102	1.27 / 2
Expand our programs?	57 (57%)	29 (29%)	14 (14%)	100	1.34 / 2
Extend operating hours and/or season?	61 (62%)	25 (25%)	13 (13%)	99	1.29 / 2

1.3 / 2

## 41 Parks and Recreation – Respondent Comments

Yes a year round pool would be fantastic, however I can't see as we can afford it. We can not afford the one we have currently that only operates for a few months. I thought the City was going to build a new recreation centre that we can't afford. What happened to that?

Senior programs; not all "fitness" based, socializing important for mental health

I enjoy the pool and would like to see year round access to a pool. I really like the senior programs. There has been more recreational programming in the last year. Very pleased with the rec programs

The pool provides essential exercise opportunities for everyone, but especially for those recovering from injury. I would be willing to pay extra to have a year-round pool in the community

One of the biggest reasons we consider leaving Dawson is lack of opportunities for our children. The seasons for sports are so short, and rely so heavily on the same few volunteers. The changes made in Rec department with new management are extraordinary and I applaud all the hard work by staff. Recreation programming calendars come out very late in terms of families trying to make plans for work/child care. For example many even smaller communities in Bc already have their Rec calendar posted and registration happened for programs until Christmas. I feel summer programs may be better attended if families knew what was coming down the pipe for the summer before school lets out vs hoping there is something for their child, but having already made plans.

Do not understand what the challenges are to facilitate year round facilities.

Would like to see a year round pool, converting the curling rink into a bowling pin in the summer like Watson lake(I think)

Most of our recreation facilities need a huge upgrade. It's actually embarrassing. Our children's parks are falling apart, our bleachers at Minto park are rotting, the arena is falling apart, the pool doesn't run year round, etc.

Great for a small town with limited funds. Staff is the best!

For the health and wellness of our community we need to build an all in one rec centre with year round swimming, arena, fitness centre multi use rooms for programming, basketball courts.

Great to see outdoor recreation, like the trails, disc golf, and the skatepark, getting attention. That's what the town needs!

I only selected no on the extended pool season because I imagine the costs of operating the pool are fairly prohibitive.

I would like to see an extended pool season. May to September, at minimum. The current season is unreasonably short. There also seem to be significant delays in opening the pool each year. Perhaps work on the pool could begin earlier in the season to mitigate this?

Programming for kids 0-5 is very limited and could be expanded beyond open gym.

The term recreation facility is a point of frustration for me because the facility offers an arena only. I would like to see the ski rental program made more affordable, particularly for kids/youth.

Please provide consistent pool access on the weekends and evenings . Our short season is cut shorter by short / limited hours of operation of the pool.

Would love to have a year round pool! I personally would use the pool mostly in the winter since it would give a nice indoor activity to do! Also, the fitness centre should get more "heavy duty" showers that are made for the numerous users they get. For example, the whole shower room should be made waterproof with a middle drain to avoid water to go around the shower curtains. I hate getting in there when there is water all over the floor already. On another note, there should be an additional door in the gate at the tennis court that gives access towards the playground. And a water fountain closer to the court in the summer would be awesome! Thanks for all you do!

I would like to see a year round pool and public programming for tot to elder at the pool. If fees must go up I would like to see the good folks that do not pay municipal taxes pay more for use of facilities and programs. Senior discounts are important.

The current pool is poorly designed and would not be worth trying to extend the season on. It should be rethought and redesigned for future rebuild.

I would like to see more time in the arena schedule for daytime adult/senior skating....not combined with parent and tot time...they are not particularly compatible.

Would love to see more programming or courses in the winter

They are doing a great job. This town offers so much for the size of it.

Keep up the great work, so happy with all of the transparent and proactive communications in recent years.

If the recreation centre is moved out of the downtown, we need indoor winter recreation for the younger generation downtown, walking distance stance from the school. The indoor playground in the recreation centre design is too small. Kids, especially toddlers need space to run in the winter. Using school facilities for this is not enough.

Please be realistic about what we can afford.

Year round swimming opportunities would be a blessing to the community. I have a small child who I worry won't be a confident swimmer due to lack of opportunities to practice and learn. Summers are short. I'm sure seniors/adults would love year round aquafit, I would certainly do lane swimming regularly, more life guarding/bronze cross courses could be offered and generally boost the average swimming abilities of local residents. I know a good number of folks who grew up in Dawson (adults now) who are either not confident in the water or just don't really know how to swim. Winters are so long and swimming would be so incredibly nice for peoples physical and mental well-being. Plus, like the CGC, additional programming could be offered like kayak lessons (learning to roll safely etc), canoeing for beginners, SUP lessons, occasional PADI recerts (etc) in the winter or "down time" when kids are in school since the schedule won't be so jam packed and competitive because it's more than 3 mo long.

Year round pool, indoor walking track, sauna and hot tub as people need them for rehab for injuries.

Survey would not let me answer question # 38

I'm not sure, I already find the pool to be expensive. It is fine if you are one person, but for a family to swim together it's very expensive. And the summer season rate is way too high. Same goes for the rink, a family winter pass is completely ridiculous.

This year there have been more picnic tables set out along the waterfront park - I have seen much more use of visitors and locals in all the public greens where greater effort for tables & garbage has been taken - e.g, the picnic tables set out across from La Taqueria, Cheechakos, and the Klondike Cream & Candy. As compared to the Canada 125 which has no place to sit or garbages and does not look like a space that is usable as it does just a pretty spot. I think making sure visitors & pedestrians have what they need to use the park spaces appropriately transforms these spaces into usable spots.

Year around pool would make sense, summer is to busy for me to use pool

I feel that at this time we are not in a good financial position to allows us the luxury of moving forward major projects like a new rec center and pool. Would I like to have a big rec center and a pool I could use year-round? Of course, who wouldn't. But it's not feasible, at least from what this years budgets are telling us. We can't afford the Operating & Maintenance costs of such facilities, even if the construction of them were "gifted to us"

We are not enough tax payers to sustain everything. We also don't need everything. I understand that this view differs from person to person. The more programs we get the harder it will be to have enough peoples interested in them. What I say next is old fashioned and might not go over that well....we have a huge playground right at our doorsteps. Yet we rely on someone telling us what we can do. Kids should use their imagination to play. Not saying we don't need programs at all, but we do not need so many. I think there's enough other cities that offer everything and more. Dawson doesn't need to be like anywhere else. We're not.

Climbing wall and other low cost to maintain exercise facilities. We don't need a pool especially not a year round one.

Fitness center is small, lacking machines and free weights, gets crowded during preaktimes which are the Easiest times for me to go, round 5 pm. No AC, hot as hell in there. At least put up a few of the industrial fans on ceiling.

What is the Canada 125 park? The fancy grass where the nursing home was?

Q39 Would love to see a year round pool, as well as physical activity programming for young children/toddlers indoors for the winter season, especially on weekends. Expanded library hours would be great too.

As a taxpayer how am I paying for these extra's if people outside the boundary still use them. Why extend a season in the pool when it costs so much money to run and its an inside pool in the summer only?

Keep up the good work !

year round pool would be nice but probably not feasible. Better programming for children under 5 is severely lacking.

We tried to extend the pool season by 1 month in 2013(?) It was not feasible. Not sure if any reports exist, but heating vs usage did not make sense. I would vote for an outdoor pool if a new year round pool cannot be built.

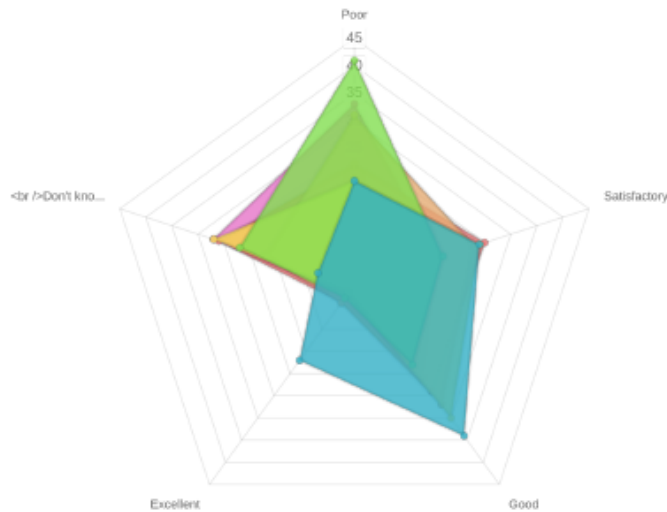
Fix the shower in the fitness centre!!! Or Incorporate a better/bigger fitness centre in the new rec centre plans to accommodate growth in population - current fitness centre is very busy at peak hours.

The pool is a waste of money

Indoor year round pool should take priority over new arena

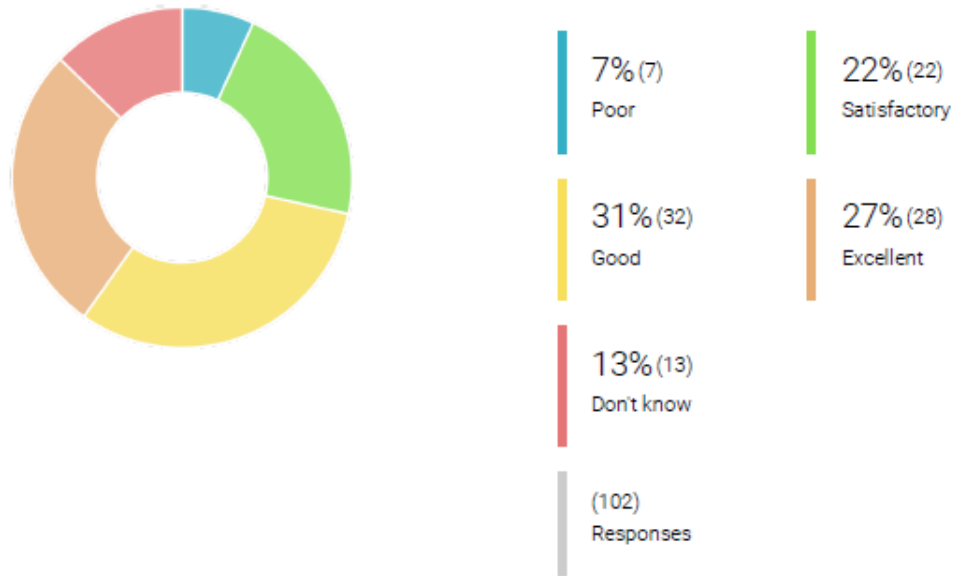
Need a hot tub that is working. Many in town could really use this for health reasons.

#### 42 How do you rate the level of bylaw enforcement dedicated to the following areas?



	Poor	Satisfactory	Good	Excellent	Don't know	Responses	Weighted Average
Loose dogs	19 (19%)	24 (24%)	34 (34%)	17 (17%)	7 (7%)	101	2.52 / 4
Property maintenance	41 (41%)	17 (17%)	18 (18%)	3 (3%)	22 (22%)	101	1.78 / 4
Heritage	19 (19%)	24 (24%)	30 (29%)	2 (2%)	27 (26%)	102	2.2 / 4
Parking	31 (30%)	23 (23%)	27 (26%)	4 (4%)	17 (17%)	102	2.05 / 4
Noise	22 (22%)	25 (25%)	24 (24%)	4 (4%)	26 (26%)	101	2.13 / 4
Illegal camping	33 (33%)	16 (16%)	21 (21%)	3 (3%)	27 (27%)	100	1.92 / 4

### 43 How do you rate our fire protection services?



### 44 Bylaw enforcement and Fire protection – Respondent Comments

Need to develop a vulnerable persons registry like Sault Ste Marie for EMO purposes - lots of lonely folks may not get the message

Properties that are just vacant with condemned buildings should be fined. The buildings across from RSS and so unsafe and such an eyesore.

yard clean up

More education about fire protection for home owners

There are constantly loose dogs by the dog park and in the north end.

Queen St and Front St are a considerable hazard for pedestrians and cars as it is almost always impossible to properly see around the corner from any direction - but especially trying to turn onto Front from Queen in either direction. One has to pull into the oncoming traffic lane to properly assess oncoming traffic. Several times I have seen travel trailers parked well into the lanes of traffic as well as parked directly in the no parking areas with no parking ticket after an hour.

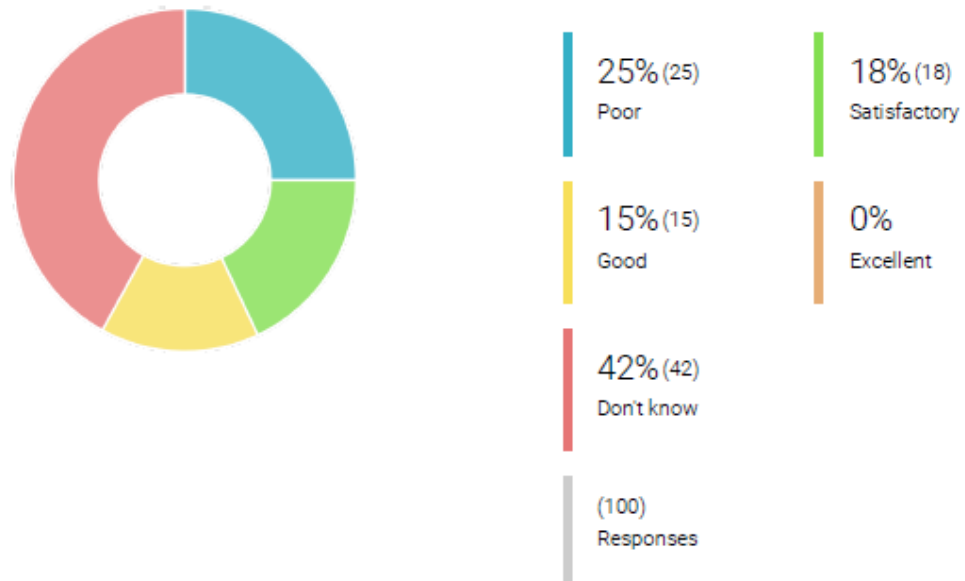
Third Avenue also becomes congested in front of the Eldo and multiple times I have come across a travel trailer or RV parked blocking lanes of traffic directly in front of the 4way stop at Third and Princess where I have watched multiple people miss the stop sign located on Third Ave heading South because of a vehicle blocking it.

No additional comments

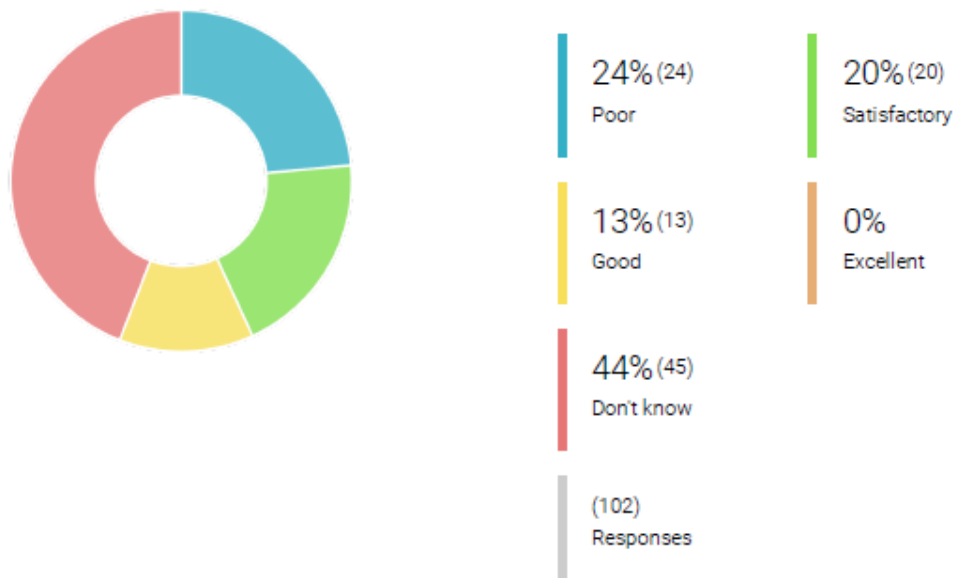
All good so far

I believe heritage bylaws need to better support the realities of modern costs, and have more flexibility and transparency in decision making

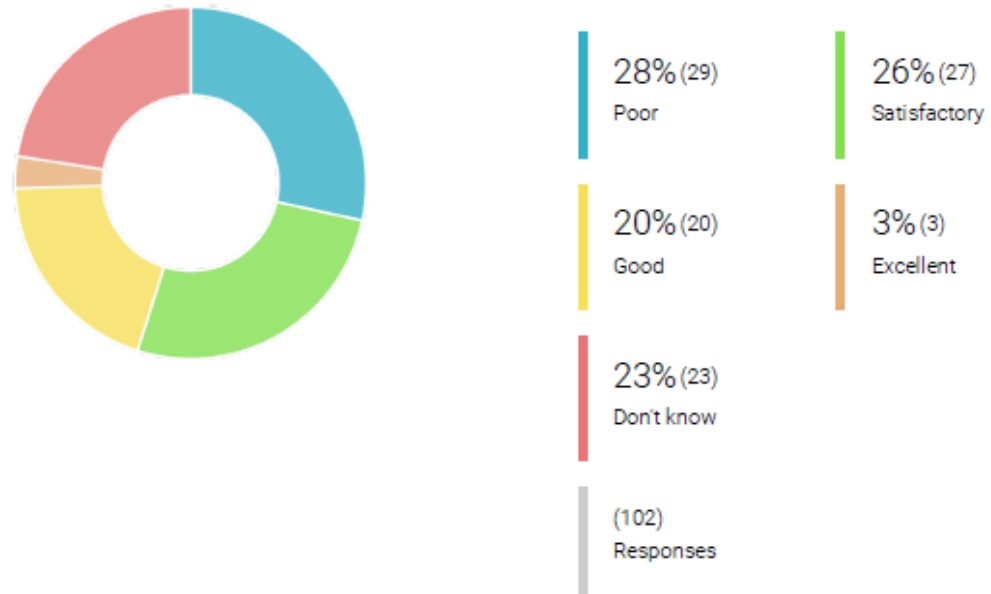
**45** How do you rate our development permit process?



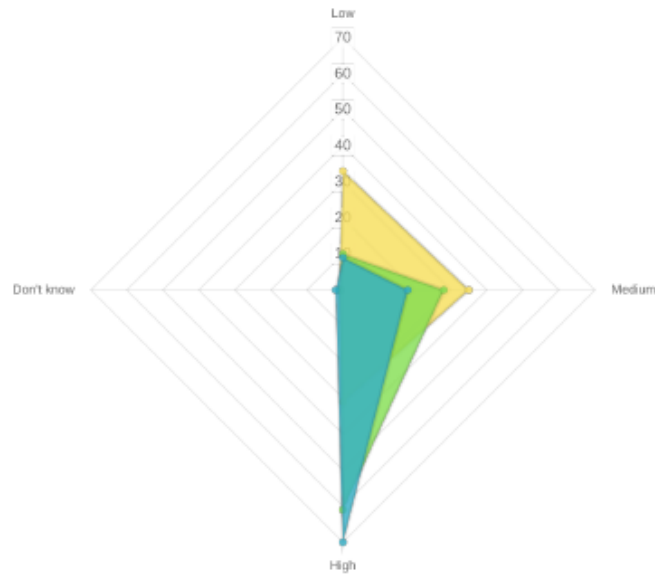
**46** How do you rate our development enforcement efforts?



**47** How do you rate our heritage bylaws and heritage conservation efforts?



**48** What level of priority should be placed on the following development activities?



	Low	Medium	High	Don't know	Responses	Weighted Average
<b>Developing new residential lots for sale</b>	9 (9%)	18 (18%)	70 (71%)	2 (2%)	99	2.63 / 3
<b>Encouraging new rental housing</b>	10 (10%)	28 (28%)	61 (61%)	1 (1%)	100	2.52 / 3
<b>Heritage management &amp; conservation</b>	33 (33%)	35 (35%)	31 (31%)	1 (1%)	100	1.98 / 3



## 49 Planning and Development – Respondent Comments

Densification - encourage smaller houses lower mill rate

Inconsistencies in Heritage regulations and enforcement are rampant. These regulations need to be revamped. The models that are drawn on are inaccurate or inconsistent. Many problems here that need to be addressed.

We need more seasonal housing to increase the opportunity for seasonal workers. Some of the dilapidated buildings need to be removed and affordable single dwellings and apartment buildings built

Top of the list is more housing.

I think green spaces are important and should be protected. But housing should be prioritized and heritage regulations shouldn't restrict the use of tiny homes. I also wonder why nothing has been built on 6th yet where the old corgi apartment was. That seems like a perfect parcel for more housing

Heritage aesthetica are important, but having a flourishing community that people can afford to live in is more important.

Housing Crisis ! Also a good idea to follow YG practices and give buyers more time to pay for their properties!

Time to loosen up some if the heritage bylaws. There are certain aspects that are costly and unnecessary for people building

Would be neat to enforce people to live/rent their homes so there aren't empty houses that just sit there for years. Also I think a lot of broken down buildings and houses should really be looked at, for the general aesthetic of the city but also for heritage and the housing crisis

The Heritage bylaws, Mgmt Plan, HAC process, and design guidelines need a user-friendly guide. Very hard for the average person to wrap their head around when they are contemplating a development project. I would be happy to see r1 and r2 zones melted together to allow multi-family housing to be built anywhere in the townsite. I really don't think it would wreck the heritage character of the residential areas. The KVA 4-plexes on Dugas St. were given an exemption and in my opinion they are a great fit. One single family home replaced with 8 housing units. This is the densification we need to sustain our growing population.

Build some country residential lots to increase the tax base it's bin 25 years since country residential subdivision built in Dawson

Planning department needs prioritize a small number of areas and work on small gains instead of lengthy planning and consultation of long term development.

Would like to see a 10 or 20 year plan for the city (including parks/playgrounds/community spaces/new neighborhoods/infrastructure upgrades, etc). Obviously that's a massive job but it seems like there is a high turnover in the P&D branch of the City and things are decided/planned/enforced based on the opinions/experience of whoever is there at the time and not necessarily with an overarching/long term plan in mind.

City needs to be leader in solving housing crisis. So few rentals and houses for sale. Heritage bylaws hinder from sales happening.

Please make sure that Dawson doesn't lose its charm. Heritage and conservation of old buildings is what makes it Dawson. Building rules should apply to everyone just the same.

It's been talked about for far too many years to create more city lots. This would help with the municipal taxes shouldered by the few tax payers we have now. So much money is spent surveying and planning yet nothing is done. We all live in close proximity to Dawson city. We all use the same roads and same facilities yet someone in Bear Creek pays 400 dollars for these services and those in city limits pay much much higher amounts. We cannot afford for our taxes to continuously be going up when our municipal services give us less than if we lived a tiny bit more out of town. It's time to expand city limits or reduce city limits to those who have water, sewer and garbage pick up.

Heritage bylaws and HAC are a major obstacle for improving access to housing/fixing the housing shortage (which is effecting businesses and the overall economy of Dawson). Heritage of public/parks-owned structures is important. HAC bylaws overall are subjective, mundane, and ridiculous. I find it really, really, really difficult to find updated information about planning and development initiatives and tune into council meetings. When I have time I go through council meeting minutes and agendas but it's really time consuming and hard to follow the way the documentation is made available. It's also almost impossible to follow along live council meetings (and they are prohibitively long and boring!) when I'm trying to put my kids to bed. I would very much like to see information from council meetings laid out in a way that is easier to consume and understand. It would also be super helpful to have some graphic interpretations on the city website for who is in charge of what in the city, and how decisions are made/what bodies are involved. All of the above would enable me to share thoughts and opinions with council in a much more concise manner. Might even cut down on useless crap taking up valuable councillor time!

I would like to see a partnership with TH to create an affordable housing program in Dawson. One suggestion I have is to use crown lands to build single family dwellings and to lease the lots to home owners for 99 years. The BC govt did this in the 1990's with great success.

The process of applying is fine but the limitations based on size of build/lot space use are outdated and need desperate review if you want more rentals. You need to increase more development in Commercial otherwise businesses are going to leave. H&S having to be on front street in Jimmys is terrible. Having not built in a while but the need to have the shade of color blue approved by heritage board was such a waste of time. Where is there review by the city to detail what they can say you can and cannot do?

Use the space from in town campground to build homes

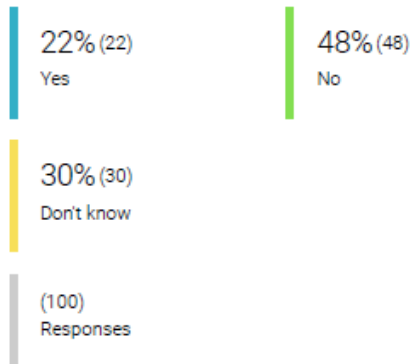
More affordable housing! How, I don't know!

Creating more landlords for small and tiny single resident structures is very short sighted. People should have much more access to affordable, long term, and family sized housing where they can build equity for themselves in the community and surrounding areas.

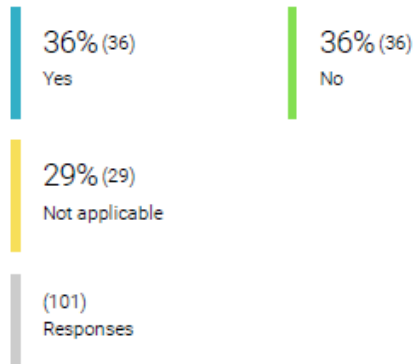
Owners of designated properties should not be able to demolish structures they have not maintained!  
We will lose all heritage structures this way. When you buy a heritage property you shouldn't have other plans other than maintaining or improving historic structures.

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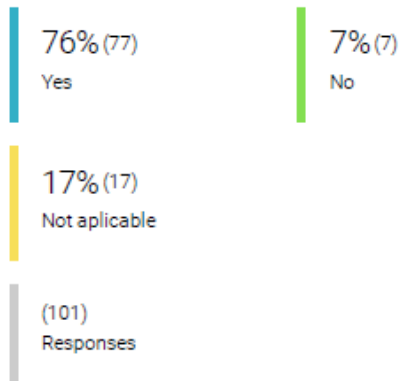
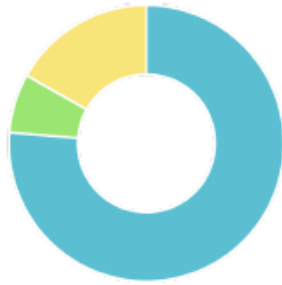
**50** Do we adequately explain how we spend your money?



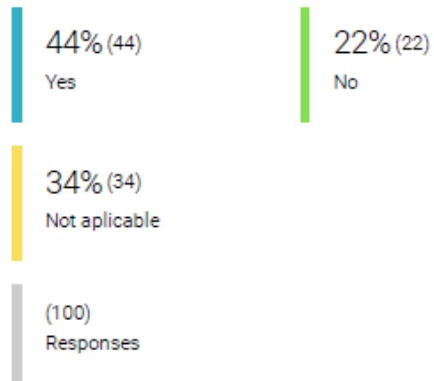
**51** Do you feel you receive fair value for what you pay in property taxes?



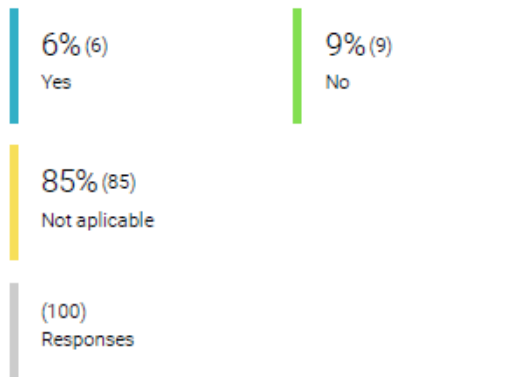
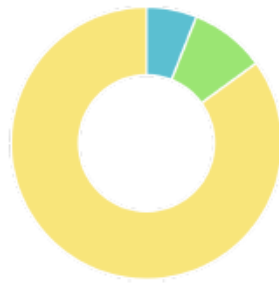
**52** Do you feel you receive fair value for recreation user fees?



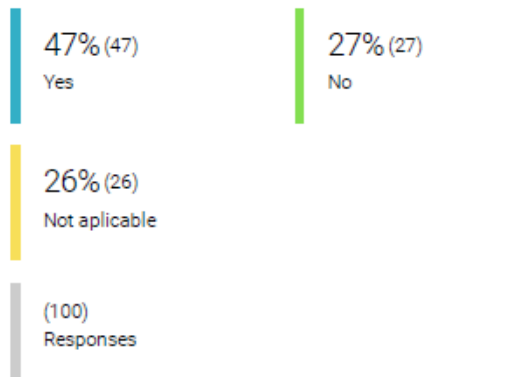
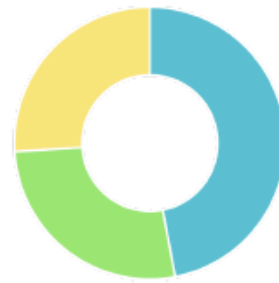
**53** Do you feel you receive fair value for water and sewer fees?



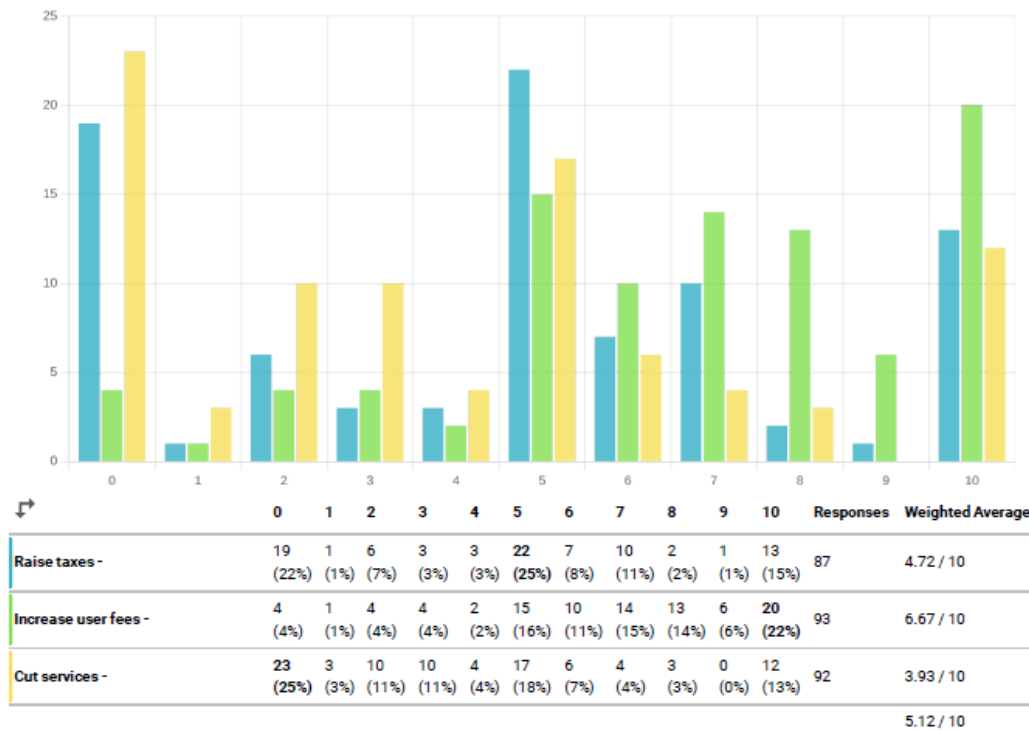
**54** Do you feel you receive fair value for cable TV user fees?



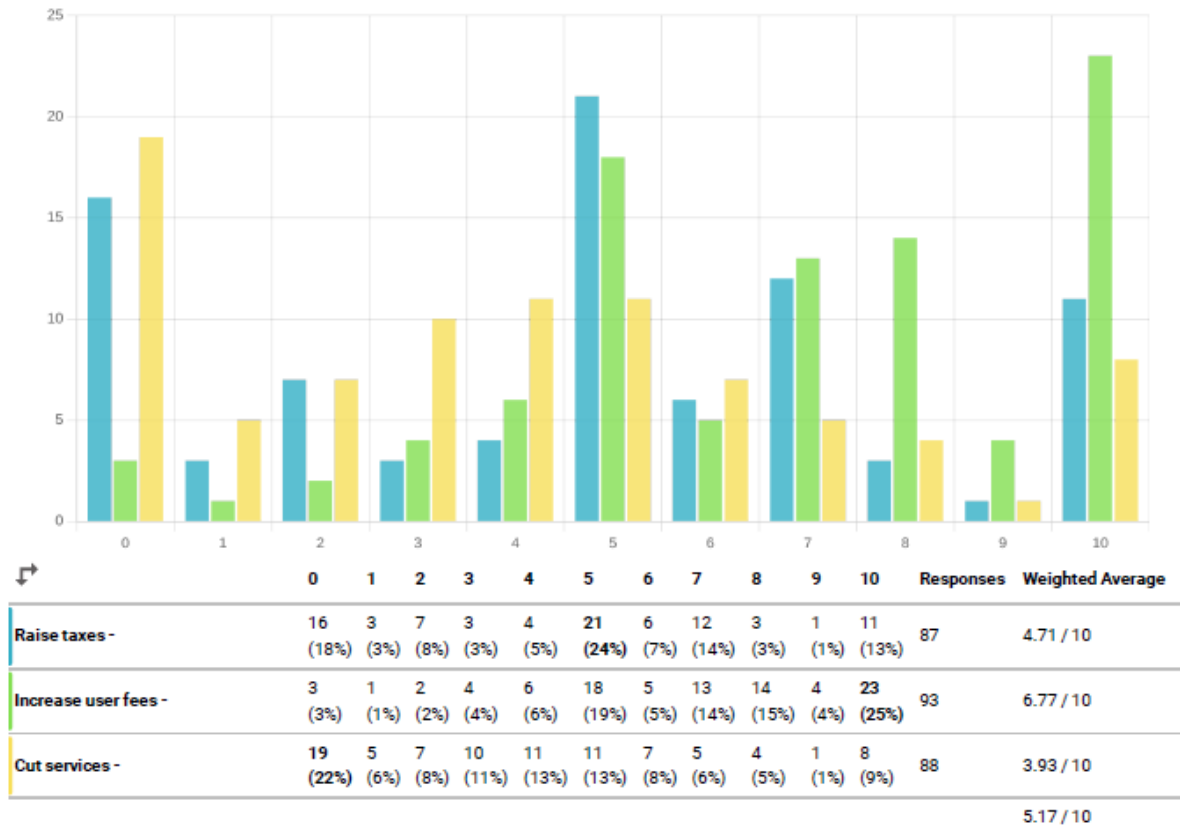
**55** Do you feel you receive fair value for garbage user fees?



**56** If we could no longer afford the current levels of service, what should we do?



## 57 If residents want us to expand some levels of service, how should we pay for that?



## 58 Finance – Respondent Comments

Please see my comments on taxing of second lots used for gardens/yards. Punitive taxation should be targeted towards derelict and unused lots.

Why are we not looking into more sources of funding to help offset the costs of services and programming. There is a mental health crisis and our tax base can't afford the cost of services but it deserves services. We should look to inuvik and see how they can afford a mini Canada games centre with a smaller tax base.

I do not want to pay for another hockey rink. Not everyone gets the same level of services which is dependant on what part of town you live in. When you say cut services that leaves it rather broad. Its not really a fair way to pose this important question.

Although I am pro raising taxes to cover services, I would like to see residents living outside the municipal boundary paying more through their property taxes. Also, if the services are recreational costs should be heavier on the user rather than the home owners.

Q56 and 57 don't offer good options. I would suggest also considering:

- expanding the municipal boundary to increase the number of rural residential taxpayers - lobbying Yukon government to raise rural property taxes and flowing that \$\$ into Dawson's Comprehensive

## Municipal Grant

- increasing recreation user fees for residents who live outside the municipal boundary - perform an audit of City staff org structure to identify redundancies or inefficiencies
- make more rational City budgets that aren't overinflated in the expense column with projects that you'll never have the capacity to complete -- pace yourselves!

Re: water and sewer rates, I am looking forward to the water metering program being implemented. Right now I live in a modest single family home where the lower floor is a rental suite. (2 people upstairs, 2 people downstairs.) Because it's technically 2 dwellings I am charged double for water, sewer, and waste management. A family of 4 in the same house using the same amount of water would pay single fees. How is that fair? The flat rate water/sewer fees have no basis or rationale.

If you cut anything it should be the cable.

My utility bills are sporadic, arrive sometimes weeks late in the mail (online billing would be nice...) and don't seem to accurately reflect payments. When I call, the response is that billing isn't exactly month to month and is behind somehow so I can't get an exact answer as to what is owed. Not really sure what's going on there but online billing would be a basic service to add to the list.

Make everyone who has a post office box in Dawson pay equal taxes. Provide basic services to Henderson, dredgepond, Rick creek etc.

Do not introduce weigh scale at the dump. It will increase the amount of illegal dumping on side roads and in dredges.

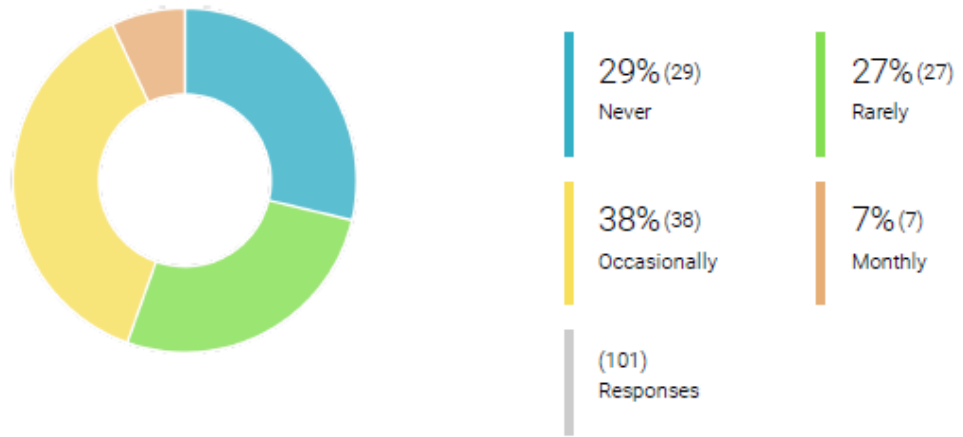
Increase fees for people who live out of town and use services like rec.

I believe it's fair to pay more user fees and taxes for expanded programming and services and facilities development, leveraged somehow to provide fair access to those in lower incomes? For eg I would be happy to pay a higher fee for the pool use if part of my fee could go towards subsidizing free programs for other families.

We have a lot of services /cut services is fine

Property taxes or user fees should be increased for those living outside municipal boundaries for taxation, but who still utilize municipal services: ie west Dawson, Henderson, etc

**59** How often do you listen to Council meetings?



**60** What method would best suit your Council meeting attendance? (you may select more than one answer)

