



**City of Dawson**  
**Municipal Services Review 2013**  
**Community Engagement and Consultation**



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## 1. INTRODUCTION

### 1.1 OBJECTIVES

Late 2012, Council directed the administration to undertake a comprehensive review of the services delivered to the community by the municipality, with objectives including:

- Measuring the performance level of current services
- Evaluating the need and demand for both current and new services
- Determining:
  - Those services that should be terminated, retained and added
  - The scope and level of the future services to be delivered
  - Performance targets for the future services to be delivered

For the most part, this review was to be undertaken by the administration internally, working with the senior management team and Council. However, Council determined that the perspective of the public users of the municipal services was critical to this review. An effective community engagement and consultation process was essential to ensure public buy-in to both the conclusions of the review and the implementation of any recommendations arising from it.

The process was divided into two:

- 1) Public forum held in Council Chambers on January 29, 2013 from 7pm to 9pm
- 2) Community survey

A total of 35 people attended the public forum including Council and staff. The forum was broadcast live on CFYT 106.9FM radio and the notes are included in appendix two.

### 1.2 SURVEY RESPONDENTS

A total of **285** responses to the survey were received with **244** completing it, an **86%** completion rate. Virtually all non-completions stopped immediately after the two introductory questions. As the survey was relatively long (43 questions), individuals may have disliked the length, content complexity, or even possibly returned to complete the survey later when they had more time.

***Only the completed responses are included in the results and analysis.***

On a per capita basis, this number of completed surveys is equivalent to almost 4,000 responses in a community the size of Whitehorse and is considered a very healthy response rate. Further detail on the levels of statistical accuracy is provided in the results section.

Numbers of responses through the different mechanisms were:

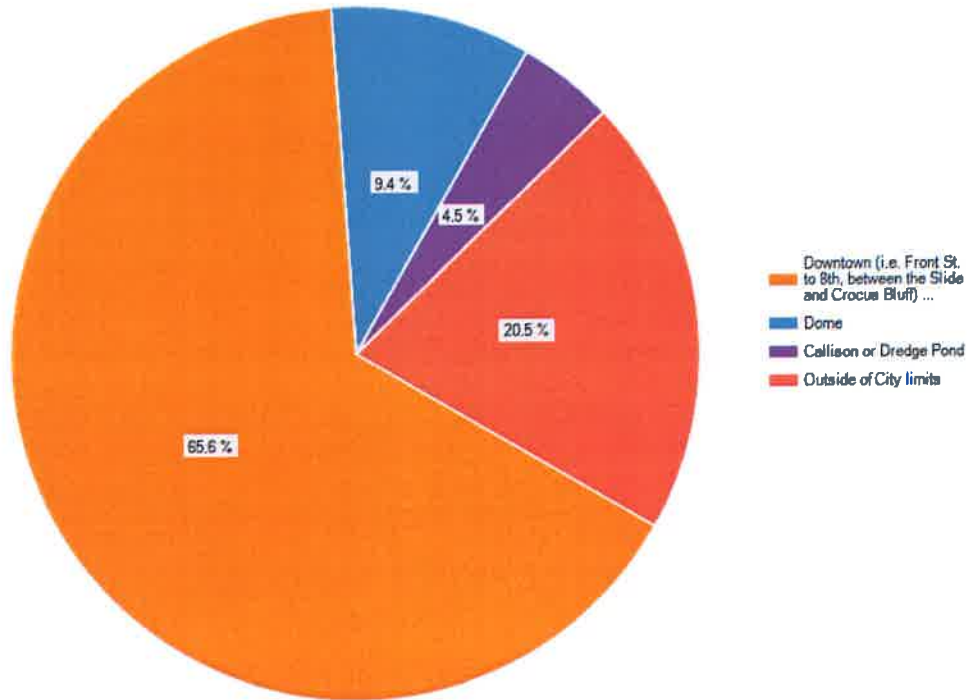
- 176 (72%) Online
- 32 (13%) Hard copies including
  - 21 from the municipal office drop point
  - 7 from the Art and Margaret Fry Recreation Centre drop point
  - 4 from the Tr'ondëk Hwëch'in administration office drop point
- 36 (15%) Telephone

Respondent characteristics were:

Location		Tenure	
Downtown	65.6%	Owners	60.1%
Dome	9.4%	Renters	39.9%
Dredge Pond & Callison	4.5%		
Outside City limits	20.5%		

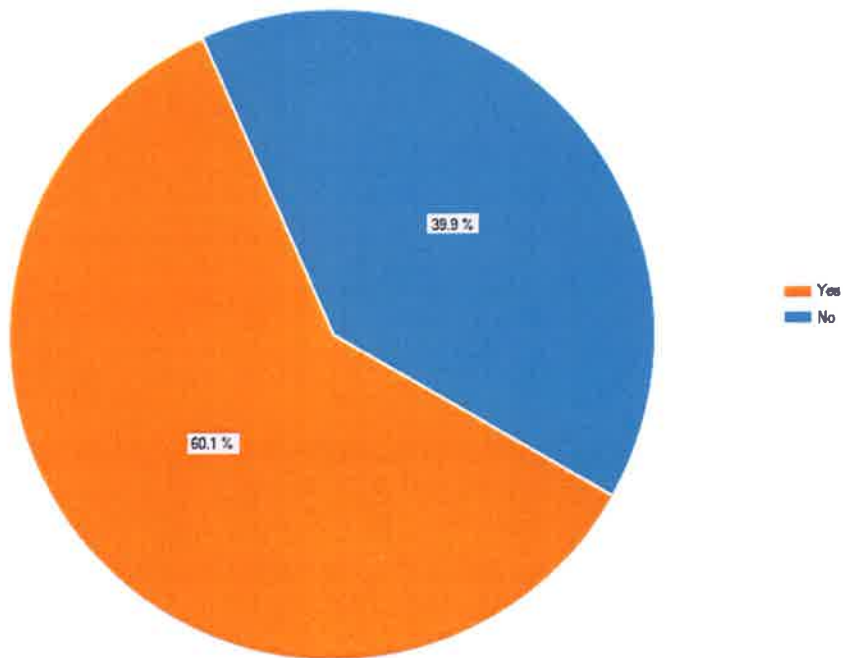
### 1.2.1 Residency Location

Where do you live?



### 1.2.2 Residency Tenure

Are you a property owner?



## 2. SURVEY RESULTS

### 2.1 ACCURACY

The accuracy of a survey is expressed in terms of a confidence interval and a confidence level.

#### Confidence Interval

This is commonly called the 'margin of error'. It is the plus-or-minus figure. If you use a confidence interval of 5 and 50% percent of your sample picks an answer, you can be 'sure' that if you had asked the entire population, between 46% (50-4) and 54% (50+4) would have picked the answer.

Confidence intervals also depend on the percentage that pick a particular answer. It is easier to be sure of extreme answers than moderate ones.

#### Confidence Level

This tells you how sure you can be. It represents how often the population would pick an answer that lies within the confidence interval. A 95% confidence level means you can be 95% certain. This is also often expressed as '19 times out of 20'.

Combining the confidence level and the confidence interval provides the accuracy statement. For example, on the numbers above, you can say that you are 95% sure that the true answer of the population is between 46% and 54%.

#### This Survey

The target population was all residents of the Dawson area including the peripheral population outside of the City limits. Yukon Bureau of Statistics estimates this population at 1,935<sup>1</sup> with 338 of this being aged 19 and under.

A standard confidence interval of 95%, or '19 times out of 20', is applied to this survey. With a sample size of 244 completed responses, the confidence intervals are:

Answer Percentage	Total Population (1935)	Adult Population (1597)
25%	+/- 5.1	+/- 5.0
50%	+/- 5.9	+/- 5.8
75%	+/- 5.1	+/- 5.0

As the table demonstrates, the sample size is sufficiently large that additional participation would add very little to confidence and that confidence only changes slightly with the answer percentage. Hence, in the context of the objectives of this survey, accuracy statements have not been calculated for each and every question and the reader is encouraged to consider the results in light of the following conservative big-picture accuracy statement:

**'Results have a margin of error of plus or minus 6 percentage points, 19 times out of 20'**

Given the survey methodology, including online participation, the following caveats also apply:

- Residency qualification was on an honesty-basis
- Multiple responses from individuals were possible (IP addresses were monitored for suspicious activity with none observed)
- Participation was voluntary and self-selected
- Proportional demographic and socio-economic representation cannot be assured

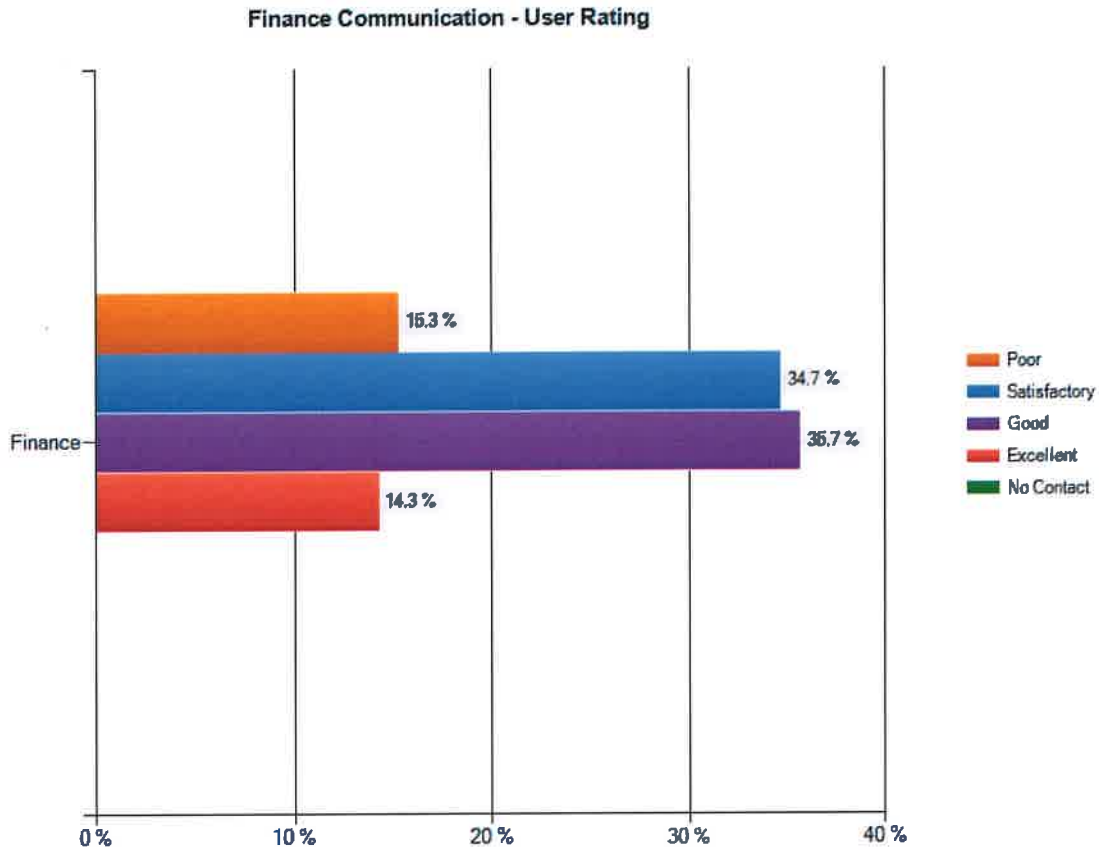
<sup>1</sup> Yukon Monthly Statistical Review, December 2012

## 2.2 COMMUNICATION

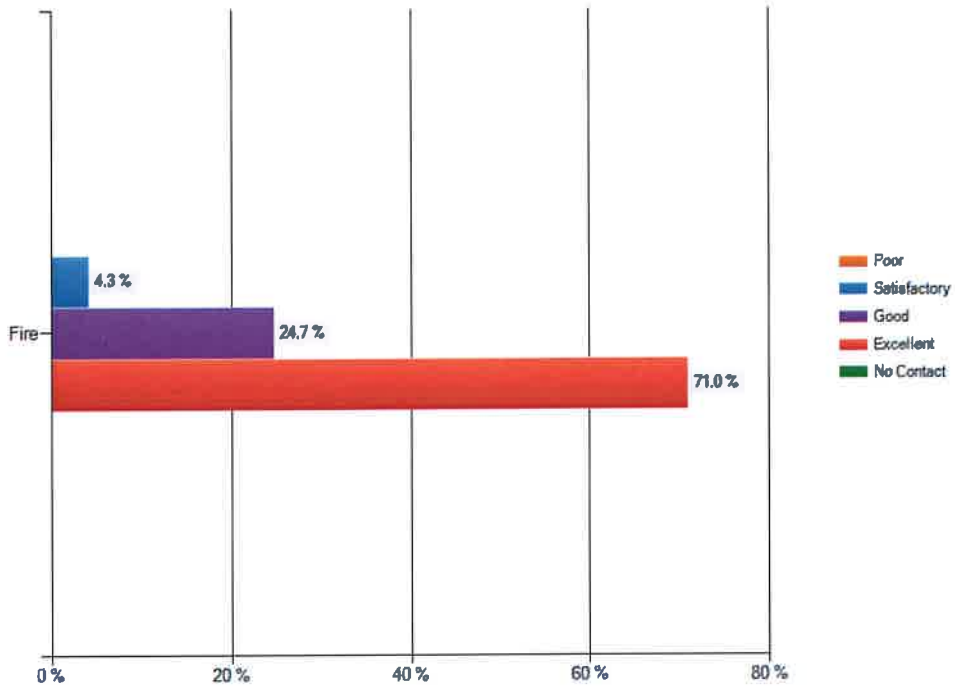
### 2.2.1 Department Communication - User Ratings

The 'No Contact' responses were filtered out to generate ratings based solely on those that had actually interacted with each department. Departments are ranked below by the proportion reporting an excellent or good rating.

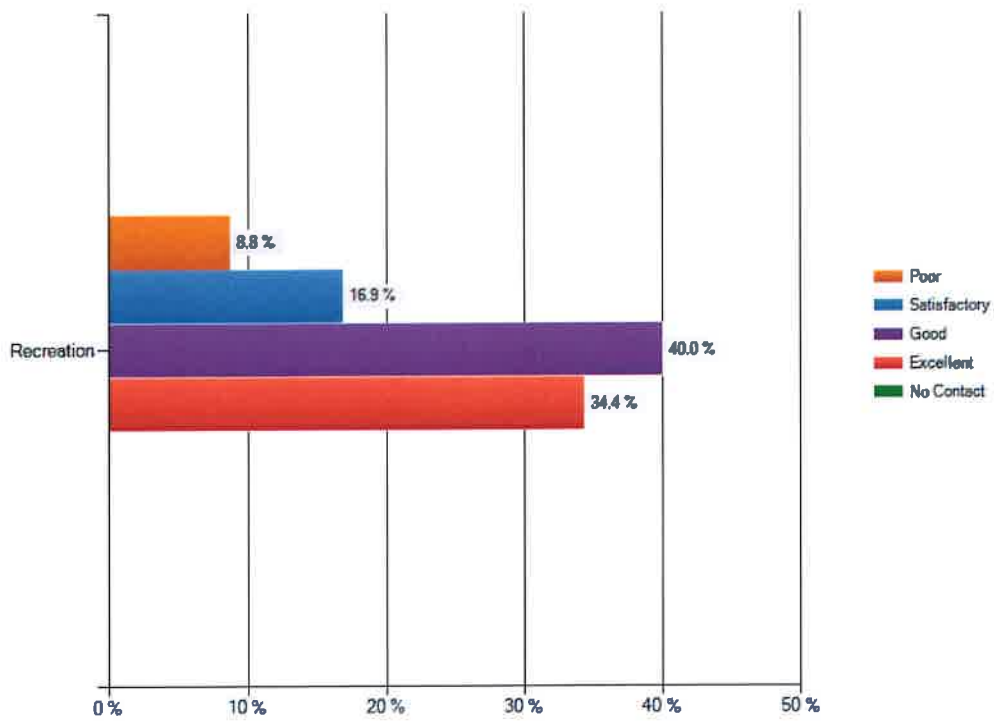
Rank	Department	% Excellent or Good	% No Contact
1st	Fire	95%	57%
2nd	Public Works	78%	52%
3rd	Recreation	74%	28%
4th	Administration	71%	27%
5th	Bylaw Enforcement	52%	50%
6th	Finance	50%	56%
6th	Development & Planning	50%	57%



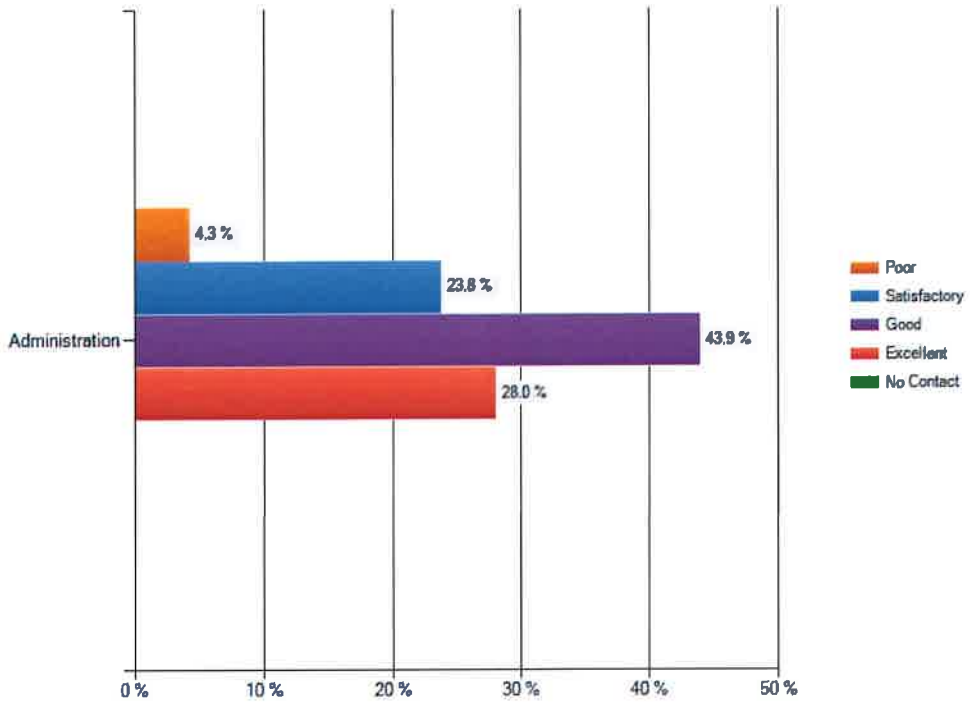
Fire Communication - User Rating



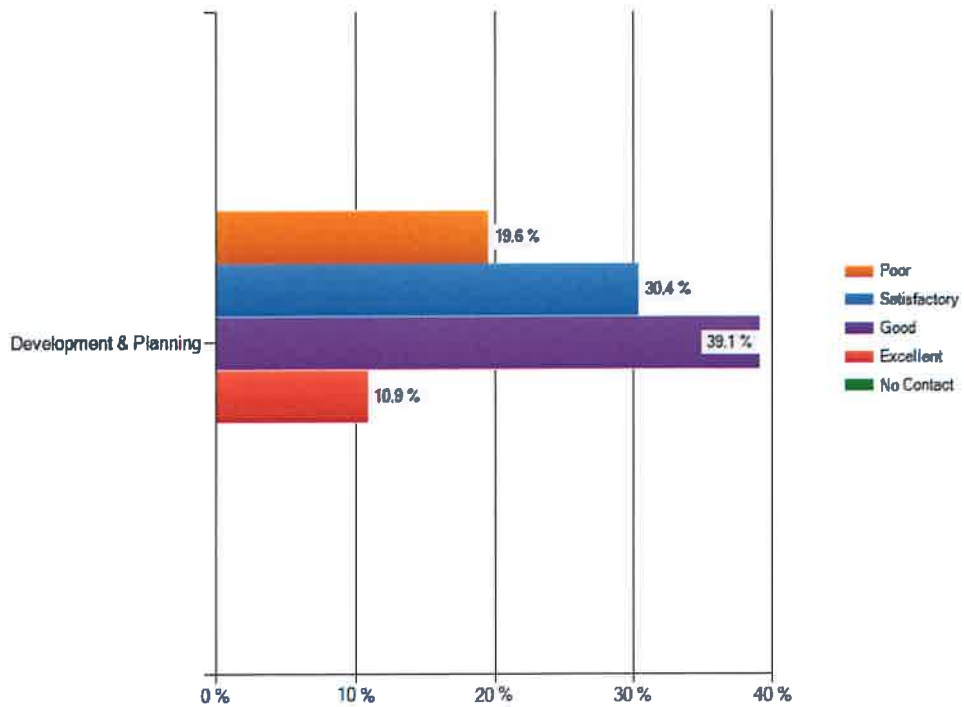
Recreation Communication - User Rating



Administration Communication - User Rating

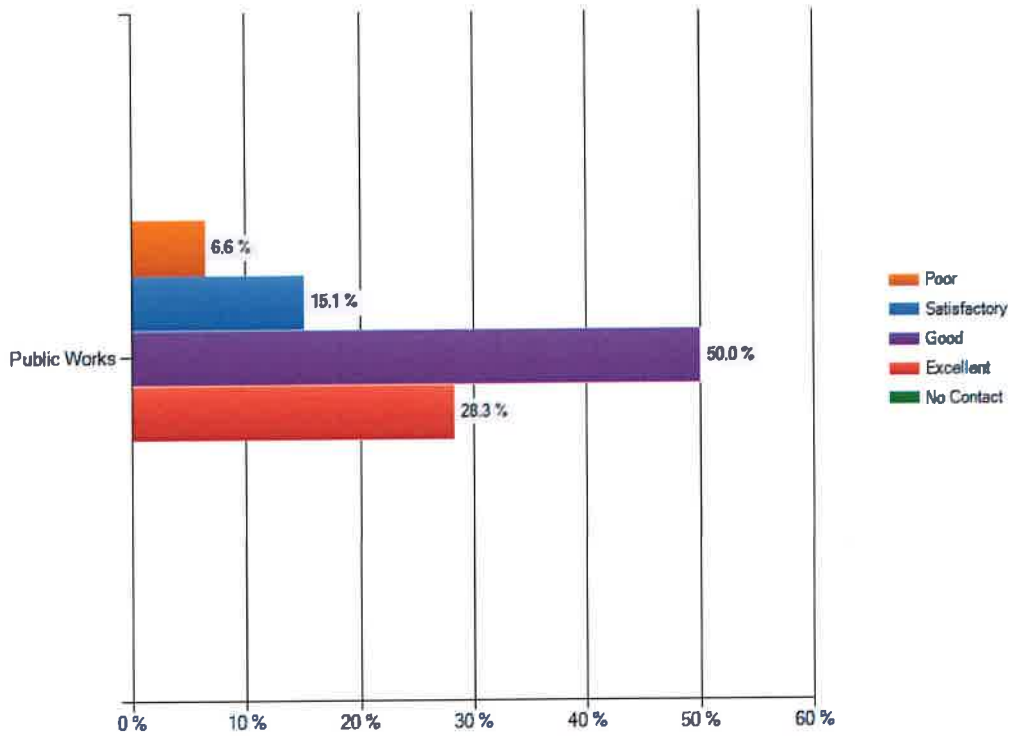


Development and Planning Communication - User Rating

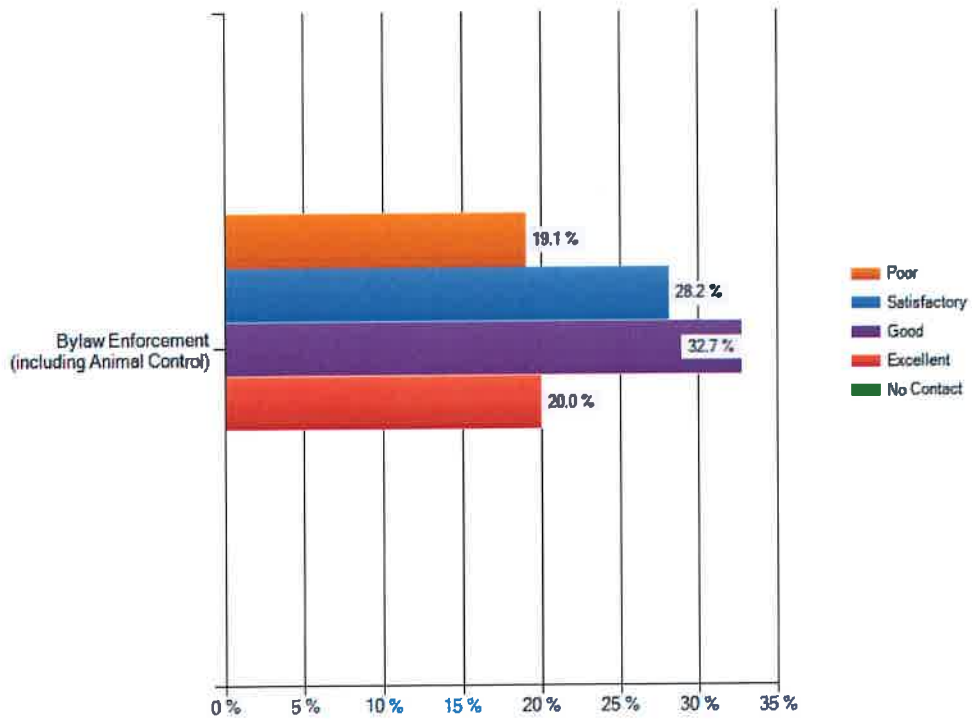




**Public Works Communication - User Rating**

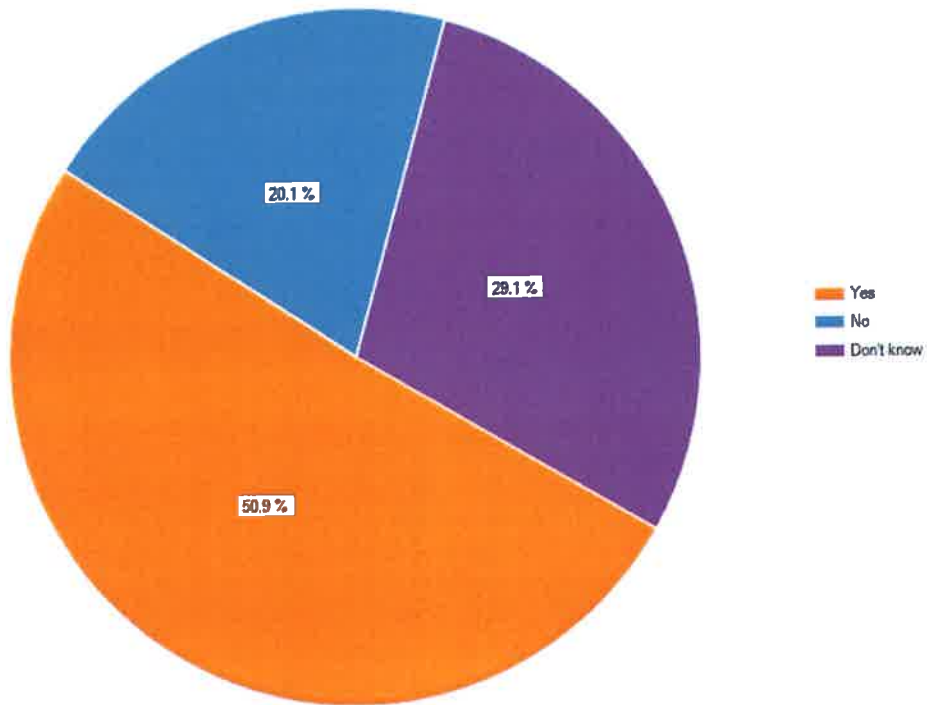


**Bylaw Enforcement Communication - User Rating**



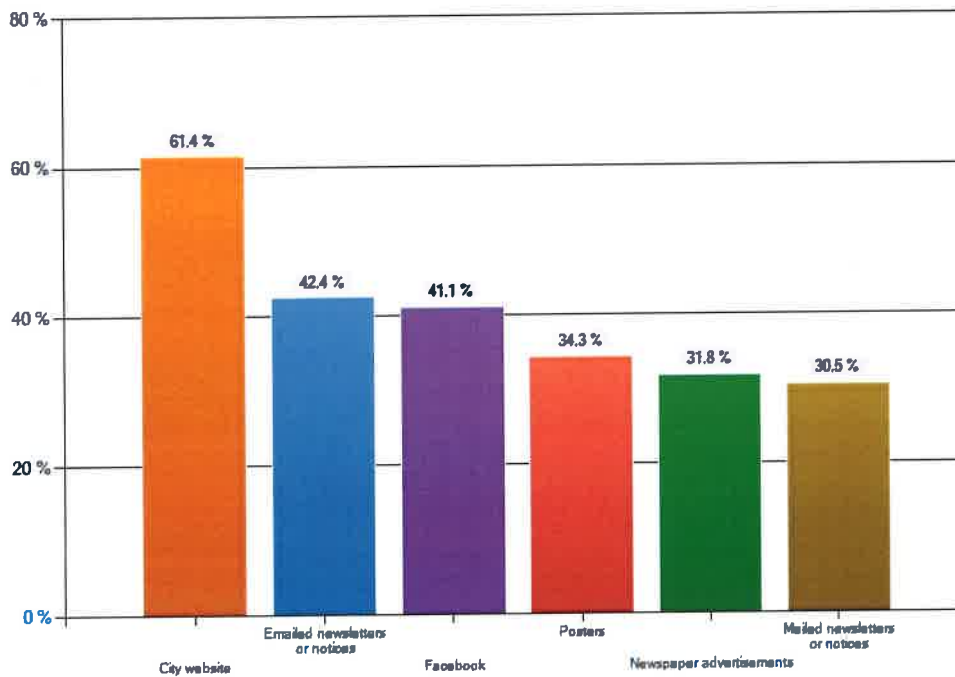
### 2.2.2 Communication of Information

Do we communicate information adequately?



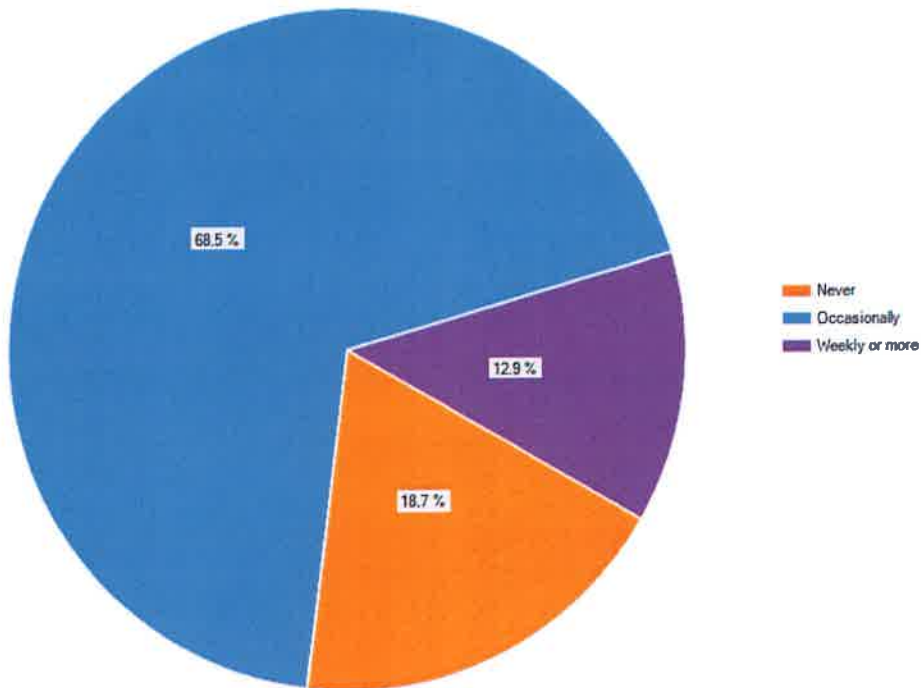
### 2.2.3 Preferred Information Sources

How would you prefer to find information about our programs or services?



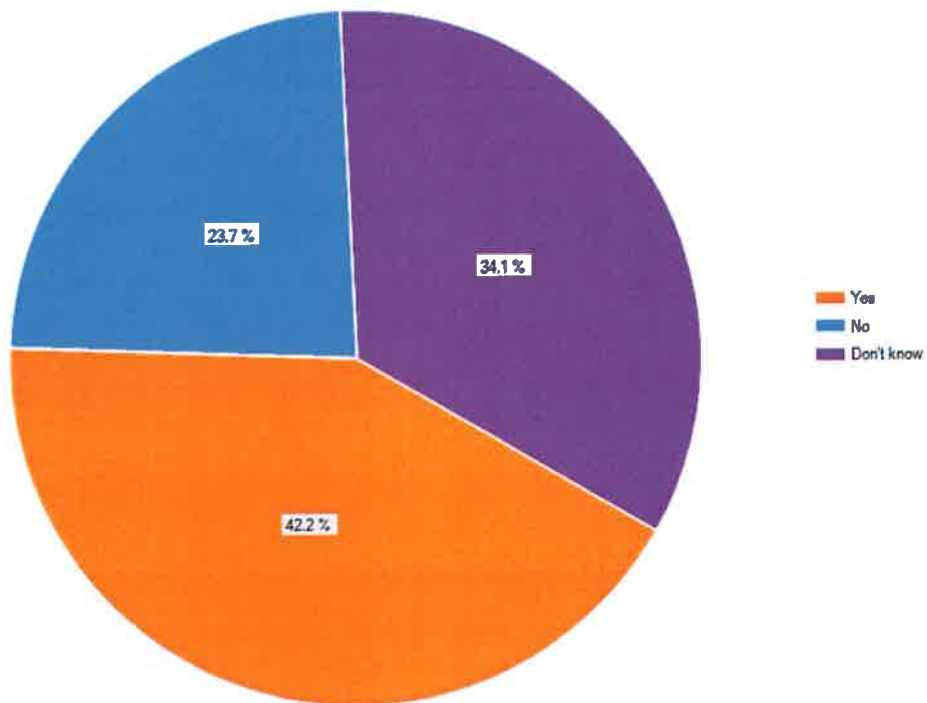
### 2.2.4 Website Usage

How often do you access our website?



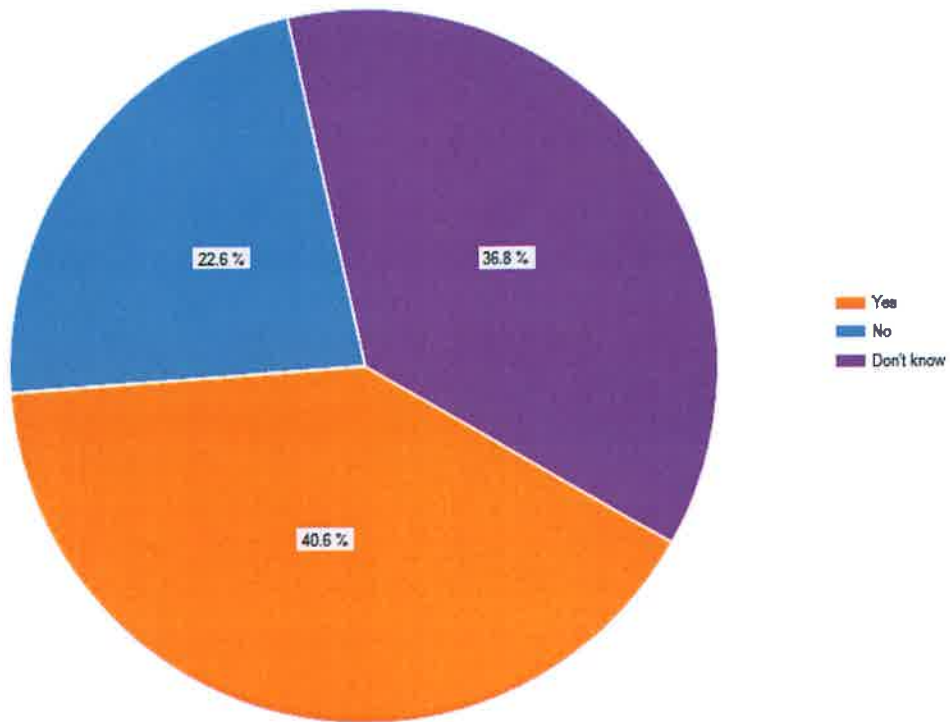
### 2.2.5 Website Adequacy

Do you feel our website provides adequate information and services?



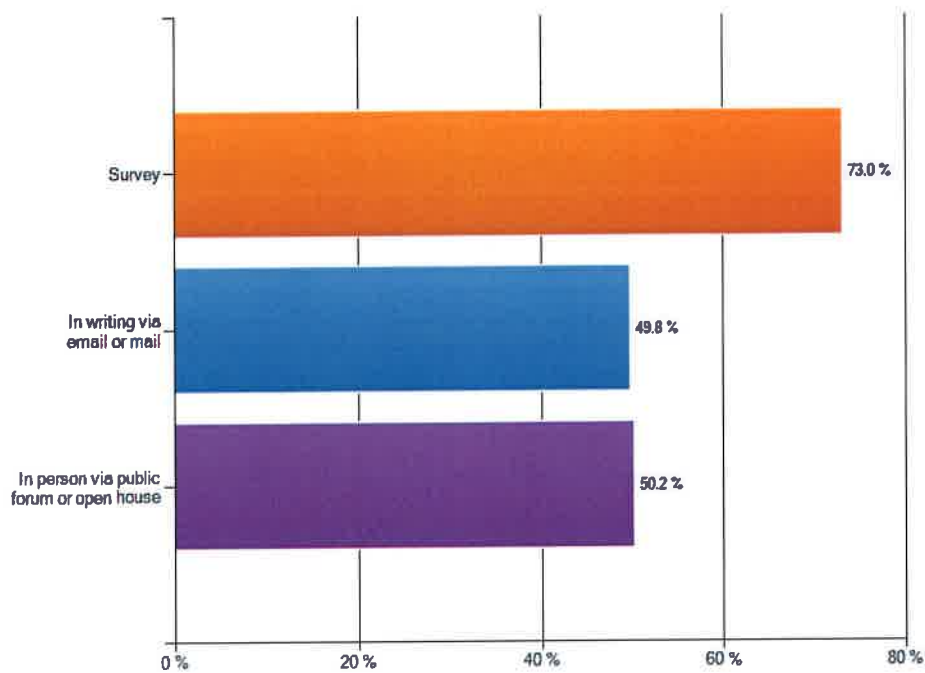
### 2.2.6 Public Input Opportunities

Are there sufficient opportunities for public input into our decisions?



### 2.2.7 Preferred Public Input Mechanisms

How would you like to provide input into our decisions?



## 2.2.8 Summary of Comments

### 1) Communicating (Q3&4)

- Disparate positive and negative comments on all departments, no clear repeated themes. Please see separate 'Raw Data and Open Responses' report
- Appreciation of the City website and Mayor's Facebook page
- Communication seems to be improving, but there is still room to do more
- A diversity of communication methods need to be used to reach a good cross-section of the community

### 2) Finding Information on Programs and Services (Q5&7)

- A diversity of communication methods are recommended, including CFYT radio, rolling ads, Facebook, community meetings and mail-outs.
- Website provides adequate information and seems to be updated regularly.
- Website is out of date and needs more regular updating.
- Some people would like to be able to pay for City bills and register/pay for programs on the website.
- More information could be posted- example garbage schedules, permits, quicker meeting minutes, and summaries of meetings/issues.

### 3) Providing Input into Decisions (Q8&9)

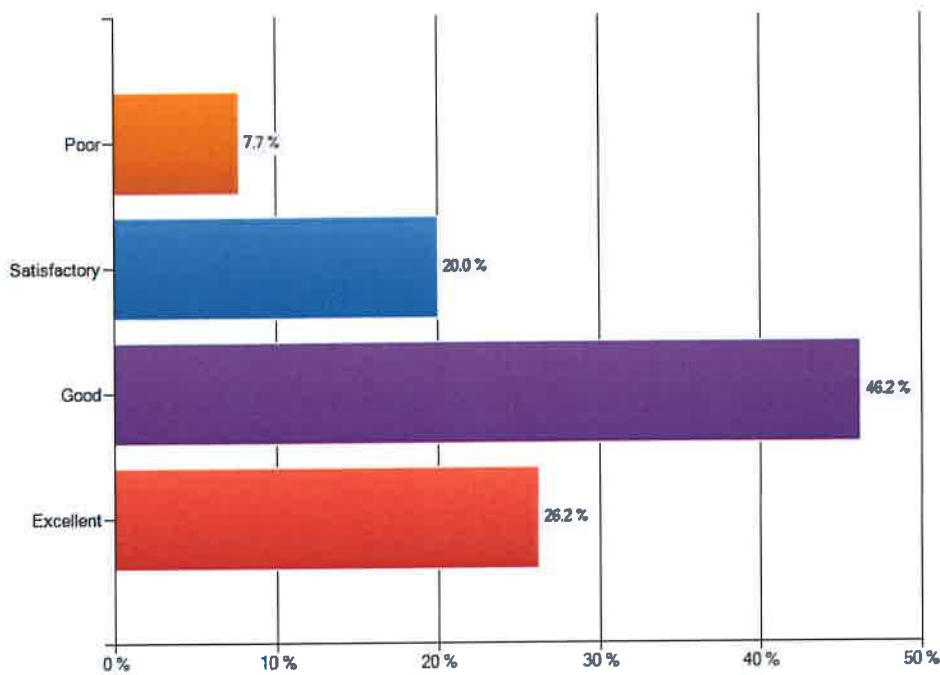
- Opportunities for public input are uneven- sometimes there are ample opportunities, and other times not.
- Opportunities seem to be increasing with new Mayor/Council.
- Important to have ways of providing input besides attending meetings (because not everyone can always do this)
- Some decisions have been made behind closed doors or without sufficient public consultation.
- A variety of means of providing input should be available.
- Not everyone is comfortable speaking in public, nor is it always possible to find time for meetings.
- New suggestions include an Internet comment board.

## 2.3 WASTE MANAGEMENT

### 2.3.1 Garbage Collection - User Rating

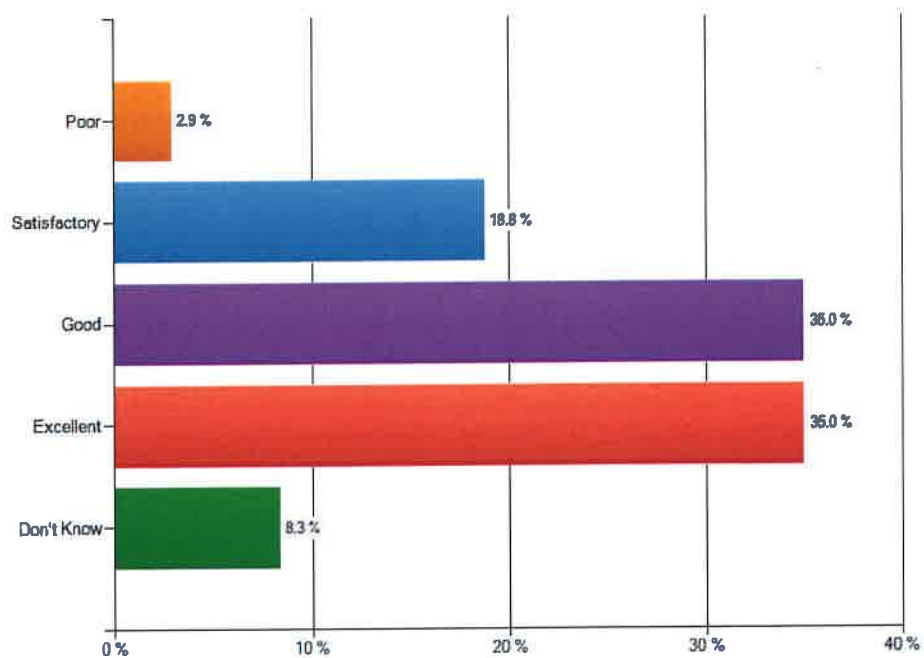
(Adjusted to reflect only those to which the service is applicable)

How do you rate our garbage collection service?



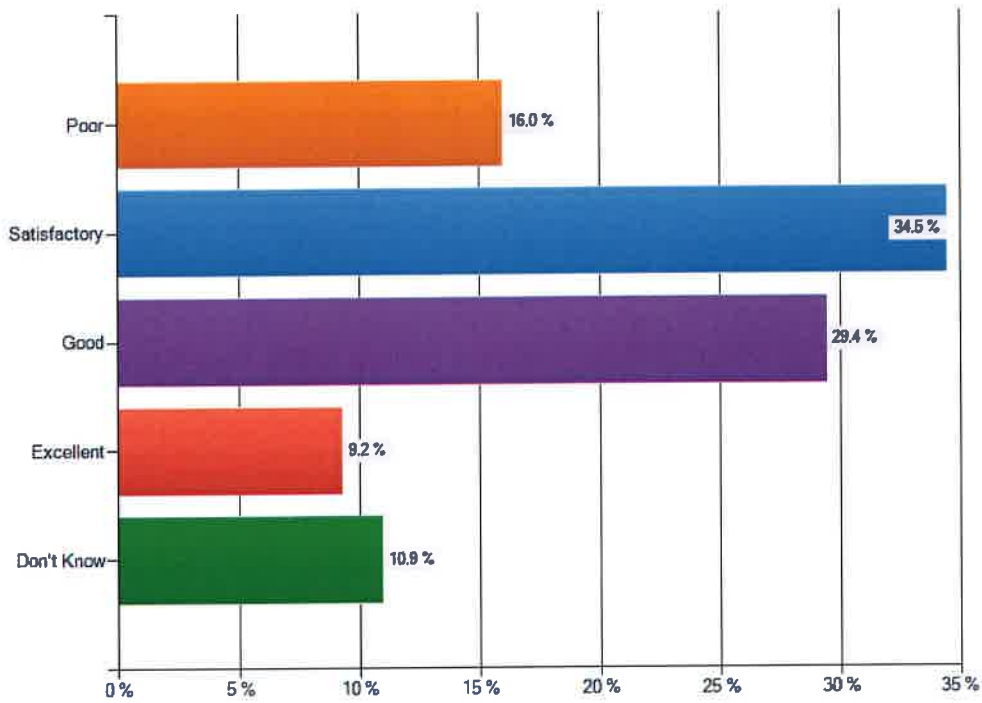
### 2.3.2 Landfill Operation Rating

How do you rate our operation of the dump?



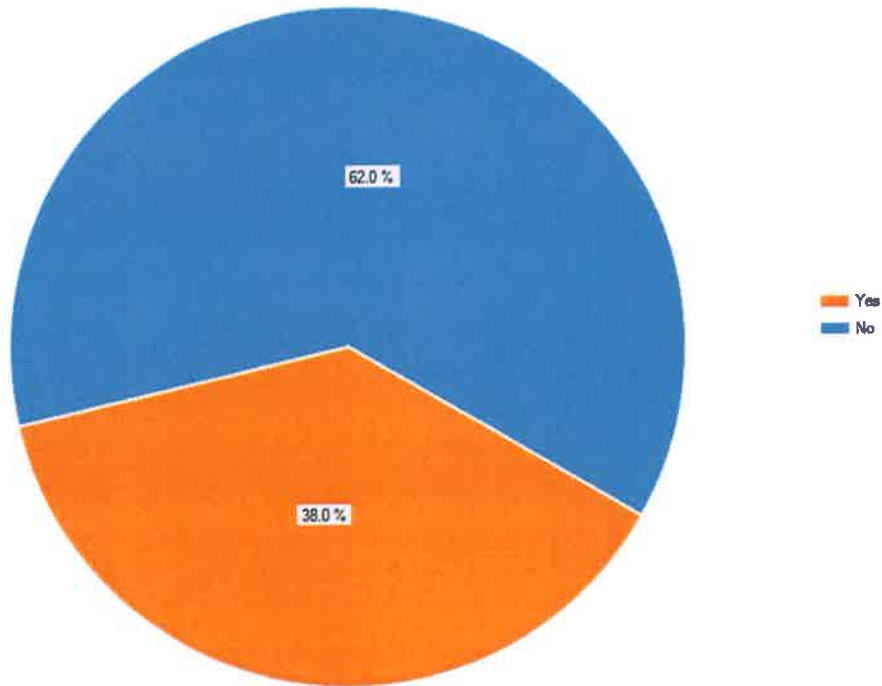
### 2.3.3 Recycling Efforts Rating

How do you rate our efforts to support recycling in the community?



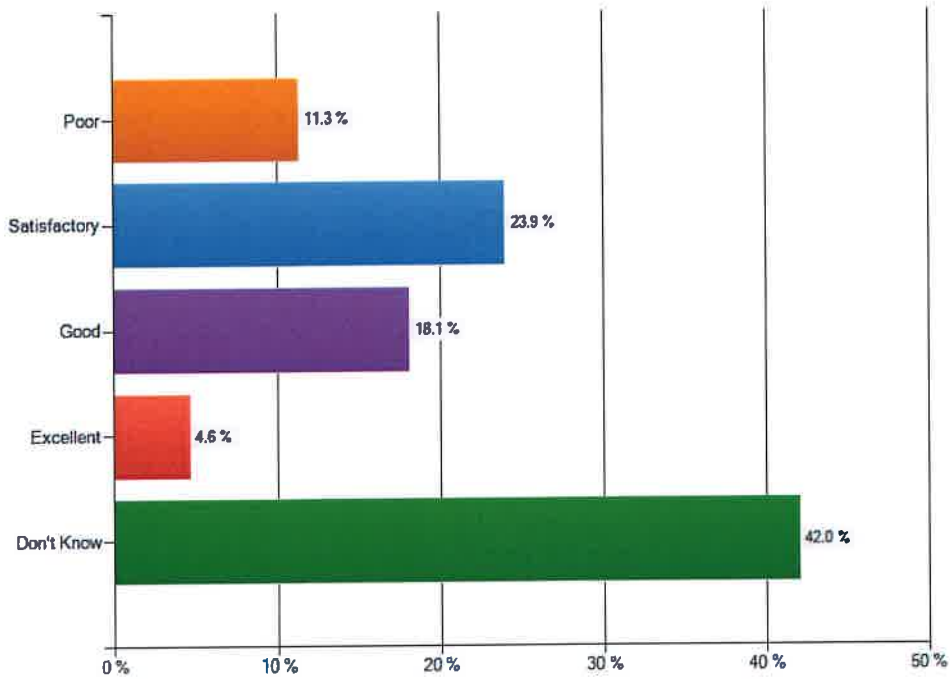
### 2.3.4 Compost Bin Usage

Do you use our compost bins?



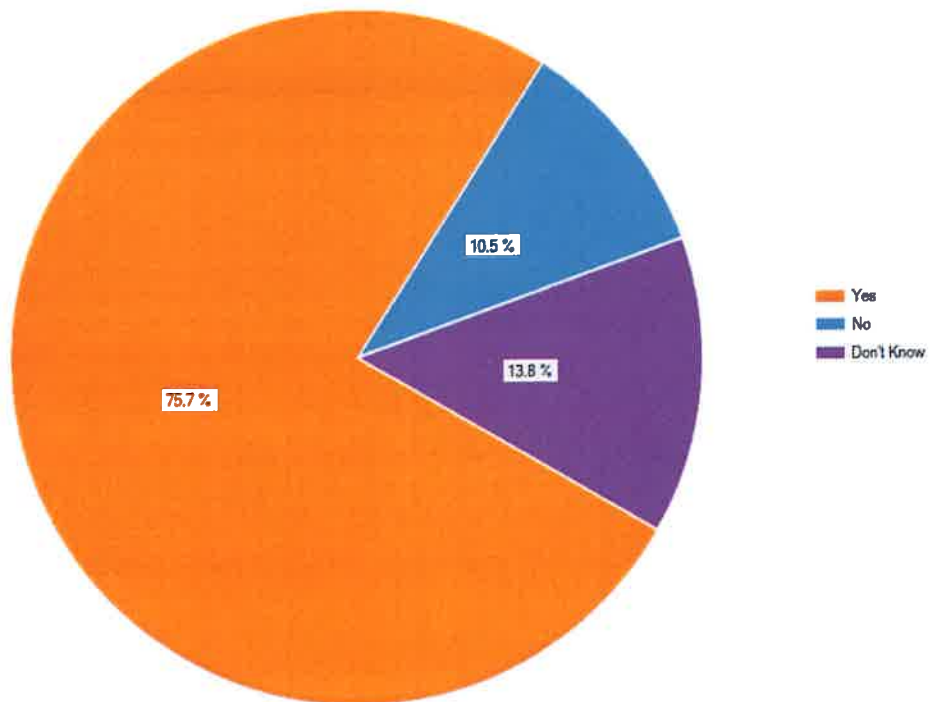
### 2.3.5 Compost Program Rating

How do you rate our composting program?



### 2.3.6 Roadside Recycling Collection Support

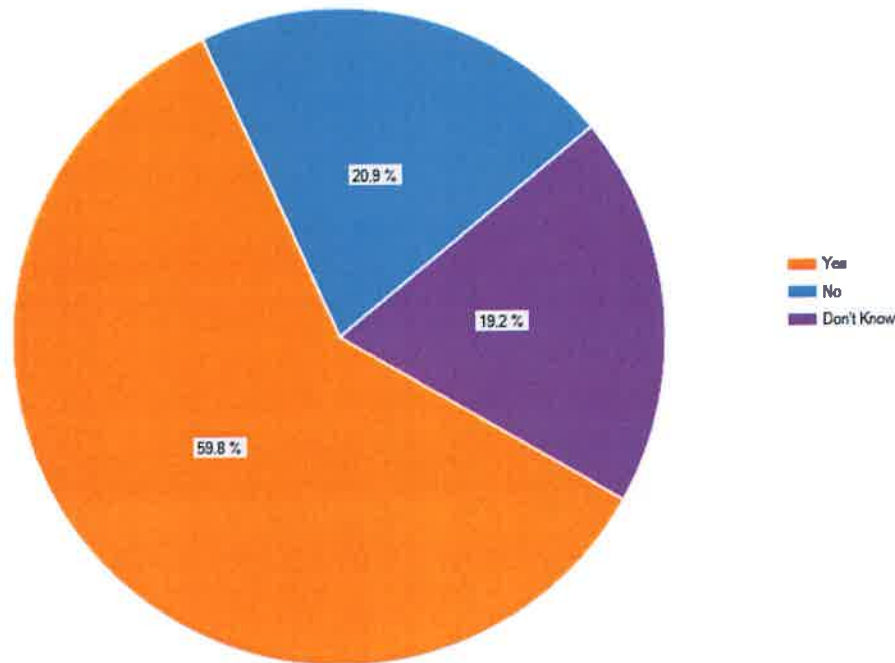
Would you support the introduction of roadside recycling collection?





### 2.3.7 Alternate Week Waste Collection Support

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



### 2.3.8 Summary of Comments

#### 1) Garbage Collection (Q10)

- Overall, most respondents are satisfied with garbage collection, but some are disgruntled because:
  - Receptacle not at house, but down the street
  - Communal bins are not emptied often enough and are difficult/heavy
  - Communal bins are unsightly and not historic
- A few suggest we could do more to reduce waste/encourage recycling

#### 2) Quigley Landfill (Q11)

- Francis is doing a great job
- Recycling and free store could be more organized
- Concerns with drainage and environmentally hazardous materials
- Running out of room
- Diversion to be encouraged
- The dump has improved over the years but there is still room for improvement generally

#### 3) Recycling (Q12)

- CKS facility is too small and requires upgrades or different location
- Some people would like to see cardboard and glass recycling
- Some would like curbside recycling
- More receptacles for recyclables are needed around town

- CKS is underfunded
- City could do more to support & encourage recycling

4) Composting (Q13&14)

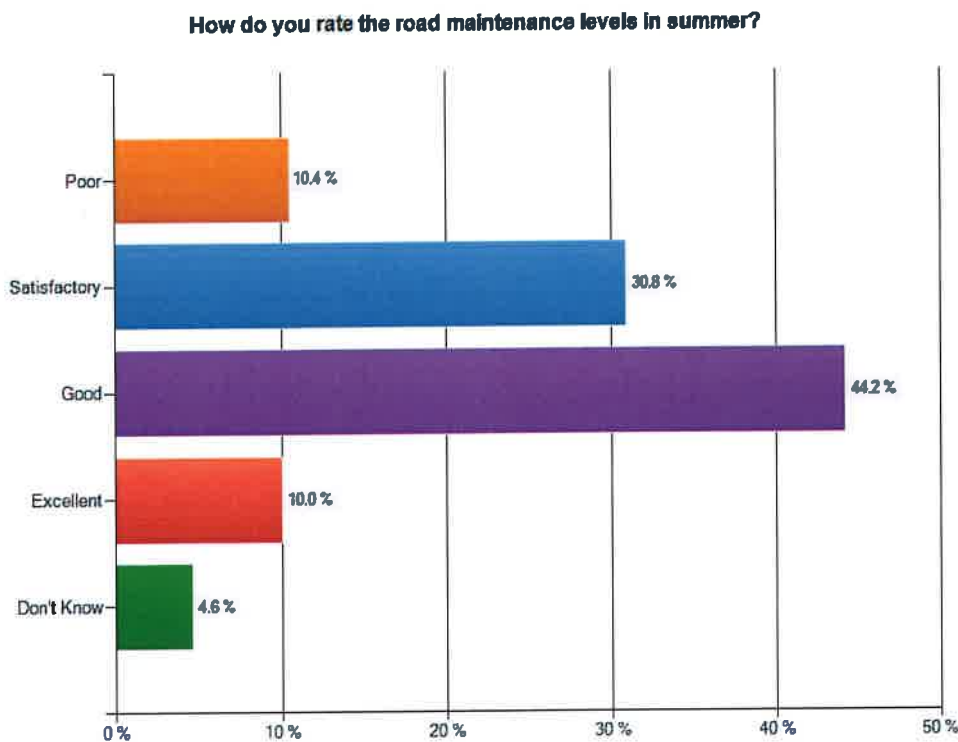
- Many people compost at home
- Many people do not know about the City compost bins
- Concern that compost is of suspect quality (low awareness of destined use for this compost)
- Increased awareness building needed
- Business participation inadequate
- Many people compost at home
- Too much garbage in compost

5) Alternatives in Collection (Q15&16)

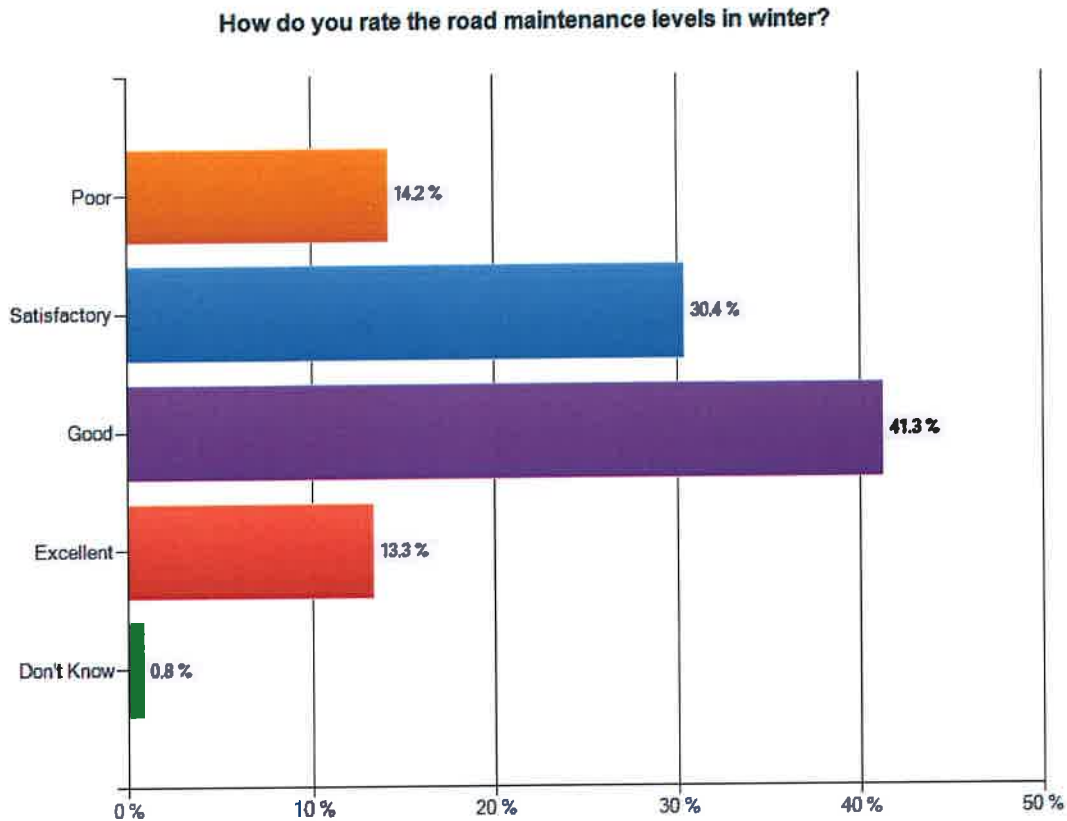
- Many like the idea, but say it would depend on cost
- Many think it would not be cost-effective
- Some fear it would be messy and/or attract wildlife
- Some are happy taking in their own recycling to depot or dump
- Many fear it (especially compost) would attract dogs and wildlife
- Many like the idea
- Some worry that garbage would not be collected frequently enough

## 2.4 ROADS

### 2.4.1 Summer Maintenance Rating



### 2.4.2 Winter Maintenance Rating



### 2.4.3 Summary of Comments

#### 1) Summer (Q17)

- Potholes, washboard sections and ruts are an issue
- Dust is an issue
- Some suggest paving 5<sup>th</sup> Avenue, or high traffic areas of downtown

#### 2) Winter (Q18)

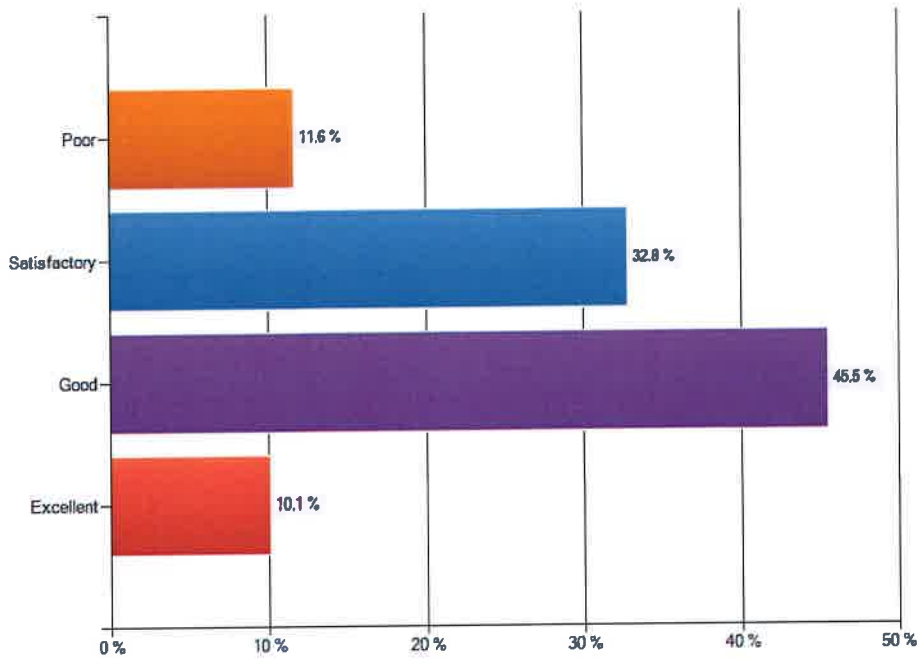
- Varied levels of satisfaction from respondents. For those who are dissatisfied the reasons include:
  - Windrows
  - More gravel or sanding needed
  - Piling of snow creates barriers or damage (especially when on private property)
  - Side roads and alleys not ploughed frequently enough
- Many people sighted this year as an unusually high snowfall year, and understand the City and crew are doing their best

## 2.5 WATER AND SEWER

### 2.5.1 Water and Sewer System – User Rating

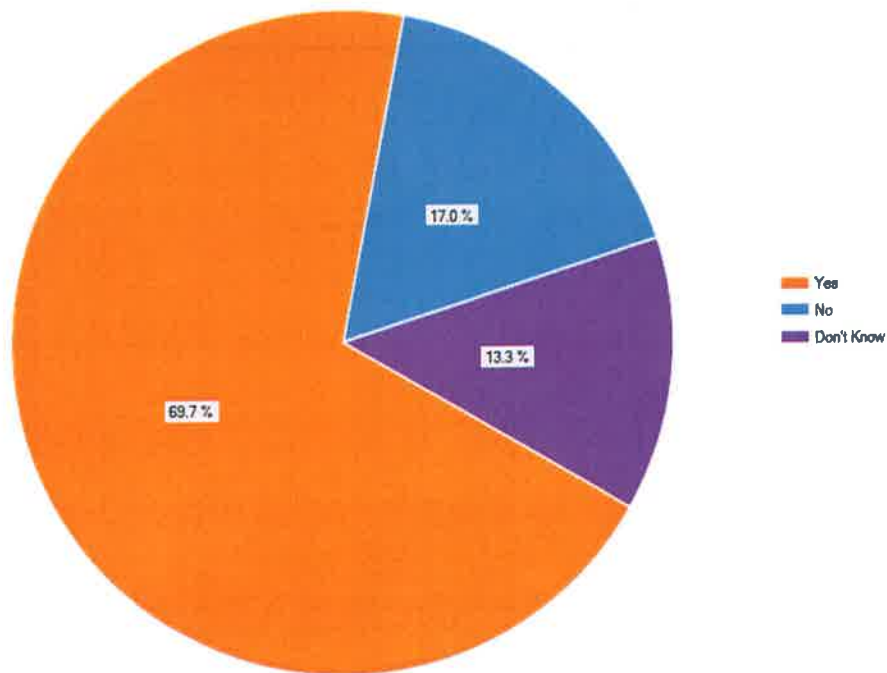
(Adjusted to reflect only those to which the service is applicable)

How do you rate our water & sewer system?



### 2.5.2 Drinking Water Quality Satisfaction

Are you satisfied with the quality of our drinking water?



### 2.5.3 Summary of Comments

#### 1) The System (Q19)

- Some feel the water and sewer fees are too high
- Many worry that the system is old and needs upgrading
- Some concerned about cost discrepancies between city core and water delivery areas
- Some worries about cost of running new facility (wastewater treatment)

#### 2) Drinking Water Quality (Q20)

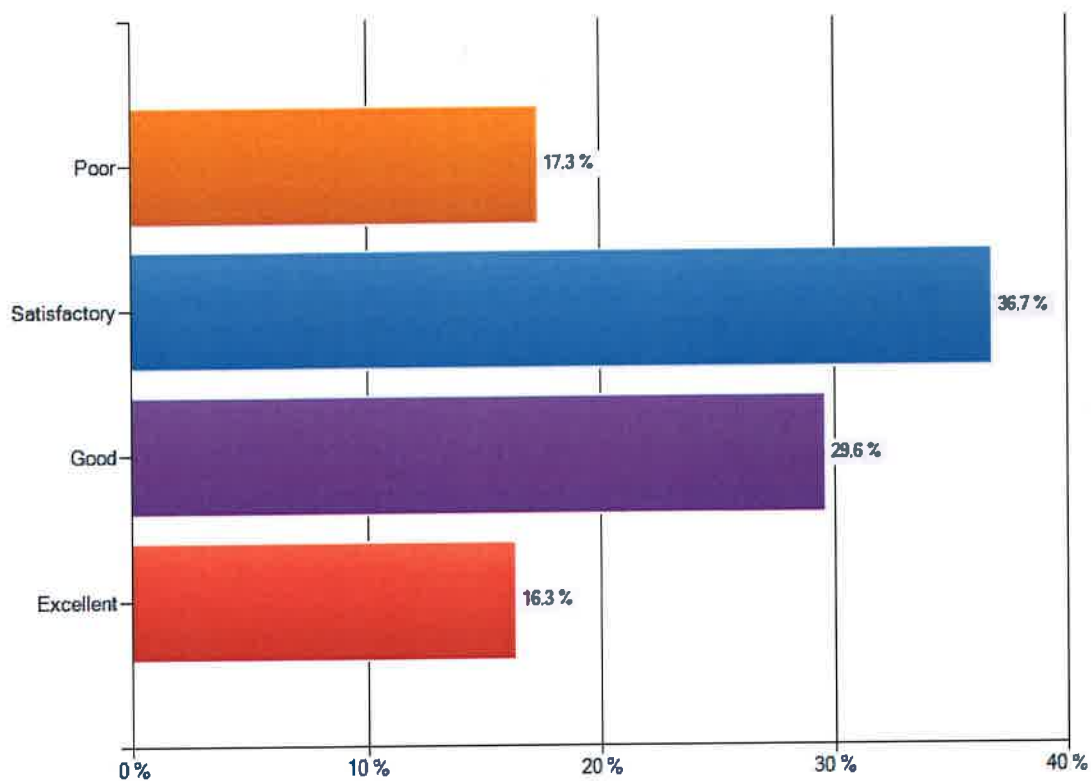
- Overall most people seem satisfied with the drinking water but there are many reports of occasional or seasonal "funny" or chlorine tastes as well as sediment
- Water quality seems to vary by building
- Some filter their water
- Some suggest increased testing should be done of water

## 2.6 CABLE TV

### 2.6.1 Cable TV – User Rating

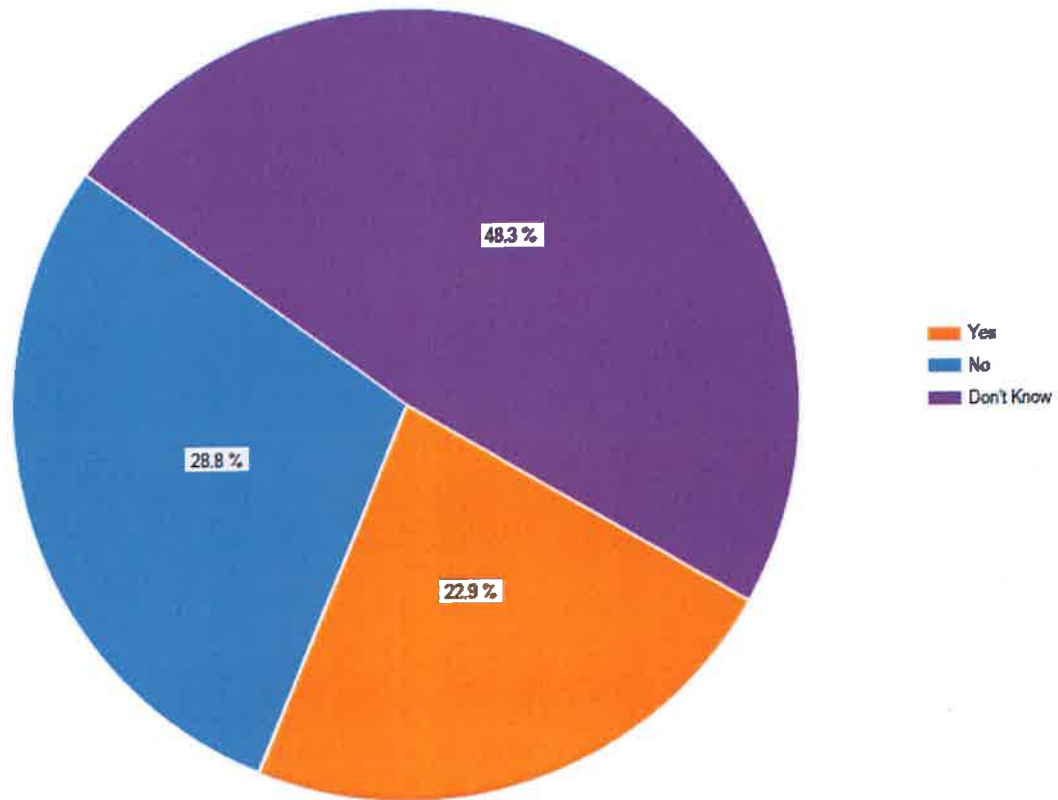
(Adjusted to reflect only those who expressed an opinion)

**How do you rate our cable TV service?**



### 2.6.2 Support for Reconsidering Cable TV Provision

Should we reconsider whether we should be providing TV services?



### 2.6.3 Summary of Comments

- Many are satisfied
- Many feel it is an expensive service
- A few concerns about billing, packages, etc.
- Many feel the City should keep providing the service
- Many are open to alternative TV providers as long as TV services still available
- Some feel City should not be in the TV business

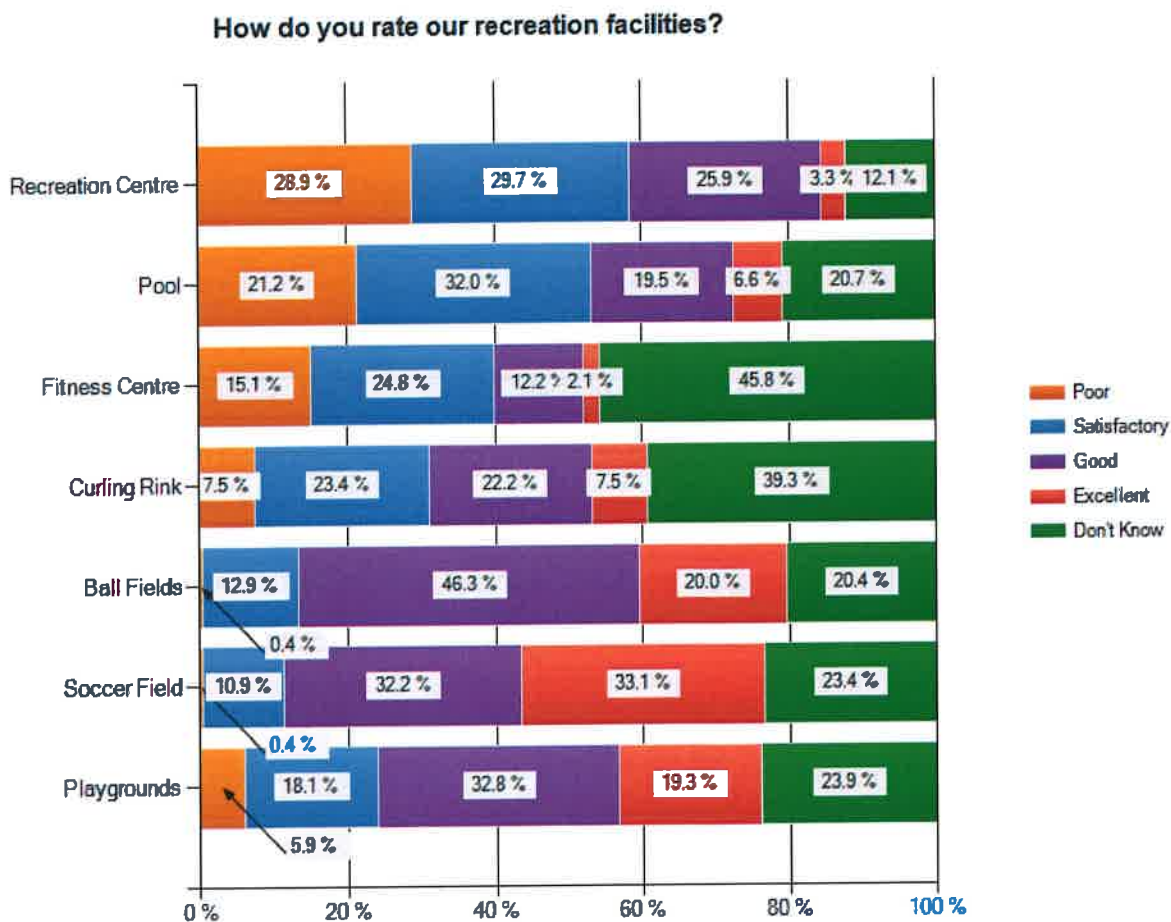
## 2.7 PARKS AND RECREATION

### 2.7.1 Facilities

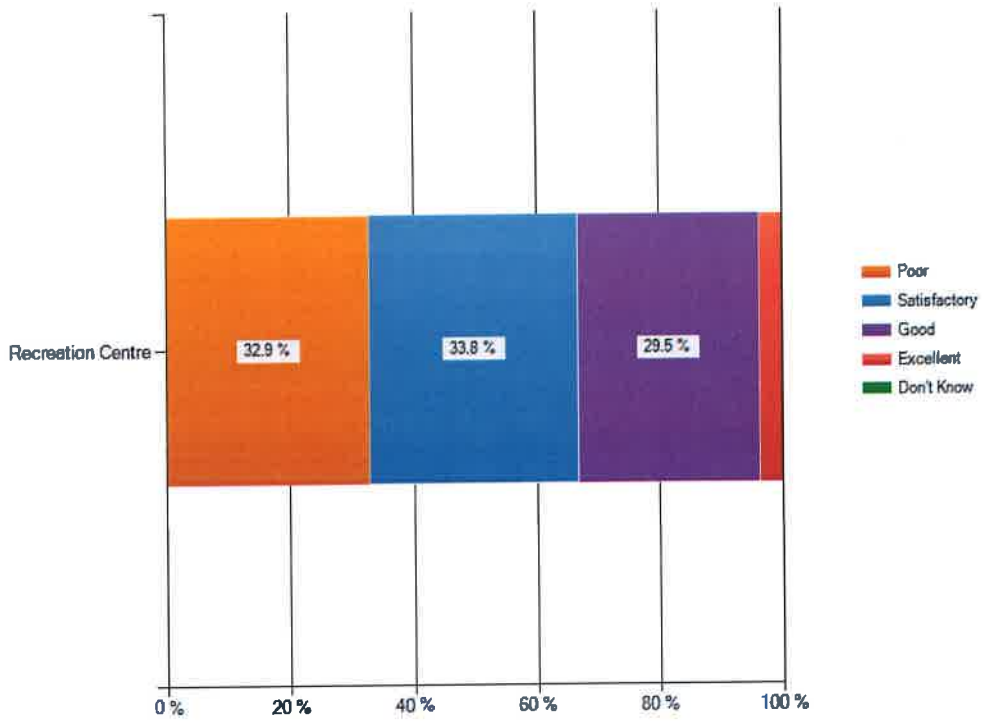
The 'Don't Know' responses were filtered out to generate ratings based solely on those that are assumed to have interacted with the facility in some way. The proportion reporting an excellent or good rating ranks the facilities below.

Rank	Department	% Excellent or Good	% Don't Know
1 <sup>st</sup>	Soccer Field	85%	23%
2 <sup>nd</sup>	Ball Fields	83%	20%
3 <sup>rd</sup>	Playgrounds	69%	24%
4 <sup>th</sup>	Curling Rink	49%	40%
5 <sup>th</sup>	Recreation Centre	33%	12%
6 <sup>th</sup>	Pool	33%	21%
7 <sup>th</sup>	Fitness Centre	26%	45%

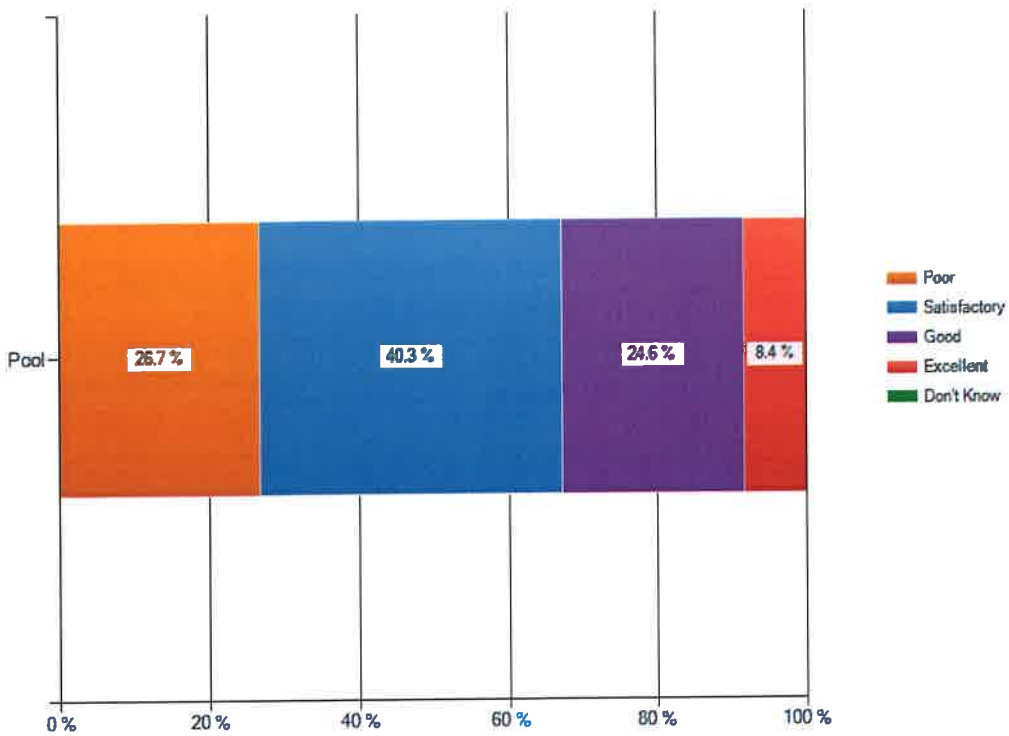
The chart below shows the ratings including the 'Don't Know' responses. The filtered ratings for each individual facility follow on the next pages.



**How do you rate our recreation centre?**

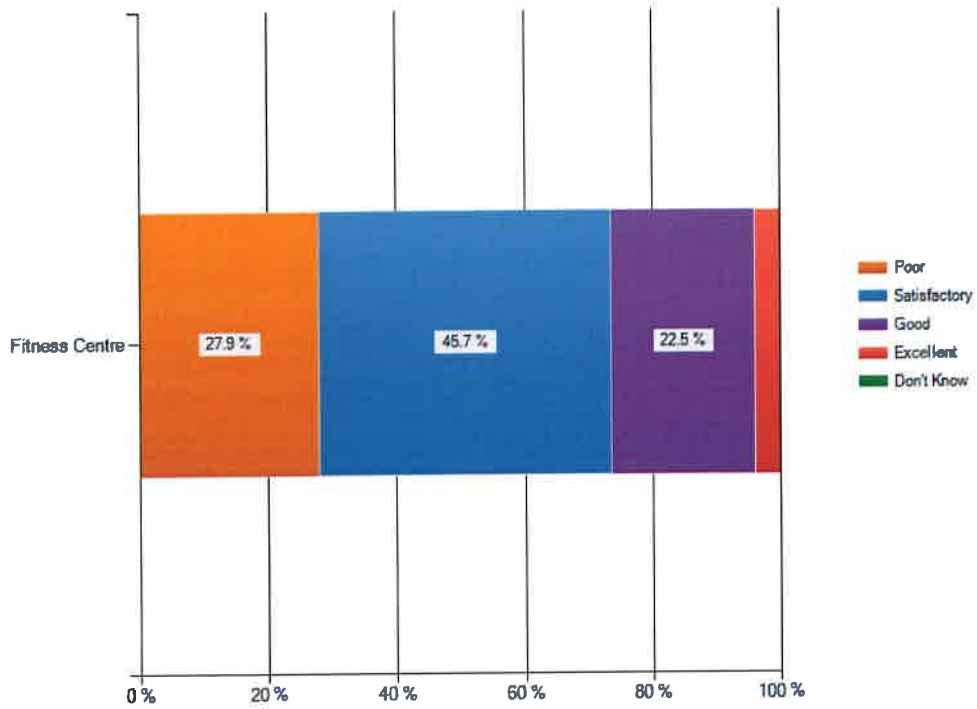


**How do you rate our pool?**

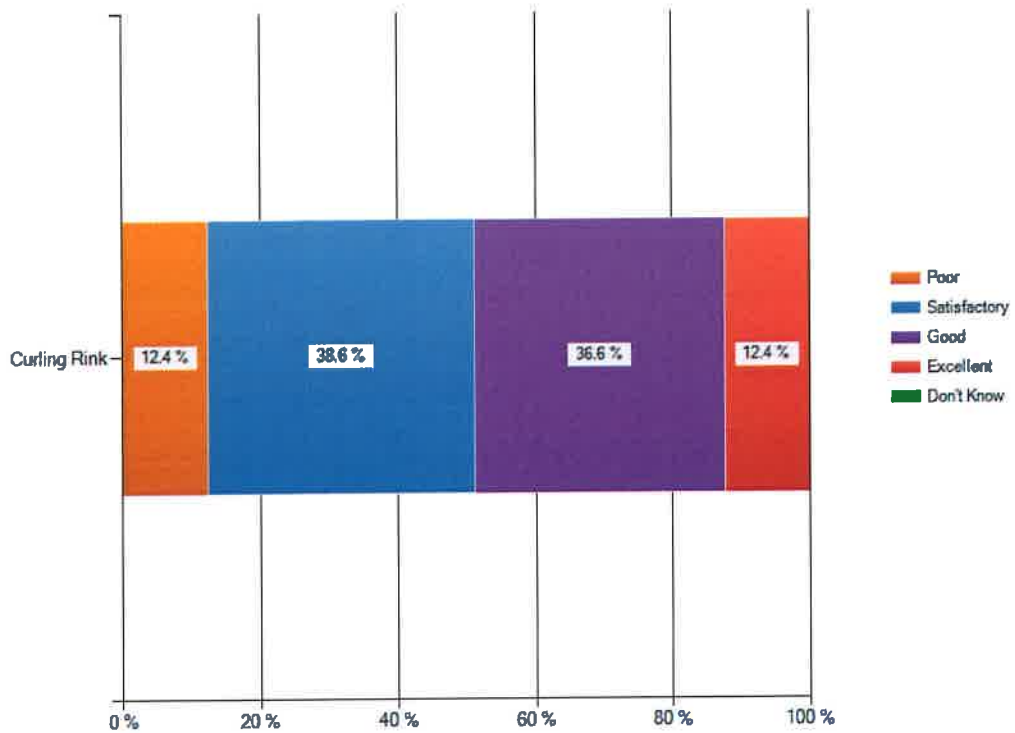




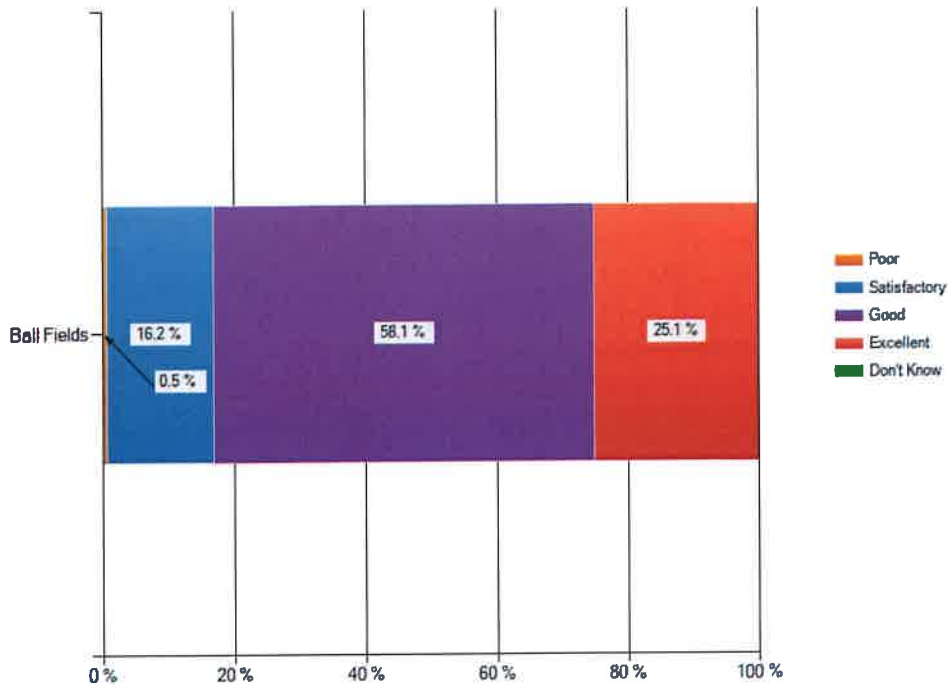
**How do you rate our fitness centre?**



**How do you rate our curling rink?**

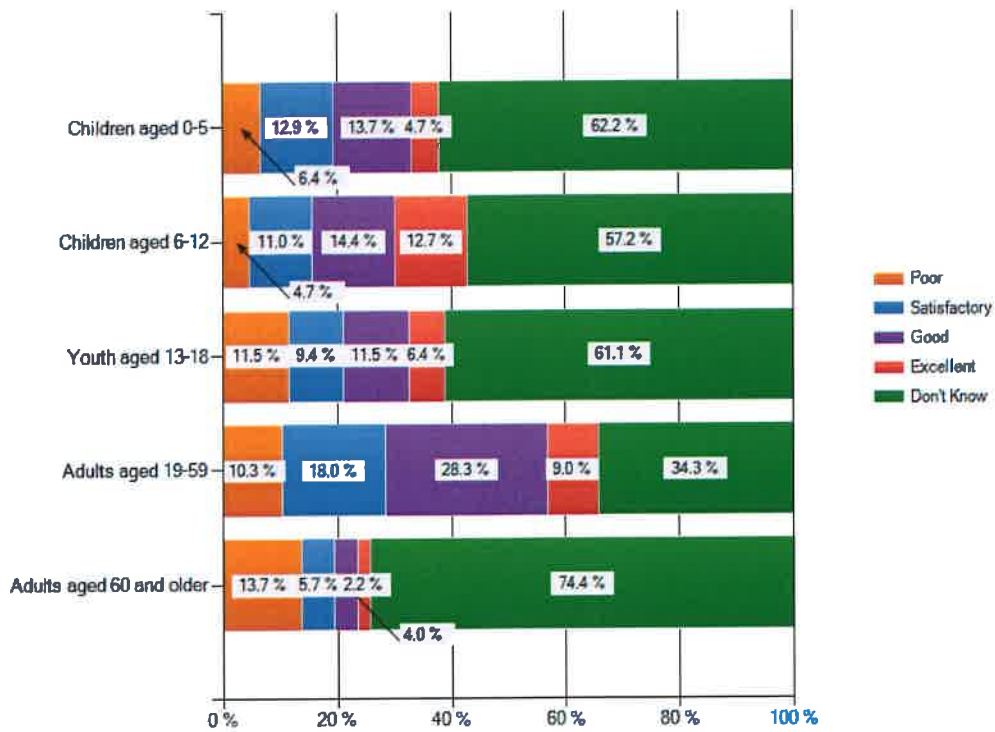


**How do you rate our ball fields?**

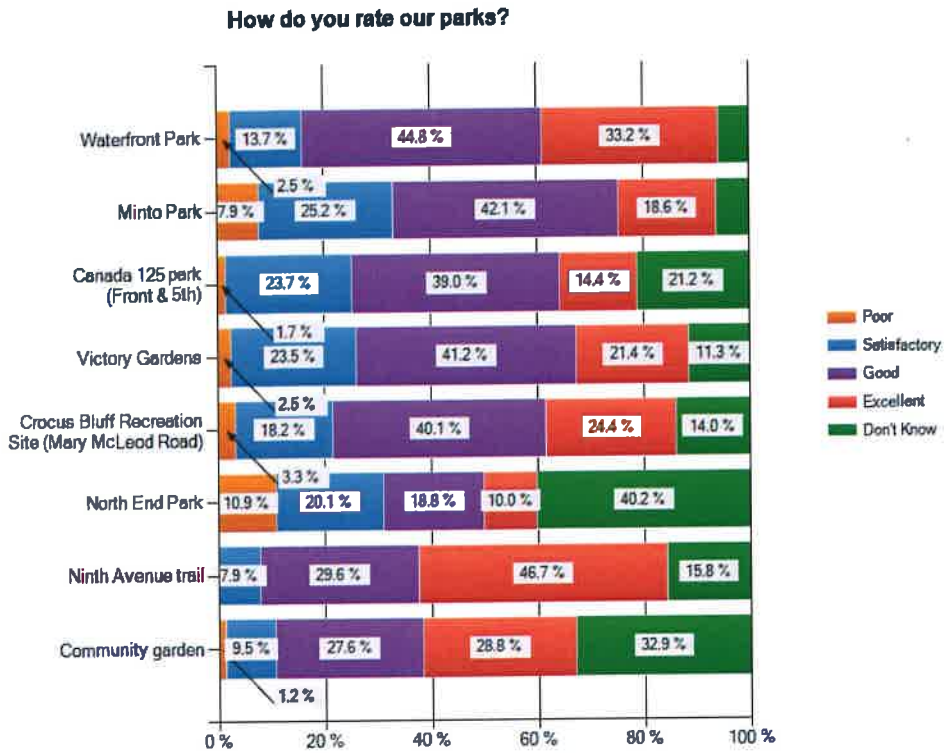


**2.7.2 Programming Rating**

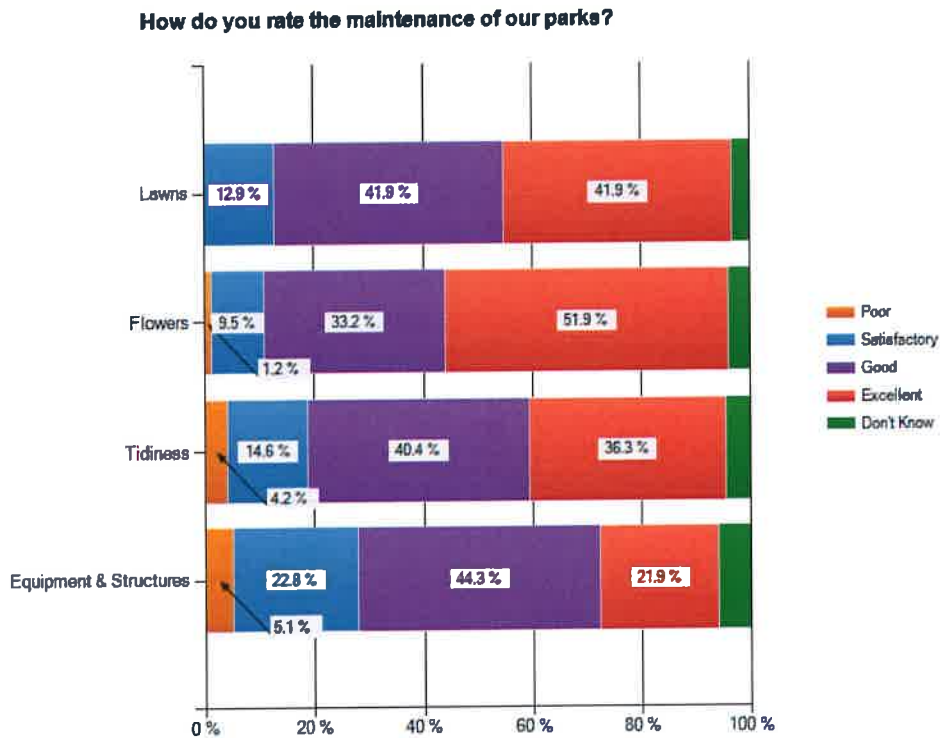
**How do you rate our recreation programming for...?**



### 2.7.3 Parks Rating



### 2.7.4 Parks Maintenance Rating



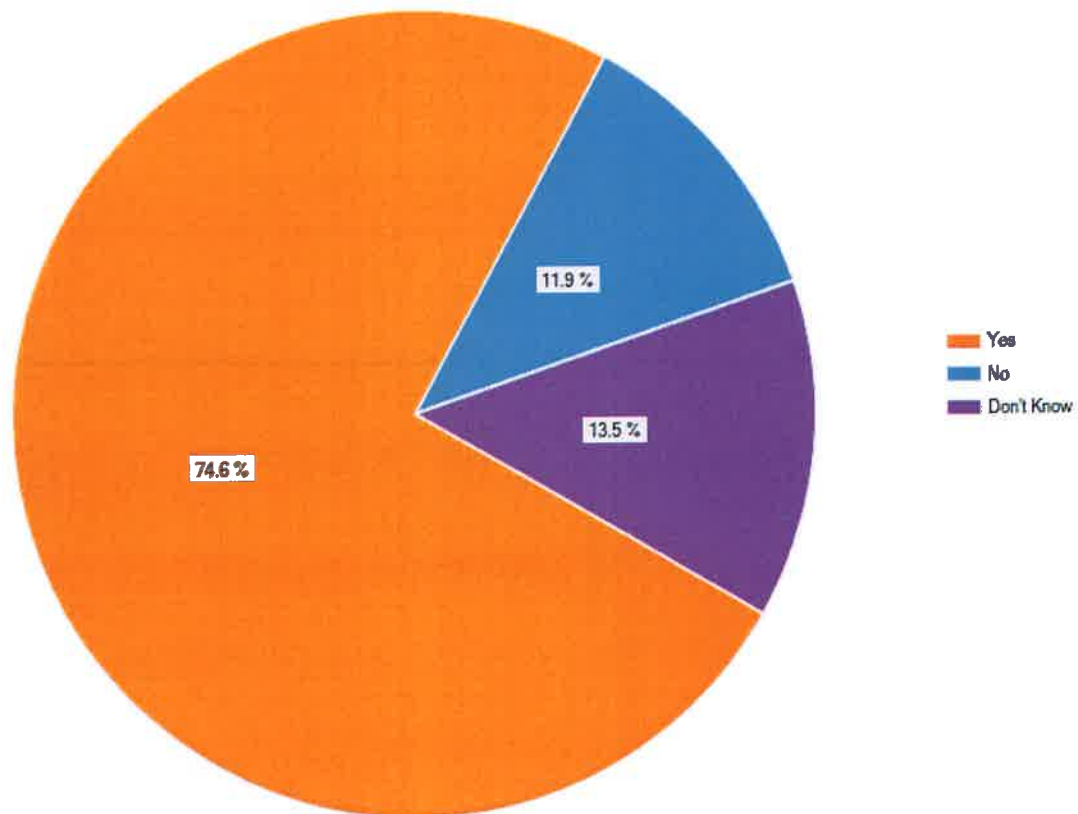
### 2.7.5 Order of Importance

Respondents were asked to rank a number of the key elements of the parks and recreation services and facilities in order of their importance to them. The format of this question required a secondary analysis using a points-based system to calculate a population-wide ranking.

1 <sup>st</sup>	Recreation Centre
2 <sup>nd</sup>	Trails
3 <sup>rd</sup>	Parks
4 <sup>th</sup>	Pool
5 <sup>th</sup>	Programming
6 <sup>th</sup>	Playgrounds
7 <sup>th</sup>	Fitness Centre
8 <sup>th</sup>	Ball Fields
9 <sup>th</sup>	Curling Rink

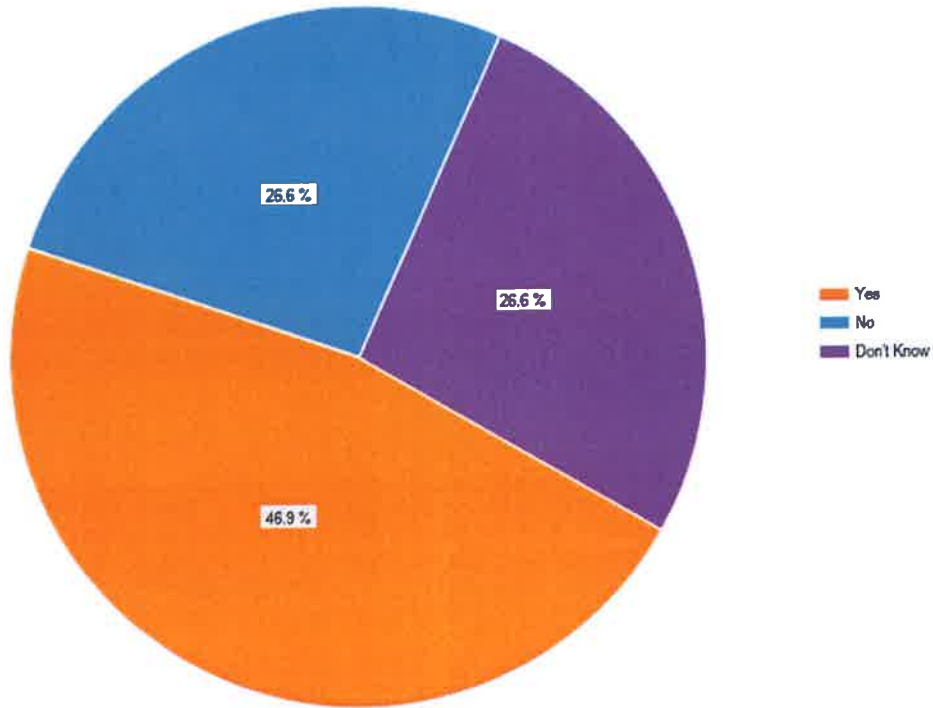
### 2.7.6 Extended Pool Season Support

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



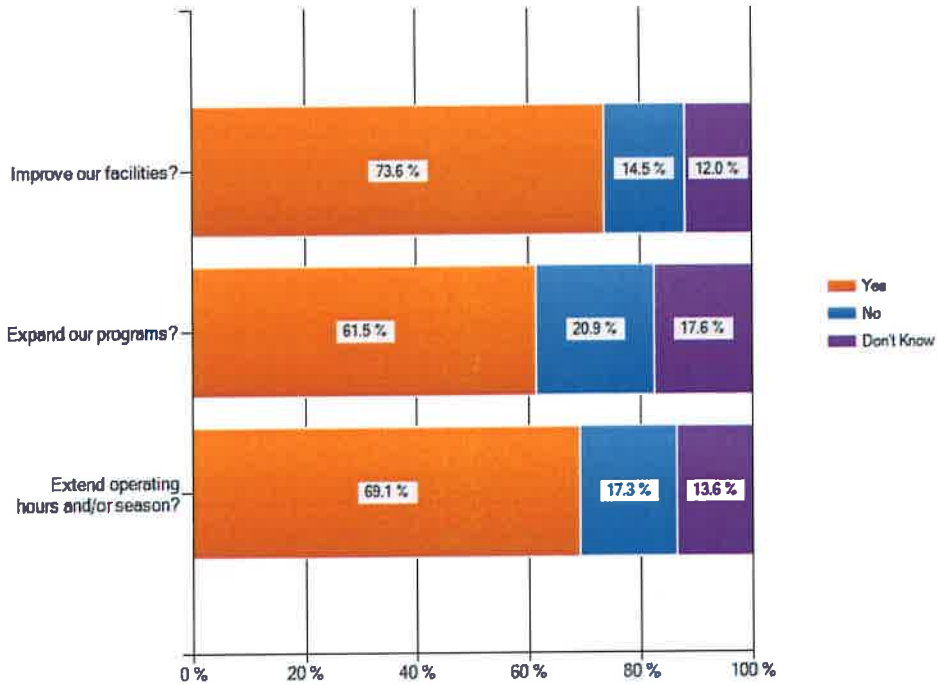
### 2.7.7 Artificial Ice Support

Do you believe we should try to offer artificial ice at the arena?



### 2.7.8 Willingness to Pay Increased User Fees

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



## 2.7.9 Summary of Comments

### 1) Facilities (Q23)

- Many respondents indicate a strong desire to see issues around the recreation centre resolved.
- Many feel the pool could better serve the community if open year-round. If it is summer only, many think an outdoor pool would be better.
- Many think more indoor recreation spaces are needed (example for yoga, play space for kids)
- Minto building needs upgrades

### 2) Programming (Q24)

- Widely varying suggestions re: recreation programming: please see separate 'Raw Data and Open Responses' report.

### 3) Parks (Q25&26)

- More picnic tables and benches in parks would be appreciated
- Many would like to see a leash-free park area
- Dog poo is a problem in several parks
- Public washrooms are needed
- Trails require maintenance
- Where or what is north end park?
- Minto Park building requires upgrades/renovations
- Dog poo is a problem in our parks
- The tennis court/skate park site needs sorting out
- Tidiness and garbage pickup needs to be improved
- More garbage cans & pet poop receptacles are needed in parks (winter & summer)

### 4) Pool Season (Q28)

- Many would like to see the pool open year round
- Some suggest that spring is preferable to fall in terms of extended season
- Many fear it would be too expensive too heat or operate in winter
- Some prefer an outdoor pool in summer

### 5) Artificial Ice (Q29)

- Many would like artificial ice, and many more qualify this with if practical/affordable
- Many fear it would be too expensive
- Many believe artificial ice is not possible in the current facility & would require a new recreation centre first
- Some feel arena is not used enough to merit expense

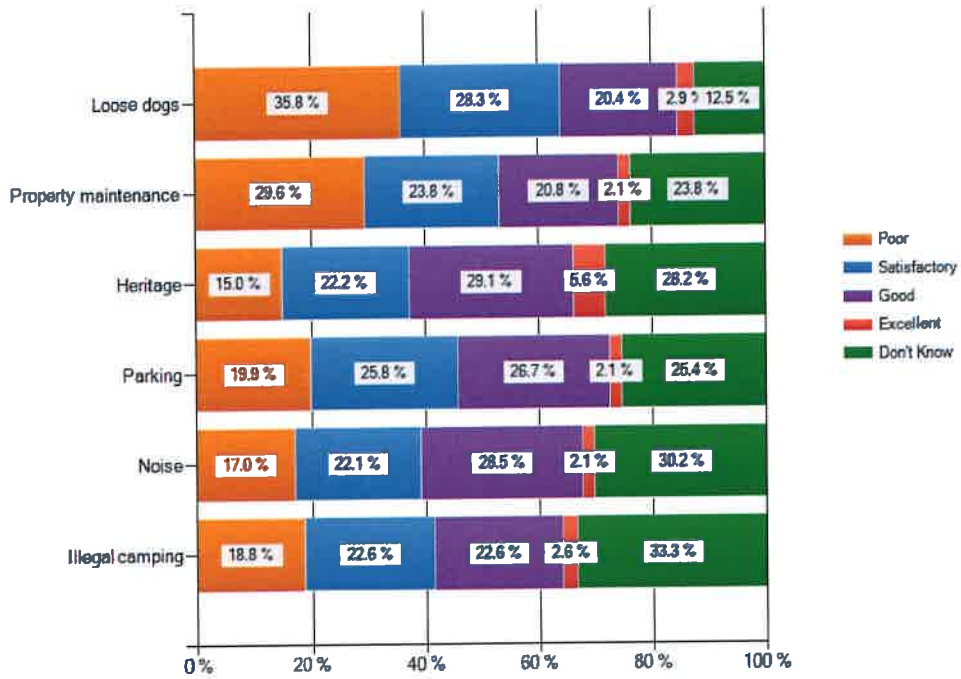
### 6) User Fee Increases (Q30)

- Many say it would depend on how much of an increase
- Many say it would depend on what for
- Many believe our programs are incredibly affordable
- Some worry about low-income families or children being able to afford higher fees

## 2.8 BYLAW ENFORCEMENT AND FIRE PROTECTION

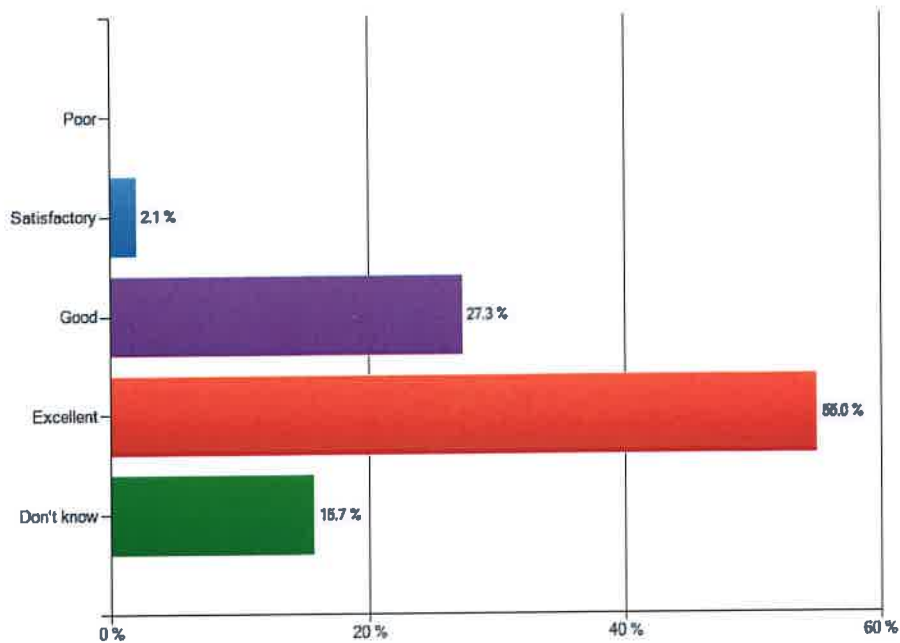
### 2.8.1 Bylaw Enforcement Rating

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



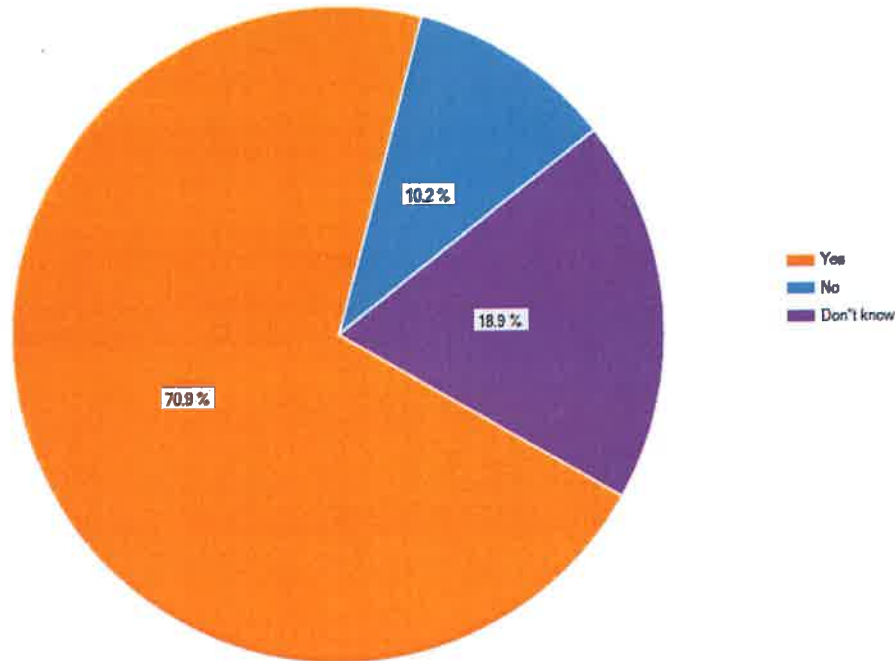
### 2.8.2 Fire Protection Rating

How do you rate our fire protection service?



### 2.8.3 911 Emergency Service Support

Would you like to see 911 service for fire, ambulance and police in the community?



### 2.8.4 Summary of Comments

#### 1) Bylaw Enforcement (Q31)

- Many feel bylaw department needs additional staff
- Loose dogs are seen as an issue by many
- Heritage bylaws are seen as unclear or confusing by many
- Many believe the various bylaws are under-enforced
- Several other specific issues/comments are raised - please see separate 'Raw Data and Open Responses' report.

#### 2) Fire Protection and 911 (Q32&33)

- Many positive responses about the fire department, especially the volunteers
- On 911, many positive responses generally
  - Many would like to see 911 services, if cost-effective/affordable
  - Some are concerned that calls would be routed through Whitehorse, causing problems
  - Some are not sure it is a priority or necessary

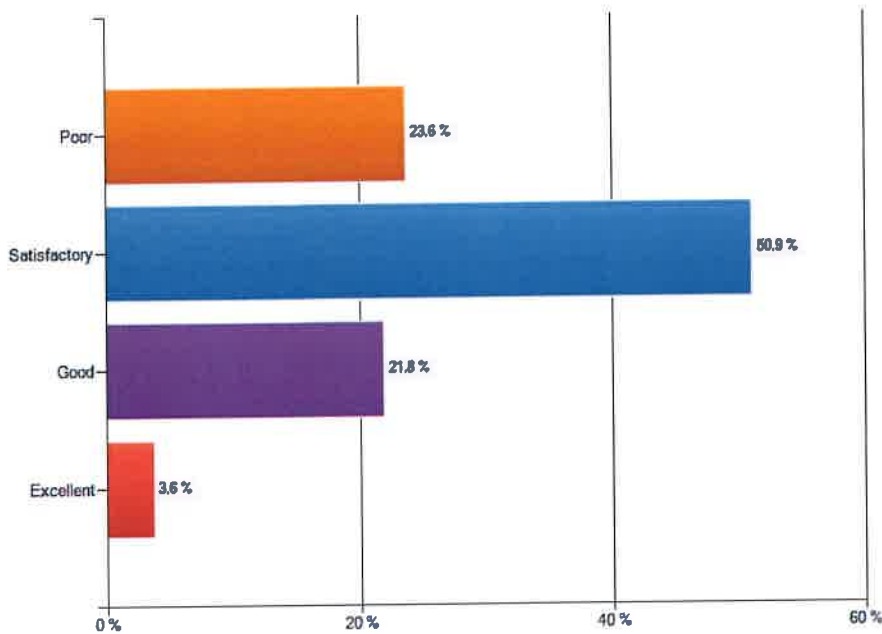


## 2.9 DEVELOPMENT AND PLANNING

### 2.9.1 Development Permit Process – User Rating

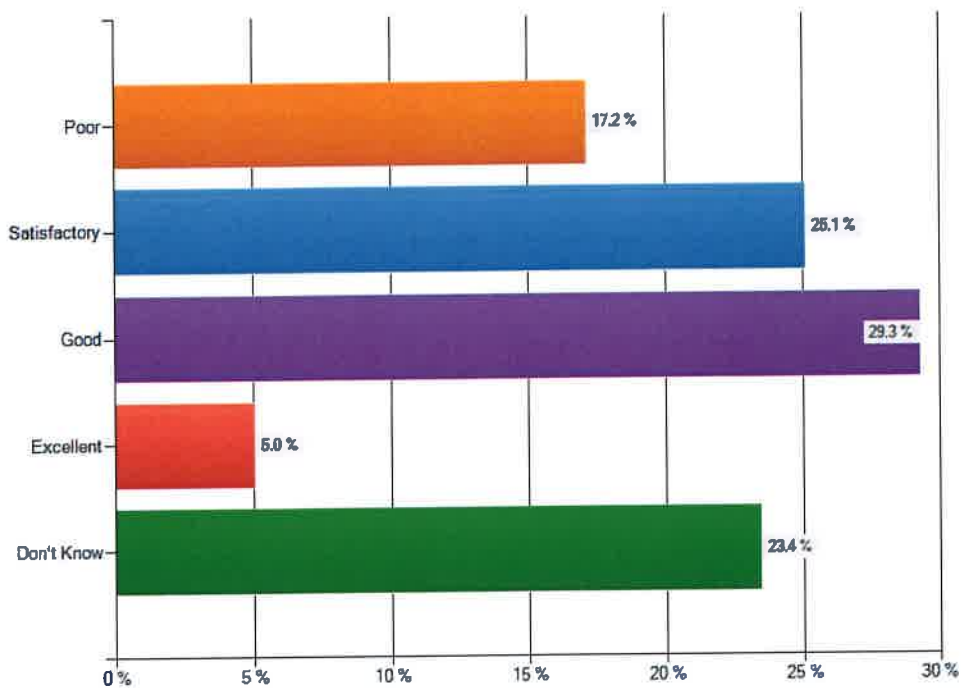
(Adjusted to reflect only those that have applied for a permit within the last 2 years)

How do you rate our development permit process?



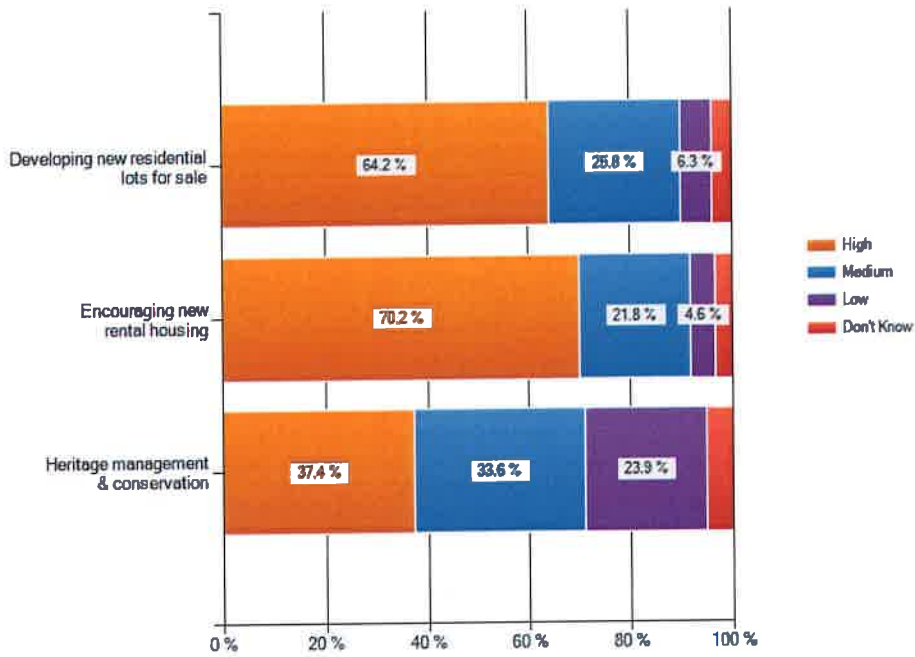
### 2.9.2 Heritage Bylaws and Heritage Conservation Rating

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



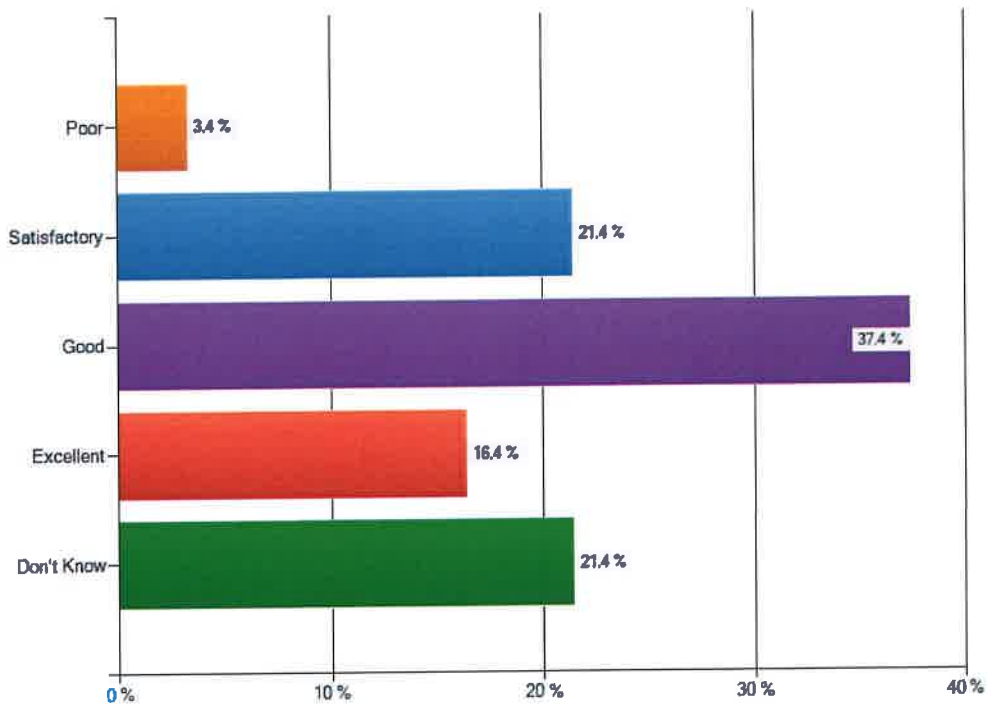
### 2.9.3 Development Activity Priorities

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



### 2.9.4 Community Groups and Non-Profits Support Rating

How do you rate our support of community groups and non-profits?



### 2.9.5 Summary of Comments

#### 1) Development Permitting (Q35)

- Many feel it requires improvement
- Some specify length of time it takes/bureaucracy as a problem
- Some feel the process is confusing or inconsistent

#### 2) Heritage (Q36)

- Many believe heritage bylaws could use more enforcement
- Many feel heritage efforts are excessive or restrictive
- Many feel heritage efforts are inconsistent or unclear
- Many feel heritage is important to our community

#### 3) Priorities (Q37)

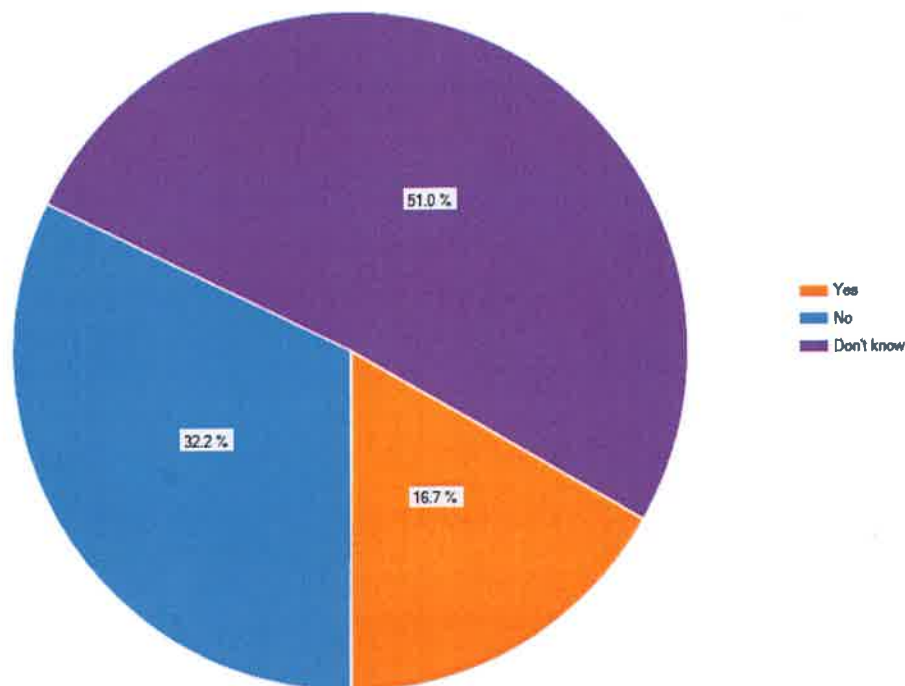
- Many feel Dawson needs more housing (especially affordable)
- Many value our heritage buildings
- Some feel lot development requires planning and/or attention

#### 4) Community Groups and Non-Profits (Q38)

## 2.10 FINANCE

### 2.10.1 Adequacy of Explaining Spending

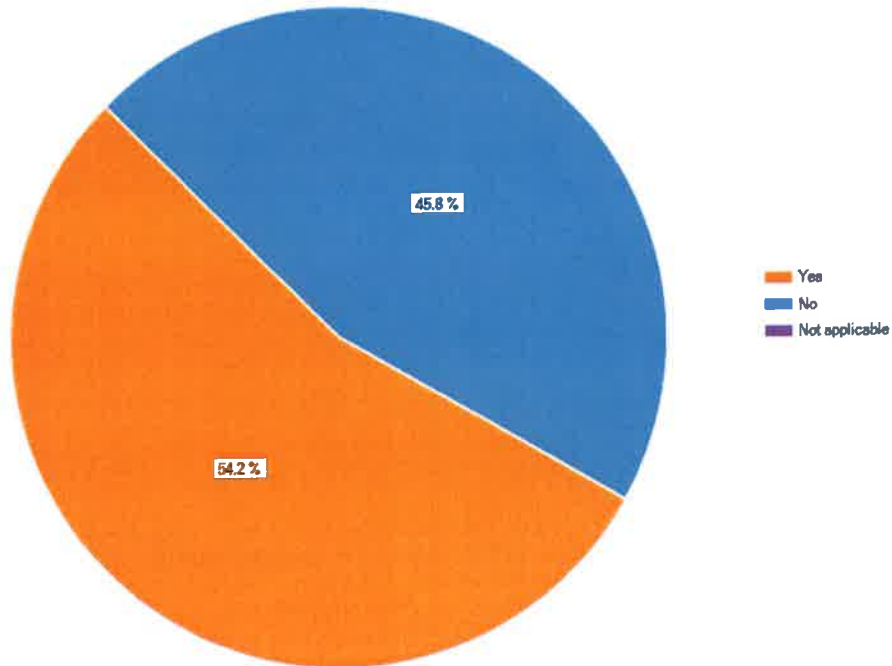
Do we adequately explain how we spend your money?



### 2.10.2 Property Tax Value

(Adjusted to reflect only those to which property taxes are applicable)

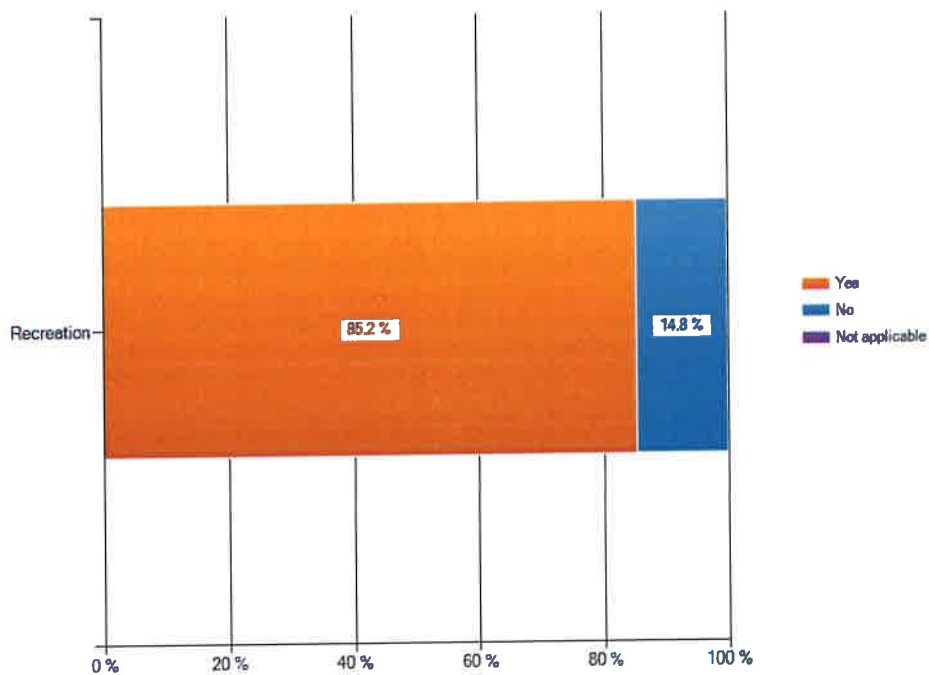
**Do you feel you receive fair value for what you pay in property taxes?**



### 2.10.3 Recreation User Fee Value

(Adjusted to reflect only those to which the service is applicable)

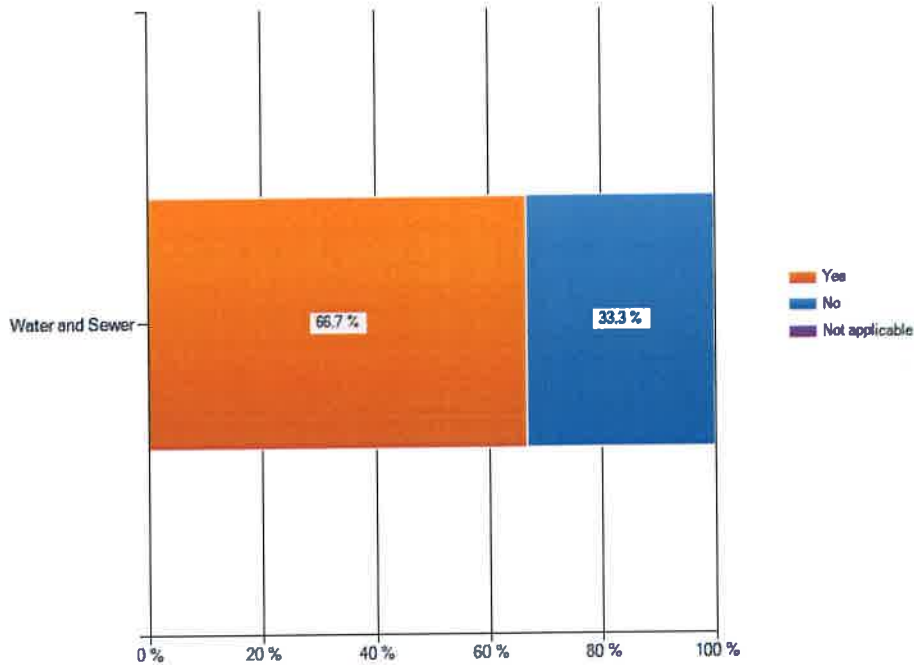
**Do you feel you receive fair value for recreation user fees?**



### 2.10.4 Water and Sewer User Fee Value

(Adjusted to reflect only those to which the service is applicable)

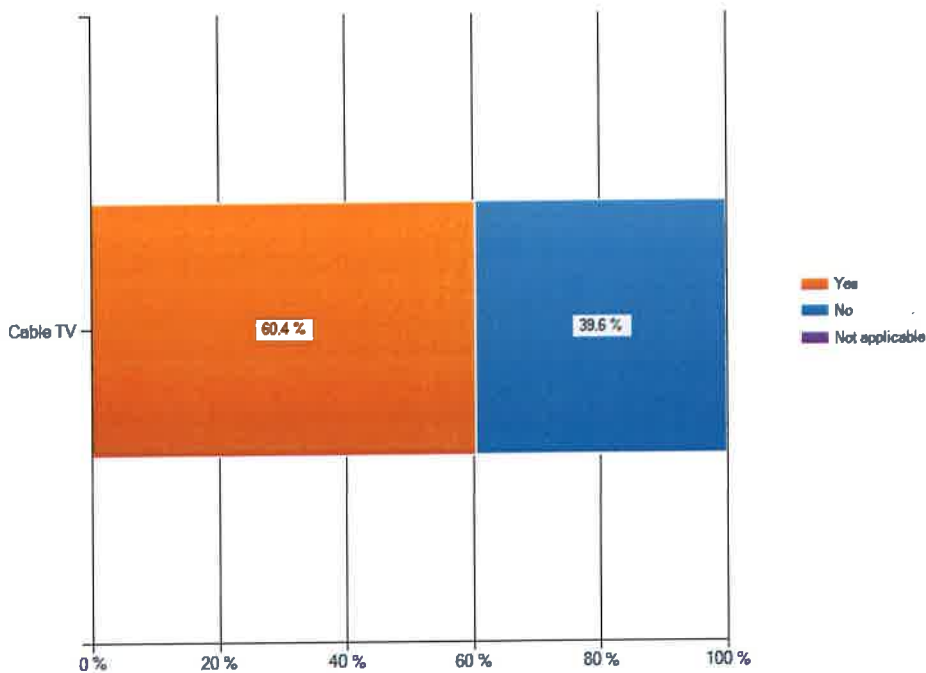
**Do you feel you receive fair value for water and sewer user fees?**



### 2.10.5 Cable TV User Fee Value

(Adjusted to reflect only those to which the service is applicable)

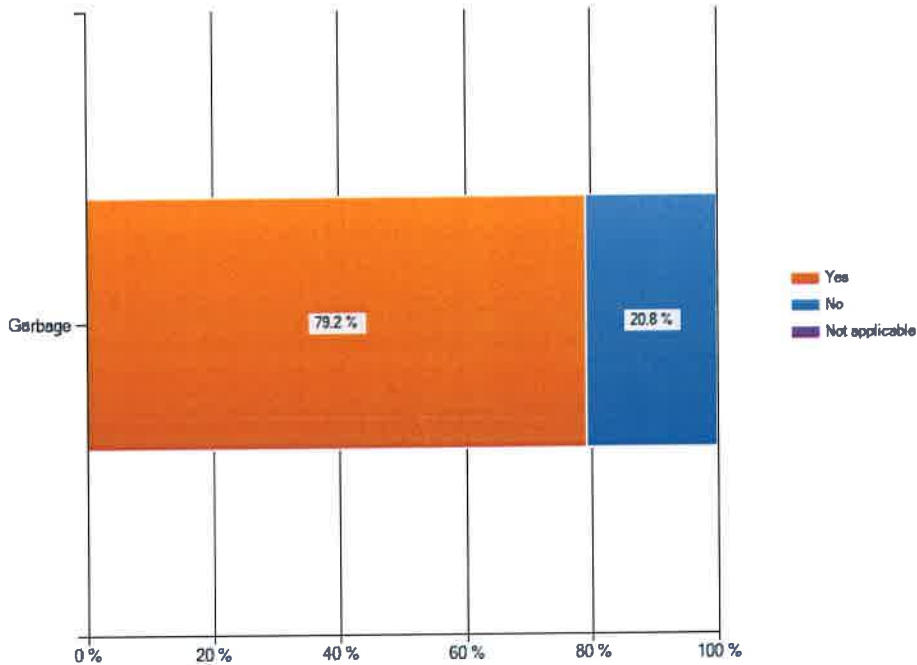
**Do you feel you receive fair value for cable TV user fees?**



**2.10.6 Garbage User Fee Value**

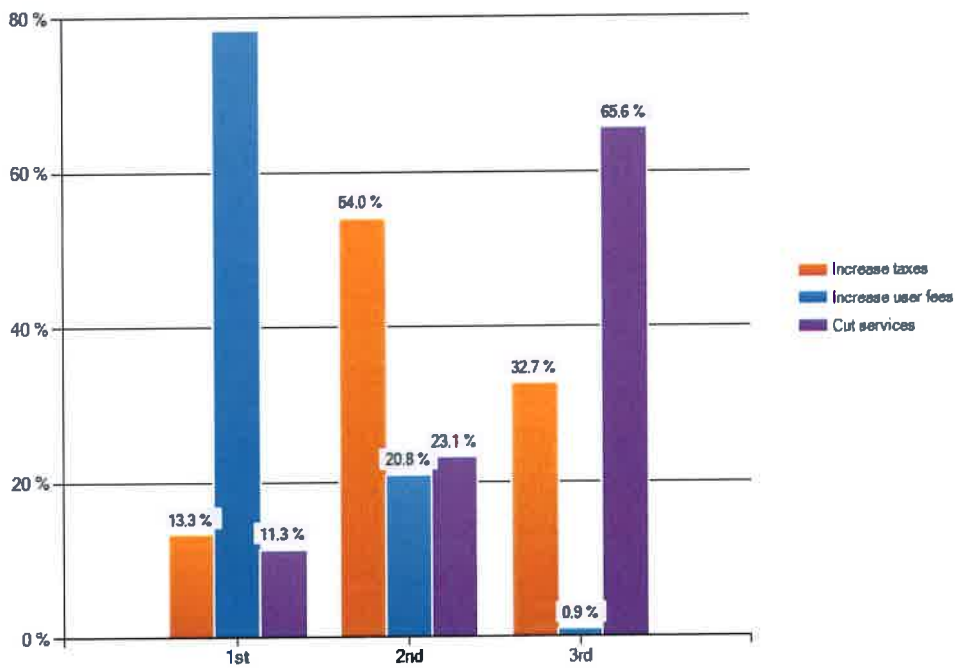
(Adjusted to reflect only those to which the fee is applicable)

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



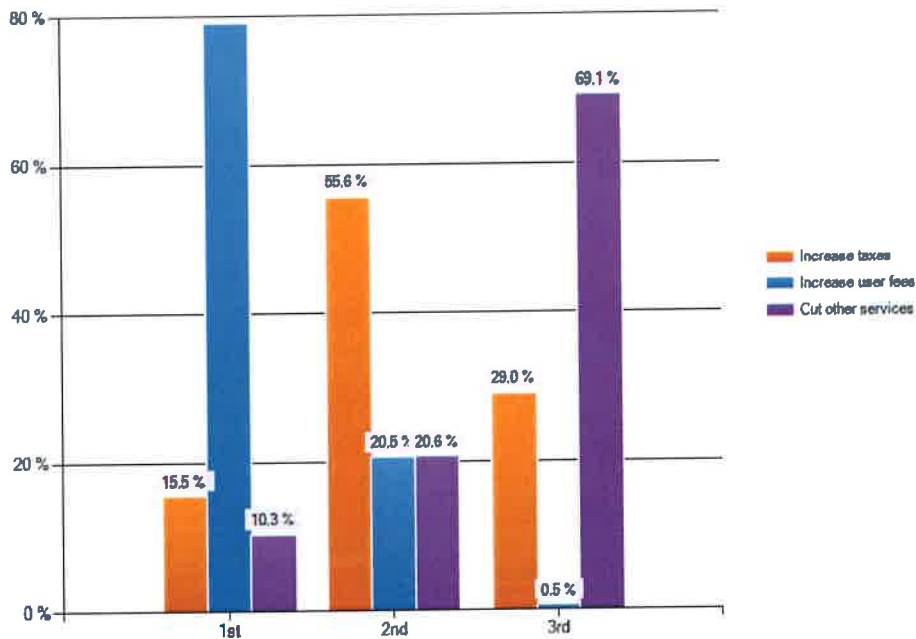
**2.10.7 Financial Approaches to Maintain Service Levels**

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



### 2.10.8 Financial Approaches to Expand Service Levels

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



### 2.10.9 Summary of Comments

#### 1) Explanation of Spending (Q39)

- Many feel that while explanatory information exists, it is difficult to access or make sense of.
- Some suggestions for improving public access to information about spending decisions (example increased use of local media, website, etc).

#### 2) Property Taxes (Q40)

- Many feel the municipal taxes are high or burdensome.
- Many feel the municipal taxes are as high as they need to be, and are satisfied with value.

#### 3) User Fees (Q41)

- Some believe user fees should be more usage/consumption level based.
- Responses vary widely - please see separate 'Raw Data and Open Responses' report.

#### 4) Paying to Maintain Existing Services (Q42)

- Many believe that cutting some services is necessary to respond to rising costs.
- Many said their answer would depend on what particular service is under consideration.
- Many believe the City should look for ways to increase efficiency prior to other options.
- Many believe that users of services should bear a higher proportion of the cost of providing these services.

#### 5) Paying to Expand Levels of Service (Q43)

- Many said their answer would depend on what particular service is under consideration, and at what cost.
- Some suggest implementing cost reductions within City administration/employee costs.

## 2.11 MISCELLANEOUS COMMENTS

- Many comment about the rec centre- either for fixing current building or building new facility.
- Many compliment the City staff and Council.
- Many appreciate the opportunity to be engaged and contribute
- Many other diverse comments: please see separate 'Raw Data and Open Responses' report.

## 2.12 LOCATION AND TENURE FACTORS

Despite this being a municipal services review conducted by the City of Dawson, it was determined that the engagement and consultation process be open to all the residents of the Dawson area including the peripheral residents outside the municipality. These residents are still important service users even though not part of the direct tax base.

Responses to all the questions could be filtered to determine if residency location or type of tenure impacts the results. The financial questions were of particular interest.

Perhaps surprisingly, the results of the financial questions are almost the same for residents inside and outside the City limits, and well within the survey margin of error. Both groups exhibit a strong preference for user fees, followed by tax increases and an aversion to service cuts. The two charts on the next page are almost identical.

Similarly, the property ownership and renter groups show these exact same strong preferences, although property owners are somewhat more acutely averse to tax increases.

Based on the evidence of this survey at least, Council can feel comfortable considering the municipal service views of the Dawson population as broadly homogeneous and not impacted by residency tenure or location.

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

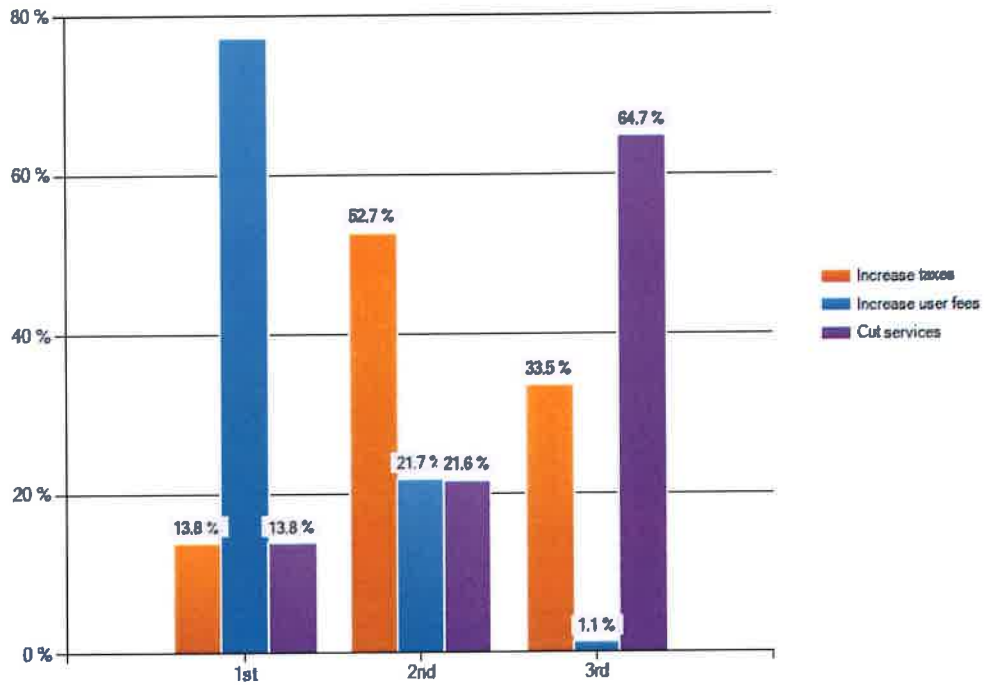
	1 <sup>st</sup> (%)				2 <sup>nd</sup> (%)				3 <sup>rd</sup> (%)			
	In	Out	Own	Rent	In	Out	Own	Rent	In	Out	Own	Rent
<b>Increase Taxes</b>	14	12	9	19	53	60	51	58	34	29	40	23
<b>Increase Fees</b>	77	82	82	72	22	18	17	27	1	0	1	1
<b>Service Cuts</b>	14	2	13	9	22	28	30	14	65	70	57	78

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

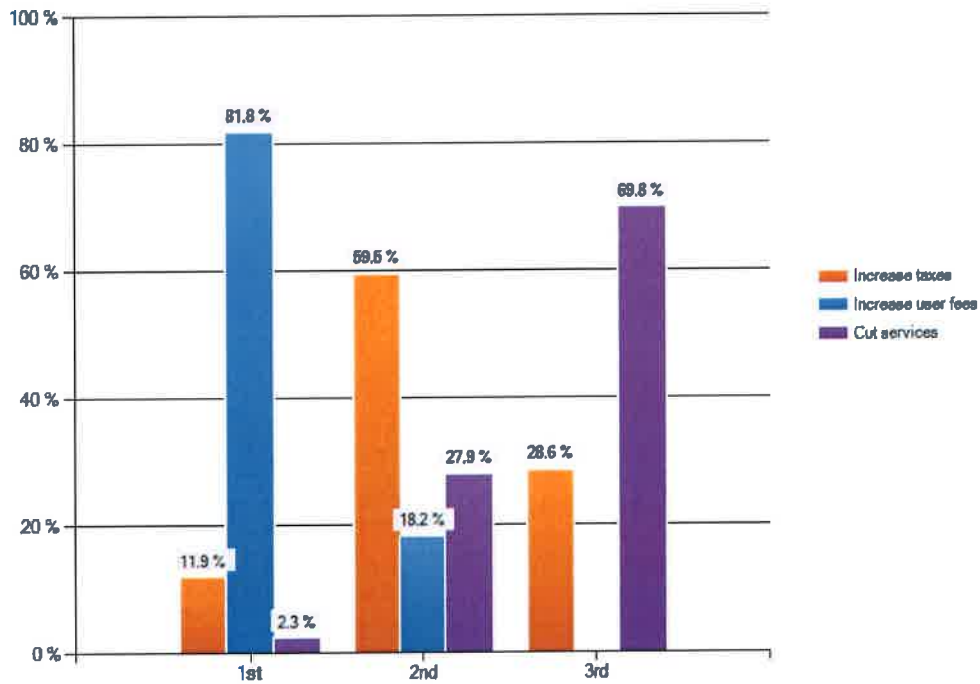
	1 <sup>st</sup> (%)				2 <sup>nd</sup> (%)				3 <sup>rd</sup> (%)			
	In	Out	Own	Rent	In	Out	Own	Rent	In	Out	Own	Rent
<b>Increase Taxes</b>	15	19	8	26	55	58	51	62	31	23	41	13
<b>Increase Fees</b>	78	82	84	72	22	16	16	28	0	2	1	0
<b>Service Cuts</b>	12	2	14	5	19	26	29	8	68	72	56	87



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



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



## **APPENDICES**

## APPENDIX ONE – SURVEY METHODOLOGY

### A1.1 CONTENT

Draft survey questions were developed by the consulting team and presented to the CAO as the project manager. A number of minor amendments were made based on this advice. Council was not involved and the project manager approved the final survey before launch.

Questions were grouped into ten sections. An introductory question was used to record the respondent characteristics by location and tenure of residency, being ownership or rental. Nine further sections with different numbers of questions on areas of municipal service followed:

- Communication (7)
- Waste management (7)
- Roads (2)
- Water and sewer (2)
- Cable TV (2)
- Parks and recreation (8)
- Bylaw enforcement and fire protection (3)
- Development and planning (5)
- Finance (5)

Finally, there was an open final comments section. The full survey is provided by separate report.

### A1.2 DISTRIBUTION MECHANISM

A full detailed summary of the promotional strategy, activities and materials is provided by separate report but included Klondike Sun ads, press release, CFYT rolling ads, CFYT radio Public Service Announcements, posters, Facebook posts, Facebook ads and email blasts.

Survey mechanisms used were:

- Online at [www.cityofdawson.ca](http://www.cityofdawson.ca)
- Hardcopy from:
  - Municipal office (also drop point)
  - Art and Margaret Fry Recreation Centre (also drop point)
  - Tr'ondëk Hwëch'in administration office (also drop point)
  - Post office (no drop point – contravenes Canada Post policy)
- Download from [www.cityofdawson.ca](http://www.cityofdawson.ca)
- Telephone

### A1.3 TELEPHONE SURVEY

#### Selection of numbers and anonymity

Survey participants were selected randomly by choosing every 6<sup>th</sup> listing from the phone book (excluding business numbers and fax lines).

To achieve anonymity, the selected numbers alone were entered into spreadsheets that were then distributed to callers so that no names were associated with the numbers being dialed.

The number selection required modification after the first night. There was an underestimate of the number of incidents of non-answer and numbers not in service and so by the end of the first night of calling all of the selected numbers had been contacted. To generate numbers for the second night, every 1<sup>st</sup> and 4<sup>th</sup> number in the phone book were chosen, and then as before, just the numbers were entered into a spreadsheet (checking new numbers against old numbers to prevent calling the same people twice).

This was a slightly cumbersome process, and therefore in future it is recommended that as many as 70 call numbers per hour of surveying could be required for a team of 4 people.

### **Survey crew and hours**

4 people were engaged in conducting telephone surveys for a minimum of 3 hours each night, with a half hour before for preparation and after for finishing up calls and cleanup/debrief.

### **Call numbers and completions**

- 1) Day One - February 6, 2013
  - Calls initiated between 6 and 9 PM
  - 202 numbers were called, with 20 surveys completed.
- 2) Day Two - February 7, 2013
  - Calls initiated between 6 and 9 PM
  - 122 numbers were called, with 16 surveys completed.
  - A few particularly long survey calls slowed our crew down this evening.

### **Surveyor Script**

Making the calls:

- 1) Hi there, I'm calling on behalf of the City of Dawson. The City is reviewing their services, and we are surveying randomly selected households to give their feedback by telephone.
- 2) Have you already done the online survey?
  - If yes: thank you very much, we really appreciate your input. Have a nice evening.
  - If no...
- 3) Would you like to participate in the survey tonight? It takes about 10 to 15 minutes to complete.
  - If the answer is NO... just say thank you and have a nice evening.
  - If the answer is something along the lines of "I don't have time right now, but I would do the survey another time..." then let them know that the survey is available in hard copy and online at [www.cityofdawson.ca](http://www.cityofdawson.ca)

If someone requests more information re: what the survey is about:

*The City of Dawson is conducting a services review to ensure that their programs and services are meeting the expectations of residents. The survey covers City communications, garbage, roads, water & sewer, parks & recreation, bylaw enforcement, planning and finances. The input we compile will help them make budgeting decisions and plan for the future.*

If you get a YES, begin the survey!

Tips for the Interview

- 1) Remember your role is to record responses. You don't need to engage in conversation or answer questions on behalf of the City or offer opinions either way about the responses.
- 2) We are making our best efforts to allow for anonymity in this portion of the survey- if you recognize someone's voice, that's natural but remember that all responses must remain confidential.
- 3) Thank the participants for their time and input.

## APPENDIX TWO – PUBLIC FORUM NOTES

Notes from Public Forum held on January 29, 2013, 7-9pm, Council Chambers  
(An audio recording was also made and held for the record)

### Attendance:

Council: Mayor Potoroka, Councilors Johnson, MacArthur, Taylor and Kendrick.  
Staff: Jeff Renaud, Elizabeth Foubister, Heather Favron, Jim Regimbal, Nadia Sollosy, Joy Taylor, Marta Selassie, Norm Carlson and Joanne Van Nostrand.  
Public: Hector Renaud, Ian MacDonald, Jenna Roebuck, Angela Van Nostrand, Dick Van Nostrand, Dan Davidson, John Steins, Derek Hastings, Debbie Winston, Lue Maxwell, Bonnie Nordling, Ian Davis, Dwayne McKowski, Sue Lancaster, Sue Guimond, Wanda Roe, Debbie Winston, Jonna Reaume plus three others.

### Welcome by Mayor Potoroka:

We want to know what you think works and what needs work. To our knowledge town has never before opened itself up this way- want to make sure we are offering top quality services. This is the start of a process, and your contributions will be helpful as we set the 2013 budget. Information gathered will serve as a benchmark against which the town can measure progress. Thanks you for taking town to get involved.

### Introduction by Mark Wickham:

Thanks everyone. We're pleased to be engaged in gathering public input... this is just part of the process. 2 parts: public forum, and then the survey. Tonight we are live on TV and radio. K Sun is recording also. The survey is open to all residents of the wider Dawson Community- not just those who live within the municipality.

This information will serve as a reference point for all the services the City offers and is interested in hearing about this evening. NO agenda, no restrictions- citizens of Dawson are setting the agenda. Hope to cover nonetheless a number of topics.

**Debbie Winston** - Would like to address the uneven garbage collection among residents. Raised it 2 years ago, has not been dealt with. What is the status of the company contracted to collect garbage? Will it be up again for bid? Cessation of pickup for some residents came down to staff feeling it was unsafe to collect in some areas. I would like to express dissatisfaction- locations excluded seem arbitrary. When the contract up for bid again I would like for us to be notified so we can contribute comments on the contractor suitability. 7 households affected.

**Jeff Renaud** - Yes the service is provided by a contractor. Length of contract is ad-hoc going forward. Currently we are working on elements contained in solid waste management plan... proposed several elements that would amend contract. So, going forward we will create a new tender for waste collection.

**John Steins** - To add to what Debbie was saying, I have enjoyed garbage collection in the back alley up until recently. From my point of view, the City has lots to worry about, but I wonder why after 30 years, our service is suddenly taken away. Could pose difficulties for neighbours and myself who are not getting any younger to haul garbage to a box down on the street for collection. I see that as a reduction in service, and wonder if there's a chance of council looking at this and trying to find a solution.

**Sue Lancaster** - It's similar in Dredge pond subdivision- we have a big communal garbage bin for our garbage disposal/collection, and yet we pay the same taxes as someone who gets their garbage picked up right behind their house. As well, we don't have water delivery like the dome does.

**John Steins** - I want to compliment City council for having this open forum, I think it's great and great to see so many people out on a cold night. I hope we have more of these. A particular thing I'd like to address, is because I have a rental suite in my house, I feel discriminated against in that I have to pay twice the water and sewer fees because I have a suite with a separate entrance, kitchen, toilet. For two years it was my father living there- as if it were a separate connection. You know, but next door there could be a family of 5 using all kinds of water, but because it's not a separate suite- they pay lower rates. Also- there is no discount for the suite even though it is a senior citizen living there. I guess what I'm asking for is if there is a chance for city to revisit the question of in-law suites or something along those lines. I don't think it is fair especially when the situation is that the person in the suite pays no rent.

**Mayor Potoroka and Councilor Kendrick** - Yes absolutely- water and sewer fees are in our top priorities to look at.

**John Steins** - I don't mind paying my share- just concerned whether it is fair.

**Nadia Sollosy** - At first for water/sewer we were paying \$290, then all of a sudden because people are living downstairs we were paying \$580 every 3 months. Which is fine when you have someone renting the suite, but when you don't.... You know, for example now we want to incorporate that suite into our home- do we still have to pay that separate service even if it is still one pipe in and out? It needs to be clarified in future.

**Derrick Hastings** - A blue bin service has been contemplated but the reality is that Dawson doesn't have a facility capable of handling this recycling once it was picked up. CKS is willing to work with City to create the service- but we don't have an appropriate facility or a budget to create it. That I see as the major impediment. Where does the recycling go if we pick it up at curbside? Taking out to the dump to process would be expensive. I just contacted YG EMR- maybe someone will call me back this time. Have you thought about this?

Also - we have right now 3 to 4 bins of compact fluorescents- a potential hazard- CKS is not equipped to deal with hazardous waste. Maybe the city could work more closely with environment Yukon. We (CKS) work with recycling, the rest is out of our scope- also propane tanks. Don't feel it is our responsibility- hazardous waste.

**Mayor Potoroka** - is there a deposit collected on those compact fluorescents?

**Derrick Hastings** - Don't know.

**Councilor Kendrick** - Recycling facility in town?

**Derrick Hastings** - Again re: EMR, if we get an order in council- could potentially get a YTG lot in new industrial subdivision to use for this, but then how to build facility? To go forward with recycling will take some cash from the city.

**Lue Maxwell** - Yukon Resource Institute has a project to turn recyclable plastic into heating fuel... perhaps the city could consider something like this new technology in terms of farther down the road.

**Councilor Kendrick** - That project is just in testing phase, right? Are there are results? YG has a lot of control over things like container deposits- etc. we'd be looking at partnerships to make these kinds of things happen. Example litres of oil have no refund associated with them.

**Mayor Potoroka** - I just want to note that we need to hear what people have to say on lots of issues.

**Hector Renaud** - My issue is with some of the boardwalks here in town. Winter clearing as an example- some do some don't. And then at end of boardwalks you have 3-foot hills of snow to

get over to even get on boardwalk. It poses a liability issue- some of us, including me cannot climb those hills. In summer- some boardwalks are close to needing railings because of their height above the road. Example by CIBC bank. Lots of seniors visiting town- last thing we need is someone to fall break hip and sue the city.

**Nadia Sollosy** - I have heard from seniors the complaint that a lot of the boardwalks are not wheelchair accessible. Tourism is one of Dawson's most important industries and so I think it is something to look at. Height, accessibility. You see people pushing their partner a long way out of the way to get where they are going.

**Angela Van Nostrand** - on walkways, was speaking to Sonja at CPNP about things to mention tonight and we think the City is doing a fantastic job- especially in terms of the recreation department They offer good programs for a small community. One thing we feel could be improved in summer is on the dyke – is there some way to make the walkway smoother for moms pushing strollers and people with disabilities on scooters or wheelchairs other. It's a beautiful part of town to make it more widely useable.

**Mayor Potoroka** - is it the potholes or?

**Angela Van Nostrand** - Yes, it's more the potholes. Particularly the main section in front of town. Also- I'm wondering what is happening with the old bank on Front Street?

**Mayor Potoroka** - For tonight lets keep focused on City services.

**Dan Davidson** - If there were no dirt bikes, quads etc. using the dyke trail, there would be fewer potholes.

**Wanda Roe** - I agree that dirt bikes, quads, and snowmobiles should not be there as they are traveling so fast. It is dangerous and threatening to pedestrians. No motorized vehicles there would be best.

**Angela van Nostrand** - I agree about summer and dirt bikes. In winter I am happy for the snowmobiles because they pack down the snow and make it easier to walk. Another thing- kids riding bikes on sidewalks- its dangerous. I've talked to kids, scolded them, and talked to RCMP. I wonder is there a bylaw against this? These kids have helmets, are doing tricks, but the pedestrians are not protected... sometimes I feel I need to be wearing a helmet to use the sidewalks.

**Jeff Renaud** - There is no bylaw for this.

**Councilor Johnson** - one thing that happens is the RCMP bike rodeo- good education regarding bike safety is provided there.

**Wanda Roe** - But its not the little kids, it's the older ones.

**Councilor Johnson** - But the young ones grow- good to start with the message young.

Comment from unknown attendee- I love the 9<sup>th</sup> Avenue trail.

**Bonnie Nordling** - I find there are too many signs on trail. Sign pollution. And there isn't much litter.

**Angela van Nostrand** - Rec department is doing a really good job with programs- afterschool programs etc.

**John Steins** - I think on the whole the systems work well. Norm for example makes sure the waters running and waste is carried away. No complaints there.

**Sue Lancaster** - I do have a complaint about the narrowing of roads with people parking on either side. Now with the amount of snow- it gets harder and harder to get by. These cars are there all winter not moving, jammed in with snow. Jeremy commented about the possibility of requesting that from the 1<sup>st</sup> to 15<sup>th</sup> of the month people park on one side, then 16<sup>th</sup> to 30<sup>th</sup> other side so grader can get in there. It can be horrible trying to get through- alleys etc.

**Dan Davidson** - A notice was published that cars left would disappear- but has not happened.

**Nadia Sollosy** - It has happened in some cases because I have taken calls on it here at the City.

**Sue Guimond** - There's been a lack of gravel this past while; roads are like ice right now. Not usually, but lately.

**Ian MacDonald** - On summer road conditions- dust suppression could be improved. In the south end of town we don't open the windows. Near the ballpark in summer the dust is terrible.

**Wanda Roe** - There used to be a bylaw requiring trucks to keep to Front or 5<sup>th</sup>. But now I see trucks on my road. Last couple winters commercial trucks can be seen idling by the pit or by the restaurants for lunch. So the bylaw does not seem to be enforced. Idling vehicles are a big problem; the exhaust chokes you. City should take initiative on people dressing properly for winter instead of idling their vehicles. Other places have taken this initiative- an anti-idling campaign. In our valley the exhaust just sits here.

**Jenna Roebuck** - I am really happy about the dyke revitalization. I care about green space- more would be amazing. I don't have ideas for where- except maybe some of Mike Palma's properties, example right across from Bonanza Market.

**Unknown attendee** - Does it break even or make money?

**Mayor Potoroka** - Yes- it does earn a little bit of money.

**Bonnie Nordling** - I'm disappointed to see we don't have CBC anymore.

**Councilor Johnson** - I just want to say that I really like the cable we get here versus Whitehorse. Pricing here I think is reasonable, and since a number of us can't get satellite I really appreciate it.

**Jenna Roebuck** - it does seem to me like a waste of administrative time for the city to provide the service, but I don't know. Could be open to a private supplier.

**Angela van Nostrand** - if the City did not do it- would we have the cable option?

**Mayor Potoroka** - Other people have expressed concerns about whether we should be in the TV business. At least half of town can't get service. But the question is what is the best way to deliver it?

**Dan Davidson** - In late 90s it was because no one else wanted to do it.

**Joanne Van Nostrand** - 50 out of 300 clients for the upgraded packages

**Hector Renaud** - Can you get your Internet through your cable? We don't have the best Internet service here.

**Dan Davidson** - Bad history there - Northwestel made it impossible

**Joy Taylor** - A question that gets asked to me all the time working here is about how the service is billed a month ahead... if it's not paid 1 month before you receive the service there is a 10% fee- and yet they don't get a credit when the service goes down. I receive complaints about this all the time.

**Hector Renaud** - On heritage- HA board- some people come to it, some do not. When they don't there is no way of doing anything about it- people can bypass entire heritage program here. The development office has no teeth to do anything about it either. I think if we feel this is important, we have to be able to have consequences when the heritage guidelines are not followed. We have everything in place, lets make sure we follow it.

**Sue Lancaster** - why is it that when we improve our properties, that's when the taxes rise. In dredge pond we are taxed outrageously because of the improvements we've don- should we not incentivize improvements?



**Jeff Renaud** - The tax rate does not change, it's the assessment of property values that changes. This is done by an assessor from Whitehorse using a complex calculation- it comes from YG, and is outside of the city's hands.

**Sue Lancaster** - Would like to express my thanks to City Council for stepping forward in support of school council and speaking up for what is important to our community in terms of schools.

**Dan Davidson** - Fires services? It's excellent

**Hector Renaud** - Using the hospital as an example, what about the issue that there is nothing to prevent someone from building a 3 story building, and yet my understanding is that city firefighters cannot rescue from the 3<sup>rd</sup> floor. That you don't have appropriately sized ladders or something of that nature.

**Jim Regimbal** - We have had discussions about it- not sure where this will go- but we are promoting a lot more sprinklers in buildings, and working with construction companies and building codes so we can have better protection- there is no short answer on this one.

**Unknown attendee** - How many chimney fires have you had to deal with this year?

**Jim Regimbal** - 4

**Wanda Roe** - Are there any services re: chimney sweeps?

**Jim Regimbal** - There is a company who comes into Dawson periodically to offer this service.

**Dick Van Nostrand** - One of my gripes - I doubt anyone would refer to Dawson as retirement community- and yet it is even difficult to maintain young people staying in our community... When was rec centre built? 2001? We've had a dysfunctional facility in this town for 12 years. Basically it has only operated because of dedicated people who make the bare core work. A whole 2<sup>nd</sup> floor is supposedly stable, but can't be used? We are short on indoor heated rec space- what is the reason for secrecy about the rec facility? Is anything ever going to be done about it? Why are we complacent and putting up with this piece of shit in the middle of the city? Except to operate as a restaurant to compete with other full time businesses in town?

**Bonnie Nordling** - This is what brings me here tonight. At -48 degrees, we have 5 yoga instructors, but no place to do this. One of them had to pay 75\$ to rent space. It's of huge benefit, accessible to young and old. If there was no hockey- what would people do to get that 2<sup>nd</sup> floor going? It's a crisis.

**Wanda Roe** - I've talked to seniors- the old arena and curling club was a nice space- all accessible, with windows in the lobby. Now the curling club is segregated- and you have to go outside to see games. There is no place for seniors to go and get out of the house. Could we have space for scrabble or crib? A nice space, they don't want to go to the Lodge. There is nothing open throughout the Christmas holiday. Recreation programs should include seniors. We are so focused on the youth in this town, and that's nice but what about the seniors?

**Unknown attendee** - The Rec Centre is not even wheelchair accessible.

**Unknown attendee** - what about the elevator? Never completed.

**Bonnie Nordling** - Accessibility is an issue, but accessibility should not prevent us from being able to put the 2<sup>nd</sup> story space to use.

**Nadia Sollosy** - I am on the rec board- as soon as you are a part of something people will stop you and say 'hey- I've got suggestions for you. Rec staff doing phenomenal job- would like to see rec dept. able to hire an admin/go on ice with kids person. Sometimes there is no one on ice! People sometimes use ice skating as safe haven or babysitting. Some kids are at the arena from the time school ends until they are kicked out because it is a safe spot. Recreation Centre could encompass everything- dance classes, etc.- all our spaces are booked solid pretty much so that 2<sup>nd</sup> floor would be great because more space really is needed. Shelly & Kirsten do amazing jobs- some programs needs to be changed up- ex. instead of hiking maybe hiking plus

geocaching. Or... how many kids know how to use a compass? No Internet in the bush... orienteering or something like that would be great- but then needs an extra staff person. Also- a couple years ago a survey was done- it was amazing- it was for a leash free dog park. The response was amazing, and a lot of hard work was done- but that was it. I ask mayor and council to please find a way to have a leash free park. On a leash- do they get exercised? I see people on the ice tracks so they can let their dogs run around. Higher energy dogs need to run and play and socialize with other dogs.

**Dick Van Nostrand** - Is it possible to get an answer as to when the public might be given some idea about what is ever going to happen to that white elephant know as the Rec Centre?

**Mayor Potoroka** - we are just getting info back about possibility of rehabilitating that building- it's something we need to decide- fix what we have or build new. There is no magic pot of money for a new facility- and there are risks associated with going down either road. We have every indication that there is still life in this facility.

**Dick Van Nostrand** - But we have heard this for years- every time we get a new engineering study- more gravel- more ground sinking- another study- now what? 12 yrs. of patience- and I don't even have young kids- I might need a ramp to get in the curling club soon.

**John Steins** - every other Yukon community has a wonderful rec centre. Watson, Mayo. They have artificial ice. Can't help but feel Dawson got the short end of the stick. I know there is some virtue in using what is there- but by no means does that building qualify as a complete recreation centre that offers services like other communities have.

**Mayor Potoroka** - Well we already had the sod turning so... ha ha.

**Angela Van Nostrand** - I would love to see an indoor climbing wall. It would be a fantastic way for kids to get exercise in winter- and adults. Some kinds are not into competitive sports- they still need ways to develop strength, balance, and self confidence- stimulate mental, emotional and physical well being. There are already active climbers in Dawson. Carcross has this in their gymnasium and it is succeeding now. We need some people who climb to volunteer to run it. Porter creek school is looking into this too- it's happening around Yukon. It would be a great perk to the community. I don't know if there is anything I can do as an individual but if so I would volunteer to.

**Joy Taylor** - I have a question about the swimming pool- when first built, there was a cost estimate of \$250,000 to insulate and winterize... now I've heard rumors that excess heat from wastewater treatment plant that could assist in heating pool if kept open longer – so I'm wondering about this possibility- the pool could be used a lot more if open for a longer season.

**Jeff Renaud** - it's the biomass district heating plant- during phase 1 of project we were able to make sure a pipe was put in to be ready to connect to the pool to the heating plant. It is something we are looking at – to reduce current costs but also to the possibility of extending the pool's season. With that would come other cost like staff etc. but it is in our thinking.

**Bonnie Nordling** - I bought an annual pass- based on the fact that I could use in September- but in September it was not open- so we are not even meeting current expectations.

**Councilor Kendrick** - Neither the pool nor the recreation centre were designed with a sauna or steam room or Jacuzzi. In a northern town like this- why we would not want such hot places for cold months?

**Ian MacDonald** - We need to install bathroom facilities near Minto Park and the skateboard park. This summer was horrendous with people urinating in the neighborhoods.

**Unknown attendee** - Is there not bathroom at Minto?

**Unknown attendee** - I don't think it is always open.

**Derrick Hastings** - In regards to user fees... the Farmers Market fees are too high. I suggest they could go back to what it was at \$10. At very least if you do charge \$20- then maybe open up

the pavilion on front street. Also - problems when there are other events going on at same time- if you have a fee- watch out for conflicts or build overhang- or something.

**John Steins** - I'm sorry to say that fee rise happened on my watch- private enterprise worried that the folks selling product on Saturday were in a prime location and taking business away from bricks and mortar businesses. I feel we should roll back those fees and encourage more Saturday market activity. Back in the day there was a no gold gallery on Front St- and they felt their business improved when the merchandise tent was there- because the increased activity created traffic to his store. The reason communities all over have markets is not only to provide quality local produce but it creates amicable atmosphere, draws people to downtown and then they go other places to spend money. I'd even say make it free, encourage more participants and activity.

**Wanda Roe** - I agree- we could make it more vibrant. Nothing else offers what is at market.

**Nadia Sollosy** - Talking about family kids, etc.... going to the farmers market was something we did as a family where I grew up. It was in a large area where you rented a table- vegetables, crafts, etc. and it was a really neat thing/good place to wander, talk, a vibrant place. Here our farmers market is limited. Regulations and fees around the market got really convoluted. Shouldn't be limited that way; the more the merrier.

**Anonymous comment** via email: The rates the hotels pay in relation to the rate individuals homeowners pay should be looked at.

**Unknown attendee** - There seems to be a lack of bylaw enforcement re: animal control. I live in north end- and at night, there are lots of dogs out and some are aggressive. No one seems to be doing anything- is there bylaw enforcement around that? Morning, day and night- they are roaming loose- some are aggressive and will bite.

**Joy Taylor** - With animal control- I've found that in last 10 years a major issue with loose dogs. In the last 5 years it has been minimal compared to what it was before. Dogs are being picked up and taken to shelter. More dogs are now licensed than ever before. We just have one person doing it- and she's doing an amazing job. No one ever has any positive comments. If there are so many issues, maybe the City needs to look at hiring additional bylaw enforcement staff.

**Lue Maxwell** - Animal control definitely has improved from past years- but just the other night I saw a pack of 7 dogs, which is something I have not seen in a long time. Paintball people- get on it.

**Councilor Kendrick** - This is an issue- we are looking at a new animal control bylaw right now.

**Jenna Roebuck** - The Minto park building in serious disrepair. The bathrooms are not good. In need of some love and attention. I would be willing to work with someone on that- to get funding together for repairs- a CDF grant or other.

**Jonna Reaume** - What about a public shower system? For summer residents in the summer? Finding a shower is difficult when you don't have permanent places to live. There is the pool - but it would be a great thing to consider for the town.

**Derrick Hastings** - The compost- pit is full of all kinds of non-compostable materials. Could keep going but you can't use for compost. Maybe put out a pamphlet- or newsletter to educate the community about that? Or offering composters for sale? When an individual takes care of their own compost it gets taken care of but the big communal compost is not good.

**Hector Renaud** - Only for three months is it decomposing, the rest of the time we are just collecting.

**Wanda Roe** - I would like to see more garbage cans and benches along the dyke. There is nothing between old bank and the hump. I'm always picking up litter when I walk. In think the video store should have garbage can outside year round because that is where all the candy wrappers are coming from. Get rid of the blue- something lets noticeable. But anyway there is

nowhere to put it. Also more seating would be more inviting- it's a long way in between benches with no place to rest.

**Angela Van Nostrand** - I felt really informed about tonight's meeting. If this is an example on how you will communicate in future- I feel confident.

**John Steins** - Me too,

**John Steins** - Are the fire hydrants cleared of snow all times? Does it have effect on house insurance?

**Nadia Sollosy** - Wayne- you and the Facebook page- that's awesome, I like it. People comment there. You put yourself out there and I really like it. (Clapping, hear hears.)

**Wanda Rose** - We used to have a nice green space where now there are houses on Front Street. I would like to see the city promote tree planting and greening up the town. Seen clear-cutting and gravel pads building. Lost trees by nursing station, near victory garden.

**Jenna Roebuck** - When I was saying I liked green space was referring to maintained green spaces. I hope the city would let more of that kind of housing happen (as on Front St)- Greg and Paul did a great job and we need housing.

**John Steins** - I would like to extend kudos to Francis who works out at the dump because I think he does a great job out at the landfill, and gives great service with a smile. (Clapping, hear hears.)

**Councilor Taylor** - Thanks everyone for coming out and sharing your comments and concerns. I'm glad we decided to hold more public forums. It's important to ensure we address issues of concern for citizens. Will keep us focused on issues of importance.

**Councilor Johnson** - I'll just echo those comments- thank you.

Councilor MacArthur - I was committed to listening and now have a lot I'm going to think about. Thank you for coming out- it's important that our communication goes 2 ways. See you at the next forum.

**Councilor Kendrick** - Darren said it well there- I'm glad everyone had a chance to talk to night. We're all wrestling with issues- example garbage pickup- some of that was believe done for insurance and occupation health safety issues- for myself- my nearest garbage receptacle is 300 metres away. That fee we pay is really just for the landfill. In the near future we will be looking at zoning, animal control, heritage bylaws, and it would be great to see participation in those forums as well.

**Jim Regimbal** - Thanks everyone- it is so nice to see the City being proactive in moving forward- one particular question I had was about a possible 911 initiative- please comment honestly on that in the survey.

**Marta Selassie** - As staff member I think this is fabulous for council to provide this opportunity. It will give staff a lot of direction, and I am excited to be involved.

**Jeff Renaud** - From my world I think the staff here tonight is a good sign of the support and commitment they have to this process. I'm pleased with how its turning out at this session- all these comments will feed into decision making both short and long term. Look forward, results will be public, the idea being this is a baseline test to see where we are, compare in 2 years time and reevaluate. How have we progressed? Designed as a constant feedback loop- ensuring we are going in right direction and constantly evaluating that. Thank you.

**Mayor Potoroka** - Thanks everyone on behalf of council. And to everyone listening at home, these types of processes are exciting, and has been an idea percolating for some time. This is not last time to have your say in what we do- Feb 4- public hearing for new zoning bylaw. Have a look. We will do the same with animal control bylaw at a date TBD. Thanks for taking time to be here, we do appreciate it.

## APPENDIX THREE – ADDITIONAL SUBMISSIONS

### 1. Mark Daniels, President, Klondike Snowmobile Association

January 25, 2013

Sent Per email

#### **Re: Trans Canada Trail – Dawson City Signage and Trail Update**

Dear Mr. Mayor Potoroka,

I am sending you this letter to provide you an update regarding the Trans Canada Trail (TCT) in the Dawson area and to request assistance from the City of Dawson in (replacing TCT signage within your municipal boundaries.

The Klondike Snowmobile Association (KSA), as Yukon's agent for the Trans Canada Trail, has been improving trail throughout Yukon, including in the Dawson area. We have completed a number of significant projects in the past few years, including the construction of four bridges in the Whitehorse area. A strong motivation to complete more trail projects is that the TCT organization is hoping to complete the Trail across the country by 2017, the year Canada celebrates its 150<sup>th</sup> anniversary. The TCT route in the Yukon is mostly complete with only a few gaps left, including a gap between Dawson and the main TCT trunk that follows the Klondike and Dempster Highways.

The Klondike Millennium Trail and the Ridge Road Trail already are designated as TCT. This past year KSA, in partnership with the Dawson City Sled Dawgs and the Klondike Visitor's Association, have developed a plan to connect the Ridge Road Trail to the main TCT trunk on the Klondike Highway thereby closing a gap in Yukon's TCT route. The connection consists of designating additional trails and roads as TCT, including a portion of Upper Bonanza Creek Road, Hunker Creek Road and an existing trail between Hunker Creek Road and the Klondike Highway. This trail follows the northern ridge of the Allgold Creek Valley. As part of this project we plan on placing TCT signage along the entire route and completing some brushing that is required on a portion of the Allgold Creek Trail. The attached map shows the existing and proposed TCT routes.

As we are improving trails and placing signage near Dawson we would also like to improve some of the TCT signage on the Millennium Trail within Dawson. We have new TCT signs to replace old or damaged ones and additional signs to place where needed. However, KSA and the Dawson City Sled Dawgs have limited capacity to complete all the sign improvements themselves and are asking your assistance with the work. KSA can supply the signs and provide an inventory of where signs should be replaced or new ones posted. We are hoping that the City of Dawson can provide the labour to place the signs. We have estimated that approximately 20 signs need to be replaced. The proposed trail designation and signage placement of the gap closure project is planned to occur this summer, during which time we hope the signs within Dawson city limits can be placed also.

Please let us know if you want to receive further information or would like to discuss this topic further. You can contact me at [mnd@northwestel.net](mailto:mnd@northwestel.net) or at 667-7680.

Yours Sincerely,



Mark Daniels  
President

## 2. Suzanne Crocker

Greetings Wayne.

Glenda forwarded me the information regarding the upcoming public forum on January 29th to give input regarding the City's municipal programs and services.

I can't be there, however I would like to express my opinion regarding solid waste management.

I continue to firmly believe that diversion of recyclables, compostables and hazardous waste from Dawson's landfill is essential. Successful diversion provides health, environmental and economic benefits for our community as well as helping to preserve non-renewable resources.

Different studies show that anywhere from 65% to 95 % of domestic waste is divertable from the landfill. As of 2010, only approximately 24% of domestic waste was being diverted from Quigley.

Successful diversion needs to include the solid waste produced by commercial users as well as residents and non-residents who make use of the landfill. In Dawson, commercial waste comprises approximately 75% of the domestic waste that is collected curbside.

I believe that waste diversion cannot be successful unless there is a financial incentive for businesses, residents and non-residents that will encourage them to make the effort to separate out their recyclables, compostables and hazardous waste. The most successful incentive is charging a fee for the waste that is sent to the landfill to be buried, with no fee for recyclables, compostables or hazardous waste.

I believe that bag fees and tipping fees for non-diverlable waste are a more equitable way to pay for waste collection and disposal costs, since those that create the most garbage, pay more.

I also strongly believe that for waste diversion in Dawson to be successful it has to be well maintained. I will use the municipal compost as an example. Much effort and financial resources have been put into the establishment of a municipal compost facility for Dawson with compost collection for both businesses and residents. However, if residents and business owners go to Quigley Landfill and see a flock of ravens eating the compost that they have put effort into diverting, they will quickly lose faith in the City's commitment to the service and in the validity of the service. The raven-proof cover for the compost pile must be maintained. The compost pile itself must be adequately maintained and monitored. All the waste collectors must be on board so that no compost bags are inadvertently dumped into the landfill pile. The finished compost needs to be tested and made easily available for use.

In summary, I feel maximizing solid waste diversion for Dawson should be a City priority.

To be successful:

- Compost, recycling and hazardous waste collection facilities must be seen to be well run and well maintained
- Bag fees and tipping fees should be implemented for waste that is not diverted. This will act as:
  - A financial incentive for users to divert
  - A fair way for those who create more garbage to pay more
  - A way to insure cost recovery

(I'm not sure if the current council is aware of the Solid Waste Management Plan from March 2010. It contains details and recommendations regarding all of the above.)

Thanks for listening to my opinion,

Suzanne Crocker

### **3. Anonymous**

#### **Service provision and financial awareness**

There are two parts to this issue. Firstly residents should (or have the opportunity to) be made aware of the full costs of service provision. I appreciate this would mean altering the City's financial system and billing (which I believe is ongoing) but it is the most effective way to engage residents in the issues. Communicating this information would become simpler and more effective. Secondly, residents/users should pay the full costs (or as much as practicable) for services. Waste management is a good example. Very few residents know the costs involved in garbage collection and operating the landfill. Making this information available will highlight actual operating costs and justify the taxes/fees charged. Most people would be accepting of charges when the full financial implications are presented. It may also prove beneficial in making residents change habits and, in the case of waste management, perhaps alter their actions to make them more sustainable. Financial incentives are certainly amongst the most effective.

#### **User fees/taxes.**

The questionnaire options don't really allow for full discussion on this issue. I believe that taxes should be the primary way to recoup the costs of basic services like water and sewer, waste management, infrastructure improvements and maintenance etc. Core 'municipal' services should be financed through service-specific municipal taxes. Other services, and in particular service improvements, could be funded through new or increased user fees. Tipping fees at the landfill, or increased charges for a longer sporting season should be the responsibility of users. I appreciate the municipality and residents often generally benefit from improved service provision, but there are many specific cases where user fees are justified.

This round of consultation will help highlight the potential for continued municipal involvement in some areas, and possible withdrawal from others. However, specific decisions may be best delayed until detailed finances are available. For example, if year-round ice in the arena would mean user fees to become prohibitive, then perhaps proponents would reconsider this option. These decisions should be determined once the full financial implications are available.

#### **Waste management.**

Costs for garbage collection, landfill operation and other related activities must be collected on an 'at cost' basis. And incorporate the 'producer pays' principle. The research and recommendations of the Solid Waste Management Committee provides a detailed framework (including kerbside collection) on which to base taxes, fees and charges and should be implemented at the earliest opportunity. Financial incentives to reduce waste and recycle are the most effective tool to reduce operating costs and improve environmental sustainability. Current YG beverage container refunds and other territorial incentives are totally inadequate to increase recycling, thus the municipality has to take the lead. This should include proper municipal support for groups involved in recycling, composting, food production etc. These organizations bring enormous benefits to the community (including some that may be regarded as municipal responsibilities) with little municipal support.

#### **Recreation**

The principle that users should pay may be well suited to recreational programs. While the municipality should ensure core services, improvements to user-specific municipal items like year-round ice, squash courts etc. should be funded by those that endorse and use them. User fees would be the most appropriate method to recoup costs. Cutting of any programs to perhaps fund others should be based on popularity, practicality, operating costs and overall society benefits. That of course is a difficult undertaking. It should be noted that many of the recreational services and programs are run at the school and it could become a serious burden on the municipality if this approval was withdrawn. The school has expressed some concerns over the pressure and costs of maintaining the school gym and auxiliary area.

Problems facing the existing recreation centre, while well known. However, the technical difficulties facing the arena haven't properly been established within the community. Perhaps a good starting point would be to raise greater awareness among residents of the actual structural and operational issues facing the facility. This should include the actual costs of refurbishment. This would certainly make it easier for residents to come to an informed decision on the best way forward. Without detailed knowledge, the preference should be to repair the existing building on the basis that "the greenest building is always the one that's already there".

**Development activity.**

I imagine much of this will be covered during the OCP process; however the survey did raise a couple of specific topics. Regeneration (both commercial and residential), especially in the downtown/historic core should be the priority. There is currently sufficient capacity within the downtown area to provide adequate housing and commercial premises if suitable policies are introduced. An active, dynamic and multifunctional downtown brings enormous social, economic and environmental benefits. An appropriate program of financial incentives and specific taxes could improve development activity and densities without the need to further expand towards city boundaries. I understand some residents' preferences for 'country residential' living, but the priority and incentives should be given to more appropriate development in currently available or unused locations.

The ever growing and proven need for food security must be addressed. Perhaps full deliberation could be given to identifying locations and incentives for cultivation and agriculture within the community. Even short-term use of undeveloped or derelict lots would bring a variety of community benefits.

The community has well developed heritage management plans. While appreciating the suitability of 'heritage-acknowledged' contemporary buildings (Dänojä Zho Cultural Centre) I support the construction and development of heritage style properties in the historic core. Designs like the new hospital do little to enhance the community or resident/visitor enjoyment. There is the risk that new heritage designs could become a parody of the past, but this is easily controlled.

**Development permits process.**

The administration of current system of development permits is adequate, but the approval process needs to be improved. Experiences with the Slinky Mine application for example have raised serious issues that should be addressed. Firstly, public consultation and notifications could be improved perhaps utilizing the City web site. This would give residents more information on the location and types of activity, if/ how it meets with zoning requirements, and which other permissions are required. A better advertised comments period and online opportunities for comments would be beneficial. A regular/programmed opportunity for residents to ask questions and raise issues at a relevant Council meeting may also be useful. This could include discussions on the types of permit conditions that are being considered.

There seems to be uncertainty in the powers and responsibilities the municipality has over some developments. And in the range and nature of permit conditions the municipality can set. While this may be an onerous and time-consuming task, these should be clarified as soon as possible. Perhaps this is an issue to be discussed within AYC.

Development permits currently have no expiry period, nor visible enforcement. Permits should be required to be reviewed and renewed on a regular basis, perhaps annually depending on the nature of the activity. This is common practice in most jurisdictions. Inspection dates could be made available to the public. It may also be prudent to have annual inspection reports (including non-compliance issues) made available to the public, as with most permits.