

CITIZEN BUDGET RESULTS

Conception Bay South, Newfoundland and Labrador

November 8, 2019

Online Budget Consultation Report

For the period October 7 to November 04, 2019

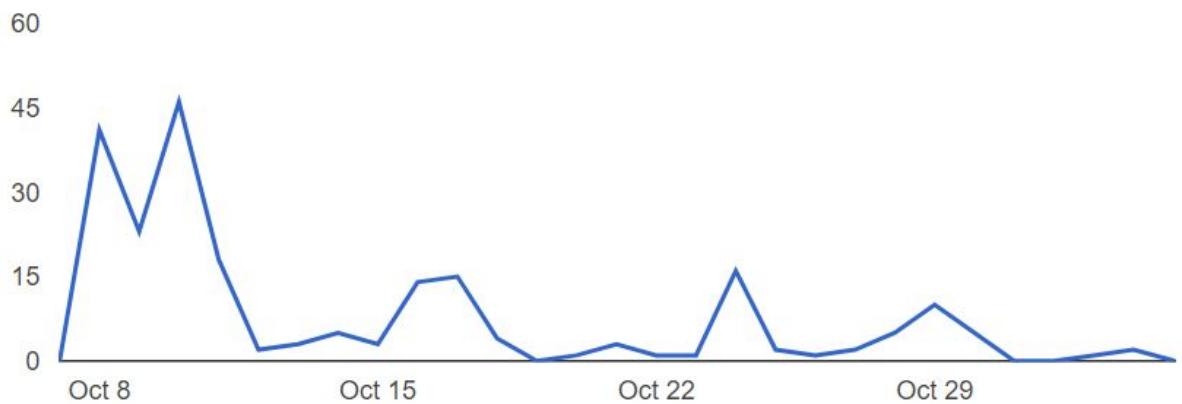
224

Responses

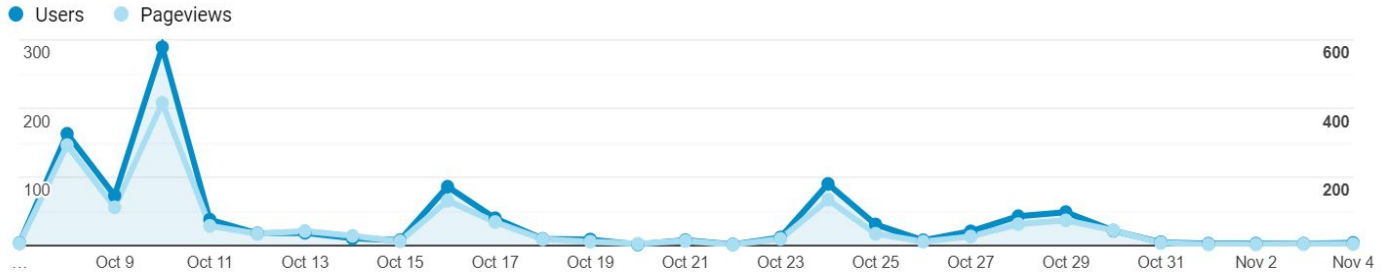
5 minutes

Median time to complete

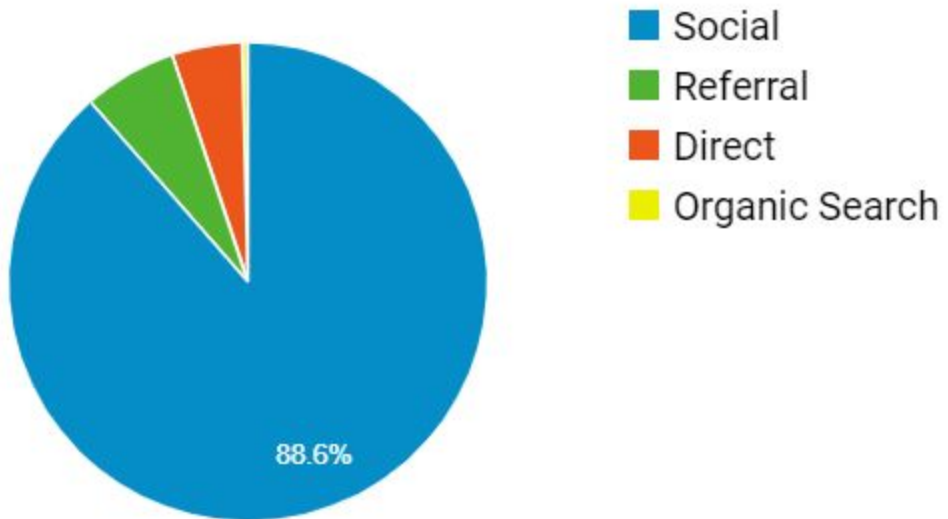
Responses per day



Total Web visits: 988



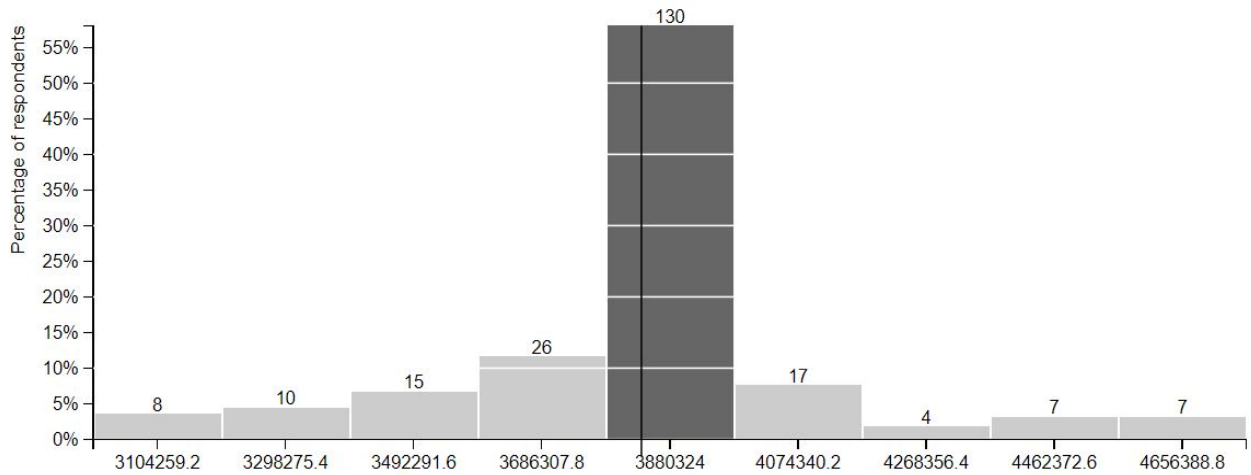
Web Traffic Sources



Questions

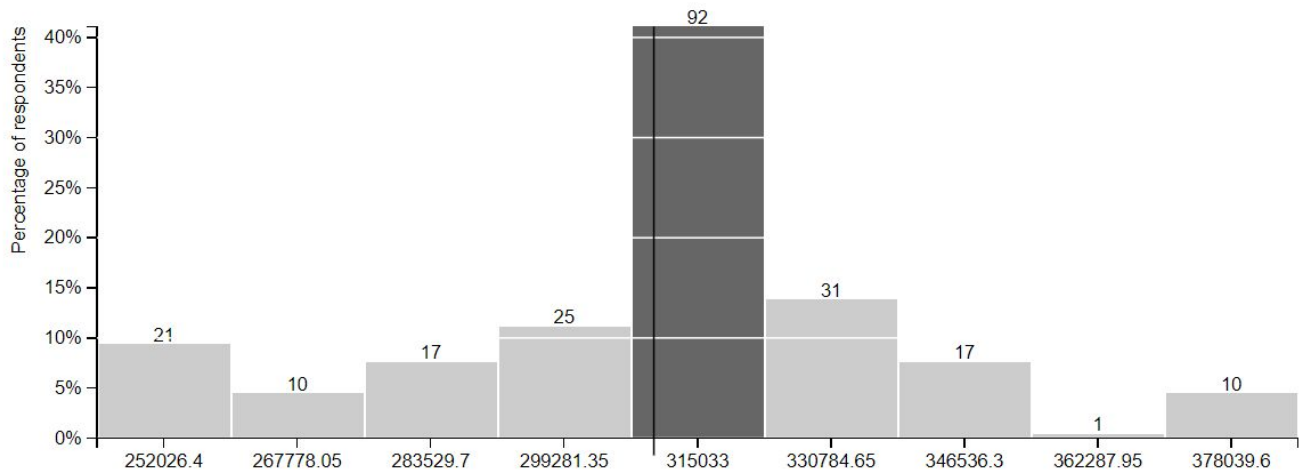
Fire Department

Would you increase, decrease or maintain funding for the Fire Department?



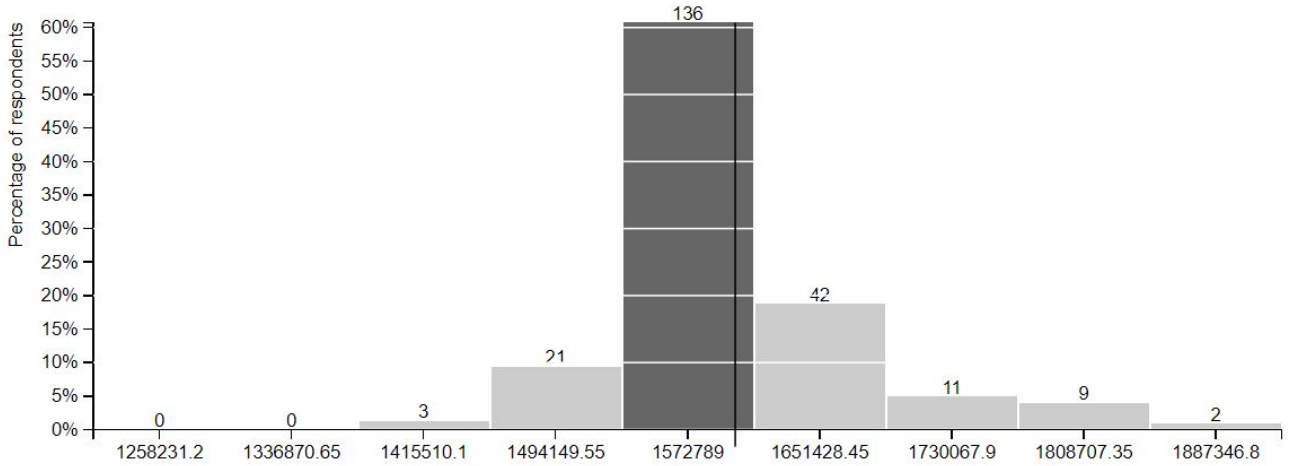
Humane Services - Animal Protection & Welfare

Would you increase, decrease or maintain funding for Humane Services?



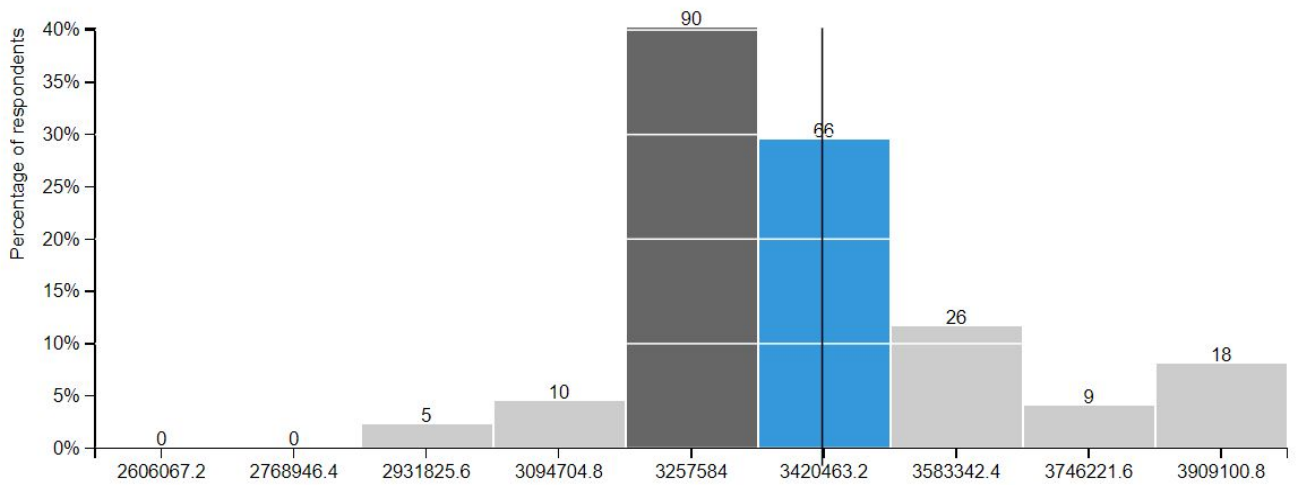
Snow Clearing

Would you increase, decrease or maintain funding for Snowclearing Services?



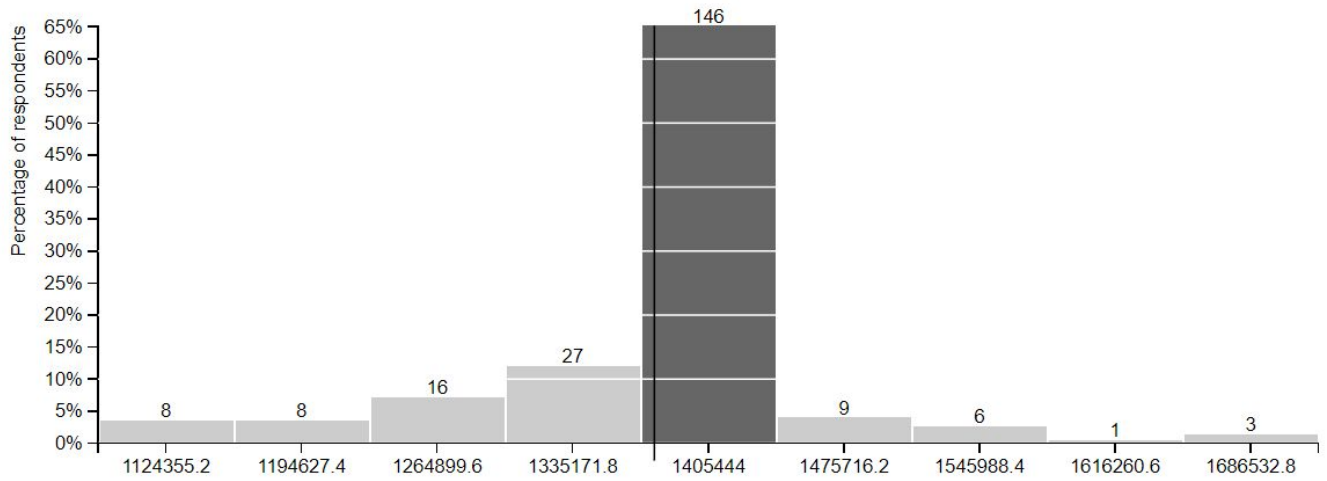
Road Maintenance

Would you increase, decrease or maintain funding for Road Maintenance Services?



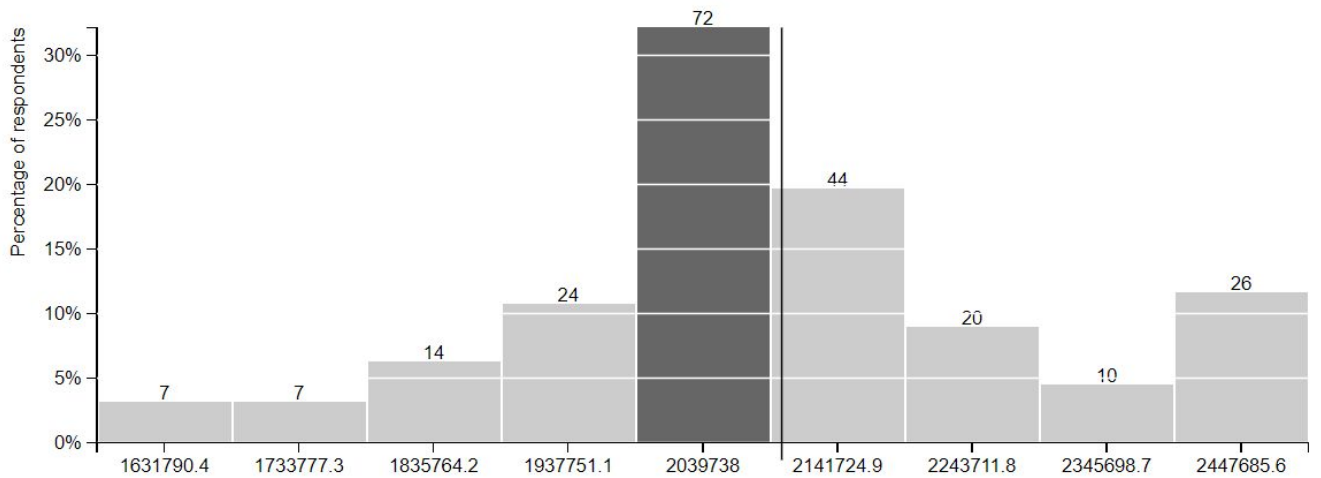
Waste Collection & Recycling

Would you increase, decrease or maintain funding for Waste Collection & Recycling Services?



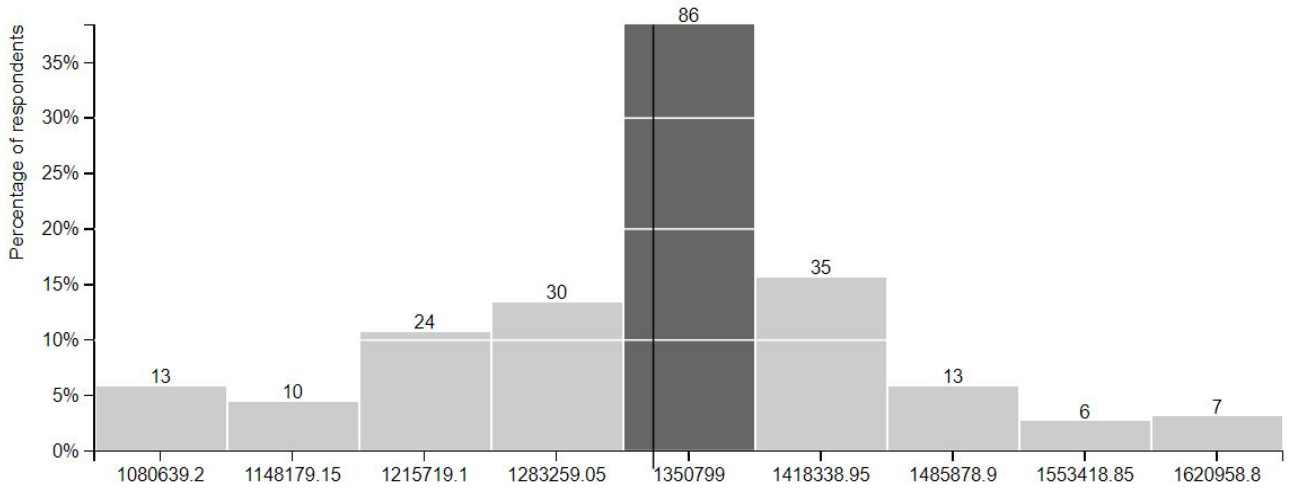
Recreation Facilities

Would you increase, decrease or maintain funding for Recreation Facilities?



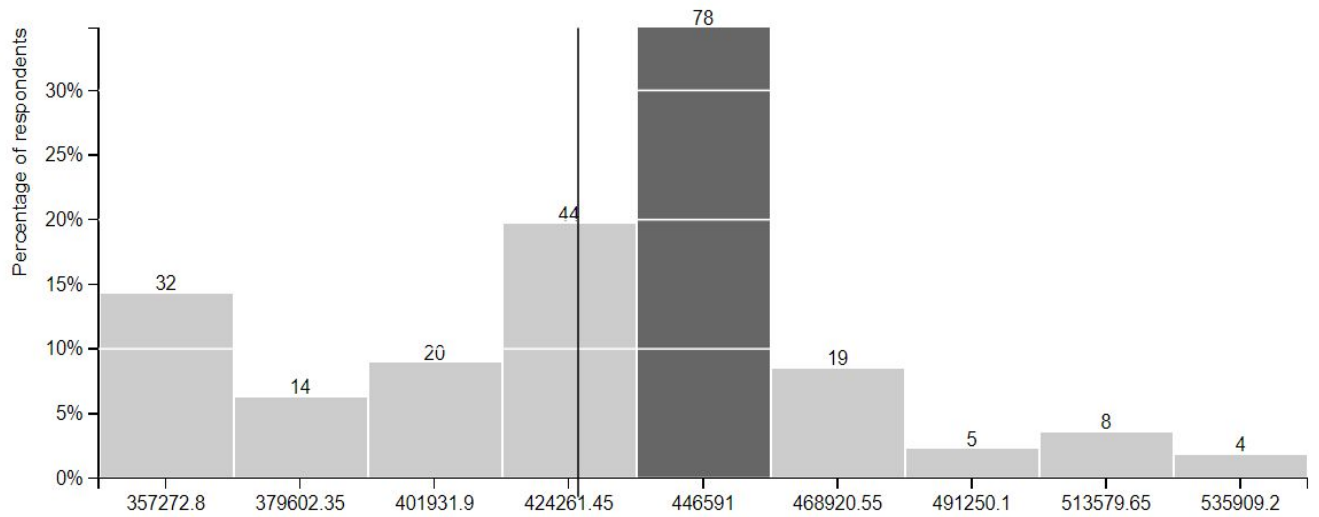
Recreation & Leisure Services

Would you increase, decrease or maintain funding for Recreation & Leisure Services?



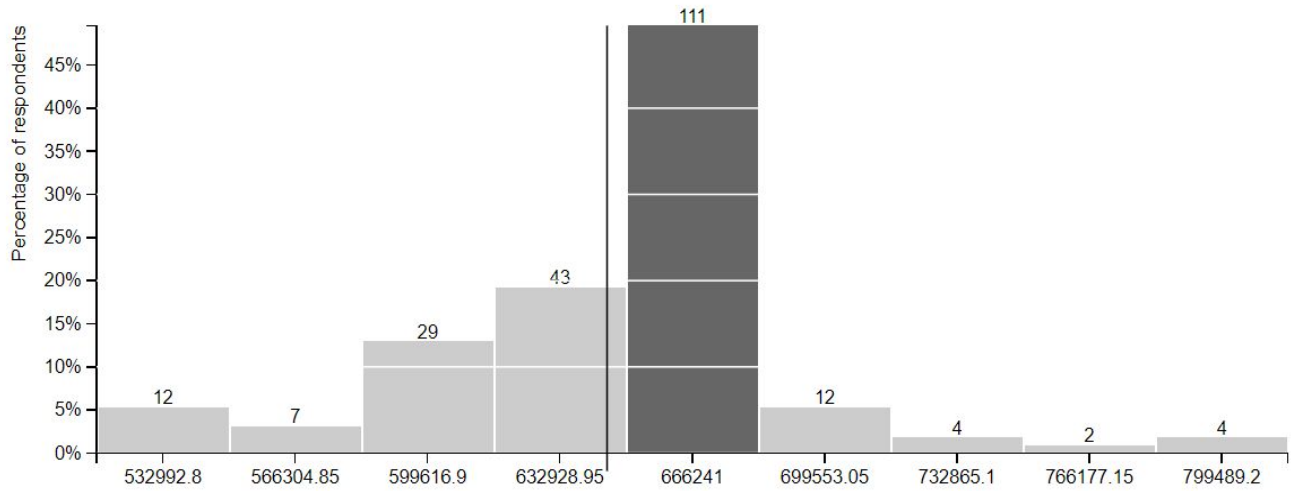
Bylaw Enforcement

Would you increase, decrease or maintain funding for Bylaw Enforcement Services?



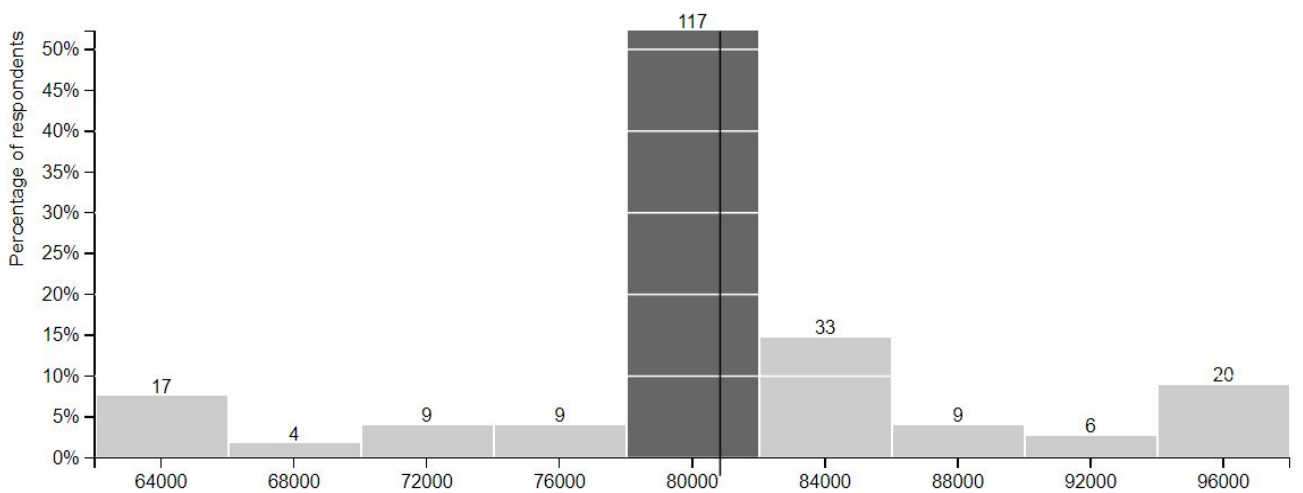
Maintenance of Buildings & Facilities

Would you increase, decrease or maintain funding for Maintenance of Buildings & Facilities?



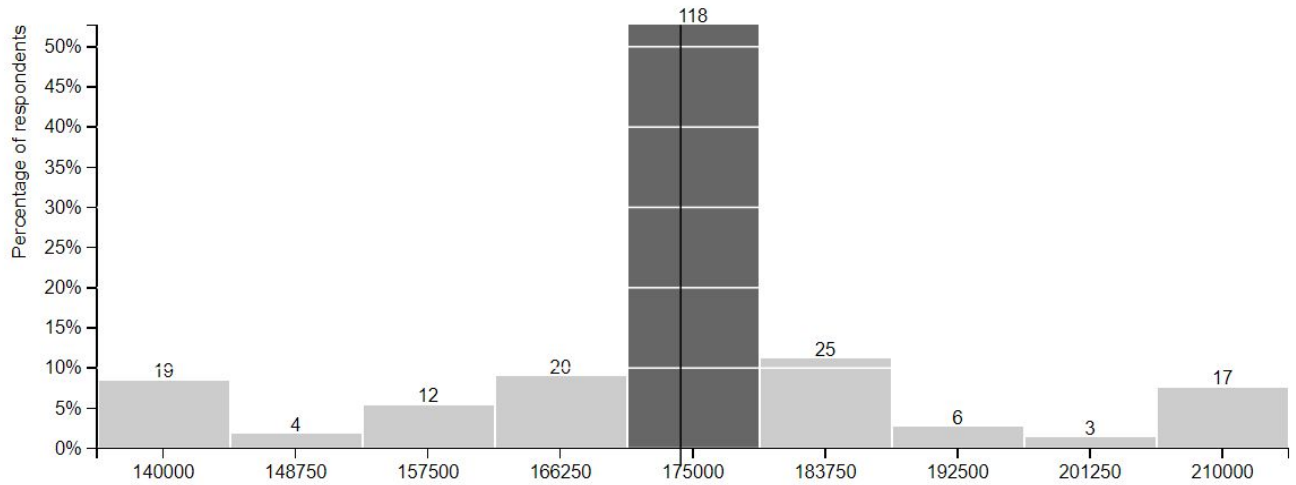
Senior's Tax Incentive

Would you increase, decrease or maintain the Senior's Tax Incentive?



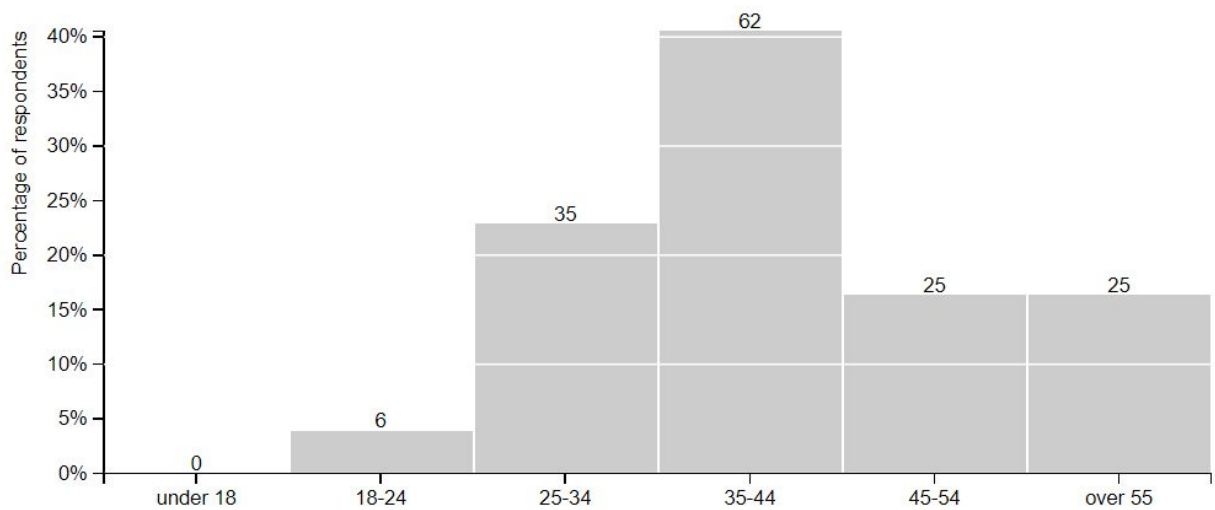
Low Income Tax Reduction

Would you increase, decrease or maintain the Low Income Tax Incentive?

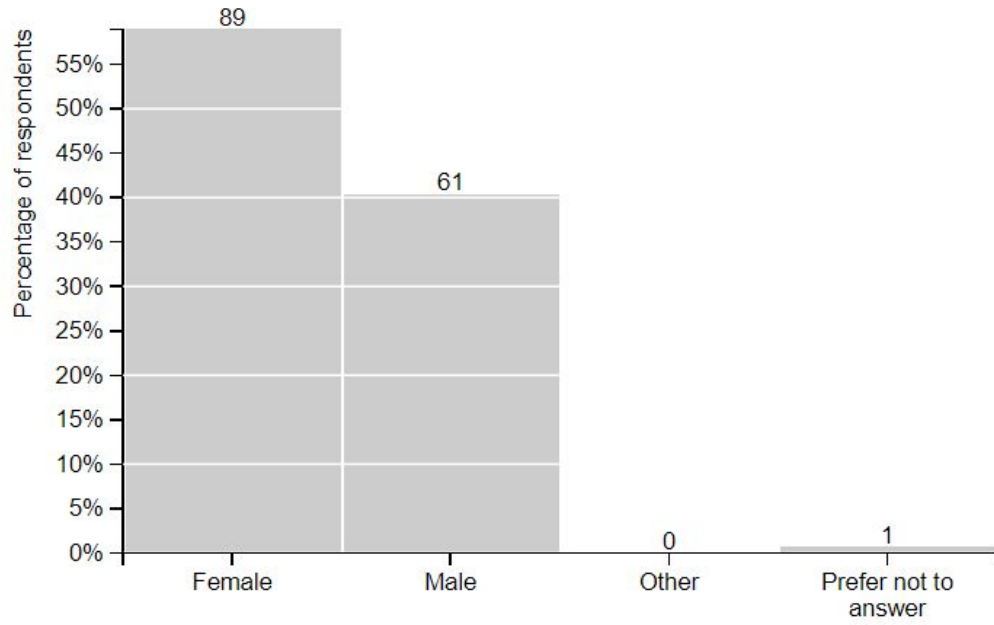


Demographics & Outreach

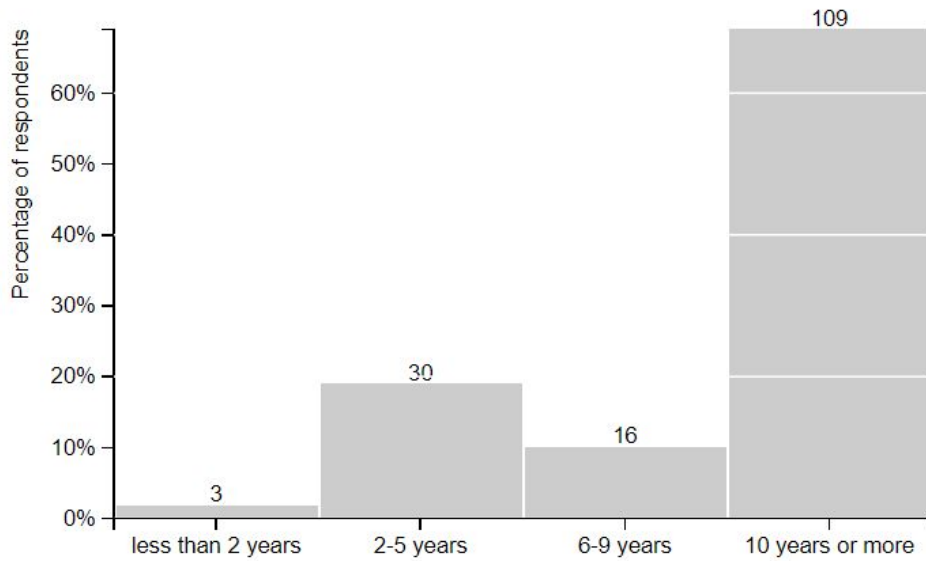
Age



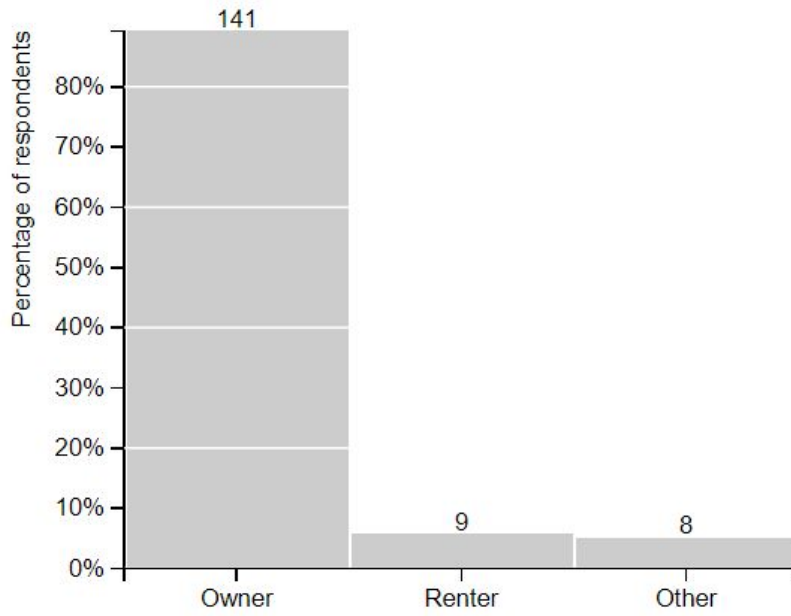
Gender



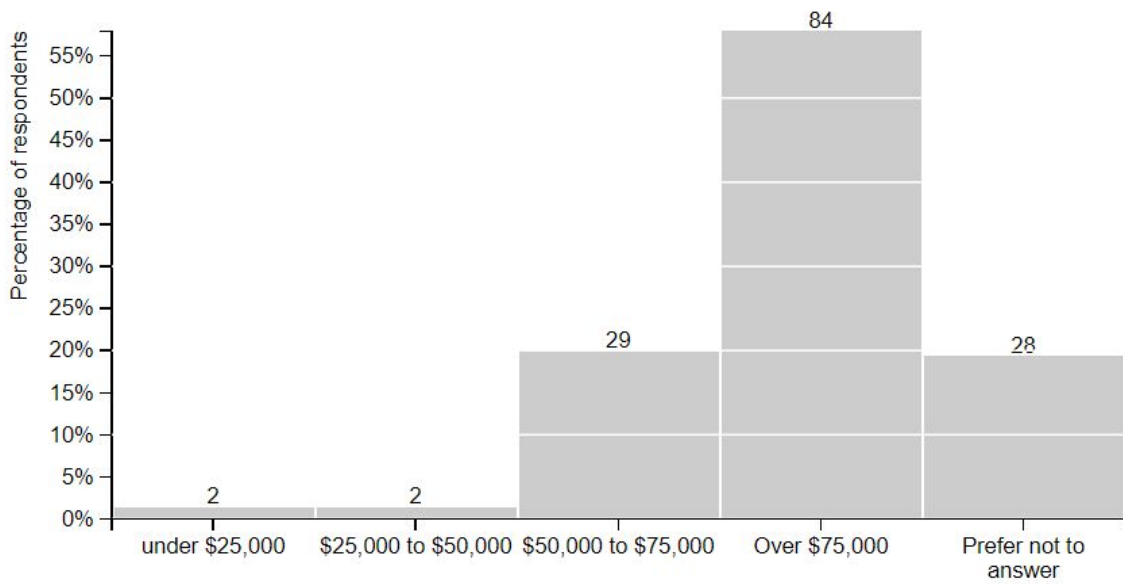
Residency (i.e. How long have you been living in Conception Bay South)



Status



Household income



General comments

Please provide any comments in the box below:

As a lifelong resident of Conception Bay South with a young family, I'm tired of driving through our community to access facilities and services from other towns like family restaurants, shopping, and recreational facilities (youth community centre). The town of CBS' income from business and commercial tax is shockingly low. When will Gateway ever develop with business like shopping, food establishments etc for the betterment of our residents? Lower the tax rate for the initial years as an enticement to draw businesses to the area!

There should be no low income tax incentive. Everyone should be providing to the community proportionally. Why should the rest of the community pay for all the low tax incentives? They are getting their breaks everywhere else! The town should also work more efficiently when it comes to road maintenance and recreation within the community.

The Town needs to do more for young families be it a outdoor splash pad, large outdoor park or new pool with indoor splash pad. The town needs to get more commercial business' to come to the town and invest. Also, maybe the town could get more private business' to do more for young families with activities.

Side walks in Chamberlains to make it safer for walking between/to manuels trail and chamberlains park. Waste bins near post office boxes to cut down on flyers being left on the ground.

As the above report is great, we need to know what was actually spent in each department to determine if there is more or less needed. further clarification would be required as to what is wages, what is expenditures such as fuel, etc. I have seen workers leaving truck running while gone into buildings, 3 workers doing one job and so on. There is much savings to be had to be spent or allocated elsewhere. As a town, we could maximize our savings easily. There definitely should be more time spent having home owners clean up their properties. The amount of unsightly garbage kept on individuals property is ridiculous. People with driveways not paved, no landscaping completed. We have the potential to be a great town and community but it is simply not enforced. You would not go into Mount Pearl or paradise and see these types of things, or they are very few. The seniors most definitely need as much break as possible, I am unsure how they live with the amount of increases they face in our economy. So until the report is clarified, I cannot advise how one or the other department should receive more or Less. Also the Other Category should MOST DEFINITELY be clarified. That is a HUGE amount to be "other".

You need to stop building new infrastructures and start putting back into the things we all ready have. I have a young child and most of the playgrounds are old and not safe for her to be on, these need to be updated. I am constantly going to other communities for better and safer spots for my child to play.

I recently moved to CBS and have been surprised by the low number of streetlights, particularly on the Conception Bay Highway near the interpretation centre and Fowler's Road near the highway. Adequate street lighting is important for both the safety of pedestrians and vehicles.

I would request that the town consider budgeting for a streetlight study to identify best practices

and areas where more streetlights are required. Additional LED streetlights would cost the town approximately \$200/year each.

I would like more info in where "other" dollars are going.

Please build a splash pad. Do not be afraid to carry some debt.

Is the 'Other' category broken out in detail anywhere else on the site?

I would like to see more businesses operating in the town to help increase the commercial tax revenue. What is planned for future development to attract new businesses? We certainly have the population to support a shopping district similar to merchant drive in Mount Pearl. I would love to be able to stay in CBS for my shopping. I find myself always having to travel to Mount Pearl to get what I need.

Our town is SO far behind Paradise, Mount Pearl, and St. John's. Paradise is up and coming. They are getting new things ALL the time. We have almost nothing. Where to take your family for dinner? Guess Jungle Jim's is the only option. We'll have to go to Mount Pearl or town for dinner. STEP YOUR SHIT UP, ALL MY FRIENDS ARE LEAVING THIS SHIT HOLE

Thanks for the opportunity to voice my opinions.

I increased the funding for waste collection as I am a supporter of the recycling program, however I do not have space in my home for multiple bags to properly sort the items. It would be great to have a blue bin to add our recycling too. I would love to see the town of CBS being leaders in the province.

We need a huge splashpad and some retail businesses and restaurants brought to CBS. I thought it was a booming town but I was wrong. Definitely more police presence! Better recycling program....weekly not bi weekly.

Provincial demographics show a rapidly aging population, with an increasing percentage of retirees with lower incomes. Town must concentrate on cost containment and reduction - focus on essential services (no frills or non-essentials), pay down debt, invest more in long-life capital infrastructure, and spend less on structural fixed recurring cost elements (maintain fiscal flexibility by not painting yourself into a corner with a disproportionately large percentage of your budget required to cover non-discretionary recurring structural costs). We spend too high a percentage of our municipal taxes on debt service, and this should be made a priority. Town should eliminate certain expenditures altogether (e.g., I can decide which charities I want to support, the Town shouldn't tax me to support the charities of its choosing) and seek out cost-sharing arrangements or possibly amalgamation with Paradise or other adjoining municipalities to achieve cost savings for taxpayers and better regional planning. Our government is increasingly unaffordable (and unsustainable) and takes more than its fair share out of people's pockets. All options should be explored to achieve cost savings and efficiencies and to avoid frills, non-essentials, and most importantly, reduce structural recurring costs that require increasing future taxation. We require responsible, mature financial management where taxpayer interests is the key guiding principle, with a long-term focus on cost containment and the provision of core essential municipal services across the Northeast Avalon region.

I feel the increases in snowclearing and road maintenance last year have worked well and to hold them steady would be wise. Additionally I have no complaints in upkeep and times of

services generally, so keeping everything steady seems good. I do think there's a problem in CBS with some residents letting their animals roam free un-spayed/neutered, and that some additional funding for Humane Services could be used towards maybe an awareness/educational initiative, a catch and release program perhaps to curtail the numbers of stray cats, that sort of thing.

There is no category provided for water and wastewater services. What does the town plan to do to provide wastewater treatment services?

This survey is foolishness, which is no surprise coming from this joke of a municipality. 2nd largest population in NL and the recreation facilities are embarrassing.

Fire department is GROSSLY understaffed

So happy to have an opportunity to provide input. It would be interesting to know if the professionals working in the various areas believe an increase, decrease or maintenance of current funding is required.

Our pool is in desperate need of upgrading. All areas are filthy especially the bathrooms and the change rooms. Also would love to see a splash pad or a rec area for children to play inside during the winter, volleyball, soccer, etc like paradise rev center

I like how the budget is balanced but continues to improve our town's infrastructure without affecting the pocket books. Way to go Council

Our town is growing rapidly and we have to travel to other towns and cities for services such as community gym, community center. There should have been a gym built when our stadium was built, just like paradise. I feel our town does not truly have the needs and interests of its citizens in mind when it designs and builds within the town. The town hall is huge yet we have to travel to Red Bridge rd for a dog park and playground. The land where All Saints school used to be should be turned into a dog park and playground for that end of the community. Also, someone really should be looking at the traffic flow in the area, the lights are on timers and not sensors and there are too many times when traffic could be flowing smoothly but is not. Thank you!

I think it is important to provide a performing arts theatre in this community. This is something that is blatantly missing and having such a service would greatly enhance visitors and traffic to our town. Also, need to provide greater accessibility to services. We are an aging population and more and more citizens are requiring services such as gas stations that have pump attendants rather than all self serve facilities. If you have mobility issues, it is difficult to get out to pump your own gas. Self-service is good but they work best for able-bodied people. Another example is self serve grocery checkouts. It would be very wise to have a part-time consultant devoted to services for seniors.

I think for a town the size of CBS we need a new rev center like the summit centre in mount pearl. The pool needs to be added to or rebuilt, we need a gym as well as rooms to rent for functions.

I think this survey is ridiculous in terms of what the statements are underneath the changes one makes. I made three adjustments. Two of the adjustments gave me positive feedback about my changes, but the one concerning helping out seniors gave a big BUT with it and was a negative!!! Seriously!!!

We need to focus on making our city more walkable, safe for pedestrians and cyclists, and

more pleasant to live and play in central areas to attract and build community and a sense of belonging.

Seniors tax incentive and low income tax reduction seem to have overlap related to property tax

I'd like to see a money invested in the arena to make it a concert venue. Concerts held there have terrible sound.

Municipal enforcement should be done away with. They do nothing other than drive round and hide leaving their engines running. Road maintenance the bit we do get is great. Some roads need paving and less patching. And start the gateway project for real to get some tax revenue from business instead of taxing the residents. I remember hearing "don't worry about Danny land, the gateway will be built before that" well I'm sure Kent is wishing they held out for a while longer. Another major savings would be get rid of the amount of desks things have to pass by to get approved or at least make sure everyone knows what's on the go in the town.

People with pets need to pay a registration/licensing fee and that money should be used to fund any staff and shelter needed for the animals when they go astray. Public tax dollars should not be spent to babysit people's pets.

I was happy with the road clearing and street maintenance last year.

Attracting commercial bases instead of home based businesses will increase revenue. The Town needs to maintain taxes at a status quo (if not a decrease) in this economic state in order for residents to stay here and be able to invest their money back into the community.

I feel bylaw enforcement is a small part of taxation and should work cohesively with rnc for many items. Things that enforcement can't/won't attend to, ie/ speeding which is a huge problem. Would rather see more money in only if the service they provide is more encompassing of the problems here in cbs. Which is the petty crime and traffic issues mostly. I wish to see more rec programming increases and investment. Rather than things like winterfest (which often doesn't have weather conducive to some of the events/lack of snow) I'd rather see rec facilities that have more of a regular usage. For example...the swimming pool in cbs is particularly awful. Not clean/unhygienic change rooms esp. Pls invest in a rec facility that ppl can use yr round. Somewhere to have parent and tot gym time. Better bday party space. Outdoor equipment. Perhaps a splash pad. Etc etc.

As far as humane services go...please use the dept to enforce the many many roaming cats in cbs. It's terrible to have our properties torn up by non responsible owners letting cats roam. There would be no increased need for space to house strays if cat owners did as they should and kept their animal in and spayed/neutered, the stray problem would be reduced

The "other" category has not been accounted for takes a big section out of our budget. I would like to know where that money is going. As well, we need to find a way to reduce borrowing costs. Are we already in a deficit?

How is it that residential property tax is what, 85-90% of revenue in the town? That's insane. Let's cut down on some of the funding in these areas and actually put more emphasis on economic development.

The town should help to accommodate business growth in the legion road area near Kent. A

business moving in such as Walmart, or other grocery store would help many of the residents of southern CBS as they wouldn't have to travel as far for groceries, for example, and would help keep business in the town instead of Mount Pearl or St John's.

Higher taxes for better services

Your questions are not giving opportunity for more feedback on services. For instance, the waste services budget should be decreased because you should do more enforcement on recycling which reduces tipping fees.

I would be okay with paying higher property taxes if it meant continued spending on facilities and recreation for young families. Improvements to playgrounds or development of new playgrounds in the areas of CBS with only old and outdated playgrounds would be wonderful to see. We live in Foxtrap and would love to have an updated playground near by.

We need much better as a community. Roads are deplorable with very few real changes in the last 10 years.

I have no issue with current spending, but what I would like to see is a boardwalk similar to the one in Holyrood going from Topsail beach to Worsley park.

I do not want any more of my tax dollars paying for anything to do with an ATV bypass trail- no further expansion, nor maintenance. To do so would be contrary to the actions that need to be taken in light of the current climate crisis. To waste resources, burn fossil fuels and destroy trees, wetlands etc., to enable people to burn more fossil fuels for purely recreational purposes and further contribute to greenhouse gas emissions and global warming is unconscionable. Funding ATV trails also contrary to scientific recommendations regarding healthy, active living which in turn would ease pressure on our public health system.

Things like law enforcement, fire department should absolutely have an increase. Animals are near and dear to me, so humane services also should see an increase. There are so many seniors and low income families who struggle to survive. Living paycheque to paycheque. Having to choose between food or medication or electricity. They need all the help they can get. A lot of our roads are in atrocious condition. So yes funding should be allocated to that as well.

I think the town should utilize more willing volunteers for recreation services and be less worried about overstepping union rules. I think we need to look to places like Paradise and Mt. Pearl with regards to recreation and leisure.

It is ridiculous we do not have sidewalks on the main road of CBS. I should not have to see an elderly lady walking on the road with her walker to go to Tim Hortons because the shoulder of the road is too hard to maneuver on.

We also **DESPERATELY** need more recreation facilities- not a playground.. a GYM. With courts inside you can rent for badminton, basketball, volleyball, etc. You can also get roll out turf (like the Pepsi centre in Corner Brook) to host indoor soccer games, baseball, etc.

Our residents need to become more active and healthier versions of themselves.

We need more retail businesses paying Taxes like a Walmart, Canadian Tire etc.. There are a

lot of people living in CBS and there's nothing out here. The Gateway was a flop. You need to promote that area Big Time. The citizens demand it.

I do not believe the residential property tax would need to be raised to make some changes, as it could be cut from operating expenses or we could increase the commercial tax base (with more businesses vs tax increases). Would love to see the Town use a zero based budget, could start by doing one Department that way, and cover them all over a few years. If you want to keep young families in CBS the town needs to start being more competitive with surrounding areas, such as Paradise.

Would be interesting to know what the 3.38 million dollars in the "other" category is. Easy to hide expenditures that you don't want the general public to know of in such a diverse, broad category. As residents, we can see that you've accounted for the money - but not in such specific breakdowns as the other categories listed. When creating a budget the first thing you do is create very specific categories for every single dollar to go into. When you have a category called "other" with such a high volume of money going into it, do you really know where every dollar is going? Because the residents sure don't.

Get rid of the enforcement division. I have witnessed so much wasted money with this. Especially when they are shopping during work time.

We need more comprehensive recycling and composting information. I've been asking for years now to bring back the discount compost bins, I'd even offer to teach sessions on recycling and composting to the public.

Get the cost of borrowing down asap as there should be no need to borrow additional money with the high existing land taxes already

We are a city and we need the recreation facilities and program of one. Find cost effective ways to cut the budget in other areas please

I've enjoyed living in CBS and starting my family here. With my husband now working locally, and my children destined to go to school here I'm looking forward to being more involved in the community. I have lived in St. John's and Mount Pearl and feel CBS has similar or better standards to most of what was asked above (snow clearing, road and facility maintenance, emergency services, etc.) aside from 3 things: our pool/rec complex, our library, and a splash pad. I sadly visit other municipalities for these three things (with our pool being my number one complaint). I know a new library is in the works, but am worried it still won't be comparable to the ones in other municipalities. As my family grows, these three things will be very important destinations that I don't want to have to leave town for, but unless we have some drastic upgrades I can't see this changing.

Unlike many people, I am a socialist, and believe that we need to take care of our community, and support paying higher taxes for increased services. Although I do feel we need to support increasing industry and retail locally to help offset residential tax increases.

Because a common complaint I hear from anyone wherever I've lived is the quality of the roads, I'd actually like to point out that I think CBS is doing a good job. Sadly, route 60, which is out of the town's control, has been shamefully neglected by the province, and gives the impression that we are in an underfunded, less important town.

Thank you for connecting with the citizens on this budget.

Roads are my number one concern. I feel we have more than enough recreation/leisure opportunities and are spending too much money in this area. Also, property taxes should not be raised.

I would love to have town services, such as water and sewage. It's almost 2020 and we still don't have these services, it is everywhere around us. For some reason we were by passed.

Snow clearing of side roads are not completed in Ontario unless the roads are impassable. We could cut down on snow clearing by implementing a similar idea. Also would like to see more playgrounds in new developments and a new rec center. (Ours is old) more things for young families. Strive for more businesses to move from a bedroom community. Also we should push for a better recycling program in our community.

Promoting local business and growing tourism is not noted here. Both are needing more attention.

I think CBS should work towards getting more stores here such as Walmart , another McDonald's up towards seal cove. More big stores will persuade more people to move to CBS as aposed to going all the way to Mount Pearl or st John's .

I feel that our town deserves a greater focus on the performing arts - not so much RETAIL lessons and private home based arts establishments, but a proper, new venue for the performing arts (ie: dance, drama, music concerts, fundraisers for community citizens in need...) with theatre seating, proper dressing rooms, a backstage, fitted with proper theatre acoustics and lighting.

I feel it would be a great investment - a \$ draw from all the groups that do business in CBS but that have to rent space in St. John's, Paradise and elsewhere for performances, recitals etc. Besides monetary rewards from the 'brick and mortar' of the building, I believe that the 'exodus EAST' may reverse. A great venue + talented performers = growth for CBS... be it offshoot retail setups, more tourists to our beautiful town, and will attract more people to make CBS their home... equalling more property tax, business tax income for the Town of Conception Bay South!

Need more police roaming the streets.

Dear Town Council:

The set up of this questionnaire is misleading and will provide you with answers that do not reflect the changes required. I choose to cut back on spending but not services.

I don't believe you need to increase any taxes, decrease any services without first trying to cut costs that are paid by tax payers that add no value.

I would focus on the administrative and operating costs being cut back and getting the better quotes to provide items such as snow clearing without losing services. The same as any business would do.

I feel your animal control are atrocious, we're I live I can even walk to store with dog as there is no side walk, I call it suicide alley. My heart breaks watching a citizens in a wheel chair try to get up foxtrap access road.

There is no enforcement for noise control of animals or off road vehicles.

Cleaning and beautification: my part of town looks run down. The dug put on the street have large trees growing out of them and have not been properly cleaned out in years.

What are your plans for access to renewable energy too? I want access to solar power panels and electric vehicles.

Strive for perfection...Your sauna at the Rex centre can not be turned up so it actually operates as a sauna as it blows a fuse. Do accept this as the final solution, fix the fuse panel so it can work.

The list of how great we could be goes on...

Kind regards

Tasha Grey

Need to help those addicted to drugs, The low income families need aid, Seniors are being abused by caregivers and family, they need help, more police surveyance, more noticeable...

More incentive for young people to start a family in the community.

I believe road infrastructure, snow removal and law enforcement should be priority in the budget for cbs and less focus on recreation. If roads are hard/dangerous to drive on or people feel unsafe in their communities they won't want to attend recreation places and town events.

Need to work to find more commercial and industrial tax base. More commercial and industrial taxes would result in more services available to the town. Paradise and Mt. Pearl can offer more services/programs because of this.

Steady as she goes; keep up the good work!

Recommended focus on road shouldering to avoid erosion and costly repairs. This doubles as a gravel sidewalk where none exists. Also, plan for permanent road repairs vs patchwork (for example Fowler's Road).

Last; but, not least: avoid any tax increases.

We need a Neighbourhood Watch Program.... factored in with municipal enforcement budget. Officers should also be able to issue tickets like Neighbouring communities.

Given that "other" is the 3rd largest expense I think we should be given more information on what is in there.

My main concern is the fire department. I was a police officer with the RCMP for over 20 years and I have never seen this kind of over response to minor incidents. As an example I was driving my kids to school at QE one morning when there was a fender bender at the intersection of the main road and Fox trap access road. As a former police officer I stopped my vehicle and checked the occupants of the vehicles, no major injuries. I directed traffic until the

fire truck arrived then left to bring my kids to school. When I drove back there were 3 pumper trucks and 2 pickups along with ambulances, tow trucks and police cars on the scene. Sure its great to have all this equipment available but overkill can cause problems. The large pumper trucks were greatly increasing congestion at the intersection and were of no use being there. in addition they all responded to the scene with lights and sirens causing panic for some drivers on the road when there was no need. What is going to happen when the third pumper truck responding to an accident with lights and sirens causes an accident? As a police officer we were taught to respond to a incident with emergency equipment activated but assess the situation as you arrive and tell other units to slow down or return to the detachment if they are not needed.

In conclusion I don't think there needs to be any reduction in resources available but lets use them wisely. Every time one of those expensive pumper trucks is taken out of the station they can be involved in an accident. With a dozen or more firemen wandering around an accident scene its only a matter of time before someone gets hit by a passing vehicle. It happens, twice in my career while responding to accidents on the highway I had to jump in the ditch to avoid being struck. Just general wear and tear on the vehicles responding several times a day will add up to extra maintenance. This type of response does not happen in other communities. if you feel its necessary to have the fire department respond to every accident maybe you can have an emergency response vehicle set up with the equipment needed to respond to a car accident.

The town should consider posting the salaries of the town employee's so we as taxpayers know if it's average or higher than average than workers in the private sector I suspect that there is a large percentage of the cost attached to many of the services the taxpayers of CBS fund.

I would cancel means tested property tax reductions for all seniors. If you have a rebate it should apply to everyone or no one. We now have full time RNC presence so we don't need as much municipal enforcement. Not that they appeared to do much any way.

An identified cultural presence is lacking in our Town. In other jurisdictions, libraries play a key role in a cultural environment. Such is not the case in our Town. We don't have the facilities. A new library of an appropriate size for our Town could provide the base for cultural activities.

I would like to see an accessible Library in our town.

You need to find ways to cut spending. Way too much paid in taxes

I have seen plows going up and down streets 2+ times per day actually plowing bare roads, is there any need when there has been no precipitation to warrant it.

I fear that I will not be able to afford to live here in my retirement. Please make this town a more affordable place to live for everyone.

PLEASE TAKE A SUM OF MONEY FROM SOME OF THESE SERVICES TO PAY FOR MICHELLE DYKS'S WATER/SEWER ISSUED THAT WERE CAUSED BY THE TOWN. SHAME ON YOU FOR SITTING IN THESE JOBS. BUILDING UPDATES AND ANIMAL ISSUES WILL HAVE TO WAIT ANOTHER WHILE, SHE IS A RESIDENT OF OUR TOWN AND HAS WAITED 7 YEARS- HOW LONG IS TOO LONG.

The town requires more recreation facilities for the young families that are now making up a

huge portion of the town's population. The library needs a bigger facility and more funding to be able to put off more family activities. Our pool needs considerable amounts of upgrades to compete with neighbouring facilities. After living in CBS for seven years we are moving back to St John's because there are simply not enough options for children now that we are parents. We love CBS and appreciate the improvements the town has made but there simply haven't been enough of them.

The CBS library is an important part of the town. It's essential for young families and seniors and a great meeting space for people from the town. Their programs are great and much needed.

The CBS pool needs a clean up. The change rooms and bathrooms are disgusting.