



Draft
2024 Citizen Budget Report

Town Of Edson 2024 Citizen Budget Report

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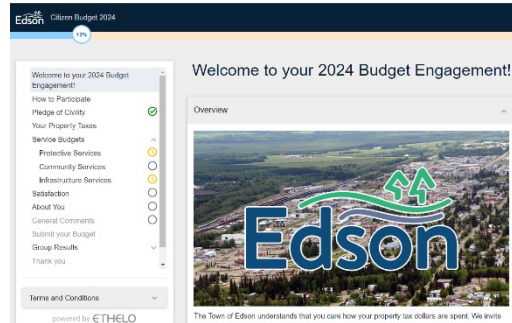
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Introduction

From April 24th to May 14th, 2023, the Town of Edson conducted a [public survey](#) to get input on budget priorities for Edson residents.

Participants were asked to provide feedback on ten service budgets under three service categories – Protective, Community and Infrastructure. This was in the form of preferred budget change, satisfaction rating and discussion.

As an option, participants also provided basic demographic information about themselves and their current assessed property value.



Welcome page for online consultation

Summary of the report

The engagement attracted 85 participants over the period. There was a clear collective desire to keep spending at the same or similar levels to the previous year (2023).

Satisfaction by department ranged from 4.6/10 to 7.7/10, with an average of 5.7/10.

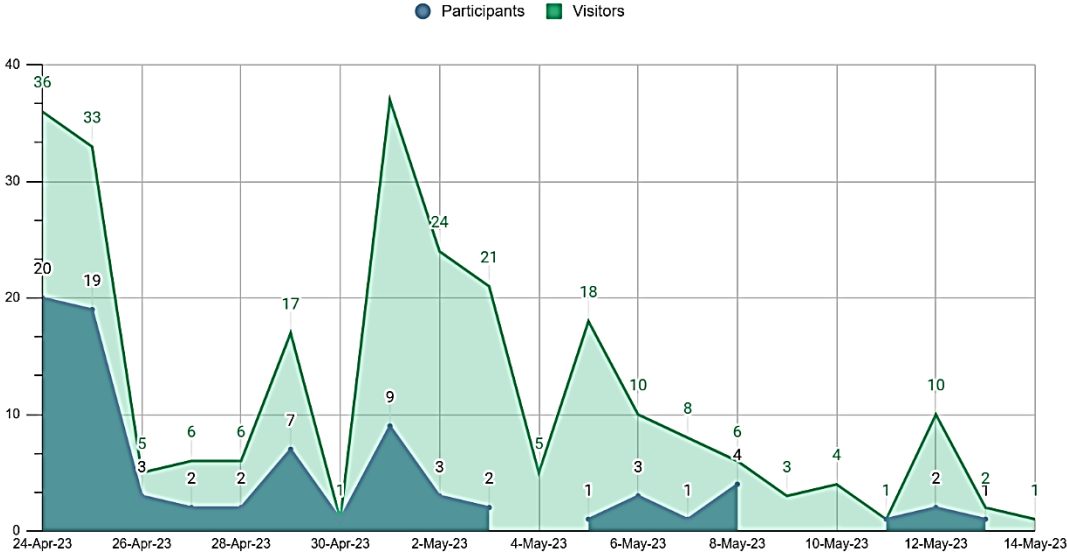
In terms of comments and feedback, there were 118 entries. The general tone was constructive, and all the comments are included in this report within the appropriate sections. There were several comment themes that emerged but none, aside from crime had more than a few participants.

Participation

Over the 5 weeks that the engagement was live, the online platform garnered...

- 269 Visitors
- 85 Participants.
- 31.6% Participation rate
 - 63% of participants answered at least 25% of the questions
 - 58% of participants answered at least 50% of the questions
 - 34% of participants answered at least 75% of the questions
- 77 comments (an average of 0.9 comments per participant) and 6 likes
 - There were a further 50 comments left in suggestion box items.

Participation

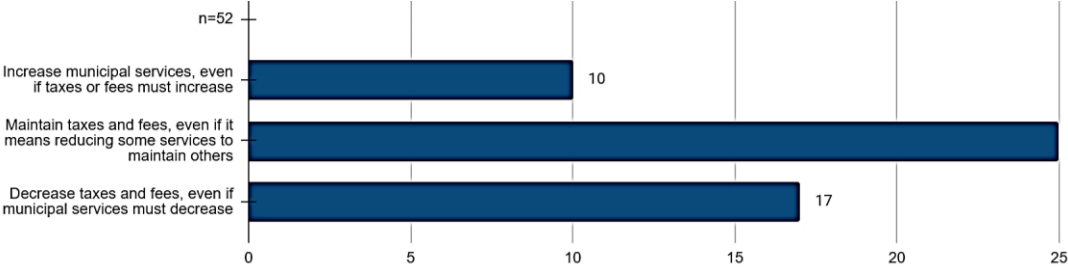


Results

Direct Question

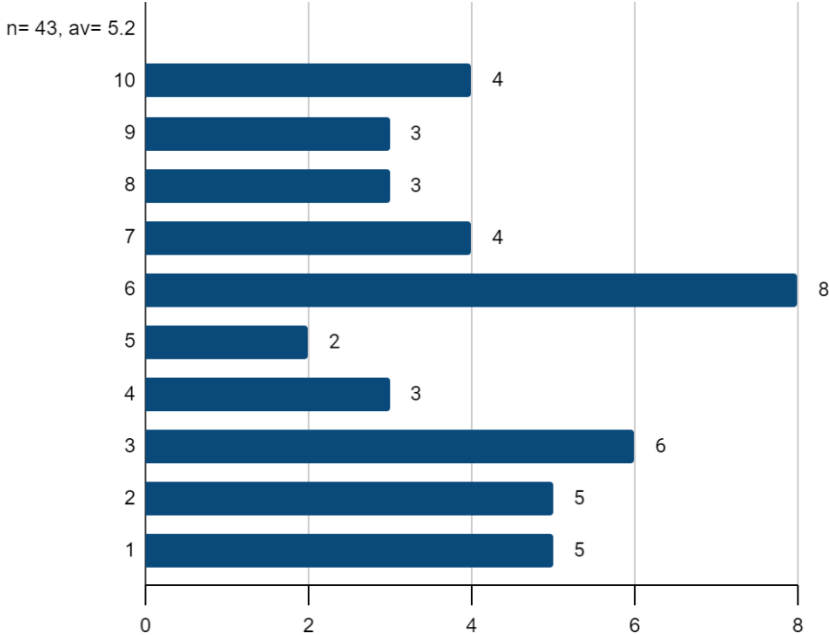
The results were reflected in responses to the direct question in the satisfaction page:

When the municipality is creating the municipal budget, it often faces higher costs to continue to provide the same level of service. Please indicate which of the statements comes closest to your point of view. The municipality should:



Administrative Services

Satisfaction

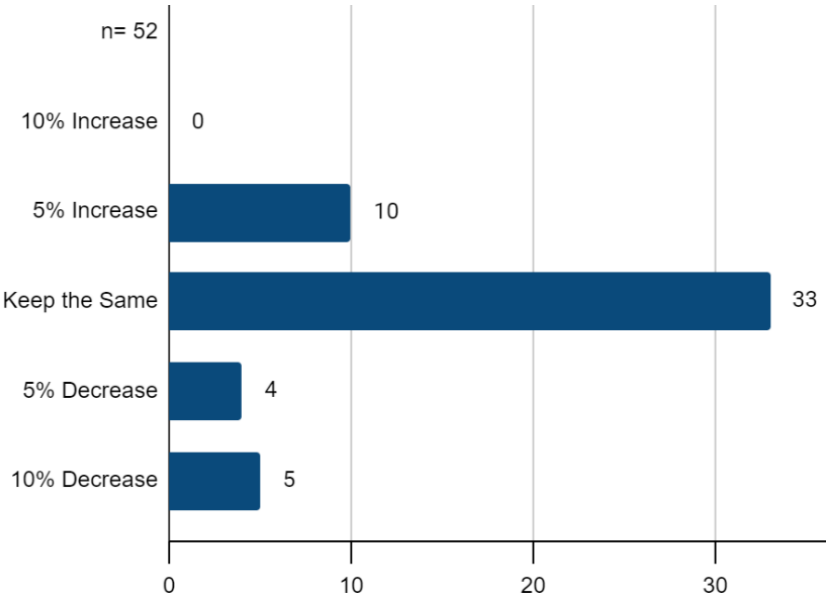


Protective Services

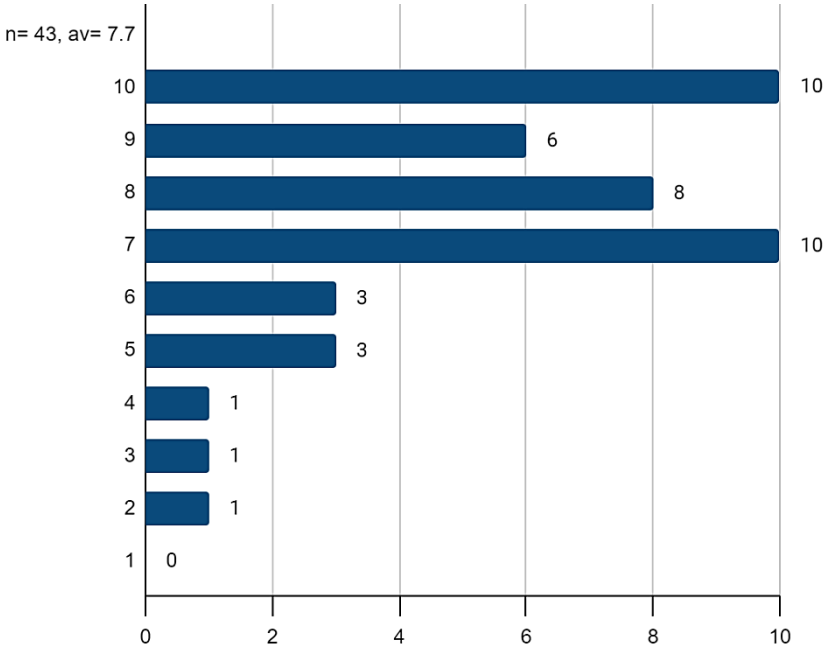
This section covers the Fire Department, Community Enforcement (Bylaw), and RCMP Services.

Fire Department

Level of Service Change



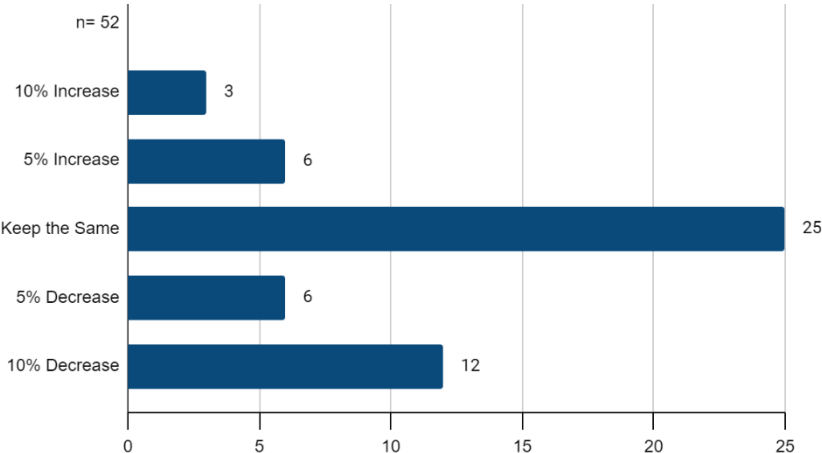
Satisfaction



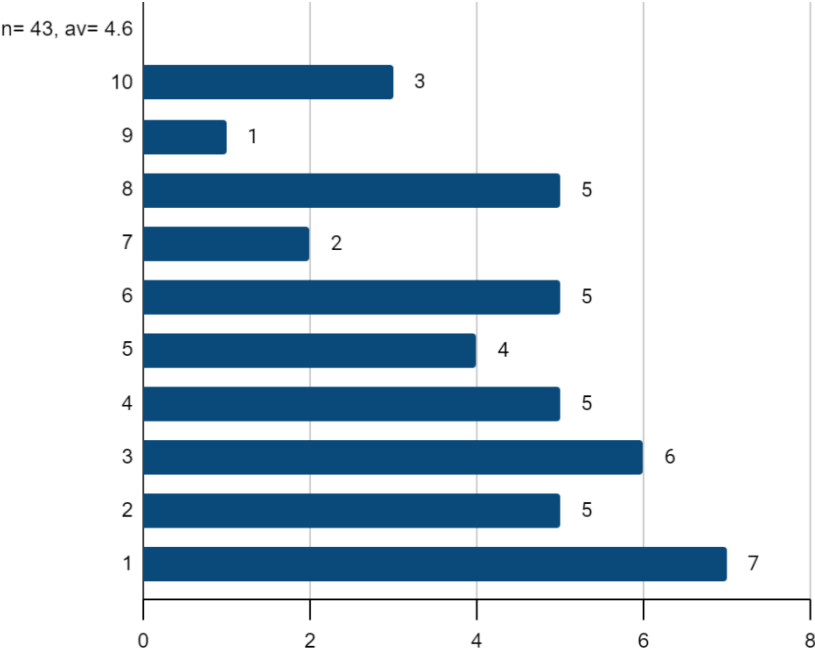
There was only one comment specific to this: 'Cut waste and some management position costs'.

Community Enforcement (Bylaw)

Level of Service Change

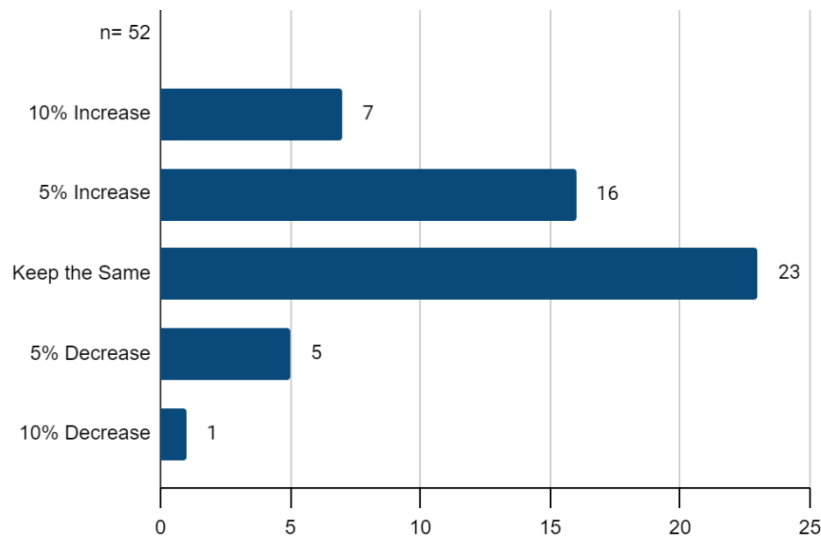


Satisfaction

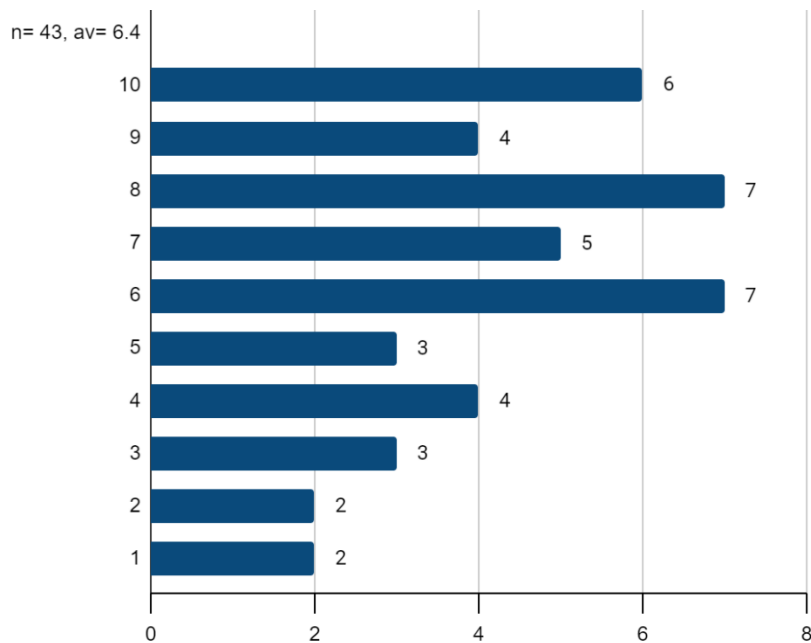


RCMP Services

Level of Service Change



Satisfaction



Comments

'I think I'd like to see more evidence of them doing stuff in Town vs the county.' 👍2

'Please keep the RCMP'

'RCMP do a great job'

'Higher'

'Again, for what they are currently doing, too many calls are going unanswered and Crime is just getting worse.'

General Feedback

'Could use some improvement'

'Too top heavy, a single station department for our population size does not need so many levels of senior management. The photo radar program should be replaced with additional level 1 CPOs for live..'

'I think the RCMP do a great job but I'm not sure the enforceable laws against the homeless drug users that's a massive problem'

'Fortunately, I've never had to use these services.'

'RCMP needs to step up patrols at night and actually respond to calls. In one night on the weekend I witness about 30 drunk drivers. (I work in an establishment that serves alcohol.)'

'Its nice to see a presence of RCMP when you are walking thorough town.'

'When I have a concern regarding a problem I expect it to be taken care of. Over years I have calls both town and RCMP regarding vehicles not stopping at 68 St. and 5 ave. I have yet to see either make'

'Police are doing the best they can with what they've got. If the town could create more opportunities to address the social concerns and to unite and create healthier families the community would be'

'Fire department is not an ambulance service. Stop wasting tax dollars. EMS needs to be able to do their job on their own, only asking for assistance when actually necessary. Fire needs to stay in a la'

'The theft and drugs in this town is unacceptable. When the sun goes down this town turns into a horror movie. If changer aren't made soon I will be moving my family somewhere else.'

'Needs to be more proactive, work outside normal business hours, more patrolling in school zones (not just make a pass through)'

'We need to have officers by school zones more often. The amount of people that speed through there is terrifying. A child has already been hit at one of the schools. Next time, it may end with a fatal'

'Adequate'

'Edson Bylaw services need to hire more people in order to be helpful. One peace officer does not provide enough support. If that one peace officer is not working then the small by law calls end up goi'

'Beside having no police officers available 24 hours a day besides 911 which is ridiculous... No real complaints'

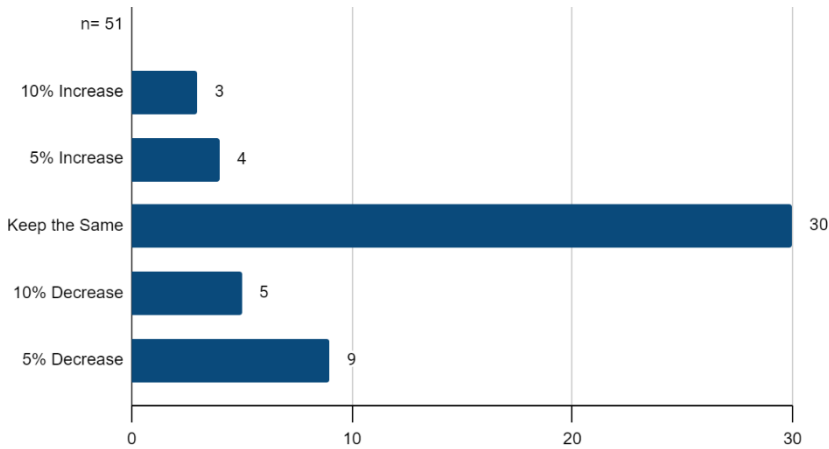
'I think the move on some of the playground areas last year were a bit poorly thought out. Some of them probably shouldn't have been considered as school/playground areas.'

Community Services

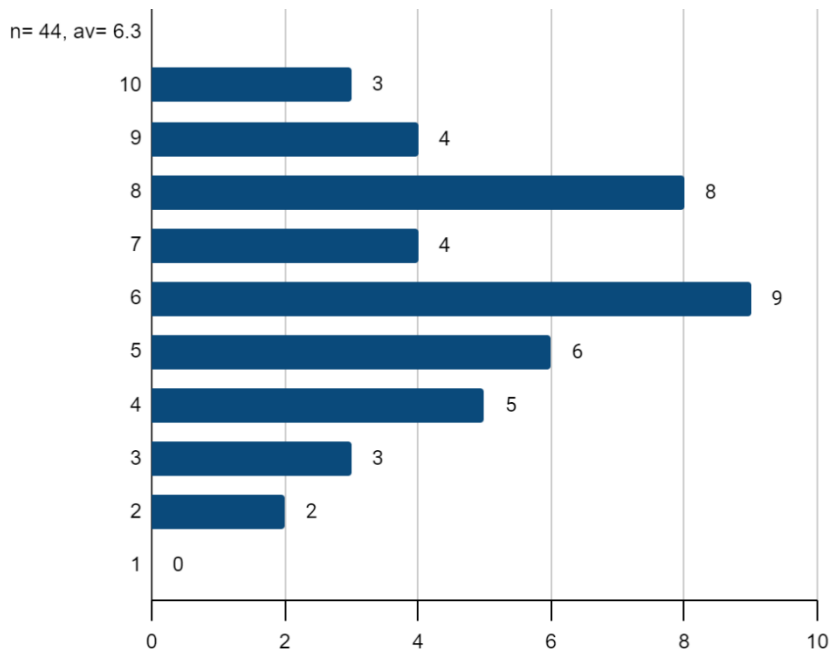
This section covers Family and Community Services (FCSS), Parks, Community Development and Edson and District Leisure Centre.

Family and Community Support Services (FCSS)

Level of Service Change



Satisfaction

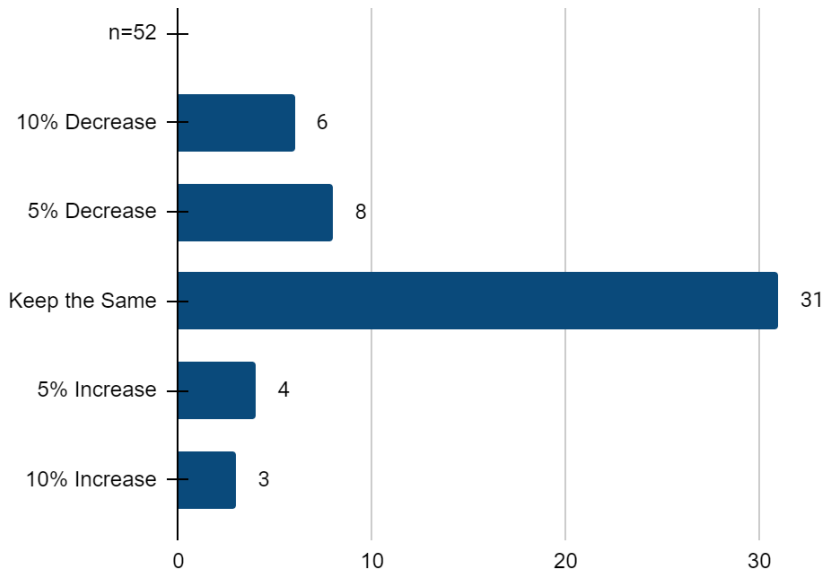


Comments

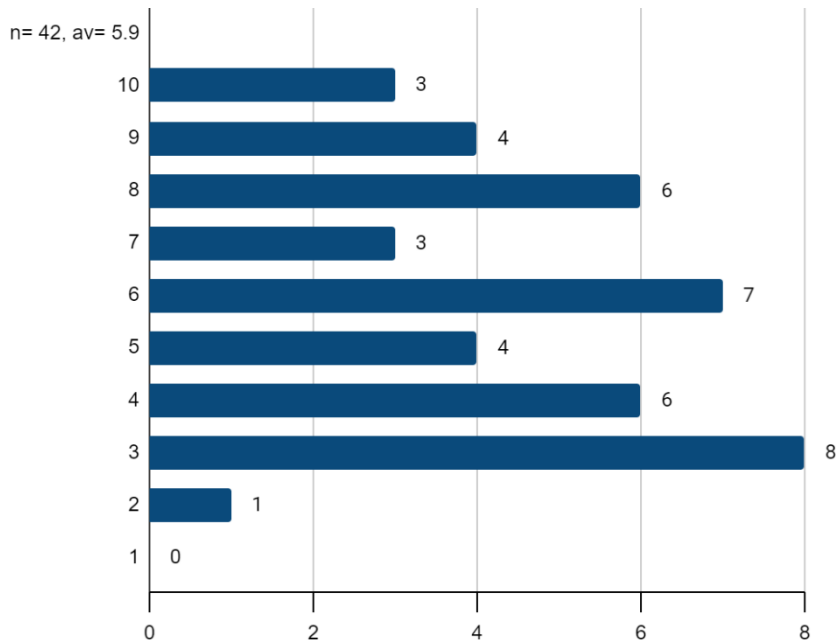
'Save by reducing expenses and or management positions.'

Parks

Level of Service Change



Satisfaction



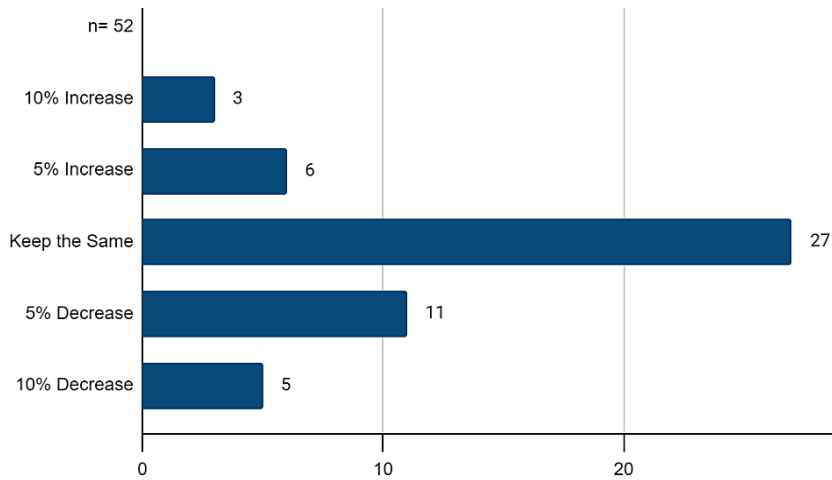
Comments

'We need a higher budget for the cemetery. The cemetery has been neglected for far too many years. What is budgeted barely covers anything.'

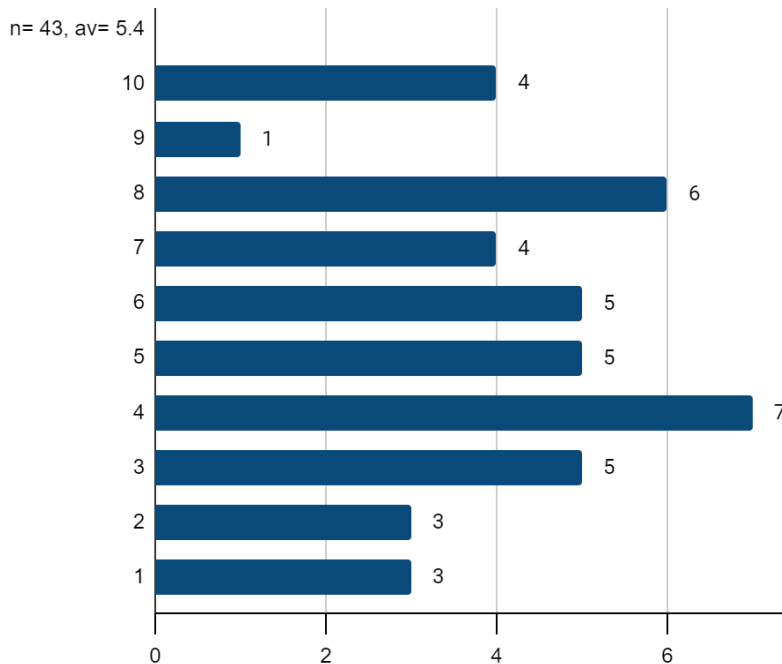
'Spend the funds wisely.'

Community Development

Level of Service Change



Satisfaction



Comments

'I believe it needs to be lowered for what they are currently doing, they do not respond when called especially if it is out of Mon - Fri 8am -4pm' 📄 1

'Cut management and unnecessary expenses'

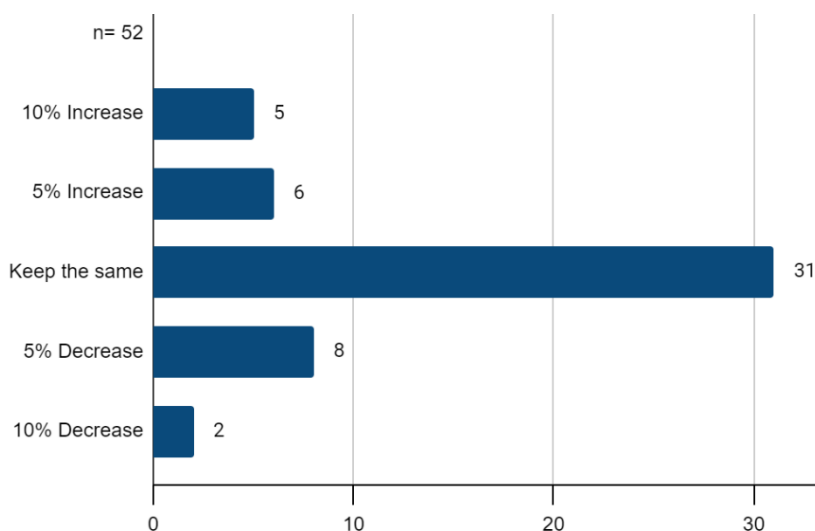
'I would like to see more in the way of community events. As it stands right now more advertising of events needs to be published in more places than Facebook groups that a lot of community members don't access.'

'I think the staff have been doing a wonderful job.'

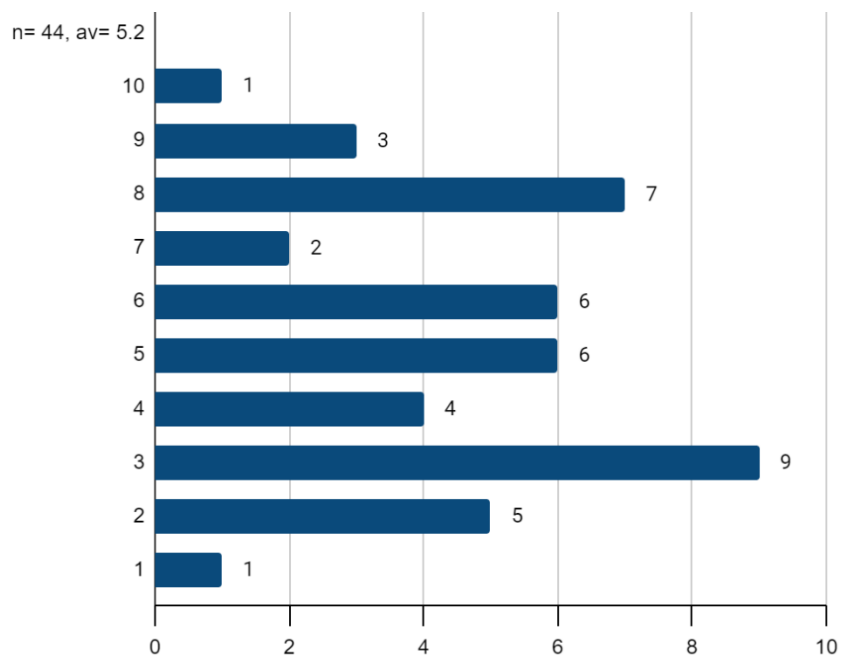
'Bylaw needs to work outside the hours of Monday to Friday 8-5. Also needs to be proactive and if they see a bylaw being broken (sidewalks not being shovelled) to not turn a blind eye and deal with the issue.'

Edson and District Leisure Centre

Level of Service Change



Satisfaction



Comments

'So disappointed that the hot tub is not working!'

'There are constantly problems with the pool. I understand the revamp of the space and am all for it, however proper and regular maintenance needs to be in the forefront.'

General Feedback

'Great'

'When comparing ourselves to neighboring municipalities we are lacking in community services. I would like to see perhaps a new park in the green space where the old water tower used to be.'

'I think there is a fair amount of community engagement I enjoy the event the town puts on fireworks never disappoint on Canada Day. I do think for the level of staff they have in public works I see...'

'Think Edson does well here.'

'I think the community services are good, however more needs to be done about the rapidly growing drug population. Not more pods, or reflections. We need to stop providing enabling services.'

'I think we have great community service. There are activities put on through the town for all ages.'

'Get the multiplex built. Our pool is an embarrassment'

'Too many un-utilized services.'

'Edson is a community that has had to have had significant income from transient workers and those passing through for travel to jasper etc. sure we have paved walking paths but there is so much lacking'

'Whitcourt seems to have this sorted out, maybe we should ask for advice'

'I think the town could increase the use of the leisure centre it is very reasonable if you use it daily and the fee for the landfill could increase'

'I believe less money could be spent on managerial positions in all areas of town operations, not just community services. Like many govt organizations, there are too many managers and assistant manage'

'We need more options for kids of all ages. If we want our kids to stay busy and out of trouble, we need to provide them with opportunities to be active, without having to register for programs...'

'Could use more services for kids and seniors.'

'Edson is a great community for families. We love all the events that are planned.'

'Absolutely horrible at any sort of advertisement.'

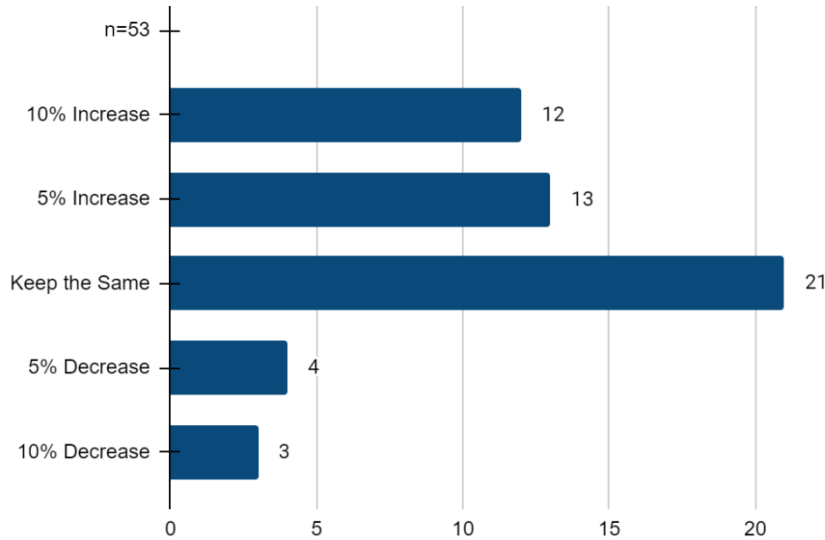
'I often don't know about things going on until I pass them in the community or get told they're happening at last minute.'

Infrastructure Services

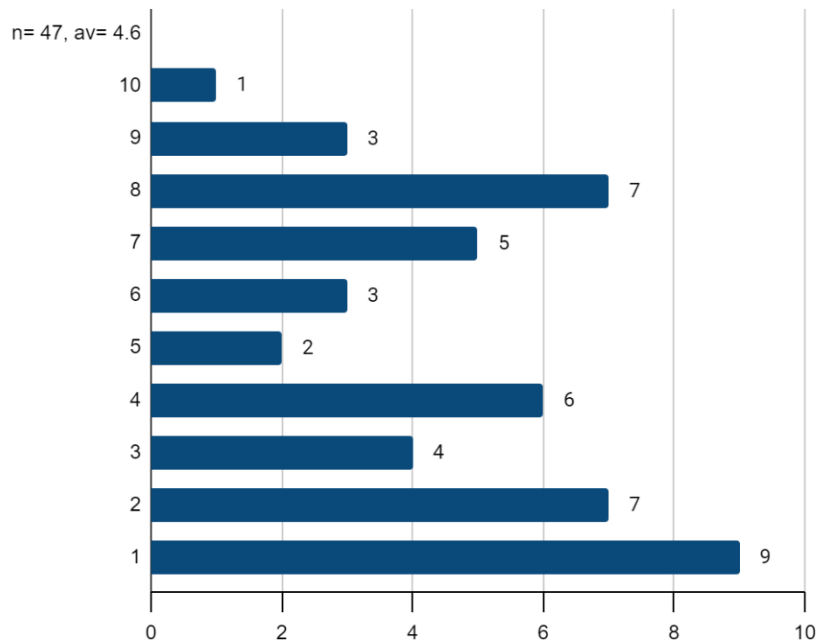
This section covers Roads & Sidewalks/Snow Removal, Waste Collection and Landfill.

Roads and Sidewalks/Snow Removal

Level of Service Change



Satisfaction



Comments

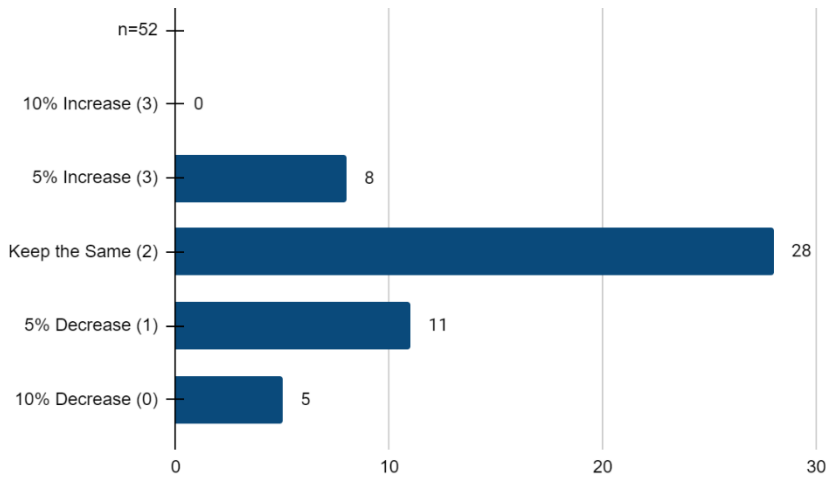
'I think they did a great job of snow removal this past winter. That said the snow removal signs need to be put in the middle of the road so people see them not on someone's snow covered grass area. Also put them out 48 hrs in advance and tow the vehicles that are not moved!!!!' 👍 1

'I don't think snow needs to be hauled away. If it's hauled away all residents should have the same services.'

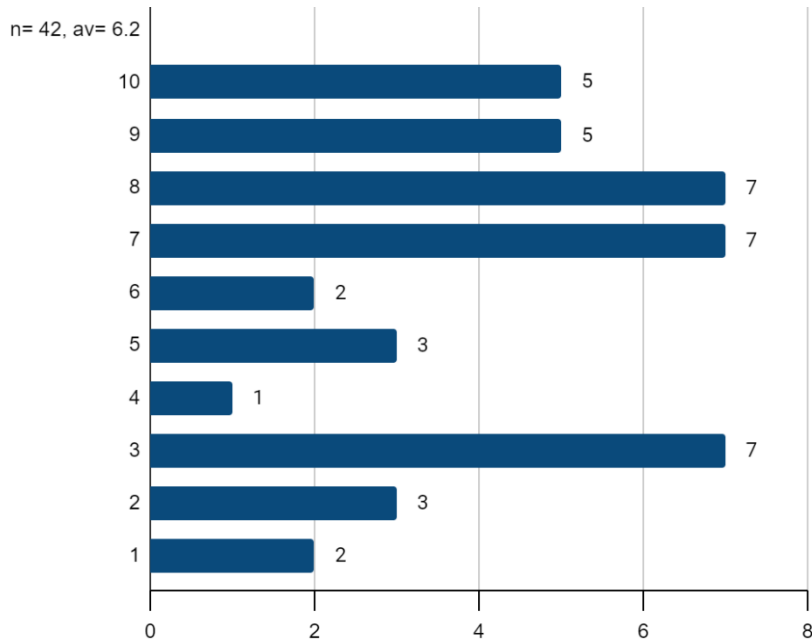
'The potholes in Edson need to be fixed.'

Waste Collection

Level of Service Change



Satisfaction



Comments

'Paying way more for waste collection than ever and it isn't worth it! Garbage should be picked up every week like it was for many many years and compost every two week's year round.'

👍 1

'Ideally household waste pick up every week.' 👍 1

'I would like to see the ability of opting out of organic bin and having a recycling bin for plastics and glass and tin and cardboard. Not everyone has the same type of recycling.'

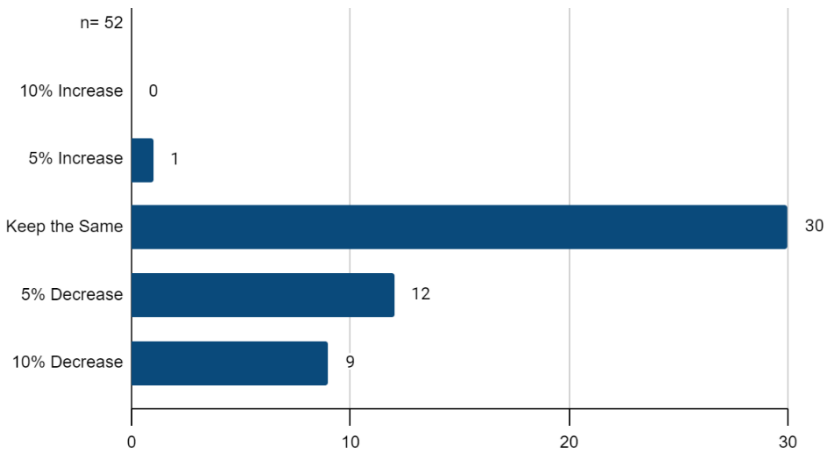
'I would like to see the recycling program adjusted so that the space is available outside of working hours (aligned with landfill?) or a blue bin recycling program. Would like the ability to pay for a second bin (compost or msw)'

'Waste collection should be weekly and compost bi-weekly'

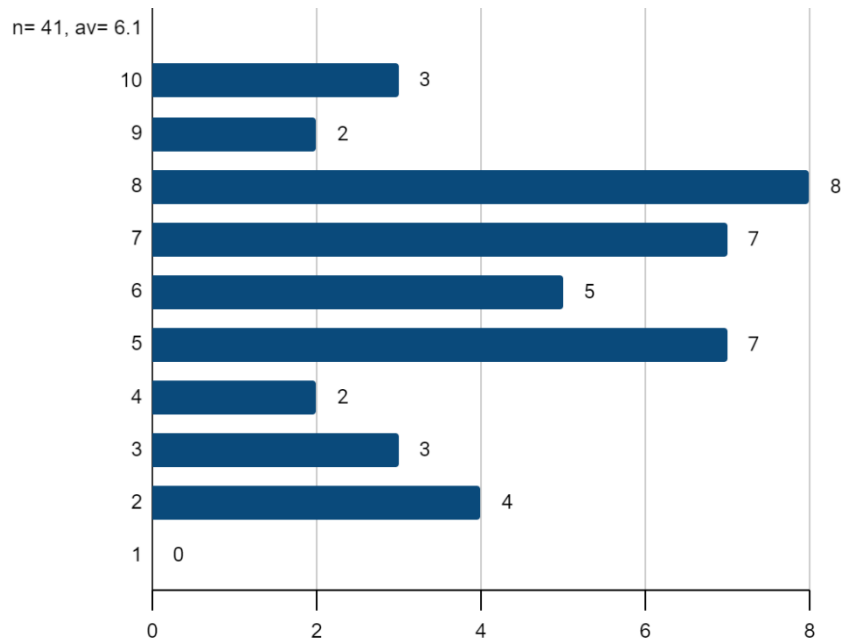
'Garbage should be every week and Compost every week only in the summer.'

Landfill

Level of Service Change



Satisfaction



Comments

'You already add the extra fees for the extra.'

'The cost is ridiculous considering that we don't have weekly collections. As a family of four we have to make a dump run once a month as our garbage is only bi-weekly'

General Comments

'Could use some improvement'

'Better management is required for snow clearing season. Prioritization needs work and more resources are required. It should not take days to clear the snow across town. Snow clearing should occur day'

'I understand the reserves are low we can't change the past. The beautification with the paintings are great. I would like to see downtown injected with some life. Rumour says rents to high and build'

'I'd really like to see the pipeline project put a paved walking track from the west side of Edson, to the ball diamonds where they cleared the land. It would be a great addition for our walkers...'

'We need to start fixing up or making building owners fix up the buildings instead of boarding them up or just creating new buildings. Main Street is a complete joke.'

'Our roads need to be looked at. They are terrible throughout the entire town.'

'Would like to see town complete projects in a timely manner. I have heard they were to repair 1st Ave a while ago and still nothing.

Why must everything the town does have to go for consultation? By'

'You mean the water break repair crew?'

'Our roads are in terrible condition. I understand the highway is not under municipal care. But the rest of the streets in town are awful. Alley approaches are terrible.'

'Driving through Edson is a rollercoaster ride. Some parts of it are beautiful, and you can see the work that's gone into it. Other parts, such as main street, look abandoned and rundown. I understand w'

'Need better services. Roads are incredibly embarrassing.'

'Snow removal could be better in the winter. Maybe having a night crew on as well to get the streets cleared quickly after a snow fall otherwise it snows again and they never catch up.'

'Don't know how you spend the money you do and continue to get nothing accomplished... pathetic'

'Are we getting a water restrictions this year again?'

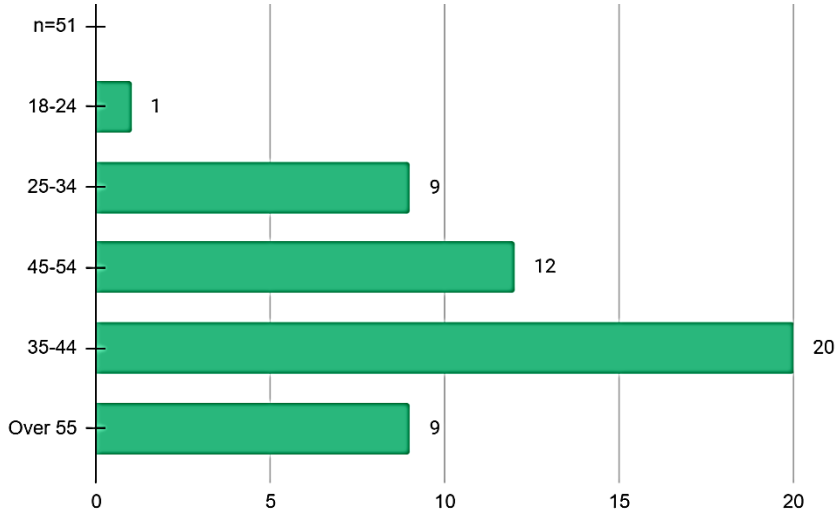
'Too many taxes'

'Need to put more money into infrastructure, do complete rehabs every year. That is the only way the infrastructure will start to catch up on repairs.'

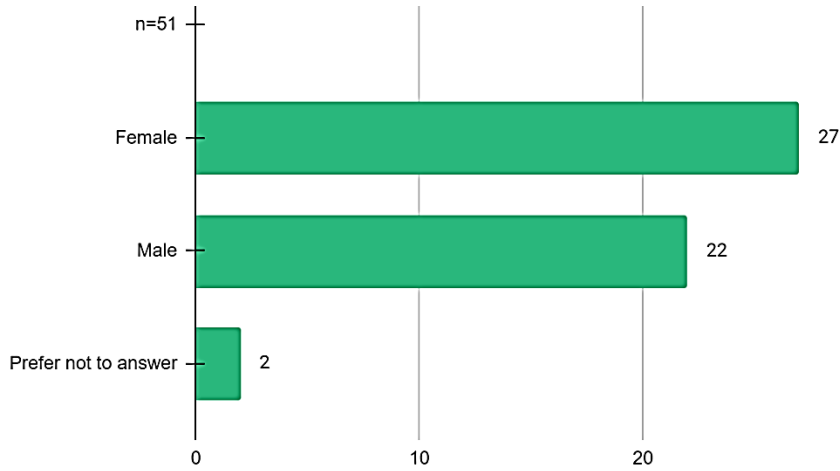
'Roads and parking lots of some businesses in town are in an abysmal state'

About the Participants

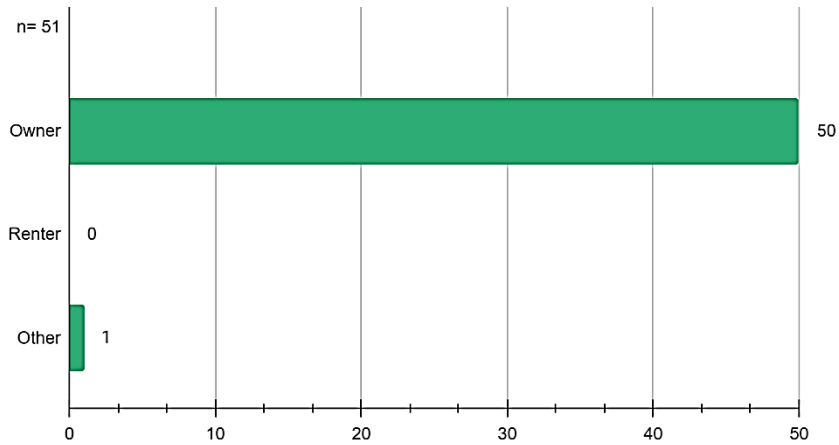
Age



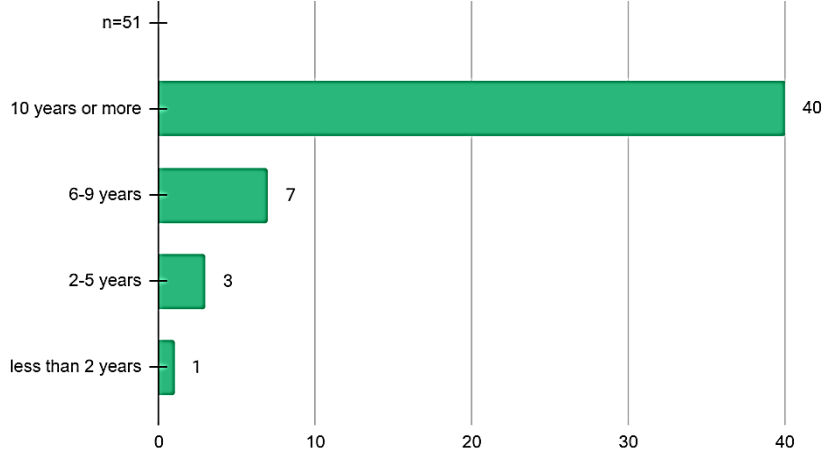
Gender



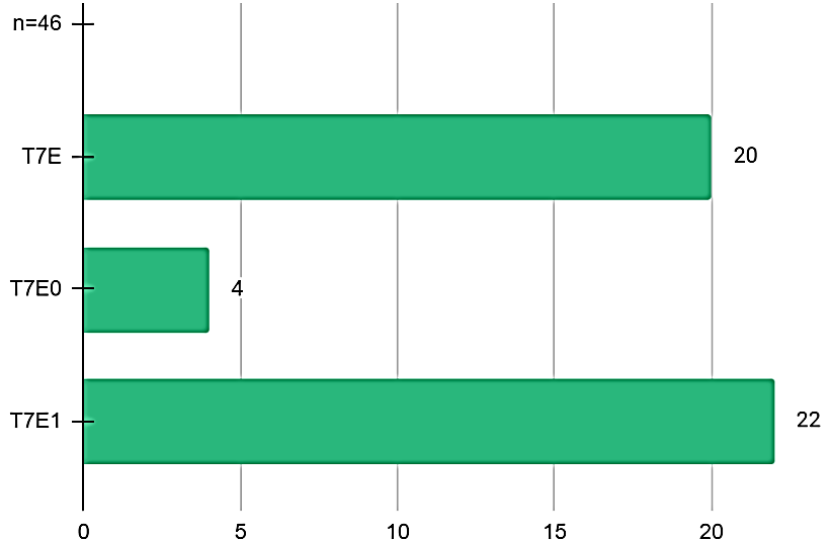
Status



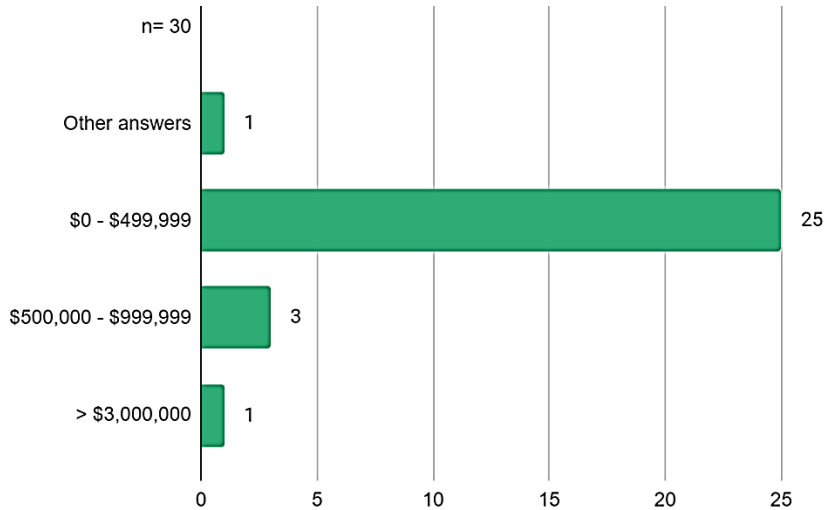
Length of Residency



Postal Code Summary



Assessment Amount



Feedback

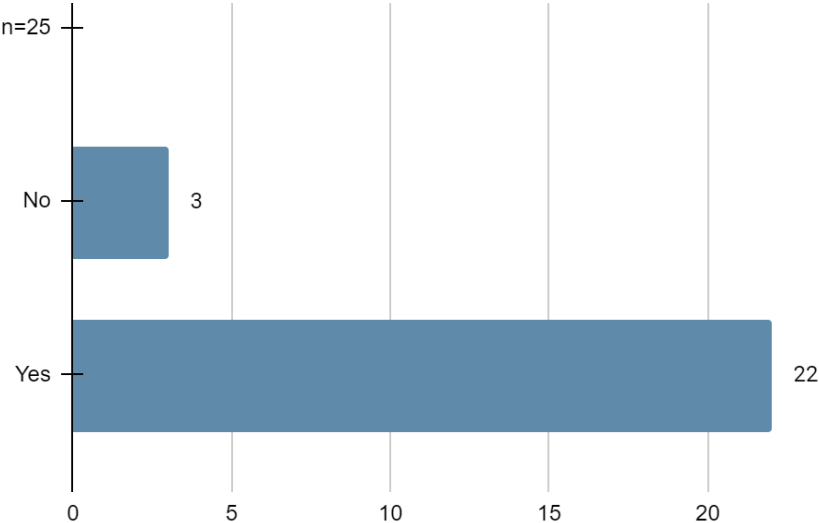
What did you like?

'Community Engagement'
'Felt redundant with the sliders after saying how I wanted to affect the budget'
'I liked being able to see other people's answers and ideas.'

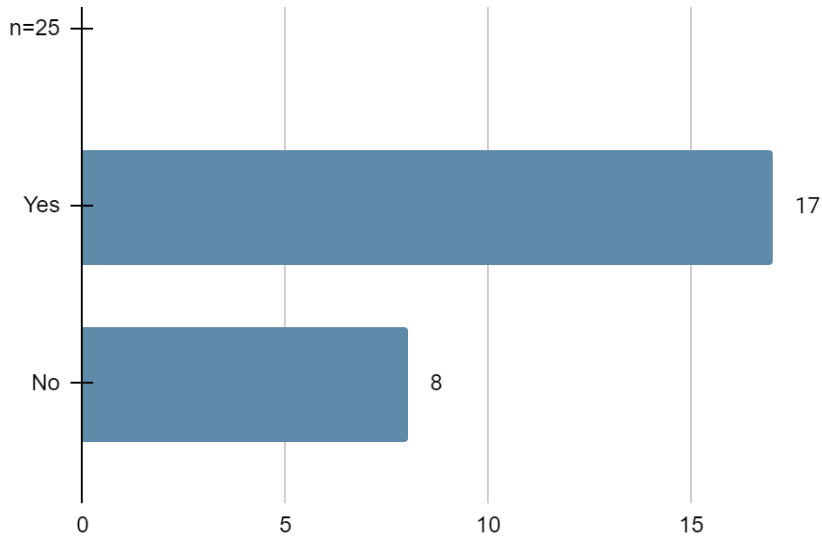
Where can it improve?

'Showing the budget for each department we had to go through.'
'Having to put these comments in to finish the survey'
'Not enough responses.'
'There was no place to voice concerns regarding too many management positions. There was no place to address general waste in spending on unnecessary frills. There was not a place to suggest cuts in areas other than providing service.'
'More in depth questions'
'It's hard with general questions. I think waste collection and water/utilities fees should be their own separate questions.'

Support for Final Decision



Support for Group Results



New Learnings

Only 2 participants from 27 stated they had learned something new.

Friend Referral

18 participants from 27 stated they would refer a friend to a similar process.

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