



## The citizen's summit – June, 1<sup>st</sup> and 2 – City of Deux-Montagnes

### **Environment, sanitation, services to citizens and governance**

Over the last few years, the City of Deux-Montagnes has set itself apart environmentally by eliminating plastic bags, which had been handed out by retail stores, and by strongly showing its intention to go green: collecting green waste, establishing a composting program, a policy for trees, construction of a green building and implementation of Horticultural days.

In connection with cleanliness, the City also initiated a fight against graffiti, and public nuisances are now regulated. In terms of communication, services to citizens and governance, the city looked for ways to better meet the needs of residents seeking ways to work together more efficiently.

The present workshop will look into possible guidelines which the City could consider with respect to these programs.

### **1. Ecological welfare**

**Do you think the City of Deux-Montagnes is doing enough for the environment?**

1. Should we do more? Invest in energy efficiency measures for our buildings, vehicles and fuel and power consumption, whether or not we recover the costs in the immediate future?
2. Is the City doing enough for the environment? The environment should not take precedence over the economy.
3. Should the City act differently by looking for ways to gradually integrate concepts of environmental protection without creating large financial impacts?
4. Should we maintain the program against biting insects?



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### **2. Establishment of a drop-off centre**

The City of Deux-Montagnes is looking into the possibility of implementing a drop-off centre to enable citizens and contractors (construction/renovation) to dispose of recyclable materials and construction waste.

**Would you favour such a project?**

**Should the drop-off centre aim for self financing and/or be quickly implemented in order to avoid any further discharge in the environment?**

### **3. Graffiti**

Public building vandalism, which mostly encompasses graffiti, is an ongoing concern. The city allocates an annual budget of \$8 000 for the elimination of those inscriptions.

**Do you think the City is using the proper method?**

1. Should the City ignore this type of degradation? If we ignored the culprits, would they go away eventually?
2. Is it important for our public spaces to be in good clean condition, whatever the cost?
3. Should we intensify our monitoring measures, notably with cameras, in an effort to deter offenders? Should we force offenders to assume the costs of cleaning? Is such an investment a wise choice and would it enable us to do away with graffiti over a long-term period and to self-finance the cleaning methods?
4. What should be done about graffiti on private properties?



#### **4. Neglected properties and homes**

The apparent neglect of some properties is harmful for adjoining properties whose owners see the value of their houses decrease because of this situation. In these circumstances, various questions should be asked:

- Should we intervene to ensure that some owners perform the repair work required to refit their homes?
- Should this be done when the house is sold while ensuring the new buyer is committed to performing the required work?
- Should we implement a tax credit program or other incentive program for renovations? If so, what financial consequences would such a program have for the City?

#### **5. Our means of communication**

The municipality is looking for ways to communicate and interact with its citizens with the help of various tools, primarily phone reception, the City's Web site, the Express newspaper and the City's municipal calendar. In emergency cases, the City uses the services of a private firm in order to reach the population concerned with the help of computerized phone calls.

We are reviewing the degree of satisfaction from our citizens with respect to these services and, at the same time, questioning the relevance of using such communication tools:

#### **We want to know what you think:**

1. Should the City reduce some of these services (reduce the frequency of publication of the Express newspaper or entirely stop the paper version and only use the on-line version)?
2. Should the City invest in a better, more complete Web site which would offer more possibilities, (electronic transactions for payment



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- of taxes, on-line registration for sports activities, etc.) regardless of extra costs to be incurred?
3. Should the City look into new information and communication technologies, even for emergencies (cell phones, etc.)?
  4. Should the City continue in its present path which seems acceptable in view of our financial situation and in view of our citizen profile where all do not have access to Internet and cordless phones?

### **6. Governance**

Are you satisfied with the way council meetings take place?

Should we aim for a paperless council sessions and move toward webcasting, to allow more citizens to take part in our local democratic life?

Do you use the *comment and request* tab on the Internet site? If so, were your comments acknowledged or followed up?

***Other comments and suggestions.***