
GETTING THE INFRASTRUCTURE
THAT MATCHES OUR AMBITIONS
AND MEANS

Rosemère

REPORT ON THE ONLINE
CITIZEN SURVEY

September 2019



ROSEMÈRE

Vivre Fleurir Grandir • Live Blossom Grow

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PART 1

INTRODUCTION

BACKGROUND

In February 2018, Ville de Rosemère—the Town—developed a strategic vision that reads as follows: **Rosemère, proud, green and prosperous.**

The results of a first survey

During this vision exercise, an online survey was conducted to better understand the expectations and concerns of Rosemère residents. The survey provided an opportunity for 523 respondents to express their views. Of these, 82% agreed that the Town should invest in improving the quality of its infrastructure and facilities, while respecting residents' ability to pay.

Similarly, more than half of the citizens surveyed (55%) indicated that they would accept that the Town implement a major investment plan for the improvement of municipal infrastructure and facilities. **However, they pointed to a lack of information on the current state of the infrastructure and the need for a situation assessment, to be communicated to citizens.** That assessment should then serve as a tool for deciding how much money to invest in public infrastructure and equipment.

A second survey on investments

Over the past months, the Town of Rosemère carried out studies with the help of experts to establish a diagnosis of the state of its municipal infrastructure and facilities.

For this, an online survey was developed in order to present this diagnosis to citizens and collect their perceptions of the necessary investments.

The independent organization Convercité, specialized in participatory planning, was mandated by the Town to support it in designing this survey and collecting and analyzing the data. This report presents the results of this second survey.

METHODOLOGY

The online survey was posted for two weeks, from June 12 to June 26, 2019, on the SurveyMonkey platform, drawing a response from 513 respondents.

A pretest period, from June 7 to June 10, 2019, allowed some 15 volunteer citizens to participate in the survey and validate the clarity of the information.

The survey included 22 questions on municipal infrastructure and facilities and 7 socio-demographic questions.

Questions on infrastructure and facilities were divided into five categories:

- Roads;
- Parks, sports facilities and green spaces;
- Municipal buildings and community spaces;
- Wastewater and stormwater;
- Drinking water.

For each category, respondents were first asked to consider the situation and then to comment on their level of satisfaction and the importance they attach to maintaining it.

Finally, the survey measured the respondents' support of various investment scenarios.

The survey was available in both French and English.

PART 2

RESULTS

PROFILE OF RESPONDENTS

This section presents the profiles of the respondents as well as the analysis of the results of the online survey.

513 PARTICIPANTS
+ 1625 COMMENTS

GENDER



STATUS

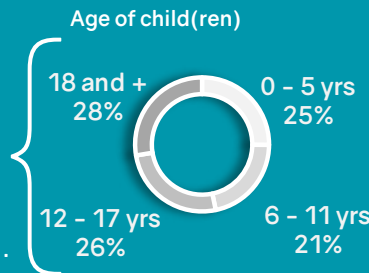


97% of respondents are home owners.

3% of respondents are tenants

HOUSEHOLD SIZE

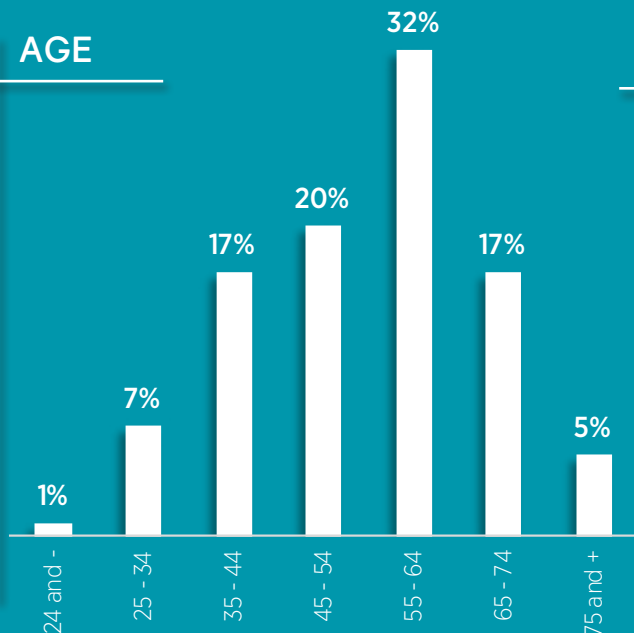
45% couples with child(ren).
3% single-parent household.
41% couples without child(ren).
10% single person.
1% other.



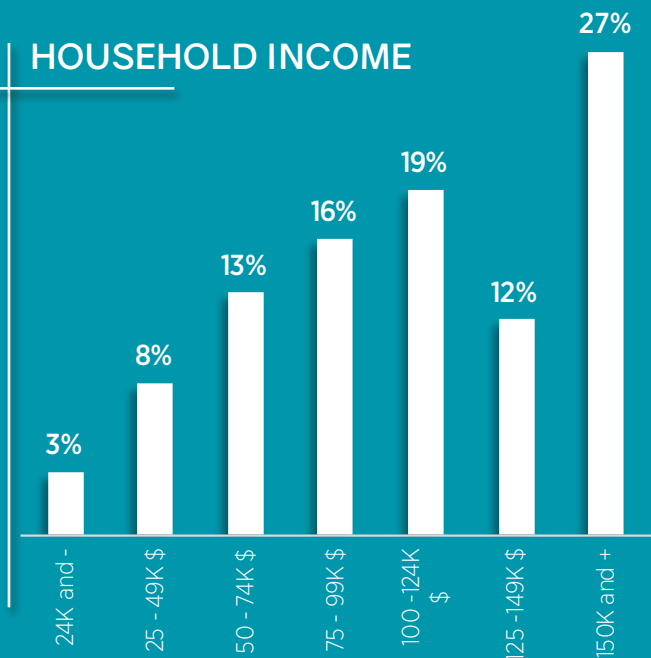
OCCUPATION

62% employed.
34% retired.
2% home duties.
2% study.
1% unemployed.

AGE



HOUSEHOLD INCOME



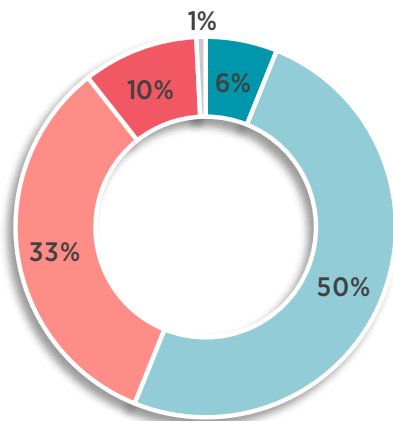
MUNICIPAL INFRASTRUCTURE AND FACILITIES

Roads

The length of Rosemère's road network totals nearly 100 km. The study does not include highways and provincial or federal roads that are within its territory, such as Route 117, which is under provincial jurisdiction.

Q.1.

Based on your personal experience, **what is your current level of satisfaction with the condition of Rosemère's roads?** (n=508)

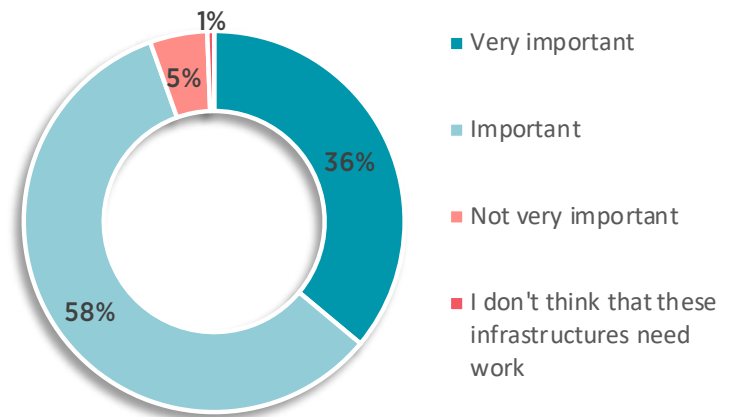


- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Don't know / No response

For **more than half** of the respondents (56%), the current state of roads in Rosemère is **overall satisfactory**. Nevertheless, a **considerable proportion** (43%) is overall **dissatisfied**. Indeed, 1 out of 10 respondents was even very dissatisfied.

Q.2.

Considering the state of affairs and the impacts of not implementing the work, **what level of importance do you attach to the work of carrying out road maintenance?** (n=513)



A **very large majority** of respondents (94%) consider the work of maintaining roads to be **overall important**. A bit **over one-third** of respondents even considered this work to be **very important**.

State of affairs

Studies show that nearly 20 km of the road network require intervention. The sections to be repaired are spread over the entire territory. Investments in the order of \$715,000 are expected annually for pavement rehabilitation over the next ten years.

Potential impacts of not completing the work:

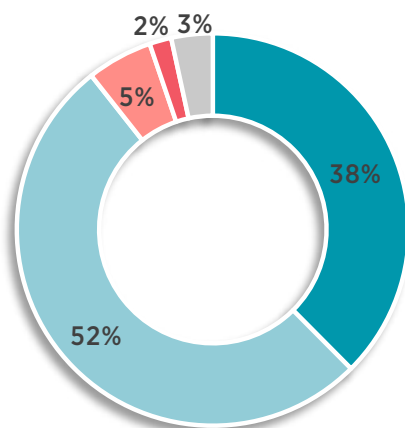
- Deterioration of the condition of the road network;
- Increase in operating costs (urgent and intermittent repairs).

Parks, sports facilities and green spaces

The Town has more than 25 parks and green spaces totalling 84 hectares. The largest areas are mainly located at the perimeter of the territory, along the Mille-Îles River. Many parks include playgrounds, tennis and soccer fields, as well as skating rinks. This green heritage contributes greatly to the health and quality of life of the people of Rosemère by providing an exceptional urban environment.

Q.3.

Based on your personal experience, **what is your current level of satisfaction with the parks, sports facilities and green spaces?** (n=498)

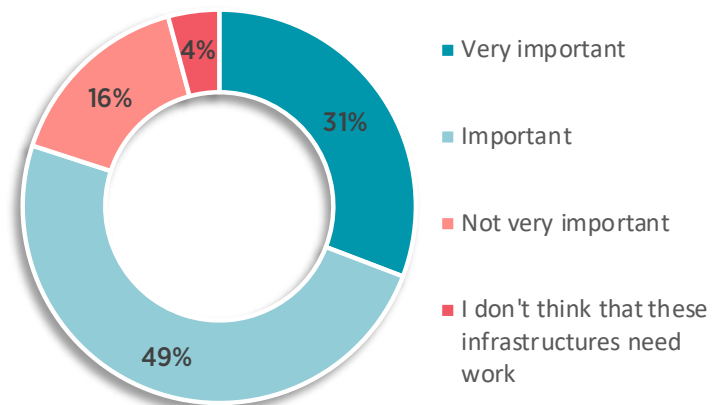


- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Don't know / No response

A **very large majority** of respondents (90%) are **overall satisfied** with Rosemère's parks, sports facilities and green spaces. **More than one-third** of respondents are **very satisfied** with them

Q.4.

Considering the current situation and the possible deterioration of Rosemère's parks, **what level of importance do you attach to the work of maintaining parks, sports facilities and green spaces?** (n=500)



The **majority of respondents** (80%) consider work for the maintenance of parks, sports facilities and green spaces to be **overall important**. One in 5 respondents do not believe that this type of work is important.

State of affairs

The latest study of current needs shows that the parks are generally evenly distributed and serve the entire population well. Investments in the order of \$150,000 are expected annually for 10 years to replace equipment, mainly in the neighbourhood parks.

Potential impacts of not completing the work:

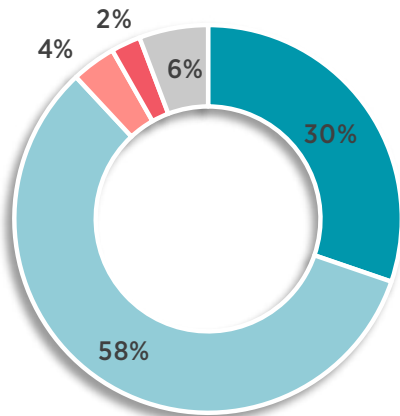
- Deterioration of the condition of the parks;
- Decrease in the quality of services to citizens;
- Increase in operating costs (urgent and punctual repairs)

Municipal buildings and community spaces

The built heritage of Ville de Rosemère includes 39 buildings including, among others, the town hall, the community centre, the train station, Hamilton House and bus shelters.

Q.5.

Based on your personal experience, **what is your current level of satisfaction with the quality of municipal buildings and community spaces in Rosemère** (n=486)

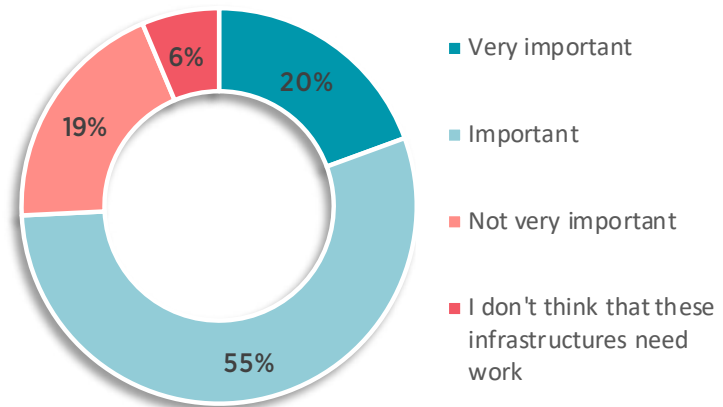


- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Don't know / No response

A very large majority of respondents (88%) is overall satisfied with Rosemère's municipal buildings and community spaces.

Q.6.

Considering the state of affairs and the impacts of not implementing the work, **what level of importance do you attach to the work of maintaining municipal buildings and community spaces?** (n=489)



- Very important
- Important
- Not very important
- I don't think that these infrastructures need work

Three-quarters of respondents consider that work to maintain municipal buildings and community spaces is **overall important**. One in 4 respondents do not find this type of work to be important.

State of affairs

Based on the recent audit of each of these buildings, the age index is average—a result deemed disconcerting by some experts with regard to the physical integrity of these assets. Some buildings are more critically degraded than others, such as the water treatment plant, the brick bus shelters, the Rosemère train station and the huts and pavilions located in the various municipal parks. Investment needs for the rehabilitation of municipal buildings and community spaces are in the order of \$7.7 million over the next 10 years.

Potential impacts of not completing the work

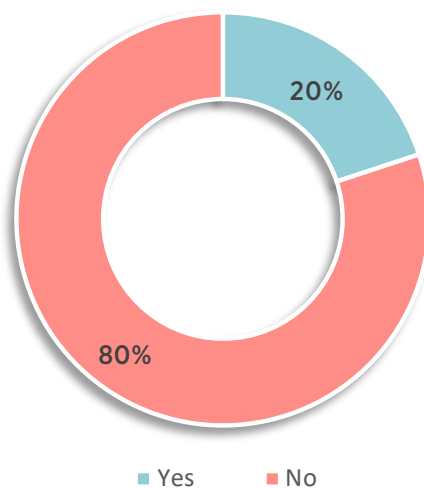
- Deterioration of the condition of buildings and community spaces;
- Decrease in the quality of service to the citizen;
- Decrease in the value of built heritage;
- Increase in operating costs (urgent and punctual repairs).

New needs for community spaces

The Town wishes to improve its community spaces in order to improve its service offer to residents. It is considering, in particular, the construction of a new facility in Charbonneau Park, the protection and enhancement of the Hamilton Grange, the improvement of the community centre, and the establishment of an outdoor public space in the town centre.

Q.7.

Do you see the need for community spaces (indoor or outdoor) that is not currently being met by the facilities in place? (n=471)



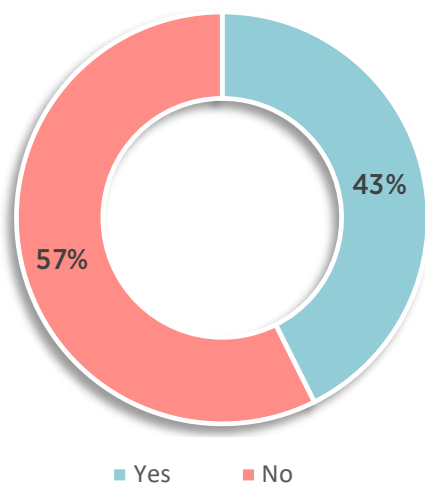
The **majority** of respondents (80%) **does not see a need for community spaces that is not currently being met** in Rosemère.

Among the respondents who felt that community space needs were not being met, three types of comments were frequently made: the desire to have access to an **indoor pool**; the **facilities at Charbonneau Park** need to be revitalized; the **community centre** does not meet all current needs and should be **modernized and/or expanded**.

Other ideas and comments pointed to the need or desire for more outdoor activities, the creation of a community garden or the setting up of a summer public market.

Q.8.

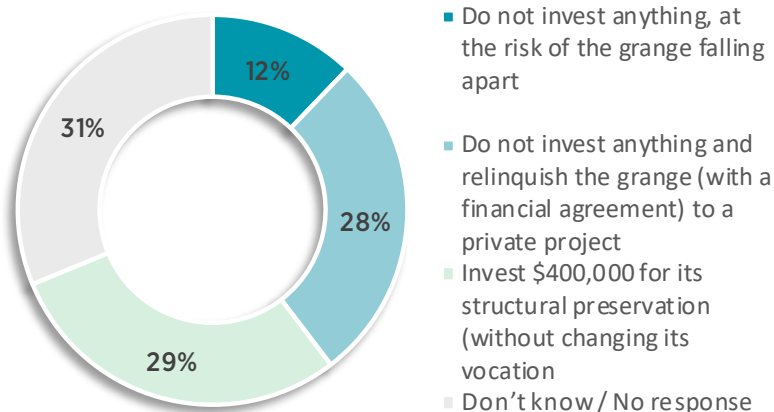
Do you know the Hamilton Grange? (n=474)



Although a **significant proportion** (43%) of respondents **knows the Hamilton Grange**, **the majority** (57%) **hasn't heard of it**.

Q.9.

The Hamilton Grange (near the Hamilton House) is part of Rosemère's heritage. For several years now, its structure has been in a precarious state. In your opinion, to best ensure public safety and considering that government subsidies are available, **what should the Town do?** (n=477)



There is no one scenario that stands out as being particularly desired by respondents. The option of **yielding the grange to a private project** (28%) is **nearly as** preferred as **investing in the grange's structural preservation** (29%). Compared with these two scenarios, however, the option of non-investment (with risk of the grange falling apart) garnered significantly less support: 12%. **Nearly one-third** of respondents **did not want to comment on this subject**.

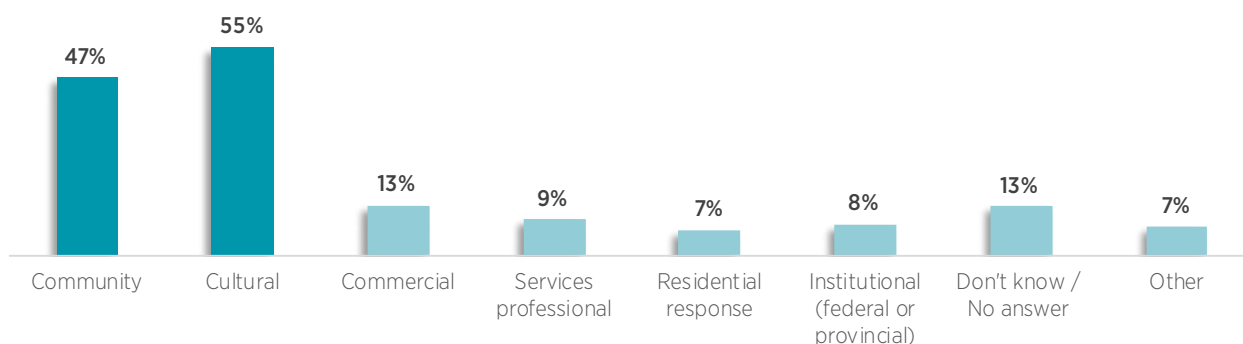
Q.10.

What might be a suitable new vocation for the Hamilton Grange? (several answers possible) (n=267)

Among the new vocations proposed, **municipal vocations** are the **preferred choice** of the respondents, with **47%** of respondents envisioning a new **community vocation** and **55%** a new **cultural vocation**. Other potential vocations were favoured by only **small proportions** of the population.

Respondents who checked the "Other" option were invited to propose a vocation. Among their answers, the most frequent proposals were:

- Hand it over to a public-private partnership, or simply to the private sector;
- Turn it into a performance hall and/or reception hall.



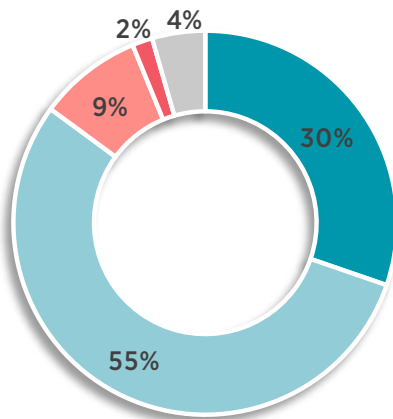
Wastewater and stormwater

Wastewater collection

The collection of wastewater from Ville de Rosemère is done using more than 98 km of sewer pipes and 13 wastewater pumping stations.

Q.11.

Based on your personal experience, what is your level of satisfaction with the sanitary sewer service? (n=469)

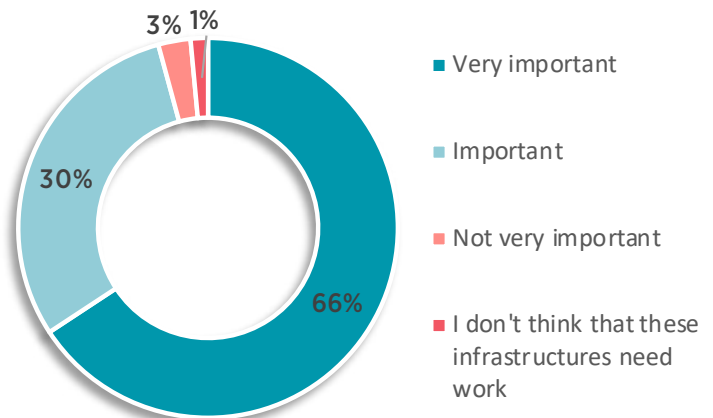


- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Don't know / No response

A **vast majority** of respondents (85%) are **overall satisfied** with the sanitary sewer service. **Nearly one-third** of respondents are **very satisfied**.

Q.12.

Considering the current state of affairs and the increased risk of sewer backups, what level of importance do you attach to the work of maintaining the wastewater collection infrastructure?(n=473)



Nearly all respondents (96%) consider the work of maintaining the wastewater collection infrastructure to be **overall important**. **Two-thirds** even consider this type of work to be **very important**.

State of affairs

Recent analyses reveal that 3 km of sewer pipes require intervention. In addition, rehabilitation work is planned for 6 wastewater pumping stations. Investments in the order of \$430,000 are expected annually for the rehabilitation of the sewer system over the next 10 years. An amount of \$579,000 is required to upgrade the 6 pumping stations over the next three years.

Potential impacts of not completing the work :

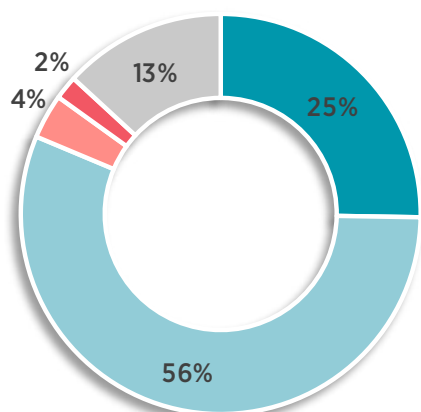
- Deterioration of the condition of the sewer system;
- Sewer backups;
- Spills of contaminated wastewater into the environment.

Wastewater treatment

Since the late 1990s, wastewater from Ville de Rosemère has been transported by the sewer system to the wastewater treatment plant of the Régie intermunicipale d'assainissement des eaux de Rosemère et de Lorraine for treatment before being discharged into the Mille-Îles River, in accordance with current environmental standards.

Q.13.

Based on your personal experience, **how satisfied are you with the wastewater treatment process?** (n=471)

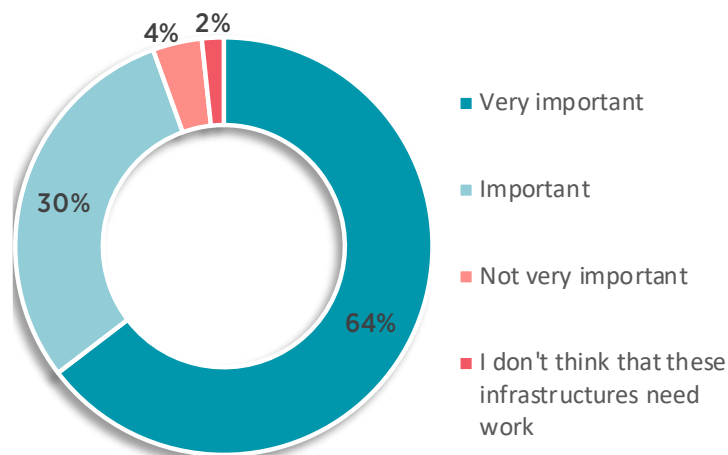


- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Don't know / No response

The **majority** of respondents (81%) is **overall satisfied** with the wastewater treatment process. Although only a small proportion (6%) is dissatisfied, a **considerable number** of respondents **refrained from** answering this question.

Q.14.

Considering the state of affairs and the environmental risks this poses to the Mille-Îles River, **what level of importance do you attach to the work of maintaining the wastewater treatment infrastructure?** (n=472)



The **vast majority** of respondents (94%) consider the work of maintaining the wastewater treatment infrastructure to be **overall important**.

État de la situation

Considering that the life cycle of equipment of this type of facility ranges between 20 and 25 years, the latest studies confirm that several of the structures have exceeded their useful life. As a result, equipment refurbishment or replacement work must be carried out in order to ensure the continuity of the plant's operations. Investment needs are in the order of \$3.6 million over the next three years.

Potential impacts of not completing the work:

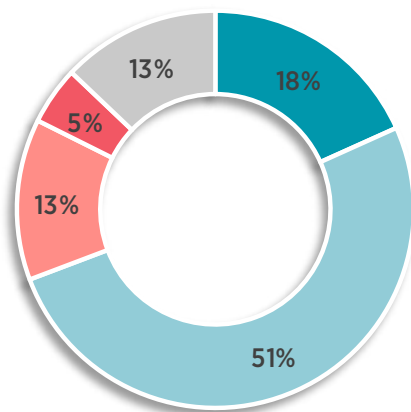
- Spills of untreated wastewater;
- No-compliance with standards and contaminant releases into the environment.

Stormwater management

Runoff is recovered by a stormwater system that is composed mainly of ditches but also of nearly 45 km of pipes and 6 stormwater pumping stations. Riparian protection infrastructure (dikes) are not part of the stormwater system.

Q.15.

Based on your personal experience, **what is your current level of satisfaction with stormwater recovery?** (n=465)

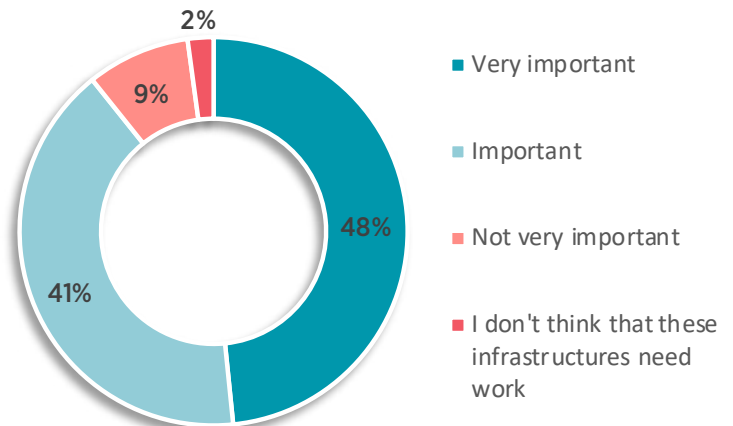


- Very satisfied
- Satisfied
- Dissatisfied
- Very dissatisfied
- Don't know / No response

Although a **majority** of respondents (69%) are **overall satisfied** with stormwater recovery, this municipal service has a **significant dissatisfaction rate** (18%). A **considerable proportion** of respondents also **refrained from responding** to this question.

Q.16.

Considering the current state of affairs and the importance for Rosemère to ensure its resilience in the face of climate change, **what level of importance do you attach to the work of maintaining the infrastructure of the stormwater system?** (n=465)



The **vast majority** of respondents (89%) consider the work of maintaining the infrastructure of the stormwater system to be **overall important**. Only 1 in 10 respondents give it little or no importance.

State of affairs

Investments of more than \$9 million have been made over the past three years to mitigate the impacts of extreme weather events. However, an additional amount of approximately \$1.25 million is needed over the next three years to continue the implementation of the stormwater management plan, which will enable Rosemère to be more resilient to climate change.

Moreover, analyses are underway to determine the condition of shoreline protection infrastructures (e.g., dikes).

Potential impacts of not completing the work :

- Potential increase in rainwater discharge;
- Implementation of costly temporary measures.

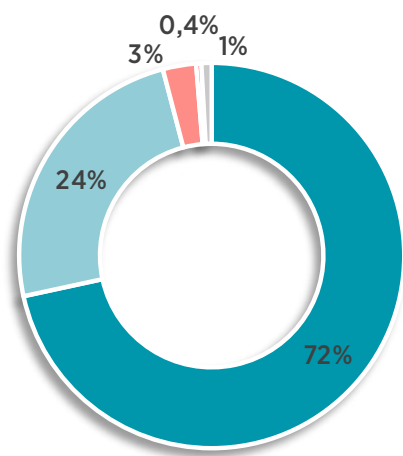
Drinking water

Treatment

The drinking water production plant serves the towns of Rosemère, Lorraine and Bois-des-Filion. Since its commissioning in the 1960s, several rehabilitation projects have been carried out to meet the needs of the population in accordance with Quebec's Regulation respecting the quality of drinking water. Rosemère stands out for its excellent water quality.

Q.17.

Do you agree with the statement "In Rosemère, drinking water quality is an absolute priority"? (n=465)

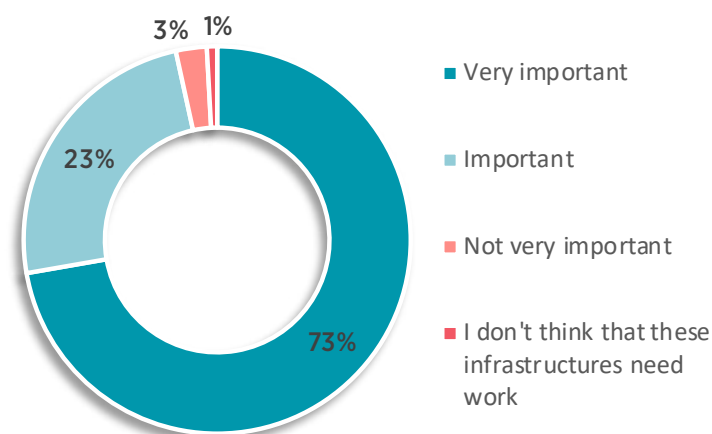


- Strongly agree
- Agree
- More or less agree
- Disagree
- Don't know / No response

Almost all respondents (96%) **agree** that water quality is an absolute priority in Rosemère. **Nearly three-quarters** of respondents **strongly agree** with this statement.

Q.18.

Considering the state of affairs and the potential impacts of not completing the work, **what level of importance do you attach to the work of maintaining the drinking water treatment infrastructure?** (n=465)



Nearly all respondents (96%) consider the work of maintaining the drinking water treatment infrastructure to be **overall important**.

State of affairs

The latest studies reveal that investments in the order of \$4.1 million over the next two years are needed to maintain high quality drinking water.

Potential impacts of not completing the work :

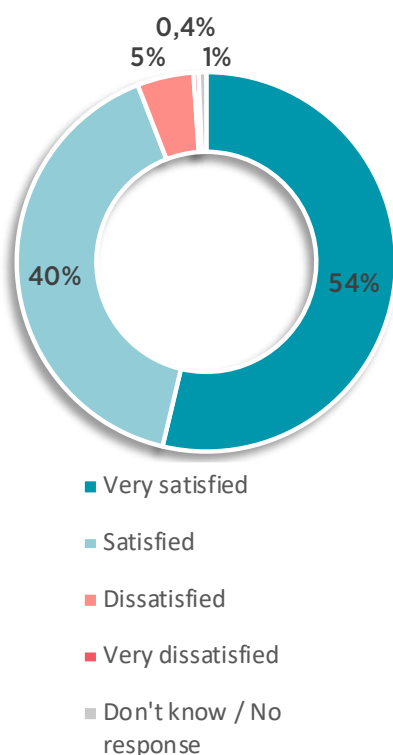
- More frequent boil water advisories;
- No-respect of norms;
- Notice of non-compliance and obligation to comply with it.

Distribution

The Town's water system has more than 100 km of pipes. The role of this system is to ensure the delivery of drinking water and adequate pressure (flow).

Q.19.

Based on your personal experience, **what is your level of satisfaction with the water pressure (flow) in Rosemère?** (n=458)



The **vast majority** of respondents (94%) are **overall satisfied** with the water pressure and flow in Rosemère. **More than half** of the respondents even consider themselves **very satisfied**.

State of affairs

The latest analyses show that 15 km of water mains require intervention. The latest assessment of drinking water usage in Ville de Rosemère reveals water losses of 30%. This result is higher than the objective set by the Quebec drinking water strategy, which is 20%. Investments in the order of \$979,000 are needed annually for the rehabilitation of the water system over the next 10 years.

Potential impacts of not completing the work:

- Deterioration of the condition of the water system;
- Potential increase in water main breakage;
- More frequent preventive boil water advisories;
- Waste of drinking water.

INTERVENTION PRIORITIES

Q.20.

Taking into consideration the state of affairs of the infrastructure and equipment we have just presented to you, please rank in order of priority (1 being the most important and 5 the least important; circle only one level of priority per infrastructure) the municipal infrastructure and equipment that should receive maintenance work (n=450)

After reviewing the issues involved in each type of infrastructure, respondents were asked to prioritize the work. The analysis of the answers to this question reveals a certain hierarchy.

Roads: More than one-third of respondents ranked pavement maintenance work in 3rd place;

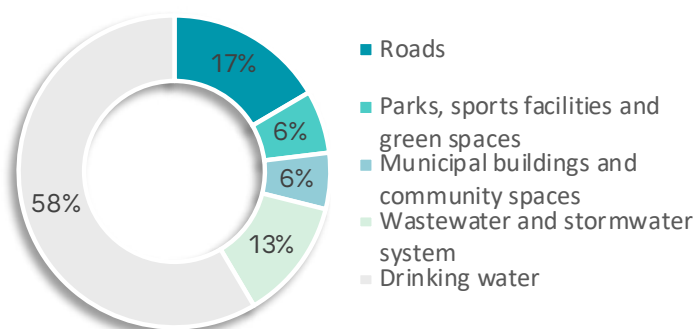
Parks, sports facilities and green spaces: Work on parks, sports teams and green spaces is considered a lower priority by the majority (57%) of respondents. They were classified in positions 4 and 5 for the most part.

Municipal buildings and community spaces: Two-thirds of respondents (66%) gave work on municipal buildings and community spaces the lowest priorities (4th and 5th place).

Wastewater and stormwater system: A good proportion of respondents gave wastewater and stormwater infrastructure maintenance work the 2nd highest priority.

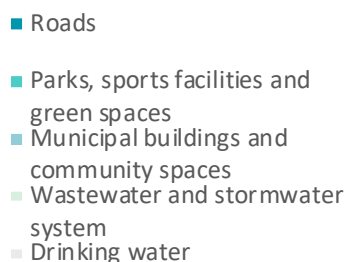
Drinking water: The majority of respondents gave the work of maintaining drinking water treatment infrastructure the highest priority.

Priority #1

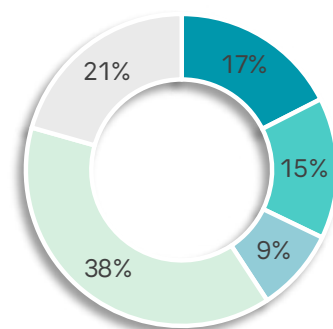


Work of maintaining drinking water treatment infrastructure garnered 58% of all votes for **priority #1**.

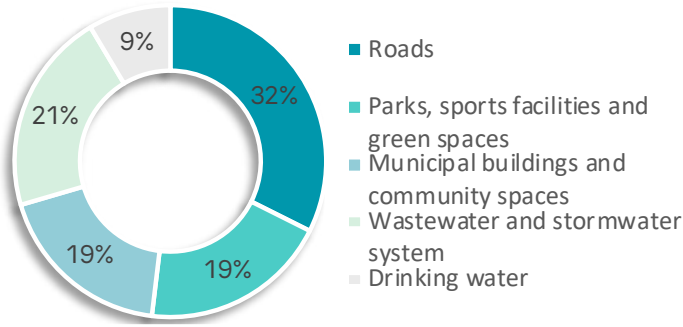
Infrastructure maintenance work related to wastewater and the stormwater system received more than one-third (38%) of the votes for **priority #2**.



Priority #2



Priority #3

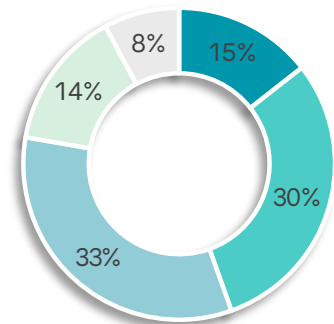


Road maintenance work received nearly one-third of the votes for priority #3.

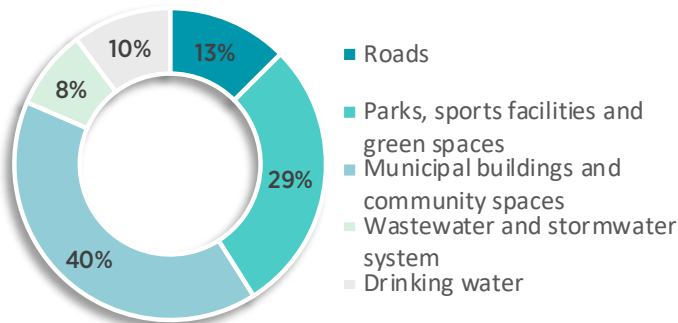
Votes for priority #4 were nearly evenly split between work on parks, sports facilities and green spaces (30%) and work on municipal buildings and community spaces (33%).

- Roads
- Parks, sports facilities and green spaces
- Municipal buildings and community spaces
- Wastewater and stormwater system
- Drinking water

Priority #4



Priority #5



The works considered as having the lowest priority are those concerning municipal buildings and community spaces (40%). However, work on parks, sports facilities and green spaces also received a considerable proportion of votes for priority #5 (29%).

INVESTMENT PLAN AND FINANCIAL SCENARIOS

As we've just seen, investments in the order of \$40 million over 10 years are required to maintain our infrastructure and equipment. These investments would increase the level of the Town's long-term debt, which would, in turn, lead to a higher tax rate.

In light of the current state of affairs, the challenge is to reconcile the investments necessary to maintain our infrastructure and facilities with your ability to pay.

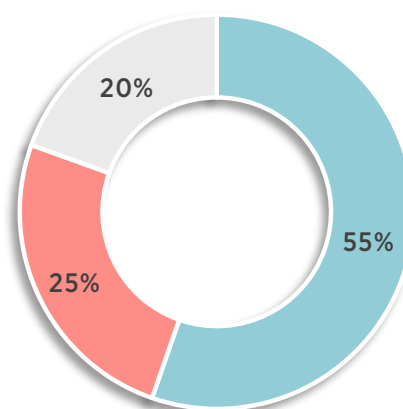
Of the \$40 million needed to maintain our infrastructure and facilities, \$25.5 million would be borne by all citizens, net of potential subsidies and third-party payments.

Hence, with this survey, we wish to find out your opinion about the project of establishing a new tax dedicated to the repayment of the loans needed to finance the projects to maintain (i.e., maintain current level of service and slow down deterioration) infrastructure and facilities. Please note that as part of this project, the Town intends to consult you each spring about investments and projects to be carried out the following year.

Q.21.

Do you support the municipal project presented in the above statement?

(n=441)



■ Yes ■ No ■ Don't know

More than half of the respondents (55%) **are in support** of the proposed municipal project concerning Rosemère's infrastructure and facilities. Only **one-quarter** of respondents disapprove of the proposed project. A considerable percentage of respondents **did not answer** this question (20%).

State of affairs

The 2018 Financial Profile shows that the Town of Rosemère holds an enviable position relative to its debt ratio and its tax rates, both of which are low compared to other municipalities in Quebec.

According to the available data, total net long-term debt per \$100 of assessment is half as high in Rosemère as in other comparable cities in Quebec and 2.6 times lower than in the Cities of the MRC Thérèse-De Blainville (Source: MAMH, Direction générale des finances municipales, Profil financier 2018).

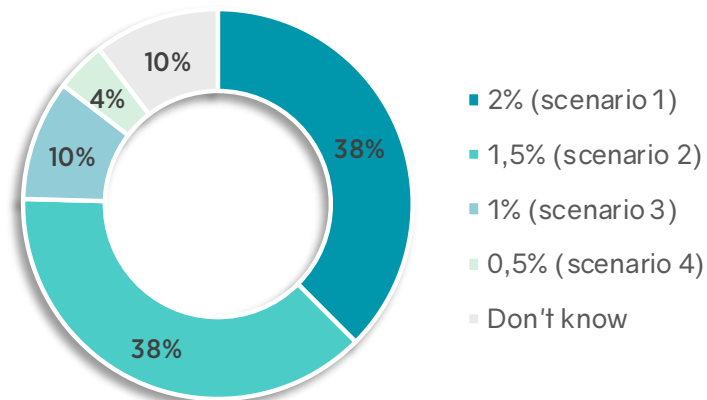
Investment scenarios

Respondents who supported the proposal to establish a new dedicated tax were then invited to take a position on the different scenarios considered by the Town.

- Scenario 1:** Tax in the order of 2% { • 1% for maintenance;
• 1% extra for the improvement of services
- Scenario 2:** Tax in the order of 1.5% { • 1% for maintenance;
• 0.5% extra for the improvement of services
- Scenario 3:** Tax in the order of 1% { • 1% for maintenance and services
- Scenario 4:** Tax in the order of 0.5% { • Covers 50% of estimated needs for maintenance and services

Q.22.

Considering that you support the proposal for a new dedicated tax and an annual consultation on projects and investments to be carried out, **would you be in favour of a dedicated tax of the order of:** (n=240)



Among the respondents who are in favour of the investment project, the votes **are evenly split between scenarios 1 and 2**, each garnering 38% of the votes. This means that **more than three-quarters (76%)** of respondents in favour of the project are in favour of **financing an improvement** of the infrastructure and facilities.

Respondents therefore believe that the time has come to invest significantly in infrastructure and facilities in order to improve them. For this reason, they are in favour of a new tax dedicated to infrastructure and facilities of 1.5%, to be adjusted annually to inflation (CPI) for the next ten (10) years.



PART 3

HIGHLIGHTS

These are the main highlights of Rosemère's online infrastructure survey:

1. The vast majority (more than 85%) of respondents are overall satisfied with the following infrastructure and facilities:

- o Parks, sports facilities and green spaces
- o Municipal buildings and community spaces
- o Sanitary sewers
- o Distribution of drinking water

2. The road network is the infrastructure receiving the lowest level of satisfaction. A total of 43% of respondents are overall dissatisfied with the condition of the roads.

3. The vast majority (more than 89%) of respondents consider work on the following infrastructure and facilities to be overall important:

- o Roads (94%);
- o Wastewater and stormwater (96%);
- o Drinking water (96%).

With a slightly lower majority, work on parks, sports facilities and green spaces (80%) and municipal buildings and community spaces (75%) are also considered to be overall important by the majority of respondents.

-
4. For the Hamilton Grange, municipal vocations (community and cultural) are among the proposed new vocations that are most favoured by respondents.

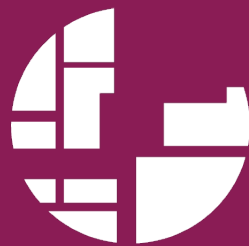
 5. According to the respondents, the intervention priorities are as follows:
 - o Priority #1 : Drinking water
 - o Priority #2 : Wastewater and the stormwater system
 - o Priority #3 : Roads
 - o Priority #4 : Parks, sports facilities and green spaces
 - o Priority #5 : Municipal buildings and community spaces

 6. The majority of respondents are in favour of the proposed establishment of a new tax.

 7. Among the respondents in favour of a new tax, the majority want it to be used to improve services, and not just to maintain and upkeep them.







CONVERCITÉ

L'HUMAIN AU CŒUR
DU PROJET URBAIN