



EASTERN REGIONAL SERVICE BOARD LAUNCHES NEW PUBLIC ENGAGEMENT INITIATIVE

NEWS RELEASE

From Eastern Regional Service Board

St. John's, NL - Thursday, October 25, 2018 – The Eastern Regional Service Board (ERSB) today announced the launch of a new public engagement initiative seeking input from its clients throughout Eastern Newfoundland on current and future municipal service delivery. The initiative invites residents and property owners to answer a series of questions either online or by phone. Invites are being distributed by mail and through targeted traditional and digital media.

ERSB, through the *Regional Service Board Act*, is currently mandated to deliver curbside waste and recycling collection, and bulk garbage pick-up in all areas throughout Eastern Newfoundland. This includes service to municipalities, local service districts and unincorporated areas. ERSB is also mandated to deliver fire and emergency services, and currently contracts the Holyrood Volunteer Fire Department to protect the Salmonier Line area. ERSB is also engaged in a water and wastewater pilot project on the Southern Shore, in addition to working with various joint councils and groups of communities to explore delivering other important services, such as building inspections, municipal enforcement and animal control to name a few.

To participate in ERSB's new public engagement process clients are encouraged to visit GoodNeighbours.ca, or call 709-579-7960 to request a survey by telephone. ERSB plans to release a What We Heard document in 2019 outlining some of the key findings.

The Eastern Regional Service Board is comprised of 20 elected individuals from communities throughout the region. It serves over 75,000 residents and approximately 169 communities from St. John's to Clarenville.

Quotes

"Creating a strong, vibrant community is everyone's responsibility. Decisions about important things such as municipal services need as many voices and perspectives as possible."

- *Ed Grant, Chair, ERSB*

"We anticipate that the information provided through the client survey will provide helpful and valuable information for decision makers within our organization. We encourage all clients to visit the website GoodNeighbours.ca to complete the survey

and provide the Board with the information it requires to ensure municipal service delivery meets the needs and expectations of our clients today, and in the future.”
- *Ed Grant, Chair, ERSB*

“We recognize one of the key elements of effective and efficient regional service delivery is to listen to the experience of our clients and understand their expectations.”
- *Ed Grant, Chair, ERSB*

Associated Links

- goodneighbours.ca
- easternregionalserviceboard.com

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