

# Budget 2023: Creating our Budget – Survey Results

Tiffany Farrell, CPA, CA  
Director of Corporate Services

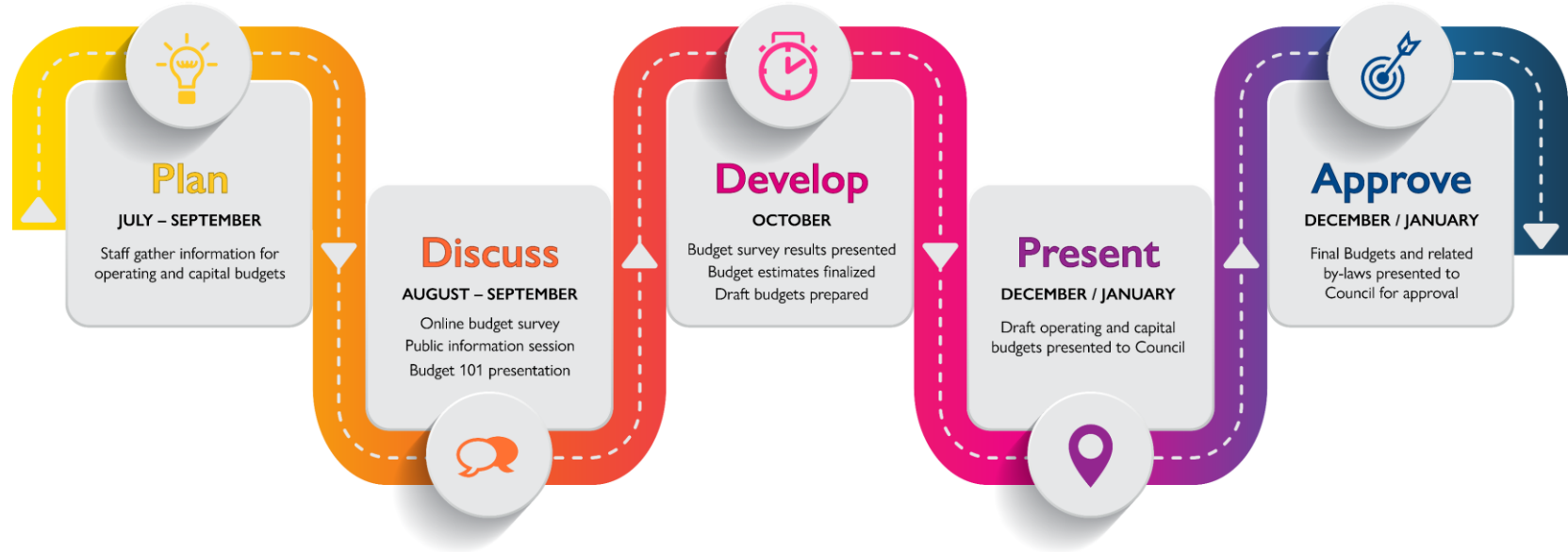
# About the 2023 Budget Survey

- ▶ 345 Total Responses
- ▶ **THANK YOU to everyone that completed the survey!**
- ▶ Opened June 30 to August 8, 2022
- ▶ Advertised on Website, Social Media, e-Newsletter and Municipal page in Middlesex Banner and in Ilderton Villager and Kilworth-Komoka-Delware Villager
- ▶ Results will be used to inform the 2023 Capital and Operating Budgets for Middlesex Centre, as outlined in Budget Road Map



# Middlesex Centre

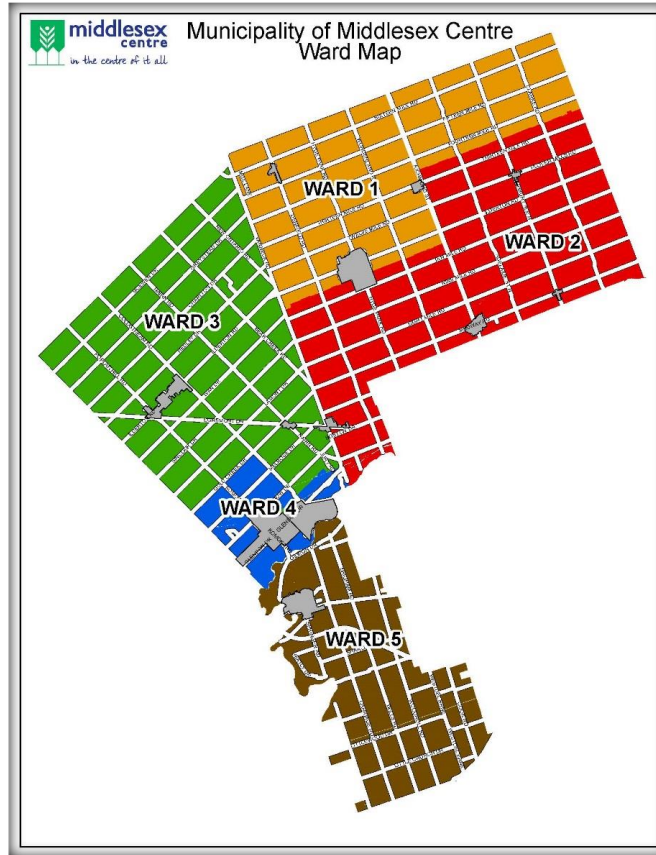
## BUDGET ROAD MAP 2023



# Budget Survey Structure

- ▶ Survey structure:
  - Shortened number of questions in this year's survey
  - Most questions outlined services asking residents how 1) important and 2) satisfied they are with them.
  - 1 question asked what services residents used in the past week.
  - 1 question asked for "What do you think is the single biggest challenge facing Middlesex Centre that the budget should address?" (Full written comments available at [middlesexcentre.ca/budget2023](https://middlesexcentre.ca/budget2023))
- ▶ Additional questions provided demographic information.
- ▶ 98.52% of respondents (who answered the questions) noted they lived in Middlesex Centre)



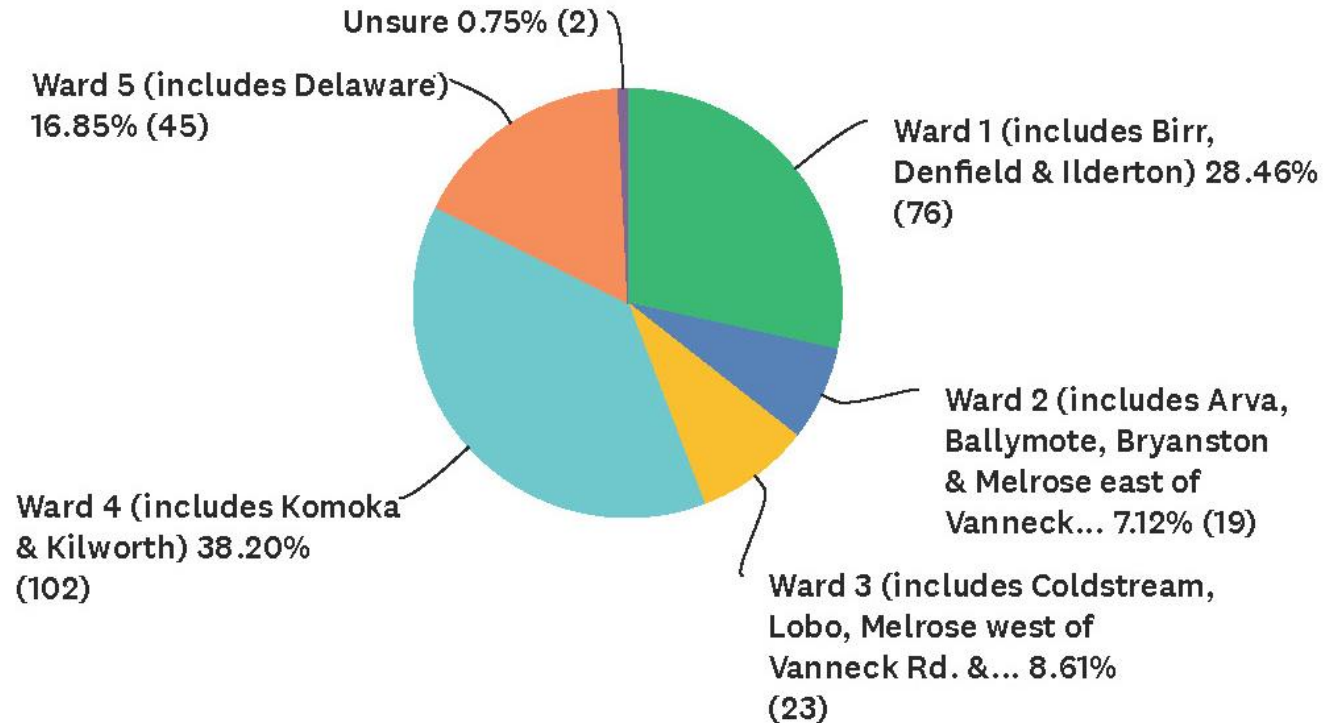


## Geographic Distribution of Results



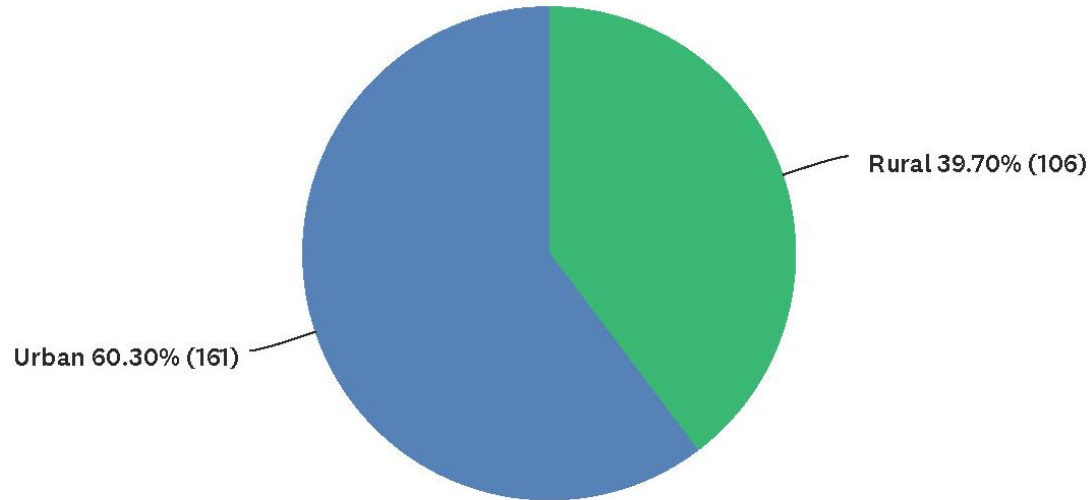
## Q14: Where in Middlesex Centre do you live?

Answered: 267 Skipped: 78



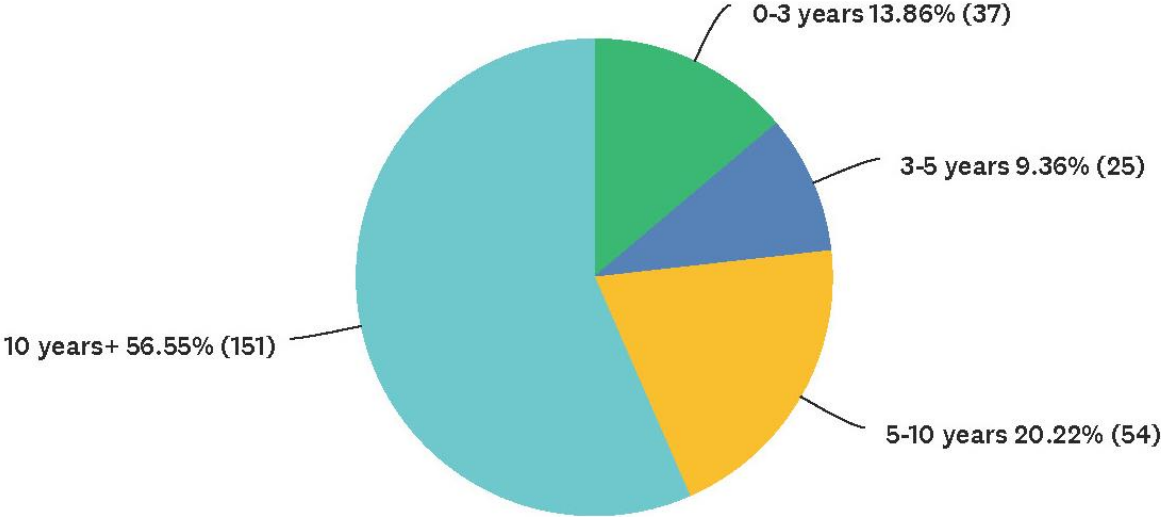
## Q15: Would you describe your home as being in a rural or urban setting?

Answered: 267 Skipped: 78



# Q16: How long have you lived in Middlesex Centre?

Answered: 267   Skipped: 78





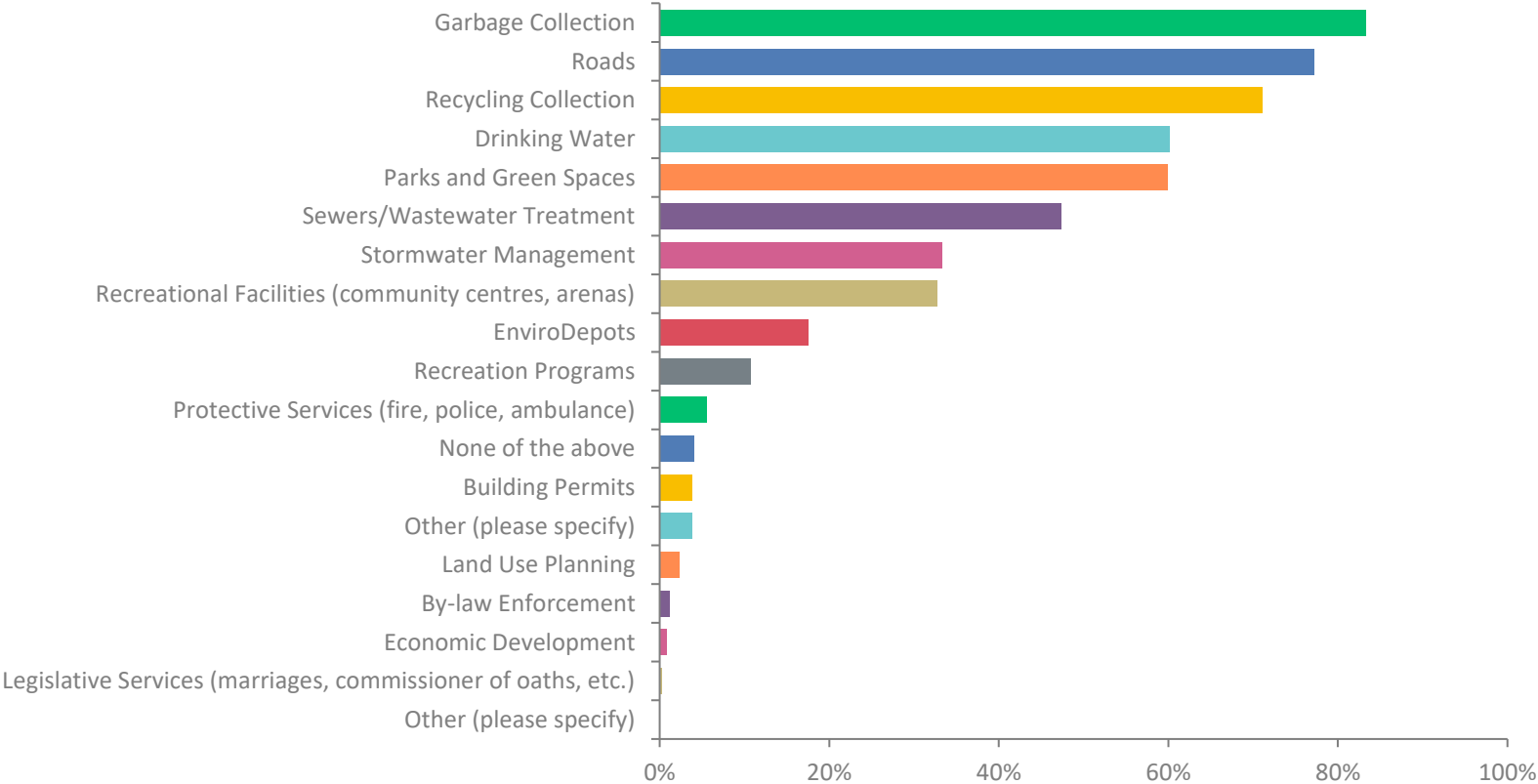


Services Used >>



# Q1: Which municipal services have you used in the past week? Check all that apply.

Answered: 342 Skipped: 3



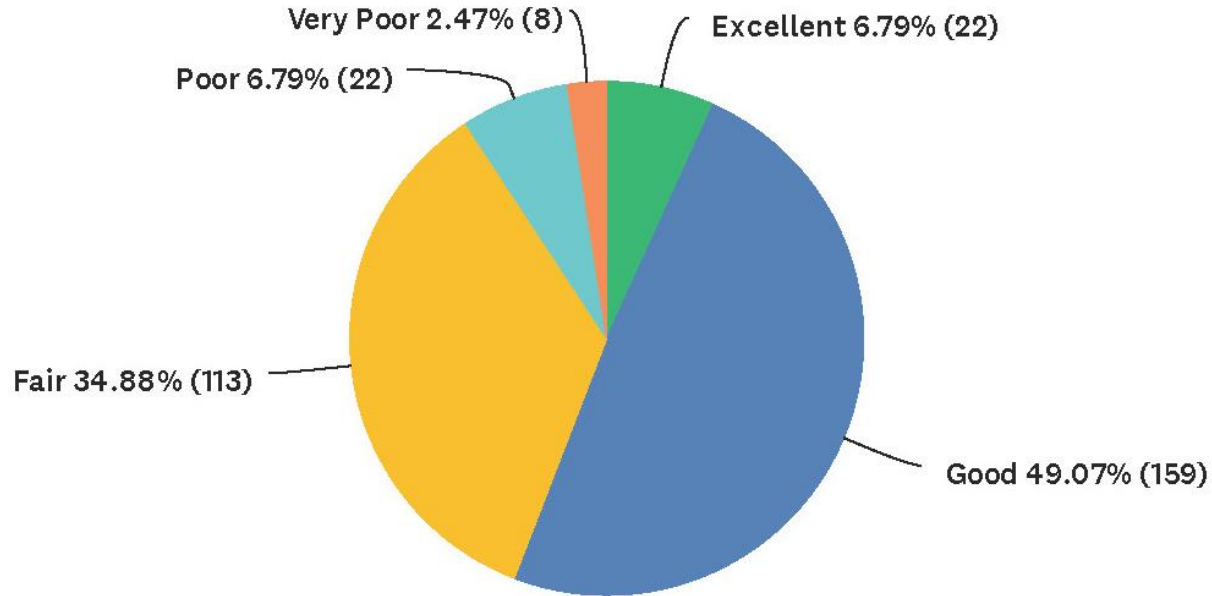


**Overall Value for Tax Dollars** ➡➡



**Q2: Thinking about the part of your taxes that go to Middlesex Centre, how would you rate the overall value you received for your tax dollars?**

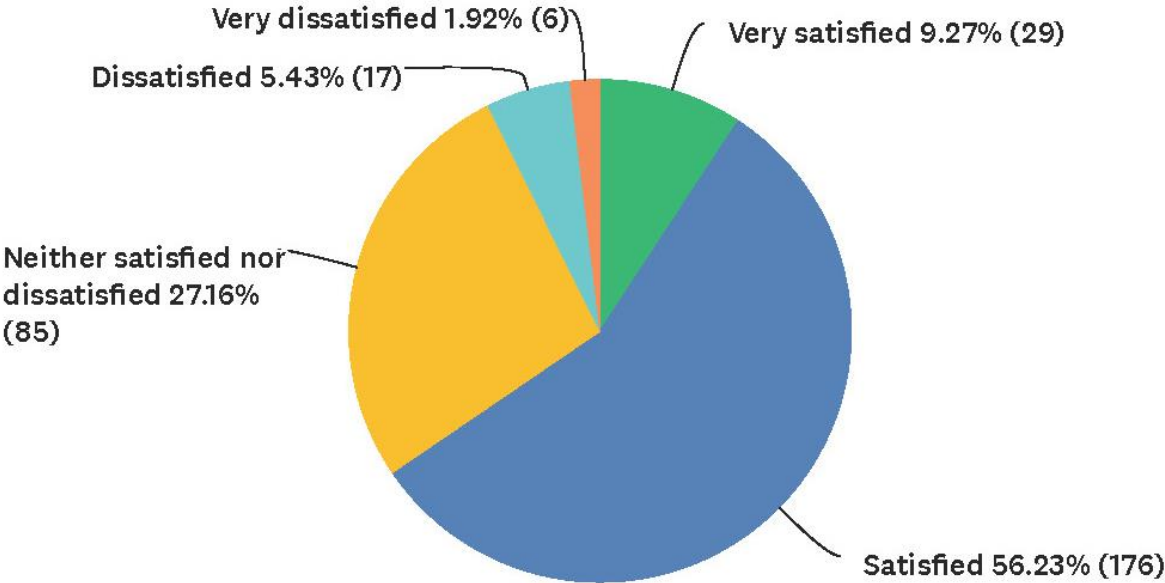
Answered: 324 Skipped: 21





**Q3: Overall, how satisfied are you with the delivery of ALL the services provided by Middlesex Centre?**

Answered: 313 Skipped: 32





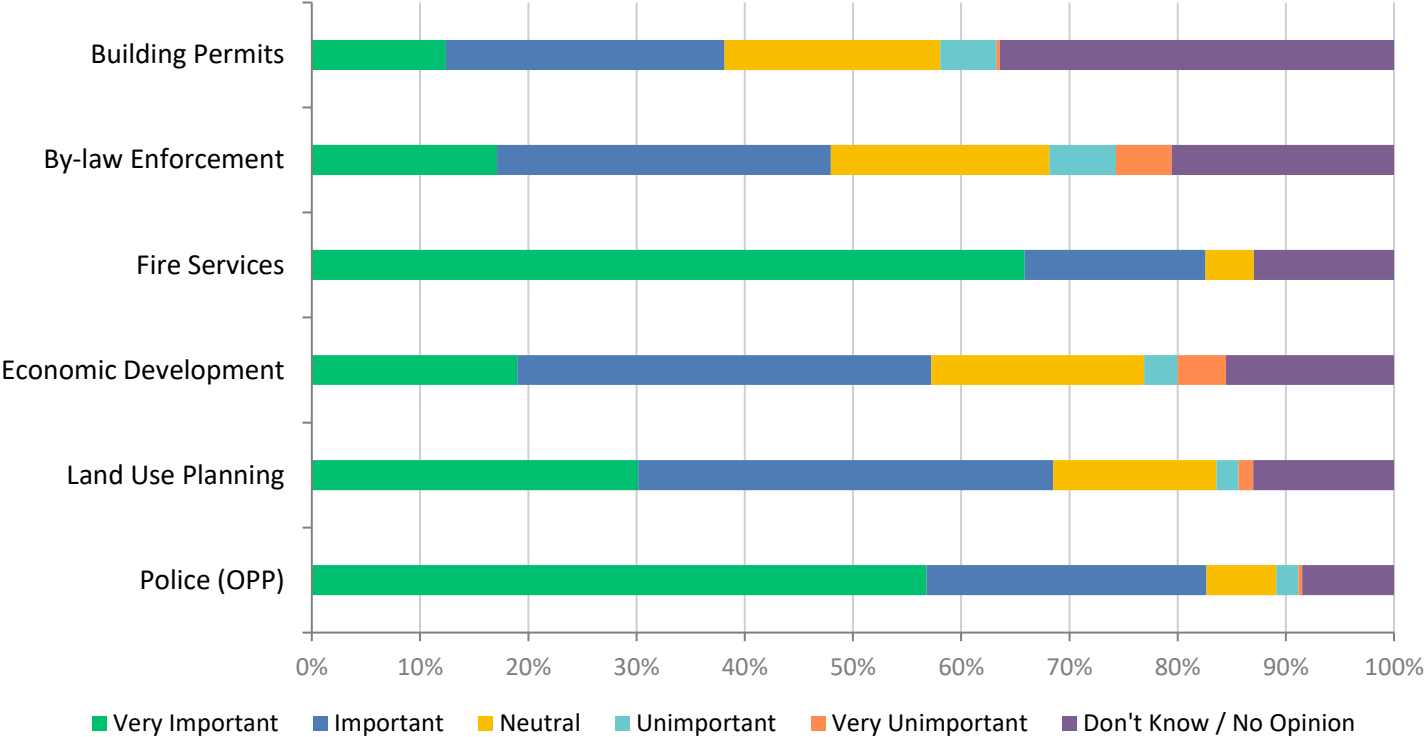
**Satisfaction with Services** ➡➡



# PROTECTION OF PEOPLE & PROPERTY / COMMUNITY DEVELOPMENT

**Q4: How IMPORTANT are the following services and programs provided by Middlesex Centre?**  
If you don't know or have not had any experience with the service, please choose "Don't Know / No Opinion."

Answered: 296   Skipped: 49

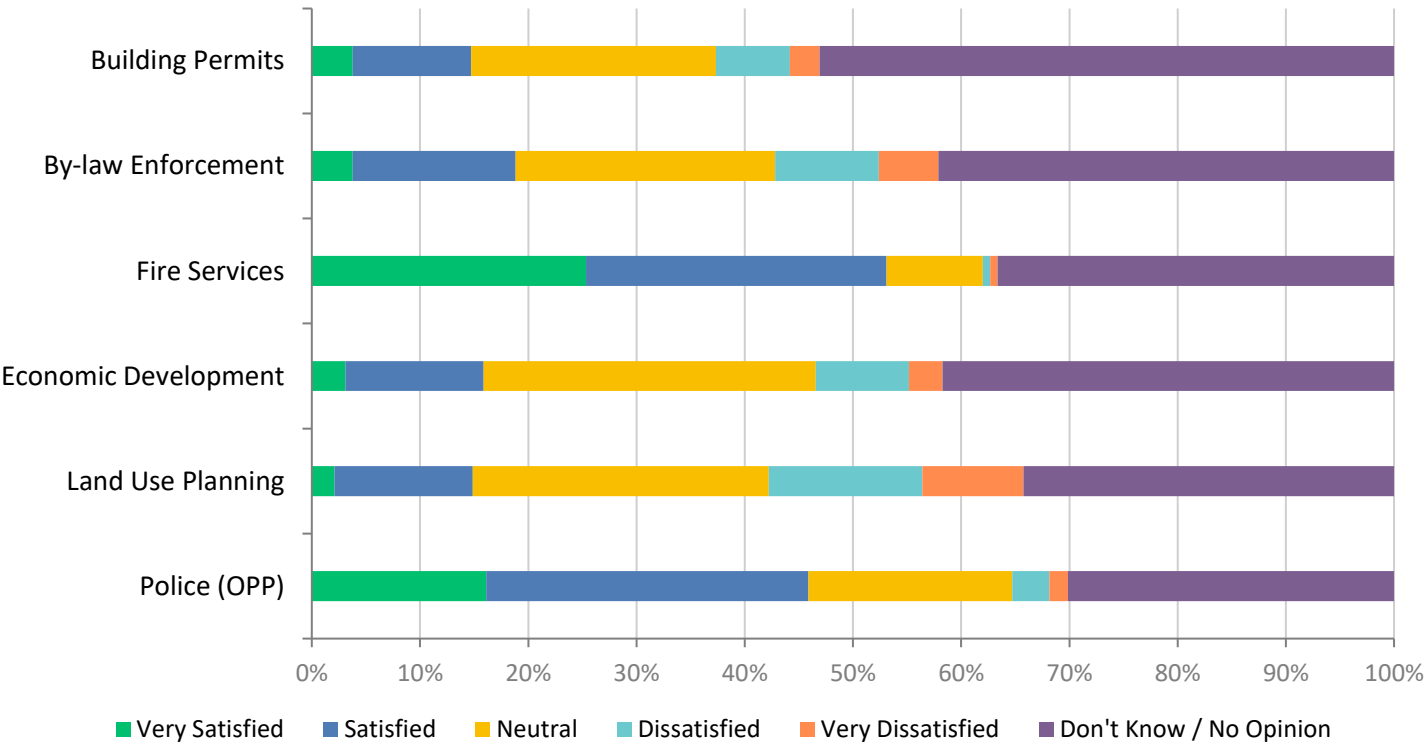


# PROTECTION OF PEOPLE & PROPERTY / COMMUNITY DEVELOPMENT

## Q5: How SATISFIED are you with the following services and programs provided by Middlesex Centre?

If you don't know or have not had any experience with the service, please choose "Don't Know / No Opinion."

Answered: 295 Skipped: 50

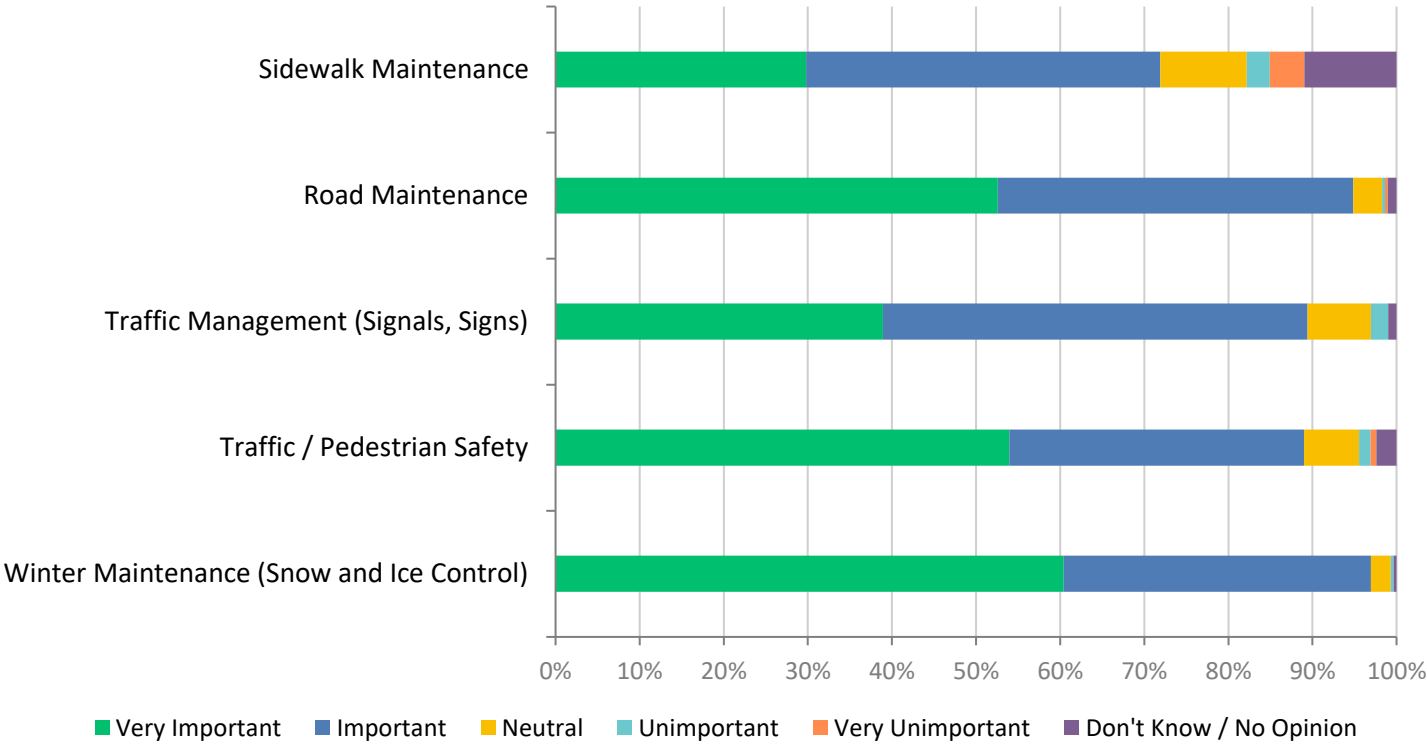




# ROADS & TRANSPORTATION

**Q6: How IMPORTANT are the following services and programs provided by Middlesex Centre?**  
If you don't know or have not had any experience with the service, please choose "Don't Know / No Opinion."

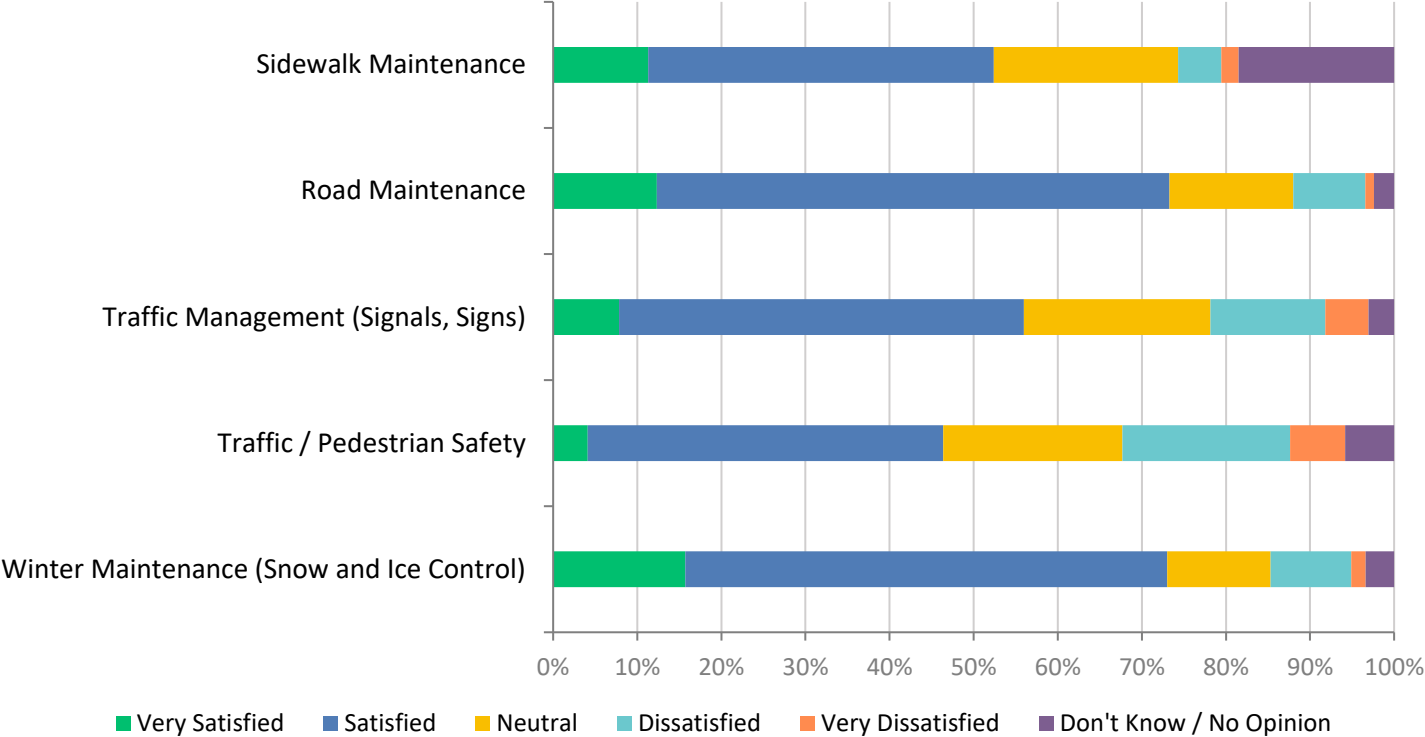
Answered: 294   Skipped: 51



# ROADS & TRANSPORTATION

**Q7: How SATISFIED are you with the following services and programs provided by Middlesex Centre?**  
If you don't know or have not had any experience with the service, please choose "Don't Know / No Opinion."

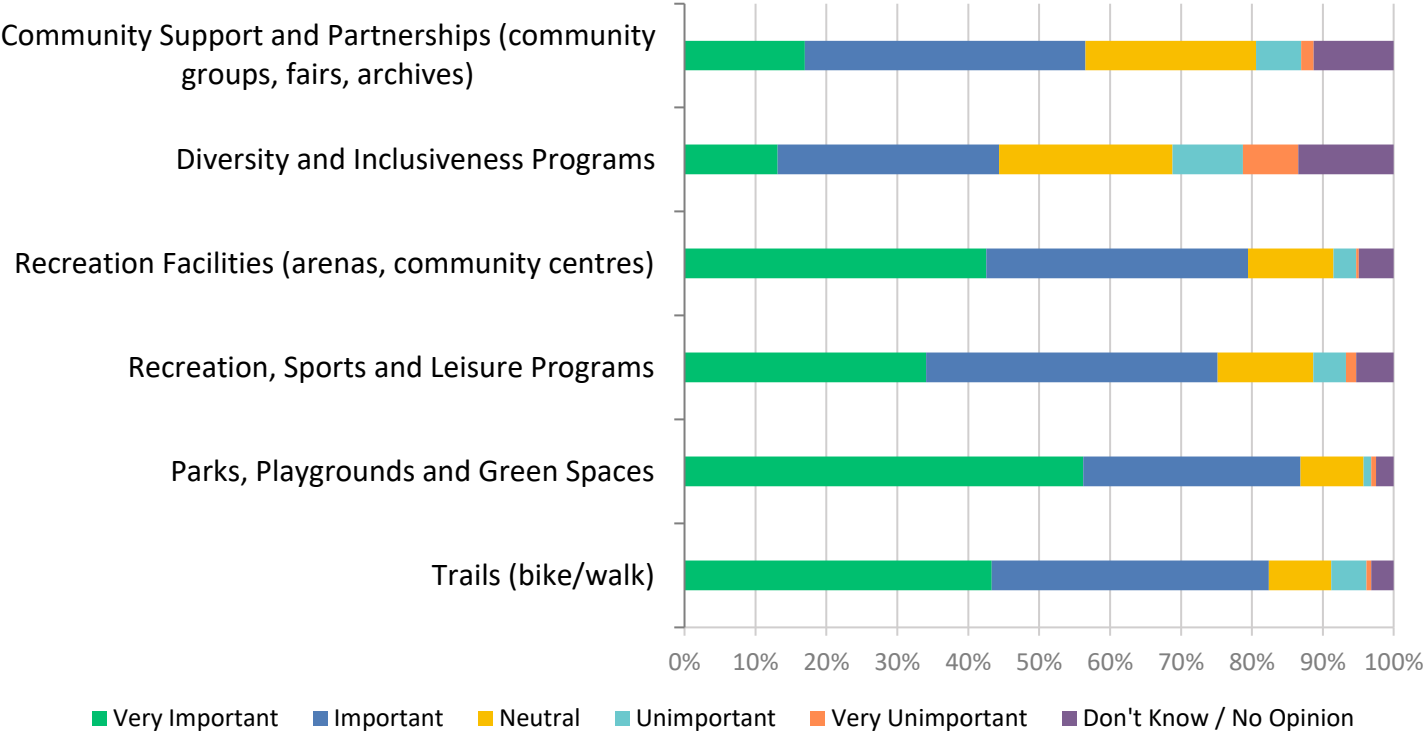
Answered: 294   Skipped: 51



# COMMUNITY: PROGRAMS & FACILITIES

**Q8: How IMPORTANT are the following services and programs provided by Middlesex Centre?**  
If you don't know or have not had any experience with the service, please choose "Don't Know / No Opinion."

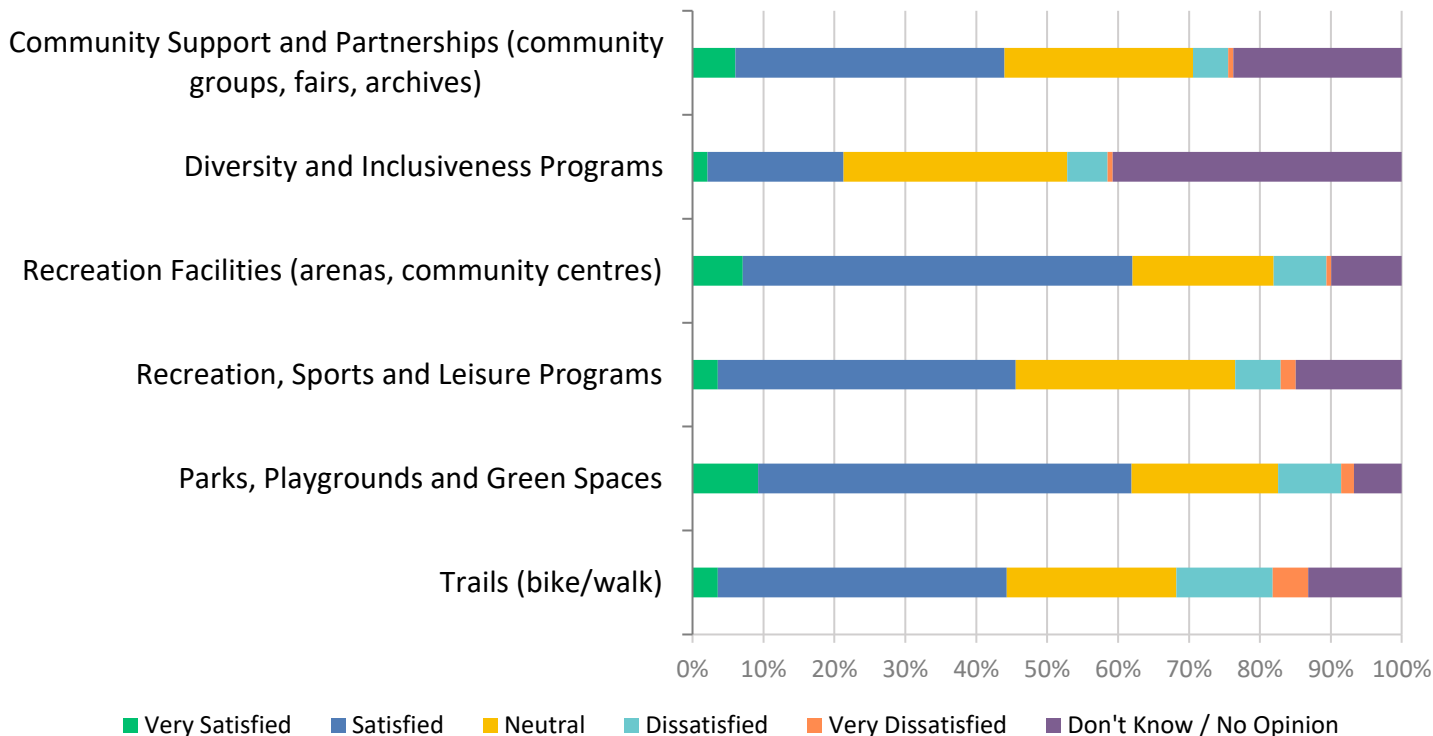
Answered: 285   Skipped: 60



## COMMUNITY: PROGRAMS & FACILITIES

**Q9: How SATISFIED are you with the following services and programs provided by Middlesex Centre?**  
If you don't know or have not had any experience with the service, please choose "Don't Know / No Opinion."

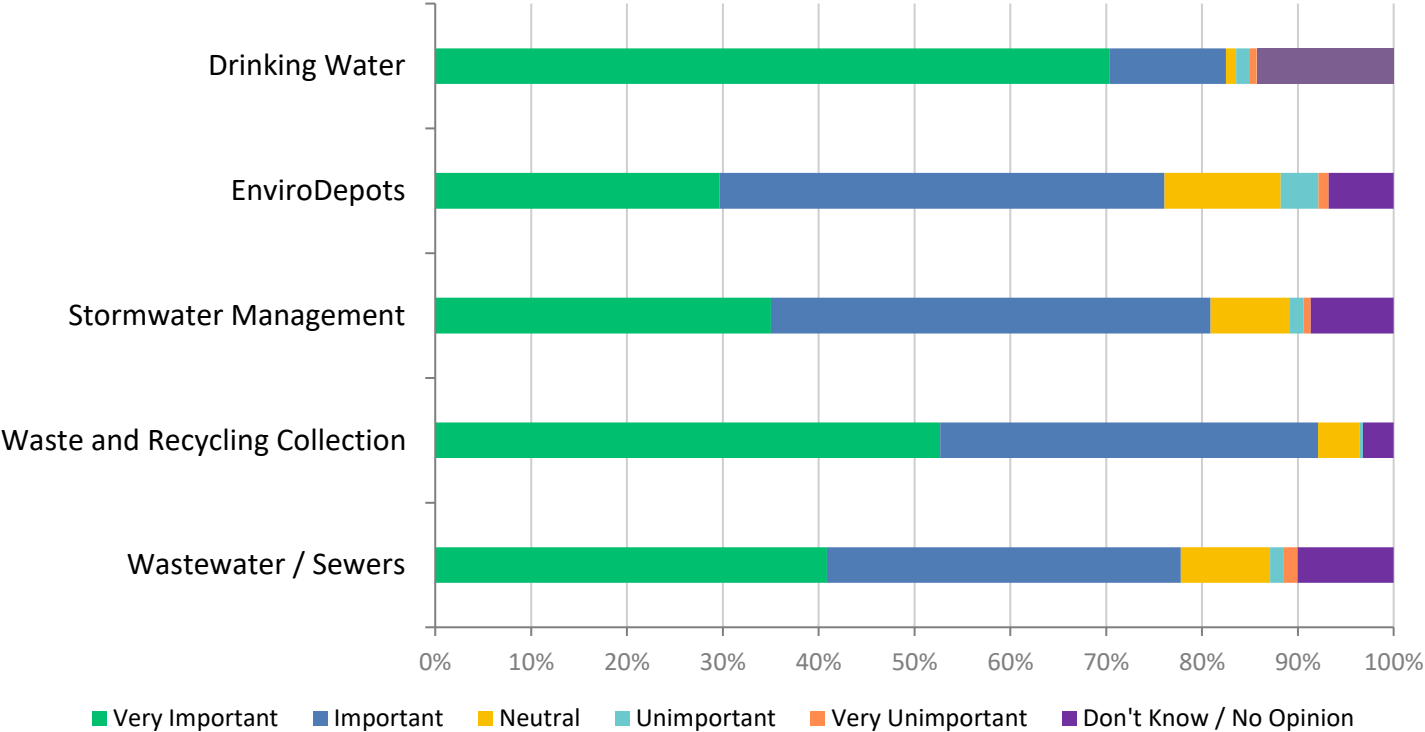
Answered: 284 Skipped: 61



# ENVIRONMENTAL SERVICES / WATER

**Q10: How IMPORTANT are the following services and programs provided by Middlesex Centre?**  
If you don't know or have not had any experience with the service, please choose "Don't Know / No Opinion."

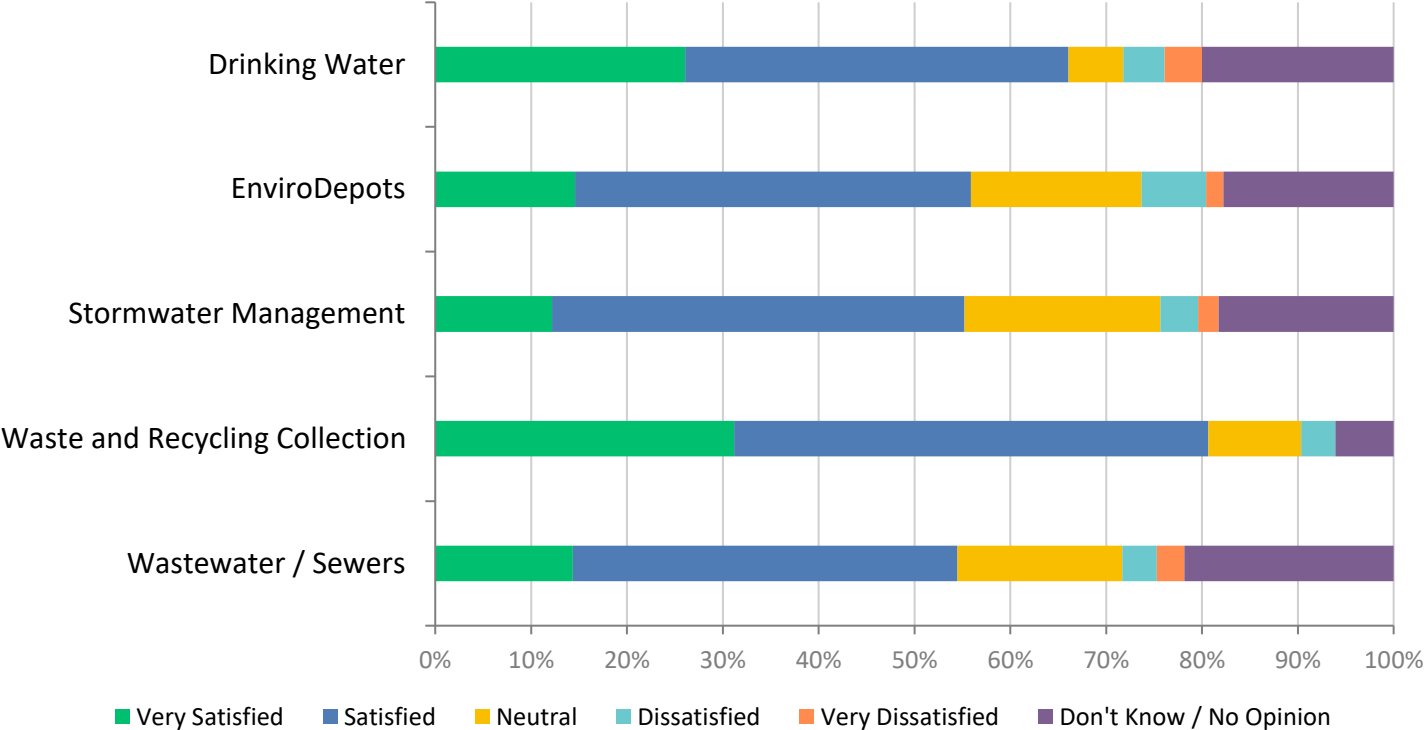
Answered: 281    Skipped: 64



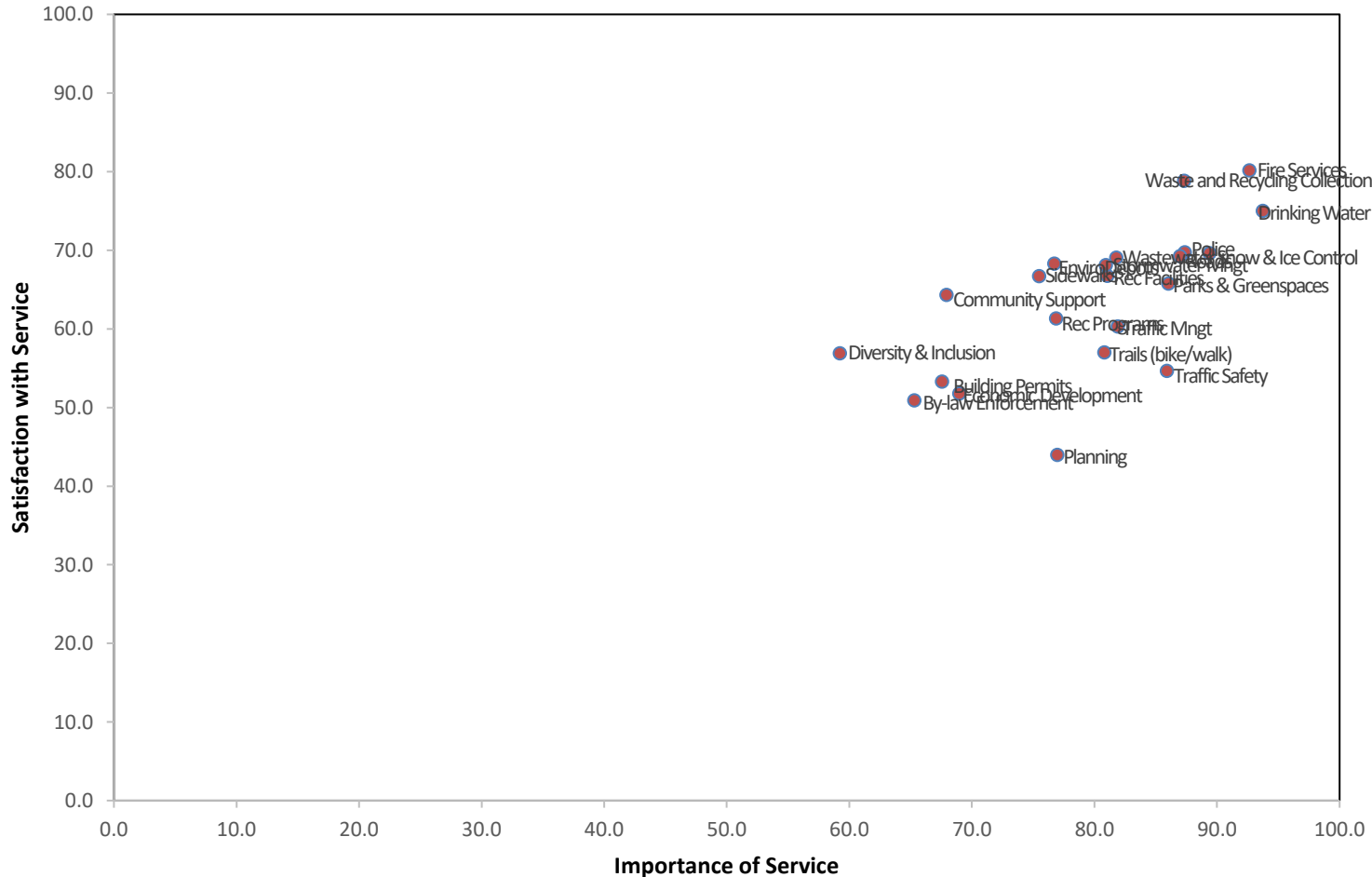
# ENVIRONMENTAL SERVICES / WATER

**Q11: How SATISFIED are you with the following services and programs provided by Middlesex Centre?**  
If you don't know or have not had any experience with the service, please choose "Don't Know / No Opinion."

Answered: 281    Skipped: 64



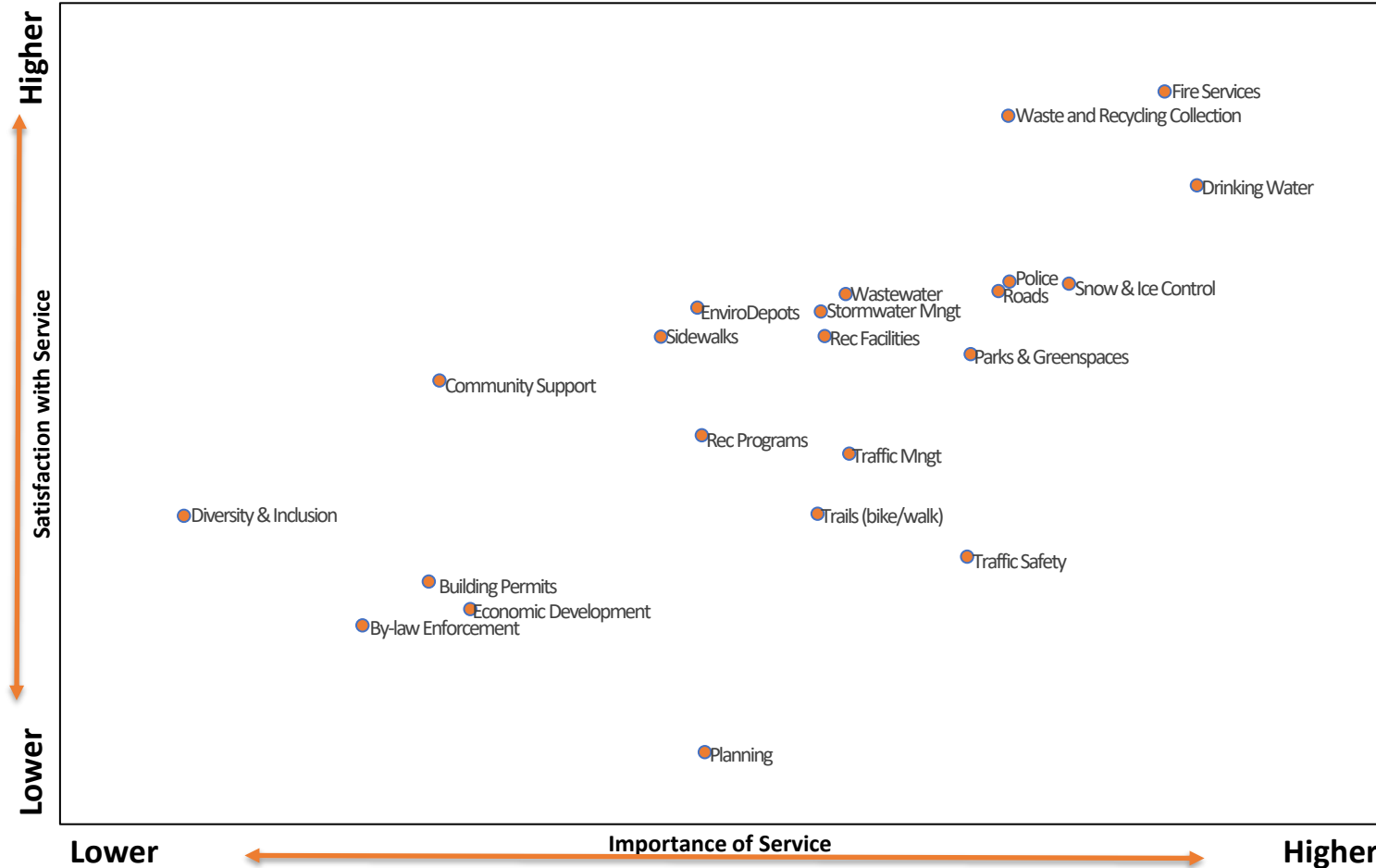
## GAP ANALYSIS



### Notes:

- “Do not Know” responses removed.
- Weighted averages used.
- After weighting, all services received importance scores over 59% and all services received satisfaction scores over 43%.

## GAP ANALYSIS

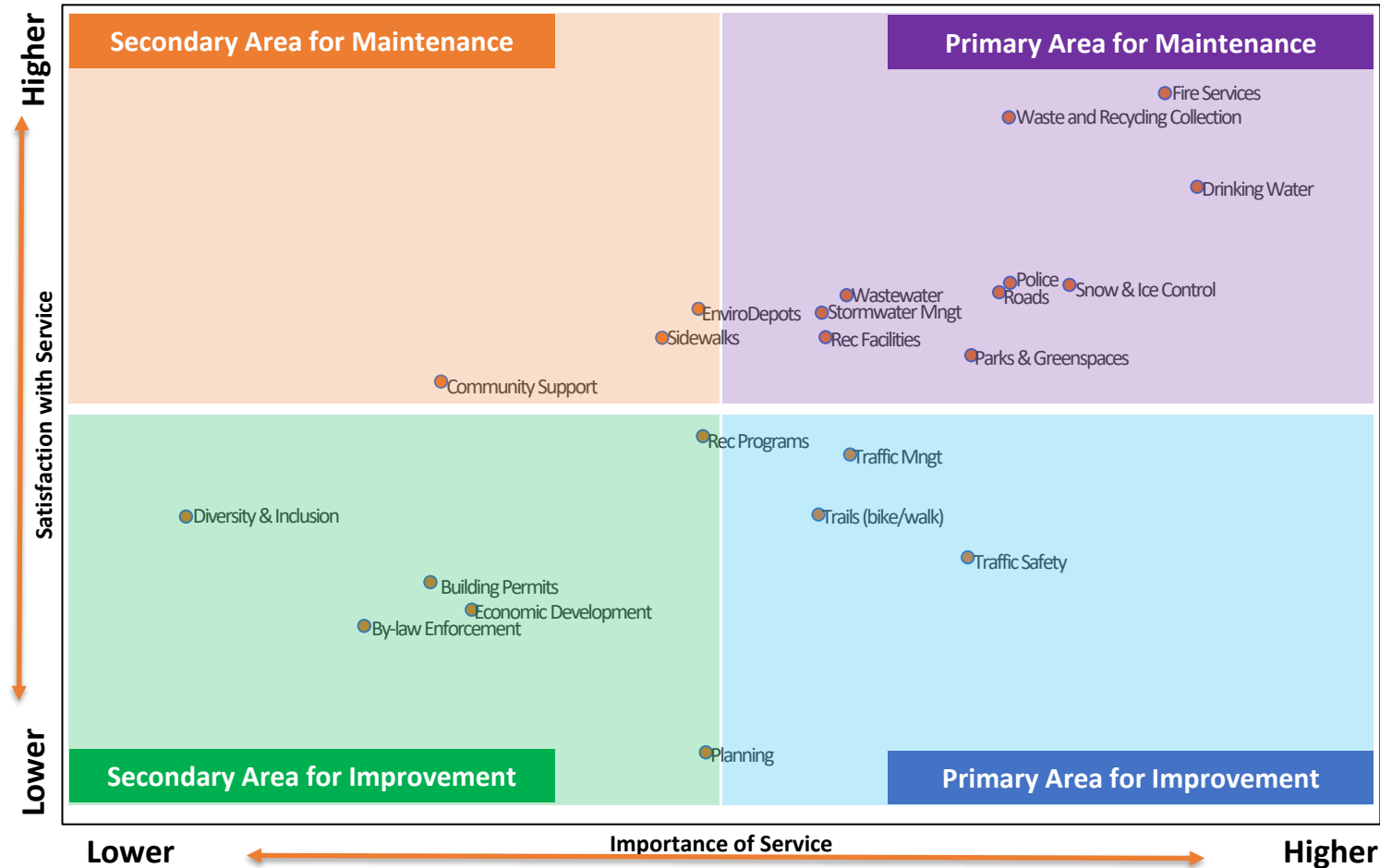


### Notes:

- This is the zoomed in version of slide 23. Values on the axes have been removed due to being zoomed in.
- “Do not Know” responses removed.
- Weighted averages used.
- After weighting, all services received importance scores over 59% and all services received satisfaction scores over 43%.



# GAP ANALYSIS





Written Comments >>



# Written Comments from Survey

- ▶ Residents were asked “What do you think is the single biggest challenge facing Middlesex Centre that the budget should address?”
- ▶ 215 responses received to this question
- ▶ Responding to Comments:
  - All comments compiled and provided to departments for response (grouped into topic areas).
  - Comments received will be posted to the Budget 2023 website with this presentation. Overview follows.



# Written Comments from Survey, cont.

- ▶ Comments in response to “What do you think is the single biggest challenge facing Middlesex Centre that the budget should address?”
  - Limiting / controlling growth
  - Traffic / Road Safety Concerns
  - Taxes and Municipal Spending
  - Parks & Recreation (programs, facilities & culture)
  - Road / Sidewalks (including winter maintenance)
  - Water Rates
- ▶ Among the others: economic development, policing & by-law enforcement, housing



# Issues Outside of Municipal Control

- ▶ Some of the suggestions dealt with issues outside of municipal control:
  - Concerns related to County Roads and services (primarily crosswalks, safety)
  - Concerns related to Policing (enforcement/patrols)
  - Rural Internet and Cell Service
  - Comments related to potential duplication of services with other levels of government
- ▶ Where appropriate, these issues will be shared with lead agency or government department.



# Stay in Touch!



farrell@middlesexcentre.ca



519-666-0190 ext. 5224



middlesexcentre.ca



@MiddlesexCentre



@MiddlesexCentre

