



Meeting Date: September 6, 2023

Submitted by: Heather Kepran, Manager of Strategic Communications, Tiffany Farrell, Director of Corporate Services

Report No: CPS-39-2023

Subject: Budget 2024 Survey Results

Recommendation:

THAT Report CPS-39-2023 outlining the budget 2024 community survey results be received for information.

Purpose:

To provide Council with information following the 2024 budget engagement initiatives, specifically the budget survey published in summer 2023.

Background:

This year, the 2024 budget survey was ran from July 14 to August 15, 2023. This report provides information on the results of the survey.

Analysis:

The budget survey was advertised via the municipal website, tax bill inserts, social media, e-newsletter, and local newspapers and magazines. The municipality received 305 responses (2022 – 345).

A full summary of the responses received is attached. Written comments received are also attached.

Of note, this year, 86% of respondents thought that the overall value they received for their Middlesex Centre tax dollars were fair, good or excellent, compared to 91% last year.

Sixty-three percent of respondents indicated they were either satisfied or very satisfied with the services they receive from Middlesex Centre. That percentage increases to 90% if those that were neither satisfied nor dissatisfied were included. This is similar to last year's survey results (66% and 93%, respectively).

Information gathered through in the municipal survey will be considered in the creation of the 2024 budget.

Survey results will be posted to the municipal website (middlesexcentre.ca/budget2024) later in September.

Financial Implications:

N/A

Strategic Plan:

This matter aligns with following strategic priorities:

- Responsive Municipal Government

This report responds directly to Objective 5.3– Foster a culture of innovation, continuous improvement, and cost-effective services by sharing information and gathering input, by continuing our timely and effective communication to the public.

Attachments:

A1 Budget 2024 Survey Results

A2 Budget 2024 Survey Results – Written Comments