



**Meeting Date:** October 2, 2024

**Prepared By:** Heather Kepran, Manager of Strategic Communications

**Submitted by:** Tiffany Farrell, Director of Corporate Services

**Report No:** CPS-47-2024

**Subject:** Budget 2025 Survey Results

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**Recommendation:**

THAT Report CPS-47-2024 outlining the budget 2025 community survey results be received for information.

**Purpose:**

To provide Council with information following the 2025 budget engagement initiatives, specifically the budget survey published in summer 2024.

**Background:**

This year, the 2025 budget survey ran from July 8 to August 25, 2024. 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 395 responses (2023 – 305).

A summary of the responses received is attached. It is important to note that this is not a statistically valid survey, but rather gathers general trends and themes for consideration.

Of note, this year, 87% of respondents thought that the overall value they received for their Middlesex Centre tax dollars was fair, good, or excellent, which remains consistent from last year (2023 – 86%).

Fifty-seven percent (57%) of respondents indicated they were either satisfied or very satisfied with the services they receive from Middlesex Centre. That percentage increases to 89% if those that were neither satisfied nor dissatisfied are included. This is similar to last year's survey results (63% and 90%, respectively).

**Table: Budget Survey Responses Year-Over-Year**

	Budget Year Survey								
	2025	2024	2023	2022	2021	2020	2019	2018	2017
Number of Responses	395	305	345	207	232	311	203	89	72
Percentage rating Value for Middlesex Centre Tax Dollars Fair, Good or Excellent	87	86	91	89	90	77	79	--	--
Percentage Satisfied or Very Satisfied with Services	57	63	66	55	--	--	--	--	--
Percentage Neutral, Satisfied or Very Satisfied with Services	89	90	93	89	--	--	--	--	--
Percentage supportive of a dedicated tax increase (1%) for Infrastructure	41	--	--	--	--	--	--	29	34

\*Not all questions were asked each year. "--" indicates the question was not asked.

Information gathered through the municipal survey will be considered in the creation of the 2025 budget.

Survey results including all written comments received will be posted to the municipal website ([middlesexcentre.ca/budget2025](http://middlesexcentre.ca/budget2025)) later in October.

**Financial Implications:**

Not applicable.

**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 2025 Survey Results