

Draft Schreiber 2019 Budget Survey

March 7, 2019 – Office of Economic Development

Definitions

- Satisfaction Index:** The index is calculated to summarize the proportional representation of answers in the categories ranging from “Very Satisfied,” “Satisfied,” “Neutral,” “Dissatisfied,” and “Very Dissatisfied.” The satisfaction index covers a range from 0% to 100%. A 100% satisfaction index result is only possible if 100% of responses are in the “Very Satisfied” category. The satisfaction index summarizes responses from the entire range of positive and negative responses, and allows the comparison of customer satisfaction scores between each survey question.

Responses	Count
Very satisfied	100%
Satisfied	0%
Neutral	0%
Dissatisfied	0%
Very dissatisfied	0%

Satisfaction Index
100%
“Very satisfied” (81% to 100%)

Responses	Count
Very satisfied	0%
Satisfied	100%
Neutral	0%
Dissatisfied	0%
Very dissatisfied	0%

Satisfaction Index
75%
“Satisfied” (61% to 80%)

Responses	Count
Very satisfied	0%
Satisfied	0%
Neutral	100%
Dissatisfied	0%
Very dissatisfied	0%

Satisfaction Index
50%
“Neutral” (41% to 60%)

Responses	Count
Very satisfied	0%
Satisfied	0%
Neutral	0%
Dissatisfied	100%
Very dissatisfied	0%

Satisfaction Index
25%
“Dissatisfied” (21% to 40%)

Responses	Count
Very satisfied	0%
Satisfied	0%
Neutral	0%
Dissatisfied	0%
Very dissatisfied	100%

Satisfaction Index
0%
“Very dissatisfied” (0% to 20%)

Responses	Count
Very satisfied	20%
Satisfied	20%
Neutral	20%
Dissatisfied	20%
Very dissatisfied	20%

Satisfaction Index
50%
“Neutral” (41% to 60%)

2. **% Neutral or Better:** The appeasement portion is calculated as the sum of the total representation of responses falling within the “Very Satisfied,” “Satisfied”, and “Neutral” answer categories.

E.g.

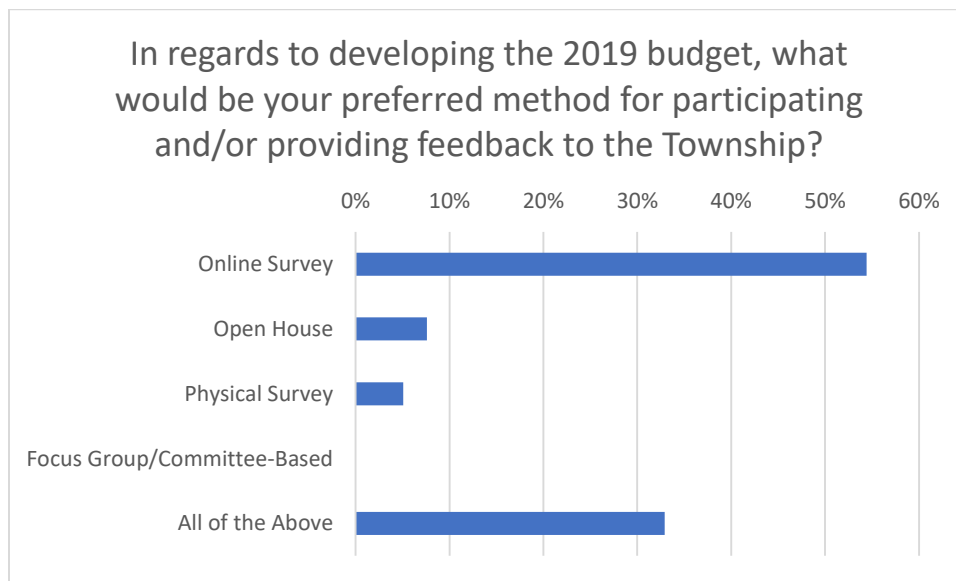
Responses	Count
Very satisfied	20%
Satisfied	20%
Neutral	20%
Dissatisfied	20%
Very dissatisfied	20%

Satisfaction Index	% Neutral or Better
50%	60%

1. In regards to developing the 2019 budget, what would be your preferred method for participating and/or providing feedback to the Township?

Responses	Count
Online Survey	43
Open House	6
Physical Survey	4
Focus Group/Committee-Based	0
All of the Above	26

Responses	Count
Online Survey	54%
Open House	8%
Physical Survey	5%
Focus Group/Committee-Based	0%
All of the Above	33%



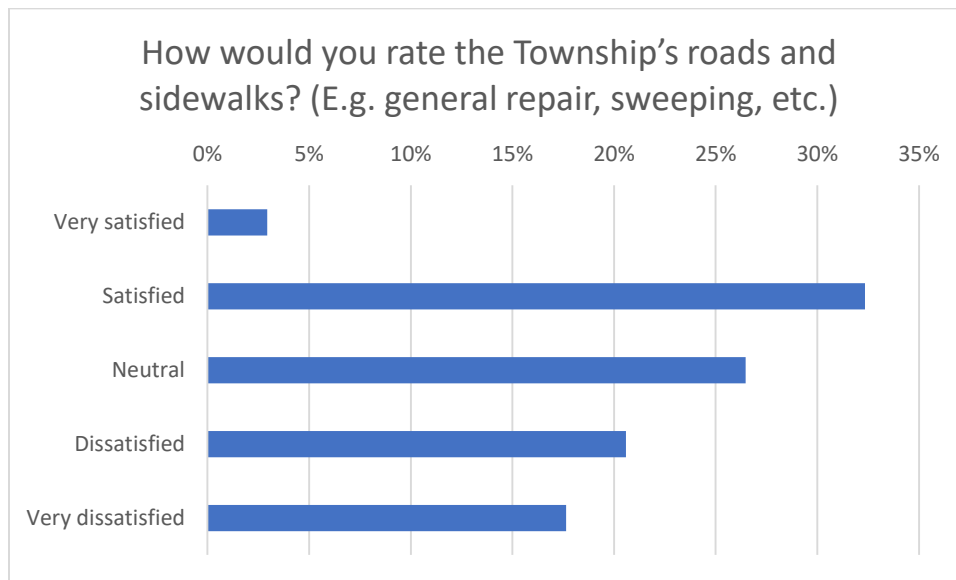
The preferred method of feedback to the Township was an online survey, followed by All of the Above (online survey, open house, physical survey, focus group/committee-based). 0% of respondents were interested in participating or providing budget feedback through focus groups/committee-based methods.

2. How would you rate the Township’s roads and sidewalks? (E.g. general repair, sweeping, etc.)

Responses	Count
Very satisfied	2
Satisfied	22
Neutral	18
Dissatisfied	14
Very dissatisfied	12

Responses	Count
Very satisfied	3%
Satisfied	32%
Neutral	26%
Dissatisfied	21%
Very dissatisfied	18%

Satisfaction Index	% Neutral or Better
46%	62%



With a satisfaction index of 46%, respondents have a neutral outlook towards the Township’s roads and sidewalks (e.g. general repair, sweeping, etc.). Overall, this amounted to having 62% of responses being Neutral or Better.

What is the Township doing right?

- Snow Removal
- Street Cleaning

What are areas for improvement?

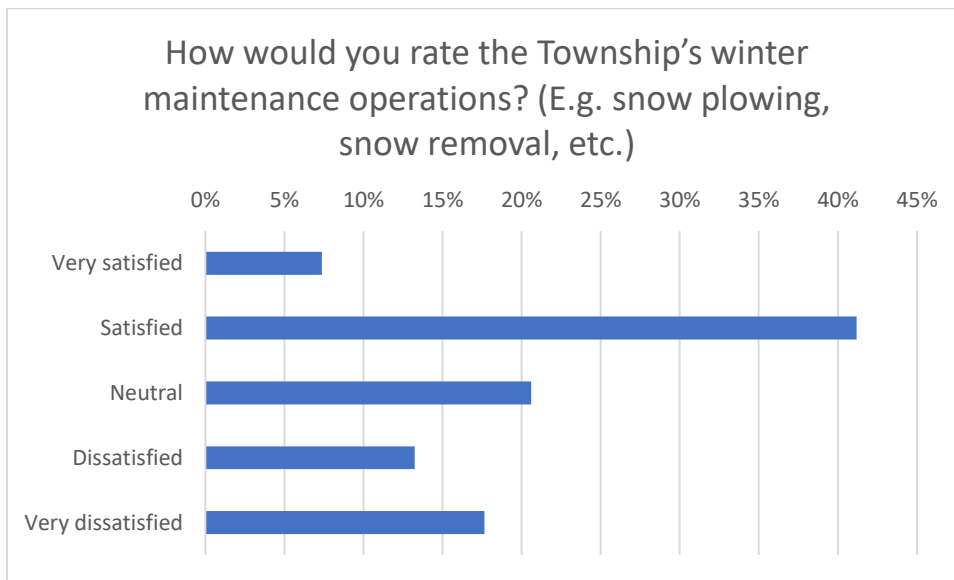
- Sidewalks need to be repaired and properly aligned (no uneven stones, no gaps in cobblestones)
- Better water drainage/shoulder management to prevent potholes
- Repair intersections (cracks, potholes)
- Clear the snow in parking spots in front of businesses before they open and school parking spaces
- Begin plowing the streets and sidewalks at earlier times
- Hire more staff in the winter months (staff out during snow storm conditions)
- Clear sidewalks to ensure full accessibility for all persons (seniors and parents with small children)
- Trim the grass and weeds around street signs
- Provide better snow plowing at Drummond Street to the Highway
- Ensure maintenance of hedges on Manitoba Street
- Improve accountability for certain businesses on their snow dumping locations and the total amount of snow in each pileup
- Improve the management of public workers
- Implement sidewalk construction work at Walker's Lake
- Provide paving for street in front of 17-19 Kingsway, also known as Ontario Street ext.

3. How would you rate the Township’s winter maintenance operations? (E.g. snow plowing, snow removal, etc.)

Responses	Count
Very satisfied	5
Satisfied	28
Neutral	14
Dissatisfied	9
Very dissatisfied	12

Responses	Count
Very satisfied	7%
Satisfied	41%
Neutral	21%
Dissatisfied	13%
Very dissatisfied	18%

Satisfaction Index	% Neutral or Better
52%	69%



With a satisfaction index of 52%, respondents have an overall neutral outlook towards the Township’s winter maintenance operations. 69% of respondents identified their satisfaction as neutral or better.

What is the Township doing right?

- Early snow clearance for businesses
- Excellent job performance considering 2018-2019 snow fall and limited staffing

What are areas for improvement?

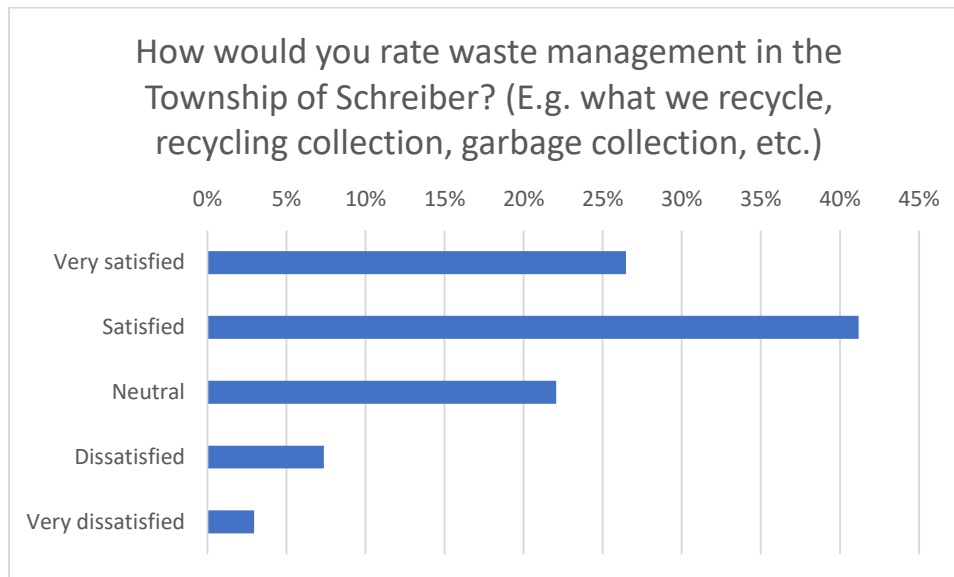
- Some areas get more priority for snow removal than others
- Plow snow faster at Hill Street
- Remove snow away from the South Side of Ontario Street
- Clear snow to allow space at the public school for parents to park
- Clear the medical centre handicap ramp
- Better clearance of snow downtown (done earlier than 8 AM and plowed on Saturdays)
- Snow needs to be removed from businesses before the weekend
- Snow should be removed as soon as possible, on the same day as snowfall
- Snow removal on residential streets is slim to non-existent, some respondents are getting stuck on streets due to snow accumulation
- Sidewalks need snow removal
- Balance the snow bank accumulation on each side of the street
- Roads are becoming too narrow due to snow bank accumulation
- Snow banks need to be cut down, they are a safety hazard as they reduce the line of sight for vehicles and pedestrians
- There needs to be assistance for homeowners and seniors to clear windrows
- Provide training for Township staff to respect residents and their property (snow piles on resident's yards are damaging their lawns and putting them at risk for flooding)

4. How would you rate waste management in the Township of Schreiber? (E.g. what we recycle, recycling collection, garbage collection, etc.)

Responses	Count
Very satisfied	18
Satisfied	28
Neutral	15
Dissatisfied	5
Very dissatisfied	2

Responses	Count
Very satisfied	26%
Satisfied	41%
Neutral	22%
Dissatisfied	7%
Very dissatisfied	3%

Satisfaction Index	% Neutral or Better
70%	90%



With a satisfaction index of 70%, respondents have an overall satisfied outlook towards waste management in the Township of Schreiber. 90% of responses were neutral or better. 26% of responses were very satisfied with the punctuality of the garbage truck and the consistency of garbage collection.

What is the Township doing right?

- Punctuality and consistency of garbage collection
- The access of residents to visit the landfill

What are areas for improvement?

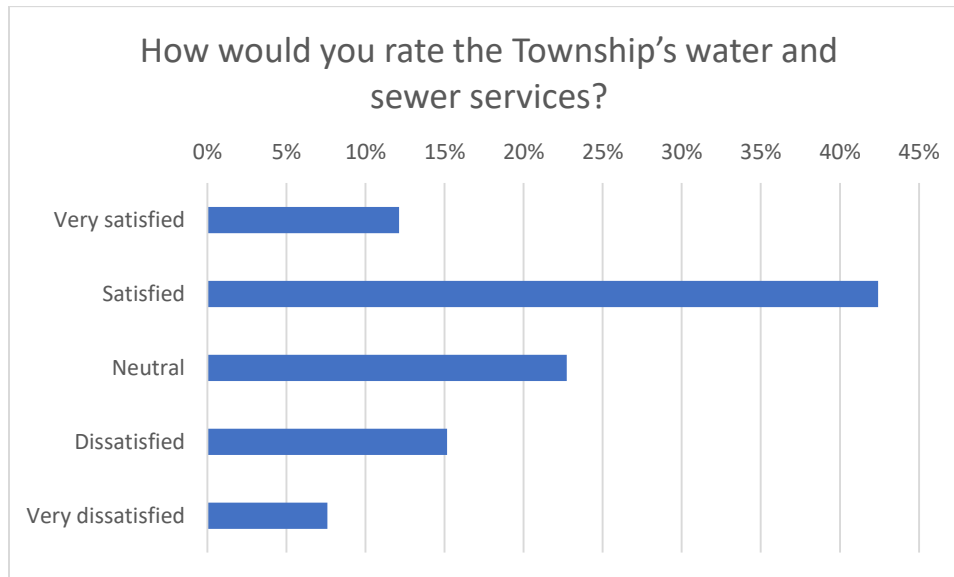
- Higher frequency for recycling pickup (more than once a month, twice a month)
- Expanding the list of approved waste for recycling
- Recycling materials need to be simplified into one bin
- Provide each household with recycling containers
- Township can educate and advertise how to reduce, reuse and recycle prior to monthly pickup (not all residents seem to be aware of recycling pickup)
- Expanding waste collection for compost and organic materials
- Extending landfill hours
- Installing waste receptacles on streets (post office area)
- Creating a drop off site needed in the Township for hazardous waste collection

5. How would you rate the Township’s water and sewer services?

Responses	Count
Very satisfied	8
Satisfied	28
Neutral	15
Dissatisfied	10
Very dissatisfied	5

Responses	Count
Very satisfied	12%
Satisfied	42%
Neutral	23%
Dissatisfied	15%
Very dissatisfied	8%

Satisfaction Index	% Neutral or Better
59%	77%



With a satisfaction index of 59%, respondents have an overall neutral outlook towards water and sewer services in the Township of Schreiber. 77% of responses were neutral or better and just 8% of respondents were very dissatisfied with these services.

What is the Township doing right?

- Great water quality
- Door-to-Door boil water advisory notices
- Construction of storage water tank

What are areas for improvement?

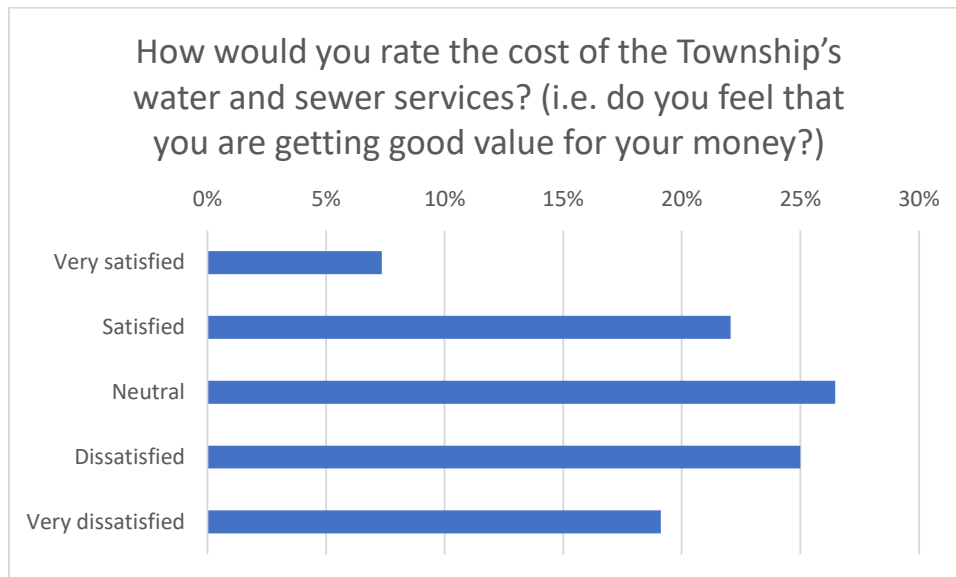
- Provide metered water services addressing water over usage in the summer months (e.g. hose running)
- Mitigate the amount of chlorine smell
- More education on how to protect oneself from water-borne illnesses (e.g. Walkers Lake residents; different sterilization and filtering process than in town)
- More detail in postings and notices regarding boil water advisories (e.g. reason why, equipment, what is going to be done?)
- More prompt online notices of a boil water advisory taking place
- Provide quarterly water cost reductions (comparison to Terrace Bay?)
- Cost-to-Value needs to be addressed (how much it costs in comparison to how many boil water advisories keep happening)
- Implement better water plant operations

6. How would you rate the cost of the Township’s water and sewer services? (i.e. do you feel that you are getting good value for your money?)

Responses	Count
Very satisfied	5
Satisfied	15
Neutral	18
Dissatisfied	17
Very dissatisfied	13

Responses	Count
Very satisfied	7%
Satisfied	22%
Neutral	26%
Dissatisfied	25%
Very dissatisfied	19%

Satisfaction Index	% Neutral or Better
43%	56%



With a satisfaction index of 43%, respondents have an overall neutral outlook towards the cost of the Township’s water and sewer services. 56% of responses were neutral or better, and of that percentage 22% were satisfied and just 7% were very satisfied.

What is the Township doing right?

- Flat Rate cost effectiveness (especially for large families)

What are areas for improvement?

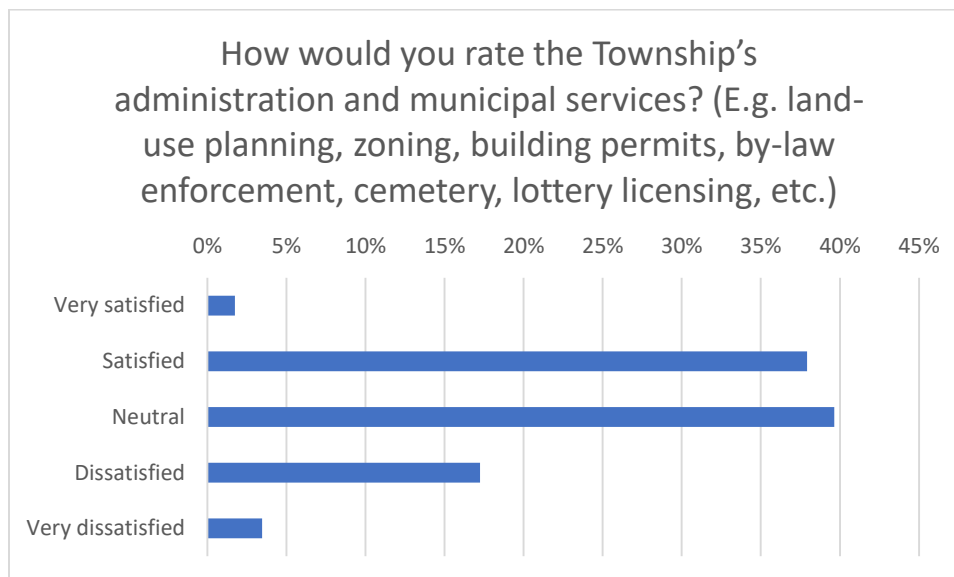
- Expensive rates, keep the rate frozen for a few years
- Provide various payment methods
- Metered service could encourage conservation and fair pricing
- Compare costs and payment policy with neighbouring municipalities

7. How would you rate the Township’s administration and municipal services? (E.g. land-use planning, zoning, building permits, by-law enforcement, cemetery, lottery licensing, etc.)

Responses	Count
Very satisfied	1
Satisfied	22
Neutral	23
Dissatisfied	10
Very dissatisfied	2

Responses	Count
Very satisfied	2%
Satisfied	38%
Neutral	40%
Dissatisfied	17%
Very dissatisfied	3%

Satisfaction Index	% Neutral or Better
54%	79%



With a satisfaction index of 54%, respondents have an overall neutral outlook towards the Township’s administration and municipal services. 79% of responses were neutral or better, with only 3% of respondents being very dissatisfied with these services.

What is the Township doing right?

- Answering questions promptly

What are areas for improvement?

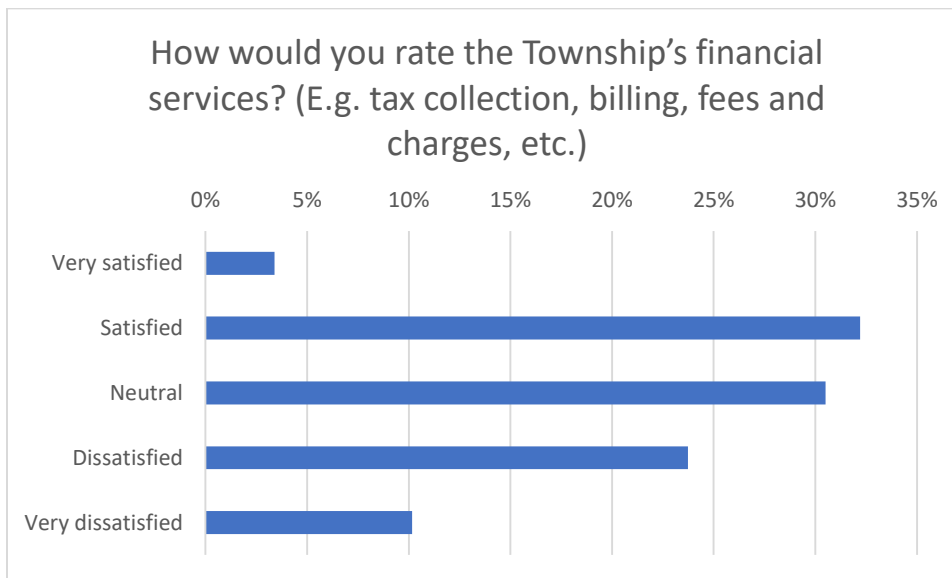
- By-law enforcement (e.g. not parking on the street at night by-law is never enforced, winter parking, better monitoring of Winnipeg Street side of Holy Angels School for car parking infractions)
- Enforce by-laws that ensure the beautification of land (grass maintenance)
- Cut by-law requiring your lawn to be at a certain length (e.g. for residents who leave for a months' vacation)
- Ensure better enforcement to remove derelict vehicles and trailers from streets/land where not permitted
- Provide more work for students and better accountability for students by overseers during summer months
- Better informing practices on permits and costs associated with potential development projects
- Better land-use planning (e.g. better use and beautification of the empty lots)
- Ensure increased work efficiency (employment numbers not justifying the amount of work that gets carried out)
- Better dog tag collection practices
- Increase maintenance of cemetery grounds

8. How would you rate the Township’s financial services? (E.g. tax collection, billing, fees and charges, etc.)

Responses	Count
Very satisfied	2
Satisfied	19
Neutral	18
Dissatisfied	14
Very dissatisfied	6

Responses	Count
Very satisfied	3%
Satisfied	32%
Neutral	31%
Dissatisfied	24%
Very dissatisfied	10%

Satisfaction Index	% Neutral or Better
49%	66%



With a satisfaction index of 49%, respondents have an overall neutral outlook towards the Township’s financial services. 66% of responses were neutral or better, but out of that percentage only 3% were very satisfied, and 10% of total responses came back as being very dissatisfied.

What is the Township doing right?

- Cleaned up the mess that was created for them in previous years

What are areas for improvement?

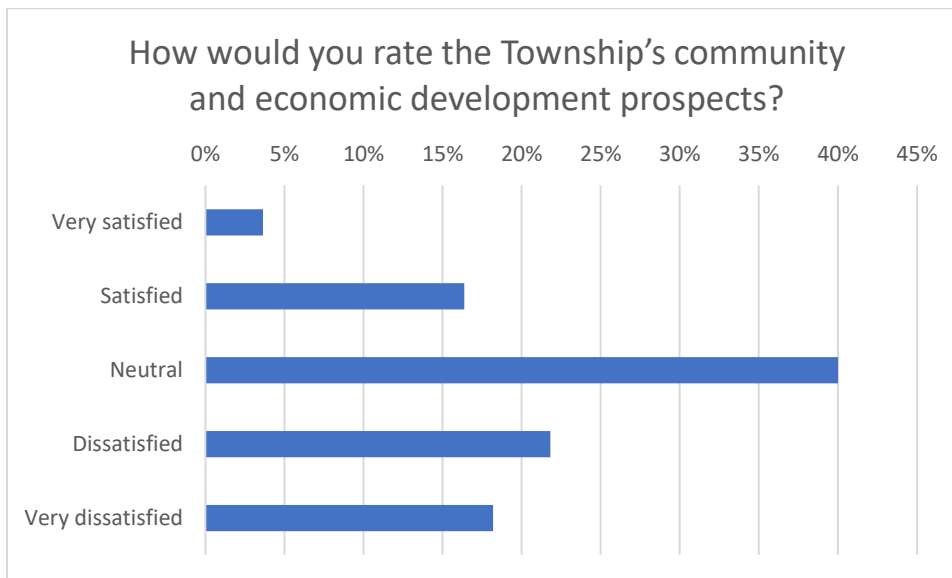
- High fee and charge rates
- Incentive for early full payment of taxes, water, etc.
- More information on bills (e.g. mill rate on tax bills)
- Provide reminders for dog tag collection
- More fair assessment towards taxes
- Lower % that is charged on taxes; very high township rate
- Cost re-evaluation for Walkers Lake
- Lower property and business taxes to encourage people to purchase vacant lots and buildings (attract entrepreneurs)

9. How would you rate the Township's community and economic development prospects?

Responses	Count
Very satisfied	2
Satisfied	9
Neutral	22
Dissatisfied	12
Very dissatisfied	10

Responses	Count
Very satisfied	4%
Satisfied	16%
Neutral	40%
Dissatisfied	22%
Very dissatisfied	18%

Satisfaction Index	% Neutral or Better
41%	60%



With a satisfaction index of 41%, respondents have an overall neutral outlook towards the Township's community and economic development prospects. 60% of responses were neutral or better, with just 4% of those responses being very satisfied.

What is the Township doing right?

- A lot of grants for money spent
- Revitalization project idea
- Good work goes out to our Economic Development people
- Cheap properties (e.g. to start an online business startup)

What are areas for improvement?

- Having a concrete 5-year Strategic Plan be put through and into practice
- High priority towards green spaces and revitalizing parts of the town (restoration vs demolition)
- More information online about up-to-date information regarding the projects and public meetings
- Pursue creativity and innovation (thinking outside the box; do not just copy what every other community has)
- Age 16-21 activities need to be included more (*Recreation*)
- Greater business outreach and perks demonstrated to attract businesses to the area
- Better ways or areas to spend acquired grant money
- Be more aggressive to get more government money
- Greater transparency and reporting of what is happening within the department (e.g. newspaper reporting updates)
- Improve regional branding
- Decrease high tax burden in order for better chances of starting and/or maintaining existing businesses.
- Revitalize and beautify Scotia Street into a better looking business area to attract businesses and customers

10. What types of businesses would you like to see the Township attract?

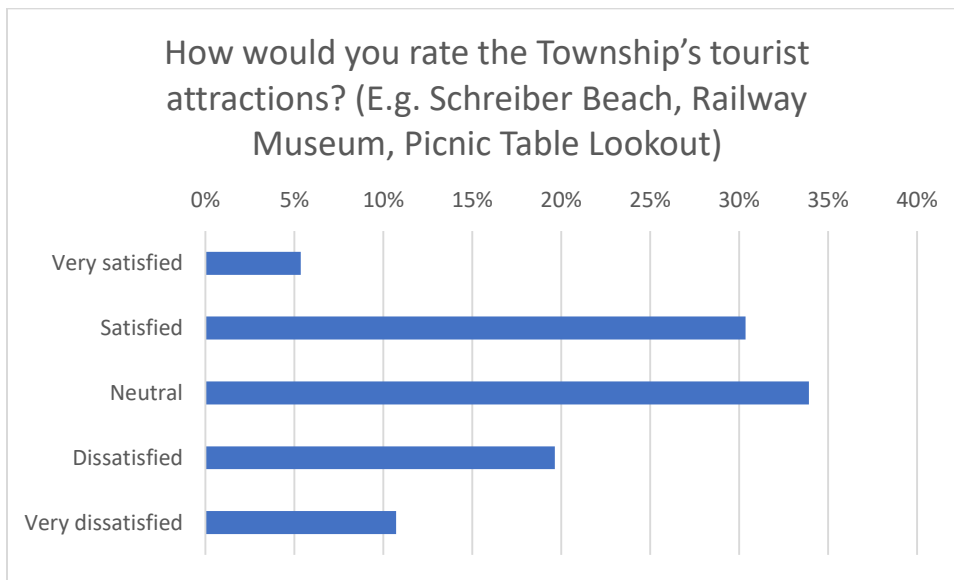
- Another recreation facility
- Boutique shops
- Businesses open past 5pm and on Sundays
- Cannabis depot
- Cannabis growing facility
- Child care
- Chiropractor/Massage services
- Clothing stores
- Department store
- Drive-thru coffee shop
- Equipment rental business
- Industry
- Large contributors to increased tax base (e.g. factory)
- Late hours convenience store
- Lounge
- Mining
- New grocery store
- Online services- low capital start-up costs
- Outdoor adventure (e.g. ziplining)
- Pub/Bar
- Restaurants (in-town and on the highway)
- Service Ontario
- Small manufacturing
- Small movie theatre/drive-in theatre
- Splash pad
- Tech/communications firm
- Tourism-related
- Tourist centre (gift shop)

11. How would you rate the Township’s tourist attractions? (E.g. Schreiber Beach, Railway Museum, Picnic Table Lookout)

Responses	Count
Very satisfied	3
Satisfied	17
Neutral	19
Dissatisfied	11
Very dissatisfied	6

Responses	Count
Very satisfied	5%
Satisfied	30%
Neutral	34%
Dissatisfied	20%
Very dissatisfied	11%

Satisfaction Index	% Neutral or Better
50%	70%



With a satisfaction index of 50%, respondents have an overall neutral outlook towards the Township’s tourist attractions. 70% of responses were neutral or better, with just 5% of those responses being very satisfied.

What is the Township doing right?

- Growth in tourism efforts

What are areas for improvement?

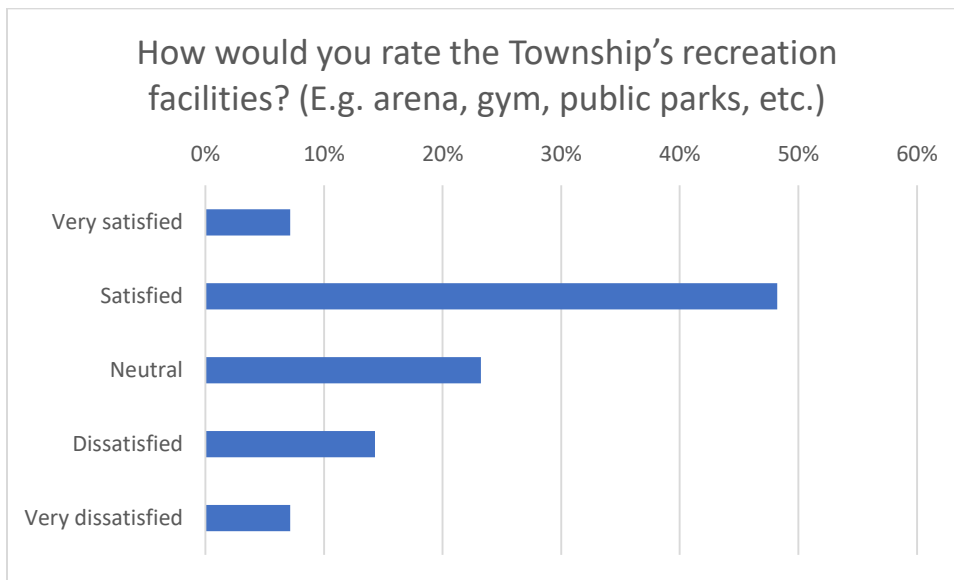
- Better promotion tactics (e.g. highway promotion)
- Brochures for tourists and our attractions be left at local businesses.
- Better signage for the museum and picnic table lookout
- Picnic Table lookout trail needs a lot of work done to it
- Picnic table lookout is not advertised well and not easily accessible or identified
- Better care and accountability for hired museum staff (e.g. not having people come in to see the workers sleeping)
- Clean up the museum (interior and exterior; landscaping and building appeal)
- Schreiber Beach events need to be more frequent
- More picnic tables and benches on the beach
- Easier access to the beach
- Make Schreiber Beach more handicap-accessible

12. How would you rate the Township’s recreation facilities?
(E.g. arena, gym, public parks, etc.)

Responses	Count
Very satisfied	4
Satisfied	27
Neutral	13
Dissatisfied	8
Very dissatisfied	4

Responses	Count
Very satisfied	7%
Satisfied	48%
Neutral	23%
Dissatisfied	14%
Very dissatisfied	7%

Satisfaction Index	% Neutral or Better
58%	79%



With a satisfaction index of 58%, respondents have an overall neutral outlook towards the Township’s recreation facilities. 79% of responses were neutral or better and just 7% of respondents were very dissatisfied with these services.

What is the Township doing right?

- Arena is excellent and well kept
- A lot of events held at the Rec. Centre
- Reasonably priced gym membership
- 24 hour access to the weight room is great
- Ice surface is nice

What are areas for improvement?

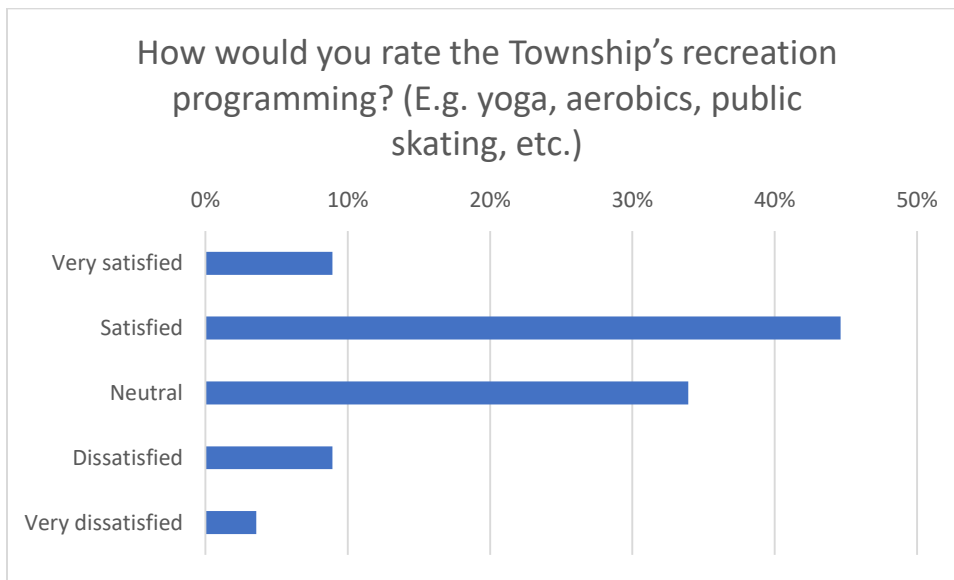
- Newer gym equipment needed (e.g. full squat rack, regular exercise bike, stairmaster)
- Expand the gym space to be bigger
- Cleaner bathrooms and change rooms
- Demonstrate better upkeep of the Recreation Centre and its supplies in the gym/change rooms (e.g. paper towel, toilet paper, soap)
- Re-do women's sauna
- Use the arena in the summer more (more summer events need to be planned)
- Revitalize the outdoor rink (fun grounds); hold weekly events there to get people outside
- Improve the look of our community park and provide washroom/water access at its location
- Install baby swings put into parks
- Purchase new tables and chairs in the recreation department (e.g. for court day)
- Implement a water bottle filling station in the municipal building and the recreation building/gym

13. How would you rate the Township’s recreation programming? (E.g. yoga, aerobics, public skating, etc.)

Responses	Count
Very satisfied	5
Satisfied	25
Neutral	19
Dissatisfied	5
Very dissatisfied	2

Responses	Count
Very satisfied	9%
Satisfied	45%
Neutral	34%
Dissatisfied	9%
Very dissatisfied	4%

Satisfaction Index	% Neutral or Better
62%	88%



With a satisfaction index of 62%, respondents have an overall satisfied outlook on the Township’s recreation programming. 88% of responses were neutral or better, with just 4% of all respondents being very dissatisfied with these services.

What is the Township doing right?

- Better advertising of programs
- Offering a variety of available programs, considering our limited resources
- Excellent programs offered so far
- Good work from the Rec. Programmer; if there is a need, then a program will be pursued
- Seniors are getting well-organized (the centre and activities)
- Improving

What are areas for improvement?

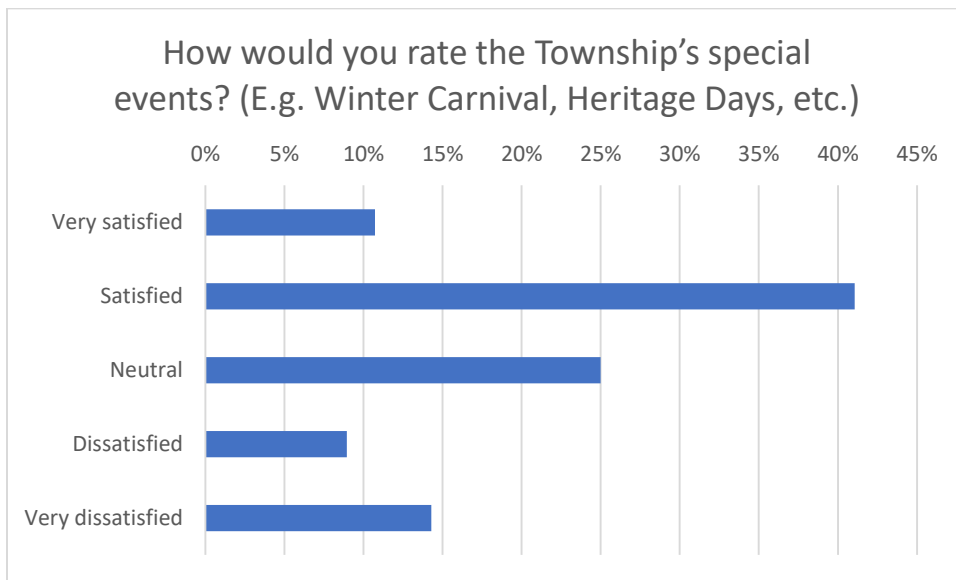
- Create more community events; get the Township together
- Implement more girl-oriented programming activities (e.g. gymnastics, dance, soccer)
- Orchestrate more outdoor activities
- Greater creativity put into the creation of programming activities and events
- Increase the amount of adult programming
- Provide incentives to bring recreation events here
- Look into investing in an indoor pool
- Evaluate the cost to participate in public skating
- Implement more clear public skating advertising

14. How would you rate the Township’s special events? (E.g. Winter Carnival, Heritage Days, etc.)

Responses	Count
Very satisfied	6
Satisfied	23
Neutral	14
Dissatisfied	5
Very dissatisfied	8

Responses	Count
Very satisfied	11%
Satisfied	41%
Neutral	25%
Dissatisfied	9%
Very dissatisfied	14%

Satisfaction Index	% Neutral or Better
56%	77%



With a satisfaction index of 56%, respondents have an overall neutral outlook on the Township’s special events. 77% of responses were neutral or better, with just 9% being dissatisfied and 14% being very dissatisfied.

What is the Township doing right?

- Great work on Winter Carnival (e.g. Poker Run)
- Hard work going into the events

What are areas for improvement?

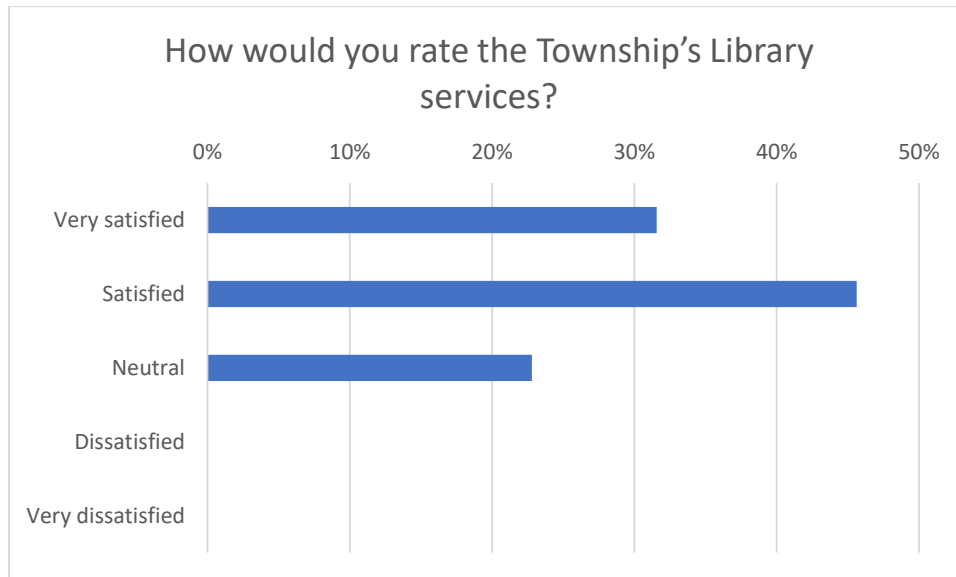
- Generate some new ideas/activities (same things every year)
- Provide more activities to get kids outside during these events
- Develop more out of the box programming for the younger generation
- Implement more outdoor events during Winter Carnival (e.g. skating party, snowshoe trip)
- Implement some new stuff for Heritage Days (not just a bunch of lunches)
- Planning process for Heritage Days; start the planning process a year in advance and incorporate more community input
- Scheduling times and dates of events need to be thought out better (reduce overlap with other events in surrounding communities)
- Implementing the Township Committees
- Improve volunteer recruitment
- Improve the look of the new Spud mascot costume

15. How would you rate the Township’s Library services?

Responses	Count
Very satisfied	18
Satisfied	26
Neutral	13
Dissatisfied	0
Very dissatisfied	0

Responses	Count
Very satisfied	32%
Satisfied	46%
Neutral	23%
Dissatisfied	0%
Very dissatisfied	0%

Satisfaction Index	% Neutral or Better
77%	100%



With a satisfaction index of 77%, respondents have an overall satisfied outlook on the Township’s Library services and 100% of responses were neutral or better.

What is the Library doing well?

- Best place in town
- Head Librarian is fantastic
- Very welcoming
- Offering so much to all age levels
- Adding much to our community during Winter Carnival and Heritage Days
- Go out of their way to try and bring in anything that you would like to read

What are areas for improvement?

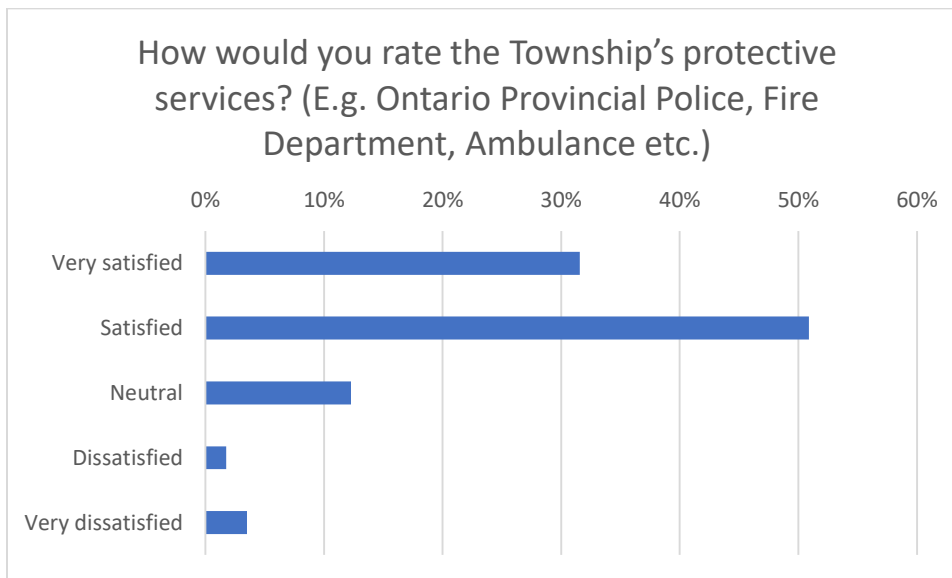
- More advertising for services (e.g. after-school program)
- Look into expanding the size of the library
- Easier way to view and access archives
- More lively atmosphere

16. How would you rate the Township’s protective services?
(E.g. Ontario Provincial Police, Fire Department, Ambulance etc.)

Responses	Count
Very satisfied	18
Satisfied	29
Neutral	7
Dissatisfied	1
Very dissatisfied	2

Responses	Count
Very satisfied	32%
Satisfied	51%
Neutral	12%
Dissatisfied	2%
Very dissatisfied	4%

Satisfaction Index	% Neutral or Better
76%	95%



With a satisfaction index of 76%, respondents have an overall satisfied outlook on the Township’s protective services and 95% of responses were neutral or better, with just 4% being very dissatisfied with these services.

What is the Township doing well?

- OPP keeping the town safe
- Fire and ambulance are great

What are areas for improvement?

- Better customer service from officers
- Improve patrolling and seizing of drugs by the OPP
- Improve the frequency of OPP patrols around the town
- Have the police station provide a more simple phoning process (more clear automated directions)
- Transparency of costs to run these services in town

17. Do you have additional comments as to where you think the Township of Schreiber could develop some cost savings and/or use some additional spending?

- Administrative Office Personnel-- Cost Savings (staff heavy)
- Cut Mill Rate-- Cost Savings
- Employment allocation-- Cost Savings (do we really need two employees working at the recreation centre during the summer months?)
- Entrepreneurship opportunity-- More Spending
- Events for Heritage Days-- More Spending
- Have public works work during the week and not weekends (e.g. snow removal)-- Cost Savings
- Highway beautification and investment-- More Spending
- Incentives for Business Development-- More Spending
- Land availability for Community Garden-- More Spending
- More event sponsorship for carnivals and events-- Cost Savings
- More strict and competitive process for people to obtain welfare-- Cost Savings
- Reduce town budget to lower taxes-- Cost Savings
- Residential and Community Solar Panel Projects-- More Spending
- Revitalization and Beautification of the town (e.g. current business fronts, empty lots, landscaping, signage, etc.) -- More Spending
- Schreiber Beach enhancement-- More Spending
- Staffing study-- More Spending
- Taxes-- Cost Savings
- Tourism and Attractions-- More Spending
- Town Clean-Up-- More Spending
- Town Office staff job sharing; reduce number of staff-- Cost Savings
- Water System-- Upkeep and maintenance to reduce boil water advisories-- More Spending
- Water/Sewer-- Cost Savings