

# Budget Survey Cross-Year Analysis: 2020 vs. 2021

\*Disclaimer\*: Total results, with relation to same-figure data and increases & decreases in data figures throughout this budget survey cross-year analysis, are subject to skewed interpretation due to the variations in the total number of respondents (sample size) for each question when comparing 2020 and 2021 survey results.

## Table Value Increase

## Table Value Decrease

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

### 2020

Responses	Count
Physical Survey	0
Online Survey	33
Open House	4
Town Hall	2
Focus Group/Committee-Based	1
All of the Above	10

Responses	Count
Physical Survey	0%
Online Survey	66%
Open House	8%
Town Hall	4%
Focus Group/Committee-Based	2%
All of the Above	20%

**Sample Size: 50**

### 2021

Responses	Count
Physical Survey	2
Online Survey	39
Open House	2
Town Hall	4
Focus Group/Committee-Based	0
All of the Above	15

Responses	Count
Physical Survey	3%
Online Survey	63%
Open House	3%
Town Hall	7%
Focus Group/Committee-Based	0%
All of the Above	24%

**Sample Size: 62**

Although there are varying sample sizes between the 2020 and 2021 budget surveys, both years responses show that the most preferred method for participating and/or providing feedback to the Township is through an Online Survey, followed by All of the Above (online survey, open house, physical survey, focus group/committee based).

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

2020

Responses	Count
Very Dissatisfied	9
Dissatisfied	18
Neutral	10
Satisfied	12
Very Satisfied	1

Responses	Count
Very Dissatisfied	18%
Dissatisfied	36%
Neutral	20%
Satisfied	24%
Very Satisfied	2%

Satisfaction Index	% Neutral or Better
48%	46%

Sample Size: 50

2021

Responses	Count
Very Dissatisfied	10
Dissatisfied	16
Neutral	15
Satisfied	17
Very Satisfied	4

Responses	Count
Very Dissatisfied	16%
Dissatisfied	26%
Neutral	24%
Satisfied	28%
Very Satisfied	6%

Satisfaction Index	% Neutral or Better
54%	58%

Sample Size: 62

By comparing 2020 Budget Survey to 2021 Budget Survey table values in relation to the Township’s roads and sidewalks, we can see the following:

**Very Dissatisfied:** +1 / -2%

**Dissatisfied:** -2 / -10%

**Neutral:** +5 / +4%

**Satisfied:** +5 / +4%

**Very Satisfied:** +3 / +4%

**Satisfaction Index:** +6% in 2021, but still considered Neutral

**% Neutral or Better:** +12%

Repeated comment topics from 2020 Budget Survey Results:

**Doing Well:**

- Street Sweeping

**Needs Improvement:**

- Major road repairs – safety hazard; repave roads rather than just fill potholes
- More regular attention and upkeep on town-wide road and sidewalk maintenance
- Major sidewalk repair and installation needed – safety hazard and not accessible
- Greater consistency in the daily maintenance of roads and sidewalks

New Comments in the 2021 Budget Survey Results:

**Needs Improvement:**

- Road shoulder upkeep, including summer grading
- Greater consistency in the daily maintenance of green spaces adjacent to roads, sidewalks and municipal properties
- Side streets upkeep
- Street Clearing

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

2020

Responses	Count
Very Dissatisfied	8
Dissatisfied	14
Neutral	15
Satisfied	10
Very Satisfied	3

Responses	Count
Very Dissatisfied	16%
Dissatisfied	28%
Neutral	30%
Satisfied	20%
Very Satisfied	6%

Satisfaction Index	% Neutral or Better
51%	56%

Sample Size: 50

2021

Responses	Count
Very Dissatisfied	2
Dissatisfied	16
Neutral	12
Satisfied	21
Very Satisfied	11

Responses	Count
Very Dissatisfied	3%
Dissatisfied	26%
Neutral	19%
Satisfied	34%
Very Satisfied	18%

Satisfaction Index	% Neutral or Better
61%	71%

Sample Size: 62

By comparing 2020 Budget Survey to 2021 Budget Survey table values in relation to the Township’s winter maintenance operations, we can see the following:

**Very Dissatisfied:** -6 / -13%

**Dissatisfied:** +2 / -2%

**Neutral:** -3 / -11%

**Satisfied:** +11 / +14%

**Very Satisfied:** +8 / +12%

**Satisfaction Index:** +10% in 2021, and has shifted from Neutral to Satisfied

**% Neutral or Better:** +15%

Repeated comment topics from 2020 Budget Survey Results:

**Doing Well:**

- Providing snow removal service

**Needs Improvement:**

- Better snow plowing schedule and attentiveness; too late in the day. Consider morning plows to be done plowing by 8 am
- Better snow removal practices at Walkers Lake
- Keep pedestrian walkways clear of snow; stop piling all the snow on sidewalks (including downtown)
- Greater snowplow equipment investment
- Remove snow that is encroaching onto driveways; safety issue

New Comments in the 2021 Budget Survey Results:

**Needs Improvement:**

- Roads need to be plowed even when there is slush; freezes on the road
- Better and more regular side street plowing
- Greater salt and sand presence after heavy and/or wet snowfall
- Sand throughout the road, not just the middle; middle and sides of the streets remain icy
- Timing for when plows go out when we have snow storms; too late
- Maintaining appropriate speed levels while operating the plow truck
- Remove snow piles when they get too high in the community. Do not continue to make them as high as can be, as it jeopardizes visibility to members of the public, both walking and driving
- Employees stop using the town equipment to do personal stuff while working

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

2020

Responses	Count
Very Dissatisfied	1
Dissatisfied	4
Neutral	10
Satisfied	20
Very Satisfied	14

Responses	Count
Very Dissatisfied	2%
Dissatisfied	8%
Neutral	20%
Satisfied	42%
Very Satisfied	28%

Satisfaction Index	% Neutral or Better
73%	90%

Sample Size: 50

2021

Responses	Count
Very Dissatisfied	0
Dissatisfied	4
Neutral	8
Satisfied	32
Very Satisfied	18

Responses	Count
Very Dissatisfied	0%
Dissatisfied	6%
Neutral	13%
Satisfied	52%
Very Satisfied	29%

Satisfaction Index	% Neutral or Better
76%	94%

Sample Size: 62

By comparing 2020 Budget Survey to 2021 Budget Survey table values in relation to the Township's waste management services, we can see the following:

**Very Dissatisfied:** -1 / -2%

**Dissatisfied:** 0 / -2%

**Neutral:** -2 / -7%

**Satisfied:** +12 / +10%

**Very Satisfied:** +4 / +1%

**Satisfaction Index:** +3% in 2021, but still considered Satisfied

**% Neutral or Better:** +4%

Repeated comment topics from 2020 Budget Survey Results:

**Doing Well:**

- Garbage pickup is timely, reliable and friendly

New Comments in the 2021 Budget Survey Results:

**Doing Well:**

- No tag fees

**Needs Improvement:**

- Better litter collection throughout the Township
- Look into a recycle bin program in our downtown
- Fall cleanup schedule
- Waste container program – paper, cans, cardboard (different coloured containers for each)
- Better recycling program – landfill

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

2020

Responses	Count
Very Dissatisfied	2
Dissatisfied	2
Neutral	20
Satisfied	26
Very Satisfied	0

Responses	Count
Very Dissatisfied	4%
Dissatisfied	4%
Neutral	40%
Satisfied	52%
Very Satisfied	0%

Satisfaction Index	% Neutral or Better
63%	92%

Sample Size: 50

2021

Responses	Count
Very Dissatisfied	2
Dissatisfied	10
Neutral	14
Satisfied	28
Very Satisfied	8

Responses	Count
Very Dissatisfied	3%
Dissatisfied	16%
Neutral	23%
Satisfied	45%
Very Satisfied	13%

Satisfaction Index	% Neutral or Better
64%	81%

Sample Size: 62

By comparing 2020 Budget Survey to 2021 Budget Survey table values in relation to the Township’s water and sewer services, we can see the following:

**Very Dissatisfied:** 0 / -1%

**Dissatisfied:** +8 / +12%

**Neutral:** -6 / -17%

**Satisfied:** +2 / -7%

**Very Satisfied:** +8 / +13%

**Satisfaction Index:** +1% in 2021, but still considered Satisfied

**% Neutral or Better:** -11%



Repeated comment topics from 2020 Budget Survey Results:

**Doing Well:**

- Decrease in boil water advisories
- Water quality

**Needs Improvement:**

- Reduce smell in the water; chlorine

New Comments in the 2021 Budget Survey Results:

**Doing Well:**

- Township responding to the need of the waste water treatment plant

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

2020

Responses	Count
Very Dissatisfied	5
Dissatisfied	10
Neutral	22
Satisfied	12
Very Satisfied	1

Responses	Count
Very Dissatisfied	10%
Dissatisfied	20%
Neutral	44%
Satisfied	24%
Very Satisfied	2%

Satisfaction Index	% Neutral or Better
52%	70%

Sample Size: 50

2021

Responses	Count
Very Dissatisfied	4
Dissatisfied	12
Neutral	23
Satisfied	22
Very Satisfied	1

Responses	Count
Very Dissatisfied	6%
Dissatisfied	19%
Neutral	37%
Satisfied	36%
Very Satisfied	2%

Satisfaction Index	% Neutral or Better
55%	75%

Sample Size: 62

By comparing 2020 Budget Survey to 2021 Budget Survey table values in relation to the Township’s financial services, we can see the following:

**Very Dissatisfied:** -1 / -4%

**Dissatisfied:** +2 / -1%

**Neutral:** +1 / -7%

**Satisfied:** +10 / +12%

**Very Satisfied:** 0 / 0%

**Satisfaction Index:** +3% in 2021, but still considered Neutral

**% Neutral or Better:** +5%

Repeated comment topics from 2020 Budget Survey Results:

**Doing Well:**

- Courteous service to the community

**Needs Improvement:**

- Online options for bill payments/greater variety in e-transfer options; paperless billing
- Better tax balance for Walkers Lake
- Better process in dealing with arrears
- Reduction in overall tax rates
- Updating the costs related to fees; more reasonable
- Quicker delivery of bills to residents

New Comments in the 2021 Budget Survey Results:

**Needs Improvement:**

- Higher amount of transparency between Township and reasoning for costs
- Yearly community meetings to review Township financials

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?)

2020

Responses	Count
Very Dissatisfied	4
Dissatisfied	8
Neutral	25
Satisfied	12
Very Satisfied	1

Responses	Count
Very Dissatisfied	8%
Dissatisfied	16%
Neutral	50%
Satisfied	16%
Very Satisfied	8%

Satisfaction Index	% Neutral or Better
53%	76%

Sample Size: 50

2021

Responses	Count
Very Dissatisfied	12
Dissatisfied	17
Neutral	21
Satisfied	9
Very Satisfied	3

Responses	Count
Very Dissatisfied	19%
Dissatisfied	27%
Neutral	34%
Satisfied	15%
Very Satisfied	5%

Satisfaction Index	% Neutral or Better
49%	54%

Sample Size: 62

By comparing 2020 Budget Survey to 2021 Budget Survey table values in relation to the cost of Township’s water and sewer services, we can see the following:

**Very Dissatisfied:** +8 / +11%

**Dissatisfied:** +9 / +11%

**Neutral:** -4 / -16%

**Satisfied:** -3 / -1%

**Very Satisfied:** +2 / -3%

**Satisfaction Index:** -4% in 2021, but still considered Neutral

**% Neutral or Better:** -22%

Repeated comment topics from 2020 Budget Survey Results:

**Needs Improvement:**

- Reduce rates; costs are too high
- Higher transparency on the reasoning for the prices increases each year; greater understanding of why rates are going up and a notice as to when the rate increase would be in effect

New Comments in the 2021 Budget Survey Results:

**Needs Improvement:**

- Suggestion to implicate water and sewer rates based on consumption
- Improve the cost for water turn on/turn off.
- Higher affordability for the senior population and those on a fixed-income
- Eliminate penalties; difficult for certain demographics in maintaining and keeping track of their monthly bill expenses
- Cross-community comparisons in pricing; justify why Schreiber pays so much

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.)

2020

Responses	Count
Very Dissatisfied	3
Dissatisfied	8
Neutral	21
Satisfied	15
Very Satisfied	3

Responses	Count
Very Dissatisfied	6%
Dissatisfied	16%
Neutral	42%
Satisfied	30%
Very Satisfied	6%

Satisfaction Index	% Neutral or Better
57%	78%

Sample Size: 50

2021

Responses	Count
Very Dissatisfied	4
Dissatisfied	16
Neutral	17
Satisfied	24
Very Satisfied	1

Responses	Count
Very Dissatisfied	6%
Dissatisfied	26%
Neutral	27%
Satisfied	39%
Very Satisfied	2%

Satisfaction Index	% Neutral or Better
54%	68%

Sample Size: 62

By comparing 2020 Budget Survey to 2021 Budget Survey table values in relation to the Township’s administration and municipal services, we can see the following:

**Very Dissatisfied:** +1 / 0%

**Dissatisfied:** +8 / +10%

**Neutral:** -4 / -15%

**Satisfied:** +9 / +9%

**Very Satisfied:** -2 / -4%

**Satisfaction Index:** -3% in 2021, but still considered Neutral

**% Neutral or Better:** -10%

Repeated comment topics from 2020 Budget Survey Results:

**Needs Improvement:**

- After-hour noise complaint service needed for residents

New Comments in the 2021 Budget Survey Results:

**Doing Well:**

- Streamlining of the building permit applications

**Needs Improvement:**

- Market vacant land at below market value to attract more people/business
- Stable by-law enforcement; enforce on everyone and not making special circumstances for anyone in the community
- Greater accountability and action taken regarding property management in town, especially derelict vehicles
- More of a corrective approach to by-law, rather than always looking to punish
- Do not sell people vacant lots for them to store their junk on; have it so they need to build something within a certain number of years after buying it
- Re-evaluation of the number employees needed within the office
- By-law needs to be more approachable and customer-friendly
- Greater community member input in the Township's administration

## 8. How would you rate the Township’s community and economic development prospects?

2020

Responses	Count
Very Dissatisfied	5
Dissatisfied	8
Neutral	23
Satisfied	13
Very Satisfied	1

Responses	Count
Very Dissatisfied	10%
Dissatisfied	16%
Neutral	46%
Satisfied	26%
Very Satisfied	2%

Satisfaction Index	% Neutral or Better
54%	74%

Sample Size: 50

2021

Responses	Count
Very Dissatisfied	6
Dissatisfied	18
Neutral	15
Satisfied	22
Very Satisfied	1

Responses	Count
Very Dissatisfied	9%
Dissatisfied	29%
Neutral	24%
Satisfied	36%
Very Satisfied	2%

Satisfaction Index	% Neutral or Better
53%	62%

Sample Size: 62

By comparing 2020 Budget Survey to 2021 Budget Survey table values in relation to the Township’s community and economic development prospects, we can see the following:

**Very Dissatisfied:** +1 / -1%

**Dissatisfied:** +10 / +13%

**Neutral:** -8 / -22%

**Satisfied:** +9 / +10%

**Very Satisfied:** 0 / 0%

**Satisfaction Index:** -1% in 2021, but still considered Neutral

**% Neutral or Better:** -12%



Repeated comment topics from 2020 Budget Survey Results:

**Doing Well:**

- Things are moving along, but we still have more work to do
- Museum is coming together

**Needs Improvement:**

- Community updates on projects
- Town-wide beautification
- Methods to attract more residents here
- Community input

New Comments in the 2021 Budget Survey Results:

**Needs Improvement:**

- Greater promotion efforts of Schreiber and attaining new business/industry
- Greater amount of community planning
- Greater revenue generating prospects
- Enhance highway image and the corridor
- Publicize community prospects

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

2020

Responses	Count
Very Dissatisfied	5
Dissatisfied	5
Neutral	8
Satisfied	27
Very Satisfied	5

Responses	Count
Very Dissatisfied	10%
Dissatisfied	10%
Neutral	16%
Satisfied	54%
Very Satisfied	10%

Satisfaction Index	% Neutral or Better
68%	80%

Sample Size: 50

2021

Responses	Count
Very Dissatisfied	2
Dissatisfied	9
Neutral	19
Satisfied	27
Very Satisfied	5

Responses	Count
Very Dissatisfied	3%
Dissatisfied	15%
Neutral	31%
Satisfied	43%
Very Satisfied	8%

Satisfaction Index	% Neutral or Better
62%	82%

Sample Size: 62

By comparing 2020 Budget Survey to 2021 Budget Survey table values in relation to the Township’s tourist attractions, we can see the following:

**Very Dissatisfied:** -3 / -7%

**Dissatisfied:** +4 / +5%

**Neutral:** +11 / +15%

**Satisfied:** 0 / -11%

**Very Satisfied:** 0 / -2%

**Satisfaction Index:** -6% in 2021, but still considered Satisfied

**% Neutral or Better:** +2%

Repeated comment topics from 2020 Budget Survey Results:

**Needs Improvement:**

- Greater promotion of natural attractions
- Development of the downtown as a tourist hub

New Comments in the 2021 Budget Survey Results:

**Doing Well:**

- Schreiber Discovery Centre is being looked forward to

**Needs Improvement:**

- Interpretive signage at Schreiber Beach
- Greater presence of arts/culture tourist attractions
- Develop more trail systems (e.g. from the Christmas Tree lookout to the Schreiber Discovery Centre)
- Greater trail accessibility
- Glorify Schreiber's highway appearance

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

2020

Responses	Count
Very Dissatisfied	1
Dissatisfied	9
Neutral	18
Satisfied	18
Very Satisfied	4

Responses	Count
Very Dissatisfied	2%
Dissatisfied	18%
Neutral	36%
Satisfied	36%
Very Satisfied	8%

Satisfaction Index	% Neutral or Better
59%	80%

Sample Size: 50

2021

Responses	Count
Very Dissatisfied	2
Dissatisfied	10
Neutral	22
Satisfied	23
Very Satisfied	5

Responses	Count
Very Dissatisfied	3%
Dissatisfied	16%
Neutral	36%
Satisfied	37%
Very Satisfied	8%

Satisfaction Index	% Neutral or Better
60%	81%

Sample Size: 62

By comparing 2020 Budget Survey to 2021 Budget Survey table values in relation to the Township’s recreation facilities, we can see the following:

**Very Dissatisfied:** +1 / +1%

**Dissatisfied:** +1 / -2%

**Neutral:** +4 / 0%

**Satisfied:** +5 / +1%

**Very Satisfied:** +1 / 0%

**Satisfaction Index:** +1% in 2021, but still considered Neutral

**% Neutral or Better:** +1%

Repeated comment topics from 2020 Budget Survey Results:

**Needs Improvement:**

- Updates to the fitness centre
- Greater upkeep and more encouragement to use these facilities
- Greater cleaning of all facilities
- New equipment at parks in town (e.g. toddler swings)
- Develop a dog park
- Community Hall bathrooms need renovations and better upkeep

New Comments in the 2021 Budget Survey Results:

**Doing Well:**

- Good job in maintaining parks
- Outdoor rink being used well

**Needs Improvement:**

- Greater preventative maintenance in recreation facilities
- Further recreation facility development (e.g. indoor aquatic centre/pool/whirlpools and sauna)
- Redo the Schreiber Fungrounds
- Sauna upgrades
- Better air filtration and more windows in the fitness centre
- Better sound system at the Community Hall
- Replace outdated chairs in Community Hall
- Arena showers need to have better upkeep
- Greater job oversight by upper management with recreation staff at the arena and hall
- Complimentary coffee and hot chocolate machines in the hallway during events and games
- Upgrade tennis courts; coordinate with the school

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

2020

Responses	Count
Very Dissatisfied	1
Dissatisfied	6
Neutral	18
Satisfied	22
Very Satisfied	3

Responses	Count
Very Dissatisfied	2%
Dissatisfied	12%
Neutral	36%
Satisfied	44%
Very Satisfied	6%

Satisfaction Index	% Neutral or Better
61%	86%

Sample Size: 50

2021

Responses	Count
Very Dissatisfied	1
Dissatisfied	5
Neutral	30
Satisfied	21
Very Satisfied	5

Responses	Count
Very Dissatisfied	2%
Dissatisfied	8%
Neutral	48%
Satisfied	34%
Very Satisfied	8%

Satisfaction Index	% Neutral or Better
61%	90%

Sample Size: 62

By comparing 2020 Budget Survey to 2021 Budget Survey table values in relation to the Township’s recreation programming, we can see the following:

**Very Dissatisfied:** 0 / 0%

**Dissatisfied:** -1 / -4%

**Neutral:** +12 / +12%

**Satisfied:** -1 / -10%

**Very Satisfied:** +2 / +2%

**Satisfaction Index:** No change in 2021, but still considered Satisfied

**% Neutral or Better:** +4%

Repeated comment topics from 2020 Budget Survey Results:

**Needs Improvement:**

- More programs and recreation for kids
- More variety of programs to offer

New Comments in the 2021 Budget Survey Results:

**Doing Well:**

- Many programs to offer

**Needs Improvement:**

- More public skating; revitalize outdoor rink space
- Greater motivation and promotion towards participating in programs

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

2020

Responses	Count
Very Dissatisfied	2
Dissatisfied	6
Neutral	10
Satisfied	28
Very Satisfied	4

Responses	Count
Very Dissatisfied	4%
Dissatisfied	12%
Neutral	20%
Satisfied	56%
Very Satisfied	8%

Satisfaction Index	% Neutral or Better
66%	84%

Sample Size: 50

2021

Responses	Count
Very Dissatisfied	3
Dissatisfied	7
Neutral	20
Satisfied	20
Very Satisfied	12

Responses	Count
Very Dissatisfied	5%
Dissatisfied	12%
Neutral	32%
Satisfied	32%
Very Satisfied	19%

Satisfaction Index	% Neutral or Better
66%	83%

Sample Size: 62

By comparing 2020 Budget Survey to 2021 Budget Survey table values in relation to the Township's special events, we can see the following:

**Very Dissatisfied:** +1 / +1%

**Dissatisfied:** +1 / 0%

**Neutral:** +10 / +12%

**Satisfied:** -8 / -24%

**Very Satisfied:** +8 / +11%

**Satisfaction Index:** No change in 2021, but still considered Satisfied

**% Neutral or Better:** -1%



Repeated comment topics from 2020 Budget Survey Results:

**Needs Improvement:**

- Greater community involvement in developing Heritage Days and its events
- Heritage Days programming needs a revamp/updating
- Greater variety of programs, not just lunches
- Greater variety of special events
- Better promotion; events and merchandise

New Comments in the 2021 Budget Survey Results:

**Doing Well:**

- Good idea shortening Heritage Days
- Great Council involvement
- Winter Carnival is enjoyable (pre-covid)

**Needs Improvement:**

- More volunteers to help out

### 13. How would you rate the services run by the Schreiber Senior Centre?

2020

Responses	Count
Very Dissatisfied	0
Dissatisfied	1
Neutral	21
Satisfied	19
Very Satisfied	9

Responses	Count
Very Dissatisfied	0%
Dissatisfied	2%
Neutral	42%
Satisfied	38%
Very Satisfied	18%

Satisfaction Index	% Neutral or Better
68%	98%

Sample Size: 50

2021

Responses	Count
Very Dissatisfied	0
Dissatisfied	0
Neutral	15
Satisfied	16
Very Satisfied	31

Responses	Count
Very Dissatisfied	0%
Dissatisfied	0%
Neutral	24%
Satisfied	26%
Very Satisfied	50%

Satisfaction Index	% Neutral or Better
81%	100%

Sample Size: 62

By comparing 2020 Budget Survey to 2021 Budget Survey table values in relation to the services run by the Schreiber Senior Centre, we can see the following:

**Very Dissatisfied:** 0 / 0%

**Dissatisfied:** -1 / -2%

**Neutral:** -6 / -18%

**Satisfied:** -3 / -12%

**Very Satisfied:** +22 / +32%

**Satisfaction Index:** +13% in 2021, and shifted to Very Satisfied

**% Neutral or Better:** +2%

Repeated comment topics from 2020 Budget Survey Results:

**Doing Well:**

- Senior Programmer is doing an amazing job
- Good at communicating/advertising programs

New Comments in the 2021 Budget Survey Results:

**Doing Well:**

- Bingo is a great activity that is looked forward to
- Ongoing programming is well done
- High understanding of the members needs
- Hampers were a blessing

**Needs Improvement:**

- Room for evening events to occur

## 14. How would you rate the Township's Library services?

2020

Responses	Count
Very Dissatisfied	0
Dissatisfied	3
Neutral	17
Satisfied	21
Very Satisfied	9

Responses	Count
Very Dissatisfied	0%
Dissatisfied	6%
Neutral	34%
Satisfied	42%
Very Satisfied	18%

Satisfaction Index	% Neutral or Better
68%	94%

Sample Size: 50

2021

Responses	Count
Very Dissatisfied	0
Dissatisfied	0
Neutral	16
Satisfied	22
Very Satisfied	24

Responses	Count
Very Dissatisfied	0%
Dissatisfied	0%
Neutral	26%
Satisfied	35%
Very Satisfied	39%

Satisfaction Index	% Neutral or Better
78%	100%

Sample Size: 62

By comparing 2020 Budget Survey to 2021 Budget Survey table values in relation to the Township's Library services, we can see the following:

**Very Dissatisfied:** 0 / 0%

**Dissatisfied:** -3 / -6%

**Neutral:** -1 / -8%

**Satisfied:** +1 / -7%

**Very Satisfied:** +15 / +21%

**Satisfaction Index:** +10% in 2021, but still considered Satisfied

**% Neutral or Better:** +6%

New Comments in the 2021 Budget Survey Results:

**Doing Well:**

- Good selection and a variety of resources/services being offered
- Very comprehensive approach to engagement; great 'out of the box' thinking
- Fundamental service to the community
- Staff do an amazing job and are well organized

**Needs Improvement:**

- Parts of the library seem a bit cramped

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

2020

Responses	Count
Very Dissatisfied	1
Dissatisfied	0
Neutral	5
Satisfied	23
Very Satisfied	21

Responses	Count
Very Dissatisfied	2%
Dissatisfied	0%
Neutral	10%
Satisfied	46%
Very Satisfied	42%

Satisfaction Index	% Neutral or Better
83%	98%

Sample Size: 50

2021

Responses	Count
Very Dissatisfied	0
Dissatisfied	0
Neutral	9
Satisfied	28
Very Satisfied	25

Responses	Count
Very Dissatisfied	0%
Dissatisfied	0%
Neutral	15%
Satisfied	45%
Very Satisfied	40%

Satisfaction Index	% Neutral or Better
81%	100%

Sample Size: 62

By comparing 2020 Budget Survey to 2021 Budget Survey table values in relation to the Township’s protective services, we can see the following:

**Very Dissatisfied:** -1 / -2%

**Dissatisfied:** 0 / 0%

**Neutral:** +4 / +5%

**Satisfied:** +5 / -1%

**Very Satisfied:** +4 / -2%

**Satisfaction Index:** -2% in 2021, but still considered Very Satisfied

**% Neutral or Better:** +2%

Repeated comment topics from 2020 Budget Survey Results:

**Doing Well:**

- Great fire department

**Needs Improvement:**

- Greater visible presence in town and involvement by the O.P.P

New Comments in the 2021 Budget Survey Results:

**Doing Well:**

- Very active group to protect our community

**Needs Improvement:**

- Greater speeding enforcement by OPP
- More building inspections by the fire department
- Better building for paramedics
- Patrolling services need to better identify themselves as actual law enforcement officers (e.g. visible name plate and rank)
- More of a variety of fire fighters that go out on calls; not always the same people

## Additional comments as to where the Township of Schreiber could develop some cost savings and/or use some additional spending?

### Repeated Additional Comments from 2020 Budget Survey Results:

- Better Land-Use Planning
- Industry Attraction – Greater Spending
- Modern-Day Strategic Planning
- Natural Gas – Greater Spending / Cost Savings
- Programming/Services for Kids – Greater Spending
- Sidewalk development and upkeep – Greater Spending
- Township Beautification: Downtown, Homes and Streets – Greater Spending

### New Additional Comments from the 2021 Budget Survey Results:

- Additional Recreation Activities during the summer and winter months (indoor and outdoor) – Greater Spending
- Better Township Planning: Millennial Demographic – Greater Spending
- Create more Community Green Spaces in the Township – Greater Spending
- Cross-Community Collaboration: Business Attraction Opportunities – Greater Spending
- Entrepreneurial Attraction – Greater Spending
- Fuel Cost Management and Operations Analysis: Township Equipment – Cost Savings
- Infrastructure Upkeep and Upgrades – Greater Spending
- Invest in Public Transportation – Greater Spending
- Maintain Township properties, land (i.e. trails and waterfront), and buildings (exterior) during spring and summer months for better appeal – Greater Spending
- More Healthcare Infrastructure – Greater Spending
- More Seasonal Township-Wide Decorating – Greater Spending
- Staffing: Analysis (During and Post-COVID) – Cost Savings
- Wind Turbines – Greater Spending / Cost Savings