

Schreiber Budget Survey Cross-Year Analysis: 2021 vs. 2022

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 2021 and 2022 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?

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

2022

Responses	Count
Physical Survey	1
Online Survey	21
Open House	1
Town Hall	1
Focus Group/Committee-Based	0
All of the Above	12

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

Responses	Count
Physical Survey	3%
Online Survey	58%
Open House	3%
Town Hall	3%
Focus Group/Committee-Based	0%
All of the Above	33%

Sample Size: 62

Sample Size: 36

Although there are varying sample sizes between the 2021 and 2022 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.)

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

2022

Responses	Count
Very Dissatisfied	5
Dissatisfied	14
Neutral	9
Satisfied	8
Very Satisfied	0

Responses	Count
Very Dissatisfied	14%
Dissatisfied	39%
Neutral	25%
Satisfied	22%
Very Satisfied	0%

Satisfaction Index	% Neutral or Better
45%	47%

Sample Size: 36

By comparing 2021 Budget Survey to 2022 Budget Survey table values in relation to the Township’s roads and sidewalks, we can see the following:

Very Dissatisfied: -5 / -2%

Dissatisfied: -2 / +13%

Neutral: -6 / +1%

Satisfied: -9 / -6%

Very Satisfied: -4 / -6%

Satisfaction Index: -9% in 2022, but still considered Neutral

% Neutral or Better: -11%

Repeated comment topics from 2021 Budget Survey Results:

Doing Well:

- Street Sweeping/Cleaning

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
- Additional times in the summer where sidewalk clearing and sweeping occurs

New Comments in the 2022 Budget Survey Results:

Doing Well:

- Minor pothole repair
- Road clearing and sanding once the roads are plowed
- Grader work

Needs Improvement:

- More reliable and new equipment
- Earlier times for the business district to be cleared, preferably before the businesses open (roads and sidewalks)
- Greater accountability for employees using the equipment for their own personal use and friends of theirs
- Manitoba Street plowing location: to not have it piled in the way of driveways for those who are disabled or senior residents
- Better salting and sanding during the holidays; not rushing it
- Greater amount of streetscaping
- Curbing, ramps and greater accessibility accommodations off/onto the roadways and sidewalks

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

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

2022

Responses	Count
Very Dissatisfied	4
Dissatisfied	6
Neutral	9
Satisfied	11
Very Satisfied	6

Responses	Count
Very Dissatisfied	11%
Dissatisfied	17%
Neutral	25%
Satisfied	30%
Very Satisfied	17%

Satisfaction Index	% Neutral or Better
63%	72%

Sample Size: 36

By comparing 2021 Budget Survey to 2022 Budget Survey table values in relation to the Township’s winter maintenance operations, we can see the following:

Very Dissatisfied: +2 / +8%

Dissatisfied: -10 / -9%

Neutral: -3 / +6%

Satisfied: -10 / -4%

Very Satisfied: -5 / -1%

Satisfaction Index: +2% in 2022, and still considered Satisfied

% Neutral or Better: +1%

Repeated comment topics from 2021 Budget Survey Results:

Doing Well:

- Snow removal service

Needs Improvement:

- Greater winter sidewalk maintenance - clearing and frequency
- Better snow plowing/clearing schedule and attentiveness; too late in the day. Consider morning plows to be done plowing by the time the business district opens up
- Find a better system than plowing snow into the end of people's driveways – safety concern
- Maintaining appropriate speed levels while operating the plow truck, including driving through stop signs
- Cut down the heights of snow banks being put along people's homes and businesses – safety and accessibility issue; upgrade plows with things such as a wing extension
- Improved response times to getting the roads cleared for incoming/outgoing winter storms

New Comments in the 2022 Budget Survey Results:

Doing Well:

- Keeping streets sanded
- Financial assistance for senior snow removal

Needs Improvement:

- Better clearing at public buildings
- More timely in having equipment repaired and/or replaced

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

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

2022

Responses	Count
Very Dissatisfied	0
Dissatisfied	5
Neutral	3
Satisfied	23
Very Satisfied	5

Responses	Count
Very Dissatisfied	0%
Dissatisfied	14%
Neutral	8%
Satisfied	64%
Very Satisfied	14%

Satisfaction Index	% Neutral or Better
69%	86%

Sample Size: 36

By comparing 2021 Budget Survey to 2022 Budget Survey table values in relation to the Township's waste management services, we can see the following:

Very Dissatisfied: 0 / 0%

Dissatisfied: +1 / +8%

Neutral: -5 / -5%

Satisfied: -9 / +12%

Very Satisfied: -13 / -15%

Satisfaction Index: -7% in 2022, but still considered Satisfied

% Neutral or Better: -8%

Repeated comment topics from 2021 Budget Survey Results:

Doing Well:

- Garbage pickup is dependable and continuous

Needs Improvement:

- Greater variety of recycling needs to be done; landfill needs to accept more types (i.e. glass, larger array of plastics, etc.)

New Comments in the 2022 Budget Survey Results:

Doing Well:

- Offers a recycling program – needs to continue

Needs Improvement:

- Better communication where there is any change in services
- Provide more garbage bins in town and separate recycling bins
- Greater frequency in recycling pick up (bi-weekly)
- Greater encouragement to recycle and education on what can and cannot be recycled
- Recycling pick up at Walkers Lake
- Schedule adjustments on the times when recycling is picked up so you do not need to put it out the day before

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

2021

Responses	Count
Very Dissatisfied	8
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

2022

Responses	Count
Very Dissatisfied	0
Dissatisfied	7
Neutral	10
Satisfied	15
Very Satisfied	4

Responses	Count
Very Dissatisfied	0%
Dissatisfied	19%
Neutral	28%
Satisfied	42%
Very Satisfied	11%

Satisfaction Index	% Neutral or Better
61%	81%

Sample Size: 36

By comparing 2021 Budget Survey to 2022 Budget Survey table values in relation to the Township’s water and sewer services, we can see the following:

Very Dissatisfied: -8 / -3%

Dissatisfied: -3 / +3%

Neutral: -4 / +5%

Satisfied: -13 / -3%

Very Satisfied: -4 / -2%

Satisfaction Index: -3% in 2022, but still considered Satisfied

% Neutral or Better: 0% change

Repeated comment topics from 2021 Budget Survey Results:

Doing Well:

- Water quality

Needs Improvement:

- Reduce smell in the water - chlorine

New Comments in the 2022 Budget Survey Results:

Doing Well:

- Notifying residents of disruptions
- Timely response for on/off service requests
- Water system maintenance

Needs Improvement:

- Better attitude in communicating with townspeople
- Preventative maintenance and facility upkeep
- Greater amount of transparency on the reasoning behind service disruptions
- Control over the flow at the sewer plant
- Employee training

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

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

2022

Responses	Count
Very Dissatisfied	2
Dissatisfied	9
Neutral	11
Satisfied	11
Very Satisfied	3

Responses	Count
Very Dissatisfied	5%
Dissatisfied	25%
Neutral	31%
Satisfied	31%
Very Satisfied	8%

Satisfaction Index	% Neutral or Better
56%	70%

Sample Size: 36

By comparing 2021 Budget Survey to 2022 Budget Survey table values in relation to the Township’s financial services, we can see the following:

Very Dissatisfied: -2 / -1%

Dissatisfied: -3 / +6%

Neutral: -12 / -6%

Satisfied: -11 / -5%

Very Satisfied: +2 / +6%

Satisfaction Index: +1% in 2022, but still considered Neutral

% Neutral or Better: -5%

Repeated comment topics from 2021 Budget Survey Results:

Needs Improvement:

- Higher amount of transparency between Township and reasoning for cost increases
- Make bills available online and payable online
- Lower rates for Walkers Lake residents for the lower amount of services they get
- Harsher action on obtaining the many residents and businesses in arears to the municipality
- High tax rates need to be reduced

New Comments in the 2022 Budget Survey Results:

Doing Well:

- Getting bills out
- Starting to get caught up on arrears (taxes)
- Organized
- Accepting and processing of electronic payments
- Promoting through social media that particular fees are due (i.e. dog tags)
- Collection of money
- Friendly staff to help at the Municipal Complex
- Fee schedules are reasonable

Needs Improvement:

- Make bills available online and payable online
- Adapt the technology to accept credit cards for payment, just like Terrace Bay
- Quicker budget passing
- Add billing notices and reminders to electronic communications (i.e. email)
- Taxes are very high; more spaced out billing period for tax installments (i.e. time between 1st and 2nd)
- Greater collection enforcement on back taxes in the community (residential and business)

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?)

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

2022

Responses	Count
Very Dissatisfied	4
Dissatisfied	10
Neutral	12
Satisfied	9
Very Satisfied	1

Responses	Count
Very Dissatisfied	11%
Dissatisfied	28%
Neutral	33%
Satisfied	25%
Very Satisfied	3%

Satisfaction Index	% Neutral or Better
51%	61%

Sample Size: 36

By comparing 2021 Budget Survey to 2022 Budget Survey table values in relation to the cost of Township’s water and sewer services, we can see the following:

Very Dissatisfied: -8 / -8%

Dissatisfied: -7 / +1%

Neutral: -9 / -1%

Satisfied: 0 / +10%

Very Satisfied: -2 / -2%

Satisfaction Index: +2% in 2022, but still considered Neutral

% Neutral or Better: +7%

Repeated comment topics from 2021 Budget Survey Results:

Needs Improvement:

- Reduce rates; costs are too high

New Comments in the 2022 Budget Survey Results:

Doing Well:

- Quarterly payments
- Flat Rate - makes household budgeting easier

Needs Improvement:

- Senior rate for water and sewer
- Greater oversight of OCWA and their staff doing the work; more oversight may lead to less money having to be spent on expensive tests and having to increase our rates as a result of getting the cost back to the Township
- Water and Sewer upgrade costs not transferred over to increase in rates for Walkers Lake residents, who are on their own devices

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.)

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

2022

Responses	Count
Very Dissatisfied	1
Dissatisfied	5
Neutral	16
Satisfied	12
Very Satisfied	2

Responses	Count
Very Dissatisfied	3%
Dissatisfied	14%
Neutral	44%
Satisfied	33%
Very Satisfied	6%

Satisfaction Index	% Neutral or Better
58%	83%

Sample Size: 36

By comparing 2021 Budget Survey to 2022 Budget Survey table values in relation to the Township’s administration and municipal services, we can see the following:

Very Dissatisfied: -3 / -3%

Dissatisfied: -11 / -12%

Neutral: -1 / +17%

Satisfied: -12 / -6%

Very Satisfied: +1 / +4%

Satisfaction Index: +4% in 2022, but still considered Neutral

% Neutral or Better: +15%

Repeated comment topics from 2021 Budget Survey Results:

Needs Improvement:

- Greater advertising of vacant land to businesses outside the community/investors
- Bylaw show fair treatment to all residents
- Greater enforcement of derelict vehicles bylaw

New Comments in the 2022 Budget Survey Results:

Doing Well:

- Friendly staff at the municipal office
- Bylaw shows some empathy to homeowners with difficulties
- Cemetery services
- Bylaw is keeping up with the rules

Needs Improvement:

- Adjusting the fees to a more realistic standard
- Greater enforcement towards dog owners who do not pick up after their dogs
- Greater enforcement towards ticketing vehicles left out parking on the street overnight in the winter - nothing is done when it is published and people keep getting away with it
- Greater number of hours dedicated to bylaw enforcement
- More communication to the public
- More simple language understanding of the zoning bylaw

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

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

2022

Responses	Count
Very Dissatisfied	7
Dissatisfied	7
Neutral	11
Satisfied	10
Very Satisfied	1

Responses	Count
Very Dissatisfied	19%
Dissatisfied	19%
Neutral	31%
Satisfied	28%
Very Satisfied	3%

Satisfaction Index	% Neutral or Better
54%	62%

Sample Size: 36

By comparing 2021 Budget Survey to 2022 Budget Survey table values in relation to the Township’s community and economic development prospects, we can see the following:

Very Dissatisfied: +1 / +10%

Dissatisfied: -11 / -10%

Neutral: -4 / +7%

Satisfied: -12 / -8%

Very Satisfied: 0 / +1%

Satisfaction Index: +1% in 2022, but still considered Neutral

% Neutral or Better: 0% change

Repeated comment topics from 2021 Budget Survey Results:

Doing Well:

- New Railway Centre – finishing touches before opening

Needs Improvement:

- Communication with residents on project updates
- Community and Downtown beautification
- Community Promotion – social media and tourism
- Community Input

New Comments in the 2022 Budget Survey Results:

Doing Well:

- Local Broadcasts
- Future Downtown Development - Splash Pad
- Continually applying for grants with great success
- Wayfinding Signage

Needs Improvement:

- Decrease in taxes on commercial land/properties
- Entrepreneurial Tax Break for new businesses
- Waterfront Development - Schreiber Beach

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

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

2022

Responses	Count
Very Dissatisfied	5
Dissatisfied	1
Neutral	16
Satisfied	10
Very Satisfied	4

Responses	Count
Very Dissatisfied	14%
Dissatisfied	3%
Neutral	44%
Satisfied	28%
Very Satisfied	11%

Satisfaction Index	% Neutral or Better
64%	83%

Sample Size: 36

By comparing 2021 Budget Survey to 2022 Budget Survey table values in relation to the Township’s tourist attractions, we can see the following:

Very Dissatisfied: +3 / +11%

Dissatisfied: -8 / -12%

Neutral: -3 / +13%

Satisfied: -17 / -15%

Very Satisfied: -1 / +3%

Satisfaction Index: +2% in 2022, but still considered Satisfied

% Neutral or Better: +1%

Repeated comment topics from 2021 Budget Survey Results:

Doing Well:

- Railway Museum and its new location – being looked forward to

Needs Improvement:

- More investment in appealing signage (e.g. interpretive signage at Schreiber Beach)

New Comments in the 2022 Budget Survey Results:

Doing Well:

- Hiking Trails
- Schreiber Beach
- Signage
- Picnic Table Lookout Trail

Needs Improvement:

- More integrated approach to tourism
- Schreiber Beach development
- Community Map station in town for tourists
- Invest in Highway Banners
- Invest in developing a ski hill
- Invest in a tourism operator - zipline to the beach road with rides back to the top (golf karts)
- Advertising summer and winter tourism experiences and activities
- Greater range of Schreiber apparel for sale

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

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

2022

Responses	Count
Very Dissatisfied	0
Dissatisfied	6
Neutral	11
Satisfied	14
Very Satisfied	5

Responses	Count
Very Dissatisfied	0%
Dissatisfied	17%
Neutral	30%
Satisfied	39%
Very Satisfied	14%

Satisfaction Index	% Neutral or Better
63%	83%

Sample Size: 36

By comparing 2021 Budget Survey to 2022 Budget Survey table values in relation to the Township’s recreation facilities, we can see the following:

Very Dissatisfied: -2 / -3%

Dissatisfied: -4 / +1%

Neutral: -11 / -6%

Satisfied: -9 / +2%

Very Satisfied: 0 / +6%

Satisfaction Index: +3% in 2022, but now considered Satisfied

% Neutral or Better: +2%

Repeated comment topics from 2021 Budget Survey Results:

Needs Improvement:

- Arena and Community Hall cleanliness
- Upgrades to park infrastructure (e.g. toddler swings, outdoor washroom facility at Mallory Blue Park)
- Complete renovation of the arena and community hall changerooms

New Comments in the 2022 Budget Survey Results:

Doing Well:

- Renovated Fitness Centre
- Arena and Community Hall upkeep
- Good facility maintenance by staff
- Great Arena ice

Needs Improvement:

- The Dog Park
- Walking trails/bike trails developed so people do not have to use the roads
- Better year-round use of the outdoor rink
- Upgraded heaters above the bleachers in the arena
- More communication to users
- Park cleanliness

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

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

2022

Responses	Count
Very Dissatisfied	0
Dissatisfied	2
Neutral	15
Satisfied	16
Very Satisfied	3

Responses	Count
Very Dissatisfied	0%
Dissatisfied	6%
Neutral	42%
Satisfied	44%
Very Satisfied	8%

Satisfaction Index	% Neutral or Better
64%	94%

Sample Size: 36

By comparing 2021 Budget Survey to 2022 Budget Survey table values in relation to the Township’s recreation programming, we can see the following:

Very Dissatisfied: -1 / -2%

Dissatisfied: -3 / -2%

Neutral: -15 / -6%

Satisfied: -5 / +10%

Very Satisfied: -2 / 0%

Satisfaction Index: +3% in 2022, but still considered Satisfied

% Neutral or Better: +4%

Repeated comment topics from 2021 Budget Survey Results:

Needs Improvement:

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

New Comments in the 2022 Budget Survey Results:

Doing Well:

- Skating programs
- Bocce Tournaments
- Being able to offer programs to the public

Needs Improvement:

- More information posted around town for current and upcoming programming (help newcomers informed)
- More programming for families and toddler/parent interaction
- Programs within the Fitness Centre

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

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

2022

Responses	Count
Very Dissatisfied	3
Dissatisfied	3
Neutral	15
Satisfied	14
Very Satisfied	1

Responses	Count
Very Dissatisfied	8%
Dissatisfied	8%
Neutral	42%
Satisfied	39%
Very Satisfied	3%

Satisfaction Index	% Neutral or Better
60%	84%

Sample Size: 36

By comparing 2021 Budget Survey to 2022 Budget Survey table values in relation to the Township's special events, we can see the following:

Very Dissatisfied: 0 / +3%

Dissatisfied: -4 / -4%

Neutral: -5 / +10%

Satisfied: -6 / +7%

Very Satisfied: -11 / -16%

Satisfaction Index: -6% in 2022, but now considered Neutral

% Neutral or Better: +1%

Repeated comment topics from 2021 Budget Survey Results:

Needs Improvement:

- Greater initiatives done to recruit volunteers
- Greater and more frequent promotion (including to surrounding communities)
- More program and event variety (i.e. not just luncheons, more family events)

New Comments in the 2022 Budget Survey Results:

Doing Well:

- Supporting Volunteers
- Making events interactive for members attending
- Consistently trying to put on events
- Involving all community groups
- Keeping events scaled to the size of the Township

Needs Improvement:

- Bring back events that have been cancelled (i.e. games night)
- Better recognition for volunteers
- Like to see event planning and execution during each season, not just winter and summer
- Condense Heritage Days, not have it as a 10-day span
- Aboriginal partnerships in having representation at events and welcoming their culture into planning activities for events
- Greater use of the downtown for events (once it is revitalized)
- Incorporate the surrounding area for events as well (i.e. a bus shuttle to White Sand for day events)

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

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

2022

Responses	Count
Very Dissatisfied	0
Dissatisfied	1
Neutral	10
Satisfied	9
Very Satisfied	16

Responses	Count
Very Dissatisfied	0%
Dissatisfied	3%
Neutral	28%
Satisfied	25%
Very Satisfied	44%

Satisfaction Index	% Neutral or Better
78%	97%

Sample Size: 36

By comparing 2021 Budget Survey to 2022 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 / +3%

Neutral: -5 / +4%

Satisfied: -7 / -1%

Very Satisfied: -15 / -6%

Satisfaction Index: -3% in 2022, but now considered Satisfied

% Neutral or Better: -3%

Repeated comment topics from 2021 Budget Survey Results:

Doing Well:

- Bingos – great activity that is looked forward to
- Many ongoing activities and programs provided
- Hampers

New Comments in the 2022 Budget Survey Results:

Doing Well:

- Keeping the seniors happy
- Very well run and inclusive
- Stretch classes
- Floor Curling
- Turkey giveaways
- Bocce tournaments
- BBQs
- Birthday lunches (when possible)
- Senior Committee engagement and coordination

Needs Improvement:

- Afternoon activities scheduled, not just the mornings
- Senior Programmer compensation and hours provided
- Incorporate foot care as a program (Terrace Bay reference)
- More excursions
- More acknowledgement of Senior Centre-initiated activities when combined with Township community events

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

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

2022

Responses	Count
Very Dissatisfied	0
Dissatisfied	0
Neutral	9
Satisfied	12
Very Satisfied	15

Responses	Count
Very Dissatisfied	0%
Dissatisfied	0%
Neutral	25%
Satisfied	33%
Very Satisfied	42%

Satisfaction Index	% Neutral or Better
79%	100%

Sample Size: 36

By comparing 2021 Budget Survey to 2022 Budget Survey table values in relation to the Township's Library services, we can see the following:

Very Dissatisfied: 0 / 0%

Dissatisfied: 0 / 0%

Neutral: -7 / -1%

Satisfied: -10 / -2%

Very Satisfied: -9 / +3%

Satisfaction Index: +1% in 2022, but still considered Satisfied

% Neutral or Better: 0% change

Repeated comment topics from 2021 Budget Survey Results:

Needs Improvement:

- Bigger space – parts of the library seem a bit cramped

New Comments in the 2022 Budget Survey Results:

Doing Well:

- Excellent services offered
- Grant acquisition for programs
- Knowledgeable staff
- Activities for all ages/interests
- Being adaptable and courteous to patrons during COVID
- Good hours for usage

Needs Improvement:

- Accountability and better coordination of actions done by the library board
- Longer hours
- A more user-friendly online book reservation system
- Greater literature engagement for the kids, not just using to play videogames after school everyday
- Greater amount of money put into the operations of the library
- Greater communication/notification as to when library memberships need to be renewed
- More books - user input in the types of books needed/wanted

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

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

2022

Responses	Count
Very Dissatisfied	1
Dissatisfied	0
Neutral	6
Satisfied	13
Very Satisfied	16

Responses	Count
Very Dissatisfied	3%
Dissatisfied	0%
Neutral	17%
Satisfied	36%
Very Satisfied	44%

Satisfaction Index	% Neutral or Better
82%	97%

Sample Size: 36

By comparing 2021 Budget Survey to 2022 Budget Survey table values in relation to the Township’s protective services, we can see the following:

Very Dissatisfied: +1 / +3%

Dissatisfied: 0 / 0%

Neutral: -3 / +2%

Satisfied: -15 / -9%

Very Satisfied: -9 / +4%

Satisfaction Index: +1% in 2022, but still considered Very Satisfied

% Neutral or Better: -3%

Repeated comment topics from 2021 Budget Survey Results:

Doing Well:

- Great fire department – providing good service

Needs Improvement:

- More in-town patrolling (including foot patrols) from O.P.P

New Comments in the 2022 Budget Survey Results:

Doing Well:

- Citizens feel secure about emergency response
- Doing so much with such limited resources
- Well-respected training location
- Volunteer fire department does a good job
- Good OPP service without the local cost of local force
- Good community communication

Needs Improvement:

- State of the EMS building
- More volunteers
- Need more EMS workers
- Improved paramedic response times/ firefighter inspection of homes and businesses to encourage appropriate measures taken to address "in case of fire" precautions (i.e. smoke & CO detectors)
- Recruit emergency service reps within the Township (community members within various sections of town) that act as an informant to community members in their area of any emergency orders or cautionaries
- Actual 24-hour coverage of O.P.P and EMS.
- More community outreach

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

Repeated Additional Comments from 2021 Budget Survey Results:

- Business Attraction and Development (e.g. cross-community collaboration, outer-region advertising) – Greater Spending
- Green Space Development – Downtown – Greater Spending
- Industry Attraction (e.g. Food Chains) – Greater Spending
- Infrastructure Upgrades – sidewalk development and upkeep – Greater Spending
- More Healthcare Infrastructure: Basic Healthcare Options – Greater Spending
- Staffing: Analysis (During and Post-COVID) – Cost Savings
- Township Beautification: Downtown, Homes and Streets – Greater Spending

New Additional Comments from the 2022 Budget Survey Results:

- Additional Upkeep, Maintenance and Programming for the Outdoor Rink – Greater Spending
- Attract and Develop turn-key living facilities (i.e. assisted living, condo living, transitional housing) – Greater Spending
- Cross-Community Shared Purchases and Services – Cost Savings
- More bylaw enforcement – Greater Spending
- More Fundraising – Cost Savings
- More grant acquisitions – Greater Spending / Cost Savings
- More Housing (i.e. apartments and rental properties) – Greater Spending
- Re-evaluate money being put into being a part of a recycling program with the entire community not participating in it – Cost Savings