

Budget Survey 2022: Response to Written Comments

>> In the Creating our Budget survey (July - August, 2021), residents were asked if 1) if there was just one thing the municipality could do, what would it be and 2) if they wished to share any additional comments related to the budget. As there was considerable overlap in the responses to these two questions, they are combined below.

>> The responses are presented below as they were received - no edits were made.

>> Staff sorted and combined similar issues / topics. If a resident commented on more than one issue in a response, their response was split to allow for response to each topic.

>> A response to each issue/topic is presented below.

>> This chart was shared with Municipal Council as they began deliberations on the 2022 Middlesex Centre Budget.

Building, By-Law & Planning

Topic	Comment	Middlesex Centre Response
Enforcement	<ul style="list-style-type: none"> Do a bylaw blitz on off leash dogs for a few months each year and put the money towards the budget. Enforcing community standards to make sure this stays a safe place for people to live. For example, enforcing park rules such as no dogs off leash. Not allowing fireworks in public parks without a permit. Not allowing amplified sound in public parks without a permit. Fining those that disobey rules. I think there is an awful lot of signage which is put up then moved around and changed. And I think there needs to be monitoring of no parking/stopping areas on a semi regular basis as signs tend to be ignored, specifically around the school area in Komoka (maybe elsewhere in school areas but I can't speak to that) Try to recoup money by enforcing noise and dog bylaws. 	<ul style="list-style-type: none"> The municipality regularly monitors our parks and has laid several fines for dogs off leash. We encourage those that witness dogs off leash to make efforts to identify the person for follow up by by-law enforcement, or to provide staff with approximate times that these are observed. We can schedule park patrols around those times. When fireworks are observed on 'non-approved' days, please advise by-law enforcement of the address and/or individuals and we will follow up with the parties detonating the fireworks. This is an offense under our Fireworks By-law. In 2020, parking enforcement raised over \$7,000 in revenue. Charges laid for other by-law enforcement matters (such as dogs off leash and building without permits) brought in over \$4,100. This money directly pays for by-law enforcement activities.
Permits	<ul style="list-style-type: none"> Getting permits and zoning changes takes too long. 	<ul style="list-style-type: none"> Building Division has brought in an e-permitting process known as Cloudpermit. This technology has greatly increased the efficiency of staff in processing times for building permits. Planning applications have legislated timelines which must be followed for public consultation. These timelines unfortunately may slow applications, however they are mandatory.

Community Services

Topic	Comment	Middlesex Centre Response
Arenas	<ul style="list-style-type: none"> • Arenas if the mount Brydges arena is closing Komoka and area children will over whelm the Komoka and Ilderton arenas. • I am not in favour of replacing Ilderton arena. Too much of an investment for a small portion of residents. • Arena is past its prime • Please stop focusing on hockey and ice pads - it is an expensive sport that not all can afford nor want to be involved with. • The hockey/skating arena is not equips for the growing population. Need major improvement. Also additional facilities would increase community wellbeing. 	<ul style="list-style-type: none"> • The Ilderton Indoor Recreation Facility Needs Study completed in 2017 recommended the replacement of the existing facility and the potential need for a second pad in approximately 2034. Staff are now actively seeking external funding (grants, etc.) to support the building of the new arena. • The municipality was unsuccessful in applying for the recent Infrastructure Grant. There has been a significant amount of work completed to date in working with our project partners (Ilderton Agricultural Society & Ilderton Curling Club). Through these efforts, we now know where the facility will go and we are continuing to refine the details of the project and partnership agreements. The full project build is estimated at approximately \$45 million however the project may need to be broken up into phases. The municipality will be seeking other funding options to support this build as they come available.
Community Spaces	<ul style="list-style-type: none"> • More community safe events and places. If the community can get together we can help those that need help and share. 	<ul style="list-style-type: none"> • The municipality has 2 arenas, 5 community centres and 18 parks. There are a number of rental and event opportunities being provided within each of the communities.
Dog Park	<ul style="list-style-type: none"> • Please put a dog park in Delaware. 	<ul style="list-style-type: none"> • Plans were in place to seek public input for a potential dog park at the old Kilworth Water/Wastewater Plant. \$50,000 was in the budget for 2020 as a place holder for this, with a goal of partnering with a community dog association, however due to COVID-19 funds were deferred to 2021. • This item is being further considered as part of the Community Services Master Plan Update, which is currently underway.

Topic	Comment	Middlesex Centre Response
Pool	<ul style="list-style-type: none"> • A pool in komoka!!! • I'd love if we had a public pool. Not YMCA though 	<ul style="list-style-type: none"> • We simply are not a large enough municipality to support our own pool. Typically, communities need to have a population of 40,000 or higher to justify the need for a pool. • An indoor pool typically loses approximately a half a million dollars annually and are considered 'loss leaders'. • Council could approve to move forward with one however we would need to be prepared to lose money on it. Costs are high due to: <ul style="list-style-type: none"> ○ The legislative requirement to waste 20 litres of water per bather per day as per the health code. (i.e., if you had 500 bathers in one day you legally need to dump 10,000 litres that day as required by the health department which then needs to be heated and conditioned). ○ Lifeguarding costs are high due to the ratios required by being a Class A Pool. ○ Costs to maintain over and above the need to lose water each day. Pools generate a lot of hydro to heat, dehumidify and run filter pumps etc. ○ Middlesex Centre likely wouldn't see the numbers the bigger centres would see to fill programs in order to minimize some sort of cost recovery. ○ Pools are extremely expensive to construct and maintain over their lifetime. • The pool topic is however being discussed as part of the Community Services Master Plan Update.
Programming	<ul style="list-style-type: none"> • Ensure that efforts for "Arts and Culture" are inclusive of all residents. • The municipality needs to develop more programs and use our existing facilities to the most such as the comm centre in Komoka. 	<ul style="list-style-type: none"> • The Municipality of Middlesex Centre does not offer community programming at this time. A citizen engagement survey in 2018 indicated that there were ample arts-based programs (for instance, dance) offered by non-profit and private businesses in our area. Other arts programs would be welcomed to access space in municipal facilities. • However, we heard through the recent Community Services Master Plan Survey that there is increase interest in these programs. As such, the municipality is considering a move to direct programming for recreational and arts and cultural type programs.

Topic	Comment	Middlesex Centre Response
Recreation Facilities	<ul style="list-style-type: none"> I would prefer to see user fees for new recreational ventures, so that those who benefit pay for the improvements. As a senior, while I recognize the need for recreational facilities which were sadly lacking as my children grew up here, I also don't want to be saddled with huge tax increases to cover the cost of skateparks and water parks. Recreational facilities An indoor rec space that includes activities for everyone, not just ice skaters and hockey players. Community centre too small More parks in residential areas with splash pads, soccer fields and playgrounds. 	<ul style="list-style-type: none"> Staff are considering a capital surcharge for ice. This will ensure that users of these facilities help fund the costs of capital replacement costs. This is a challenge however for amenities like skate parks, splash pads, etc. These amenities are often funded by either development charges or the tax levy as they benefit the overall community at large. Our 5 existing community centres are underutilized. Consideration is being given to introducing direct programming at these locations. Community centres are a good size to accommodate large events within their communities With 18 parks in the municipal inventory, our focus is upgrading the park infrastructure within the existing parks in order to increase the level of service provided.
Rental Rates	<ul style="list-style-type: none"> While it is important to upgrade facilities, the rental costs need to remain affordable so community groups can use community facilities. 	<ul style="list-style-type: none"> Currently the cost recovery for arenas is at 50%, community centres at 40% and sports fields at 20%; meaning the remaining balance is funded through the tax levy.
Trails	<ul style="list-style-type: none"> I would love to see more parks and trails in the Ilderton area. I think outdoor activity is so important for physical and mental health, it's important that we have the facilities to support that for our community members, young and older. Love the bike trails assets. Thank you Pedestrian crosswalks are needed near the Ilderton medical centre and at Meredith and Ilderton road. Bike lanes throughout middlesex should be a goal- if people knew they had a safe passage throughout middlesex, you could create more tourism. More trails throughout middlesex will bring more people out of their homes. All neighborhoods should connect. Maple wood should have a walkway to deer haven. Kids shouldn't have to go all the way around to be connected with the rest of the community. Would like a multi-use pedestrian / bike path connecting Komoka / Kilworth to London. 	<ul style="list-style-type: none"> Trails are developed based on the Trails Master Plan (2015). When new developments, growth, funding or other opportunity presents itself, trails are put in to meet the intent of the plan. For instance, trails were built in the Clear Skies Development as the area was developed. Providing recreation services to a community requires a balanced approach in providing these amenities to all users. Staff are continuing efforts to fulfill the vision of the Trails Plan and identifying funds in our capital budgets for these trail networks. The municipality has a large network of parks and open space for a small community.

Topic	Comment	Middlesex Centre Response
Youth Programming	<ul style="list-style-type: none"> • Provide more activities for the youth of the community and engage them more. This might cut down on the vandalism happening in/on our facilities. • Creating a space for youth and addressing the challenges they face as a result of the pandemic, as well as the challenges that new youth residents experience as they move in during a pandemic. Create a system of accountability and support. Not a policing service. If youth are caught vandalizing property, have resources available to hold them accountable AND provide the mental support needed to help create lasting changes. Ex. peer to peer support networks/ groups facilitated by mental health workers/ social services aimed at creating a sense of responsibility and pride in their town. Instead of hate and distaste for a town that chooses to not "see" them, and simply police them. • What about social programs for Youth? We have seen a lot of vandalism in our parks. This points to a larger problem. • Positive youth engagement with a focus on Equity, Diversity, and Inclusion. 	<ul style="list-style-type: none"> • The municipality now has a Youth Advisory Committee to engage with the youth of Middlesex Centre. • Staff are currently working on a Youth Centre for Ilderton in vacated space above the arena. This will be used as a template to have similar spaces in other areas of the municipality. • Staff are also conversing with other agencies to help bridge support systems to the youth of our community.

Economic Development

Topic	Comment	Middlesex Centre Response
Attracting Businesses	<ul style="list-style-type: none"> • Attracting more business such as restaurants to Ilderton. 	<ul style="list-style-type: none"> • Middlesex Centre works with Invest Middlesex and our local business improvement associations to encourage economic development in our area. • "Vibrant Local Economy" has been identified as a strategic priority in our Strategic Plan.
COVID-19 Recovery	<ul style="list-style-type: none"> • Various ideas to promote villages and towns with little impact. We need various projects on COVID stall and need some gain to get them restarted. • Bringing community back after COVID-19. 	<ul style="list-style-type: none"> • Granting opportunities under Middlesex Centre's Community Improvement Plan were expanded to include "Allowance for Renovation or Construction Costs related to a Significant Public Health Event."
IC&I Tax Base	<ul style="list-style-type: none"> • Lack of commercial + industrial tax base • Tax increases above inflation need to correspond to increased levels of service or an increase in asset renewal. An industrial land use strategy or the creation of services land would help reduce the tax burden on residents and increase employment opportunities in the municipality 	<ul style="list-style-type: none"> • See above.
Local Employment	<ul style="list-style-type: none"> • Local employment 	<ul style="list-style-type: none"> • See above.

Environment and Climate Change

Topic	Comment	Middlesex Centre Response
Climate Change	<ul style="list-style-type: none"> Addressing climate change in land use and development, full-cost lifecycle and risk accountability in asset management, support for circular economy development Ways to decrease carbon footprint I'd like to see a carbon budget created alongside the financial budget that incorporates the necessary information for middlesex centre to facilitate moving toward carbon neutrality as a community. 	<ul style="list-style-type: none"> See information below.
Energy	<ul style="list-style-type: none"> Also think long term / invest for the future, by switching to renewable energy. 	<ul style="list-style-type: none"> The Municipality understands the effects of climate change and our responsibility to do our part to reduce greenhouse gas emissions. The Municipality has adopted a Community Energy Management Plan as well as a Green Fleet Plan and as such we are implementing the recommendations contained in these plans. Not only does green energy projects have a favourable impact on our environment but it has a significant impact on the operation expenses for the electric vehicles, Coldstream Fire Station, etc. If we can limit our dependence on hydro and natural gas, then we can save on operational costs which has a direct impact on the tax payer.

Growth and Development

Topic	Comment	Middlesex Centre Response
General	<ul style="list-style-type: none"> Growth Competing priorities of an urban-rural Community with residents who have diverse needs/demands. 	<ul style="list-style-type: none"> Issues of growth and development are current being reviewed as part of our Official Plan Review
Affordable Housing	<ul style="list-style-type: none"> Affordable housing not sure if the budget can address it, but affordable housing Housing affordability. The supply of housing is key to controlling housing costs. Infrastructure to support growth in smaller communities within the municipality (like Delaware) would help to spread growth in the municipality without putting excess strain on any particular community. 	<ul style="list-style-type: none"> Affordable housing has been raised as part of the Official Plan Review process, currently underway. Seniors housing is expected to be included in the Age-Friendly Community Action Plan, currently in development.

Topic	Comment	Middlesex Centre Response
Community Character	<ul style="list-style-type: none"> • Maintaining a small town feel in spite of increasing population. • Maintain small town amenities. Small is not bad. Lot's of cities with large city roots, move there. • Managing the changing demographic of the municipality as it continues to grow. • The lack of foresight in expansion. Ilderton is no longer a small rural community. It is really a bedroom community of London. Our main street needs the possibility of developing and attracting future businesses. Our facilities (arena) is dismal. 	<ul style="list-style-type: none"> • The idea of “community character” was captured and included in objectives in the current Middlesex Centre Strategic Plan.
Infrastructure	<ul style="list-style-type: none"> • Infrastructure that lags behind new developments. The rate of growth and thus urban sprawl is not adequately supported, sidewalks, bike paths, traffic flow, and public safety. • Infrastructure for the new housing developments. 	<ul style="list-style-type: none"> • Typically major infrastructure – roads, water, sewers – are put into place prior to work beginning on houses in new development. • Parks, final paving, trails, etc. may appear to “lag” as they are often planned to be put in during later phases of a development project. • Note that development is paid for by developers through Development Charges.

Topic	Comment	Middlesex Centre Response
Limit/Control Growth	<ul style="list-style-type: none"> • Becoming more urban and less rural and small town. Population boom • As an Ilderton resident of 40 years, somehow, avoid the negative impacts of exponential growth of subdivisions without supporting a "Main Street" vision of positive development. • Slow down on the housing development. If like to stay a small town (Komoka). • Your putting up stupid subdivisions in places where it should be fields. Leave the subdivisions in London. • Controlled housing development • Stop the citifying of the rural communities. Less housing to maintain farm land • Monitoring/limiting development to balance with "small town/country" atmosphere which drew us here. • Keeping it rural, not swallowed up by the city, and overdevelopment • Control growth going forward....don't forget the seniors as they have played an important part in where we are today • Sustainable but limited growth. • No more growth in Delaware • I think the housing development in Kilworth has been too fast and chaotic in it's sprawl, causing traffic congestion among other issues and it concerns me with plans for development coming in Komoka on west side of Komoka Road in the future...As a long time resident, we have always been told we need development to bring in tax revenue, which is totally true, but are the costs outstripping the revenue, resulting in higher costs for everyone. • building homes in hamlets is inefficient build only on full services do not allow more house driveway entrances onto main roads Bryanston and Ballemote 	<ul style="list-style-type: none"> • Middlesex Centre is an attractive place to live and work, and many people want to settle in our communities. This growth needs to balance against protecting the very things that make the area so attractive – our smaller towns, rural communities, and general quality of life. • In general, this balance is set out in our Official Plan. • Middlesex Centre is currently undertaking a review of our Official Plan. We would welcome your comments and participation in the process. Please see our website at middlesexcentre.on.ca/OPR for more information, or contact our planners at planning@middlesexcentre.on.ca

Policing, Education and Social Services

Topic	Comment	Middlesex Centre Response
Education	<ul style="list-style-type: none"> • over populated schools 	<ul style="list-style-type: none"> • Decisions on school boundaries are made by the respective boards of education, including the Thames Valley District School Board and the London District Catholic School Board.
Policing	<ul style="list-style-type: none"> • Policing. • We are an over-policed town. There is so little crime going on that the police have nothing better to do than harass the youth in the community that are just out biking at night. Less money to policing. 	<ul style="list-style-type: none"> • Thank-you for your comments.
Seniors	<ul style="list-style-type: none"> • Keeping perspective on impacts and needs due to aging population 	<ul style="list-style-type: none"> • Thanks to funding by the Government of Ontario through the Inclusive Community Grants Program, we are in the process of developing an Age Friendly Communities Plan. More about this project – including how to get involved – can be found at middlesexcentre.on.ca/articles/age-friendly-community-action-plan
Seniors Housing	<ul style="list-style-type: none"> • To make available the building of a seniors complex in Delaware • Seniors housing • Increasing services for seniors. 	<ul style="list-style-type: none"> • Seniors Housing will be discussed as part of the Age Friendly Communities Plan.

Road Maintenance

Topic	Comment	Middlesex Centre Response
County and Municipal Roads	<ul style="list-style-type: none"> • There is duplication in equipment and services related to roadway maintenance between the county and the municipality, there should be a review of the county road system especially in urban areas where it makes more sense for the municipality to maintain • The relationship between county roads and municipal roads in urban areas needs to be clearly defined the municipality s more responsive to resident needs and should have control of all urban roads to ensure adequate pedestrian and cyclist space as well as parking and other complete street features. • The disconnect between county roads and municipal roads, should be addressed the level of service and type of service received differs along with timing, it would be more appropriate especially in urban areas for a consistent level of service and control if the municipality looked after the county roads in these locations. • The municipality needs to have better ownership or control of county roads in urban areas to build councils vision for urban areas that have complete streets and space for all road users • The disconnect between county roads and municipal roads especially within Urban areas where pedestrians and cyclists need to be given space. The County is car oriented 	<ul style="list-style-type: none"> • Middlesex Centre Staff are in dialogue with Middlesex County regarding transportation and road user safety on a consistent basis and will continue to build on this relationship for the benefit of all road users in the municipality.
County Roads	<ul style="list-style-type: none"> • The county is not responsive to needs of pedestrians and cyclists especially when county roads are in urban areas, greater dialogue or control on the part of middlesex centre needs to be exercised to protect for cyclists bad pedestrians 	<ul style="list-style-type: none"> • Please see above

Topic	Comment	Middlesex Centre Response
Gravel Roads	<ul style="list-style-type: none"> • Please consider tar and chip surfacing of our gravel roads. This promotes road safety and is better for farm equipment and other motorized vehicles. • Pave all gravel roads • Paving all roads • Rural road conditions, especially the gravel ones, and ensuring early morning snow plowing so people can get to work on time. • The amount of gravel that goes into our back roads. I believe that a plan to tar and chip them over 15 years would eventually reduce cost to roads over time. • Thankyou for the chance to submit my thoughts. As you can see this rate payer is very concerned about the lack of hard road surfacing on rural, gravel roads. Our road - Sinclair Drive- sees 18 wheel trucks regularly. Filling potholes and adding more gravel isn't addressing the problem over the past 36 years that we have lived here. 	<ul style="list-style-type: none"> • A cost comparison has shown that maintenance of gravel roads remains less expensive than replacing those roads with hard surfacing. • Staff will be bringing forward a comparison and policy regarding road resurfacing for council consideration, changing all roads to hard surface (approximately 250 center line kilometers) would be an expensive and long process, as these roads are typically of substandard width and require rebuilding in addition to hard surfacing.
Komoka	<ul style="list-style-type: none"> • Roads. Glendon Dr needs to have additional stop lights or roundabouts. It could also benefit from sidewalks/bike paths so we can safely walk from Kikworth into Komoka. I realize much of this has already been planned out but I would like to see a quicker implementation. Old River Road has also been closed for three summers now, that is unacceptable to me. 	<ul style="list-style-type: none"> • The Municipality in partnership with Middlesex County completed a Municipal Class Environmental Assessment in support of such capital project (in 2018). Subject to the Minister of Environmental, Conservation, and Parks' Part II Order decision, Middlesex County has 10 years to implement the EA recommendations. • At this time, the Municipality and Middlesex County haven't yet respectively budgeted this multi-phase capital project. (This has been budgeted for in both the county and municipality's 5 year capital plans and is expected to be completed in about 5 years)
Rural Roads	<ul style="list-style-type: none"> • Farming came first. Forget the towns and get back to taking care of the rural roads and trees along them!! 	<ul style="list-style-type: none"> • Tree maintenance occurs based on complaints and observed conditions during the legislated road patrol. Tree trimming and removal is prioritized based on safety.
Sidewalks	<ul style="list-style-type: none"> • Put a temporary chips and dust sidewalk between Kilworth and Komoka 	<ul style="list-style-type: none"> • Unfortunately, this would not be compliant with accessibility legislation, and would not be maintainable during the winter months.

Topic	Comment	Middlesex Centre Response
Winter Maintenance	<ul style="list-style-type: none"> • I have been disappointed for the last few years with the snow plows not Plowing until 7:00 in the morning. It makes it very difficult for me to get to work for 7:00am. The County roads are done just not MIDDLESEX centre roads. It also makes it difficult for business to continue working when their employees can get to them because of roads not plowed. • All ways great snow removal on time and often ahead. • Would be nice if they cleared sidewalks after winter storms in Delaware. • I'd like to comment on snow removable as it pertains to accessibility. While Ilderton has an accessible trail (the Rail Trail), the snow removable doesn't initiate at the beginning of the trail (Rather, it starts just off the New Orleans parking lot), effectively making the trail inaccessible to wheelchair users, strollers, etc. for the winter season. Can this please be maintained from the entrance to the trail? It's a small piece - funding should be minimal. 	<ul style="list-style-type: none"> • The municipality's Winter Maintenance Program aims to provide safe roads and sidewalks during the winter season at an affordable price. • The municipality's response team maintains 583km of roadway, and 30km of sidewalk in Middlesex Centre. • The municipality tracks weather conditions and deploys road temperature sensors outfitted to its fleet which monitors our roads for snow and ice detection. Staff monitor snow accumulation and ice formation to deploy resources to ensure the safety of the public in a cost effective manner. The deployment of resources generally follows the Minimum Maintenance Standards for response times, and depending on road classification response times can vary from 8-24 hours, and can be further impacted by large snow events. • After the snowfall ends, it can take: <ul style="list-style-type: none"> ○ 8-12 hours to clear priority roads, and ○ For all municipal roads approximately 24 hours. • A larger or continuous snowfall event may extend the time necessary to clear snow from local streets and cul-de-sacs. • The municipality follows the provincially prescribed standards for winter maintenance (Minimum Maintenance Standards for Municipal Highways, O. Reg. 239/02). Roads are categorized into five main classes. Class 1, 2 and 3 or priority roads, which include arterial and some secondary collectors, take first priority. Classes 4 and 5, which include local streets and cul-de-sacs, have less priority.
General	<ul style="list-style-type: none"> • Londwoods Road! Highway 2 needs to be fixed or replaced and new paving from Lambeth to Delaware. • Slow the spending on the road crews and just hire a road crew that knows what they are doing,!! The road construction projects that our township have done have been a major disappointment for the last number of years • Road maintenance • Fix roads, poor service for rural. Dust control is lousy. Connect with London and don't have multiple north south roads closed at same time. Hire road reconstruction, because no one seems to know what they are doing • Bridge at Petty St and Nairn Rd 	<ul style="list-style-type: none"> • Highway 2 is the responsibility of Middlesex County and would need to be addressed through the County budget and road resurfacing program. • Bridge on Petty Street in Nairn is the responsibility of Middlesex County and is located outside of Middlesex Centre.

Road Safety

Topic	Comment	Middlesex Centre Response
County Roads	<ul style="list-style-type: none"> Road safety along county roads, the municipality needs to have more input and control 	<ul style="list-style-type: none"> Middlesex Centre Staff are in dialogue with Middlesex County regarding transportation and road user safety on a consistent basis and will continue to build on this relationship for the benefit of all road users in the municipality.
Hyde Park Rd. Pedestrian Safety	<ul style="list-style-type: none"> We need a proper cross walk across Hyde Park Rd to the park and medical centre. Someone is going to be seriously injured or killed! Cross walks on Hyde Park Road—current situation is totally unacceptable crosswalks on Hyde Park Road AND light at the corner of Ilderton and Highbury You need to address the crosswalk at heritage drive and Hyde park road. It is extremely dangerous for pedestrians trying to cross. Cars do not stop. The other is cars coming from west into ilderton on ilderton road past timber walk. They are speeding coming into town and need to slow down make those crosswalks on Hyde Park SAFE!! 	<ul style="list-style-type: none"> Hyde Park Road south of Ilderton Road is under Middlesex County jurisdiction so the decision whether or not to install a controlled crossing is ultimately the decision of Middlesex County. We continue discussions on this topic with the County and with the County's permission have installed new signage for pedestrians to provide better awareness of how the existing crosswalk is intended to function. We conducted our own pedestrian count at this location this summer and found that the number of pedestrians still do not meet the requirements for a controlled crossing. However, we will continue to advocate with the County for further improvements.
Ilderton	<ul style="list-style-type: none"> Main street is a nightmare at times...parking obstructs attempts to turn left from Mill and George St. despite no parking signs....they are often ignored. Construction traffic from the new development at the foot of George St. will only make it worse. A proper crosswalk by the medical centre and new arena. Install a traffic control measure at Adelaide and Ilderton road. Dangerous intersection to cross. 	<ul style="list-style-type: none"> Hyde Park Road south of Ilderton Road is under Middlesex County jurisdiction so the decision whether or not to install a controlled crossing is ultimately the decision of Middlesex County. Traffic control devices at the intersection of Ilderton Road and Adelaide Street would be Middlesex Counties responsibility The operation and parking signs and measures along Ilderton Road in Ilderton are the responsibility and jurisdiction of Middlesex County.
Lighting	<ul style="list-style-type: none"> Walk way lights at heratige and Hyde park 	<ul style="list-style-type: none"> Thank-you for your suggestion.
Line Painting	<ul style="list-style-type: none"> Making sure there is paint on the ground to indicate where there are stop signs. I have almost been in an accident many times at Meredith and stone field. 	<ul style="list-style-type: none"> Middlesex Centre in 2021 purchased a line painting machine to undertake annual line painting activities to refresh existing markings and add marking where required.
Pedestrian/Cyclist Safety	<ul style="list-style-type: none"> Building or enhancing mobility options for all road users, cyclists, pedestrians, vehicles Safety of pedestrians and cyclists Bicycle lanes. 	<ul style="list-style-type: none"> This is captured in our Strategic Plan, and we are receiving further input through the Community Services Master Plan process (currently underway).
Sidewalks	<ul style="list-style-type: none"> I think we need sidewalks in one or two critical pedestrian areas. 	<ul style="list-style-type: none"> Thank-you for your suggestion.

Topic	Comment	Middlesex Centre Response
Speeding	<ul style="list-style-type: none"> • Installation of speed bumps on Poplar Hill Road between Ilderton Road and Zavitz St (Poplar Hill Cemetery) • Speed bumps in Delaware. Sidewalk up the hill in Delaware • Speed control with speed bumps through town • Speed control for cars • The speeding on Komoka Road is out of control. • Some traffic controls on long woods and Springer road in Delaware is necessary now before there is a catastrophe involving kids trying to cross the highway and a car going hey 400 speeds kills them. Only a matter of time! • Traffic calming measures within Delaware and not the useless centre of road speed signs that people speed up for as they drive over them. York, Wellington, Victoria streets take your pick, traffic is moving much to fast • I have always had a concern of people driving down our concession road really fast. We have no signs, I personally don't think speed limit should be over 60KPH. The roads are too narrow people walk and bicycle and it is getting really dangerous. A lot of city people use our roads to get across, because they know they can speed, never a police around. It is really concerning. We do not need to have a horrible accident before we address this issue. • Listen to the Community feedback and respect the needs of people that have lived in the communities for many years. • Speeding in the Komoka area is a huge problem. • Komoka needs better traffic control. Speed signs should be 50 on Glendon until well past Komoka going towards my brydges. Everyone is speeding too much in the residential area • Speed bumps in Kilworth expanded 	<ul style="list-style-type: none"> • Road safety is an important area. Under the Vision Zero program staff are embarking on an educational campaign and plan on purchasing lawn signs and an additional speed radar trailer. Staff are seeking out partners and organizations to further reinforce road safety and benefit from consistent messaging across multiple organizations and jurisdictions. • The Municipality has implemented a Traffic Calming Policy which if warranted details a long list of potential traffic calming options for which administration staff could elect to implement. Residents are encouraged to submit their requests for consideration directly to the Municipality's Public Works & Engineering Department. • Policing for the municipality is provided by the OPP.
Traffic Lights	<ul style="list-style-type: none"> • Traffic lights at Ilderton Rd and George St. 	<ul style="list-style-type: none"> • The implementation of traffic control lights is traditionally dictated by traffic volumes. Traffic light requests on Middlesex County roads should be directed to the County.

Topic	Comment	Middlesex Centre Response
Traffic Management	<ul style="list-style-type: none"> • Traffic congestion in Komoka/Kilworth • With the new developments in town there's has been a drastic increase in traffic and drivers that do not know their way around a small town and drive recklessly. Added infrastructure to aid in traffic management to keep main street less congested (minimize or get rid of the on street parking) as well as making several blind intersections easier to navigate will make travel thought town safer and much more enjoyable • Traffic management due to growing communities • Roadways (more lanes) for all the increased traffic. Including roundabouts or more lights and sidewalks for pedestrians • Managing the increasing sizes of small communities. Ensuring the safety of residents, including increase traffic in and around small communities. • Traffic 	<ul style="list-style-type: none"> • Please see comments about speeding, above.

Rural Communication

Topic	Comment	Middlesex Centre Response
Cell Service	<ul style="list-style-type: none"> • Cell phone service 	<ul style="list-style-type: none"> • Thank-you for your suggestion.
Internet	<ul style="list-style-type: none"> • Better internet service, since we all had to work from home during Covid the services were very slow due to many people using the service at the same time. Especially when kids were learning from home and most times internet went down. • Rural Internet (Outside of the Towns). Working from Home has really brought this to light. It is a huge disadvantage especially for children growing up. • Getting affordable rural internet for all residents!!!!!! • Plan better, provide upgraded infrastructure like phone + internet. Do better, we are living in the dark ages here and being price gauged and no government does a bloody thing about it!!!! • Internet infrastructure should be the highest priority in our municipality. I think it should be considered essential. It is equally important to all residents, not just the ones that have sidewalks and water hook ups. I would shift budget from roads to improve access to high speed internet infrastructure. 	<ul style="list-style-type: none"> • Staff and council recognize this as an issue, particularly in light of more residents working and attending school online. • The lack of high-speed internet in rural areas has been identified as a pressing issue at both the federal and provincial level. Staff and council are working with the County of Middlesex to access funding and support. • We continue to advocate for rural internet, and partner with all levels of government to enhance the availability of local service

Spending Priorities

Topic	Comment	Middlesex Centre Response
Approach to Spending	<ul style="list-style-type: none"> • The only thing that matters to me is the ability to get around on cleared and maintained roads. I do not want to pay for city services that have no business in a rural municipality. Quit spending on 'consults'! Focus on the essentials and making Middlesex sustainable. Don't complicate your services. Keep them basic. Do a few things well rather than try to accomplish too much. • Looking for technology, equipment, or assets that provide long term value and benefit to the community even if there is short term pain resulting from cost provided the benefit outweighs the cost • We do not need fancy facilities like they have in cities. We need to focus on what our rural community needs and stop trying to be a city. • other than high water/sewer fees I think tax management has been realistic, and in tune with inflationary costs. • Tax increases should correspond with service increases 	<ul style="list-style-type: none"> • The budget is a key planning document in achieving the municipality's strategic priorities. • It is important that the budget meet the needs of as many of our tax payers as possible in a fiscally responsible way. This is further complicated by: <ul style="list-style-type: none"> ○ the needs and wants of our residents vary from person to person ○ misperceptions about which services are under the control of the local government • This is a balancing act while some tax payers would like to see an increase in taxes to provide more services while others would like service cuts and a decrease in taxes. • The municipality does focus on needs of the community, but what constitutes a "need" varies from tax payer to tax payer, and municipal staff and council must find a balance. There are many different cost drivers that need to be taken into consideration.
Consultants	<ul style="list-style-type: none"> • Expensive 'consultations' drain our Municipal coffers, and provide NO good input to our issues! STOP spending my hard-earned money on these expensive non-experts that only spew out what you want them to decide, and do not solve our problems at all! We have enough expertise within our own population! 	<ul style="list-style-type: none"> • Consultants are brought for projects based on the need for specific expertise, internal staff availability, and other factors. <ul style="list-style-type: none"> ○ Many projects are handled in house – For instance, the Community Services Master Plan is being completed internally. ○ Other projects receive grant funding to support the hiring of consultants – For instance, the Age Friendly Community Action Plan is grant funded.

Topic	Comment	Middlesex Centre Response
Infrastructure	<ul style="list-style-type: none"> • Maintain existing infrastructure • Focus on Improving infrastructure below the ground like sewers and water service that benefit all in the community instead of spending money on things like arenas that only serve a portion of the community. • Adequately (or increase) funding for maintenance of existing assets, replacement is expensive, maintenance is cheaper. • Infastructure • Sustainable Infastructure and equipment renewal • Renewing and maintaining infastructure • Infastructure spending to ensure assets are maintained in reasonable state • Looking after/maintaining current roads, equipment, parks and recreational facilities • Infastructure Gap • Fix what we have. • Appropriate and sustainable funding to maintain infastructure at a reasonable level (fair to excellent condition) 	<ul style="list-style-type: none"> • The municipality has an Asset Management Plan. Municipal staff and Council use this as a guiding document when building each municipal budget. • Staff are working hard to create efficiencies and improve their understanding of assets and replacements costs so that sustainable funding models can be achieved. • The municipality has recently completed Building Condition Assessments of our Parks and Facilities. Our focus is maintaining existing assets and upgrading where necessary to meet legislative compliance such as accessibility (under AODA).
Lower Taxes	<ul style="list-style-type: none"> • Reduce spending in every department with the goal of reducing taxes. • -reduce spending in all areas in an attempt to lower taxes • Lower property taxes, lower fees for services to individuals, etc Make living in Middlesex Centre more affordable! Cost of living has become unsustainable for some. • Stop raising taxes. • Reducing taxes 	<ul style="list-style-type: none"> • Middlesex Centre taxes are the second lowest in the County, • When Council develops the municipality’s budget, they seek a balance between the fiscal pressures within the community and the facilities and services that our residents rely upon and use. Simply put, they must effectively manage the associated costs while providing significant value to taxpayers. • As with all municipalities, the Municipality strives to strike the right balance for its residents: maintaining existing services, programs and infastructure and providing new services, while minimizing tax increases. In a climate of increasing costs, this can be a challenge. Middlesex Centre’s residential property taxes remain below the group average when compared to other municipalities in our County.
Maintain Tax Rate	<ul style="list-style-type: none"> • keeping total spending below cost of inflation. • maintain tax rate, small increases are acceptable in line with inflation • To maintain service levels with lack of funding and inflationary predictions • Budget increases should be kept to a minimum 	<ul style="list-style-type: none"> • Tax rate increases have historically been lower than inflation. Each tax payer will see a different increase as the taxes being paid are based on two main factors: <ul style="list-style-type: none"> ○ Assessment - determined by MPAC ○ Tax rate – determined by the Council of the municipality

Topic	Comment	Middlesex Centre Response
Services / Equipment	<ul style="list-style-type: none"> • maintaining existing services - • Cutting excessive purchasing of equipment and vehicles • Stop wasting money on unnecessary equipment • Why do we need so many municipality pick ups and cars? • It appears to me the municipal has the newest fleet of vehicles/ equipment, could we contain tax increases if we managed our fleet better? 	<ul style="list-style-type: none"> • Middlesex Centre maintains all equipment in accordance with manufacturer recommended schedules. Equipment is purchased with multiple uses in mind to ensure equipment downtime is minimized. An example is a trackless sidewalk plow: this machine is used for plowing sidewalks in the winter but is outfitted with a mower deck in the summer for cutting grass. There are pieces of equipment that which are task specific such as our tar and chip application equipment which is only used for that specific purpose. We have used this equipment to resurface approximately 30km this year, within about a 6 week period.
Staffing	<ul style="list-style-type: none"> • efficiency staff numbers salaries inefficient use of equipment excess equipment • Also please consider hiring more building inspectors. Most seem to be overworked, and do not always respond in a timely manner. • I firmly believe most of the staff could care a less about the financial stability of Middlesex centre. Stop buying and hiring, and privatize most services • Also, in the past it was unpopular when Tiffany talked about the staff raises in the budget. 	<ul style="list-style-type: none"> • The municipality reviews service levels each budget year and we are always looking at how to deliver our services more effectively and efficiently.
User Pay Model	<ul style="list-style-type: none"> • Improving value for ratepayers. I would also like to see a user pay model to drive efficiencies into the municipal service delivery. 	<ul style="list-style-type: none"> • Middlesex Centre employs full or partial user pay models for: <ul style="list-style-type: none"> ○ Recreation ○ Building permits ○ Planning applications ○ Water, wastewater, stormwater and drainage
General	<ul style="list-style-type: none"> • increasing taxes 	<ul style="list-style-type: none"> • Thank-you for your suggestion

Taxation

Topic	Comment	Middlesex Centre Response																														
County Taxes	<ul style="list-style-type: none"> Services provided by the county which receives 33% of municipal taxes need to be reviewed to ensure tax payers are receiving value for tax dollars, the county is not as responsive to municipal or community needs and often is providing similar services that the municipality already undertakes (roadway maintenance, snow clearing, etc) The county takes a significant share of the tax dollars but the service provided seems to be poor, this can be seen on roads that aren't swept or roadside grass cutting in urban areas, the return on tax dollars to the county is poor Look at ways to reduce or minimize the county tax rate as it is a significant part of the tax rate, the county does not seem to maintain infrastructure in urban areas to the same standard as the municipality and appears to only be concerned with cars 	<ul style="list-style-type: none"> We will share this feedback with the County of Middlesex. Questions and concerns about County services and taxes should be directed to the County. You can reach them at 519-424-7321 or https://www.middlesex.ca/contact. 																														
Equity	<ul style="list-style-type: none"> Increased cost of living in area and residents taxes funding projects that serve few. Perception by some in Ilderton is that Komoka gets more of the resources - may not be true but perception of fair distribution is important. Should look at ALL of middlesex centre, not just Ilderton Farmers and the rural roads are getting screwed by this municipality Urban areas get increased services while rural areas have seen little to no change in service in years Spend our tax dollars wisely...with all groups in mind 	<ul style="list-style-type: none"> When Council develops the municipality's budget, they seek a balance between the fiscal pressures within the community and the facilities and services that our residents rely upon and use. Simply put, they must effectively manage the associated costs while providing significant value to ALL taxpayers. As with all municipalities, Middlesex Centre strives to strike the right balance for its residents: maintaining existing services, programs and infrastructure and providing new services, while minimizing tax increases. In a climate of increasing costs, this can be a challenge. Middlesex Centre's residential property taxes remain below the group average when compared to other municipalities in our County. 																														
Farm Tax Rates	<ul style="list-style-type: none"> Lower the mill rate on farm land. Agricultural land is carrying too much of the tax base. Make all Middlesex centre facilities rented at the actual cost , not subsidized. Fair (and consistent) tax levy between the major property groups. The levy should have targets based on service requirements, residential demands more services than agriculture, so the % of the levy should be set at a target not the tax rate. This will reduce the disparity that happens when assessment's don't change consistently with respect to each other. Farmland needs to be taxed at a lower level. Rural is carrying too high a percentage of the tax base. 	<ul style="list-style-type: none"> The farm tax ratio is determined by the County of Middlesex. The revenue earned by each class of property is below; residential property taxes make up the majority of revenue: <table border="1" data-bbox="1247 1192 1822 1479"> <thead> <tr> <th colspan="3" style="text-align: center;">2021 Projected Assessment Revenue</th> </tr> <tr> <th></th> <th style="text-align: right;">2021</th> <th style="text-align: right;">2020</th> </tr> </thead> <tbody> <tr> <td>Residential</td> <td style="text-align: right;">15,518,359</td> <td style="text-align: right;">15,094,149</td> </tr> <tr> <td>Farm</td> <td style="text-align: right;">2,493,530</td> <td style="text-align: right;">2,426,497</td> </tr> <tr> <td>Pipeline</td> <td style="text-align: right;">813,654</td> <td style="text-align: right;">795,384</td> </tr> <tr> <td>Commercial</td> <td style="text-align: right;">935,238</td> <td style="text-align: right;">920,525</td> </tr> <tr> <td>Exempt</td> <td style="text-align: center;">-</td> <td style="text-align: center;">-</td> </tr> <tr> <td>Industrial</td> <td style="text-align: right;">127,284</td> <td style="text-align: right;">124,879</td> </tr> <tr> <td>Other</td> <td style="text-align: right;">298,939</td> <td style="text-align: right;">265,773</td> </tr> <tr> <td>Total Assessment Revenue</td> <td style="text-align: right;">\$ 20,187,004</td> <td style="text-align: right;">\$ 19,627,207</td> </tr> </tbody> </table>	2021 Projected Assessment Revenue				2021	2020	Residential	15,518,359	15,094,149	Farm	2,493,530	2,426,497	Pipeline	813,654	795,384	Commercial	935,238	920,525	Exempt	-	-	Industrial	127,284	124,879	Other	298,939	265,773	Total Assessment Revenue	\$ 20,187,004	\$ 19,627,207
2021 Projected Assessment Revenue																																
	2021	2020																														
Residential	15,518,359	15,094,149																														
Farm	2,493,530	2,426,497																														
Pipeline	813,654	795,384																														
Commercial	935,238	920,525																														
Exempt	-	-																														
Industrial	127,284	124,879																														
Other	298,939	265,773																														
Total Assessment Revenue	\$ 20,187,004	\$ 19,627,207																														

Topic	Comment	Middlesex Centre Response
Growth and Development	<ul style="list-style-type: none"> • Growth paying for growth • Ensuring growth pays for growth as service demands and expectations increase • In case lot surcharge for building new homes London has run out of space that people want to live in Kilworth, Ilderton, Lucan are all expanding because of this issue and builder love the low cost but we pay for a great part of the infrastructure 	<ul style="list-style-type: none"> • We have conducted a building permit fee review and the building department now uses full cost recovery fee schedule. • Development pays for development through Development Charges.

Waste Management

Topic	Comment	Middlesex Centre Response
Composting	<ul style="list-style-type: none"> • Green bin would be great • Starting a compost program. 	<ul style="list-style-type: none"> • Curbside waste pick-up, including composting or green bin programs, is at the present time is cost prohibitive due to the Municipality's small population. The Municipality's Enviro Depot offers residents the ability to discard items which are otherwise unable to be picked up at the curb side for free or at a minimal fee (depending on the material).
EnviroDepot	<ul style="list-style-type: none"> • Services geared to the residences needs. For example Denfield yard should be open for longer periods and multiple days to address the increase in community demand. 	<ul style="list-style-type: none"> • Middlesex Centre residents are able to drop compost and recyclable material off at Try Recycling year-round at no cost to the resident.
Leaf and Yard Collection	<ul style="list-style-type: none"> • Pick up of bagged leaves , brush etc in special collections during fall and spring cleanup times • Would like to see curbside pick up once month or two during spring and summer for yard waste such as big branches. Trips to denfield wate site is terrible when you have to transport in back of your clean new car. If not possible, would lile to see expanded hours at denfield...perhaps 9 to 5 Saturday and 9 to 1 Sunday. 	<ul style="list-style-type: none"> • The Enviro Depots are set up to accept the yard wastes at no charge to Middlesex Centre residents. We have no current plans to implement curbside pickup of yard waste.

Water / Wastewater / Stormwater

Topic	Comment	Middlesex Centre Response
Water Rates	<ul style="list-style-type: none"> • Water and waste water pricing is ASTRONOMICAL • The cost of water! • The water rates • Maintaining costs for water and sewer which have skyrocketed. • cost of water • High water costs • Water wastewater fees • Growth of Ilderton with new homes generates 10's of thousands of dollars in taxes. Start using this revenue to reduce our water and sewage costs! Lucan is able to manage these costs why won't Ilderton see reduction in our monthly bills you want affordable housing how will those families afford their water and sewage bills? • We've been paying \$36 / month on our water bills (only a Tim's /week lol). When does this stop & what has happened to all the money collected over the past 5 or 6 years? • The cost of water is ridiculous. Can this be reviewed. Thank you • Why are we paying so much in water utilities., our gas bill is cheaper and there our only two in our household. 	<ul style="list-style-type: none"> • Water, wastewater and stormwater fees pay for the day-to-day operation and long-term maintenance of our water system. They ensure that we have a safe, clean and reliable water supply, proper wastewater treatment, and well-maintained infrastructure to protect water quality and lower the risk of flooding. • Council approved the 2021 rates based on the amount of funding needed to operate our water, wastewater and stormwater systems. There were no changes from the 2020 rates. • It is important to remember that legally all of the costs associated with the water and wastewater system must be paid for by users.

General Comments

Topic	Comment	Middlesex Centre Response
Archive	<ul style="list-style-type: none"> • supporting a County. Archive 	<ul style="list-style-type: none"> • Middlesex Centre does provide yearly funding to the Middlesex Centre Archives, specifically \$8,750 has been provided to the Archives between 2018 and 2020, and an additional \$5,000 was provided in 2021. • The Archives group is supported by the municipality providing free space and access to the Delaware Community Centre.

Topic	Comment	Middlesex Centre Response
Communications	<ul style="list-style-type: none"> As much as these surveys involve a percentage of community participants, much more education/buy-in of the community remains a challenge - money is spent, but people do whatever they want anyway. Perhaps a small part of communication budget could be used to find a way to reinforce the Middlesex mission in a simple direct way. 	<ul style="list-style-type: none"> In 2021, we prepared posters of our Vision, Mission and Values which are now posted at all municipal facilities. We will continue to look for ways to reinforce the Vision, Mission and Values in our communications and outreach.
Council	<ul style="list-style-type: none"> Council is disconnected from the people they represent - with little to no actual training in running a municipality. no the council is doing an excellent job!! 	<ul style="list-style-type: none"> Thank-you for your feedback.
Diversity and Inclusion	<ul style="list-style-type: none"> Building a sense of community connection - equity, diversity and inclusion. There is very much a sense of “us” and “them” in MxC. Discrimination of new residents by long term residents, ageism, ableism, reinforcing stereotypes (teens are “little punks”), homophobia, and “othering” of other cultures and races is prevalent in our community. This is a critical issue that needs to be addressed so that all residents can feel safe and included in MxC. In addition to infrastructure issues, our community of it is apparently focusing on inclusion and diversity needs to consider greater publicly funded housing for seniors and other marginalized segments of the population including regional transportation. 	<ul style="list-style-type: none"> We will be launching a Diversity and Inclusion Policy in 2022.
Feedback on Survey	<ul style="list-style-type: none"> Thank you for listening. Survey questions don't always lead to a desired response or answer by the survey taker. In questions regarding increased or decreased service sometimes an improvement in a service doesn't mean increasing the budget or spending more money, it could be improved efficiencies or holding people accountable for a job they are supposed to be doing. 	<ul style="list-style-type: none"> Thank-you for your input. Staff work hard every year to implement new and efficient ways of providing services.
Ilderton Fair Board	<ul style="list-style-type: none"> Have a better relationship with the Ilderton fair board - and councillors need to stop behaving as children. 	<ul style="list-style-type: none"> The municipality has partnered with the Agricultural Society and Fair Board for many years and is evident through the success of the Ilderton Fall Fair.
Procurement	<ul style="list-style-type: none"> Retain animal care contracts with local (in township) organizations, not outsourcing to Innerkip. Looks for fair ways to leverage local companies to deliver improvements and services 	<ul style="list-style-type: none"> Our Procurement Policy is fair and equitable, and meets the requirements of the law. Under these legal requirements, which includes international treaties, etc., we cannot have local preference in our procurement

Topic	Comment	Middlesex Centre Response
Reserve Funds	<ul style="list-style-type: none"> I have read repeatedly about funds being put into reserve accounts for future use, one being the monies paid in lieu of a new municipal building in Komoka. The municipality needs to be more forthcoming as to where these funds have been directed or will be directed before explaining that costs are going up and hinting that taxes must go up, or service be reduced. 	<ul style="list-style-type: none"> The annual Budget Booklet outlines which reserve funds the municipality holds, and how they are spent. This spending is in alignment with the Reserves and Reserve Fund Policy. Our Asset Management Plan guides how some specific reserve funds are spent to replace and repair municipal assets.
Sustainability	<ul style="list-style-type: none"> Sustainability - in the broadest sense Make the impact on People and the Planet at the heart of all your decisions. 	<ul style="list-style-type: none"> Sustainable Infrastructure and Services has been identified as one of five strategic priorities in the municipal strategic plan. Further, one of the specific initiatives in the plan is to "...incorporating climate change and sustainability considerations in decision-making."
Thanks and Appreciation	<ul style="list-style-type: none"> Thanks for all your efforts. Not an easy task with limited funds. Building department and permit services are top tier; web services are easy, quick response and staff are helpful. Thank you. I think that I'm mostly satisfied with how things are run and how my tax dollars are spent. I realize that staff and elected officials will never be able to please everyone. 	<ul style="list-style-type: none"> Thank-you! Municipal staff take pride in providing excellent service to our residents, farms and businesses.