



Asset Management Levels of Service Survey

The United Counties of Leeds and Grenville is currently updating its Asset Management Plan (AMP). Asset management helps us make decisions about the service delivery of our infrastructure and assets, such as roads and buildings. **This survey is part of meeting the United Counties of Leeds and Grenville’s obligations with the provincial regulation.**

The survey closes on April 6, 2022.

An important part of developing the AMP is getting the community’s feedback on what levels of service you expect from the infrastructure that we operate, maintain, repair and replace. This information helps us better manage our infrastructure assets to meet your current needs, while planning for the service needs of the future.

The purpose of this community survey is to engage with members of the public about levels of service related to asset management in the Counties. This survey asks for your input on:

- Your satisfaction with municipal services
- Your suggestions for service improvements
- Your willingness to pay to maintain or increase services
- Your service priorities for funding allocation

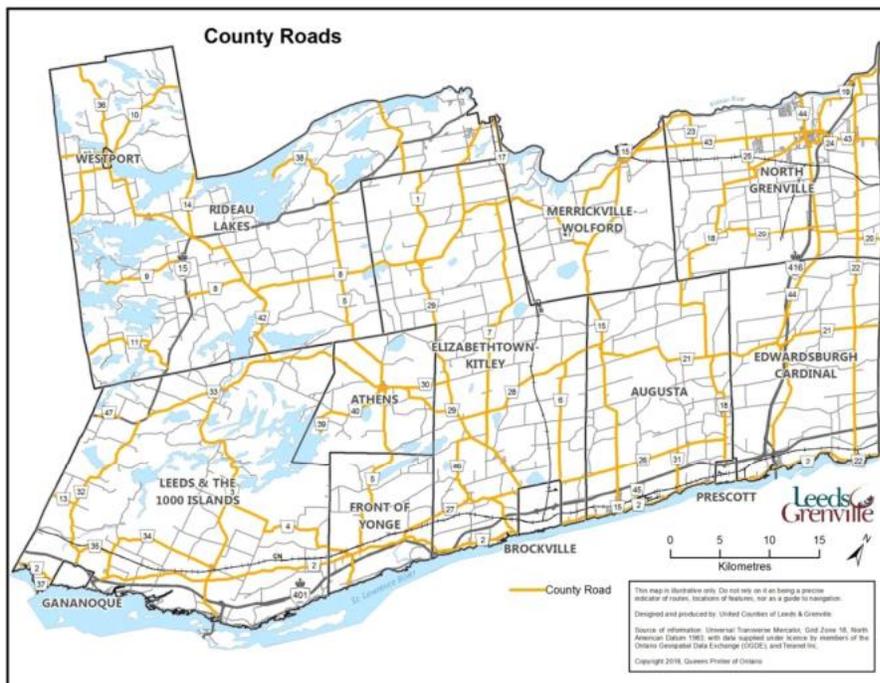
How would you allocate the limited funding available to deliver services in your community?

The results of the survey will be compiled and used to inform the development of the Asset Management Plan 2022 and your input is valuable to us. This survey should take 10 minutes or less to complete. Your responses will remain anonymous.

Your participation in this survey is voluntary. All individual responses will be kept confidential and will be used only for the purposes of helping to develop a better understanding of the Levels of Service in the United Counties of Leeds and Grenville. Non-identifiable summaries of responses may be developed and shared publicly. Personal information, as defined by Section 2 of the Municipal Freedom of Information and Protection of Privacy Act (MFIPPA) is collected under the authority of the Municipal Act, 2001, and in accordance with the provisions of the MFIPPA. For questions regarding the collection, use and disclosure of this information please contact **Mike Hanna, Asset Management at 613.342.3840 Ext. 2428 or by email at asset.management@uclg.on.ca**. Accessible formats of this survey are available by contacting Mike Hanna.

1) **What services do you use (or which services are you affected by) in the United Counties of Leeds and Grenville?** Please select all that apply.

- County Roads (through traffic and traffic from the local roads system; connect urban centres to each other or the King's Highway System; and provide service to resort and recreational areas)
- Bridges and culverts on County Roads
- Winter Control on County Roads (snow plowing and salting)
- Drainage on County Roads
- Community Housing
- Long-term care (Maple View Lodge)
- Limerick Forest
- Sand Bay County Park (Charleston Lake)
- Administrative Services (25 Central Ave)
- Paramedic Services



2) **How satisfied are you with each of the following services and public assets in the United Counties of Leeds and Grenville?** Using the same scale of 1 means you are very dissatisfied and 6 means you are very satisfied. If you do not use the service, please select “Do not use”.

1 – Very Dissatisfied

6 – Very Satisfied

| Municipal Service | 1 | 2 | 3 | 4 | 5 | 6 | Do not use |
|---|----------|----------|----------|----------|----------|----------|-------------------|
| County Roads | | | | | | | |
| Bridges and Culverts on County Roads | | | | | | | |
| Winter Control on County Roads (snow plowing and salting) | | | | | | | |
| Drainage on County Roads | | | | | | | |
| Community Housing | | | | | | | |
| Long-term care (Maple View Lodge) | | | | | | | |
| Limerick Forest | | | | | | | |
| Sand Bay County Park (Charleston Lake) | | | | | | | |
| Administrative Services (25 Central Ave) | | | | | | | |
| Paramedic Services | | | | | | | |

3) **Which specific services, if any, would you say are most in need of improvement at this time?**

Check as many as apply and provide comments on how to improve in the comment box (optional).

| Municipal Services | Needs Improvement | Does NOT need Improvement | Do not use |
|---|--------------------------|----------------------------------|-------------------|
| County Roads | | | |
| Bridges and Culverts on County Roads | | | |
| Winter Control on County Roads (snow plowing and salting) | | | |
| Drainage on County Roads | | | |
| Community Housing | | | |
| Long-term care (Maple View Lodge) | | | |
| Limerick Forest | | | |
| Sand Bay County Park (Charleston Lake) | | | |
| Administrative Services (25 Central Ave) | | | |
| Paramedic Services | | | |

COMMENTS:

4) Thinking about the delivery of municipal services like a restaurant, which of the following best describes how you would prefer to receive services from the United Counties of Leeds and Grenville?

- White table cloth (fine dining) restaurant style of service (Cost \$\$\$)
- Family dinner service (Cost \$\$)
- Fast food restaurant service (Cost \$)
- Drive through service (Cost \$)

5) The United Counties of Leeds and Grenville use funding from taxes and grants to maintain the infrastructure assets and services that it provides. It is expected that more funding will be needed to maintain the current levels of service.

Which of the following options would you most like the Counties to pursue to pay for programs and services?

- Maintain taxes at the same level ... reduce (decrease) service level slightly
- Increase taxes slightly ... maintain services
- Decrease taxes ... cut services
- Increase taxes ... enhance services
- Unsure

6) One scenario under consideration in our Asset Management Plan is to fund our infrastructure on a lifecycle approach. To meet the funding requirements of our aging infrastructure, it is estimated that an increase in fees will be required. Investing in the infrastructure at the right time improves the condition and extends the useful life.

Which of the following options would you be willing to pay? (Select all that apply)

- \$5 per month more to maintain current service (\$60 per year)
- \$10 per month more to slightly increase service (\$120 per year)
- \$15 per month more to increase service (\$180 per year)
- No additional amount
- Unsure

7) It is expected that as the cost of living and inflation increase, so too will the costs for the United Counties of Leeds and Grenville to provide services. Increases in service level may also require an increase in funding. Based on the possible funding and service level outcomes, please indicate your preference for maintaining, increasing or decreasing the service levels for each of the service areas.

| Municipal Service | Decrease service (Likely pay same \$ or less) | Maintain current service (likely pay more \$\$) | Improve service (likely pay more \$\$\$) | I don't use this service |
|--|--|--|---|---------------------------------|
| County Roads | | | | |
| Bridges and Culverts on County Roads | | | | |
| Winter Control on County Roads | | | | |
| Drainage on County Roads | | | | |
| Community Housing | | | | |
| Long-term care (Maple View Lodge) | | | | |
| Limerick Forest | | | | |
| Sand Bay County Park (Charleston Lake) | | | | |
| Administrative Services (25 Central Ave) | | | | |
| Paramedic Services | | | | |

8) There may be circumstances where the United Counties of Leeds and Grenville need to make decisions on where to allocate funding with limited resources. Which services should be prioritized for funding?

Pick top 3 (Most important) and bottom 3 (Least important) as the spending priority.

| Municipal Service | Most Important (Pick 3) | Least important (Pick 3) |
|---|-------------------------|--------------------------|
| County Roads | | |
| Bridges and Culverts on County Roads | | |
| Winter Control on County Roads (snow plowing and salting) | | |
| Drainage on County Roads | | |
| Community Housing | | |
| Long-term care (Maple View Lodge) | | |
| Limerick Forest | | |
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| Paramedic Services | | |

9) **Future Scenario: Adding paved shoulders on County Roads.** As roads are being redeveloped, we are considering adding paved shoulders but this is an additional cost to the project. Let's use a scale from 1 to 6 where 1 means paved shoulders on County Roads are not important to you and 6 means very important.

1 – Not Important

6 – Very Important

| | | | | | |
|---|---|---|---|---|---|
| 1 | 2 | 3 | 4 | 5 | 6 |
| | | | | | |

10) Do you have any additional comments about the level of service of infrastructure assets or the Asset Management Plan?

11) Provide your home postal code (Required)

12) Are you a resident and/or municipal taxpayer in the United Counties of Leeds and Grenville? (Required)

- Yes
- No

13) Please select your residence type: (Required)

- Full time resident (property owner)
- Full-time resident (tenant)
- Business owner
- Other (please specify)

14) Please indicate your age range: (Required)

- | | |
|------------------------------------|---|
| <input type="radio"/> Less than 18 | <input type="radio"/> 45-54 |
| <input type="radio"/> 18-24 | <input type="radio"/> 55-64 |
| <input type="radio"/> 25-34 | <input type="radio"/> 65+ |
| <input type="radio"/> 35-44 | <input type="radio"/> Prefer not to say |

15) How many residents are within your household? (Required)

- | | |
|-------------------------|---|
| <input type="radio"/> 1 | <input type="radio"/> 5 |
| <input type="radio"/> 2 | <input type="radio"/> More than 5 |
| <input type="radio"/> 3 | <input type="radio"/> Prefer not to say |
| <input type="radio"/> 4 | |

16) What is your annual household income? (Required)

- | | |
|--|--|
| <input type="radio"/> Less than \$25,000 | <input type="radio"/> \$100,000 to \$149,999 |
| <input type="radio"/> \$25,000 to \$49,999 | <input type="radio"/> \$150,000 to \$200,000 |
| <input type="radio"/> \$50,000 to \$74,999 | <input type="radio"/> More than \$200,000 |
| <input type="radio"/> \$75,000 to \$99,999 | <input type="radio"/> Prefer not to say |

Thank you for your participation in the survey. The following are submission options:

- 1. Scan and email to asset.management@uclg.on.ca**
- 2. In-person or via mail to the United Counties of Leeds and Grenville at:
25 Central Avenue West, Suite 100, Brockville, ON K6V 4N6**