

Responses to the Written Comments received in the Budget 2020 Public Survey

Prepared September 25, 2019

In August 2019, Middlesex Centre residents were asked to complete a short survey on how tax dollars are allocated as part of the Budget 2020 development process. Three hundred and eleven (311) responses were received in total. In general, residents were pleased with the services they are receiving for their tax dollars, with 85% responding fair, good or excellent to the question, “How would you rate the overall value received for your Municipality of Middlesex Centre tax dollars?”

One of the questions in the survey asked, “What one issue or project would you like to see addressed or included in the 2020 budget?” The responses received to that question are presented below, along with a response from the applicable Middlesex Centre staff. Comments are sorted by municipal service area. Where multiple comments were received on the same topic they are grouped together for response. Note that the comments were not edited by staff.

The municipality would like to thank everyone that took the time to complete the survey and share their thoughts. The survey response was presented to Council on September 25, 2019, and will inform the budget development process.

Residents are reminded that specific concerns about municipal services should be reported throughout the year/as they occur so that staff can respond in a prompt manner. Please contact the municipal office at 519-666-0190 or customerservice@middlesexcentre.on.ca.

Building, Bylaw & Planning

| Suggestion or Comment | Response |
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| <p>Official Plan Changes</p> <ul style="list-style-type: none"> • I'd like new zoning in Ilderton for a new commercial downtown, possibly on one of the extremities of the current town. • Komoka-Kilworth Development (as town centre, desirable residential area, targeted population growth to increase municipality budget to fund further development and diversification, we should capitalize on situational strategic advantages we have gained with increasing housing costs in large cities) • Housing density plan Poplar Hill and Cold stream. | <p>This would require changes to our Official Plan.</p> <p>Middlesex Centre will soon be undertaking a review of our Official Plan. We would welcome your comments and participation in the process.</p> |
| <p>Growth</p> <ul style="list-style-type: none"> • Too much development in Kilworth/komoka. It needs to slow down! • Take a step back and relax-evaluate 'progress' i.e. don't be quick to "pace paradise & put up a parking lot" (or new subdivision or duplexes etc). The small town atmosphere is a draw/quality of life. Yet we're losing it. Especially Komoka, Kilworth and now encroaching Poplar Hill. ...and simply use common sense, reasoning, integrity, fairness when making ANY/ALL decisions. ...thanks. | <p>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.</p> <p>The municipality is working to ensure that any development proceeds in accordance with the Official Plan.</p> <p>Middlesex Centre will soon be undertaking a review of our Official Plan. We would welcome your comments and participation in the process.</p> |
| <ul style="list-style-type: none"> • Redesign of Phase 4 in Timberwalk? | <p>We understand that this redesign is nearing completion. The re-design will be brought to a public meeting for residents to share their thoughts and concerns.</p> |

| Suggestion or Comment | Response |
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| <ul style="list-style-type: none"> The difficulty/ transparency / cost of the building permit process. | <p>A Building Permit Fee Review was conducted in 2016. As a result of this review, Middlesex Centre's fees/changes are in line with (most) of our neighbouring municipalities, including the City of London.</p> <p>In 2019, we are introducing a new, online system, "Evolve" that will allow residents to apply for and track the status of their application(s). Residents will be able to complete their applications from home, avoiding the need to come into the Municipal office. There is no extra fee for this service.</p> <p>These are two examples of the ways in which the building department is working to constantly improve services for residents.</p> |
| <ul style="list-style-type: none"> Re sewer and water. Seems some are projects granted and others are not. | <p>The individual circumstances of each building permit application are considered independently. Permits are issued when projects are in compliance with provincial codes and other building standards.</p> |
| <ul style="list-style-type: none"> Enforcement of conservation/environmental protection measures with respect to restrictions re: motorized recreational vehicles in summer and winter; truck routes and pollution. Many come to Ilderton, etc. to do whatever is not allowed in London - this is not an open country free for all. | <p>Under current municipal by-laws, snowmobiles are allowed on roads (unless signed otherwise) while ATVs are not.</p> <p>Enforcement of concerns about noise, unsafe behavior, etc. is complaint driven. Concerns about safety should be directed to the OPP. Concerns about noise and other nuisances should be directed to Middlesex Centre's By-Law Enforcement Officer.</p> |
| <ul style="list-style-type: none"> More by-law enforcement! Nobody seems to get tickets for anything. | <p>Predominantly, by-law enforcement is conducted on a complaint-basis. Residents are encouraged to contact the municipality to report any issue and staff will follow-up on the complaint.</p> <p>Generally, our staff attempt to work with residents to attain compliance with the by-laws without laying charges. However, every year staff issue dozens of charges/tickets for by-law compliance issues.</p> |

Community Services

| Suggestion or Comment | Response |
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| <p>New Arena for Ilderton</p> <ul style="list-style-type: none"> A new arena in Ilderton. Upgrades to Ilderton Arena? Ilderton wants a new arena. I'd like to see future projects focused on community. If it doesn't bring the | <p>A feasibility study for a new arena was completed in 2017. Staff are now actively seeking external funding (grants, etc.) to support the building of the new arena. This would include upgrades to facilities such as the washrooms, which are starting to show their age.</p> |

| Suggestion or Comment | Response |
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| <p>community together - it's not worth the investment.</p> <ul style="list-style-type: none"> • Despite the fact that the women's washroom at the Ilderton Arena is in disgraceful condition and would also like that fixed. I will save that request for after the cross walk is dealt with. | |
| <p>Recreation Centre in Ilderton</p> <ul style="list-style-type: none"> • Community fitness center In Ilderton. • Planning for Ilderton Recreation And Community Centre • Also zoning for a large recreational area or expand the current fair area to allow for a community centre that would be sized better for a town of 2000. | <p>A community centre would be linked to the development of a new arena (see above). Currently a fitness centre (similar to that at the Komoka Wellness Centre) is not envisioned for the facility.</p> |
| <p>Pool</p> <ul style="list-style-type: none"> • Pool in Ilderton • Swimming pool in Komoka/Kilworth • Indoor pool. • Indoor Pool for Middlesex centre - so much emphasis is on hockey rinks and ice time - while we are close to London the cost is too much for membership to the Y - not everyone is a hockey player • Indoor pool facility for lessons, recreation etc • A community swimming pool as opposed to another hockey rink. • Would love a pool somewhere for families • Local indoor pool | <p>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.</p> <p>An indoor pool typically loses approximately a half a million dollars annually and are considered 'loss leaders'.</p> <p>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:</p> <ol 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 the health department. 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. <p>With St Mary's, City of London and YMCA facilities not that far away there really isn't a need at this time.</p> |

| Suggestion or Comment | Response |
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| <p>Community Recreation Programming</p> <ul style="list-style-type: none"> • Enhance arts programming and services. I am frustrated that so much goes only to sports • community programs and services for people • Increase in services for families of young children. Parks, extra-curriculum programs | <p>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.</p> |
| <p>Dog Park</p> <ul style="list-style-type: none"> • A dog park is needed in Kilworth! • An off leash dog park in the Komoka-Kilworth area • A fenced dog park in the Kilworth Komoka area is appreciated • I would like to have a dog park located in the Kilworth-Delaware-Komoka area. If the Middlesex centre community was surveyed, you would see the outpouring of interest the community has in investing in a dog park. The set-up costs and maintenance would be rather inexpensive. Pleases look into this! • We need actual dog parks with fences!! Our dog parks are not fenced and some people are afraid to go to our parks because dogs may run at them! • Local off leash dog park | <p>The need for a dog park was presented to the community services advisory committee. As a result, a fenced dog park is tentatively included in the 2020 budget (this will be pending council approval). There are a few possible locations for the park. A public information meeting will be held later in 2019 to gather feedback on a preferred location.</p> |
| <ul style="list-style-type: none"> • New heaters in the stands at the Ilderton arena. The “visitor side” has a better heater than the “home side”. And they are never turned on enough. Other arenas have their heaters on. Ilderton is well known for being one of the coldest arenas. | <p>The heaters are turned on only when the surface ice temperature is capable of supporting the extra heat. The quality of ice is paramount for skater safety.</p> |
| <ul style="list-style-type: none"> • Electric Charging Stations at Arenas | <p>There is a charging station at the Wellness Centre. A charging station would be considered in any redesign for Ilderton Arena.</p> |
| <ul style="list-style-type: none"> • It would be nice to see the public school in Komoka be able to make use of the community centre with class skates and trips to the library. | <p>The decision for the classes to go to the library and community centre is made by the school. We would welcome the school’s use of our facilities.</p> |

| Suggestion or Comment | Response |
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| <ul style="list-style-type: none"> • Denfield park is horrible for kids, needs to be overhauled | <p>The playground at Denfield is scheduled for replacement in 2020 (pending council approval).</p> |
| <ul style="list-style-type: none"> • Better baseball diamond facilities in the community sucks as a batting cage at the Ilderton diamond | <p>Staff work closely with the minor sports organizations to identify needs. At this time a batting cage is not a priority for Ilderton.</p> |
| <ul style="list-style-type: none"> • Enhance facility improvements to Poplar Hill Park | <p>Playground structure is being replaced in 2019. Pavilion upgrades are planned for 2020.</p> |
| <ul style="list-style-type: none"> • Need to drastically reduce tax dollars spent on amusement parks -90% of the time, they are vacant. | <p>Typically playground structures are put in place only when external funding is available to support/offset the cost (such as the Ontario Trillium Foundation's support of two playground structure upgrades in 2019).</p> |
| <ul style="list-style-type: none"> • More shade for parks ..specifically kids play areas, dugouts etc. Sun is too harmful these days. | <p>Staff works with landscape architects when parks, playing fields and playground structures are upgraded to strategically place trees in such a way to maximize their benefit while minimizing maintenance.</p> |
| <ul style="list-style-type: none"> • Playground maintenance | <p>Upgrades and maintenance are ongoing. Specific concerns (garbage, vandalism, etc) should be directed to the municipality so they can be addressed.</p> |
| <ul style="list-style-type: none"> • Splash pad added to poplar hill park | <p>There is no plan to put a splash pad in at Poplar Hill, but this is something that can be assessed if there is a demand for the facility.</p> |

Economic Development

| Suggestion or Comment | Response |
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| <p>Internet Services</p> <ul style="list-style-type: none"> • Fiber optics available in all areas of Komoka. • Rural Internet. I live 8 minutes from London and cannot get good internet. Not only for personal use, but missing opportunities for working from home as well. • Rural internet • Better internet services • BETTER INTERNET!!! Recent announcement that Mount Brydges is getting Fibre Optics. Our internet (Amiens Road) cannot support downloading even a u tube without buffering every 10 seconds. Research at home is very frustrating. This needs to be addressed by council as our area (and I am sure others close by) are greatly under Served. We are surrounded by small communities with very good internet access. We need to get the same treatment. Please, please work very hard to get this done. • Reliable and preferably high speed internet for all. • Investment in rural broadband internet for homes outside the small towns and hamlets already getting serviced with fibre connections. • High speed internet for rural areas surrounding Thorndale. Xplornet needs to go. Thanks and hope this helps. | <p>Staff and council recognize this as an issue. 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.</p> <p>The challenge in Middlesex County is worth approximately \$140M if the municipalities were to bury fibre across the County to every home, business, and farm-gate.</p> <p>The good news is that the Province has dedicated \$150M to rural broadband as well, to which staff are actively awaiting the funding application to be released. Staff are already working on aligning ourselves with partners; other Counties and our local service providers.</p> <p>Additionally, the federal government has recently announced that every Canadian will be connected by 2026, which means more money available to infrastructure.</p> <p>As we don't provide this service ourselves, we are somewhat reliant on those companies who are in the business of providing internet services and they are looking at the business case for extension of services.</p> |
| <ul style="list-style-type: none"> • The need to attract more businesses into the area. | <p>Middlesex Centre works with Invest Middlesex to encourage economic development in our area.</p> |
| <ul style="list-style-type: none"> • Enhancement of downtown Ilderton. | <p>Middlesex Centre has a Community Improvement Plan for Ilderton which provides grants for businesses to make improvements to their facades, signage, streetscapes, etc.</p> |

| Suggestion or Comment | Response |
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| <ul style="list-style-type: none"> Enhanced economic development initiatives. Vacant serviced land ready for commercial and industrial development | <p>Staff are working with landowners to further develop commercial properties in zoned areas.</p> <p>The different settlement areas are at different stages with commercial businesses. For example, we are seeing considerable interest and development plans within Kilworth/Komoka. In Ilderton, we have interest from commercial businesses but there is limited land to purchase for commercial developments. The Municipality is doing what we can to assist with commercial development but if we don't own the lands then we are limited in terms of what we can do.</p> |

Fire Services

| Suggestion or Comment | Response |
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| <p>Number of Fire Halls</p> <ul style="list-style-type: none"> Amalgamation of Bryanston and Arva fire stations ASAP. reduce the number of firehalls | <p>Considerations for the number and location of fire halls is set out in the 2013 Fire Master Plan.</p> <p>The number and location of fire stations are reviewed on a regular basis to ensure we are meeting the needs of our growing community.</p> |
| <ul style="list-style-type: none"> Addition of a municipal aerial apparatus for our Fire Service | <p>As with the fire stations, the need for additional equipment is reviewed as required to ensure we are meeting the needs of the community and its built infrastructure.</p> |
| <ul style="list-style-type: none"> A fire station in Komoka for better fire protection for this community. In an area that is exploding with new developments our fire protection should be of higher priority. | <p>At this time, most of the paid-on-call firefighters in the southern part of the municipality live closer to Delaware, making it the most expedient site from which to respond to fires and other emergencies in that area.</p> |
| <ul style="list-style-type: none"> dedicated fire hall rather than volunteer | <p>The Municipality has a very dedicated group of paid-on-call firefighters providing this service to all communities in Middlesex Centre. These firefighters receive the same training and work with the same equipment as their full-time counterparts. Having a full-time fire department for Middlesex Centre is cost prohibitive at this time.</p> |
| <ul style="list-style-type: none"> ensure emergency services are up to date and available | <p>We certainly agree! Our paid-on-call firefighters are a mirror image of a full-time, paid department, receiving the same training and working with the same equipment.</p> |

Roads

| Suggestion or Comment | Response |
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| <p>Crosswalks and Sidewalks</p> <ul style="list-style-type: none"> • Crosswalk Hydepark at Heritage Park • Lights for crosswalk in Hyde Park Road south of Ilderton Road. • Lights installed at the crosswalk that is south of Ilderton Road on Hyde Park Road. • Cross walk with lights across Hyde Park road by Heritage park. I wouldn't use it as a pedestrian, but worry about those who do. • Lights at the crosswalk by heritage place. It is very dangerous • Safe CrossWalks on Ilderton Road (Near King Edward) and Hyde Park near Ball park like new one further down Hyde Park road. • Lights to illuminate Hyde Park cross walk by medical center. So dark in that area. Even the walkway is dark. An area waiting for trouble to occur. Saw school signs are up but cars whiz by. Had that experience ourselves. One can have signs that have flashing amber lights going all of the time so they are noticed. Please don't let a tragedy happen before something is done. • The real issue that needs to be addressed is I would really like to see crosswalk lights at the pedestrian crossing on Hyde Park RD exiting Meadowcreek subdivision over to Heritage Park. You have put up school crossing signs. Currently, you have a school crossing sign there and there is no school there!?! Spend a day in the summer watching that crossing. Don't take your data after kids are back in school, do it at peak use. This is dangerous. Unfortunately, you have done a poor job of handling this from the start. You have changed the signs multiple times which changes how people are | <p>Most of the crosswalks referenced in the comments are on County Roads. Middlesex Centre has to follow County guidelines with respect to sidewalks, crosswalks, pedestrian signage, etc. on County Roads.</p> <p>With reference to the sidewalks (not curbs) on Ilderton Rd, note they are being considered in the upcoming budget.</p> |

| Suggestion or Comment | Response |
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| <p>supposed to handle this crossing. Many near death accidents have occurred here, not due to pedestrians, but due to lack of proper signage and Cars passing from behind. My own children despite knowing they need to wait until cars had stopped (when the signs before were indicating they needed to) have almost been hit from them doing the right thing. Stopping and waiting for cars to stop both ways. Cars use the passing lane to go around stopped cars and nearly strike the walkers. It is an ever present danger. Residents of Ilderton want you to take the dangers seriously. There are your constituents and have asked numerous times to deal with it. You are asking what your citizens want, listen to them. Sometimes you have to not do what has always been done - as it has been said that lights won't go in here because then every municipality would want them. You have created this mess. It is only a matter of time before someone gets seriously injured or killed here. It is clear that you realize it also or the change of signs and road paint would not have occurred. It seems like you are doing everything to avoid a potential law suit. You should really be doing is everything possible to protect the safety of your residents. You guys okayed the path coming out of the subdivision in the first place when initial subdivision plans were designed. Was this never thought of? A pathway from a subdivision where young families live exiting to a busy highway with cars traveling 70 km/hour with no place to go. (yes, I know speed limit is 50, but talk to the OPP and ask them how many speeding tickets are issued here). There is no sidewalk to exit onto on the east side of Hyde Park. You must cross the road.</p> | |

| Suggestion or Comment | Response |
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| <ul style="list-style-type: none"> • Ilderton Crosswalk • Proper connecting sidewalks and proper curbs for children in wheelchairs. I have complained countless times to deaf ears. • Sidewalk on Hamilton Road. Leads to new subdivision and we have to walk on the road. • I think this may fall under the County of Middlesex - b/c they maintain the road, but the construction of an updated sidewalk and curbs on the south side of Ilderton Road east of the lights, this has poor drainage on residential properties and the sidewalk is not up to par with new AODA law. Each rainfall, I scoop a barrow of gravel off my laneway - costing taxpayers the gravel and poor drainage is a waste to everyone. • Proper crosswalk on hypepark road near medical centre • Crosswalk lights are needed at Hyde Park and Heritage. • Cross walk lights on Hyde park road in Ilderton • Curb and side walk on Young Street • Sidewalk on ilderton rd OR speed bumps. Large trucks fly down this road that's posted as a 50km/h with many walkers and bikers. • Crosswalk lights are needed at Hyde Park and Heritage. • Crosswalk lights in Ilderton on Hyde Park Rd south of Ilderton rd. • Lights at the pedestrian crossing...Hyde Park Road across from the medical building | |

| Suggestion or Comment | Response |
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| <p>Lighting</p> <ul style="list-style-type: none"> • Better/any street lighting in older areas of Delaware • Better lighting at corner of Medway rd and Arva St • Few street lights down Quaker Lane for walking • Birr getting a couple street lights | <p>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.</p> |
| <p>Gravel Roads</p> <ul style="list-style-type: none"> • Gravel on the roads in Spring (as it used to be) instead of Fall. In the Fall the gravel does not have a chance to work into the road base and ends up on our lawns when the graders start out. • More frequent grading of gravel roads • Proper contouring, gravel and salt as needed for all non paved roads. | <p>There are multiple reasons for placing the gravel in the fall, less stone is loss this way as it compacts before winter, less dust and allows crews to deal with other spring maintenance items.</p> |
| <p>Hard Surfacing Roads</p> <ul style="list-style-type: none"> • Hard surfacing gravel roads. The cost of maintaining these goes up every year roads are built up every so many years and the driveways of the home owners are not thus their driveway is s little bit of a hazard in the winter. • Tar and chip paving of dirt roads | <p>A cost comparison has shown that maintenance of gravel roads remains less expensive than replacing those roads with hard surfacing.</p> |
| <ul style="list-style-type: none"> • A second wish ... a “paved” road north of the tracks. Goldcreek, Lamont, Sinclair ... something so that we can avoid Glendon that is going to have tremendous traffic issues and so that we can access a decent road from Fanshawe Road and not have to go all the way to Oxbow. | <p>Traffic volumes do not yet support adding an additional paved road in this area.</p> |
| <ul style="list-style-type: none"> • Resurface intersection - Ilderton Rd and High Park. | <p>This would fall under Middlesex County’s jurisdiction.</p> |
| <ul style="list-style-type: none"> • Safety at the intersection of Longwoods Rd. And Carriage Rd. | <p>This would fall under Middlesex County’s jurisdiction.</p> |
| <ul style="list-style-type: none"> • Road safety lighting better signage traffic flow around city instead of going through city. 401 and 402 street lamps needed | <p>Thank you for your comment.</p> |

| Suggestion or Comment | Response |
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| <p>Speeding / Traffic Calming</p> <ul style="list-style-type: none"> • speeding on Denfield Road through the residential area • Speed reduction at ilderton rd • Speeding vehicles in MeadowCreek Subdivision is ridiculous. The speed limit should be reduced & patrols to ticket offenders. • As with most small towns, speeding vehicles are a major problem and safety concern. A while ago Police in Arva were doing a booming business on Highway 4. Would like to see more of that. • Traffic calming measures on main streets | <p>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. For consideration, residents are encouraged to submit their requests for consideration directly to the Municipality's Public Works & Engineering Department.</p> <p>Policing for the municipality is provided by the OPP.</p> |
| <ul style="list-style-type: none"> • Nairn & Oxbow intersection signage improvement. There are warning signs available with SOLAR high intensity flashing LEDs to make warning more visible. Advanced warning in both directions along Nairn Rd also about dangerous intersection. | <p>This would fall under Middlesex County's jurisdiction.</p> |
| <p>Glendon Drive</p> <ul style="list-style-type: none"> • Glendon Dr road enhancement. New subdivision in Kilworth/Komoka as well as Mt Brydges and Strathroy is increasing and will increase traffic significantly. New round about at 5 corner intersection needs to start now. Lights by the Komoka Wellness centre need to go in now. Road widening by the new Kilworth subdivision needs to happen now. Stupid to wait. • Traffic circle @ komoka and Glendon. It will slow Glendon down and speed up passing through on komoka Rd. • Traffic on Glendon drive, perhaps lights at Queen Street - Foodland exit/ entrance • Glendon road traffic flow -before all the new development is finished not after! | <p>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.</p> <p>At this time, the Municipality and Middlesex County haven't yet respectively budgeted this multi-phase capital project.</p> |

| Suggestion or Comment | Response |
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| <ul style="list-style-type: none"> • Expansion of Glendon Road to two lanes ASAP • Widening of Gideon Road • Glendon Road expansion sooner than later • Glendon Drive Widening • Road safety, Glendon road in particular is extremely busy now with more development. • Improved Amiens Rd signage at Glendon Dr | |
| <p>Walkability in Komoka</p> <ul style="list-style-type: none"> • A safe trail or side walk connecting Komoka to Kilworth. • K-K walkability | This is part of the Glendon Drive Master Plan. |
| <ul style="list-style-type: none"> • Also, better planning. Roads get painted and then ripped up due to lack of communication. Such a waste of money. | Thank you for your comment. |
| <ul style="list-style-type: none"> • Plan for public/other transportation options. Eg. Via rail stop in Komoka, public bus, bike paths, transportation services for the elderly and disabled. | Thank you for your comment. |
| <ul style="list-style-type: none"> • Make Poplar Hill Road not a thru street for transports | This would fall under Middlesex County's jurisdiction. |
| <ul style="list-style-type: none"> • Expediate the closing of Old River Road left turns onto Glendon. | This would fall under Middlesex County's jurisdiction. |
| <p>Bike Lanes/Walking Trails</p> <ul style="list-style-type: none"> • Completion of walking/biking trails. • Bike lanes on a selected north/south road to London. • Sidewalk or trail along Richmond street in Arva, and also along Medway road. Due to increased traffic in the area, would be wonderful to have a safe place for the students to walk or ride their bikes to and from the schools (Medway and Centennial), and also for residents to safely exercise and maintain healthy lifestyles that involve running, walking or bike riding | 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. |

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| <p>Winter Roads Maintenance</p> <ul style="list-style-type: none"> • Overall, I'm pretty happy with things. Keep up road maintenance and plowing. • snow clearing • faster snow clearing • Snow removal on roads not covered by county. Ie poplar Hill rd • Snow removal in the early morning would be nice in Kilworth, often doesn't happen till late afternoon. Also dead end streets like Aylesford Crt are often never plowed and leave cars stranded in driveways. • Afternoon snow removal improvements need to be made as I can hardly get home some days, pave more roads so you can stop the first snow plowing pass of the winter from putting all the A gravel into the ditch every year, • Snow removal on gravel roads in a timely fashion regardless if school buses run. • More winter road maintenance • Better snow plotting hours (early morning in order to get to work. Hospital employee so I cannot call in to not work. • Improve winter maintenance on the Hyde Park from Ilderton Rd to Elginfield Rd ie install fence to decrease blowing snow • For roads, put more towards snow removal and clearing as well as sand/salt. | <p>The Municipality works hard to deliver the services you need and expect.</p> <p>The Municipality's Winter Maintenance aims to provide safe roads and sidewalks during the winter season at an affordable price. The Municipality's has a 24/7 response team equipped with:</p> <ul style="list-style-type: none"> • 13 pieces of combination road plowing and de-icing equipment • five road plowing graders • two front-end loaders, and • three rubber tired backhoes <p>This response team maintains the Municipality's 583 km of roadway, and 24 km of sidewalks. The Municipality also tracks weather conditions and deploys road temperature sensors outfitted to its fleet which monitors our roads for snow and ice detection.</p> <p>We have an established plan and routes for clearing snow, and ask that you refrain from calling during the first day of a snow event. After the snowfall ends, it can take:</p> <ul style="list-style-type: none"> • 8-12 hours to clear priority roads, and • For all Municipal roads approximately 24 hours. <p>A larger or continuous snowfall event may extend the time necessary to clear snow from local streets and cul-de-sacs. Our contracted sidewalk snow removal service is done using mechanical equipment and while sidewalks are able to be cleared to a snow packed condition, the equipment does not allow for clearing down to bare pavement.</p> <p>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.</p> |
| <ul style="list-style-type: none"> • Better training of the snow removal crew so they know where the curbs are. So stop plowing up my lawn | <p>All staff are trained in snow plowing, unfortunately boulevard damage does occur from time to time, please contact the Municipality of any boulevard damages caused from the plow and we will fix the deficiency.</p> |

| Suggestion or Comment | Response |
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| <ul style="list-style-type: none"> I would like the rail trail in Ilderton to be plowed in the winter to enable mothers with strollers and those with disabilities to use it safely. Further snowmobiles need to be prevented from using it. | <p>Plowing would be possible, if council approves the extra cost required.</p> |

Water / Wastewater

| Suggestion or Comment | Response |
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| <p>Water / Wastewater Pricing</p> <ul style="list-style-type: none"> Water prices Our water bill is ridiculous—it is our highest utility bill—There is no reason it should be as high as it is. Decreased water rates. We pay too much for water compared to other municipalities. The amount of money on our water bills for infrastructure is on going with no end in site. There should be a fund built up and then the tax should go away Reduce water bills to a reasonable amount because \$6.50 a cubic meter and \$52 a month is totally ridiculous. How about more like around \$1.26 a cubic and \$42 like Lucan for instance. Maybe you can ask them how they do it. Water prices are high, look to reduce in future years Address higher than provincial average water delivery costs. Forcing residents to find creative ways to source water such as sand points and risking ground water levels. Lower water bill. Water bills are still double and triple of most municipalities. Water rates I would like to see the cost of water addressed in the 2020 budget. I lived | <p>(Response spans multiple pages.)</p> <p>Middlesex Centre is essentially comprised of subdivision developments with large residential lots, and lacks any significant density, industrial, commercial or institutional customers to curb the significant expenses in servicing large residential lots.</p> <p>With supporting approval by Council, in 2016 the Municipality's existing Water and Wastewater Services operating and maintenance contract with American Water Canada was terminated, in favour of an in-house service delivery model similar to that in other neighboring municipalities. This resulted in savings for our customers. This is a continued effort to identify efficiencies and ultimately reach rate sustainability for our customers.</p> <p>Note there has been no increase to the water, wastewater, or stormwater rates since 2017.</p> <p>Stormwater</p> <p>Stormwater consists of the rain and melted snow that flows from local properties into the streets then to storm drains and eventually ends up in Ontario's lakes. Our stormwater infrastructure protects our water quality and helps lower the risk of flooding. In Middlesex Centre, our stormwater infrastructure includes stormwater ponds, storm sewers, catch basins, maintenance holes, oil grit separators, culverts and municipal drains.</p> <p>Middlesex Centre's stormwater infrastructure exists at various lifecycle stages and continues to age. As sediment is collected in ponds, and concrete structures/existing urban municipal drains continue to degrade, the ability of the infrastructure to provide adequate flood control decreases. The Municipality must conduct ongoing infrastructure monitoring, operate and maintain these services, and provide for capital replacement programs as required.</p> |

| Suggestion or Comment | Response |
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| <p>8N5, a small town previously and water here is a good 20% higher ere.</p> <ul style="list-style-type: none"> the monthly cost of my water and sewage bill is \$102 even if I dont use any water or actively conserve the amount of water I use. That equates to over \$1224 a year. This is madness. How can you charge such exuberant fees for water and sewage? No one in London or any other municipality have this excessive gouging of residents. This amount is more than I pay a year for hydro or gas. I want you to reduce the cost of my monthly water and sewage bill, and have the bill reflect how home owners actively conserve water. Do something ! reduce water costs Reducing water rates A decrease in the water use minimum. As a single person the minimum is ridiculous and does not promote water conservation. It feels as though as a single person, I am continuously punished by too high minimums. decrease of water and waste water costs Paying for waste water management which 99% benefited ilderton etc. Why in coldstream should we pay. Rip off Water and waste water management to reduce costs given new approved development in Kilworth/Komoka - should be increased costs to these developers and new residents given multi unit dwellings have been approved- the old story that we don't have the population density to support is now not relevant in comparison to similar sized rural communities Anything to address the exorbitant water costs! | <p>The stormwater charge provides for:</p> <ul style="list-style-type: none"> A dedicated funding source for stormwater management costs which allows for sustainability, flexibility and adaptability to respond to issues and legislative changes. A more fair and equitable rate for each property based on the property's use and size as opposed to the tax rate which is based on the property value. A funding mechanism that includes all contributors to the stormwater management systems based on property use. Increased transparency and improved opportunity for customer awareness and education. <p>A comprehensive stormwater management program is very intensive and cannot be successful without a consistent, dedicated source of revenue provided by the stormwater charge. These charges will help ensure sustainable funding for stormwater management over the long term.</p> <p>Municipalities across Ontario including Middlesex Centre are facing increasing infrastructure backlogs, funding gaps, and increased financial pressures of our stormwater infrastructure management. These challenges have been driven by aging infrastructure, environmental and public health issues, limited ability to raise funds from property taxes, resulting competition for resources from other municipal responsibilities, more rigorous regulatory and design standards for storm operations, and more severe frequent storm events wreaking havoc on our municipal infrastructure; highlighting that stormwater services are significantly underfunded.</p> |

| Suggestion or Comment | Response |
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| <ul style="list-style-type: none"> • Cost of municipal water • Water Payment are to high needs to be address • Less charges on water waste and storage | |
| <ul style="list-style-type: none"> • Melrose connected to Huron water line. | This could be a possibility in the future when there is sufficient need for expansion of the system but there are no short-term plans for this. |

Other PWE

| Suggestion or Comment | Response |
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| <p>Drainage</p> <ul style="list-style-type: none"> • Drainage is a real problem. Everywhere in Ilderton. • Proper drainage on garden ave • Drainage so the roads don't flood • drainage issues • Storm Water Management • Water drainage improvements in required areas • Flood Prevention | <p>Drainage issues are common in development areas particularly in slow draining soils which Ilderton has. Middlesex Centre staff continue to work with developers and operations staff to rectify drainage issues where possible.</p> <p>Some roads are designed to “flood” as they may be intended to convey major overland flow during significant rainfall events. The storm sewers are designed to handle smaller more frequent rainfall events but high intensity rainfalls will result in flow on the surface of roads or other flow paths.</p> |
| <p>Composting</p> <ul style="list-style-type: none"> • Composting! Would love to see composting reach Middlesex and see a boost in funding of green initiatives in the county. • Curb side composting. | <p>Curb side waste pick up 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).</p> |
| <ul style="list-style-type: none"> • eliminate Longwoods transfer station and sell the property | Thank you for your comment. |

Taxation / Spending

| Suggestion or Comment | Response |
|---|--|
| <p>Taxation</p> <ul style="list-style-type: none"> • accountability | <p>(Response spans multiple pages.)</p> <p>Middlesex Centre taxes are the second lowest in the County,</p> |

| Suggestion or Comment | Response |
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| <ul style="list-style-type: none"> • Our council to actually think through an idea/project before spending money like drunken sailors • Cut taxes • Taxes.. • Taxes rise even as new housing is added. • Less mismanagement, lower water , lower taxes , less vehicles • council pay decreased • I live on dirt road in a tiny old home with awful cell phone coverage, Terrible internet, water from a well, septic bed, poorly maintained road and yet my property tax is absurdly high. Why? I literally use no services from the municipality • Reduced taxes for rural properties, Middlesex centre doesn't plow my road dont have water supplied by township,no sidewalks lights etc.Only service provided my location garbage pickup which i pay for,police and fire services.When it comes to waste of money just look at Enviro dump on Longwoods only open few hours on Sat not open in winter,total mismanagement of taxpayer dollars,should never have been approved | <p>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.</p> <p>As with all municipalities, the Municipality 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.</p> <p>Understanding the relationship between assessment and taxes is extremely important as property tax remains the largest and most important revenue source for municipalities. It is the only tax that municipalities have the authority to collect.</p> <p>The two components required for determining property taxes are:</p> <ol style="list-style-type: none"> 1) The current assessed value of the property and; 2) The tax rate applied to the property class. <p>Current value assessment is the amount of money that a property would sell for, if sold at arm’s length by a willing seller to a willing buyer. The Municipal Property Assessment Corporation (MPAC) is responsible for setting assessment values for all properties in Ontario. The Current Value Assessment is based on the valuation date of January 1, 2017 and is phased in over 4 years (2017 – 2020). The residential tax rate is determined by dividing the budgetary needs by the total assessment base. Tax rates are set for each property class.</p> <p>Every municipality is unique with respect to their assessment base and budgetary needs. For each municipality, the total property tax revenue collected is based on the tax rate and the assessment for that municipality. The challenge for Middlesex Centre vs a larger municipality like the City of London would be the number of properties and the types of properties (Commercial, Residential and Multi-residential have higher tax rates and normally higher assessed values, whereas Farm properties pay 25% of the residential rate).</p> |

| Suggestion or Comment | Response |
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| <p>Controlling Costs</p> <ul style="list-style-type: none"> • reduce spending in every department • Maintaining costs.. we don't have to have the best of everything.. for example vehicles all seem to be new in the region. • Stop wasting money on consultants, stop wasting money on redoing, relocating, rearranging parks and their existing equipment, stop wasting money on municipal vehicles for people to just drive around in. STOP WASTING MONEY! • Spend your money wisely. • Just general use of money. A lot of money is wasted. If we ran our home budgets with waste we would go bankrupt. When not your own money you are not careful | <p>The Municipality is doing many things to control/decrease costs. Specifically:</p> <ol style="list-style-type: none"> a. Rates & Fees Study for Community Services was completed in 2013 to assist staff in understanding our costs and assist in developing rental rates of our facilities. This will be reviewed in 2019. b. Marketed unused ice time by creating a 'Last Minute Ice Booking' rate to bring in additional revenue. c. Joined the Elgin, Middlesex, Oxford Purchasing Group to achieve better pricing for products and services. d. Joined the Vendor of Record program to achieve better pricing for services/purchases. e. Partner when we can on community capital projects. f. Use of inspection zones and timing schedule for building department inspections to reduce travel time/costs. Technology is used on site to enter inspections electronically for increased efficiency, accuracy and improved documentation. g. Conducted a building permit fee review and the building department now uses full cost recovery fee schedule. Development pays for development. h. Water and Wastewater Services Agreement with American Water Canada cancelled in an effort to stabilize water and wastewater rates. i. Review of current processes. |
| <p>Tax Rate on Agricultural Properties</p> <ul style="list-style-type: none"> • Mil rate on vacant farm land is way to high for using the roads twice a year, to plant and harvest crops. • I would like to see the adjustment of the agricultural tax rate % of residential rate eliminated and replaced with a calculation that sets the % of the tax levy instead. Agriculture income has been hit particularly hard this year, and relief from shift of the tax burden from residential to agriculture seems like a fair taxation model. | <p>Tax ratios are set by the County of Middlesex.</p> |

| Suggestion or Comment | Response |
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| <p>Staffing Levels</p> <ul style="list-style-type: none"> • Pay administrative municipal workers way less, also why was fire services vehicles included in more than one budget? • aefficiency justification of constant increase in staff • Number of municipal employees. Do we need studies and surveys for everything done in the township. • Staffing do we need all there....all departments | <p>The Municipality reviews service levels each budget year and we are always looking at how to deliver our services more effectively and efficiently.</p> |
| <ul style="list-style-type: none"> • All (or so it seems) of the Middlesex Centre tax dollars and resources go to Komoka | <p>Tax resources are allocated across all Middlesex Centre communities as required.</p> |
| <ul style="list-style-type: none"> • Take schools out if the individual chooses to not send their children to the public school, or does not have children in school yet. | <p>The municipality collects educational taxes as part of the property tax bill, but the authority/responsibility for educational taxes lays with the school boards and/or the Province of Ontario.</p> |

Social Services, Education & Policing

| Suggestion or Comment | Response |
|---|---|
| <p>Education/Schools</p> <ul style="list-style-type: none"> • Enough classrooms for kids in Ilderton • Also schools • Education and social services. Specifically education in the early years sector | <p>Education programs are offered by the Thames Valley District School Board and the London District Catholic School Board.</p> |
| <p>Supports for Seniors</p> <ul style="list-style-type: none"> • Senior support • Affordable housing for seniors • Pursuit of future seniors accommodation | <p>Long-Term Care is offered by the County of Middlesex.</p> |

| Suggestion or Comment | Response |
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| <p>Policing</p> <ul style="list-style-type: none"> • more police servicing all streets every day, the more there presents us notice the less car and property damage likely to happen • Police patrol enhanced due to increased break ins and thefts. • Investing in having more of a police presence, • Increased police patrol of neighbourhoods. | <p>The Municipality does not have its own police department and uses the services of the OPP. The OPP is responsible for ensuring adequate policing coverage in the areas they serve; the municipality has very little control over this.</p> <p>The OPP has certain tips on how to prevent break-ins as this is a matter that is difficult for us or the police to control. Please check out this website, there is some great information that can help you.</p> <p>http://www.opp.ca/index.php?id=115&entryid=570bf1a58f94ac983906709c&lng=en</p> |
| <ul style="list-style-type: none"> • curfews enforced to children under school age (19yrs) 7 pm to children (birth - 9yrs) junior children (10 - 13yrs) and 11pm to high school age children (14- 18yrs). I have walked out of a variety store into a Tim Hortons store to see moms or guardians of small children, that is just not acceptable, sure it just may be their child, but if they are not going to enforce a curfew to their young ones then we should, it takes a village to raise a child. Food Banks need to be able to help the underprivileged 12 months a year not just 9 as well as businesses need to provide canned goods to the food banks to meet the demands of out underprivileged. I pay taxes each year and am amazed at how poorly our taxes are used. | <p>Council does not have this authority.</p> |
| <ul style="list-style-type: none"> • Increased addiction services to respond to the current opioid crisis. A system of support that provides extensive support through every transition - from homelessness, to temp housing, to employment, to permanent housing to addiction recovery and beyond. | <p>This is the responsibility of the London Middlesex Health Unit</p> |

Other Suggestions

| Suggestion or Comment | Response |
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| <p>Conservation Authorities</p> <ul style="list-style-type: none"> • Enhance facility improvements to Coldstream Conservation Area. • Bridge work in Coldstream Conservation Area | <p>This property is overseen by St. Clair Region Conservation Authority.</p> |
| <p>General Maintenance</p> <ul style="list-style-type: none"> • Less focus on new development and more focus on existing situations and infrastructure. Older roads within existing settlements deteriorating and not being maintained. We pay such a high storm tax, but no storm services at property! Trees over hang stop signs and roads and interfere with roads. • Maintenance of overgrown areas | <p>Maintenance – of municipal roads, parks, facilities, etc – is of high priority. Residents are encouraged to contact the municipal office with specific concerns about maintenance as issues arise. This will allow staff to address concerns in an appropriate, timely manner.</p> |
| <ul style="list-style-type: none"> • The phasing out of electric/hybrid Municipal vehicles. Seeing as the Municipality is mostly rural, and large areas need to be traversed, I believe it is an inefficient use of taxpayer money to maintain a hydro-electric charging station in one spot (at the township office), along with these expensive vehicles. I would much rather see this money being put into more long term environmentally friendly capital projects (i.e roundabouts, carbon-neutral buildings like the Coldstream Fire Dept., etc.) The electrical vehicular industry is still in the beginning stages, and with little infrastructure, dirt roads, and other issues in the municipality, the money could be better spent elsewhere in my opinion. | <p>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.</p> |
| <ul style="list-style-type: none"> • Increase the ambulance service. | <p>EMS services are provided by the County.</p> |
| <ul style="list-style-type: none"> • money should be put in the budget for the Middlesex Centre Archives | <p>Middlesex Centre does provide yearly funding to the Middlesex Centre Archives, specifically \$7,750 has been provided to the Archives over the last three years (2017-2019).</p> |
| <ul style="list-style-type: none"> • More hours of operation for the delaware library | <p>Library services are provided by the County.</p> |

| Suggestion or Comment | Response |
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| <ul style="list-style-type: none"> • It would be great if there was mosquito control on the rail trail in Ilderton during summer months. | <p>The London Middlesex Health Unit would be responsible for this.</p> |
| <ul style="list-style-type: none"> • Extension of Natural Gas in rural areas | <p>This is a responsibility of the natural gas providers in the community.</p> |
| <ul style="list-style-type: none"> • Parking issues at the Delaware post office. The corner is very busy and there is a need to make the lot much more functional | <p>Postal Office services are offered by Canada Post.</p> |
| <ul style="list-style-type: none"> • Perhaps planting more trees | <p>Middlesex Centre works closely with Trees Middlesex on this initiative. Look for ways to get involved in your community.</p> |

*Additionally, five respondents indicated they had no issues at this time.