



Asset Management Levels of Service Survey

The Township of Whitewater Region (the “Township”) 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 Townships’ obligations with the provincial regulation.

The survey closes on August 1st, 2025.

An important part of developing the AMP is getting the community’s feed back 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 existing infrastructure in the Township. This survey asks for your input on:

- **Your overall satisfaction with the existing municipal infrastructure services**
- **Your suggestions for service improvements**
- **Your expectations for levels of service from the municipal services**
- **Your willingness to pay to maintain or increase services**
- **Your service area 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 2025, and your input is valuable to us. This survey should take 10 minutes or less to complete. Your responses will remain anonymous.

☐ Yes

☐ No

☐ Yes

☐ No

- ☐ Paved Roads (hard-surfaced roads maintained by the Township)
- ☐ Gravel Roads (unpaved roads maintained by the Township)
- ☐ Sidewalks (walkways along streets for pedestrians)
- ☐ Snow Clearing and Salting (winter road and sidewalk maintenance)
- ☐ Road Drainage (ditches, culverts, and drains to manage rainwater)
- ☐ Drinking Water System (Township water supply)
- ☐ Sewer System (Township wastewater and sewage services)
- ☐ Garbage and Recycling Site (landfill and waste drop-off)
- ☐ Curbside Garbage Collection
- ☐ Parks (public green spaces and playgrounds)
- ☐ Arenas and Recreation Centres (facilities for sports and community events)
- ☐ Fire Department (emergency fire and rescue services)
- ☐ Township Office Services (customer service, permits, taxes, and general help)

Very Dissatisfied Dissatisfied Slightly Dissatisfied Slightly Satisfied Satisfied Very Satisfied

○ ○ ○ ○ ○ ○

4. How satisfied are you with each of the following municipal services in the Township? 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."

[illegible]

5. Based on your experience, which municipal services have assets that need improvement? Check as many as apply and provide comments on how to improve the infrastructure in the comment box.

	Needs Improvement	Does NOT need Improvement
Paved Roads (hard-surfaced roads maintained by the Township)	<input type="radio"/>	<input type="radio"/>
Gravel Roads (unpaved roads maintained by the Township)	<input type="radio"/>	<input type="radio"/>
Sidewalks (walkways along streets for pedestrians)	<input type="radio"/>	<input type="radio"/>
Snow Clearing and Salting (winter road and sidewalk maintenance)	<input type="radio"/>	<input type="radio"/>
Road Drainage (ditches, culverts, and drains to manage rainwater)	<input type="radio"/>	<input type="radio"/>
Drinking Water System (Township water supply)	<input type="radio"/>	<input type="radio"/>
Sewer System (Township wastewater and sewage services)	<input type="radio"/>	<input type="radio"/>
Garbage and Recycling Site (landfill and waste drop-off)	<input type="radio"/>	<input type="radio"/>
Curbside Garbage Collection	<input type="radio"/>	<input type="radio"/>
Parks (public green spaces and playgrounds)	<input type="radio"/>	<input type="radio"/>
Arenas and Recreation Centres (facilities for sports and community events)	<input type="radio"/>	<input type="radio"/>
Fire Department (emergency fire and rescue services)	<input type="radio"/>	<input type="radio"/>
Administrative Services (customer service, permits, taxes, and general help)	<input type="radio"/>	<input type="radio"/>

COMMENTS:

6. Thinking about how municipal services are delivered, which of the following best reflects your preferred approach?

- ☐ In-Person Tech Support - Hands-on, personalized help with higher costs
- ☐ Phone Support - Reliable service with moderate cost and effort
- ☐ Online Chat Support - Fast, basic help at a lower cost
- ☐ Self-Help Portal - Do-it-yourself access with minimal cost and interaction

7. The Township uses funding from taxes and grants to maintain the infrastructure assets (roads, facilities) 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 Township to pursue to pay for municipal 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

8. One scenario under consideration in our Asset Management Plan is to fund our municipal services on a lifecycle approach. The Lifecycle approach to funding in asset management is a way of planning and budgeting for the maintenance, repair, and replacement of the municipality's assets, such as roads, buildings, and equipment, over their entire lifespan. Instead of just focusing on immediate costs or short-term fixes, this approach considers the long-term costs and needs associated with each asset. To meet the funding requirements of our aging assets, it is estimated that an increase in property taxes will be required.

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

- ☐ \$10 per month more to maintain current service
- ☐ \$20 per month more to slightly increase service
- ☐ \$30 per month more to increase service
- ☐ No additional amount
- ☐ Unsure

9. It is expected that as the cost of living and inflation increase, so too will the costs for the Township 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

Township's service areas.

	Decrease service (likely pay same \$ or less)	Maintain current service (likely pay more \$\$)	Improve service (likely pay more \$\$\$)	I don't use this service
Paved Roads (hard-surfaced roads maintained by the Township)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Gravel Roads (unpaved roads maintained by the Township)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sidewalks (walkways along streets for pedestrians)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Snow Clearing and Salting (winter road and sidewalk maintenance)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Road Drainage (ditches, culverts, and drains to manage rainwater)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Drinking Water System (Township water supply)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Sewer System (Township wastewater and sewage services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Garbage and Recycling Site (landfill and waste drop-off)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Curbside Garbage Collection	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Parks (public green spaces and playgrounds)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Arenas and Recreation Centres (facilities for sports and community events)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Fire Department (emergency fire and rescue services)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>
Administrative Services (customer service, permits, taxes, and general help)	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>	<input type="radio"/>

* 10. There may be circumstances where the Township 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.

	Most Important (3)	Least important (3)
Paved Roads (hard-surfaced roads maintained by the Township)	<input type="radio"/>	<input type="radio"/>
Gravel Roads (unpaved roads maintained by the Township)	<input type="radio"/>	<input type="radio"/>
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Snow Clearing and Salting (winter road and sidewalk maintenance)	<input type="radio"/>	<input type="radio"/>
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Garbage and Recycling Site (landfill and waste drop-off)	<input type="radio"/>	<input type="radio"/>
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Arenas and Recreation Centres (facilities for sports and community events)	<input type="radio"/>	<input type="radio"/>
Fire Department (emergency fire and rescue services)	<input type="radio"/>	<input type="radio"/>
Administrative Services (customer service, permits, taxes, and general help)	<input type="radio"/>	<input type="radio"/>

11. Do you have any additional comments about the level of service of infrastructure assets?

* 12. Provide your home postal code

* 13. Please select your residence type:

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

* 14. Please indicate your age range:

- ☐ Less than 18
- ☐ 18-24
- ☐ 25-34
- ☐ 35-44
- ☐ 45-54
- ☐ 55-64
- ☐ 65+
- ☐ Prefer not to say

* 15. How many residents are within your household?

- ☐ 1
- ☐ 2
- ☐ 3
- ☐ 4
- ☐ 5
- ☐ More than 5
- ☐ Prefer not to say

* 16. What is your annual household income?

- ☐ Less than \$25,000
- ☐ \$25,000 to \$49,999
- ☐ \$50,000 to \$74,999
- ☐ \$75,000 to \$99,999
- ☐ \$100,000 to \$149,999
- ☐ \$150,000 to \$200,000
- ☐ More than \$200,000
- ☐ Prefer not to say

Thank you for your participation!