



# The Corporation of the Town of Milton

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Report To: Council

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From: Glen Cowan, Chief Financial Officer/Treasurer

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Date: September 16, 2019

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Report No: CORS-049-19

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Subject: 2020 Budget Call Report

**Recommendation:**

1. THAT the 2020 Capital and Operating Budgets and Forecasts be prepared in alignment with the Town's Council-approved strategic plans and long-term studies (example: Destiny Milton 3, Official Plan, Asset Management Plan, Fiscal Impact Studies, etc.).
2. THAT in recognition of the cost pressures, and consistent with the results of the 2018 and 2019 Budgets, staff be directed to minimize the number of service level increases proposed for 2020.
3. THAT in recognition of the funding pressures as well as the current uncertainty with respect to the regulations related to recently approved Provincial legislation (example - Bill 108), that staff be directed to minimize the amount of growth-related capital initiatives that will be included in the capital program for the year 2020.
4. THAT in order to support Council in its deliberation, the following be provided as part of the Proposed Budget document:
  - identification of the cost pressures associated with the existing service levels
  - identification of the financial impacts associated with Council's directions related to the Service Delivery Review (ES-015-19) and the Transit Master Plan (ENG-021-19)
  - options to reduce the tax levy impact for the year 2020 based primarily on the Decision Packages included in the 2019 Budget process along with any new opportunities identified throughout 2019.

5. THAT staff be directed to present to Council a multi-year budget strategy that will both:
  - ensure that the Town's local residential property tax per household remains the lowest in Halton Region, and
  - reduce the magnitude of difference between local residential property tax per household in Milton relative to the neighbouring municipalities in Halton and the Greater Toronto Area.

## EXECUTIVE SUMMARY

- The budget process provides a venue within which decisions as to the appropriate balance between affordability, service levels and financial sustainability can be made.
- To inform the process, a public survey was undertaken. Results concluded:
  - That the majority of residents value the services provided by the Town and preferred maintaining or increasing the funding for the services surveyed
  - Residents were divided with respect to how taxation levels (affordability) should be balanced with service levels
  - Setting aside funding to replace infrastructure in future years is considered important
  - The majority of respondents believe that Milton's property taxes per household should be about the average when compared to other GTA municipalities
- Financial impacts that result from growth (including the cost of operating new facilities), the infrastructure funding deficit, as well as staffing shortfalls continue to challenge the Town and its financial resources.
- Through the 2019 Budget process, a significant budget pressure was estimated for 2020 in order to maintain existing service levels. This amount has since been further revised with new information and is now estimated at a pressure that is equivalent to \$23 per \$100,000 of residential assessment, or 9.22% (relative to the existing local property tax of \$248 per \$100,000 of residential assessment).
- Milton undertook a service delivery review of several key program areas in 2019 as well as a Transit Master Plan, the results of which will be reflected in the 2020 Budget
- The Town's local tax levy is lower than surrounding local municipalities by an average of \$106 per \$100,000 of residential assessment, and when Regional and Education rates are considered, Milton tax rates as a percentage of household income remains lowest in the GTA and second lowest relative to Provincial comparators.
- Studies published in 2019 by the Fraser Institute and the Centre for Urban Research and Land Development identified Milton has having the lowest spending per capita in the GTA as well as the lowest residential property taxes.
- Beginning in 2020 the Town of Milton will no longer receive funding from the Province through the Ontario Community Infrastructure Fund, and the previously announced increases to the Provincial Gas Tax Program (from 2 cents per litre to 4 cents per litre) have been cancelled

- The Province of Ontario also continues to work through its Regional Government Review as well as the regulations required to enact Bill 108. With respect to the latter, the proposed regulations have been released and the analysis to understand the impacts to Milton will carry into 2020.

## REPORT

### Background

Section 290 (1) of the Municipal Act requires municipalities to prepare and adopt an annual budget. Through the Budget Call report, staff provide Council with the appropriate context and financial considerations, as well as recommendations with respect to the guidelines to be followed when the 2020 capital and operating budgets and forecasts are prepared.

One of the goals in the Town's strategic plan, Destiny Milton 3 (DM3), is Financial Sustainability which means that the Town will manage its finances to provide programs and services to meet the current needs of the community without impacting the future generations' ability to meet their own needs. As further outlined in DM3, the Town's financial management plans will inform short and long-term operational and capital expenditures, and priorities related to infrastructure replacement and renewal. These are the underlying principles used by staff in preparing the annual budget.

The budget process includes the Town undertaking a public input survey to solicit feedback from residents and business owners. Using that feedback, along with the direction from Council that is received in September, the operating and capital budgets and forecasts are developed, analyzed and reviewed. The budget is then presented to Council for consideration and deliberation in the fourth quarter of the year.

Staff will prepare the 2020 budgets based on the guidelines provided by Council. The 2020/21 forecasted budget pressures that are presented in this Budget Call report are based on data and information currently available. As the detailed budget is developed this forecast will continue to be refined to include additional information that is identified.

### Discussion

The budget process provides a venue within which decisions as to the appropriate balance between affordability, service levels and financial sustainability can be made. Milton has experienced steady population growth since 2001 and has consistently ranked as one of Canada's fastest growing communities. With a population of 120,500 residents at the end of 2018 and projections showing that figure approximately doubling over a 15 year period, the Town continues to be faced with a number of financial challenges and opportunities. These were outlined in ES-007-17 and the related "*Building a Complete Community*" document that outlined the Town's *First Principles of*

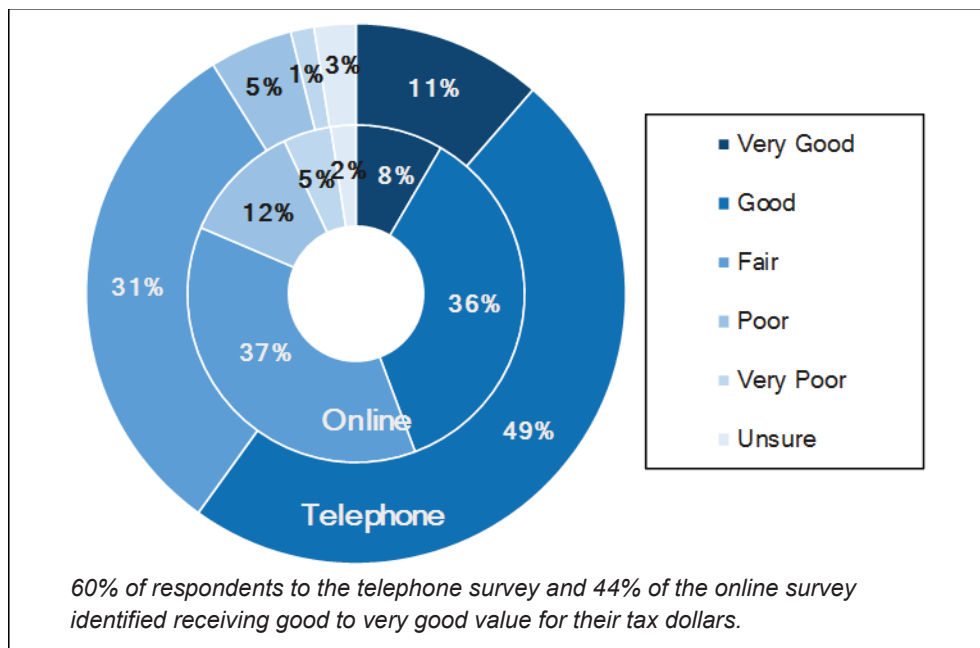
*Growth.* Within this context, the budget serves as a financial plan that provides guidelines and direction to staff for the allocation of resources and the provision of services and infrastructure.

## Public Input

The budget process includes engaging Town residents to provide input on levels of service, property tax changes and management of the infrastructure deficit. Consistent with the framework implemented via CORS-032-17, the Town engaged Nanos Research, a leading research and strategy organization, who facilitated an online survey and conducted a statistically relevant, random telephone survey of 402 Milton residents. The value in a statistically relevant survey is that the results can be extrapolated and relied upon to be representative of the community as a whole. Full public opportunity to provide input into the budget was also accomplished as an identical survey was available on the Town’s website. The online survey was completed by 415 survey respondents. Highlights of the surveys are summarized below, with full detail provided in Schedule D.

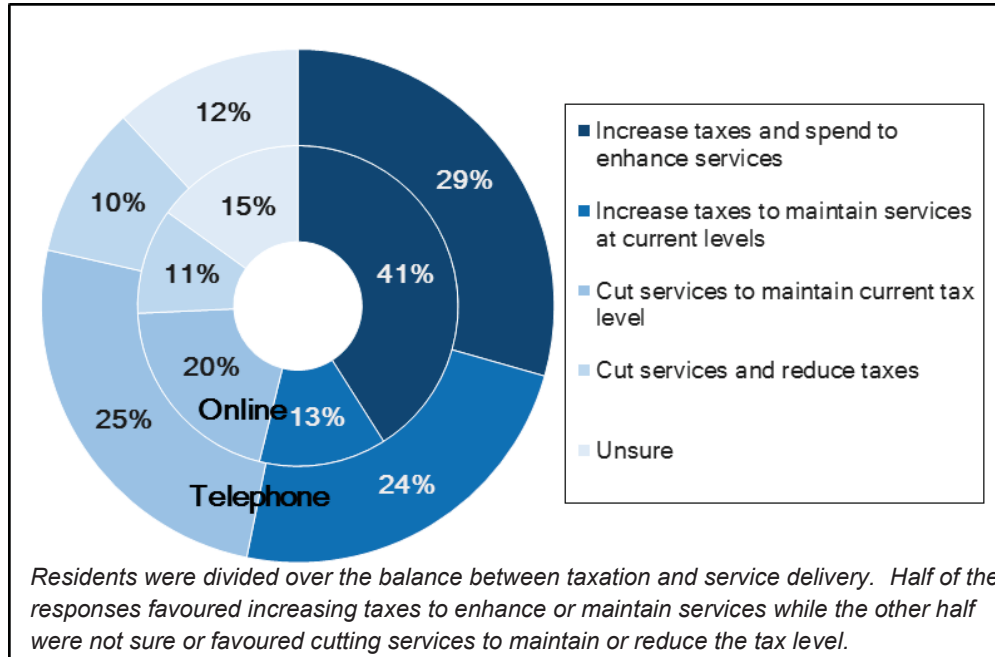
With respect to value, 60% of respondents to the telephone survey (and 44% of the online survey) identified receiving good to very good value in the services provided.

*Figure 1 – Value Received for Tax Dollar Responses*



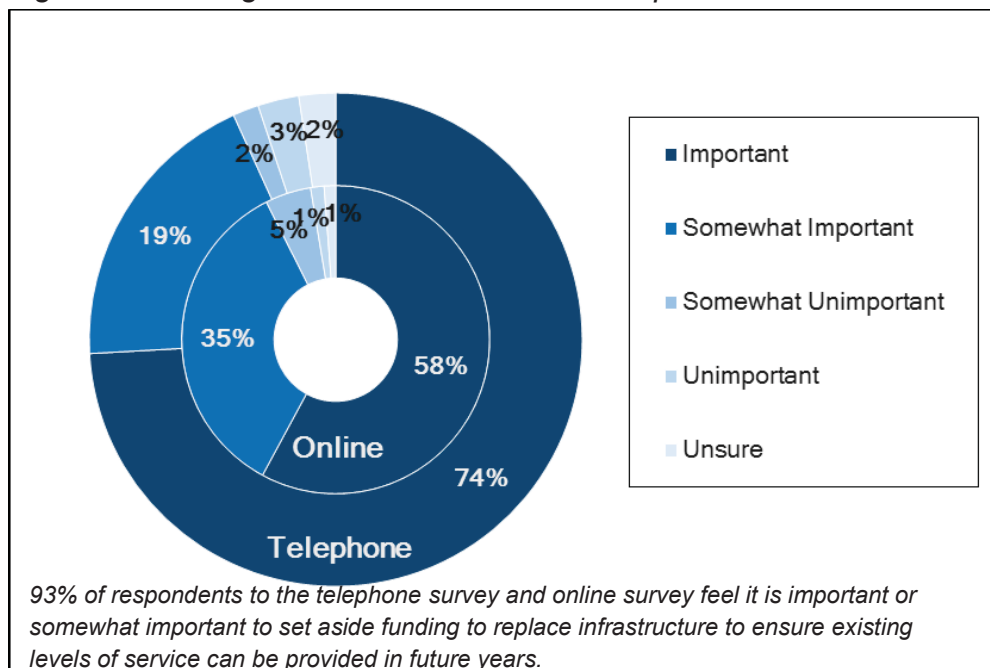
When asked about balancing service levels with taxation, responses were spread across the range of options available as follows:

Figure 2 – Balancing Service Levels with Taxation Responses



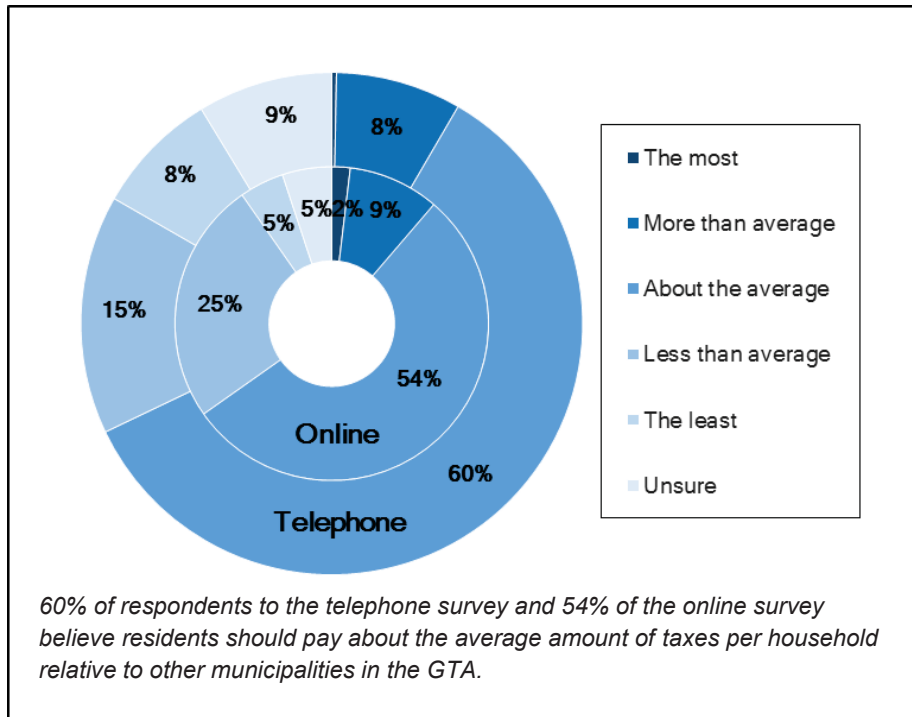
When asked about the importance of setting aside funding to replace infrastructure such as roads and buildings, 74% of telephone respondents (and 58% of online respondents) identified that it was important.

Figure 3 – Saving for Future Infrastructure Replacement



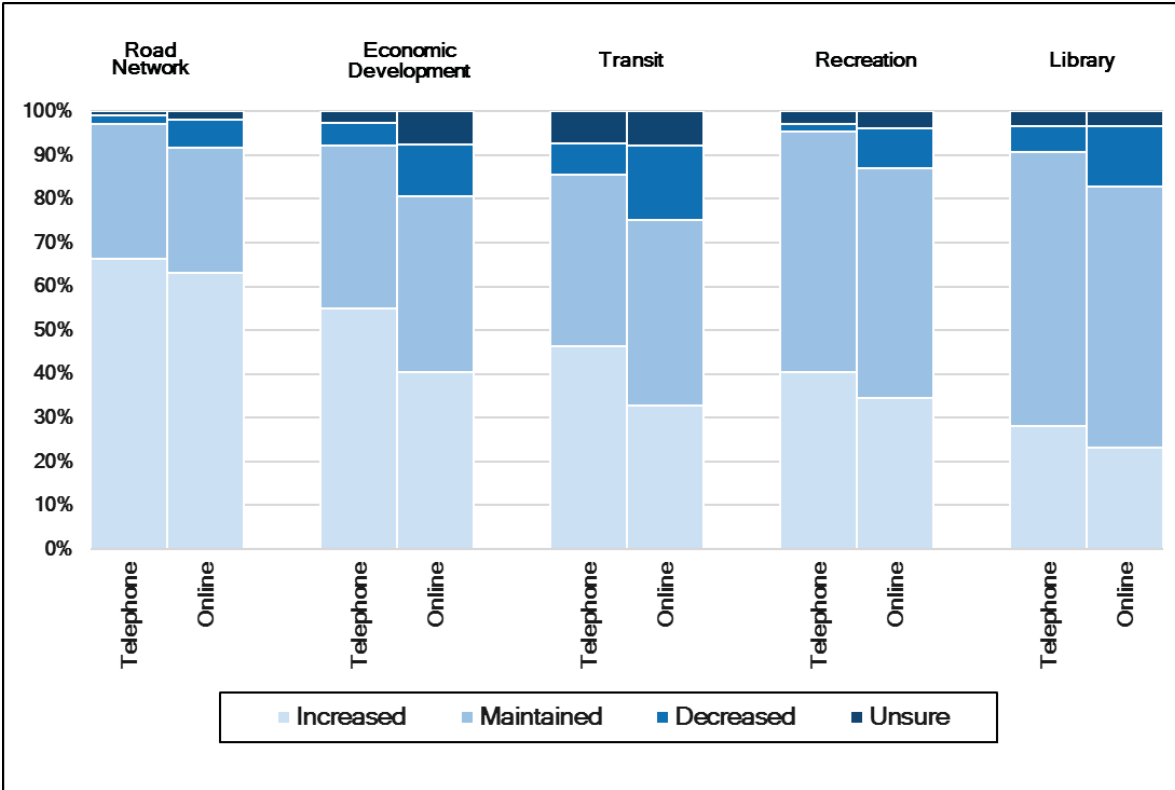
When asked whether about whether Town of Milton residents should pay the most, more than average, about the average, or less than average or the least with respect to property taxes per household, 60% of telephone respondents (and 54% of online respondents) felt that Milton should pay about the average.

*Figure 4 – Positioning of Milton property taxes relative to other GTA Municipalities*



With respect to individual services, when asked if the amount invested should be increased, maintained or decreased, the majority of survey respondents indicated maintained or increased in every area. Schedule B has also been provided which combines the 2019 results with the other individual services included in the 2018 survey.

Figure 5 – Feedback on Individual Services



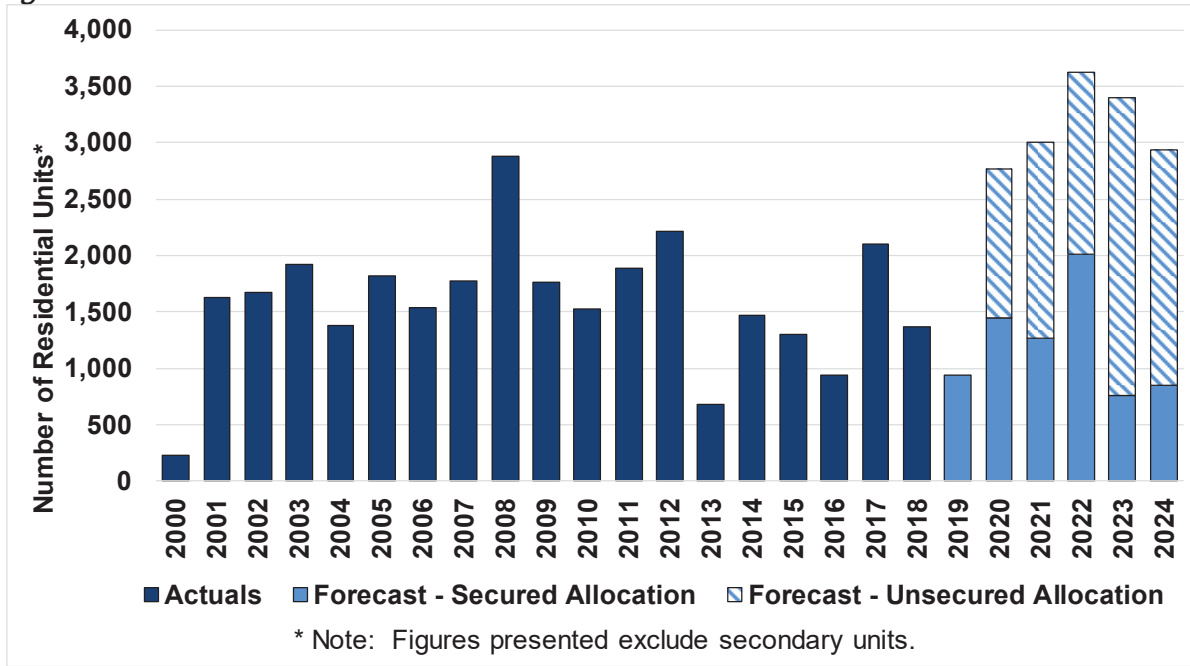
## Growth Forecast

An important consideration in the preparation of the budget is estimating the rate of growth expected in the community which affects both revenues and expenses in the capital and operating budgets. Growth in the community will result in incremental tax revenues from assessment growth. It also drives the requirement to expand services and infrastructure such as roadways, parkland and facilities to the growing community.

The taxes raised from residential growth do not currently cover the costs of services provided and therefore balancing growth between the residential and non-residential sectors is critical to financial stability. Over recent years, residential growth has outpaced non-residential with the mix of assessment (unweighted) changing from 71.8% residential in 2001 to 82.1% residential in 2019.

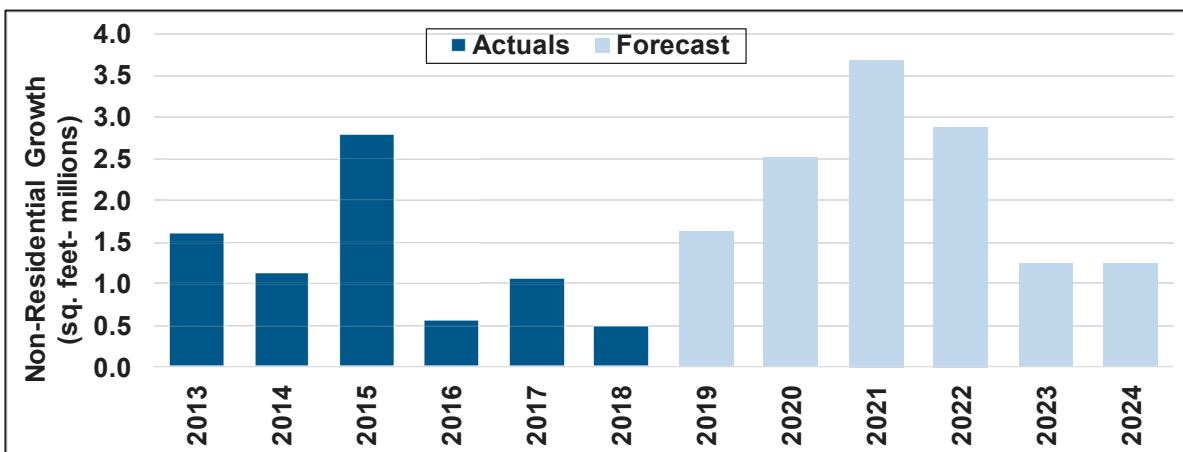
Over the next several years residential building activity is anticipated to be higher than previous activity experienced by the Town as illustrated in the following graph.

Figure 6 - Town of Milton Residential Growth



Non-residential activity is also expected to grow with 2.5 million square feet of development anticipated in 2020.

Figure 7 - Town of Milton Non-Residential Growth



### Capital Budget and Forecast

A 10 year capital budget and forecast will be prepared that will identify the investment required to support the anticipated growth in the community as well as the Town’s infrastructure maintenance and rehabilitation needs. The starting point for preparing





the 2020-2029 budget and forecast will be the 2020-2028 forecast presented and approved in principle through the 2019 budget process. The forecast estimated that the capital investment for 2020 would exceed \$100 million, with a 9-year investment totaling \$738 million. The budget and forecast will be updated to reflect revised construction timelines, updated cost estimates and current corporate priorities.

Due to the on-going introduction of the regulations associated with Bill 108, as well as the need for the Town to undertake an updated fiscal impact study with consideration of the revised legislation, the projects and related funding that are associated with the new growth areas in the Sustainable Halton lands will likely not be introduced in the budget's 10-year horizon in the 2020 Budget. The financing plan will also not reflect the new community benefits charge or other changes in the Development Charges Act until such time that sufficient detail is available.

### **Operating Impacts from Capital**

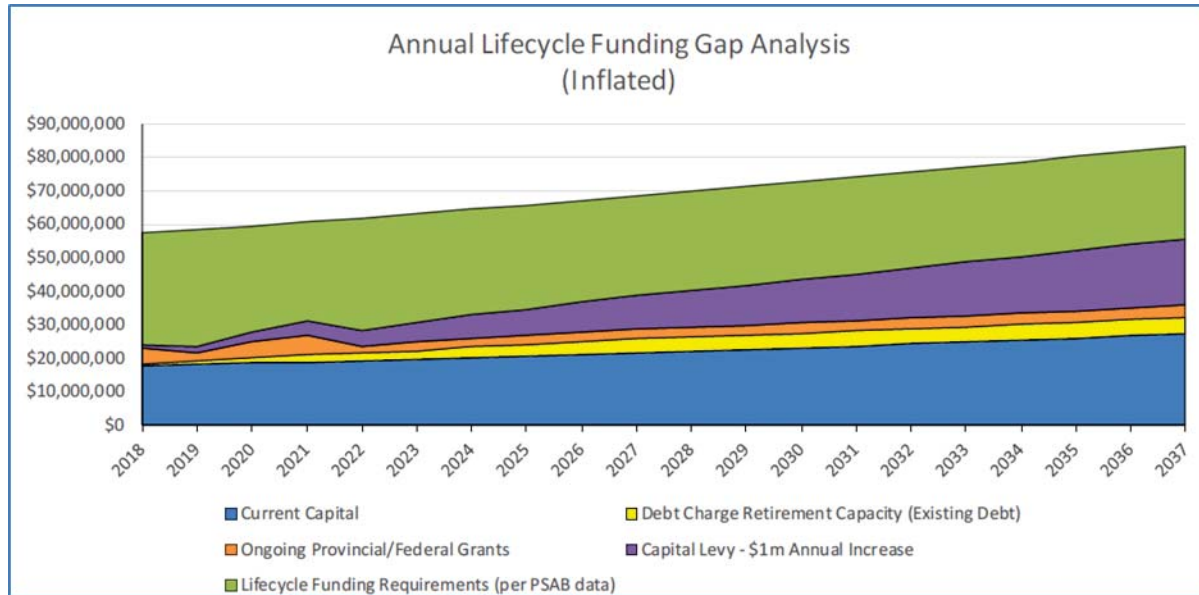
Investing in new and expanded infrastructure has a significant financial impact on future operating budgets and tax levies. Capital investment in local infrastructure that is constructed by developers and assumed by the Town through new developments (including local roads and stormwater assets) also results in ongoing incremental costs. Capital budgets will continue to identify the operational impacts resulting from investment in new or expanded services including the maintenance of newly constructed roads and parks, expanded transit services, new facilities and information technology infrastructure. Future capital investment to maintain or replace assets is also required and as such, contributions to reserves for the long-term rehabilitation and/or replacement of new assets will be identified.

### **Infrastructure Funding Deficit & Asset Management Plan**

The Town's Asset Management Plan (AMP) was updated in 2017. A lifecycle funding analysis that leveraged the Town's Public Sector Accounting Board (PSAB) data was undertaken and suggested that the Town has an annual infrastructure funding deficit of \$33.2 million. A capital funding strategy was introduced through the 2018 budget that including an additional annual \$1.0 million investment in infrastructure renewal to begin to address the infrastructure funding deficit. Even with further additional incremental \$1.0 million investments over a 20 year period, an annual deficit is projected to remain.

The funding gap may be further mitigated through a variety of financial and non-financial strategies including service level changes, funding from several potential sources, and exploring methods to extend the useful life or reduce the cost of assets

Figure 8 - Lifecycle Funding Gap Analysis from the 2017 Asset Management Plan



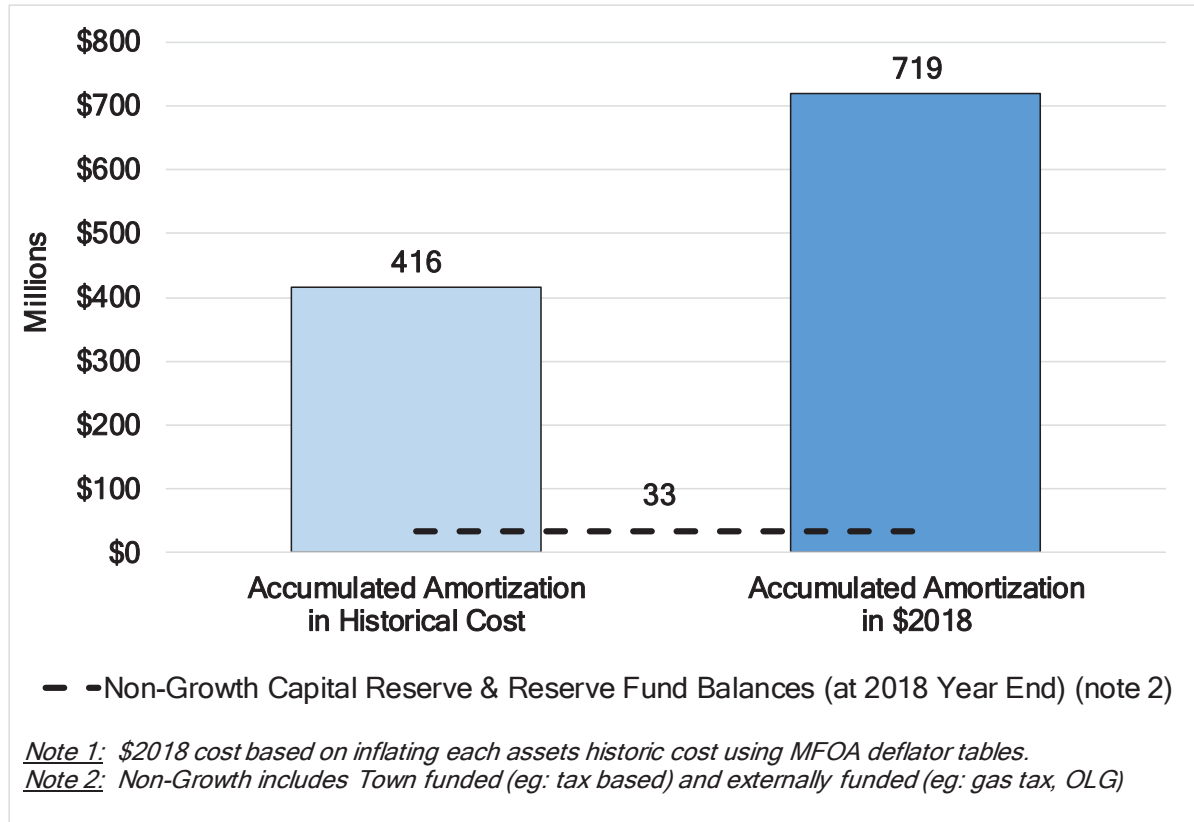
Inadequate funding of capital replacement reserves will limit the Town’s ability to maintain current service levels into the future as sufficient funding will not be available to invest in keeping the assets in a state of good repair.

In the short term the Town also has to manage the loss of annual funding from the Ontario Community Infrastructure Fund (OCIF) as the \$3.0 million payment that will be received in 2019 was the last made to the Town through the program. As the Town’s population now exceeds 100,000 and no equivalent fund exists for larger municipalities, additional financial pressure on the Town can be expected.

One available method of reviewing the degree to which the Town is setting aside funds for future rehabilitation is to compare the capital replacement reserve and reserve fund balances to the accumulated amortization on the Town’s assets (i.e. the degree to which existing assets have aged). The accumulated amortization on the Town’s assets exceeds the capital replacement reserve and reserve fund balances by nearly \$383 million based on historical cost, and \$686 million when those costs are translated into 2018 dollars. Although other financing tools (example debt) will be available as a part of the funding strategy, the differences noted above exceed the current Provincially mandated and Council established debt capacity limits.

The figures noted above are depicted on the following graph, and suggest that additional contributions to capital reserve are required for the Town’s existing assets based on the service levels currently provided.

Figure 9 - Measure of Infrastructure Renewal Funding Status



The Infrastructure for Jobs and Prosperity Act, 2015 was proclaimed in May 2016 with the intent of establishing mechanisms for strategic long-term infrastructure planning and improving municipal asset management planning practices in Ontario. Regulation 588/17 was subsequently approved in December 2017 in order to articulate the requirements that will be rolled out in phases through 2024. These requirements will increase the amount of analysis, planning and reporting required as part of the asset management planning processes.

In June 2019 Council received the State of Road Infrastructure report that was prepared for the Town by 4Roads Management Services Inc. The report outlined the condition of the Town’s 1,243 lane km of roadway, and identified an annual funding level of \$21.9 million that would be required to sustain the \$1.1 billion road existing network.

## Human Resources

The most recent Council reports that identified potential staffing risks and opportunities were presented through the Human Capital Report, CORS-043-17, along with the Strategic Workforce Plan report, CORS-078-15. The reports identified

that the number of full time staff employed by the Town is over 100 positions fewer than comparable municipalities, excluding fire and transit positions. The ongoing staffing deficiencies may impact the ability to continue servicing the growing community and leads to risks in operations and compliance with legislation.

Annually staffing level requirements are reviewed with consideration for Town goals and priorities as well as existing service levels and pressures. As part of the forecast staff recognize the financial demands facing the Town and have therefore included a provision to address only some of the highest priority staffing requirements leaving a number of the risks that were identified in the previously referenced staffing reports outstanding.

### **Other Revenue Sources**

Aside from property taxes, user fees and service charges provide a significant portion (21%) of the Town's overall revenues each year. Other sources of revenue that the Town of Milton proactively pursues to help manage the overall tax pressures include items such as, but not limited to: external grants, investment income and cost recovery agreements with external organizations. As many of these sources are either frozen or stagnant and do not increase with inflation and growth the Town faces ongoing pressures in trying to meet the requirements of a growing community.

Through effective management of Town user fees, which includes indexing annually by the Municipal Price Index (MPI), fees are charged to the direct users of many Town services to cover part or all of the costs of providing these services. In 2020 the rates and fees within the forecast will be indexed using the MPI for expenditures of 2.76% (see Schedule A of report CORS-044-19 for details with respect to MPI).

### **Operating Budget and Forecast**

Through the 2019 Operating and Capital Budget staff completed an operating budget forecast for the pressures anticipated in 2020 and 2021. Based on the assumptions at the time staff were projecting a significant tax levy pressure to the Town portion of the tax bill in 2020 and 2021. The major drivers of the forecast included:

- Opening new facilities in 2019 including Sherwood Community Centre and Library along with Fire Station No.5.
- Extending services to new growth areas including the Boyne Secondary Area.
- Funding to gradually reduce the infrastructure deficit.
- Inflationary impacts to maintain existing levels of service.

Staff will continue to revise the forecast throughout the budget process. However, based on new information and analysis undertaken through the first two quarters of 2019 the adjustments to the forecast include:

- A reduction in the amount of assessment growth expected to be realized
- A higher than anticipated change in the municipal price index



- Reduction of the previously forecasted increases for resources (including staffing) as well as deferral of some growth-related capital impacts in recognition of the significant cost pressures

Including the assumptions previously mentioned, the revised forecast is currently projecting a tax pressure equivalent to \$22.87 per \$100,000 of residential assessment in 2020 and a further \$24.51 in 2021. These amounts are relative to the existing annual cost of \$248.08 per \$100,000. Put another way, the projected pressures equate to a 9.22% tax rate change in 2020 and 9.05% in 2021. The following table provides a summary of the primary drivers impacting the 2020 and 2021 forecast (with further detail provided in Schedule C.

Component	2020			2021		
	Net Levy Impact \$ (000's)	Residential Tax		Net Levy Impact \$ (000's)	Residential Tax	
		per \$100K of Assessment*	% Change		per \$100K of Assessment*	% Change
<b>Prior Year Tax Levy</b>	<b>\$63,605</b>	<b>\$248.08</b>		<b>\$71,272</b>	<b>\$270.95</b>	
<b>Inflation and Base Adjustments:</b>						
Inflation (MPI)	\$2,332	\$8.86	3.57%	\$2,450	\$9.15	3.38%
Non-recurring & Reversal of One-Time Transfers	\$109	\$0.41	0.17%	\$0	\$0.00	0.00%
Infrastructure Deficit	\$1,000	\$3.80	1.53%	\$1,000	\$3.73	1.38%
<b>Total Inflation and Base Adjustments</b>	<b>\$3,441</b>	<b>\$13.08</b>	<b>5.27%</b>	<b>\$3,450</b>	<b>\$12.88</b>	<b>4.75%</b>
<b>Growth Related:</b>						
Sherwood Community Centre & Branch Library	\$426	\$1.62	0.65%	(\$60)	(\$0.22)	-0.08%
Fire Station No. 5	\$502	\$1.91	0.77%	\$420	\$1.57	0.58%
Expanded Service Delivery to Growth Areas	\$976	\$3.71	1.50%	\$2,320	\$8.66	3.20%
State of Good Repair for Constructed & Assumed Assets	\$2,025	\$7.70	3.10%	\$1,613	\$6.02	2.22%
Other Growth-Related Impacts	\$297	\$1.13	0.46%	\$135	\$0.50	0.19%
<b>Total Growth Related</b>	<b>\$4,226</b>	<b>\$16.07</b>	<b>6.48%</b>	<b>\$4,428</b>	<b>\$16.53</b>	<b>6.10%</b>
<b>Total Increase in Levy</b>	<b>\$7,667</b>	<b>\$29.15</b>	<b>11.75%</b>	<b>\$7,878</b>	<b>\$29.41</b>	<b>10.85%</b>
<b>Total Tax Levy</b>	<b>\$71,272</b>	<b>\$277.23</b>		<b>\$79,150</b>	<b>\$300.35</b>	
Estimated Assessment Growth (net of reductions)**	(\$1,653)	(\$6.28)	-2.53%	(\$1,310)	(\$4.89)	-1.80%
<b>Forecasted Net Tax Levy Increase Required</b>	<b>\$6,014</b>	<b>\$270.95</b>	<b>9.22%</b>	<b>\$6,568</b>	<b>\$295.46</b>	<b>9.05%</b>

\* Based on 2019 CVA values per 2019 Final Tax Levy By-law and Tax Policy update, CORS-026-19. Through the annual tax setting bylaw tax rates are re-calculated each year using current year assessment values.  
 \*\* This is the amount net of anticipated losses from Assessment Review Board appeals, Request for Reconsiderations, and Section 357 Applications (tax class changes, properties razed by fire, etc.).

It is important to note that the assessment growth amounts presented above are lower as a result of in-year appeal activity. The Province has recognized the negative impact these in-year reductions have on municipal budgets through the passing of amendments to Regulation 73/03. Town staff continue to assess opportunities to

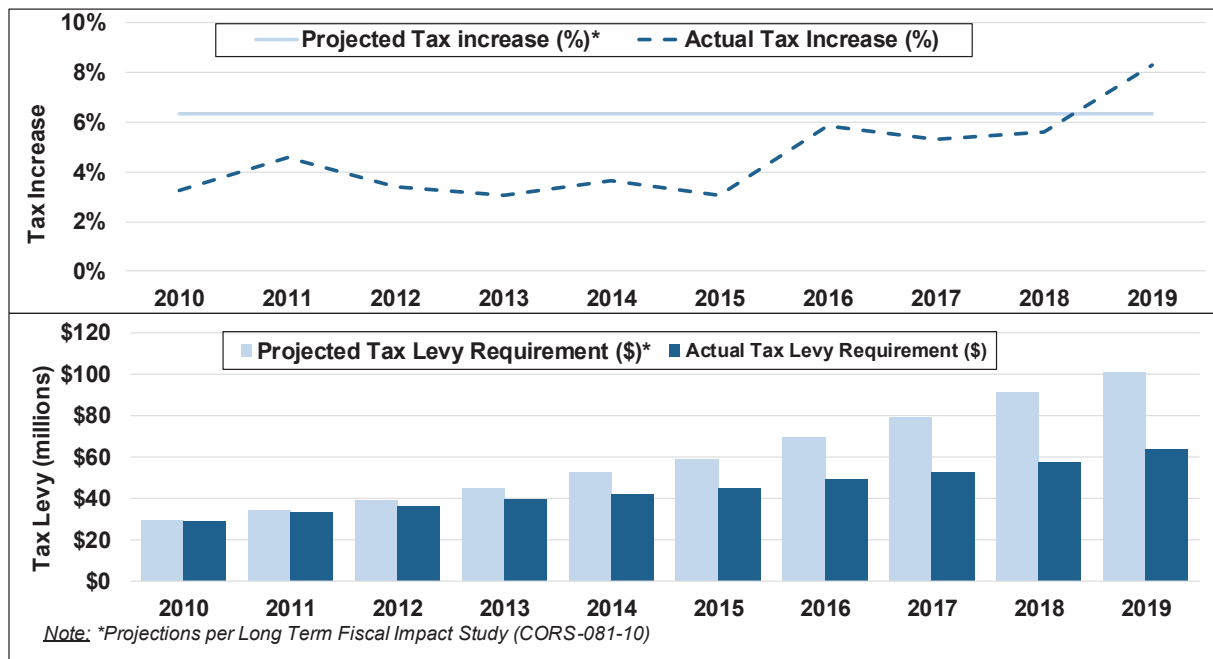


apply the amendments as provided by Regulation 73/03 and any resulting recommendations will be presented to Council.

## Long Term Fiscal Impact Study

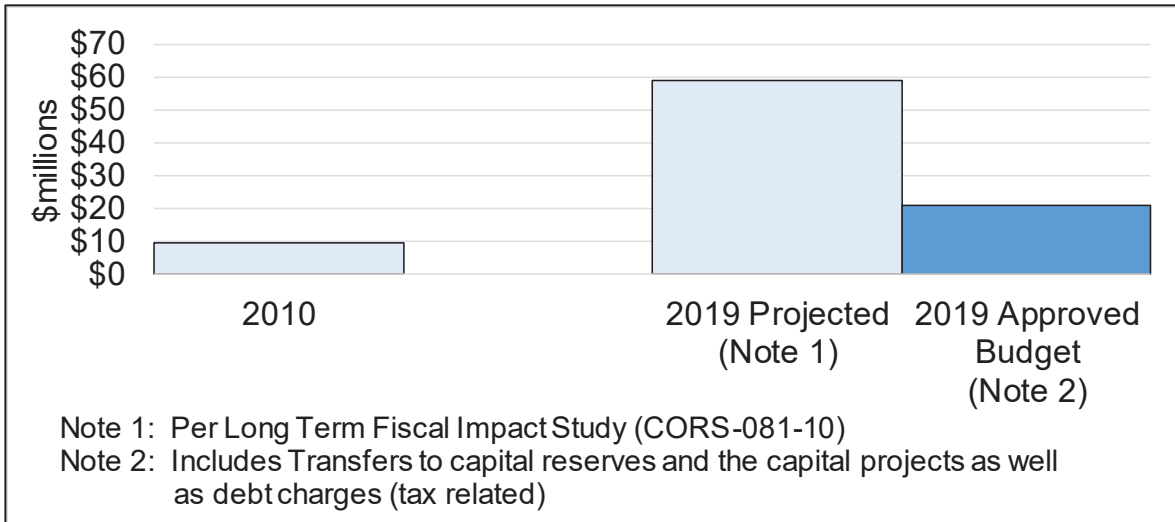
Through the Long Term Fiscal Impact Study completed in 2010 (CORS-081-10), a number of significant financial and service delivery implications were identified as growth occurs. Tax rate increases of approximately 6.32% annually to 2021 were identified as being necessary to finance the cost impacts associated with the Town’s growth. These increases translated into an estimated required tax levy of \$101 million by 2019. Since the report, tax rate increases have averaged 4.60% and the current tax levy is \$64 million, over \$37 million less than the estimated requirement.

Figure 10 - Historical Tax Levy Trend (2010 to 2019)



The majority of the differential between the projections from CORS-081-10 and the actual tax levy changes can be attributed to the amount of funding transferred to capital reserve annually to fund future rehabilitation and replacement. As illustrated in the following graph, the Town’s capital funding from the tax base was projected to increase from \$9.5 million in 2010 to \$59.0 million in 2019. The actual tax supported capital funding has increased to \$20.8 million in 2019, with 61% of that growth occurring since 2018.

Figure 11 - Capital Funding from Tax Base



As the Town’s asset base is still relatively young, a shortfall in funding will impact the Town’s ability to rehabilitate and replace aging assets in the future. For context, during this same period the Town’s asset base (excluding land), as measured by the historical cost tracked through tangible capital asset reporting, grew from \$721 million in 2010 to \$1.2 billion in 2018.

In 2017 an updated Fiscal Impact Study was presented to Council via CORs-062-17. It considered the financial impacts associated with Growth to the 2036 time horizon. The growth estimates captured the development of the Sustainable Halton lands, as well as the intensification that is projected for the Town’s existing urban areas.

Based on the Town’s existing service levels, a capital investment over the period 2017 to 2036 of \$2.0 billion was projected, along with gross operating costs that were expected to grow to \$418 million per year. These capital and operating estimates are expected to translate to average tax increases of 5.26% annually to 2036, including an initial budget pressure exceeding 18%. Further increases may also be required should non-residential growth not materialize as quickly as projected, or to incorporate any strategies to address the Town’s existing infrastructure deficit. This review will require updating with consideration for both the secondary/tertiary planning of the new growth areas, as well as the legislative changes enacted through Bill 108.

**Budget vs Actual Variance Trend**

As shown in the table below, over the previous five years the year-end operating expenditures have been within 1.7% of the approved net budget and 0.8% of the approved gross budget.

*Figure 12 - 5-Year Historical Net Budget Variance Trend*

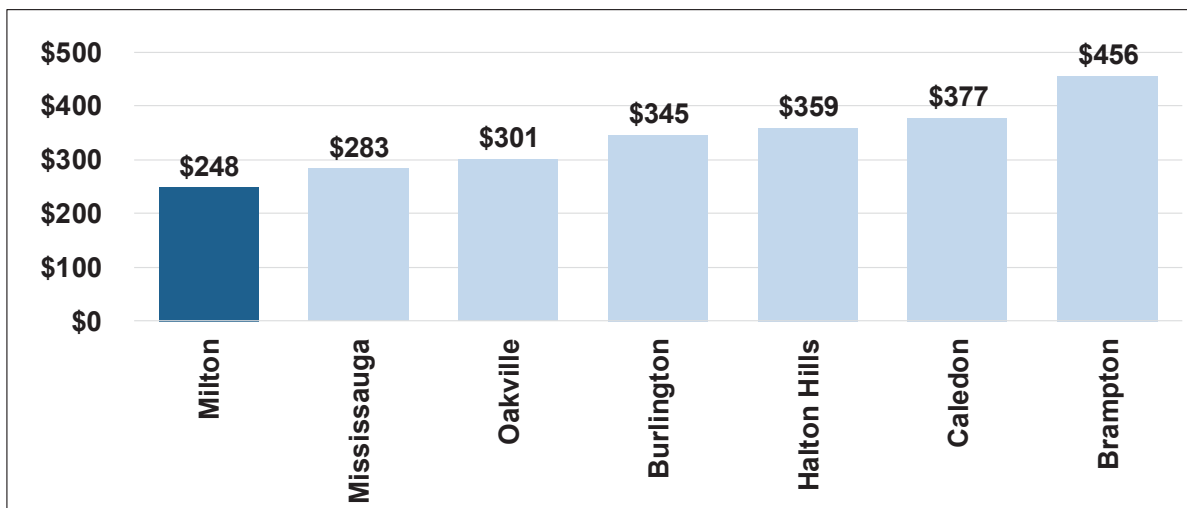
	2014	2015	2016	2017	2018	Average
<b>Variance (\$Millions)</b>	<b>-\$0.03</b>	<b>\$1.48</b>	<b>\$0.61</b>	<b>\$0.92</b>	<b>\$1.40</b>	<b>\$0.9</b>
<b>% Variance to Net Budget</b>	<b>-0.1%</b>	<b>3.3%</b>	<b>1.3%</b>	<b>1.8%</b>	<b>2.4%</b>	<b>1.7%</b>
<b>% Variance to Gross Budget</b>	<b>0.0%</b>	<b>1.4%</b>	<b>0.6%</b>	<b>0.8%</b>	<b>1.1%</b>	<b>0.8%</b>

\*Positive variance represents a favourable variance and a negative variance represents an unfavourable variance.

**Comparing Milton’s Taxes to Other Local Municipalities**

When comparing Milton’s local taxes and overall tax bill (including Town, Region and School portions) to surrounding municipalities, Milton continues to have the lowest tax rates. As shown in Figure 12, Milton’s 2019 approved local portion of the tax bill is \$248 per \$100,000 which is \$106 lower (30%) than the average of the surrounding municipalities.

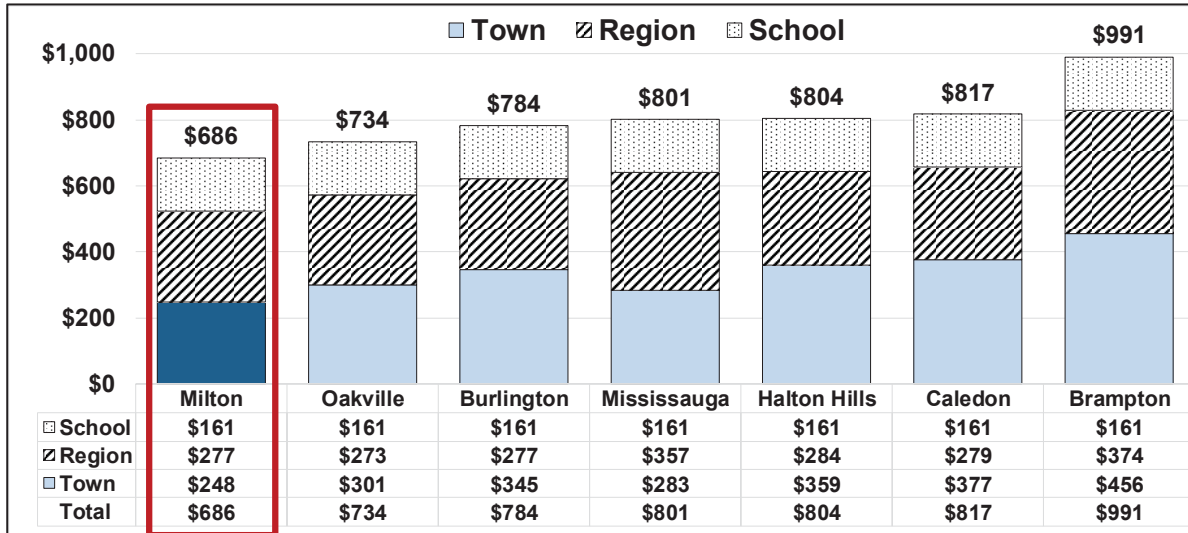
*Figure 13 - 2019 Local Residential Tax Comparison (per \$100,000 of assessment)*



When reviewing the 2019 total approved tax bill, an average resident in Milton will pay \$686 per \$100,000 of assessment which is the lowest of the surrounding municipalities.

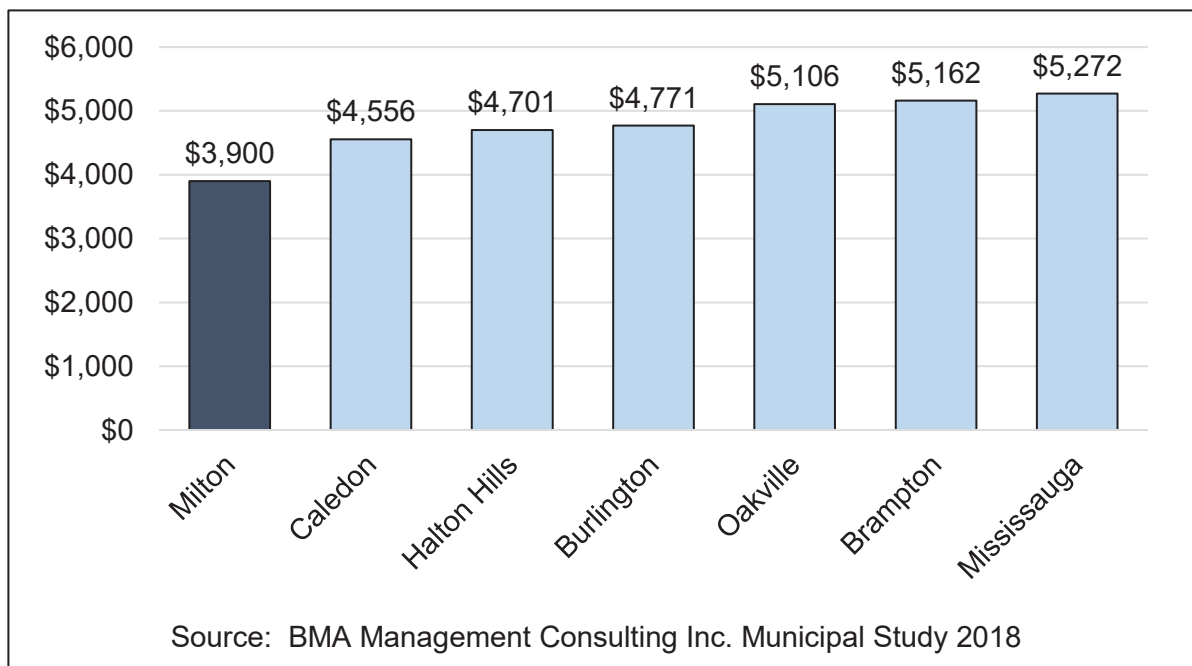


Figure 14 - 2019 Total Property Taxes (per \$100,000 of assessment)



Each of the above graphs considers property taxes relative to \$100,000 of residential assessment, and therefore does not capture differences in assessment values between municipalities. The following graph considers these differences, and shows that Milton's residential property taxes (local, regional and education) for a 2 storey home are 21% lower than the comparator group.

Figure 15 - 2018 Residential Property Taxes for a 2 Storey Home

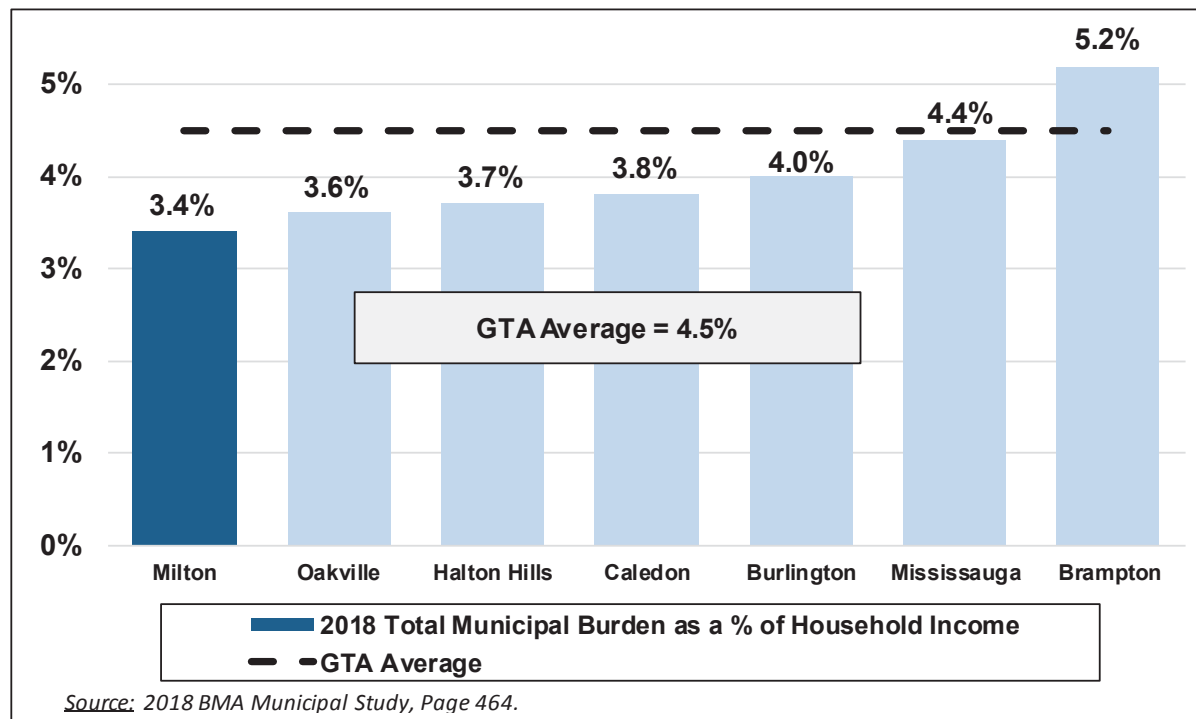


## Affordability

Each year BMA Management Consulting completes a municipal comparative study on behalf of over 100 participating Ontario municipalities. Included in the study are various indicators and metrics to help evaluate a municipality’s financial condition including an analysis of affordability where property taxes are calculated as a percentage of household income.

In terms of the total tax burden which includes property taxes for the local, region and school portion of the tax bill along with water and wastewater rates Milton is tied for second lowest when compared to the other participating Ontario Municipalities and is the lowest in the GTA.

*Figure 16 - 2018 Total Municipal Burden as a % of Household Income*



## Other Studies of Municipal Finances in the GTA

In 2019 other studies that involved the benchmarking of municipal financial indicators have been released and included:

- “Comparing Municipal Finance in the Greater Toronto and Hamilton Area<sup>1</sup>” - looked at spending and revenue changes between 2009 and 2016 for 26 municipalities in the GTAH. Findings specific to Milton include that Milton had:
  - the highest population growth rate during the period
  - the lowest spending per capita in 2016 (28% below the average)
  - the 16<sup>th</sup> most revenue (29% below average on property taxes but 271% higher on development charges)
- “How Much Room Does the City of Toronto Have for Increasing Residential Property Taxes?<sup>2</sup>” - looked at residential property taxes paid across the GTAH in 2016. Findings specific to Milton include that Milton had:
  - the lowest property tax paid of the 29 municipalities reviewed
  - the fourth lowest ratio of property taxes as a % of property value
  - the lowest ratio of property taxes to household income

### **Non-residential Comparisons**

In addition to the residential comparisons above, the Town needs to remain mindful of its relative standing with respect to non-residential competitiveness. The following tables present the industrial and commercial tax rates for the same comparator group as noted above, and show that for 2019 Milton’s commercial tax rate is approximately 14% lower than the comparator group, while the industrial rate represents approximately the average of the comparator group.

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<sup>1</sup> Source: Filipowicz and Emes, “Comparing Municipal Finance in the Greater Toronto and Hamilton Area”, <https://www.fraserinstitute.org/sites/default/files/comparing-municipal-finances-in-the-greater-toronto-and-hamilton-area.pdf>, accessed June 5, 2019

<sup>2</sup> Source: Clayton and Zaduban, “How Much Room Does the City of Toronto Have for Increasing Residential Property Taxes?”, [https://www.ryerson.ca/content/dam/cur/pdfs/Residential\\_Property\\_Tax\\_Toronto.pdf](https://www.ryerson.ca/content/dam/cur/pdfs/Residential_Property_Tax_Toronto.pdf), accessed June 5, 2019

Figure 17 - 2019 Commercial Tax Rate Comparison (per \$100,000 of assessment)

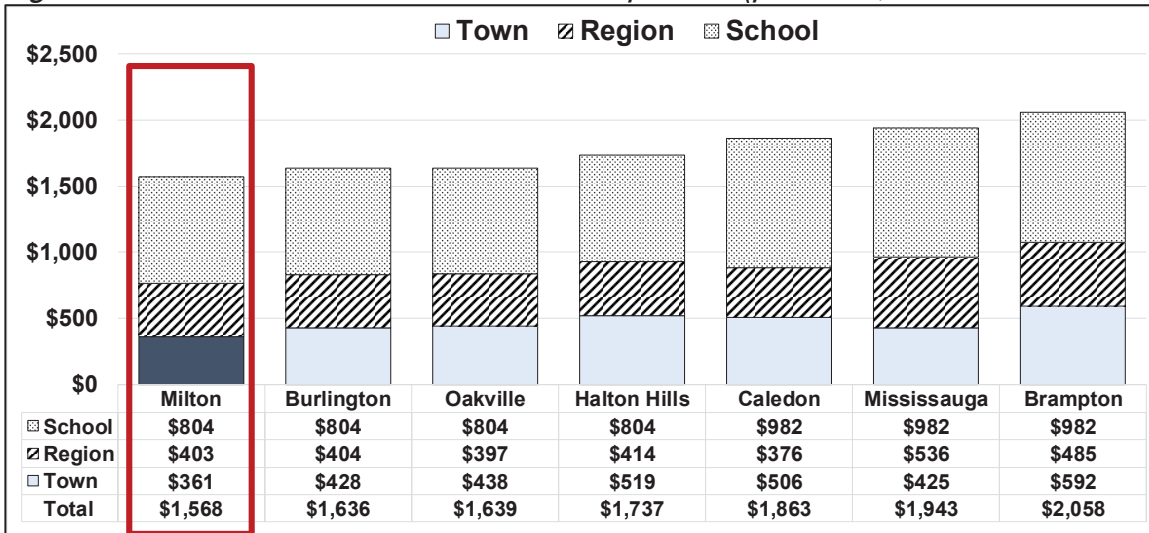
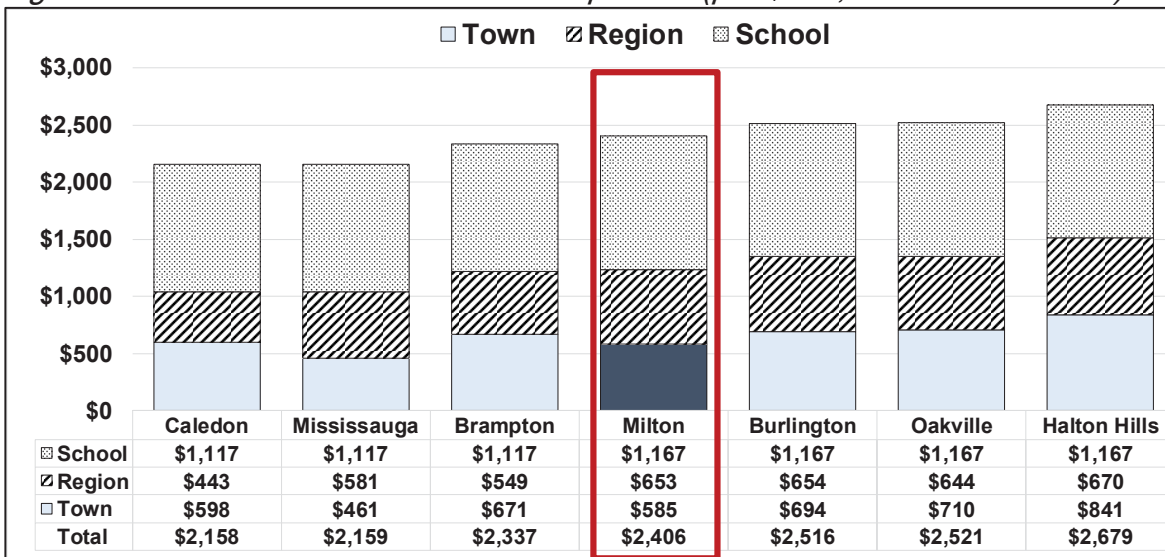


Figure 18 - 2019 Industrial Tax Rate Comparison (per \$100,000 of assessment)



## Service Delivery Reviews

The Town of Milton has undertaken a number of initiatives with a focus on service review and efficiency. The status of these reviews include:

1. Through CORS-056-18 the Town awarded a Transit Master Plan update to WSP Consulting. Results were presented in June through report ENG-021-19.
2. Through ES-003-19 a scope of work was established and Blackline Consulting was subsequently selected for a service delivery review of the Community



Services Department and Engineering - Operations Division. Results were presented in August through report (ES-015-19).

Through CORS-040-18 the Town also retained Dillon Consulting to undertake a Fire Services Master Plan, the results of which will be presented at a future date. As indicated in ES-003-19, the Town is utilizing a multi-phase approach to service delivery review. Following the completion of the ongoing review by Blackline Consulting, further work will be undertaken for the remaining program areas. The scope of these reviews will continue to strike an appropriate balance between leveraging non tax-based revenue sources, revising service levels, raising property tax revenues, and proactively identifying and implementing process efficiencies.

## Provincial Context

The 2019 operating budget includes approximately \$1.2 million in grant funding from the Province. 83% of that amount is in the form of Provincial Gas Tax (PGT) funding that is used to support the Town's transit program, with the balance being related to seniors programming, libraries, after school programs, and art council funding. The Province previously announced the cancellation of planned increases to the PGT program that would have seen the municipal share of PGT rise from 2 cents per litre to 4 cents per litre by 2021/22. Those planned increases would have seen an extra \$968,000 in annual funding allocated to Milton (with potentially further increases once continued growth in ridership and population are considered). In addition, a review of the PGT program is currently underway by the Province.

The Town has also been receiving capital funding from the Province through the Ontario Community Infrastructure Fund, with as much as \$3.0 million allocated to the Town in 2019. As a result of the Town's growth in population (in accordance with Provincial planning targets), Milton will no longer be eligible for funding from OCIF in 2020.

The Town will need to manage the impact of these funding changes through the 2020 budget process. The Province also continues through other processes with municipal implications, including the Regional Government Review and the implementation of Bill 108. The Town will need to remain cognizant of legislative and other Provincial initiatives throughout the development of the 2020 budget.

## Timetable

Over the coming months, staff across the organization will prepare detailed estimates for the capital and operating budgets and forecasts. Budget packages are scheduled to be distributed in November and are expected to be accompanied by several drop-in sessions for Councillors in order support Council in its preparation for Budget deliberations. The Council educational workshops approved through resolution 113-19 will also be utilized to support the budget process.

In accordance with the approved Council meeting calendar for 2019, budget deliberations will occur on December 9th and December 10th (if necessary). A summary timetable with important budget deadlines is included as Schedule A to this report.

### **Recommendations**

The first four recommendations are intended to ensure that Council will be provided with the information needed to properly inform budget deliberations, as well as to limit expectations with respect to potential budget requests with consideration for the Town's significant budget pressure and the changing Provincial landscape. Similar to the 2019 Budget, no specific budget target or range has been proposed. Instead, the approach is intended to provide Council with full context along with options that are available to arrive at Council's preferred balance of service levels and affordability. Should Council wish to establish a numerical target from the outset, staff suggest that the fourth recommended resolution be replaced with one of the following:

THAT staff be directed to prepare and submit the 2020 Operating Budget with a range of residential tax impacts between X% and X%

or

THAT staff be directed to prepare and submit the 2020 Operating Budget with a residential tax impact of X%

A fifth resolution has also been included for Council's consideration with respect to establishing a multi-year residential tax strategy. This recommendation has been put forth with consideration for the following observations:

- Services are important, this is reflected in the public feedback and in Council's previous deliberations of various staff reports and the budget decision packages where there has been a reluctance to reduce services.
- Sustainability is also important and the analysis available suggests that the Town's infrastructure funding has not kept pace with the growth in assets.
- Given that service levels and taxation levels are correlated, the majority of residents identified a preference for Milton to be positioned around the average level of taxation in the GTA.
- The year-to-year percentage change in budget is important, but so too is the Town's overall positioning and the Town's ability to sustainably fund the services requested by the community.

As such, this resolution would result in the presentation of a plan that would see Milton continue to remain the lowest in Halton Region and amongst lowest in GTA. It would close the gap with surrounding municipalities, however, and better position the Town to manage its financial and service related pressures.



There are a number ways this strategy could be developed, but the following information illustrates one potential scenario for context:

- The Town could choose to track the movement in the tax rates to the lower of Burlington & Halton Hills as their average assessment values are similar to Milton.
- The Town of Milton’s cost per \$100,000 for local residential taxes is currently 28% less than that of the lower of Burlington and Halton Hills.
- For illustration, figures demonstrating the impact of reducing this difference to 20%, 15%, 10% and 5% have been selected.
- Also for illustration, phasing periods of 2, 4 and 6 years have been shown.
- For each combination of target % of phasing period, the annual % change in the Town’s local rate as well as the total tax rate (including Region and School Boards) is shown.

*Scenario Analysis - Average Annual Residential Tax Rate Change\**

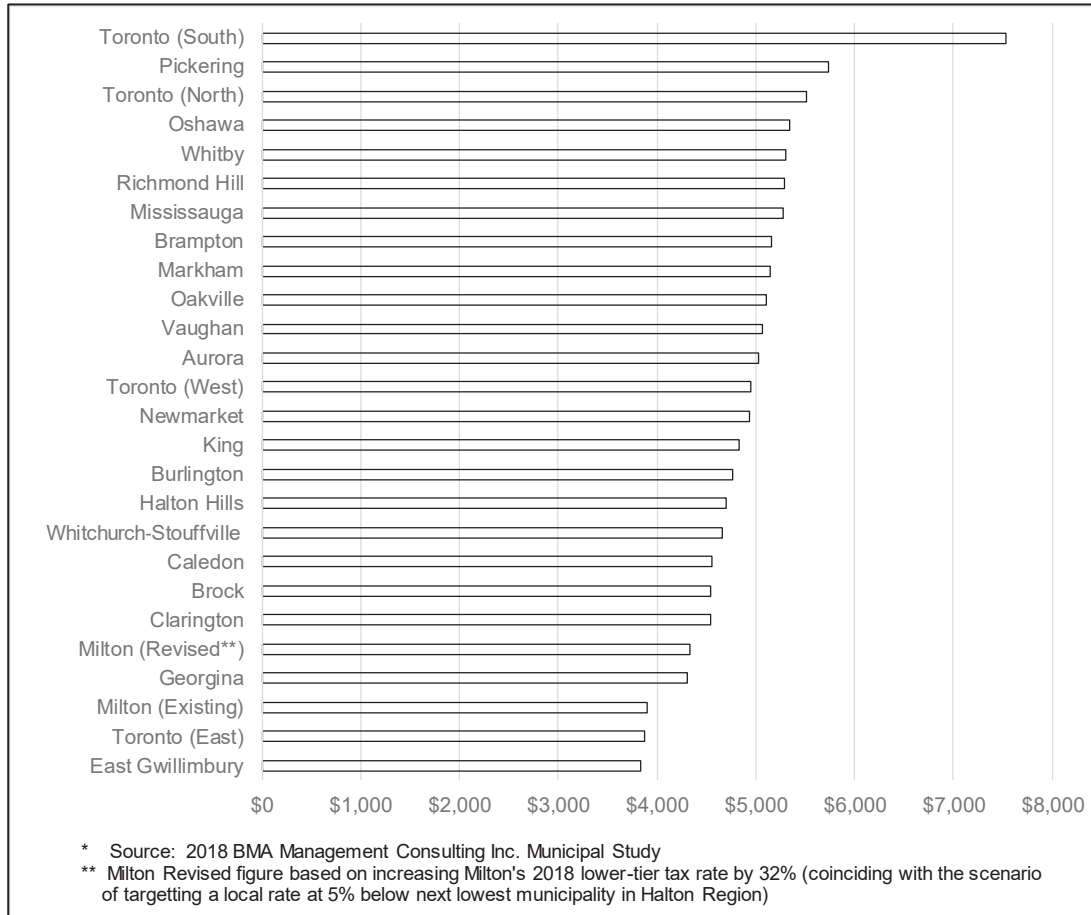
		# Years of Phase In			
		Immediate	2 Years	4 Years	6 Years
Targeted % Lower than the next Lowest Municipality in Halton	20%	11.3% Local 4.1% Total	7.9% Local 3.7% Total	5.1% Local 2.7% Total	4.2% Local 2.4% Total
	15%	18.2% Local 6.6% Total	11.5% Local 5.0% Total	7.0% Local 3.4% Total	5.5% Local 2.8% Total
	10%	25.2% Local 9.1% Total	15.1% Local 6.3% Total	8.9% Local 4.0% Total	6.8% Local 3.3% Total
	5%	32.2% Local 11.6% Total	18.7% Local 7.6% Total	10.8% Local 4.7% Total	8.1% Local 3.8% Total

\* For illustration purposes the total estimated annual change assumes 2.0% annual changes in Regional tax rate as well as the neighbouring local municipality’s tax rate, and 0% in education tax rate.

By maintaining a target that remains lower than the lowest local peer, this potential strategy would still incent the Town to find efficiencies and make different decisions with respect to service levels relative to the neighbouring municipalities in order to ensure sustainability.

This concept is demonstrated graphically in the following chart. It demonstrates that when using any of the scenarios noted above, the Town’s average cost for a 2 storey home would remain amongst the lowest in the GTA.

Figure 19: 2018 Residential Property Taxes for a 2 Storey Home in the GTA\*



## Financial Impact

As staff develop the annual budget, detailed program and service estimates will be refined as information becomes available and further analysis is undertaken.

The budget pressures for the years 2020 and 2021 are significant. They include pressures related to new facilities and expansion of services to new areas and the infrastructure deficit, and align with the projections outlined in previous fiscal studies, reports and budget forecasts.

Milton's tax rates and affordability currently are amongst the lowest in the GTA and province and well below the Town's neighbouring municipalities.





# The Corporation of the Town of Milton

Report #:  
CORS-049-19  
Page 25 of 25

Respectfully submitted,

Troy McHarg  
Interim Commissioner, Corporate Services

For questions, please  
contact:

Jennifer Kloet, CPA, CA 905-878-7252 x2216

## Attachments

Schedule A – Budget Timetable

Schedule B – Consolidated Results from 2018 and 2019 Surveys on Level of Investment in Services

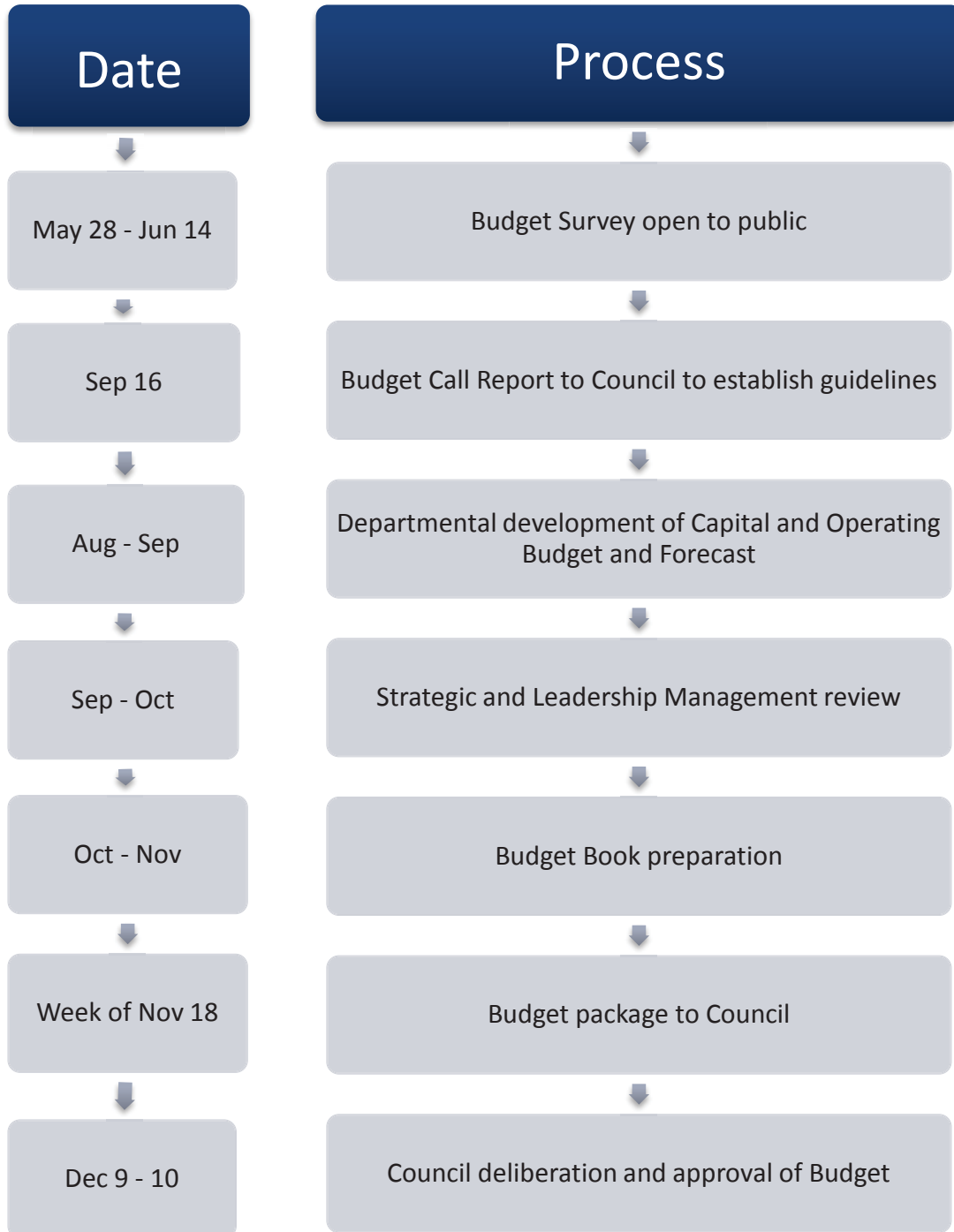
Schedule C – 2020 and 2021 Budget Pressure Details

Schedule D – Nanos Public Input Survey Report

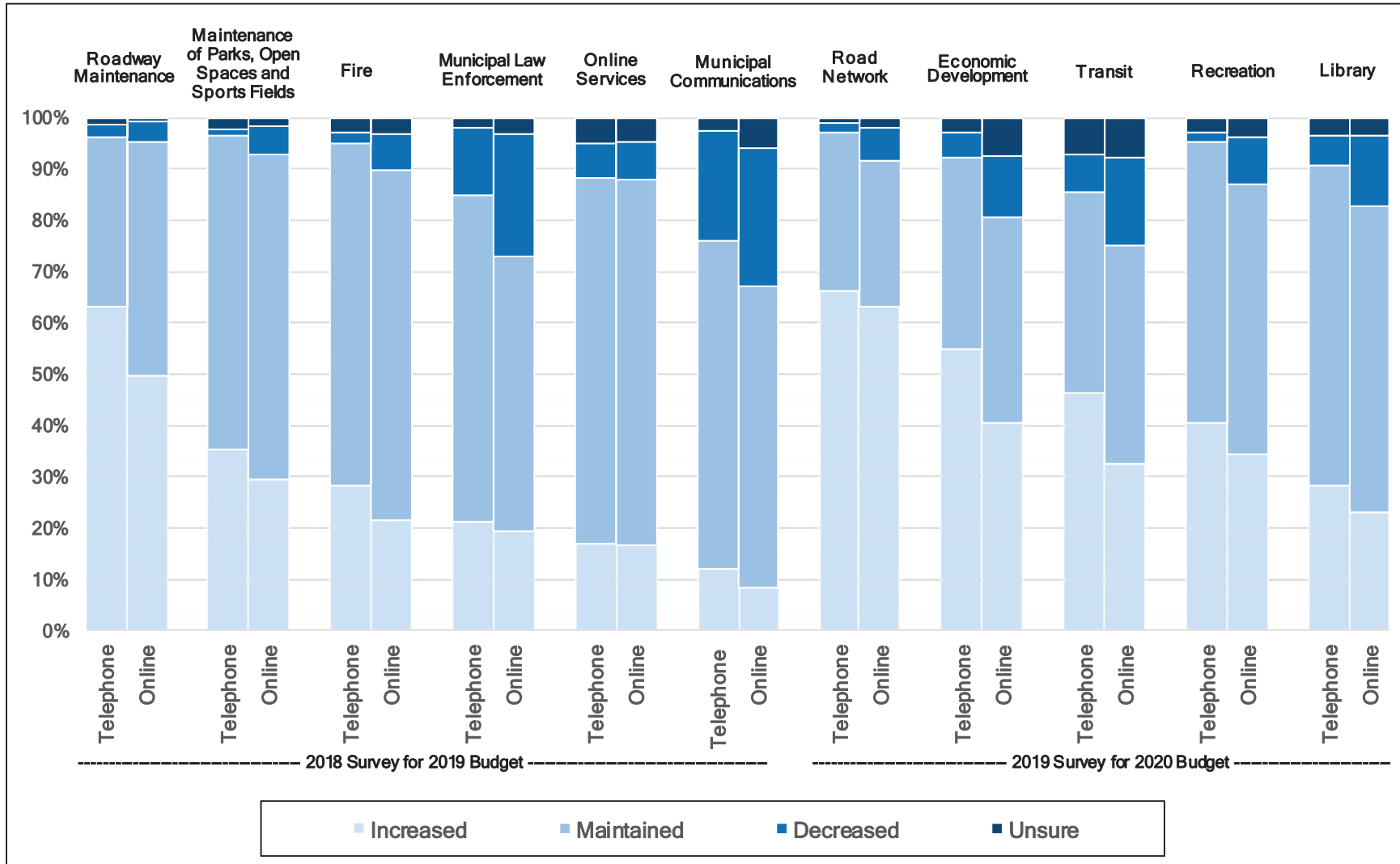
CAO Approval  
Andrew M. Siltala  
Acting Chief Administrative Officer

Signed on behalf of

CORS-049-19 Budget Call Report 2020 (Schedule A)  
**2020 Capital and Operating Budget Timetable**



## CORS-049-19 2020 Budget Call Report Schedule B - Individual Services Results



## CORS-049-19 Schedule C - 2020 and 2021 Budget Pressure Details

Component	2020			2021			Comments (for changes in 2020)
	Net Levy Impact \$ (000's)	Residential Tax		Net Levy Impact \$ (000's)	Residential Tax		
		per \$100K of Assessment*	% Change		per \$100K of Assessment*	% Change	
<b>Prior Year Tax Levy</b>	<b>\$63,605</b>	<b>\$248.08</b>		<b>\$71,272</b>	<b>\$270.95</b>		
<b>Inflation and Base Adjustments:</b>							
Inflation (MPI)	\$2,332	\$8.86	3.57%	\$2,450	\$9.15	3.38%	Inflation based on Municipal Price Index (MPI) and other miscellaneous status quo items.
Non-recurring & Reversal of One-Time Transfers	\$109	\$0.41	0.17%	\$0	\$0.00	0.00%	Planned reductions of one-time contributions from Provincial Gas Tax to fund equipment replacements per CORS-056-17 (\$100k) and miscellaneous items.
Infrastructure Deficit	\$1,000	\$3.80	1.53%	\$1,000	\$3.73	1.38%	Funding to gradually reduce the infrastructure deficit outlined in existing asset management plan.
<b>Total Inflation and Base Adjustments</b>	<b>\$3,441</b>	<b>\$13.08</b>	<b>5.27%</b>	<b>\$3,450</b>	<b>\$12.88</b>	<b>4.75%</b>	
<b>Growth Related:</b>							
Sherwood Community Centre & Branch Library	\$426	\$1.62	0.65%	(\$60)	(\$0.22)	-0.08%	Annualized cost of the facility for a full year in 2020.
Fire Station No. 5	\$502	\$1.91	0.77%	\$420	\$1.57	0.58%	One new fire crew in each of 2020 and 2021, facility expenditures and elimination of transfer from Tax Rate Stabilization Reserve in 2021.
Expanded Service Delivery to Growth Areas	\$976	\$3.71	1.50%	\$2,320	\$8.66	3.20%	Annualization and introduction of service-related costs (materials, contracted services, staffing, etc.) for service delivery including road and park maintenance, corporate support, etc.
State of Good Repair for Constructed & Assumed Assets	\$2,025	\$7.70	3.10%	\$1,613	\$6.02	2.22%	Lifecycle contributions to reserves based on budgeted and assumed assets in order to prevent a further increase in the infrastructure funding deficit, including Sherwood Community Centre and Fire Station No.5.
Other Growth-Related Impacts	\$297	\$1.13	0.46%	\$135	\$0.50	0.19%	Funding for the legislated development charge exemptions (\$200k), changes in subdivision revenue (\$72k) and growth in tax writeoffs (\$25k).
<b>Total Growth Related</b>	<b>\$4,226</b>	<b>\$16.07</b>	<b>6.48%</b>	<b>\$4,428</b>	<b>\$16.53</b>	<b>6.10%</b>	
<b>Total Increase in Levy</b>	<b>\$7,667</b>	<b>\$29.15</b>	<b>11.75%</b>	<b>\$7,878</b>	<b>\$29.41</b>	<b>10.85%</b>	
<b>Total Tax Levy</b>	<b>\$71,272</b>	<b>\$277.23</b>		<b>\$79,150</b>	<b>\$300.35</b>		
Estimated Assessment Growth (net of reductions)**	(\$1,653)	(\$6.28)	-2.53%	(\$1,310)	(\$4.89)	-1.80%	Forecast assessment growth based on updated residential growth forecast and expected industrial/commercial development.
<b>Forecasted Net Tax Levy Increase Required</b>	<b>\$6,014</b>	<b>\$270.95</b>	<b>9.22%</b>	<b>\$6,568</b>	<b>\$295.46</b>	<b>9.05%</b>	

\* Based on 2019 CVA values per 2019 Final Tax Levy By-law and Tax Policy update, CORS-026-19. Through the annual tax setting bylaw tax rates are re-calculated each year using current year assessment values.

\*\* This is the amount net of anticipated losses from Assessment Review Board appeals, Request for Reconsiderations, and Section 357 Applications (tax class changes, properties razed by fire, etc.).

# Budget priorities for the Town of Milton

2019 Milton Resident Survey | Summary

Conducted by Nanos for the Town of Milton, June 2019  
Submission 2019-1409



# SUMMARY

A background image showing a close-up of a 20 Euro banknote and a calculator. The banknote is the primary focus, with the number '20' and the serial number '812479' visible. The calculator is partially visible at the bottom left, showing the numbers '4' and '5'.

Six in ten Milton residents surveyed over the phone rate the value they receive for tax dollars as very good or good

More than half of Milton residents surveyed over the phone rate the value they receive for their tax dollars as very good or good, and a third say it is fair. When asked for which programs Milton residents would want the Town to invest more tax dollars, telephone survey respondents most frequently said road network and least frequently said library services. Six in ten Milton residents surveyed over the phone believe Milton residents should pay property taxes equal to the average of other GTA municipalities. Milton residents surveyed over the phone are split between increasing taxes to maintain services at current levels and cutting services to maintain current tax levels. A majority of Milton residents who responded over the phone think it is important to set aside funds for future infrastructure replacement.

The findings presented below were collected from the telephone survey, unless otherwise indicated.

## Impression of value received for tax dollars

- **Six in ten Milton residents surveyed over the phone rate the value they receive for tax dollars as very good or good** – Six in ten telephone survey respondents say that the value that they receive for tax dollars is good (49%), compared to 43% in 2018 and 51% in 2017) or very good (11%), while over three in ten say that it is fair (31%). Five per cent say that the value is poor, while one per cent say that it very poor. Three per cent say that they are unsure.
- **Over four in ten online respondents rate the value they receive for tax dollars as good or very good** – The level of satisfaction among the self-selected respondents to the online survey is lower than that among respondents to the random telephone survey, with four in ten online respondents saying that the value for tax dollars is good (36%) or very good (eight per cent). Thirty seven per cent say it is fair, while 12 per cent say that it is poor and five per cent say it is very poor. Two per cent are unsure.

## Tax dollars invested in Town services

- **Over two in three residents of Milton believe the Town should increase the amount of tax dollars invested in road networks** – A majority of residents believe that the Town should increase (66%) the amount of tax dollars invested into road networks (ease of getting around, traffic flow, bike lanes, pedestrian crossings), with just over three in ten believing that current levels should be maintained (31%), and two per cent believing that the levels should be decreased. One per cent of respondents are unsure.

# SUMMARY



Over two in three Milton residents believe the Town should increase the amount of tax dollars invested in road networks

- **Residents of Milton most often believe the Town should increase current levels of tax dollars invested in transit** – Just under one in two residents believe that the Town should increase (47%) the current amount of tax dollars invested in transit (service availability, frequency, accessibility), with four in ten saying that investment should be maintained (40%) and seven per cent of residents saying that investment should be decreased. Six per cent of respondents are unsure.
- **More than half of Milton residents believe the Town should increase the amount of tax dollars invested in economic development** – Over one in two residents believe that the Town should increase (55%; 50% in 2017) the amount of tax dollars invested in economic development (investment attraction, job creation, innovation/entrepreneurship), with just over one in three believing that current levels should be maintained (37%), and five per cent believing that the levels should be decreased. Three per cent of respondents are unsure.
- **More than one in two Milton residents believe the Town should maintain the amount of tax dollars invested in recreation** – Over one in two residents believe that the Town should maintain (55%) the amount of tax dollars invested in recreation (program types and availability for programs such as sport/fitness, swimming, visual arts, camps), with four in ten believing that current levels should be increased (40%; 33% in 2017), and two per cent believing that the levels should be decreased. Three per cent of respondents are unsure.
- **Over six in ten Milton residents believe the Town should maintain the amount of tax dollars invested in the library** – Over six in ten residents believe that the Town should maintain (63%) the amount of tax dollars invested in the library (collection materials, programs and services offered), with over one in four believing that current levels should be increased (28%), and six per cent believing that the levels should be decreased. Four per cent of respondents are unsure.

## Tax levels versus service delivery

- **Six in ten Milton residents believe Town of Milton residents should pay about the average amount of property taxes compared to other GTA municipalities** – Asked to assume that there is a direct relationship between property taxes and service levels, that is the more taxes they pay the more services will be provided, compared to other GTA municipalities, six in ten residents think Town of Milton residents should pay about the average amount of property taxes. Under one in four think residents should pay less than average (15%) or the least amount compared to other municipalities (eight per cent). Eight per cent think Milton residents should pay more than average in terms of property taxes, and nine per cent are unsure.

# SUMMARY



More than nine in ten Milton residents believe that it is important or somewhat important to set aside funding for the replacement of infrastructure

- **Residents of Milton are divided over the balance between taxation and service delivery** – Nearly three in ten residents believe that the Town should increase taxes and spend to enhance services (29%; 21% in 2018)(41% of online survey respondents), with one in four residents believing that the Town should cut services to maintain the current tax level (25%), and just under one in four residents believing that the Town should increase taxes to maintain services at current levels (24%). Ten per cent believe that the Town should cut services and reduce taxes, and 12 per cent are unsure.

## Infrastructure funding

- **A vast majority of residents of Milton believe that it is important or somewhat important to fund the replacement of infrastructure** – Over nine in ten residents believe that it is important (74%; 70% in 2018) or somewhat important (19%) that the Town should set some funding aside to replace infrastructure. Two percent of residents believe that it is somewhat unimportant and three percent believe it is unimportant. Two percent were unsure.

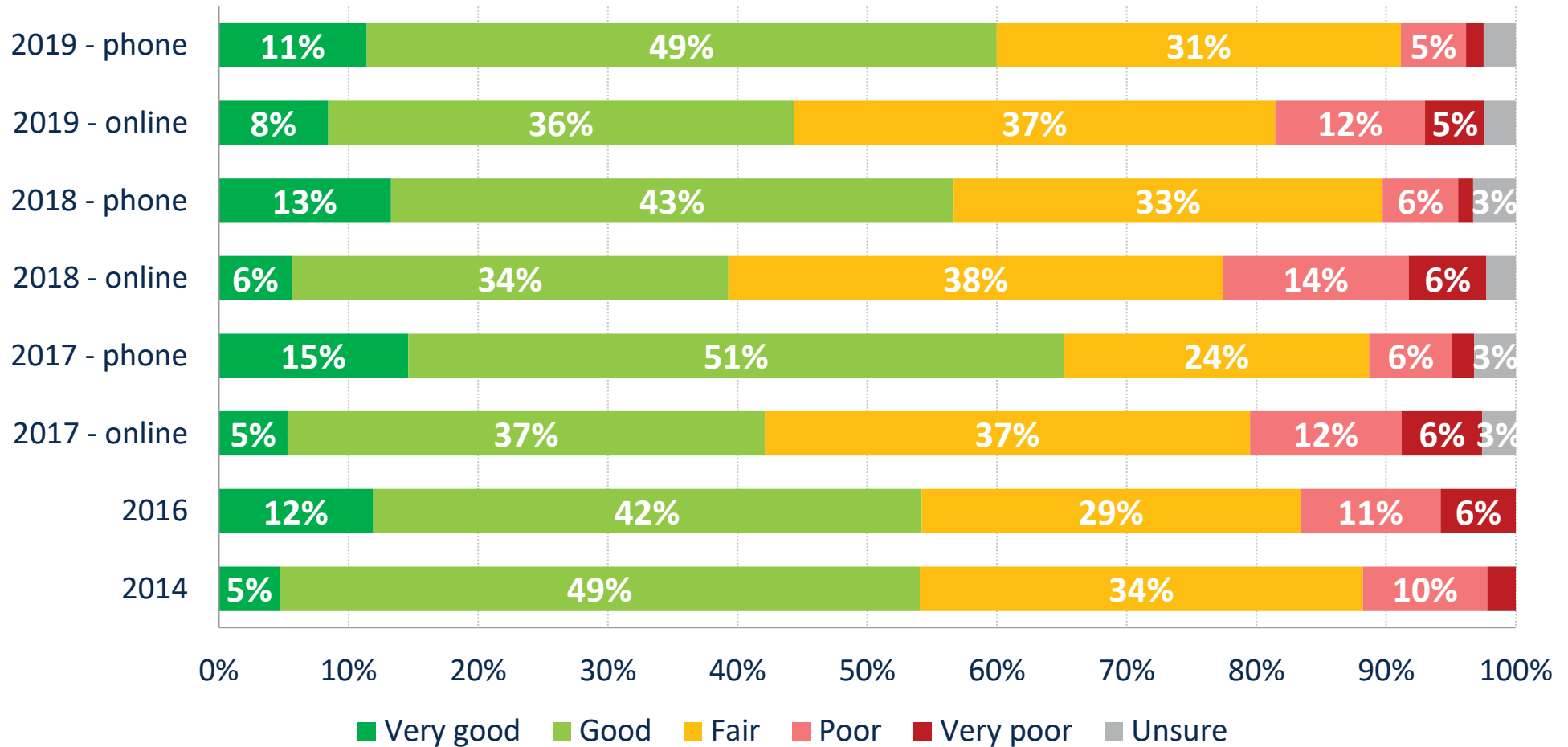
These observations are based on an RDD dual frame (land- and cell- lines) random telephone survey of 402 residents of the Town of Milton from May 30<sup>th</sup> to June 12<sup>th</sup>, 2019, accurate 5.0 percentage points plus or minus, 19 times out of 20, and an online survey of 415 residents of the Town of Milton from May 28<sup>th</sup> to June 14<sup>th</sup>, 2019 through an open link. No margin of error applies to the online survey.

Readers should note that the random telephone sample should be considered a statistically reliable and accurate reflection of the view of Milton residents at the time of the survey. The open online survey is a self selected open mechanism to gather input and is only reflective of individuals who self-selected to share their views. In that sense, the online results should be considered more like an open consultation mechanism and not reflective of the target population. Nanos presents both to be transparent and for the Town of Milton to understand the nuance between a representative sample of opinion and a self selected group of individuals.

This study was commissioned by the Town of Milton and the research was conducted by Nanos Research.



# Value received for tax dollars



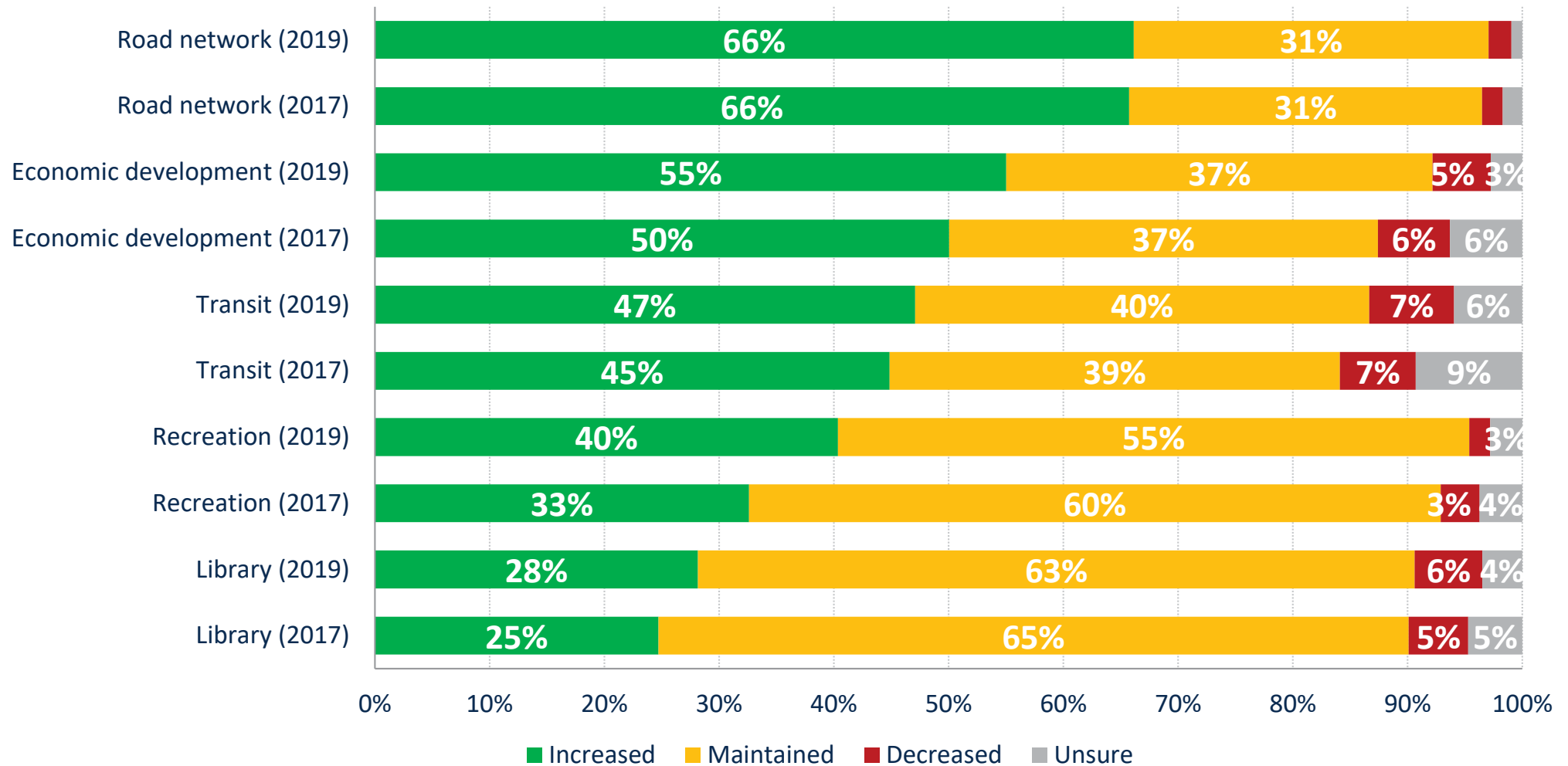
\*Charts may not add up to 100 due to rounding.  
 \*Percentages equal to or lower than two per cent have been removed for legibility.

**QUESTION** – Given all of the programs and services provided by the Town, would you rate the value you are receiving for your tax dollars as...

Source: Nanos Research, RDD dual frame random telephone survey, May 30<sup>th</sup> to June 12<sup>th</sup>, 2019, n=402, accurate 4.9 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, online survey May 28<sup>th</sup> to June 14<sup>th</sup>, 2019, n=415. No margin of error applies to this survey.

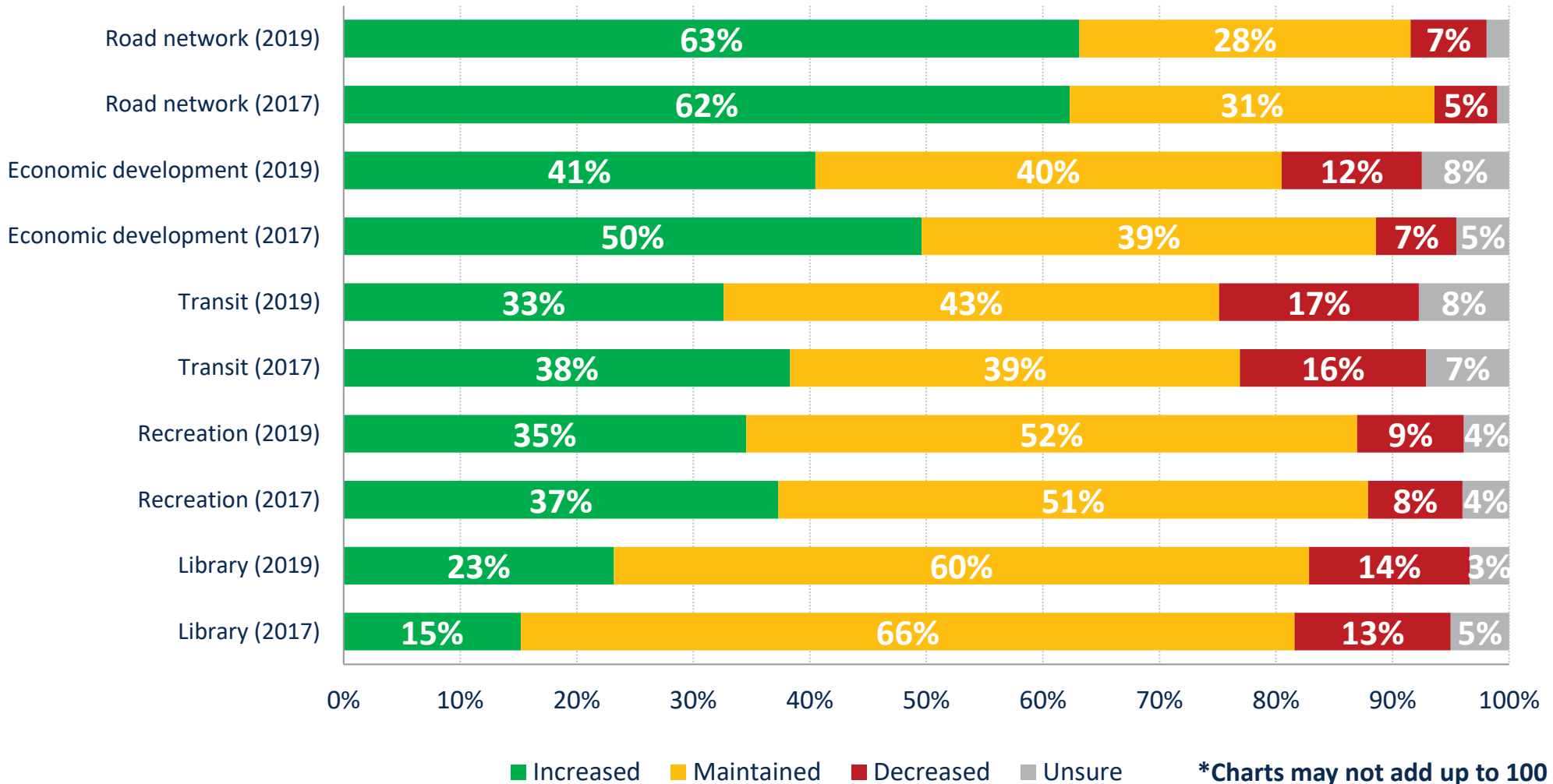
# Tax dollars invested in Town services - telephone



**\*Charts may not add up to 100 due to rounding.**  
**\*Percentages equal to or lower than two per cent have been removed for legibility.**

**QUESTION** – To follow is a list of Town services. Please indicate if you feel the amount of tax dollars invested should be increased, maintained or decreased in the following areas.  
 [RANDOMIZE]

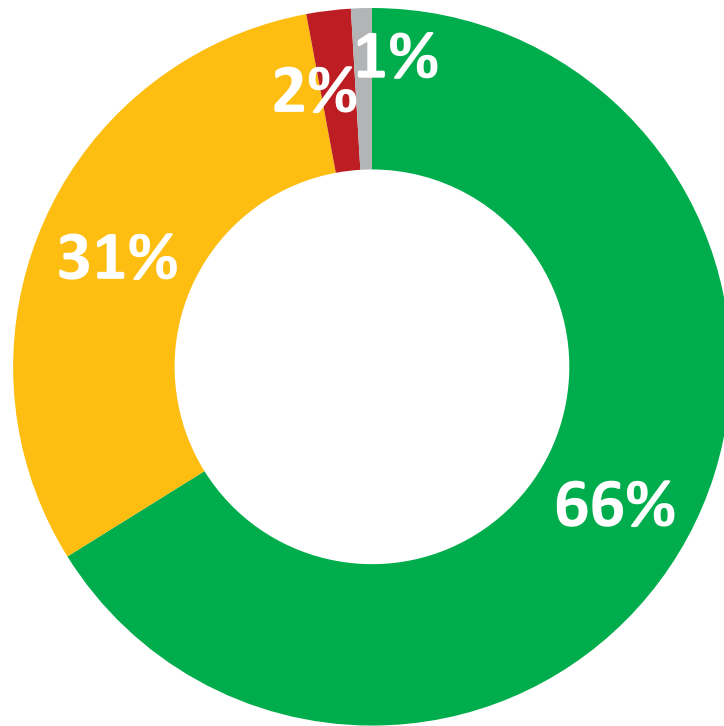
# Tax dollars invested in Town services - online



**QUESTION** – To follow is a list of Town services. Please indicate if you feel the amount of tax dollars invested should be increased, maintained or decreased in the following areas.  
[RANDOMIZE]

\*Charts may not add up to 100 due to rounding.  
\*Percentages equal to or lower than two per cent have been removed for legibility.

# Tax dollars invested in road network



■ Increased
 ■ Maintained
 ■ Decreased
 ■ Unsure

	Telephone (n=402)	Online (n=415)
Increased	66.1%	63.1%
Maintained	30.9%	28.4%
Decreased	2.0%	6.5%
Unsure	0.9%	1.9%

\*Charts may not add up to 100 due to rounding. Chart values are based on the telephone survey.

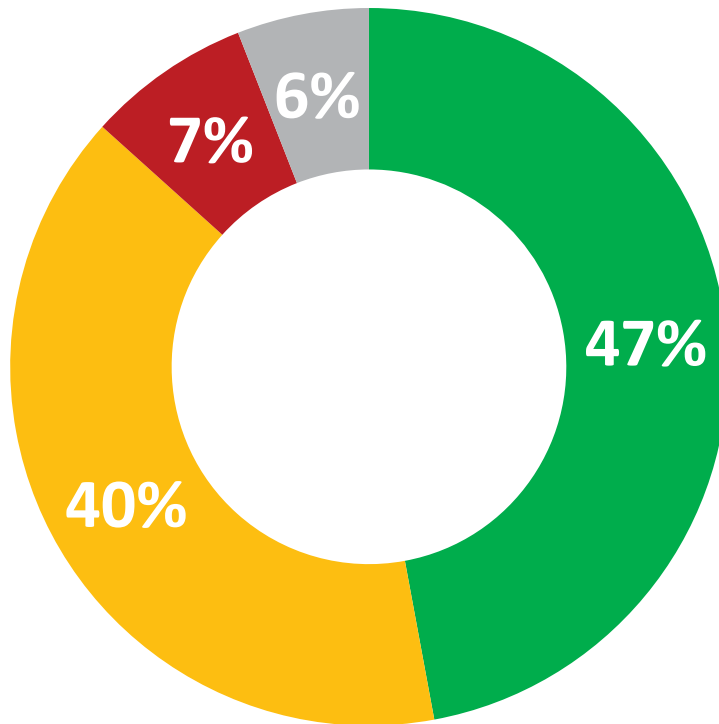
**QUESTION** – To follow is a list of Town services. Please indicate if you feel the amount of tax dollars invested should be increased, maintained or decreased in the following areas. [RANDOMIZE]

## Road network (ease of getting around, traffic flow, bike lanes, pedestrian crossings)

Source: Nanos Research, RDD dual frame random telephone survey, May 30<sup>th</sup> to June 12<sup>th</sup>, 2019, n=402, accurate 4.9 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, online survey May 28<sup>th</sup> to June 14<sup>th</sup>, 2019, n=415. No margin of error applies to this survey.

# Tax dollars invested in transit



■ Increased
 ■ Maintained
 ■ Decreased
 ■ Unsure

	Telephone (n=402)	Online (n=414)
Increased	47.1%	32.6%
Maintained	39.6%	42.5%
Decreased	7.4%	17.1%
Unsure	5.9%	7.7%

\*Charts may not add up to 100 due to rounding. Chart values are based on the telephone survey.

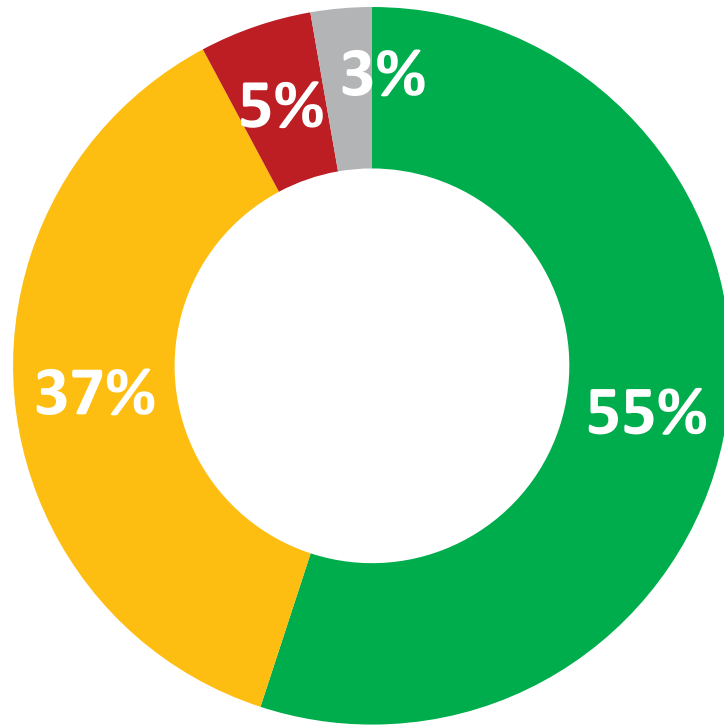
**QUESTION** – To follow is a list of Town services. Please indicate if you feel the amount of tax dollars invested should be increased, maintained or decreased in the following areas. [RANDOMIZE]

## Transit (service availability, frequency, accessibility)

Source: Nanos Research, RDD dual frame random telephone survey, May 30<sup>th</sup> to June 12<sup>th</sup>, 2019, n=402, accurate 4.9 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, online survey May 28<sup>th</sup> to June 14<sup>th</sup>, 2019, n=414. No margin of error applies to this survey.

# Tax dollars invested in economic development



■ Increased   ■ Maintained   ■ Decreased   ■ Unsure

	Telephone (n=402)	Online (n=415)
Increased	55.0%	40.5%
Maintained	37.2%	40.0%
Decreased	5.1%	12.0%
Unsure	2.7%	7.5%

\*Charts may not add up to 100 due to rounding. Chart values are based on the telephone survey.

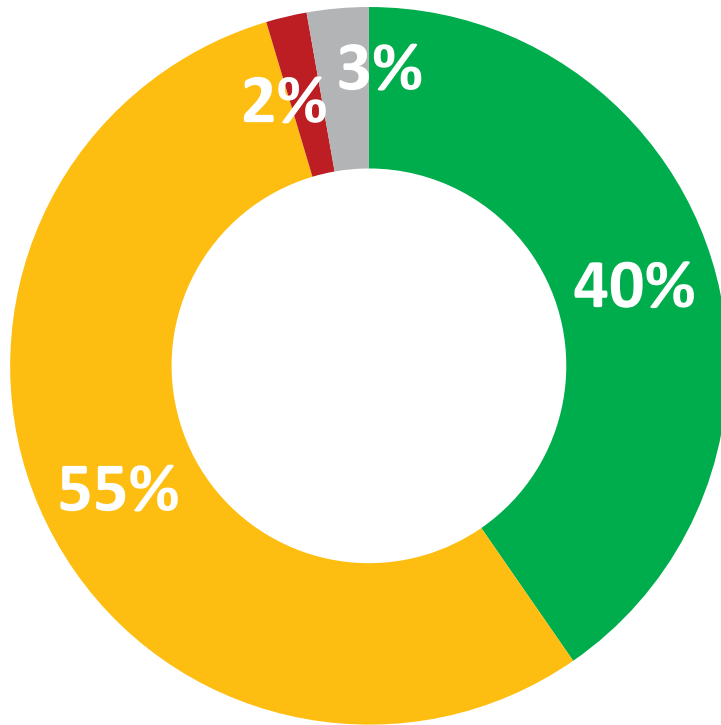
**QUESTION** – To follow is a list of Town services. Please indicate if you feel the amount of tax dollars invested should be increased, maintained or decreased in the following areas. [RANDOMIZE]

## Economic development (investment attraction, job creation, innovation/entrepreneurship)

Source: Nanos Research, RDD dual frame random telephone survey, May 30<sup>th</sup> to June 12<sup>th</sup>, 2019, n=402, accurate 4.9 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, online survey May 28<sup>th</sup> to June 14<sup>th</sup>, 2019, n=415. No margin of error applies to this survey.

# Tax dollars invested in recreation



■ Increased   
 ■ Maintained   
 ■ Decreased   
 ■ Unsure

	Telephone (n=402)	Online (n=414)
Increased	40.4%	34.5%
Maintained	55.0%	52.4%
Decreased	1.8%	9.2%
Unsure	2.8%	3.9%

\*Charts may not add up to 100 due to rounding. Chart values are based on the telephone survey.

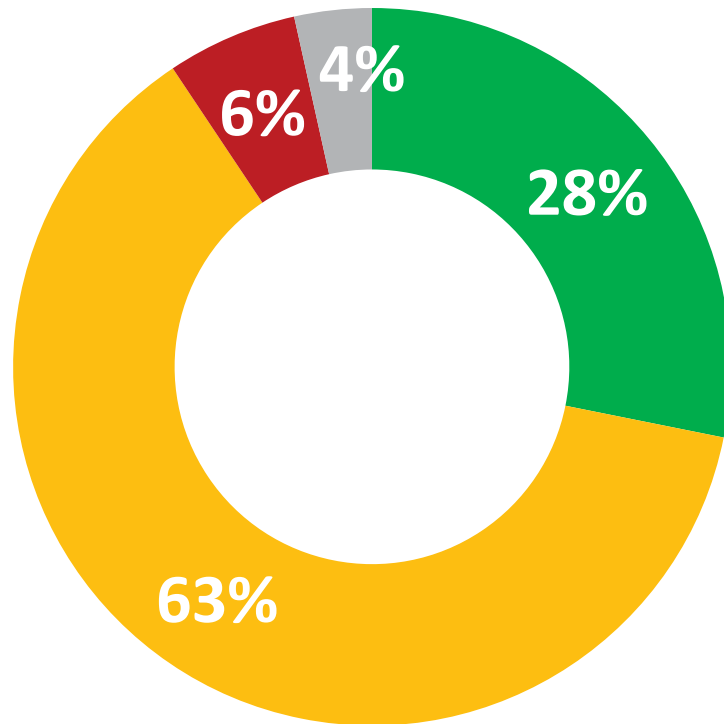
**QUESTION** – To follow is a list of Town services. Please indicate if you feel the amount of tax dollars invested should be increased, maintained or decreased in the following areas. [RANDOMIZE]

## Recreation (program types and availability for such programs as sport/fitness, swimming, visual arts, camps)

Source: Nanos Research, RDD dual frame random telephone survey, May 30<sup>th</sup> to June 12<sup>th</sup>, 2019, n=402, accurate 4.9 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, online survey May 28<sup>th</sup> to June 14<sup>th</sup>, 2019, n=414. No margin of error applies to this survey.

# Tax dollars invested in the library



■ Increased   
 ■ Maintained   
 ■ Decreased   
 ■ Unsure

	Telephone (n=402)	Online (n=414)
Increased	28.2%	23.2%
Maintained	62.5%	59.7%
Decreased	5.9%	13.8%
Unsure	3.5%	3.4%

\*Charts may not add up to 100 due to rounding. Chart values are based on the telephone survey.

**QUESTION** – To follow is a list of Town services. Please indicate if you feel the amount of tax dollars invested should be increased, maintained or decreased in the following areas. [RANDOMIZE]

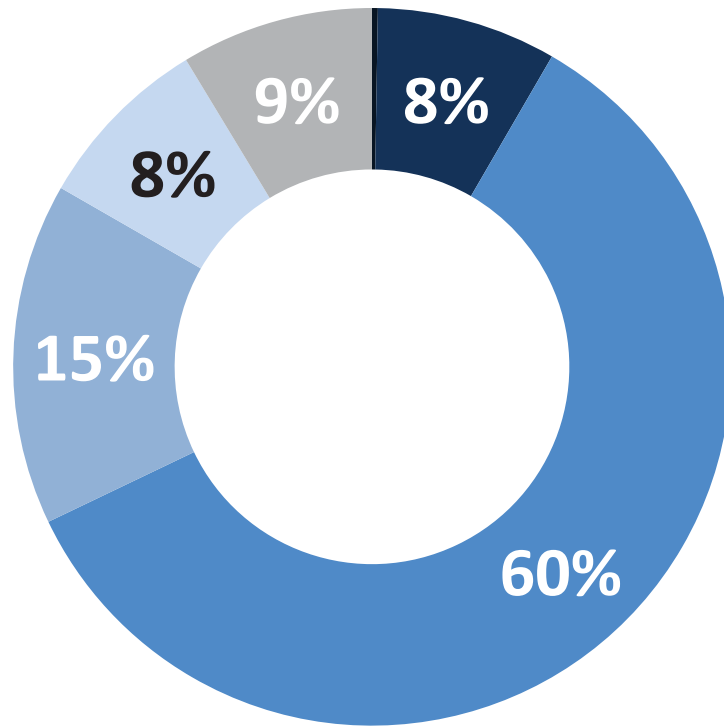
## Library (collection materials, programs and services offered)

Source: Nanos Research, RDD dual frame random telephone survey, May 30<sup>th</sup> to June 12<sup>th</sup>, 2019, n=402, accurate 4.9 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, online survey May 28<sup>th</sup> to June 14<sup>th</sup>, 2019, n=414. No margin of error applies to this survey.



# Positioning of Milton property taxes relative to other GTA municipalities



- The most
- More than average
- About the average
- Less than average
- The least
- Unsure

	Telephone (n=402)	Online (n=415)
The most	0.3%	1.9%
More than average	8.1%	9.4%
About the average	59.5%	54.0%
Less than average	15.4%	25.1%
The least	8.0%	4.6%
Unsure	8.7%	5.1%

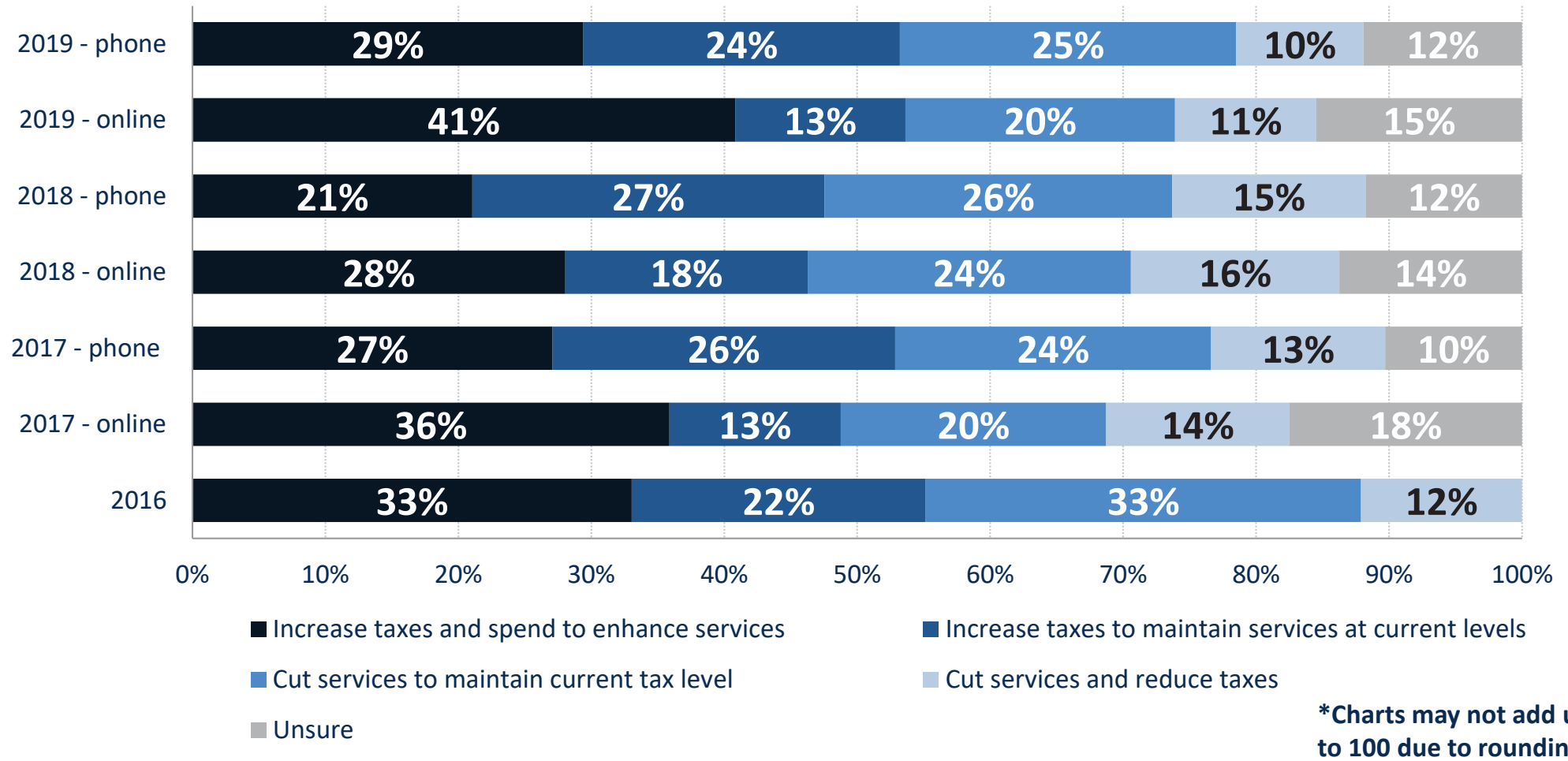
\*Charts may not add up to 100 due to rounding. Chart values are based on the telephone survey.

**QUESTION** – Assuming that there is a direct relationship between property taxes and service levels, that is the more taxes you pay the more services will be provided, compared to other GTA municipalities do you believe Town of Milton residents should pay the most, more than average, about the average, less than average or the least with respect to property taxes per household?

Source: Nanos Research, RDD dual frame random telephone survey, May 30<sup>th</sup> to June 12<sup>th</sup>, 2019, n=402, accurate 4.9 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, online survey May 28<sup>th</sup> to June 14<sup>th</sup>, 2019, n=415. No margin of error applies to this survey.

# Balance of taxation and service delivery

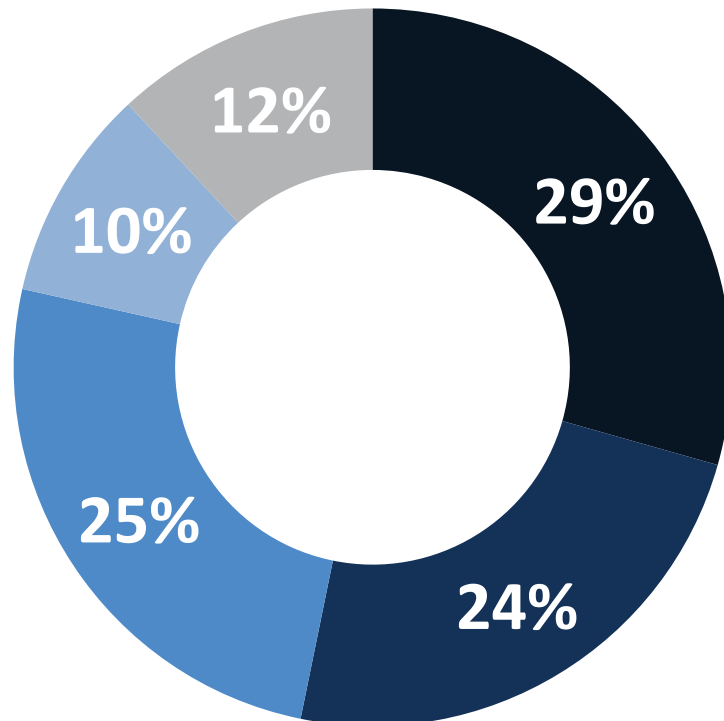


**QUESTION** – As you may know there are trade-offs between investments in things like services and infrastructure and property tax levels. Due to the increased cost of maintaining current service levels and infrastructure, the Town must balance taxation and service delivery levels. Which of the following four options would you prefer the Town to pursue? [RANDOMIZED]

Source: Nanos Research, RDD dual frame random telephone survey, May 30<sup>th</sup> to June 12<sup>th</sup>, 2019, n=402, accurate 4.9 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, online survey May 28<sup>th</sup> to June 14<sup>th</sup>, 2019, n=414. No margin of error applies to this survey.

# Balance of taxation and service delivery



- Increase taxes and spend to enhance services
- Increase taxes to maintain services at current levels
- Cut services to maintain current tax level
- Cut services and reduce taxes
- Unsure

	Telephone (n=402)	Online (n=414)
Increase taxes and spend to enhance services	29.4%	40.8%
Increase taxes to maintain services at current levels	23.8%	12.8%
Cut services to maintain current tax level	25.3%	20.3%
Cut services and reduce taxes	9.6%	10.6%
Unsure	11.9%	15.5%

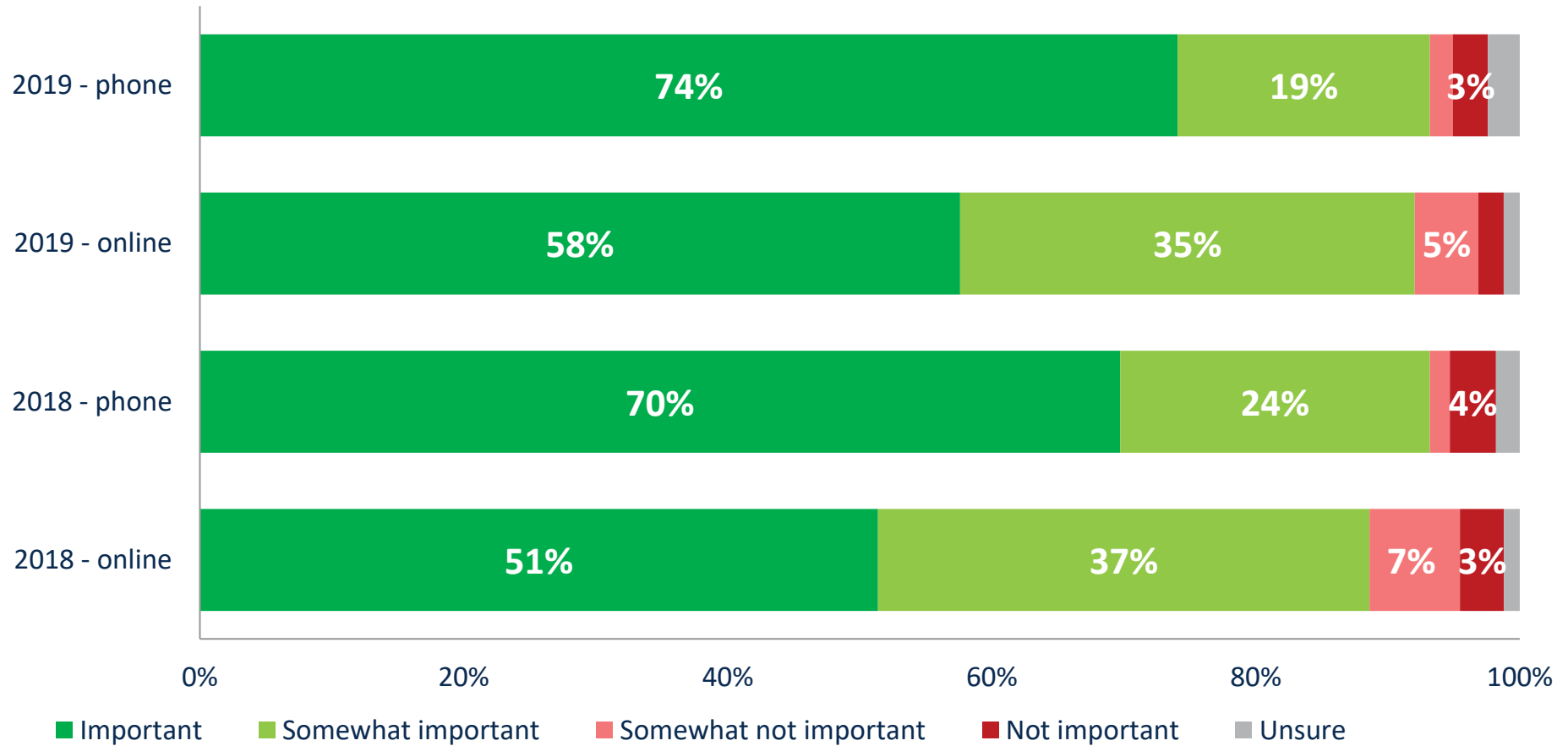
\*Charts may not add up to 100 due to rounding. Chart values are based on the telephone survey.

**QUESTION** – As you may know there are trade-offs between investments in things like services and infrastructure and property tax levels. Due to the increased cost of maintaining current service levels and infrastructure, the Town must balance taxation and service delivery levels. Which of the following four options would you prefer the Town to pursue? [RANDOMIZED]

Source: Nanos Research, RDD dual frame random telephone survey, May 30<sup>th</sup> to June 12<sup>th</sup>, 2019, n=402, accurate 4.9 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, online survey May 28<sup>th</sup> to June 14<sup>th</sup>, 2019, n=414. No margin of error applies to this survey.

# Importance of funding to replace infrastructure



**QUESTION** – Is it important, somewhat important, somewhat unimportant or unimportant to you that funding be set aside to replace infrastructure such as roads and buildings to ensure existing levels of service can be provided in future years?

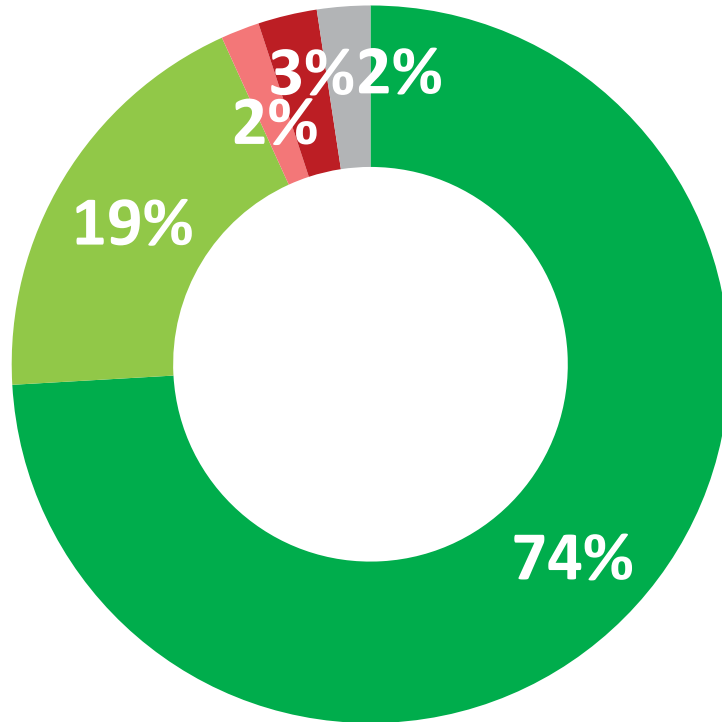
\*Charts may not add up to 100 due to rounding.

\*Percentages equal to or lower than two per cent have been removed for legibility.

Source: Nanos Research, RDD dual frame random telephone survey, May 30<sup>th</sup> to June 12<sup>th</sup>, 2019, n=402, accurate 4.9 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, online survey May 28<sup>th</sup> to June 14<sup>th</sup>, 2019, n=415. No margin of error applies to this survey.

# Importance of funding to replace infrastructure



	Telephone (n=402)	Online (n=415)
Important/ Somewhat important	93.2%	92.1%
Not important/ Somewhat not important	4.4%	6.7%
Unsure	2.4%	1.2%

\*Charts may not add up to 100 due to rounding.  
Chart values are based on the telephone survey.

- Important
- Somewhat important
- Somewhat not important
- Not important
- Unsure

**QUESTION** – Is it important, somewhat important, somewhat unimportant or unimportant to you that funding be set aside to replace infrastructure such as roads and buildings to ensure existing levels of service can be provided in future years?

Source: Nanos Research, RDD dual frame random telephone survey, May 30<sup>th</sup> to June 12<sup>th</sup>, 2019, n=402, accurate 4.9 percentage points plus or minus, 19 times out of 20.

Source: Nanos Research, online survey May 28<sup>th</sup> to June 14<sup>th</sup>, 2019, n=415. No margin of error applies to this survey.



# METHODOLOGY



Nanos conducted an RDD dual frame (land- and cell- lines) random telephone random survey of 402 residents of the Town of Milton from May 30<sup>th</sup> to June 12<sup>th</sup>, 2019, accurate 4.9 percentage points plus or minus, 19 times out of 20. Participants were randomly recruited by telephone using live agents and administered a survey. The telephone survey results were weighted by age and gender using the latest Census information (2016).

Nanos also conducted an online survey of 415 residents of the Town of Milton from May 28<sup>th</sup> to June 14<sup>th</sup>, 2019 through an open link. No margin of error applies to the online survey because participants were self-selected.

Individuals were randomly called using random digit dialling with a maximum of five call backs.

Readers should note that the random telephone sample should be considered a statistically reliable and accurate reflection of the view of Milton residents at the time of the survey. The open online survey is a self selected open mechanism to gather input and is only reflective of individuals who self-selected to share their views. In that sense, the online results should be considered more like an open consultation mechanism and not reflective of the target population. Nanos presents both to be transparent and for the Town of Milton to understand the nuance between a representative sample of opinion and a self selected group of individuals.

The research was commissioned by the Town of Milton and conducted by Nanos Research.

Note: Charts may not add up to 100 due to rounding.

# PREVIOUS WAVES



Nanos conducted an RDD dual frame (land- and cell- lines) random telephone random survey of 400 residents of the Town of Milton from May 29<sup>th</sup> to June 2<sup>nd</sup>, 2018, accurate 5.0 percentage points plus or minus, 19 times out of 20. Participants were randomly recruited by telephone using live agents and administered a survey. Nanos also conducted an online survey of 532 residents of the Town of Milton from May 29<sup>th</sup> to June 15<sup>th</sup>, 2018 through an open link. No margin of error applies to the online survey because participants were self-selected.

Nanos conducted an RDD dual frame (land- and cell- lines) random telephone and online random survey of 402 residents of the Town of Milton from June 11<sup>th</sup> to the 19<sup>th</sup>, 2017, accurate 5.0 percentage points plus or minus, 19 times out of 20. Participants were randomly recruited by telephone using live agents and administered a survey. Nanos also conducted an online survey of 617 residents of the Town of Milton from May 30<sup>th</sup> to June 19<sup>th</sup>, 2017 through an open link. No margin of error applies to the online survey because participants were self-selected.



# TECHNICAL NOTE - Telephone



Element	Description
Organization who commissioned the research	Town of Milton
Final Sample Size	402 residents of the Town of Milton
Margin of Error	±4.9 percentage points, 19 times out of 20.
Mode of Survey	RDD dual frame (land- and cell-lines) random telephone survey
Sampling Method Base	The sample included both land- and cell-lines RDD (Random Digit Dialed) across the Town of Milton.
Demographics (Captured)	Men and Women; 18 years and older. Six digit postal code was used to validate geography.
Fieldwork/Validation	Live interviews with live supervision to validate work.
Number of Calls	Maximum of five call backs.
Time of Calls	Individuals were called between 12-5:30 pm and 6:30-9:30pm local time for the respondent.
Field Dates	May 30 <sup>th</sup> to June 12 <sup>th</sup> , 2019.
Language of Survey	The survey was conducted in English.
Standards	This report exceeds the standards set forth by CRIC, ESOMAR and AAPOR.

Element	Description
Weighting of Data	The results were weighted by age and gender using the latest Census information (2016). See tables for full weighting disclosure
Screening	Screening ensured potential respondents did not work in the market research industry, in the advertising industry, or in the media to administering the survey to ensure the integrity of the data.
Excluded Demographics	Individuals younger than 18 years old; individuals without land or cell lines; individuals that are not residents of the Town of Milton could not participate.
Stratification	By age and gender using the latest Census information (2016).
Estimated Response Rate	Ten per cent, consistent with industry norms.
Question Order	Question order in the preceding report reflects the order in which they appeared in the original questionnaire.
Question Content	All questions asked are contained in this report.
Question Wording	The questions in the preceding report are written exactly as they were asked to individuals.
Survey Company	Nanos Research
Contact	Contact Nanos Research for more information or with any concerns or questions. <a href="http://www.nanos.co">http://www.nanos.co</a> Telephone:(613) 234-4666 ext. 237 Email: info@nanosresearch.com.

# TECHNICAL NOTE - Online



Element	Description
Organization who commissioned the research	Town of Milton
Final Sample Size	415 residents of the Town of Milton
Margin of Error	No margin of error applies.
Mode of Survey	Open link online survey.
Sampling Method Base	Open link.
Demographics (Captured)	ISP was used to track geography
Fieldwork/Validation	Not applicable to this research.
Number of Calls	Not applicable to this research.
Time of Calls	Not applicable to this research.
Field Dates	May 28 <sup>th</sup> to June 14 <sup>th</sup> , 2019.
Language of Survey	The survey was conducted in English.
Standards	This report exceeds the standards set forth by CRIC, ESOMAR and AAPOR.

Element	Description
Weighting of Data	Not applicable to this research.
Screening	Screening ensured potential respondents did not work in the market research industry, in the advertising industry, or in the media to administering the survey to ensure the integrity of the data.
Excluded Demographics	Individuals younger than 18 years old; individuals without land or cell lines; individuals that are not residents of the Town of Milton could not participate.
Stratification	Not applicable to this research.
Estimated Response Rate	Not applicable to this research.
Question Order	Question order in the preceding report reflects the order in which they appeared in the original questionnaire.
Question Content	All questions asked are contained in this report.
Question Wording	The questions in the preceding report are written exactly as they were asked to individuals.
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# ABOUT NANOS



As one of North America's premier market and public opinion research firms, we put strategic intelligence into the hands of decision makers. The majority of our work is for private sector and public facing organizations and ranges from market studies, managing reputation through to leveraging data intelligence. Nanos Research offers a vertically integrated full service quantitative and qualitative research practice to attain the highest standards and the greatest control over the research process.

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nanos dimap analytika



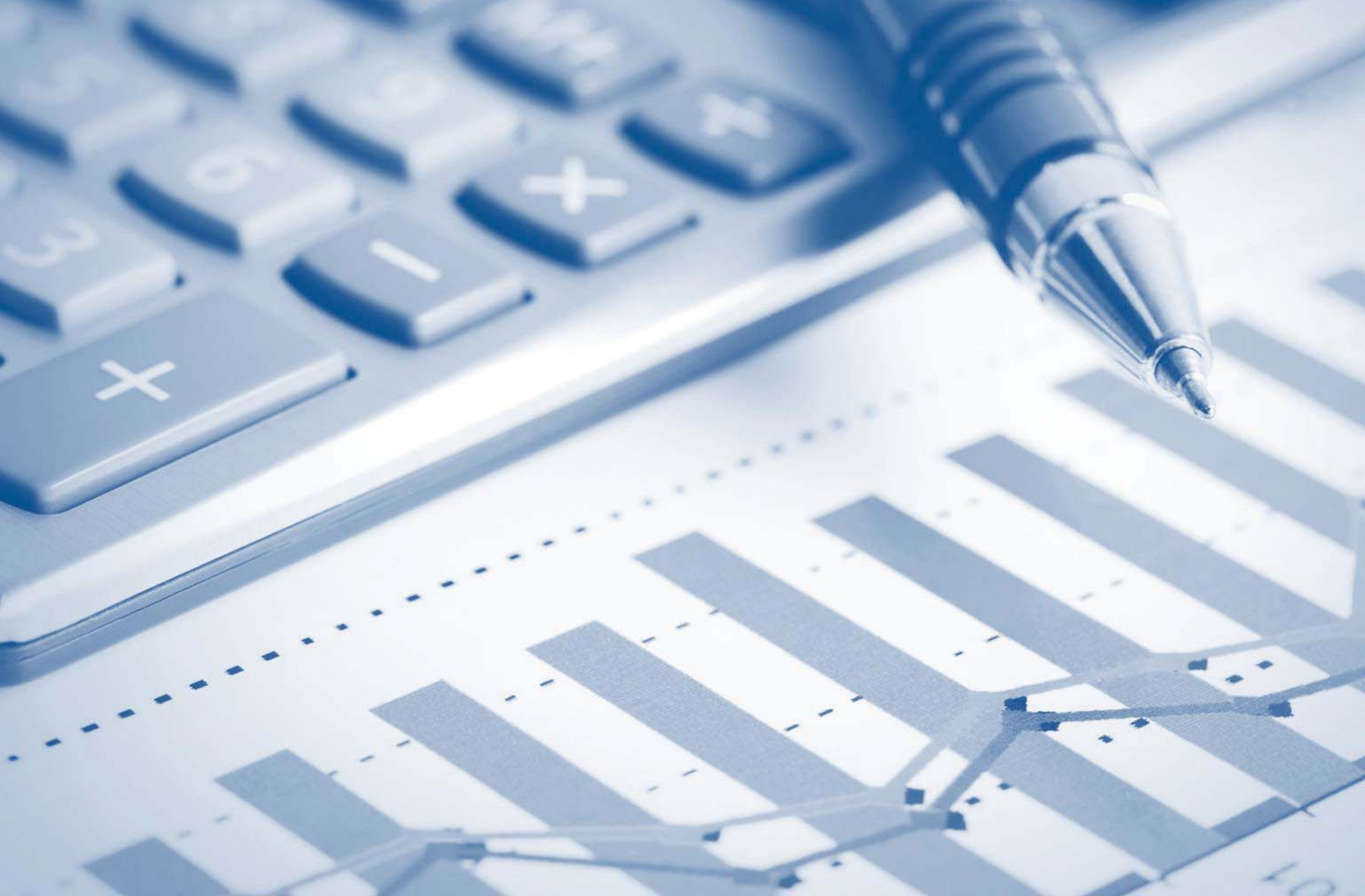
This international joint venture between [dimap](http://www.dimap.com) and [Nanos](http://www.nanos.co) brings together top research and data experts from North American and Europe to deliver exceptional data intelligence to clients. The team offers data intelligence services ranging from demographic and sentiment microtargeting; consumer sentiment identification and decision conversion; and, data analytics and profiling for consumer persuasion.

[www.nanosdimap.com](http://www.nanosdimap.com)

NANOS RUTHERFORD MCKAY & Co.

NRM is an affiliate of Nanos Research and Rutherford McKay Associates. Our service offerings are based on decades of professional experience and extensive research and include public acceptance and engagement, communications audits, and narrative development. [www.nrmpublicaffairs.com](http://www.nrmpublicaffairs.com)

# TABULATIONS





**2019-1409 – Town of Milton – Telephone Survey Tables – STAT SHEET**

			Gender			Age		
			Milton 2019-06	Male	Female	18 to 34	35 to 54	55 plus
Question 1 - Given all of the programs and services provided by the Town, would you rate the value you are receiving for your tax dollars as...	Total	Unwgt N	402	182	220	90	189	123
		Wgt N	400	194	206	117	190	93
	Very good	%	11.4	11.2	11.6	6.5	11.7	17.0
	Good	%	48.6	49.3	47.9	50.7	47.4	48.1
	Fair	%	31.2	29.5	32.7	38.5	29.6	25.1
	Poor	%	5.0	4.6	5.4	0.0	7.4	6.4
	Very poor	%	1.4	2.4	0.4	0.0	1.7	2.5
	Unsure	%	2.5	3.0	2.0	4.3	2.2	0.8

To follow is a list of Town services. Please indicate if you feel the amount of tax dollars invested should be increased, maintained or decreased in the following areas. [RANDOMIZE]

			Gender			Age		
			Milton 2019-06	Male	Female	18 to 34	35 to 54	55 plus
Question 2 - Road network (ease of getting around, traffic flow, bike lanes, pedestrian crossings)	Total	Unwgt N	402	182	220	90	189	123
		Wgt N	400	194	206	117	190	93
	Increased	%	66.1	60.0	71.9	61.0	69.1	66.6
	Maintained	%	30.9	36.6	25.6	35.4	29.3	28.6
	Decreased	%	2.0	2.3	1.7	2.3	1.6	2.4
	Unsure	%	0.9	1.2	0.7	1.3	0.0	2.4



**2019-1409 – Town of Milton – Telephone Survey Tables – STAT SHEET**

To follow is a list of Town services. Please indicate if you feel the amount of tax dollars invested should be increased, maintained or decreased in the following areas. [RANDOMIZE]

			Gender			Age		
			Milton 2019-06	Male	Female	18 to 34	35 to 54	55 plus
Question 3 - Transit (service availability, frequency, accessibility)	Total	Unwgt N	402	182	220	90	189	123
		Wgt N	400	194	206	117	190	93
	Increased	%	47.1	47.0	47.2	58.8	49.0	28.3
	Maintained	%	39.6	40.3	38.9	32.9	38.7	49.8
	Decreased	%	7.4	8.5	6.3	6.2	6.5	10.6
	Unsure	%	5.9	4.2	7.6	2.0	5.8	11.3

To follow is a list of Town services. Please indicate if you feel the amount of tax dollars invested should be increased, maintained or decreased in the following areas. [RANDOMIZE]

			Gender			Age		
			Milton 2019-06	Male	Female	18 to 34	35 to 54	55 plus
Question 4 - Economic development (investment attraction, job creation, innovation/entrepreneurship)	Total	Unwgt N	402	182	220	90	189	123
		Wgt N	400	194	206	117	190	93
	Increased	%	55.0	57.3	52.9	61.9	52.7	51.2
	Maintained	%	37.2	33.9	40.2	31.0	42.0	35.1
	Decreased	%	5.1	7.9	2.4	6.1	3.3	7.4
	Unsure	%	2.7	1.0	4.4	1.0	2.1	6.3



**2019-1409 – Town of Milton – Telephone Survey Tables – STAT SHEET**

To follow is a list of Town services. Please indicate if you feel the amount of tax dollars invested should be increased, maintained or decreased in the following areas. [RANDOMIZE]

			Gender			Age		
			Milton 2019-06	Male	Female	18 to 34	35 to 54	55 plus
Question 5 - Recreation (program types and availability for such programs as sport/fitness, swimming, visual arts, camps)	Total	Unwgt N	402	182	220	90	189	123
		Wgt N	400	194	206	117	190	93
	Increased	%	40.4	42.4	38.4	47.2	42.4	27.7
	Maintained	%	55.0	54.4	55.6	49.9	54.5	62.6
	Decreased	%	1.8	1.0	2.7	1.0	2.1	2.4
	Unsure	%	2.8	2.2	3.4	2.0	1.1	7.3

To follow is a list of Town services. Please indicate if you feel the amount of tax dollars invested should be increased, maintained or decreased in the following areas. [RANDOMIZE]

			Gender			Age		
			Milton 2019-06	Male	Female	18 to 34	35 to 54	55 plus
Question 6 - Library (collection materials, programs and services offered)	Total	Unwgt N	402	182	220	90	189	123
		Wgt N	400	194	206	117	190	93
	Increased	%	28.2	29.7	26.7	28.0	28.0	28.7
	Maintained	%	62.5	60.6	64.3	65.5	61.8	60.0
	Decreased	%	5.9	7.4	4.5	6.5	7.6	1.6
	Unsure	%	3.5	2.3	4.6	0.0	2.6	9.6



2019-1409 – Town of Milton – Telephone Survey Tables – STAT SHEET

			Gender			Age		
			Milton 2019-06	Male	Female	18 to 34	35 to 54	55 plus
Question 7 - Assuming that there is a direct relationship between property taxes and service levels, that is the more taxes you pay the more services will be provided, compared to other GTA municipalities do you believe Town of Milton residents should pay the most, more than average, about the average, less than average or the least with respect to property taxes per household?	Total	Unwgt N	402	182	220	90	189	123
		Wgt N	400	194	206	117	190	93
	The most	%	0.3	0.5	0.0	0.0	0.6	0.0
	More than average	%	8.1	9.3	7.0	8.8	8.0	7.4
	About the average	%	59.5	60.6	58.5	56.1	62.1	58.6
	Less than average	%	15.4	16.1	14.8	10.7	14.8	22.7
	The least	%	8.0	5.1	10.7	11.1	7.7	4.8
	Unsure	%	8.7	8.4	9.0	13.4	6.9	6.5

			Gender			Age		
			Milton 2019-06	Male	Female	18 to 34	35 to 54	55 plus
Question 8 - As you may know there are trade-offs between investments in things like services and infrastructure and property tax levels. Due to the increased cost of maintaining current service levels and infrastructure, the Town must balance taxation and service delivery levels. Which of the following four options would you prefer the Town to pursue? [RANDOMIZE]	Total	Unwgt N	402	182	220	90	189	123
		Wgt N	400	194	206	117	190	93
	Increase taxes and spend to enhance services	%	29.4	29.9	28.9	35.8	29.1	21.9
	Increase taxes to maintain services at current levels	%	23.8	26.9	21.0	29.0	18.7	27.8
	Cut services to maintain the current tax level	%	25.3	23.1	27.4	19.9	27.9	26.8
	Cut services and reduce taxes	%	9.6	9.6	9.6	7.5	9.5	12.3
	Unsure	%	11.9	10.6	13.1	7.8	14.8	11.2

Nanos conducted an RDD dual frame (land- and cell- lines) telephone random survey of 402 residents of the Town of Milton, 18 years of age or older, between May 30<sup>th</sup> and June 12<sup>th</sup>, 2019. The margin of error this survey is ±5.0 percentage points, 19 times out of 20.





2019-1409 – Town of Milton – Telephone Survey Tables – STAT SHEET

			Gender			Age		
			Milton 2019-06	Male	Female	18 to 34	35 to 54	55 plus
Question 9 - Is it important, somewhat important, somewhat unimportant or unimportant to you that funding be set aside to replace infrastructure such as roads and buildings to ensure existing levels of service can be provided in future years?	Total	Unwgt N	402	182	220	90	189	123
		Wgt N	400	194	206	117	190	93
	Important	%	74.1	74.8	73.4	75.6	73.7	73.0
	Somewhat important	%	19.1	18.0	20.2	18.6	19.9	18.1
	Somewhat unimportant	%	1.7	1.7	1.8	1.3	2.1	1.6
	Unimportant	%	2.7	3.8	1.6	2.3	2.2	4.1
	Unsure	%	2.4	1.7	3.0	2.3	2.1	3.2

Nanos conducted an RDD dual frame (land- and cell- lines) telephone random survey of 402 residents of the Town of Milton, 18 years of age or older, between May 30<sup>th</sup> and June 12<sup>th</sup>, 2019. The margin of error this survey is ±5.0 percentage points, 19 times out of 20.



**2019-1409 – Town of Milton – Online Survey – STAT SHEET**

			Gender					Age			
			Milton 2019-06	Male	Female	Other	Refusal	18 to 34	35 to 54	55 plus	99.00
Question 1 - Our study today is about spending priorities for the Town of Milton. Given all of the programs and services provided by the Town, would you rate the value you are receiving for your tax dollars as...	Total	Unwgt N	415	196	171	2	46	87	221	86	21
	Very good	%	8.4	6.6	11.7	0.0	4.3	9.2	9.0	7.0	4.8
	Good	%	35.9	39.8	36.3	0.0	19.6	32.2	37.1	39.5	23.8
	Fair	%	37.1	35.7	35.1	0.0	52.2	37.9	38.9	30.2	42.9
	Poor	%	11.6	9.2	11.1	50.0	21.7	9.2	11.8	10.5	23.8
	Very poor	%	4.6	6.1	3.5	50.0	0.0	9.2	2.3	7.0	0.0
	Unsure	%	2.4	2.6	2.3	0.0	2.2	2.3	0.9	5.8	4.8

To follow is a list of Town services. Please indicate if you feel the amount of tax dollars invested should be increased, maintained or decreased in the following areas. [RANDOMIZE]

			Gender					Age			
			Milton 2019-06	Male	Female	Other	Refusal	18 to 34	35 to 54	55 plus	99.00
Question 2 - Road network (ease of getting around, traffic flow, bike lanes, pedestrian crossings)	Total	Unwgt N	415	196	171	2	46	87	221	86	21
	Increased	%	63.1	60.7	67.3	50.0	58.7	66.7	62.9	64.0	47.6
	Maintained	%	28.4	30.6	26.9	0.0	26.1	29.9	28.1	26.7	33.3
	Decreased	%	6.5	6.1	4.7	50.0	13.0	3.4	6.3	8.1	14.3
	Unsure	%	1.9	2.6	1.2	0.0	2.2	0.0	2.7	1.2	4.8

Nanos conducted an online survey of 415 residents of the Town of Milton through an open link from May 28<sup>th</sup> and June 14<sup>th</sup>, 2019. This is a self-selected and not a probability survey, therefore no margin of error applies.



**2019-1409 – Town of Milton – Online Survey – STAT SHEET**

To follow is a list of Town services. Please indicate if you feel the amount of tax dollars invested should be increased, maintained or decreased in the following areas. [RANDOMIZE]

			Gender					Age			
			Milton 2019-06	Male	Female	Other	Refusal	18 to 34	35 to 54	55 plus	99.00
Question 3 - Transit (service availability, frequency, accessibility)	Total	Unwgt N	414	196	170	2	46	87	221	85	21
	Increased	%	32.6	28.6	34.1	0.0	45.7	43.7	29.0	29.4	38.1
	Maintained	%	42.5	44.4	46.5	50.0	19.6	40.2	44.8	44.7	19.0
	Decreased	%	17.1	19.9	12.9	50.0	19.6	11.5	17.6	20.0	23.8
	Unsure	%	7.7	7.1	6.5	0.0	15.2	4.6	8.6	5.9	19.0

To follow is a list of Town services. Please indicate if you feel the amount of tax dollars invested should be increased, maintained or decreased in the following areas. [RANDOMIZE]

			Gender					Age			
			Milton 2019-06	Male	Female	Other	Refusal	18 to 34	35 to 54	55 plus	99.00
Question 4 - Economic development (investment attraction, job creation, innovation/entrepreneurship)	Total	Unwgt N	415	196	171	2	46	87	221	86	21
	Increased	%	40.5	42.9	38.0	0.0	41.3	51.7	39.4	30.2	47.6
	Maintained	%	40.0	36.2	45.6	0.0	37.0	32.2	41.2	48.8	23.8
	Decreased	%	12.0	12.2	10.5	50.0	15.2	12.6	10.4	14.0	19.0
	Unsure	%	7.5	8.7	5.8	50.0	6.5	3.4	9.0	7.0	9.5

Nanos conducted an online survey of 415 residents of the Town of Milton through an open link from May 28<sup>th</sup> and June 14<sup>th</sup>, 2019. This is a self-selected and not a probability survey, therefore no margin of error applies.



**2019-1409 – Town of Milton – Online Survey – STAT SHEET**

To follow is a list of Town services. Please indicate if you feel the amount of tax dollars invested should be increased, maintained or decreased in the following areas. [RANDOMIZE]

			Gender					Age			
			Milton 2019-06	Male	Female	Other	Refusal	18 to 34	35 to 54	55 plus	99.00
Question 5 - Recreation (program types and availability for such programs as sport/fitness, swimming, visual arts, camps)	Total	Unwgt N	414	195	171	2	46	87	220	86	21
	Increased	%	34.5	29.2	42.7	50.0	26.1	33.3	37.3	27.9	38.1
	Maintained	%	52.4	52.8	50.3	0.0	60.9	58.6	48.2	57.0	52.4
	Decreased	%	9.2	11.8	5.3	50.0	10.9	4.6	10.5	11.6	4.8
	Unsure	%	3.9	6.2	1.8	0.0	2.2	3.4	4.1	3.5	4.8

To follow is a list of Town services. Please indicate if you feel the amount of tax dollars invested should be increased, maintained or decreased in the following areas. [RANDOMIZE]

			Gender					Age			
			Milton 2019-06	Male	Female	Other	Refusal	18 to 34	35 to 54	55 plus	99.00
Question 6 - Library (collection materials, programs and services offered)	Total	Unwgt N	414	195	171	2	46	87	220	86	21
	Increased	%	23.2	22.1	24.6	0.0	23.9	24.1	24.5	17.4	28.6
	Maintained	%	59.7	57.9	63.7	0.0	54.3	63.2	58.2	62.8	47.6
	Decreased	%	13.8	17.4	8.2	100.0	15.2	8.0	14.1	17.4	19.0
	Unsure	%	3.4	2.6	3.5	0.0	6.5	4.6	3.2	2.3	4.8

Nanos conducted an online survey of 415 residents of the Town of Milton through an open link from May 28<sup>th</sup> and June 14<sup>th</sup>, 2019. This is a self-selected and not a probability survey, therefore no margin of error applies.



2019-1409 – Town of Milton – Online Survey – STAT SHEET

			Gender					Age			
			Milton 2019-06	Male	Female	Other	Refusal	18 to 34	35 to 54	55 plus	99.00
Question 7 - Assuming that there is a direct relationship between property taxes and service levels, that is the more taxes you pay the more services will be provided, compared to other GTA municipalities do you believe Town of Milton residents should pay the most, more than average, about the average, less than average or the least with respect to property taxes per household?	Total	Unwgt N	415	196	171	2	46	87	221	86	21
	The most	%	1.9	2.0	0.6	0.0	6.5	2.3	1.4	2.3	4.8
	More than average	%	9.4	12.2	8.8	0.0	0.0	4.6	12.2	8.1	4.8
	About the average	%	54.0	51.0	57.9	100.0	50.0	58.6	52.0	53.5	57.1
	Less than average	%	25.1	23.5	25.7	0.0	30.4	28.7	24.0	25.6	19.0
	The least	%	4.6	5.6	2.3	0.0	8.7	2.3	4.1	7.0	9.5
	Unsure	%	5.1	5.6	4.7	0.0	4.3	3.4	6.3	3.5	4.8

			Gender					Age			
			Milton 2019-06	Male	Female	Other	Refusal	18 to 34	35 to 54	55 plus	99.00
Question 8 - As you may know there are trade-offs between investments in things like services and infrastructure and property tax levels. Due to the increased cost of maintaining current service levels and infrastructure, the Town must balance taxation and service delivery levels. Which of the following four options would you prefer the Town to pursue? [RANDOMIZE]	Total	Unwgt N	414	195	171	2	46	87	220	86	21
	Increase taxes and spend to enhance services	%	40.8	43.1	41.5	50.0	28.3	40.2	47.7	25.6	33.3
	Increase taxes to maintain services at current levels	%	12.8	12.8	14.0	50.0	6.5	12.6	12.7	16.3	0.0
	Cut services to maintain current tax level	%	20.3	20.5	18.1	0.0	28.3	13.8	18.2	30.2	28.6
	Cut services and reduce taxes	%	10.6	13.8	5.3	0.0	17.4	8.0	10.0	12.8	19.0
	Unsure	%	15.5	9.7	21.1	0.0	19.6	25.3	11.4	15.1	19.0

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2019-1409 – Town of Milton – Online Survey – STAT SHEET

			Gender					Age			
			Milton 2019-06	Male	Female	Other	Refusal	18 to 34	35 to 54	55 plus	99.00
Question 9 - Is it important, somewhat important, somewhat unimportant or unimportant to you that funding be set aside to replace infrastructure such as roads and buildings to ensure existing levels of service can be provided in future years?	Total	Unwgt N	415	196	171	2	46	87	221	86	21
	Important	%	57.6	60.7	56.7	50.0	47.8	58.6	59.7	51.2	57.1
	Somewhat important	%	34.5	32.1	35.1	50.0	41.3	35.6	31.2	40.7	38.1
	Somewhat unimportant	%	4.8	4.6	5.3	0.0	4.3	3.4	5.9	4.7	0.0
	Unimportant	%	1.9	1.5	1.8	0.0	4.3	1.1	2.3	2.3	0.0
	Unsure	%	1.2	1.0	1.2	0.0	2.2	1.1	0.9	1.2	4.8

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2019-1409 – Town of Milton – Telephone Survey OPEN ENDED

Question - Keeping in mind that the Town of Milton is not responsible for waste, recycling, police or schools, do you have any additional comments that you would like to be considered by Town staff in the preparation of the 2020 Budget? [OPEN]
None.
Get the Hamilton cops out here, we are paying for it.
No.
No comment.
Dollars and cents should be the bottom line - focus on service delivery.
No.
Concentrate on infrastructure because roads are terrible.
The more services they offer to the Town; they need to give a break to the country too.
Parking in our homes (only 2 cars) – purchase annual parking permits (ex. Kids with cars).
Nothing in mind.
Spend more on roads Milton growing - easier to get in and out of Milton.
Nothing.
Money for public ridership is a waste, the bus are running empty. Bad connection.
Nothing.
Nothing specific.
No comment.
No.
Get somebody who can manage money properly.
More bus routes in general since there is more people.
Road conditions/infrastructure.
Continue good relationship with the region and strong voice with the Province.
No, not at the moment.
No comment.
Roads in Milton should be installing speed bumps to prevent drag racing.
No.
Road pavement in front of my house. They are bullies and lied to us.
We could use more parks.
No taxes for recreation, there is low registration. Invest in transit roads.
No comment.
More by-law enforcement (police and parking by-law) needed.
Recreation and parks.
None.
Nothing.
Work on traffic.
No.
There's way too much traffic and no right hand turns at major intersections.



2019-1409 – Town of Milton – Telephone Survey OPEN ENDED

Question - Keeping in mind that the Town of Milton is not responsible for waste, recycling, police or schools, do you have any additional comments that you would like to be considered by Town staff in the preparation of the 2020 Budget? [OPEN]
Better infrastructure for transportation in and around town.
Need to be more things to create employment and more opportunities. Infrastructure.
Nothing.
No.
Nothing.
Improve parks for kids by talking to parents.
No.
The increase of house building is at it's maximum. Traffic is horrendous. Crime.
No, nothing at all.
No comment.
They should fight the cuts made by conservatives.
No comment.
No police in Milton on duty after 6 pm.
Road and transit covers my needs, roads are my concern.
No.
Infrastructure - the roads are congested.
Winter road maintenance; side streets are bad. Main streets are ok side streets are icy.
Economic development: bringing more business into Milton.
Services for seniors. Transportation in and out of city (improve).
Snow clearing - I want to make sure the roads are clean of snow with my tax \$.
Better roads. Better for kids to walk around.
No comment.
No comment.
More focus on rural communities – Milton Heights.
Not informed enough we are a little rural.
No comment.
More 'attention' to rural communities - roadwork/transit/community activities.
Look at the money used for Mohawk casino and put it to better use.
Stop charging for parking lots, especially in residential areas.
Snow removal last season was bad. Go transit parking at Milton station, Main St.
No.
No comments.
No.
No comment.
Consider where Milton is expanding; facilities haven't been improved for years.
More funding in education.





2019-1409 – Town of Milton – Telephone Survey OPEN ENDED

Question - Keeping in mind that the Town of Milton is not responsible for waste, recycling, police or schools, do you have any additional comments that you would like to be considered by Town staff in the preparation of the 2020 Budget? [OPEN]
I am shocked they are not responsible for those things.
Maintain the roads. They don't clean the snow off roads properly.
Nope.
Consider a budget for recycling and environment policing waste schools.
Big bins should be used and brought by trucks.
More services towards Campbellville.
Nothing.
Improve libraries (bigger library). Transit - buses don't run after certain time.
No.
Taxes maintained not increased. Population brings in more money.
No idea.
I am moving out of the country in a few months.
Amount of road work put in is unequal to the amount of infrastructure put in.
Better way to spend money and don't tax people as much.
No comment.
Don't know.
None.
Snow removal needs to be improved in Milton.
Just improving transportation and infrastructure.
No comment.
Need more police.
None.
Other municipalities' transit should be amalgamated. North-south route is an issue.
No.
None.
No not really.
No.
No.
I don't think so.
No comment.
To build another recreation centre.
Planting more trees.
The roads are not catered to the increasing population.
More involved in policing & security of rural properties - (I have a 10 acre property); robbery.
No.
No comment.



2019-1409 – Town of Milton – Telephone Survey OPEN ENDED

Question - Keeping in mind that the Town of Milton is not responsible for waste, recycling, police or schools, do you have any additional comments that you would like to be considered by Town staff in the preparation of the 2020 Budget? [OPEN]
Stop people coming into old Milton and ripping down buildings.
No comment.
No.
No.
Nothing.
Nothing.
More bike lanes.
The new subdivision town homes and condos; they have no parking. No parking lots.
None.
Allocate more money for the transit.
No comment.
No.
Find ways to improve public transport - Go train & local buses. Encourage use.
Keep infrastructure focus in mind as city expands - keep people on the move.
No.
More squash courts for sports.
Improved roads and garbage collection.
Spend the tax budget on maintaining infrastructure for roads.
No.
Public transit needs to be better in the business areas.
Increase the budget for schools.
No.
Moderate spending and increase in taxes should be considered in the budget.
Come up with more programs for teenagers help reduce crime rates.
They should consider all of these services for the town of Milton.
No.
Hoping to have the Milton mall.
Better at removing snow.
Milton recreation centre services shouldn't be restricted based on background.
Some emphasis on effective town planning.
Nothing.
N/a
Not really.
No.
Milton Go transit can be more frequent.
Provide more money to provide more services for policing.



2019-1409 – Town of Milton – Telephone Survey OPEN ENDED

Question - Keeping in mind that the Town of Milton is not responsible for waste, recycling, police or schools, do you have any additional comments that you would like to be considered by Town staff in the preparation of the 2020 Budget? [OPEN]
More drop-in programs at parks around town.
No.
No comment.
Bylaws to decrease plastic consumption.
Snow removal services.
No comments.
Health services (mental health services should be considered).
Senior places with programs are not affordable. I can't afford it.
My taxes go up but I get no benefit.
No.
Reduce water charges and plant more trees. Town water charges are higher then.
No.
We receive quarterly funding for the Mohawk racetrack; not being used for roads.
Too many schools in a small area; the Louis St Laurent area.
Our service problems are regional - policing and recycling problems.
Current facilities in Milton are contributing to global warming.
Honesty.
Nothing.
Having Sunday transit service and maintain all other services.
My only concern is to have more senior availability for long term care.
What is going on in Milton? Garbage disposal should be weekly and not bi-weekly.
No comment.
They should be responsible.
The peripheral/rural areas surrounding Milton are being ignored.
No.
No.
See increase in funding in long-term care facilities.
Continued support for libraries and faster development of infrastructure.
Infrastructure; that being roads and managing traffic levels.
Consider budget for waste, schools, police and recycling.
No.
No, I can't think of anything.
No.
I can - programs should be made readily available: more spots needed.
No comment.
Responsible for the town property; clean it. We need a new mayor.



2019-1409 – Town of Milton – Telephone Survey OPEN ENDED

Question - Keeping in mind that the Town of Milton is not responsible for waste, recycling, police or schools, do you have any additional comments that you would like to be considered by Town staff in the preparation of the 2020 Budget? [OPEN]
Invest in the town. Maybe add another shopping mall. Most people have to leave town.
No.
No.
No.
No.
No comment.
How about walking trails and parks there should be more.
Go bus parking lot needs to be expanded and have additional parking.
The developers should pay a bit more for the services they are using.
Snow removal and grass in different parks is terrible. Sidewalks not maintained.
Save money from salts and revitalization of downtown - look for efficiencies.
There needs be better public transit.
Fire dept is understaffed it is still a primarily volunteer - more paid fighters.
No.
Stop building houses in Milton and fix the roads/infrastructure.
No comment.
I would really like them to take care of the roads. Congestion is getting bad.
More funding- for schools.
No.
Not really.
Snow removal and better roads. More salt in winter for sides streets.
Are they responsible for the GO service or provide parking? No truck traffic.
They should plan roads before planning residential areas. Widen roads.
Spend the money wisely.
Internet accessibility in rural communities such as the Campbellville areas.
Is the Halton police part of Milton?
More bus routes from go station to the newest areas - south from Derry rd.
No comment.
More efficient public transit.
No.
No.
Maintenance of baseball facilities.
Road network especially along Thompson has to be optimised for traffic flow.
A lot of roads are under construction or just not finished.
Nothing.
No.



2019-1409 – Town of Milton – Telephone Survey OPEN ENDED

Question - Keeping in mind that the Town of Milton is not responsible for waste, recycling, police or schools, do you have any additional comments that you would like to be considered by Town staff in the preparation of the 2020 Budget? [OPEN]
We need more rural policing.
Nothing really.
More shopping centres.
Keep in mind the current traffic levels will increase with increasing condos.
Nothing.
No comment.
We should have a better recycling system in place - more recycling services.
Introduce the presto services & reduce elementary school student/teacher ratio.
No comment.
No.
Nothing.
No.
The snow plowing in winter - they are lazy and do nothing.
No be very careful with spending the money.
No.
Poor planning for the roads and highway.
Try to maintain the services but lower taxes.
No comment.
Not really no.
Move all the garbage cans from parks.
Improve maintenance of trees.
No.
None.
Roads should be well cleaned during winter time. More attention to that.
Building too many homes. Not enough (and short) parking.
No comment.
Don't know. Life is expensive. Need to be wise with where we are putting money.
Class sizes.
Better snow removal on the residential streets.
Nothing.
Improve the Town.
Should be more considerate of the environment and public health.
The transit system should be reworked.
I live in apartment building so no comment.
Roads should be built before houses are built.
There are very few buses in the area; improve amount of buses in Town.



2019-1409 – Town of Milton – Telephone Survey OPEN ENDED

Question - Keeping in mind that the Town of Milton is not responsible for waste, recycling, police or schools, do you have any additional comments that you would like to be considered by Town staff in the preparation of the 2020 Budget? [OPEN]
No comment.
Increase public transit accessibility.
No comment.
Maintain Town landscaping & facilities - women's change room at the pool centre.
None.
Too much traffic pollution from traffic.
I absolutely believe they should do more for recycling. They put together everything.
No.
No.
Buses and roads need serious improvement. Maintain green spaces.
Happy if Milton does not become further densely populated than it already is.
No.
Nothing, pretty good place to live good facilities.
Snow removal like how they do in Mississauga. Better parks for kids, better stuff.
Clearing of snow and ice from sidewalks/side roads during the winter months.
Not enough ice for rink facilities.
Nothing.
Don't know.
New owners to pay for the cost of new assets (bridges, roads).
No.
We need more lanes for our roads. Population going up. Roads can't handle cars.
Less attention on hockey and more on cycling and baseball.
Environmental concerns should be addressed.
Better roads.
No.
A little more recreation. More social development for "baby boomers".
No...but had no idea they weren't responsible for it.
No comment.
Not really.
More parking on the side streets or overnight parking.
No.
N/A
Infrastructure does not keep up with development. Roads should meet needs.
No.
Nothing.
The congestion and lack of transit are big concerns.



2019-1409 – Town of Milton – Telephone Survey OPEN ENDED

Question - Keeping in mind that the Town of Milton is not responsible for waste, recycling, police or schools, do you have any additional comments that you would like to be considered by Town staff in the preparation of the 2020 Budget? [OPEN]
No.
No.
Better roads before more home and condos.
They should attract businesses to the town - to make money and not taxes.
No.
No.
Nothing.
Clean the roads in the winter. Take out the garbage every week in summer.
Match growth to the ability of town to provide services – town should try to control growth to have enough.
It's all about roads - getting in/out of Milton is horrendous - Britannia road.
Maintain the Thompson arena.
N/A
Decreasing bus fare for students.
We need more recreational programs for children.
Road networks need to be made better and invest in economic activity.
Build bigger schools not portables which are attached to schools - its cold.
I would like to see more employment opportunities.
No.
No comment.
No.
Disappointed that a post secondary institution will not be built in Milton.
No.
No.
No comments.
Nothing.
Need more traffic lights close to schools and in busy areas.
No comment.
Not off hand.
I pay more than the services I receive. I live in farmland so no problems.
No.
They do whatever they want, they don't listen.
Noise reduction.
Drastically reduce the buses and get a deal with Uber.
More attractions in Milton; family events.
No comment.



2019-1409 – Town of Milton – Online Survey OPEN ENDED

Question - Keeping in mind that the Town of Milton is not responsible for waste, recycling, police or schools, do you have any additional comments that you would like to be considered by Town staff in the preparation of the 2020 Budget? [OPEN]
As a Milton resident since birth (1980) I would like to see the "Old Milton" feel maintained. As a town grows and prospers I know this can be hard but to lose that charm would be a travesty. I have lived in Oakville, Burlington and Mississauga yet KEEP coming back to Milton for this reason alone. My roots are here. But with all of these cookie-cutter homes going in, the same businesses popping up that are EVERYWHERE (i.e. chains) we are losing our individuality and blending into other areas - i.e. I've heard the terms "Brampton overflow", "Oakville overflow" etc. used and we are NOT THAT - we are MILTON. As an Employment and Academic Advisor at Sheridan College (18+ years_ with a keen political and economic interest I would be honoured to participate however I can. If I can be of assistance to sit on boards, join in on focus groups, etc. please don't hesitate to email me at edwynavlaughton@gmail.com or call me at 905-699-1900.
Instead of relying solely on residential property tax increases, Town of Milton should consider other possibilities of generating revenue, like inviting more business, commercial and industrial investment.
We need better road systems. It's bad going east (where most jobs are) We have only derry and 401. Britannia is a joke. Either attract more jobs here or get better road systems.
Increased winter facilities for flag football and baseball (or not just soccer).Maintain parks and Rec services- great job.
Weak survey
By law enforcement is a must; you cannot have these kinds of neighbourhoods and no enforcement. While the program may not be revenue positive, looking at other towns / cities there are technology's that will improve efficiencies and drive this program to a more revenue neutral program.
Increased lobbying for improved GO train service to and from Milton. E.g. Weekend train service to and from Union station and increased (later) evening trains from Union to Milton. Increased lobbying for the planned University in Milton to continue.
Funding should be set aside for:- urban forestry (new planting AND tree maintenance)- increased proactive municipal law enforcement- increased spending on proper staffing levels for core services - pay to play recreation use
Road systems need to be redesigned when they are repaired/ replaced. More bike lanes, green shoulders and pedestrian friendly infrastructure, especially downtown, is required. Transit needs to be integrated with Oakville/Brampton. It's the only way to increase ridership. I'd love to take the bus to work, but I can't.
Please consider infrastructure (roads) as a priority. We need to work on reducing traffic congestion (especially during rush hour times). This includes widening roads, improving signal timing, adjusting speed limits, etc.
Focus on traffic regulation
I think Milton is the worst managed Township that I have come across. I have lived in Ajax and Waterloo and have never seen such badly managed infrastructure development. When I moved into my new home in a new locality, I was told that there would be no library or community centre built for the next 5 years. What nonsense!!! The infrastructure should be built before the new houses or community is built. Just imagine we have Britannia as a single lane. And the project is going to start to make it 3 lanes both ways in the next 3 years. This should have been done 5 years back. Where are all the funds going???
Think about how we can run better government, cut red tape and make it easier to live, work and play in Milton. Pay people well and you will keep better employees (longer).Winter road maintenance is probably one of the worst services the town provides. Not sure who does the landscaping, but probably where most the money is wasted. I see many excessive, unpleasant and unorganized tree, shrub and planting all over town. There are better ways to spend our tax payer's money.
Road structures are horrible; town has proven they cannot manage budget and use where the need is the most. Tall building being built with no focus on traffic is the worst planning compare to other towns. I have no faith that town will get anything right with increased tax.
The budget book is extremely long, why not cut it down by 80% into something people will actually read. Show how much each service actually costs. Have more bylaw support, currently no-one works before 9am or after 4pm.Offer more public skating or think about creating outdoor rinks like in other towns and cities. Start plowing sidewalks. Replace all of the old streetlights with led. Add more lighting in the parking lot at the Sports centre because most of the time the lights are off. Do something with traffic as there is





2019-1409 – Town of Milton – Online Survey OPEN ENDED

Question - Keeping in mind that the Town of Milton is not responsible for waste, recycling, police or schools, do you have any additional comments that you would like to be considered by Town staff in the preparation of the 2020 Budget? [OPEN]
a streetlight every 50 feet in this town.
Promote more family friendly events, Farmers Market and support local entrepreneurs in terms of advice, grants, funding
The Town of Milton should keep average tax increases per household (of the Milton portion of the budget) to be approximately equal to the rate of inflation. Given the increase in the number of households, the town's total tax income will increase beyond the rate of inflation but be reasonable per person. If the Town continues its current trend of increasing per-household taxation significantly beyond the rate of inflation then the tax burden will grow an enormous amount in real terms. The purpose of the government of the Town of Milton is to serve its constituents not boundlessly grow to swallow larger amounts of people's income.
More right turn lanes at major intersections (Thompson and Derry, badly needed going south on Thompson).
Fire department funding is extremely expensive for the services provided. With possible cuts happening, that it one place where efficiencies could be found to reallocate funds.
More money into the fire service!!!! People are going to be killed from lack of service and no one seems to care!!
Development and/or expansion of schools to accommodate the town's continuous increase in population.
Increase in Fire Department staffing and response
Consider the amount of incoming residents due to new developments. Are mobility/road networks sufficient? Do services need to be increased with the new development and residents? Will the new residents balance out the budget because everyone will do their share?
Keep the green areas, don't sell them to builders! I feel Milton population is increasing while the roads won't accommodate all those people
We need more money put towards the up keep of the town. The roadways, parks, boulevards and center medians around Milton need to be better looked after. Right now our town looks like the Ghetto especially Main St. between JSP and Thompson. That is the gateway to Milton and it looks disgusting. Also more by law people. Ones that will give notices to people who do not cut their grass and it gets so long you could lose a toddler in it. Roads are another area the traffic here is terrible. It the town build and builds with no planning for the number of cars on the road. Act now and think later seems to be the motto for this town, Really too bad and sad to see it so run down. This use to be a beautiful town you could be proud of not any more. Really shameful
Invest in sustainability - sustainable living, working, playing, and transit. Look to long term solutions and be creative. Invest more in transit and in bylaw enforcement to prevent the newer areas becoming slums with too many cars and poorly maintained properties. Make living in Milton really easy and fun (but not cheap). Create new partnerships for using public lands - partner (not sell to) with the arts, recreation, culture, conservation/horticulture, theatre groups to create new and better uses for public lands (rather than selling out to developers - e.g. Sunny Mount).
Public services in Milton such a transit, community centres and libraries are far too small to support the population and growth that the town is currently experiencing. Please increase funding and quality to these valuable community services.
I believe that the Town of Milton needs to do more to improve go-train service even if responsibility for go transit lies with the provincial government. I work in Downtown Toronto and I find myself commuting to Oakville or Burlington to make use of the express train service. The lack of all-day train service in Milton is proving to be a real barrier for myself and my family such that we are considered moving somewhere where there are more transit options to and from the City of Toronto. My wife & I are expecting our first child and as young professionals who moved to Milton due to affordability issues in the City of Toronto, we're not sure how we will continue to work in Downtown Toronto when our child is going to daycare. Alternatively, we've tried to find jobs closer to home but there are no technology jobs available. Knowing other young professionals who live in Milton, this is a glimpse into the reality of many other families. Thus, I really believe that the city needs to do more to sort out the issues with CN/CP rail and increase go-train service in Milton. As a resident of Milton who works in downtown Toronto, the daily commute is. The service is simply insufficient. There is a lack of parking at the go station, the parking lot is poorly designed
Better services, Better transit, more bus schedules. Easier bus routes into Mississauga or GTA, More programs for teens,
Why does the growth in Milton have to be paid for by existing residents? And how does the town justify operating budgets that



2019-1409 – Town of Milton – Online Survey OPEN ENDED

Question - Keeping in mind that the Town of Milton is not responsible for waste, recycling, police or schools, do you have any additional comments that you would like to be considered by Town staff in the preparation of the 2020 Budget? [OPEN]
require tax increases above the rate of inflation, very difficult to absorb, particularly for those people on a fixed income.
Start charging more for new developments to increase revenue
Investments in town infrastructure are always good in my opinion. I'm OK with any increases to taxes that go directly to physical assets or repayment of any debt. Any funding that benefits all residents is good. Spending that goes to small groups is a waste.
To see full size buses with only a handful or no passengers is a waste of tax money.
Just ensure that snow is plowed accordingly and that grass is mowed especially in greenbelt areas. I feel satisfied paying my taxes seeing these services
Please improve roads (widening) and traffic flow. Please maintain same property tax level.
Park, Horticulture and Trees as are one of the worst and embarrassing things about Milton, especially compared to the rest of the GTHA and even Ontario. Much much more needs to be spent on our green infrastructure for us now and for the children of our future.
Outdoor sports parks in Milton are competitively embarrassing compared to our peers in Ontario. Availability, quality, and maintenance of parks need to be a higher priority for the recreational needs of our town.
stop building more houses, Milton is not ready to support all the development that the Milton politicians allowed: no water quality, no big enough streets, no cops, small hospital, schools with "portables", no public transit, no GO train enough runs
We have way too many recreation facilities and not enough libraries. Please make investment in Milton Public Library more of a priority
Dedicated more areas for retail in the south end of Milton. There is a lack of gas stations and affordable grocery store in the area.
Reduce the property taxes, they are way too high. There are so many new housing units being built and approved which bring in more property taxes, which should bring down the taxes for all of us. If new developments are increasing our property taxes, just stop new housing developments.
Invest in building out our roads... There is a lot of congestion and traffic. Condos and apartments coming up will cause more issues.
Make developers more accountable for the neighbourhoods including trees, sidewalks and other items they build to ensure there is a warranty in place for them to replace and not the town. Making boulevards on the main roads more aesthetically pleasing by introducing zeroscaping. Open up windrow plowing services to more individuals than currently in place.
Keep up the good work
More traffic control; red light cameras, stop signs and safety precautions signs (children at play)
The snow cleaning of side streets is some of the worst I've seen. Your cleaners' mounds of ice and snow on the sideways (corners) which makes it close to impossible for the home owner to clean. Concerted effort should be made by pushing snow to the side of the road with no sidewalk.
I don't know how much control the Town of Milton has over Metrolinx, but train service really needs to be improved. There needs to be more trains in and out of Milton.
No
The most important thing the town needs is another Go station. Following that the university, then better access roads. We talk a lot about low property taxes in Milton comparing to other GTA but we also got the least services.
The budget for library should be cut as we need more budget for replace old neighbourhood park toys as we have so many beautiful and modern new areas and the old ones continue the same. Not fair with the oldest families in town.
High-rises will significantly increase traffic through town. Please put high-rises on the outskirts of town with access to good transit. Also there needs to be a different way for large trucks to get from the QEW to the 401 to bypass Milton.
There needs to be a greater recognition of the value that libraries and culture bring to the town; the overriding ethos seems to be that leisure services and economic development are the only things that matter. It goes without saying that failing to recognize the value of the arts and culture is a fool's errand; and that's exactly the path the town of Milton seems intent on heading down.



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More libraries please
Go transit frequency
Improved network for biking that is separate from cars. Revisit options for bringing a college/university to the city. I'm excited for the opening of the west-end community centre (pool and library) and hope the services are comparable to the central and east-end locations.
Focus on providing high quality recreational, sport, and cultural amenities within Milton, to encourage strong community interaction across people with different backgrounds. Little brings families together quite as easily and naturally as having kids interact in swimming lessons, parents coming together in soccer teams, etc. As long as we keep the facilities and opportunities for social public activities immediately within Milton strong and continuing to improve, we can look forward to a diverse but cohesive community as we grow into the future.
We need bike lanes. Many people bike to work in Milton and to Mississauga along Britannia
Enforcement of town by-laws to collect more money and to ensure residents understand the by-laws
Clean up downtown Milton. Update the downtown.
The population in the town has increased yet the infrastructure is unable to support the growth. Streets need to be improved in order to better control traffic throughout the town. People are dangerously speeding down side streets to avoid main roads and residential neighbourhoods are becoming busier with traffic. It makes it more dangerous for children to play outside and walk to/from school
Put red light cameras at every intersection and at all way stop signs and there won't be any revenue issue.
Clean the winter sand earlier. Assess noise pollution on main roads due to increased traffic getting on/off the 401. Expand or improve and add new playground areas for kids. Assess the use of porous concrete for sidewalks.
Amalgamate for efficiency and quality. The growth and change in needs far exceeds the town's abilities.
In doing research about services in the Town I was surprised when learning more about the Milton Fire Department. I am shocked to find out we only have two 24hr trucks and one day time truck servicing the entire town (outside part-time personnel). This surprises me when I look at the large area they cover and the diverse needs of the town (401, rural roads, large residential and industrial areas). How come the town is working toward building a 5th fire station when we only have 2.5 trucks with immediate response?
Parking downtown , roads and recreation facilities are top priorities
-Why was a traffic light intersection added at Whitlock on Hwy25? This is a good example of misplaced priorities and an utter waste of tax funds. This shows how fiscally irresponsible the Town is. This has also led to further congestion on the already congested sole *HWY* for Miltonian commuters.-So now, our PC Mayor, who didn't have the courage to stand up to the bullying tactics of Ford Nation, would like to increase taxes while cutting the level and the quality of services.
The Town should consider commercialising certain facilities such as the leisure centre, the arts centre and the velodrome by contracting them out to a private operator. The town should then focus its spending on public goods such as streetscapes and parks.
Rates went up. Mohawk Casino funds and new home development should have kept rates stable.
Nothing at this time
The Town of Milton does a great job in planning for a thriving community now and in the future. Green spaces and recreation opportunities for all ages is vital for the health of Milton. Continuing to maintain and expand the level of services offered for my family is very important, even if it means we are all paying a bit more in property tax. Thanks for the opportunity to provide input.
Improve transit ... link to Oakville transit and Go stations. Lobby for Go rail service to Toronto during off-hours. Lobby for cross town (407) Go service. Or lobby for direct rail connection to Bronte Go.
Better services for winter time. Salt and shovel the streets more often.
Proper indoor soccer facility, street flowers and trees, main street cleaner, it's quite dirty walking on main street, business garbage should be left behind not on the main road



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The Town needs to improve its transit service significantly. We also need more and better pedestrian and cycling infrastructure. The Town needs to start building safer roads for all including traffic calming. The roads are so dangerous in Milton.
Something needs to be done at the schools during drop off and pick up. Traffic is horrible at every school my child has attended but it is the worst at MDHS. The stream of kids getting off the town bus and running across the road in front of cars is so dangerous not to mention the mess going in and out of the parking lot.
No need to pay for empty transit buses being driven all over town
We need easy cheap public transportation from West Milton to West Mississauga. Majority or residents are driving daily to that direction. GO Transit is expensive, limited time and only from center of town. We need something along the Derry from West end of Milton directly to Mississauga.
Increase budget for park maintenance and emptying the garbage cans in town parks. They fill up quickly and are not changed out fast enough. Hire more people, increase number of shifts, etc.
Living in Milton is expensive enough. Please don't increase taxes again, cut some programs if need be, but keep living in town affordable.
Not cutting services and not increasing taxes
Increase development charges to discourage more low density housing. I moved away from Mississauga to get away from the endless sprawl.
I would like to see our elected officials negotiate with the railways to bring about rapid transit between Milton and surrounding communities. To be perfectly honest with you this sometimes feels like Planet Milton. I'm someone who would like to go to down town Toronto for various events. I'm assuming we're all part of the Green Revolution so why aren't there any plans to bring rapid public transportation to Milton. As it is now, everyone has to hit the roads in their cars...assuming they drive. As you said at the beginning we are a fast growing community. We need to be connected to Toronto and other communities. It seems to me also that everything takes toooooo long. From the planning stages to shovels in the ground takes years. One study after another..... All the time the population keeps growing. We are just not keeping up.
Consider reducing building of new homes & increase infrastructure & services in order to catch up to accommodate all these new residents. Milton is known for "bedroom community" due to constant home growth but with no amenities to support the growth.
Roads and transit in and out of Milton must be increased along Derry as it cannot handle the current volume and we have massive population expansion through that corridor.
The town needs to focus on making the town more livable. Properly separated bikes to appropriately designed communities that are balances with a mix of uses and housing types. The street layout of the current town has not been designed to support transit and ease of getting around. The vast deaths of subdivisions are going to make it more difficult to service in the future and more costly for citizens to afford in terms of energy for transportation. Sorry, but the town of Milton has done a poor job of managing growth.
Overall staff and departments are understaffed and underfunded. It will only get worse with growth.
Get rid of buses and subsidize uber rides instead.
reduce taxes, maintain residential community and increase transportation service
Money for subsidized housing
Please don't have construction on every gateway in an out of Milton .Just one at a time.
Milton Public Library is awesome.
Increase activities and services for disabled persons at an affordable price, increase services and activities for the ages 24-34, increase easiness to transition from one service to another for disabled persons.
Run Milton transit and not let a third party do it because they are looking to profit from the contract and do less work needed on the bus. City needs a real transit facility. Build it bigger so the fleet can grow into the garage like how Oakville transit did. Make sure to park all buses inside.



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No.
The questions assume that things are done efficiently. So, extrapolating from there, the message is that to get more done, we have to pay more. MY SUGGESTION WOULD BE: Is the town actually run efficiently? This is a legitimate question NOT an accusation that it is not: are there ways that services can be delivered more efficiently? Can departments which do similar things be merged to control the growth of the bureaucracy? Are there administrative functions that could be eliminated to streamline delivery of services? Are there layers of bureaucracy which have grown over time which could be reshaped into a new right-sized form to work better by addressing current needs? Are there legacy services which are being used less (and hence can be cancelled or shrunk down), to be replaced with ones which address current needs? In the budgeting process, can the budget tool itself be made more transparent - for example, streamlining to eliminate schedules which simply pad the document and make it more difficult to find key data? An example is salaries - likely one of the largest items in the budget. I looked though the 2019 budget and I could find the replacement 2.5 ton truck easily but I struggled to get an idea of the salary budget or how that was managed. Surely if one is going to assess and manage one of the largest line items in the budget it needs to be easy to find and quantify.
Be more efficient
What about cleaning streets and parks, Is the Town of Milton responsible for?
Stop Building homes. Keep the population where it is, and fund programs for less people.
Please improve the public transport system!!! We need more busses, more connections and more routes.
Fix the pot holes on Thompson
Work on traffic ... why aren't the traffic lights synchronized with some competence?
Methods to keep bike lanes clean- they usually full of debris and not safe to ride in Bylaws to prevent small home being torn down and massive homes build on these lots that don't suit the neighborhood Bylaws to prevent storage of large campers and boats in driveways
We have lived in Milton since 1986. 1986- 1994 we lived in town. 1994-present we live at a rural property. This property does NOT have access to natural gas, water and sewage, transit or high speed internet service. There is not a decent road past this property. In 2017 our property taxes were raised 9.54% as we were made to pay the same tax rate as urban Milton- WITHOUT any increase in services. Our property taxes have increased +36.21% since 2009.Starting in 2016 our CVA increased by almost \$75000.00 from the previous year. This yearly increase has continued up to and including 2019. For anyone to say the value of our property and house has increased \$75000.00/year for the past four years is absolutely ludicrous. There have been NO improvements made to this property, not even a driveway. We cannot replace our driveway until the Town of Milton remedies the water flowing off the road onto our property. It is blatantly unfair that rural residences bear the brunt of tax increases without any services provided except fire, police and snowplowing the road. Snow removal is the only significant work done on this road. Our children are middle aged, independent and living in other regions yet we still pay significant education tax. HOW MUCH TAX IS A HOUSEHOLD EXPECTED TO BEAR?
Address the flood plain issue in the historic downtown of Milton. This involves replacement of bridges on Martin Street and Main Street that the 16 Mile Creek flows under. Property owners in the historic downtown are not allowed to improve buildings (maintain heritage) due to low rent - lack of activity in the downtown. This needs to be addressed with Conservation Halton, The Region of Halton and the Provincial ministry offices (MPP).Please address this concern that is significantly past due from being addressed. What would our ancestors do - they would figure out a way to mitigate / fix the issue!!
Look closely for wasted dollars.
Take back zoning rights from developers and work to improve and encourage local commercial growth. A lot of my entertainment money is spent in neighbouring cities due to a lack of options in Milton.
We need a bigger go station parking area
Improve roads and clean snow in winter from all roads



2019-1409 – Town of Milton – Online Survey OPEN ENDED

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Politicians lure us with promises of low tax rate increases but there is not enough money to maintain existing services. Many current services need to be expanded. I am prepared to pay more taxes to avoid cutbacks and to pay for enhanced services.
I think there should be more emphasis on smart development, such as planning more high rises that allows focusing existing infrastructure and services within a limited area instead of creating a vastly underused program through an ugly urban sprawl.
Taxes increased more than 8 percent in 2019, but service levels didn't improve. Nor were there any additional services provided. And, when you look at what other GTA municipalities have on offer compared to Milton in terms of what taxpayers there pay for what they get, there is little correlation to be made between what you pay is what you get. A municipality's inherent cost structure determines that, complemented by the basket of core service offerings and their related service levels. The Town needs to increase taxes at the rate of inflation and deliver its key services more cost-effectively. It also needs to educate those few Miltonians who continue to want more and more and more that it will cost more and more and more. And, a lot more than they can afford. Milton Council needs to learn how to say no. Milton was once an affordable place to live. That's no longer the case.
Please keep enhancing your current asset management plan, knowing what infrastructure needs to be replace/ repaired and strategically planning those upgrades
If cuts must be made in services, try to apply these cuts to items that might be considered aesthetic or "nice to have but not essential".
Bus service in Wilson and Woodward area. It is not acceptable that people who you consider not blind enough or not disabled enough must walk from this area (Willow) to Longo's.
improved fire response time too much reliance on part time staff
Invest in growing stem programs and open a University of Waterloo campus
Better planning of road works so that residents are not inconvenienced. Also, traffic signals need to be streamlined to avoid unnecessary idling and also account for road works. Currently, signals in the town are not optimized. Sensors don't work optimally and right of way is given immediately to traffic at plaza entrances instead of accommodating time of day and traffic considerations.
There is a need for a new dump not so close to home as the pollution (air and land) is an issue for us. More parks are needed in the new developments. A water catch basin with a walking trail is not a park and it seems that is all counsel is recommending the builders do. Maybe you should have voted in favour of having a legal cannabis dispensary considering the tax dollars that would bring in extra to the town and small business revenue/taxes/employment.
We are very aware of the town's efforts in providing excellent parks, playgrounds and sports fields - they are simply excellent. My guess is that they do not require a large budget increase to extend these too much further. The roadwork on Main Street and Martin Street will hopefully come to an end soon, albeit very necessary. We hope that Ontario Street (reg. Road #25) soon receives a facelift, as it is such a main thoroughfare for the town. I would suggest that the town should concentrate on traffic movement (similar to the work being done on Thompson Road). I am constantly amazed that the timing of the lights at Ontario Street and Woodward Avenue works great for 2-3 months, then suddenly changes dramatically (i.e. wait times for a green light change from 20 seconds to 2-3 minutes
With the level of growth (in flux of people who pay taxes) there shouldn't be a need to increase taxes much to maintain services.
Turn your eyes away from our pockets when you "think" you're doing your job!! Instead think how you bring businesses to our town or how to use wisely the already funding you got from our pocket, stop unnecessary spending by counselors and mayor. Then you'll figure out that you have more than enough to do everything good to Milton and to Miltonians!!!!!!!!!!
Look at yourself first. Please don't let your greed spoil our town.
More services for rural areas including better roads. Tar and chip roads in rural areas are substandard. Rural taxpayers should receive the same quality of roads as city taxpayers.
The garbage receptacles in parks need to be emptied more often. More trees need to be planted. Quicker snow removal on secondary streets and a follow the prow App.
Milton needs affordable housing for Seniors and the young people who are trying to start a life on their own. By affordable I mean trying to keep jobs and rent affordable in Milton



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Enforcing town by-laws in regards to parking, residents not clearing sidewalks during the winter, residential grass cutting - left on sidewalks, also city grass cutting routine - grass is left on city sidewalks and people cannot use the parks due to chunks of grass laying around.
The Town needs to build more sidewalks. There are so many areas of Town that have missing sidewalks! I feel so bad when I see young kids or older residents walking on the grass by busy roads because there are no sidewalks. We also need our buses to have Presto card readers. I would consider taking the bus if it had Presto but it's too inconvenient to carry cash or buy tickets. Bus shelters are also important if you want people to take the bus. No one feels good standing by the street in the open waiting for a bus. We're a Town of over 100,000 people (pretty much a city). We need to start making transit a better option. And transit services to Oakville and Mississauga would be great.
I think the plans for population growth and increased building of residential homes is ridiculous. Already traffic is unbearable and there are no decent jobs to be had in the city so new residents have no choice but to commute in unreasonable levels of traffic.
Money should be invested wisely to generate revenue from other sources and not just residential property tax. Invest in attracting new businesses, tourism to our Regional Parks, the university. All those activities will generate additional income to the Town.
Don't keep spending on new works equipment fire equipment fix the equipment you have already. Salaries for librarian ridiculous as well
Rural transportation should be a focus for expanding bus service.
We should not be allowing multi-year infrastructure upgrade projects... for example having Steeles in a state of disrepair for the past 2+ years - and leaving it to sit unchanged for months at a time.
Please start transit on steeles. There are lot of commuters I have to take uber every day to commute to office. I cannot afford a car
Very little is being invested in parks and sport facilities (ex: tennis courts) on the east side of Milton (pass Ontario street). Enbridge gas line trail needs more trees as well.
Stop wasting tax payers money on things like the covering the costs to erect /take down indoor soccer facility at Jean Vanier Catholic HS every year. Such costs should be covered entirely by the users of the facilities - private for profit recreational companies!
N/a
We seem to spend way too much time and money on street cleaners. There are times that they trucks come by daily and it's excessive. It also kicks up a ton of dust and dirt into the air when the trucks come by. We already have a significant dust problem in Milton due to all the construction, but when it's blown around by the trucks and into our homes (we like to open our windows in the spring/summer/fall) it creates big allergy problems.
Funds may need to be reallocated to align with resident priorities. Would like to continue to see investment in mature neighbourhoods, and some real thought put into how we will grow in the future - 'open for business' is not necessarily the right approach when it comes to complete communities.
More parks and trails
Reduce user fees at the recreation centers for senior citizens.
I do not like seeing empty buses. You are doing awesome with roads. Love roundabouts. Add more! Please stop building more houses. It's way too busy here. Sports in Milton are fantastic. Thank you. Thanks for all you do.
My biggest worry is that old town is green and new sub divisions are jungle of houses. Very little open spaces and parks. Decision makers are only looking to gather as much as taxes and fees from the builders. For example residents living in north west of Britannia Rd/Hwy 25 are deprived of any park straight into 4th year. Decision makers should be ashamed of that.
none
If the town of Milton is policing, who is responsible to monitor road safety. Car racing. How people do not obey speed limits. How can the town incorporate fines as revenues for those that put others safety at risk.
It would be great to have more library branches in the town, especially in old Milton
Invest in community rec centres, such as appearance, modernize and keep up the good work of cleanliness



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Road maintenance of Ontario Street and Bronte road both need attention, as well as traffic flow. If at all possible a slowdown in housing growth and more homes like Drury park for adult lifestyle living. Rental properties for seniors. (Not necessarily low income. Milton is great behind in senior housing.
Parks
Yes, the Town of Milton is underfunded and I believe it is a main reason the growth of the Town is at a substandard level with respect to sustainable employment opportunities. The 'lowest taxes' in the GTHA is not helping our community in the least. Our infrastructure is looking like a third world country, the Retail Businesses in this Town consist of mainly second line stores in the major chains and Council continues to look for ways to reduce services expecting that to spur growth.
Compared to other cities in Ontario, Milton has the fewest library branches. We need more!!
The level of local taxation is shamefully low. Our municipal infrastructure and services reflect the fact that we have the lowest (by far) municipal tax rate in the GTA. It would be nice if we had a Council that cared more about services to its citizens, than rhetoric about "keeping taxes low". Shameful.
Increase parks and also transit routes to reach more residents. Also encourage medical staff to come to open more clinics.
Investing in Blue Boxes that have tops on them. The amount of garbage that ends up getting blown around this town, due to peoples open recycling bins, is appalling.
No additional comments
TRANSIT DOES NOT SERVE THE NEEDS OF A GROWING COMMUNITY. TAX LEVELS DO NOT PROVIDE SUFFICIENT FUNDS TO GROW A SUSTAINABLE COMMUNITY. RAISE TAXES, MILTON DOES NOT HAVE A SPENDING PROBLEM, IT HAS A REVENUE PROBLEM AND A COUNCIL NOT CAPABLE OF SEEING THE DIFFERENCE.
I appreciate the focus and appearance of our parks and common spaces, and am happy for tax dollars to go towards those things.
ROADS, ROADS, ROADS - the current road infrastructure is woefully inadequate. With improved roads come increased economic benefits, improved quality of life. And a safer community. Every time the 401 is closed Milton is closed. It shouldn't take 20 minutes to travel from James Snow to Thompson, as it did last night.
With today's younger seniors and many retiring well before the age of 65, if the Town could lower the seniors discount to age 60 for recreation programs it would be greatly appreciated. This would help younger retirees stay active in both mind and body while helping to keep their participation costs down.
Proper and timely snow and ice removal from all roads
The Town Council should begin to listen to the direction of Town Staff. For too many years staff has advised Council that local taxes are too low to keep up with growth demands much less maintaining existing infrastructure - and Council ignores them. Having a local tax rate that is the lowest in the GTA - 20 percent lower than our neighbouring municipality- is not something to be proud of. Substantial tax increases are needed and my wish is that our present Council has the foresight to provide for adequate budget increases so that Town Departments can afford to not only struggle to keep up, but improve services provided.
Do more to attract jobs that ARE NOT WAREHOUSE JOBS! Ensure roads and street signalling systems are maintained and operating to allow traffic to flow properly. Do more to support public transit. Allow more businesses / groceries to be on the east side - we are severely missing essential shopping and infrastructure. Once development headed west, the first phase of the Mattamy development at James Snow and Derry was completely forgotten. I would like to get gas or buy groceries without having to drive a significant distance or from Mississauga. Get better about enforcing properties that do not abide the bylaws - unsightly overgrowth of grass, no grass due to extended driveways, etc., are not enforced.
Bill 108 Greenspace - where is it? Keep taxes in line with inflation
There is not enough affordable housing. And hydro prices are through the roof.
I would really like to see significant priority being placed on addressing the situation with Sunny Mount Park getting torn up in favour of a big office building. I don't know how that land even ended up in the hands of an out-of-town developer to begin with, but I haven't heard one person who actually lives in Milton come up with even one reason why this would be a good idea. I understand a





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feasibility study was launched to investigate how much it may cost the town to buy back the land from the developer. I STRONGLY encourage our elected leaders to explore any and all options in getting Sunny Mount Park back in the hands of the town where it belongs. It is a beautiful park that gets used by local community members every single day. By ripping up areas like this and replacing them with big corporate buildings, you are stripping away the very things that made this town so popular and loved to begin with.
We the taxpayers should not have to shoulder the cost for all of the new residential building that is happening. My understanding is that currently, we do have to shoulder, i.e. pay for, new residential. Seriously? The people buying the new places need to shoulder the cost, not us. Oh, and councillors and elected representatives on town council need NOT to give themselves pay raises, as they usually do.
Add more skating and swimming classes for kids. The parks and splash pads and the outdoor pool are really great. Fix all of the potholes around town. The town should really work on projects faster!! I first heard about the streetlight program 7 years ago and finally noticed a new led light was installed last week. Stop building condo's and high-rises; traffic is TERRIBLE across town right now. The worst is the 7 stoplights within 1 km along Thompson.
Quicker turn around on roads with new developments to keep the flow of traffic moving. Wider streets to make room for street parking. Allow cars to be parked on street overnight during summer months. More offerings to moms and babies & toddler programs.
I would really like the Main branch of Milton Public Library to be open longer, especially all day on Sundays. Is that possible?
Increasing green space and maintaining the green space we already have (i.e. not destroying Sunnymount Park by allowing developers to build in it). Have more crews out picking up litter and empty park trash bins more frequently. More public education to reduce litter.
Right now no.
Not really
I would like to see more money put into affordable housing for single parents or seniors. The list is way too long almost if not more than 5 years. People of low income or even middle income cannot afford the pricing of rent right now. This needs to improve.
Green initiatives - considering that we exist in a climate emergency, the town should be forward-thinking - it should start to promote things like Meatless Mondays, knowing what we know about how animal agriculture is devastating for the environment.
I'm not really sure about how our property taxes are spent. The one thing I do know is that I would like a library near me; why is that so difficult to achieve?
Like my wife I would like to see a branch of the Milton Public Library near to us. How can we make that happen?
Our parks ravines and boulevards are disgusting they are not maintained properly grass sometimes gets to almost a foot high before been cut, need to be cut more frequently hire more students
I would like more library branches please
Milton needs more public library branches
There needs to be more money spent on roads and building more library branches. There are enough community/ rec centres: we don't need anymore.
More money needs to be spent on improving the surface of Milton's roads and building new libraries. Less money needs to be spent on transit and building rec centres.
Roads need better maintenance.
Please include a budget for training and services to ensure inclusion, visibility, and engagement with the LGBTQ2SIA+ community.
Better transit, routes outside if the Town limits & in ALL neighbourhoods Dorset Park pays taxes just like the rest of Milton yet DOES NOT have transit. Residents in the Route 9 area are complaining they are losing their route & pay taxes.....we'll we pay taxes too & DONT have a bus. Even Campbellville had a bus for a bit



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I am proud to live in Milton. It's a wonderful community and the town council can be proud of what they're doing. My only problems with the area are region & province level initiatives which are usually beyond the town's ability to control, like frequency of trains going to Union Station, or the development of regional roads to acknowledge the fact that more than 100 people are driving on those roads during rush hour.
I think members of the town staff should be required to drive all the small residential roads in the winter a week after a snowfall to get a real feel for the useless winter plow service. The plows that they send through are *not* up to the task and so it is a major waste of money -- the roads are actually worse off than if the plow had not come through. Please address the stupid issue that we've had every winter for the full 10 years I've lived here.
Target for 0% increase in taxes for 2020- Freeze all salaries, no replacement for positions vacated due to retirement, taking a different job etc., limit overtime, no new hires - significantly reduce Capital expenditures especially in the area of vehicles and equipment - stop providing services (i.e. gyms etc.) that are already provided by the private sector- outsource to the private any work that can be more cost effectively performed by outside companies- limit further expenditures on parks, rec centres etc. - freeze all expenditures for the Fire Department - freeze or reduce Library expenditures ( the salary paid to the City Librarian is obscene) - hire an external consultant(s) to review staffing, wages and productivity of current Town of Milton staff with a view to decreasing or (at worse) maintaining current expense levels
There are some green areas with a lot of garbage that no one clean and that pollution is bringing rats, mosquitoes and another animals that can cause big health problems
Removal of snow needs attention. Last winter inner roads were not cleaned and salted properly. In postal code L9T, snow removal services were very poor.
Please ensure that traffic lights are optimized, especially on Thompson road between Childs Drive and Drew Center, including Nipissing Road. The congestion there is outrageous even on weekends!
I would like to see the Town have more of a "pride of ownership" over our public spaces. Particularly our boulevard spaces along all roads. Many of these spaces look run down and are not well maintained. They make the town look uncared for. Additionally, enforcement of bylaws related to how home owners look after their properties would be appreciated. Homes looking unkempt are an eyesore and are devaluing neighbourhoods. I rarely see this to the same scale in other Halton (Oakville/Burlington) areas. I moved to Milton 12 years ago and have been really disappointed in the decline of properties since then. It's disheartening to see folks that don't look after their property and unless someone explicitly informs the bylaw office about, nothing is done.
My road is never cleaned in the Summer or plowed in the Winter. Maybe do those
Keep up the good work.
Transit (Milton Bus Service) need to intersect / connect with Mississauga Transit. Suggest the interaction point to be at Erin Mills Go Station in Mississauga. That way people can have their connection anywhere in Mississauga using Mississauga Transit. The fare should be transferable between the two Transit systems. This is important as people living in Milton have Jobs in Mississauga and this will ease the communication between the two cities
More right turn lanes
Better roads and more library branches. These two things are just common sense in a growing town like Milton.
An option should be to reduce costs and keep taxes the same to maintain current services!
Reduce spending on salaries and lavish buildings. Absolutely wasting money on nonsense stuff.
DO NOT do bike lanes or any other "infrastructure" if it reduces car lanes. As a town dependant on cars we cannot see car service reduced to improve it for bikes. Increase the size of Derry Rd. Between 407 and James Snow.
Milton needs to be like Mississauga and Oakville neighboring communities. Invest in what matters. This ain't no small town anymore. Time to grow up and play with the big boys. Learn to do your jobs as Councillors and Mayor. Bring up this town to high services. Prioritize things the right way, grow things the right way. If you can't do it. We as voters will find people who will in the next election. You have enough money in the current taxes to fix the current issues. Winter clearing is a huge problem. Seems like the



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council only prioritizes what works for them, not the people of this town.
Plant more trees!! Everywhere, but Especially in our parks.
There should be more trees planted in Milton (especially since so many have been cut down to expand roads in the south end).
Covered bins for garbage and recycling and yard waste. Garbage all over the streets every week because of wind. Paper yard waste bags break
Implement policies and tax breaks to attract big corporations such as Costco, Ikea, and many grocery stores to set up stores and offices here to help Milton residents and at the same time get more revenues from those corporations.
Full time fire fighters need to be hired!!
Give Burlington back bell school line south of Derry. All major town roads are a disaster. Has the town not heard of right turn lanes? Thompson rd. south at Derry rd. All that open land and no turn lane? More turn lanes to keep flow going. Thompson rd. will need more lanes of the condos are approved. Someone needs to take a trip down Thompson during rush hour. What a joke. Takes about half hour from Steele's to Britannia rd. Lights need to be better configured along town roads. Scrap transit! There never anyone on the buses when I see them travelling around.
There are traffic jams in peak times which are completely unacceptable. The town growth is extreme and many residents are extremely upset with town council.
Roundabouts are amazing and in my opinion should continue to be built in Milton. Traffic flow and commuting in Milton is by far the worst of the surrounding towns. New strategies need to be put in place to alleviate this concern. Thank you n
The transportation infrastructure for the number of new residents is terrible. Driving toward east in the morning rush hour is a nightmare every morning. Widening roads should have happened years ago, not after all the houses are already built.
BLOODY ROADS this town is the absolute worst for roads not sure where the money goes but it sure isn't maintaining and fixing roads this is the most frustrating thing about Milton...You bring in more people/which we do not need by the way....and you're not prepared for them everything in this town is down BACKWARDS.....this used to be a wonderful little town, most of the residents that remember that have left which is a shame Time for new blood in the town....People who know what the hell they are doing...every road has manholes down below the surface...when you drive you have to dodge them all...RIDICULOUS We don't need more entertainment...more libraries, more velodromes, more art centers...more PEOPLE.....more bloody houses....but I guess now that you've ruined our little town, with greed, it's too late....
There is a shutdown of Go Transit routes into/out of Milton (route 20 and 24) which will have a negative impact of residents of Milton, in transportation to work and school. I believe it would benefit resident for the Milton Transit system to include lines in/out of Milton to commuting location (Trafalgar and 407 park and ride, Bronte Carpool Lot, etc.). This would allow Milton resident's access to public transport again, a service that they have relied on until it was suddenly cut. Of course, these out of Milton routes (basically just connecting to the next cities connecting stop) could charge more than the regular fare. I think, due to the sudden loss of GO Service, it's a responsibility for the Town of Milton to ensure its residents have fair and affordable access to the basic need of transportation to be able to make a living or get an education. Thank you so much
We need better bins for garbage and recycling like they have in Peel. The mess the winds caused every year is really unfortunate. We should promote to be a green city. Also traffic is getting worse; we need a better long term plan especially with the new condos coming up. I love our town!
Ensure that what we continue to build is sustainable - staffing, building upkeep etc...If you cannot afford to staff buildings as they should be, they shouldn't be built in the first place. Our Town owned buildings are some of our biggest assets and should be maintained and programmed to standards.
Milton has been losing staff over the last few years and I have heard that morale is low. According to a KPMG study, Milton's staffing is considerably less than similar municipalities. Workload could well be a factor in the staff losses. I am also concerned about the poor maintenance of some of the Town's greenspaces. Another ongoing concern is the poor cleaning of the women's change room at the Sports Centre Pool. Could be inadequate staffing or standards.
Repair and renew Watson Park. Rusty slide. Nothing for kids under 5. Also, more sports fields are needed for kids to keep them out



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of trouble. They don't have to be elaborate. E.g. sandlot baseball at small diamonds in local parks
I would love more allowances of overnight parking, and allowing to park on front lawn area. Living in Milton and its terrible transit system, everyone in the household requires a car. A family of 5 living in a semidetached have trouble finding parking.
Some planning needs to be done to keep old existing businesses from closures. It's really sad to see that such businesses didn't get any boom from population explosion in Milton but rather had to go out of business.
More branches of MPL please
Greater funds should be spent on enforcement and enhancement of town bylaws regarding upkeep of houses and property. Funds should also be spent on beautification of streets and parks. Also there should be a planned path network across Milton for cycling, running and walking. There should also be funds set aside for proper movement of traffic to and from Mississauga and Oakville.
ADD PRESTO TO MILTON TRANSIT
More recreational space to engage and encourage a healthy community. Disappointed to see no new gym space in new community centre
Constantly review infrastructure needs and forecast into 50 years from now at least for what Milton needs.
Please focus on improving the transit system specially GO as the number of residents commuting to Union has for sure increased. Please increase the frequency of the trains at the very least
Consider implementing waste reduction strategies (e.g. having a waste weight limit)
Town of Milton should increase their revenue based by charging additional taxes from property developers who purchase land and develop housing.
Build the roads!!! So many new households being developed and we don't have the roads to service everyone. We don't need an elaborate transit system, the vast majority of us drive out of Milton every day; it is embarrassing that our main roads in and out of the town are one lane!! Build them!!!!!!
More support for arts and culture
Initiatives to enhance quality community gatherings/involvement...fostering pride in this community. When there is pride in community, the rest will take care of itself.
Establishment of a Community Sport Council
Increasing the fire service staffing
Increased fire service.
Emergency Services, Fire & EMS Traffic congestion, rate of road lights,
Road infrastructure needs to improve greatly and at faster speeds. The majority of Miltonians commute outside of town and the roads aren't adequate thus costing Miltonians more time on the road rather than with our families using recreation service and parks. The growth is increasing and the roads are not being widened and improved fast enough.
Bicycle safety on rural roads needs to be improved with paved shoulders or bike lanes. Tree maintenance is also a priority. Help the community by stopping the quarry on Reid Side road.
More housing being built but no changes to parking availability at Milton GO station does not make sense. This will increase traffic on roads for cars having to drive to the next GO station. The more traffic, the less productivity.
None. Thank you.
I think to a degree Milton is developing much like Brampton did. The growth of population is being managed by putting strip malls everywhere. Focus on culture, accessibility and sustainability. Lots of young families are currently here but as these families age the need for a diverse range of businesses, activities, and needs also become important. Forward thinking when it comes to roads and infrastructure are important. Main st. is not widening and yet condos are being built in every alcove. How is this managed?
Improve services with outdoor maintenance - the people who cut and trim our lawns are terrible and do a half fast job (don't go around edges and leave a mess). We need our town to look welcoming and investing in plants and trees and proper care is required.



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Spend wisely on all areas. Include school services as majority of residents with children require it. Safety has been a concern lately with breakouts and incidents involving various traffic accidents more frequently than before. There needs better implementation of traffic laws and police patrolling. Not just giving parking tickets.
Waste collection should be every week. There should be more aggressive remedies for speeding on residential streets. There should be more special needs camp spaces as there are currently only 10 for all of Milton
Optimize all departments, use technology and cut spending.
I believe roadwork needs to be improved throughout Milton. This should be a priority because the population of Milton is increasing and will continue to do so over the next 3-5 years. Having congested roads during the construction of these housing projects and after their completion will result in unsafe conditions as impatient drivers will be more likely to drive recklessly.
Town staff and Council need to stop spending like "drunken sailors". The tax base is increasing at a tremendous rate and it would be expected that this increased tax base would pay for the increased services that are needed. IT IS NOT! When Mississauga had their growth, there was no increase in taxes. In Milton, we have had tax increases above inflation since development started and this culminated in an 8+ municipal tax increase last year===SHAME SHAME SHAME. Let's start with staff increases. In an age of the computer, why do we need more and more staff? Why are you hiring an expensive consultant to make a report that says more staff is needed? Does Milton need to expand the Town Hall? Why are there a half dozen crew doing road work, where 3 are standing around and chatting. Do we need a street sweeper running through plaza parking lots? Do we need both town staff and independent contractors cutting the grass in parks? It's time to have a Budget Committee which has taxpayer representatives (not Councillors) who work on the budget. Wishful thinking--staff will not allow this to happen. Why have a reserve fund, when it is raided to do studies on the Ed. Village? All work should be tendered, as opposed to being given to the "friendly".
The town is full of young families, - quantity for programs should increase
If that's the case, don't increase taxes
Focus more on roads and reducing property prices
Condition of roads and expanding them to cope up with increase in traffic
Continue to seek efficient ways of maintaining or reducing costs while maintaining services. I think there is a lot of wasteful spending by all levels of government.
Current service levels are fair for the tax level in the municipality. Totally supportive of tax increases that are progressive and designed to enhance services.