



The Corporation of the Town of Milton

Report To: Council

From: Glen Cowan, Chief Financial Officer / Treasurer

Date: September 9, 2024

Report No: ES-023-24

Subject: 2025 Budget Call Report

- Recommendation:**
1. THAT the Mayor be requested to consider the following when preparing the 2025 Proposed Budget for Council consideration:
 - a. That the 2025 Capital and Operating Budgets and Forecasts be prepared in alignment with the Town's Council-approved strategic plans and long-term studies (example: Strategic Plan, Official Plan, Asset Management Plan, Fiscal Impact Studies, Master Plans etc.)
 - b. That the 2025 Proposed Operating Budget be presented with an estimated total residential property tax increase of approximately 6.5% (inclusive of projected tax rate changes for the local, regional and education portions of the levy).
 2. THAT staff be directed to prepare a Capital and Operating Budget Reference Document for the Mayor and Council to consider, including options to reduce the tax levy impact for the year 2025 as well as opportunities for additional investment.

EXECUTIVE SUMMARY

- Through ES-016-24, Council approved a multi-year financial strategy with a targeted total property tax rate increase (inclusive of the Region and School Boards) of 4.5% to 7.0%, until such time that non-sustainable funding sources were eliminated, funding deficits were reduced, and the Town's property tax rate fell within the range of comparators (while remaining below the average).

EXECUTIVE SUMMARY

- The estimated budget pressure for 2025 is equivalent to an increase in the total property taxes of 7.31% (or \$56.65 per \$100,000 of assessment). This figure includes a pressure in the local property tax rate of 13.84%.
- Key areas of investment that are expected for the Town in 2025 include Fire Services, Transit Services and Digital Services, which are supportive of the Town's strategic goals.
- The Town's total tax levy is lower than surrounding local municipalities by an average of 18% for the average 2-storey home, and Milton property taxes as a percentage of household income remains lowest in the GTA and second lowest in the Province.
- The 2025/26 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.
- The budget process outlined herein has been developed with consideration of the changes introduced through Bill 3 (Strong Mayors, Building Homes Act, 2022).

REPORT

Background

Section 290 (1) of the Municipal Act requires municipalities to prepare and adopt an annual budget. In June 2023 the Province of Ontario approved Bill 3, Strong Mayors, Building Homes Act, 2022 which expanded the strong mayor powers to more cities in Ontario, including Milton. Section 284.16 of the Municipal Act, 2001 (as amended by Bill 3) identifies that the duty of preparing a proposed budget for a municipality and providing the proposed budget to the council for consideration is now the responsibility of the head of council.

To support the 2025 budget process, and consistent with prior years, staff will prepare budget reference material following the principles outlined in Financial Management - Financial Principles Policy No. 110 and the direction provided by Council. The budget process continues to be an avenue to prioritize and balance the allocation of available resources to achieve the various targets and priorities.

The Budget Call report provides background, context and financial considerations related to the 2025 budget.

Discussion

Milton has experienced steady population growth since 2001 and has consistently ranked as one of Canada's fastest growing communities. With a population of 140,260 residents at the end of 2023 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. 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 development process considers the ongoing feedback that is received from the public throughout the year as part of the public engagement that is undertaken for Town initiatives such as master plan updates and planning processes, as well as the 2022 Citizen Engagement Survey. Included as Appendix A is an excerpt of the survey findings regarding property taxes, value for tax dollars and infrastructure funding.

In addition to these ongoing opportunities for public engagement, residents and business owners were also invited to provide comments and input related to the prioritization of services and investments for the 2025 budget year. This opportunity was available from July 2, 2024 through the Let's Talk Milton platform and was advertised through a public service announcement and social media posts. While the platform will continue to remain open and available for comments through December 1, 2024, all comments received to end of day August 21 are attached as Appendix B to this report.

Additional comments received between August 22 and December 1, 2024 will be shared with Council in advance of the December 2, 2024 budget meeting.

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

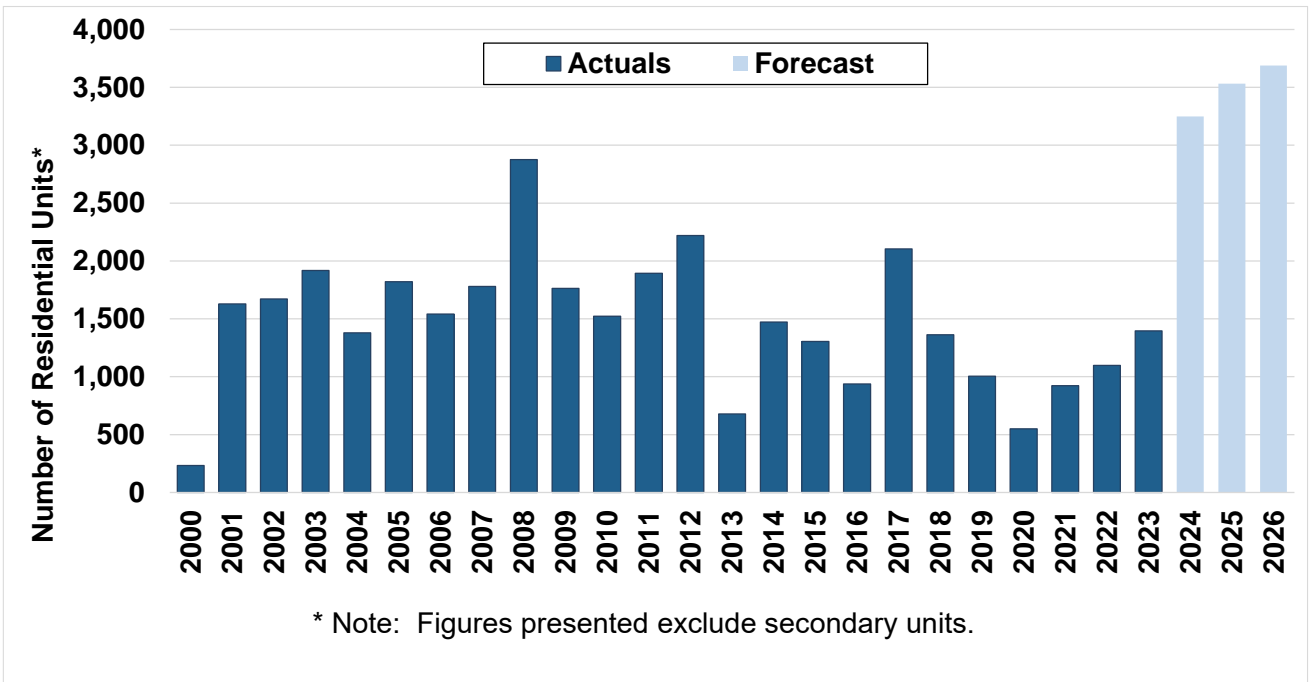


Discussion

the mix of assessment (unweighted) changing from 71.8% residential in 2001 to 82.9% residential in 2024.

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.

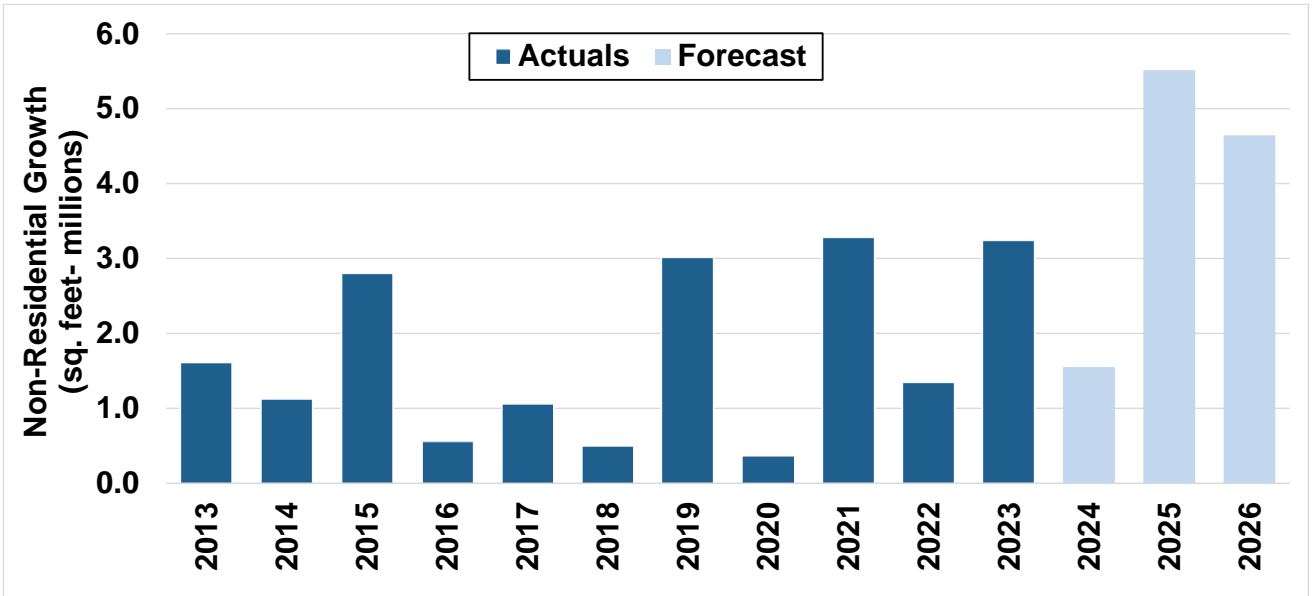
Figure 1 - Town of Milton Residential Growth



Non-residential activity is also expected to remain strong with 5.5 million square feet of development anticipated in 2025.

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Figure 2 - Town of Milton Non-Residential Growth



The projected increases in the levels of residential and non-residential growth from 2024 to 2026 are expected to result in higher levels of annual assessment growth revenues, and will therefore influence the budget processes in future years. Assessment growth for the current budget year (2024) will be influenced by prior volumes, and due to the relatively lower growth totals in recent years, lower assessment growth dollars are expected.

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 2025-2034 budget and forecast will be the 2025-2033 forecast presented through the 2024 budget process. The forecast estimated that the capital investment for 2025 would be approximately \$177.9 million, with a 9-year investment totaling \$1.4 billion. The budget and forecast will be updated to reflect revised construction timelines, updated cost estimates (including inflation) and current corporate priorities.

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



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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

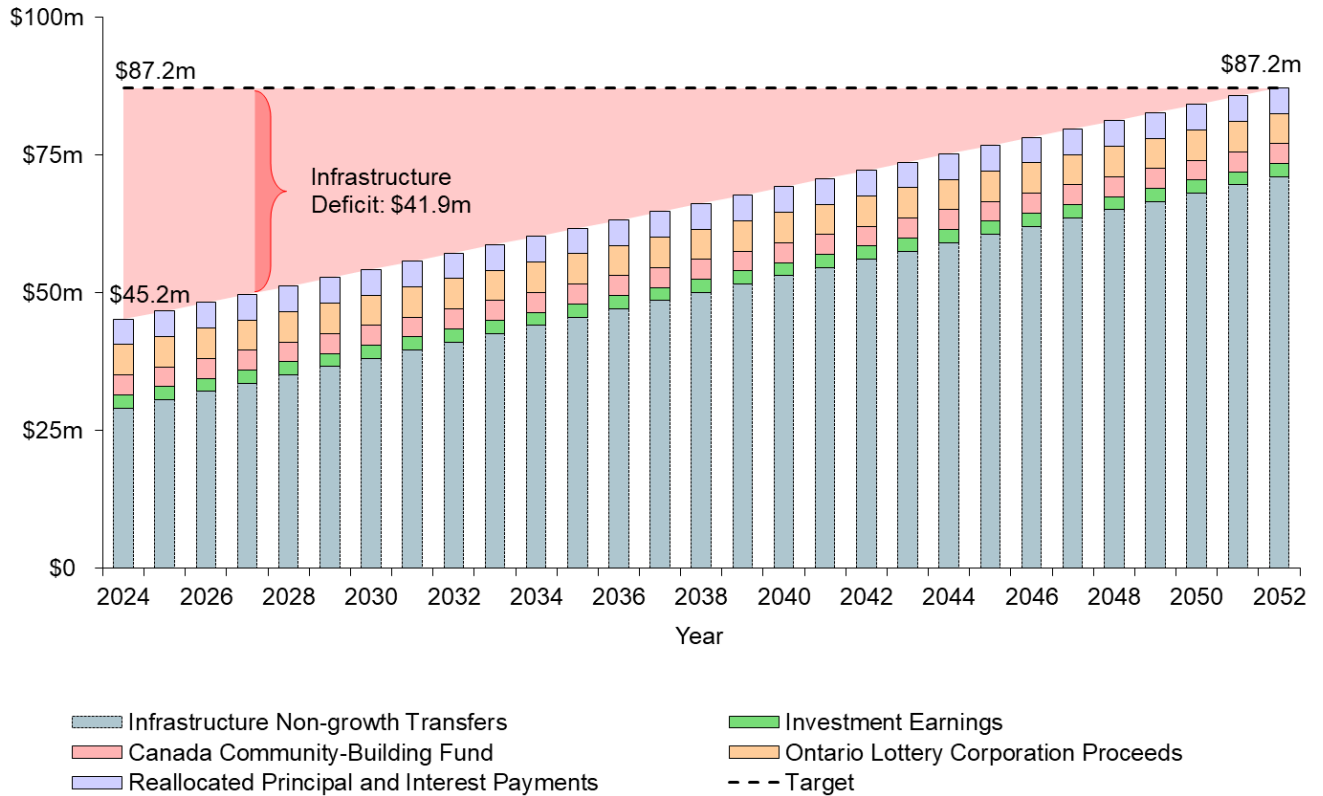
The Town's Corporate Asset Management Plan (AMP) was updated in 2024 (via report ES-017-24) to include all of the Town's \$3.4 billion in assets. The 2024 AMP included a lifecycle funding analysis that considered current lifecycle management strategies, levels of service, condition assessments, replacement costs, and risk management strategies.

The study estimated that approximately \$87.1 million in capital lifecycle funding is required each year to support the Town's infrastructure. By comparison, the current amount of sustainable funding available to the Town each year amounts to approximately \$45.2 million, resulting in an annual funding deficit of approximately \$41.9 million for the Town. In order to sustain current services and service levels, a gradual reduction to the funding deficit will be required.

As illustrated in the following graph, if the Town resumes the strategy of contributing incremental annual lifecycle funding in the amount of \$1.5 million, the deficit would be eliminated in approximately 27 years.

Discussion

Figure 3 - Impact of Net New Annual Transfers of \$1.5 Million on Closing Annual Deficits



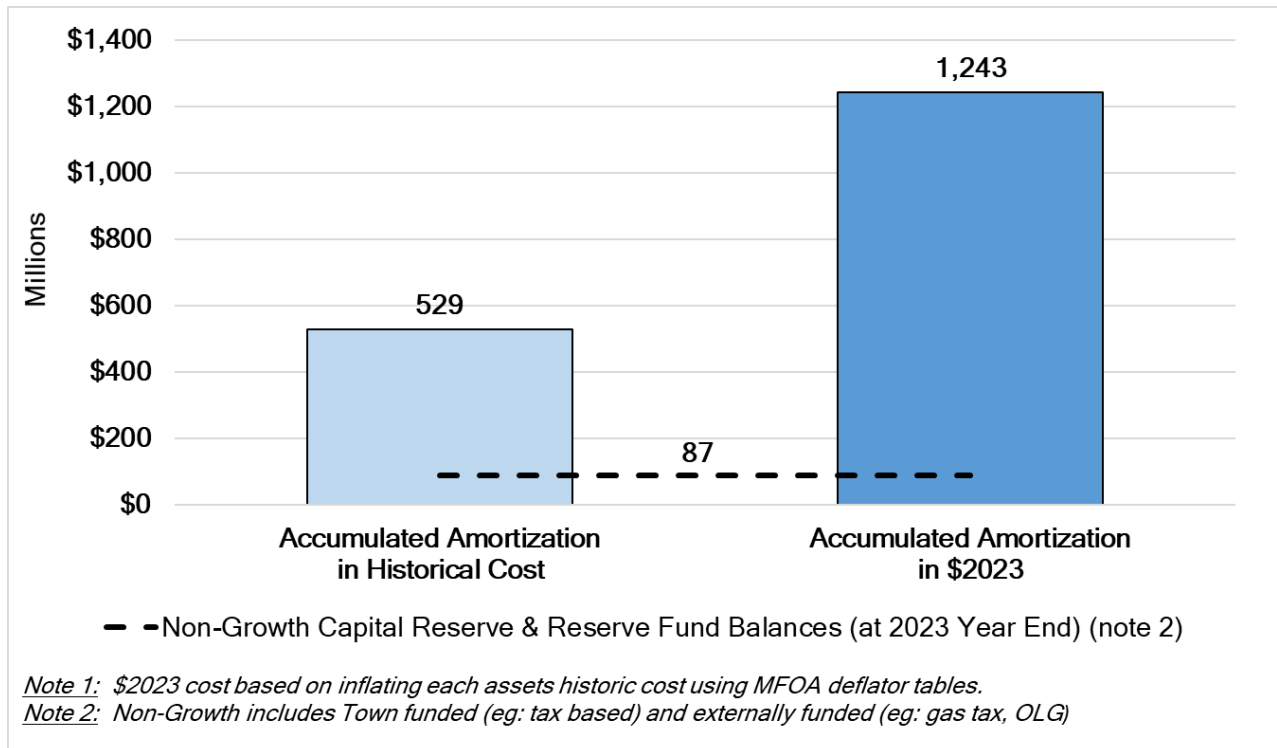
It should be noted that amounts presented exclude both inflation and future acquisitions of additional assets. During this 27 year period, the Town's asset base will continue to grow through assets constructed by the Town or assumed from the development community. Should the Town continue its existing policies of adding sustainable funding sources for the future lifecycle costs of those new assets at the time of acquisition, and of increasing the funding base each year with consideration for inflationary rates, this will also further contribute to the growth of the annual funding sources that are available during the period.

Another 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). These figures 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. Although other financing tools (example debt or future contributions)

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will be available as a part of the funding strategy, the differences noted below exceed the current Provincially mandated and Council established debt capacity limits.

Figure 4 - Measure of Infrastructure Renewal Funding Status



2023-27 Strategic Plan

A Strategic Plan for the years 2023-2027 was approved through report ES-009-23. The plan identifies the following priorities for this term of council and will drive progress towards the long range vision of Milton in 2051:

- Invest in People
- Innovate in Technology & Process
- Quality Facilities & Amenities
- Connected Transit & Mobility
- Planned Community Growth

Due to the multi-year nature of several of the growth related initiatives included in the plan, budget approval has already occurred or the financial impacts have been incorporated into

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the operating and capital budget forecasts for several items. Additional or new funding requests will be presented where required as the various initiatives proceed to finalization or when the scope and expected outcomes have been further defined.

Workforce Planning

The Town of Milton's full time staff complement is notably lower than that of comparator municipalities. The Town also has a higher reliance on contractors and part time staffing in several service areas. These factors influence the way in which services can be delivered, and also affect the levels of service that can be provided to a growing community.

Staffing level requirements are reviewed annually, with consideration for Town goals and priorities as well as existing service levels and pressures. Performance measures are also assessed in relation to new staffing needs. In recent budget years due to financial pressures, a limited number of positions have been added and previously forecasted needs have been deferred. The 2025 operating budget forecast presented herein includes a provision to address some of the highest priority staffing requirements, however, this leaves a number of pressures and risks outstanding. Should the Town be unable to achieve adequate staffing levels it will result in impacts to the delivery and quality of services that residents receive in various areas.

Other Revenue Sources

Aside from property taxes, user fees and service charges provide a significant portion (19.6%) 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.

Aside from annual inflation, comprehensive studies are also undertaken periodically to compare the effective rates to the related cost (via activity based costing), as well as to benchmark the Town's rates to its peers. The latest comprehensive study on the Town's user fees, excluding recreation and transit, was completed in 2022 (staff report CORS-058-22). Internal reviews of Recreation and Facility fees were completed through the 2023 and 2024



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Budget process, with a comprehensive review for this area anticipated in 2025. Transit fees were reviewed in 2024 as part of the Transit 5-Year Service Plan and Master Plan Update.

The majority of rates and fees within the forecast will be indexed in 2025 using the MPI for expenditures of 4.01% as presented in staff report ES-020-24.

2025 Operating Budget and Forecast

Through the 2024 Operating and Capital Budget staff completed an operating budget forecast for the pressures anticipated in 2025 and 2026. Based on the assumptions at the time, staff were projecting a significant tax levy pressure to the Town portion of the tax bill in those years. The major drivers of the forecast included:

- Inflationary impacts to maintain existing levels of service.
- Funding to gradually reduce the infrastructure deficit.
- Extending services to new growth areas including the Boyne Secondary Area.
- Investment in service areas due to higher density growth.
- Phased reduction of non-sustainable reserve funding.

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 2024 some of the more significant adjustments to the forecast include:

- Higher than anticipated inflationary pressures.
- Accelerated investment in service areas due to higher density growth.
- Deferred timing of assessment growth.

Including the assumptions previously mentioned, the projected pressures equate to a 13.84% tax rate change in 2025 and 12.07% in 2026. Put another way, the revised forecast is currently projecting a tax pressure equivalent to \$44.66 per \$100,000 of residential assessment in 2025 and a further \$44.33 in 2026. These amounts are relative to the existing annual cost of \$323 per \$100,000.

The following table provides a summary of the primary drivers impacting the 2025 and 2026 forecast (with further detail provided in Appendix C).



The Corporation of the Town of Milton

Discussion

Component	2025			2026		
	Net Levy Impact \$ (000's)	Residential Tax		Net Levy Impact \$ (000's)	Residential Tax	
		per \$100K of Assessment*	% Change		per \$100K of Assessment*	% Change
Prior Year Tax Levy	\$99,181	\$322.71		\$115,617	\$367.38	
Inflation and Base Adjustments:						
Inflation (MPI)	\$4,631	\$14.72	4.56%	\$4,313	\$13.00	3.54%
Non-recurring & Reversal of One-Time Transfers	\$483	\$1.54	0.48%	\$1,152	\$3.47	0.95%
Infrastructure Deficit	\$1,500	\$4.77	1.48%	\$1,500	\$4.52	1.23%
Other Base Adjustments	\$1,149	\$3.65	1.13%	\$1,025	\$3.09	0.84%
Total Inflation and Base Adjustments	\$7,763	\$24.67	7.64%	\$7,990	\$24.08	6.55%
Growth Related:						
State of Good Repair for Constructed & Assumed Assets	\$4,056	\$12.89	3.99%	\$6,348	\$19.13	5.21%
Expanded Service Delivery to Growth Areas	\$2,581	\$8.20	2.54%	\$3,074	\$9.27	2.52%
Other Growth-Related Impacts	\$2,036	\$6.47	2.00%	\$3,579	\$10.79	2.94%
Total Growth Related	\$8,673	\$27.56	8.54%	\$13,001	\$39.18	10.67%
Total Increase in Levy	\$16,436	\$52.23	16.18%	\$20,991	\$63.26	17.22%
Total Tax Levy	\$115,617	\$374.94		\$136,608	\$430.64	
Estimated Assessment Growth (net of reductions)**	(\$2,380)	(\$7.56)	-2.34%	(\$6,284)	(\$18.94)	-5.15%
Forecasted Net Tax Levy Increase	\$14,056	\$367.38	13.84%	\$14,707	\$411.70	12.07%

* Based on 2024 CVA values per 2024 Final Tax Levy By-law, CORS-014-24. 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.).

When potential changes to the Region and Educational portion of the property tax bill are considered, the total potential impact to ratepayers is estimated as follows:

		2025	2026
Town Tax Rate Pressure	\$ Change	\$44.66	\$44.33
	% Change	13.84%	12.07%
Overall Tax Rate Pressure*	\$ Change	\$56.65	\$56.80
	% Change	7.31%	6.83%

* Includes estimated Town, Regional and Educational portion of the property tax bill. Estimated Regional change in 2025 is based on Region report FN-19-24, estimated Educational portions are held constant consistent with reports FN-11-24 and CORS-014-24.

Discussion

Budget vs Actual Variance Trend

As shown in the table below, over the previous five years the year-end operating expenditures have been within 2.2% of the approved net budget and 1.1% of the approved gross budget.

Figure 5 - Five Year Historical net Budget Variance Trend

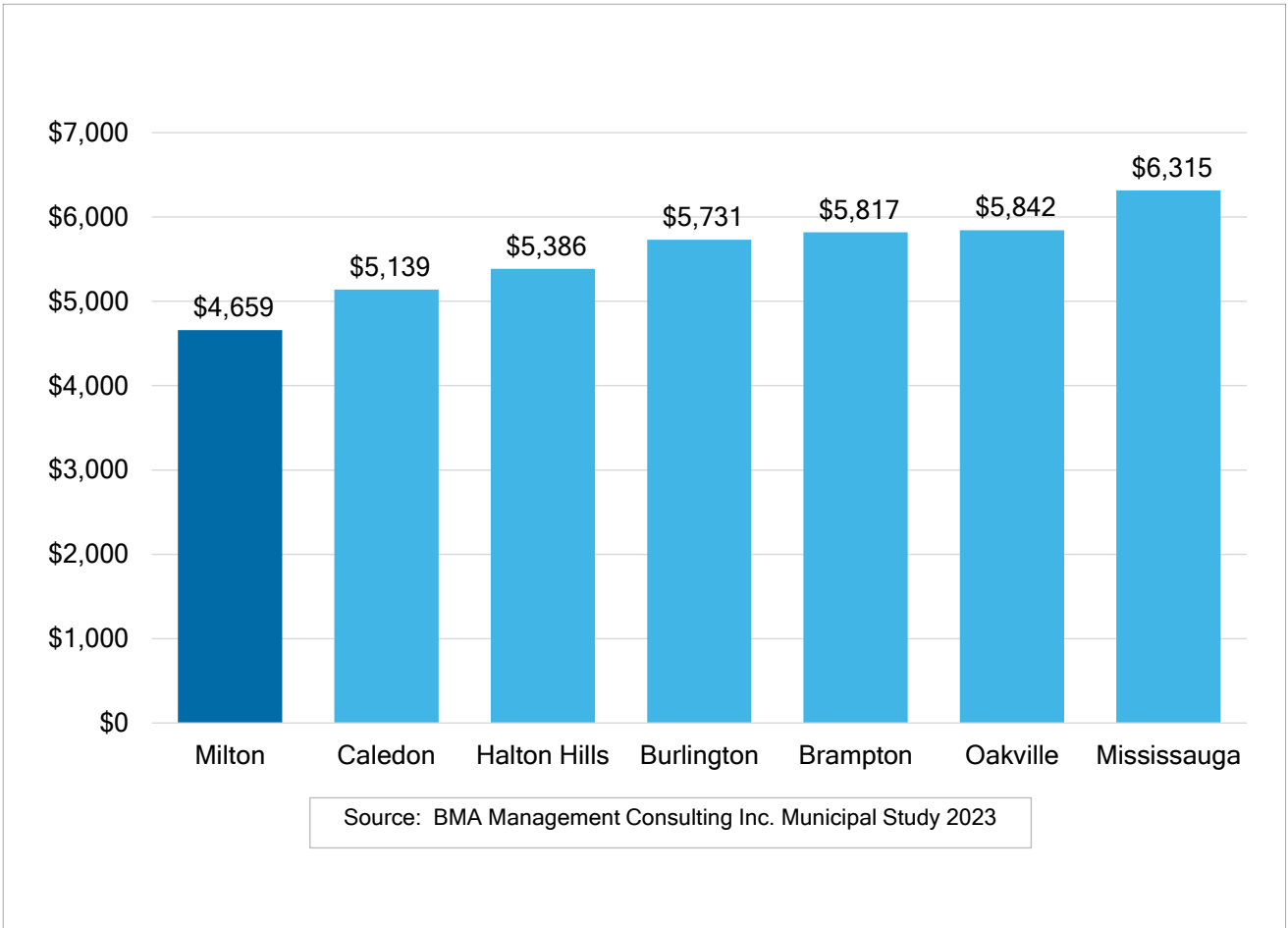
	2019	2020	2021	2022	2023	Average
Variance (\$Millions)	\$1.22	\$1.85	\$4.45	\$0.45	\$(0.23)	\$1.5
% Variance to Net Budget	1.9%	2.7%	6.0%	0.6%	(0.3)%	2.2%
% Variance to Gross Budget	0.9%	1.3%	30%	.03%	(0.1)%	1.1%

*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 overall residential tax bill (including Town, Region and Education portions) to surrounding municipalities, Milton continues to have the lowest tax rates. The following graph shows that Milton’s total residential property taxes for a 2 storey home are 18% lower than the comparator group average.

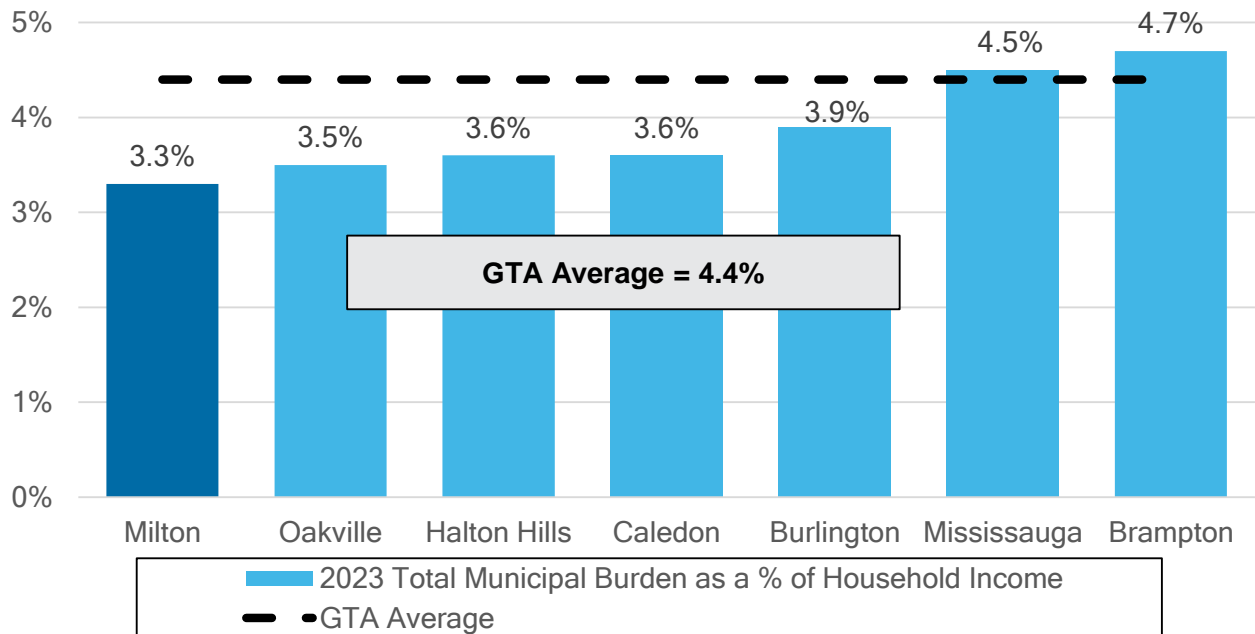
Figure 6 - 2023 Residential Property Taxes for a 2 Storey Home



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 the municipal burden (property taxes and water/wastewater rates) is calculated as a percentage of household income. Milton is second lowest when compared to the other participating Ontario Municipalities and is the lowest in the GTA.

Figure 7 - 2023 Total Municipal Burden as a % of Household Income



Source: BMA Management Consulting Inc. Municipal Study 2023

Recommendations

Through ES-016-24 Council endorsed a Multi-Year Financial strategy wherein the annual target for the total property tax rate increase (inclusive of the Town, Region and Province) be established between 4.5% and 7.0% until such time that the following outcomes are achieved:

- The Town has eliminated the use of non-sustainable funding sources (such as the Tax Rate Stabilization Reserve) for on-going operating costs
- Further progress towards reducing the annual infrastructure deficit has been achieved, and other annual funding deficits (such as development charge exemptions and property tax write-offs) have been eliminated
- The Town's property tax rate falls within the range of the comparator municipal group, while remaining lower than the average of those peer municipalities.

Included as Appendix D is a scorecard which will be used to track the progress that the Town is making relative to the three measurable criteria identified in staff report ES-016-24. As these measures were only recently established, no progress has yet been made in advance of the 2025 Budget process.

In ES-016-24 it was noted that due to existing service and inflationary pressures, the Town's budget may need to remain at the high end of this range for several years. After which, the Town would strive to maintain annual incremental increases towards the low to medium portions of the range until such time as the three outcomes indicated above are achieved.

As such, and in consideration of the forecasted operating pressures in 2025, it is recommended that the Mayor be requested to consider preparing the 2025 proposed budget presented with a total estimated residential property tax increase of approximately 6.5%.

In order to arrive at a total residential property tax increase of approximately 6.5%, the degree of increase to the local municipal tax rate will have to consider the potential changes to the levy requirements of the Region, Police Board and School Boards. Assuming tax rate increases of 4% by the Region and Police Board, and 0% by the School Boards, an overall property tax rate increase of 6.5% would imply a local tax rate increase for the Town of 11.9%. Should the Region, Police or School Boards finalize a budget at a higher increase, a reduction to the local increase would be necessary in order to maintain the target total residential tax rate change. Scenario testing that has been undertaken, for example, suggests that a local tax increase of 10.8% or lower may be necessary in order to achieve the budget target.

The proposed budget target outlined above will provide a challenge for staff and Council as opportunities will need to be identified to reduce the 13.84% pressure that is currently forecasted for 2025. As a part of the budget process annually, staff look to identify opportunities to manage the tax rate pressure, including but not limited to the following potential strategies:

- defer service enhancements and new capital projects;
- review other revenue sources;
- reduce or modify existing service levels or delivery methods;
- consider alternative financing strategies (example - utilization of reserves).

These methods will continue to be utilized as part of the 2025 Budget process.

Timetable and Process

Staff across the organization are preparing detailed estimates for the capital and operating budgets and forecasts. Budget information is scheduled to be available for Council and the public in November. In accordance with the approved Council meeting calendar for 2024, a Council workshop on the budget is scheduled for November 25. Public delegations and Council deliberations on the budget will occur on December 2 (and December 3 if necessary). A summary timetable with important budget deadlines is included as Appendix E to this report.



The Corporation of the Town of Milton

Similar to the prior year, the 2025 budget process will be under Bill 3, Strong Mayors, Building Homes Act, 2022. A summary of the process that is anticipated for the 2025 budget is outlined in Appendix F.

Financial Impact

The budget pressures for the years 2025 and 2026 result from inflationary impacts, the use of non-sustainable funding in prior year budgets, costs associated with densification, the expansion of services to new areas and the infrastructure deficit, amongst other items. Current estimates suggest that the cost to maintain existing service levels and make incremental progress on the existing deficits would result in a tax pressure of 13.84% on the Town portion of property taxes.

As the budget is developed, detailed program and service estimates will be refined as information becomes available and further analysis is undertaken. Opportunities to manage the timing of the pressure on the tax levy will also be identified.

As shown in the table below, the recommendations contained in this report would potentially increase the total property tax bill by 6.50% or \$50.43 per \$100,000 of assessment.

Potential Pressure on the Total Tax Bill per \$100,000 of Residential Assessment*

	Share of Tax Bill	2024 Taxes	2025 Increase	2025 Taxes	\$ Impact on Total Tax Bill	% Impact on Total Tax Bill
Milton Services	36.61%	\$ 271.75	11.26%	\$ 302.34	\$30.59	3.94%
Fire Services	7.12%	\$ 50.97	15.40%	\$ 58.82	\$7.85	1.01%
Total Milton	43.73%	\$ 322.72	11.91%	\$ 361.16	\$38.44	4.96%
Regional Services	23.09%	\$ 183.34	4.00%	\$ 190.67	\$7.33	0.95%
Police Services	14.66%	\$ 116.43	4.00%	\$ 121.09	\$4.66	0.60%
Total Region of Halton**	37.75%	\$ 299.77	4.00%	\$ 311.76	\$11.99	1.55%
Education***	18.52%	\$ 153.00	0.00%	\$ 153.00	\$0.00	0.00%
Total	100.00%	\$ 775.49	6.50%	\$ 825.91	\$ 50.43	6.50%

* Cost per \$100,000 of residential assessment are derived using the assessment values & tax rates from the 2024 tax by-law (CORS-014-24). These values will be re-stated following budget approval using the finalized 2023 assessment figures from the returned assessment roll.

** Per Region of Halton 2025 Budget Directions approved by Council through resolution FN-19-24 (includes enhanced waste service for urban area).

*** Consistent with recent experience, the 2025 education rate is presented in alignment with the prescribed rate currently outlined in O.Reg 400/98 and is subject to change through the approval of final 2025 rates by the Province.

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

Respectfully submitted,



The Corporation of the Town of Milton

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Glen Cowan
Chief Financial Officer / Treasurer

For questions, please contact: Jennifer Kloet, Manager,
Financial Planning & Policy Phone: 905 878 7252
ext 2216

Attachments

- Appendix A - 2022 Citizen Engagement Survey Results
- Appendix B - Public Input Results
- Appendix C - 2025 and 2026 Operating Budget Pressure Details
- Appendix D - Multi-Year Financial Strategy and Key Indicators
- Appendix E - 2025 Budget Timetable
- Appendix F - Summary of Process Resulting from Bill 3 Amendments to the Municipal Act

Approved by CAO
Andrew M. Siltala
Chief Administrative Officer

Recognition of Traditional Lands

The Town of Milton resides on the Treaty Lands and Territory of the Mississaugas of the Credit First Nation. We also recognize the traditional territory of the Huron-Wendat and Haudenosaunee people. The Town of Milton shares this land and the responsibility for the water, food and resources. We stand as allies with the First Nations as stewards of these lands.

Appendix A - ES-023-24 2022 Citizen Engagement Survey

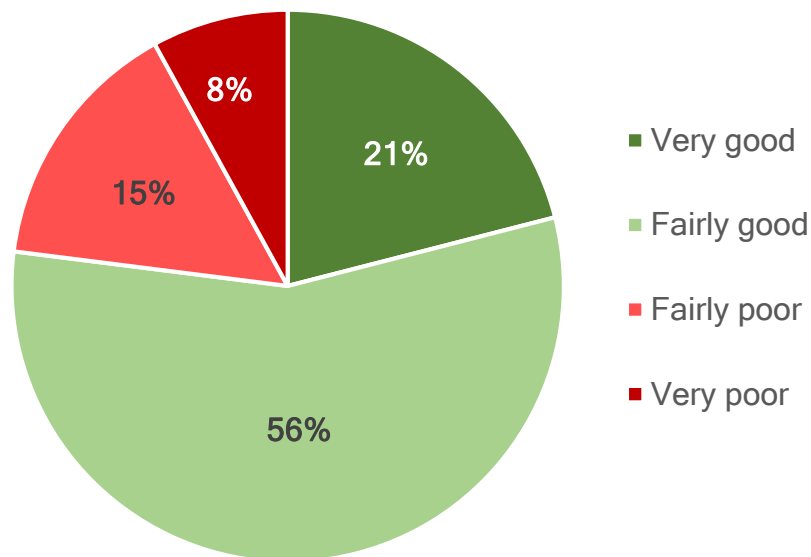
In the fall of 2022 staff worked with a third party consultant, Forum Research, to conduct a community wide, statistically valid Citizen Engagement Survey. The scope of the engagement required 600 randomized telephone responses to achieve a high degree of statistical validity.

Following is an excerpt of results from the 2022 Citizen Engagement Survey specific to questions asked about property taxes, value of tax dollars and infrastructure funding. The full survey results identifying satisfaction levels with services offered by the Town can be found [here](#).

Value for Tax Dollars

Question: Thinking about programs and services you receive from the Town of Milton, would you say that, overall, you receive very good, fairly good, fairly poor, or very poor value for tax dollars?

The majority of respondents say they receive good value for their tax dollars.

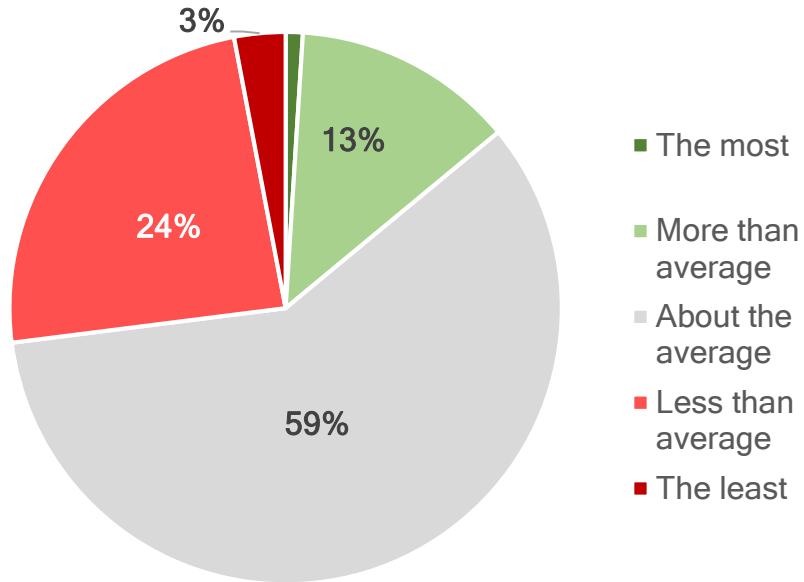


Property Taxes

Question: Assuming 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, how much do you think the Town of Milton residents should pay with respect to property taxes per household?

The majority of respondents think Milton residents should pay about the average with respect to property taxes compared to other GTA municipalities.

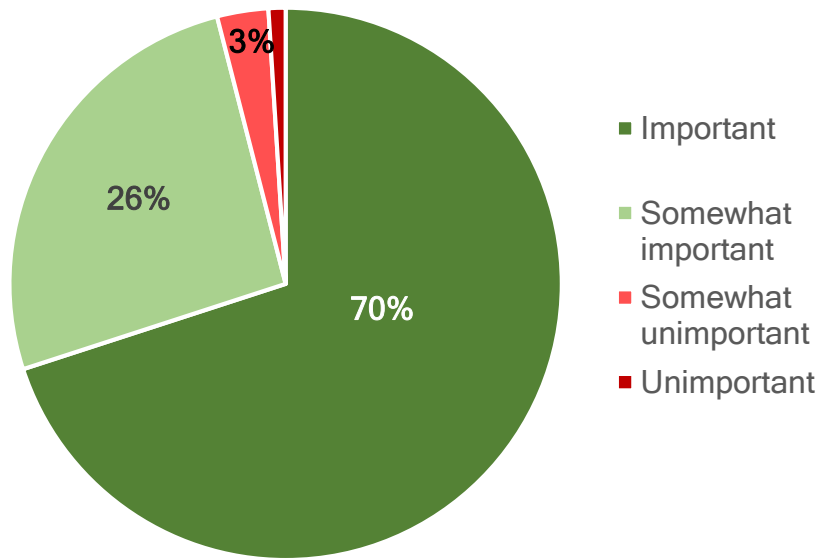
Appendix A - ES-023-24
2022 Citizen Engagement Survey



Funding for Infrastructure

Question: How important is it 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?

The vast majority of respondents think it is important that funding be set aside to replace infrastructure to ensure existing levels of service can be provided in future years.

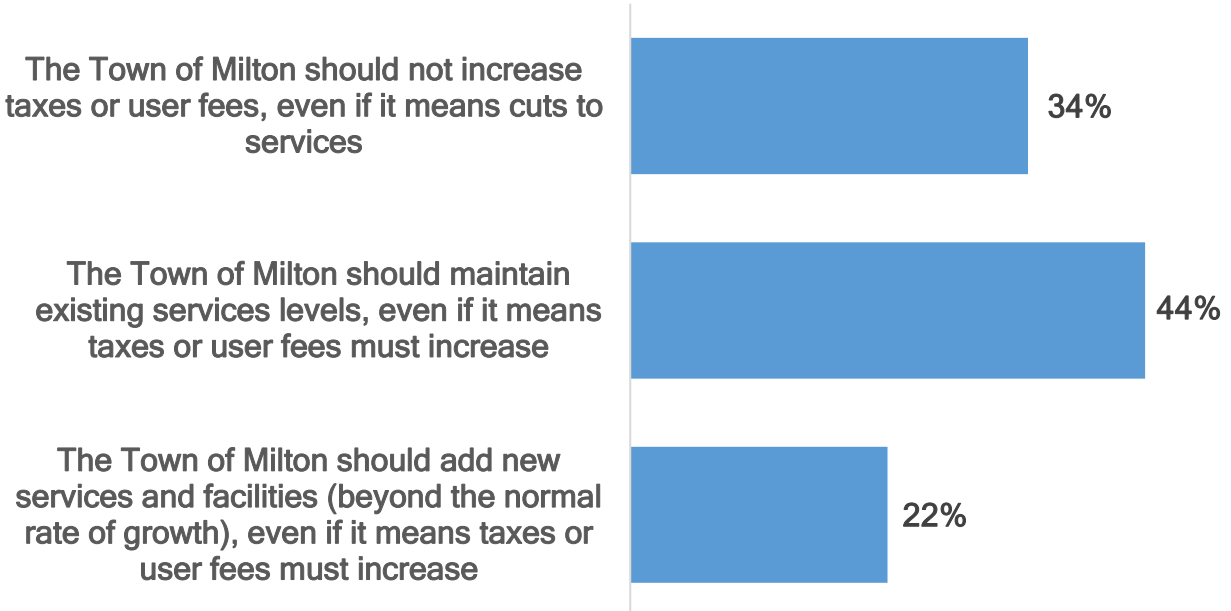


Appendix A - ES-023-24
2022 Citizen Engagement Survey

Balancing Services and Taxes/Fees

Question: Which of the following comes closest to your view?

Respondents were most likely to say that the Town of Milton should maintain existing service levels, even if it means taxes or user fees must increase.



Share your thoughts!			02 Jul 2024 to 21 Aug 2024	
Date of contribution	Ideas		Votes	Visitors
	Title	Description		
Jul 03 24 08:11:10 am	A Pedestrian walk bridge over the creek between Landsbrough and Pringle, will have access direct access from the trail to Queen of Heaven	Bridge	0	5
Jul 03 24 08:15:11 am	A Pedestrian bridge overpass at CN rail on Duncan Lane to Laurier Avenue. Connect to businesses on Bronte and access to Milton High School	Bridge	3	5
Jul 03 24 10:09:50 am	Add Bike Signals	should have a safe, legal way to use bike infrastructure without getting off your bike to cross roads - especially on large multi-use paths, such as the ones along Thompson and Derry	5	11
Jul 03 24 12:28:48 pm	As a dedicated non-profit organization, Akwaba Cultural Exchange, we kindly request increased funding for cultural activities in the 2025 bg	As a dedicated non-profit organization, Akwaba Cultural Exchange, we kindly request increased funding for cultural activities in the 2025 budget. Additionally, we seek support for the Milton African and Multicultural Festival. These initiatives enrich our community by fostering diversity, promoting cultural understanding, and providing inclusive experiences for all residents. Your investment in these areas will help us continue to celebrate and share the vibrant cultural heritage that makes Milton unique. Thank you for considering our request.	2	19
Jul 03 24 02:57:29 pm	Fire hall for ward 3. Completely staffed.	We have 2 fireballs in Ward 1 and of course Ward 4 where grass fires will increase once the CN intermodal is complete. Ward 2 has a fire hall but there are none in Ward 3. We need protection for people, places and things in all wards of Milton.	12	29
Jul 03 24 04:48:46 pm	Walking path required on the Union gas trail between Trudeau Drive and Fourth lane	The Union Gas Trail lacks a pathway between Trudeau Drive and Fourth Lane. Connecting this path would enable walking from James Snow Parkway to Bronte Road.	7	6
Jul 03 24 06:10:25 pm	New sports center and hospital extension .	With the amount of apartments and housing being built the population is increasing at a rapid pace and will overwhelm current capacity of Milton facilities. Hence a new sports center and hospital extension is required . I'm sure that the \$8.4 million that Milton got for exceeding the building targets can help in this .	4	13
Jul 03 24 06:31:37 pm	Animal welfare services	It's almost impossible to reach anyone regarding injured wildlife after hours - more resources towards animal welfare please	6	9

Share your thoughts!			02 Jul 2024 to 21 Aug 2024	
Date of contribution	Ideas		Votes	Visitors
	Title	Description		
Jul 03 24 09:12:37 pm	Linking Bike / Walking trails	As the town continues to grow, its important to think about setting up the residents for connection. Creating and linking pathways,bike/walking trails throughout the city will become more and more important. It seems the south east side of the city is very connected together. Look at the overall picture of the town and create a committee to be proactive. The trails need to be looked at for safety issues, and for the overall infrastructure connection.	6	16
Jul 10 24 07:22:29 pm	More dedicated Pickleball courts outdoor with lighting and more indoor court times with the Town of Milton	The Milton Pickleball Association has over 600 members and growing. Pickleball is the fastest-growing sport in North America, it is easy to learn, inclusive and so much fun. With the high demand for pickleball and many benefits (health, social, fun) it's time Milton brings more dedicated Pickleball courts to the community!	11	10
Jul 10 24 07:23:41 pm	More designated pickleball courts	Pickleball has become so very popular and Milton has fallen way behind in addressing the need for more outdoor designated pickleball courts. 3 designated courts is not enough to support the hundreds of pickleball members.	19	29
Jul 10 24 07:24:41 pm	More dedicated pickleball courts outside with lights and indoors		17	2
Jul 10 24 07:28:33 pm	Walking/ biking bridge over 25 connecting sports Centre and community park		1	1
Jul 10 24 07:29:41 pm	Connecting pipe line paths when crossing roads		3	1
Jul 10 24 07:34:20 pm	Add more street calming on McLaughlin Avenue and Farmstead	There is now a crosswalk which is good however the speed limit has been increased from 40 to 50, inside streets remain at 40, cars continue driving too fast	0	4
Jul 10 24 08:00:56 pm	Dedicated outdoor pickleball courts	So many other towns within halton outside of Milton have more dedicated pickleball courts than us. I'd love to see 8 dedicated icjkeball courts created for town use.	10	8
Jul 10 24 08:56:26 pm	Pickleball courts	More dedicated pickleball courts indoor and outdoor with lights and wind blockers. Indoor court timings to be increased and reinstated to 2 hours with town of Milton and more slots to be provided for the evenings.	7	5
Jul 10 24 09:44:01 pm	Pickleball courts	We need more designated pickelball courts. As well more indoor drop in times in the winter.	8	4

Share your thoughts!	02 Jul 2024 to 21 Aug 2024
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Date of contribution	Ideas		Votes	Visitors
	Title	Description		
Jul 10 24 10:19:20 pm	<p>1. A) Multipurpose Facilities & B) outdoor parks</p> <p>2. Improved infrastructure in high density areas</p>	<p>1 A ice rinks, a 50 metre swim pool, multipurpose gyms for basketball, lacrosse, racquet sports, etc.</p> <p>B multipurpose outdoor sports parks such as MSC with lighting for baseball, soccer etc., racquet sports (pickleball's increasing demands more and perhaps larger courts)</p> <p>2. With more intensification (condos/Apts) there is a need for street widening, traffic lights, parking, etc) traffic flow studies should be continually monitored as population increases.</p>	1	9
Jul 12 24 06:06:37 am	Outdoor skating rink (winter)/courts (summer)	Many cities have outdoor summer courts that are converted to outdoor rinks in the winter. With the increased demand for both and Milton's growing population, it is time we caught up!	5	2
Jul 12 24 10:03:12 am	Coordinate Traffic Lights	Invest in the tech to coordinate traffic lights throughout Milton.	7	6
Jul 13 24 07:29:28 am	Build a new very large indoor Pickle Ball facility for the future. The indoor Pickle Ball Courts are already over crowded in the winter.	Pickle Ball is the Fastest Growing Sport for all	6	1
Jul 13 24 03:06:34 pm	More Pickleball courts & a put a booking system for the outdoor courts in place		3	1
Jul 15 24 09:29:05 am	Light rail transit lines	The town has 3 major north/south roadways with no transit. Propose investigating with the 3 neighbouring communities a possible north/south rail transit running up/down Trafalgar Road, Highway 25 and Guelph line. This would start to link all the communities together.	5	7
Jul 16 24 08:26:08 am	Free Transit	All taxpayers fund the transit system. Charging people to use an already funded system is just another town financial burden on the user. I pay for transit through my property taxes and then the town wants me to pay again when I use the system. If I do not use the system, I am paying once, if I use the system I have to pay again. Why should I pay twice. Either make it free for users or have for profit transit people run the system.	3	12
Jul 17 24 09:35:32 am	Please do something to control the Canada goose population. They are ruining our parks and walking trails		1	4
Jul 18 24 08:59:20 am	Steeles Ave		0	3
Jul 18 24 09:02:19 am	Steeles Ave	Steeles Ave between Tremaine and Thompson is in desperate need of improvements. It's ugly and it's nearly dead. Main St between ReStore and Winners, too.	0	7
Jul 18 24 09:03:27 am	Increase arts and culture programming, activations and services. Invest in public art and placemaking.		1	1

Share your thoughts!			02 Jul 2024 to 21 Aug 2024	
Date of contribution	Ideas		Votes	Visitors
	Title	Description		
Jul 18 24 09:04:51 am	Dedicate more funding/resources to parks and forestry teams to be able to actually maintain and enhance parks and trails		3	2
Jul 18 24 09:05:48 am	Increase programming for youth and young adults, including passive space use and dedicated instructional classes		1	3
Jul 18 24 09:07:59 am	Create more walkable neighbourhoods and experiences, invest in cycling infrastructure, increase transit times		5	1
Jul 18 24 10:51:53 am	Parks and Recreation: add courts volleyball, tennis, pickleball; more shade and sitting areas to create more community!		8	2
Jul 18 24 10:53:23 am	We need pickleball courts in general. Burlington has a good set up for structured play		4	2
Jul 18 24 10:54:28 am	More pickleball dedicated courts with lights	Add new dedicated courts to newly built area south of Louis st laurent	6	5
Jul 18 24 10:55:31 am	More dedicated pickeball courts, sport is growing exponentially in North America is not the exception for the fastest growing town in NA	Pickleball courts	5	3
Jul 18 24 10:59:00 am	Protected Bike Lanes ¹	Unprotected bike lanes are extremely dangerous, especially for children. They have been proven to create a false sense of security and provides no safety to cyclists.	1	3
Jul 18 24 11:02:02 am	Add more dedicated Pickleball outdoor locations with lights. Pickleball is the fastest growing sport in North America for all ages.	More Pickleball Courts	8	2
Jul 18 24 11:07:28 am	Pickleball courts with lights	Designated pickleball courts would be a huge help, as the movement is here. It's a fantastic and accessible game that transcends age. More places to play, especially lit, to allow working professionals to get out in the evenings is what we need in Milton!	5	4
Jul 18 24 11:13:22 am	More outdoor and indoor pickleball courts	There's a very high demand and use of 3 pilot pickleball courts in the late afternoon/evening at Miton Sports Center. There's a huge grass land just south of these courts which is not in use by any sports and can easily be converted into a large number of pickleball courts. For the residents of this town to be able to represent Milton at higher levels, we need town's quick response and action to invest into this sports.	5	3

Share your thoughts!			02 Jul 2024 to 21 Aug 2024	
Date of contribution	Ideas		Votes	Visitors
	Title	Description		
Jul 18 24 11:16:36 am	More Designated pickleball courts with lights	Pls add more designated pickleball courts. For example, Milton Sport Center has 3 courts only with tens of people waiting during the summer evenings. Also, there is no lights servicing Milton Sport Center courts	8	8
Jul 18 24 11:28:27 am	More Pickleball courts with light needed due to the high demand on the sport from Milton residents.		5	1
Jul 18 24 11:40:04 am	More Pickleball courts	Milton is growing in size and residence by the month. The existing Pickleball courts and town programs are sufficient and cannot handle the volume of people wanting to play the sport. This is leading to a high amount of wait time and frustration within residents. We need more dedicated Pickleball courts in Milton with lights so that we can come together as a community and be more active.	3	3
Jul 18 24 11:58:22 am	More pickleball courts outside with lights and indoors		4	4
Jul 18 24 12:06:05 pm	Dedicated pickleball courts outdoors		6	3
Jul 18 24 12:08:19 pm	Pickleball	Add more outdoor pickleball courts with lights and more indoor adult times outside of regular business hour (after 5pm) in cooler seasons.	2	3
Jul 18 24 12:08:22 pm	I really love playing Pickleball but it's so hard to find spaces to play here in Milton. We need more this sport is exploding in popularity	Pickleball Popularity Explosion	2	3
Jul 18 24 12:23:19 pm	Pickleball is a sport growing in popularity in Milton. Please support Milton residents' athleticism by building more (lit) pickleball courts		5	1
Jul 18 24 12:24:30 pm	More outdoor pickleball courts!		2	3
Jul 18 24 12:26:34 pm	Need more outdoor and indoor pickleball courts . With lights and some courts with fix nets.		2	2
Jul 18 24 12:42:18 pm	More Pickleball Outdoor Courts - Need at least one with lights	Milton Pickleball community has been growing exponentially from last two years and Milton has fallen way behind in fulfilling the need. Currently, no court with lights in Milton and need at least need 6 courts with lights and add enough courts to support the growing pickleball members.	2	2
Jul 18 24 12:47:22 pm	Having buses run more often - including on the weekends. More pickleball courts due to the demand for the sport.		0	1

Share your thoughts!	02 Jul 2024 to 21 Aug 2024
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Date of contribution	Ideas		Votes	Visitors
	Title	Description		
Jul 18 24 12:47:26 pm	Need Milton Transit Service between Cobban community to Milton Go Station	Cobban community was built 4 to 5 years ago and do not have direct bus to Milton Go station. Need at least morning and evening peak hours bus service between community and Milton Go.	1	5
Jul 18 24 12:59:27 pm	Dedicated Pickleball courts	AS we have seen sudden rise in Pickleball sport and milton has good ammount of people signing daily for this sport. We are waiting 30+ people waiting to play only 3 dedicated courts and some shared with tennis. We need to look to have more dedicated proper pickleball courts	3	3
Jul 18 24 01:02:10 pm	Transit services for students	We need to have free transit services for students of Milton as this will help them in communicating from point A to point B for volunterr/ work purposes	2	3
Jul 18 24 01:56:43 pm	We need more dedicated pickleball courts with lights - both for indoor and outdoors. More and more working people are enjoying pickleball.	More dedicated and lighted pickleball courts needed.	2	3
Jul 18 24 03:42:57 pm	Milton needs more pickleball courts	<p>Many people have already commented, we need more pickleball courts.</p> <p>Milton has approximately 132,000 people and only has 6 shared and 3 dedicated pickleball courts. (I am excluding the shared basketball courts at Kinsmen and Ford park as asphalt is not a suitable surface).</p> <p>In comparison our neighbour to the north, Georgetown has approximately 44,000 people with 13 shared and 8 dedicated pickleball courts. One third the population and more than double the number of courts.</p>	2	3
Jul 18 24 05:21:19 pm	Add pickleball lines to all tennis and basketball courts to allow for people to bring their own nets.		0	0
Jul 18 24 05:24:19 pm	More pickleball courts	More dedicated outdoor pickleball courts with lights and more indoor time at the Town facilities please!	3	1
Jul 18 24 08:26:03 pm	More shade on playgrounds, parks, walkways	Create more shade on playgrounds, school outdoor areas, parks and walkways (i.e. planting mature trees, sunsails, etc.)	4	2
Jul 18 24 10:13:36 pm	senior benefits of free public transportation and lift assistance if fall at home to reduce social isolation, depression and illness		2	1
Jul 18 24 10:21:41 pm	areas around the main library should have names on the streets,curb cutouts at sidewalk for wheelchairs,sidewalk condo park to leisure cente		0	1

Share your thoughts!	02 Jul 2024 to 21 Aug 2024
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Date of contribution	Ideas		Votes	Visitors
	Title	Description		
Jul 19 24 06:25:32 am	More dedicated Pickleball courts, both indoor and outdoor. The demand for more dedicated pickleball space already far exceeds what we have	More dedicated Pickleball courts, both indoor and outdoor. The demand for more dedicated pickleball space already far exceeds what we have, and the sports popularity and growth is only at the tip of the iceberg. We need to support this.	2	2
Jul 19 24 09:18:06 am	Pickleball	Would love more dedicated pickleball courts with lighting. The current courts are always full.	2	3
Jul 19 24 12:28:15 pm	There is an undeniable demand and need for more outdoor designated pickleball courts with lights in Milton.	Outdoor pickleball courts with lights	0	2
Jul 19 24 12:32:07 pm	More Pickleball Courts	Milton definitely needs more dedicated Pickleball courts. During the winter months at least 20 people would attend the weekly Milton Pickleball Club's Learn to Play program. Multilying 20 players times the number of winter weeks means a LOT of interest in the sport. The problem is a Severe lack of playing surfaces in the summer months.	0	2
Jul 19 24 12:36:06 pm	More indoor and outdoor pickleball courts	Pickleball	0	2
Jul 19 24 12:43:50 pm	Pickleball is growing in popularity and does not seem to be letting up. Let's stop sharing with tennis + basketball. We need more PB court	We need more Pickleball courts	0	3
Jul 19 24 08:05:06 pm	Designated Pickleball Courts	Hello! Thank you for the opportunity to share our ideas here! I kindly ask that we have more designated pickleball courts (with lights and possible a dome to go over it so that it can used year-round). It would be nice if we can get at least 8 courts within one location. Towns like St. Thomas, Belleville and so many more have this kind of thing. Also it would be a great to be able to host leagues and tournaments at a location with at least 8 courts. Thanks!	0	1
Jul 20 24 09:31:08 am	Plant more trees	Plant more trees...every where	2	1
Jul 20 24 01:06:58 pm	Pickleball!!!	More dedicated Pickleball courts outdoor with lighting and more indoor court times with the Town of Milton	0	0
Jul 20 24 01:11:22 pm	More dedicated pickleball courts	More dedicated Pickleball courts outdoor with lighting and more indoor court times with the Town of Milton	0	0
Jul 20 24 01:16:32 pm	Pickleball courts	More dedicated Pickleball courts outdoor with lighting and more indoor court times with the Town of Milton	0	0
Jul 20 24 01:20:39 pm	Pickleball courts	More dedicated Pickleball courts outdoor with lighting and more indoor court times with the Town of Milton	0	0
Jul 20 24 01:25:06 pm	Pickleball courts	More dedicated Pickleball courts outdoor with lighting and more indoor court times with the Town of Milton	0	0

Share your thoughts!	02 Jul 2024 to 21 Aug 2024
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Date of contribution	Ideas		Votes	Visitors
	Title	Description		
Jul 20 24 02:59:08 pm	Firefighting Needs in Milton have Changed.	Milton needs to hire more full time firefighters at all in town fire stations to staff all stations 24 hours a day, 7 days a week with a minimum of Four (4) Firefighters on every front line truck. Part time on call firefighters should only be required to backfill secondary or tertiary apparatus at all stations when the needs arise. I worry what Milton Fire would do to handle 2 major incidents at the same time in town. Even with 4 stations with 4 trucks, staffed with 4 firefighters at any given time, that would only be 16 firefighters to combat a structure fire which is already not enough to accomplish this task safety with all safety measures in place. Other departments send nearly double that amount of trucks and firefighters to a similar call. Milton is now a city approaching 150,000 in population and needs to have a fire department that meets or ideally exceeds all NFPA standards.	81	567
Jul 21 24 08:36:57 am	Add more pickleball facilities please	It's the fastest growing sport and a great way to keep Milton residents fit and healthy.	0	2
Jul 21 24 02:05:37 pm	Pickleball courts	No other sport is played by everyone from young children to the elderly. The demand will only continue to increase in the coming years.	0	1
Jul 21 24 07:47:45 pm	Recycling in public spaces would be nice! Stations beside every garbage pail.		2	2
Jul 21 24 11:05:18 pm	Add bus service between Milton Go and Bronte 407 Park and Ride through Main Street and Regional Road 25	Bus service from Milton Go to Bronte 407 P&R	2	2
Jul 24 24 12:02:43 pm	Transit and Connecting Neighbourhoods	Investing in Milton's transit and improving connections to neighboring areas is key to our economic growth. As someone deeply involved in commercial real estate, I see firsthand how this attracts top-tier tenants and boosts our local economy. Let's prioritize to make our town more attractive to businesses and investors.	2	4
Jul 24 24 12:10:48 pm	ACCURATE projections/assessments for infrastructure and future allotments	Planning and building infrastructure that supports higher density and mixed-use neighborhoods is Milton's path, however, I see projects approved based on a certain density, and then builder/developers change to 2- 2.5x that density. Commercial allotment and development also needs to be adjusted with these new numbers as they happen. As a commercial real estate professional, I am concerned that the population will not have a sufficient businesses and services nearby to adequately service the needs of the residents in Milton.	0	7

Share your thoughts!			02 Jul 2024 to 21 Aug 2024	
Date of contribution	Ideas		Votes	Visitors
	Title	Description		
Jul 24 24 12:27:12 pm	Invest in winter road maintenance	Be more proactive in salting and plowing streets and sidewalks before storms hit. Keep the roads clean to allow commuters to get to and from work.	1	2
Jul 24 24 12:30:22 pm	Work with local police for increased safety measures	Invest in programs in collaboration with Police to minimize the amount of break ins and create a safer Milton.	2	1
Jul 24 24 12:45:11 pm	Cricket Field	As Cricket sport is growing up in the community but there are not enough places to play a proper game. There should be at least 2-3 ground to play cricket.	0	5
Jul 25 24 10:22:44 pm	More city by-laws officers needed	As our city grows, more people start not following the rules, and we are seeing many issues arising in residential street parking, dumping of garbage and other large items in our parks and walking trails, dog owners not picking up after their pets. To keep our city clean, safe and running smoothly, we need more by-law officers to be out in the community, looking and addressing these issues right away.	1	2
Jul 25 24 10:26:34 pm	Halton Police officers need to be more visible in our Community	Rarely do I see Halton police officers patrolling around the City. We need them to be out on our streets, being visible and connecting with the Community on a daily basis, not just during events. Our city is growing and so are the issues that need the attention from the Police, such as driving infractions. More Police officers need to be hired, but they also need to be seen out on the streets.	2	6
Aug 06 24 06:59:26 pm	Transit Electrification	Procurement of Electric Buses for the transit fleet. No diesel fumes when you hop on and off transit buses or when cycling. Cost savings to the Town for reducing maintenance cost, gas, and yielding increased up time for busses to be on the road moving people to where they want to go.	0	0
Aug 06 24 07:05:52 pm	Hydro Rebates	Bring back demand hydro rebate programs for residents and businesses! Saving hydro here doesn't mean we can't sell it to someone else. This will delay rates going up especially if new electric infrastructure capacity is needed when the university goes in. Thinking ahead of Milton's demand by running Milton Hydro rebates now will keep hydro rates from climbing.	0	3
Aug 06 24 08:11:38 pm	Need more pickleball courts		0	3
Aug 20 24 12:26:03 pm	There should be minimum of 4 staff per truck with a total of 16 staff every day for the 4 urban stations.	Properly staffed fire trucks!	15	9

Share your thoughts!	02 Jul 2024 to 21 Aug 2024
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Date of contribution	Ideas		Votes	Visitors
	Title	Description		
Aug 20 24 12:53:54 pm	The town needs more firefighting personnel to be able to properly and safely serve the growing amount of high rise developments	Given the increased number of high rise developments as well as the future intermodal Milton is in dire need of more firefighting staff. The current staffing levels cannot safely or effectively support the community that they serve.	15	19
Aug 20 24 01:23:17 pm	Outdoor refrigerated skating path and or skating rink		2	2
Aug 20 24 03:41:35 pm	More full time firefighters		13	6
Aug 20 24 03:56:56 pm	Proper firefighter staffing levels that align with the Town's growth. Time to catch up and not put firefighters at risk!	This is where investment is needed right now. Ensuring 4 firefighters per truck, 24/7, benefits both the community, and those putting their lives at risk to do the job. Council needs to find a way to catch up after allowing growth of population without the services to back it.	11	5
Aug 20 24 04:03:36 pm	Seeing all the MFD posts..it's abundantly clear that we need more full time firefighters. Let's catch up & be safe!		12	1
Aug 20 24 04:06:44 pm	Let's see council staff our city appropriately with the full time firefighters we desperately need.	Let's see city council staff our city appropriately with the full time firefighters we desperately need.	12	1
Aug 20 24 04:16:55 pm	More Fulltime Firefighters on duty please		12	3
Aug 20 24 04:43:52 pm	More full time firefighters to sufficiently protect us.		13	3
Aug 20 24 09:04:53 pm	Outrageous! We need to staff our fire department properly. As the town grows, so should the services.	Hire more firefighters! Urgently needed	11	0
Aug 20 24 09:24:04 pm	Please consider the needs of the growing community, and the safety of the firefighters who protect it. Minimum staffing of 4 per truck is ne	Understaffed the fire dept. Is a disaster waiting to happen. Please don't jeopardize the community or the firefighters safety	11	4
Aug 20 24 09:52:53 pm	More full time Firefighters to protect our residents PLEASE!!!		11	1
Aug 20 24 10:15:54 pm	Milton you are risking the lives of your citizens and your firefighters! A City the size of Milton needs more staff on the FD.		11	0
Aug 20 24 10:22:07 pm	Firefighters Desperately Needed	With all of these posts informing us of how dangerously low our Fire Department is that's scary to know! It's not a good feeling to know that we are raising a family here and having that chance of requiring help and it not being there in time due to the lack of personnel. Think about our families!!	13	13
Aug 21 24 08:43:47 am	As Alfred once said to Bruce Wayne: "Some men just want to watch the world burn". This is exactly what will happen in Milton.	Milton needs more full time firefighters!!!	10	5

Share your thoughts!	02 Jul 2024 to 21 Aug 2024
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Date of contribution	Ideas		Votes	Visitors
	Title	Description		
Aug 21 24 10:37:30 am	Start the increase of Full Time Firefighter staffing NOW! Wait too long and the tax increase will be so steep people will leave Milton.	Seeing that the minimum number of firefighters on a full time truck is 3 is a JOKE. Think about the amount of work to do at a house fire and you only have 9 people (3 trucks) to do all of it in the first 10-15 min of a call. That is if two of the trucks are not already on the 401 at a another call. It's ludicrous !!!	9	10
Aug 21 24 12:06:34 pm	Please consider hiring more firefighters to meet the needs of our growing community. Safety always first.		5	0
Aug 21 24 12:07:20 pm	With all the high rises going up, and the university coming soon, Milton absolutely needs more firefighters.		6	2
Aug 21 24 01:09:55 pm	Hiring additional Firefighters	This is what this should say. When Municipalities and Governments play the odds people get hurt and even worse they die. Milton is a growing municipality with hundreds of thousands of tax dollars at their disposal. Poor future planning leads to poor cities. Is this what Milton will be know for? Just imagine your the one who needs help, but no one is coming because counsel decided Pickle ball was more important than you or your families lives.	5	4
Aug 21 24 01:13:15 pm	HIRE MORE FIREFIGHTERS! Look how many are working in Oakville and Burlington! Milton is far below those levels!!		5	0
Aug 21 24 02:04:46 pm	So long overdue!	This is so long overdue it boggles the mind. Residents of Milton very likely have no idea just how precarious of protections they actually have.	4	2
Aug 21 24 02:18:16 pm	Staff Your Fire Emergency Service. Failure to staff your firefighters is a major risk to health and safety... for FFs and Citizens!	When seconds count - no one wants an inappropriately equipped fire service showing up that is unable to get the job done safely. For the safety of the brave men and women willing to do the job, and for the safety of citizens - Staff Your Emergency Services!	3	4
Aug 21 24 03:13:06 pm	I dont know how a municipality this size doesn't see the value in having professional and available staff for emergency events.		3	4
Aug 21 24 05:54:15 pm	Keep the city safe!		1	3
Aug 21 24 07:39:37 pm	This City approaching such a large population with so many rescue obstacles should be pprioritizing staffing!		1	0
Aug 21 24 07:41:32 pm	Milton's insufficient number of full time firefighters is putting the entire city's safety at risk. This is negligent.	Please seriously consider staffing the fire dept at the level needed to serve and protect the population. Thank you.	1	2
Aug 21 24 09:09:12 pm	Let's not wait for something terrible to happen to then address the fire fighter shortage.		1	0

Share your thoughts!			02 Jul 2024 to 21 Aug 2024	
Date of contribution	Ideas		Votes	Visitors
	Title	Description		
Jul 03 24 03:16:02 pm	Comment response to "As a dedicated non-profit organization, Akwaba Cultural Exchange, we kindly request increased funding for cultural activities in the 2025 bg"	All sorts of funding available, community fund, Ontario funds, community grants, you just have to spend time and apply. Don't have the taxpayers fund your group.	0	0
Jul 18 24 12:46:36 pm	Comment response to "Pickleball courts with lights"	There is a definite need for more indoor and outdoor Pickleball courts in the west side of Brontë. The new park and bike trail being planned on the north west side of Main & Bronte west of the tracks, would be an ideal space for some dedicated PB courts.	0	0
Aug 13 24 06:06:52 am	Comment response to "Firefighting Needs in Milton have Changed."	There has been a dramatic increase in population over the last 7 years. Essential services need to keep pace. Public safety should not be compromised by growth. Development charges are created to ensure an increase in infrastructure is balanced with funds to support the need for essential community services like fire protection among others. The increased revenue experienced with growth in Milton has not translated to an increase in fire protection coverage. This effects the safety of everyone in the community are resources are spread too thin.	0	0
Aug 20 24 12:54:44 pm	Comment response to "Firefighting Needs in Milton have Changed."	Well said.	0	0
Aug 20 24 01:07:52 pm	Comment response to "Firefighting Needs in Milton have Changed."	We need more full time firefighters to support the current and growing population	0	0
Aug 20 24 04:33:59 pm	Comment response to "Firefighting Needs in Milton have Changed."	With the size of Milton growing in population and business I feel it's imperative to have fully staffed fire apparatus on duty 24/7. The risk to the community and firefighter safety depends on having properly trained staff on duty.	0	0
Aug 20 24 04:39:45 pm	Comment response to "Firefighting Needs in Milton have Changed."	16 Firefighters is not enough for a Town of this size. We need to hire more Firefighters.	0	0
Aug 20 24 05:15:33 pm	Comment response to "Firefighting Needs in Milton have Changed."	I moved to Milton from Mississauga only to find that my apartment building closest fore station only operates from 8 to 8. I guess we better not have emergency needs after 8pm. This is no longer acceptable, Milton counsel and the ?Mayor have to get with the times and realize Milton is no longer a small town. Time for change.	0	0
Aug 20 24 05:53:10 pm	Comment response to "Firefighting Needs in Milton have Changed."	The Town of Milton is playing a dangerous game with the health and safety of community members and firefighters by not adequately staffing trucks and hall. Do better for your citizens and employees	0	0

Share your thoughts!	02 Jul 2024 to 21 Aug 2024
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Date of contribution	Ideas		Votes	Visitors
	Title	Description		
Aug 20 24 06:08:17 pm	Comment response to "Firefighting Needs in Milton have Changed."	Proper staffing levels with minimum 4 firefighters absolutely makes a difference not only for the health and safety and efficiency of firefighters. It also allows for an interior search and rescue team to find you and your Family faster, saving lives!! This is a win/win for everyone in your Community. Common sense!!	0	0
Aug 20 24 07:22:21 pm	Comment response to "Firefighting Needs in Milton have Changed."	A full complement of staffing is the safest for all tax payers and families of Milton and anyone responding.	0	0
Aug 20 24 09:14:13 pm	Comment response to "Firefighting Needs in Milton have Changed."	Wanted to write a comment here, but found one that captures my thoughts exactly "The Town of Milton is playing a dangerous game with the health and safety of community members and firefighters by not adequately staffing trucks and hall. Do better for your citizens and employees" perfectly said Matt	0	0
Aug 20 24 09:40:42 pm	Comment response to "Firefighting Needs in Milton have Changed."	Look at the comparables when looking at staffing. For a city with 150k people, Milton is understaffed which is leaving the public at risk when a house fire occurs. There are also insurance benefits to having better life safety protection for the city seems like a no brainer!	0	0
Aug 20 24 11:17:29 pm	Comment response to "Firefighting Needs in Milton have Changed."	Playing Russian Roulette with the public and Firefighters is never a good idea. It shouldn't take a lost life or a coroner's inquest to see the error of decisions. Small town politics has no place in a medium sized growing community. Change is hard, but so are unpopular decisions that will save lives and improve service	0	0
Aug 21 24 03:41:42 am	Comment response to "Firefighting Needs in Milton have Changed."	As a former Volunteer with the town of Milton I experienced working with the town as it grew. Failure to increase the number of firefighters to support the "fastest growing community in Ontario ". Is doing its residents a disservice and putting firefighters lives at risk. Milton has been very lucky and are betting on chance. There will be a catastrophic incident that will force them to make the appropriate changes at the cost of the community.	0	0

Share your thoughts!			02 Jul 2024 to 21 Aug 2024	
Date of contribution	Ideas		Votes	Visitors
	Title	Description		
Aug 21 24 10:25:21 am	Comment response to "Firefighting Needs in Milton have Changed."	Why do we always leave our public safety to politicians who have no real knowledge of our job and have no actual education on what is required to maintain and or plan ahead for the growth or our towns and cities. They spend a lot of our tax dollars on consultants and master fire plans only to ignore them. It's no surprise that we are in the situation we are in. It's like going to your mechanic for advice about your car and doing what ever you want anyways. And then complaining why your car is running like crap. It's going to take a fire death to change things unfortunately. It's not like it hasn't happened already in other municipalities. I can name off 5 of them off the top of my head. It's time to make a change. I hope this time it will work for Milton. Make the politicians accountable. Apparently they work for us.	0	0
Aug 21 24 12:06:40 pm	Comment response to "Firefighting Needs in Milton have Changed."	I have lived here since 1972 , I have watched this town grow to the population it now is and the mindset of most of the concillors has not grown with it. At present their main concern is this ridiculous bus service and how they can add more routes. What happens if they lose a life,the first thing they will blame is the fire department (they didn't get. there quick enough) will be said. This town gets millions of dollars from the racetrack here once a year and I a sure most is marked for everything but the fire department.	0	0

Share your thoughts!			02 Jul 2024 to 21 Aug 2024	
Date of contribution	Ideas		Votes	Visitors
	Title	Description		
Aug 21 24 12:10:48 pm	Comment response to "Firefighting Needs in Milton have Changed."	<p>I hope this letter finds you well. I am writing to express my growing concern regarding the current staffing levels of our Milton Fire Department. As a resident of Milton, I have noticed the rapid growth in our community over the past few years, and with this growth comes an increased demand for public safety services, particularly fire protection and emergency response.</p> <p>The role of our firefighters is critical in ensuring the safety and well-being of our residents. They are our first line of defense in emergencies, from fires to medical incidents, and even natural disasters. However, with the increasing population and expanding infrastructure in Milton, the demands on our fire services have significantly escalated.</p> <p>It has come to my attention that the current number of firefighters in Milton may not be sufficient to meet these growing demands effectively. This situation raises concerns about response times, which are crucial in emergency situations. A delay of even a few minutes can make the difference between life and death, as well as significantly impact the extent of damage to property.</p> <p>Given these considerations, I strongly urge the Town of Milton to prioritize the hiring of additional firefighters. Increasing the number of trained personnel will not only improve response times but also ensure that our fire department is adequately equipped to handle the increasing number of emergency calls that come with a growing population.</p>	0	0
Aug 21 24 12:17:28 pm	Comment response to "Firefighting Needs in Milton have Changed."	<p>The Town of Milton's current improper staffing of 3 firefighters per truck is not only a disservice to its citizens but a dangerous and vulnerable situation for their firefighters. What MFD is asking for still leaves the town short of acceptable coverage and does not meet NFPA standards or surrounding municipalities response models. MFD will still be short to safely respond to high rise incidents or multiple major incidents and with a rapidly growing population these call types will only grow in frequency. Milton town council not only has a responsibility to address this major concern immediately but also to begin planning for staffing levels to meet the minimum standards.</p>	0	0

Share your thoughts!			02 Jul 2024 to 21 Aug 2024	
Date of contribution	Ideas		Votes	Visitors
	Title	Description		
Aug 21 24 12:25:36 pm	Comment response to "Firefighting Needs in Milton have Changed."	Much needed extra staff Our family lives in the rural areas and extra support is much needed , as currently well understaffed	0	0
Aug 21 24 12:38:11 pm	Comment response to "Firefighting Needs in Milton have Changed."	The town of Milton citizens deserve an appropriate level of emergency service. The understaffing of fire personnel not only increases the health and safety risk of its citizens but puts the fire personnel at greater risk also. Emergency service excellence along with public/personnel safety should be the primary mandate when properly staffing an emergency service like fire.	0	0
Aug 21 24 12:43:05 pm	Comment response to "Firefighting Needs in Milton have Changed."	The dangerously low level of staffing that plagues the Milton Fire Department continue to put the towns people of Milton and its firefighters at an unacceptable risk.	0	0
Aug 21 24 01:21:05 pm	Comment response to "Firefighting Needs in Milton have Changed."	This is very concerning news, I worry for my friends and family who live in the Milton area.	0	0
Aug 21 24 01:25:30 pm	Comment response to "Firefighting Needs in Milton have Changed."	Whenever the topic of Milton comes up you always hear "it's just a matter of time". It's never anything positive when it comes to the level of service that Milton wants to provide, with regards to properly staffing a fire dept. Get it together Milton!!! When my wife years ago said "look at this home!" And it was in Milton? I said that I will never live there until they commit to the safety of their current staffing and to the community that lives there. Ridiculous.	0	0
Aug 21 24 02:45:02 pm	Comment response to "Firefighting Needs in Milton have Changed."	I have been a resident of Milton for 41 years and I am a retired firefighter. Milton's Mayor and his council are opening themselves and our town up to legal litigation when their lack of providing proper fire protection results in a fatality, or a high financial loss emergency. It also does not make financial sense to underspend in this way, since all residents and businesses will enjoy a reduction in insurance costs when the fire department is brought up to the standard. They will not be able to pretend that they did not know these points. Every time I have met Mayor Krantz, he has pointed out that he was a volunteer firefighter. He is not applying the knowledge he would have gained by that time spent as a volunteer.	0	0

Share your thoughts!	02 Jul 2024 to 21 Aug 2024
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Date of contribution	Ideas		Votes	Visitors
	Title	Description		
Aug 21 24 07:58:08 pm	Comment response to "Firefighting Needs in Milton have Changed."	<p>It's a shame that what this ultimately comes down to is the cost..... town council is willing to gamble with the safety of its citizens to save money. There are many things you can cut to save money, but putting a price on someone's safety is never one that is acceptable.</p> <p>I am sure that tax payers would be willing to pay more knowing that their families are safer by having adequate staffing to help protect them and their loved ones.</p>	0	0
Aug 21 24 11:28:11 pm	Comment response to "Firefighting Needs in Milton have Changed."	<p>I get its another cost that the town has to deal with.. but Milton is well behind the times. Roads, infrastructure, Fire Dept Staffing all behind the times.. I work for a neighbouring communities Fire Dept. Its a great feeling knowing 15-20 FFs will be on scene in 10 min to take care of the Emergency at hand. This cannot be said for Milton, where at most 12 will respond and as little as 9 may be on hand to fight a fire or a major Accident on the 401..Not to mention if more than one emergency is happening at once Composite departments all over the country serve a valuable purpose... but its time we turned the page here in Milton and upped our staffing levels so the Safety of the community and the safety of our FFs are a priority... Milton is growing and the people making the decisions need to grow with it.. Lets be better Milton Tyler</p>	0	0
Aug 20 24 02:59:23 pm	Comment response to "The town needs more firefighting personnel to be able to properly and safely serve the growing amount of high rise developments"	Firefighting is hard enough already. Let's make it as safe as possible by increasing staffing levels for both the firefighters as well as the community.	0	0
Aug 21 24 10:23:19 am	Comment response to "Firefighters Desperately Needed"	It is important to note that the Town needs to hire "Full Time" positions. They have plenty of qualified "Part Time" staff to pick from. The reality is that the part time staff with the congestion of traffic, no fault of their own, cannot get to the big emergencies soon enough.	0	0

Appendix C - ES-023-24 - 2025 and 2026 Budget Pressure Details

Component	2024 Net Levy Impact \$ (000's)	2024 Residential Tax per \$100K of Assessment *	2024 Residential Tax % Change	2025 Net Levy Impact \$ (000's)	2025 Residential Tax per \$100K of Assessment*	2025 Residential Tax % Change	Comments
Prior Year Tax Levy	\$99,181	\$322.71		\$115,617	\$367.38		
Inflation and Base Adjustments:							
Inflation (MPI)	\$4,631	\$14.72	4.56%	\$4,313	\$13.00	3.54%	Inflation based on Municipal Price Index (MPI) and other miscellaneous adjustments.
Non-recurring & Reversal of One-Time Transfers	\$483	\$1.54	0.48%	\$1,152	\$3.47	0.95%	2025 includes reversal of 2024 one-time items, including a reduction in funding from Tax Rate Stabilization Reserve (\$0.4M in 2025 and \$1.2M in 2026).
Infrastructure Deficit	\$1,500	\$4.77	1.48%	\$1,500	\$4.52	1.23%	Funding to gradually reduce the infrastructure deficit outlined in existing asset management plan.
Other Base Adjustments	\$1,149	\$3.65	1.13%	\$1,025	\$3.09	0.84%	Continued impact of 2023 compensation review (\$0.3M in 2026), progression of fire staff through ranks (\$0.29M in 2025 and \$0.39 in 2026), increased costs due to backfilling staff on leave (\$0.3M in 2025), continued conversion of seasonal operations staff to full time (\$0.07M in each of 2025 and 2026), automated speed enforcement costs (\$0.03M in 2025), Administrative Penalty Program expansion (\$0.1M in 2025), increased pressure in road and park maintenance (\$0.2M in 2025 and 2026), library fine revenue reductions (\$0.07M in 2025 and 2026) and introduction of Subsidized Passes for Low Income Transit program (\$0.05M in 2025, \$0.01M in 2026) which is offset by increased fare revenues.
Total Inflation & Base Adjustments	\$7,763	\$24.67	7.64%	\$7,990	\$24.08	6.55%	
Growth Related:							
State of Good Repair for Constructed & Assumed Assets	\$4,056	\$12.89	3.99%	\$6,348	\$19.13	5.21%	Lifecycle contributions to reserves based on budgeted and assumed assets in order to prevent a further increase in the infrastructure funding deficit.
Expanding Service to Growth Areas	\$2,581	\$8.20	2.54%	\$3,074	\$9.27	2.52%	Costs (staffing, materials, contracts etc.) of expanding service to growth areas (\$1.9M in 2025 and \$3.1M in 2026), implementation of transit master plan (-\$0.8M in 2025, - \$0.5M in 2026), costs associated with densification (\$1.4M in 2025 and \$0.5M in 2026).
Other Growth-Related Impacts	\$2,036	\$6.47	2.00%	\$3,579	\$10.79	2.94%	Funding for legislated development charge exemptions (\$0.5M in each of 2025/2026), growth related increase to reserves (\$0.8M in 2025, \$2.0M in 2026), annualization of operating impacts from 2024 approved capital projects (\$0.1M in 2025), operating impacts from 2025 forecasted projects (\$0.5M in 2025, \$0.06M in 2026), operating impacts from 2026 forecasted projects (\$0.6M in 2026), reduction in subdivision revenue (\$0.04M in 2025 \$0.4M in 2026), increase in tax write-offs (\$0.1M in each of 2025/2026).
Total Growth Related	\$8,673	\$27.56	8.54%	\$13,001	\$39.18	10.67%	
Total Increase in Levy	\$16,436	\$52.23	16.18%	\$20,991	\$63.26	17.22%	
Total Tax Levy	\$115,617	\$374.94		\$136,608	\$430.64		
Estimated Assessment Growth (net of reductions)**	(\$2,380)	(\$7.56)	-2.34%	(\$6,284)	(\$18.94)	-5.15%	Forecast assessment growth based on updated residential growth forecast and expected industrial/commercial development.
Forecasted Net Tax Levy Increase Required)	\$14,056	\$367.38	13.84%	\$14,707	\$411.70	12.07%	

* Based on 2024 CVA values per 2024 Final Tax Levy By-law, CORS-014-24. 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.).

**Appendix D - ES-023-24
Multi-Year Financial Strategy and Key Indicators**

Through ES-016-24, Council endorsed a Multi-Year Financial strategy wherein the annual target for the total property tax rate increase (inclusive of the Town, Region and Province) be established between 4.5% and 7.0% until such time as the three outcomes identified in the following table are achieved. This table tracks the progress being made towards the achievement of those outcomes. As these measures were only recently established, no progress has yet been made in advance of the 2025 Budget process.

Outcomes	Key Indicator	Baseline *	Current State	Cumulative Progress Towards Outcome	Outcome Achieved
The Town has eliminated the use of non-sustainable funding sources (such as the Tax Rate Stabilization Reserve) for on-going operating costs.	Amount of Tax Rate Stabilization Reserve Funding included in Budget for on-going operating costs	\$1,692,240	\$1,692,240	0%	✗
Further progress towards reducing the annual infrastructure deficit has been achieved, and other annual funding deficits (such as development charge exemptions and property tax write-offs) have been eliminated.	Infrastructure Renewal - Annual Funding Deficit (see ES-017-24)	\$41,900,000	\$41,900,000	0%	✗
	DC exemptions - Annual Funding Deficit	\$3,142,078	\$3,142,078	0%	✗
	Property Tax Write-offs - Annual Funding Deficit	\$506,493	\$506,493	0%	✗
The Town's local property tax rate falls within the range of the comparator municipal group, while remaining lower than the average of those peer municipalities.	Residential Property Taxes for a 2 Storey Home in Milton (per BMA Management Consulting Inc. Municipal Study)	\$4,659	\$4,659	0%	✗
	Range of Comparator Group (Oakville, Mississauga, Caledon, Halton Hills, Burlington, Brampton)	\$5,139 to \$6,135	\$5,139 to \$6,135		
	Average of Comparator Group (Oakville, Mississauga, Caledon, Halton Hills, Burlington, Brampton)	\$5,705	\$5,705		

*Baseline amounts for Non-Sustainable Funding included in the Budget and Annual funding deficits is the 2024 budget. Baseline for the Tax Rate Comparisons is the 2023 BMA Management Consulting Inc. Municipal Study.

2025 Capital and Operating Budget Timetable



Appendix F - ES-023-24 Summary of Budget Process

The following is a summary of the implications to the 2025 budget process giving consideration to the Bill 3 (Strong Mayors, Building Homes Act, 2022) amendments to Section 284.16 of the Municipal Act, 2001. A full copy of the Act can be found [here](#), along with the details found within [O.Reg. 530/22](#).

The proposed process for the 2025 Budget has been developed in a manner that maintains many elements of the Town's recent budget processes with amendments where required in response to the newly approved legislation. Following the 2025 Budget process, the Town can re-assess the process with consideration for both the results of the 2025 process for Milton as well as for the other municipalities that will be implementing the new legislated authorities. The Town's Budget Management Policy (Policy 113) can also be revisited at that time for any required revisions.

Bill 3 includes the following language in relation to the power and duties associated with the budget process:

Proposed budget

(2) The head of council shall, in accordance with the regulations, prepare a proposed budget for the municipality and provide the proposed budget to the council for the council's consideration.

Council may adopt or amend budget

(3) After receiving the proposed budget, council may, in accordance with the regulations, pass a resolution making an amendment to the proposed budget.

Veto power

(4) The head of council may, in accordance with the regulations, veto a resolution passed under subsection (3).

Override of veto

(5) Council may, in accordance with the regulations, override the head of council's veto under subsection (4) if two-thirds of the members of council vote to override the veto.

As such, the process includes the preparation of the budget by the head of council for council's consideration, and the final decision-making step in the process resides with Council. Details with respect

Appendix F - ES-023-24 Summary of Budget Process

to the timeframes associated with each step and other pertinent details can be found in the related regulations.

Process	Legislative Changes	Process Implications
<p>Budget guidance, budget preparation and budget document</p>	<p>The Mayor is responsible to propose the budget and provide it to Council for consideration.</p> <p>Duty reverts to Council if Mayor fails to present a budget by February 1.</p>	<p>Budget call report</p> <ul style="list-style-type: none"> • presented in September for Council deliberation • recommendations include items that are identified by Council for the Mayor to consider in the preparation of the proposed budget • recommendations also include direction to staff for the preparation of a Budget Reference Document that will help inform Council’s consideration of the Mayor’s proposed budget <p>Budget Reference Document</p> <ul style="list-style-type: none"> • will be available in November • will be prepared by staff in a manner that is similar to the past with respect to content, and will include figures that align with Council’s recommended budget target for the Mayor’s consideration • will include options for further reducing the budget or making additional investments <p>Council Report</p> <ul style="list-style-type: none"> • will be published in November and presented at the December 2 meeting • will identify the Mayor’s proposed budget and highlight the differences between the proposed budget and the Budget Reference Document figures

Appendix F - ES-023-24 Summary of Budget Process

<p>Budget Deliberation</p>	<p>Council may pass resolutions making amendments to the proposed budget within 30 days of receiving the proposed budget from the Mayor.</p> <ul style="list-style-type: none"> • The Mayor may veto a resolution passed by Council within 10 days. • Council may override the Mayor if two thirds of Council vote to override the veto within 15 days. 	<p>During the December 4 budget meeting:</p> <ul style="list-style-type: none"> • The Budget Chair role will continue to be utilized to moderate discussion around amendments and vetoes. • Members of Council may bring forward resolutions to make changes to the budget, each of which will require a simple majority of Council as in the past. • The Mayor may then veto a resolution passed by Council. • Council may then override the Mayor with a two-thirds (6 members) vote. • The Mayor and Council may then choose to confirm that no further resolutions or vetoes will be brought forward. Should that occur, the Town's budget will be considered finalized at the meeting.
<p>Final Approved Budget</p>	<p>Council will not vote on the budget; it will be passively deemed adopted when various rights of the Mayor and Council are exhausted.</p>	<p>After the budget has been deemed to be final (based on the steps noted above), staff will prepare a final budget document that is consistent with the Town's past practice with respect to content. The final levy amount will also be utilized to prepare the Town's final tax levy by-law for the year as well.</p>