

# Staff Report

**Report From:** Jessica Clapp, Asset Management and Environmental Services Manager

**Meeting Date:** November 12, 2024

**Subject:** Municipal Levels of Service Public Engagement Surveys

**Attachments:**

1. Draft Public Engagement Survey for Core Infrastructure Assets
2. Draft Public Engagement Survey for Non-Core Infrastructure Assets
3. 2024 Asset Management Plan Levels of Service Criteria Chart

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**Recommendation:**

That Goderich Town Council receive this report for information;

And That Council approve the Municipal Levels of Service Public Engagement Surveys for Core and Non-Core Infrastructure Assets;

And That staff distribute these surveys on the Town's website for public participation.

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**Report Summary:**

As per the requirements outlined in *Ontario Regulation 588/17: Asset Management Planning for Municipal Infrastructure* and the Town of Goderich's Asset Management Policy, the municipality is required to gather public input on asset management planning to better understand the future expectations of the community and the potential funding requirements for municipal services. As such, staff have developed two public engagement surveys (relating to core and non-core infrastructure assets), provided as attachments to this report. Goderich Town Council's approval is requested for the development and distribution of these surveys via the Town's website for public participation and data analysis.

**Background/Analysis:**

A requirement of *Ontario Regulation 588/17: Asset Management Planning for Municipal Infrastructure* for the most recent version of municipal Asset Management Plans was to incorporate current levels of service into municipal asset management programs. General information regarding levels of service can be found in Section 4.0 of the 2024 Asset Management Plan. Additionally, a detailed table outlining level of service criteria has been attached to this report and can be found in Appendix A of the 2024 Asset Management Plan.

The upcoming requirement of *Ontario Regulation 588/17* is for municipalities to update their Asset Management Plans by July 1, 2025, to include proposed levels of service. As a regulatory requirement, and as stated in our Asset Management Policy (Section 12.0), the Town of Goderich will provide engagement opportunities for residents and other stakeholders served by the municipality to provide input in asset management planning. To satisfy this regulatory requirement, staff have drafted two public engagement surveys, one for core infrastructure (e.g., roads, sidewalks, storm sewers) and another for non-core infrastructure (i.e., municipal facilities, community and administrative services). The goal of completing this public engagement exercise is to gain insight into future expectations of the community and the potential funding requirements for municipal services. Additionally, the data obtained from public feedback will be another element to assist Council in the decision-making and prioritization process of capital projects.

The two surveys will be posted on the Town's website for the months of November and December and marketed through social media posts to ensure maximum public participation. Once the survey has closed, staff will analyze the data and will be able to provide Council with options for future service levels and related financial requirements.

It should be noted that some municipal services (i.e., curbside waste collection) are provided by outside contractors and are therefore not considered a service under the municipal asset management program. Similarly, since water and wastewater are provincially regulated, these services have been omitted from the survey.

It is recommended that Goderich Town Council approve the attached Municipal Levels of Service Public Engagement Surveys for Core and Non-Core Infrastructure Assets and distribute them for public participation through the Town's website.

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**Linkages:**

- Corporate Strategic Plan Priority #1: Safe and Reliable Infrastructure
- Corporate Strategic Plan Priority #4: Good Government

**Financial Impacts/Source of Funding:**

The financial impact associated with this report is approximately \$180.00 - \$270.00 to purchase a monthly Survey Monkey Plan (\$30/month for a period of six to nine months).

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Consulted With: Deanna Hastie, Director of Corporate Services/Treasurer

Approved By: Janice Hallahan, Chief Administrative Officer  
Andrea Fisher, Director of Legislative Services/Clerk