



TOWNSHIP OF  
**Malahide**

# 2025 Annual Satisfaction Survey

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# 1. Introduction

## Background

The Township of Malahide would like to thank all residents who participated in the 2025 Annual Satisfaction Survey. Your feedback provides valuable insight into how well the Township is delivering services and where improvements can be made.

The survey results reflect community priorities and will be used to guide Council in making informed decisions during the annual budget process. By highlighting what residents value most — whether it be roads, recreation, community safety, customer service, or other areas — the Township can better align resources with community expectations.

## Methodology

Between July and September, over the course of 12 weeks, 32 Malahide residents completed the 15-question Annual Satisfaction Survey. The survey was advertised on the Township's social media channels, mailed out with our tax bills, and made available in person at various municipal buildings. Residents were asked to provide feedback on the services provided by each Township department, offering a broad view of community experiences. The survey yielded 32 responses. While not statistically significant relative to the Township's population of 10,000, the findings provide directional insights into residents' views, priorities, perceptions and satisfaction levels.

## Summary

The results of the 2025 Annual Satisfaction Survey shows that most respondents are satisfied with the services provided by the Township, with satisfaction indexes generally ranging from 60% to 76%. Strengths included winter maintenance, waste and recycling, financial services, and maintenance of outdoor spaces, all of which had more than 80% of responses rated as neutral or better. Roads and sidewalks received a majority positive response, though residents noted specific repairs are needed, while planning, building, and by-law enforcement services drew more mixed feedback, highlighting opportunities for improvement. Residents also suggested new or expanded services such as seniors' programming, recreation opportunities, online engagement, and enhanced waste pickup.

## 2. Definitions

**Satisfaction Index:** The index is calculated to summarize the proportional representation of answers in the categories ranging from “Very Satisfied,” “Satisfied,” “Neutral,” “Dissatisfied,” and “Very Dissatisfied.” The satisfaction index covers a range from 0% to 100%. A 100% satisfaction index result is only possible if 100% of responses are in the “Very Satisfied” category. The satisfaction index summarizes responses from the entire range of positive and negative responses and allows the comparison of customer satisfaction scores between each survey question.

Responses	Count
Very satisfied	100%
Satisfied	0%
Neutral	0%
Dissatisfied	0%
Very dissatisfied	0%

Satisfaction Index
100%
“Very satisfied”
(81% to 100%)

Responses	Count
Very satisfied	0%
Satisfied	100%
Neutral	0%
Dissatisfied	0%
Very dissatisfied	0%

Satisfaction Index
75%
“Satisfied”
(61% to 80%)

Responses	Count
Very satisfied	0%
Satisfied	0%
Neutral	100%
Dissatisfied	0%
Very dissatisfied	0%

Satisfaction Index
50%
“Neutral”
(41% to 60%)

Responses	Count
Very satisfied	0%
Satisfied	0%
Neutral	0%
Dissatisfied	100%
Very dissatisfied	0%

Satisfaction Index
25%
“Dissatisfied”
(21% to 40%)

Responses	Count
Very satisfied	0%
Satisfied	0%
Neutral	0%
Dissatisfied	0%
Very dissatisfied	100%

Satisfaction Index
0%
“Very dissatisfied”
(0% to 20%)

Responses	Count
Very satisfied	20%
Satisfied	20%
Neutral	20%
Dissatisfied	20%
Very dissatisfied	20%

Satisfaction Index
50%
“Neutral”
(41% to 60%)
50%

**% Neutral or Better:** The appeasement portion is calculated as the sum of the total representation of responses falling within the “Very Satisfied,” “Satisfied”, and “Neutral” answer categories.

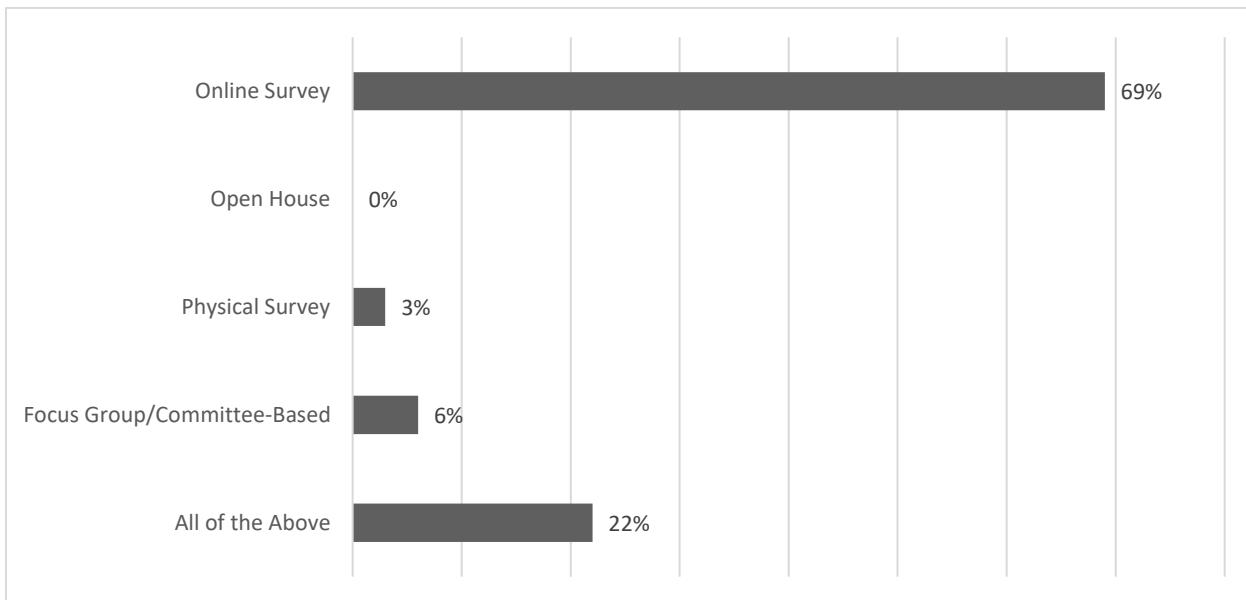
E.g.

Responses	Count
Very satisfied	20%
Satisfied	20%
Neutral	20%
Dissatisfied	20%
Very dissatisfied	20%

Satisfaction Index
50%
% Neutral or Better
60%

### 3. Results

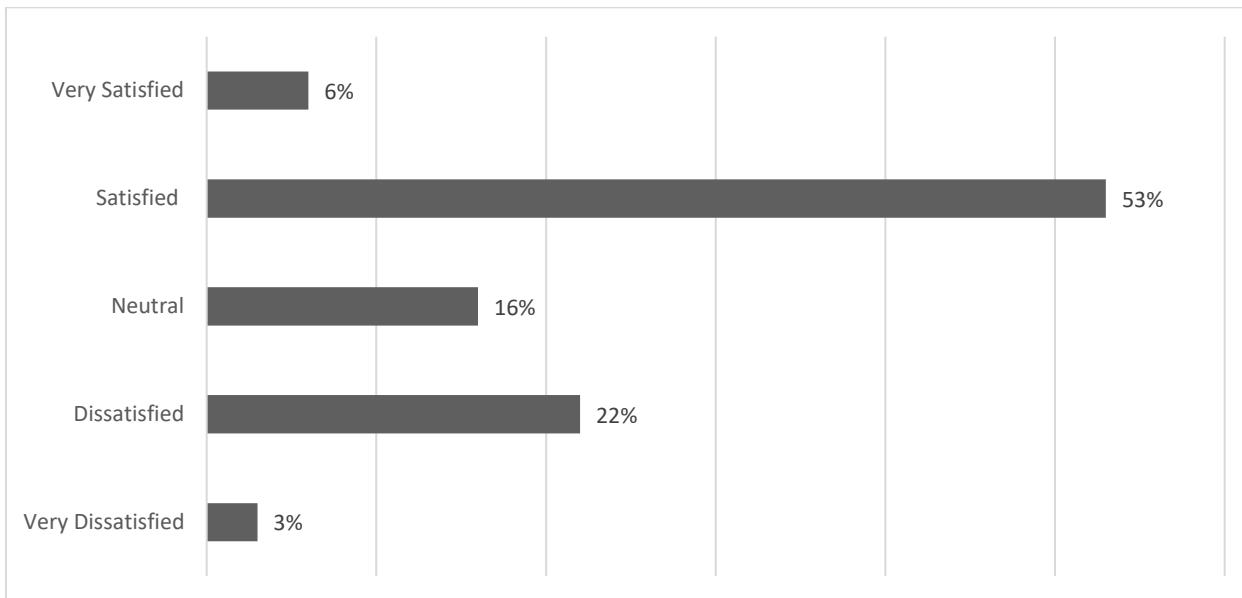
1. In regard to developing the 2026 budget, what would be your preferred method for participating and/or providing feedback to the Township?



Responses	Count	Percentage
Online Survey	22	69%
Open House	0	0%
Physical Survey	1	3%
Focus Group/Committee-Based	2	6%
All of the Above	7	22%
<b>Total</b>	<b>32</b>	<b>100%</b>

The preferred method of feedback to the Township was an online survey, followed by All of the Above (online survey, physical survey, focus group/committee-based). 0% of 7 respondents preferred participating or providing budget feedback through an open house.

2. How satisfied are you with the condition and maintenance of Township roads and sidewalks?



	Count	Percentage
<b>Very Satisfied</b>	2	6%
<b>Satisfied</b>	17	53%
<b>Neutral</b>	5	16%
<b>Dissatisfied</b>	7	22%
<b>Very Dissatisfied</b>	1	3%
<b>Total</b>	32	100%
<b>Satisfaction Index</b>	% Neutral or Better	Not Applicable (N/A)
<b>60%</b>	75%	0%

With a satisfaction index of 60% respondents have a neutral outlook towards the Township's roads and sidewalks (e.g. general repair, sweeping, etc.). Overall, this amounted to the majority, 75%, of responses being Neutral or Better.

**What is the Township doing right?**

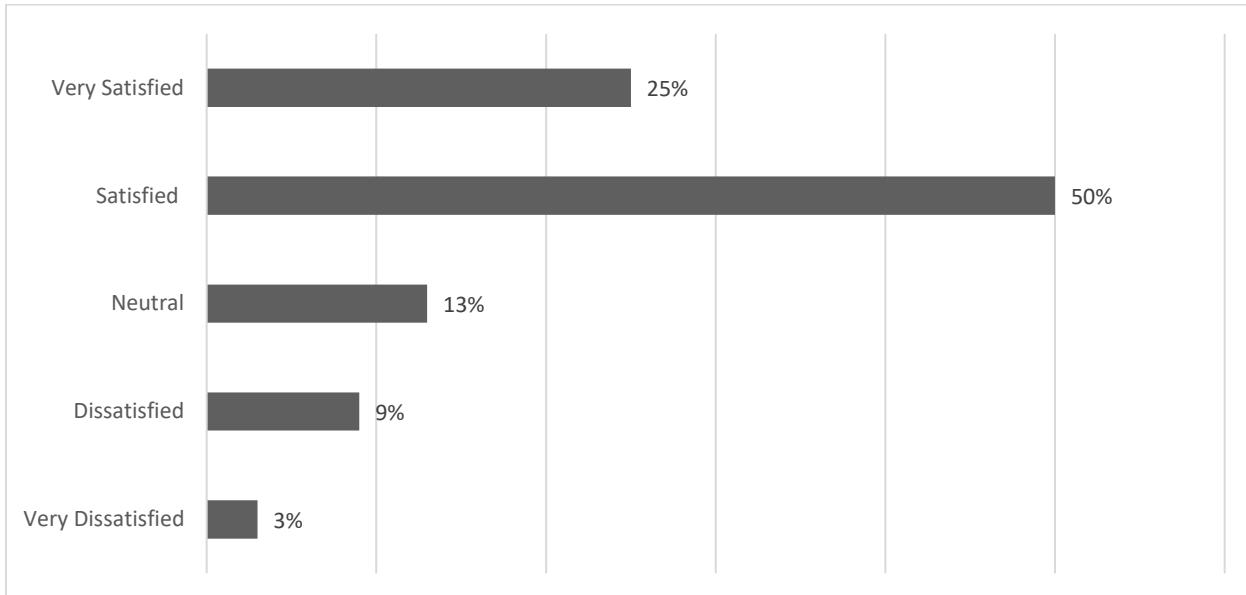
- General maintenance
- Listening to concerns
- Responding to public concerns in a timely manner
- Road work is being done in a timely fashion

**What are areas for improvement?**

- Specific roads need improvements

- Sidewalk repair at Post Office
- Not enough sidewalks
- No bike lanes

### 3. How satisfied are you with the Township's winter maintenance services?



	Count	Percentage
<b>Very Satisfied</b>	8	25%
<b>Satisfied</b>	16	50%
<b>Neutral</b>	4	13%
<b>Dissatisfied</b>	3	9%
<b>Very Dissatisfied</b>	1	3%
<b>Total</b>	32	100%
<b>Satisfaction Index</b>	% Neutral or Better	Not Applicable (N/A)
<b>71%</b>	88%	0%

With a satisfaction index of 71% respondents have a satisfied outlook towards the Township's winter maintenance services. Overall, this amounted to the majority, 88%, of responses being Neutral or Better.

### What is the Township doing right?

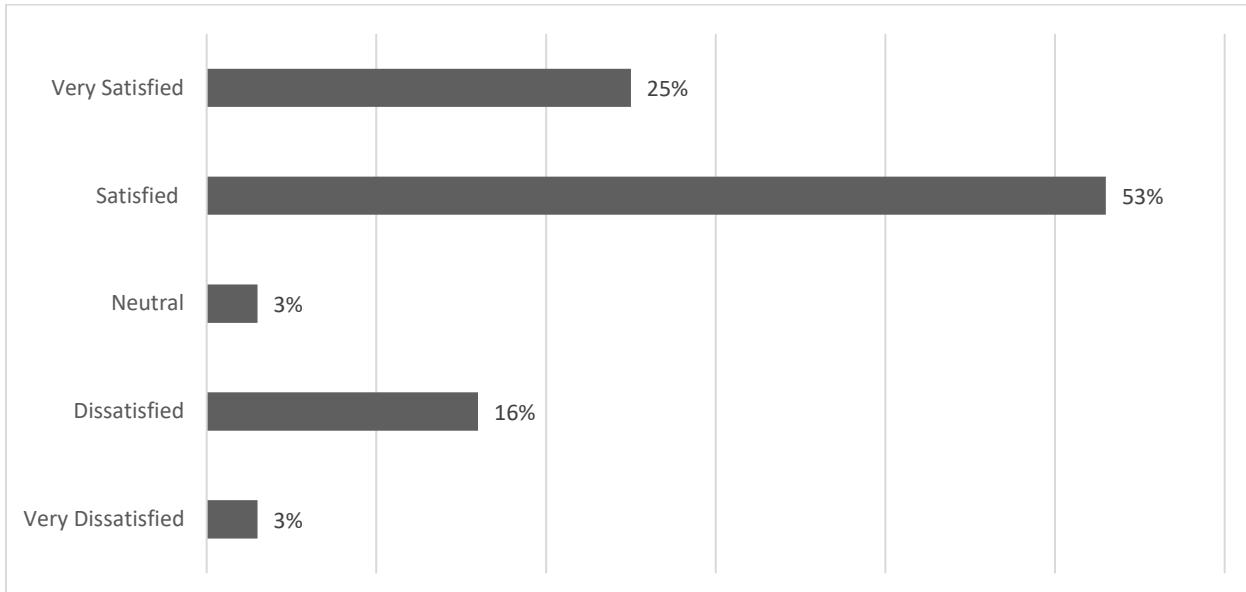
- Quick responses to clear roads when snowing
- Roads are attended to early in the morning for snow removal
- Highway 3 cleared early and often for winter commuting<sup>1</sup>

<sup>1</sup>Please note the maintenance of Highway 3 is the responsibility of the Province of Ontario and not the Township.

## What are areas for improvement?

- More plows for the area
- Plows drive too fast
- Transportation alternative options in the winter

### 4. How satisfied are you with the Township's waste and recycling services?



	Count	Percentage
<b>Very Satisfied</b>	8	25%
<b>Satisfied</b>	17	53%
<b>Neutral</b>	1	3%
<b>Dissatisfied</b>	5	16%
<b>Very Dissatisfied</b>	1	3%
<b>Total</b>	32	100%
<b>Satisfaction Index</b>	% Neutral or Better	Not Applicable (N/A)
<b>70%</b>	81%	0%

With a satisfaction index of 70% respondents have a satisfied outlook towards the Township's waste and recycling services. Overall, this amounted to the majority, 81%, of responses being Neutral or Better.

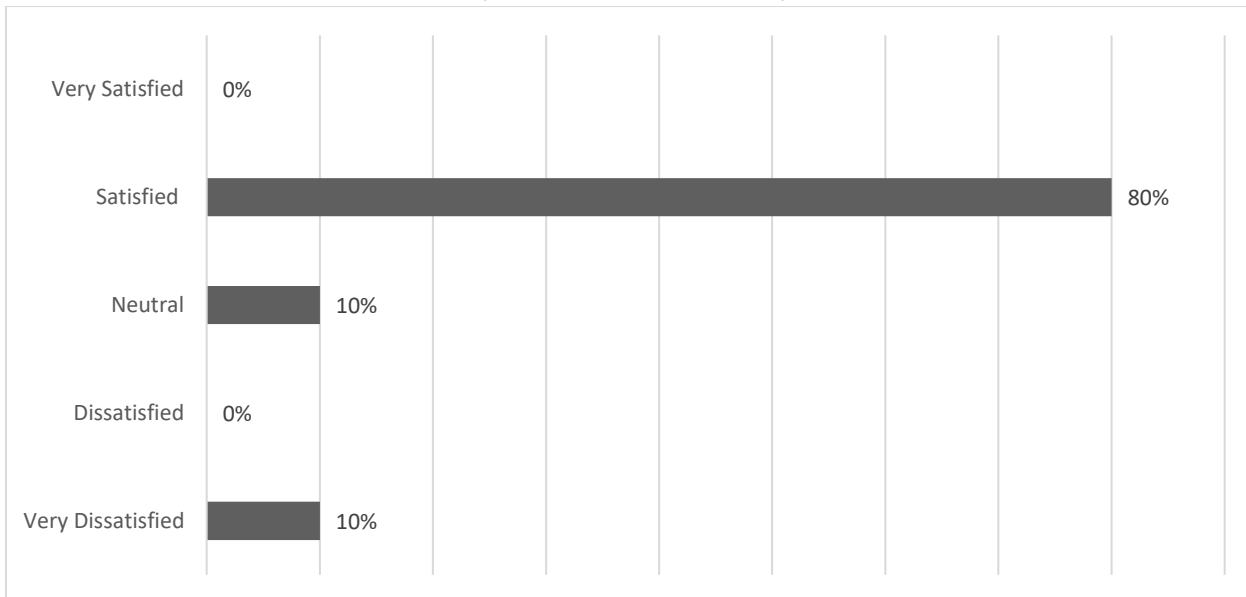
## What is the Township doing right?

- Waste collectors are doing an excellent job
- Collection frequency is good
- Respectful and friendly collectors

## What are areas for improvement?

- Get rid of stickers and allow 2 bags a week
- Seasonal large waste removal would be helpful
- No fee for St. Thomas Recycling Centre and no charge for garbage tags
- Recycling both paper and plastic to be every week

### 5. How satisfied are you with the Township's wastewater services?



	Count	Percentage
<b>Very Satisfied</b>	0	0%
<b>Satisfied</b>	8	80%
<b>Neutral</b>	1	10%
<b>Dissatisfied</b>	0	0%
<b>Very Dissatisfied</b>	1	10%
<b>Total</b>	10	100%
<b>Satisfaction Index</b>		% Neutral or Better
<b>65%</b>		90%
		Not Applicable (%)
		67%

With a satisfaction index of 65% respondents have a satisfied outlook towards the Township's wastewater services. More than two-thirds of respondents indicated that this service was not applicable to their needs.

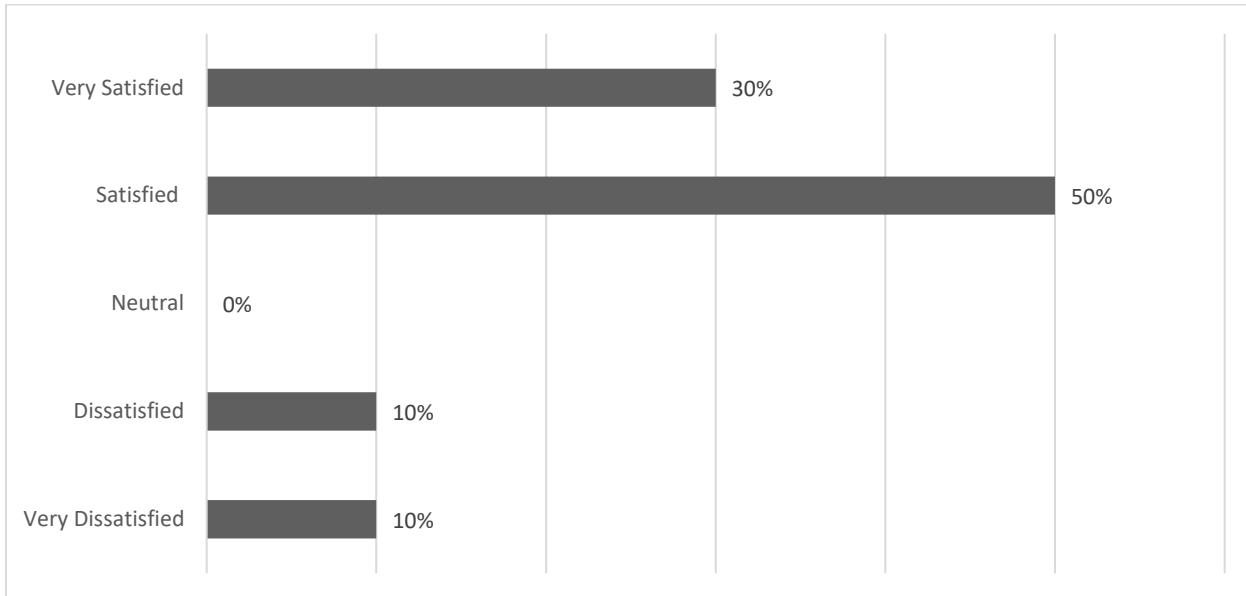
## What is the Township doing right?

- System works just fine
- Quick responses to requests
- It appears the service is well maintained

## What are areas for improvement?

- Keep the rates down
- Expand sewers into Port Bruce
- Appears to be an expensive service

### 6. How satisfied are you with the Township's water services?



	Count	Percentage
<b>Very Satisfied</b>	3	30%
<b>Satisfied</b>	5	50%
<b>Neutral</b>	0	0%
<b>Dissatisfied</b>	1	10%
<b>Very Dissatisfied</b>	1	10%
<b>Total</b>	10	100%
<b>Satisfaction Index</b>		% Neutral or Better
<b>70%</b>		Not Applicable (%)
		80% 67%

With a satisfaction index of 70% respondents have a satisfied outlook towards the Township's water services. Similarly to wastewater services, two-thirds of respondents indicated that this service was not applicable to their needs.

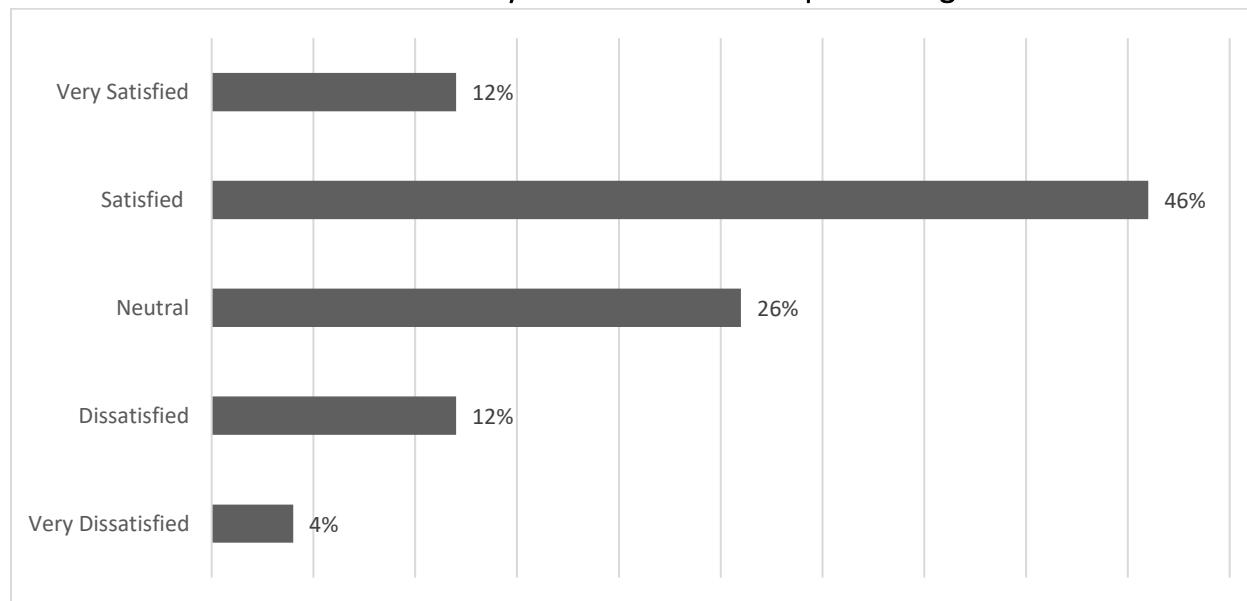
### What is the Township doing right?

- Reliable service
- Water health and safety seem to be a top concern
- In general, it appears to function well as a service

### What are areas for improvement?

- Bring water to Springfield
- Low water pressure in certain parts of the Township
- Reduce price increases

### 7. How satisfied are you with the Township's drainage services?



	Count	Percentage
<b>Very Satisfied</b>	3	12%
<b>Satisfied</b>	12	46%
<b>Neutral</b>	7	26%
<b>Dissatisfied</b>	3	12%
<b>Very Dissatisfied</b>	1	4%
<b>Total</b>	26	100%
<b>Satisfaction Index</b>		% Neutral or Better
<b>63%</b>		84%
		Not Applicable (%)
		19%

With a satisfaction index of 63% respondents have a satisfied outlook towards the Township's drainage services. 19% of respondents indicated this service was not applicable to their needs. Overall, this amounted to the majority, 84%, of responses being Neutral or Better.

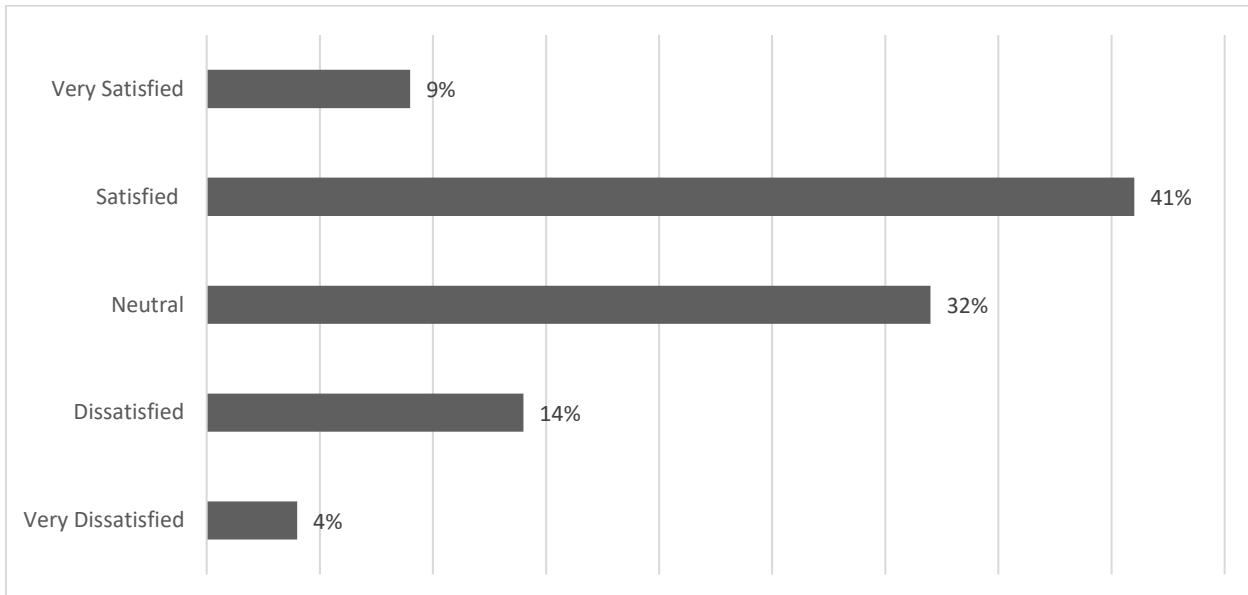
#### **What is the Township doing right?**

- The Township notifies residents of any issue expediently and rectified promptly
- Keeping the drains updated
- Regular maintenance of the drain
- Department is great and provides responses quickly

#### **What are areas for improvement?**

- Drains in Port Bruce, some appear to be covered over
- Bridge on Mapleton Line
- More drains throughout the Township of Malahide

## 8. How satisfied are you with the Township's planning services?



	Count	Percentage
<b>Very Satisfied</b>	2	9%
<b>Satisfied</b>	9	41%
<b>Neutral</b>	7	32%
<b>Dissatisfied</b>	3	14%
<b>Very Dissatisfied</b>	1	4%
<b>Total</b>	22	100%
Satisfaction Index	% Neutral or Better	Not Applicable (%)
<b>60%</b>	82%	31%

With a satisfaction index of 60% respondents have a neutral outlook towards the Township's planning services. 29% of respondents indicated this service was not applicable to their needs. Overall, this amounted to the majority, 82%, of responses being Neutral or Better.

### What is the Township doing right?

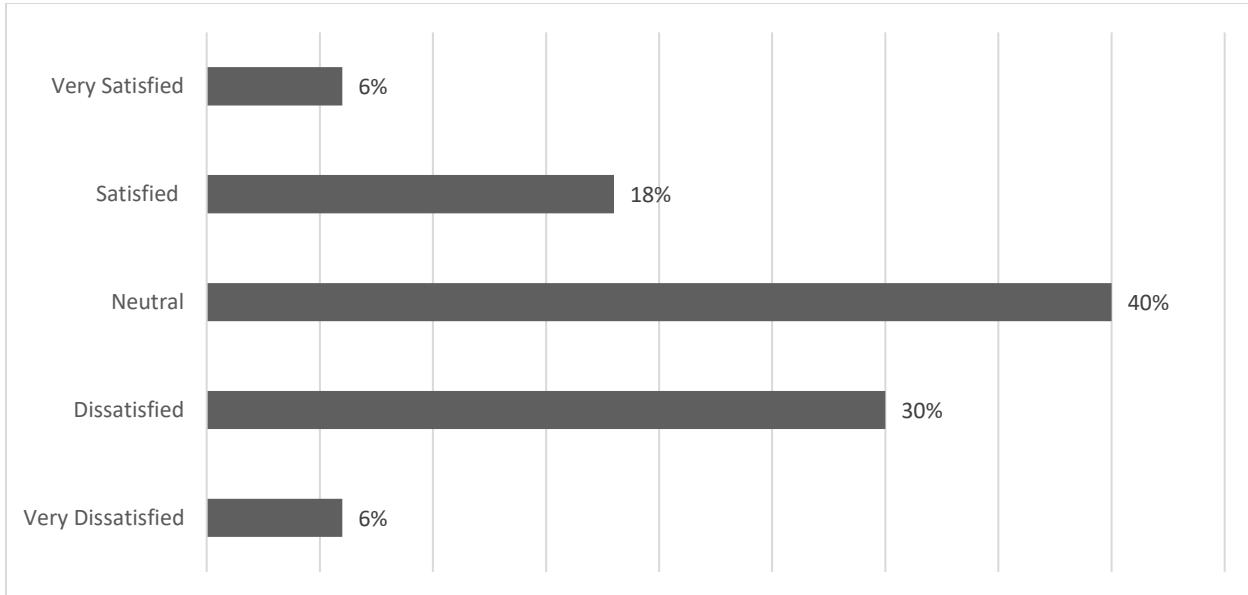
- Keeping the public informed well
- The office staff are very knowledgeable and helpful
- Advocate for more building

### What are areas for improvement?

- Too many government bodies to get approval
- Not enough communication

- Planning approvals take too long
- Review animal bylaws

### 9. How satisfied are you with the Township's building services?



	Count	Percentage
<b>Very Satisfied</b>	1	6%
<b>Satisfied</b>	3	18%
<b>Neutral</b>	7	40%
<b>Dissatisfied</b>	5	30%
<b>Very Dissatisfied</b>	1	6%
<b>Total</b>	17	100%
<b>Satisfaction Index</b>		Not Applicable (%)
<b>47%</b>	<b>64%</b>	<b>44%</b>

With a satisfaction index of 47% respondents have a neutral outlook towards the Township's building services. 44% of respondents indicated this service was not applicable to their needs. Overall, this amounted to the majority, 64%, of responses being Neutral or Better.

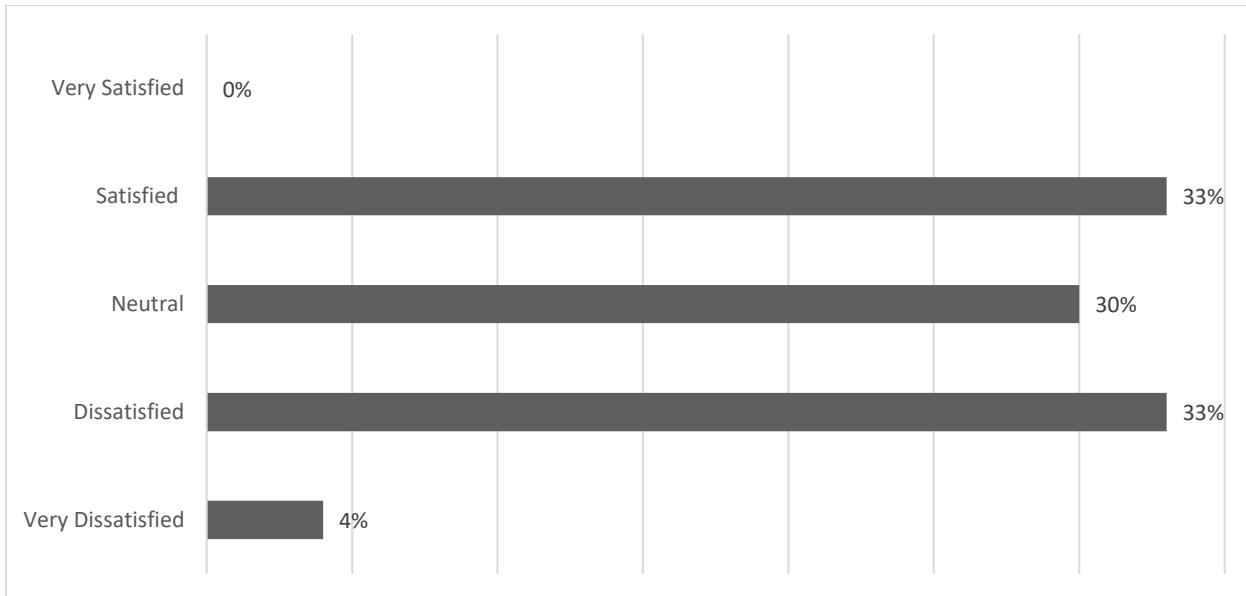
### What is the Township doing right?

- Addition of staff in the Building department has made it easier to get answers pertaining to code and technical aspects of the build
- Satisfied with service

## What are areas for improvement?

- Permits are very expensive
- More clear explanations for communication with public and non-trades people
- Approvals should be faster
- Too many building requirements lead to higher expenses

### 10. How satisfied are you with the Township's by-law enforcement services?



	Count	Percentage
<b>Very Satisfied</b>	0	0%
<b>Satisfied</b>	8	33%
<b>Neutral</b>	7	30%
<b>Dissatisfied</b>	8	33%
<b>Very Dissatisfied</b>	1	4%
<b>Total</b>	24	100%
<b>Satisfaction Index</b>	<b>% Neutral or Better</b>	<b>Not Applicable (%)</b>
<b>47%</b>	<b>63%</b>	<b>25%</b>

With a satisfaction index of 47% respondents have a neutral outlook towards the Township's by-law enforcement services. 26% of respondents indicated this service was not applicable to their needs. Overall, this amounted to 63% of responses being Neutral or Better.

### **What is the Township doing right?**

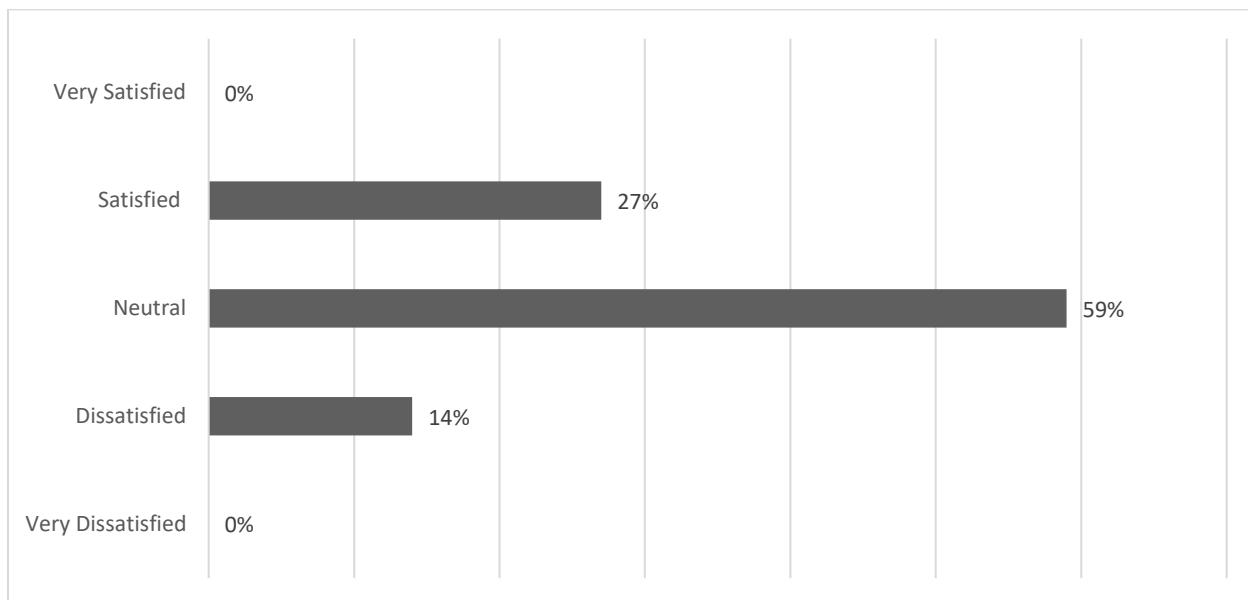
- Concerns are promptly answered
- Complaint was handled well
- No issue

### **What are areas for improvement?**

- More presence: unaware of bylaw officer services
- More enforcement for bikers <sup>2</sup>
- More educational opportunities to let residents understand animal control problems

<sup>2</sup>Please note road traffic control is enforced by the Ontario Provincial Police (O.P.P.) and not the Township.

11. How satisfied are you with the Township's community and economic development services?



	Count	Percentage
<b>Very Satisfied</b>	0	0%
<b>Satisfied</b>	6	27%
<b>Neutral</b>	13	59%
<b>Dissatisfied</b>	3	14%
<b>Very Dissatisfied</b>	0	0%
<b>Total</b>	22	100%
Satisfaction Index	% Neutral or Better	Not Applicable (%)
<b>53%</b>	86%	31%

With a satisfaction index of 53% respondents have a neutral outlook towards the Township's community and economic development services. 32% of respondents indicated this service was not applicable to their needs. Overall, this amounted to 86% of responses being Neutral or Better.

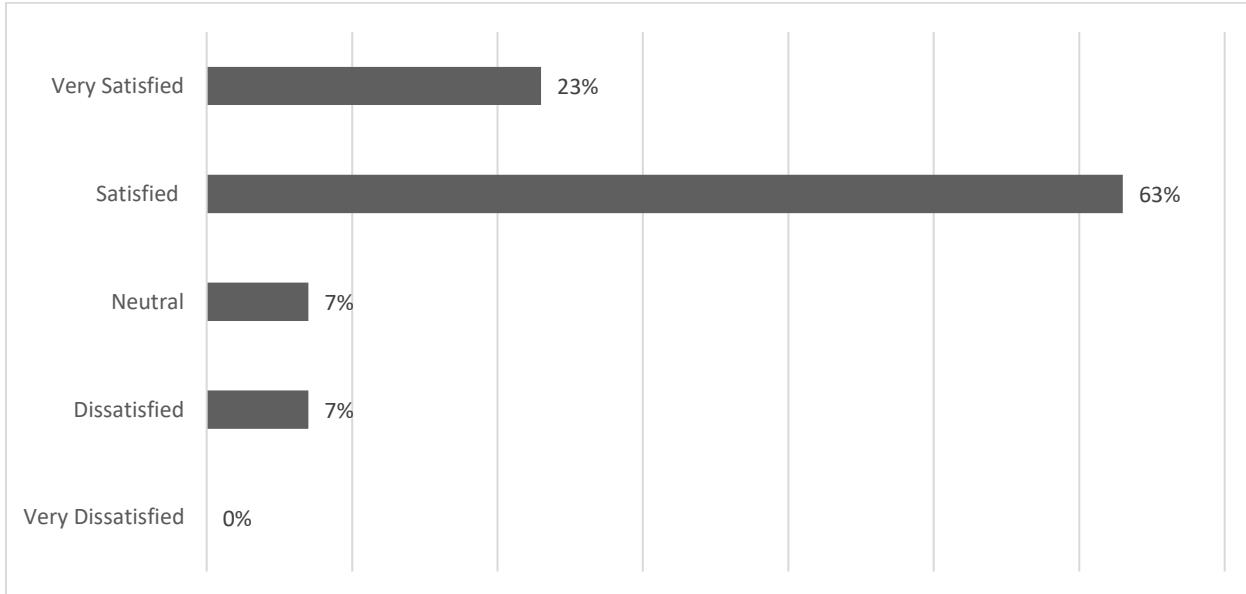
**What is the Township doing right?**

- Communication and the Community Grants project
- Website is informative
- Great to have staff assist navigating between departments when it comes to projects in the community

## What are areas for improvement

- Bring more businesses to Malahide
- Need an increased amount of well managed and focused development to increase the tax base
- Support all community programs
- Need more information on these services

### 12. How satisfied are you with the Township's financial services?



	Count	Percentage
<b>Very Satisfied</b>	7	23%
<b>Satisfied</b>	19	63%
<b>Neutral</b>	2	7%
<b>Dissatisfied</b>	2	7%
<b>Very Dissatisfied</b>	0	0%
<b>Total</b>	30	100%
<b>Satisfaction Index</b>		Not Applicable (%)
<b>76%</b>		93%
		6%

With a satisfaction index of 76% respondents have a satisfied outlook towards the Township's financial services. 6% of respondents indicated this service was not applicable to their needs. Overall, this amounted to 93% of responses being Neutral or Better.

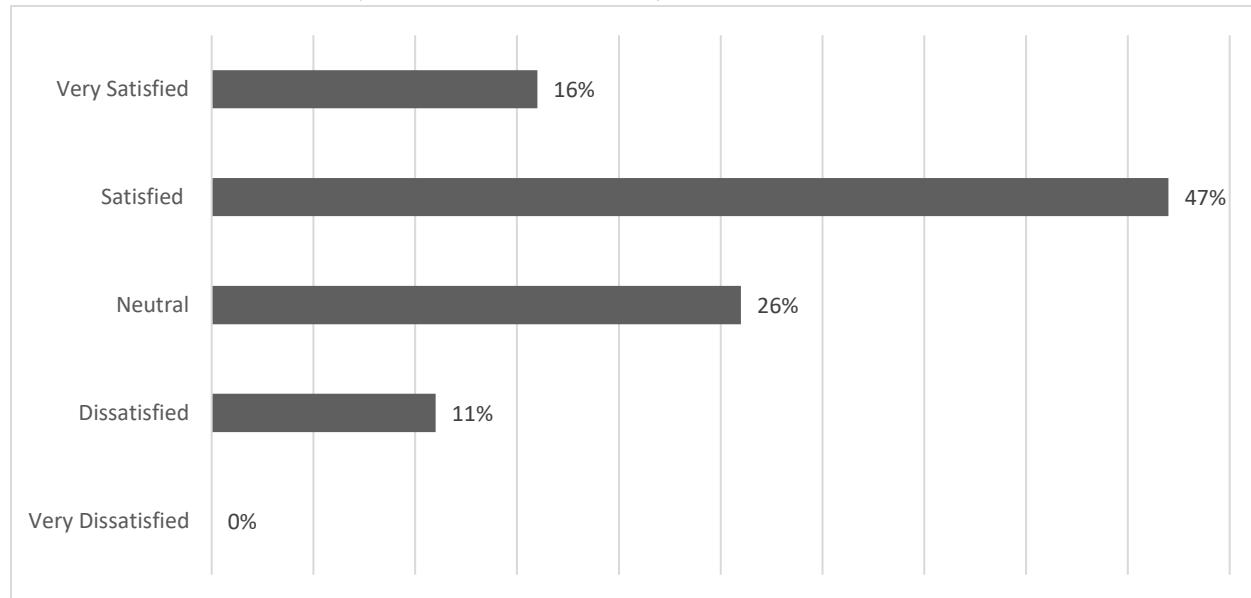
## What is the Township doing right?

- Accepting different types of payments is great. Keeping things up to date.<sup>3</sup>
- I like getting my tax bill via e-mail
- Online billing and communications are all done well
- Very easy to understand bills
- Great customer service

## What are areas for improvement?

- Property taxes are too high
- Reduce overall fees payable to the Township

### 13. How satisfied are you with the Township's rental facilities?



	Count	Percentage
<b>Very Satisfied</b>	3	16%
<b>Satisfied</b>	9	47%
<b>Neutral</b>	5	26%
<b>Dissatisfied</b>	2	11%
<b>Very Dissatisfied</b>	0	0%
<b>Total</b>	19	100%
<b>Satisfaction Index</b>		% Neutral or Better
<b>67%</b>		Not Applicable (%)
		89% 40%

<sup>3</sup>Please note the Township does not accept credit card as a form of payment.

With a satisfaction index of 67% respondents have a satisfied outlook towards the Township's rental services. 40% of respondents indicated this service was not applicable to their needs. Overall, this amounted to 89% of responses being Neutral or Better.

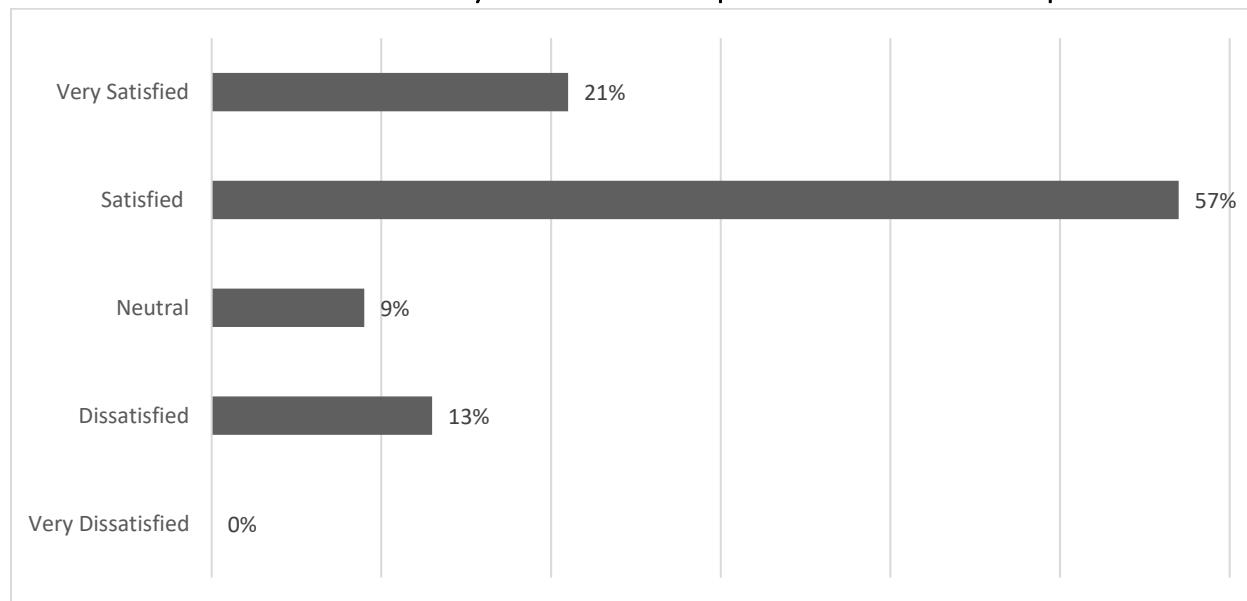
### What is the Township doing right?

- Facilities are great for events
- Accessible and clean facilities
- Springfield community centre is great

### What are areas for improvement

- Unaware of rental facilities
- Reduce rental charges for community buildings
- Parking at the ball diamonds (availability)

#### 14. How satisfied are you with Township-maintained outdoor spaces?



	Count	Percentage
<b>Very Satisfied</b>	6	21%
<b>Satisfied</b>	17	57%
<b>Neutral</b>	3	9%
<b>Dissatisfied</b>	4	13%
<b>Very Dissatisfied</b>	0	0%
<b>Total</b>	30	100%
<b>Satisfaction Index</b>		% Neutral or Better
<b>71%</b>		Not Applicable (%)
		87%
		6%

With a satisfaction index of 71% respondents have a satisfied outlook towards the Township's-maintained outdoor spaces. 6% of respondents indicated this service was not applicable to their needs. Overall, this amounted to 86% of responses being Neutral or Better.

### **What is the Township doing right?**

- Parks look clean and nice – ditches are kept trimmed
- The public parks and sidewalks are well maintained in Springfield
- Garbage maintenance at parks is well done
- Safety appears to be a priority

### **What are areas for improvement**

- Need more sidewalks or paved shoulders to increase mobility or activity
- Cemetery care could be increased
- Need more walking trails and green spaces
- Township would benefit from more playgrounds

15. Are there any services that Malahide currently does not provide that you would like to see?

### **Seniors and Recreation**

- Establish a senior's centre
- More seniors' programs at Malahide Community Place and South Dorchester Community Hall
- Expanded recreation options (courses, fitness classes, pickleball, badminton, etc.)
- Better recreational uses of the East Elgin Community Complex (beyond hockey)

### **Waste and Environmental Services**

- Annual bulk garbage pickup
- Weekly recycling for both paper and plastic
- Property line tree planting

### **Transportation and Infrastructure**

- Connect Whittaker and Superior Road
- More trimming at intersections and narrow roads for visibility
- Earlier snowplowing on secondary roads (before 3pm)
- Reduce speed limits in hamlets to 40 km/h
- Create a truck detour around town
- Extend water services to Springfield

### **Community Engagement and Governance**

- Online town halls for inquiries and suggestions
- Appreciation of Township staff efforts to continually improve operations

### **Community Safety**

- Increase police patrols in Port Bruce at night and on weekends (fires, illegal parking/camping)

### **Facilities and Complexes**

- Maintain Malahide's involvement in the East Elgin Community Complex as a valued community asset
- Consider financial support to offset extra fees for swim lessons and water safety programs if not subsidizing the Aylmer pool