



Report to Council

Department: Infrastructure Services

Division: Capital Works and Asset Management

Date: November 17, 2025

Prepared by: Erica Tilley, P. Eng.,
Assistant Manager, Capital Works & Asset Management

Report Number: Capital Works and Asset Management-2025-22

Subject: 2025 Asset Management Public Engagement Survey
Results

Number of Pages: 12

Recommendation(s)

That Capital Works and Asset Management 2025-22 entitled, “2025 Asset Management Public Engagement Survey” prepared by Erica Tilley, Assistant Manager, Capital Works and Asset Management dated November 17, 2025 be received.

Purpose

To provide Council a summary of the results of the Asset Management survey conducted in June 2025.

Background and Discussion

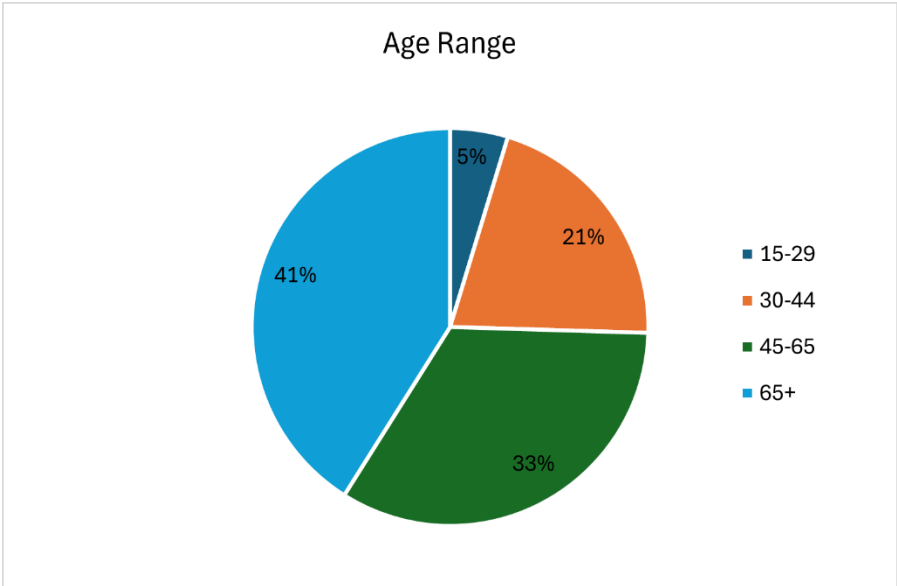
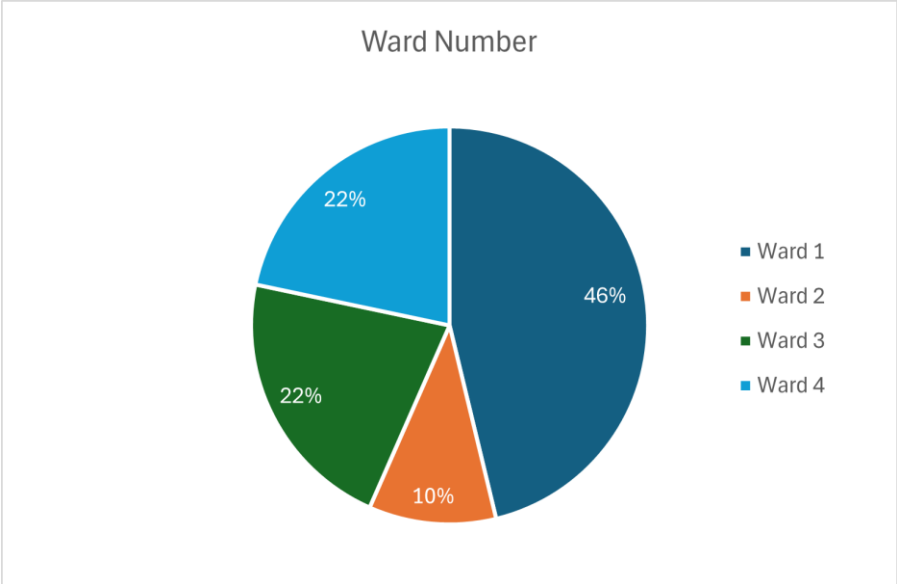
In accordance with O. Reg. 588/17: Asset Management Planning for Municipal Infrastructure, Town Administration has been working with the hired consultant, PSD Citywide, to meet the requirements for establishing an Asset Management Plan. Although not a legislated requirement, Administration wanted to obtain public feedback with regards to asset management and levels of services provided by the Town. The objective was to ensure that the Town's asset management plan is relative to the needs and wants of the community, and that public feedback could be considered in the development of potential funding strategies.

To facilitate the public engagement, the Town created a digital questionnaire consisting of 13 questions targeted to obtain the following information related to level of service and asset management:

- Background information of the participant (age, ward, family, etc.).
- Public perception of what makes Essex a great place to live.
- Public perception of what asset categories participants believe the Town should target for spending.
- Public perception of the condition and reliability of the Town's assets.
- Public Feedback on taxation increases related to levels of service.
- Any other general feedback that participants were willing to share.

The survey was available for public participation for a period of three weeks from June 5 to June 26, 2025. The demographics of the participants are depicted in the figures below (Figure 1). In total, 136 residents answered the questionnaire in its

entirety with an additional 76 who partially completed the survey. Participants were mostly homeowners over the age of 30 with a significant portion, 41%, being over the age of 65. The correlating data also showed that households were mostly made of 1-2 adults with no children under the age of 18. Participants were also mostly from Ward 1 – Essex Centre (46%).



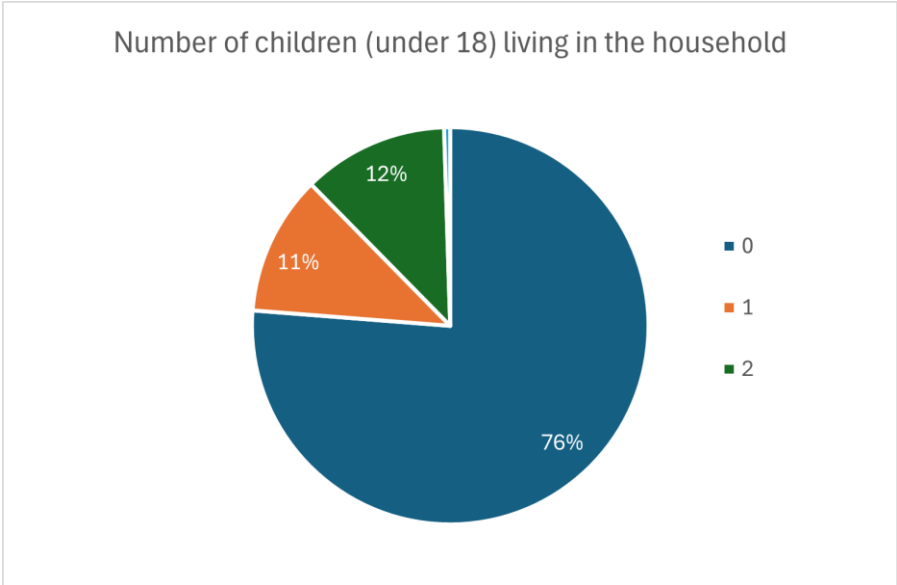
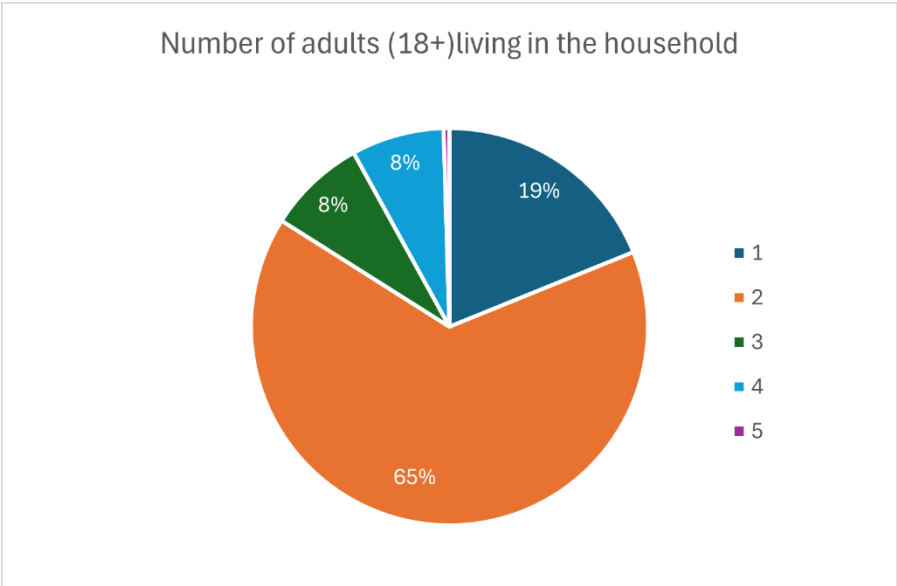


Figure 1: Survey Participant Demographics

When given a list of different categories and asked to rank each from not important – somewhat important – important, the participants of the survey indicated that they felt the majority of the categories were equally important with ‘community safety’ being the number one ranked selection. Several were tied for the second most important and ‘recreation or sport facilities’ placed third with ‘heritage or historical sites’ having the lowest rank (Figure 2).

What is important to make the Municipality a great place to live:

Ranked #1

Community Safety

Ranked #3

Recreation or sports facilities

Ranked #2

Outdoor open space, parks, and trails

Availability of employment

Safe and well-maintained roads

Availability of employment

Moderate tax increases

Connectivity to urban centers

Ranked #4

Heritage or historical sites

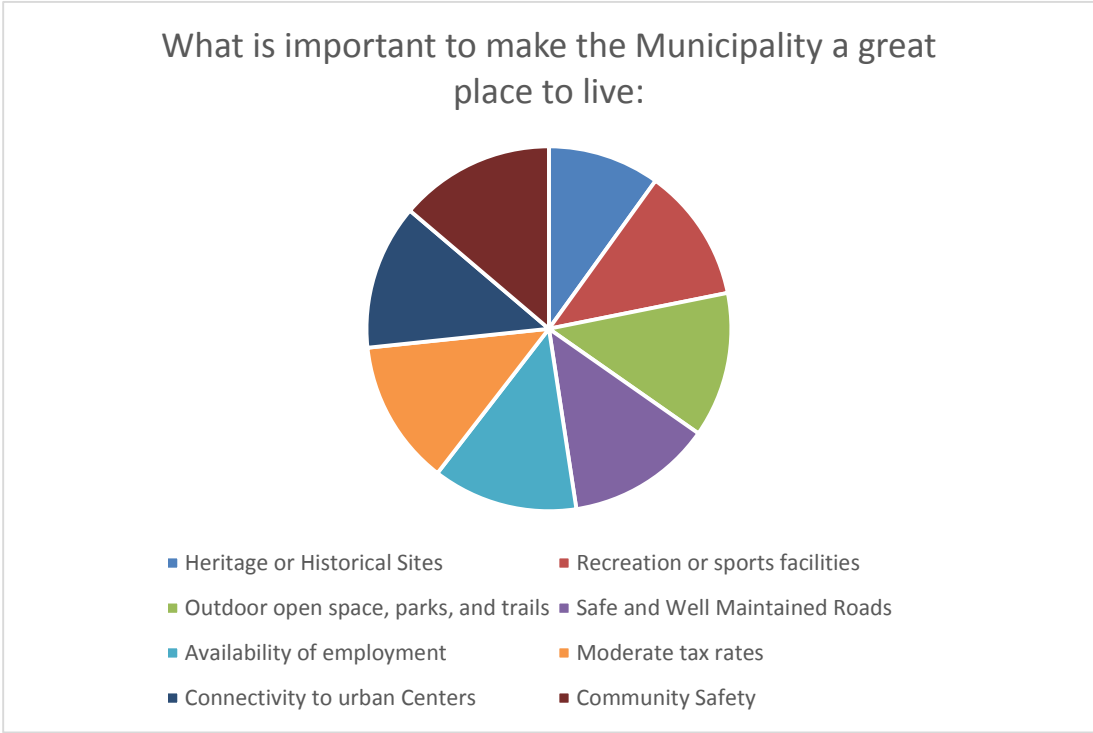


Figure 2: What makes the Municipality a great place to live results

Overall, the data showed that the top 3 categories that residents would like the Town to focus funding on were (Figure 3):

- 1. Well maintained roads (23%)**
- 2. Reliable utilities, such as drinking water and sewage (19%)**
- 3. Flooding resiliency (13%) & Emergency service facilities (13%)**

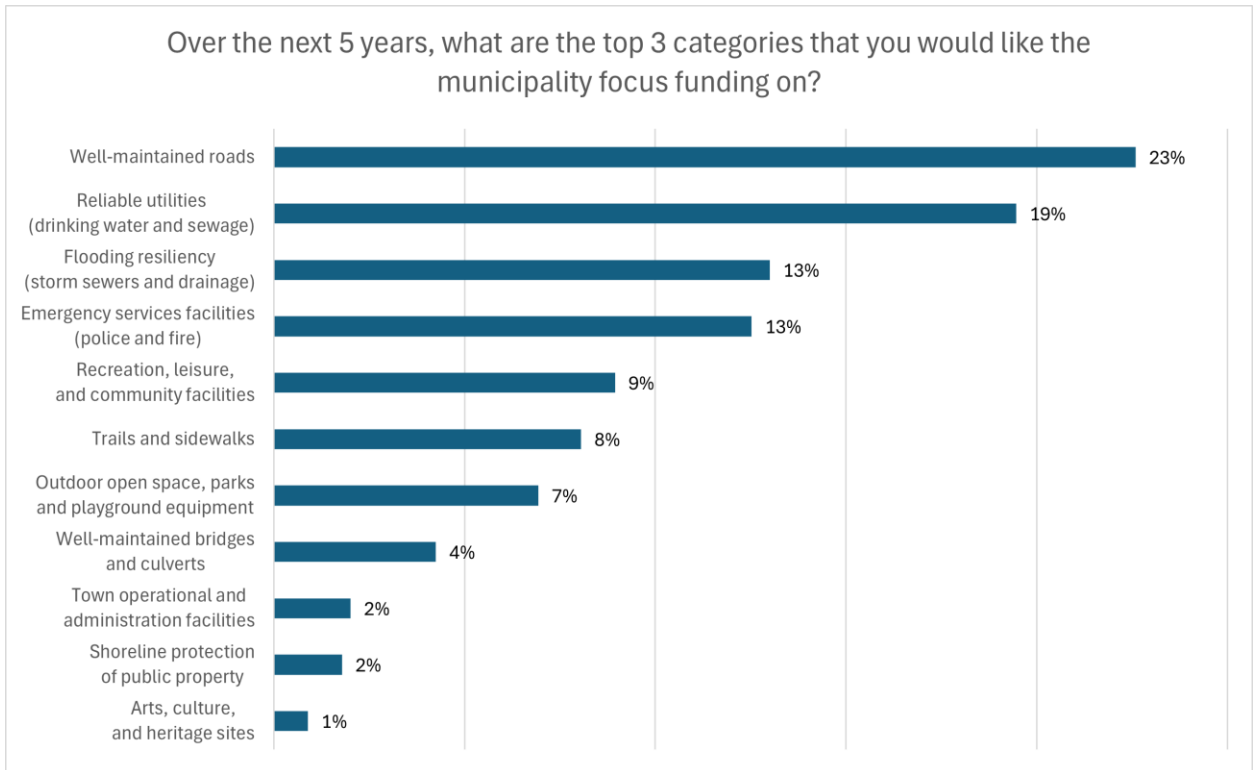


Figure 3: Categories to focus funding on

The above data aligns with the Town’s current Asset Management Plan that outlines a need to focus funding on core assets including: Road Network, Water Network, Sanitary Sewer Network and Stormwater Network. (Asset Management Plan 2024 v2 Town of Essex, September 2025)

Most residents rated the reliability and conditions of our infrastructure, facilities and utilities in **fair to good condition** (Figure 4).

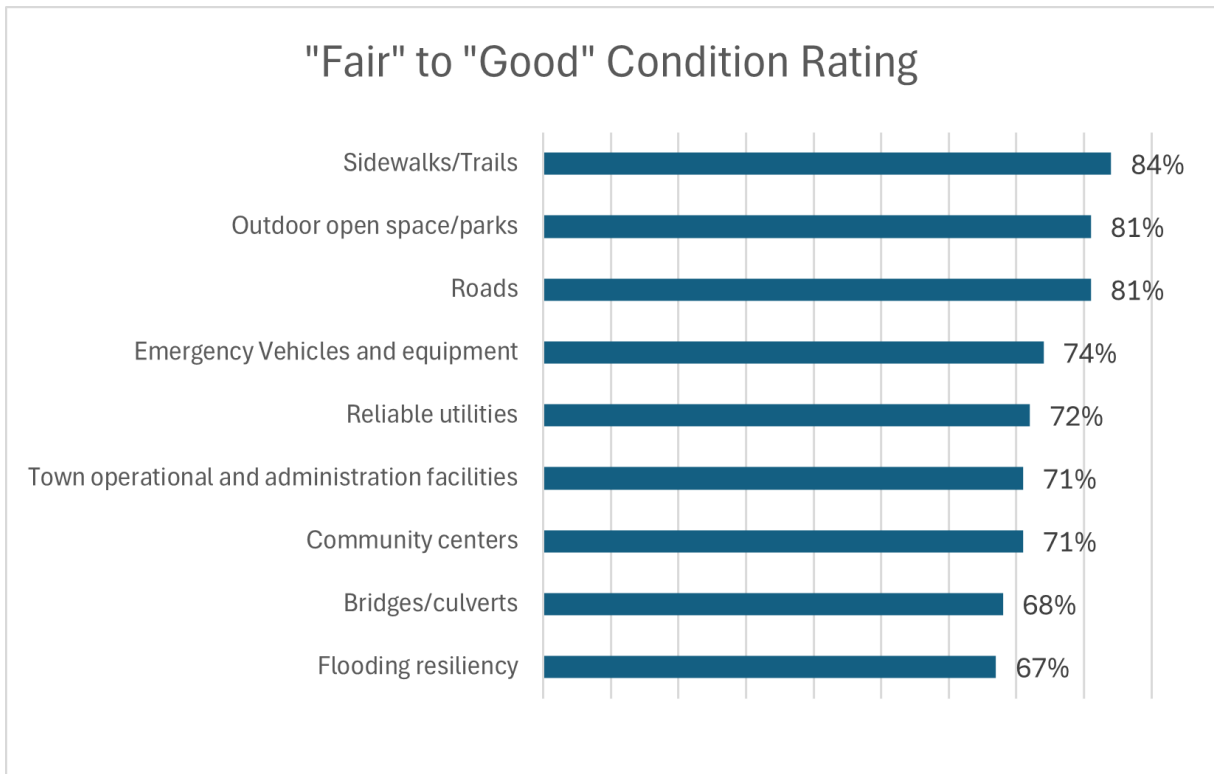


Figure 4: Percentage of results for reliability and condition

Similarly, the majority indicated that they would like the current level of service **maintained** regarding extra curricular programs, maintenance of public property, winter control, utilities and billing, emergency services and by-law enforcement (Figure 5).

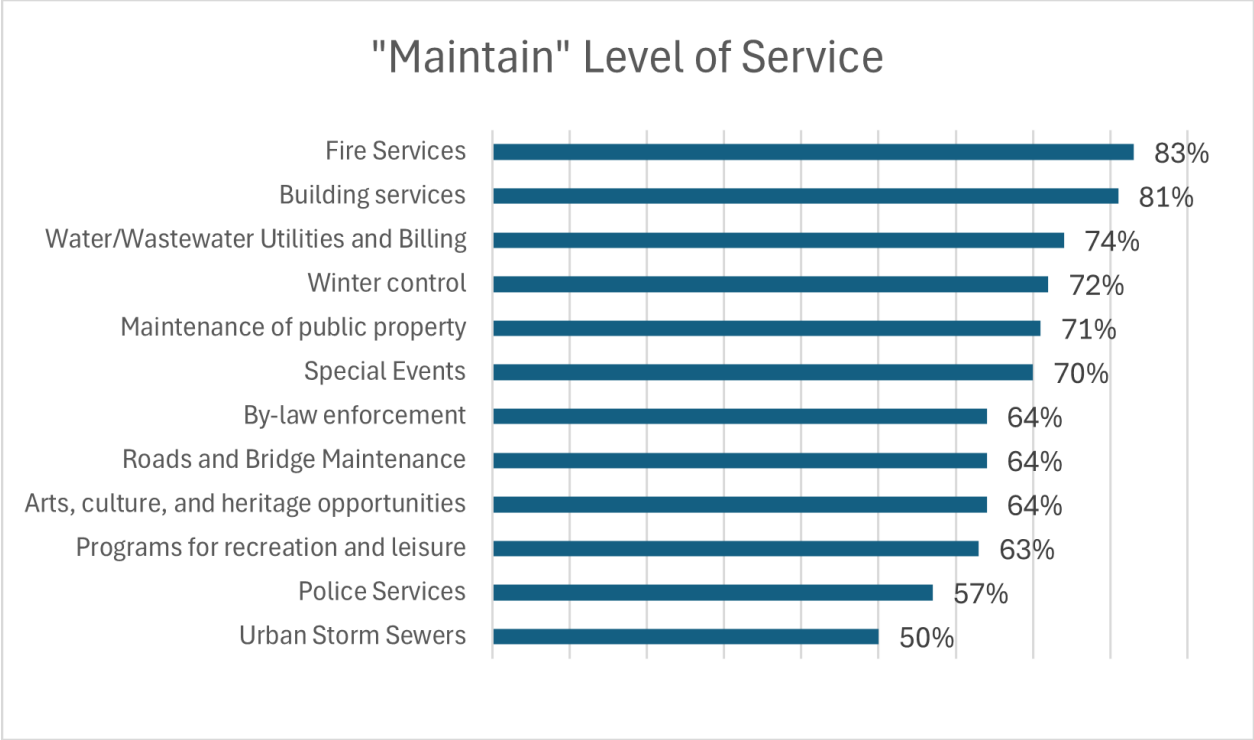


Figure 5: Percentage of results for level of service for specified categories

The final question of the survey was “Would you be willing to accept a taxation increase to ensure that the Town’s assets are maintained and replaced in a timely manner?”, the results of this question were split with 36% indicating that they would be in agreement with such and 50% indicated that they would not be in agreements, 14% indicated that they were unsure (Figure 6).

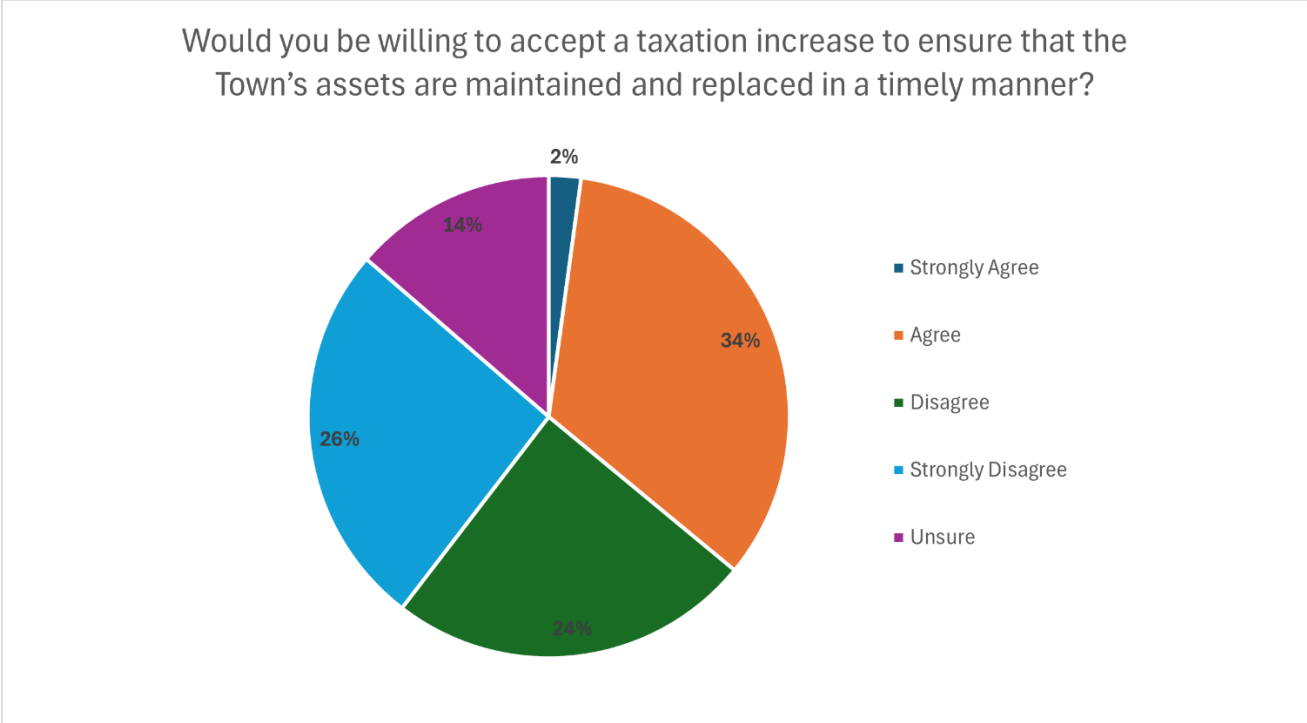


Figure 6: Taxation increase results

It is important to note that there are limitations of the survey, the data collected was voluntary and the results in the initial questions show that information was mainly collected from a very specific demographic (over 65 years old, no children, Ward 1) which may not represent the opinions of the whole of the Town of Essex.

A summary of the data collect in this survey will be provided to PSD Citywide to incorporate within the 2025 Asset Management Plan.

Financial Impact

There is no financial impact as this report is for informational purposes only and will be integrated into our next iteration of the Asset Management Plan. Financial considerations for 2026 will be brought forward to Council during budget

deliberations and a financial strategy will be presented to Council in 2026 with the completion of the 2025 Asset Management Plan update.

Consultations

This survey was created in consultation with PSD Citywide.

In addition, the following internal staff was consulted on this report:

Kevin Girard, Director, Infrastructure Services

Ann Marie Unis, Manager, Finance

David McBeth, Manger, Capital Works & Asset Management

Link to Strategic Priorities

- Embrace asset management best practices to build, maintain, and continuously improve our municipally owned infrastructure.
- Leverage our Town's competitive advantages to promote jobs and economic investment.
- Take care of our natural environment and strengthen the sense of belonging to everyone who makes Essex "home".
- Deliver friendly customer service in an efficient, effective, and transparent manner while providing an exceptional working environment for our employees.
- Build corporate-level and community-level climate resilience through community engagement and partnership and corporate objectives.

Report Approval Details

Document Title:	2025 Asset Management Public Engagement Survey Results - Capital Works and Asset Management-2025-22.docx
Attachments:	
Final Approval Date:	Nov 12, 2025

This report and all of its attachments were approved and signed as outlined below:

David McBeth, Manager, Capital Works & Asset Management - Nov 11, 2025 - 9:43 PM

No Signature - Task assigned to Kevin Girard, Director, Infrastructure Services was completed by assistant Shelley Brown, Deputy Clerk, Legal and Legislative Services

Kevin Girard, Director, Infrastructure Services - Nov 12, 2025 - 8:26 AM



Kate Rowe, Director, Corporate Services - Nov 12, 2025 - 2:10 PM



Kate Giurissevich, Chief Administrative Officer - Nov 12, 2025 - 2:15 PM