



CUSTOMER INPUT- 2025 BUDGET YEAR SURVEY

When your survey is complete, return it by:

Bringing it in to one of the following sites:

- Civic Centre – 320 Portage Ave
- Public Works – Wright Ave
- Fort Frances Senior Centre – 401 Nelson St
- Memorial Sports Centre – 259 Scott St
- Museum and Cultural Centre – 740 Scott St
- Fort Frances Public Library and Technology Centre – 601 Reid Ave

Returning it to:

Chelsea Greig
Communications Coordinator & Deputy Clerk
cgreig@fortfrances.ca

Thank you for participating in this survey to assist the Town of Fort Frances in setting priorities for the 2025 Budget Year. Your responses will be compiled and presented to Town Administration and Council. When taking this survey, please consider that changes to Town services directly affect municipal taxes for both residents and businesses. We kindly ask that your feedback be constructive. Comments deemed harmful will be redacted to ensure a respectful dialogue. Your thoughtful input as a stakeholder is highly valued.

Notice of Collection of Personal Information:

Please note it is not mandatory for the purposes of this survey to provide us with your personal information. Personal information contained on this form is collected pursuant to the Municipal Act, 2001 and will be used for the purpose of contacting the winner of the draw prize or notifying them by e-mail of the public budget session for 2025. The information collected is subject to the Municipal Freedom of Information and Protection of Privacy Act, R.S.O. 1990, c. M.56. Questions about this collection should be directed to: Municipal Clerk, Town of Fort Frances, 320 Portage Avenue, Fort Frances, ON P9A 3P9, 807-274-5323 or by email.

SURVEY START

Demographics

Why do we collect this information? It is important to understand all stakeholders and how we may better serve them.

Age

- ☐ 0-17
- ☐ 18-30
- ☐ 31-45
- ☐ 46-60
- ☐ 61+

Relationship to Town

- ☐ Resident
- ☐ Business Owner
- ☐ Out-of-Town, Rainy River District Resident
- ☐ Tourist
- ☐ Other _____

Household Size

- ☐ 1-2
- ☐ 3-4
- ☐ 5+

Length of Time in Fort Frances

- ☐ Less than 1 year
- ☐ 1-5 years
- ☐ 5-10 years
- ☐ 10+ years
- ☐ N/A (Tourist)

Current Employment Status

- ☐ Employed full-time
- ☐ Employed part-time
- ☐ Self-employed
- ☐ Unemployed
- ☐ Retired
- ☐ Student
- ☐ Other _____

Where did you hear about this survey? Select all that apply.

- ☐ 93.1 The Border
- ☐ Boundless Updates eNewsletter
- ☐ Council Outreach
- ☐ Fort Frances Times

Gender

- ☐ Male
- ☐ Female
- ☐ Non-binary
- ☐ Genderfluid
- ☐ Two-Spirit
- ☐ Prefer to self-describe _____

Income

- ☐ \$0-\$25,000
- ☐ \$25,000-\$50,000
- ☐ \$50,000-\$75,000
- ☐ \$75,000-\$100,000
- ☐ \$100,000+

Ethnicity

- ☐ Caucasian (White)
- ☐ Anishinaabe
- ☐ Métis
- ☐ Other _____

Primary Mode of Transportation

- ☐ Walking
- ☐ Gas/Diesel Auto
- ☐ Electrical Auto
- ☐ Bicycle/eBike
- ☐ Other Motorized Vehicle (Motorcycle, Moped)
- ☐ Ride Sharing
- ☐ Taxi
- ☐ Other _____

Primary Language

- ☐ English
- ☐ Anishinaabemowin
- ☐ French
- ☐ Other _____

- ☐ Other News Media
- ☐ Social Media
- ☐ Town Website
- ☐ Word of Mouth
- ☐ Other _____

The Town of Fort Frances selects roads for reconstruction considering many factors including condition of road surface, infrastructure (sidewalks, gutters, sewer/water), and budget. Noting this, do you have areas of concern you'd like to bring forward for consideration?

Please select all of the Town services you've used in the last 12 months:

- ☐ Airport
- ☐ Civic Centre Services
- ☐ Economic Development
- ☐ Fire and Rescue Services
- ☐ Library and Technology Centre (separate entity)
- ☐ Memorial Sports Centre
- ☐ Museum and Cultural Centre
- ☐ Parks
- ☐ Planning and Development Services
- ☐ Public Works Services
- ☐ Senior Centre
- ☐ Sewer/Water
- ☐ Sorting Gap Marina
- ☐ Townshend Theatre
- ☐ Other _____

Funded Services

The Town of Fort Frances provides and funds a range of essential services through municipal tax dollars. We value your input in helping us understand how these services should be prioritized and funded. Please answer the following questions about these services, letting us know if you'd like to see services enhanced, maintained, reduced, or not sure. Below, you will be provided the opportunity to provide your ideas if you've indicated to enhance or reduce services.

	Not Sure/No Opinion	Reduced (reducing service level, potential for lowering of taxes)	Maintained (maintaining service level, potential no adjustment of taxes)	Enhanced (increasing in service level, potential increase of taxes)
Airport	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Beautification	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
By-Law	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Cemeteries	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire and Rescue	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library and Technology Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Memorial Sports Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

(cont'd)	Not Sure/No Opinion	Reduced (reducing service level, potential for lowering of taxes)	Maintained (maintaining service level, potential no adjustment of taxes)	Enhanced (increasing in service level, potential increase of taxes)
Museum and Cultural Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Parks and Greenspace	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physician Recruitment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning and Development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public Works	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Rainy Lake Square	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Roadwork and Sidewalk Construction	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Senior Centre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sorting Gap Marina	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Sunny Cove	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Townshend Theatre	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waste Management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If you have indicated increase of service level, or decrease of service level, please consider submitting your ideas for changes to implement. Please provide as much information as you'd like.

Please rank the following priorities for the Town of Fort Frances by indicating their level of importance to you. Assign each priority to one of the following levels:

	Lowest Priority	Low Priority	Moderate Priority	High Priority	Highest Priority
Active living (Parks, trails, recreation)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Affordable housing	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Arts and culture	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communication and transparency	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Downtown revitalization	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Economic development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency management	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Environment/sustainability	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Green energy initiatives	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
High-speed internet	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Infrastructure (Roads, bridges, stormwater)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Library services	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Long-term care	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Cont'd	Lowest Priority	Low Priority	Moderate Priority	High Priority	Highest Priority
Planning and development	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Public health	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Quality neighborhoods (Planning, property standards, by-law)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Safe communities (Fire, police, paramedic services)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Snow/ice control	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Social issues (Child care, poverty)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Transit	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Waste management (Curbside collection, landfill)	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

In general, should the following Town of Fort Frances services receive decreased, maintained, or increased funding?

	Not Sure/ No Opinion	Reduced Funding	Maintained Funding	Increased Funding
Reserve Funds (contingency/savings) - \$870.33 per year for every \$250,000 in property assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Community Services (recreation and culture) - \$796.10 per year for every \$250,000 in property assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Operations and Facilities (roads, infrastructure, parks, cemeteries) - \$762.86 per year for every \$250,000 in property assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Administration / Council / Economic Development - \$458.71 per year for every \$250,000 in property assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire and 911 - \$432.81 per year for every \$250,000 in property assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Planning and Development (Building, Zoning, Planning, By-Law) \$42.66 per year for every \$250,000 in property assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physician Recruitment - \$24.93 per year for every \$250,000 in property assessment	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Do you have any additional comments about your ratings for these service levels?

In 2024, the Town of Fort Frances share of your municipal and education combined taxes for a \$250,000 residential property is \$5540.36. How would you rate the overall value received from your tax dollars?

- ☐ Poor value – Not worth the cost
- ☐ Fair value – Adequate for the cost
- ☐ Good value – Worth the cost
- ☐ Very good value – Exceeds expectations
- ☐ Excellent value – Exceptional for the cost
- ☐ N/A

The Town of Fort Frances is willing to explore new ideas to increase revenue, which help offset the costs of services for taxpayers. Please check off ideas to increase revenue, and/or add other ideas of your own:

- ☐ Implement paid parking on Scott Street
- ☐ Implement long-term paid parking at Sorting Gap Marina
- ☐ Public event fees (permits for parades and road closures)
- ☐ Use of Park/Sport Field fee
- ☐ Membership fee for Senior Centre
- ☐ Naming rights for parks/trails
- ☐ Naming rights for municipal spaces
- ☐ Garbage bag fee
- ☐ Landfill transfer station with fee
- ☐ Other _____

Are there any further comments or suggestions you would like us to consider for the Town of Fort Frances budgets?

The Town of Fort Frances wants to know what services you'd use if they were made available online or through the Town's website. Please keep in mind that any changes would likely result in increased taxation.

- ☐ A new online payment process for taxes, utilities, tickets, and more
- ☐ A new online request for service process
- ☐ A new online application process for permits, licenses, and more
- ☐ A new online public events calendar (with submissions from the community)
- ☐ A new online public job postings listing (with submissions from the community)
- ☐ A new interactive map with Town services and more
- ☐ A new emergency mass notification subscription service (delivered via text, email, and/or robocall)
- ☐ A new website with a single account experience for all your citizen interactions with the Town (integrating and providing history for online payments, online requests for service, online applications for permits and licenses, event and activity registration, facility reservations, gym passes, Town Council meeting participation, agendas, minutes, newsletter subscriptions, policies, By-Laws, and more)
- ☐ A new mobile app with Town information (for iOS, iPadOS, and Android)
- ☐ Other _____

How likely would you be to recommend to people out of town to visit the Town of Fort Frances as tourists?

- ☐ Not at all likely
- ☐ Slightly likely
- ☐ Moderately likely
- ☐ Very likely
- ☐ Extremely likely

What changes would make you more likely to recommend Fort Frances to tourists?

How likely would you be to recommend to people out of town move to the Town of Fort Frances?

- ☐ Not at all likely
- ☐ Slightly likely
- ☐ Moderately likely
- ☐ Very likely
- ☐ Extremely likely

What changes would make you more likely to recommend moving to Fort Frances?

The Town of Fort Frances will be holding a public meeting for our stakeholders (residents and businesses) to provide input for the 2025 budget. Are you interested in attending?

- ☐ No
- ☐ Yes, by way of providing correspondence
- ☐ Yes, by presentation
- ☐ Yes, by watching the meeting in-person or by Microsoft Teams

If you're planning on attending, how would you like to be notified? Check all that apply.

- ☐ Ad in newspaper
- ☐ Ad on website
- ☐ Ad on social media
- ☐ Facebook event
- ☐ Boundless Updates eNewsletter
- ☐ Poster
- ☐ Email (share on next page)

If you choose to provide your email for notifications about the 2025 budget public meeting, please be assured that your email will be used solely for this purpose and will not be linked to your responses. Your information will remain confidential.

For Notification of Public Budget Meeting

Please supply your email address if you wish to be notified by email of our 2025 public budget meeting when the schedule is announced:

Email: _____

For Draw Entry

Thank you for providing your valuable feedback! If you are interested in entering your name for a draw for a \$100 gift card of a Fort Frances restaurant of your choosing, please fill out the following. Please note, that this information will be used solely for this purpose and will not be linked to your responses. Your information will remain confidential.

First & Last Name: _____

Phone number: _____

Email address: _____

Click button below to submit form by email