

Essex County OPP Detachment Board – North (Lakeshore, Essex, Tecumseh)

To: Chair and Members

From: Tecumseh Municipal Liaison, Margaret Misek-Evans, CAO

Date to Board: April 14, 2025

Report Number: ECODB-2025-01

Subject: Town of Tecumseh Citizen Satisfaction Survey (excerpt)

Recommendations

It is recommended:

That Report No. ECODB-2025-01 Essex County Detachment Board – North (Lakeshore, Essex, Tecumseh) Town of Tecumseh Citizen Satisfaction Survey, **be received;**

And that, the data presented in Report No. ECODB-2025-01 **be referred to** the OPP for input to the Local Action Plan.

Background

The Town's Strategic Priorities establish a framework for municipal policies, workplans, and resource allocations to achieve sustainable community growth and deliver services that support an exceptional quality of life. As part of measuring key indicators and evaluating how to collectively action each of the three Strategic Priorities, gathering feedback from Tecumseh residents on a biennial basis through the Citizen Satisfaction Survey is an important source of information.

The Town launched an inaugural Citizen Satisfaction Survey in 2014 to establish a baseline assessment for how the Town was doing with respect to service delivery and municipal governance in general. The purpose of conducting the surveys is to gather opinions and feedback from Tecumseh residents on overall quality of life in the Town, issues of concern and satisfaction with Town services, as well as the importance of policing services, strategic goals, recreational activities, housing, and Town communication.

Survey results specific to policing services as well as those generally relating to community safety are contained within Attachment 1 for reference as the OPP works toward renewing the Local Action Plan, in consultation with the Detachment Board. Full survey results are available on the Town's website at: <https://www.tecumseh.ca/town-government/plans-studies-projects-and-reports/citizen-satisfaction-survey/>

Comments

The results of the survey pertaining to policing services are summarized below:

- Compared to 2023, the importance of policing services has decreased (91% to 81%). Top services identified by residents as needing improvement include road infrastructure, sewer/water infrastructure, and police/bylaw.
- Residents feel the most important issues facing the Town today include traffic and parking.
- When considering the importance of policing services for the Town, all seven subcategories fell within a range of 75-86% for importance. The subcategories include traffic safety and enforcement, theft, community visibility, community education, intimate partner violence, mental health crisis response, and youth crisis response.
- Over nine in ten residents feel they experience a strong feeling of safety in Tecumseh. Nine in ten residents also rated Tecumseh as a place where everyone is welcome. 86% of residents indicated they would most likely recommend the Town of Tecumseh to friends and family as a place to live.

The above noted highlights of the survey suggest that most Tecumseh residents continue to feel safe in their community and are generally satisfied with police service delivery, although they identify a need for improvement in traffic and parking enforcement.

Financial Implications

There are no financial implications associated with this report

This report has been reviewed by Senior Administration from all three municipalities as indicated below.

Prepared by:
Tecumseh Liaison – Margaret Misek-Evans
Chief Administrative Officer

Reviewed by:

Essex Liaison – Doug Sweet

Chief Administrative Officer

Lakeshore Liaison – Susan Hirota

General Counsel

Attachment Number	Attachment Name
1	Town of Tecumseh Citizen Satisfaction Survey (excerpt)