



Budget Talks 2026

Summary & Survey Results

November 26, 2025



Budget Talks 2026

The Budget Talks 2026 process included:

- Online Resident Survey
- Council Pop-up: Paradise Double Ice Complex
- Targeted Social Media Engagement
- Online Business Survey
- Engagement Email



Council Pop-up Overview

Purpose: opportunity for Council to have in-person engagement with residents on budget priorities

- November 6, 2025, Paradise Double Ice Complex
- Idea Board
- Approximately 50+ participants

Council Pop-up

Idea Board Suggestions

Pool (5)	Mall (3)	Traffic Calming	Pump Track
Another Ice Rink (4)	Teen Centre (2)	Bowling Alley	Less Taxes
More Roads out of Paradise (4)	Trail Connections (2)	Lights on Trails	Ladies Softball
More Baseball Fields (3)	Bigger Gym + Classes (2)	Lights on Playground (Reardon)	Field Maintenance

Council Pop-up

Idea Board Suggestions

Advocate for Women

Side Walks on Topsail
Road to CBS

High School

Outdoor Hockey Rink

Banquet Hall

Slow Town Growth

Crumble Cookie at
Plaza

Skating Loop

ORV Safety

Road Repairs

Outdoor Space in
Fairview Estates

RNC Detachment

Volleyball Enclosure

Keep Marketplace Way Exiting Karwood Drive
– Not Kenmount Road Extension.

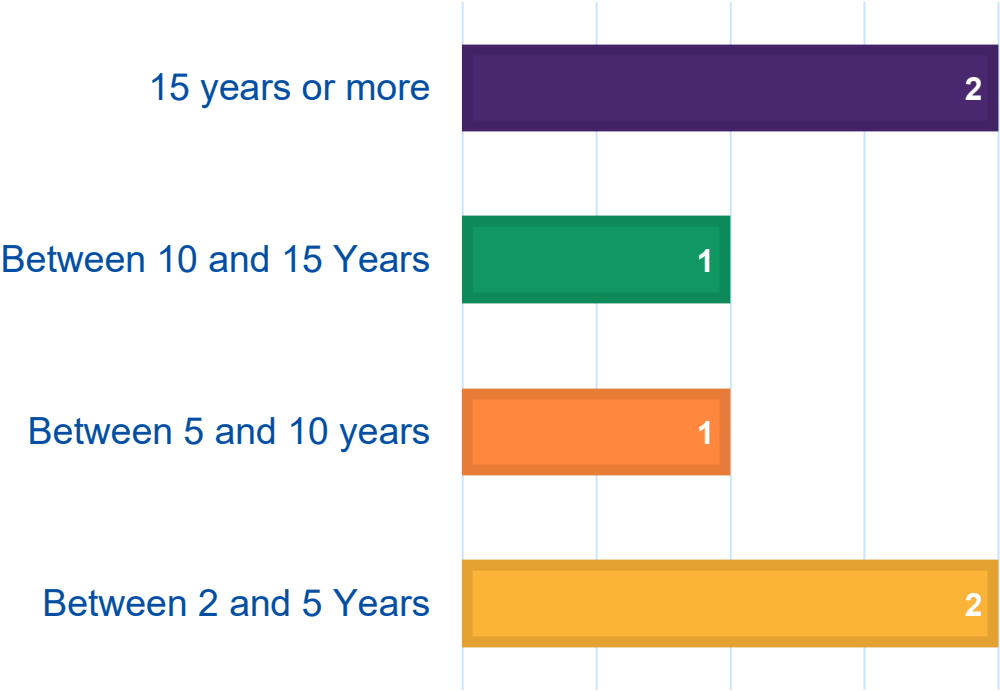
Business Survey Overview

Purpose: to receive feedback / input directly from Town business community opportunity

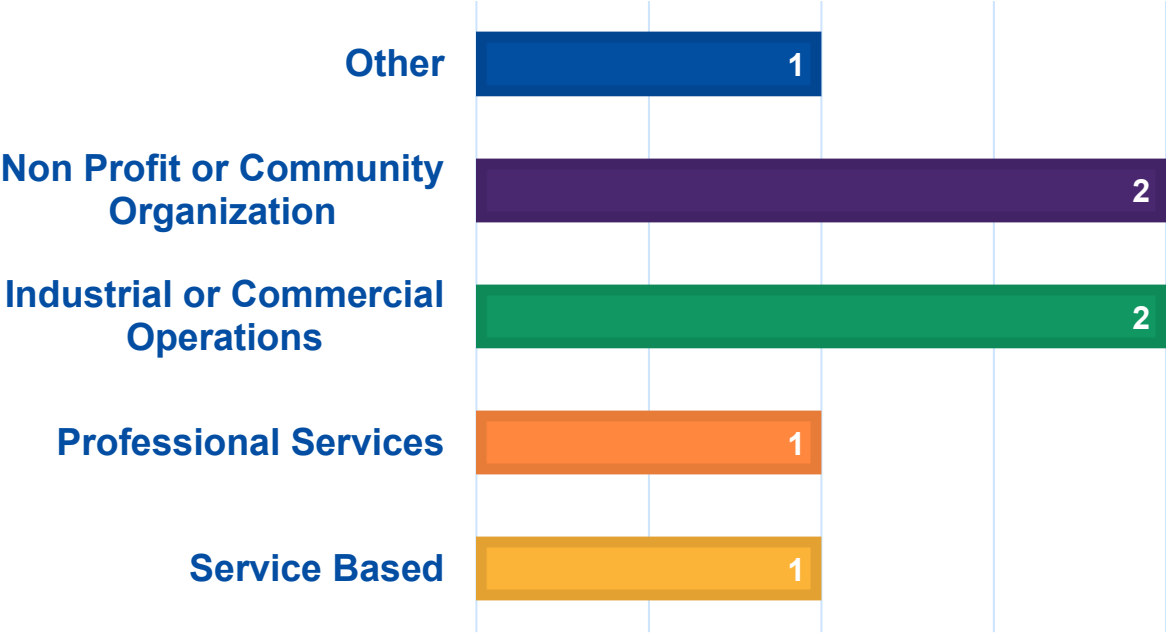
- Online survey
- Promoted on Town website, email to Business Directory (100 + emails), Chamber of Commerce Newsletter, LinkedIn and Facebook
- Small response rate

Business Survey Results

How Many Years Has Your Business Been in Operation in Paradise?

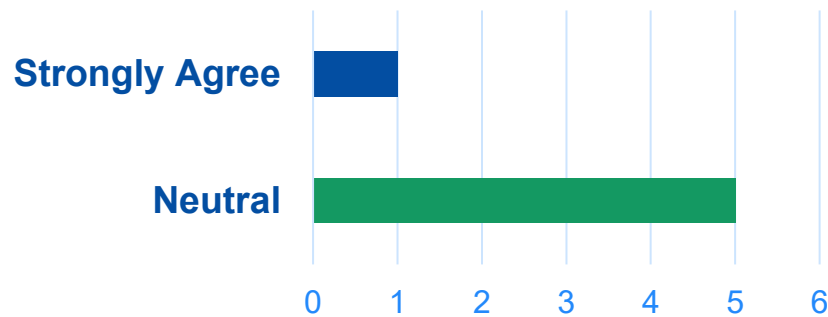


Which Category Best Describes your Business?



Business Survey

Do you believe the Town's tax rate is fair and competitive compared to neighboring municipalities for your business?



The Town offers incentives for businesses to join the local Chambers of Commerce. What other ways could we support your business or what other types of incentives would you like to see?

Better networking

**Attendance at
Chamber events**

Hire Econ Dev Officer

**Continue Chamber
Incentive**

**Improve Expediency
for Permitting**

Business Survey Priorities

Priority #1	Priority #2	Priority #3
<ul style="list-style-type: none">• Roads and Traffic (4 Comments)• Lowering of Property and Business Tax• Filling Economic Development Position	<ul style="list-style-type: none">• Accessibility• Infrastructure Upgrades• Public Transit (Including Accessible Transit)• Response time from municipal staff across all departments• Economic Development Officer• Road Maintenance	<ul style="list-style-type: none">• Town Planning• General Infrastructure• Significantly more engagement with business community• Increased Public Transit• Snow Clearing

Engagement Email Overview

Purpose: opportunity for those that would like to share more details on the budget or their priorities that they didn't bring up in the survey.

- 7 emails from residents

Engagement Email

Public Works + Infrastructure & Engineering

- Install some traffics calming measures on Carlisle near that playground
- Road Safety at Crosswalk on Carlisle
- Road Safety in the Wood Stock Gardens area (Brittany Drive, Sedgewick Street, Summit and Washington.
- Speeding at Sgt.Donald Lucas Drive
- Please build a highway through Paradise include a turning lane.
- Update Outer Ring Road to a Clover Leaf System
- Christopher, Tanya and Angela Places need to be considered for curb, gutter and sidewalk infrastructure

Public Works + Infrastructure & Engineering

- Please add sidewalks on St. Thomas Line
- Please add sidewalks to Topsail Pond / Three Island Pond
- Add a Water Supply to the Town (Additional Fire Prevention Methods)

Planning

- Why does Lanark Drive get all the sidewalks, garden, playground, etc?
- Please keep Green Spaces
- Improved MEO and Police Presence

Recreation

- Add a Library
- Please have more community clean-ups
- Replace Playground on Stokes Road

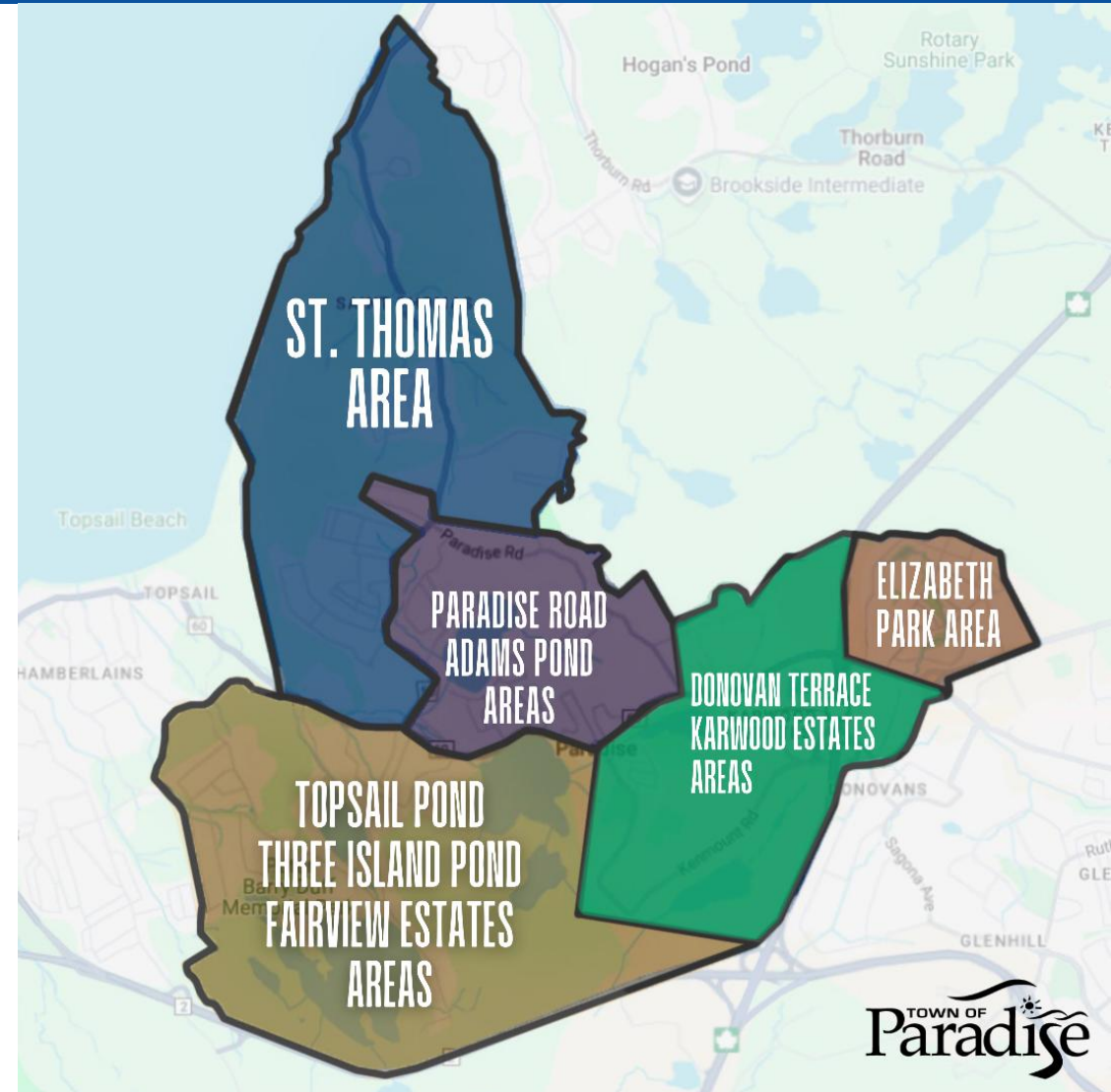
Corporate Services

- There is no funds for a Swimming Pool Please don't build one

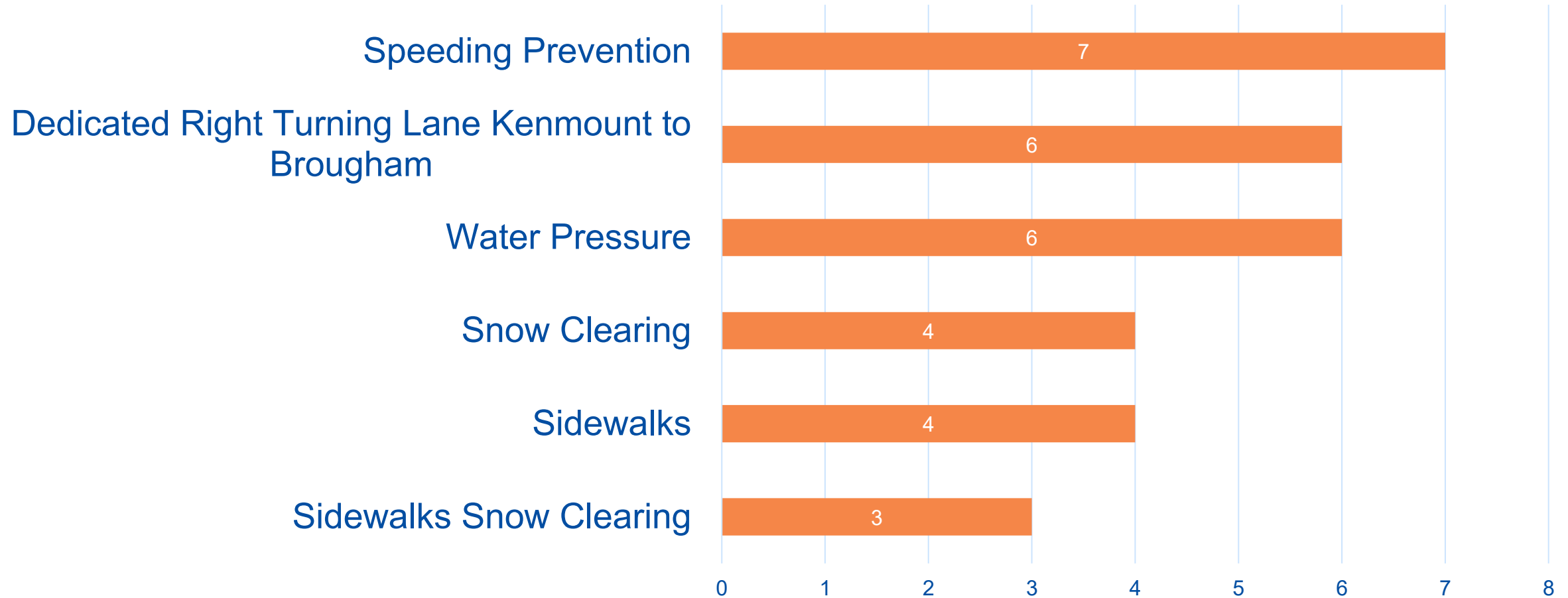
Targeted Social Media Posts

Purpose: to receive neighbourhood specific feedback from residents utilizing the Town's strong Facebook following

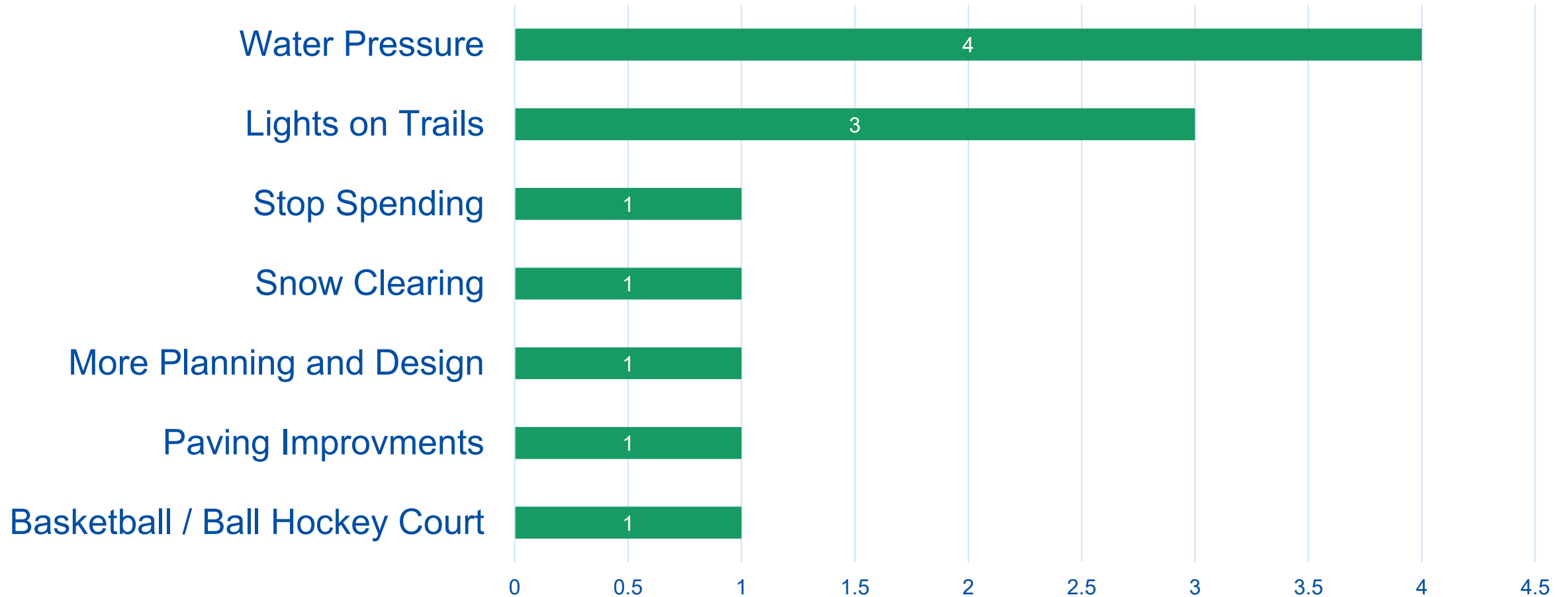
- 5 zones
- Same question “ We want to know how you feel about your neighbourhood! What’s your favourite thing about living in the area? Do you think there is room for improvement? Let us know in the comments below!
- 24-hour comment period



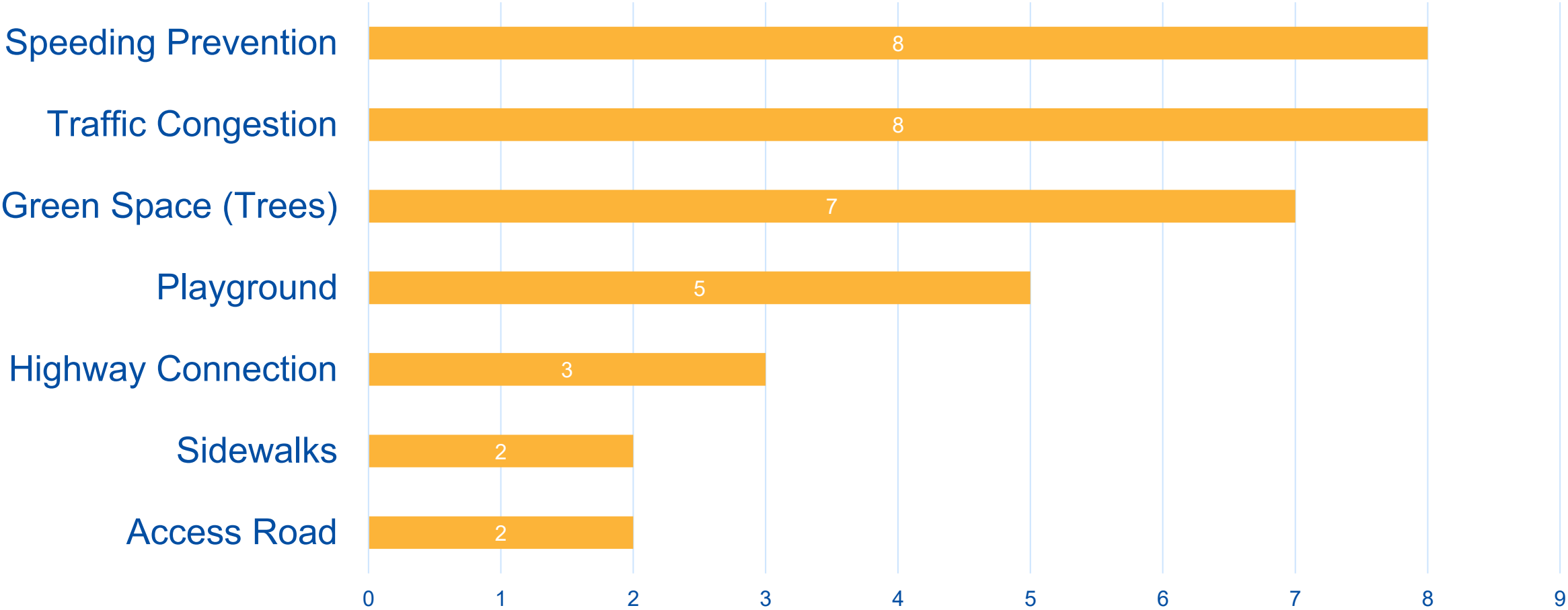
Elizabeth Park



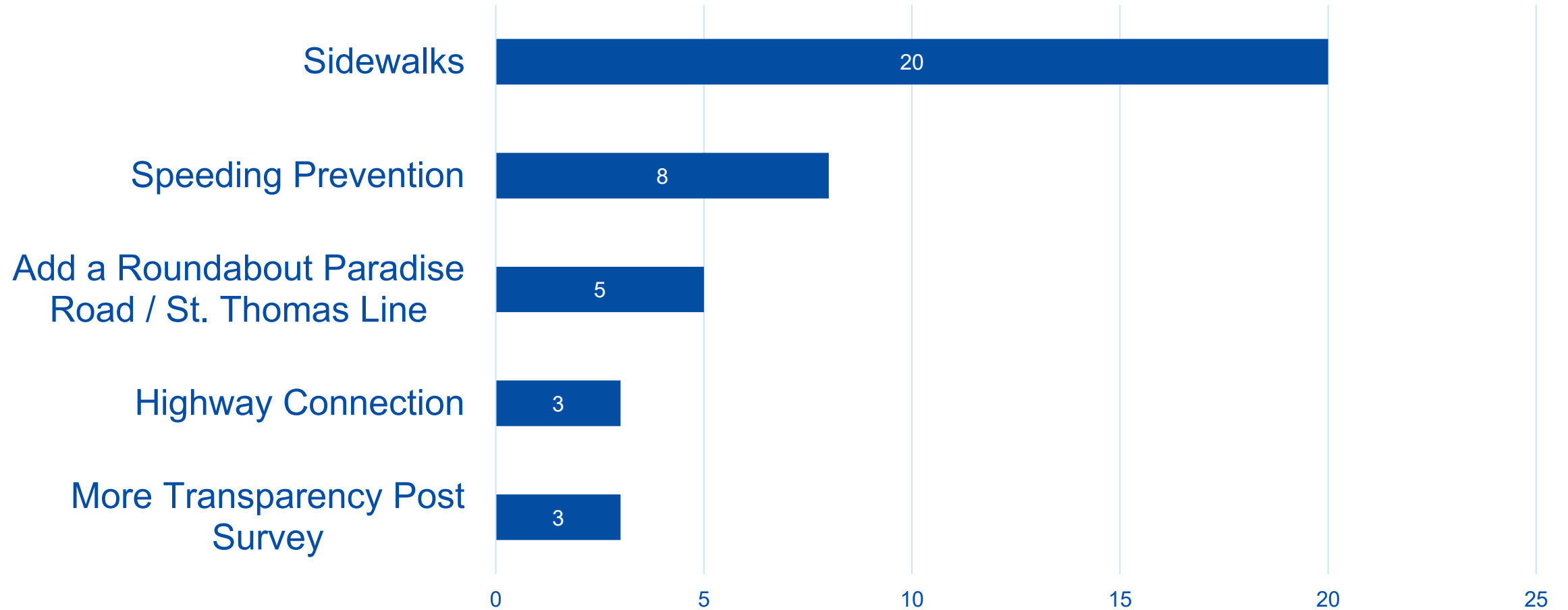
Donovan Terrace & Karwood



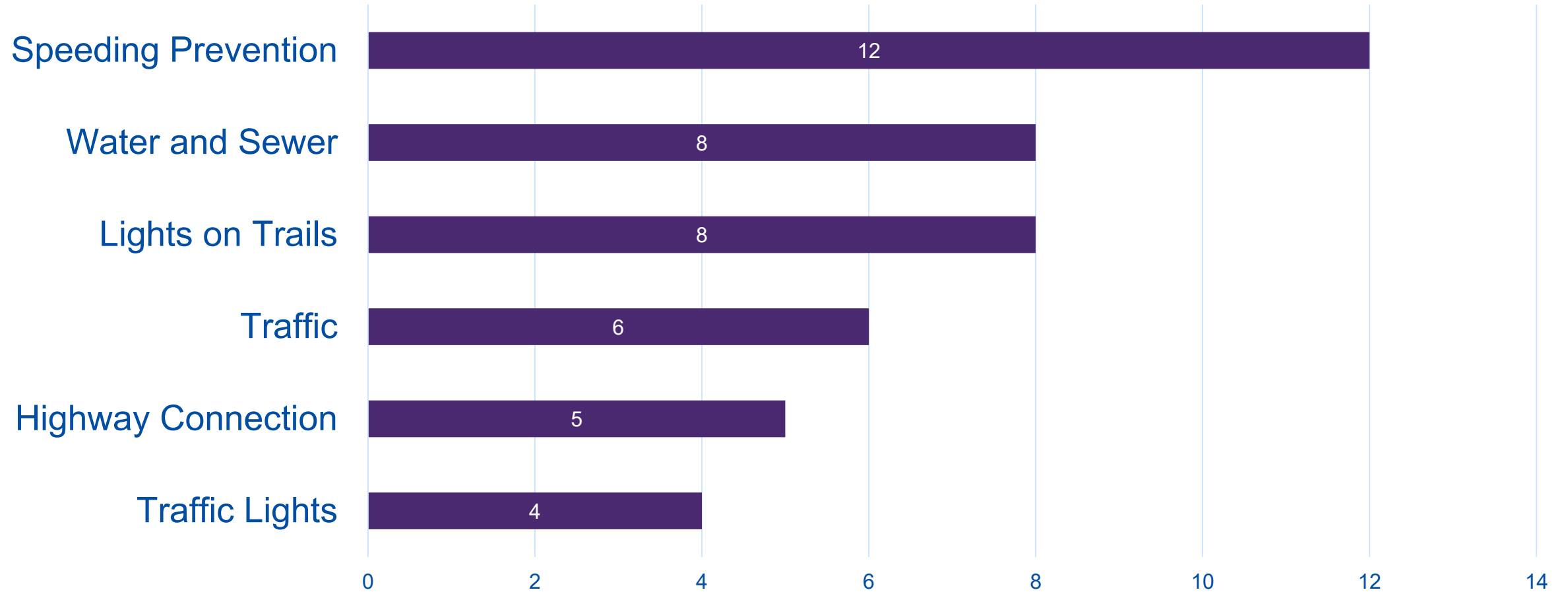
Topsail Pond, Three Island Pond, Fairview



St. Thomas Area



Paradise Road & Adams Pond



Survey Overview

- October 22, 2025 to November 7, 2025
- Town website, social media, resident alert, Shoreline ad, Council pop-up, and social media ads
- 21 questions
- 680 Responses
- Average response time: 17 minutes

Survey Overview

Top Priorities

In terms of budgetary priorities, respondents indicated the following are of top importance (i.e. most recurring responses)

1. Traffic
2. Snow Clearing
3. Roads (Access Connections/ Transportation Infrastructure / Highway Access)
4. Swimming Pool
5. Road Maintenance
6. Water and Sewer

Survey Overview

Top Priorities - Comparison

Budget Talks 2026

1. Traffic
2. Snow Clearing
3. Roads
4. Swimming Pool
5. Road Maintenance
6. Water and Sewer

Budget Talks 2025

1. Snow Clearing
2. Road Maintenance
3. Traffic Improvements
4. Road Access
5. Swimming Pool
6. Road Infrastructure

Budget Talks 2024

1. Road Maintenance
2. Traffic Management
3. Sidewalks
4. Pool
5. Taxes
6. High School

Survey Overview

2026: The services with the most satisfied ratings were **Garbage (91.74% Satisfaction)**, **Recycling (76.3% Satisfaction)**, and **Fire services (69.78% Satisfaction)**

2025: The services with the most satisfied ratings were **Garbage (91.64% Satisfaction)**, **Recycling (75% Satisfaction)**, and **Fire services (69% Satisfaction)**

2024: The services with the most satisfied / somewhat satisfied ratings were **Garbage (88% Satisfaction)**, **Recycling (78% Satisfaction)**, and **Fire services (75% Satisfaction)**

Survey Overview

2026: The service with the most dissatisfaction was **Road Maintenance (58.34% Unsatisfied)**, **Sidewalk Snow Clearing (54.57% Unsatisfied)**, **Street Snow Clearing (41% Unsatisfied)**

2025: The service with the most dissatisfaction was **Road Maintenance (70% Unsatisfied)**, **Sidewalk Snow Clearing (69% Unsatisfied)**, **Snow Clearing (55% Unsatisfied)**

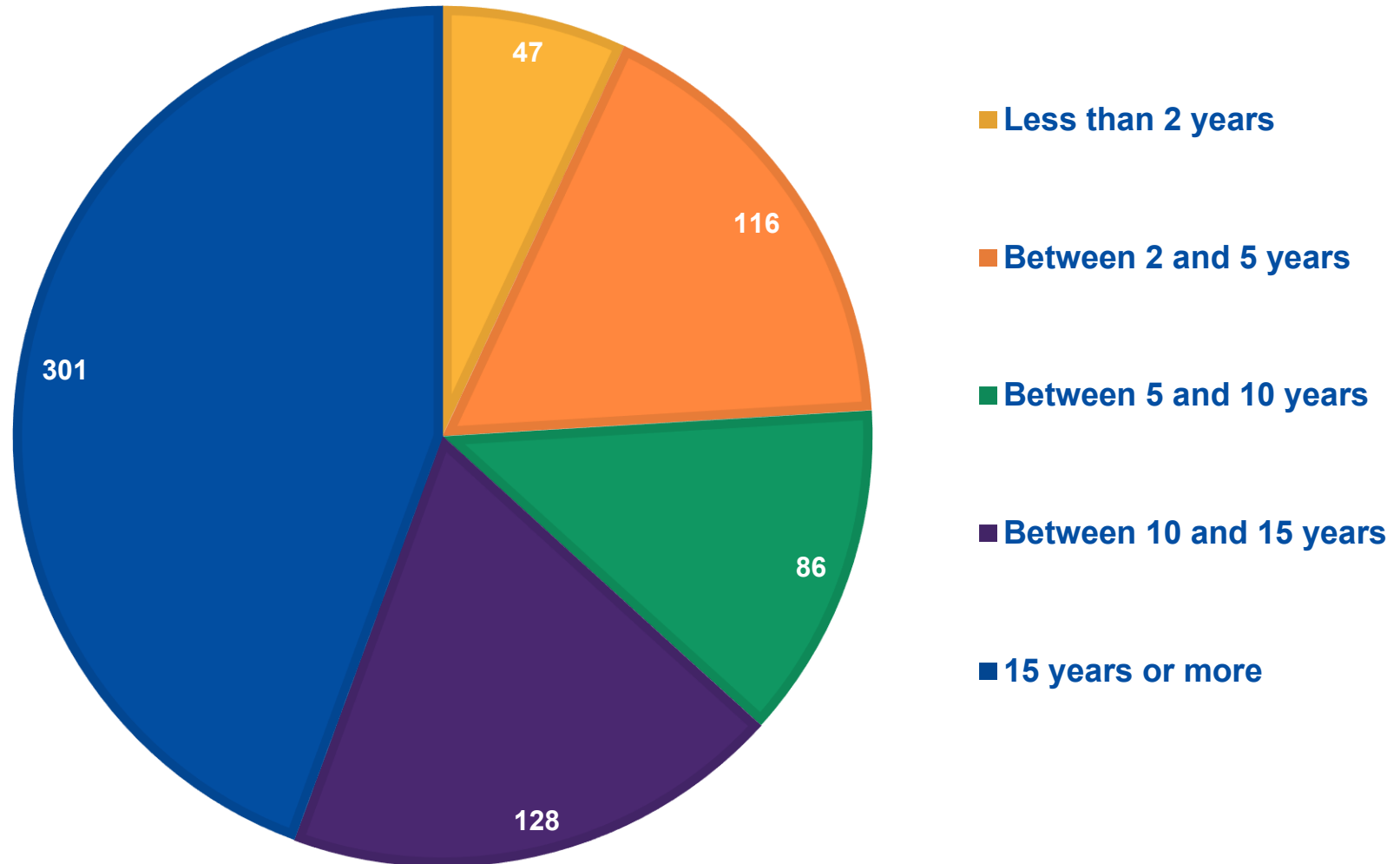
2024: The service with the most dissatisfaction was **Road Maintenance (64% unsatisfied)**, followed by **Municipal Enforcement (35% unsatisfied)**

Budget Talks Survey Question Summaries



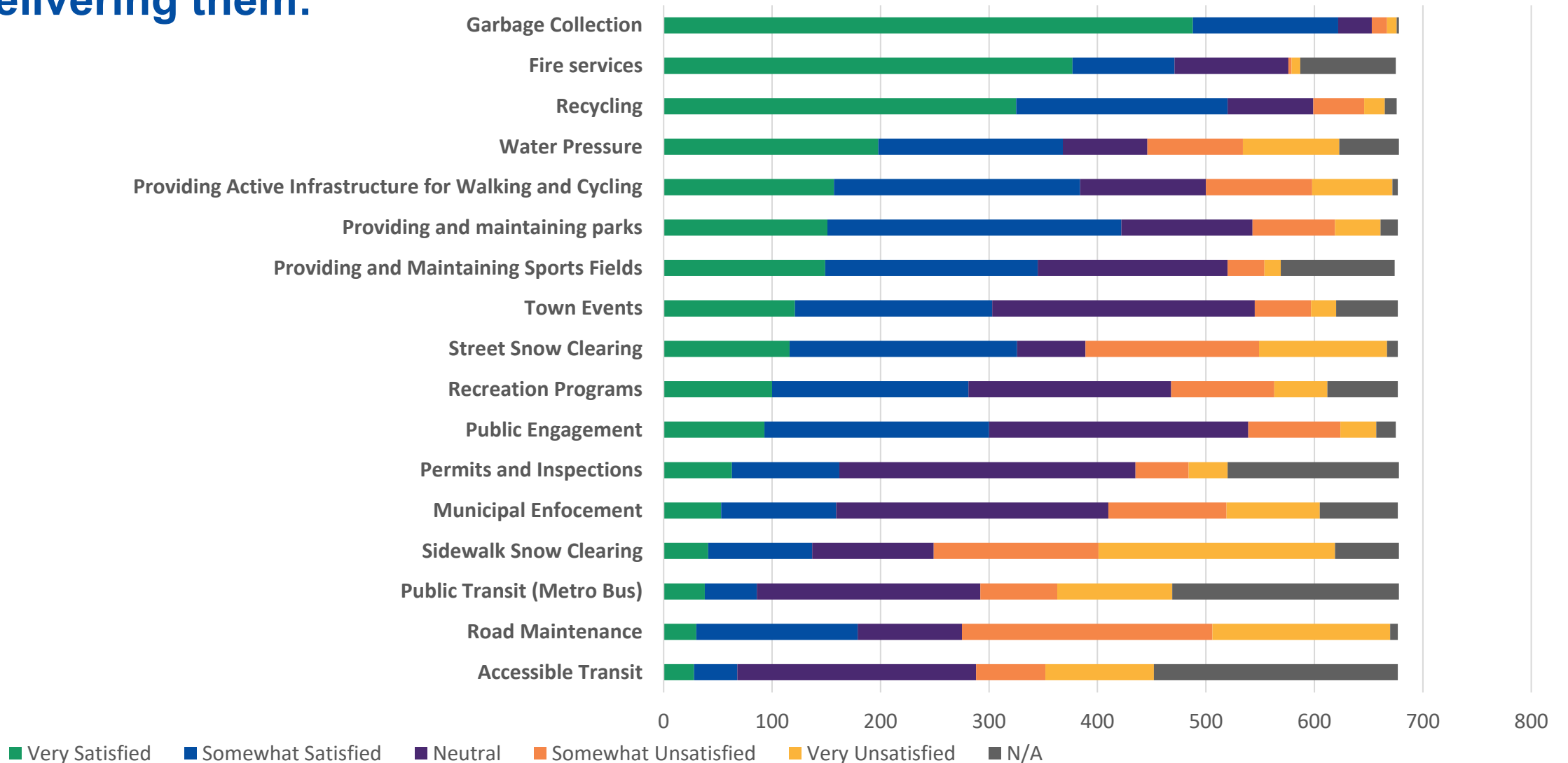
1 - Residency

How many years have you lived in the Town of Paradise?



2 - Service Priorities

Please rate the following services based on how well you think the Town is delivering them:



3 – Service Priorities

Like all municipalities, the Town of Paradise is faced with rising costs to provide services and those costs are continuously rising. In order for the Town to deliver services, what do you consider to be the top three priorities to be addressed by Council in the 2025 Municipal Budget?

The top priorities for spending are (# of times mentioned):

Priority #1

1. Traffic (121)
2. Snow Clearing (100)
3. Roads (Access Connections/ Transportation Infrastructure / Highway Access) (98)
4. Swimming Pool (58)
5. Road Maintenance (45)
6. Water and Sewer (43)

4 – Service Priorities

What is the area that should be given the least priority in the 2026 Budget?

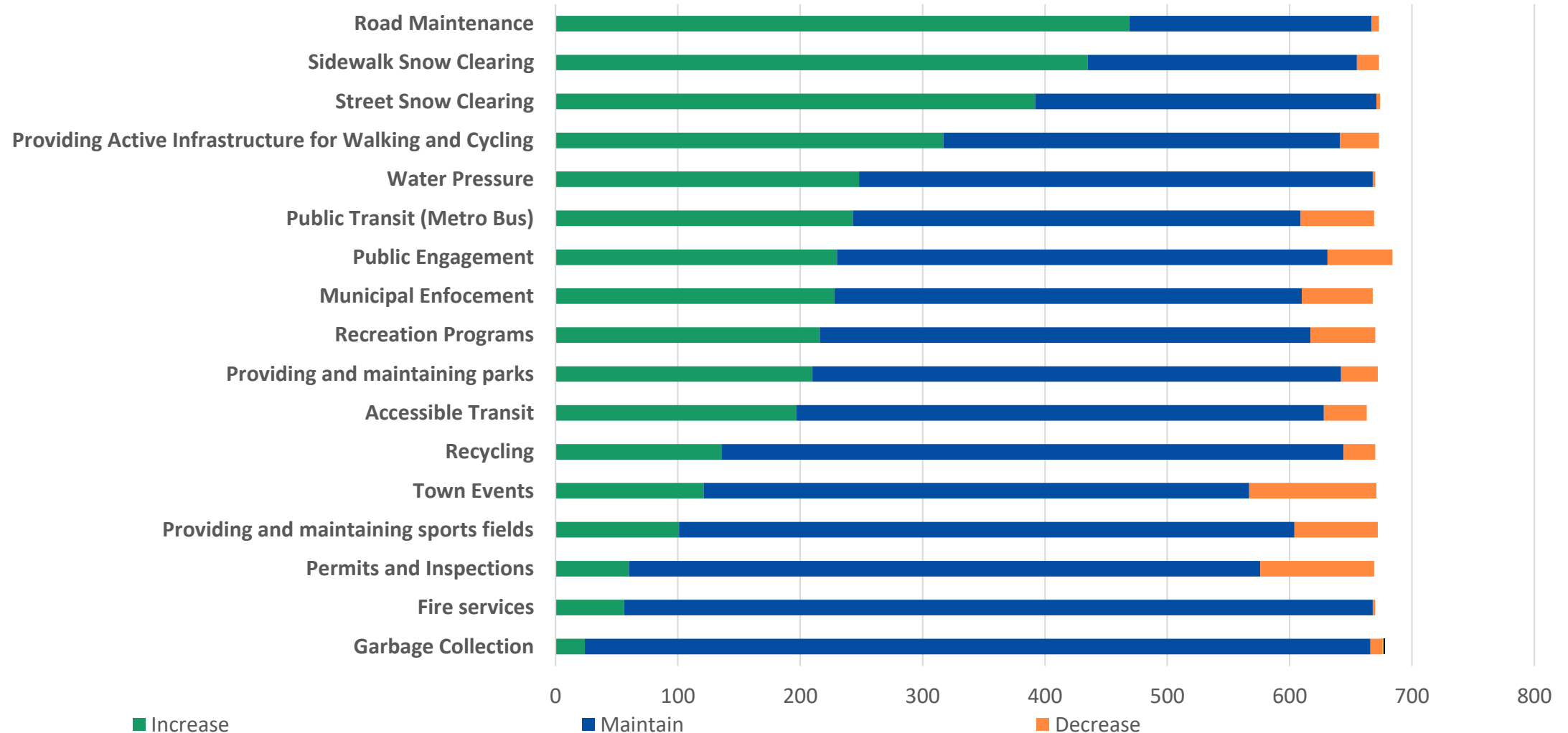
The least priority for spending are:

Least Priority

1. Recreation (Events/ Programs / Parks and Playgrounds) (70)
2. Swimming Pool (52)
3. Housing / Business Development and Population Growth (40)
4. Roundabout Infrastructure (29)
5. Public Transit / Metrobus (29)

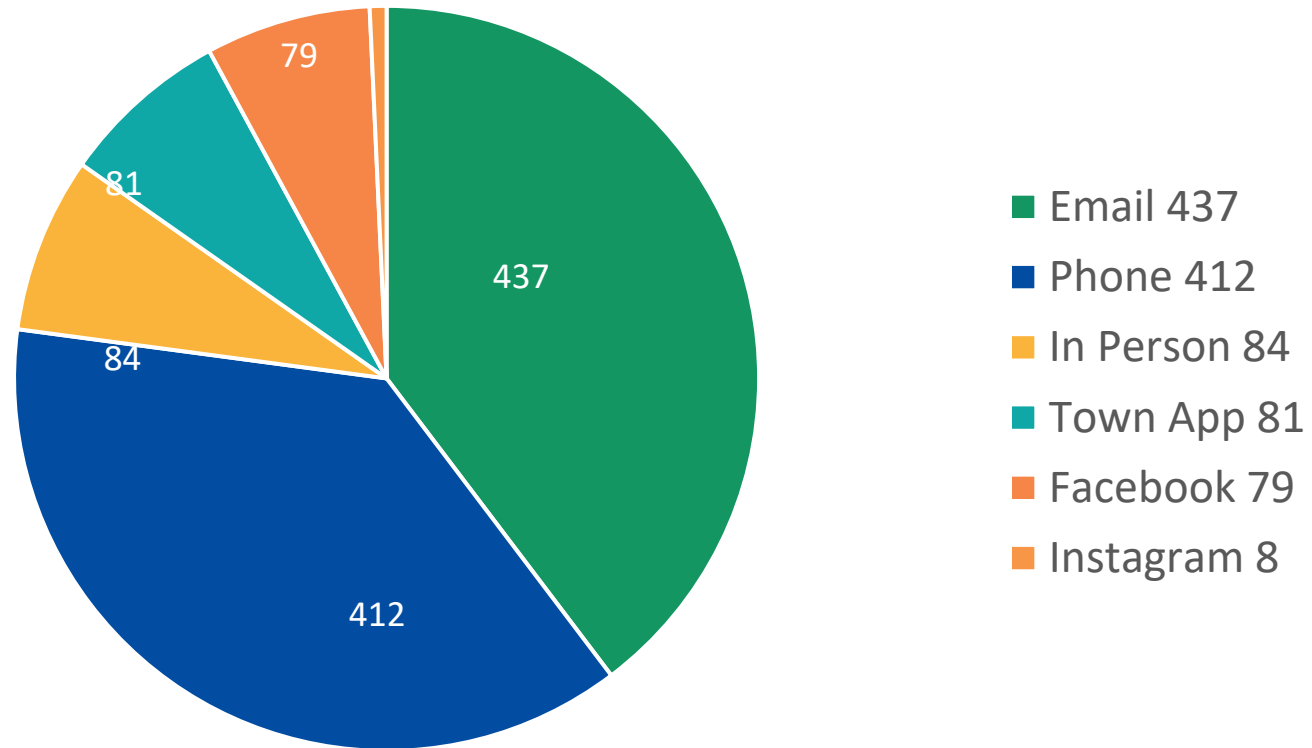
5 – Service Priorities

Please choose whether you would like to increase, maintain or decrease the Town's existing services.



6 – Contacting the Town

How do you contact the Town when you have an inquiry?



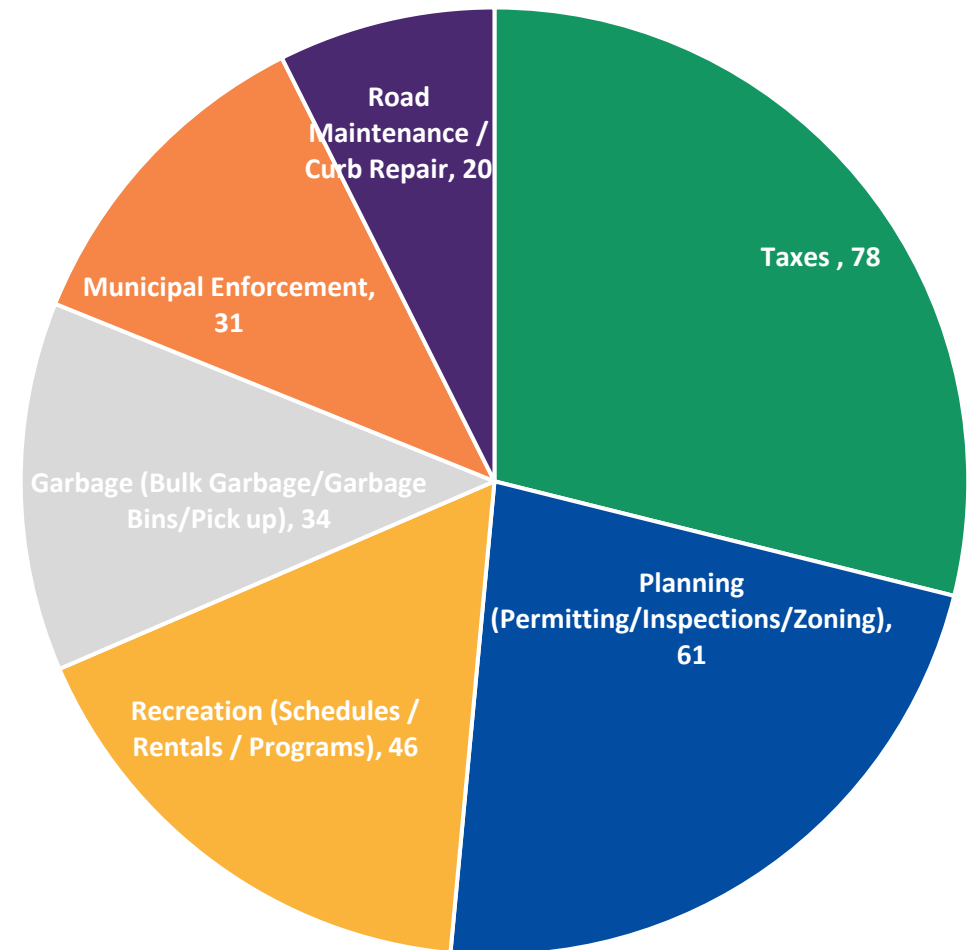
7- Contacting the Town

If you have contacted the Town in the past year, how would you rate the level of customer service?

Respondents provided a rating of 2.6 ★ out of 5 for the level of customer service.

What was the primary reason you contacted the Town?

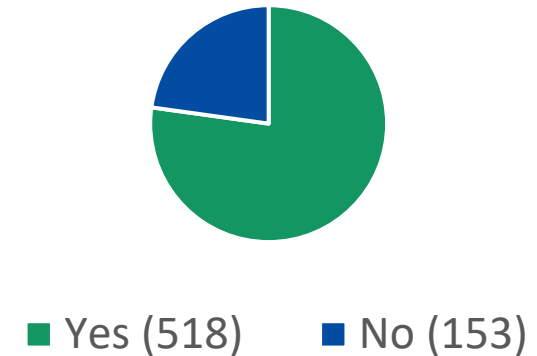
- Taxes (78)
- Planning Permits (61),
- Recreation - Scheduled Rentals and Programs (46)
- Garbage (Bulk Garbage / Garbage Bin / Pickup) 34
- Municipal Enforcement (31)
- Road Maintenance (20)



8 – Town App

Town of Paradise App allows residents to receive updates and notifications on garbage and recycling, receive important news updates, and as of October 2025 entering service tickets. Are you aware of our Town of Paradise App?

518 respondents have heard of the Town App



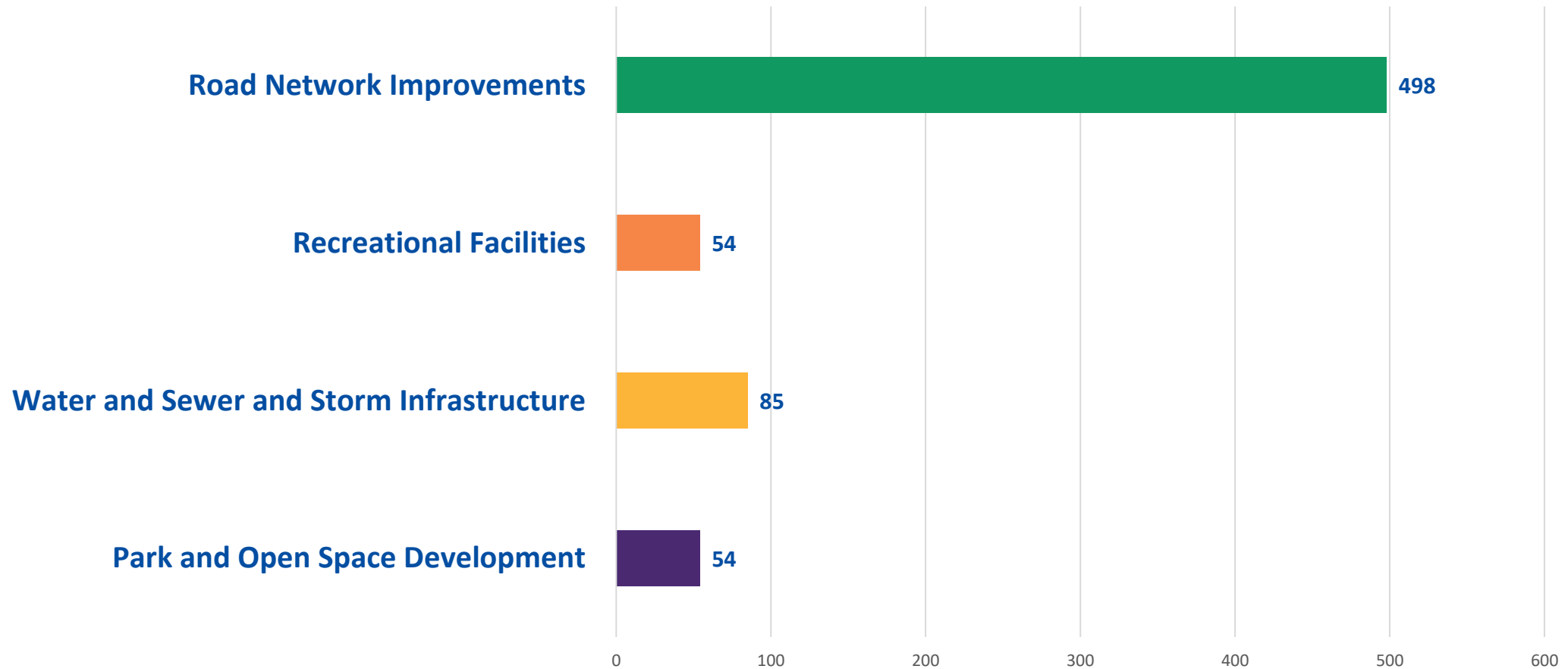
8 – Town App

If yes, and you haven't downloaded it, please tell us why?

- Didn't Know
- Using Voyant
- Getting Information from Website / Social Media
- Issues with the App
- Don't Need It

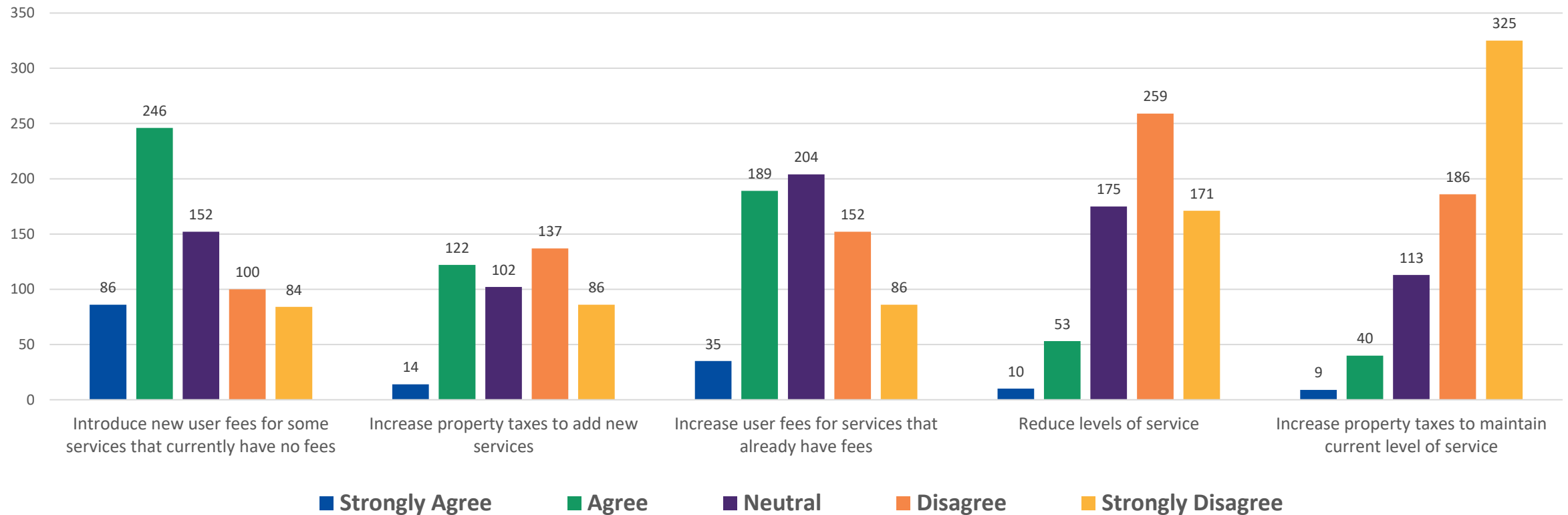
10 – Town Infrastructure

As you look ahead to the next five years, please rank the following infrastructure areas in order of most importance for budget priorities.



10 – Achieving a Balanced Budget

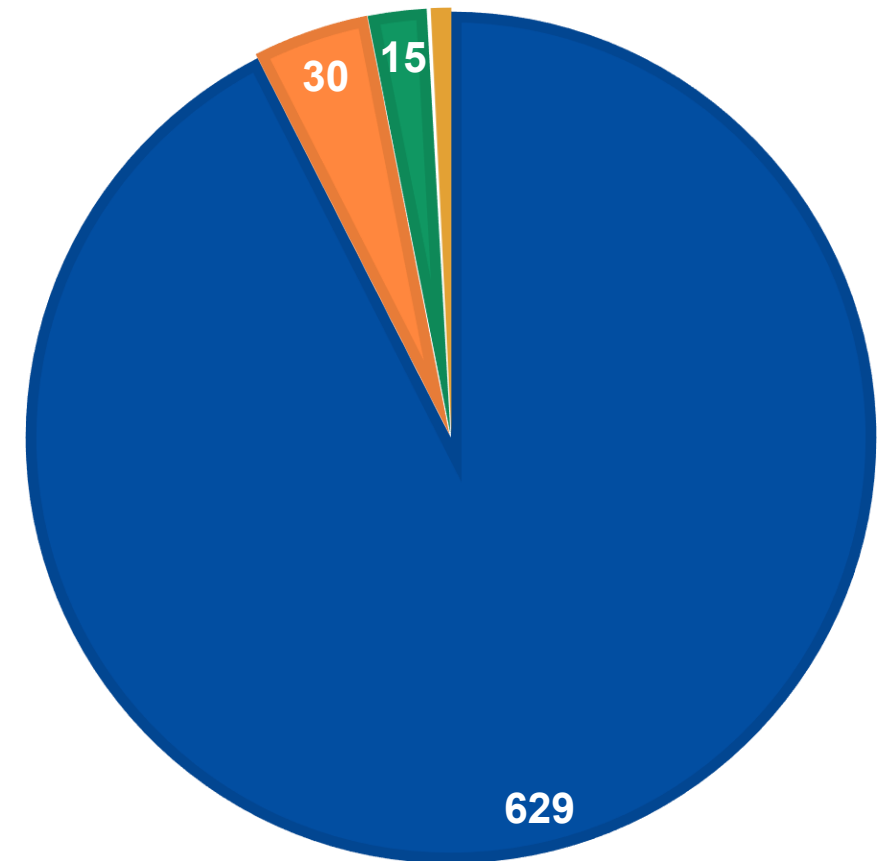
The Town is legislatively required to present a balanced budget; revenues must equal expenses. To support additional services and address rising costs, which option would you prefer so that the Town has a balanced budget?



15 – Home Ownership and Housing Status

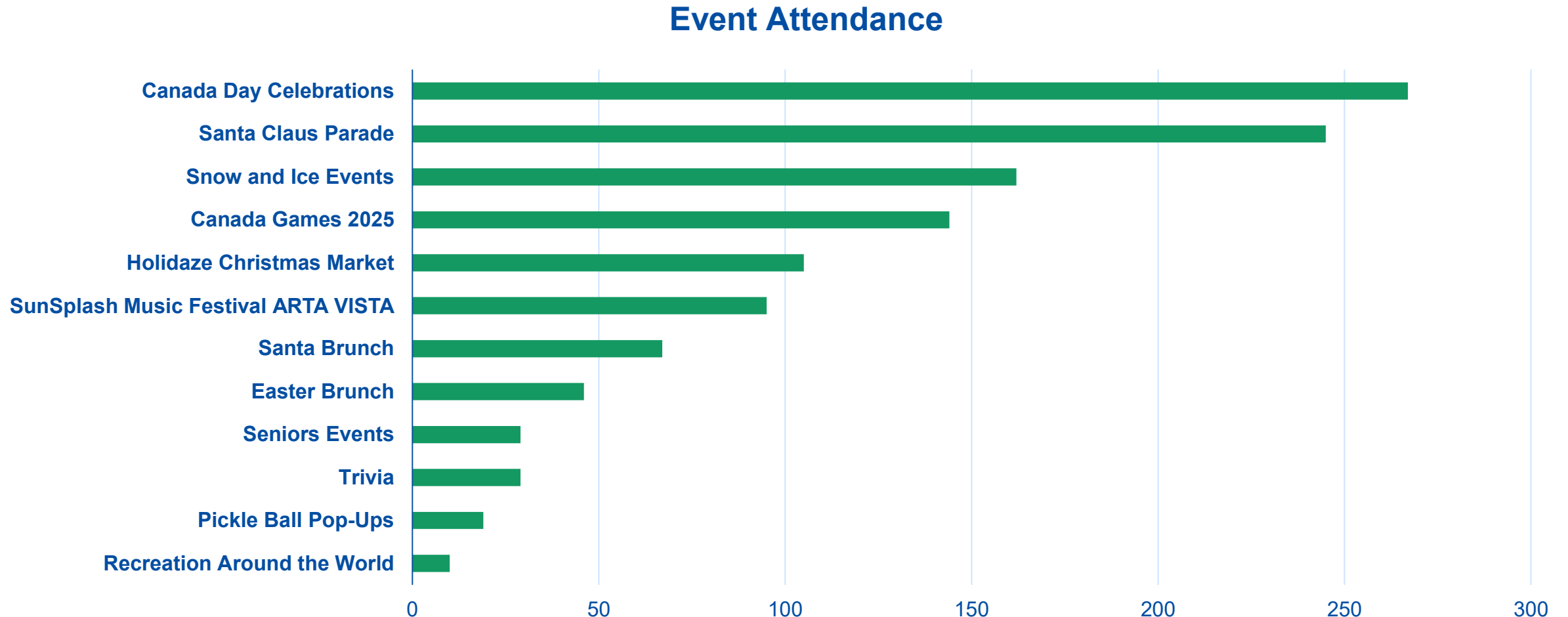
What is your current housing situation? Please choose from the following list:

- I have purchased/own my house
- I rent a house or apartment
- I live in shared accommodations with family and/or friends
- Other



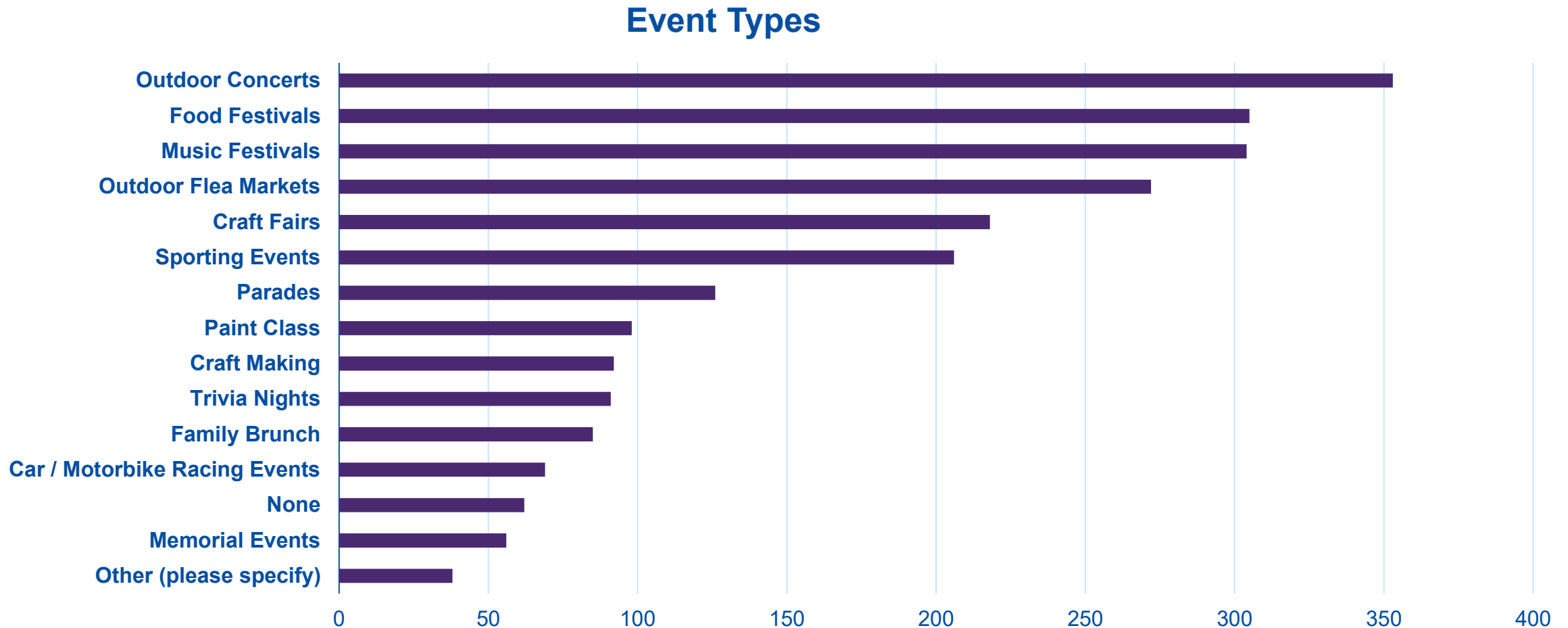
15 – Recreational Events

Have you participated in or attended any Paradise recreation programs or events in the past year? Select all that apply.



16 – Recreational Events

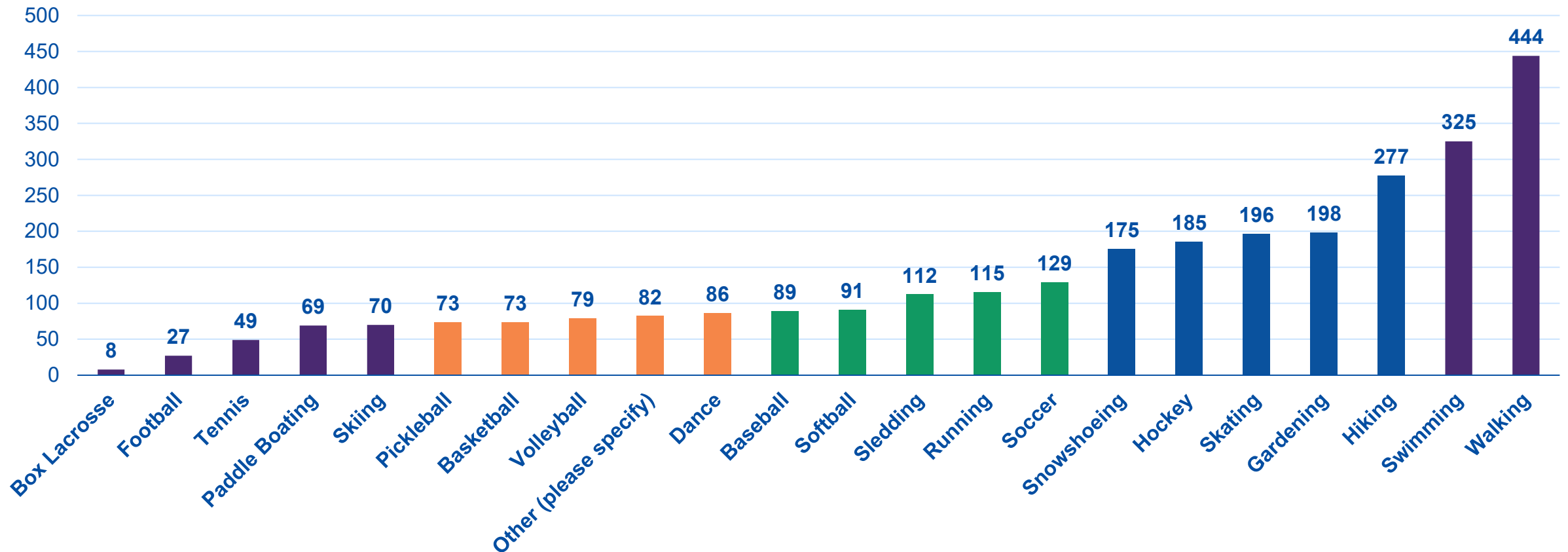
What type of community events do you enjoy attending in the Eastern Region that you would like to see more of in Paradise? Select all that apply.



17 – Recreational Programming

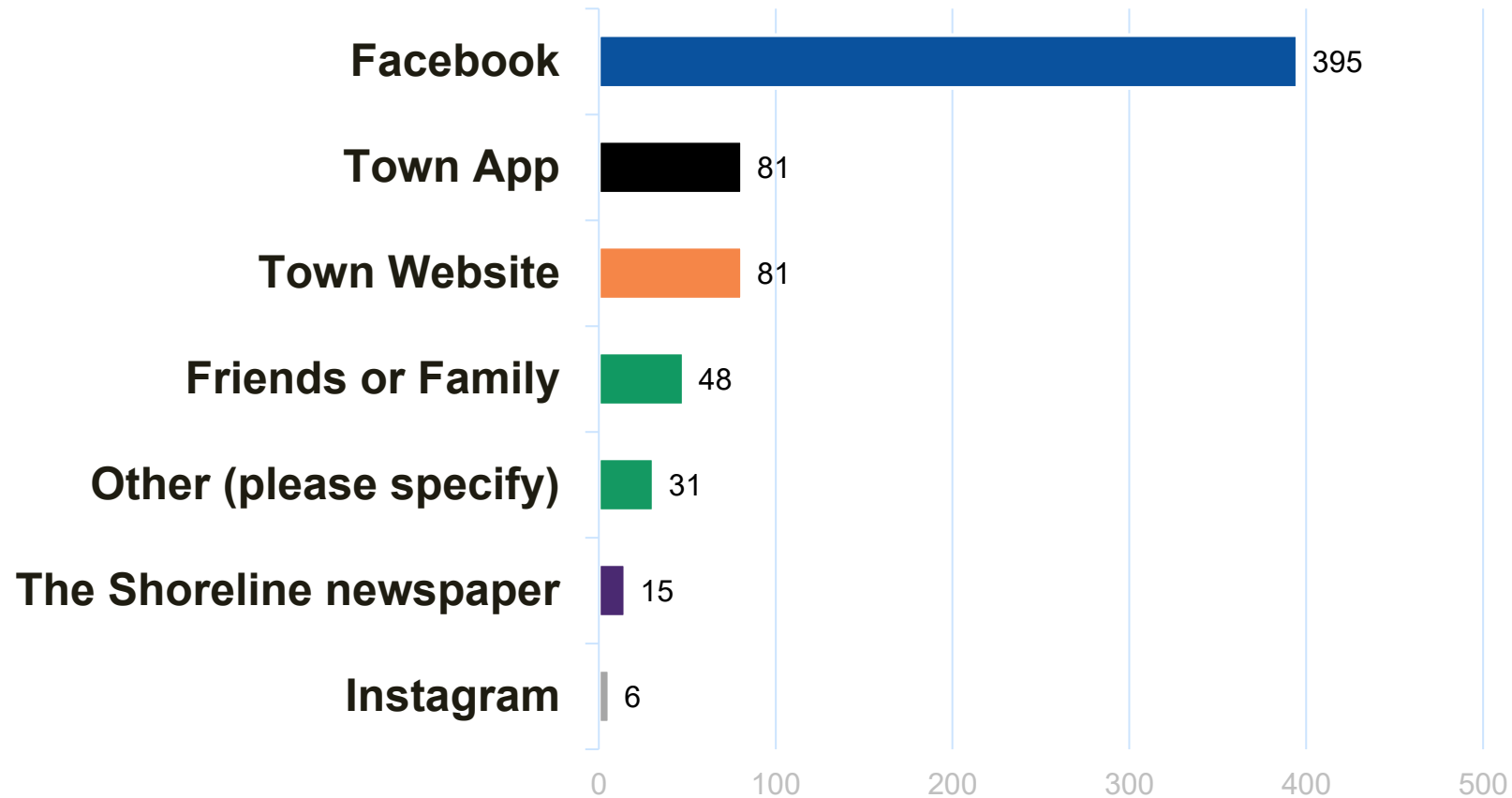
What are some of your favourite recreational activities? Select all that apply.

Types of Activities



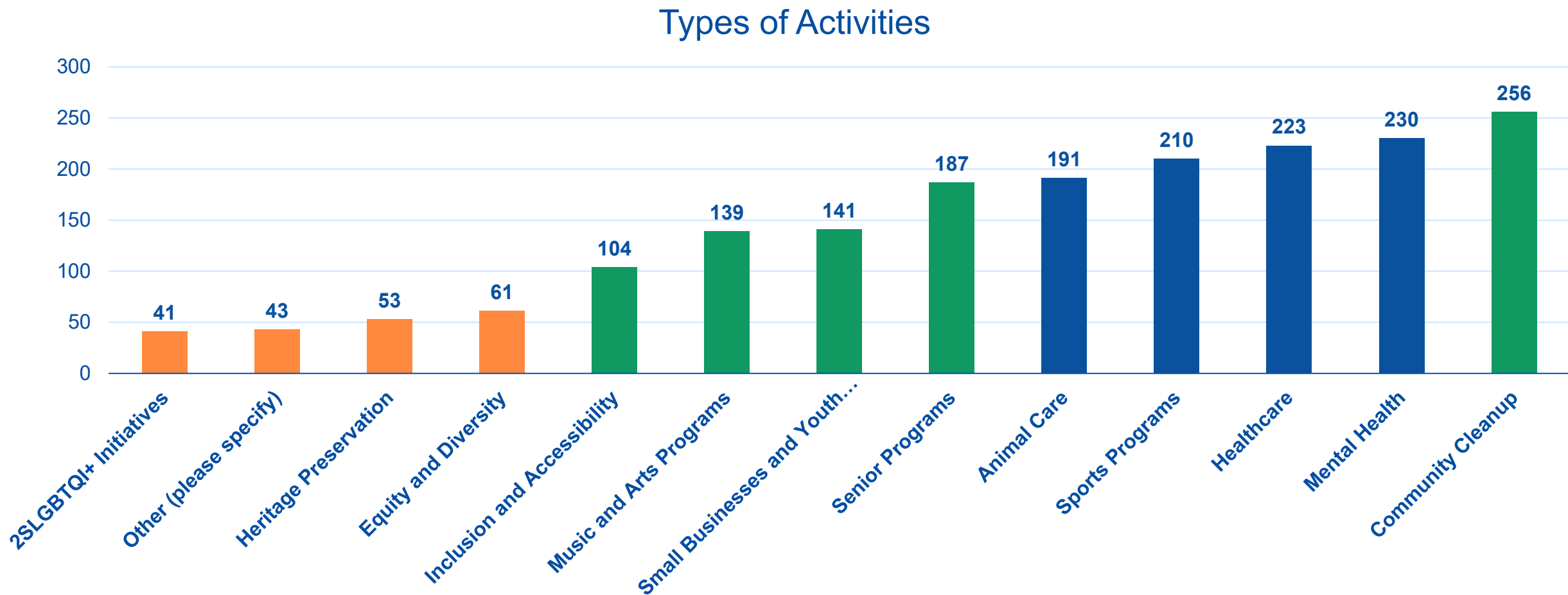
15 – Communication for Events and Programming

How do you typically hear about recreational programs or events?



16 – Social and Cultural Initiatives

The Town would like to encourage more social and cultural initiatives. What are some types of initiatives you would like to see the Town provide funding for?



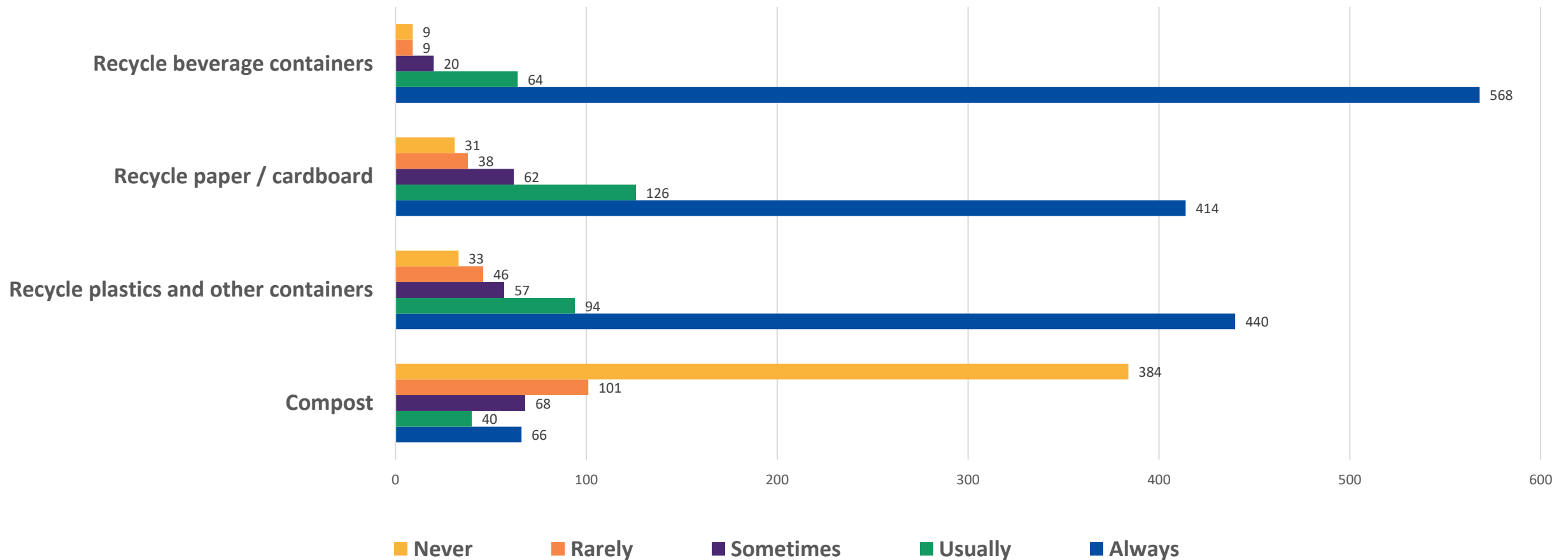
17 - Green Goal

Green Goal is all about small steps that can make a big difference! The Town runs its operations in a sustainable manner and encourage residents and other stakeholders to do likewise. How important is the commitment to the 4 Rs - Reducing, Recycling, Reusing and Repairing to you?

Level of Importance 7.5 / 10

18 – Waste Reduction

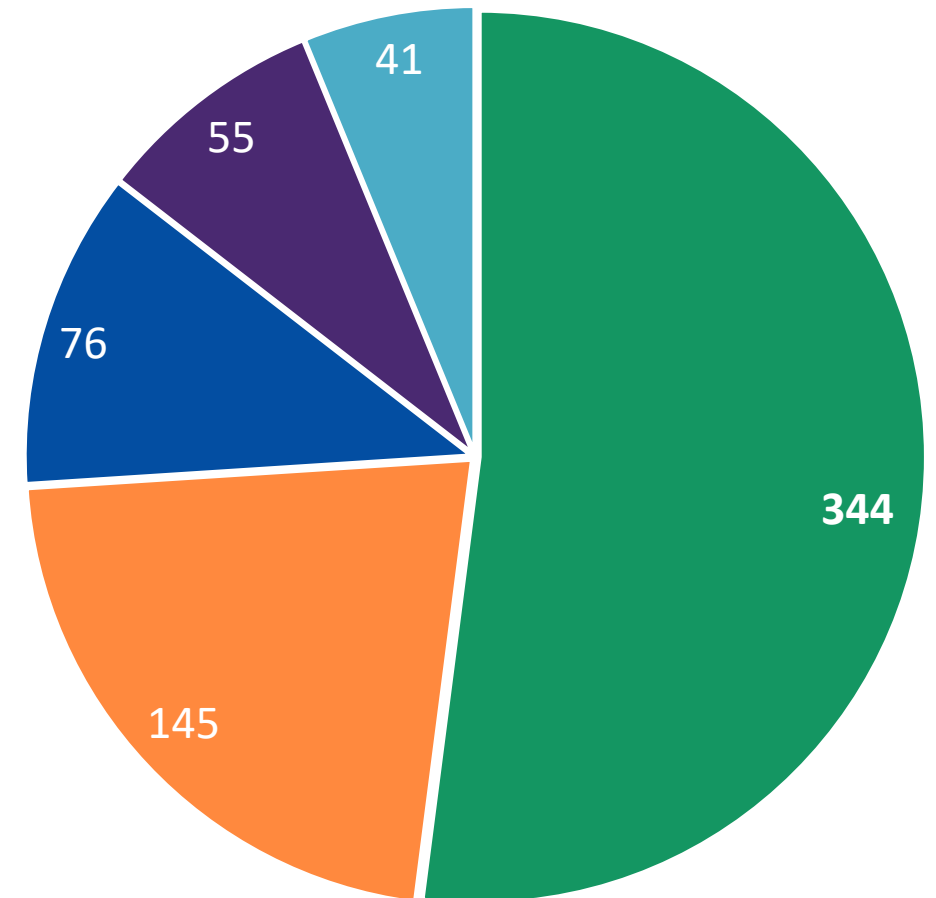
The Town always encourages reducing the amount of waste going into landfills. How often do you do the following?



19 – Yard Waste

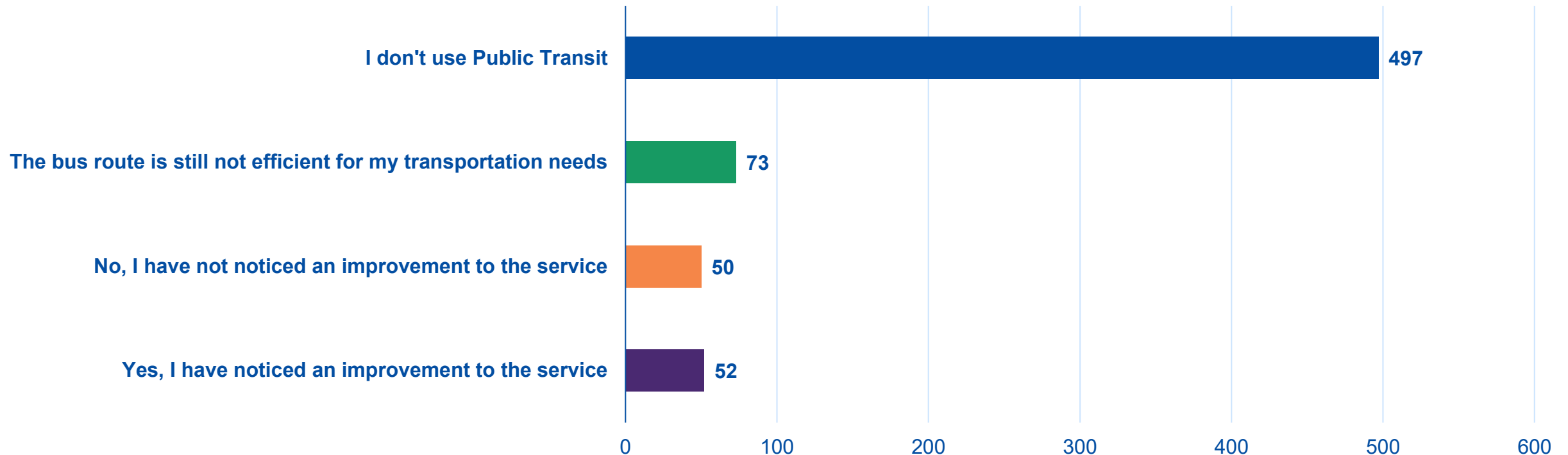
How do you dispose of yard waste such as leaves, branches, and grass?

- Nothing, I leave grass clippings on the lawn after mowing
- Place in regular garbage
- Add to my backyard composter
- Other (please specify)
- Put in brown bags for collection in June and November (New Yard Waste Program)



20 – Public Transit

The Town partners with Metrobus to offer public transit in Paradise. Ridership has been growing since it was launched in the Town. As of September 2025, Route 30 operates all day on weekdays and peak hours on Saturdays. Since that time have you noticed an improvement to the Metrobus Service in Paradise?



21 – Public Transit

Are there any other locations that you think should have a Metrobus stop?

St. Thomas Line: 28

Paradise Road: 8

22 – General

Thank you for participating in this survey. If you have any other comments, please provide them below.

**Get a
swimming Pool**

**Traffic flow
needs to be addressed**

**Traffic Calming in
Canterbury**

**Please Consider the cost of living --
when it comes to tax Bills**

What about a swimming pool?

**Love the quiet country setting and the
sense of community this area has.**

**We need to increase recycling
to weekly**

**Overall great work all round,
thank you!**

**Putting in Sidewalks
and Snow clearing
the sidewalks**

**The number one issue
that should be
addressed is the
traffic in paradise at
rush hour.**

**Pause on
Development Till
Roads are Built**

**The walking trail system is lovely
but ORV drivers make
it a dangerous horrible experience.**

**You guys are doing a wonderful
job!**

**The scooters, are they allowed on the
road?**

**The traffic
congestion is really
bad**

**Please Address
the Traffic**

**Dedicated right turn lane from
Kenmount Road to Brougham Drive**

**Please don't Increase
Taxes**

**The road infrastructure needs to be
addressed firstly before any other
investment**

**My number one priority
is sidewalks on St. Thomas Line**

**Do not increase taxes,
balance the budget in
other ways.**

22 – General

Thank you for participating in this survey. If you have any other comments, please provide them below.

Can you look at Snow Shoe Rentals or Canoes?

Get the traffic under control please.

Paradise families need a swimming pool

Snow clearing needs to be budgeted better for us.

Please Get a Pool!

There needs to be something done about how invasive these subdivisions are.

We need a pool and year round yard waste.

Fix water pressure in Elizabeth park.

Stop with the Shoreline – No one is reading that

I find the atvs and dirt bikes on trails really distressing

I sense a lot of frustration in the community, with traffic and spending priorities.

More ice time hours for minor sports.

More Pickleball Courts

We have an awesome community. I'd very much like it improved with adequate water pressure

Sidewalks in school areas should be priority and make sense.

Paradise needs a Skate Park

The poor planning, horrible traffic and financial mismanagement has led this town to its downfall.

I would never recommend someone move here

More buses all day and all evening at least till 10 pm at night !

I feel like Elizabeth Park area has been forgotten about

Taxes are High Enough

Thank You

