



Working together with our community

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## **Budget Committee Meeting – October 12, 2021**

Subject: 2022 Budget Engagement Campaign/Survey Results  
Report Number: CS 21-64  
Division: Corporate Services  
Department: Financial Management and Planning  
Purpose: For Information

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### **Executive Summary:**

Staff launched the 2022 budget engagement campaign on September 17<sup>th</sup>, with the goal of soliciting as much public input into budget priorities as possible. This report includes the results of an online survey, and comments received from the public online.

Key results of the study indicate that the majority of people are in support of keeping tax increases at or below the rate of inflation. The key priorities indicated by respondents was that the most tax payer money should be invested in core services for residents (such as emergency services, or maintaining road and bridge infrastructure), as well as attracting and retaining businesses to the county.

Staff plan to hold an online virtual engagement session on October 20<sup>th</sup> to further engage the public, and will update the Budget Committee on those results in the future.

### **Discussion:**

Staff in Corporate Services launched the 2022 budget engagement campaign on September 17<sup>th</sup>. The campaign to date has included a dedicated web page, budget survey, and promotional marketing and communications. The main goal of the campaign was to drive people to the budget survey, in order to provide Council with as much data and feedback as possible prior to budget deliberations. The survey was available online, as well, newspaper advertisements provided details on a call-in response option supported by ServiceNorfolk. The survey closed October 1<sup>st</sup>.

All data collected through the campaign is attached to this report, including the full survey results, 612 “additional comments” submitted through the survey.

Below is a summary of survey results.

### **Overview**

- 779 responses
- Respondents from all areas of county
- Approx. 612 responses were provided to open-ended “additional comments” questions

**Value for Services Provided by the Municipality**

1. 50% of respondents feel the municipality provides good value for level of property taxes paid
2. For those who use Municipal water and wastewater services, 39% feel the municipality provides good value for the related services

**Tax increases**

1. 55%, or the majority of people, show support for keeping tax increases at or below the rate of inflation
2. 27% of respondents believe the County should set the tax rate to ensure the needs of the County are met to maintain current assets and services, as well as invest in new services.
3. 18% believe that tax increases should be set to maintain current assets and services.

**Investing in Key Priorities**

1. Respondents ranked the most tax payer money should be invested in the following priorities:
  - a. Investing in Core Services for Residents – Such as investments in emergency services or maintaining road and bridge infrastructure
  - b. Attracting and Retaining Business to the County – investing or providing services that foster development and employment opportunities in the County
  - c. Investing in Soft Services for Residents – Such as investments in recreational services, libraries, museums, etc.
2. The following areas of investment were ranked less important priorities for investment in taxpayer funds:
  - a. High Speed Internet – ensuring that more of the County has high speed internet connectivity
  - b. Affordable Housing – ensuring that there is adequate supply of affordable housing for people to live in Norfolk County
  - c. Increasing Tourism – Investing in programs that encourage individuals outside of the County to visit and support local businesses

**Investing in Infrastructure**

1. 62% of people indicated that investing in core infrastructure to maintain or improve services was of higher priority compared to investing in non-core infrastructure or infrastructure that will improve customer service to create efficiencies.

**Building Better and Location**

1. 87% would be willing to drive between 5 to over 20 minutes further to access a facility if the County was able to provide an improved asset or service.

**Importance of Attracting and Retaining Quality Staff**

1. 84% feel Norfolk County's compensation strategy should be to pay at or above the average rates of competitors to ensure staff can be attracted and retained.

**Virtual Public Engagement Session**

1. 276 survey respondents indicated they would be interested in attending the virtual open house on Wednesday, October 20<sup>th</sup>
2. Majority of respondents indicated they would prefer the session be held at 6:30pm
3. In order of interest, individuals indicated they would be very interest in discussing the Capital Budget, the Levy Supported Operating Budget, and lastly the Rate Supported Operating Budget

**Next steps**

Financial Management and Planning, supported by Communications, will continue to update the public on budget activities and discussions throughout the coming months using a variety of methods.

A virtual public engagement sessions has been scheduled for October 20<sup>th</sup>. This meeting will include a short presentation by Financial Planning & Management staff and a Q and A session with participants.

**Financial Services Comments:**

There are no direct financial implications at this time as this report is for information purposes only. All costs related to the development and implementation of this survey will be accommodated within existing department budgets. The feedback received from this survey is intended to inform Council of the community's priorities for consideration while deliberating the operating and capital budgets.

**Interdepartmental Implications:**

None.

**Consultation(s):**

Supervisor, Corporate Communications; Supervisor, Financial Planning & Reporting; Treasurer and Director, Financial Management & Planning; General Manager, Corporate Services

**Strategic Plan Linkage:**

This report aligns with the 2019-2022 Council Strategic Priorities "Build Solid Foundations", "Build and Maintain Reliable Quality Infrastructure" and "Focus on Service."

**Explanation:**

The 2022 budget survey results focus heavily on items related to financial sustainability, service levels, and infrastructure.

**Conclusion:**

The results of the 2022 budget engagement campaign – specifically the online survey – are expected to help inform Council's decision-making during the budget deliberation process.

**Recommendation(s):**

THAT Staff Report CS 21-64 2022 Budget Engagement Campaign/Survey Results be received as information.

**Attachment(s):**

Attachment 1: Full budget survey results

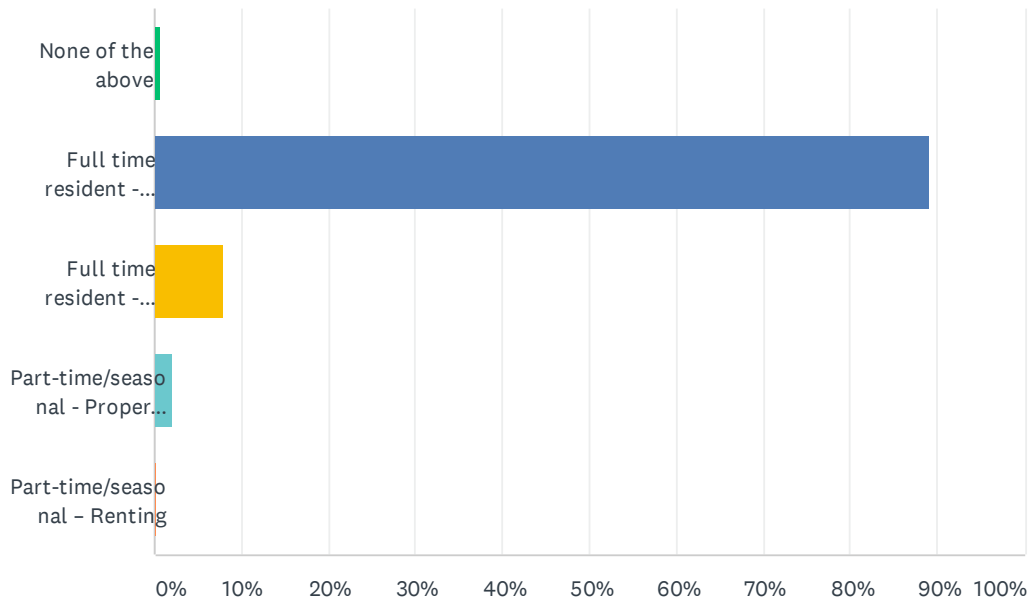
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## Q1 Norfolk County is home to full-time and seasonal residents. Please select your residence type:

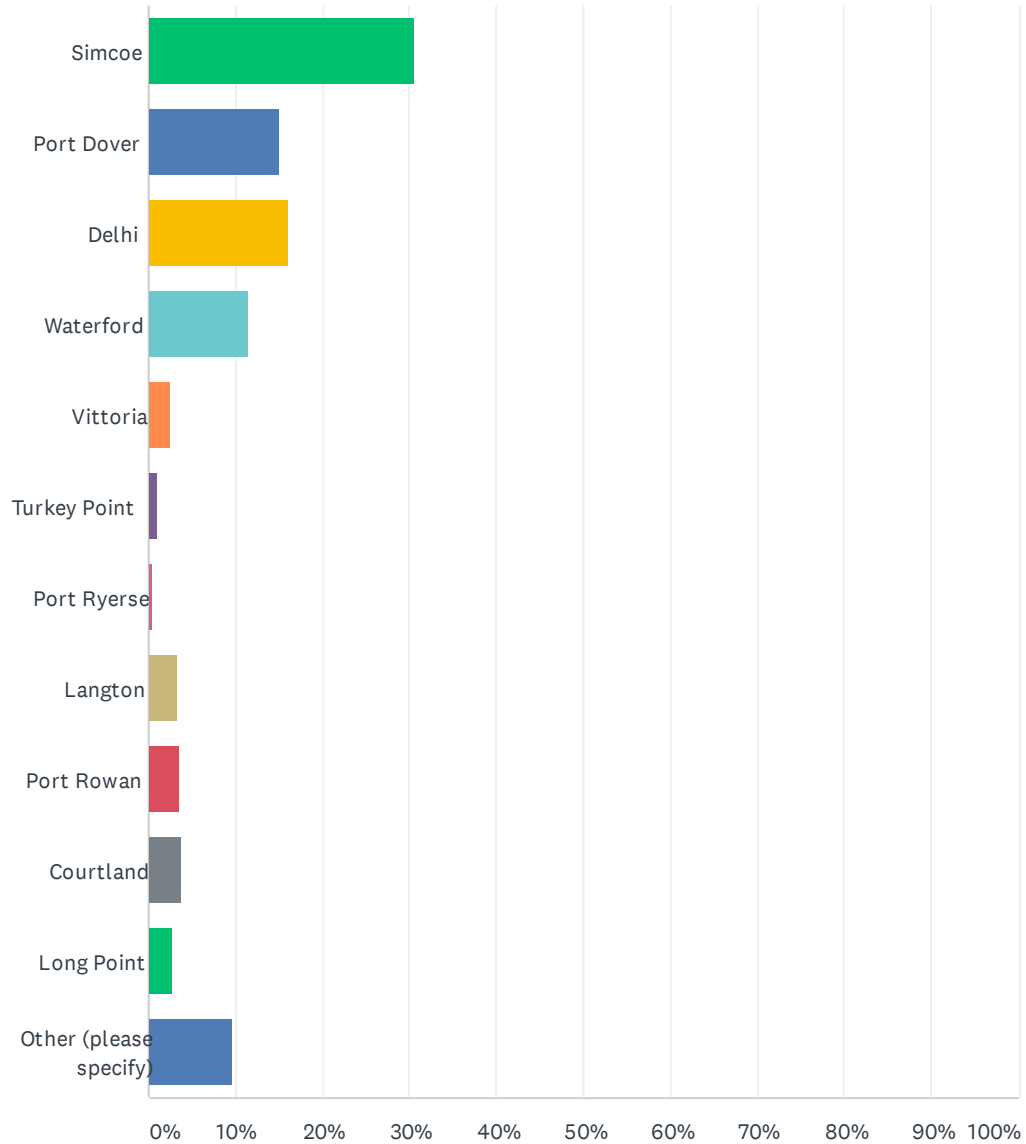
Answered: 774 Skipped: 5



ANSWER CHOICES	RESPONSES	
None of the above	0.65%	5
Full time resident - Property owner	89.15%	690
Full time resident - Renting	7.88%	61
Part-time/seasonal - Property owner	2.07%	16
Part-time/seasonal – Renting	0.26%	2
TOTAL		774

## Q2 In which area of Norfolk County do you live?

Answered: 773 Skipped: 6

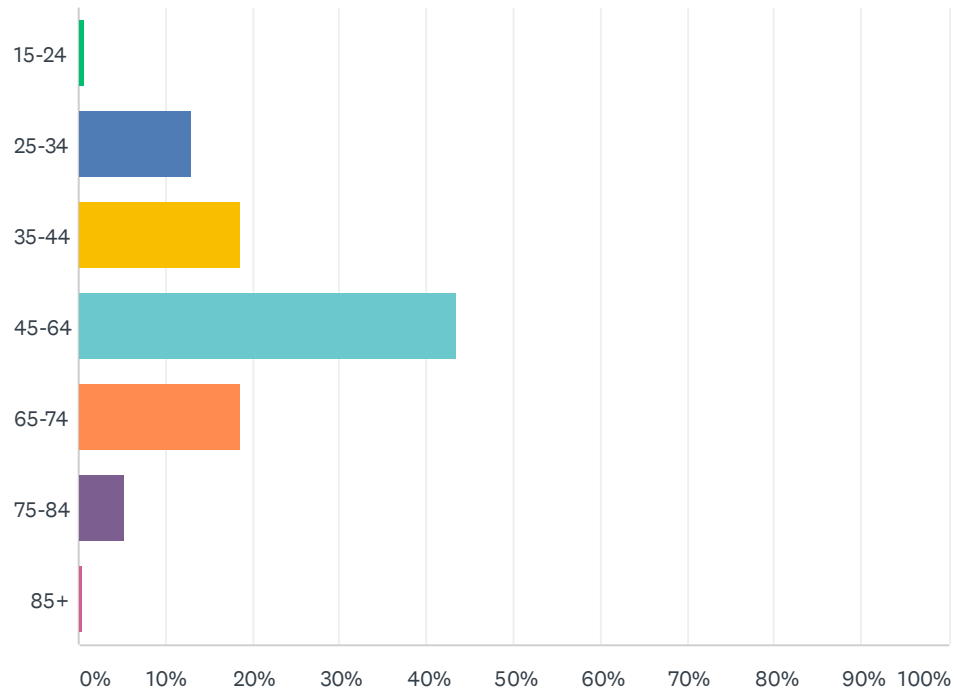


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ANSWER CHOICES	RESPONSES	
Simcoe	30.53%	236
Port Dover	15.01%	116
Delhi	16.04%	124
Waterford	11.51%	89
Vittoria	2.46%	19
Turkey Point	1.03%	8
Port Ryerse	0.39%	3
Langton	3.36%	26
Port Rowan	3.49%	27
Courtland	3.75%	29
Long Point	2.72%	21
Other (please specify)	9.70%	75
TOTAL		773

## Q3 What age category do you fall into?

Answered: 774 Skipped: 5

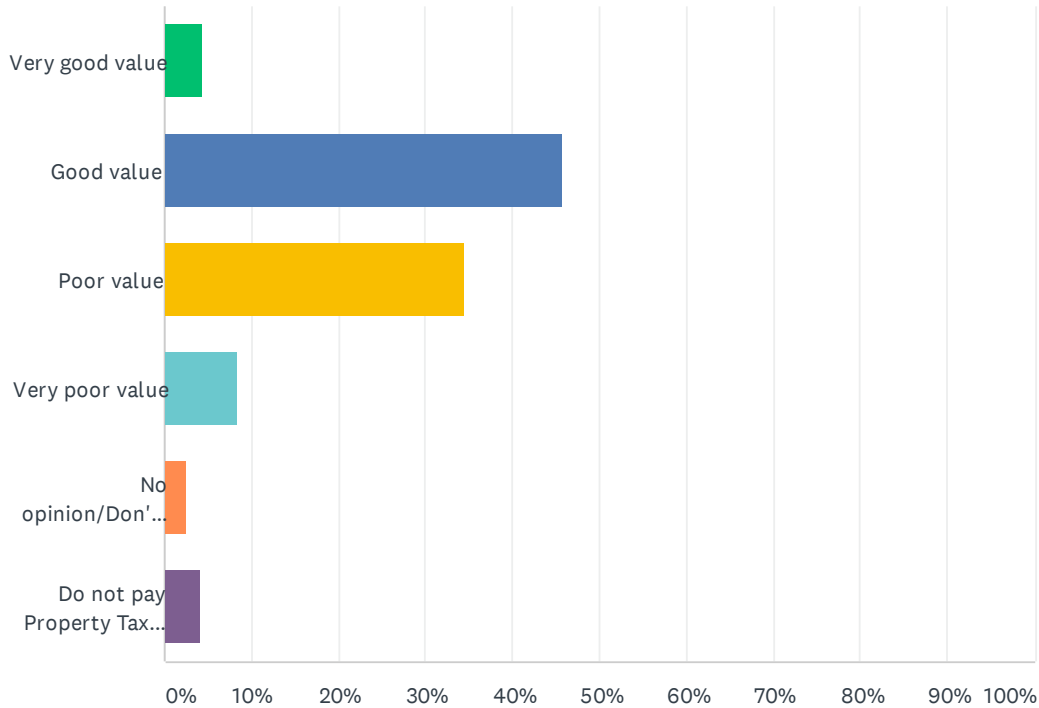


ANSWER CHOICES	RESPONSES	
15-24	0.65%	5
25-34	12.92%	100
35-44	18.60%	144
45-64	43.54%	337
65-74	18.60%	144
75-84	5.30%	41
85+	0.39%	3
TOTAL		774



Q4 The municipality provides a wide range of services, including police and fire protection, garbage collection and disposal, recreation facilities and programming, transit, road and street maintenance, etc. Thinking about all the programs and services you receive from the municipality, please indicate the degree to which you believe you receive good or poor value for the level of property taxes that you currently pay?

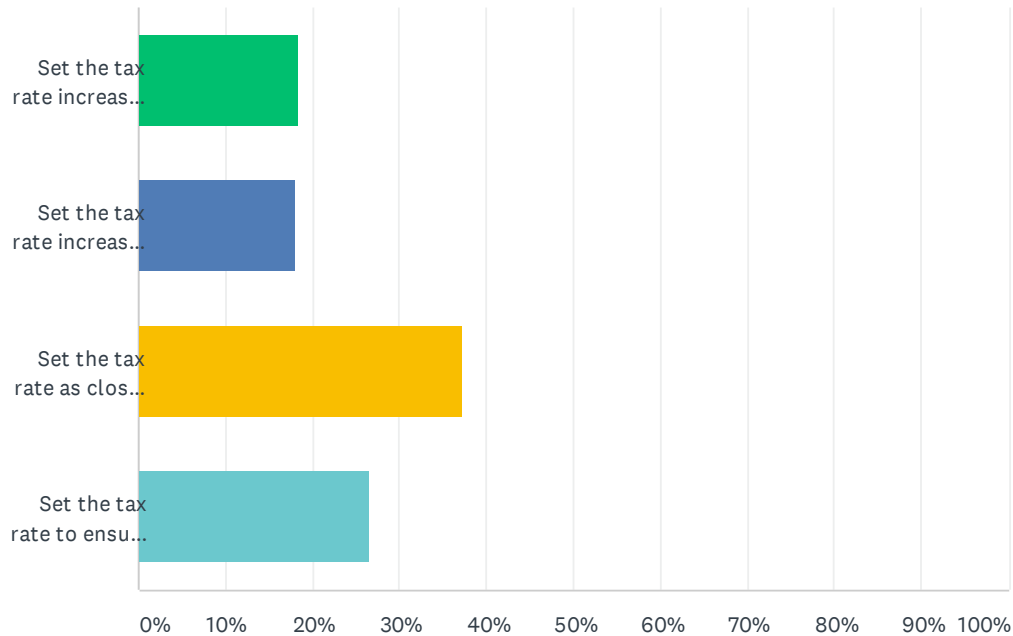
Answered: 771 Skipped: 8



ANSWER CHOICES	RESPONSES	
Very good value	4.41%	34
Good value	45.78%	353
Poor value	34.50%	266
Very poor value	8.43%	65
No opinion/Don't know	2.59%	20
Do not pay Property Tax (example: rent, live with parents)	4.28%	33
TOTAL		771

## Q5 Tax Increases Taxes are critical to deliver municipal services to the residents of Norfolk County, in setting the property tax increase, which approach do you feel Norfolk County should take?

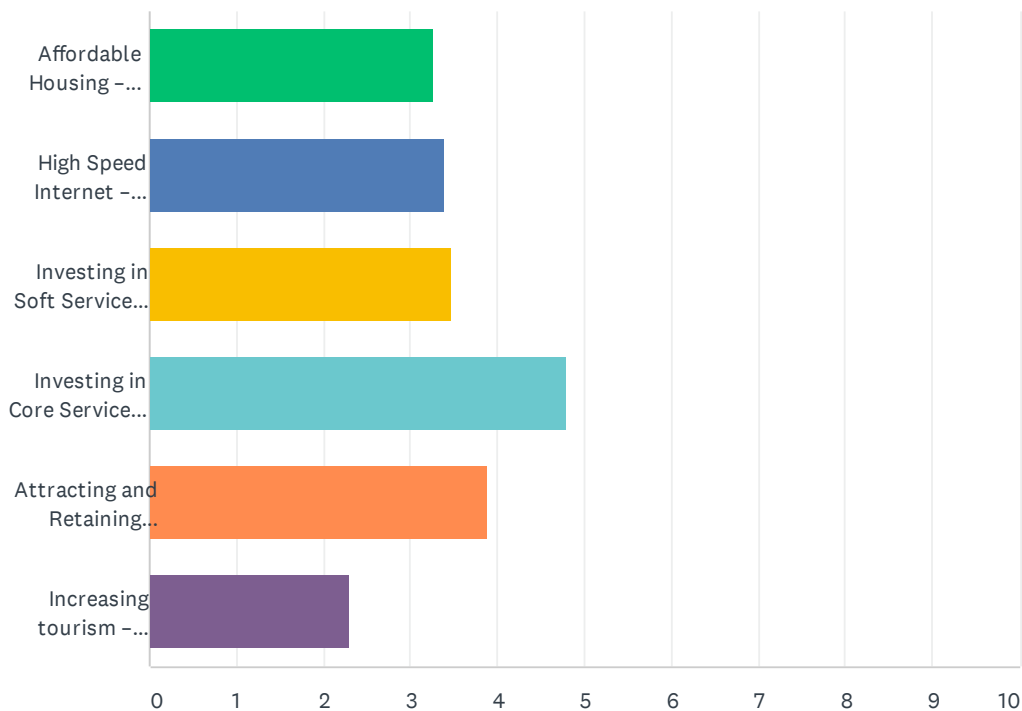
Answered: 770 Skipped: 9



ANSWER CHOICES	RESPONSES	
Set the tax rate increase to maintain current assets and services	18.31%	141
Set the tax rate increase at the rate of inflation	17.92%	138
Set the tax rate as close to zero increase as possible	37.14%	286
Set the tax rate to ensure the needs of the County are met to maintain current assets and services, as well as invest in new services	26.62%	205
TOTAL		770

**Q6 Key Priorities** Norfolk County has a number of priorities and limited financial resources. Please rank the following priorities in terms of where you feel taxpayer investment is most important. Rank of 1 indicates the priority where you feel the most taxpayer money should be invested (1 being the most important, 6 being the least).

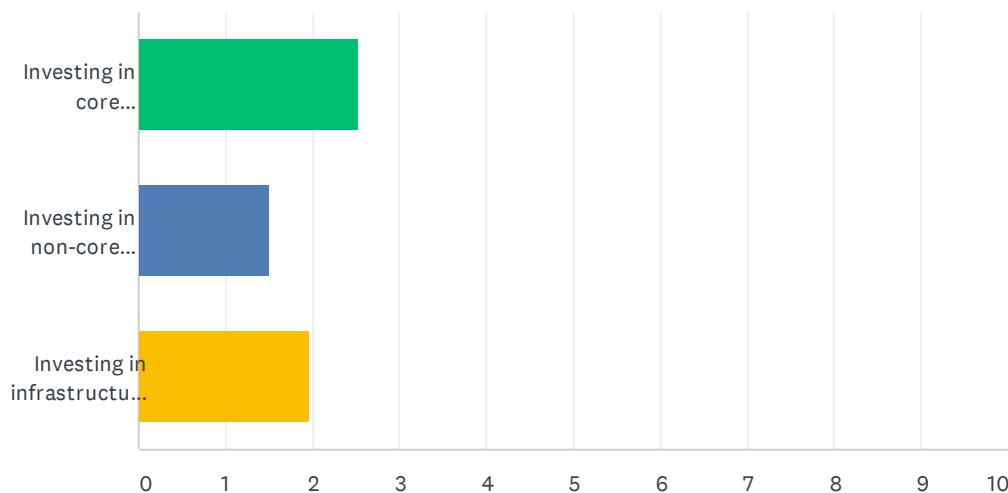
Answered: 775 Skipped: 4



	1	2	3	4	5	6	TOTAL	SCORE
Affordable Housing – ensuring that there is adequate supply of affordable housing for people to live in Norfolk County.	19.24% 142	9.89% 73	12.74% 94	17.07% 126	18.56% 137	22.49% 166	738	3.27
High Speed Internet – ensuring that more of the County has high speed internet connectivity.	12.36% 90	18.82% 137	16.35% 119	16.90% 123	18.13% 132	17.45% 127	728	3.38
Investing in Soft Services for Residents – Such as investments in recreational services, libraries, museums, etc.	10.47% 78	17.85% 133	21.34% 159	20.40% 152	18.79% 140	11.14% 83	745	3.47
Investing in Core Services for Residents – Such as investments in emergency services or maintaining road and bridge infrastructure.	40.72% 305	24.97% 187	16.56% 124	10.28% 77	5.34% 40	2.14% 16	749	4.79
Attracting and Retaining Business to the County – investing or providing services that foster development and employment opportunities in the County.	16.22% 122	22.07% 166	22.21% 167	18.62% 140	16.89% 127	3.99% 30	752	3.90
Increasing tourism – Investing in programs that encourage individuals outside of the County to visit and support local businesses.	2.80% 21	7.08% 53	11.48% 86	16.42% 123	20.69% 155	41.52% 311	749	2.30

**Q7 Infrastructure Priority** Norfolk County has significant financial requirements in order to maintain its existing infrastructure (such as roads, bridges, recreational assets). Currently it is estimated that Norfolk County would be required to invest an additional \$4 million per year just to maintain its core infrastructure (roads, bridges). The \$4 million annual deficit does not factor in what is required to maintain in its non-core assets (such as recreational assets, administrative buildings). Please rank in order of priority the following three statements (1 being the most important to 3 lowest ranking for investment).

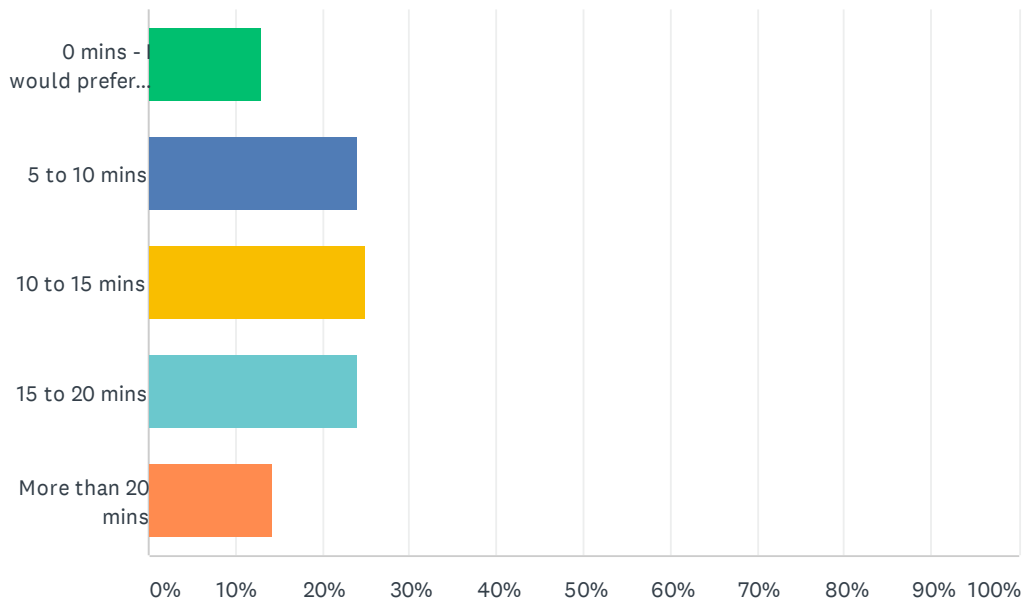
Answered: 758 Skipped: 21



	1	2	3	TOTAL	SCORE
Investing in core infrastructure in order to maintain or improve the services.	62.21% 461	29.42% 218	8.37% 62	741	2.54
Investing in non-core infrastructure to maintain or improve services.	8.16% 60	35.10% 258	56.73% 417	735	1.51
Investing in infrastructure to improve customer service and or create efficiencies which will create tax savings (for example investing in services to allow citizens to obtain more services on-line, invest in better systems within the County that will increase efficiency).	30.49% 229	35.02% 263	34.49% 259	751	1.96

**Q8 Building Better and Location** If the County was able to provide an improved asset or service, but you had to drive a little further to access the facility, how much further you would drive to obtain the service. For example, if the County was going to build a new splash pad that was larger and had more fun features – how much further would you drive?

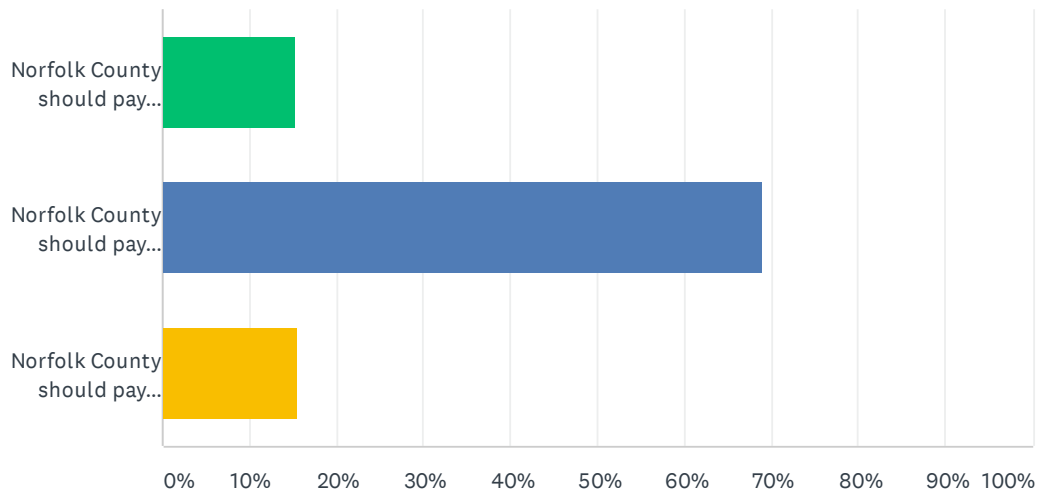
Answered: 766 Skipped: 13



ANSWER CHOICES	RESPONSES	
0 mins - I would prefer services to stay as close as possible even if the services are less functional and more costly to the taxpayer.	12.92%	99
5 to 10 mins	24.02%	184
10 to 15 mins	24.80%	190
15 to 20 mins	24.02%	184
More than 20 mins	14.23%	109
TOTAL		766

**Q9 The Importance of Attracting and Retaining Quality Staff** Norfolk County runs a number of complex services and has a combined operating and capital budget of more than \$300 million. Ensuring that the County can retain or if required attract qualified staff, Norfolk County will be undertaking a People Plan in 2022. One of the key issues generally relates to the level of compensation for staff. Which of the following statements would align with your thinking regarding the strategy that Norfolk County should use for its compensation policy?

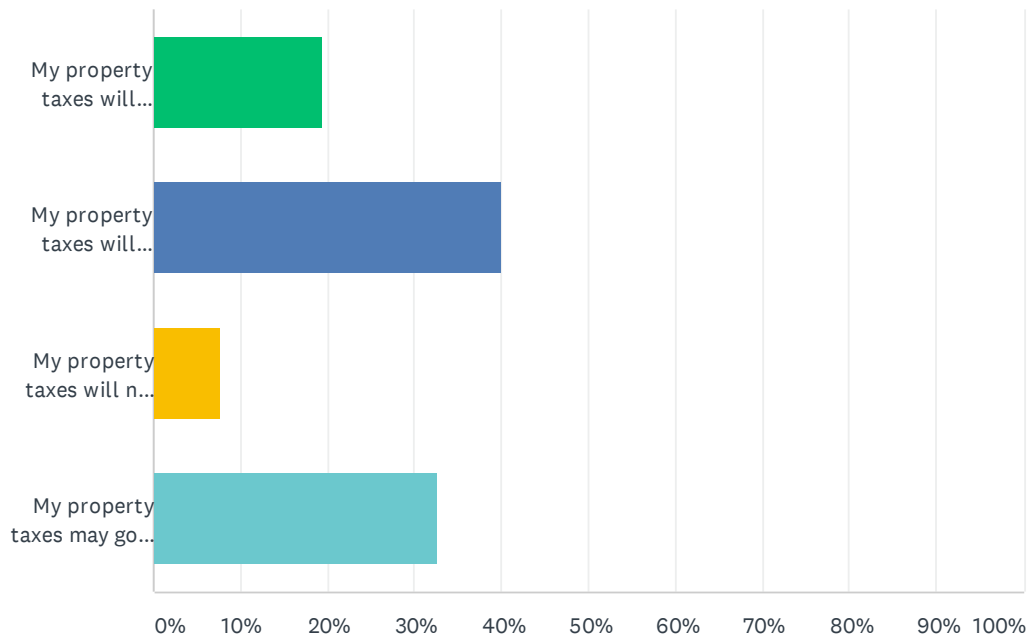
Answered: 770 Skipped: 9



ANSWER CHOICES	RESPONSES	
Norfolk County should pay rates above its competitors to ensure it can retain or attract staff.	15.32%	118
Norfolk County should pay rates at the average (middle of the pack).	69.09%	532
Norfolk County should pay below average rates in order to have increased savings to the taxpayer	15.58%	120
TOTAL		770

**Q10 Property Valuation MPAC (Municipal Property Assessment Corporation) will periodically reassess the market value of your property. How do you think this valuation affects your property taxes? For example if MPAC reassess your property and the value increases by 20% - which of the following statements are true?**

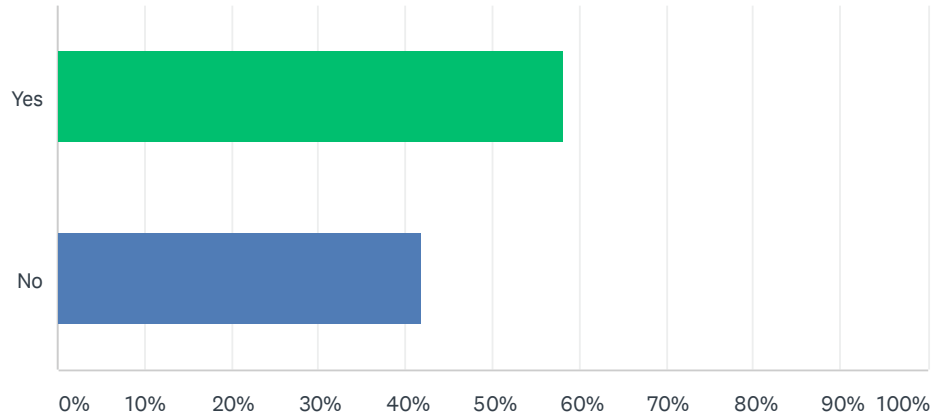
Answered: 762 Skipped: 17



ANSWER CHOICES	RESPONSES	
My property taxes will automatically increase by 20%, this is due to the fact that property taxes are assessed on the market value of the property.	19.55%	149
My property taxes will increase but I don't know by how much as it is all confusing.	40.03%	305
My property taxes will not go up as my property value has nothing to do with my property taxes.	7.74%	59
My property taxes may go up or down, but it depends on whether my level of increase is higher or lower than the average property value increase. In other words if my property value went up the same amount as everyone else's property my property taxes would not increase.	32.68%	249
TOTAL		762

## Q11 Do you pay for Municipal Water and/or Wastewater services?

Answered: 772 Skipped: 7

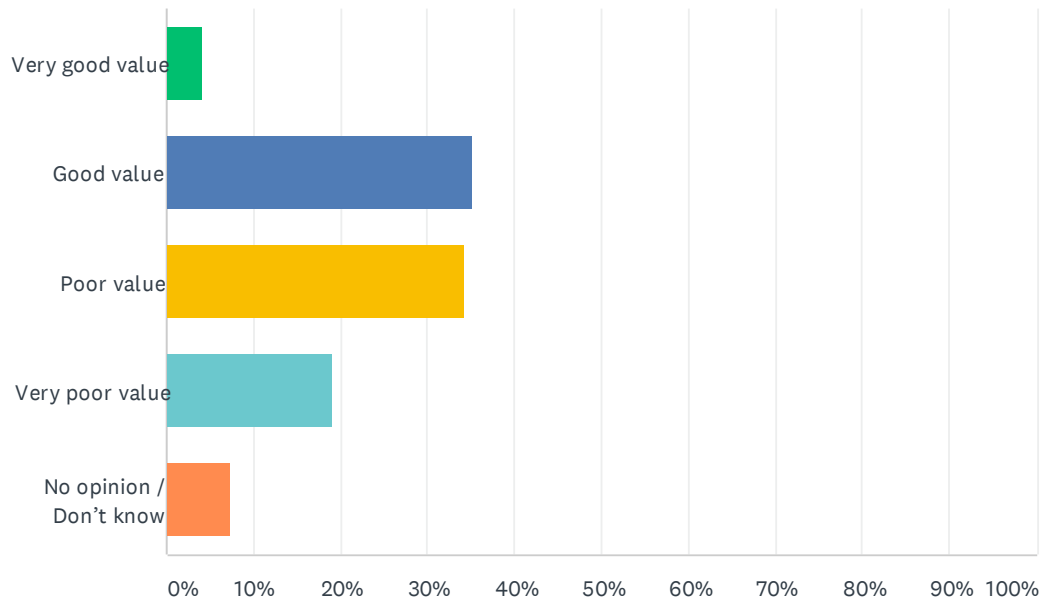


ANSWER CHOICES	RESPONSES	
Yes	58.16%	449
No	41.84%	323
TOTAL		772



## Q12 Please indicate the degree of value you feel you receive for the water and wastewater services you currently pay for?

Answered: 440 Skipped: 339



ANSWER CHOICES	RESPONSES	
Very good value	4.09%	18
Good value	35.23%	155
Poor value	34.32%	151
Very poor value	19.09%	84
No opinion / Don't know	7.27%	32
TOTAL		440

**Q13 If you have any comments on the long-term Water and Wastewater strategy, please place your comments below:**

Answered: 210   Skipped: 569

## Q13 If you have any comments on the long-term Water and Wastewater strategy, please place your comments below:

Answered: 210    Skipped: 569

#	RESPONSES	DATE
1	[REDACTED], the cost of my water bill averages at 84,00 monthly, My pensions do not keep pace with the SKY IS THE LIMIT INCREASES being placed on my soldiers. Please stop ignoring the fact also that most of the money being used, is going into PORT DOVER. Overgrowth, is not the answer. You are competing against lifelong citizens in order to make our area overcrowded by making us poorer. I use 30.00 of water, including sewage waste and the other 50 plus goes to pie in the sky Prt Dover and the front end loaded companies who overcharge for us in order to have necessity of life WATER. [REDACTED]	10/3/2021 5:36 PM
2	Port Dover needs to halt development. We do not have the water or the infrastructure for continued development.	10/3/2021 4:28 PM
3	water/wastewater improvement. Then approve development. Seems development gets approved first, then they get the water.	10/1/2021 3:52 PM
4	Make usage more equalized for consumption versus waste disposal. Pay more for flushing are draining a sink of water then actual usage.	10/1/2021 8:13 AM
5	Way too expensive	9/30/2021 2:52 PM
6	[REDACTED]	9/30/2021 10:50 AM
7	[REDACTED]	9/29/2021 11:02 PM
8	The waste water portion of the bill is too high. It should be decreased.	9/29/2021 9:25 PM
9	get the water solution fixed we have the highest rates in the province .	9/29/2021 5:23 PM
10	None	9/29/2021 11:51 AM
11	Norfolk water rates among the highest compared to other towns and municipalities. Makes it difficult to maintain the curb appeal as grass watering is extremely expensive for both families and seniors on fixed incomes. A way to reduce waste water rates would surely be welcomed by many. Underground wells are being dug by homeowners looking to circumvent the town water charges and this practise is unfair to those that are unable to afford approx \$6k to install a well and the wells must surely have a negative impact on the water table.	9/28/2021 2:27 PM
12	Why am I paying for waste water when I use water?? [REDACTED] And why is it still going up when it's gone up 19% the last 2 years of the same reason? And why are we responsible for infrastructure when the developers should be paying for that	9/27/2021 8:43 PM
13	Mandate new builds to incorporate a cistern system to collect rainwater from roofs for the individual building. This will add cost to the new build but will reduce the reliance on municipal water services. Plus it will lower water bills on average years. We lived off cistern water and rarely needed to buy bulk water.	9/27/2021 7:33 PM
14	We need to stop all of the housing going in. If we do not have enough water we are being irresponsible in developing any more housing or businesses that require a lot of water. Please be responsible.	9/27/2021 5:27 PM
15	Plan for the future. Costs less to get ahead than the cost of catching up.	9/27/2021 4:57 PM
16	Water (and disposal) is a necessity and therefore a priority whatever the cost might be.	9/27/2021 3:00 PM
17	We are new to the area and we find the water wastewater rates in the area high especially waste water	9/27/2021 2:37 PM

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18	We must have sufficient water capacity in Port Dover to allow for reasonable and planned growth. Just bite the bullet and make the necessary investment. Time is money and the problem is not going to go away!	9/27/2021 10:30 AM
19	[REDACTED]	9/27/2021 9:42 AM
20	Waste water costs and usage are not necessarily related but the cost does not reflect that	9/27/2021 9:38 AM
21	We should be looking at a region wide water / waste water strategy. Using relationships we already have with neighboring communities like Elgin, Tillsonburg, Norwich, Haldimand and Brant County	9/27/2021 8:50 AM
22	The costs do not seem reasonable to me. Either I am missing information or there is a great deal of inefficiencies in the whole process	9/27/2021 8:21 AM
23	Build a new sewage plant as the current Port Dover one is constantly running and noisy and often filling the air with foul odors.	9/27/2021 7:58 AM
24	Lot levies should be increased to pay for the expansion of water and wastewater infrastructure.	9/27/2021 7:44 AM
25	Please don't raise the prices during the pandemic. People are not able to afford housing or food. Now is not the time to increase	9/26/2021 11:33 PM
26	Waterline into house is exteremly old, and water taste is strange.	9/26/2021 9:52 PM
27	I'm honestly shocked at my water bill. I am very water conservative and my bill is \$100/mo for one person!!	9/26/2021 8:08 PM
28	[REDACTED]	9/26/2021 7:33 PM
29	It would be nice if water usage had on-peak, off-peak and mid-peak pricing like Hydro One has for my power.	9/26/2021 12:28 PM
30	[REDACTED] Norfolk is growing too fast, catering to developers, the lots shrink to 45x100 yet we have to put up with 4ft set backs, increase the minimum lot size, to 50 x 125 would thin down the realty scavengers, Norfolk is a country environment, don't let it become a mini Toronto. The water supply shortage is sending a clear message. We move & live here because we want the country environment not the big city.	9/26/2021 11:39 AM
31	Please stick with your plan of no new builds until we get our water problems corrected. New builds should have their water costs included not the rest of the town paying for it	9/25/2021 10:31 PM
32	water and wastewater strategy has taken rates to ridiculous levels that are unaffordable. I remember when water was included in our tax and no extra for it. Ohhh. what has happened? [REDACTED] [REDACTED] A 16.8 % water increase/ year is absolutely ridiculous. I am still seething about it. WE need to fix it..	9/25/2021 9:22 PM
33	And new house developments should have to pay large to have these services added.	9/25/2021 4:14 PM
34	It is my understanding that each municipality must charge what it needs to operate and invest in the system	9/25/2021 2:21 PM
35	I feel that the sewer rates are extremely high	9/25/2021 9:05 AM
36	When will a sewer system be available in courtland?	9/25/2021 8:06 AM
37	You did not explain the strategy if you are thinking of a pipeline that is just the wrong idea for the size of the County (a PipeDream) and a waste of money and time. So explain the strategy and I could answer the question only then. Increases as mentioned are not acceptable. Why is development on hold when we are turcking so much water to customers who never paid the capital charges???	9/25/2021 7:41 AM
38	It is upsetting that we have a water issues - infrastructure. With all the building and permits and new tax dollars the county should have been investing in upgrades and keeping up with the growth!! Additionally with the knowledge of connecting to Haldimand I am curious why we have not done that.	9/25/2021 7:33 AM
39	Stop over developing for houses! Or charge the developer more as these are the ones	9/25/2021 6:53 AM

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	stressing our system	
40	Make home owners pay for the water softener kits for safer drinking .charge people for containment water find out how.	9/24/2021 11:57 PM
41	Tired of having hard water.	9/24/2021 8:02 PM
42	Pay more for than what I use	9/24/2021 5:40 PM
43	Improvement in water and wastewater should be paid for thru revenue from sale of hydro [REDACTED] these contingency funds should be used to correct the situation not additional taxes	9/24/2021 4:51 PM
44	Think of reducing the increase	9/24/2021 2:19 PM
45	Find efficiently in the current system. We can't afford increases I cost.	9/24/2021 2:11 PM
46	We need to invest in this area for the growth of Norfolk County.	9/24/2021 12:29 PM
47	Very hard water	9/24/2021 12:04 PM
48	Developers and business can pay for any new water services. Current tax payers can't even afford to pay for what we have.	9/24/2021 11:49 AM
49	It's a requirement for urban residents. Developers should have been paying more for building homes in this area. More tax base is required and there fore the town/area must grow. We need people to invest in this town/area.	9/24/2021 9:11 AM
50	Keep this a priority ! Do not go down that road and waste money on another Rec Hub	9/24/2021 8:20 AM
51	We have municipal water. We have a septic bed.	9/24/2021 5:41 AM
52	New Developement must be on hold. Quality of Water has to be high level before more demand allowed!	9/23/2021 10:42 PM
53	I believe that there should be separate long-term solutions for the Port Rowan area, due to its distance from Port Dover and Simcoe, and proximity to the lake. We should not be tied in to an overall water system coming from the east side of the County, that would require very extensive water pipelines and use up valuable land (and create additional maintenance). One system makes the entire County very vulnerable to issues at the source or at any point along the areas it is being piped. It would be better to have a few different water sources, and to upgrade what we have so that it serves this community and ones around it effectively and safely.	9/23/2021 8:18 PM
54	Water and wastewater costs ridiculous. Costs triple for services compared to the amount of water I use.	9/23/2021 6:06 PM
55	The basic water and sewage are too high for seniors.	9/23/2021 5:37 PM
56	Rates are well above inflation. I understand the need to replace outdated or defective equipment and that these things need to be done. However, the increase to taxes and now water are too much for people to absorb. [REDACTED] These costs for water and other requirements are going to be huge if our climate woes get worse. Not only for irrigation costs for farmers but the look of properties if people cannot pay to provide water to their trees and lawns.	9/23/2021 3:48 PM
57	should have fixed problem years ago.	9/23/2021 2:08 PM
58	It's [REDACTED] you are billing people waste water for watering lawns	9/23/2021 1:44 PM
59	seems that the county is doing what has to be done for the future	9/23/2021 1:01 PM
60	At least 2.5 times what we paid in Oakville [REDACTED] I looked at Tillsonburg, Hagersville and other locations. They seem to pay less for water/sewer than us.	9/23/2021 12:43 PM
61	System is good, but our water in Simcoe often smells and tastes bad. That's why we got a reverse osmosis system. Not everyone can afford that.	9/23/2021 11:54 AM
62	It is outrageous what we pay and how much it will increase through 2029	9/23/2021 11:43 AM

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63	Why are we using potable water to flush our toilets? What a waste!	9/23/2021 10:13 AM
64	Feel we pay significantly higher amounts than other municipalities. Many only pay for usage not a percentage for disposal. What strategies are they using to keep taxpayers costs lower?	9/23/2021 9:18 AM
65	don't tie sewage rate to water use	9/23/2021 8:06 AM
66	Developers should be assessed for expanded water and wastewater costs. As taxpayers, we have already paid for the services that currently exist.	9/22/2021 9:07 PM
67	The increases are absolutely absurd. These services were mismanaged for years by council and staff and the people should not be paying the Bill for it. Our rates are astronomical compared to other counties that are similar in size and structure	9/22/2021 5:52 PM
68	New builders should pay more to have the systems improved	9/22/2021 5:38 PM
69	Keep holding tank fees affordable.	9/22/2021 5:31 PM
70	The water pressure is not very good. More water pressure would be good.	9/22/2021 5:27 PM
71	You're increasing the rates of these services but the quality of town water is still [REDACTED]	9/22/2021 4:17 PM
72	I think urban areas should not be paying more to offset the costs of water and waste management for rural properties	9/22/2021 3:46 PM
73	I pay for water and it is very hard and makes everything rusty looking [REDACTED]	9/22/2021 2:38 PM
74	Water is way more expensive than hamilton and not even drinkable.	9/22/2021 2:29 PM
75	Please [REDACTED] hook up to Nanticoke water supply	9/22/2021 10:44 AM
76	Honestly, we have no issues with the quality of our water, its been fine for us. But the amount we get charged per month is outrageous. When we look at our bill its consistently between the \$80-\$100 a month range and we feel like we aren't using that much water per month. It's the basic water usage and basic waste usage charge that is insane. You guys need to lower it. Because if you keep increasing prices its going to get harder and harder for people to make payments in the future and we will all end up living pay cheque to pay cheque. So ease off on the charges a bit and bring them down to a more realistic amount.	9/22/2021 10:02 AM
77	I am no expert but it's super expensive	9/22/2021 9:58 AM
78	Why [REDACTED] wait till the last minute to improve or update water facilities? why is maintenance of facilities put on a rotating basis.? [REDACTED]	9/22/2021 9:05 AM
79	We pay higher rates in Port Rowan than many other towns.	9/22/2021 2:54 AM
80	Delhi water often smells swampy or has too much bleach ...why is it not consistent?	9/21/2021 11:52 PM
81	Should be of the highest priority	9/21/2021 7:58 PM
82	Very high rates	9/21/2021 6:53 PM
83	Norfolk needs to maintain the moratorium on housing development. People move to the country to have more space. If we don't have water to support more single family homes stop working with developers to build more. focus current water resources on current residents and business needs.	9/21/2021 5:51 PM
84	Water should be pumped from the Nanticoke water plant. This would decrease treatment staff and plants with a good water supply. The county should contract out water treatment and distribution	9/21/2021 5:50 PM
85	I believe the increase proposed is too much for many	9/21/2021 11:43 AM
86	Fees are too high. I would like it to be based solely on usage.	9/21/2021 9:47 AM
87	Form partnerships with neighbouring municipalities. For instance, Haldimand County became the refactor beneficiary of taxes & fees paid by Norfolk County residents under the regional government. That service can be shared again for mutual benefits for water services.	9/20/2021 11:14 PM
88	I looked at the proposal when it first came out for review and I think it's sound. However, I do think that when it comes to increasing capacity that developers and new home buyers need to	9/20/2021 11:06 PM

## Help inform Norfolk County's 2022 Budget

pay more than they're currently paying to offset the expenses. On a personal level I don't care for the water quality especially when it smells and tastes of chlorine. It's also extremely hard water.

89	-why is the County not encouraging development in western Norfolk where water is available? - if the strategy is to expand Simcoe and Port Dover than the development fees should be set to help offset a significant portion of the associated costs	9/20/2021 10:48 PM
90	This needs to be a priority.	9/20/2021 8:20 PM
91	Today is no the day for me to answer this as the water in Port Rowan is not drinkable and hasn't been all day.	9/20/2021 7:35 PM
92	Not all water goes into the sewer There should be some kind of adjustment in the summer months for water that goes into the ground from watering gardens	9/20/2021 6:37 PM
93	Norfolk County has allowed all this development in Norfolk (Simcoe, Waterford, Delhi, Port Dover, Jarvis) The County is benefiting from all the extra property tax dollars from all these new developments. now the County going to stick it to the tax payers to pay for all the upgrading that it is required in the water and sewer system. This should have been passed on to builders [REDACTED]	9/20/2021 6:29 PM
94	Water is too expensive in Norfolk County! Do commercial water suppliers pay their fair share? Wastewater charges?	9/20/2021 4:36 PM
95	We pay way above the average for our water and waste then other places the prices are way to high	9/20/2021 3:28 PM
96	We shouldn't have to pay for wastewater for water used on our lawns.	9/20/2021 3:15 PM
97	Quality of water provided. Chemical maintenance.	9/20/2021 2:56 PM
98	i would invest into this and get rid of areas as if you can afford to play hockey you help pay for the building as tax increase latly is [REDACTED]	9/20/2021 2:17 PM
99	I've had my own private water well since long before water meters came to Delhi. I'm VERY upset at the fees I'm being charged when my water meter has NEVER had a liter of water go through it. I'm satisfied with my estimated waste water charge.	9/20/2021 1:18 PM
100	Developers should be sharing the cost, it should not be all on the backs of taxpayers.	9/20/2021 1:00 PM
101	From what I understand we already pay some of the highest rates in Ontario. I do not think we should consider Simcoe sharing our water, we just got this new building to supply our town and Courtland already.	9/20/2021 12:21 PM
102	We pay too much for water. In particular, the rate the water flows out of your taps does not necessarily equal the waste going into the sewer system. Most other municipalities do not have a double dip by doing this.	9/20/2021 12:09 PM
103	No problems with waste water and water services or strategies [REDACTED]	9/20/2021 12:03 PM
104	Developers should be paying for any new infrastructure needed for all the new developments being put in. For example, developers building new subdivision should be charged a fee that's helps keep the infrastructure current and up to date as needed. They want to build huge subdivisions, let them pay for it.	9/20/2021 11:26 AM
105	The builders of new developments need to pay a fee to the county for the necessary upgrades to water/WW services. There should be no exceptions or alternatives.	9/20/2021 11:20 AM
106	Wastewater fees are too high	9/20/2021 11:04 AM
107	A answer to water issues and increase building in Norfolk may benefit if the County would try to get things where farmers can sever a lot for people to build. We would increase the population in Norfolk without them using town water. It would be a bonus for both the increase of population (tax money) and relieve pressure on town water supply	9/20/2021 10:47 AM
108	Water in Port Dover is very poor for what we pay [REDACTED]	9/20/2021 10:01 AM

## Help inform Norfolk County's 2022 Budget

109	why are developers not paying for infrastructure increases. if they are bringing in more houses they should be paying for that increase.	9/20/2021 9:46 AM
110	Very unaffordable	9/20/2021 9:42 AM
111	This is a very hard issue to resolve but needs to be Fixed I believe a short term pain for long term gain will be good for Norfolk	9/20/2021 9:41 AM
112	The extra fees are ridiculous when looking at our water and wastewater bill.	9/20/2021 9:24 AM
113	If we can spend more now to save in the long term I would consider that option. I read a little about building a pipeline between towns to share water services. short term pain for long term gain	9/20/2021 9:21 AM
114	Hooking into Haldimand water system with long long pipe, what could go wrong?? Don't like the idea	9/20/2021 8:31 AM
115	The cost should be on the developers. We should not have to pay astronomical prices for water in order to allow for new development when a lot of people don't want this development.	9/20/2021 8:07 AM
116	Water supply for Simcoe, Port Dover and Waterford need to be increased as soon as possible. I know there are plans for Simcoe and Port Dover, but the public doesn't have much information on the timelines. Increases in building houses, increases the tax base, which is good for the entire county. This county is missing out on a lot of tax revenue with the stalled process of increasing water supplies, which has been a known issue for years. The present council has finally done something about the problem, albeit slower than it should have been.	9/20/2021 8:03 AM
117	[REDACTED]	9/20/2021 7:48 AM
118	The water flow out of our taps in simcoe is poor, air gaps	9/20/2021 6:53 AM
119	[REDACTED]	9/19/2021 11:48 PM
120	Be sure that long-term strategy for water is handled appropriately and both parties (Haldimand and Norfolk) are aligned with the long term solution	9/19/2021 11:10 PM
121	I don't understand why water and wastewater costs are so high. Maybe better explanation of why would be appreciated.	9/19/2021 10:36 PM
122	[REDACTED] On average and considering everything Norfolk is the MOST expensive we have ever paid	9/19/2021 10:17 PM
123	We pay higher water than Brantford, Brampton and many places. I understand that we don't have adequate services, [REDACTED] raising rates constantly when they are prohibitive now is not the solution.	9/19/2021 9:38 PM
124	Connect Nanticoke over to Simcoe, so we can revamp and expand our wastewater facility without shutting down the whole facility.	9/19/2021 9:06 PM
125	Why are our water rates the highest in the province	9/19/2021 8:30 PM
126	Service charge is high and earth is hard to get a hold of this should be operated by Norfolk staff	9/19/2021 8:05 PM
127	Our water rates are too high now.	9/19/2021 4:30 PM
128	Why is the volume wastewater charged exactly the same as the water used. When I water the garden, wash the car etc, that volume is not going back through the system.	9/19/2021 3:08 PM
129	Water treatment should be structured to meet the needs future needs of the community	9/19/2021 3:02 PM
130	Expansion of Dover's plant,	9/19/2021 2:54 PM
131	Water and Wastewater costs are already too expensive - should be trying to figure out how to REDUCE the costs!!!!	9/19/2021 2:15 PM
132	Poor quality of water-must have filters in order to use	9/19/2021 12:54 PM
133	The double rate for outgoing water doesn't seem good value in summer when most water usage is for outdoor use and the water doesn't even use sewers	9/19/2021 12:00 PM
134	The quality of water is awful, too much chlorine and sodium. The amount charged for water not	9/19/2021 11:26 AM



## Help inform Norfolk County's 2022 Budget

returning to the system is outrageous, hard for anyone to justify our water rates. [REDACTED]

135	[REDACTED]	9/19/2021 11:14 AM
136	As we grow the infrastructure must match growth... Port Dover and Waterford are two examples of towns where the sewer and water capacity must be increased quickly to match the growth	9/19/2021 11:00 AM
137	new development projects should have to pay for the and new water and waste development themselves , when sewer was added where I live and septic tanks eliminated my taxes went up to pay for it so they should pay for all they need to develop!!! EVERYTHING! EVEN MOVING OF WATER AND SEWER LINES!!!	9/19/2021 10:46 AM
138	I think water and waste water and roads need to be priority! In Simcoe alone the older end which is the north end of Simcoe has not been upgraded or repaired since original installation. I know myself and at least six or seven of my neighbours have had to replace the water pipes from the road to our houses in the last 10 years a very large sums of money at our own costs. Knowing full well that everything in the road is rotted and not sure when this is ever going to be fixed! Paying for the services we do knowing that we have little water pressure and our water tastes like chlorine is really ridiculous. Often have to buy bottled water just so we can actually drink it and feed it to our pets. These increases are frustrating knowing that all of this should've been done along time ago at prices that weren't as inflated as they are now!	9/19/2021 10:08 AM
139	Connect to the Nanticoke water supply	9/19/2021 10:06 AM
140	landlords should not be responsible for tenants utilities being charged interest and late fees on a utility that can not even be checked on or notified when delinquent [REDACTED]	9/19/2021 9:52 AM
141	Needs to be monitored / tested more frequently. Waste water needs to be cheaper	9/19/2021 9:08 AM
142	[REDACTED]	9/19/2021 9:06 AM
143	3x the cost of our previous home in Mississauga. Stupid to pay for sewer charge to water my gardens	9/19/2021 9:05 AM
144	Way too much money...as seniors on a fixed income this is our highest utility bill each month	9/19/2021 9:04 AM
145	We pay top dollar for water and wastewater for poor quality water that tastes terrible and often appears dirty	9/19/2021 9:03 AM
146	Seems to be a pretty big mess to me. It was clearly left too long. Also I shouldn't have to purchase and maintain things like water softeners when I'm already paying the county to treat my water. It should come into my house in a condition that doesn't corrode and destroy my appliances.	9/19/2021 9:02 AM
147	Stop building houses and bring in businesses (factories) that will hire area residents.	9/19/2021 8:57 AM
148	lets get it done and move on	9/19/2021 8:51 AM
149	Base rates are too high. I pay \$65/month just to have 1 functional toilet in my business.	9/19/2021 8:50 AM
150	Go private bring costs down	9/19/2021 8:35 AM
151	paying way too much for service provided	9/19/2021 8:02 AM
152	When non resident developers come to town to build they should be charged a premium amount to be put solely into water and wastewater management. There seems to be a gap in the ratio of people needing these services and a reliable supply. This charge should be well above what they pay now. Residents should not be penalized for developers coming in and making their high profits just to have more housing here with no infrastructure to support it to be later addressed on the backs of long term residents.	9/19/2021 7:56 AM
153	In Port Dover our waste water needs major updating .. all the builds over the yrs no updating . It needs to be done NOW . No more builds until it's completed .	9/19/2021 7:41 AM
154	Water rates are ridiculously high.	9/19/2021 7:19 AM
155	New development should contribute	9/19/2021 7:02 AM

## Help inform Norfolk County's 2022 Budget

156	We are not able to access water a need to install cisterns and truck water in	9/19/2021 6:56 AM
157	I feel as tho if you are upgrading lines or repairing roads you should have a look at upgrading water lines and service to support the future use a buy once cry once attitude it may cost a lot up front but you won't have to do it again down the road if the town grows	9/19/2021 1:29 AM
158	It's very sad that we have now found ourselves in this situation. With the cost of everything going up, including inflation, I am struggling to keep up.	9/19/2021 1:26 AM
159	Water prices in Norfolk County are extremely high compared to other locations in Ontario.	9/18/2021 11:52 PM
160	I don't believe we should have to pay the full increase. As this is mostly only needed to support new builders from coming in to build sub-divisions	9/18/2021 11:42 PM
161	Our water smells and is very hard	9/18/2021 11:31 PM
162	Prices are too high	9/18/2021 10:47 PM
163	We have the highest water rates in Ontario and this is unacceptable. Have new developers absorb the cost of upgrading the system	9/18/2021 10:39 PM
164	Very expensive compared to other municipalities	9/18/2021 10:12 PM
165	New development needs to be limited . It seems to me that we are catering to the developers. Port Dover has adequate water - it is the developers that want more supply and they want the current tax payers to pay for it - and it will be the developers that profit. Council should not feel pressured by the developers and we, the tax payers should not be picking up the tab.	9/18/2021 10:03 PM
166	██ Unfortunately this means we pay a lot more for these services than anywhere else in Ontario.	9/18/2021 9:55 PM
167	Shockingly expensive in Simcoe when compared to ie. Mississauga. Defies logic.	9/18/2021 9:06 PM
168	Have it affordable... To have reduction in charge for sewage as per actual consumption..needs incentive to reduce and not waste water	9/18/2021 8:15 PM
169	Develop new treatment and supply infrastructure to allow more housing developments	9/18/2021 8:06 PM
170	Water prices are unsustainable and do not compare favourably to neighbouring jurisdictions	9/18/2021 8:05 PM
171	The ammount i pay for water in this county is extremely high. Its completely unacceptable. I pay 3 times the amount for water ████████████████████ in halton region and I use less water then his household. Its disgusting how much we have to pay. All new builders (property developers) should have to pay more to help cover the increased demand.	9/18/2021 7:46 PM
172	Be careful approving new developments(housing).	9/18/2021 7:44 PM
173	I think with everything going up in prices and homelessness is an issue and not having enough to eat it is to expensive to live...	9/18/2021 7:31 PM
174	Anything to help with the hard water. I have to replace all faucets every 6-12 months as the hard wrecks them and need a plumber in to fix	9/18/2021 7:25 PM
175	Water is billed extremely high in this area. Not sure why. Coming from Brantford it has doubled. Would like to know how raising the water prices significantly in the next 7 years benefits us who are paying the bill. ████████████████████	9/18/2021 7:17 PM
176	Feel it is overpriced	9/18/2021 7:13 PM
177	Water and waste water rates are not justifiable to most homes. Way too high	9/18/2021 7:07 PM
178	Far too expensive	9/18/2021 6:58 PM
179	Norfolk County water and sewage rates are one of the biggest in Ontario. This is not acceptable.	9/18/2021 6:41 PM
180	A long-term Water and Wastewater strategy need to be in place for ALL communities,	9/18/2021 5:57 PM
181	I don't feel that the current water is treated properly, as Delhis town water has gotten worse in the last 5 years in terms of smell and taste. Uncertain if the new addition of more wells has affected our supply, or why the sudden change.	9/18/2021 4:31 PM

## Help inform Norfolk County's 2022 Budget

182	Wastewater should not be charged at 100% of water usage. The rates are extremely high and not every drop out of the tap goes into the sewer.	9/18/2021 12:41 PM
183	[REDACTED]	9/18/2021 12:32 PM
184	I use more water to water my flowers than I use for personal use, yet my sewer rates are higher than my actual water used, especially in the summer month [REDACTED] [REDACTED]	9/18/2021 11:54 AM
185	I would prefer a different company then either solutions. Can we seek another service	9/18/2021 11:50 AM
186	[REDACTED]	9/18/2021 11:30 AM
187	Water should be high priority item as it impacts development and quality of life. Rates have increased every year since I moved here. I think 5 or 6% per year increases is way too much. I would say water surpasses roads in priority. Norfolk has better roads than most counties.	9/18/2021 11:29 AM
188	My comment is I get fair value now, infrastructure money from other levels of government needs to be contributed to advance future development	9/18/2021 11:14 AM
189	Developments that require additional water services should cover those costs. Increasing rates for the whole county to support development in Port Dover is ludicrous.	9/18/2021 11:09 AM
190	Construction of new homes needs to stop until we get our water and wastewater updated. there is not enough water or wastewater services to hold what we have already so why increase the new homes.	9/18/2021 10:59 AM
191	What happened to the water tower that was suppose to be put in Courtland. The current system is unreliable for fire fighting.	9/18/2021 10:56 AM
192	I spend more on delivery than usage. I think that i should be paying less delivery if I haven't used that much water	9/18/2021 10:53 AM
193	we need to upgrade water and sewer no matter the cost. It needs to be done	9/18/2021 10:52 AM
194	We need access to private waste water treatment facilities.	9/18/2021 10:26 AM
195	would like to see better treatment of water in general	9/18/2021 10:10 AM
196	Many of Norfolk County's water and wastewater facilities are in need of repair/replacement. Combine this with water supply issues in Port Dover, Port Rowan and Simcoe, it is time to take a different approach. IF Norfolk County wants to continue to grow, a reliable source of water is going to be required. Norfolk needs to become more efficient and stop bleeding tax/rate payers dollars. A central water treatment plant would allow Norfolk to take advantage of economies of scale when it comes to water supply costs and a reliable water source would also be another advantage. It has been reported many times that this central plant already exists in Nanticoke.	9/17/2021 8:41 PM
197	maybe our water bills should have stayed in norfolk county	9/17/2021 4:42 PM
198	rates are to high	9/17/2021 3:49 PM
199	We do not add enough on new developments. [REDACTED] if they build 300 homes in Pt Dover now we all have to pay to increase the water and sewer systems.	9/17/2021 3:20 PM
200	[REDACTED]	9/17/2021 1:50 PM
201	lower rates	9/17/2021 12:01 PM
202	[REDACTED] [REDACTED]	9/17/2021 11:22 AM
203	Rates should be higher in less populated areas as people choose to live in low density areas.	9/17/2021 10:12 AM
204	Developers should pay EXPONENTIALLY more than they do now to bring their [REDACTED] developments here, it's a strain on present citizens who reap nothing from the addition to the population.	9/17/2021 9:11 AM
205	need more provincial and federal help because of Norfolks huge geographic expanse	9/17/2021 8:13 AM

## Help inform Norfolk County's 2022 Budget

206	Who receives annual pay increases of 5%? Yet Norfolk water and wastewater rates rise by this amount each year, and the customer is expected to pay this.	9/17/2021 7:48 AM
207	Eliminate the brown water in the town of Simcoe. This is a decades old problem and needs to be dealt with forthwith. Why am I expected to drink this overpriced stuff ?	9/17/2021 7:32 AM
208	I've noticed that the water is hard water. To me it's gotten worse over the years. Implement something to ease the hardest of the water. Also pressure has gone done!!	9/17/2021 4:42 AM
209	Increases for that many years?!	9/16/2021 4:47 PM
210	Long term affordability	9/16/2021 4:41 PM

**Q14 Are there any further comments or suggestions you would like to add regarding the budget for 2022?**

Answered: 402   Skipped: 377

## Q14 Are there any further comments or suggestions you would like to add regarding the budget for 2022?

Answered: 402    Skipped: 377

#	RESPONSES	DATE
1	[REDACTED]	10/3/2021 5:40 PM
2	<p>solutions should come from community members and organizations. [REDACTED]</p> <p>[REDACTED] We beg of you to keep the status quo for now. No facility closures, keep all memberships, keep our culture and arts in place.</p>	10/3/2021 4:31 PM
3	<p>We need to reduce OPP costs. Ensure we are getting transparent services directed at issues that are important locally. We need to get out of the expensive new administration building. The costs are ridiculous. Protect farmland. [REDACTED]</p> <p>[REDACTED] Invest in derelict buildings and downtowns to offer more housing options. [REDACTED]</p>	10/3/2021 2:37 PM
4	<p>Don't budget for speed bumps or mess up Main St. in Port Dover with 'pinch' points. If a crosswalk is wanted, paint the crosswalk on the road. You could have flashing lights (like in Simcoe) when school is on or students coming to school or let out for lunch/after classes. There are 4 lanes because parking is allowed on the street so 2 lanes are always available.</p>	10/1/2021 3:57 PM
5	<p>I checked off question that tax increase should be close to inflation. That is true however if we have fallen drastically behind the rate of inflation you should not push that increase out all at once but phase it in over multiple years. Business is important. You should collaborate with neighbors on business supports and attraction. Many of us travel to Tillsonburg or even St Thomas or Brant for work so working with neighbors and saving Norfolk residents some staff dollars and time would be smart.</p>	10/1/2021 2:24 PM
6	[REDACTED]	10/1/2021 1:52 PM
7	<p>The gas leak on Feoestry Farm Road at McDowell must be fixed. The Lynedoch village road should be re-paved. [REDACTED]</p>	10/1/2021 11:26 AM
8	<p>Police services budgeted is often the second highest item \$ terms. [REDACTED]</p> <p>[REDACTED] Redirect more resources to bylaw enforcement and do not fund opp for this. Our roads are fine, no need to spend more on roads. I'd be happy to reduce garbage pickup to every other week or even once a month. Furthermore, re. Cutting ditches throughout the county is a waste of resources. Maybe at intersections of roads would make good sense for visibility and safety reasons.</p>	10/1/2021 10:24 AM
9	<p>In this economic time hard working individuals are penalized. [REDACTED]</p> <p>[REDACTED] Make living sustainable for everyone.</p>	10/1/2021 8:17 AM
10	<p>We have a well and septic system,, already costly to us. Therefore, we feel we should get a tax break on the planned water/wastewater tax increases.</p>	9/30/2021 10:02 PM
11	<p>Please keep the Langton arena open. Being in west Norfolk this area allows us to make it for post work extra curricular activities vs driving the 30 minutes home from simcoe from work then having to go back that distance to hockey we get to go 10 minutes to Langton. The roof is</p>	9/30/2021 9:45 PM

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in desperate need of repair. It's staining the ice from the water leaking. Perhaps the community can volunteer their time to repair it if the county provides supplies.

12	<div></div> <div></div>	9/30/2021 9:35 PM
13	Set out cost of fixed 2022 costs - disclose this so people know what % has already been committed to.	9/30/2021 7:30 PM
14	High-speed fibre cable internet Sidewalks & bicycle lanes Street lighting Green bin recycling (county does the composting) More playgrounds/parkettes, swings, picnic areas, splash pads in easily accessible areas for the kids. A library in Langton Small Business grants	9/30/2021 7:16 PM
15	Delhi really needs their streets redone they are horrible	9/30/2021 5:48 PM
16	1. Re: Tax rate question - a better option for this survey would be 'set the tax rate to maintain necessary services, and add new services ONLY as necessary, while reviewing for services that could be eliminated'. 2. Re Staff salaries: In general, government workers are well paid relative to local private enterprise, and have vastly superior benefit and pension plans. Regardless of that, talent retention is much more impacted by culture and leadership, than by compensation. <div></div>	9/30/2021 10:56 AM
17	I checked off that business attraction was important and it is but Norfolk needs to do this in a responsible way. Do this with neighboring communities, share information. Cut OPP costs, they are way too high for service they provide. Do not allow further development for family homes if we are running short of water and cutting into farmland. Encourage people to develop town spaces like above stores and redevelop old housing in Simcoe and Deli and Port Dover.	9/30/2021 9:28 AM
18	The rural roads in Norfolk County desperately need to be repaired and not just by uneven patches or tar and gravel. They need to be dug up and properly graded and paved. The people in the urban Simcoe get this service, however the people in rural Simcoe get nothing but garbage pickup and snow removal. Every intersection needs to be properly leveled and paved. Windham Rd 12 and Windham East Quarter Line has such a dip in it that when traveling the posted speed limit through it, in a car, you whole body is jolted.	9/30/2021 9:18 AM
19	<div></div> <div>would love to have the county consider working people making low wages</div> <div></div>	9/30/2021 6:54 AM
20	No	9/29/2021 11:04 PM
21	<div></div>	9/29/2021 5:31 PM
22	Can't afford a tax increase already struggling	9/29/2021 5:15 PM
23	Fix the roads and water/sewer lines that are the original 1930's	9/29/2021 3:57 PM
24	No	9/29/2021 2:35 PM
25	It is important to keep core services. Also to keep services that support seniors like library and bus. It is also to attract GOOD business to the county. You can do this by partnering with other agencies. And other government will help you. I have read a lot about this. for smaller amount of dollars we get shared results. Get business that have a fewer jobs but better pay. It should	9/29/2021 1:32 PM

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be started by someone from here that understands about all different areas in Norfolk. We have bridges that need to be fixed. The gas wells that poison people need to be taken care of. Protect our water.

26	Norfolk County needs to protect farmland. [REDACTED] [REDACTED] Maintain rec centers and libraries. Museums could be reviewed to see what the actual visitor rate is. Businesses don't need support. I am not paying taxes so that a business person can keep the lights on. If they don't have a good business operation it is not my job to keep them going. Now for businesses that are here and doing ok but just need a little help or for attracting new business I believe there are organizations and some of our nearby counties partner together to do these things. If we are spending money on getting businesses to come here we should have a strategy to focus on more mid-sized companies that pay very well rather than monster sized companies that have a lot of jobs but pay poorly. Look at Tillsonburg, they have done a great job with business! Also we need to continue to support environmental issues like fragmites, clean great lakes and such.	9/29/2021 1:21 PM
27	[REDACTED] [REDACTED] I think this council should maintain the status quo. [REDACTED] [REDACTED] That said I do understand you have to pass a budget. So cut OPP costs. They are way too high. Maintain roads, and fire and paramedics. Business services: use partner county organizations. There is one in Tillsonburg that elgin, Oxford and Brant belong to. I have seen their work in the newspapers, rail, transit, workforce. I think this is their website <a href="http://www.scoregion.com">www.scoregion.com</a> [REDACTED] to rely more heavily on shared supports for business. Soft Services as you call them should be maintained. They are the lifeblood of a community. places for people to congregate, exercise, understand history of their community and embrace culture. These are crucial. If you must cut in this area look at consolidating all of the museums in one location to reduce capital costs but maintain the artifacts and programming. Also you should provide a link for your meetings on the Norfolk County website for any resident to access. I know you have a difficult job but i think in taking cautious steps forward you can rebuild our trust.	9/29/2021 1:08 PM
28	No	9/29/2021 11:52 AM
29	No	9/29/2021 12:28 AM
30	If there is no where to live for our hometown residents, then who are all the services for and why do we need to pay so many county staff to have programming and infrastructure in place of no one can even afford to live here!	9/29/2021 12:17 AM
31	[REDACTED]	9/28/2021 10:17 PM
32	[REDACTED]. Core services: Police- focus on long term community policing and hitting hot issues. Aylmer has a great policing model that we should emulate. Fire - maintain service Paramedic- maintain service Roads- maintain service but consider staffing costs and really look at reviewing departments for the most cost savings Trash- regular pick up should be available across county. All transfer stations should remain open for equal access across the county Seniors care- maintain investment in old age homes. Museums and art centres- they require some support but there also needs to be a long term plan to consolidate some of the lesser attended museums (Teeterville, Delhi, Waterford - could all be amalgamated ) Not to diminish content but to consolidate facilities in a central location. Rec Centers need to be maintained for young people. We need to keep these arenas and centers all open across the county. Staff- similar to "buy local" when thinking of food and business.... [REDACTED] [REDACTED] Stop residential building for now. If we do not have water we should not be allowing more people here to build. Business supports. Norfolk needs to work with neighbors and others to try to help business expand and locate in our county or a nearby county. A job in Tillsonburg, Port Burwell, Norwich or Jarvis is also beneficial to Norfolk Residents. People are not stopped by County lines. Work together, depend on relationships we already have, be open and honest with residents.	9/28/2021 8:24 PM
33	[REDACTED]. We are long time farmers and would like to see you focus on Core services in that you will continue to maintain roads, bridges, emergency services. I think we should start to partner with	9/28/2021 8:05 PM



## Help inform Norfolk County's 2022 Budget

neighboring communities to find solutions and negotiate with OPP as the costs for policing are extremely high. Non-core services such as culture, recreational facilities, transit and libraries are very important for our community. These are the services that support residents and make it a pleasant place to live.

If Norfolk is in such dire circumstances we need to make those decisions. That may not always be the case but for now it is. We also need to stretch our dollars for business supports. Partner with neighboring counties for business attraction. Focusing on good businesses that have excellent paying jobs. Also support neighboring communities where we as residents travel short distances to work. People don't stop doing business at the County border. We need to stop development for residential sub-divisions and invest in our downtowns. We are creeping into farmland which we desperately need to protect.

If we do not have appropriate housing why would we look to try and attract more people to the region. Focus on great lakes health with our neighbors as well utilizing local agencies such as conservation authorities.

Provide a link or transportation options for us to view at the libraries across the county

34	Raising taxes and chipping away at services is not the only way to balance the budget. There certainly are efficiencies the county can find within its own doors that could cut costs significantly.	9/28/2021 6:17 PM
	Also, there are definitely efficiencies to be had at any or all of our community arenas,	
35	It would be amazing if we could add green bin (food waste) collection services. Please include Pinegrove in the route to pick up garden waste bags in the spring and fall! We pay taxes for this service but don't actually get the service.	9/28/2021 3:36 PM
36	Taxes are very high and should not be based on MPAC's evaluation since the values have been overinflated during Covid. A reduction to the cost of water should be explored considering all the additional residential construction taking place.	9/28/2021 2:29 PM
37	No	9/28/2021 1:19 PM
38	Core services are important but we need to look at where we can get best value within those core services so that we can support seniors and young people with soft services like rec centers, transit, culture. Cut down on police costs Stop paying for the New Simcoe Administration Building.	9/28/2021 1:19 PM
39	Increase pay and equipment/bases for paramedics	9/28/2021 10:44 AM
40	Plan for water from Haldimand	9/28/2021 7:56 AM
41	no	9/28/2021 3:03 AM
42		9/28/2021 12:04 AM
43	If we have a housing crisis, stop bylaws that penalize landlords. When you make it so that landlords are responsible for non paid bills of tenants, such as water, you make being a landlord very unattractive.	9/28/2021 12:01 AM
	Where are the OPP that we are paying half of our taxes too?	
44	I think that money could be saved with less snow plowing in residential subdivisions. Often the snow on the street has melted but the homeowner has to clear the snow plow dump at the end of the driveway. Look to snow plowing guidelines in northern communities.	9/27/2021 11:59 PM
45	Would like to see a detailed value for money audit done on entire Norfolk County system and our	9/27/2021 10:26 PM

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taxes decreased to adjusted to meet the audit because as a taxpayer I am not receiving any type of value for what I pay.

46	Need more availability of ice time.	9/27/2021 9:31 PM
47	Not at this time	9/27/2021 9:06 PM
48	[REDACTED] You have sold all our assets and continue to gauge mpac will be increasing our taxes this year already. The average increase across Ontario is 2-3.5%. [REDACTED] [REDACTED]	9/27/2021 8:47 PM
49	Existing level of services need to be maintained at the least. Increases in taxes are the only way to repair services that have been neglected [REDACTED]. Just be fair and transparent. It is frustrating to watch municipal projects take longer than they should. Plan the work and work the plan - anything else costs more time and money. Have adequate oversight of contractors to ensure quality and schedule are maintained.	9/27/2021 7:41 PM
50	why is the tax rates of norfolk county is always higher of an increase compared to other counties in the area (tillsonburg, oxford, brant, etc)	9/27/2021 6:39 PM
51	As I am in Booth's Harbour I pay a fixed rate determined by Booth's Harbour Development Corp. I feel the rate is exorbitant compared to the service. The county should take this service back.	9/27/2021 6:06 PM
52	[REDACTED] [REDACTED] Cut down on policing. Keep what you are calling non-core services as there are a lot of seniors in norfolk who believe those are core services. Bus, museums, libraries and rec centres. We all get older so lets not forget that! I just read the question below about the times of a meeting. [REDACTED] [REDACTED]	9/27/2021 5:33 PM
53	Prioritize spending to essential things. Plan long term for the additional spending of added services.	9/27/2021 4:59 PM
54	All water and wastewater facilities should be financed solely by water ratepayers. No general property tax revenue should go to that since rural residents get no benefit from it.	9/27/2021 2:46 PM
55	A lot of people are suffering financially because of the pandemic and lockdowns. I understand municipalities are as well. Please try and keep tax rate increases as low as possible this coming year to try and help those who are on the verge of losing everything to have a chance to get back on their feet.	9/27/2021 2:41 PM
56	Emergency services such as fire and paramedic need to be priority. Non-core services should be secondary but are important. We need to continue to invest in recreational facilities across the county. Norfolk needs to ensure that we have services that support seniors and those residents that are under or near the poverty line such as transit, libraries, culture and museums. We need to reduce OPP costs. According to Norfolk flyer that shows where our money goes we are paying almost half to OPP. That is ridiculous. Businesses will succeed if they have a strong business model. Any supports and tax dollars provided to businesses should be general and we should look for support from province, federal and neighboring municipalities where possible. We need to stop development. If we have no housing and no water do not spend our tax dollars trying to get people to come to the county. Instead get people in the county support.	9/27/2021 2:21 PM
57	Do too much road maintenance such as sidewalks. Libraries disposal of books should not be allowed.	9/27/2021 2:17 PM
58	[REDACTED]	9/27/2021 2:13 PM
59	[REDACTED] I saw nothing in the survey in terms of sub-categories of investment including costs of arenas vs. costs of owned building. Nothing that included reduction in costs of policing vs. costs of fire and emergency services. No sub-	9/27/2021 1:49 PM

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categories asking about maintaining business and economic supports utilizing strategic direction now vs. building and supporting relationships with other organizations that have common goals. Nothing about offsetting costs by seeking federal and provincial funding. Please consider all of this information as you create future surveys. Cut police costs or provide incentives for police to focus on community driven goals (illegal cannabis operations, and other large scale issues) Partner with other organizations for business support : neighboring municipalities, province, federal government and any others Staff: [REDACTED] Encourage staff to look for ways to stretch our dollars. Invest in lawyers/realtors to get out of the lease for the new Simcoe Administration building Keep services across the county

60	West street Simcoe by the hospital needs to be repaved badly. Can't imagine all the potholes feel good for the poor people in the back of an ambulance	9/27/2021 12:40 PM
61	I think the new houses are paying much higher tax's than the existing houses that are of the same value. You need to re-asses the current Homes and increase accordingly	9/27/2021 10:58 AM
62	Under the roads budget is tree trimming included so that our roadways are kept free from dead trees that are constantly falling during storms.	9/27/2021 10:44 AM
63	[REDACTED]	9/27/2021 10:41 AM
64	[REDACTED]	9/27/2021 10:35 AM
65	[REDACTED]	9/27/2021 9:50 AM
66	Tax increases are not a bad thing if they maintain the quality of life in the county.	9/27/2021 9:47 AM
67	Simcoe is NOT the only or even the MOST important location in the county!	9/27/2021 9:40 AM
68	We do need to focus on core services but we need to make those services as efficient as possible so that we can also invest in long term strategies for soft services. Norfolk County needs to drastically reduce the cost of policing. We either need to reduce number of police or focus their efforts where it is most important such as illegal cannabis operations, murders, robbery, The cost of policing is out of hand. Aylmer has their own police force and is able to manage costs and hold police accountable. They are part of the community and serve that community well.	9/27/2021 8:55 AM
69	[REDACTED] Yes police and first responders great value. Garbage questionable. Yard waste should be picked up every week from spring through fall. Where are we suppose to keep decaying smelly grass and yard waste for weeks? Low value return for that.	9/27/2021 8:41 AM
70	[REDACTED]	9/27/2021 8:25 AM
71	would like to see police service to smaller communities it seems lacking concerning speeders and people passing school busses	9/27/2021 8:12 AM
72	[REDACTED] Animals that have been killed on the roads should be removed by all NC trucks not left to rot.	9/27/2021 8:02 AM
73	Pleas do not raise the taxes. It is a pandemic	9/26/2021 11:35 PM
74	[REDACTED]	9/26/2021 11:05 PM
75	I don't understand why the county is paying for office space on Robinson St when there are county owned buildings that could be used. I believe it's essential to become creative and extremely selective about how those sorts of decisions are made. [REDACTED]	9/26/2021 8:11 PM

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76	Please support the public health budget fully. The pandemic has raised the importance of this department.	9/26/2021 7:21 PM
77	No	9/26/2021 7:04 PM
78	Do not put harges to fund municipal water systems on to residents who do not have access to these services. Those tax needs should be levied against those who access them, or built into the use costs of those services. Rural residents already pay extra levies for things which do impact them, such as the periodic clearing of county drains abutting our properties.	9/26/2021 5:33 PM
79	[REDACTED]	9/26/2021 2:23 PM
80	[REDACTED]	9/26/2021 12:34 PM
81	The plan to reduce bylaw officers is a good one, reading the complaints about needing them to police grow ops, is nonsensical, that is a police services job.	9/26/2021 11:41 AM
82	To control waste, start charging for garbage bag pickup. Everyone contributes and they can purchase tags for \$1 (no tax) at county building. (this will include leaf pickup, weekly garbage pickup). Will encourage recycling program, less waste and will help pay for cost of large garbage dump days. EVERYONE PAYS for this. Tag on garbage bag, no tag, no pickup. Enforcement charges if left on side of road.	9/26/2021 11:23 AM
83	[REDACTED]	9/26/2021 10:03 AM
84	Find the quality of repair to asphalt on roads is very poor. [REDACTED] [REDACTED] Should be inspected.	9/26/2021 9:21 AM
85	In these tough times I think a 0 increase or as close to it is required. We are already paying more for hydro and gas and food. Stretched to the limit now Sometimes you have to drop some soft services to make it through the necessary services until we are in a better position financially.	9/26/2021 9:16 AM
86	Strategies required to address parking issues in Turkey Point, overcrowding at beach, increase police patrol as presence is needed, while these issues seem to be seasonal for 3 months ... they're getting worse. Officials need to visit TP on hot sunny weekends ... put some eyes on our issues. Parking fines are laughed at, they park wherever they want, if I need 911 services at my cottage ... I want them to arrive timely with no slowdown due to cars parked illegally, in walking lane. What's the status of repairing Old Hill Rd?	9/26/2021 7:55 AM
87	No	9/26/2021 5:45 AM
88	We need to make some cuts to bring spending down. [REDACTED]. [REDACTED] Does not seem like much is getting done with the numbers in the work force. We need to make all involved with running Norfolk responsible and cut some of the obvious wasted resources. Our spending needs to become reasonable and stop unnecessary and frivolous expenditures. [REDACTED] [REDACTED]	9/26/2021 12:01 AM
89	No	9/25/2021 9:58 PM
90	There is too much inefficiency. [REDACTED] [REDACTED] The grass in the parks gets cut too often, instead of exactly every 7 days, it often should be more like 10days. I think there is too much inefficiencies.	9/25/2021 8:48 PM
91	[REDACTED]	9/25/2021 6:05 PM
92	There is no mention of improving the lives of seniors. In Norview and NHHH we spend about \$8 a day feeding the elderly. It's garbage food. Did we ever get a senior center reestablished?	9/25/2021 4:47 PM

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Do seniors have transport? Are there any new programs for seniors? Don't forget this is the demographic that has paid the most and given the most to this community.

93	What is the present rate of tax increase	9/25/2021 4:23 PM
94	Any municipality must operate in a manner consistent with good policies and honest practices. It is bad enough that most people feel animosity toward federal and provincial politicians, in our own municipality we must strive to maintain an honest and open relationship with constituents	9/25/2021 2:24 PM
95	No	9/25/2021 1:11 PM
96	with all the new builds in the area make sure the companies build all these houses help pay for the infrastructure.....our taxes are so high already...I pay for school support, and I have no kids so I am paying for others....my internet sucks...out in the country our internet is so slow...even after talking to Rogers, in town will get good service, but out in the country awful...everything runs on the net...if you want us to do things with the County online we better have the proper connections to do it	9/25/2021 1:10 PM
97	<p>The break wall issues resulting in overland flooding damage to Turkey Point homes urgently needs support from council to support this known problem. We pay a high amount of taxes and feel our community is often forgotten when it comes to improvements and infrastructure. The influx of tourism to our beach is out of control and impedes on the enjoyment of our properties. Littering and parking problems persist without solution. Fines and charges for littering need implemented And patrols in place. Please provide solutions. Increase parking fines to max as other beach tourism areas have done, tow vehicles. Do not allow visitors to talk their way out of tickets saying they are just stopping for a minute then stay for the day and not being ticketed/towed - This happens constantly. Provide a residents only area of Beach (as done in beaches such as Wasaga) to allow enjoyment for all. Jet ski rental areas need better parking control - interferes with property owners and risk of impeding emergency vehicle access and response times.</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] There is no social distancing or covid protocols being followed. Residents regularly pick up large amount of litter by bag fulls. Visitors are urinating and defecating in beach, throwing used diapers on beach and roads. Restaurants And jet ski rentals along cedar Dr need to provide garbage bins and pick up litter from their patrons. It's being left all over residents lawns, beaches, along breakwall. If not for residents picking it up it would be left there to accumulate. Many visitors leave garbage from their vehicles (Tim Hortons, food, cups, bottles, soiled diapers, etc) And do not respect the beach - please use our tax Dollars to work to provide patrols, enforcement of stiff fines, penalties for littering and illegal parking (and towing). It is not fair to have to call police services after hours When parking Control often finishes early for the day, often 2pm during peak times. Patrol needs to be more frequent and longer during peak times. Please allocate our tax dollars to these important resources. And implement stiff fines for parking and littering, and provide staffing to enforce and deter.</p>	9/25/2021 11:03 AM
98	Yes, you should not increase taxes by a percentage. 6% on 5 thousand \$ is not the same as on 3 thousand \$ . Increase by an amount for example 3 or 4 hundred \$ . With Your method the gap gets bigger really fast. It is not fair in any way. Norfolk county is [REDACTED] the most expensive place to live in ont. What a title to have. People on a pension CAN NOT KEEP UP TO THIS [REDACTED]	9/25/2021 9:22 AM
99	It's hard to please everyone, be fair	9/25/2021 9:06 AM
100	[REDACTED]	9/25/2021 7:45 AM
101	[REDACTED]	9/25/2021 7:18 AM
102	[REDACTED]	9/24/2021 11:59 PM
103	Garden Street in Simcoe needs to be fixed immediately. Tired of my car getting damaged when driving on this street.	9/24/2021 8:04 PM
104	Normandale would like compost pick up just like all the neighbouring communities get.	9/24/2021 6:23 PM

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105	Our household would like to see an extra charge applied for more than one bag of garbage per household weekly. This will save waste disposal cost and hopefully increase recycling.	9/24/2021 5:36 PM
106	Taxes should not increase above cost of living as we have large amount of dollars in contingency fund from sale of hydro	9/24/2021 4:57 PM
107	[REDACTED]	9/24/2021 3:16 PM
108	[REDACTED]	9/24/2021 3:11 PM
109	[REDACTED]	9/24/2021 2:59 PM
110	Stop finding projects or business And improve the down town core like it was in 1990 to the early 2000 bring back business that people can shop instead of having restaurants on every street or second hand stores	9/24/2021 2:25 PM
111	Service cuts are needed and administrative cost need to be lowered. We can't afford to have governments costing us anymore money at any of the 3 levels. Enough!	9/24/2021 2:14 PM
112	With the closing of the Rec Centre ice last year it is now showing that was a huge mistake as long term mens leagues are now folding due to previous ice times have taken away for Minor hockey leaving only late times such as 10:30 pm. This is unacceptable to many of us who are property owners and pay taxes for recreational services that are now being withdrawn.	9/24/2021 12:29 PM
113	Developers should pay for all the added infrastructure required for the new developments. County residents should be given preferential treatment at county owned facilities as they are owners. (marina)	9/24/2021 12:08 PM
114	Cut the policing service [REDACTED], cut the [REDACTED] health unit services, [REDACTED] [REDACTED] [REDACTED] [REDACTED] Developers for homes can pay for all services to new property builds. [REDACTED]	9/24/2021 11:54 AM
115	Any plan to keep property tax increases less than the actual increased cost of services would be foolish even if politically popular. It just kicks the problems down the road and leads to much higher costs in the future.	9/24/2021 11:28 AM
116	Traffic Control Speed Monitor coming into Courtland.	9/24/2021 11:25 AM
117	We need to attract more businesses/good paying jobs to the area. Without growth, the town will die. Major highway access for businesses is long overdue. Look at Paris, Tillsonburg and others how they have grown because of there access to the province. More bike lanes and trails to allow people to commute and make it more people friendly.	9/24/2021 9:22 AM
118	No	9/24/2021 9:10 AM
119	Online services are okay but keep county offices easily accessible when we need the personal interaction Lastly do not waste our hard earned dollars , Tks	9/24/2021 8:52 AM
120	[REDACTED]	9/24/2021 5:43 AM
121	[REDACTED]	9/23/2021 10:49 PM
122	Climate change is a huge issue which should be taken into consideration, especially with respect to maintaining existing forest cover and wetlands. Countries around the world and international authorities like UNESCO are encouraging protecting forests and planting trees. Maintaining water quality and supporting our Conservation Authority in protecting natural lands is also important.	9/23/2021 8:22 PM
123	Water and sewage uses should be paid by the user.	9/23/2021 6:49 PM
124	[REDACTED]	9/23/2021 6:08 PM
125	I recognize that the County is facing increasing costs and pressure in setting the 2022 Budget	9/23/2021 5:45 PM

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but would suggest the resulting budget result in a municipal tax increase no greater than twice the inflation rate.

126	The mill rate for our taxes is very high here in Norfolk!	9/23/2021 5:39 PM
127	More bylaw officers are required to enforce the current bylaws that are in effect.	9/23/2021 5:27 PM
128	<p>As a county, there are things we can't afford unless taxes are increased or a greater manufacturing base is acquired. I'm sick of paying the taxes I now do for basically no changes in services. My taxes have increased over a \$1,000 in the 4 years I've been here. So I'm looking for the following from Norfolk- look to increase efficiencies [REDACTED]</p> <p>[REDACTED]</p> <p>[REDACTED] keep taxes low-if it takes longer to develop projects, then it does because we don't have endless dollars to give in taxes and we have a small base to work from; get busy bringing in new tax base dollars from manufacturing or other sources in order to offset the load you're putting on taxpayers; get busy with your hat-in-hand to get infrastructure money from the provincial/federal governments, otherwise begin to let them know that certain things cannot be offloaded to a rural community who can't afford it; get working on new businesses coming in - businesses will increase if more people are here and of course that relates to the water issue; developers need to pay a greater share for infrastructure costs; use the skill sets of some of the people who've moved to this area - invite people to committees to look into common areas of concern/need for development/future goals; make this an exciting and proud place to live - that takes imagination and leadership to invite new ideas.</p>	9/23/2021 4:25 PM
129	[REDACTED]	9/23/2021 2:43 PM
130	spend it wisely	9/23/2021 2:11 PM
131	Fix what's broken first before spending money on frivolous things	9/23/2021 2:02 PM
132	Focus on paying down the debt before increasing services. Treat the county money like it was your own household [REDACTED]	9/23/2021 1:46 PM
133	I hope the local government will continue to improve services with reasonable tax increases.	9/23/2021 1:06 PM
134	<p>[REDACTED]</p> <p>[REDACTED] I would like to see improved efficiencies within the county in order to curb substantial increases in property taxes. As both my husband and I have professional careers, we would like to see the County prioritize improvement to internet services offered to rural families so that we may work from home easier, and keep up with the rest of the world.</p>	9/23/2021 1:06 PM
135	[REDACTED] Why should too much of our police/fire/ambulance/hospital resources go to people consuming an illegal/dangerous product???	9/23/2021 12:48 PM
136	Your of value of services provided choices should include "average" as an option between Good and Poor.	9/23/2021 12:29 PM
137	<p>You MUST keep the tax rate unchanged or find ways to reduce [REDACTED]</p> <p>[REDACTED] Spend my tax dollars on basic community needs No more 8 0/0 tax increases !!!!</p>	9/23/2021 12:06 PM
138	[REDACTED] Come out to the rural areas and fix the roads !!!!	9/23/2021 12:00 PM
139	Stop spending money to fix things that less than 10 people complain about.	9/23/2021 11:57 AM
140	Keep as many community programs as possible. It is the only way some residents can keep their sanity.	9/23/2021 11:45 AM



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141	<div style="background-color: black; width: 100%; height: 40px;"></div>	9/23/2021 11:08 AM
142	Yes, Increase the assessment base not the tax rate! increase the assessment base by attracting new industry an commercial. These are the highest tax rates. They bring in the most money. So far many have been discouraged by needless red tape. Let's make it easier to attract them. Also keep arenas, museums, recreation centres and community halls. These are the things that attract people to live here. Services are extremely important!!! Tourism brings people, but what the town offers keeps them here or perhaps want to move here.	9/23/2021 10:22 AM
143	Maintaining funding for health - health unit, hospital and affordable housing is important to attract business and residents.	9/23/2021 9:22 AM
144	eliminate social programs, eliminate recreationally areas make them user pays	9/23/2021 8:08 AM
145	Pass on the "nice to haves" and let's concentrate on the "must haves" for now.	9/23/2021 8:06 AM
146	Raise development fees. There is demand for housing and our county is primed for development with Hamilton greenbelting all surrounding farmlands. Prioritize building infrastructure to develop new subdivisions in our towns and make sure developers pay their fare share for the extra water and sewers.	9/23/2021 7:20 AM
147	No	9/22/2021 10:47 PM
148	Get the issues resolved and start building housing and increased development this helps your tax base and bring dollars to the area . Run an under water pipe from the TREATED WATER PLANT at nanticoke to Dover or some type of holding facility	9/22/2021 10:39 PM
149	I think the county needs to invest in recreation facilities. If you want to attract residents to this county who want to raise families here you need to provide the facilities that are functional and user friendly. We have aging faculities that haven't been updated or invested in for years	9/22/2021 7:30 PM
150	Keep taxes at zero or as close to zero as possible. Everyone is already paying too much as a result of the pandemic (groceries have gone up, lumber has gone up, gas prices, general services, family doctor fee-for-service rates, entertainment, house maintenance costs, etc) while the cost of living increase for the majority of the working and middle class have remained nil or negligible. Please do not make people pay more money that they simply do not have to spare. Keep or eliminate services if required to keep rates as low as possible.	9/22/2021 6:55 PM
151	No	9/22/2021 6:49 PM
152	<div style="background-color: black; width: 100%; height: 1.2em;"></div> my impression is that the county gets poor quality for the work that they pay for. Some examples: the sidewalk and road I live on were damaged by the equipment used when Main St was redone. Since then, every now and then a county worker comes down and spray paints all of the cracks. Then the rain washes away the lines and nothing gets done. We see the same thing on Ireland Rd. The quality was horrendous. It's recently been repaired and it's still bad and it's clear to everyone that after this winter it will be horrendous again. I'm sure you will hear plenty about snow removal. I drive through 3 counties on my way to/from work and Norfolk is always the worst.	9/22/2021 6:15 PM
153	No	9/22/2021 5:40 PM
154	Spend money cutting back weeds from Front Road. Not safe to walk there.	9/22/2021 5:33 PM
155	I believe that all rate payers should pay the same fee for services. I think it is inexcusable that people using the Walsingham transfer station pay a higher minimum fee then those using the Simcoe station. Similarity, pickleball players using the Port Rowan Community centre pay more then those using the county run programs at other locations. I also believe the County seriously needs to look at reducing staffing levels through attrition as a way of reducing operating costs. It is well known that we have one of the highest staffing per population levels in the province. It is time to <div style="background-color: black; width: 100%; height: 1.2em;"></div> get more efficient	9/22/2021 5:25 PM
156	Increase winter roads maintenance. Plow more and earlier.	9/22/2021 5:12 PM
157	People are busting at the seams and cannot afford any more increases. There is enough going on in the world and the added stress is not needed right now	9/22/2021 4:50 PM



## Help inform Norfolk County's 2022 Budget

158	Norfolk needs affordable housing	9/22/2021 3:49 PM
159	[REDACTED]	9/22/2021 2:32 PM
160	[REDACTED]	9/22/2021 2:10 PM
161	Small rural municipalities should not be paying as much in taxes as they do in the city. In my area we have firefighters and garbage collection. You have shut down our women's institute and local pioneer museum. If we do not get the services why are we paying ad much as a town with way more services available	9/22/2021 1:41 PM
162	No	9/22/2021 10:46 AM
163	There is a lack of indoor community recreation space in Norfolk County and would love to see a plan for creating a multipurpose athletic facility instead of relying on schools.	9/22/2021 10:40 AM
164	Lower the property tax's we pay. They are becoming absolutely insane. And there is absolutely no reason why norfolk county needs to be driving around in brand new trucks every year. Start making some cuts of your own and be reasonable with your spending and ask yourself at the end of the day "do we realllly need to be spending this money right now?". [REDACTED]	9/22/2021 10:05 AM
165	Stop with the expensive studies. Get your priorities straight . [REDACTED]	9/22/2021 9:09 AM
166	[REDACTED] Water and sewer has always been over priced and behind the growth. Soft core services like parks and museums should not be cut back as much it seems to be easy to keep cutting this aera. [REDACTED]	9/22/2021 6:36 AM
167	[REDACTED] The town of Simcoe downtown core was once a vibrant happening place and has become dirty and unsafe and unsafe. It no longer has anything to offer	9/22/2021 3:39 AM
168	Wolven Street and Front Road require guard rails to be installed at many ravines. Accidents and fatalities have occurred over the years.	9/22/2021 2:57 AM
169	Further the fiber optic on Angling Rd. and area please.	9/22/2021 2:48 AM
170	More police presence is needed Crime has increased Cruisers are rarely seen anymore	9/21/2021 11:55 PM
171	I personally have not had a raise in 10 years. The county has to be more financially responsible as many of the people in the county are in the same situation but pay more in taxes and have longer waits for services [REDACTED]	9/21/2021 9:21 PM
172	No	9/21/2021 7:59 PM
173	What happened to hub most current elected said a hub would be coming land was bought and then sold how much was waisted on time and resources	9/21/2021 7:33 PM
174	Cut non essential spending, particularly on social programs. Fix the roads - ours have to be the worst in Southwestern Ontario.	9/21/2021 7:31 PM
175	No thanks	9/21/2021 6:54 PM
176	We need better accommodations for the senior programs now our previous building is being sold.	9/21/2021 6:43 PM
177	In previous questions you asked about investment in internet and housing: those should be market driven and not paid by tax payers through the county. Invest in libraries, cultural	9/21/2021 5:55 PM

## Help inform Norfolk County's 2022 Budget

	assets, seniors support services (programs, transit, LTC homes owned by county).	
178	Give senior staff a percentage increase to work with ie 2% This would streamline the budget process	9/21/2021 5:55 PM
179	<p>We should utilize cost savings that can be gained through Federal, Provincial funding. There are many programs Norfolk could apply for, including operating service supports, asset management and capital costs, tourism related funding and employee training costs. Also partnering with neighboring counties and communities to attract and support business. Utilize action oriented organizations such as score who are working with a larger region. Instead of investing so much dollars in county staff that focus on business support we should allow Venture Norfolk and other Federally funded agencies to provide that support and have NC staff focus on good employer attraction. Also we should not be focusing on tourism support as much as we have in the past. Those businesses are no different than a main street retailer, if you can't make it on your own, get a different business model. In terms of soft services it is vital that we keep libraries, museums and rec centers (including arenas) operating. Transit is important for our seniors and allows them to be active members of their community. [REDACTED]</p> <p>[REDACTED]</p> <p>This council should consider moving forward very cautious with sweeping budget changes. [REDACTED] Go slowly and keep things status quo for this year as much as possible. Leave big changes for the next council in 2022.</p>	9/21/2021 5:33 PM
180	I would like to see much cheaper rates for seniors going too aqua fit classes. Tillsonburg charge \$2.50 per class and we pay 10.00 per class!!! Need yearly memberships again too at reasonable prices.	9/21/2021 4:29 PM
181	This pandemic has cost us enough. Don't increase taxes.	9/21/2021 12:37 PM
182	Please bring a Skatepark to Delhi, Ontario	9/21/2021 12:15 PM
183	Port Rowan is forgotten. The Harbour area is not cared for...weeds clog the marina in summer, the fence is down, holes that need gravel... disgraceful what has been allowed to happen with no harbour master... part time and student helpers. We also learned no money was set aside for recreation in the budget for Port Rowan. We have a community centre that sits empty and there could be programs run if it were available and affordable. It is unfair to the west that there is programming in Dover and Simcoe and none here. We have many Seniors and young families needing such things. Please consider this. I have volunteered to get things started but run out of steam fighting for things.	9/21/2021 11:51 AM
184	I would like to see the splash pad expanded. I would like empty buildings to be utilized instead of sitting empty for years!	9/21/2021 9:50 AM
185	-Fix the teeterville dam -Send a crew to pull the weeds out of our only playground in town -Care about the small towns in Norfolk county - install a skatepark for the north end residence -your hockey arenas are run down [REDACTED]	9/21/2021 8:43 AM
186	Property taxes in Norfolk County and elsewhere are becoming unaffordable. [REDACTED] For example if there is money left from a snow removal budget it should be given back to the taxpayer or put into an account for next year. That money should not be spent something not necessary	9/21/2021 8:37 AM
187	Recognize and utilize existing amateur artists, photographers, musicians, volunteer groups to promote tourism in Norfolk!	9/21/2021 5:53 AM
188	I feel the usage of the street sweeper can be managed better. I have seen it on our street when there was no need, I have seen it out of town on swimming pool road and no homes in the vicinity. People abuse the service in the fall by raking their leaves onto our street only to have the street sweeper clean it up. Perhaps advise people it's schedule-so that. Vehicles can be moved off the street and a better job completed. With regards to LT garbage = why can't the county have a bin on their land in Delhi once a mont for people to dispose of unsightly curbside garbage. Garbage in Downtown Delhi is on a Monday- Perhaps this could be changed to a Tuesday as many businesses that are closed on Sunday put garbage curbside on Saturday and it sits on our downtown street til Monday. ( maybe even a time pickup change so it could be put curbside on Monday at a later time) With regards to leaf pickup weekly- perhaps in Delhi	9/20/2021 11:51 PM

## Help inform Norfolk County's 2022 Budget

the township yard where all of the counties leaf debris is dumped could be utilized for in town leaf disposal

189	Please bear in mind that in many parts of the County retirees are the predominate tax payers. Retirees live on fixed incomes for the most part. Their share of the pie is not finite.	9/20/2021 11:19 PM
190	Please ensure that downtown sidewalks are cleared of snow for local businesses. I also think the city needs to clear the end of driveways of snow. When the plows push wet and heavy snow into the end of your driveway it's hard to clear yourself, especially elder folks.	9/20/2021 11:09 PM
191	The past budgets have been geared to current year needs rather than long term planning/investment to deal with concerns that are impacting or will impact Norfolk in the future. Examples are housing, downtown revitalization, economic development other than tourism, recreational and cultural amenities. We need a budget that addresses current needs as well as provides funding for long term growth strategies. Without long term investment that will provide future revenue growth, particularly attracting industrial investment, Norfolk is destined to continue to either increase taxes or continue to cut services.	9/20/2021 10:57 PM
192	number one is cutting unnecessary expenses, there is still a lot of waste within the system. It's not always what you make but what you save is important. Get our rural roads in shape! most shoulders are terrible and dangerous!! Also having an open mind to new and diverse ideas will help build a stronger county	9/20/2021 10:38 PM
193	Review existing services to determine if a service is performing to expectations or should be reduced and /or cancelled hence tax dollars that could be reallocated to maintain existing core infrastructure.	9/20/2021 9:55 PM
194	Lower property tax on houses and businesses.	9/20/2021 9:34 PM
195	Prioritizing cost awareness within the municipality, ensuring the value added to the entire community is optimized with every dollar spent (invested). Maximizing overall efficiency by investing heavily into the future of Norfolk county while considering the point of diminishing returns.	9/20/2021 9:13 PM
196	Servicing our community helps us to attract families and businesses. This includes arenas, diamonds, senior centres, museums etc. [REDACTED]	9/20/2021 8:25 PM
197	You can attract businesses but without things to do to keep families here the employees won't stay. We need more people and more housing therefore more people paying taxes.	9/20/2021 8:22 PM
198	Please fix the road by the hospital - ambulance and patients would appreciate it. It is in awful shape. Thank you.	9/20/2021 7:47 PM
199	As part of a small community it is often difficult to see more services going to Simcoe. I have tried to get over this feeling but cannot. Losing our small town identity is hard.	9/20/2021 7:38 PM
200	Stop using out of town legal, engineering, consulting, creative etc services. We have fully capable taxpayers in this county that can do the job.	9/20/2021 7:36 PM
201	Property taxes are too high. Ours have doubled in last 10 years, it's not acceptable to keep raising taxes so much for less.. People can't live a comfortable living.	9/20/2021 7:34 PM
202	It sure would be fantastic if money was spent anywhere west of Simcoe! Norfolk consists of more than Port Dover and Simcoe. We own two properties in Norfolk, received two ridiculous tax increases and have seen nothing in return. [REDACTED]	9/20/2021 7:26 PM
203	Our taxes are very high in ratio to services available. The increases are not affordable for seniors. I would suggest cutting out non essential services until Norfolk gets their budget under control.	9/20/2021 6:40 PM
204	We are getting maxed out on taxes!	9/20/2021 4:38 PM
205	Yes incomes are not increasing the same as the rate of budget increases. This is very difficult also for people on fixed incomes. Looking for efficiencies and shared services is important.	9/20/2021 4:32 PM
206	No	9/20/2021 3:16 PM

## Help inform Norfolk County's 2022 Budget

207	External review of departmental spending and corporate standards practices..ie office furniture expenditures. [REDACTED]	9/20/2021 3:12 PM
208	Please keep in mind the young families and career residents of the community. A lot of focus is on keeping the certain other populations happy but you are driving away families who are searching for more adequate facilities.	9/20/2021 2:57 PM
209	[REDACTED]	9/20/2021 2:21 PM
210	NO TAX INCREASE OR VERY LITTLE !!! [REDACTED]	9/20/2021 2:19 PM
211	[REDACTED]	9/20/2021 1:22 PM
212	Please look for and execute opportunities for taxpayer spending savings. We have a very high tax rate for the services available. Cut,cut, cut!!!	9/20/2021 1:03 PM
213	[REDACTED] it gets harder and harder to pay the bills our oas and cpp don't keep up to cover the increases we have each year.	9/20/2021 12:23 PM
214	Before Norfolk county tries to implement more improvements, the municipality needs to properly maintain and enforce property standards (cutting over grown weeds, lawns, clean roads frequently in the winter, etc). This would attract more people to buy properties in Norfolk and hence, the property taxes would increase for county.	9/20/2021 12:13 PM
215	[REDACTED] [REDACTED] Takes forever to get any building permits done, [REDACTED] [REDACTED] [REDACTED] Open the Eva Donly Brook museum back up. [REDACTED]	9/20/2021 12:09 PM
216	Look for efficiencies. Maybe run a contest for staff, see where they can find time and cost efficiencies - ie. one-stop shopping portal for staff or citizens regarding services, fees to be paid, etc - with east to follow links (current websites are confusing) Good luck, you are all doing the best you can.	9/20/2021 11:48 AM
217	Norfolk County like many towns and cities have a huge demand for affordable housing and many homeless people living on the streets. The homeless prevention program is way too short term to for those affected to find any kind of sustainable or permanent housing. Winter is coming and this situation will need more funds and a longer term solution for our homeless residents. Please consider a adding some type of shelter situation for the Winter months for these people. Some of these are elderly and some very young. No housing means more substance abuse and crime, which in return amounts to hiring more security, vandalism costs etc. etc. Housing is huge in Norfolk County. Why pay continued Welfare costs and subsidies related to high rent? Build something and give them a warm place for a longer period of time so housing can be found.	9/20/2021 11:32 AM
218	[REDACTED]	9/20/2021 11:29 AM
219	[REDACTED]	9/20/2021 11:08 AM
220	Possibly If the County made a list with all the expenses and repairs needed for recreational and put these numbers in a categorized way for each area then the residents can try to come up with ways to cut costs.	9/20/2021 10:51 AM
221	I guess what bothers me the most is the cost of taxes we pay and have very few services. Its outrageous. Maybe look into what is costing so much compared to similar towns and review what can be changed.	9/20/2021 10:32 AM
222	We need more fitness recreation for residents	9/20/2021 10:30 AM
223	Stop closing what little services we have left, like Museums and libraries/rec. There will be	9/20/2021 10:24 AM

## Help inform Norfolk County's 2022 Budget

nothing left to attract business and residents like you hope to.

224	Keep the budget to a cost the average citizens of Norfolk can afford. Keep the waste to a minimum.	9/20/2021 10:06 AM
225	Core infrastructure is important to invest in to support all other programs .I believe to fix these first ,in a cost effective way ,the rest will follow.	9/20/2021 9:47 AM
226	Would prefer good service without tax increase!	9/20/2021 9:44 AM
227	No	9/20/2021 9:43 AM
228	We need to protect existing buildings and services which were built and maintained by the residents of the individual communities and then, in turn, inherited by the county upon amalgamation. These facilities are the live line of these communities and are needed now more than ever to unite residents who have been stuck at home. We need to adequately look after the current residents first and then look to bring people in from outside the county. If the services available for residents do not serve the needs of the current residents, how can you satisfy the needs of new residents (water issues comes to mind). Also, when bringing people from the cities into Norfolk, you should not try to compete with the services offered by the cities. That which makes us different (quieter lifestyles, our waterfronts and so) makes us attractive to the people escaping from these cities so why try to make us the same as the cities. Don't try to change our Norfolk for the sake of attracting people from outside of Norfolk without considering what is best for Norfolk residents as a whole. Don't sell us out!	9/20/2021 9:35 AM
229	I would like to see money allotted to animal rescue in Norfolk County. [REDACTED]	9/20/2021 9:26 AM
230	No	9/20/2021 8:56 AM
231	As a pensioner on a fixed income, the fact that my property taxes continue to increase at above standard inflation levels means I will be forced to move out of my home county!!!	9/20/2021 8:54 AM
232	I think Council has been doing a great job with matching tax increases with a reasonable level of service. We need to keep moving infrastructure and services forward but we need to keep taxes at a reasonable level as well. I am all for charging a small user fee when using services. Nothing should be free or we do not appreciate it.	9/20/2021 8:53 AM
233	[REDACTED] Ensure all the basic services, police, fire ems, garbage, roads, water etc are maintained. Spend less on the arts museums etc. Improve efficiencies, Norfolk is known as being slow to approve almost anything from building permits to drainage petitions.	9/20/2021 8:51 AM
234	Fix the horrible roads in Port Dover!! The crumbling curbs and cracked residential roads are a hazard and look terrible.	9/20/2021 8:43 AM
235	[REDACTED] - one of the largest sport groups in our county- but we don't have the facilities that other counties do and we have to travel to other counties to access reasonable beach volleyball courts that have lights and decent nets, gyms etc. Norfolk needs to get some facilities for indoor and beach volleyball as there are many children, youth and adults who play - literally hundreds of players from Norfolk - Tennis facilities are ample with few players - maybe we can convert a tennis court or two into beach volleyball and what about using the rec centre for volleyball groups - there are three volleyball clubs in Norfolk. If we have decent facilities we can host tournaments on weekends all year round which would bring lots of business to the county.	9/20/2021 8:38 AM
236	[REDACTED]	9/20/2021 8:33 AM
237	Affordable housing is critical for all residents of Norfolk County!	9/20/2021 8:20 AM
238	Improve things for waterford	9/20/2021 7:49 AM
239	[REDACTED]	9/20/2021 7:44 AM

Help inform Norfolk County's 2022 Budget

Feel we are very management heavy creating road blocks in new initiatives, new programs throughout the county as to many levels of politics to move anything forward.

240	[REDACTED]	9/20/2021 7:00 AM
241	The roads Round the fairgrounds (brock, garden, etc where cars park for the fair see a great deal of traffic and parking..these roads should be better maintained as well as the trees in the area, they are city trees and they are falling into the road. The street sweeper comes by far too often, use the resources for tree removal instead. Give hone owners more notice of leaf bag removal	9/20/2021 6:58 AM
242	With the current situation, we can not afford any increase in budget for 2022.	9/20/2021 6:54 AM
243	[REDACTED]. We have no access to high speed internet, no access to natural gas and pay well over \$5000 in property tax.	9/20/2021 6:52 AM
244	[REDACTED]	9/20/2021 6:35 AM
245	[REDACTED] Getting the building permit process to speed up in Nirfolk County would boost revenues for the county, especially if the process of obtaining a building permit was simplified and made at least comparable to other neighboring counties.	9/20/2021 5:23 AM
246	[REDACTED]	9/19/2021 11:49 PM
247	none at this time	9/19/2021 11:23 PM
248	[REDACTED]	9/19/2021 10:41 PM
249	Norfolk is in financial distress. We all need to do our part to pay what is needed to get back on track. I support paying a little more in taxes to invest in our deteriorating infrastructure and reserves	9/19/2021 9:48 PM
250	[REDACTED]	9/19/2021 9:40 PM
251	INVEST IN RECREATIONAL FACILITIES. There is absolutely nothing for adults or even teenagers in terms of gymnasium/athletic areas for recreational leagues or recreational use.	9/19/2021 9:24 PM
252	Fix West Street. The only road into our hospital, is liable to cause more damage to someone already in critical condition riding in an ambulance. There is no reason it should not have been done. Also, I am ok with expansion of housing, but only to a point. People like it here because its quiet and small town feel. Good work on the downtown this past year, getting rid of some of the buildings attracting crime. [REDACTED]	9/19/2021 9:17 PM
253	You need to fix what you have before investing in new.	9/19/2021 9:04 PM
254	[REDACTED]	9/19/2021 8:34 PM
255	Not at this time	9/19/2021 8:31 PM
256	No thank you.	9/19/2021 8:06 PM

## Help inform Norfolk County's 2022 Budget

257	Keep our taxes at zero increase. Open more ice time for teams so me living Somcoe and [REDACTED]	9/19/2021 8:03 PM
258	Yes Please add something in your budget to help with flooding issues in Long Point.	9/19/2021 7:34 PM
259	Please fix William Street in Teeterville, it needs to be repaved	9/19/2021 7:32 PM
260	When we dont have snow, which we almost never do, and you've budgeted a large amount for snow clearing that isn't needed. Don't put it somewhere else. That's my money you didn't need. Give it back.	9/19/2021 6:12 PM
261	[REDACTED]	9/19/2021 6:07 PM
262	Reduce office staff	9/19/2021 5:38 PM
263	There are many seniors in Port Dover and young families also. We need more recreation for both. Not much for either to do.. A nice rec centre, would be great. A pool, a few things for the kids in town to do. A show of some kind and great hun just got kids. Pool table, basketball and weight room. In Port Cover not Simcoe.	9/19/2021 4:41 PM
264	Keep the pier, beach, tourist areas clean and tidy. Example - keep on top of the garbage bins so they are not overflowing or provide more bins. Keep tourists coming back. Local businesses can use the support.	9/19/2021 3:13 PM
265	The new house levy should be used only for infrastructure	9/19/2021 3:07 PM
266	LESS MONEY TO POLICE AND INVEST IN MORE SOCIAL PROGRAMS!!!! I can't stress this enough, you need to address the root of the crime and addiction problem with adequate social programs which we SEVERELY lack. Cut the police budget in half (not all emergency services just the opp. Maybe even consider bringing back a local county wide police force and cancelling the opp contract in the future.	9/19/2021 2:58 PM
267	Fix roads. Quit wasting money and time on things that probably aren't going to happen anyway (sports hub). Quit spending money on things only some people use and more on things everyone uses like sports complexes versus roads.	9/19/2021 2:25 PM
268	Simple - reduce your costs. You keep raising our taxes but we are not getting anything for our money!	9/19/2021 2:20 PM
269	We need more opportunities to get yard waste picked up during July and august.	9/19/2021 1:04 PM
270	[REDACTED]	9/19/2021 12:56 PM
271	Nope	9/19/2021 12:28 PM
272	[REDACTED]	9/19/2021 12:19 PM
273	property Taxes are ridiculous. That million dollar rental has to go [REDACTED] [REDACTED] [REDACTED]	9/19/2021 12:10 PM
274	It's time to look at value for money as far as OPP services are concerned. Too often they are seen sitting in cruisers on side roads doing paperwork. Get them on main roads where speeding is becoming more of a problem. Look at the number of CAA "slow down" signs in the area. These should be telling them something!!	9/19/2021 12:05 PM
275	I think there needs to be a focus on reducing cost waste in the county, in order to keep property taxes in check. We moved here from Hamilton and out property taxes are higher here, and cover fewer services.	9/19/2021 11:59 AM
276	High speed internet for this area, cable television at not price gouge for it! Stop increased home builders from buying up farm land	9/19/2021 11:42 AM
277	Our roads need work. I especially feel that West Street needs work and should be done as the hospital is right there and West Street is the main road for ambulance traffic.	9/19/2021 11:27 AM
278	No	9/19/2021 11:24 AM
279	Not all taxpayers are served equally,,ie no leaf collection in recreational rural villages,,just because it was a practice in the past does not mean it was a good practice,,there is no need	9/19/2021 11:18 AM



## Help inform Norfolk County's 2022 Budget

for street sweeping in sections of the community where there are no sidewalks,,that is an urban need,,you are just sweeping dirt from the sides of the lawns,,,,some costs savings. Discontinue the yearly household large item pick up at the side of the road,,too confusing and takes so long to complete,,,if residents need to dispose of this stuff,,take to transfer station,,cost savings as well. Focus on getting water capacity back for the entire County...this should never have happened! Staffing needs to be adjusted to complete services you are offering,,,,from my perspective,,way to many "upper management" jobs and not enough workers.

280	The county should fix [REDACTED] so that severances are easier to get, this would increase the tax base	9/19/2021 11:15 AM
281	Would like to see vest camera's on all the police officers.	9/19/2021 11:09 AM
282	YOU PEOPLE NEED TO SPEND OUR MONEY WISELY AND FRUGAL AS IF IT WAS YOUR LAST MEAL AND YOU HAVE 20 MORE YEARS TO LIVE QUIT MAKING PARKS FOR ANIMALS TO PLAY IN, QUIT SELLING LANDS AND ROADS TO DEVELOPERS. FIX BRIDGES INSTEAD OF CLOSING ROADS THESE ROADS ARE USED AND CLOSING THEM SELLING THEM HINDER TRAFFIC AND SLOW EMERGENCY VEHICLES FROM GETTING TO EMERGENCIES FASTER,LET OUR CLUBS AND PEOPLE WITH PARKS CARE FOR THEIR PARKS AND BUILD PLAYGROUNDS AND SPLASH PADS WITH THEIR MONEYS AND SINCE THEY ARE THERE FOR THE PEOPLE MAINTAINED BY THE HELP OF THE PEOPLE MAKE SURE THE TAXES OF THE LAND THEY MAINTAIN FOR PUBLIC USE IS DEREASED THIS WILL BE FAR MORE AFFORDABLE THAN GOVERNMENT PEOPLES TAKING OF IT ...i COULD GO ON, BUT I WILL END IN SAYING THE PUBILC NEEDS TO TAKE CARE OF ALOT OF THE LITTLE NEEDS STUFF THEMSELVES. GOING THOUGH AND HAVING GOVERNMENT DO IT FOR THEM IS WAY TOO EXPENSIVE [REDACTED]	9/19/2021 11:03 AM
283	No	9/19/2021 11:01 AM
284	[REDACTED]	9/19/2021 10:43 AM
285	There is a huge lack of recreational facilities in Norfolk County. We need to invest in infrastructure in this area to promote health and keep people in this area. Instead of a hub, build a new large pool first that can be expanded in the future. There are alot of very wealthy businesses in the area so solicit funding from within the county. It has been done in other counties. I feel investing in upgrades to the existing outdated recreational facilities because we can't build a hub would be a waste of money. Put the money from the hub land sale back in the reserves so the hub can be pursued in the future.	9/19/2021 10:28 AM
286	No	9/19/2021 10:20 AM
287	Focus on the infrastructure everything in town is rotting fast and these things need to be repaired sooner rather than later.	9/19/2021 10:15 AM
288	Cut other expenses such as [REDACTED] needle deposit boxes [REDACTED] [REDACTED] People who actually care should get better services like road maintenance. More policing.	9/19/2021 10:13 AM
289	Many streets & roads are in brutal shape	9/19/2021 10:08 AM
290	WE NEED HELP WITH THE SULPHUR ISSUE TO BE ADDRESSED AT THIS END OF	9/19/2021 9:59 AM



# Help inform Norfolk County's 2022 Budget

## NORFOLK

291	[REDACTED]	9/19/2021 9:58 AM
292	Really wish our services were on par with other municipalities. Very upset our kids and adults now can't get the ice time at our arenas when we closed an arena. A real shame.	9/19/2021 9:17 AM
293	[REDACTED]	9/19/2021 9:08 AM
294	No	9/19/2021 9:07 AM
295	Aim for a 0% increase. You are driving people out of this County with the high increases to taxes and water.	9/19/2021 9:07 AM
296	No	9/19/2021 9:05 AM
297	Eliminate redundancies in services and stop paying higher than average wages and benefits [REDACTED]	9/19/2021 9:04 AM
298	Scrap the Property Standards Bylaw	9/19/2021 9:01 AM
299	sometimes increases are necessary	9/19/2021 8:53 AM
300	No	9/19/2021 8:51 AM
301	I understand things need to be done but the people need a break on all these extra costs we are still recovering from big losses these last few year and some people are just getting back to work and some are still struggling	9/19/2021 8:51 AM
302	[REDACTED]	9/19/2021 8:19 AM
303	Do not cut the library budget. The services offered here are essential to so many in the community. They are invaluable and should not be reduced further. Their fundraising efforts have been amazing and that should be rewarded by not cutting their budget AGAIN!!!!!!	9/19/2021 8:14 AM
304	fix colborne street. [REDACTED] should of been fixed before union street was.	9/19/2021 8:04 AM
305	Install paid parking along Erie Blvd.	9/19/2021 7:59 AM
306	There needs to be more frugal thinking applied and not the attitude of a never ending money supply. Tax payers have just so much money.	9/19/2021 7:58 AM
307	[REDACTED]	9/19/2021 7:40 AM
308	My road is in terrible shape and has been for years. It needs to be repaired. Also the county needs to sell the property that is no longer being used.	9/19/2021 7:23 AM
309	[REDACTED]	9/19/2021 7:04 AM
310	Policing is poor value, NC has the highest auto insurance rates due to accidents. There is never any police monitoring traffic [REDACTED] Meanwhile drivers are speeding,runnuing lights and texting. Need more control on this	9/19/2021 6:41 AM
311	Increase public health staff and services in our community to help promote healthy living and reduce public health concerns amongst our community. Ie: bring back sexual health services, Increase harm reduction public awareness and support for community, Increase health promotion for healthy lifestyles,etc.	9/19/2021 3:13 AM
312	Do not increase property taxes, we cannot afford increases!!! Find alternate means of cost-cutting .	9/19/2021 2:46 AM
313	[REDACTED]	9/19/2021 1:31 AM
314	[REDACTED]	9/19/2021 12:35 AM

## Help inform Norfolk County's 2022 Budget

315	I do not understand why my property taxes have increased by so much last year and again this year? Along with your notice of increase it would be nice if you could explain the reason for the increase.	9/18/2021 11:58 PM
316	Adjust taxes for homeowners thar are on a well and septic. We are responsible to pay for the maintenance of our systems and should not have to pay to maintain the towns water/waste water. Put solar speed signs on all major roads.	9/18/2021 11:52 PM
317	I would love to have a skate park in Delhi as so many kids scooter bike and skateboard it would be awesome to have one here and would get so much use for our youth.	9/18/2021 11:33 PM
318	No	9/18/2021 11:24 PM
319	1. Wondering why current residents are paying for water upgrades. Developers should be paying for the required water upgrades	9/18/2021 10:43 PM
320		9/18/2021 10:41 PM
321		9/18/2021 10:31 PM
322	My taxes keep going up, yet our road is awful and we have no street lights, nothing has been done to the area since I have been there since , yet every year taxes go up	9/18/2021 10:30 PM
323	None	9/18/2021 10:25 PM
324	Upgrade playground equipment at parks throughout the county	9/18/2021 10:13 PM
325	Port Dover needs to slow down. It is growing too quickly and with the proposed growth more resources are going to be required - once the growth has happened we cannot back up - we are going to find ourselves having to raise taxes more just to keep up with the required extra infrastructure.The growth needs to be controlled - controlled by Council - not by developers. Council needs to be in control - not the developers. I believe that we are using legal services too much - they are costly.	9/18/2021 10:12 PM
326	No	9/18/2021 10:05 PM
327		9/18/2021 9:59 PM
328	No	9/18/2021 9:54 PM
329	We lack a lot of services comparing to other communities. Our recreation options are especially lacking. These builders and new homes need to be paying more taxes to help create the infrastructure needed here. If that causes them to go elsewhere, so be it. We don't have enough to go around let alone to attract more people living here.	9/18/2021 9:30 PM
330	I would like to see more grass and trees cut on a regular basis along the side of the roads, especially Intersections	9/18/2021 8:37 PM
331	no	9/18/2021 8:32 PM
332		9/18/2021 8:19 PM
333		9/18/2021 8:08 PM
334	Hoping Norfolk county is looking at best practices being employed by neighbouring municipalities. There is a strong sense in the business community that we are falling behind our neighbours- the development is Cayuga, Jarvis and Tillsonburg is substantial - Norfolk's departments move at a glacial speed at times.	9/18/2021 8:08 PM
335	Finish paving the North end of Swimming Pool Road. It should not have been left a tar and gravel road with no shoulder. It is far too busy of a road to be left as such	9/18/2021 8:07 PM
336		9/18/2021 7:50 PM
337		9/18/2021 7:37 PM

Help inform Norfolk County's 2022 Budget

338	Start by lowering taxes so people can live [REDACTED]	9/18/2021 7:33 PM
339	Our countys should be investing in our small towns to draw businesses to them.	9/18/2021 7:29 PM
340	No	9/18/2021 7:19 PM
341	The taxpayers were not included in the decision to build the hotel on Norfolk street across from BMO. and that was wrong. Would like a seniors building and a new pool. An arena would be nice- I supported the HUB	9/18/2021 7:17 PM
342	Stop wasting money on painting crosswalks	9/18/2021 7:16 PM
343	There is a need for special needs programs and funding. Not enough Norfolk County staff are trained/hired who can oversee programs. The residents of Norfolk County need to travel to neighboring municipalities who offer such programs.	9/18/2021 7:11 PM
344	up the land fees etc for new housing developments and not load them on existing tax payers.	9/18/2021 7:10 PM
345	Trim fat	9/18/2021 6:57 PM
346	fix the [REDACTED] roads the ones that need fixing and side walks not patch them- and cut the mess by the high school in simcoe it looks like [REDACTED] for the county	9/18/2021 6:40 PM
347	[REDACTED]	9/18/2021 6:12 PM
348	[REDACTED]	9/18/2021 6:10 PM
349	Honestly interview each town/area and see how we truly feel we are being served on an individual basis.	9/18/2021 4:39 PM
350	Do not close the Walsingham transfer station. Its the only thing I use. [REDACTED]	9/18/2021 3:24 PM
351	[REDACTED]	9/18/2021 2:40 PM
352	I would like to see more speeding controls in the rural towns. It is a huge safety concern in our little town of Boston as people on average travel 20-30 km over the speed limit.	9/18/2021 2:26 PM
353	Transparency as to why our taxes increase so much each year	9/18/2021 1:08 PM
354	Do not increase the taxes again	9/18/2021 12:48 PM
355	Western areas of the county pay high taxes and see limited supports put back into the area. More of our tax dollars need to be spent on upkeep in this area as well.	9/18/2021 12:43 PM
356	Stop wasting money (eg THE HUB)	9/18/2021 12:34 PM
357	No	9/18/2021 12:33 PM
358	Savings can be had. [REDACTED] [REDACTED] Services cannot be cut anymore. Roads need repair, bridges need repair. Start applying for as much government funding as possible.	9/18/2021 12:16 PM
359	Waterford needs way more attraction for children. There is nothing	9/18/2021 12:04 PM
360	[REDACTED]	9/18/2021 12:02 PM

## Help inform Norfolk County's 2022 Budget

361	We need to invest in our tourism sector. Fishing spots, boardwalks, washrooms, proper promoting of our area.	9/18/2021 12:01 PM
362	Start planning for future entice young people to live here [REDACTED] [REDACTED]	9/18/2021 11:55 AM
363	Where there are opportunities to cut items, take action. Like closing that one dump. Procrastination doesn't help.	9/18/2021 11:53 AM
364	[REDACTED] [REDACTED] [REDACTED]	9/18/2021 11:43 AM
365	I think that it would help people understand the budget and be able to judge whether or not taxpayers were receiving value for their money if some statistical comparisons with other municipalities were provided. I also think that there could be an online forum containing a "suggestions box" for members of the public to provide their ideas, and also a questions and answers section where county staff and councillors could respond to the public's queries about municipal affairs. This would help people see why funds are required for various budget lines, and why running a municipality is so complex.	9/18/2021 11:34 AM
366	We need bobcats to clear sidewalks in urban areas. It is ridiculous in this day and age Norfolk does not have this!! Less road maintenance and more urban supports.	9/18/2021 11:31 AM
367	I really think we are in need of a large recreation centre (like a YMCA or Wayne Gretzky type centre). Centrally located, Simcoe?	9/18/2021 11:18 AM
368	[REDACTED]	9/18/2021 11:17 AM
369	[REDACTED] [REDACTED] [REDACTED]. Our taxes are already higher than urban centres which offer much higher quality services, so let's make an effort to use the tax dollars wisely.	9/18/2021 11:13 AM
370	Our council could save \$ 70,000 per fire truck by not purchasing specialty cabs. I know that money could be better used in other places. I.e water services, roads new buildings such as fire halls, Ambulance bases. I do know the that the current fire trucks are safety rated higher but lets face it we have the best that there is. We do not need the Mercedes of firetrucks. The more options that are put on these trucks the more break downs we have . [REDACTED] [REDACTED] 70, 000 dollars per fire truck times 11 stations with most having 3 trucks per hall could be better spent on a new firehall or towards other firefighting equipment such as air bottles or new BA .	9/18/2021 11:11 AM
371	More rental properties for seniors.	9/18/2021 11:03 AM
372	If our taxes are going to go up then our level of service needs to go up also. [REDACTED] [REDACTED]	9/18/2021 11:02 AM
373	we need to try and keep it as small as possible for seniors who own their own home. Some are having issues paying for their homes as it is	9/18/2021 10:54 AM
374	County needs to get out of providing recreational programming and facilities let the local community run these. Stop investing in businesses let them run their own marketing programs and survive on quality and service.	9/18/2021 10:31 AM
375	Stop the waste, cost savings must be first priority. Many of us are on fixed incomes and constant tax increases are dramatically affecting quality of life.	9/18/2021 10:11 AM
376	Get our infrastructure back up to par and do it right when doing it.	9/17/2021 11:41 PM
377	None	9/17/2021 8:42 PM
378	[REDACTED]	9/17/2021 8:29 PM

## Help inform Norfolk County's 2022 Budget

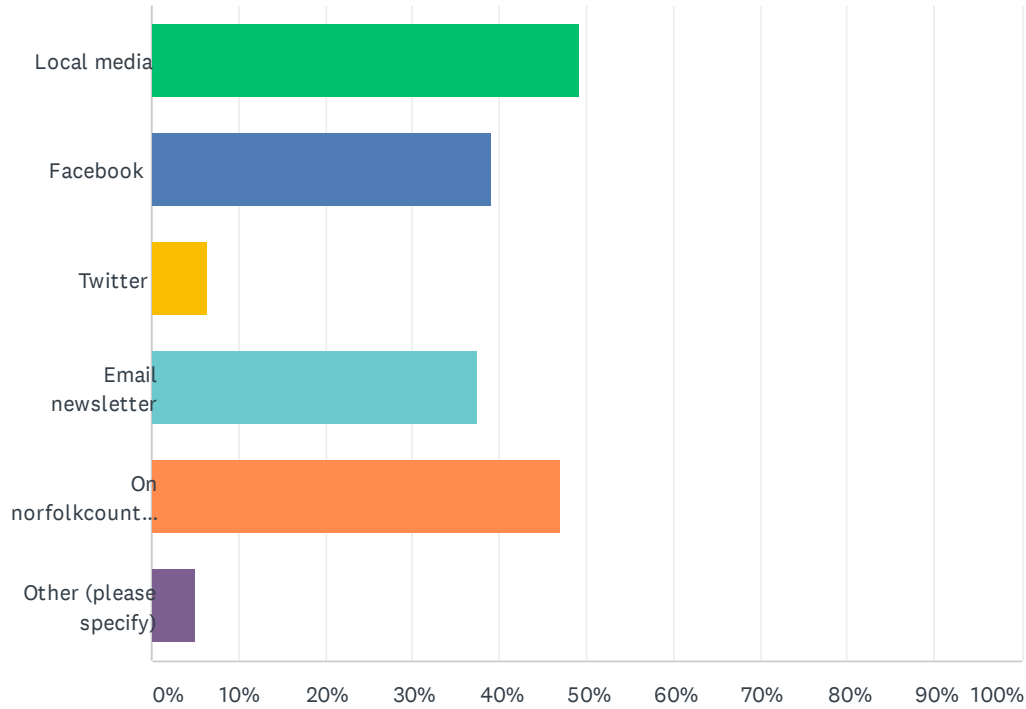
379	Would really like to see more focus on attracting industry to Simcoe. Farming doesn't necessarily employ the local masses, and tourism doesn't pay employees well. Industry is known to be better in regards to stability and wages.	9/17/2021 7:52 PM
380	[REDACTED]	9/17/2021 7:26 PM
381	Actually fix the parking and nuisance issues in the Waterside communities during the tourism season. Long Point is incredibly dangerous for both users and residents. Parking should NOT be permitted on the side of a road. Invest properly and address the chaos and unsafe conditions. Student Parking Enforcement Officers are a bandaid on the actual issue. Invest in services which the community actually desires. Residents before outside tourism. Most residents accept paying more for services which improve the issues.	9/17/2021 6:12 PM
382	taxes are the same as all Norfolk county and do not get the the same services	9/17/2021 4:45 PM
383	Proper representation for our tax dollar. It seems to be a lot with nothing being done.	9/17/2021 4:41 PM
384	[REDACTED]. The taxes that I pay to what I paid in another part of the province do not even provide 1/2 the amount of svcs I used to have. Too much waste in this county on empty buildings and properterties	9/17/2021 3:58 PM
385	[REDACTED]	9/17/2021 3:52 PM
386	[REDACTED]. The constant increase for anything and everything is very overwhelming. I fear that I will not be able to continue living here, where I love and near my family as housing prices especially are outrageous. The continuous new developments are over populating our beautiful small towns. Repair and maintenance of needs (like roads for example) are being neglected while new projects are under way instead. Why not look after what is already here. [REDACTED]	9/17/2021 3:30 PM
387	Stop arguing over small amounts and only do what is necessary not what would be nice to do. If you are tight for money be tight for spending for a year or two and stretch it out. I would not do any major road or infrastructure repairs for 1 year and keep taxes where they are now . The money we would normally spend, put it in reserves and start next year on the normal program of fixing and improving.	9/17/2021 3:28 PM
388	[REDACTED]	9/17/2021 1:53 PM
389	Developers/county have to provide parks in residential developments	9/17/2021 12:49 PM
390	lower taxes.	9/17/2021 12:02 PM
391	Please dedicate resources to educating the public about how taxes work and what we receive for paying taxes.	9/17/2021 11:34 AM
392	[REDACTED] Think we not me !!	9/17/2021 11:29 AM
393	Taxes need to go up in order to address the extensive infrastructure needs that we have. Consideration should be given to closure of derelict bridges so we can focus monies elsewhere. People need to readjust their expectations or be prepared to pay to maintain our current service levels.	9/17/2021 10:40 AM
394	No	9/17/2021 10:13 AM
395	More should be done with policies with developers for affordable housing in the area...	9/17/2021 9:24 AM
396	Initiate a downtown Simcoe Secondary plan [REDACTED] [REDACTED] It is an opportunity to bring in much much more money in commercial taxes eg just look at the corner of Robinson and Talbot.	9/17/2021 8:18 AM
397	If we are spending so much money on computer tec. then why do we still have so many county vehicles [REDACTED]	9/17/2021 8:10 AM

## Help inform Norfolk County's 2022 Budget

398	It shouldn't be the financial responsibility of taxpayers to pay Norfolk staff to "Attract and Retain Business" and "Increase tourism". Norfolk needs to maintain the infrastructure, roads, bridges, museums, libraries, etc. [REDACTED] Development and tourism will come if this is a desirable place. Homeowners are being duly overwhelmed with the costs of Norfolk County government's follies and departmental empire building.	9/17/2021 7:58 AM
399	Replace the dirty water in Simcoe as a priority followed by repairing or replacing the roads that are in dire condition.	9/17/2021 7:38 AM
400	Fund what's needed. Private money and user fees should fund what's wanted.	9/17/2021 6:36 AM
401	With all the building happening in Norfolk (Waterford port dover Simcoe) I don't understand why taxes are going up so much with all the additional residential homes that Norfolk is collecting from. Also residential homes with sidewalks it would be nice to be supported with salt/sand for the winter. As my neighbor across the street doesn't have sidewalks, doesn't have this extra expense!!	9/17/2021 4:46 AM
402	Nothing to add.	9/16/2021 4:48 PM

## Q15 How would you prefer to get updates and news from Norfolk County? Select all that apply

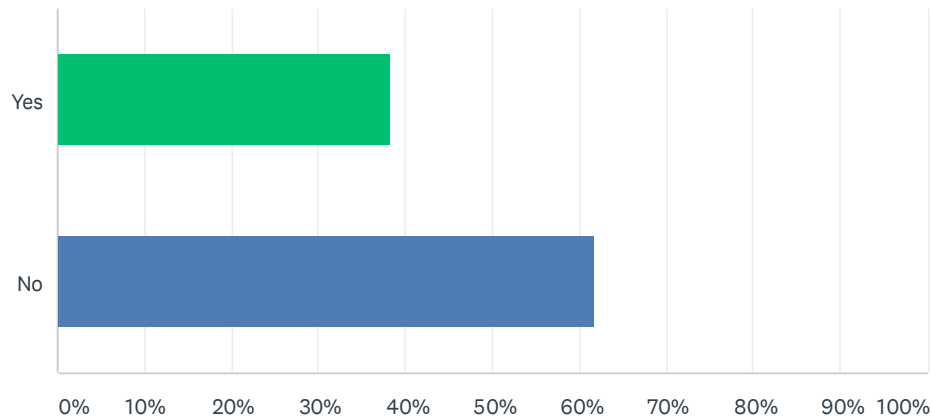
Answered: 709 Skipped: 70



ANSWER CHOICES	RESPONSES	
Local media	49.08%	348
Facebook	39.21%	278
Twitter	6.49%	46
Email newsletter	37.52%	266
On norfolkcounty.ca	46.97%	333
Other (please specify)	5.08%	36
Total Respondents: 709		

## Q16 We will be hosting a virtual open house on Wednesday, October 20. Would you be interested in attending?

Answered: 721 Skipped: 58

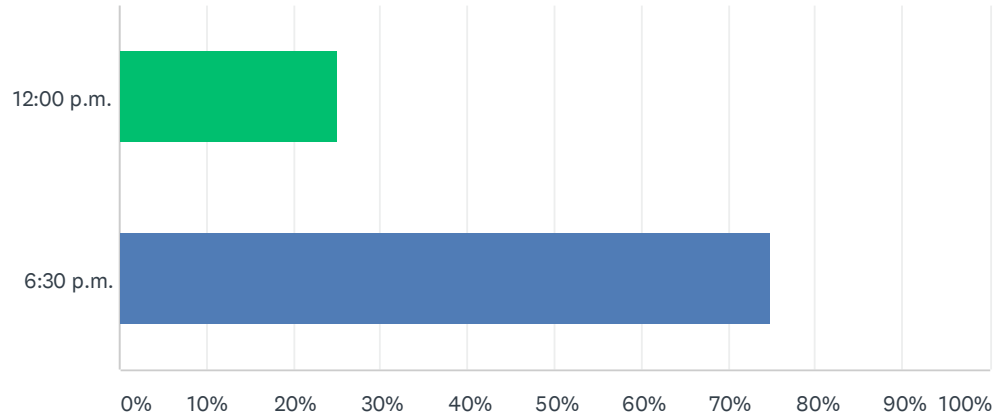


ANSWER CHOICES	RESPONSES	
Yes	38.28%	276
No	61.72%	445
TOTAL		721



## Q17 If you answered yes to the previous question, would you prefer it to be held at lunchtime or during the evening?

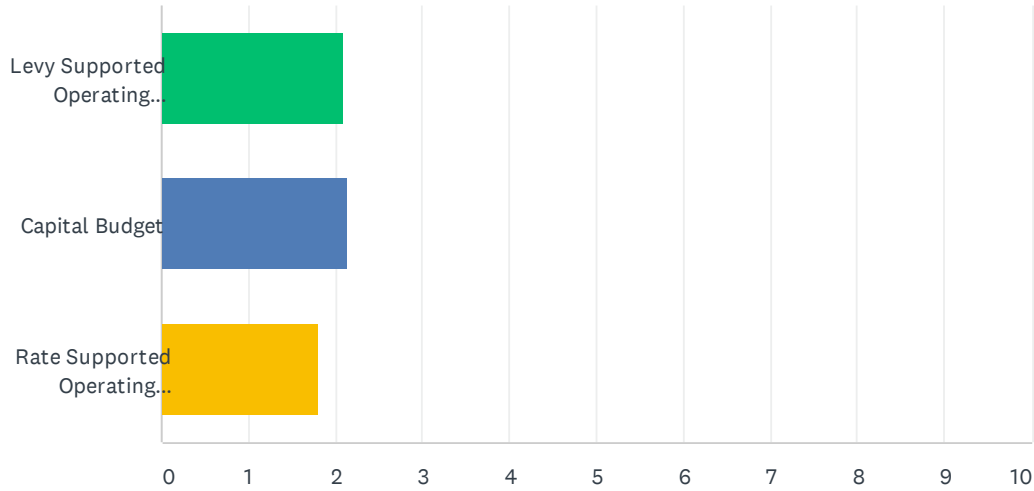
Answered: 381 Skipped: 398



ANSWER CHOICES	RESPONSES	
12:00 p.m.	25.20%	96
6:30 p.m.	74.80%	285
TOTAL		381

Q18 In order to better help us prepare for the virtual open house, please rank in order of interest (1 being the most important to 3 being least) for the topics listed, below.

Answered: 506 Skipped: 273



	1	2	3	TOTAL	SCORE
Levy Supported Operating Budget	38.90% 191	30.96% 152	30.14% 148	491	2.09
Capital Budget	39.80% 195	34.90% 171	25.31% 124	490	2.14
Rate Supported Operating Budget	22.69% 113	33.73% 168	43.57% 217	498	1.79

**Q19 If you are interested in participating in the digital open house, please provide your contact information below, so we may provide you with the details.**

Answered: 174   Skipped: 605

ANSWER CHOICES	RESPONSES	
Name	98.28%	171
Company	0.00%	0
Address	0.00%	0
Address 2	0.00%	0
City/Town	0.00%	0
State/Province	0.00%	0
ZIP/Postal Code	0.00%	0
Country	0.00%	0
Email Address	97.70%	170
Phone Number	0.00%	0