1. Correspondence

1.a Contact North | Contact Nord
   Services for online students that contribute to the economic recovery efforts of your municipality.

1.b Ministry of Transportation Safety Program Development Branch
   September 1, 2020 - New regulatory framework which sets out evidentiary rules to govern school bus stop arm camera programs.

1.c MPP DAVID PICCINI
   Northumberland-Peterborough South receives over $5.1 million in Emergency Funding from the Government of Ontario

1.d Lets Talk Cramahe
   Survey Results
   1.d.a Office Reopening
   1.d.b Budget
   1.d.c Little Lake
   1.d.d Customer Service Feedback
Dear Mayor Mandy Martin and Township of Cramahe Council Members,

These are difficult times for many Ontarians. Job disruption, dislocation, and uncertainty have many anxious about their future. Education and training is one of the keys to successfully adjusting to the post-COVID-19 world.

As part of its contribution to the economic recovery efforts of your municipality and of the province, I would very much like to connect with you to discuss specific initiatives Contact North I Contact Nord is undertaking to help your residents get the education and training to get a job without having to leave the community.

As your local Contact North I Contact Nord Online Learning Recruitment Officer, my team and I are continually connecting with your residents to offer our range of local services:

- Provide information about available online programs and courses from Ontario’s colleges, universities, literacy and basic skills and training providers.
- Assist with registration for their online program or course of choice and financial aid options.
- Arrange for free use of our web conferencing platform to connect to and participate in their online programs and courses from their own computer or tablet.
- Welcome them at our local online learning centre to use computer workstations and high-speed Internet access to complete their online courses (available once our local centre reopens).
- Arrange for supervision of their written and online exams and tests (available once our local centre reopens).

While our local online learning centres are temporarily closed due to the COVID-19 pandemic, we continue to provide virtual support to residents in your community by phone, e-mail, text message, Zoom or Facebook Messenger.

This is all part of the mandate of Contact North I Contact Nord as a community-based organization helping underserved Ontarians in 600 small, rural, remote, Indigenous and Francophone communities get jobs by making it possible for them to access education and training without leaving their communities. We are in our 34th year of operation, with
116 online learning centres in communities across Ontario funded by the Ontario Ministry of Colleges and Universities. We respond to more than 1 million requests for services a year.

I very much look forward to connecting with you next week to get suggestions and advice you may have about how I can further support residents in your community get the education and training they need to get a job.

If I can provide further information immediately, please do not hesitate to call me at 1-855-361-1421 or e-mail me at northumberlanddurham@contactnorth.ca

Kind regards,

Wendy Somerville
Online Learning Recruitment Officer
Contact North | Contact Nord
August 7th, 2020

Dear Municipal Stakeholder,

I am pleased to announce that as of September 1, 2020 the province will be introducing a new regulatory framework which sets out evidentiary rules to govern school bus stop arm camera programs. Municipalities who choose to implement school bus stop arm camera programs will be able to use evidence from camera systems in court without requiring a witness to introduce that evidence. The regulation can be found at the following hyperlink: Ontario Regulation 424/20: School Bus Cameras.

The rules under the Provincial Offences Act for school bus stop arm camera programs will mirror those currently in place for automated speed enforcement and red-light camera programs.

In support of municipalities interested in setting up school bus stop arm camera programs in their regions, the ministry has developed the attached guidance document. This document provides relevant information to assist municipalities in developing school bus stop-arm camera programs. The Ministry also encourages participating municipalities to engage in public outreach and education when enacting school bus stop-arm camera programs to maximize safety benefits.

The Ministry asks that you please bring this notice and attached guidance material to the attention of municipal staff responsible for traffic safety. If there are any questions regarding these amendments, please do not hesitate to contact the Acting Manager at the Safety Program Development Office Erik Thomsen at (647)-638-5210 or erik.thomsen@ontario.ca.

Thank you for your assistance in communicating this change and for your ongoing efforts to help improve the safety of students travelling on school buses.

Sincerely,

Angela Litrenta
A/Director
Safety Program Development Branch
Ministry of Transportation

Attachment – Municipal Guidance Materials
Ontario’s School Bus Stop Arm Camera Regulatory Framework

Effective September 1, 2020, the school bus stopping law has been expanded so that the extension of the school bus stop arm becomes an element of the offence. This change makes it illegal for drivers to pass a stopped school bus that has a stop arm extended, regardless of whether the bus’s overhead red lights are activated. This change makes it easier for provincial offences officers to make certified statements about the camera and for Crown prosecutors to demonstrate that an offence has occurred using camera technology. The prosecution of school bus camera offences will no longer require the introduction of evidence by a supporting witness.

With this new program, municipalities will continue to have the choice as to whether they would like to set up a school bus stop arm camera program in their municipality. Some examples of other evidentiary requirements include:

- State that the system used to take the photograph was an automated school bus stop arm camera system as per the regulation;
- Set out the manufacturer’s name and the model number of the automated school bus stop arm camera system used to take the photograph; and
- State the name of the municipality in which the school bus was located when the photograph was taken.

For a full list of evidentiary requirements, please consult the HTA and its relevant school bus stop arm camera regulations, along with the Part 1 Provincial Offences Act forms.

General Operating Considerations

Municipalities should comply with existing privacy rules in the Municipal Freedom of Information and Protection of Privacy Act for storing and transferring sensitive information. MTO recommends that municipalities undertake a privacy assessment before launching a school bus stop arm camera program.

The camera technology chosen will need to be able to capture all elements of the offence – such as the stop arm being actuated while the bus is passed by a motor vehicle that has a clearly visible number plate, etc. – and comply with all requirements set out in the future school bus stop arm camera regulation. Video at a minimum of 10fps, or an equivalent for a series of photographs that are taken in very quick succession, is a requirement. Please consult the HTA and its relevant school bus stop arm camera regulations, along with the Part 1 Provincial Offences Act forms, prior to setting up your school bus stop arm camera program.

Sections 175 (19) and 175 (20) of the HTA set out the penalties for the owner-based offences for passing/overtaking a school bus. Under a school bus stop arm camera program, the penalties for these owner liability offences remain unchanged. The set fine for these offence(s) is $400 with a maximum penalty of $2,000.

Also, being that these are owner-based offences, demerit points and licence suspensions are not imposed upon conviction. Those drivers convicted of a school bus passing offence may be subject to licence plate denial if they default on the fines.

Signage will be uniform across the province, signage requirements will be outlined as part of the plate registrant data access agreement.
Research demonstrates that public awareness of automated enforcement programs like school bus stop arm cameras, automated speed enforcement cameras, and red-light cameras, is an important element in their success. Municipalities should consider developing a communication/public education plan to inform the public about their school bus stop arm camera programs.

Communications and public education activities, which might take the form of websites, question and answer resources, social marketing and social media campaigns, should be sustained in advance of the program’s launch and during its operation.

Under POA section 3(2), only a designated provincial offences officer may issue an offence notice.

Consistent with the province’s existing red light camera program and automated speed enforcement program, provincial offences officers will be responsible for reviewing evidence collected by school bus cameras, certifying this evidence and issuing an offence notice by mail, based on vehicle owner address data supplied by the Ministry.

Provincial offences officers are responsible for a range of activities as part of charging and prosecution processes, including:

- Reviewing evidence (video or photographic) and forming a belief that an offence was committed;
- Certifying the accuracy of that evidence;
- Making a request to MTO for plate registrant information to determine vehicle owner address information;
- Issuing and mailing POA offence notices with a set of images/video of the offence occurring;
- In cases where the charge is disputed, the provincial offences officer will request MTO provide a certified copy of the plate holder information as evidence.

Participating municipalities will be required to enter into a data access agreement with MTO for the purposes of accessing licence plate registrant information. Access to the data for this purpose is restricted to persons who have been designated as a provincial offences officer by the ministry.

This data access agreement will set out the terms, conditions and audit requirements which municipalities must adhere to, including confidentiality clauses that restrict disclosure of licence plate registrant data to only authorized users. For specific questions about the agreement with the ministry, please contact Luc.Spina@ontario.ca.

Subsection 1(3) of the POA provides the authority for the appointment of provincial offences officers. MTO will coordinate with municipalities so that the required documentation required to designate these officers can be prepared and approved.

The Ministry of the Solicitor General (SOLGEN) sets Ontario’s policy with respect to who can be appointed as a provincial offences officer under the POA. Under this policy only municipal employees and police officers can receive designation and thus lay charges under automated enforcement programs.

Prior to issuing offence notices municipalities should ensure the POA officer is sufficiently trained so that they can make all the certified statements necessary for the certificate of offence.

The Ministry recognizes that some municipalities may choose to set up their own school bus stop arm camera programs with independent evidence processing, while others may choose to adopt a joint processing approach, similar to the automated speed enforcement and red light camera programs. MTO’s framework does not restrict municipalities in joint or independent evidence processing.

Municipalities that issue school bus camera offences must request a series of ticket numbers. Ticket numbers will be issued by the POA Unit, Ministry of the Attorney General and should be included as part of the charging document that is filed with their local Provincial Offences court.
NEWS RELEASE
MPP DAVID PICCINI

Northumberland-Peterborough South receives over $5.1 million in Emergency Funding from the Government of Ontario
Assistance will help ensure the delivery of critical public services

NEWS
August 12, 2020

PORT HOPE, ON — The Ontario government, in partnership with the federal government, is delivering on its commitment to provide urgently needed emergency assistance to Ontario's 444 municipalities. Communities in Northumberland-Peterborough South will receive over $5.1 million in funding to address municipal operating pressures related to the COVID-19 pandemic as part of the first round of emergency funding under the Safe Restart Agreement.

Ontario secured up to $4 billion in emergency assistance for municipalities through the Safe Restart Agreement, which gives them the support and flexibility they need to protect the health and well-being of their communities, while continuing to deliver critical public services as the province continues on the path of renewal, growth and economic recovery.

Funding allocations for municipalities in Northumberland-Peterborough South:

- Township of Alnwick/Haldimand, $207,600
- Township of Asphodel-Norwood, $119,000
- Municipality of Brighton, $326,600
- Municipality of Clarington, $2,135,500
- Town of Cobourg, $571,800 and an additional $97,780 to support transit operations
- Township of Cramahe, $174,600 and an additional $16,922 to support transit operations
- Town of Hamilton, $300,200
- Township of Otonabee-South Monaghan, $194,800
- Municipality of Port Hope, $451,400 and an additional $54,807 to support transit operations
- Municipality of Trent Hills, $440,600 and an additional $17,436 to support transit operations
- County of Northumberland, $2,472,900
- County of Peterborough, $2,203,600 and an additional $15,437 to support transit operations
- Region of Durham, $14,551,200 and an additional $8,405,396 to support transit operations

“Our government knows that the success of our municipalities is vital to our economic recovery,” said MPP David Piccini. “Over the past number of months, I’ve convened a weekly call with our municipalities in Northumberland-Peterborough South where we have talked about the important issues facing our residents. I will continue to advocate for our rural municipalities as we emerge stronger than ever and work collectively to lead Ontario’s economic recovery.”
In September, Ontario’s 444 municipalities will receive $695 million in Phase 1 funding for municipal operating pressures. This funding will be allocated on a per household basis and would be shared 50/50 between upper- and lower-tier municipalities. Up to $695 million in additional funding will be available through Phase 2 for municipalities that have COVID-related financial impacts that exceed the initial per household allocation provided under Phase 1.

In addition to the support for municipalities, the government is providing over $660 million in the first phase of transit funding to the 110 municipalities with transit systems. The funding can be used to provide immediate relief from transit pressures, such as lower ridership, as well as for new costs due to COVID-19, such as enhanced cleaning and masks for staff. In the second phase, additional allocations will be provided based on expenses incurred to ensure the funding meets the needs of municipalities. As part of the Safe Restart Agreement with the federal government, up to $2 billion is being provided to support public transit in Ontario.

QUICK FACTS

- The federal Safe Restart Agreement provides $19 billion to Canadian provinces and territories to help ensure a strong recovery and support frontline health care, families, and communities. Across all streams of federal investment, the Safe Restart Agreement provides over $7 billion in funding and in-kind supports to Ontario.
- The agreement provides up to a total of $4 billion in funding to the province’s 444 municipalities.
- The province is making a contribution of 50 per cent to the municipal supports and transit funding available through the Safe Restart Agreement, with the federal government contributing the other 50 per cent.
- Ontario is also providing municipal service managers and Indigenous housing partners an additional $212 million under the Social Services Relief Fund to help protect vulnerable people from COVID-19. This investment can help them protect homeless shelter staff and residents, expand rent support programming and create longer-term housing solutions. This brings the government’s total Social Services Relief Fund investment provided to service managers and Indigenous program administrators to $510 million, and builds on our COVID-19 Action Plan to Protect Vulnerable Ontarians. Locally, the Region of Durham received $2,832,100, the County of Northumberland received $1,397,700 and the City of Peterborough received $1,101,100 in Social Services Relief funding.
- Throughout the COVID-19 pandemic, the Ontario government has worked with municipalities to provide them with the tools and supports they need, including enabling them to hold virtual council and local board meetings, and temporarily extending expiring development charge bylaws to ensure they could continue to collect this vital source of revenue.

ADDITIONAL RESOURCES

Joint Communiqué — Safe Restart Agreement
Provide your input on the economic impacts of COVID-19
Visit Ontario’s website to learn more about how the province continues to protect the people of Ontario from COVID-19

MEDIA CONTACT
Paige Wiggans, Executive Assistant
Office of MPP David Piccini
E: David.PicciniCO@pc.ola.org
O: 905-372-4000
Feedback on Re-Opening the Municipal Office

SURVEY RESPONSE REPORT
14 July 2020 - 12 August 2020

PROJECT NAME:
Municipal Office Re-Opening
SURVEY QUESTIONS
Q1  Are you satisfied with the services the Township of Cramahe have been providing since the Declaration of Emergency began in...

<table>
<thead>
<tr>
<th>Question options</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Yes</td>
</tr>
<tr>
<td>🟢 No</td>
</tr>
<tr>
<td>🔴 Not Applicable</td>
</tr>
</tbody>
</table>

Optional question (31 response(s), 0 skipped)
Question type: Checkbox Question

Q2  Have you required any service during the Declaration of Emergency? If so, please choose one or more of the following options...

<table>
<thead>
<tr>
<th>Question options</th>
</tr>
</thead>
<tbody>
<tr>
<td>☑ Commissioning Services</td>
</tr>
<tr>
<td>☑ Marriage Licence</td>
</tr>
<tr>
<td>☑ Planning Applications</td>
</tr>
<tr>
<td>☑ Tax Questions</td>
</tr>
<tr>
<td>☑ Cemetery Services</td>
</tr>
<tr>
<td>☑ Other</td>
</tr>
<tr>
<td>☑ Please share your experience</td>
</tr>
<tr>
<td>☑ Building Permits</td>
</tr>
</tbody>
</table>

Mandatory Question (31 response(s))
Question type: Checkbox Question
Q3  The Province has allowed municipal councils to continue to meet virtually for an extended period of time. Since March 2020,...

<table>
<thead>
<tr>
<th>Question options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Yes - I've attended a virtual meeting and would like to continue to do so</td>
</tr>
<tr>
<td>Yes - I prefer to have the meetings recorded and viewable on YouTube</td>
</tr>
<tr>
<td>No - I would prefer for meetings to be in person</td>
</tr>
<tr>
<td>I would prefer a hybrid option where I can sign on virtually</td>
</tr>
<tr>
<td>Other (please specify)</td>
</tr>
</tbody>
</table>

Optional question (31 response(s), 0 skipped)
Question type: Checkbox Question

Q4  With tax due date in September, do you want the Municipal Office to be open to the public just for taxes for a week period ...

<table>
<thead>
<tr>
<th>Question options</th>
</tr>
</thead>
<tbody>
<tr>
<td>Fully Open the entire Municipal Office</td>
</tr>
<tr>
<td>Partially Open - I'd like to make an appointment to come in to pay taxes</td>
</tr>
<tr>
<td>Partially Open for the week that taxes are due with a full reopening in October</td>
</tr>
<tr>
<td>I'm ok with paying taxes on line, submitting payment through cheque or at my financial institution</td>
</tr>
</tbody>
</table>

Optional question (31 response(s), 0 skipped)
Question type: Checkbox Question
Q5  As staff are preparing to reopen the Municipal Office, we are considering various options. One option is to open fully fol...

![Bar chart showing feedback options]

**Question options**
- Open ASAP
- Open in October with a phased in approach
- Open when staff are ready
- Open in September by appointment only, then a phased in approach focusing on service delivery and required staff
- Open by Appointment-Only until January
- Have another option? Please let us know!
- Open following Labour Day

Optional question (31 response(s), 0 skipped)
Question type: Checkbox Question

Q6  Times during COVID-19 have been difficult for everyone. Staff have been as responsive as possible given the office closure to the public. We want to hear from you on how you have been able to connect with us and provide some insight into our service delivery during this time.

Anonymous  7/18/2020 05:53 PM
Staff have been doing the best they can. Only issue I had was leaving a message on staffs voicemail and did not hear back for a few days so I emailed. Don’t know if staff were working from home but I ended up getting a very fast response when I emailed.

Anonymous  7/19/2020 02:47 PM
My tax dollars are being used wisely. I have no issue with the way things are if they continue. I’d suggest appointment only.

Anonymous  7/19/2020 05:49 PM
Great job. No concern

Anonymous  7/20/2020 11:45 AM
Planning Department is slow in responding.

Anonymous  7/20/2020 11:45 AM
Seems to be running fine as is. Take your time and open right and don’t rush
things just to make one or two people happy.

Anonymous
7/21/2020 07:46 PM

I really enjoyed coming to council tonight as it's something I wouldn't do normally. Don't know what the reason is to go back to inperson and not virtual

cramahe142
7/22/2020 10:12 AM

The office is a place to due business...most of us communicate electronically...through emails....yet some staff act as if emails don’t reach them...at least don’t acknowledge receiving them

Anonymous
7/22/2020 12:28 PM

Good job Mandy!

Anonymous
7/23/2020 08:14 AM

Good job in these difficult times

Anonymous
7/23/2020 10:21 AM

There is no contact. No one will call you back.

Anonymous
7/23/2020 10:23 AM

Wait until next year to open because you will not want to be responsible for sharing the flu or covid

Anonymous
7/23/2020 10:42 AM

Email and phone. I visited the office twice already. Good job staff.

DonnaM
7/24/2020 05:14 PM

The help I got from questions was great. Calls and emails were returned very quickly. I’m happy with the service during these difficult times for sure

K Solierd
7/26/2020 02:31 PM

No issues whatsoever

David
7/27/2020 04:04 PM

I’ve connected by phone and email. No issues one but.

Cindy
7/27/2020 08:40 PM

What you’re doing is fine. Meet virtual when you need to that goes for staff and council. Pretty soon you won’t need office space and can have satellite offices to do business. Do what is right for cramahe. Keep numbers low and don’t start opening in the middle of flu season.

Mae
7/28/2020 06:40 AM

I have called in and staff were pleasant.

Dave
8/03/2020 10:48 AM

No issues with how it’s working. Is it nice to be open? Of course it is but think of all the backlash the province is getting to reopen schools. We don’t want to close down the office again. So maybe only open Monday’s and Wednesday? Just some thoughts.

Optional question (18 response(s), 13 skipped)
Question type: Essay Question
SURVEY RESPONSE REPORT
14 July 2020 - 12 August 2020

PROJECT NAME:
2021 Budget Consultations
SURVEY QUESTIONS
Q1  How familiar are you with the Township of Cramahe's budget (Operating and Capital)?

<table>
<thead>
<tr>
<th>Level</th>
<th>Familiar</th>
<th>Somewhat familiar</th>
<th>Not Informed</th>
<th>Somewhat Not Informed</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>3</td>
<td></td>
<td></td>
<td></td>
</tr>
<tr>
<td>3</td>
<td></td>
<td>2</td>
<td></td>
<td></td>
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<td>2</td>
<td>1</td>
<td></td>
<td>1</td>
<td></td>
</tr>
<tr>
<td>1</td>
<td>0</td>
<td></td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

Optional question (6 response(s), 0 skipped)
Question type: Checkbox Question

Q2  Municipal property taxes are the primary way to pay for services provided by the Township of Cramahe. Which of the following...
Q3 If you chose a tax increase in Question 2, where would you suggest the increase be spent? (Select as many as applicable)

Question options
- Economic Development
- Fire Services
- Library Services
- Parks
- Road Maintenance
- Winter Control
- Gravel Roads
- By-Law Enforcement
- Street lights
- Building Services
- Cemeteries
- Planning Services
- Police Services
- Recreation Facilities
- Resident Attraction/Retention
- Sidewalks
- Other (please specify)

Optional question (3 response(s), 3 skipped)
Question type: Checkbox Question
Q4  If you chose zero tax increase or a reduction in Question 2, where would you suggest service reductions be made? (check as ...
Q5 Municipal water and wastewater services are fully paid for by user fees. Only properties that are connected to the municip...
Q6 | Please rank your top three priorities where you believe that the Township should spend more tax dollars on:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Road Maintenance</th>
<th>Fire Department</th>
<th>Infrastructure Replacement</th>
<th>Library Services</th>
<th>By-Law Enforcement</th>
<th>Parks</th>
<th>Recreation Facilities</th>
<th>Grants and Donations</th>
<th>Other (please specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td>Rank 1</td>
<td>5</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Rank 2</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Rank 3</td>
<td>3</td>
<td>1</td>
<td>1</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td>1</td>
<td>0</td>
</tr>
</tbody>
</table>

**Question options**

- Road Maintenance
- Fire Department
- Infrastructure Replacement
- Library Services
- By-Law Enforcement
- Parks
- Recreation Facilities
- Grants and Donations
- Other (please specify)

*Mandatory Question (6 response(s))

Question type: Checkbox Question*
Q7  How do you believe the Township should spend cost savings, if any?

- Lower next years property taxes: 1 response
- Spend on a one-time project (i.e. road resurfacing, software etc.): 3 responses
- Save for a rainy day: 0 responses
- Other (please specify): 2 responses

Mandatory Question (6 response(s))
Question type: Checkbox Question

Q8  Do you have any comments on this survey or suggestions for Council or staff as it prepares the 2021 Budget: (Briefly provide your comments or suggestions)

Cynthia
7/18/2020 12:51 PM
Great idea. This is a first for Cramahe.

Hart90
7/22/2020 01:41 PM
Resurface Big Apple Drive which is the number 1 tourist attraction for miles and the road is embarrassing to drive down from both directions (Percy St and Herron Rd)

Len
7/25/2020 01:35 PM
When you look a the budget you have to look a every item not just 1out of 10

Gritt Koehl
7/27/2020 11:16 AM
The pandemic should have resulted in savings in all departments, including staff remuneration. Consider reducing staff where appropriate by combining job responsibilities.

Optional question (4 response(s), 2 skipped)
Question type: Essay Question
Q9  Please rank your top three priorities that you believe that the municipality could spend LESS tax dollars on:

<table>
<thead>
<tr>
<th>Priority</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Recreation Facilities</td>
<td>5</td>
</tr>
<tr>
<td>Police</td>
<td>1</td>
</tr>
<tr>
<td>Fire Department</td>
<td>3</td>
</tr>
<tr>
<td>Grants and Donations</td>
<td>4</td>
</tr>
<tr>
<td>Library Services</td>
<td>3</td>
</tr>
<tr>
<td>Road Maintenance</td>
<td>0</td>
</tr>
<tr>
<td>Infrastructure Replacement</td>
<td>0</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>0</td>
</tr>
</tbody>
</table>

Question options
- Recreation Facilities
- Policing
- Fire Department
- Grants and Donations
- Library Services
- Road Maintenance
- Infrastructure Replacement
- Other (please specify)

Mandatory Question (6 response(s))
Question type: Checkbox Question

Q10  How would you like to be involved in the 2021 Budget process?

<table>
<thead>
<tr>
<th>Method</th>
<th>Number</th>
</tr>
</thead>
<tbody>
<tr>
<td>Attend Special Budget Public Meetings</td>
<td>1</td>
</tr>
<tr>
<td>Fill out online survey, questionnaires or budget tools</td>
<td>2</td>
</tr>
<tr>
<td>Combination of the above</td>
<td>2</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>1</td>
</tr>
</tbody>
</table>

Question options
- Attend Special Budget Public Meetings
- Fill out online survey, questionnaires or budget tools
- Combination of the above
- Other (please specify)

Mandatory Question (6 response(s))
Question type: Checkbox Question
Little Lake Beach - do you want it opened or closed during the COVID-19 Pandemic?

SURVEY RESPONSE REPORT
14 July 2020 - 12 August 2020

PROJECT NAME:
To Open or Not to Open? That's the question....
SURVEY QUESTIONS
Q1  Do you want Little Lake Beach to be OPENED or CLOSED during COVID-19 and social distancing requirements?

Question options
- OPEN
- CLOSE
- Comments

Optional question (35 response(s), 0 skipped)
Question type: Checkbox Question
How did we do?

SURVEY RESPONSE REPORT
14 July 2020 - 12 August 2020

PROJECT NAME:
Customer Service Survey
SURVEY QUESTIONS
Q1  How did you connect with us:

<table>
<thead>
<tr>
<th>Method</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>6</td>
</tr>
<tr>
<td>In-Person</td>
<td>2</td>
</tr>
<tr>
<td>Email</td>
<td>9</td>
</tr>
</tbody>
</table>

Question options
- Phone
- In-Person
- Email

Optional question (12 response(s), 1 skipped)
Question type: Checkbox Question

Q2  What was your main reason for contacting us:

<table>
<thead>
<tr>
<th>Reason</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Looking for Information</td>
<td>6</td>
</tr>
<tr>
<td>Report a Problem</td>
<td>1</td>
</tr>
<tr>
<td>Complaint</td>
<td>4</td>
</tr>
<tr>
<td>Other</td>
<td>7</td>
</tr>
<tr>
<td>Provide Feedback</td>
<td>0</td>
</tr>
</tbody>
</table>

Question options
- Looking for Information
- Report a Problem
- Complaint
- Other
- Provide Feedback

Optional question (13 response(s), 0 skipped)
Question type: Checkbox Question
Q3  What was the main area of your concern / feedback / question?

Question options
- Council Related
- Property Taxes
- Roads
- By-Law Enforcement
- Parks & Recreation
- Other
- Planning Related
- New Resident Inquiry
- Building Permits

Optional question (13 response(s), 0 skipped)
Question type: Checkbox Question
Q4 | Do you feel that your issue was addressed within a reasonable amount of time?

<table>
<thead>
<tr>
<th></th>
<th>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td></td>
<td></td>
</tr>
<tr>
<td>4</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Optional question (12 response(s), 1 skipped)
Question type: Checkbox Question
### Q5  Can you share with us what we did really well?

<table>
<thead>
<tr>
<th>Name</th>
<th>Date/Time</th>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anonymous</td>
<td>7/17/2020 02:44 PM</td>
<td>The clerk was super responsive in commissioning services. I had a few documents to sign. We FaceTimed and she mailed me hard copies of the documents I needed. It couldn’t have worked any better. I appreciate the effort put into coming up with ideas on how to maintain this service with the office closures.</td>
</tr>
<tr>
<td>Anonymous</td>
<td>7/18/2020 10:05 AM</td>
<td>Response time was good even with office closed.</td>
</tr>
<tr>
<td>Anonymous</td>
<td>7/21/2020 06:22 PM</td>
<td>Nothing</td>
</tr>
<tr>
<td>Anonymous</td>
<td>7/23/2020 10:45 AM</td>
<td>The entire customer service experience was wonderful. Staff were pleasant and happy to deal with. I am very pleased.</td>
</tr>
<tr>
<td>Anonymous</td>
<td>7/23/2020 08:04 PM</td>
<td>This site is wonderful. I don’t like the comments Gritt or Sandra made about this site. Have they looked at others? Why do they always pick on staff at Cramahe? You don’t have surveys open to the public to banter. It’s to provide commentary so staff can continue to do their jobs.</td>
</tr>
<tr>
<td>DonnaM</td>
<td>7/24/2020 06:15 PM</td>
<td>Returned my call and email quickly</td>
</tr>
<tr>
<td>Cindy</td>
<td>7/27/2020 09:15 PM</td>
<td>Customer service was very well done. I felt listened to.</td>
</tr>
<tr>
<td>Mae</td>
<td>7/28/2020 07:15 AM</td>
<td>Very responsive</td>
</tr>
<tr>
<td>Anonymous</td>
<td>7/29/2020 06:09 PM</td>
<td>Nothing</td>
</tr>
<tr>
<td>Anonymous</td>
<td>8/08/2020 04:28 PM</td>
<td>Collecting Taxes</td>
</tr>
</tbody>
</table>

**Optional question** (10 response(s), 3 skipped)  
**Question type:** Essay Question

### Q6  Please leave us your feedback so we can better serve you!

<table>
<thead>
<tr>
<th>Name</th>
<th>Date/Time</th>
<th>Feedback</th>
</tr>
</thead>
<tbody>
<tr>
<td>Anonymous</td>
<td></td>
<td>Nobody answers the phone, you can’t register on let’s talk Cramahe, no one</td>
</tr>
</tbody>
</table>

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7/21/2020 06:22 PM
available to give access to virtual counsel meetings or explain how to use them, it’s all a big joke how can you voice your opinion if you don’t allow taxpayers to be involved in decisions. Nothing gets done in this town change has to come

cramahe142
7/22/2020 10:14 AM
Reply to emails...at least reply with..I have recieved your email...I will get back to you with an answer as soon as I can

Anonymous
7/23/2020 10:45 AM
Great work on staff being safe and happy to help!

Anonymous
7/23/2020 08:04 PM
Good job on this site. I’m sure as time goes on when you need input you will ask for it. Otherwise public continues as is and stop complaining

Cindy
7/27/2020 09:15 PM
Keep up the good work!

Mae
7/28/2020 07:15 AM
You are doing great

Anonymous
7/29/2020 03:05 AM
My comment is about council. I was on the online council meeting and let’s talk about customer service by council. There was no need for the Deputy to be as rude as she was to staff during the meeting, especially at the beginning of the meeting. So my dissatisfaction is to council on how members handled themselves.

Anonymous
7/29/2020 06:09 PM
There is no reply to emails sent or any PUBLIC record of emails sent one wonders do you just delete and carry on without even looking into the complaint. At least be bothered to get back to people if you cannot manage it the resign and let someone else take a more serious approach to address issues.

Anonymous
8/08/2020 04:28 PM
Once again Road I was awakened by screaming at 9:00 pm from property. He is running a heavy machinery business with a Giant shipping container that I view from my window. What the hell does it take for the by-law officer to start enacting the Law ? All the neighbors around are disturbed with the constant noise. It is AGAINST THE BY LAW TO HAVE A SHIPPING CONTAINER ON YOUR PROPERTY IN THE VILLAGE OF COLBORNE. It is amazing the lack of health and safety issues that are being violated on Road. I have video recorded many of these late night disturbances after 8 oclock the other day was 12 hours of non stop heavy machine noise. Having lived here for over 25 years I am shocked at this council's lack of action. !!!

Optional question (9 response(s), 4 skipped)
Question type: Essay Question

Please note, the Township of Cramahe permits the use of c-can containers during construction
Q7. How would you rate your overall experience? (1 being the least satisfied - 5 being the most satisfied)

- 7 (53.8%) rated their experience as 5 - Satisfied
- 4 (30.8%) rated their experience as 4 - Somewhat Satisfied
- 1 (7.7%) rated their experience as 1 - Dissatisfied
- 0 (0.0%) rated their experience as 0

Optional question (13 response(s), 0 skipped)
Question type: Dropdown Question