Township of Cramahe Council Information Package

Date: Thursday, September 10, 2020, 3:00 p.m.
Location: For Information Only

Council Information Package

1. Correspondence

1.a Let's Talk Cramahe

1.a.a Summary Report
   September 10, 2020

1.a.b Survey Report Customer Service
   September 10, 2020

1.a.c Survey Report Municipal Office
   September 10, 2020

1.a.d Survey Report Budget
   September 10, 2020

1.b Office of the Ombudsman of Ontario

Correspondence From Jonathan Zameret, Early Resolution Officer, Office of the Ombudsman of Ontario

RE: 60 Toronto St. Colborne.
Let's Talk Cramahe

PROJECTS SELECTED: 16

Council Highlights | Customer Service Survey | Capture Cramahe! | Report a Pot Hole | 2021 Budget
Consultations | Who's Listening? | FAQ's
FULL LIST AT THE END OF THE REPORT

Highlights

<table>
<thead>
<tr>
<th></th>
<th>TOTAL VISITS</th>
<th>MAX VISITORS PER DAY</th>
</tr>
</thead>
<tbody>
<tr>
<td>NEW REGISTRATIONS</td>
<td>425</td>
<td>100</td>
</tr>
<tr>
<td>ENGLISH VISITORS</td>
<td>30</td>
<td>100</td>
</tr>
<tr>
<td>INFORMED VISITORS</td>
<td></td>
<td>324</td>
</tr>
<tr>
<td>AWARE VISITORS</td>
<td></td>
<td></td>
</tr>
</tbody>
</table>

Visitors Summary

Pageviews

- Pageviews
- Visitors
## PARTICIPANT SUMMARY

### ENGAGED PARTICIPANTS

<table>
<thead>
<tr>
<th>Activity</th>
<th>Registered</th>
<th>Unverified</th>
<th>Anonymous</th>
</tr>
</thead>
<tbody>
<tr>
<td>Contributed on Forums</td>
<td>3</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Participated in Surveys</td>
<td>14</td>
<td>4</td>
<td>6</td>
</tr>
<tr>
<td>Contributed to Newsfeeds</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Participated in Quick Polls</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Posted on Guestbooks</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Contributed to Stories</td>
<td>4</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Asked Questions</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Placed Pins on Places</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Contributed to Ideas</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>

* A single engaged participant can perform multiple actions

### INFORMED PARTICIPANTS

<table>
<thead>
<tr>
<th>Activity</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Viewed a video</td>
<td>0</td>
</tr>
<tr>
<td>Viewed a photo</td>
<td>8</td>
</tr>
<tr>
<td>Downloaded a document</td>
<td>27</td>
</tr>
<tr>
<td>Visited the Key Dates page</td>
<td>0</td>
</tr>
<tr>
<td>Visited an FAQ list Page</td>
<td>0</td>
</tr>
<tr>
<td>Visited Instagram Page</td>
<td>0</td>
</tr>
<tr>
<td>Visited Multiple Project Pages</td>
<td>55</td>
</tr>
<tr>
<td>Contributed to a tool (engaged)</td>
<td>30</td>
</tr>
</tbody>
</table>

* A single informed participant can perform multiple actions

### AWARE PARTICIPANTS

<table>
<thead>
<tr>
<th>Activity</th>
<th>Participants</th>
</tr>
</thead>
<tbody>
<tr>
<td>Visited at least one Page</td>
<td>324</td>
</tr>
</tbody>
</table>

* Aware user could have also performed an Informed or Engaged Action

### TOTAL VISITS

- **Customer Service Survey**: 13 (35.1%)
- **2021 Budget Consultations**: 12 (27.3%)
- **Planning Applications**: 4 (10.0%)
- **Capture Cramahe!**: 3 (1.5%)
- **Report a Pot Hole**: 2 (9.5%)
- **What's the Big Idea?**: 1 (6.3%)

* Calculated as a percentage of total visits to the Project

### TOTAL VISITS

- **Planning Applications**: 32 (15.5%)
- **2021 Budget Consultations**: 28 (63.6%)
- **Council Highlights**: 27 (100.0%)
- **Customer Service Survey**: 22 (59.5%)
- **Capture Cramahe!**: 18 (45.0%)
- **Report a Pot Hole**: 6 (28.6%)
- **What's the Big Idea?**: 5 (31.3%)
- **Our Cramahe Engagement Charter**: 1 (16.7%)

* Calculated as a percentage of total visits to the Project

* Total list of unique visitors to the project
ENGAGEMENT TOOLS SUMMARY

**FORUM TOPICS SUMMARY**
- 3 Forum Topics
- 3 Contributors
- 5 Contributions

**SURVEYS SUMMARY**
- 2 Surveys
- 24 Contributors
- 27 Submissions

**NEWSFEEDS SUMMARY**
- 5 NewsFeed
- 0 Visits
- 0 Visitors

**QUICK POLLS SUMMARY**
- 1 Quick Polls
- 0 Contributors
- 0 Responses

**TOP 3 FORUM TOPICS BASED ON CONTRIBUTORS**
- 2 Contributors to Consent Applications
- 1 Contributors to ZONING BY-LAW AMENDMENT: D14-FID-04-20
- 0 Contributors to Minor Variance Applications

**TOP 3 SURVEYS BASED ON CONTRIBUTORS**
- 13 Contributors to How did we do?
- 12 Contributors to 2021 Budget Survey

**TOP 3 NEWSFEEDS BASED ON VISITORS**
- 0 Visitors to Operating & Capital Budget Process
- 0 Visitors to Where do my tax dollars go?
- 0 Visitors to How does my property’s assessed value affect the property taxes I pay?

**TOP 3 QUICK POLLS BASED ON CONTRIBUTORS**
- 0 Contributors to Do you find the Council Highlights to be a helpful communication tool?
### Let's Talk Cramahe: Summary Report for 29 June 2020 to 09 September 2020

### ENGAGEMENT TOOLS SUMMARY

<table>
<thead>
<tr>
<th>STORIES SUMMARY</th>
<th>TOP 3 STORIES BASED ON CONTRIBUTORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>4 Stories</td>
<td>4 Authors to Show Cramahe through your eyes!</td>
</tr>
<tr>
<td>5 Contributors</td>
<td>2 Authors to Report a Pot Hole</td>
</tr>
<tr>
<td>7 Submissions</td>
<td>0 Authors to SHARE SOME GOOD</td>
</tr>
</tbody>
</table>

<table>
<thead>
<tr>
<th>IDEAS SUMMARY</th>
<th>TOP 3 IDEAS BASED ON CONTRIBUTORS</th>
</tr>
</thead>
<tbody>
<tr>
<td>2 Ideas</td>
<td>1 Contributor to Got an idea? Tell us about it!</td>
</tr>
<tr>
<td>1 Contributors</td>
<td>0 Contributor to Share Your IDEA!</td>
</tr>
</tbody>
</table>
INFORMATION WIDGET SUMMARY

### DOCUMENTS
- **13** Documents
- **27** Visitors
- **36** Downloads

### PHOTOS
- **4** Photos
- **8** Visitors
- **10** Views

### KEY DATES
- **1** Key Dates
- **0** Visitors
- **0** Views

### TOP 3 DOCUMENTS BASED ON DOWNLOADS
1. **21** Downloads
   - COUNCIL HIGHLIGHTS 06-23-2020
2. **8** Downloads
   - Council Highlights 08 25 2020.pdf
3. **4** Downloads
   - COUNCIL HIGHLIGHTS 07 28 2020.pdf

### TOP 3 PHOTOS BASED ON VIEWS
1. **5** Views
   - photo-1486916856992-e4db22c8df33.jpg
2. **5** Views
   - photo-1499417267106-45cebb7187c9.jpg
3. **0** Views
   - photo-1588784031247-e4c14c82878d.jpg

### TOP 3 KEY DATES BASED ON VIEWS
- **0** Views
  - 2021 Budget Consultations
## TRAFFIC SOURCES OVERVIEW

<table>
<thead>
<tr>
<th>REFERRER URL</th>
<th>Visits</th>
</tr>
</thead>
<tbody>
<tr>
<td>m.facebook.com</td>
<td>142</td>
</tr>
<tr>
<td><a href="http://www.facebook.com">www.facebook.com</a></td>
<td>22</td>
</tr>
<tr>
<td><a href="http://www.google.com">www.google.com</a></td>
<td>19</td>
</tr>
<tr>
<td>l.facebook.com</td>
<td>16</td>
</tr>
<tr>
<td><a href="http://www.google.ca">www.google.ca</a></td>
<td>13</td>
</tr>
<tr>
<td>t.co</td>
<td>8</td>
</tr>
<tr>
<td><a href="http://www.northumberlandnews.com">www.northumberlandnews.com</a></td>
<td>7</td>
</tr>
<tr>
<td>android-app</td>
<td>3</td>
</tr>
<tr>
<td>lm.facebook.com</td>
<td>1</td>
</tr>
<tr>
<td><a href="http://www.bing.com">www.bing.com</a></td>
<td>1</td>
</tr>
<tr>
<td><a href="http://www.google.co.th">www.google.co.th</a></td>
<td>1</td>
</tr>
</tbody>
</table>
## SELECTED PROJECTS - FULL LIST

<table>
<thead>
<tr>
<th>PROJECT TITLE</th>
<th>AWARE</th>
<th>INFORMED</th>
<th>ENGAGED</th>
</tr>
</thead>
<tbody>
<tr>
<td>Planning Applications</td>
<td>206</td>
<td>32</td>
<td>3</td>
</tr>
<tr>
<td>2021 Budget Consultations</td>
<td>43</td>
<td>27</td>
<td>11</td>
</tr>
<tr>
<td>Capture Cramahe!</td>
<td>40</td>
<td>18</td>
<td>4</td>
</tr>
<tr>
<td>Customer Service Survey</td>
<td>37</td>
<td>22</td>
<td>13</td>
</tr>
<tr>
<td>Council Highlights</td>
<td>27</td>
<td>27</td>
<td>0</td>
</tr>
<tr>
<td>Public Participation Spectrum</td>
<td>21</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Report a Pot Hole</td>
<td>21</td>
<td>6</td>
<td>2</td>
</tr>
<tr>
<td>FAQ's</td>
<td>17</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>What's the Big Idea?</td>
<td>16</td>
<td>5</td>
<td>1</td>
</tr>
<tr>
<td>I Love My Library &amp; This is Why...</td>
<td>8</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Our Cramahe Engagement Charter</td>
<td>6</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Coping with COVID-19</td>
<td>6</td>
<td>1</td>
<td>0</td>
</tr>
<tr>
<td>Council Hears You!</td>
<td>1</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Notice of Public Meeting Application(s) D10-FID-08/09/10-20</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Notice of Public Meeting D10-BAR-11-20</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
<tr>
<td>Who's Listening?</td>
<td>0</td>
<td>0</td>
<td>0</td>
</tr>
</tbody>
</table>
SURVEY RESPONSE REPORT
29 June 2020 - 09 September 2020

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

<table>
<thead>
<tr>
<th>Option</th>
<th>Count</th>
</tr>
</thead>
<tbody>
<tr>
<td>Phone</td>
<td>7</td>
</tr>
<tr>
<td>In-Person</td>
<td>2</td>
</tr>
<tr>
<td>Email</td>
<td>11</td>
</tr>
</tbody>
</table>

Question options

Optional question (14 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>8</td>
</tr>
<tr>
<td>Report a Problem</td>
<td>1</td>
</tr>
<tr>
<td>Complaint</td>
<td>4</td>
</tr>
<tr>
<td>Complaint</td>
<td>7</td>
</tr>
<tr>
<td>Other</td>
<td>0</td>
</tr>
</tbody>
</table>

Question options

Optional question (15 response(s), 0 skipped)
Question type: Checkbox Question
Q3  What was the main area of your concern / feedback / question?

<table>
<thead>
<tr>
<th>Planning Related</th>
<th>Council Related</th>
<th>Property Taxes</th>
<th>Roads</th>
<th>By-Law Enforcement</th>
<th>Parks &amp; Recreation</th>
<th>Other</th>
<th>New Resident Inquiry</th>
<th>Building Permits</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>3</td>
<td>2</td>
<td>4</td>
<td>7</td>
<td>0</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

Optional question (15 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>Yes</th>
<th>No</th>
</tr>
</thead>
<tbody>
<tr>
<td>9</td>
<td>5</td>
</tr>
</tbody>
</table>

**Question options**

- Yes
- No

*Optional question (14 response(s), 1 skipped)*

*Question type: Checkbox Question*

### Q5 | Can you share with us what we did really well?

<table>
<thead>
<tr>
<th>User</th>
<th>Date/Time</th>
<th>Response</th>
</tr>
</thead>
<tbody>
<tr>
<td>Wendy</td>
<td>7/08/2020 12:34 PM</td>
<td>The receptionist was very prompt. My phone call to the Planning department went to a ridiculous voicemail just indicating the office was closed due to the pandemic. No option to leave a message. That is poor service. I did email H. Sadler who did not provide the response she said she would regarding a severance question. I have emailed her again.</td>
</tr>
<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>
</tbody>
</table>
Anonymous
7/23/2020 08:04 PM
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.

DonnaM
7/24/2020 06:15 PM
Returned my call and email quickly

Cindy
7/27/2020 09:15 PM
Customer service was very well done. I felt listened to.

Mae
7/28/2020 07:15 AM
Very responsive

Anonymous
7/29/2020 06:09 PM
Nothing

Anonymous
8/08/2020 04:28 PM
Collecting Taxes

Nadine
8/13/2020 07:15 AM
Clerk got back to me very quickly. Waited a long time for a response from planning.

Optional question (12 response(s), 3 skipped)
Question type: Essay Question

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

Anonymous
7/21/2020 06:22 PM
Nobody answers the phone, you can’t register on let’s talk Cramahe, no one 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!
<table>
<thead>
<tr>
<th>Name</th>
<th>Date/Time</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Mae</td>
<td>7/28/2020 07:15 AM</td>
<td>You are doing great</td>
</tr>
<tr>
<td>Anonymous</td>
<td>7/29/2020 03:05 AM</td>
<td>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.</td>
</tr>
<tr>
<td>Anonymous</td>
<td>7/29/2020 06:09 PM</td>
<td>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.</td>
</tr>
<tr>
<td>Anonymous</td>
<td>7/29/2020 06:09 PM</td>
<td>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.</td>
</tr>
<tr>
<td>Anonymous</td>
<td>8/08/2020 04:28 PM</td>
<td>Once again Mr Dave Perry of Old percy Road I was awakened by screaming at 9:00 pm from Mr Perrys 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 Old Percy Road. I have video recorded many of these late night disturbances after 8 o'clock 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. !!!</td>
</tr>
<tr>
<td>Nadine</td>
<td>8/13/2020 07:15 AM</td>
<td>Staff need cell phones if working remotely or to respond quickly.</td>
</tr>
</tbody>
</table>

**Optional question** (10 response(s), 5 skipped)

**Question type:** Essay Question
Q7 | How would you rate your overall experience? (1 being the least satisfied - 5 being the most satisfied)

<table>
<thead>
<tr>
<th>Rating</th>
<th>Percentage</th>
</tr>
</thead>
<tbody>
<tr>
<td>1 - Dissatisfied</td>
<td>6.7%</td>
</tr>
<tr>
<td>2 - Somewhat Dissatisfied</td>
<td>13.3%</td>
</tr>
<tr>
<td>3 - Neutral</td>
<td>26.7%</td>
</tr>
<tr>
<td>4 - Somewhat Satisfied</td>
<td>26.7%</td>
</tr>
<tr>
<td>5 - Satisfied</td>
<td>46.7%</td>
</tr>
</tbody>
</table>

Optional question (15 response(s), 0 skipped)

Question type: Dropdown Question
SURVEY QUESTIONS
Q1 Are you satisfied with the services the Township of Cramahe have been providing since the Declaration of Emergency began in...

![Chart showing responses to Q1]

**Question options**
- Yes
- No
- Not Applicable

Optional question (34 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 option...

![Chart showing responses to Q2]

**Question options**
- Commissioning Services
- Marriage Licence
- Planning Applications
- Tax Questions
- Cemetery Services
- Other
- Please share your experience
- Building Permits

Mandatory Question (34 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,...

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

Optional question (34 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 ...

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

Optional question (34 response(s), 0 skipped)
Question type: Checkbox Question
Feedback on Re-Opening the Municipal Office: Survey Report for 29 June 2020 to 09 September 2020

Q5 As staff are preparing to reopen the Municipal Office, we are considering various options. One option is to open fully foll...

Question options
- Open ASAP
- Open following Labour Day
- 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!

Optional question (34 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 staff's 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
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.
**Feedback on Re-Opening the Municipal Office : Survey Report for 29 June 2020 to 09 September 2020**

<table>
<thead>
<tr>
<th>Name</th>
<th>Date and Time</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Nadine</td>
<td>8/13/2020 06:40 AM</td>
<td>Email and phone. No issues contacting staff. Really like the option to sign in virtually to council.</td>
</tr>
<tr>
<td>Lynne</td>
<td>8/20/2020 05:48 AM</td>
<td>Staff are responsive and doing the best they can. Some people are better at responding then others. But with more o cases do not make the office a hot zone</td>
</tr>
</tbody>
</table>

**Optional question** (20 response(s), 14 skipped)

**Question type:** Essay Question
SURVEY RESPONSE REPORT
29 June 2020 - 09 September 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>Familiar</th>
<th>Somewhat familiar</th>
<th>Somewhat Not Informed</th>
<th>Not Informed</th>
</tr>
</thead>
<tbody>
<tr>
<td>4</td>
<td>3</td>
<td>3</td>
<td>2</td>
</tr>
</tbody>
</table>

Question options

Optional question (12 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 followin...

<table>
<thead>
<tr>
<th>Increase taxes to enhance or expand municipal services</th>
<th>Increase taxes to maintain services at current levels</th>
<th>Cut services to maintain current tax levels</th>
<th>Cut services to reduce taxes</th>
</tr>
</thead>
<tbody>
<tr>
<td>2</td>
<td>1</td>
<td>6</td>
<td>3</td>
</tr>
</tbody>
</table>

Question options

Mandatory Question (12 response(s))
Question type: Checkbox Question
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
- Other (please specify)
- Building Services
- Cemeteries
- Planning Services
- Police Services
- Recreation Facilities
- Resident Attraction/Retration
- Sidewalks

Optional question (5 response(s), 7 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 municipa...
Q6 Please rank your top three priorities where you believe that the Township should spend more tax dollars on:

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

Question options

Mandatory Question (12 response(s))
Question type: Checkbox Question
Q7  How do you believe the Township should spend cost savings, if any?

<table>
<thead>
<tr>
<th>Question options</th>
<th>Responses</th>
</tr>
</thead>
<tbody>
<tr>
<td>Lower next years property taxes</td>
<td>4</td>
</tr>
<tr>
<td>Spend on a one-time project (i.e. road resurfacing, software etc.)</td>
<td>5</td>
</tr>
<tr>
<td>Save for a rainy day</td>
<td>1</td>
</tr>
<tr>
<td>Other (please specify)</td>
<td>2</td>
</tr>
</tbody>
</table>

*Mandatory Question (12 response(s))

*Question type: Checkbox Question*
<table>
<thead>
<tr>
<th>Name</th>
<th>Date</th>
<th>Comment</th>
</tr>
</thead>
<tbody>
<tr>
<td>Jackie greenen</td>
<td>7/07/2020 10:58 AM</td>
<td>Does it really matter they are not going to listen anyway, but we need to attract more business to the area, spending money on road repair is a must you you want this. A business is not going to open if the roads are in disrepair as they are now. If you bring more business in then you will the reduce the tax burden on property owners.</td>
</tr>
<tr>
<td>Wendy</td>
<td>7/08/2020 12:28 PM</td>
<td>My property taxes have risen dramatically ($2000) over the past 4 years due to reassessment plus increases. Enough is enough. It's time to combine services and resources with another municipality within Northumberland. And Northumberland County needs to stop the annual increases of 2% plus. Reduce, reuse and eliminate the waste and the beaurocracy.</td>
</tr>
<tr>
<td>Cynthia</td>
<td>7/18/2020 12:51 PM</td>
<td>Great idea. This is a first for Cramahe.</td>
</tr>
<tr>
<td>Hart90</td>
<td>7/22/2020 01:41 PM</td>
<td>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)</td>
</tr>
<tr>
<td>Len</td>
<td>7/25/2020 01:35 PM</td>
<td>When you look a the budget you have to look a every item not just 1out of 10</td>
</tr>
<tr>
<td>Gritt Koehl</td>
<td>7/27/2020 11:16 AM</td>
<td>The pandemic should have resulted in savings in all departments, including staff remuneration. Consider reducing staff where appropriate by combining job responsibilities.</td>
</tr>
<tr>
<td>Alan Rivett</td>
<td>9/09/2020 01:07 PM</td>
<td>Roads need more attention. Some are to the point of being impassable in the spring.</td>
</tr>
</tbody>
</table>

**Optional question** *(7 response(s), 5 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>Question options</th>
<th>Recreation Facilities</th>
<th>Policing</th>
<th>Fire Department</th>
<th>Grants and Donations</th>
<th>Library Services</th>
<th>Other (please specify)</th>
<th>Road Maintenance</th>
<th>Infrastructure Replacement</th>
</tr>
</thead>
<tbody>
<tr>
<td>8</td>
<td>1</td>
<td>5</td>
<td>8</td>
<td>7</td>
<td>2</td>
<td>0</td>
<td>0</td>
<td></td>
</tr>
</tbody>
</table>

*Mandatory Question (12 response(s))
Question type: Checkbox Question*

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

<table>
<thead>
<tr>
<th>Question options</th>
<th>Attend Special Budget Public Meetings</th>
<th>Fill out online survey, questionnaires or budget tools</th>
<th>Combination of the above</th>
<th>Other (please specify)</th>
</tr>
</thead>
<tbody>
<tr>
<td>1</td>
<td>4</td>
<td>6</td>
<td>1</td>
<td></td>
</tr>
</tbody>
</table>

*Mandatory Question (12 response(s))
Question type: Checkbox Question*
Good morning Holly,

Further to our discussion on August 21st, the Ombudsman's Office is not taking further steps to review the bylaw enforcement complaint.

Thank you,

Jonathan Zameret
Early Resolution Officer / Agent de règlement préventif
1-800-263-1830 Ext 3308
jzameret@ombudsman.on.ca

Office of the Ombudsman of Ontario | Bureau de l'Ombudsman de l'Ontario
1-800-263-1830 - Complaints Line | Ligne des plaintes
1-866-411-4211 - TTY | ATS
www.ombudsman.on.ca | Facebook | Twitter
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